

From: Tom Davis <TomDavis@scsenate.gov>
To: 'cincdeuce@islc.net'<cincdeuce@islc.net>
Date: 11/5/2012 4:08:34 PM
Subject: FW: [FWD: Nothing Works!]

Mr. Ross,

I am sorry you are experiencing problems with the system. We have had several folks call indicating that they cannot get to the correct protectmyid page. Here are a few tips that have work for others. Close out from the internet browser you use completely, some folks have even shut down their systems and rebooted completely, or cleaned out cookies, etc. on the system, then click on this link <http://www.protectmyid.com/default.aspx?PageTypeID=HomePage111&SiteVersionID=940&SiteID=100330&sc=676980&bcd=%252c> , it should bring you to a page with a picture of a blond lady on it. enter the code SCDOR123, do not hit return, click on the red button.

I just tried using this link and it did let me in the system. Please give it a try and call me back if you are still having some difficulties. I will also pass along your concerns to the Governor's office.

Debbie Barthe
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From: tom@senatortomdavis.com [mailto:tom@senatortomdavis.com]
Sent: Monday, November 05, 2012 3:54 PM
To: Debbie Barthe
Subject: [FWD: Nothing Works!]

----- Original Message -----

Subject: Nothing Works!
From: Robert Ross <cincdeuce@islc.net>
Date: Sun, November 04, 2012 4:46 pm
To: support@protectmyid.com
Cc: Tom Davis <tom@senatortomdavis.com>

This is totally insane!

I went to <www.protectmyid.com/scdor> , then attempted to input "SCDOR123", and it didn't work. (I tried it three times)

Called your "800" number and got an endless stream of instructions, then was forwarded to another endless stream of instructions saying the same damn thing.

Please advise how I can get SOMETHING TO WORK!!

Also please tell me why you people have assumed the lead on this screw up when the State Of South Carolina should be diung it.

Robert E. Ross

<CINCDEUCE@ISLC.NET>

cy to Senator Tom Davis