

Vets.gov Call Center Support FAQ

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# Identity Proofing Error Codes

ID.me provides error codes and reference numbers for each failure within the identity-proofing process. The formatting for the error code is as follows:

**[Letter][Number] – [ID.me Internal Reference Number]**

The first letter of the code references the location where the user encountered the error in the process. The letter will also indicate whether the user is failing due to the PII information entered or due to the KBA answers given. The second digit corresponds to the error encountered (in the past, this was the 200x error). Finally, the 8-digit code following the dash is an internal ID.me reference number that ID.me Member Support will use to troubleshoot escalated Tier 2 issues.

For Tier 1 troubleshooting purposes, you will need the number in the letter/number combination prior to the dash. The number represents the cause of the error that the end-user encountered in the identity proofing flow.

## Location Codes (Letter)

E – Failed PII Verification (1st attempt)

F – Failed PII Verification (2nd attempt)

G – Failed PII Verification (3rd attempt)

J – Failed KBA Answers (1st attempt)

K – Failed KBA Answers (2nd attempt)

L – Failed KBA Answers (3rd attempt)

## Error Codes (Number)

### 2000 – Inquiry Failure

This error means that ID.me’s external source is unresponsive. This is usually extremely temporary and the user should be directed to wait and try again. If subsequent attempts fail as a result of this error, ID.me should be contacted.

### 2001 – Question Generation Error

This error means that we were unable to generate the KBA questions needed to properly verify the identity of the individual. This is a very uncommon failure but is a generic error that could have multiple causes. Some possible causes include (but are not limited to): failure to identify the individual with the information entered, use limits exceeded (excessive attempts to verify in a short period of time), input error (unsupported characters entered), system issues, etc.

If this error is encountered, the user should be directed to check the information and try again. If subsequent attempts fail with the correct information, the issue should be escalated to ID.me.

### 2002 – OFAC Failure

A user that encounters this error has information that was flagged as a match to Office of Foreign Assets Control (OFAC) lists. This can happen as a result of having overseas bank accounts, travelling to any from foreign countries in a relatively short period of time, having residences in multiple countries, etc. If this is the error message being prompted, the user will not be able to complete the online verification process and can continue to use the VA apps as they have in the past.

### 2003 – Mismatch DOB

This means that the date of birth that was entered does not match the date of birth on record. A user that encounters this error should be directed to check the information entered and try again.

### 2005 – KBA Failure

This means that the answers that the user provided to the knowledge-based authentication questions were not correct. A user that encounters this error should be directed to check the information entered and try again.

Please note that multiple failed attempts will cause the user’s account to be temporarily locked for security purposes. If the customer’s account is locked, it will remain locked for 72 hours. After the lock expires, they can attempt verification again.

### 2006 – Duplicate Account

This error means that the user already has an existing identity in the ID.me system. Users that encounter this error should be asked to sign in using their existing ID.me account. If they do not know the password for the existing account, they can reset it using the “Reset Password” link on the sign-in page.

### 2007 – Account Opening Failure

A user that encounters this error has entered Personally-Identifiable Information (PII) that does not match the PII on record. A user that encounters this error should be directed to check the information and try again.

### Data source has restricted access…

Full text of error message: “We're sorry, but the data source we use to confirm your information has restricted access to your records and we are unable to verify you at this time. Please contact us for possible alternative verification methods.”

This error means that the user has a freeze on their credit file or they have “thin credit history”. Either way, if the user encounters this error, they will not be able to complete the online process. At this point, the user would need to continue using the VA portals as they have in the past or visit a VA facility for further assistance.

### You have already verified your identity…

Full text of error message: “We’re sorry, it appears you have already verified your identity. Please sign in using your existing credentials”

This error indicates that the end-user already has an account with ID.me and is attempting to verify a new account with the same identity. If this error is encountered, the user will need to go to [www.id.me](http://www.id.me), sign out of the account they are in, and return to Vets.gov to log in to the pre-existing account.

# Tier 1 Issues

Tier 1 issues are general questions, minor account issues, or process questions and are to be handled by the vets.gov call center. These issues should not need to be escalated to ID.me. Most issues can be resolved via ID.me’s FAQ’s located at <https://vetsgov.id.me>.

The issues listed below include an explanation of what the issue is and how to resolve it, along with a direct link to the ID.me FAQ article that is specific to that issue and the location of the article within the ID.me FAQ page in the event that you are unable to send links to the customer.

## What is ID.me?

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/229038787>

Location: Getting Started > What should I know about ID.me?

ID.me is an online identity network that enables end users to prove their legal identity and attributes of their identity via a single login in exchange for discounts from brands and access to sensitive personal information from the federal government.

In addition, ID.me is one of only four companies accredited by the federal government at the highest level possible for a remote identity provider.  Further, the White House has encouraged adoption of ID.me and is applauding businesses that use this kind of technology. Lastly, you can read more about the benefits and security that ID.me provides as it relates to identity management as well as the NSTIC Identity Management Pilot we are involved in by [visiting the NSTIC website.](https://nstic.blogs.govdelivery.com/2014/09/03/shout-it-out-loud-enhancing-privacy-can-increase-profits-2/" \t "_blank)

## How to complete LOA1 process

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/235478128>

Location: Identity Proofing > Getting started

## How to complete LOA3 process

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/229334788>

Location: Identity Proofing > Getting started

## How do I upload a copy of my ID/Passport?

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/231747207>

Location: Identity Proofing > Getting started

## Forgot Password

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/229497928>

Location: ID.me Account > How Do I?

If you're unable to remember your current password to access your ID.me, you can have reset instructions sent to the e-mail address on record by clicking the "Forgot password" link on the ID.me sign-in screen.

This will email a password reset code to the account email address. Once you receive the code, you’ll enter it on the password reset field provided immediately after the reset request is made. After entering the code, you’ll be prompted to reset your password

**Note:** Passwords must be a minimum of 8 characters and must include one uppercase letter, one lowercase letter, and one number.

## Confirmation code not working

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/231996448>

Location: ID.me Account > Troubleshooting

The codes we send for email verification must be used within 15 minutes of your request. Failures are often due to multiple requests for codes and mismatched requests. Please ensure the code you use is the most recent code we have sent you.

## Didn’t receive email confirmation

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/231746047>

Location: ID.me Account > Troubleshooting

If you are having trouble receiving the code or you never receive a code, this is likely due to one of two issues:

* **Browser Compatibility Issue**  
    
  ID.me is compatible with the following browsers:
  + Microsoft Edge
  + Internet Explorer 11
  + Internet Explorer 10
  + Google Chrome 53.0.2785.116\*
  + Mozilla Firefox 49.0
  + Apple Safari 10.0
  + Current Apple and Android Mobile Browsers

The issue can be resolved by updating your current browser or by using a different browser altogether. Completing this process on a desktop or laptop computer will provide a much smoother experience.

* **Your e-mail server may be blocking the confirmation e-mail from getting to you**  
    
  This issue is typical for business and government e-mail addresses due to the security and firewall settings on the account. If this is the case, we recommend using a personal e-mail address instead of a work address.  
    
  **Note:** The confirmation code is automatically sent to the e-mail address on the account and cannot be redirected to another e-mail address. We are also unable to manually send the confirmation codes.

To create a new account, you'll need to sign out of your current account. To do that, please visit [www.id.me](http://www.id.me/), click your “avatar” in the top-right corner of the screen and the click "Sign out".  
  
If you received an error message stating, "The code you entered didn't match the last code we sent you", it's possible that you left the page where you need to enter the code or the code you are entering has expired. Be sure to enter the most recent code we sent. Once a new code is issued, all previously requested codes are invalidated.

For more information and detailed instructions on how to complete the process, please read Step 3: Confirm your e-mail address([https://idme.zendesk.com/hc/en-us/articles/202673934](https://help.id.me/hc/en-us/articles/202673934)).

## Change email address

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/231746227>

Location: ID.me Account > How do I?

You can change your account email address by visiting <http://wallet.id.me> and navigating to your “Settings” page. From there, you’ll navigate to the “Account” section, and click the “Edit” button located in the “Change email” subsection. From there, you’ll enter the password for the account and the new email address.

## Delete account

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/229150147>

Location: ID.me Account > How do I?

You can unsubscribe from our email list by visiting <http://wallet.id.me> and navigating to your “Settings” page. From there, you’ll navigate to the “Security” section, and click the “Deactivate” button located in the “Deactivate my account” subsection.

More information about deleting accounts can be found at the FAQ link provided.

## Why do I need to answer questions about my personal and financial history?

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/231746307>

Location: Identity Proofing > General Questions

If your ID/Passport can’t be verified you’ll be asked to answer questions regarding your personal and financial history. The personal and financial questions that may be encountered in the verification flow are known as Knowledge-Based Authentication (KBA) and provide a higher level of authentication that uses questions that only the owner of that particular identity should be able to answer. Questions are compiled from public and private data such as marketing data, credit reports, or transaction history.

To initiate the KBA process, basic identification information (i.e. Name, Address, Date of Birth, etc.) must be provided by the consumer and reconciled with the various identification sources that we employ.  Typically, the knowledge needed to answer the questions is not available in a person's wallet, which makes it difficult for anyone other than the actual identity to know the answer and obtain access to the benefits being offered.

## My verification didn’t work and I’m locked out, what do I do?

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/231746547>

Location: Identity Proofing > Troubleshooting

After several failed attempts to verify your identity, the system will automatically lock the account and you must wait for the 72-hour waiting period to expire before attempting to verify again.  The lockout period will end 72 hours after your last failed attempt.

## My verification failed, what do I do?

Direct Link: <https://vetsgov.id.me/hc/en-us/articles/232053688>

Location: Identity Proofing > Troubleshooting

If you get a message on the ID.me site that tells you that your identity couldn’t be verified, it simply means that we couldn’t match all of the information you provided with the information available in the electronic records we use for verification. It does not mean that we will not be able to verify your identity, but that we need to take some additional steps to do so.

Some reasons why you may not be able to pass ID proofing include, but are not limited to:

* If you have moved within the last year
* If you have a locked or frozen credit report
* If there is erroneous information in your credit file
* If you already have verified your identity with ID.me
* If the information entered is incorrect or mistyped

If you continue to fail the identity proofing process, we recommend you check your official records to make sure the information you are entering is accurate and typed correctly.

## How do I prove my identity if I don’t have a computer/mobile device?

If a customer does not have a computer or mobile device, they can use a public computer at a library or a VA facility. Otherwise, they will not be able to complete the online process.

## My identity has been compromised. What do I need to do to lock my account?

If a user’s identity has been compromised, they do not necessarily need to lock their ID.me account as they cannot access the account without the multi-factor authentication device they used when they signed up.

In lieu of that, if the user would like to proceed with locking their account, the request will need to be escalated to ID.me and the account can be locked by ID.me Member Support.

## Users with non-smartphones can’t click the SMS text link

If a user has a flip-phone or a non-smartphone that will not allow them to click the link in the SMS text, they will only be able to complete the identity proofing flow by following the “answer questions” (KBA) flow.

**Important:** They will need to restart the flow and enter their mobile phone number in “Home Phone” field, instead of the “Mobile Phone” field.

Once they have entered their phone number in the “Home Phone” field, they will receive a call with confirmation codes rather than SMS text messages.

## SMS text link is invalid

The SMS text links that are sent for uploading documentation and confirming ownership of the phone number all have a 5-minute expiration and can only be used once. If a user clicks the link outside of the 5-minute time limit or clicks a link that has already been clicked, an “invalid URL” error page will appear. In these cases, the user will need to go back a step and request another link.

# Tier 2 Issues

Tier 2 issues are more complex issues related to the identity-proofing process that should be escalated to ID.me to provide the fastest and most efficient support.

Any error message encountered within the ID.me verification flow should be escalated to ID.me as our staff is highly trained to handle those issues. These error messages would include any error with a code, failures within the verification page, or any error or problem not listed above.

This list will be amended as the identity proofing process and the Vets.gov program evolves.

## Name/Identity Changes

ID.me has very specific guidelines on how these scenarios are to be handled. If a user wishes to change the verified information obtained during the identity proofing process, they should be escalated to ID.me Member Support for assistance.

## I don’t have access to the email address I signed up with, what do I do now?

A user will not be able to verify their identity without confirming their email address first. In the unlikely event that a user originally created their account using an email address that they no longer have access to, they will need to be escalated to ID.me for assistance.

## My identity has been compromised. What do I need to do to lock my account?

If a user’s identity has been compromised, they do not necessarily need to lock their ID.me account as they cannot access the account without the multi-factor authentication device they used when they signed up.

In lieu of that, if the user would like to proceed with locking their account, the request will need to be escalated to ID.me as the account can only be locked by failing excessive failed verification attempts or manually by internal ID.me Member Support Agents.