I've got, ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓

Customer states:
Can't get through ID.me process, can't get a response from ID.me support. Says he cannot get past a certain point and even shaved his beard.

That's all the details provided by our service tech at this point. Are you able to see where he is getting hungup?

Dave

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Monday, July 19, 2021 11:52 AM
To: VILLANI David * OED <David.VILLANI@oregon.gov>
Cc: Mere Work <mere.work@id.me>
Subject: Re: Customer issue

Dave,

We can look up accounts by SSN, but it is easiest to look up accounts by: Name, Email, and Phone number.

Please let me know what you need!

- Dan

On Mon, Jul 19, 2021 at 8:48 AM VILLANI David * OED <David.VILLANI@oregon.gov> wrote:

> Are you able to check the status of specific SSNs in your process (assuming they have gotten to the point of entering one)?
>
> Dave Villani
> Operations and Policy Analyst
> Oregon Employment Department
> Work: (503) 947-1356
> Cell: (971) 701-3637

Dan Hildenbrand
Customer Success Manager
dan.hildenbrand@id.me

ID.me | We're hiring!