

End of Task Survey

1. How did you verify your identity? (Please select ALL that apply.)
 - Taking a photo of my driver's license or other state-issued ID (e.g. driver's license)
 - Entering information from my driver's license or other state-issued ID (e.g. driver's license number)
 - Answering credit history questions (e.g. mortgage amount)
 - Signing in to ID.me
 - I don't remember
2. Overall, how satisfied were you with the *my Social Security* account creation process?
 - Very Dissatisfied
 - Dissatisfied
 - Neutral
 - Satisfied
 - Very Satisfied
3. How satisfied were you with the amount of time it took to create your *my Social Security* account?
 - Very dissatisfied
 - Dissatisfied
 - Neutral
 - Satisfied
 - Very Satisfied
4. How difficult or easy was it to create a *my Social Security* account?
 - Very difficult
 - Difficult
 - Neutral
 - Easy

- Very easy

5. How helpful was the information provided by the screens?

- Not helpful at all
- Not very helpful
- Neutral
- Helpful
- Very helpful

6. How difficult or easy was it to know what you needed to do next?

- Very difficult
- Difficult
- Neutral
- Easy
- Very easy

7. Is there anything else you would like to tell us about this experience? (multi-line text area)