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Verifying if you live outside of the United States

If you live outside the United States or don't have a U.S. phone number, U.S. mailing address, or Social Security number, you'll need to verify your identity on a video call with a Video Chat Agent.

This article explains how to complete this process.

What you'll need

To verify your identity outside of the US you will need at least:

- Two **primary documents** (e.g. passport, passport card, National ID card, government-issued ID with your photo) or
- One primary and at least one **secondary document** (e.g. utility bill, pay stub, medical bill, bank statement, W-2 form)

You may also need to provide:

- Proof of **Individual Taxpayer Identification Number (ITIN)**
- Proof of a non-U.S. address
- **Legal name change documentation**

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Troubleshoot international verification

Related articles

[Verifying with a short video call](#)

[Verifying with an extended video call](#)

[Verifying with a non-U.S. passport](#)

[Using your Individual Taxpayer Identification Number \(ITIN\) to verify](#)

[Scheduling video call appointments](#)

[How helpers and interpreters can support you during a video call](#)

[Using Zoom for ID.me video calls](#)



Tip: If you submit a translated document, ensure the original non-English document and its translation are visible in the same photo, side-by-side. For instance, Canadian driver's licenses may include a French-to-English translation. Avoid writing anything on your official documents, as that will void them.

1. Get started

To get started:

1. Go to the website of the organization or agency you need to verify for, and select the ID.me button.
2. Sign in to your existing ID.me account or [create a new account](#).
3. Complete [multi-factor authentication \(MFA\)](#) or add MFA to protect your account.

Note: You can use an international phone number for MFA. If there's an error, use a method that doesn't rely on phone calls or texts. We recommend setting up a [passkey](#) or using a code generator.

2. Select an international link

When choosing how to verify your identity, **do not** select Self-Service or Video Call. Select one of the following links based on your situation:

I don't live in the United States

VERIFYING IS FAST AND EASY

Choose how to verify your identity from the options below

- Self-Service**
Takes 5-10 minutes
Upload a driver's license or state ID, passport or passport card, and capture a selfie.
- Video Call**
Takes 10-15 minutes
Upload a driver's license, state ID, passport, or passport card and join a quick video call.

Continue

[I don't live in the United States](#)

What if I selected Self-Service?

If you accidentally selected Self-Service, select one of the following international links:

- **I don't have a US Phone Number:** Select this option when prompted to enter your phone number.

VERIFY YOUR IDENTITY

1 2 3 4 5

Receive a link on a smartphone to take a photo

Enter your personal phone number. We'll also confirm your identity with telecom operators.

Mobile Phone Number

Your mobile device must have a camera and a web browser

By entering your phone number, you agree to receive notifications through text message or voice calls during sign-in attempts in order to protect your account.

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[I don't have a US Phone Number](#)

- **I don't have a US address:** Select this option when asked for your home address.

VERIFY YOUR IDENTITY

1 2 3 4 5

Enter your most recent home address

Address Line 1*
 No P.O. Boxes

Address Line 2
 Apartment Unit, Suite #

City*

State* Zip Code*

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[I don't have a US address](#)

- **I don't have a Social Security number:** Select this option to use an ITIN or non-US passport number.

VERIFY YOUR IDENTITY

1 — 2 — 3 — 4 — 5

Enter your Social Security number

Social Security Number *

#####

The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score.

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[Continue](#)

[I don't have a Social Security Number](#)

3. Enter your information and upload documents

1. After selecting an international link, select **Get started**.

Verify identity on a video call

1 Confirm Details

Confirm your personal information

2 Send Documents

Select and send identity documents

3 Hold for Document Review

Your documents will be reviewed

4 Join Video Call

Meet a trained and certified ID.me Trusted Referee on a recorded video call

[Get started](#)

2. Enter and confirm your personal information, which will be compared to your uploaded documents.
3. If prompted, enter your Social Security number or select **Continue by entering your Individual Taxpayer Number (ITIN)**.

Note: If you don't have a SSN or ITIN, visit [Verifying with a non-U.S. passport](#) for

steps to verify.

The screenshot shows a mobile browser interface for the ID.me + IRS website. At the top, the address bar displays 'referee.id.me/en/supe'. Below the address bar is the 'ID.me + IRS' logo. The main heading is 'Confirm your Social Security number'. A sub-heading reads: 'Your Social Security number (SSN) helps us uniquely identify you. This will not affect your credit score.' There are two input fields: 'Enter SSN *' and 'Confirm SSN *', each with a 'Show SSN' checkbox below it. A link for users without an SSN is provided: 'Continue by entering your Individual Taxpayer Identification Number (ITIN)'. At the bottom, there is a checkbox for accepting the use of the Fair Credit Reporting Act and a dropdown menu labeled 'What is The Federal Fair Credit Reporting Act?'.

4. Choose your documents

1. Choose your documents

Follow the prompts to select the documents you will use to verify your identity.

Select primary document

A primary document must be
 • The original • Physically shown on the video call

Select **ONE** document from the options below

U.S. Driver's License	U.S. passport card	U.S. Permanent resident card (I-557)
HSPD 12 PIV card	Government Issued Photo ID <small>*No US military ID cards</small>	Foreign (non U.S.) passport
USCIS-issued Employment Authorization Card (I-766) <small>*No employer-issued ID cards</small>	Transportation Security Administration (TSA) ID Card	DHS trusted traveler cards (Global Entry, NEXUS, SENTRI)
Veteran's health ID card	Certificate of Naturalization (forms N-550 or N-570)	National ID card (only if residing outside of the U.S.)
Canadian driver's license	Federally recognized, tribal-issued photo ID	

Go Back
Save & Exit
Continue

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2. Review document requirements

On each screen, review the yellow box at the top for the specific information that must be on the document.

3. Confirm your information

After selecting your documents, carefully review the questions to confirm that the information you entered matches what's shown on your documents.

5. Upload your identity documents

Choose how you'll upload images of your documents:

- Select **Take Photo**, then enter your phone number to receive a secure link from ID.me. Use the tips below to take a photo of your documents.



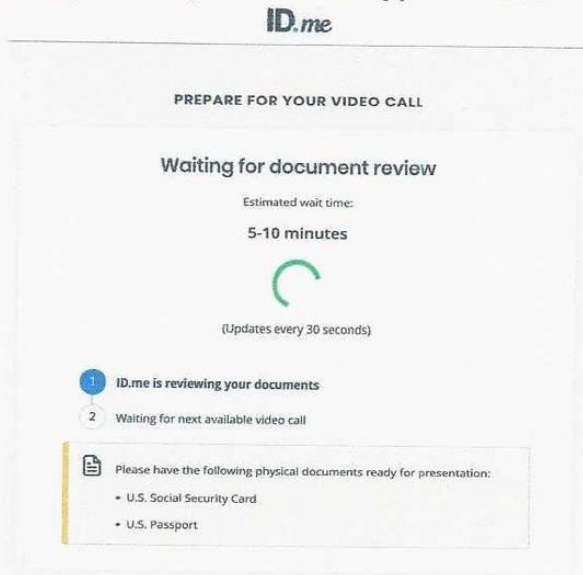
- Alternatively, select **Choose Image** to upload documents from your device.

After you send your documents, confirm the documents meet the requirements and select **Continue**.

6. Join the extended video call

Tip: ID.me supports video calls in over 240 languages. If you prefer to verify in a language other than English, inform the Video Chat Agent, who will bring in a third-party interpreter.

1. Wait while your documents are reviewed. You can either wait or [schedule a video call](#) by selecting **Schedule an appointment**.



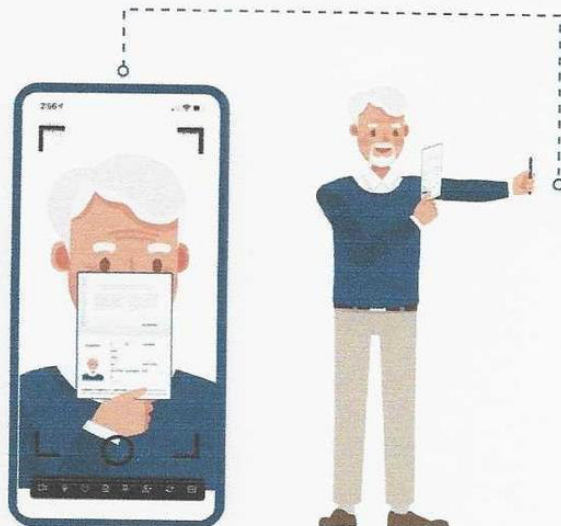
2. After your documents are approved, you'll wait for the next available video call. An estimated wait time will display in the same window.
3. If you don't have time to wait or would like to come back another time, select **Save & Exit** or you can [schedule a video call appointment](#).
4. Select **Join Video Call** when you are ready.

Note: Be aware that fraudsters may send you a video call link as a way to steal your information. If you received a link to a video call from anyone other than ID.me, let your agent know immediately after you join the call.

During the call:

1. Wait for the Video Chat Agent to join.
2. Verify your personal information (name, date of birth, address, and Social Security number, if required).
3. Show your documents to the agent, ensuring they can see them clearly. Ask for guidance if needed. You must have the original versions of your identity

documents—copies or photos are not accepted.



7. Share your information

After meeting with an agent:

1. Return to the organization's website and sign in using your ID.me account.
2. Select **Allow** to consent to share your information and access the organization or agency's services.

Troubleshoot international verification

I verified using an ITIN or passport ID but cannot access my benefits

If you successfully verified with an ITIN or passport ID but cannot access your benefits, contact the organization or agency directly. Some may require a Social Security number for identity verification.

I don't have a Social Security number or ITIN

If you don't have an SSN or ITIN, be sure to enter your international address during verification. If you don't have an SSN or ITIN, be sure to enter your international address during the verification process. To learn more, visit [Verifying with a non-U.S. passport](#).



[Contact Support →](#)

ID.me simplifies how individuals prove and share their identity online.



English (US) ▾

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