

**From:** [VILLANI David \\* OED](#)  
**To:** [Dan Hildenbrand](#)  
**Cc:** [Mere Work](#)  
**Subject:** RE: Customer issue  
**Date:** Monday, July 19, 2021 12:50:00 PM

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Awesome, thanks Dan


**From:** Dan Hildenbrand <[dan.hildenbrand@id.me](mailto:dan.hildenbrand@id.me)>  
**Sent:** Monday, July 19, 2021 12:31 PM  
**To:** VILLANI David \* OED <[David.VILLANI@oregon.gov](mailto:David.VILLANI@oregon.gov)>  
**Cc:** Mere Work <[mere.work@id.me](mailto:mere.work@id.me)>  
**Subject:** Re: Customer issue

Dave,

The claimant failed the self service flow and was directed to a Trusted Referee (TR). He has not attempted the TR flow yet. We sent him instructions on what is needed for a TR session as well as a direct link to join when ready. The current TR wait time is under 2 minutes.

Thanks,  
Dan

On Mon, Jul 19, 2021 at 9:00 AM VILLANI David \* OED <[David.VILLANI@oregon.gov](mailto:David.VILLANI@oregon.gov)> wrote:

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](mailto:dan.hildenbrand@id.me)>  
**Sent:** Monday, July 19, 2021 11:52 AM  
**To:** VILLANI David \* OED <[David.VILLANI@oregon.gov](mailto:David.VILLANI@oregon.gov)>  
**Cc:** Mere Work <[mere.work@id.me](mailto: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](mailto: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

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**Dan Hildenbrand**  
**Customer Success Manager**

[dan.hildenbrand@id.me](mailto:dan.hildenbrand@id.me)

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**Dan Hildenbrand**  
**Customer Success Manager**

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