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...

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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