



Direct Messaging Authenticating Identity

Great Lakes Health Connect (GLHC) collaborates with Secure Exchange Solutions (SES) and Experian to authenticate user identity as required by the Direct Protocol. The identity verification happens through Experian Precise ID. This is not a credit check. It will not appear in credit history or credit records.


Experian verifies identity by confirming personal information and by comparing answers to a series of questions to other data sources. Experian securely handles all demographic and personal information privately. GLHC and SES do not receive or retain any information. The information is only used to verify identity.

Steps to verify your identify as the Direct Administrator

1. Fill out the Authorized Business Representative ID Verification (ABR) form provided by GLHC and return to your GLHC Implementation Consultant or email it to Direct@gl-hc.org.
 - a. This form will also be signed by an Organization Officer, an individual who can authorize the Authorized Business Representative to act on the behalf of the organization in regards to creating and managing users for Direct Messaging.
2. Once the ABR form is approved, Experian will send you an email. The email will come from the email address "Enrollment enrollment@securexsolutions.com". The email contains a unique link to an identity verification questionnaire. Click the link or copy and paste into your preferred internet browser.
3. On the "Welcome to Direct!" page, enter the requested information. When complete, click **Continue**.

Helpful tips for the Online ID Proofing Questionnaire

- On the first page, only include alpha (a, b, c, etc) characters for the Organization Name, First Name, and Last Name fields. Do not include punctuation in the Organization Name.
- On the page titled "Identity Verification", use your personal information (such as home address and landline phone number) and not your work information.
- For Date of Birth, select the year from the dropdown first and then the date on the calendar provided.
- Do not press the back button or stop your session once you have started. Experian will stop the session and consider this as "Not Verified".
- Only press the "Submit" button once.

Welcome to Direct!


Thank you for selecting Secure Exchange Solutions to meet your organization's secure messaging needs. The Direct secure messaging standard protocol relies upon identity verification of an organization's designated Authorized Business Representative who is responsible for managing the Direct Secure Messaging Organization account. The Authorized Business Representative is responsible for the Direct Program in your organization and is authorized to act on behalf of your organization in regards to Direct Secure Messaging. This individual will assist in assigning Direct accounts and digital certificates to employees, officers, departments, customers and agents who are authorized to send secure messages on behalf of your organization.

Please complete the online questionnaire which only takes a few minutes. Once the information has been submitted your enrollment representative will be in touch to confirm your Direct administrative account details.

Need help? Contact Enrollment at enrollment@secureexsolutions.com or 1 888 470-9913 ext. 1.

Organization Name

First Name

Last Name

Email Address

4. Enter all demographic information and then click **Confirm**.

We partner with Experian for authenticating user identity as required by the Direct Protocol. Experian provides the identity verification component of the Direct enrollment process through Experian Precise ID. This process is not a credit check and will not appear in any way on your credit history or records.

Experian verifies your identity based on the identifying information below and a series of questions that only you should be able to answer. Please review the information below and make sure that your address is your primary personal address (the one you use for banking, utility bills, etc.). Please complete or correct any missing information or errors you see.

The information you provide and verify below is checked against Experian data sources. Once the verification process is complete, we will not store or access your private information.

First Name

Last Name

Date of Birth

Enter your Primary Personal Address

Street

City

State/Province

Zip Code

Phone Number

Social Security Number

Email

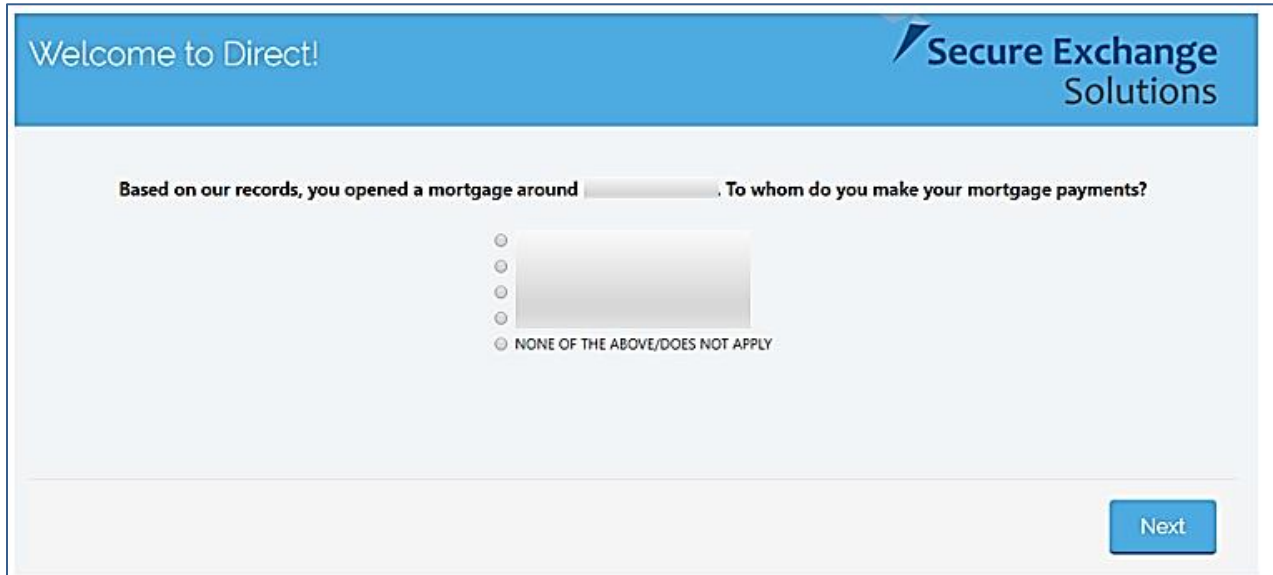
Organization Name


By submitting this information, I authorize Secure Exchange Solutions to obtain information from my personal credit profile or other information from Experian solely to confirm my identity to avoid fraudulent transactions in my name.

For Direct questions or issues, contact GLHC at (844) 454-2443 or support@gl-hc.org.

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5. Answer the series of questions provided by Experian. These questions are personal and only you should know the answer. Click **Next** after each question.

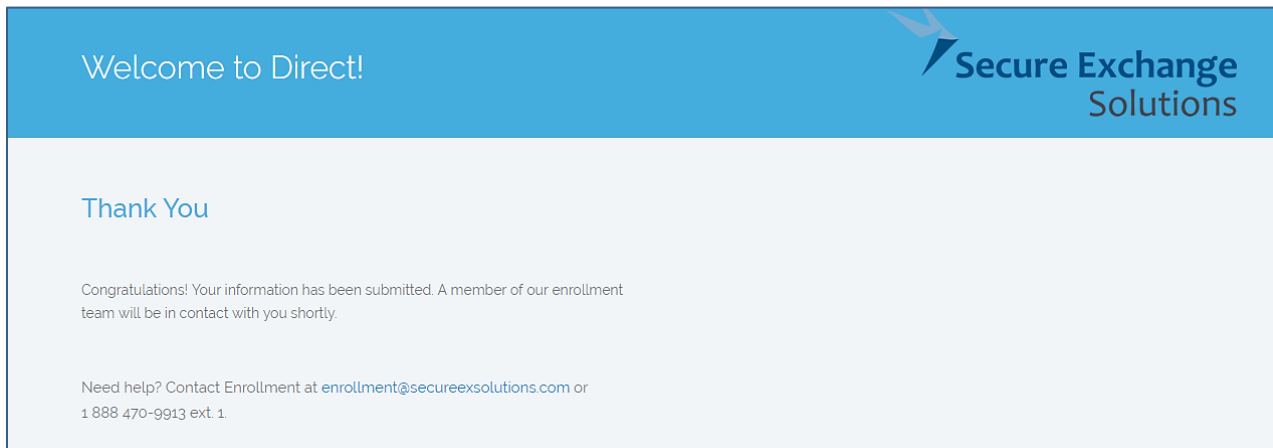



Welcome to Direct! 

Based on our records, you opened a mortgage around [redacted]. To whom do you make your mortgage payments?

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- NONE OF THE ABOVE/DOES NOT APPLY

6. The **Thank You** page signifies the end of the questionnaire.



Welcome to Direct! 

Thank You

Congratulations! Your information has been submitted. A member of our enrollment team will be in contact with you shortly.

Need help? Contact Enrollment at enrollment@securexsolutions.com or 1 888 470-9913 ext. 1.

7. After submission, Experian will review the results and will inform GLHC of your verification status.
8. Once approved, SES will notify the Direct Administrators account that their account is ready.

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