

From: [HUDSPETH Jacqueline M * OED](#)
To: [Dan Hildenbrand](#)
Cc: [Mere Work](#); [Harold Bowron](#)
Subject: RE: FW: Oregon's unemployment ID. me support pages / Additional question
Date: Wednesday, August 25, 2021 4:37:00 PM
Attachments: [image001.png](#)

Dan,

Thank you for this information. I will let my team know and have someone follow up.

I appreciate your assistance.

Jackie

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Monday, August 23, 2021 4:48 PM
To: HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov>
Cc: Mere Work <mere.work@id.me>; Harold Bowron <harold.bowron@id.me>
Subject: Re: FW: Oregon's unemployment ID. me support pages / Additional question

Good Afternoon Jackie,

ID.me can create the help page however you would like! We have a website design team that can make adjustments based on your feedback. I have a data call out to our website design team about the timeline for producing the pictures (GIFs) with Spanish text instead of English text.

My recommendation would be that we build OED a Spanish help page that mirrors OED's English help page. Then after that is complete we can adjust it based on your feedback.

Thanks,
Dan

On Mon, Aug 23, 2021 at 9:21 AM HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov> wrote:

Good afternoon Dan,

I wanted to check in on this request for additional information from last week. Are you able to clarify if Oregon's help page for Spanish would be similar to California's (in Mere's previously provided link) and if the screen shots would be in English or Spanish?

Thank you for your time.
Jackie

Jackie Hudspeth | Unemployment Insurance Operations and Policy Analyst 2
Oregon Employment Department | Phone: 503-947-1270 | Fax: 503-947-1689

From: HUDSPETH Jacqueline M * OED
Sent: Wednesday, August 18, 2021 3:59 PM
To: Dan Hildenbrand <dan.hildenbrand@id.me>
Cc: Mere Work <mere.work@id.me>; Harold Bowron <harold.bowron@id.me>
Subject: FW: Oregon's unemployment ID. me support pages / Additional question

My apologies. I inadvertently sent this before I was done with my message.

Thank you Dan for the additional information.

Jackie

From: HUDSPETH Jacqueline M * OED
Sent: Wednesday, August 18, 2021 3:54 PM
To: Dan Hildenbrand <dan.hildenbrand@id.me>
Cc: Mere Work <mere.work@id.me>; Harold Bowron <harold.bowron@id.me>
Subject: RE: Oregon's unemployment ID. me support pages / Additional question

Good afternoon,

1. Would a Spanish help page be similar to and navigate similar to the CA example, Mere referenced below? In the CA example, I noticed the blue box that instructs individuals to “click here” does lead to a 13 step by step process outlined in the 9 step English version. I see individuals in CA are able to navigate to CA’s UI site and OED does not. Would most of the info be the same though regarding how to go through the ID.me process (steps 1 to 9 in the English page) [Oregon ED - How do I verify my identity for the Oregon Employment Department \(OED\)? – ID.me Support](#)

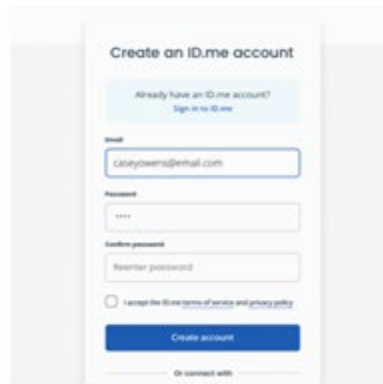
Also, looking at California’s link, the pictures show the ID.me site text in English. Why the page examples shown in English and not Spanish? Would OED’s help page be able to show the text in Spanish as it appears to Spanish speakers that enter the Spanish landing page?

4. **Configure** su cuenta ID.me.

Para crear su cuenta ID.me, ingrese una dirección de correo electrónico a la que pueda acceder y elija una contraseña.

Haga clic en la casilla de verificación para aceptar nuestros términos y condiciones y nuestra política de privacidad.

Luego, haga clic en **Crear cuenta**.

A screenshot of the ID.me account creation page. The title is "Create an ID.me account". Below the title, there is a link "Already have an ID.me account? Sign in to ID.me". The form includes fields for "Email" (with the example "cas@yowens@email.com"), "Password", and "Confirm password". There is a checkbox for "I accept the ID.me terms of service and privacy policy". At the bottom, there is a blue "Create account" button and a "Or connect with" section.

From: Dan Hildenbrand <dan.hildenbrand@id.me>

Sent: Wednesday, August 18, 2021 2:57 PM

To: HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov>

Cc: Mere Work <mere.work@id.me>; Harold Bowron <harold.bowron@id.me>

Subject: Re: Oregon's unemployment ID. me support pages / Additional question

Hey Jackie,

Apologies for any confusion as I get caught up. Are you asking about getting a Spanish Help Page for OED? We can get one made for you all at no additional cost if you would like.

Thanks,
Dan

On Wed, Aug 18, 2021 at 2:02 PM HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov> wrote:

Hello again Mere and hello Dan,

Thank you. This is helpful. Is there currently a customer help page being developed for Oregon or would that being outside of the scope of what is normally provided, and would it have an additional cost involved?

I appreciate all your assistance.
Jackie

Jackie Hudspeth | Unemployment Insurance Operations and Policy Analyst 2
Oregon Employment Department | Phone: 503-947-1270 | Fax: 503-947-1689

From: Mere Work <mere.work@id.me>

Sent: Wednesday, August 18, 2021 12:46 PM

To: HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov>; Dan Hildenbrand <dan.hildenbrand@id.me>

Cc: zac@id.me

Subject: Re: Oregon's unemployment ID. me support pages

Hi Jacqueline,

Sorry for the confusion! Looping in [@Dan Hildenbrand](#) who is the Customer Success Manager. There is not currently a Spanish-specific customer help page for OED. We could provide one (example of CA's here: <https://help.id.me/hc/en-us/articles/4403181832855-California-EDD-C%C3%B3mo-uso-el-UI-Online-para-la-verificaci%C3%B3n-de-identidad->)

Thank you,

Mere Work

Senior Account Executive

Mobile: 703-712-3750

8280 Greensboro Dr Suite 800

McLean, VA, 22102

mere.work@id.me

[Redacted]

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On Wed, Aug 18, 2021 at 3:19 PM HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov> wrote:

Hello Mere,

Thank you for the quick response. We do have this, the landing page. We were looking for the support page though. Is there a separate link for it?

Thanks again!

Jackie

From: Mere Work <mere.work@id.me>

Sent: Wednesday, August 18, 2021 12:16 PM

To: HUDSPETH Jacqueline M * OED <Jacqueline.M.HUDSPETH@oregon.gov>

Cc: zac@id.me

Subject: Re: Oregon's unemployment ID. me support pages

Hi Jacqueline-

Here you go: <https://hosted-pages.id.me/oregon-employment-department-identity-proofing-spanish>

Thanks!

Mere Work

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McLean, VA, 22102

mere.work@id.me

[REDACTED]

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On Wed, Aug 18, 2021 at 10:56 AM HUDSPETH Jacqueline M * OED
<Jacqueline.M.HUDSPETH@oregon.gov> wrote:

Hello Mere and Zac,

I work for the Oregon Employment Department and have your names from a presentation provided in December, 2020. I'm hoping you can help me or point me in the right direction.

We are looking for the Spanish link for the support page [Oregon ED - How do I verify my identity for the Oregon Employment Department \(OED\)? – ID.me Support](#)

<https://help.id.me/hc/en-us/articles/1500003036721-How-do-I-verify-my-identity-for-the-Oregon-Employment-Department-OED->

Thank you for your time and assistance.

Jackie Hudspeth

Jackie Hudspeth | Unemployment Insurance Operations and Policy Analyst 2
Oregon Employment Department | Phone: 503-947-1270 | Fax: 503-947-1689

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Dan Hildenbrand
Customer Success Manager

dan.hildenbrand@id.me

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Dan Hildenbrand
Customer Success Manager

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