Universal Identity Services Help Center

General

Why do I need to set up a user profile?
The creation of a user profile will enable you to create a personal account password that will help to verify your identity each time you attempt to log in, and it will allow you to designate multiple contact devices/methods for delivering the one-time passcode. Entering the passcode into the system will confirm your identity and grant you access to your personal information, while making sure that someone else is not attempting to access your account.

Why do I need another password to log in?
By requesting an additional passcode, a significantly higher level of security can be provided to you and your personal information when you log in. By using a second passcode delivered to a contact device that you provided, a higher level of assurance can be established that it is indeed you who is logging in, as opposed to an unauthorized person attempting to gain access to your account and information.

Why do I need to provide you with my contact information?
Personal, secure passcodes can be delivered to you in a variety of ways, based on the information you submit. These methods include a voice call to one of your phone numbers, a text message sent to a cell phone you possess, or provided directly to you by your smart phone, if you installed the mobile application.

Why are you asking for multiple contacts?
It is recommended that you enter several different contact devices in your profile. A passcode will be sent to you each time you attempt to log in so that your identity can be confirmed; so please be sure to enter contact devices that you will have access to when you log in.

As an example, if you work from home it is recommended that you enter your cell phone and your home phone number, either of which can be designated to receive the passcode. If you typically use your cell phone to receive your password and the cell phone battery is dead, or you lose it; you can request your password be sent to your home phone (through an automated call) and still be able to log in.

Why do I need to create a PIN?
If you are using the mobile application, you will need to enter this PIN to gain access to the application and to use it as the delivery mechanism for receiving your personal, secure passcode.

Identity Verification

Why are you asking for my personal information?
Personal information like your full SSN, your complete birthdate, and/or your current address is used to positively verify your identity so that you can be granted appropriate and secure access when you log in.

Verizon employs a variety of techniques and services to verify your identity. One of the tools used to confirm your identity requires the verification of antecedent data or data that is the result of historical transactions and events specific to you. In order to accurately locate your historical data records used in the identity verification processes, your Social Security number and the day, month and year of your birth are used to ensure we verify you against your historic data records.

Note: Please be sure to enter accurate information, as it is requested during the registration process. Failure to do so could limit your access or prevent you from logging in.
Why do I need to answer security questions?
If you are ever unable to access your account (for example, you only have a cell phone as a contact and you lose it), you will be asked these security questions to confirm your identity before you are permitted to access your account and user profile. Therefore, when you answer the questions, please be sure to answer clearly and in such a way that you will remember the specific responses you entered.

Privacy
Is the data I provide secure?
Yes. Verizon manages this service and has technical, administrative and physical safeguards in place to protect against unauthorized access to, use or disclosure of all personal information maintained by Universal Identity Services, especially your personally identifiable information, such as your government issued identifiers.

Troubleshooting
Why did my social security number and/or date of birth verification fail?
Universal Identity Services utilizes your name, full SSN, and full date of birth information provided during the application process to access the historical data records used to verify your identity. If for some reason Universal Identity Services is not able to retrieve your records, please check to ensure that your name, Social Security number, and date of birth were entered correctly.