

Error Code E4302: What It Means & How to Fix It (for ID.me Verification)

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Quick answer

Error E4302 happens during ID.me identity verification when your personal information or documents don't match official records. To fix it, double-check that your name, address, and date of birth match your documents exactly, upload clear photos showing full document edges, clear your browser cache, and retry.

Error E4302 occurs during the ID.me identity verification process when there's a mismatch or conflict in your personal info or documents. It's one of a few related errors (E4301, E4303) flagged by ID.me when something in your inputs doesn't align with public or official records.

Let's dig into why it happens, how to fix it, and how to prevent it from happening again.

Why E4302 Happens - Common Root Causes

Root Cause: Mismatch in entered vs. official data | What Happens: Name, address, or DOB doesn't exactly match what's in public/official records | Clues You Might See: ID.me prompts "Is your information displayed correctly?" and flags mismatch errors

Root Cause: Recent changes not reflected publicly | What Happens: You updated your name, address, or phone number, but records haven't caught up | Clues You Might See: ID.me may flag E4301, E4302, or E4303 errors when data is inconsistent

Root Cause: Poor document uploads | What Happens: Blurry, cropped, glare, incomplete edges, misaligned - any of these can break the automated read/verification | Clues You Might See: ID.me rejects documents that are unreadable or missing required fields

Root Cause: LLocked/frozen credit report or identity data | What Happens: ID.me can't access certain verifications (especially if identity reference data is locked) | Clues You Might See: Verification stalls or returns an error, especially if credit bureau access is needed

Root Cause: Browser/technical glitches | What Happens: Unsupported browser, stale cache, disabled camera permissions, or malfunctioning extensions | Clues You Might See: Technical error messages, failed uploads, or interaction blocks

Root Cause: Wrong responses to security or identity questions | What Happens: You may be asked to answer verification questions (e.g. "Which address have you lived at?"). Mistakes here can trigger E-errors | Clues You Might See: "Mismatched Information" screens or prompts to correct info

There's also community input: some users report they got E4301 or E4302 when the support team later asked them to join a video call to finish verification.

How to Resolve E4302 - Step by Step

Here's a refreshed, detailed walk-through you can follow:

1. Retry Through the Official Workflow

If you see a "Retry" button (after the error appears), click that and follow the flow again. ID.me's support says this is often the first step.

2. Confirm Your Information Line-by-Line

Make sure what you enter matches exactly what's on your documents (full legal name, address formatting, date of birth). Even small typos or missing middle names can cause a mismatch.

If ID.me shows a screen like "Is your information displayed correctly?" - check and Edit anything that's off.

3. Use a Supported Browser & Update It

Use one of the recommended browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge Make sure you're using the latest version; avoid older or niche browsers.

4. Clear Cache, Cookies & Disable Extensions

Cached data or cookie conflicts might interfere with the verification process.

- Clear browsing data (cache + cookies)
- Temporarily turn off all extensions/add-ons
- Try again

5. Restart Device & Permissions

- Reboot your phone, tablet, or computer
- Ensure camera access is allowed (since ID.me sometimes needs to take or upload photos)
- If using mobile, check that the OS is up to date

6. Prepare & Upload Clean Documents

When asked for ID documents:

- Use clearly legible images (no blur, glare, shadows)
- Show full document edges (don't crop off corners)
- If both sides are needed, upload both
- Choose a document that matches exactly the name/address you entered
- Avoid screenshots or scans that are black & white or compressed versions (they often get rejected)
- If you recently changed your name, upload legal proof linking old to new (e.g. marriage certificate, name-change deed)

If a submission is rejected, read the rejection reason carefully and re-submit per the instructions.

7. Unlock Credit / Identity Records, if Needed

If your credit or identity records are locked or frozen, temporarily unlock or thaw them so ID.me's verification checks can run.

8. Switch to Video Verification (if offered)

If self-service verification fails repeatedly, ID.me often offers a video call route. During the video call, you'll show your documents in real time, which can help bypass mismatches or document scan issues. Some users on forums report they were sent an email to join the video verification route after repeated failures.

9. Contact ID.me Support

If the error persists after all the above:

- Log into your ID.me account (if possible) and submit a ticket via their support page.
- If you can't log in, use the "Start Chat" or "Contact Support" option on their help portal.
- Provide as many details as possible: the error code, where in the flow it occurred, screenshots if available

ID.me doesn't currently provide phone support.

How to Avoid E4302 & Similar Errors Later

- Keep official records in sync - if you change your name, address, or phone, update with government agencies and credit bureaus so ID.me's cross-checks don't trip.
- Use consistent formatting - don't use nicknames or alternate spellings.
- Store clean scans/photos of your documents in advance, so you can upload without rushing.
- Use reliable devices for the process - a modern computer or smartphone camera rather than cheap or unknown hardware.
- Avoid repeated failures in one session - if things go wrong, restart at step one with fresh data.
- Check your credit and identity status - ensure no locks or frozen files.
- Watch deadlines - sometimes errors arise if you take too long, or sessions time out.

FAQ (Quick Answers)

Q: Is E4302 specific to IRS identity verification? A: No - it can happen any time you use ID.me for identity verification, whether for the IRS, government agencies, benefits, or other services.

Q: How long does support take to respond? A: Varies. Some users report waiting several days. One user said:

Quote: "I get through the whole process... then I get error code E4301. I've submitted a support ticket ... now it's been 6 days."

Q: Can I bypass E4302 by using a different method (e.g. alternate identity verification)? A: Sometimes yes. If self-service fails repeatedly, ID.me often offers a video call alternative.

Q: What if my documents are in a non-English language? A: You might need to submit an English translation along with the original. (Check ID.me's documentation or support for translation rules.)

Conclusion

Error E4302 with ID.me is frustrating - but it's usually a mismatch or technical conflict you can fix. Go slowly, verify every detail, use clean documents, and don't hesitate to switch to the video path or ask ID.me support for help.

If you like, I can suggest a "cheat sheet" (checklist) version of this article, or a version tuned for IRS users specifically. Do you want me to generate that?