

# Issues with verification (upgrade) process

## I am having trouble verifying my identity. The system is not accepting my ID /photo.

You may find a solution in the following troubleshooting documents:

- [edX's Learner Documentation](#)
- [edX's FAQs](#)

If these troubleshooting guides do not solve your issue, email [billing@edx.org](mailto:billing@edx.org) for assistance.

## I paid for this course but whenever I log in, I see a message that "you only X# days left to verify for this course." I have already upgraded to verified but my dashboard is asking me to "verify now."

It looks like you have paid for the verification but you still need to verify your identity with a photo and ID. Please follow [edX's instructions in the Learner Documentation](#).

If these instructions do not solve your issue, email [billing@edx.org](mailto:billing@edx.org) for assistance.

## I paid for the verification but my dashboard says I missed the deadline or says "Current Verification Status: Expired"

It looks like you have paid for the verification but one of the following is true:

- You still need to verify your identity with a photo and ID.
- You previously did the photo/ID step and it has been 1 year since you did it. Photo/IDs on edX are only valid for one year. Since it has expired, you will need to redo his step to become current.

To solve this, re-verify your identity at [courses.edx.org/verify\\_student/reverify](https://courses.edx.org/verify_student/reverify).

If this process does not solve your issue, email [billing@edx.org](mailto:billing@edx.org) for assistance.

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## Related Articles

- [Are there any restrictions for learners outside the United States on taking courses at RIT for further study?](#)
- [Can I complete the course/exam first, then upgrade to verified?](#)
- [Can I get a receipt of my payment?](#)
- [Can you extend the deadline to verify \(upgrade\)?](#)
- [Can you send an invoice to my employer?](#)