



Identity Proofing FAQs

GENERAL

- 1. Why is the California Community Colleges (CCC) system piloting an Identification (ID) Proofing (or Verification) solution?**
 - A. To reduce application and enrollment fraud across the system caused by bad actors.
- 2. When will the ID Verification feature be added to the CCCApply process?**
 - A. ID verification is set to "go-live" on February 2, 2024.
- 3. How has the vendor for ID Proofing been chosen?**
 - A. The vendor, ID.me, was selected through a Request For Information (or RFI) that included program and technical staff from multiple districts and the Chancellor's Office.

SLIDES, RECORDING, AND RESOURCES

- 4. Where can I get more information?**
 - A. More information can be found on the [Release Notes webpage](#) or via the [Frequently Asked Questions](#) and [Technical Resources](#).

IMPLEMENTATION

- 5. What is the difference between the system-wide release and college release date?**
 - A. Any update to the system wide student account, such as the ID.me integration, is always done at the same day and time for all 116 colleges. There is no separate college by college release date in this context.
- 6. Will there be advanced notice before the system starts asking under 18 for ID.me verification?**
 - A. Yes. At this time, the Chancellor's Office does not have a target date to verify minors.
- 7. Is ID.me going to be a mandatory requirement?**
 - A. There are currently no plans to make this a required part of the system's application process. The Chancellor's Office will use lessons learned from students and colleges about this pilot to inform future decision-making.
- 8. How can the authenticity of a selfie be verified during the ID.me process?**
 - A. The ID.me verification process includes measures to ensure that selfies are of real people and not pictures.

STUDENT MESSAGE TESTING

- 9. What was the purpose and outcome of the student message testing?**
- A. The testing aimed to understand student preferences and their understanding of ID.me's role in the verification process. Findings are available [here](#).
- 10. How many and what types of students participated in the student message testing?**
- A. 165 students participated, including both prospective and currently enrolled undocumented CCC students.

UNDOCUMENTED STUDENT

- 11. Will students be required to provide identification documents that could reveal their immigration status?**
- A. Protecting student privacy is our top priority. The ID verification process does not require documentation that would disclose immigration status. Acceptable forms of ID include a Mexican Matrícula Consular card, Individual Taxpayer Identification Number (ITIN), or a verified ID.me account linked to an ITIN.
- 12. Does the Chancellor's Office collect information about students' DACA or undocumented status.**
- A. No, the Chancellor's Office does not collect information about students' DACA or undocumented status.
- 13. What was the composition of the study sample for ID verification among undocumented students.**
- A. The study included 165 participants, with 34% being prospective CCC students (not undocumented) and 66% being CCC undocumented students. For more detailed information, see [Slide 11 of the message testing findings](#).
- 14. Can undocumented students use ID.me if they don't have a California ID/DL.**
- A. Yes, undocumented students can use ID.me. They should review the information about [primary and secondary documents](#) required for the verification process.
- 15. How will undocumented students be verified if they lack the necessary documents for ID.me?**
- A. Students who are unable to use ID.me or choose to opt-out may be verified by college staff using their existing processes.
- 16. How are considerations being addressed for verifying identities of students from Mexico under AB 91?**
- A. Legal identity documents from other countries are accepted by ID.me for verification. A list of valid identity documents from the country of origin is available on ID.me's website, [here](#).
- 17. What is the impact of the ID.me process on noncredit applicants, especially new arrivals to the country?**
- A. Noncredit students can opt-out of the ID.me verification process and continue to their noncredit application. It is recommended that colleges update their websites to provide information to their noncredit students on opting into or out of ID.me verification. As with any the extra steps involved in the ID.me process might pose

barriers for noncredit students who lack the necessary documentation. The verification of these students will be handled using existing processes currently in place at each college.

18. How does ID.me handle address changes for undocumented students who can't update their ID/DL online?

A. All students with discrepancies on their documentation should opt-out of ID.me and use the current local college process to update their personal details and/or complete the admissions process.

19. What measures are in place to ensure my data is secure if I go through the ID verification process as an undocumented student?

A. Extensive cybersecurity protocols protect all student data, including immigration status. ID.me is committed to safeguarding sensitive student information and will not share documentation provided for ID verification with any external entity. You can verify your identity while feeling confident your privacy is protected.

VERIFICATION PROCESS

20. What are the next steps for applicants who choose not to use ID.me for verification?

A. Applicants that opt-out will continue using pre-ID.me processes, and will be reminded at each login to consider verifying. If a student chooses to verify later, they will go through the ID.me verification process and their updated verification status will be displayed on their account screen. If a student is not submitting a new application, college staff will need to confirm verification with the student.

21. How is the verification handled for students who do not use ID.me during the application process?

A. Students who opt-out or are unable to verify through ID.me will be processed primarily through pre-existing fraud mitigation processes at both the system and local college levels.

22. Will colleges receive verification status records through the application process?

A. Yes, new data elements, including a “verified” flag, will be provided with the application data. For more information, please see the [technical notes](#).

23. How does the verification process affect students using an affirmed name versus legal name?

A. ID.me can only verify a student’s legal identity through accepted government documents. A student can include their affirmed name in the “preferred name” field in their OpenCCC student account and this name is sent to the colleges as part of the application data. However, the legal first and last name on the student account must match their legal identity documents.

24. Where can verification information from ID.me be found in the CCC Report Center?

A. The verification data for students who verify at the time of application submission will be available starting with the production release on February 2, 2024 via the CCC Report Center and SuperGlue. The student's verification status is also displayed on the "Edit Account" page in the OpenCCC account.

25. Is there an option for colleges to verify students in person?

A. Yes, a "staff verified" option is available for new OpenCCC accounts established by college staff through CCCApply Administrator.

26. How long does the verification process take after submitting documentation?

A. The time varies, those with an existing ID.me account may be confirmed within a few minutes. Video chat may involve a wait for a customer service representative and then a further wait to verify the documents. The student will be notified, generally by email, once verification is complete.

27. Are all "null" students in the system required to be verified by the Office of Admissions and Records?

A. Yes, for students who opt out or cannot verify and are marked as "null" in the system, local verification is required.

28. Do students applying before February 2024 need to go through the verification process?

A. No, verification will be required starting with the release on February 2, 2024.

29. How are applications treated for students who opt out of ID.me identity verification?

A. These applicants will continue with the existing college process of verification at the local level.

30. What valid identity documents are accepted for international students?

A. A list of valid identity documents from the country of origin is available on ID.me's website, [here](#).

31. How does the new ID verification process affect incarcerated students interested in applying to a California Community College?

A. We recognize the challenges incarcerated students face in providing standard ID documentation. The Chancellor's Office is working closely with ID.me to develop alternative verification methods that consider the unique circumstances of incarcerated students while still maintaining security.

32. How does the ID.me process accommodate students with multiple email addresses across different colleges?

A. It's recommended to use the same email for ID.me and CCCApply, but alternative email addresses can be added to the ID.me profile.

33. Can a student's existing ID.me account be linked to their CCC account without revalidation?

A. Yes, if the identity was previously verified with ID.Me for another agency, like the Social Security office.

34. Are high school IDs accepted for students over 18 without a driver's license or California ID?

A. Specific details on acceptable forms of ID can be found on the ID.me [website](#).

35. Is the ID.me verification process mandatory for ALL students? Credit, noncredit, international, etc?

A. All students 18 years and older will be asked to verify their identity with ID.me.

36. What happens if students deny data sharing between ID.me and the college they are applying to?

A. They will appear as unverified and will be required to verify based on local processes. Unverified applicants may opt to share data later or undergo re-verification.

37. Are students prompted to verify every time they log into their CCCApply account?

A. Yes, until the verification process is completed.

38. Does the verification requirement affect current students?

A. Current **students creating a new application will be prompted to verify.**

39. What identification documents are needed for the ID.me process?

A. Please review the list of acceptable documents [here](#).

40. What are the Device Requirements to verify your identity?

A. Students can use a mobile device, such as a smartphone, tablet, or computer. A device must have the following:

- Access to the internet, with an updated browser
- A working webcam or a selfie camera

41. Can a student speak to a Video Chat Agent in languages other than English?

A. Students can verify in over 240 languages over a video call.

42. What MFA options are available without a smartphone?

A. When using their computer, students can choose Passkey MFA, to set up their computer as the method to sign in. If they don't have a smartphone or computer, they can use the phone call option to receive a call to their landline phone.

LANGUAGE SUPPORT

43. Is student support available in multiple languages and or interpretation services available for different language speakers?

A. ID.me has the most wide-ranging choice of languages available in the identity verification marketplace. More information on the different languages and services available is located [here](#). Yes, you can verify in over 240 languages over a video call. If a primary language other than English is needed, a third-party interpreter will be brought in for the video call.

TECHNICAL QUESTIONS

44. Is it possible to reduce the frequency of ID.me verification prompts during user logins?

A. Students are prompted to verify their identity until they complete the process.

45. Is the Super Glue Adapter required on staff computers for CCC Apply?

A. The SuperGlue Adapter is installed at the college-level and isn't required on individual staff computers. Information regarding the SuperGlue Adapter can be obtained by contacting your College Engagement Manager or reaching out to cems@techcenter.org.

46. Will ID.me verification integrate with systems like CVC OEI?

A. This process will be reviewed and the FAQ will be updated.

47. Will there be a new ID number to manage in our SIS?

A. No, a new ID number will not be introduced. However, new fields for verification status and verification date/time will be added to the application data delivered to colleges via SuperGlue.

48. Is there a standardized format to accommodate non-Anglo naming structures?

A. CCCApply accommodates accents and other non-Anglo characters in names, but names are organized based on the accepted US format of first name, middle name, last name.

49. What would be the process of updating a student's name in ID.me, post application?

A. Students can log into their ID.me account located [here](#) to update or edit their legal name. Alternatively, the student can update their name in their OpenCCC student account and then click the "Verify" button on that page to re-verify their identity with ID.me using new identity documents that reflect their changed name.

50. Can you provide the link for foreign documentation accepted by ID.me?

A. Accepted documentation details are available [here](#).

51. Who has access to the students' information collected by ID.me?

A. Biometric information is used only for the transaction it was collected for and retained according to ID.me's privacy policies. ID.me will only transfer your Personal Information with your consent, to third parties in order to assist in verifying your identity or community eligibility, and as required for the prevention of fraud.

52. Are biometrics from selfies used for ID verification stored?

A. Biometric data is managed in compliance with ID.me's Privacy Policy and Biometric Information Privacy Policy.

53. What should students do if there's a mismatch in names between their CCCApply and ID.me accounts?

A. In case of a data mismatch, the OpenCCC account will be updated to reflect the verified information from ID.me, which is considered the "source of truth" for the student's identity. Students are notified of the potential for changes to their OpenCCC account information based on ID.me's identity verification process.

54. Can colleges use ID.me technology for independent help desk solutions?

A. The Chancellor's Office contract with ID.me only includes an integration with the OpenCCC student account system.

55. Is ID.me SOC 2 Type 2 and HECVAT/VPAT certified?

A. Yes, you can find the information [here](#).

56. What is the routine maintenance process for ID.me?

A. For maintenance windows, users will be presented a Maintenance Screen. They will not be presented an option to login or create an account. Users are not automatically redirected. Routine maintenance windows are typically scheduled 4:00 - 5:00 AM Eastern on Saturdays but are not always taken. When they are taken, it is rarely for the full hour but that is the reserved designated timeslot. All updates

on maintenance and status can be found on <https://status.id.me/>. It is recommended users subscribe via email address or an RSS feed to stay up to date.

USER EXPERIENCE

57. Can existing ID.me accounts created through other state agencies be used for CCCApply?

A. Yes, students with existing ID.me accounts can leverage them for CCCApply.

58. How is the mismatch between reported addresses and ID document addresses handled?

A. This scenario is addressed [here](#).

59. Which other state agencies utilize ID.me?

A. Agencies like the CA Employment Development Department, Department of Motor Vehicles, and Department of Public Health use ID.me.

60. What options are available if students get confused or frustrated during the verification process?

A. Students will have several options to get assistance on verifying their identity. Options include working with a live ID.me representative or reverting back to the application and opting out of the ID verification process..

61. Will CCC ID.Me information be shared with the University of California system?

A. Details about data sharing with other institutions will be clarified in the future.

62. Are college staff required to go through ID.me?

A. College staff need to use ID.me only if they create an OpenCCC account to apply to a college.

63. Can applicants permanently opt out of ID.me if unable to use it?

A. Not at this time. The only students who completely bypass the ID.me verification screens are minor students under 18 years of age. If a student opts-out of ID.me they will continue to be prompted to verify their identity every time they login to their OpenCCC student account.

ACCESSIBILITY

64. Were accessibility reviews part of the implementation process?

A. Accessibility reviews have occurred, the vendor partner (ID.me) has committed to completing documentation and software updates to address identified issues, and workarounds are available for those items still outstanding. We acknowledge that no software is 100% accessible, but the ongoing efforts by vendor partner ID.me towards continuous improvement are sufficient to support the release at this time.

65. Can deaf students receive support in American Sign Language (ASL) during the ID.me process?

A. Yes, ID.me provides support in ASL and other accessibility options, detailed [here](#).

66. Does ID.me currently support minors, including wards of the court, incarcerated students, or CCAP/non-CCAP students?

A. ID.me does not support use by minors currently but is working on enhancements for future releases.

67. How are high school IDs treated for dual enrollment students who are minors?

A. Dual enrollment students who are minors will bypass the verification process.

68. Will foster youth face issues related to state residency in the new application?

A. The Reimagine Apply project is considering changes to the way foster youth apply to the CCC, and residency eligibility is part of this ongoing conversation.

69. What is the age cut-off for ID.me based on?

A. The cut-off is based on the age of the applicant when they sign into their OpenCCC student account.

70. How can students without a state-issued photo ID proceed with verification?

A. Students can use other forms of documentation listed [here](#).

71. What if a student doesn't have a Social Security Number (SSN)?

A. Students without an SSN can still use ID.me with other documentation or opt out and leverage existing local college verification processes.

72. How will the ID.me process accommodate minor students, particularly those under 18?

A. An update to serve students under 18 is expected soon.

73. Can student veterans living abroad use their ID.me accounts for CCCApply?

A. Yes, student veterans with ID.me accounts can use them for CCCApply regardless of their location.

74. What if students lack both a SSN and a Tax Identification Number (TIN)?

A. Students without these identifiers can opt out of the ID.me system and follow local verification processes.

SPAM FILTER / FRAUD

For information on the fraud tools used during the application process, please contact your College Experience Manager at cems@ccctechcenter.org.

75. Are applications that have been verified through ID.me still subject to the standard SPAM filtering process?

A. Yes.

76. Will the ID.me system identify fraudulent ID cards and driver's licenses and/or prevent fraudsters with valid information from creating ID.me accounts?

A. ID.me provides secure digital identity verification to government agencies and other partners. You can find more information about their process for verifying identity [here](#).

77. What measures are in place to prevent phishing and unauthorized access to verified student information?

A. ID.me does not contact individuals directly. Users should be cautious of phishing attempts and verify the authenticity of any communication claiming to be from ID.me.