

ID.me Enrollment FAQs

Part 1: What You Need to Know

1. What is ID.me?

ID.me is a trusted identity proofing platform that ensures you are who you claim to be by leveraging simple, secure facial recognition technology when accessing an organization's network and confidential information.

2. Why is HMM partnering with ID.me?

HMM is partnering with ID.me to enhance security. Our current platform (Duo) verifies a device, like a phone, rather than the actual person. This created a security gap, as anyone with access to the device could potentially access the ability to perform sensitive transactions, such as changing direct deposit information. ID.me verifies a person's identity through facial recognition technology that confirms you are "the person behind the screen." It's like showing your ID to a person, but you do it with a computer or phone through the ID.me platform.

3. How does ID.me work?

With ID.me, you create a personal, secure digital identity wallet. This wallet belongs to you and gives you control over your information. It allows trusted organizations, like HMM, to verify your identity with confidence. You can also use your ID.me wallet with other participating organizations such as the IRS, Social Security Administration, and many others.

You can also use your ID.me wallet to access the ID.me Shop, a central hub for exclusive access to discounts and deals from over 4,000 brands.

4. Is ID.me required for everyone that works at HMM?

HMM will implement ID.me as an additional layer of security when performing sensitive transactions in our systems, such as changing direct deposit information and password resets. While ID.me is currently not required for identity verification, enrolling now will ensure you have smooth, uninterrupted access for these transactions in the future.

5. Is Duo going away?

For now, Duo will remain in place for all standard transactions when accessing the HMM network.

Part 2: Enrollment Process

6. How do I get enrolled?

- **If you have an ID.me wallet**
 1. [Click here](#) to sign in to your existing wallet and follow the prompts to consent to allow HMH to verify your identity.
- **If you do not have an ID.me wallet**
 1. You will need the following:
 - A Personal Email: *To control your data and who you share it with, beyond HMH.*
 - A Government-Issued Photo ID: *To confirm your identity and photo.*
 - Your Social Security number (SSN): *For secure identity verification against trusted records.*
 - A device with a camera: *To complete a facial scan (video selfie) that confirms the person enrolling is you.*
 2. [Click here](#) and select “Create a wallet.”

Note: HMH does not receive your ID documents, full Social Security number, or biometric data.

7. Why does ID.me ask for my Social Security Number?

ID.me may request a full or partial Social Security number to verify your identity against trusted records and help prevent fraud during high risk actions, such as changing direct deposit. HMH does not receive or store your full Social Security number.

8. I don't have an ID.me wallet. How do I create one?

If you don't have an ID.me wallet, set up an account using a personal email and complete your identity verification through the self service pathway or video call verification. These job aids are available to assist you:

- [Self-Service Verification Job Aid](#)
- [Video Call Verification Job Aid](#)

Note: A personal email is recommended to control your data and who you share it with, beyond HMH.

9. I already have an ID.me wallet where I verified my photo ID and took a selfie; do I need to set up another one?

If you already have an ID.me wallet verified with a government-issued photo ID, meaning you provided a scan of your driver's license or passport and a selfie, you do not need to create another wallet. You will simply need to log in to your existing wallet and authorize the sharing of your verified identity with HMH. [This job aid](#) is available to assist you.

10. I don't know if I have an ID.me wallet. How do I check?

To check if you have a wallet, visit the [ID.me Enrollment Link](#) and try entering a personal email address and click forgot password. [This job aid](#) is available to assist you.

11. How long will it take to create an ID.me wallet?

The initial self-service verification process typically takes up to 5 - 15 minutes. Video call verification may take longer depending on wait times. If you notice an unusually long wait time, please contact idproofingsupport@hmhn.org to report the issue.

12. Can I enroll during my scheduled shift?

Yes, you can complete the enrollment during your scheduled shift.

13. What if I have trouble with automated facial recognition during enrollment?

If you have trouble with the automated facial recognition, ID.me offers an alternative verification path. You can complete the process through a live video call with a trained "Trusted Referee" who will help you verify your identity.

14. What if I don't have a passport or drivers' license?

ID.me accepts other forms of government-issued identification. If you lack standard photo IDs, you may be able to verify your identity through a video call with a "Trusted Referee" where you can present other forms of documentation and support a successful enrollment process.

15. What if I don't have a smartphone?

You can complete the verification process on a computer with a webcam or verify at an in-person Kiosk in a UPS store. [This job aid](#) is available to assist you.

16. What happens if my legal name doesn't match what's in our HR systems?

You should ensure your legal name is correct in both the HR system and your ID.me wallet. If there is a discrepancy, you may need to contact HR to update your information to ensure a smooth verification process. By policy the HMH Human Resources and Identity Governance teams require the use of your legal name to be

reflected in our Authoritative Sources (Peoplesoft, CredentialStream, Campus, Identity Warehouse). Your legal name is required for a successful validation through ID.me.

17. What if my appearance has changed significantly since my ID photo?

ID.me's verification process includes a live selfie or a video call with an agent. These "liveness" checks are designed to confirm you are the same person, even if your appearance has changed over time.

18. What if I wear religious or medical face coverings?

ID.me's video call verification option allows you to interact with a human agent who can accommodate and respectfully handle situations involving face coverings. You may be asked to briefly adjust the covering in a private setting to complete the verification.

19. What if I'm uncomfortable using facial recognition?

If you are uncomfortable with facial recognition, you can opt for the video call verification path. This allows you to verify your identity by speaking with a human "Trusted Referee" instead of using the automated biometric system.

20. Is there an alternative verification path if I object for personal or religious reasons?

Yes, the primary alternative is to verify your identity through a recorded video call with an ID.me Trusted Referee. This provides a path to verification that does not rely on automated facial recognition technology.

21. Does ID.me perform a credit check as part of the identity verification process?

In certain identity verification scenarios, such as a video call or Trusted Referee verification, ID.me may ask for your permission to perform a soft credit inquiry as an additional method of verifying your identity.

A soft credit inquiry:

- Is used only to help **verify your identity**
- **Does not affect your credit score**
- Is **not used to evaluate creditworthiness** or make lending decisions
- Is conducted **only with your permission**

If this step is required, ID.me will present a notice explaining that the inquiry is being performed in accordance with the Fair Credit Reporting Act (FCRA) and that it **will not impact your credit score.**

22. How often will I have to re-verify my identity?

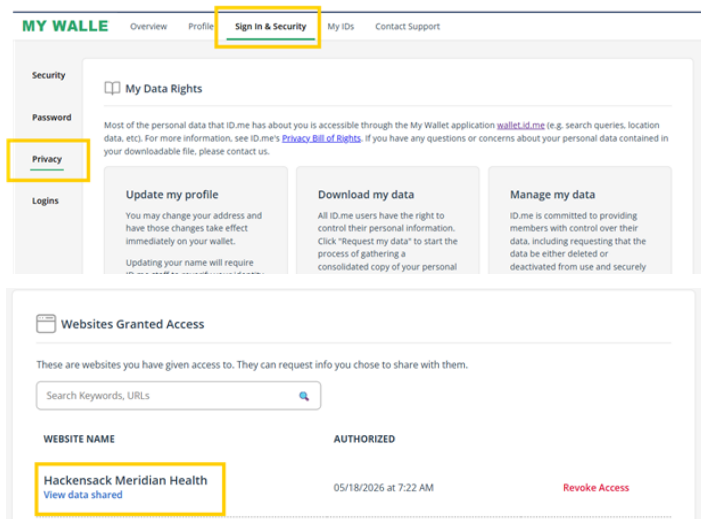
Generally, you will need to re-verify your identity through ID.me annually on your date of initial enrollment. Other than the standard annual re-verification, re-verification is not typically required unless there are specific security concerns or contractual obligations that mandate it.

23. Do I have to pay for this?

No, there is no cost to you for using ID.me for HMH verification.

24. How do I tell if I have completed enrollment and my data has been shared with HMH?

Sign in to your ID.me wallet, go to Sign In & Security, then select Privacy, and review your list of connected websites. You can see whether HMH is connected and when authorization was provided.



25. How do I change or reset my phone number for Multi-factor Authentication (MFA)?

You can update your phone number directly in your ID.me wallet. Visit the ID.me Help Center and follow the instructions to change or update your MFA phone number: [Change or update your phone number on ID.me – ID.me Help Center](#)

Part 3: Support Resources

26. What kind of support will be available during the enrollment period?

24/7 support will be available through ID.me's [Help Center](#), which includes email and chat support.

27. What if I have trouble with automated facial recognition when trying to perform sensitive transactions?

If you have trouble with the automated facial recognition, ID.me offers an alternative verification path. You can complete the process through a live video call with a trained "Trusted Referee" who will help you verify your identity.

Part 4: Your Privacy & Data Security

28. Who at HMH can see my information from ID.me?

HMH does not get direct access to the sensitive personal documents or biometric data you provide to ID.me. HMH receives a confirmation packet from ID.me verifying that your identity has been proven.

29. Does IT get access to my photo, biometrics, or identity documents?

No, the IT department does not get access to your photo, biometrics, or identity documents. This information is managed by ID.me, and HMH only receives confirmation of your identity verification.

HMH receives a secure confirmation that your identity has been verified, along with minimal information needed to match you to your HMH account (such as your name and a unique ID.me identifier). HMH does not receive your ID documents, Full Social Security number, or biometric data.

30. How will ID.me keep my personal information safe?

ID.me protects your personal information through:

- **Data Encryption:** Think of it like a digital vault. Your personal data is scrambled using bank-grade encryption, making it unreadable to hackers.
- **Constant Security Testing:** ID.me's security is continuously tested and audited to ensure it meets high federal and industry standards.
- **Strict Access Rules:** Your information cannot be viewed unless there is a specific, audited business reason, such as during a video call that you have requested for support.

For more information, visit the [ID.me Data Protection site](#).

31. Can ID.me sell or share my data with third parties?

ID.me's privacy policy states that they will never sell, rent, or trade your personal information. Their business model is based on "First-Party Consent." They only

share your data when you explicitly click "Allow" on the consent screen. You can view every organization you have shared data with—and revoke that access at any time—in your "My Wallet" settings. [Click here](#) to view ID.me's Privacy Policy.

32. What happens to my data if we stop using ID.me in the future?

If the organization stops using ID.me, your ID.me wallet and data will remain under your control. You can choose to [close your wallet](#), at which point ID.me will purge the data from active use and retain historical data according to their retention policy.

33. What happens to my data if I no longer work at HMH?

You own your personal ID.me wallet, not your employer. If HMH stops using ID.me, nothing happens to your specific ID.me wallet. It remains a free, portable, and verified credential that is yours to keep and use with other services. You can choose to [close your wallet](#) at any time, at which point ID.me will purge your active data according to their retention policy.

To revoke access, sign in to your ID.me wallet, go to Sign In & Security, then select Privacy, and revoke access to Hackensack Meridian Health. Please only revoke access after leaving HMH.

34. How is data monitored for suspicious activity?

ID.me's security team operates a 24/7 Security Operations Center (SOC) that monitors for threats in real-time. They utilize advanced fraud detection rules including:

- **Device Fingerprinting:** Detecting if a single device is trying to access multiple wallets.
- **Velocity Checks:** Flagging rapid-fire login attempts or verification requests.
- **Bot Detection:** Blocking automated attacks before they reach the login screen.

35. What happens if a data breach occurs at ID.me?

In the unlikely event of a data breach, ID.me has a rigorous Incident Response Plan.

- **Notification:** ID.me is contractually and legally obligated to notify partners (like HMH) and affected individuals within strict timeframes (typically 24 hours for partners).
- **Remediation:** ID.me guides affected users through securing their wallets (e.g., password resets). Depending on the nature of the incident, they work with partners to provide appropriate resources, which may include credit monitoring or identity recovery services, to ensure users are protected.

36. What connection does this have to the federal government? Can the government take our biometric data if we agree to this?

ID.me is not a government entity. It is a credential service provider. Just like HMMH or any other company or organization, by law, ID.me is required to respond to any legal subpoena or federal, state, and local government regulations. However, ID.me's policy states they do not provide any government with direct, unfettered access to user data or encryption keys.