

From: [WILLEY Danielle L * OED](#)
To: [WILLEY Danielle L * OED](#)
Subject: ID.me Training Follow Up
Date: Friday, August 27, 2021 11:22:22 AM
Attachments: [ID Verification Letter EN&SP.pdf](#)
[DLF69 Suspense Letter.pdf](#)
[FAQs Final 02.26.21.docx](#)
[ID.me & WSO - Training PP.pptx](#)
[ID.me email.docx](#)
[ID.ME WorkSource Center User Process 8.27.21.pdf](#)

This message is being sent to WSO staff selected to attend ID.me training

Good morning,

This email is a follow up to the ID.me training you were invited to on Wednesday. As discussed, we wanted to share the recording of the training itself, as well as supporting documentation you can refer to as you help customers needing to complete ID.me. The training link is here: <https://employment.adobeconnect.com/ptli3lwu0yi/> and the password for accessing this training is IDme. Please do not share this link with others; only staff who have been identified by management should be assisting ID.me customers in the way described in training and they are included on this email.

We have attached several documents to this email for your convenience. Most of these were included in the Files pod during training, but we know some staff were unable to attend.

Attachments include:

- ID Verification Letter and ID.me email – examples of communication sent to UI or PUA customers who need to complete the ID.me process
- DLF69 Suspense Letter – an example of the suspense letter sent to customers who have not completed the ID.me process by their deadline
- FAQs – document created by BPC to answer some of the high level questions around ID.me
- ID.me & WSO Training PP – slide deck presented by Dave Villani during training
- ID.me WorkSource Center User Process – updated guide for all WSO staff

We have provided the following high level training outline to WSO managers earlier today. This outline is not intended to replace the recording; instead, it can be used as a quick reference when helping customers. Please work with your manager to set aside time to review the recording if you were unable to attend training Wednesday, or if you feel you would benefit from another viewing.

- High level overview of the ID.me process
 - Reviewed documents sent to the customer, including email that provides instructions on how to start the ID.me process
 - Discussed what the customer needs to complete the ID.me process on their own
- Barriers to completing ID.me
 - Some customers do have legitimate barriers to completing the ID.me process independently, while others (fraudsters) will use any excuse possible to avoid it
 - Legitimate barriers include:
 - Lack of internet access on a device capable of taking photos/videos
 - Customer is under the age of 18

- Customer has a preferred language that is not supported by ID.me
- If the customer is unable to complete ID.me due to a legitimate barrier or at manager discretion, select staff will be manually verifying the customer's identity
 - Staff can use the same forms of identification and documentation required by ID.me
 - OED will accept the same documents as the DMV (previously outlined in communication sent to managers on July 12th)
 - Staff should carefully review the documents provided to ensure they are real and valid
 - If staff determine the documents are sufficient, staff should:
 - Scan the provided documentation (at least two pieces) and email to OED_UI_IDTHEFT.OED_UI_IDTHEFT@oregon.gov. The subject line of the email should be "ID.me – ID Manually Verified"
 - Advise the customer staff will review the documentation and verify their ID
 - Inactivate the DLF69 and add a claim comment in mainframe. The comment must include the customer's barrier to completing ID.me on their own, what documentation was provided, and confirmation that the DLF69 was inactivated
 - If staff determine the documents may not be valid, staff should:
 - Scan the provided documentation (at least two pieces) and email to OED_UI_IDTHEFT.OED_UI_IDTHEFT@oregon.gov. The subject line of the email should be "ID.me – ID Verification Issue – Please Review"
 - Advise the customer staff will review the documentation and verify their ID
 - Add a claim comment in mainframe. The comment must include the customer's barrier to completing ID.me on their own, what documentation was provided and why it was insufficient, and confirmation that the DLF69 was NOT inactivated
 - BPC reviews documents in a "first in-first out" order; staff should not be providing an estimated timeline for review or resolution as it depends greatly on the workload of BPC

Regardless of whether the customer provides valid documentation or not, you will follow the process of emailing the UI_IDTHEFT inbox and advising the customer that someone will review their documentation. If the documentation is determined sufficient by you, you will be the one reviewing and inactivating the line flag. In cases where documentation is insufficient, you should not inactivate the line flag. However, the messaging to the customer remains the same. We do not want WSO staff advising any customer that they will inactivate the ID.me line flag. Our messaging is only that staff from the Department will be reviewing documents.

If customers ask about next steps, encourage them to continue to claim each week they want to receive benefits. UI will reach out if more information is needed and customers can always submit a ticket through Contact Us if they have additional questions. Keep in mind that identity verification may only be one reason a claim has been stopped; resolution of this issue may not necessarily mean the claim will resume paying.

If you have additional questions, please let me know.

Thank you!

Danielle

Danielle Willey | CRE Program Coordinator | **Oregon Employment Department**

Desk: **503-526-2707** | Cell: **503-930-0971** | danielle.l.willey@oregon.gov

Pronouns: she, her