

## OVERVIEW

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.

### Question 1: How do I get started?

**ANSWER:** We offer three options for you to verify your identity. Choose the method that's convenient for you. First, go to <https://hosted-pages.id.me/njdolverify> to create an account and log in, OR use this QR code:



Then, choose how to verify your identity:

- **Self-service:** The most common verification method—you will be guided through this online process. To verify, you'll need a mobile phone or a computer that has a camera, your email address, photo ID (driver's license, passport, etc.), and Social Security number.
- **Video-chat:** Meet online with an ID.me employee to walk you through the process. To verify, you'll need a mobile phone or a computer that has a camera, your email address, Social Security number, two primary forms of identification or one primary and two additional documents *Primary identification: Photo driver's license, original or certified birth certificate, unexpired US passport, temporary resident ID card, military identification, adoption decree, etc. Secondary identification: union membership card, computer-generated pay stub, bank statement, health insurance card, IRS tax form, social security documents, W2, etc.*
- **In-person:** If you don't think you'll be able to verify your identity by self-service or video-chat, you should choose to verify your identity in person. Schedule an appointment at one of the 29 convenient locations around the state. To verify, you'll need to create an ID.me account online, schedule your in-person appointment, gather your email address, Social Security number, and two additional identity documents.
- Before you can verify in person, you must create your ID.me account and schedule your appointment. You will receive a QR code in your email that confirms your appointment. You will not be served without this QR code that is only for you.

### Question 2: I don't have access to a computer or phone. How do I access my QR code?

**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

### Question 3: When I click New Jersey's link to verify my identity, I see this screen. What should I do?

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

(Here's a screenshot) →



#### 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 4: 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](https://help.id.me/hc/en-us/p/contact_support)

## 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](mailto:idproofing@dol.nj.gov)

## Question 6: I already verified my identity for the IRS. Do I have to do it again for NJ unemployment?

**ANSWER:** ID.me verifications completed for other agencies (such as the IRS, SSA, or Veterans Affairs) are only shared with NJDOL if they meet the identity proofing requirements of the National Institute of Standards and Technology (NIST) Assurance Level 2 (IAL2). After you log in to ID.me with your credentials, you will be presented with any additional steps needed.

## Question 7: 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 need to sign in to your existing ID.me account, but will not have to repeat the verification steps.

## Question 8: I used a different email address to verify my identity than the email I used to file for unemployment. What do I do?

**ANSWER:** If the email addresses on your ID.me account and your unemployment claim do not match, follow the steps below to update your ID.me profile with the email address associated with your claim:

1. Sign in to your ID.me account.
2. Select **Profile**.
3. Under "Email", select **+ Add Email**, then enter the email address you want to add.
4. Select **Send verification**. A confirmation message will be sent to the new email address. If you don't receive the email, check your spam folder.
5. Select the link in the email to confirm this email address.
6. In the Profile tab in your account under "Email," find the email you used to file your unemployment claim, then select **Make Primary**. Please allow 5-10 business days for processing.

## Question 9: 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.

## 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: "We confirmed your identity!" However, this confirmation email from ID.me **is not enough** to begin certifying. **You must wait** for a New Jersey Unemployment confirmation email from [ui-noreply@dol.nj.gov](mailto:ui-noreply@dol.nj.gov). This email will direct you to start certifying and provide you with next steps for your claim. Even if you verify your identity, your unemployment claim may be denied for other reasons.

(Here's a screenshot)

