How to Verify Your Identity to Accept Payments

Category: Payment Setup, Verification & Eligibility
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Reading Time: 3 min

Before MyEvent can process online payments for you, the account owner must verify their identity once. This guide walks through every step so your event can accept online payments and receive payouts. It only takes a few minutes.

Why is identity verification needed?

Your organization's money goes to your organization, but you're the one who creates and manages the account. Verifying confirms you're a real, authorized person. It protects your organization, your attendees and supporters, and every payment from fraud and impersonation. Financial regulations and our payment partners require it. It doesn't mean the funds belong to you or make you personally responsible, and your information is used only for verification, security and compliance.

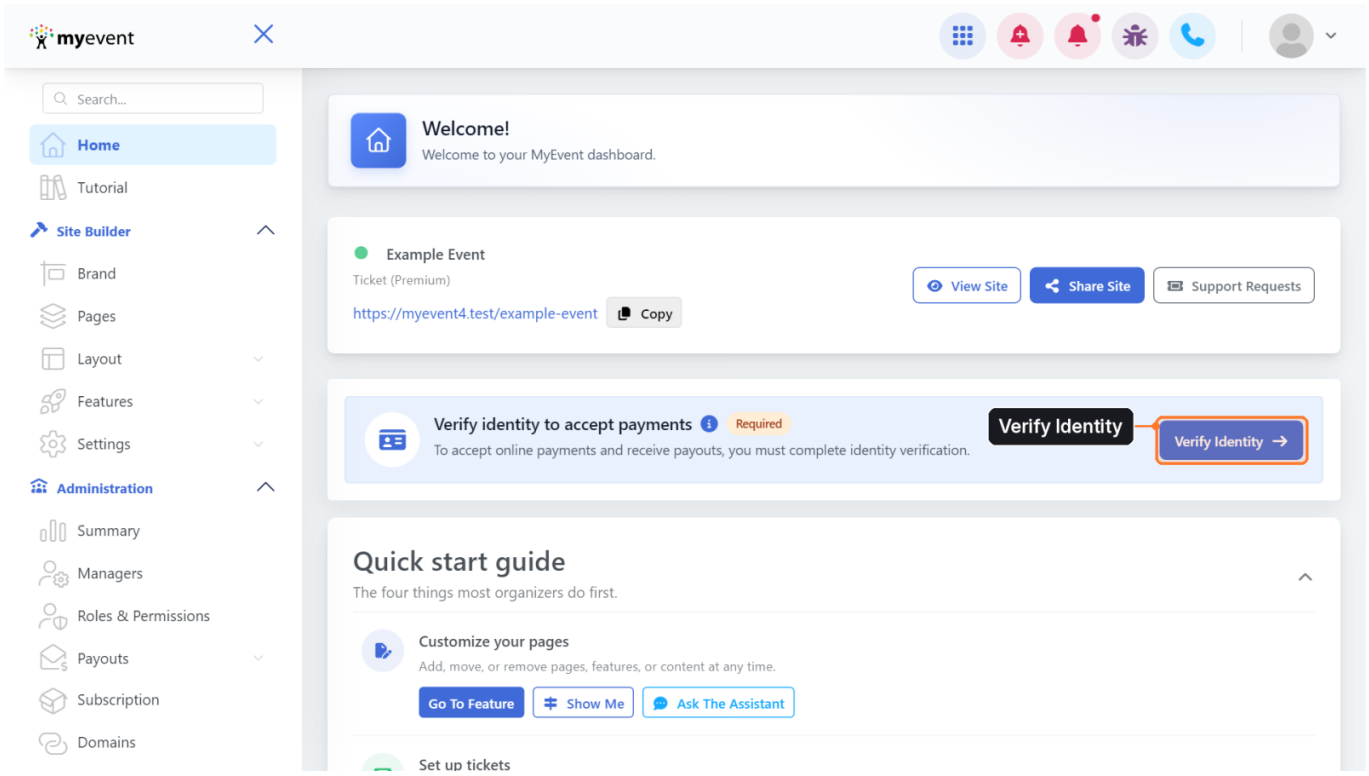
What you'll need

- A valid government-issued photo ID (driver's license, state ID or passport)
- A device with a camera (computer webcam or phone)
- A well-lit area with a plain background

Steps

1. Open the verification card

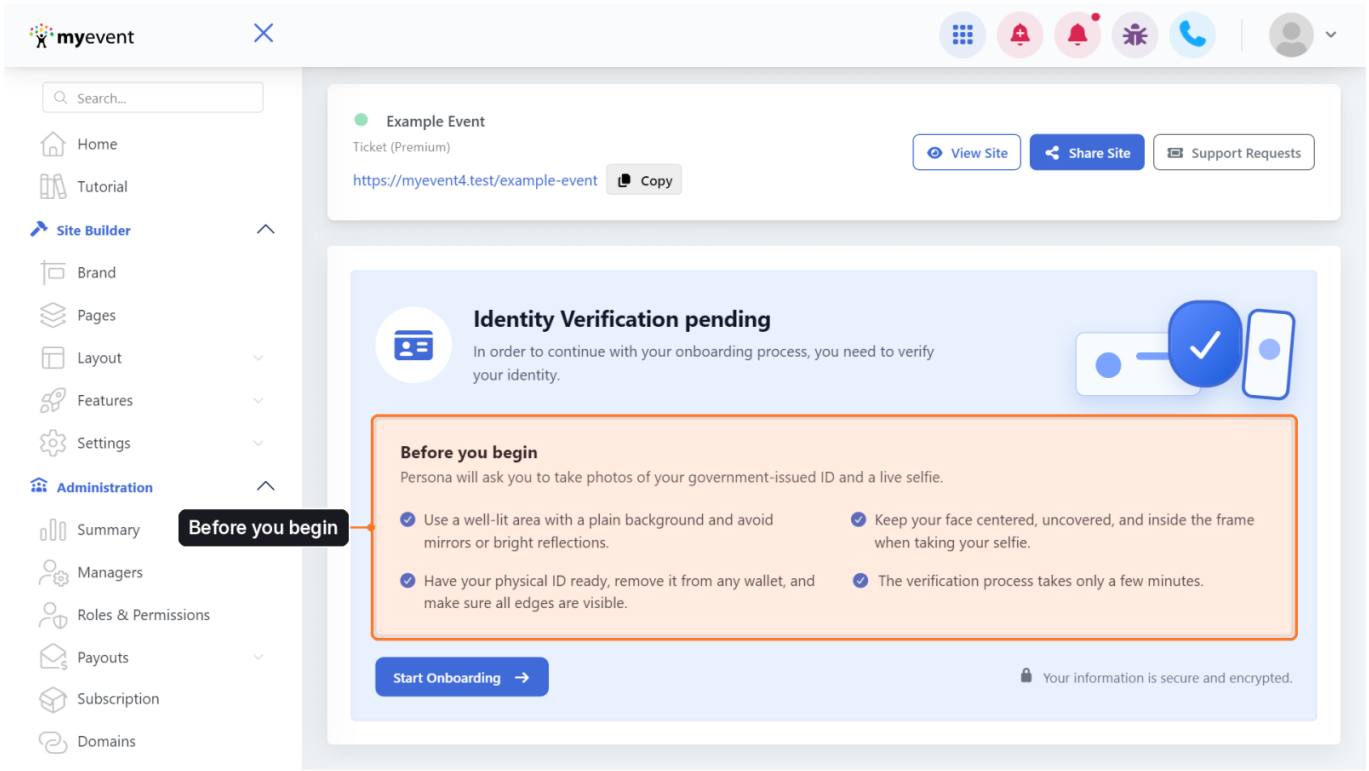
On your dashboard **Home**, find the card **Verify identity to accept payments** and click **Verify Identity**.



Open the verification card

2. Read the Before you begin checklist

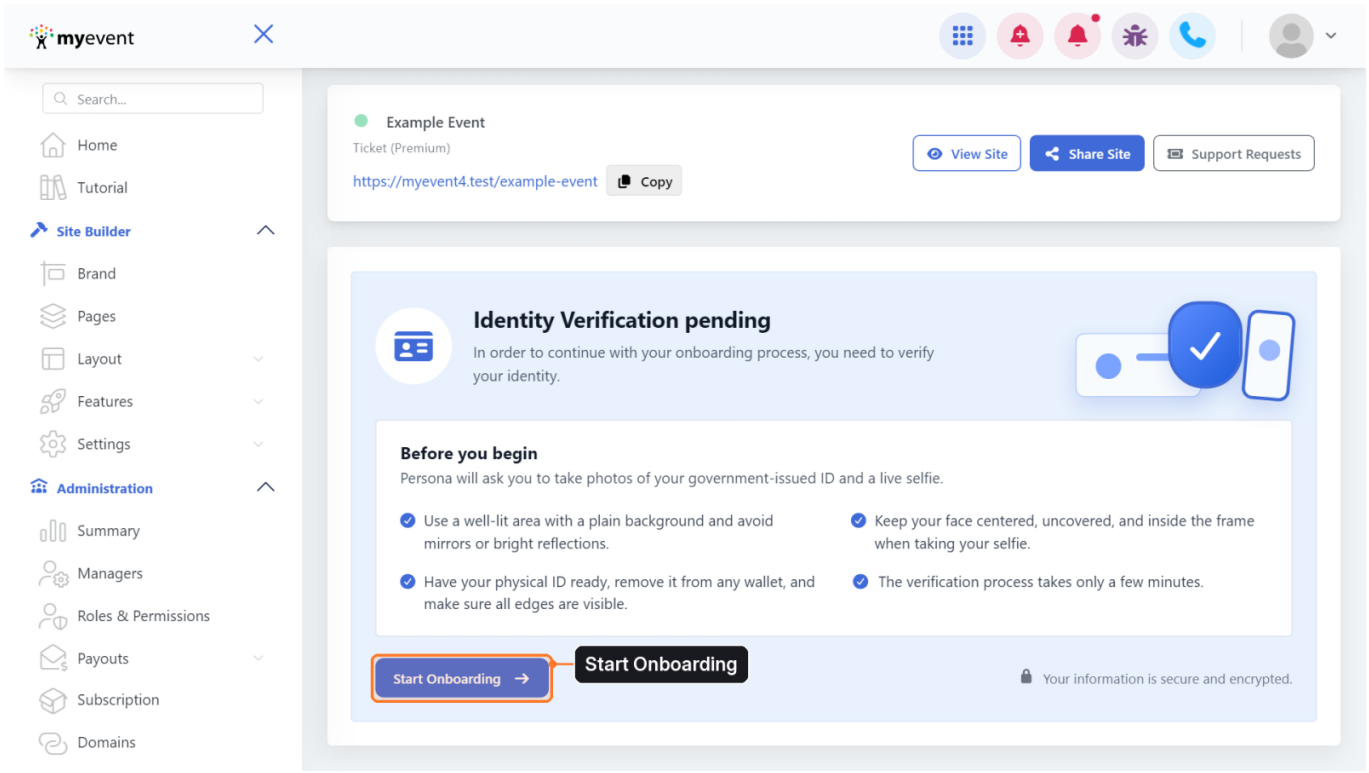
The **Identity Verification** page opens. Read **Before you begin**: you'll photograph your government-issued ID and take a live selfie. Use a well-lit spot with a plain background (no mirrors or bright reflections), have your physical ID out of any wallet, and keep your face centered and uncovered.



Read the Before you begin checklist

3. Click Start Onboarding

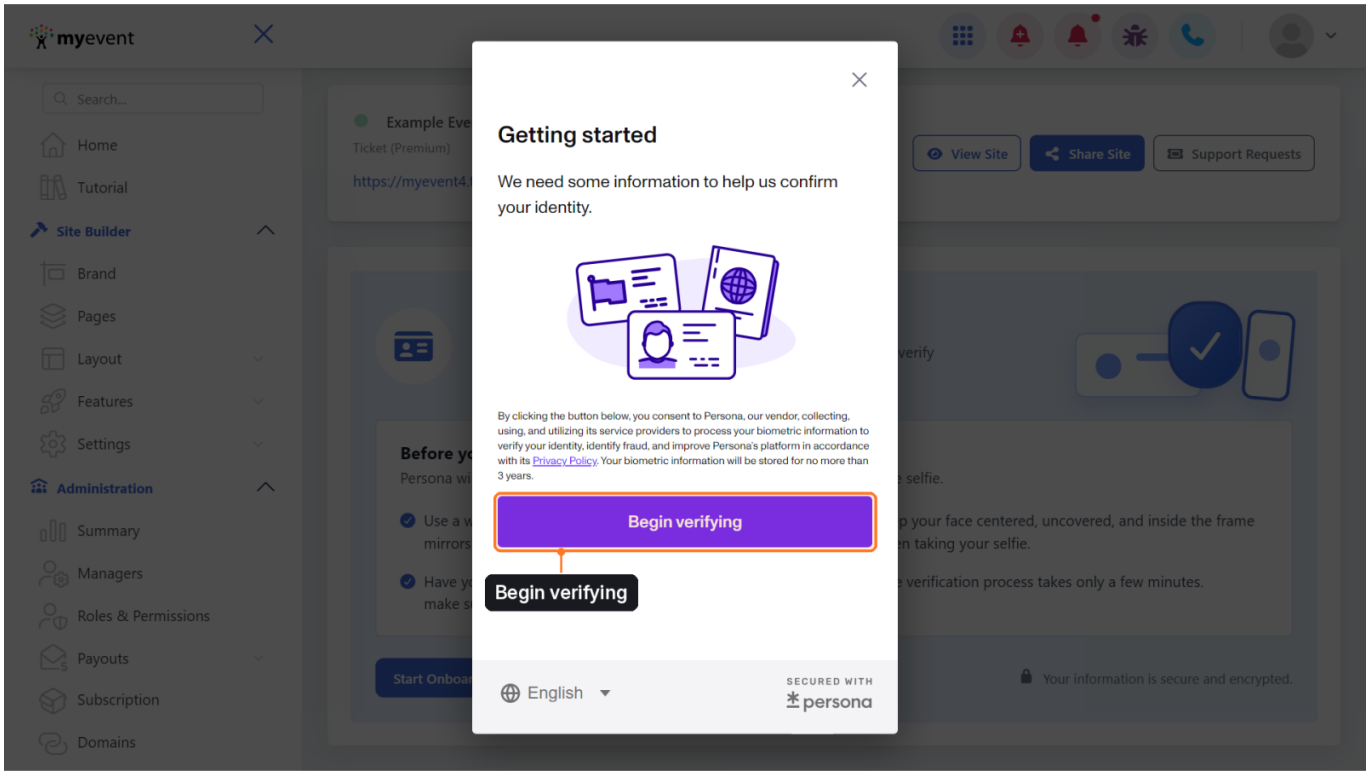
When you're ready, click **Start Onboarding**.



Click Start Onboarding

4. Begin verifying with Persona

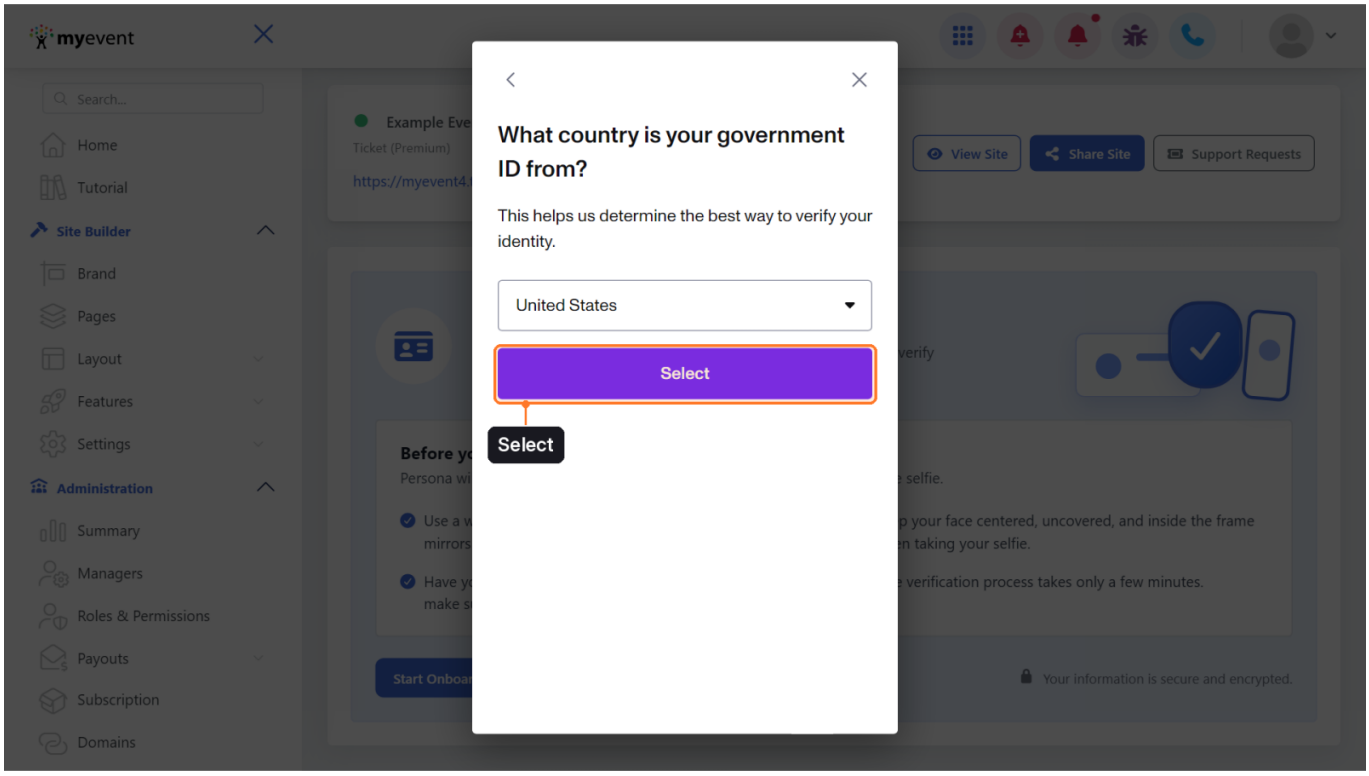
Our verification partner, Persona, opens in a window. Read the consent text, then click **Begin verifying**.



Begin verifying with Persona

5. Choose your ID's country

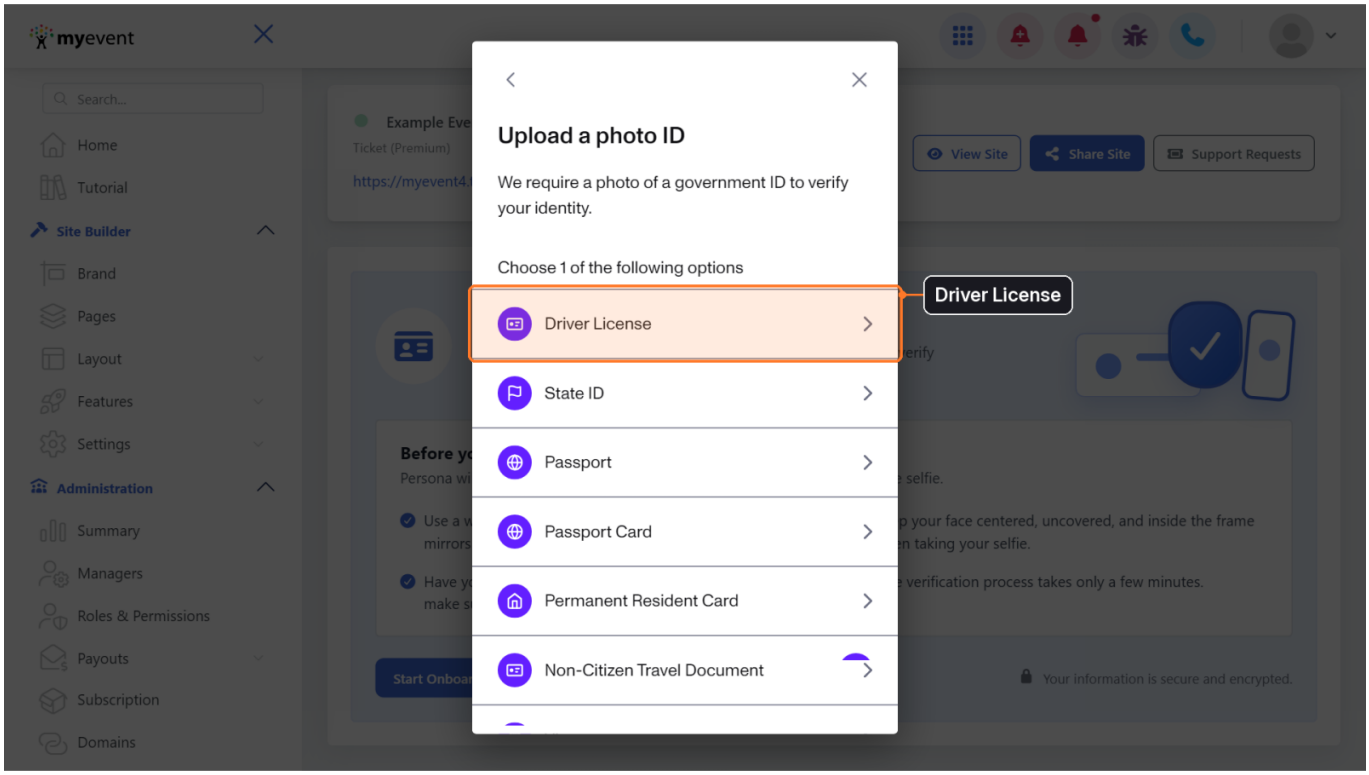
Select the country that issued your ID, then click **Select**.



Choose your ID's country

6. Choose your ID type

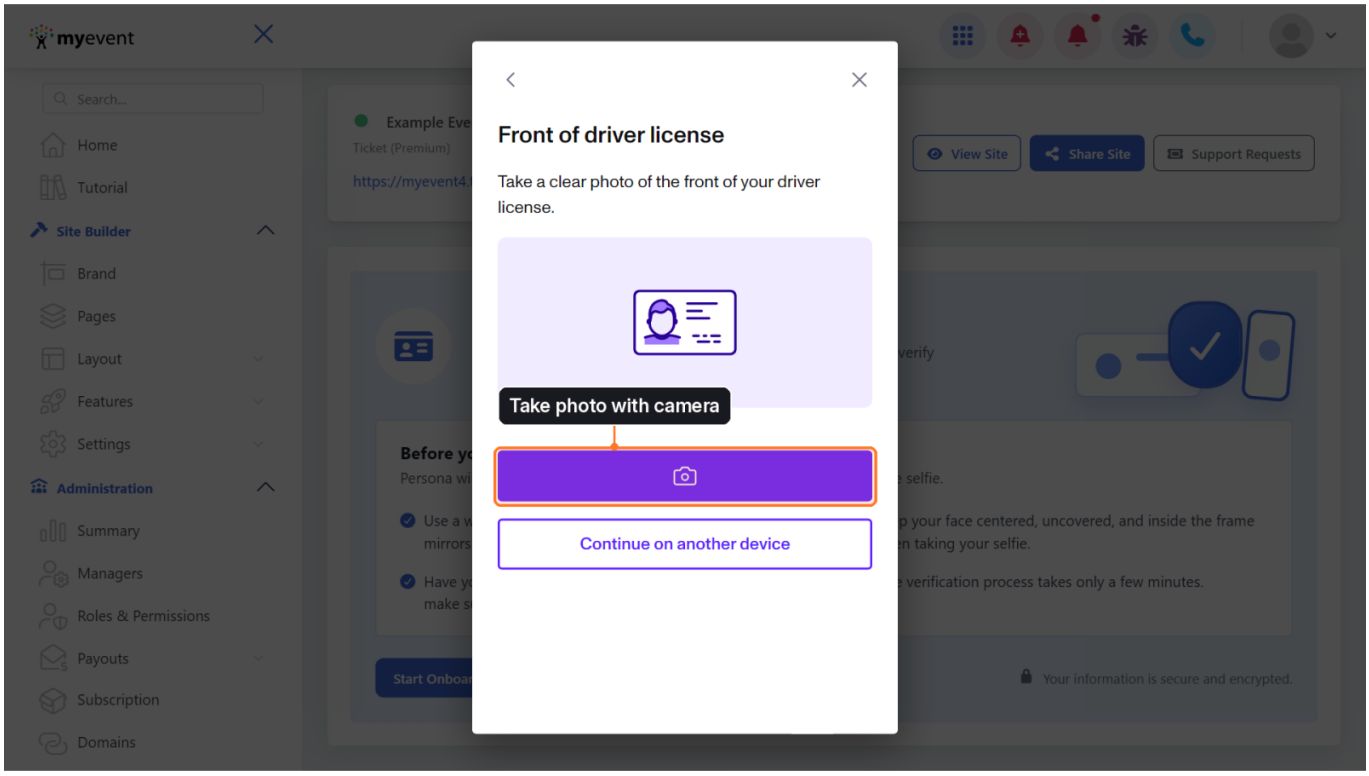
Pick the type of ID you'll use, such as **Driver License**, **State ID** or **Passport**.



Choose your ID type

7. Photograph the front of your ID

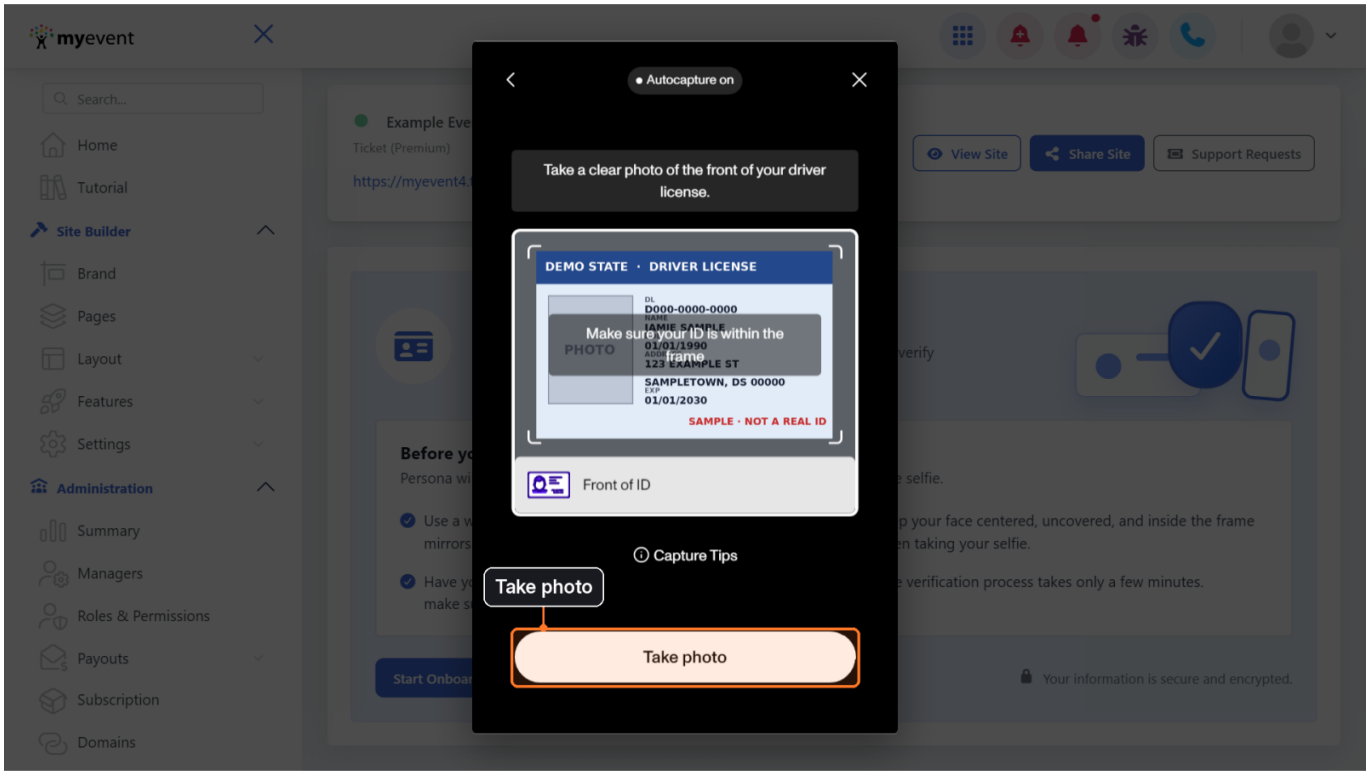
Click **Take photo with camera**. You can also choose to continue on another device, like your phone.



Photograph the front of your ID

8. Capture the ID

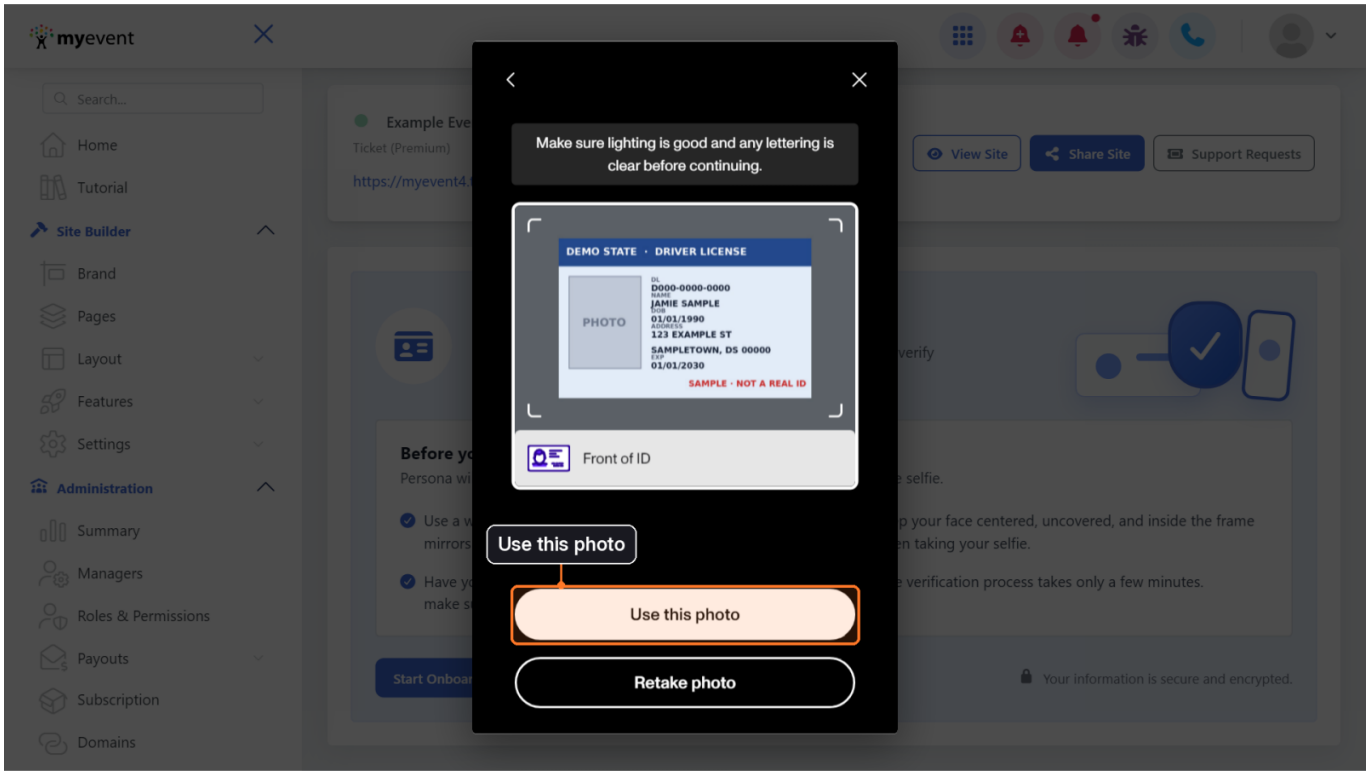
Hold your ID inside the frame. Autocapture usually takes the photo; if not, click **Take photo**. If Persona asks for the back of your ID, repeat for the back.



Capture the ID

9. Review the photo

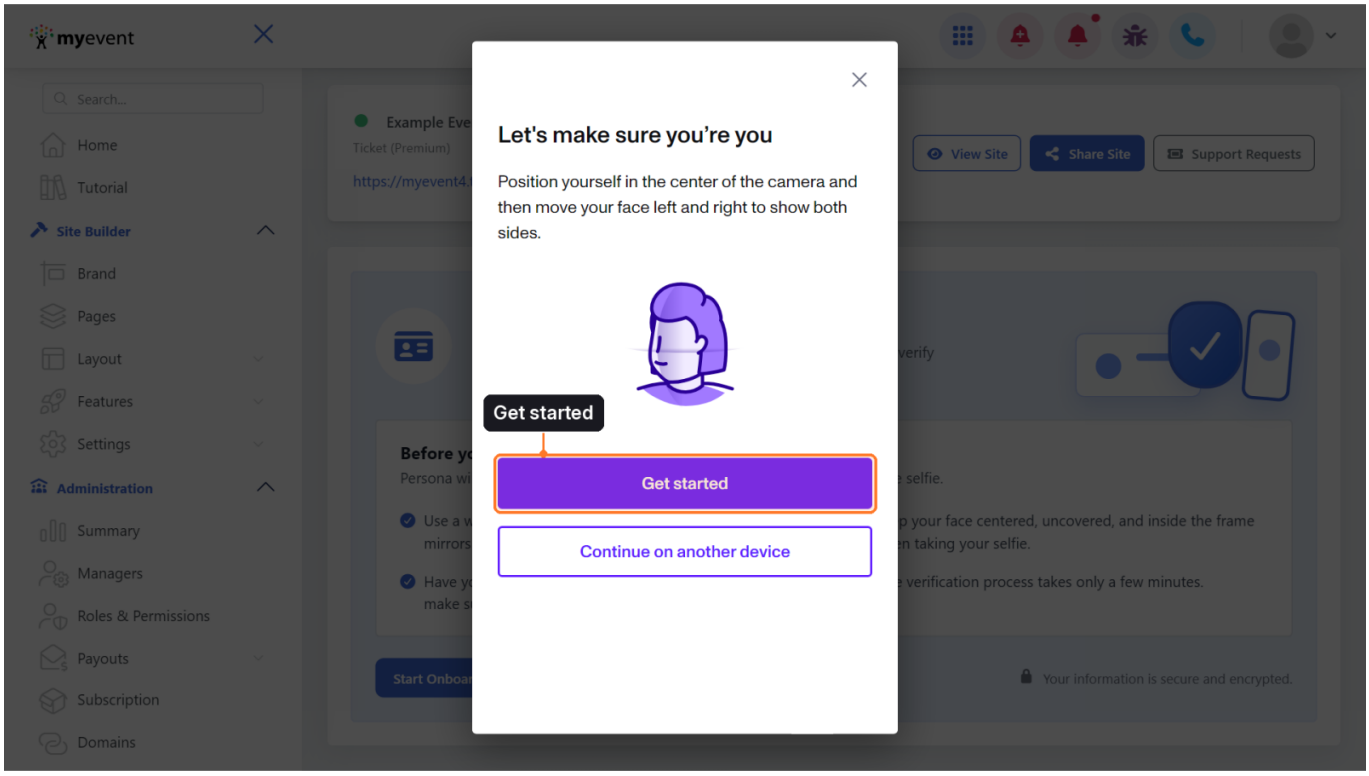
Check that the photo is sharp and all four edges are visible, then click **Use this photo** (or **Retake photo**). Persona processes your ID for a moment.



Review the photo

10. Start the selfie

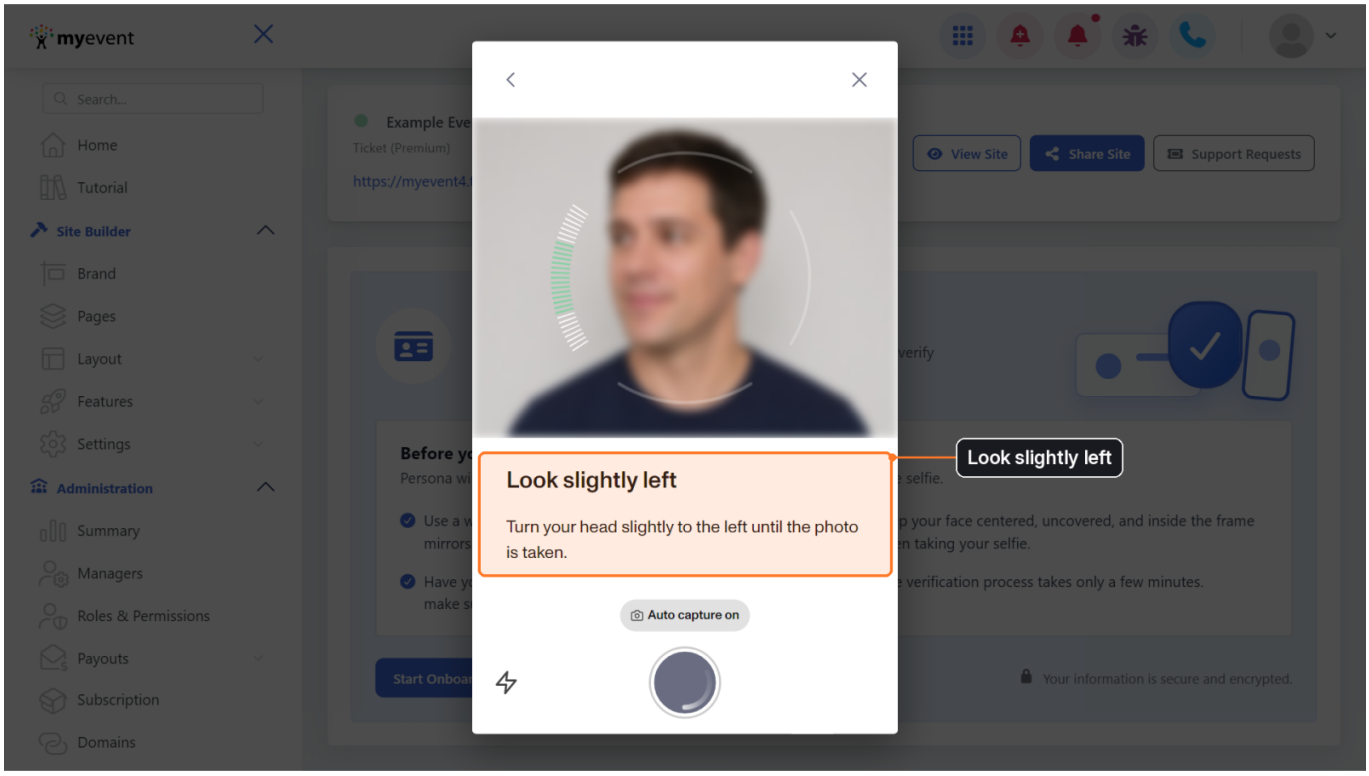
Persona now confirms it's really you. Click **Get started**.



Start the selfie

11. Follow the selfie prompts

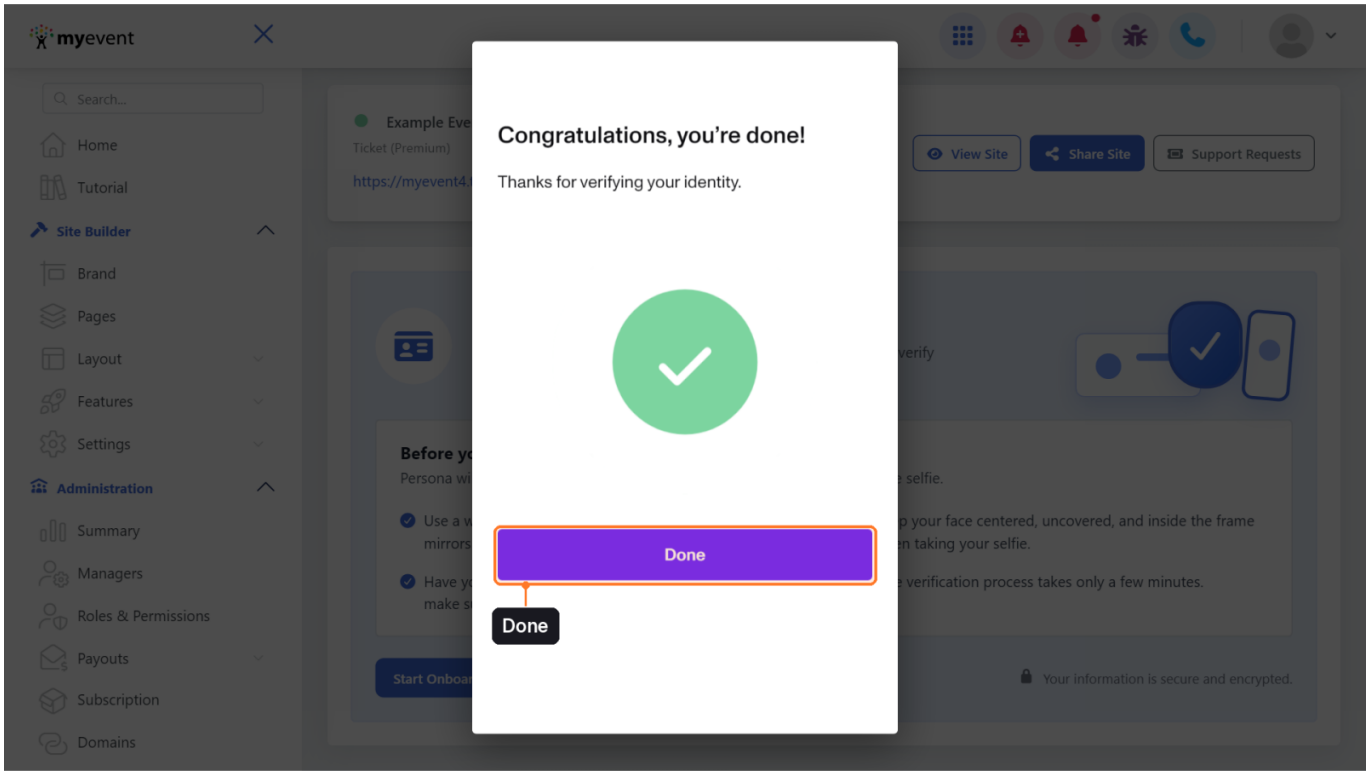
Center your face, then follow the prompts to look straight, slightly left and slightly right. Each photo is taken automatically.



Follow the selfie prompts

12. Finish

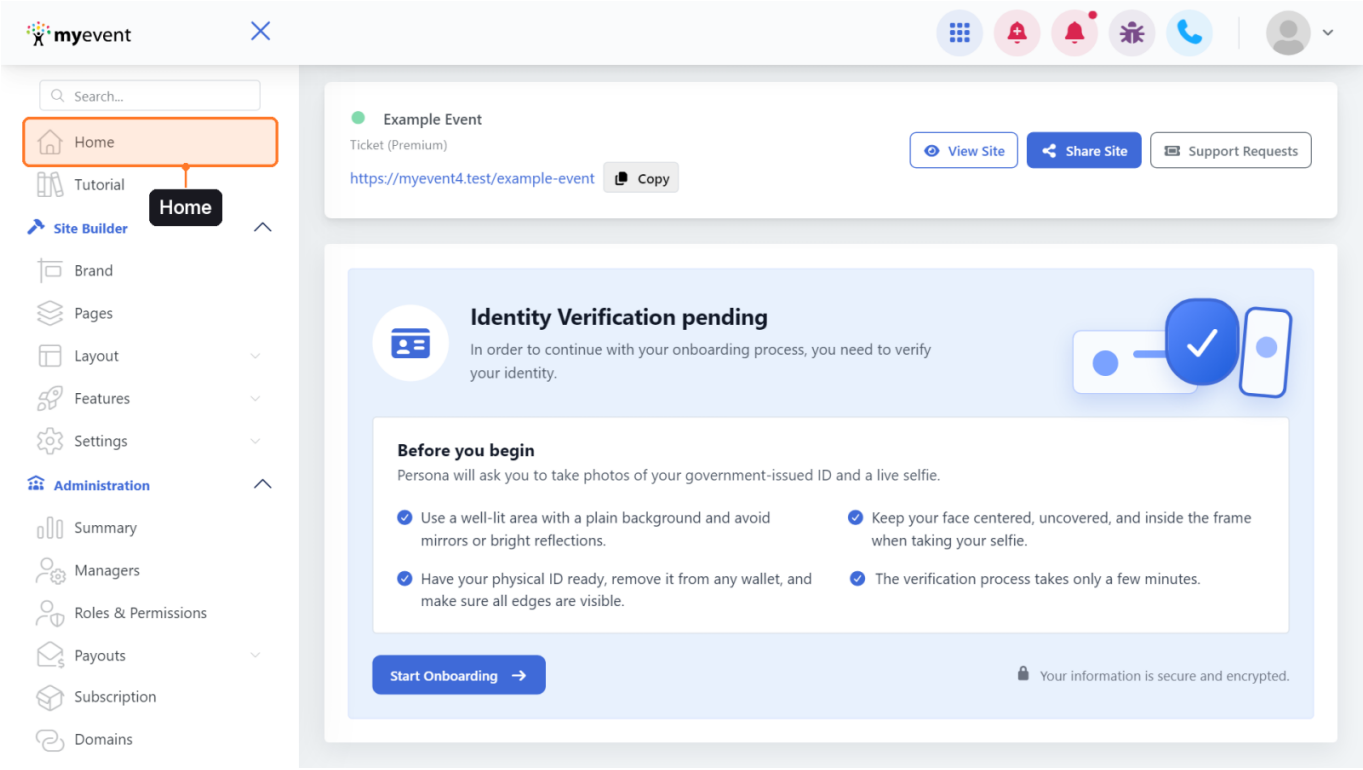
When you see **Congratulations**, click **Done**.



Finish

13. Return to Home

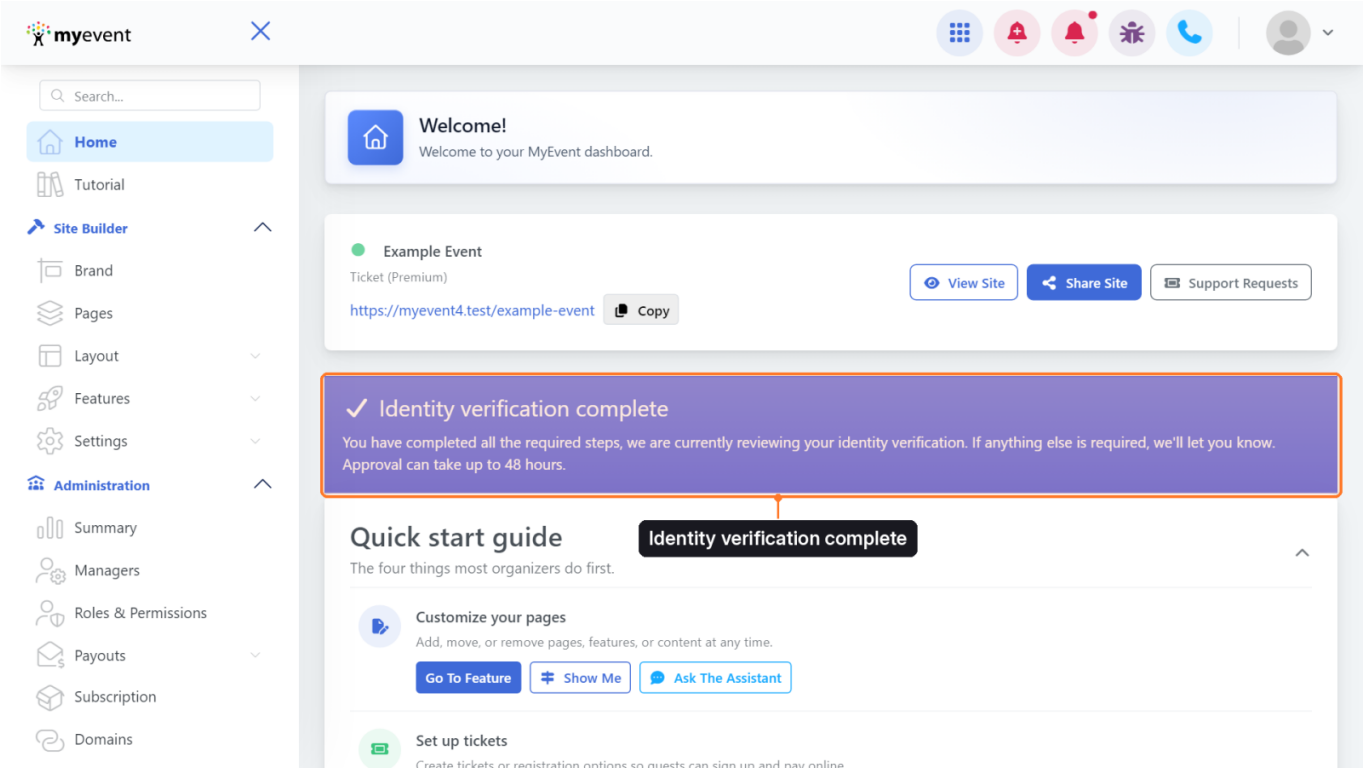
You're back on the Identity Verification page. Click **Home** in the left menu.



Return to Home

14. Check your status

Your home page now shows **Identity verification complete**. Approval usually takes a few minutes, but may take up to 48 hours. If it takes longer, please contact our support team.



Check your status

Tips

- If the window closes before you finish, click **Start Onboarding** again; Persona picks up where you left off.

- Remove glare: tilt the ID slightly away from lights and avoid mirrors behind you.
- Need help? Contact our support team from the phone icon at the top of your dashboard.