

February 11, 2026

# February Office Hours: Identity Verification Options for Students



California  
Community  
Colleges

Technology Center

# Thank you for joining us!

- Captioning is available via the Zoom CC button
- Today's session will be recorded and will be available in 5-10 days
- Please use the chat tool for questions and comments

# Agenda

- Introduction
- Why Identity verification?
- Identity Verification Tools and Workflow
- Verification Status change logic
- Overview of the events notification table
- Support



# Introduction

- Jane Linder - Director, Student Success Suite (SSS) Program
- Julia Arreguy - Chief Technology Officer
- Martin Rudd, Lead Implementation Engineer, Enabling Services & Support

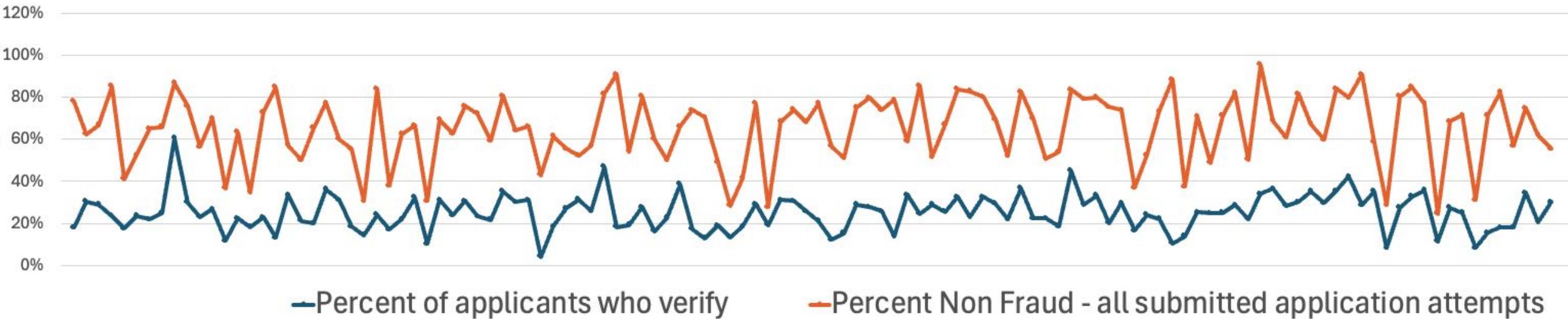
# ID Verification within the Technology Center's Multi-layered Fraud Mitigations Platform

- Not the only fraud mitigations tool, but a key piece that also serves to protect students from identity theft and account takeovers
- NIST & IAL
  - National Institute of Standards and Technology(NIST)
    - U.S. agency that develops cybersecurity standards and best practices.  
Details here: [Digital Identity Guidelines](#)
  - [Identity Assurance Level \(IAL\) Requirements](#)
    - Describes a range of techniques to detect fraudulent claims to identities by malicious actors
      - Categorizes evidence of ID as Fair, Strong, or Superior

# ID Verification Works!

- Colleges that enforce ID verification have less fraud (June - Dec 2025)

Verification Rates compared to Non Fraud Rates by College



# Overview of CCC Identity Verification Tools

- All CCC applicants 18 years and older are prompted to validate their identity
- Two options:
  - CA mDMV Wallet
  - ID.me
  - 1,643,303 verified to date
- Documentation:
  - [ID Verification with the OpenCCC student account system](#)



The screenshot shows the top of a web page with the California Community Colleges logo in the top left, user information (CCCID: AB12345, User Name, Sign Out) in the top right, and a link to 'Cambiar a Español'. The main heading is 'CCC Students are Expected to Verify Their Identity'. Below this is a paragraph explaining that CCC now uses CA DMV Wallet and ID.me for identity verification. Two large boxes offer options: 'Verify with CA DMV Wallet' and 'Verify with ID.me'. Each box includes a description of the service and a list of who it is best for. At the bottom, there is a 'Learn More' section and a 'Why verify my identity?' section.

California Community Colleges

CCCID: AB12345 User Name Sign Out

[Cambiar a Español](#)

## CCC Students are Expected to Verify Their Identity

The California Community Colleges (CCC) now use [CA DMV Wallet](#) and [ID.me](#) to help keep your identity safe and make it easier to apply to college and get financial aid.

Select an option to continue:

California Community Colleges + **CA DMV WALLET**

The mDL is a program that lets Californians keep a safe digital copy of their driver's license on their phone. The CA DMV Wallet app stores your mDL and may hold other DMV documents in the future. To sign up, you'll scan your physical license, take a short video selfie, and lock it with a PIN or fingerprint/face ID.

**Best for individuals who:**

- Have a California Driver's License
- Are California residents
- Have access to a mobile device

[Verify with CA DMV Wallet](#)

California Community Colleges + **ID.me**

ID.me verifies your identity online by scanning an ID document and matching a selfie, using facial recognition and fraud checks. It uses strong encryption, retains biometric data only temporarily (24h-36 mo), and is used by more than 100 million individuals and hundreds of government and private organizations.

**Best for individuals who:**

- Could not confirm their identity using the CA DMV Wallet
- Do not have access to a mobile device
- Live outside of California

[Verify with ID.me](#)

What if I can't verify my identity? [Verify Later](#)

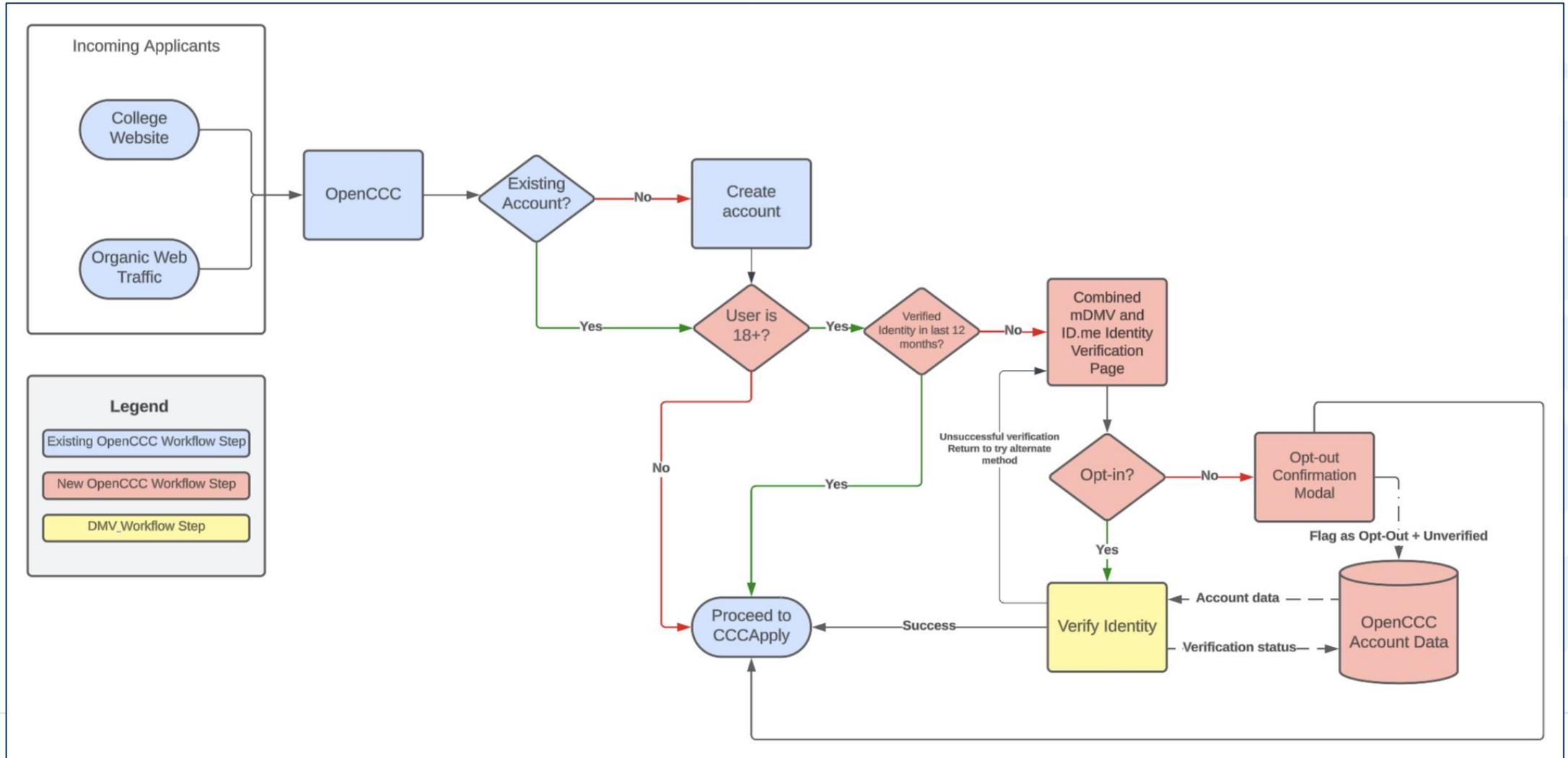
[Learn More](#)

CA DMV Wallet and ID.me are trusted partner of the California Community Colleges. Your legal status **will not affect** your opportunity to verify your identity. If you choose to verify later, you'll be reminded each time you apply to a college.

### Why verify my identity?

Verifying your identity prevents others from **using your personal information** to apply to college. Verifying now will also enable your college to move you through the **admissions process faster**.

# Overview of the Identity Verification Workflow



# Identity Verification with DMV Wallet



California  
Community  
Colleges

CCCID: AB12345

User Name

[Cambiar a Español](#)

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## Scan the QR code with your CA DMV app

The California Community Colleges has partnered with CA DMV to protect your identity and streamline the admissions process.

If you're on a computer, you'll need to use your CA DMV app on your phone to scan.

Please complete the exchange in the allotted time: **80 seconds**



### What to expect:

- 1 Redirecting you to the CA DMV Wallet app
- 2 Verifying your identity with CA Drivers License
- 3 Returning to your community college application

On a mobile device and having trouble scanning the QR code? [Click here](#) instead.

### Don't have the CA DMV Wallet app?

Get it at your app store:



[Cancel](#)

# Identity Verification with DMV Wallet

ID verification with the CA Mobile DMV Wallet is easy for anyone with a valid CA license or ID card

- Step 1: download the Mobile DMV App and scan your CA driver's license or ID card to create your digital ID
- Step 2: scan the QR code displayed by OpenCCC to verify your identity
  - That's it!
- Works with [AB60 CA Driver's Licenses](#)
- Already accepted at several airports as valid id for security checks & the “true age” feature is gaining acceptance with retailers
- Additional benefit: Colleges can get a mobile DMV Wallet reader for free!
  - Can be used to verify identity when creating student college ids

Consider use cases on your campus where in person identity verification is necessary-

Volunteer to pilot the MDL reader!



# DMV Website Highlights CCCs



## Where to Use the mDL

### TSA

Speed through airport security in California and many other [participating airports](#).



### TruAge

Buy age-restricted products with [TruAge](#) at select Sacramento retail locations.



### DMV Website

Enjoy fast, easy login to your [MyDMV account using your mDL](#) – no password needed.



### CCCO

Apply and register for California Community Colleges at [CCCO.edu using your mDL](#).

[More locations accepting the mDL →](#)

# Coming Soon!

## Fast, easy OpenCCC account recovery

### Recover Your Account

If your old email is still accessible, we can send a reset link. But if not (which happens a lot!), try the CA DMV Wallet—it's a secure app from the California DMV that verifies your ID in seconds. No email needed, and it's just once. You'll be enrolled faster!

Choose how you'd like to sign in or recover your account.

RECOMMENDED



#### CA DMV Wallet

Verify your identity using CA DMV Wallet and sign in instantly.

**Best for individuals who:**

- Have the ability to verify their identity with a smartphone and a California driver license or ID.
- May have lost access to the email address you originally registered with.

Verify with DMV Wallet



#### Account Recovery

We will try to recover your account based on your personal information.

**Best for individuals who:**

- Still have access to the email address you originally registered with.

Continue with Personal Information

# Identity Verification with IDme

- First integrated identity verification system, in production February 2024
- Used widely across California state agencies, more than 8 million Californians already have an ID.me account
- Support for minors is slated for Spring 2026
  - Links minor applicant to parent/guardian
- IDme also seeing increase in account takeovers, but ATO rate is less than 1%

# Verification Status on Student Account

Verified

### Edit Account

Preferred Method of Contact \*

Mobile

Primary Phone Number  Phone Type \*

Email Preferred  Verified

Email Address \*

Permanent Address (Domestic/International)

Are you currently homeless? \*  Yes  No

Country \*  Zip Code \*

Street 1 \*  Street 2

City \*  State \*

Preferred First Name

Date of Birth

Date of Birth \*

Confirm Date of Birth \*

### ID Verification

Verification Status  Verified

Verify with CA DMV Wallet

-OR-

Verify with ID.me

Change password

Cancel Save

Unverified

### ID Verification

Verification Status  Unverified

Verify with CA DMV Wallet

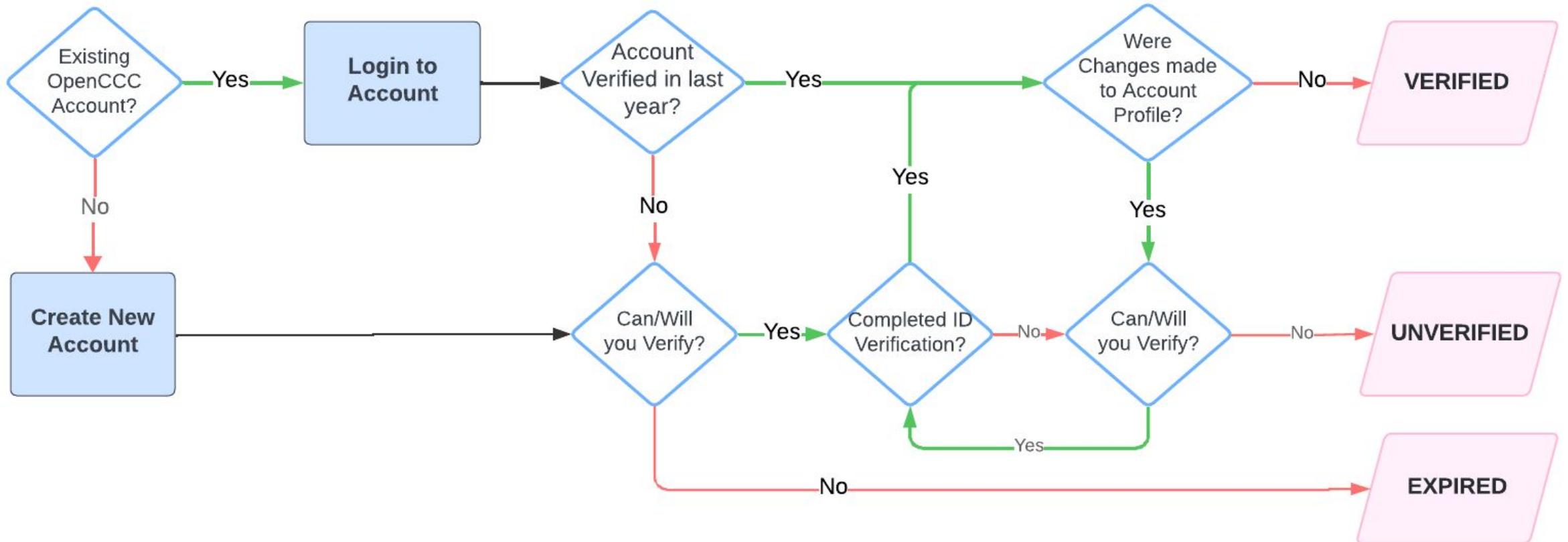
-OR-

Verify with ID.me

Change password

Cancel Save

# Verification Changes: Verified to Unverified or Expired



# Overview of the events notification table

- All colleges with SuperGlue v 5.1 or more recent version has the new Events table
  - Additional features released in SuperGlue 5.3
- The Events table delivers near-real-time change notifications to colleges with an initial focus on student ID verification status
  - Find out immediately when a student verifies their identity
  - Flexible architecture to allow for future notification types as needed
  - Documentation: [ID Verification Status in the SuperGlue Events Table](#)

# Event Trigger for Identity Verification Status Changes

The verification\_status field will update when an applicant changes one of these fields:

- first name
- last name
- address (address 1, address 2, city, state, postal code, country, and/or homeless status)
- Social Security Number
- date of birth
- email address or mobile phone number

# Support Resources

## Contacts:

- Want to learn more about how the Technology Center is fighting fraud?

Contact [cems@ccctechcenter.org](mailto:cems@ccctechcenter.org) to join our quarterly fraud committee meetings and private forum!

- Staff support - [staffsupportccctc@openccc.zendesk.com](mailto:staffsupportccctc@openccc.zendesk.com)
- Communities - [www.ccctechnology.info](http://www.ccctechnology.info) and [www.ccchelp.info](http://www.ccchelp.info)
- Past webinars - <https://www.ccctechcenter.org/resources/webinars>

# Support Resources

- [ID.me](https://help.id.me/hc/en-us/p/contact_support) support - [https://help.id.me/hc/en-us/p/contact\\_support](https://help.id.me/hc/en-us/p/contact_support)
- DMV Wallet Support - [dmv.ca.gov/dmwwallet](https://dmv.ca.gov/dmwwallet)
  - In person support also available at select DMV offices