How to upload documents
to verify your identity if ID proofing wasn't successful

Before you start
- Make sure the documents you’re going to upload are located on your computer.
- Be sure they follow these format and size rules.
Log in to your Marketplace account.

STEP 1

Click My Profile from the menu on the left.

STEP 2

If your identity hasn’t been verified, under your name the screen says “Identity wasn’t verified” in orange. Select Verify now.

STEP 3
Depending on your situation, you'll need to verify your contact information or identity. If your first attempt at verification is unsuccessful, you can try again. Click Continue.

If your second attempt is unsuccessful, you'll need to submit documents:

A. If you're verifying your contact information: Click Upload documents.

B. If you're verifying your identity: You'll get a reference code to use when calling Experian (1-866-578-5409). If they're unable to verify your identity over the phone, click Resubmit to upload documents.
After you select and submit a document saved to your computer, we'll tell you if your upload was successful. Click Finish.

You'll see a message stating your identity is being verified. Click Return to my profile.

Your document will be reviewed, and your results will be emailed to you within 7-10 days. You may also get a notice online under “Messages.”

Learn more about verifying your identity (PDF).