

Start here: uid.nj.gov

Or use the following QR code:



Question 1: Why do I have to verify my identity?

ANSWER: The New Jersey Division of Unemployment Insurance has partnered with ID.me to verify the identity of all workers applying for Unemployment Insurance (UI) benefits. This required step helps protect your identity and your benefits against attempted fraud. Before you can receive unemployment benefits you must verify your identity through ID.me.

If you think your identity has been compromised and you want to let us know, go to our website to report potential fraud.

Question 2: How long does the identity verification process take?

ANSWER: The process can be completed in a few minutes using the email address associated with your initial unemployment claim, a computer or mobile phone, a copy of your social security number, and common identity verification documents. Once you completed your verification, it can take NJ Unemployment up to 5 business days to process. If you don't hear back after 5 business days, please reach out for support.

Question 3: How do I get started?

ANSWER: We offer three options for you to verify your identity. Choose the method that's convenient for you.

Important things to remember:

1. Sign up for ID.me with the same email address you used on your initial unemployment claim application if possible to avoid delays in processing your application.
2. To verify your identity, you'll need your social security number and one or more identity verification documents, depending on which method of verification you choose.
 - a. If you verify your identity through self service, video chat, or in-person, you will need:
 - i. One of the following documents: driver's license, state ID, passport card, passport. **Make sure you have this ready when you begin the process.**
 - ii. In some cases, you will be asked for further documentation. If this is the case, you will need either two primary documents or one primary and two secondary documents from ID.me's list available at the QR code at the top of this document. We recommend that you prepare those documents just in case you may need them.
 - b. If you verify your identity at a UPS location, you will need:
 - i. One identification document from the "Primary Documents" list. **Make sure you bring this with you.**
 - ii. One identification document with your current valid U.S. address. **Make sure you bring this with you.**
 - iii. In some cases, you may be asked to show a document with your full social security number. If you have a document with your social security number on hand, we recommend bringing it along

Choose how to verify your identity

- **Self-service:** Select the Self-service method, and you will be guided through this online process. This is the fastest way to complete your identity verification. You can use your own mobile phone or computer that has a camera, or walk in to a One-Stop Career Center, which will have a computer you can use to complete this process.
- **Video chat:** Select the Video Chat Agent method and meet online with an ID.me employee to walk you through the process. You can use your own mobile phone or computer that has a camera, or walk in to a One-Stop Career Center, which will have computer you can use to complete this process.

- **In-person:** You can meet in person with a support specialist who can help you complete your identity verification application. There are two ways to do this:
 - Schedule an appointment with a NJDOL UI staff who will help you with the identity verification process at a One-Stop Career Center. You can find all the One-Stop locations at the QR code at the top of this document. We recommend making an appointment, but you may walk in to a One-Stop Career Center. Please note that if you do walk in, you may need to wait and may not be able to be served. Please make sure you have a record of your Social Security number and two additional identity documents when you come in for your appointment.
 - Or select the In-Person Verification method, where you will be prompted to sign in (or create) your ID.me account. There are 33 locations around the state that partner with ID.me to offer in person support. We recommend making an appointment, but you can choose to walk-in any time during regular business hours. After you have scheduled your in-person verification, you will receive a confirmation email with a QR code that you must show when you come in and a list of documents you will need to bring to your appointment in order to complete your verification. You must submit your unemployment insurance application and create an ID.me account online before you come in.

If you have questions about this required identity verification, visit help.id.me.

Question 4: I don't have access to a computer or phone. How else can I verify my identity?

ANSWER: Use one of these alternate resources if you are unable to access your email on a computer or phone:

- **One-Stop Career Center public computer;**
- **Your town's public library computer** (please note that the computer will need a camera)

Question 5: How do I verify my identity if I am a minor?

ANSWER: The identity of workers under the age of 18 is verified by NJDOL staff. **Email:** idproofing@dol.nj.gov.

Question 6: Can I select a language other than English to complete the verification process?

ANSWER: Yes. After clicking the link to verify your identity, select the language you prefer to complete the ID.me verification process.

You also have the option of completing the process via a live video conference session in the language of your choice

Question 7: I'm having issues creating an account. Who can help me?

ANSWER: Submit a request for help here: https://help.id.me/hc/en-us/p/contact_support. NJDOL staff are unable to access your ID.me account or assist with the ID.me process.

Question 8: When I click New Jersey's link to verify my identity, I see a screen that says 'STOP AND READ'. What should I do?

ANSWER: You must select "Yes" so New Jersey can receive and review your information without delay.

(Here's a screenshot)

Question 9: I already verified my identity for the IRS. Do I have to do it again for NJ unemployment?

ANSWER: If you have already completed ID.me verification for another agency (such as the IRS, SSA, or Veterans Affairs), please log in to your ID.me account. You will be instructed on how to share that proof of verification with NJ and if there is anything additional you may be required to do.



STOP AND READ

This site verifies your identity for access to state benefits or government services.

Your security is our first priority. We want to make sure you know the purpose of this verification.

If you are not verifying your identity to access state benefits or government services **for yourself**, please contact us before proceeding. For more information on how to avoid scams, [click here](#).

Are you verifying your identity to access state benefits or government services?

Yes

Question 10: I completed the identity verification process through ID.me. What happens now?

ANSWER: When you successfully complete the ID.me verification process, ID.me will email this message (pictured here): "We confirmed your identity!"

(Here's a screenshot)



There is one last step you must complete to share your information with the New Jersey Department of Labor and Workforce Development.

1. Please return to <https://uistatus.dol.state.nj.us/verify> and click the "Verify with ID.me" button.
2. Sign into your existing ID.me account and authenticate with your MFA option.
3. When prompted, click "Allow" to share your identity information with NJDOL.

However, completion of the ID.me verification process is not enough to begin certifying. You **must** wait for a New Jersey Unemployment confirmation email from ui-noreply@dol.nj.gov:

(Here's a screenshot)



This email will direct you to start certifying and provide you with next steps for your claim.

Please note: Even if you successfully verify your identity, your unemployment claim may be denied for other eligibility reasons.

Question 11: I received both confirmation emails that my identity was verified and I've begun weekly certifying, but I still have not received payment from my unemployment benefit. What should I do?

ANSWER: Please make sure your weekly certifications have been successfully submitted for each week you have been unemployed. If there are eligibility issues with your unemployment claim, NJDOL will need additional time to resolve these issues. You may receive requests for further information from New Jersey in order to process your claim. Please check your email inbox for requests for information from ui-noreply@dol.nj.gov.

ID.me

We confirmed your identity!

You gave ID.me all the information we needed to confirm who you are. We're forwarding your verification information to New Jersey. Wait to receive an email from NJDOL telling you what to do next. Please allow New Jersey time to resolve any eligibility issues on your claim. Please make sure to use the same email address that you used when you registered with NJDOL.

To learn how to change the primary email address on your account, click [here](#).

If there are any eligibility issues, NJDOL will contact you directly.



Manage your settings in your [ID.me My account](#)



Your identity is confirmed — start certifying weekly on March 29

ANGELA SMITH:

Thank you for verifying your identity. You can start certifying for benefits on

Wednesday, March 29th

This is the day you can begin to certify for benefits. You may not certify before this date.

If this date has passed, start certifying as soon as you can. Certification is available Sunday to Friday from 8am - 7pm.



Certifications are every week!

You must answer the same set of questions every week to receive payment.

Recommendation: Choose a day of the week and set an alert to certify so you don't forget.

You can certify for benefits **Sunday to Friday from 8am - 7pm.**

Question 12: What if I did not receive a confirmation that I verified my identity successfully?

ANSWER: If you have not received the confirmation email, you likely did not complete the ID.me process. Please try verifying your identity again. Please reach out to ID.me support [https://help.id.me/hc/en-us/p/contact_support] if you believe you completed your verification and need support.

Question 13: Will I ever need to repeat the identity verification process?

ANSWER: Each UI claim is valid for one year and you will not need to repeat the ID verification during that year. When opening a new claim, you will be asked to sign in to your existing ID.me account to link your existing verification to the new claim but will not have to repeat the verification steps.

Question 14: I do not want to share my biometrics data, how else can I verify my identity?

ANSWER: You can use the in-person option to verify your identity if you do not want to share biometric data.

Select the **In-Person Verification** method, where you will be prompted to sign in (or create) your ID.me account. There are 33 locations around the state that partner with ID.me to offer in person support. We recommend making an appointment, but you can choose to walk-in any time during regular business hours. After you have scheduled your in-person verification, you will receive a confirmation email with a QR code that you must show when you come in and a list of documents you will need to bring to your appointment in order to complete your verification. You must submit your unemployment insurance application and create an ID.me account online before you come in.

Question 15: What if I choose to not participate in identity proofing, or fail to prove my identity when I first apply?

ANSWER: If you choose not to participate in the identity verification process, or you fail the verification process, you can still submit your application. However, we will not make any benefit payments to you until we confirm that your identity has been verified.