



Information Collection Instrument

GSA Identity-Proofing Equity Study

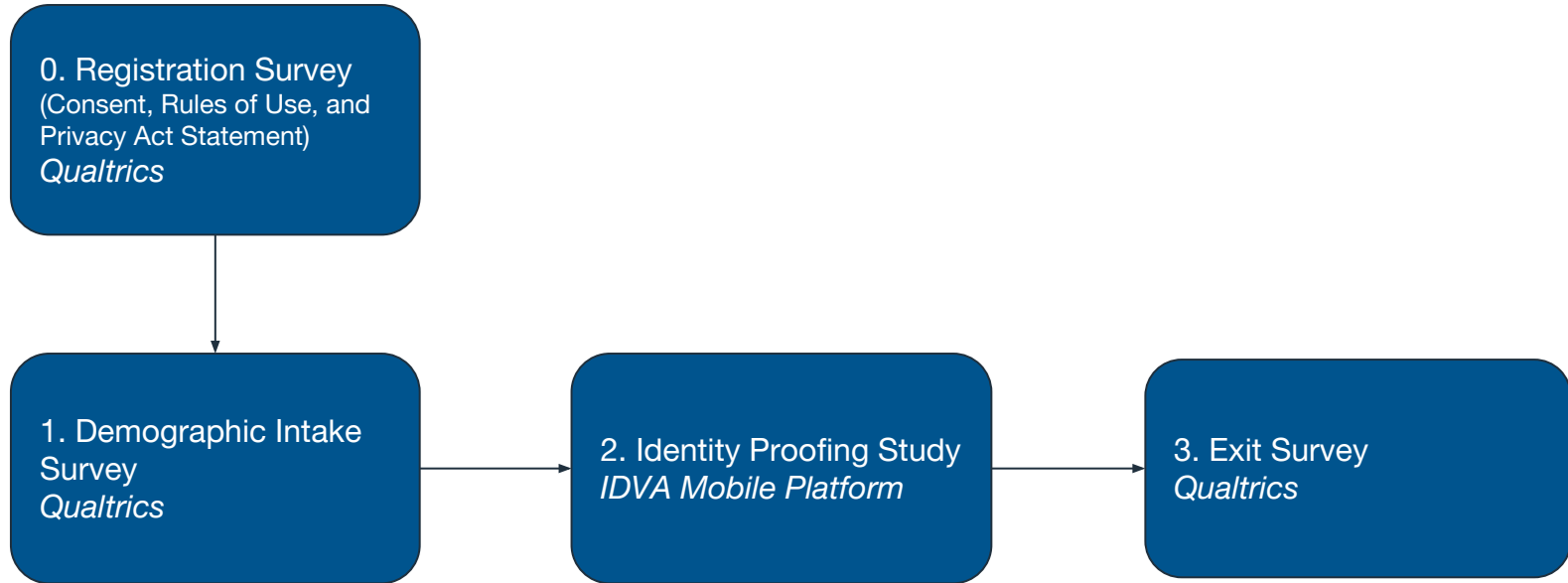
May 2023

The GSA Equity Study on Remote Identity Proofing

The GSA “Equity Study on Remote Identity Proofing” will assess the impact of ethnicity, race, gender, income, and other demographic factors on the multiple components of identity proofing, which is the process of verifying that a person is who they say they are.

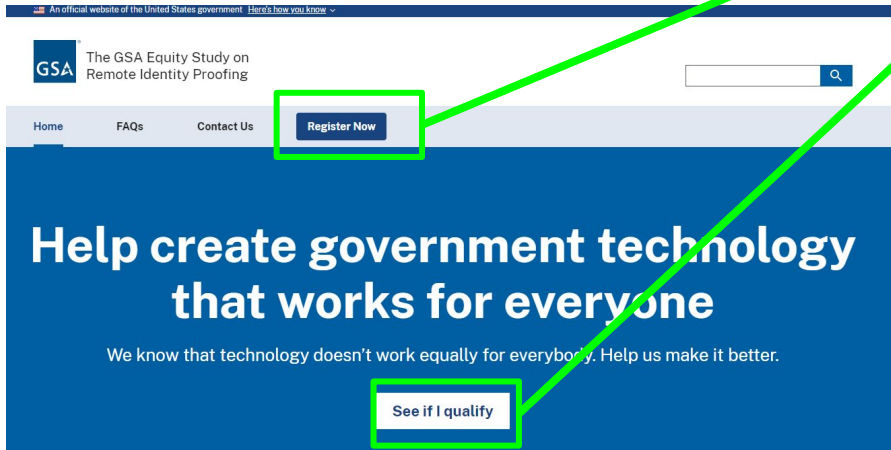
GSA will test remote identity-proofing tools that include both biometric checks using facial verification technology as well as non-biometric methods like mobile-device account ownership and credit history. National Institute of Standards and Technology’s (NIST’s) Special Publication (SP) 800-63A Rev 3 guidelines for remote one-to-one identity proofing serve as a framework for the study.

Study Components

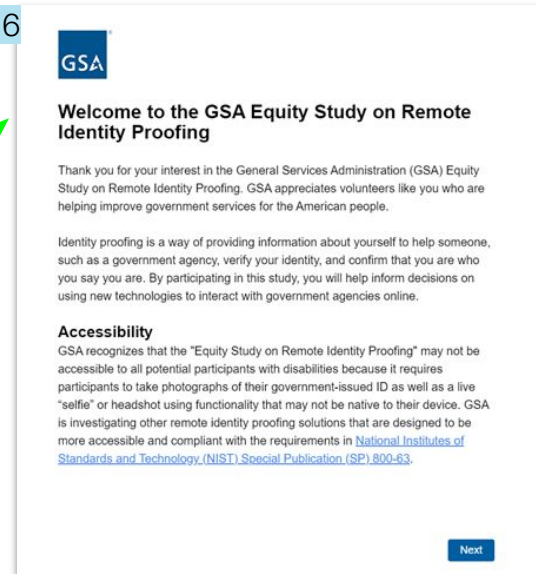


0. Registration Survey - Qualtrics (1 of 4)

Respondents who click on the “call-to-action” button on the GSA Identity Equity Study landing page will enter the “Registration Survey”



1 of 6



0. Registration Survey - Qualtrics (2 of 4)

2 of 6

GSA

Study Purpose and Participation Requirements

GSA will publish a de-identified, peer-reviewed report assessing the impact of ethnicity, race, gender, income, and other demographic factors on identity-proofing tools. You will test and provide feedback on multiple identity-proofing components and products including:

1. Document Authentication

- You will take and submit pictures of your identity document (e.g., a driver's license, state ID)
- You will take and submit a "selfie" (a picture of your face)
- You will rate the "ease of use" of the tool
- You will repeat these steps for **FIVE (5)** different document authentication products

2. Personal Information Validation

You will provide your:

- Full legal name
- Date of birth
- Physical address
- Social security number
- Phone number

3. Device Checks

- You will receive and confirm a security code by phone (voice call or text message)
- This application will scan your mobile device and evaluate it for its capabilities, features, and uses.

4. Exit Survey

- You will answer three (3) short questions

Participant Acknowledgements and Agreements

With your consent, GSA will share your information with third party vendors who will only use it to verify your information. GSA will collect and store your data along with the vendors' validation and verification results. None of your data will be used for marketing or purposes other than this research.

GSA will instruct the vendors to delete your data from their systems within 24 hours of collection.

GSA will share an aggregated de-identified dataset with CTeR and Clarkson University for analysis. Your [personally identifiable information \(PII\)](#) will not be included in the data that GSA shares with GSA's research partners.

Your participation is voluntary. You can withdraw from the study or cancel your permission for GSA to use your identifying information prior to study completion by closing the study webpage on your browser or contacting the GSA researchers at identityequitystudy@research.gsa.gov or (202) 969-0772.

If you decide you don't want your information used, or if you have any questions or complaints, you may also contact a person not on the research team at the Biomedical Research Alliance of New York Institutional Review Board at (516) 318-6877 or at www.branyirb.com/concerns-about-research. Information that was already collected may still be used.

Risk and Harm: GSA and its partners are committed to protecting your data to the greatest extent. However, there is always the risk of loss of confidentiality of your personal information used for this study. If this were to happen, GSA will promptly inform you with additional information.

* Please read the study's [Rules of Use](#) and the [Privacy Act Statement](#).

This requires a response

- I have reviewed the Rules of Use and Privacy Act Statement and agree to abide by them.

* Are you interested in participating in the study?

This requires a response

- I am interested in participating in the study. I consent to the collection and use of my information as described above.
- I am not interested in participating in the study. I do not consent.

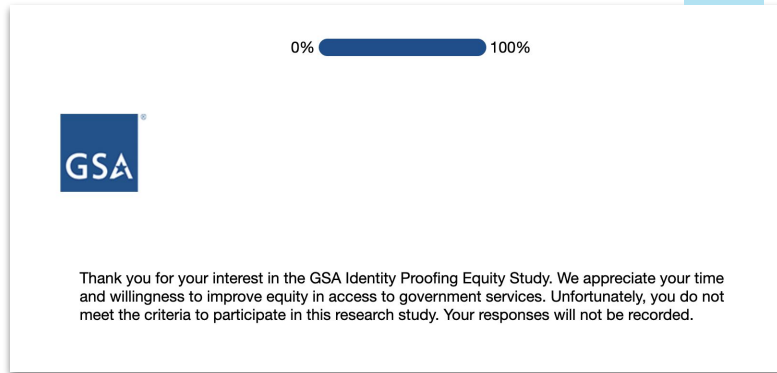
Previous

Next


0. Registration Survey - Qualtrics (3 of 4)

If respondents choose “I do not consent” then they will see the following screen (3 of 6).

3 of 6




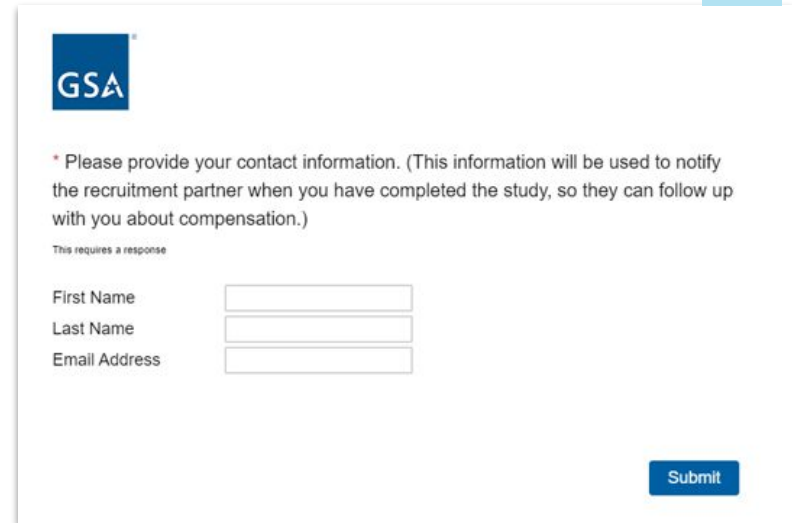
0% 100%



Thank you for your interest in the GSA Identity Proofing Equity Study. We appreciate your time and willingness to improve equity in access to government services. Unfortunately, you do not meet the criteria to participate in this research study. Your responses will not be recorded.

If respondents choose “I consent” in screen #2 they will see the following screen (4 of 6).

4 of 6



* Please provide your contact information. (This information will be used to notify the recruitment partner when you have completed the study, so they can follow up with you about compensation.)

This requires a response

First Name

Last Name

Email Address

0. Registration Survey - Qualtrics (4 of 4)

5 of 6



Thank you for registering for this study.

You will receive an email from identityequitystudy@research.gsa.gov containing a personalized survey link to access the next part of the study.

Respondents will receive the following email. When they click on the “Click here to start” link, respondents are routed to the Demographic Intake Survey.

6 of 6

GSA Equity Study Inbox x



GSA Identity Equity Study

to me ▾

1:26 PM (0 minutes ago) ☆ ↶ ⋮

PARTICIPANT NAME

Thank you for your participation in the GSA Identity Equity Study. The link below will be active for the next twenty-four (24) hours. If you are unable to complete the study within the timeframe or experience any issues, contact GSA at identityequitystudy@research.gsa.gov for assistance. GSA anticipates this study will take up to 45 minutes to complete.

[Click here to start](#)

If at any point in the study you experience an error, you can click the link above to start over.

GSA Equity Study

17:26:52 UTC

Click this link to opt out of future emails:

[Click here to unsubscribe](#)

1. Demographic Intake Survey - Qualtrics (1 of 2)

Respondents who successfully register are routed to the demographics intake survey.

1 of 2



GSA is evaluating the impact of demographic factors on identity proofing tools, so we will need you to provide some demographic data. Note, all questions with a * are required. If you choose "Prefer not to answer" for any of these questions, you will not be able to continue with the study.

[Privacy Notice](#)

* 1. Ethnicity: Which ethnic group best describes you?

This question requires a response

- Hispanic or Latin-American
- Not Hispanic or Latin-American/ Other Ethnicity or Ethnicities (e.g., Hmong, Italian)
- Prefer not to answer

* 2. Race: Which race(s) best describe you? (Choose all that apply):

This question requires a response

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Other race or identity not listed
- Prefer not to answer

* 3. Gender Identity: Which gender best describes you?:

This question requires a response

- Male
- Female
- Another gender identity
- Prefer not to answer

* 4. What is your age?

This question requires a response

* 5. [Household Income](#) Range (Select what best describes your household income):

This question requires a response

- \$0- \$24,999
- \$25,000 - \$75,999
- \$76,000 - \$99,999
- \$100,000 and higher
- Prefer not to answer

* 6. Education Level (Select what best describes your education level):

This question requires a response

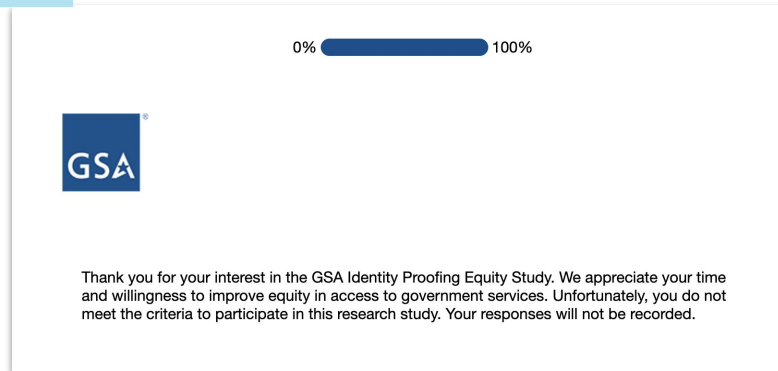
- Some high school or less
- High school diploma or GED
- Some college or university, but no degree
- Bachelor's degree
- Graduate or professional degree (MA, MS, MBA, PhD, JD, MD etc.)
- Prefer not to answer

Next

1. Demographic Intake Survey - Qualtrics (2 of 2)

If respondents select “Prefer not to answer” or if the study quota for their particular demographic is already full they are not eligible to participate and will see this screen.

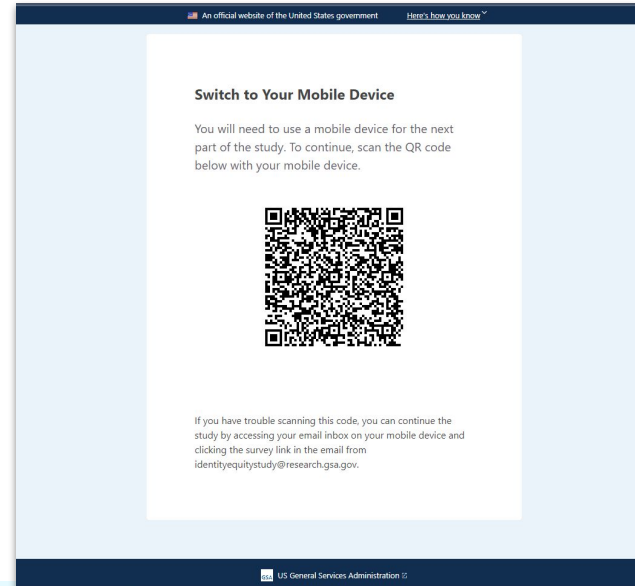
2 of 2



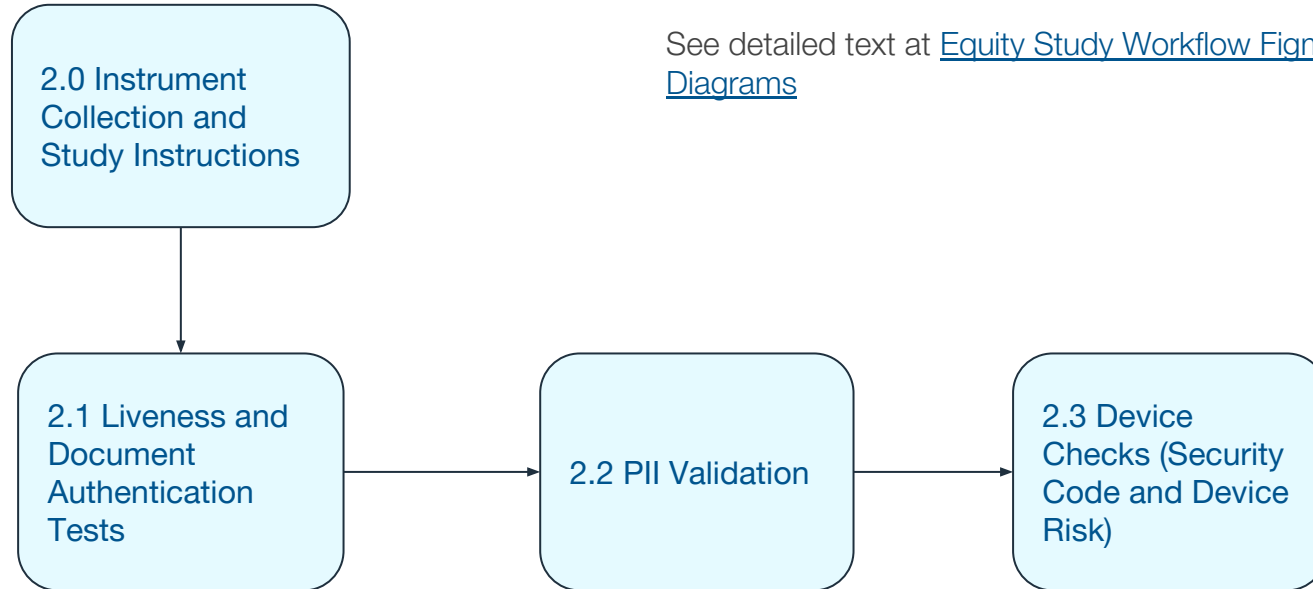
NOTE: If the respondent started the process on a mobile, this QR code page would not be displayed.

Respondents who are eligible are then routed to the Identity Verification Platform (IDVA).

From this point forward the study is designed to be done on a mobile device.



2. Identity Proofing Study - *IDVA Mobile Platform*



2.0 Instrument Collection and Study Instructions

Respondents will be taken through the instrument collection process. An overview of the various processes that the respondent will walk through is provided, including a link to the Privacy Act Statement and vendors' privacy policies; and giving the respondent a final opportunity to not participate prior to starting the identity proofing workflow.

An official website of the United States Government
Here's how you know

1 of 12 Security, Privacy, & Data Use

GSA will ask you to capture images of your government-issued identity document, take several "selfies," and provide **Personally Identifying Information (PII)**, including biometric data, to help GSA test multiple identity-proofing processes. The third-party vendors listed below will validate and verify your provided information to provide a "proofing score" for each of these steps. The remote identity proofing software will try to:

1. compare your "selfie" against the photograph in your identity document using facial verification technology and
2. compare your Social Security Number (SSN), name, date of birth, address, and phone number against different record systems.

Each vendor's policy is available below for your reference and review:

- [Incode](#)
- [Jumio](#)
- [LexisNexis](#)
- [red violet](#)
- [Secure](#)
- [TransUnion](#)

NOTE: The privacy policies above apply to the vendors' general commercial services, your data will be only retained and used in accordance with the GSA Privacy Act Statement.

GSA will instruct the vendors to delete the data you have provided within 24 hours of submission. GSA will collect and store your data along with the vendors' validation and verification results. GSA will share an aggregated de-identified dataset with CITeR and Clarkson University for analysis. **None of your data will be used for marketing or purposes other than this research.**

By selecting "I consent" below, you agree to the collection and processing of your personal information, including biometric information as described in Section 4.3 of the [Privacy Act Statement](#), and you acknowledge that you may choose to terminate your participation at any time prior to completion of the study for any reason.

I consent
 I do not consent. I do not wish to participate.

[Continue](#)

GSA

If respondents choose "I do not consent" then they will see the following screen.

An official website of the United States Government
Here's how you know

Consent Declined

Thank you for your interest in the GSA Identity Proofing Equity Study. We appreciate your efforts to improve equity in access to government services. Unfortunately, you do not meet the criteria to participate in this research study. Your responses will not be recorded.

You may now close this page.

GSA

2.1 Liveness and Document Authentication

Respondents will test multiple identity-proofing tools including five (5) document authentication components. In these, respondents will capture and upload an image of their identity document as well as a selfie for validation.

Respondents will be provided instructions on how to capture images of their identity document and selfie by each identity proofing vendor. This process is repeated five (5) times.

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Here's how you know ▾


2 of 12 ID Authentication #1

- You will take and submit pictures of your government-issued ID card and a “selfie” We will compare the picture on your government-issued ID with your selfie and try to verify the validity of your ID card
- You will rate the “ease of use”
- You will repeat these steps for **FIVE (5)** different document authentication products

You will need:

- 1 Valid government-issued identification document**
e.g. driver's license
- 2 The camera on your phone**
You will use your phone's camera to take a picture of your ID card.
- 3 A flat, dark surface**
Place your ID card on a flat surface with a dark background and ensure there aren't other documents around.

[Continue](#)

GSA 

2.1.1 Liveness and Document Authentication

If the captured images are not clear, respondents may be asked to retake them.

Step 1

An official website of the United States Government
Here's how you know

ID Authentication

We will verify your identity by collecting information from your government-issued identification document.

Please click continue to start this test.

Continue



Step 2

An official website of the United States Government
Here's how you know

Take a picture of your government-issued identification document and a picture of your face

Click the "Take Photo" button to capture the ID card Front, ID card Back, and Selfie images. When you've taken all three pictures, click "Continue" to proceed.

Front of your ID

FRONT

Take Photo

Back of your ID

BACK

Take Photo

Selfie

SELFIE

Take Photo

Continue



Biometric Vendor 1

Step 3

Take a picture of your government-issued identification document and a picture of your face

Click the "Take Photo" button to capture the ID card Front, ID card Back, and Selfie images. When you've taken all three pictures, click "Continue" to proceed.

Front of your ID



Retake photo

Back of your ID



Retake photo

Step 4

Selfie



Retake photo

Continue

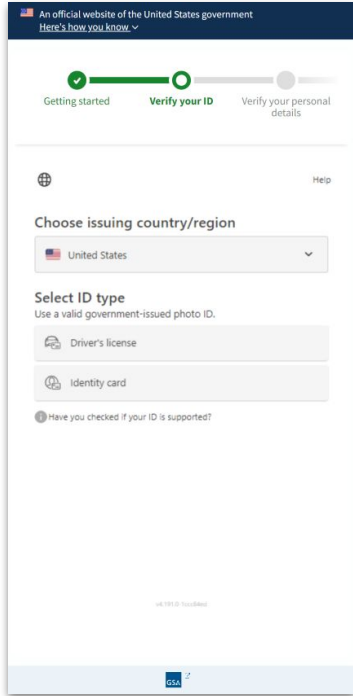


2.1.2 Liveness and Document Authentication

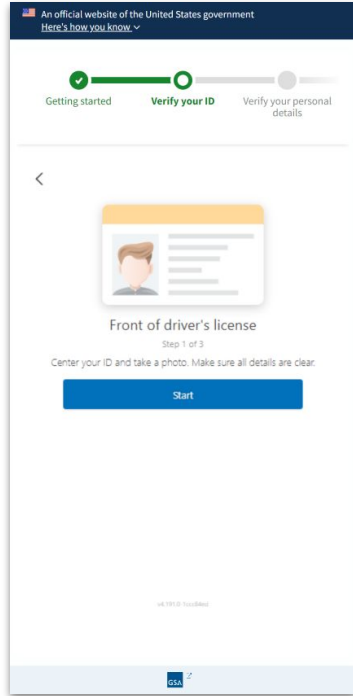
Biometric Vendor 2

If the captured images are not clear, respondents may be asked to retake them.

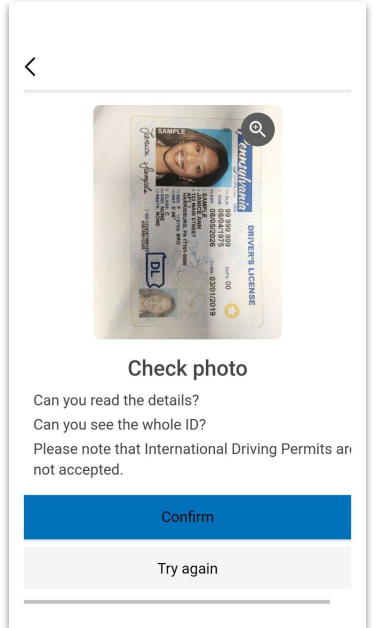
Step 1



Step 2



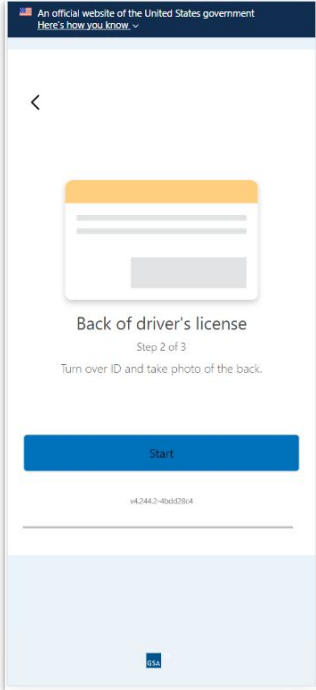
Step 3



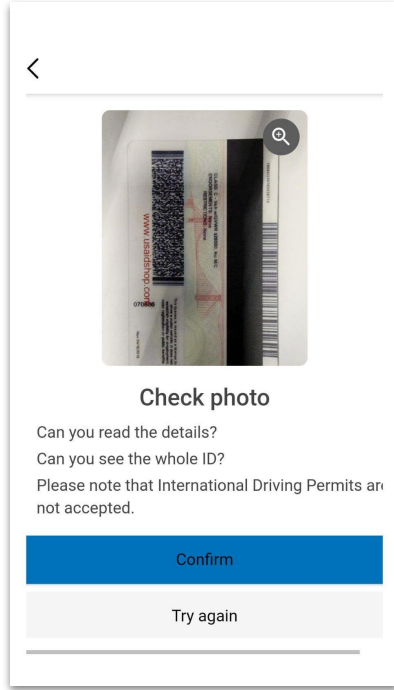
2.1.2 Liveness and Document Authentication

Biometric Vendor 2 (Continued)

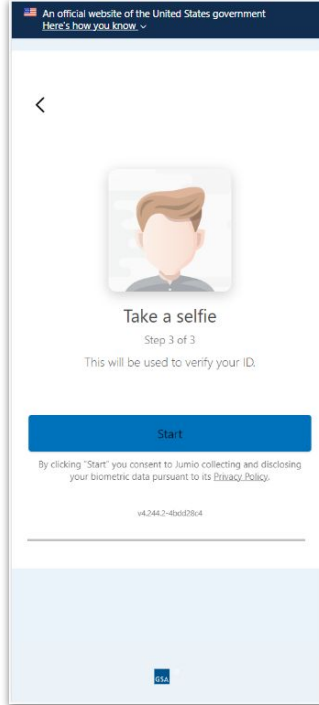
Step 4



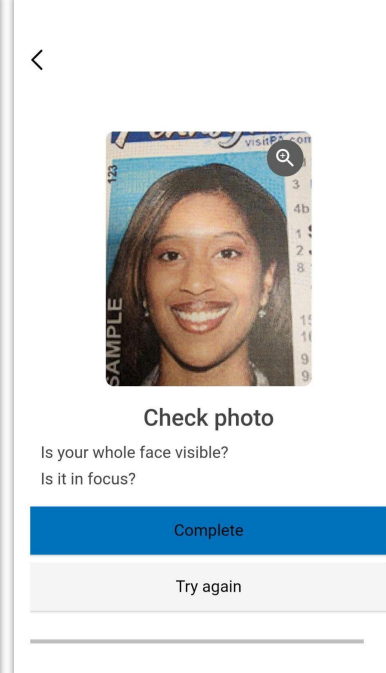
Step 5



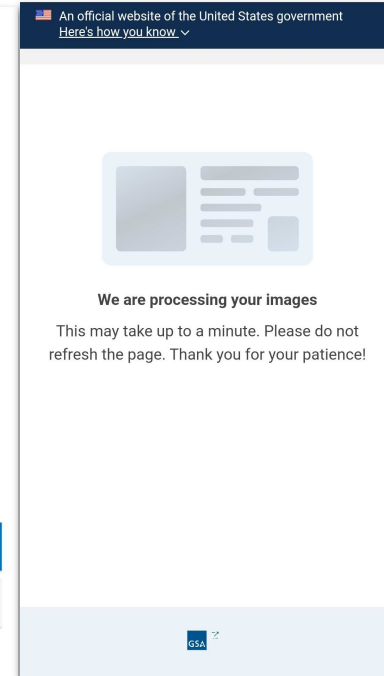
Step 6



Step 7



Step 8



2.1.3 Liveness and Document Authentication

If the captured images are not clear, respondents may be asked to retake them.

Biometric Vendor 3

Step 1

An official website of the United States government
Here's how you know

Front of your ID

Back of your ID

Continue

Step 2

An official website of the United States government
Here's how you know

Getting Started Verify your ID Verify your personal details

Front of your ID

Back of your ID

Continue

Step 3

An official website of the United States government
Here's how you know

Getting Started Verify your ID Verify your personal details

Front of your ID

Back of your ID

Continue


2.1.3 Liveness and Document Authentication

If the captured images are not clear, respondents may be asked to retake them.

Step 4

An official website of the United States government
[Here's how you know](#) ▾


Now take a picture of yourself. We'll compare it to the image on the front of your ID.



Previous Continue


GSA

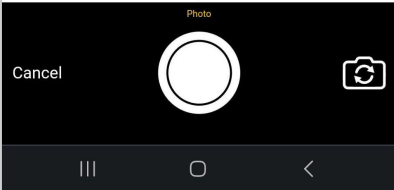
Step 5



Align face and tap button to capture.


Photo

Cancel 



Step 6

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[Here's how you know](#) ▾



We are processing your images

This may take up to a minute. Please do not refresh the page. Thank you for your patience!

GSA

2.1.4 Liveness and Document Authentication

If the captured images are not clear, respondents may be asked to retake them.

Step 1

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This application requires camera permissions. You will be asked to take a picture of your government issued document and a selfie.

Have your document ready

Driver's License
State ID

Continue

Step 2

An official website of the United States government

Hold Still. Capturing...

DL# 99 999 999
DOB 08/04/1975
EXP 08/05/2026
CLASS: C
END: NONE
HGT: 5'-06"
EYES: BRO
RESTR: NONE
ISS: 03/01/2019

Step 3

An official website of the United States government

Hold Still. Capturing...

Step 4

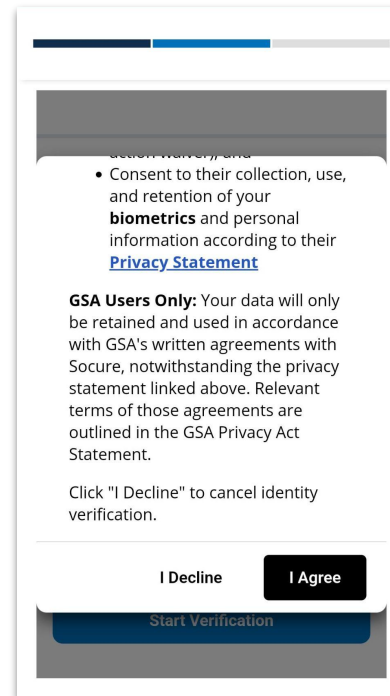
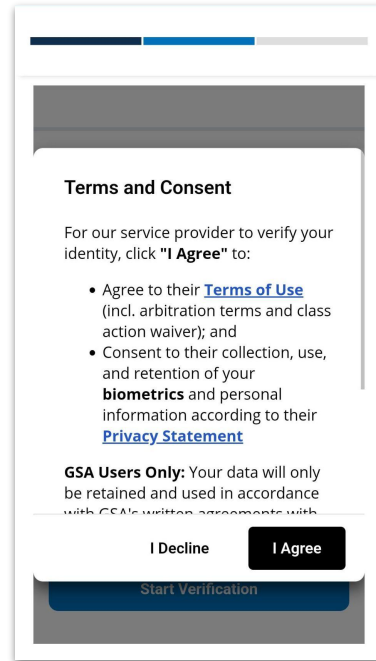
An official website of the United States government

Look at the camera to verify you're you

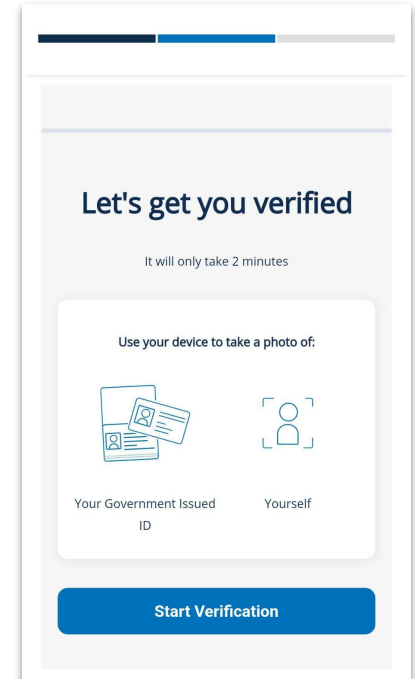
2.1.5 Liveness and Document Authentication

If the captured images are not clear, respondents may be asked to retake them.

Step 1



Step 2



2.1.5 Liveness and Document Authentication

Biometric Vendor 5 (Continued)

If the captured images are not clear, respondents may be asked to retake them.

Step 3

← Front of ID

Place document in frame until all 4 edges are aligned

Need help?

Step 4

Back of ID

Try taking photo manually

Align document, then press button below

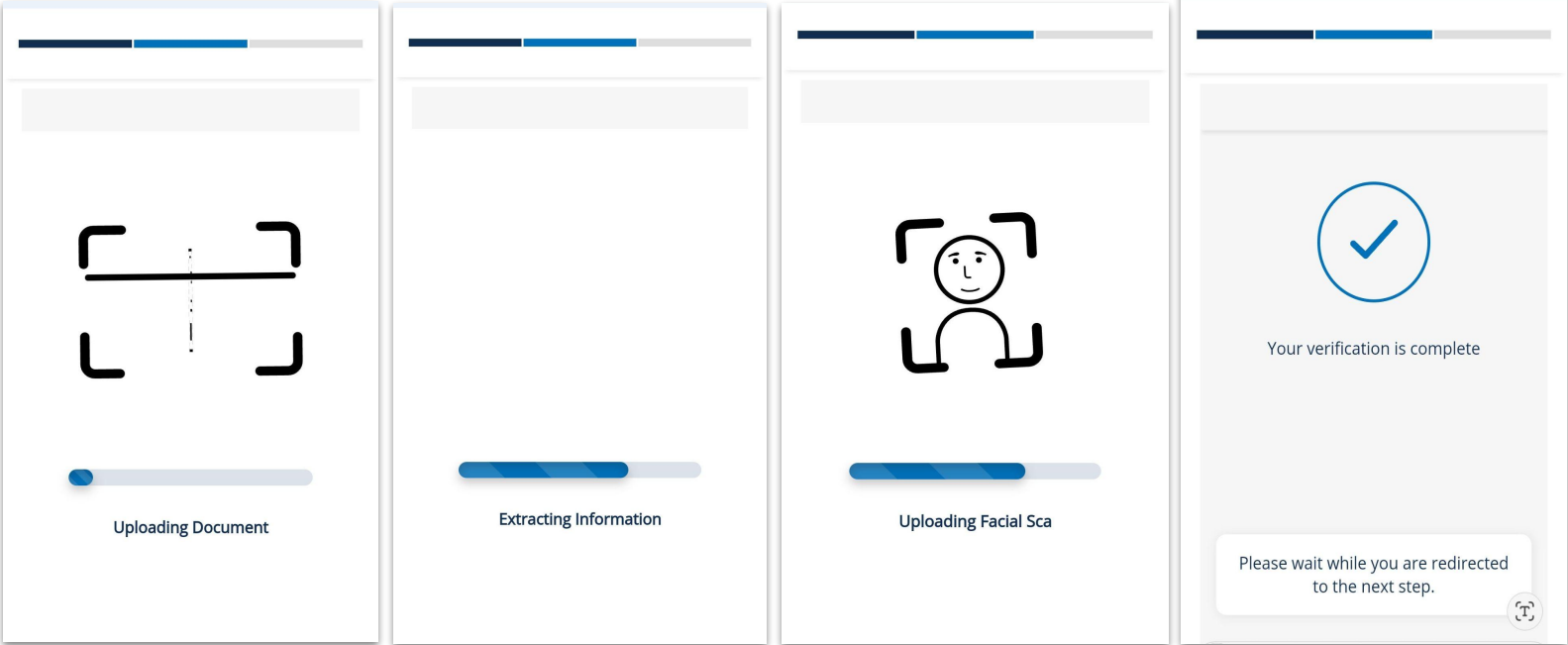
Step 5

Selfie

Tap the capture button below

2.1.5 Liveness and Document Authentication

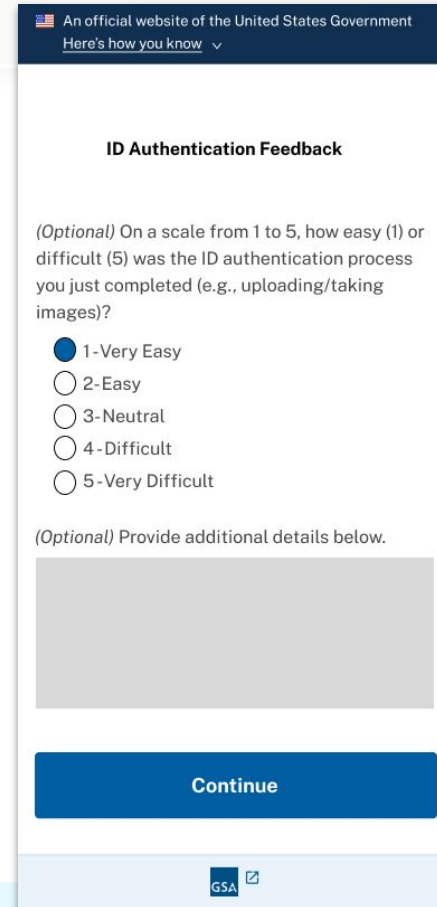
Step 6



2.1 Liveness and Document Authentication

Respondents will have the option to rate their experience for each identity proofing vendor's document authentication process. This feedback option is presented five (5) times.

This step is optional.



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Here's how you know ▾


ID Authentication Feedback

(Optional) On a scale from 1 to 5, how easy (1) or difficult (5) was the ID authentication process you just completed (e.g., uploading/taking images)?

- 1-Very Easy
- 2-Easy
- 3-Neutral
- 4-Difficult
- 5-Very Difficult

(Optional) Provide additional details below.


[Continue](#)

GSA 

2.2 PII Validation

Respondents will be instructed to provide some information and verify their personal information that has been read from their identity document and what they entered. They will then have the opportunity to review and confirm their information.

Step 2.2



 An official website of the United States Government
[Here's how you know](#) ▾

7 of 12 **Enter your personal details**

In the next set of screens, you will be asked to provide or confirm:

- 1 Phone Number and Social Security Number**
Used to validate your personal information, confirming information from your phone account record, and confirm device ownership.
- 2 Name, Date of Birth, and Address**
Used to verify your identity.
If we were able to read this information from your identification document, you will have a chance to verify it. Otherwise, you will need to provide your legal name, date of birth, and current address.

Continue

2.2.1 Phone Number and Social Security Number Verification

Respondents will be instructed to provide their mobile phone number and social security number. They will then have the opportunity to review and confirm this information.

Step 2.2.1

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Here's how you know

7 of 12 Enter your personal details

Enter your Phone Number

This phone number must:

- belong to a phone plan associated with your name (you do not need to be the primary account holder) **and**
- not be a virtual phone such as Google Voice or Skype **and**
- be a U.S. phone number

() - - - - -

Enter your Social Security Number

*** - *** - ***

Show Social Security Number

Continue

GSA

2.2.2 Verify and Correct Information

Respondents may review their information and update it as needed by clicking “Edit.”

Step 2.2.2

An official website of the United States Government
[Here's how you know](#) ▾

8 of 12 **Verify your personal details**

Confirm your information below

Phone Number: [Edit](#)
(111) 111-1111


Social Security Number: [Edit](#)
-**-*

First Name: [Edit](#)
Middle Name:
Last Name:
Date of Birth:

Address: *Street* [Edit](#)
City: *City*
State: CA
Zip Code: 90210

Show Social Security Number


Continue

GSA 

2.2.2a Phone Number Update

Respondents may update their phone number by clicking the “Edit” link next to phone number section on the screen to make the changes.

Step 2.2.2

An official website of the United States Government
Here's how you know 

8 of 12 **Verify your personal details**

Confirm your information below

Phone Number: (111) 111-1111 [Edit](#)


Social Security Number: [Edit](#)
-**-*

First Name: [Edit](#)
Middle Name:
Last Name:
Date of Birth:


Address: Street [Edit](#)
City: City
State: CA
Zip Code: 90210

Show Social Security Number

Continue



Step 2.2.2a

An official website of the United States Government
Here's how you know 

8 of 12 **Verify your personal details**


Enter your Phone Number

() - - - -

This phone number must:

- belong to a phone plan associated with your name (you do not need to be the primary account holder) **and**
- not be a virtual phone such as Google Voice or Skype **and**
- be a U.S. phone number

Continue



2.2.2b Social Security Number Update

Respondents may update their social security number by clicking the “Edit” link next to phone number section on the screen to make the changes.

Step 2.2.2

An official website of the United States Government
Here's how you know ▾

8 of 12 Verify your personal details

Confirm your information below

Phone Number: [Edit](#)
(111) 111-1111

Social Security Number: [Edit](#)
-**-*

First Name: [Edit](#)
Middle Name:
Last Name:
Date of Birth:

Address: *Street* [Edit](#)
City: *City*
State: CA
Zip Code: 90210

Show Social Security Number

Continue

GSA

Step 2.2.2b

An official website of the United States Government
Here's how you know ▾

8 of 12 Verify your personal details

Enter your Social Security Number

-**-*

Show Social Security Number

Continue

GSA

2.2.2c Full Name and Date of Birth Update

Respondents may update their full name and date of birth by clicking the “Edit” link next to name and date of birth section on the screen to make the changes.

Step 2.2.2

An official website of the United States Government
Here's how you know

8 of 12 Verify your personal details

Confirm your information below

Phone Number: [Edit](#)
(111) 111-1111

Social Security Number: [Edit](#)
__***

First Name: [Edit](#)
Middle Name:
Last Name:
Date of Birth:

Address: *Street* [Edit](#)
City: *City*
State: *CA*
Zip Code: 90210

Show Social Security Number

Continue

GSA

Step 2.2.2c

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Here's how you know

8 of 12 Verify your personal details

Enter or confirm the following information.
Required fields are marked with an asterisk (*).

*** First or given name**
For example, Jose, Darren, or Mai

First name

Middle name

Middle name

*** Last or family name**
For example, Martinez Gonzalez, Gu, or Smith

Last name

*** Date of birth**

YYYY-MM-DD

Continue

GSA

2.2.2d Current Address Update

Respondents may update their current address by clicking the “Edit” link next to address section on the screen to make the changes.

Step 2.2.2

An official website of the United States Government
Here's how you know

8 of 12 Verify your personal details

Confirm your information below

Phone Number: [Edit](#)
(111) 111-1111

Social Security Number: [Edit](#)
-**-*

First Name: [Edit](#)
Middle Name:
Last Name:
Date of Birth:

Address: *Street* [Edit](#)
City: *City*
State: CA
Zip Code: 90210

Show Social Security Number

Continue

GSA

Step 2.2.2d

An official website of the United States Government
Here's how you know

8 of 12 Verify your personal details

Enter or confirm the following information. Required fields are marked with an asterisk (*).

* **Street Address**

Address 1

Street Address Line 2

Apt, Suite, Unit, etc.

* **City**

City

* **State** * **Zip Code**

Zip

Continue

GSA

2.3 Device Checks (Security Code and Device Risk)

The respondent will confirm ownership of a mobile device by completing a security code check, and have the system scan the mobile device in the background.

Step 2.3

An official website of the United States Government
[Here's how you know](#) ▾

10 of 12 **Security Code Selection**

How would you like to receive your security code?

We'll send a code to +1 XXX-XXX-XXXX to verify that the phone number belongs to you.

Text message (SMS)
Get your security code via text message/SMS

Phone call
Get your security code via phone call

Continue

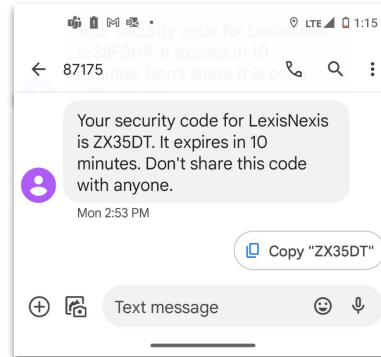
GSA

2.3.1 Security Code Check

The respondent will confirm ownership of a mobile device by receiving a security code via phone or SMS, and then entering the generated security code into the field.

Note: If the respondent selects the “phone call” method in Step 2.3, they will receive a phone call where they will hear a code that they will enter it into the one-time security code field.

Text message option



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11 of 12 Security Code Validation

Enter your security code

We sent a code to +1 XXX-XXX-XXXX. This code will expire in 10 minutes.

If you do not receive the security code within the next 30 seconds, click 'Resend Code' to receive another code. Otherwise, you may skip this step by clicking 'Continue' and proceed to the next step in the study.

One-time security code

Submit

Resend Code

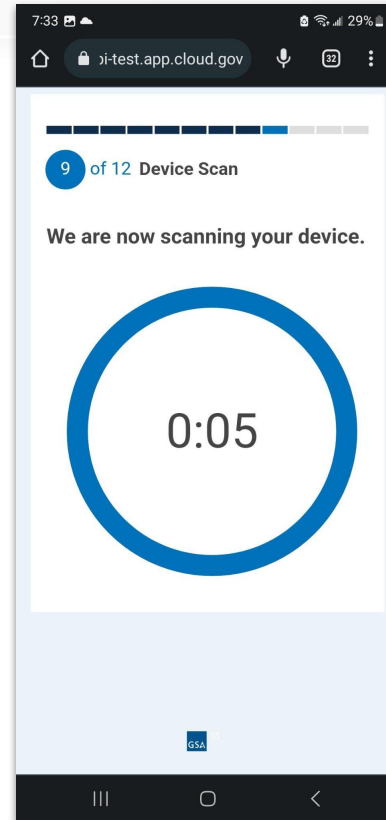
GSA

2.3.2 Device Risk

The Device Risk component of the study collects information on respondents' mobile device software, hardware, and usage patterns. For example:

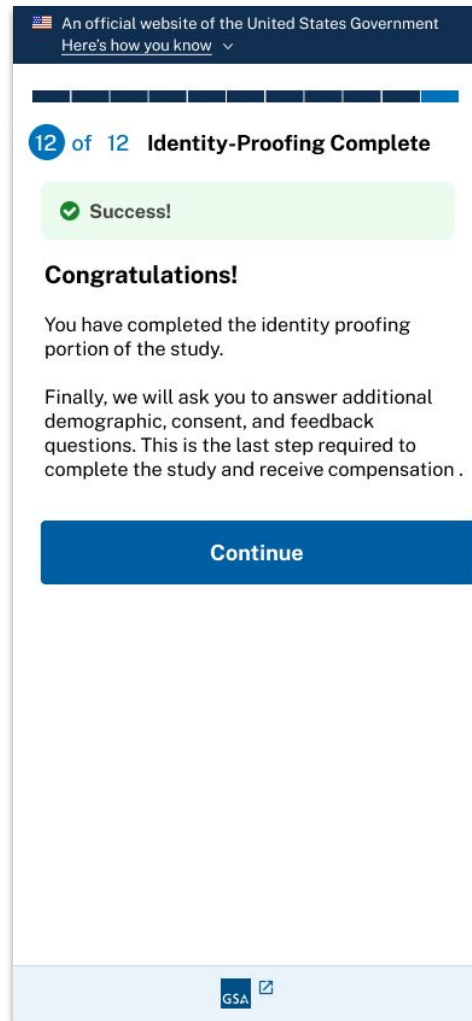
- Operating System
- Mobile Browser
- IP-address based geolocation
- Service provider

This collection happens in the background.



2.4 Final Success Screen,

Once the respondent has completed testing the identity proofing tools, they will be shown a “Success” page. Clicking the “Continue” button will take the user to the Exit Survey for final input.



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12 of 12 Identity-Proofing Complete

✓ Success!

Congratulations!

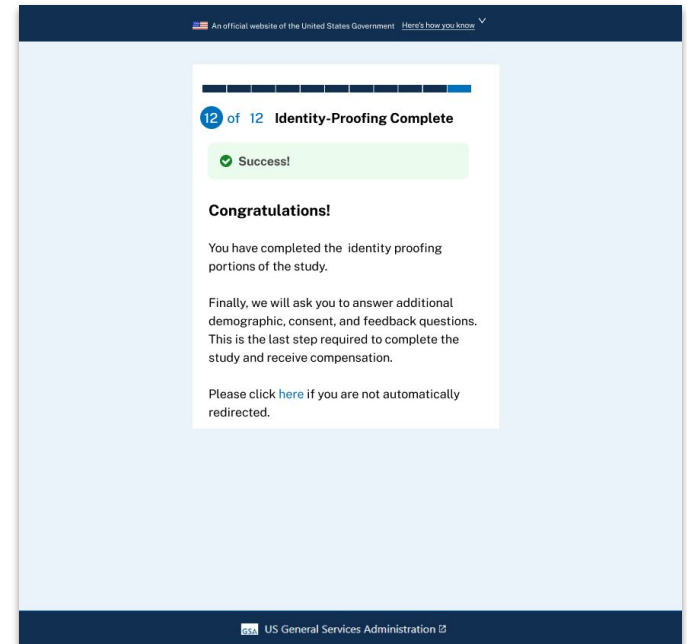
You have completed the identity proofing portion of the study.

Finally, we will ask you to answer additional demographic, consent, and feedback questions. This is the last step required to complete the study and receive compensation .

Continue

GSA

NOTE: If the respondent started the study on desktop and then left the browser session open, upon completing the identity verification process, the browser will be refreshed and display this page given the respondent the option to complete the Exit Survey on desktop.



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12 of 12 Identity-Proofing Complete

✓ Success!

Congratulations!

You have completed the identity proofing portions of the study.

Finally, we will ask you to answer additional demographic, consent, and feedback questions. This is the last step required to complete the study and receive compensation.

Please click [here](#) if you are not automatically redirected.

US General Services Administration

3.0 Exit Survey (Qualtrics) and Completion Notification

The final part of the Equity Study is the Exit Survey for a final set of questions. And upon completion, an email notification will be generated for confirmation.

1 of 3



Thank you for testing the various identity proofing solutions for the GSA Equity Study on Remote Identity Proofing. Please complete this final set of questions


Note: All questions with a * are must be answered to complete the survey.

Next

3.1 Exit Survey - Qualtrics (1 of 2)

Respondents must complete the exit survey in order to receive compensation for their participation in the study.

2 of 3



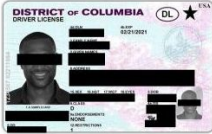
1. Optional: Please select the skin tone below that best matches your complexion. (Note: the colors may display differently depending on your device settings.)
[View Skin Tone Guide](#) by Dr. Edna Morik, made available by Google LLC under the [Creative Commons Attribution 4.0 International license](#)

Prefer not to answer

- 10
- 09
- 08
- 07
- 06

- 05
- 04
- 03
- 02
- 01

* 2. Would you be willing to have your [redacted images](#) from the selfie and identity document (e.g., state ID, driver's license) included in the [publication](#) of the study results? This question requires a response

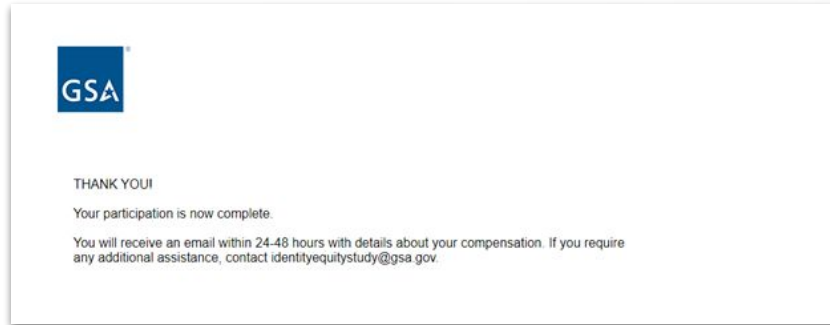


Yes
 No

3. Optional: Please provide any other feedback or comments about the study.

3.2 Exit Survey - Completion

The respondent will receive a confirmation email upon successful completion of the exit survey that can be used for reference purposes if needed.



3 of 3

