# Knowledge Base Article 00895

# Verification Procedure

All customers must be verified before any changes are made to their account. This includes any changes to services like passwords, usernames and emails, two-factor authentication, security questions, voicemail passwords and access, or any service where the customer needs to verify themselves to use.

## Prerequisites

## Automatic Escalations

1. If the customer’s account does appear in the public directory or information management directory, but they believe they have an account, escalate to Tier 2 Accounts. If the customer is unsure whether they have an account, escalate to Human Resources.
2. If the customer cannot be verified, escalate to Tier 2 Accounts.

## Procedure

1. Open a contact in ITSM and collect a callback number and email address or employee ID number.
2. Identify the customer’s person type according to figure 1.

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| Person Type | Verification Procedure |
| Manager, Supervisor, Executive, or any customer with access to HIPPA confidential information on their device | Verify using three methods, one of which must be either call back or video verification. Middle initials and employee ID numbers may not be used for verification of this person type. |
| Employee, Retired Employee, Intern, Part-time Employee | Verify using three types of verification. Middle initials and employee ID numbers may not be used for verification of this person type. |
| Incoming Employee or Intern | Verify using three types of verification. |
| External Client or Customer | Verify using two types of verification. |

1. Search for the customer’s account in the information management directory and verify them using the following according to their person type:
2. Employee ID number
3. Call back at a phone number on file
4. Date of birth
5. Shared secret or security questions
6. Suppressed information such as a phone number, alternate email address, or mailing address
7. \*Note this can only be used if information is suppressed and not available in the public directory
8. Last four digits of social security number
9. Middle initial or name
10. Video verification with government issued photo ID

## Troubleshooting

## Escalations