

Screens for “SSA Survey of Online Services and Authentication”

June 11, 2009

As the Social Security Administration continues to deliver more services securely online, SSA is interested in understanding how our clients use information technology in their daily lives. The following questions refer to your use of the Internet and cellular telephones.

How frequently do you access the Internet?

- Daily
- At least once a week
- At least once a month
- Less than once a month
- Very infrequently

Please identify the types of services you currently access online. Please select all that apply.

- eMail (Google, Yahoo, MSN, AOL, etc.)
- Online Banking
- Shopping

For how many years have you maintained an email account?

- Less than 2 years
- 2 to 5 years
- More than 5 years but less than 10 years
- 10 years or more
- I do not have an email account

Do you currently own a cellular phone?

- Yes
- No

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Cell Phone Usage

For how many years have you owned a cellular phone?

- Less than 2 years
- 2 to 5 years
- More than 5 years but less than 10 years
- 10 years or more

How frequently do you use a cellular phone for placing or receiving calls?

- Daily
- At least once a week
- At least once a month
- Less than once a month
- Never

Do you use mobile text messaging to send or receive text messages on your cellular phone?

- Yes
- No

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To secure our communication with you, SSA may need to establish certain security controls on your user account. The following questions relate to how SSA might safeguard your access to SSA services provided to you online.

Would you be willing to establish secret challenge questions with SSA that could later be used to verify your identity in case you lost or forgot your password? (Name of pet, first car, etc.)

- Definitely would
- Probably would
- Might or might not
- Probably would not
- Definitely would not
- I don't know

Would you be willing to use your home phone to receive a one time use PIN (personal identification number) code for access to SSA online?

- Definitely would
- Probably would
- Might or might not
- Probably would not
- Definitely would not
- I don't know

Would you be willing to use your cellular phone to receive a one time use PIN code (via text message) for access to SSA online?

- Definitely would
- Probably would
- Might or might not
- Probably would not
- Definitely would not
- I don't know

Would you like SSA to alert you regarding specific online account activity via email or text message to a cellular phone?

- Definitely would
- Probably would
- Might or might not
- Probably would not
- Definitely would not
- I don't know

Please rate the following in terms of your willingness to register certain addresses and/or phone numbers with SSA for the purpose of receiving updates and notifications. Please select one response for each number/address.

	Definitely would	Probably would	Might or might not	Probably would not	Definitely would not	I don't know
Home Phone Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile Phone Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email Address	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you currently use online services offered by your bank?

- Yes
- No

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Internet Banking Security

Do you currently use a hardware device issued by your financial institution that provides a time limited password that you use to gain access to your online financial account?

- Yes
- No
- I don't know

Would you be willing to use this same bank or financial institution-issued device to access Social Security online if this method was available?

- Definitely would
- Probably would
- Might or might not
- Probably would not
- Definitely would not
- I don't know

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<p>SSA is evaluating methods that could be used to provide our clients with secure, online access to their account information. SSA is considering the use of a data provider which would be consulted to confirm your identity. Neither SSA nor our data provider would retain information provided as a part of the identity verification process.</p> <p>For registration to allow online access to individual SSA accounts, SSA is considering using the data provider to ask specific questions, that only you would know the answers to, for authentication purposes. Would you answer these questions if it meant you would obtain immediate access?</p> <p> <input type="radio"/> Definitely would <input type="radio"/> Probably would <input type="radio"/> Might or might not <input type="radio"/> Probably would not <input type="radio"/> Definitely would not <input type="radio"/> I don't know </p> <p>SSA is considering another option, to mail an activation code to your home address that would allow you to access enhanced services. Would you be willing to wait a few days for the activation code?</p> <p> <input type="radio"/> Definitely would <input type="radio"/> Probably would <input type="radio"/> Might or might not <input type="radio"/> Probably would not <input type="radio"/> Definitely would not <input type="radio"/> I don't know </p> <p>The data vendor can provide SSA with different types of questions for authentication. We would like to know which questions you would be willing to answer, if it meant you could gain immediate access. Please select one response for each information type.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 12.5%;">Definitely would</th> <th style="width: 12.5%;">Probably would</th> <th style="width: 12.5%;">Might or might not</th> <th style="width: 12.5%;">Probably would not</th> <th style="width: 12.5%;">Definitely would not</th> <th style="width: 12.5%;">I don't know</th> </tr> </thead> <tbody> <tr style="background-color: #ffffcc;"> <td>Credit or lender issuer</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Mortgage, auto, or other loan payment amount</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr style="background-color: #ffffcc;"> <td>Mortgage, auto, or other loan origination date</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Mortgage, auto, or other loan term</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr style="background-color: #ffffcc;"> <td>Previous addresses where you have lived</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Previous phone numbers you have used</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr style="background-color: #ffffcc;"> <td>Years lived at current or previous residence</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Current or previous employers</td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Prev"/> <input type="button" value="Next"/> </p>			Definitely would	Probably would	Might or might not	Probably would not	Definitely would not	I don't know	Credit or lender issuer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Mortgage, auto, or other loan payment amount	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Mortgage, auto, or other loan origination date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Mortgage, auto, or other loan term	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Previous addresses where you have lived	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Previous phone numbers you have used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Years lived at current or previous residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Current or previous employers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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The answer choices for “Please indicate the state in which you currently reside.” are:
AL,AK,AZ,AR,CA,CO,CT,DC,DE,FL,GA,HI,ID,IL,IN,IA,KS,KY,LA,ME,MD,MA,MI,
MN,MS,MO,MT,NE,NV,NH,NJ,NM,NY,NC,ND,OH,OK,OR,PA,RI,SC,SD,TN,TX,UT,
VT,VA,WA,WV,WI,WY, Northern Mariana Islands, Puerto Rico, US Virgin Islands,
Other.

SSA Survey of Online Services and Authentication[Exit this survey](#)

Your answers to this survey will be anonymous, and we will not report any individual responses. Your participation in the survey will not affect your eligibility for benefits or any business you have with Social Security.

Are you currently receiving or have been approved to receive Social Security benefits?

Yes

No

Please indicate the highest level of education completed.

Grammar School

High School or equivalent

Vocational/Technical School (2 year)

Some College

College Graduate (4 year)

Master's Degree (MS)

Doctoral Degree (PhD)

Professional Degree (MD, J.D., etc.)

Other

Please indicate the state in which you currently reside.

Please indicate your age.

21-30

31-40

41-50

51-60

61 or older

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The following thank you page is displayed when the user selects [Done] on the last page of the survey.

SSA Survey of Online Services and Authentication

Thank you for helping us to serve you better. If you have any questions regarding this survey, or any other Social Security business/information, please call Social Security's toll-free information line at 1-800-772-1213 or visit our web site at <http://www.socialsecurity.gov>.

Your opinions are important to us, and we appreciate your taking the time to share them.

The following page is displayed when the user selects the [Exit this survey](#) hypertext link (this link is displayed in all pages of the survey) and when the user selects [Done] on the thank you page.

The screenshot shows the Social Security Online homepage. At the top, there is a navigation bar with the Social Security Administration logo and the text "SOCIAL SECURITY ONLINE THE OFFICIAL WEBSITE OF THE U.S. SOCIAL SECURITY ADMINISTRATION". To the right, there is a search bar and a "GO" button. Below the navigation bar, there are several tabs: "Retirement", "Survivors", "Disability", "Supplemental Security Income (SSI)", and "Medicare". The main content area is divided into several sections. On the left, there is a vertical menu with links such as "What You Can Do Online", "Check the Status of Your Application", "Business Services Online", "Your Social Security Earnings Statement", "Estimate Your Retirement Benefits", "Already Receiving Benefits", "Forms and Publications", "Report Fraud, Waste or Abuse", "Find a Social Security Office", "Careers with Social Security", "Budget and Performance", "Contact Us", and "Login". In the center, there is a video player with a woman speaking, and a section titled "INFORMATION IF YOU ARE:" with buttons for "Applying Online for Retirement Benefits", "Applying for Disability Benefits", and "Requesting a Social Security Card". Below this, there are two video thumbnails: "WATCH OUR VIDEOS" and "HELP DAD SAVE AN AVERAGE OF \$3,900". At the bottom of the center section, there is a banner for "Economic Recovery One-Time Payments" with a "CLICK HERE" button. On the right side, there is a "QUESTIONS?" section with a search bar and a "GO" button, an "INFORMATION FOR..." section with a dropdown menu and a "GO" button, and an "OTHER USEFUL LINKS" section with a dropdown menu and a "GO" button. Below these, there is a "NEWS" section with several news items, including "Social Security Continues to Rank as One of the 'Best Places to Work in the Federal Government'", "Commissioner Astrue Receives Public Health Leadership Award", "Social Security Trustees: Economic Downturn Leads to Worsening of Long-Range Financing Outlook", and "America's Parents Vote for Change on Social Security's Most Popular Baby Names List". At the bottom of the page, there is a footer with links for "Privacy Policy", "About Us", "Website Policies & Other Important Information", "Site Map", "Our Program Rules", "No FEAR", "Budget, Performance & Financial Reports", "ExpectMore.gov", "Regulations.gov", and "FOIA". There are also logos for "USA.gov", "Benefits.gov", "ELECTRONIC RECORDS", and "mymoney".