**Screen Changes for February 2020 Release of Updates to mySSA**

| **Reason for Change** | **Required Change** | **Screens with Changes & Page Number in Package** | **Comments** |
| --- | --- | --- | --- |
| System Updates: formatting and screen layout changes. | Some changes made to layouts of screens for better usability. | **Internet Screens:**   * The Sign In and Create Your Account boxes are now switched **Page 4** | eAccess Screen Package |
| System Updates: additional registration options. | Changes to the registration process – driver’s license, learner’s permit, or state identification card information added as an optional entry. | **Internet Screens:**   * Additional question added, ‘Is this address on your driver’s license, learner’s permit, or state ID?’ **Page 6** * Primary Phone title now says Cell Phone **Page 6** * New Screen: ‘Please choose how to verify your identity’ **Page 8** * Start taking photos new screen **Page 10** * Tell Us When You’ve Finished Taking Photos new screen **Page 12** * Manual Entry new screen **Pages 13-16** | eAccess Screen Package |
| System Updates: new informational screens. | Additional language added to screens or new screens for informational reasons. | **Internet Screens:**   * Additional language regarding why we ask for a cell phone number **Page 7** * Informational text **Page 9** * Informational text **Page 11** * New activation code information boxes **Pages 18-21** | eAccess Screen Package |
| System Updates: new screens for activation code process. | New screens added for customers to enter activation code and complete registration process. | **Internet Screens:**   * Screen for customer to choose how to receive the activation code **Page 17** * New activation code screen - sent by physical mail **Pages 22** | eAccess Screen Package |
| System Updates: additional financial verification option added. | Added an additional financial option to verify. | **Internet Screens:**   * Added ‘the last direct deposit amount from your Social Security benefits’ as another option customers can choose when doing financial verification. **Page 24, 26** | eAccess Screen Package |
| System Updates: new error message screens. | New screens added to accommodate new error messages. | **Internet Screens:**   * Manual entry error **Page 31-32** * Financial verification error **Page 33** * Existing activation code error **Page 34** * Expired activation code error **Page 35** * Activation code mismatch error **Page 36** * Digital Lockout Mailed Activation Code **Page 37** * Permanent Lockout – Photo CaptureFailure **Page 38** | eAccess Screen Package |
| System Updates: Equifax Screens | Equifax screens to allow for photo upload of driver’s license, learner’s permit or state identification card. | **Equifax Screens:**   * Mobile Phone text message from Equifax **Page 3** * Photo Capture Process **Pages 4-7** * Return to Window Screen **Page 8** | Equifax Screen Package |
| System Updates: Updated Privacy Act Statement | Our Office of Privacy and Disclosure updated the PA statement. | **Internet Screens:**   * Updated the PA Statement as necessary. | Privacy Act Statement Document |
| System Updates: Opt-in Screen for Pilot | Temporary screen for the second phase of the new registration pilot. | **Internet Screens (TEMPORARY SCREEN):**   * New screen to allow customers to opt in to try the new registration process. **Page 39** | eAccess Screen Package |