

**From:** [VILLAESCUSA Desi B \\* OED](#)  
**To:** "Mere Work"  
**Cc:** [dan.hildenbrand@id.me](mailto:dan.hildenbrand@id.me); [Eric Morelli](#)  
**Subject:** RE: Camera troubleshooting help  
**Date:** Wednesday, July 21, 2021 1:39:51 PM

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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](mailto: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](mailto: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](mailto: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](mailto:mere.work@id.me)>  
**Sent:** Wednesday, July 21, 2021 1:31 PM  
**To:** VILLAESCUSA Desi B \* OED <[Desi.B.VILLAESCUSA@oregon.gov](mailto:Desi.B.VILLAESCUSA@oregon.gov)>  
**Cc:** [dan.hildenbrand@id.me](mailto: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](mailto: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](mailto: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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