

From: [Mere Work](#)
To: [RAINEY Teresa L * OED](#)
Cc: [VILLANI David * OED](#); [FRIESEN Lori L * OED](#); [VILLEGAS Eric L * OED](#); [Dan Hildenbrand](#); [Ryan Schwartzberg](#)
Subject: Re: Follow up questions from OED
Date: Wednesday, January 20, 2021 12:37:44 PM

Hi Teresa,

Of course! Happy to expand on the additional questions, as well.

- 1.) ID.me is a SaaS company; we offer a solution that requires access to the internet. Even if someone has to utilize a public computer, friend's computer, public wifi--something--they only need to get access one time in order to be verified. For someone who truly has NO access, most of our state partners have some sort of manual review process in place.
- 2.) ID.me meets Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, and Conformance Requirements. As mentioned, please use this site for 5-10 (real) test users: <https://hosted-pages.id.me/test-identity-proofing> . I'd also be happy to provide you with our VPAT, if required.
- 3.) For translations, we work with a company that has done all of our translation work--they are familiar with our product/pages/look/feel and I don't think we'd be comfortable primarily relying on a partner to execute that. Now, we would welcome any feedback, but I believe we would handle it ourselves as we already have a process for it. I am getting details on cost/timing (I don't think it's very expensive). Out of curiosity...what languages would you need us to support?

Thanks!

Mere Work

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On Wed, Jan 20, 2021 at 2:12 PM RAINEY Teresa L * OED
<Teresa.L.RAINEY@oregon.gov> wrote:

Hello Mere,

Thank you again to you and your team for your time and patience this morning; we greatly appreciate it! As I mentioned, Eric and I have a few follow up questions:

1. How does a customer without internet access navigate the process?
2. Can you provide any information on whether your system follows the WCAG 2.0?
3. Is there any flexibility for our internal translators to translate the product so we can better prepare for expanding language options down the road?

Thank you again, and I hope you have a great rest of your day!

Regards,

Teresa Rainey

Equity and Inclusion Officer

Pronouns: she, her - Why do [pronouns matter?](#)

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