

Logging into the System

Effective Saturday March 19, 2022, claimants and employers will no longer use the Keystone ID process. They will use the standard username and password process that is like the login process we recognize from most applications such as our banking apps and credit cards.

Active users:

Will see no substantial changes, they will use their keystone ID and password just like always. If they forget their username or password, they can use the links within the system.

Usernames will be provided in an email.

Passwords can be reset using the email sent by the system.

If both username and password are forgotten, two emails will be sent.

During this retrieval/reset process claimants must enter their email on record, or the process will not work.

Inactive users:

Claimants that are not active are those that have not logged in within the past month, or so.

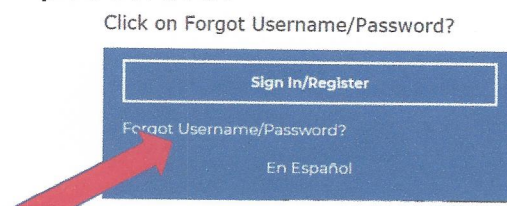
These claimants will be forced to reset their password.

The claimant will likely attempt to log in but get a warning message that tells them to try again.

No matter how many times they try, it won't work.

If claimants tell you they are stuck in a loop, this is probably the reason.

These claimants must choose the link for forgotten passwords and reset their old password.



Then they will be able to log in.

These steps inactive users must follow applies to the one-time

conversion process from Keystone ID to the new login process.

After this process is complete, a claimant's password does not expire.

ID.me Account Instructions

Set up ID.me Account

If you already have an ID.me account, you can **simply sign in** by clicking "Sign in to ID.me" and entering your login credentials. Otherwise, follow the steps below.

1. To **create your ID.me account**, enter an email address you can access and choose a password. Click the checkbox to accept ID.me's terms and conditions and privacy policy. Then, click "Create account."
2. Check your inbox for an email from ID.me. Click the button in the email to **confirm your email address**. Then, return to your browser. The page will automatically move forward to the next step.

Secure Your Account

To **protect your account**, you'll set up extra security called multi-factor authentication (MFA). MFA uses a one-time passcode that is sent to your phone or generated via a mobile app each time you log in.

1. **Choose an MFA option.** 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.
2. Most people choose to send the passcode to their phone. **Just enter your phone number** and then check your text messages or answer the phone to receive your 6-digit passcode.
3. Back on your browser, **enter the 6-digit passcode** and click continue.
4. If you want, you can **generate and save a recovery code**. The recovery code allows you to access your account even if you don't have the phone or device you used to set up MFA.

Verify Your Identity

Proving your identity is as simple as uploading a photo of your government ID and taking a selfie. By verifying your identity through ID.me, your state unemployment agency ensures that you, and only you, are able to receive access to your unemployment benefits.

1. Choose a document type to submit: driver's license, state ID, passport, or passport card.
2. Either **upload existing photos** from your desktop OR **type in the phone number** of a cell phone that can take pictures. If you choose to take pictures with your phone, ID.me will text you a secure link that will open your phone camera.
3. Follow the instructions to **take pictures of your ID**. For a driver's license, state ID, or passport card, remember to take a photo of the front and back. When you're satisfied with the photos, click continue.
4. Follow the instructions to take a **video selfie**. Ensure you're in a well-lit area. You'll be asked to look at the colors on your phone screen while ID.me takes a short video selfie to verify that you're really you.
5. The final step to verify your identity is to enter your Social Security number.

Confirm and Authorize

The last step is to confirm your information and authorize ID.me to securely share your identity verification information with your state unemployment agency. ID.me will never share your information without your permission.

1. Make sure that all your information is **accurate and complete**. If it is, check the box attesting that the information is accurate, and then click continue. If not, hit the edit buttons to make changes.
2. You'll see a message saying that your identity has been successfully verified. By clicking "**Allow and continue**," ID.me will be able to

send your information to the agency and you will be granted access to your account.

ID.me has 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 you are still having difficulties, you can email UCHelp@pa.gov and make the subject line ID.me Issues.