

Requirements to Launch ID.me

We want to help your agency be successful. In order to do so, all of these items need to be clearly delineated across teams.

Here's a link to our gated state success portal - <https://insights.id.me/state-success-guide/>. The password is ID.M3V3rifiesPeople!

State: Oregon (OED)

- 1.) Who is the Project Sponsor (Name/Email)? Bill Truex and Lindsy Leahy
 - a.) Who is the Project Manager (Name/Email)? Lori Friesen / Lori.L.FRIESEN@oregon.gov
- 2.) What schedule do you have?
 - a.) Go-live dates are Monday-Wednesday Friday (2/26)
 - b.) What days work for Progress Report Updates? M/W, T/TH, M/TH, or W/F
- 3.) What integration do you need?
 - a.) HLP or Standard HLP
 - b.) Policy (IAL2+Liveness, IAL2 or LOA3) LOA3
- 4.) integration--what needs to be done and uploading to the mainframe
- 5.) Who is the Communications POC (Name/Email)? Jessica Prakte,
Jessica.V.PRAKKE@oregon.gov
 - a.) Who gets press questions (Name/Email)?
Mellani Rosales, Melanni.ROSALES@oregon.gov
- 6.) Walk through the Communications and email sends Playbook
 - a.) Copy edits for HLP YES / NO
 - b.) Copy edits for Email YES
 - c.) Banner image YES / NO
 - d.) Logo image YES / NO
 - e.) Help.id.me FAQ page Yes (coordinate with Gary) YES / NO
 - f.) Trusted Referee Script YES
- 7.) Determine claimant population (PUA, UI, backlog, new claims)
 - a.) How many are being sent day one? 50
 - b.) What type of population (PUA, UI, backlog, new claims)? new PUA
 - c.) What is the schedule we have coordinated after that?
- 8.) Who is the Help Desk Coordinator (Name/Email)? Internal Verification Queue
 - a.) Does the Help Desk have a script? yes
 - b.) Do they know how to direct a claimant to the URL? yes
 - c.) Do they know how to direct a claimant to help.id.me? yes
- 9.) What is the escalation process for someone that is not able to verify through ID.me (ex no documents)?

Who do we contact? Internal ID Verification Queue: Phone numbers: 503-570-3700; 541-383-1399; 1800 TBD

- a.) Do you have a manual process? Yes

