

From: [VILLANI David * OED](#)
To: [FRIESEN Lori L * OED](#)
Subject: RE: OED pre-launch checklist
Date: Wednesday, February 24, 2021 5:59:00 PM

They confirmation will be sent/mailed within three days. Note that this is no received in three days.

From: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Sent: Wednesday, February 24, 2021 5:49 PM
To: VILLANI David * OED <David.VILLANI@oregon.gov>
Subject: FW: OED pre-launch checklist

Hi,

What is the expected number of days a claimant is to receive email/letter from us after ID is confirmed?

ID.me question:

Our Customer Experience Team has one question for you all.

Background: In the Trusted Referee (TR) script provided by OED, when the ID.me TR asks the claimant to give permission prior to proceeding with the identity verification, if the claimant says "yes", the TR responds with: "Your identity will be verified in a few minutes. You will receive an email or letter confirming your identity verification within X to X days."

Question: What is the expected timeline (X to X Days) for a claimant to receive an email or letter from OED after confirming their identity verification?

From: FRIESEN Lori L * OED
Sent: Wednesday, February 24, 2021 5:39 PM
To: Dan Hildenbrand <dan.hildenbrand@id.me>
Cc: Mere Work <mere.work@id.me>; Andy Leonard <andy.leonard@id.me>
Subject: RE: OED pre-launch checklist

Dan,

Thanks for the clarification. Please see my comments below.

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Wednesday, February 24, 2021 5:02 PM
To: FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>
Cc: Mere Work <mere.work@id.me>; Andy Leonard <andy.leonard@id.me>
Subject: Re: OED pre-launch checklist

Hey Lori,

Thank you for the message.

To answer your questions:

1. The preferred format for the logo and banner on the state landing page is: jpg or png
2. The required specifications for the logo and banner are: Logo max height 60px, header image max height 450px [I'm working on getting these to you before our meeting tomorrow](#)
3. In regards to anything else needed from OED before sending over the first 50 claimants: Nothing at this time, our Engineering Team is making sure that all of the data transfer requirements look good. If there are any issues they will reach out. [Thanks.](#)
4. What is an HLP?: It stands for Hosted Landing-Page. There are two ways to process claims with ID.me. We can do the HLP or a standard integration. The HLP is faster for an initial launch, but standard integration has a number of benefits over the HLP in the long term. Almost all of our state partners start with an HLP and then move to the standard integration as the relationship between ID.me and the state partner matures. We've provided a ton of information over the past few weeks but I attached a document that covers the benefits of using standard integration for both PUA and regular unemployment claims. It is definitely something that we will want to consider in the future.
5. The answers for 3a and 3b came from our discussions early on. We settled on the HLP and on using LOA3 for the claimants. In the invoice that Mere sent earlier this week, OED opted for an HLP and 100,000 LOA3 subscriptions. [I have set up internal times to restart these discussions.](#)

Our Customer Experience Team has one question for you all.

Background: In the Trusted Referee (TR) script provided by OED, when the ID.me TR asks the claimant to give permission prior to proceeding with the identity verification, if the claimant says "yes", the TR responds with: "Your identity will be verified in a few minutes. You will receive an email or letter confirming your identity verification within X to X days."

Question: What is the expected timeline (X to X Days) for a claimant to receive an email or letter from OED after confirming their identity verification? [I've forwarded this on and should have an answer for you for the meeting.](#)

In case there are any more technical questions, I've Cc'd Andy Leonard, our Senior Integration Engineer.

Please let me know if you have any more questions. We are looking forward to our call with OED tomorrow!

Thanks,
Dan

On Wed, Feb 24, 2021 at 11:42 AM FRIESEN Lori L * OED

<Lori.L.FRIESEN@oregon.gov> wrote:

Hi Dan and Mere,

Here is an updated version of the Requirements check sheet and I have a few questions out to folks that are out of the office.

I'm working on getting you the logo and banner for the state landing page tomorrow. What is the format you prefer and are there specific specs you need?

I also a few questions for you:

- What is HLP? Where did answers for 3a and b come from?
- We're starting off by receiving the CSV files from you. Do you need anything else from us on this before we send over the first 50 claimants?

Lori

Lori Friesen | Project Manager
Oregon Employment Department
971.283.1023

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Customer Success Manager

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