



**SCREEN SHOTS DOCUMENT
GROUPED BY SCENARIO
ELECTRONIC ACCESS MULTI-FACTOR
AUTHENTICATION**

APRIL 21, 2016



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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"> Globally changed formatting of "my Social Security". Globally masked first 6 digits of user's cell phone number. On pages collecting address, removed link for user to add a street address line and removed square brackets from State/Territory label. Added bullet about SMS-enabled cell phone to Sign In and Create Account ToS. Fixed capitization of "Do" in footer on Sign In screen. On Verify Info page, remove "add another line" from Address input areas where it is not applicable. On all Provide Your Cell Phone Number screens, updated message in yellow container to emphasize that a cell phone number is required to access, rather than secure, your account. On Provide Your Cell Phone Number screens for existing accounts, added link to block access. Modified heading and text on the Do You have Your Upgrade Code Letter? screen to remove references to the user's cell phone. Removed Having Trouble container from Enter Upgrade Code screen. Added sign-in happy path screens 		Beth Hanst
0.4 (Draft)	12/02/2015	<ul style="list-style-type: none"> Added hyphen to "SMS-enabled" on Sign In (S1-P1, S2-P1, S2-P10, S3-P1, S4-P1, S4-P7, S5-P1, S6-P1, S7-P1) and Create Account (S1-P2, S2-P2, S2-P11, S3-P2, S4-P2, S4-P8, S5-P2, S6-P2, S7-P2, S7-P8) screens. Removed Previous buttons from Provide Cell Phone Number screens (S1-P6, S2-P6, S3-P3, S5-P3, S6-P5, S7-P3, S7-P9) and Update Password screens (S6-P7, S7-P11). Corrected steps on Entered Texted Security Code for grandfathered account when user has forgotten password (S6-P6, S7-P4, S7-P10). Updated language on Update Phone Number screen (S4-P4) to refer to cell phone update code letter consistently. 		Beth Hanst
0.5 (Draft)	12/17/2015	<ul style="list-style-type: none"> Globally modified capitalization of container (gray box) titles, except on Reset Password Questions screen (which mirror production screen). Generally, the first word is capitalized, the follow words are not. Globally changed "email" to "E-mail". Changed "SMS-enabled cell phone" to "cell phone that can receive text messages" on Sign In and Create Account Terms of Service screens. Removed "SMS" from Enter Texted Code screens. Removed "We use their fraud prevention services...theft." on Create Account Terms of Service screen. Changed container heading from "Upgrade your security" to "Add extra security" on Verify Identity screen. Removed "For your protection," from second sentence in yellow container on Provide Your Cell Phone Number screens. In What If??? Container on Provide Your Cell Phone Number screens, made slight wording changes and changed order of questions. When first 6 digits of cell phone number is masked, added a space before and after the hyphen, e.g. "(***) *** - 1234. Affects Verify Cell Phone Number screen and Enter Security Code from Text Message screen. Globally revised references to "upgrading security level" to "adding extra security", and "upgrade code letter" to "extra security letter". Affects Add Extra Security screens. Removed steps on Add Extra Security screens. Globally revised "update cell phone number" to "change cell phone 		Beth Hanst

		<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"> • Modified capitalization of “your” in steps on Forgot Password screens to mirror production screens. • Added FAQs screen. • Removed screen S4-P9. 		
0.6 (Draft)	12/23/2015	<ul style="list-style-type: none"> • Updated text for S1-P6 confirmation notification • Added “I don’t have a phone number” to primary phone number box on S4-P4 • Added page S4-P9 into scenario 4 • Updated text for new requirements on S4-P9 		Kirk Crawford
0.7 (Draft)	1/8/2016	<ul style="list-style-type: none"> • Updated text for S1-P6 and S2-P6 notification. • Removed screen S4-P3. • Removed “I don’t have a phone number” link from primary phone number field on S4-P4. • Corrected font of progress steps in Scenarios 6 and 7 (S6-P4, S6-P5, S6-P7, S7-P4, S7-P9, S7-P11). • Removed FAQs screen, pending feedback from OCOMM and OEST. 		Beth Hanst
0.8 (Draft)	1/11/2016	<ul style="list-style-type: none"> • Added FAQs screen into package, reflecting language provided by OCOMM on 1/11/2016. • Added <i>my Social Security</i> – Security Settings screens. 		Beth Hanst
0.9 (Draft)	1/12/2016	<ul style="list-style-type: none"> • Added explanatory language to page containing screen S4-P4. • Changed the title of the page containing screen S4-P7. • Corrected S4-P9, replacing “update” with “reset”. Also, added the word “code” to the container heading. 		Beth Hanst
0.10 (Draft)	1/13/2016	<ul style="list-style-type: none"> • Removed “Why?” link from Provide Cell Phone Number screens. 		Beth Hanst
1.0 (Final)	2/22/2016	<p>Per feedback received during AC review:</p> <ul style="list-style-type: none"> • Updated Security Feature FAQ screen <ul style="list-style-type: none"> o Changed container title from “New Security Features” to “New Security Feature”. o In first sentence, changed “my Social Security has...” to “The Social Security Administration has...” o In second sentence, changed “This ... my Social Security account...” to “This ... personal my Social Security account...” • Changed link on following screens from “... Security Features FAQ” to “... Security Feature FAQ” <ul style="list-style-type: none"> o S1-P6 o S2-P6 o S3-P3 o S5-P3 o S6-P5 o S7-P9 • Updated “features” to “feature” on following screens <ul style="list-style-type: none"> o S2-P14 o S2-P15 		Beth Hanst
1.1	3/21/2016	<p>Per DESCAM language inquiry</p> <ul style="list-style-type: none"> • Created a new screen for Disable Extra Security – Confirmation • Revised screen confirmation language <p>Removed steps in scenarios 6 and 7</p>		Kirk Crawford
1.2 (Final)	4/21/2016	<ul style="list-style-type: none"> • Change Cell Phone Number: <ul style="list-style-type: none"> o Modified screen path 		Kirk Crawford

		<ul style="list-style-type: none">o Added Change cell phone number terms of serviceo Added Change cell phone number terms of service erroro Removed Reset Code field from S4-P9 – Have you received your cell phone reset code letter?o Added S4-P11.1 – Enter cell phone reset code• Added the following screens:<ul style="list-style-type: none">o Extra Security<ul style="list-style-type: none">▪ Disable Extra Security – Confirmation Login (DESCM)▪ Disable Extra Security (DES)▪ Cancel Extra Security (CESCC)o Deactivate Accounto Finish Setting Up Account Terms of Serviceo Help Pages<ul style="list-style-type: none">▪ Privacy and Security (HPS)▪ How does this work?▪ What is Extra Security?▪ Help pages (HSMHTW)o Upgrade Code Temporary Lockout (ERRUCT)• On help screens, added reference to Discover Card, where Visa and MasterCard were mentioned.		
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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 1st bullet on 11/19/2015. Added hyphen to "SMS-enabled" on 12/02/2015. Modified wording on 12/17/2015.

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

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

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](#)

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

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

Corrected spacing on 12/17/2015.

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

S1-P3 - Verify Identity

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

Social Security

Official Website of the U.S. Social Security Administration

Create an Account

1 Verify your Identity2 Secure your Identity3 Create your Account4 Secure your Account

Please tell us who you are

Your Name:
As shown on your Social Security card.

First M.I. Last Suffix

Social Security Number (SSN):

Date of Birth:

Month

Day

Year

Home Address:
We cannot accept a business address unless it is also the place where you live. The information you provide will not update any information we have on file.

Street Line 1:

Street Line 2:

City/Town:

State/Territory:

ZIP Code:

Primary Phone Number: [? I don't have a phone number.](#)
We only need this to verify your identity.

10-digit Number

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.

Added Step 4

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

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

Text change

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:

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:

Privacy & Security

Find out more about our policies and procedures.



[Learn More](#)

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

Annotations:

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

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


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 Identity2  Secure your Identity3  Create your Account4  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 MEDOWS
- NEWFIELD HEIGHTS
- ORANGE HILLS
- ROCHESTER
- NONE OF THE ABOVE

Privacy & Security

Find out more about our policies and procedures.




[? Learn More](#)

NextExit

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 Identity2 Secure your Identity3 Create your Account4 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:

NextExit

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

Changed text


Added Step 4


Added 1st bullet on 11/19/2015.

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

DRAFT


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

Exit

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 Social Security Administration's 'Verify Cell Phone Number' screen. At the top left is the SSA logo and the text 'Social Security Official Website of the U.S. Social Security Administration'. At the top right are links for 'Text Size' and 'Accessibility Help'. The main heading is 'Verify Cell Phone Number'. Below this is a section titled 'Verify the cell phone number for text messaging'. The first line of text reads: 'Before we text a security code to your cell phone, please verify your phone number.' The second line states: 'The cell phone number associated with this account is: (***) *** - 7890'. Below this is a question: 'Is the number listed above correct?' with 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 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 first line of 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 second radio button option.

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 2nd bullet on 12/17/2015.

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

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

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 grey bar contains the word "Congratulations!". The main content area has a green background with a checkmark icon and the text: "You have successfully added your extra security feature. You will not be asked to enter the upgrade code again." Below this message are two buttons: "Next" and "Exit". On the right side, three blue callout boxes with white text and arrows pointing to the message area provide details: "Modified confirmation message", "Modified confirmation message to '... added your extra security features' on 12/17/2015.", and "Changed 'features' to 'feature' on 2/22/2016." A large, light orange "DRAFT" watermark is overlaid diagonally across the bottom half of the page.

Scenario 3: Collect Cell Phone Number (2nd 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 includes a header with the SSA logo and 'Social Security Official Website of the U.S. Social Security Administration'. The main heading is 'Provide Your Cell Phone Number'. A yellow warning box 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: 'Provide your cell phone number' and 'What if'. The 'Provide your cell phone number' section contains instructions, a 'Get Text Message' button, and an 'Exit' button. The 'What if' section lists three scenarios: '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?'. A large 'DRAFT' watermark is overlaid on the page.

Annotations and Callouts:

- Text Size | Accessibility Help
- 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 2nd 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


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 Exit



S4-P3 – Change Cell Phone Number Terms of Service

Added on 4/20/2016.

Text Size | Accessibility Help



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

Change Your Cell Phone Number

No longer have this cell phone number?

If you cannot use the cell phone number on your account, we can send a letter with a cell phone reset code and instructions for changing your cell phone number.

To change your cell phone number, you will need to:

- enter your mailing address for your cell phone reset code letter, and
- wait 5 to 10 business days for your letter to arrive in the mail to complete the process.

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Terms of Service

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 12 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.

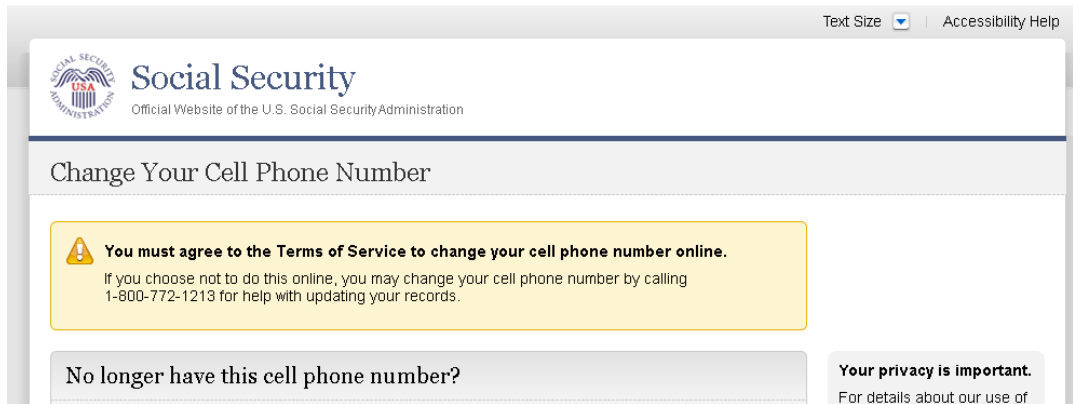
* I agree to the Terms of Service.

Next **Exit**

Revised text to “12 months” from “24 months” 4/20/16

Change Cell Phone Number Terms of Service Error

Added on 4/20/2016.




The screenshot shows the Social Security Administration's website interface. 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, the page title is 'Change Your Cell Phone Number'. A prominent yellow warning box contains the following text: 'You must agree to the Terms of Service to change your cell phone number online. If you choose not to do this online, you may change your cell phone number by calling 1-800-772-1213 for help with updating your records.' Below this warning, there are two buttons: 'No longer have this cell phone number?' and 'Your privacy is important. For details about our use of...'. A large, diagonal 'DRAFT' watermark is overlaid across the entire page.


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 for updating a cell phone number. The page title is "Change Your Cell Phone Number". The form is titled "Provide address information" and includes a paragraph explaining the need for verification. Below this, there is a question: "Where can we mail the letter you need to change your cell phone number?". The form contains input fields for "Street Line 1:", "Street Line 2:", "City/Town:", "State/Territory:" (a dropdown menu), and "ZIP Code:". There is also a section for "Primary Phone Number:" with a note "We only need this to verify your identity." and a "10-digit Number" input field. At the bottom, there are "Mail Instructions" and "Cancel" buttons. Several blue callout boxes provide modification details: "Modified to use 'change', rather than 'update', and 'reset code', rather than 'update code' on 12/17/2015." (pointing to the header area), "Modified page title on 12/17/2015." (pointing to the page title), "Added paragraph on 11/19/2015. Modified paragraph to refer to updating a cell phone consistently on 12/02/2015." (pointing to the verification paragraph), "Modified question to refer specifically to cell phone on 12/02/2015. Modified to reference cell phone number on 12/17/2015." (pointing to the mailing question), and "Removed 'I don't have a phone number' link on 1/7/2016." (pointing to the primary phone number section).


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.

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-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.

Next **Exit**


Updated language on 1/12/2016.


Updated language on 1/12/2016.

Removed "Enter your cell phone reset code" section under Yes/No. This content is now found on S4-P9.1. 4/20/16

DRAFT


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 2nd bullet on 12/17/2015.

DRAFT

S4-P11.1 – Enter Your Cell Phone Reset Code

Added on 4/20/2016.

Text Size  | Accessibility Help

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

Change Your Cell Phone Number

Thank you for your security code!
Please enter the reset code from your letter to finish.

Enter your Cell Phone Reset Code
You will find your reset code in the letter we mailed you.

Next

New screen added, asking users to enter their cell phone reset code. 4/20/16

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 message box, there are two buttons: "Next" and "Exit". A blue callout box on the right side of the message box points to the first sentence and contains the text: "Changed wording in 1st 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 2nd 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:

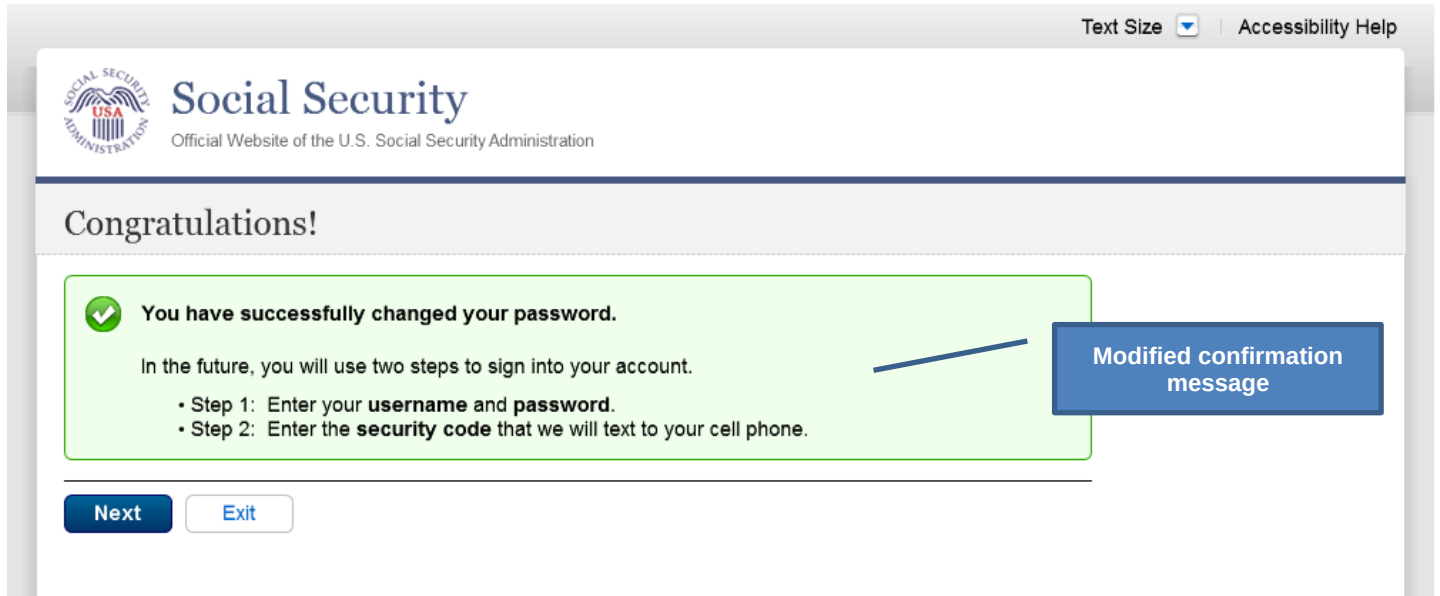
- at least one uppercase letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & *)
- must begin with a letter or number

Confirm Password:

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




S5-P6 - Confirmation of Password Change




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 changed your password." followed by "In the future, you will use two steps to sign into your account." and a bulleted list: "• Step 1: Enter your **username** and **password**." and "• Step 2: Enter the **security code** that we will text to your cell phone." A blue callout box with a pointer to the green box contains the text "Modified confirmation message". At the bottom of the green box, there are two buttons: "Next" and "Exit".

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.


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.

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

Please tell us who you are

Username:

Social Security Number:


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


Next

Removed Steps (3/21/16)

DRY

S6-P4 - Forgot Password_Grandfathered User_Provide Answers

Text Size  | Accessibility Help

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

Removed steps (3/21/16)

Forgot 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

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

Removed Steps (03/21/16)

Changed wording

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

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

Removed steps (03/21/16)

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

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

S6-P7 - Update Password_Grandfathered User

The screenshot shows the 'Forgot Password' page on the Social Security Administration website. The page title is 'Forgot Password'. The main heading is 'Please update your password'. Below this, there are two input fields: 'New Password:' and 'Confirm New Password:'. The 'New Password:' field is followed by a list of 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: ! @ # \$ % ^ & *) - must begin with a letter or number'. Below the input fields are two buttons: 'Next' and 'Exit'. On the right side of the page, there are three blue callout boxes with white text and arrows pointing to specific elements: 'Removed steps (03/21/16)' points to the top right of the form area; 'Changed capitalization of "your" on 12/17/2015.' points to the 'Please update your password' heading; and 'Removed Previous button on 12/02/2015.' points to the 'Next' button. The top right of the page has 'Text Size' and 'Accessibility Help' links. The Social Security Administration logo and name are at the top left.

Text Size | Accessibility Help

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

Forgot 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**


Removed steps (03/21/16)

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

Please tell us who you are

Username:

Social Security Number:

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

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

Removed steps
(03/21/16)

DRY

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

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

Removed Steps (03/21/16)

Removed Previous button on 12/02/2015.


DRAFT

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.


E-Mail Temporary Password

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

The screenshot displays the Social Security Administration's 'Provide Your Cell Phone Number' page. The page includes a header with the SSA logo and navigation options like 'Text Size' and 'Accessibility'. A yellow warning banner 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 main sections: 'Provide your cell phone number' and 'What if...'. The first section contains instructions and a text input field for a 10-digit number, with a 'Get Text Message' button and an 'Exit' button. The second section lists common user concerns and provides a link to a 'Security Features FAQ'. A large, faint watermark 'DRAFT' is visible across the bottom half of the page.

Annotations on the right side of the page include:

- Removed steps (03/21/16)
- Changed wording
- 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

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

Removed steps (03/21/16)

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

DRAFT

S7-P11 - Update Password_Grandfathered User

The screenshot shows the Social Security Administration's 'Forgot Password' page. At the top right, there are links for 'Text Size' and 'Accessibility Help'. The main header includes the Social Security Administration logo and the text 'Social Security Official Website of the U.S. Social Security Administration'. The page title is 'Forgot Password'. The main content area is titled 'Please update your password' and contains two input fields: 'New Password:' and 'Confirm New Password:'. Below the 'New Password:' field, there are instructions: '8 characters minimum and must contain:' followed by a list of requirements: '- 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'. At the bottom left, there are 'Next' and 'Exit' buttons. A large, faint 'DRAFT' watermark is visible across the bottom half of the page. Three blue callout boxes with white text and arrows point to specific changes: 'Removed steps (03/21/16)' points to the top right area; 'Corrected capitalization on Step 2 on 12/17/2015.' points to the password requirements list; and 'Removed Previous button on 12/02/2015.' points to the bottom right area.

Text Size | Accessibility Help

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

Forgot 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


Removed steps (03/21/16)

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.


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.

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

Finish Setting Up Account Terms of Service

Added on 4/20/2016

The screenshot shows the Social Security Administration's website interface for setting up an account. 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 this is a section titled 'Finish Setting Up Your Account'. A central box contains the heading 'To finish setting up your account, you will need to:' followed by a numbered list: 1. enter some personal information, 2. enter the account activation code from the letter we gave you, and 3. create a username and password. To the right of this box is a callout titled 'Your privacy is important.' with a link to the 'Privacy Act Statement'. Below the main instructions is a 'Terms of Service' section with the heading 'You must be able to verify some information about yourself and:'. A blue callout box points to this section, stating 'Added revised language: cell phone. 4/20/16'. The list of requirements includes: - 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. At the bottom of the Terms of Service section, it states 'You can only create an account using your own personal information and for your own exclusive use. You'.

Text Size | Accessibility Help

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

Finish Setting Up Your Account

To finish setting up your account, you will need to:

1. enter some personal information,
2. enter the account activation code from the letter we gave you, and
3. create a username and password.

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

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

Added revised language: cell phone. 4/20/16

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 on July 05, 2016), and updating the current email address (sample@email.com). A 'Deactivate Online Account' link is also present. 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?'. An 'Update Password Reset Questions' button is located at the bottom of this section.

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](#)

Standard Account (No Longer Using Extra Security)

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

 **my Social Security**

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

 **Your account is no longer using extra security.**
You can continue to use your username, password and cell phone to sign in to your account.

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](#)

Added new confirmation message (03/21/16)

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](#)

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](#)

Deactivate Account

Added on 4/20/2016.

This screenshot shows a confirmation banner for deactivating an account. At the top, there is a navigation bar with three buttons: 'My Home', 'Help Center', and 'Security Settings'. Below the navigation bar is a yellow banner with a warning icon (a triangle with an exclamation mark) and the text: 'Are you sure you want to deactivate your account?'. Below this text is a paragraph: 'If you deactivate your account, you will no longer be able to access our online services using your current username and password.' At the bottom of the banner are two buttons: 'Yes, Deactivate my Account' (a dark blue button) and 'Cancel' (a light blue button).

Disable Extra Security (DES)


Added on 4/20/2016

This screenshot shows a confirmation banner for disabling extra security. At the top, there is a header bar with 'John Q. Public | Sign Out' on the left and 'Text Size [dropdown] | Accessibility Help' on the right. Below the header bar is the 'my Social Security' logo, which includes the Social Security Administration seal and the text 'my Social Security'. Below the logo is a navigation bar with three buttons: 'My Home', 'Help Center', and 'Security Settings'. Below the navigation bar is a yellow banner with a warning icon and the text: 'Are you sure you want to disable your extra security?'. Below this text is a paragraph: 'When extra security is disabled, you will continue to use your username, password, and cell phone to sign in to your account. If you want extra security in the future, we will ask you to go through our verification process again.' At the bottom of the banner are two buttons: 'Yes, Disable Extra Security' (a dark blue button) and 'Cancel' (a light blue button). To the right of the banner, there is a blue box with white text that reads: 'Modified language: Added "cell phone" to banner. 4/20/16'. Large orange arrows are overlaid on the page, pointing from the 'Deactivate Account' section towards the 'Disable Extra Security' section.

Disable Extra Security Confirmation (DESCM)

Added on 4/20/2016


Modified language: Added "cell phone" to banner. 4/20/16

 **Your account is no longer using extra security.**
You can continue to use your username, password, and cell phone to sign in to your account.


Cancel Extra Security Confirmation (CESCC)

Added on 4/20/2016

Text Size | Accessibility Help

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

Cancel Extra Security

 **You successfully cancelled your request for extra security.**
You can continue to use your username, password, and cell phone to access our online services.


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

Modified language: Added "cell phone" to banner. 4/20/16


Upgrade Code Temporary Lockout (ERRUCT)

Added on 4/20/2016

Text Size | Accessibility Help

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

We're sorry..

 **The upgrade code you are attempting to enter is incorrect.**
We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your upgrade code before you try to enter it again.


You may continue to use your username, password, and cell phone to access our online services.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

[Exit](#)

Help Pages

Security Feature FAQ

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

Keep your Account Secure

New security feature

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

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

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

How does it work?

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

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

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

What if...

- I don't have a cell phone?**
If you do not have a cell phone, you will not be able to access [my Social Security](#). To access your personal [my Social Security](#) account, you need a cell phone that can receive text messages. Each time you log in, we will text your cell phone a security code that you must input in order to access your account. Please visit our website to learn about other ways to [contact us](#).
- I can't receive text messages on my cell phone?**
If you cannot receive text messages on your cell phone, you will not be able to access [my Social Security](#). To access your personal [my Social Security](#) account, you need a cell phone that can receive text messages. Each time you log in, we will text your cell phone a security code that you must input in order to access your account. Please visit our website to learn about other ways to [contact us](#).
- I don't want to enter my cell phone number?**
If you do not want to enter your cell phone number, you will not be able to access [my Social Security](#). To access your personal [my Social Security](#) account, you need a cell phone that can receive text messages. Each time you log in, we will text your cell phone a security code that you must input in order to access your account. Please visit our website to learn about other ways to [contact us](#).
- I change my cell phone number in the future?**
You can change the cell phone number on your account after you sign in.
- I am overseas?**
Your text message rates will still apply. If you are overseas and cannot receive text messages or are concerned about roaming charges, please visit our website to learn more about our [Services Around the World](#).

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

On 2/22/2016:

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

Privacy and Security Questions

Added on 4/20/2016.

What is extra security?

Extra security is an added layer of protection for your account. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and the security code texted to your cell phone.

If the following statements are true for you, the extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

Revised language.
4/21/16

How do I sign up for extra security?

When you first register, you must verify your identity by answering a security question. We will ask for one of the following:

- the last 8 digits of your Visa, MasterCard or Discover Card, or
- information from your W-2 tax form, or
- information from a 1040 Schedule SE (self-employment) tax form.

Finishing this process usually takes 5 to 10 business days. An upgrade code will be mailed to your home address. When you sign in to your account, you will be asked to enter the upgrade code in order to finish adding your extra security. In the meantime, you can sign in to your account using your username, password, and the security code texted to your cell phone to access your account.

Close

Privacy and Security Questions (HPS)

Added on 4/20/16

DRAFT

Privacy & Security Questions

- Is my information secure?
- How do you protect my information?
- What is extra security?
- How do I sign up for extra security?
- Why do I have to answer identity verification questions?
- Why are you asking for financial information?
- Can I apply in person?
- How can I keep my account safe?
- How can I create a strong password?
- How can I keep my computer safe?

Is my information secure?

We take our responsibility to protect your personal information very seriously.

When you are on our website, either to create an account or to access your information, we will always provide you with a secure environment.

1. We verify your identity

We carefully verify that you are who you say you are. This is why we ask you to provide several different types of information and to answer questions that only you should be able to answer. If you are uncomfortable with the online process, you can always visit a local Social Security office to verify your identity in person.

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 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

2. We provide the most up-to-date account security

You will create an individual username and a strong password to secure your account. You will also have the option at any time to add extra security. Adding extra security will require you to provide your username, password AND a unique security code to access your account.

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How do you protect my information?

The law (the Privacy Act of 1974, 5 U.S.C. 552a) requires us to protect the information we get and keep about you. We take the following steps to protect your information:

- We make sure that the only people who see your information are those who need it to perform their official duties.
- We train our employees on our privacy and security rules so they know how to keep your information secure.

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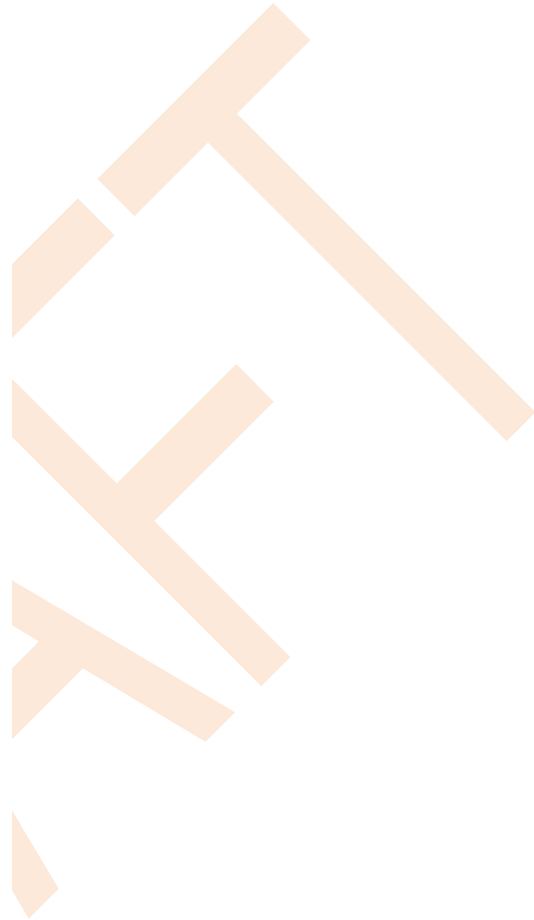
What is extra security?

Extra security is an added layer of protection for your account. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and the security code texted to your cell phone.

If the following statements are true for you, the extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

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Revised language 4/20/16

How do I sign up for extra security?

When you first register, you must verify your identity by answering a security question. We will ask for one of the following:

- the last 8 digits of your Visa, MasterCard or Discover Card, or
- information from your W-2 tax form, or
- information from a 1040 Schedule SE (self-employment) tax form.

Finishing this process usually takes 5 to 10 business days. An upgrade code will be mailed to your home address. When you sign in to your account, you will be asked to enter the upgrade code in order to finish adding your extra security. In the meantime, you can sign in to your account using your username, password, and the security code texted to your cell phone to access your account.

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Why do I have to answer identity verification questions?

Any time you deal with us, we must verify your identity. We have to make sure that only you can access your information.

If you visit a Social Security office, we can check your photo ID and ask you questions. We must be extra careful to protect your identity online. We designed the questions we ask so that only you should know the answer. If someone stole your wallet, they should not be able to answer these questions.

If you would prefer not to answer these questions, you can always verify your identity in person in a Social Security Office.

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Why are you asking for financial information?

Providing financial account information is optional.

You must give financial account information if you want extra security. We confirm financial account information as another way of ensuring your identity. We cannot look at your financial accounts or credit record with the information you give.

If you are uncomfortable giving us your financial account information, you can still sign up for a standard account.

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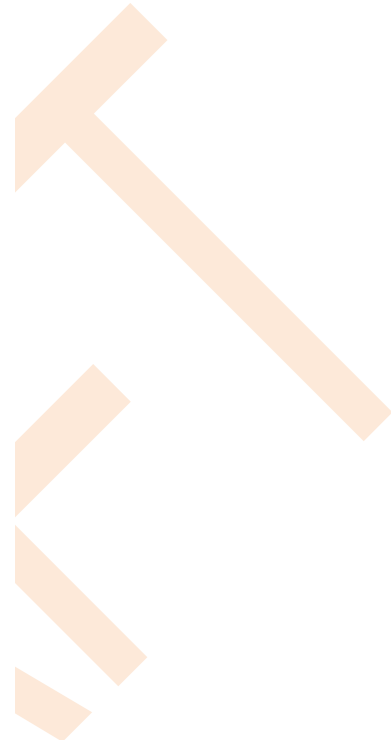
Can I apply in person?

Yes. If you do not know the required information, or if you prefer not to answer these questions online, you may go to your local Social Security office to apply in person.

To apply in person you will need proof of your current address plus one of the following:

- valid U.S. driver's license
- current state-issued non-driver identity
- unexpired U.S. Passport or Passport card
- U.S. military identification card (active duty, retiree, national guard, or dependent)
- U.S. government employee identification card

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How can I keep my account safe?

- Follow our guidelines for creating a strong password
- Don't share your password
- Don't write down your username or password where someone could find it
- Never allow a shared computer to "save" your username and password

Remember:

We will never ask you to reveal your password to us. If you get a phone call or e-mail message asking for your password, do not give it out. Report the call or the e-mail to us by calling 1-800-269-0271.

For more tips on protecting your password, visit www.onguardonline.gov

For security reasons, your password will be valid for 6 months. If your password expires, we will ask you to change it the next time you sign in. You can also change your password at any time after signing in to your account.

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How can I create a strong password?

Length. Use at least 8 characters without spaces.

Characters. Use at least 1 capital letter, 1 lower case letter, 1 number, and 1 special character (such as \$ or %).

Content. Avoid numbers, names, or dates that are significant to you. For example, avoid your phone number, first name or date of birth. Try to choose a password you can remember.

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How can I keep my computer safe?

Protect your computer with anti-virus software, anti-spam software, and a firewall.

Security software can help prevent computer viruses, or anything that can infect your computer, from harming it.

Create strong passwords and keep them secret.

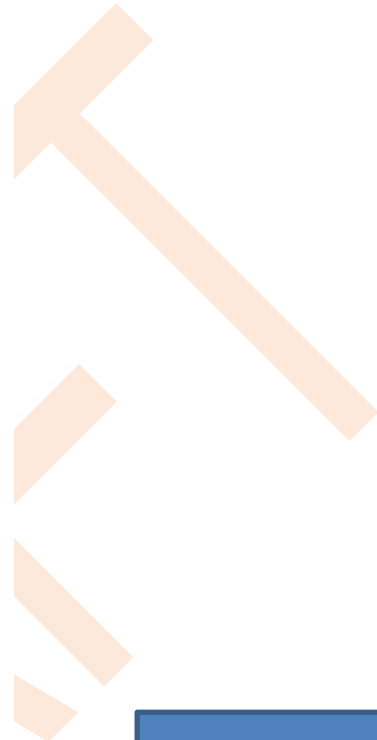
Strong passwords are long, include both letters and numbers, and avoid common words and personal names or dates. You should use different passwords for different accounts. Keep your password reminders in a safe and secure place. Be cautious with E-mail.

Never open an E-mail you weren't expecting or that looks suspicious. Be wary of any E-mail that asks you to enter personal information. Avoid clicking on links in E-mails; type in the address yourself to make sure you view the official website. Before you enter personal information, check for security indicators.

Look for signs that a webpage is secure before you enter any personal information. A secure website should have a green address bar, a closed padlock icon, and a web address with "https" ("s" for secure). For extra precaution, view the security information and certificates to make sure you are on a site you can trust.

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[Close](#)



Revised language 4/20/16

How Does This Work? (HDTW)

Added on 4/20/2016.

How does this work?

You can opt for extra security to provide your account with an extra level of protection. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and the security code texted to your cell phone.

If the following statements are true for you, then extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

Revised language 4/21/16

How do I sign up for extra security?

When you first register, you must verify your identity by answering a security question. We will ask for one of the following:

- the last 8 digits of your Visa, MasterCard or Discover Card, or
- information from your W-2 tax form, or
- information from a 1040 Schedule SE (self-employment) tax form.

Finishing this process usually takes 5 to 10 business days. An upgrade code will be mailed to your home address. When you sign in to your account, you will be asked to enter the upgrade code in order to finish adding your extra security. In the meantime, you can sign in to your account using your username, password, and the security code texted to your cell phone to access your account.

Close

Show Me How It Works (HSMHTW)

Added on 4/20/2016.

Show me how it works

Step 1:

Sign in

If you need to do business with us, just sign in with your username and password.

Step 2:

Get Text Message

We will automatically send a security code by text message to your cell phone.

Step 3:

Submit Code from Text Message

Before we display any information, we will ask you to enter the security code you received. Without your cell phone, you cannot sign in.

Revised text. 4/20/16

Removed outdated phone image. 4/20/16

Close