



USPS In-Person Proofing Provides Flexible ID Verification During the Unemployment Insurance Application Process

There's comfort in having the power to choose. Recognizing this, the Indiana Department of Workforce Development (DWD) is committed to offering claimants multiple options throughout the Unemployment Insurance (UI) application process.

In July 2024, DWD introduced a new non-digital method for identity verification via the United States Postal Service (USPS). This option – known as USPS In-Person Proofing (IPP) – allows claimants to verify their identity in-person at USPS locations. It comes in addition to the use of ID.me, giving claimants the choice for in-person or digital verification. Indiana was the 23rd state to engage with the U.S. Postal Service to offer this option.

“We believe it’s important for people to have choices in how they interact with the Unemployment Insurance system,” said DWD Commissioner Richard Paulk. “Providing people with options, such as different ways to verify their identity, allows individuals to make their own decisions about what works best for them. Giving our customers power and autonomy allows for an overall better experience while receiving benefits.”

How Does it Work?

During the UI application process, claimants using the Uplink tool can select “USPS In-Person” as their preferred identity verification option. After clicking the provided link, they will be directed to a USPS registration form. It’s important to note applicants must have a valid email address to complete the process.

Once the form is submitted, a barcode/enrollment code appears in the Uplink system and is also emailed directly to the applicant. Claimants then have seven days to visit a USPS office and complete the verification. If this step isn’t completed within the allotted time, the applicant may be required to verify electronically through an ID.me account.

Which USPS Location Should I Visit?

After entering their zip code during the initial application steps, claimants receive a list of nearby USPS offices. With nearly 400 USPS locations in Indiana and more than 18,000 offices nationwide, Indiana joins the list of states partnering with USPS and the federal Department of Labor to offer this identity proofing service.

What Should I Bring to the Post Office?

Before you visit, make sure to bring the following:

- **Barcode/Enrollment Code:** Provided during registration process and emailed by DWD.

- **Primary ID:** A valid state driver's license or state ID card. Other acceptable items include a U.S. Armed Forces or uniformed service ID card, or a U.S. Passport (please note using a passport requires a second form of ID that shows proof of address).
- **Proof of Current Address:** If your primary ID does not display your current address, bring an additional document. Acceptable proof of address includes:
 - Lease, mortgage, or deed trust
 - Voter registration card
 - Vehicle registration card

Please be aware USPS will not accept Social Security cards, credit cards, utility bills, school IDs, concealed carry licenses, expired IDs, or other form of identification not listed above.

The More You Know.

Aside from giving claimants the convenience of identity verification choice, IPP can relieve technology-related stress for those not comfortable using computers or the applications needed to verify identity through other methods. IPP also reduces the number of interactions needed by an individual to show they are eligible for benefits. As a result, claimants are assured of receiving benefits as quickly as possible.

From a security perspective, IPP helps minimize the possibility of identification-related fraud by allowing claimants to quickly and easily verify their identity by visiting a local post office.

"The feedback we've received has been overwhelmingly good," said Nick Blesch-Clark, DWD Assistant Director, Benefit Payment Control. "We are always looking for ways to improve service and ensure that all Hoosiers have meaningful access to apply for benefits."

For additional assistance, DWD's UI Customer Support is available Monday through Friday from 8 a.m. to 5 p.m. EST. You can reach them by calling 1-800-891-6499. Claimants can also submit requests by email – AskUIContactCenter@dwd.in.gov.