

OTCnet User Support Job Aid

Create An OTCnet Account Through ID.me

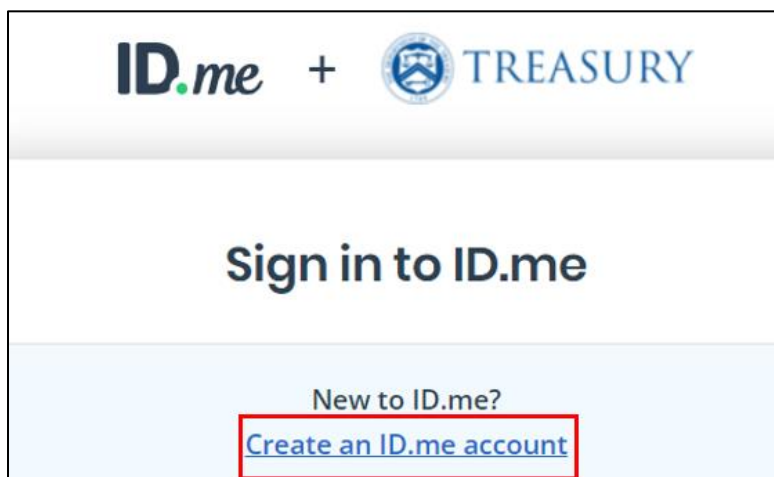
1. To create an **OTCnet account**, navigate to the OTCnet login page (<https://otcnet.for.fiscal.treasury.gov>). (See Figure 1.)

Figure 1: OTCnet Login Screen



- a. If you already have an **ID.me** account, simply enter your associated email address and password, then select **Sign In**. Even though you have an account, you will be asked to verify your identity by entering your **one-time identification code** received via mobile phone or email.
- b. If you do not have an **ID.me** account, select **Create an ID.me account** link (as seen in Figure 2) and follow the prompts to setup the account. Continue to Step 3.

Figure 2: ID.me Sign in Page



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Application Tip

- It is important for those users without **PIV/CAC** credentials to make their **OTCnet email address** the **default** email address in their **ID.me** account so that they can authenticate in OTCnet.

- Enter the **email address** you want to use for your account, enter a **password** for **ID.me**, accept the terms of service, and select **Create account**. See Figure 3 below.

Figure 3: ID.me Creation Page

The screenshot shows the ID.me account creation page. At the top, it says 'ID.me + TREASURY'. Below that is the heading 'Create an ID.me account'. There is a link for 'Sign in to ID.me' for existing users. A note indicates that an asterisk (*) denotes a required field. The form contains three input fields: 'Email *' with the placeholder 'Enter your personal email address', 'Password *' with 'Enter password', and 'Confirm Password *' with 'Reenter password'. Below these are two checkboxes: 'Remember me' (with subtext 'For your security, select only on your devices.') and 'I accept the ID.me Terms of Service and Privacy Policy *'. A blue 'Create account' button is positioned below the checkboxes. At the bottom, there are social media login icons for Facebook, Google, Apple, and LinkedIn, and a 'View more options' link.



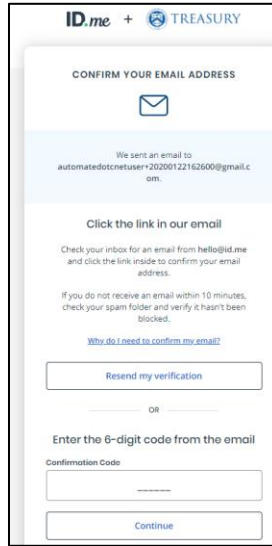
Application Tip

If you create an account with your **personal email**, make sure to also provide your **organization's email address** associated with your OTCnet account to ensure that OTCnet will recognize your identity when you login to the application.

- After selecting **Create Account**, the page will refresh, and you will receive an email with a **6-digit code** to verify your account. Figure 4 shows the page once it is refreshed.

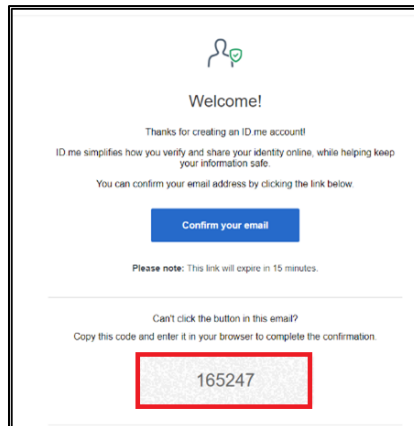
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Figure 4: ID.me Email Sent Page



4. Log in to your email and open the recent email from **ID.me** with an email confirmation link and a unique **6-digit code**. Figure 5 illustrates the email received with a sample code. You can either select the **Confirm Email** button or return to the browser and enter the **code** in the bottom portion of the screen (see Figure 5).

Figure 5: ID.me Verification Email



5. If the **Confirm Email** link is selected, (A) will appear before the original browser tab updates to the **Secure Your Account** Multi Factor Authentication (MFA) option page. If you entered the code on the screen shown in Figure 4 and selected **Continue** in the browser, the **Secure Your Account** Multi Factor Authentication (MFA) option page appears. Select your preferred method. Figure 6 (B) shows all the MFA options of Step 1 of Secure Your Account.

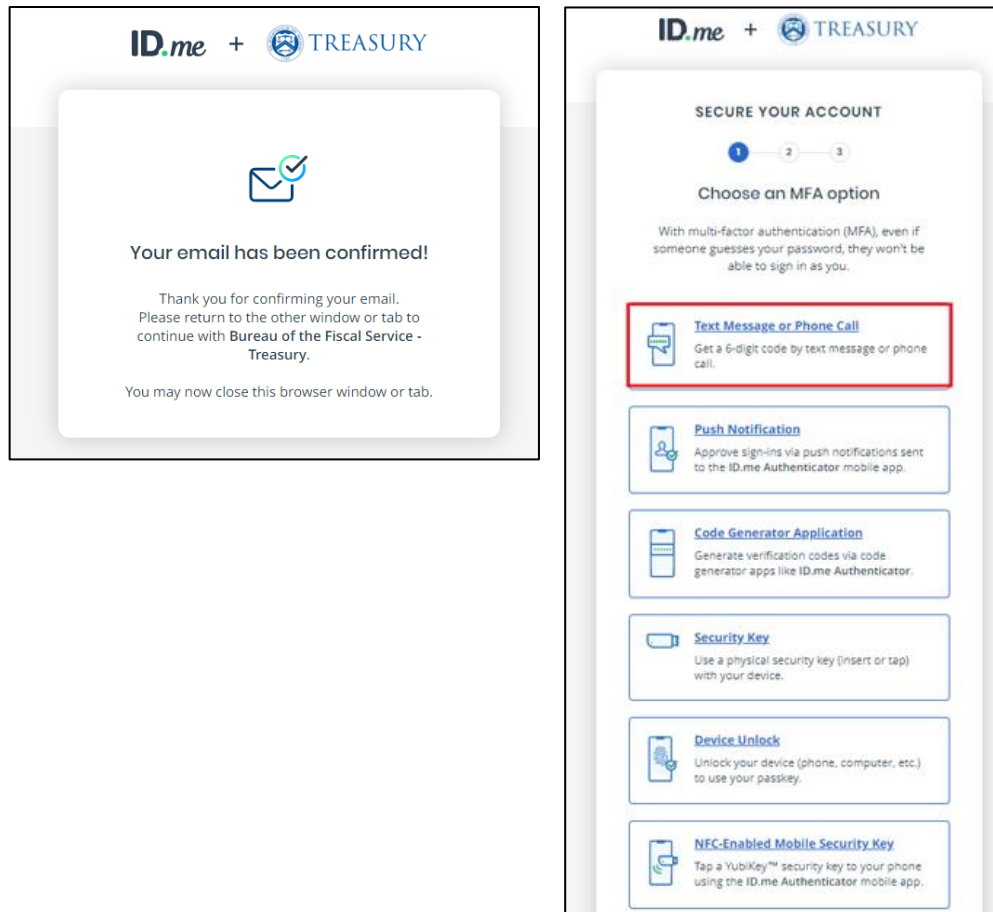
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Application Tip

- For users, any MFA method is available, but the authenticator app solutions are more secure than Text Message (SMS) or Phone Call options.

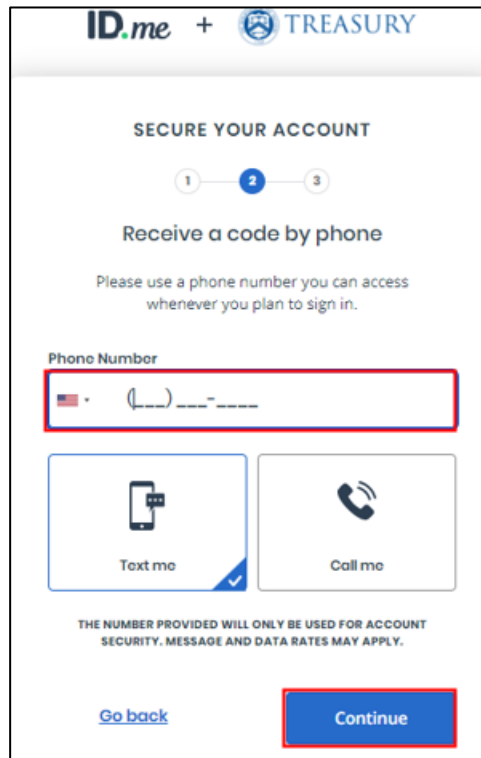
Figure 6 (A and B): ID.me Email Confirmation and Secure Your Account Step 1 Screen



6. For this example, **Text Message** or **Phone Call** is selected. The second screen of **Secure Your Account** appears. Enter your **mobile phone number** and select **Continue**.

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Figure 7: ID.me Secure Your Account Step 2 Screen



ID.me + TREASURY

SECURE YOUR ACCOUNT

1 — 2 — 3

Receive a code by phone

Please use a phone number you can access whenever you plan to sign in.

Phone Number

Phone Number input field with a red border

Text me

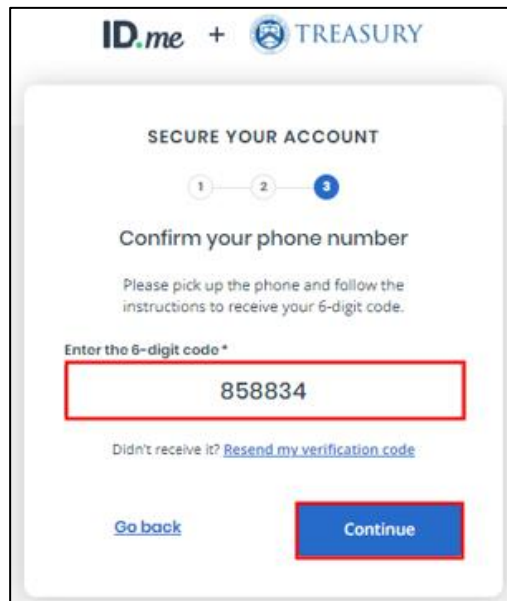
Call me

THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY.

[Go back](#) [Continue](#)

7. The webpage will refresh to the **Confirm your phone number** screen. Go to your **mobile device** to receive the code. Enter the **code** that was sent to your device and select **Continue**, as shown in Figure 8.

Figure 8: ID.me Secure Your Account Step 3 Screen



ID.me + TREASURY

SECURE YOUR ACCOUNT

1 — 2 — 3

Confirm your phone number

Please pick up the phone and follow the instructions to receive your 6-digit code.

Enter the 6-digit code*

858834

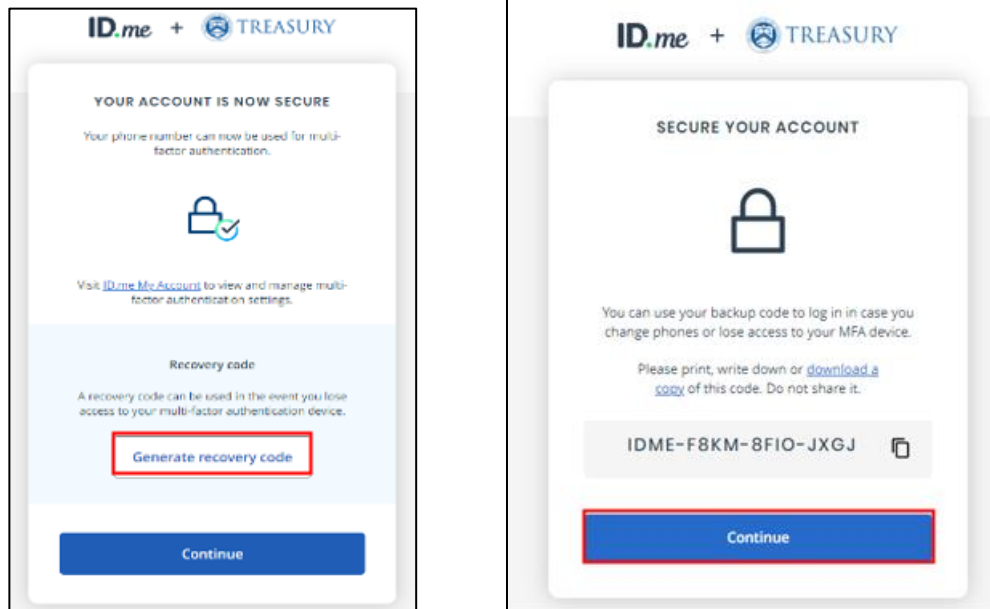
Didn't receive it? [Resend my verification code](#)

[Go back](#) [Continue](#)

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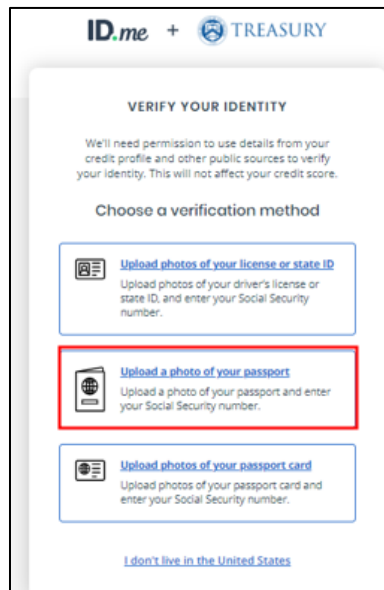
- The webpage will refresh to the **Your Account is Now Secure** page. Here, select **Generate Recovery Code**. See Figure 9 (A). Your new code will appear. Figure 9 (B) and shows an example recovery code. Write this code down, or download a copy, then select **Continue**.

Figure 9 (A and B): ID.me Recovery Code Screen and Secure Your Account



- Next, you will be taken to the beginning of verifying your identity. Select a **verification method** among the options provided in Figure 10 to upload a document.

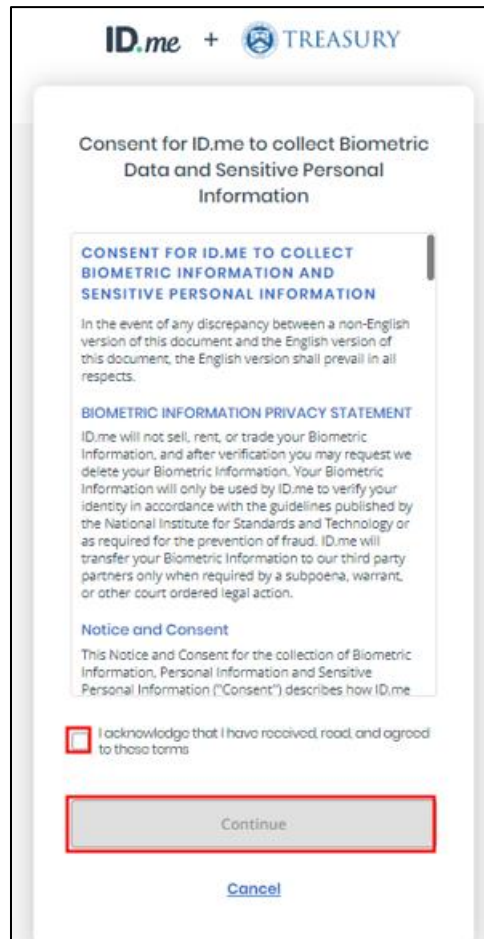
Figure 10: ID.me Verify Your Identity Option Screen



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10. After selecting an option to upload your document with, you will then be brought to a consent screen regarding **ID.me's** use of your personal information. Figure 11 is what the beginning of the terms looks like. Select the **"I acknowledge..."** check box and select **Continue**.

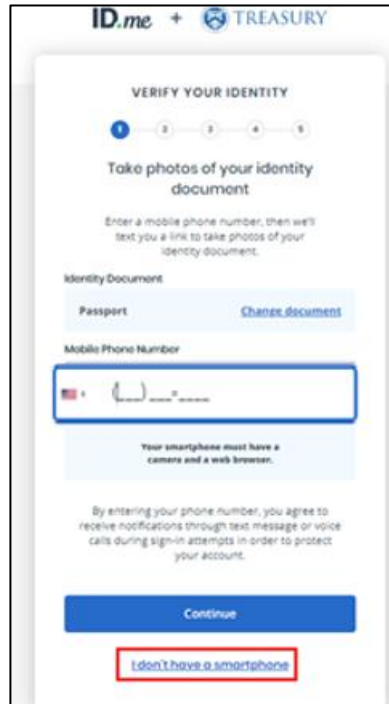
Figure 11: ID.me Consent Screen



11. Once continue is selected, you will be brought to the first screen of the **Verify Your Identity** section. Here you have the options on how to submit photos of your selected document (in our example, see Figure 10, we selected Passport). For our example, we will select the **"I don't have a smartphone"** link in Figure 12.

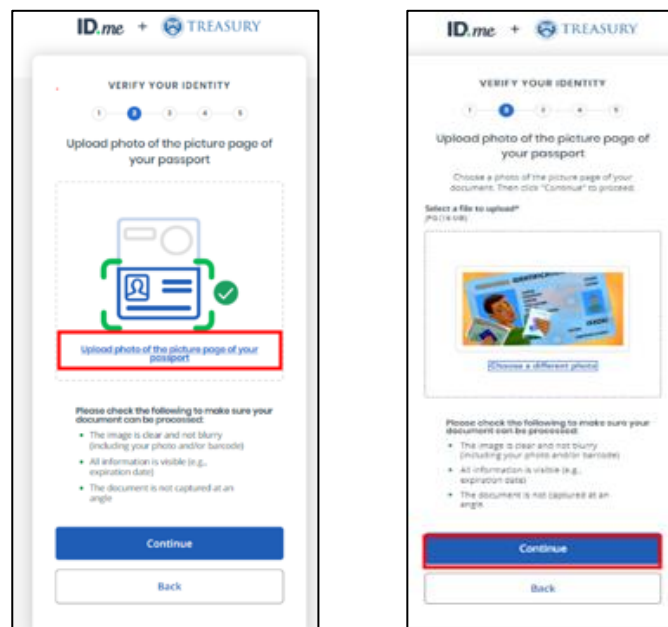
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Figure 12: ID.me Verify Your Identity Step 1



12. In the first of the upload screens of **Verify Your Identity**, select the **“Upload photo…”** link in the middle of Figure 13 (A). In Figure 13 (B), upload a **photo** of your selected document in .jpeg format and confirm that all the necessary information is clearly legible. Select **Continue** once the photo is uploaded.

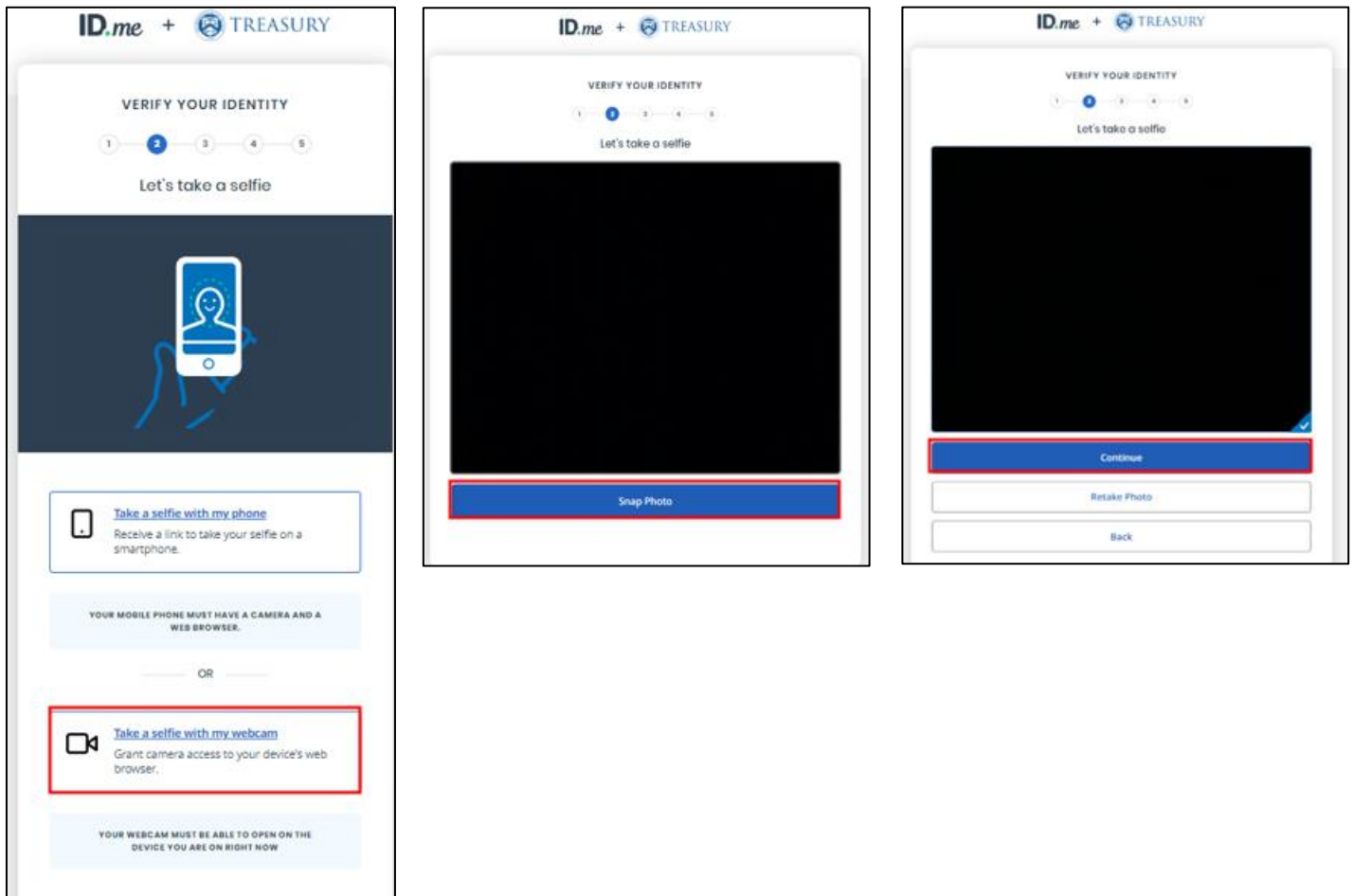
Figure 13 (A and B): ID.me Photo Upload Screens



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13. The second stage of **Verify Your Identity** will have you take a picture of your face with either your Smartphone camera or your webcam on your computer. Once a method is selected (Figure 14 A), you will be prompted to **take a photo**. Via a Webcam, make sure you allow Camera access and select **Snap Photo** (Figure 14 B). Ensure the photo is clear and select **Continue** in Figure 14 (C).

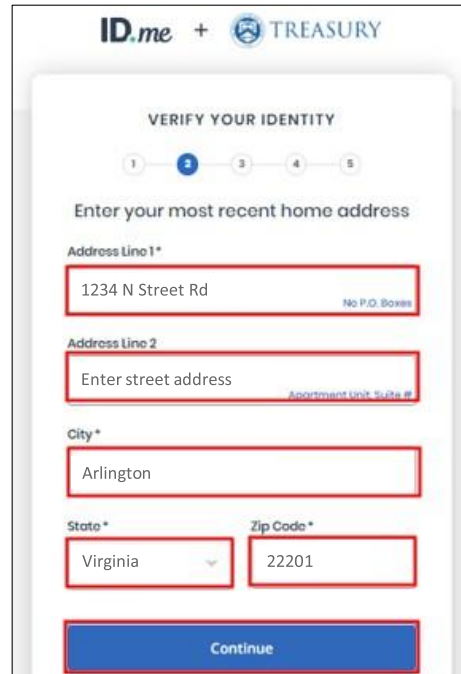
Figure 14 (A, B, and C): ID.me Verify Your Identity Step 2



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14. On the next page, enter **your most recent home address** and select **Continue**. (Note: If a different method is selected (i.e., Driver's license) you may not see this step).

Figure 15: ID.me Verify Your Identity Step 2



The screenshot shows the ID.me + TREASURY 'VERIFY YOUR IDENTITY' screen. A progress indicator at the top shows five steps, with the second step (address) highlighted. The form fields are: 'Address Line 1*' with the value '1234 N Street Rd' and a 'No P.O. Boxes' note; 'Address Line 2' with the placeholder 'Enter street address' and a note for 'Apartment Unit, Suite #'; 'City*' with the value 'Arlington'; 'State*' with a dropdown menu showing 'Virginia'; and 'Zip Code*' with the value '22201'. A blue 'Continue' button is at the bottom.

15. In Step 3 of **Verify Your Identity**, you will have to enter **your mobile phone number** and select **Continue**. Once **Continue** is selected in Figure 16 A, the screen will refresh and display a **Confirming Your Phone** screen (Figure 16 B).

Figure 16 (A and B): ID.me Verify Your Identity Step 3

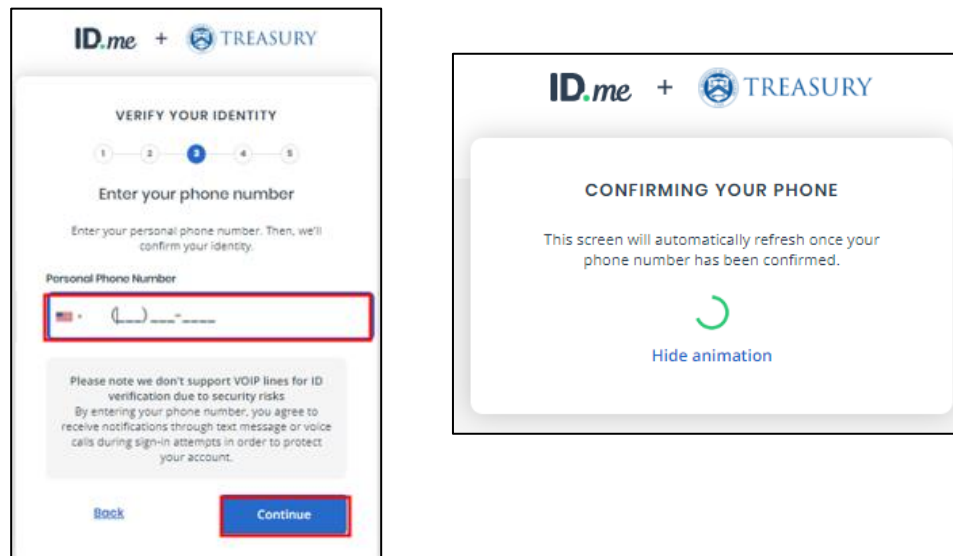


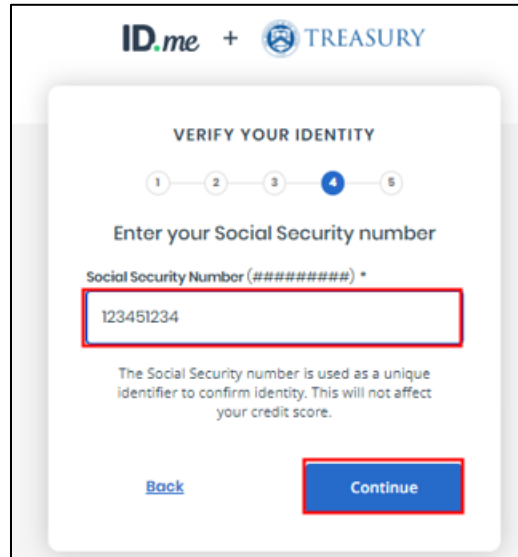
Figure 16 (A) shows the 'VERIFY YOUR IDENTITY' screen for Step 3. The progress indicator shows the third step (phone number) highlighted. The form asks to 'Enter your phone number' and includes the instruction: 'Enter your personal phone number. Then, we'll confirm your identity.' The 'Personal Phone Number' field is a text input with a US flag icon, a dropdown for country, and a placeholder '() - - - -'. A note below states: 'Please note we don't support VOIP lines for ID verification due to security risks. By entering your phone number, you agree to receive notifications through text message or voice calls during sign-in attempts in order to protect your account.' There are 'Back' and 'Continue' buttons at the bottom.

Figure 16 (B) shows the 'CONFIRMING YOUR PHONE' screen. It displays the message: 'This screen will automatically refresh once your phone number has been confirmed.' Below the message is a green circular refresh icon and a 'Hide animation' link.

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16. After your phone number is confirmed, step 4 will ask you to enter your **Social Security Number**. Enter your **SSN** and select **Continue**.

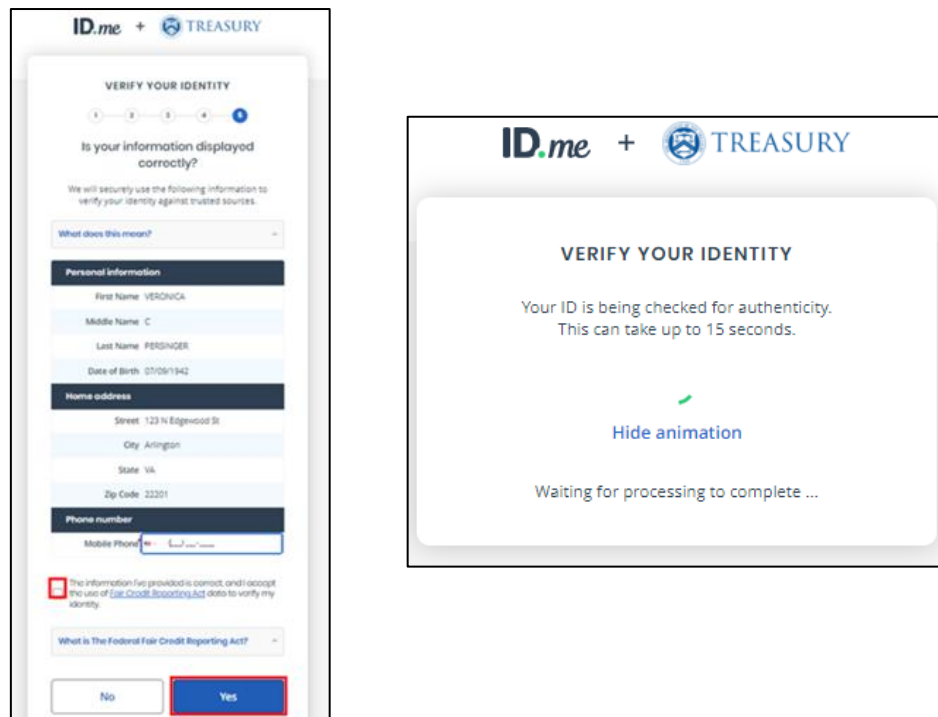
Figure 17: ID.me Verify Your Identity Step 4



The screenshot shows the ID.me + TREASURY logo at the top. Below it, the text "VERIFY YOUR IDENTITY" is centered. A progress indicator shows five steps, with step 4 highlighted in blue. The main heading is "Enter your Social Security number". Below this, the text "Social Security Number (#####) *" is followed by a text input field containing "123451234". A red box highlights the input field. Below the field, a note states: "The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score." At the bottom, there are two buttons: "Back" (a blue link) and "Continue" (a blue button with a red border).

17. The final step will be to verify the information you entered on the previous screens. Review all sections, check "**The Information I've provided is correct...**" checkbox and select **Yes** to continue (Figure 18 A). The screen will refresh, and the page will verify your identity.

Figure 18 (A and B): ID.me Verify Your Identity Step 5



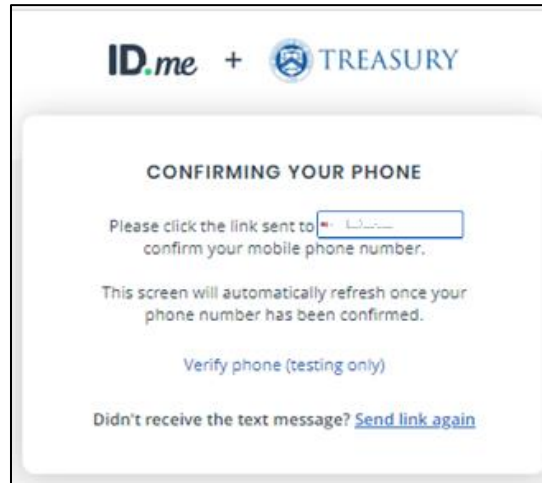
The left screenshot shows the ID.me + TREASURY logo at the top. Below it, the text "VERIFY YOUR IDENTITY" is centered. A progress indicator shows five steps, with step 5 highlighted in blue. The main heading is "Is your information displayed correctly?". Below this, a note states: "We will securely use the following information to verify your identity against trusted sources." Below the note, there is a dropdown menu labeled "What does this mean?". Below the dropdown, there are several sections of information: "Personal information" (First Name: VERONICA, Middle Name: C, Last Name: PERSINGER, Date of Birth: 07/08/1942), "Home address" (Street: 123 N Edgewood St, City: Arlington, State: VA, Zip Code: 22201), and "Phone number" (Mobile Phone: [redacted]). Below the information, there is a checkbox labeled "The information I've provided is correct, and I accept the use of Fair Credit Reporting Act data to verify my identity." Below the checkbox, there is a dropdown menu labeled "What is the Federal Fair Credit Reporting Act?". At the bottom, there are two buttons: "No" and "Yes" (a blue button with a red border).

The right screenshot shows the ID.me + TREASURY logo at the top. Below it, the text "VERIFY YOUR IDENTITY" is centered. Below this, the text "Your ID is being checked for authenticity. This can take up to 15 seconds." is centered. Below the text, there is a green checkmark icon. Below the icon, there is a blue link labeled "Hide animation". Below the link, the text "Waiting for processing to complete ..." is centered.

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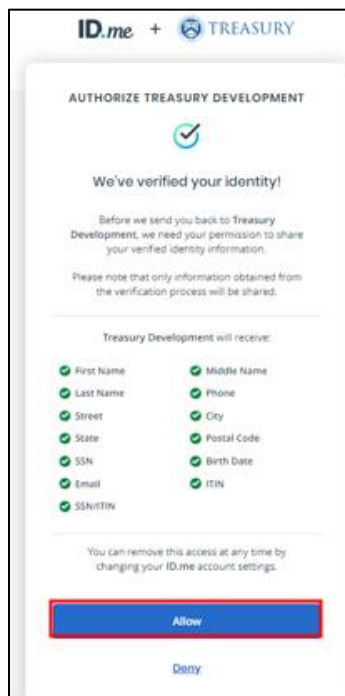
18. Once your Identity is verified, you will be prompted to confirm your mobile phone number. Go to your mobile phone and follow the prompts on your phone to **confirm your phone number** and email ownership. Figure 19 illustrates the screen present while you confirm the necessary steps on your phone.

Figure 19: ID.me Verify Your Identity Final Phone Confirmation



19. Once your phone is confirmed, the next screen will state that your Identity has been verified. To log in to **OTCnet** through **ID.me**, you will be asked if **ID.me** has your permission to share your verified information with Treasury. Select **Allow**. You will be able to adjust this later in your **ID.me** settings once connected. See Figure 20.

Figure 20: ID.me Share Information Authorization Screen



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20. After selecting **Allow**, you will now be logged in to **OTCnet** with your **ID.me** account.



Application Tip

- To log in to **OTCnet** in the future, simply select the **ID.me** option (as seen in Figure 1) and enter your **email address** and **password** for **ID.me**.
- You will be asked to verify your identity by entering your **one-time identification code** received via mobile phone or email.

Resources for User Help Support

If you need help with resetting your password and/or unlocking your account, refer to the following resources. The identity provider has a '**Forgot Password**' option for the user to reset their own password.

ID.me Support

- **Help Page** (no login is required): <https://help.id.me/hc/en-us>
 - Includes a chat bot
- **Help Center** (login is required): https://help.id.me/hc/en-us/p/contact_support
 - Includes a chat bot and an option to open a Help ticket