

# SCREEN SHOTS DOCUMENT GROUPED BY SCENARIO

# ELECTRONIC ACCESS MULTI-FACTOR AUTHENTICATION

# REGISTRATION AND CUSTOMER SUPPORT (RCS)

3/2/2016



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## **Document Version Information**

Version Number	Date	Content Revisions	Revised by
0.1 (Draft)	11/04/2015	Initial Version	Kirk Crawford and Lester Jones
0.2 (Draft)	12/03/2015	<ul> <li>Globally changed "reset" to "update" cell phone number.</li> <li>Returned OTP verification container to Account Summary screen.</li> <li>Removed buttons from Account Summary screen, prior to OTP verification, for LOA3 phone scenarios.</li> <li>Changed "Verify Address" button labels to "Next".</li> <li>Removed unnecessary screens.</li> <li>Changed wording to de-couple phone verification from extra security.</li> <li>Added pages for unhappy paths of address verification (i.e,. verification failed, user declines ISP verification).</li> <li>Changed button text change from "Done" to "Yes, Remove Extra Security" (Remove Extra Security)</li> <li>Added new confirmation message (LOA2 Account Summary Page – Post LOA3 Degrade)</li> </ul>	Kirk Crawford, Lester Jones, Lauren Agro
0.3 (Draft)	12/04/2015	<ul> <li>Removed notices</li> <li>Added screen shots of Account Summary for LOA3 on Phone after text code verification.</li> </ul>	Beth Hanst
0.4 (Draft)	12/07/2015	<ul> <li>Removed Done buttons from S1-P5 and S1-P12.</li> <li>Added "clean" screen shots of Account Summary for LOA3 on Phone after text code verification.</li> </ul>	Beth Hanst
0.5 (Draft)	12/17/2015	<ul> <li>Added screenshots of new Account Summary pages for an LOA2 account with a phone number change pending and/or not cell phone not enabled</li> <li>Global text change for "update" to "reset"</li> <li>Global removal of fraud prevention wording</li> <li>Removed screens S1-P6, S1-P8, and S5-P3.</li> <li>Modified address verification pathing to reflect RCS Val.</li> <li>Mofified verbiage spoken to customer to reflect RCS Val.</li> </ul>	Kirk Crawford
0.6 (Draft)	12/23/2015	Removed old annotation for S1-P3 pg. 13	Kirk Crawford
0.7 (Draft)	01/12/2016	<ul> <li>Added "Change Cell Phone Number" button to the Account Summary page for LOA2, Change Pending (In-person and phone).</li> <li>Added screens S1-P1 and S1-P6, to support LOA2 In-Person scenario as documented in the BPD.</li> </ul>	Kirk Crawford
0.8 (Draft)	01/19/2016	Changed text on S1-P12 and S5-P4 from "verified" to "verifies"	Kirk Crawford
1.0 (Final)	03/02/2016	• Changed language on screens YWES, AXSEAC, AXSNEV, and EXTOS (pages 39-42), per the sponsor's request. Please note these screens were <b>not</b> included in the previous versions of the screen package.	Beth Hanst

## Scenario 1: Update (Reset) Cell Phone Number (BPD Section 2.3.2.2)

## 1.1 LOA2 in Person

#### **User Search**

ocial Security • Registration and Customer Suppor	t (RCS)	Text Size 💌 Accessib	ility Help
User Search			
SSN Or Username	Useri ◯on ◯in p	is: phone Search Clear Search person	
RCS		USERSEAR	Added pow
To Retrieve Account	😮 Help	To Register in Person	descriptive text: "a
To edit or create an online account, enter the SSN o	r Username above.	In order to register for an account, the customer must be at least 18 years of age and have: • a cell phone that can receive text messages ◀ • a valid email address, and • an SSN, and • a U.S. mailing address.	receive text messages"
Customer Internet Screens Ask the customer for the title of the screen he or sh with. Look below for the link that matches that title.	e is having trouble	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:	
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 Finsih Setting Up Your Account - Create Account		Sample Notices	
Add extra security		Sample Nonces If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice	
Sign In Login with Enhanced Security		Notices listed below are for general reference. For a full list of notices, please see:	
		•OA 00250.010-Electronic Access Mailed Notices     •OA 00250.030-Registration and Customer Support (RCS) Notices	
		Created a standard account online Created an account online (with extra security) Added extra security	
		Created a standard account in person Created an account in person (with extra security) Upgraded account in person	
		Request to reset cell phone number	

## Account Summary (LOA2) \_InPerson

al Security • Registration and Customer Support (RCS)	Text Size 💌 Accessibility H
ser Search	
N Or Username User is: Alexloa2 On ph () on ph () on ph () in per	one Search Clear Search ? Hel
LEX Q. PUBLIC     SSN: 900-00-0000     DOB: 01/0       User Information     Transaction History	1/1970 Username: alexioa2
RCS	ACMGMT
Account Summary	Help
Email Address:       AlexLOA2@gmail.com         Change E-Mail Address         Account Type:       Standard         Add Extra Security         Last 4 Digits of         Cell Phone:       7663         Change Cell Phone Number         Account Status:       Active         Last Login:       September 20, 2015 11:31         Email Temp Password       Cancel Account       Block Access	
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 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 Finsih Setting Up Your Account - Create Account Add extra security Sign In Login with Enhanced Security	Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person
	Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number

## Account Summary (LOA2) \_InPerson (Change Pending)

al Security • Registration and Customer Support (RCS)	Text Size 💽 👘 Accessibility Help
ser Search	
SN or Username User i Alexloa2 ® in p	s: phone Search Clear Search ?? Help lerson
LEX Q. PUBLIC         SSN: 900-00-0000         DOB: 01           User Information         Transaction History	101/1970 Username: alexioa2 🕜 Help
RCS	ACMGMT
Account Summary	O Help
Email Address: AlexLOA2@gmail.com Change E-Mail Address Account Type: Standard Add Extra Security Last 4 Digits of Cell Phone: Change Pending Change Cell Phone Number Account Status: Active Last Login: September 20, 2015 11:31 Email Temp Password Cancel Account Block Access 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. Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add extra security Sign In Login with Enhanced Security	Added "Change Pending" for LOA2 in person account with a pending cell phone number change. Added "Change Cell Phone Number" button. (1/12/2016) Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in pe

## Account Summary (LOA2) \_InPerson (Not Registered)

I Security • Registration and Customer Support (RCS)	Text Size 💽 🛛 Accessibility
er Search	
N Or Username User is Alexloa2 On pl @in pe	rson Search Clear Search ?? H
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 User Information Transaction History	)1/1970 Username: alexioa2
RCS	ACMGMT
Account Summary	2 Help
Theorem Daminiary	
Email Address: AlexLOA2@gmail.com	
Change E-Mail Address	
Account Type: Standard	Added "Cell Phone is
Add Extra Security	not registered" for
Last 4 Digits of	account with no cell
	phone registered.
Account Status: Active	
Last Login. September 20, 2015 11:31	
Email Temp Password	
Ask the customer for the title of the screen he or she is having trouble	Sample Notices
with. Look below for the link that matches that title.	can identify the situation and view the appropriate notice.
Crasta Assount Marife your Identity	Notices listed below are for general reference. For a full list of notices,
Create Account - Create Account	please see:
Finish Setting Up Your Account - Verify Your Identity	OA 00250.010-Electronic Access Mailed Notices     OA 00250.030-Registration and Customer Support (RCS) Notices
Finsih Setting Up Your Account - Create Account	
Add extra security	Created a standard account online Created an account online (with extra security)
Sign In	Added extra security
Login with Enhanced Security	Created a standard account in person
	Created an account in person (with extra security)
	- FB- second account in balance

## Account Summary (LOA2)\_OnPhone (Change Pending)

ser Search	
SN Username User i Alexloa2 © in p	s: 20 20 20 20 20 20 20 20 20 20 20 20 20
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/ User Information Transaction History	01/1970Username: alexioa2
RCS	ACMGMT
Account Summary	🕐 Help
Email Address: AlexLOA2@gmail.com Change E-Mail Address Account Type: Standard Last 4 Digits of Cell Phone: Change Pending Change Cell Phone Number Account Status: Active Last Login: September 20, 2015 11:31 Email Temp Password Cancel Account Block Access	Added "Change Pending" for LOA2 on phone account with no cell phone registered. Added "Change Cell Phone Number" button. (1/12/2016)
Customer Internet Screens	Sample Notices
trouble with. Look below for the link that matches that title. 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 Login with Enhanced Security	can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in person Created an account in person Created an account in person
	Request to reset cell phone number

## Account Summary (LOA2)\_OnPhone (Not Registered)

al Security • Registration and Customer Support (RCS)	Text Size 💌 🛛 Accessibility He
ser Search	
N OF Username User is Alexloa2 O in p	s: yhone Search Clear Search ? Hel erson
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 User Information Transaction History	01/1970 Username: alexioa2
RCS	ACMGMT
Account Summary	Help
Change E-Mail Address Account Type: Standard Last 4 Digits of Cell Phone: Cell phone is not registered Account Status: Active Last Login: September 20, 2015 11:31 Email Temp Password Cancel Account Block Access	Added "Cell Phone is not registered" for LOA2 on phone account with no cell phone registered.
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 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	Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Finsih Setting Up Your Account - Create Account Add extra security Sign In Login with Enhanced Security	Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in person (with extra security)
	Upgraded account in person (with exital security)

## S1-P1 Verify Address Verification (LOA2)

;N Use	ername	User is: O on phone	Search Clear Sea	arch	2
		⊖in person			
LEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/197	70 Username: alexioa2	2	2
RCS				Help	######################################
Change Call Dh	ana Numbau Entau	Adduses			
Change Cell Ph	one Number: Enter	Address			
Proof of Identity (must	t be current):				
⊖ State Driver's License	e or identity card				
<ul> <li>— — O. 5. passport or pass</li> </ul>	sport card				
OUS. military identification	sport card ation card				
OU.S. passport of pass OU.S. military identifica OU.S. government emp	sport card ation card Jloyee identification card				
U.S. passport or pass U.S. military identifica U.S. government emp	sport card ation card sloyee identification card				
U.S. military identifica U.S. government emp Home Address:	sport card ation card loyee identification card				
Home Address:	sport card ation card oloyee identification card				
Home Address: Street 2	sport card ation card oloyee identification card				
U.S. military identific: U.S. government emp Home Address: Street 1 Street 2 City[/Town]:	sport card ation card oloyee identification card State[/Territory]:	ZIP C	Code:		
U.S. military identific: U.S. government emp Home Address: Street 1 Street 2 City[/Town]:	sport card ation card oloyee identification card State[/Territory]:	ZIP C	Code:		
U.S. military identific: U.S. government emp Home Address: Street 1 Street 2 City[/Town]:	sport card ation card oloyee identification card State[/Territory]:	ZIP C	Code:		
U.S. military identific: U.S. government emp Home Address: Street 1 Street 2 City[/Town]: Does this address app	sport card ation card oloyee identification card State[/Territory]:  pear on the identity document	ZIP C	Code:		
U.S. military identific: U.S. government emp Home Address: Street 1 Street 2 City[/Town]: Does this address app Yes No	sport card ation card oloyee identification card State[/Territory]:  pear on the identity document	ZIP C	Code:		
U.S. military identific: U.S. government emp Home Address: Street 1 Street 2 City[/Town]: Does this address app Yes No	sport card ation card oloyee identification card State[/Territory]:  pear on the identity document	ZIP C	Code:		
U.S. military identific: U.S. government emp Home Address: Street 1 Street 2 City[/Town]: Does this address app Yes No Primary Phone (optio	sport card ation card oloyee identification card State[/Territory]: 	ZIP ( The second	Code:		
U.S. military identific: U.S. government emp Home Address: Street 1 Street 2 City[/Town]: Does this address app Yes No Primary Phone (optio	sport card ation card oloyee identification card State[/Territory]: 	ZIP ( The second	Code:		

#### S1-P2 Update Code Print Confirmation (LOA2)

Displayed if customer-provided address matches customer's ID.



#### S1-P6 Customer-Provided Address Does Not Match ID

Displayed if customer-provided address does not match address on customer's ID.

ccial Security • Registration and Customer Support (RCS)	Screen added on 1/12/2016.	Text Size 💌 🛛 Accessibility Help
SSN Username	User is: O on phone Search Cle O in person	ear Search
ALEX Q. PUBLIC SSN: 900-00-0000 RCS	DOB: 01/01/1970 Username: ale:	xloa2
Change Cell Phone Number Information Change Cell Phone Number Information Please read the following to the customer: We will mail a reset code letter to you at the follow 1234 SAMPLE DR BALTIMORE, MD 12345 You will receive the letter within 5 - 10 business of your cell phone number before the date shown in	tion wing address: ays. Please follow the directions to finish changi your letter.	ing

#### 1.2 LOA3 in Person

## Account Summary (LOA3)\_InPerson

EX Q. PUBLIC       SSN: 900-00-0000       DOB: 01/01/1970       Username: alextoa3         User Information       Transaction History         RCS       Image: AlextLOA3@gmail.com       Image: AlextLOA3@gmail.com         Email Address:       AlextLOA3@gmail.com       Image: AlextLOA3@gmail.com         Email Address:       Account Type:       Extra Security         Remove Extra Security       Remove Extra Security       Image: AlextLOA3@gmail.com         Last 4 Digits of       Change Cell Phone Number       Account Status: Active         Last Login:       September 20, 2015 11:31       Image: September 20, 2015 11:31         Email Temp Password       Cancel Account       Block Access         Customer Internet Screens       Math that matches that title.       Mices listed below are for general referen prises security         Create Account - Verify your Identity       Notices listed below are for general referen prises security       Image: Security         Create Account - Verify your Identity       On 20250.010-Electronic Access Mail       On 20250.010-Electronic Access Mail         Create Account - Verify Your Identity       Image Account - Create Account       Create Account online         Friesh Setting Up Your Account - Verify Your Identity       Create Account - Create Account       Create Account - Create Account         Add extra security       Adde extra securi	) <sup>@</sup> <sup>H</sup>	Search Clear Search	User is: O on phon I perso	Username Alexioa3	or
Account Summary       Phelp         Email Address:       AlexLOA3@gmail.com         Change E-Mail Address       Account Type:         Account Type:       Extra Security         Last 4 Digits of       Cell Phone         Cell Phone:       7663         Change Cell Phone Number       Account Status: Active         Last Login:       September 20, 2015 11:31         Email Temp Password       Cancel Account       Block Access         Status:       Account - Verify your Identity       If the customer has questions about a notic can identify the situation and view the appr         Notices listed below are for general referen please see:       •OA 00250.010-Electronic Access Mail         Create Account - Verify Your Identity       •OA 00250.010-Electronic Access Mail         Finish Setting Up Your Account - Verify Your Identity       •OA 00250.010-Electronic Access Mail         Finish Setting Up Your Account - Verify Your Identity       •OA 00250.010-Electronic Access Mail         Add extra security       Created a standard account online	<b>2</b> H	Username: alexioa3	DOB: 01/01/	SSN: 900-00-0000 Transaction History	EX Q. PUBLIC
Account Summary       Phelp         Email Address:       AlexLOA3@gmail.com         Change E-Mail Address       Account Type:         Account Type:       Extra Security         Remove Extra Security       Remove Extra Security         Last 4 Digits of       Change Cell Phone Number         Account Status:       Active         Last Login:       September 20, 2015 11:31         Email Temp Password       Cancel Account         Block Access       If the customer has questions about a notic can identify the situation and view the appr         Ask the customer for the tille 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 notic can identify the situation and view the appr         Create Account - Verify your Identity Create Account       Notices listed below are for general reference please see:         · OA 00250.010-Electronic Access Mail       · OA 00250.010-Electronic Access Mail         · OA 00250.010-Electronic Access Mail       · OA 00250.010-Electronic Access Mail         · OA 00250.010-Electronic Access Mail       · OA 00250.010-Electronic Access Mail         · OA 00250.010-Electronic Access Mail       · OA 00250.010-Electronic Access Mail         · OA 00250.010-Electronic Access Mail       · OA 00250.010-Electronic Access Mail         · OA 00250.010-Electronic Access Mail       · OA 00250.010-E	ACMGMT				₹CS
Email Address:       AlexLOA3@gmail.com         Change E-Mail Address         Account Type:       Extra Security         Remove Extra Security         Last 4 Digits of         Cell Phone:         7663         Change Cell Phone Number         Account Status:         Active         Last Login:         September 20, 2015 11:31         Email Temp Password         Cancel Account         Block Access           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.         Create Account - Verify your Identity Create Account         Finish Setting Up Your Account - Create Account         Finish Setting Up Your Account - Create Account         Add extra security		2 Help		ımmary	Account Sur
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.       If the customer has questions about a notic can identify the situation and view the appr         Create Account - Verify your Identity Create Account - Create Account       Notices listed below are for general reference please see:         • OA 00250.010-Electronic Access Mail       • OA 00250.010-Electronic Access Mail         • Add extra security       Created a standard account online Created an account online (with extra securit)			Access	AlexLOA3@gmail.com     Change E-Mail Address     Extra Security     Remove Extra Security     7663     Change Cell Phone Number     Active     September 20, 2015 11:31  ssword Cancel Account Block A	Email Address: Account Type: Last 4 Digits of Cell Phone: Account Status: Last Login: Email Temp Pass
Create Account - Verify your Identity       Notices listed below are for general reference         Create Account - Create Account       Please see:         Finish Setting Up Your Account - Verify Your Identity       • OA 00250.010-Electronic Access Mail         Finish Setting Up Your Account - Create Account       • OA 00250.030-Registration and Custor         Add extra security       Created a standard account online         Created an account online (with extra securit)       Oreated an account online (with extra securit)	notice he or she received, you ppropriate notice.	le Notices stomer has questions about a notice he or sl tify the situation and view the appropriate no	having trouble	ernet Screens or the title of the screen he or she is he r the link that matches that title.	Customer Intern Ask the customer for with. Look below for th
Sign In Login with Enhanced Security Created a standard account in person Created an account in person (with extra s Upgraded account in person	rence. For a full list of notices, Aailed Notices stomer Support (RCS) Notices ecurity)	listed below are for general reference. For a face: 00250.010-Electronic Access Mailed Notices 00250.030-Registration and Customer Suppo a standard account online an account online (with extra security) xtra security a standard account in person an account in person (with extra security) d account in person		erify your Identity reate Account 'our Account - Verify Your Identity 'our Account - Create Account ed Security	Create Account - Veril Create Account - Crea Finish Setting Up You Finsih Setting Up You Add extra security Sign In Login with Enhanced

## S1-P3 Verify Address Verification (LOA3)

ser Search						
N Use	rname	User is: O on phone O in person	Search	Clear Search	)	2 He
LEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username:	alexloa3		😮 He
RCS					Help	###########
Change Cell Pho	one Number: Enter A	Address				
U.S. military identifica U.S. government empl Home Address:	tion card loyee identification card ◀					_
Street 1			Sp	acing reduc	ed	
Street 1 Street 2 City[/Town]:	State[/Territory]:	ZIP Code	sp 	acing reduc	ed	
Street 1 Street 2 City[/Town]:	State[/Territory]:	ZIP Code	Sp ::	acing reduc	ed	

## S1-P4 Verify Address Verification Confirm YY NY

SN User	mame	User is:	Search Clear Search	Help
LEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa3	Help
RCS				
🐼 The reset cod	e letter was successfully s	ent to the printer.		
Reset Code Print	t Confirmation			Text change fro
66 Please give t the customer	the reset code letter to the	customer and read th	e following confirmation to	"Update" to "Change"
66 Please give t the customer Please follow the	the reset code letter to the	customer and read th	e following confirmation to re the date shown in your letter.	"Update" to "Change"
66 Please give t the customer Please follow the	the reset code letter to the	customer and read th	e following confirmation to	"Update" to "Change"
C Please give t the customer Please follow the Reprint Dom	e directions to finish changing yo	customer and read th	e following confirmation to	"Update" to "Change"

## S1-P5 Cannot Verify Address Internal (LOA3) YN NN

ocial Security • Registration a User Search	nd Customer Support (RCS)		Te	xt Size 💌 🛛 Accessibility Help
SSN Or Usern	ame	User is: O on phone O in person	Search Clear Search	🕜 Help
ALEX Q. PUBLIC RCS	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa3	<ul> <li>Help</li> <li>Help</li> </ul>
We cannot verify t	the address against ou e following to the custome verify this address against our	ur records er: records: Edit Addre	255	
BALTIMORE, MD We would like your verify your identity. The Identity Servic your Social Securi by federal laws, re	53527 permission to share your infon es Provider verifies the informa y number with them, and they b gulations, or guidelines.	mation with an external Ide tion you give us against th keep your information only	ntity Services Provider to help us eir records. We do not share for the period of time permitted	Fraud text removed [GLOBAL]
Do you agree to allow Yes No Next	us to share your informat	ion with the Identity So	ervices Provider?	

## S1-P7 Decline or Fail External Verification (LOA3)

ocial Security • Registration and Customer Support (RCS)			Text Size 💽 🛛 Accessibility Help
User Search			
SSN Username	User is: ◯on phone ◯in person	Search Clear Search	Help
ALEX Q. PUBLIC SSN: 900-00-0000	DOB: 01/01/1970	Username: alexloa3	<ul> <li>Help</li> <li>Help</li> <li>Help</li> </ul>
A We cannot verify the customer's address.			
Change Cell Phone Number Informa	ation		Text change: From "update" to "change"
We were unable to verify the address you provide following address:	ed. We will mail a reset co	ode letter to you at the	
1234 SAMPLE DR BALTIMORE, MD 12345			
You will receive the letter within 5 - 10 business of your cell phone number before the date shown in	days. Please follow the dire your letter.	ections to finish changing	
Done			

#### 1.3 LOA2 or LOA3 on Phone

#### Account Summary (LOA2)\_OnPhone

er Search	
N User is Or Alexloa2 Oin pe	none Search Clear Search ? H
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	01/1970 Username: alexioa2
RCS	ACMGMT
Account Summary	Help
Email Address:       AlexLOA2@gmail.com         Change E-Mail Address         Account Type:       Standard         Last 4 Digits of Cell Phone:       7663         Change Cell Phone Number         Account Status:       Active         Last Login:       September 20, 2015 11:31         Email Temp Password       Cancel Account       Block Access	
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 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 Finsih Setting Up Your Account - Create Account Add extra security Sign In Login with Enhanced Security	Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in person (with extra security)
	Upgraded account in person Request to reset cell phone number

#### Account Summary (LOA3 on Phone) Before Send Text Message Selected

N       or       User ris: (e) mphone (i) m person       Search       (e) real         Or       Alexido3       (i) m person       (i) merson       (i) real         LEX Q. PUBLIC       SSN: 900-00-0000       DOB: 01/01/1970       Username: alexidoa3       (i) real         User Information       Transaction History       (ii) real       ACMGMT         Account Summary       (iii) real       (iii) real       ACMGMT         Defore 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.       (iii) real       ACMGMT         Email Address:       AlexLOA3@gmail.com       Account Status: Active       (iii) real       Account Status: Active         Last Login:       September 20, 2015 11:31       (iii) real       (iii) real       (iii) real         Send Text. Message       Block Access       If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.       Notices listed below are for general reference. For a full list of notices, place see:       (i) A00250 030-Respectation and Customer Support (RCS) Notices         Create Account - Verify your Identity       Firsish Setting Up Your Account - Create Account       (ii) A00250 030-Respectation and Customer Support (RCS) Notices         Create Account - Verify your Identity       Firsish Setting Up Your Account - Create Accoun	ser Search	
LEX Q. PUBLIC       SN: 900-00-0000       DOB: 01/01/1970       Username: alextoa3         User Information       Transaction History         RCS       ACMCMT         Account Summary       Image: Alext OA3@gmail.com         account, Your wurst send a text message to his or her cell phone.       Image: Alext OA3@gmail.com         Account Type:       Extra Security         Last 4 Digits of       Change Cell Phone Number         Account Status:       Active         Last Login:       September 20, 2015 11:31         Send Text Message       Block Access         Math te customer for the tilt of the screen he or she is hawing trouble with. Lok below for the link that matches that title.       Math success Maile on the apportiate notice.         Create Account - Verify your Identity       Create Account - Create Account       Create Account - Create Account         Finish Satting Up Your Account - Create Account       Create Account - Create Account       Create Account - Create Account         Add extra security       Sign in       Create Account - Create Account       Create Account in person         Sign in       Login wuth Enhanced Security       Created a standard account ning reson       Created a standard account ning with extra security         Sign in       Login wuth Enhanced Security       Create Account in person       Request to reset cell phone number </th <th>N Username User is or Alexloa3 Oin pe</th> <th>:: Clear Search Clear Search 3 He erson</th>	N Username User is or Alexloa3 Oin pe	:: Clear Search Clear Search 3 He erson
RCS       ACMGMT         Perfore you can provide the customer with any information, or take any action on this account, you must send attext message to his or her cell phone.       Perfore you can provide the customer with any information, or take any action on this account, you must send attext message to his or her cell phone.         Email Address:       Alext message to his or her cell phone.         Email Address:       Alext message to his or her cell phone.         Email Address:       Alext message to his or her cell phone.         Call Phone:       763         Change Cell Phone Number       Account Status: Active         Last Login:       September 20, 2015 11:31         Send Text Message       Block Access         Make the customer for the tille of the screen he or she is having trouble with. Look below for the link that matches that tille.       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       Prive Account - Create Account       Pines Netting Up Your Account - Verify Your Identity         Finish Setting Up Your Account - Verify Your Identity       Created a standard account online       Created a standard account online         Created a security       Add extra security       Add extra security       Created a standard account online         Sign in Login with Enhanced Security       Created a standard account in person       Created a sta	LEX Q. PUBLIC     SSN: 900-00-0000     DOB: 01/0       User Information     Transaction History	01/1970 Username: alexioa3
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.         Email Address:       AlexLOA3@gmail.com         Account Type:       Extra Security         Last 4 Digits of       Cell Phone:         Cell Phone:       7663         Change Cell Phone Number       Account Status:         Account Status:       September 20, 2015 11:31         Send Text Message       Elock Access         Make the customer for the tilt of the screen he or she is having trouble with. Look below for the link that matches that title.       If the customer has been appropriate notice.         Create Account - Verify your Identity Create Account - Create Account       Prinsh Setting Up Your Account - Verify Your Identity Finsh Setting Up Your Account - Create Account       Add extra security         Sign In Login with Enhanced Security       Created a standard account online Created a caccount in person Created a caccount in person Created a caccount in person Created a caccount in person Created an account in person 	RCS	ACMGMT
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.         Email Address:       AlexLOA3@gmail.com         Account Type:       Extra Security         Last 4 Digits of       Change Cell Phone Number         Account Status:       Active         Last Login:       September 20, 2015 11:31         Send Text Message       Block Access         Send Text Message       Block Access         As the customer for the tile of the screen he or she is having trouble with. Look below for the link that matches that tilte.       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       Finish Setting Up Your Account - Verify Your Identity         Finish Setting Up Your Account - Create Account       Add extra security         Sign In       Login with Enhanced Security         Sign In       Login with Enhanced Security         Created a standard account in person       Created a an account in person         Created a an account in person       Request to reset cell phone number	Account Summary	Help
Email Address:       AesLOA3@gmail.com         Account Type:       Extra Security         Last 4 Digits of       Change Cell Phone Number         Account Status:       Active         Last Login:       September 20, 2015 11:31         Send Text Message       Block Access         Send Text Message       Block Access         Customer Internet Screens       If 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       Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account         Add extra security       Sign In Login with Enhanced Security       Created a standard account online Created an account in person Created an account in person	Before you can provide the customer with any information, or take any a account, you must send a text message to his or her cell phone.	iction on this
Last 4 Digits of Cell Phone: 7663         Change Cell Phone Number         Account Status: Active Last Login: September 20, 2015 11:31         Send Text Message       Block Access         Customer Internet Screens Msk the customer for the tile 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       Notices listed below are for general reference. For a full list of notices, please see:         Add extra security       Sign In Login with Enhanced Security       Created a standard account online Created an account in person Created an account in person         Sign In Login with Enhanced Security       Created a standard account in person       Created a standard account in person         Request to reset cell phone number       Request to reset cell phone number	Email Address: AlexLOA3@gmail.com Account Type: Extra Security	
Change Cell Phone Number         Account Status: Active         Last Login: September 20, 2015 11:31         Send Text Message       Block Access         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.         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         Login with Enhanced Security         Created a standard account in person (with extra security)         Added extra security         Sign In         Login with Enhanced Security         Request to reset cell phone number	Last 4 Digits of Cell Phone: 7663	
Send Text Message       Block Access         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.       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       Notices listed below are for general reference. For a full list of notices, please see:         Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account       OA 00250 010-Electronic Access Mailed Notices         Add extra security       Sign In Login with Enhanced Security       Created a standard account online (with extra security) Added extra security         Created a standard account in person (Created an account in person Created an account in person (with extra security) Upgraded account in person       Created a standard account in person         Request to reset cell phone number       Request to reset cell phone number	Account Status: Active Last Login: September 20, 2015 11:31	
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.         Create Account - Verify your Identity Create Account         Finish Setting Up Your Account - Verify Your Identity Finsih Setting Up Your Account - Create Account         Add extra security         Sign In Login with Enhanced Security         Create a standard account in person         Create a standard account in person         Created an account in person         Request to reset cell phone number	Send Text Message Block Access	
Ask the customer for the tile 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       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 Finish Setting Up Your Account - Create Account       • OA 00250.010-Electronic Access Mailed Notices         Add extra security       • OA 00250.030-Registration and Customer Support (RCS) Notices         Sign In Login with Enhanced Security       Created a standard account online (with extra security) Added extra security         Created a standard account in person       Created a standard account in person         Request to reset cell phone number       Request to reset cell phone number	Customer Internet Screens	Sample Notices
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         Login with Enhanced Security         Created a standard account in person         Created a standard account in person         Request to reset cell phone number	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.
• OA 00250.010-Electronic Access Mailed Notices         • Finish Setting Up Your Account - Verify Your Identity         Finish Setting Up Your Account - Create Account         Add extra security         Sign In         Login with Enhanced Security         Created a standard account in person         Created a standard account in person         Created an account in person         Request to reset cell phone number	Create Account - Verify your Identity	Notices listed below are for general reference. For a full list of notices, please see:
Add extra security       Created a standard account online         Sign In       Created a standard account online (with extra security)         Added extra security       Created a standard account in person         Created a standard account in person       Created a standard account in person         Request to reset cell phone number       Request to reset cell phone number	Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	OA 00250.010-Electronic Access Mailed Notices     OA 00250.030-Registration and Customer Support (RCS) Notices
Sign In       Created a standard account in person         Login with Enhanced Security       Created an account in person (with extra security)         Upgraded account in person       Request to reset cell phone number	Add extra security	Created a standard account online Created an account online (with extra security) Added extra security
Request to reset cell phone number	Sign In Login with Enhanced Security	Created a standard account in person Created an account in person (with extra security) Uppraded account in person
		Request to reset cell phone number

#### Account Summary (LOA3 on Phone) After Send Text Message Selected

SN       or       Username       User is:	Registration and Customer Support (RCS)	Text Size 💌 Accessibility
LEX Q. PUBLIC       SSN: 900-00-0000       DOB: 01/01/1970       Username: alexioa3         User Information       Transaction History         RCS       ACMGM         Account Summary       Imail Address:       AlexLOA3@gmail.com         Account Type:       Extra Security       Imail Address:       AlexLOA3@gmail.com         Account Type:       Extra Security       Imail Address:       Alext message will be sent to cell phone.         Last 4 Digits of Cell Phone:       Change Cell Phone Number       A text message will be sent to cell phone         Account Status:       Active       Est Login:       September 20, 2015 11:31         Block Access       Submit       Cancel         Customer Internet Screens       Sample Notices         Ak the customer for the tille of the screen he or she is having trouble with Look below for the link that matches that tille.       If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.         Notices listed below are for general reference. For a full list of notices.	or Alexioa3 User is:	ne Search Clear Search ? H
RCS       Account Summary         Email Address:       AlexLOA3@gmail.com         Account Type:       Extra Security         Last 4 Digits of       Please ask the customer to read you the text message from his or her cell phone.         Account Type:       Extra Security         Last 4 Digits of       Change Cell Phone Number         Account Status:       Active         Last Login:       September 20, 2015 11:31         Block Access       Submit         Customer Internet Screens       Sample Notices         Ask the customer for the tilte of the screen he or she is having trouble with. Look below for the link that matches that tilte.       If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.         Notices listed below are for general reference. For a full list of notices,	PUBLIC SSN: 900-00-0000 DOB: 01/01/	/1970 Username: alexioa3
Account Summary       Help         Email Address:       AlexLOA3@gmail.com         Account Type:       Extra Security         Last 4 Digits of       Cell Phone         Cell Phone:       763         Change Cell Phone Number       Account Status:         Account Status:       Active         Last Login:       September 20, 2015 11:31         Block Access       Submit         Customer Internet Screens       Submit         Ask the customer for the tille 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.       Notices listed below are for general reference. For a full list of notices,		ACMGMT
Email Address:       AlexLOA3@gmail.com         Account Type:       Extra Security         Last 4 Digits of       Atext message from his or her cell phone.         Cell Phone:       7663         Change Cell Phone Number       Resend Text Message         Account Status:       Active         Last Login:       September 20, 2015 11:31         Block Access       Submit         Customer Internet Screens       Submit         Ask the customer for the tille 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.         Notices listed below are for general reference. For a full list of notices,	unt Summary	<sup><sup>(2)</sup> Help</sup> Text Code Verification <sup>(2)</sup> Help
Account Type:       Extra Security         Last 4 Digits of       Cell Phone:         Cell Phone:       7663         Change Cell Phone Number       Resend Text Message         Account Status:       Active         Last Login:       September 20, 2015 11:31         Block Access       Submit         Customer Internet Screens       Submit         Ask the customer for the tille 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.       Notices listed below are for general reference. For a full list of notices,	il Address: AlexLOA3@gmail.com	Please ask the customer to read you the text message from his or her cell phone.
Change Cell Phone Number         Account Status: Active         Last Login: September 20, 2015 11:31         Block Access         Enter Text Message Code:         8-digit Number         Submit         Cancel              Customer Internet Screens         Ask the customer for the tille of the screen he or she is having trouble with. Look below for the link that matches that title.         Create Account: Vorify your Identity.	2 Digits of Cell Phone: 7663	A text message will be sent to cell phone number: *******7663 Resend Text Message
Block Access       Submit       Cancel         Customer Internet Screens       Sample Notices       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 Morifumer Identity       Notices listed below are for general reference. For a full list of notices,	unt Status: Active Last Login: September 20, 2015 11:31	Enter Text Message Code:
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         If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.         Notices listed below are for general reference. For a full list of notices,	Access	Submit Cancel
Create Account - Verify Your Identity         Finish Setting Up Your Account - Verify Your Identity         Finish Setting Up Your Account - Verify Your Identity         Finish Setting Up Your Account - Create Account         Add extra security         Sign In         Login with Enhanced Security         Created a standard account online (with extra security)         Added extra security         Created a standard account online (with extra security)         Added extra security         Created a standard account online (with extra security)         Added extra security         Created a standard account in person         Created an account in person (with extra security)         Upgraded account in person (with extra security)	ner Internet Screens isomer for the title of the screen he or she is having trouble 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. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in

## Account Summary (LOA3 on Phone) After Text Code Verification

cial Security • Registration and Customer Support (RCS)	Text Size 💌 Accessibility Help
User Search	
SSN Or Username User is: Alexloa3 Oin pros	on Search Clear Search ? Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01 User Information Transaction History	/1970 Username: alexIoa3
RCS	ACMGMT
Account Summary	2 Help
Email Address:       AlexLOA3@gmail.com         Change E-Mail Address         Account Type:       Extra Security         Remove Extra Security         Last 4 Digits of         Cell Phone:         7663         Change Cell Phone Number         Account Status:         Active         Last Login:         September 20, 2015 11:31         Email Temp Password         Cancel Account         Block Access	Text Code Verification container is hidden again. Account Summary container now contains buttons for available functionality.
Customer Internet Screens	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 Finsih Setting Up Your Account - Create Account Add extra security Sign In Login with Enhanced Security	Notices listed below are for general reference. For a full list of notices, please see:         • OA 00250.010-Electronic Access Mailed Notices         • OA 00250.030-Registration and Customer Support (RCS) Notices         Created a standard account online (with extra security)         Added extra security         Created a standard account in person (with extra security)         Added account in person (with extra security)         Upgraded account in person
	Request to reset cell phone number

## S1-P10 Verify Address Verification (LOA2 & LOA3)

al Security • Registr	ation and Customer Support (RCS)		Tex	t Size 💌 🛛 Accessibility Help
ser Search				
SN or	Username	User is: On phone Search Oin person	Clear Search	🕑 Help
LEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970 Usern	ame: alexioa3	Help
RCS				
Change Cel	Phone Number: Enter	Address		
Home Address:				
Street 1			Text cha	ange: from
Street 2			"update	" to "change"
City:	State/Territory:	ZIP Code:		
		•		

## S1-P11 Verify Address Verification Confirm (LOA2 & LOA3) YY NY

ocial Security • Registration and	d Customer Support (RCS)				Text Size 💌	Accessibility Help
User Search						
SSN OF Userna	me	User is: O on phone O in person	Search	Clear Search	)	😗 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username:	alexloa3		Help
RCS					😮 Help	#########
Customer's address	has been verified.	ation				
Change Cell I non					"Mail"	text incerted
66 Please read the fe	ollowing to the customer:				Iviali	lext inserted
We have verified yo	our address. We will mail a re	set code letter to you at the	e following addres	<b>S</b> .'		
1234 SAMPLE DR BALTIMORE, MD	12345					
You will receive the your cell phone nur	letter within 5 - 10 business nber before the date shown ir	days. Please follow the dir 1 your letter.	ections to finish o	changing		

## S1-P12 Cannot Verify Address Internal (LOA2 & LOA3) YN NN

501 500	rch		
N	OF Username	User is: Oon phone Search Oin person	Clear Search ?
LEX Q.	PUBLIC SSN: 900-00-0000	DOB: 01/01/1970 Usernam	e: alexioa3
RCS			<b>?</b> Help ########
We o	annot verify the address against (	our records	
	We were unable to verify this address against o 1234 SAMPLE DR BALTIMORE, MD 53527 We would like your permission to share your inf	ur records: Edit Address	Provider to help us
	verify your identity.	ormation with an external identity Services i	removed
	The Identity Services Provider verifies the inform your Social Security number with them, and the by federal laws, regulations, or guidelines.	nation you give us against their records. We <del>r keep yo</del> ur information only for the period o	e do not share of time permitted
			Change from
	u agree to allow us to share your inform	ation with the Identity Services Prov	vider? "verified" to "verifies"

## S1-P14 Fail External Verification (LOA2 & LOA3)

r Sea	rch			
	or Username	User is: O on phone O in person	Search Clear Search	🛛 Help
EX Q.	PUBLIC SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa3	Help
CS				Pelp #########
<u> </u>	re outfier yearly the oustomer s address			Indato" obon god to
Unal	ble to verify customer's addres	S		Change"
Una 66	ble to verify customer's addres Please read the following to the custor	is ner:		Text added for goin

## S1-P15 No to External Verification (LOA2 & LOA3)

er Search	tion and Customer Support (RCS)				Text Size 💽	Accessibility Help
N or	Username	User is: O on phone O in person	Search	Clear Search	)	Help
.EX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username:	alexloa3		<ul> <li>? Help</li> <li>Help</li> </ul>
Unable to ve	verify the customer's address. erify customer's address	; er:			F 2 F	From "update" to change". Added 2 <sup>nd</sup> sentence. Removed "If you
We were un time. In ord	nable to verify the address you provide fer to change your cell phone number, e in the future to allow us to share you	ed. We cannot change you you will have to go to your r information with the Ident	r cell phone numb local Social Secu ity Services Provi	per at this urity Office. If der, we can	r Ii	ecently moved ater."

## 2. De-Elevate Account (BPD Section 2.5.2)

#### 2.1 LOA3 in Person

#### Account Summary (LOA3)\_InPerson

N Username User is: Or Alexloa3 (in per	none Search Clear Search ? H
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 User Information Transaction History	1/1970 Username: alexioa3
RCS	ACMGMT
Account Summary	Help
Email Address:       AlexLOA3@gmail.com         Change E-Mail Address         Account Type:       Extra Security         Remove Extra Security         Last 4 Digits of         Cell Phone:         Change Cell Phone Number         Account Status:         Active         Last Login:         September 20, 2015 11:31         Email Temp Password         Cancel Account         Block Access	
Customer Internet Screens	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	Notices listed below are for general reference. For a full list of notices, please see:
Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finsih Setting Up Your Account - Create Account	OA 00250.010-Electronic Access Mailed Notices     OA 00250.030-Registration and Customer Support (RCS) Notices
Add extra security	Created a standard account online Created an account online (with extra security)
Sign In Login with Enhanced Security	Added extra security Created a standard account in person Created an account in person (with extra security) Upgraded account in person

## **S5-P1 - Remove Extra Security: Confirmation (LOA3)**

cial Security • Registration and (	Customer Support (RCS)				Text Size 💌 Accessibility Help
User Search					
SSN Usernam	e	User is: O on phone O in person	Search	Clear Search	🕐 Help
EDWARD Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username:	edwardloa3	Help
RCS					? Help RESFC
Please read the followin If you remove your extra account. You will still red	ig to the customer: a security, you will still be in seive a text with a unique in	required to use your cell security code each time	phone to access you log in.	s your	Wording updated to reflect MFA changes
Yes, Remove Extra Security	Cancel				
Button updated to reflect RCS Val					

#### S5-P9 - (Remove Extra Security Confirmation) Account Summary (LOA3)

iN or Username User is: Alexloa3 On ph (in percent)	one Search Clear Search ? H
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	1/1970 Username: alexioa3
RCS	ACMGMT
Account Summary	2 Help
Account Type:       Standard Account         Add Extra Security         Last 4 Digits of         Cell Phone:         7663         Change Cell Phone Number         Account Status:         Active         Last Login:         September 20, 2015 11:31         Email Temp Password         Cancel Account         Block Access	
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. Create Account - Verify your Identity Create Account - Create Account Einish Setting Un Your Account - Verify Your Identity	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: OA 00250.010-Electronic Access Mailed Notices OA 00250.010-Begistration and Customer Support (BCS) Notices
Finsih Setting Up Your Account - Create Account Add extra security Sign In Login with Enhanced Security	Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in person (with extra security) Upgraded account in person

#### 2.2 LOA3 on Phone – Before Send Text Message Selected

## Account Summary (LOA3)\_OnPhone

N Username User i Alexloa3 Oin p	s: 32 He search Clear Search 32 He search 32			
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/ User Information Transaction History	/01/1970 Username: alexioa3			
RCS	ACMGMT			
Account Summary	2 Help			
Before you can provide the customer with any information, or take any account, you must send a text message to his or her cell phone.	action on this			
Email Address: AlexLOA3@gmail.com Account Type: Extra Security Last 4 Digits of Cell Phone: 7663 Change Cell Phone Number Account Status: Active Last Login: September 20, 2015 11:31 Send Text Message Block Access				
Customer Internet Screens	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	Notices listed below are for general reference. For a full list of notices, please see:			
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices			
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finsih Setting Up Your Account - Create Account Add extra security	Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created a standard account online Created an account online (with extra security) Added extra security			
Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finsih Setting Up Your Account - Create Account Add extra security Sign In Login with Enhanced Security	Notices listed below are for general reference. For a full list of notices, please see:         • OA 00250.010-Electronic Access Mailed Notices         • OA 00250.030-Registration and Customer Support (RCS) Notices         Created a standard account online         Created an account online (with extra security)         Added extra security         Created a standard account in person         Created an account in person (with extra security)         Upgraded account in person			

#### Account Summary (LOA3 on Phone) After Send Text Message Selected

al Security • Registration and Customer Support (RCS)	lext Size 💌 Accessibility i
ser Search	
N OF Username User is: Alexloa3 O in pe	ione Search Clear Search ? H
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 User Information Transaction History	1/1970 Username: alexioa3 😗 H
RCS	ACMGMT
Account Summary	<sup>(2) Help</sup> Text Code Verification <sup>(2) Help</sup>
Email Address: AlexLOA3@gmail.com	Please ask the customer to read you the text message from his or her cell phone.
Account Type: Extra Security Last 4 Digits of	A text message will be sent to cell phone number: *******7663
Cell Phone: 7663 Change Cell Phone Number	Resend Text Message
Account Status: Active Last Login: September 20, 2015 11:31	Enter Text Message Code:
Block Access	Submit Cancel
Customer Internet Screens Ask the customer for the tille 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	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see:
Finish Setting Up Your Account - Verify Your Identity Finsih Setting Up Your Account - Create Account	OA 00250.030-Registration and Customer Support (RCS) Notices
Add extra security Sign In Login with Enhanced Security	Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in person (with extra security) Upgraded account in person
	Request to reset cell phone number

## Account Summary (LOA3 on Phone) After Text Code Verification

al Security • Registration and Customer Support (RCS)	Text Size 💌 Accessibility Hel
Iser Search	
SN or Username User is: Alexloa3 Or or in performance Or in perfo	roone Search Clear Search ? Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 User Information Transaction History	01/1970 Username: alexioa3
RCS	ACMGMT
Account Summary	@ Help
Change E-Mail Address Account Type: Extra Security Last 4 Digits of Cell Phone: 7663 Change Cell Phone Number Account Status: Active Last Login: September 20, 2015 11:31 Email Temp Password Cancel Account Block Access	
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 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 Fisish Setting Up Your Account - Create Account	Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Add extra security Sign In Login with Enhanced Security	Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset cell phone number

## S5-P2 - Verify Address Verification (LOA3)

Social Security • Registra	ation and Customer Support (RCS)				Text Size 💌	Accessibility Help
User Search						
SSN or	Username	User is: O on phone O in person	Search	Clear Search	)	😮 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username	alexloa3		Help
RCS					Help	##########
Remove Ext Home Address: Street 1 Street 2	tra Security: Enter Addı	ress ZIP. Code		C u V	ontainer headi pdated to refle al	ing ct RCS
		<b>T</b>				
Primary Phone (a 10-digit Number Next	pptional):					

## S5-P4 - Cannot Verify Address Internal (LOA3)

N Username User is: Or Or O	Help
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa3	<ul><li>Help</li><li>Help</li></ul>
We cannot verify the address against our records  Please read the following to the customer:  We were unable to verify this address against our records: Edit Address  Call SAMELE DD	Yellow container removed.
BALTIMORE, MD 53527 We would like your permission to share your information with an external Identity Services Provider to help us verify your identity. The Identity Services Provider verifies the information you give us against their records. We do not share your Social Security number with them. and they Recovery information only for the period of time permitted	Fraud message remove
by federal laws, regulations, or guidelines.	Change text from "verified" to "verifies"

## S5-P6 - Fail External Verification (LOA3)

cial Security • Registration	and Customer Support (RCS)			Text	: Size 💌 Accessibility Help
User Search					
SSN Use	rname	User is: ◯ on phone ◯ in person	Search	Clear Search	Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username:	alexloa3	Help
RCS					<b>(?)</b> Help ########
We cannot ver We cannot remo	fy the customer's address. ove extra security over the tele mally verify custome	ephone.			Added sentence to reflect RCS Val.
66 Please read t	he following to the custome	ər:			
We were unable this time. In ord	to verify the address you provide er to remove extra security, you w	d. We cannot remove extra ill have to go to your local	a security from yo Social Security C	our account at Office.	Added 2 <sup>nd</sup> and 3 <sup>rd</sup> sentences to reflect RCS Val. Removed "If you recently movedlater."

## S5-P5 - No to External Verification (LOA3)

ocial Security • Registration	and Customer Support (RCS)			Text Size 💌 Accessibility Help
User Search				
SSN Or Use	name	User is: O on phone O in person	Search Clear Search	2 Неір
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa3	<ul><li>Help</li><li>Help</li></ul>
Unable to verify	fy the customer's address. we extra security over the tele y customer's address	phone.		Added sentence to reflect RCS Val.
We were unable this time. In ord choose in the fu again to verify yo	he following to the custome to verify the address you provide ar to remove extra security, you w ture to allow us to share your info our address.	er: d. We cannot remove extra ill have to go to your local rmation with the Identity S	a security from your account at Social Security Office. If you ervices Provider, we can try	Added 2 <sup>nd</sup> and 3 <sup>rd</sup> sentences to reflect RCS
Done				recently movedlater."

## S5-P7 - (Remove Extra Security Confirmation) Account Summary (LOA3)

N Username Oon p Alexloa3 ©in pe	one Search Clear Search ?
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/	1/1970 Username: alexloa3
Extra Security has been removed from this account!	
User Information Transaction History RCS	ACMGM
Account Summary	<b>2</b> Help
Change E-Mail Address         Account Type:       Standard Account         Add Extra Security         Last 4 Digits of Cell Phone:       7663         Change Cell Phone Number         Account Status:       Active         Last Login:       September 20, 2015 11:31         Email Temp Password       Cancel Account       Block Access	
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 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 Finsih Setting Up Your Account - Create Account	Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Add extra security Sign In Login with Enhanced Security	Created a standard account online Created an account online (with extra security) Added extra security Created a standard account in person Created an account in person (with extra security)
	- P3- and decoding in bolicon

#### 3.0 Miscellaneous Screen Changes

#### **3.1** Screen YWES – Add Extra Security Immediately After Creating Account

ity • Registration and Customer Support (RCS)		Text \$	Size 💌 🛛 Ad	ccessibility Help	
arch					
Username Us or	er is: on phone Search n person	Clear Search		Help	
A. PUBLIC SSN: 900-00-0000 DOB:	01/01/1970 Username	alexioa2		Help	
			🕐 Help 🛛 Y	/WES	
The customer has been successfully verified for an account of the customer may also add extra security to his or her a	nt. count with no additional che	cks.			
ra Security					
Please read the following to the customer:					
We have verified you for a standard account. You hav	e the option to add extra sec	urity.		_	
If you'd like to add extra security, you will still use a ca sign in. Each time you contact us to make changes to with a code or ask you for additional information. This someone gets your username and password, he or sho information.	II phone with text messaging our account, we will send a provides extra security beca will not be able to change y	g each time you text message use even if your personal		Changed lan 3/2/2016.	guage on
You may want to add extra security to your account if y or identity theft, or have any other reason to believe yo	ou have been a victim of doi u need extra security.	mestic violence		_	
Do you want to add extra security to your account O Yes ONo	?				
Do you want to add extra security to your account Yes No	?				

#### 3.2 Screen AXSEAC – Add Extra Security to Existing Account

SN Userr	iame	User is: O on phone (a) in person	Search Clear Search	🛛 Help	
ILEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexloa2	Help Help AXSEAC	
Add Extra Security <b>66</b> Please read the the If you'd like to add sign in. Each time with a code or ask someone gets you information	ollowing to the customer: extra security, you will still a you contact us to make cha you for additional information r username and password, h	use a cell phone with tex nges to your account, we on. This provides extra se re or she will not be able	t messaging each time you will send a text message curity because even if to change your personal	Changed la 3/2/2016.	Inguage on
information.		ount if you have been a v	victim of domestic violence		

## 3.3 Screen AXSNEV – Cannot Verify Address Internally

SN Username or	User is: On phone Oin person	earch Clear Search		Help
ALEX Q. PUBLIC SSN: 900-00-00	000 DOB: 01/01/1970 U	Jsername: alexioa3	Help	Help AXSNEV
We cannot verify the address against	our records			
We were unable to verify this address again 1234 SAMPLE DR BALTIMORE, MD 53527	nst our records: Edit Address			
We would like your permission to share you help us verify your identity.	ur information with an external Ider	ntity Services Provider to	_	
The Identity Services Provider verifies the in your Social Security number with them, and permitted by federal laws, regulations, or guitable or guitable of the security of t	nformation you give us against thei I they keep your information only fo idelines.	ir records. We do not share or the period of time	Ren frau on 3	noved wording abou d prevention service 3/2/2016.

## **3.4 Screen EXTOS – Cannot Verify Address Internally**

ocial Security • Registration and Customer Support (RCS	)	Text Size 💌 Accessibility Help
User Search		
SSN Username or	User is: O on phone Search Clear Search O in person	2 Help
ALEX Q. PUBLIC SSN: 900-00-0000	DOB: 01/01/1970 Username: alexloa3	Help Help AXSNEV
We cannot verify the address against ou	r records	
Descent the following to the sustained the following to the sustained the following to the sustained to t		
We were unable to verify this address against	er:	
1234 SAMPLE DR BALTIMORE, MD 53527		
We would like your permission to share your in help us verify your identity.	formation with an external Identity Services Provider to	
The Identity Services Provider verifies the infor your Social Security number with them, and the permitted by federal laws, regulations, or guide	mation you give us against their records. We do not share y keep your information only for the period of time lines.	•
		Removed wording about
Do you agree to allow us to share your i Yes No	nformation with the Identity Services Provider?	fraud prevention services on 3/2/2016.
		-
Next		