



Summary of SCDOR ID Protection Enrollment - Day 1 (as of 2:30 PM EDT)

- ~ 12,800 individual enrollments
- ~ 112 business enrollments
- 4,323 total calls processed
- 7:15 average hold time

Main reasons for calls:

- **User received an error when attempting to enroll** – A small percentage of users have received an error when attempting to enroll for coverage. The error text has been "The requested user account does not exist for this site. 430", which did cause some confusion for a limited user segment. This error means either that the user is not an eligible tax payer, the information that they entered when attempting to enroll was miskeyed, or the information they entered on the enrollment form did not match the information provided to us by the South Carolina Department of Revenue. Users that find themselves in this scenario can completely close the browser session and try again, or contact our CSID South Carolina Identity Protection Hotline toll free at 855-880-2743.

Some users also experienced a situation where they were locked out after experiencing error messages three times when attempting to enroll in the same browser session. For security reasons, we limit the attempts at three within one browsing session. Users that find themselves in this scenario can completely close the browser session and try again, or contact our CSID South Carolina Identity Protection Hotline toll free at 855-880-2743.

To address some of the confusion around this error messaging for both of these scenarios, CSID will be adjusting the error message text after hours tonight, 10/24.

- **Password/User ID reset log on issues** – Users who have successfully enrolled may have forgotten the username or password they enrolled with and need to reset them.
- **Offline enrollments** – Users who do not have internet access must enroll by calling the CSID South Carolina Identity Protection Hotline toll free at 855-880-2743.

Next Steps

- CSID to make some adjustments to the error messaging on the website.
- CSID will continue to process enrollments both online and in our call centers.
- CSID will continue to monitor our website traffic, call hold times, etc.
- Letters to notify out-of-state taxpayers will go out starting in the first week of November.