



DRAFT INTERNET SCREENS

**ELECTRONIC ACCESS MULTI-FACTOR
AUTHENTICATION**

NOVEMBER 18, 2016



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Document Version Information

Version Number	Date	Content Revisions	Page #	Revised by
0.1 (Draft)	10/25/2016	<p>Initial Version</p> <ul style="list-style-type: none"> Introduced choice of text message or email for receiving security codes. Removed requirement that user be able to receive text messages by cell phone. Where possible, made language changes to be device-agnostic and scale to future ways of receiving security codes. Globally repositioned help link under, rather than next to, field labels. 		Beth Hanst
0.2 (Draft)	11/18/2016	<p>Global Changes:</p> <p>PLEASE NOTE: Due to the limitation of our prototype, there may be screens that do not reflect the global changes listed below. This was not intentional. The global changes apply to all screens.</p> <ul style="list-style-type: none"> Globally removed language re: taxpayer expense from footer, per OCOMM. Globally changed spelling and capitalization from “E-mail” to “email”, per OCOMM. (Note: Capitalization of “email” now follows rules for non-proper nouns.) Globally changed capitalization of “Social Security number” so that the “n” in “number” is no longer capitalized, per OCOMM. Added Global Footer section. <p>Specific Changes:</p> <ul style="list-style-type: none"> Added “Tell me more” link to 1040 Schedule SE on the Verify Identity screen (to correct accidental omission in previous screen package). Changed support text on Email Address text box to “... your my Social Security account” (removing “online”) on Get Security Code screens. Changed support text on Email Address text box to “... your my Social Security account” (removing “online”) on Security Settings: Update Email (Second Factor) screen. Changed “send” to “provide” on Get Your Security Code (Grandfathered User) screen. Added the word “the” in front of “time of your request” on the Enter Security Code screens. Combined a line of text with the text box label on the Reset Second Factor: Enter Reset Code screen. Added screen to be displayed when user indicates he has not received reset code letter. Added Upgrade Code Temporary Lockout (ERRUCT) for non-banned customers. Added Upgrade Code Temporary Lockout (ERRUCT) for banned customers. Added (snail) Mail Temporary Password Terms of Service screen. Added (snail) Mail Temporary Password: Address Not Verified screen to be displayed when user-provided address cannot be verified. Added Email Temporary Password screen, informing user he can receive temporary password via email. Added Email Temporary Password: Confirmation screen displaying green success container informing user that an email containing the temporary password has been sent. 		Kirk Crawford and Beth Hanst

		<ul style="list-style-type: none"> • Added “unique” in front of “security code” in second paragraph on Security Settings: Upgrade Code Temporary Lockout (ERRUCT)_Non-Banned screen. • Changed the capitalization of the container headings on the following screens: <ul style="list-style-type: none"> ○ Security Settings: Update your Cell Phone Number ○ Security Settings: Update your Email • Removed the word “unique” from step 5 on the Finish Setting Up Account (FATS) Terms of Service screen. • Made minor wording change to Security Feature FAQ, to clarify that user will need to receive and enter a security code each time they sign in. • Added the word “we” to Step 2 on the Show Me How It Works screen. • Corrected spelling of “verification” on How Does This Work? screen. • Removed Privacy and Security Questions_Shown. • Added the following screens, with minor wording changes: <ul style="list-style-type: none"> ○ Suspended Electronic Access_24 Hours_Not Banned ○ Suspended Electronic Access_24 Hours_Banned ○ Suspended Electronic Access_Not Banned ○ Suspended Electronic Access_Banned 		
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Global Footer

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

Added to screen package,
11/18/2016.


Sign In or Create Account

The screenshot shows the Social Security Administration's sign-in and account creation interface. At the top left is the SSA logo, and to its right is the text "Social Security". Below this is a header "Sign In or Create an Account". The "Sign In" section contains a "Username" field with a "Forgot Username?" link below it, and a "Password" field with a "Forgot Password?" link below it. A blue "Sign In" button is positioned below the password field. The "Create an Account" section features the text "Don't have an account? Create one now." followed by a "Learn More" link with a question mark icon. Below this is a "Important Information" link with a downward arrow icon. A blue callout box with a white border points to the "Learn More" link, containing the text: "Moved Learn More link (used to be next to Create An Account) button." At the bottom of the "Create an Account" section is a "Create An Account" button. Below the "Create an Account" section is a text block: "Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?" followed by "You can [block electronic access](#) to your information at any time, for any reason."

[SEE GLOBAL FOOTER](#)

Create Account Terms of Service

Note: Terms of Service details would be displayed on this screen, rather than accessed via the Terms of Service link depicted in the screen shot below.

 **Social Security**

Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.


To continue, you must agree to the **my Social Security** account [Terms of Service](#).

*I agree to the Terms of Service

Next **Exit**

[SEE GLOBAL FOOTER](#)

Verify Identity



Social Security

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.

Line 1 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.

“As shown on your Social Security card.”

Globally repositioned help links under, rather than next to, field labels.

[SEE GLOBAL FOOTER](#)

If “Yes” is selected

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.

Please verify your identity with one of the following:

the last 8 digits from your Visa, MasterCard, or Discover Card

information from a W-2 tax form

information from a 1040 Schedule SE (self-employment) tax form

If “the last 8 digits...” is selected

Enter the last 8 digits from your Credit Card

[? Tell me more.](#)

We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity.

XXXX - XXXX - -

If “information from a W-2...” is selected

Enter the amount in Box 5 from your W-2

[? Tell me more.](#)

We can better verify your identity if you use an older W-2 (within the last 5 years, excluding last year).

\$

Enter the EIN from your W-2

You can find the EIN in Box B on your W-2.

[SEE GLOBAL FOOTER](#)

If “Enter the amount... 1040 Schedule SE” is selected

Enter the amount in Box 4 (or Box 6 on the long form) 1040 Schedule SE

[? Tell me more](#)

We can better verify your identity if you use an older 1040 Schedule SE from the last 5 years.

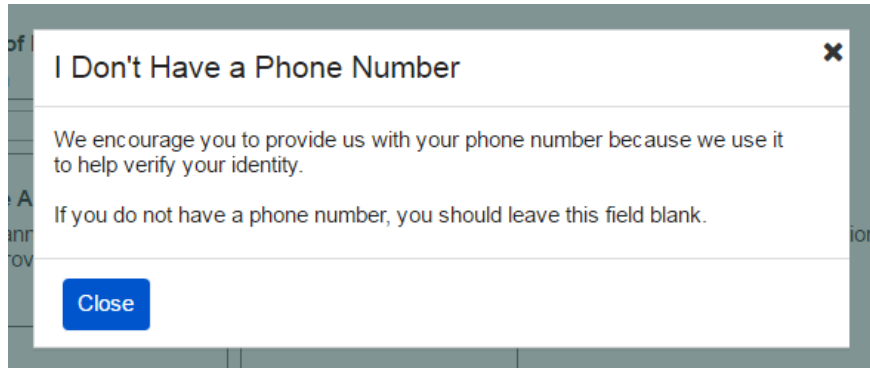
[Next](#) [Exit](#)

Added Tell Me More link, 11/18/2016. (Corrects accidental omission from previous package.)


[SEE GLOBAL FOOTER](#)

“I Don't Have a Phone Number” Light Box

Accessed by selecting the “I don't have a phone number.” help link



Secure Identity



Social Security

Please tell us about yourself

[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

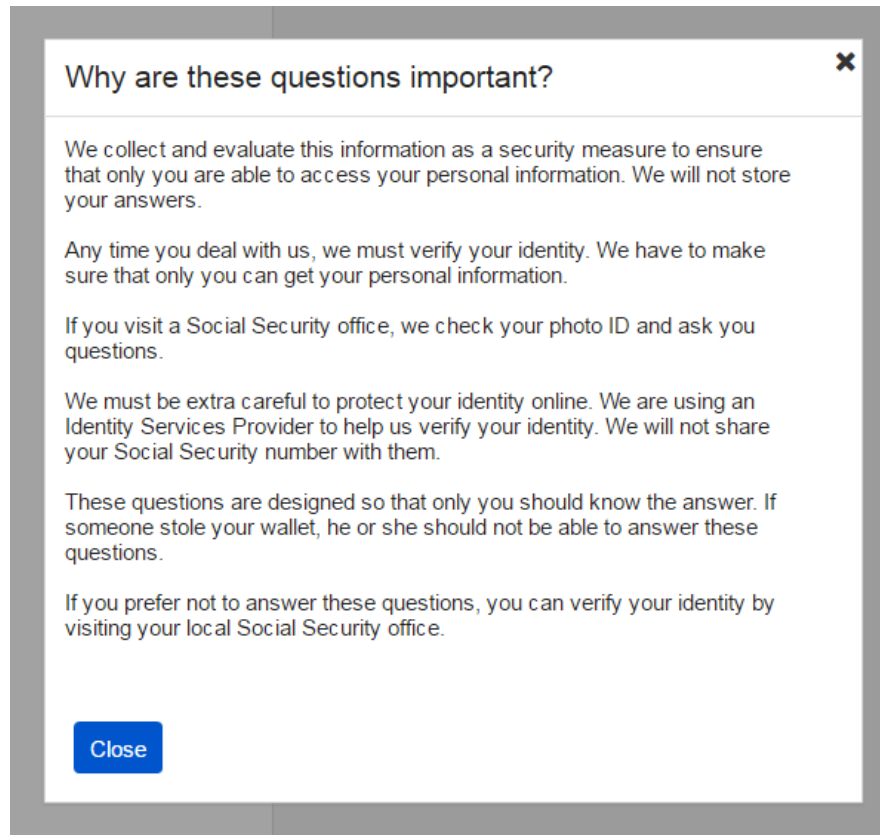
What is the name of the county in which you currently live?

- SILVER MEADOWS
- NEWFIELD HEIGHTS
- ORANGE HILLS
- ROCHESTER
- NONE OF THE ABOVE


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

[SEE GLOBAL FOOTER](#)

“Why are these questions important?” Light Box



Create Account



Social Security

Please create your account details

Username
Cannot be your name or Social Security number (SSN) and must be:
8-20 characters
Available

Password
Must:
Begin with a letter or number
Contain 8-20 characters
Contain upper & lowercase letters
Contain numbers
Contain symbols (! @ # \$ %)

Email Address
We need this to communicate with you about your online account.

Confirm Email Address
Emails must match

Please create your password reset questions

[? Why?](#)

Question 1

Answer 1

Question 2

Answer 2

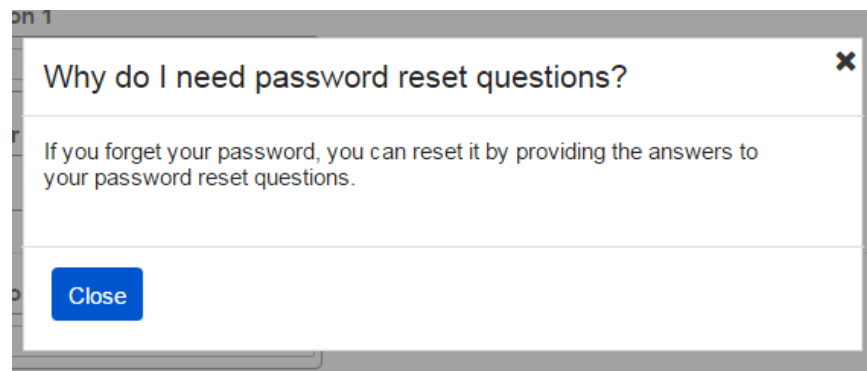
Question 3

Answer 3

Replaced text with link to light box, to improve readability on mobile devices.

[SEE GLOBAL FOOTER](#)


“Why do I need password reset questions?” Light Box



Get Your Security Code (New User)

Displayed when user is creating an account.

Selecting the "Tell me more" help link opens Security Feature FAQ screen.

 **Social Security**

Get your security code

We will provide a security code each time you sign in.

[? Tell me more](#)

How do you want to receive your security code?

Text Message
Your rates still apply.

Email


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

New screen, added to provide users with choice of receiving security code by text message or email.

[SEE GLOBAL FOOTER](#)

Get Your Security Code – Text Message Selected

Selecting the “Tell me more” help link opens Security Feature FAQ screen.

 **Social Security**

Get your security code

We will provide a security code each time you sign in.

[Tell me more](#)

How do you want to receive your security code?

Text Message
Your rates still apply.

Email

Cell Phone Number
10-digit number

Cell Phone Number field appears when Text Message is selected.

Next **Exit**

[SEE GLOBAL FOOTER](#)

Get Your Security Code – Email Selected

- Selecting the “Tell me more” help link opens the Security Feature FAQ screen.

The screenshot shows the Social Security Administration's 'Get your security code' screen. At the top left is the SSA logo. The main heading is 'Get your security code'. Below this, it states 'We will provide a security code each time you sign in.' and includes a 'Tell me more' link. The section 'How do you want to receive your security code?' has two radio button options: 'Text Message' (with subtext 'Your rates still apply.') and 'Email' (which is selected). Below this is the 'Email Address' section, which includes explanatory text and a text input field containing 'user@email.com'. At the bottom are 'Next' and 'Exit' buttons. A blue callout box on the right contains four bullet points explaining the email selection process and a date change.

Social Security Administration

Get your security code

We will provide a security code each time you sign in.

[Tell me more](#)

How do you want to receive your security code?

Text Message
Your rates still apply.

Email

Email Address

We will use this to provide your security code and other information about your **my Social Security** account.

user@email.com

Next **Exit**

- Email Address field appears when email is selected.
- Email address is propagated, but the user can change it.
- Because the email address will be confirmed by OTP process when user selects Next button, a Confirm Email field is not included on this screen.
- Modified support text on Email Address field, 11/18/2016.

[SEE GLOBAL FOOTER](#)

Enter Security Code from Text Message (New or Grandfathered User)

Displayed when:

- User has selected to receive security code via text message while creating account.
- Because the cell phone number has not yet been bound to the account as a second factor, it is not masked.

Note: “Having Trouble” help text would not be displayed on page load. Help is expanded/collapsed when user selects “Having Trouble” link.

- Selecting the “re-enter your cell phone number” link or “change how we send your security code link” redirects the user to the Get Your Security Code screen.
- Selecting the “send a new security code” link causes a new security code to be sent via text message. However, the user remains on this screen.

 Social Security

i We sent a text message to (123) 456-7890.
Please allow up to 2 minutes for the security code to arrive.
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

^ 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 security code](#) or you can [change how we send your security code](#).

Enter the security code you just received.

[Submit Security Code](#) [Previous](#) [Exit](#)

Added “the” before “time of your request”, 11/18/2016.

Made wording changes in the container.

[SEE GLOBAL FOOTER](#)

Enter Security Code from Email Message (New or Grandfathered User)

Displayed when:

- User has selected to receive security code via email message when creating account.
- Because the email address has not yet been bound to the account as a second factor, it is not masked.

Note: “Having Trouble” help text is not be displayed on page load. Help is expanded/collapsed when user selects “Having Trouble” link.

- Selecting the “re-enter your email address” link or “change how we send your security code” link redirects the user to the Get Your Security Code screen.
- Selecting the “send a new security code link” causes a new security code to be sent via email. However, the user remains on this screen.

Social Security Administration

Social Security

i We sent an email to user@email.com.

Please allow up to 2 minutes for the security code to arrive.

The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

Having trouble?

- Check that you have entered the correct email address. If not, [re-enter your email address](#).
- Check your email account's Spam folder.
- Add email@SSA.gov to your email provider's "Safe Sender's List."

Still having trouble?

We can [send a new security code](#) or you can [change how we send your security code](#).

Enter the security code you just received.

Submit Security Code Previous Exit


Added “the” before “time of your request”, 11/18/2016.

New email version of Having Trouble container.


[SEE GLOBAL FOOTER](#)

Confirmation_LOA2

Displayed when LOA 2 user has registered his first second factor (i.e. new or grandfathered user), regardless of which second factor was chosen.

 **Social Security**

Wording changes and added last sentence to green container.

 **Congratulations! You have successfully set up your *my* Social Security account.**
In the future, you will use two steps to sign in to your account.


Step 1: Enter your **username** and **password**.

Step 2: Enter the **security code** that we will send you.

You can add other ways to receive security codes on the Security Settings tab on the *my* Social Security home page.

How can I protect my information?

Please keep your information safe. Do not share your password with anyone.

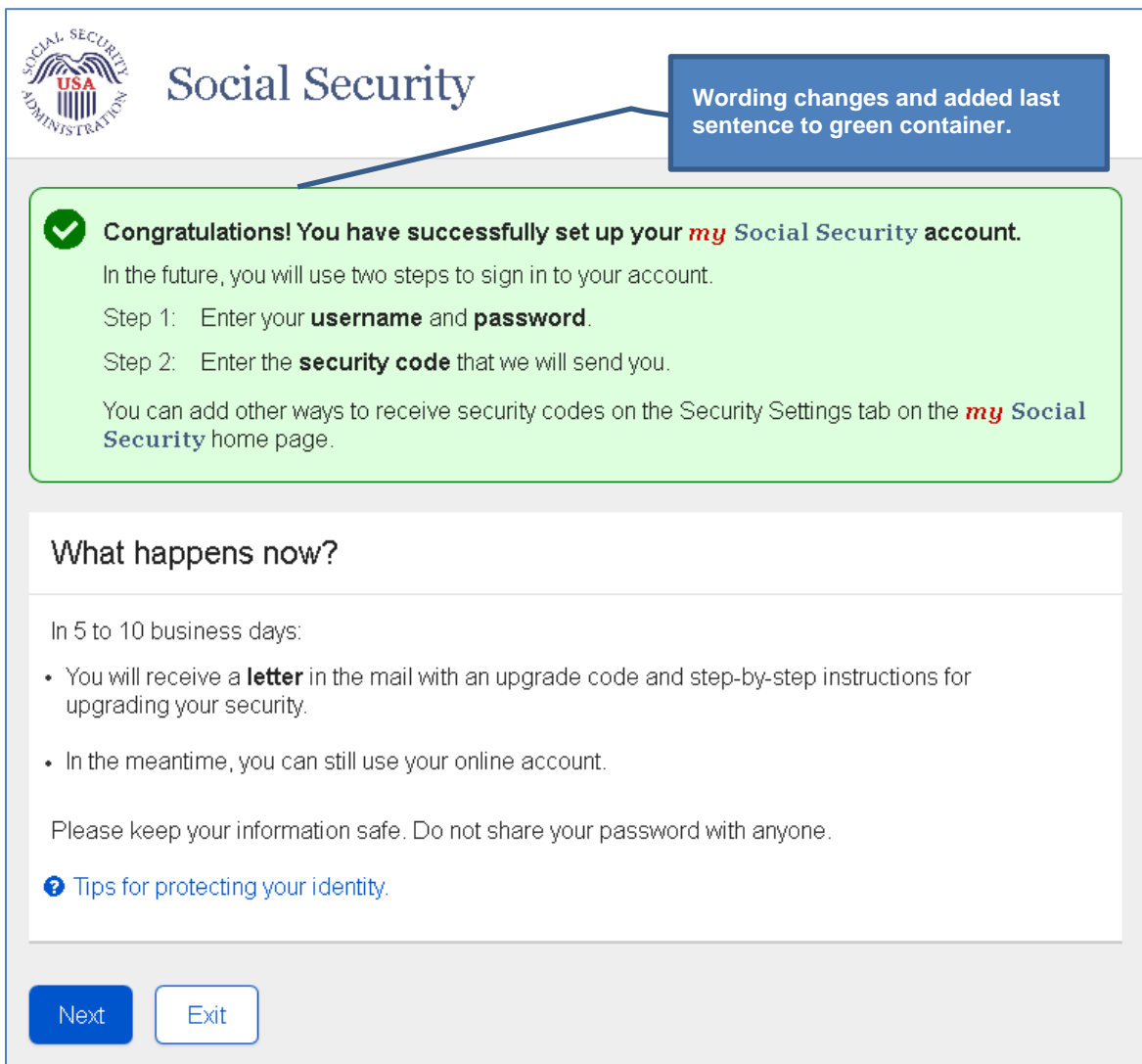
 [Tips for protecting your identity.](#)


Next **Exit**

[SEE GLOBAL FOOTER](#)


Confirmation_LOA3

Displayed after LOA 3 user has successfully created his account, registered a second factor, and entered his security code.



 Social Security

Wording changes and added last sentence to green container.

 **Congratulations! You have successfully set up your *my* Social Security account.**

In the future, you will use two steps to sign in to your account.

Step 1: Enter your **username** and **password**.

Step 2: Enter the **security code** that we will send you.


You can add other ways to receive security codes on the Security Settings tab on the *my* Social Security home page.

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.

Please keep your information safe. Do not share your password with anyone.

 [Tips for protecting your identity.](#)

[SEE GLOBAL FOOTER](#)

Get Your Security Code (Grandfathered User)

Displayed when an existing LOA2 user who does not have a registered second factor signs in with his username and password. Selecting the "Tell me more" help link opens the user to the Security Feature FAQ screen.

Social Security Administration

Social Security

i Security has improved since your last login.
We will provide a security code each time you sign in.
[Tell me more](#)

Get your security code

How do you want to receive your security code?

Text Message
Your rates still apply.

Email

You can receive your Social Security Statement [by mail](#).

You can [block electronic access](#) to your information at any time, for any reason.

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

Callout 1: New screen to provide grandfathered users (with no registered second factors) the choice of receiving security codes by text message or email.


Callout 2: Changed "send" to "provide", 11/18/2016.

Callout 3: Added sentences about receiving Social Security Statement by mail and blocking electronic access.

[SEE GLOBAL FOOTER](#)

Get Your Security Code: Text Message Selected

Selecting the “Tell me more” help link opens the Security Feature FAQ screen.

 **Social Security**

i **Security has improved since your last login.**
We will provide a security code each time you sign in.
[Tell me more](#)

Get your security code

How do you want to receive your security code?

Text Message
Your rates still apply.

Email

Cell Phone Number
10-digit number

You can receive your Social Security Statement [by mail](#).
You can [block electronic access](#) to your information at any time, for any reason.

Next **Exit**

Changed “send” to “provide”, 11/18/2016.

[SEE GLOBAL FOOTER](#)

Get Your Security Code: Email Selected

Note: Because the email address will be confirmed by OTP process when user selects Next button, a Confirm Email field is not included on this screen.


Selecting the “Tell me more” help link opens the Security Feature FAQ screen.

The screenshot shows the Social Security Administration's 'Get Your Security Code' screen. At the top left is the Social Security Administration logo. The main heading is 'Social Security'. Below this is a light blue information box with an 'i' icon, stating 'Security has improved since your last login. We will provide a security code each time you sign in.' and a 'Tell me more' link. A blue callout box points to this text, stating 'Changed “send” to “provide”, 11/18/2016.' Below the information box is the section 'Get your security code'. Under the heading 'How do you want to receive your security code?', there are two radio button options: 'Text Message' (with subtext 'Your rates still apply.') and 'Email' (which is selected). Below this is the 'Email Address' field, with a subtext: 'We will use this to provide your security code and other information about your my Social Security account.' The email address 'user@email.com' is entered in the field. A blue callout box points to this field and contains a list of changes: 'Email Address field appears when email is selected.', 'Email address is propagated, but the user can change it.', 'Because the email address will be confirmed by OTP process when user selects Next button, a Confirm Email field is not included on this screen.', and 'Modified support text on Email'. At the bottom of the screen are two buttons: 'Next' and 'Exit'. Below the screenshot is the text 'SEE GLOBAL FOOTER'.

[SEE GLOBAL FOOTER](#)

Verify Cell Phone Number

Displayed when the user's **only** registered second factor is a cell phone.

 Social Security

Please verify your cell phone number

Is your cell phone number still (***) ***-7890?

Yes, it is correct. Please provide a security code now.

No, it is no longer valid and must be changed.


Next Exit

Combined field label with sentence that formerly appeared above it.

[SEE GLOBAL FOOTER](#)

Verify Email Address

Displayed when the user's **only** registered second factor is an email address.

 Social Security

Please verify your email address

Is your email address still us**@email.com?

Yes, it is correct. Please provide a security code now.

No, it is no longer valid and must be changed.

Next Exit

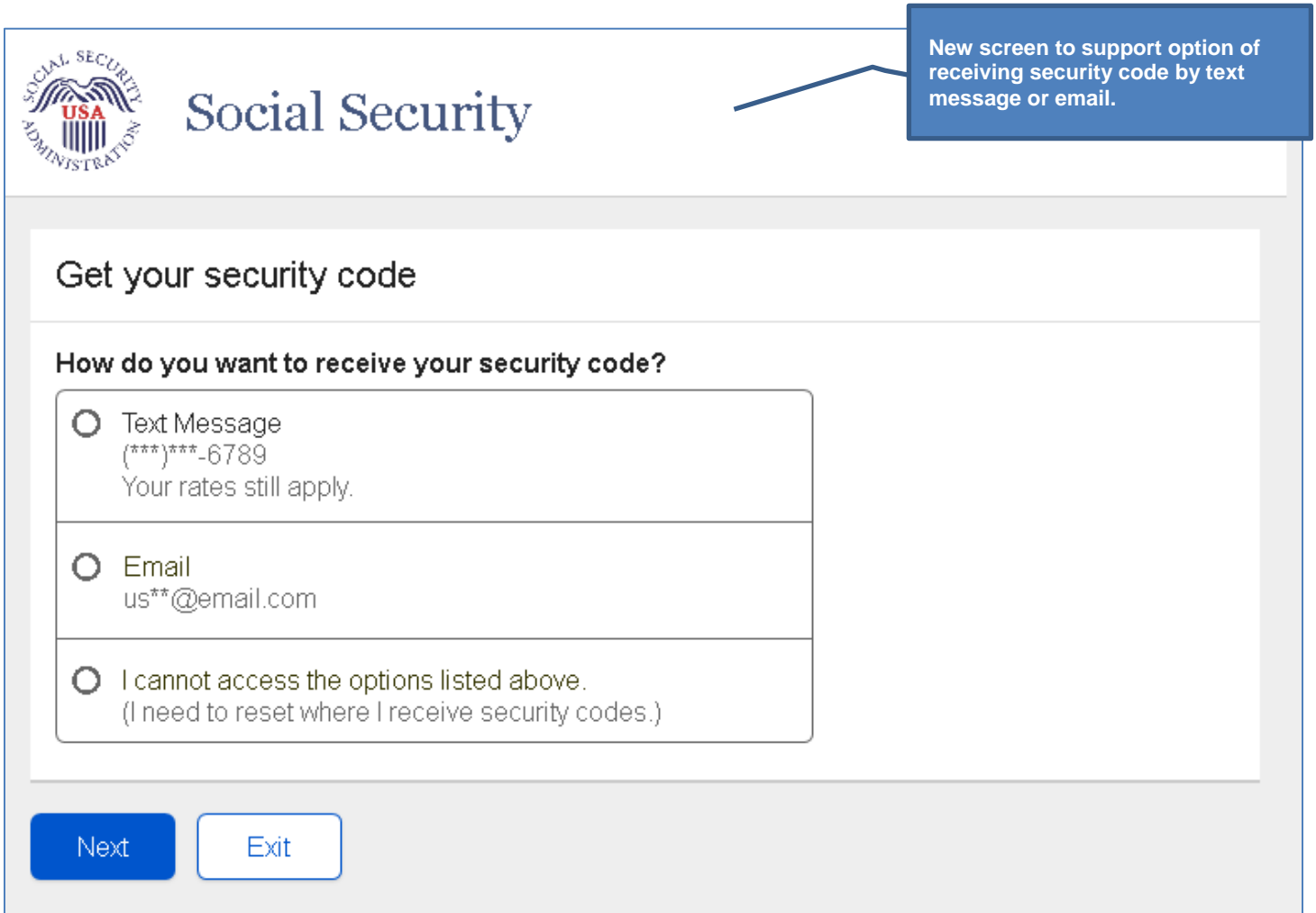
Combined field label with sentence that formerly appeared above it.


[SEE GLOBAL FOOTER](#)

Get Security Code (Multiple Second Factors)

Displayed when the user has multiple registered second factors.

Note: Masked cell phone number and email address are propagated to the radio button support text.



 **Social Security**

Get your security code

How do you want to receive your security code?

- Text Message
(***)**-6789
Your rates still apply.
- Email
us**@email.com
- I cannot access the options listed above.
(I need to reset where I receive security codes.)

Next **Exit**

New screen to support option of receiving security code by text message or email.

[SEE GLOBAL FOOTER](#)


Enter Texted Security Code (Masked Cell Phone Number)

Displayed when:

- The user selects to receive his security code via text message; and
- The user's cell phone number has been bound previously to his account as a second factor, and is therefore masked.

Note: "Having Trouble" help text is not displayed on page load. Help is expanded/collapsed when user selects "Having Trouble" link.

- Selecting the "re-enter your cell phone number" link or "change how we send your security code link" redirects the user to the Get Your Security Code screen.
- Selecting the "send a new security code" link causes a new security code to be sent via text message. However, the user remains on this screen.

 Social Security

i We sent a text message to (**) ***-7890.
Please allow up to 2 minutes for the security code to arrive.
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

▼ Having trouble?

Enter the security code you just received.

Submit Security Code Previous Exit

Added the word "the" before "time of your request", 11/18/2016.

See "Enter Security Code from Text Message (New or Grandfathered User) screen in this document for contents of Having Trouble show/hide.

[SEE GLOBAL FOOTER](#)


Enter Emailed Security Code (Masked Email Address)

Displayed when:

- The user selects to receive his security code via email message; and
- The user's email address has been bound previously to his account as a second factor, and is therefore masked.

Note: "Having Trouble" help text is not be displayed on page load. Help is expanded/collapsed when user selects "Having Trouble" link.

- Selecting the "re-enter your email address" link or "change how we send your security code" link redirects the user to the Get Your Security Code screen.
- Selecting the "send a new security code link" causes a new security code to be sent via email. However, the user remains on this screen.

 **Social Security**

We sent an email to us@email.com.**
Please allow up to 2 minutes for the security code to arrive.
The security code will **expire** 10 minutes from the time of your request.

Added the word "the" before "time of your request", 11/18/2016.

Please enter your security code

[^ Having trouble?](#)

- Check that you have entered the correct email address. If not, [re-enter your email address](#).
- Check your email account's Spam folder.
- Add email@SSA.gov to your email provider's "Safe Sender's List."

Still having trouble?
We can [send a new security code](#) or you can [change how we send your security code](#).

Enter the security code you just received.

New email version of Having Trouble container. (It is the same as the Having Trouble text for new or grandfathered users who selects email.)

[Submit Security Code](#) [Previous](#) [Exit](#)

[Privacy and Security](#)
[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

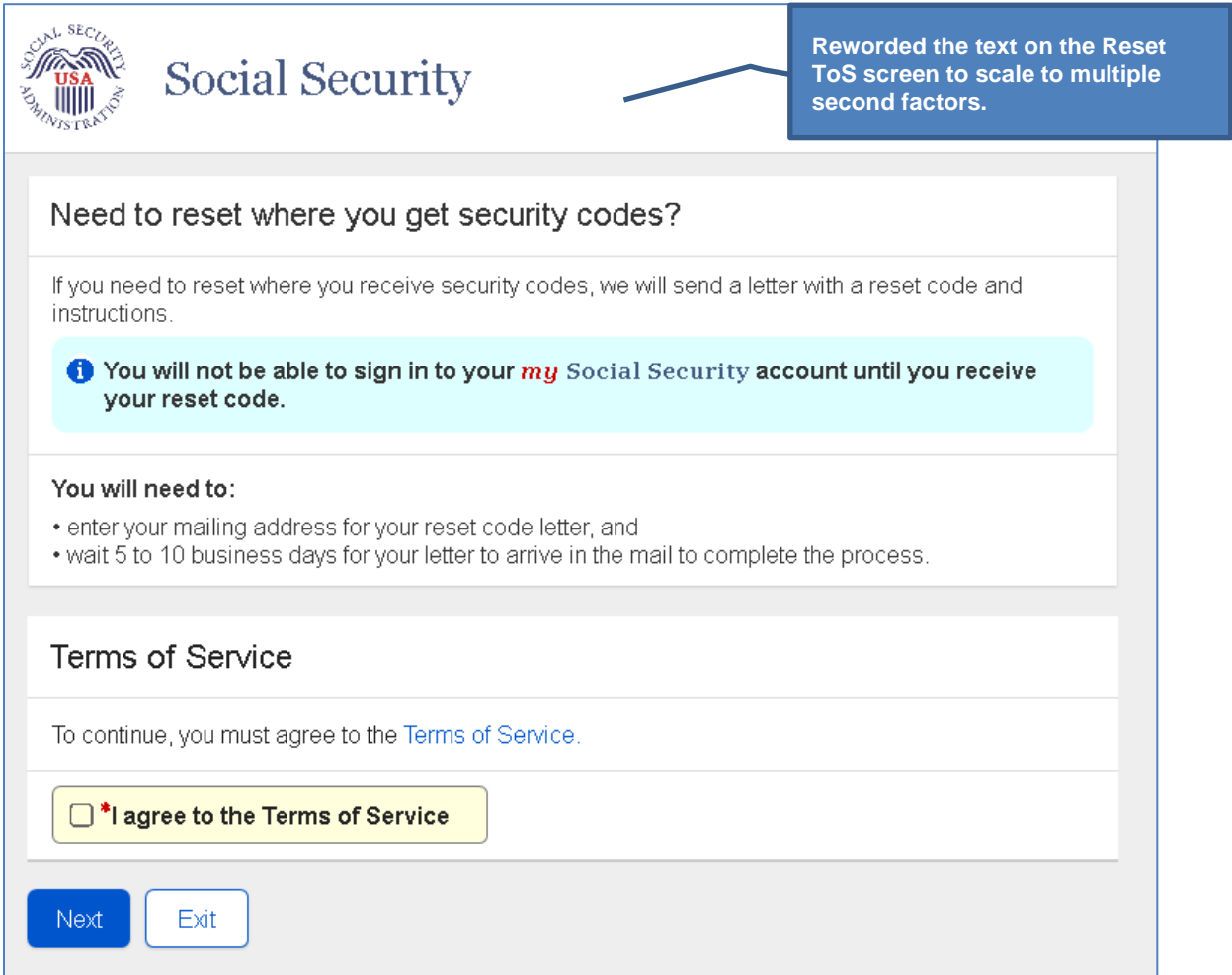
[SEE GLOBAL FOOTER](#)


Change Second Factor Terms of Service

Displayed when one of the following occurs:

- User indicates that his “cell phone number is no longer valid and must be changed” on the Verify Cell Phone Number screen; or
- User indicates that his “email address is longer valid and must be changed” on the Verify Email Address screen; or
- User indicates that he “cannot access the options listed above” on the Get Security Code (Multiple Second Factors) screen.

Note: The Terms of Service text will be displayed on the screen, rather than accessed via the Terms of Service link, as depicted below.



 Social Security

Need to reset where you get security codes?

If you need to reset where you receive security codes, we will send a letter with a reset code and instructions.

i You will not be able to sign in to your *my* Social Security account until you receive your reset code.

You will need to:

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

Terms of Service

To continue, you must agree to the [Terms of Service](#).


***I agree to the Terms of Service**

Next **Exit**

Reworded the text on the Reset ToS screen to scale to multiple second factors.

[SEE GLOBAL FOOTER](#)

Reset Second Factor: Provide Address



Social Security

! After you provide the information requested below, you will receive a letter with your reset code and instructions.

You will need to sign in with your username and password, enter your reset code, and change where you receive security codes.

Provide Information

Your Mailing Address

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have in our records.

Line 1	Line 2	
<input type="text"/>	<input type="text"/>	
City/Town	State/Territory	ZIP Code
<input type="text"/>	<input type="text" value="--"/>	<input type="text"/>

Primary Phone Number

We only need this to verify your identity.


10-digit Number

[Mail Reset Code Instructions](#) [Cancel](#)

New language.

[SEE GLOBAL FOOTER](#)

Reset Second Factor: Provide Address Confirmation



Social Security

✔ Thank you for your information.

You'll receive a letter in the mail in 5-10 business days. Your letter will contain a reset code and step-by-step instructions for changing where you receive security codes.

You will not be able to sign in to your *my* Social Security account until you receive your reset code.

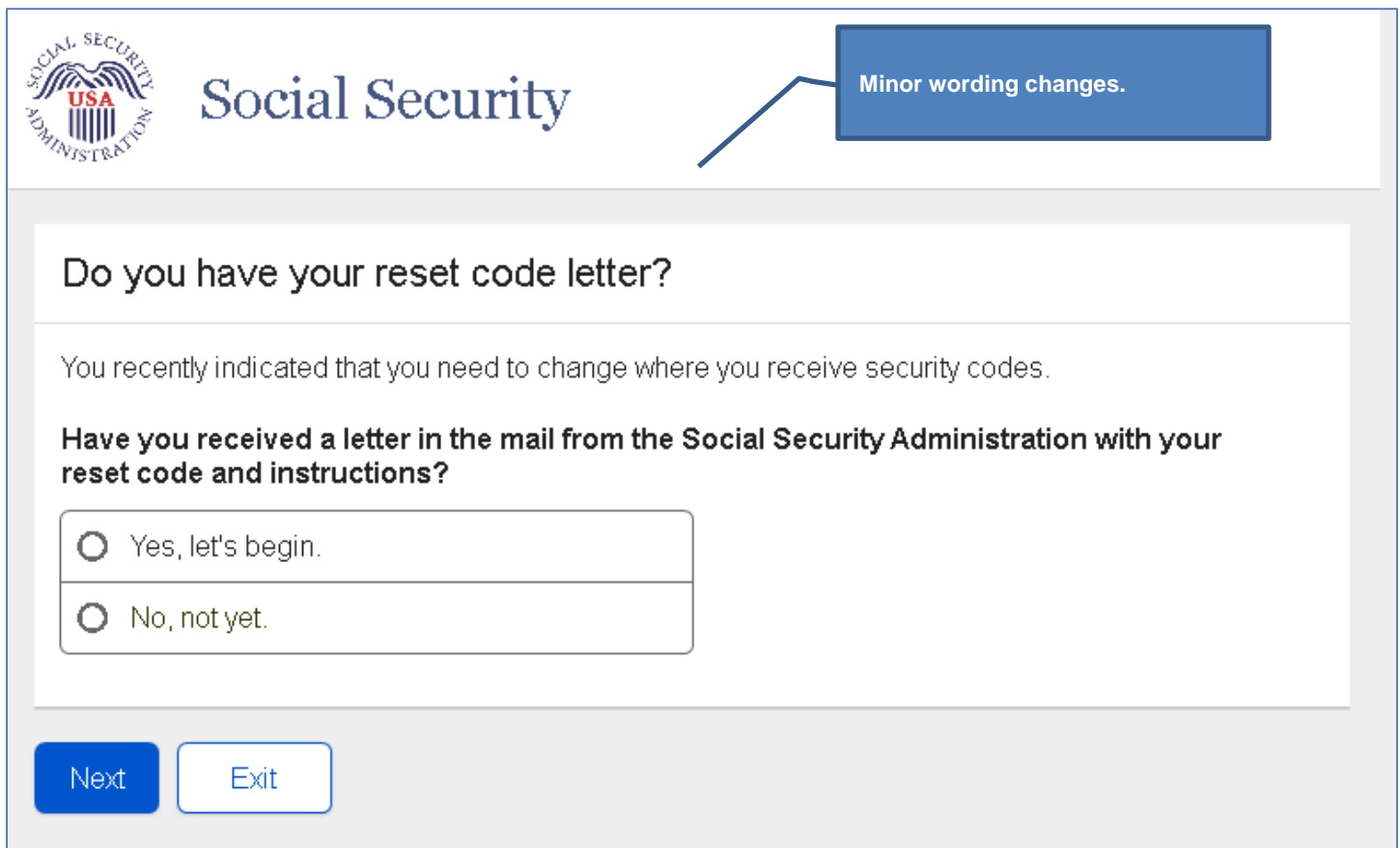
Done

Revised language and added last sentence.

[SEE GLOBAL FOOTER](#)

Reset Second Factor: Do you have your reset code letter?

Note: Next button will take user to the OTP process, which he will complete before entering the reset code.



The screenshot shows the Social Security Administration logo and the text "Social Security" in the top left. A blue callout box with a pointer to the question text contains the text "Minor wording changes." The main content area contains the question "Do you have your reset code letter?" followed by the explanatory text "You recently indicated that you need to change where you receive security codes." Below this is the question "Have you received a letter in the mail from the Social Security Administration with your reset code and instructions?" and two radio button options: "Yes, let's begin." and "No, not yet." At the bottom left, there are two buttons: "Next" (solid blue) and "Exit" (white with blue border).

Social Security Administration

Minor wording changes.

Do you have your reset code letter?

You recently indicated that you need to change where you receive security codes.

Have you received a letter in the mail from the Social Security Administration with your reset code and instructions?

Yes, let's begin.

No, not yet.


Next **Exit**

[SEE GLOBAL FOOTER](#)

Reset Second Factor: Enter Reset Code

Note: After indicating that he has the reset code letter, the user completes the OTP process before entering the reset code on this screen.



 **Social Security**

Please enter your reset code

Please enter the reset code from your letter.

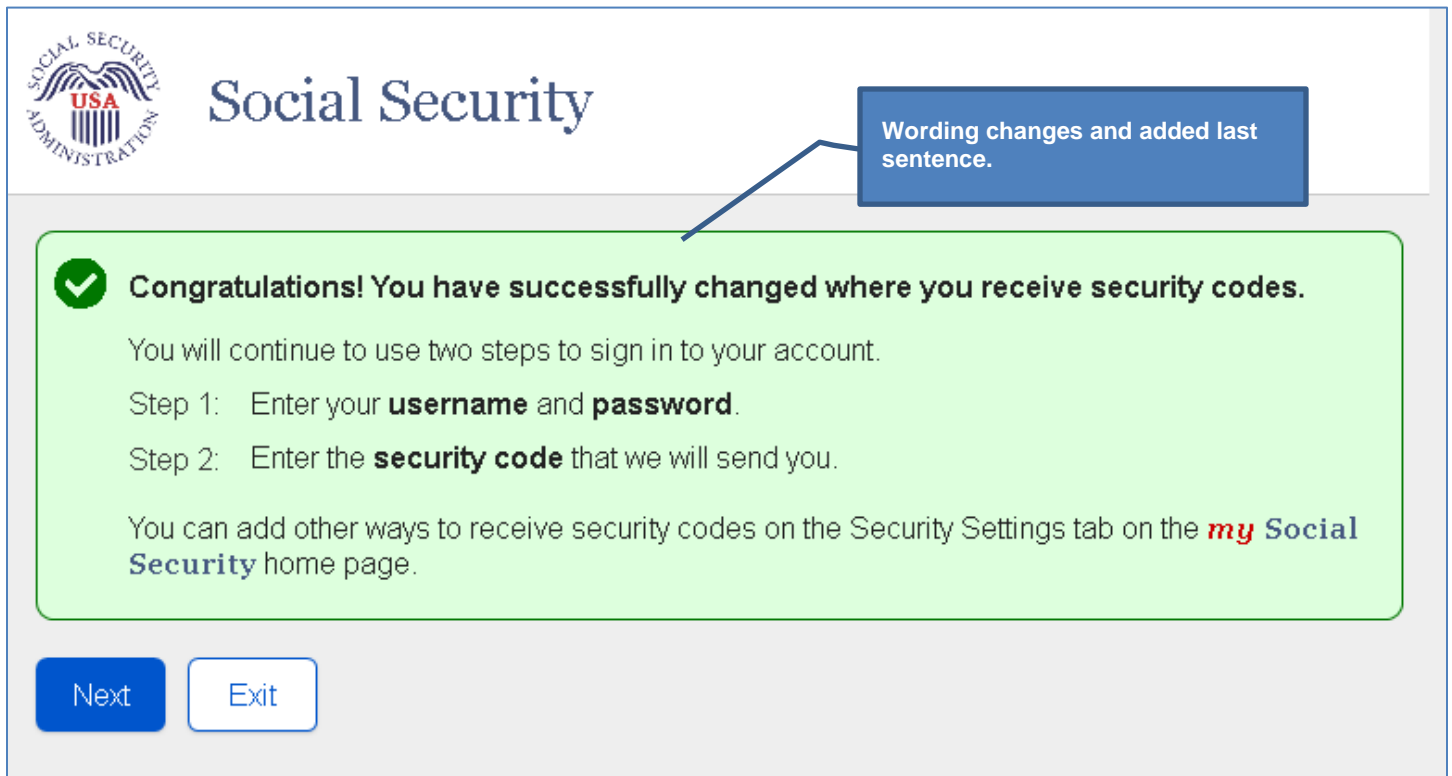
[Next](#) [Exit](#)

Language changes.

Combined field label and instruction text, 11/18/2016.

[SEE GLOBAL FOOTER](#)

Reset Second Factor: Confirmation



The screenshot shows the Social Security Administration logo on the left and the text "Social Security" in a large blue font. A blue callout box points to the main message area with the text "Wording changes and added last sentence." The main message area is a light green box containing a green checkmark icon, followed by the text: "Congratulations! You have successfully changed where you receive security codes. You will continue to use two steps to sign in to your account. Step 1: Enter your **username** and **password**. Step 2: Enter the **security code** that we will send you. You can add other ways to receive security codes on the Security Settings tab on the **my Social Security** home page." At the bottom left of the main area are two buttons: a blue "Next" button and a white "Exit" button with a blue border.

[SEE GLOBAL FOOTER](#)

Do You Have Your Extra Security Letter?



Social 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

[SEE GLOBAL FOOTER](#)

Enter Upgrade Code



Social Security


Enable extra security

Please enter the upgrade code from your letter to enable your account's extra security feature.

Upgrade Code from Letter

[SEE GLOBAL FOOTER](#)

Confirmation of Upgrade to LOA3



Social Security

✔ You have successfully added your extra security feature.


You will not be asked to enter the upgrade code again.

Next

Exit

[SEE GLOBAL FOOTER](#)

Upgrade Code_Temporary Lockout_User Not Banned (ERRUCT)

 Social Security

! **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 unique security code to access our online services.

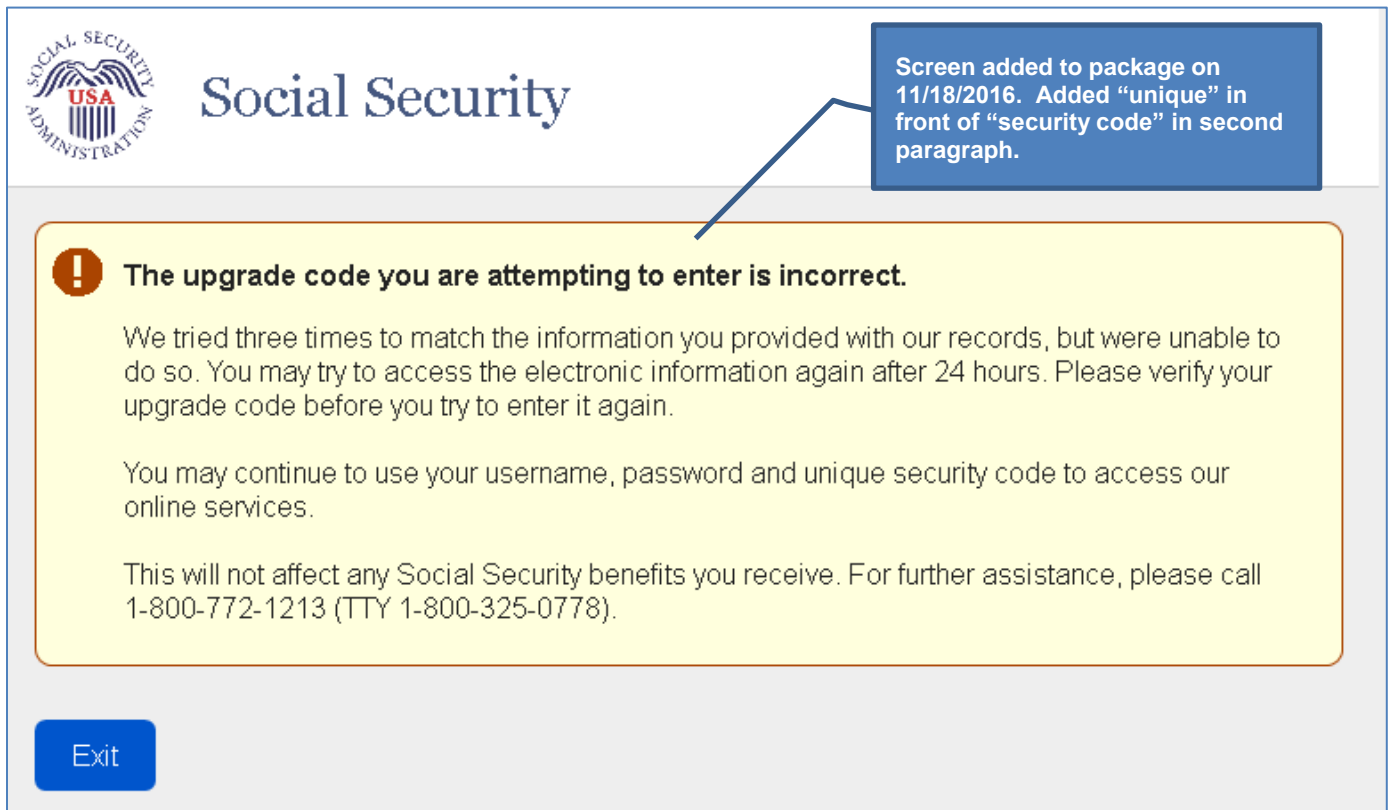
This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#)


[Exit](#)

Screen added to package on 11/18/2016. Added "unique" in front of "security code" in second paragraph.

[SEE GLOBAL FOOTER](#)

Upgrade Code_Temporary Lockout_User Banned (ERRUCT)



 Social Security

! **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 unique security code to access our online services.

This will not affect any Social Security benefits you receive. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).


[Exit](#)

Screen added to package on 11/18/2016. Added "unique" in front of "security code" in second paragraph.

[SEE GLOBAL FOOTER](#)

my Social Security Terms of Service

Note: The Terms of Service text will be displayed on the screen, rather than accessed via the Terms of Service link, as depicted below.

 **Social Security**

Terms of Service

To continue, you must agree to the **my Social Security** account [Terms of Service](#).


▼ Social Security is Going Green

*I agree to the Terms of Service

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

[SEE GLOBAL FOOTER](#)

Change Expired Password

 **Social Security**

! **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
Must:


- Begin with a letter or number
- Contain 8-20 characters
- Contain upper & lowercase letters
- Contain numbers
- Contain symbols (! @ # \$ %)

Revised password requirements.


Next **Exit**

[SEE GLOBAL FOOTER](#)

Change Expired Password Confirmation

 Social Security

Wording changes and added last sentence.

 **You have successfully changed your password.**

In the future, you will use two steps to sign in to your account.

Step 1: Enter your **username** and **password**.


Step 2: Enter the **security code** that we will send you.

You can add other ways to receive security codes on the Security Settings tab on the *my* Social Security home page.

Next Exit

[SEE GLOBAL FOOTER](#)

Forgot Username: Please tell us who you are



Social Security

Please tell us who you are

Email Address

Social Security number (SSN)

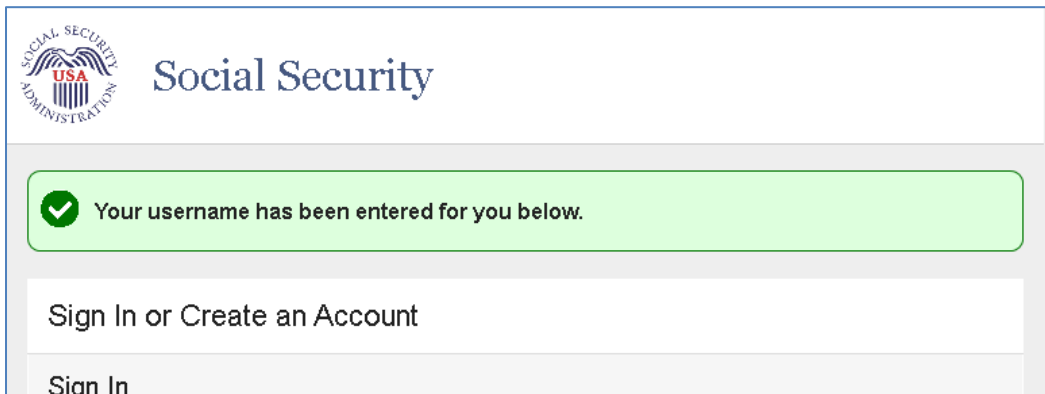
Date of Birth

Month Day Year


[SEE GLOBAL FOOTER](#)

Forgot Username: Confirmation

The user's username is propagated to the Username field.



Forgot Password: Please tell us who you are



Social Security

Please tell us who you are


Username

Social Security Number (SSN)

Date of Birth
Month Day Year

[SEE GLOBAL FOOTER](#)

Forgot Password: Password Reset Questions



Social Security

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](#) [Exit](#)

[SEE GLOBAL FOOTER](#)

Snail Mail Temporary Password: Terms of Service

Displayed if user:

- Has no registered second factors; or
- Has registered only email as a second factor; or
- Has registered both email and cell phone as second factors.

 **Social Security**

Screen added to package, 11/18/2016.

Can't remember your password reset answers?

If you can't remember your password or the answers to your password reset questions, we will send a letter with a temporary password.

i You will not be able to sign in to your **my** Social Security account until you receive your temporary password.

You will need to:

- enter your mailing address for your temporary password letter, and
- wait 5 to 10 business days for your letter to arrive in the mail to complete the process.

Terms of Service

To continue, you must agree to the [Terms of Service](#).

*I agree to the Terms of Service

Next **Exit**

[SEE GLOBAL FOOTER](#)

Snail Mail Temporary Password: Provide Address

Displayed if user:

- Has no registered second factors; or
- Has registered only email as a second factor; or
- Has registered both email and cell phone as second factors.

 **Social Security**

New screen to support receipt of temporary password by mail.

! After you provide the information below, you will receive a letter with your temporary password.

You will receive your letter in 5-10 business days. You will not be able to use your current password.

Provide Information

Your Mailing Address

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have in our records.

Line 1

Line 2

City/Town

State/Territory

ZIP Code

Primary Phone Number

We only need this to verify your identity.

10-digit Number

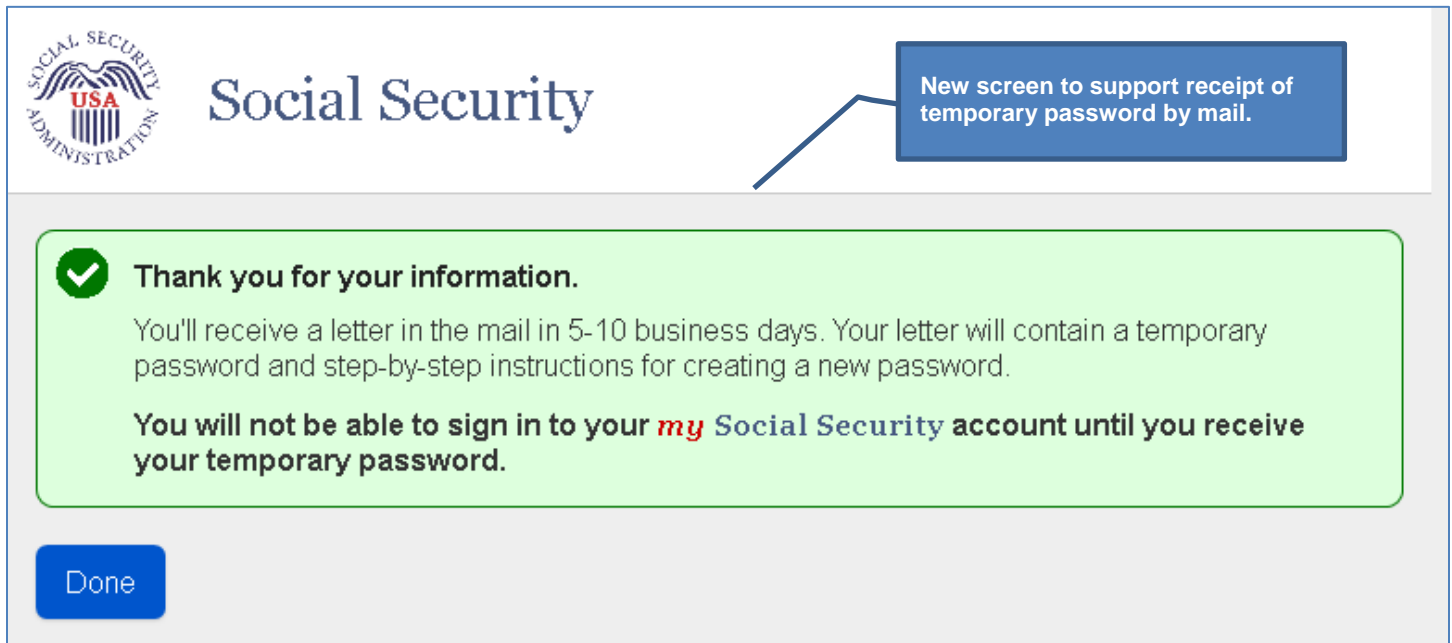
Mail Temporary Password Previous Cancel

[SEE GLOBAL FOOTER](#)

Snail Mail Temporary Password: Confirmation

Displayed if user:

- Has no registered second factors; or
- Has registered only email as a second factor; or
- Has registered both email and cell phone as second factors.



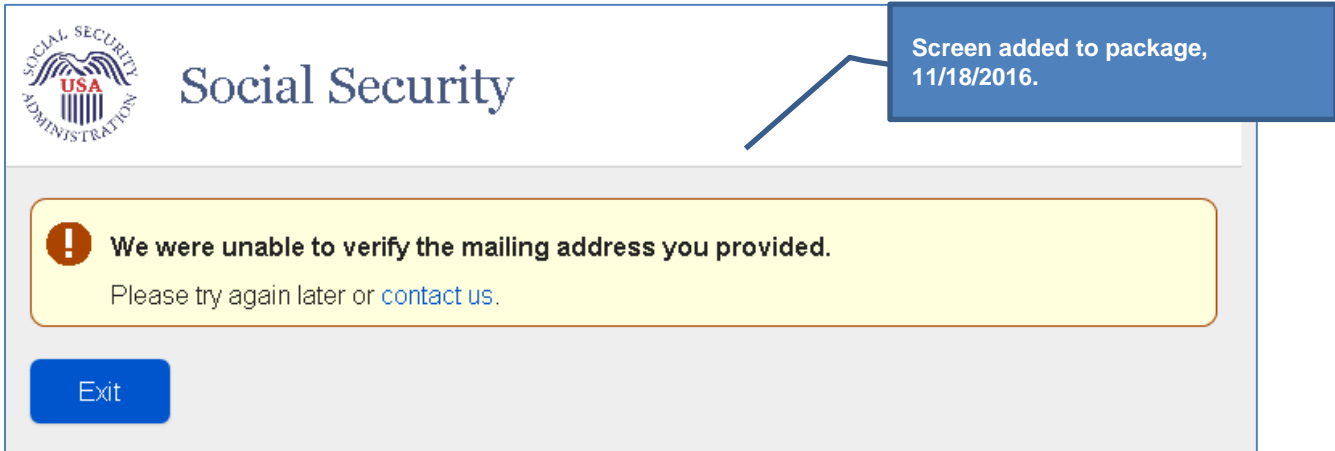
The screenshot shows the Social Security Administration logo on the left, with the text "Social Security" next to it. A blue callout box points to the top right of the screen, containing the text "New screen to support receipt of temporary password by mail." Below the logo, a green message box contains a checkmark icon and the text: "Thank you for your information. You'll receive a letter in the mail in 5-10 business days. Your letter will contain a temporary password and step-by-step instructions for creating a new password. You will not be able to sign in to your *my* Social Security account until you receive your temporary password." At the bottom left of the screen is a blue button labeled "Done".

[SEE GLOBAL FOOTER](#)

Snail Mail Temporary Password: Address Not Verified

Displayed if user's address cannot be verified and:

- Has no registered second factors; or
- Has registered only email as a second factor; or
- Has registered both email and cell phone as second factors.




The screenshot shows the Social Security Administration logo and name in the top left. A blue callout box points to the top right of the screen with the text "Screen added to package, 11/18/2016." Below the header is a yellow error message box with a red exclamation mark icon. The message reads: "We were unable to verify the mailing address you provided. Please try again later or [contact us](#)." At the bottom left of the screen is a blue "Exit" button.

[SEE GLOBAL FOOTER](#)

Email Temporary Password

Displayed if user has only cell phone as a registered second factor.

 **Social Security**

Screen added to package, 11/18/2016.


! We can send a temporary password to us**@email.com.
You will not be able to use your existing password after the temporary password is sent.

Email Temporary Password Cancel


[SEE GLOBAL FOOTER](#)

Email Temporary Password: Confirmation

Displayed if user has only cell phone as a registered second factor.

 **Social Security**

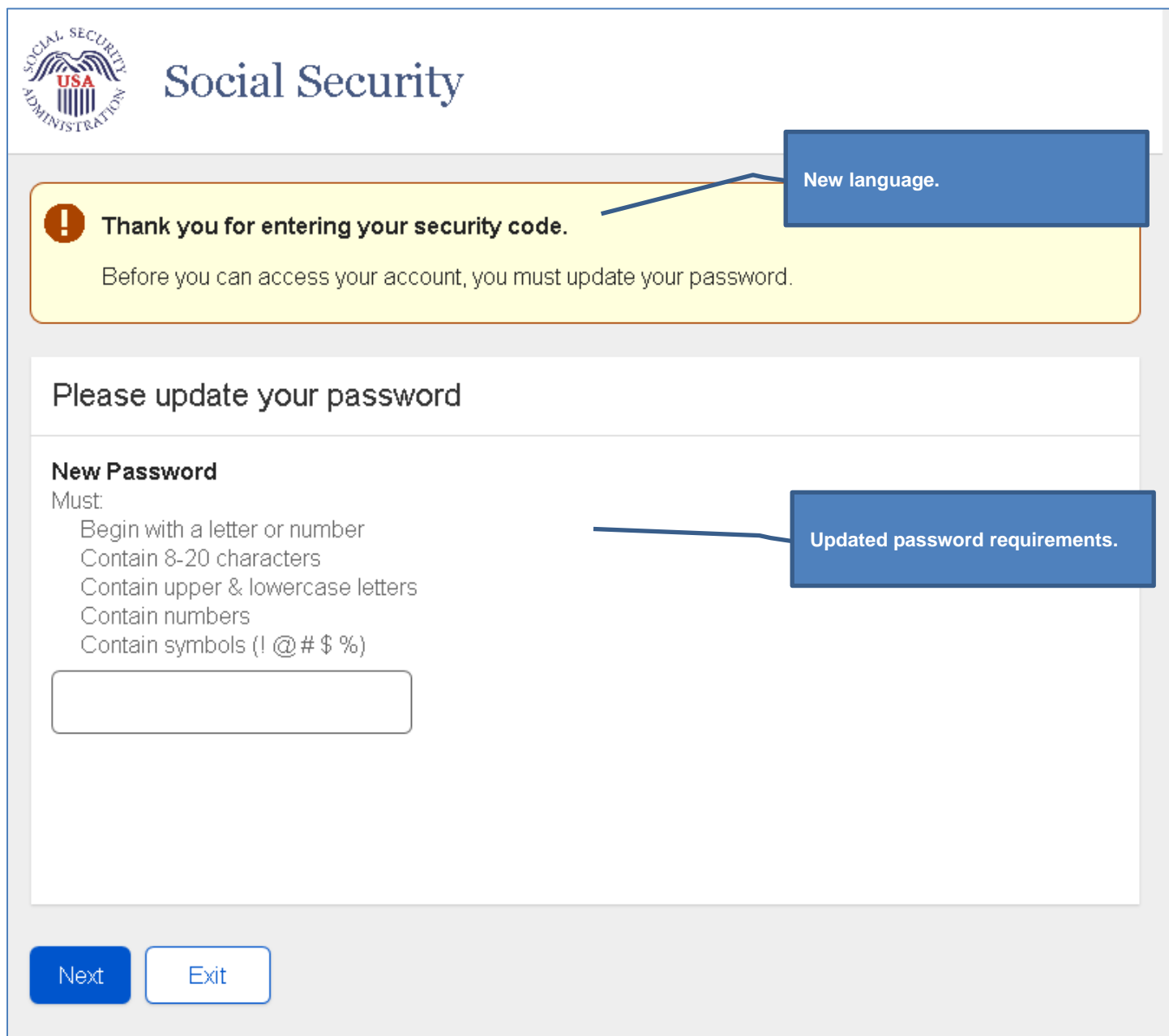
Screen added to package, 11/18/2016.


 **An email containing a temporary password was sent to us**@email.com.**
Please allow a few minutes for it to arrive and update your password as soon as possible.

[Sign In or Create an Account](#)

[Sign In](#)

Forgot Password: Please Update Your Password (Grandfathered Account)



 **Social Security**

! Thank you for entering your security code.

Before you can access your account, you must update your password.

New language.

Please update your password

New Password


Must:

- Begin with a letter or number
- Contain 8-20 characters
- Contain upper & lowercase letters
- Contain numbers
- Contain symbols (! @# \$ %)

Updated password requirements.

[SEE GLOBAL FOOTER](#)

Please Update Your Password (user already had second factor)



Social Security

Please update your password

New Password
Must:

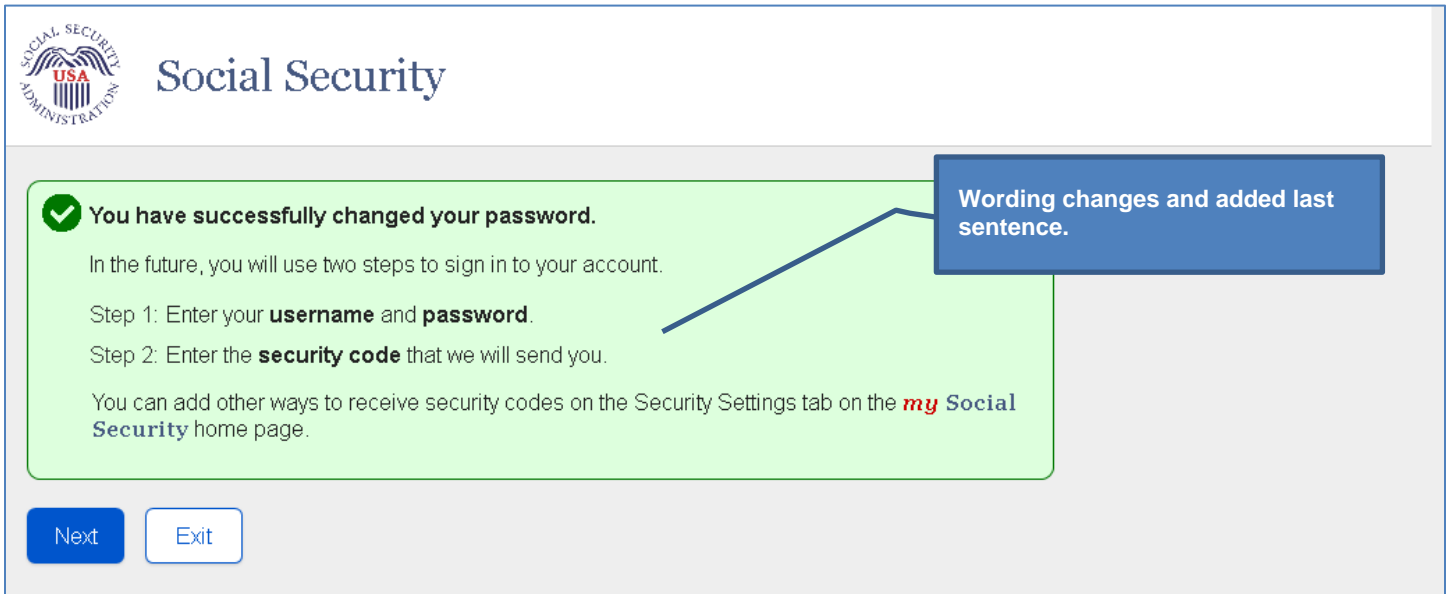
- Begin with a letter or number
- Contain 8-20 characters
- Contain upper & lowercase letters
- Contain numbers
- Contain symbols (! @ # \$ %)


Updated password requirements.


Next **Exit**

[SEE GLOBAL FOOTER](#)

Forgot Password: Change Password Confirmation



 Social Security

 **You have successfully changed your password.**

In the future, you will use two steps to sign in to your account.

Step 1: Enter your **username** and **password**.

Step 2: Enter the **security code** that we will send you.

You can add other ways to receive security codes on the Security Settings tab on the **my Social Security** home page.

Wording changes and added last sentence.

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


[SEE GLOBAL FOOTER](#)

Security Settings: Standard Account with Multiple Registered Second Factors

The screenshot shows the 'my Social Security' website's 'Security Settings' page. At the top left is the Social Security Administration logo. The page title is 'my Social Security'. Navigation links include 'Home', 'Message Center', and 'Security Settings'. A blue callout box on the right contains the text: 'Re-ordered sections. Added ability for user to enable/disable second factors. Added indicator to cell phone number and email address that are registered as second factors.' The main content area is titled 'Security Settings' and contains several sections: 'Security Option' (Standard - You may add extra security to your account. Includes a link 'How does this work?' and an 'Add Extra Security' button), 'Cell Phone Number' (***-***-7890. Includes a green checkmark icon and the text 'Enabled to receive Security Codes'. Buttons: 'Update Cell Phone Number', 'Disable Text Messaging'), 'Email Address' (us**@email.com. Includes a green checkmark icon and the text 'Enabled to receive Security Codes'. Buttons: 'Update Email', 'Disable for Security Codes'), 'Password' (Expires in 180 days (July 05, 2016). Button: 'Update Password'), and 'Deactivate Online Account'. Below this is the 'Password Reset Questions' section, which explains that users can change their password by answering questions. It lists 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?'. A button 'Update Password Reset Questions' is at the bottom.

[SEE GLOBAL FOOTER](#)

Security Settings: Standard Account, Only Cell Phone Registered



my Social Security

[Home](#) [Message Center](#) [Security Settings](#)

Security Settings

Security Option
Standard - You may add extra security to your account.
[? How does this work?](#)

[Add Extra Security](#)

Cell Phone Number
(***).***.7890
 Enabled to receive Security Codes
[? How can I stop receiving security codes by text?](#)

[Update Cell Phone Number](#)

Email Address
user@email.com
Not enabled to receive Security Codes

[Update Email](#) [Enable for Security Codes](#)

Password
Expires in 180 days (July 05, 2016)

[Update Password](#)

[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](#)

[SEE GLOBAL FOOTER](#)


“How can I stop receiving security codes by text?” Light Box

How can I stop receiving security codes by text? ✕

You must always have at least one way of receiving security codes. To stop receiving security codes by text, you must set up another way to receive security codes.

Close

Security Settings: Standard Account, Only Email Registered

 **my Social Security**

[Home](#) [Message Center](#) [Security Settings](#)

Security Settings

Security Option
Standard - You may add extra security to your account.
[How does this work?](#)

[Add Extra Security](#)

Cell Phone Number
No cell phone number has been provided.
Not enabled to receive Security Codes

[Enable Text Messaging](#)

Email Address
us**@email.com
 Enabled to receive Security Codes
[How can I stop receiving security codes by email?](#)

[Update Email](#)

Password
Expires in 180 days (July 05, 2016)

[Update Password](#)

[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?

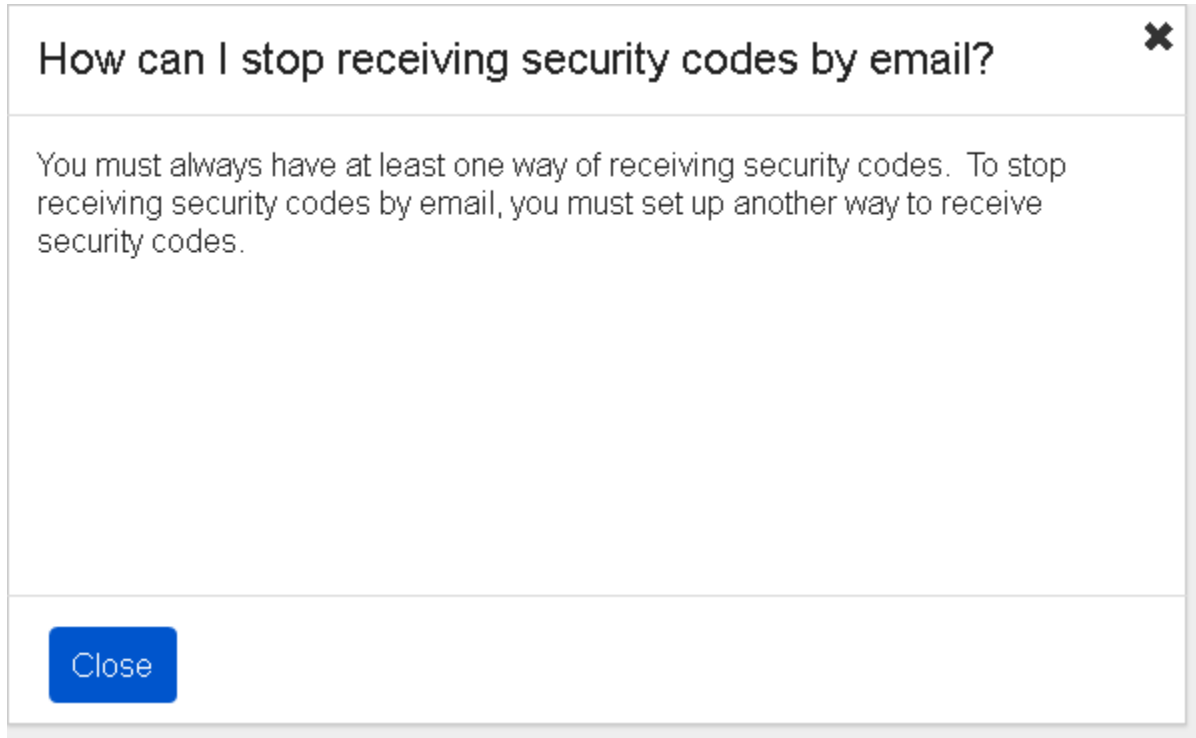
Question 2:
What street did you live on in third grade?

Question 3:
What was the model name of your first car?

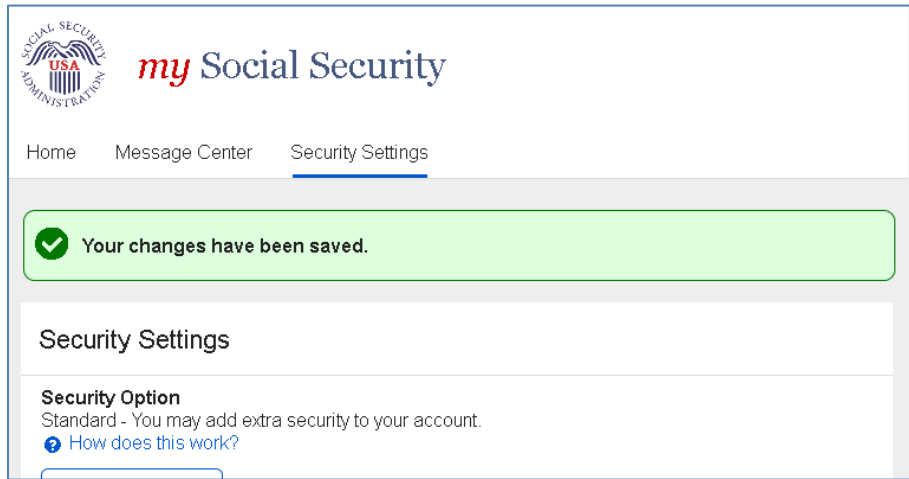
[Update Password Reset Questions](#)

[SEE GLOBAL FOOTER](#)

“How can I stop receiving security codes by Email?” Light Box




Security Settings: Changes Saved Confirmation



The screenshot displays the 'my Social Security' interface. At the top left is the Social Security Administration logo. To its right is the text 'my Social Security'. Below this is a navigation bar with 'Home', 'Message Center', and 'Security Settings' (which is underlined). A prominent green message box contains a checkmark icon and the text 'Your changes have been saved.' Below this is a section titled 'Security Settings'. Underneath, there is a 'Security Option' section with the text 'Standard - You may add extra security to your account.' and a blue question mark icon followed by the text 'How does this work?'.

Security Settings: Enable Text Messaging

The "Tell me more" help link redirects the user to the Security Feature FAQ screen.

 **my Social Security**

Home Message Center Security Settings

Enable text messaging

For your protection, security codes are always required when signing in to your account.

[? Tell me more](#)

Cell Phone Number
Your rates still apply.
10-digit number

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

New screen.

[SEE GLOBAL FOOTER](#)

Security Settings: Enable Email

Note:

- Email address is propagated, but the user can change it.
- Because the email address will be confirmed by OTP process when user selects Next button, a Confirm Email field is not included on this screen.
- Selecting the “Tell me more” help link opens the “Security Feature FAQ” screen.

New screen.

SOCIAL SECURITY ADMINISTRATION *my Social Security*

Home Message Center Security Settings

Enable email

For your protection, security codes are always required when signing in to your account.

[? Tell me more](#)

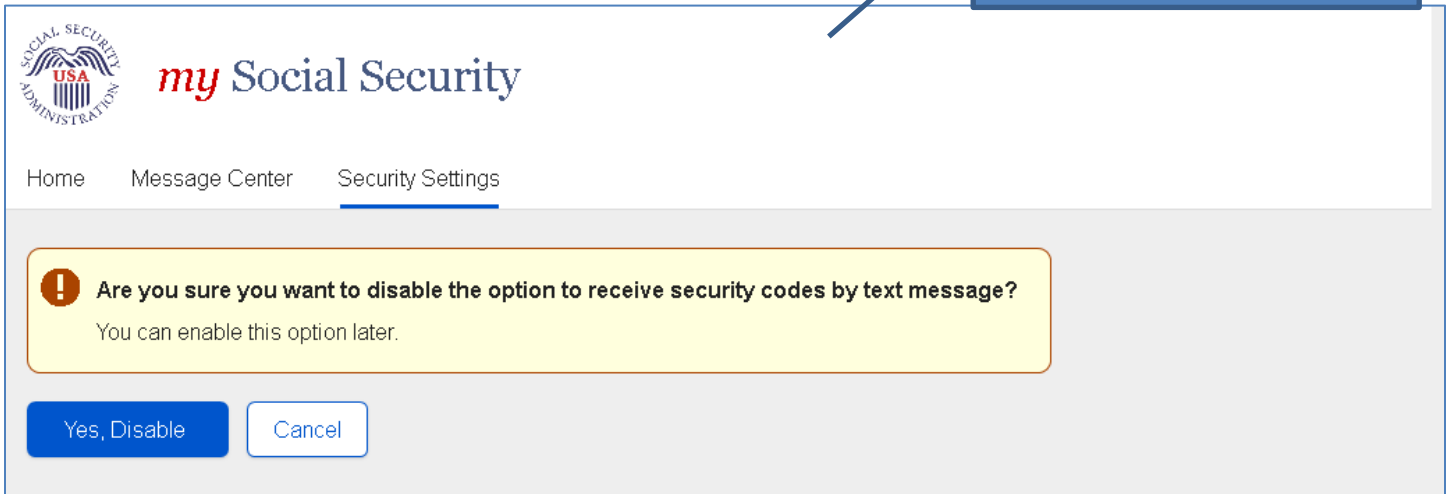
Email Address
We will use this to provide your security code and other information about your online account.

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

[SEE GLOBAL FOOTER](#)

Security Settings: Disable Text Messaging

New screen.



The screenshot shows the 'my Social Security' website interface. At the top left is the Social Security Administration logo. The main header reads 'my Social Security'. Below this is a navigation bar with 'Home', 'Message Center', and 'Security Settings' (which is underlined). A yellow warning box with a red exclamation mark icon contains the text: 'Are you sure you want to disable the option to receive security codes by text message? You can enable this option later.' At the bottom of the dialog are two buttons: 'Yes, Disable' (a blue button) and 'Cancel' (a white button with a blue border).

[SEE GLOBAL FOOTER](#)

Security Settings: Disable Email

New screen.

The screenshot shows the 'my Social Security' interface. At the top left is the Social Security Administration logo. The navigation bar includes 'Home', 'Message Center', and 'Security Settings' (which is underlined). A yellow warning box contains the following text:
! Are you sure you want to disable the option to receive security codes by email?
We will still use this email address to communicate with you about your account.
You can enable this option later.
At the bottom of the dialog are two buttons: 'Yes, Disable' (a solid blue button) and 'Cancel' (a white button with a blue border).

[SEE GLOBAL FOOTER](#)

Security Settings: Add Extra Security Terms of Service (AES)

Note: The Terms of Service text will be displayed on the screen, rather than accessed via the Add Extra Security Terms of Service link, as depicted below.

Wording changes.

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 a unique security code we will provide each time you sign in.

[? Show me how this works.](#)

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.

To enable this feature, you will need to:

- answer a financial question
- provide one additional item of information that we can verify, and
- wait 5 to 10 business days for your upgrade letter to arrive in the mail to complete the process.

Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

To continue, you must agree to the [Add Extra Security Terms of Service](#).

***I agree to the Terms of Service.**

Removed cell phone requirement.

Next Exit

[SEE GLOBAL FOOTER](#)

Security Settings: Add Extra Security (AESPI)_Financial Question Unanswered


Selecting the “I don’t have a phone number.” help link opens the “I don’t have a phone number” light box.

The screenshot shows the 'my Social Security' website interface. At the top left is the Social Security Administration logo. The navigation bar includes 'Home', 'Message Center', and 'Security Settings'. The main content area is titled 'Provide Information' and contains a section for mailing address information with fields for Line 1, Line 2, City/Town, State/Territory (a dropdown menu), and ZIP Code. Below this is a 'Primary Phone Number' section with a link for users who don't have a phone number and a 10-digit number input field. The second section is 'Verify your Identity', which lists three options for verification: the last 8 digits of a Visa, MasterCard, or Discover Card; information from a W-2 tax form; and information from a 1040 Schedule SE (self-employment) tax form. At the bottom of the form are two buttons: 'Add Extra Security' and 'Cancel'.

[SEE GLOBAL FOOTER](#)

Security Settings: Add Extra Security (AESPI)_Last 8

Selecting the “I don’t have a phone number.” help link opens the “I don’t have a phone number” light box.



my Social Security

Home Message Center Security Settings

Provide Information

Where can we mail the letter containing your upgrade code?
Must be a mailing address in the United States or a U.S. Territory.

Line 1 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

Verify your Identity

To add extra security, you must first verify your identity with one of the following:

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

Enter the last 8 digits from your Credit Card

[? Tell me more.](#)


We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity.

XXXX - XXXX - -

[SEE GLOBAL FOOTER](#)

Security Settings: Add Extra Security (AESPI)_W2

Selecting the “I don’t have a phone number.” help link opens the “I don’t have a phone number” light box.



my Social Security

[Home](#) [Message Center](#) [Security Settings](#)

Provide Information

Where can we mail the letter containing your upgrade code?
Must be a mailing address in the United States or a U.S. Territory.

Line 1 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

Verify your Identity

To add extra security, you must first verify your identity with one of the following:

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

Enter the amount in Box 5 from your W-2
[Tell me more.](#)
We can better verify your identity if you use an older W-2 (within the last 5 years, excluding last year).


\$

Enter the EIN from your W-2
You can find the EIN in Box B on your W-2.

[SEE GLOBAL FOOTER](#)

Security Settings: Add Extra Security (AESPI)_1040

Selecting the "I don't have a phone number." help link opens the "I don't have a phone number" light box.



my Social Security

[Home](#) [Message Center](#) [Security Settings](#)

Provide Information

Where can we mail the letter containing your upgrade code?
Must be a mailing address in the United States or a U.S. Territory.

Line 1 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

Verify your Identity

To add extra security, you must first verify your identity with one of the following:

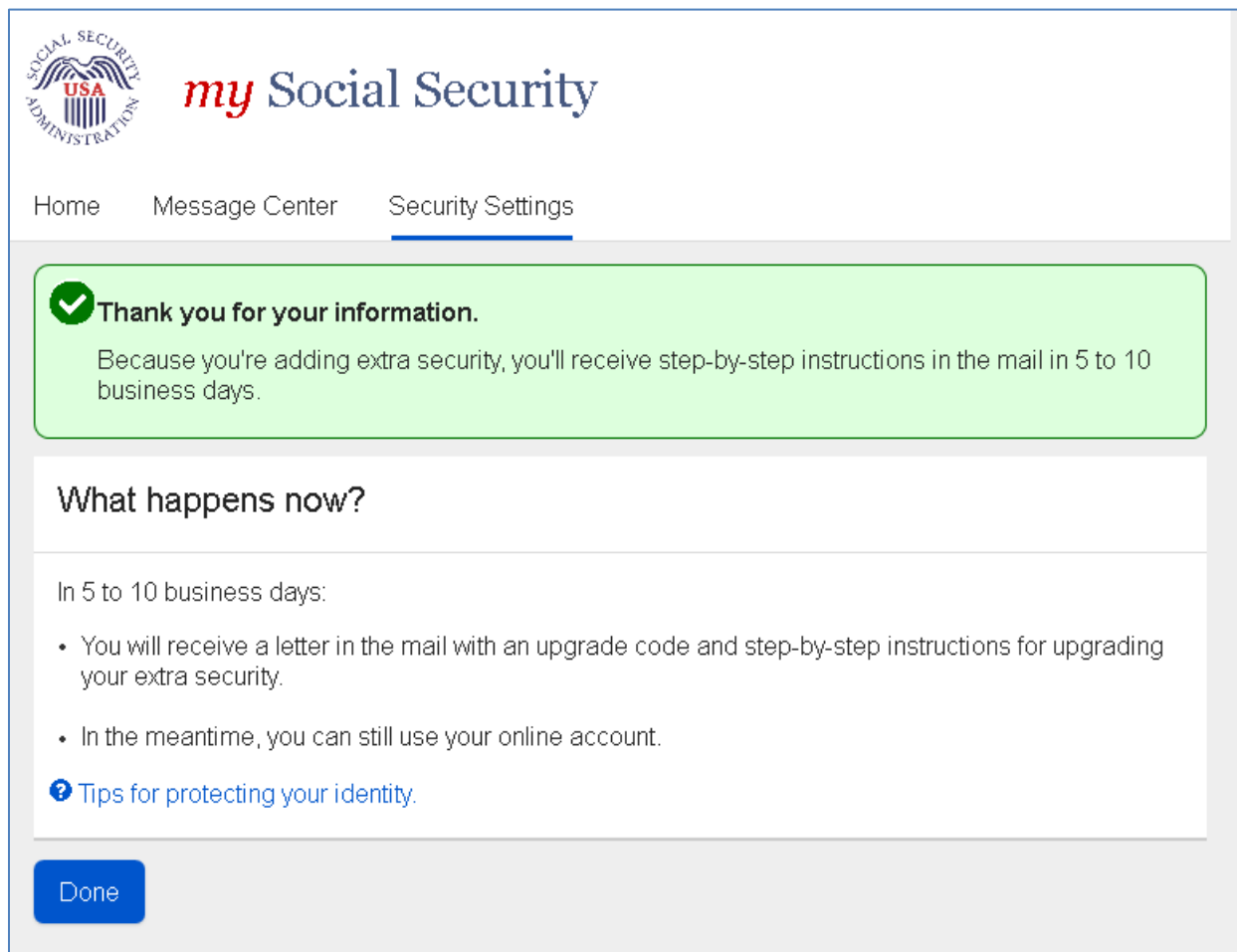
- the last 8 digits from your Visa, MasterCard, or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

Enter the amount in Box 4 (or Box 6 on the long form) 1040 Schedule SE
[? Tell me more.](#)
We can better verify your identity if you use an older 1040 Schedule SE from the last 5 years.

\$

[SEE GLOBAL FOOTER](#)

Security Settings: Add Extra Security Confirmation (AESC)




The screenshot shows the 'my Social Security' website interface. At the top left is the Social Security Administration logo. To its right is the 'my Social Security' logo. Below the logos is a navigation bar with 'Home', 'Message Center', and 'Security Settings' (which is underlined). A green notification box contains a checkmark icon and the text: 'Thank you for your information. Because you're adding extra security, you'll receive step-by-step instructions in the mail in 5 to 10 business days.' Below this is a section titled 'What happens now?' with the text 'In 5 to 10 business days:' followed by a bulleted list: '• You will receive a letter in the mail with an upgrade code and step-by-step instructions for upgrading your extra security.' and '• In the meantime, you can still use your online account.' Below the list is a link with a question mark icon: 'Tips for protecting your identity.' At the bottom left of the main content area is a blue button labeled 'Done'.

[SEE GLOBAL FOOTER](#)

Security Settings: Update your Cell Phone Number

Displayed when user is updating cell phone number via Security Settings.

 **my Social Security**

Home Message Center Security Settings

Provide your new cell phone number

We will send a security code to verify your new cell phone number.


Enter your New Cell Phone Number
10-digit Number

Changed capitalization of container header, 11/18/2016.

[SEE GLOBAL FOOTER](#)

Security Settings: Update your Email (Not a Second Factor)

Displayed when user is updating email address via Security Settings and email is NOT a registered second factor.

 **my Social Security**

Home Message Center Security Settings

Provide your new email

Email Address
We need this to communicate with you about your online account.

Confirm Email Address
Emails must match

Changed capitalization of container header, 11/18/2016.

Added Confirm Email Address field.

[SEE GLOBAL FOOTER](#)

Security Settings: Update Email (Second Factor)

Displayed when the user's email address is a registered second factor.


Confirm Email Address field is not included, because the email address will be confirmed by the OTP process that immediately follows this screen.

The screenshot shows the 'my Social Security' interface for updating an email address. At the top left is the Social Security Administration logo. The main heading is 'Provide your new email'. Below this, a message states: 'We will send a security code to verify your new email address.' A callout box points to this text with the note: 'Modified support text on Email Address field, 11/18/2016.' Underneath, the 'Email Address' section is titled, followed by the instruction: 'We will use this to provide your security code and other information about your online account.' A text input field is provided for the email address. At the bottom left, there are two buttons: 'Next' (a solid blue button) and 'Cancel' (a white button with a blue border). A second callout box at the top right points to the entire screen area with the text: 'New screen.'

[SEE GLOBAL FOOTER](#)

Security Settings: Update Password

Displayed when user is updating password via Security Settings.

 **my Social Security**

Home Message Center Security Settings

Provide your current and new password

Current Password

[Forgot Password?](#)

New Password

Must:

- Begin with a letter or number
- Contain 8-20 characters
- Contain upper & lowercase letters
- Contain numbers
- Contain symbols (! @ # \$ %)

Modified password requirements.

[SEE GLOBAL FOOTER](#)

Security Settings: Update Password Reset Questions

Displayed when user is updating password reset questions via Security Settings.

Selecting the “Why?” help link opens the Why do I need password reset questions?” light box.

SOCIAL SECURITY ADMINISTRATION *my Social Security*

Home Message Center **Security Settings**

Provide your new questions & answers

[Why?](#)

Question 1

Answer 1

Question 2

Answer 2

Question 3

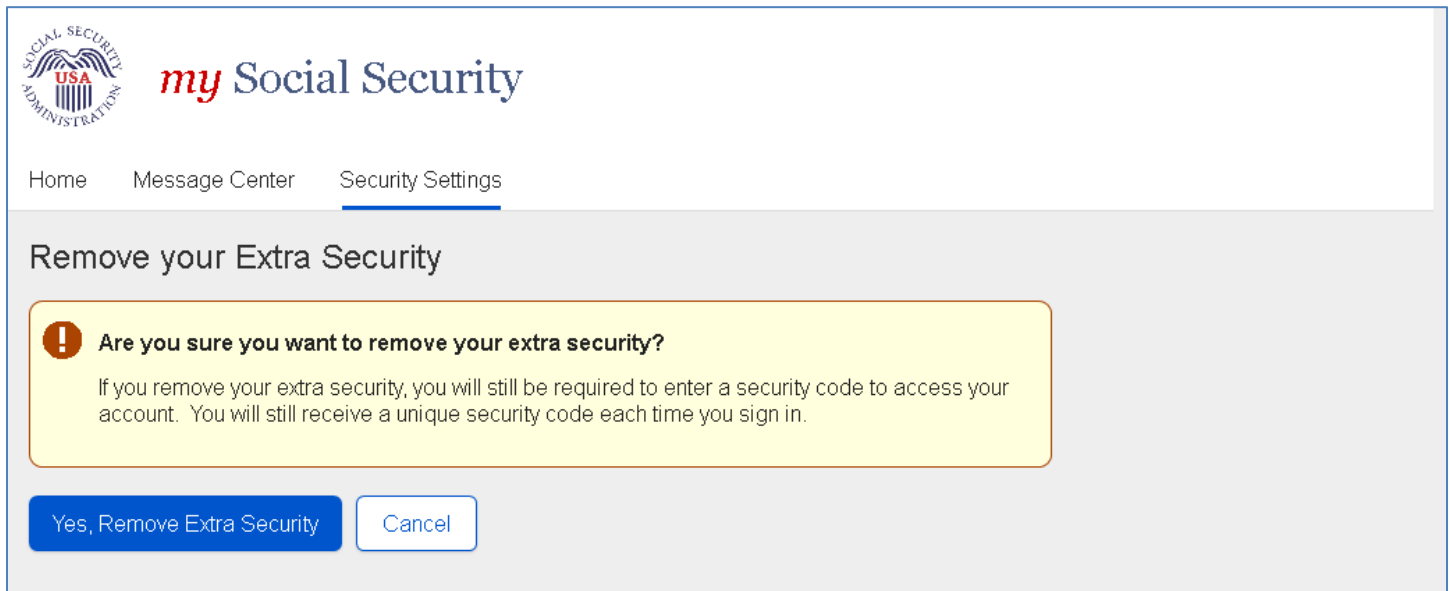
Answer 3

Update Password Reset

[SEE GLOBAL FOOTER](#)

Security Settings: Disable Extra Security

Displayed when user selects Remove Extra Security in Security Settings.

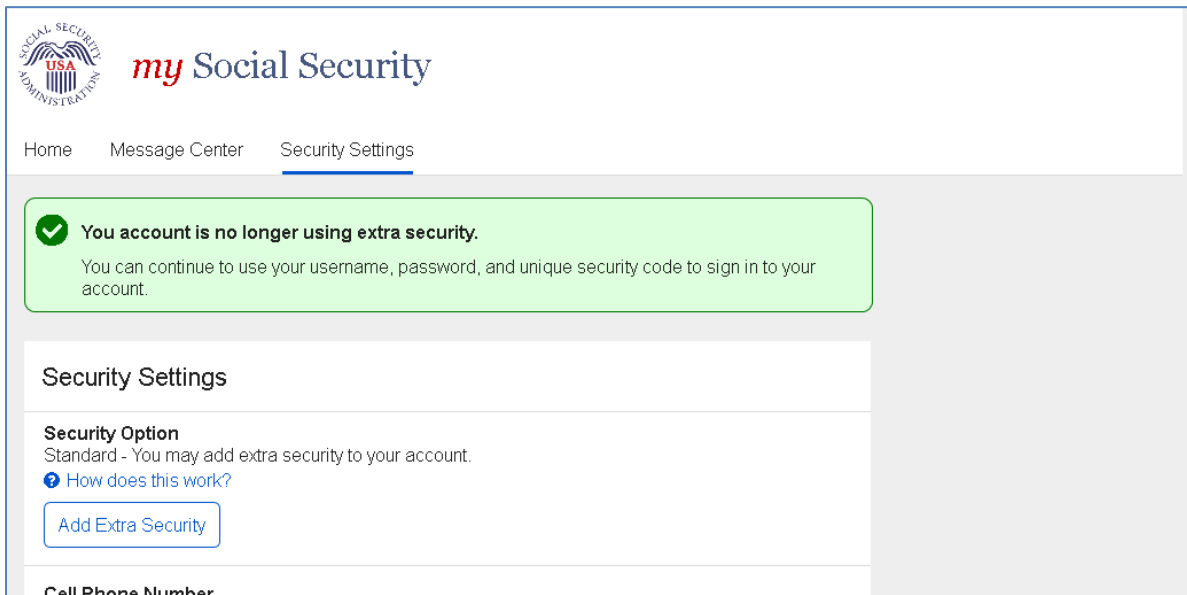


The screenshot shows the 'my Social Security' interface. At the top left is the Social Security Administration logo. To its right is the 'my Social Security' logo. Below these are navigation links: 'Home', 'Message Center', and 'Security Settings' (which is underlined). The main heading is 'Remove your Extra Security'. Below this is a yellow warning box with an exclamation mark icon and the text: 'Are you sure you want to remove your extra security? If you remove your extra security, you will still be required to enter a security code to access your account. You will still receive a unique security code each time you sign in.' At the bottom of the dialog are two buttons: 'Yes, Remove Extra Security' (a blue button) and 'Cancel' (a white button with a blue border).

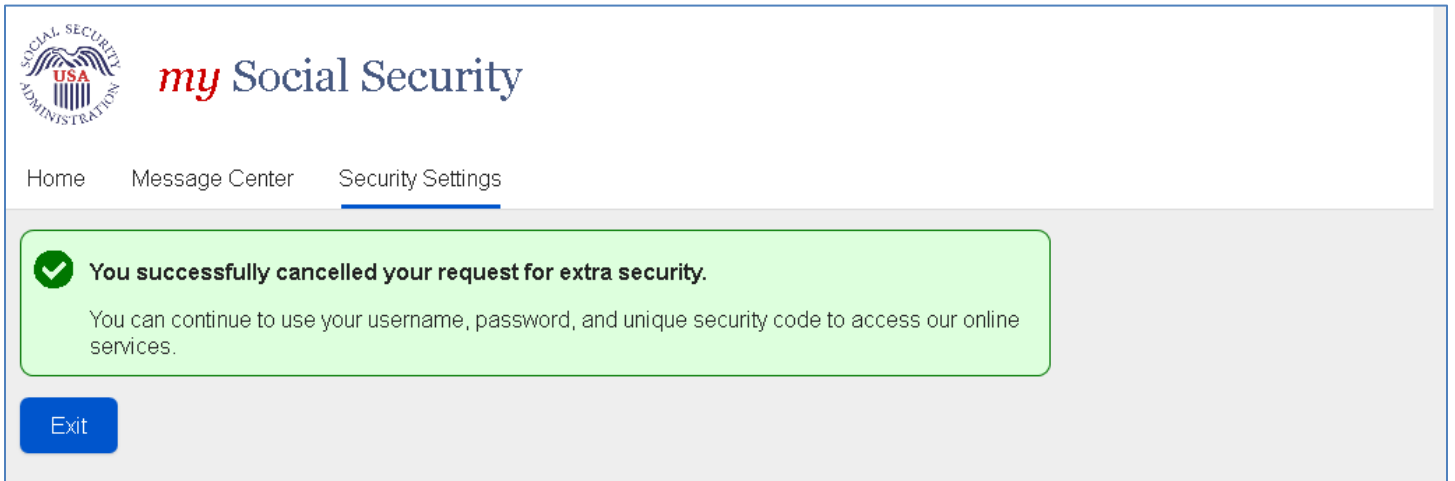
[SEE GLOBAL FOOTER](#)

Security Settings: Disable Extra Security - Confirmation (DESCM)

Confirmation that Extra Security has been removed from the user's account via Security Settings.



Security Settings: Cancel Extra Security Confirmation (CESCC)

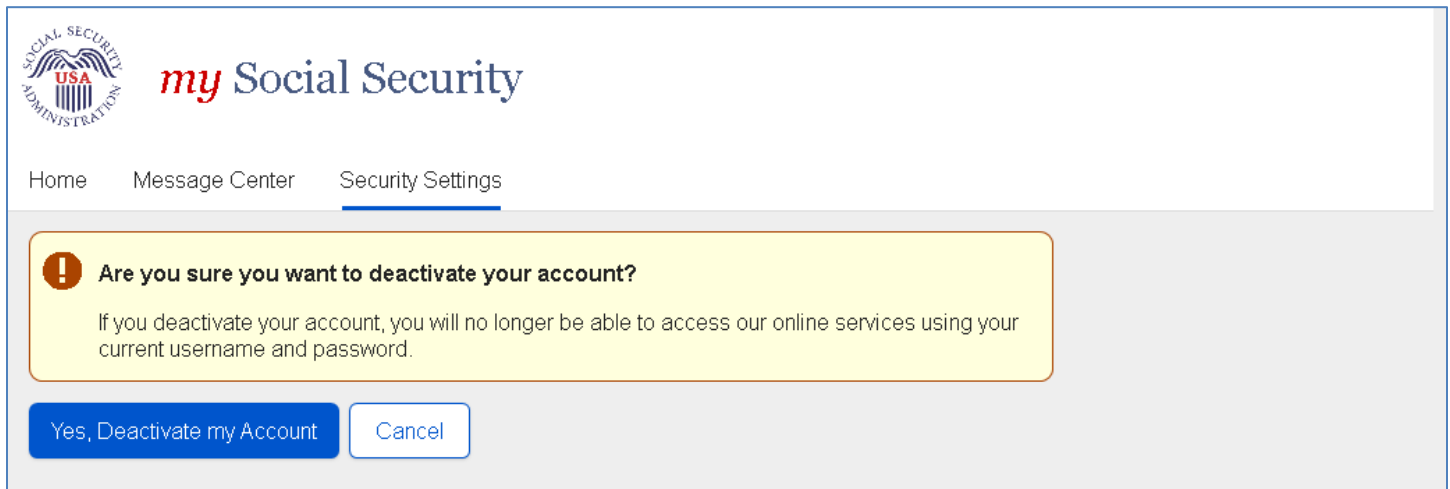


The screenshot shows the 'my Social Security' interface. At the top left is the Social Security Administration logo. To its right is the text 'my Social Security'. Below this is a navigation bar with 'Home', 'Message Center', and 'Security Settings' (which is underlined). A green success message box contains a checkmark icon and the text: 'You successfully cancelled your request for extra security. You can continue to use your username, password, and unique security code to access our online services.' Below the message box is a blue 'Exit' button.

[SEE GLOBAL FOOTER](#)

Security Settings: Deactivate Account

Displayed when user selects Deactivate Account in Security Settings.

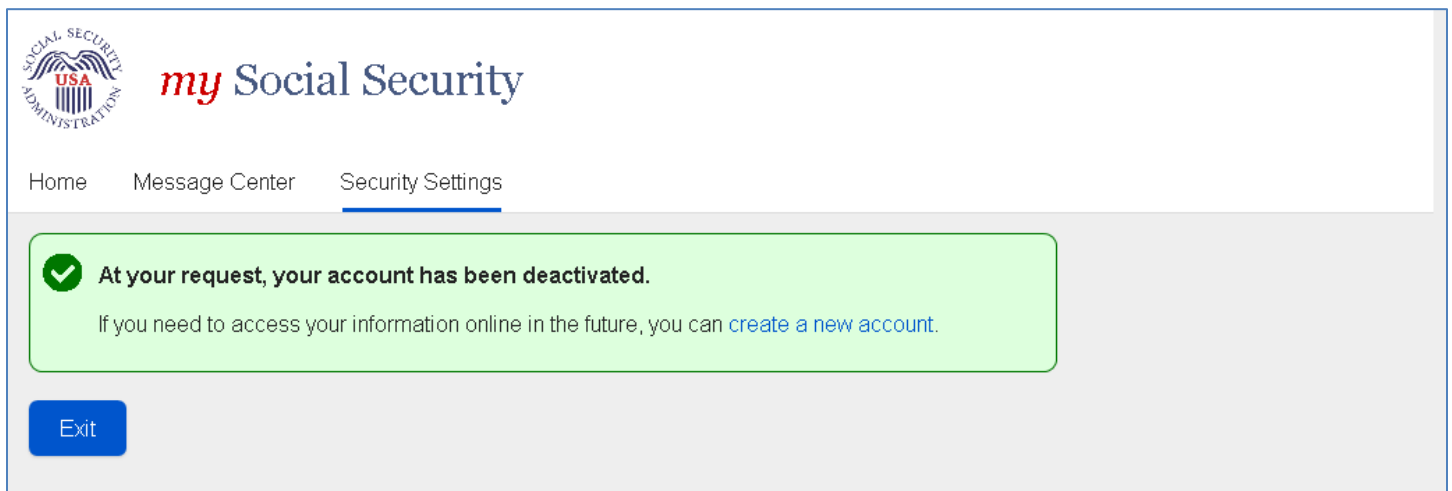


The screenshot shows the 'my Social Security' interface. At the top left is the Social Security Administration logo. To its right is the text 'my Social Security'. Below this is a navigation bar with links for 'Home', 'Message Center', and 'Security Settings', with 'Security Settings' being the active page. A yellow warning box contains the following text: 'Are you sure you want to deactivate your account? If you deactivate your account, you will no longer be able to access our online services using your current username and password.' Below the warning box are two buttons: 'Yes, Deactivate my Account' (a blue button) and 'Cancel' (a white button with a blue border).

[SEE GLOBAL FOOTER](#)

Security Settings: Deactivate Account Confirmation

Confirmation that the user's account has been deactivated via Security Settings.



The screenshot shows the 'my Social Security' website interface. At the top left is the Social Security Administration logo. To its right is the text 'my Social Security'. Below this is a navigation bar with links for 'Home', 'Message Center', and 'Security Settings'. The 'Security Settings' link is underlined. A green message box contains a checkmark icon and the text: 'At your request, your account has been deactivated. If you need to access your information online in the future, you can [create a new account](#).' Below the message box is a blue 'Exit' button.

[SEE GLOBAL FOOTER](#)

Finish Setting Up Account Terms of Service (FATS)

Note: The Terms of Service text will be displayed on the screen, rather than accessed via the my Social Security Terms of Service link, as depicted below.

The screenshot shows the Social Security Administration's account setup interface. At the top left is the Social Security Administration logo. To its right is the text "Social Security". A blue callout box with a pointer to the logo area contains the text "Wording changes." Below the header is a section titled "To finish setting up your account, you will need to:" followed by a numbered list of five steps. A blue callout box with a pointer to step 5 contains the text "Removed the word 'unique' from step 5, 11/18/2016." Below the list is a section titled "Terms of Service". Under this heading, it says "You must be able to verify some information about yourself and:" followed by a bulleted list of requirements. A blue callout box with a pointer to the bulleted list contains the text "Removed cell phone requirement." Below the requirements, it says "To continue, you must agree to the [my Social Security account Terms of Service](#)." At the bottom of this section is a yellow box containing a checkbox and the text "I agree to the Terms of Service". At the very bottom of the screen are two buttons: "Next" and "Exit".

Social Security Administration

Social Security

Wording changes.

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

1. enter some personal information,
2. enter the account activation code you received,
3. create a username and password,
4. select how you want to receive your unique security code, and
5. enter the security code that we provide.

Removed the word "unique" from step 5, 11/18/2016.

Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

Removed cell phone requirement.


To continue, you must agree to the [my Social Security account Terms of Service](#).

I agree to the Terms of Service

Next **Exit**

[SEE GLOBAL FOOTER](#)

Finish Setting Up Account Verify Identity (FAVI)



Social Security

Please tell us who you are

Your Name
As shown on your Social Security card.

First Middle Last Suffix

Social Security Number (SSN)

Date of Birth

Month Day Year

Please enter the account activation code we gave you

Account Activation Code

[SEE GLOBAL FOOTER](#)

Security Feature FAQ

The screenshot shows the Social Security Administration's website with the following content:

Social Security Administration

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 unique security code that we will provide each time you sign in.

Why do I need a security code?
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 your security code
Select how you want to receive the security code, and we will provide it for you.

Step 3: Submit Code
Enter the security code you received.

What if...

- [I can't receive text messages or emails?](#)
If you cannot receive text messages or emails, 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, or an email address. Each time you sign in, we will provide 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 or email address?](#)
If you do not want to enter your cell phone number or email address, 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, or an email address. Each time you sign in, we will provide 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 or email address in the future?](#)
You can change the cell phone number or email address 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.

Callout boxes:

- Wording changes.
- Changed "when you sign in" to "each time you sign in", 11/18/2016.

[SEE GLOBAL FOOTER](#)

Privacy and Security Questions

Privacy and Security Questions

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 a unique security code we will provide each time you sign in.

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.

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 a unique security code we will provide each time you sign in.

Close

How Does This Work?

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 a unique security code we will provide each time you sign in.

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.

Corrected spelling of "verification", 11/18/2016.

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 a unique security code we will provide each time you sign in.

Close

Show Me How It Works (HSMHTW) Light Box

The image shows a light box titled "Show me how it works" with a close button (X) in the top right corner. The light box contains three steps of a process:

- Step 1:** Sign In
If you need to do business with us, just sign in with your username and password.
- Step 2:** Get your security code
Select how you want to receive your unique security code, and we will provide it for you.
- Step 3:** Submit Code
Before we display any information, we will ask you to enter the security code you received.

Two blue callout boxes with arrows pointing to the text provide annotations:

- The first callout, "Wording changes to Step 2 and Step 3.", points to the text in Step 2 and Step 3.
- The second callout, "Added 'we' in Step 2.", points to the word "we" in the text of Step 2.

A blue "Close" button is located at the bottom left of the light box.

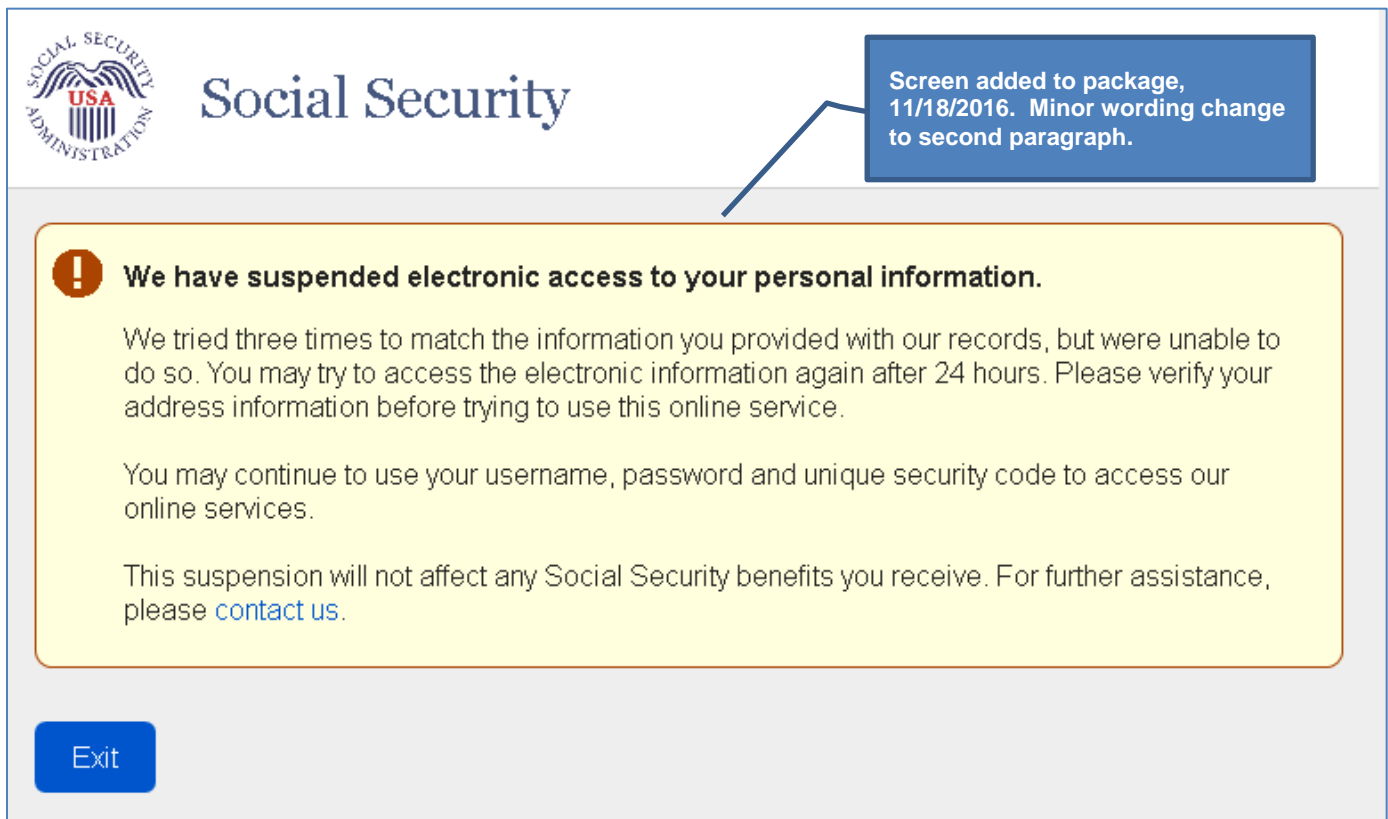
Privacy and Security Questions (HPS)_Hidden

Privacy & Security Questions ✕


- ▼ Is my information secure?
- ▼ How do you protect my information?
- ▼ What is 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?

Close

Suspended Electronic Access_24 Hours_User Not Banned (ERRRCIDT)



The screenshot shows a Social Security Administration notification. At the top left is the SSA logo. To its right is the text "Social Security". A blue callout box points to the second paragraph of the main message, containing the text: "Screen added to package, 11/18/2016. Minor wording change to second paragraph." The main message is contained in a yellow box with a red border. It begins with a red exclamation mark icon and the bold text: "We have suspended electronic access to your personal information." The message then explains that three attempts to match user information failed and that access will be suspended for 24 hours. It also states that users can continue to use their credentials for other services and provides a link to "contact us" for further assistance. A blue "Exit" button is located at the bottom left of the message area.

 Social Security

Screen added to package, 11/18/2016. Minor wording change to second paragraph.

! We have suspended electronic access to your personal information.

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 address information before trying to use this online service.

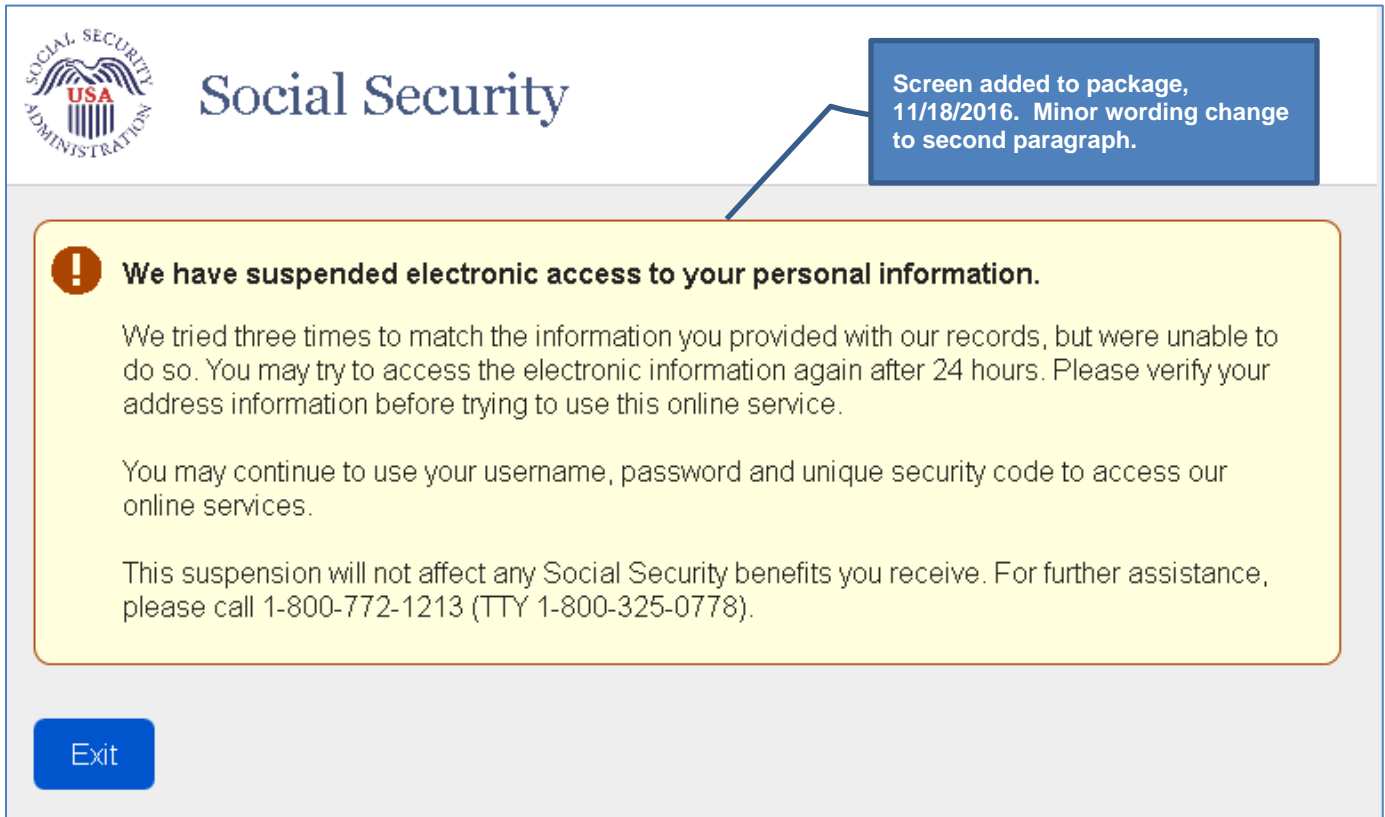
You may continue to use your username, password and unique security code to access our online services.

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


Exit

[SEE GLOBAL FOOTER](#)

Suspended Electronic Access_24 Hours_User Banned (ERRRCIDT)



The screenshot shows the Social Security Administration logo and name at the top left. A blue callout box points to the second paragraph of the main message, stating: "Screen added to package, 11/18/2016. Minor wording change to second paragraph." The main message is contained in a yellow box with a red border and a red exclamation mark icon. It reads: "We have suspended electronic access to your personal information. 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 address information before trying to use this online service. You may continue to use your username, password and unique security code to access our online services. This suspension will not affect any Social Security benefits you receive. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778)." At the bottom left of the screen is a blue "Exit" button.

 Social Security

Screen added to package, 11/18/2016. Minor wording change to second paragraph.

! **We have suspended electronic access to your personal information.**

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 address information before trying to use this online service.

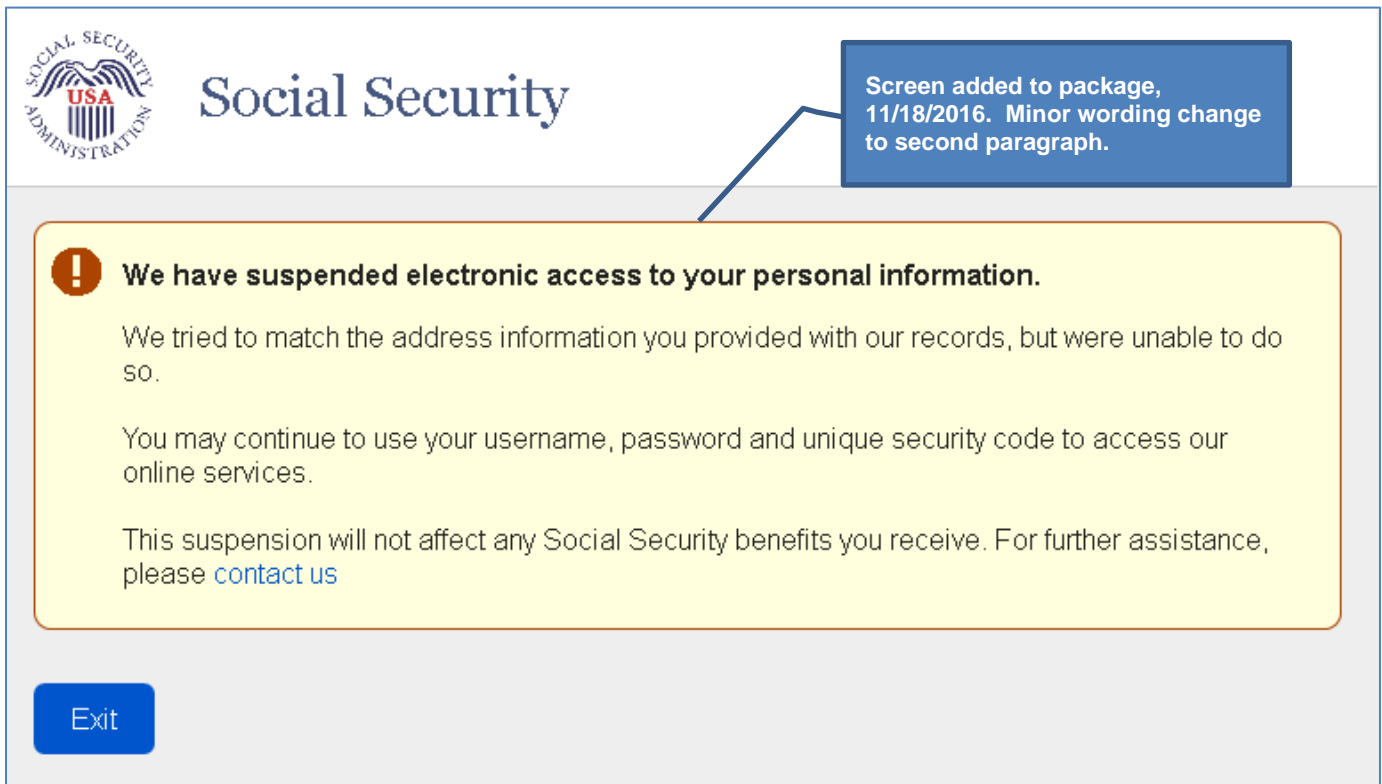
You may continue to use your username, password and unique security code to access our online services.

This suspension will not affect any Social Security benefits you receive. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).

Exit

[SEE GLOBAL FOOTER](#)

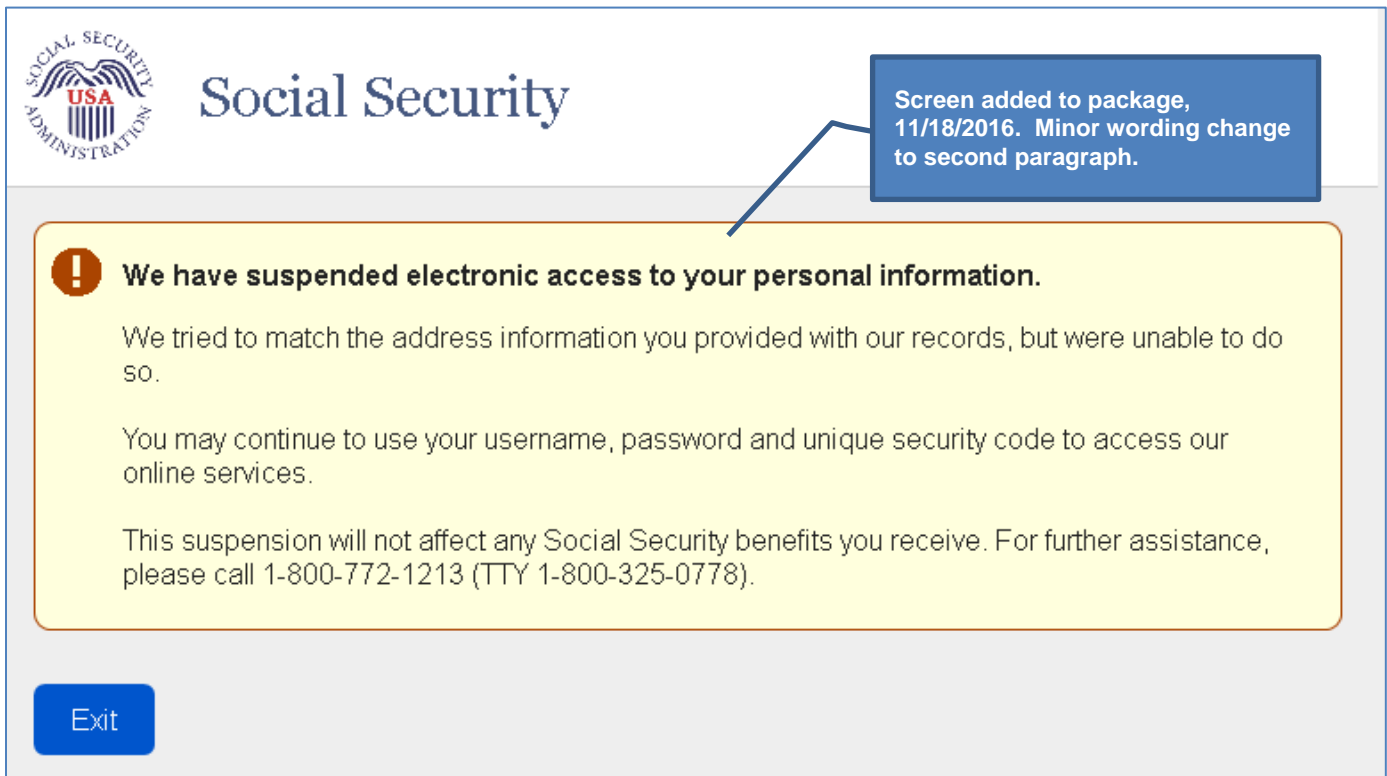
Suspended Electronic Access_User Not Banned (ERRRCIDP)




The screenshot shows the Social Security Administration logo and name at the top left. A blue callout box points to the second paragraph of the message, stating: "Screen added to package, 11/18/2016. Minor wording change to second paragraph." The main message is contained in a yellow box with a red exclamation mark icon. It reads: "We have suspended electronic access to your personal information. We tried to match the address information you provided with our records, but were unable to do so. You may continue to use your username, password and unique security code to access our online services. This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#)". At the bottom left of the message area is a blue "Exit" button.

[SEE GLOBAL FOOTER](#)

Suspended Electronic Access_User Banned (ERRRCIDP)



The screenshot shows the Social Security Administration logo and name at the top left. A blue callout box points to the second paragraph of the message, stating: "Screen added to package, 11/18/2016. Minor wording change to second paragraph." The main message is contained in a yellow box with a red exclamation mark icon. It reads: "We have suspended electronic access to your personal information. We tried to match the address information you provided with our records, but were unable to do so. You may continue to use your username, password and unique security code to access our online services. This suspension will not affect any Social Security benefits you receive. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778)." At the bottom left of the message area is a blue "Exit" button.

 Social Security

! **We have suspended electronic access to your personal information.**

We tried to match the address information you provided with our records, but were unable to do so.

You may continue to use your username, password and unique security code to access our online services.

This suspension will not affect any Social Security benefits you receive. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).

[Exit](#)

[SEE GLOBAL FOOTER](#)