Social Security Administration Logo

Screen Shots Document

Grouped by Scenario

Electronic Access Multi-Factor Authentication



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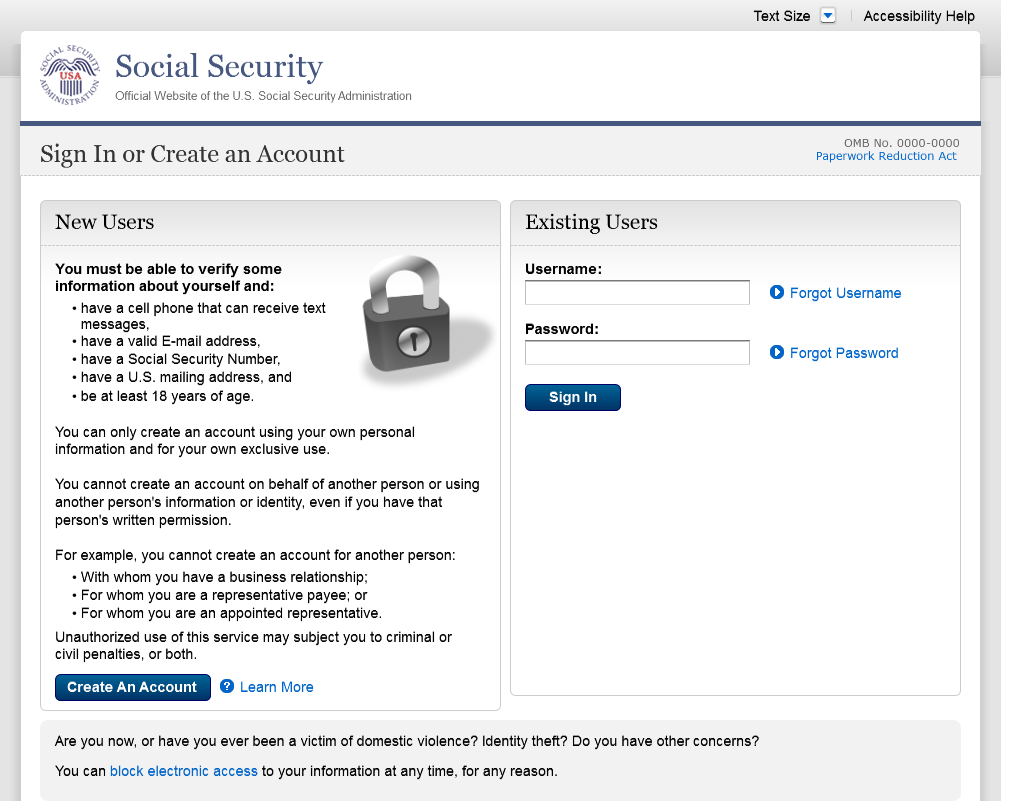
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1. Document Version Information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version  Number | Date | Content Revisions | Page  # | Revised by |
| * 1. (Draft) | 11/04/2015 | Initial Version |  | Beth Hanst |
| 0.2 (Draft) | 11/05/2015 | Minor wording changes to Having Trouble containers on screens where user has added cell phone number immediately prior. |  | Beth Hanst |
| 0.3 (Draft) | 11/20/2015 | * Globally changed formatting of “my Social Security”. * Globally masked first 6 digits of user’s cell phone number. * On pages collecting address, removed link for user to add a street address line and removed square brackets from State/Territory label. * Added bullet about SMS-enabled cell phone to Sign In and Create Account ToS. * Fixed capitization of “Do” in footer on Sign In screen. * On Verify Info page, remove “add another line” from Address input areas where it is not applicable. * On all Provide Your Cell Phone Number screens, updated message in yellow container to emphasize that a cell phone number is required to access, rather than secure, your account. * On Provide Your Cell Phone Number screens for existing accounts, added link to block access. * Modified heading and text on the Do You have Your Upgrade Code Letter? screen to remove references to the user’s cell phone. * Removed Having Trouble container from Enter Upgrade Code screen. * Added sign-in happy path screens |  | Beth Hanst |
| 0.4 (Draft) | 12/02/2015 | * Added hyphen to “SMS-enabled” on Sign In (S1-P1, S2-P1, S2-P10, S3-P1, S4-P1, S4-P7, S5-P1, S6-P1, S7-P1) and Create Account (S1-P2, S2-P2, S2-P11, S3-P2, S4-P2, S4-P8, S5-P2, S6-P2, S7-P2, S7-P8) screens. * Removed Previous buttons from Provide Cell Phone Number screens (S1-P6, S2-P6, S3-P3, S5-P3, S6-P5, S7-P3, S7-P9) and Update Password screens (S6-P7, S7-P11). * Corrected steps on Entered Texted Security Code for grandfathered account when user has forgotten password (S6-P6, S7-P4, S7-P10). * Updated language on Update Phone Number screen (S4-P4) to refer to cell phone update code letter consistently. |  | Beth Hanst |
| 0.5 (Draft) | 12/17/2015 | * Globally modified capitalization of container (gray box) titles, except on Reset Password Questions screen (which mirror production screen). Generally, the first word is capitalized, the follow words are not. * Globally changed “email” to “E-mail”. * Changed “SMS-enabled cell phone” to “cell phone that can receive text messages” on Sign In and Create Account Terms of Service screens. * Removed “SMS” from Enter Texted Code screens. * Removed “We use their fraud prevention services…theft.” on Create Account Terms of Service screen. * Changed container heading from “Upgrade your security” to “Add extra security” on Verify Identity screen. * Removed “For your protection,” from second sentence in yellow container on Provide Your Cell Phone Number screens. * In What If??? Container on Provide Your Cell Phone Number screens, made slight wording changes and changed order of questions. * When first 6 digits of cell phone number is masked, added a space before and after the hyphen, e.g. “(\*\*\*) \*\*\* - 1234. Affects Verify Cell Phone Number screen and Enter Security Code from Text Message screen. * Globally revised references to “upgrading security level” to “adding extra security”, and “upgrade code letter” to “extra security letter”. Affects Add Extra Security screens. * Removed steps on Add Extra Security screens. * Globally revised “update cell phone number” to “change cell phone number”, and “update code” to “reset code”. Affects Change Cell Phone Number screen and related Confirmation of Letter screen. * Modified capitalization of “your” in steps on Forgot Password screens to mirror production screens. * Added FAQs screen. * Removed screen S4-P9. |  | Beth Hanst |
| 0.6 (Draft) | 12/23/2015 | * Updated text for S1-P6 confirmation notification * Added “I don’t have a phone number” to primary phone number box on S4-P4 * Added page S4-P9 into scenario 4 * Updated text for new requirements on S4-P9 |  | Kirk Crawford |
| 0.7 (Draft) | 1/8/2016 | * Updated text for S1-P6 and S2-P6 notification. * Removed screen S4-P3. * Removed “I don’t have a phone number” link from primary phone number field on S4-P4. * Corrected font of progress steps in Scenarios 6 and 7 (S6-P4, S6-P5, S6-P7, S7-P4, S7-P9, S7-P11). * Removed FAQs screen, pending feedback from OCOMM and OEST. |  | Beth Hanst |
| 0.8 (Draft) | 1/11/2016 | * Added FAQs screen into package, reflecting language provided by OCOMM on 1/11/2016. * Added *my* Social Security – Security Settings screens. |  | Beth Hanst |
| 0.9 (Draft) | 1/12/2016 | * Added explanatory language to page containing screen S4-P4. * Changed the title of the page containing screen S4-P7. * Corrected S4-P9, replacing “update” with “reset”. Also, added the word “code” to the container heading. |  | Beth Hanst |
| 0.10 (Draft) | 1/13/2016 | * Removed “Why?” link from Provide Cell Phone Number screens. |  | Beth Hanst |
| 1.0 (Final) | 2/22/2016 | Per feedback received during AC review:   * Updated Security Feature FAQ screen   + Changed container title from “New Security Features” to “New Security Feature”.   + In first sentence, changed “my Social Security has…” to “The Social Security Administration has…”   + In second sentence, changed “This … my Social Security account…” to “This … personal my Social Security account…” * Changed link on following screens from “… Security Features FAQ” to “… Security Feature FAQ”   + S1-P6   + S2-P6   + S3-P3   + S5-P3   + S6-P5   + S7-P9 * Updated “features” to “feature” on following screens   + S2-P14   + S2-P15 |  | Beth Hanst |

# Scenario 1: Create LOA2 Account

## S1-P1 - Sign In

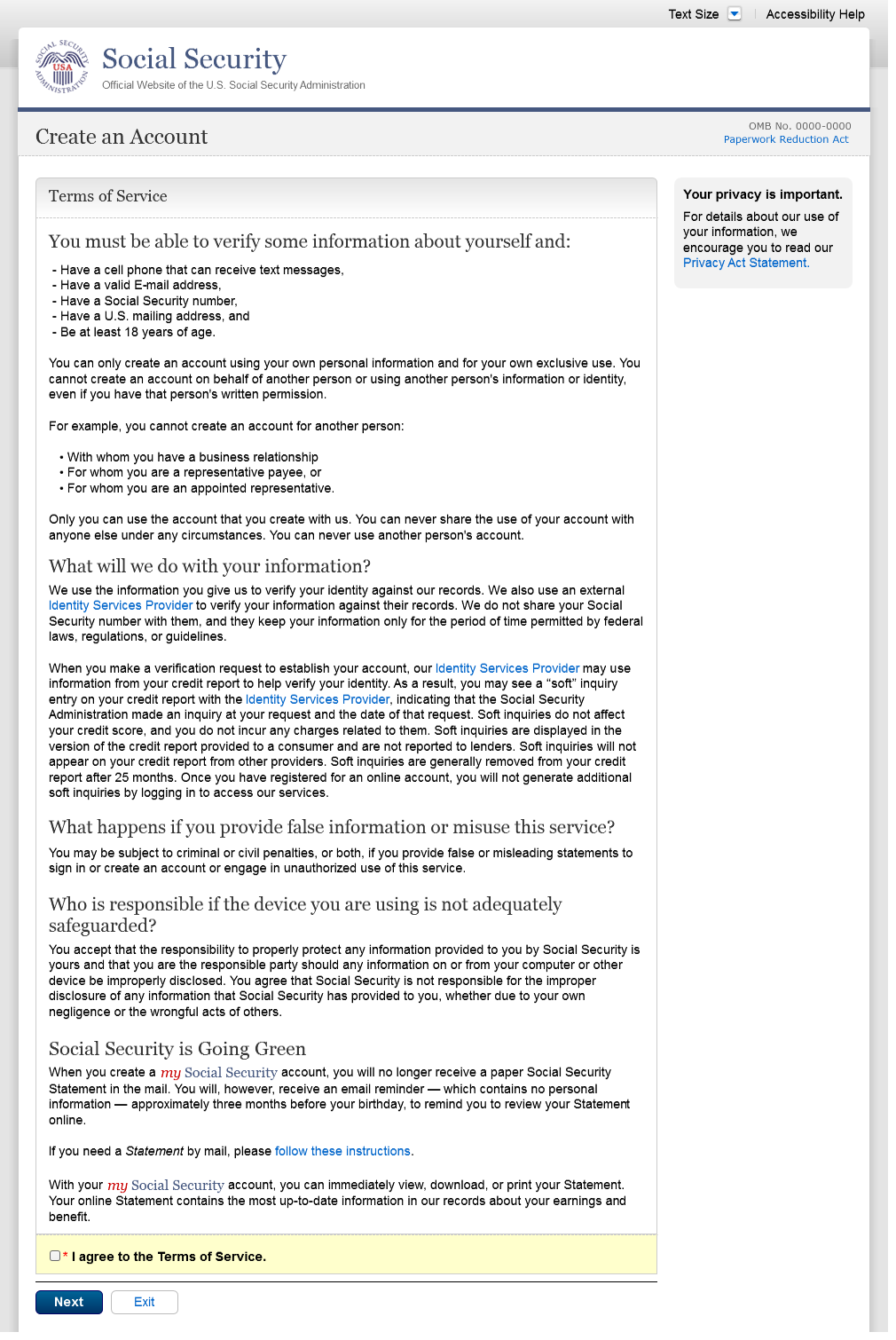


**Changed “email” to “E-mail” on 12/17/2015.**

**Added 1st bullet on 11/19/2015. Added hyphen to “SMS-enabled” on 12/02/2015.**

**Modified wording on 12/17/2015.**

## S1-P2 - Terms of Service



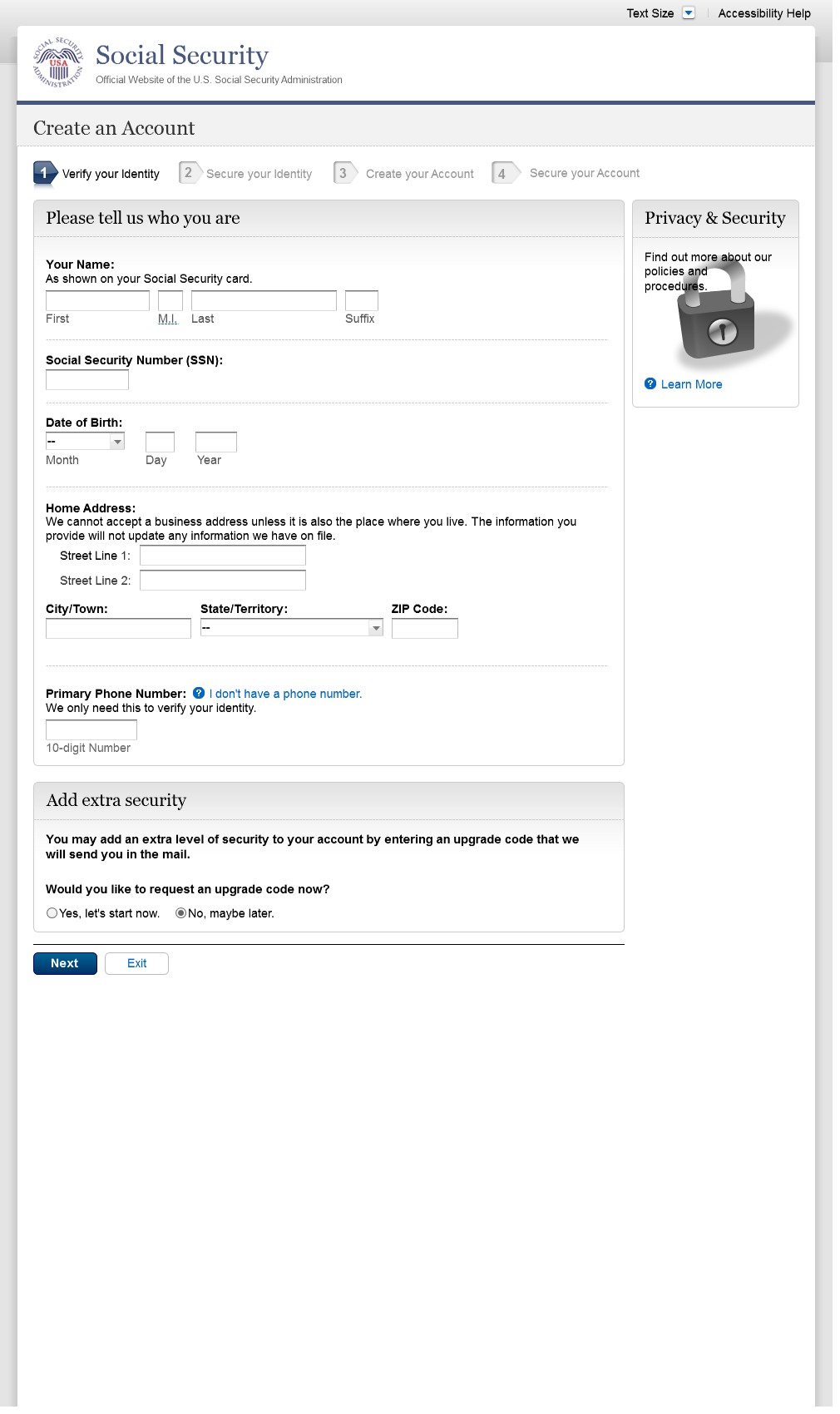
**Added 1st bullet on 11/19/2015. Added hyphen to “SMS-enabled” on 12/02/2015. Modified wording on 12/17/2015.**

**Corrected spacing on 12/17/2015.**

**Removed “We used their fraud prevention services…theft.” on 12/17/2015.**

**Changed “email” to “E-mail” on 12/17/2015.**

## S1-P3 - Verify Identity



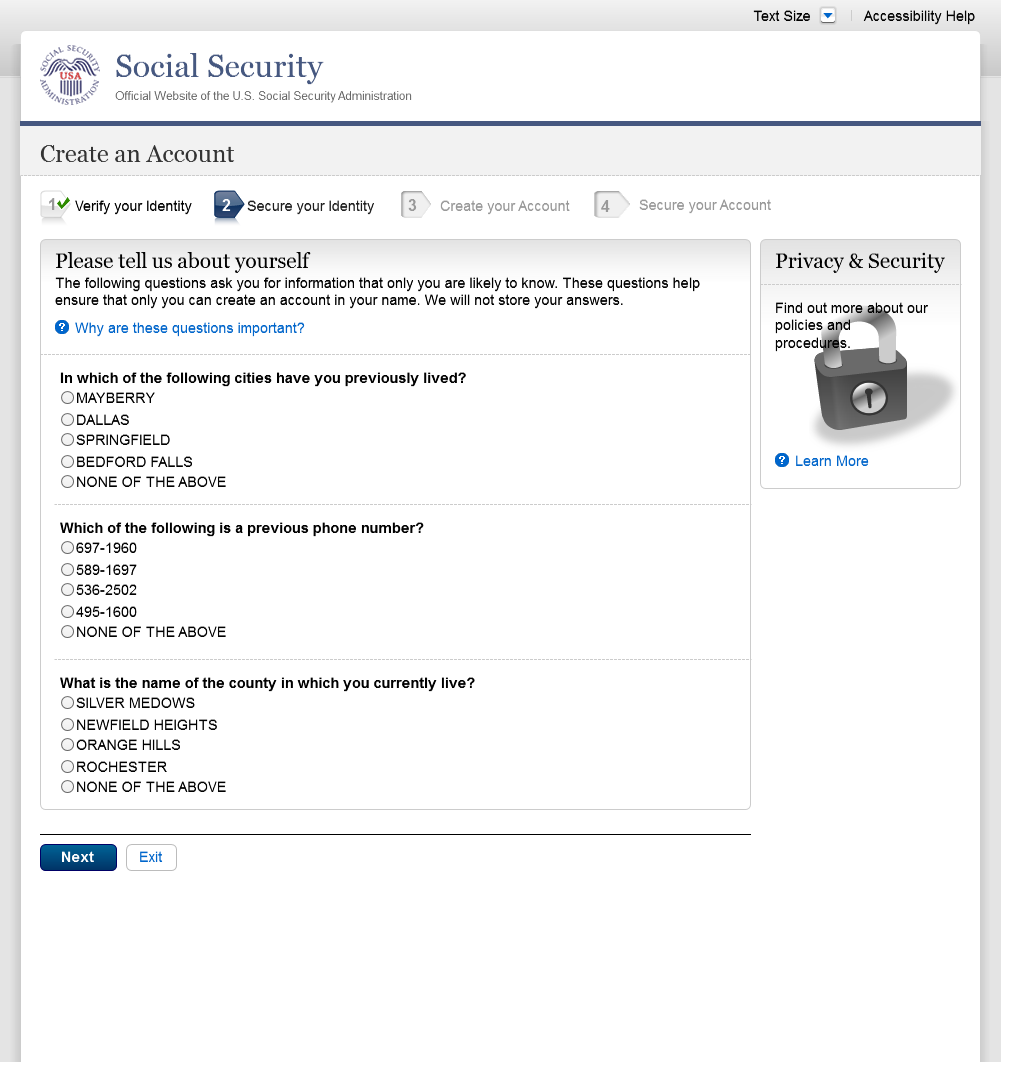
**Changed from Action Link to Help link on 12/17/2015.**

**Text change**

**Restored container heading to “Add extra security” on 12/17/2015.**

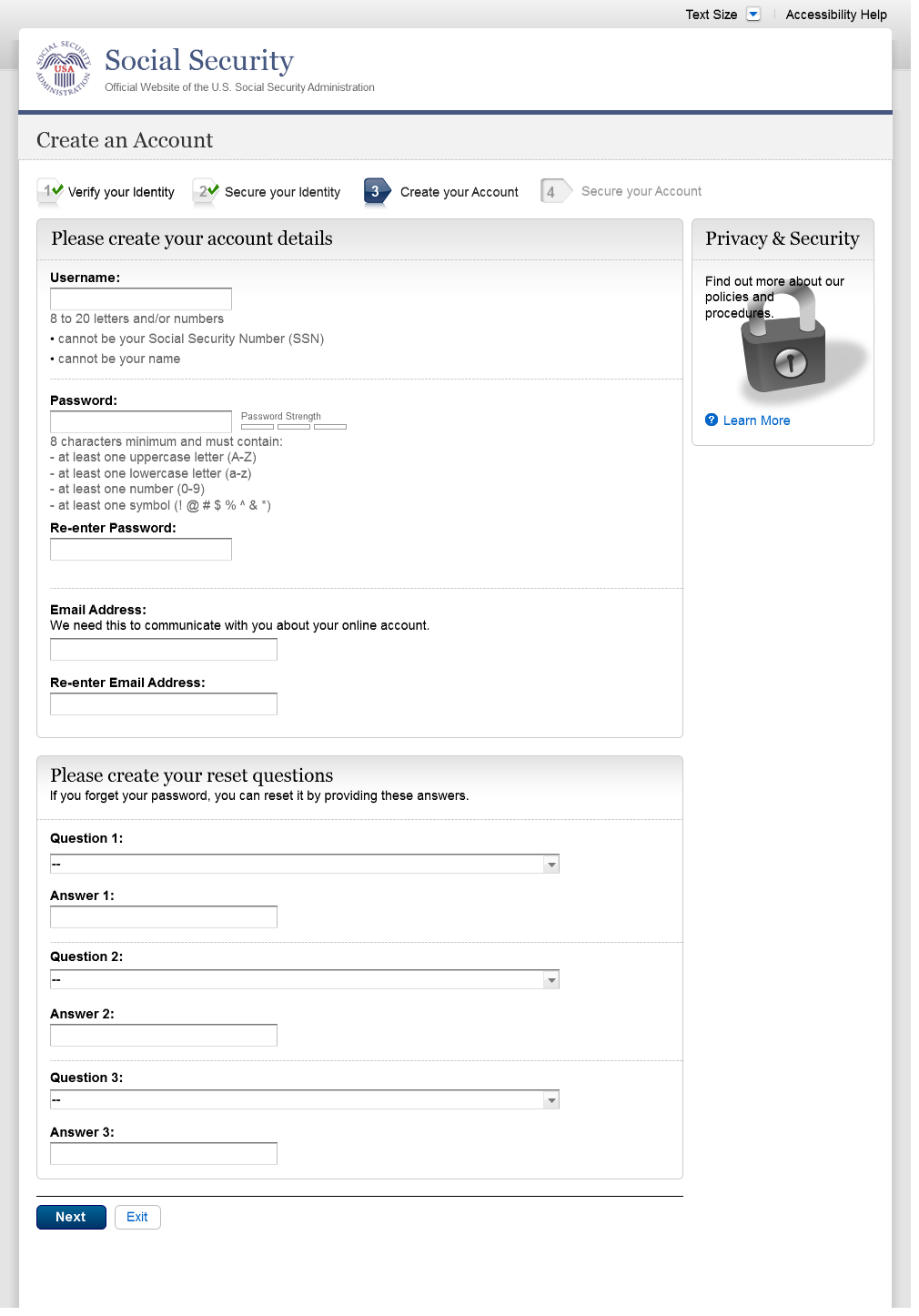
**Added Step 4**

## S1-P4 - Secure Identity



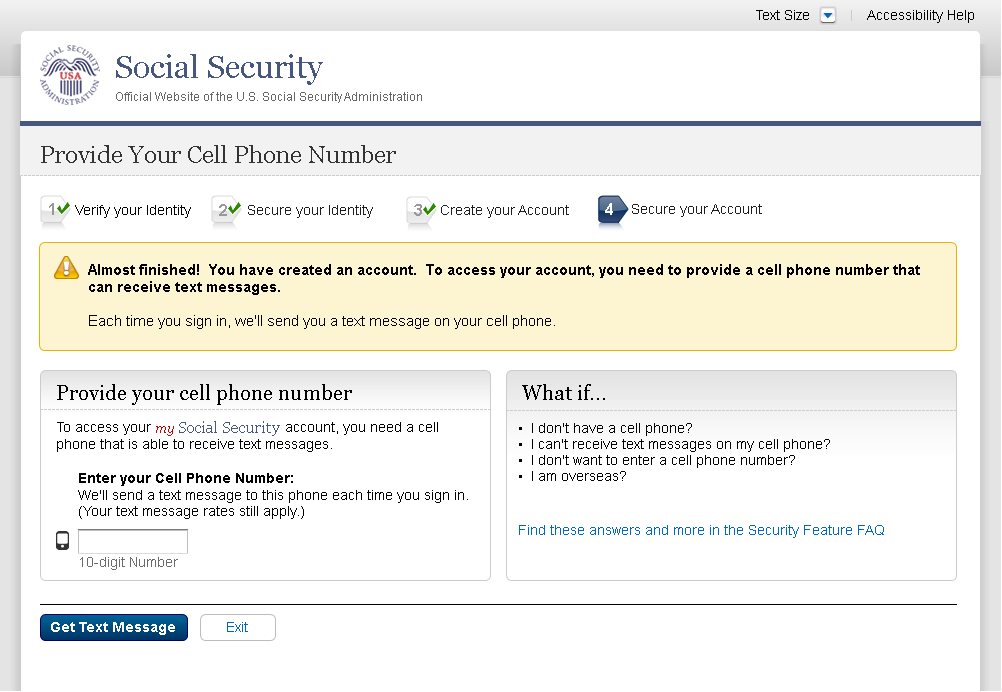
**Added Step 4**

## S1-P5 - Create Account



**Added Step 4**

## S1-P6 – Provide Cell Phone Number\_Create Account



**Added container**

**Changed “Security Features FAQ” to “Security Feature FAQ” on 2/22/2016.**

**Removed Previous button on 12/02/2015.**

**Removed “Why?” link on 1/13/2016.**

**Changed wording**

**Revised wording on 1/7/2016.**

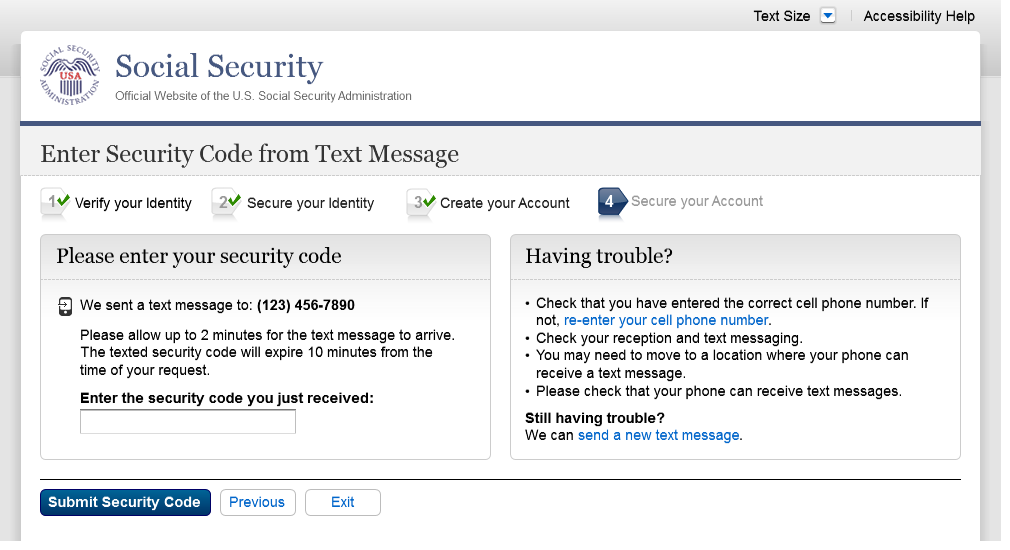
**Added Step 4**

**Changed “own” to “have”, “cannot” to “can’t” and reordered questions on 12/17/15.**

**Changed wording**

**Added warning notice. Revised on 11/19/2015. Removed “For your protection,” on 12/17/2015.**

## S1-P7 - Enter Texted Security Code



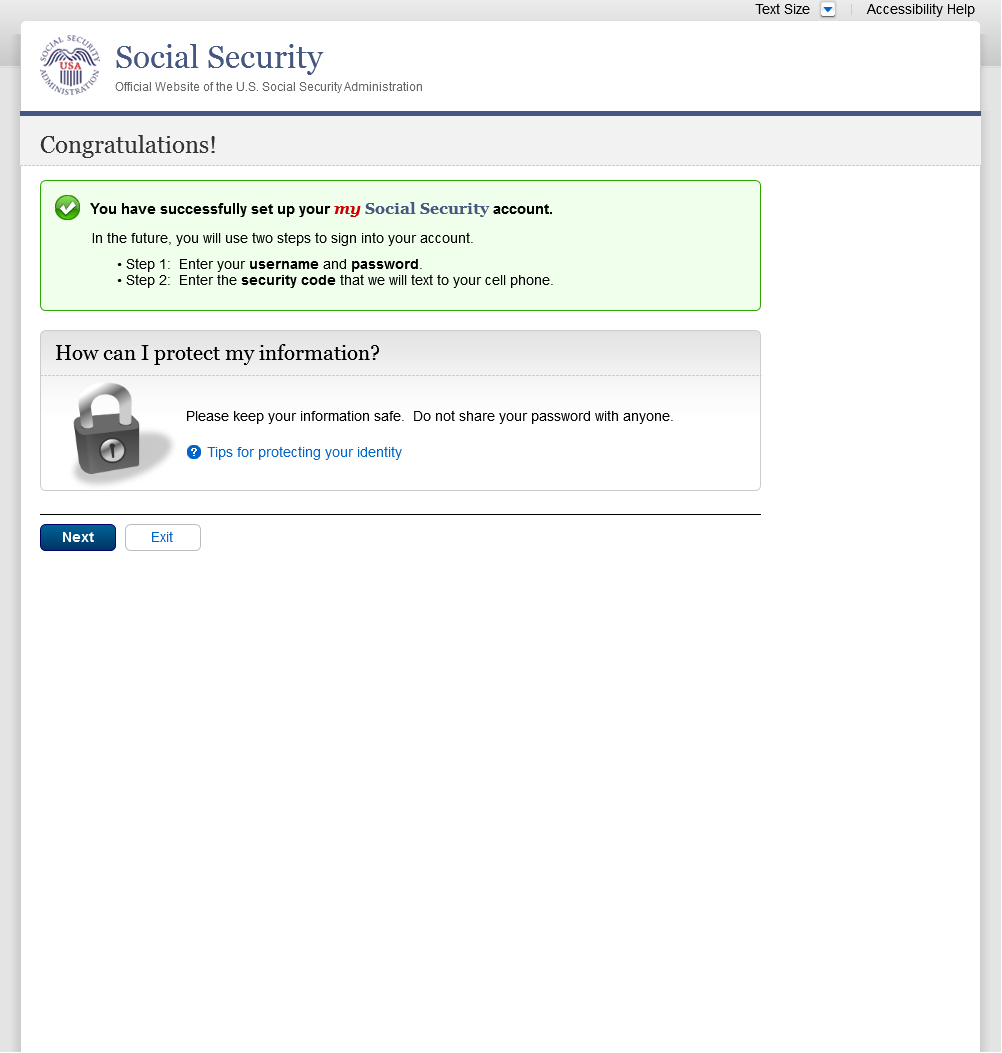
**Removed “SMS” from 2nd bullet on 12/17/2015.**

**Added 1st bullet on 11/19/2015.**

**Added Step 4**

**Changed text**

## S1-P8 – Confirmation



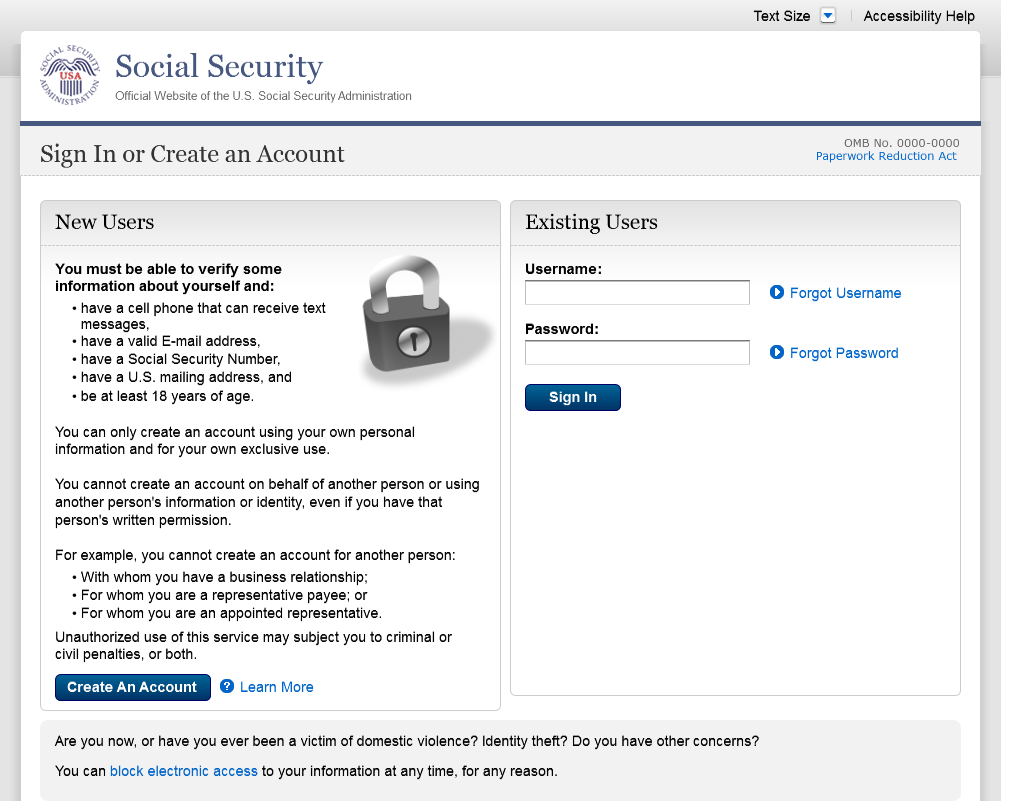
**Modified text in container**

**Modified confirmation message**

# Scenario 2: Create LOA3 Account

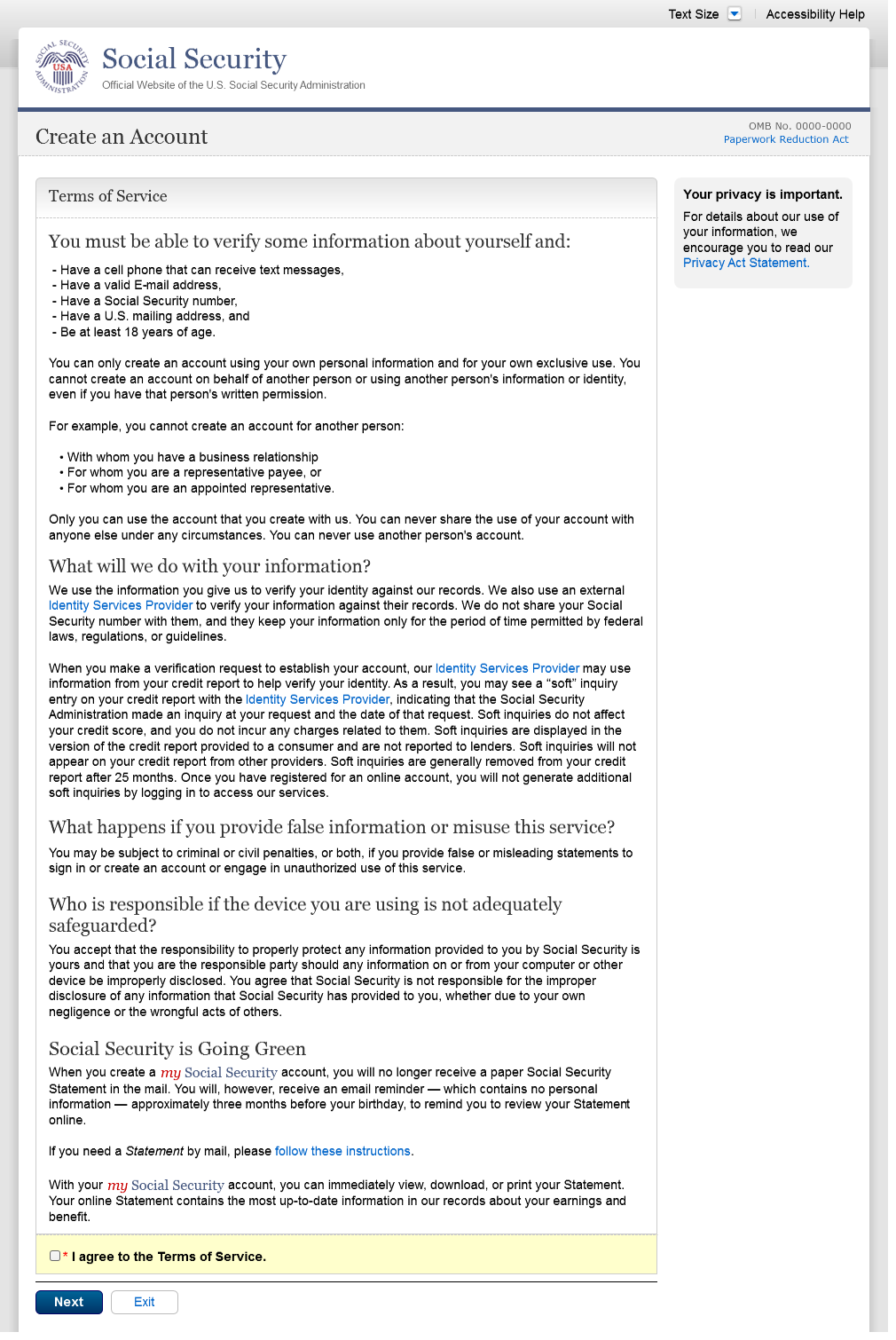
**Please see S1-P1 for description of changes.**

## S2-P1 - Sign In

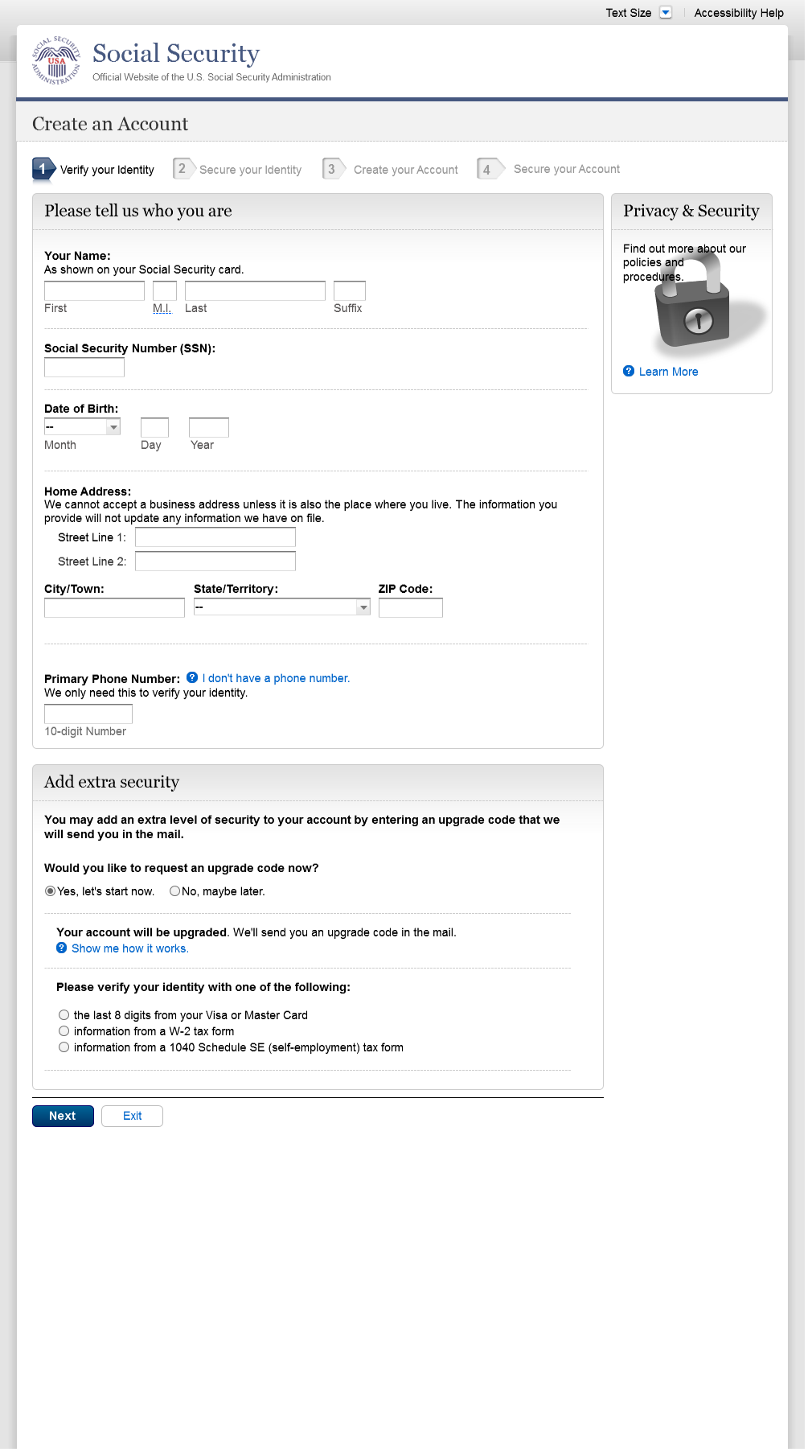


## S2-P2 - Terms of Service

**Please see S1-P2 for description of changes.**



## S2-P3 - Verify Identity – User Chooses to Upgrade to LOA3



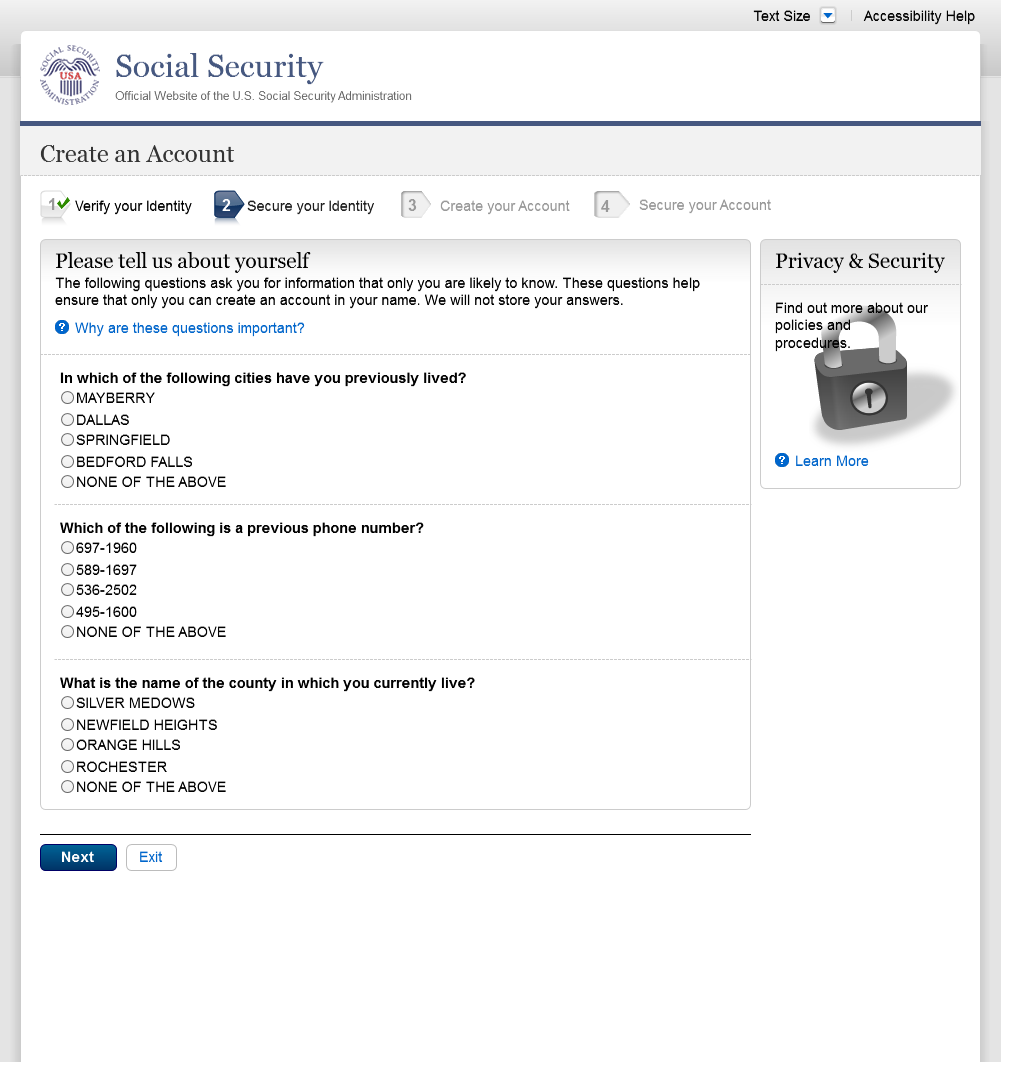
**Text change**

**Restored container heading to “Add extra security” on 12/17/2015.**

**Changed “upgrade code” to lower case on 12/17/2015.**

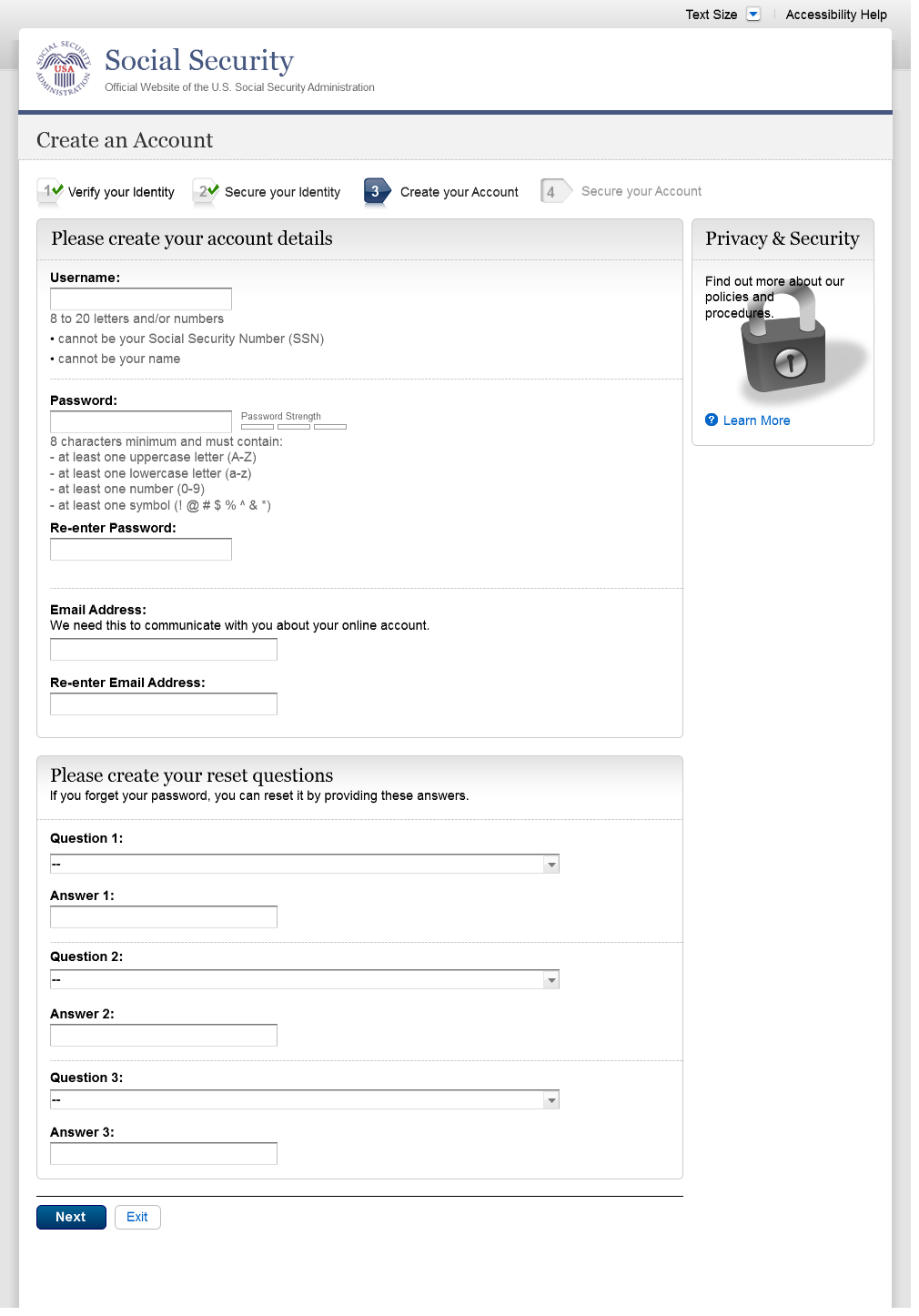
**Added Step 4**

## S2-P4 - Secure Identity



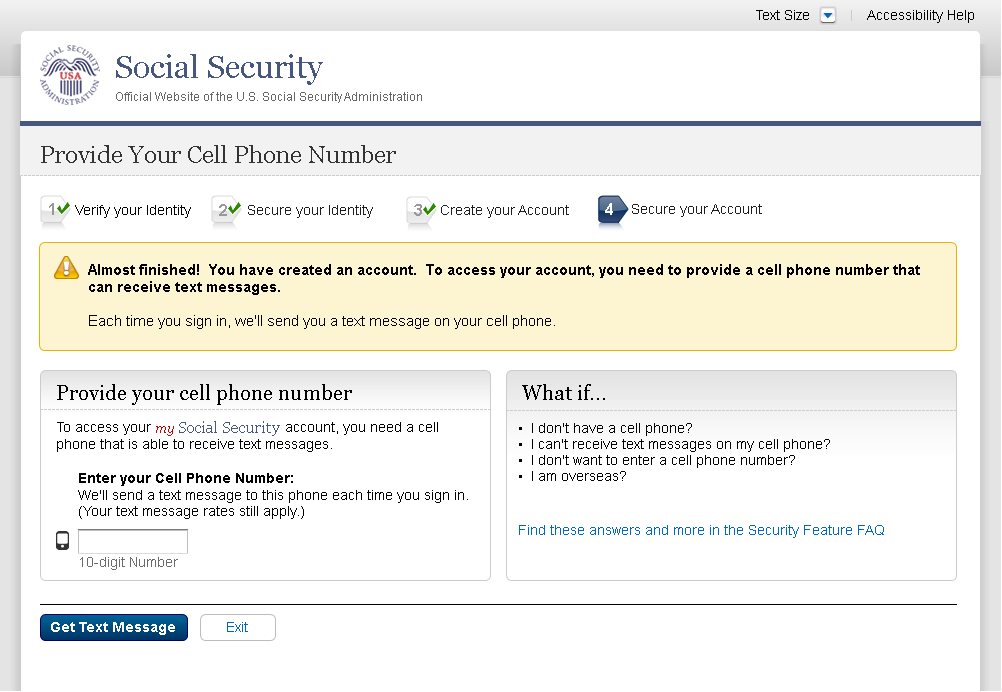
**Added Step 4**

## S2-P5 - Create Account



**Added Step 4**

## S2-P6 – Provide Cell Phone Number – Create Account



**Changed “Security Features FAQ” to “Security Feature FAQ” on 2/22/2016.**

**Changed wording**

**Revised wording on 1/7/2016.**

**Changed “own” to “have”, “cannot” to “can’t” and reordered questions on 12/17/15.**

**Changed wording**

**Added warning notice. Revised on 11/19/2015. Removed “For your protection,” on 12/17/2015.**

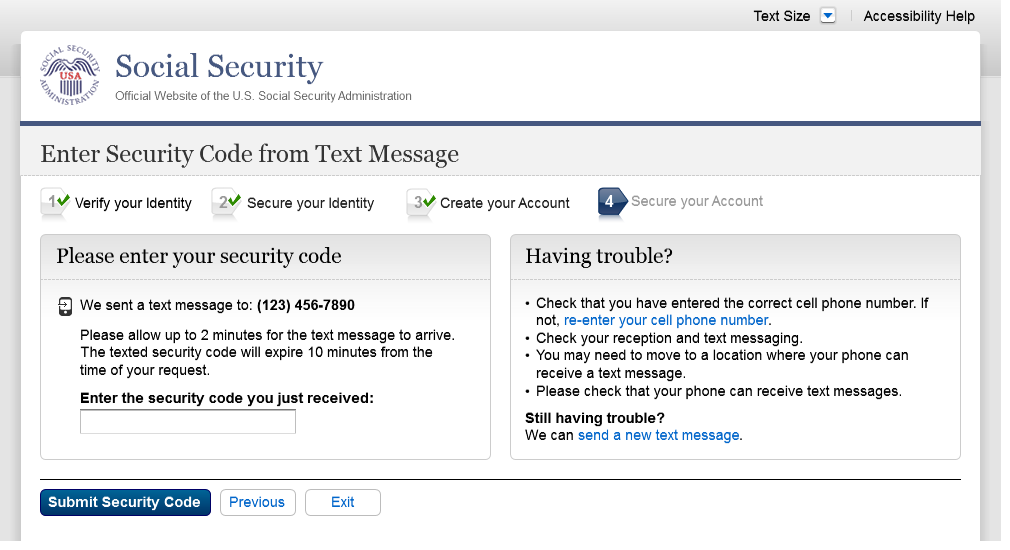
**Added Step 4**

## S2-P7 - Enter Texted Security Code\_Create Account

**Removed Previous button on 12/02/2015.**

**Removed “Why?” link on 1/13/2016.**

**Added container**



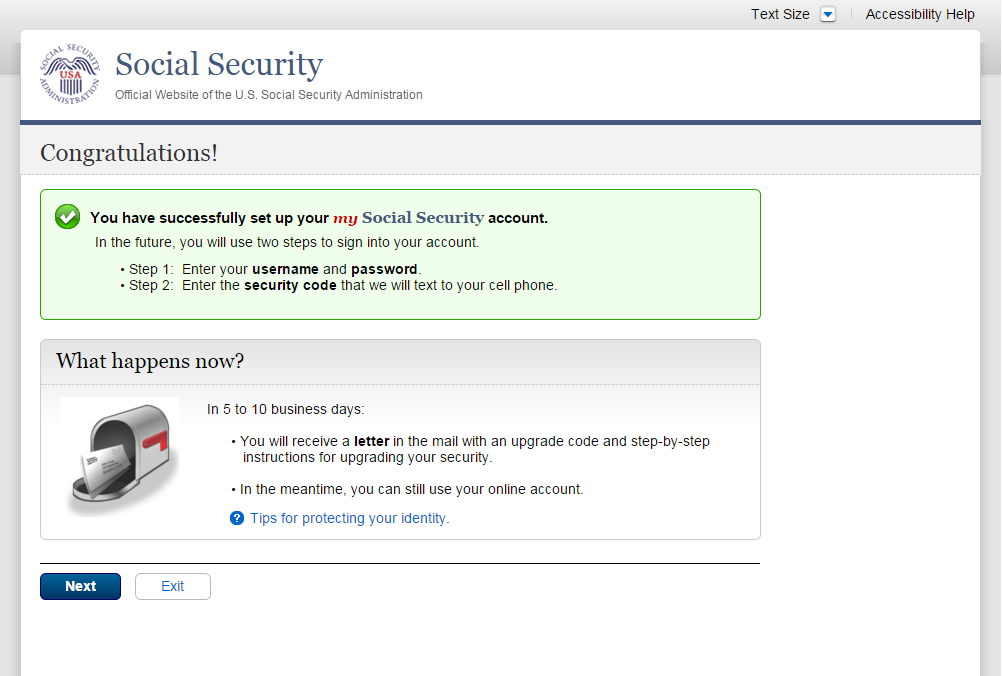
**Removed “SMS” from 2nd bullet on 12/17/2015.**

**Added 1st bullet on 11/19/2015.**

**Added Step 4**

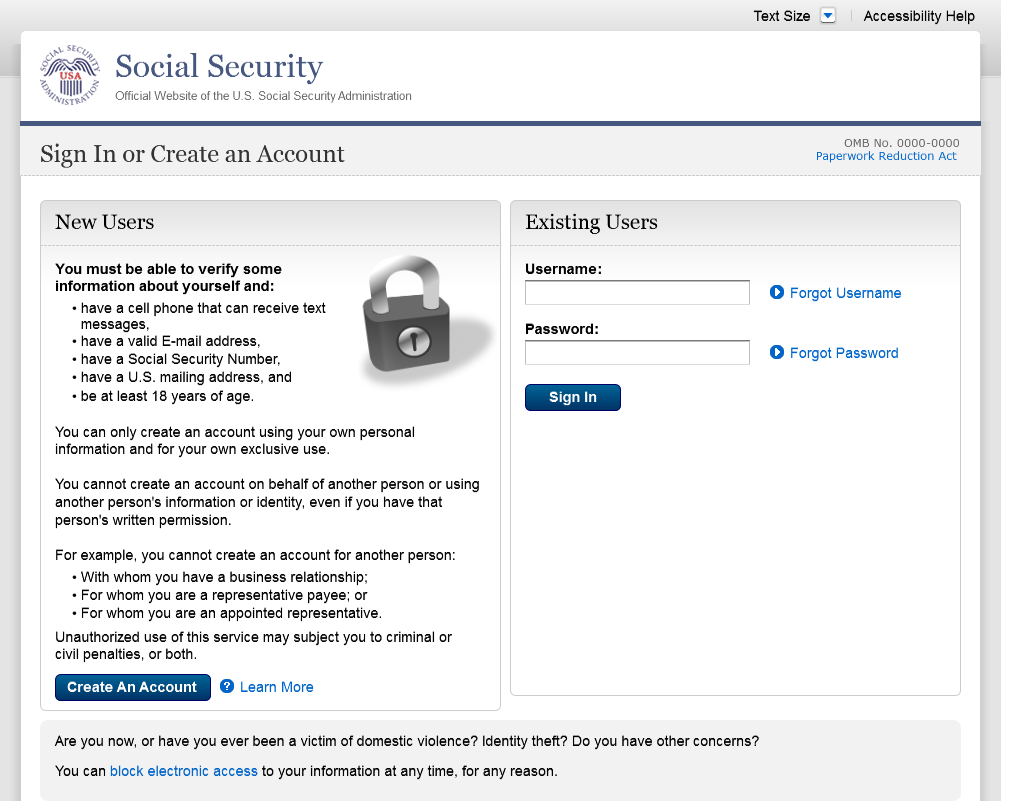
**Changed text**

## S2-P8 - Confirmation\_Set Up New Account\_With Upgrade Selected



**Modified confirmation message**

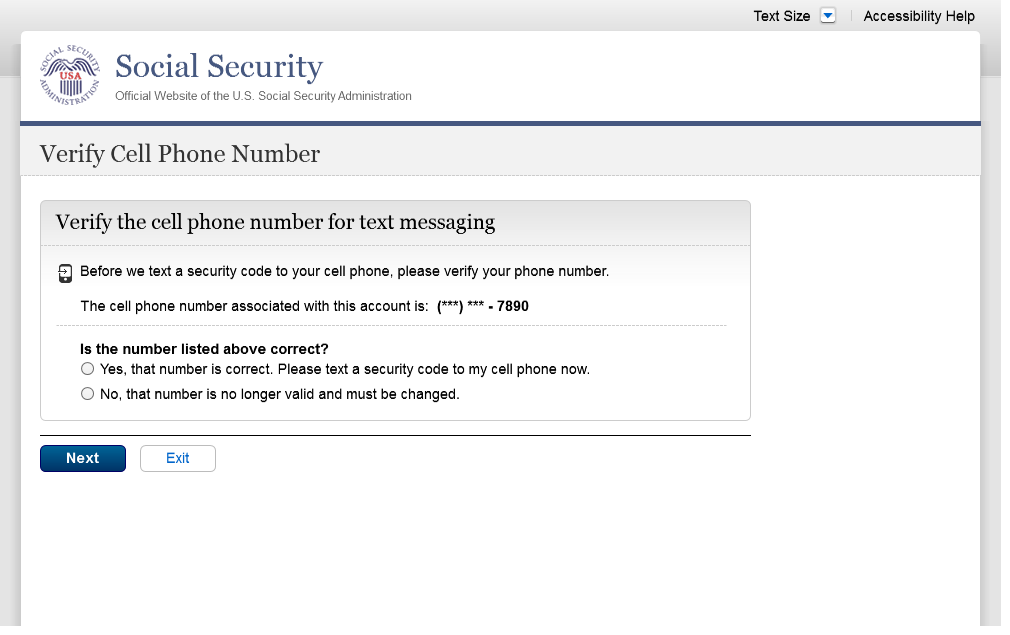
## S2-P10 - Second Sign In, After Receiving Upgrade Code Letter



**Please see S1-P1 for description of changes.**

## S2-P11 – Verify Cell Phone Number

**New screen**



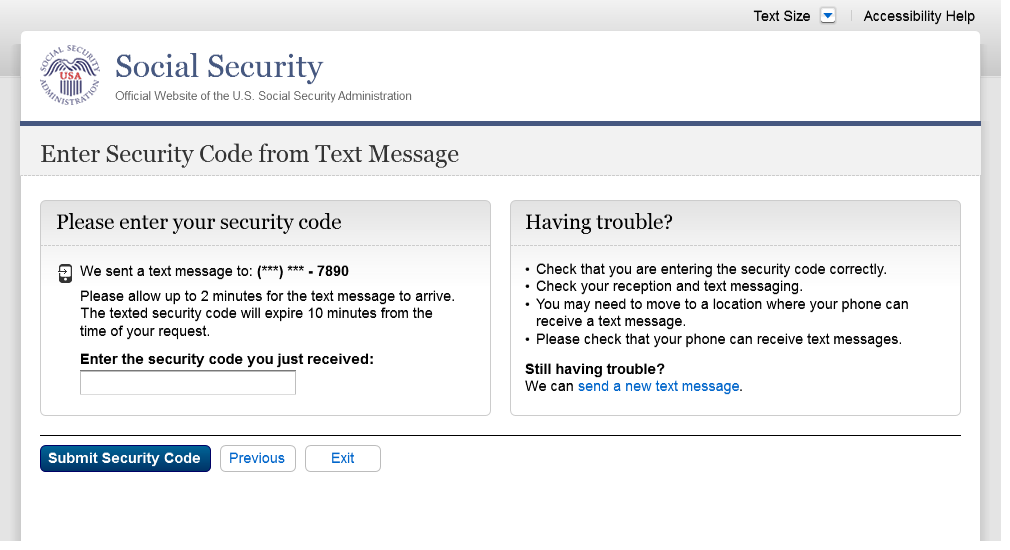
**Added screen on 11/19/2015.**

**Modified wording on 12/17/2015.**

**Modified wording on 12/17/2015.**

**Added space before and after hyphen on 12/17/2015.**

## S2-P12 - Enter Texted Security Code\_No Steps



**Removed “SMS” from 2nd bullet on 12/17/2015.**

**Masked 1st 6 digits of cell phone number on 11/19/2015. Added space before and after hyphen on 12/17/2015.**

**Changed text**

## S2-P13 - Do You Have Your Upgrade Code Letter?



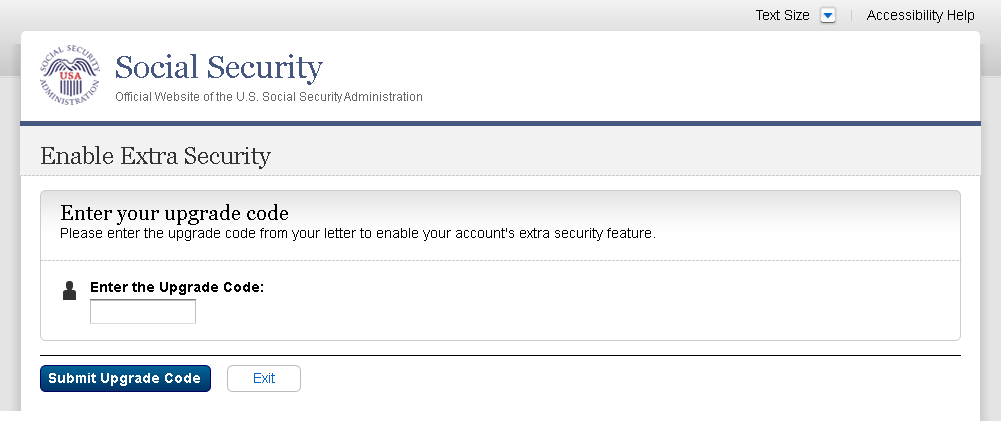
**Modified wording in radio button labels to use “extra security” on 12/17/2015.**

**Changed “upgrade code letter” to “extra security letter” on 12/17/2015.**

**Modified page heading on 12/17/2015.**

**Removed steps on 12/17/2015.**

## S2-P14 - Enter Upgrade Code



**Removed 2nd container on 11/19/2015.**

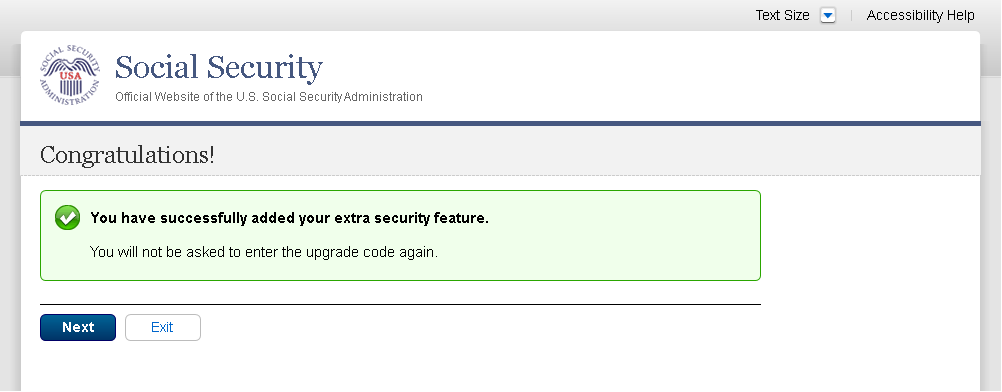
**Changed “features” to “feature” on 2/22/2016.**

**Modified wording to use “extra security features” on 12/17/2015.**

**Modified page heading on 12/17/2015.**

**Removed steps on 12/17/2015.**

## S2-P15 - Confirmation\_Upgrade to LOA3



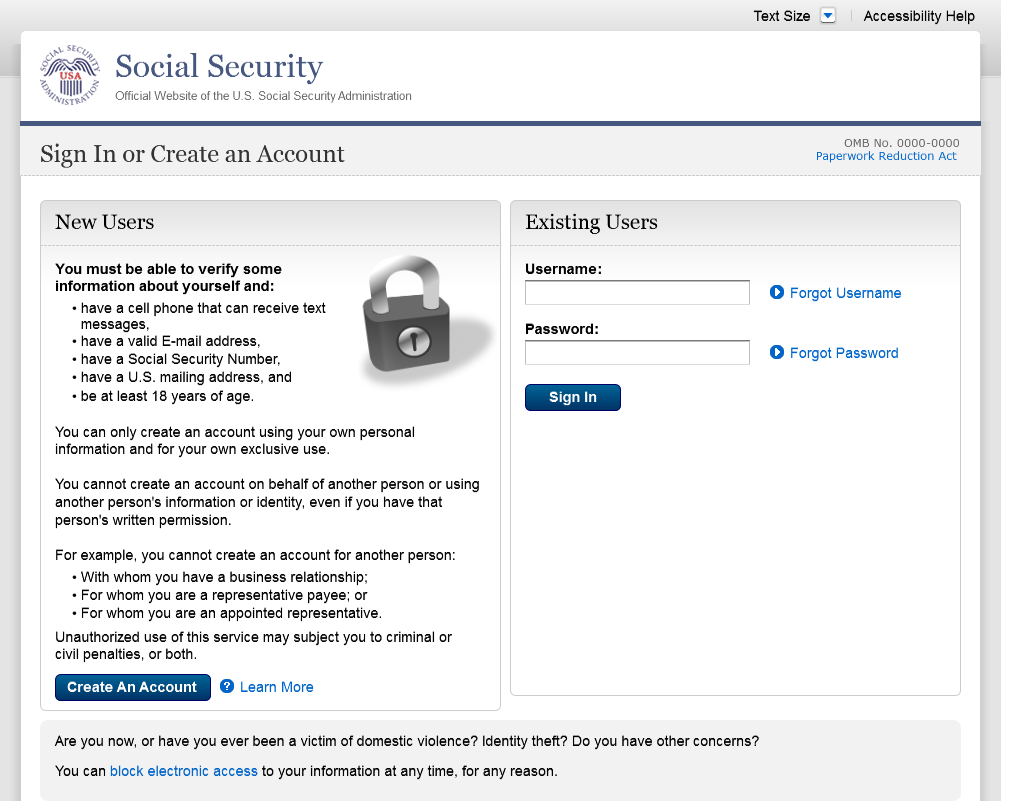
**Changed “features” to “feature” on 2/22/2016.**

**Modified confirmation message**

**Modified confirmation message to “… added your extra security features” on 12/17/2015.**

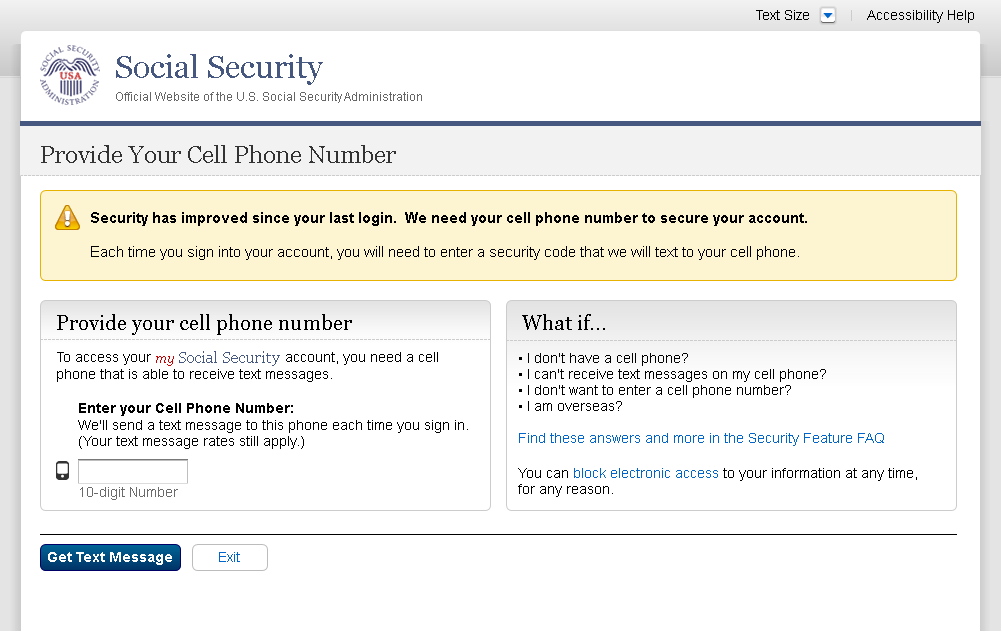
# Scenario 3: Collect Cell Phone Number (2nd Factor) for Existing Account

## S3-P1 - Sign In



**Please see S1-P1 for description of changes.**

## S3-P3 - Provide Cell Phone Number\_Grandfathered Account\_No Steps



**Changed “Security Features FAQ” to “Security Feature FAQ” on 2/22/2016.**

**Changed wording**

**Changed “own” to “have”, “cannot” to “can’t” and reordered questions on 12/17/15.**

**Changed wording**

**Added warning notice. Revised 11/19/2015. Removed “For your protection,” on 12/17/2015.**

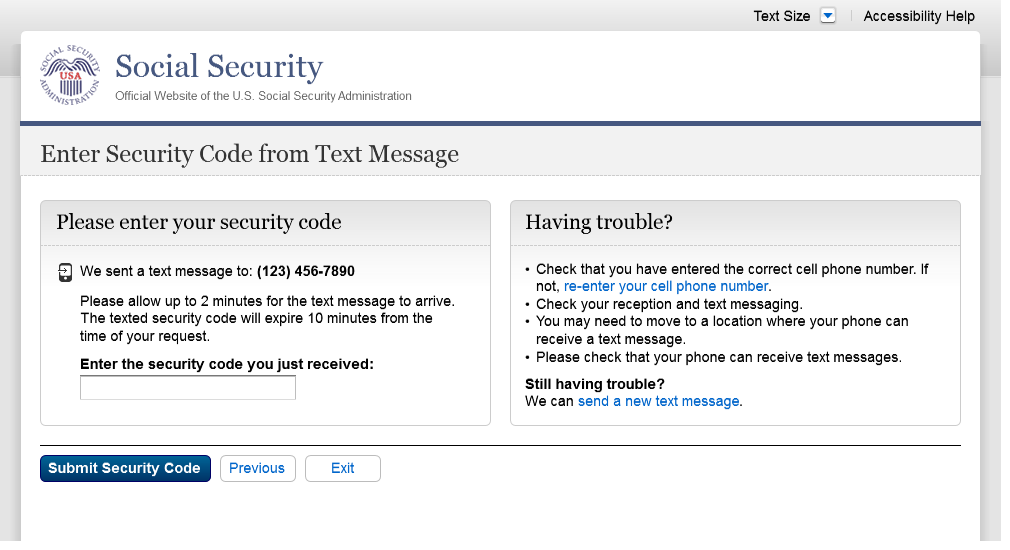
## S3-P4 - Enter Texted Security Code\_No Steps

**Added text on 11/19/2015.**

**Added container**

**Removed Previous button on 12/02/2015.**

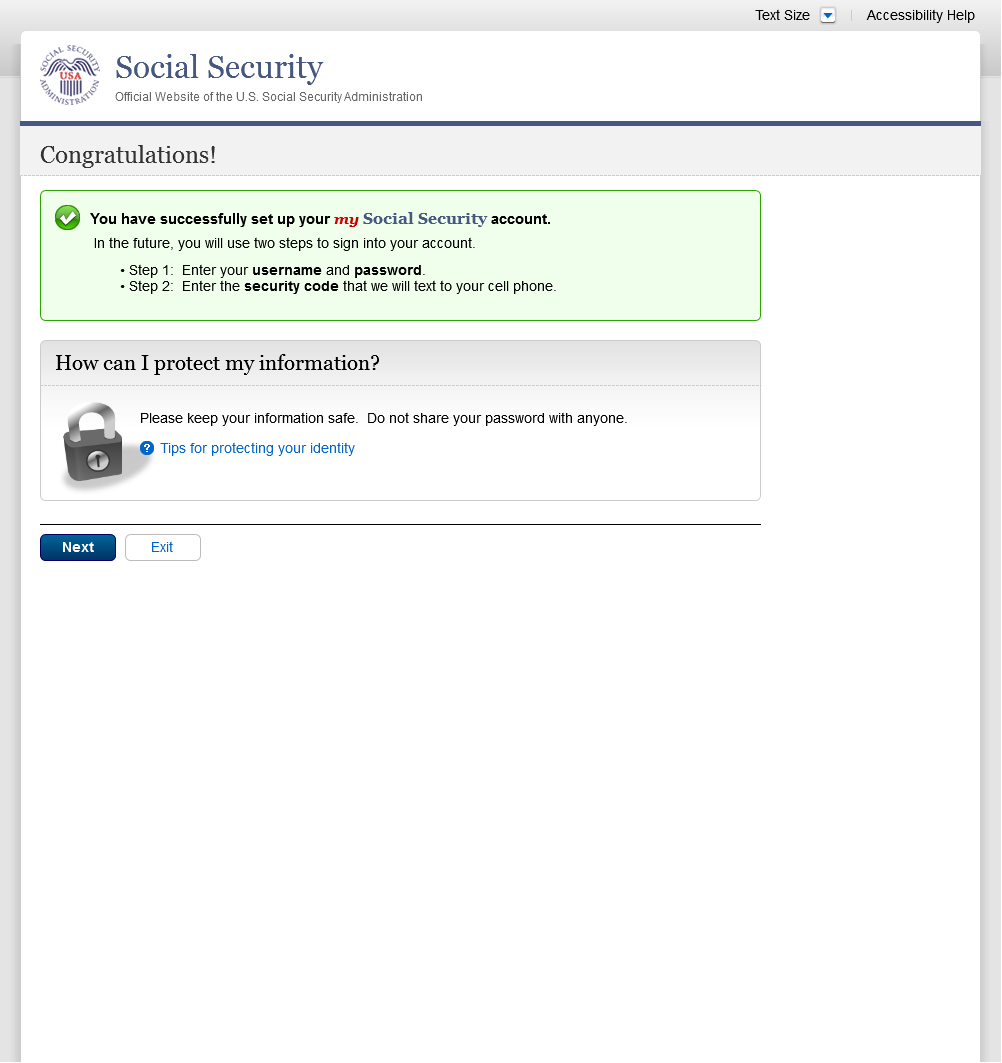
**Removed “Why?” link on 1/13/2016.**



**Removed “SMS” from 2nd bullet on 12/17/2015.**

**Changed text**

## S3-P5 – Confirmation – Set Up Account

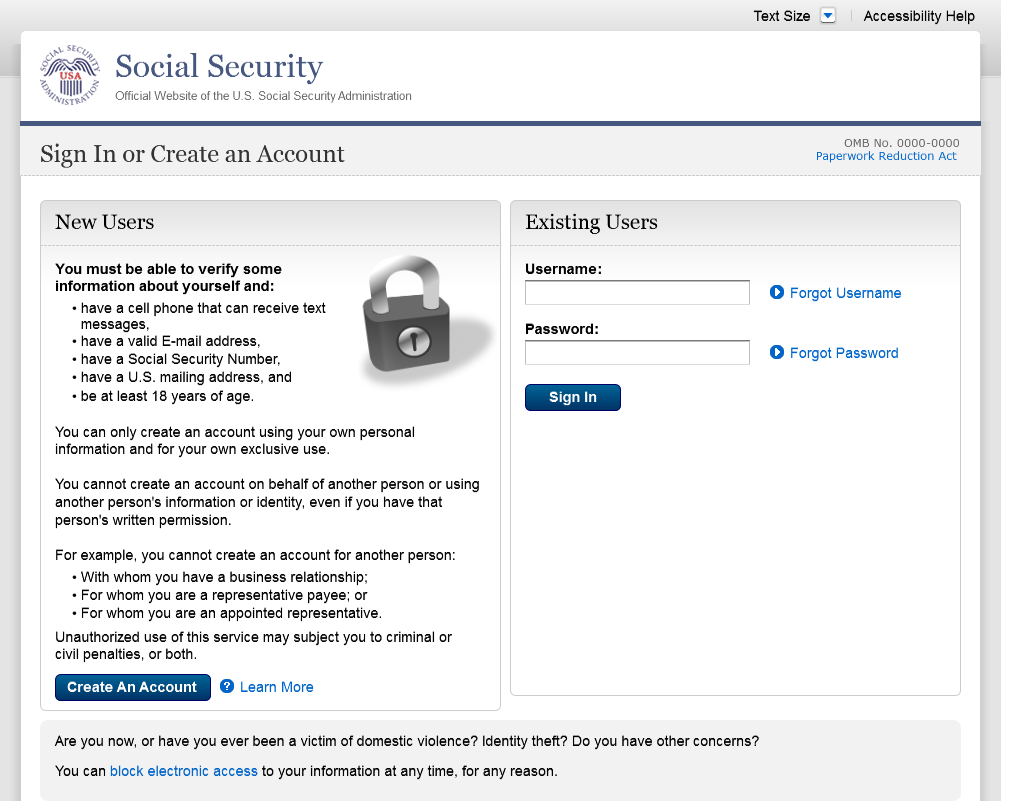


**Modified text in container**

**Modified confirmation message**

# Scenario 4: Update Cell Phone Number

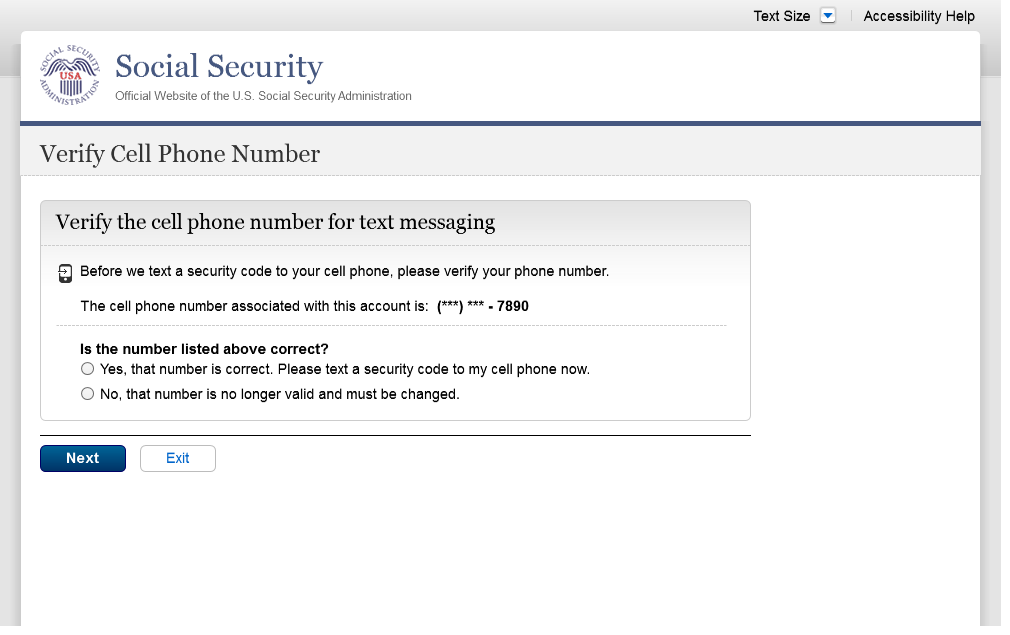
## S4-P1 - Sign In



**Please see S1-P1 for description of changes.**

## S4-P2 – Verify Cell Phone Number

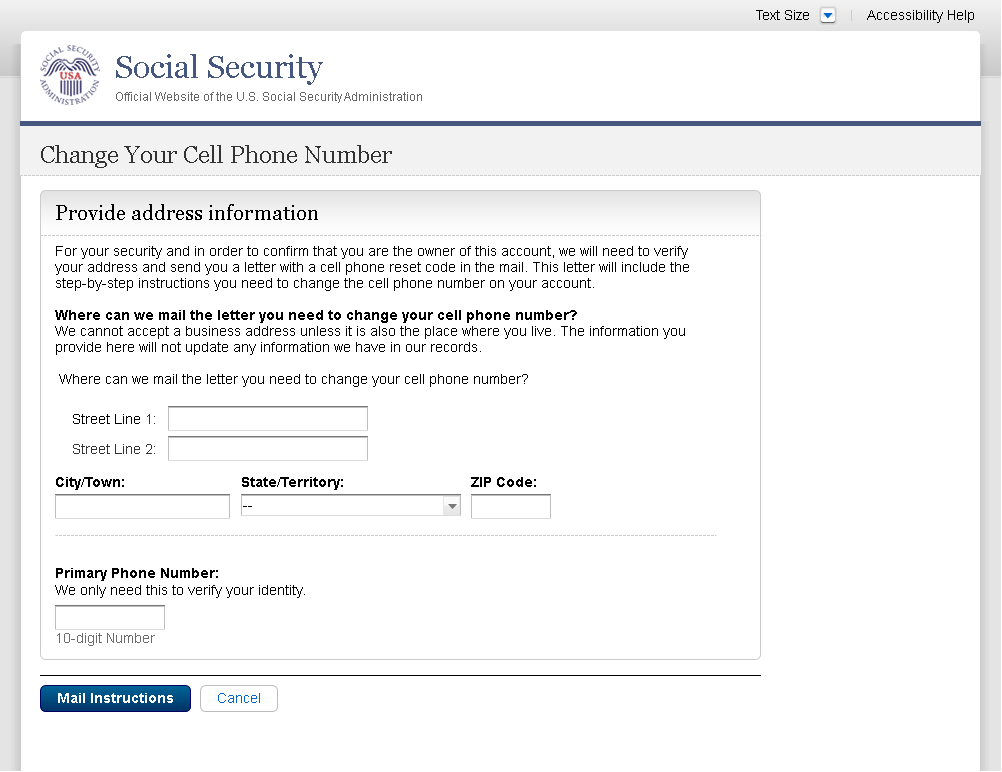
**Screen added on 11/19/2015.**



**Please see S2-P11 for changes.**

## S4-P4 - Update Phone Number - Provide Info

This screen is displayed only if the user selects “No…” to the question “Is the number listed above correct?” on screen S4-P2, thereby indicating that they need to change their cell phone number in SSA’s records.



**Removed “I don’t have a phone number” link on 1/7/2016.**

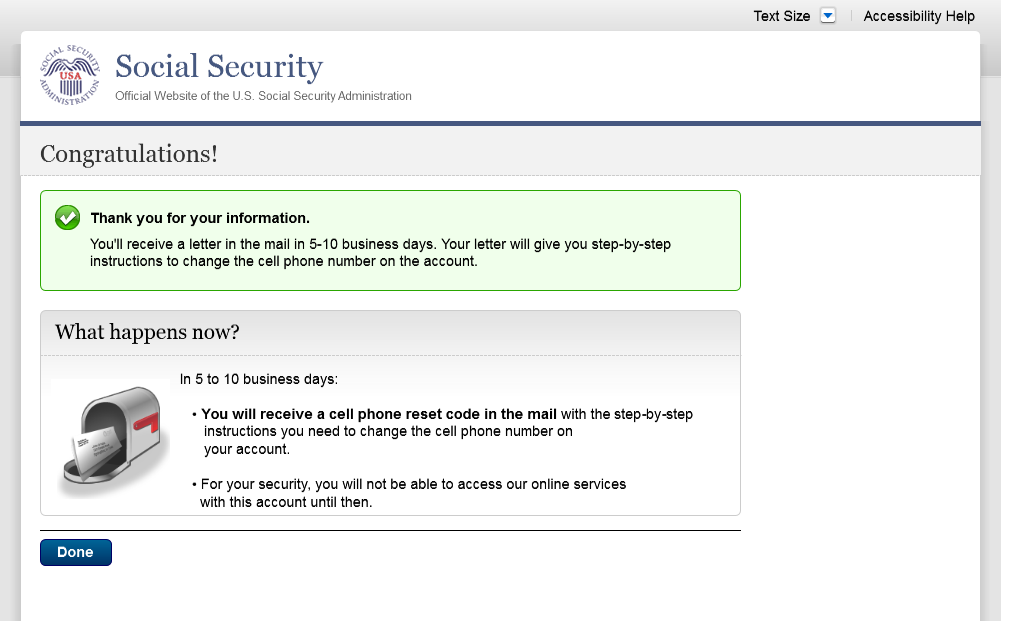
**Modified to use “change”, rather than “update”, and “reset code”, rather than “update code” on 12/17/2015.**

**Modified question to refer specifically to *cell* phone on 12/02/2015. Modified to reference cell phone *number* on 12/17/2015.**

**Added paragraph on 11/19/2015. Modified paragraph to refer to updating a cell phone consistently on 12/02/2015.**

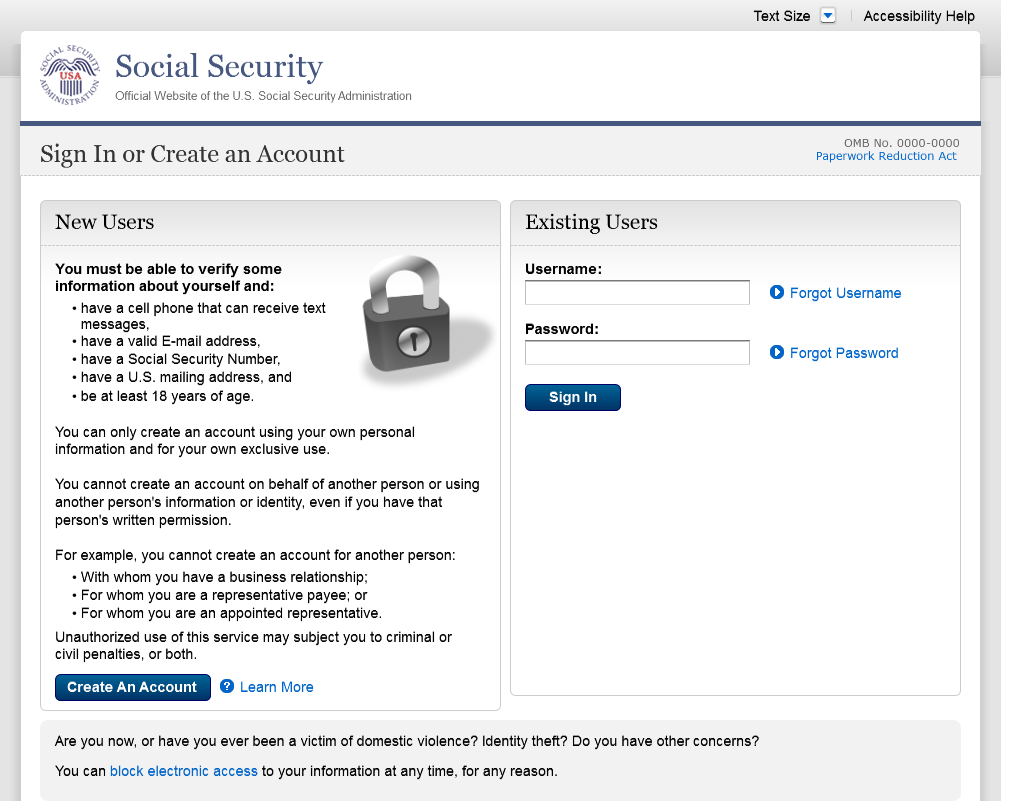
**Modified page title on 12/17/2015.**

## S4-P5 - Confirmation of Letter



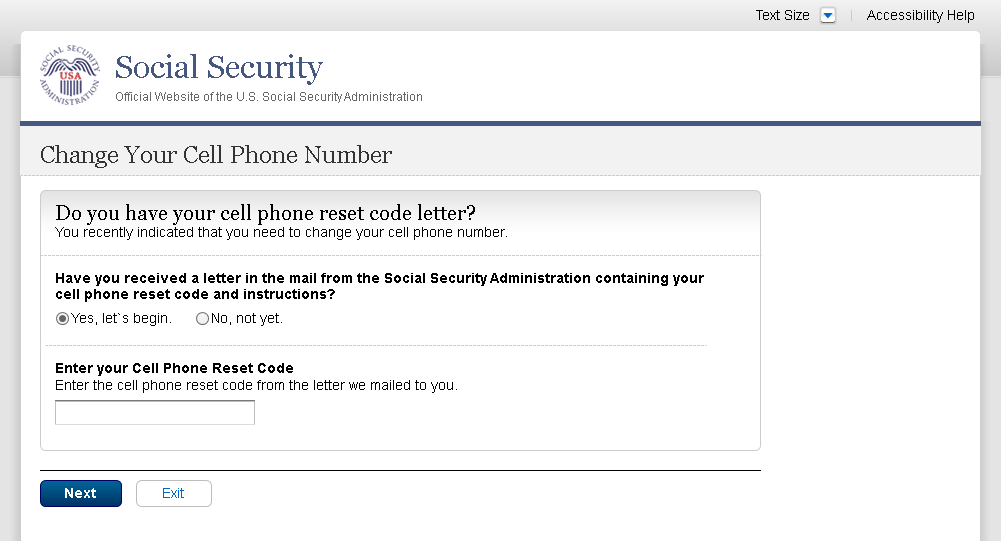
**Changed “update code” to “reset code” on 12/17/2015.**

## S4-P7 - Sign In After Receiving Cell Phone Reset Code Letter



**Please see S1-P1 for description of changes.**

## S4-P9 – Do you have your cell phone reset letter?

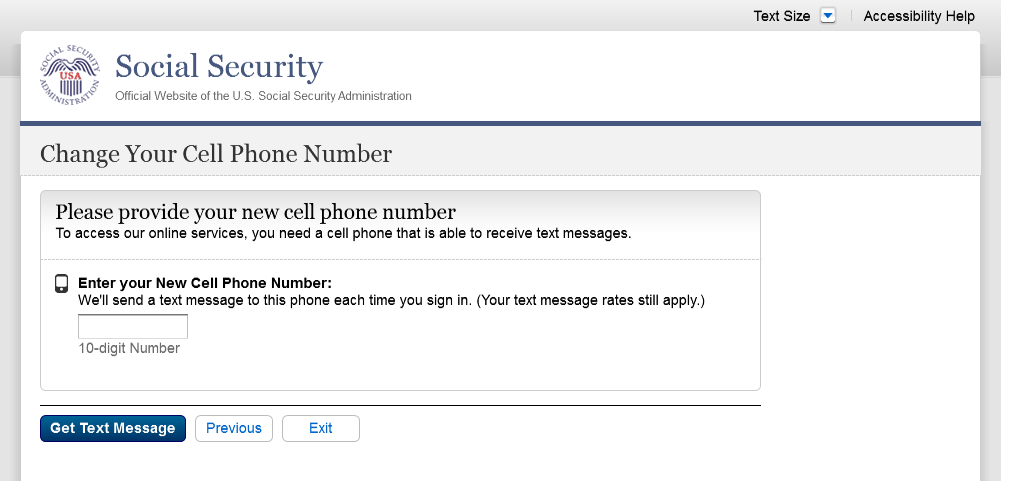


**Updated language on 1/12/2016.**

**Updated language on 1/12/2016.**

**“Enter your cell phone reset code” section is hidden until the user selects “Yes, let’s begin.”**

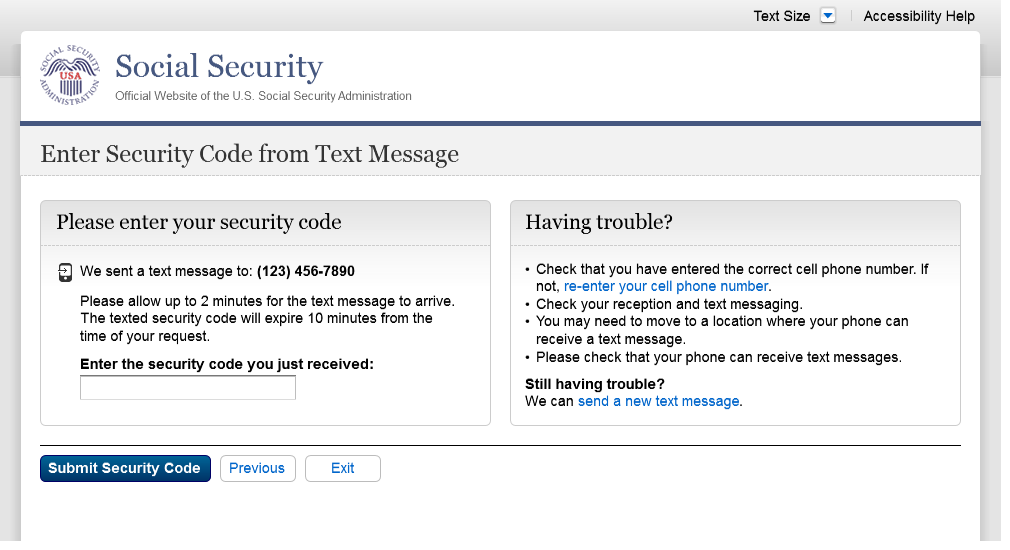
## S4-P10 - Provide New Cell Phone Number



**Modified text. Revised “Update” to “Change” on 12/17/2015.**

**Removed warning message.**

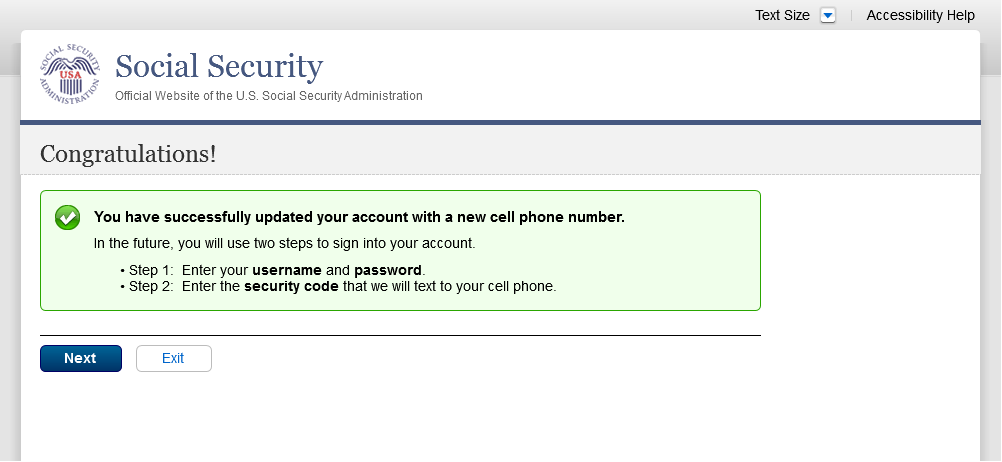
## S4-P11 - Enter Texted Security Code\_No Steps



**Removed “SMS” from 2nd bullet on 12/17/2015.**

**Changed text**

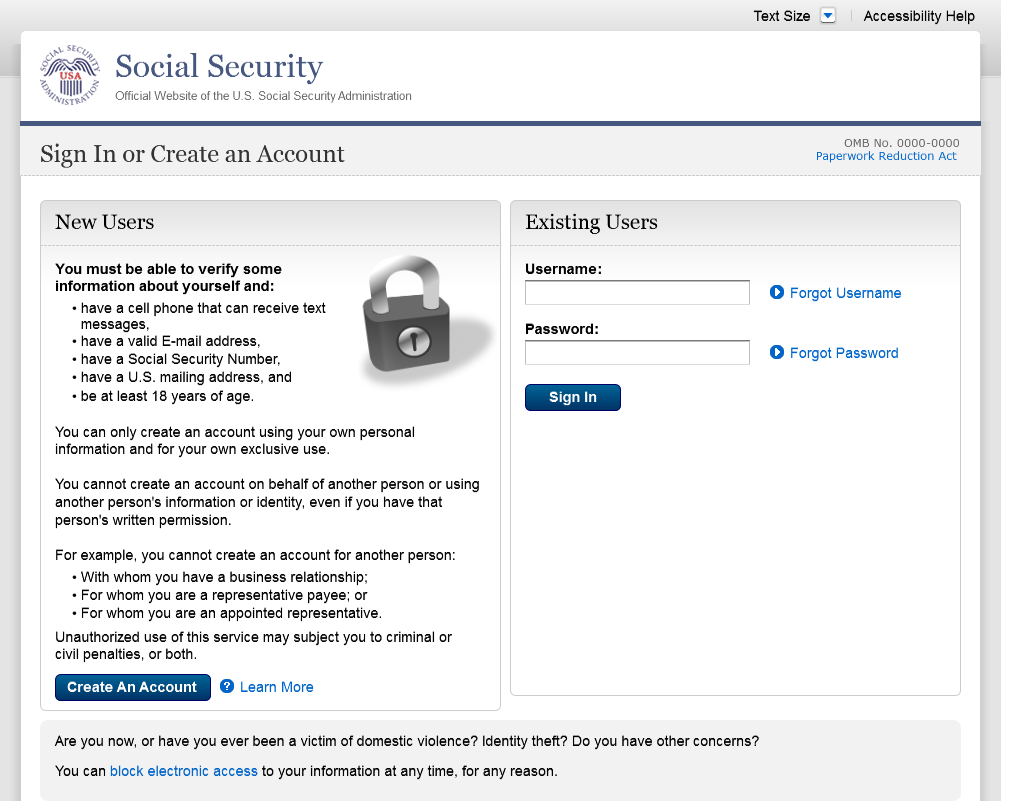
## S4-P12 - Confirmation\_New Cell Phone Number



**Changed wording in 1st sentence on 11/19/2015.**

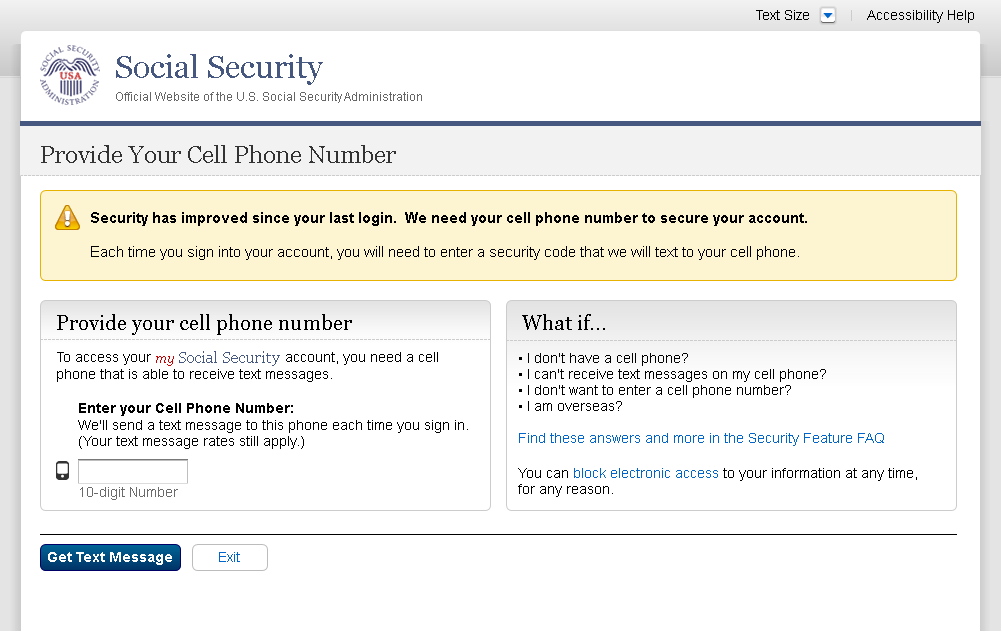
# Scenario 5: Update Cell Phone Number on Account with Expired Password

## S5-P1 - Sign In



**Please see S1-P1 for description of changes.**

## S5-P3- Provide Cell Phone Number\_Grandfathered Account\_No Steps



**Changed “Security Features FAQ” to Security Feature FAQ” on 2/22/2016.**

**Added container**

**Added text on 11/19/2015.**

**Removed “Why?” link on 1/13/2016.**

**Removed Previous button on 12/02/2015.**

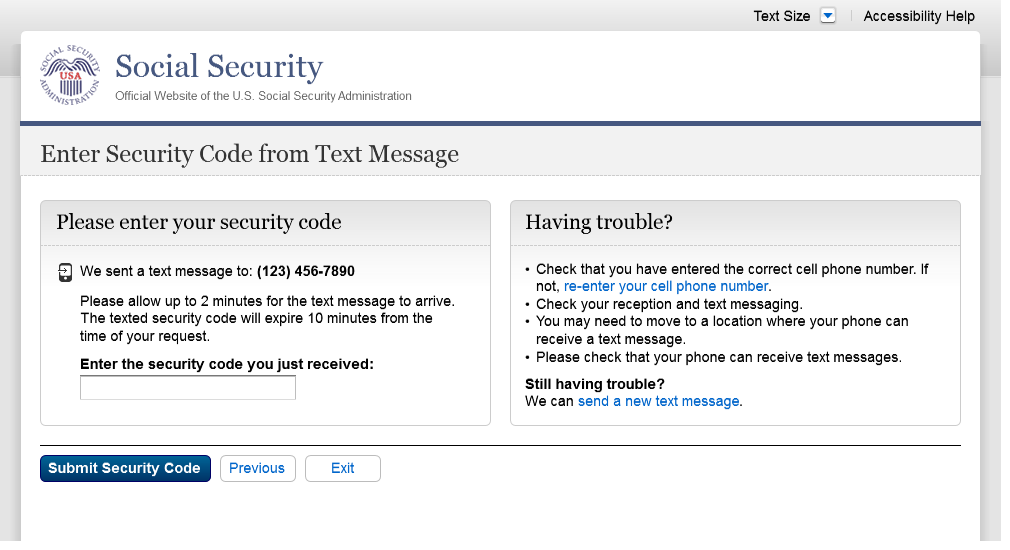
**Changed wording**

**Changed “own” to “have”, “cannot” to “can’t” and reordered questions on 12/17/15.**

**Changed wording**

**Added warning notice. Revised 11/19/2015. Removed “For your protection,” on 12/17/2015.**

## S5-P4 - Enter Texted Security Code\_Phone Added Immediately Prior

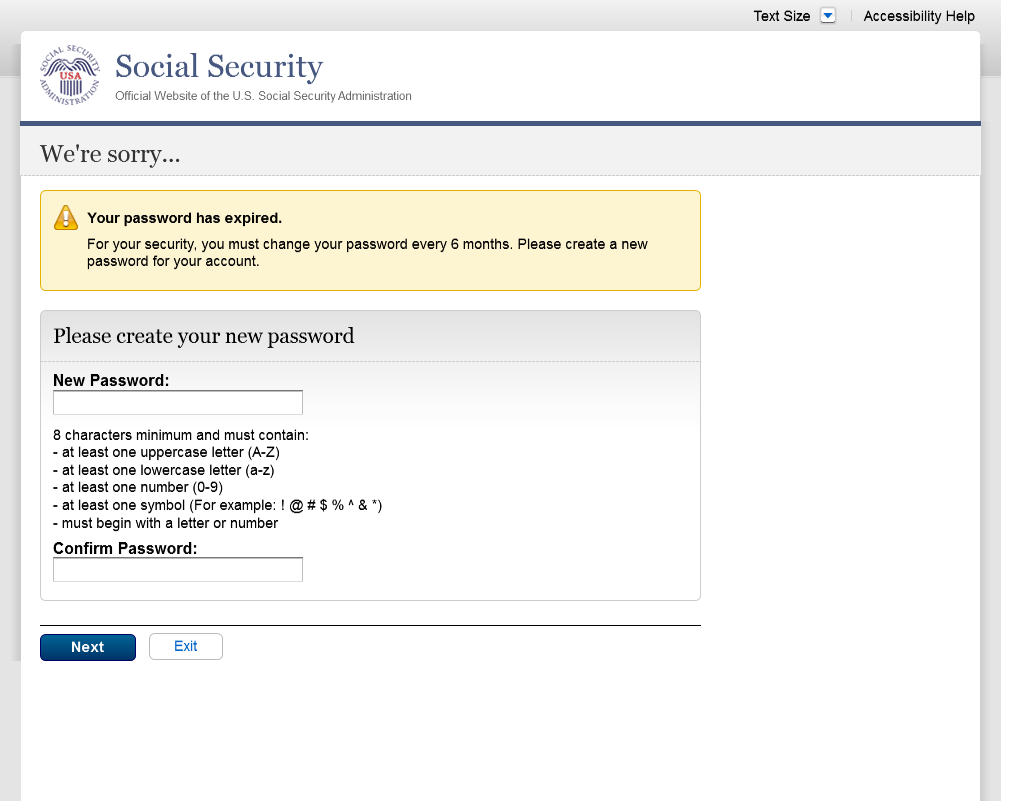


**Removed “SMS” from 2nd bullet on 12/17/2015.**

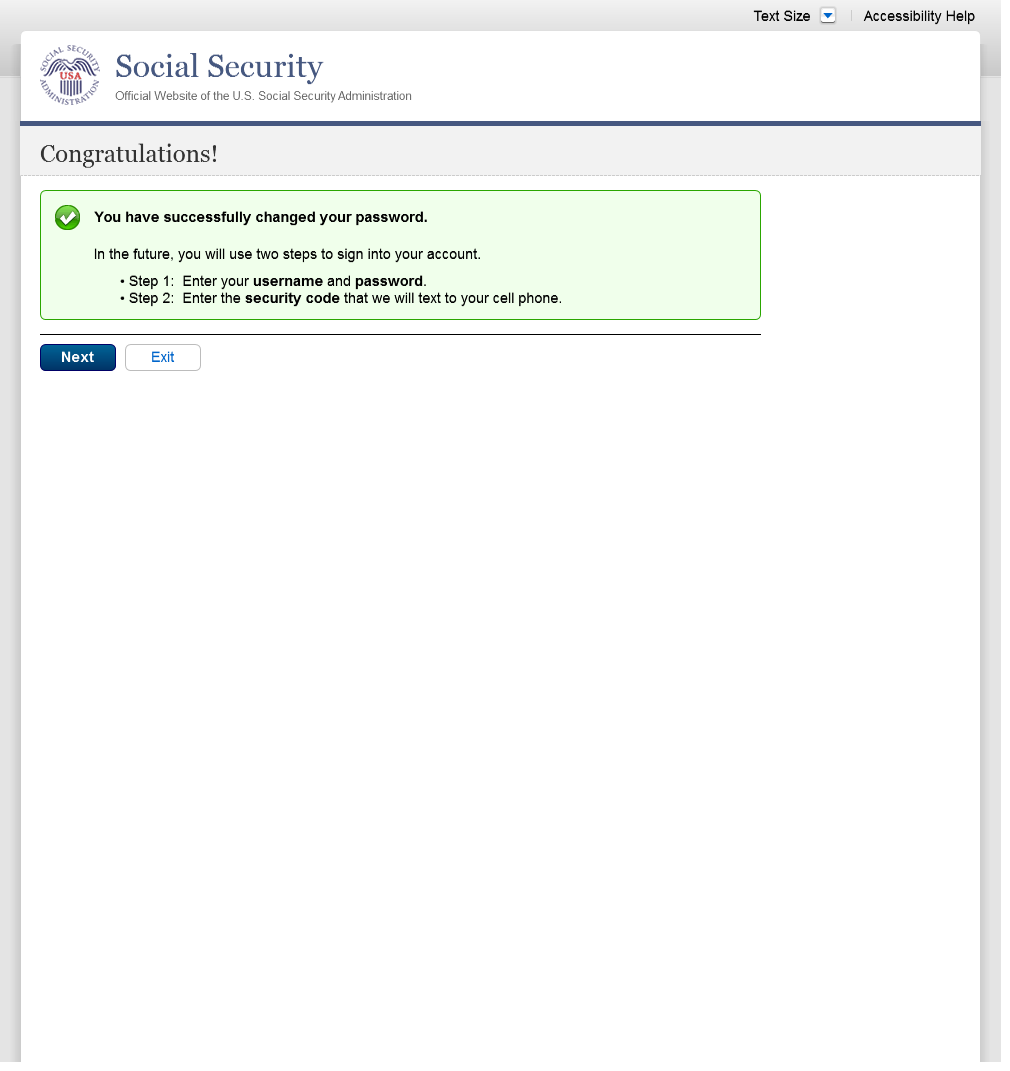
**Changed text**

## S5-P5 - Expired Password

**No changes in this release.**



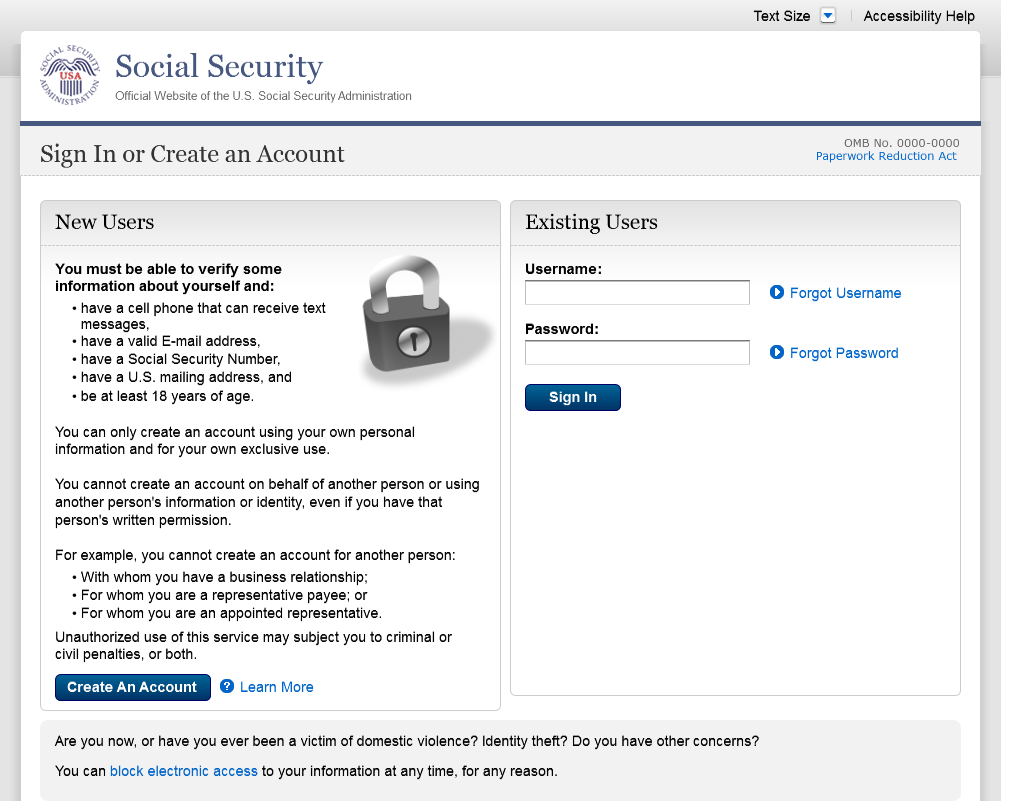
## S5-P6 - Confirmation of Password Change



**Modified confirmation message**

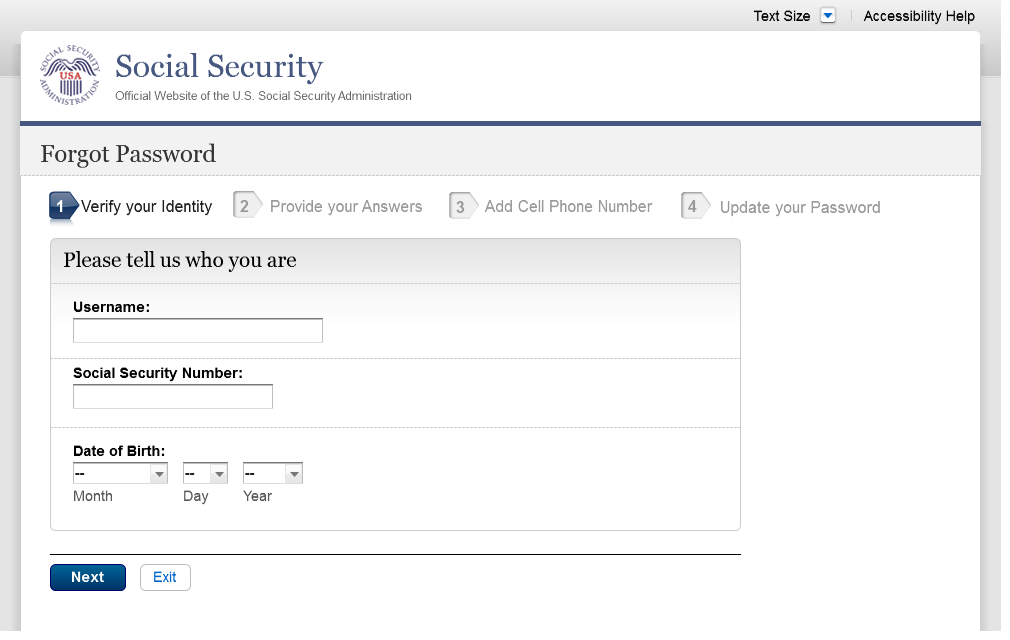
# Scenario 6: Update Cell Phone Number on Account, User Has Forgotten Password, Uses Reset Questions

## S6-P1 - Sign In



**Please see S1-P1 for description of changes.**

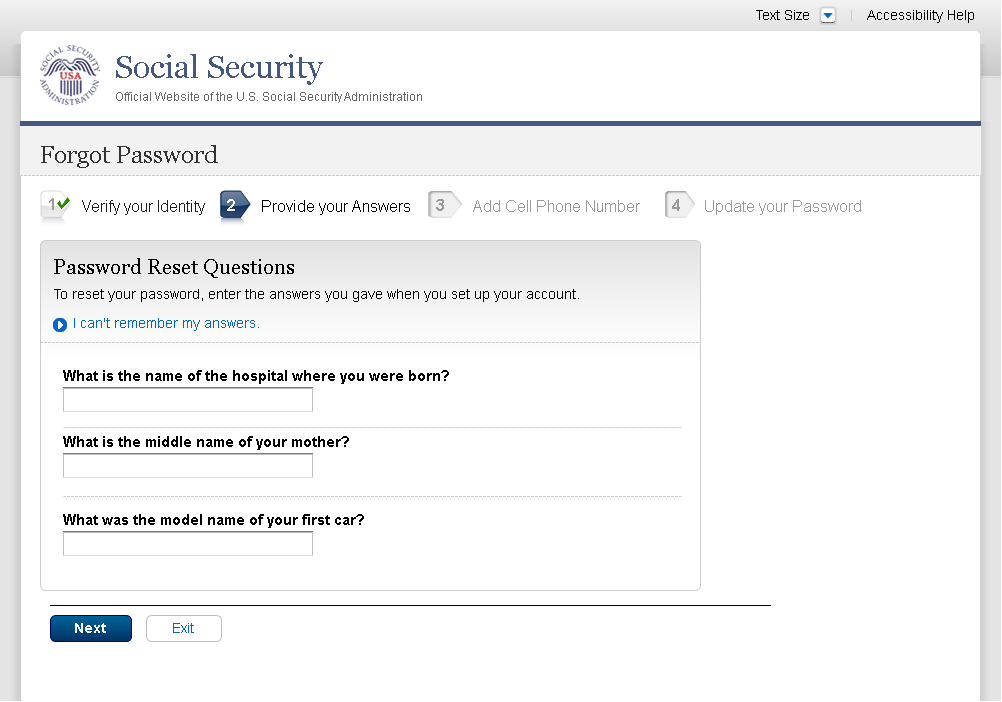
## S6-P3 - Forgot Password\_Grandfathered User\_ Verify Identity



**Corrected capitalization of “your” on Step 2 on 12/02/2015.**

**Added Step 3.**

## S6-P4 - Forgot Password\_Grandfathered User\_Provide Answers

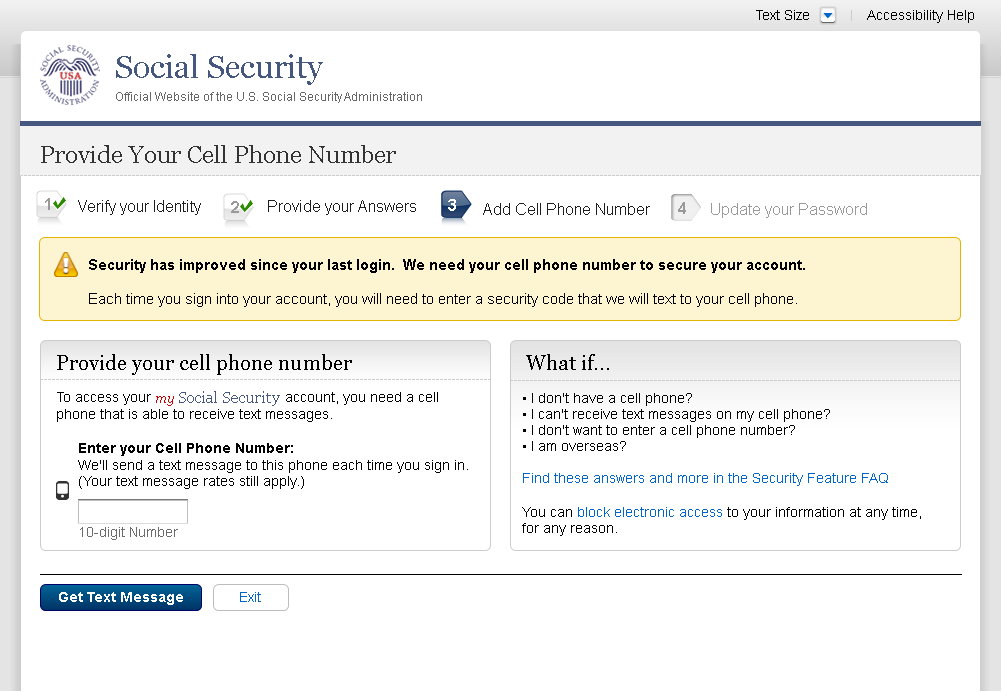


**Modified font on Step 1 on 1/8/2016.**

**Added Step 3**

## S6-P5 - Provide Cell Phone Number\_ Grandfathered User\_ Forgot Password

**Modified font on Steps 1 and 2 on 1/8/2016.**

***S6-P6 -*** ***Enter Texted Security Code\_Grandfathered User\_Forgot Password***

**Removed Previous button on 12/02/2015.**

**Removed “Why?” link on 1/13/2016.**

**Added text on 11/19/2015.**

**Changed “Security Features FAQ” to “Security Feature FAQ” on 2/22/2016.**

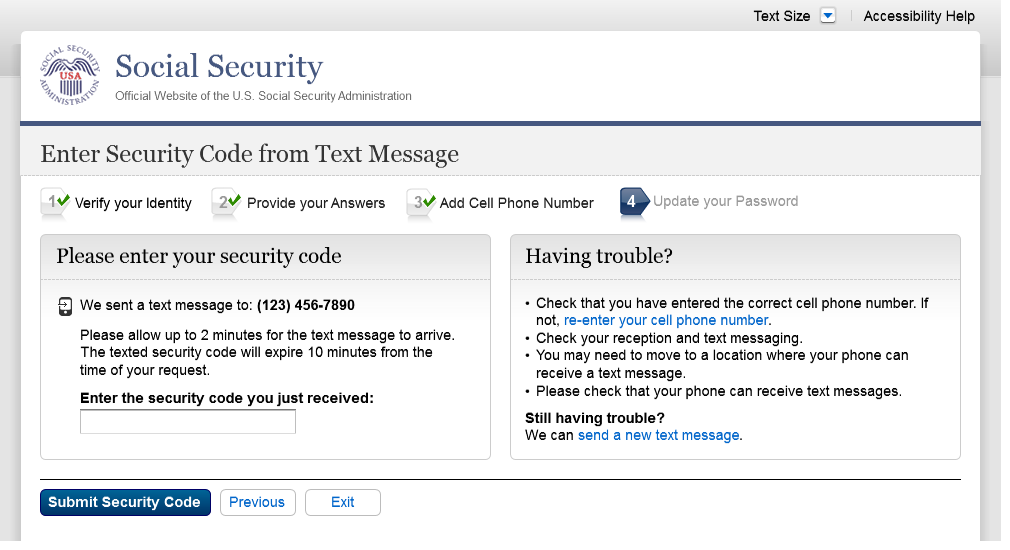
**Changed “own” to “have”, “cannot” to “can’t” and reordered questions on 12/17/15.**

**Changed wording**

**Added warning notice. Revised on 11/19/2015. Removed “For your protection,” on 12/17/2015.**

**Changed wording**

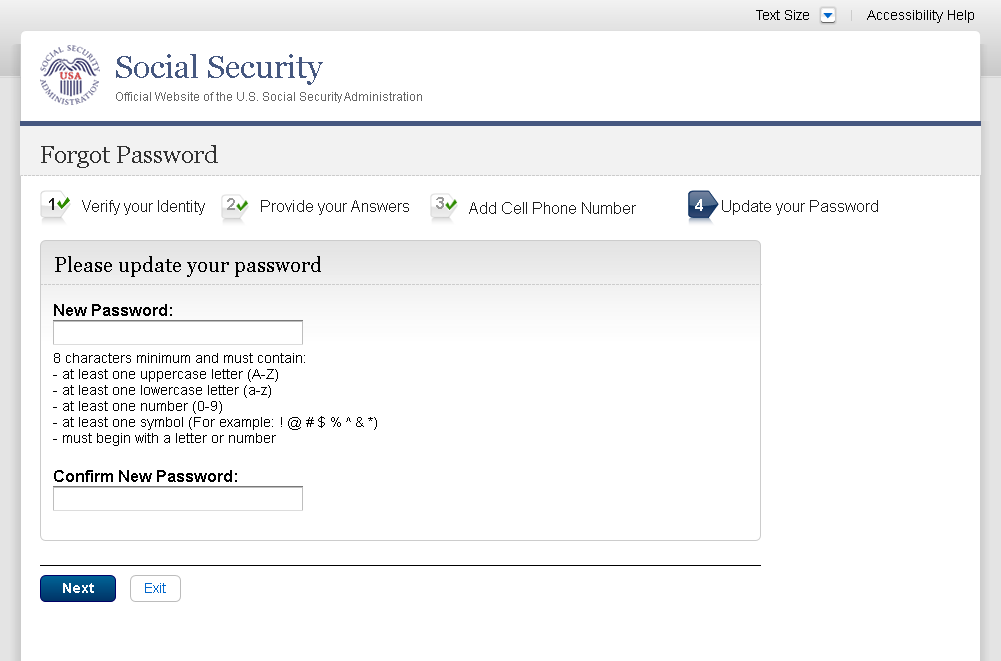
**Added Step 3**



**Removed “SMS” from 2nd bullet on 12/17/2015.**

**Corrected steps on 12/02/2015. Changed capitalization of “your” on 12/17/2015.**

## S6-P7 - Update Password\_Grandfathered User



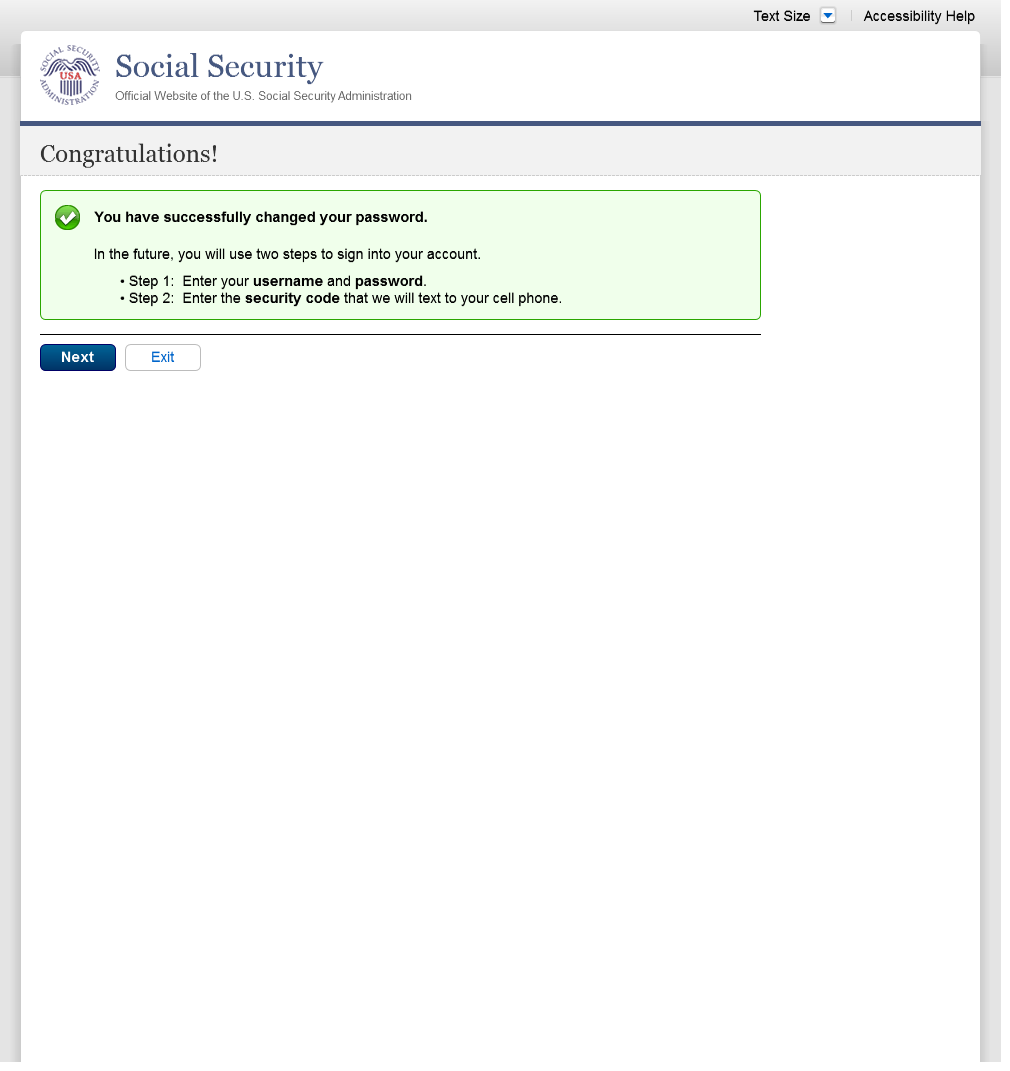
**Modified font on Steps 1, 2, and 3 on 1/8/2016.**

**Added Step 3**

**Removed Previous button on 12/02/2015.**

**Changed capitalization of “your” on 12/17/2015.**

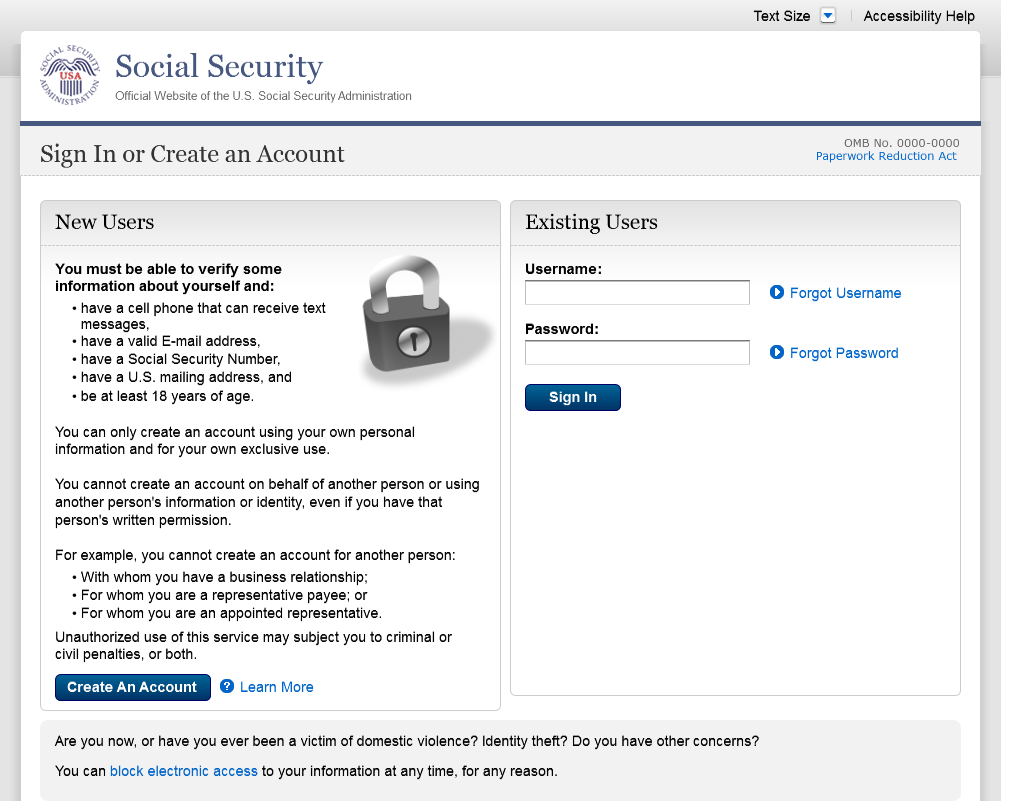
## S6-P8 - Confirmation of Password Change



**Modified confirmation message**

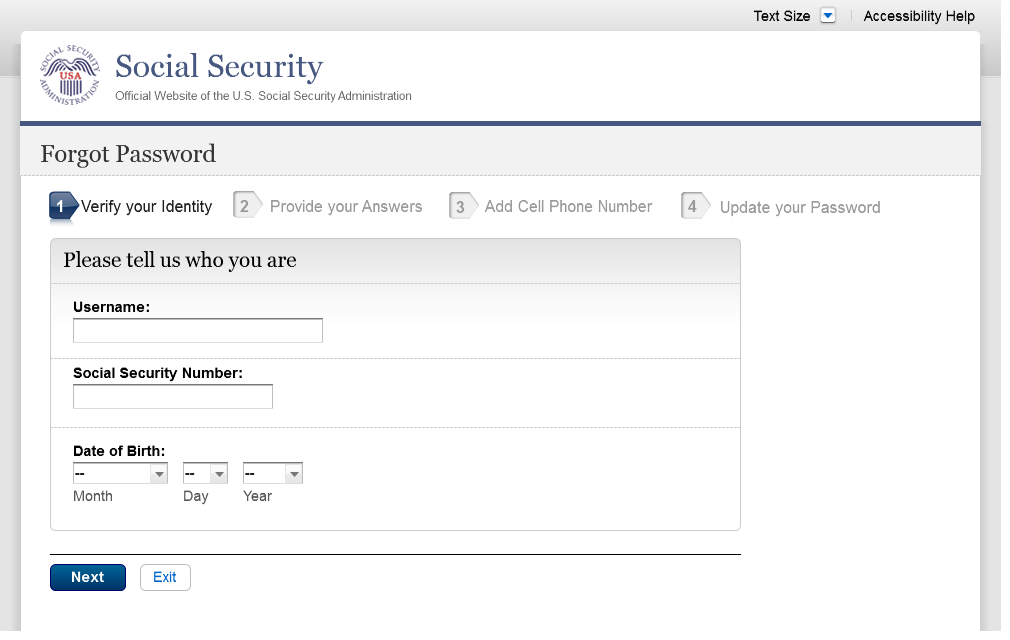
# Scenario 7: Update Cell Phone Number on Account, User Has Forgotten Password and Reset Question Answers

## S7-P1 Sign In



**Please see S1-P1 for description of changes.**

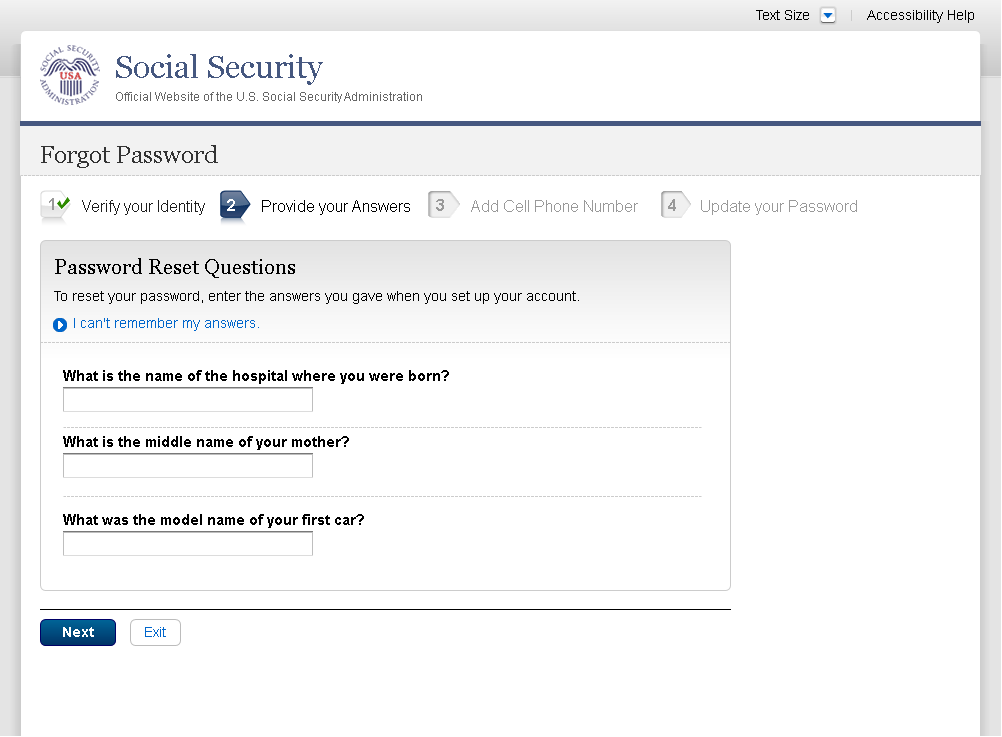
## S7-P3 - Forgot Password\_Grandfathered User\_ Verify Identity



**Corrected capitalization of “your” on Step 2 on 12/02/2015.**

**Added Step 3**

## S7-P4 - Forgot Password\_Grandfathered User\_Provide Answers



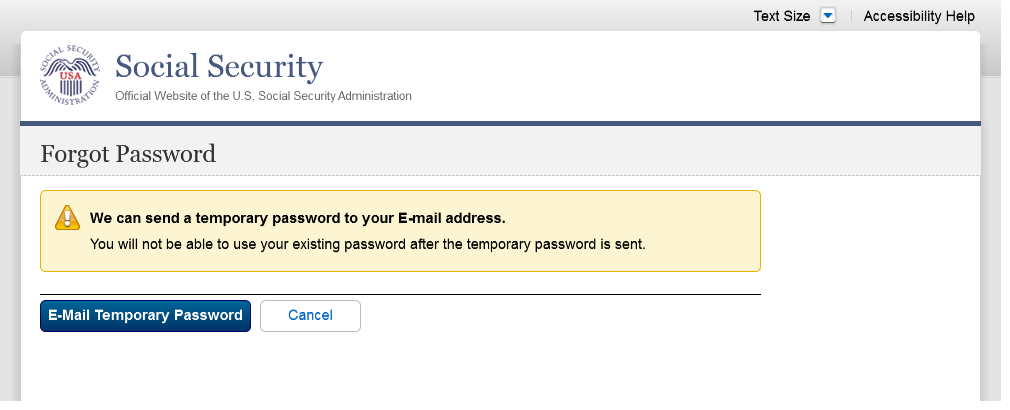
**Modified font on Step 1 on 1/8/2016.**

**Added Step 3**

**Removed Previous button on 12/02/2015.**

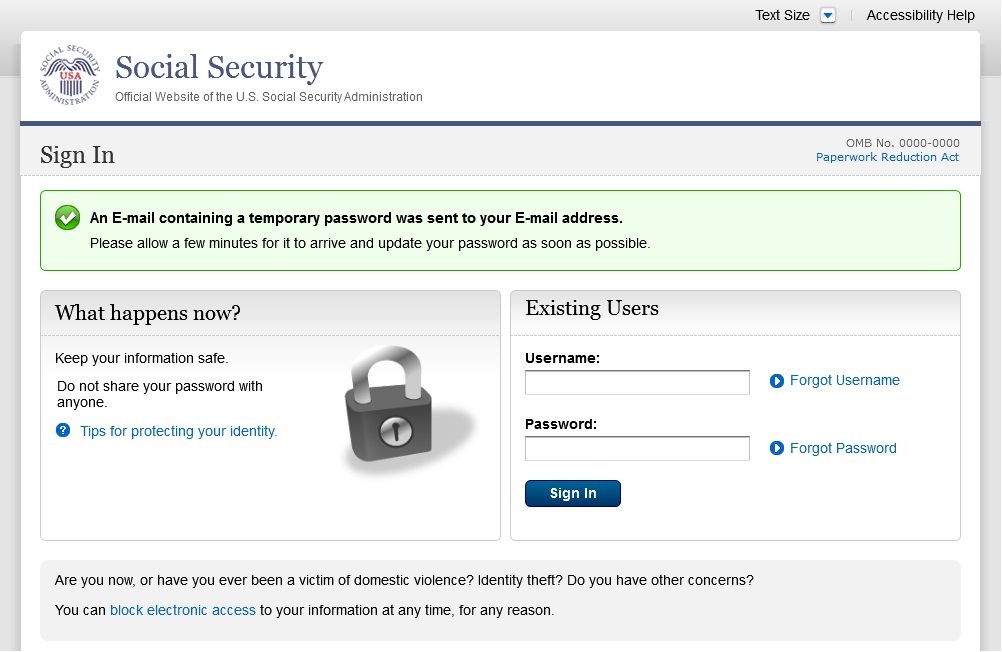
## S7-P5 - Forgot Password - Send Temporary Password

**No changes in this release.**



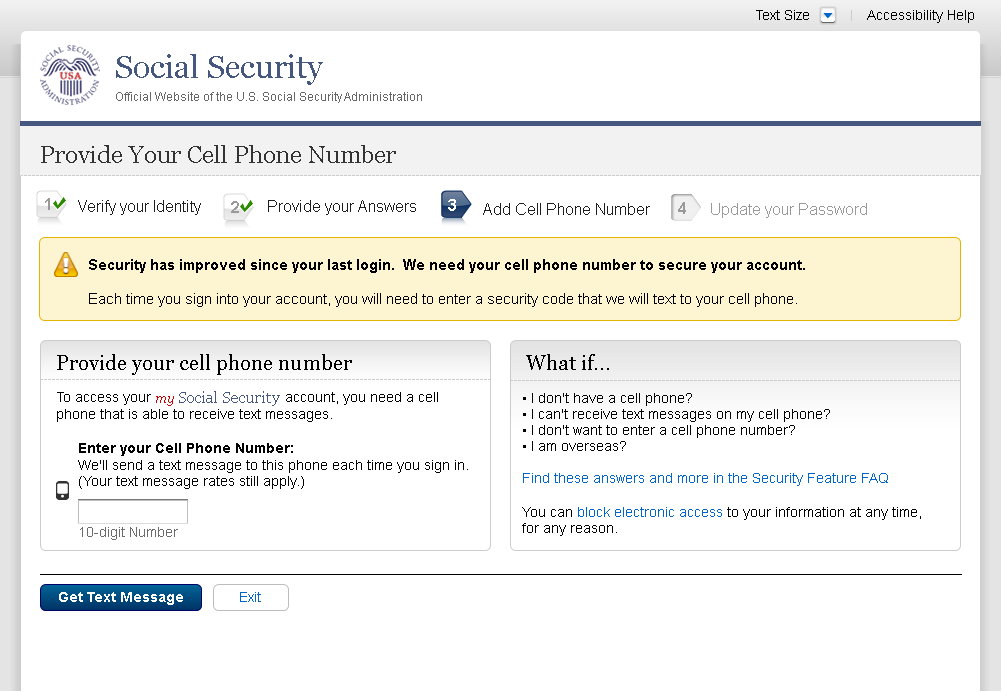
## S7-P6 - Email Confirmation

**No changes in this release.**



## S7-P9 - Provide Cell Phone Number\_ Grandfathered User\_ Forgot Password

**Modified font on Steps 1 and 2 on 1/8/2016.**



**Changed “Security Features FAQ” to “Security Feature FAQ” on 2/22/2016.**

**Added container**

**Changed wording**

**Added Step 3**

**Added warning notice. Revised on 11/19/2015. Removed “For your protection,” on 12/17/2015.**

**Changed wording**

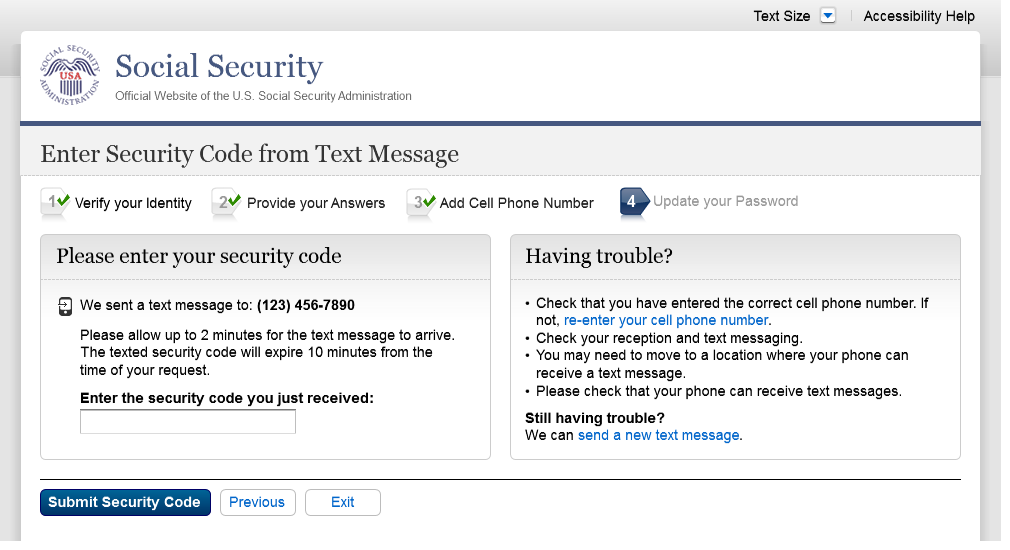
**Changed “own” to “have”, “cannot” to “can’t” and reordered questions on 12/16/15.**

**Added text on 11/19/2015.**

**Removed Previous button on 12/02/2015.**

**Removed “Why?” link on 1/13/2016.**

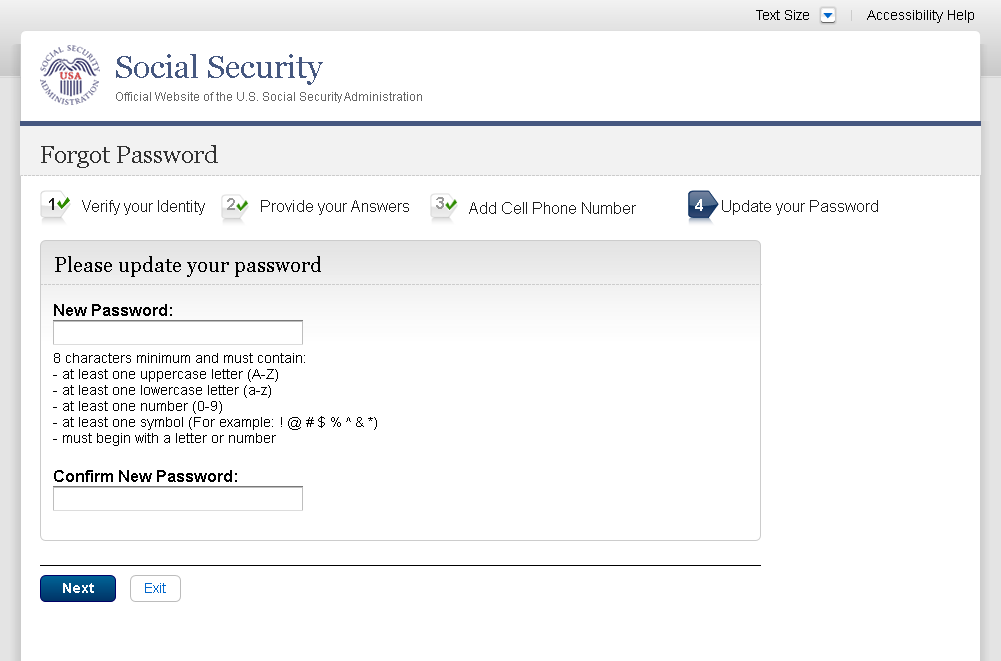
## S7-P10 - Enter Texted Security Code\_Grandfathered User\_Forgot Password



**Removed “SMS” from 2nd bullet on 12/17/2015.**

**Corrected steps on 12/02/2015. Changed capitalization of “your” on 12/17/2015.**

## S7-P11 - Update Password\_Grandfathered User



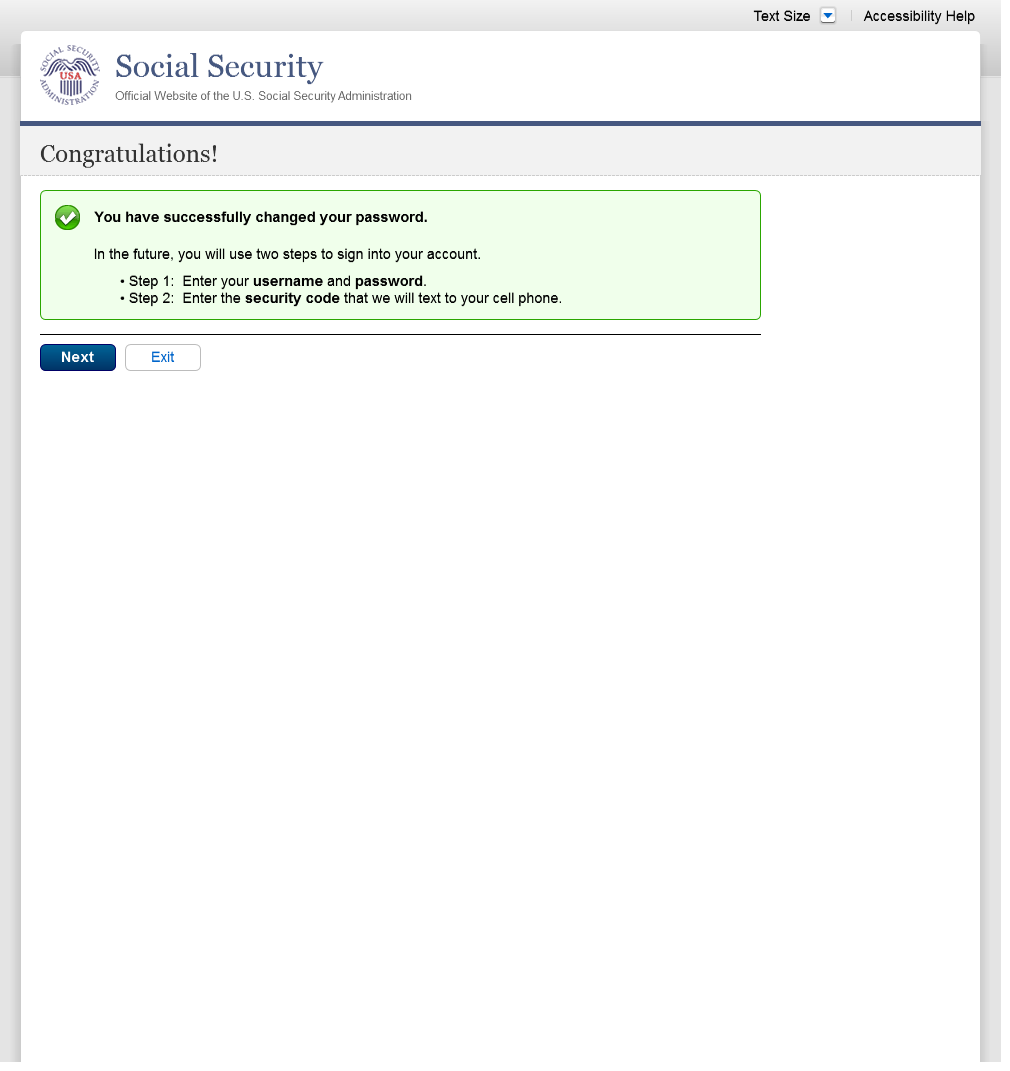
**Updated font on Steps 1, 2, and 3 on 1/8/2016.**

**Added Step 3**

**Removed Previous button on 12/02/2015.**

**Corrected capitalization on Step 2 on 12/17/2015.**

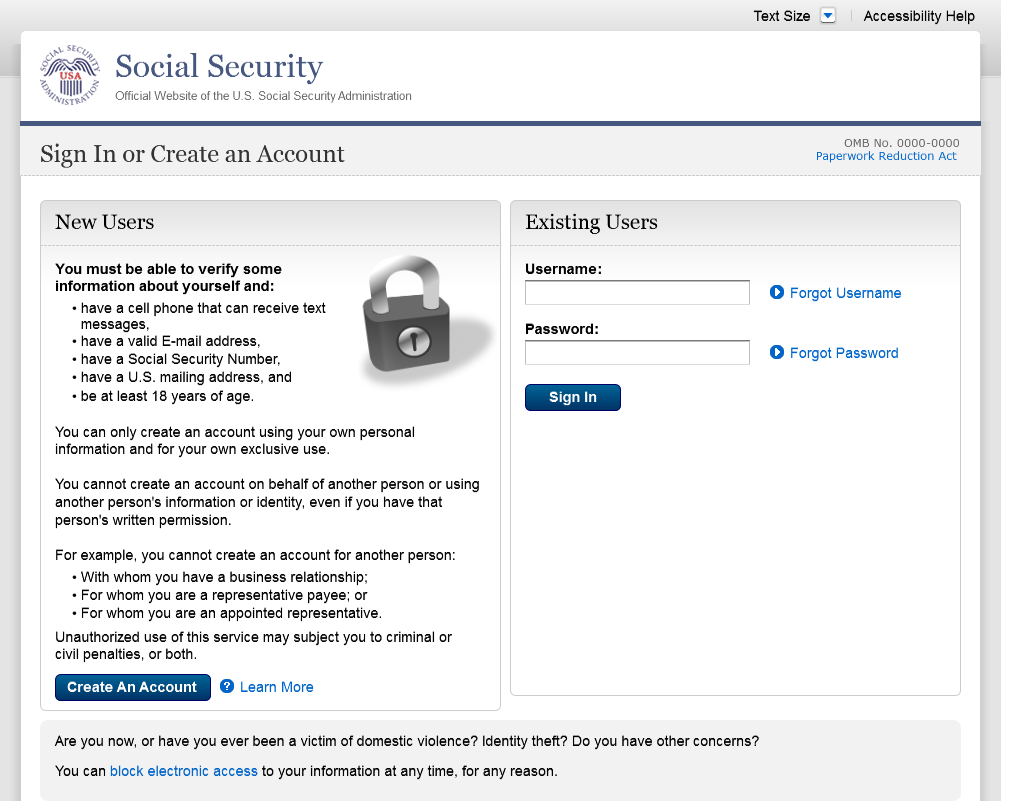
## S7-P12 - Confirmation of Password Change



**Modified confirmation message**

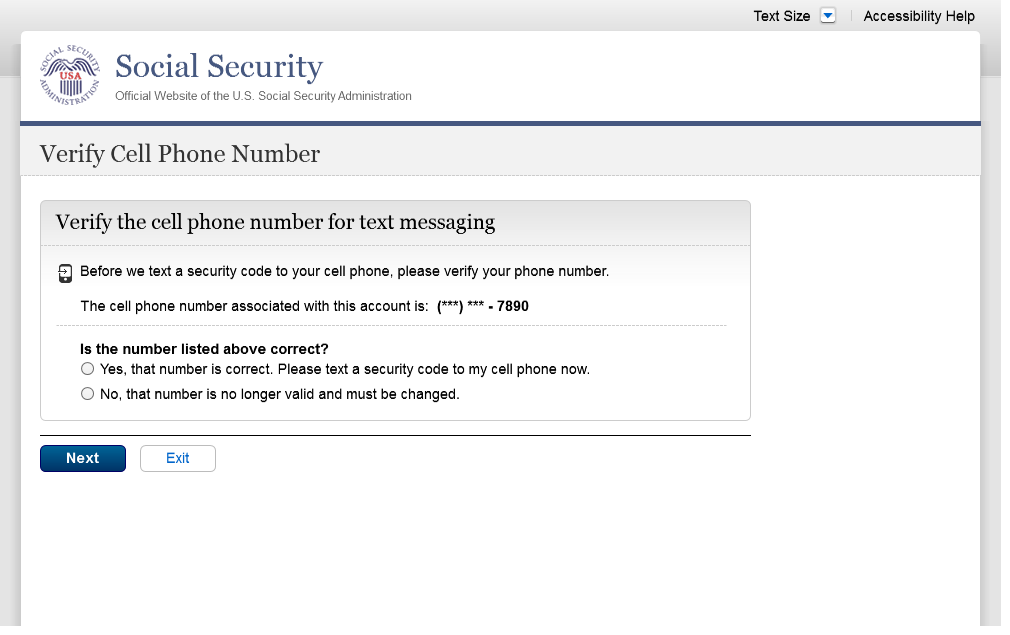
# Scenario 8: Login Happy Path (All Users)

## S8-P1 Sign In



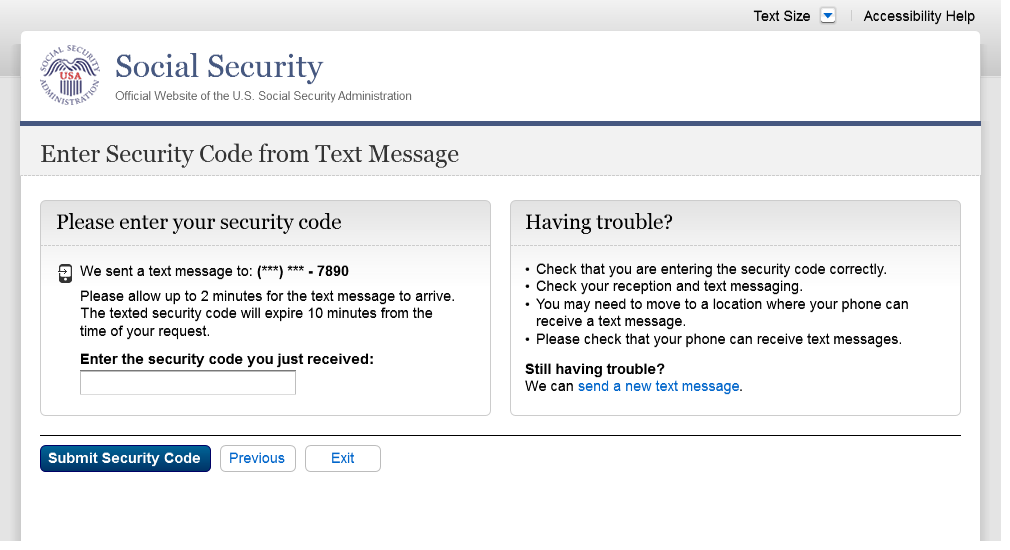
**Please see S1-P1 for description of changes.**

## S8-P2 Verify Cell Phone Number

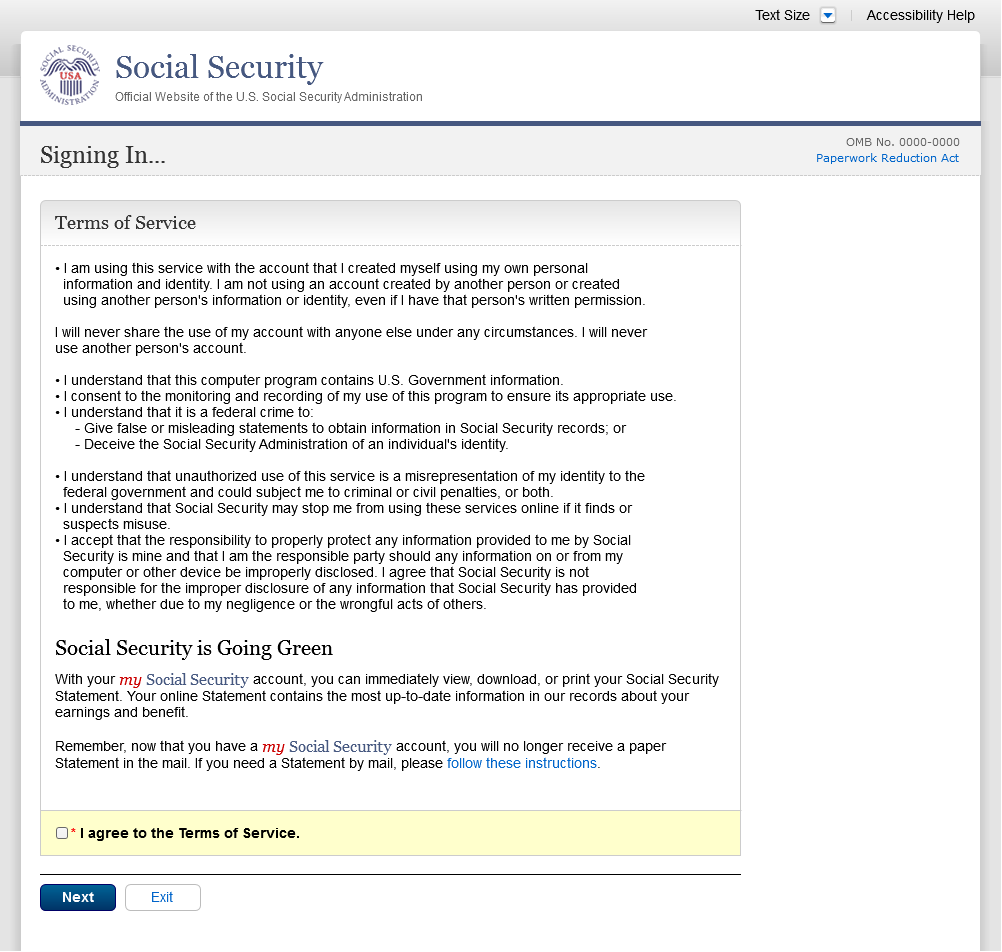


**Please see S2-P11 for changes.**

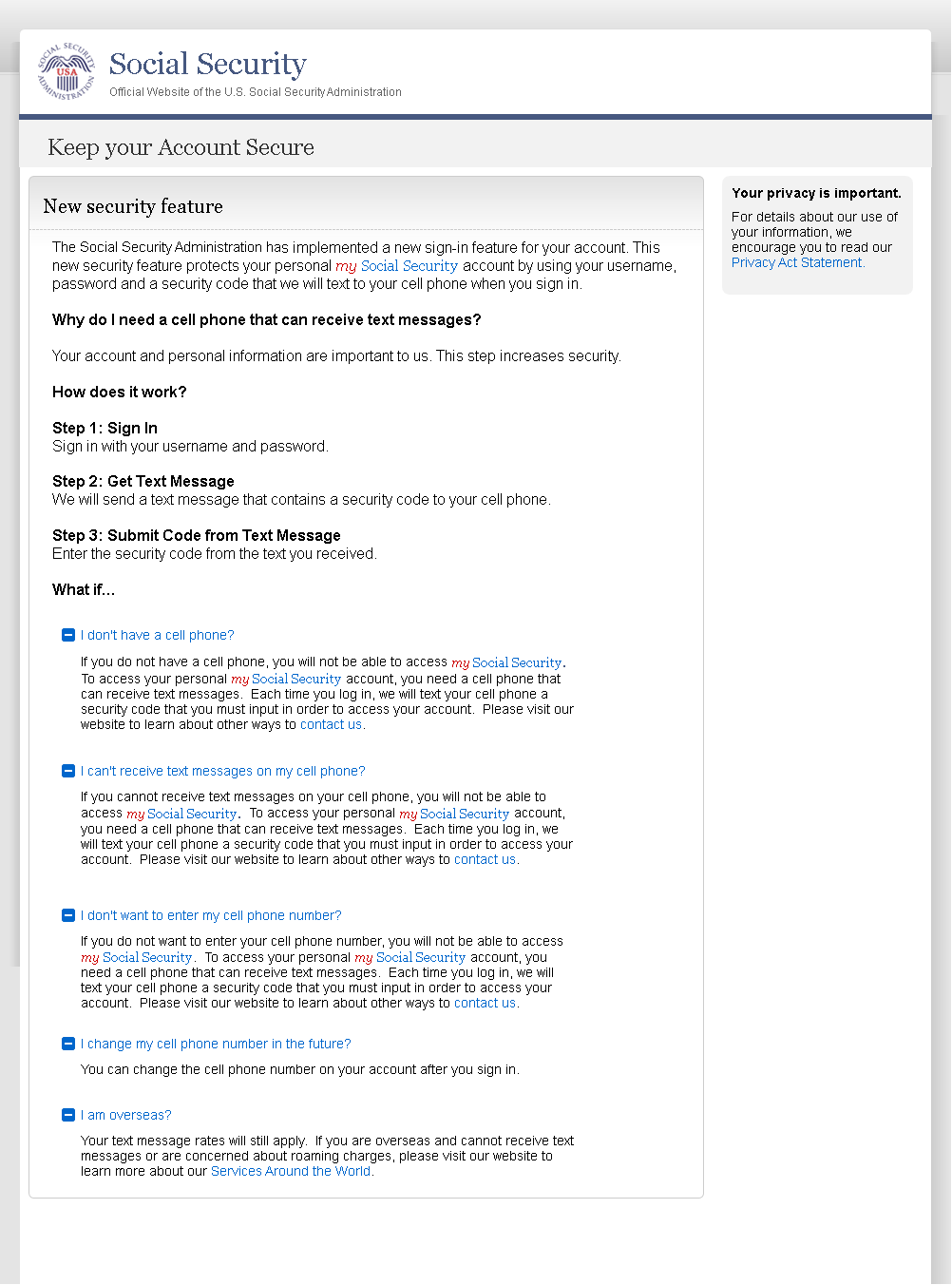
## S8-P3 Enter Texted Security Code



## S8-P4 my Social Security Terms of Service



# Security Feature FAQ

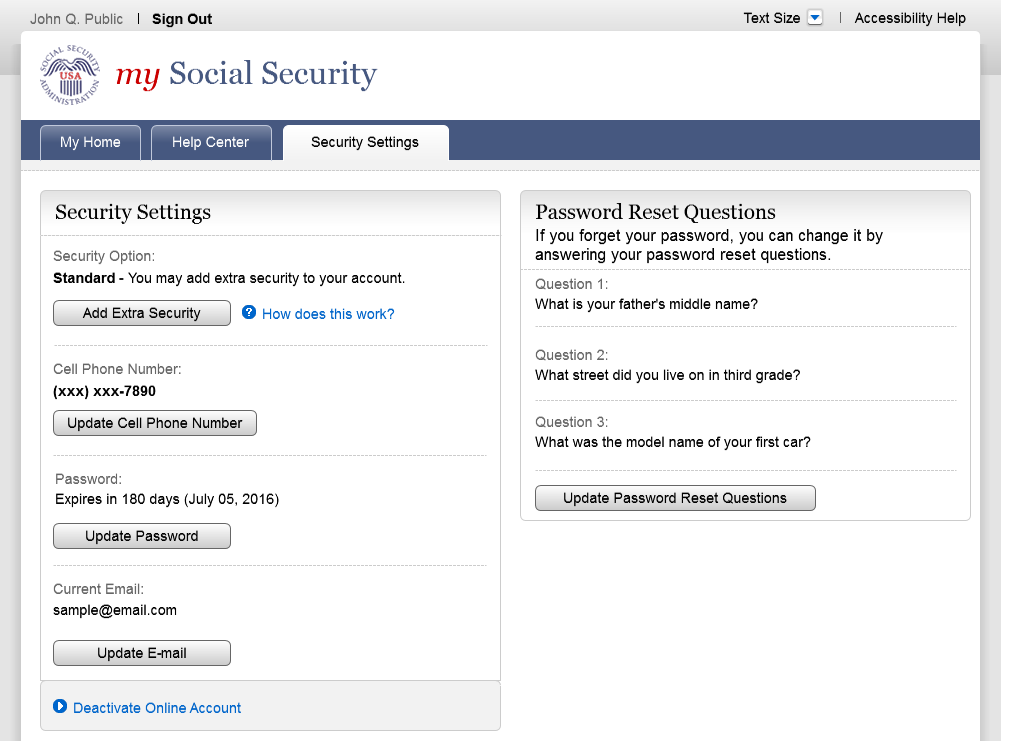


**On 2/22/2016:**

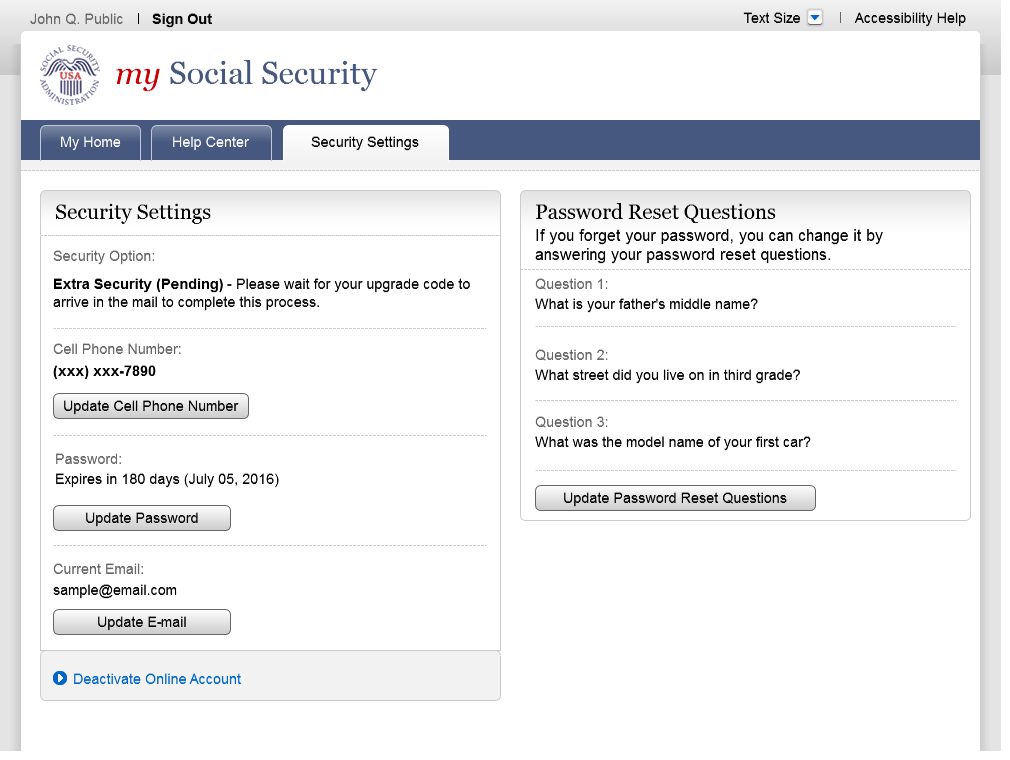
* **Changed container title from “New Security Features” to “New Security Feature”.**
* **Changed first sentence from “my Social Security has…” to “The Social Security Administration has…”**
* **Changed second sentence from “This … my Social Security account…” to “This … personal my Social Security account…”**

# *my* Social Security - Security Settings

## Standard Account



## Enhanced (Pending) Account



## Enhanced Account

