



**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	<ul style="list-style-type: none"> <li>Globally changed formatting of "my Social Security".</li> <li>Globally masked first 6 digits of user's cell phone number.</li> <li>On pages collecting address, removed link for user to add a street address line and removed square brackets from State/Territory label.</li> <li>Added bullet about SMS-enabled cell phone to Sign In and Create Account ToS.</li> <li>Fixed capitization of "Do" in footer on Sign In screen.</li> <li>On Verify Info page, remove "add another line" from Address input areas where it is not applicable.</li> <li>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.</li> <li>On Provide Your Cell Phone Number screens for existing accounts, added link to block access.</li> <li>Modified heading and text on the Do You have Your Upgrade Code Letter? screen to remove references to the user's cell phone.</li> <li>Removed Having Trouble container from Enter Upgrade Code screen.</li> <li>Added sign-in happy path screens</li> </ul>		Beth Hanst
0.4 (Draft)	12/02/2015	<ul style="list-style-type: none"> <li>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.</li> <li>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).</li> <li>Corrected steps on Entered Texted Security Code for grandfathered account when user has forgotten password (S6-P6, S7-P4, S7-P10).</li> <li>Updated language on Update Phone Number screen (S4-P4) to refer to cell phone update code letter consistently.</li> </ul>		Beth Hanst
0.5 (Draft)	12/17/2015	<ul style="list-style-type: none"> <li>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.</li> <li>Globally changed "email" to "E-mail".</li> <li>Changed "SMS-enabled cell phone" to "cell phone that can receive text messages" on Sign In and Create Account Terms of Service screens.</li> <li>Removed "SMS" from Enter Texted Code screens.</li> <li>Removed "We use their fraud prevention services...theft." on Create Account Terms of Service screen.</li> <li>Changed container heading from "Upgrade your security" to "Add extra security" on Verify Identity screen.</li> <li>Removed "For your protection," from second sentence in yellow container on Provide Your Cell Phone Number screens.</li> <li>In What If??? Container on Provide Your Cell Phone Number screens, made slight wording changes and changed order of questions.</li> <li>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.</li> <li>Globally revised references to "upgrading security level" to "adding extra security", and "upgrade code letter" to "extra security letter". Affects Add Extra Security screens.</li> <li>Removed steps on Add Extra Security screens.</li> <li>Globally revised "update cell phone number" to "change cell phone</li> </ul>		Beth Hanst

		<p>number”, and “update code” to “reset code”. Affects Change Cell Phone Number screen and related Confirmation of Letter screen.</p> <ul style="list-style-type: none"> <li>• Modified capitalization of “your” in steps on Forgot Password screens to mirror production screens.</li> <li>• Added FAQs screen.</li> <li>• Removed screen S4-P9.</li> </ul>		
0.6 (Draft)	12/23/2015	<ul style="list-style-type: none"> <li>• Updated text for S1-P6 confirmation notification</li> <li>• Added “I don’t have a phone number” to primary phone number box on S4-P4</li> <li>• Added page S4-P9 into scenario 4</li> <li>• Updated text for new requirements on S4-P9</li> </ul>		Kirk Crawford
0.7 (Draft)	1/8/2016	<ul style="list-style-type: none"> <li>• Updated text for S1-P6 and S2-P6 notification.</li> <li>• Removed screen S4-P3.</li> <li>• Removed “I don’t have a phone number” link from primary phone number field on S4-P4.</li> <li>• Corrected font of progress steps in Scenarios 6 and 7 (S6-P4, S6-P5, S6-P7, S7-P4, S7-P9, S7-P11).</li> <li>• Removed FAQs screen, pending feedback from OCOMM and OEST.</li> </ul>		Beth Hanst
0.8 (Draft)	1/11/2016	<ul style="list-style-type: none"> <li>• Added FAQs screen into package, reflecting language provided by OCOMM on 1/11/2016.</li> <li>• Added <i>my Social Security</i> – Security Settings screens.</li> </ul>		Beth Hanst
0.9 (Draft)	1/12/2016	<ul style="list-style-type: none"> <li>• Added explanatory language to page containing screen S4-P4.</li> <li>• Changed the title of the page containing screen S4-P7.</li> <li>• Corrected S4-P9, replacing “update” with “reset”. Also, added the word “code” to the container heading.</li> </ul>		Beth Hanst
0.10 (Draft)	1/13/2016	<ul style="list-style-type: none"> <li>• Removed “Why?” link from Provide Cell Phone Number screens.</li> </ul>		Beth Hanst
1.0 (Final)	2/22/2016	<p>Per feedback received during AC review:</p> <ul style="list-style-type: none"> <li>• Updated Security Feature FAQ screen <ul style="list-style-type: none"> <li>o Changed container title from “New Security Features” to “New Security Feature”.</li> <li>o In first sentence, changed “my Social Security has...” to “The Social Security Administration has...”</li> <li>o In second sentence, changed “This ... my Social Security account...” to “This ... personal my Social Security account...”</li> </ul> </li> <li>• Changed link on following screens from “... Security Features FAQ” to “... Security Feature FAQ” <ul style="list-style-type: none"> <li>o S1-P6</li> <li>o S2-P6</li> <li>o S3-P3</li> <li>o S5-P3</li> <li>o S6-P5</li> <li>o S7-P9</li> </ul> </li> <li>• Updated “features” to “feature” on following screens <ul style="list-style-type: none"> <li>o S2-P14</li> <li>o S2-P15</li> </ul> </li> </ul>		Beth Hanst

# Scenario 1: Create LOA2 Account

## S1-P1 - Sign In

Text Size | Accessibility Help

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

### Sign In or Create an Account

#### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

#### Existing Users

**Username:**  
 [Forgot Username](#)

**Password:**  
 [Forgot Password](#)

[Sign In](#)


Added 1<sup>st</sup> 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.

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?  
You can [block electronic access](#) to your information at any time, for any reason.

# S1-P2 - Terms of Service

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.

\* I agree to the Terms of Service.

[Next](#) [Exit](#)

Added 1<sup>st</sup> 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

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

Added Step 4

#### 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](#)

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

Restored container heading to "Add extra security" on 12/17/2015.

Text change

#### 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.



## S1-P4 - Secure Identity

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

**Added Step 4**

#### Please tell us about yourself

The following questions ask you for information that only you are likely to know. These questions help ensure that only you can create an account in your name. We will not store your answers.

[? Why are these questions important?](#)

**In which of the following cities have you previously lived?**

- MAYBERRY
- DALLAS
- SPRINGFIELD
- BEDFORD FALLS
- NONE OF THE ABOVE

**Which of the following is a previous phone number?**

- 697-1960
- 589-1697
- 536-2502
- 495-1600
- NONE OF THE ABOVE

**What is the name of the county in which you currently live?**

- SILVER MEADOWS
- NEWFIELD HEIGHTS
- ORANGE HILLS
- ROCHESTER
- NONE OF THE ABOVE

#### Privacy & Security


Find out more about our policies and procedures.

[? Learn More](#)

**Next**   [Exit](#)

## S1-P5 - Create Account

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

**Added Step 4**

---

#### Please create your account details

**Username:**  
  
8 to 20 letters and/or numbers  
• cannot be your Social Security Number (SSN)  
• cannot be your name

**Password:**  
 Password Strength   
8 characters minimum and must contain:  
- at least one uppercase letter (A-Z)  
- at least one lowercase letter (a-z)  
- at least one number (0-9)  
- at least one symbol (! @ # \$ % ^ & \*)


**Re-enter Password:**

**Email Address:**  
We need this to communicate with you about your online account.

**Re-enter Email Address:**

---

#### Privacy & Security

Find out more about our policies and procedures.  
  
[Learn More](#)

---

#### Please create your reset questions

If you forget your password, you can reset it by providing these answers.

**Question 1:**

**Answer 1:**

**Question 2:**

**Answer 2:**

**Question 3:**

**Answer 3:**

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

Text Size | Accessibility Help

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

### Provide Your Cell Phone Number

1 ✓ Verify your Identity | 2 ✓ Secure your Identity | 3 ✓ Create your Account | 4 Secure your Account

**⚠ Almost finished! You have created an account. To access your account, you need to provide a cell phone number that can receive text messages.**  
Each time you sign in, we'll send you a text message on your cell phone.

#### Provide your cell phone number

To access your *my* Social Security account, you need a cell phone that is able to receive text messages.

**Enter your Cell Phone Number:**  
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)

10-digit Number

**Get Text Message** | [Exit](#)

#### What if...

- I don't have a cell phone?
- I can't receive text messages on my cell phone?
- I don't want to enter a cell phone number?
- I am overseas?

[Find these answers and more in the Security Feature FAQ](#)

**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.**

## S1-P7 - Enter Texted Security Code

Text Size | Accessibility Help

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

### Enter Security Code from Text Message

1 ✓ Verify your Identity   2 ✓ Secure your Identity   3 ✓ Create your Account   4 Secure your Account

#### Please enter your security code

We sent a text message to: (123) 456-7890

Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

#### Having trouble?

- Check that you have entered the correct cell phone number. If not, [re-enter your cell phone number](#).
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new text message](#).

**Submit Security Code**   Previous   Exit

**Changed text**

**Added Step 4**

**Added 1<sup>st</sup> bullet on 11/19/2015.**

**Removed "SMS" from 2<sup>nd</sup> bullet on 12/17/2015.**


**DRAFT**

## S1-P8 – Confirmation

Text Size | Accessibility Help

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

### Congratulations!

 **You have successfully set up your *my* Social Security account.**


In the future, you will use two steps to sign into your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will text to your cell phone.

**Modified confirmation message**

### How can I protect my information?

 Please keep your information safe. Do not share your password with anyone.

 [Tips for protecting your identity](#)

**Modified text in container**


**Next**

## Scenario 2: Create LOA3 Account

Please see S1-P1 for description of changes.

### S2-P1 - Sign In

Text Size | Accessibility Help

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


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**Sign In or Create an Account** OMB No. 0000-0000  
[Paperwork Reduction Act](#)

#### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

#### Existing Users

**Username:**  
 [▶ Forgot Username](#)

**Password:**  
 [▶ Forgot Password](#)

[Sign In](#)


Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.

## 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

OMB No. 0000-0000  
Paperwork Reduction Act

### Create an Account

#### 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.

\* I agree to the Terms of Service.

[Next](#) [Exit](#)

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

DRAFT





# 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

Added Step 4

### 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


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





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   **Added Step 4**

### Please tell us about yourself

The following questions ask you for information that only you are likely to know. These questions help ensure that only you can create an account in your name. We will not store your answers.

[? Why are these questions important?](#)

**In which of the following cities have you previously lived?**

- MAYBERRY
- DALLAS
- SPRINGFIELD
- BEDFORD FALLS
- NONE OF THE ABOVE

**Which of the following is a previous phone number?**

- 697-1960
- 589-1697
- 536-2502
- 495-1600
- NONE OF THE ABOVE


**What is the name of the county in which you currently live?**

- SILVER MEADOWS
- NEWFIELD HEIGHTS
- ORANGE HILLS
- ROCHESTER
- NONE OF THE ABOVE

**Next**   [Exit](#)

### Privacy & Security

Find out more about our policies and procedures.



[? Learn More](#)

## S2-P5 - Create Account

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

**Added Step 4**

---

#### Please create your account details

**Username:**  
  
8 to 20 letters and/or numbers  
• cannot be your Social Security Number (SSN)  
• cannot be your name

**Password:**  Password Strength   
8 characters minimum and must contain:  
- at least one uppercase letter (A-Z)  
- at least one lowercase letter (a-z)  
- at least one number (0-9)  
- at least one symbol (! @ # \$ % ^ & \*)

**Re-enter Password:**

**Email Address:**  
We need this to communicate with you about your online account.

**Re-enter Email Address:**

---

#### Please create your reset questions

If you forget your password, you can reset it by providing these answers.

**Question 1:**

**Answer 1:**

**Question 2:**

**Answer 2:**

**Question 3:**

**Answer 3:**

**Next**

#### Privacy & Security

Find out more about our policies and procedures.

[Learn More](#)

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

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

### Provide Your Cell Phone Number

1 ✓ Verify your Identity   2 ✓ Secure your Identity   3 ✓ Create your Account   4 Secure your Account

**⚠ Almost finished! You have created an account. To access your account, you need to provide a cell phone number that can receive text messages.**  
Each time you sign in, we'll send you a text message on your cell phone.

**Provide your cell phone number**  
To access your *my* Social Security account, you need a cell phone that is able to receive text messages.  
**Enter your Cell Phone Number:**  
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)  
10-digit Number

**What if...**

- I don't have a cell phone?
- I can't receive text messages on my cell phone?
- I don't want to enter a cell phone number?
- I am overseas?

[Find these answers and more in the Security Feature FAQ](#)

**Get Text Message**   [Exit](#)

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.

Text Size Accessibility Help

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

### Enter Security Code from Text Message

1 ✓ Verify your Identity 2 ✓ Secure your Identity 3 ✓ Create your Account 4 Secure your Account

#### Please enter your security code

We sent a text message to: (123) 456-7890

Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

#### Having trouble?

- Check that you have entered the correct cell phone number. If not, [re-enter your cell phone number](#).
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.


**Still having trouble?**  
We can [send a new text message](#).


**Submit Security Code** Previous Exit

**Annotations:**

- Changed text
- Added Step 4
- Added 1<sup>st</sup> bullet on 11/19/2015.
- Removed "SMS" from 2<sup>nd</sup> bullet on 12/17/2015.


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

Text Size  | Accessibility Help



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


### Congratulations!

 **You have successfully set up your *my* Social Security account.**  
In the future, you will use two steps to sign into your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will text to your cell phone.


Modified confirmation message

### What happens now?




In 5 to 10 business days:


- You will receive a **letter** in the mail with an upgrade code and step-by-step instructions for upgrading your security.
- In the meantime, you can still use your online account.

 [Tips for protecting your identity.](#)

**Next**

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

Text Size  | [Accessibility Help](#)



# Social Security

Official Website of the U.S. Social Security Administration

Please see S1-P1 for description of changes.

---


## Sign In or Create an Account

OMB No. 0000-0000  
[Paperwork Reduction Act](#)

### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

### Existing Users

**Username:**

  
[▶ Forgot Username](#)


**Password:**

  
[▶ Forgot Password](#)

[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.



## S2-P11 – Verify Cell Phone Number

New screen

The screenshot shows the 'Verify Cell Phone Number' page on the Social Security Administration website. The page header includes the SSA logo and the text 'Social Security Official Website of the U.S. Social Security Administration'. The main heading is 'Verify Cell Phone Number'. Below this, the instruction reads 'Verify the cell phone number for text messaging'. A message icon is followed by the text: 'Before we text a security code to your cell phone, please verify your phone number.' Below this, it states: 'The cell phone number associated with this account is: (\*\*\*) \*\*\* - 7890'. A question follows: 'Is the number listed above correct?'. There are two radio button options: 'Yes, that number is correct. Please text a security code to my cell phone now.' and 'No, that number is no longer valid and must be changed.'. At the bottom, there are 'Next' and 'Exit' buttons. Annotations on the right side of the screen point to specific changes: 'Added screen on 11/19/2015.' points to the main heading; 'Modified wording on 12/17/2015.' points to the instruction text; 'Added space before and after hyphen on 12/17/2015.' points to the phone number '(\*\*\* ) \*\*\* - 7890'; and another 'Modified wording on 12/17/2015.' points to the 'Yes' option text.

Text Size | Accessibility Help

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

### Verify Cell Phone Number

Verify the cell phone number for text messaging

Before we text a security code to your cell phone, please verify your phone number.

The cell phone number associated with this account is: (\*\*\*) \*\*\* - 7890

**Is the number listed above correct?**

Yes, that number is correct. Please text a security code to my cell phone now.

No, that number is no longer valid and must be changed.

Next Exit

Added screen on 11/19/2015.

Modified wording on 12/17/2015.

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

Modified wording on 12/17/2015.



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

Text Size | Accessibility Help

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

### Enter Security Code from Text Message

#### Please enter your security code

We sent a text message to: (\*\*\*-\*\*\*-7890)  
Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

#### Having trouble?

- Check that you are entering the security code correctly.
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new text message](#).

**Submit Security Code** Previous Exit

Changed text


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

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

DRAFT

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

Text Size | Accessibility Help

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

### Enable Extra Security

Do you have your extra security letter?

**Do you have the letter containing your step-by-step instructions?**

- Yes, enable my extra security.
- No, skip this for now.
- I changed my mind, cancel my request for extra security.

**Next** **Exit**

Modified page heading on 12/17/2015.

Removed steps on 12/17/2015.

Changed "upgrade code letter" to "extra security letter" on 12/17/2015.

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

DRY


## S2-P14 - Enter Upgrade Code

The screenshot shows the Social Security Administration's 'Enter Upgrade Code' page. At the top left is the SSA logo and the text 'Social Security Official Website of the U.S. Social Security Administration'. The main heading is 'Enable Extra Security'. Below this is a section titled 'Enter your upgrade code' with the instruction 'Please enter the upgrade code from your letter to enable your account's extra security feature.' There is a form field with the label 'Enter the Upgrade Code:' and a 'Submit Upgrade Code' button. A large 'DRAFT' watermark is overlaid on the page. On the right side, five blue callout boxes with white text and arrows point to specific elements on the page:


- Modified page heading on 12/17/2015.
- Removed steps on 12/17/2015.
- Modified wording to use "extra security features" on 12/17/2015.
- Changed "features" to "feature" on 2/22/2016.
- Removed 2nd container on 11/19/2015.

## S2-P15 - Confirmation\_Upgrade to LOA3

Text Size ▾ | Accessibility Help

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

### Congratulations!

 **You have successfully added your extra security feature.**  
You will not be asked to enter the upgrade code again.

**Next** **Exit**

**Modified confirmation message**

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

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

DRAFT

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

## S3-P1 - Sign In

Text Size | Accessibility Help

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

Please see S1-P1 for description of changes.

### Sign In or Create an Account

OMB No. 0000-0000  
Paperwork Reduction Act

#### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

#### Existing Users

**Username:**  
 [Forgot Username](#)

**Password:**  
 [Forgot Password](#)

[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?  
You can [block electronic access](#) to your information at any time, for any reason.

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

The screenshot shows the Social Security Administration's 'Provide Your Cell Phone Number' page. The page header includes the SSA logo and the text 'Social Security Official Website of the U.S. Social Security Administration'. The main heading is 'Provide Your Cell Phone Number'. A yellow warning box at the top states: 'Security has improved since your last login. We need your cell phone number to secure your account. Each time you sign into your account, you will need to enter a security code that we will text to your cell phone.' Below this, there are two columns of text. The left column is titled 'Provide your cell phone number' and contains instructions: 'To access your my Social Security account, you need a cell phone that is able to receive text messages. Enter your Cell Phone Number: We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)' followed by a text input field labeled '10-digit Number'. The right column is titled 'What if' and lists three bullet points: 'I don't have a cell phone?', 'I can't receive text messages on my cell phone?', and 'I don't want to enter a cell phone number?'. Below the list is a link: 'Find these answers and more in the Security Feature FAQ'. At the bottom of the right column, it says: 'You can block electronic access to your information at any time, for any reason.' At the bottom left of the page are two buttons: 'Get Text Message' and 'Exit'. On the right side of the screenshot, there are seven blue callout boxes with white text, each connected to a specific part of the page by a blue line. A large, faint 'DRAFT' watermark is visible across the center of the page.

Text Size | Accessibility Help

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

## Provide Your Cell Phone Number

**Security has improved since your last login. We need your cell phone number to secure your account.**  
Each time you sign into your account, you will need to enter a security code that we will text to your cell phone.

### Provide your cell phone number

To access your *my* Social Security account, you need a cell phone that is able to receive text messages.

**Enter your Cell Phone Number:**  
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)

10-digit Number

**What if**

- I don't have a cell phone?
- I can't receive text messages on my cell phone?
- I don't want to enter a cell phone number?
- I am overseas?

[Find these answers and more in the Security Feature FAQ](#)

You can [block electronic access](#) to your information at any time, for any reason.

[Get Text Message](#) [Exit](#)

**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.**


Text Size | Accessibility Help

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

### Enter Security Code from Text Message

**Changed text**

**Please enter your security code**

 We sent a text message to: **(123) 456-7890**

Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

**Having trouble?**

- Check that you have entered the correct cell phone number. If not, [re-enter your cell phone number](#).
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new text message](#).

**Removed "SMS" from 2<sup>nd</sup> bullet on 12/17/2015.**

**Submit Security Code** Previous Exit

DRAFT

## S3-P5 – Confirmation – Set Up Account

Text Size  | Accessibility Help



# Social Security

Official Website of the U.S. Social Security Administration

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## Congratulations!

 **You have successfully set up your *my* Social Security account.**  
In the future, you will use two steps to sign into your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will text to your cell phone.

Modified confirmation message

### How can I protect my information?

 Please keep your information safe. Do not share your password with anyone.

 [Tips for protecting your identity](#)

Modified text in container

---

[Next](#) [Exit](#)





# Scenario 4: Update Cell Phone Number

## S4-P1 - Sign In

[Text Size](#) | [Accessibility Help](#)



### Social Security

Official Website of the U.S. Social Security Administration

Please see S1-P1 for description of changes.

---

## Sign In or Create an Account

OMB No. 0000-0000  
[Paperwork Reduction Act](#)

### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

### Existing Users

**Username:**

[▶ Forgot Username](#)

**Password:**

[▶ Forgot Password](#)


[Sign In](#)


Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.

## S4-P2 – Verify Cell Phone Number

Screen added on 11/19/2015.

Text Size  | Accessibility Help


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

Please see S2-P11 for changes.

---

### Verify Cell Phone Number

Verify the cell phone number for text messaging

 Before we text a security code to your cell phone, please verify your phone number.

The cell phone number associated with this account is: **(\*\*\* ) \*\*\* - 7890**

**Is the number listed above correct?**

Yes, that number is correct. Please text a security code to my cell phone now.

No, that number is no longer valid and must be changed.

**Next**



## 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.


The screenshot displays the Social Security Administration's website interface for updating a cell phone number. The page title is "Change Your Cell Phone Number". The main content area is titled "Provide address information" and contains a paragraph explaining the need for verification. Below this, there is a section titled "Where can we mail the letter you need to change your cell phone number?" with a question and a form for address details. The form includes fields for "Street Line 1:", "Street Line 2:", "City/Town:", "State/Territory:" (a dropdown menu), and "ZIP Code:". Below the address form, there is a section for "Primary Phone Number:" with a note "We only need this to verify your identity." and a text input field labeled "10-digit Number". At the bottom of the form area, there are two buttons: "Mail Instructions" and "Cancel".

Annotations on the right side of the page include:

- Modified to use "change", rather than "update", and "reset code", rather than "update code" on 12/17/2015.
- Modified page title 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 question to refer specifically to cell phone on 12/02/2015. Modified to reference cell phone number on 12/17/2015.
- Removed "I don't have a phone number" link on 1/7/2016.

## S4-P5 - Confirmation of Letter


Text Size  | Accessibility Help




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

---

### Congratulations!

 **Thank you for your information.**  
You'll receive a letter in the mail in 5-10 business days. Your letter will give you step-by-step instructions to change the cell phone number on the account.

#### What happens now?



In 5 to 10 business days:


- **You will receive a cell phone reset code in the mail** with the step-by-step instructions you need to change the cell phone number on your account.
- For your security, you will not be able to access our online services with this account until then.

Done

Changed "update code" to "reset code" on 12/17/2015.



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

Text Size  | [Accessibility Help](#)

# Social Security

Official Website of the U.S. Social Security Administration

Please see S1-P1 for description of changes.

OMB No. 0000-0000  
Paperwork Reduction Act

## Sign In or Create an Account

### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

### Existing Users

**Username:**

[Forgot Username](#)

**Password:**

[Forgot Password](#)


[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.

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

Text Size  | Accessibility Help

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

### Change Your Cell Phone Number

**Do you have your cell phone reset code letter?**  
You recently indicated that you need to change your cell phone number.

**Have you received a letter in the mail from the Social Security Administration containing your cell phone reset code and instructions?**

Yes, let's begin.    No, not yet.

**Enter your Cell Phone Reset Code**  
Enter the cell phone reset code from the letter we mailed to you.

**Next**   **Exit**


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.”

DRY


## S4-P10 - Provide New Cell Phone Number

Text Size  | Accessibility Help

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

### Change Your Cell Phone Number

Please provide your new cell phone number  
To access our online services, you need a cell phone that is able to receive text messages.

 **Enter your New Cell Phone Number:**  
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)

10-digit Number

**Get Text Message** [Previous](#) [Exit](#)

Modified text. Revised "Update" to "Change" on 12/17/2015.

Removed warning message.

DRAFT

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

Text Size | Accessibility Help

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

### Enter Security Code from Text Message

#### Please enter your security code

We sent a text message to: **(123) 456-7890**

Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

#### Having trouble?

- Check that you have entered the correct cell phone number. If not, [re-enter your cell phone number](#).
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new text message](#).

**Submit Security Code** Previous Exit

**Changed text**

**Removed "SMS" from 2<sup>nd</sup> bullet on 12/17/2015.**

**DRAFT**




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


The screenshot shows the Social Security Administration's official website. At the top right, there are links for "Text Size" and "Accessibility Help". The main header features the Social Security Administration logo and the text "Social Security Official Website of the U.S. Social Security Administration". Below the header, a large "Congratulations!" message is displayed. A green box contains a checkmark icon and the text: "You have successfully updated your account with a new cell phone number. In the future, you will use two steps to sign into your account." Below this, two steps are listed: "Step 1: Enter your **username** and **password**." and "Step 2: Enter the **security code** that we will text to your cell phone." At the bottom of the green box, there are "Next" and "Exit" buttons. A blue callout box on the right side of the green box points to the first sentence and contains the text: "Changed wording in 1<sup>st</sup> sentence on 11/19/2015."

DRAFT

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

## S5-P1 - Sign In

Text Size  | [Accessibility Help](#)



### Social Security

Official Website of the U.S. Social Security Administration

Please see S1-P1 for description of changes.

---


## Sign In or Create an Account

OMB No. 0000-0000  
[Paperwork Reduction Act](#)

### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

### Existing Users

**Username:**

[▶ Forgot Username](#)

**Password:**

[▶ Forgot Password](#)

[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.



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

Text Size | Accessibility Help

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

### Provide Your Cell Phone Number

**Security has improved since your last login. We need your cell phone number to secure your account.**  
Each time you sign into your account, you will need to enter a security code that we will text to your cell phone.

**Provide your cell phone number**  
To access your *my* Social Security account, you need a cell phone that is able to receive text messages.

**Enter your Cell Phone Number:**  
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)

10-digit Number

**What if**

- I don't have a cell phone?
- I can't receive text messages on my cell phone?
- I don't want to enter a cell phone number?
- I am overseas?

[Find these answers and more in the Security Feature FAQ](#)

You can [block electronic access](#) to your information at any time, for any reason.

[Get Text Message](#) [Exit](#)

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.

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

Text Size Accessibility Help

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

### Enter Security Code from Text Message

**Please enter your security code**

We sent a text message to: (123) 456-7890

Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

**Having trouble?**

- Check that you have entered the correct cell phone number. If not, [re-enter your cell phone number](#).
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new text message](#).

**Submit Security Code** Previous Exit

**Changed text**


**Removed "SMS" from 2<sup>nd</sup> bullet on 12/17/2015.**

**DRAFT**

## S5-P5 - Expired Password

No changes in this release.


Text Size  | Accessibility Help



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

---

We're sorry...

 **Your password has expired.**  
For your security, you must change your password every 6 months. Please create a new password for your account.

Please create your new password

**New Password:**

8 characters minimum and must contain:

- at least one uppercase letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & \*)
- must begin with a letter or number


**Confirm Password:**


---

[Next](#)[Exit](#)



## S5-P6 - Confirmation of Password Change


Text Size  | Accessibility Help



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

---

### Congratulations!

 **You have successfully changed your password.**

In the future, you will use two steps to sign into your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will text to your cell phone.

**Modified confirmation message**


---


[Next](#)   [Exit](#)

DRAFT

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

## S6-P1 - Sign In

Text Size  | Accessibility Help

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


Please see S1-P1 for description of changes.

Sign In or Create an Account OMB No. 0000-0000  
Paperwork Reduction Act

### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

### Existing Users


**Username:**  
 [▶ Forgot Username](#)


**Password:**  
 [▶ Forgot Password](#)

[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?  
You can [block electronic access](#) to your information at any time, for any reason.

## S6-P3 - Forgot Password\_Grandfathered User\_Verify Identity

Text Size  | Accessibility Help

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

### Forgot Password

1 Verify your Identity   2 Provide your Answers   3 Add Cell Phone Number   4 Update your Password

Please tell us who you are

**Username:**

**Social Security Number:**

**Date of Birth:**  
-- -- --  
Month   Day   Year

**Next**   **Exit**

Added Step 3.

Corrected capitalization of "your" on Step 2 on 12/02/2015.





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

Text Size | Accessibility Help

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

**Forgot Password**

1 Verify your Identity   2 Provide your Answers   3 Add Cell Phone Number   4 Update your Password

**Password Reset Questions**  
To reset your password, enter the answers you gave when you set up your account.  
[I can't remember my answers.](#)

**What is the name of the hospital where you were born?**

**What is the middle name of your mother?**

**What was the model name of your first car?**

**Next**   [Exit](#)

*(Note: Blue callout boxes in the original image point to the 'Social Security' text and the 'Provide your Answers' step indicator.)*

*(Note: A blue box in the original image says 'Modified font on Step 1 on 1/8/2016.' pointing to the 'Social Security' text.)*

*(Note: A blue box in the original image says 'Added Step 3' pointing to the 'Add Cell Phone Number' step indicator.)*

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

Text Size | Accessibility Help

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

### Provide Your Cell Phone Number

1 ✓ Verify your Identity   2 ✓ Provide your Answers   3 Add Cell Phone Number   4 Update your Password

**Security has improved since your last login. We need your cell phone number to secure your account.**  
Each time you sign into your account, you will need to enter a security code that we will text to your cell phone.

**Provide your cell phone number**

To access your *my* Social Security account, you need a cell phone that is able to receive text messages.

**Enter your Cell Phone Number:**  
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)

10-digit Number

**What if...**

- I don't have a cell phone?
- I can't receive text messages on my cell phone?
- I don't want to enter a cell phone number?
- I am overseas?

[Find these answers and more in the Security Feature FAQ](#)

You can [block electronic access](#) to your information at any time, for any reason.

**Get Text Message**   **Exit**

- 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.

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

Text Size | Accessibility Help

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

### Enter Security Code from Text Message

1 ✓ Verify your Identity   2 ✓ Provide your Answers   3 ✓ Add Cell Phone Number   4 Update your Password

#### Please enter your security code

We sent a text message to: (123) 456-7890

Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

#### Having trouble?

- Check that you have entered the correct cell phone number. If not, [re-enter your cell phone number](#).
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new text message](#).

**Submit Security Code**   Previous   Exit

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

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

## S6-P7 - Update Password\_Grandfathered User

Text Size | Accessibility Help

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

### Forgot Password

1 Verify your Identity   2 Provide your Answers   3 Add Cell Phone Number   4 Update your Password

**Please update your password**

**New Password:**

8 characters minimum and must contain:

- at least one uppercase letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & \*)
- must begin with a letter or number

**Confirm New Password:**

**Next**   **Exit**


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


Added Step 3

Changed capitalization of "your" on 12/17/2015.

Removed Previous button on 12/02/2015.

## S6-P8 - Confirmation of Password Change


Text Size  | Accessibility Help



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

---

### Congratulations!

 **You have successfully changed your password.**

In the future, you will use two steps to sign into your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will text to your cell phone.


Modified confirmation message


[Next](#) [Exit](#)

DRAFT

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

## S7-P1 Sign In

Text Size  | Accessibility Help



# Social Security

Official Website of the U.S. Social Security Administration

Please see S1-P1 for description of changes.

---


## Sign In or Create an Account

OMB No. 0000-0000  
Paperwork Reduction Act

### New Users

**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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [? Learn More](#)

### Existing Users

**Username:**  
 [▶ Forgot Username](#)

**Password:**  
 [▶ Forgot Password](#)

[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.

## S7-P3 - Forgot Password\_Grandfathered User\_Verify Identity

Text Size | Accessibility Help

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

**Forgot Password**

1 Verify your Identity 2 Provide your Answers 3 Add Cell Phone Number 4 Update your Password

**Added Step 3**

Please tell us who you are

**Username:**

**Social Security Number:**

**Date of Birth:**  
-- -- --  
Month Day Year

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

**Next**

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

Text Size | Accessibility Help

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

**Forgot Password**

1 Verify your Identity   2 Provide your Answers   3 Add Cell Phone Number   4 Update your Password

**Password Reset Questions**  
To reset your password, enter the answers you gave when you set up your account.  
[I can't remember my answers.](#)

**What is the name of the hospital where you were born?**

**What is the middle name of your mother?**

**What was the model name of your first car?**

**Next**   **Exit**

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.


Text Size  | Accessibility Help

---

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

---

### Forgot Password


 **We can send a temporary password to your E-mail address.**  
You will not be able to use your existing password after the temporary password is sent.


---

DRAFT

## S7-P6 - Email Confirmation

No changes in this release.

Text Size  | Accessibility Help




# Social Security

Official Website of the U.S. Social Security Administration


---

## Sign In

OMB No. 0000-0000  
[Paperwork Reduction Act](#)

 **An E-mail containing a temporary password was sent to your E-mail address.**  
Please allow a few minutes for it to arrive and update your password as soon as possible.

### What happens now?

Keep your information safe.  
Do not share your password with anyone.  
  
[? Tips for protecting your identity.](#)

### Existing Users

**Username:**  
 [▶ Forgot Username](#)

**Password:**  
 [▶ Forgot Password](#)

**Sign In**

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?  
You can [block electronic access](#) to your information at any time, for any reason.



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

Text Size | Accessibility Help

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

### Provide Your Cell Phone Number

1 ✓ Verify your Identity   2 ✓ Provide your Answers   **3** Add Cell Phone Number   4 Update your Password

**Security has improved since your last login. We need your cell phone number to secure your account.**  
Each time you sign into your account, you will need to enter a security code that we will text to your cell phone.

#### Provide your cell phone number

To access your *my* Social Security account, you need a cell phone that is able to receive text messages.

**Enter your Cell Phone Number:**  
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)

  
10-digit Number

#### What if...

- I don't have a cell phone?
- I can't receive text messages on my cell phone?
- I don't want to enter a cell phone number?
- I am overseas?

[Find these answers and more in the Security Feature FAQ](#)

You can [block electronic access](#) to your information at any time, for any reason.

**Get Text Message**   Exit

- 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.

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

Text Size | Accessibility Help

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

### Enter Security Code from Text Message

1 ✓ Verify your Identity   2 ✓ Provide your Answers   3 ✓ Add Cell Phone Number   4 Update your Password

#### Please enter your security code

We sent a text message to: (123) 456-7890

Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

#### Having trouble?

- Check that you have entered the correct cell phone number. If not, [re-enter your cell phone number](#).
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new text message](#).

**Submit Security Code**   Previous   Exit

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

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

DRAFT

## S7-P11 - Update Password\_Grandfathered User

The screenshot shows the 'Forgot Password' page on the Social Security Administration website. The page is titled 'Forgot Password' and features a progress bar with four steps: 1. Verify your Identity, 2. Provide your Answers, 3. Add Cell Phone Number, and 4. Update your Password. The current step is 4. The page includes a 'New Password' field, a 'Confirm New Password' field, and a list of password requirements: 8 characters minimum and must contain: at least one uppercase letter (A-Z), at least one lowercase letter (a-z), at least one number (0-9), at least one symbol (For example: ! @ # \$ % ^ & \*), and must begin with a letter or number. The page also has a 'Next' button and an 'Exit' button. Annotations highlight several changes: 'Updated font on Steps 1, 2, and 3 on 1/8/2016.' (pointing to the progress bar), 'Added Step 3' (pointing to the progress bar), 'Corrected capitalization on Step 2 on 12/17/2015.' (pointing to the 'Provide your Answers' step), and 'Removed Previous button on 12/02/2015.' (pointing to the 'Next' button).

Text Size | Accessibility Help

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

### Forgot Password

1 ✓ Verify your Identity   2 ✓ Provide your Answers   3 ✓ Add Cell Phone Number   4 Update your Password

#### Please update your password

**New Password:**

8 characters minimum and must contain:  
- at least one uppercase letter (A-Z)  
- at least one lowercase letter (a-z)  
- at least one number (0-9)  
- at least one symbol (For example: ! @ # \$ % ^ & \*)  
- must begin with a letter or number

**Confirm New Password:**

**Next**   **Exit**


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


Added Step 3

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

Removed Previous button on 12/02/2015.

## S7-P12 - Confirmation of Password Change


Text Size  | Accessibility Help



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

---

### Congratulations!

 **You have successfully changed your password.**

In the future, you will use two steps to sign into your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will text to your cell phone.

**Modified confirmation message**


---


[Next](#) [Exit](#)

DRAFT

## Scenario 8: Login Happy Path (All Users)

### S8-P1 Sign In

Text Size  | Accessibility Help



# Social Security

Official Website of the U.S. Social Security Administration

Please see S1-P1 for description of changes.


OMB No. 0000-0000  
Paperwork Reduction Act

## Sign In or Create an Account

### New Users

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.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#)

[? Learn More](#)

### Existing Users

Username:

[▶ Forgot Username](#)

Password:


[▶ Forgot Password](#)


[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.

## S8-P2 Verify Cell Phone Number


Text Size  | Accessibility Help

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

Please see S2-P11 for changes.

### Verify Cell Phone Number

**Verify the cell phone number for text messaging**

 Before we text a security code to your cell phone, please verify your phone number.

The cell phone number associated with this account is: **(\*\*\*-\*\*\*-7890)**

**Is the number listed above correct?**

Yes, that number is correct. Please text a security code to my cell phone now.


No, that number is no longer valid and must be changed.


**Next**





## S8-P3 Enter Texted Security Code

Text Size  | [Accessibility Help](#)




### Social Security

Official Website of the U.S. Social Security Administration

---

### Enter Security Code from Text Message

#### Please enter your security code

 We sent a text message to: (\*\*\*) (\*\*\*) - 7890

Please allow up to 2 minutes for the text message to arrive. The texted security code will expire 10 minutes from the time of your request.

**Enter the security code you just received:**

#### Having trouble?

- Check that you are entering the security code correctly.
- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new text message](#).


---

[Submit Security Code](#)[Previous](#)[Exit](#)

DRAFT

## S8-P4 my Social Security Terms of Service

[Text Size](#) | [Accessibility Help](#)



### Social Security

Official Website of the U.S. Social Security Administration

---

Signing In...OMB No. 0000-0000  
[Paperwork Reduction Act](#)

#### Terms of Service

- I am using this service with the account that I created myself using my own personal information and identity. I am not using an account created by another person or created using another person's information or identity, even if I have that person's written permission.

I will never share the use of my account with anyone else under any circumstances. I will never use another person's account.

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records; or
  - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by Social Security is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed. I agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to me, whether due to my negligence or the wrongful acts of others.

#### Social Security is Going Green

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

Remember, now that you have a **my Social Security** account, you will no longer receive a paper Statement in the mail. If you need a Statement by mail, please [follow these instructions](#).

\* I agree to the Terms of Service.

Next

Exit

# 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.

**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...”

**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](#).

# my Social Security - Security Settings

## Standard Account

The screenshot shows the 'my Social Security' website interface. At the top, the user is identified as 'John Q. Public' with a 'Sign Out' link. There are links for 'Text Size' and 'Accessibility Help'. The main navigation bar includes 'My Home', 'Help Center', and 'Security Settings' (which is the active page). The page is divided into two main sections: 'Security Settings' and 'Password Reset Questions'. The 'Security Settings' section includes options for adding extra security, updating a cell phone number, updating a password (which expires in 180 days), and updating the current email address. The 'Password Reset Questions' section contains three questions: 'What is your father's middle name?', 'What street did you live on in third grade?', and 'What was the model name of your first car?'. A large orange watermark is visible in the background of the page.

John Q. Public | [Sign Out](#) Text Size | [Accessibility Help](#)

**my Social Security**

[My Home](#) | [Help Center](#) | **Security Settings**

### Security Settings

Security Option:  
**Standard** - You may add extra security to your account.

[Add Extra Security](#) [? How does this work?](#)

---

Cell Phone Number:  
**(xxx) xxx-7890**

[Update Cell Phone Number](#)

---

Password:  
Expires in 180 days (July 05, 2016)

[Update Password](#)

---

Current Email:  
**sample@email.com**

[Update E-mail](#)

[Deactivate Online Account](#)

### Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.


Question 1:  
What is your father's middle name?  
\_\_\_\_\_

Question 2:  
What street did you live on in third grade?  
\_\_\_\_\_

Question 3:  
What was the model name of your first car?  
\_\_\_\_\_

[Update Password Reset Questions](#)

## Enhanced (Pending) Account

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | **Security Settings**

### Security Settings

Security Option:  
**Extra Security (Pending)** - Please wait for your upgrade code to arrive in the mail to complete this process.

Cell Phone Number:  
**(xxx) xxx-7890**

[Update Cell Phone Number](#)

Password:  
Expires in 180 days (July 05, 2016)

[Update Password](#)

Current Email:  
**sample@email.com**

[Update E-mail](#)

[Deactivate Online Account](#)

### Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.


Question 1:  
What is your father's middle name?

Question 2:  
What street did you live on in third grade?

Question 3:  
What was the model name of your first car?

[Update Password Reset Questions](#)

## Enhanced Account

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | **Security Settings**

### Security Settings

Security Option:  
**Extra Security**

[Disable Extra Security](#)

---

Cell Phone Number:  
**(xxx) xxx-7890**

[Update Cell Phone Number](#)

---

Password:  
Expires in 180 days (July 05, 2016)

[Update Password](#)

---

Current Email:  
**sample@email.com**

[Update Email](#)

---

[Deactivate Online Account](#)

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[Update Password Reset Questions](#)