|  |
| --- |
| Social Security Administration Logo |
| Screen Shots Document  Grouped By Scenario |
| Electronic Access Multi-Factor Authentication  Registration And Customer Support (RCS) |
|  |
|  |
| **3/2/2016** |



Table of Contents

[Document Version Information 4](#_Toc444683351)

[Scenario 1: Update (Reset) Cell Phone Number (BPD Section 2.3.2.2) 5](#_Toc444683352)

[1.1 LOA2 in Person 5](#_Toc444683353)

[User Search 5](#_Toc444683354)

[Account Summary (LOA2) \_InPerson 6](#_Toc444683355)

[Account Summary (LOA2) \_InPerson (Change Pending) 7](#_Toc444683356)

[Account Summary (LOA2) \_InPerson (Not Registered) 8](#_Toc444683357)

[Account Summary (LOA2)\_OnPhone (Change Pending) 9](#_Toc444683358)

[Account Summary (LOA2)\_OnPhone (Not Registered) 10](#_Toc444683359)

[S1-P1 Verify Address Verification (LOA2) 11](#_Toc444683360)

[S1-P2 Update Code Print Confirmation (LOA2) 12](#_Toc444683361)

[S1-P6 Customer-Provided Address Does Not Match ID 13](#_Toc444683362)

[1.2 LOA3 in Person 14](#_Toc444683363)

[Account Summary (LOA3)\_InPerson 14](#_Toc444683364)

[S1-P3 Verify Address Verification (LOA3) 15](#_Toc444683365)

[S1-P4 Verify Address Verification Confirm YY NY 16](#_Toc444683366)

[S1-P5 Cannot Verify Address Internal (LOA3) YN NN 17](#_Toc444683367)

[S1-P7 Decline or Fail External Verification (LOA3) 18](#_Toc444683368)

[1.3 LOA2 or LOA3 on Phone 19](#_Toc444683369)

[Account Summary (LOA2)\_OnPhone 19](#_Toc444683370)

[Account Summary (LOA3 on Phone) Before Send Text Message Selected 20](#_Toc444683371)

[Account Summary (LOA3 on Phone) After Send Text Message Selected 21](#_Toc444683372)

[Account Summary (LOA3 on Phone) After Text Code Verification 22](#_Toc444683373)

[S1-P10 Verify Address Verification (LOA2 & LOA3) 23](#_Toc444683374)

[S1-P11 Verify Address Verification Confirm (LOA2 & LOA3) YY NY 24](#_Toc444683375)

[S1-P12 Cannot Verify Address Internal (LOA2 & LOA3) YN NN 25](#_Toc444683376)

[S1-P14 Fail External Verification (LOA2 & LOA3) 26](#_Toc444683377)

[S1-P15 No to External Verification (LOA2 & LOA3) 27](#_Toc444683378)

[2. De-Elevate Account (BPD Section 2.5.2) 28](#_Toc444683379)

[2.1 LOA3 in Person 28](#_Toc444683380)

[Account Summary (LOA3)\_InPerson 28](#_Toc444683381)

[S5-P1 - Remove Extra Security: Confirmation (LOA3) 29](#_Toc444683382)

[S5-P9 - (Remove Extra Security Confirmation) Account Summary (LOA3) 29](#_Toc444683383)

[2.2 LOA3 on Phone – Before Send Text Message Selected 31](#_Toc444683384)

[Account Summary (LOA3)\_OnPhone 31](#_Toc444683385)

[Account Summary (LOA3 on Phone) After Send Text Message Selected 32](#_Toc444683386)

[Account Summary (LOA3 on Phone) After Text Code Verification 33](#_Toc444683387)

[S5-P2 - Verify Address Verification (LOA3) 34](#_Toc444683388)

[S5-P4 - Cannot Verify Address Internal (LOA3) 35](#_Toc444683389)

[S5-P6 - Fail External Verification (LOA3) 36](#_Toc444683390)

[S5-P5 - No to External Verification (LOA3) 37](#_Toc444683391)

[S5-P7 - (Remove Extra Security Confirmation) Account Summary (LOA3) 38](#_Toc444683392)

[3.0 Miscellaneous Screen Changes 39](#_Toc444683393)

[3.1 Screen YWES – Add Extra Security Immediately After Creating Account 39](#_Toc444683394)

[3.2 Screen AXSEAC – Add Extra Security to Existing Account 40](#_Toc444683395)

[3.3 Screen AXSNEV – Cannot Verify Address Internally 41](#_Toc444683396)

[3.4 Screen EXTOS – Cannot Verify Address Internally 42](#_Toc444683397)

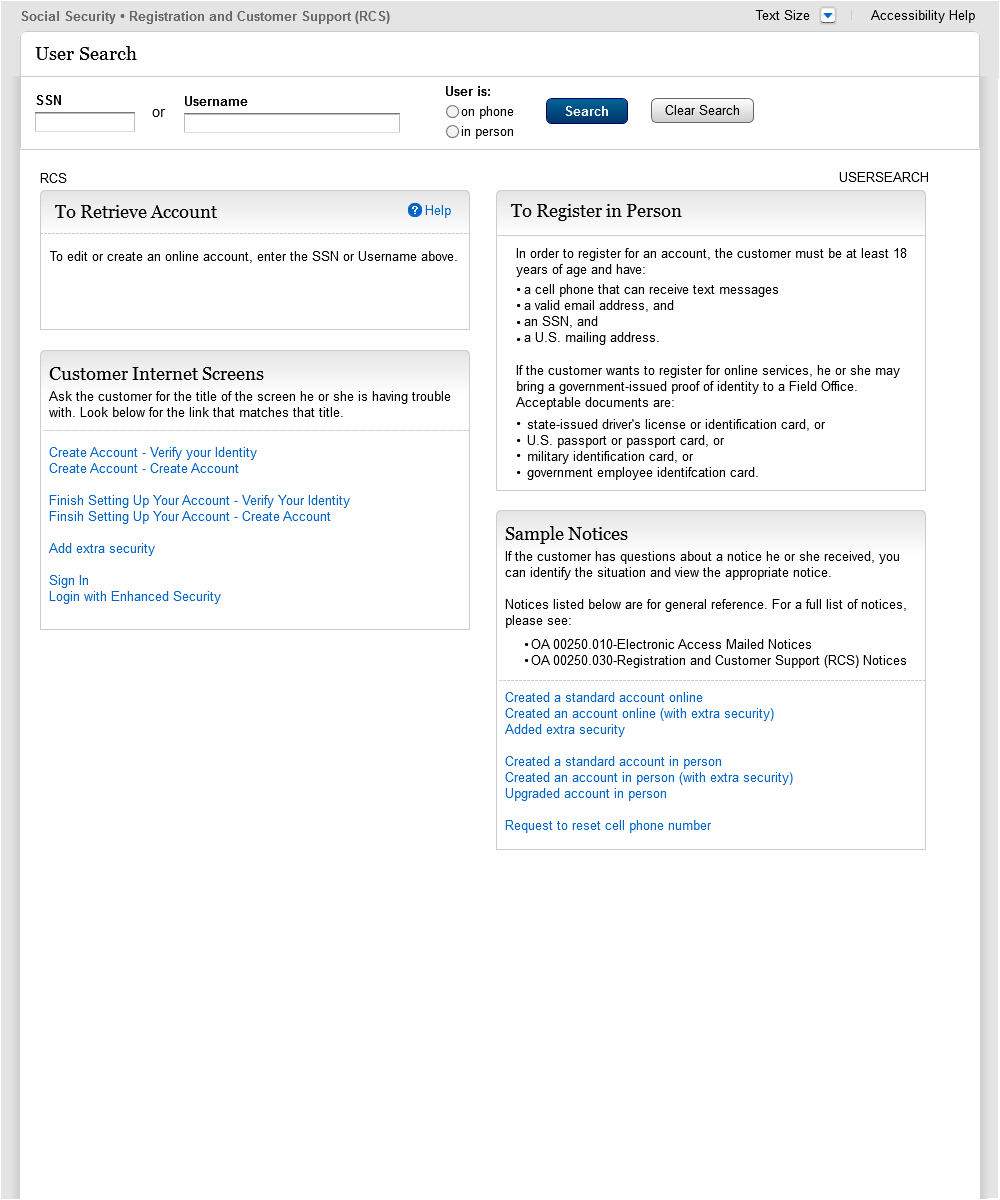
# Document Version Information

|  |  |  |  |
| --- | --- | --- | --- |
| Version  Number | Date | Content Revisions | Revised by |
| * 1. (Draft) | 11/04/2015 | Initial Version | Kirk Crawford and Lester Jones |
| * 1. (Draft) | 12/03/2015 | * Globally changed “reset” to “update” cell phone number. * Returned OTP verification container to Account Summary screen. * Removed buttons from Account Summary screen, prior to OTP verification, for LOA3 phone scenarios. * Changed “Verify Address” button labels to “Next”. * Removed unnecessary screens. * Changed wording to de-couple phone verification from extra security. * Added pages for unhappy paths of address verification (i.e,. verification failed, user declines ISP verification). * Changed button text change from “Done” to “Yes, Remove Extra Security” (Remove Extra Security) * Added new confirmation message (LOA2 Account Summary Page – Post LOA3 Degrade) | Kirk Crawford, Lester Jones, Lauren Agro |
| * 1. (Draft) | 12/04/2015 | * Removed notices * Added screen shots of Account Summary for LOA3 on Phone after text code verification. | Beth Hanst |
| * 1. (Draft) | 12/07/2015 | * Removed Done buttons from S1-P5 and S1-P12. * Added “clean” screen shots of Account Summary for LOA3 on Phone after text code verification. | Beth Hanst |
| * 1. (Draft) | 12/17/2015 | * Added screenshots of new Account Summary pages for an LOA2 account with a phone number change pending and/or not cell phone not enabled * Global text change for “update” to “reset” * Global removal of fraud prevention wording * Removed screens S1-P6, S1-P8, and S5-P3. * Modified address verification pathing to reflect RCS Val. * Mofified verbiage spoken to customer to reflect RCS Val. | Kirk Crawford |
| * 1. (Draft) | 12/23/2015 | * Removed old annotation for S1-P3 pg. 13 | Kirk Crawford |
| * 1. (Draft) | 01/12/2016 | * Added “Change Cell Phone Number” button to the Account Summary page for LOA2, Change Pending (In-person and phone). * Added screens S1-P1 and S1-P6, to support LOA2 In-Person scenario as documented in the BPD. | Kirk Crawford |
| * 1. (Draft) | 01/19/2016 | * Changed text on S1-P12 and S5-P4 from “verified” to “verifies” | Kirk Crawford |
| 1.0 (Final) | 03/02/2016 | * Changed language on screens YWES, AXSEAC, AXSNEV, and EXTOS (pages 39-42), per the sponsor’s request. Please note these screens were **not** included in the previous versions of the screen package. | Beth Hanst |

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

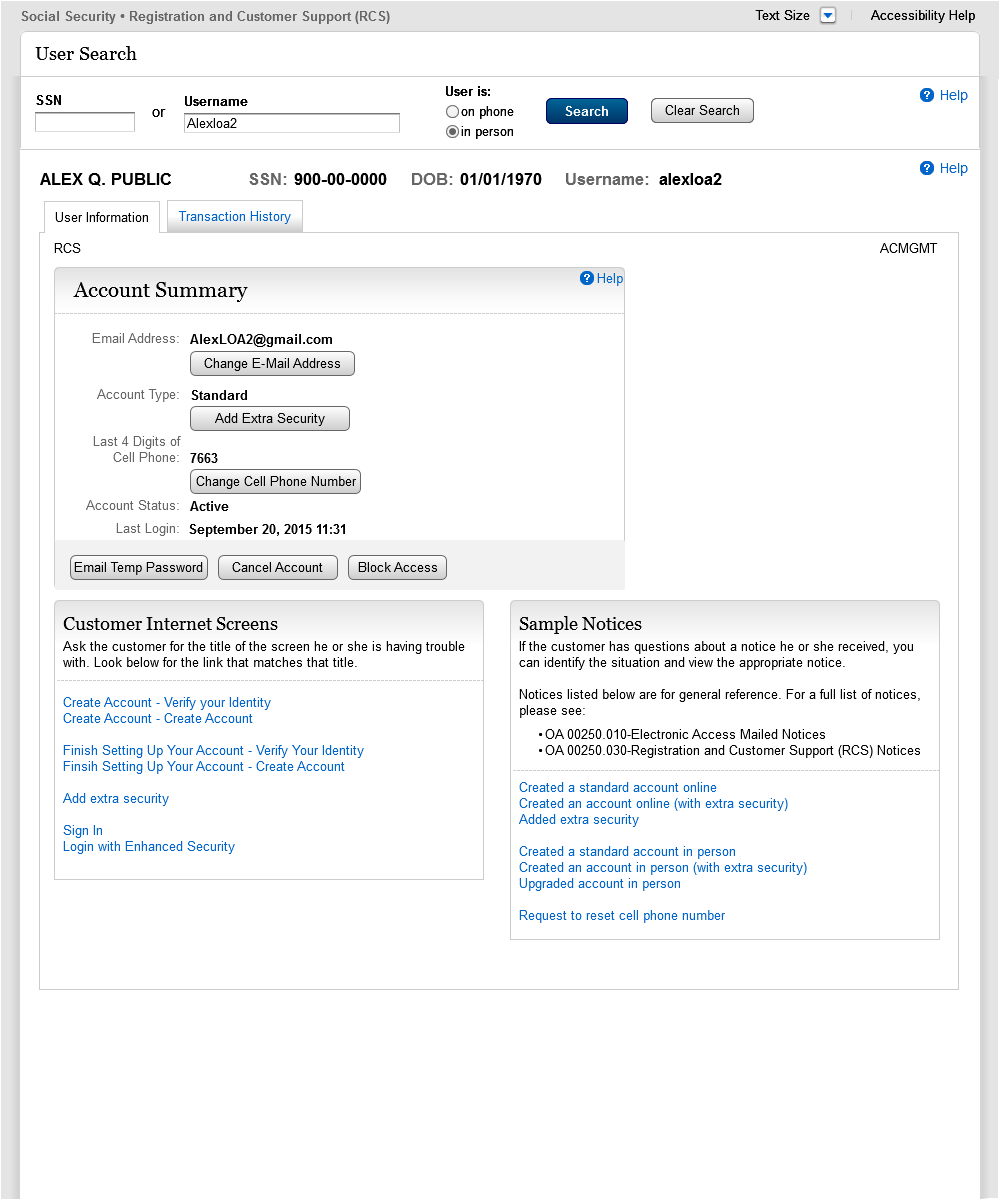
## 1.1 LOA2 in Person

### User Search

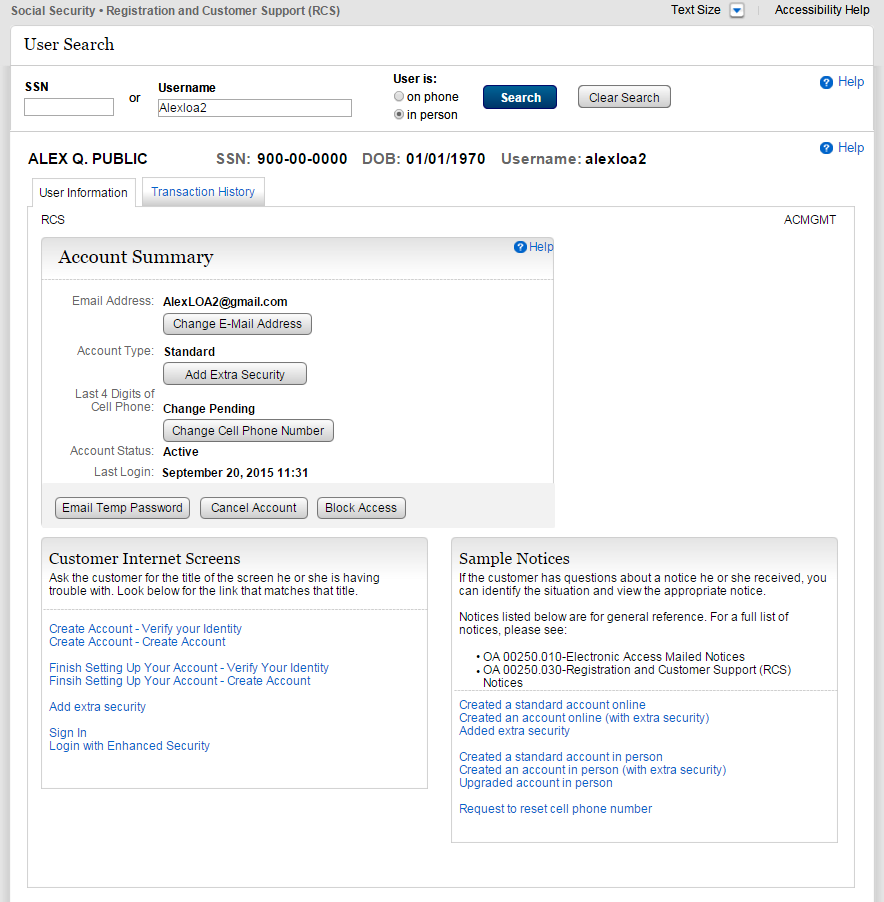


Added new descriptive text: “a cell phone that can receive text messages”

### Account Summary (LOA2) \_InPerson



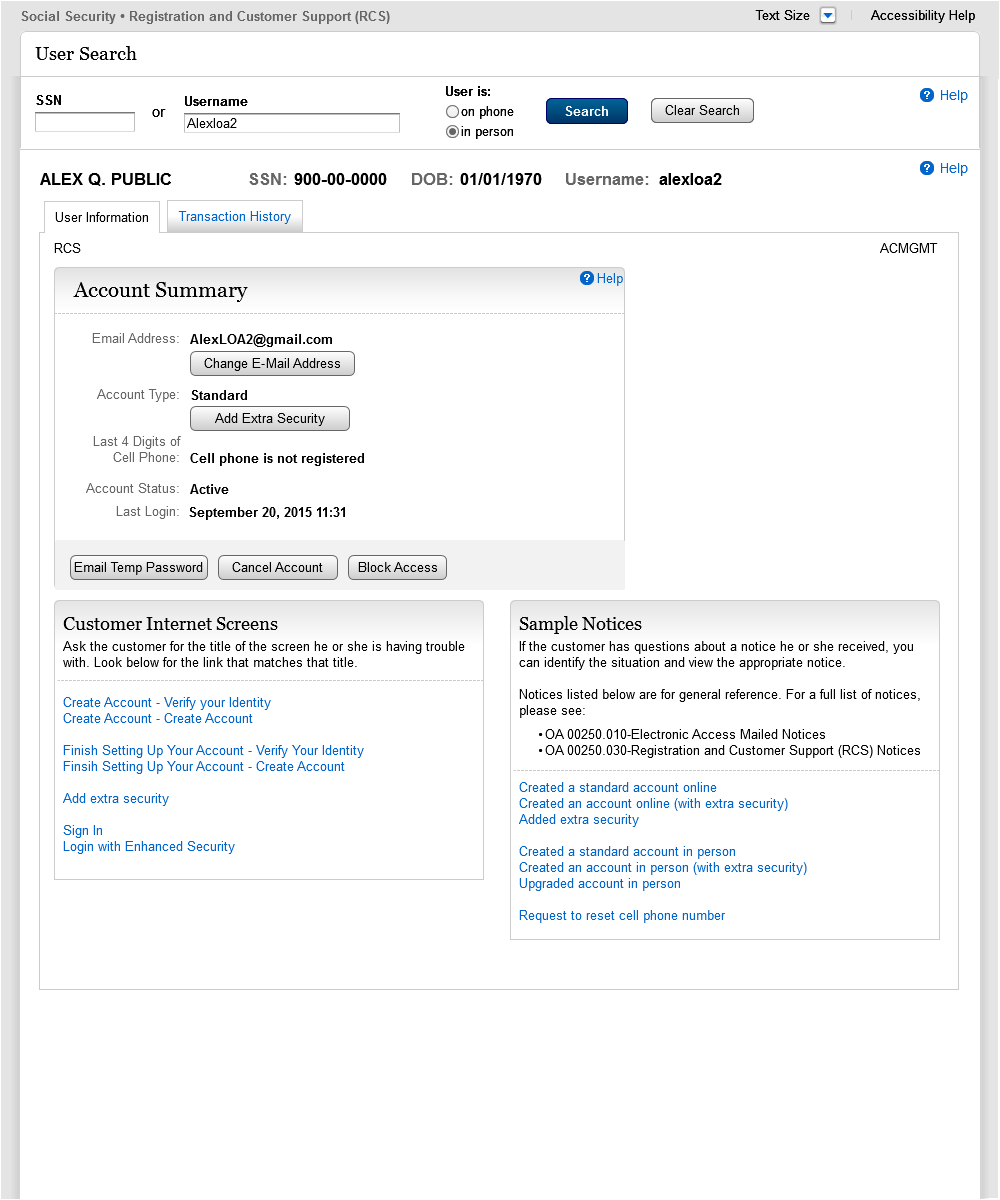
### Account Summary (LOA2) \_InPerson (Change Pending)



Added “Change Cell Phone Number” button. (1/12/2016)

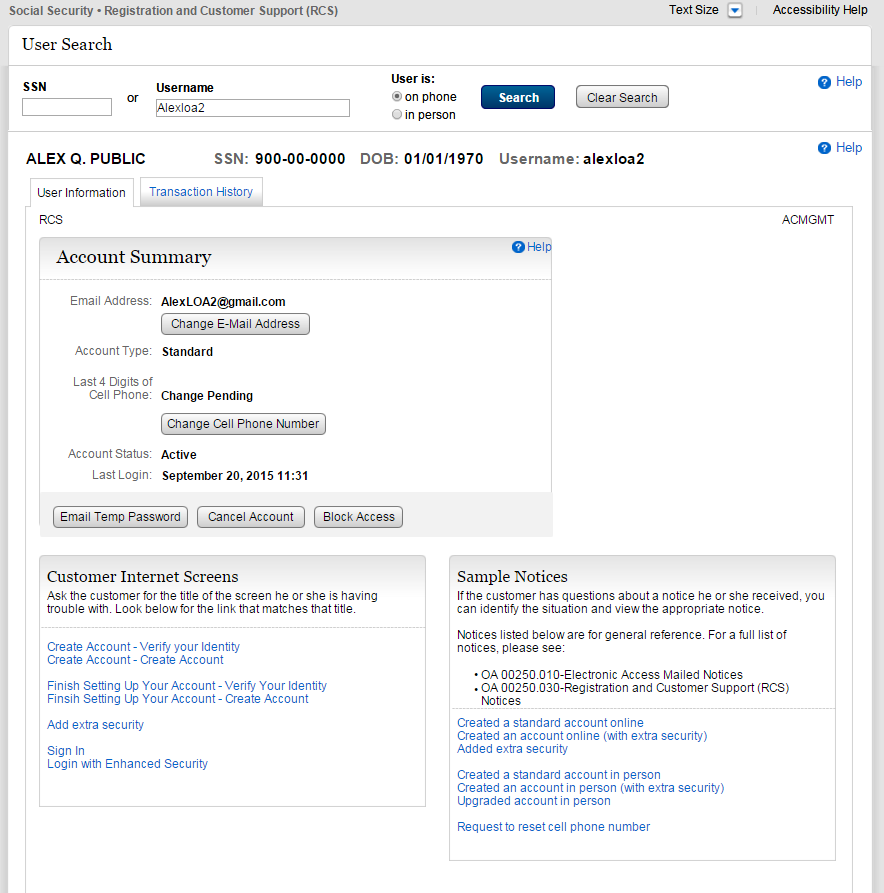
Added “Change Pending” for LOA2 in person account with a pending cell phone number change.

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



Added “Cell Phone is not registered” for LOA2 in person account with no cell phone registered.

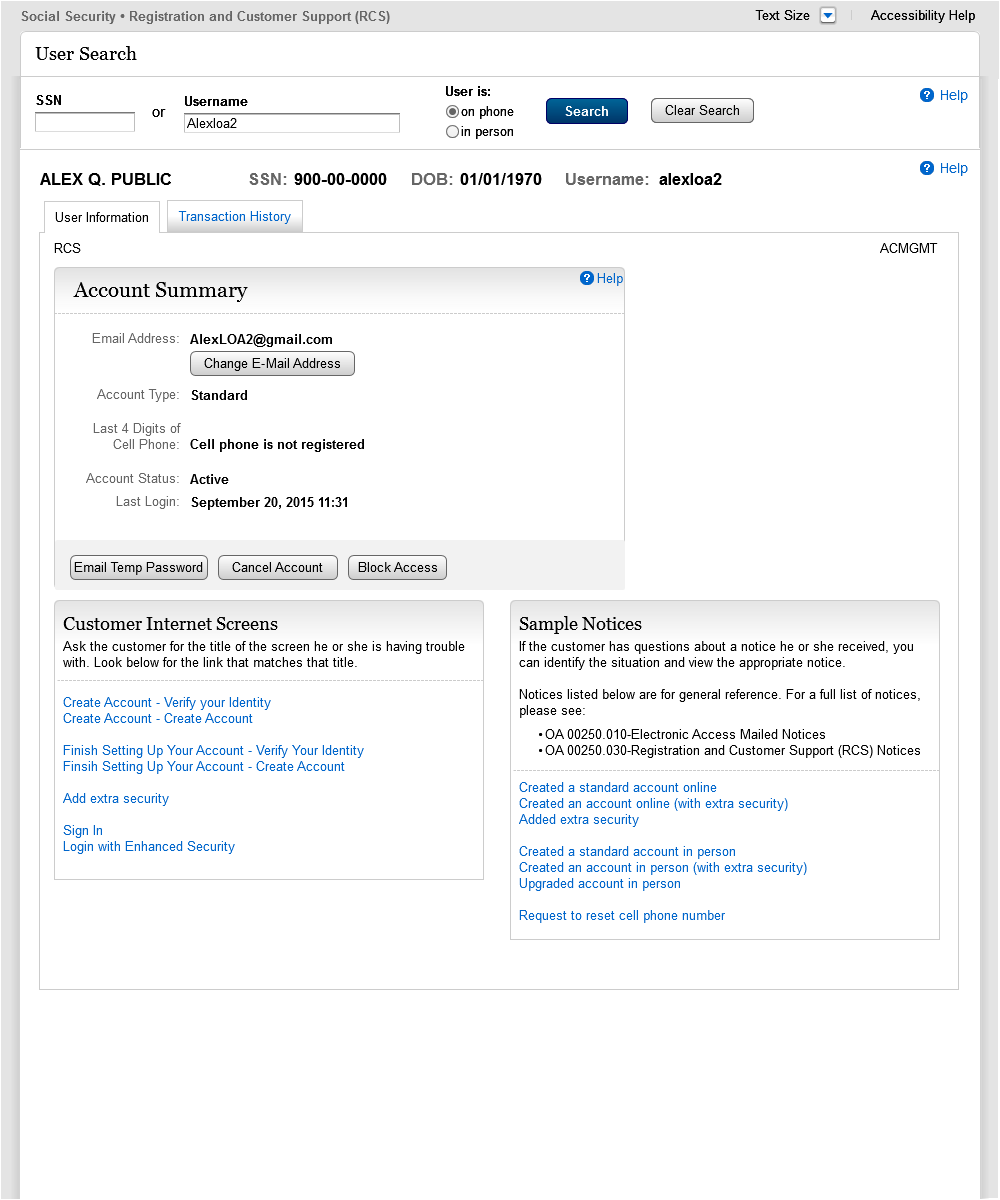
### Account Summary (LOA2)\_OnPhone (Change Pending)



Added “Change Cell Phone Number” button. (1/12/2016)

Added “Change Pending” for LOA2 on phone account with no cell phone registered.

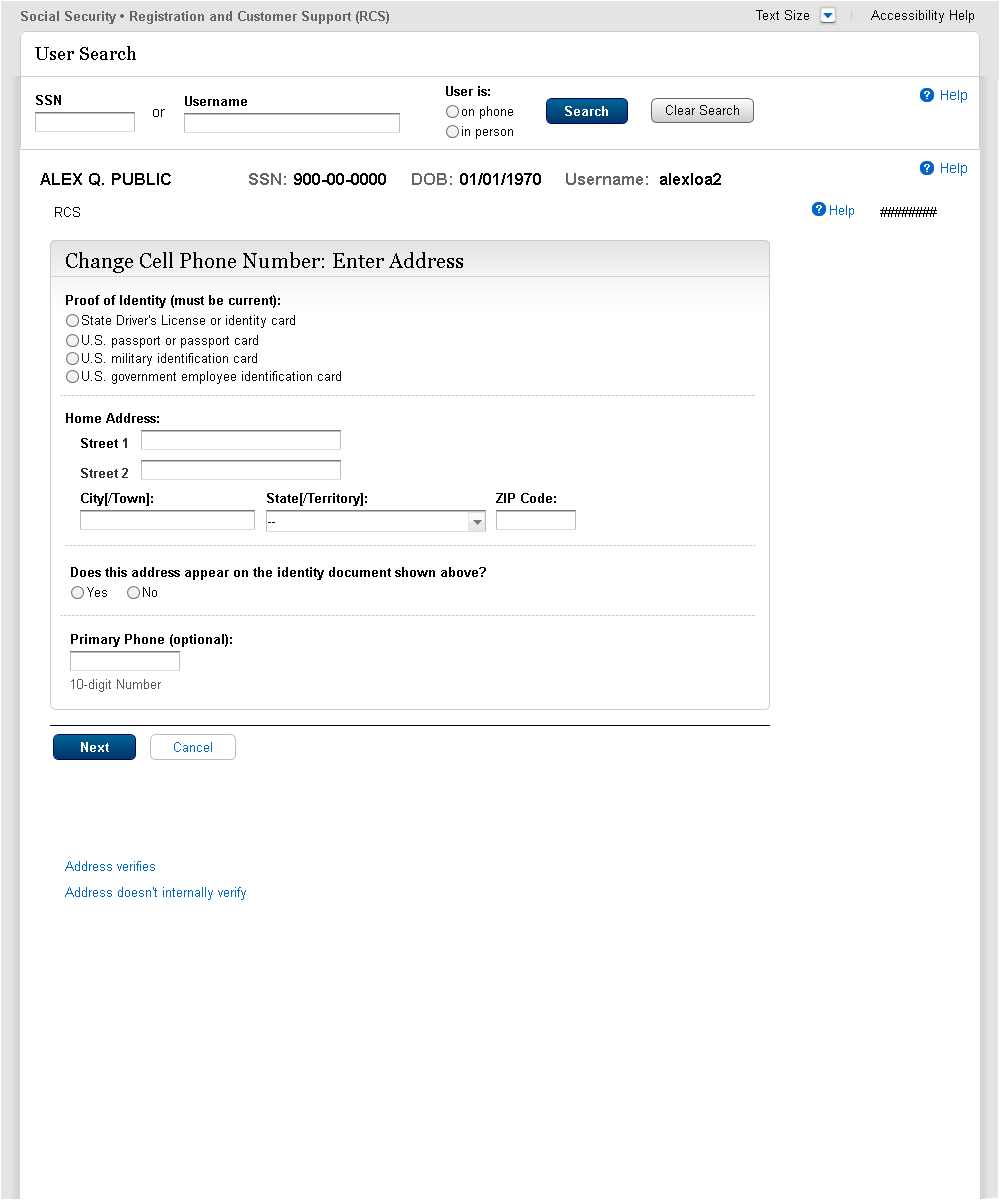
### Account Summary (LOA2)\_OnPhone (Not Registered)



Added “Cell Phone is not registered” for LOA2 on phone account with no cell phone registered.

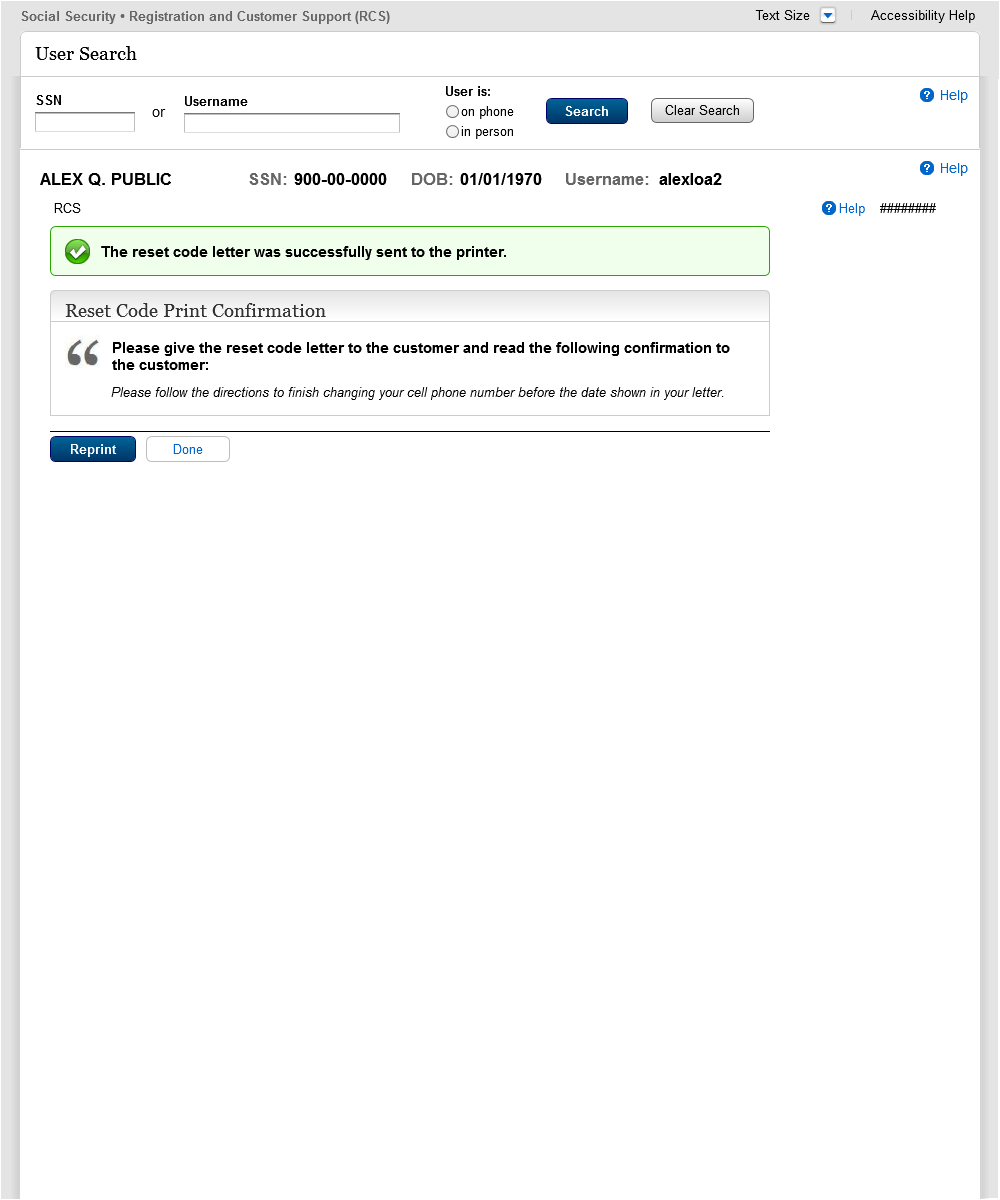
### S1-P1 Verify Address Verification (LOA2)

Screen added on 1/12/2016.



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

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



Changed from “Update” to “Change” [GLOBAL]

Changed “Update Code Letter” to “Reset Code Letter” [GLOBAL]

New text: Reset Code [GLOBAL]

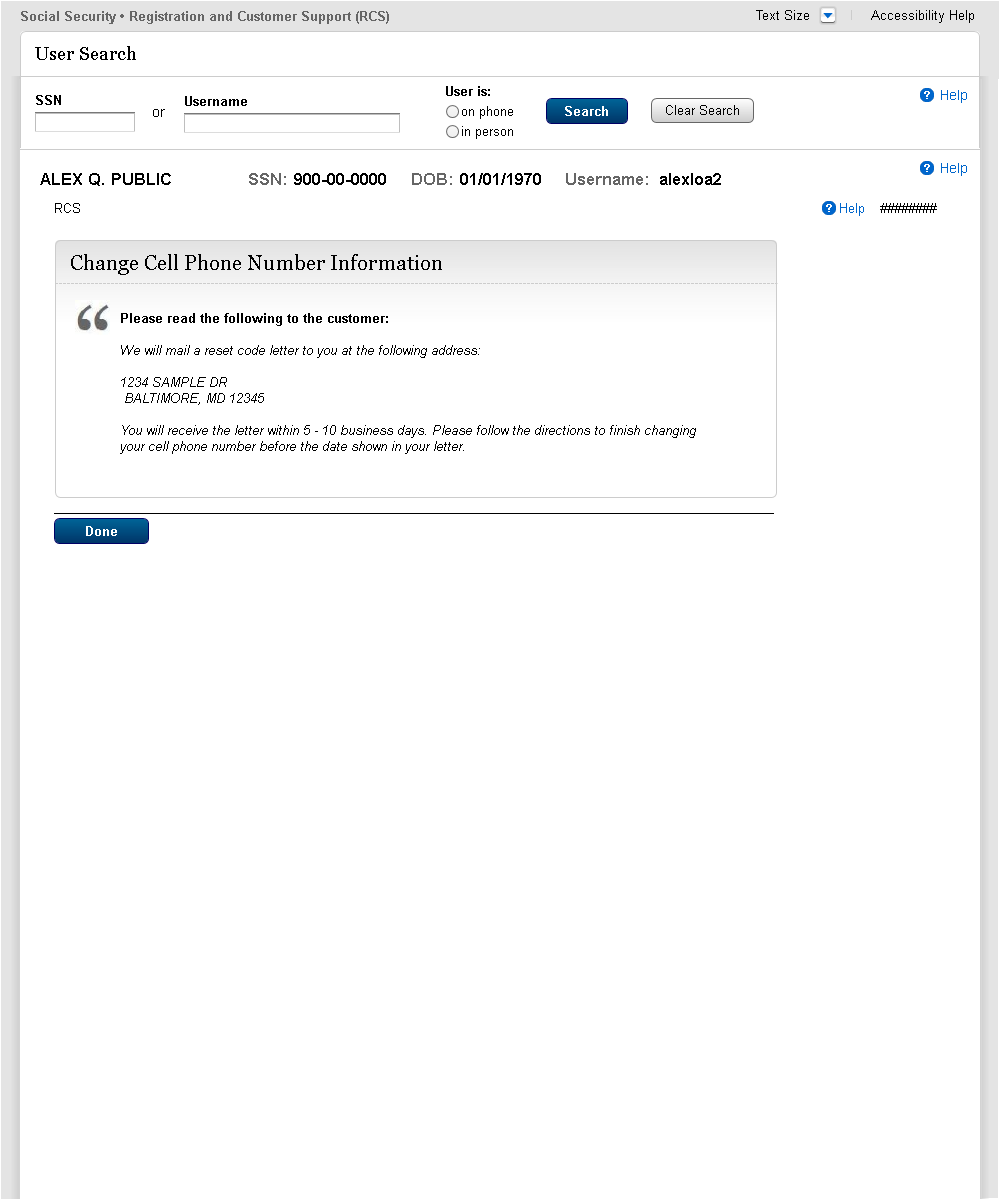
Change of text from “The letter…” to “The reset code letter” [GLOBAL]

Reprint button is now primary…with done button being secondary

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

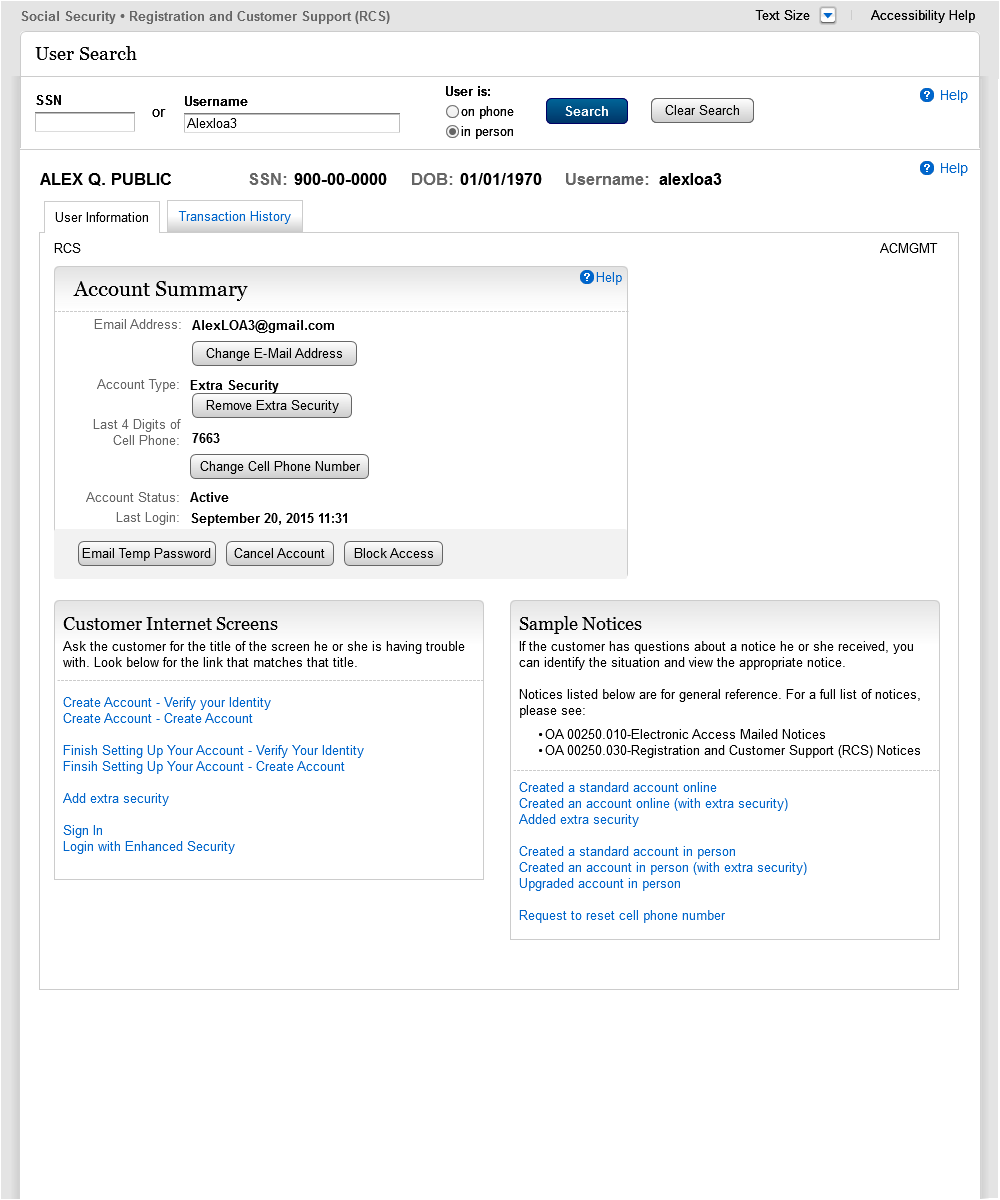
Displayed if customer-provided address does not match address on customer’s ID.

Screen added on 1/12/2016.

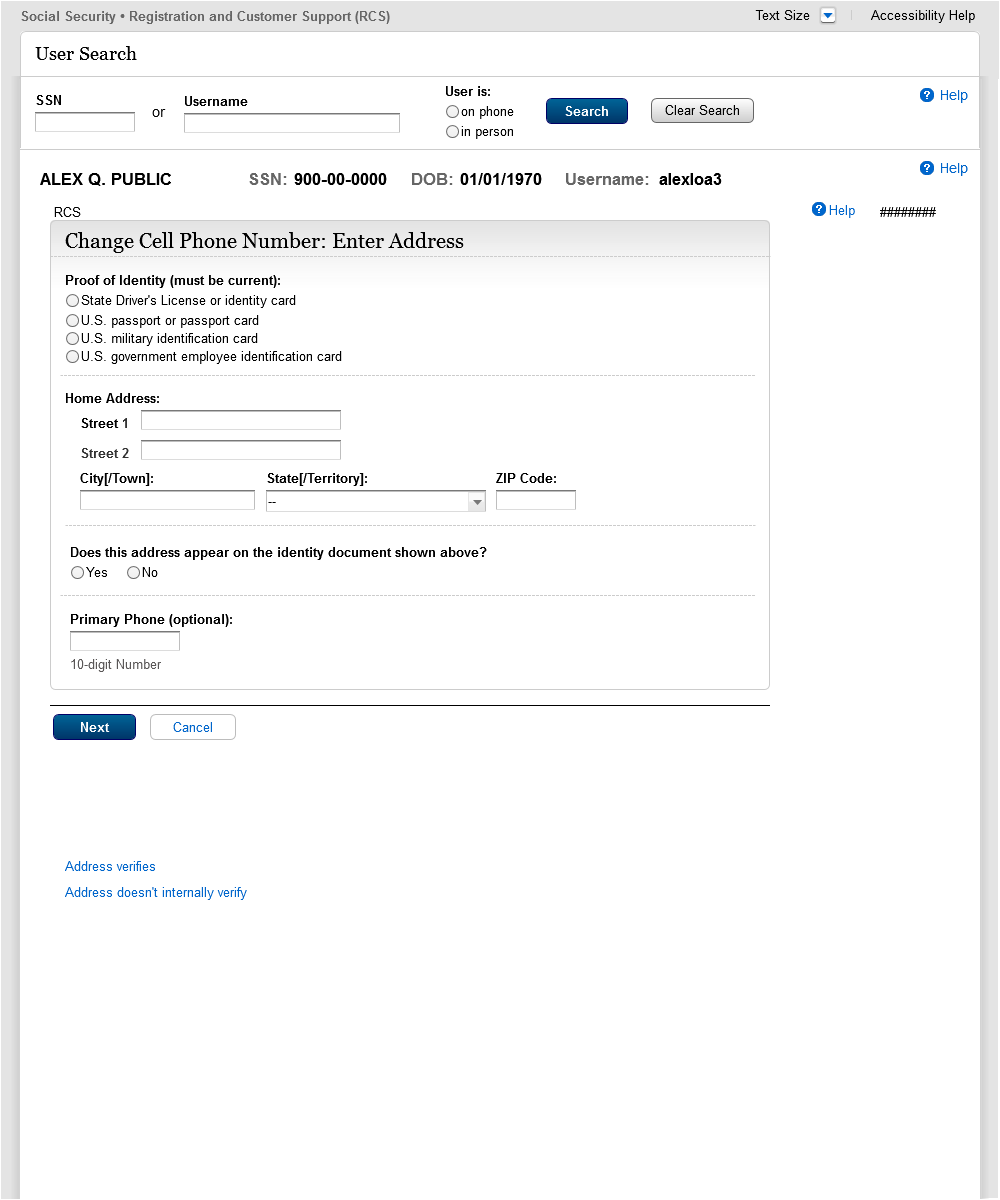


## 1.2 LOA3 in Person

### Account Summary (LOA3)\_InPerson

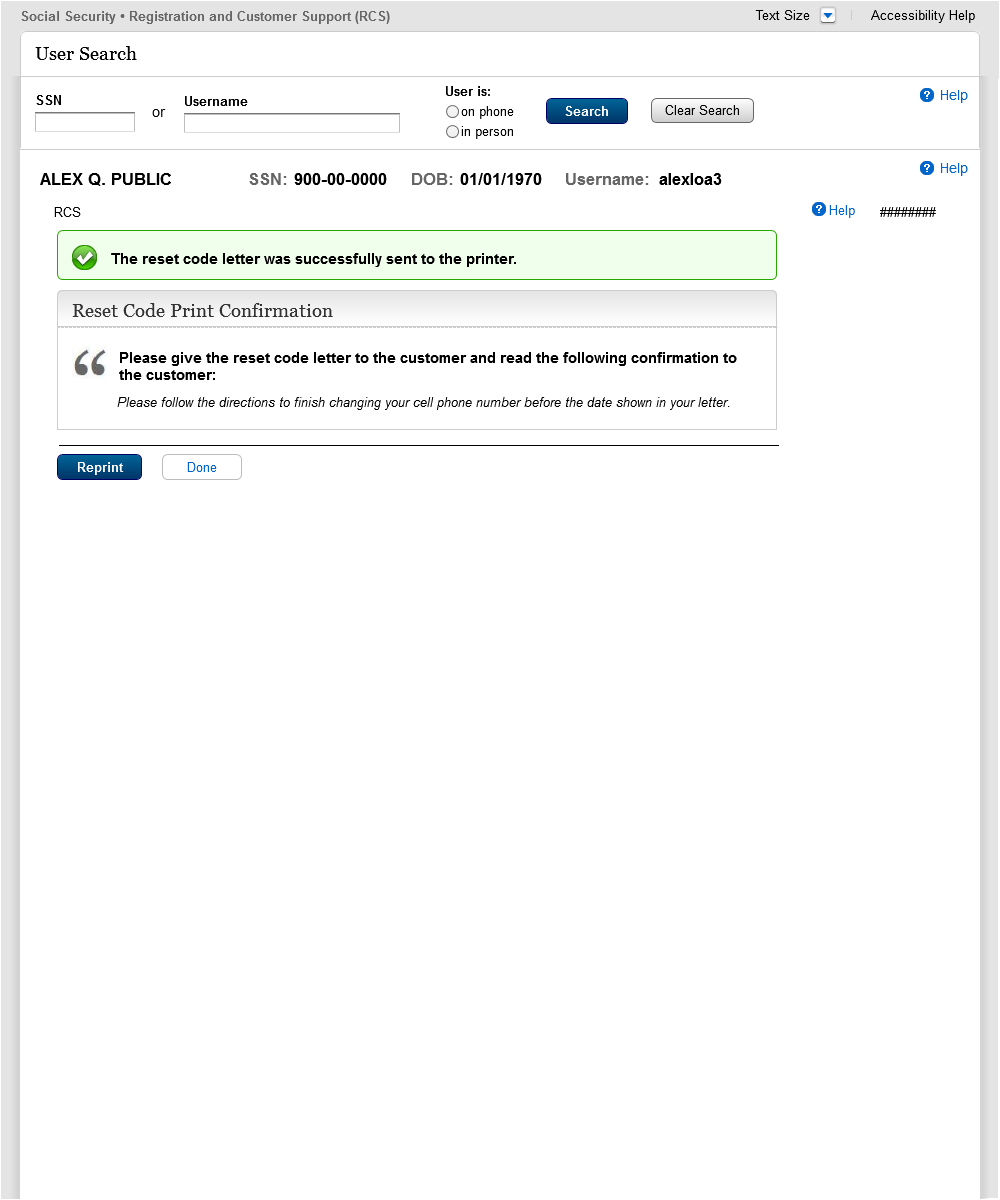


### S1-P3 Verify Address Verification (LOA3)



Spacing reduced

### S1-P4 Verify Address Verification Confirm YY NY

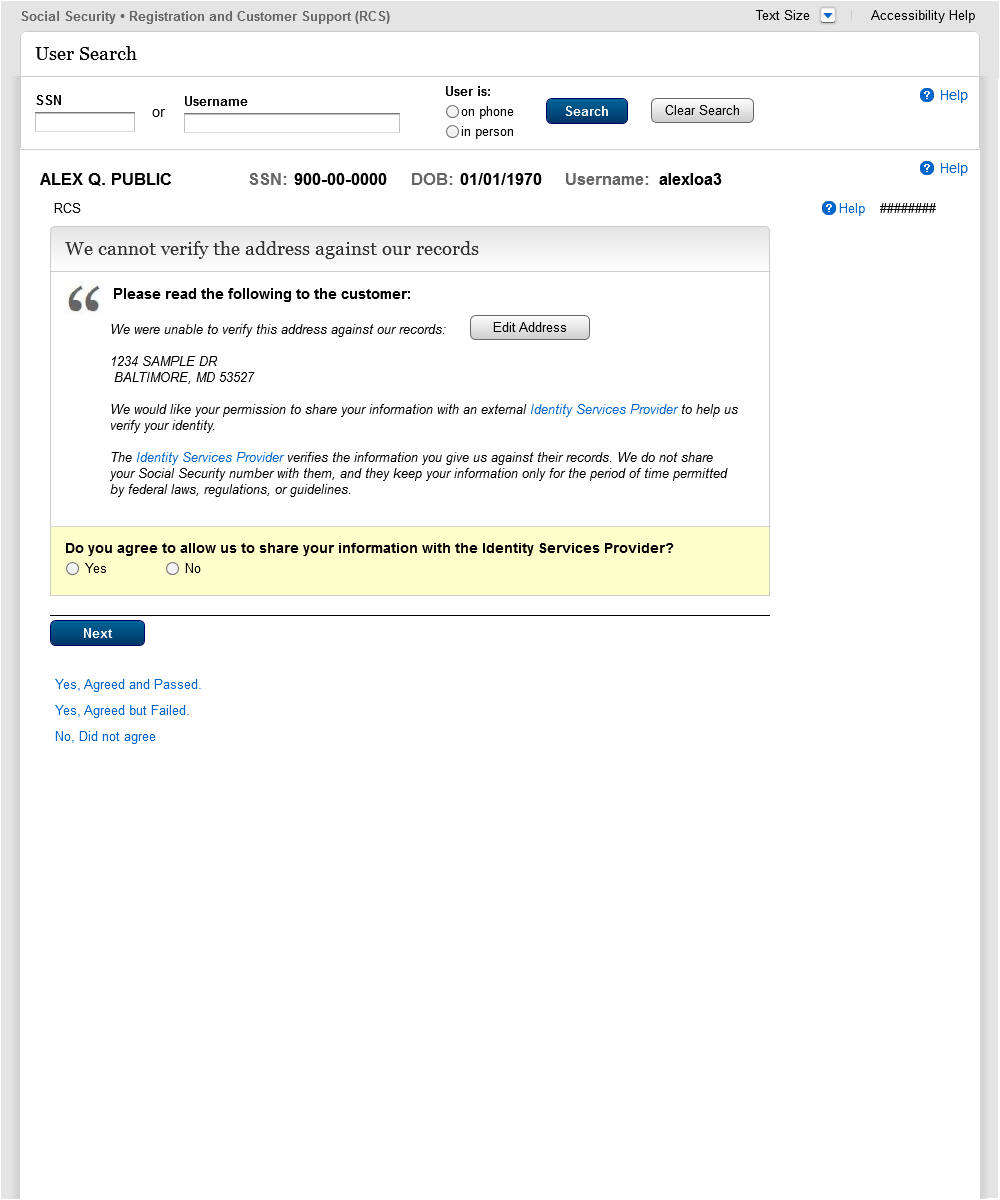


New text: “Reset code” to be consistent with other screens [GLOBAL]

Reprint button is primary, and done is secondary

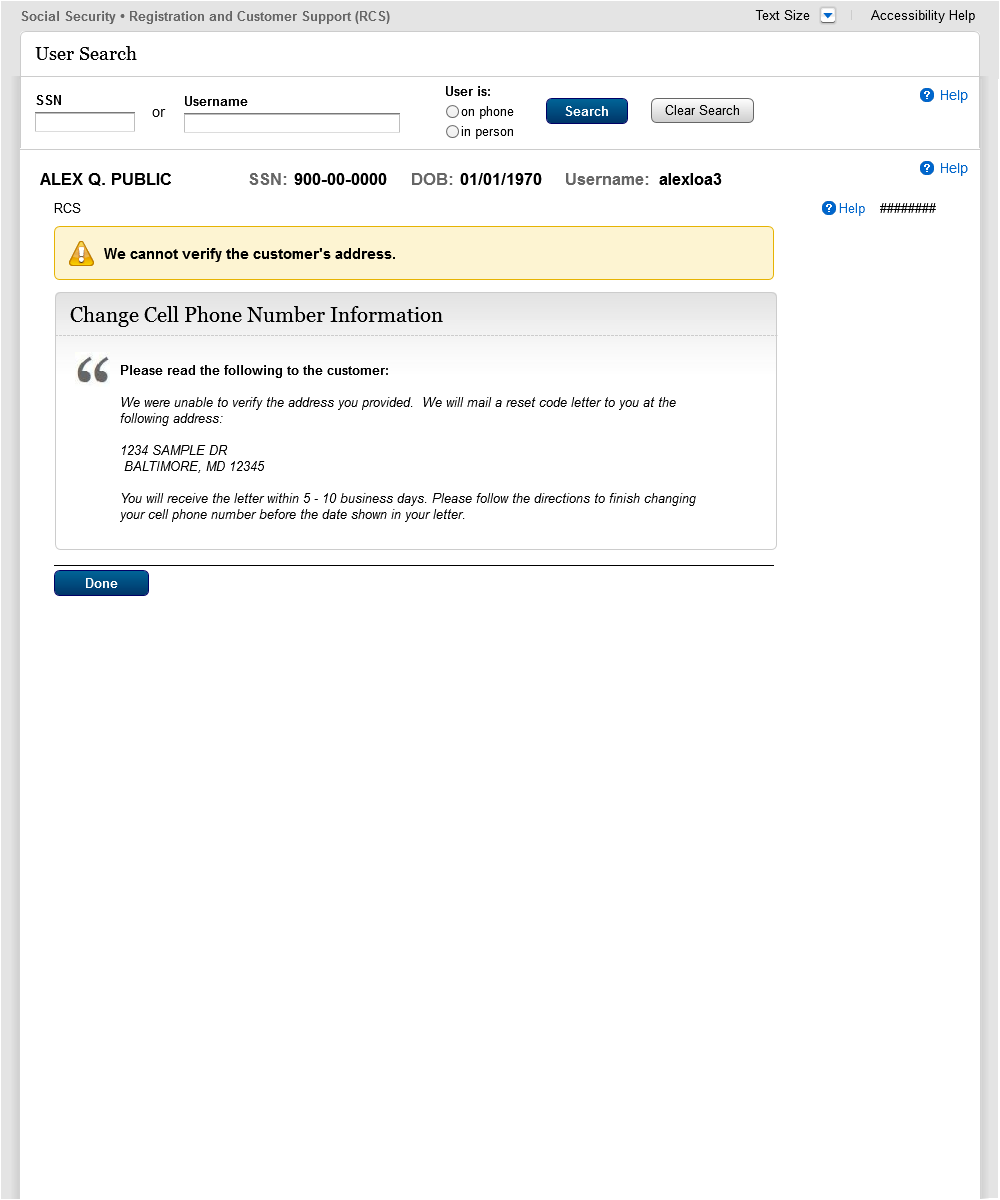
Text change from “Update” to “Change”

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



Fraud text removed [GLOBAL]

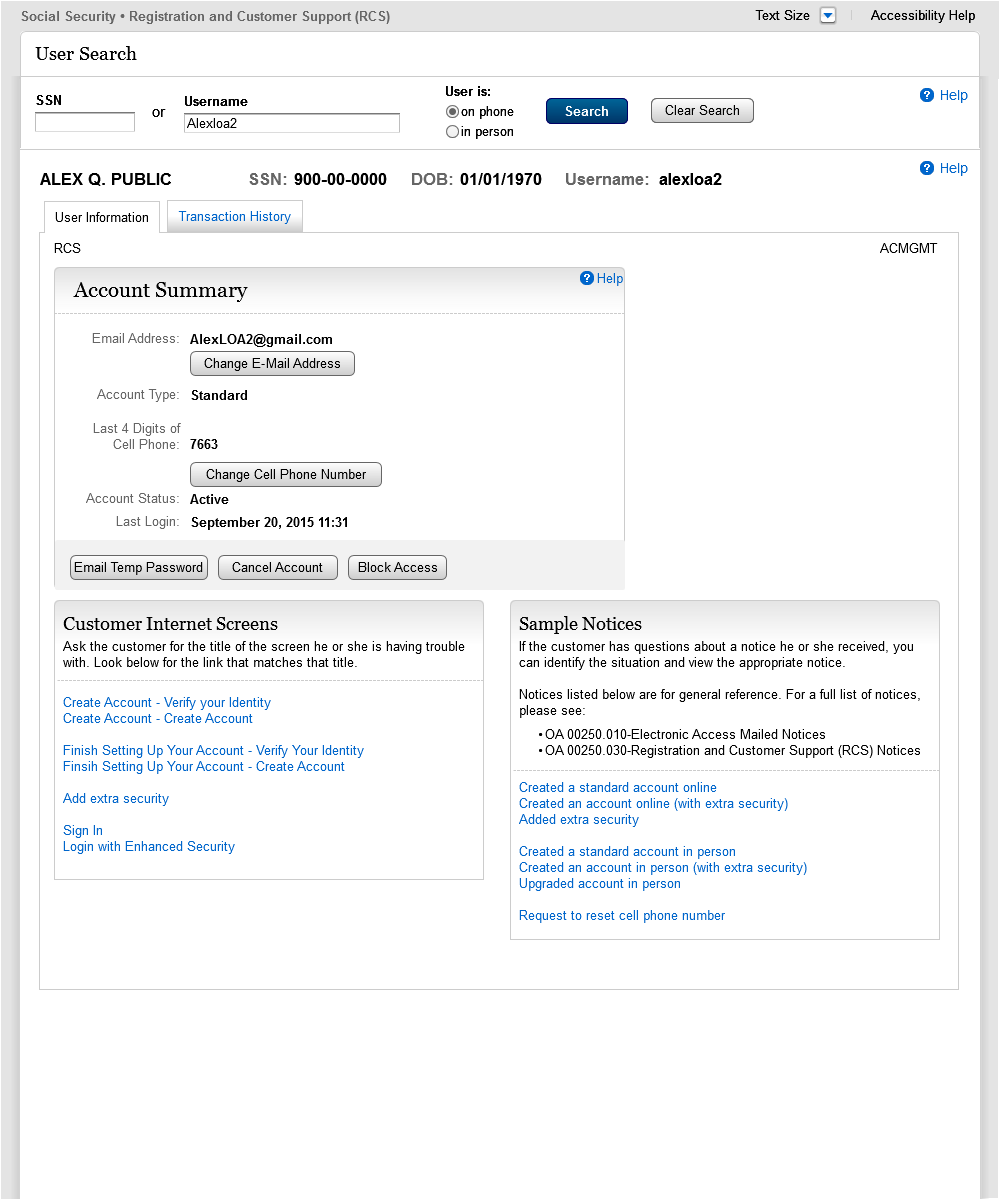
### S1-P7 Decline or Fail External Verification (LOA3)



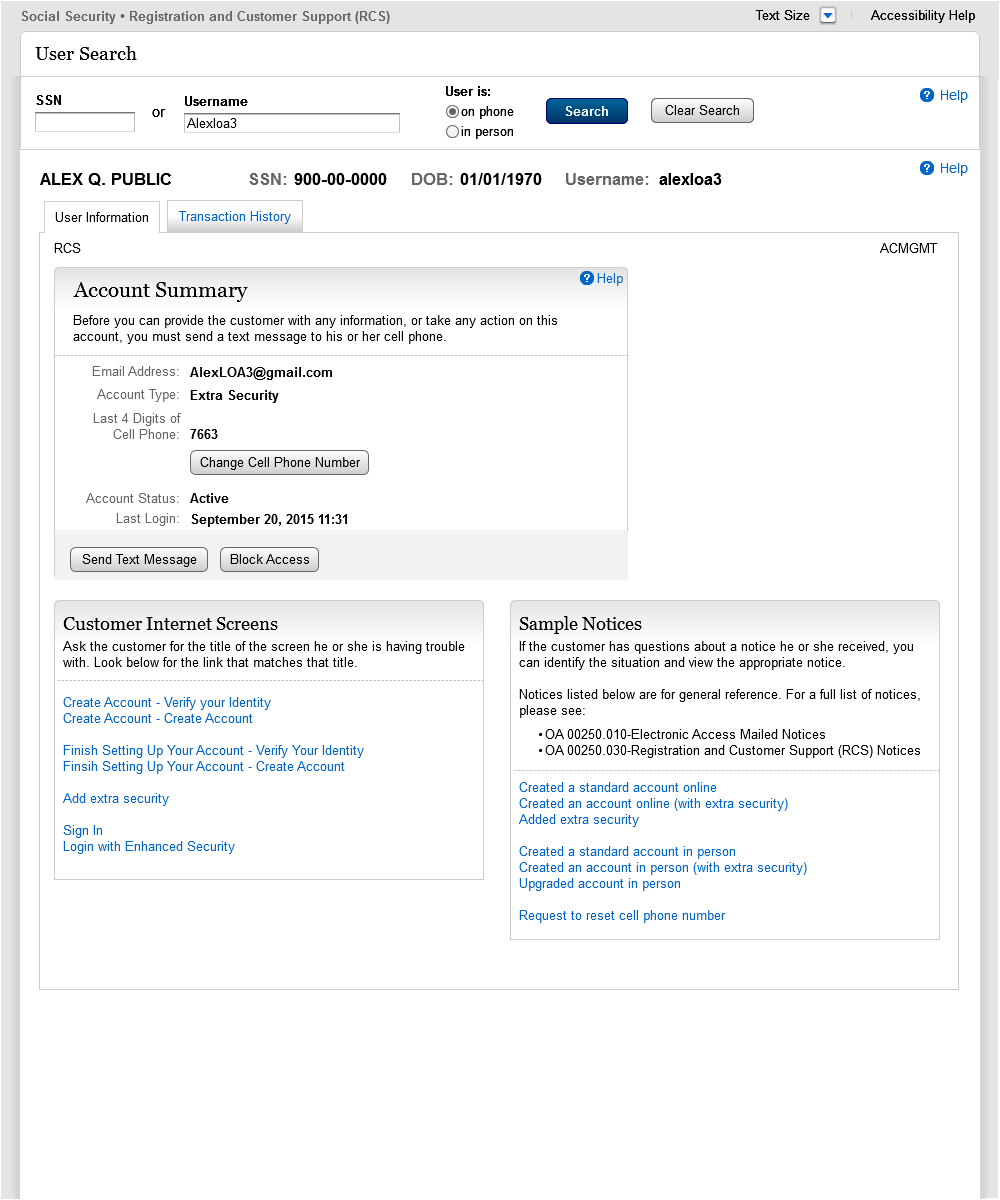
Text change: From “update” to “change”

## 1.3 LOA2 or LOA3 on Phone

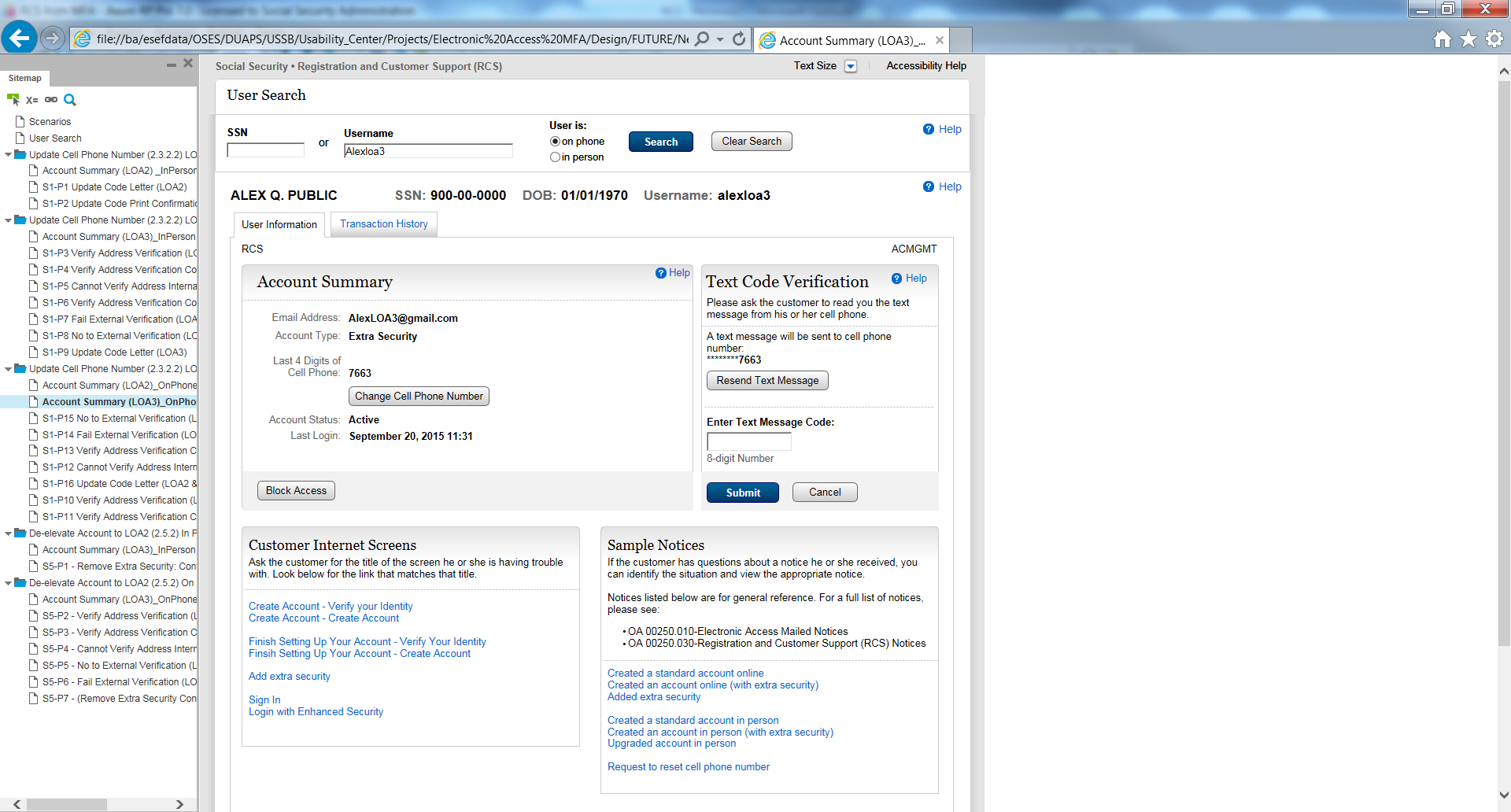
### Account Summary (LOA2)\_OnPhone



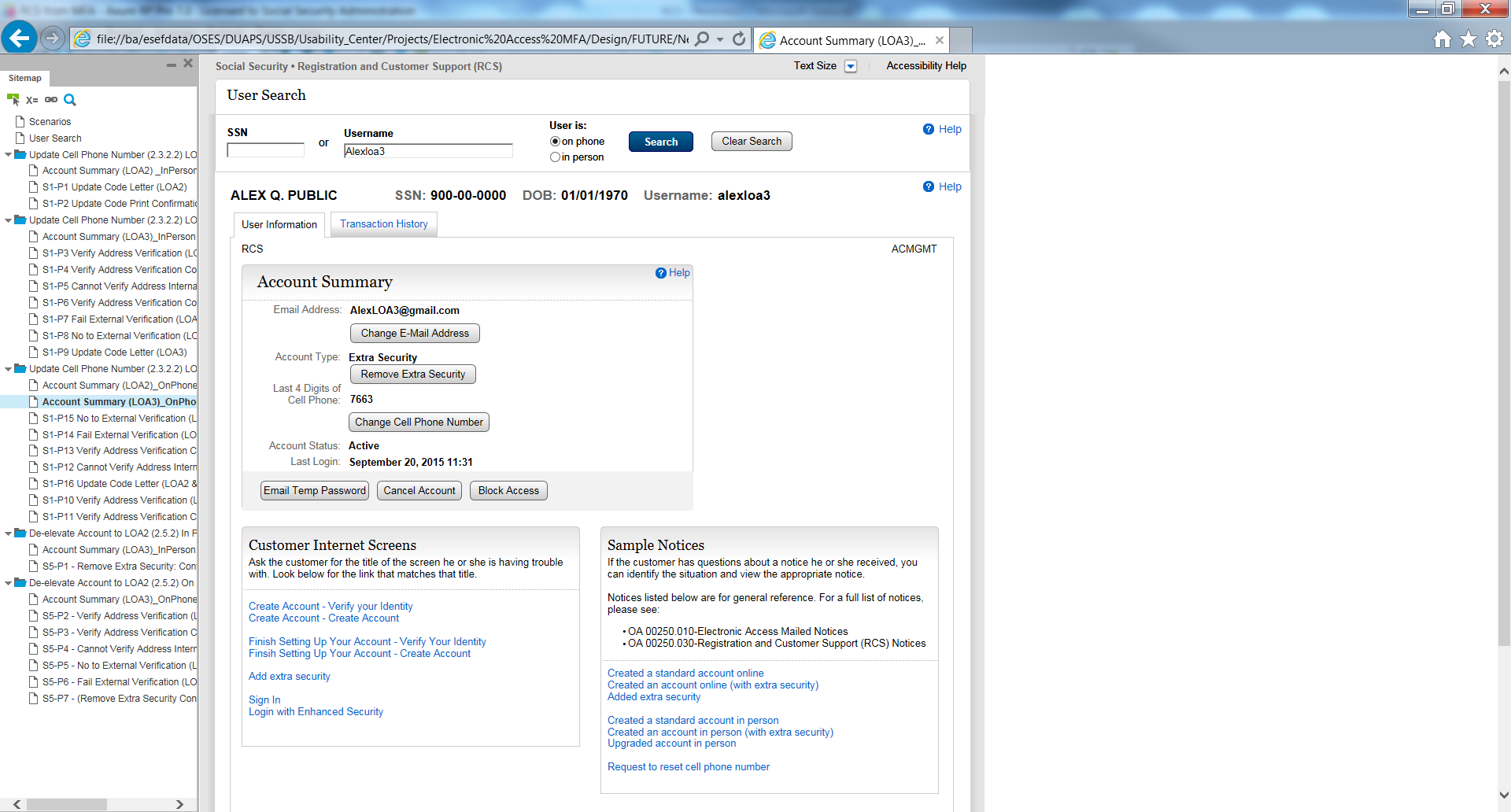
### Account Summary (LOA3 on Phone) Before Send Text Message Selected



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

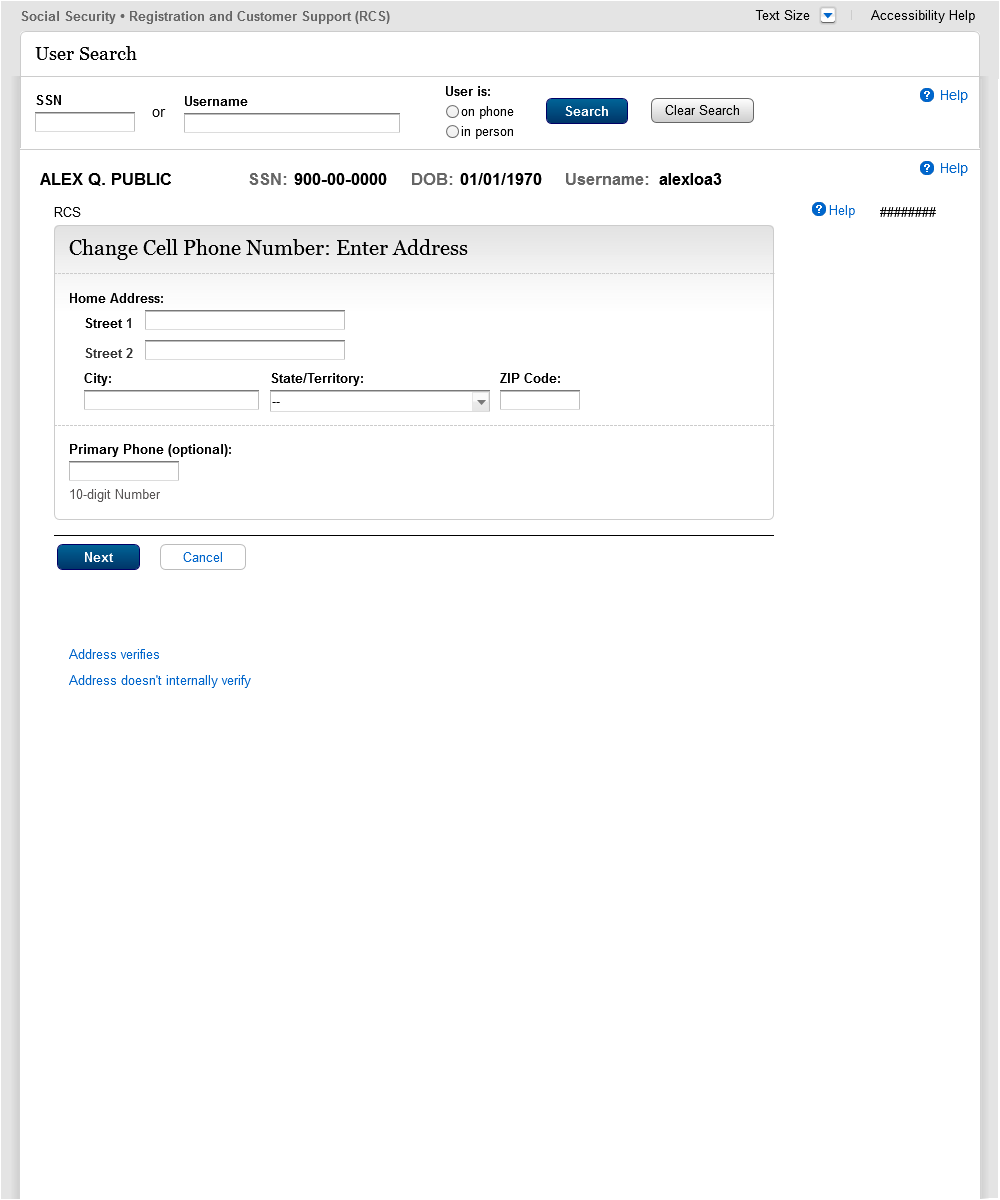


### Account Summary (LOA3 on Phone) After Text Code Verification



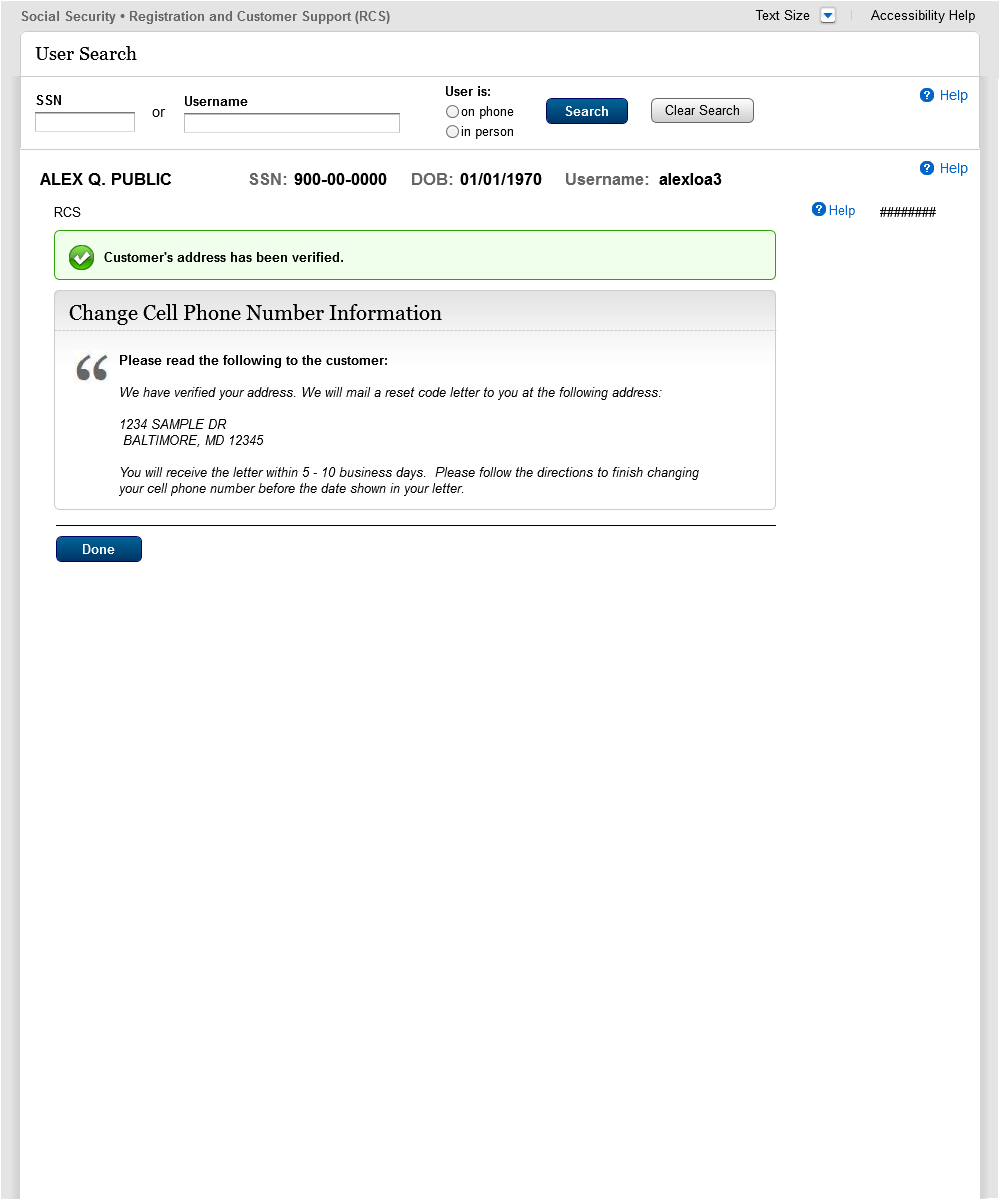
Text Code Verification container is hidden again. Account Summary container now contains buttons for available functionality.

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



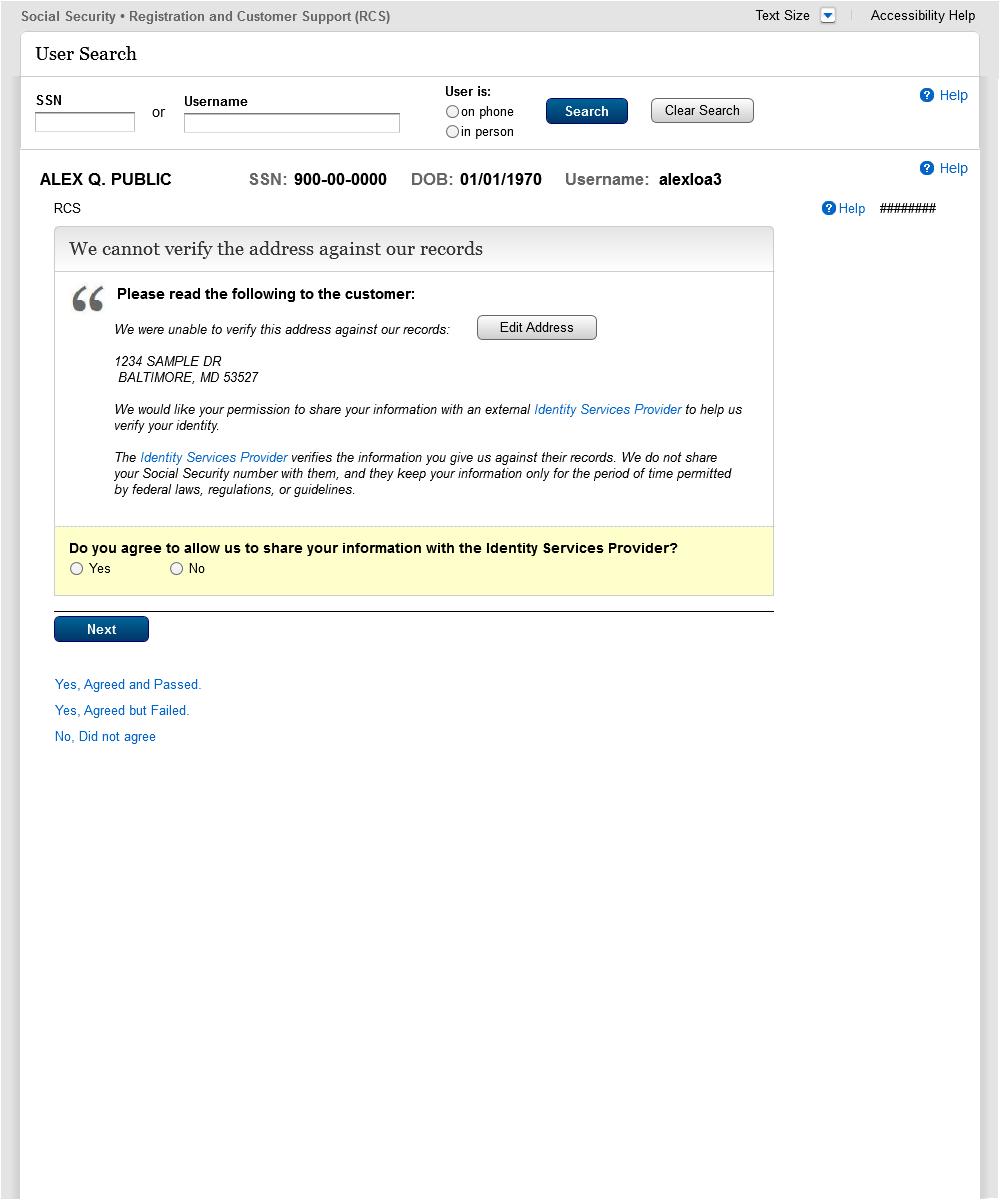
Text change: from “update” to “change”

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



“Mail” text inserted

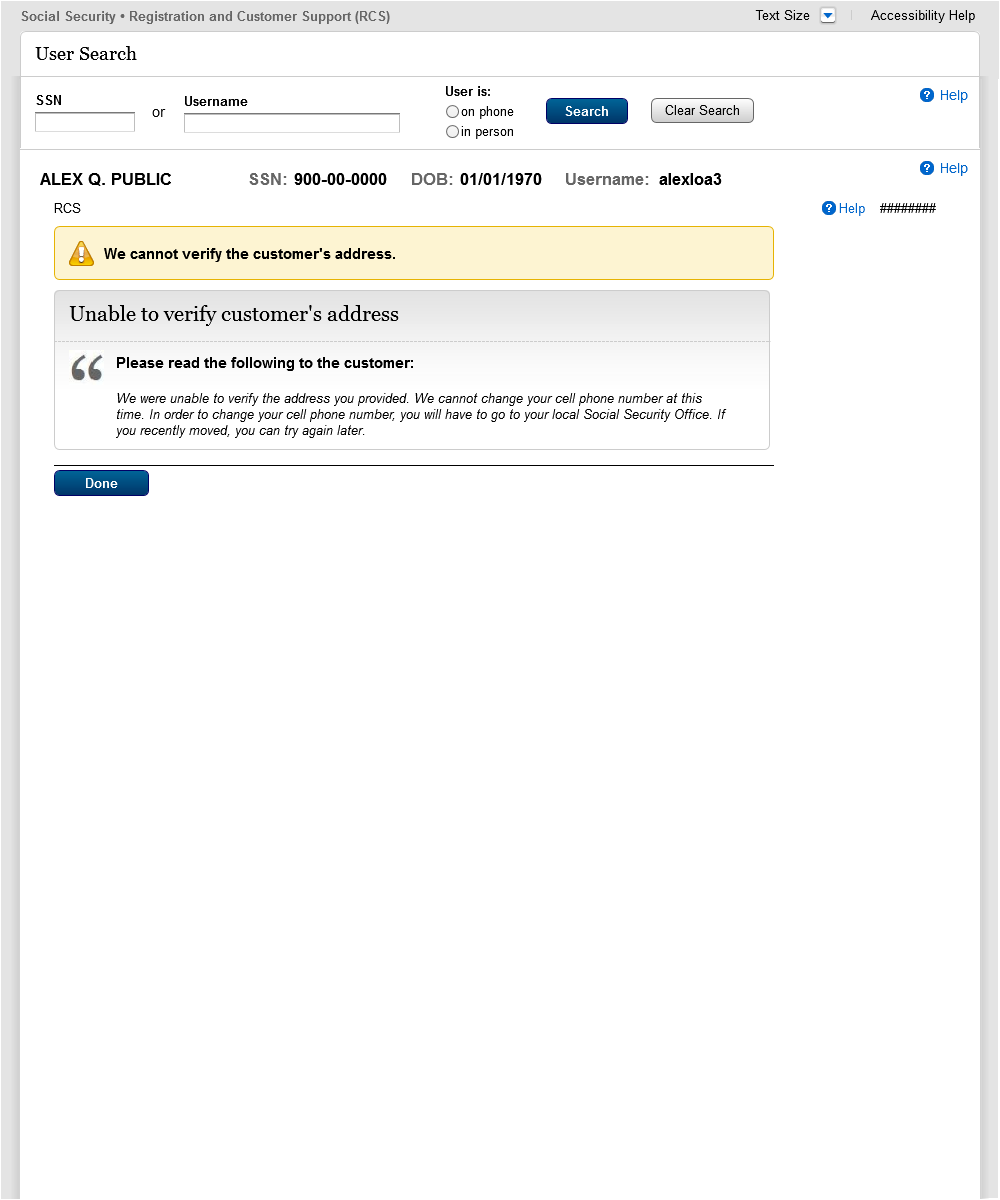
### S1-P12 Cannot Verify Address Internal (LOA2 & LOA3) YN NN



Change from “verified” to “verifies” 1/19/16

Fraud text removed

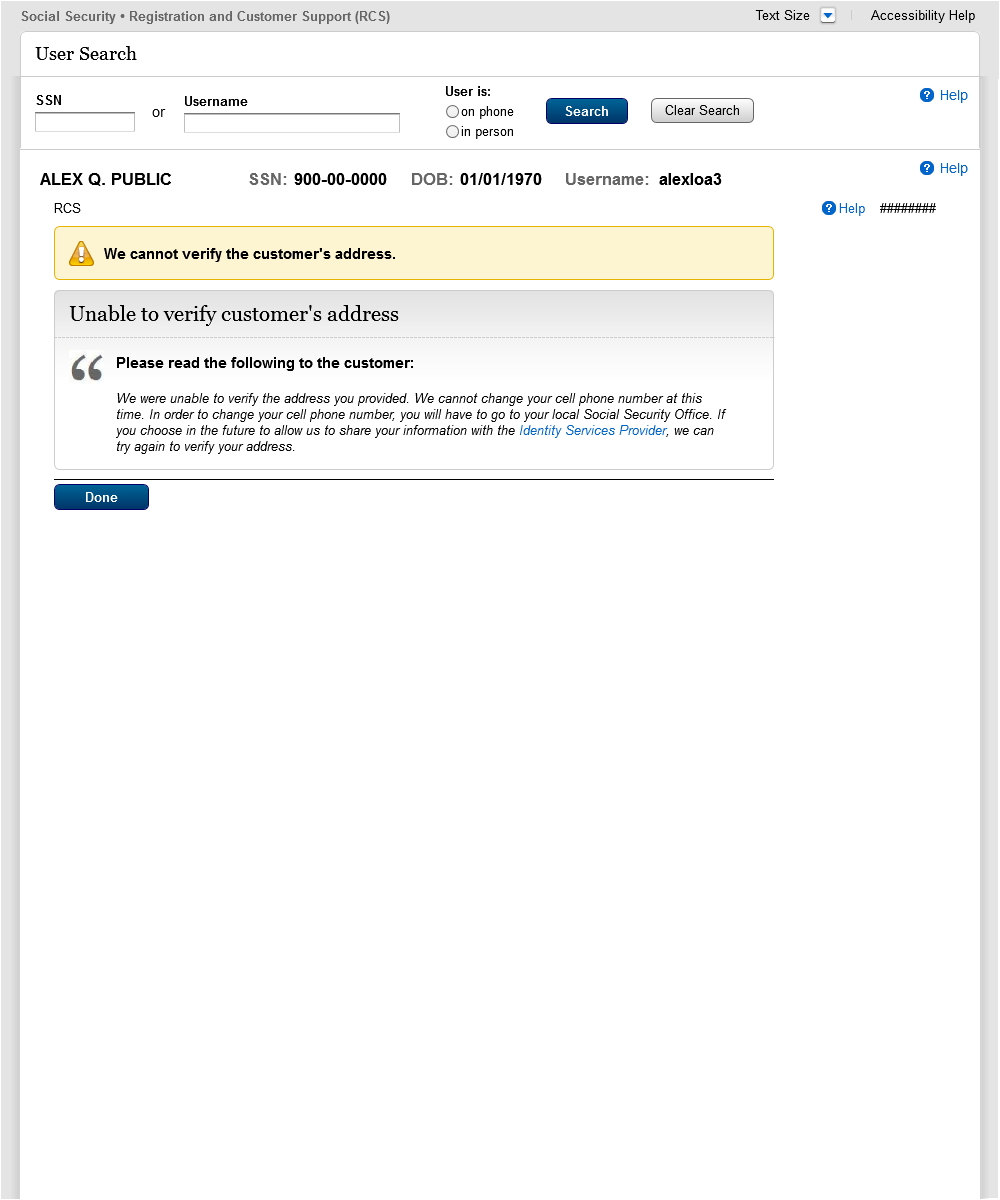
### S1-P14 Fail External Verification (LOA2 & LOA3)



“Update” changed to “Change”

Text added for going to the local SSA office

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

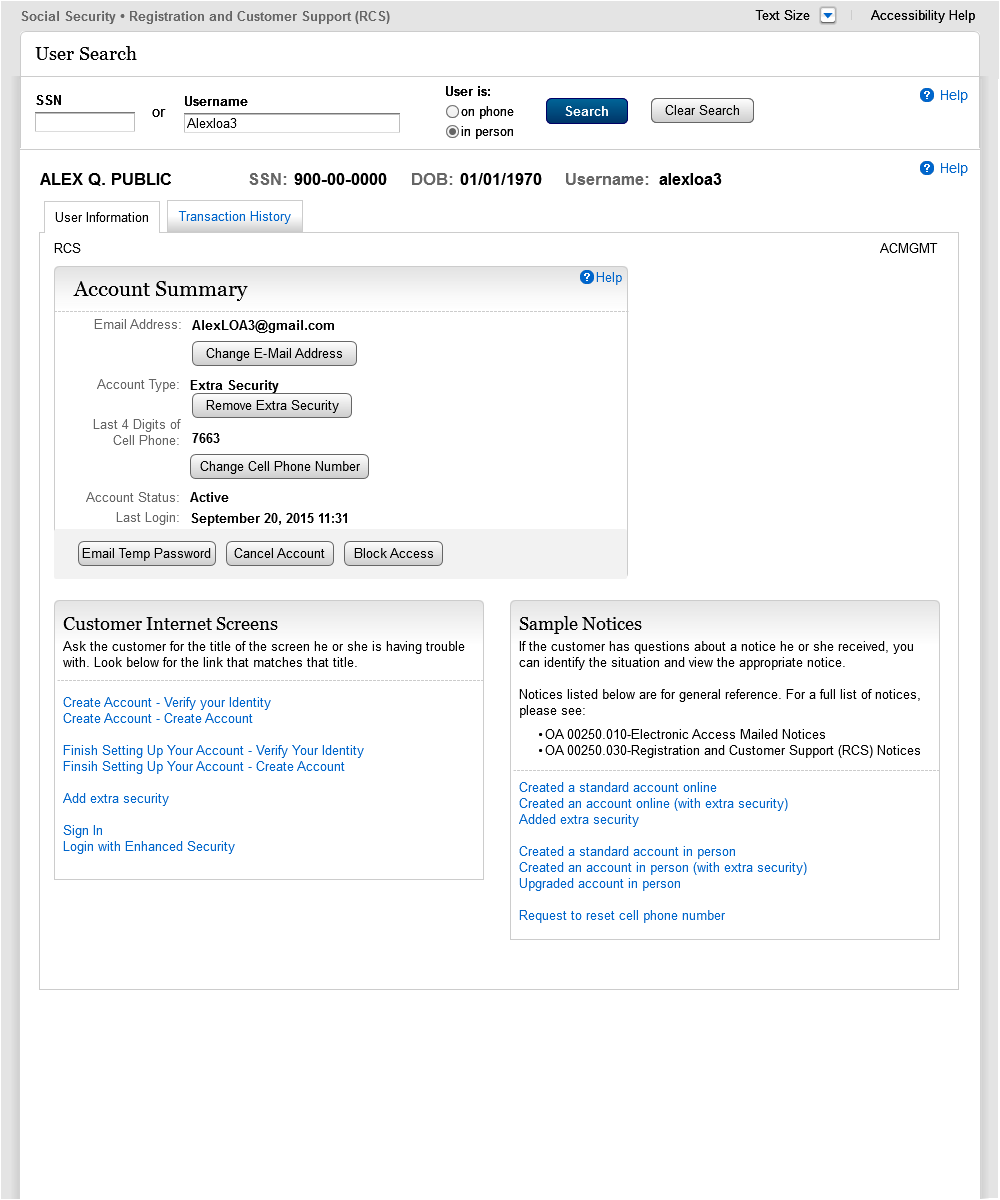


From “update” to “change”. Added 2nd sentence. Removed “If you recently moved…later.”

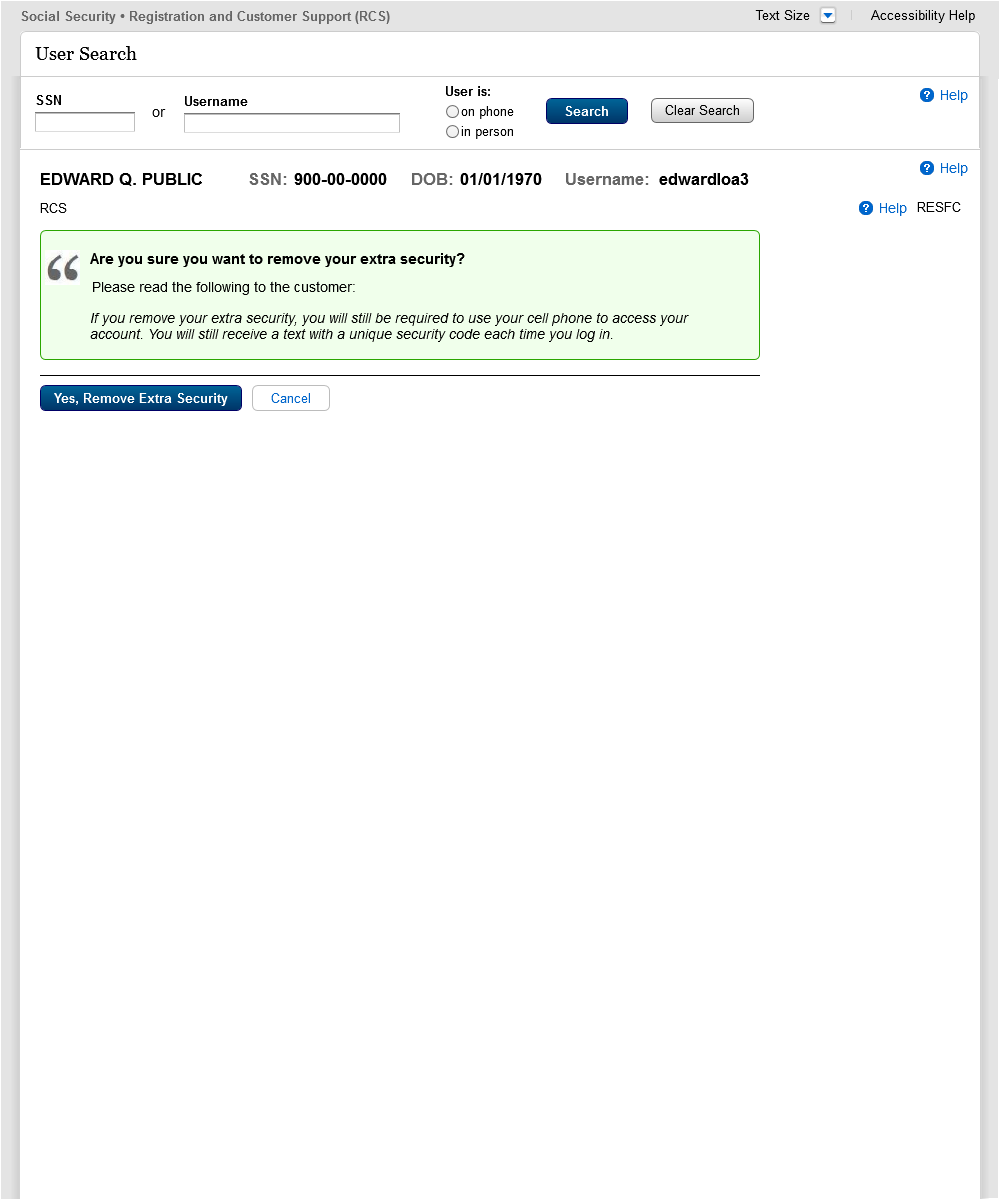
# 2. De-Elevate Account (BPD Section 2.5.2)

## 2.1 LOA3 in Person

### Account Summary (LOA3)\_InPerson



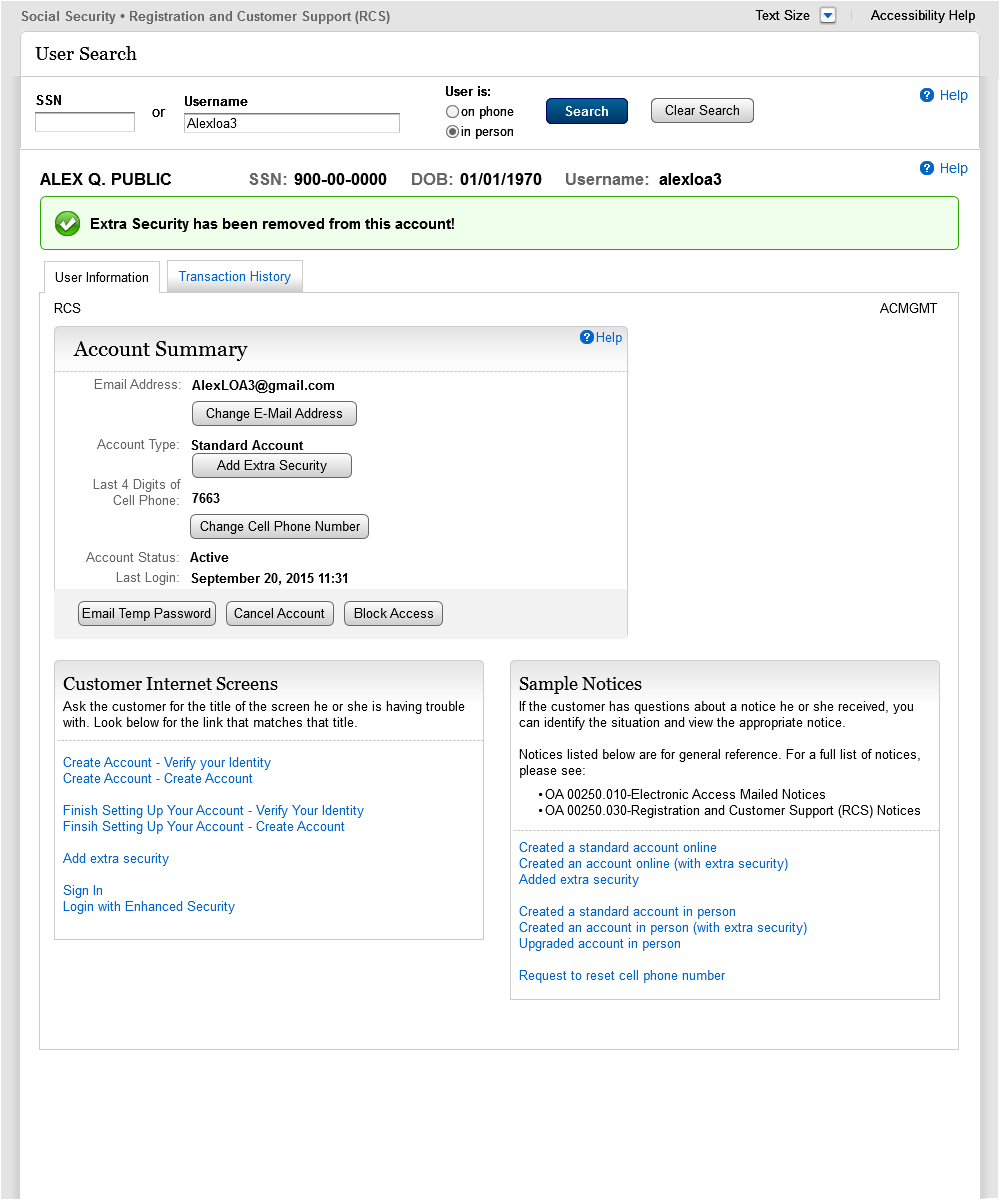
### S5-P1 - Remove Extra Security: Confirmation (LOA3)



Wording updated to reflect MFA changes

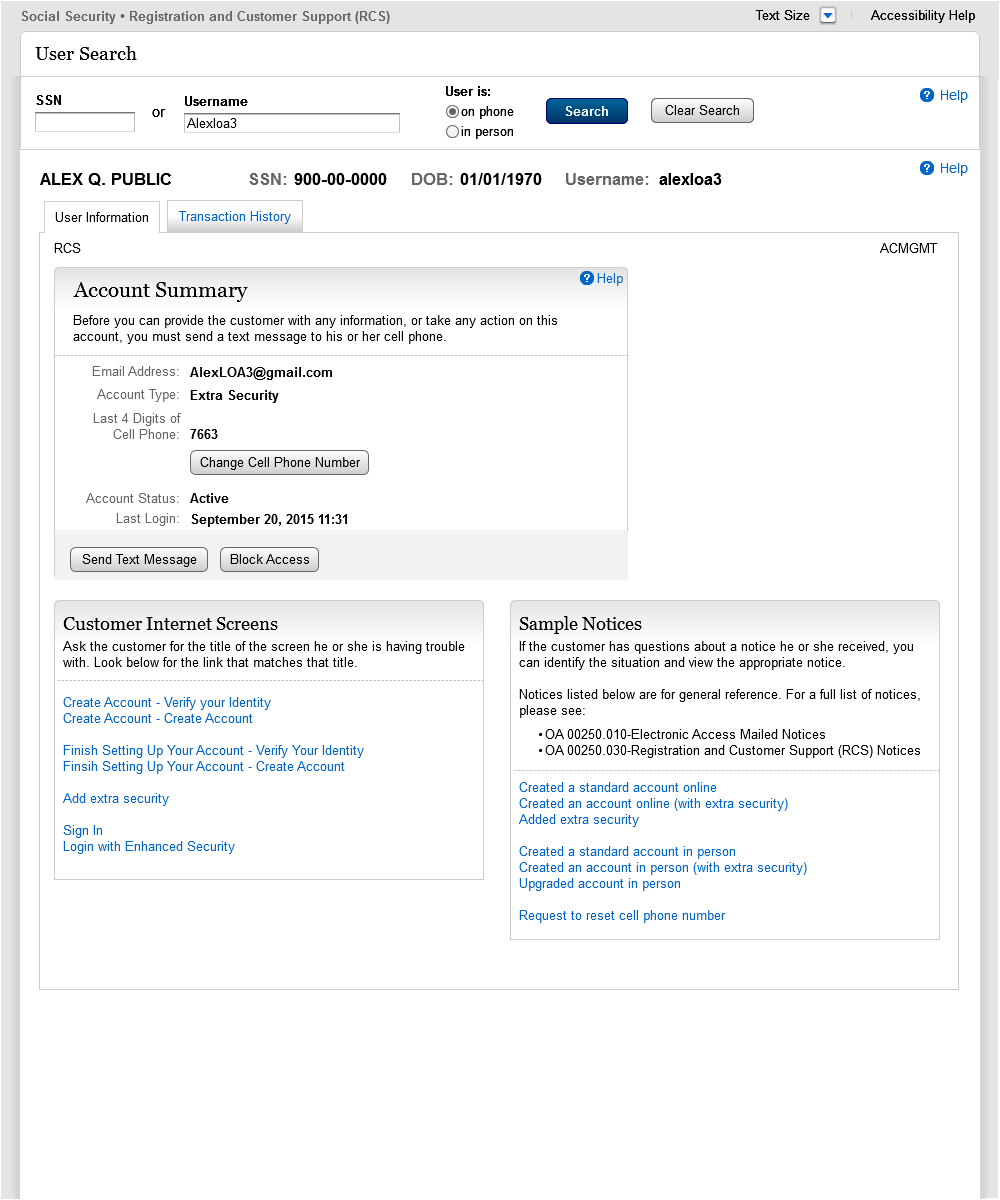
### S5-P9 - (Remove Extra Security Confirmation) Account Summary (LOA3)

Button updated to reflect RCS Val

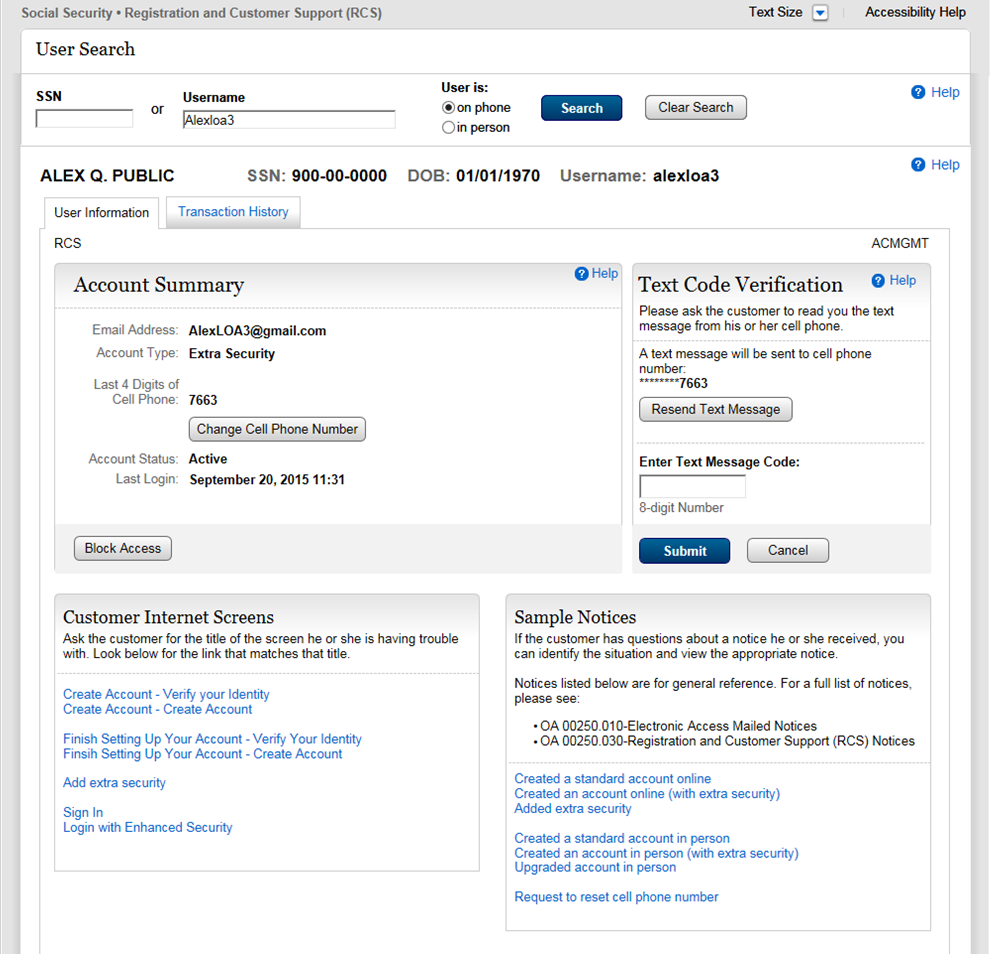


## 2.2 LOA3 on Phone – Before Send Text Message Selected

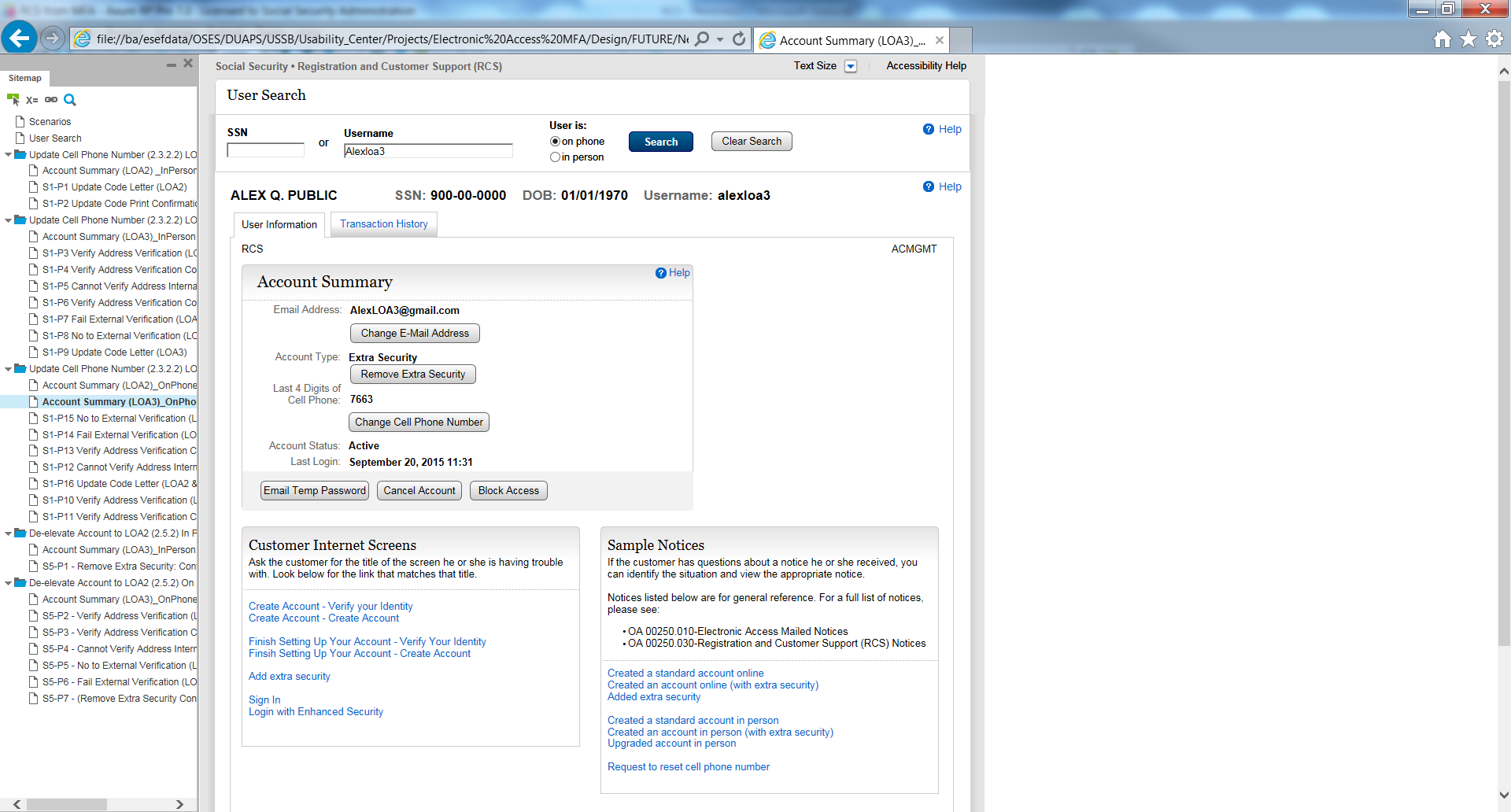
### Account Summary (LOA3)\_OnPhone



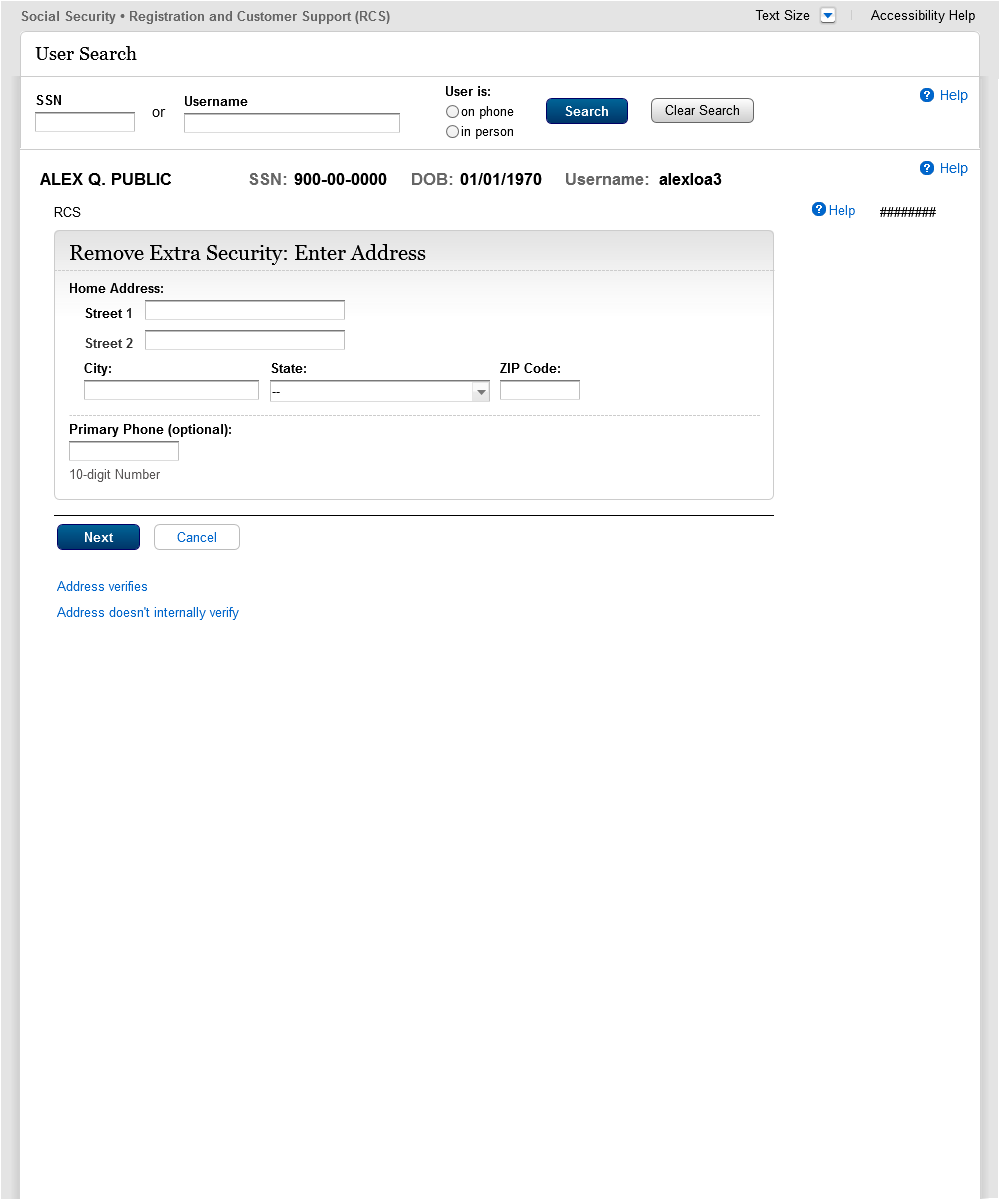
### Account Summary (LOA3 on Phone) After Send Text Message Selected



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

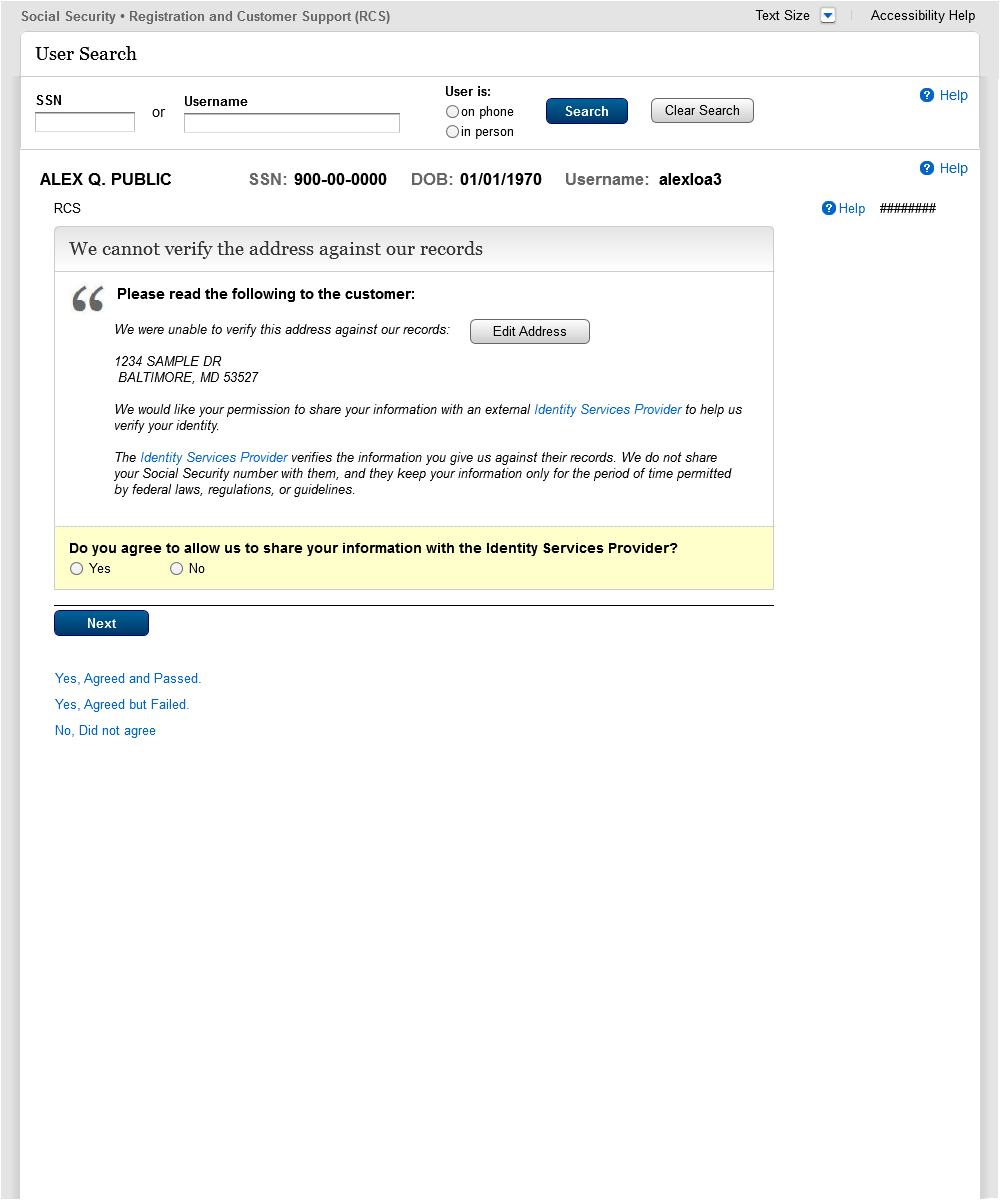


### S5-P2 - Verify Address Verification (LOA3)



Container heading updated to reflect RCS Val

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

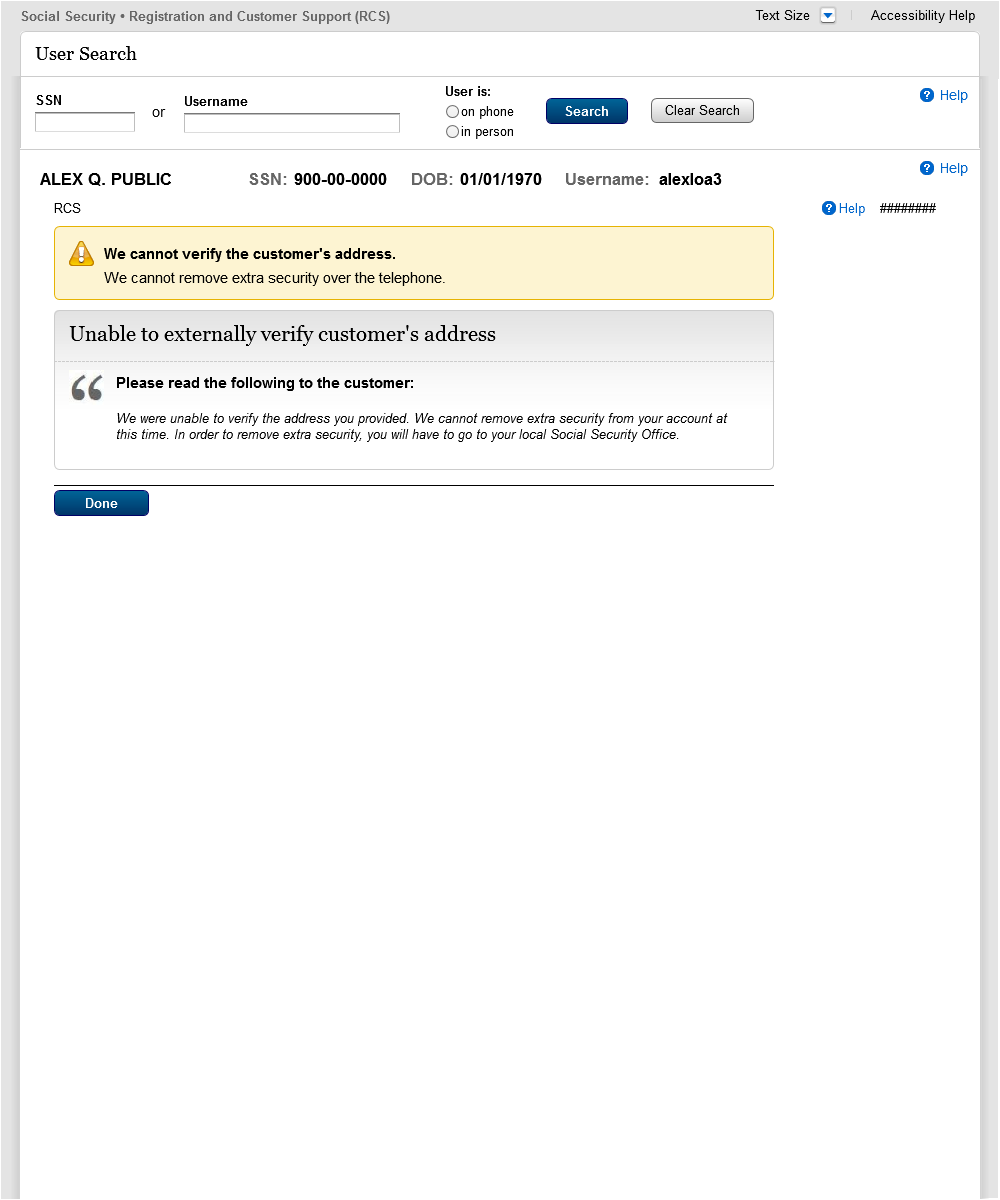


Change text from “verified” to “verifies”

Yellow container removed.

Fraud message removed.

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



Added 2nd and 3rd sentences to reflect RCS Val. Removed “If you recently moved…later.”

Added sentence to reflect RCS Val.

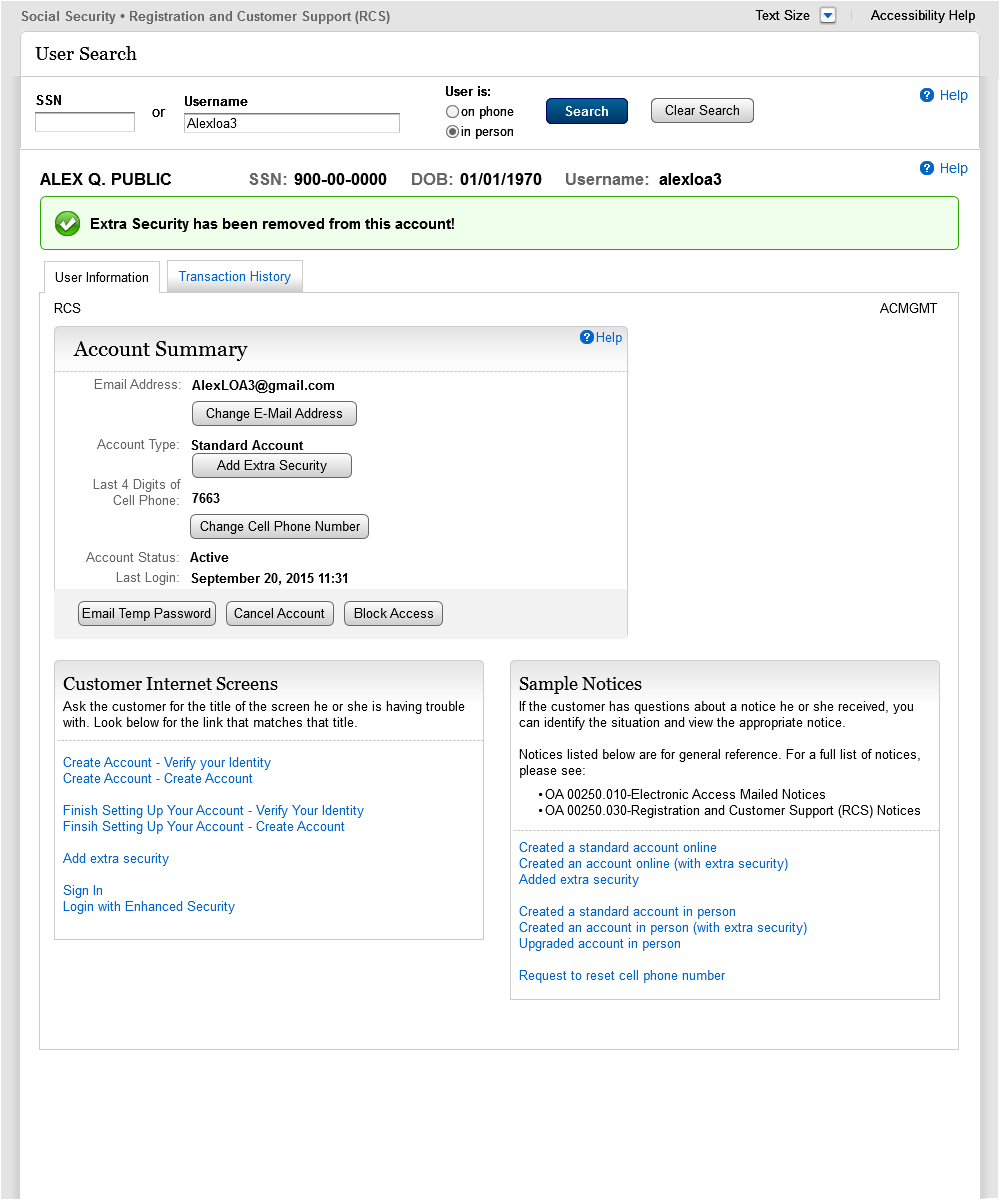
### S5-P5 - No to External Verification (LOA3)



Added sentence to reflect RCS Val.

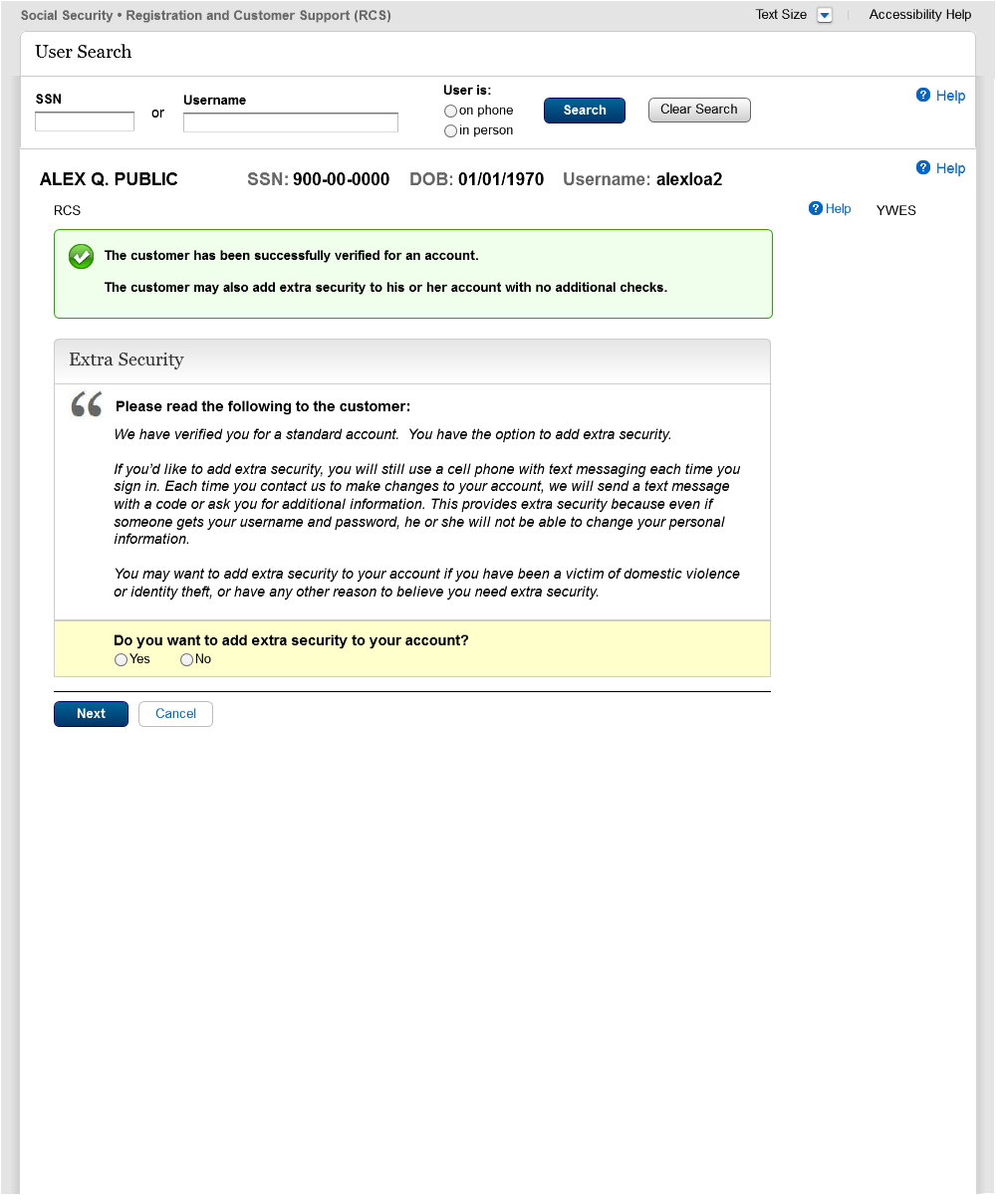
Added 2nd and 3rd sentences to reflect RCS Val. Removed “If you recently moved…later.”

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



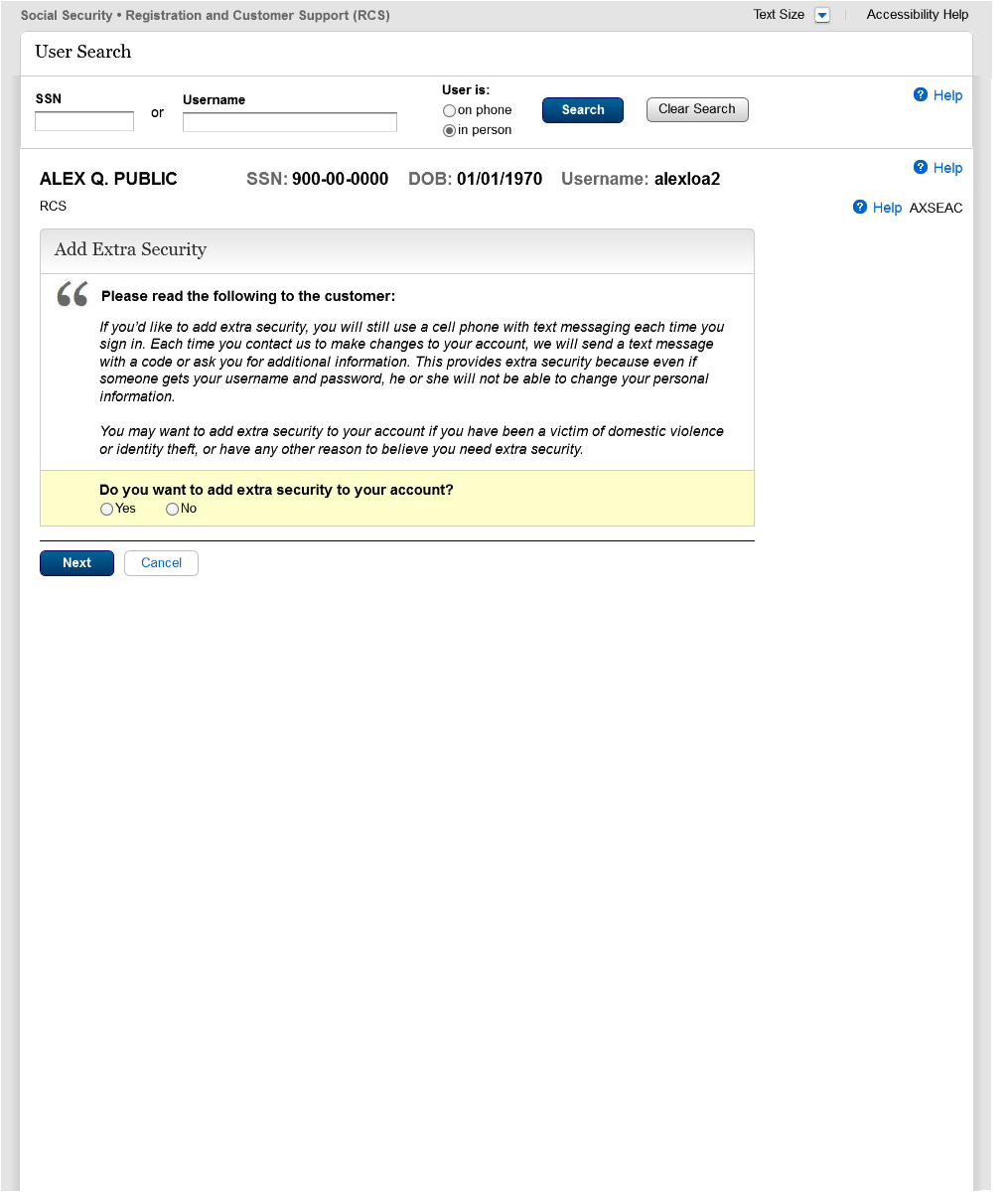
## 3.0 Miscellaneous Screen Changes

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



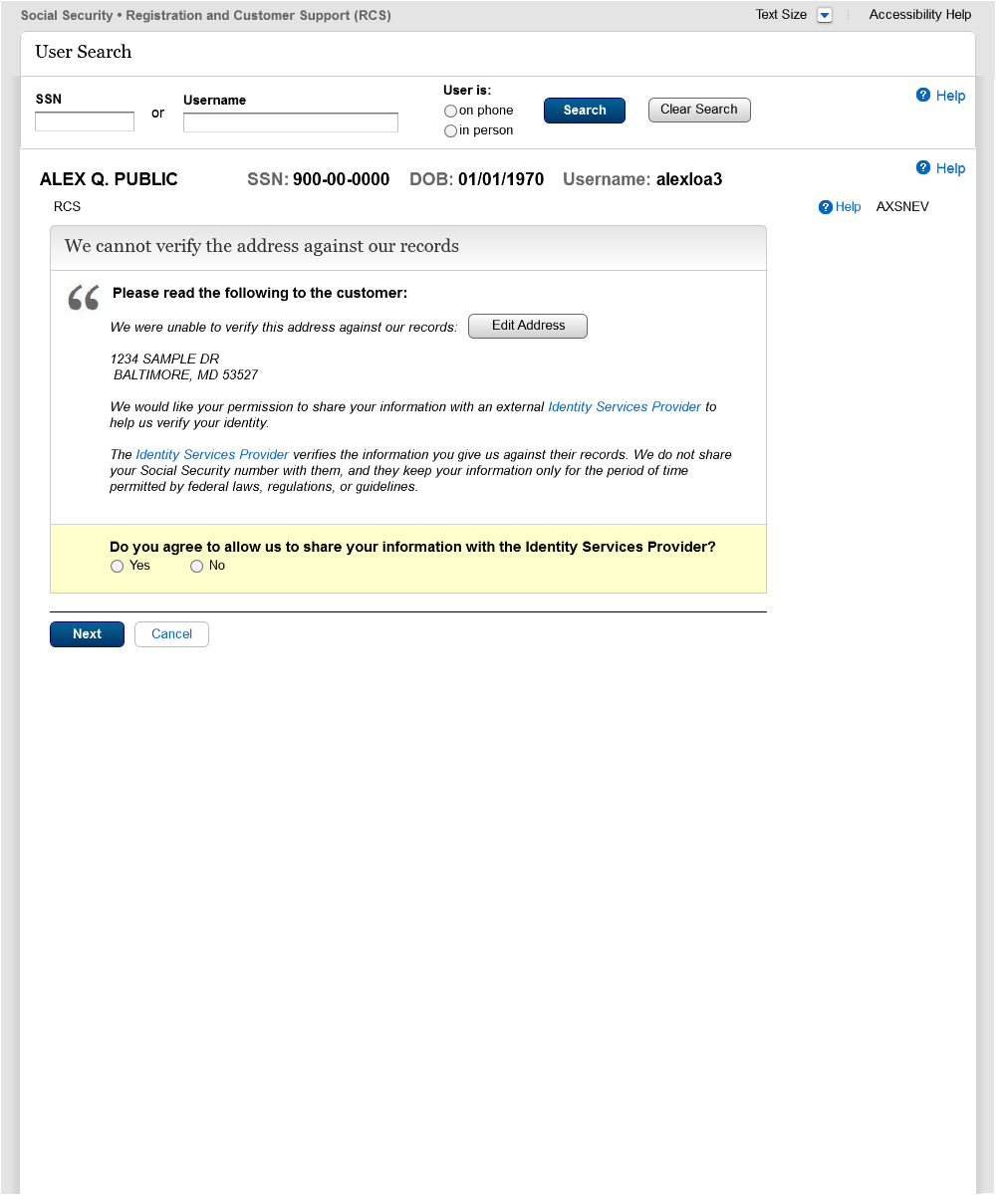
Changed language on 3/2/2016.

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



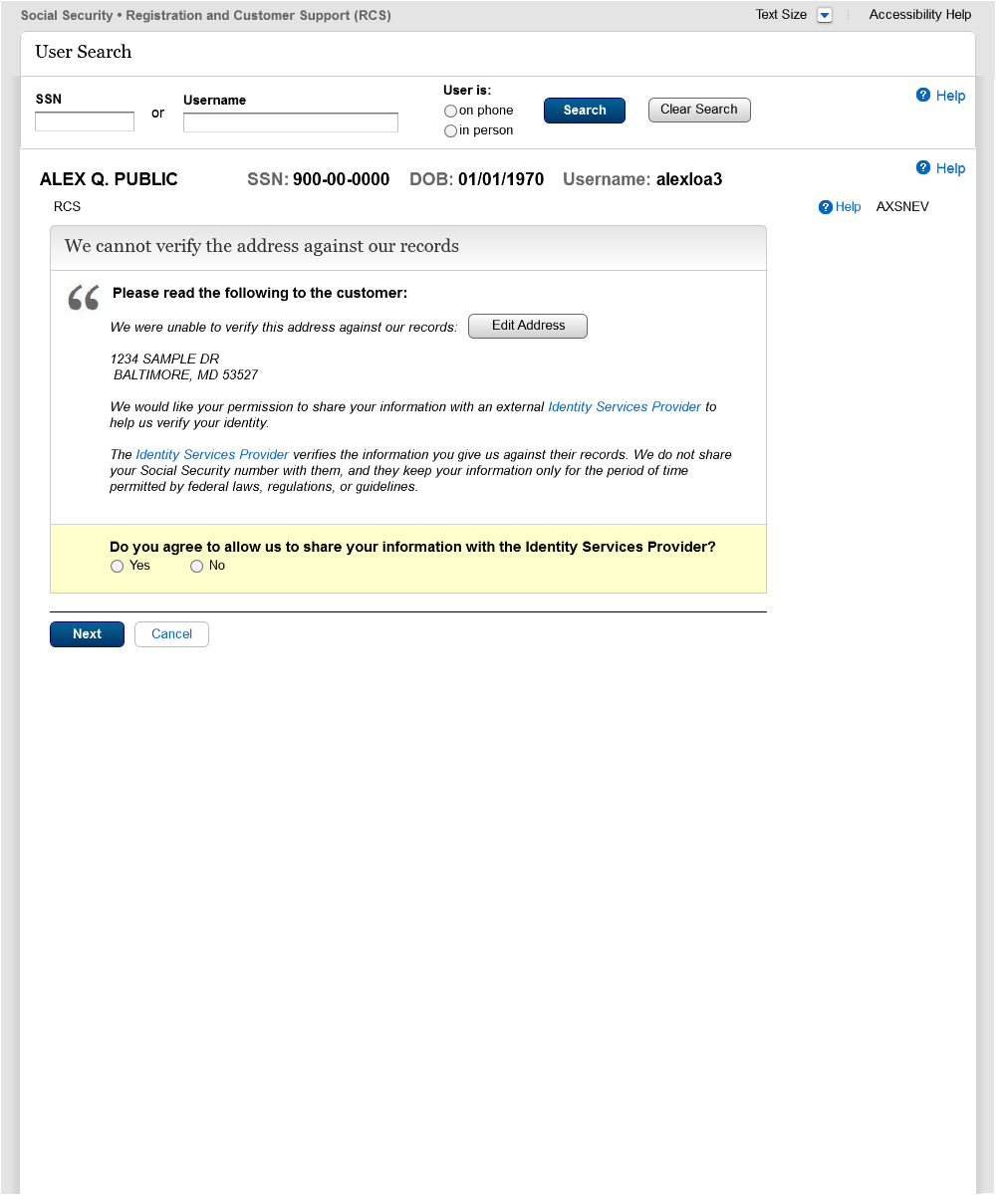
Changed language on 3/2/2016.

### 3.3 Screen AXSNEV – Cannot Verify Address Internally



Removed wording about fraud prevention services on 3/2/2016.

### 3.4 Screen EXTOS – Cannot Verify Address Internally



Removed wording about fraud prevention services on 3/2/2016.