

# Non-Employee Identity Proofing (IDP) Using Webcam

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## Section I: Overview

Webcam Proofing is offered for those:

- who chose not to use Knowledge-Based Authentication (KBA) identity proofing due to having a credit freeze or not wanting to answer the 4 personal questions.
- whose identity has not been able to be confirmed thru Knowledge Based Authentication and/or thru the US Postal Service options.

The purpose of this document is to detail the Identity Proofing (IDP) process using Webcam Proofing with Exostar for Non-Employee accounts. SAIC requires a user to complete IDP in order to be provisioned with an account to access SAIC systems.

NOTE: Once you complete the process described in this document, you will be provisioned an account and will receive instructions on how to activate it.

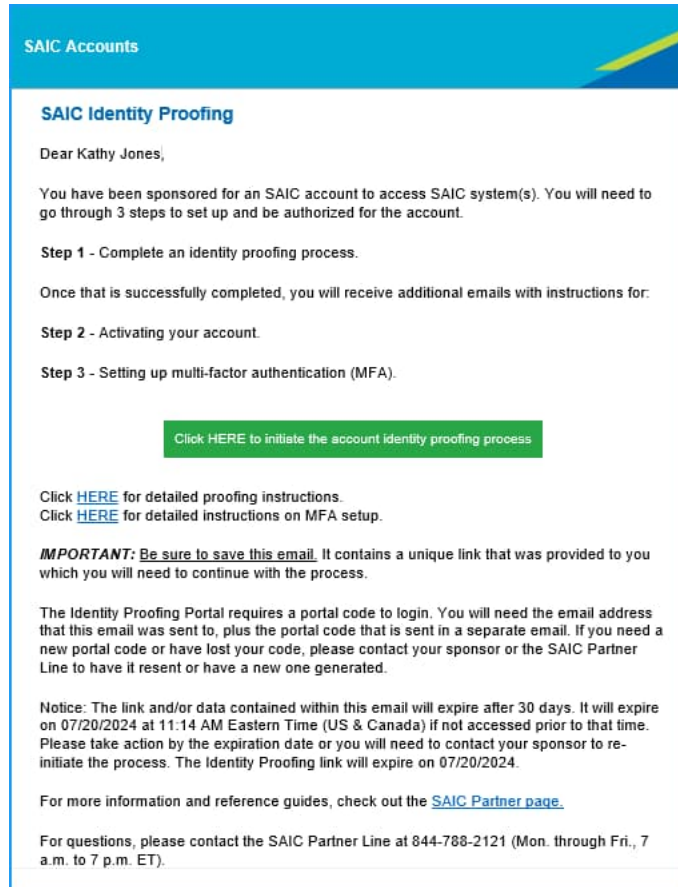
## Section II: Accessing the Accounts Identity Proofing (IDP) Portal

An SAIC sponsor must submit an account request for a non-employee to initiate this process. Once an account has been requested for you, follow the steps below.

You will receive two emails from [Cornerstone-NoReply@saic.com](mailto:Cornerstone-NoReply@saic.com)

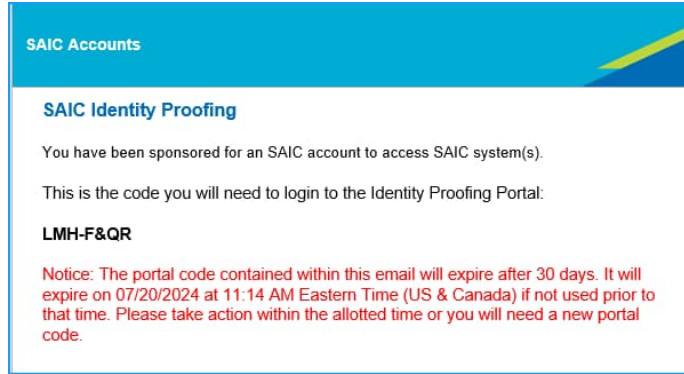
- The first will have the Subject Line that starts with "SAIC Accounts - Identity Proofing Instructions". The email will contain a 'Click HERE' link to access your SAIC Accounts Identity Proofing Portal to initiate the identity proofing process.

**IMPORTANT:** Do not delete this email as it contains a unique link that was assigned to you and you will need to come back to this email and click that link during the process, to be able to access the provisioning system.



Sample Invitation Email

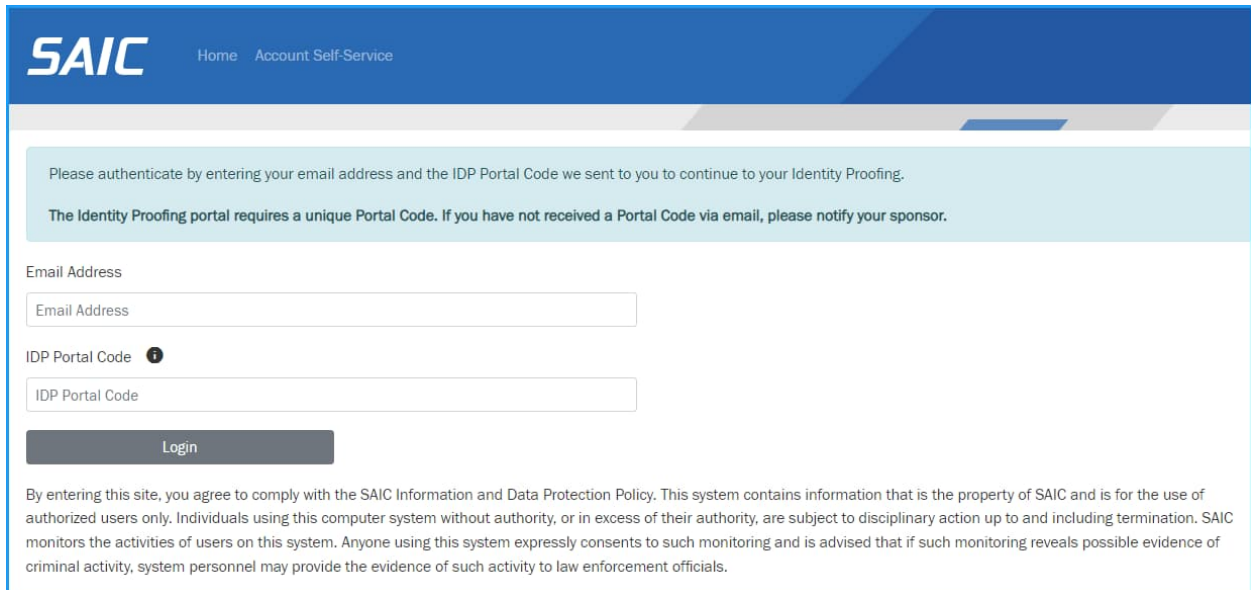
- The second will have the Subject Line "SAIC Accounts - Identity Proofing Portal Code" and will contain the Identity Proofing (IDP) portal code needed to access your SAIC Accounts Identity Proofing Portal.
- Please note that the portal code will expire after 30 days (date/time in the email). If it expires your sponsor will need to generate a new code.



Sample IDP Portal Code Email

To log in to your Portal:

- In the "SAIC Accounts - Identity Proofing Instructions" email click on the link in the green box,
- in the Email Address field enter the address the email was sent to,
- in the IDP Portal Code field enter the code from the "SAIC Accounts - Identity Proofing Portal Code" email.



SAIC Accounts Identity Proofing Portal Login Page

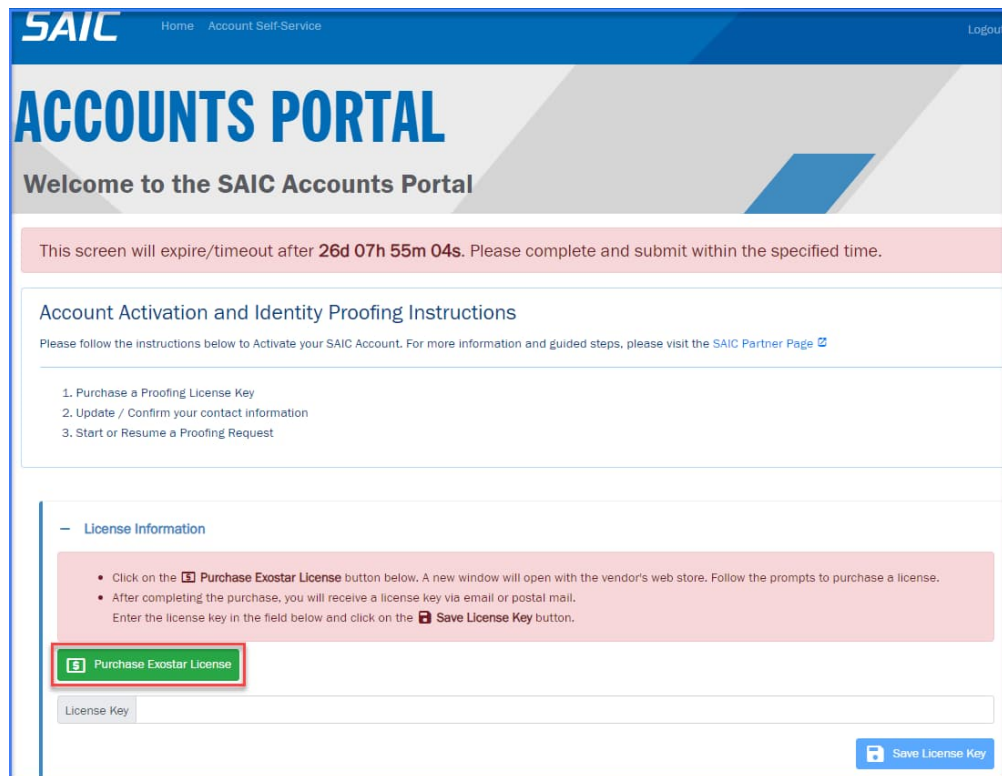
## Section III: Completing the Accounts Identity Proofing (IDP) Request Form

Once you've accessed the Portal:

Step 1: If the "License Information" section displays, you'll need to purchase a license key, or your company will need to provide one to you.

If you are an SAIC customer this section will not display. Please skip to Step 2.

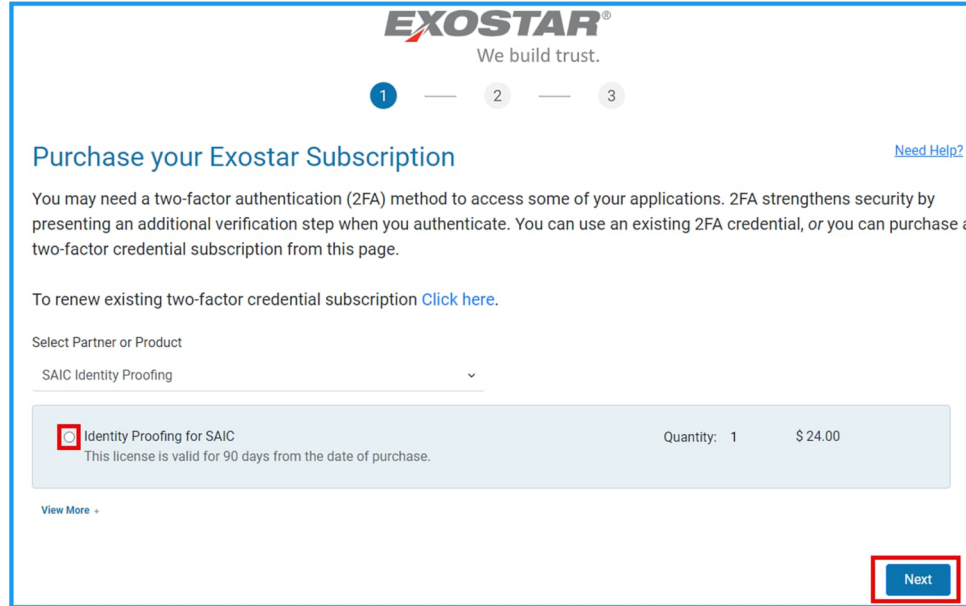
To purchase a key, click on the "Purchase Exostar License" button to be redirected to the external Exostar purchase site.



Accounts Portal Page – License Information Section

A new browser tab will open to the Exostar site.

Click the button next to 'Identity Proofing for SAIC' and click Next. Please disregard the note at the top of the page regarding 2FA as it does not apply to the license purchase.

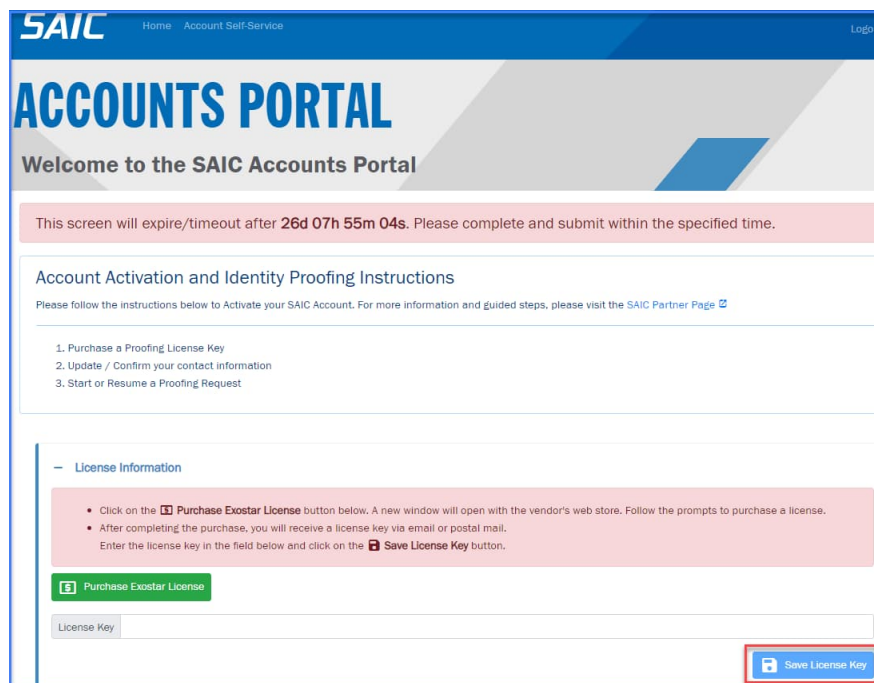


Exostar License Key Purchase Site

Follow the rest of the prompts to purchase a license key. Once you complete the transaction, you will receive an email with the key.

Return to the SAIC Accounts Portal page, enter the license key in the “License Key” field and click the “Save License Key” button.

*Note: If you closed your SAIC browser session, you can return to the Accounts Portal page by referring back to the first email you received as referenced in Section II.*



## Accounts Portal Page – License Information Section

**Step 2:** Once in the system, carefully review the accuracy of your personal information. It is very important that the name in the system matches the name that is stated in the government issued documentation that you *may* need to present during the proofing event, depending on the process. If you are required to do a webcam proofing and the documentation presented states a different name from what is in the system, you will fail the proofing session and you will be required to pay for (if you are covering the cost from the start of the process) and schedule another session. Make any necessary adjustments to the Contact Information. After you have confirmed that the Contact Information is correct, click the “Save Contact Information” button.

**Contact Information**

Accurate contact information is required for Identity Proofing. Please verify the information below and correct if necessary.

**IMPORTANT:** This information must match Government issued documents. If you proceed without correcting the necessary information, you will incur the cost of purchasing an additional license key.

- Country of residence
- Full legal name
  - **Please Note:** If either your first and/or middle name contain a space, you MUST use the webcam proofing type.
- Phone number, including country code

Email: vicki@test.com

First Name: Victoria Middle Name: Last Name: Clarke Suffix: ▼

Country: United States ▼

Phone: +1 (504) 899-2345

**Webcam Identity Proofing**

Please check here if the following applies:

- You have a credit freeze on your Experian account and do not want to lift the freeze to go through the Experian Identity Proofing.
- You do not want to provide Experian answers to 4 personal questions similar to requesting a credit report (Note: webcam can take up to 2 business days to schedule).
- Note: Webcam proofing can take up to 2 business days to schedule. A list of acceptable documents can be found [here](#).

If this option is selected and saved, the process will automatically switch to webcam proofing.

**Save Contact Information**

## Accounts Portal Page – Contact Information

**Step 3:** If all required fields have been completed, you will observe that the Identity Proofing Section is now displayed on the form along with the Webcam proofing option. After selecting the check box to switch to Webcam Proofing, click on “Start Webcam Proofing”.

Please check here if the following applies:

- You do not want to provide Experian answers to 4 personal questions similar to requesting a credit report. Note: You will have to schedule an appointment which can take some time to schedule but once scheduled you can call into a queue to be webcam identity proofed. See [Webcam IDP](#).

If this option is selected and saved, the process will automatically switch to webcam proofing.

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**Identity Proofing**

Proofing Type: ID Proofing - Experian (KBA)

Attempt 1 of 3 Experian (no failures)

Click the 'Continue' button.

**Start Proofing Request**

You will now be leaving SAIC and accessing a third-party website.

You will be returned to this page when you complete the process on the Exostar website

Do you wish to continue?

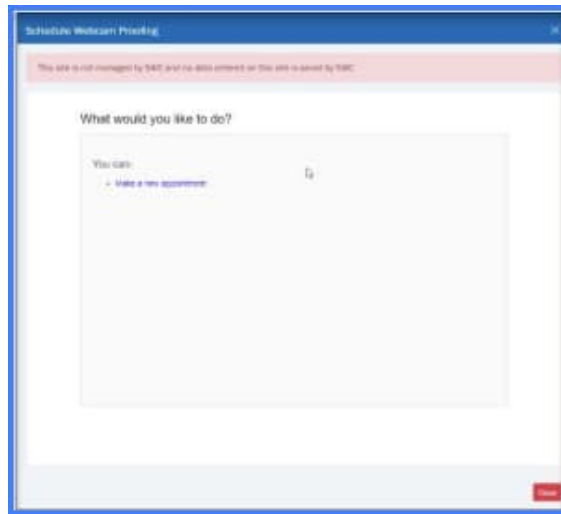
Third-Party Acknowledgement Page



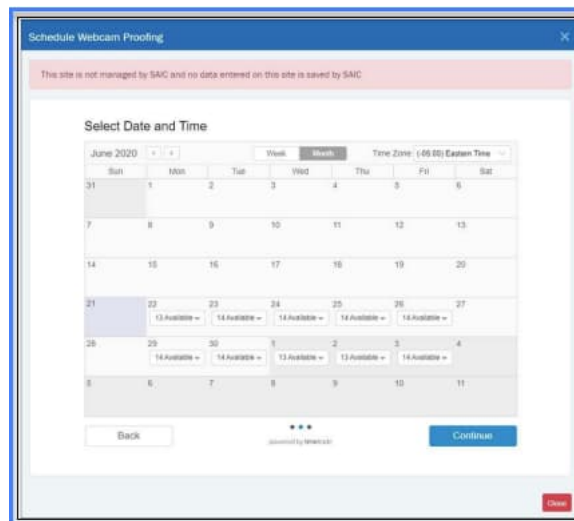
## Section IV: Scheduling the Webcam Proofing Appointment

Step 4: You will then be routed to the NotaryGo site to schedule your Webcam proofing session with an agent.

Click 'Make a new appointment'



Select a Date and Time from the Calendar then click 'Continue'.



Complete Contact Information for the Proofing Appointment, then click 'Confirm'.



Schedule Webcam Proofing

This site is not managed by SAIC and no data entered on this site is saved by SAIC

Provide Information

First Name \*      Last Name \*

Email \*

Phone Number \*

Company

Comments

Back      Confirm

A screen will appear confirming your appointment.

Schedule Webcam Proofing

This site is not managed by SAIC and no data entered on this site is saved by SAIC

Appointment Confirmed

Wednesday, June 24, 2020      Confirmation # 12958622  
8:00 AM - 8:30 AM      SCHEDULED  
Eastern Time

Instructions  
This is a test appointment only. No follow up will be made by an Exostar proctor. If you need to have your registration request approved so you can register a phone, contact the Exostar team members with whom you are working.

Appointment Type      Test and UAT Proofing Appointments      Add to Calendar

Call With      Test Proctor

Your Information      KATH HUKAL  
hukal@saic.com  
1234567890

Confirm

You will also receive an email confirmation of your scheduled appointment.

Please refer to Section VI: Accepted Documentation for Webcam Proofing to ensure you have the needed documentation for your proofing appointment.

## Section V: Webcam Proofing Appointment

Step 5: Attend your scheduled appointment.

At the end of the Webcam Proofing Session, you will be given an 8- digit activation code.

**WRITE DOWN THIS CODE – YOU WILL NOT RECEIVE THIS VIA ANY OTHER METHOD INCLUDING EMAIL.  
YOU WILL NEED IT TO COMPLETE YOUR ACCOUNT ACTIVATION.**

Once you receive the activation code from the proofing agent, access your Accounts Portal page following Step 1 above. Once back in the system, click the 'Resume Proofing' button. Enter the activation code.

Success! Your ID Proofing is now complete. You will receive two emails with instructions on how to activate your account. Your sponsor will also be notified.

## Section VI: Accepted Documentation for Webcam Proofing

As of June 1, 2023 the following documents are approved to be presented during the Webcam Proofing session:

- 2 STRONG or SUPERIOR pieces of evidence; OR
- 1 STRONG or SUPERIOR piece of evidence AND 2 FAIR pieces of evidence.

Type of Evidence	Strength	Notes
US Passport	SUPERIOR	Includes US Passport cards
Foreign e-Passport	SUPERIOR	
Personal Identity Verification (PIV) card	SUPERIOR	
Common Access card (CAC)	SUPERIOR	
Personal Identity Verification Interoperable (PIV-I) card	SUPERIOR	
Transportation Worker Identification Credential (TWIC)	SUPERIOR	
Permanent Resident Card	SUPERIOR	Issued on or after May 11, 2010
Native American Enhanced Tribal Card	SUPERIOR	
REAL ID cards	STRONG+	Includes REAL ID driver's licenses and ID cards. REAL ID cards have a star printed in the upper right-hand corner. Card and personal information must be validated with appropriate DMV or AAMVA.
Enhanced ID cards	STRONG+	Includes Enhanced ID driver's licenses and ID cards. Must be validated with appropriate DMV or AAMVA.
U.S. Uniformed Services Privilege and Identification Card (U.S. Military ID)	STRONG+	Includes Uniformed Services Dependent ID Cards. Must be validated with appropriate military issuing source.
Permanent Resident Card	STRONG	Issued Prior to May 11, 2010
Native American Tribal Photo Identification Card	STRONG	
Driver's License or ID card (REAL ID non-compliant)	STRONG	
School ID card	FAIR	Includes facial image photograph
Utility account statement	FAIR	
Credit/debit card and account statement	FAIR	
Financial institution account statement	FAIR	
US Social Security Card	WEAK	

Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal	WEAK	
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For non-US nationals, you must provide a valid and unexpired photo ID that is recognized and accepted by the US Federal Government.

## Section VII: Where to go for Help

For assistance, please contact the SAIC Non-Employee Partner Line at 844-788-2121 (Monday-Friday, 7am to 7pm ET).