

From: [PRAKKE Jessica V * OED](#)
To: [Dan Hildenbrand](#); [FRIESEN Lori L * OED](#); [VILLANI David * OED](#)
Cc: [Mere Work](#); [Andy Leonard](#); [Geoff Dailey](#); [ROSALES Melanni * OED](#)
Subject: RE: ID.me <> OED Follow-Up (2/25)
Date: Thursday, February 25, 2021 3:05:08 PM
Attachments: [HLP Banner- ID.me.jpg](#)
[OED_vrt_bw.jpg](#)
[ID.me_email_Final_02.25.21.docx](#)
[HLP_Final_02.25.21.docx](#)

Hi Dan,

Attached is the banner for the landing page and the logo for the top part. I've also attached our edited text for the HLP and email. There is still one comment on the HLP language we need clarified, which is what do you mean on the third step by "secure account"?

Lori, can you work with Eric for the updated translations. I left the track changes in so it would be easier for him.

Melanni, since we don't have a press release for this should we include a link to one of David's briefings and have it start at the point where he talks about ID.me? Or we just don't include anything which is fine as well.

Jessica Prakke | Public Affairs Specialist |
Pronouns: She, Her
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From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Thursday, February 25, 2021 2:33 PM
To: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; VILLANI David * OED <David.VILLANI@oregon.gov>; PRAKKE Jessica V * OED <Jessica.V.PRAKKE@oregon.gov>
Cc: Mere Work <mere.work@id.me>; Andy Leonard <andy.leonard@id.me>; Geoff Dailey <geoff.dailey@id.me>
Subject: ID.me <> OED Follow-Up (2/25)

Good Afternoon Everyone,

Listed below are the follow up items from today:

1. HLP for everyone to review: <https://hosted-pages.id.me/oregon-employment-department-identity-proofing>

2. Spanish HLP for everyone to review: <https://hosted-pages.id.me/oregon-employment-department-identity-proofing-spanish>
3. OED needs to build an inbox or alias for escalation emails from ID.me
4. Adjusted the Trusted Referee Script to read "Within three business days" vice "x to x days"
5. Please send Andy the Spanish Copy of the success page or the "You're All Set" page andy.leonard@id.me
6. Jessica: please provide the press release for us to link in the Support Page
7. Attached is the tailored content for the Support Page (the link will be live in the morning and I will immediately sent it to this group)
8. Lori I'll email you separately to set up our meeting cadence

Thanks everyone for your time!

- Dan

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Dan Hildenbrand
Customer Success Manager

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