Screen Shots Document Grouped by Scenario

Electronic Access Multi-Factor Authentication

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1. Document Version Information

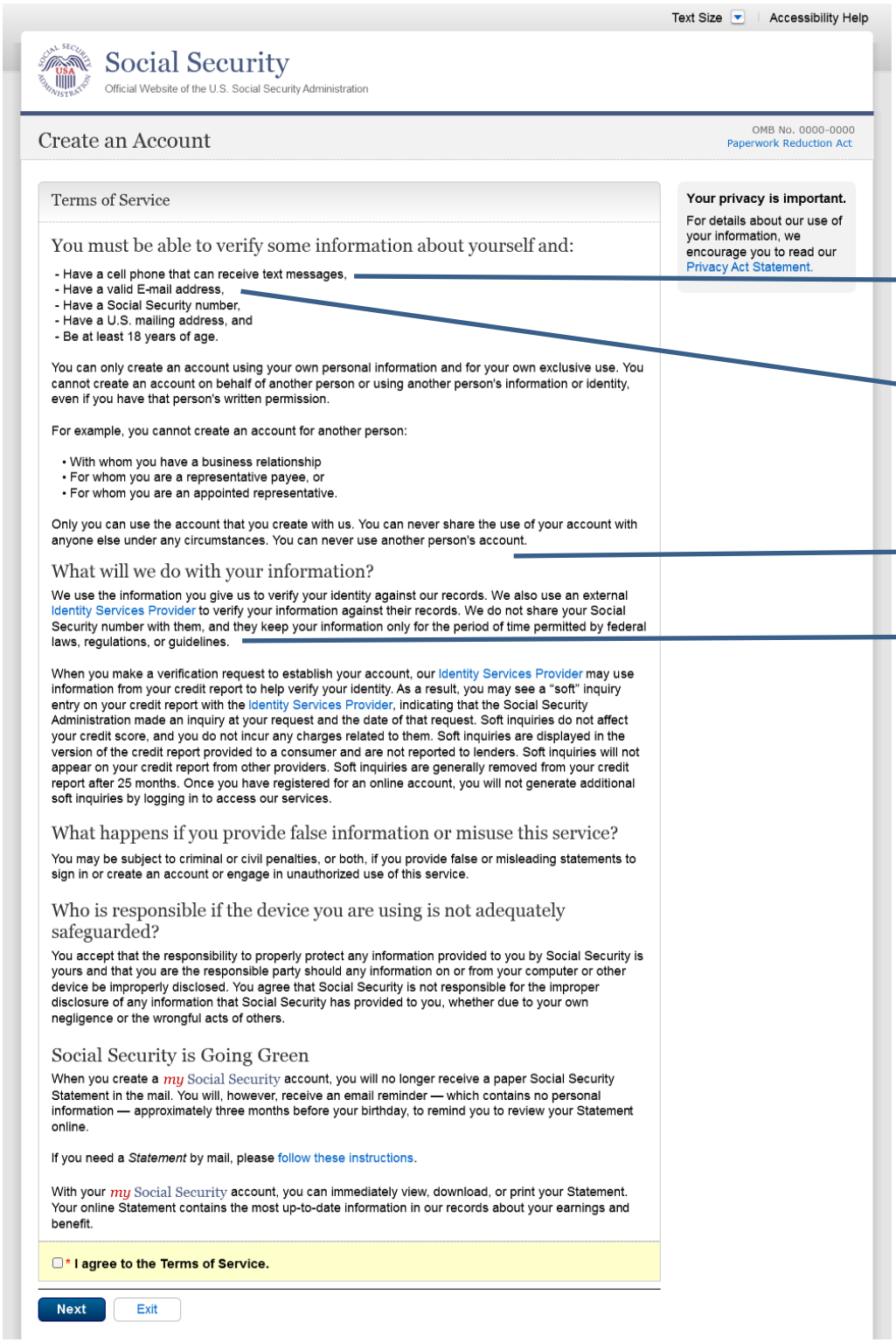
Version Number	Date	Content Revisions	Page #	Revised by
0.1 (Draft)	11/04/2015	Initial Version		Beth Hanst
0.2 (Draft)	11/05/2015	Minor wording changes to Having Trouble containers on screens where user has added cell phone number immediately prior.		Beth Hanst
0.3 (Draft)	11/20/2015	• Globally changed 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		Beth Hanst

		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.		
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 o Changed container title from "New Security Features" to "New Security Feature". o In first sentence, changed "my Social Security has…" to "The Social Security Administration has…" o 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" o S1-P6 o S2-P6 o S3-P3 o S5-P3 o S6-P5 o S7-P9 • Updated "features" to "feature" on following screens o S2-P14 o S2-P15		Beth Hanst

Scenario 1: Create LOA2 Account

S1-P1 - Sign In

S1-P2 - Terms of Service



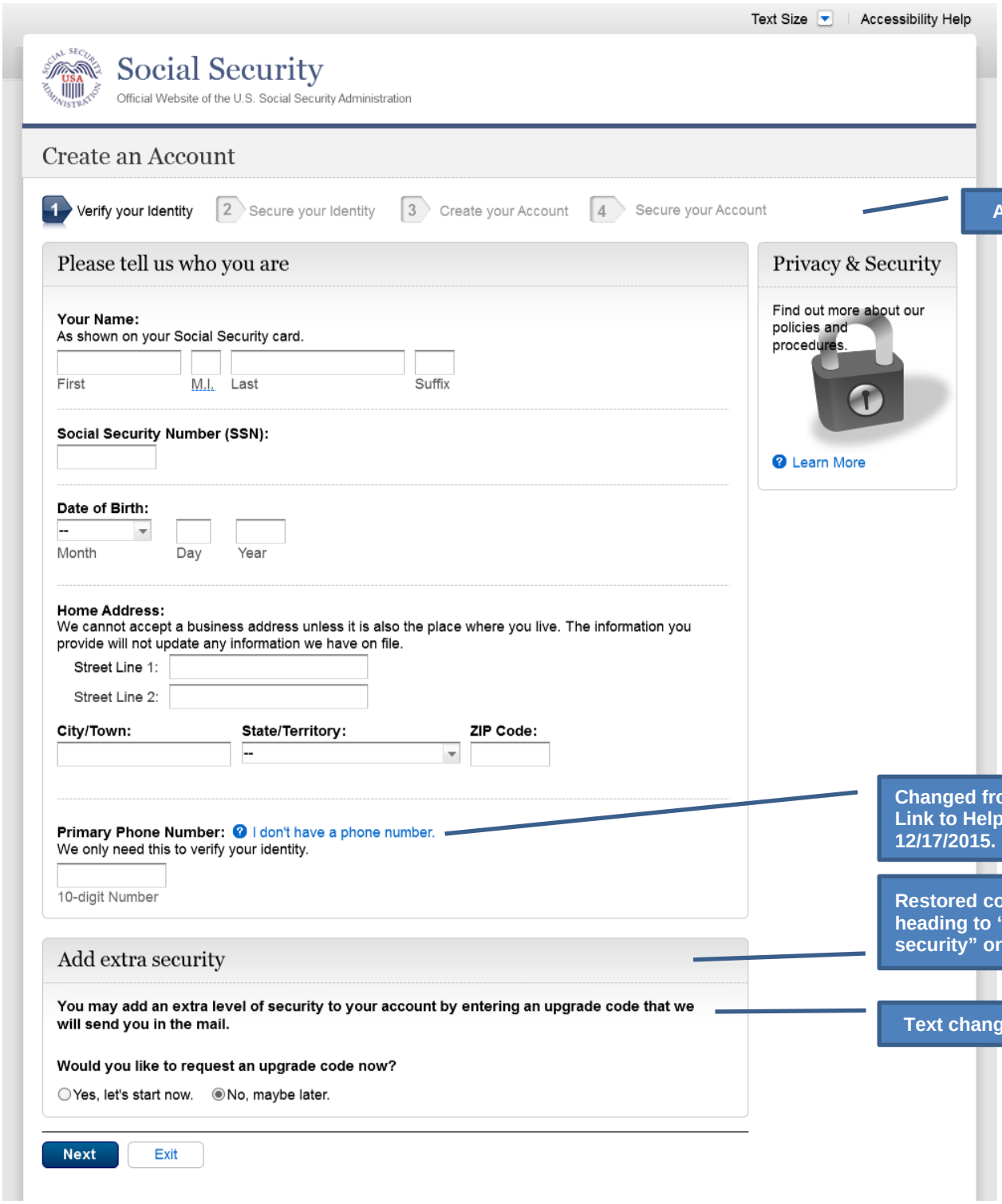
Added 1st bullet on 11/19/2015. Added hyphen to "SMS-enabled" on 12/02/2015. Modified wording on 12/17/2015.

Changed "email" to "E-mail" on 12/17/2015.

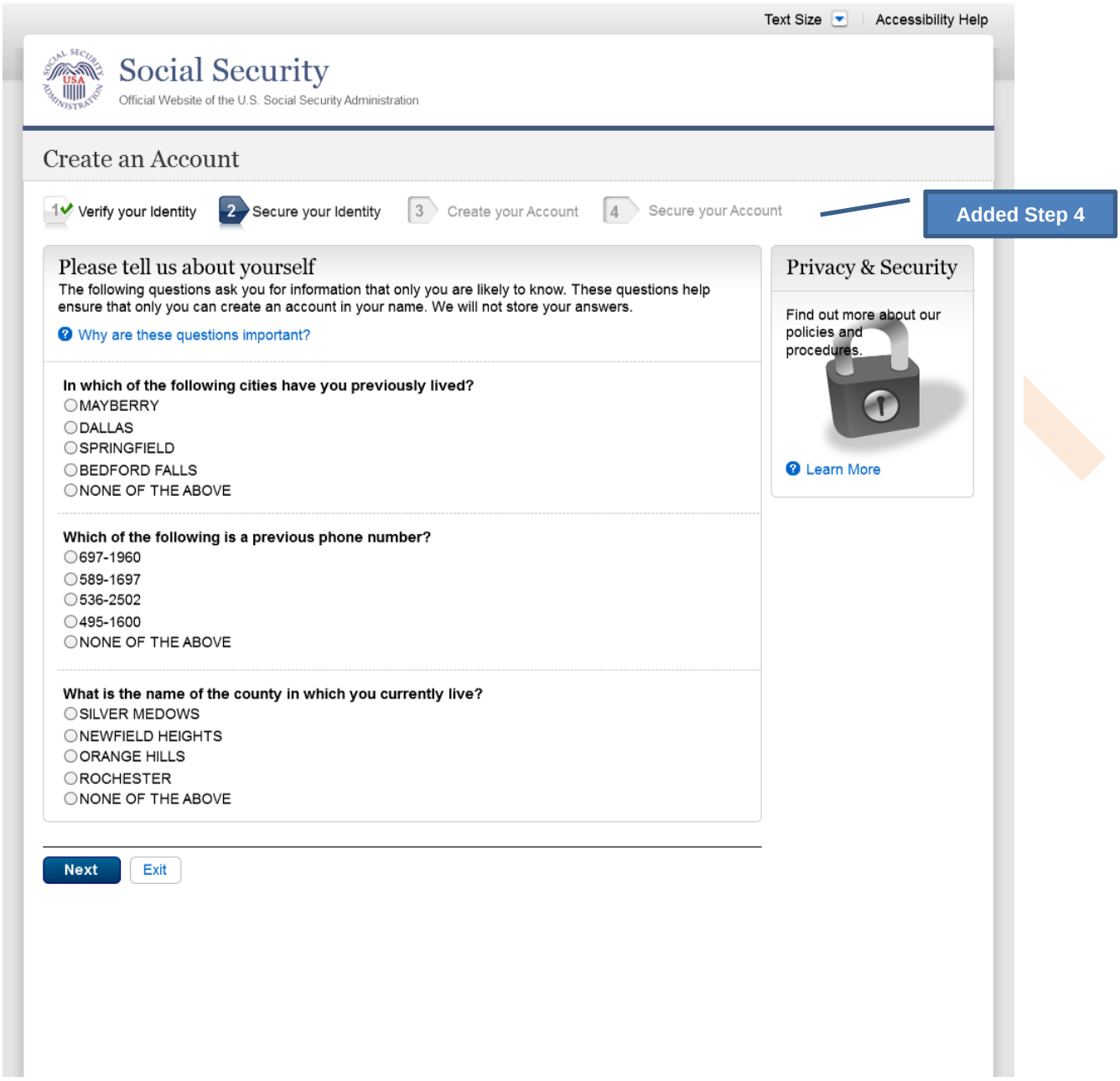
Corrected spacing on 12/17/2015.

Removed "We used their fraud prevention services…theft." on 12/17/2015.

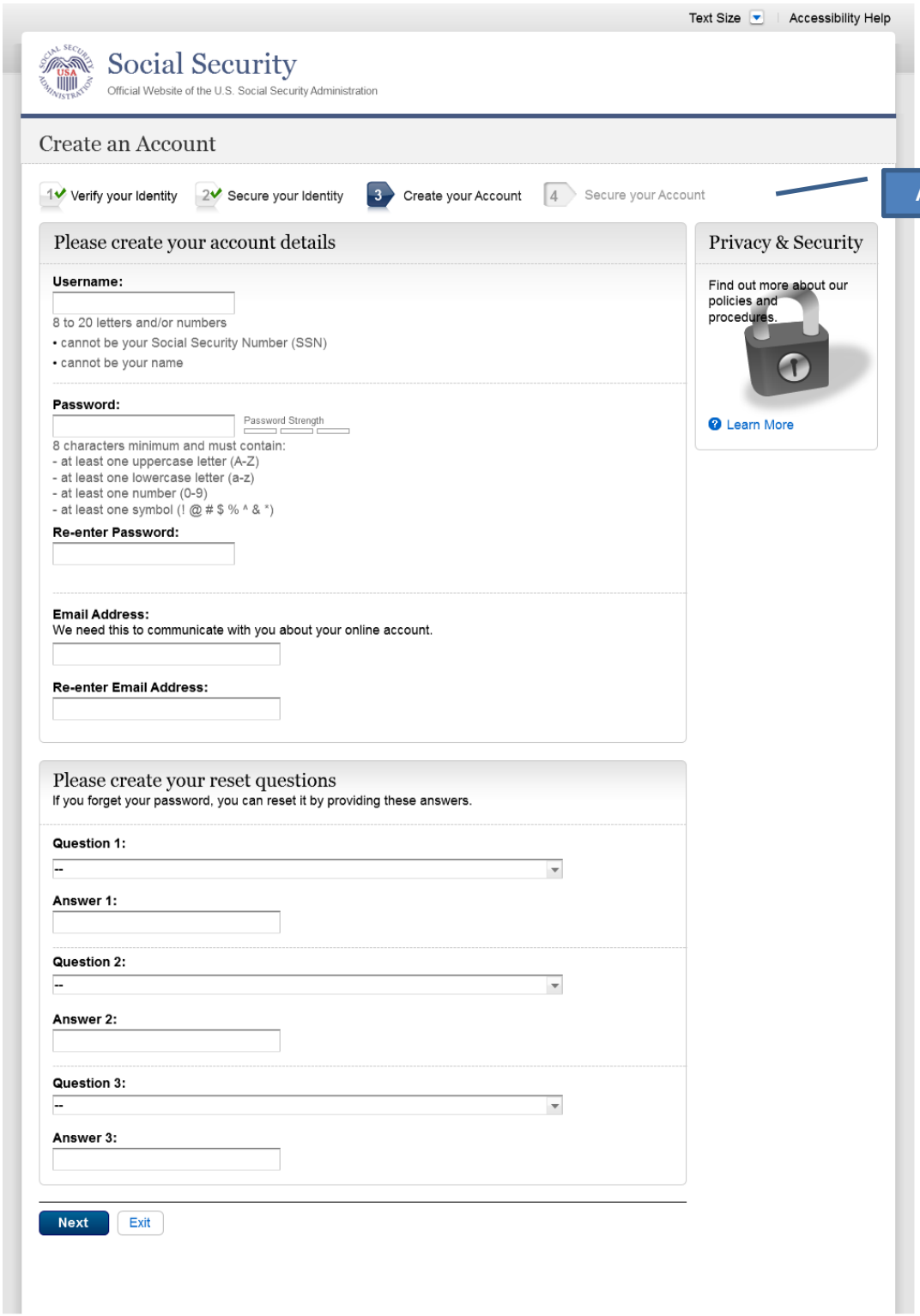
S1-P3 - Verify Identity



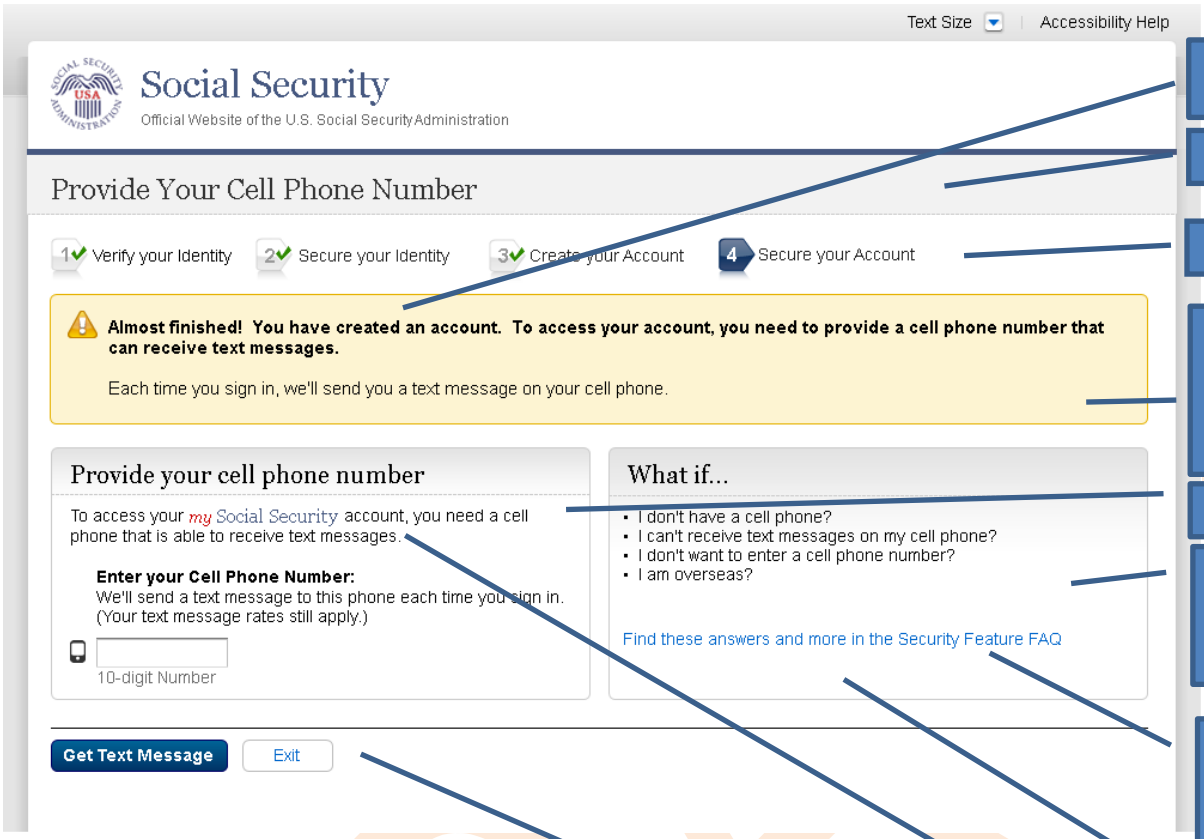
S1-P4 - Secure Identity



S1-P5 - Create Account



S1-P6 – Provide Cell Phone Number_Create Account



Revised wording on 1/7/2016.

Changed wording

Added Step 4

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 12/17/15.

Changed "Security Features FAQ" to "Security Feature FAQ" on 2/22/2016.

Added container

Removed "Why?" link on 1/13/2016.

Removed Previous button on 12/02/2015.

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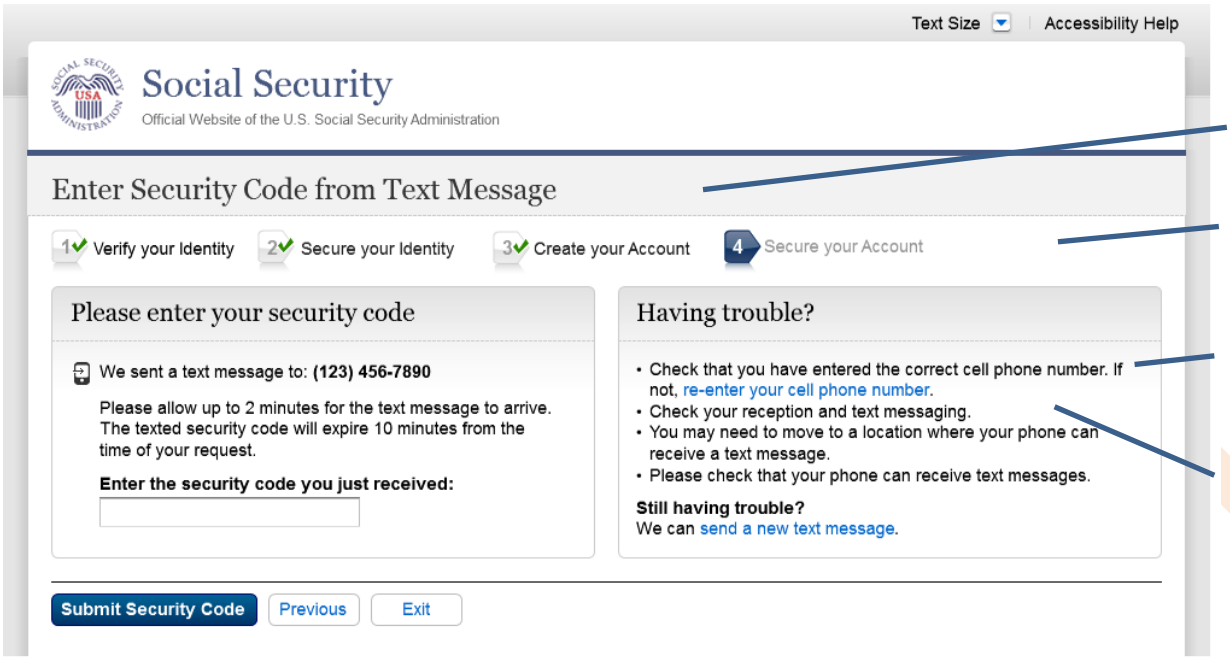
S1-P7 - Enter Texted Security Code



Changed text

Added Step 4

Added 1st bullet on 11/19/2015.

Removed "SMS" from 2nd bullet on 12/17/2015.

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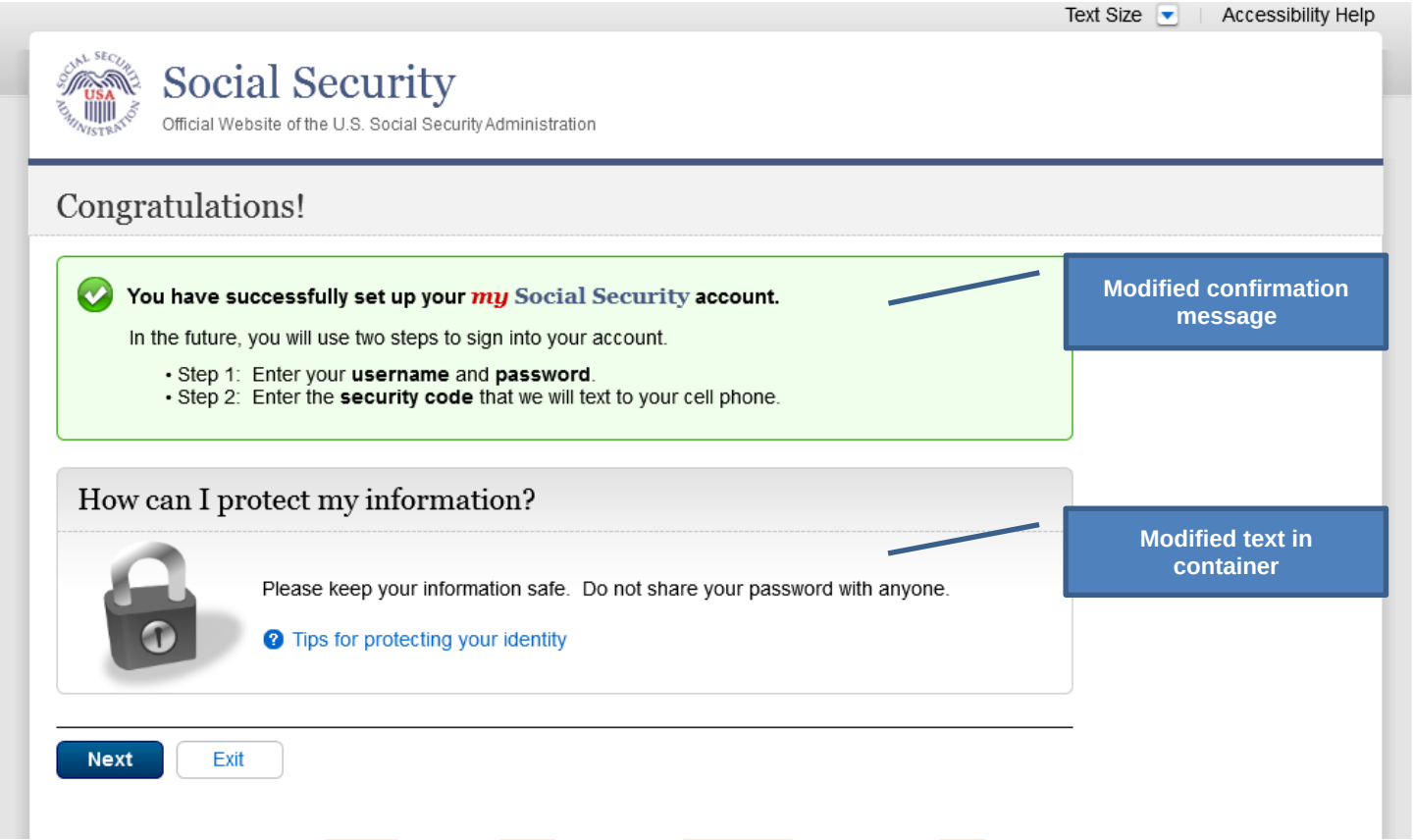
S1-P8 – Confirmation



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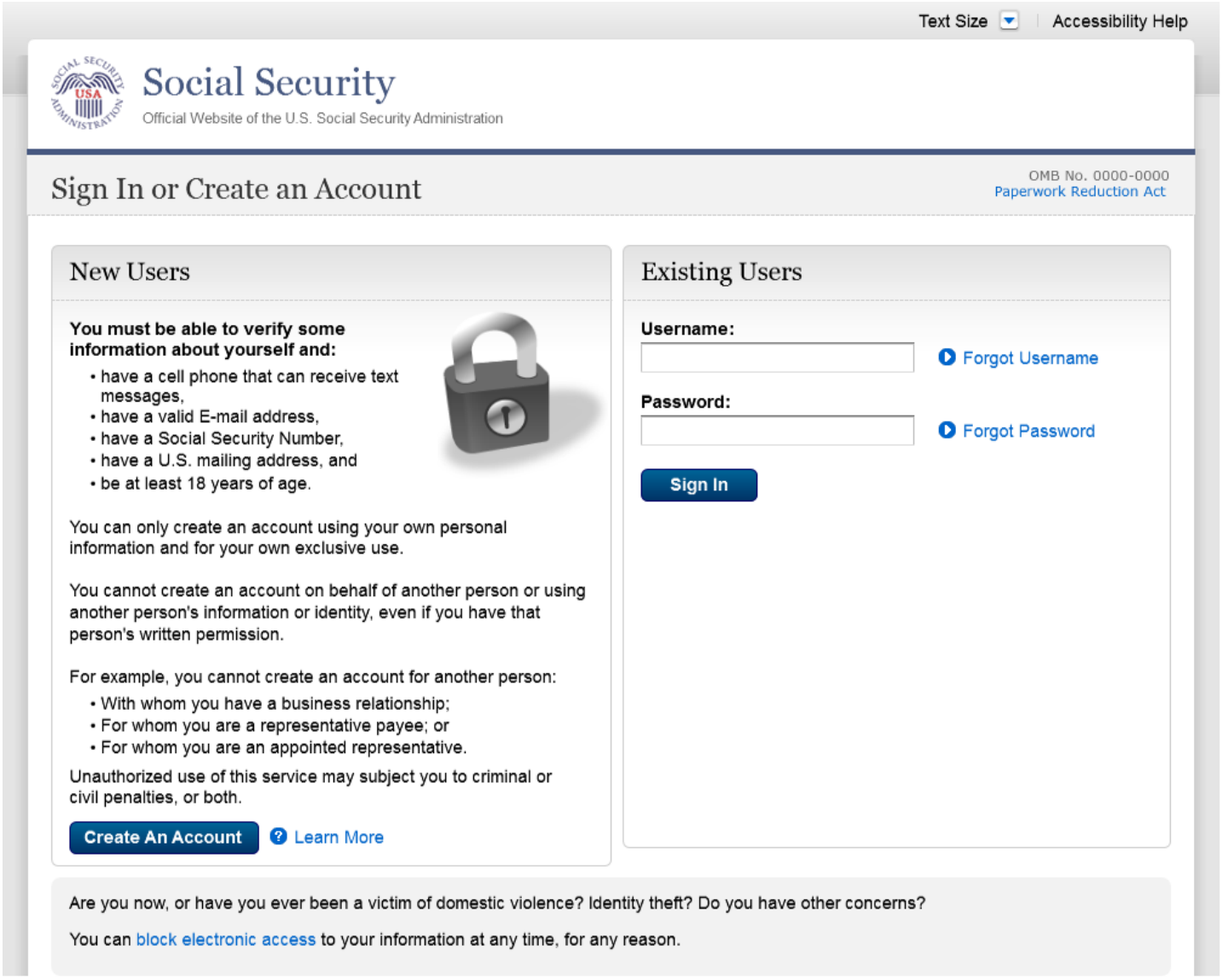
Scenario 2: Create LOA3 Account

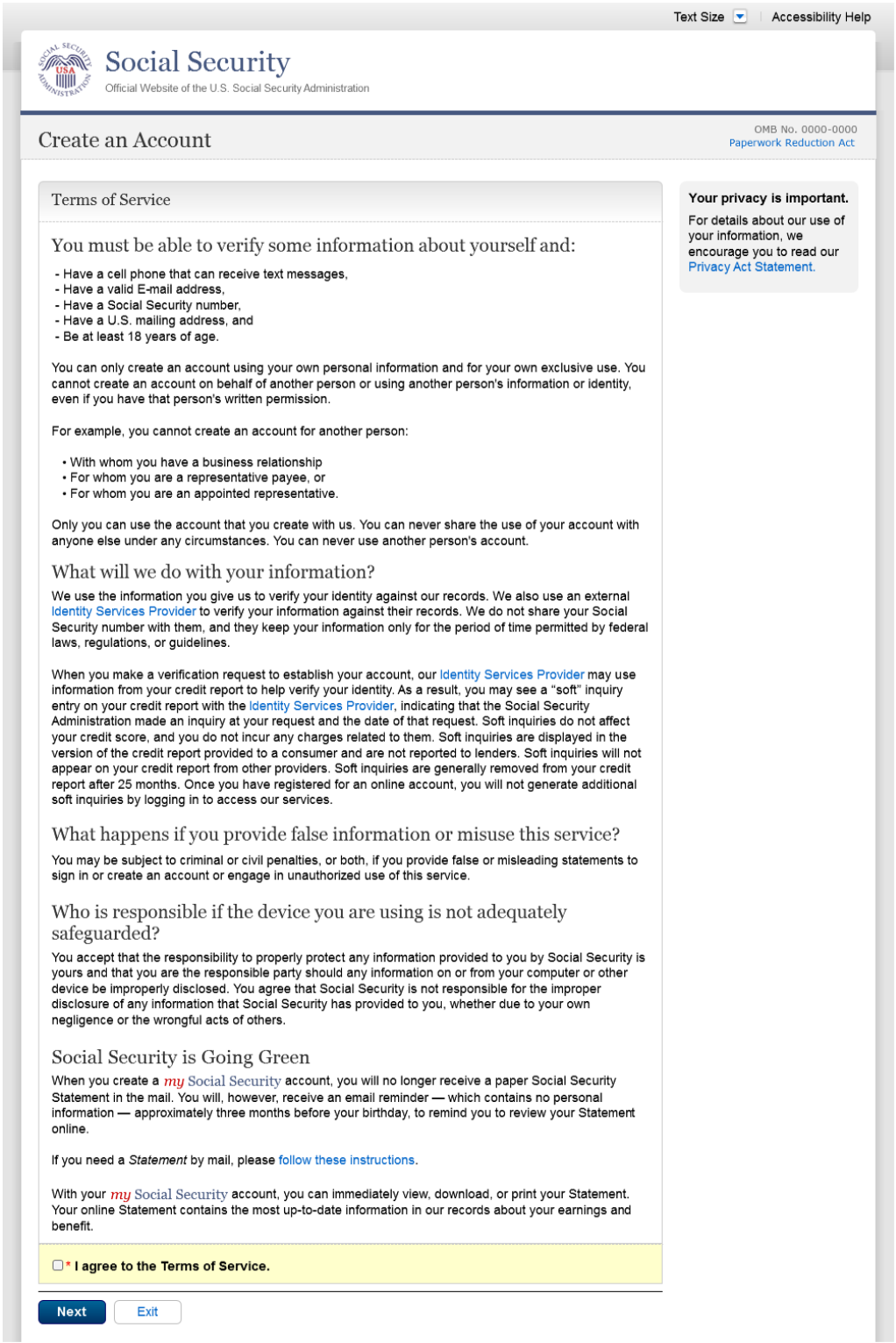
Please see S1-P1 for description of changes.

S2-P1 - Sign In



S2-P2 - Terms of Service

Please see S1-P2 for description of changes.



Text Size | Accessibility Help

Social Security
Official Website of the U.S. Social Security Administration

Create an Account

OMB No. 0000-0000
Paperwork Reduction Act

Terms of Service

You must be able to verify some information about yourself and:

- Have a cell phone that can receive text messages,
- Have a valid E-mail address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use. You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship
- For whom you are a representative payee, or
- For whom you are an appointed representative.

Only you can use the account that you create with us. You can never share the use of your account with anyone else under any circumstances. You can never use another person's account.

What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external Identity Services Provider to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

When you make a verification request to establish your account, our Identity Services Provider may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the Identity Services Provider, indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 25 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

Social Security is Going Green

When you create a *my* Social Security account, you will no longer receive a paper Social Security Statement in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your Statement online.

If you need a *Statement* by mail, please follow these instructions.

With your *my* Social Security account, you can immediately view, download, or print your Statement. Your online Statement contains the most up-to-date information in our records about your earnings and benefit.

Your privacy is important.

For details about our use of your information, we encourage you to read our Privacy Act Statement.

* I agree to the Terms of Service.

Next Exit

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

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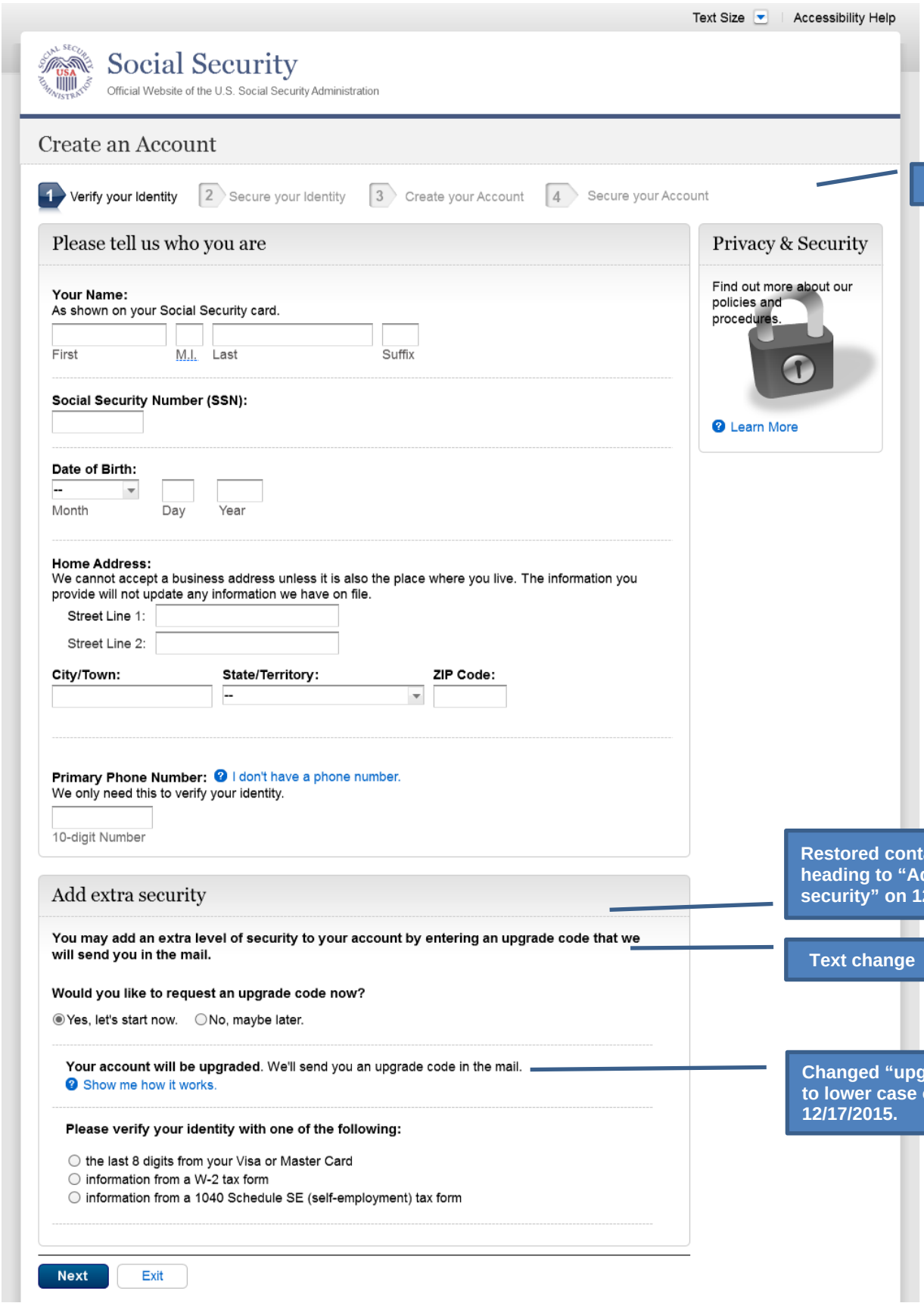
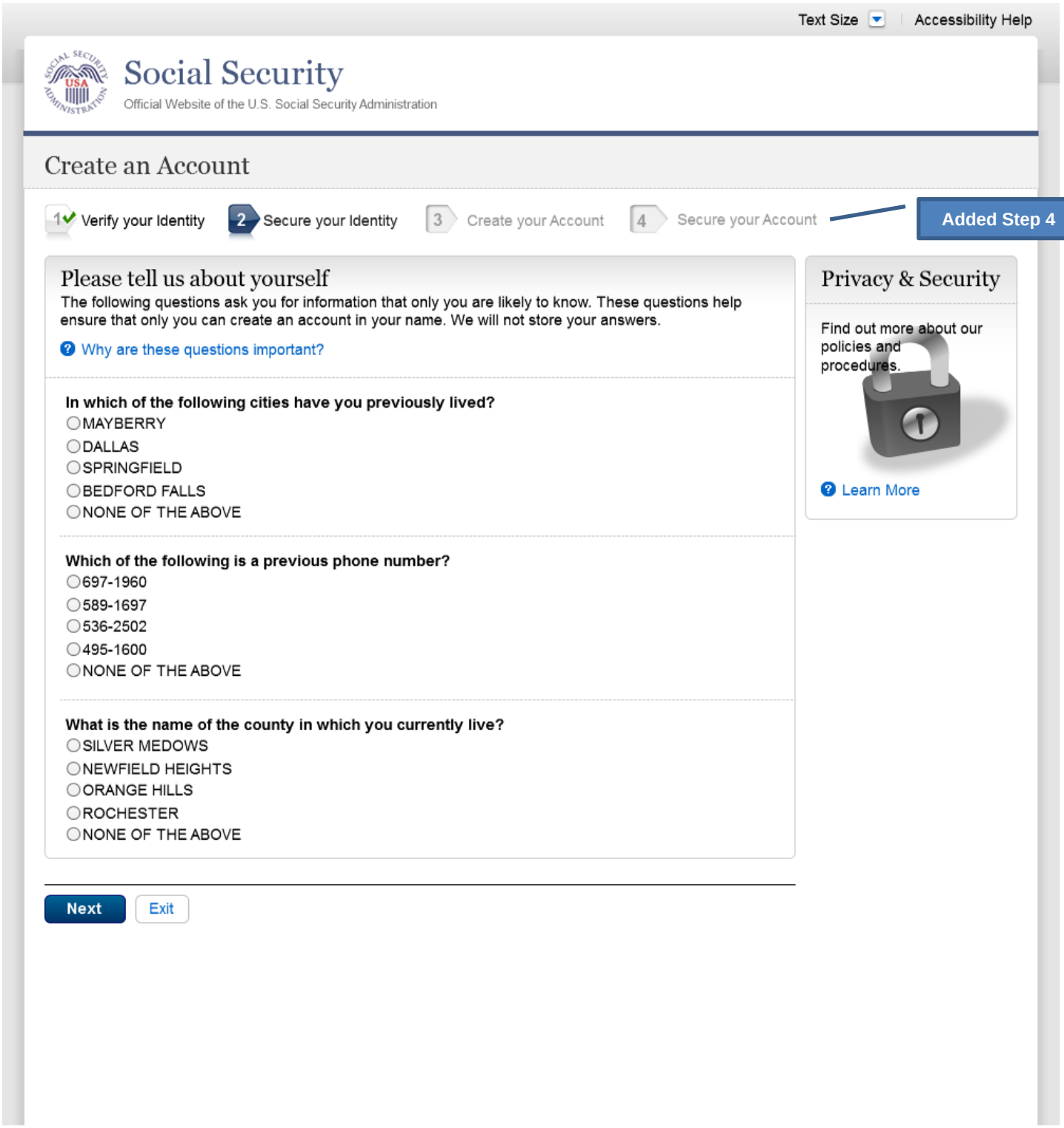
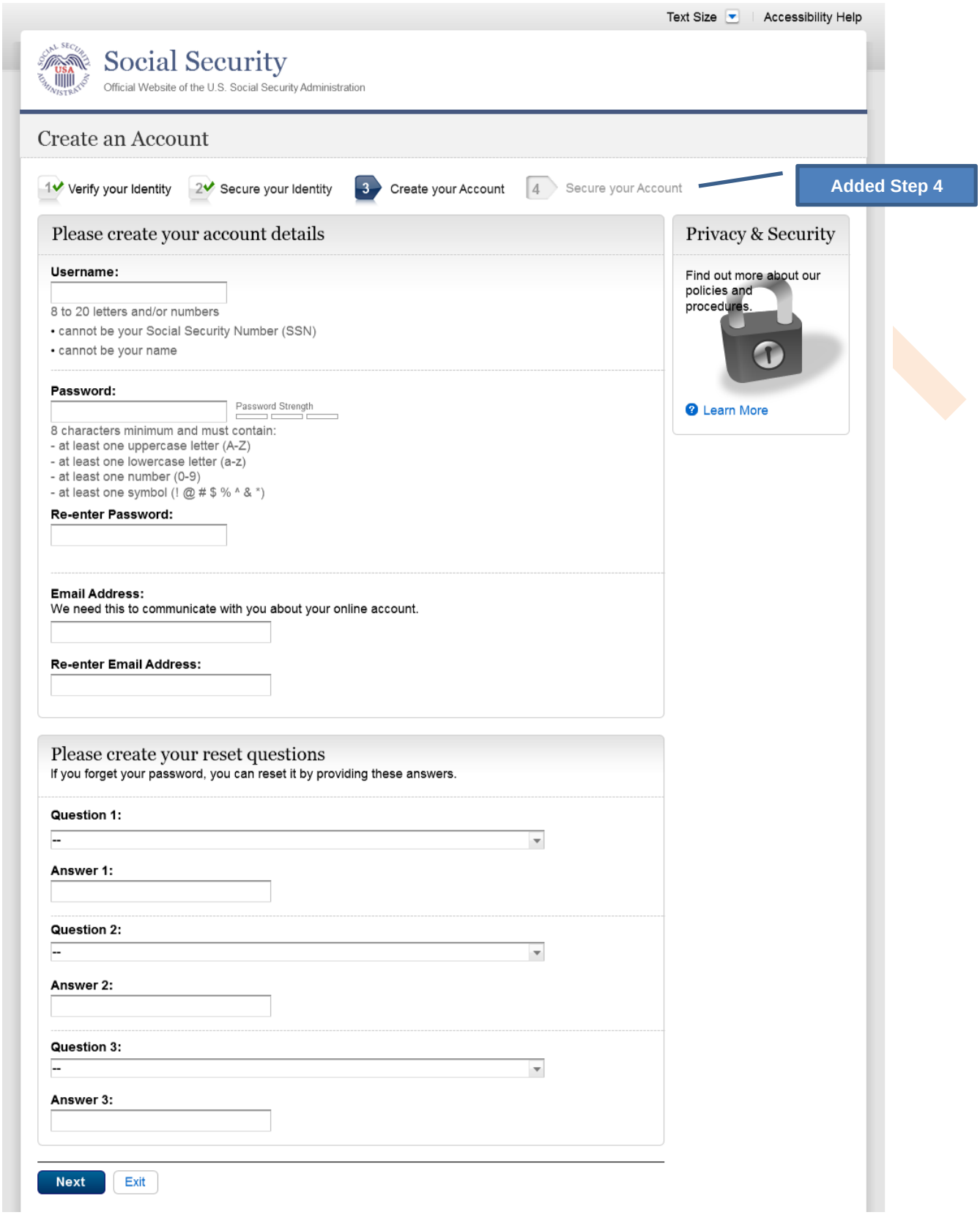

Text Size
Accessibility Help
Social Security
Official Website of the U.S. Social Security Administration
Create an Account
1 Verify your Identity
2 Secure your Identity
3 Create your Account
4 Secure your Account
Please tell us who you are
Your Name:
As shown on your Social Security card.
First
M.I.
Last
Suffix
Social Security Number (SSN):
Date of Birth:
Month
Day
Year
Home Address:
We cannot accept a business address unless it is also the place where you live. The information you provide will not update any information we have on file.
Street Line 1:
Street Line 2:
City/Town:
State/Territory:
ZIP Code:
Primary Phone Number:
I don't have a phone number.
We only need this to verify your identity.
10-digit Number
Privacy & Security
Find out more about our policies and procedures.
Learn More
Add extra security
You may add an extra level of security to your account by entering an upgrade code that we will send you in the mail.
Would you like to request an upgrade code now?
Yes, let's start now.
No, maybe later.
Your account will be upgraded. We'll send you an upgrade code in the mail.
Show me how it works.
Please verify your identity with one of the following:
the last 8 digits from your Visa or Master Card
information from a W-2 tax form
information from a 1040 Schedule SE (self-employment) tax form
Next
Exit
Added Step 4
Restored container heading to “Add extra security” on 12/17/2015.
Text change
Changed “upgrade code” to lower case on 12/17/2015.

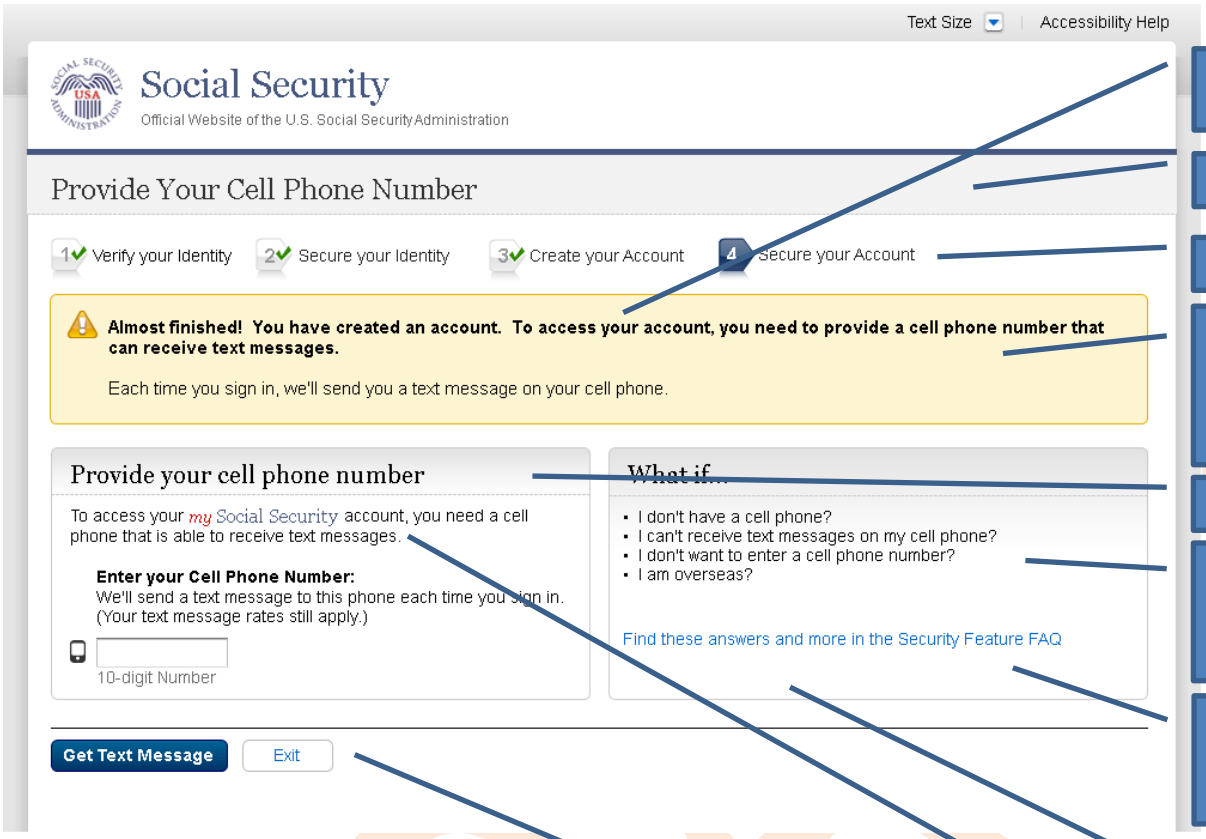
S2-P4 - Secure Identity



S2-P5 - Create Account



S2-P6 – Provide Cell Phone Number – Create Account



Revised wording on 1/7/2016.

Changed wording

Added Step 4

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 12/17/15.

Changed "Security Features FAQ" to "Security Feature FAQ" on 2/22/2016.

Added container

Removed "Why?" link on 1/13/2016.

Removed Previous button on 12/02/2015.

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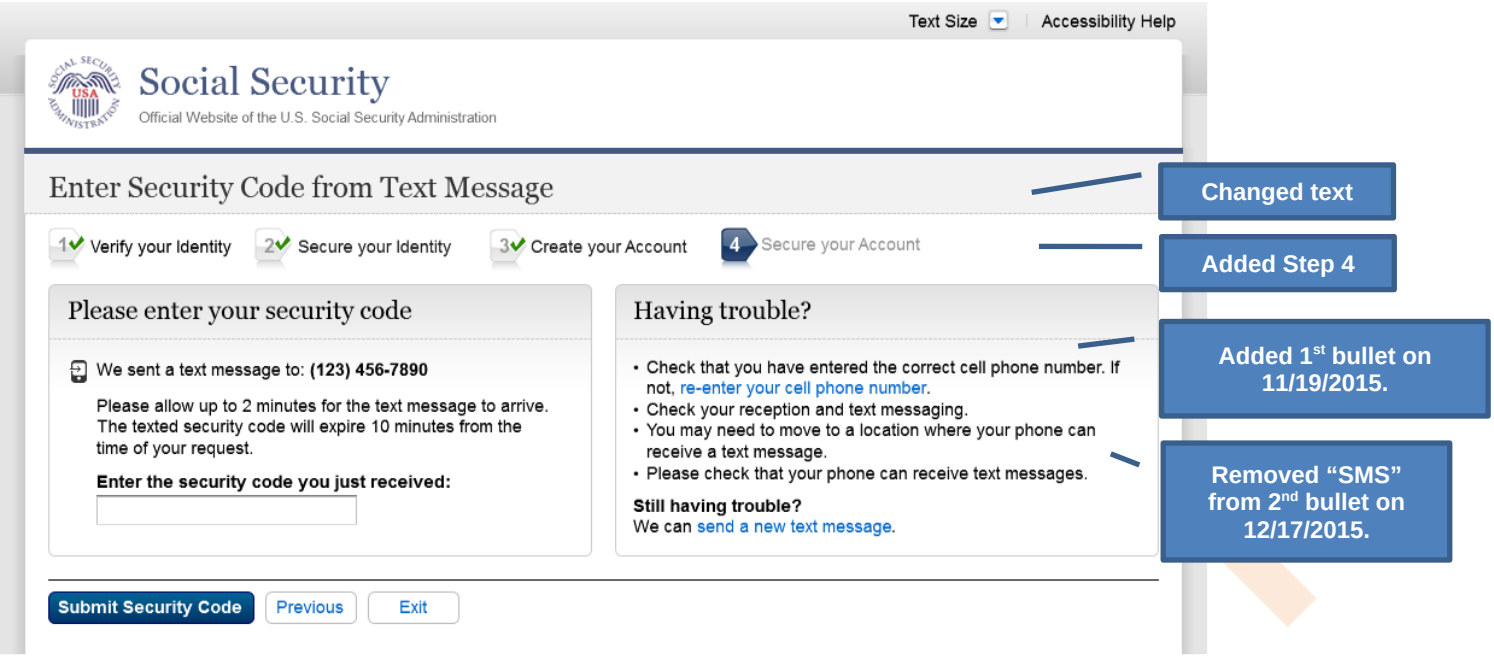
S2-P7 - Enter Texted Security Code_Create Account



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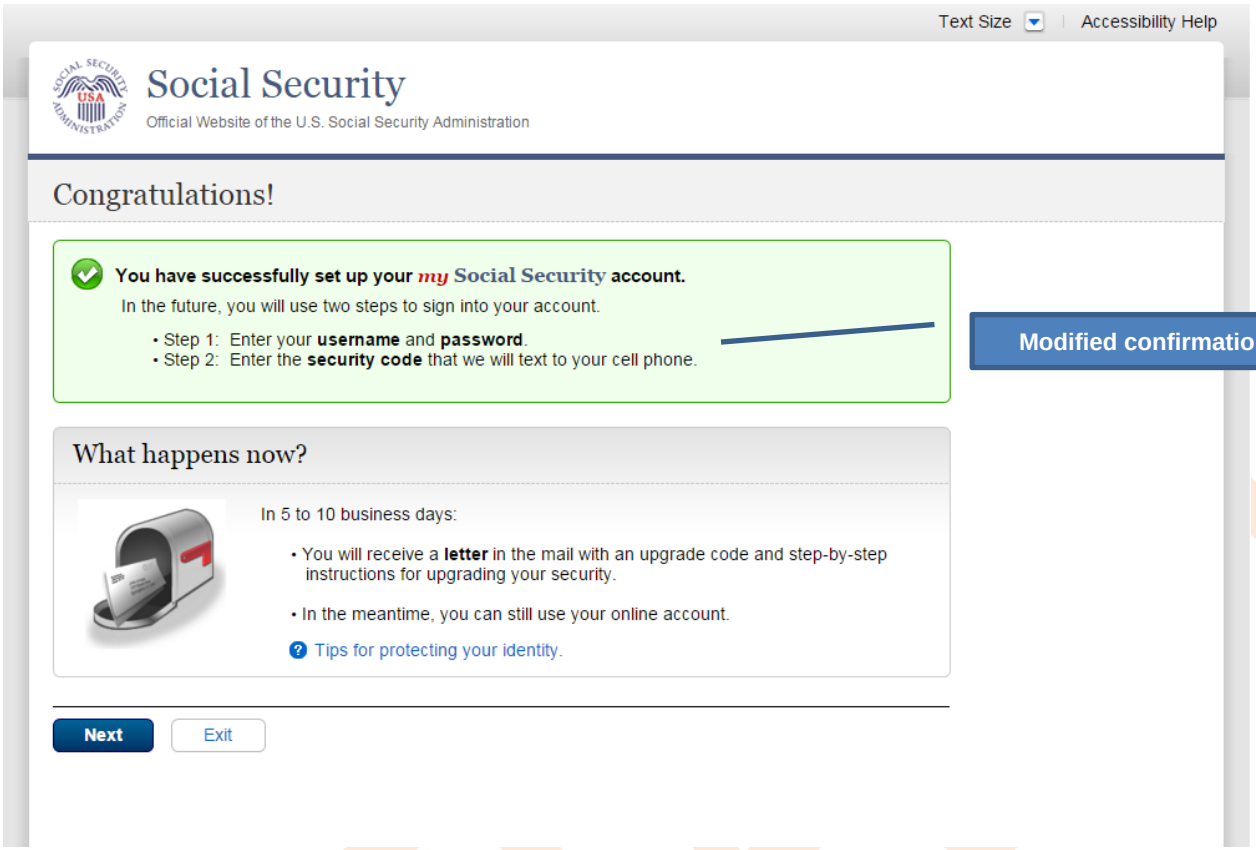
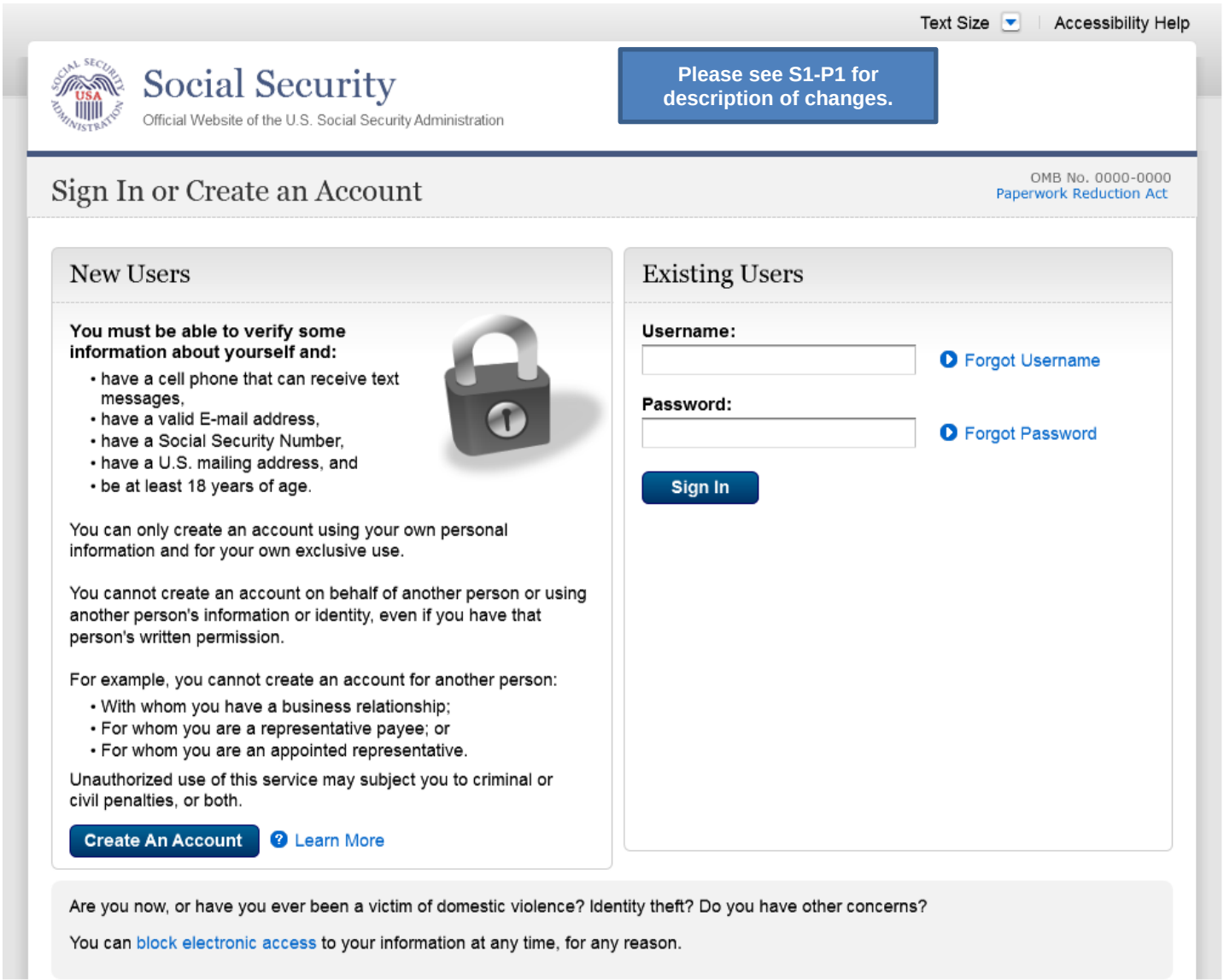
S2-P8 - Confirmation_Set Up New Account_With Upgrade Selected

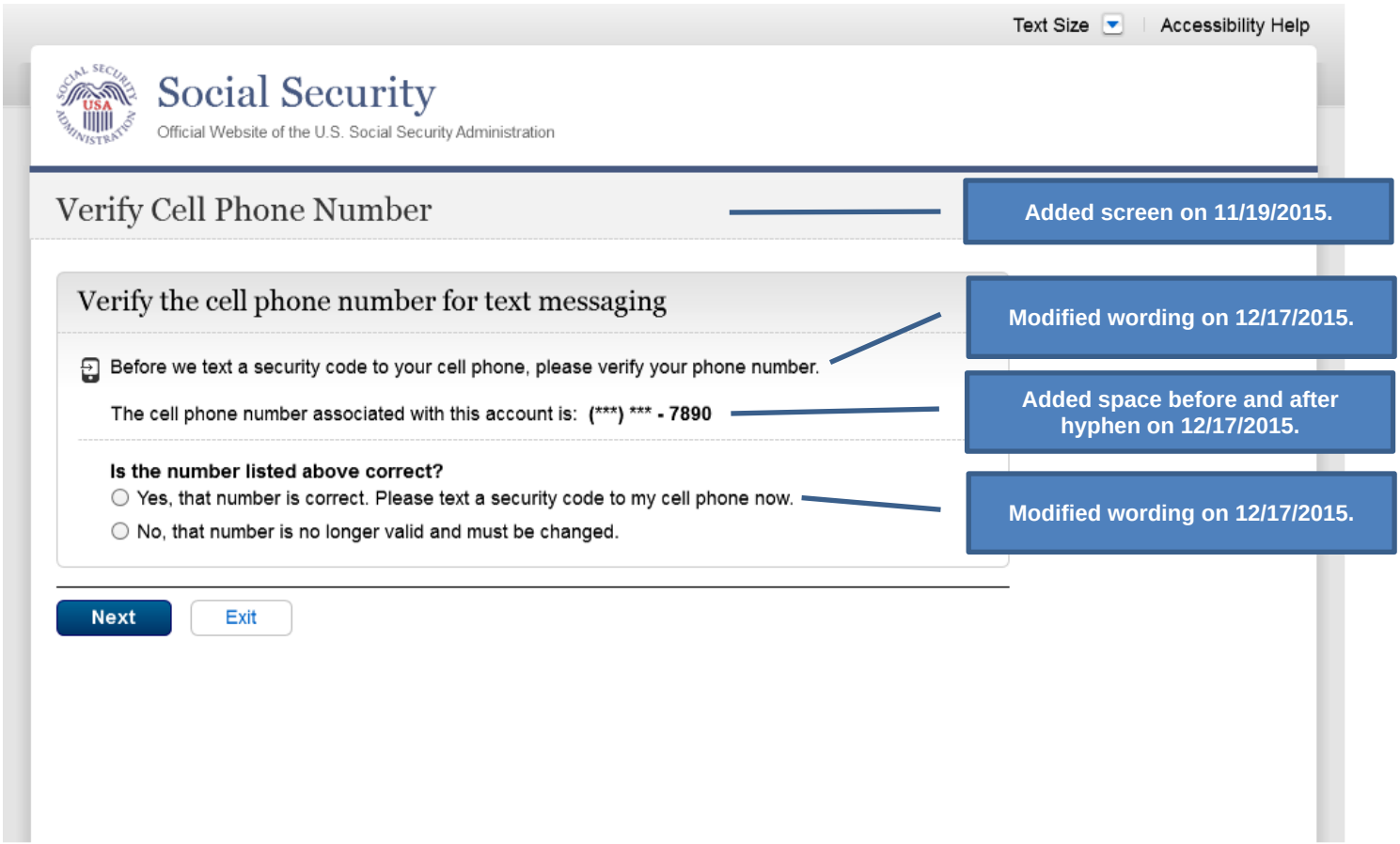


S2-P10 - Second Sign In, After Receiving Upgrade Code Letter

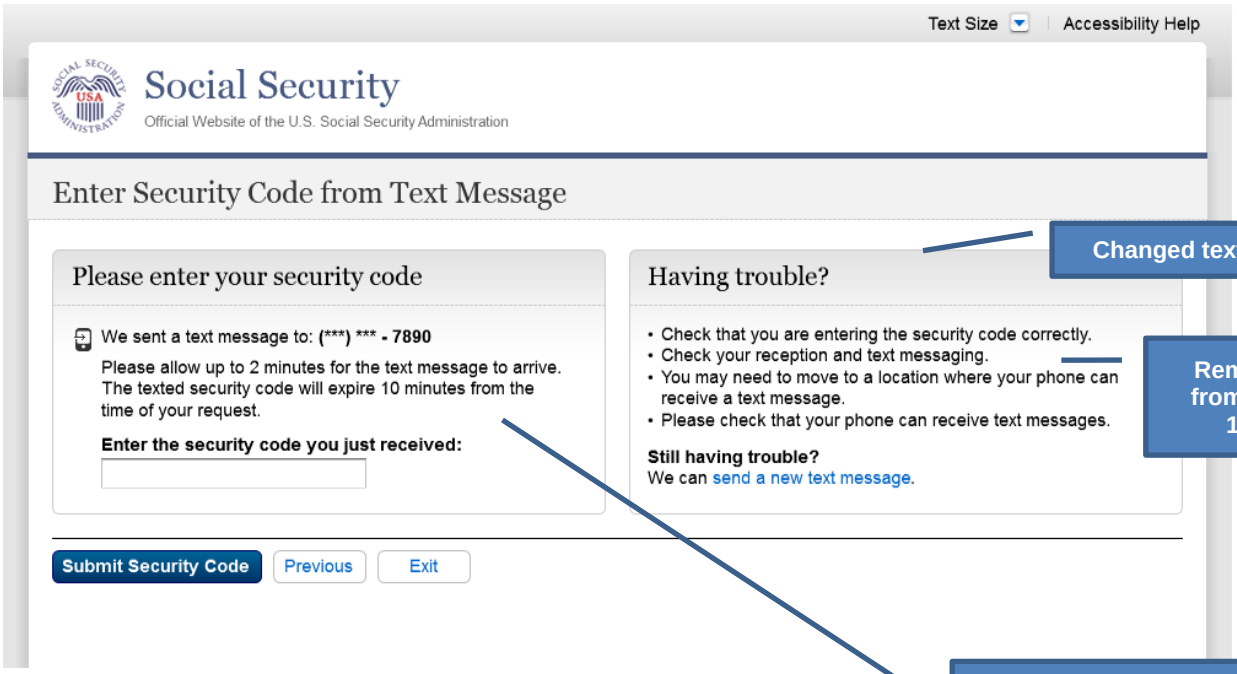


S2-P11 – Verify Cell Phone Number

New screen



S2-P12 - Enter Texted Security Code_No Steps



Changed text

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.

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

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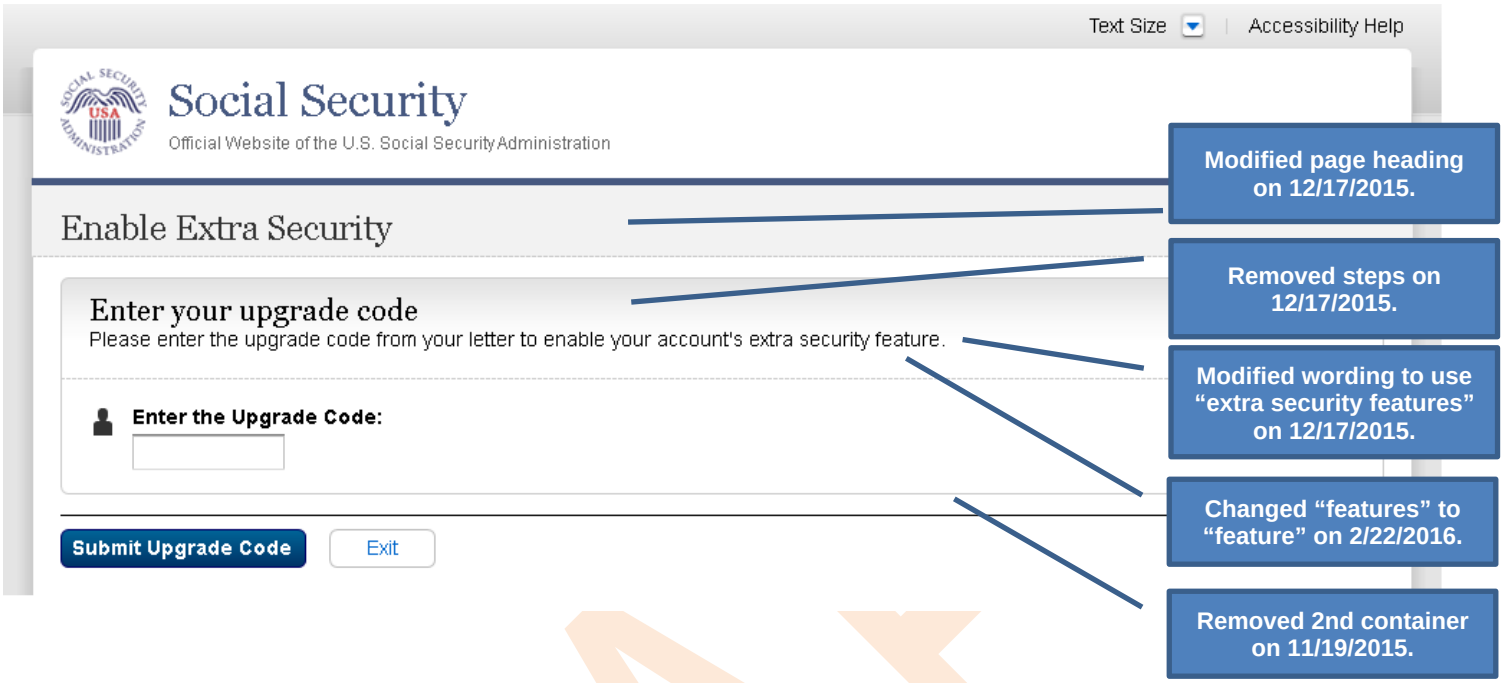
S2-P14 - Enter Upgrade Code



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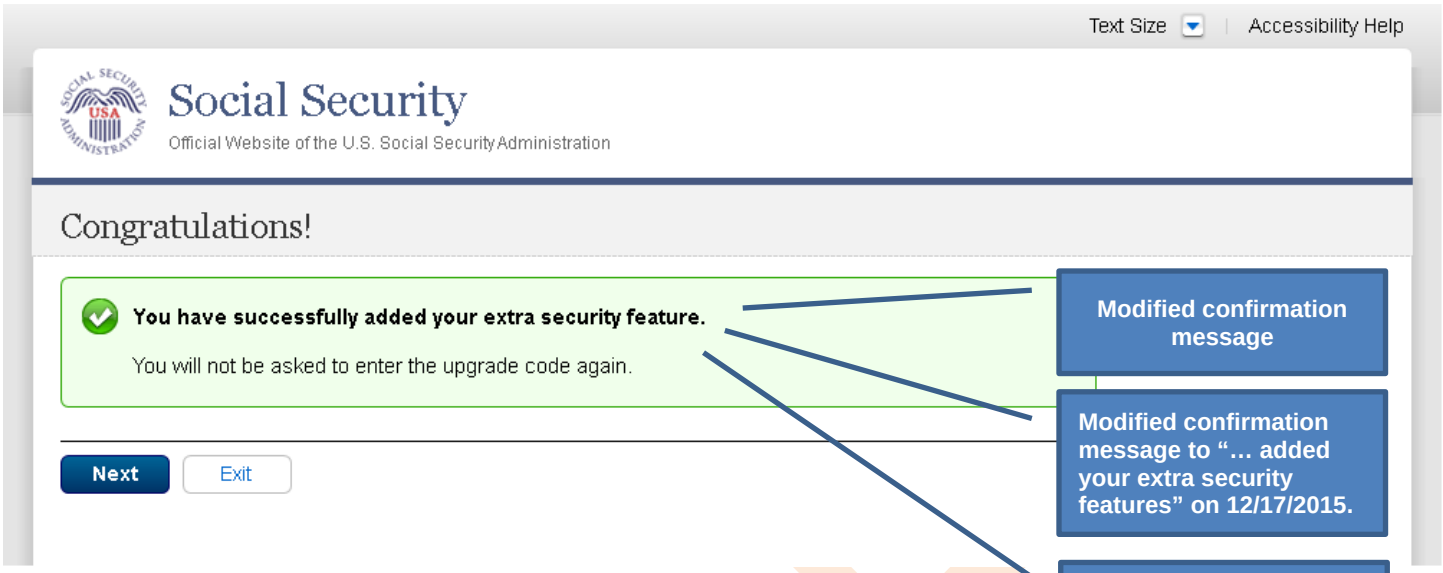
S2-P15 - Confirmation_Upgrade to LOA3



Modified confirmation message

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

Changed "features" to "feature" on 2/22/2016.

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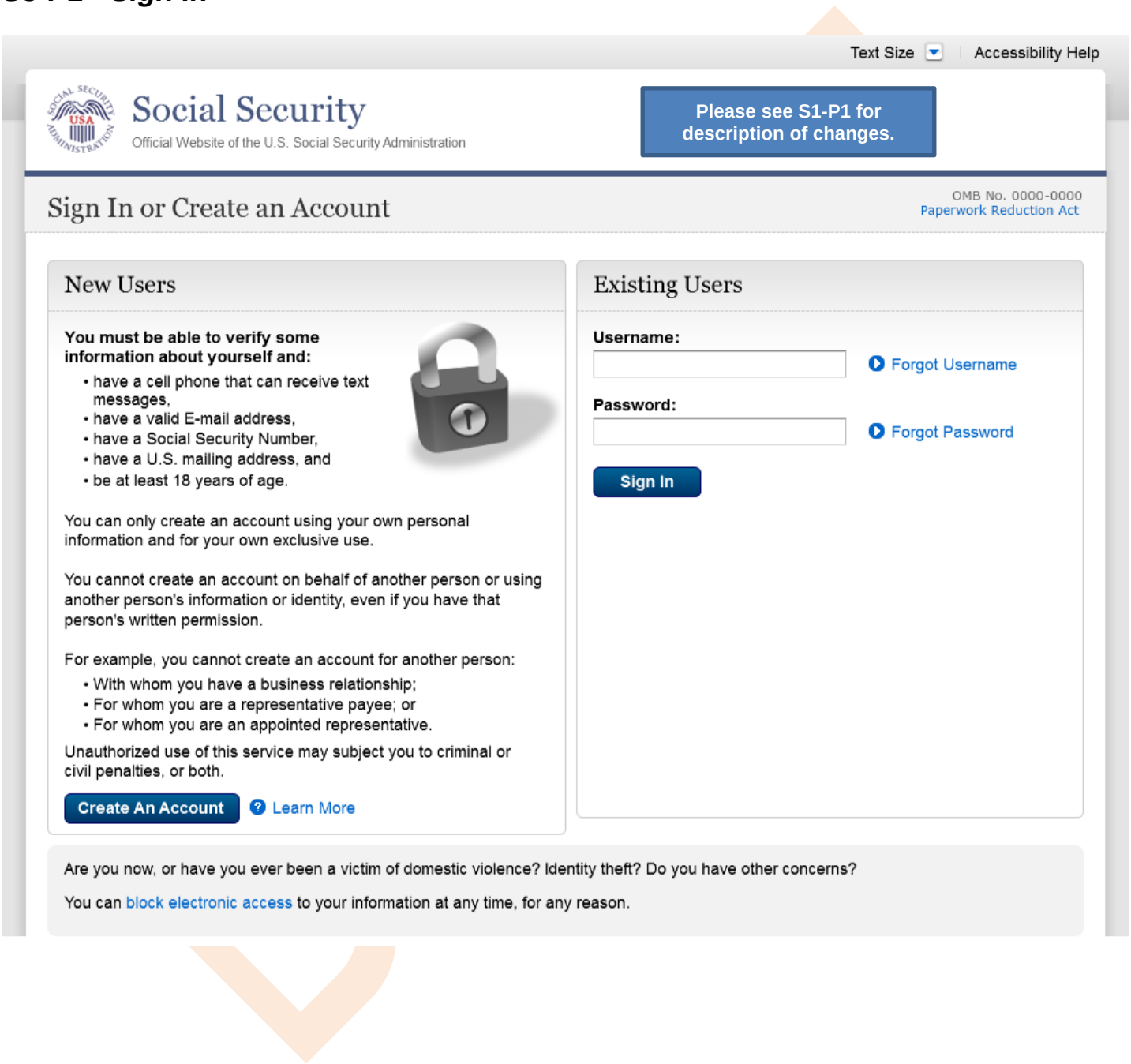
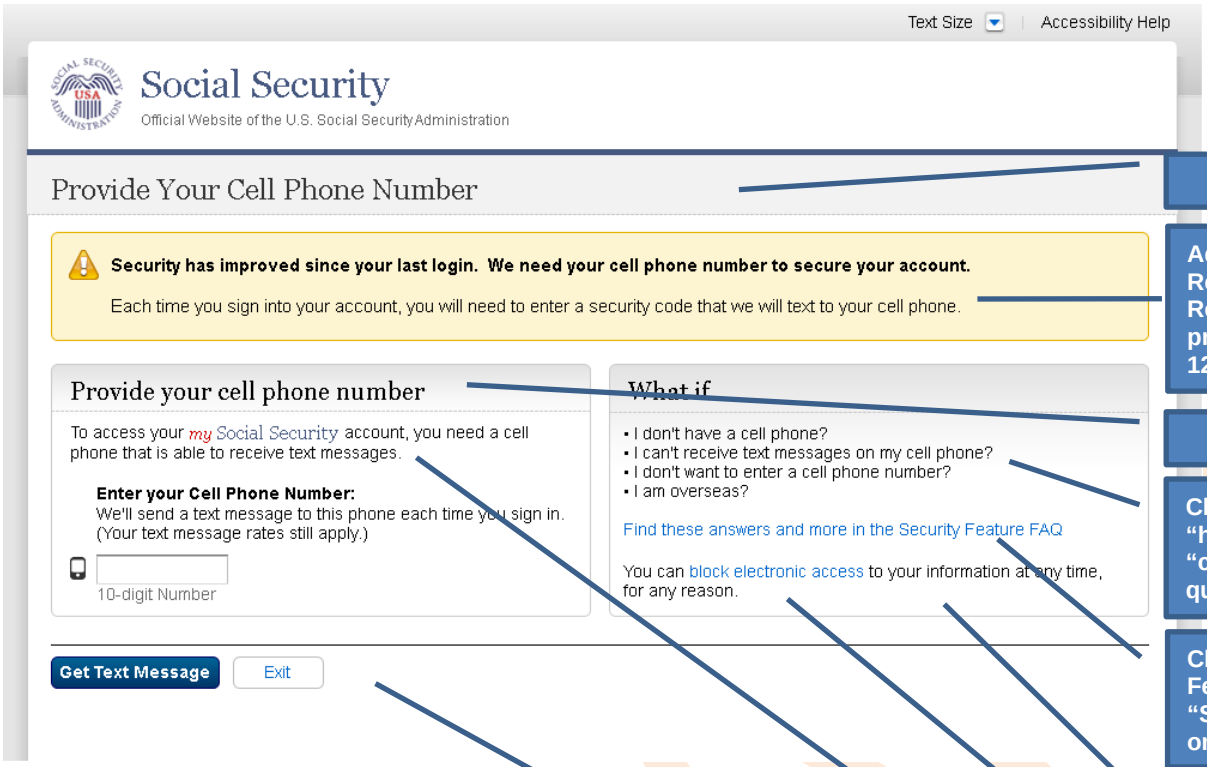
Scenario 3: Collect Cell Phone Number (2nd Factor) for Existing Account

S3-P1 - Sign In



S3-P3 - Provide Cell Phone Number_Grandfathered Account_No Steps



Changed wording

Added warning notice. Revised 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 12/17/15.

Changed "Security Features FAQ" to "Security Feature FAQ" on 2/22/2016.

Added container

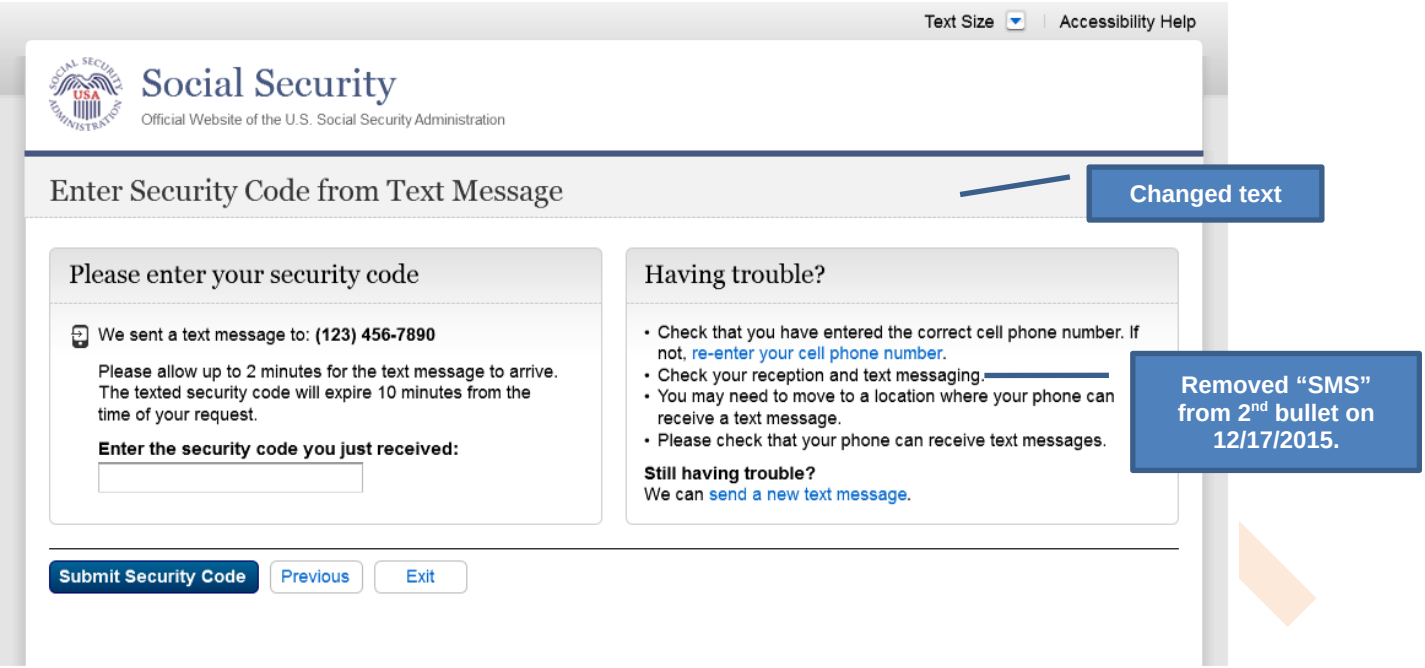
Added text on 11/19/2015.

Removed "Why?" link on 1/13/2016.

Removed Previous button on 12/02/2015.

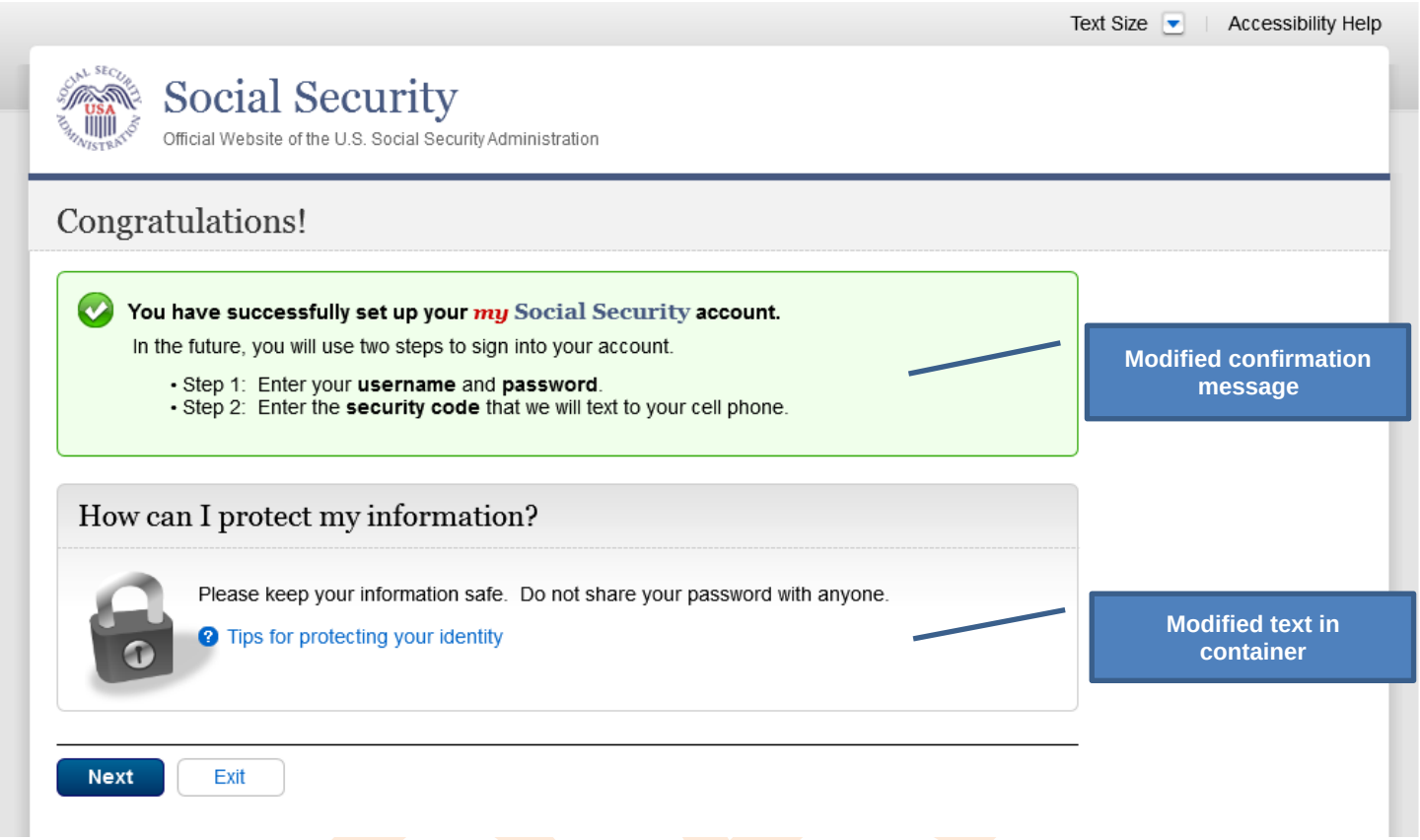
DRAFT

S3-P4 - Enter Texted Security Code_No Steps



DRAFT

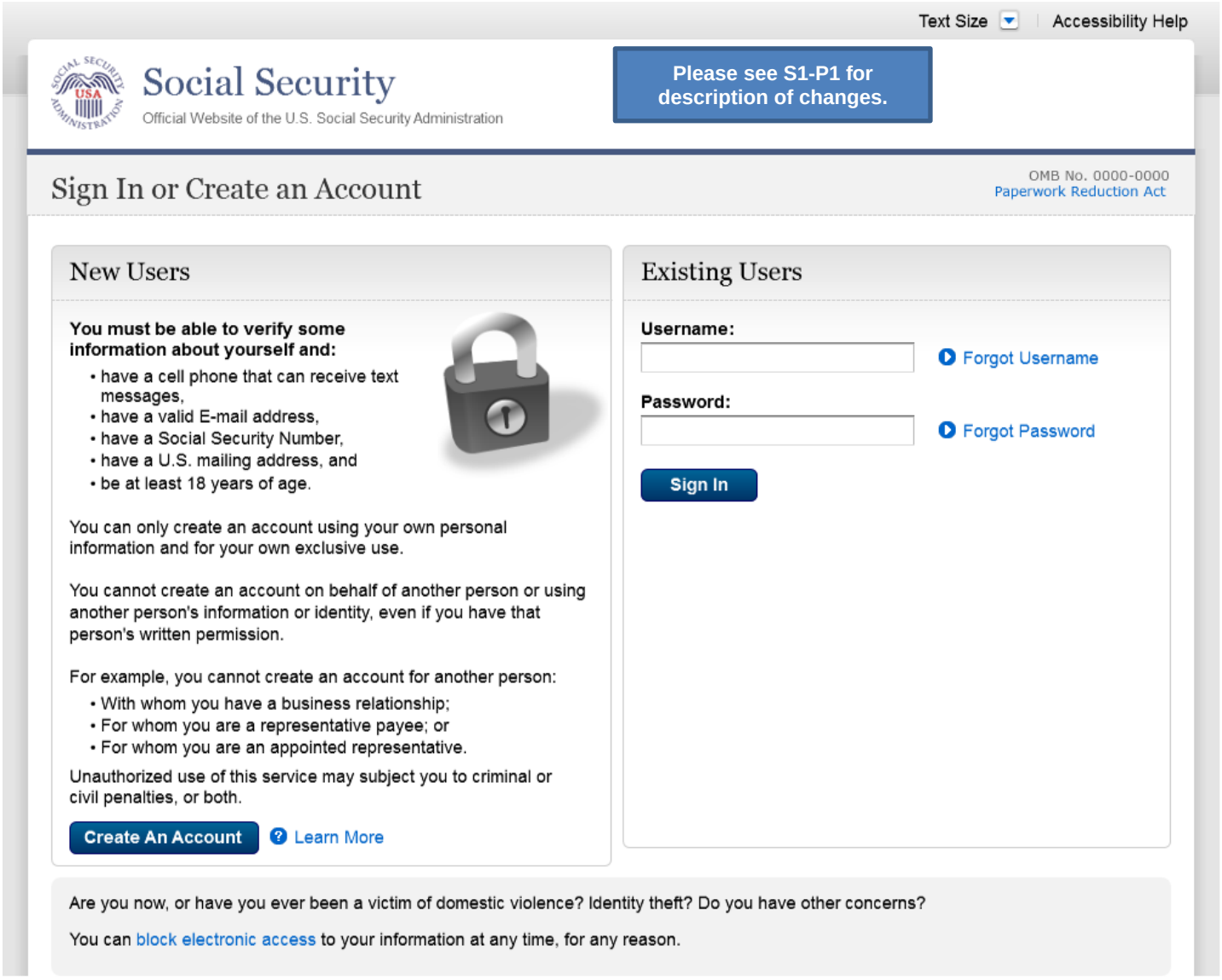
S3-P5 – Confirmation – Set Up Account



DRAFT

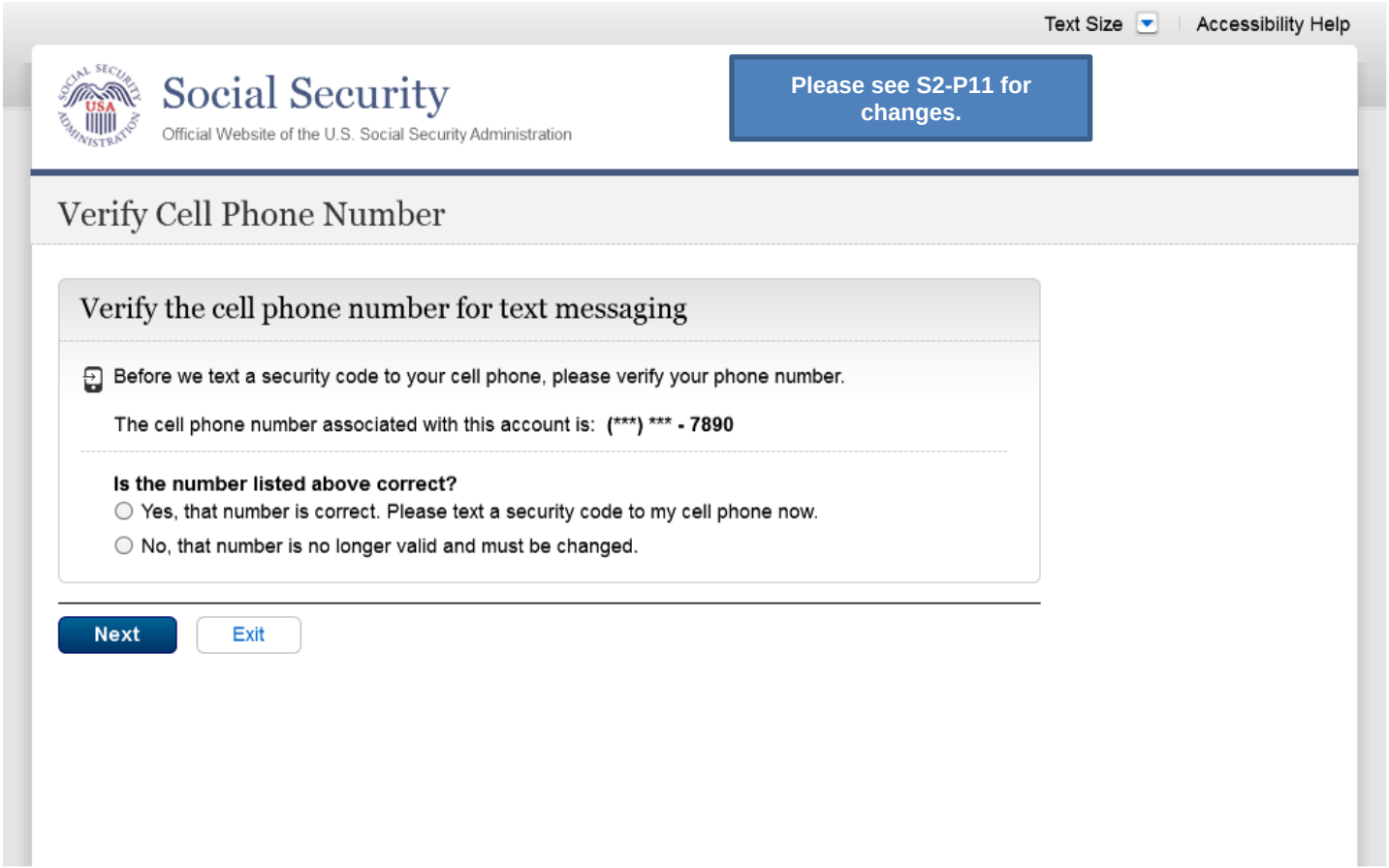
Scenario 4: Update Cell Phone Number

S4-P1 - Sign In



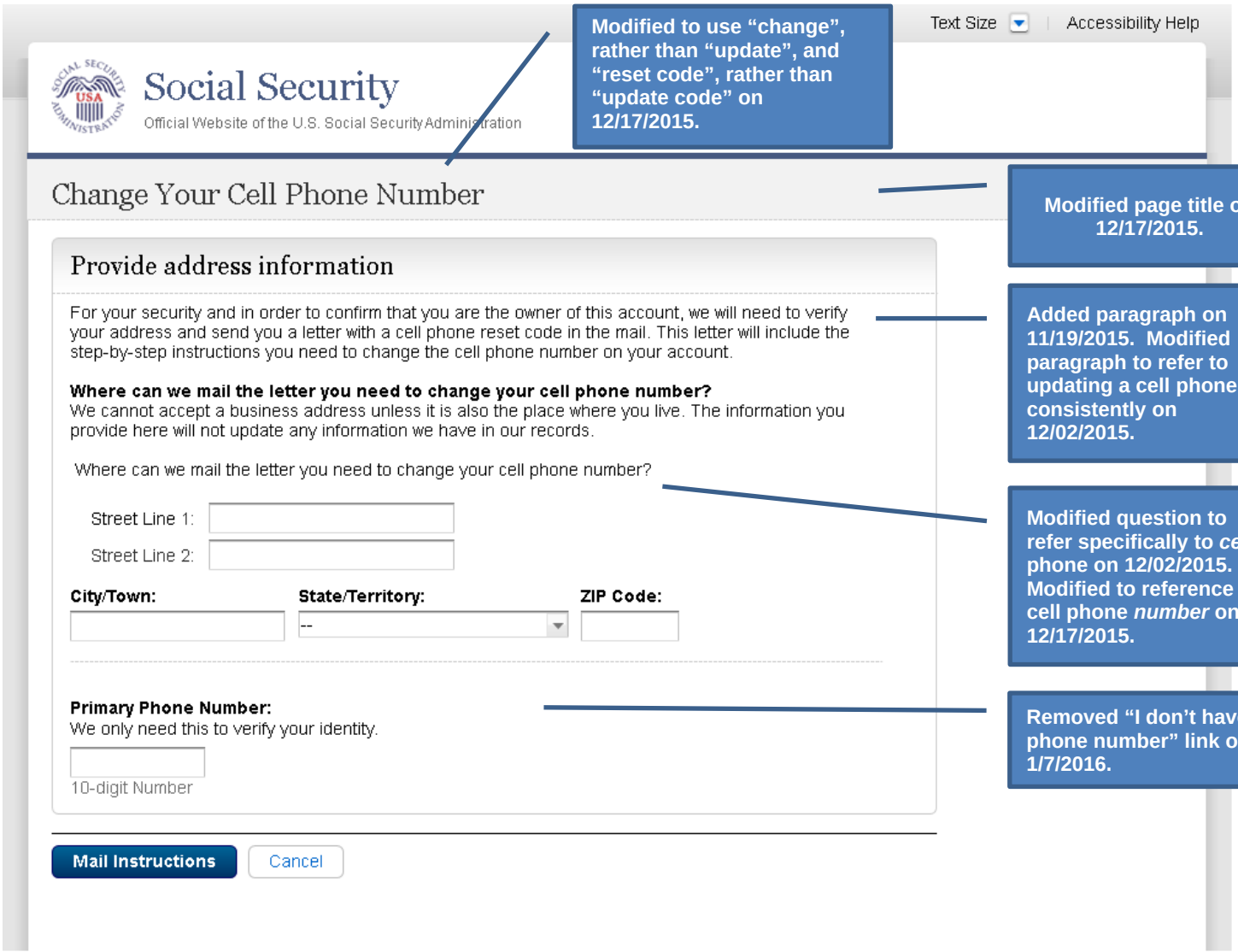
S4-P2 – Verify Cell Phone Number

Screen added on 11/19/2015.

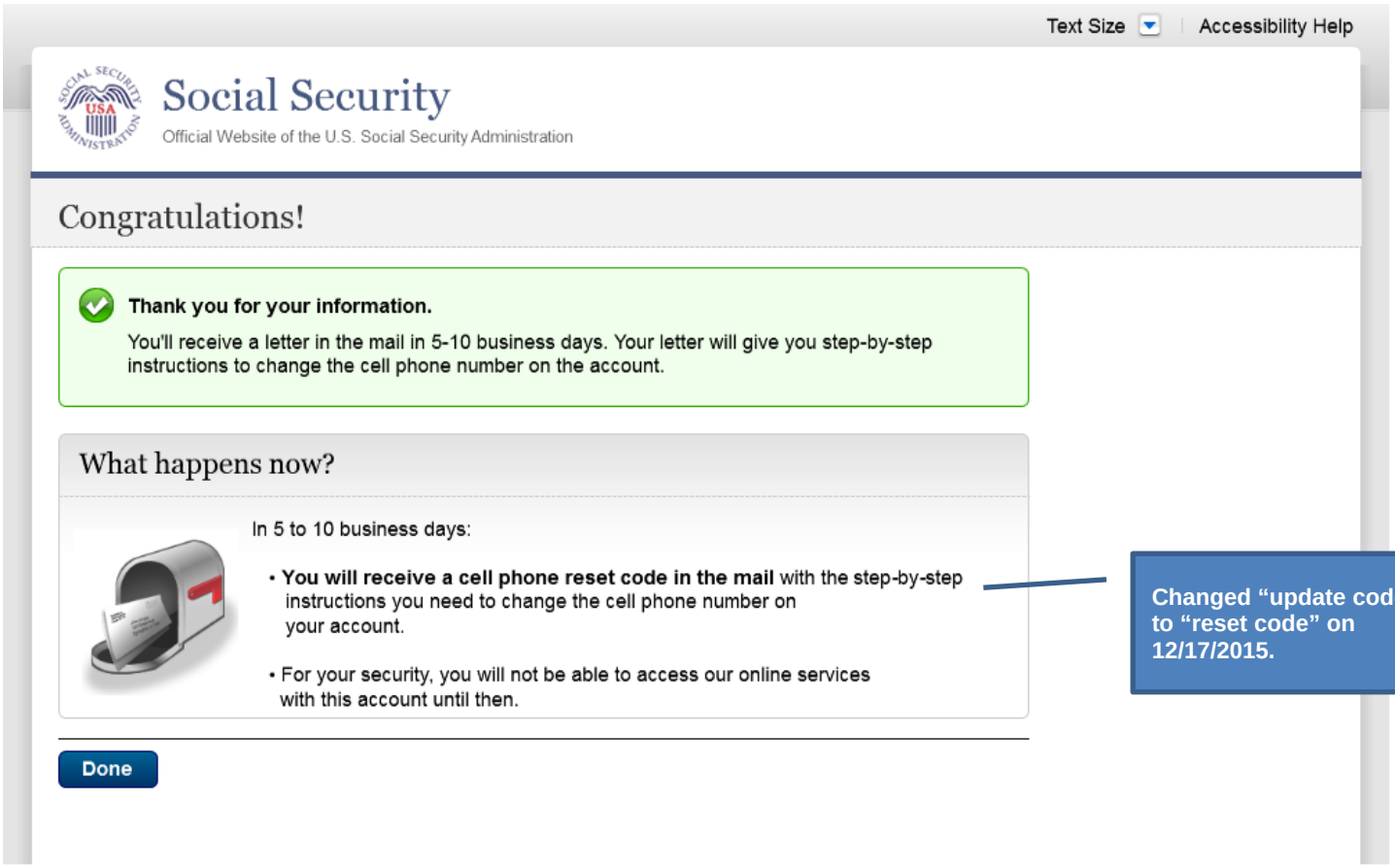


S4-P4 - Update Phone Number - Provide Info

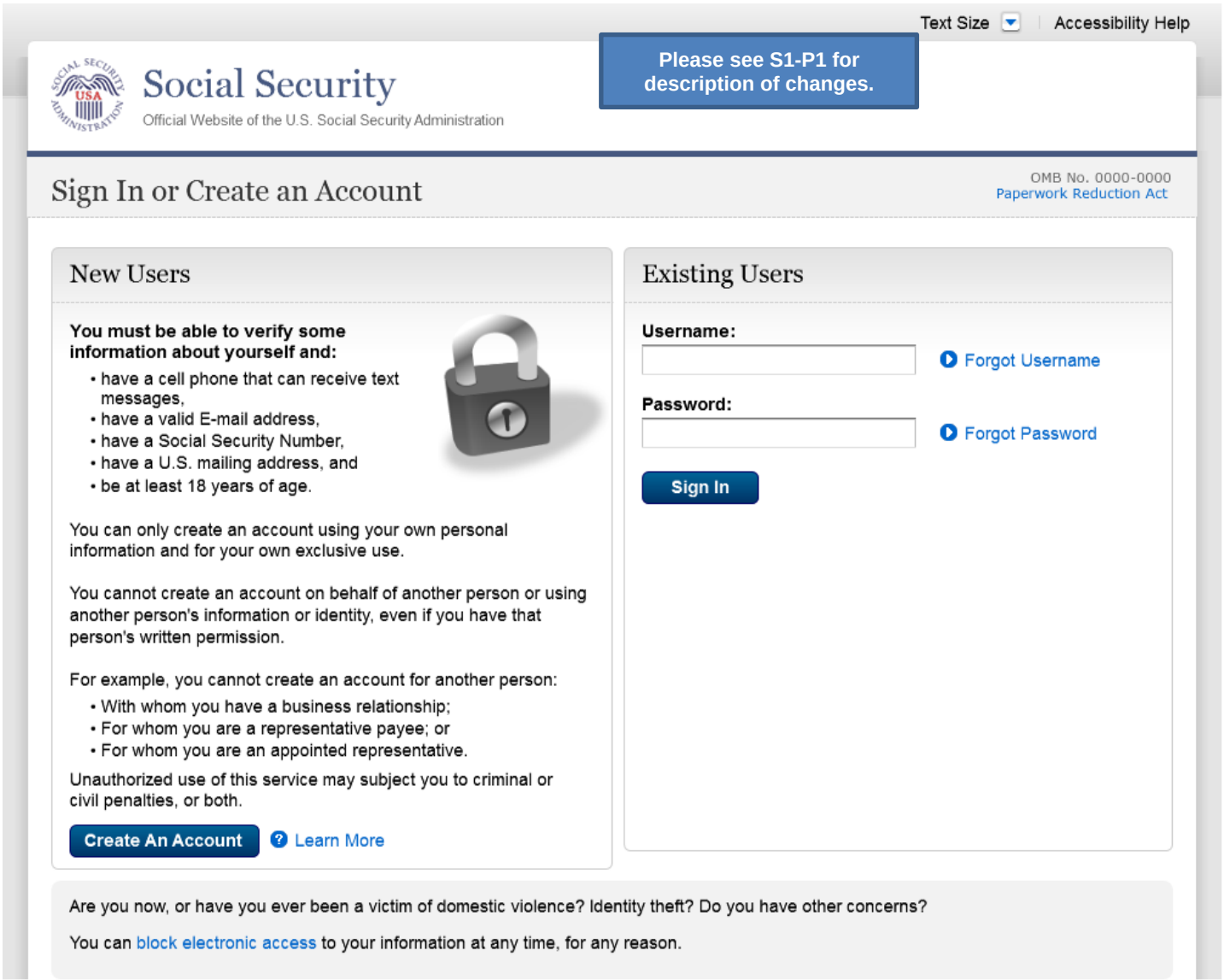
This screen is displayed only if the user selects “No…” to the question “Is the number listed above correct?” on screen S4-P2, thereby indicating that they need to change their cell phone number in SSA’s records.



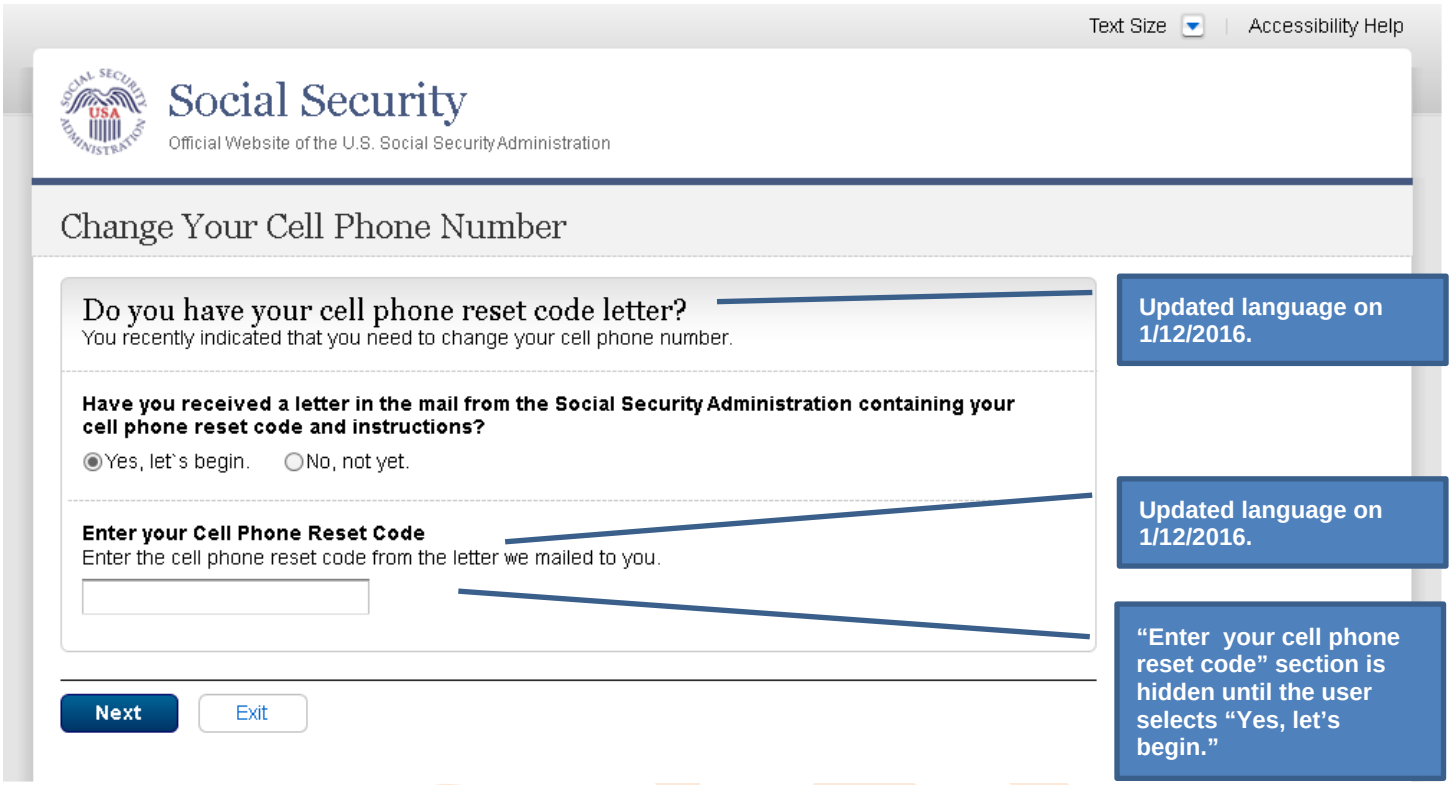
S4-P5 - Confirmation of Letter



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

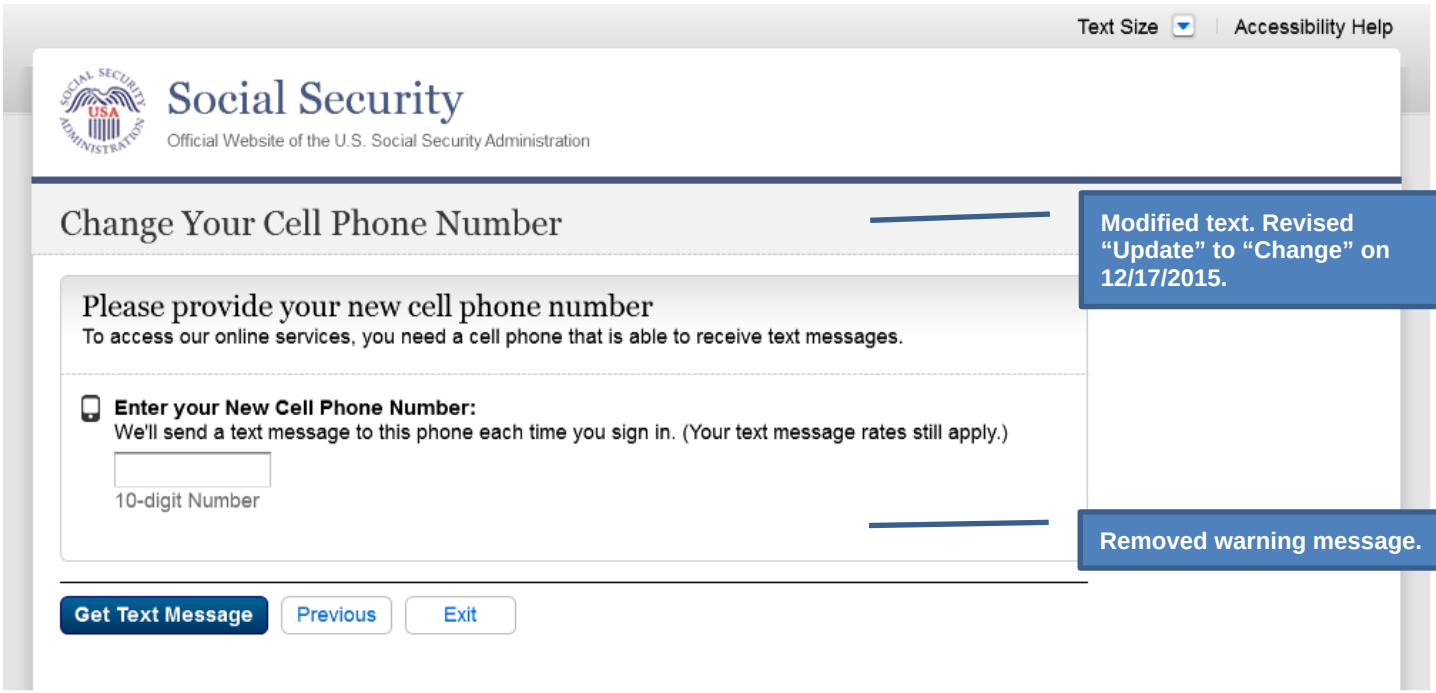


S4-P9 – Do you have your cell phone reset letter?



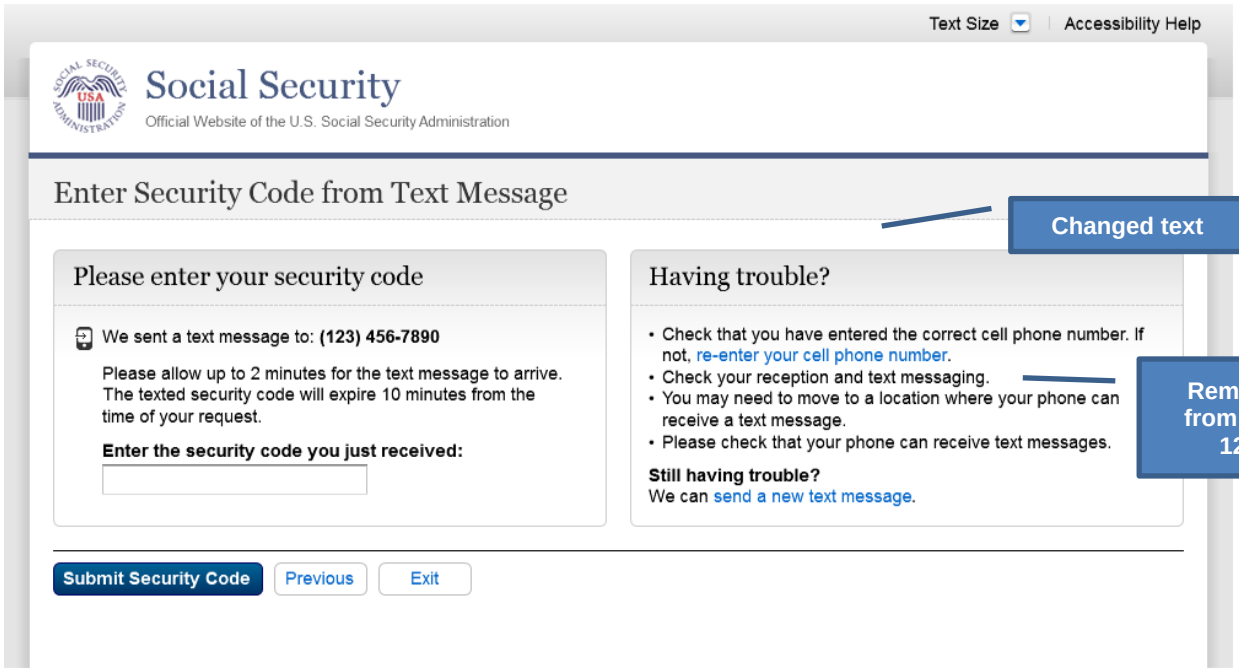
DRAFT

S4-P10 - Provide New Cell Phone Number



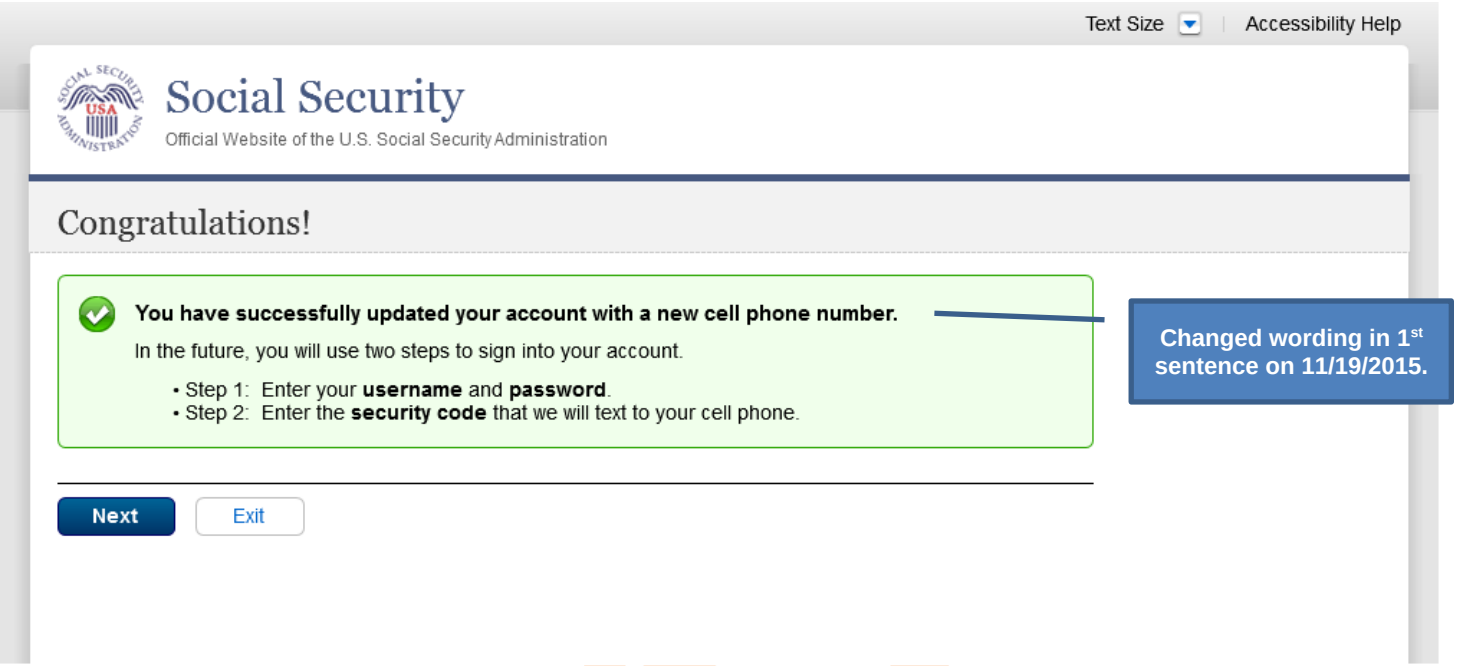
DRAFT

S4-P11 - Enter Texted Security Code_No Steps



DRAFT

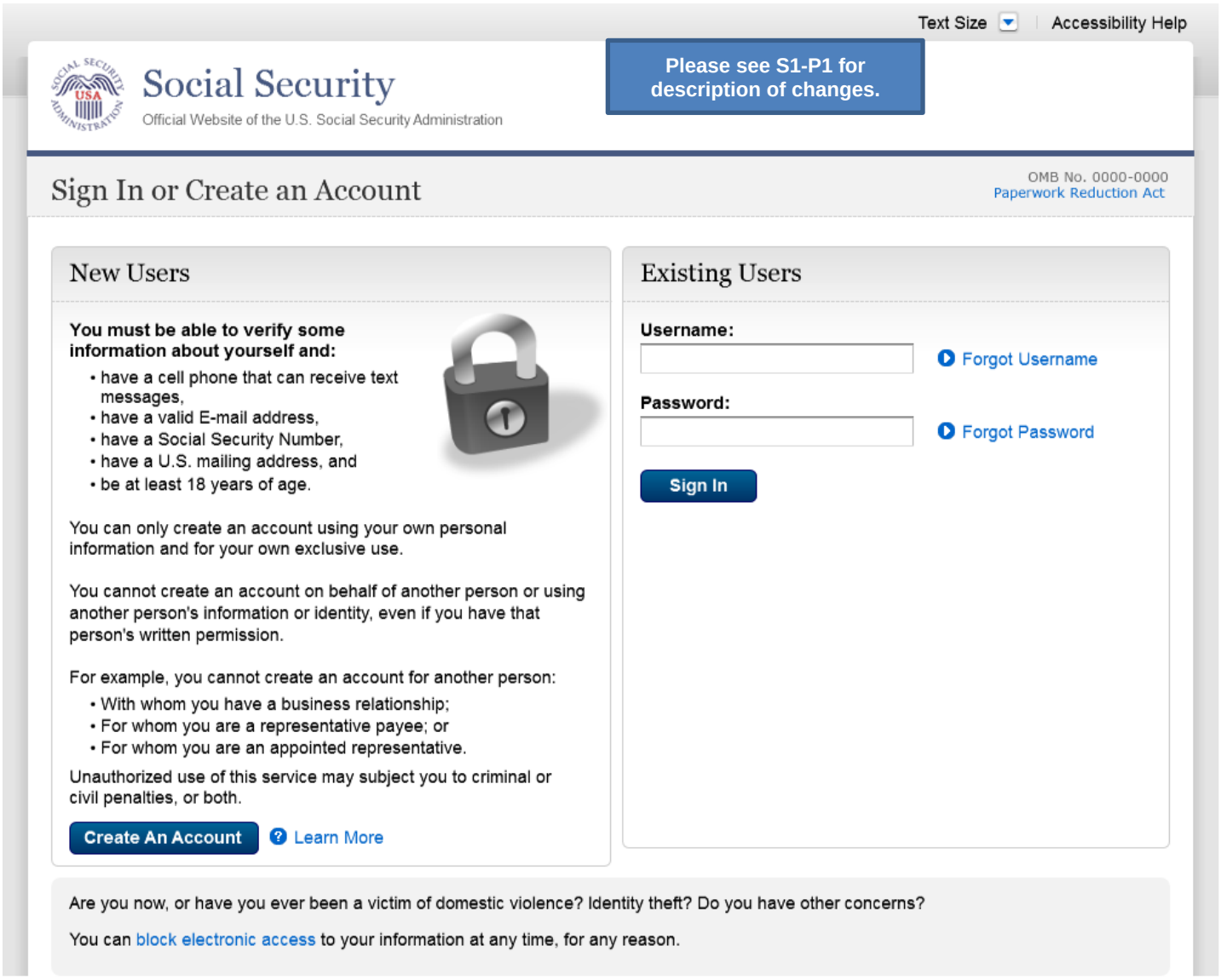
S4-P12 - Confirmation_New Cell Phone Number



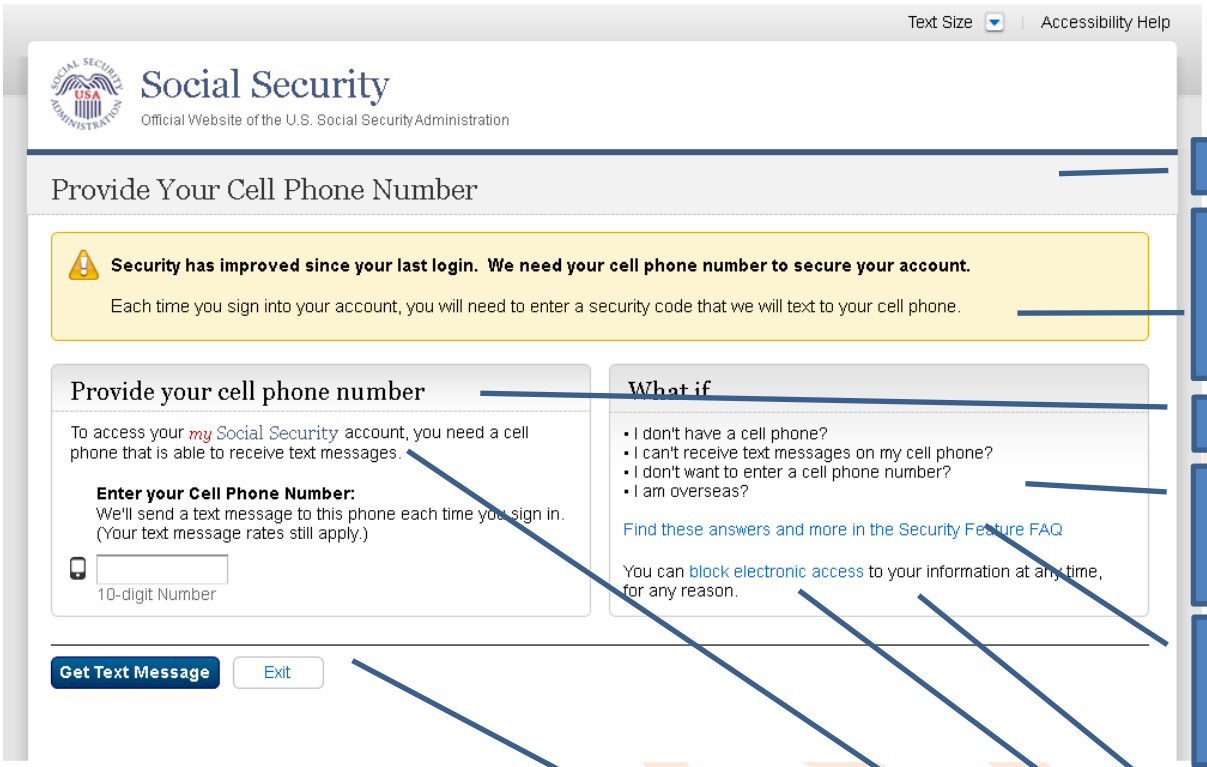
DRAFT

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

S5-P1 - Sign In



S5-P3- Provide Cell Phone Number_Grandfathered Account_No Steps



Changed wording

Added warning notice. Revised 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 12/17/15.

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.

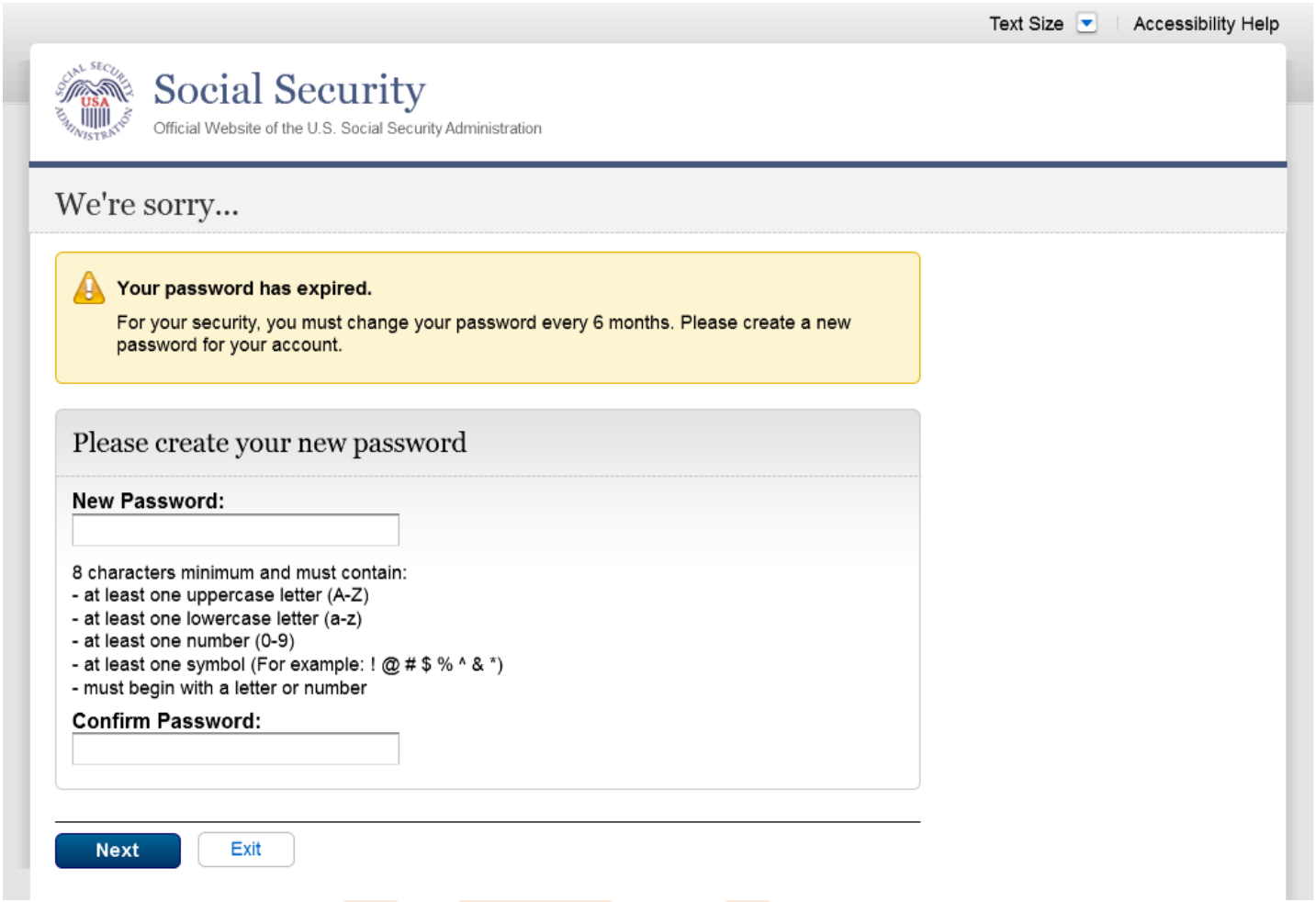
DRAFT

S5-P4 - Enter Texted Security Code_Phone Added Immediately Prior

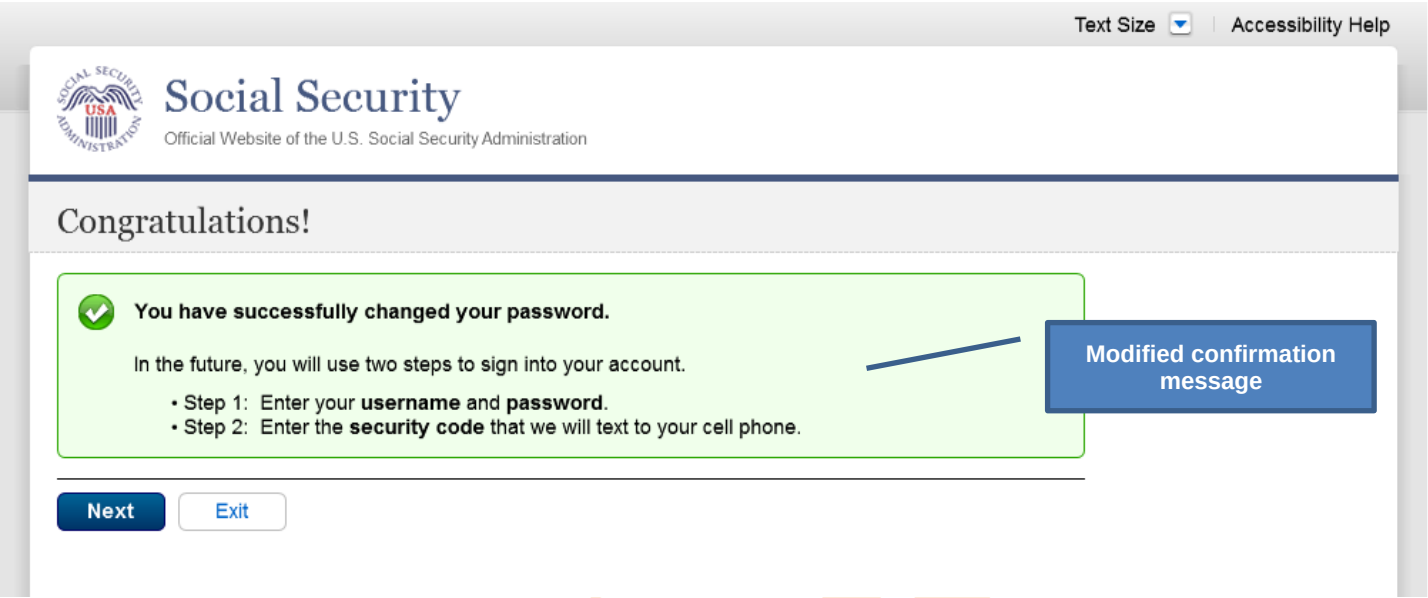
DRAFT

S5-P5 - Expired Password

No changes in this release.



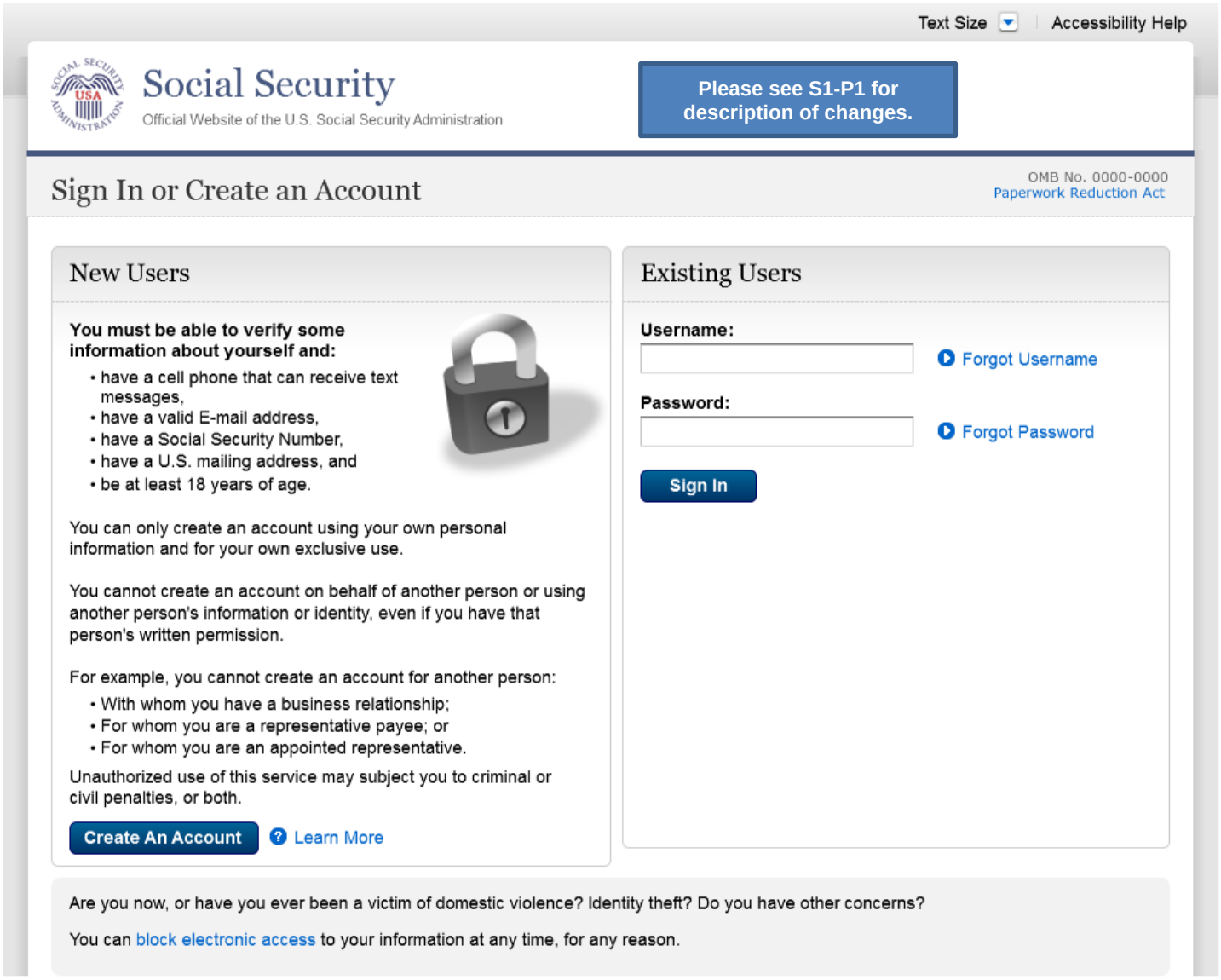
S5-P6 - Confirmation of Password Change



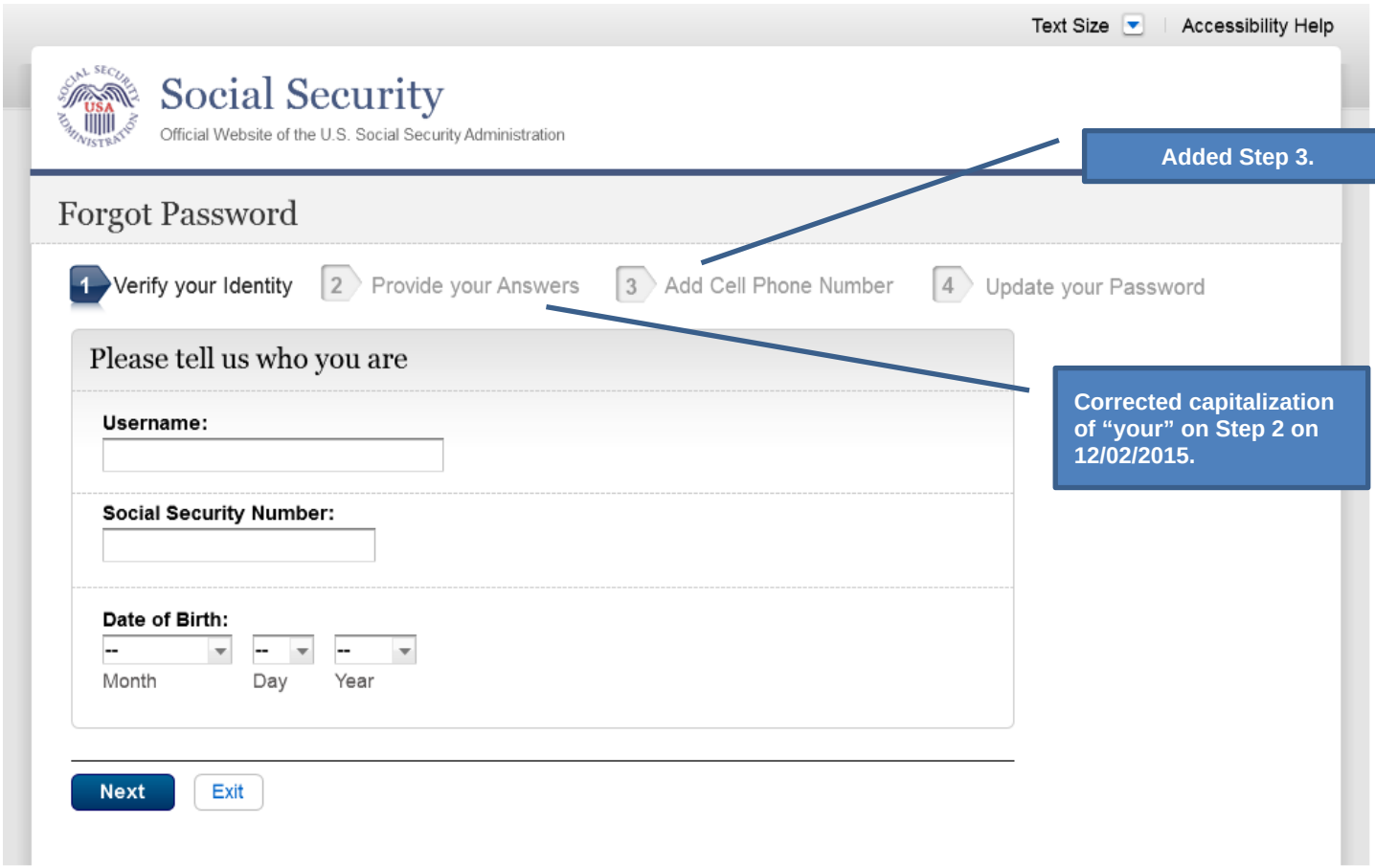
DRAFT

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

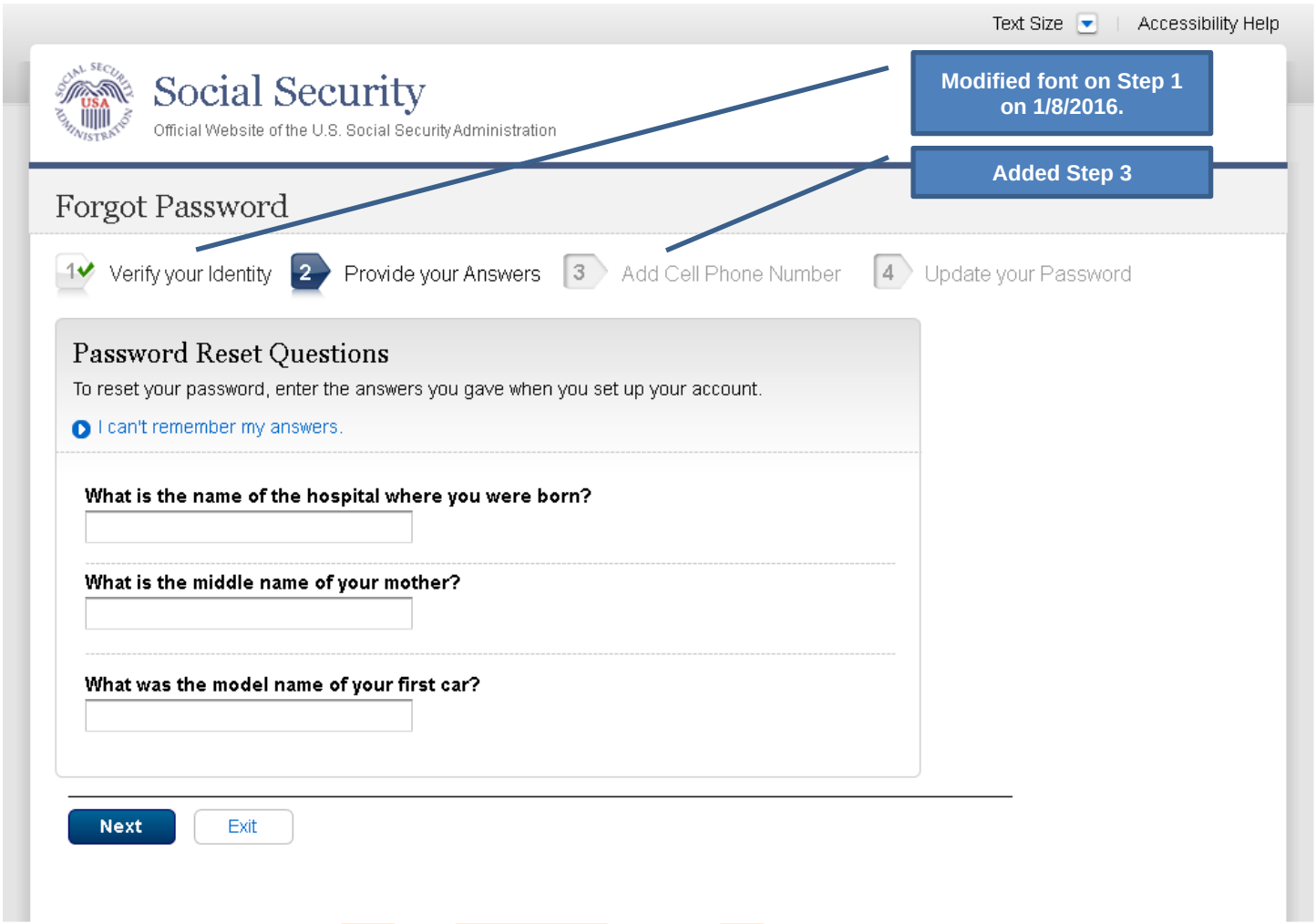
S6-P1 - Sign In



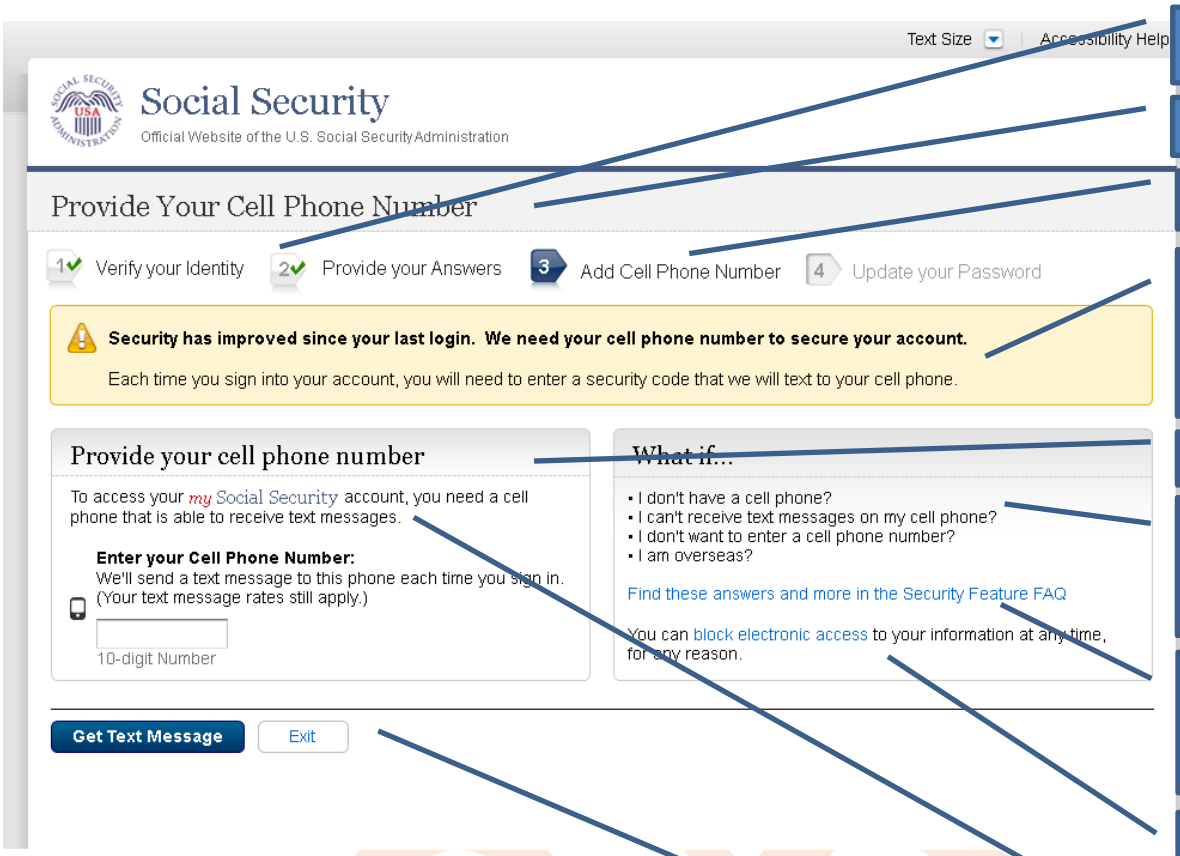
S6-P3 - Forgot Password_Grandfathered User_ Verify Identity



S6-P4 - Forgot Password_Grandfathered User_Provide Answers



S6-P5 - Provide Cell Phone Number_ Grandfathered User_ Forgot Password



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

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 12/17/15.

Changed "Security Features FAQ" to "Security Feature FAQ" on 2/22/2016.

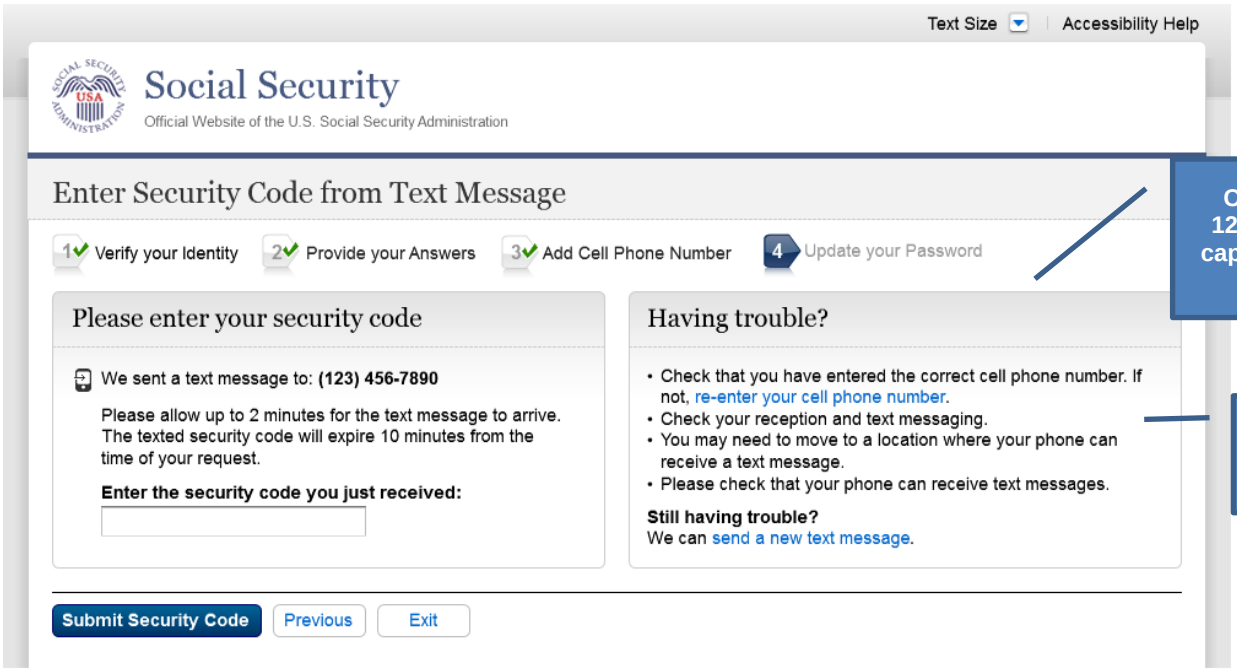
Added text on 11/19/2015.

Removed "Why?" link on 1/13/2016.

Removed Previous button on 12/02/2015.

DRAFT

S6-P6 - Enter Texted Security Code_Grandfathered User_Forgot Password

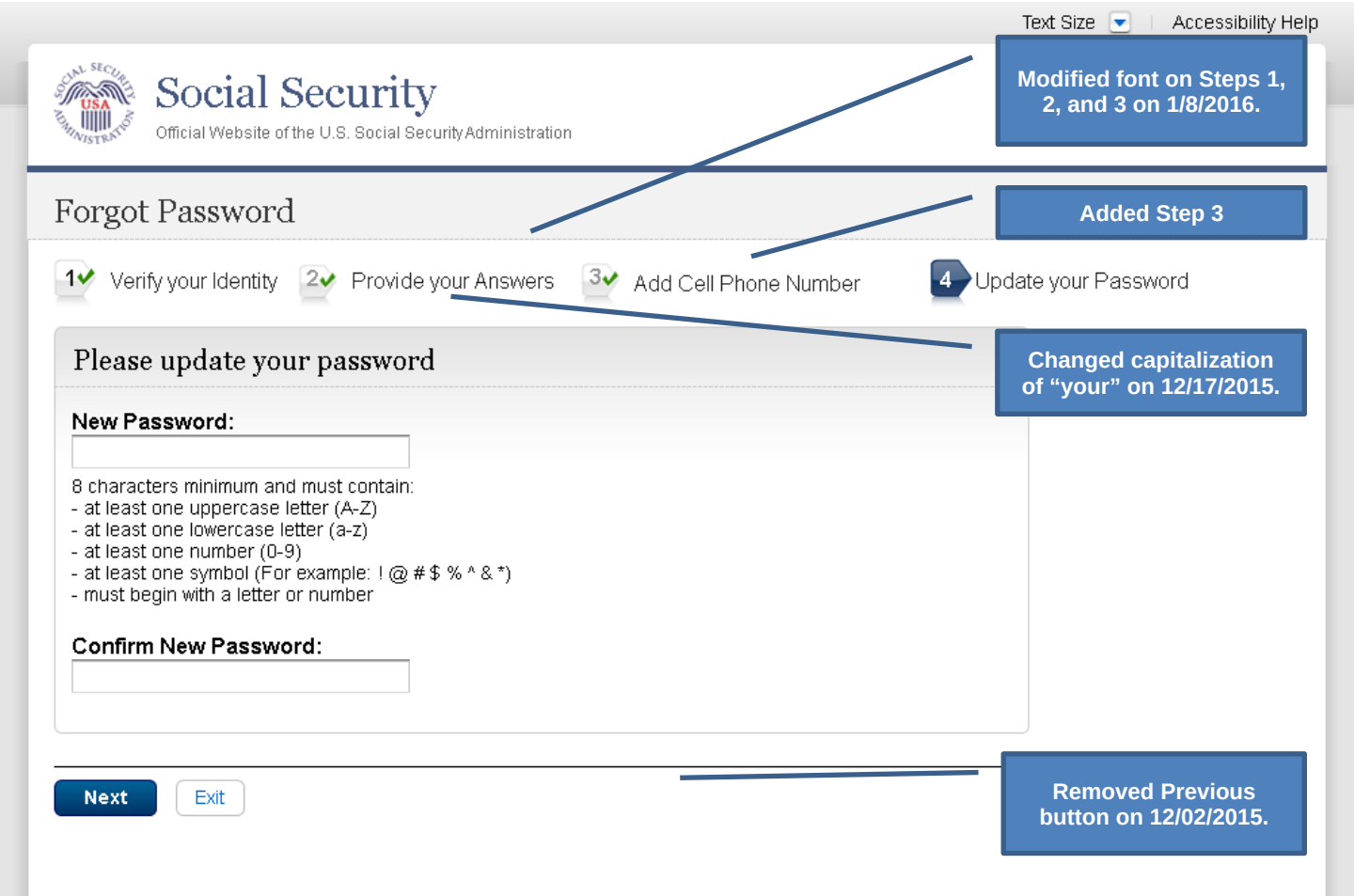


Corrected steps on 12/02/2015. Changed capitalization of "your" on 12/17/2015.

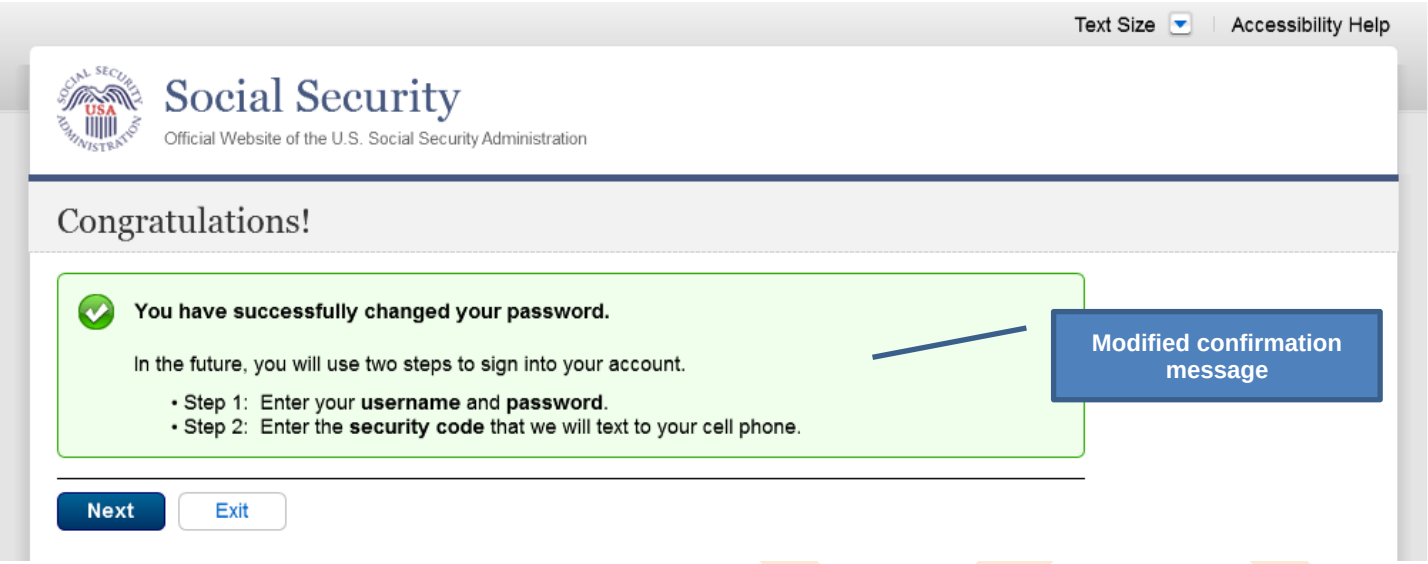
Removed "SMS" from 2nd bullet on 12/17/2015.

DRAFT

S6-P7 - Update Password_Grandfathered User



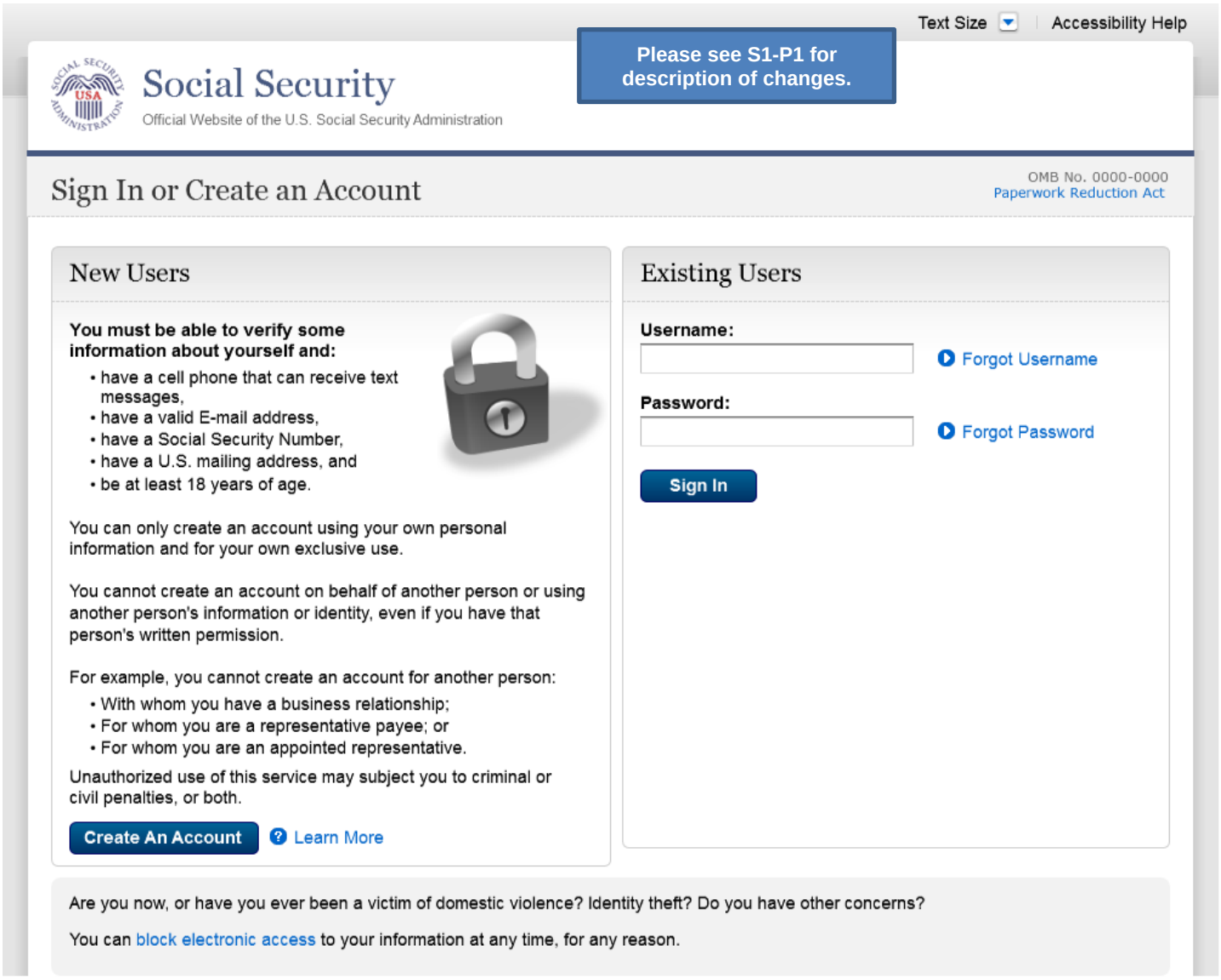
S6-P8 - Confirmation of Password Change



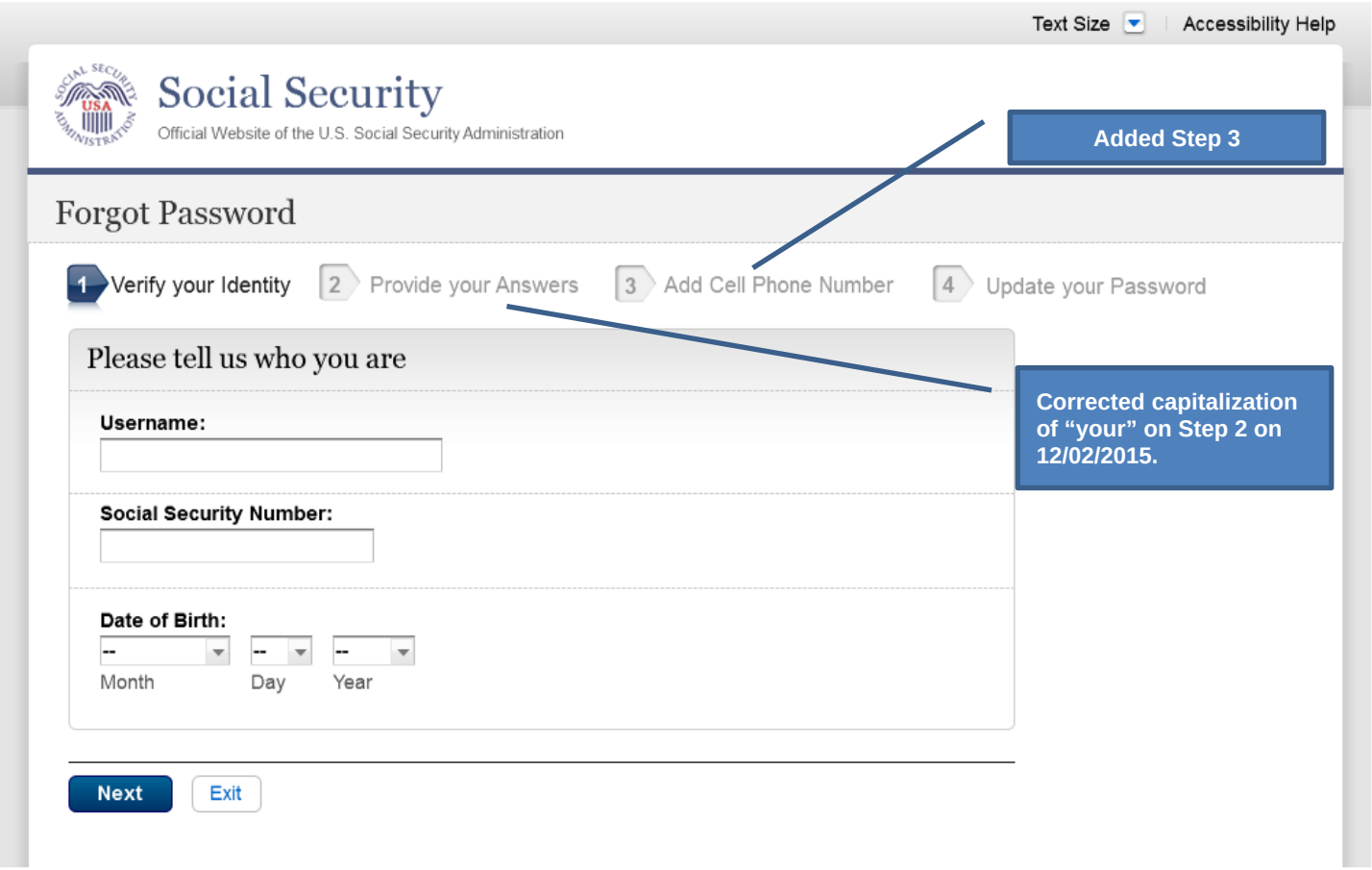
DRAFT

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

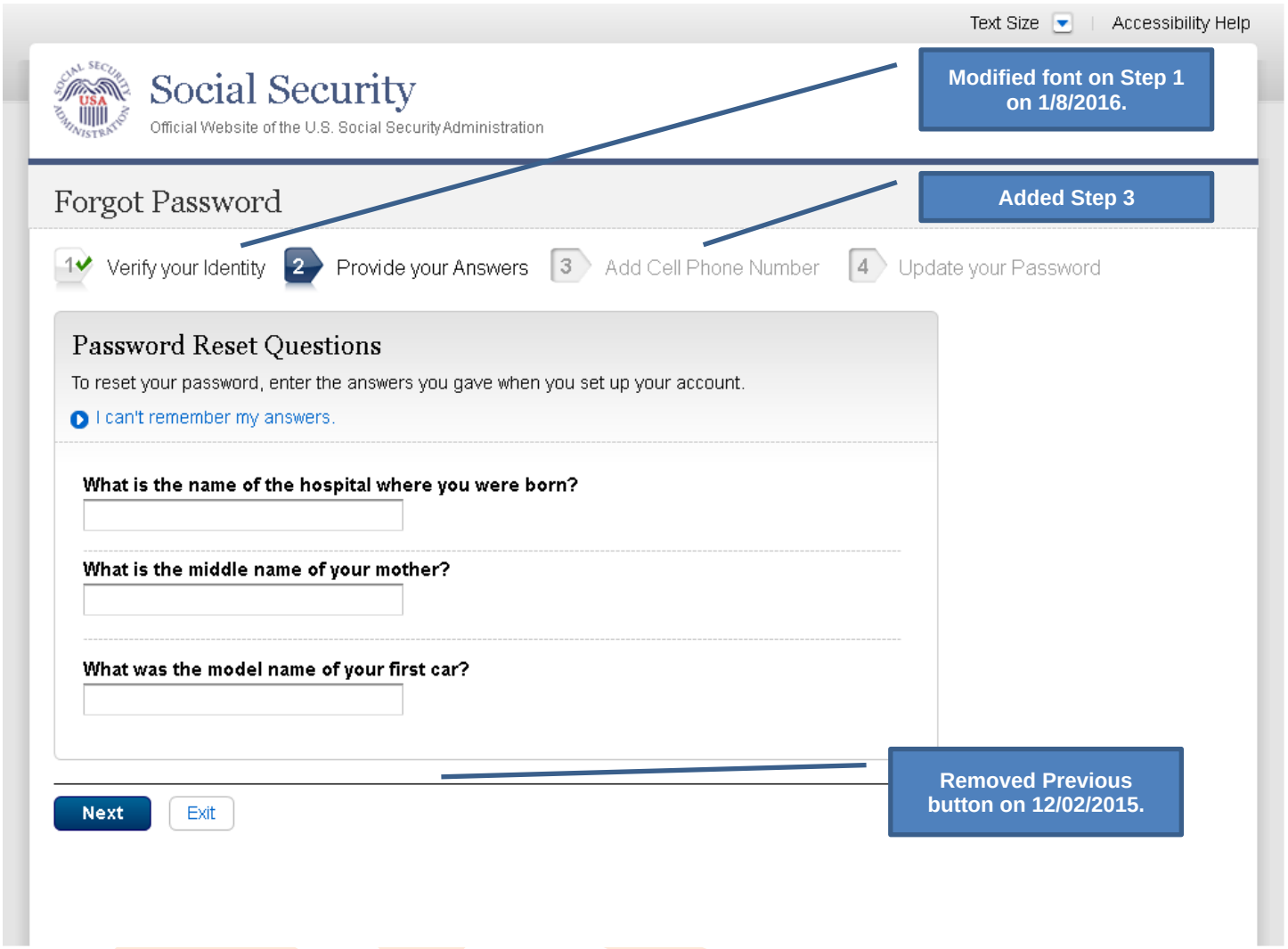
S7-P1 Sign In



S7-P3 - Forgot Password_Grandfathered User_ Verify Identity

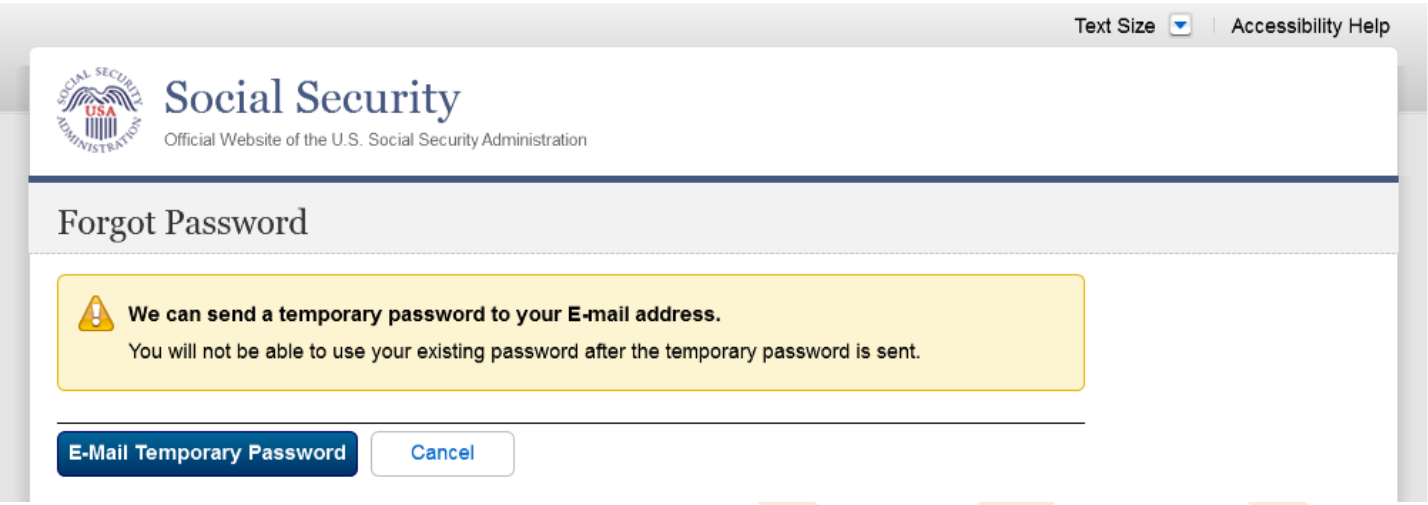


S7-P4 - Forgot Password_Grandfathered User_Provide Answers



S7-P5 - Forgot Password - Send Temporary Password

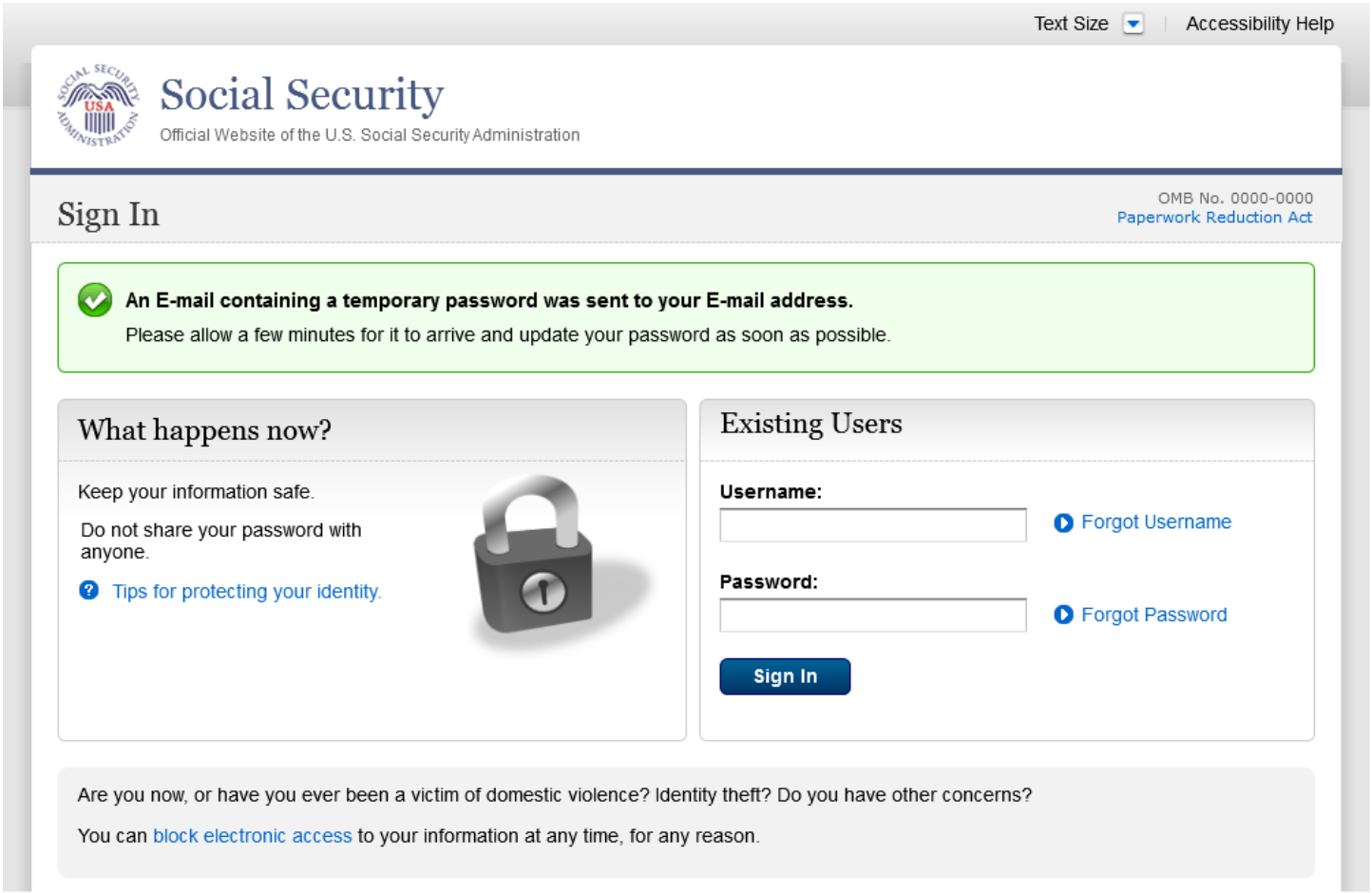
No changes in this release.



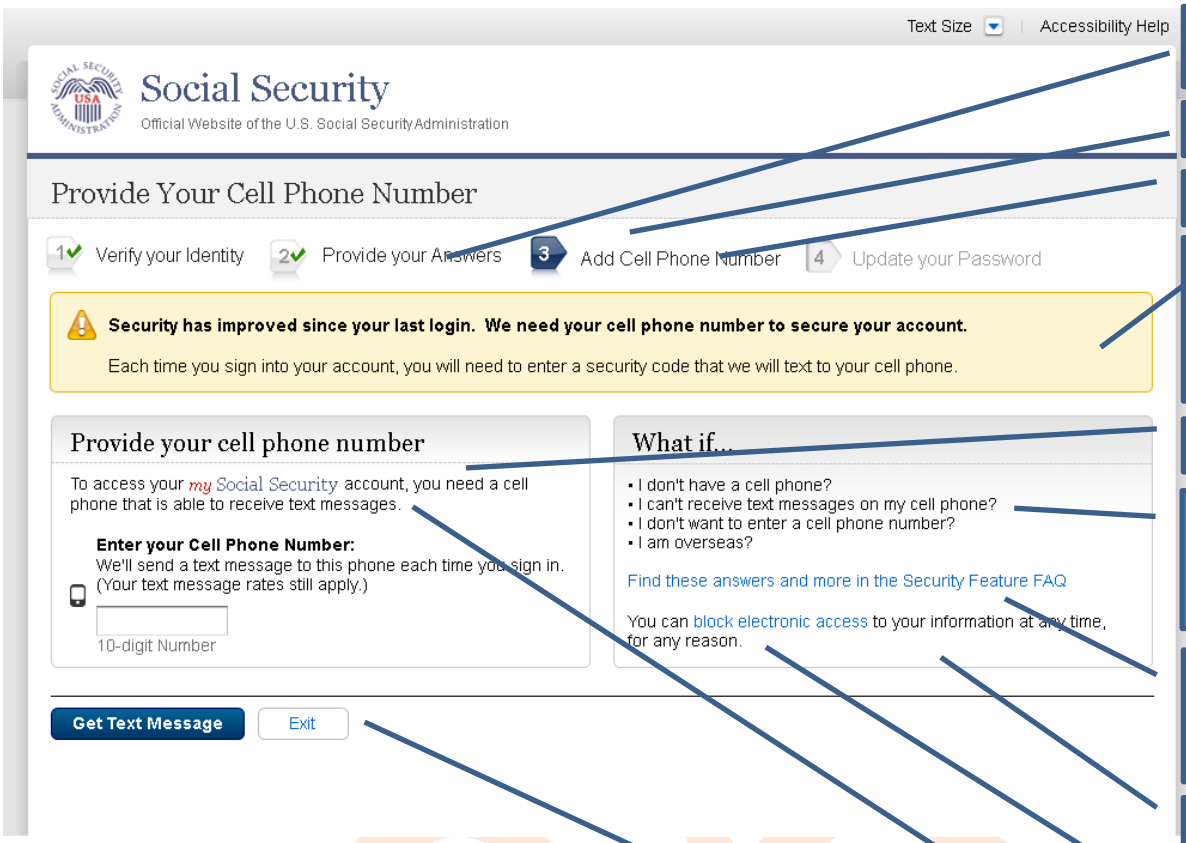
DRAFT

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 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.

Changed "Security Features FAQ" to "Security Feature FAQ" on 2/22/2016.

Added container

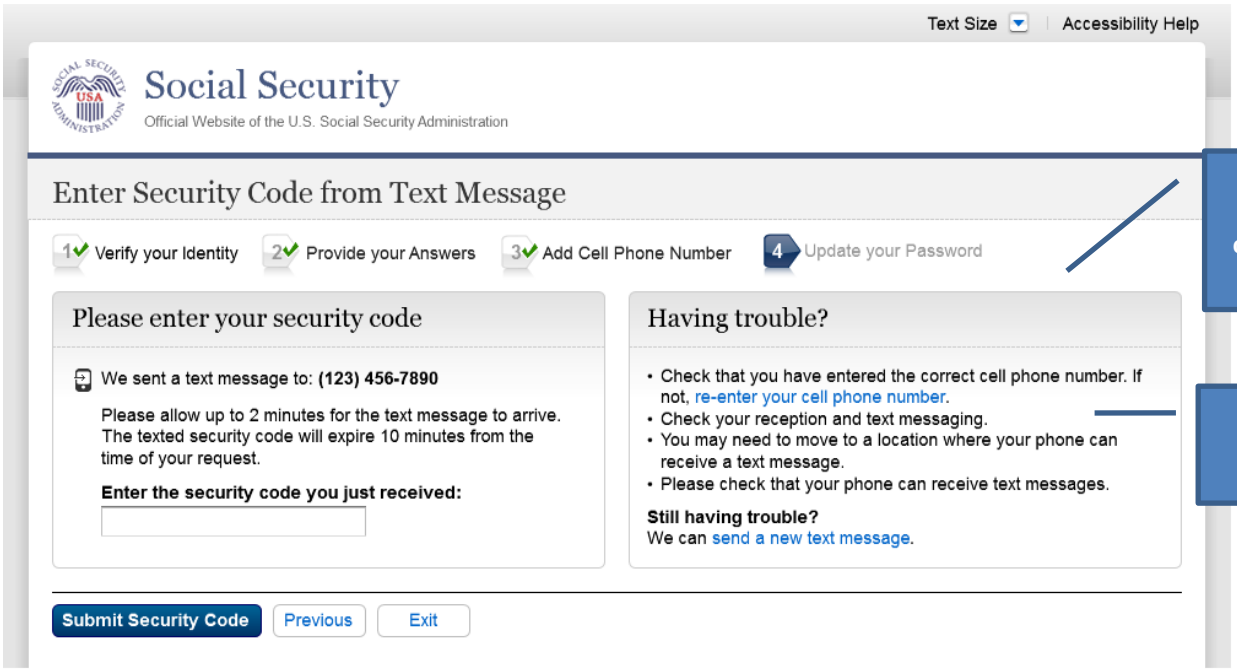
Added text on 11/19/2015.

Removed "Why?" link on 1/13/2016.

Removed Previous button on 12/02/2015.

DRAFT

S7-P10 - Enter Texted Security Code_Grandfathered User_Forgot Password

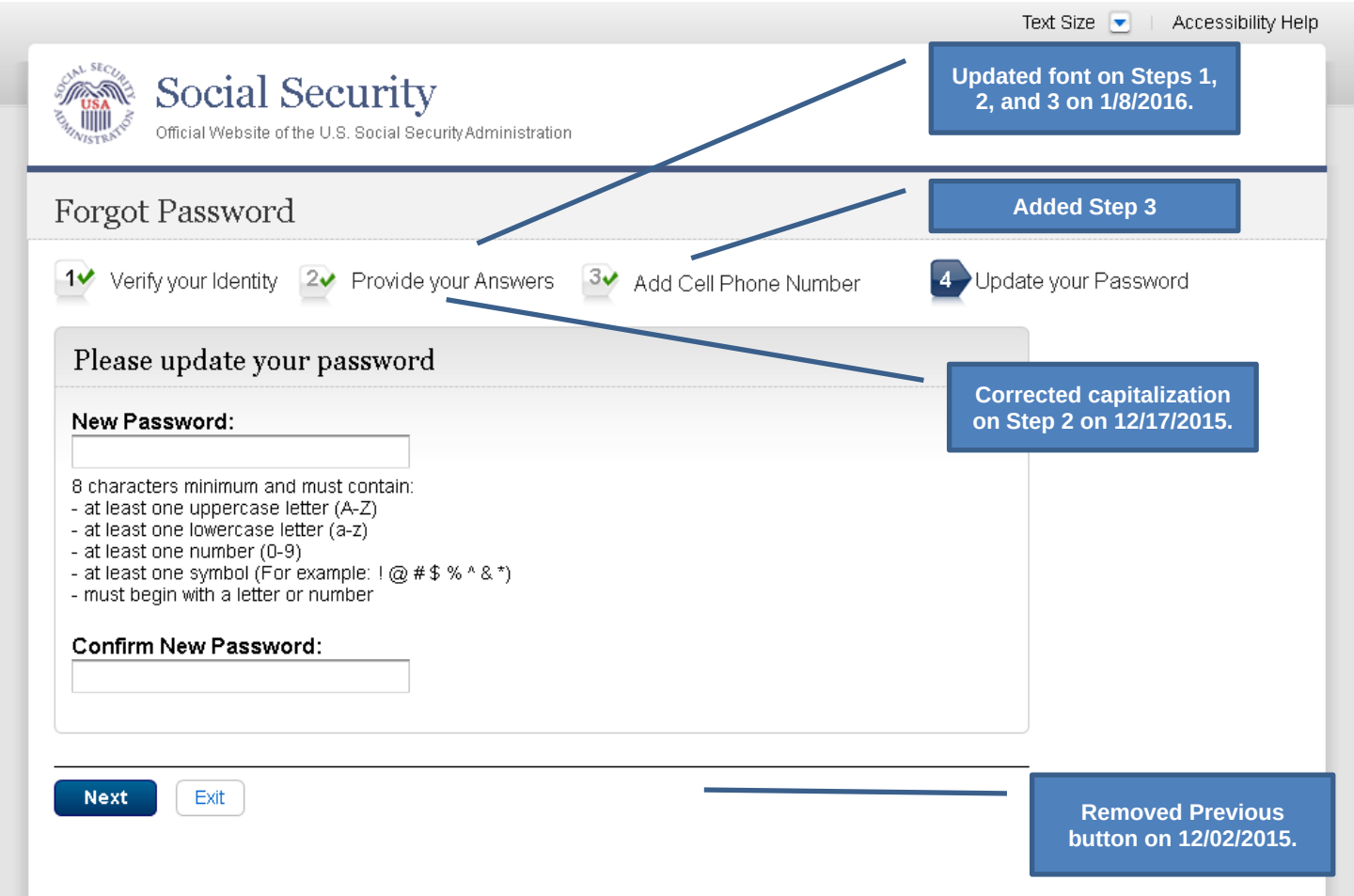


Corrected steps on 12/02/2015. Changed capitalization of "your" on 12/17/2015.

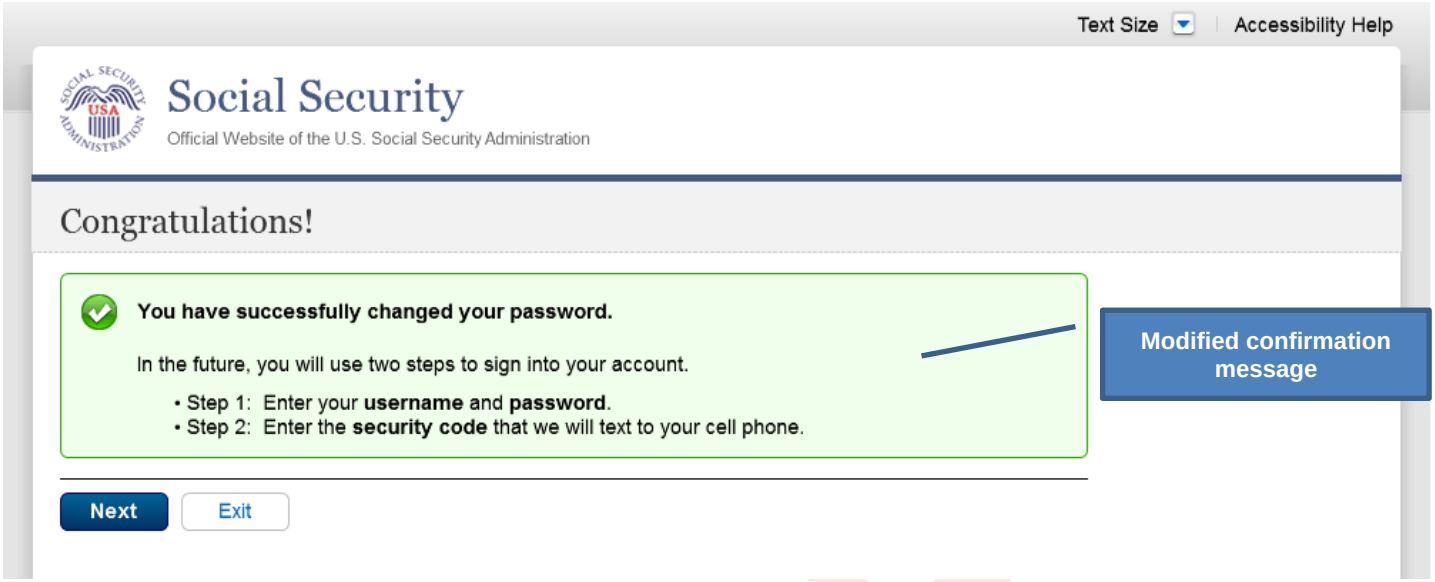
Removed "SMS" from 2nd bullet on 12/17/2015.

DRAFT

S7-P11 - Update Password_Grandfathered User



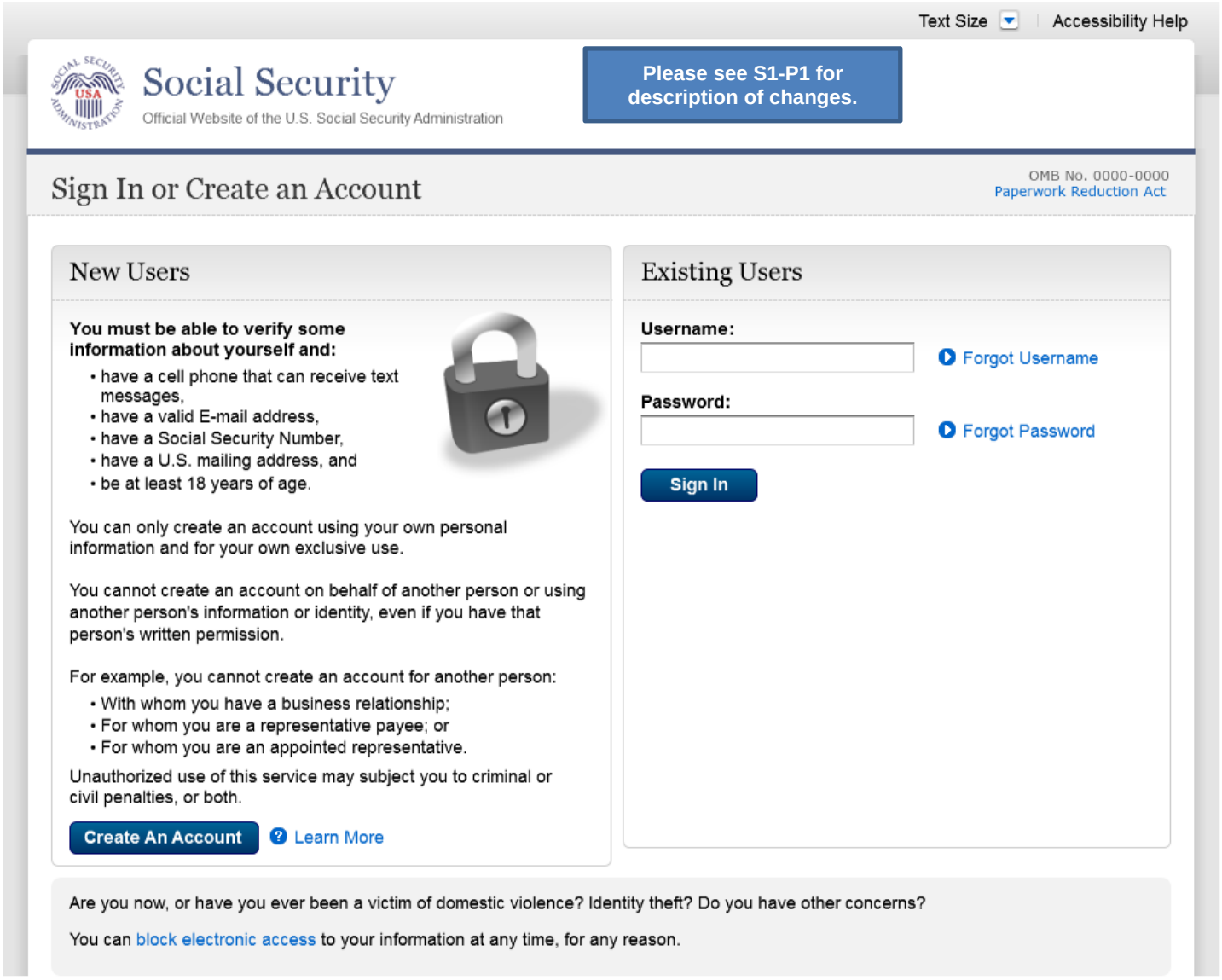
S7-P12 - Confirmation of Password Change



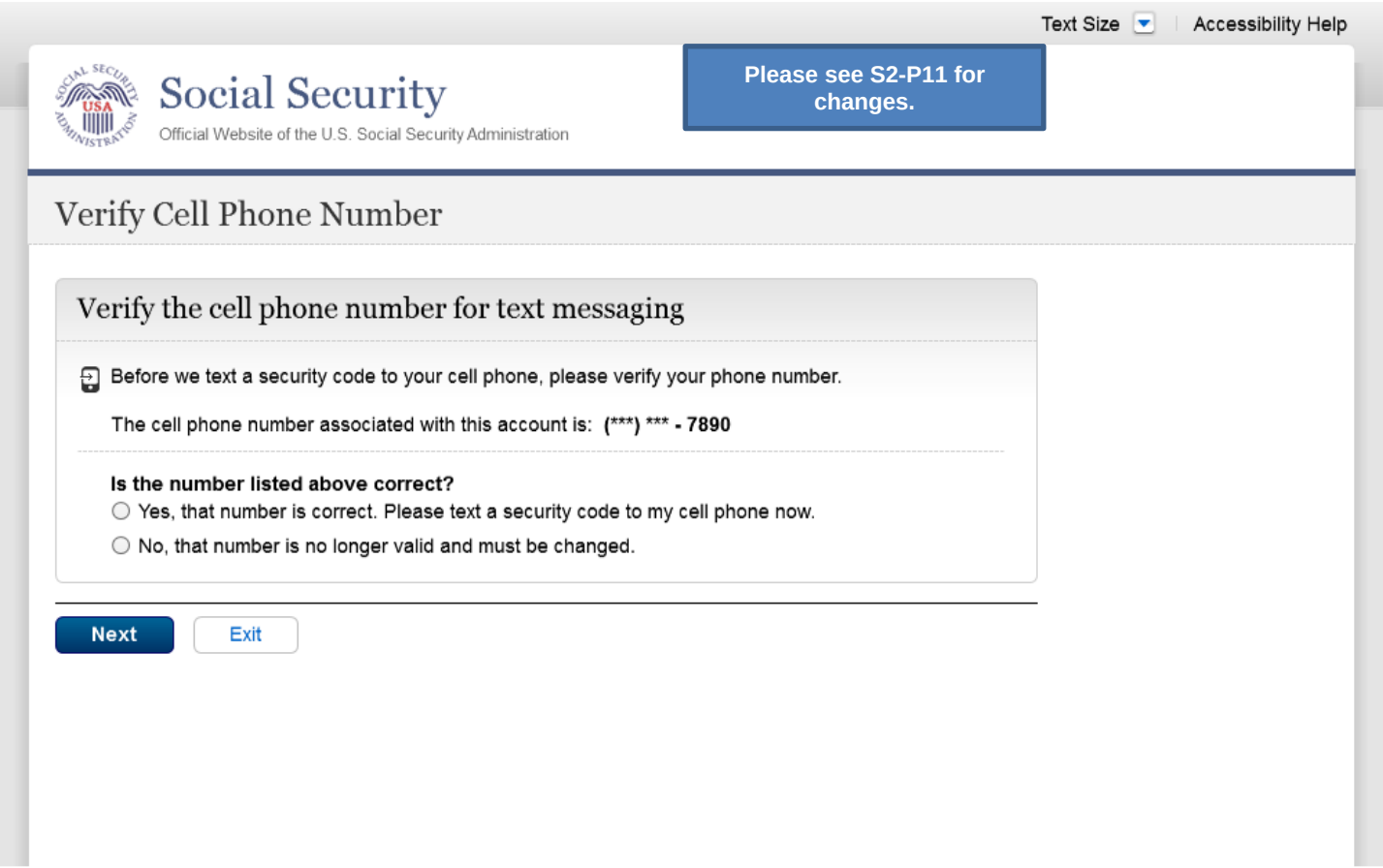
DRAFT

Scenario 8: Login Happy Path (All Users)

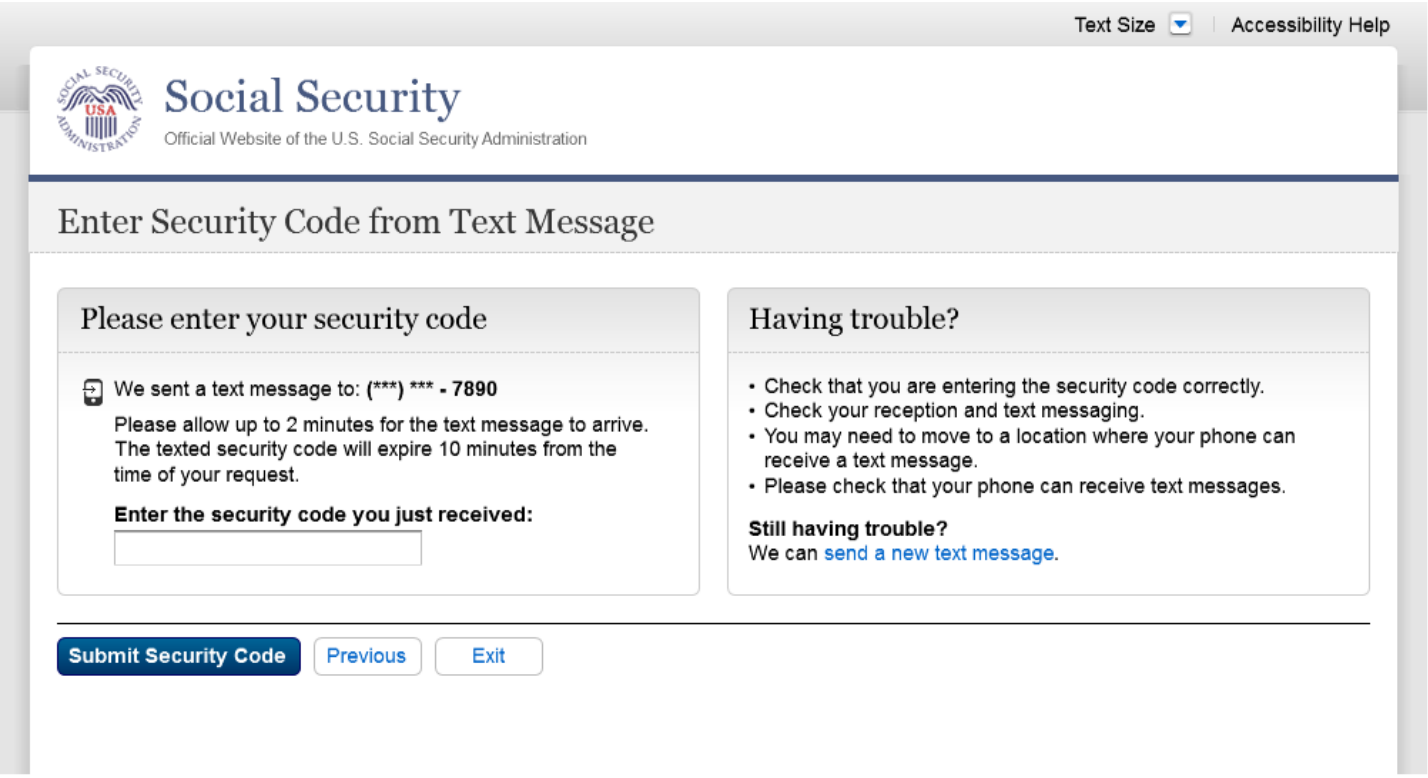
S8-P1 Sign In



S8-P2 Verify Cell Phone Number

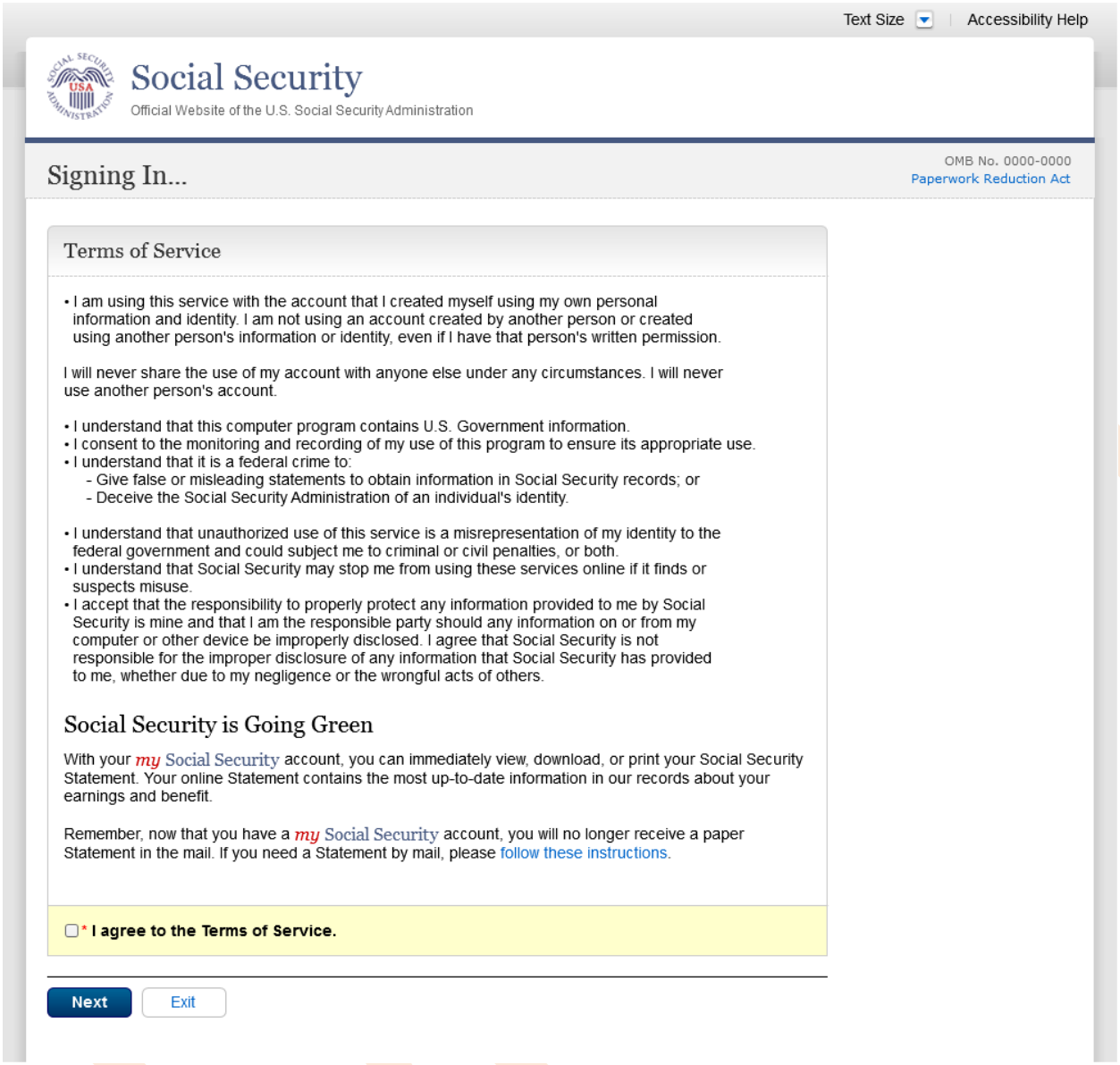


S8-P3 Enter Texted Security Code

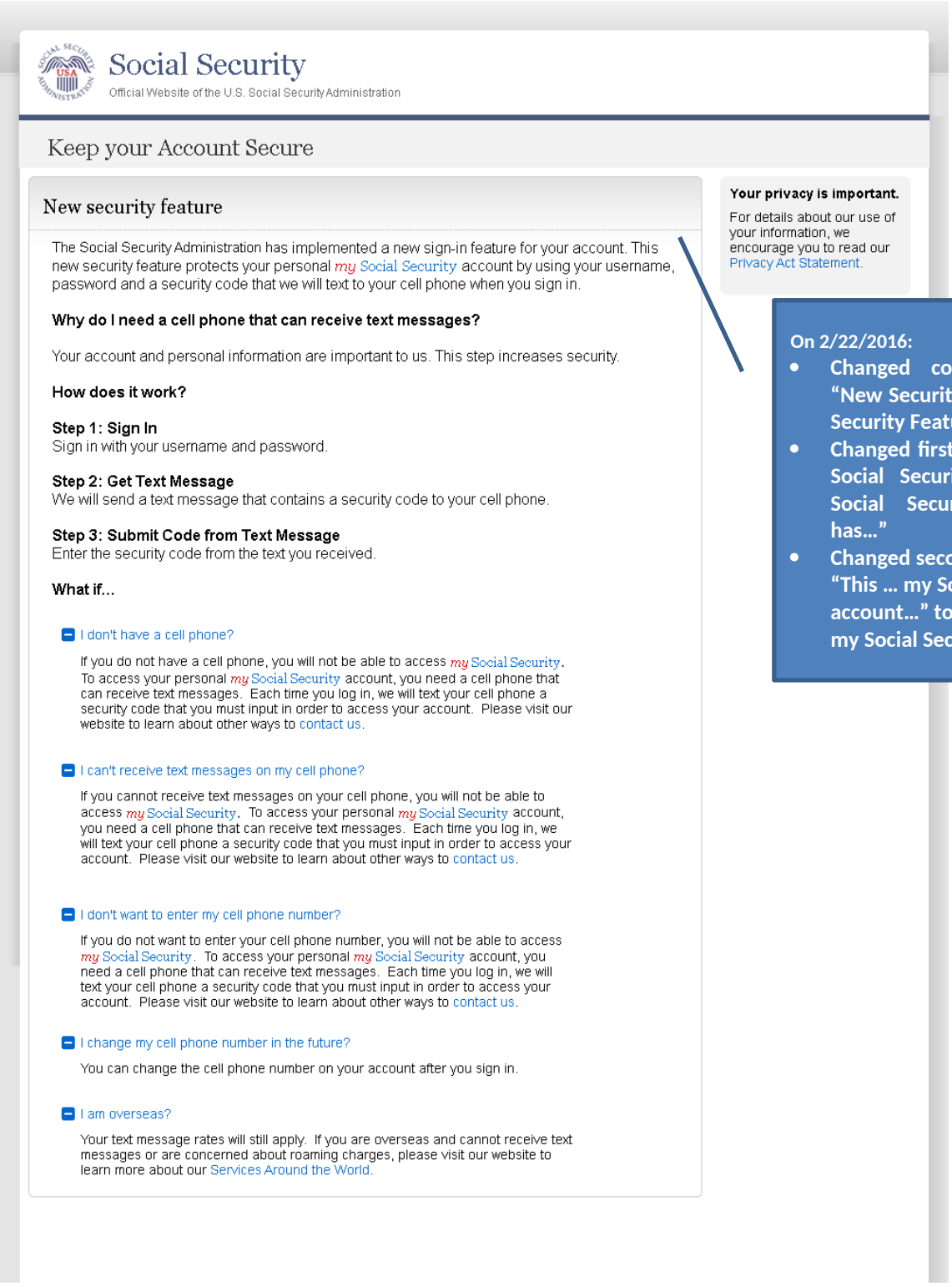


DRAFT

S8-P4 my Social Security Terms of Service



Security Feature FAQ



Social Security

Official Website of the U.S. Social Security Administration

Keep your Account Secure

New security feature

The Social Security Administration has implemented a new sign-in feature for your account. This new security feature protects your personal *my* Social Security account by using your username, password and a security code that we will text to your cell phone when you sign in.

Why do I need a cell phone that can receive text messages?

Your account and personal information are important to us. This step increases security.

How does it work?

Step 1: Sign In
Sign in with your username and password.

Step 2: Get Text Message
We will send a text message that contains a security code to your cell phone.

Step 3: Submit Code from Text Message
Enter the security code from the text you received.

What if...

- I don't have a cell phone?

  If you do not have a cell phone, you will not be able to access *my* Social Security. To access your personal *my* Social Security account, you need a cell phone that can receive text messages. Each time you log in, we will text your cell phone a security code that you must input in order to access your account. Please visit our website to learn about other ways to contact us.

- I can't receive text messages on my cell phone?

  If you cannot receive text messages on your cell phone, you will not be able to access *my* Social Security. To access your personal *my* Social Security account, you need a cell phone that can receive text messages. Each time you log in, we will text your cell phone a security code that you must input in order to access your account. Please visit our website to learn about other ways to contact us.

- I don't want to enter my cell phone number?

  If you do not want to enter your cell phone number, you will not be able to access *my* Social Security. To access your personal *my* Social Security account, you need a cell phone that can receive text messages. Each time you log in, we will text your cell phone a security code that you must input in order to access your account. Please visit our website to learn about other ways to contact us.

- I change my cell phone number in the future?

  You can change the cell phone number on your account after you sign in.

- I am overseas?

  Your text message rates will still apply. If you are overseas and cannot receive text messages or are concerned about roaming charges, please visit our website to learn more about our Services Around the World.

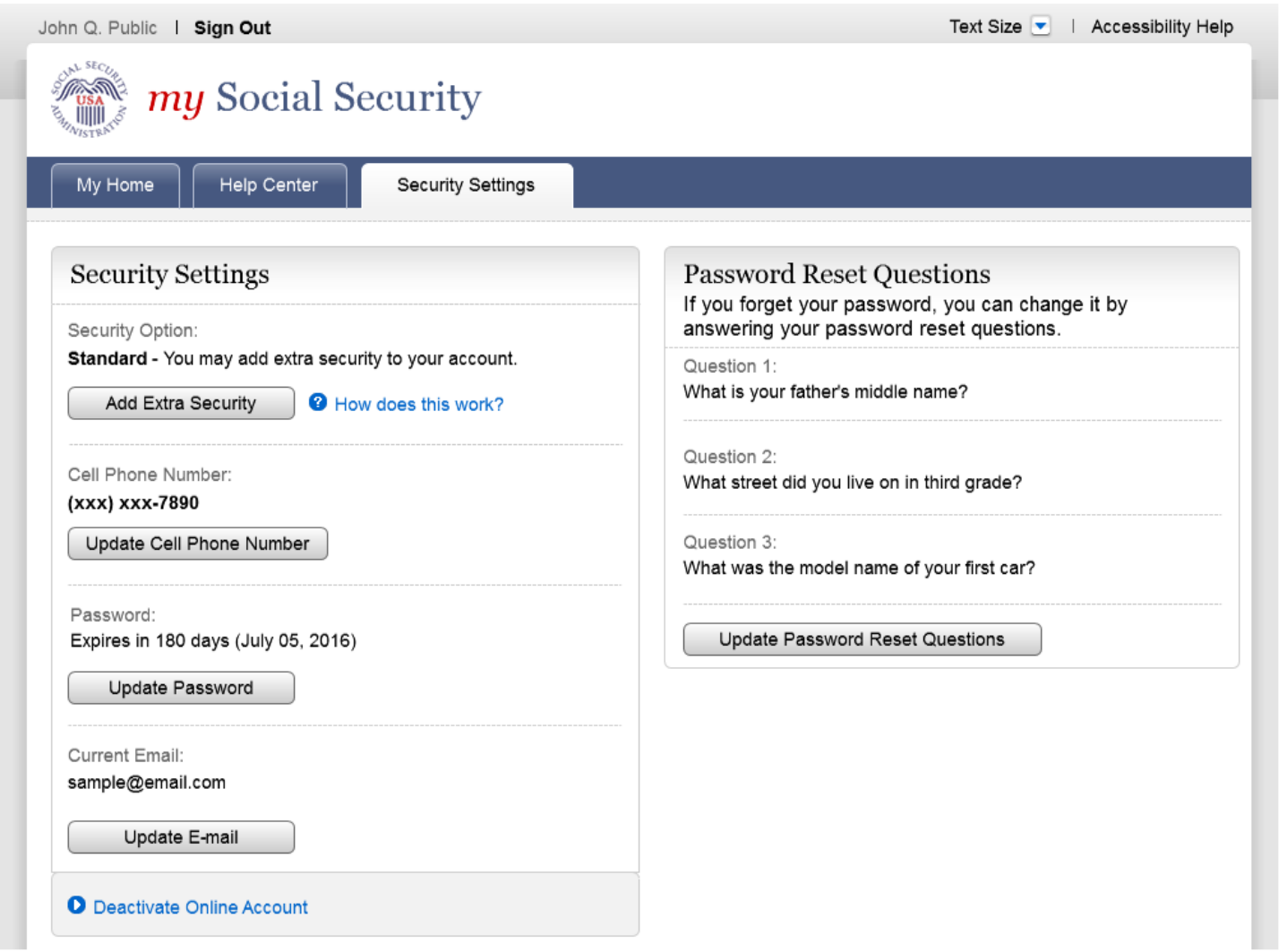
Your privacy is important.
For details about our use of your information, we encourage you to read our Privacy Act Statement.

On 2/22/2016:

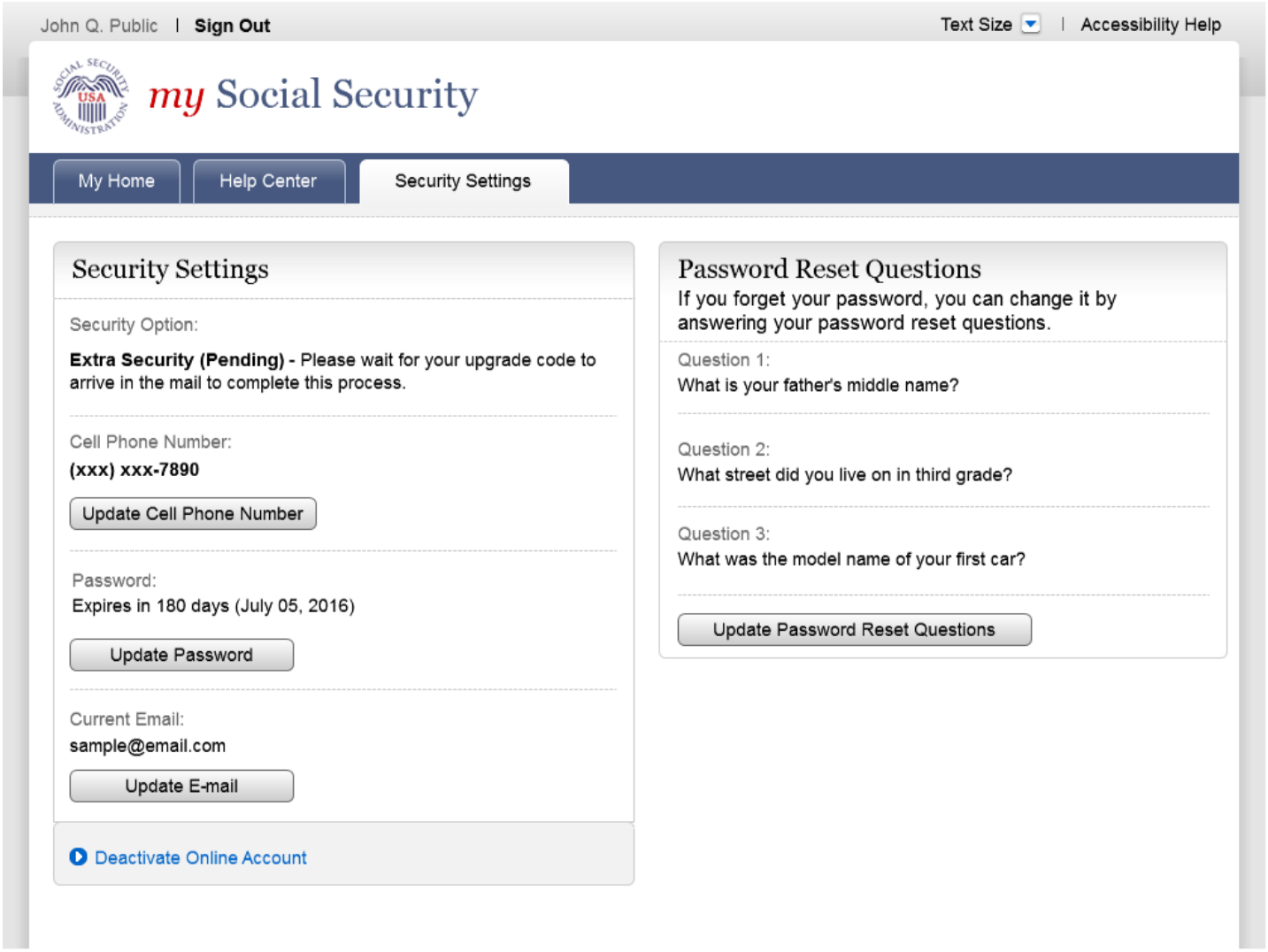
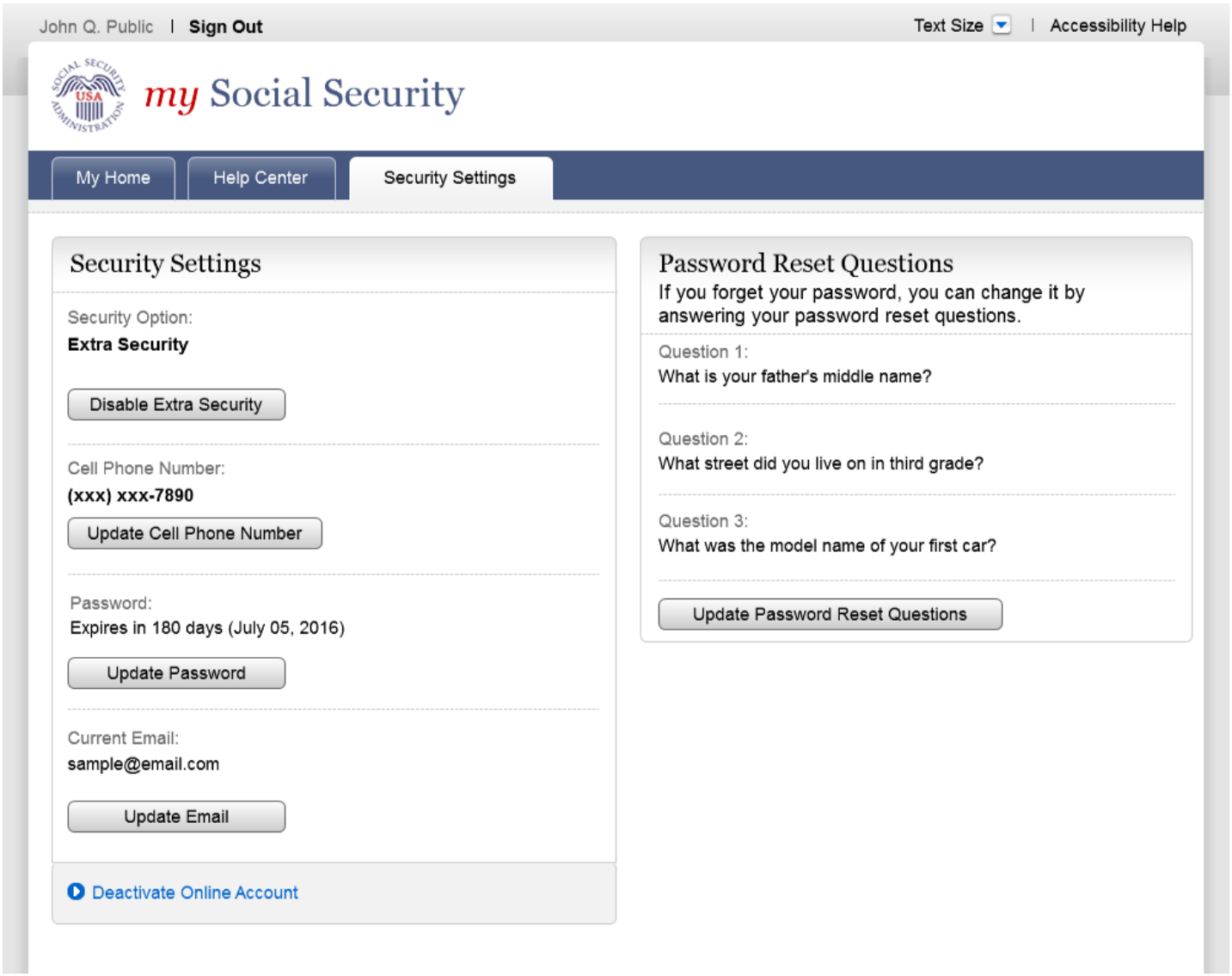
- **Changed container title from "New Security Features" to "New Security Feature".**
- **Changed first sentence from "my Social Security has..." to "The Social Security Administration has..."**
- **Changed second sentence from "This ... my Social Security account..." to "This ... personal my Social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

my Social Security - Security Settings

Standard Account



Enhanced (Pending) Account



Enhanced Account