

WSC ADVISORY #2018-028
APD HELP DESK IDENTITY PROOFING

NO ACTION REQUIRED

EFFECTIVE DATE: AUGUST 15, 2018

To align with industry standards and to strengthen the Agency's commitment to the Health Insurance Portability and Accountability Act (HIPAA) compliance and privacy, calls to the APD Help Desk for password resets or other sensitive user account information will require Identity Proofing.

Identity Proofing is a simple question-and-answer session between the caller and the Help Desk agent, which verifies a caller's identity before granting access to a system user account. The Identity Proofing questions you receive during the Help Desk call will normally be questions you can answer from memory and with no prior preparation.

If you have any questions or concerns, please contact the APD Help Desk at (850) 488-4357.