

# TrueID Instructions

## What is the TrueID identity verification process and how do I begin?

In Maryland, **TrueID** is used to verify a claimant's identity (a claimant is an individual who applies for UI benefits). You may be prompted to begin TrueID when you apply for UI benefits or update information in BEACON ([beacon.labor.maryland.gov/](http://beacon.labor.maryland.gov/)). When prompted, **select one of the options** below:

- I will **complete the TrueID process**;
- I **do not have a smartphone or tablet** or I **do not wish to complete the TrueID process** online. You can complete TrueID in person at a designated American Job Center (listed at [labor.maryland.gov/employment/ui-ajc-trueid.shtml](http://labor.maryland.gov/employment/ui-ajc-trueid.shtml)).
- I want to **speak to a live agent**. An agent can only answer your questions about TrueID.

**NOTE:** If you: **1)** do not make a selection when prompted; **2)** make a selection, but do not move forward with TrueID within seven days (either by selecting the TrueID **action item** in BEACON or completing TrueID **in-person**); you will **receive a determination** (via your preferred communication method and BEACON) stating that you are not eligible for UI benefits. You may appeal the determination.

## What do I need to complete TrueID?

You need a:

- driver's license/state-issued ID card (from any U.S. state) or passport book/passport card (from any country). IDs must be valid; **and,**
- smartphone or tablet that can take quality pictures; **and,**
- phone number or email address associated with the smartphone/tablet you use to take the picture.

## How do I complete TrueID?

If you selected the "complete TrueID" option, you will receive a TrueID action item in BEACON.

- **Select the action item**, and provide an email address or phone number that can receive messages. A link will be sent to your smartphone or tablet by email or text.
- **Select the link and follow the prompts** to take a picture. You must take a picture of the front and back of your ID **during the TrueID process**.

## How do I know if I passed TrueID?

- If you passed, you **will receive a confirmation code on your smartphone/tablet**. To complete TrueID, **log in to BEACON** within 48 hours and, when prompted, **enter the confirmation code**.
- If you do not pass, you **will receive a notice on your smartphone/tablet**. The Maryland Division of Unemployment Insurance (Division) will review your ID. You can also upload additional identity verification documents (within seven days of receiving the notice) in BEACON.

**NOTE:** If the Division determines that the ID is not acceptable, you will receive an appealable determination.

To learn more about TrueID, see the FAQs at [labor.maryland.gov/employment/claimfaq.shtml](http://labor.maryland.gov/employment/claimfaq.shtml).