

# **Screen Documentation**

# **RCS Release 2.0**

AUGUST 27, 2012

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## **Global changes**

Changed "New Search" button to "Clear Search" and moved it next to "Search" Added the "Sample Notices" container to all Search pages and made them all consistent



## Start - Search

I: Username: User is: On phone Search Oin person	Clear Search	
To Retrieve Account	To Register in Person <b>2</b> Help	
To edit or create an online account, enter the SSN or Username above.	In order to register for an account, the customer must be at least 18 years of age and have: • a valid email address, and • an SSN, and	
Customer Internet Screens <sup>(2)</sup> Help Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Create Account - Verify your Identity	<ul> <li>a U.S. mailing address.</li> <li>If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:</li> <li>state-issued driver's license or identification card, or</li> <li>U.S. passport or passport card, or</li> <li>military identification card, or</li> <li>compared and the product identification card.</li> </ul>	
Create Account - Create Account Add extra security	Sample Nations 2 Help	
Login - standard account Login - extra security account	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.	
	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person	
	Request to reset cell phone number	



## In person search results - no account or registration attempt

Release 2: Added client header and changed title of No Account Found container. Added "Block Access" button.

If account is blocked, then the buttons are "Unblock" and "Deny Unblock."

Social Security • Registration and Customer Support	
User Search	
SSN: Username: User is: or or in phone in person Search	Clear Search
No Account Found	To Register in Person
There is no account for SSN 999-99-9999 Create Account Block Access	In order to register for an account, the customer must be at least 18 years of age and have: • a valid email address, and • an SSN, and • a U.S. mailing address. If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office.
Customer Internet Screens <b>?</b> Help Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Acceptable documents are: • state-issued driver's license or identification card, or • U.S. passport or passport card, or • military identification card, or • government employee identification card.
Create Account - Verify your Identity Create Account - Create Account	Sample Notices <sup>2</sup> Help
Finish Setting Up Your Account - Create Account Add extra security	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Sign In Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number



## In person search results - failed registration

Release 2: Added Client header and changed title of "No Account Found" container. Added "Block Access" button.

If account is blocked, then the only buttons are "Unblock" and "Deny Unblock." If account is locked but not blocked, the buttons are "Unlock" and "Block Access"

Jser Search	
N: Username: User is: or or on phone or on person	Clear Search
ohn Jones         SSN: 999-99-9999         DOB: 01/01/1970           User Information         Transaction History	
No Account Found	To Register in Person ? Help
Account Status: No account Reason: Failed OOW Quiz Date: May 08, 2012; 03:14 PM EST Create Account Block Access	In order to register for an account, the customer must be at least 18 years of age and have: • a valid email address, and • an SSN, and • a U.S. mailing address. If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:
Customer Internet Screens <b>?</b> Help Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	<ul> <li>state-issued driver's license or identification card, or</li> <li>U.S. passport or passport card, or</li> <li>military identification card, or</li> <li>government employee identification card.</li> </ul>
Create Account - Verify your Identity Create Account - Create Account	Sample Notices 3 Help
Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Add extra security Sign In Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person
	Request to reset cell phone number



## Search results - no account/locked

Release 2: If account is locked but not blocked, the buttons are "Unlock" and "Block Access"

Applies to both phone and in person.

ocial Security • Registration and Customer Support	
User Search	
SSN:       Username:       User is:         or       or       on phone         John Jones       SSN: 999-99-9999       DOB: 01/01/1970	Clear Search
User Information Transaction History	
No Account Found	To Register in Person <b>2</b> Help
Account Status: Locked Reason: Failed OOW Quiz Date: May 08, 2012; 03:14 PM EST Unlock Block Access	In order to register for an account, the customer must be at least 18 years of age and have: • a valid email address, and • an SSN, and • a U.S. mailing address. If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:
Customer Internet Screens <b>?</b> Help Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	<ul> <li>state-issued driver's license or identification card, or</li> <li>U.S. passport or passport card, or</li> <li>military identification card, or</li> <li>government employee identification card.</li> </ul>
Create Account - Verify your Identity	Sample Notices <b>2</b> Help
Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Add extra security Sign In Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number
	Request to reset cell phone number



## in person search results - pending account

Release 2: Added client header and tabs. Added "Block Access" button.

If account is blocked, then the only buttons are "Unblock" and "Deny Unblock." If account is locked but not blocked, the buttons are "Unlock" and "Block Access"

l Haamamar Ht	
or Search (	Clear Search
hn Jones SSN: 999-99-9999 DOB: 01/01/1970	
🛕 The customer has not activated this account.	
If the customer no longer has access to the previously issued code, new code. Selecting the "Create Account" button below will cancel th	select "Create Account" below to re-verify the customer and issue a ne previous pending account.
Jser Information Transaction History	
Account Pending	To Register in Person
This account is pending activation. An activation code letter was equested on June 15, 2012.           Create Account         Block Access	In order to register for an account, the customer must be at least 18 years of age and have: • a valid email address, and • an SSN, and • a U.S. mailing address.
	If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:
Ask the customer for the title of the screen he or she is having rouble with. Look below for the link that matches that title.	state-issued drivers license or identification card, or     U.S. passport or passport card, or     military identification card, or     government employee identification card.
Create Account - Verify your Identity Create Account - Create Account	
Einish Satting Un Vour Account - Varify your Idantity	Sample Notices
Finish Setting Up Your Account - Create Account	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Add extra security	
Sign In Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security
	Created an account in person Created an account in person (with extra security) Upgraded account in person
	Request to reset cell phone number



## **Telephone search results - no account**

Release 2: Added client header and "Block Access" button. Changed title of "No Account Found" container.

If account has standard block, then the only buttons are "Unblock" and "Deny Unblock." For other types of block, the telephone user has no buttons.

ocial Security • Registration and Customer Support	
User Search	
SSN: Username: or Search Clear Search	)
No Account Found	To Register in Person <sup>2</sup> Help
There is no account for SSN 999-99-9999 Block Access	In order to register for an account, the customer must be at least 18 years of age and have: • a valid email address, and • an SSN, and • a U.S. mailing address.
Customer Internet Screens	If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office.
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Create Account - Verify your Identity Create Account - Create Account	<ul> <li>state-issued driver's license or identification card, or</li> <li>U.S. passport or passport card, or</li> <li>military identification card, or</li> <li>government employee identification card.</li> </ul>
Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account	Sample Notices <b>?</b> Help
Add extra security Sign In	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number



## **Telephone search results - pending account**

Release 2: Added client header. Added tabs, "Block Access" button.

If account is blocked, then the only buttons are "Unblock" and "Deny Unblock." If account is locked but not blocked, the buttons are "Unlock" and "Block"

I: Username: Or Search Clear Search	
hn Jones SSN: 999-99-9999 DOB: 01/01/1970	
The customer has not activated this account.  If the customer no longer has access to the previously issued code,	a new code may be issued by visiting a local Social Security office.
User Information Transaction History	
Account Pending	To Register in Person
Pending account found; activation code and upgrade code requested June 14, 2012 Block Access	In order to register for an account, the customer must be at least 18 years of age and have: • a valid email address, and • an SSN, and • a U.S. mailing address. If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office.
Customer Internet Screens Pelp Ask the customer for the title of the screen he or she is having rouble with. Look below for the link that matches that title.	Acceptable documents are: • state-issued driver's license or identification card, or • U.S. passport or passport card, or • military identification card, or • government employee identification card.
Create Account - Verify your Identity Create Account - Create Account	Sample Notices <sup>2</sup> Help
Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account Add extra security	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Sign In Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security
	Created an account in person Created an account in person (with extra security) Upgraded account in person
	Request to reset cell phone number



## **Account Management Screens**

## **Standard account**

Release 2: added "Block Access button" and "Last Login" field.

N: Username: User is: or On phone Search Search	Clear Search		
ohn Jones     SSN: 999-99-9999     DOB: 01/01/1970     Username: JJJones1!2       Account Summary     Transaction History			
Account Summary <b>2</b> Help			
Email Address: jjones@me.com       Change Email Address         Account Type: Standard       Add Extra Security         Account Status: Active       Last Login: October 13, 2011; 10:15 PM         Email Temp Password       Cancel Account       Block Access			
Customer Internet Screens <b>?</b> Help Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.		
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account Add extra security	Created an account online (with extra security) Added extra security Created an account in person Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number		



## Account with Extra Security before OTP entered

Release 2: added "Block Access" button. Added "Last 4 Digits of Cell Phone" and "Last Login" fields. Added "Mail Reset Code" button for Telephone user.

al Security • Registration and Customer Support		
User Search		
SN: Username: User is: or C in person Search	Clear Search	
ohn Jones SSN: 999-99-9999 DOB: 01/01/1970	Username: JJJones1!2	
Account Summary Transaction History		
Account Summary Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone to complete the Extra Security login. Email Address: jjones@me.com Account Type: Extra Security Last 4 Digits of Cell Phone: 5555 Account Status: Active Last Login: June 20, 2012; 10:15 PM		
Customer Internet Screens Ask the customer for the title of the screen he or she is having	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the	
Create Account - Verify your Identity Create Account - Create Account	appropriate notice. Created an account online Created an account online (with extra security) Added extra security	
Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account Add extra security	Created an account in person Created an account in person (with extra security) Upgraded account in person	



## Account with Extra Security after OTP entered

Release 2: added "Block Access" button. Also added "Last 4 Digits of Cell Phone" and "Last Login" fields.

or Or	on phone In person	Clear Search
hn Jones SSN: 999-99-9999	DOB: 01/01/1970	Username: JJJones1!2
ccount Summary Transaction Histo	ory	
Account Summary	2 Help	
Email Address: jjones@me.com	Change Email Address	
Account Type: Extra Security Last 4 Digits of Cell Phone: 5555	Remove Extra Security	
Account Status: Active Last Login: June 20, 2012; 10:15 I	РМ	
Email Temp Password Cancel Account	unt Block Access	
Customer Internet Screens Ask the customer for the title of the scre trouble with. Look below for the link that	• Help een he or she is having matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Create Account - Verify your Identity Create Account - Create Account		Created an account online Created an account online (with extra security) Added extra security
	r Identity	Created an account in person
Finish Setting Up Your Account - Verify your Finish Setting Up Your Account - Create Acc	count	Upgraded account in person (with extra security)
Finish Setting Up Your Account - Verify your Finish Setting Up Your Account - Create Acc Add extra security	count	
Finish Setting Up Your Account - Verify your Finish Setting Up Your Account - Create Acc Add extra security Sign In Sign In with Enhanced Security		Request to reset cell phone number
Finish Setting Up Your Account - Verify your Finish Setting Up Your Account - Create Acc Add extra security Sign In Sign In with Enhanced Security		Request to reset cell phone number
Finish Setting Up Your Account - Verify your Finish Setting Up Your Account - Create Acc Add extra security Sign In Sign In with Enhanced Security		Request to reset cell phone number
Finish Setting Up Your Account - Verify your Finish Setting Up Your Account - Create Acc Add extra security Sign In Sign In with Enhanced Security		Request to reset cell phone number
Finish Setting Up Your Account - Verify your Finish Setting Up Your Account - Create Acc Add extra security Sign In Sign In with Enhanced Security		Request to reset cell phone number



## Standard account blocked

Release 2: Added "Unlock" and "Deny Unblock" functionality. Added "Block Type," "Block Reason," "Block Date," "Block Location," to the Account Summary container.

Image: Search     Oser is:       or     Image: Oser is:       Image: Oser is:     Image: Oser is:       Image:	Clear Search
ohn Jones SSN: 999-99-9999 DOB: 01/01/1970	Username: JJJones1!2
Account Summary Transaction History	
Account Summary 😗 Help	
Email Address: <b>jjones@me.com</b> Account Type: <b>Standard</b>	
Account Status: Blocked Block Type: Standard	
Block Reason: Customer initiated Block Date: May 30, 2012; 11:12 AM EDT Block Location: Internet Last Login: October 13, 2011; 10:15 PM EDT	
Unblock Deny Unblock	
Customer Internet Screens 2 Help	Sample Notices <sup>3</sup> Help
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Create Account - Verify your Identity Create Account - Create Account	Created an account online Created an account online (with extra security) Added extra security
Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account	Created an account in person Created an account in person (with extra security)
Add extra security Sign In	Upgraded account in person Request to reset cell phone number
Sign In with Enhanced Security	



## *Panel\_Bottom Half* default

Unblock Deny Unblock	
Customer Internet Screens 3 Hel	Sample Notices
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account Add extra security Sign In Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number

### After "Deny unblock

SSN       Mother's name         Address       Direct Deposit Account Number (DAN)         Date of birth       Master Beneficiary Amount (MBA)         Place of birth       Other	
Save Cancel Customer Internet Screens	Sample Notices
Ask the customer for the title of the screen he or she is having rouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account Add extra security Sign In Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number



## Standard account after unblock

Release 2: Added "Unblock Date" and "Unblock Location," to the Account Summary container.

bhn Jones       SSN: 999-99-9999       DOB: 01/01/1970       Username: JJJones1!2         Account Summary       Transaction History         Account Summary       Image Email Address         Account Type:       Standard         Account Type:       Change Email Address         Account Type:       Standard         Account Type:       Change Email Address         Block removed       Add Extra Security         Account Type:       Standard         Account Status       Active         Block removed       Unblock Date:         Unblock Date:       Jone 25, 2012 03:44 PM EDT         Unblock Location:       Torsoon MD (075)         Last Login:       October 13, 2011; 10:15 PM EDT         Email Temp Password       Cancel Account         Block Access       If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.         Create Account - Verify your Identity       Created an account online         Finish Setting Up Your Account - Create Account       Created an account in person         Finish Setting Up Yo	N: Username: Username: Or	is: phone Search person	Clear Search
Account Summary       Image Email Address:         Account Type:       Standard         Create Account - Verify your Identity       Created an account online (with extra security)         Add extra security       Created an account online (with extra security)         Add extra security       Created an account in person (with extra security)         Add extra security       Stand an acco	hn Jones SSN: 999-99-9999	DOB: 01/01/1970	Username: JJJones1!2
Account Summary       Help         Email Address: jjones@me.com       Change Email Address         Account Type: Standard       Add Extra Security         Account Status: Active       Block removed         Unblock Date: June 26, 2012 03:44 PM EDT       Unblock Location: Towson MD (375)         Last Login: October 13, 2011; 10:15 PM EDT       Email Temp Password         Cancel Account       Block Access         Customer Internet Screens       Help         Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.       Sample Notices       Help         Create Account - Verify your Identity Create Account - Create Account       Create Account online Create Account - Create Account       Create Account online Create Account - Create Account       Create Account online Create Account - Create Account         Finish Setting Up Your Account - Create Account       Create Account in person Create Account - Create Account       Create Account in person Create Account in person Create Account in person         Add extra security       Sign In Sign In Sign In Sign In Sign In Sig	Account Summary Transaction Histor	у	
Email Address: jjones@me.com       Change Email Address         Account Type: Standard       Add Extra Security         Account Status: Active       Block removed         Block removed       Unblock Date: June 26, 2012 03:44 PM EDT         Unblock Location: Towson MD (375)       Last Login: October 13, 2011; 10:15 PM EDT         Email Temp Password       Cancel Account       Block Access         Customer Internet Screens       @ Help         Ask the customer for the tilte of the screen he or she is having trouble with. Look below for the link that matches that tile.       Sample Notices       @ Help         Create Account - Verify your Identity       Create Account - Create Account       Created an account online (with extra security)         Finish Setting Up Your Account - Create Account       Created an account online (with extra security)       Created an account in person (with extra security)         Add extra security       Sign In Sig	Account Summary	2 Help	
Customer Internet Screens       Image: Construction of the title of the screen he or she is having trouble with. Look below for the link that matches that title.       Sample Notices       Image: Construction of the title of the screen he or she is having trouble with. Look below for the link that matches that title.         Create Account - Verify your Identity Create Account -	Email Address: jjones@me.com Account Type: Standard Account Status: Active Block removed Unblock Date: June 26, 2012 03:44 PM I Unblock Location: Towson MD (375) Last Login: October 13, 2011; 10:15 P Email Temp Password Cancel Account	Change Email Address Add Extra Security EDT M EDT nt Block Access	
Create Account - Verify your Identity       Created an account online         Create Account - Create Account       Created an account online (with extra security)         Finish Setting Up Your Account - Verify your Identity       Created an account in person         Finish Setting Up Your Account - Create Account       Created an account in person         Add extra security       Created an account in person         Add extra security       Upgraded account in person         Sign In       Request to reset cell phone number	Customer Internet Screens Ask the customer for the title of the scree trouble with. Look below for the link that r	Help en he or she is having hatches that title.	Sample Notices <b>?</b> Help If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Finish Setting Up Your Account - Verify your Identity       Created an account in person         Finish Setting Up Your Account - Create Account       Created an account in person (with extra security)         Add extra security       Upgraded account in person         Sign In       Request to reset cell phone number         Sign In with Enhanced Security       Image: Security	Create Account - Verify your Identity Create Account - Create Account		Created an account online Created an account online (with extra security) Added extra security
Sign In     Request to reset cell phone number       Sign In with Enhanced Security     Image: Comparison of the security	Finish Setting Up Your Account - Verify your I Finish Setting Up Your Account - Create Acco	dentity unt	Created an account in person Created an account in person (with extra security) Upgraded account in person
	Sign In Sign In with Enhanced Security		Request to reset cell phone number



## In person - Standard account suspended

Release 2: Added warning message. Added "Unlock" and "Deny Unblock" functionality. Added "Block Type," "Block Reason," "Block Date," "Block Location," to the Account Summary container.

Availability of Unlock and Deny Unblock is based on Top Secret profile and only available in person.

User Search	
SN: Username: User is: Or Or Search Search	Clear Search
ohn Jones SSN: 999-99-9999 DOB: 01/01/1970	Username: JJJones1!2
This account has been suspended.     A person with management access can remove the suspension.	
Account Summary Transaction History	
Account Summary <sup>3</sup> Help	
Account Type: Standard	
Account Status: Blocked Block Type: Suspended Block Reason: SSN, Date of Birth failed Block Date: May 08, 2012; 03:14 PM EST Block Location: Towson MD (375) Last Login: October 13, 2011; 10:15 PM EST	
Account Status: Blocked Block Type: Suspended Block Reason: SSN, Date of Birth failed Block Date: May 08, 2012; 03:14 PM EST Block Location: Towson MD (375) Last Login: October 13, 2011; 10:15 PM EST	Sample Notices 3 Help
Account Status: Blocked Block Type: Suspended Block Reason: SSN, Date of Birth failed Block Date: May 08, 2012; 03:14 PM EST Block Location: Towson MD (375) Last Login: October 13, 2011; 10:15 PM EST Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices <sup>2</sup> Help If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.



# panel\_bottom half

Customer Internet Screens (?) Help	Sample Notices <b>2</b> Help
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account Add extra security Sign In Sign In	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number



## In person manager - Standard account suspended

Release 2: Added warning message. Added "Unlock" and "Deny Unblock" functionality. Added "Block Type," "Block Reason," "Block Date," "Block Location," to the Account Summary container.

Availability of Unlock and Deny Unblock is based on Top Secret profile and only available in person.

or	⊖on pho ⊚in pers	on Search	Clear Search	
hn Jones SSI	V: 999-99-9999 D	OB: <b>01/01/1970</b>	Username: JJJones1!2	
A person with n	t has been suspended. nanagement access can rei	nove the suspension.		
Account Summary	Transaction History			
Account Summ	lary	Help		
Email Address: jjon Account Type: Sta	ies@me.com ndard			
Account Status: Blo Block Type: Sus Block Reason: SSN Block Date: May Block Location: Tow Last Login: Octo	cked pended I, Date of Birth failed / 08, 2012; 03:14 PM EST /son MD (375) ober 13, 2011; 10:15 PM E:	51		
Unblock Deny U	nblock			
Customer Intern	1et Screens	Help	Sample Notices 🔮	Help
Customer Intern Ask the customer for rouble with. Look be	net Screens the title of the screen he low for the link that match	• Help or she is having nes that title.	Sample Notices If the customer has questions about a notice he or she receive you can identify the situation and view the appropriate notice.	Help ed,
Customer Intern Ask the customer for rouble with. Look be Create Account - Verify Create Account - Creat Finish Setting Up Your Finish Setting Up Your	not Screens the title of the screen he low for the link that match your Identity e Account Account - Verify your Identit Account - Create Account	Help or she is having nes that title.	Sample Notices If the customer has questions about a notice he or she receive you can identify the situation and view the appropriate notice. Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security)	Help ed,
Customer Intern Ask the customer for trouble with. Look be Create Account - Verify Create Account - Creat Finish Setting Up Your Finish Setting Up Your Add extra security Sign In Sign In with Enhanced	net Screens the title of the screen he low for the link that match your Identity e Account Account - Verify your Identit Account - Create Account Security	Help or she is having nes that title.	Sample Notices If the customer has questions about a notice he or she receive you can identify the situation and view the appropriate notice. Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person Created an account in person Request to reset cell phone number	Help ed,



## panel\_bottom half

efault	
Unblock Deny Unblock	
Customer Internet Screens ? Help	Sample Notices 😗 Help
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account Add extra security Sign In Sign In with Enhanced Security	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number
ny unblock	
Reason(s) for authentication failure when denying unblock:	
Address Direct Deposit Account Number (DAN)	
Date of birth Master Beneficiary Amount (MBA)	
□Place of birth □Other	
Save	
Customer Internet Screens 3 Help	Sample Notices <b>2</b> Help
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Croate Account Marife your Identity	Created an account online





## **Telephone - Standard account suspended**

Release 2: Added warning message. Added "Block Type," "Block Reason," "Block Date," "Block Location," to the Account Summary container.

al Security • Registration and Customer Support	
User Search	
SN: Username: Or Search Clear Search	)
ohn Jones SSN: 999-99-9999 DOB: 01/01/1970 Us	ername: JJJones1!2
This account has been suspended. The customer must visit a Field Office to remove the suspension.	
Account Summary Transaction History	
Account Summary <b>?</b> Help	
Email Address: jjones@me.com Account Type: Standard Account Status: Blocked Block Type: Suspended Block Reason: SSN, Date of Birth failed Block Date: May 08, 2012; 03:14 PM EST Block Location: Towson MD (375) Last Login: October 13, 2011; 10:15 PM EST	
Customer Internet Screens 3 Help	Sample Notices 2 Help
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account Add extra security	Created an account online Created an account online (with extra security) Added extra security Created an account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number



## **Block access - confirm**

New for Release 2

iocial Security • F	Registration and Customer Support	
User Searc	ch	
SSN:	or Username: User is: on phone in person Search Clear Search	
John Jones	SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2	
66	Please read the following to the customer: Are you sure you want to block all access to your information? If you block access to your information, you will not be able to access any of our online or automated telephone services. If you change your mind in the future, you will have to call or visit Social Security to unblock the account.	
Yes,	, Block Access Cancel	



## **Transaction History**

New functionality for Release 2.

cial Security • Registration and Customer S	Support			
User Search				
SSN: Username:	User is: Oon phone Oin person	Search Clear S	search	
John Jones SSN: 999-99-99	99 DOB:	01/01/1970 Userr	name: JJJones1!2	
Account Summary Transaction	History			
Showing <b>1-25</b> of <b>96</b> transactions		<< First < Pre	wious 1 2 3 4 Next > Last >>	
<u>Event</u>	Success?	<u>Date/Timestamp</u> ▼	Location	
Second factor reset request	Yes	June 26, 2012 09:12 am	Towson MD (555) Telephone	
Search for customer	Yes	June 26, 2012 09:06 am	Towson MD (555) Telephone	
Unblock	Yes	June 21, 2012 09:15 am	Columbia MD (103) In Person	
Search for customer	Yes	June 21, 2012 09:05 am	Columbia MD (103) In Person	
Deny unblock		June 20, 2012 12:06 pm	Columbia MD (103) In Person	
Search for customer	Yes	June 20, 2012 12:01 pm	Columbia MD (103) In Person	
Block Access	Yes	June 5, 2012 11:59 pm	Internet	
Remove Extra Security	Yes	June 5, 2012 11:55 pm	Internet	
Once-time password verification	Yes	June 5, 2012 11:55 pm	Internet	
Authentication	Yes	June 5, 2012 11:50 pm	Internet	
Change password	Yes	June 1, 2012 12:01 am	Internet	
Password reset question attempt	Yes	May 31, 2012 11:59 am	Internet	
Once-time password verification	Yes	May 31, 2012 11:55 pm	Internet	
Authentication	Yes	May 31, 2012 11:50 pm	Internet	
Change e-mail	Yes	May 25, 2012 09:02 pm	Manassas TSC (999)	
One-time password verification	Yes	May 25, 2012 09:00 am	Manassas TSC (999)	
Search for customer	Yes	May 25, 2012 08:56 am	Manassas TSC (999)	
One-time password verification	Yes	May 15, 2012 09:03 am	Internet	
Register cell phone number for one- time password verification	Yes	May 15, 2012 09:00 am	Internet	
Authentication	Yes	May 15, 2012 08:55 am	Internet	
Request elevation code/verify identity	Yes	May 3, 2012 08:58 pm	Internet	
OOW quiz attempt	Yes	May 3, 2012 08:55 pm	Internet	
Remove strikes/lockout	Yes	May 2, 2012 04:00 pm	Columbia MD (103) Telephone	
Search for customer	Yes	May 2, 2012 03:53 pm	Columbia MD (103) Telephone	
Registration failure		May 2, 2012 01:23 pm	Internet	
Back to Top		<< First < Pre	avious 1 2 3 4 Next > Last >>	



## Transaction history - failed registration

New for Release 2

User Search SN: Username: or	Search	Clear Search		
John Jones SSN: 999-99-99 User Information Transaction	99 DOB: History	01/01/1970		
Event	Success?	Date/Timestamp 🔻	Location	
Search for customer	Yes	June 27, 2012 04:00 pm	In Person Columbia MD (103)	
OOW quiz attempt	No	May 29, 2012 09:01 am	Internet	



## **Create Account - Need external verification**

Added "Edit Address" button that takes user back to prior screen with editable address fields displayed.

N:	or Username: User is: On phone On person Search Clear Search	
ohn Jone	es SSN: 999-99-9999 DOB: 01/01/1970	
We ca	annot verify the address against our records	
66	Please read the following to the customer:         We were unable to verify this address against our records:         801 Key Highway         Baltimore, Maryland 21230         We would like your permission to share your information with Experian, an external authentication service provider, to help us verify your identity. We also use Experian's fraud prevention services to protect you from identity theft.         Experian verifies the information you give us against their records. We do not share your Social Security number with Experian. Experian keeps your information only for the time period permitted by Federal laws, Regulations, or guidelines.	
	Do you agree to allow us to share your information with Experian?	



## Successful enrollment - standard

Removed sample notice and changed "Print" button to "Reprint"

Social Security • Registration and Customer Support
User Search
SSN:     Username:     User is:       or     On phone     On phone       Oin person     Search
John Jones SSN: 999-99-9999 DOB: 01/01/1970
A The confirmation letter was successfully sent to the printer.
<b>G</b> Please give the confirmation letter to the customer and read the following confirmation to the customer:
We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password.
Please do this before the date shown in the letter.
Reprint Done



## Successful enrollment - extra security

Removed sample notice and changed "Print" button to "Reprint"

Social Security • Registration and Customer Support
User Search
SSN: Username: User is: or on phone in person Search Clear Search
John Jones SSN: 999-99-9999 DOB: 01/01/1970
A The confirmation letter was successfully sent to the printer.
<b>66</b> Please give the confirmation letter to the customer and read the following confirmation to the customer:
We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. Please follow the instructions in the letter to add your extra security.
Please do this before the date shown in your letter.
Reprint Done

