

## Screen Changes for July 2016 Release of Multifactor Authentication to MySSA

Reason for Change	Required Change	Screens with Changes & Page Number in Package	Comments
Multifactor Authentication Project - Executive Order #13681	Added bullet for new second factor requirement needed to register for an account.	<b><u>Internet Screens:</u></b> <ul style="list-style-type: none"> <li>• Sign In, page 1</li> <li>• Terms of Service, page 2</li> </ul> <b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• User Search, page 5</li> </ul>	
Incorrect language previously used.	Removed fraud language in reference to the Identity Services Provider.	<b><u>Internet Screens:</u></b> <ul style="list-style-type: none"> <li>• Terms of Service, page 2</li> </ul> <b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• Cannot Verify Address Internal (LOA3) YN NN, page 25</li> <li>• Cannot Verify Address Internal (LOA3), page 35</li> <li>• Cannot Verify Address Internally, page 41</li> <li>• Cannot Verify Address Internally, page 42</li> </ul>	
Multifactor Authentication Project - Executive Order #13681	Added Step4 'Secure Your Account' to include cell phone as the two-step authentication piece of registration.	<b><u>Internet Screens:</u></b> <ul style="list-style-type: none"> <li>• Verify Identity, page 3</li> <li>• Secure Identity, page 4</li> <li>• Create Account, page 5</li> <li>• Provide Cell Phone Number _ Create Account, page 6</li> <li>• Enter Texted Security Code, page 8</li> <li>• Verify Identity – User Chooses to Upgrade to LOA3, page 12</li> </ul>	Page 8 – also added bullet in the 'Having trouble?' box.  Page 12 – text change to the 'Add extra security' box.
Multifactor Authentication Project - Executive Order #13681	Changed 'I don't have a phone number' link to a Help link.	<b><u>Internet Screens:</u></b> <ul style="list-style-type: none"> <li>• Verify Identity, page 3</li> </ul>	
Multifactor Authentication Project - Executive Order #13681	Gives customer information if they do not have a cell phone, etc.	<b><u>Internet Screens:</u></b> <ul style="list-style-type: none"> <li>• Security Features FAQ, page 7 (full screen shot is on page 62)</li> </ul>	Launched in a new window by clicking 'Find these answers and more...' link in the 'What If' container.
Multifactor Authentication Project - Executive Order #13681	To explain that the cell phone is now required as part of registration for an account.	<b><u>Internet Screens:</u></b> <ul style="list-style-type: none"> <li>• Provide Cell Phone Number _ Create Account, page 6</li> <li>• Provide Cell Phone Number _ Grandfathered User _ Forgot Password, page 45</li> </ul>	Changed heading on screen, added warning notice, changed wording in box at bottom, & added container. Previous button also removed.
Multifactor	Text change to	<b><u>Internet Screens:</u></b>	Page 20 –

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Authentication Project - Executive Order #13681	coincide with requirements for multifactor authentication project.	<ul style="list-style-type: none"> <li>• Verify Identity, page 3</li> <li>• Enter Texted Security Code, page 8</li> <li>• Enter Texted Security Code _ No Steps, page 20</li> <li>• Provide New Cell Phone Number, page 34</li> </ul> <p><b><u>Intranet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Remove Extra Security: Confirmation (LOA3), page 29</li> </ul>	<p>masked first 6 digits of cell phone number.</p> <p>Page 34 – also removed warning message</p>
Multifactor Authentication Project - Executive Order #13681	Modified confirmation message and modified text in container.	<p><b><u>Internet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Confirmation, page 9</li> <li>• Confirmation – Set Up Account, page 27</li> </ul>	To explain that two steps are now required for each log in attempt.
Multifactor Authentication Project - Executive Order #13681	New screen required.	<p><b><u>Internet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Verify Cell Phone Number, page 19</li> </ul>	
Multifactor Authentication Project - Executive Order #13681	Modified confirmation message.	<p><b><u>Internet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Confirmation _ Set Up New Account _ With Upgrade Selected, page 17</li> <li>• Confirmation_Upgrade to LOA3, page 23</li> <li>• Confirmation _ New Cell Phone Number, page 36</li> <li>• Confirmation of Password Change, page 41</li> </ul>	To explain that two steps are now required for each log in attempt.
Multifactor Authentication Project - Executive Order #13681	Modified steps in account upgrade process.	<p><b><u>Internet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Do You Have Your Upgrade Code Letter, page 21</li> <li>• Enter Upgrade Code, page 22</li> </ul>	Page 22 – removed second container.
Multifactor Authentication Project - Executive Order #13681	Added paragraph to refer to updating cell phone consistently, and modified question to refer specifically to cell phone.	<p><b><u>Internet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Update Phone Number – Provide Info, page 30</li> </ul>	Modified wording to ‘reset code’ rather than ‘update code’. Removed ‘I don’t have a phone number’ link.
Multifactor Authentication Project - Executive Order #13681	Modified wording to ‘reset code’ rather than ‘update code’	<p><b><u>Internet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Confirmation of Letter, page 31</li> </ul> <p><b><u>Intranet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Update Code Print Confirmation (LOA2), page 12</li> <li>• Verify Address Verification Confirm YY NY, page 16</li> </ul>	Page 12, 16 – modified wording and made ‘reprint’ button as the primary.
Multifactor Authentication Project - Executive Order #13681	To allow users with accounts prior to project release to ‘grandfather’ in.	<p><b><u>Internet Screens:</u></b></p> <ul style="list-style-type: none"> <li>• Provide Cell Phone Number _ Grandfathered Account _ No Steps, page 38</li> </ul>	Page 38 - changed wording, added a warning notice, added container,

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			added text to the 'What if...' box, and removed the previous button.
Multifactor Authentication Project - Executive Order #13681	Added step 3 'Add Cell Phone Number'	<b><u>Internet Screens:</u></b> <ul style="list-style-type: none"> <li>• Forgot Password _ Grandfathered User _ Verify Identity, page 43</li> <li>• Forgot Password _ Grandfathered User _ Provide Answers, page 44</li> <li>• Provide Cell Phone Number _ Grandfathered User _ Forgot Password, page 45</li> <li>• Enter Texted Security Code _ Grandfathered User _ Forgot Password, page 46</li> <li>• Update Password _ Grandfathered User, page 47</li> </ul>	Page 45 - changed wording, added a warning notice, added container, and added text to the 'What if...' box.  Page 45, 47 - removed the previous button.
Multifactor Authentication Project - Executive Order #13681	Added 'change pending' for a person with a pending cell phone number change. Added 'change cell phone number' button.	<b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• Account Summary (LOA2)_InPerson (Change Pending), page 7</li> <li>• Account Summary (LOA2)_OnPhone (Change Pending), page 9</li> </ul>	
Multifactor Authentication Project - Executive Order #13681	Added 'cell phone is not registered' for a person with no cell phone registered.	<b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• Account Summary (LOA2)_InPerson (Not Registered), page 8</li> <li>• Account Summary (LOA2)_OnPhone (Change Pending), page 10</li> </ul>	
Multifactor Authentication Project - Executive Order #13681	Screen now asks the CR to enter the address for verification instead of displaying it.	<b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• Verify Address Verification (LOA3), page 15</li> </ul>	
Updated language	Text added about going to the local SSA office.	<b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• Fail External Verification (LOA2 &amp; LOA3), page 26</li> </ul>	
Modified language for consistency.	Changed wording from 'update' to 'change'.	<b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• Update Code Print Confirmation (LOA2), page 12</li> <li>• Verify Address Verification Confirm YY NY, page 16</li> <li>• Decline or Fail External Verification (LOA3), page 18</li> <li>• Verify Address Verification (LOA2 &amp; LOA3), page 23</li> <li>• Fail External Verification (LOA2 &amp; LOA3), page 26</li> <li>• No to External Verification (LOA2 &amp; LOA3),</li> </ul>	

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		page 27	
Modified language for consistency.	Removed language 'If you recently moved...'	<b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• No to External Verification (LOA2 &amp; LOA3), page 27</li> <li>• Fail External Verification (LOA3), page 36</li> <li>• No to External Verification (LOA3), page 37</li> </ul>	
Modified language for consistency.	Text change to coincide with requirements for multifactor authentication project.	<b><u>Intranet Screens:</u></b> <ul style="list-style-type: none"> <li>• Add Extra Security Immediately After Creating Account, page 39</li> <li>• Add Extra Security to Existing Account, page 40</li> </ul>	