

**From:** [VILLANI David A \\* OED](#)  
**To:** [Eric Morelli](#)  
**Subject:** RE: Camera troubleshooting help  
**Date:** Thursday, July 22, 2021 2:15:00 PM

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Hi Eric,

The web cams have been tested and work on the public PC's. It appears that in order to get to the prompt to contact a Trusted Referee a person needs to fail on the phone verification 3 times. That is not very clear on the app itself. If there were a button to contact a trusted referee on the phone verification page, Something like "if you don't have a phone click here" it would be helpful.

**Tony Villani | Desktop & Network Support Analyst | [Oregon Employment Department](#)**  
Desk: [541-349-4228](#) | Cell: [541-654-1237](#) | [David.A.Villani@oregon.gov](mailto:David.A.Villani@oregon.gov)

**From:** Eric Morelli <[eric.morelli@id.me](mailto:eric.morelli@id.me)>  
**Sent:** Thursday, July 22, 2021 2:02 PM  
**To:** VILLANI David A \* OED <[David.A.VILLANI@oregon.gov](mailto:David.A.VILLANI@oregon.gov)>  
**Cc:** Dan Hildenbrand <[dan.hildenbrand@id.me](mailto:dan.hildenbrand@id.me)>; Mere Work <[mere.work@id.me](mailto:mere.work@id.me)>  
**Subject:** Re: Camera troubleshooting help

Hi Tony,

We continue to look into the webcam issue. A few questions have come up. Have the webcams been tested with other apps and websites? Are you able to access the desktops or are they geographically remote from you?

Thanks,

**Eric Morelli**  
**Sr. Solutions Engineer**  
[eric.morelli@id.me](mailto:eric.morelli@id.me)

On Thu, Jul 22, 2021 at 11:57 AM Eric Morelli <[eric.morelli@id.me](mailto:eric.morelli@id.me)> wrote:

Great, I just sent over an invitation and included a Zoom link should we need to do a screen share.

Talk soon,

**Eric Morelli**  
**Sr. Solutions Engineer**  
[eric.morelli@id.me](mailto:eric.morelli@id.me)

On Thu, Jul 22, 2021 at 11:39 AM VILLANI David A \* OED

<[David.A.VILLANI@oregon.gov](mailto:David.A.VILLANI@oregon.gov)> wrote:

12:30 will work fine.

**Tony Villani** | Desktop & Network Support Analyst | [Oregon Employment Department](#)

Desk: 541-349-4228 | Cell: 541-654-1237 | [David.A.Villani@oregon.gov](mailto:David.A.Villani@oregon.gov)

**From:** Eric Morelli <[eric.morelli@id.me](mailto:eric.morelli@id.me)>

**Sent:** Thursday, July 22, 2021 8:38 AM

**To:** VILLANI David A \* OED <[David.A.VILLANI@oregon.gov](mailto:David.A.VILLANI@oregon.gov)>

**Subject:** Re: Camera troubleshooting help

Hi Tony,

I am free 12:30-1 and after 3:30 eastern time today. Do any of those times work for you?

**Eric Morelli**  
**Sr. Solutions Engineer**  
[eric.morelli@id.me](mailto:eric.morelli@id.me)

On Thu, Jul 22, 2021 at 11:15 AM VILLANI David A \* OED  
<[David.A.VILLANI@oregon.gov](mailto:David.A.VILLANI@oregon.gov)> wrote:

Hi Eric,

Would it be best for you if we set a specific time to get help with our webcams?

**Tony Villani** | Desktop & Network Support Analyst | [Oregon Employment Department](#)

Desk: 541-349-4228 | Cell: 541-654-1237 | [David.A.Villani@oregon.gov](mailto:David.A.Villani@oregon.gov)

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