

How to do Delaware Identity Proofing

Delaware requires that residents and visitors wanting access to certain services or benefits prove that they are who they say they are. This process improves security and allows the state to meet compliance requirements. It helps Delaware protect you from identity theft, and is required before Delaware offers employment, access to sensitive information, or payment of benefits.

People prove their legitimate identity using any government-issued photo identity document and a third-party solution.

- The self-guided process takes only about 5-10 minutes
- It can be done using any device, including a smart phone, that has a camera and is connected to the Internet.
- It can be done at a public library computer for anyone without a personal device.

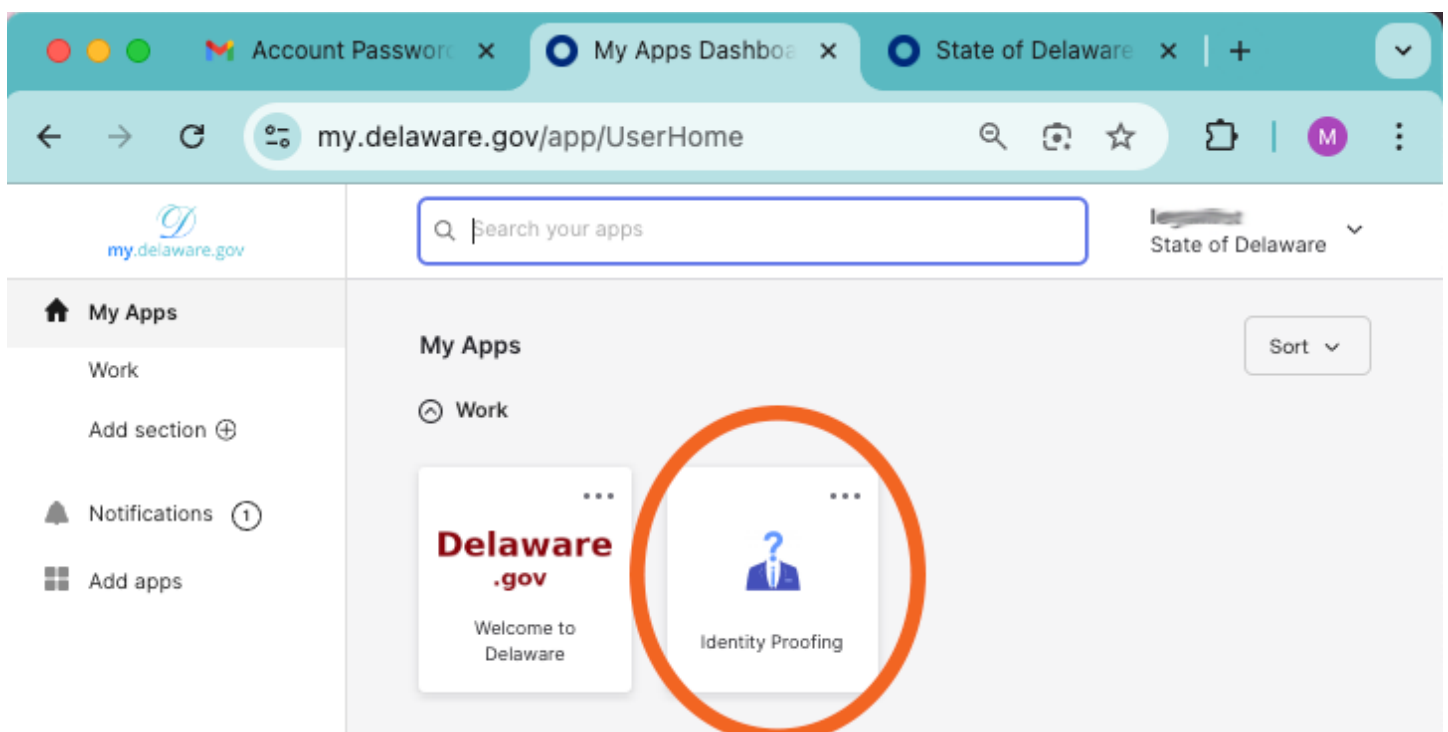
Delaware uses bank-grade security infrastructure and federally compliant information protection practices to safeguard your data.

Delaware does not share information obtained through the identity proofing process.

Doing identity proofing has no impact on your credit score or impact your credit report in any way.

Begin the process one of two ways:

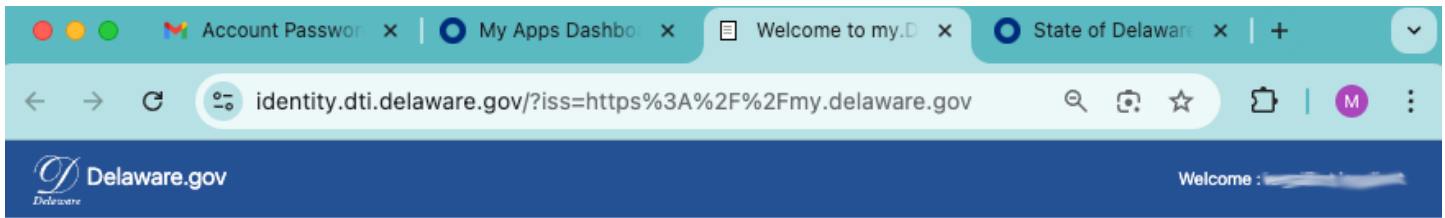
1. by logging into my.delaware.gov. You should see a tile for Identity Proofing. Click on the tile to begin the process.
2. Opening the identity proofing request email from My Delaware and clicking on the link provided.



First, be sure to have your chosen photo identity document on hand and ready.

Acceptable photo identity documents include driver's license, passport, identity card (such as state-issued or university/school identity card) or Residence permit.

Click on "1. Proceed with identity proofing"



Identity Verification

The Identity provider helps the State of Delaware make sure that you are who you say you are — and not someone pretending to be you — before we grant you access to sensitive claim information or begin issuing benefit payments.

Like other states, Delaware continues to see an increase in identity theft and fraudulent activity. To safeguard the integrity of Delaware's information systems, we need you to verify your identity.

The Identity provider helps the State make sure that you are who you say you are — and not someone pretending to be you — before we transact online business with you (such as offer employment, grant you access to sensitive information or begin issuing benefit payments).

How it works

Using a device that has Internet access and a camera, you verify your identity by uploading a photo of your government ID along with a selfie. If that method doesn't work, you can use the "Contact Us" on the My Delaware Help page (upper right corner) to open a support ticket.

Many users are able to complete the self-guided process within about 15 minutes.

FAQS

[Does MyDelaware identity proofing keep my information secure?](#)

[How does MyDealware use my information?](#)

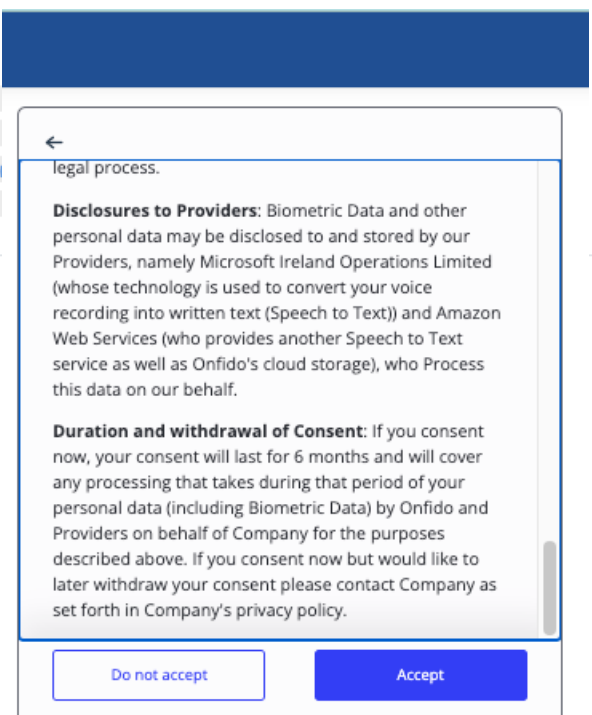
[Will completing the MyDelaware identity verification impact my credit score?](#)

[Where can I go if I need more help?](#)

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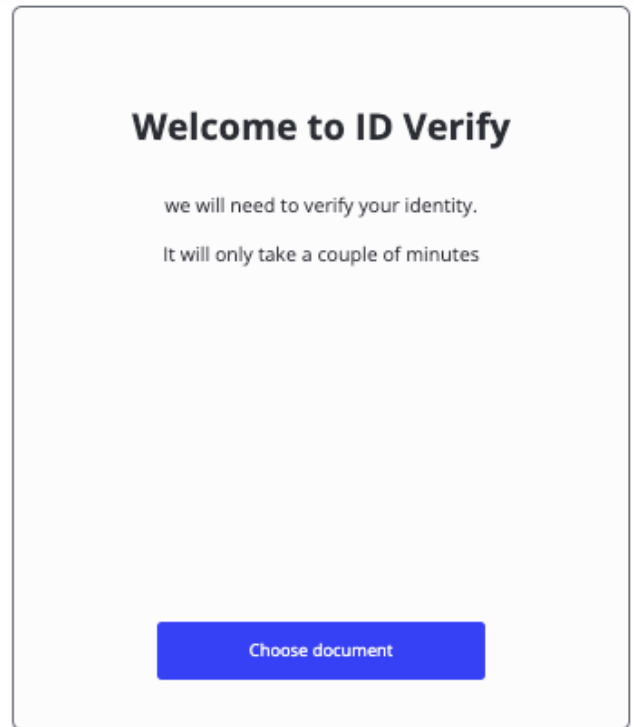
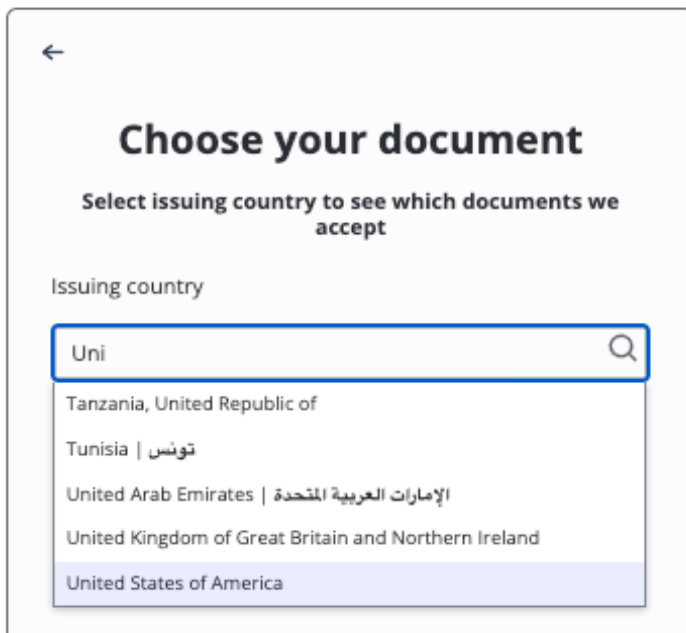
You will be presented with the privacy and consent disclosures: read and scroll to the bottom of this to reach the buttons.

NOTE: You must ACCEPT to proceed with identity proofing. On the next screen, click the "Choose Document" button. If you do not accept, you will need to contact the state agency that requested you proof your identity to determine if an alternative is available.

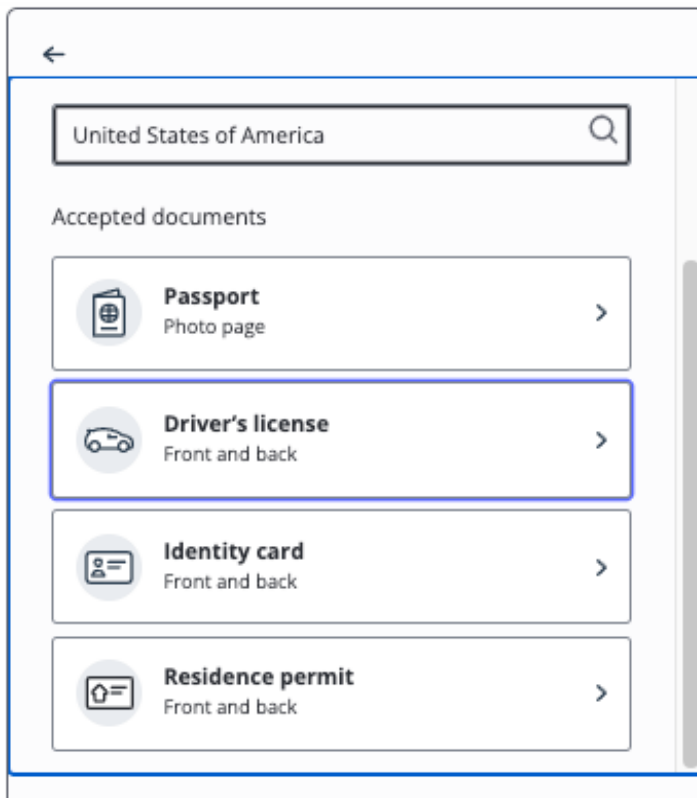


On the Welcome screen, click the "Choose document" button.

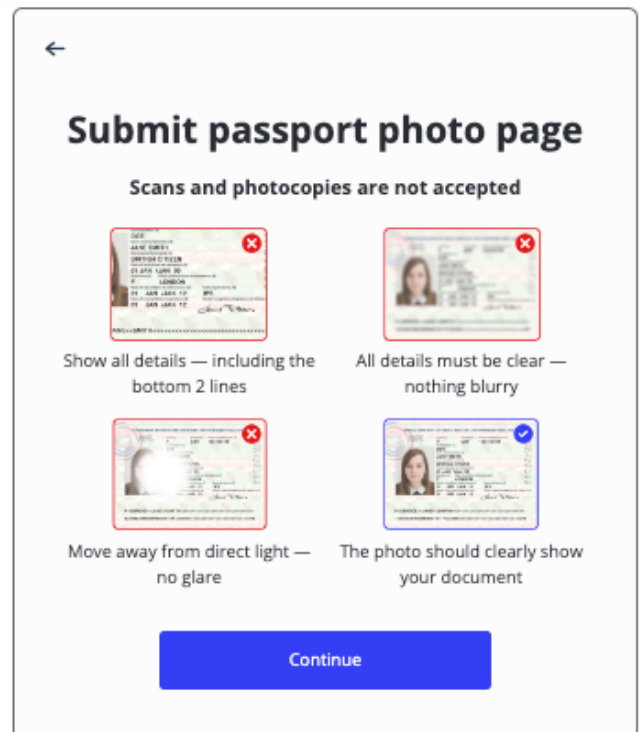
On the next screen, you will select the country that issued your identity document. You can begin typing the name of the country to reach it more quickly in the drop-down list.



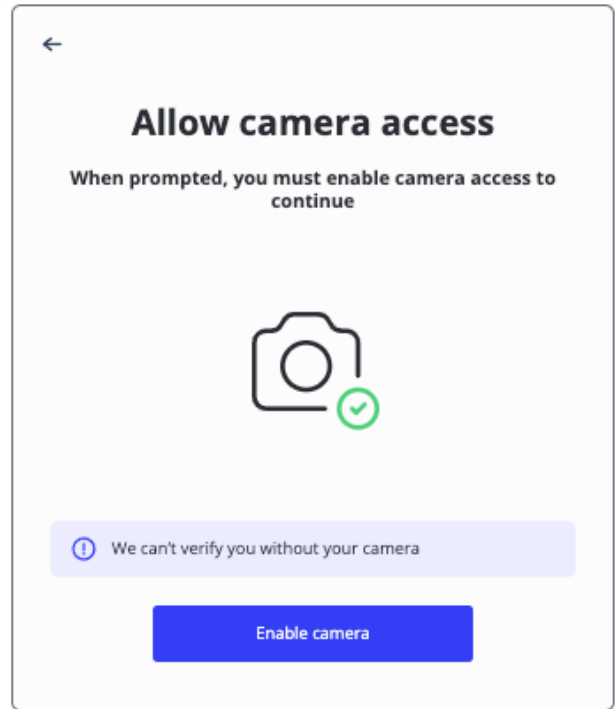
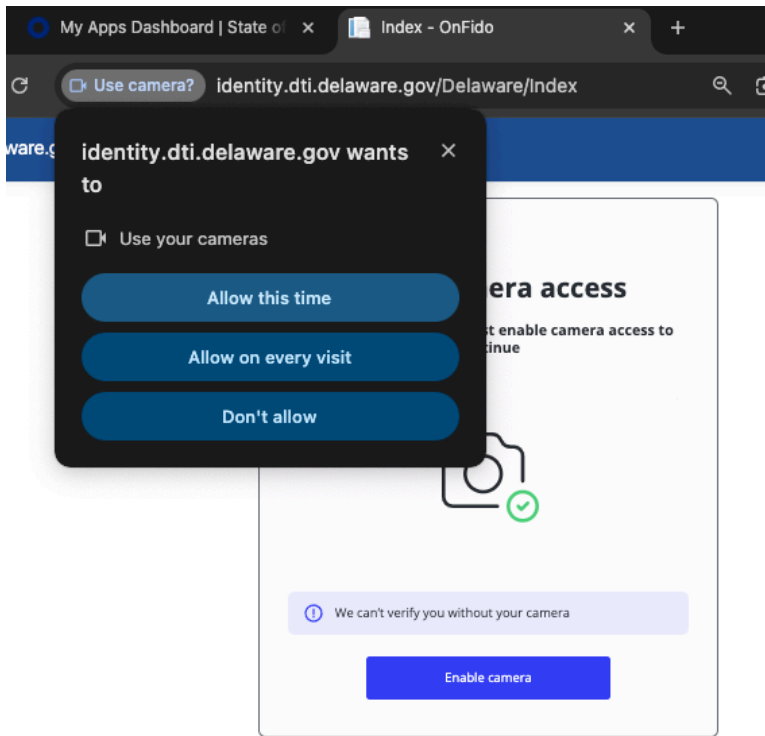
Next, choose from one of four document types:



If you choose Passport, you are presented with further instructions to read, then click "Continue"

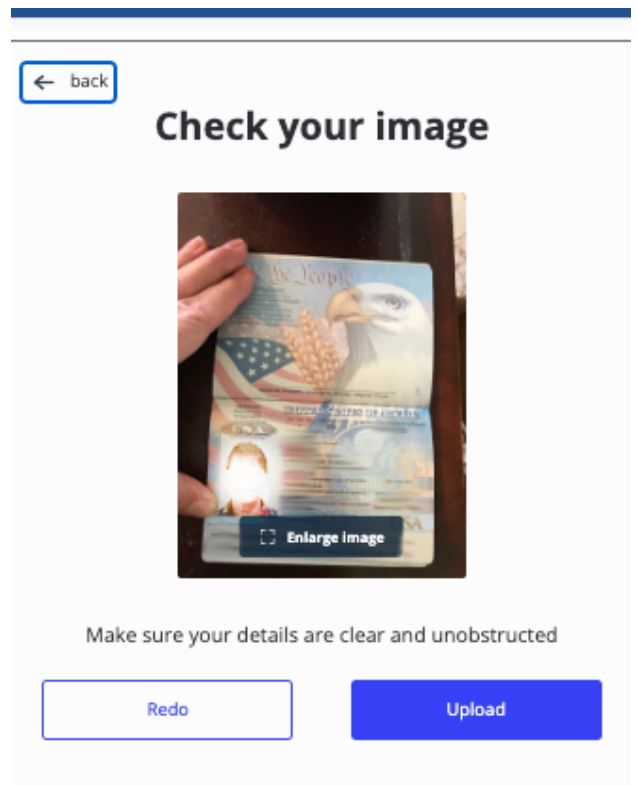
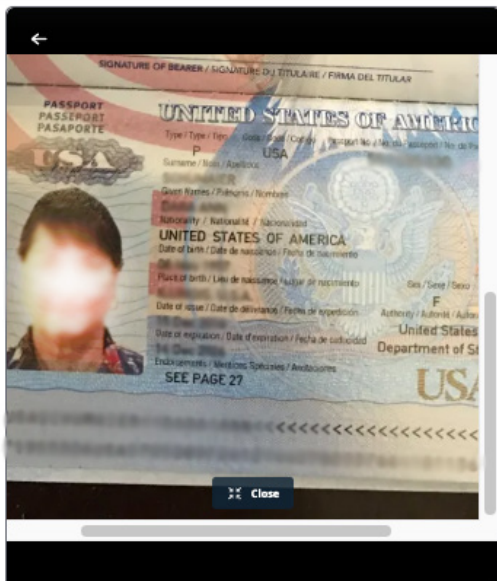


Use your device's camera to submit the document image. You may be asked to give permission for use of your device's camera.

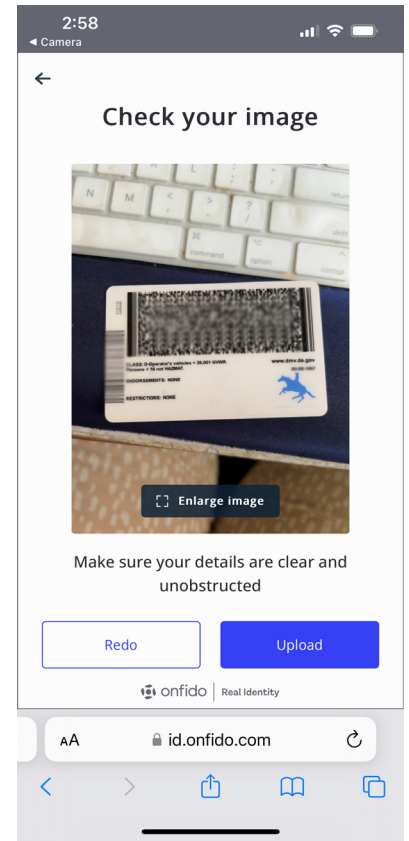
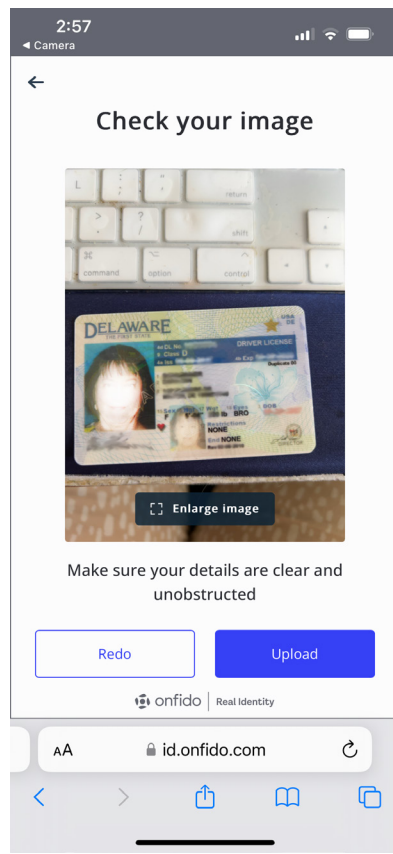
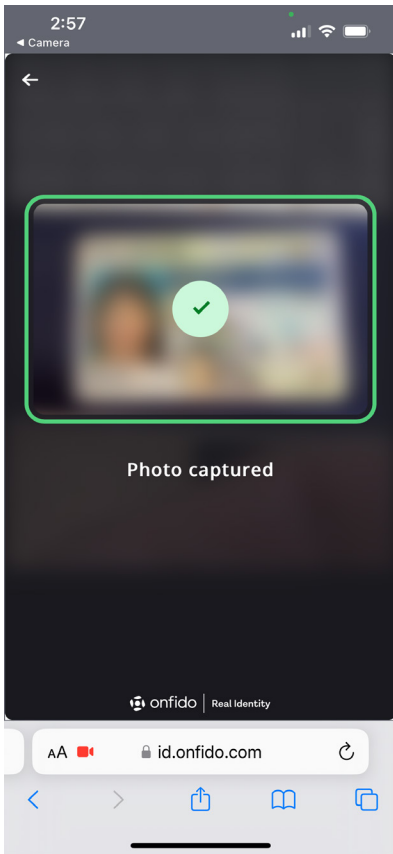


Next, you will submit (and check) the image(s) of your identity document.

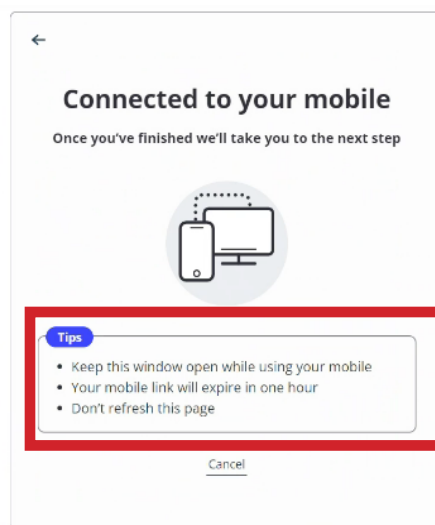
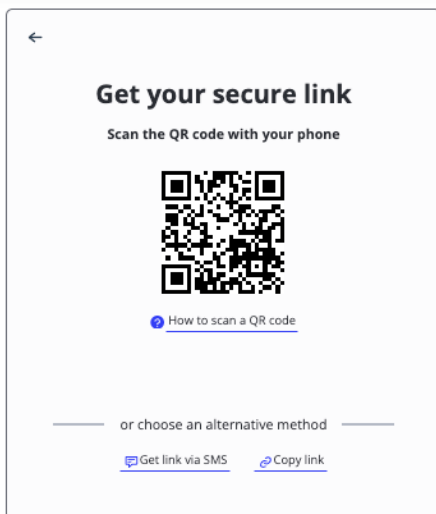
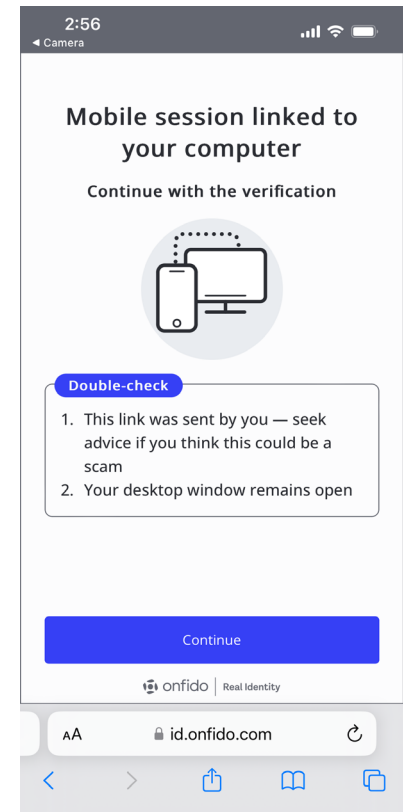
Example: passport image uploaded from computer (details intentionally blurred for these instructions. Your image must be clear for the process to proceed.)



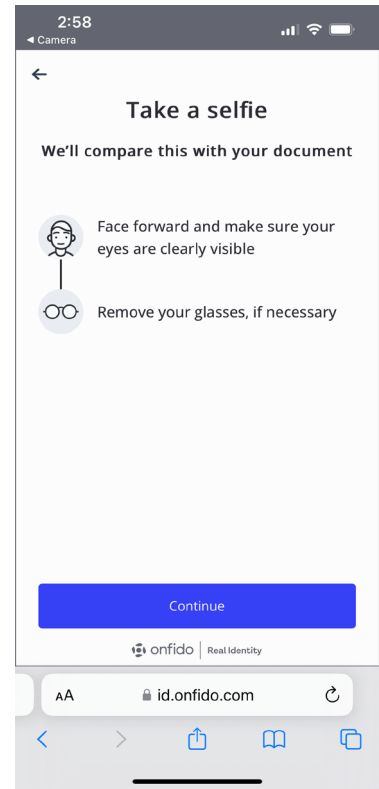
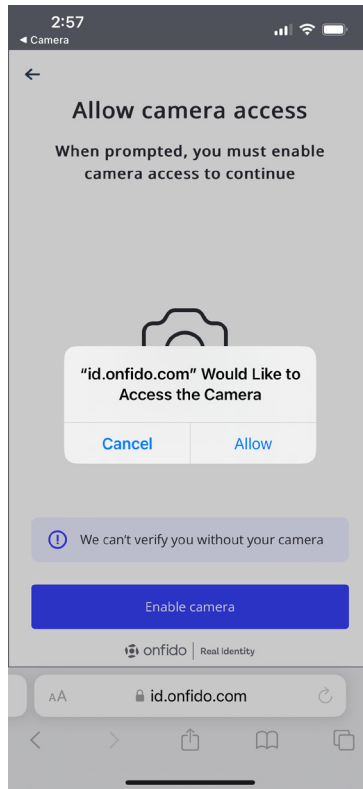
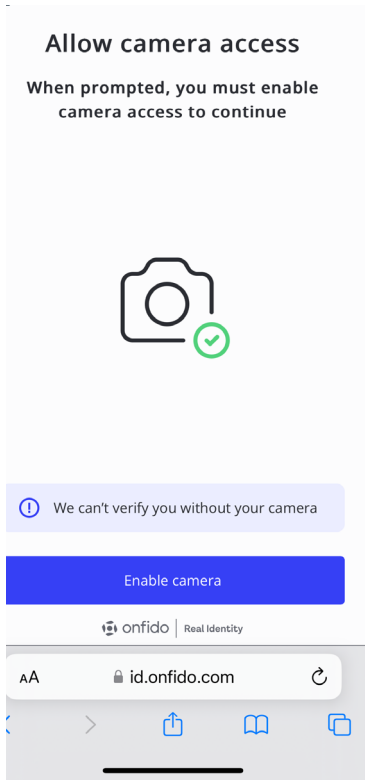
Example: drivers license image (details intentionally blurred for these instructions. Your image must be clear for the process to proceed).



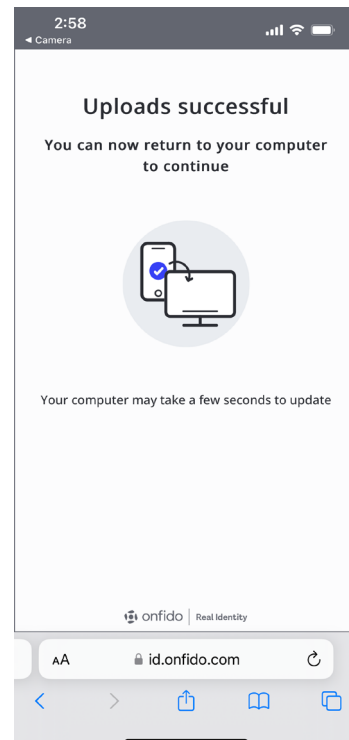
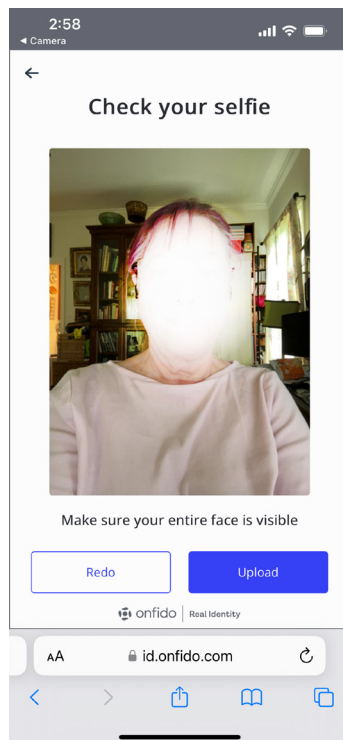
If you did not begin this process on a smart phone, you will be given the opportunity to transfer to that device. Your computer will present a QR code for you to scan with your smartphone to allow the two devices to be linked for the identity proofing process. DO NOT close or refresh your browser while using your smartphone.



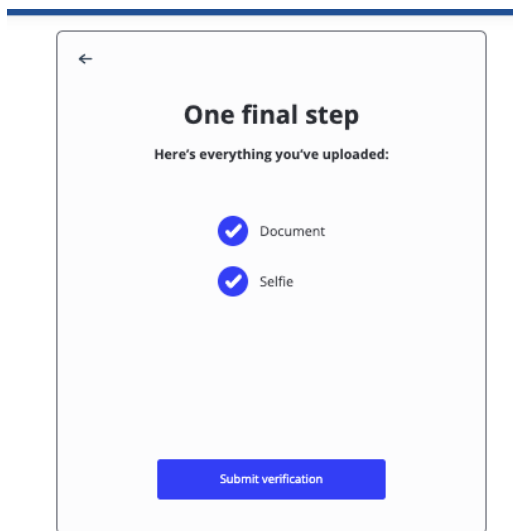
You can then use your phone's camera to take a live selfie. You may have to give the process permission to access your camera/images.



Take your selfie... (details blurred for these instructions. Your selfie must be well-lit and in focus). You will check and confirm it. **IMPORTANT: IF you transferred to a phone to take the selfie, you will be prompted to return to the computer to FINISH the process.**



Next, click "Submit verification" (on the computer if you started the process there).



You will see a message confirming your ID proofing is in progress.



Your Identity (ID) Proofing is in progress. Please allow time for completion.
You may continue to my.delaware, and will be notified by email of your ID proof result once completed.
You may not have access to some applications until proofing is done.

Within minutes (usually) you will receive confirmation by email of the result.

