

After completing Step 6 of “Instructions for Resolving Invalid Keystone Logins”, claimants must verify their identity using the ID.me service.

Please review the information below.
Click Next to continue.

• indicates required fields. For help click the information icon.

Unemployment Insurance Compensation

This system allows you to file an Unemployment Insurance compensation claim. Please confirm your actions below.

Are you attempting to file an Unemployment insurance claim at this time?

Yes No

[Next >>](#)

Identity Verification Required to Create a New Account

In order to create a new account in this online portal, you must verify your identity using the ID.me service.

ID.me is a federally certified identity verification provider specializing in digital identity protection. This secure, online service helps the Pennsylvania Department of Labor & Industry make sure you are who you say you are - and not someone who has stolen your identity. More information about ID.me, including how it protects your privacy, is available [here](#). You will need to have your driver's license or state-issued identification and your Social Security number available.

To begin the process, please click [Verify with ID.me](#) and you will be directed to ID.me. Si usted desea utilizar este servicio en español, por favor haga clic [aquí](#) y será dirigido a ID.me.

You must verify your identity using this service in order to continue creating your new account.

VERIFY with ID.me

When prompted, click **Verify with ID.me** to create an ID.me account or use your existing account.

You will be directed to the **ID.me sign-in page**. You can sign in to your existing ID.me account or create a new one.



Create an ID.me account

Already have an ID.me account?
[Sign in to ID.me](#)

Email
caseyowens@email.com

Password

Confirm password

I accept the ID.me terms of service and privacy policy

[Create account](#)

[Or connect](#)

Clamians with an an existing ID.me account can simply sign in on the “Create an ID.me account” screen.

Create an ID.me account

Already have an ID.me account?
[Sign in to ID.me](#)

Email
caseyowens@email.com

Password
.....

Confirm password
.....

I accept the ID.me terms of service and privacy policy.

Create account

Or connect

Confirm your email address.

Welcome to ID.me - Please confirm your email. [View ID.me](#)

ID.me email@id.me 11:40 AM (3 minutes ago)

Welcome to ID.me - Please confirm your email
Friday, 11/13/2020

ID.me

Welcome to ID.me

ID.me simplifies how you prove and share your identity online, helping keep your information safe.

You can confirm your email using the link below:

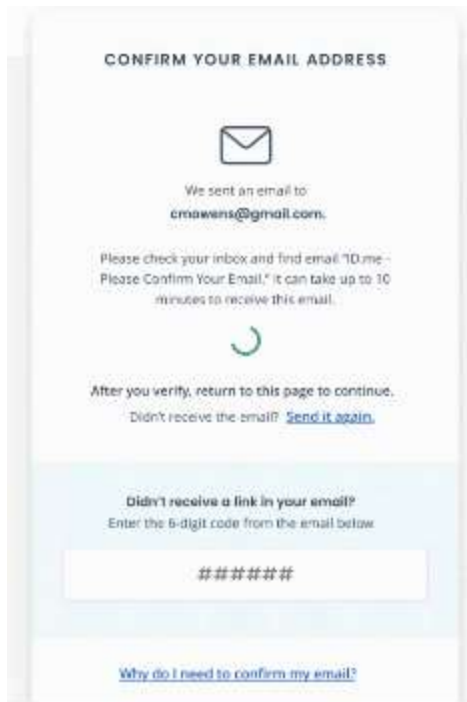
Confirm your email

Please note that this link will expire in 15 minutes.

Don't see a link in the email?

Copy the 6-digit code that appears below and paste it into the ID.me account cookie screen.

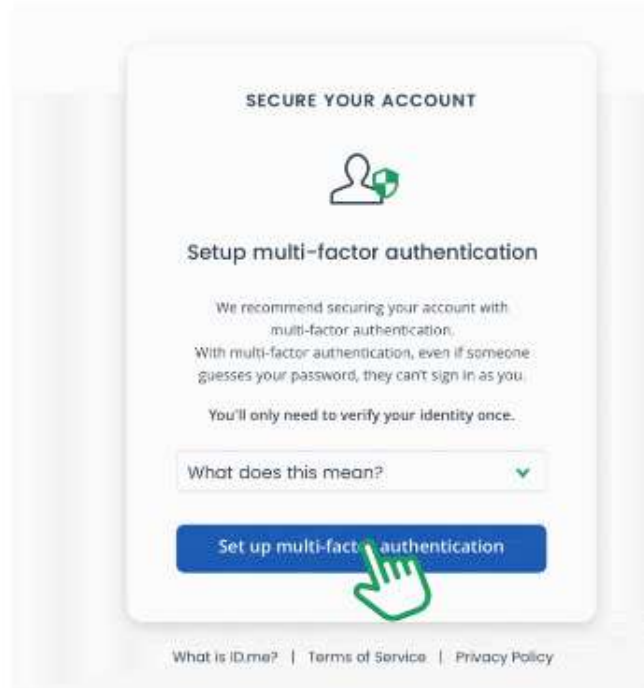
734940

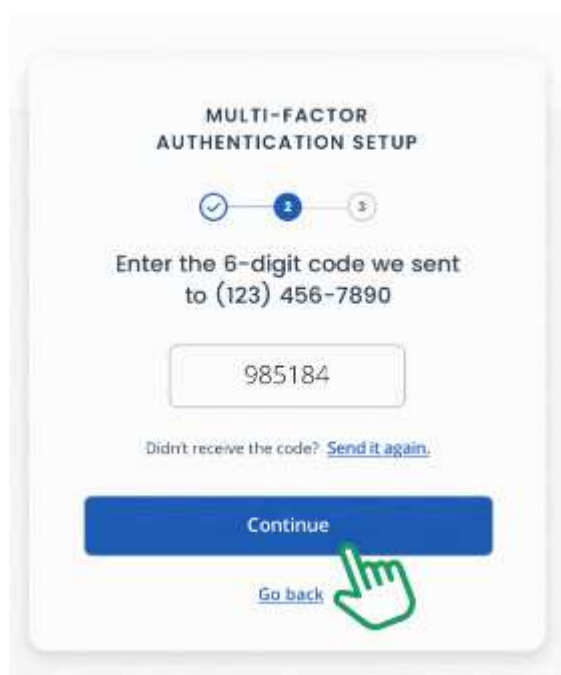
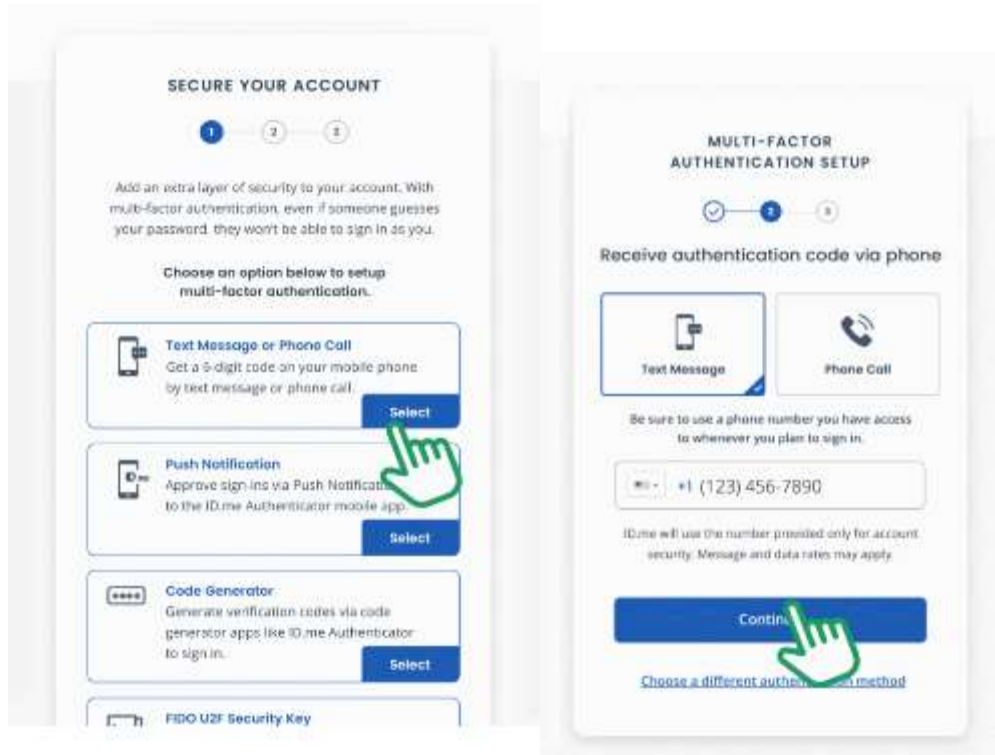


Even though the instructions say the email can take up to 10 minutes to receive, most times it is received immediately.

Select a **multi-factor authentication option (MFA).**

You can receive a passcode via text message or phone call. You can also choose one of the other listed methods which use a phone app or physical key fob to securely send the passcode.





Claimants are then asked if they would like to generate and save a recovery code. The recovery code provides access to ID.me accounts when users don't have the phone or device that was used to set up MFA.

Verify your identity.

Select Driver's license or state ID, Passport, or Passport card to upload.

You can take a photo with your mobile device or upload from your computer.

VERIFY YOUR IDENTITY

There are several options for you to verify your identity and this process only takes a few minutes. You'll only need to verify your identity once.

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry this won't affect your credit score.

Choose a verification method

- Driver's license or state ID**
Upload a photo of your driver's license or state ID and enter your social security number. [Start Now](#)
- Passport**
Upload a photo of your passport and enter your social security number. [Start Now](#)
- Passport card**
Upload a photo of your passport card and enter your social security number. [Start Now](#)

[I don't live in the United States](#)

VERIFY YOUR IDENTITY

1 2 3

Choose how to submit photos

[Take a photo with my device](#)

Your mobile device must have a camera and a web browser.

OR

[Upload an image](#)

[Go back](#)

VERIFY YOUR IDENTITY

1 2 3

Take photos with my device

Enter a mobile phone number, and we'll text you a link to take photos of your driver's license or state ID.

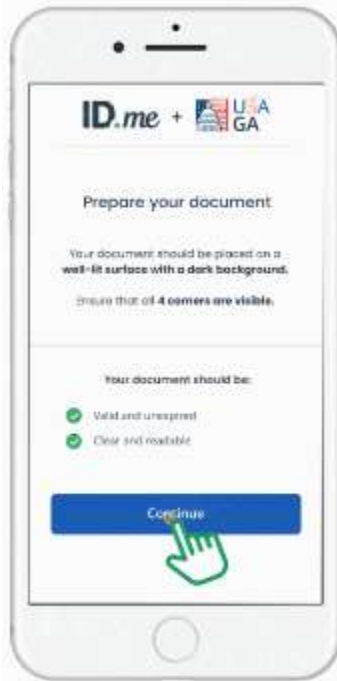
Enter your mobile phone number

+1 (878) 454-3254

Your mobile device must have a camera and a web browser.

[Continue](#)

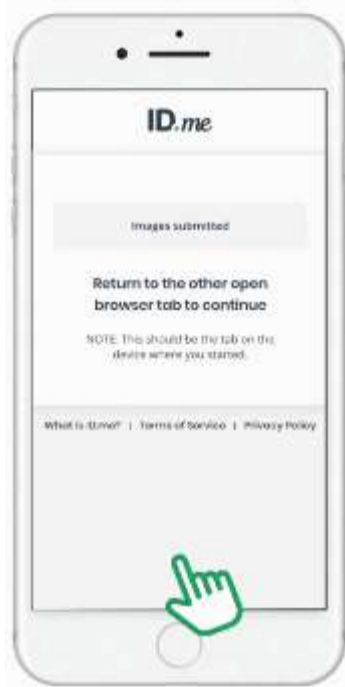
[Go back](#)



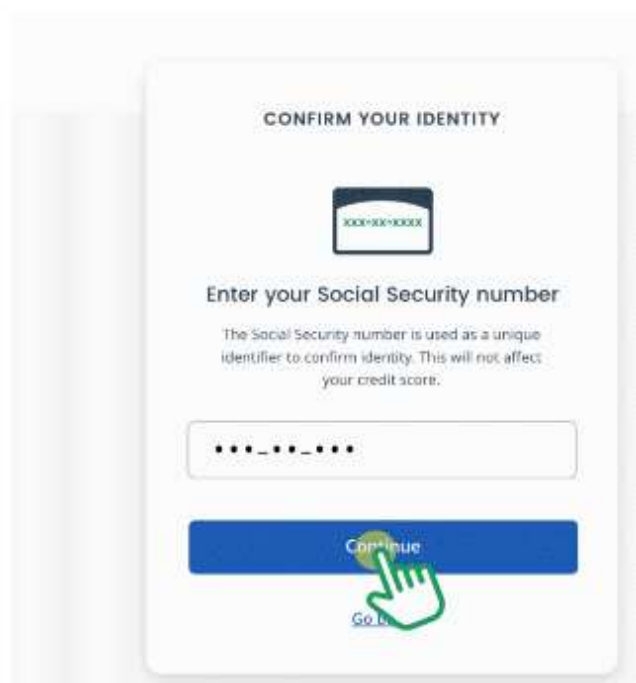


When prompted, **take and submit a selfie.**





Enter all other requested information, including **your Social Security number.**



CONFIRM YOUR IDENTITY

Enter your Social Security number

The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score.

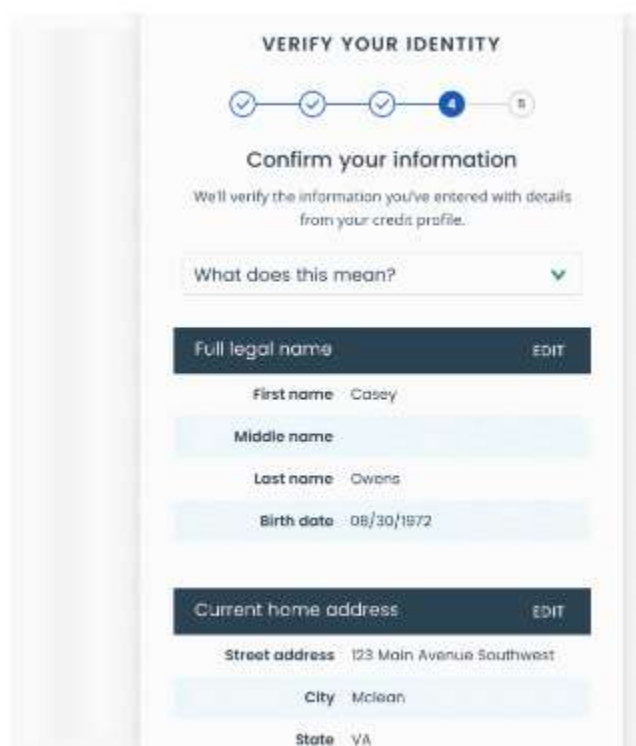
...-...-...

Continue

Review and confirm to make sure all your information is accurate. Then click **Continue** at the bottom of the screen.

After ID.me verifies your identity, you will receive a confirmation text message as a way to protect you from fraud.

To learn more about this text message, [click here.](#)



VERIFY YOUR IDENTITY

Confirm your information

We'll verify the information you've entered with details from your credit profile.

What does this mean?

Full legal name EDIT

First name Casey

Middle name

Last name Owens

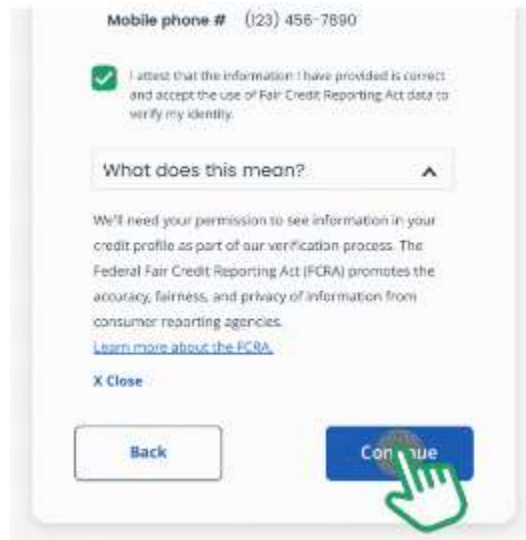
Birth date 08/30/1972

Current home address EDIT

Street address 123 Main Avenue Southwest

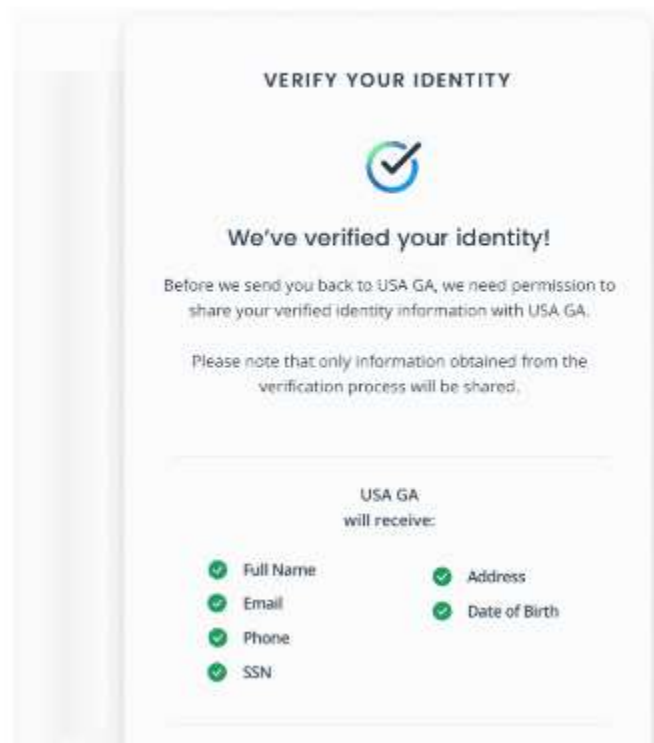
City Mclean

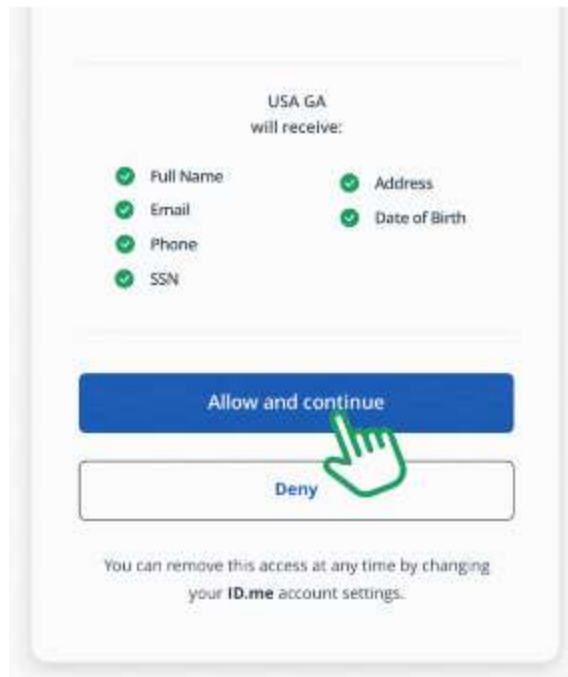
State VA



At the end of the process, be sure to click **Allow and continue.**

This step shares your identity information with the Pennsylvania DLI.





Next, you will be redirected to the DLI site.

If identity cannot be verified:

If a claimant is not able to complete the verification process due to an issue with their documentation, they will need to verify their identity over a video call with an ID.me team member. Wait times may vary. They will need to show identity documents to a Trusted Referee along with a selfie to complete their verification.

YOU'RE ALMOST THERE

Complete identity verification
Have your documents inspected virtually.
Connect with a trained and certified ID.me
Trusted Referee on a secure, two-way video call.

[Verify identity on a video call](#)

[or retry the previous steps](#)

Why am I seeing this?

Get Stuck Along the Way?

At ID.me we have a **No Identity Left Behind** mission. If you get stuck along the way, we are here to help. You'll see a screen inviting you to connect with an ID.me team member via video call who will verify your identity in moments.

If you have additional questions, please navigate to [help.id.me](#) and ask our virtual assistant or submit a request. Our member support team is available 24 hours a day, 7 days a week and will get back to you as soon as possible.

If a claimant does not have a smartphone, there are detailed instructions on how to use their laptop or computer with a webcam.

The link also provides solutions to browser issues.

**If you don't have a smartphone,
click here to learn how to
verify your identity without a
smartphone.**

This link can be found on the screen that provides instructions on how to take and upload ID photos.