

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
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.	<u>Internet Screens:</u> <ul style="list-style-type: none"> • 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.	<u>Internet Screens:</u> <ul style="list-style-type: none"> • 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.	<u>Internet Screens:</u> <ul style="list-style-type: none"> • 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.	<u>Internet Screens:</u> <ul style="list-style-type: none"> • 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.	<u>Internet Screens:</u> <ul style="list-style-type: none"> • 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 <u>Intranet Screens:</u>	When customer receives security codes by email, the temporary password cannot be sent by email.

Reason for Change	Required Change	Screens with Changes & Page Number in Package	Comments
		<ul style="list-style-type: none"> • 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 	
Revised the password requirements for better clarification.	Only clarified the password requirements, did not change them.	<p><u>Internet Screens:</u></p> <ul style="list-style-type: none"> • 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	<p><u>Internet Screens:</u></p> <ul style="list-style-type: none"> • 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.	<p><u>Internet Screens:</u></p> <ul style="list-style-type: none"> • 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.	<p><u>Internet Screens:</u></p> <ul style="list-style-type: none"> • 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 	

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		<ul style="list-style-type: none"> • 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.	<p><u>Internet Screens:</u></p> <ul style="list-style-type: none"> • 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 <p><u>Intranet Screens:</u></p> <ul style="list-style-type: none"> • 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.	<p><u>Intranet Screens:</u></p> <ul style="list-style-type: none"> • 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 	<p>Includes new section “Security Codes Sent by:” and new button for ‘Get Reset Code’.</p> <p>Includes Security Code Verification box on some screens.</p> <p>Email address and/or cell phone number is masked when chosen as second factor.</p>
Multifactor Authentication Project - Executive Order #13681	Changed language on screen to inform customers about reset codes to change where they receive security codes.	<p><u>Intranet Screens:</u></p> <ul style="list-style-type: none"> • 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 	