Troubleshooting Technical Issues During ID.me Verification

This troubleshooting guide is designed to address common technical issues that may arise during the ID.me identity verification process. It does not cover issues related to creating an OpenCCC account or completing the CCCApply application.

Once you've established your OpenCCC account, follow these steps to resolve common technical issues encountered during ID.me verification:

1. Confirm you have physical and original versions of your identity documents.

2. Confirm you have reliable WiFi and/or internet connection.

3. Confirm you have access to a personal email address to complete verification. Avoid using work email addresses if possible.

4. Confirm you have a trusted phone number listed in your ID.me account.

5. Confirm you have the most current operating system installed on your device.

6. Confirm you have the most current version of your internet browser installed on your device.

7. Confirm your internet browser's cache has been cleared.

8. Confirm browser windows and tabs remain open until verification is fully complete.

If issues persist after following these steps, try turning your device off and back on again. Then return to the instructions on how to verify your identity and continue the process. If you are still unable to verify your identity, contact ID.me Member Support for assistance.

Excluding OpenCCC and CCCApply Issues: This guide does not address technical problems related to OpenCCC account creation or the CCCApply application. For assistance with these, please contact the CCC Help Desk at ccchelp.info.

Related Help Articles:

- Getting help after verifying your identity
- I couldn't verify my identity
- Switching between browser tabs during verification
- Technical requirements to verify your identity
- "Something isn't right" error message
- Granting permission to use your device's camera
- Fixing error code 4301
- Clearing your browser's cache
- Why can't my phone number be verified?
- Updating your web browser