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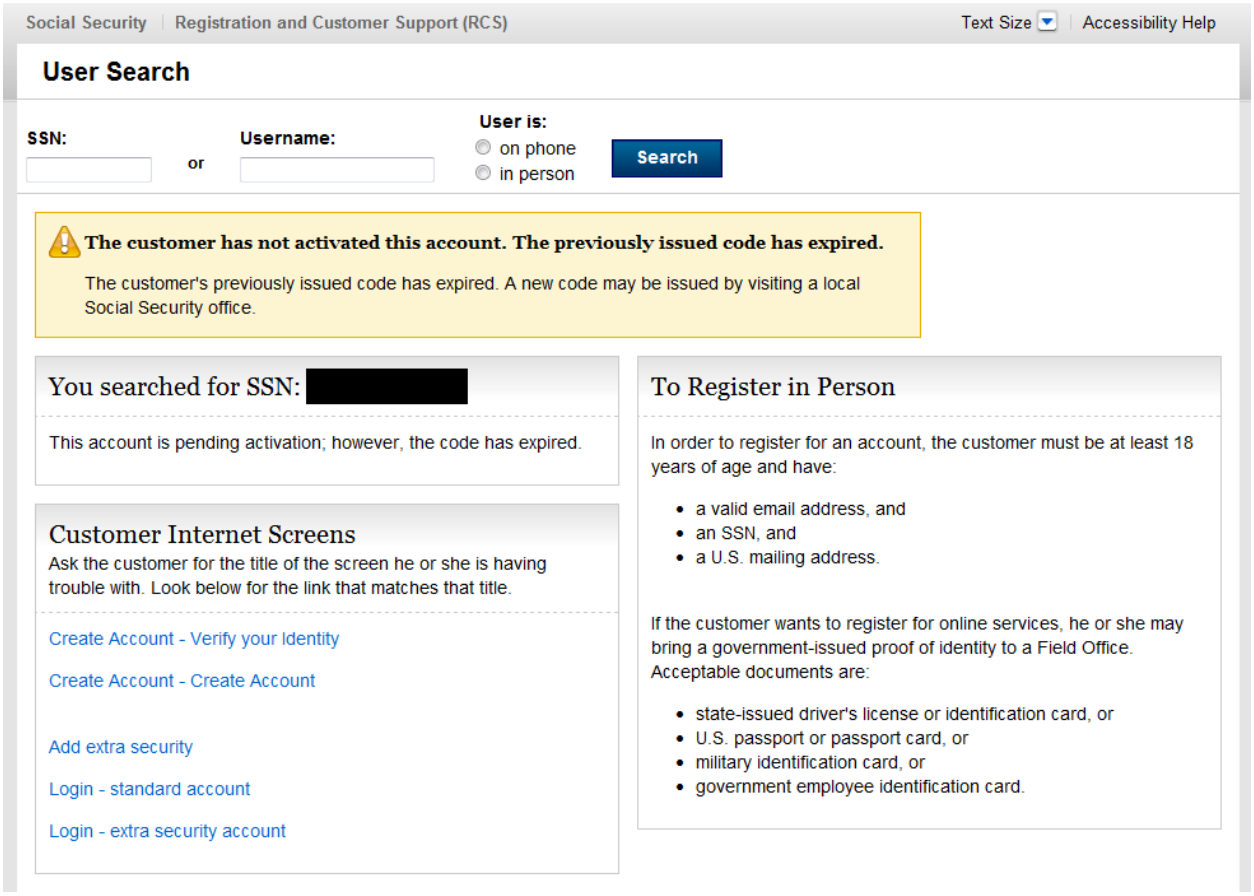
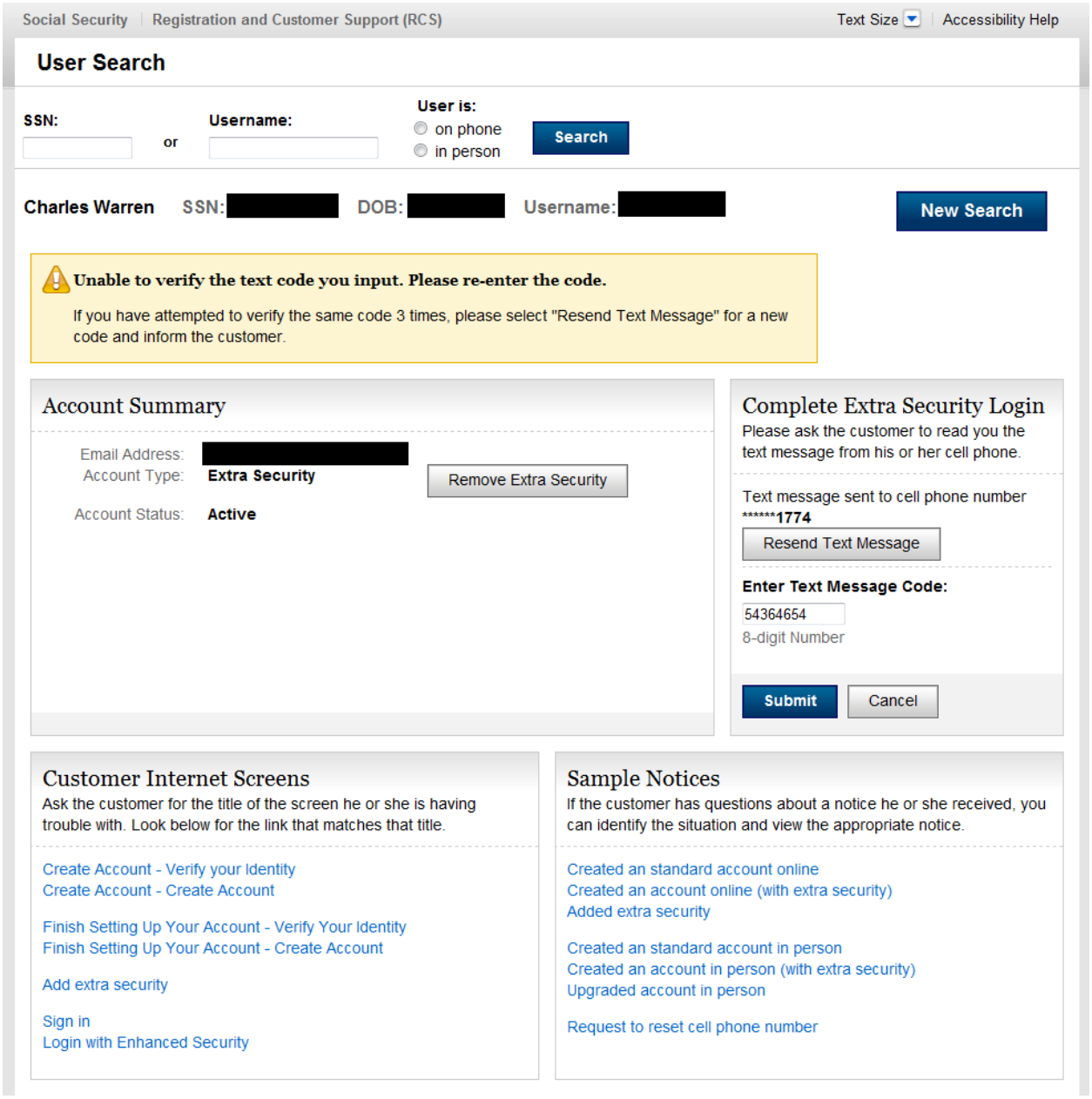
#1536: FO Telephone and N8NN versions of RCS: Pending Account – activation code expired



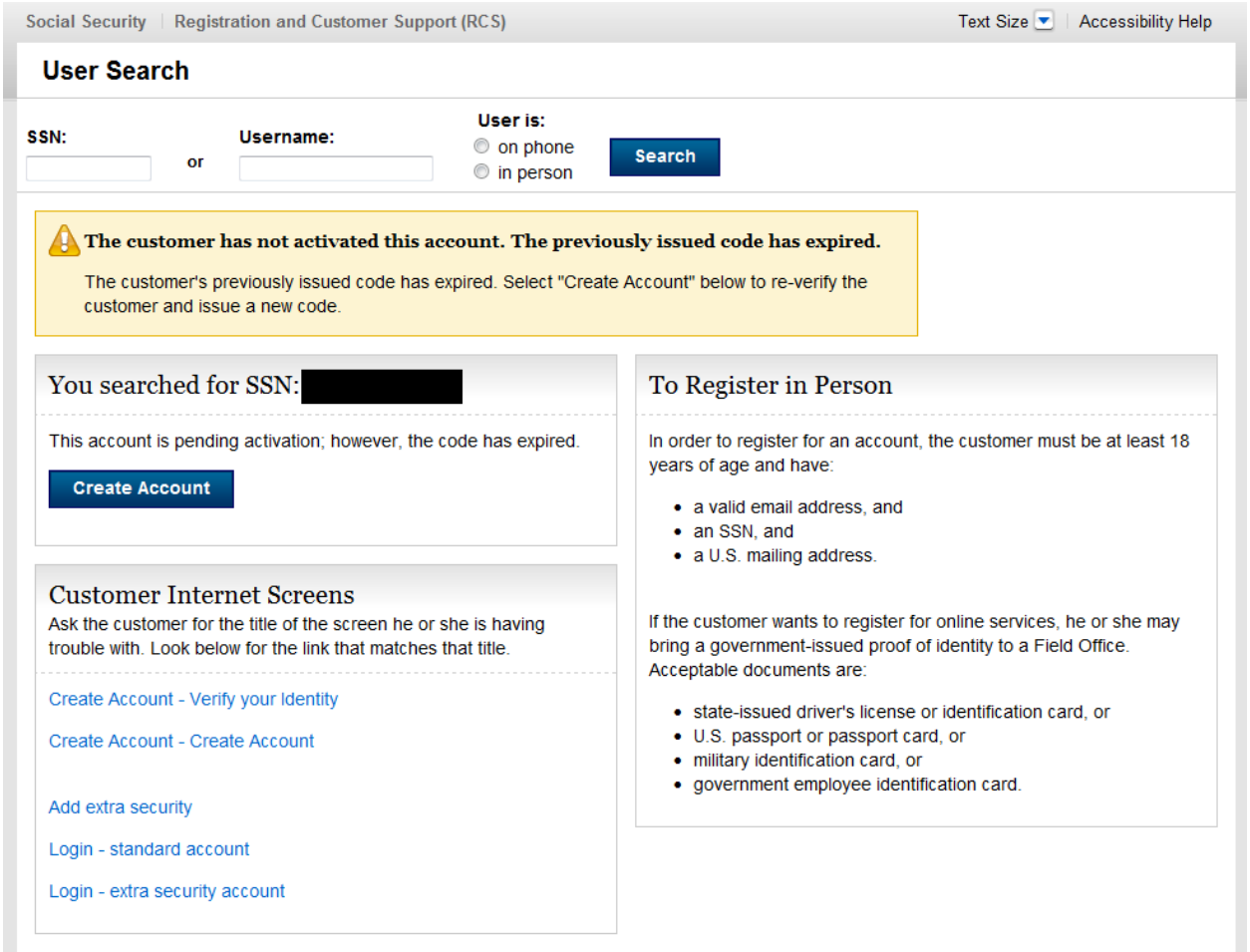
Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: tell the RCS user (or Social Security employee) that the customer has not activated his or her online account and now the activation code has expired. The RCS user must issue the customer a new activation code. Previously, we had no way to identify and deal with incomplete account creation scenarios.

#1537: FO Telephone RCS & N8NN RCS: Verify Text Message – Wrong code input



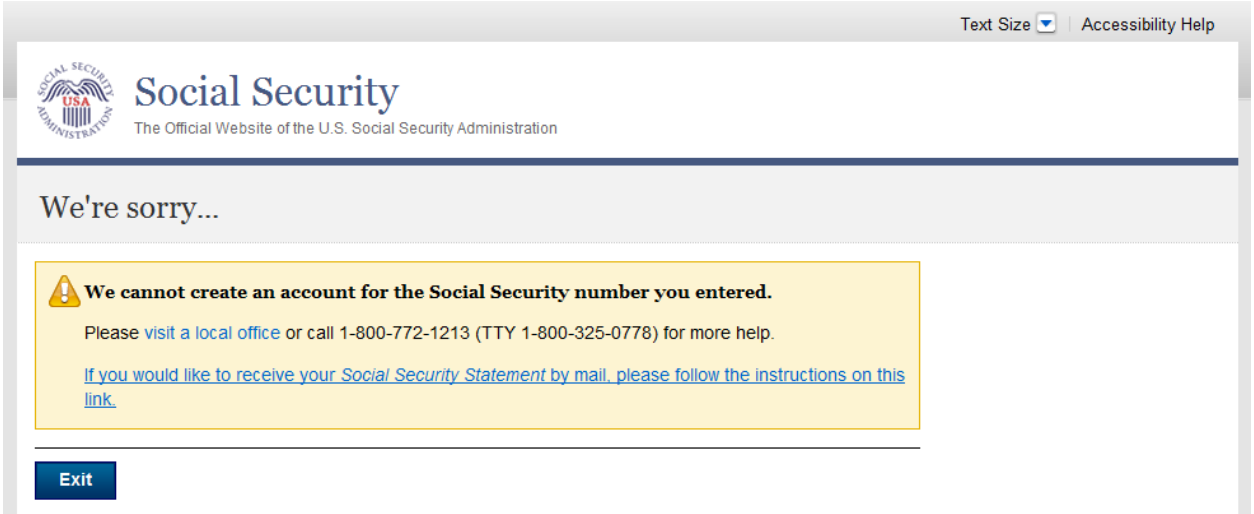
Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: tell the RCS user that the cell phone text message code he or she entered on the screen is incorrect and to try again or send a new text code to the customer's cell phone.

#1538: FO In-Person version of RCS: Pending Account – activation code expired



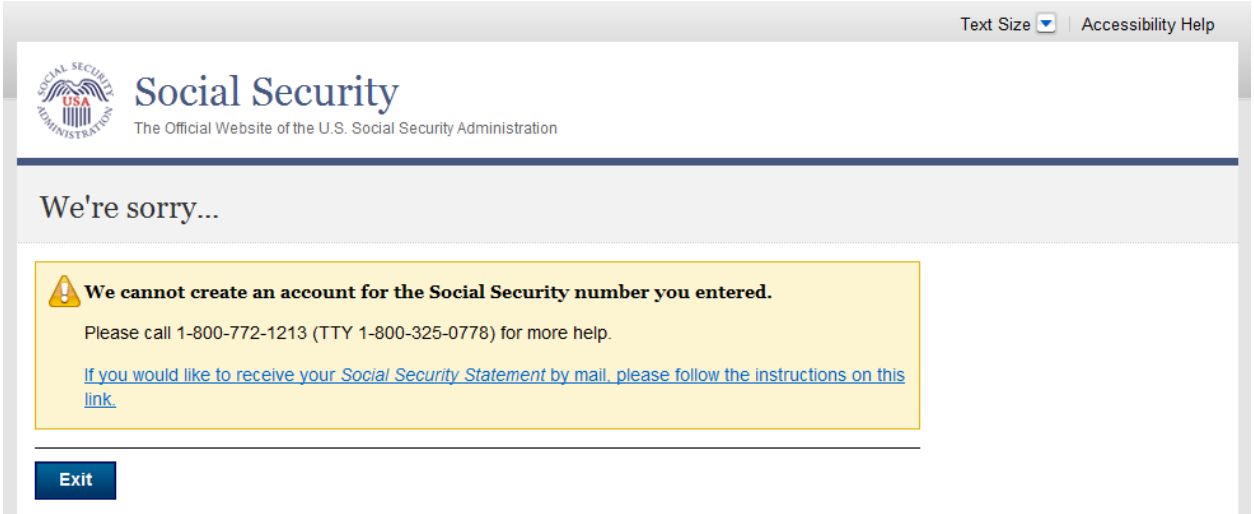
Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: tell the RCS user that the cell phone text message code he or she entered on the screen is incorrect and to try again or send a new text code to the customer's cell phone.

#1539: Spin code exclusion, failed out of wallet, insufficient out of wallet questions returned, EDS fraud alert for user not banned from field office



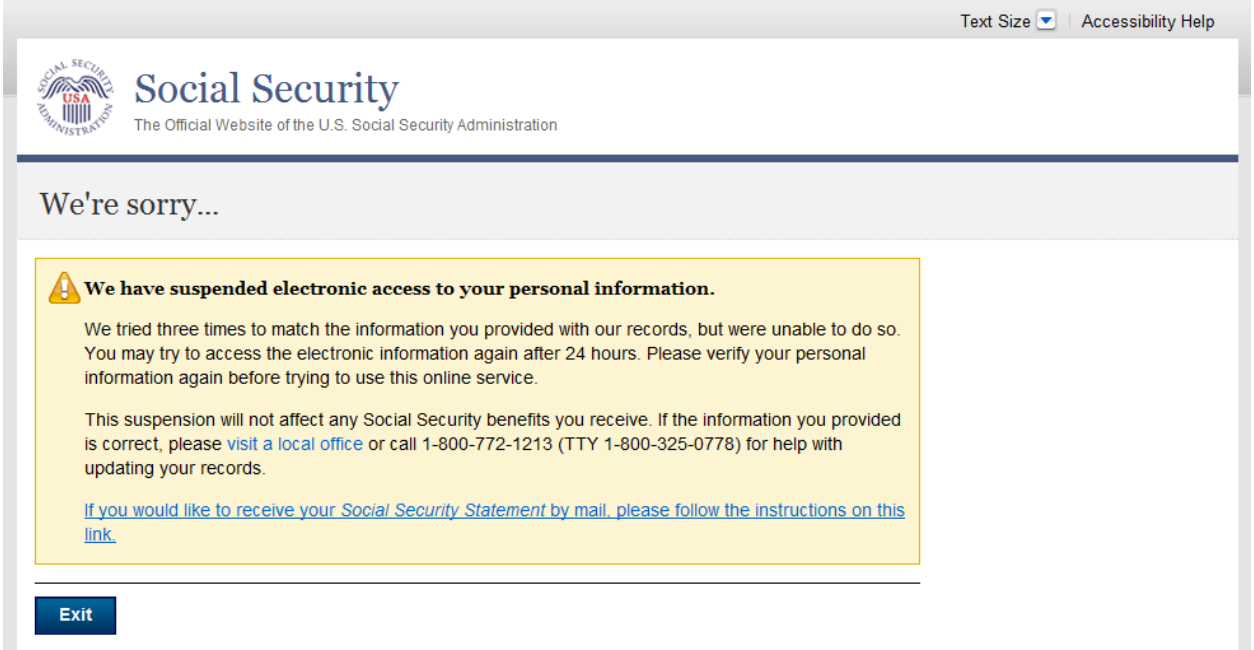
Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. For non-banned customers, we display language that tells them they can call or visit a Social Security field office.

#1540: Spin code exclusion, failed out of wallet, insufficient out of wallet questions returned, EDS fraud alert for user **banned from field office**



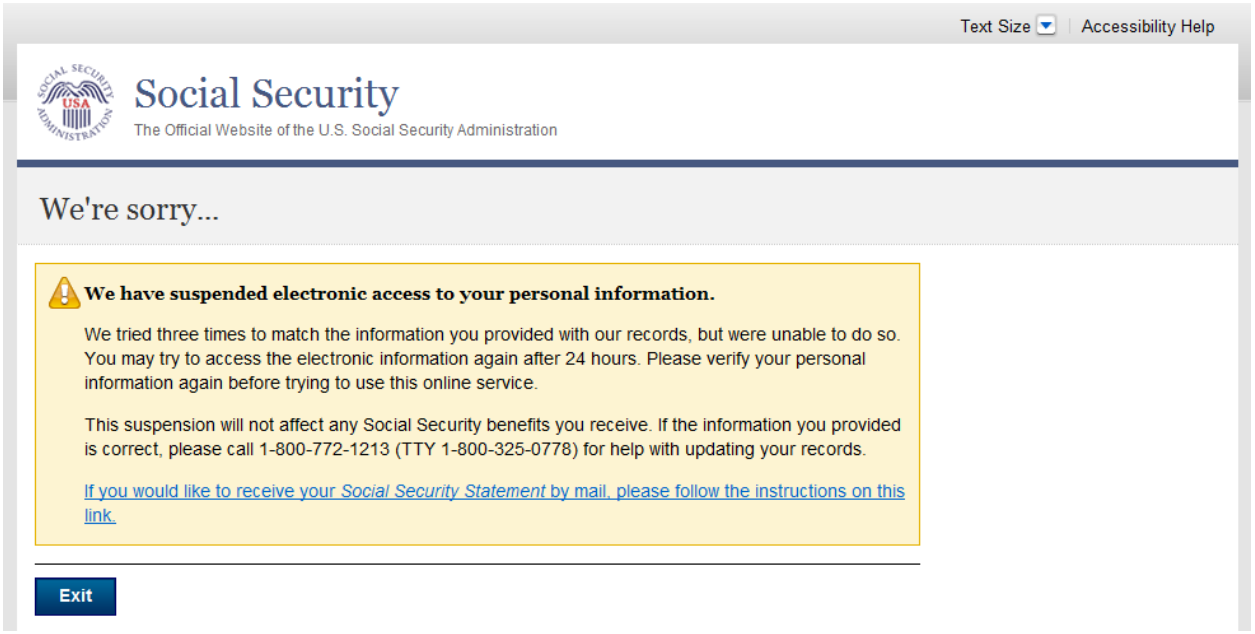
Change and Justification: Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. If a customer has been banned from visiting a Social Security field office in person, then we do not want to direct him or her to a field office for assistance when we display error messages. A banned customer may only call or write Social Security. For banned customers, we display language that tells them they may call Social Security.

#1541: Identity Failure Lockout for user who is not banned from field office



Change and Justification: Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. For non-banned customers, we display language that tells them they can call or visit a Social Security field office.

#1542: Identity Failure Lockout for user who is banned from field office



Change and Justification: Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. If a customer has been banned from visiting a Social Security field office in person, then we do not want to direct him or her to a field office for assistance when we display error messages. A banned customer may only call or write Social Security. For banned customers, we display language that tells them they may call Social Security.

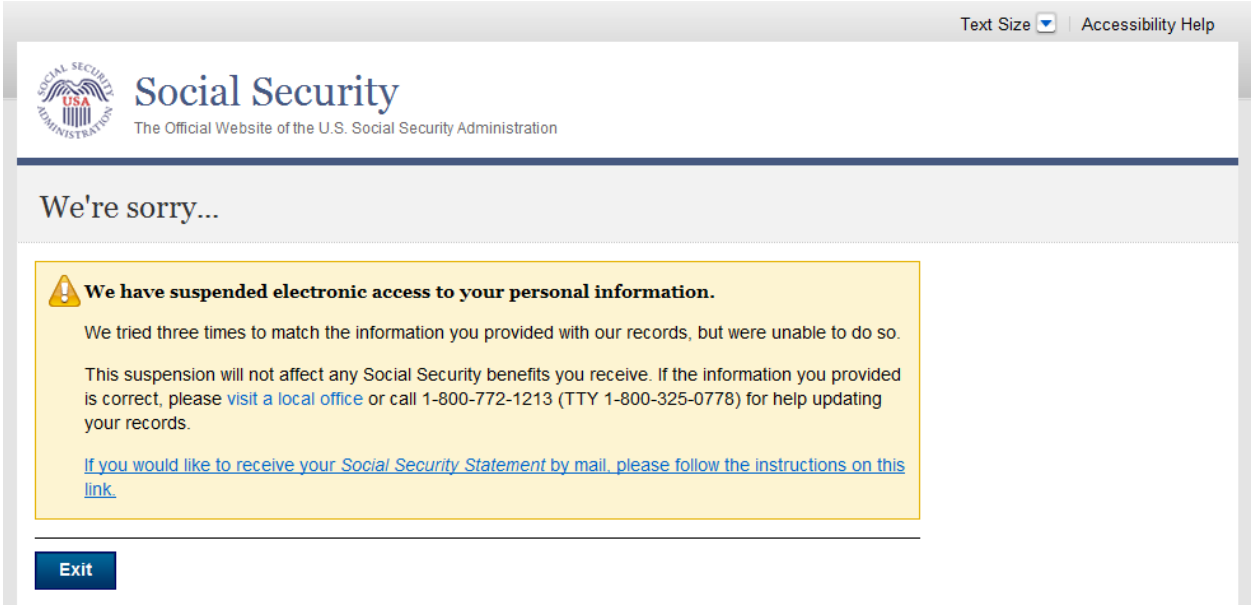
#1543: Exclusion - underage user who is not banned from field office

Change and Justification: Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. For non-banned customers, we display language that tells them they can call or visit a Social Security field office.

#1544: Exclusion - underage user who is banned from field office

Change and Justification: Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. If a customer has been banned from visiting a Social Security field office in person, then we do not want to direct him or her to a field office for assistance when we display error messages. A banned customer may only call or write Social Security. For banned customers, we display language that tells them they may call Social Security.

#1545: Identity Failure Lockout (2nd time within 7 days) for user who is not banned from field office

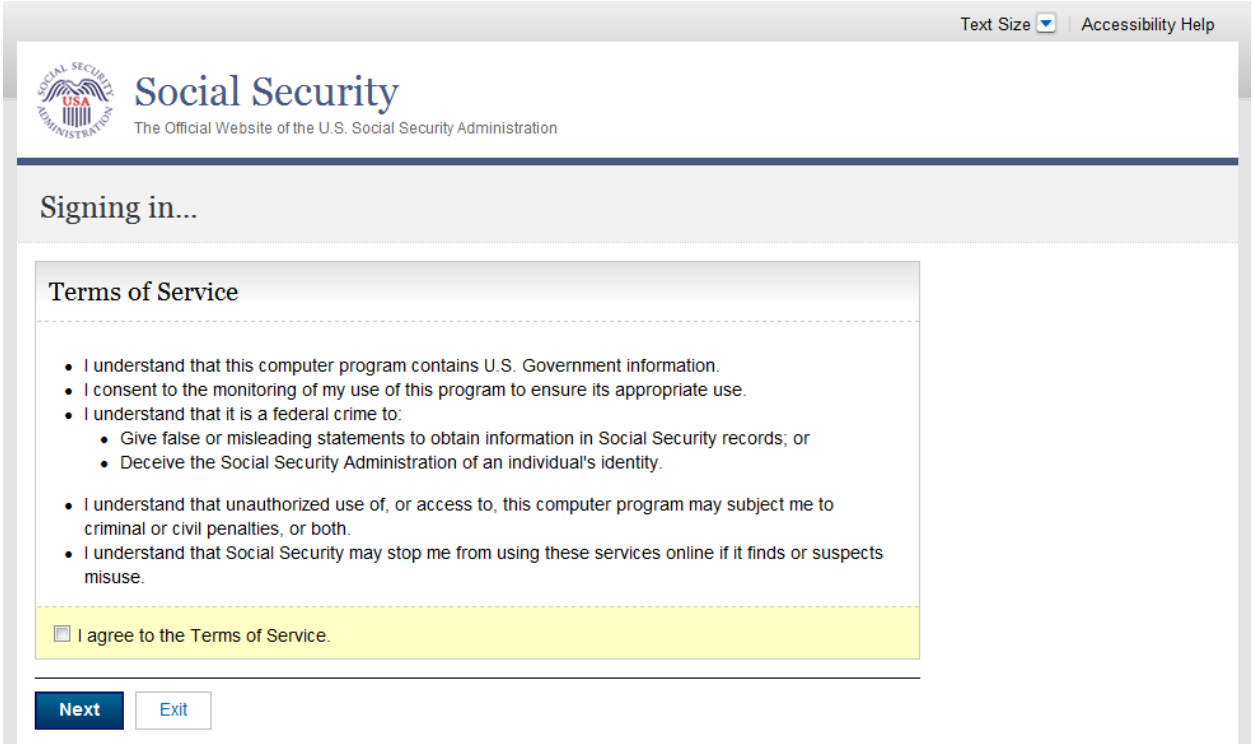


Change and Justification: Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. For non-banned customers, we display language that tells them they can call or visit a Social Security field office.

#1546: Identity Failure Lockout (2nd time within 7 days) for user who is banned from field office

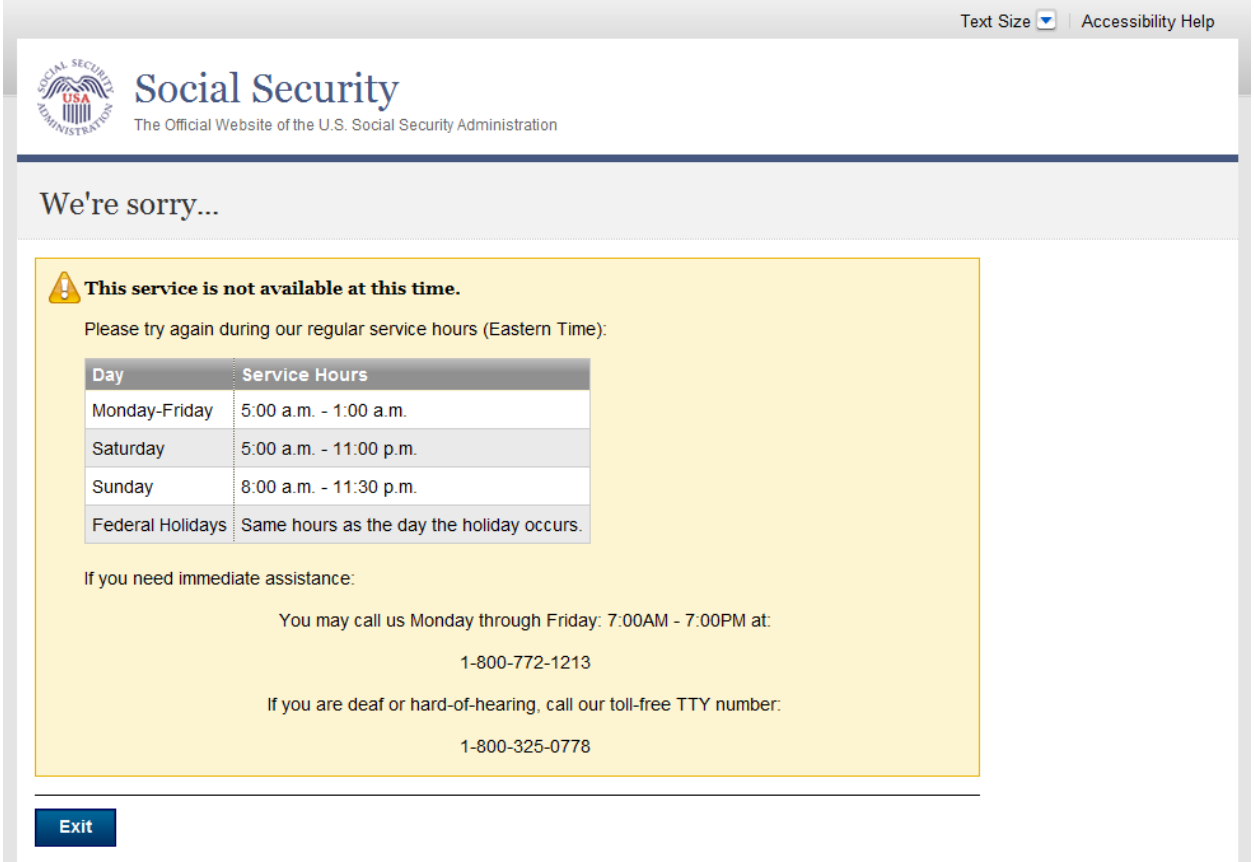
Change and Justification: Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. If a customer has been banned from visiting a Social Security field office in person, then we do not want to direct him or her to a field office for assistance when we display error messages. A banned customer may only call or write Social Security. For banned customers, we display language that tells them they may call Social Security.

#1549: Login - Terms of Service



Change and Justification: We changed the language on our Internet attestation Terms of Service (TOS) screen. This is the language the customer sees when he or she signs in to his or her online account. OIG expressed concern that some US Attorneys' Offices were refusing to take on SSA fraud cases perpetrated through the agency's web applications due to insufficient TOS language. We formed a special workgroup to come up with language that would address these concerns. Our eGovernance Steering Committee approved the final revised TOS language.

#1592: Service is not available

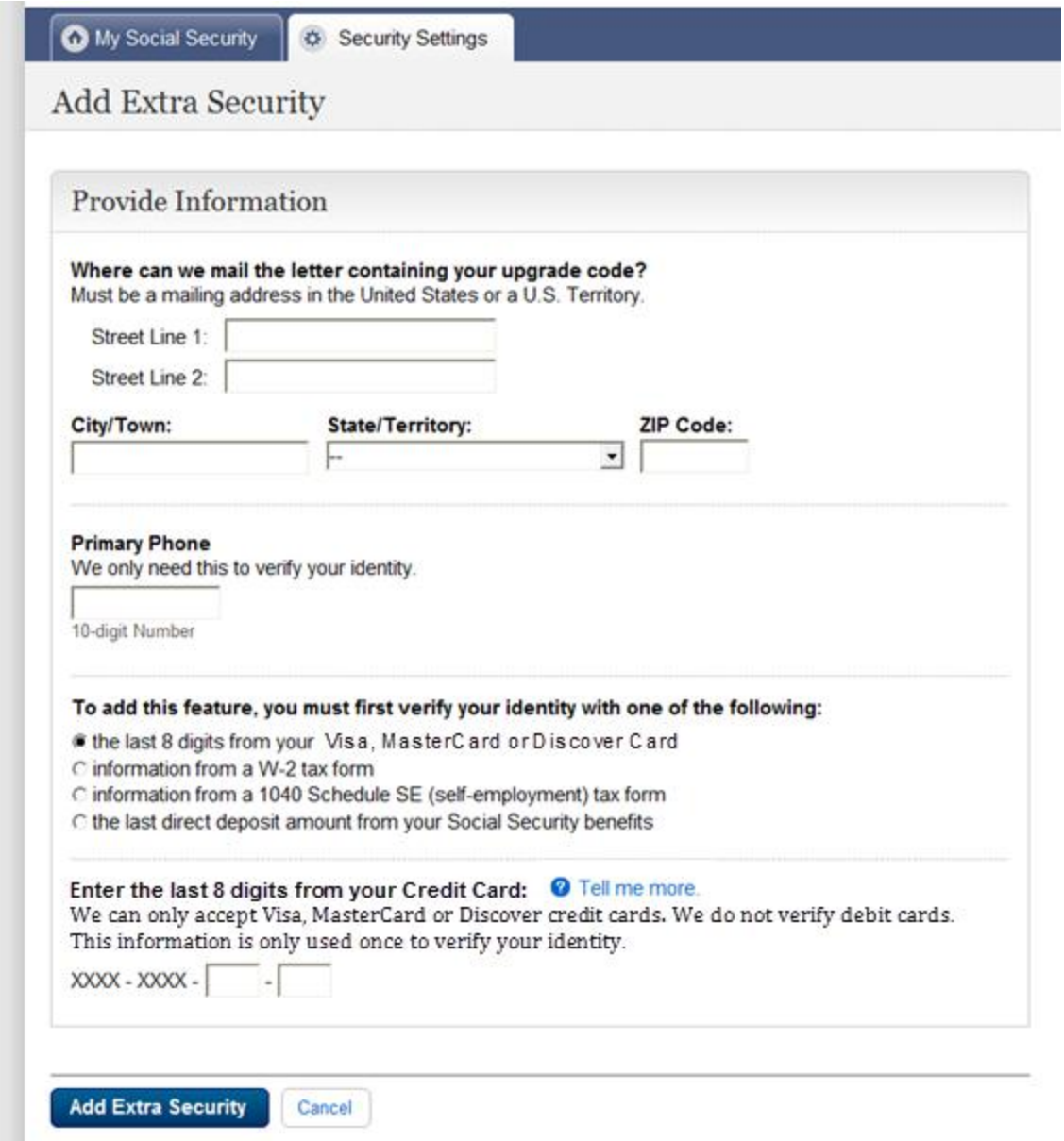


Change and Justification: We revised our "Service not available" screens to correct the operating hours and the "Federal Holiday" information.

#1593: OTSO service is not available

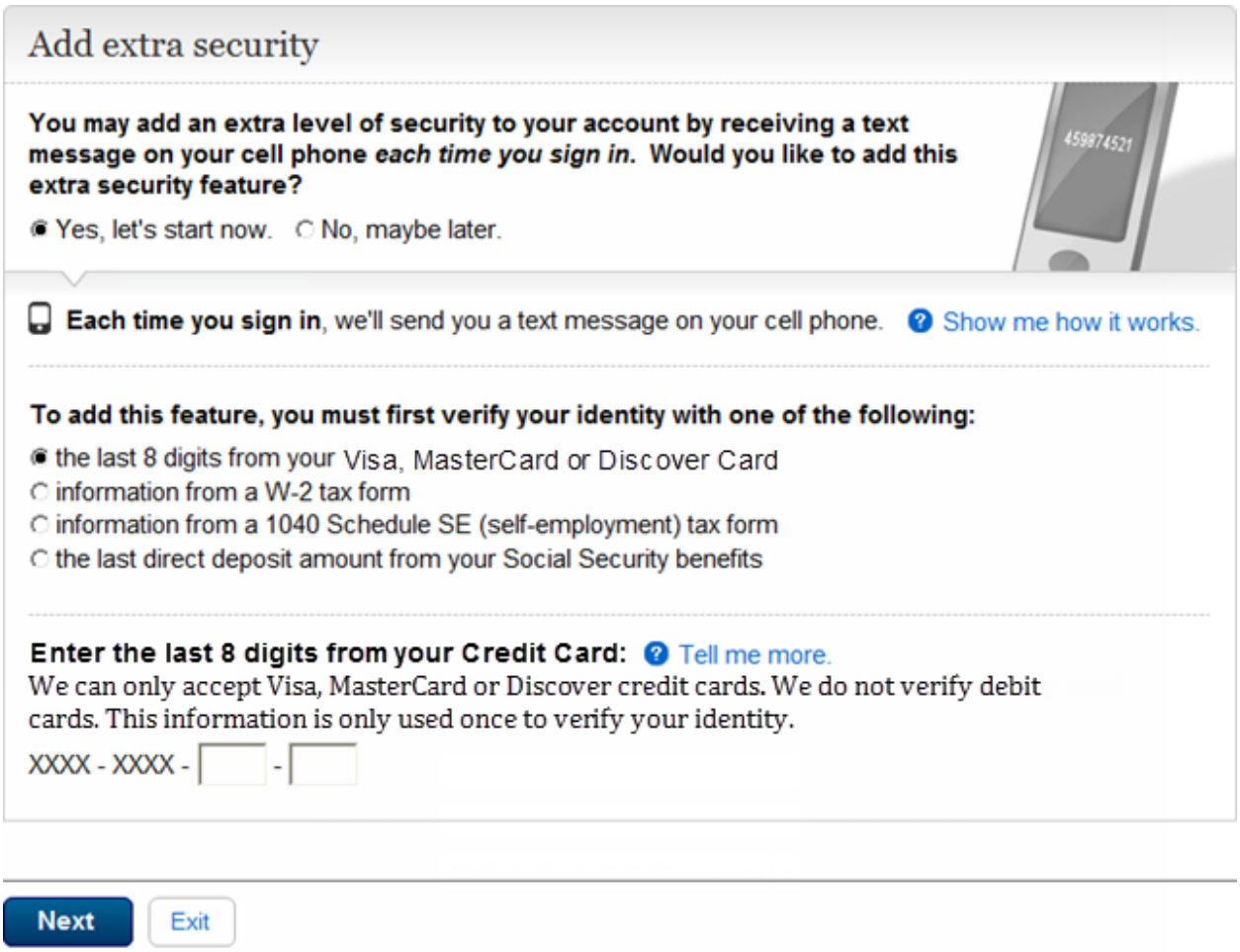
Change and Justification: We revised our "Service not available" screens to correct the operating hours and the "Federal Holiday" information.

Discover Card – Add Extra Security #1



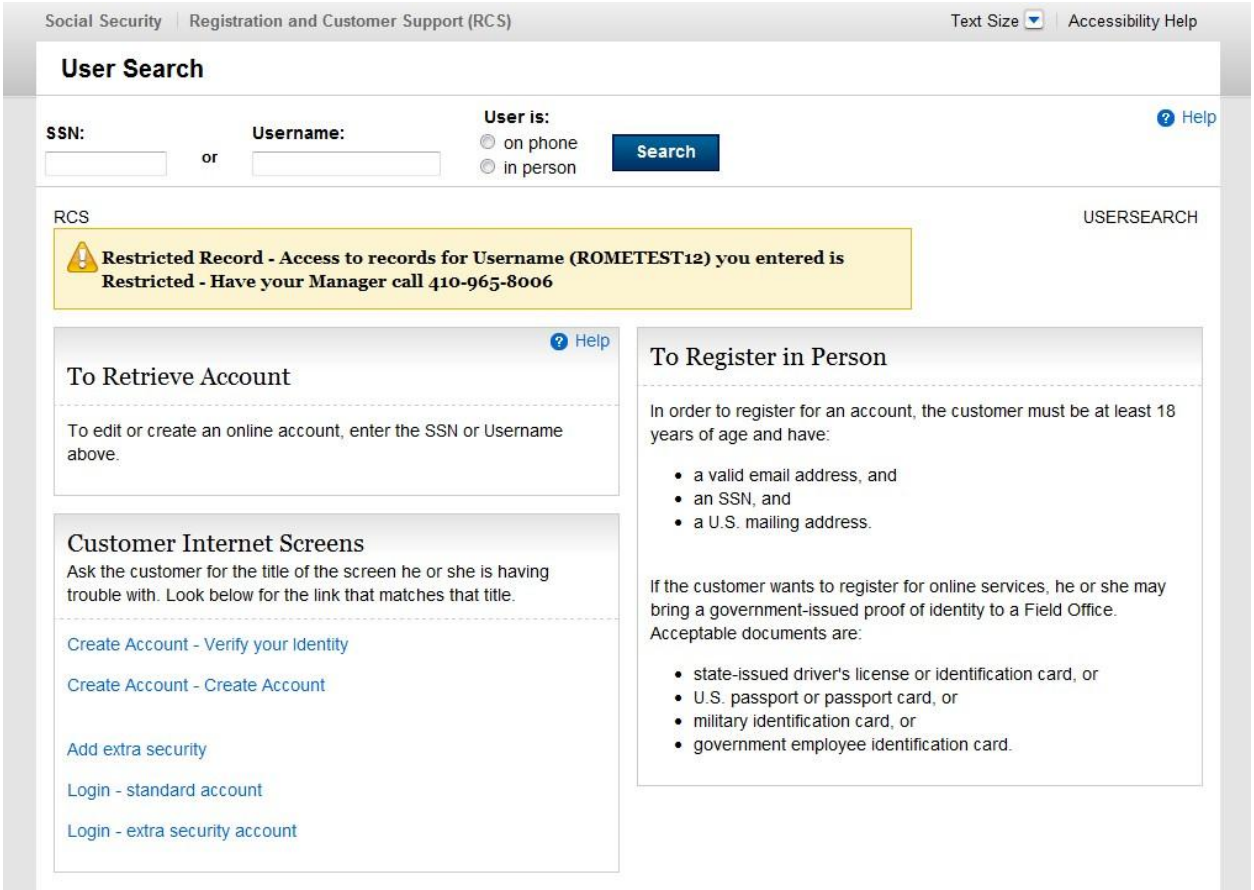
Change and Justification: We added language to our Internet Extra Security screens. We made this change to add the Discover Card to the list of acceptable credit cards we can use to do a financial check when the customer requests to add extra security to his or her account.

Discover Card – Add Extra Security #2



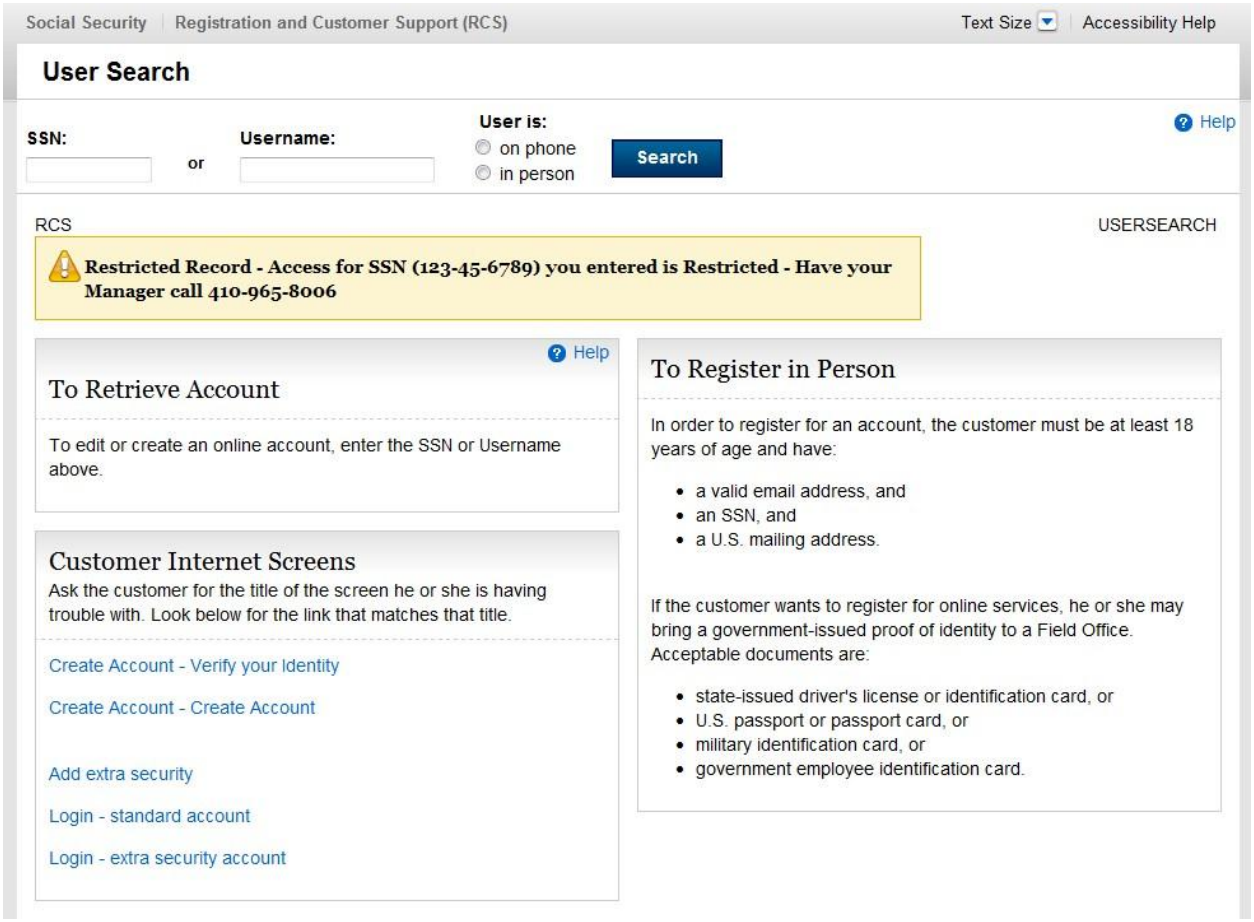
Change and Justification: We added language to our Internet Extra Security screens. We made this change to add the Discover Card to the list of acceptable credit cards we can use to do a financial check when the customer requests to add extra security to his or her account.

IENP Search –Using User Name



Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: • tell the RCS user that he or she has attempted to access a restricted record (the record of an Individual of Extraordinary National Prominence – IENP) and must notify his or her manager.

IENP Search –Using SSN



Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: • tell the RCS user that he or she has attempted to access a restricted record (the record of an Individual of Extraordinary National Prominence – IENP) and must notify his or her manager.