

# How to upload documents

to verify your identity if ID proofing wasn't successful

## Before you start



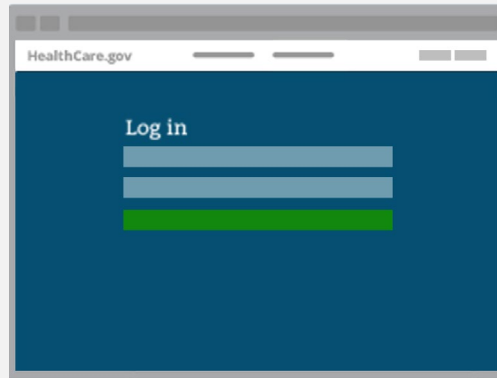
Make sure the documents you're going to upload are located on your computer.



Be sure they follow .....

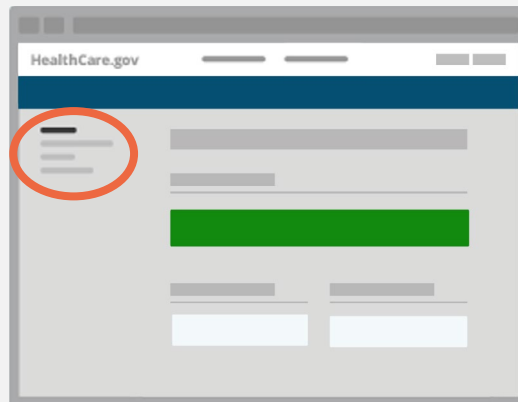
**HealthCare.gov**

**STEP 1**



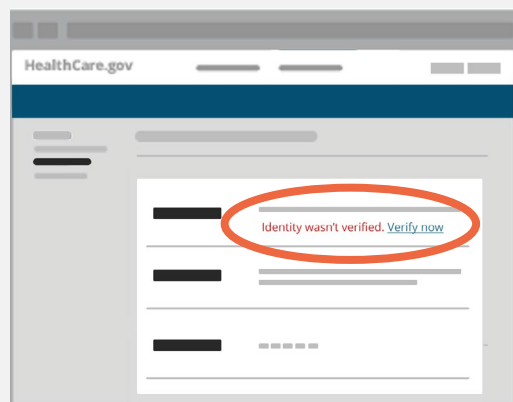
Log into your Marketplace account.

**STEP 2**



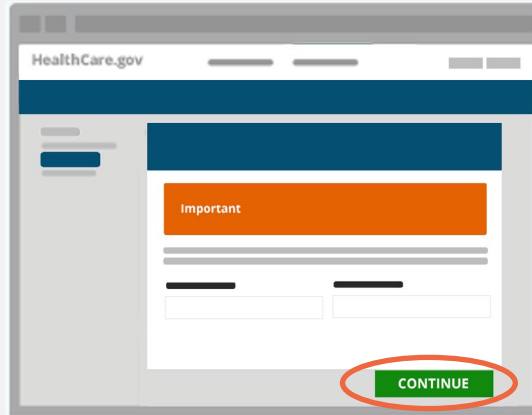
Select **My Profile** from the menu on the left.

**STEP 3**



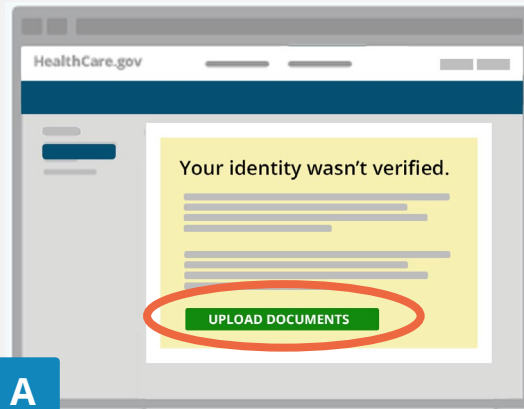
If your identity hasn't been verified, under your name the screen will show **Identity Wasn't Verified**. Select **Verify Now**.

## STEP 4



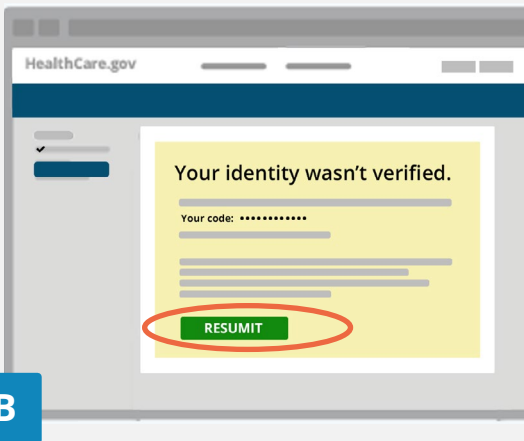
Depending on your situation, you'll need to verify your contact information or identity. If your first attempt at verification is unsuccessful, you can try again. **Select Continue.**

## STEP 5



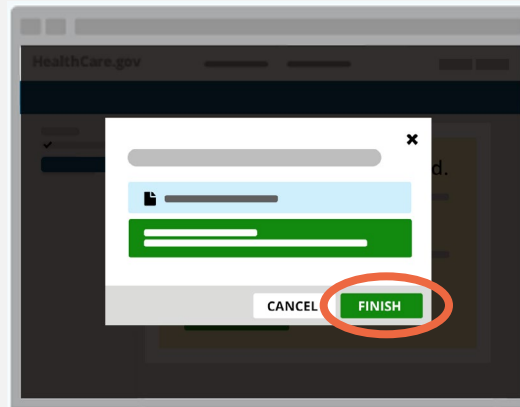
If your second attempt is unsuccessful, you'll need to submit documents:

**A. If you're verifying your contact information:** Select **Upload Documents**.



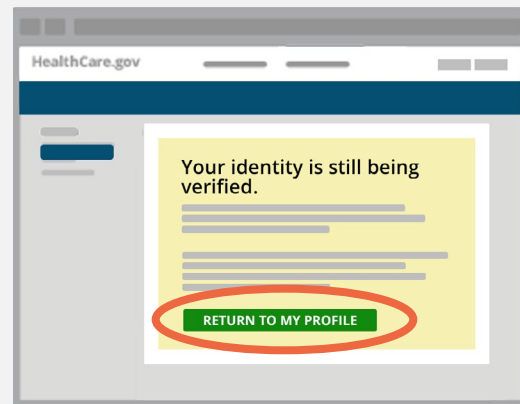
**B. If you're verifying your identity:** You'll get a reference code to use when calling Experian (1-866-578-5409). If they're unable to verify your identity over the phone, **select Resubmit** to upload documents.

## STEP 6



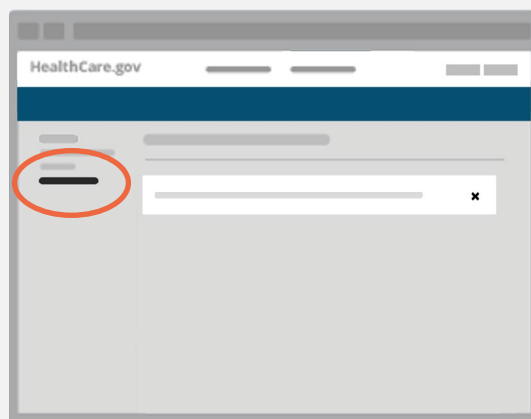
After you select and submit a document saved to your computer, we'll tell you if your upload was successful. Select **Finish**.

## STEP 7



You'll see a message stating your identity is being verified. Select **Return to My Profile**.

## STEP 8



Your document will be reviewed, and your results will be emailed to you within 7-10 days. You may also get a notice online under **Messages**.

[Learn more about verifying your identity \(PDF\).](#) 