



ID.ME

And WorkSouce Offices

What Does the Customer Receive

You are receiving this letter from the Oregon Employment Department, Unemployment Insurance Division, because your unemployment insurance claim has been frozen since we are unable to confirm your identity.

In order to access your claim, we need you to verify your identity using ID.me, a trusted technology partner of the Oregon Employment Department in helping to keep your personal information safe.

Please click below to access your account and verify your identity.



NOTE: This site is only for claimants who have been notified that they need to verify their identity. DO NOT SHARE THIS LINK.

Our primary mission is to deliver benefits to Oregon residents as quickly as possible. For more information on ID.me, visit our [website's FAQs](#). If you have additional questions, please fill out the contact us form, and a specialist will reach out to help you.

Who is ID.me?

They are a federally certified identity provider. They specialize in digital identity protection and help us make sure you're you – and not someone pretending to be you. This verification is required before we can make your Unemployment Insurance Claim available. It's quick, secure, and available 24-hours a day. If you run into any difficulties, ID.me offers video chat capability with trained and certified staff members to help you quickly and easily verify your identity.

STATE OF OREGON-EMPLOYMENT DEPARTMENT
875 UNION ST NE
SALEM OR 97311-0800
PHONE: (503) 370-5400 FAX: 1-503-371-2893
TOLL-FREE PHONE:

No le podemos pagar la cantidad total de sus beneficios semanales en su reclamo. El mensaje que sigue explica porque. Por favor, llame o escriba al centro del seguro de desempleo indicado arriba si necesita ayuda.

DATE:
CUST ID:
FIELD OFFICE
CLAIM EXPIRES

You claimed unemployment benefits for the week of 02-07-21 through 02-13-21. We cannot pay benefits for this week:

You have not completed the identity verification process. Please keep reading to find out how you can do this.

The Oregon Employment Department is working with ID.me, a trusted, secure and federally certified identity verification provider to complete this process. Please visit <https://hosted-pages.id.me/oregon-employment-department-identity-proofing> to complete the identity verification process.

If you need help in a language other than English or Spanish OR do not have internet access please call:
Portland: (503) 570-3700
Eastern/Central Oregon or Bend: 541-383-1399.

You may call these numbers from outside these areas, but there may be an additional charge by your service provider. We are working on setting up a toll free line.

Please do not use these numbers if you do NOT need assistance in another language other than English or Spanish or you have internet access.

If you do NOT complete this identification process within 10 days, we will make a decision on your claim based on the available information. Because we need this identity verification information to determine your eligibility for benefits, the denial will apply every week until you can show you meet identity verification requirements.

No payment was made because an issue on your claim is still being resolved. You will be contacted if more information is needed. Continue to report as scheduled.

What Does the Customer Need to Complete The Process

- Their email address (preferably the one they used to file their claim)
- Their Social Security number
- Photo ID (driver's license, passport, or state ID)
- *Proof of name change document if they changed their name
- Additional Primary or Secondary documents

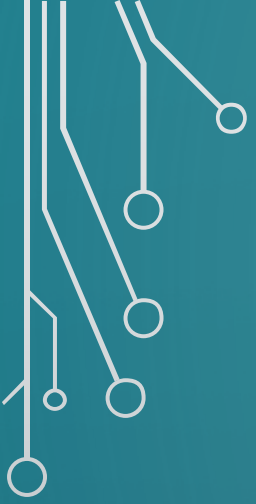
What Does the Customer Need to Complete The Process

The following is not accepted by ID.me

- Temporary IDs
- Screenshots
- Forms that you complete yourself (like applications)
- Employee ID cards (like badge cards, building passes, etc.)
- Invalid or expired documents

Barriers to Completing the Process

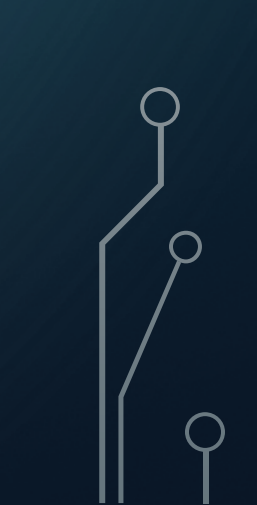
- ID.me requires internet access on a device capable of taking photo/videos
- ID.me does not verify customer under the age of 18
- In some situations Language may be a barrier



Awesome Information, But How Does it Affect WorkSource

Customer will come into the office to try and complete or avoid completing the ID.me process.

If the customer is unable to complete ID.me due to a barrier, select staff will be manually verifying the customers ID



ID Verification

The same forms of ID and documentation used for ID.me can be used by staff to verify a customers ID. OED uses the same criteria as the DMV.

That being the case you must do your best to ensure the documents are real and valid

If Everything Checks out

- Scan the provided ID documentation (at least two pieces)
- Email scans to:
OED_UI_IDTHEFT.OED_UI_IDTHEFT@oregon.gov
 - Subject Line: ID.me – ID Manually Verified
- Notify customer staff will review the documentation and verify their ID
- In mainframe
 - Inactivate 69 DLF
 - Add comment to include: customers barrier, documentation provided, and that DLF was inactivated

If it Does Not Check out

- Scan the provided ID documentation (at least two pieces)
- Email scans to:
OED_UI_IDTHEFT.OED_UI_IDTHEFT@oregon.gov
 - Subject Line: ID.me – ID Verification Issue please review
- Notify customer staff will review the documentation and verify their ID
- In mainframe
 - Do Not Inactivate 69 DLF
 - Add comment to include: customers barrier, documentation provided, why it was not sufficient, and that DLF was not inactivated



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