

ID.me Verification Step-by-Step Guide

Verifying your identity through ID.me is an important step to ensure the integrity of your college application. This guide will walk you through the process.

Why Verify Your Identity?

-  **Integration with OpenCCC/CCCApply:**
Verification as part of the larger OpenCCC/CCCApply process.
-  **Protects Against Fraud:**
Ensures your application is secure.
-  **Speeds Up Application Processing:**
Streamlines your journey through OpenCCC/CCCApply.
-  **Enables Access to Services:**
Unlock full benefits within the CCC system.
-  **Strengthens Security:**
Adds an extra layer of protection.
-  **Annual Requirement:**
Only needed once per year.



ID.me Account Setup and Verification

Integration with OpenCCC:

The identity verification process now begins with the OpenCCC account creation or login, not directly on the ID.me website. This change is part of the integration into the California Community Colleges (CCC) system, enhancing security and verification for students.



Setting Up Your ID.me Account through OpenCCC

1. Start at OpenCCC: Begin by creating a new account or logging into your existing OpenCCC account. This is the first step in the verification process.
2. Navigate to the 'Verify Now' Page: After logging into OpenCCC, you will be directed to the 'Verify Your Identity' page. This is part of the new workflow specifically designed for the CCC system.
3. Opt-In or Opt-Out of Verification: You can choose to verify your identity with ID.me or opt-out of this step. Opting out may impact access to certain resources, like financial aid.



Verifying Your Identity with ID.me

1. Redirect to ID.me: If you opt-in for verification, you will be redirected to ID.me. Here, you can either sign in to an existing ID.me account or start the verification process.
2. Enter Personal Details: Provide necessary information, including your full legal name, address, phone number, date of birth, and Social Security Number (if you have one). Make sure these match your ID documents.
3. Upload Government-Issued ID Documents: Acceptable forms include a driver's license, state ID, and passport. Ensure the documents are current, and photos are clear.
4. Take a Clear Selfie: Follow guidelines for a clear selfie – no hats, glasses, or masks, and ensure your full face is visible.
5. Complete Additional Verification Steps: If prompted, answer identity confirmation questions.



Completing the Verification Process

1. Start at OpenCCC: Begin by creating a new account or logging into your existing OpenCCC account. This is the first step in the verification process.
2. Navigate to the 'Verify Now' Page: After logging into OpenCCC, you will be directed to the 'Verify Your Identity' page. This is part of the new workflow specifically designed for the CCC system.
3. Opt-In or Opt-Out of Verification: You can choose to verify your identity with ID.me or opt-out of this step. Opting out may impact access to certain resources, like financial aid.



ID.me Help Center & Support Process

ID.me Support for Verification Process

- Scope of Support: Support provided by the ID.me Help Center is specifically for issues related to the ID.me identity verification process. This includes assistance during the process of verifying your identity through ID.me as part of the CCCApply application.

Support Options:

- Virtual Assistant & FAQ: For quick answers and assistance, use ID.me's virtual assistant or search the FAQs on their support website: [Help.ID.me](https://help.id.me).
- Submit a Support Ticket: If you encounter issues during the ID.me verification process or require more detailed help, you can submit a support ticket directly through ID.me. [Submit a request for help](#).
- ID.me FAQ Document: For common questions and answers about the ID.me verification process, refer to the [ID.me FAQ document](#).

OpenCCC and CCCApply Application Support

- Non-ID.me Related Support: For any issues, questions, or support needs related to OpenCCC accounts or the CCCApply application process, please contact the primary CCC Help Desk at cchhelp.info.
 - ◆ Scope of CCC Help Desk: The OpenCCC Helpdesk will continue to offer comprehensive student support, including assistance with account creation, application submission, and general inquiries about CCCApply.

Documentation Requirements for Verification

- Identity Verification Documents: ID.me requires certain primary and secondary identity verification documents as per NIST standards. These may be required for self-service verification or during a video call with an ID.me Video Chat Agent. For a detailed list of acceptable documents, please visit [ID.me documentation requirements](#).

Additional Student and Staff Support

- College Support Services Team: The College Support Services team remains available to respond to staff support requests regarding the integration of ID.me with CCCApply and any related institutional queries. Email: staffsupportccctc@openccc.zendesk.com