



Iowa Workforce
Development

ID.me

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IWD Announces Partnership with ID.me to Improve Identity Verification During the Unemployment Process

Claimants Can Use ID.me Starting on January 2; New System Will Be Required on April 1

DES MOINES, IOWA – Iowa Workforce Development (IWD) today is announcing a partnership with ID.me, the next-generation digital identity network that simplifies how individuals securely prove and share their identity online, to modernize the identity verification process of its unemployment system. ID.me’s identity verification solution is certified against federal digital identity standards. ID.me will be used by Iowans to prove their identity when filing an unemployment claim, creating a more secure and efficient system that protects their personal information.

Starting January 2, 2024, Iowans filing for unemployment with IWD will have the option to utilize ID.me to prove their identity. At this time, Iowans who have recently filed or who plan to file are **highly encouraged to create an ID.me account and verify their identity.**

Claimants who use ID.me can expect a faster verification process when filing their initial unemployment claims. Claimants who choose not to use ID.me when filing may experience a delay in the processing of their claim. Following the initial period, on April 1, 2024, **ID.me will be the required process for all claimants.**

ID.me is a proven solution that is currently used by 15 federal agencies, 30 states, and over 600 name brand retailers to verify the identity of users. IWD strongly believes that the implementation of ID.me in Iowa will greatly benefit claimants, resulting in faster verification and increased access, while also reducing fraud attempts and securing claimants’ digital privacy.

“Iowa Workforce Development continuously strives to find new ways to ensure the integrity of our unemployment system while helping to find ways to improve the claimant experience,” said Beth Townsend, Executive Director of Iowa Workforce Development. “Our new partnership with ID.me will strengthen our unemployment system as a whole by reducing fraudulent claims and making it easier for claimants to establish their identity when they file without the need for additional follow-up steps. It benefits claimants and employers to have a secure unemployment system, and today’s efforts will help us

maintain the integrity of the fund for years to come.”

While filing for unemployment, claimants will be prompted to begin using ID.me to verify their identity. Importantly, the identity verification process with ID.me will occur prior to a claim being submitted, instead of after filing a claim. This update will better streamline the overall claims process and will cut down on additional steps currently spent on verification.

IWD will be offering three options for verification with ID.me to improve accessibility and offer claimants the choice to find the best verification option that works for them. This will include:

1. **Online Self-Service:** This will be the most-used option for claimants, and typically takes just a few minutes to complete online.
2. **Video Chat Agent:** This option connects a claimant with a live Video Chat Agent with ID.me to help conduct the verification process.
3. **In-person Verification:** Claimants also will have the option to verify their identity in person at one of the American Job Centers (IowaWORKS offices) across the state, with the assistance of trained staff.

While ID.me will not be required until April 1, 2024, IWD recommends that all Iowans filing or planning to file for unemployment get familiar with the new system. The following resources are below to help claimants.

- [Identity Verification Page](#): Overview of the verification process (workforce.iowa.gov/verify)
- [ID.me Overview](#): Guide to using ID.me (workforce.iowa.gov/id-me)
- [Unemployment Home](#): Where to file for benefits (workforce.iowa.gov/unemployment)

Information on ID.me

ID.me simplifies how individuals prove and share their identity online. The ID.me secure digital identity network has over 117 million members, as well as partnerships with 30 states, 15 federal agencies, and over 600 name brand retailers. The company provides identity proofing, authentication and group affiliation verification for organizations across sectors.

The company's technology meets the highest federal standards and is approved as a NIST 800-63-3 IAL2 / AAL2 conformant credential service provider by the Kantara Initiative. ID.me is the only provider with video chat and in-person verification, increasing access and equity. The team is committed to "No Identity Left Behind" to enable all people to have a secure digital identity.

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