ID Verification Frequently Asked Questions

As part of your NBCU account set-up or password reset, you may be asked to provide ID verification before allowing you to perform sensitive activities. These FAQs can provide more context for the ID request and help you troubleshoot. For any immediate issues, please contact NBCU TechLine for IT support:

United States: 1 855 622 8832 | Europe: 00800 0100 2222 | Rest of the World: +44 20 7079 6120

General Information

WHAT YOU'LL NEED:

- A valid government-issued photo ID
- A computer or mobile device with a camera (mobile preferred)
- Good lighting so you can take a clear selfie

HOW YOUR INFORMATION IS PROTECTED:

- Encrypted
- Not stored
- Not visible to support agents
- Only uses data you already provided

General Questions

What is ID verification?

It's a secure process that confirms you are the rightful owner of your account before changes, like password resets, are allowed.

What information is used during the verification process?

Only basic details you already provided during hiring, such as your date of birth or your contact information from your government issued ID.

How is my information kept safe?

Your data is encrypted, not stored long-term, and never shown to tech support, IAM team, or staff. They only see whether you passed verification.

Why does the company require ID verification?

To protect your account from unauthorized access and ensure only *you* can request password or MFA changes.

Is this the same as MFA?

No. ID verification happens before MFA to confirm your identity. MFA protects your account after you have access.

Do I need to download anything to verify my identity?

No. ID verification happens solely on your device's existing web browser.

Why is the system asking to access my phone's camera?

The identity verification steps require you to take a clear photo of your government-issued ID and a selfie. Your camera is only used for this purpose and only during the verification process. Nothing is recorded, kept on your device, or stored within the ID verification system.

Why do I need to take a photo of my government-issued ID?

A photo of your ID is used to confirm that it's a real, valid document. The verification session securely checks the information on your ID against trusted government and identity databases to make sure it hasn't been altered or faked. Your ID image is used only for verification and is not stored long-term.

What if my phone is not a smart phone or the camera doesn't work?

You can still complete identity verification by using another device that has a functioning camera, such as:

- A tablet (iPad, Android tablet)
- A laptop or desktop with a built-in or external webcam
- A friend or family member's smartphone
- A work-issued laptop with a working camera

You do not need to use your personal phone specifically as any supported device with a working camera and internet connection will work for the verification process.

If no suitable device is available, contact the support desk for the approved alternative verification process.

Why does the system check my ID against government databases?

This ensures the ID you submit is valid and hasn't been tampered with. The verification performs a secure, automated authenticity check with government or trusted identity databases to confirm:

- The ID number is valid
- The document is real
- It matches the issuing authority's format

No personal information is stored or shared outside the verification process.

Why do I have to take a selfie? What is it used for?

The selfie is used to make sure the person holding the ID is really you. This step compares the photo on your government ID to the live selfie you take. This prevents someone from using a stolen ID or pretending to be you. Your selfie is used only for matching purposes and is not kept after verification.

What if I don't have a driver's license? What types of ID are accepted?

If you don't have a driver's license, you can still complete verification with other accepted forms of ID, such as:

- State-issued ID card
- Passport
- Passport card
- Permanent resident card
- Military ID

If you're unsure which IDs are accepted, the system will list the supported options before you begin. The list will change based on country-specific document availability.

What happens if I fail verification?

You will need to contact NBCU TechLine support to go through an alternate method to verify your identity.