

RCS Screen Shots Document Grouped By Scenario

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

11/18/2016



Table of Contents

1. Document Version Information	5
2. User Search Page	6
3. Account Summary	7
3.1. Standard (LOA2) In-Person - No 2nd Factor Registered	7
3.2. Standard (LOA2) On-Phone - No 2nd Factor Registered	8
3.3. Account Summary – Only Cell Phone Registered as Second Factor	9
3.3.1. Standard (LOA2) In-Person	9
3.3.2. Extra Security Account (LOA3) In-Person	10
3.3.3. Standard (LOA2) On-Phone	11
3.3.3.1. Extra Security Account (LOA3) On-Phone	12
3.3.3.2. Extra Security Account (LOA3) On-Phone – Security Code Verification	13
3.3.3.3. Extra Security Account (LOA3) On-Phone – Security Code Verified	14
3.4. Account Summary – Only E-mail Registered as Second Factor	15
3.4.1. Standard (LOA2) In-Person	15
3.4.2. Extra Security Account (LOA3) In-Person	16
3.4.3. Standard (LOA2) On-Phone	17
3.4.4. Extra Security Account (LOA3) On-Phone	18
3.4.4.1. Extra Security Account (LOA3) On-Phone – Security Code Verification	19
3.4.4.2. Extra Security Account (LOA3) On-Phone – Security Code Verified	20
3.5. Account Summary – Multiple Registered Second Factors	21
3.5.1. Standard Account (LOA2) Account Summary (LOA2) In-Person (Multiple Second Factors)	21
3.5.2. Extra Security Account (LOA3) In-Person	22
3.5.4. Standard Account (LOA2) On-Phone	23
3.5.4.1.1. Multiple Second Factors: How does this work?	24
3.5.5. Extra Security Account (LOA3) On-Phone	25
3.5.5.1. Extra Security Account (LOA3) – On-Phone – Second Factor Selection	26
3.5.5.2. Extra Security Account (LOA3) – On-Phone – Security Code Verified	27
3.6. Account Summary – Change Pending	28
3.6.1. Standard Account (LOA2) In-Person	28
3.6.2. Extra Security Account (LOA3) In-Person	29
3.6.3. Standard Account (LOA2) On-Phone	
— Раде 2. — — — — — — — — — — — — — — — — — —	

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	35
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	40
5. Temporary Password (LOA2 or LOA3)	
5.1. Address Verification In-Person	41
5.2. Address Verifies Electronically In-Person	42
5.3. Cannot Verify Address Internally In Person	43
5.4. Decline or Fail External Verification In Person	
5.5. Address Verification On-Phone	45
5.6. Address Verified Electronically On-Phone	
5.7. Cannot Verify Address Internally On Phone	47
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)	51
6.1. Hand-In Temporary Password Letter	51
7. Temporary Password with Cell Phone as Only Registered Second Factor On Phone (LOA2 or LOA3)	52
7.1. Email Temporary Password Letter	52
8. Elevate Account In-Person (In-Person Only)	53
8.1. Newly Created Account - YWES	53
8.2. Existing Account (AXSEAC)	54
8.3. Cannot Verify Address Internal (AXSNEV)	55
8.4. Cannot Verify Address Internal (EXTOS)	56
9. Remove Extra Security In-Person	57

9.1. "Are you sure you want to remove your extra security?"	57
9.2. Confirmation	58
10. Remove Extra Security On-Phone	59
10.1. Address Verification	59
10.2. Cannot Verify Address Internally	60
10.3. Fail External Verification	61
10.4. External Verification (No)	62
10.5. Confirmation	63

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. Globally changed spelling and capitalization for "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. Globally updated all address verification screens with proper "city/town" pattern. Specific Changes: Updated AXSEAC to "a security code." Section 3.5.5. Extra Security Account (LOA3) On Phone – changed "security codes" to "a security code" in Account Summary container heading support text. Section 5.6. Address Verification On Phone – changed text box label from "City" to "City/Town". Updated language from "security codes" to "a security code." (Request to reset security codes" to "a security code." (Dydated language from "security codes" to "a security code." (Dydated language form "security codes" to "a security code." (Dydated language form "security codes" to "a security code." (Frequest to reset security codes in the screen, "No to external verification". Updated 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." For temporary password scenarios, removed the language "before the date shown in your letter." 	Kirk Crawford

2. User Search Page

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SN or User is: on phone in person Search Clear Search Help ICS USERSEARCH To Retrieve Account Image: Search USERSEARCH To edit or create an online account, enter the SSN or Username above. Image: Search To Register in Person Image: Search Removed of a search or search account, the customer must be at least 18 To edit or create an online account, enter the SSN or Username above. Image: Search To Register for an account, the customer must be at least 18 Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Image: Search or of didentity to a Field Office. Removed of a search or a search	SN or User is: On phone On person Search Clear Search Itelep CCS USERSEARCH To Retrieve Account Itelep Itelep To edit or create an online account, enter the SSN or Username above. Itelep In order to register for an account, the customer must be at least 18 or a valid Email, and a u.S. mailing address. Removed or phone requirement Customer Internet Screens - a valid Email, and a u.S. mailing address. - a valid Email, and a u.S. mailing address. - a valid Email, and a u.S. mailing address. Customer Internet Screens - a valid Email, and a u.S. mailing address. Create Account - Verify your Identity Create Account - Create Account - a tab-issued free filenes or identification card, or - government employee identification card, or - government employee identification card. - Changed "e- mail." (Global) The customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. - OA 00020 010-Electronic Acces Mailed Notices - OA 000200 010-Electronic Acces Mai	Jser Search		
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To Retrieve Account PHelp To edit or create an online account, enter the SSN or Usemame above. In order to register for an account, the customer must be at least 18 years of age and have: a valid Ernail, and a U.S. mailing address. If the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Create Account - Create Account Add Extra Security Code Gerving Code Gerving Code Gerving Code of Code IPhone Number Verify Coll Phone Number Verify Code - Gerving Address Information Do You Have. Reset Code Letter? Get Temporary Password - Provide Address Information To Register in Person In order to register for an account in person Changed "e-mail." (Global) Changed "e-mail." (Global) Changed "e-mail." (Global) Changed State account - Verify Your Identity Create Account - Create Account Create Account - Create Account - Create	To Retrieve Account To Register in Person To det or create an online account, enter the SSN or Username above. In order to register for an account, the customer must be at least 18 years of age and have: a valid Email, and a valid Email, and a valid Email, and a valid Email, and a U.S. mailing address. Removed of phone requirement save: a valid Email, and a U.S. mailing address. State-issued driver's license or identification card, or U.S. passport or passport cof diamity to a Field Office. Acceptable documents are: state-issued driver's license or identification card, or U.S. passport or passport card, or mailtry identification card, or government employee identification card, or U.S. passport or passport or porpoint entice. Get Your Security Code Get Your Security Code - Security has improved Varify Cell Phone Number Varify Cell Phone Number Varify Cell Phone Number Varify Cell Phone State Code - Provide Address Information Do You Have. Reset Code - Provide Address Information Get Temporary Password - Provide Address Information Created an account on preson Created an account on preson Created an account on preson Created as account on preson Created as	cs	USERSEAF	ксн
To edit or create an online account, enter the SSN or Username above. To edit or create an online account, enter the SSN or Username above. In order to register for an account, the customer must be at least 18 years of age and have: a valid Ernail, and a u. S. mailing address. If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: bit the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: bit the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: bit the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: bit the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: bit the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: bit the customer the miployee identification card, or bit to customer the miployee identification card, or bit the customer the miployee identification card, or bit the customer the aquestions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: bit account code - Security Code - Security Code - Security Code - Cell Phone there security Code - Cell Phone first Security Code - Cell Phone Get Reset Code - Provide Address Information Do You HaveReset Code Letter? Get Temporary Password - Provide Address Information Do You HaveReset Code Letter? Get Temporary Password - Provide Address Information Do You HaveReset Code Letter?	To edit or create an online account, enter the SSN or Username above. To edit or create an online account, enter the SSN or Username above. In order to register for an account, the customer must be at least 18 years of age and have. a valid Email, and a a U.S. mailing address. If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: state-issued driver's license or identification card, or U.S. passfort or passfort or passfort or passfort card, or U.S. passfort or passfort card, or Greate Account - Verify your Identity Finish Setting Up Your Account - Create Account Get Your Security Code Get Your Security Code - Cell Phone Enter Security Code - Provide Address Information Do You Have Reset Code Letter? Get Temporary Password - Provide Address Information Do You Have Reset Code Letter? Get Temporary Password - Provide Address Information Do You Have Reset Code Letter? Get Temporary Password - Provide Address Information Do You Have Reset Code Letter?	To Retrieve Account 🕜 Help	To Register in Person	
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Rumber Created an account online Created an account online Created an account online Created an account online Created an account in person Created an account in person Verify Get Temporary Password - P	Customer Internet Screens Ask the customer for the tille of the screen he or she is having trouble with. Look below for the link that matches that tille. Sign In Create Account - Verify your Identity Create Account Create Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Tour Identity Enter Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaweReset Code Letter? Get Temporary Password - Provide Address Information Do You HaweReset Code Letter? Get Temporary Password - Provide Address Information Do You HaweReset Code Letter? Get Temporary Password - Provide Address Information	To edit or create an online account, enter the SSN or Username above.	In order to register for an account, the customer must be at least 18 years of age and have: • a valid Email, and • an SSN, and • a U.S. mailing address. If the customer wants to register for online services, he or she may	Removed o phone requiremen
 Sign In military identification card, or government employee identification card. military identification card, or government employee identification card. Changed "e-mail" to "email." (Global) Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: OA 00250.010-Electronic Access Mailed Notices OA 00250.010-Blectronic Access Mailed Notices OA 00250.010-Bl	Sign In • military identification card, or • changed "e-mail." Create Account - Verify your Identity • government employee identification card. Changed "e-mail." Create Account - Create Account • finish Setting Up Your Account - Verify Your Identity • government employee identification card. Changed "e-mail." Finish Setting Up Your Account - Create Account • finish Setting Up Your Account - Create Account Changed "e-mail." Add Extra Security Get Your Security Code • fit he customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • 0A00250.0010-Electronic Access Mailed Notices • 0A00250.0030-Registration and Customer Support (RCS) Notices Verify Cell Phone Number • 0A00250.0030-Registration and Customer Support (RCS) Notices • OA00250.0030-Registration and Customer Support (RCS) Notices Created an account online • Created an account online • OA00250.0030-Registration and Customer Support (RCS) Notices Created an account online • Created an account online • Updated sample notice Created an account in person • Created an account in person • Updated sample notice Get Temporary Password - Provide Address Information • Created an account in person • Updated sample notice <td>Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.</td> <td>Acceptable documents are: state-issued driver's license or identification card, or U.S. passport or passport card, or</td> <td></td>	Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Acceptable documents are: state-issued driver's license or identification card, or U.S. passport or passport card, or	
Finish Setting Up Your Account - Verify Your Identity (Global) Finish Setting Up Your Account - Create Account If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Add Extra Security Motices listed below are for general reference. For a full list of notices, please see: Get Your Security Code Sample Notices Verify Cell Phone Number • OA 00250.010-Electronic Access Mailed Notices Verify Email • OA 00250.030-Registration and Customer Support (RCS) Notices Enter Security Code - Cell Phone • Created an account online Created an account online Created an account online Created an account in person Created a standard account in person Created an account in person Created an account in person Created an account in person Updated sample notice Created an account in person Updated sample notice Vurgaded account in person Updated sample notice	Cleare Account - Oreate Account (Global) Finish Setting Up Your Account - Create Account Add Extra Security Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Vorify Cell Phone Number Verify Cell Phone Number • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.010-Height at the stra security Code - Email Created an account online Get Reset Code - Provide Address Information Created an account online Updated sample notice Do You HaweReset Code Letter? Created an account in person Updated sample notice Get Temporary Password - Provide Address Information Request to reset security code in person Updated sample notice Notices to reset security code in person 11/4 (Global) 11/4 (Global)	Sign In Create Account - Verify your Identity	military identification card, or government employee identification card.	Changed "e- mail" to "email."
Add Extra Security Get Your Security Code Notices listed below are for general reference. For a full list of notices, please see: Get Your Security Code - Security has improved OA 00250.010-Electronic Access Mailed Notices Verify Cell Phone Number • OA 00250.030-Registration and Customer Support (RCS) Notices Verify Cell Phone Number • Created an account online Verify Cell Phone Number Created an account online Verify Cell Phone Number Created an account online Verify Cell Phone Number Created an account online Created an account online Created an account online Created an account online Created as account in person Get Reset Code - Provide Address Information Request to reset security code online Do You HaveReset Code Letter? Created as account in person Get Temporary Password - Provide Address Information Updated sample notice Verated an account in person Created an account in person Upgraded account in person 11/4 (Global)	Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Cet Reset Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter? Get Temporary Password - Provide Address Information Do You HaveReset Code Letter? Get Temporary Password - Provide Address Information De You HaveReset Code Letter? Get Temporary Password - Provide Address Information De You HaveReset Code Letter? Get Temporary Password - Provide Address Information De You HaveReset Code Letter? Get Temporary Password - Provide Address Information De You HaveReset Code Letter? Get Temporary Password - Provide Address Information De You HaveReset Code Letter? Get Temporary Password - Provide Address Information De You HaveReset Code Letter? Get Temporary Password - Provide Address Information De You HaveReset Code Letter Request to reset sec	Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice	(Global)
Verify Cell Phone Number - OA 00250.030-Registration and Customer Support (RCS) Notices Verify Email - OA 00250.030-Registration and Customer Support (RCS) Notices Enter Security Code - Cell Phone - Created an account online (with extra security) Added extra security online - Created an account online Get Reset Code - Provide Address Information Request to reset security code online Do You HaveReset Code Letter? Created a standard account in person Get Temporary Password - Provide Address Information Created a standard account in person Created an account in person Created an account in person Created an account in person 11/4 (Global)	Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You Have Reset Code Letter? Get Temporary Password - Provide Address Information Get Temporary Password - Provide Address Information Request to reset security code online Created an account in person Created a	Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Notices listed below are for general reference. For a full list of notices, please see:	
Enter Security Code - Email Added extra security online Get Reset Code - Provide Address Information Request to reset security code online Do You HaveReset Code Letter? Created a standard account in person Get Temporary Password - Provide Address Information Created a standard account in person Updated sample notice Language to reflect Upgraded account in person With extra security) Upgraded account in person 11/4 (Global)	Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter? Get Temporary Password - Provide Address Information Get Temporary Password - Provide Address Information Get Temporary Password - Provide Address Information Hequest to reset security code in person Request to reset security code in person Hequest to reset security code in person	Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone	OA00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (Created an account online) (Created an account onli	
Get Temporary Password - Provide Address Information Created a standard account in person Created an account in person (with extra security) Upgraded account in person 11/4 (Global)	Get Temporary Password - Provide Address Information Created a standard account in person Created an account in person (with extra security) Upgraded account in person language to reflect walkthrough feedback of 11/4 (Global) Request to reset security code in person 11/4 (Global)	Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Added extra security online Request to reset security code online Update	d sample notic
	Request to reset security code in person	Get Temporary Password - Provide Address Information	Created a standard account in person Created an account in person (with extra security) Upgraded account in person 11	age to reflect ugh feedback /4 (Global)
Updated section with new screen links				
Updated section with new screen links				

3. Account Summary

or Alexioa2	On phone in person	Search Clear Search	
LEX Q. PUBLIC SSN: 900-00-00 User Information Transaction History RCS	00 DOB: 01/01/1	970 Username: alexioa2	ACMGN
Account Summary		🕐 Help	
Account Type: Standard Add Extra Security Security Codes Sent by: Not enabled		Added new section	
Last 4 Digits of Cell Phone: Cell phone is not registered Email: AlexLOA2@gmail.com Change Email Account Status: Active		to display second factor device]
	DIOCK ACCESS		
Customer Internet Screens Ask the customer for the title of the screen he or sh with Look below for the link that matches that title	Genericized button language.	Sample Notices the customer has questions about a notice he or a an identify the situation and view the appropriate p	she received, you otice
Customer Internet Screens Ask the customer for the title of the screen he or sh with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Genericized button language.	Sample Notices The customer has questions about a notice he or s an identify the situation and view the appropriate no Notices listed below are for general reference. For a please see: • OA 00250.010-Electronic Access Mailed Notice • OA 00250.030-Registration and Customer Supp	she received, you otice. n full list of notices, es port (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or sh with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Genericized button language.	Sample Notices The customer has questions about a notice he or s an identify the situation and view the appropriate no Notices listed below are for general reference. For a please see: • OA 00250.010-Electronic Access Mailed Notice • OA 00250.030-Registration and Customer Supp Created an account online Created an account online Create	she received, you otice. n full list of notices, es port (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or sh with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Genericized button language.	Sample Notices The customer has questions about a notice he or so an identify the situation and view the appropriate no Notices listed below are for general reference. For a please see: • OA 00250 010-Electronic Access Mailed Notice • OA 00250.030-Registration and Customer Supp Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in person Created an account in person Created an account in person	she received, you otice. I full list of notices, es port (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or sh with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Provide Address Information Do You Have. Reset Code I etter?	Genericized button language.	Sample Notices In identify the situation and view the appropriate no Notices listed below are for general reference. For a please see: • OA 00250.010-Electronic Access Mailed Notice • OA 00250.030-Registration and Customer Supp Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in person Created an account in person Created an account in person Created as tandard account in person Created an account in person Request to reset security code in person Request to reset security code in person	she received, you otice. • full list of notices, es port (RCS) Notices

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

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

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Username Usern nh	one Search Clear Search	3 H
Alexioa2 Oin per	rson	
.EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	1/1970 Username: alexioa2	2 H
RCS		ACMGMT
Account Summary	🕐 Help	
Account Type: Standard Security Codes Sent by: Not enabled Last 4 Digits of		
Cell Phone: Cell phone is not registered Email: AlexLOA2@gmail.com Change Email	Email address is not masked since email is not used as a second factor.	
Get Temp Password Cancel Account Block Access		
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble	Sample Notices If the customer has questions about a notice	he or she received, you
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice can identify the situation and view the approp	he or she received, you vriate notice.
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice can identify the situation and view the approp Notices listed below are for general reference please see:	he or she received, you rriate notice. 9. For a full list of notices,
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice can identify the situation and view the approp Notices listed below are for general reference please see: • OA 00250.010-Electronic Access Maileo • OA 00250.030-Registration and Custom	he or she received, you vriate notice. 9. For a full list of notices, 1 Notices er Support (RCS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the tille of the screen he or she is having trouble with. Look below for the link that matches that tille. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice can identify the situation and view the approp Notices listed below are for general reference please see: • OA 00250.010-Electronic Access Mailec • OA 00250.030-Registration and Custom Created an account online Created an account online Created an account online Created an account online	he or she received, you riate notice. 9. For a full list of notices, 1 Notices er Support (RCS) Notices y)
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the tille of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a notice can identify the situation and view the approp Notices listed below are for general reference please see: • OA 00250.010-Electronic Access Mailed • OA 00250.030-Registration and Custom Created an account online Created an account online Created an account online Request to reset security code online	he or she received, you vriate notice. 9. For a full list of notices, 11 Notices er Support (RCS) Notices y)
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number	Sample Notices If the customer has questions about a notice can identify the situation and view the approp Notices listed below are for general reference please see: • OA 00250.010-Electronic Access Mailed • OA 00250.030-Registration and Custom Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in person Created an account in person Created an account in person Created an account in person (with extra security code online	he or she received, you vriate notice. e. For a full list of notices, I Notices er Support (RCS) Notices y)
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice can identify the situation and view the approp Notices listed below are for general reference please see: • OA 00250.010-Electronic Access Mailed • OA 00250.030-Registration and Custom Created an account online Created an account online Created an account online Request to reset security code online Created an account in person Created an account in person Created an account in person Created an account in person Request to reset security code in person Request to reset security code in person	he or she received, you vriate notice. e. For a full list of notices, I Notices er Support (RCS) Notices (y)
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice can identify the situation and view the approp Notices listed below are for general reference please see: • OA 00250.010-Electronic Access Mailed • OA 00250.030-Registration and Custom Created an account online Created an account online Created an account online Created an account online Request to reset security code online Created an account in person Created an account in person Created an account in person Created an account in person Request to reset security code in person Request to reset security code in person	he or she received, you vriate notice. e. For a full list of notices, I Notices er Support (RCS) Notices y)

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

3.3.1. Standard (LOA2) In-Person

N Username User is Or Alexloa2 (@in pr	: hone Search Clear Search arson	😮 He
.EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/ User Information Transaction History	01/1970 Username: alexioa2	2 He
RCS		ACMGMT
Account Summary	😢 Help	
Account Type: Standard Add Extra Security Security Codes Sent by: Text Message	Initiates reset second factor process for cell	
Last 4 Digits of Cell Phone: 7663	phone only.	
Change Email Account Status: Block Access	Change email address is still active since e-mail is not a second factor for this scenario.	
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with Look helow for the link that matches that title	Sample Notices	ed, you
Sign In	Notices listed below are for general reference. For a full list of	notices,
Create Account - Verify your Identity Create Account - Create Account	• OA 00250.010-Electronic Access Mailed Notices • OA 00250.030 Registration and Customer Support (RCS)	Nations
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Created an account online Created an account online (with extra security) Added extra security online	
Get Your Security Code Get Your Security Code - Security has improved Verify Fone Number Verify Fmail	Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person	
Enter Security Code - Cell Phone Enter Security Code - Email	Request to reset security code in person	
Get Reset Code - Provide Address Information Do You HaveReset Code Letter?		

3.3.2. Extra Security Account (LOA3) In-Person

or Alexioa3 (in pe	ione Search Clear Search ?? F rson
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	1/1970 Username: alexioa3
RCS	ACMGMT
Account Summary	2 Help
Account Type: Extra Security Remove Extra Security	
Security Codes Sent by: Text Message Get Reset Code	
Last 4 Digits of Cell Phone: 7663	
Email: AlexLOA3@gmail.com	
Get Temp Password Cancel Account Block Access	Sample Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see:
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (with extra security) Added extra security online
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code Get Your Security Code	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code Get Your Security Code Verify Cell Phone Number Verify Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person Request to reset security code on line Request to reset security code in person Request to reset security code in person
Get Temp Password Cancel Account Elock Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online Created an account online Created as account online Created as account online Created as account online Created an account online Created as account online Created as account online Request to reset security code online Created a standard account in person Created an account in person Request to reset security code on line Request to reset security code in person Request to reset security code in person

3.3.3. Standard (LOA2) On-Phone

n Username or AlexIoa2 ○in pe	rone Search Clear Search ?? He
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 User Information	11/1970 Username: alexioa2
RCS	ACMGMT
Account Summary	Help
Account Type: Standard	
Security Codes Sent by: Text Message Get Reset Code	Security code is not required to initiate
Last 4 Digits of Cell Phone: 7663	the reset process
Email: AlexLOA2@gmail.com Change Email	
Account Status: Active Last Login: September 20, 2015 11:31	
Get Temp Password Cancel Account Block Access	
Customer Internet Screens	Sample Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see:
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online Created an account online Created an account online Odded extra security online
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset security code in person
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset security code in person Request to reset security code in person

3.3.3.1. Extra Security Account (LOA3) On-Phone

		Accessionity
er Search		
Username User is: Or AlexIoa3 Oin per	ione Search Clear Search	❷ ⊦
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	1/1970 Username: alexioa3	❷ ⊦
Jser Information Transaction History		ACMGMT
Account Summary	🕜 Help	
Before you can provide the customer with any information, or take any ac send the customer a security code.	ction on this account, you must	
Account Type: Extra Security	_	
Security Codes Sent by: Text Message Get Reset Code	Updated language from "security codes" to "a security code." 11/4	
Last 4 Digits of Cell Phone: 7663		
Email: Alevi 043@gmail.com		
Assount Status: A-Aug		
Last Login: September 20, 2015 11:31		
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens	Sample Notices	
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she r can identify the situation and view the appropriate notice	eceived, you
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice he or she r can identify the situation and view the appropriate notice Notices listed below are for general reference. For a full I please see:	eceived, you list of notices,
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or she r can identify the situation and view the appropriate notice Notices listed below are for general reference. For a full I please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (eceived, you list of notices, RCS) Notices
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a notice he or she r can identify the situation and view the appropriate notice Notices listed below are for general reference. For a full I please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (Created an account online Created an account online	eceived, you list of notices, RCS) Notices
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or she r can identify the situation and view the appropriate notice Notices listed below are for general reference. For a full I please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (Created an account online Created an account online Created an account online Created an account online (with extra security) Added extra security online	eceived, you list of notices, RCS) Notices
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code	Sample Notices If the customer has questions about a notice he or she r can identify the situation and view the appropriate notice Notices listed below are for general reference. For a full I please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person	eceived, you list of notices, RCS) Notices
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code Verify Cell Phone Number Verify Cell Phone Number	Sample Notices If the customer has questions about a notice he or she r can identify the situation and view the appropriate notice Notices listed below are for general reference. For a full I please see: • 0A 00250.010-Electronic Access Mailed Notices • 0A 00250.030-Registration and Customer Support (Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person Created an account in person	eceived, you list of notices, RCS) Notices
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or sheir can identify the situation and view the appropriate notice Notices listed below are for general reference. For a full I please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (Created an account online Created a standard account in person Created a standard account in person Created an account in person Request to reset security code online Request to reset security code online Request to reset security code in person Request to reset security code in person	eceived, you list of notices, RCS) Notices
Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice he or sheir can identify the situation and view the appropriate notice Notices listed below are for general reference. For a full I please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created an account in person Created an account in person Request to reset security code online Request to reset security code online Request to reset security code online Request to reset security code in person Request to reset security code in person	eceived, you list of notices, RCS) Notices

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

N Username User is:	one son	Clear Search	Hel
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0' User Information Transaction History	1/1970 l	Jsername: alexioa3	Hel
RCS			ACMGMT
Account Summary Account Type: Extra Security Count Type: Extra Security	2 Help	Security Code Verification Please ask the customer to read you the they received.	DT ne security code
Security Codes Sent by: Text Message Get Reset Code		A security code will be sent to: Cell phone number:	
Cell Phone: 7663 Email: AlexLOA3@gmail.com Account Status: Active Last Login: September 20, 2015 11:31		Enter Security Code: 8-digit Number	
Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble	Sampl If the cus	Submit Cancel e Notices concernance domer has questions about a notice he or concernance	she received, you
with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Can ident Notices I please si • OA (• OA (ify the situation and view the appropriate n isted below are for general reference. For a se: J0250.010-Electronic Access Mailed Notic: J0250.030-Registration and Customer Supj	otice. full list of notices, es port (RCS) Notices
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Created : Created : Added e:	an account online n account online (with extra security) tra security online to reset security code online	
Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Created : Created : Upgraded	a standard account in person an account in person (with extra security) a account in person	
Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Request	to reset security code in person	

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

i Security - Keyistration and Customer Support (KCS)	
er Search	
Username User is: or AlexIoa3 Oin per	ione Search Clear Search ? F rson
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 Jser Information Transaction History	1/1970 Username: alexioa3
RCS	ACMGMT
Account Summary	Help
Account Type: Extra Security Remove Extra Security	
Security Codes Sent by: Text Message Get Reset Code	
Last 4 Digits of Cell Phone: 7663 Email: Alext 0.63@gmail.com	
Change Email	
Account Status: Active	
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble	Sample Notices If the customer has questions about a notice he or she received, you
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices,
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • 0A00250.010-Electronic Access Mailed Notices • 0A00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person (reated an account in person (reated an account in person (with extra security) Upgraded account in person
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • 0A 00250 010-Electronic Access Mailed Notices • 0A 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security code online Request to reset security code online Created an account in person (with extra security) Added account in person (with extra security) Upgraded account in person Created on account in person Request to reset security code in person Request to reset security code in person
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created an account in person (reated an account in person (reated an account in person (with extra security) Added extra security code online Request to reset security code in person Request to reset security code in person Request to reset security code in person

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

3.4.1. Standard (LOA2) In-Person

N Username User is:	
or Alexioa2	hone Search Clear Search
In per	rson
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	01/1970 Username: alexioa2
Iser Information Transaction History	
RCS	АСМОМТ
	2 Heln
Account Summary	
Account Type: Standard	
Add Extra Security	
Security Codes	
Sent by: Email	
Get Reset Code	Email address is
Last 4 Digits of	masked, as security
Cell Phone: Cell phone is not registered	mail in this scenario
Email: Al*****@gmail.com	
Account Status: Activo	
Last Login: September 20, 2015 11:31	
5	
Get Temp Password Cancel Account Block Access	
Get Temp Password Cancel Account Block Access	
Get Temp Password Cancel Account Block Access Customer Internet Screens	Sample Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with Look below for the link that matches that title	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see:
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250 010-Electronic Access Mailed Notices • OA 00250 010-Electronic Access Mailed Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Einich Sotting Un Your Account - Verify Your Identity	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (with extra security) Added extra security online
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: •OA 00250.010-Electronic Access Mailed Notices •OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person (reated an account in person (reated an account in person (with extra security)
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online Created an account online Created an account online Created as account online Created a standard account in person Created an account in person
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Free Security Code - Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: •OA00250.010-Electronic Access Mailed Notices •OA00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person (reated an account in person (reated an account in person (with extra security) Upgraded account in person Request to reset security code in person Request to reset security code in person
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Out Due to the Due to the term of term of the term of term of terms of terms of terms of the term of terms	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: •OA 00250.010-Electronic Access Mailed Notices •OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security code online Request to reset security code online Created a standard account in person (reated an account in person (with extra security) Upgraded account in person Request to reset security code in person
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You Have Reset Code Letter?	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: •OA 00250 010-Electronic Access Mailed Notices •OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online Created an account online Meduest to reset security code online Request to reset security code online Created a standard account in person Created an account in person Request to reset security code online Created an account in person Request to reset security code online Created an account in person Created an account in person Request to reset security code in person
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Get Reset Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Cell Phone Get Reset Code - Provide Address Information Do You HaveReset Code Letter? Get Temporary Password - Provide Address Information	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: •OA 00250.010-Electronic Access Mailed Notices •OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created an account in person Created an account in person Request to reset security code online Request to reset security code online Request to reset security code in person Request to reset security code in person

3.4.2. Extra Security Account (LOA3) In-Person

N Username User is: Or AlexIoa3 ○on pi ●in pe	none <mark>Search</mark> rson	Clear Search)	2
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 Jser Information Transaction History	01/1970 Usernam	e: alexioa3		2 H
RCS				ACMGMT
Account Summary		Help		
Account Type: Extra Security Remove Extra Security				
Sent by: Email Get Reset Code				
Last 4 Digits of Cell Phone: Cell phone is not registered				
Email: Al****@gmail.com				
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble	Sample Notice	S questions about a n	otice he or she rea	ceived, you
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notice If the customer has can identify the situa	S questions about a n tion and view the a	otice he or she rec ppropriate notice.	ceived, you
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notice If the customer has can identify the situa Notices listed below please see • OA 00250.010-6 • OA 00250.030-6	S µuestions about a n tion and view the a are for general refe Electronic Access № kegistration and Cus	otice he or she rec ppropriate notice. rence. For a full lis 1ailed Notices stomer Support (R	ceived, you t of notices, CS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notice: If the customer has a can identify the situal Notices listed below please see: • OA 00250.010-E • OA 00250.030-F Created an account Created an account	s questions about a n tion and view the a are for general refe Electronic Access N Registration and Cus online (with extra so	otice he or she red ppropriate notice. rence. For a full lis failed Notices stomer Support (R ecurity)	ceived, you t of notices, CS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code	Sample Notice: If the customer has a can identify the situal Notices listed below please see: • OA 00250 010-E • OA 00250,030-F Created an account Created an account Added extra security Request to reset set	S questions about a n tion and view the a are for general refe Electronic Access N Registration and Cus online online (with extra so online conline curity code online	otice he or she rea ppropriate notice. rence. For a full lis failed Notices stomer Support (R ecurity)	ceived, you t of notices, CS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code Her Your Schwart Code Central Code	Sample Notice: If the customer has can identify the situal Notices listed below please see: • OA 00250.010-E • OA 00250.030-F Created an account Added extra security Request to reset ser Created an account	s questions about a n tion and view the a are for general refe Electronic Access N Registration and Cus online online (with extra su conline curity code online account in person in person (with extra	otice he or she rea ppropriate notice. rence. For a full lis failed Notices stomer Support (R ecurity)	ceived, you at of notices, CS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Sample Notice: If the customer has in can identify the situal Notices listed below please see: • OA 00250, 010-E • OA 00250, 030-F Created an account Created an account Added extra security Request to reset set Created a standard Created an account Upgraded account in	s questions about a n tion and view the a are for general refe Electronic Access M Registration and Cus online online (with extra sur online conline curity code online account in person in person (with extra person	otice he or she rec ppropriate notice. rence. For a full lis failed Notices stomer Support (R ecurity) a security)	ceived, you t of notices, CS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notice If the customer has can identify the situa Notices listed below please see • OA 00250.010-E • OA 00250.030-F Created an account Added extra security Request to reset see Created a standard Created an account Upgraded account in Request to reset see	S questions about a n tion and view the a are for general refe Electronic Access N degistration and Cus online (with extra sur online curity code online account in person in person person curity code in perso	otice he or she red ppropriate notice. rence. For a full lis failed Notices stomer Support (R ecurity) a security) n	ceived, you t of notices, CS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Center Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Lenail Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notice: If the customer has a can identify the situal Notices listed below please see: • OA 00250.010-E • OA 00250.030-F Created an account Created an account Added extra security Request to reset set Created a standard Created an account Upgraded account in Request to reset set	s questions about a n tion and view the a are for general refe Electronic Access M Registration and Cus online online (with extra sur online count y code online account in person in person curity code in perso	otice he or she rec ppropriate notice. rence. For a full lis failed Notices stomer Support (R ecurity) a security) n	ceived, you t of notices, CS) Notices

3.4.3. Standard (LOA2) On-Phone

or Alexloa2 Oin per	none Search Clear Search ? Hel
or Alexloa2 Or ph Oin per Oin per EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 Jser Information Transaction History RCS Account Summary Account Type: Standard Security Codes Set by: Email Get Reset Code Last 4 Digits of Cell phone is not registered Email: Alf=@gmail.com Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Akt the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account Create Account - Verify your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity	None son Search Clear Search Inf/1970 Username: alexloa2 Image: ACMGMT Image: ACMGMT Image: ACMGMT
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset security code in person

3.4.4. Extra Security Account (LOA3) On-Phone

Alexioa3 Oin p	s: Search Clear Search erson
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01, Jser Information Transaction History	01/1970 Username: alexioa3
RCS	ACMGMT
Account Summary Before you can provide the customer with any information, or take any send the customer a security code.	✔ Help action on this account, you must
Account Type: Extra Security Security Codes Sent by: Email Get Reset Code	
Last 4 Digits of Cell Phone: Cell phone is not registered Email: Alf @gmail.com Account Status: Active Last Login: September 20, 2015 11:31	
Customer Internet Screens	Sample Notices
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices

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

N Username User is: Or Alexloa3 O in pe	ne Search Clear Search	Help
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	/1970 Username: alexioa3	Help
User Information Transaction History RCS		ACMGMT
Account Summary Account Type: Extra Security Security Codes Sent by: Email	Help Security Code Verification Please ask the customer to read you the they received. A security code will be sent to: Email address: Al===@umail.com	1 • security code
Get Reset Code Last 4 Digits of Cell Phone: Cell phone is not registered Email: Al****@gmail.com Account Status: Active Last Login: September 20, 2015 11:31 Block Access	Resend Security Code Phelp Enter Security Code: 8-digit Number Submit Cancel	In this scenario, the user is not given a choice to select between e-mail an text message, since e-mail is the only form of registered second factor
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not	received, you
Sign In Create Account - Verify your Identity Create Account - Create Account	Notices listed below are for general reference. For a fu please see: • OA 00250 010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Suppo	ull list of notices, ; rt (RCS) Notices
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person	
Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Request to reset security code in person	

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

N Username Us	ser is:	a	01		😮 He
Alexioa3	on pnone in person	Search	Clear Search		
LEX Q. PUBLIC SSN: 900-00-0000 DOB:	01/01/1970	Username	: alexioa3		3 He
User Information Transaction History					ACMONT
Account Summary			Help		Acimoint
Account Type: Extra Security					
Remove Extra Security					
Security Codes Sent by: Email					
Get Reset Code					
Last 4 Digits of Cell Phone: Cell phone is not registered					
Email: Al @gmail.com					
Account Status: Active					
Last Login: September 20, 2015 11:31					
Get Temp Password Cancel Account Block Account					
ConcerAccount Didck Access					
Customer Internet Screens Ask the customer for the tille of the screen he or she is having troub with Load k halow for the link them scheen het tille.	samp If the cr	le Notices	uestions about a	notice he or she rec	ceived, you
Customer Internet Screens Ask the customer for the title of the screen he or she is having troub with. Look below for the link that matches that title. Sign In	ole Samp If the cr can ide Notices	le Notices ustomer has qu ntify the situat s listed below a	uestions about a ion and view the ire for general ref	notice he or she rec appropriate notice. 'erence. For a full lis	ceived, you t of notices,
Customer Internet Screens Ask the customer for the title of the screen he or she is having troub with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	le Samp If the c can ide Notices please • 04 • 04	I be Notices ustomer has qu ntify the situat i listed below a see: 100250.010-El 100250.030-Re	uestions about a ion and view the are for general ref ectronic Access gistration and C	notice he or she rec appropriate notice. erence. For a full lis Mailed Notices ustomer Support (R:	ceived, you t of notices, CS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having troub with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	le Samp If the cr can ide Notices please • 0/4 • 0/4 Created	Ile Notices ustomer has qu ntify the situat i listed below a see: 00250.010-EI 00250.030-Re	Jestions about a ion and view the are for general ref ectronic Access egistration and C nline	notice he or she rec appropriate notice. erence. For a full lis Mailed Notices ustomer Support (Re	ceived, you t of notices, CS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having troub with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	le If the ci can ide Noticese please • 0/4 Creater Added	Ie Notices ustomer has qu ntify the situat i listed below a see: 00250.010-El 00250.030-Re d an account o extra security	Jestions about a ion and view the are for general ref ectronic Access gistration and C nline nline (with extra online	notice he or she rec appropriate notice. erence. For a full lis Mailed Notices ustomer Support (Re security)	ceived, you t of notices, CS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having troub with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	le Samp If the cr can ide Noticese please • OA • OA Created Added Request Created	Ile Notices ustomer has quintify the situat i listed below a see: 00250.010-El 00250.030-Re d an account o extra security at to reset security d a standard ac	Jestions about a ion and view the are for general ref ectronic Access gistration and C nline nline (with extra online urity code online scount in person	notice he or she rec appropriate notice. 'erence. For a full lis Mailed Notices ustomer Support (R security)	eived, you t of notices, CS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having troub with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	le Samp If the cr can ide Notices please • OA • OA Created Added Reques Created Added	Ile Notices ustomer has quintify the situat i listed below a see: 00250.010-EI 00250.030-Re d an account o extra security it to reset security an account in ed account in	Jestions about a ion and view the are for general ref ectronic Access gistration and C nline nline (with extra online urity code online ccount in person person (with ex person	notice he or she rec appropriate notice. 'erence. For a full lis Mailed Notices ustomer Support (R security) tra security)	ceived, you t of notices, CS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having troub with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	le Samp If the ci can ide Noticese please • O/A • O/A Created Created Added Request Created Created Request	Ile Notices ustomer has quintify the situat i listed below a see: 00250.010-Ei 00250.030-Re dan account o dan account o extra security it to reset secu da a standard ac dan account in ed account in et to reset secu	Jestions about a ion and view the are for general ref ectronic Access egistration and C nline (with extra online urity code online ccount in person person (with ex person urity code in pers	notice he or she rec appropriate notice. 'erence. For a full lis Mailed Notices ustomer Support (R security) tra security) on	ceived, you t of notices, CS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having troub with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	le Samp If the ci can ide Noticese please • O/A • O/A Created Added Request Created Created Added Request	Ile Notices ustomer has quintify the situat i listed below a see: 00250.010-El 00250.030-Re d an account o d an account o extra security at to reset secu d a standard ac d an account in ed account in d account in d account in	Jestions about a ion and view the are for general ref ectronic Access egistration and C nline nline (with extra online urity code online ccount in person person (with ex person urity code in pers	notice he or she rec appropriate notice. 'erence. For a full lis Mailed Notices ustomer Support (R security) tra security) on	ceived, you t of notices, CS) Notices

3.5. Account Summary – Multiple Registered Second Factors

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

N Username User is:	
Or Alexioa2 Oin pe	none Search Clear Search
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	01/1970 Username: alexioa2
RCS	ACMGMT
Account Summary	Help
Account Type: Standard Add Extra Security	
Security Codes Sent by: Text Message Email Get Reset Code	Multiple second factor methods are shown in this
Last 4 Digits of Cell Phone: 7663 Email: Al****@gmail.com Account Status: Active Last Login: September 20, 2015 11:31	Both email address and cell phone number
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with Look holew for the link that methods that title	Sample Notices
Sign In	Notices listed below are for general reference. For a full list of notices
Create Account - Verify your Identity Create Account - Create Account	please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Created an account online Created an account online (with extra security)
	Added extra security online
Add Extra Security Get Your Security Code	Request to reset security code online
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number	Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset security code in person
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset security code in person

3.5.2. Extra Security Account (LOA3) In-Person

I Security • Registration and Customer Support (RCS)	Text Size 💌 🛛 Accessibility
er Search	
N Username User is Or Alexloa3 @in pe	s:
	01/1970 Username: alevica3
User Information Transaction History	
RCS	ACMGMT
Account Summary	🕑 Help
Account Type: Extra Security	
Remove Extra Security	
Security Codes Sent by: Text Message	
Email Get Reset Code	
Last 4 Digits of	
Cell Phone: 7663	
Email: Al (@gmail.com	
Account Status: Active	
Last Login: September 20, 2015 11:31	
Get Temp Password Cancel Account Block Access	
Customer Internet Screens	Sample Notices
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Sign In	Notices listed below are for general reference. For a full list of notices, please see
Create Account - Verify your Identity Create Account - Create Account	• OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Finish Setting Up Your Account - Verify Your Identity	Created an account online
This betting op Tour Account Ordate Account	Created an account online (with extra security)
Add Extra Security	Created an account online (with extra security) Added extra security online
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Created an account online Created an account online Added extra security online Request to reset security code online Created a standard account in person
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset security code in person
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset security code in person
Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter? Get Temporary Password - Provide Address Information	Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security) Upgraded account in person Request to reset security code in person

3.5.4. Standard Account (LOA2) On-Phone

N Username ©on p	one Search Clear Search
Alexioa2 O in pe	son
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/	1/1970 Username: alexioa2
User Information Transaction History	
RUS	ACMGM
Account Summary	Help
Account Type: Standard	
Security Codes Sent by: Text Message Email	
Get Reset Code	
Last 4 Digits of Cell Phone: 7663	
Email: Al@gmail.com	
· · · · · · · ·	
Account Status: Active	
Last Login: September 20, 2015 11:31	
Last Login: September 20, 2015 11:31	
Last Login: September 20, 2015 11:31	
Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access	
Get Temp Password Cancel Account Block Access	
Cancel Account Block Access	
Customer Internet Screens	Sample Notices
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see:
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created a standard account in person
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security)
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Ask the customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person (with extra security) Upgraded account in person Request to reset security code in person Request to reset security code in person
Cast Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter? Summary Count - Communication Communicat	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person Request to reset security code online Request to reset security code online Request to reset security code in person Request to reset security code in person Request to reset security code in person

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."

Step 3

A security code is sent to the chosen delivery method.



3.5.5. Extra Security Account (LOA3) On-Phone

I Username User or Alexloa3 Oin p	is:
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01. Jser Information Transaction History	/01/1970 Username: alexioa3
RCS	ACMGMT
Account Summary	Help
Before you can provide the customer with any information, or take any account, you must send the customer a security code.	action on this
Account Type: Extra Security	Changed
Security Codes Sent by: Text Message	"security codes"
Email	to "a security code " 11/2
Get Reset Code	
Cell Phone: 7663	
Email: Al****@gmail.com	
Account Status: Active Last Login: September 20, 2015 11:31	
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Intermet Servers	Comple Matiene
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble	Sample Notices If the customer has questions about a notice he or she received, you
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see:
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security code online Request to reset security code online
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security)
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset securit person Created an account in person Request to reset security code in person Request to reset security code in person
Account Status: Active Last Login: September 20, 2015 11:31 Send Security Code Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Enter Security Code - Cell Phone Enter Security Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person Request to reset security code in person Request to reset security code in person

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

a security • Registration and Customer Support (RCS)	lext Size 💽 🗆 Accessibility Hei
ser Search	
N Username User is: Or AlexIoa3 O in pe	: hone Search Clear Search erson 2 Heir
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 User Information Transaction History)1/1970 Username: alexioa3 로마이지
	ACMIGMT
Account Summary	³ Help Send Security Code
Account Type: Extra Security Security Codes Sent by: Text Message Email Get Reset Code Last 4 Digits of Cell Phone: 7663 Email: Af ^{mm} @gmail.com Account Status: Active Last Login: September 20, 2015 11:31 Block Access	Please ask the customer to choose how they would like to receive security codes. Please ask the customer to choose how they would like to receive security codes. Please ask the customer to choose how they would like to receive security codes. Please ask the customer to choose how they Asecurity code will be sent to: Cell phone number: Cell phone number: Cel
Customer Internet Screens	Sample Notices
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Sign In Create Account - Verify your Identity Create Account - Create Account	Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Benistration and Customer Sumport (BCS) Notices
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person Created an account in person Upgraded account in person Request to reset security code in person

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

N Username ® on Or Alexloa3 ○in p	s: Search Clear Search erson
EX Q. PUBLIC SSN: 900-00-0000 DOB: 01. User Information Transaction History	/01/1970 Username: alexloa3
RCS	ACMGMT
Account Summary	Help
Account Type: Extra Security Remove Extra Security	
Security Codes Sent by: Text Message Email	
Get Reset Code Last 4 Digits of Cell Phone: 7663	
Email: Al*****@gmail.com	
Last Login. September 20, 2013 11:31	
Get Temp Password Cancel Account Block Access Customer Internet Screens	Sample Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see:
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250 010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security code online Request to reset security code online
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person (with extra security)
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person (with extra security) Upgraded account in person (With extra security) Upgraded account in person Request to reset security code in person
Get Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Centre Security Code - Cell Phone Enter Security Code - Cell Phone Enter Security Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person (with extra security) Upgraded account in person (with extra security) Upgraded account in person Request to reset security code in person

3.6. Account Summary – Change Pending

3.6.1. Standard Account (LOA2) In-Person

N Username ○on pi or AlexIoa2 ●in pe	ione Search Clear Search	😮 He
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0 User Information Transaction History	1/1970 Username: alexioa2	🕑 He
RCS		ACMGMT
Account Summary	🕜 Help	
Account Type: Standard Add Extra Security		
Security Codes Sent by: Change Pending Get Reset Code		
Last 4 Digits of Cell Phone: Cell phone is not registered	E-mail not r since Emai	masked, Lis no
Email: AlexLOA2@gmail.com	longer bein a second fa	g used as actor in
Get Temp Password Cancel Account Block Access		
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble	Sample Notices If the customer has questions about a notice he or sh	e received, you
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or shi can identify the situation and view the appropriate noti	e received, you ce.
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or shi can identify the situation and view the appropriate noti Notices listed below are for general reference. For a fur please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Suppor	e received, you ce. Ill list of notices, rt (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a notice he or shi can identify the situation and view the appropriate noti Notices listed below are for general reference. For a fu- please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Suppor Created an account online Created an account online (with extra security) Added actra security online	e received, you ce. Ill list of notices, rt (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code	Sample Notices If the customer has questions about a notice he or shi can identify the situation and view the appropriate noti Notices listed below are for general reference. For a fur- please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support Created an account online Created an account online Created an account online Request to reset security code online	e received, you ce. Ill list of notices, rt (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Finail	Sample Notices If the customer has questions about a notice he or shi can identify the situation and view the appropriate noti Notices listed below are for general reference. For a fur- please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support Created an account online Created an account online Created an account online Request to reset security code online Created an standard account in person Created an account in person Created an account in person Created an account in person	e received, you ce. Ill list of notices, rt (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or shican identify the situation and view the appropriate notif Notices listed below are for general reference. For a fur- please see: • OA 00250 010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Suppor Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person Request to reset security code in person	e received, you ce. Ill list of notices, rt (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice he or shican identify the situation and view the appropriate notif Notices listed below are for general reference. For a fur- please see: • OA 00250 010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support Created an account online Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person Created an account in person Created an account in person Request to reset security code in person Request to reset security code in person	e received, you ce. Ill list of notices, rt (RCS) Notices

3.6.2. Extra Security Account (LOA3) In-Person

Clear Search Clear Search H rname: alexloa3 ACMGMT ACMGMT
rname: alexloa3 ACMGMT ACMGMT
Prname: alexioa3
ACMGMT
Help
otices
ar rias questions about a notice he or she received, you he situation and view the appropriate notice.
I below are for general reference. For a full list of notices,
J.010-Electronic Access Mailed Notices D.030-Registration and Customer Support (RCS) Notices
ccount online ccount online (with extra security)
secondy online
ndard account in person
count in person (with extra security) count in person
set security code in person
ot er l l bi 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.

3.6.3. Standard Account (LOA2) On-Phone

_		Text Offer Control Processioning
er Search		
N Or Username User is: AlexIoa2 Oin per	one Search Clear Search) ? H
.EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	1/1970 Username: alexioa2	? H
User Information Transaction History		АСМСИТ
	2 Heln	Activitient
Account Summary		
Account Type: Standard		
Security Codes Sent by: Change Pending		
Get Reset Code		
Last 4 Digits of Cell Phone: Cell phone is not registered		
Email: AlexLOA2@gmail.com		
Account Status: Active Last Login: September 20, 2015 11:31		
Get Temp Password Cancel Account Block Access		
Customer Internet Screens	Sample Notices	
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a no can identify the situation and view the ap	ntice he or she received, you propriate notice.
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a no can identify the situation and view the ap Notices listed below are for general refer	ntice he or she received, you propriate notice. ence. For a full list of notices,
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a no can identify the situation and view the ap Notices listed below are for general refer please see: • OA 00250.010-Electronic Access M • OA 00250.030-Registration and Cus	otice he or she received, you propriate notice. ence. For a full list of notices, ailed Notices tomer Support (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a no can identify the situation and view the ap Notices listed below are for general refer please see: • OA 00250.010-Electronic Access M • OA 00250.030-Registration and Cus Created an account online Created an account online (with extra se	otice he or she received, you propriate notice. ence. For a full list of notices, ailed Notices tomer Support (RCS) Notices curity)
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a no can identify the situation and view the ap Notices listed below are for general refer please see: • OA 00250.010-Electronic Access M • OA 00250.030-Registration and Cus Created an account online Created an account online Created an account online	otice he or she received, you propriate notice. ence. For a full list of notices, ailed Notices tomer Support (RCS) Notices
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a no can identify the situation and view the ap Notices listed below are for general refer please see: • OA 00250.010-Electronic Access M • OA 00250.030-Registration and Cus Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in percen	utice he or she received, you propriate notice. ence. For a full list of notices, ailed Notices tomer Support (RCS) Notices curity)
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number	Sample Notices If the customer has questions about a no can identify the situation and view the ap Notices listed below are for general refer- please see: • OA 00250.010-Electronic Access M • OA 00250.030-Registration and Cus Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in person Created an account in person (with extra Upgraded account in person	trice he or she received, you propriate notice. ence. For a full list of notices, ailed Notices tomer Support (RCS) Notices curity)
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a no can identify the situation and view the ap Notices listed below are for general refer- please see: • OA 00250.010-Electronic Access M • OA 00250.030-Registration and Cus Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in person Created an account in person Created an account in person Created an account in person Created an account in person Request to reset security code in person Request to reset security code in person	atice he or she received, you propriate notice. ence. For a full list of notices, ailed Notices tomer Support (RCS) Notices curity)
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Number Verify Cell Phone Number Cet Reset Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a no can identify the situation and view the ap Notices listed below are for general refer please see: • OA 00250.010-Electronic Access M • OA 00250.030-Registration and Cus Created an account online Created an account online Created an account online (with extra see Added extra security online Request to reset security code online Created an account in person Created an account in person Created an account in person Created an account in person Request to reset security code in person Request to reset security code in person	atice he or she received, you propriate notice. ence. For a full list of notices, ailed Notices tomer Support (RCS) Notices curity)

3.6.4. Extra Security Account (LOA3) On-Phone

N Username User is: or Alexloa3 Oin per	one Search Clear Search	⊘ ⊦
.EX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	1/1970 Username: alexioa3	0 ⊦
RCS		ACMGMT
Account Summary	😮 Help	
Account Type: Extra Security Remove Extra Security		
Security Codes Sent by: Change Pending Get Reset Code		
Last 4 Digits of Cell Phone: Cell phone is not registered		
Email: AlexLOA3@gmail.com		
Get Temp Password Cancel Account Block Access		
Customer Internet Servers		
Ask the sustamer for the title of the screen he or she is having trauble	Sample Notices	ice he at the received you
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a not can identify the situation and view the app	ice he or she received, you ropriate notice.
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a not can identify the situation and view the app Notices listed below are for general refere please see:	ice he or she received, you propriate notice. nce. For a full list of notices,
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a not can identify the situation and view the app Notices listed below are for general refere please see: • OA 00250.010-Electronic Access Ma • OA 00250.030-Registration and Cust	ice he or she received, you propriate notice. nce. For a full list of notices, iled Notices omer Support (RCS) Notices
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a not can identify the situation and view the app Notices listed below are for general refere please see: • OA 00250.010-Electronic Access Ma • OA 00250.030-Registration and Cust Created an account online Created an account online (with extra sec Added extra security online	ice he or she received, you oropriate notice. nce. For a full list of notices, iled Notices ormer Support (RCS) Notices
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Cest Your Security Code	Sample Notices If the customer has questions about a noi can identify the situation and view the app Notices listed below are for general refere please see: • OA 00250.010-Electronic Access Ma • OA 00250.030-Registration and Cust Created an account online Created an account online Created an account online (with extra sec Added extra security online Request to reset security code online	ice he or she received, you ropriate notice. nce. For a full list of notices, iled Notices omer Support (RCS) Notices
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a noi can identify the situation and view the app Notices listed below are for general refere please see: • OA 00250.010-Electronic Access Ma • OA 00250.030-Registration and Cust Created an account online Created an account online (with extra sec Added extra security online Request to reset security code online Created a standard account in person	ice he or she received, you ropriate notice. nce. For a full list of notices, iled Notices omer Support (RCS) Notices
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Sample Notices If the customer has questions about a noi can identify the situation and view the app Notices listed below are for general refere please see: • OA 00250 010-Electronic Access Ma • OA 00250.030-Registration and Cust Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in person Created an account in person Created an account in person Created an account in person Created account in person	ice he or she received, you ropriate notice. nce. For a full list of notices, iled Notices omer Support (RCS) Notices writy)
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a noi can identify the situation and view the app Notices listed below are for general refere please see: • OA 00250.010-Electronic Access Ma • OA 00250.030-Registration and Cust Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in person Created an account in person Created an account in person Created an account in person Request to reset security code in person Request to reset security code in person	ice he or she received, you ropriate notice. nce. For a full list of notices, iled Notices ormer Support (RCS) Notices writy)
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a noi can identify the situation and view the app Notices listed below are for general refere please see: • OA 00250.010-Electronic Access Ma • OA 00250.030-Registration and Cust Created an account online Created an account online Created an account online Request to reset security code online Created a standard account in person Created an account in person Created an account in person Created account in person Request to reset security code in person Request to reset security code in person	ice he or she received, you ropriate notice. nce. For a full list of notices, iled Notices omer Support (RCS) Notices writy)

4. Second Factor Reset (LOA2 or LOA3)

4.1. Address Verification In-Person

ial Security • Registration a	nd Customer Support (RCS)			Text	Size 💌 🛛	Accessibility Hel
Jser Search						
SN Usern	name	User is: O on phone O in person	Search C	lear Search		😮 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/197	D Username: al	exloa23	Help	? Help
Get Reset Code Le	tter					
66 Please read the We can provide vice	e following confirmation to	o the customer:	ou receive security code	os Yau will		
not be able to acc	ess your account until you ente	r your reset code online.				
Enter Address						
Proof of Identity (must b	e current):					
OState Driver's License o	ridentity card					
OU.S. military identification	on card yee identification card					
Home Address:						
Street 1						
Street 2						
City/Town:	State/Territory:	ZIP Co	de:			
]					
Does this address appe	ar on the identity document	shown above?				
OYes ONo						
Primary Phone (optiona	al):					
Primary Phone (optiona	al):					
Primary Phone (optiona	al):					

4.2. Address Verified Electronically In-Person

		User is:			2 Helr
SN .	or Username	🔾 on phone	Search Clear Search		C Holy
		⊖in person			
LEX Q.	PUBLIC SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23		Hel
RCS				Help	#############
	The reset code letter was successfully s	ent to the printer.			
	The reset code letter was successfully s	ent to the printer.			
Prir	The reset code letter was successfully so	ent to the printer.			
Prir	The reset code letter was successfully s	ent to the printer.			
Prir	The reset code letter was successfully s t Reset Code Letter Confirmation Please give the reset code letter to the the customer:	ent to the printer. customer and read th	e following confirmation to		

4.3. Cannot Verify Address Internal In Person

SN or	lsername	User is: O on phone O in person	Search Clear Sea	ırch	😮 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa3	ł	😮 Help
RCS				😗 Help	#############
We cannot ver	ify the address against o	ur records			
66 Please rea	d the following to the custom	er:			
We were unat	ble to verify this address against our	r records: Edit Addr	ess		
1234 SAMPLI BALTIMORE,	E DR MD 53527				
We would like verify your ide	your permission to share your infor ntity.	mation with an external Ide	ntity Services Provider to help	us	
The Identity S your Social Si by federal law	ervices Provider verifies the informa scurity number with them, and they s, regulations, or guidelines.	ation you give us against th keep your information only	eir records. We do not share for the period of time permitte	d	
Do you agree to a	llow us to share your informat	tion with the Identity S	ervices Provider?		
Van Ol	10				

4.4. Decline or Fail External Verification In Person

Social Security • Registration and Customer Support (RCS) Tex	kt Size 💌 👘 Accessibility Help
User Search	
SSN Username User is: O on phone O in person Clear Search Clear Search	😢 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa3 RCS	 Help Help
A We cannot verify the customer's address.	
Reset Code Letter Information	-
66 Please read the following to the customer:	
We were unable to verify the address you provided. We will mail a reset code letter to you at the following address:	
1234 SAMPLE DR BALTIMORE, MD 12345	
You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing where you receive security codes before the date shown in your letter. You will not be able to sign in to your my Social Security account until you receive your reset code.	
Print Receipt Done	-

4.5. Address Verification On-Phone

Social Security • Registration and	l Customer Support (RCS)			Text Size 💌 🗆	Accessibility Help
User Search					
SSN Usernar	me	User is: O on phone O in person	Search Clear Search)	Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23		Help
RCS				😮 Help	######################################
Get Reset Code Let	ter				
Get Reset Code Let					
66 Please read the	following confirmation to	the customer:			
We can provide you not be able to sign i	with a reset code that you can in to your my Social Security	use to change where you account until you receive	receive security codes. You will your reset code.		
	···· · · · · · · · · · · · · · · · · ·		,		
Enter Address					
Home Address:					
Street 1					
Street 2					
City/Town:	State/Territory:	ZIP Code	e:		
]]		
Primary Phone (optional):					
10 digit Number					
Next					

4.6. Address Verified Electronically On-Phone

cial Security • Registration and Customer Support (RCS)	Text Size 💌 👘 Accessibility Help
User Search	
SSN Username User is: O on phone Search Clear Search O in person	🛛 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa23	 Help Help
🐼 Customer's address has been verified.	
Get Reset Code Letter Information	
66 Please read the following to the customer:	
We have verified your address. We will mail a reset code letter to you at the following address:	
1234 SAMPLE DR BALTIMORE, MD 12345	
You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing where you receive security codes before the date shown in your letter. You will not be able to sign in to	
your my social security account until you receive your reset code.	
your my social security account until you receive your reset code.	

4.7. Cannot Verify Address Internally On Phone

User Search					
SSN or	Username	User is: O on phone O in person	Search Clear Searc	h	😮 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23		Help
RCS				Help	/////////////////////////////////////
We cannot v	erify the address against o	ur records			
66 Please r	ead the following to the custom	er:			
We were u	nable to verify this address against ou	r records: Edit Addr	ress		
1234 SAM BALTIMO	PLE DR RE, MD 53527				
We would verify your	like your permission to share your info identity.	rmation with an external Ide	ntity Services Provider to help ι	s	
The Identii your Socia by federal	y Services Provider verifies the inform I Security number with them, and they laws, regulations, or guidelines.	ation you give us against th keep your information only	eir records. We do not share for the period of time permitted		
Do you agree to	allow us to share your informa	tion with the Identity S	ervices Provider?		
O Yes (🔵 No				
0					

4.8. Address Not Verified Electronically On-Phone

	TUII	
SN	or Username User is: On phone Clear Search Clear Search) 🕜 Hel
LEX Q.	PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa23	Hel
RCS		Help ####################################
Una	ble to verify customer's address	
Una	ble to verify customer's address Please read the following to the customer:	

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

	n and Customer Support (RCS)			Text Size 💌 🛛 Accessibility Help
User Search				
SSN Use	ername	User is: O on phone O in person	Search Clear Search) 🛛 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23	Help
RCS				3 Help #########
A We cannot ve	rify the customer's address			
	,			
Unable to verif	fy customer's address the following to the custom	er:		-
We were unab, at this time. In future to allow your address.	le to verify the address you provide order to finish, you will have to go us to share your information with ti	ed. We cannot change whe to your local Social Securi he Identity Services Provide	e you receive security codes ty Office. If you choose in the er, we can try again to verify	

5. Temporary Password (LOA2 or LOA3)

5.1. Address Verification In-Person

	in and Customer Support (RCS)			Text Size 💌	Accessibility Hel
Jser Search					
SN Us	sername	User is: O on phone O in person	Search Clear Search		😗 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23		Help
RUS				Help	******
Enter Address	1				
U.S. passport or pas U.S. military identific U.S. government err	ssport card cation card nployee identification card				
Home Address:					
Street 2					
City/Town:	State/Territory:	ZIP Code:			
Does this address ap	ppear on the identity document	shown above?			

5.2. Address Verifies Electronically In-Person

SN User	name	User is: O on phone O in person	Search Clear Search	Help
LEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23	Help
RCS				
Print Temporary	7 Password Letter Con he temporary password lef to the customer:	firmation tter to the customer ar	nd read the following	temporary passwo date of expiration 11/16 (Global)

5.3. Cannot Verify Address Internally In Person

SN Usern	ame	User is:			Help
or		Oon phone Oin person	Search Clear Se	arch	
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa	3	😗 Help
RCS				2 Help	########
We cannot verify t	he address against o	ur records			
// Please read the	e following to the custom	er:			
We were unable to	varify this addrass against ou	r records: Edit Addr	ess		
	veniy tina autress ayanist ou				
BALTIMORE, MD	53527				
We would like your verify your identity.	r permission to share your info	rmation with an external Ide	entity Services Provider to hel	o us	
The Identity Servic your Social Securit by federal laws, reg	es Provider verifies the inform y number with them, and they gulations, or guidelines.	ation you give us against th keep your information only	eir records. We do not share for the period of time permitte	ed	
Do you agree to allow	us to share your informa	tion with the Identity S	ervices Provider?		
O Yes O No					
0					

5.4. Decline or Fail External Verification In Person

ocial Security • Registration and Customer Support (RCS) Te	ext Size 💌 🛛 Accessibility Help
User Search	
SSN or Username User is: O on phone Clear Search Clear Search	🛿 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa3	Help
RCS	Help ####################################
We cannot verify the customer's address	
	J
Temporary Password Letter Information	
	-
66 Please read the following to the customer:	
We were unable to verify the address you provided. We will mail a temporary password letter to you at the following address:	
1234 SAMPLE DR BALTIMORE, MD 12345	
You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.	
	-

5.5. Address Verification On-Phone

Social Security • Registration and	Customer Support (RCS)		Te	xt Size 💌 🛛 Accessibility Help
User Search				
SSN Or Usernan	ie	User is: O on phone O in person	Search Clear Search	Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23	❷ Help❸ Help
Enter Address				
Home Address:				-
Street 2				
City/Town:	State/Territory: 	ZIP Code	9:	
Primary Phone (optional):				-
10-digit Number				
				J -
Next	J			

5.6. Address Verified Electronically On-Phone

		Text Size 💌 🛛 Accessibility Help
Jser Search		
SSN Username Username C	ser is:) on phone Search Cle) in person	ar Search ?? Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB:	01/01/1970 Username: ale:	xloa23 2 Help
Customer's address has been unified		
Get Temporary Password Letter Informat	ion	
Get Temporary Password Letter Informat	ion	
Get Temporary Password Letter Informat Get Please read the following to the customer: We have verified your address. We will mail a temporary put	ion assword letter to you at the following add	dress:
Get Temporary Password Letter Informat Get Temporary Password Letter Informat We have verified your address. We will mail a temporary particular temporary temporary particular temporary particular temporary particular temporary particular temporary temporary particular temporary temporary particular temporary particular temporary particular temporary particular temporary temporary particular temporary temporary particular temporary particular temporary particular temporary temporar	ion assword letter to you at the following add	tress:
Get Temporary Password Letter Informat Flease read the following to the customer: We have verified your address. We will mail a temporary p. 1234 SAMPLE DR BALTIMORE, MD 12345 You will receive the letter within 5 - 10 business days. Ple- your password. If you request for us to cancel your tempor- disregard the temporary password letter.	ion assword letter to you at the following add ase follow the directions to finish chang ary password prior to entering it, then	dress: ing
Get Temporary Password Letter Informat Please read the following to the customer: We have verified your address. We will mail a temporary p. 1234 SAMPLE DR BALTIMORE, MD 12345 You will receive the letter within 5 - 10 business days. Ple- your password. If you request for us to cancel your temporary disregard the temporary password letter.	ion assword letter to you at the following add ase follow the directions to finish chang ary password prior to entering it, then	tress: ing

5.7. Cannot Verify Address Internally On Phone

ocial Security • Registration and Customer Support (RCS)	Text Size 💌 👘 Accessibility Help
User Search	
SSN Username User is: Or Or Or Or On phone Clear Search Clear Search	🛛 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa23	Help
RCS	❷ Help #########
We cannot verify the address against our records	
 Please read the following to the customer: We were unable to verify this address against our records: Edit Address 1234 SAMPLE DR BALTIMORE, MD 53527 We would like your permission to share your information with an external Identity Services Provider to help us verify your identity. The Identity Services Provider verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. 	
Do you agree to allow us to share your information with the Identity Services Provider?	
Next	_

5.8. No to External Verification On Phone

al Security				Text Size 💌	Accessibility Hei
ser Sea	rch				
N	or Username	User is: O on phone O in person	Search Clear Se	arch	Help
LEX Q.	PUBLIC SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa	23	😮 Help
				O 111	100000000
RCS	Ve cannot verify the customer's address	5.		() Hei	p //////////
RCS	Ve cannot verify the customer's address ble to verify customer's addres	s. 'S			p
RCS	Ve cannot verify the customer's address ble to verify customer's address Please read the following to the custor	s. :S ner:			p ########

5.9. Address Not Verified Electronically On-Phone

ser bea					
SN	Or Username Oon pho	ne <mark>Search</mark> on	Clear Search		😗 Help
LEX Q.	PUBLIC SSN: 900-00-0000 DOB: 01/01	/1970 Username	alexioa23		😮 Help
RCS				O 11-1-	2000000000
۱ ا	Ve cannot verify the customer's address.			eip	
🔔 v Una	Ve cannot verify the customer's address. ble to verify customer's address				
Una	Ve cannot verify the customer's address. ble to verify customer's address Please read the following to the customer:				

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

SN Username Use	er is: on phone Search Clear Search	😮 He
Oiexiliaz Oi	n person	
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 0	01/01/1970 Username: alexioa2	He
User Information Transaction History RCS		ACMGMT
Account Summary	2 Help	
Account Type: Standard Security Codes Sent by: Text Message		
Get Reset Code Last 4 Digits of Cell Phone: 7663		
Email: AlexLOA2@gmail.com Change Email		
Account Status: Active Last Login: September 20, 2015 11:31		
Cancel Temp Password Cancel Account Block Access		
Cancel Temp Password Cancel Account Block Access	Sample Notices	
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not	ne received, you ice.
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not Notices listed below are for general reference. For a f please see:	ne received, you ice. ull list of notices,
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not Notices listed below are for general reference. For a f please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Suppo	ne received, you ice. ull list of notices, s rt (RCS) Notices
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not Notices listed below are for general reference. For a f please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Suppo Created an account online Created an account online (with extra security)	ne received, you ice. ull list of notices, art (RCS) Notices
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not Notices listed below are for general reference. For a f please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support Created an account online Created an account online	e received, you ice. ull list of notices, ort (RCS) Notices
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not Notices listed below are for general reference. For a f please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support Created an account online (with extra security) Added extra security online Request to reset security code online Created a standard account in person	e received, you ice. ull list of notices, nt (RCS) Notices
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not Notices listed below are for general reference. For a f please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support Created an account online Created an account online (with extra security) Added extra security code online Request to reset security code online Created an account in person Created an account in person Created an account in person	e received, you ice. ull list of notices, at (RCS) Notices
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not Notices listed below are for general reference. For a f please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support Created an account online Created an account online (with extra security) Added extra security code online Created a standard account in person Created an account in person Request to reset security code online Created an account in person Request to reset security code in person Request to reset security code in person Request to reset security code in person	e received, you ice. ull list of notices, ort (RCS) Notices
Cancel Temp Password Cancel Account Block Access Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	Sample Notices If the customer has questions about a notice he or sh can identify the situation and view the appropriate not Notices listed below are for general reference. For a f please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support Created an account online Created an account online (with extra security) Added extra security code online Created a standard account in person Created an account in person Request to reset security code online Created an account in person Request to reset security code in person Request to reset security code in person Request to reset security code in person	e received, you ice. ull list of notices, ort (RCS) Notices

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

6.1. Hand-In Temporary Password Letter

l or	Username	User is: O on phone O in person	Search	Clear Search		Help	
EX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username:	alexioa23		Help	
RCS					😮 Help	*****	
📀 The temp	orary password letter was succe	essfully sent to the pri	nter.				
Print Tempo	rary Password Letter Conf	firmation					
66 Please gi confirmat	ive the temporary password let tion to the customer:	ter to the customer ar	nd read the foll	owing			
66 Please gi confirmat Please follo password p	ive the temporary password let tion to the customer: ow the directions to finish changing yo prior to entering it, then disregard the te	ter to the customer ar ur password. If you reques emporary password letter.	nd read the follo	owing your temporary			
C Please g confirma Please folk password p Reprint	ive the temporary password let tion to the customer: ow the directions to finish changing yo prior to entering it, then disregard the to Done	ter to the customer ar ur password. If you reques emporary password letter.	nd read the follo	owing your temporary			
C Please g confirmar Please folk password p Reprint	ive the temporary password let tion to the customer: ow the directions to finish changing yo rrior to entering it, then disregard the to Done	ter to the customer ar ur password. If you reques emporary password letter.	nd read the follo	owing your temporary	This af	s screen appears ter the CR clicks Password" on th	s immedia s "Get Ter e Accoun

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

7.1. Email Temporary Password Letter

SSN or Username User is:	
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2	
RCS Image: Constraint of the customer: Email Temporary Password This screen appears after the CR clicks Password" on the customer:	
Email Temporary Password Constrained the following to the customer: You will receive a temporary password at the following email address: This screen appears after the CR clicks Password" on the	
alexloa23@gmail.com Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password.	immediatel "Get Temp Account applies for a cell phon nd factor an

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

8.1. Newly Created Account - YWES

cial Securit	y • Registration and Customer Support (RCS)	Text Size 💌 🛛	Accessibility Help
User Sea	reh		
SSN	or Username User is: On phone Clear Search Clear Search		Help
ALEX Q.	PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa2		Help
RCS		😗 Help	YWES
	he sustamer has been successfully verified for an account		
	ne customer nas been successionly verned for an account.		
	he customer may also add extra security to his or her account with no additional checks.		
Extr	a Security		
66	Please read the following to the customer:		
	We have verified you for a standard account. You have the option to add extra security.		
	If you'd like to add extra security, you will still receive security codes each time you sign in. Each time you contact us to make changes to your account, we will send you security codes or ask you for additional information.		
	You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.		
	Do you want to add extra security to your account?		
Next	Cancel		

8.2. Existing Account (AXSEAC)

ocial Security • Registration and Customer Support (RCS)	Text Size 💌 👘 Accessibility Hel‡
User Search	
SSN Username User is: O on phone Search Clear Search in person	2 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa2	Help
RCS	Help AXSEAC
Add Extra Security	
Please read the following to the customer: If you'd like to add extra security, you will still receive security codes each time you sign in. Each time you contact us to make changes to your account, we will send you a security code or ask you for additional information. You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.	
Do you want to add extra security to your account? OYes ONo	
Do you want to add extra security to your account?	
Next Cancel	_

8.3. Cannot Verify Address Internal (AXSNEV)

SN	or Username User is: O on phone Search Clear Search	😮 Help
ALEX Q	. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa2	😗 Help
RCS		2 Help AXSNEV
We	cannot verify the address against our records	
66	Please read the following to the customer:	
	We were unable to verify this address against our records: Edit Address	
	1234 SAMPLE DR BALTIMORE, MD 53527	
	We would like your permission to share your information with an external Identity Services Provider to help us verify your identity.	
	The Identity Services Provider verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.	
	Do you agree to allow us to share your information with the Identity Services Provider?	

8.4. Cannot Verify Address Internal (EXTOS)

SN	or Username User is: O on phone Search Clear Search Oin person	😮 Help
LEX Q	. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa2	2 Help
We .	cannot verify the address against our records Please read the following to the customer: We were unable to verify this address against our records: Edit Address 1234 SAMPLE DR BALTIMORE, MD 53527 We would like your permission to share your information with an external Identity Services Provider to help us verify your identity. The Identity Services Provider verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.	
	Do you agree to allow us to share your information with the Identity Services Provider?	

9. Remove Extra Security In-Person

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

Social Se	curity • Registration and Customer Support (RCS)	Text Size 💌 🛛 Accessibility Help
User :	Search	
SSN	or Username User is: O on phone Search Clear Sea O in person	P Help
EDW/ RCS	ARD Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa3	2 Help 2 Help RESFC
66	Are you sure you want to remove your extra security? Please read the following to the customer: If you remove your extra security, you will still be required to use a security code each time you sign to You will receive a unique security code each time you sign in.	n.
Yes,	Remove Extra Security Cancel	_

9.2. Confirmation

01/1970 Username: alexioa2
ACMGMT
2 Help
Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Notices listed below are for general reference. For a full list of notices, please see:
OA 00250.010-Electronic Access Mailed Notices OA 00250.030-Registration and Customer Support (RCS) Notices
Created an account online Created an account online (with extra security)
Added extra security online
Request to reset security code online Created a standard account in person
Created an account in person (with extra security) Upgraded account in person
Request to reset security code in person

10. Remove Extra Security On-Phone

10.1. Address Verification

Social Security • Registration and Customer Support (RCS)		Text Size 💌 🛛 Accessibility Help
User Search		
SSN Username	User is: O on phone Search Clear Se O in person	Parch ?? Help
ALEX Q. PUBLIC SSN: 900-00-0000	DOB: 01/01/1970 Username: alexioa	3 Pelp
RCS		
Enter Address		
Home Address:		
Street 1		
Street 2		
City/Town: State/Territory:	ZIP Code:	
	v	
Primary Phone (optional):		
10-digit Number		
Next Cancel		

10.2. Cannot Verify Address Internally

cial Security • Registration and Customer Support (RCS) Text	Size 💌 🕴 Accessibility Help
User Search	
SSN or Username User is: On phone Clear Search Clear Search	😢 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa3	Help
RCS	(3) Help ####################################
We cannot verify the address against our records	
We were unable to verify this address against our records: Edit Address 1234 SAMPLE DR BALTIMORE, MD 53527 We would like your permission to share your information with an external identity Services Provider to help us verify your identity. The Identity Services Provider verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.	
Do you agree to allow us to share your information with the Identity Services Provider? Yes No	
Next	

10.3. Fail External Verification

Social Security • Registration a	nd Customer Support (RCS)			Text Size 💌 👘 .	Accessibility Help
User Search					
SSN Usern	name	User is: ◯on phone ◯in person	Search Clear Search)	Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa3	Help	3 Help
We cannot verif	y the customer's address. /e extra security over the tele	ephone.			
Unable to extern	nally verify custome	r's address			
66 Please read th	e following to the custom	er:			
We were unable t this time. In orde	o verify the address you provide r to remove extra security, you w	ed. We cannot remove extra vill have to go to your local	a security from your account at Social Security Office.		
Done					
Done					

10.4. External Verification (No)

al Security • Registrati	on and Customer Support (RCS)			Text Size 💽	Accessibility Hel
ser Search					
SN or	lsername	User is: ○ on phone ○ in person	Search Clear S	earch	Help
LEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa	13	Help
RCS				Help	######################################
Unable to ver	'ify customer's address	1			
// Please rea	d the following to the custom	er:			

10.5. Confirmation

N Username User is: Or Alexloa2 O in pe	none Search Clear Search ?? Hi rson
LEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/0	11/1970 Username: alexioa2
User Information Transaction History	ACMGMT
Account Summary	@ Help
Account Type: Standard Add Extra Security	
Security Codes Sent by: Text Message Email	
Last 4 Digits of Cell Phone: 7663	
Email: Altera@gmail.com Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block Access	
Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with Look below for the link that matches that title	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice
Sign In	Notices listed below are for general reference. For a full list of notices,
Create Account - Verify your Identity Create Account - Create Account	please see: • OA 00250.010-Electronic Access Mailed Notices • OA 00250.030-Registration and Customer Support (RCS) Notices
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Created an account online Created an account online (with extra security)
Add Extra Security Get Your Security Code	Added extra security online Request to reset security code online
Get Your Security Code - Security has improved Verify Cell Phone Number Verify Email	Created a standard account in person Created an account in person (with extra security) Upgraded account in person
	Request to reset security code in person
Enter Security Code - Cell Phone Enter Security Code - Email	
Enter Security Code - Cell Phone Enter Security Code - Email Get Reset Code - Provide Address Information Do You HaveReset Code Letter?	

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