

From: [Eric Morelli](#)
To: [VILLANI David A * OED](#)
Cc: [Dan Hildenbrand](#)
Subject: Re: Camera troubleshooting help
Date: Friday, July 23, 2021 2:42:42 PM

Hi Tony,

Unfortunately we do not have any test links as everything in production needs to be a legitimate identity and our sandbox is configured in a way to mock the experience. The best option we have is that we could work with the members support team to flag an account and that would immediately route the account to a trusted referee. This would take some coordination but could be accomplished.

Would you like to setup some time Monday to discuss this further? We could walk through the process and ensure everything is in order and if there are issues, we could arrange for the members support team to initiate the video session.

Eric Morelli
Sr. Solutions Engineer
eric.morelli@id.me

On Thu, Jul 22, 2021 at 5:18 PM VILLANI David A * OED
<David.A.VILLANI@oregon.gov> wrote:

Eric,

Do you have some kind of a test entry that I could use to try the fail 3 times and get the additional link. Then I could be sure that the cam works for the trusted referee option.

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

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

From: Eric Morelli <eric.morelli@id.me>
Sent: Thursday, July 22, 2021 2:02 PM
To: VILLANI David A * OED <David.A.VILLANI@oregon.gov>
Cc: Dan Hildenbrand <dan.hildenbrand@id.me>; Mere Work <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

On Thu, Jul 22, 2021 at 11:57 AM Eric Morelli <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

On Thu, Jul 22, 2021 at 11:39 AM VILLANI David A * OED
<David.A.VILLANI@oregon.gov> wrote:

12:30 will work fine.

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

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From: Eric Morelli <eric.morelli@id.me>
Sent: Thursday, July 22, 2021 8:38 AM
To: VILLANI David A * OED <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

On Thu, Jul 22, 2021 at 11:15 AM VILLANI David A * OED
<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](tel:541-349-4228) | Cell: [541-654-1237](tel:541-654-1237) | David.A.Villani@oregon.gov

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