ID.me Support Channels for InfraGard Users

ID.me's Help Center (https://help.id.me/hc/en-us): Our Help Center is the primary resource if you need assistance using ID.me. The Help Center contains dedicated support pages for troubleshooting tips, identity verification topics, and ID.me partnerships, including:

- InfraGard and ID.me: https://help.id.me/hc/en-us/articles/15665015057175-InfraGard-and-ID-me.
- Documents to verify your identity: https://help.id.me/hc/en-us/articles/4415460350871.
- Verifying your Identity on a Video Call: help.id.me/hc/en-us/articles/360052242853.
- Primary and Secondary Identification Documents: help.id.me/hc/en-us/articles/360017833054.
- Getting Started with Multi-factor Authentication (MFA): help.id.me/hc/en-us/articles/360018113053.

Chatbot (Roy): ID.me's Virtual Assistant, Roy, is available 24/7 and provides automated assistance for ID.me questions.

Need help? Let's chat!

- Roy can be accessed by navigating to the blue bot button (pictured right) in the bottom right corner of ID.me's Help Center at https://help.id.me/hc/en-us.

Online Ticketing System: You can submit online support tickets through ID.me's Help Center at https://help.id.me/hc/en-us/requests/new. You may be asked to sign in to your ID.me account when submitting a ticket to ID.me Support. This extra step helps our agents tailor their support to your particular case.

To submit a ticket, follow the below steps:
1. Navigate to ID.me's Help Center at https://help.id.me/hc/en-us/requests/new and sign in to your ID.me account.
    - Note: If you do not have access to your ID.me account, please select I lost access to my ID.me account.
2. If applicable, in the "Which of the following are you trying to access with ID.me?" box, you MUST select InfraGard.
3. Input a description of your issue with as much detail as possible and click Submit.
4. ID.me's member support team will reach out to you via email to provide assistance.
5. You can sign in to your ID.me account to review the status of your support ticket at any time.