



SCREEN SHOTS DOCUMENT GROUPED BY SCENARIO

ELECTRONIC ACCESS MULTI-FACTOR AUTHENTICATION REGISTRATION AND CUSTOMER SUPPORT (RCS)

3/2/2016



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Document Version Information

Version Number	Date	Content Revisions	Revised by
0.1 (Draft)	11/04/2015	Initial Version	Kirk Crawford and Lester Jones
0.2 (Draft)	12/03/2015	<ul style="list-style-type: none"> Globally changed “reset” to “update” cell phone number. Returned OTP verification container to Account Summary screen. Removed buttons from Account Summary screen, prior to OTP verification, for LOA3 phone scenarios. Changed “Verify Address” button labels to “Next”. Removed unnecessary screens. Changed wording to de-couple phone verification from extra security. Added pages for unhappy paths of address verification (i.e., verification failed, user declines ISP verification). Changed button text change from “Done” to “Yes, Remove Extra Security” (Remove Extra Security) Added new confirmation message (LOA2 Account Summary Page – Post LOA3 Degrade) 	Kirk Crawford, Lester Jones, Lauren Agro
0.3 (Draft)	12/04/2015	<ul style="list-style-type: none"> Removed notices Added screen shots of Account Summary for LOA3 on Phone after text code verification. 	Beth Hanst
0.4 (Draft)	12/07/2015	<ul style="list-style-type: none"> Removed Done buttons from S1-P5 and S1-P12. Added “clean” screen shots of Account Summary for LOA3 on Phone after text code verification. 	Beth Hanst
0.5 (Draft)	12/17/2015	<ul style="list-style-type: none"> Added screenshots of new Account Summary pages for an LOA2 account with a phone number change pending and/or not cell phone not enabled Global text change for “update” to “reset” Global removal of fraud prevention wording Removed screens S1-P6, S1-P8, and S5-P3. Modified address verification pathing to reflect RCS Val. Modified verbiage spoken to customer to reflect RCS Val. 	Kirk Crawford
0.6 (Draft)	12/23/2015	<ul style="list-style-type: none"> Removed old annotation for S1-P3 pg. 13 	Kirk Crawford
0.7 (Draft)	01/12/2016	<ul style="list-style-type: none"> Added “Change Cell Phone Number” button to the Account Summary page for LOA2, Change Pending (In-person and phone). Added screens S1-P1 and S1-P6, to support LOA2 In-Person scenario as documented in the BPD. 	Kirk Crawford
0.8 (Draft)	01/19/2016	<ul style="list-style-type: none"> Changed text on S1-P12 and S5-P4 from “verified” to “verifies” 	Kirk Crawford
1.0 (Final)	03/02/2016	<ul style="list-style-type: none"> Changed language on screens YWES, AXSEAC, AXSNEV, and EXTOS (pages 39-42), per the sponsor’s request. Please note these screens were not included in the previous versions of the screen package. 	Beth Hanst

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

1.1 LOA2 in Person

User Search

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person

RCS USERSEARCH

To Retrieve Account [? Help](#)

To edit or create an online account, enter the SSN or Username above.

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finsih Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a cell phone that can receive text messages
- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created a standard account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

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

Account Summary (LOA2) _InPerson

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username **User is:**
 on phone in person [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** [? Help](#)

User Information Transaction History

RCS ACMGMT

Account Summary [? Help](#)

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

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[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finsih Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
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[Upgraded account in person](#)

[Request to reset cell phone number](#)

Account Summary (LOA2) _InPerson (Change Pending)

Social Security - Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search ? Help

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 ? Help

User Information Transaction History

RCS ACMGMT

Account Summary ? Help

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **Change Pending**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

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[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

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[Added extra security](#)

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[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

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

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

Account Summary (LOA2) _InPerson (Not Registered)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search ? Help

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** ? Help

User Information Transaction History

RCS ACMGMT

Account Summary ? Help

Email Address: **AlexLOA2@gmail.com**
Change E-Mail Address

Account Type: **Standard**
Add Extra Security

Last 4 Digits of
Cell Phone: **Cell phone is not registered** ← Added "Cell Phone is not registered" for LOA2 in person account with no cell phone registered.

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Email Temp Password Cancel Account Block Access

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

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[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
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[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Account Summary (LOA2)_OnPhone (Change Pending)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username **User is:**
 on phone in person [Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [Help](#)

User Information [Transaction History](#)

RCS ACMGMT

Account Summary [Help](#)

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **Change Pending**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

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[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

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

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

Account Summary (LOA2)_OnPhone (Not Registered)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search ? Help

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** ? Help

User Information Transaction History

RCS ACMGMT

Account Summary ? Help

Email Address: **AlexLOA2@gmail.com**
Change E-Mail Address

Account Type: **Standard**

Last 4 Digits of
Cell Phone: **Cell phone is not registered** ← Added "Cell Phone is not registered" for LOA2 on phone account with no cell phone registered.

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Email Temp Password Cancel Account Block Access

Customer Internet Screens

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[Finish Setting Up Your Account - Create Account](#)

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[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

S1-P1 Verify Address Verification (LOA2)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

Screen added on 1/12/2016.

User Search

SSN or Username [? Help](#)

User is: on phone in person **Search** Clear Search

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** [? Help](#)

RCS [? Help](#) #####

Change Cell Phone Number: Enter Address

Proof of Identity (must be current):

State Driver's License or identity card
 U.S. passport or passport card
 U.S. military identification card
 U.S. government employee identification card

Home Address:

Street 1
Street 2

City/Town: State/Territory: ZIP Code:

Does this address appear on the identity document shown above?

Yes No

Primary Phone (optional):

10-digit Number

Next Cancel


S1-P2 Update Code Print Confirmation (LOA2)

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

The screenshot shows a web interface for 'Find Customer Support (RCS)'. At the top, there are search fields for 'name' and 'User is:' with options for 'on phone' and 'in person'. Below this, user information is displayed: 'ALEX Q. PUBLIC', 'SSN: 900-00-0000', 'DOB: 01/01/1970', and 'Username: alexloa2'. A green success message states: 'The reset code letter was successfully sent to the printer.' The main content area is titled 'Reset Code Print Confirmation' and contains a quote: 'Please give the reset code letter to the customer and read the following confirmation to the customer.' Below the quote is a note: 'Please follow the directions to finish changing your cell phone number before the date shown in your letter.' At the bottom of the confirmation area are two buttons: 'Reprint' (primary) and 'Done' (secondary). Callout boxes provide the following details: 1. 'Change of text from "The letter..." to "The reset code letter" [GLOBAL]' pointing to the success message. 2. 'New text: Reset Code [GLOBAL]' pointing to the title of the confirmation section. 3. 'Changed "Update Code Letter" to "Reset Code Letter" [GLOBAL]' pointing to the title of the confirmation section. 4. 'Changed from "Update" to "Change" [GLOBAL]' pointing to the word 'Change' in the quote. 5. 'Reprint button is now primary...with done button being secondary' pointing to the 'Reprint' button.

S1-P6 Customer-Provided Address Does Not Match ID

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

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

User Search

SSN or Username

User is:
 on phone in person

[? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

RCS [? Help](#) #####

Change Cell Phone Number Information

“ Please read the following to the customer:

We will mail a reset code letter to you at the following address:

1234 SAMPLE DR
BALTIMORE, MD 12345

You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your cell phone number before the date shown in your letter.

Screen added on 1/12/2016.

1.2 LOA3 in Person

Account Summary (LOA3)_InPerson

Text Size ▼ | [Accessibility Help](#)

User Search

SSN or Username User is:
 on phone in person [Search](#) [Clear Search](#) [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

[User Information](#) [Transaction History](#)

RCS ACMGMT

Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
 Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

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[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
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[Add extra security](#)

[Sign In](#)
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[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

S1-P3 Verify Address Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

Change Cell Phone Number: Enter Address

Proof of Identity (must be current):

- State Driver's License or identity card
- U.S. passport or passport card
- U.S. military identification card
- U.S. government employee identification card

Home Address:

Street 1

Street 2

City/Town: State/Territory: ZIP Code:

Does this address appear on the identity document shown above?

Yes No

Primary Phone (optional):

10-digit Number

Spacing reduced

Next

S1-P4 Verify Address Verification Confirm YY NY

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person [Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [Help](#)

RCS [Help](#) #####

The reset code letter was successfully sent to the printer.

Reset Code Print Confirmation

“ Please give the reset code letter to the customer and read the following confirmation to the customer:

Please follow the directions to finish changing your cell phone number before the date shown in your letter.

Reprint button is primary, and done is secondary

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

Text change from "Update" to "Change"

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

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records: **Edit Address**

1234 SAMPLE DR
BALTIMORE, MD 53527

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity. ←

The [Identity Services Provider](#) verifies the information you give us 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.

Do you agree to allow us to share your information with the Identity Services Provider?

Yes No

Fraud text removed [GLOBAL]

Next

S1-P7 Decline or Fail External Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

We cannot verify the customer's address.

Change Cell Phone Number Information

“ Please read the following to the customer:

We were unable to verify the address you provided. We will mail a reset code letter to you at the following address:

1234 SAMPLE DR
BALTIMORE, MD 12345

You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your cell phone number before the date shown in your letter.

Text change: From "update" to "change"

Done

1.3 LOA2 or LOA3 on Phone

Account Summary (LOA2)_OnPhone

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username **User is:** on phone in person [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** [? Help](#)

[User Information](#) [Transaction History](#)

RCS ACMGMT

Account Summary [? Help](#)

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

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[Request to reset cell phone number](#)

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

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is: on phone in person [? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

User Information

RCS ACMGMT

Account Summary [? Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone.

Email Address: **AlexLOA3@gmail.com**
Account Type: **Extra Security**
Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

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

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN or Username User is: on phone in person [? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

User Information

RCS ACMGMT

Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**
Account Type: **Extra Security**
Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Text Code Verification [? Help](#)

Please ask the customer to read you the text message from his or her cell phone.

A text message will be sent to cell phone number:
*****7663

Enter Text Message Code:

8-digit Number

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created a standard account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

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Account Summary (LOA3 on Phone) After Text Code Verification

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN or Username User is:
 on phone in person [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

User Information | **Transaction History**

RCS ACMGMT

Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finsih Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

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[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

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

S1-P10 Verify Address Verification (LOA2 & LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

Change Cell Phone Number: Enter Address

Home Address:

Street 1

Street 2

City: State/Territory: ZIP Code:

Primary Phone (optional):

10-digit Number

Text change: from "update" to "change"

Next Cancel

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

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

Customer's address has been verified.

Change Cell Phone Number Information

“ Please read the following to the customer:
We have verified your address. We will mail a reset code letter to you at the following address:

1234 SAMPLE DR
BALTIMORE, MD 12345

You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your cell phone number before the date shown in your letter.

“Mail” text inserted

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

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search ? Help

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** ? Help

RCS ? Help #####

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records: Edit Address

1234 SAMPLE DR
BALTIMORE, MD 53527

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

The [Identity Services Provider](#) verifies the information you give us 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.

Do you agree to allow us to share your information with the Identity Services Provider?

Yes No

Next

Fraud text removed

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

S1-P14 Fail External Verification (LOA2 & LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search ? Help

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** ? Help

RCS ? Help #####

We cannot verify the customer's address.

Unable to verify customer's address

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot change your cell phone number at this time. In order to change your cell phone number, you will have to go to your local Social Security Office. If you recently moved, you can try again later.

Done

“Update” changed to “Change”

Text added for going to the local SSA office

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

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [Help](#)

RCS [Help](#) #####

We cannot verify the customer's address.

Unable to verify customer's address

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot change your cell phone number at this time. In order to change your cell phone number, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.

Done

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

2. De-Elevate Account (BPD Section 2.5.2)

2.1 LOA3 in Person

Account Summary (LOA3)_InPerson

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

User Information [Transaction History](#)

RCS ACMGMT

Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finsih Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created a standard account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

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

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN or Username User is:
 on phone ? Help
 in person

EDWARD Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: edwardloa3** ? Help

RCS ? Help RESFC

“ Are you sure you want to remove your extra security?

Please read the following to the customer:

If you remove your extra security, you will still be required to use your cell phone to access your account. You will still receive a text with a unique security code each time you log in.

Wording updated to reflect MFA changes →

Button updated to reflect RCS Val

 →

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

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person ? Help

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 ? Help

Extra Security has been removed from this account!

User Information Transaction History

RCS ACMGMT

Account Summary ? Help

Email Address: **AlexLOA3@gmail.com**

Account Type: **Standard Account**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created a standard account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

2.2 LOA3 on Phone – Before Send Text Message Selected

Account Summary (LOA3)_OnPhone

Social Security • Registration and Customer Support (RCS) Text Size ▼ | Accessibility Help

User Search

or
User is:
 on phone
 in person
 [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3**
[? Help](#)

User Information
Transaction History

RCS ACMGMT

Account Summary [? Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone.

Email Address: **AlexLOA3@gmail.com**
 Account Type: **Extra Security**
 Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
 Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created a standard account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

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

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

or
User is:
 on phone in person
 [Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [Help](#)

RCS
ACMGMT

Account Summary [Help](#)

Email Address: **AlexLOA3@gmail.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Text Code Verification [Help](#)

Please ask the customer to read you the text message from his or her cell phone.

A text message will be sent to cell phone number:
*****7663

Enter Text Message Code:

8-digit Number

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finsih Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
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[Created a standard account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Account Summary (LOA3 on Phone) After Text Code Verification

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN or Username **User is:** on phone in person [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

User Information | **Transaction History**

RCS ACMGMT

Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:


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- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created a standard account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

S5-P2 - Verify Address Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

Remove Extra Security: Enter Address

Home Address:

Street 1

Street 2

City: State: ZIP Code:

Primary Phone (optional):

10-digit Number

Next Cancel

Container heading updated to reflect RCS Val

S5-P4 - Cannot Verify Address Internal (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [Help](#)

RCS [Help](#) #####

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records: **Edit Address**

1234 SAMPLE DR
BALTIMORE, MD 53527

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

The [Identity Services Provider](#) verifies the information you give us 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.

Do you agree to allow us to share your information with the Identity Services Provider?

Yes No

Next

Yellow container removed.

Fraud message removed.

Change text from "verified" to "verifies"

S5-P6 - Fail External Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search ? Help

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** ? Help

RCS ? Help #####

We cannot verify the customer's address.
We cannot remove extra security over the telephone. ← Added sentence to reflect RCS Val.

Unable to externally verify customer's address

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office. ← Added 2nd and 3rd sentences to reflect RCS Val. Removed “If you recently moved...later.”

Done

S5-P5 - No to External Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search Help

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** Help

RCS Help #####

 **We cannot verify the customer's address.**
We cannot remove extra security over the telephone.

Unable to verify customer's address

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.

Done

Added sentence to reflect RCS Val.

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

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

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

Extra Security has been removed from this account!

User Information [Transaction History](#)

RCS ACMGMT

Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**
[Change E-Mail Address](#)

Account Type: **Standard Account**
[Add Extra Security](#)

Last 4 Digits of Cell Phone: **7663**
[Change Cell Phone Number](#)

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

[Email Temp Password](#) [Cancel Account](#) [Block Access](#)

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finsih Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

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- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created a standard account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

3.0 Miscellaneous Screen Changes

3.1 Screen YWES – Add Extra Security Immediately After Creating Account

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN or Username **User is:** on phone in person [Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** [Help](#)

RCS [Help](#) YWES

The customer has been successfully verified for an account.
The customer may also add extra security to his or her account with no additional checks.

Extra Security

“ Please read the following to the customer:
We have verified you for a standard account. You have the option to add extra security.

If you'd like to add extra security, you will still use a cell phone with text messaging each time you sign in. Each time you contact us to make changes to your account, we will send a text message with a code or ask you for additional information. This provides extra security because even if someone gets your username and password, he or she will not be able to change your personal information.

You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

Do you want to add extra security to your account?
 Yes No

Changed language on 3/2/2016.

3.2 Screen AXSEAC – Add Extra Security to Existing Account

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN or Username **User is:**
 on phone in person **Search** Clear Search [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** [? Help](#)

RCS [? Help](#) AXSEAC

Add Extra Security

“ Please read the following to the customer:

If you'd like to add extra security, you will still use a cell phone with text messaging each time you sign in. Each time you contact us to make changes to your account, we will send a text message with a code or ask you for additional information. This provides extra security because even if someone gets your username and password, he or she will not be able to change your personal information.

You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

Do you want to add extra security to your account?
 Yes No

Next Cancel

Changed language on 3/2/2016.

3.3 Screen AXSNEV – Cannot Verify Address Internally

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN or Username **User is:** on phone in person [Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [Help](#)

RCS [Help](#) AXSNEV

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records:

1234 SAMPLE DR
BALTIMORE, MD 53527

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

The [Identity Services Provider](#) verifies the information you give us 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.

Do you agree to allow us to share your information with the Identity Services Provider?

Yes No

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

3.4 Screen EXTOS – Cannot Verify Address Internally

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search ? Help

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 ? Help

RCS ? Help AXSNEV

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records: Edit Address

1234 SAMPLE DR
BALTIMORE, MD 53527

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

The [Identity Services Provider](#) verifies the information you give us 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.

Do you agree to allow us to share your information with the Identity Services Provider?

Yes No

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

Next Cancel