

From: [VILLAESCUSA Desi B * OED](#)
To: "Mere Work"
Cc: dan.hildenbrand@id.me; [Eric Morelli](#)
Subject: RE: Camera troubleshooting help
Date: Wednesday, July 21, 2021 1:58:01 PM

Are you guys using iproov.me domain for video/camera verification?

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>](mailto: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

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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

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8280 Greensboro Dr Suite 800

McLean, VA, 22102

mere.work@id.me

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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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