

X3.3A Identity Validation Interim State Process Flow (Call-In - Client) – Level 3.0

ROLES & RESPONSIBILITY MATRIX

PROCESS STEP	Workers from Alberta Works Centres, ASC, ASCC, PDD, Training Providers (Client Calling in)									
<p>X3.3A.1 Search on Client's Alternate ID</p>	<ul style="list-style-type: none"> • Ask for the client's Alternate ID number. <ul style="list-style-type: none"> ○ Preferred Alternate IDs include: File Number, PHN (Personal Health Number), SIN (Social Insurance Number) ○ Other Alternate IDs in Mobius, which may also be used, include: <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Driver's License Number</td> <td style="width: 33%;">Student Identification Number</td> <td style="width: 33%;">Birth Certificate Number</td> </tr> <tr> <td>Indian Registration number</td> <td>Alberta Student Number</td> <td>Personal Identification # (PID)</td> </tr> <tr> <td>Apprentice Identification #</td> <td>Passport Number</td> <td>Mobius File Name</td> </tr> </table> • Search for the client's Mobius record based on the ID number provided. • If a match is found, proceed to step <i>X3.3A.3 Validate Legal Name and Date of Birth</i>. • If a match is not found or the caller cannot provide any of the Alternate IDs captured in Mobius proceed to step <i>X3.3A.8 Search on Client's Legal Name and Date of Birth</i>. 	Driver's License Number	Student Identification Number	Birth Certificate Number	Indian Registration number	Alberta Student Number	Personal Identification # (PID)	Apprentice Identification #	Passport Number	Mobius File Name
Driver's License Number	Student Identification Number	Birth Certificate Number								
Indian Registration number	Alberta Student Number	Personal Identification # (PID)								
Apprentice Identification #	Passport Number	Mobius File Name								
<p>X3.3A.3 Validate Legal Name and Date of Birth</p>	<ul style="list-style-type: none"> • Ask for the client's Legal name (First, Last) and Date of Birth. • Validate/match information to data from Mobius • If the information provided matches the data in Mobius, validation of the client is successful. • Proceed to step <i>X3.3A.5 Check for Alerts That Restrict Information Exchange</i>. • If the information provided does not match data in Mobius, validation of client in unsuccessful <ul style="list-style-type: none"> ○ Proceed to step <i>X3.3A.12 Request Caller to Call Back with Additional Information or Refer Caller to In-Person Site</i>. 									
<p>X3.3A.5 Check for Alerts That Restrict Information Exchange</p>	<ul style="list-style-type: none"> • Review the client's Mobius record for Alerts. • If there are no relevant Alerts indicating that client information can be discussed with the caller, Return back to the calling process <i>X3.2A.Update Client Person Information or A2.9.Provide Information from Client file /Application Status</i>. • If an Alert exists indicating that client information <u>cannot</u> be discussed with the caller, proceed to step <i>X3.3A.7 Inform Caller That Information Cannot be Provided / Collected</i>. 									
<p>X3.3A.7</p>	<ul style="list-style-type: none"> • Inform the caller that information about that client cannot be provided or collected at this time. Provide reasoning as appropriate. 									

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Inform Caller that Information Cannot be Provided / Collected	<ul style="list-style-type: none"> • Return back to calling process <i>X3.2A Update Client Person Information</i> or <i>A2.9 Provide Information from Client file /Application Status</i>
X3.3A.8 Search on Client's Legal Name and Date of Birth	<ul style="list-style-type: none"> • Request the client's Legal Name (First, Last) and Date of Birth. • Search for the client's record based on the information provided. • If a match is found, proceed to step <i>X3.3A.10 Validate Shared Secrets</i> • If a match is not found, proceed to step <i>X3.3A.12 Request Caller to Call Back with Additional Information or Refer Caller to In-Person Site.</i>
X3.3A.10 Validate Shared Secrets	<ul style="list-style-type: none"> • Look through the client's Mobius record for shared secrets (see guidelines below for shared secrets). <p><u>Guidelines for Shared Secrets</u></p> <ul style="list-style-type: none"> ○ Best practices: shared secrets should be Mobius client information that only the client would know. ○ It is up to the discretion of the worker to determine which information to use based on the data available. ○ The Mobius person record contains the following data which may be used as a shared secret. <p>Listed in order of priority.</p> <ul style="list-style-type: none"> - Alternative IDs - Other information in Mobius (e.g. last Payments amount) - Alternative Names - Relationships-Contacts - Citizenship - Email Address - Address - Address Type - Phone Number and Phone Type <ul style="list-style-type: none"> • Ask the Shared Secrets. • If the caller answers <u>2 shared secrets</u> that match with the information captured in Mobius, the client has been successfully validated. Proceed to step <i>X3.3A.5 Check for Alerts That Restrict Information Exchange.</i> • If the caller cannot answer 2 shared secrets after a “reasonable number of attempts”, proceed to step <i>X3.3A.12</i>

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	<p data-bbox="554 310 1692 342"><i>Request Caller to Call Back with Additional Information or Refer Caller to In-Person Site.</i></p> <p data-bbox="554 375 1766 407">A “reasonable number of attempts” is up to the discretion of the worker based on factors such as:</p> <ul data-bbox="554 407 1184 508" style="list-style-type: none"> <li data-bbox="554 407 751 440">○ call volumes, <li data-bbox="554 440 968 472">○ the plausibility of the caller, and <li data-bbox="554 472 1184 508">○ the number of shared secrets available in Mobius.
<p data-bbox="111 621 237 654">X3.3A.12</p> <p data-bbox="111 662 420 816">Request Caller to Call Back with Additional Information or Refer Caller to In-Person Site</p>	<ul data-bbox="506 630 1976 833" style="list-style-type: none"> <li data-bbox="506 630 1976 695">• Inform the caller that their identity cannot be validated according to the guidelines; therefore, client information cannot be provided or collected at this time. <li data-bbox="506 703 1976 768">• Ask the caller to call back with additional information to support the validation process or refer them to an in-person site. <li data-bbox="506 776 1976 833">• Return back to the calling process <i>X3.2A.Update Client Person Information</i> or <i>A2.9.Provide Information from Client file /Application Status</i>.