**Screen Changes for April 2017 Release of Multifactor Authentication 2.0 to mySSA**

| **Reason for Change** | **Required Change** | **Screens with Changes &**  **Page Number in Package** | **Comments** |
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| Multifactor Authentication Project - Executive Order #13681 | Added additional registration and sign in steps to allow customer to choose how they want to receive security codes as part of multifactor authentication. | **Internet Screens:**   * Get Your Security Code (New User), page 18 * Get Your Security Code (Text Message Selected), page 19, 26 * Get Your Security Code (Email Selected), page 20, 27 * Enter Security Code from Text Message (New or Grandfathered User), page 21 * Enter Security Code from Email Message (New or Grandfathered User), page 22 * Get Your Security Code (Grandfathered User), page 25 |  |
| Multifactor Authentication Project - Executive Order #13681 | Modified confirmation messages to remind customers of the new sign in process. | **Internet Screens:**   * Confirmation\_LOA2, page 23 * Confirmation\_LOA3, page 24 * Change Expired Password Confirmation, page 46 * Forgot Password: Change Password Confirmation, page 59 | To explain that two steps are now required for each sign in attempt. |
| Multifactor Authentication Project - Executive Order #13681 | Added new screens as part of the multifactor authentication verification process. | **Internet Screens:**   * Verify Cell Phone Number, page 28 * Verify Email Address, page 29 * Get Security Code (Multiple Second Factors), page 30 * Enter Texted Security Code (Masked Cell Phone Number), page 31 * Enter Emailed Security Code (Masked Email Address), page 32 |  |
| Multifactor Authentication Project - Executive Order #13681 | New options added to coincide with requirements for multifactor authentication project. | **Internet Screens:**   * Change Second Factor Terms of Service, page 33 * Reset Second Factor: Provide Address, page 34 * Reset Second Factor: Provide Address Confirmation, page 35 * Reset Second Factor: Do you have your reset code letter?, page 36 * Reset Second Factor: Enter Reset Code, page 37 * Reset Second Factor: Confirmation, page 38 | To allow customers to change how they receive security codes, if they no longer have access to previous choice. |
| Multifactor Authentication Project - Executive Order #13681 | Allows temporary passwords to be mailed to the user. | **Internet Screens:**   * Snail Mail Temporary Password: Terms of Service, page 51 * Snail Mail Temporary Password: Provide Address, page 52 * Snail Mail Temporary Password: Confirmation, page 53 * Snail Mail Temporary Password: Address Not Verified, page 54   **Intranet Screens:**   * Decline or Fail External Verification In-Person, page 35, 44 * Address Verified Electronically On-Phone, page 37, 46 * Hand-In Temporary Password Letter, page 51 | When customer receives security codes by email, the temporary password cannot be sent by email. |
| Revised the password requirements for better clarification. | Only clarified the password requirements, did not change them. | **Internet Screens:**   * Create Account, page 16 * Change Expired Password, page 45 * Forgot Password: Please Update Your Password (Grandfathered Account), page 49 * Please Update Your Password (user already had second factor), page 58 * Security Settings: Update Password, page 79 |  |
| Multifactor Authentication Project - Executive Order #13681 | Re-ordered the sections. Added the ability for customers to enable/disable second factors | **Internet Screens:**   * Security Settings: Standard Account with Multiple Registered Second Factors, page 60 * Security Settings: Standard Account Only Cell Phone Registered, page 61 * Security Settings: Standard Account Only Email Registered, page 63 | Also added an indicator to Cell Phone Number and Email Address when registered as second factors. |
| Multifactor Authentication Project - Executive Order #13681 | New messages to give further information to the customers about multifactor authentication processes and requirements. | **Internet Screens:**   * Forgot Password: Please Update Your Password (Grandfathered Account), page 57 * “How can I stop receiving security codes by text?”, page 62 * “How can I stop receiving security codes by Email?”, page 64 * Security Settings: Add Extra Security Terms of Service (AES), page 70 * Security Settings: Disable Extra Security, page 81 * Security Settings: Disable Extra Security-Confirmation (DESCM), page 82 * Security Settings: Cancel Extra Security-Confirmation (CESCC), page 83 | Changed language to coincide with multifactor authentication updates. |
| Multifactor Authentication Project - Executive Order #13681 | Added new screens as part of the multifactor authentication process. | **Internet Screens:**   * Email Temporary Password, page 55 * Email Temporary Password: Confirmation, page 56 * Security Settings: Enable Text Messaging, page 66 * Security Settings: Enable Email, page 67 * Security Settings: Disable Text Messaging, page 68 * Security Settings: Disable Email, page 69 * Security Settings: Update your Cell Phone Number, page 76 * Security Settings: Update Email (Second Factor), page 78 * Suspended Electronic Access 24 Hours User Not Banned (ERRRCIDT), page 93 * Suspended Electronic Access 24 Hours User Banned (ERRRCIDT), page 94 * Suspended Electronic Access User Not Banned (ERRRCIDP), page 95 * Suspended Electronic Access User Banned (ERRRCIDP), page 96 |  |
| Multifactor Authentication Project - Executive Order #13681 | Changed language to coincide with multifactor authentication updates. | **Internet Screens:**   * Finish Setting Up Account Terms of Service (FATS), page 86 * Security Feature FAQ, page 87 * Privacy and Security Questions, page 88 * How does this work?, page 90 * Show Me How It Works (HSMHTW) Light Box, page 91   **Intranet Screens:**   * User Search Page, page 6 | User Search Page – language changes to the links at the bottom of the screen. |
| Multifactor Authentication Project - Executive Order #13681 | Added new information and/or buttons to the screens as part of the multifactor authentication process. | **Intranet Screens:**   * Account Summary – Standard (LOA2) In-Person – No 2nd Factor Registered, page 7 * Account Summary – Standard (LOA2) On-Phone – No 2nd Factor Registered, page 8 * Account Summary – Only Cell Phone Registered as Second Factor, page 9 * Extra Security Account (LOA3) In-Person, page 10, 16, 22, 29 * Standard (LOA2) On-Phone, page 11, 17, 23, 30 * Extra Security Account (LOA3) On-Phone, page 12, 18, 25, 31 * Extra Security Account (LOA3) On-Phone – Security Code Verification, page 13, 19 * Extra Security Account (LOA3) On-Phone – Security Code Verified, page 14, 20, 27 * Account Summary – Only Email Registered as Second Factor Standard (LOA2) In-Person, page 15 * Standard Account (LOA2) Account Summary (LOA2) In-Person (Multiple Second Factors), page 21 * Extra Security Account (LOA3) – On Phone – Second Factor Selection, page 26 * Standard Account (LOA2) In-Person, page 28 | Includes new section “Security Codes Sent by:” and new button for ‘Get Reset Code’.  Includes Security Code Verification box on some screens.  Email address and/or cell phone number is masked when chosen as second factor. |
| Multifactor Authentication Project - Executive Order #13681 | Changed language on screen to inform customers about reset codes to change where they receive security codes. | **Intranet Screens:**   * Address Verification In-Person, page 32 * Address Verified Electronically In-Person, page 33 * Address Verification On-Phone, page 36 * Address Not Verified Electronically On-Phone, page 39, 49 * No to External Verification (LOA2 or LOA3) On Phone, page 40, 48 * External Verification (No) On-Phone, page 41 |  |