|  |
| --- |
| Social Security Administration Logo |
| Screen Shots Document  Grouped By Scenario |
| Electronic Access Multi-Factor Authentication  Registration And Customer Support (RCS) |
|  |
|  |
| **4/21/2016** |



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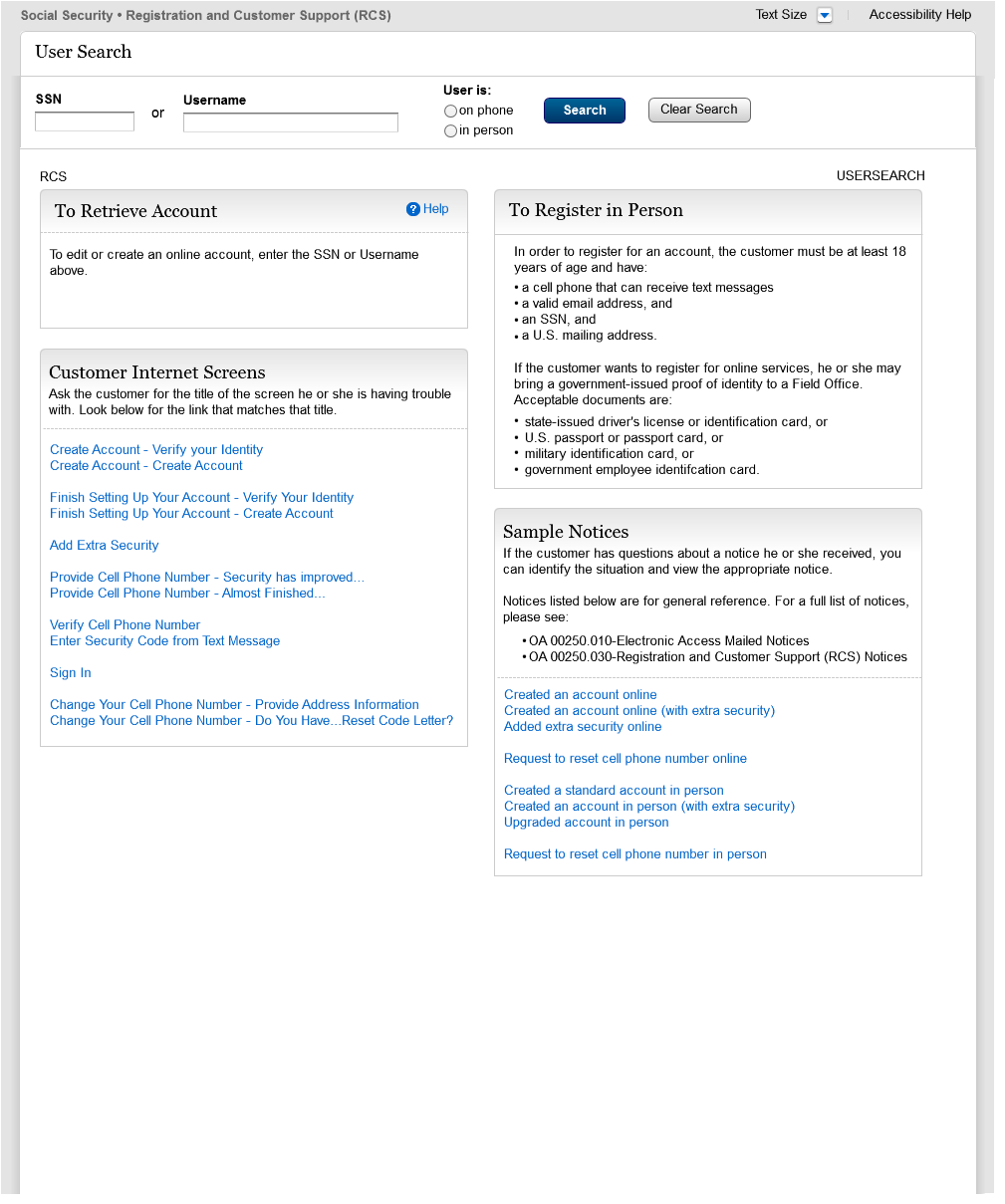
# Document Version Information

|  |  |  |  |
| --- | --- | --- | --- |
| 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 | 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 |
| 1.1 | 04/08/2016 | * Added “print receipt” button to S1-P6 (Customer-Provided Address Does Not Match ID (LOA2) ) and S1-P7 (Decline or Fail External Verification (LOA3)) | Kirk Crawford |
| 1.2 (Final) | 4/21/2016 | * Modified Customer Internet Screens and Sample Notices containers on User Search screen and Account Summary screen. | Beth Hanst |

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

## 1.1 LOA2 in Person

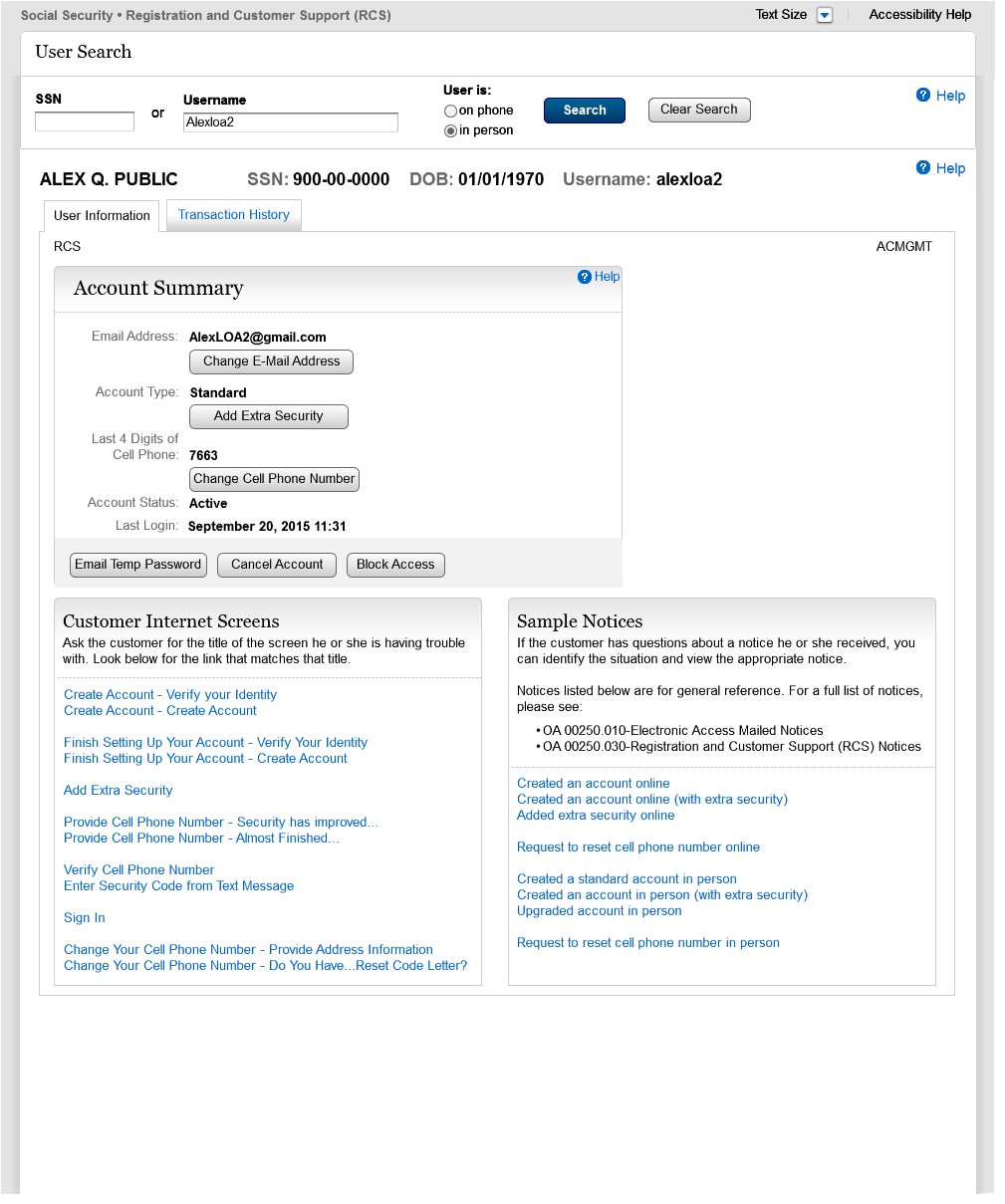
### User Search



Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

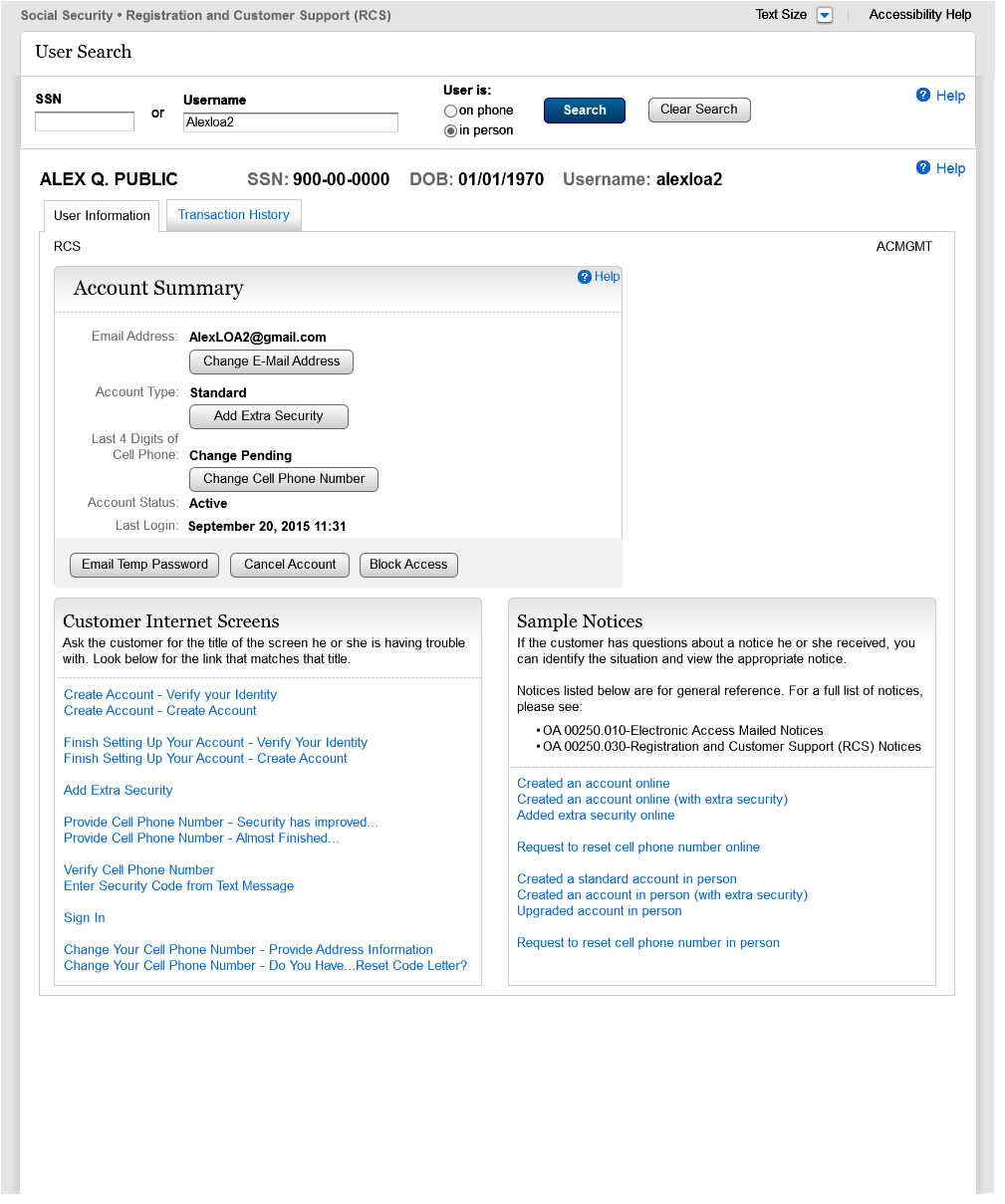
Added new descriptive text: “a cell phone that can receive text messages”

### Account Summary (LOA2) \_InPerson



Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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

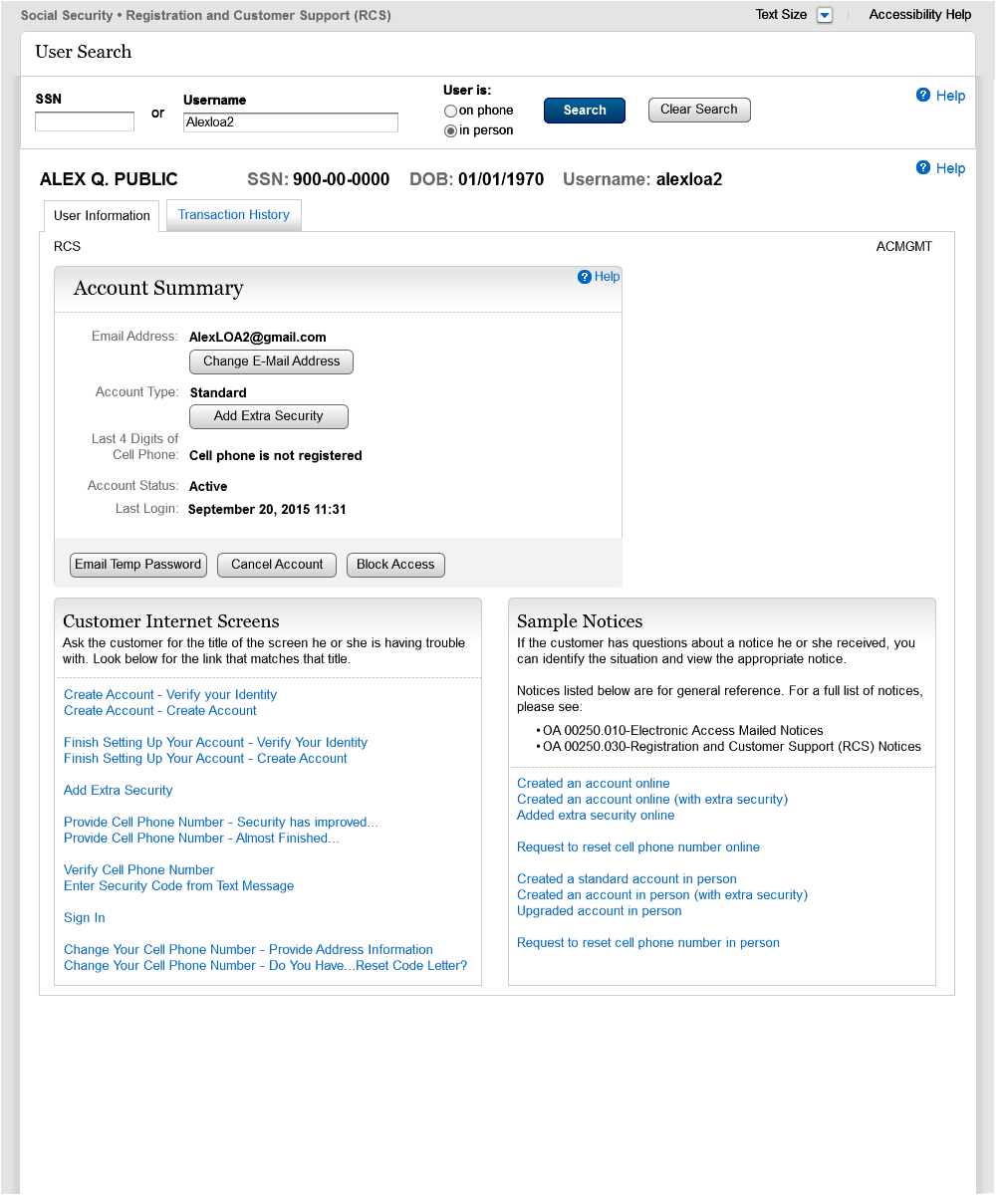


Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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

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

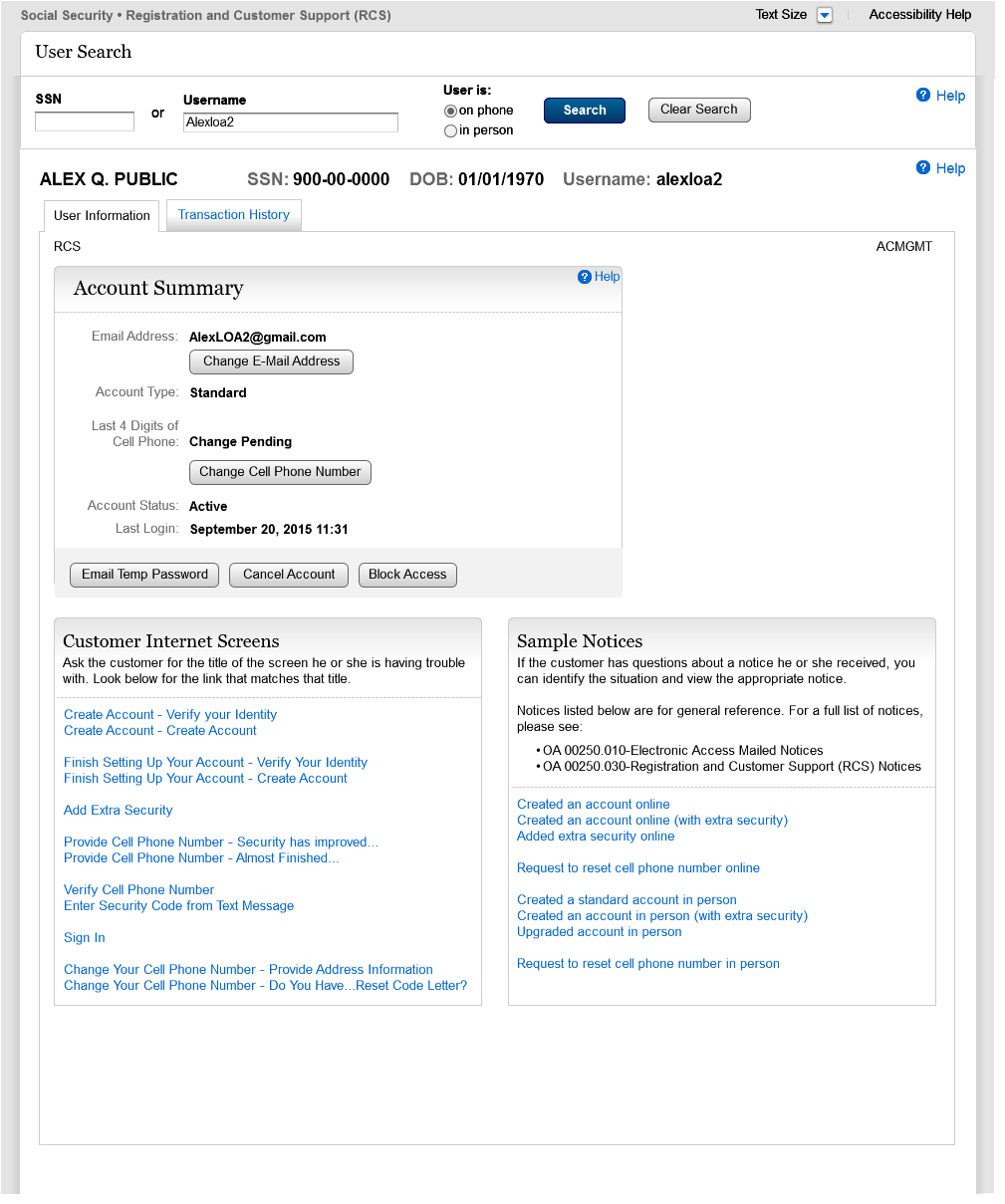
### Account Summary (LOA2) \_InPerson (Not Registered)



Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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

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

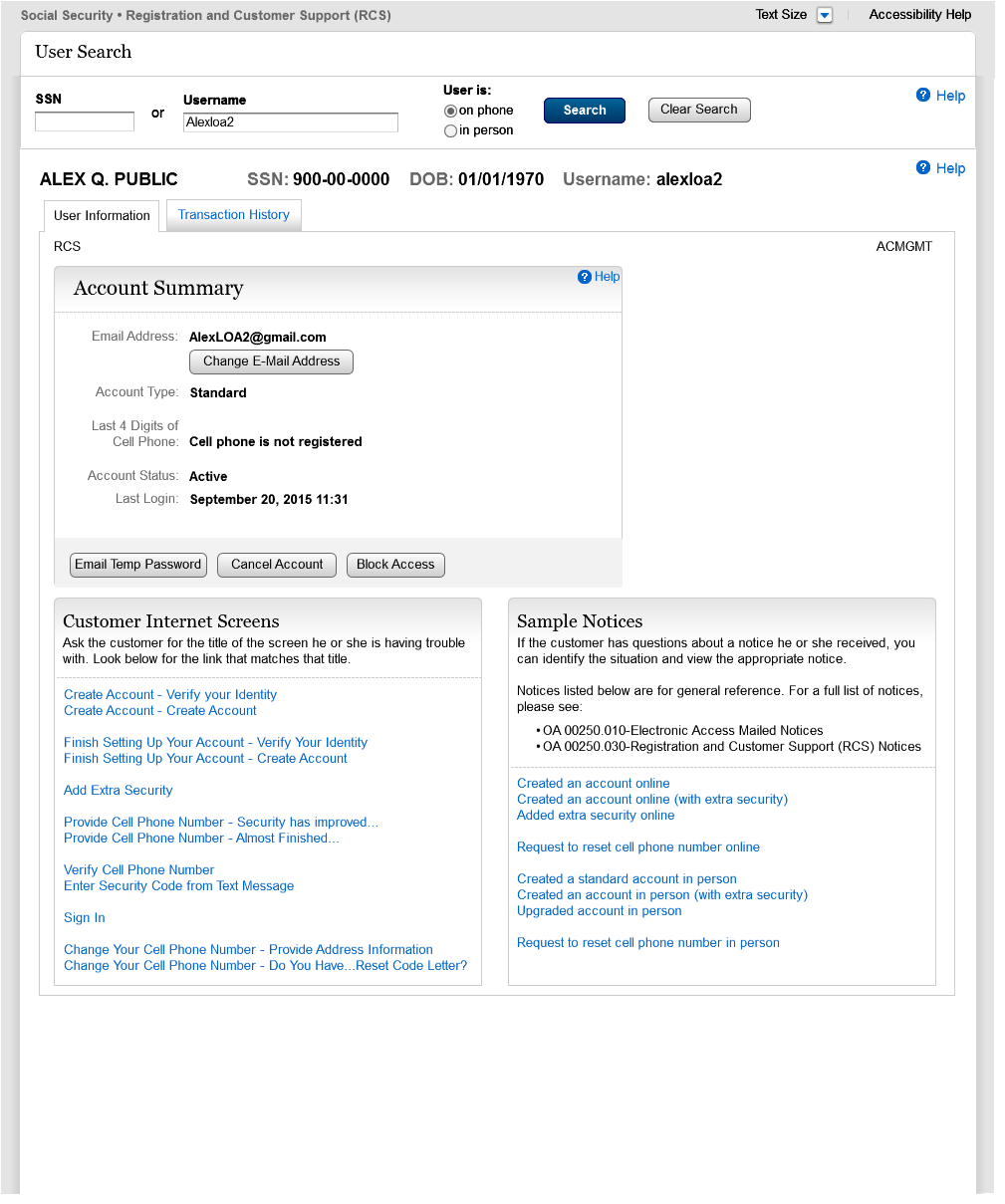


Added “Change Cell Phone Number” button. (1/12/2016)

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

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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



Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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

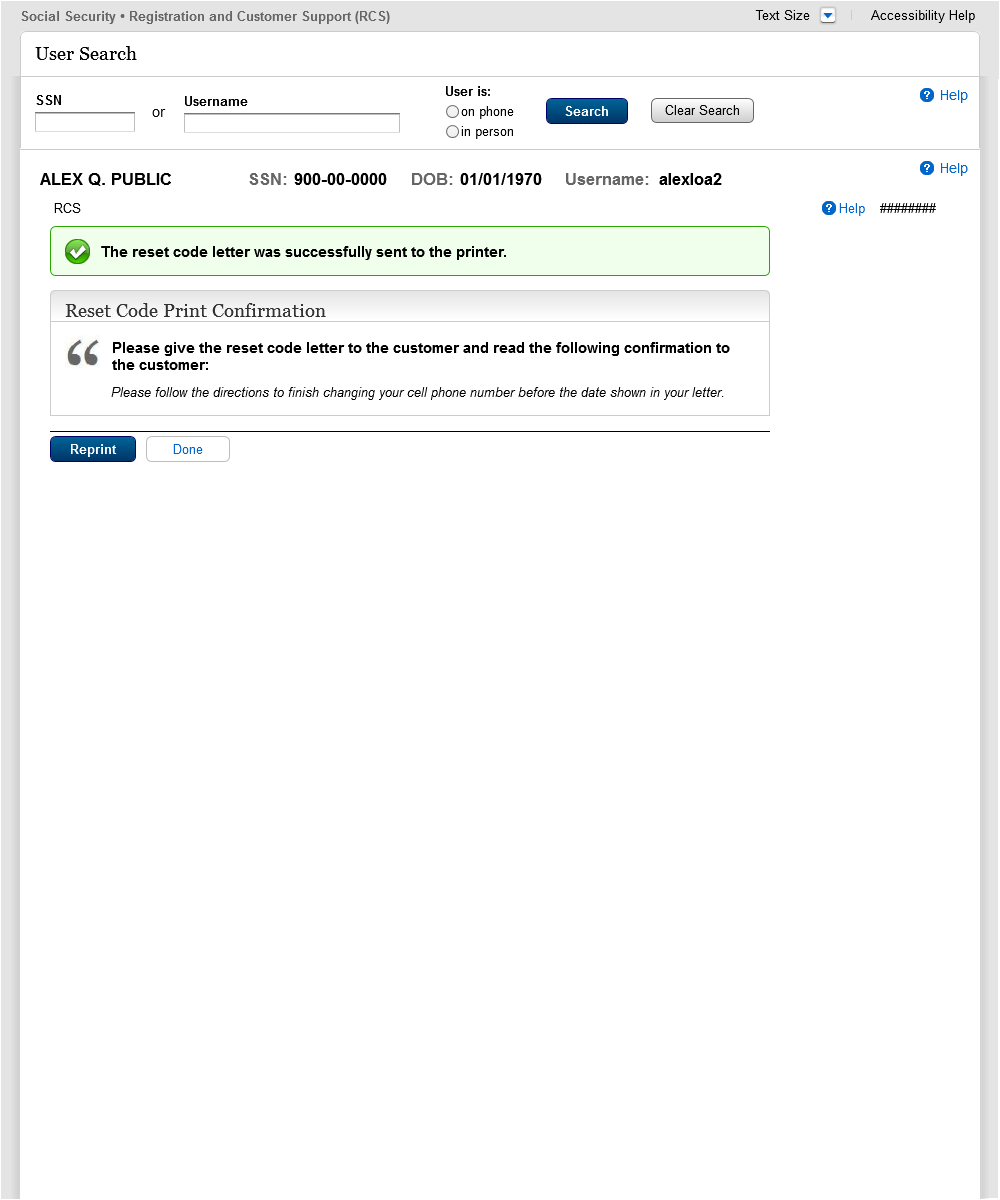
### S1-P1 Verify Address Verification (LOA2)

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]

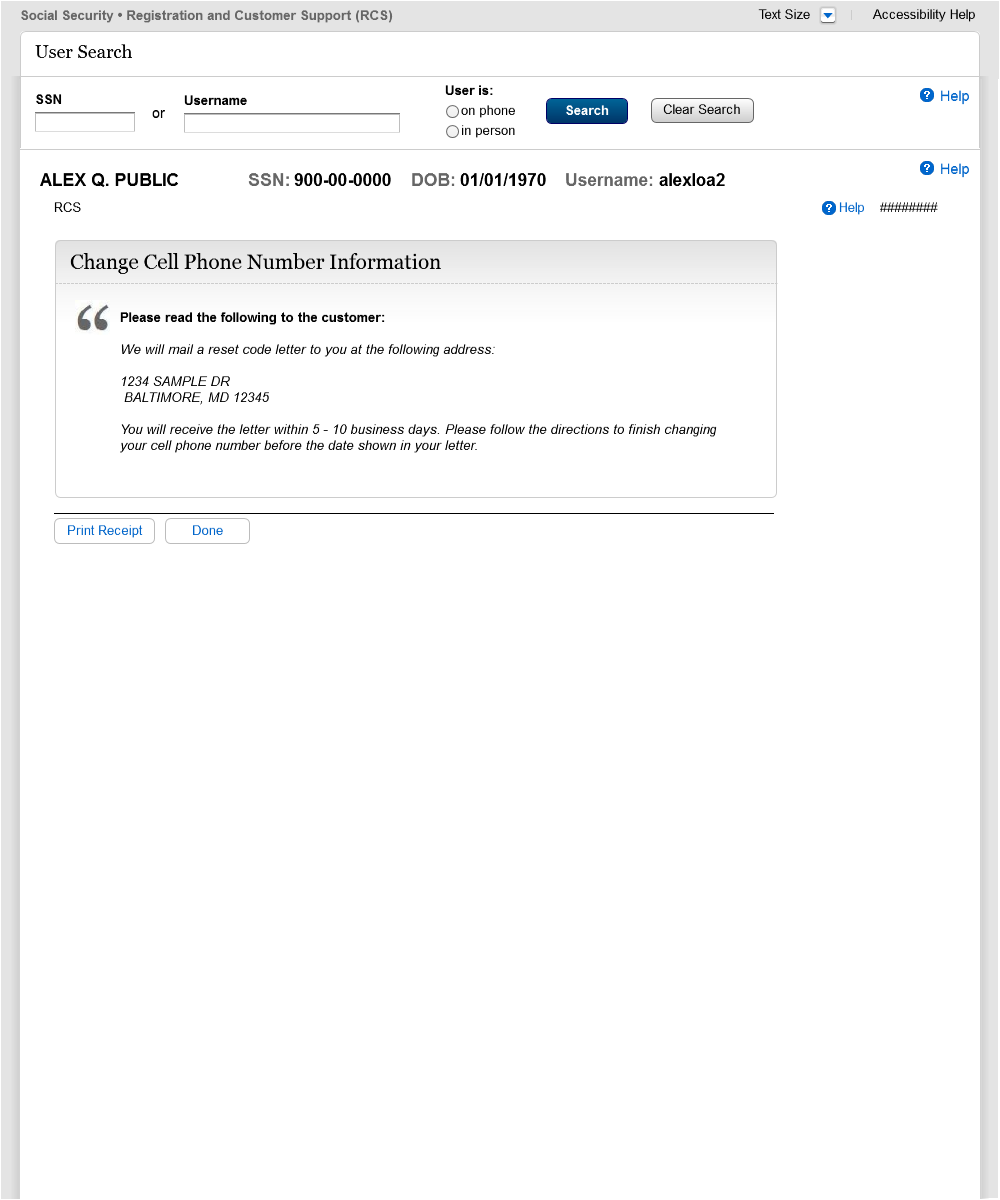
Change of text from “The letter…” to “The reset code letter” [GLOBAL]

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.

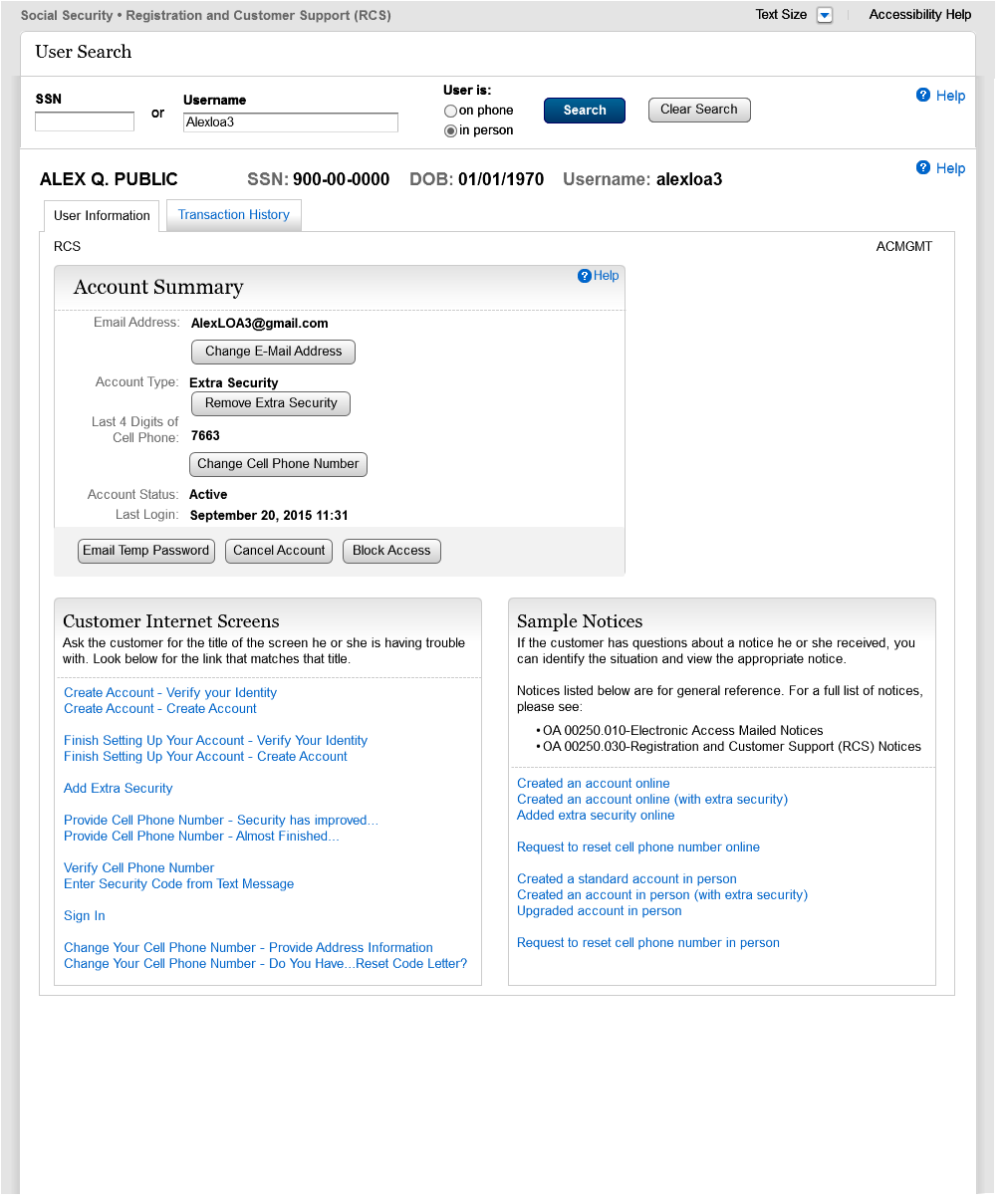


Revised button order and style 4/8/2016

Added Print Receipt button 4/8/2016

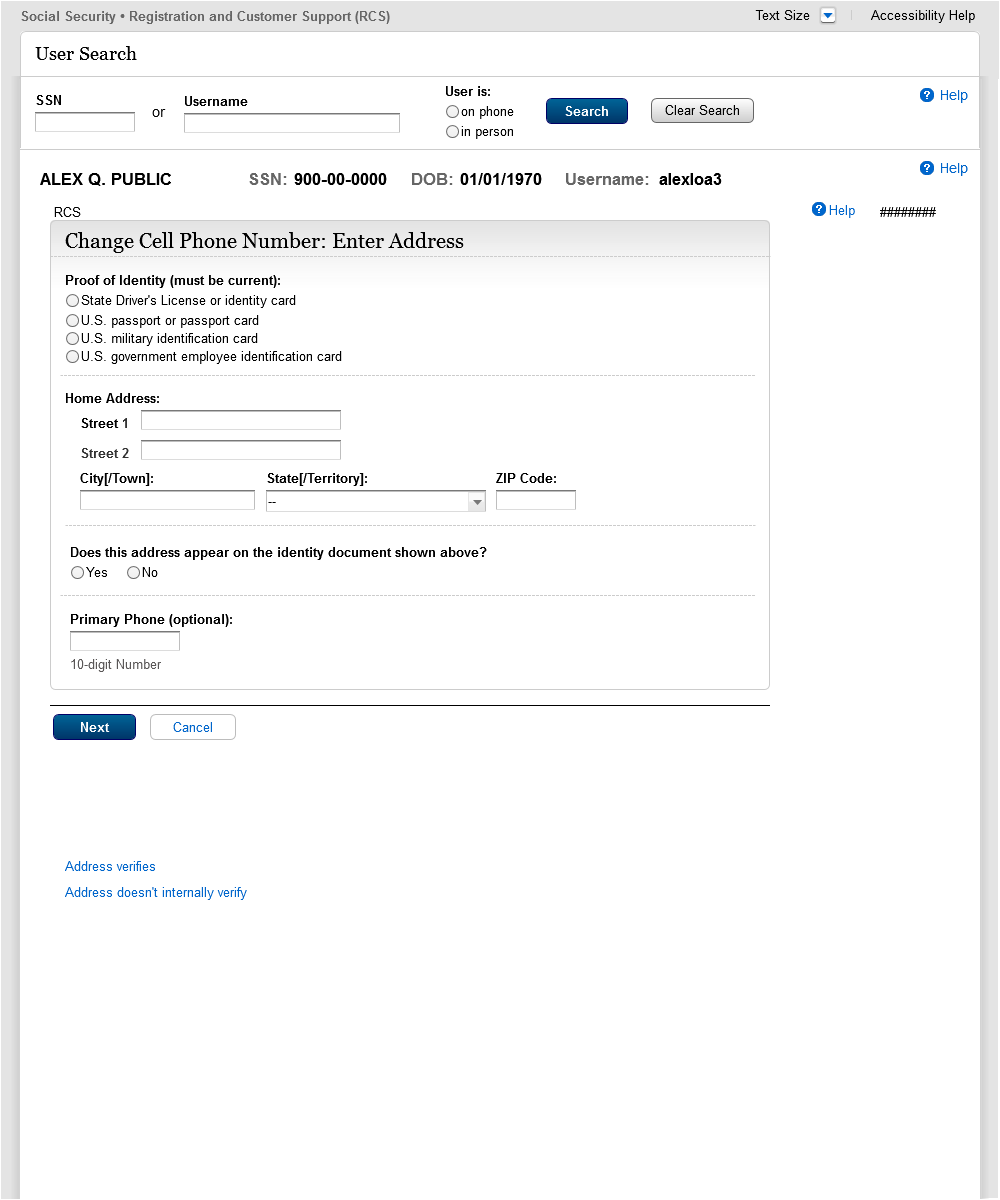
## 1.2 LOA3 in Person

### Account Summary (LOA3)\_InPerson



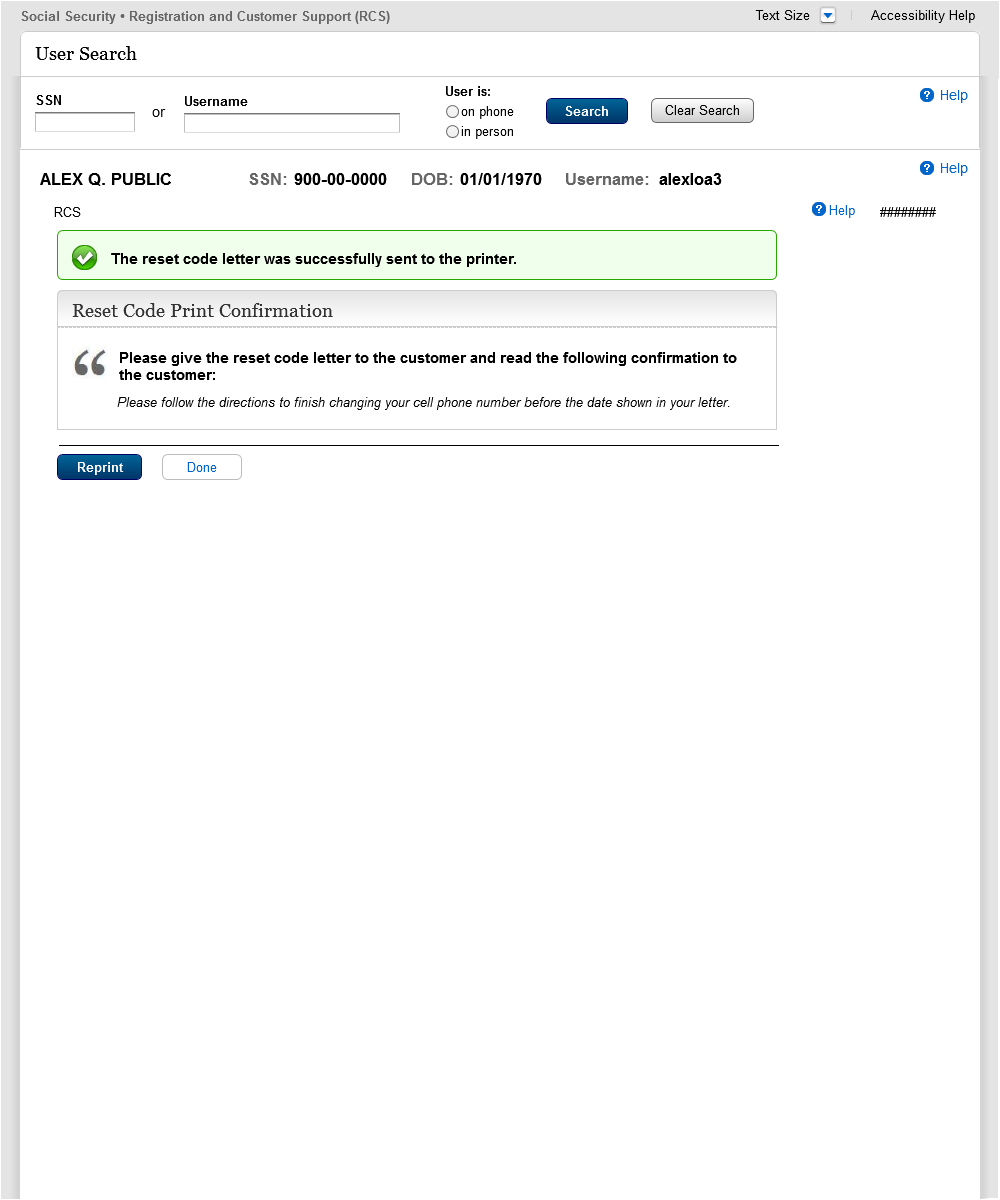
Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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



Spacing reduced

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

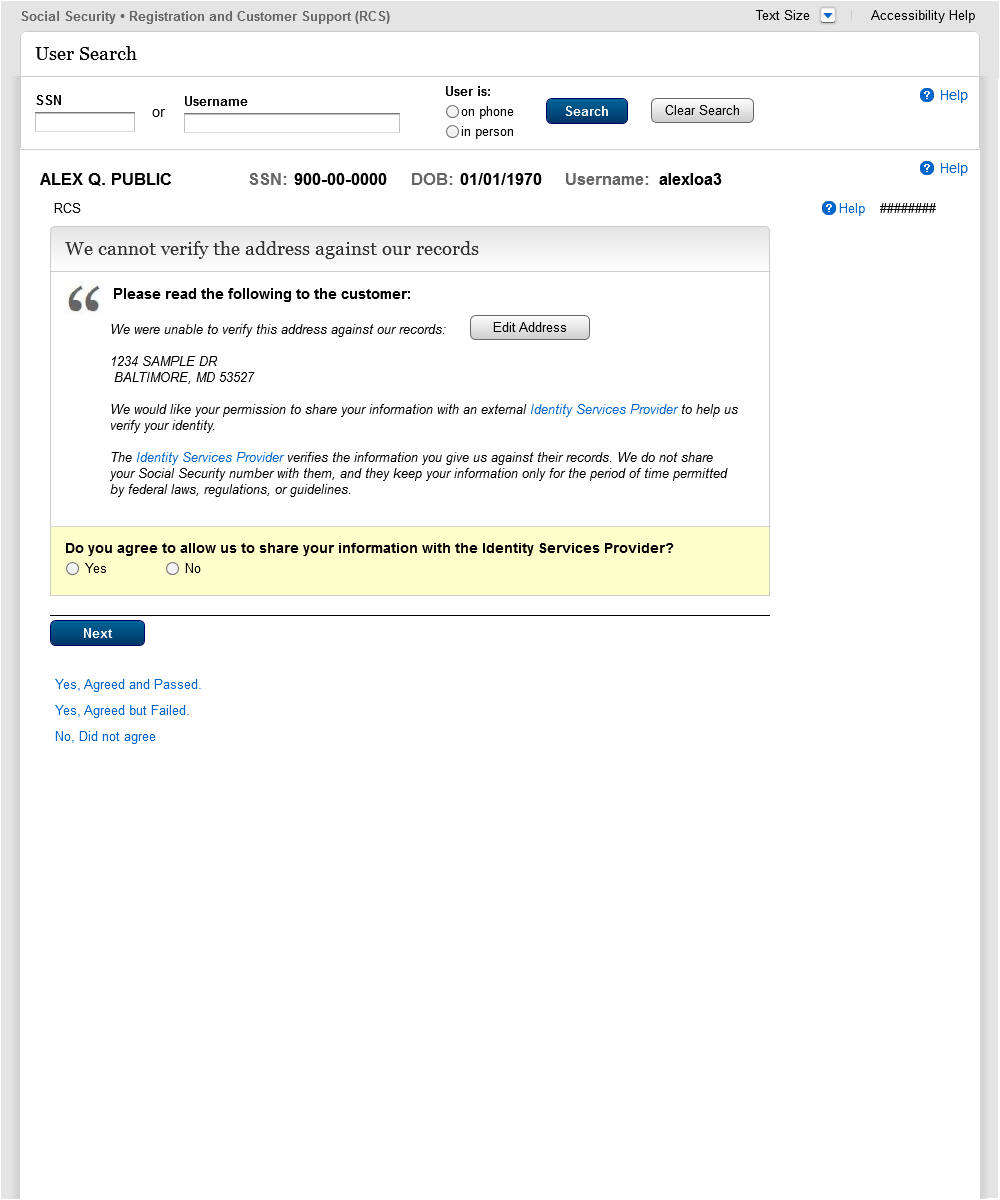


New text: “Reset code” to be consistent with other screens [GLOBAL]

Reprint button is primary, and done is secondary

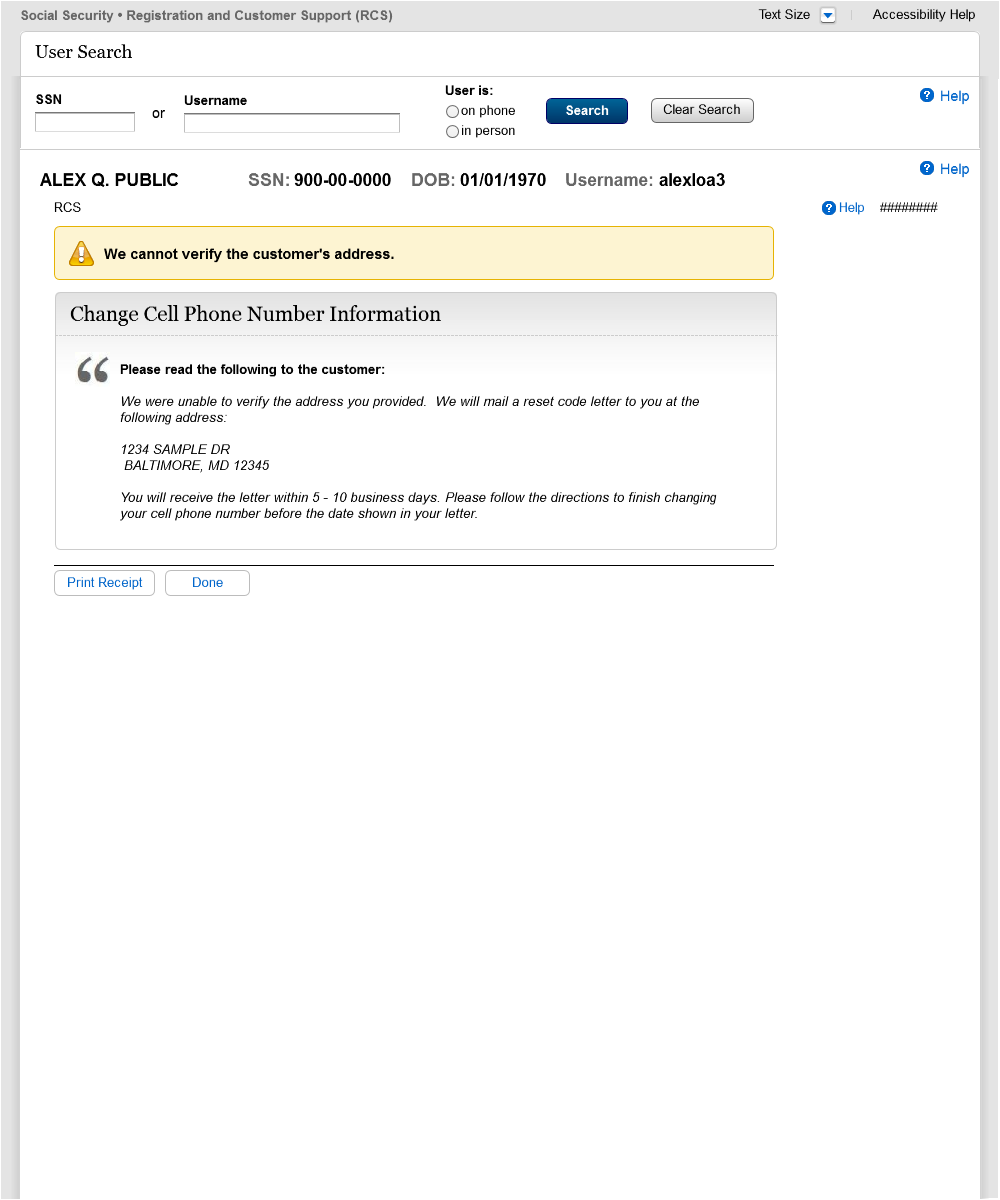
Text change from “Update” to “Change”

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



Fraud text removed [GLOBAL]

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



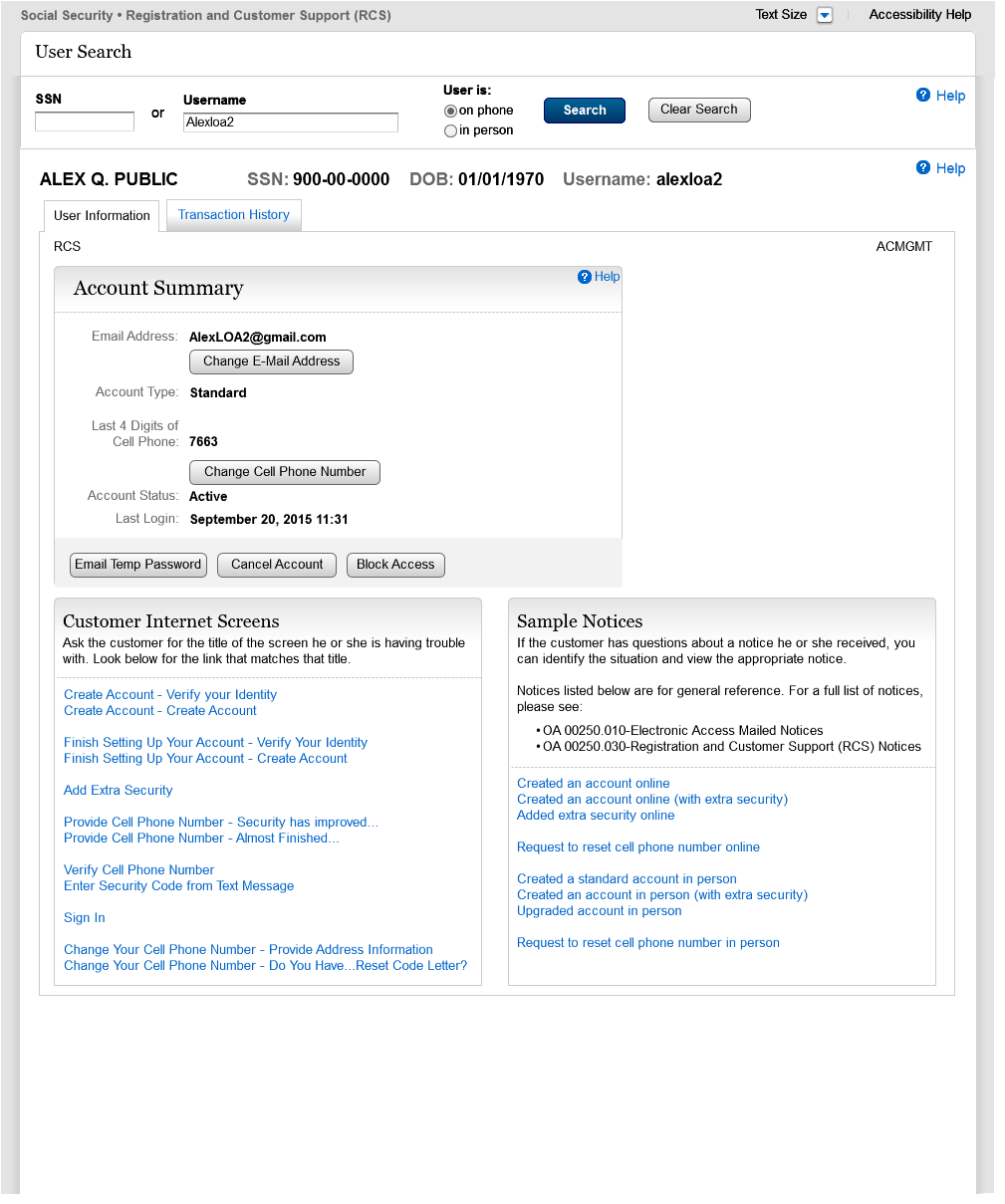
Revised button order and style 4/8/2016

Added Print Receipt button 4/8/2016

Text change: From “update” to “change”

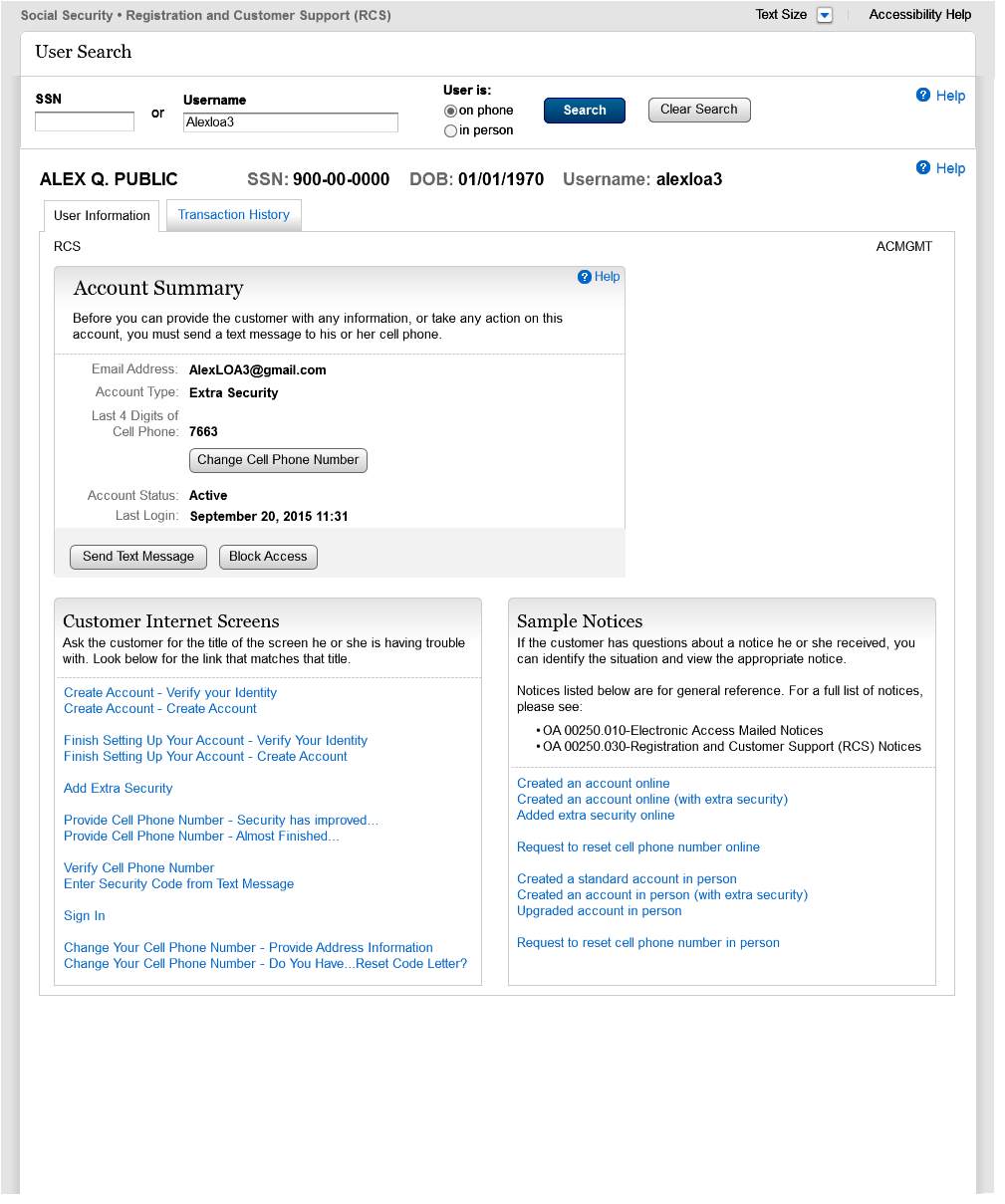
## 1.3 LOA2 or LOA3 on Phone

### Account Summary (LOA2)\_OnPhone



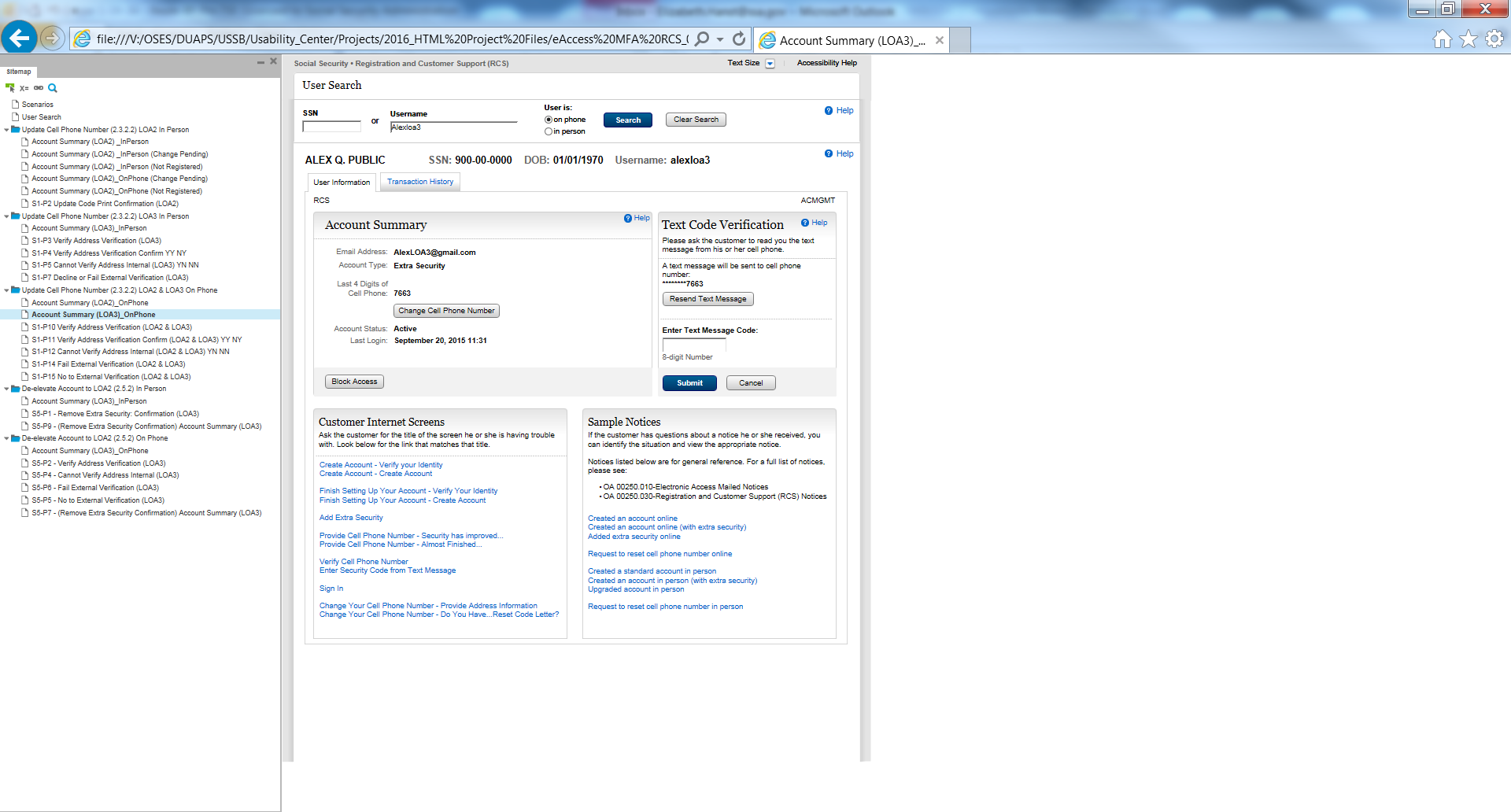
Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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



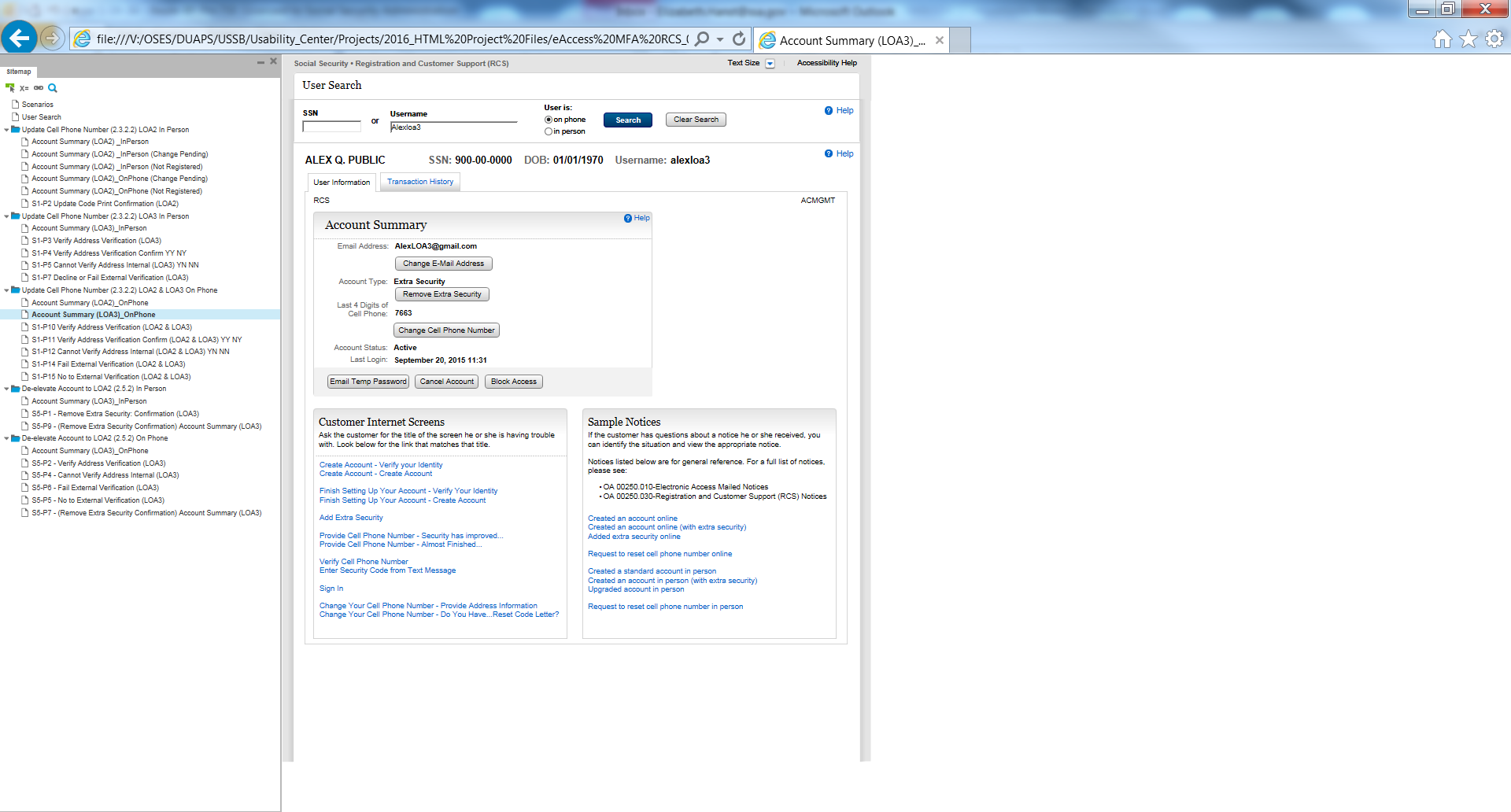
Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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



Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

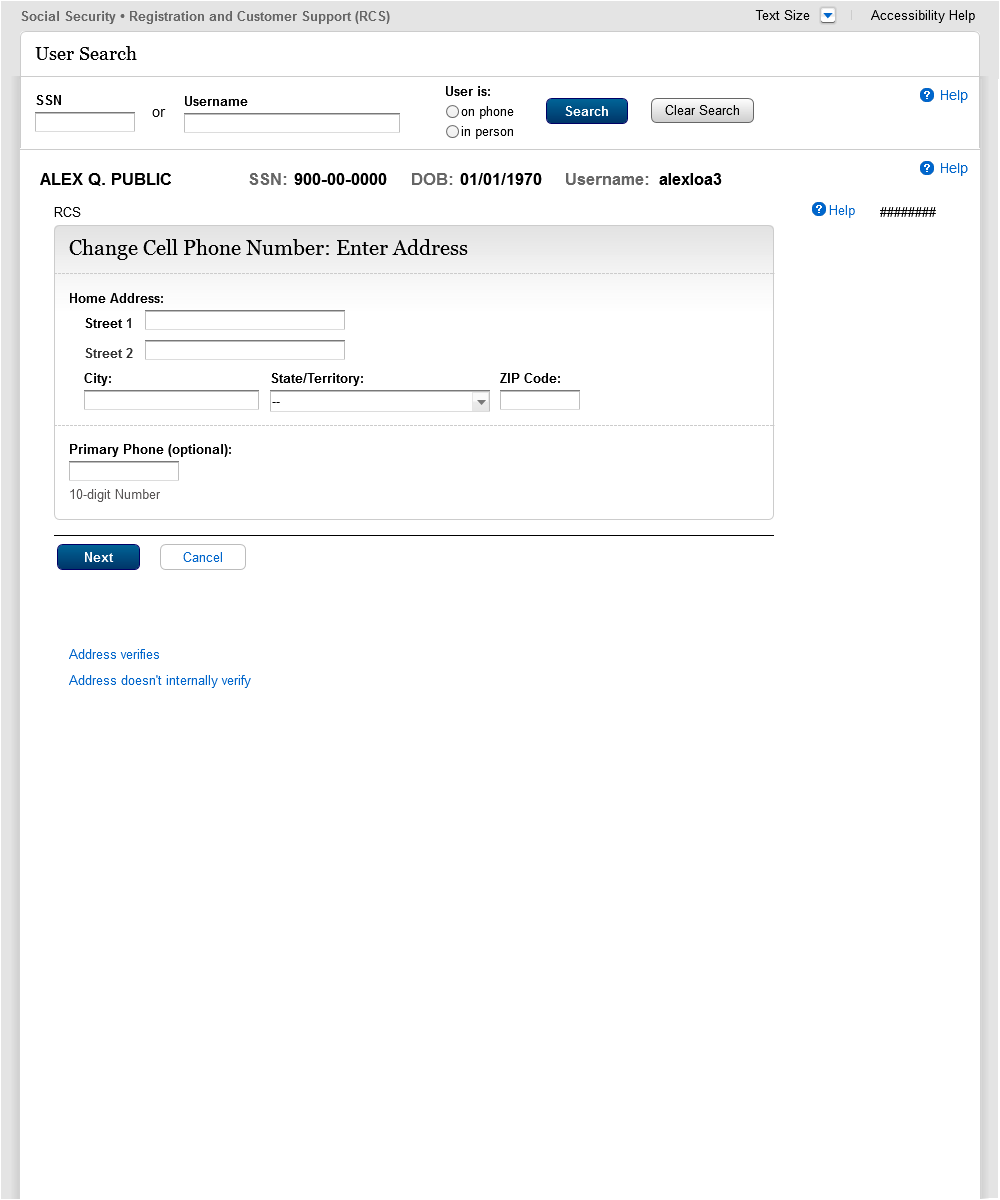
### Account Summary (LOA3 on Phone) After Text Code Verification



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

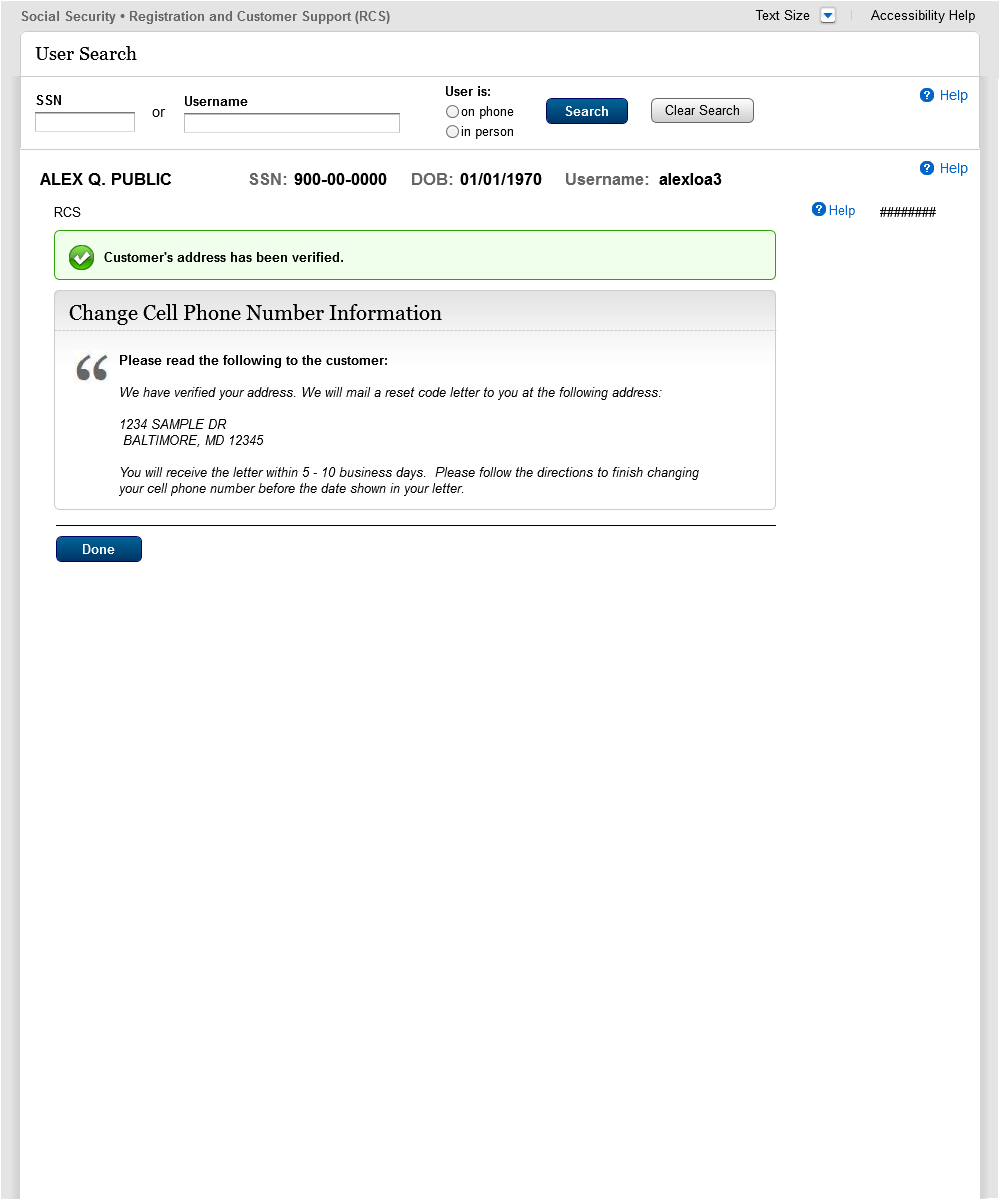
Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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



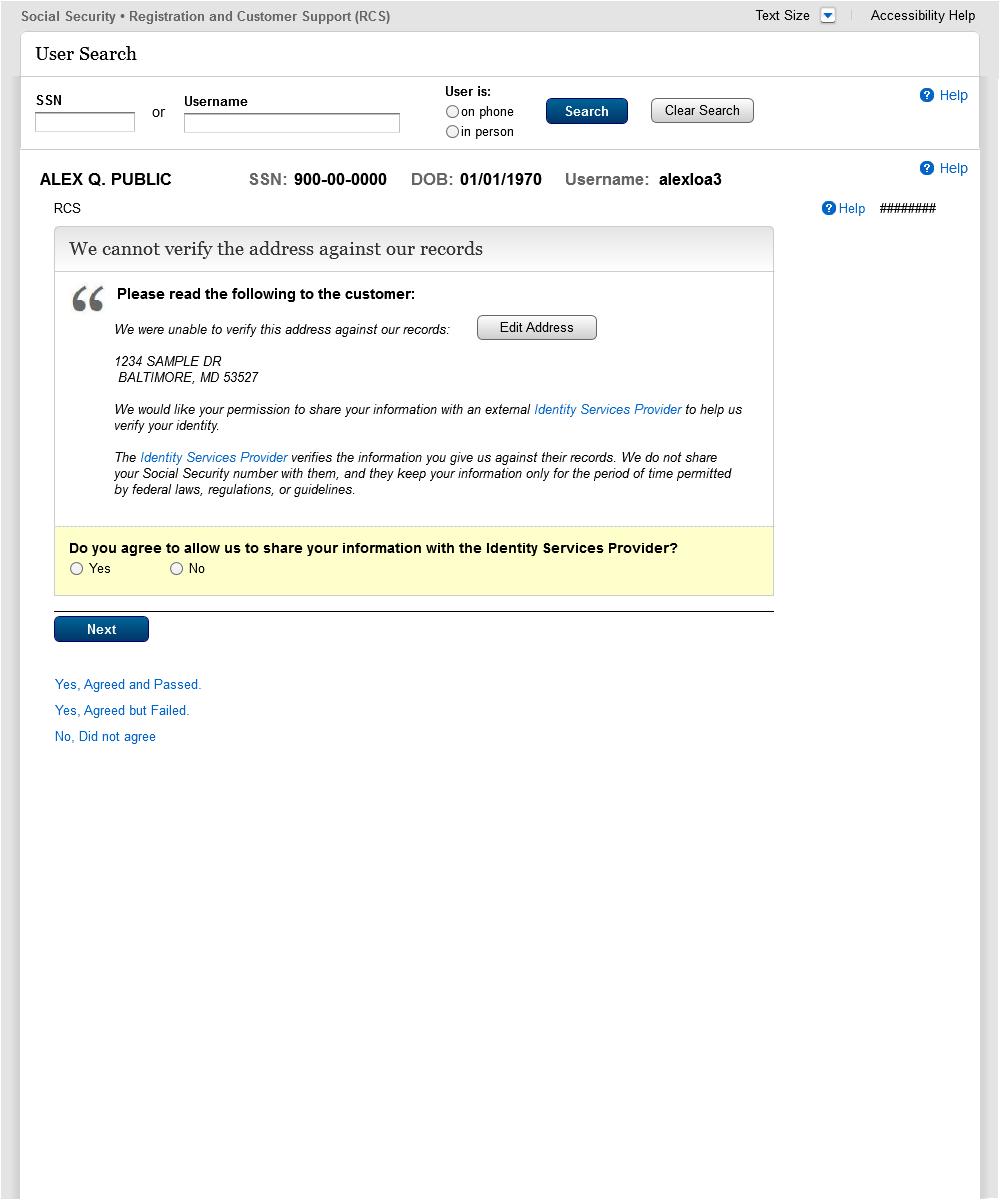
Text change: from “update” to “change”

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



“Mail” text inserted

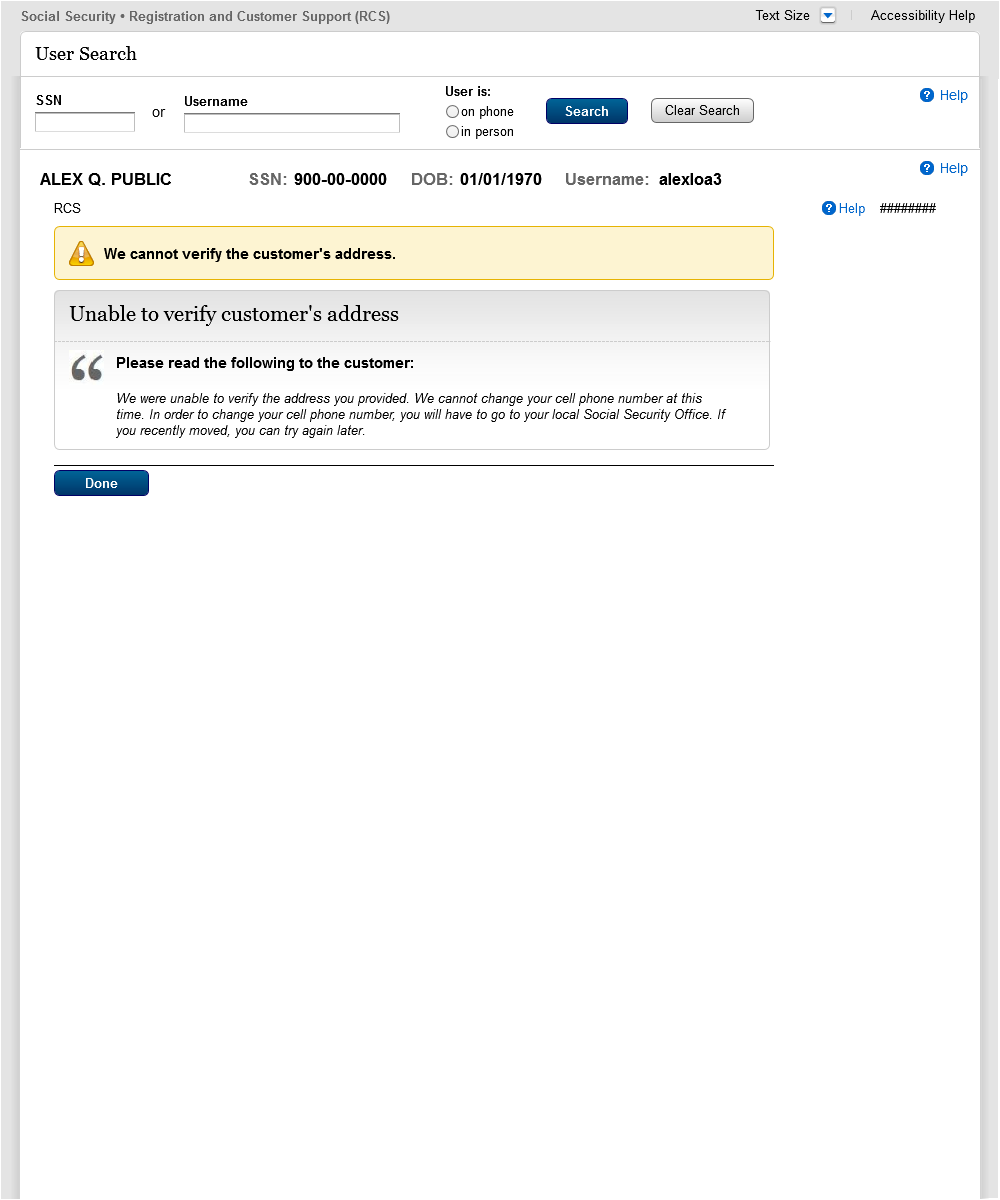
### S1-P12 Cannot Verify Address Internal (LOA2 & LOA3) YN NN



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

Fraud text removed

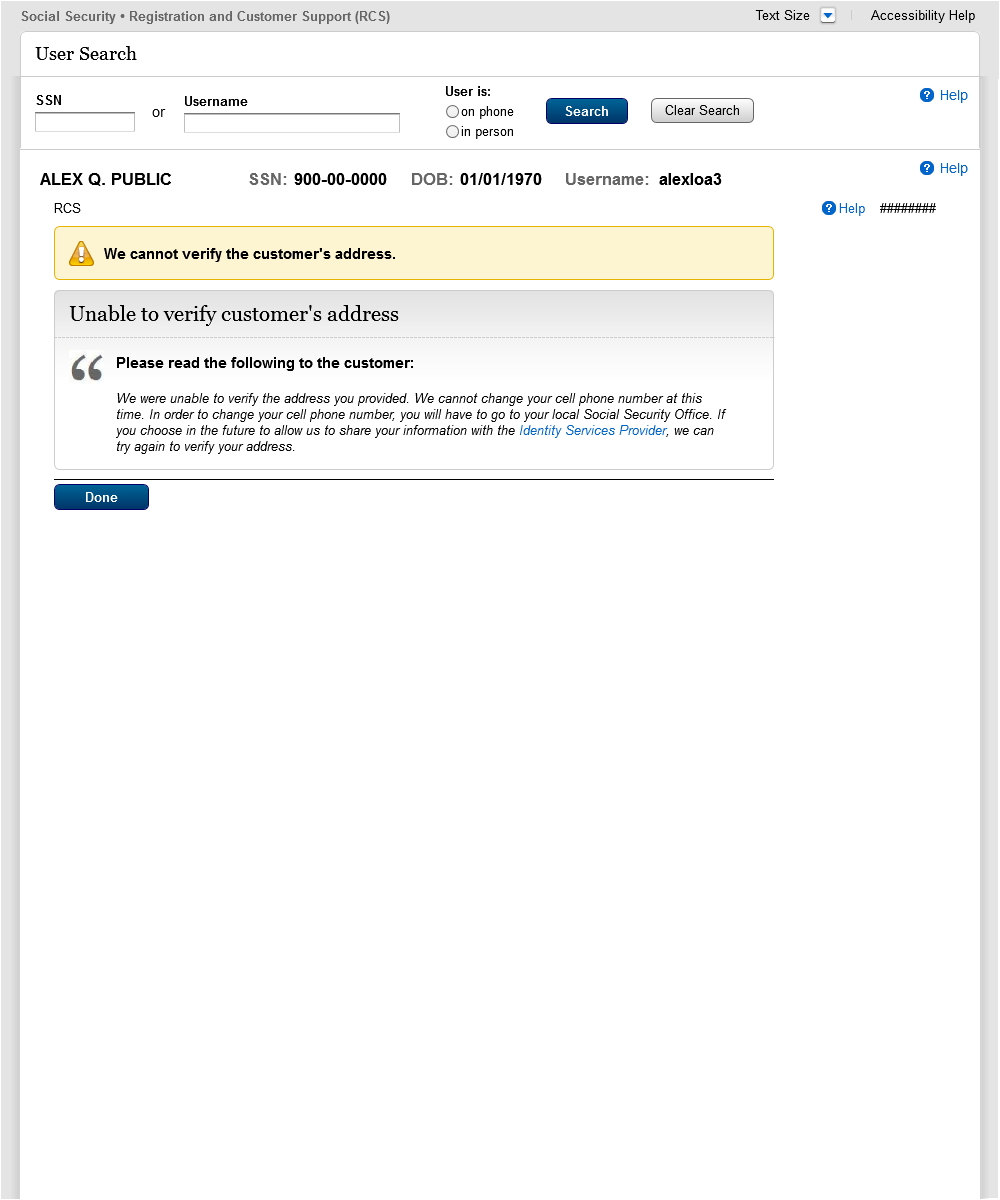
### S1-P14 Fail External Verification (LOA2 & LOA3)



“Update” changed to “Change”

Text added for going to the local SSA office

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

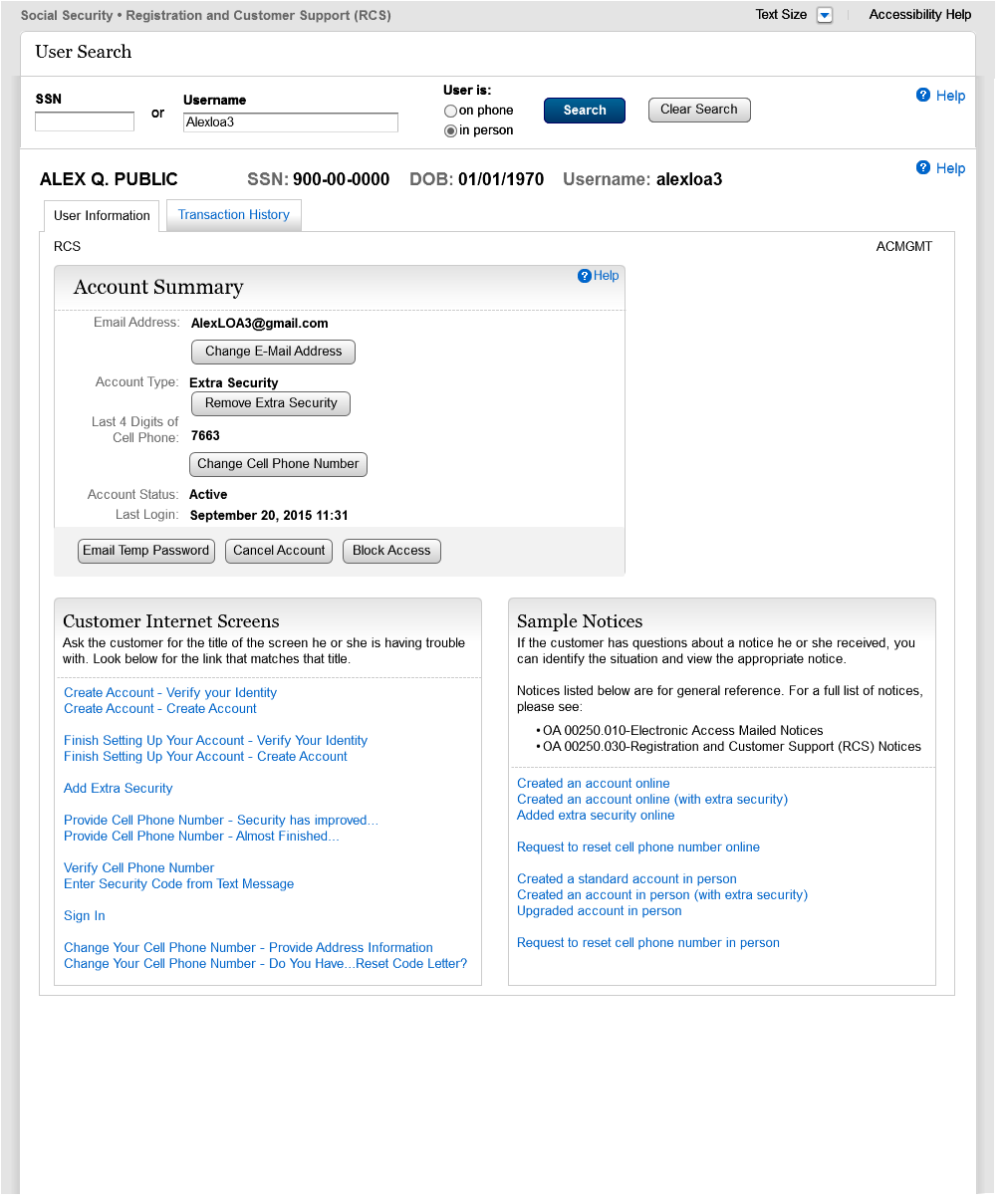


From “update” to “change”. Added 2nd sentence. Removed “If you recently moved…later.”

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

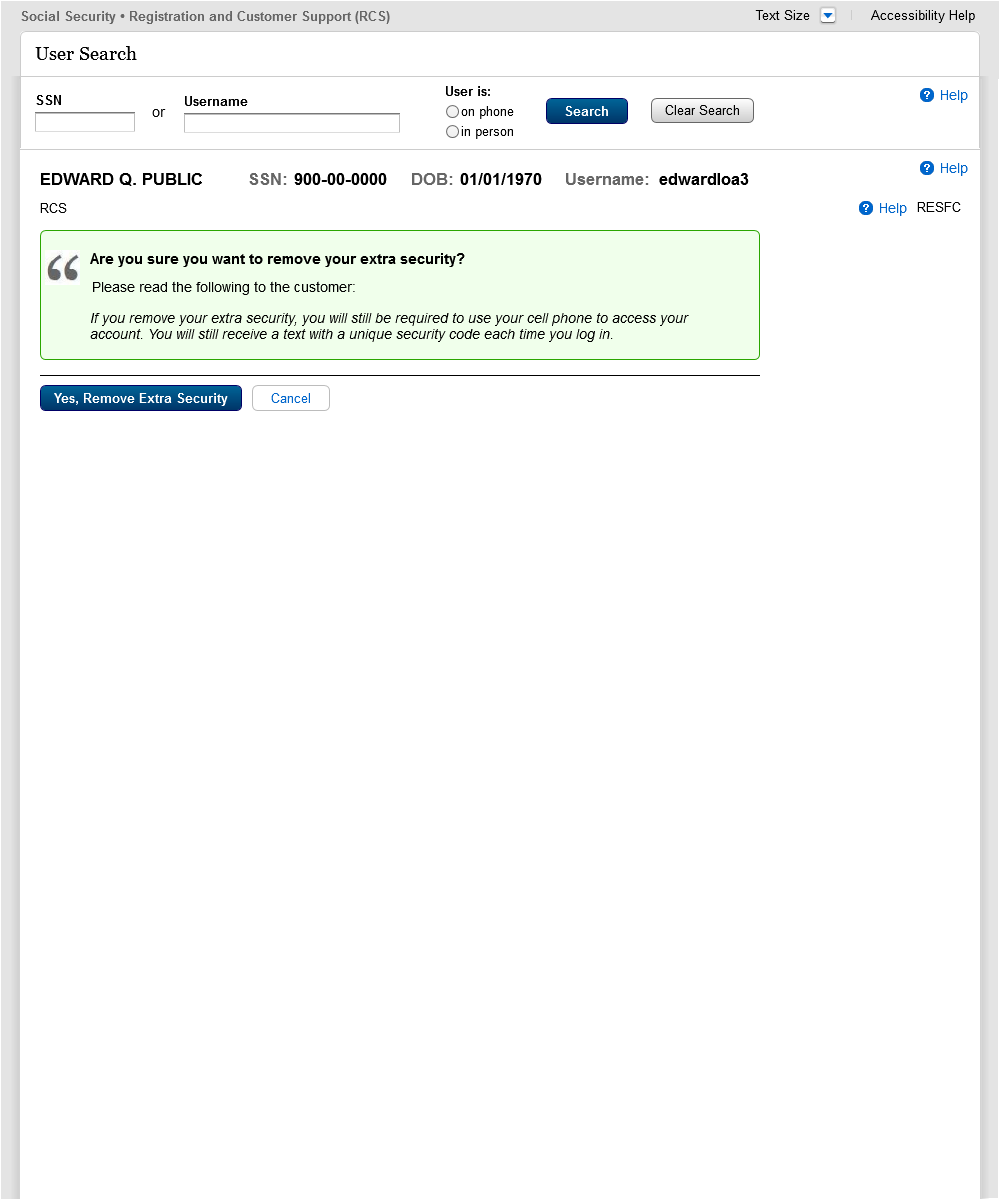
## 2.1 LOA3 in Person

### Account Summary (LOA3)\_InPerson



Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

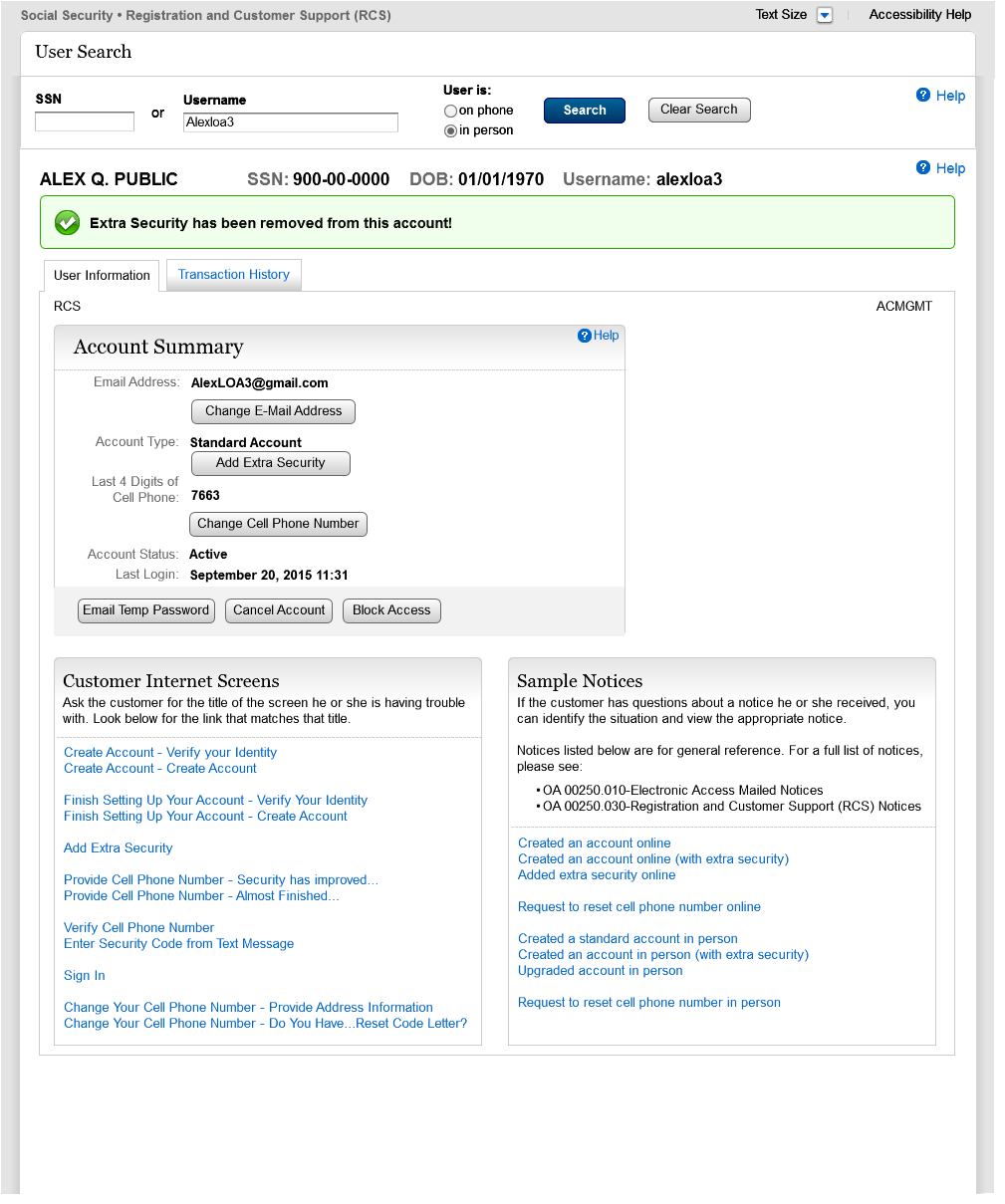
### S5-P1 - Remove Extra Security: Confirmation (LOA3)



Wording updated to reflect MFA changes

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

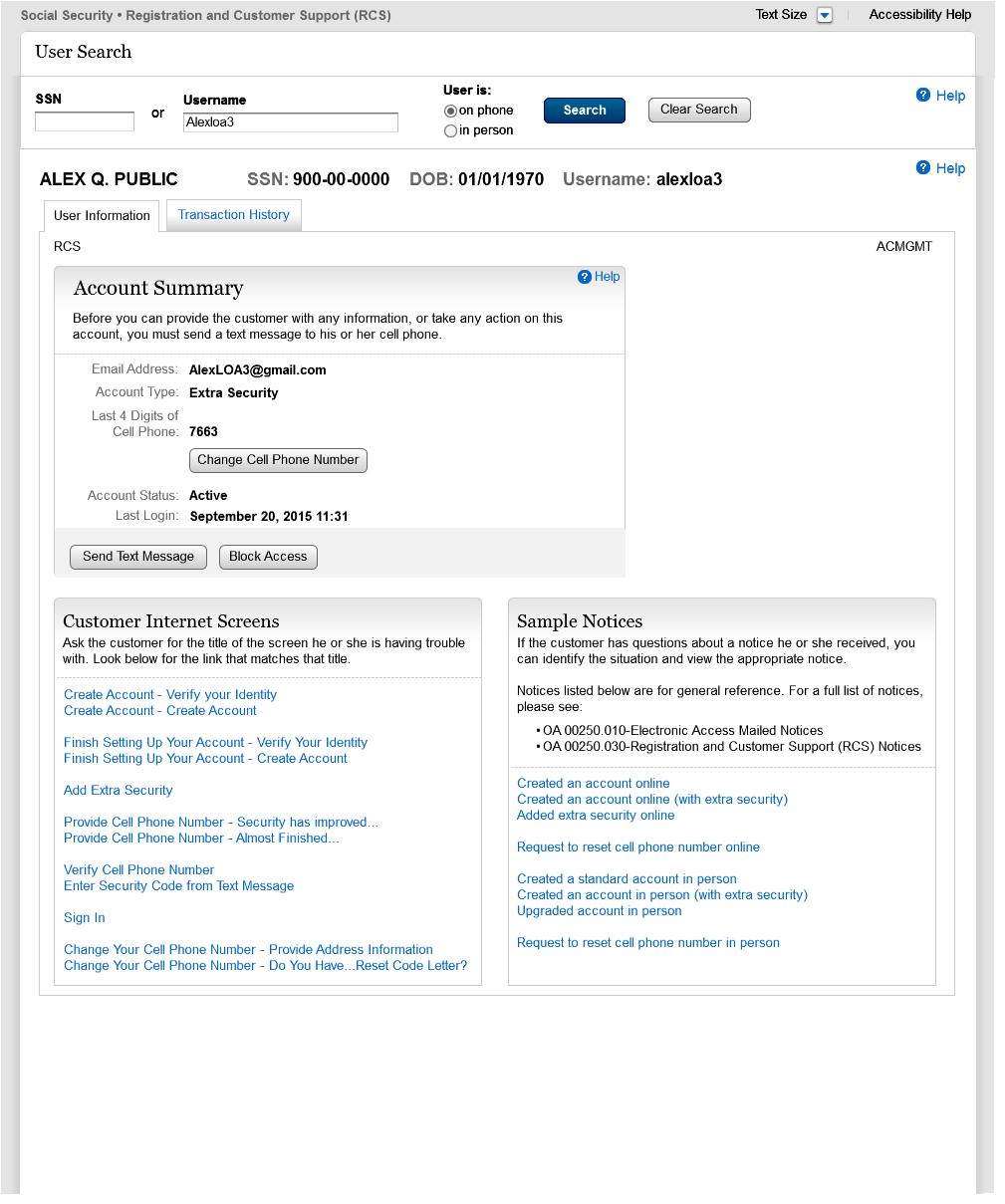
Button updated to reflect RCS Val



Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

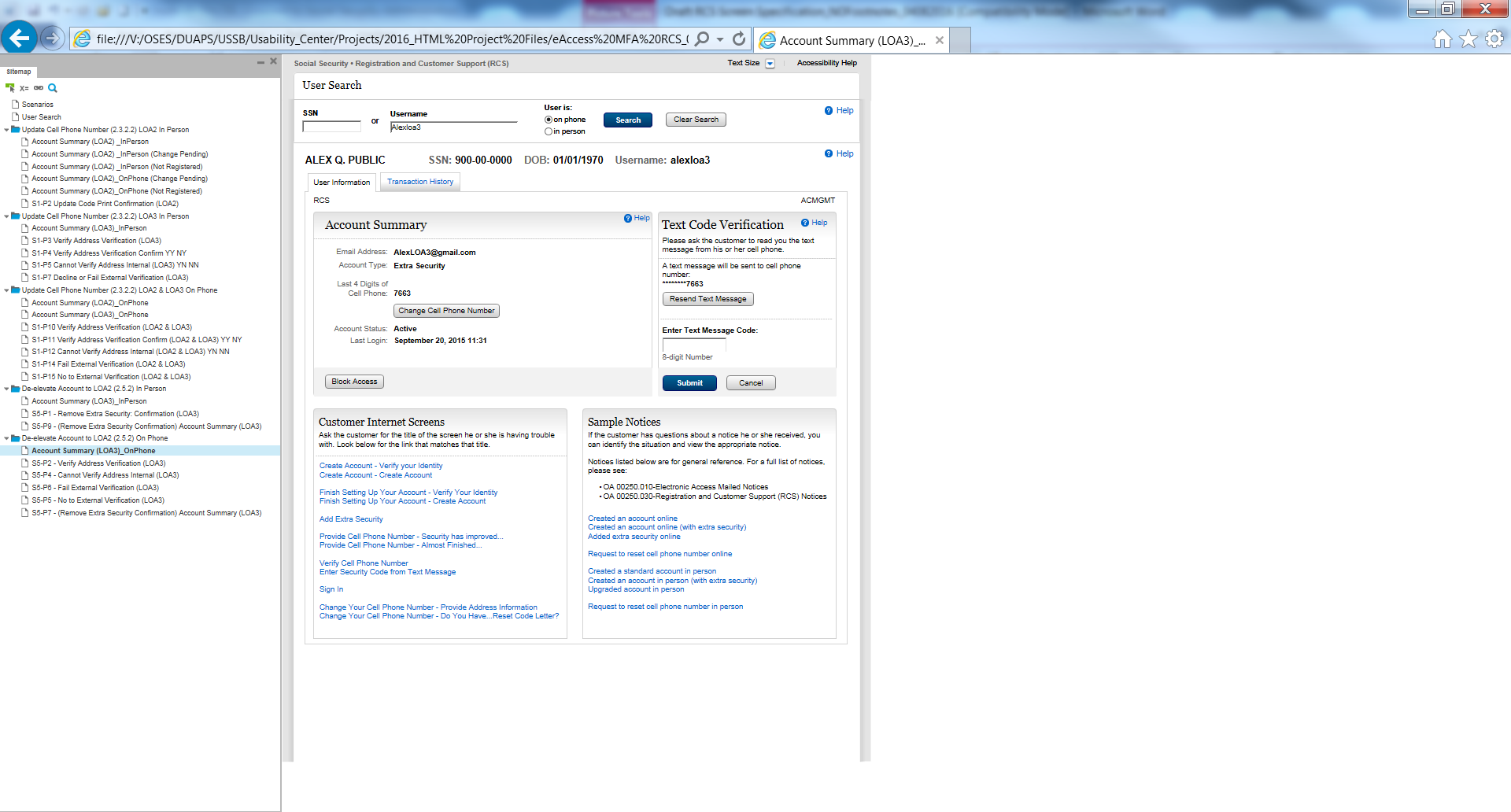
## 2.2 LOA3 on Phone – Before Send Text Message Selected

### Account Summary (LOA3)\_OnPhone



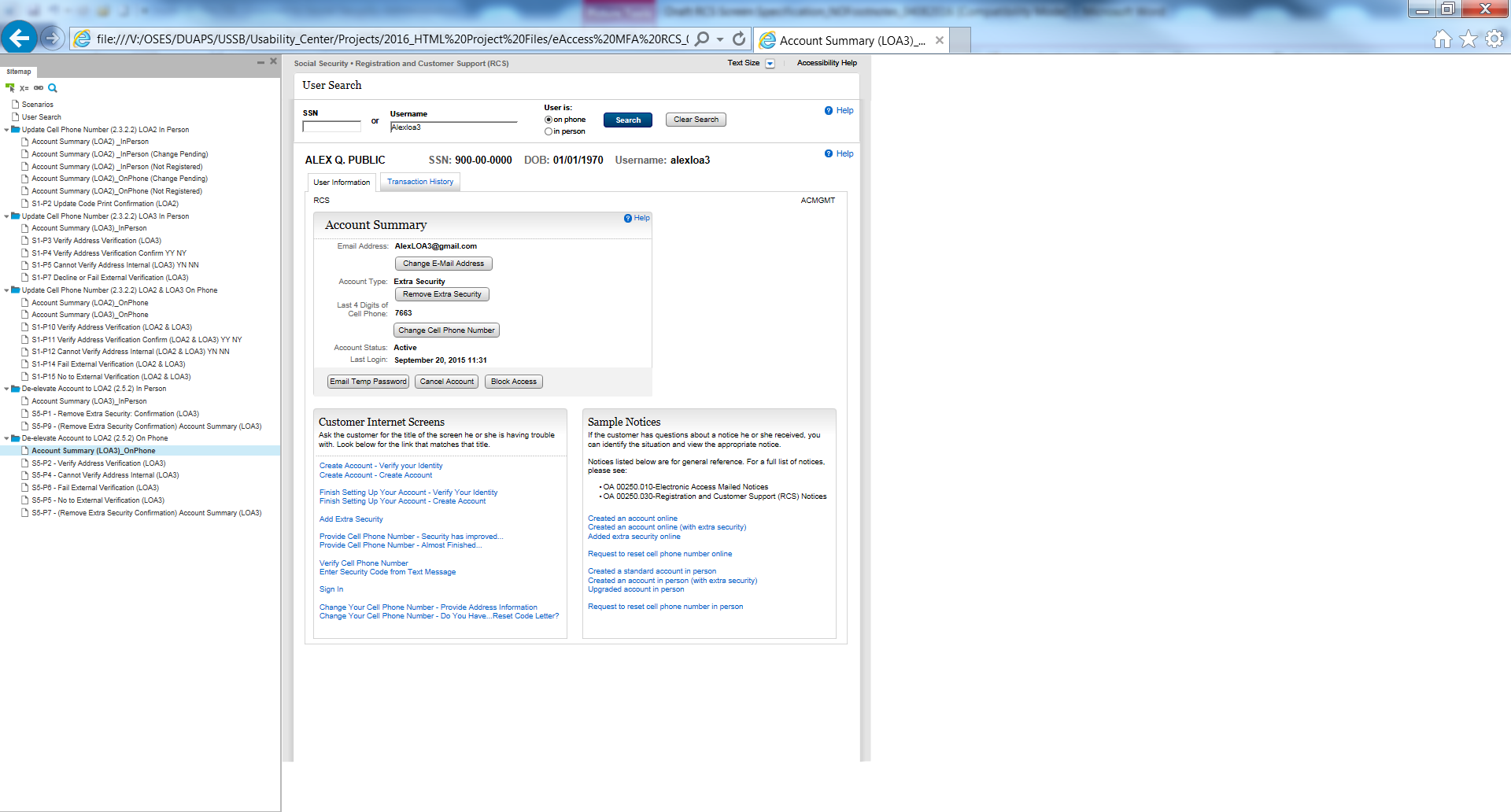
Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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



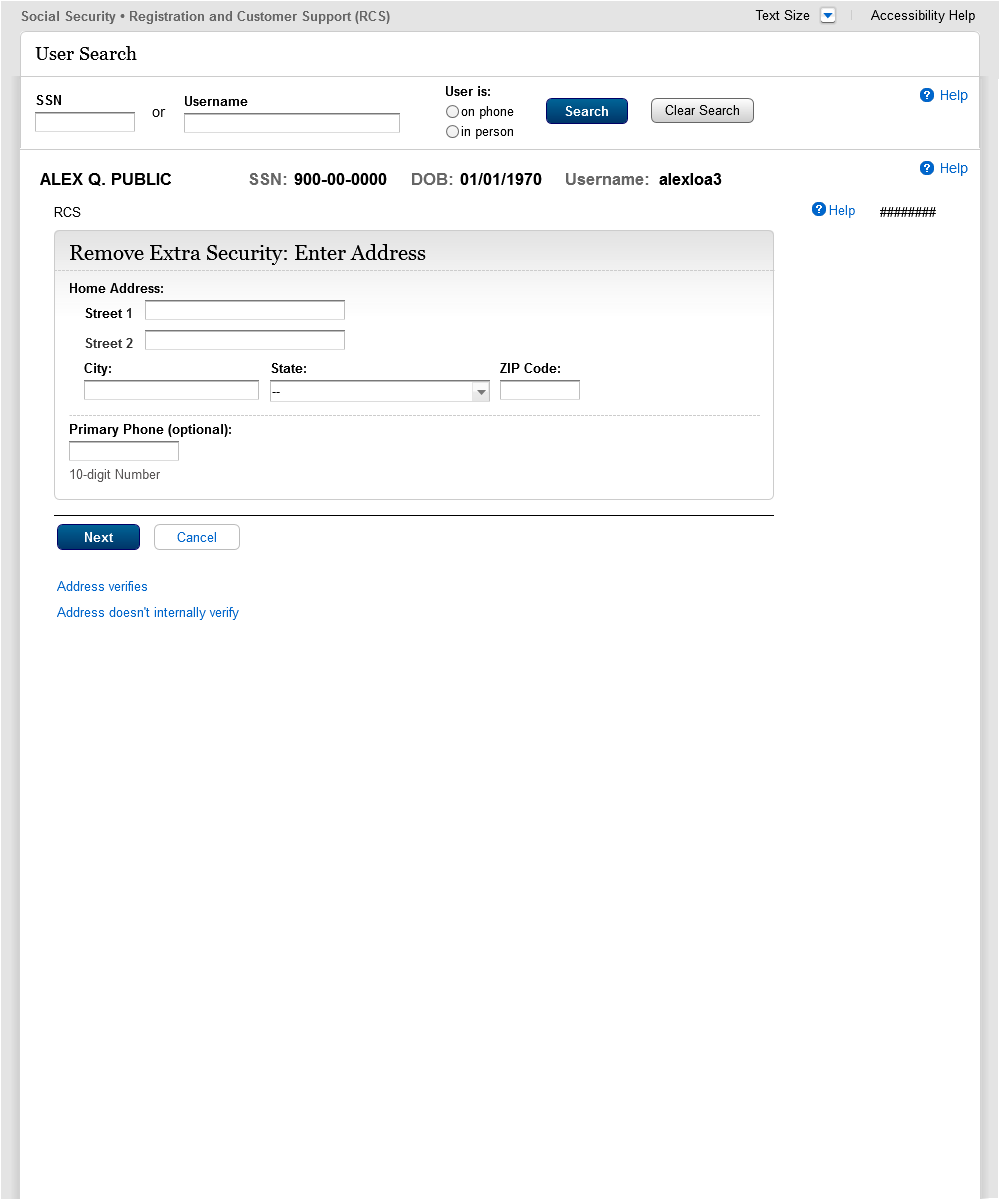
Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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



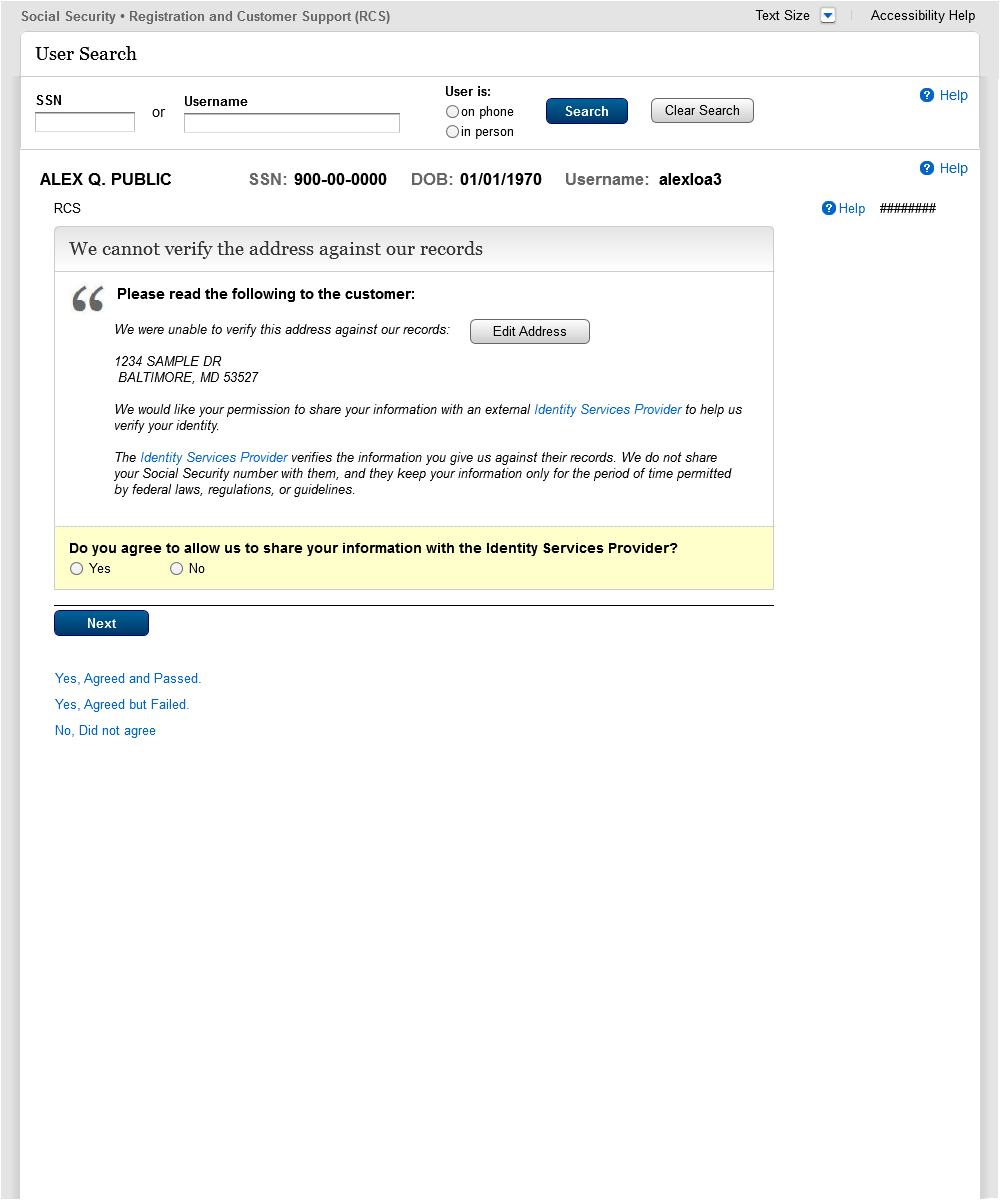
Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

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



Container heading updated to reflect RCS Val

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

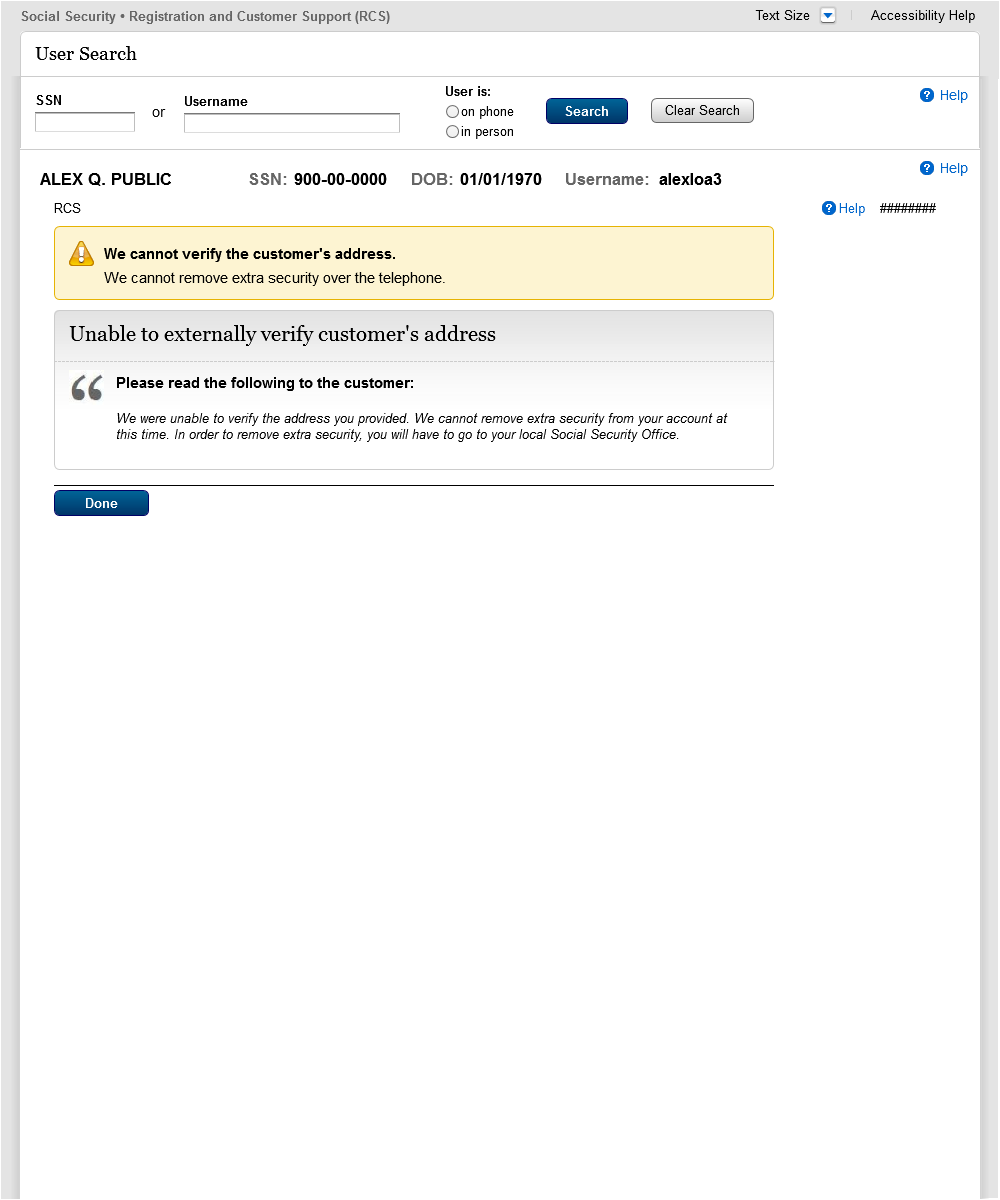


Change text from “verified” to “verifies”

Yellow container removed.

Fraud message removed.

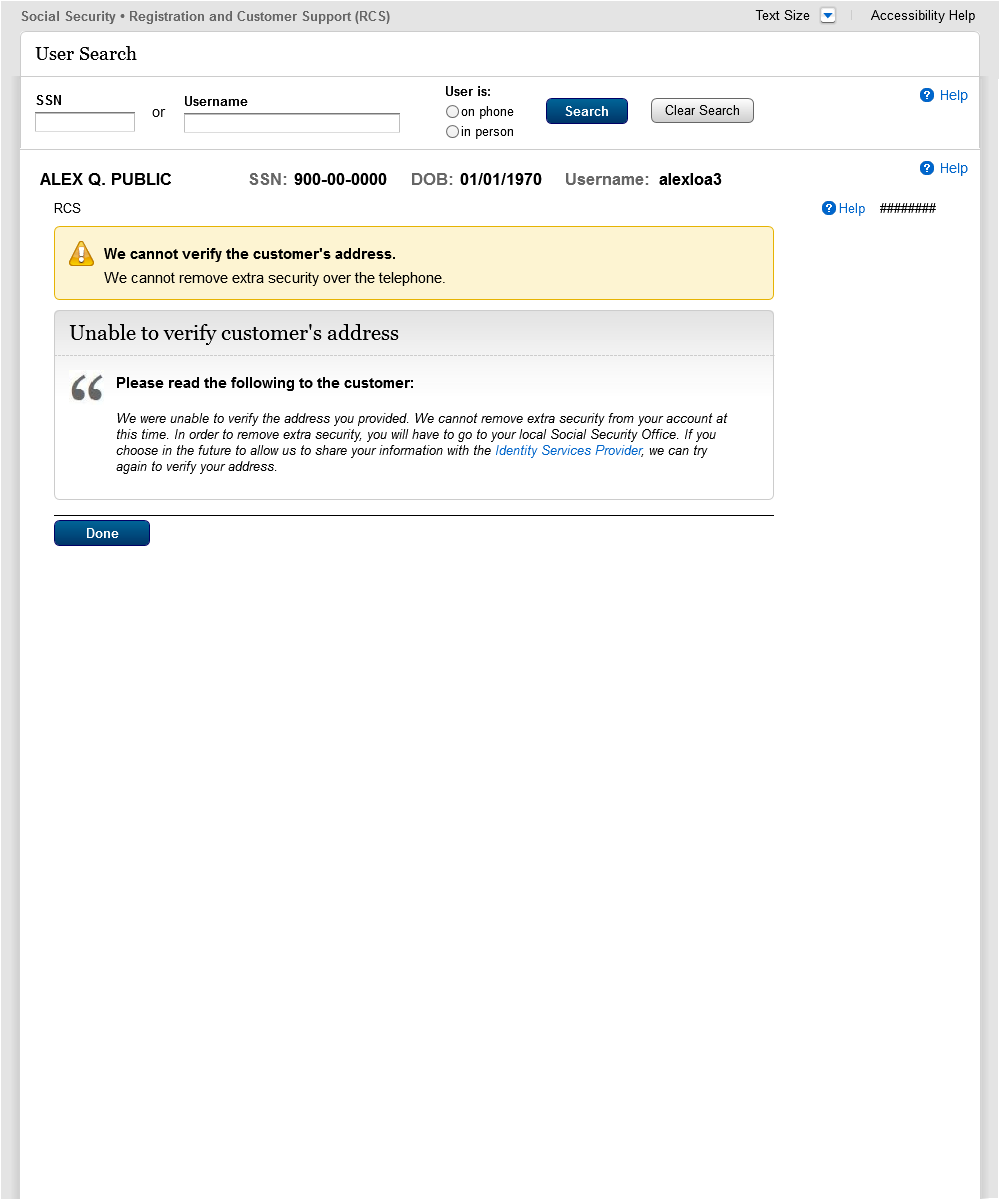
### S5-P6 - Fail External Verification (LOA3)



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

Added sentence to reflect RCS Val.

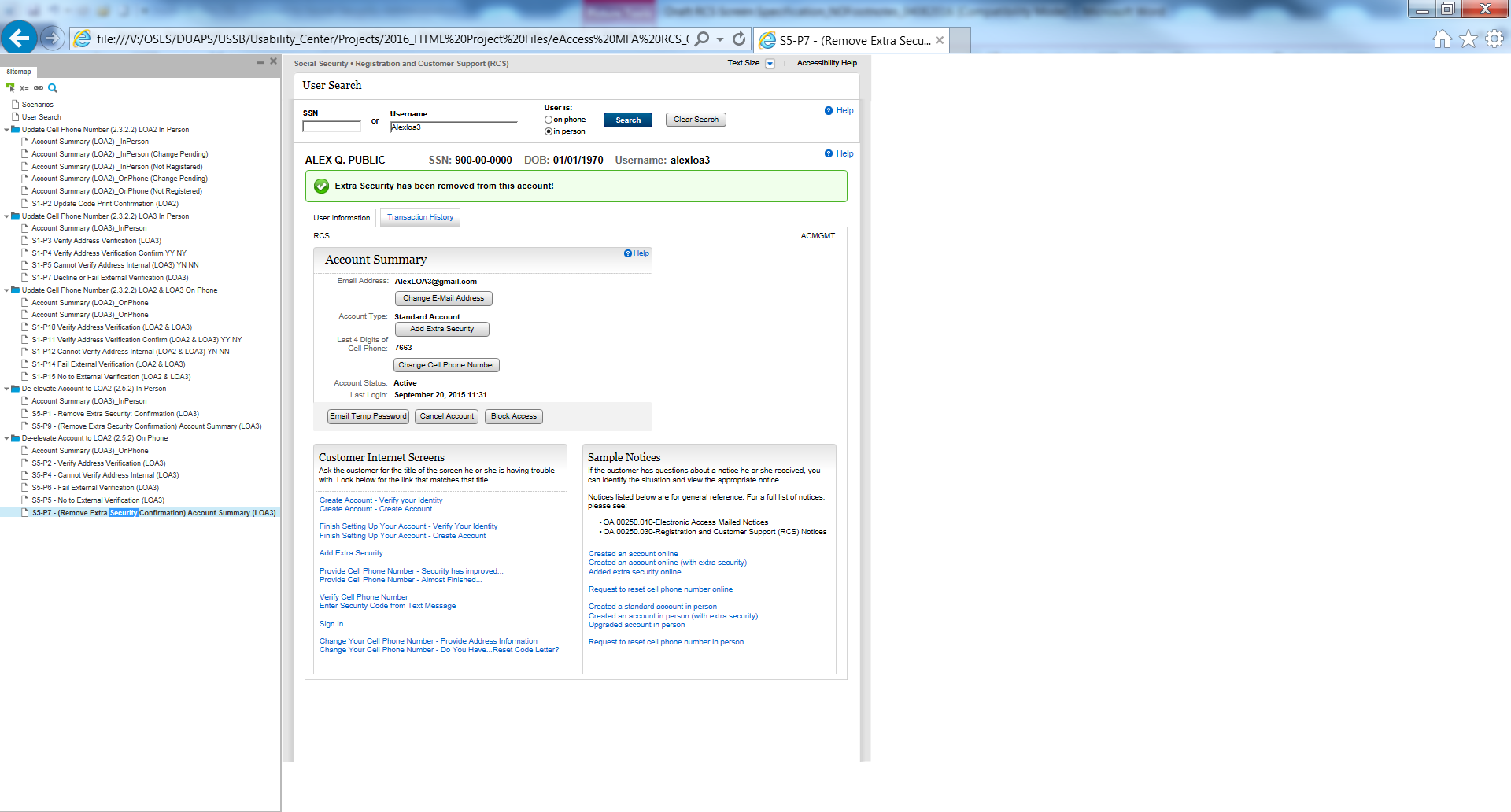
### S5-P5 - No to External Verification (LOA3)



Added sentence to reflect RCS Val.

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

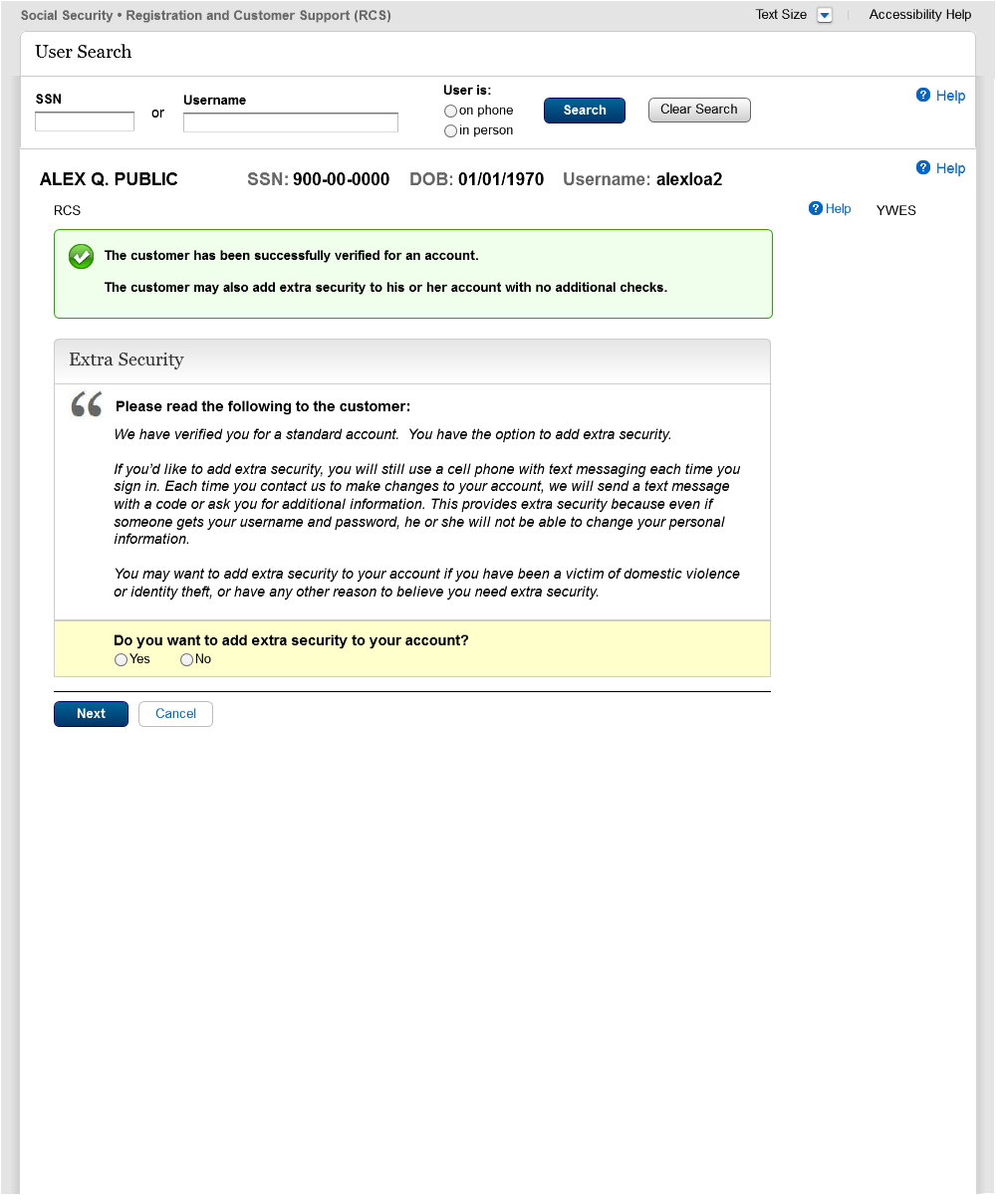
### S5-P7 - (Remove Extra Security Confirmation) Account Summary (LOA3)



Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

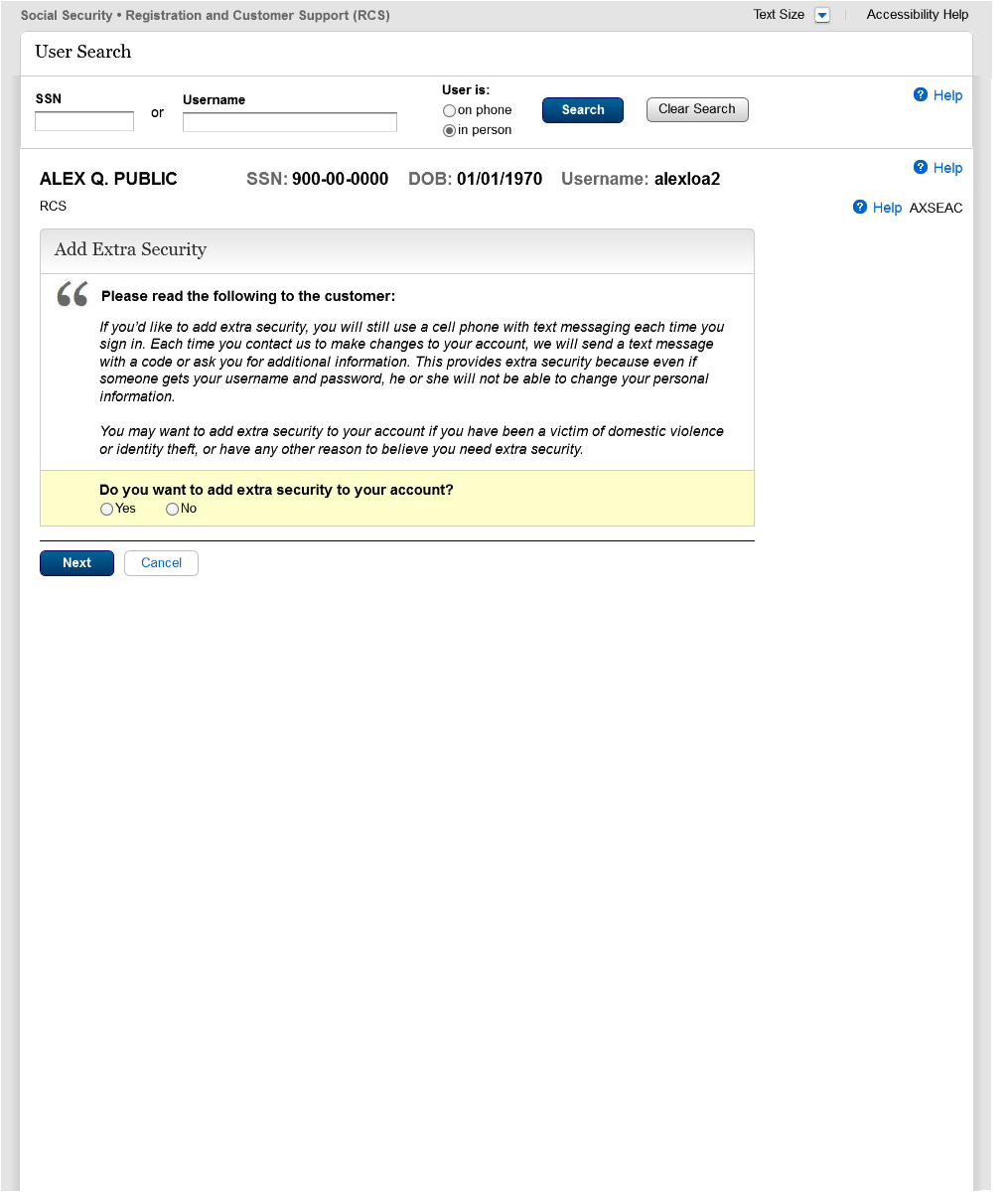
## 3.0 Miscellaneous Screen Changes

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



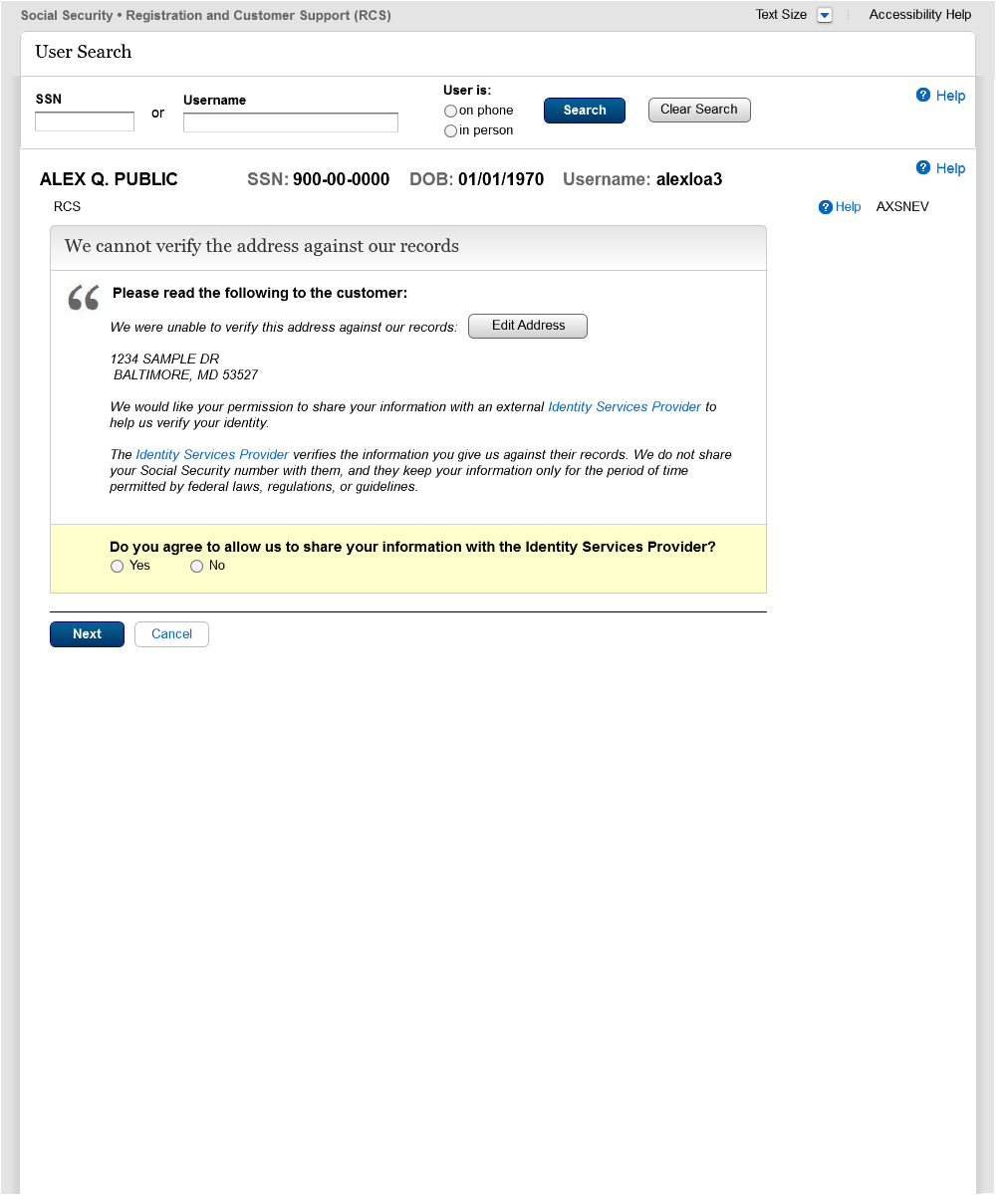
Changed language on 3/2/2016.

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



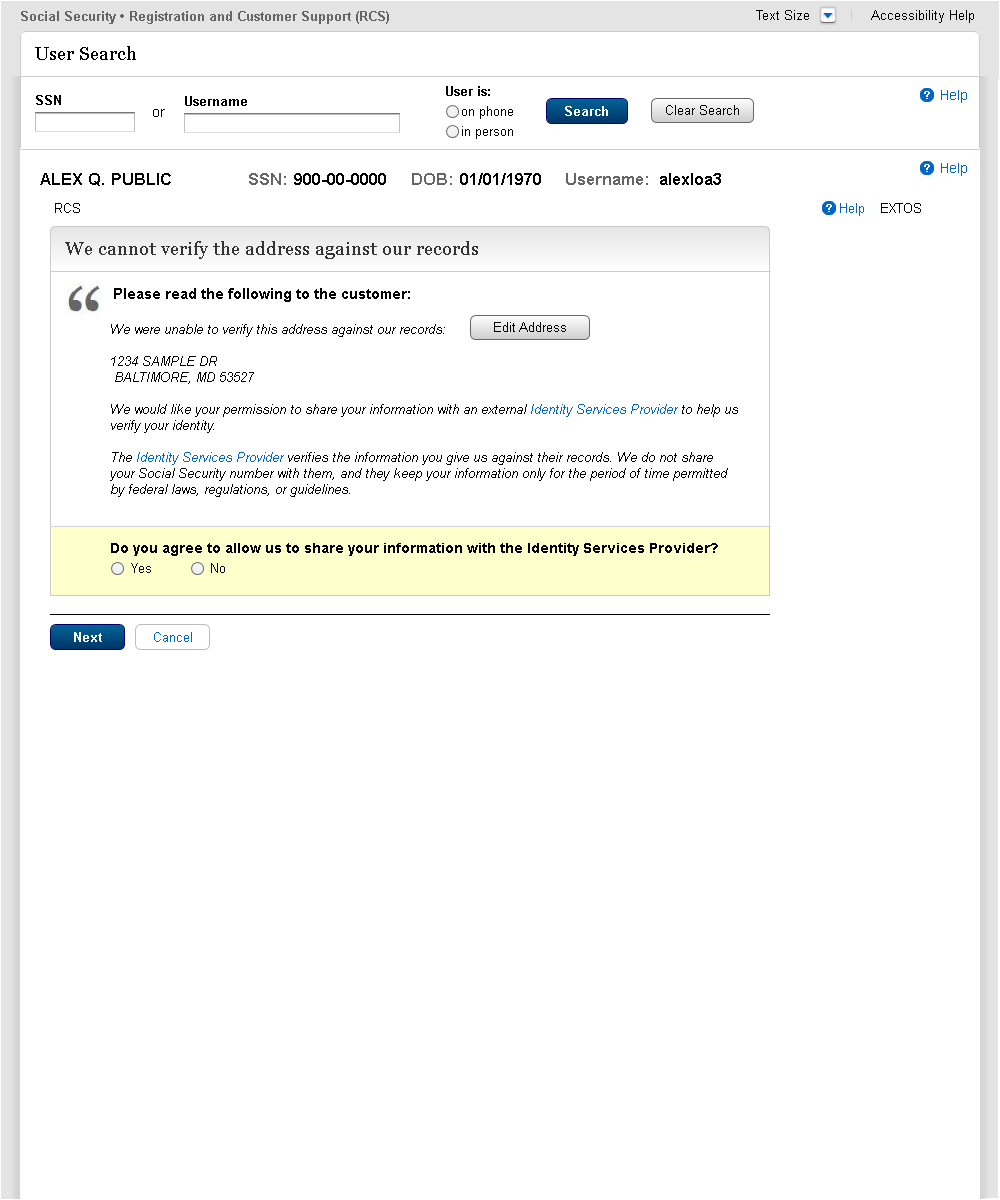
Changed language on 3/2/2016.

### 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.