

Screen Changes for October 3, 2015 Release of electronic access to MySSA

Reason for Change	Required Change	Screens with Changes & Page Number in Package	Comments
External Data Source (EDS) Transition – from Experian to Equifax	Remove “Experian” from our screens and replace with our approved, generic term, “Identity Services Provider,” with a link to a pop-up screen that provides information about Equifax	<p><u>Internet Screens:</u></p> <ul style="list-style-type: none"> • Create Account – Terms of Service (CATS) p.7 • Finish Setting up Account – Terms of Service (FATS) p.8 • Help Pages – Privacy & Security (HPS) p.9 • Help Page - Why are these questions important? (HWQI) p.10 • Privacy Act Statement (HPAS) p.11 • Reset or Disable Extra Security - Terms of Service (RDESR) & Error Page, ps.14 & 15 • Add Extra Security – Terms of Service – (AES) & Error Page, ps.16 & 17 • Identity Services Provider Pop Up – p.27 <p><u>Intranet Screens:</u></p> <ul style="list-style-type: none"> • Extra Security – Failed Internal Address Check; Identity Services Provider Refused (CAESEVR) p.19 • Create Account – Need External Verification (EXTOS) p.20 • Standard Account (MREC) p.21 • Extra Security – Need External Verification (AXSNEV) p.23 • Remove Extra Security (Forced) – Need External Verification (RSXNEV) p.24 • Remove Extra Security (Forced) – Identity Services Provider Refused (RESFER) p.25 • Online Account – Terms and Conditions (PVOTC) p.26 	
Commissioner & Staff requested that we add “going green” language to our screens to explain that when a customer registers for a MySSA account, he or she will no longer receive a paper earnings Statement in the mail	Add approved “SSA is going green” language to the Create Account and Sign In Terms of Service screens	<p><u>Internet Screens:</u></p> <ul style="list-style-type: none"> • Create Account – Terms of Service (CATS) p.7 • Finish Setting up Account – Terms of Service (FATS) p.8 • Sign In – Terms of Service & Error Page (LTS) ps.12 & 13 • Reset or Disable Extra Security - Terms of Service (RDESR) & Error Page, ps.14 & 15 • Add Extra Security – Terms of Service – (AES) & Error Page, ps.16 & 17 <p><u>Intranet Screens:</u></p> <p>Online Account – Terms and Conditions (PVOTC) p.26</p>	Language added at the bottom of the Terms of Service
Username Recall – Changed the KBA	We replaced Customer Name	Forgot Username (UNF) & Strike Page – ps.3 & 4	

Reason for Change	Required Change	Screens with Changes & Page Number in Package	Comments
questions we ask to verify identity prior to retrieving the username	with Customer Email Address (We continue to ask for SSN and DOB)		
Forgot Password - Changed the KBA questions we ask to verify identity prior to allowing customer to reset the password	We replaced Customer Name with Customer Username (We continue to ask for SSN and DOB)	Forgot Password (FPVI) & Strike Page – ps.5 & 6	
Remove the Direct Deposit option from the financial check as a fraud prevention measure	Removed Direct Deposit amount from the list of radio button options when adding extra security	Create Account – Verify Identity (CAVI) – p.28 Add Extra Security – Provide Information (AESPI) – p.29 Help – How Does This Work? (HHDTW) – p.30 Help – Privacy & Security Questions (HPS) – p.31	