From: VILLAESCUSA Desi B * OED
To: ANDERSON Connor * OED
Subject: FW: Camera troubleshooting help
Date: Wednesday, July 21, 2021 3:14:13 PM

Reply…
I let them know that everything we see for 2FA looks like it needed a cell phone…

Desi Villaescusa
Systems Manager
Oregon Employment Department
Cell: 971-283-0578
Desk: 503-947-1621

From: Mere Work <mere.work@id.me>
Sent: Wednesday, July 21, 2021 3:09 PM
To: VILLAESCUSA Desi B * OED <Desi.B.VILLAESCUSA@oregon.gov>
Cc: Eric Morelli <eric.morelli@id.me>; dan.hildenbrand@id.me
Subject: Re: Camera troubleshooting help

Hi Desi-

They can do this entirely on a computer with a webcam; no smartphone required.

Thanks-

Mere Work
Senior Account Executive
Mobile: 703-712-3750
8280 Greensboro Dr Suite 800
McLean, VA, 22102
mere.work@id.me

On Wed, Jul 21, 2021 at 5:54 PM VILLAESCUSA Desi B * OED <Desi.B.VILLAESCUSA@oregon.gov> wrote:

> Hey, do we know if people can do this without having a cell phone for authentication?
>
> Should they be able to do this without having a smart phone?
>
> Thanx

Desi Villaescusa
Systems Manager
Oregon Employment Department
Cell: 971-283-0578
Desk: 503-947-1621

From: Eric Morelli <eric.morelli@id.me>
Sent: Wednesday, July 21, 2021 2:02 PM
To: VILLAESCUSA Desi B * OED <Desi.B.VILLAESCUSA@oregon.gov>
Cc: Mere Work <mere.work@id.me>; dan.hildenbrand@id.me
Subject: Re: Camera troubleshooting help

Hi Desi,
Happy to help out here. My initial reaction was to think it's a local firewall that is blocking access to ID.me. It could also be a browser issue blocking access to the camera on the computer. A few items that would help if you do manage to speak with someone who experienced the error.

What step were they on? Screenshot of the screen prior to the error and the error message. The URL of the error message is extremely helpful.
What browser were they using?
The email address of the individual attempting the selfie.

Unfortunately the only way to test the webcam selfie process is in production. Our sandbox environment is designed to imitate the process but not actually complete the API calls.

In response to your question you just sent, Yes, we use iproov.me for our Liveness video selfie component.

Eric Morelli
Sr. Solutions Engineer
eric.morelli@id.me

On Wed, Jul 21, 2021 at 4:39 PM VILLAESCUSA Desi B * OED <Desi.B.VILLAESCUSA@oregon.gov> wrote:

> Thanx!
>
> We are trying to track down someone in one of our remote offices who got the error, but not having much luck on our side yet..
> Submitting a problem report is easy, but submitting one with actual screenshots and error message details?? ;-)
>
> Desi Villaescusa
> Systems Manager
> Oregon Employment Department
> Cell: 971-283-0578

Desk: 503-947-1621

From: Mere Work <mere.work@id.me>
Sent: Wednesday, July 21, 2021 1:38 PM
To: VILLAESCUSA Desi B * OED <Desi.B.VILLAESCUSA@oregon.gov>
Cc: dan.hildenbrand@id.me; Eric Morelli <eric.morelli@id.me>
Subject: Re: Camera troubleshooting help

Ah, got it.

Looping in @Eric Morelli --not sure if testing in sandbox will show those error screens or not?

Thanks-

Mere Work
Senior Account Executive
Mobile: 703-712-3750
8280 Greensboro Dr Suite 800
McLean, VA, 22102
mere.work@id.me

On Wed, Jul 21, 2021 at 4:33 PM VILLAESCUSA Desi B * OED <Desi.B.VILLAESCUSA@oregon.gov> wrote:

> Not sure, we haven't seen it yet. Just got the report…
>
> That's why we are wondering if there is a test portal or something so we can try it ourselves…
>
> Desi Villaescusa
> Systems Manager
> Oregon Employment Department
> Cell: 971-283-0578
> Desk: 503-947-1621
>
> **From:** Mere Work <mere.work@id.me>
> **Sent:** Wednesday, July 21, 2021 1:31 PM
> **To:** VILLAESCUSA Desi B * OED <Desi.B.VILLAESCUSA@oregon.gov>
> **Cc:** dan.hildenbrand@id.me
> **Subject:** Re: Camera troubleshooting help
>
> Hey Desi-

Is the firewall message from OED or ID.me? I suspect it might be an Oregon setting...

Thanks-

Mere Work
Senior Account Executive
Mobile: 703-712-3750
8280 Greensboro Dr Suite 800
McLean, VA, 22102
mere.work@id.me

On Wed, Jul 21, 2021 at 4:23 PM VILLAESCUSA Desi B * OED <Desi.B.VILLAESCUSA@oregon.gov> wrote:

> Hey, not sure if you guys can help me, but thought I'd reach out…
>
> We started trying to have a computer set up in our remote offices for the public to use for this.
>
> We are getting reports of a "firewall message" when trying to submit a selfie…
>
> We are trying to figure out what that means….
>
> Is there any way we can test that ourselves (some test link) or something?
>
> Thoughts?
>
> Thanx!
>
>
> Desi Villaescusa
> Systems Manager
> Oregon Employment Department
> Cell: 971-283-0578
> Desk: 503-947-1621
>

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