

From: [HUDSPETH Jacqueline M * OED](#)
To: [Mere Work](#); [Dan Hildenbrand](#)
Cc: zac@id.me
Subject: RE: Oregon's unemployment ID. me support pages / Additional question
Date: Wednesday, August 18, 2021 1:02:00 PM

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 be 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

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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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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
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