

**Test Name : TPPW-Sanity-GetPRC**

**Description :** Test Case: TPPW Sanity-GetPRC.

Test Data: MAKE SURE SSN IS CLEARED FROM PPW FILE.

Test Objective: TPPW Sanity-GetPRC passes.

Test Script Prerequisites:

1. Phone Number -or- Simulator to access telephone application is available.
2. Test machine is equipped with the required hardware and software combination.
3. The interface to the telephone application host system (e.g. a ping transaction) is available for transactions.

**Phone # 1-866-493-3613**

**Steps :**

Step Name	Description	Expected
Step 1	Refer to the latest testing instructions from Verizon to enter the Verizon Application Test Environment	Entry to N8NN has been achieved. Informational message will play.
Step 2	Press 1 or say "English" to continue	Informational message will play. The message will also ask what services you may be requesting.
Step 3	Say "Password Services" - Introduction to telephone application begins.	Play Message 9002 (9502) TPPW-OG-1010-Prompt-LC-1 (TPPW-CG-1000-Prompt-LC-2) ";Please listen to the following important message about obtaining social security information using a password. Social Security is allowed to collect this information under the Social Security Act. This information collection meets the requirements of the Paperwork Reduction Act under O.M.B. number zero, nine, six, zero, zero, six, three, two. We estimate that it will take about ten minutes to complete this call. Please note that any person who makes a false representation in

Step Name	Description	Expected
		<p>an effort to alter or obtain information from records maintained by Social Security may be punished by a fine or imprisonment or both. I am the individual to whom the password information applies. If you agree with this statement press 1. If you do not wish to continue please hang up or press 2. To hear this message again press 8. To return to the main menu press 9.";</p>
Step 4	Enter 1 - Agree.	<p>Play Message 9004 (9504) TPPW-DM-1020-Prompt-LC-1 (TPPW-DM-1020-Prompt-LC-2) "Listen carefully to the following two options before you make a selection. To access your account information if you already have a permanent password press 1. To request create or change your password or to block online and automated telephone access to your personal information press 2. To hear these options again press 8. To return to the main menu press 9."</p>
Step 5	Enter 2 - Password Options.	<p>Play Message 9006 (9506) TPPW-POM-1030-Prompt-LC-1 (TPPW-POM-1030-Prompt-LC-2) "Listen carefully to the following five options before you make a selection. If you want to start the process for getting a new password or if you forgot your password press 1. If you received a Temporary Password</p>

Step Name	Description	Expected
		Request Code by mail and would like to create a permanent password press 2. If you know your password and would like to change it press 3. To block online and automated telephone access to your information press 4. To hear general information about passwords press 5. To hear these options again press 8. To return to the main menu press 9."
Step 6	Enter 1 – GetPRC	Play Message 9406 (9906) TPPW-PRCRP-1040-Prompt-LC-17 (TPPW-PRCRP-1040-Prompt-LC-18) "Please hold while we process your request." Play Message 9009 (9509) TPPW-PRCR-1050-Prompt-LC-1 (TPPW-PRCR-1050-Prompt-LC-2) "Please enter your own 9-digit Social Security Number followed by the pound key."
Step 7	Enter your own 9-digit Social Security Number followed by the pound key.	Play Message 9013 (9513) TPPW-DOB-1060-Prompt-LC-1 (TPPW-DOB-1060-Prompt-LC-2) "Please enter your date of birth using two digits for the month two digits for the day and four digits for the year followed by the pound key. For example September 14 1951 will be 0 9 1 4 1 9 5 1 and the pound key."
Step 8	Enter DOB using two digits for the month two digits for the day and four digits for the year followed by the pound key.	Play Message 9407 TPPW-STM-1065-Prompt-LC-1 "Ok I'll be asking you three questions and you can SPEAK your answers. Just be sure to speak

Step Name	Description	Expected
		clearly and loud enough for me to hear over the phone." Play Message 8301 TPPW-FN-1070-Prompt-LC-1 "Say your FIRST name and then spell it for me. [Pause] For example if your first name was Robin you'd say "Robin R O B I N."
Step 9	Spell and/or Speak FIRST NAME as it displays in record.	TPPW-FN-1070-Prompt-LC-12 "Let me read that back. First Name < First Name > spelled < First Name Spelling > did I get that right?" Speak "Yes".
Step 10	Play Message 8401 TPPW-LN-1080-Prompt-LC-1 "Say your LAST name and then spell it for me. [Pause] For example if you last name was Kusack you'd say 'Kusack K U S A C K.'" Spell and/or Speak LAST NAME as it displays in record.	TPPW-LN-1080-Prompt-LC-12 "Let me read that back. Last Name < Last Name > spelled < Last Name Spelling > did I get that right?" Speak "Yes".
Step 11	Play Message 8005 TPPW-OLNN-1090-Prompt-LC-1 "Some people have another last name - for example a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No." Speak "Yes".	Play Message 8601 TPPW-OLN-1100-Prompt-LC-1 "Say your OTHER LAST name and then spell it for me. [Pause] For example if you last name was Jones you'd say 'Jones J O N E S.'" Spell and/or Speak OTHER LAST NAME as it displays in record or say "Perez".
Step 12	TPPW-OLN-1100-Prompt-LC-12 "Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling > did I get that right?" Speak "Yes". Play Message 9406 (9906) TPPW-PRCRP-1040-Prompt-LC-19 (TPPW-PRCRP-1040-Prompt-LC-20) "Please hold while we process your request."	Play Message 9010 (9510) TPPW-PRCRV-1110-Prompt-LC-1 (TPPW-PRCRV-1110-Prompt-LC-2) "Thank you. We have received your request for a password. For security reasons you will receive a temporary Password Request Code in the mail within 15 days. This letter will include instructions for creating your permanent Password. If other

Step Name	Description	Expected
		members of your household who receive benefits or payments would like a password they each need to request their own password." Play Message 9003 (9503) TPPW-PRCRV-1110-Prompt-LC-3 (TPPW-PRCRV-1110-Prompt-LC-4) "Thank you for calling Social Security. Goodbye." END CALL
Step 13	Verify that a successful KBA IACU CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'acu' AND 26 EQ T 'SSN' AND 35 EQ T'k' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 14	Verify that a successful TPPW "Get PRC" CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'ppw' AND 26 EQ T 'SSN' AND 35 EQ T'p' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 15	Verify that a successful PRC Notice traffic record is generated in the Traffic file within a IJ Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 1 EQ T'ij' AND 177 EQ T'xx/xx/xxxx' (date is based on day SSN is issued or date of Traffic File is adjusted to) Note:PRC Number displays in column 159-167 of traffic file record.	PRC Number has been collected from traffic file record.
Step 16	Access CER (CLIENT eAUTH RECORD) CICS application. Steps: 1-Enter logon applid=cevcmt#. # depends on the region that you are working on. 2-Enter \$pin and pwd. 3-Enter sc00. 4.Enter option 4 (Shared Processes) 5.At "SHARED PROCESS MENU" enter SSN select #2=UPDATE and #3=3=CLIENT eAUTH RECORD and press Enter. 6.Follow the next step in the script.	Access CER (CLIENT eAUTH RECORD) CICS application.
Step 17	Verify the following items displays: CLIENT eAUTH RECORD CER NAME: <NAME>	CER data items displays with the following data according to the SSN entered and IPPW

Step Name	Description	Expected
	SSN: <SSN> SSN ON PASSWORD DATABASE: YES PASSWORD REQUEST CODE NOTICE MAILED: YES IF YES DATE: <DATE> PASSWORD REGISTERED: NO IF YES DATE: ACCESS BLOCKED: NO IF YES DATE: ACCESS SUSPENDED: NO IF YES DATE: ACCESS RESTORED: IF YES DATE: ACCESS RESTORE DENIED BY: 1. DATE: 2. DATE: SELECT ACTION: 1=BLOCK ACCESS TO THIS RECORD 2=RESTORE ACCESS TO THIS RECORD FACE TO FACE: TELEPHONE: 3=DENY RESTORE REQUEST/FAILED AUTHENTICATION. FACE TO FACE: TELEPHONE: REASON FOR AUTHENTICATION FAILURE: SSN: DOB: NAME: ADDR: POB: MTH NAME: DAN: MBP: OTHER:	transactions executed.

**Test Name : TPPW-Sanity-RegisterPwd**

**Description :** TPPW Sanity-RegisterPwd.

Test Data: Use PRC from TPPW Sanity-GetPRC -OR- with PinPwd Tool GetPRC.

Test Objective: TPPW Sanity-RegisterPwd passes.

Test Script Prerequisites:

1. Phone Number -or- Simulator to access telephone application is available.
2. Test machine is equipped with the required hardware and software combination.
3. The interface to the telephone application host system (e.g. a ping transaction) is available for transactions.

**Steps :**

Step Name	Description	Expected
Step 1	Make sure SSN has a PRC. Use PinPwd tool to get PRC.	Verify that the user has a PRC.
Step 2	Refer to the latest testing instructions from Verizon to enter the Verizon Application Test Environment	Entry to N8NN has been achieved. Informational message will play.
Step 3	Press 1 or say "English" to continue	Informational message will play. The message will also ask what

Step Name	Description	Expected
		services you may be requesting.
Step 4	Say "Password Services" - Introduction to telephone application begins.	Play Message 9002 (9502) TPPW-OG-1010-Prompt-LC-1 (TPPW-CG-1000-Prompt-LC-2) ";Please listen to the following important message about obtaining social security information using a password. Any person who makes a false representation to the Social Security Administration in an effort to alter or obtain information from records maintained by Social Security may be punished by a fine or imprisonment or both. I am the individual to whom the password information applies. If you agree with this statement press 1. If you do not wish to continue please hang up or press 2. To hear this message again press 8. To return to the main menu press 9.";
Step 5	Enter 1 - Agree.	Play Message 9004 (9504) TPPW-DM-1020-Prompt-LC-1 (TPPW-DM-1020-Prompt-LC-2) "Listen carefully to the following two options before you make a selection. To access your account information if you already have a permanent password press 1. To request create or change your password or to block online and automated telephone access to your personal

Step Name	Description	Expected
		information press 2. To hear these options again press 8. To return to the main menu press 9."
Step 6	Enter 2 - Password Options.	Play Message 9006 (9506) TPPW-POM-1030-Prompt-LC-1 (TPPW-POM-1030-Prompt-LC-2) "Listen carefully to the following five options before you make a selection. If you want to start the process for getting a new password or if you forgot your password press 1. If you received a Temporary Password Request Code by mail and would like to create a permanent password press 2. If you know your password and would like to change it press 3. To block online and automated telephone access to your information press 4. To hear general information about passwords press 5. To hear these options again press 8. To return to the main menu press 9."
Step 7	Enter 2 – Register Pwd	Play Message 9406 (9906) TPPW-PRP-1120-Prompt-LC-17 (TPPW-PRP-1120-Prompt-LC-18) "Please hold while we process your request." Play Message 9009 (9509) TPPW-PR-1130-Prompt-LC-1 (TPPW-PR-1130-Prompt-LC-2) "Please enter your own 9-digit Social Security Number followed by the pound key."
Step 8	Enter your own 9-digit Social Security Number followed by the pound key.	Play Message 9013 (9513) TPPW-PRDOB-



Step Name	Description	Expected
		1140-Prompt-LC-1(TPPW-PRDOB-1140-Prompt-LC-2) "Please enter your date of birth using two digits for the month two digits for the day and four digits for the year followed by the pound key. For example September 14 1951 will be 0 9 1 4 1 9 5 1 and the pound key."
Step 9	Enter DOB using two digits for the month two digits for the day and four digits for the year followed by the pound key.	Play Message 9407 TPPW-STM-1065-Prompt-LC-1 "Ok I'll be asking you three questions and you can SPEAK your answers. Just be sure to speak clearly and loud enough for me to hear over the phone." Play Message 8301 TPPW-FN-1070-Prompt-LC-1 "Say your FIRST name and then spell it for me. [Pause] For example if your first name was Robin you'd say "Robin R O B I N."
Step 10	Spell and/or Speak FIRST NAME as it displays in record.	TPPW-FN-1070-Prompt-LC-12 "Let me read that back. First Name < First Name > spelled < First Name Spelling > did I get that right?" Speak "Yes".
Step 11	Play Message 8401 TPPW-LN-1080-Prompt-LC-1 "Say your LAST name and then spell it for me. [Pause] For example if you last name was Kusack you'd say 'Kusack K U S A C K.'" Spell and/or Speak LAST NAME as it displays in record.	TPPW-LN-1080-Prompt-LC-12 "Let me read that back. Last Name < Last Name > spelled < Last Name Spelling > did I get that right?" Speak "Yes".
Step 12	Play Message 8005 TPPW-OLNN-1090-Prompt-LC-1 "Some people have another last name - for example a professional or maiden name - that might be listed under their social security number. Do you have another last name? Please say Yes or No." Speak "Yes".	Play Message 8601 TPPW-OLN-1100-Prompt-LC-1 "Say your OTHER LAST name and then spell it for me. [Pause] For example if you last name was Jones you'd say 'Jones J O N E S.'" Spell and/or Speak OTHER

Step Name	Description	Expected
		LAST NAME as it displays in record or say "Perez".
Step 13	TPPW-OLN-1100-Prompt-LC-12 "Let me read that back. Last Name < Other Last Name > spelled < Other Last Name Spelling > did I get that right?" Speak "Yes". Play Message 9406 (9906) TPPW-PRV-1150-Prompt-LC-17 (TPPW-PRV-1150-Prompt-LC-18) "Please hold while we process your request."	Play Message 9012 (9512) TPPW-PRCC-1160-Prompt-LC-1 (TPPW-PRCC-1160-Prompt-LC-2) "Please enter your 8-digit password request code from your letter followed by the pound key."
Step 14	Enter your 8-digit password request code from your letter followed by the pound key. Play Message 9406 (9906) TPPW-PRCV-1170-Prompt-LC-17 (TPPW-PRCV-1170-Prompt-LC-18) "Please hold while we process your request."	Play Message 9023 (9523) TPPW-P-1180-Prompt-LC-1 (TPPW-P-1180-Prompt-LC-2) "Please listen to the following rules for creating a permanent 7-digit password: • Do not use your temporary password request code • Do not use any part of your Social Security Number • Do not use a series of numbers like 1 2 3 4 5 6 7 or • Do not use a series of the same numbers like seven 2's in a row. Please enter your 7 digit password followed by the pound key now."
Step 15	Enter your 7 digit password followed by the pound key.	Play Message 9024 (9524) TPPW-PC-1190-Prompt-LC-1 (TPPW-PC-1190-Prompt-LC-2) "To confirm your password please reenter the password you just created followed by the pound key."
Step 16	RE-enter your 7 digit password followed by the pound key. Play Message 9406 (9906) TPPW-PCQ-1200-Prompt-LC-17 (TPPW-PCQ-1200-Prompt-LC-18) "Please hold while we process your request."	Play Message 9026 (9526) TPPW-PRSM-1210-Prompt-LC-1 (TPPW-PRSM-1210-Prompt-LC-2) "You have successfully created your new password which is the key to your personal

Step Name	Description	Expected
		information. Guard it carefully. • Do not put it where others can see it. • Do not store it with your Social Security number or other personal information. • Do not give it to anyone else. Social security employees will never ask for your password. If you would like to access your account now press 1 now or we will end this call in ten seconds."
Step 17	Press 1 now. (Access TPCB.)	Play Message 9012 (9512) TPPW-PRCC-1160-Prompt-LC-1 (TPPW-PRCC-1160-Prompt-LC-2) &quot;Please enter your 8-digit password request code from your letter followed by the pound key.&quot; (it inquires for a password which authenticates user with KBA Tier Level 2 (Name SSN & DOB)) TPCB-LP-1020-Prompt-LC-3 (TPCB-LP-1020-Prompt-LC-4 Play Message 9033 (9533) &quot;Please wait while the system accesses your account.&quot;
Step 18	Play Message 9050 (9550) TPCB-DM-1040-Prompt-LC-1(TPCB-DM-1040-Prompt-LC-2) &quot;The Social Security Administration provides this service for your information only and reflects information in our computer records at this point in time. This information may not be complete or it may need to be updated. This information also does not always show a recent action and it may take several days for that action to be included in our computer records. You should not treat this information as a decision on your claim for Social Security or Medicare benefits. It is not a formal decision on your claim. Social Security always explains a formal decision in a written	Press 2. Play Message 9003 (9503) TPCB-DM-1040-Prompt-LC-3 (TPCB-DM-1040-Prompt-LC-4) &quot;Thank you for calling Social Security. Goodbye.&quot; End Call

Step Name	Description	Expected
	letter. We send the letter to you or your representative by mail. This written letter gives you our official decision. It explains whether you can get benefits the amount of your benefits and your right to question the decision. By using this service you agree to its limitations. If you agree with this statement press '1'. If you do not wish to continue please hang up or press '2'. To hear this message again press '8'. To return to the main menu press'9'.	
Step 19	Verify that a successful KBA IACU CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'acu' AND 26 EQ T 'SSN' AND 35 EQ T'k' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 20	Verify that a successful TPPW "Create\RegisterPwd" CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'ppw' AND 26 EQ T 'SSN' AND 35 EQ T'r' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 21	Verify that a successful TPCB via TPPW "Create\RegisterPwd" CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'cyb' AND 26 EQ T 'SSN' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 22	Verify that the SSN was added to the PIN Password file. (SSA.ET113.KIPINPWD.CEVEDA#.CLUSTER)	SSN was added to the PIN Password file.
Step 23	Access CER (CLIENT eAUTH RECORD) CICS application. Steps: 1-Enter logon applid=cevcmt#. # depends on the region that you are working on. 2-Enter \$pin and pwd. 3-Enter sc00. 4.Enter option 4 (Shared Processes) 5.At "SHARED PROCESS MENU" enter SSN select #2=UPDATE and #3=3=CLIENT eAUTH RECORD and press Enter. 6.Follow the next step in the script.	Access CER (CLIENT eAUTH RECORD) CICS application.
Step 24	Verify the following items displays: CLIENT eAUTH RECORD CER NAME: <NAME> SSN: <SSN> SSN ON PASSWORD DATABASE: YES PASSWORD REQUEST CODE NOTICE MAILED: YES IF YES DATE: <DATE>	CER data items displays with the following data according to the SSN entered and IPPW transactions executed.

Step Name	Description	Expected
	PASSWORD REGISTERED: YES IF YES DATE: <DATE> ACCESS BLOCKED: NO IF YES DATE: ACCESS SUSPENDED: NO IF YES DATE: ACCESS RESTORED: IF YES DATE: ACCESS RESTORE DENIED BY: 1. DATE: 2. DATE: SELECT ACTION: 1=BLOCK ACCESS TO THIS RECORD 2=RESTORE ACCESS TO THIS RECORD FACE TO FACE: TELEPHONE: 3=DENY RESTORE REQUEST/FAILED AUTHENTICATION. FACE TO FACE: TELEPHONE: REASON FOR AUTHENTICATION FAILURE: SSN: DOB: NAME: ADDR: POB: MTH NAME: DAN: MBP: OTHER:	

**Test Name : TPPW-Sanity-ChangePwd**

**Description :** TPPW Sanity-ChangePwd.

Test Data: Use SSN with password already registered from TPPW Sanity-RegisterPwd -OR- with PinPwd Tool.

Test Objective: TPPW Sanity-ChangePwd passes.

Test Script Prerequisites:

1. Phone Number -or- Simulator to access telephone application is available.
2. Test machine is equipped with the required hardware and software combination.
3. The interface to the telephone application host system (e.g. a ping transaction) is available for transactions.

**Steps :**

Step Name	Description	Expected
Step 1	Make sure SSN has a password. Use PinPwd tool to set a password. IF TEST FAILS please record the following for the developers: 1-Date of Transaction: 2-Time of Transaction: 3-Traffic File Reason Code for Authentication App: (did the transaction authenticated and recorded at Traffic File?) 4-Traffic File Reason Code for Business App: (did the business transaction recorded at Traffic File?) 5-All required data was collected on the phone before the failure message was heard: (Yes or No) 6-What happened that made transaction fail? Note:If e-mail needs to be issued please include Tracie Matthews(DevTL) Lisa	Use SSN with password already registered. (PwdRegistered coming from TPPW or PinPwd Tool.)

Step Name	Description	Expected
	Moore(Developer) Mike DiGrazia/Vivian Chan(Mainframe) #DCS OTSO DTSS WANSB ACUT(OTSO ACU team) and Verizon.	
Step 2	Refer to the latest testing instructions from Verizon to enter the Verizon Application Test Environment	Entry to N8NN has been achieved. Informational message will play.
Step 3	Press 1 or say "English" to continue	Informational message will play. The message will also ask what services you may be requesting.
Step 4	Say "Password Services" - Introduction to telephone application begins.	Play Message 9002 (9502) TPPW-OG-1010-Prompt-LC-1 (TPPW-CG-1000-Prompt-LC-2) ";Please listen to the following important message about obtaining social security information using a password. Any person who makes a false representation to the Social Security Administration in an effort to alter or obtain information from records maintained by Social Security may be punished by a fine or imprisonment or both. I am the individual to whom the password

Step Name	Description	Expected
		information applies. If you agree with this statement press 1. If you do not wish to continue please hang up or press 2. To hear this message again press 8. To return to the main menu press 9.";
Step 5	Enter 1 - Agree.	Play Message 9004 (9504) TPPW-DM-1020-Prompt-LC-1 (TPPW-DM-1020-Prompt-LC-2) "Listen carefully to the following two options before you make a selection. To access your account information if you already have a permanent password press 1. To request create or change your password or to block online and automated telephone access to your personal information press 2. To hear these options again press 8. To return to the main menu press 9."
Step 6	Enter 2 - Password Options.	Play Message

Step Name	Description	Expected
		9006 (9506) TPPW-POM-1030-Prompt-LC-1 (TPPW-POM-1030-Prompt-LC-2) "Listen carefully to the following five options before you make a selection. If you want to start the process for getting a new password or if you forgot your password press 1. If you received a Temporary Password Request Code by mail and would like to create a permanent password press 2. If you know your password and would like to change it press 3. To block online and automated telephone access to your information press 4. To hear general information about passwords press 5. To hear these options again press 8. To return to the main menu press 9."
Step 7	Enter 3 – Change Pwd	Play Message 9406 (9906)



Step Name	Description	Expected
		TPPW-PCP-1220-Prompt-LC-A (TPPW-PCP-1220-Prompt-LC-B) "Please hold while we process your request." Play Message 9009 (9509) TPPW-PC-1230-Prompt-LC-1 (TPPW-PC-1230-Prompt-LC-2) "Please enter your own 9-digit Social Security Number followed by the pound key."
Step 8	Enter your own 9-digit Social Security Number followed by the pound key.	Play Message 9040 (9540) TPPW-CP-1240-Prompt-LC-1 (TPPW-CP-1240-Prompt-LC-2) "Please enter your current 7-digit password followed by the pound key."
Step 9	Enter your current 7-digit password followed by the pound key. Play Message 9009 (9509) TPPW-CPV-1250-Prompt-LC-17 (TPPW-CPV-1250-Prompt-LC-18) "Please hold while we process your request."	Play Message 9041 (9541) TPPW-PCNP-1260-Prompt-LC-1 (TPPW-PCNP-1260-Prompt-LC-2) "Please listen to the following rules for creating a new 7-digit password: <ul style="list-style-type: none"> <li>• Do not use your temporary password request code</li> <li>• Do not use any part of your</li> </ul>

Step Name	Description	Expected
		Social Security Number • Do not use a series of numbers like 1 2 3 4 5 6 7 or • Do not use a series of the same numbers like seven 2's in a row. Please enter your new 7 digit password followed by the pound key now."
Step 10	Enter your new 7 digit password followed by the pound key. Play Message 9009 (9509) TPPW-PCCQ-1280-Prompt-LC-17 (TPPW-PCCQ-1280-Prompt-LC-18) "Please hold while we process your request." Play Message 9024 (9524) TPPW-PC-1190-Prompt-LC-1 (TPPW-PC-1190-Prompt-LC-2) "To confirm your password please reenter the password you just created followed by the pound key." RE-enter your 7 digit password followed by the pound key. Play Message 9406 (9906) TPPW-PCQ-1200-Prompt-LC-17 (TPPW-PCQ-1200-Prompt-LC-18) "Please hold while we process your request."	Play Message 9026 (9526) TPPW-PRSM-1210-Prompt-LC-1 (TPPW-PRSM-1210-Prompt-LC-2) "You have successfully created your new password which is the key to your personal information. Guard it carefully. • Do not put it where others can see it. • Do not store it with your Social Security number or other personal information. • Do not give it to anyone else. Social security employees will never ask for your password. If you would like to access your account now press 1 now or

Step Name	Description	Expected
		we will end this call in ten seconds."
Step 11	Press 1 now.	Access TPCB. (Note: ChangePwd it doesn't require to authenticate user with a password because user is already authenticated with PPA Tier (Pin Password Access))
Step 12	Play Message 9050 (9550) TPCB-DM-1040-Prompt-LC-1(TPCB-DM-1040-Prompt-LC-2) "The Social Security Administration provides this service for your information only and reflects information in our computer records at this point in time. This information may not be complete or it may need to be updated. This information also does not always show a recent action and it may take several days for that action to be included in our computer records. You should not treat this information as a decision on your claim for Social Security or Medicare benefits. It is not a formal decision on your claim. Social Security always explains a formal decision in a written letter. We send the letter to you or your representative by mail. This written letter gives you our official decision. It explains whether you can get benefits the amount of your benefits and your right to question the decision. By using this service you agree to its limitations. If you agree with this statement press '1'. If you do not wish to continue please hang up or press '2'. To hear this message again press '8'. To return to the main menu press'9'."	Press 2. Play Message 9003 (9503) TPCB-DM-1040-Prompt-LC-3 (TPCB-DM-1040-Prompt-LC-4) "Thank you for calling Social Security. Goodbye." End Call
Step 13	Verify that a successful Password IACU CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'acu' AND 26 EQ T 'SSN' AND 35 EQ T'p' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 14	Verify that a successful TPPW "ChangePwd" CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'ppw' AND 26	Correct CIBA Code is displayed in the MI Traffic File.

Step Name	Description	Expected
	EQ T 'SSN' AND 35 EQ T'c' AND 36 EQ T'system date' AND 66 EQ T'000'	
VM % &Z d 3 MCYB 133187003 08192008084138172017203202 000	Verify that a successful TPCB via TPPW "ChangePwd" CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'cyb' AND 26 EQ T 'SSN' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 16	Verify that the SSN was added to the PIN Password file. (SSA.ET113.KIPINPWD.CEVEDA#.CLUSTER)	SSN was added to the PIN Password file.
Step 17	Access CER (CLIENT eAUTH RECORD) CICS application. Steps: 1-Enter logon applid=cevcmt#. # depends on the region that you are working on. 2-Enter \$pin and pwd. 3-Enter sc00. 4.Enter option 4 (Shared Processes) 5.At "SHARED PROCESS MENU" enter SSN select #2=UPDATE and #3=3=CLIENT eAUTH RECORD and press Enter. 6.Follow the next step in the script.	Access CER (CLIENT eAUTH RECORD) CICS application.
Step 18	Verify the following items displays: CLIENT eAUTH RECORD CER NAME: <NAME> SSN: <SSN> SSN ON PASSWORD DATABASE: YES PASSWORD REQUEST CODE NOTICE MAILED: YES IF YES DATE: <DATE> PASSWORD REGISTERED: YES IF YES DATE: <DATE> ACCESS BLOCKED: NO IF YES DATE: ACCESS SUSPENDED: NO IF YES DATE: ACCESS RESTORED: IF YES DATE: ACCESS RESTORE DENIED BY: 1. DATE: 2. DATE: SELECT ACTION: 1=BLOCK ACCESS TO THIS RECORD 2=RESTORE ACCESS TO THIS RECORD FACE TO FACE: TELEPHONE: 3=DENY RESTORE REQUEST/FAILED AUTHENTICATION. FACE TO FACE: TELEPHONE: REASON FOR AUTHENTICATION FAILURE: SSN: DOB: NAME: ADDR: POB: MTH NAME: DAN: MBP: OTHER:	CER data items displays with the following data according to the SSN entered and IPPW transactions executed.

**Test Name : TPPW-Sanity-Block SSN**

**Description :** TPPW Sanity-Block SSN.

Test Objective: TPPW Sanity-Block SSN passes.

Test Script Prerequisites:

1. Phone Number -or- Simulator to access telephone application is available.
2. Test machine is equipped with the required hardware and software combination.
3. The interface to the telephone application host system (e.g. a ping transaction) is available for transactions.

Steps :

Step Name	Description	Expected
Step 1	Make sure SSN been used for test is been cleared from PPW file. Use PPW tool to delete it from file. IF TEST FAILS please record the following for the developers: 1- Date of Transaction: 2-Time of Transaction: 3-Traffic File Reason Code for Authentication App: (did the transaction authenticated and recorded at Traffic File?) 4-Traffic File Reason Code for Business App: (did the business transaction recorded at Traffic File?) 5-All required data was collected on the phone before the failure message was heard: (Yes or No) 6-What happened that made transaction fail? Note:If e-mail needs to be issued please include Tracie Matthews(DevTL) Lisa Moore(Developer) Mike DiGrazia/Vivian Chan(Mainframe) #DCS OTSO DTSS WANSB ACUT(OTSO ACU team) and Verizon.	SSN is not blocked.
Step 2	Refer to the latest testing instructions from Verizon to enter the Verizon Application Test Environment	Entry to N8NN has been achieved. Informational message will play.
Step 3	Press 1 or say "English" to continue	Informational message will play. The message will also ask what services you may be requesting.
Step 4	Say "Password Services" - Introduction to telephone application begins.	Play Message 9002 (9502) TPPW-OG-1010-Prompt-LC-1 (TPPW-CG-1000-Prompt-LC-2) ";Please listen to the following important message about obtaining social security information using a password. Any person who makes a false representation to the Social Security Administration in an effort to alter or obtain information from records maintained by Social

Step Name	Description	Expected
		<p>Security may be punished by a fine or imprisonment or both. I am the individual to whom the password information applies. If you agree with this statement press 1. If you do not wish to continue please hang up or press 2. To hear this message again press 8. To return to the main menu press 9.";</p>
Step 5	Enter 1 - Agree.	<p>Play Message 9004 (9504) TPPW-DM-1020-Prompt-LC-1 (TPPW-DM-1020-Prompt-LC-2)                      "Listen carefully to the following two options before you make a selection. To access your account information if you already have a permanent password press 1. To request create or change your password or to block online and automated telephone access to your personal information press 2. To hear these options again press 8. To return to the main menu press 9."</p>
Step 6	Enter 2 - Password Options.	<p>Play Message 9006 (9506) TPPW-POM-1030-Prompt-LC-1 (TPPW-POM-1030-Prompt-LC-2) "Listen carefully to the following five options before you make a selection. If you want to start the process for getting a new password or if you forgot your password press 1. If you received a Temporary Password Request Code by mail and would like to create</p>

Step Name	Description	Expected
		<p>a permanent password press 2. If you know your password and would like to change it press 3. To block online and automated telephone access to your information press 4. To hear general information about passwords press 5. To hear these options again press 8. To return to the main menu press 9."</p>
Step 7	Enter 4 – Block Access	<p>Play Message 9406 (9906) TPPW-ABP-1290-Prompt-LC-17 (TPPW-ABP-1290-Prompt-LC-18) "Please hold while we process your request." Play Message 9009 (9509) TPPW-AB-1300-Prompt-LC-1 (TPPW-AB-1300-Prompt-LC-2) "Please enter your own 9-digit Social Security Number followed by the pound key."</p>
Step 8	Enter 9-digit Social Security Number followed by the pound key.	<p>Play Message 9013 (9513) TPPW-ABDOB-1310-Prompt-LC-1 (TPPW-ABDOB-1310-Prompt-LC-2) "Please enter your date of birth using two digits for the month two digits for the day and four digits for the year followed by the pound key. For example September 14 1951 will be 0 9 1 4 1 9 5 1 and the pound key."</p>
Step 9	Enter your date of birth using two digits for the month two digits for the day and four digits for the year followed by the pound key.	<p>Play Message 9038 (9538) TPPW-ABM-1320-Prompt-LC-1 (TPPW-ABM-1320-Prompt-LC-2) "If you chose to block online and automated telephone access to your information this means no one including</p>

Step Name	Description	Expected
		you will be able to access your personal information using a password or any other identification method. If you still want to block access to your information press 1. If you do not wish to block access to your information please hang up to end this call. To hear these options again press 8. To return to the main menu press 9."
Step 10	Press 1. Play Message 9406 (9906) TPPW-ABM-1320-Prompt-LC-19 (TPPW-ABM-1320-Prompt-LC-20) "Please hold while we process your request." Play Message 9039 (9539) TPPW-ABS-1330-Prompt-LC-1 (TPPW-ABS-1330-Prompt-LC-2) "Access to your personal information has been blocked. Your account will remain blocked unless you call us or visit a Social Security office and request that your account be unblocked. To return to the main menu press '9' or we will end this call in five seconds."	Play Message 9003 (9503) TPPW-ABP-1290-Prompt-LC-3 (TPPW-ABP-1290-Prompt-LC-4) "Thank you for calling Social Security. Goodbye." END CALL
Step 11	Verify that a successful KBA IACU CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'acu' AND 26 EQ T 'SSN' AND 35 EQ T'j' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 12	Verify that a successful TPPW "BlockSSN" CIBA code (000) is generated in the Traffic file within a VM Record. (\$COMMON.CEVEDA#.TRAFFIC.CLUSTER) 22 EQ T'ppw' AND 26 EQ T 'SSN' AND 35 EQ T'b' AND 36 EQ T'system date' AND 66 EQ T'000'	Correct CIBA Code is displayed in the MI Traffic File.
Step 13	Access CER (CLIENT eAUTH RECORD) CICS application. Steps: 1-Enter logon applid=cevcmt#. # depends on the region that you are working on. 2-Enter \$pin and pwd. 3-Enter sc00. 4.Enter option 4 (Shared Processes) 5.At "SHARED PROCESS MENU" enter SSN select #2=UPDATE and #3=3=CLIENT eAUTH RECORD and press Enter. 6.Follow the next step in the script.	Access CER (CLIENT eAUTH RECORD) CICS application.
Step 14	Verify the following items displays:	CER data items displays



Step Name	Description	Expected
	<p>CLIENT eAUTH RECORD                      CER                      NAME: &lt;NAME&gt;                      SSN: &lt;SSN&gt;                      SSN ON PASSWORD DATABASE: YES                      PASSWORD REQUEST CODE NOTICE                      MAILED: YES IF YES DATE: &lt;DATE&gt;                      PASSWORD REGISTERED: YES                      IF YES DATE: &lt;DATE&gt;                      ACCESS BLOCKED: YES IF                      YES DATE: &lt;DATE&gt; ACCESS                      SUSPENDED: NO IF YES                      DATE: ACCESS RESTORED:                      IF YES DATE: ACCESS                      RESTORE DENIED BY: 1.                      DATE:                      2. DATE: SELECT                      ACTION:                      1=BLOCK ACCESS TO THIS RECORD                      2=RESTORE ACCESS TO THIS RECORD                      FACE TO FACE: TELEPHONE:                      3=DENY RESTORE REQUEST/FAILED                      AUTHENTICATION. FACE TO FACE:                      TELEPHONE:                      REASON FOR AUTHENTICATION                      FAILURE: SSN:                      DOB: NAME: ADDR: POB: MTH                      NAME: DAN: MBP: OTHER:</p>	<p>with the following data                      according to the SSN                      entered and IPPW                      transactions executed.</p>