

# Screen Images and Interactions



**Access Code Entry – *To be removed in September 2013***

The screenshot shows the 'Mobile Wage Reporting' app interface. At the top left is the USA Department of Labor logo. The title 'Mobile Wage Reporting' is in a dark blue header. Below the header, it says 'OMB No. 0960-0715 [Paperwork Reduction Act](#)'. The main content area is titled 'Using This App' and contains the following text: 'To use this app, you need the access code that came with your Mobile Wage Reporting packet. If you do not have your access code or never received a Mobile Wage Reporting packet, please [contact us](#).' Below this is a text input field labeled 'Access Code:'. Underneath the input field is a large, light gray button with the text 'Next'. At the bottom of the screen, there are two links: 'Read our [Privacy Policy & Privacy Statement](#)' and 'Search our [FAQs](#)'.

The Access Code was used to control who downloaded the app during the pilot phase. For national release, there will not be an access code. Through our pilot, we learned that users were frustrated with entering an access code. Executives made the decision to remove it completely.

These changes will occur upon OMB approval.

## Terms of Service

 **Mobile Wage Reporting** 

OMB No. 0980-0715 [Paperwork Reduction Act](#)

### Terms of Service

- I understand that this computer program contains U.S. Government information. I consent to the monitoring of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records; or
  - Deceive the Social Security Administration of an individual's identity.

**I Agree** **I Do Not Agree**

Read our [Privacy Policy](#) & [Privacy Statement](#)  
Search our [FAQs](#)

Since the Access Code screen is going to be removed, this will be the new first screen the user sees. The OMB number, Paperwork Reduction Act link, Privacy Policy link, and FAQs link from the Access Code screen are now displayed on the TOS screen.

These changes will occur upon OMB approval.

### Full Terms of Service wording:

- I understand that this application contains U.S. Government information.
- I consent to the monitoring of my use of this application to ensure its appropriate use.
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records; or
  - Deceive the Social Security Administration of an individual's identity.

- I understand that unauthorized use of, or access to, this application may subject me to criminal or civil penalties, or both.
- I understand that if I am submitting wages for someone else, I must have his or her permission to do so.
- I understand that Social Security may stop me from using this service if it finds or suspects misuse.

## Enter PII

**1<sup>st</sup> Appearance of Screen**  
(Before Errors - Empty)

**Tell Us Who You Are**

**Provide information about yourself.**

First Name:

Last Name:

(Other Last Name):

Date of Birth: (mm/dd/yyyy)

SSN:

**Next**

**2<sup>nd</sup> / 3<sup>rd</sup> Appearance of Screen**  
(After Errors - prepopulated)

**Tell Us Who You Are**

**Provide information about yourself.**

First Name: Terry

Last Name: Jones

(Other Last Name): Smith

Date of Birth: 02/13/1965

SSN: 123-45-6789

**Next**

Changed page title from "Verify" to "Tell Us Who You Are".


Added text "Provide information about yourself."

Both of these changes were made to help the user understand whose information to enter.

These changes will occur upon OMB approval.

## Confirm PII

### Standard Name Display

**Confirm Your Information** 


**Your Information**

Name: Terry Jones  
Date of Birth: 02/13/1965  
Social Security Number: 123-45-6789

**Next**

**Edit**

### With Other Last Name Displayed

**Confirm Your Information** 

**Your Information**

Name: Terry Jones (Smith)  
Date of Birth: 02/13/1965  
Social Security Number: 123-45-678

**Next**

**Edit**

Changed page title from "Confirm" to "Confirm Your Information".

This minor change was made to help the user understand they are to confirm their own information.

These changes will occur upon OMB approval.

## Reporting Path Choice

**Reporting For...** 

**I am reporting wages earned by:**

Myself

Other person(s)

Both

**Next**

Changed wording from “I am reporting wages for” to “I am reporting wages earned by.”

This change was made to help the user understand they are reporting wages earned.

These changes will occur upon OMB approval.

## ***Wage Entry for Self***

### **Enter Your Wages**

**Your gross wages for April 2013**

Gross wages are the amount earned before taxes and other deductions.

Changed page title from "Enter Wages" to "Enter Your Wages."

Added "gross" and definition of gross wages.

These changes were made to help the user understand that they are to enter their own gross wages.

These changes will occur upon OMB approval.

## ***Confirm Wage Report for Self***

**Confirm Your Wages** 

**Your gross wages for April 2013**

Gross Wages: \$347.64

**Next**

**Edit**

Changed page title from "Confirm Wage Report" to "Confirm Your Wages."

Added the word "gross."

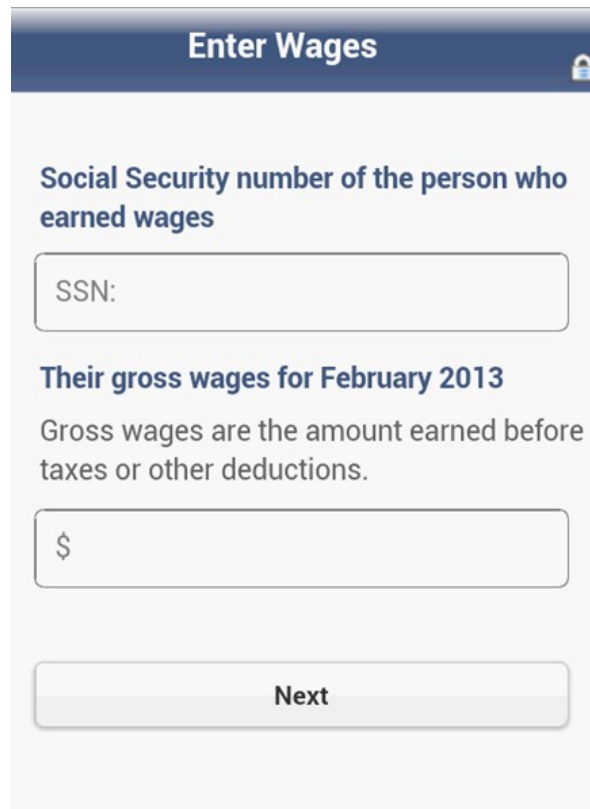
These changes were made to help the user understand they were confirming their own gross wages.

These changes will occur upon OMB approval.

## Enter Wages

### 1<sup>st</sup> Appearance of Screen

(Before Errors - Empty)



The screenshot shows a mobile application screen titled "Enter Wages" with a lock icon in the top right corner. The screen is divided into two main sections. The first section is titled "Social Security number of the person who earned wages" and contains a text input field with the label "SSN:". The second section is titled "Their gross wages for February 2013" and includes a sub-header "Gross wages are the amount earned before taxes or other deductions." Below this is a text input field with a dollar sign (\$) as a placeholder. At the bottom of the screen is a "Next" button.

Changed first sentence from "Social Security number of the person you are reporting for" to Social Security number of the person who earned wages."

Added the word "gross" and the sentence about gross wages.

Both of these changes were made to help the user understand whose information to enter and that gross wages should be reported.

These changes will occur upon OMB approval.



**2<sup>nd</sup> / 3<sup>rd</sup> Appearance of Screen**  
(After Errors - prepopulated)

The screenshot shows a mobile application screen titled "Enter Wages" with a lock icon in the top right corner. The screen contains two main sections. The first section is titled "Social Security number of the person who earned wages" and features a text input field with the label "SSN:" and the value "123-45-6789". The second section is titled "Their gross wages for February 2013" and includes a sub-header "Gross wages are the amount earned before taxes or other deductions." Below this is a text input field with a dollar sign icon and the value "\$ 524.34". At the bottom of the screen is a large, light-colored button labeled "Next".

Changed first sentence from "Social Security number of the person you are reporting for" to Social Security number of the person who earned wages."

Added the word "gross" and the sentence about gross wages.

Both of these changes were made to help the user understand whose information to enter and that gross wages should be reported.

These changes will occur upon OMB approval.

## ***Confirm Wage Report for Other***

**Confirm SSN and Wages** 

**April 2013 wage report for**

SSN: 123-45-6789  
Gross Wages: \$524.34

**Submit**


**Edit**

Changed page title from "Confirm SSN" to "Confirm SSN and Wages."

This change was made because users were confirming both SSN and wages, so the title should reflect that.

This change will occur upon OMB approval.

**Interim Successful Submission- *No changes***


**Submission Successful** 

**Your wage submission  
was successful**

You indicated that you have wages to  
report for someone else.

Do you want to submit those wages?

## Final Successful Submission – Within GK Dates

**Submission Complete** 

**Thank you for your submission.**

We will mail a confirmation of the wages reported for April.

Please report May's wages between June 1 and June 9.

[Submit More Wages](#)

[Log Out](#)

You can now [sign up for email or text reminders](#) to report monthly wages for SSI.

Changed text from “May wages may be reported from June 1 to June 9.” to “Please report May wages between June 1 and June 9.”

Added sentence with link below Log Out button.

The second sentence was changed to make the language softer. The sentence at the bottom of the screen was added to provide the user with a new reminder option to provide better customer service

This change will occur upon OMB approval.

## Final Successful Submission – Outside GK Dates

### Submission Complete

**Thank you for your submission.**

We will mail a confirmation of the wages reported for April.

Because we received the report after May 9, the wages you reported today might not be reflected in a future payment.

We will mail a notice if there are changes to the payment amount explaining these changes and your right to appeal.

Please report May's wages between June 1 and June 9.

[Submit More Wages](#)

[Logout](#)

You can now [sign up for email or text reminders](#) to report monthly wages for SSI.

Added sentence beginning with “Because we received...”

Added sentence beginning with “We will mail a notice...”

Changed text from “May wages may be reported from June 1 to June 9.” to “Please report May wages between June 1 and June 9.”

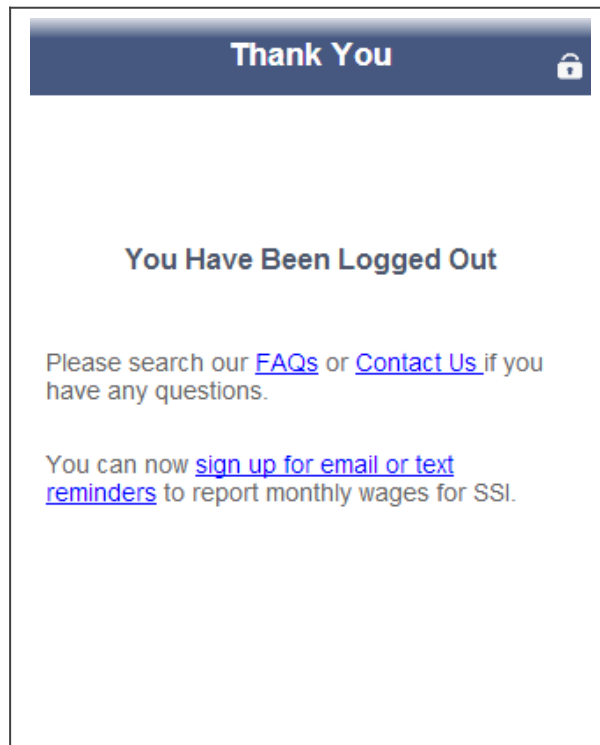
Added sentence with link below Log Out button.

These changes were made to meet the requirements of the GK enhancements to be released on 9/28/13.

The sentence at the bottom of the screen was added to provide the user with a new reminder option to provide better customer service

This change will occur upon OMB approval.

## Log Out Confirmation




Added last sentence with link.

The sentence at the bottom of the screen was added to provide the user with a new reminder option to provide better customer service

This change will occur upon OMB approval.

## Privacy Act Statement

**Privacy Act Statement** 

**Supplemental Security Income  
Mobile Wage Reporting Application**

Title 5 U.S.C. sections 205(a) and 1631(e), and Executive Order 9397, as amended, authorize us to collect this information. We will use the information you provide to determine eligibility for Supplemental Security Income.

Furnishing us this information is voluntary. However, failure to provide all or part of the information could prevent us from making an accurate and timely decision on Supplemental Security Income benefits.

**Return**

### Full Privacy Act Statement Wording:

Title 5 U.S.C. sections 205(a) and 1631(e), and Executive Order 9397, as amended, authorize us to collect this information. We will use the information you provide to determine eligibility for Supplemental Security Income.

Furnishing us this information is voluntary. However, failure to provide all or part of the information could prevent us from making an accurate and timely decision on Supplemental Security Income benefits.

We rarely use the information you supply for any purpose other than for making a determination relating to Supplemental Security Income benefits. However, we may use it for the administration and integrity of Social Security programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include but are not limited to the following:

1. To enable a third party or an agency to assist Social Security in establishing rights to Social Security benefits and/or coverage;
2. To comply with Federal laws requiring the release of information from Social Security records (e.g., to the Government Accountability Office and Department of Veterans' Affairs);


3. To make determinations for eligibility in similar health and income maintenance programs at the Federal, State, and local level; and,
4. To facilitate statistical research, audit, or investigative activities necessary to assure the integrity and improvement of Social Security programs (e.g., to the Bureau of the Census and private concerns under contract to Social Security).

We may also use the information you provide in computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. Information from these matching programs can be used to establish or verify a person's eligibility for federally-funded or administered benefit programs and for repayment of payments or delinquent debts under these programs.

A complete list of routine uses for this information is available in Systems of Records Notice entitled, Supplemental Security Income Record, 60-0103. This notice, additional information, and information regarding our programs and systems, are available on-line at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at your local Social Security office.



## **Paperwork Reduction Act-*No changes***

**Paperwork Reduction Act** 

**Supplemental Security Income  
Mobile Wage Reporting Application**

This information collection meets the requirements of 44 U.S.C. §3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 5 minutes to read the instructions, gather the facts, and answer the questions.

**Return**

### **Full Paperwork Reduction Act Wording:**

This information collection meets the requirements of 44 U.S.C. §3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 5 minutes to read the instructions, gather the facts, and answer the questions.

*You may send comments on our time estimate above to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. **Send only comments relating to our time estimate to this address, not the completed report.***

The OMB control number for the Supplemental Security Income Telephone Wage Reporting System and the associated instructions package is 0960-0715; expiration date 07/31/2013.

## Error Message Screens

### ***Wage Reporting Period Closed – To be removed in September 2013***



The screenshot shows a mobile application interface. At the top left is the Social Security Administration logo. To its right is a dark blue header bar with the text "Mobile Wage Reporting" in white. Below the header is a white rectangular box with a thin border containing the following text:

**The wage reporting period is closed.**

We are sorry, but the last day for reporting wages was March 8.

March wages may be reported from April 1 to April 9.

If you need to report wages for the prior month, please [contact us](#).

Because of the GK enhancements release scheduled on 9/28/13, users will be able to report their wages any day of the month, and will not be stuck to a certain timeframe.

This change will occur upon OMB approval.

**Service Unavailable- *No changes***



**Service Unavailable**



**Service Unavailable**

We apologize, but this service is not available at this time.

This service is available during the following hours (Eastern Time):

Monday through Friday: 5:00 AM - 11:00 PM

Saturday: 5:00 AM - 11:00 PM

Sunday: 8:00 AM - 10:00 PM

Holidays: 5:00 AM - 11:00 PM

## Cannot Connect- *No changes*



### Cannot Connect



#### Cannot Connect

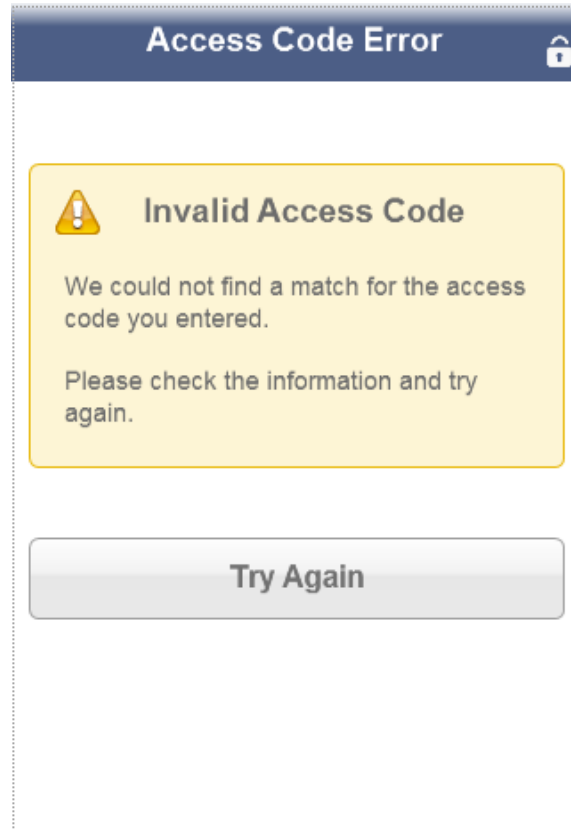
We apologize, but the device you are using cannot connect with the application at this time.

This may be because of an issue with the application or your Internet connection.

Please check your Internet connection and try again.

If your Internet connection is not the issue, please try again later, or call 1-866-772-0953 to report wages.

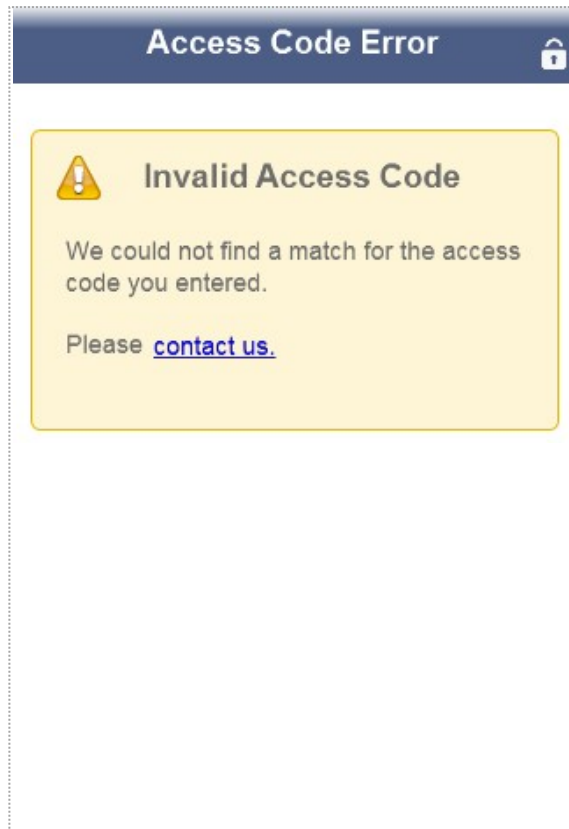
**Access Code Error: 1<sup>st</sup> and 2<sup>nd</sup> Strikes – To be removed in Sept 2013**



Because the Access Code screen will be removed, we no longer need this error message.

This change will occur upon OMB approval.

**Access Code Error: 3<sup>rd</sup> Strike – To be removed in September 2013**



Because the Access Code screen will be removed, we no longer need this error message.

This change will occur upon OMB approval.

***In-line Field Error (example)- No changes***

### Tell Us Who You Are

**Provide information about yourself**

First Name: Mary

Last Name: Jones

(Other Last Name):


Date of Birth: 04/01/1972


SSN must be 9 characters

SSN:

**Next**

**Verification/Exclusion Check Error: 1<sup>st</sup> and 2<sup>nd</sup> Strikes- *No changes***

Error 



**Unable to Process  
Your Request**


We could not find a match for the  
information you entered.


Please check your information and try  
again.

**Try Again**



**Verification/Exclusion Check Error: 3<sup>rd</sup> Strike- *No changes***

Error 





**Unable to Process  
Your Request**

We could not find a match for the  
information you entered.

Please [contact us](#).

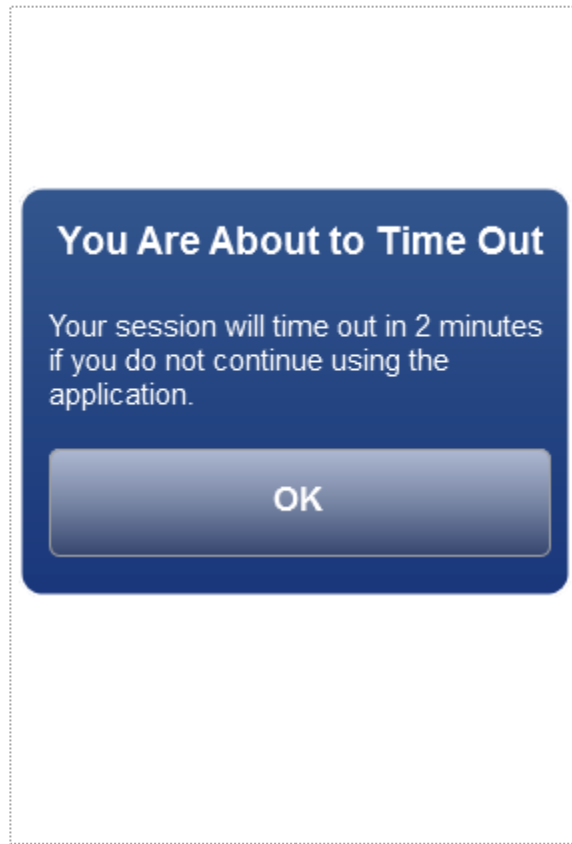
**Terms of Service Refusal- *No changes***

Terms of Service 


 **Terms of Service**


You did not agree and accept the terms of service and cannot continue using the application.

**Time Out Warning— *No changes***



**Time Out Error—*No changes***

**Time Out** 

 **Your Time Has Expired**

We are sorry for the inconvenience, but your time has expired.

This happens if your session has been inactive for 10 minutes.

**Restart**

**Close This App Warning---No changes**

