

The implementation of ID.me identity verification aims to strengthen security and streamline the admissions process. However, navigating the new ID.me identity verification process may require reaching out for assistance. This contact list equips you with the right resources to obtain help across three key areas:



## Technical Support

If you face technical barriers like device, browser or Internet issues, contact:

- **ID.me Help Center:** The [help center](#) offers step-by-step troubleshooting guides on common technical problems.
- **ID.me Support:** Speak to a live agent by contacting [ID.me support](#) 24/7 for time-sensitive technical issues.
- **For college device/network questions,** contact the college IT department at



## Identity Verification Assistance

For specialized assistance with the ID.me verification process, account management, documentation etc. contact:

- **ID.me Help Center:** The [help center](#) has extensive resources on completing verification.
- **ID.me Support:** ID.me agents are available 24/7 [at support.id.me](#) for identity verification help.
- **For college verification policy questions,** contact the admissions office at



## General Inquiries

For basic questions about the ID.me verification integration and how it impacts admissions, contact:

**For Inquiries Related to ID.me Verification and Integration within OpenCCC/CCCApply:**

### Application Process & Status:

- Contact the admissions office for queries about application status and requirements.
- Phone Number:
- Email:

### Financial Aid Questions:

- Reach out to the financial aid office for questions regarding financial aid access.
- Phone Number:
- Email:

### Technical Support:

- For impacts to college systems and devices, consult the IT department.
- Phone Number:
- Email:

### OpenCCC/CCCApply Assistance:

- For general help with OpenCCC or CCCApply processes, including account creation and application submission, visit the CCC Help Desk.
- Website: [ccchelp.info](#)

**We're eager to assist you with any questions regarding ID.me verification at our college. Please reach out!**