RCS Screen Shots Document Grouped By Scenario

Electronic Access Multi-Factor Authentication Registration And Customer Support (RCS)

11/18/2016

user experience group
proven. design. solutions.

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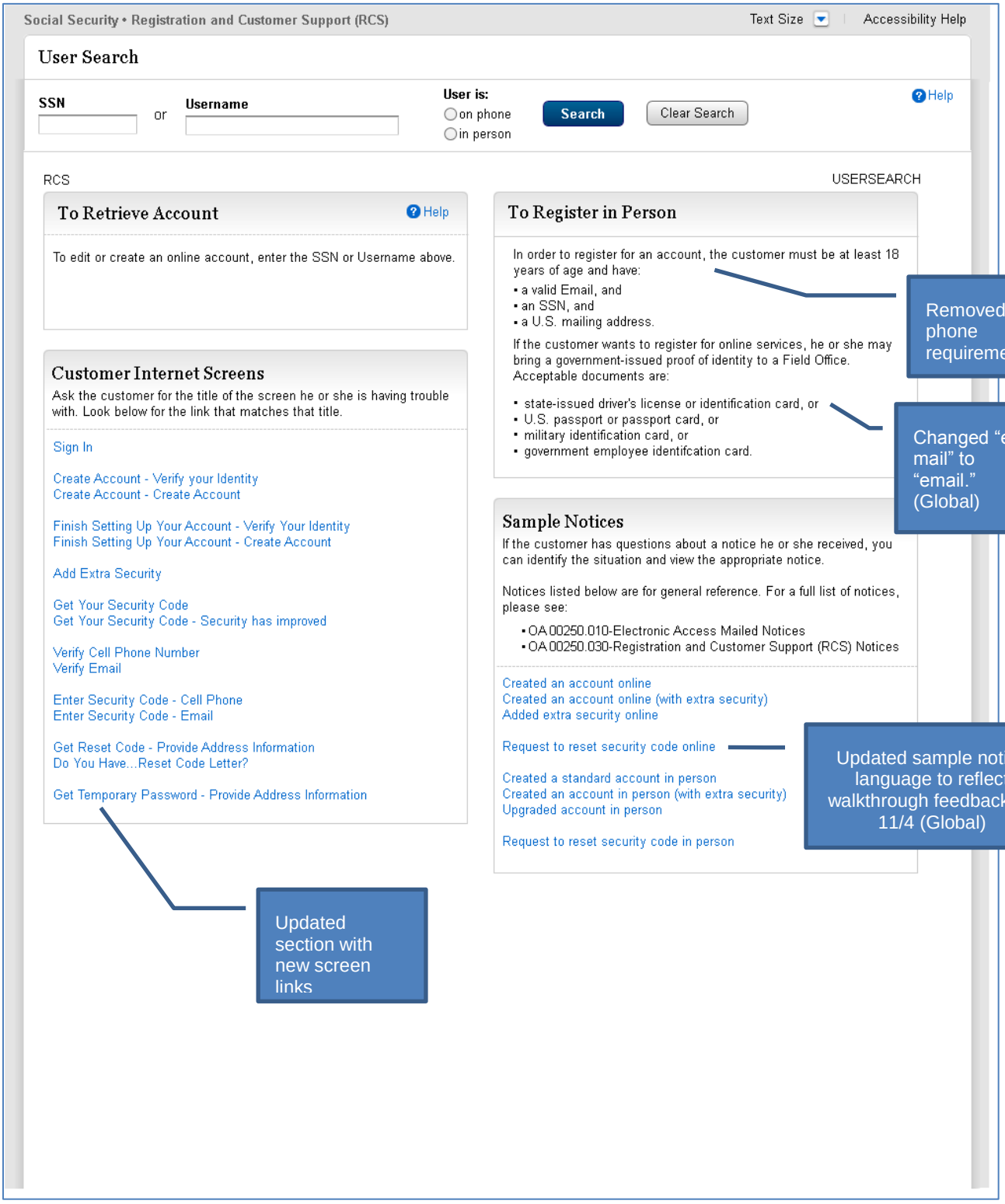
1. Document Version Information

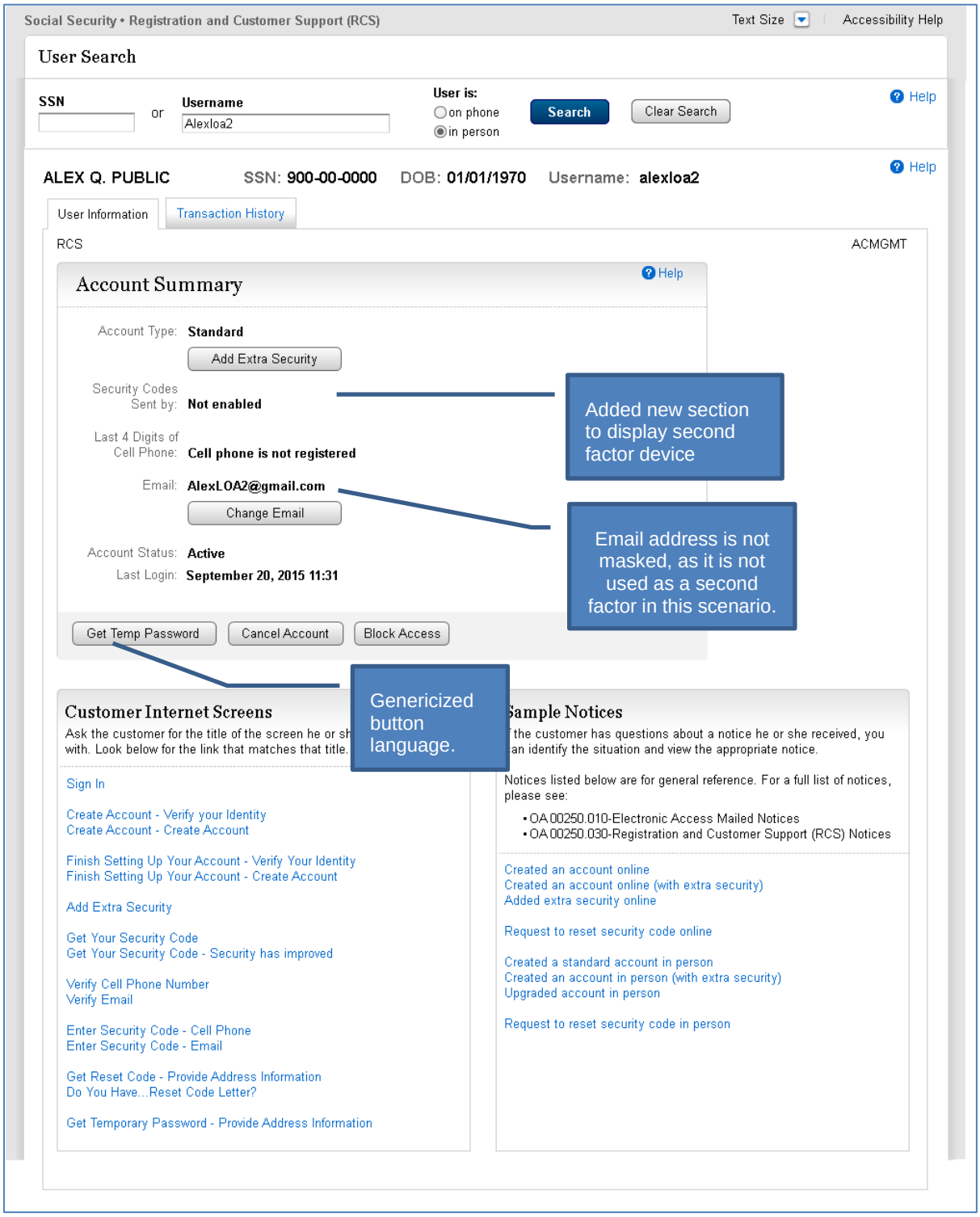
Version Number	Date	Content Revisions	Revised by
0.1 (Draft)	10/18/2016	Initial Version	Kirk Crawford
0.2 (Draft)	10/19/2016	- Updated path for LOA2 on phone accounts, removing the need for OTP. - Updated several account summary screenshots to fix overlapping.	Kirk Crawford
0.3 (Draft)	10/20/2016	- Formatted e-mail to “E-mail” throughout prototype. - Changed “Security Codes are Sent to” to “Security Codes Sent by:”	Kirk Crawford
1.0	11/18/2016	- **Global Changes:** - **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.** o Globally changed spelling and capitalization from “E-mail” to “email”, per OCOMM. (Note: Capitalization of “email” now follows rules for non-proper nouns.) o Globally changed capitalization of “Social Security number” so that the “n” in “number” is no longer capitalized, per OCOMM. o Globally updated all address verification screens with proper “city/town” pattern. - **Specific Changes:** o Updated AXSEAC to “a security code.” o Section 3.5.5. Extra Security Account (LOA3) On Phone – changed “security codes” to “a security code” in Account Summary container heading support text. o Section 5.6. Address Verification On Phone – changed text box label from “City” to “City/Town”. o Updated sample notice language (page 9) to read: “Request to reset security code online” and “Request to reset security code in person.” o Updated language from “security codes” to “a security code.” (page 21) o Removed screen “Address not verified electronically” from all scenarios. o Inserted language for the screen, “No to external verification”: “If you choose in the future to allow us to share your information with the identity services provider, we can try again to verify your address.” o For temporary password scenarios, removed the language “before the date shown in your letter.” o For the email temporary password screen, removed reference to “letter.”	Kirk Crawford

2. User Search Page

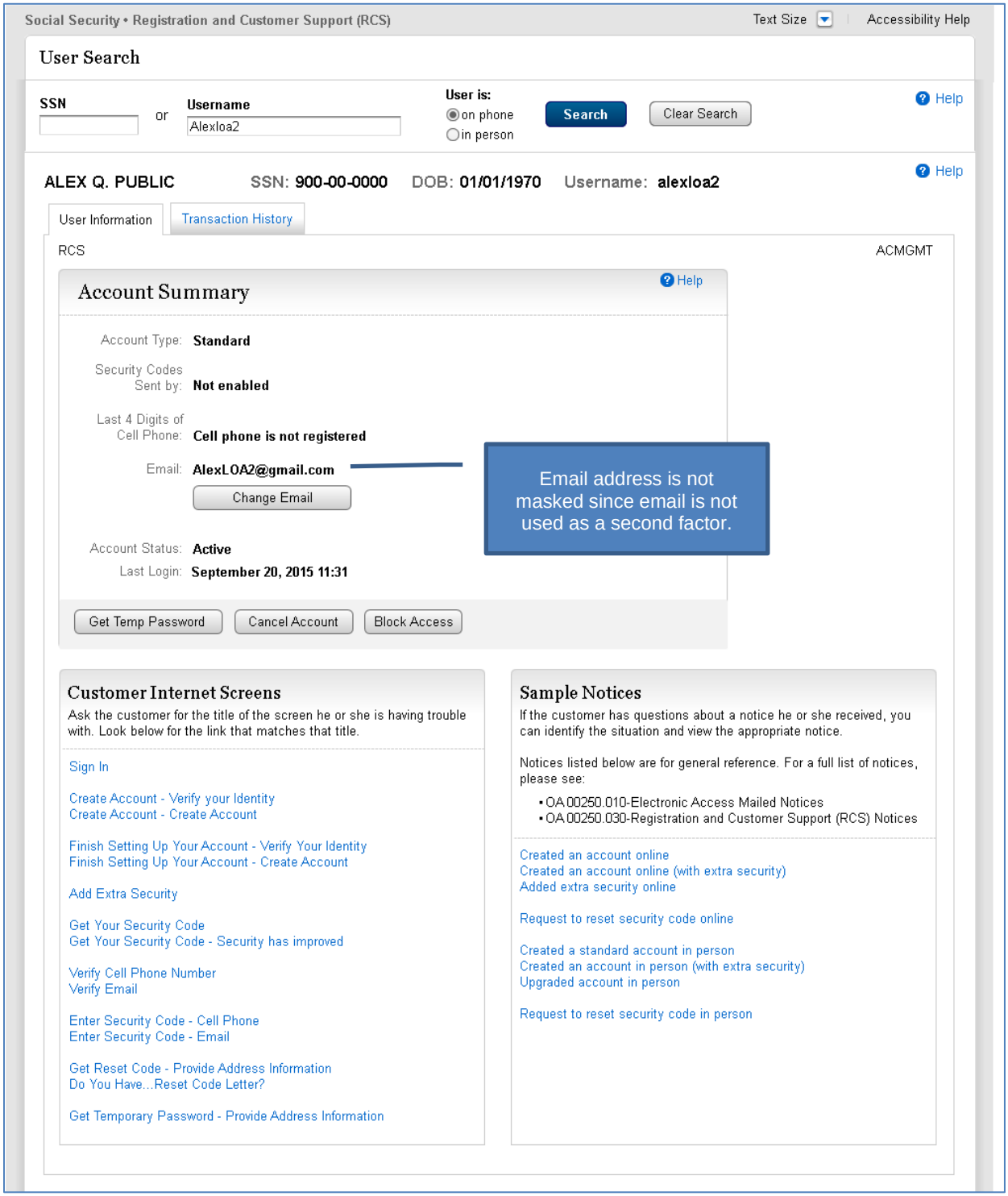


3. Account Summary

3.1. Standard (LOA2) In-Person - No 2nd Factor Registered

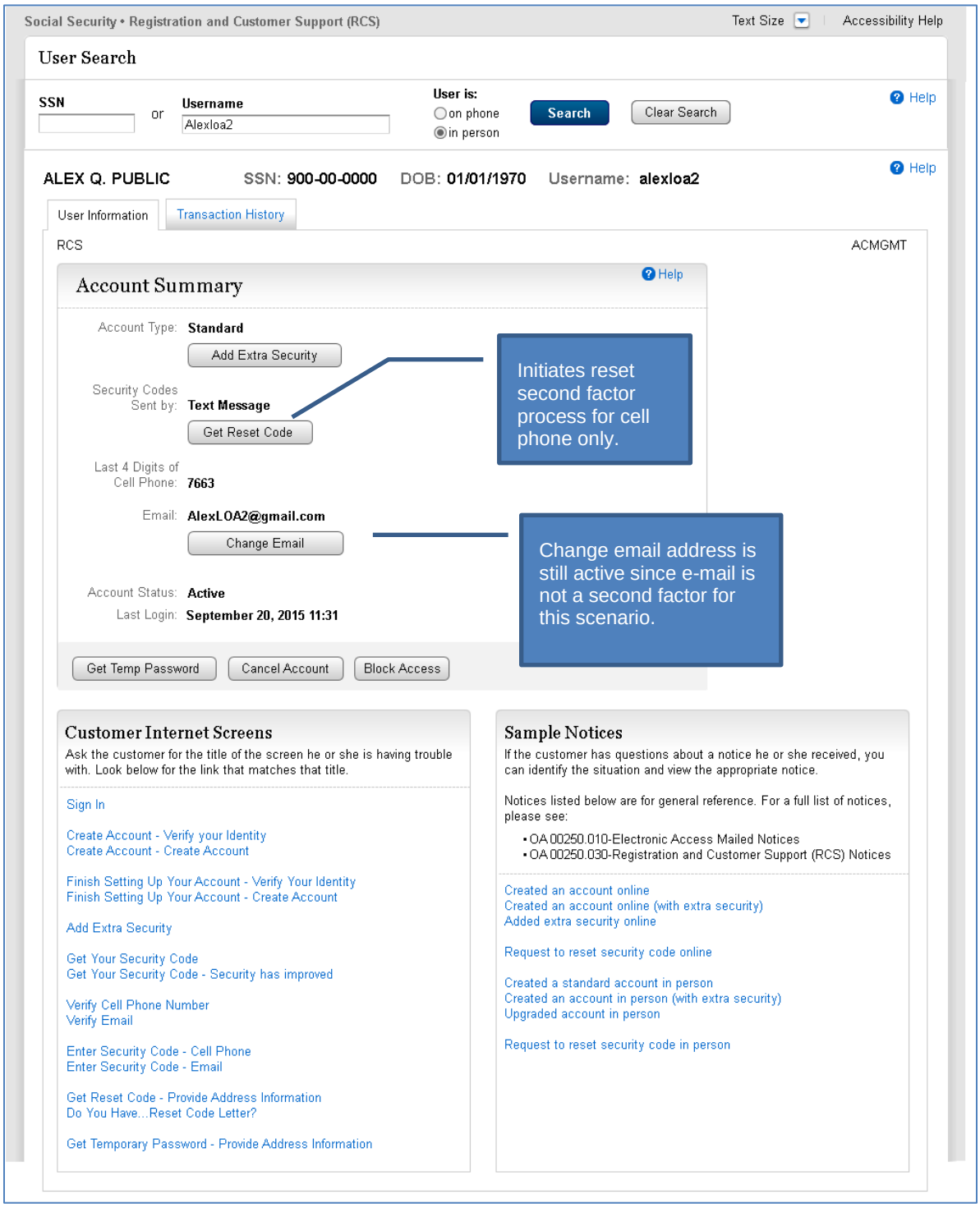


3.2. Standard (LOA2) On-Phone - No 2nd Factor Registered

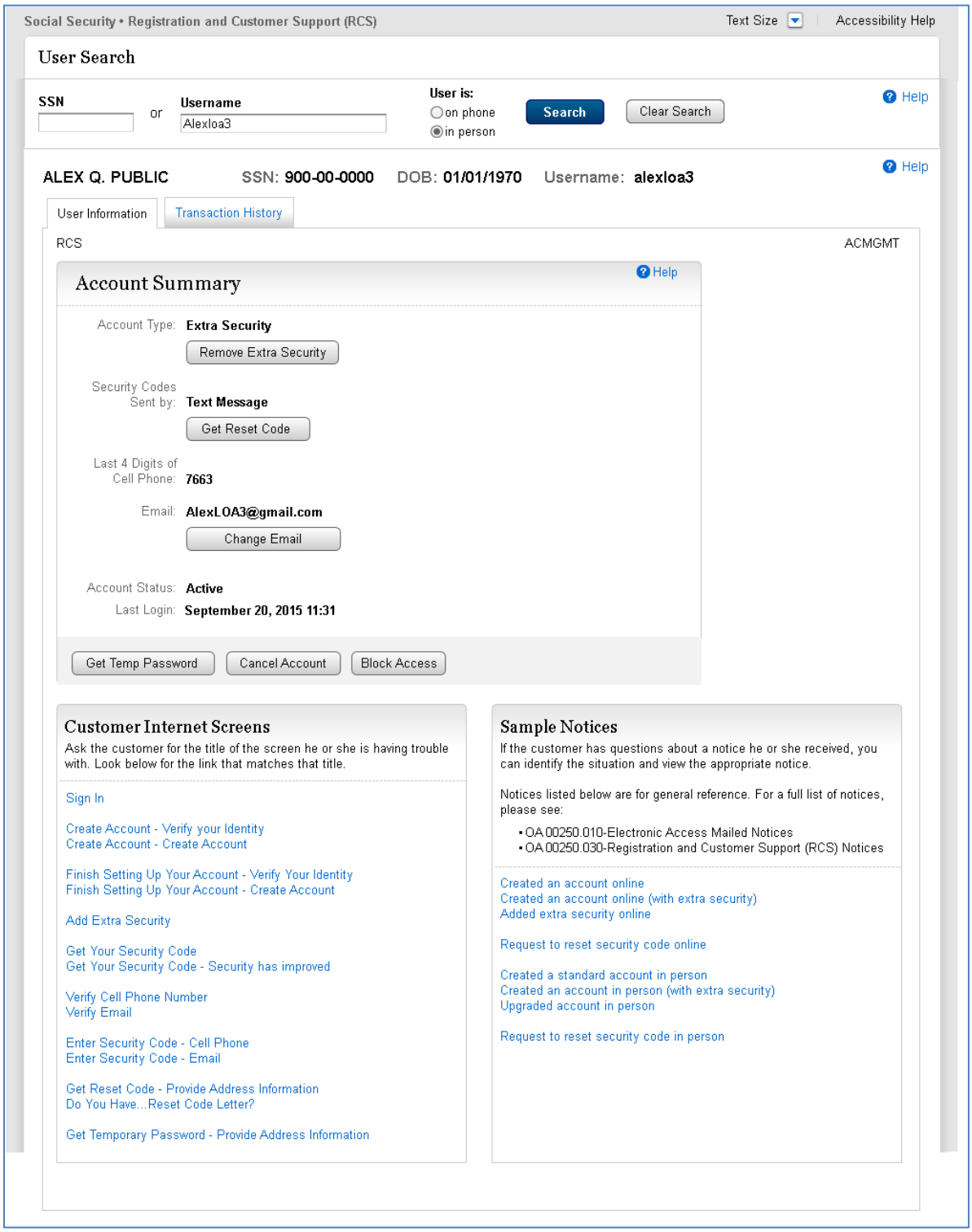


3.3. Account Summary – Only Cell Phone Registered as Second Factor

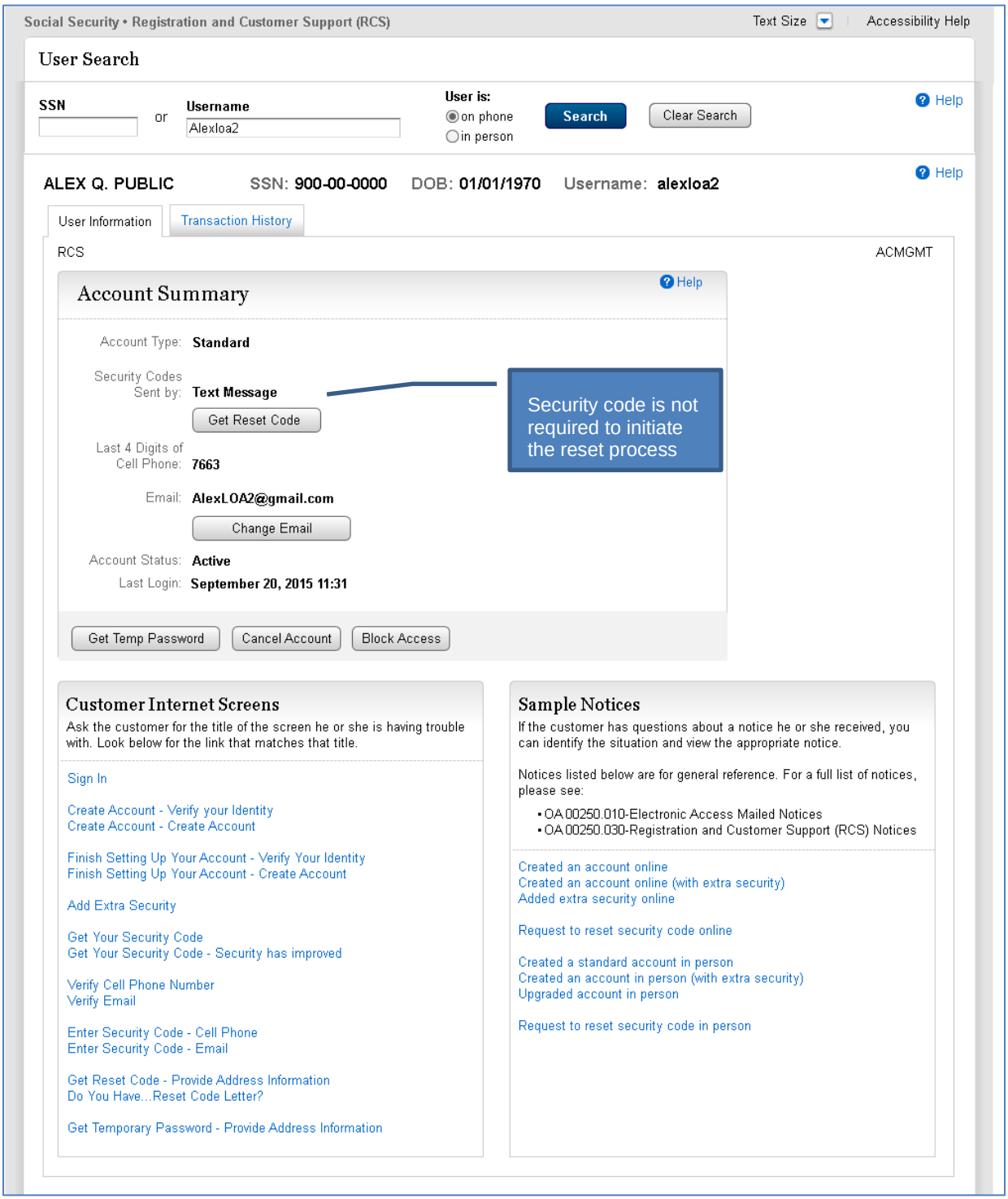
3.3.1. Standard (LOA2) In-Person



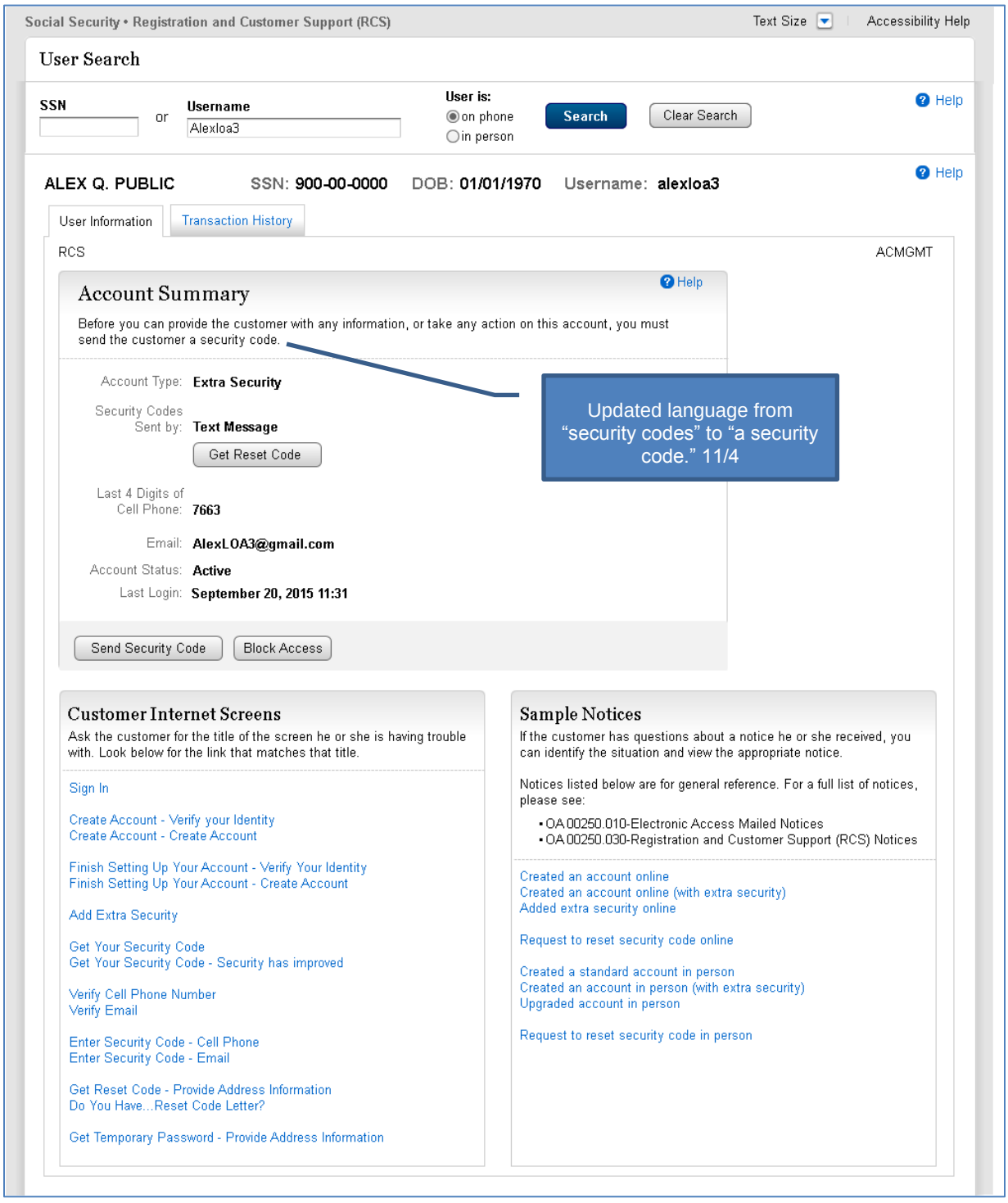
3.3.2. Extra Security Account (LOA3) In-Person



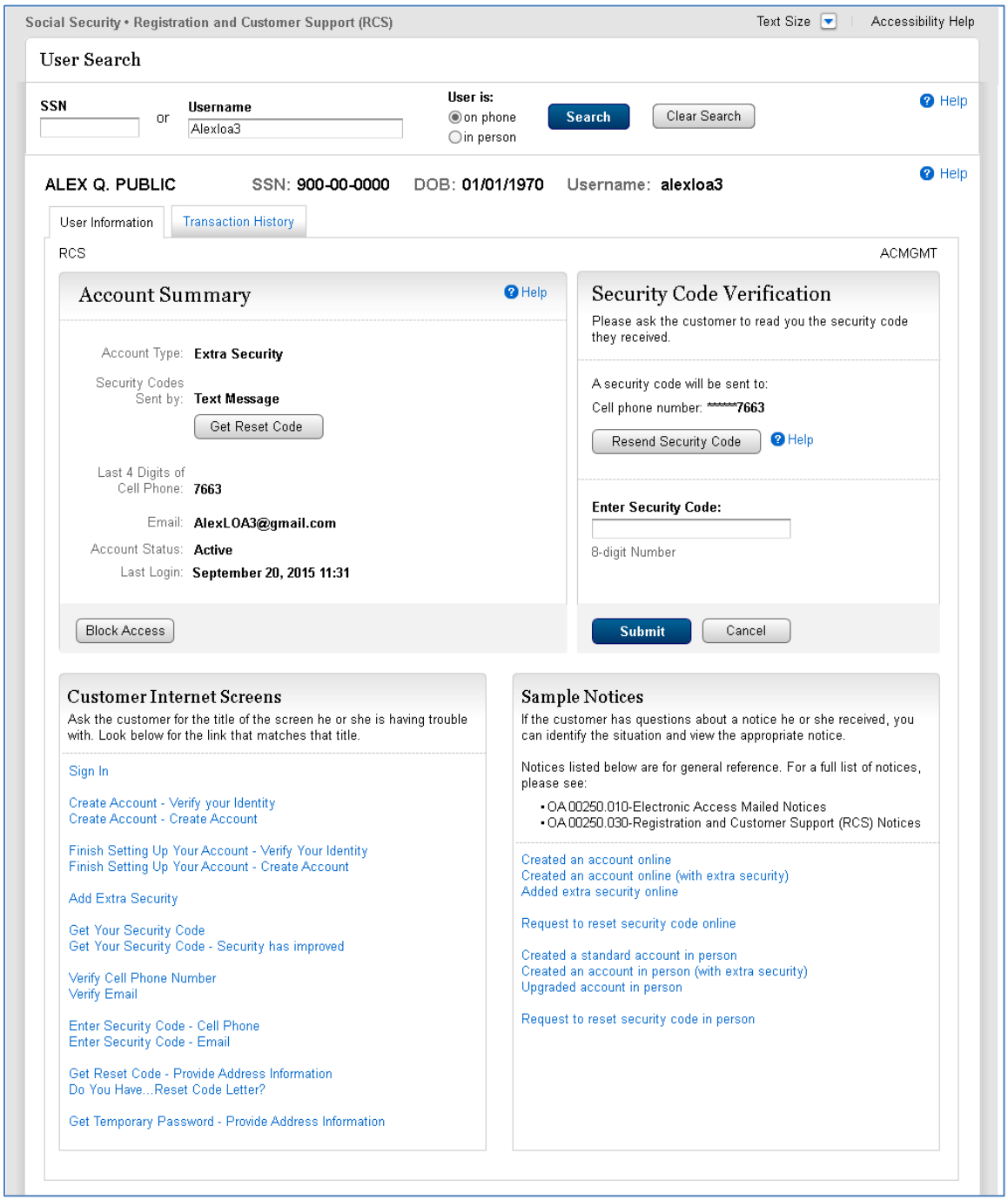
3.3.3. Standard (LOA2) On-Phone



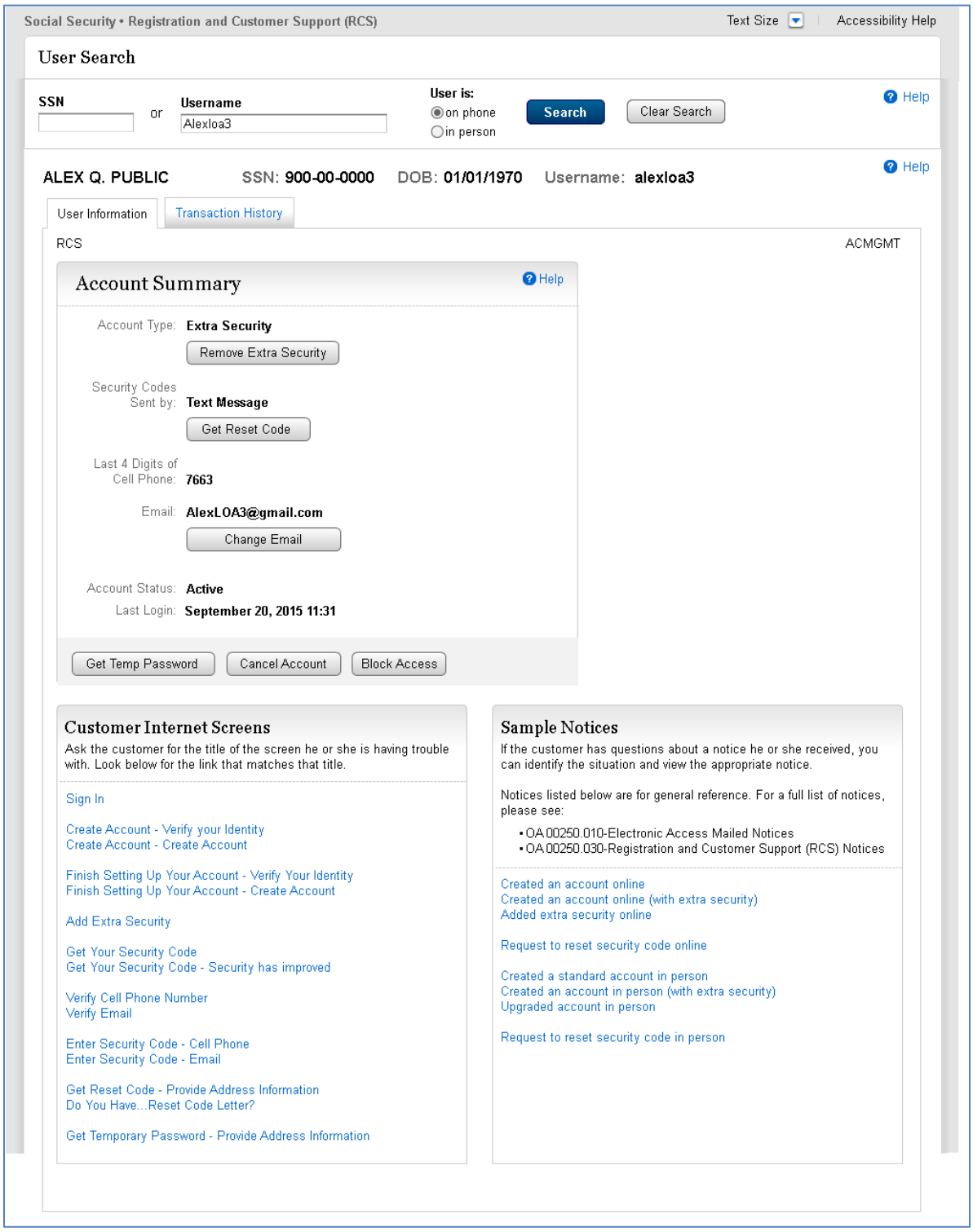
3.3.3.1. Extra Security Account (LOA3) On-Phone



3.3.3.2. Extra Security Account (LOA3) On-Phone – Security Code Verification

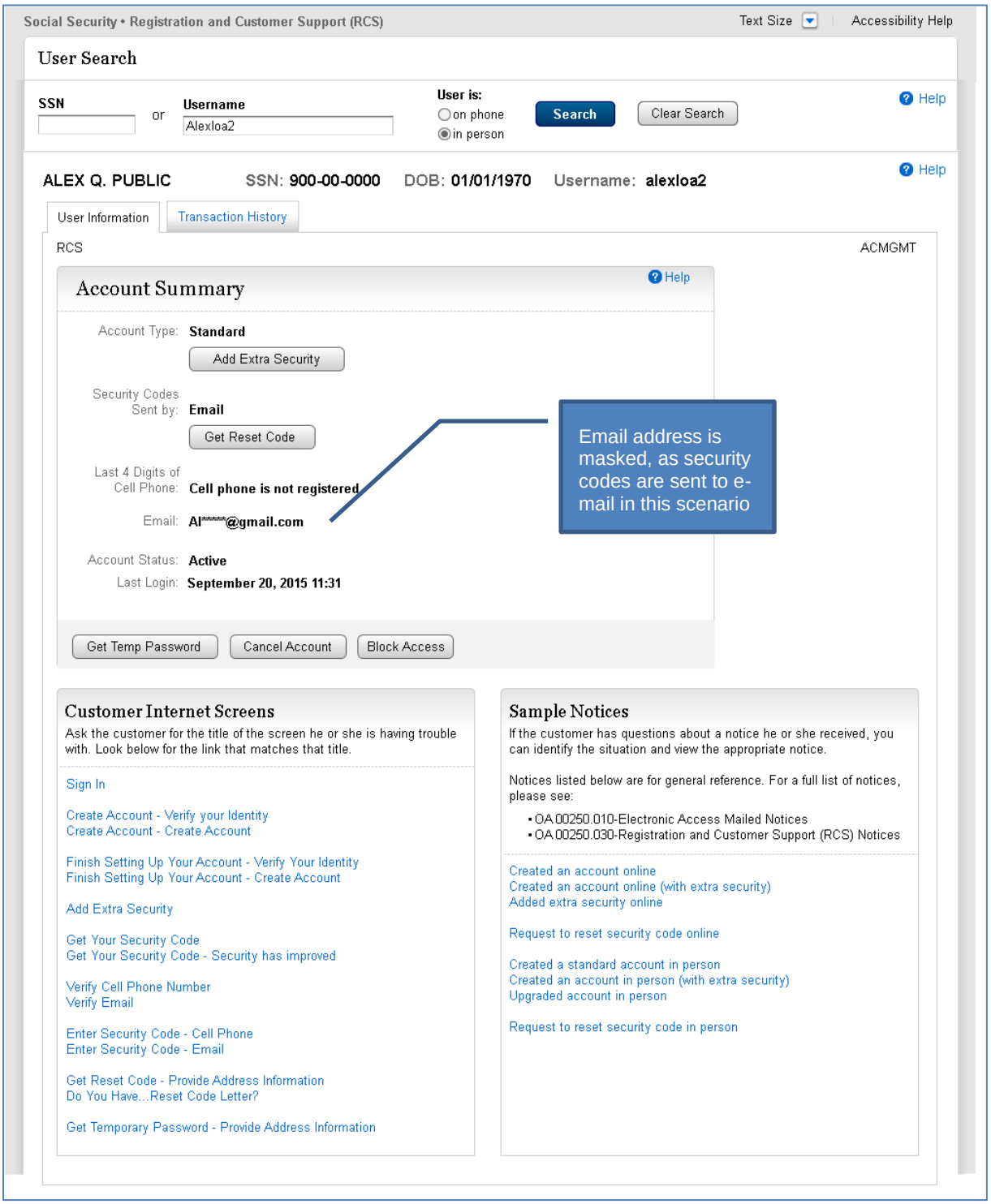


3.3.3.3. Extra Security Account (LOA3) On-Phone – Security Code Verified

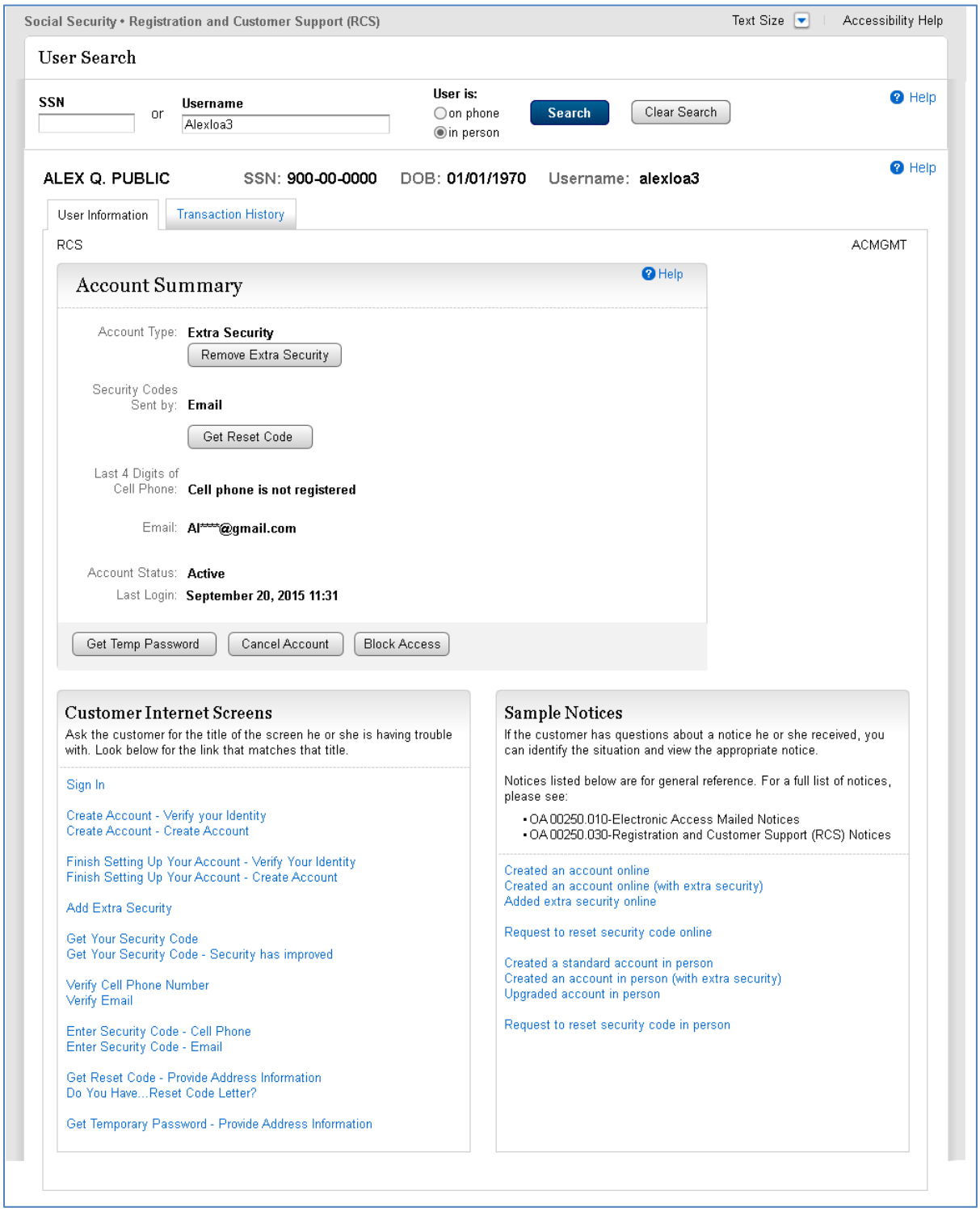


3.4. Account Summary – Only E-mail Registered as Second Factor

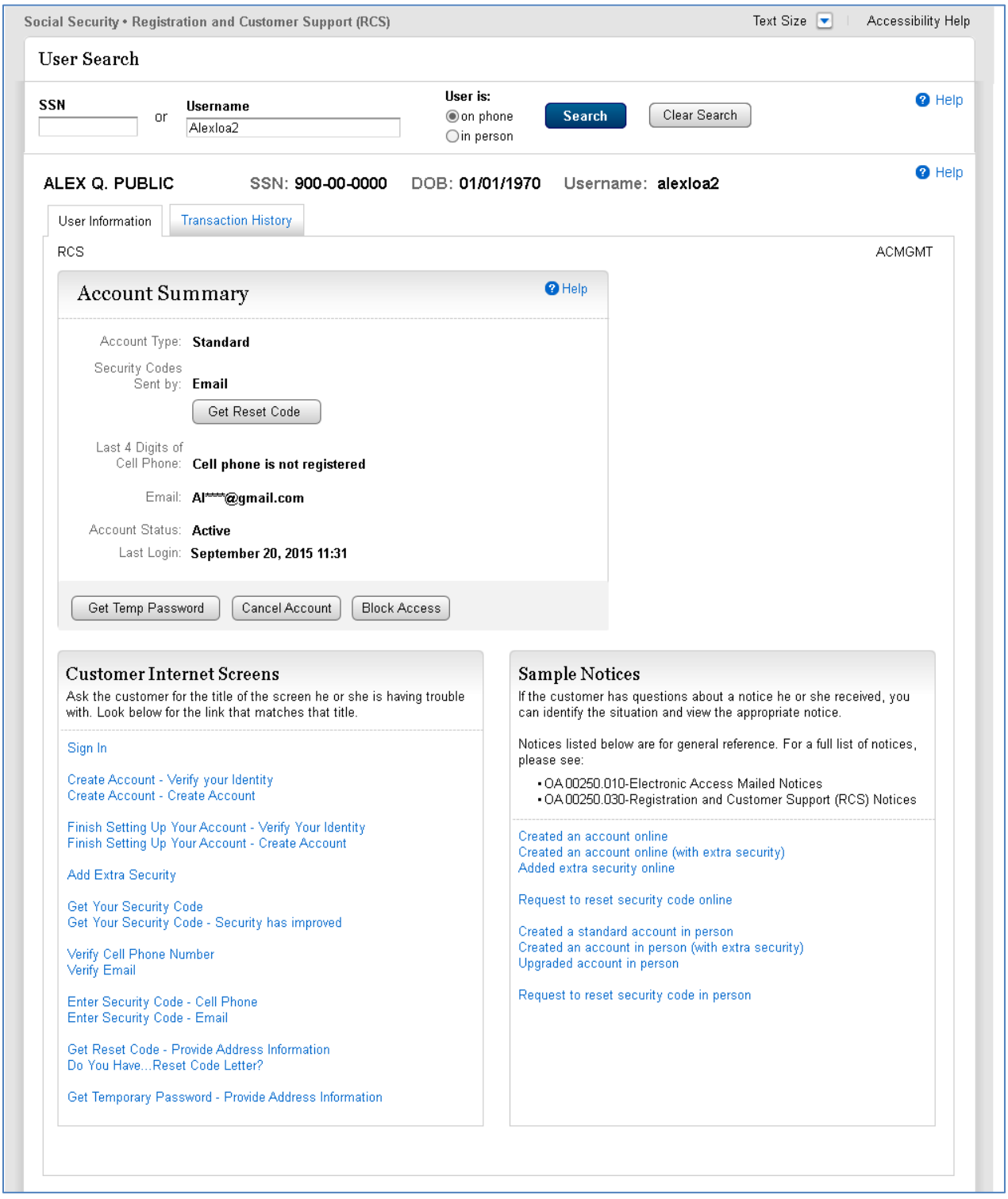
3.4.1. Standard (LOA2) In-Person



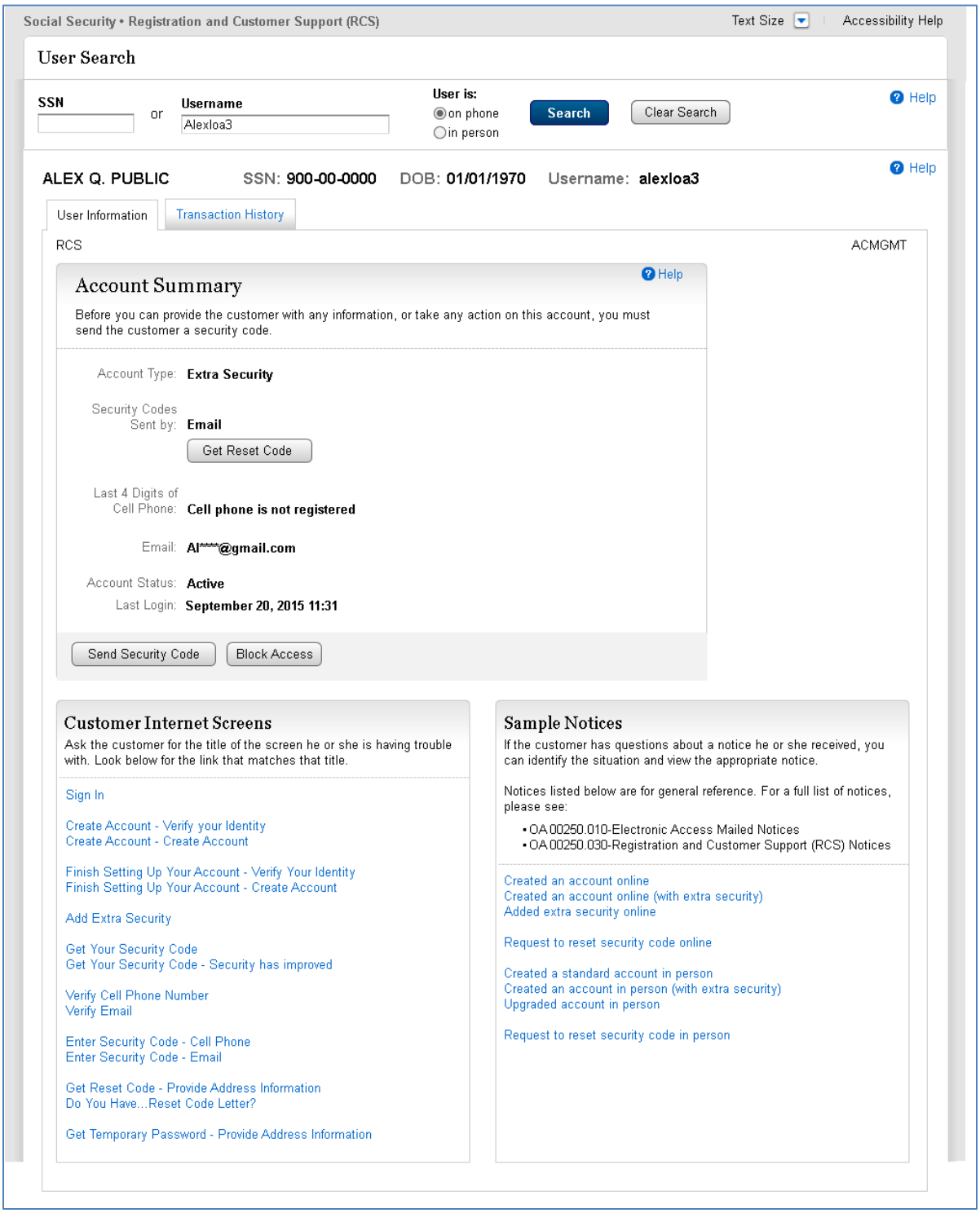
3.4.2. Extra Security Account (LOA3) In-Person



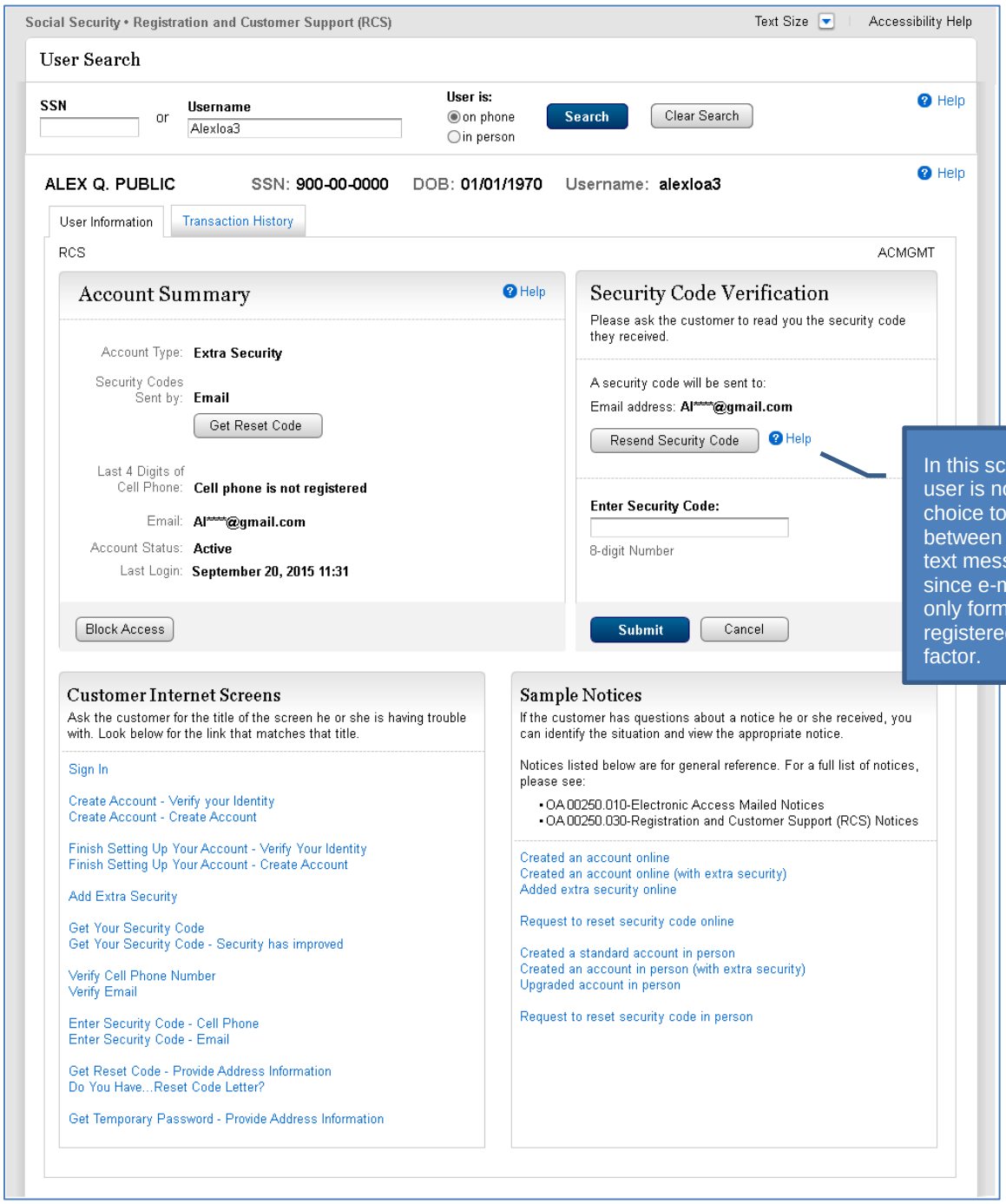
3.4.3. Standard (LOA2) On-Phone



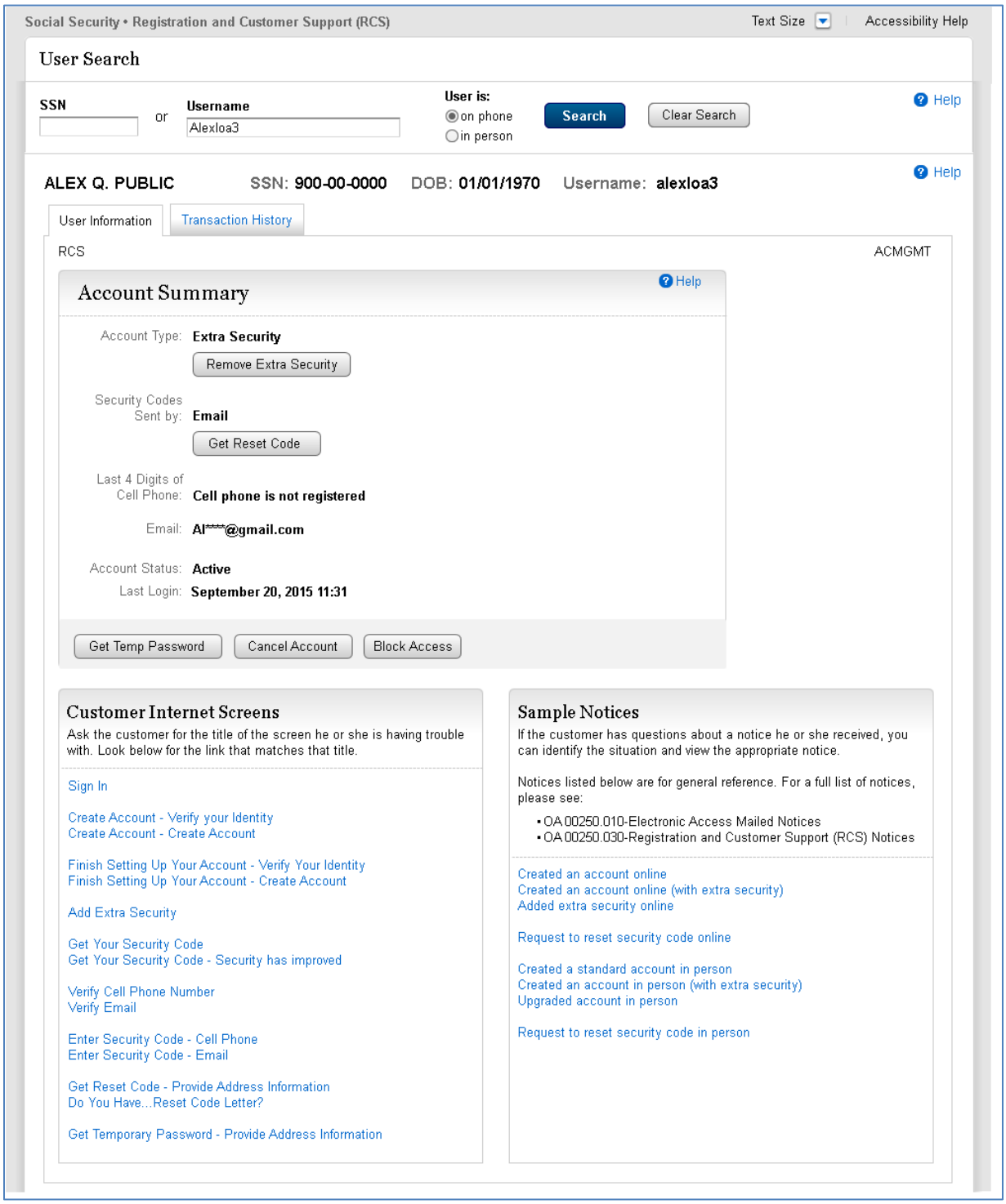
3.4.4. Extra Security Account (LOA3) On-Phone



3.4.4.1. Extra Security Account (LOA3) On-Phone – Security Code Verification

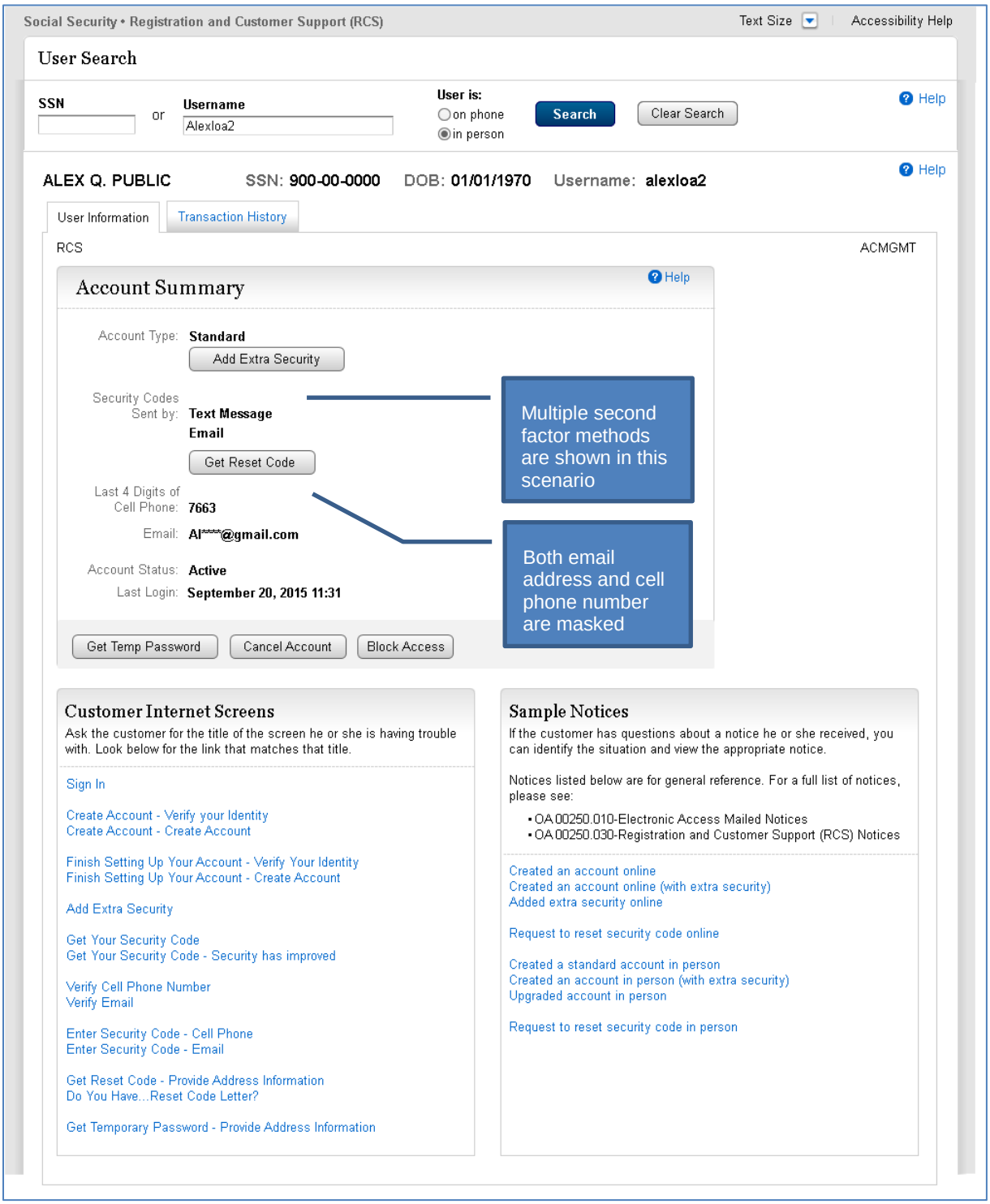


3.4.4.2. Extra Security Account (LOA3) On-Phone – Security Code Verified

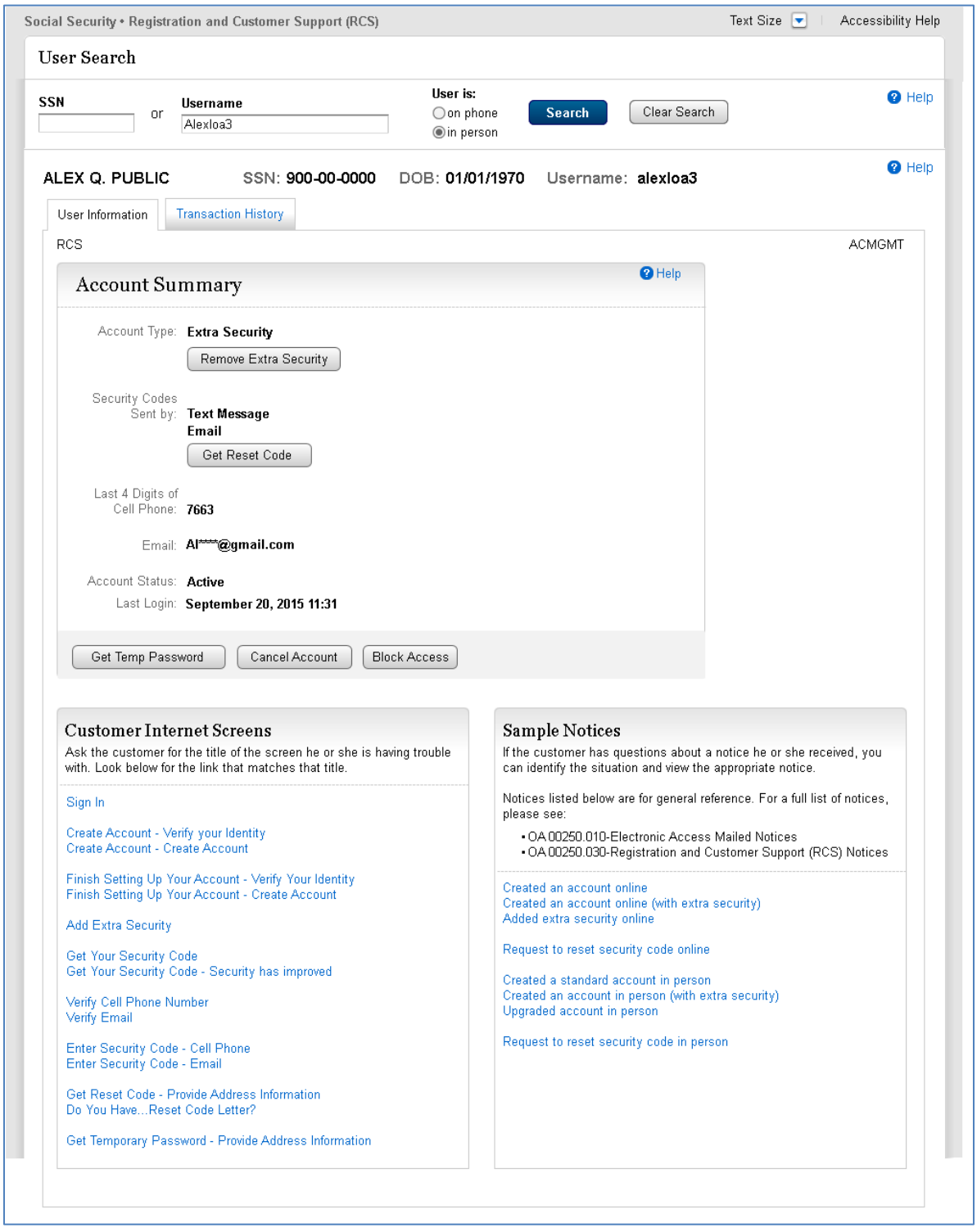


3.5. Account Summary – Multiple Registered Second Factors

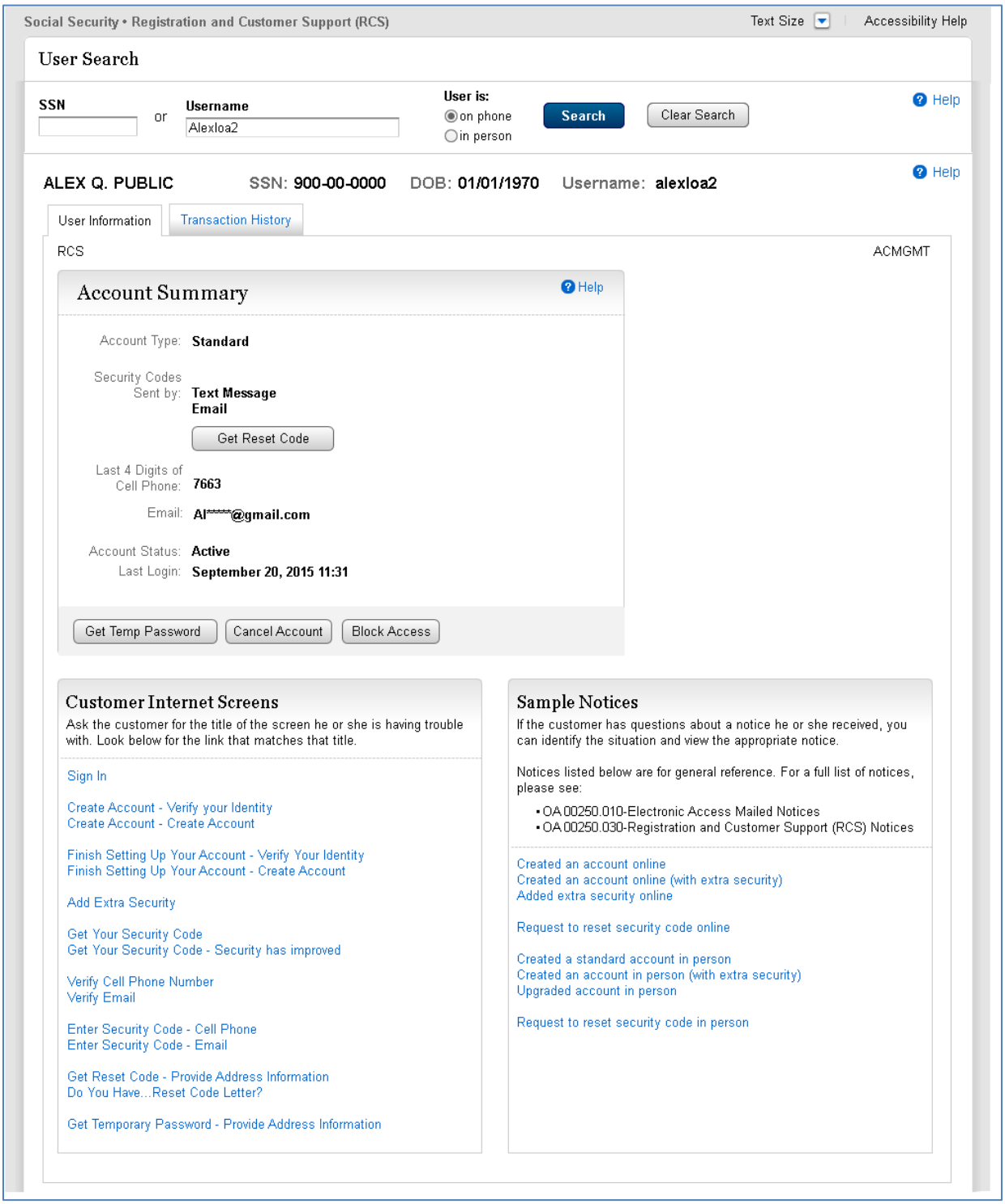
3.5.1. Standard Account (LOA2) Account Summary (LOA2) In-Person (Multiple Second Factors)



3.5.2. Extra Security Account (LOA3) In-Person



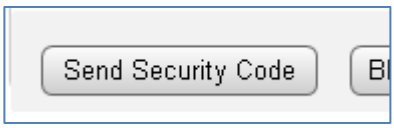
3.5.4. Standard Account (LOA2) On-Phone



3.5.4.1.1. Multiple Second Factors: How does this work?

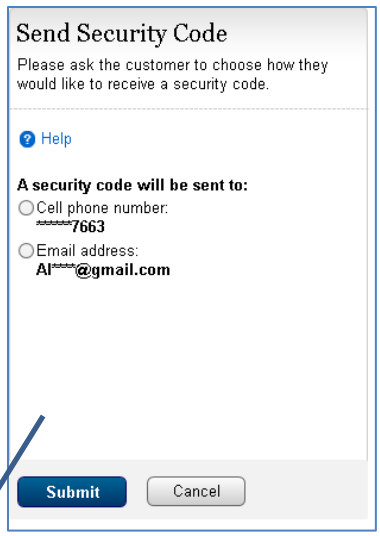
Step 1

CR selects “Send Security Code.”



Step 2

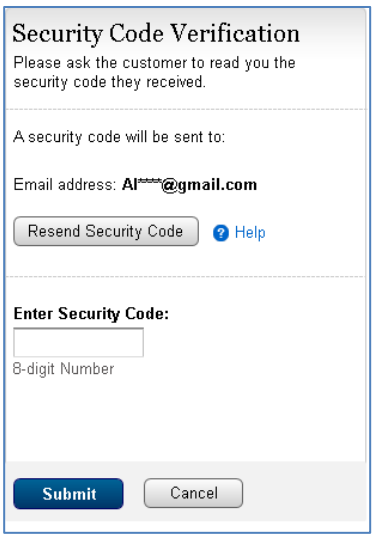
CR prompts customer to choose security code delivery method, then clicks “Submit.”



This screen is only displayed when there are multiple security code delivery methods associated with the account

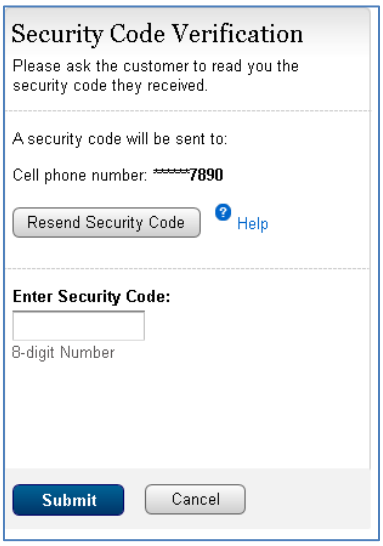
Step 3

A security code is sent to the chosen delivery method.

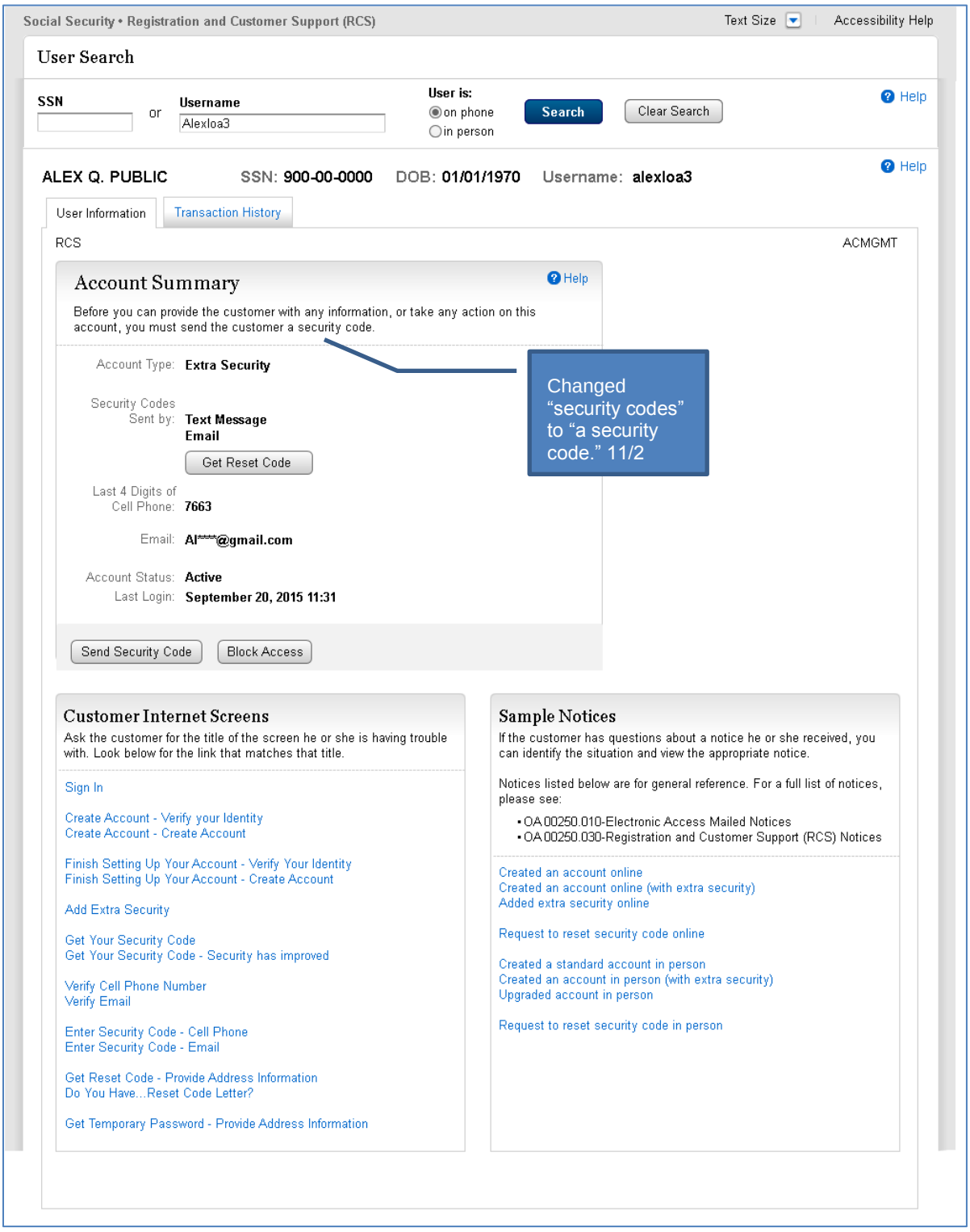


In this scenario, the user selected email address

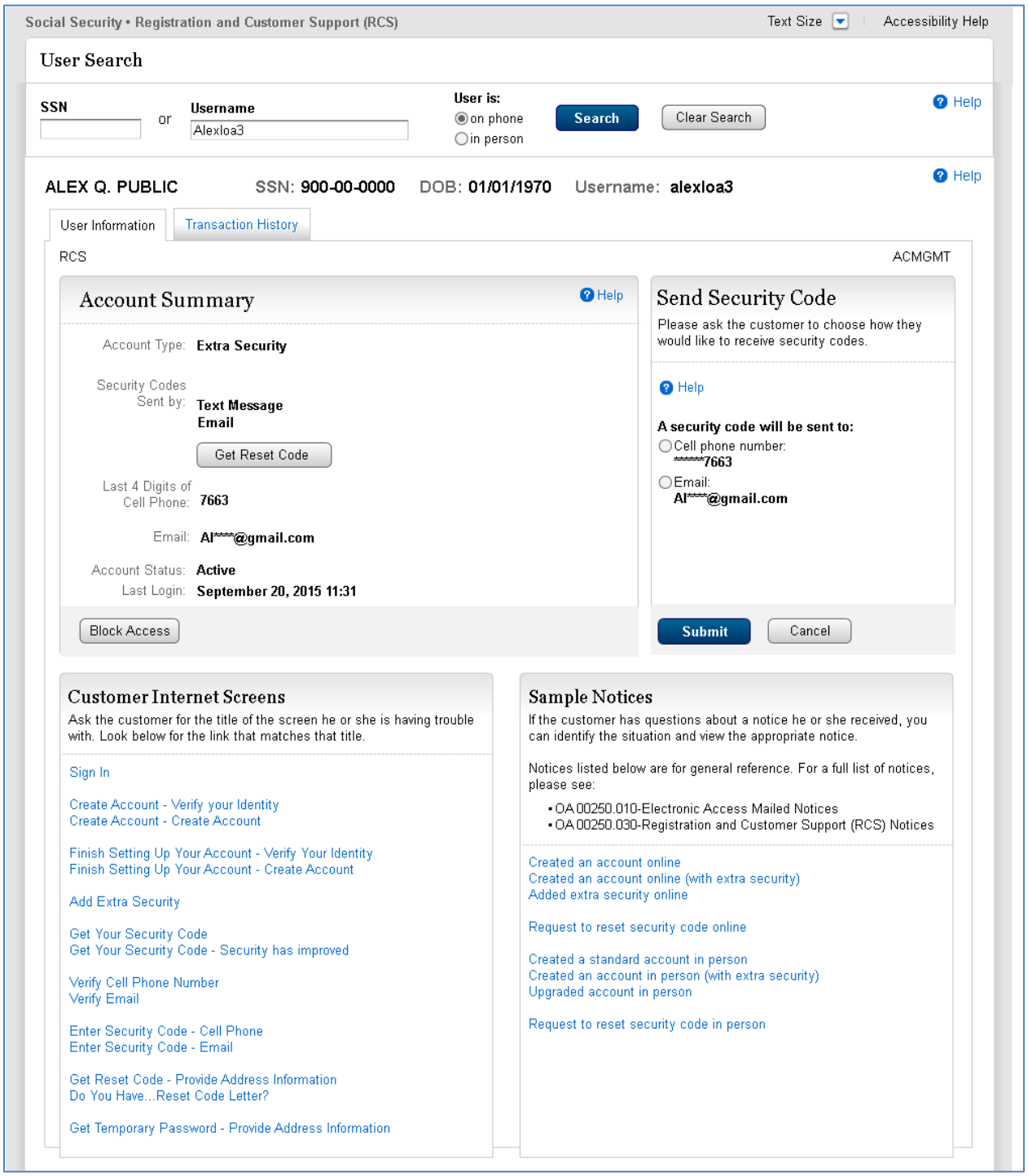
In this scenario, the user selected cell phone number:



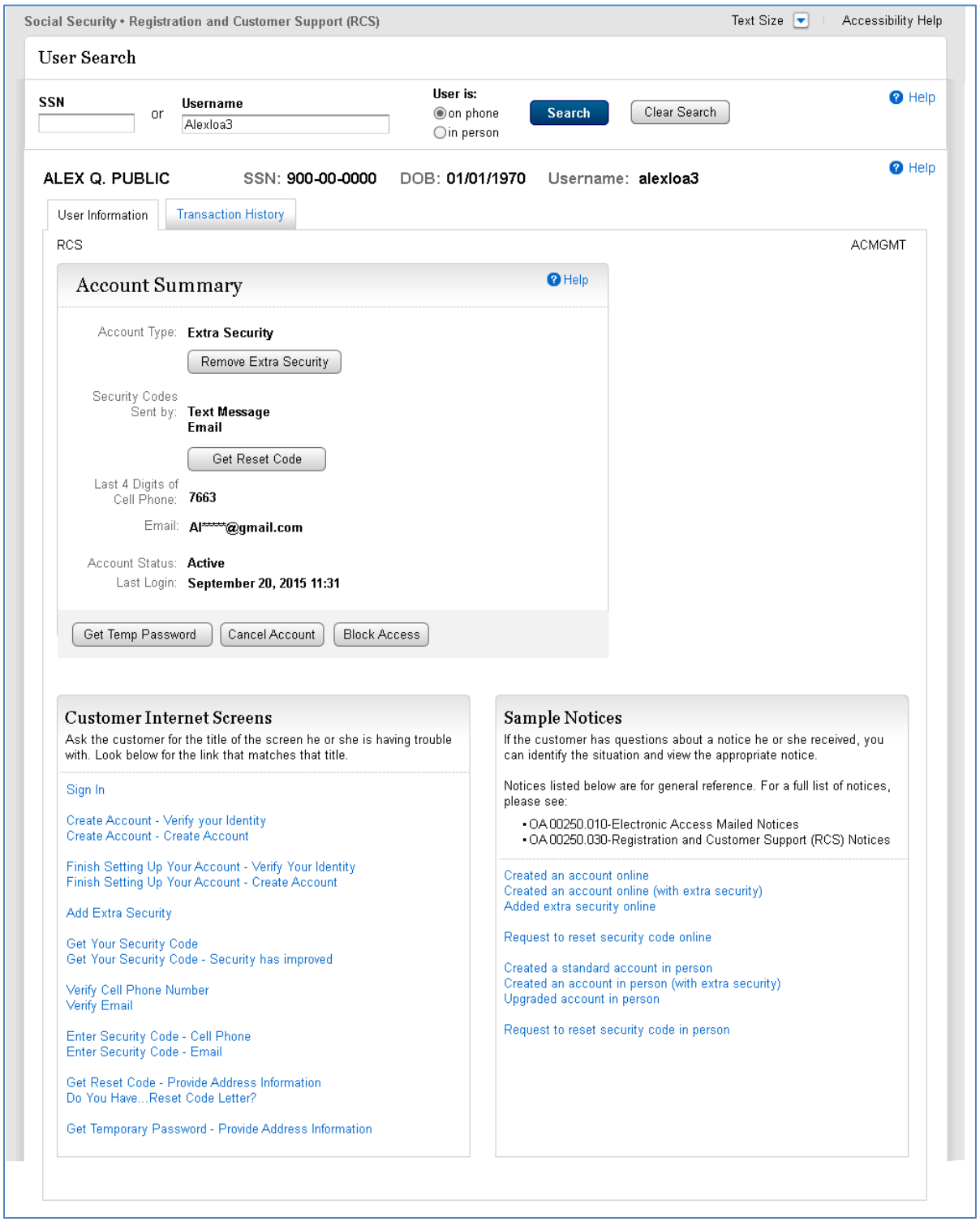
3.5.5. Extra Security Account (LOA3) On-Phone



3.5.5.1. Extra Security Account (LOA3) – On-Phone – Second Factor Selection

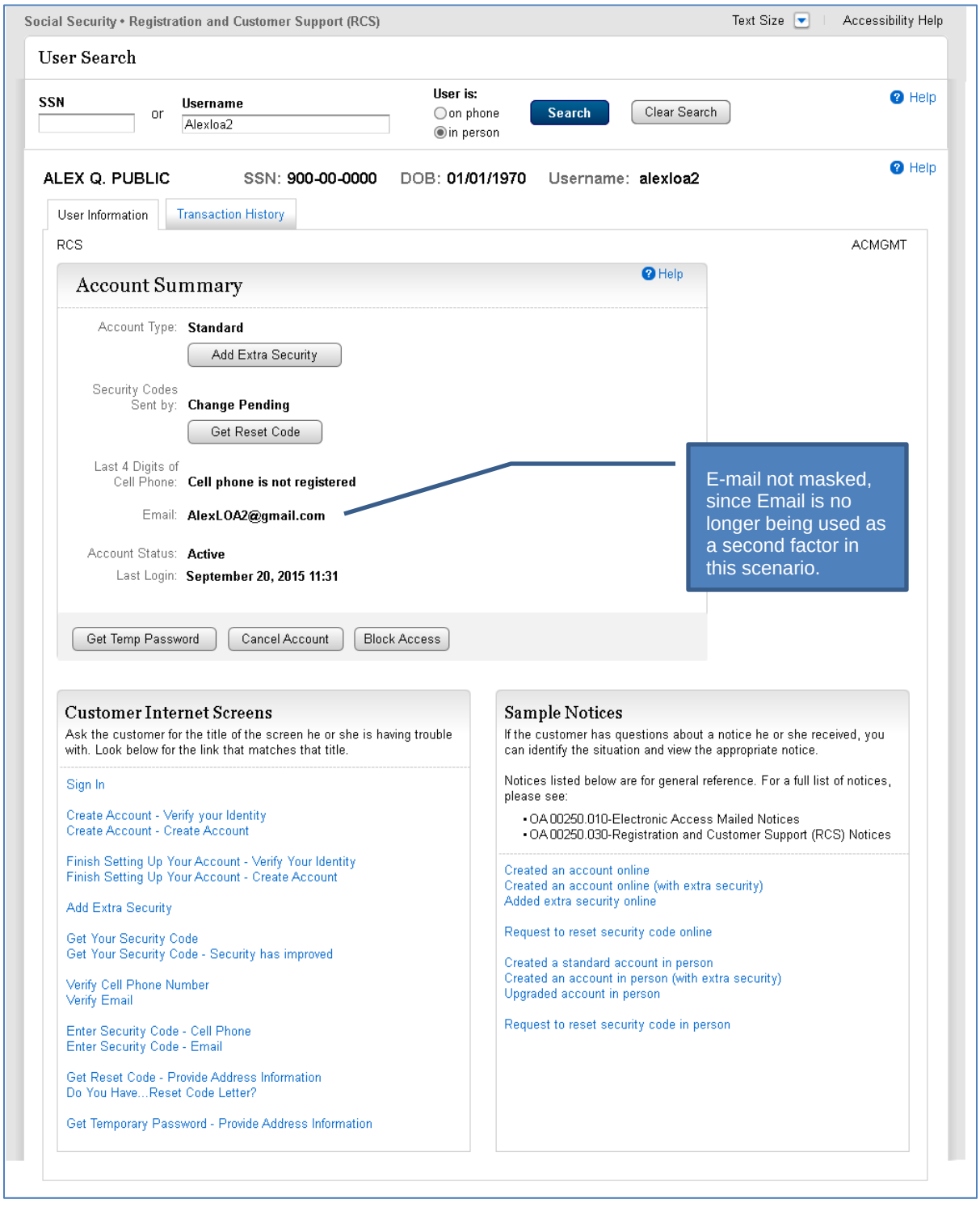


3.5.5.2. Extra Security Account (LOA3) – On-Phone – Security Code Verified

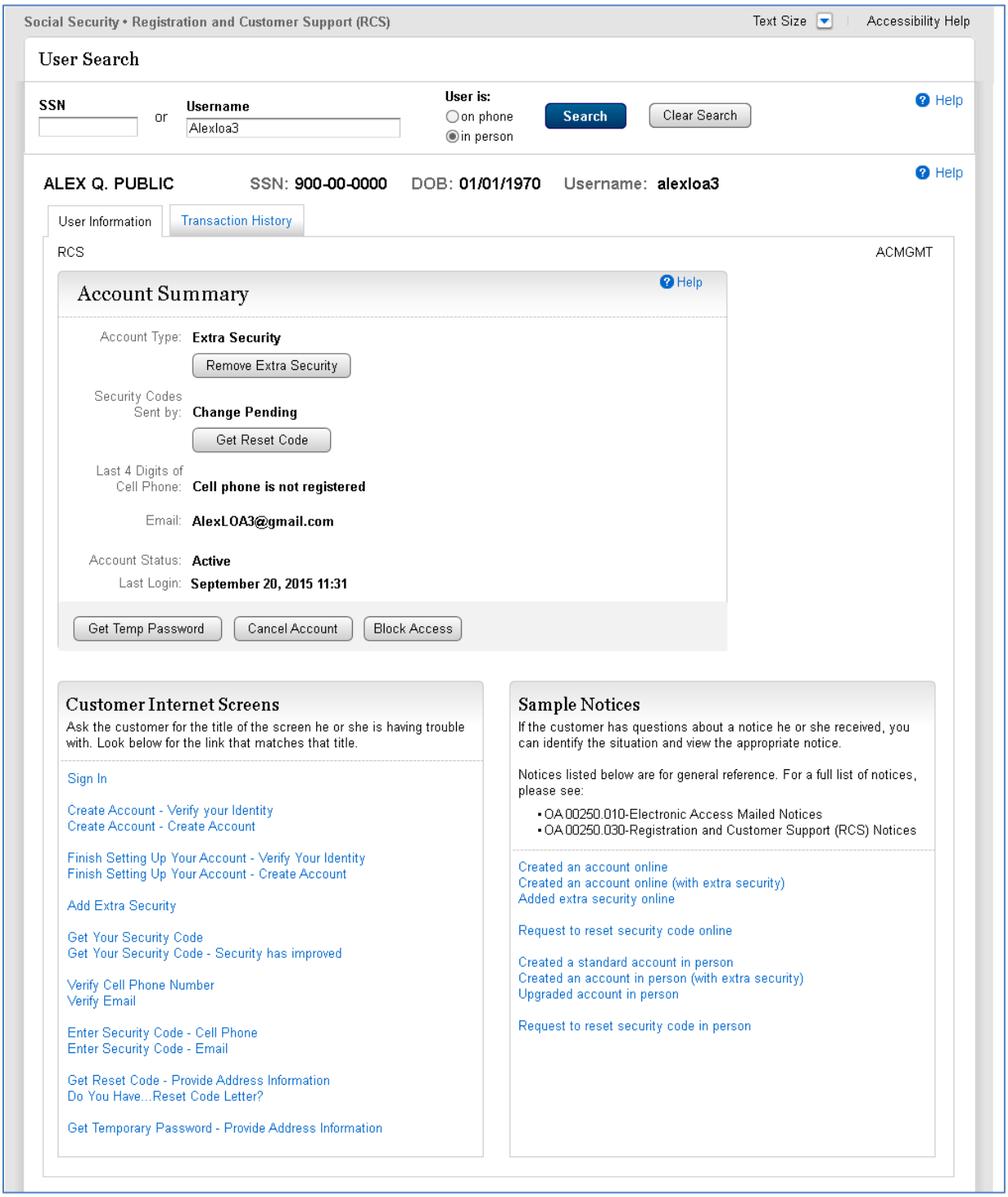


3.6. Account Summary – Change Pending

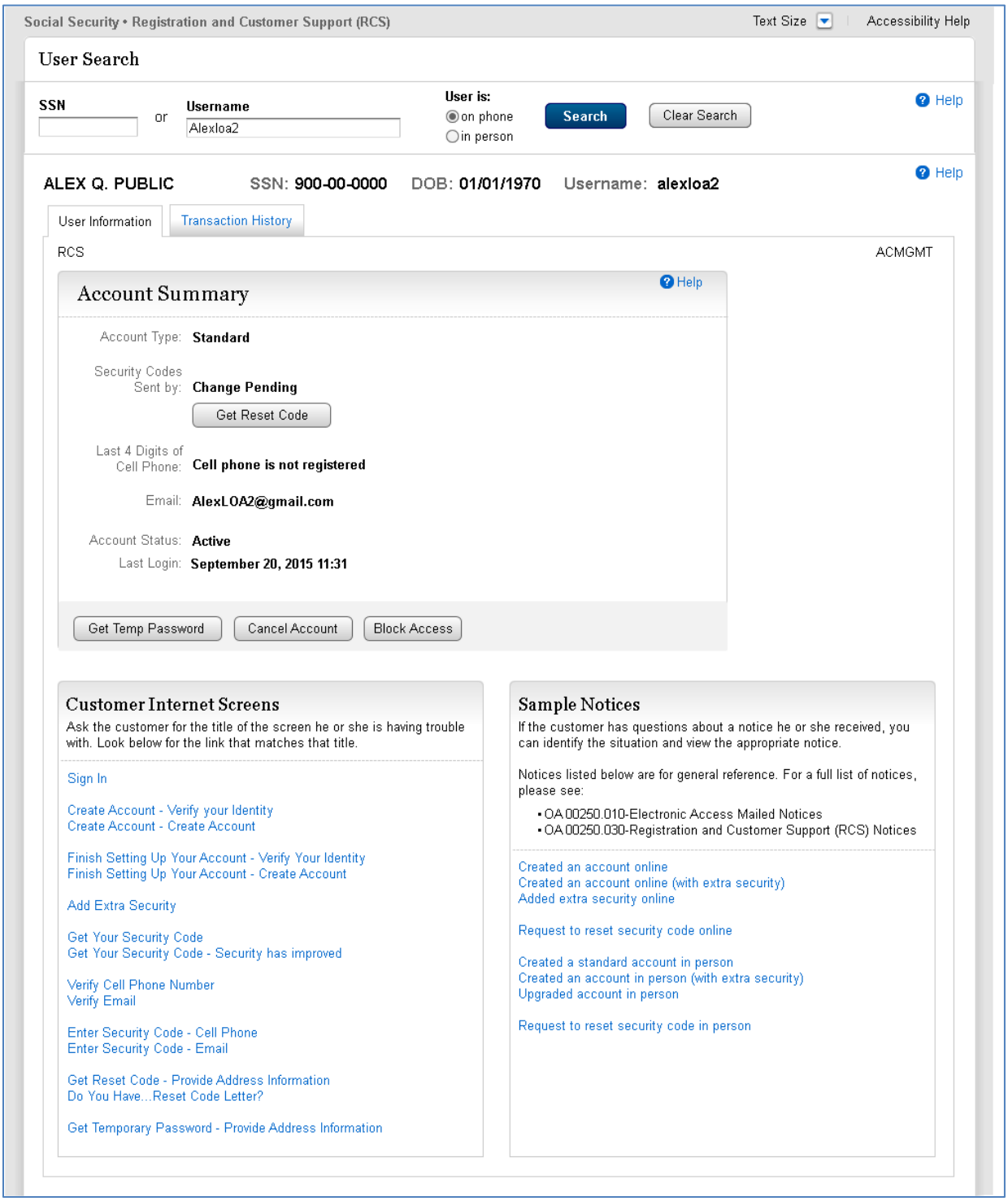
3.6.1. Standard Account (LOA2) In-Person



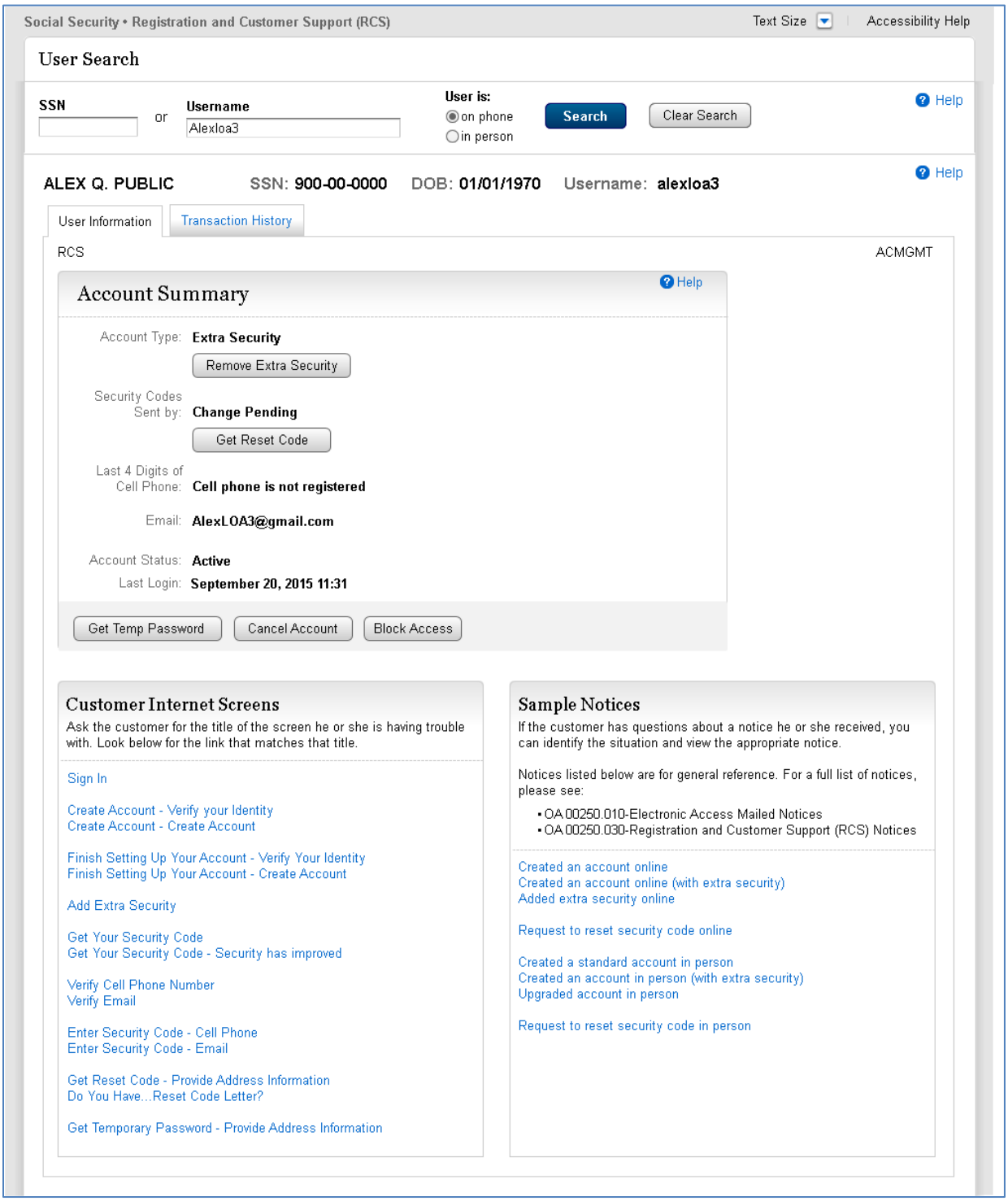
3.6.2. Extra Security Account (LOA3) In-Person



3.6.3. Standard Account (LOA2) On-Phone

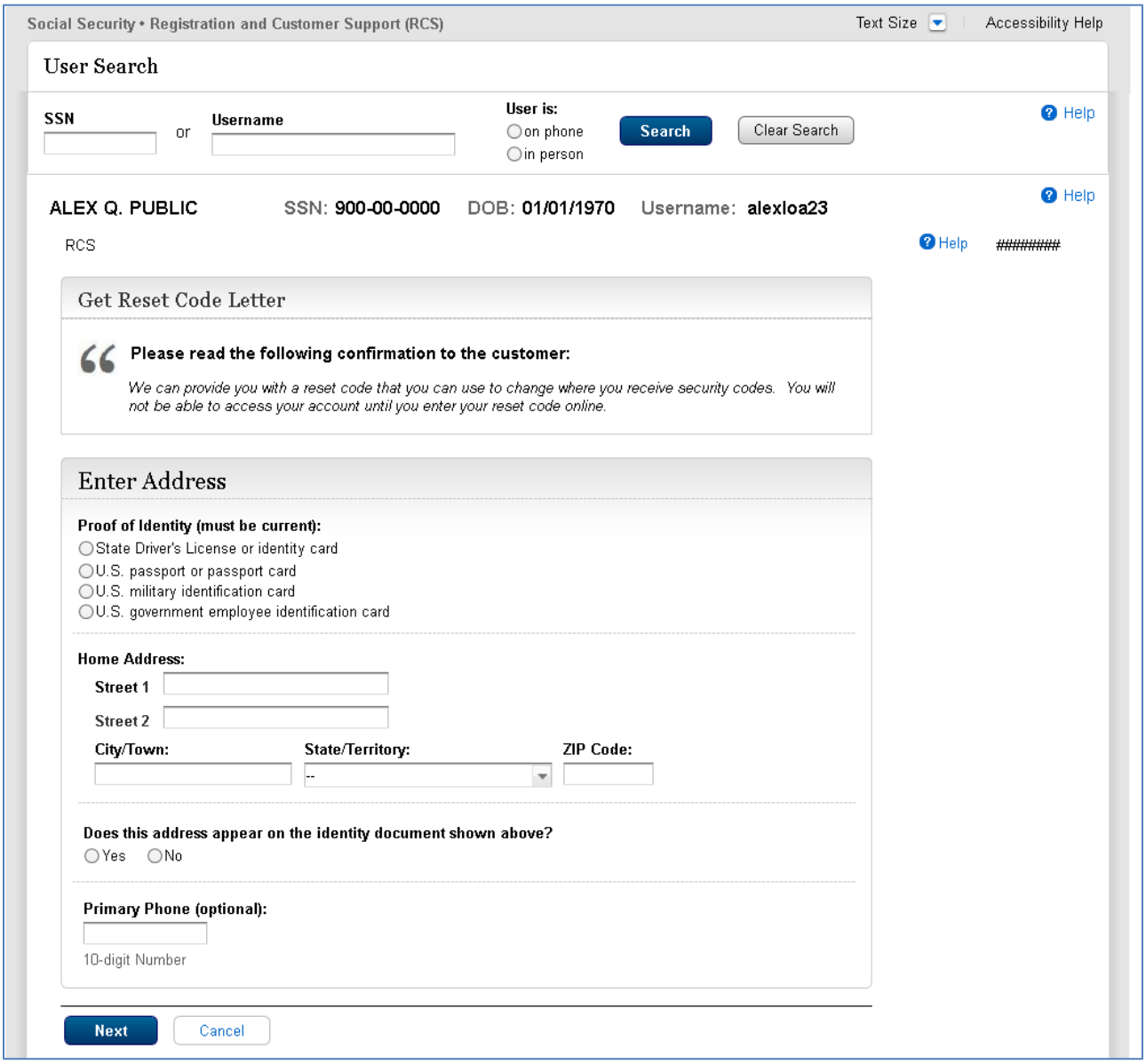


3.6.4. Extra Security Account (LOA3) On-Phone

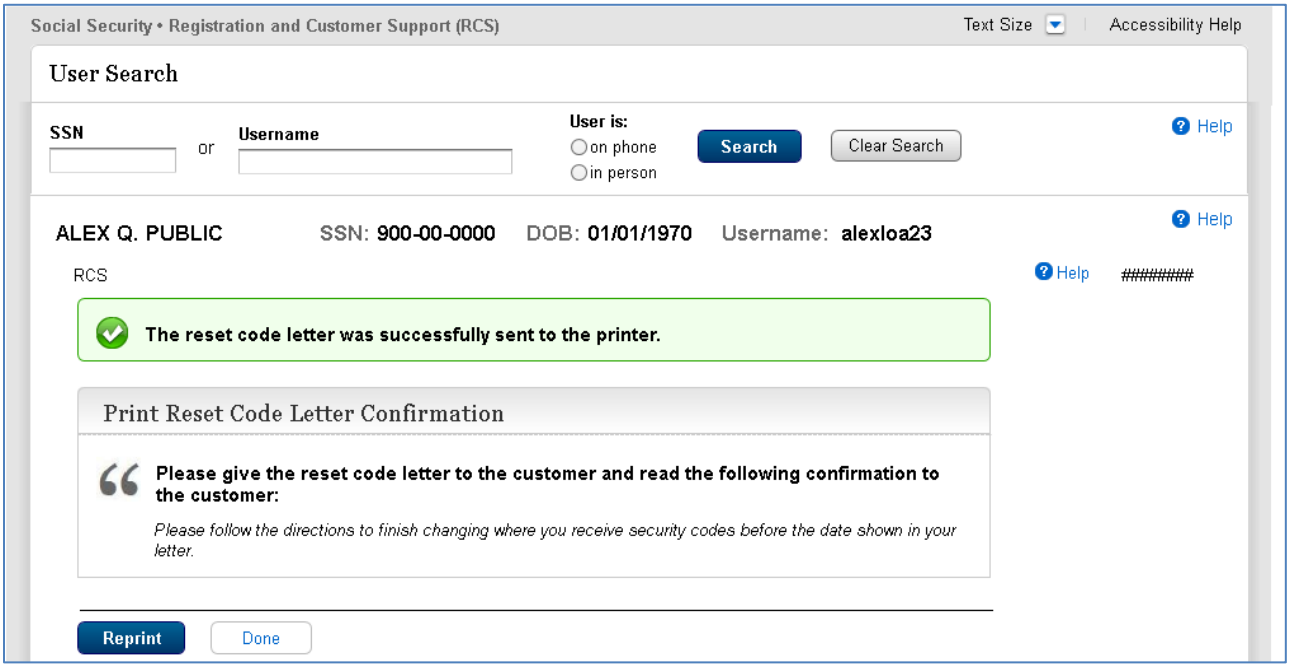


4. Second Factor Reset (LOA2 or LOA3)

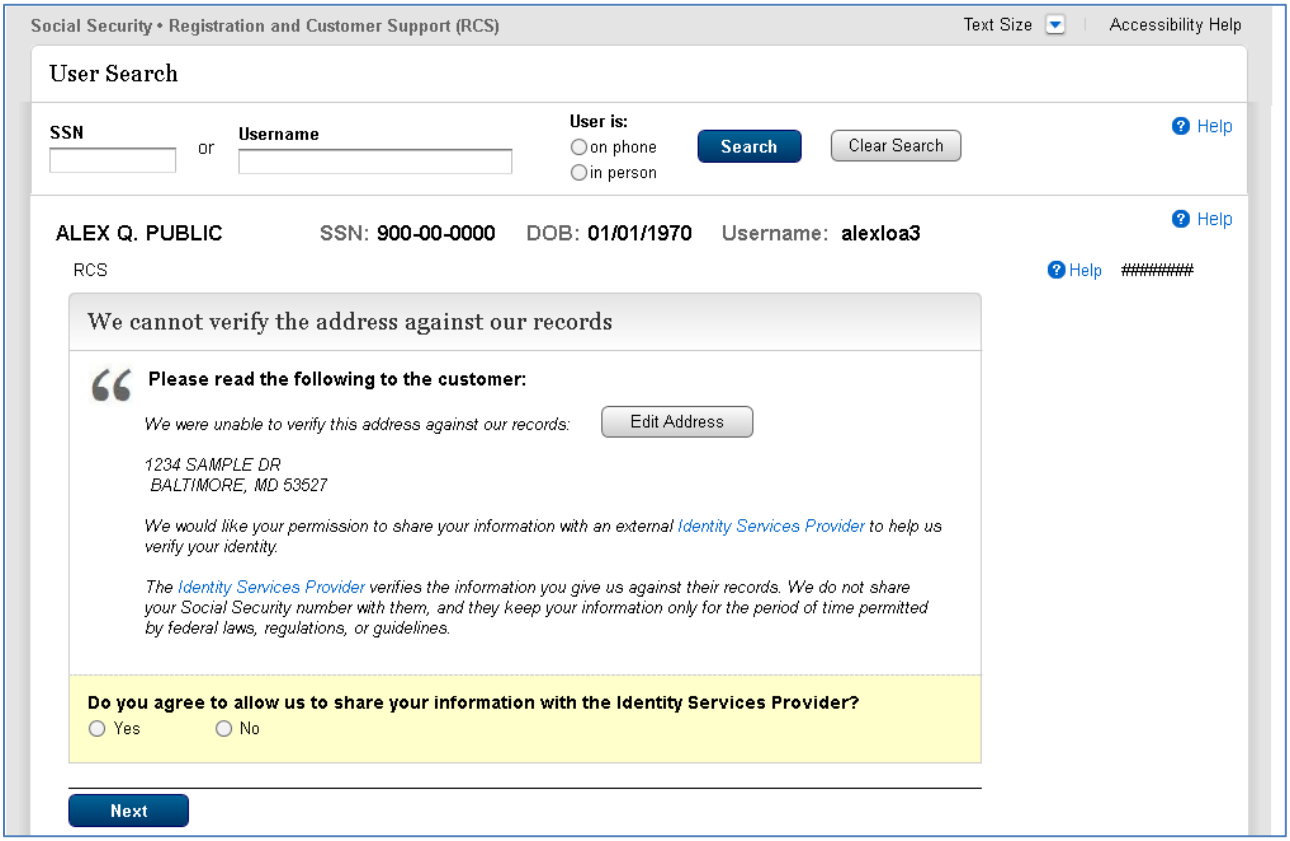
4.1. Address Verification In-Person



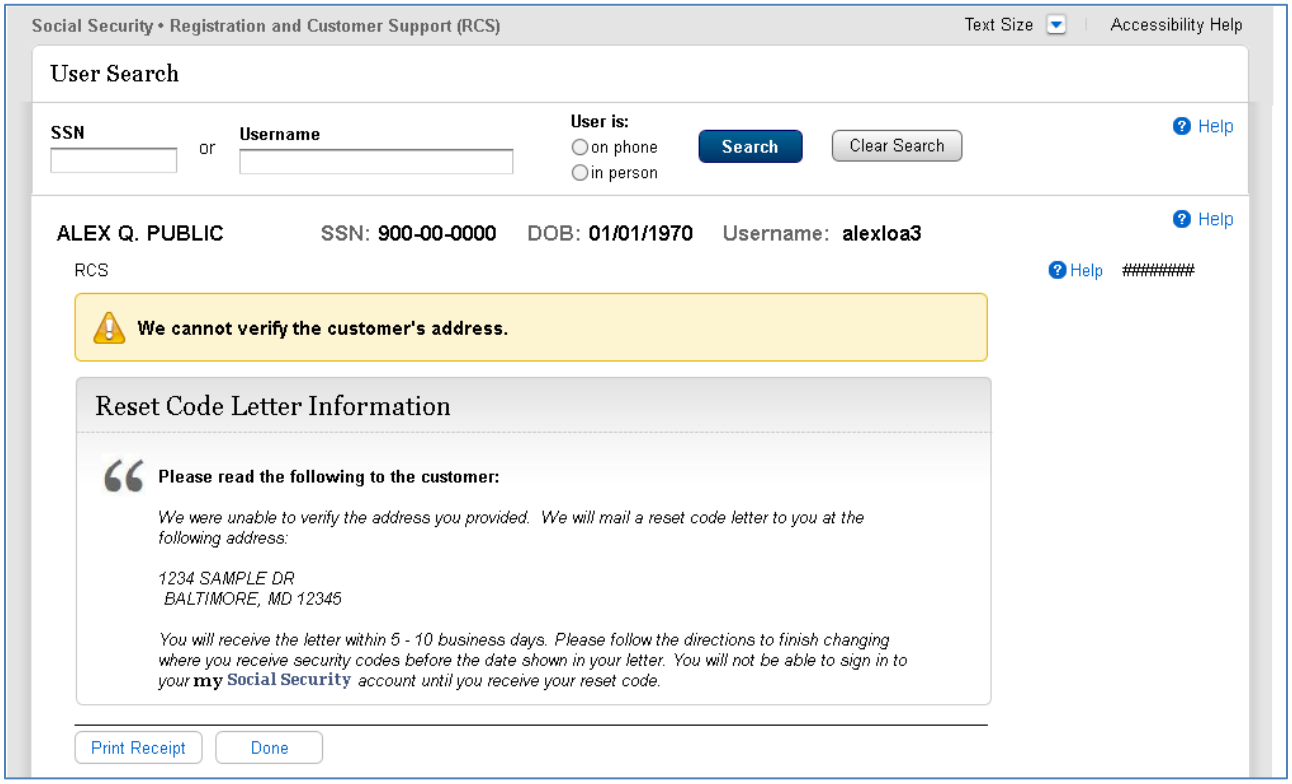
4.2. Address Verified Electronically In-Person



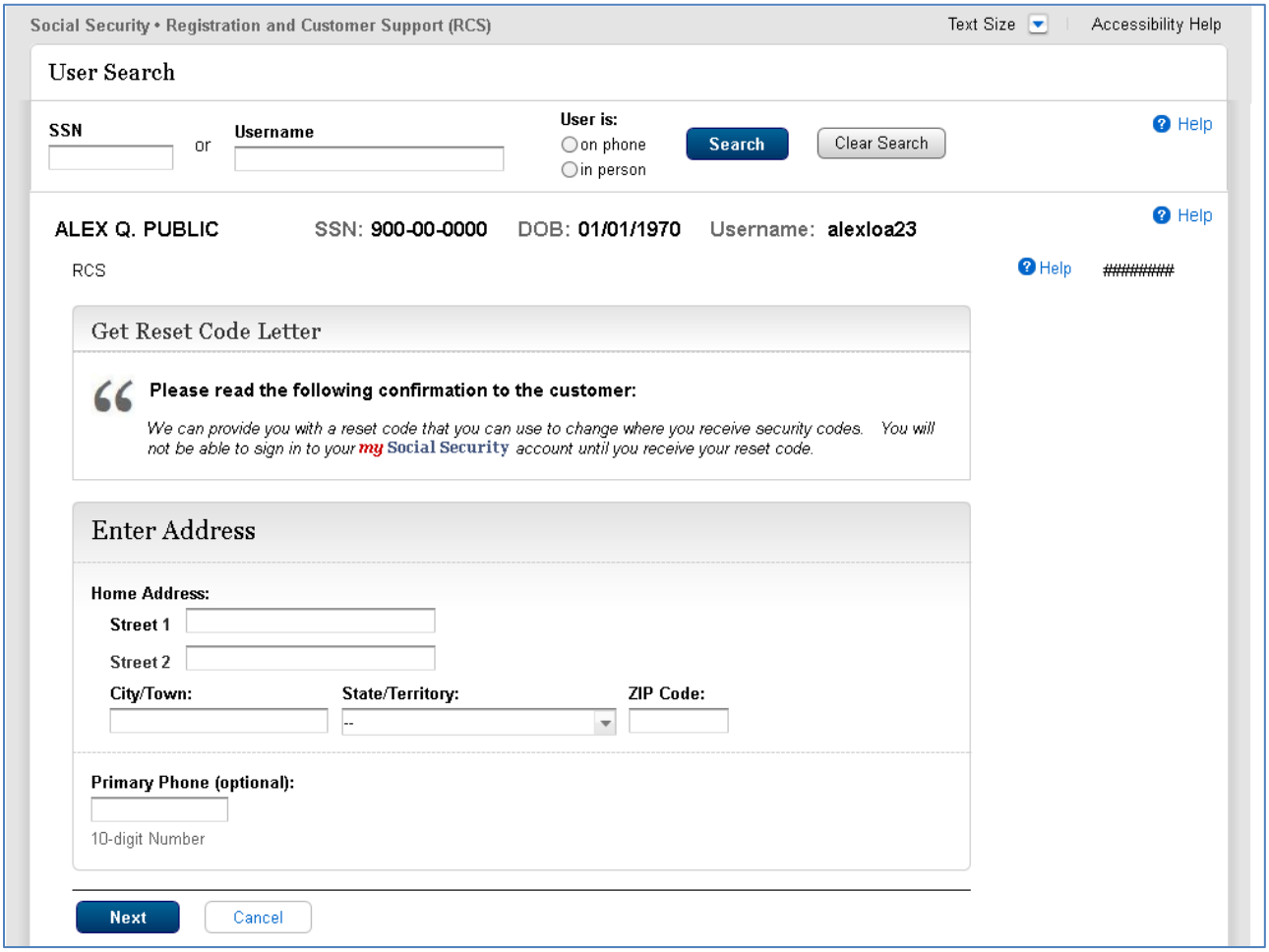
4.3. Cannot Verify Address Internal In Person



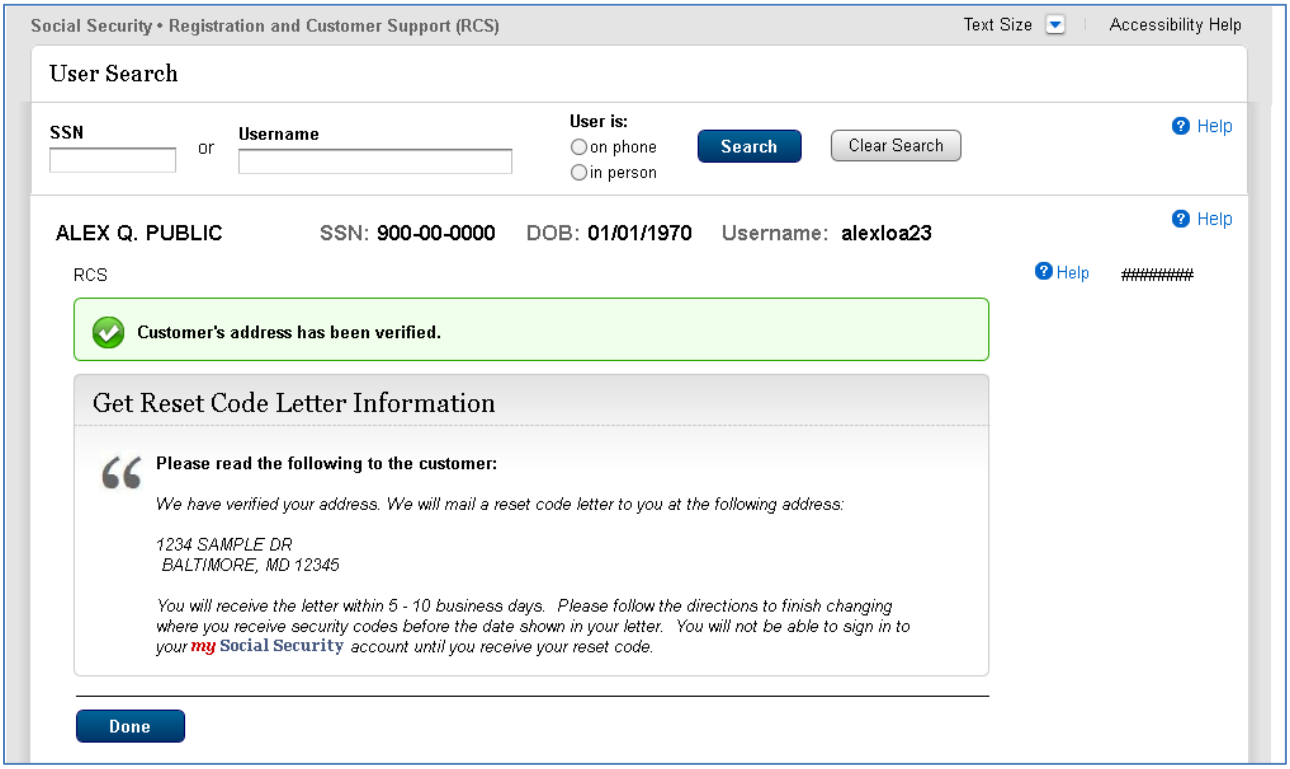
4.4. Decline or Fail External Verification In Person



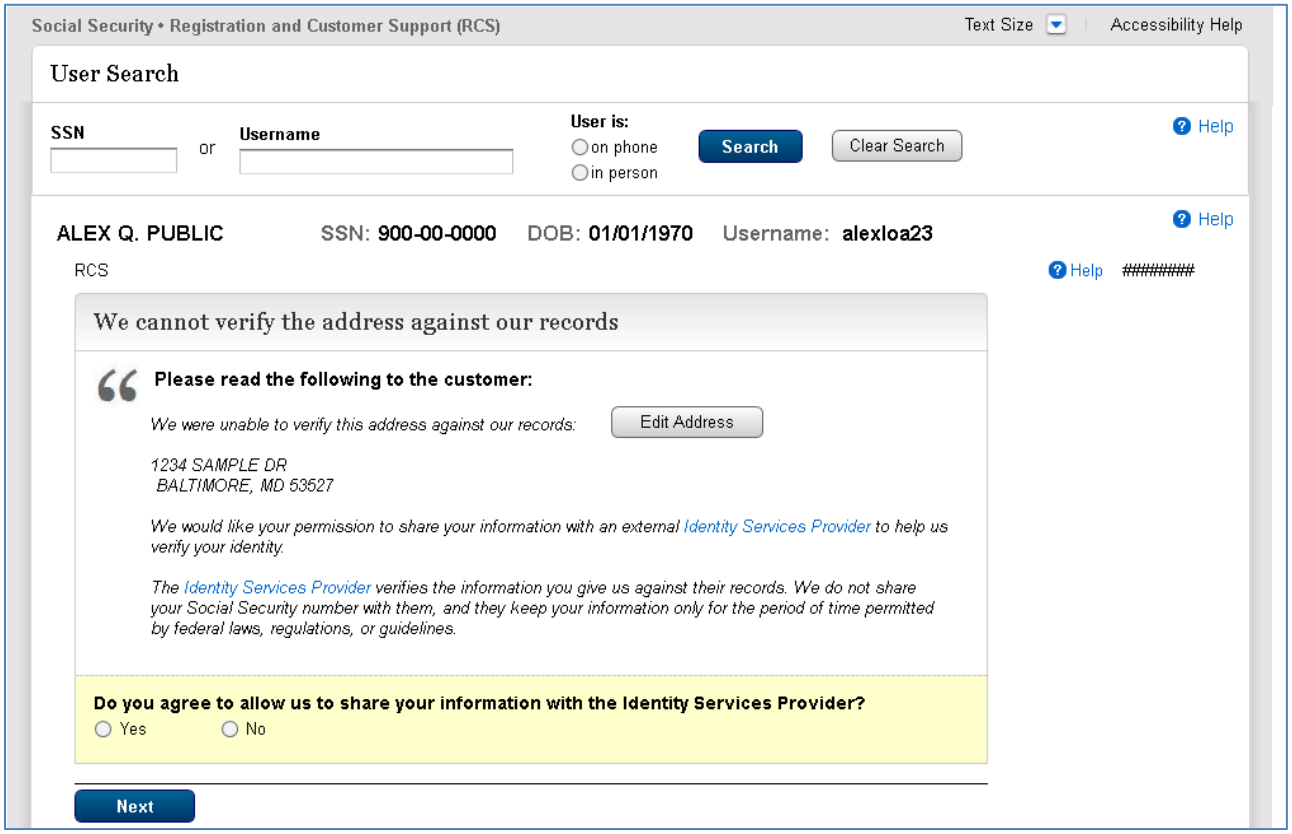
4.5. Address Verification On-Phone



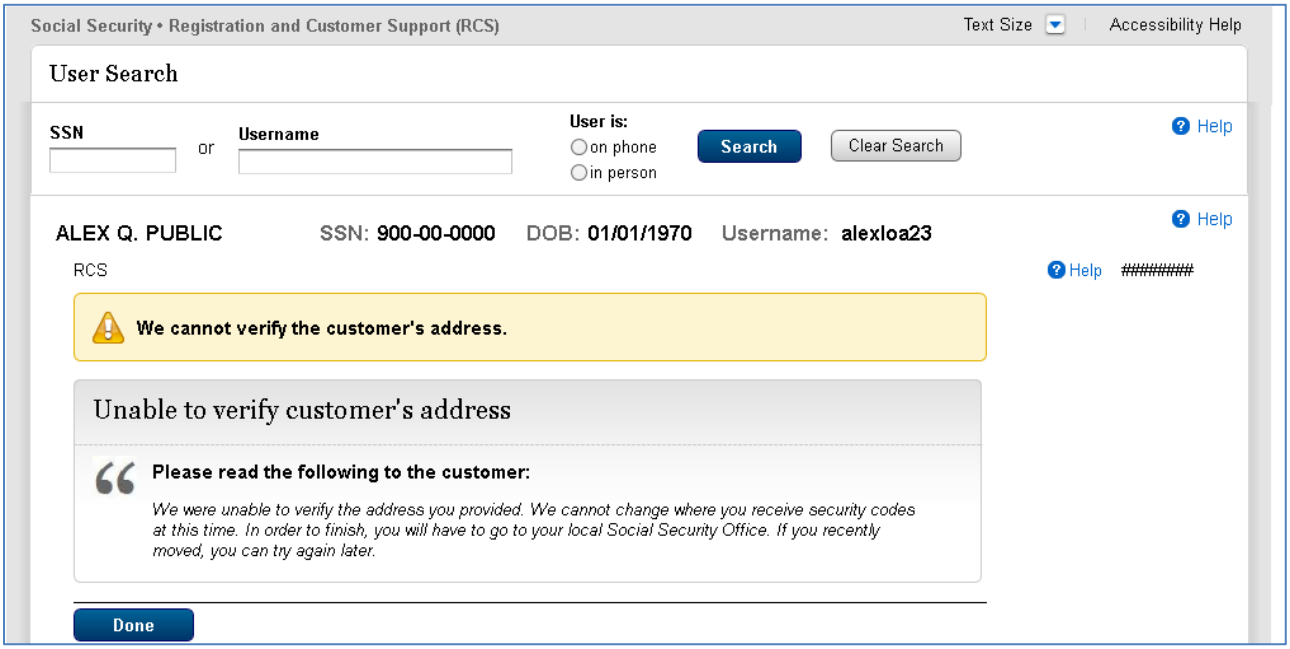
4.6. Address Verified Electronically On-Phone



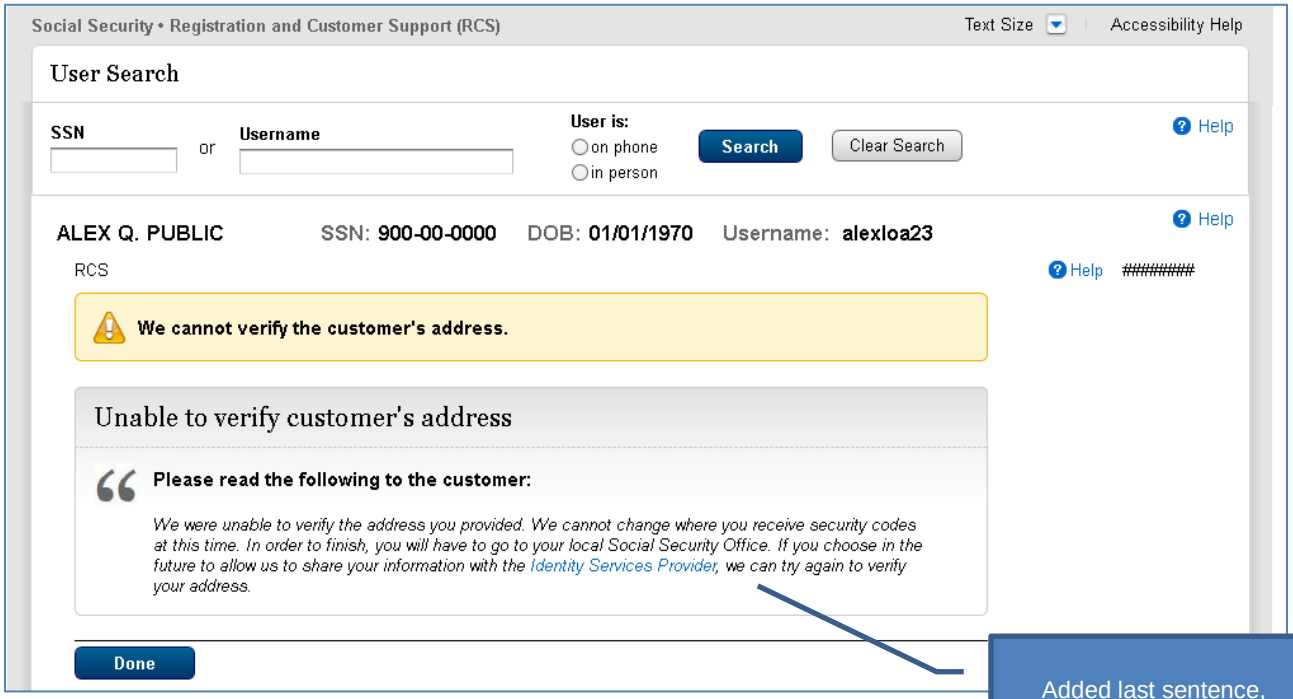
4.7. Cannot Verify Address Internally On Phone



4.8. Address Not Verified Electronically On-Phone



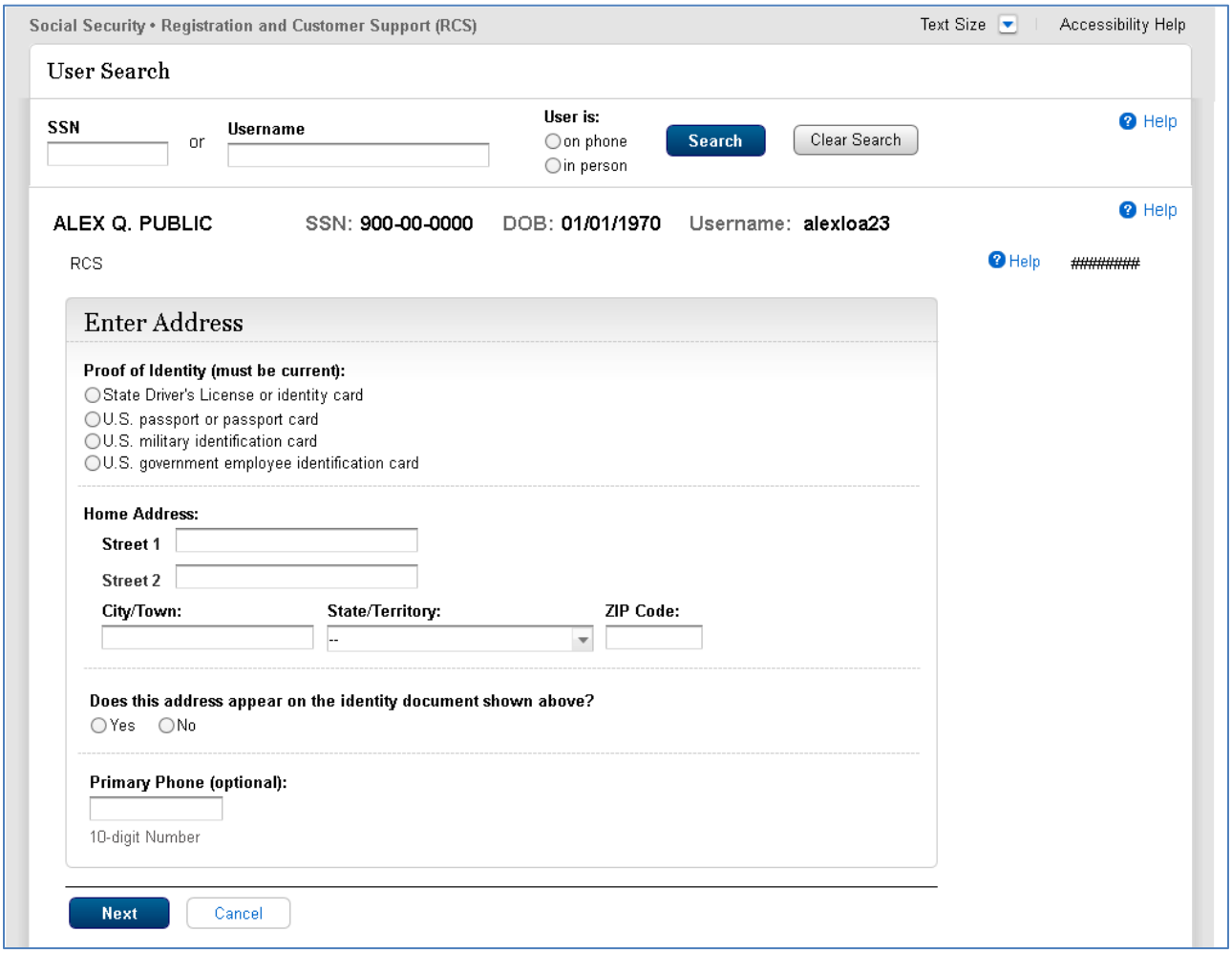
4.9. No to External Verification (LOA2 or LOA3) On Phone



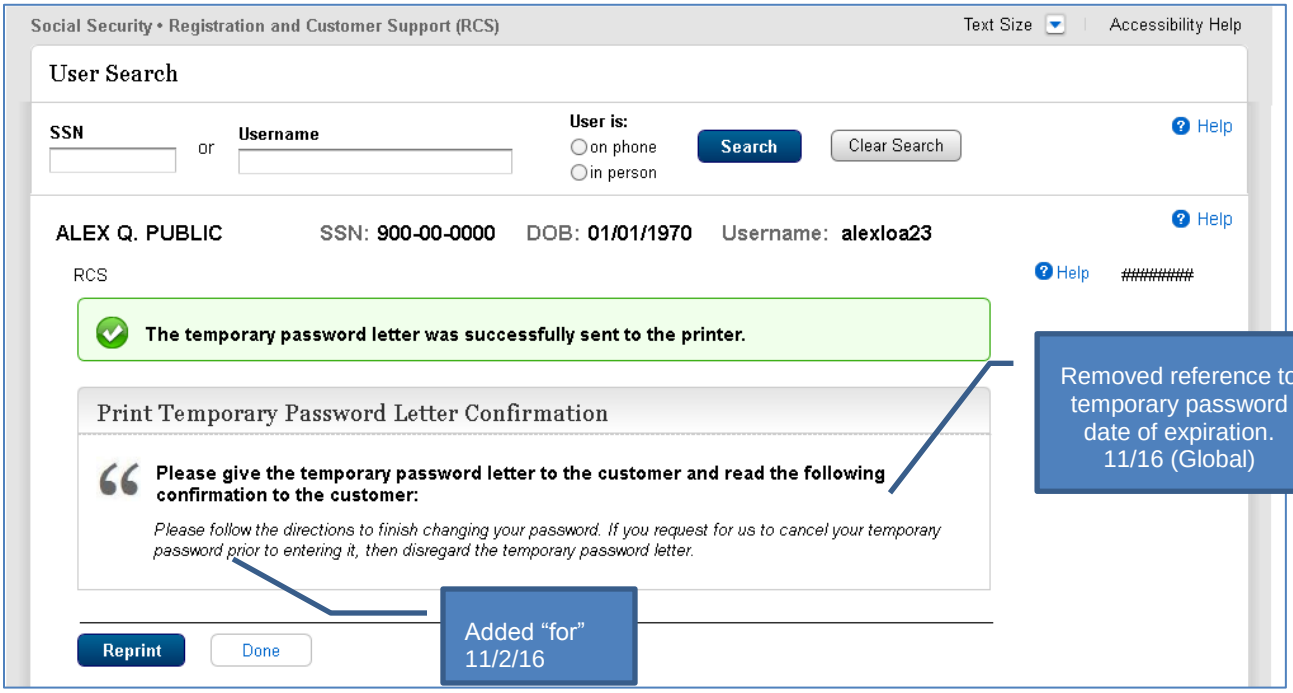
Added last sentence, allowing the customer to share information with the ISP in the future. 11/16

5. Temporary Password (LOA2 or LOA3)

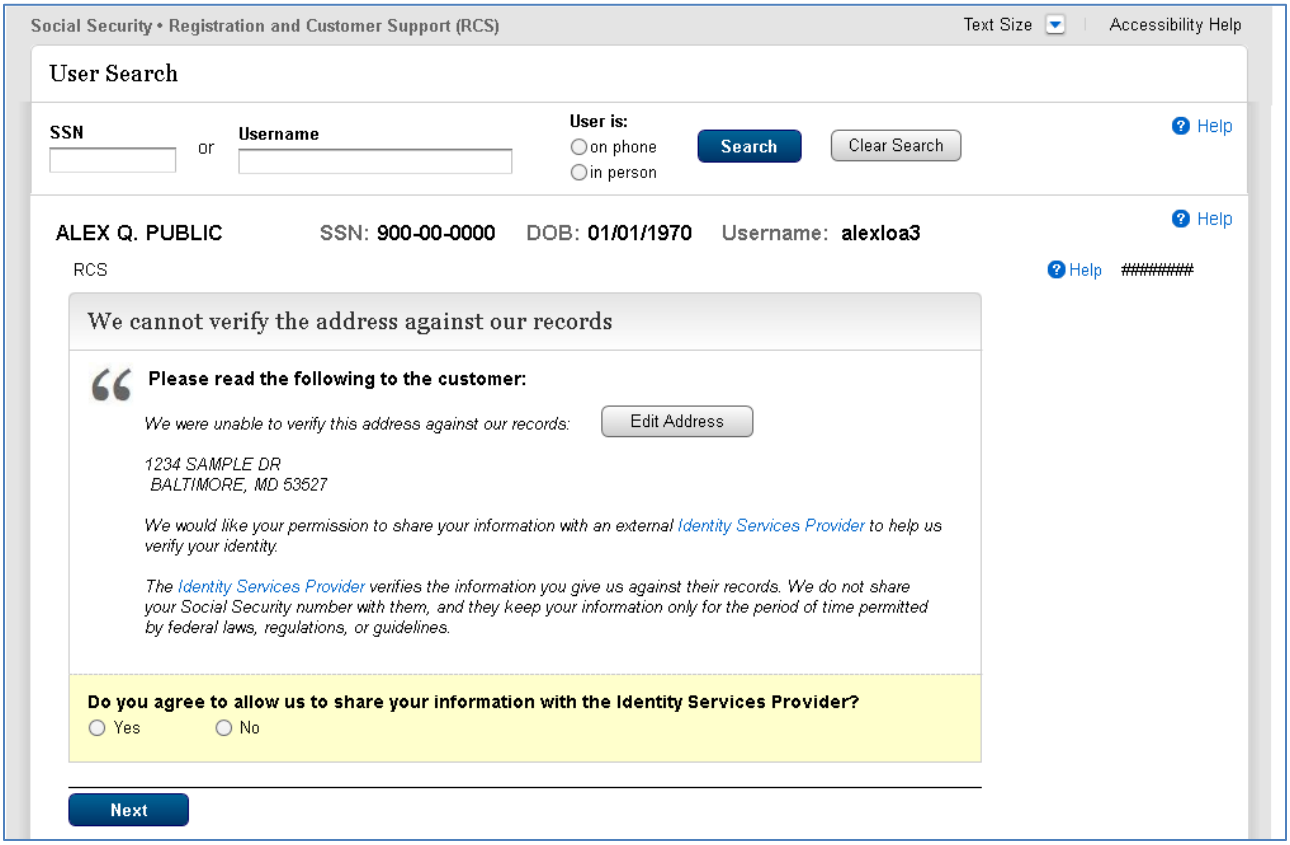
5.1. Address Verification In-Person



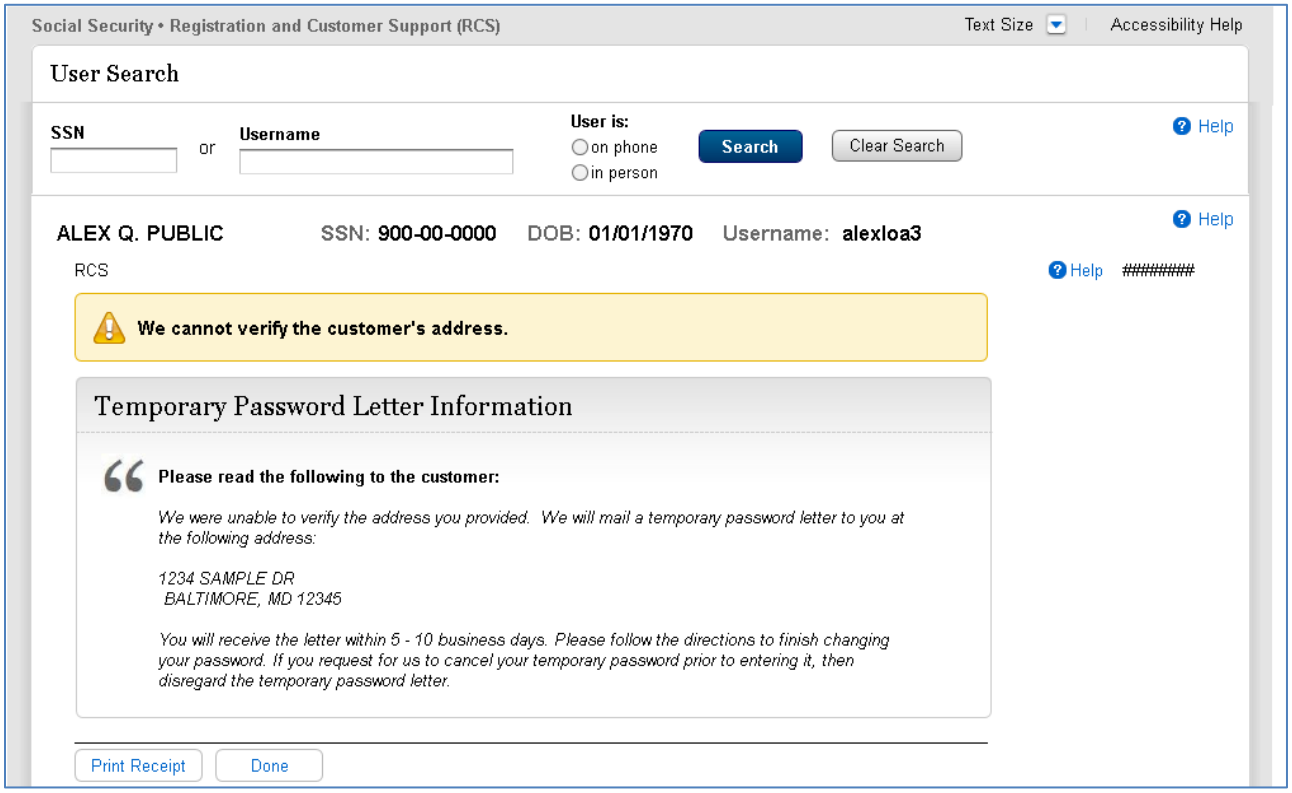
5.2. Address Verifies Electronically In-Person



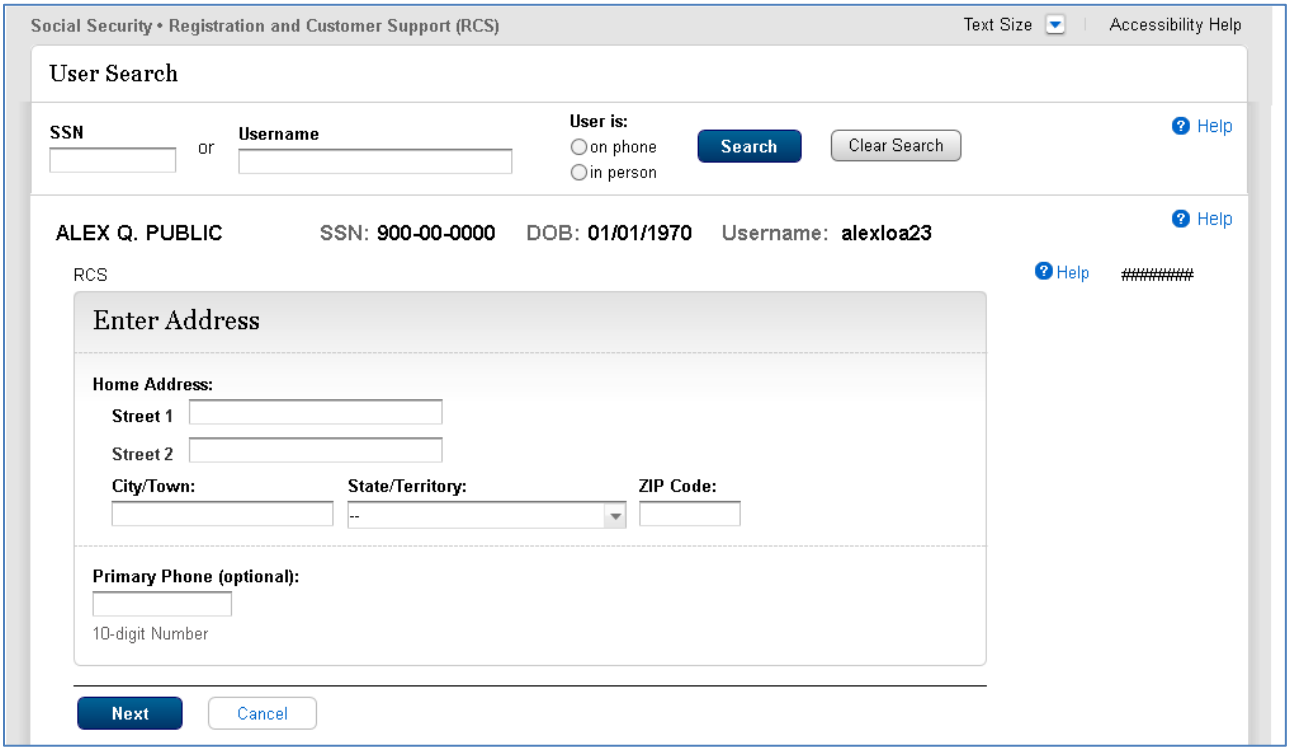
5.3. Cannot Verify Address Internally In Person



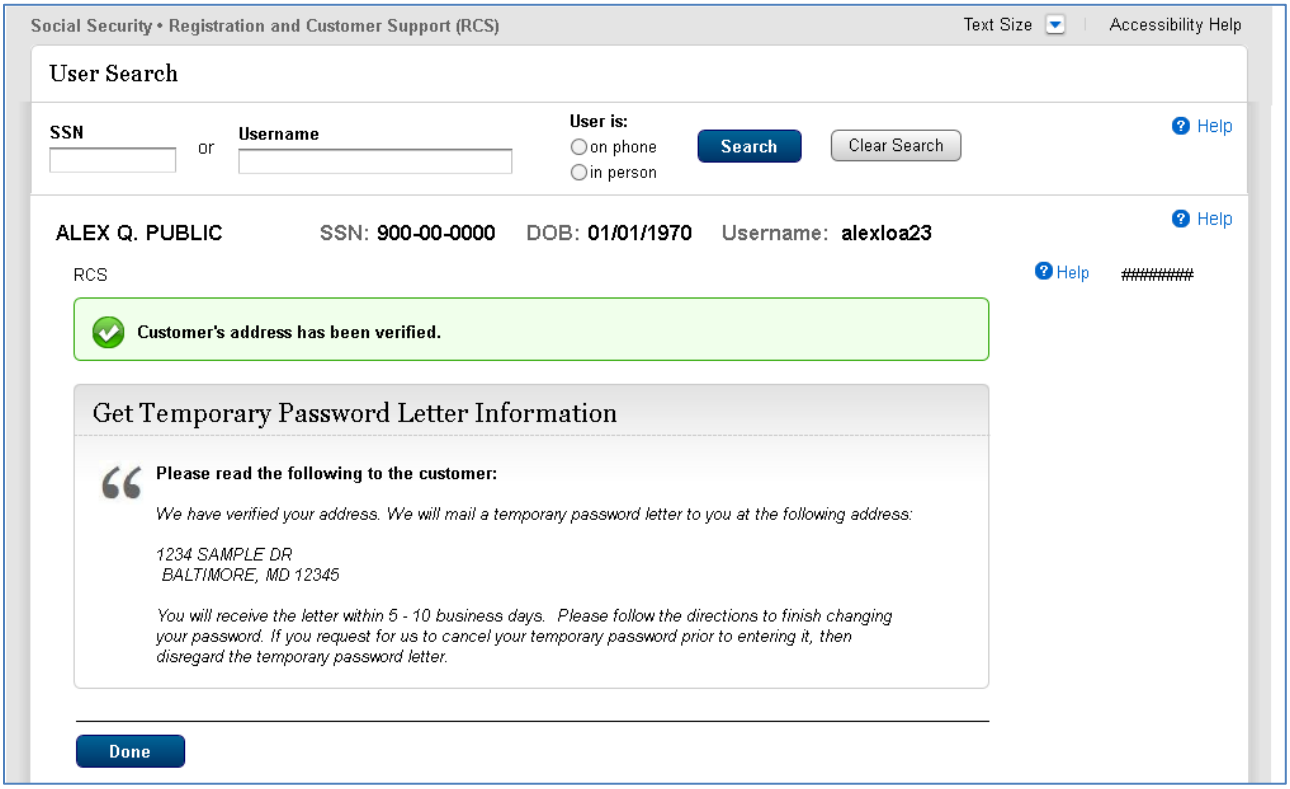
5.4. Decline or Fail External Verification In Person



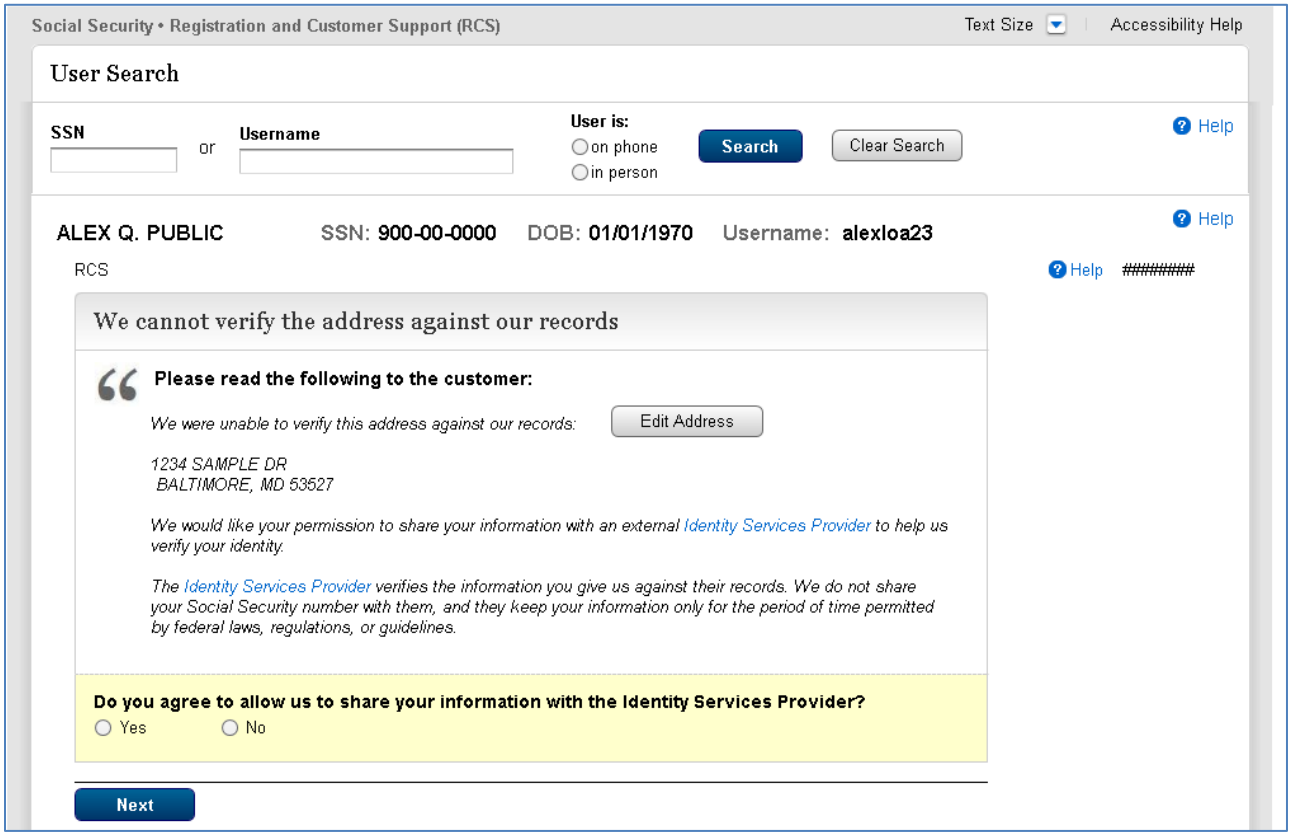
5.5. Address Verification On-Phone



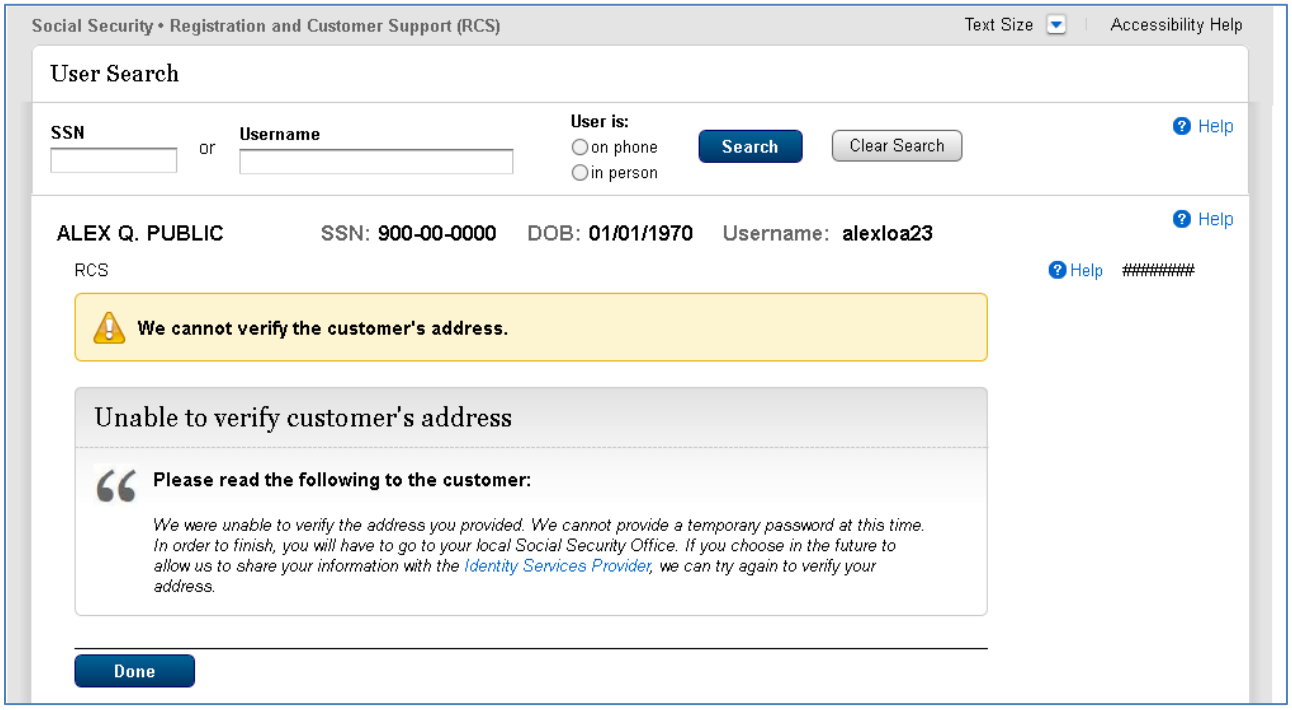
5.6. Address Verified Electronically On-Phone



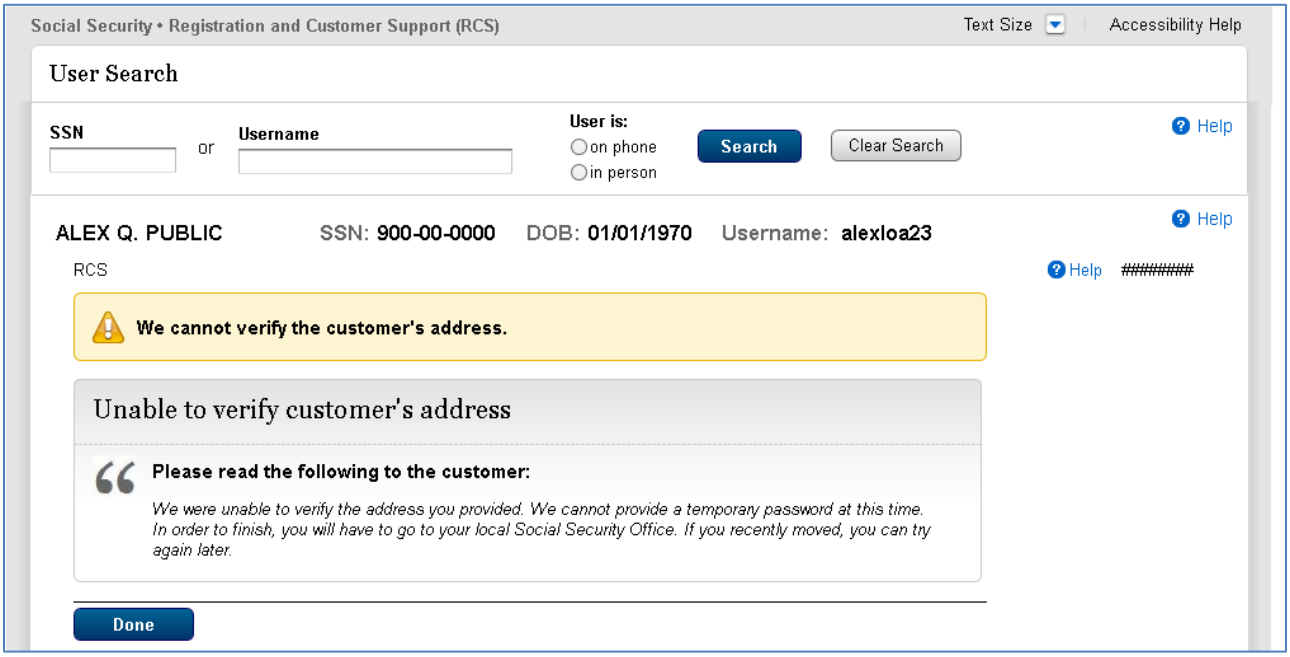
5.7. Cannot Verify Address Internally On Phone



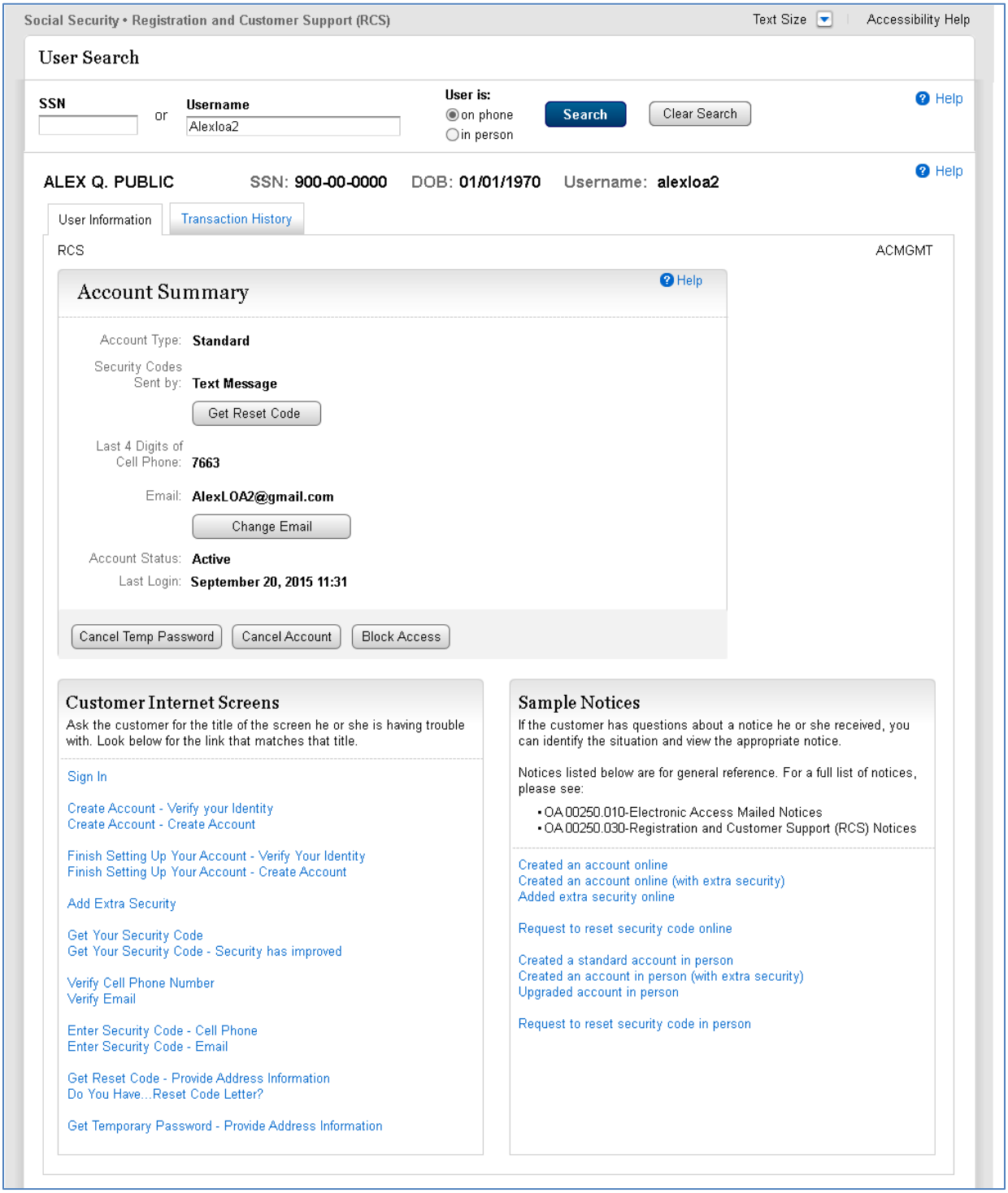
5.8. No to External Verification On Phone



5.9. Address Not Verified Electronically On-Phone

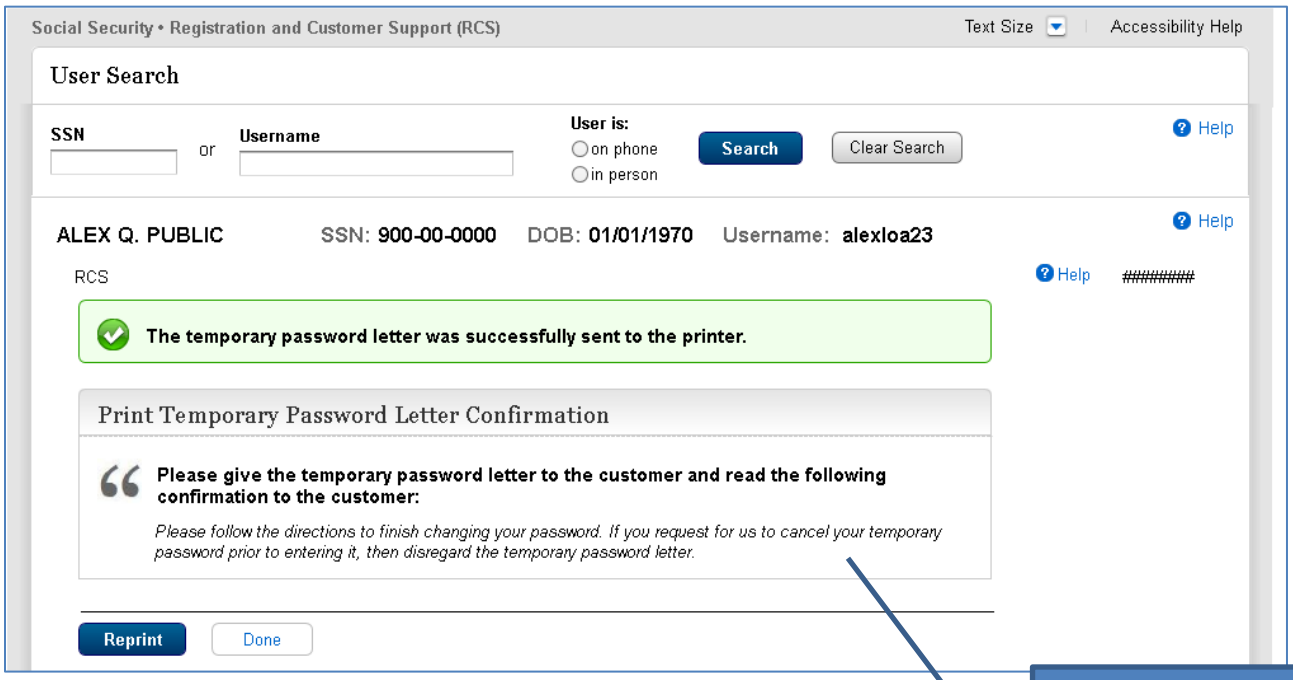


5.10. Cancel Temp Password – Account Summary (LOA2) In-Person



6. Temporary Password with Cell Phone as Only Registered Second Factor In Person (LOA2 or LOA3)

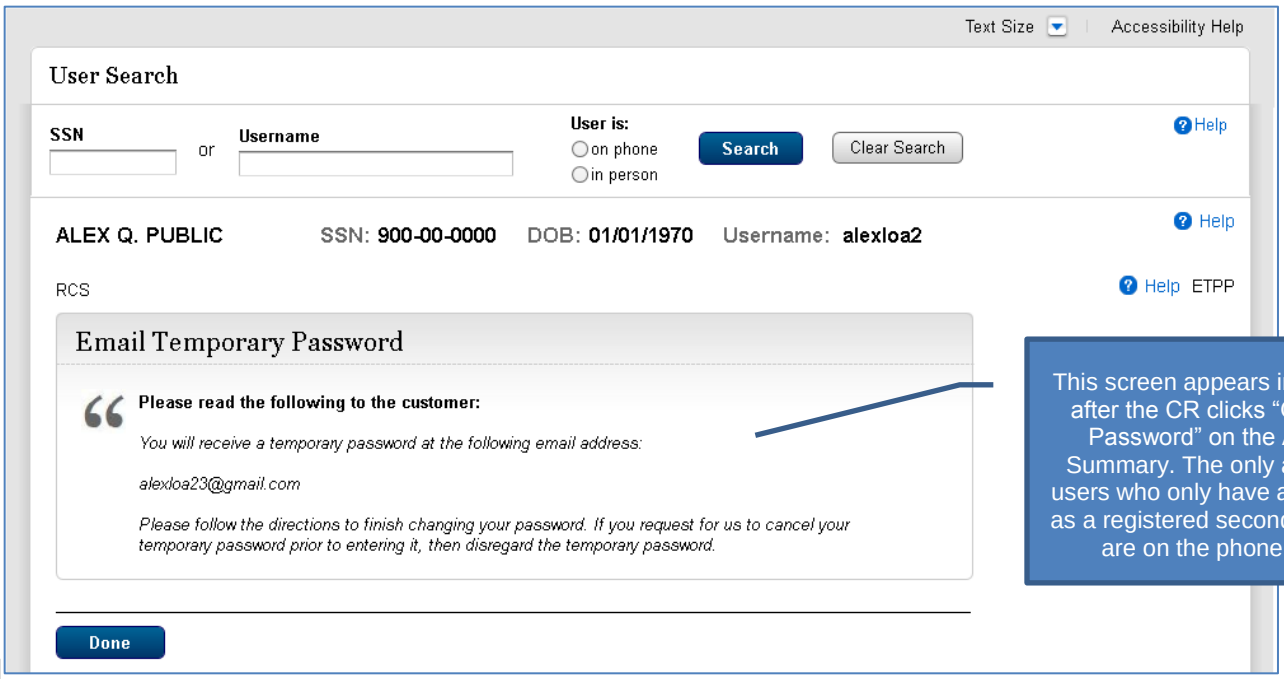
6.1. Hand-In Temporary Password Letter



This screen appears immediately after the CR clicks “Get Temp Password” on the Account Summary. The only applies for users who only have a cell phone as a registered second factor and are in the field office. 11/15

7. Temporary Password with Cell Phone as Only Registered Second Factor On Phone (LOA2 or LOA3)

7.1. Email Temporary Password Letter



This screen appears immediately after the CR clicks “Get Temp Password” on the Account Summary. The only applies for users who only have a cell phone as a registered second factor and are on the phone. 11/15

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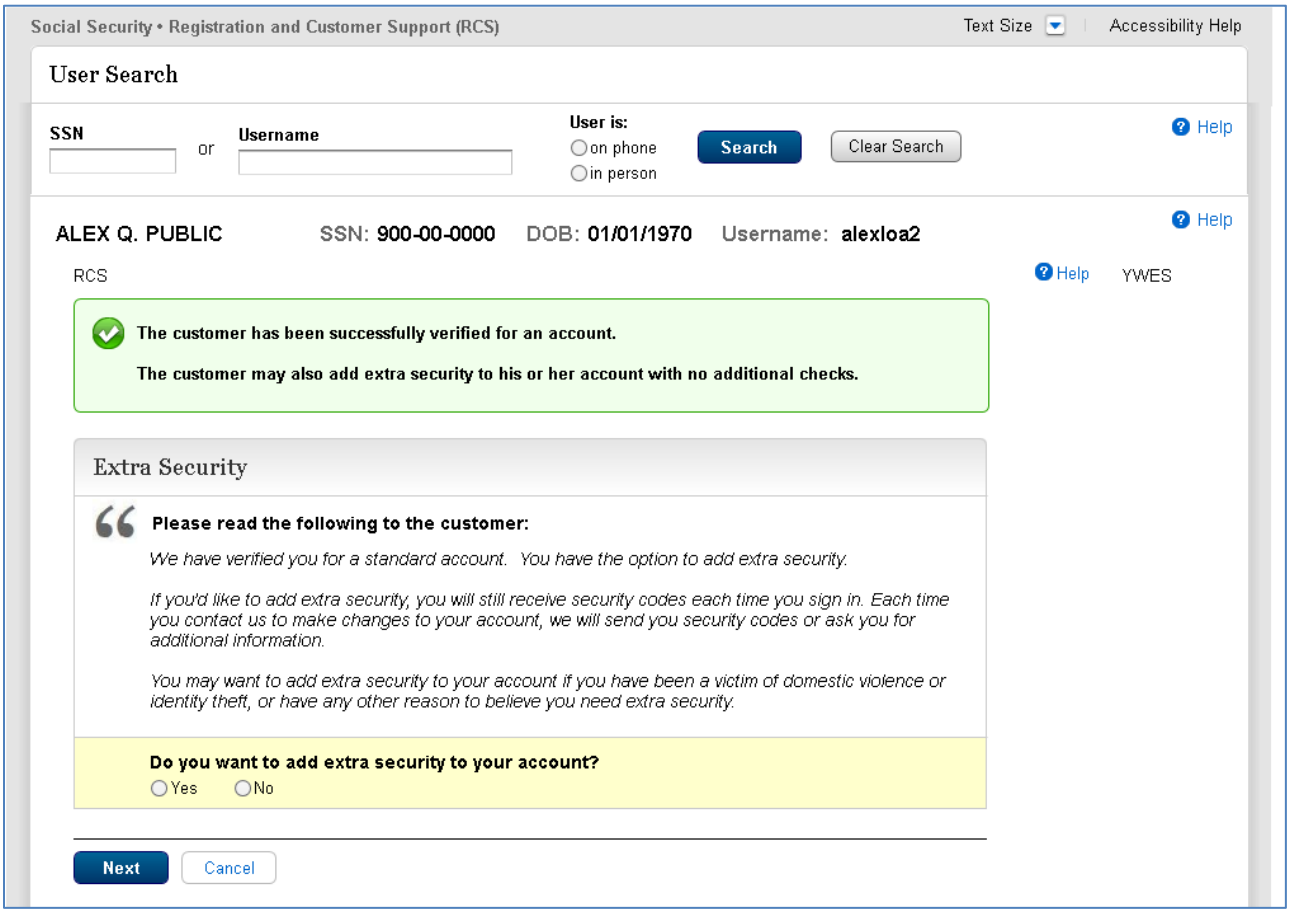
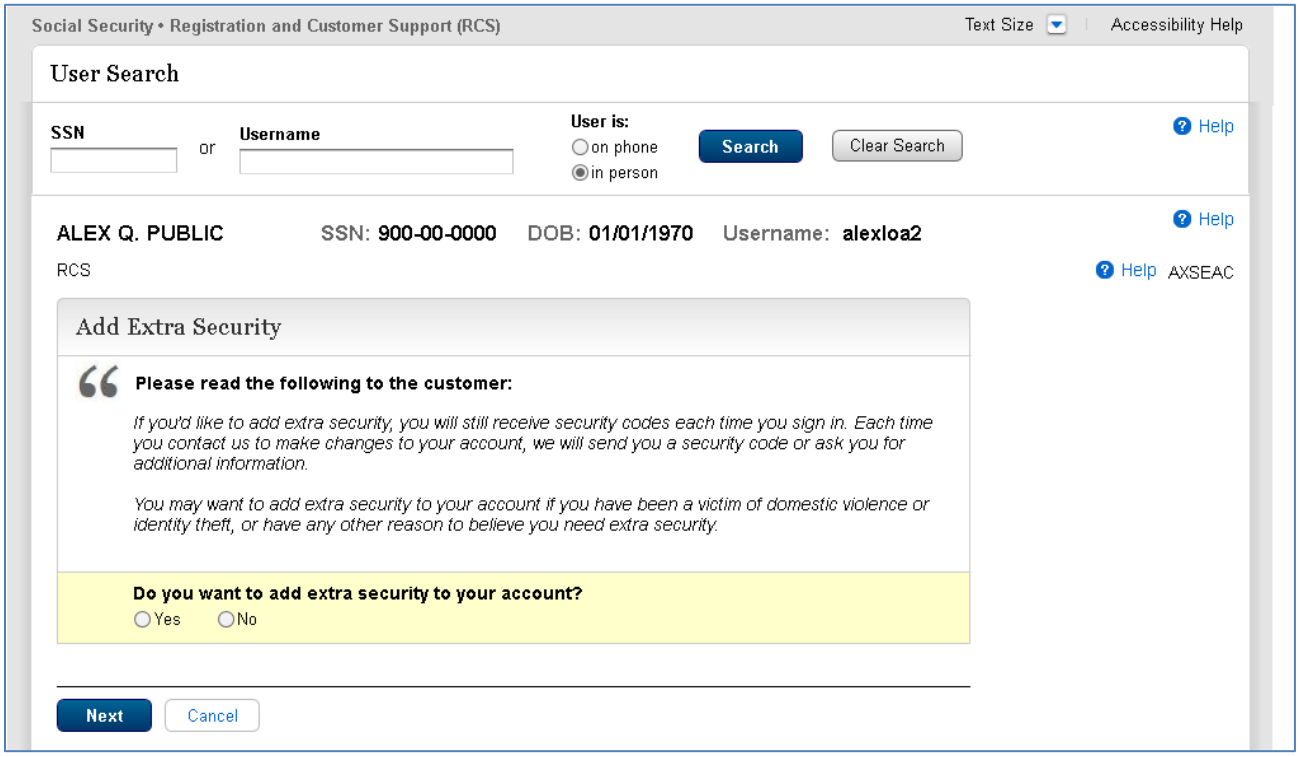
8. Elevate Account In-Person (In-Person Only)

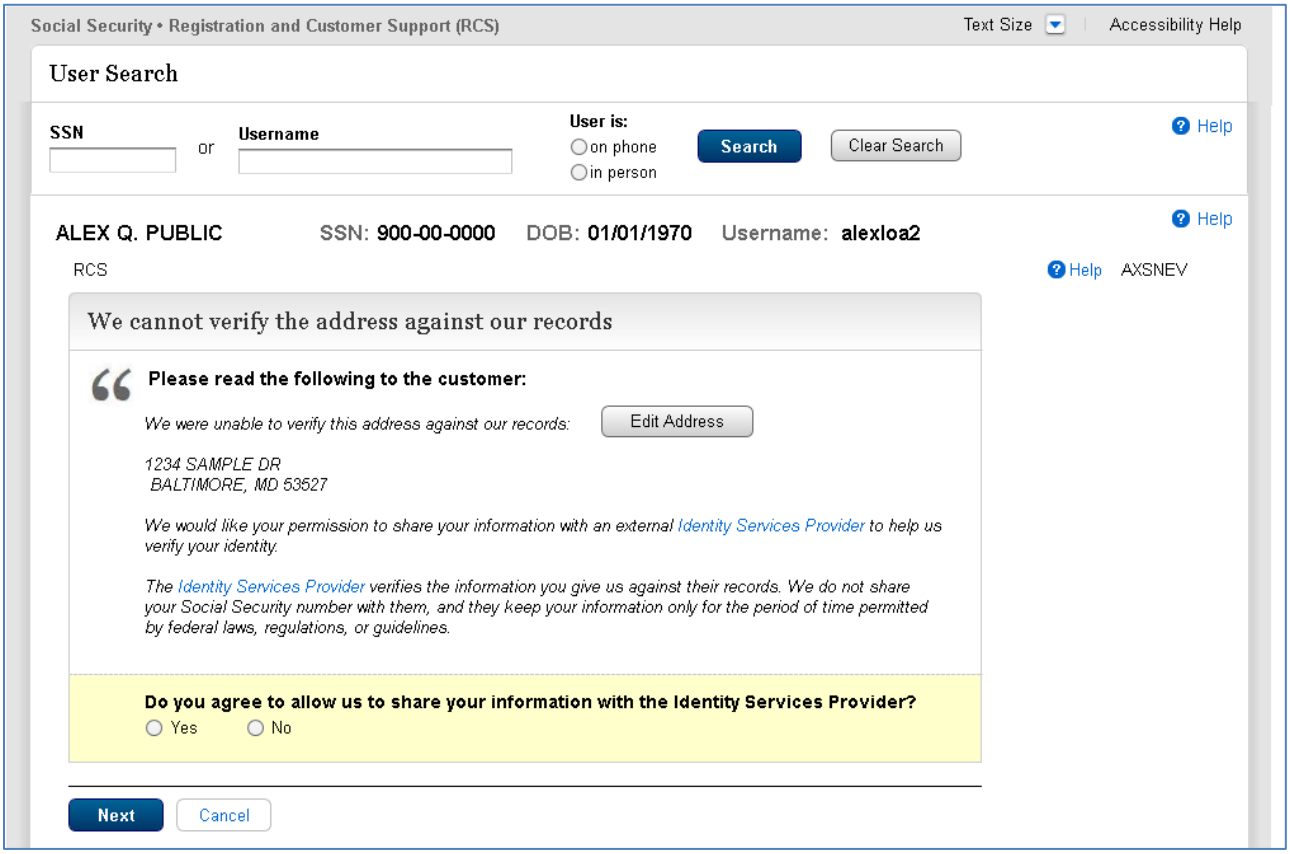
8.1. Newly Created Account - YWES



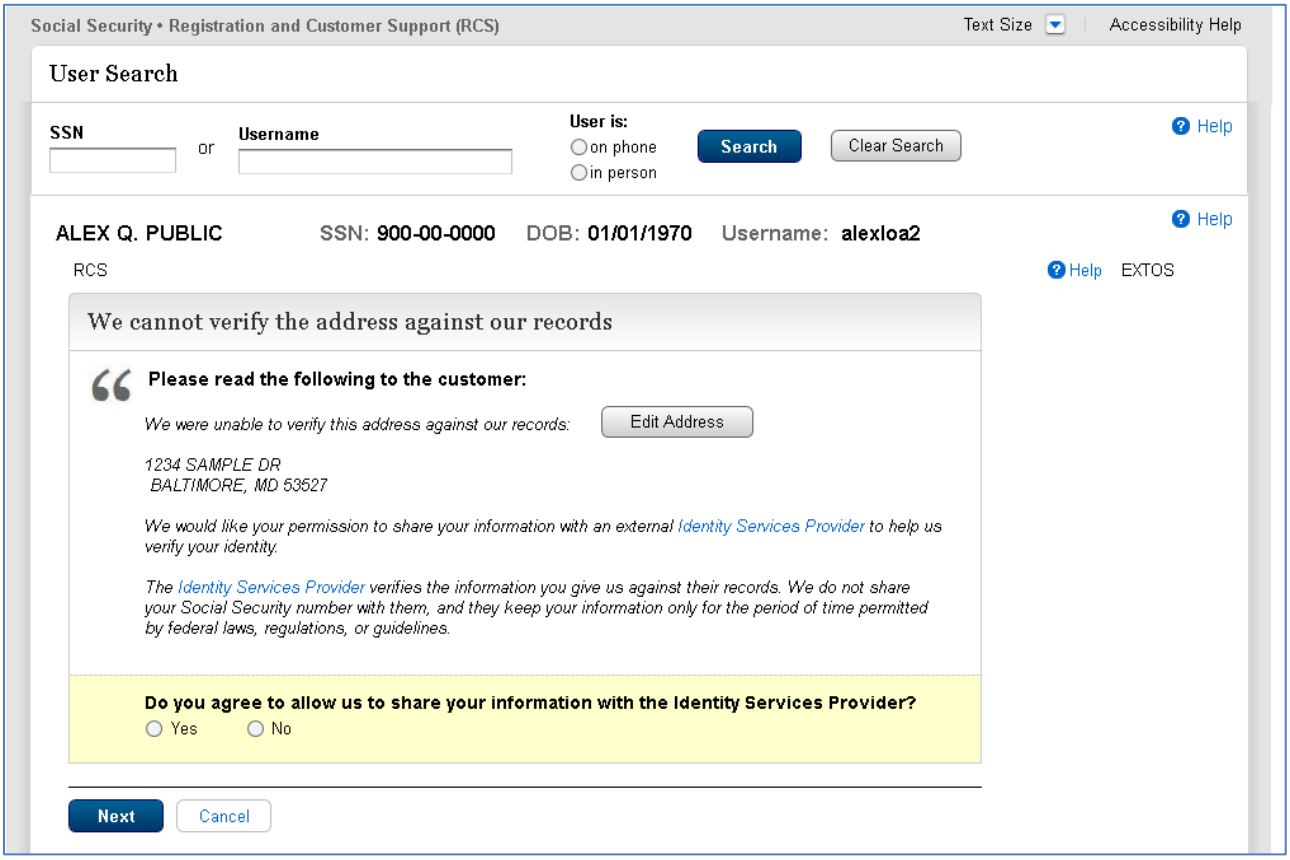
8.2. Existing Account (AXSEAC)



8.3. Cannot Verify Address Internal (AXSNEV)

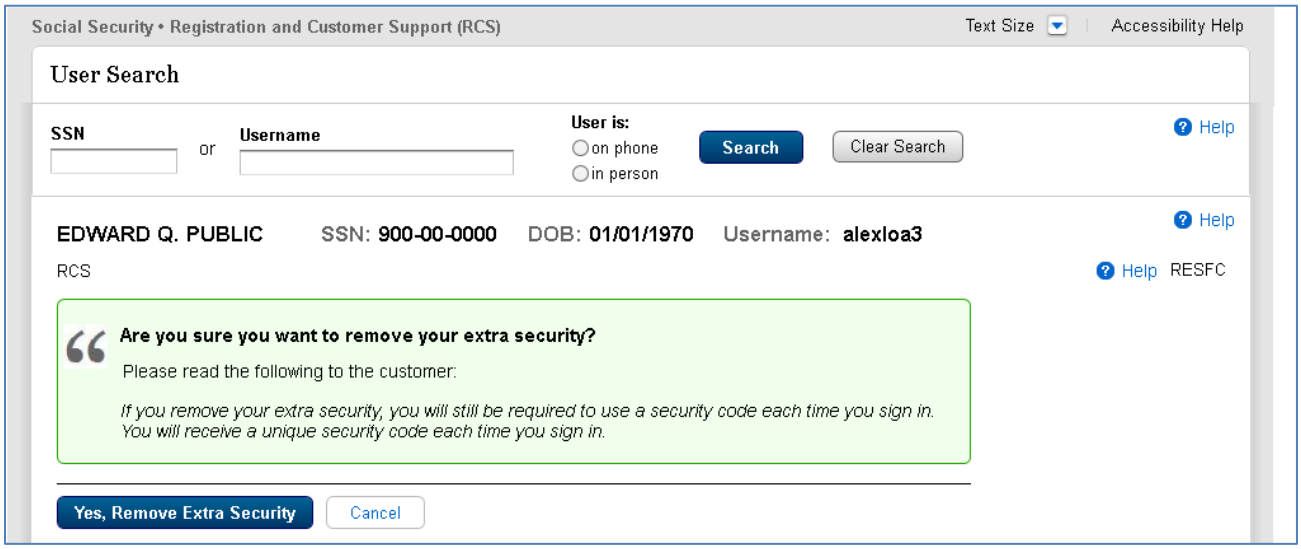


8.4. Cannot Verify Address Internal (EXTOS)

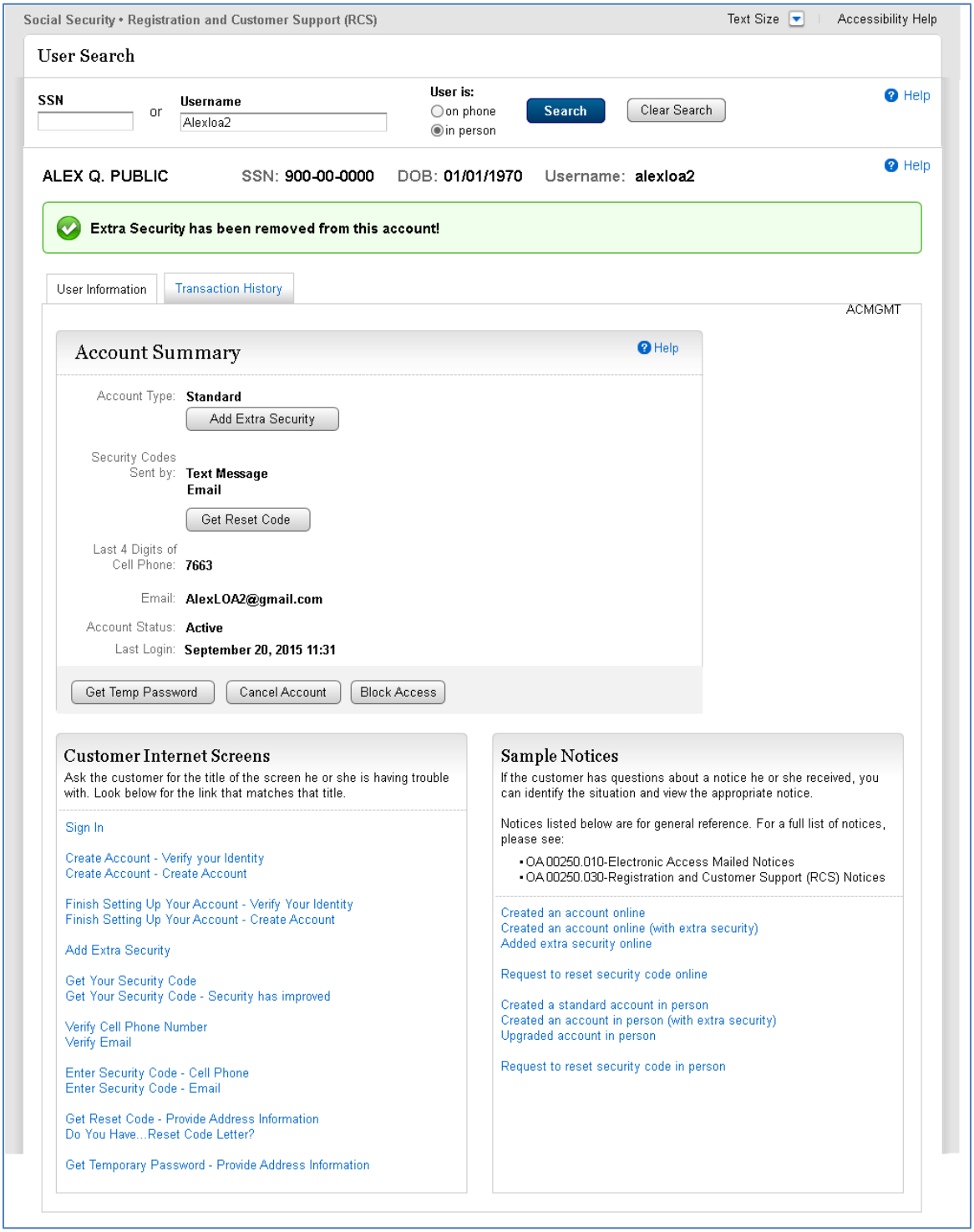


9. Remove Extra Security In-Person

9.1. “Are you sure you want to remove your extra security?”

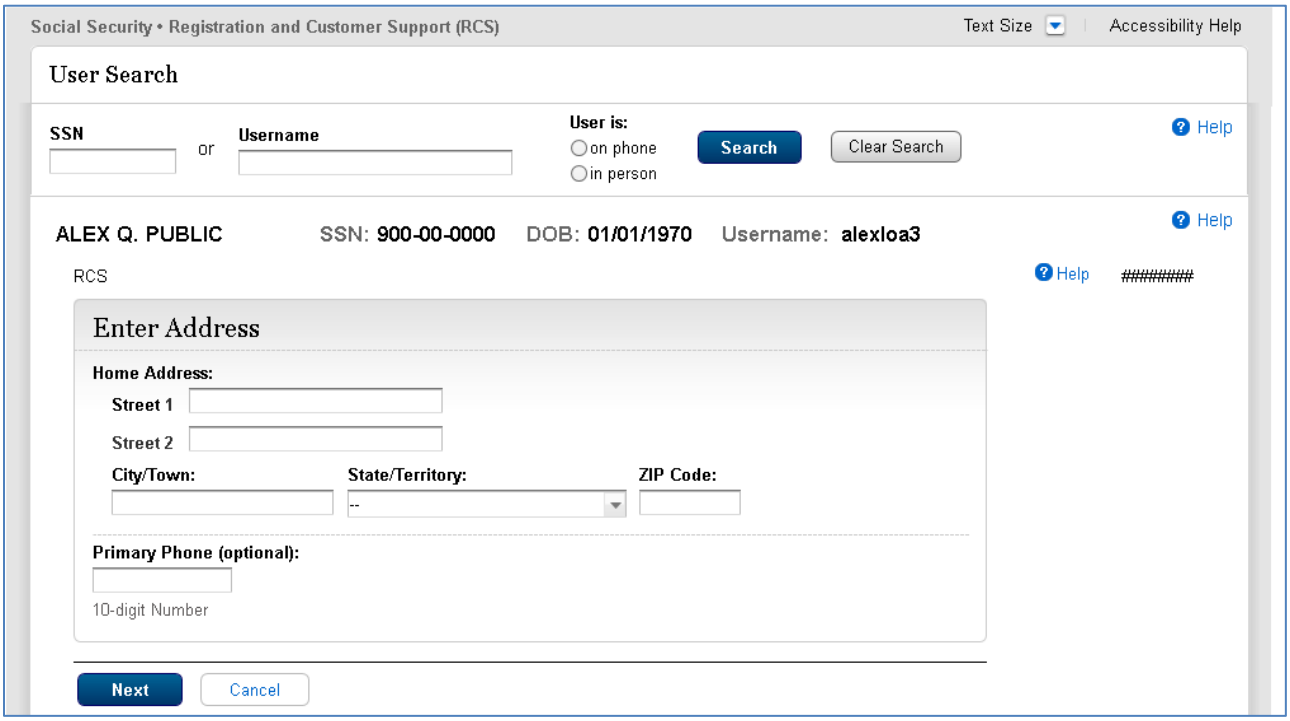


9.2. Confirmation

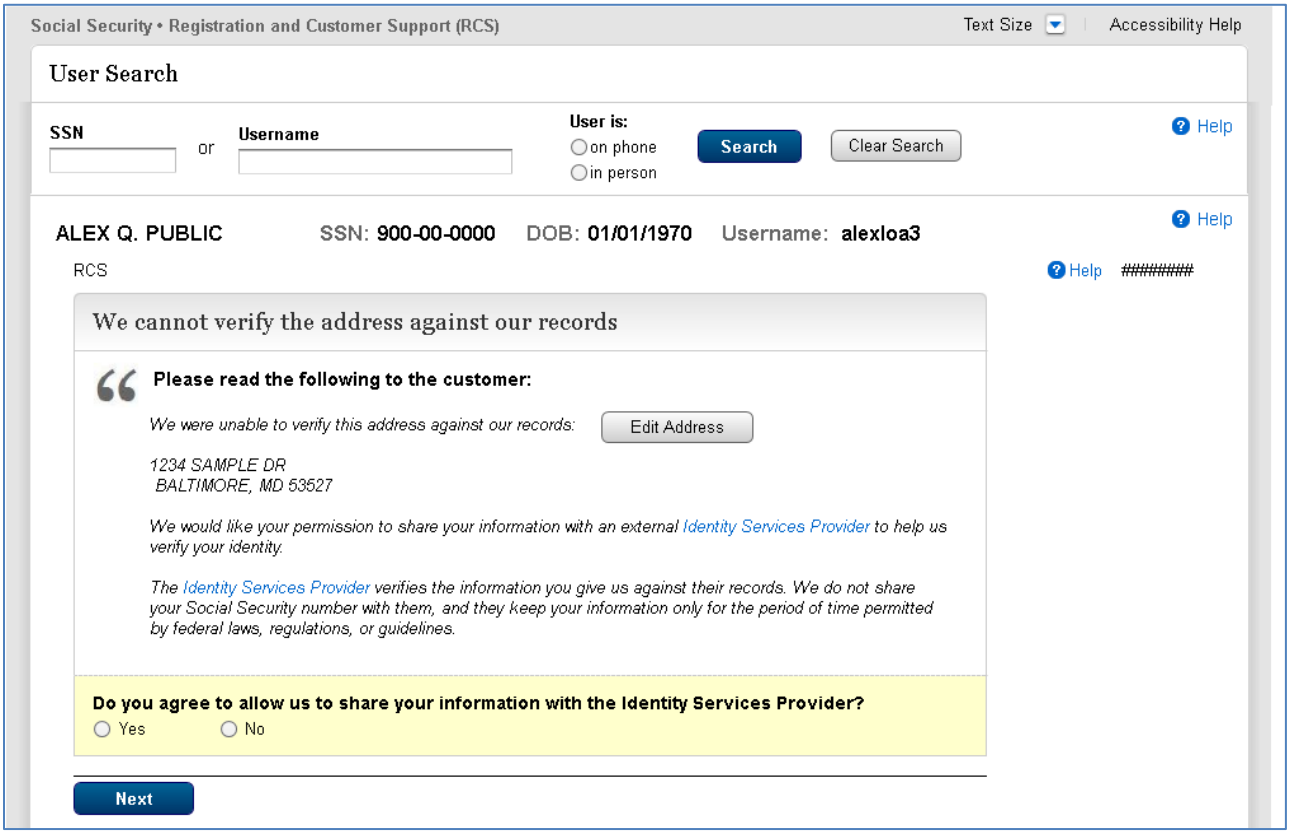


10. Remove Extra Security On-Phone

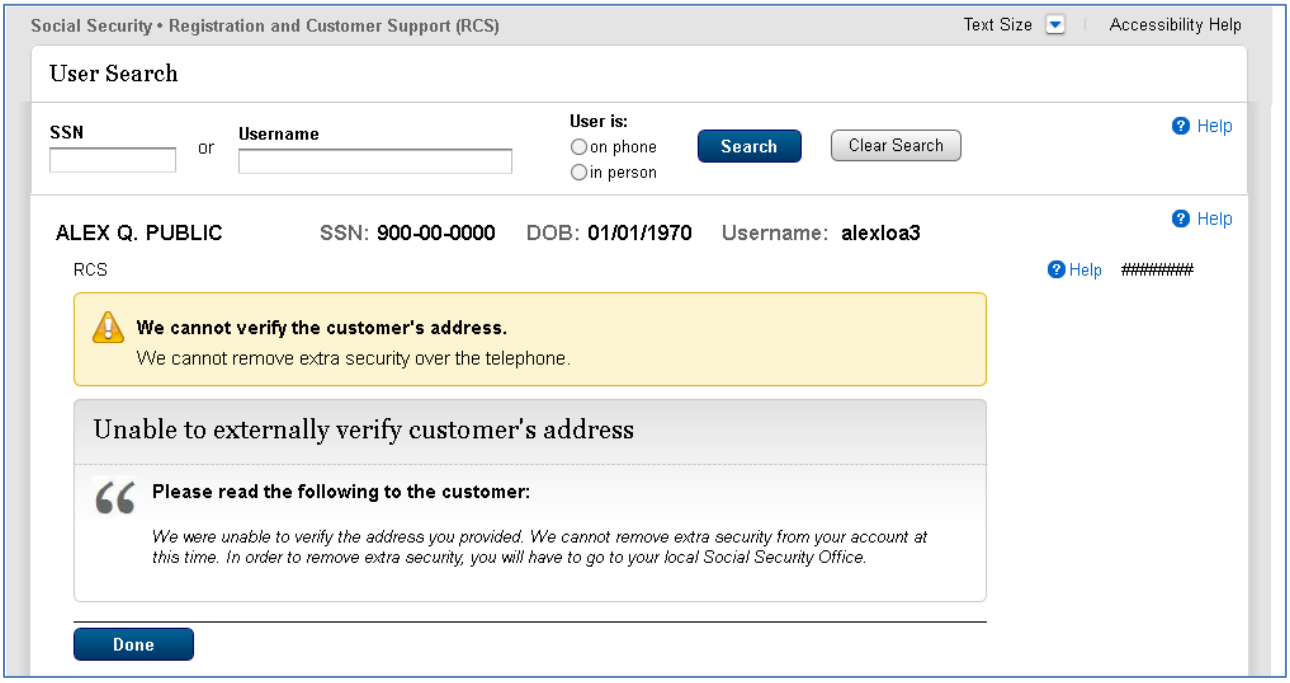
10.1. Address Verification



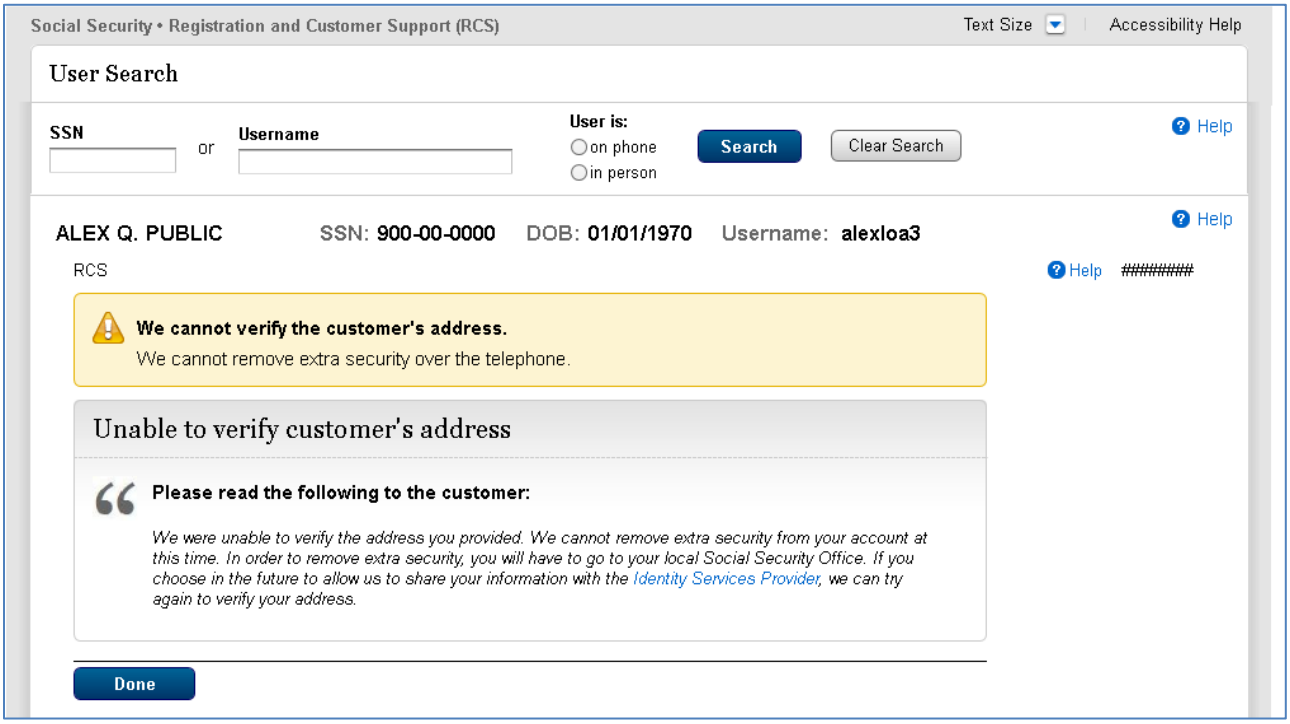
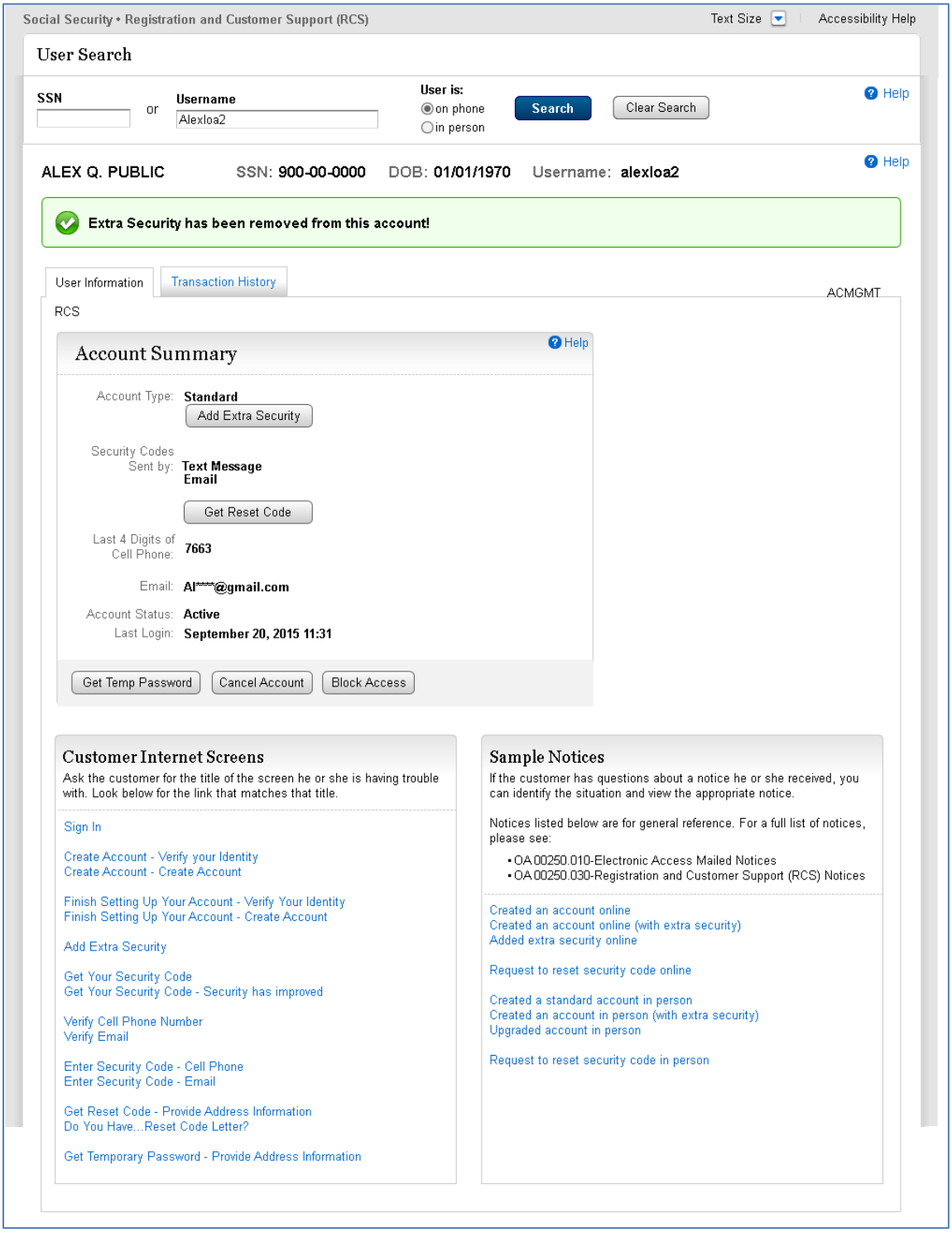
10.2. Cannot Verify Address Internally



10.3. Fail External Verification



10.4. External Verification (No)



10.5. Confirmation