







# Verifying Your Identity with within the OpenCCC/CCCApply process

## A comprehensive step-by-step guide

### 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.



### Set Up Your Account (Starts in OpenCCC/CCCApply)

1



**Navigate from OpenCCC/CCCApply:**  
Begin verification after creating/  
logging into your OpenCCC account.

2



**Redirect to ID.me Website:**  
You will be directed to ID.me for  
detailed verification.

3



**Account Creation on ID.me:**  
Click "Create Account," enter  
email and password.

4



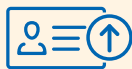
**Personal Information:**  
Provide your SSN\* and confirm  
personal details.

5



**Multi-Factor Authentication:**  
Set up for added security.

6



**Upload ID Images:**  
Driver's license, state ID, or passport.

7



**Clear Selfie:**  
Ensure your face is visible for  
identity matching.

8



**Answer Confirmation Questions:**  
For additional verification.

# Verifying Your Identity with within the OpenCCC/CCCApply process

## A comprehensive step-by-step guide

### Complete the Process and Return to OpenCCC/CCCApply

9



#### **Email Confirmation:**

Check your email for a link from ID.me.

10



#### **Link Click:**

Finalize your ID.me verification by clicking the link.

11



#### **Return to OpenCCC/CCCApply:**

Use your new ID.me credentials to continue your application process.

### Resources and Next Steps



#### **Guides and Videos:**

Step-by-step help on ID.me and integration with OpenCCC/CCCApply.



#### **ID.me Support and FAQs:**

Assistance specifically for ID.me verification issues.



#### **Next Steps:**

After ID.me verification, proceed to the next steps in your OpenCCC/CCCApply application.

\*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.

# California Community Colleges and ID.me step-by-step guide

California Community Colleges works with ID.me to verify the identity of students who apply to California community colleges using CCCApply. This streamlines and secures both the admissions and financial aid process while also safeguarding student information.

The ID.me role in this partnership is only for identity verification. ID.me does not approve admissions or financial aid applications. This article explains how to get started verifying as a prospective community college student.

**Who won't be able to use ID.me?** Applicants who fall into these categories: No valid identity documentation from country of origin, Types of documents used for ID.me identity verification, No permanent address (housing insecure/homeless), No internet access or a smartphone (incarcerated), Minors (ID.me enhancement in progress. The enhancement for minors will not support foster youth or juvenile justice students who are wards of the court).

## Before you begin

CCC requires that the email you use for your OpenCCC student account matches at least one of the email addresses on your ID.me account.

To access CCC using ID.me, you'll first sign in to or create an OpenCCC student account. Next, you will sign in to your ID.me account and share your information with CCC. If you have never used ID.me, you will create an ID.me account and verify your identity.

## 1. Sign in or create an OpenCCC student account

To get started, sign in to your OpenCCC account or create one if you don't have an account:

1. Go to [California Community Colleges](#).
2. If you already have a OpenCCC student account, select Sign in, then enter your information and follow the prompts to sign in. To create a new OpenCCC account, select Create an Account.
  - a. To set up your account, follow the prompts to enter your email or phone number, then enter the Security Code you receive. Next, enter your contact information, personal information, and account password. Finally, select Create Account.
3. Select Verify with ID.me. You'll be redirected to the ID.me sign-in page.
  - a. Note: If you don't want to verify your identity, select Verify Later, then select Yes, I want to opt out of ID.me.

## 2. Sign in or create an ID.me account

On the ID.me sign-in page, you'll either sign in to your existing ID.me account or create a new one and verify your identity. Select a tab that aligns with whether you already have an ID.me account or need to create an ID.me account for the first time.

### **Already have an ID.me account?** Creating an ID.me account for the first time?

If you are an existing ID.me member, do not create another account.

To complete the process, make sure you consent to share your information with CCC:

1. On the ID.me sign-in page, enter the email and password for your ID.me account, then select Sign in. Complete multi-factor authentication.
  - a. Note: The email address you use for your OpenCCC student account must match at least one of the email addresses on your ID.me account. If the email for your OpenCCC account is not on your ID.me account, [add the email to your ID.me account](#).
2. Consent to share your verified identity information.
3. You'll be redirected to CCCApply. Keep in mind, if you haven't submitted a CCC application within the last 12 months, you may be prompted to verify your identity.

### **Creating an ID.me account for the first time?**

If you do not have an ID.me account, you must create an account using the email address you used for your CCCApply account. After you create your ID.me account, verify your identity to access CCC. You can use your verified ID.me log in at CCC and anywhere else ID.me is accepted.

For steps to verify your identity, visit [Verifying for California Community Colleges](#).

## Opting Out and Verifying Later

- Applicants who choose "Verify Later" are prompted to verify with every student account login
- All submitted applications go through CCCApply spam filter
  - Unverified applications undergo other fraud-fighting processes
- Colleges can request students to verify through ID.me using their OpenCCC student account
  - Verifications completed after student application is submitted are reflected on student account profile page, but NOT delivered via SuperGlue
  - View status on student account profile page via zoom or in person via smartphone or college computer

## Who to contact for support

Who you need to contact for help depends on if you completed the verification process or not.

**ID.me** can help if you have trouble with the identity verification process. Common issues include:

- Account [sign-in issues](#)
- [Uploading identification documents](#) or selfies
- Fixing [documents that were rejected](#)

**Allan Hancock College** can best help with questions and next steps after you complete the verification process. For example, you may have questions about benefits or services you verified for. Before contacting them:

1. [Confirm your verification was successful](#)
2. Confirm you [shared your information with the partner](#)
3. Review our [best practices and sample messages](#) of how to request help from ID.me partners

# ID.Me FAQs

## About ID.me

[Who is ID.me?](#)

[What is Identity Verification/Proofing?](#)

[What is Authentication?](#)

[What happens after ID.me verifies my identity?](#)

[Do I have to verify my identity every time I access this site?](#)

[What accessibility options does ID.me offer?](#)

[Is my information secure?](#)

## Setting up your ID.me Account

[What information/documentation do I need to set up my account?](#)

[How do I set up my account?](#)

[If I made a mistake when setting up my ID.me account, can I go back in to correct it?](#)

[How do I reset my ID.me password?](#)

[How do I change the primary email address in my ID.me account?](#)

## Completing the Verification Process

[What is the verification process?](#)

[What are the main reasons someone might not be able to get past the verification?](#)

[Tips on how to take a good selfie](#)

[What happens if I struggle to complete the Self-Service verification?](#)

[What is a Trusted Referee?](#)

[What do I do if I have a long wait time?](#)

[Can I make an appointment with a Trusted Referee?](#)

[What do I need to complete a video call with a Trusted Referee?](#)

[What are Primary Identification Documents ?](#)

[What are Secondary Identification Documents ?](#)

[Why were my documents not accepted?](#)

## Additional Resources

[Guides and Videos](#)

[ID.me Support](#)

## About ID.me

### Who is ID.me?

ID.me is a federally certified credential service provider and trusted partner of government agencies, healthcare platforms, financial institutions, and other businesses, that verifies and authenticates their users.

### What is Identity Verification/Proofing?

Identity Verification/Proofing is simply the process of confirming that someone is who they say they are. The process involves two steps:

1. Proving an Identity exists
2. Proving the identity belongs to the person claiming it

### What is Authentication?

Authentication is the process of ensuring that a user is the same person who previously verified their identity on that account for services that they need to access again and again. Many services require multi-factor authentication (MFA). Under MFA, additional authenticators are tied to an account for extra security. ID.me's platform allows users to set up MFA for their account.

### What happens after ID.me verifies my identity?

ID.me passes the relevant user data on to the organization and provides you with a verified login credential you can use to access their site.

### Do I have to verify my identity every time I access this site?

No, identity proofing only has to be completed once per person. Once ID.me confirms that a real-life identity belongs to the individual trying to access a service, that individual has been officially verified.

### What accessibility options does ID.me offer?

ID.me believes in "No Identity Left Behind." They are committed to creating a platform where anyone, regardless of racial background, income, language, or disability is able to prove their identity online. For more information on accessibility options [click here](#).

## **Is my information secure?**

ID.me protects all sensitive data with stronger encryption than many financial institutions. They do not share information with third parties without our members' explicit permission. You decide whether or not you wish to release your information or to keep it private on a case-by-case basis.

## **Setting up your ID.me Account**

### **What information/documentation do I need to set up my account?**

- Email Address
- Social Security Number
- Knowledge of Financial History - OR- Photo ID (Driver's License, Passport, Passport Card, or State ID)
- Computer, Tablet, or Mobile Phone with Camera and Internet Access

### **How do I set up my account?**

For step by step instructions on setting up and securing your account, please refer to this [Setup Your Account Guide](#). 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.

### **If I made a mistake when setting up my ID.me account, can I go back in to correct it?**

In order to correct a mistake on your account or profile you must contact ID.me support by [submitting a request here](#).

### **How do I reset my ID.me password?**

If you can't remember your current password to access your ID.me account, you can have reset instructions sent to your primary email address. For step by step instructions on initiating a password reset [click here](#).

### **How do I change the primary email address in my ID.me account?**

If your email address has changed, you can update the primary email address on your ID.me account. For step by step instructions on changing your account's primary email address [click here](#).



## Completing the Verification Process

### What are the main reasons someone might not be able to get past the verification?

Unsuccessful verification attempts may be due to the following reasons:

1. You may have already verified your identity with ID.me
2. ID documents photos may be blurry, shadowed or unreadable
3. ID documents submitted may be expired
4. Your submission may have contained an error or typo
5. Phone number may not be associated with your name and address
6. You may have recently moved
7. Data sources like credit bureaus may have erroneous or outdated information
8. Credit may be non-existent or frozen
9. You may not have correctly taken and submitted a “selfie” when prompted

### Tips on how to take a good selfie

Sometimes the selfies you submit during the verification process aren't always accepted. Please refer to the following common issues with taking a selfie and techniques to fix them:

1. Go into a clearly lit room.
2. If there is a lot of light behind you and your face is shadowed, try turning around so that the light is in front of you instead.
3. Try to step away from the light source so that your face is still clear, but not blocked by the glare from the light.
4. If you are wearing glasses in your ID photo, wear glasses for your selfie. If you are not wearing glasses in your ID photo, do not wear glasses for your selfie.
5. Make sure that the camera doesn't cut off part of your face.
6. Make sure that no hats, scarves, masks, or anything else are blocking your face.
7. Make sure to hold the phone within a foot of your face so that we can clearly see your face.

8. Selfie works best if the camera is directly in front of your face. If it is angled up and pointed at your chin or angled down and pointed at your forehead, we can't see your full face.
9. Make sure you're the only person in the selfie.

For instructions on how to take and submit a selfie with a smartphone [click here](#)

For instructions on how to take and submit a selfie with a webcam [click here](#)

### **What happens if I struggle to complete the Self-Service verification?**

If your online identity verification attempt was unsuccessful, you have the option to join a video call with ID.me with a trusted referee.

### **What is a Trusted Referee?**

A trusted referee is a real person based in the US, who is trained to complete identity verification. Trusted Referees are available 24 hours a day, 7 days a week.

### **What do I do if I have a long wait time?**

Depending on our volume of verifications, you may see long and/or fluctuating wait time estimates for Trusted Referee video calls. If you are unable to wait online at the moment, click "Save and Return Later". This enables you to save your uploaded documents and return at a more convenient time. For additional information and tips to complete your identity verification as soon as possible [click here](#).

### **Can I make an appointment with a Trusted Referee?**

Unfortunately, appointments are not available. Trusted Referees are available 24 hours a day and video call verifications are completed in the order in which they are received.

### **What do I need to complete a video call with a Trusted Referee?**

- Two primary ID's OR one primary and two secondary IDs
- A smartphone or tablet to take photos
- Ability to join a video call

### **What are Primary Identification Documents ?**

Primary documents include the following and must be physically presented on Trusted Referee video calls:

- Driver's license (or learner's permit) from a U.S. state or territory (Must be a permanent license with photo. Temporary and/or paper documents are not accepted.)
- State-issued photo ID

- U.S. passport
- HSPD 12 PIV card
- U.S. passport card
- U.S. Permanent resident card (I-551)
- USCIS-issued Employment Authorization Card (I-766) (No employer-issued ID cards)
- Government Issued Photo ID (No US military ID cards. Must be a permanent document with a photo. Temporary and/or paper documents are not accepted.)
- Foreign (non U.S.) passport
- Veterans health ID card
- Transportation Security Administration (TSA) ID Card
- DHS trusted traveler cards (Global Entry, NEXUS, SENTRI)
- Canadian driver's license
- Certificate of Naturalization (Form N-550 or N-570)
- National ID card (only if residing outside of the U.S.)
- Federally recognized, tribal-issued photo ID

## **What are Secondary Identification Documents ?**

Full-color scans and PDFs of the following are acceptable as secondary documents:

- Social Security card (the original document must be physically presented if you are verifying your identity on a Trusted Referee video call)
- U.S. DoD Certificate of Birth Abroad (FS-545)
- U.S. DoS Certification of Report of Birth (DS-1350)
- Consular Report of Birth Abroad (FS-240)

Scans and PDFs of the following are acceptable as secondary documents:

- U.S. voter registration card or certificate
- Letter attesting state residency
- U.S. Health insurance card
- DOD Certificate of Discharge or Release (DD214, DD256 or NGB form 22)
- U.S. birth certificate with official seal
- College or university student photo ID (current)
- U.S. Coast Guard Merchant Mariner card
- U.S. citizen ID card (Form I-197)
- Border crossing card
- Native American tribal document
- Canadian Indian and Northern Affairs card
- College or university transcript (current or previous year)
- Cable or Internet Bill (not older than 90 days, showing your account number, full name, and current address)
- Water Bill (not older than 90 days, showing your account number, full name, and current address)
- Phone Bill (not older than 90 days, showing your account number, full name, and current address)

- Gas Bill (not older than 90 days, showing your account number, full name, and current address)
- Electric Bill (not older than 90 days, showing your account number, full name, and current address)
- Bank, loan, or financial institution statement (not older than 90 days, showing your account number, full name, and current address; issued by the bank)
- Medical bill (not older than 90 days, showing your account number, full name, and current address)
- W-2 Form (or W-2C, W-2G, etc.)
- SSA-1099 Form (or 1099-SM, 1099-R-OP1, etc.)
- Non SSA-1099 Form (or 1099-DIV, 1099-MISC, etc.)
- 1098 Form (or 1098-C, 1098-MA, etc.)
- Pay stub (not older than 90 days)
- Auto Insurance Card
- Insurance Statement (Auto, Home)
- Selective Service registration document with full SSN

### **Why were my documents not accepted?**

- The following are not acceptable:
  - Screenshots
  - Company employee ID cards (badge cards, building passes, etc.)
  - Invalid or expired documents
- We recommend submitting at least one document showing your current address
- The name on your identity documents may be different from the name you provided on your application
- You may need to prove your social security number
- Your documents may be faded or illegible
- Image errors including: missing corners, glare or other obstruction
- Do not upload the same document twice, you must upload separate documents for each category
- Failure to submit both the front and back of documents when prompted
- Using photocopies, all documents submitted must be originals

\*For tips on how to avoid delays and ensure that your documents will be accepted on the first try, watch this [video](#) or [click here](#) for more information.

### **What do I do if my name has changed?**

If the name on your identity documents is different from the name you provided on your application, you may be asked to verify your identity on a Trusted Referee video call. For more information on name changes [click here](#).

## Additional Resources

### Guides and Videos

- This [Full Guide](#) includes step by step instructions for the Self-Service verification process
- This [Short Guide](#) and [Spanish Short Guide](#) are a quick reference for the Self-Service verification process
- This [Video](#) is an ID.me smartphone help guide
- This [Video](#) is on verifying your identity on an ID.me video call
- This [Video](#) shows you how to correctly upload documents for ID.me video call verification

### ID.me Support

- Applicants can submit a support ticket, interact with ID.me's virtual assistant, or search FAQ's on ID.me's support website: [Help.ID.me](#)
  - To submit a request for help with identity verification or general assistance, [click here](#)