Screen Changes for July 2016 Release of Multifactor Authentication to MySSA

Reason for Change	Required Change	Screens with Changes & Page Number in Package	Comments
Multifactor Authentication Project - Executive Order #13681	Added bullet for new second factor requirement needed to register for an account.	**Internet Screens:** • Sign In, page 1 • Terms of Service, page 2 **Intranet Screens:** • User Search, page 5	
Incorrect language previously used.	Removed fraud language in reference to the Identity Services Provider.	**Internet Screens:** • Terms of Service, page 2 **Intranet Screens:** • Cannot Verify Address Internal (LOA3) YN NN, page 25 • Cannot Verify Address Internal (LOA3), page 35 • Cannot Verify Address Internally, page 41 • Cannot Verify Address Internally, page 42	
Multifactor Authentication Project - Executive Order #13681	Added Step4 'Secure Your Account' to include cell phone as the two-step authentication piece of registration.	**Internet Screens:** • Verify Identity, page 3 • Secure Identity, page 4 • Create Account, page 5 • Provide Cell Phone Number _ Create Account, page 6 • Enter Texted Security Code, page 8 • Verify Identity – User Chooses to Upgrade to LOA3, page 12	Page 8 – also added bullet in the 'Having trouble?' box. Page 12 – text change to the 'Add extra security' box.
Multifactor Authentication Project - Executive Order #13681	Changed 'I don't have a phone number' link to a Help link.	**Internet Screens:** • Verify Identity, page 3	
Multifactor Authentication Project - Executive Order #13681	Gives customer information if they do not have a cell phone, etc.	**Internet Screens:** • Security Features FAQ, page 7 (full screen shot is on page 62)	Launched in a new window by clicking 'Find these answers and more...' link in the 'What If' container.
Multifactor Authentication Project - Executive Order #13681	To explain that the cell phone is now required as part of registration for an account.	**Internet Screens:** • Provide Cell Phone Number _ Create Account, page 6 • Provide Cell Phone Number _ Grandfathered User _ Forgot Password, page 45	Changed heading on screen, added warning notice, changed wording in box at bottom, & added container. Previous button also removed.
Multifactor	Text change to	**Internet Screens:**	Page 20 –

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Authentication Project - Executive Order #13681	coincide with requirements for multifactor authentication project.	• Verify Identity, page 3 • Enter Texted Security Code, page 8 • Enter Texted Security Code _ No Steps, page 20 • Provide New Cell Phone Number, page 34 **Intranet Screens:** • Remove Extra Security: Confirmation (LOA3), page 29	masked first 6 digits of cell phone number. Page 34 – also removed warning message
Multifactor Authentication Project - Executive Order #13681	Modified confirmation message and modified text in container.	**Internet Screens:** • Confirmation, page 9 • Confirmation – Set Up Account, page 27	To explain that two steps are now required for each log in attempt.
Multifactor Authentication Project - Executive Order #13681	New screen required.	**Internet Screens:** • Verify Cell Phone Number, page 19	
Multifactor Authentication Project - Executive Order #13681	Modified confirmation message.	**Internet Screens:** • Confirmation _ Set Up New Account _ With Upgrade Selected, page 17 • Confirmation_Upgrade to LOA3, page 23 • Confirmation _ New Cell Phone Number, page 36 • Confirmation of Password Change, page 41	To explain that two steps are now required for each log in attempt.
Multifactor Authentication Project - Executive Order #13681	Modified steps in account upgrade process.	**Internet Screens:** • Do You Have Your Upgrade Code Letter, page 21 • Enter Upgrade Code, page 22	Page 22 – removed second container.
Multifactor Authentication Project - Executive Order #13681	Added paragraph to refer to updating cell phone consistently, and modified question to refer specifically to cell phone.	**Internet Screens:** • Update Phone Number – Provide Info, page 30	Modified wording to 'reset code' rather than 'update code'. Removed 'I don't have a phone number' link.
Multifactor Authentication Project - Executive Order #13681	Modified wording to 'reset code' rather than 'update code'	**Internet Screens:** • Confirmation of Letter, page 31 **Intranet Screens:** • Update Code Print Confirmation (LOA2), page 12 • Verify Address Verification Confirm YY NY, page 16	Page 12, 16 – modified wording and made 'reprint' button as the primary.
Multifactor Authentication Project - Executive Order #13681	To allow users with accounts prior to project release to 'grandfather' in.	**Internet Screens:** • Provide Cell Phone Number _ Grandfathered Account _ No Steps, page 38	Page 38 - changed wording, added a warning notice, added container,

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			added text to the 'What if...' box, and removed the previous button.
Multifactor Authentication Project - Executive Order #13681	Added step 3 'Add Cell Phone Number'	**Internet Screens:** • Forgot Password _ Grandfathered User _ Verify Identity, page 43 • Forgot Password _ Grandfathered User _ Provide Answers, page 44 • Provide Cell Phone Number _ Grandfathered User _ Forgot Password, page 45 • Enter Texted Security Code _ Grandfathered User _ Forgot Password, page 46 • Update Password _ Grandfathered User, page 47	Page 45 - changed wording, added a warning notice, added container, and added text to the 'What if...' box. Page 45, 47 - removed the previous button.
Multifactor Authentication Project - Executive Order #13681	Added 'change pending' for a person with a pending cell phone number change. Added 'change cell phone number' button.	**Intranet Screens:** • Account Summary (LOA2)_InPerson (Change Pending), page 7 • Account Summary (LOA2)_OnPhone (Change Pending), page 9	
Multifactor Authentication Project - Executive Order #13681	Added 'cell phone is not registered' for a person with no cell phone registered.	**Intranet Screens:** • Account Summary (LOA2)_InPerson (Not Registered), page 8 • Account Summary (LOA2)_OnPhone (Change Pending), page 10	
Multifactor Authentication Project - Executive Order #13681	Screen now asks the CR to enter the address for verification instead of displaying it.	**Intranet Screens:** • Verify Address Verification (LOA3), page 15	
Updated language	Text added about going to the local SSA office.	**Intranet Screens:** • Fail External Verification (LOA2 & LOA3), page 26	
Modified language for consistency.	Changed wording from 'update' to 'change'.	**Intranet Screens:** • Update Code Print Confirmation (LOA2), page 12 • Verify Address Verification Confirm YY NY, page 16 • Decline or Fail External Verification (LOA3), page 18 • Verify Address Verification (LOA2 & LOA3), page 23 • Fail External Verification (LOA2 & LOA3), page 26 • No to External Verification (LOA2 & LOA3),	

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		page 27	
Modified language for consistency.	Removed language 'If you recently moved…'	**Intranet Screens:** • No to External Verification (LOA2 & LOA3), page 27 • Fail External Verification (LOA3), page 36 • No to External Verification (LOA3), page 37	
Modified language for consistency.	Text change to coincide with requirements for multifactor authentication project.	**Intranet Screens:** • Add Extra Security Immediately After Creating Account, page 39 • Add Extra Security to Existing Account, page 40	