

TrueID Identity Verification Instructions

During the TrueID identity verification process, you will use a smartphone or tablet to take a picture of your photo ID. Your unemployment insurance (UI) claim will not be processed until the Maryland Division of Unemployment Insurance (the Division) verifies your identity.

1. When do I start the TrueID process?

You may be prompted to begin TrueID when you apply for UI benefits (also called filing an initial claim) or update information in BEACON (beacon.labor.maryland.gov/). When prompted, you will see the following options:

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| <ul style="list-style-type: none">● I will complete the TrueID process;<ul style="list-style-type: none">○ After making this selection, you will receive an action item in BEACON. To begin TrueID, select the appropriate action item (available by selecting the Action Items link under the Alerts & Messages section). When you select the action item, you will choose to receive a link by email or text. |
| <ul style="list-style-type: none">● I do not have a smartphone or tablet, or I do not wish to complete the TrueID process online; or,<ul style="list-style-type: none">○ You can complete TrueID in-person (see question #6). |
| <ul style="list-style-type: none">● I want to speak to a live agent.<ul style="list-style-type: none">○ A claims agent can answer questions, but cannot complete TrueID for you. |

If you:

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| <ul style="list-style-type: none">● choose to complete TrueID and do not select the action item within seven days; or, |
| <ul style="list-style-type: none">● choose not to complete TrueID online or state that you do not have a smartphone/tablet, and you do not verify your identity in-person within seven days; |
| <ul style="list-style-type: none">● are prompted to begin TrueID and do not select an option; |

you will **receive a determination** (sent through your preferred communication method and available in BEACON) stating that you are not eligible for UI benefits because the Division **was unable to verify your identity**. You may appeal the determination.

2. What do I need to complete TrueID?

You need a:

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| <ul style="list-style-type: none">● valid driver's license or state-issued ID card (from any U.S. state); or● valid passport book or passport card (from any country); |
| <ul style="list-style-type: none">● smartphone or tablet that can take quality pictures; and, |

- phone number or email address associated with the smartphone or tablet that you use to take the picture.

NOTE: If you do not have any of the identification documents listed above, call a claims agent at **667-207-6520** (Monday to Friday, 8:00 a.m. to 4:00 p.m.).

3. How do I complete the TrueID process?

If you selected the “complete TrueID” option, you will receive a TrueID action item in BEACON. Please select the action item to begin.

- When you select the action item, you will choose to receive a link by email or text. You will be asked to provide an email address or phone number that can receive messages.
- Depending on your choice, a link will be sent to your smartphone/tablet by email or text message. 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. Make sure the image is legible and that any barcodes and all four corners of the ID are visible.

4. How do I know if I passed TrueID?

If you passed, you **will receive a confirmation code on the smartphone/tablet you used** during the TrueID process. You must log in to BEACON within 48 hours and, when prompted, enter the confirmation code to complete TrueID. If you do not receive a confirmation number or a notice stating you did not pass TrueID, select the TrueID action item and repeat the process.

5. What happens if I do not pass TrueID?

If you do not pass, you **will receive a notice on the smartphone/tablet you used** during the TrueID process. The Division will review your ID. You can also upload additional identity verification documentation in BEACON.

Please provide any additional documentation within seven days of receiving the notice. If the Division determines that the ID you provided is not acceptable, you will receive a determination (through your preferred communication method and available in BEACON) stating you are not eligible for UI benefits. You may appeal the determination.

6. Are there any alternatives to completing TrueID online?

If you cannot complete TrueID online or you need assistance, visit a designated AJC location (listed at labor.maryland.gov/employment/ui-ajc-trueid.shtml).

See the TrueID FAQs at labor.maryland.gov/employment/claimfaq.shtml to learn more.