

Error Code	Error Message Shown to User	What Error Means...What Can You Do
Error code: M001	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code: M001</p>	<p>One of MNSure's internal services cannot be reached by the Identity Proofing Application.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
Error code: M002	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code: M002</p>	<p>The Federal Data Services Hub cannot be reached by the Identity Proofing Application.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
Error code: M003	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code: M003</p>	<p>One of MNSure's internal services cannot be reached by the Identity Proofing Application.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>

Error Code	Error Message Shown to User	What Error Means...What Can You Do
Error Code: M005	<p>Account Already Exists</p> <p>We found an existing account in our system that matches the details you provided while creating your new account.</p> <p>For help, first try the Forgot Username self-service web page to retrieve your account login by entering your email address that was used during registration.</p> <p>If you do not have your password for your account, you can use the Forgot Password self-service web page. You will be required to:</p> <ul style="list-style-type: none"> Answer your security questions correctly online Change your password on the self-service page <p>If this does not work and you need further assistance, please call our Contact Center at 855-366-7873.</p> <p>Error Code: M005</p>	<p>Based on the information entered, the system already as a MNSure account for this consumer.</p> <p>The consumer should contact the MNSure Contact Center at 855-366-7873 to find out the username and password for their account.</p>
Error code: HE000050	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-person identity proofing page.</p> <p>The ID verification system was not able to generate identity questions for you. Please ensure that you entered the correct information or use the link above to complete identity proofing.</p> <p>Error code: HE000050</p>	<p>MNSure's online identity verification partner, Experian, was not able to verify the consumer based on the information that was entered. Ask the consumer to check that they entered the correction information.</p> <p>If the issue persists, the consumer can use the manual account request process. Navigators and CACs can fax the account request form to the ARC at 651-431-7572 to reduce delays associated with mailing the request.</p>

Error Code	Error Message Shown to User	What Error Means...What Can You Do
<p>Error code: HE200001</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>Our records indicate that the individual undergoing ID verification is a minor. If you believe this to be in error please use the link above to complete identity proofing.</p> <p>Error code:HE200001</p>	<p>Records from MNSure’s online identity verification partner, Experian, indicate the consumer is a minor. The user can try again with more details such as their SSN or Name Suffix if there is a minor with the same name in the household. If the user is a minor, they should not continue to attempt online ID verification.</p> <p>The user can use the manual account request process. Navigators and CACs can fax the account request form to the ARC at 651-431-7572 to reduce delays associated with mailing the request.</p>
<p>Error code: HE200002</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>Our records indicate that the individual undergoing ID verification has active fraud alerts on file. Please use the link above to complete identity proofing.</p> <p>Error code:HE200002</p>	<p>Records from MNSure’s online identity verification partner, Experian, indicate the consumer has a significant fraud alert on file and will not be able to use the online identity proofing service to create their MNSure account.</p> <p>The user can use the manual account request process. Navigators and CACs can fax the account request form to the ARC at 651-431-7572 to reduce delays associated with mailing the request.</p>

Error Code	Error Message Shown to User	What Error Means...What Can You Do
<p>Error code: HE200003</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>The ID verification system only supports surnames (last names) with at least two characters. Please verify your entry. If your surname is only one character please use the link above to complete identity proofing.</p> <p>Error code:HE200003</p>	<p>The user entered a single character as their last name. If their surname is documented as being only a single character they must use the manual account request process because MNSure's online identity verification partner, Experian, does not support single letter last names.</p> <p>To create a user account, Navigators and CACs can fax the account request form to the ARC at 651-431-7572 to reduce delays associated with mailing the request.</p>
<p>Error code: HE200004</p>	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code:HE200004</p>	<p>One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
<p>Error code: HE200005</p>	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code:HE200005</p>	<p>One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
<p>Error code: HE200006</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>Error code:HE200006</p>	<p>One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>

Error Code	Error Message Shown to User	What Error Means...What Can You Do
Error code: HE200007	Online identity service problems Our online partner was unable to verify your identity. Please come back later and try to create your account again. If you have received this message two or more times, please visit our In-Person Identity proofing page. Error code:HE200007	One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application. Please report this error to navigators@mnsure.org and come back later to try to create the account.
Error code: HE200008	Online identity service problems Our online partner was unable to verify your identity. Please come back later and try to create your account again. If you have received this message two or more times, please visit our In-Person Identity proofing page. Error code:HE200008	One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application. Please report this error to navigators@mnsure.org and come back later to try to create the account.
Error code: HE200009	Online Service Problems One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again. Error code:HE200009	One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application. Please report this error to navigators@mnsure.org and come back later to try to create the account.
Error code: HE200010	Online Service Problems One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again. Error code:HE200010	One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application. Please report this error to navigators@mnsure.org and come back later to try to create the account.

Error Code	Error Message Shown to User	What Error Means...What Can You Do
<p>Error code: HE200011</p>	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code:HE200011</p>	<p>One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
<p>Error code: HE200012</p>	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code:HE200012</p>	<p>One of MNSure's online identity verification partners cannot be reached by the Identity Proofing Application.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
<p>Error code: HE200013</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>The ID verification system was not able to uniquely identify the individual.</p> <p>Error code:HE200013</p>	<p>The consumer could not be uniquely identified by Experian because they did not provide their SSN. It is recommended that the user retry remote identity proofing and enter their SSN. If the user is unwilling to provide SSN on the remote system, they may opt to use the manual account request process. Navigators and CACs can fax the account request form to the ARC at 651-431-7572 to reduce delays associated with mailing the request.</p>

Error Code	Error Message Shown to User	What Error Means...What Can You Do
<p>Error code: HE200014</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>The ID verification system was not able to standardize your address. Please verify the address with USPS records or other official documentation.</p> <p>Error code:HE200014</p>	<p>The address the user provided could not be processed by USPS as a valid residential address.</p> <p>If the error persists, the user can use the manual account request process. Navigators and CACs can fax the account request form to the ARC at 651-431-7572 to reduce delays associated with mailing the request.</p>
<p>Error code: HE200015</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>Your current address exceeds the maximum length that is supported by the ID verification system. Please verify the address with USPS records or other official documentation and try again or use the link above to complete identity proofing.</p> <p>Error code:HE200015</p>	<p>The address the user provided exceeds the maximum limit that Experian supports. Please ensure that you entered your correct current address and validate the address against USPS or DMV data sources if possible.</p> <p>If the error persists, the user can use the manual account request process. Navigators and CACs can fax the account request form to the ARC at 651-431-7572 to reduce delays associated with mailing the request.</p>
<p>Error code: HE200016</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>Error code:HE200016</p>	<p>MNSure's online identity verification partner, Experian, could not validate the data entered by the user. The user can try again and check that they are entering the correct data.</p> <p>If the error persists, the user can use the manual account request process. Navigators and CACs can fax the account request form to the ARC at 651-431-7572 to reduce delays associated with mailing the request.</p>

Error Code	Error Message Shown to User	What Error Means...What Can You Do
<p>Error code: HE200017</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>Error code:HE200017</p>	<p>One of MNSure's online verification partners is temporarily unreachable.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
<p>Error code: HE200018</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>There is a time limit of 10 minutes to respond to your identity questions. Please start over and try again.</p> <p>Error code:HE200018</p>	<p>This error occurs when the user takes longer than 10 minutes to respond to the identity questions. This error is also observed when the user clicks submit multiple times. Clicking submit multiple times may create an error even if the information was entered correct.</p>
<p>Error code: HE200019</p>	<p>Online identity service problems</p> <p>Our online partner was unable to verify your identity. Please come back later and try to create your account again.</p> <p>If you have received this message two or more times, please visit our In-Person Identity proofing page.</p> <p>Error code:HE200019</p>	<p>One of MNSure's online verification partners is temporarily unreachable.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
<p>Error code: HE200020</p>	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code:HE200020</p>	<p>One of MNSure's online verification partners is temporarily unreachable.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>

Error Code	Error Message Shown to User	What Error Means...What Can You Do
Error code: HE200021	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code: HE200021</p>	<p>One of MNSure's online verification partners is temporarily unreachable.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
Error code: HE200022	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code: HE200022</p>	<p>One of MNSure's online verification partners is temporarily unreachable.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>
Error code: HE200023	<p>Online Service Problems</p> <p>One of our internal services has failed. We apologize for the inconvenience. Please come back later and try to create your account again.</p> <p>Error code: HE200023</p>	<p>One of MNSure's online verification partners is temporarily unreachable.</p> <p>Please report this error to navigators@mnsure.org and come back later to try to create the account.</p>