



IDENTITY VERIFICATION

Identity verification is the process of making sure a person is who they claim to be while applying for unemployment insurance benefits. The N.C. Division of Employment Security uses two different types of identity verification: digital and in-person.

DIGITAL VERIFICATION (ID.me)

Two ways:
1. Self-service online steps
2. Video call

STEPS FOR DIGITAL VERIFICATION

- Sign into your DES account.
- Click on the ID.me link provided to create your ID.me account, secure your account and verify your identity.
- Verify your identity either online or by video call.
 - a. Follow the provided step-by-step instructions you'll be given to complete your verification online.

OR

 - b. Follow the video-chat step-by-step guide you'll be given to learn how to verify through video call.

ITEMS NEEDED TO VERIFY IDENTITY ONLINE

- **Computer, tablet or mobile phone** with internet access and a camera.
- **Email address** used to create your DES online account.
- **Valid Photo ID** (ex: driver's license, passport, passport card, state-issued ID)
- **Social Security number.**

IN-PERSON VERIFICATION (USPS)

Face-to-face at a participating U.S. Post Office retail location

STEPS FOR IN-PERSON VERIFICATION

- Sign into your DES account.
- Click on 'Verify with USPS'. You will be taken to the United States Postal Service (USPS) website to begin the process.
- Print or take a picture of the bar code provided at the end of registration.
- Review the list of nearby participating U.S. Post Office retail locations provided to you after completing the registration process.
- You have seven days to present your required paperwork in person at a nearby post office.
- Allow up to 24 hours before signing into your DES account.

ITEMS TO BRING TO USPS FOR IN-PERSON VERIFICATION

- **Bar code** provided at the end of the USPS registration.
- **Email address** used to create your DES online account.
- **Accepted ID documents:** state driver's license or state-issued ID card. Also, a U.S. Armed Forces, uniformed service ID card, or U.S. passport are accepted with a second ID*.
 - * **Second ID is proof of your current address.** If your ID does not show that address, you must provide proof of address with one of these documents: lease, mortgage or deed of trust; voter registration card; vehicle registration card; or home or vehicle insurance policy.

USPS will **NOT ACCEPT** Social Security cards, credit cards, utility bills, school IDs, medical marijuana cards, concealed carry licenses or expired IDs.