VISITOR INTAKE PORTAL (VIP) MOBILE DESIGN
OMB SCREEN PACKAGE, VER 7.0

VIP MOBILE SOFTWARE DESIGN
SEPTEMBER 30, 2021

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1. Design Specification Document Version Information

The first release of this design specifications document as a project deliverable is numbered 1.0.

Subsequent revisions are numbered 1.1, 1.2, 1.3, etc. Content revisions are listed below with corresponding page numbers.

Version Number	***Date***	***Content Revisions***	***Page #***	***Revised by***
1.0	08/31/2021	N/A	N/A	N/A
2.0	9/7/2021	Updates per PdOs.	All	Lauren Dawson
3.0	9/17/2021	Updated per requested revisions to the language on the "more than 15 minutes before" screen and new proposed language revision for the ticket confirmation screen. Also, all buttons and system messages (moved within Warning Notices) may have changed per the Design System team's UEF Review. See notes from 9/13/2021.	All	Lauren Dawson
4.0	9/23/2021	Changes per PdOs on 9/22/2021. • Changed button language on Email Confirmation. • Made text edits on the Link to Mobile Check-In Text Message screen. (Then changed back when outside of Char Limit) • Checked all versions of the word "check-in" for hyphen.	All	Lauren Dawson
5.0	9/23/2021	Changes per PdOs on 9/23/2021 • Changed Prefiero Español to: Prefiero español • Changed language on text message to fit 160 char • Changed all Continuar en español to lowercase "e" • Removed hyphens from "check in" where it was a verb throughout. • Added Exit buttons to error messages for consistency	All	Lauren Dawson
6.0	9/24/2021	Per PdOs, added the OMB Number and Expiration Date Footer to the Appt Details page.	Appt Details Page	Lauren Dawson
7.0	9/30/2021	Updated the language on the AIT page from "call" to "serve".	AIT Page	Lauren Dawson

2. Customer Communication Messages

2.1. Email Confirmation

To: LDawson123@gmail.com
From: The Social Security Administration
Date: Tuesday, August 17, 2021 10:30 AM

Subject: Important Message from the Social Security Administration

Hello,

Please review the details of the appointment scheduled for Lauren D.:

Upon arrival at the office, click Check-In Now. You are not able to check-in more than 15 minutes before your appointment. We are still operating under COVID Safety procedures.

Date: **Wednesday, August 18, 2021**
Appointment Time: **10:30 AM**

4TH FLOOR,
28 ALLEGHENY AVE
TOWSON, MD 21204

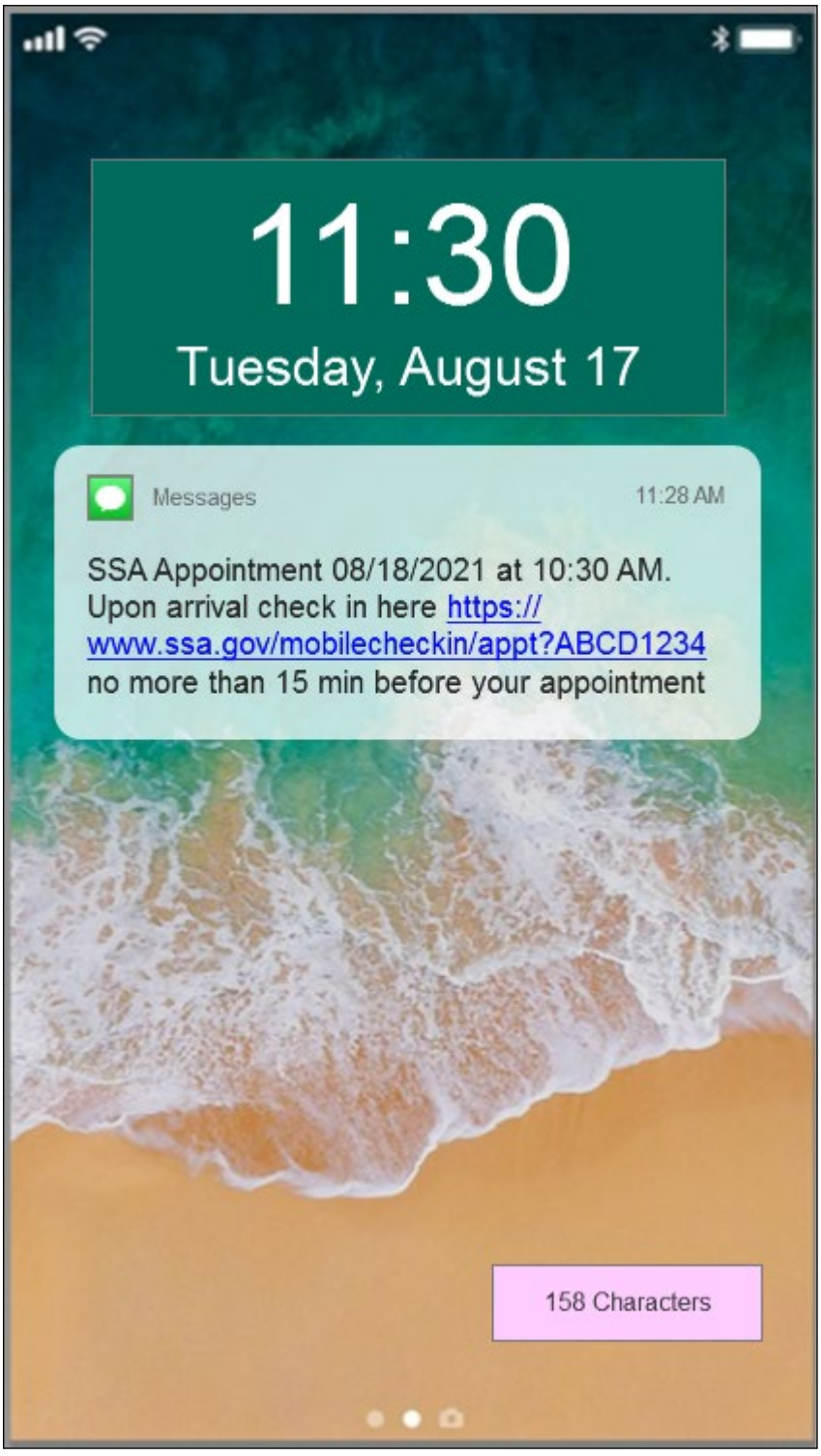
If you have any issues, please call the office at:
410-123-1212

Thank you,
The Social Security Administration

Prefiero español

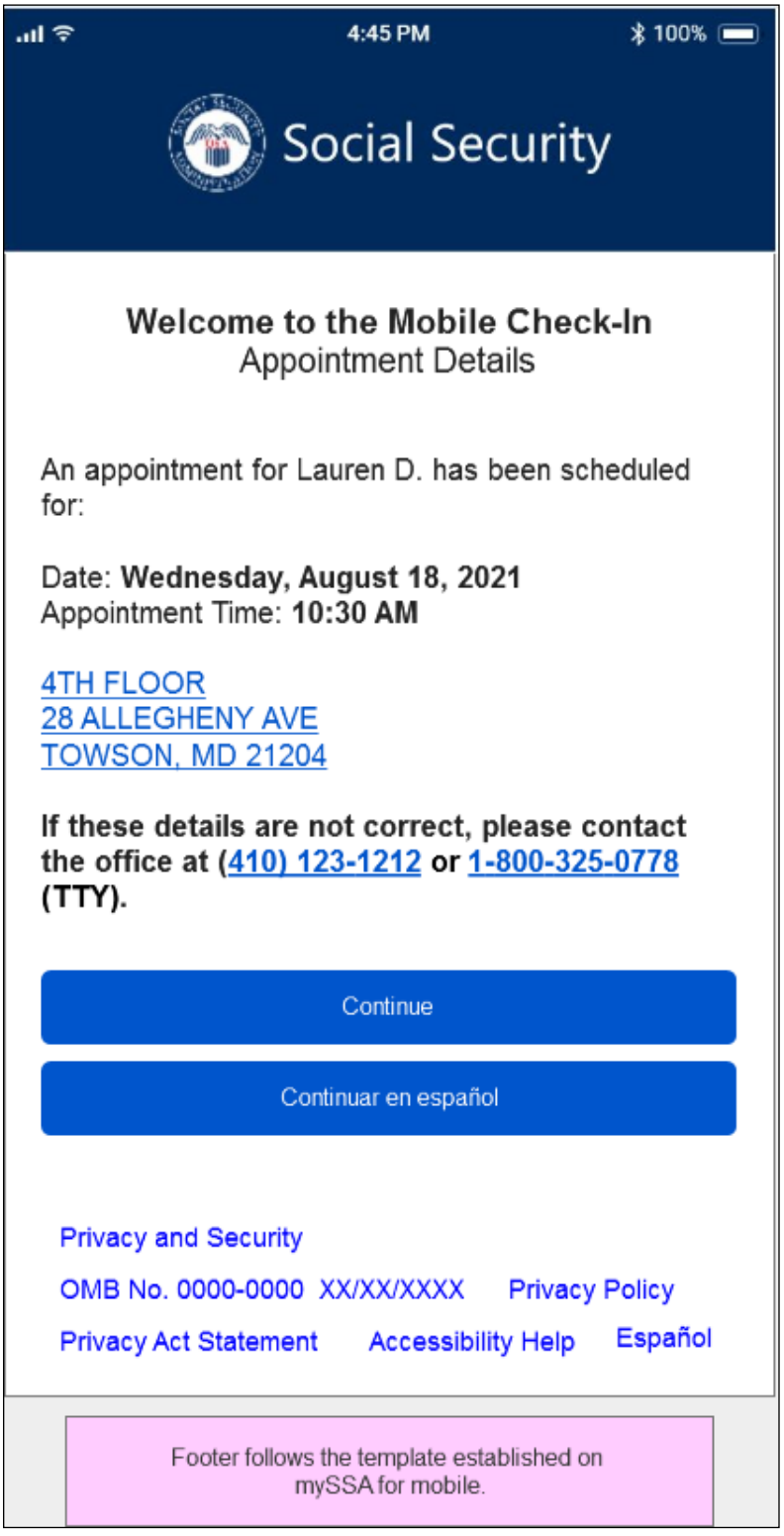
"COVID Safety Proceedures" Link: https://www.ssa.gov/coronavirus/categories/conducting-business-with-social-security-during-the-pandemic/ and should be "anchored" to the section called: "What safety protocols must I follow to visit a Social Security office?"

2.2. Text Message with Link to Mobile Check-In

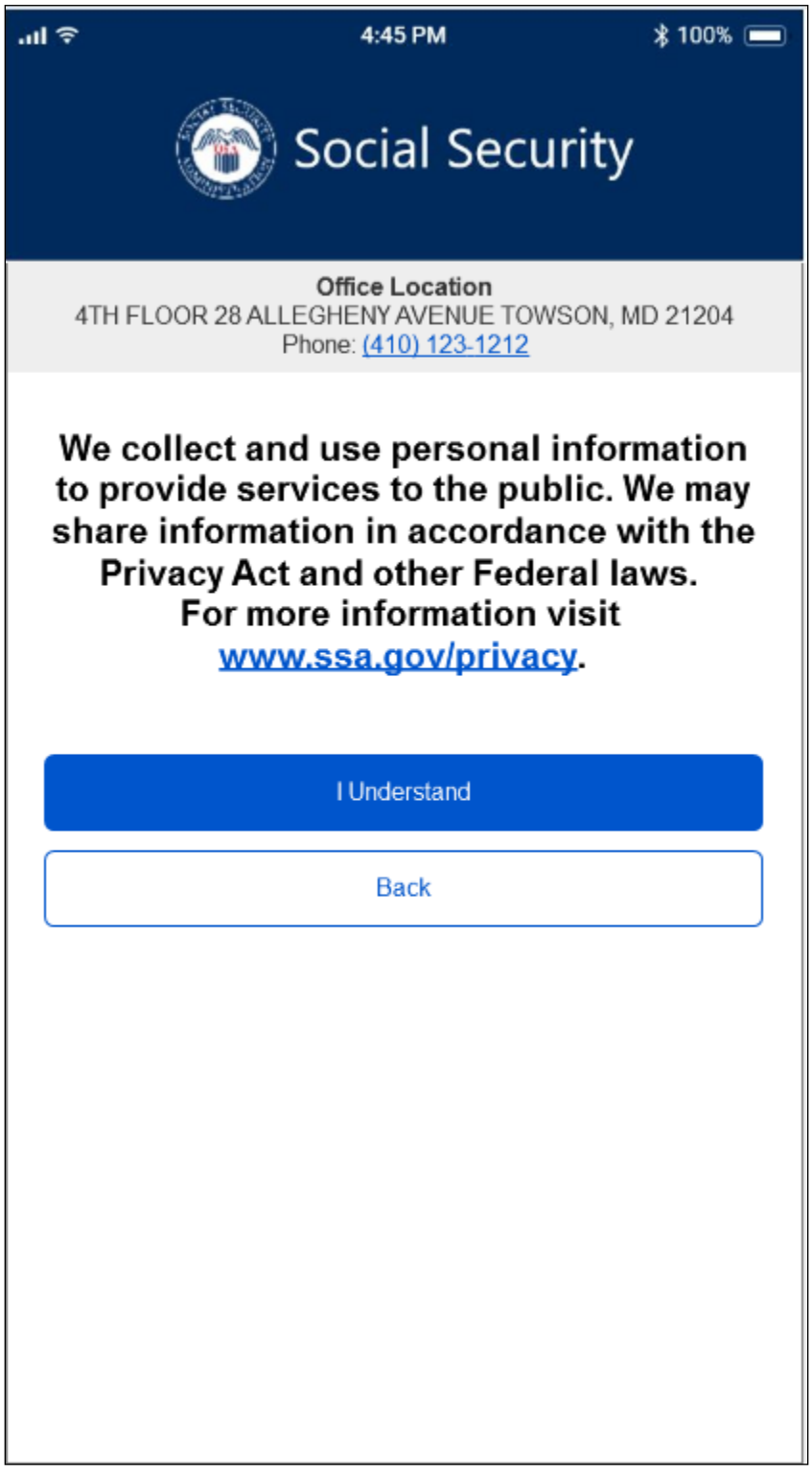


3. Mobile Check-In Screen Designs

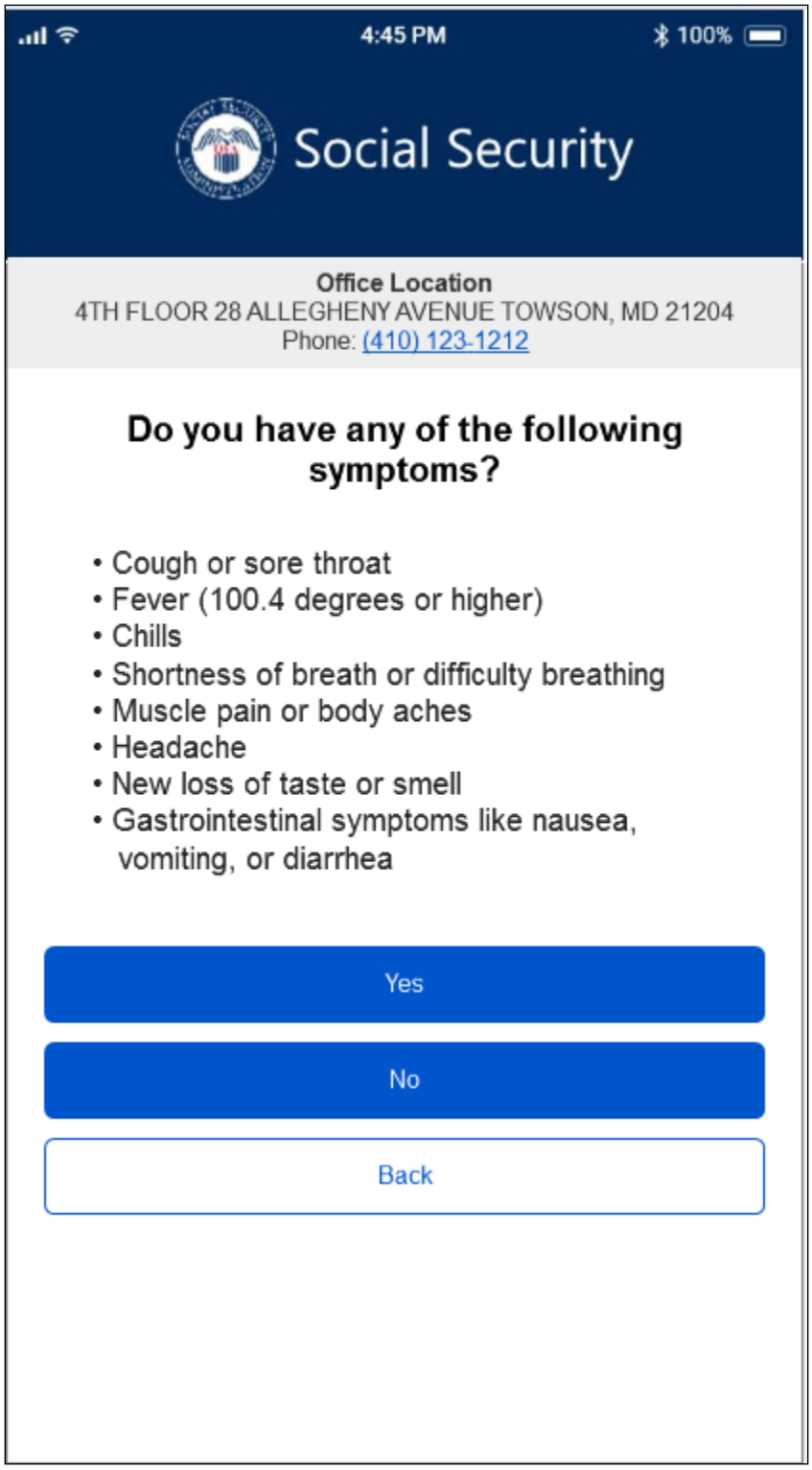
3.1. Appointment Details



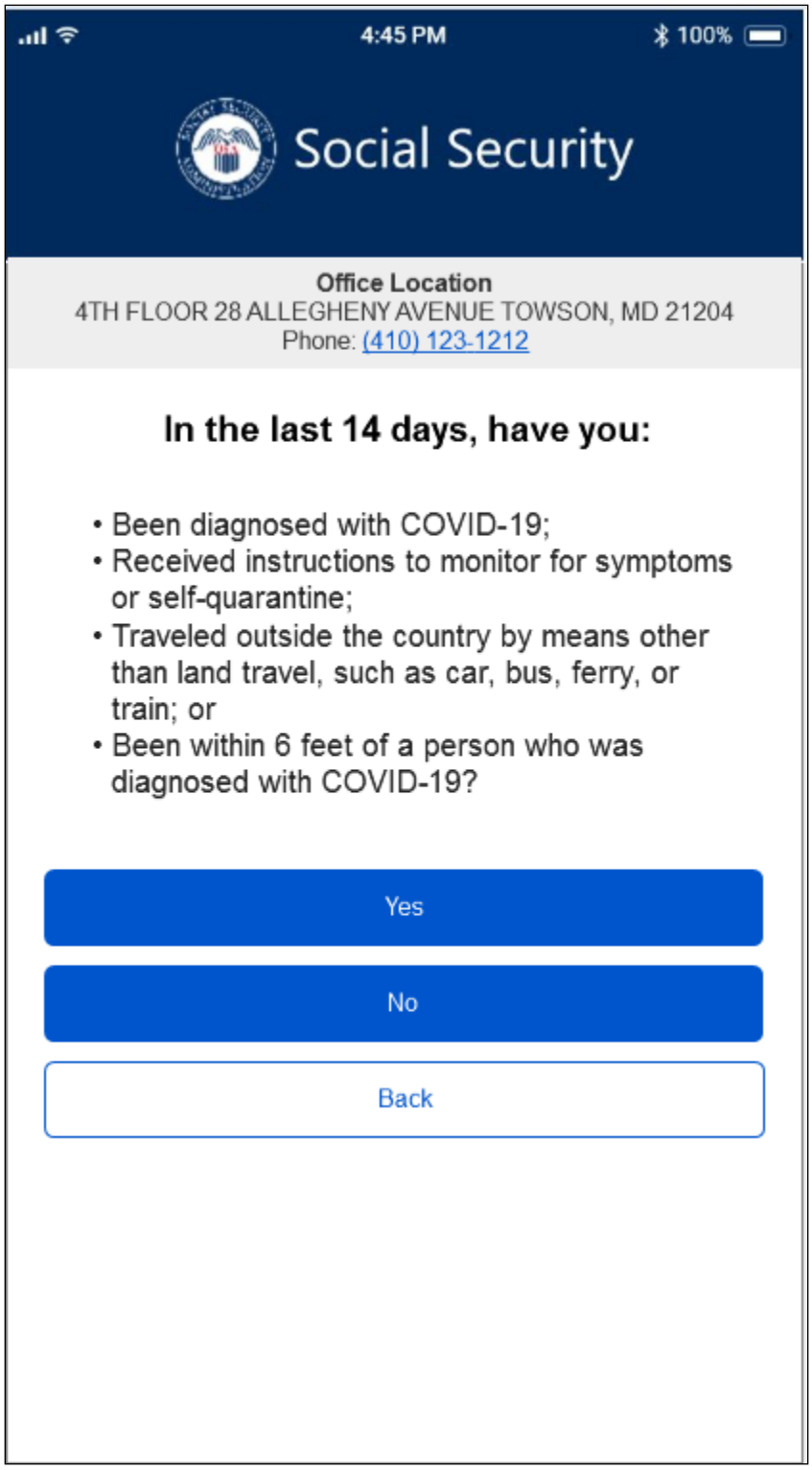
3.2. Privacy Act



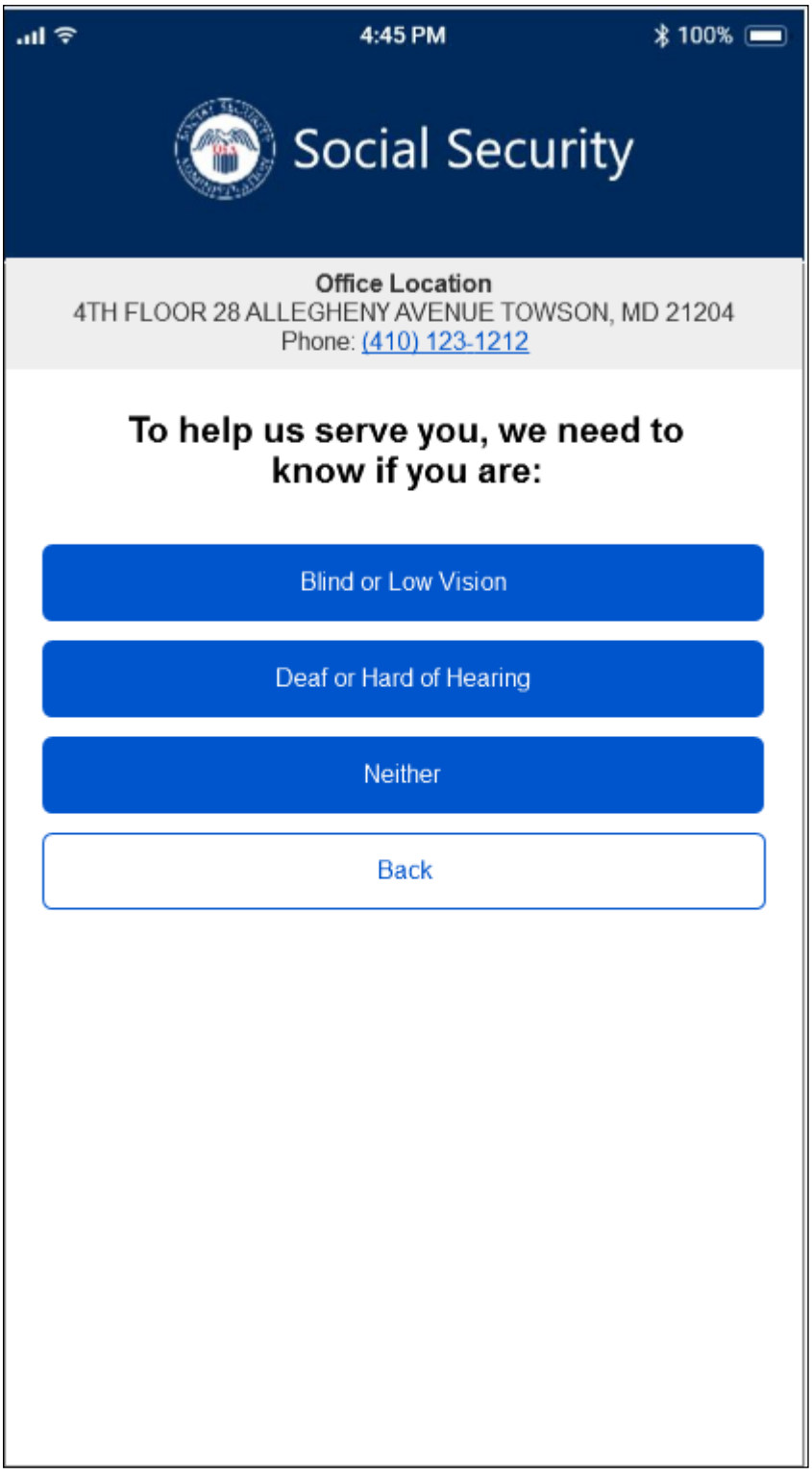
3.3. COVID Screener 1



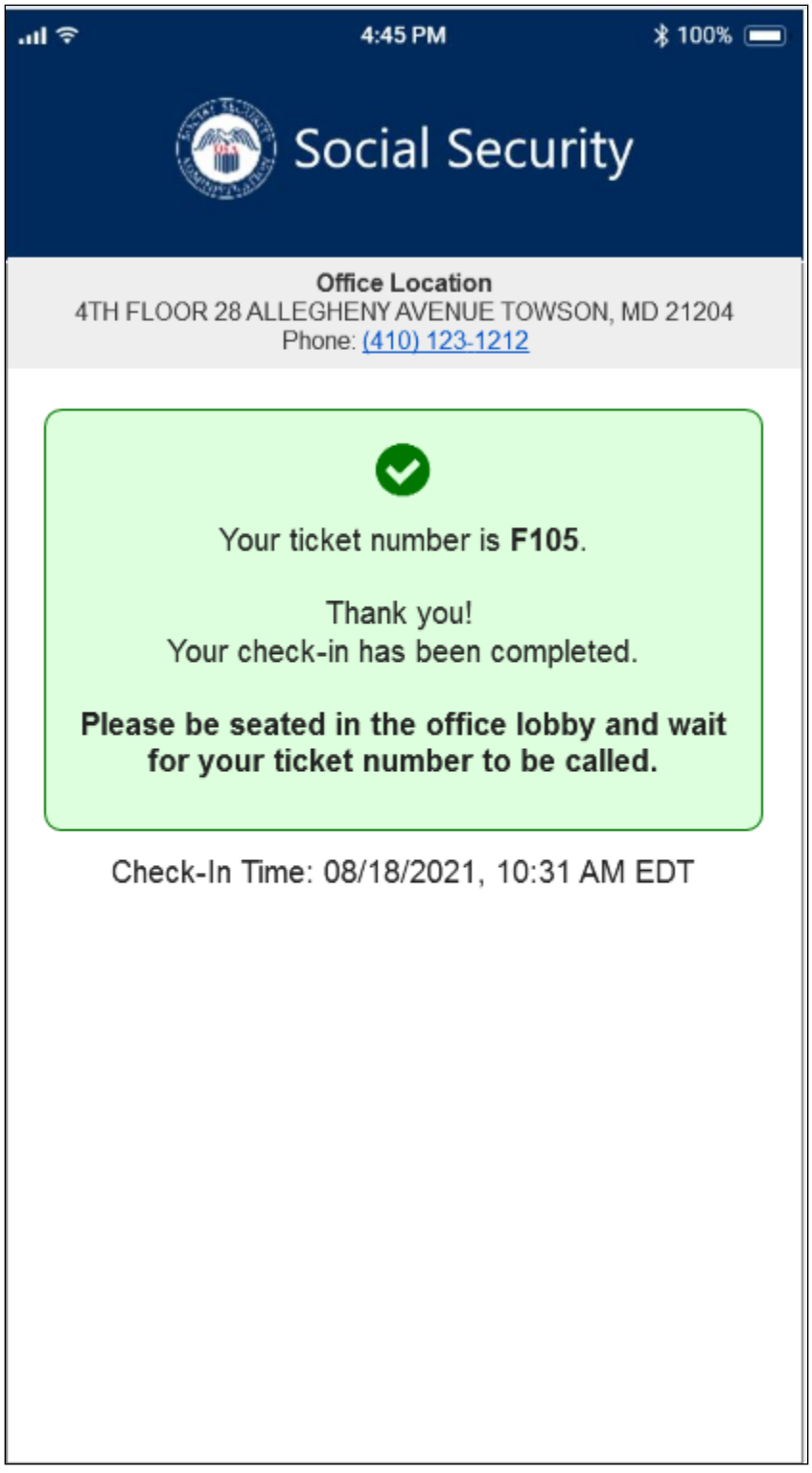
3.4. COVID Screener 2



3.5. Accessibility Screener

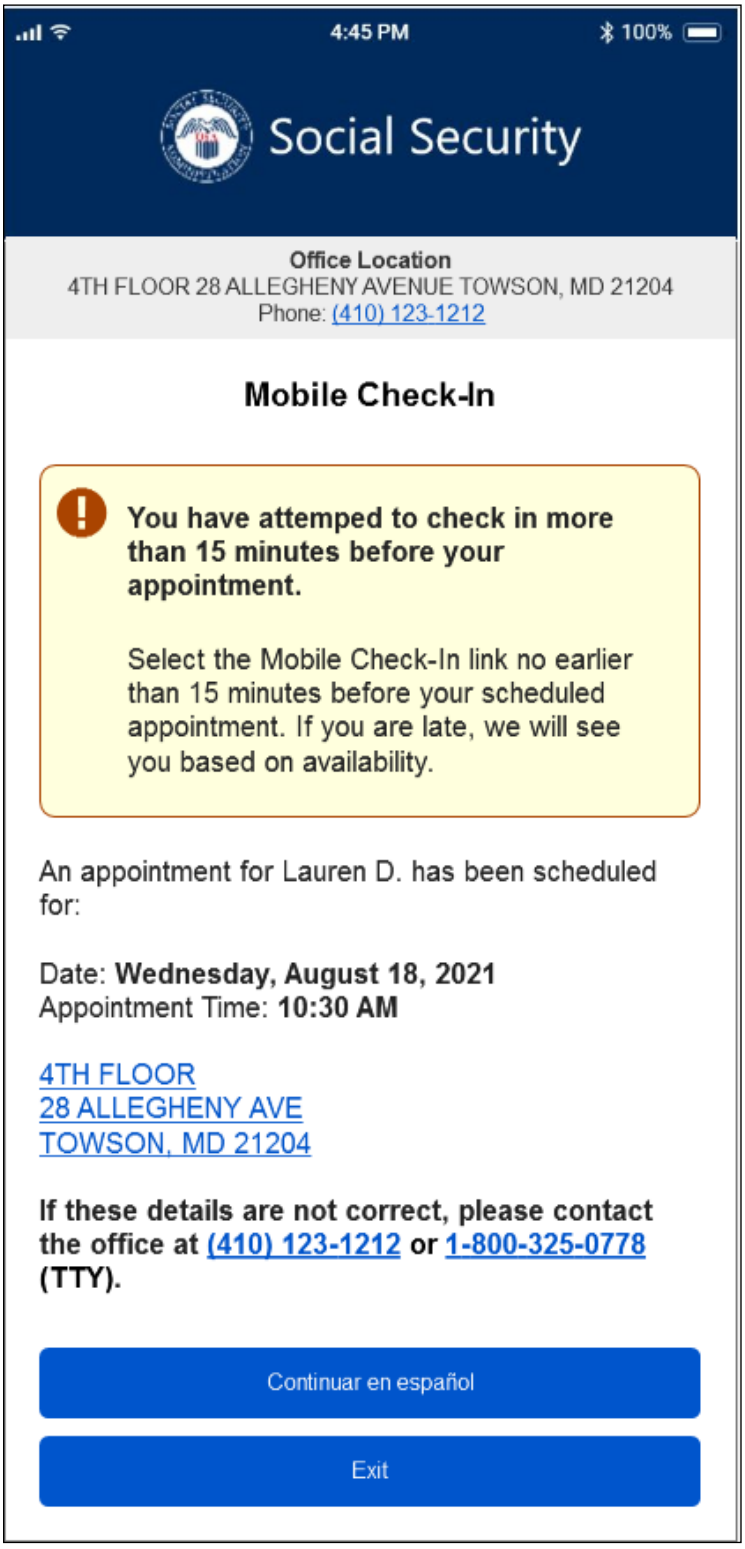


3.6. Ticket Number Confirmation

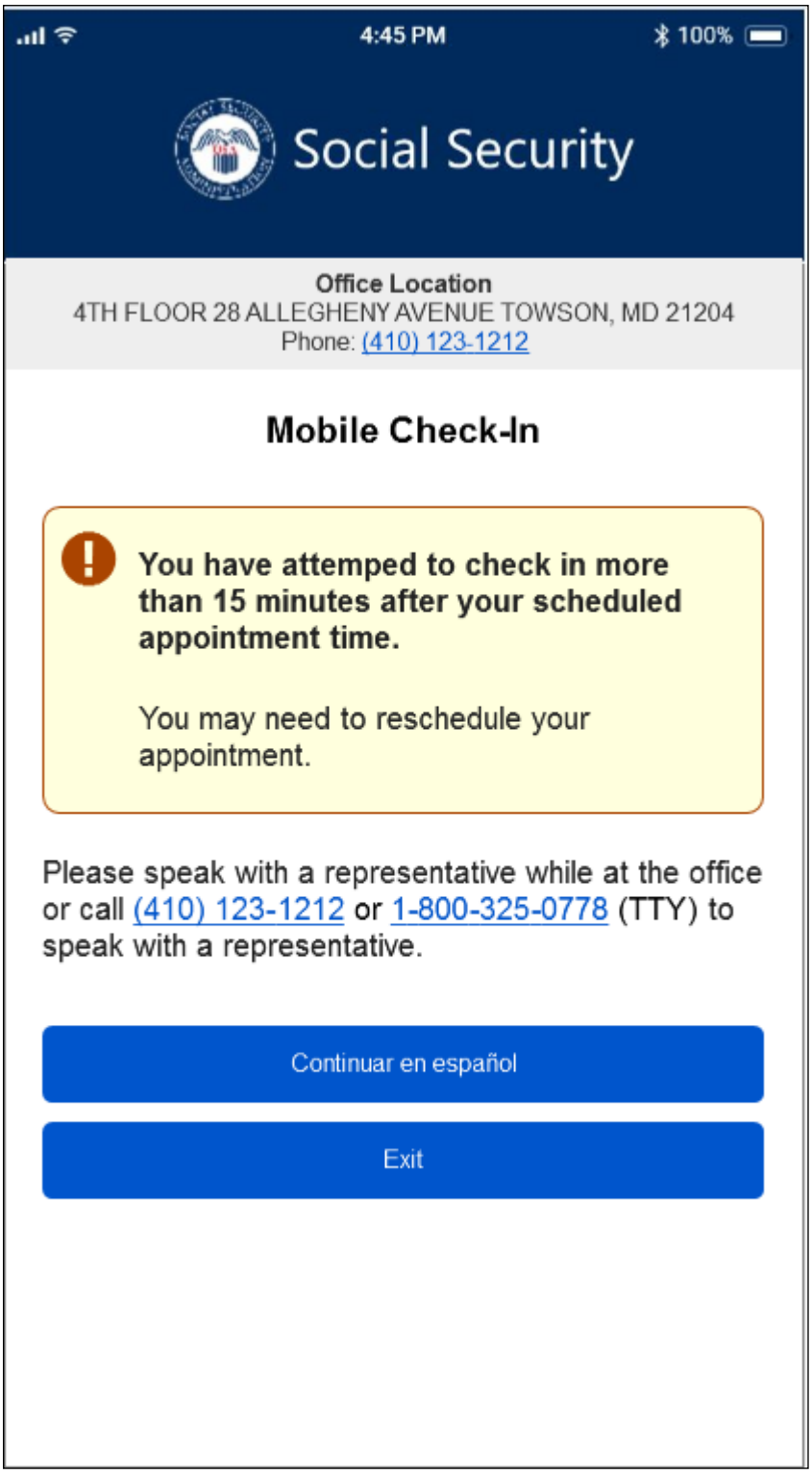


4. System Messages

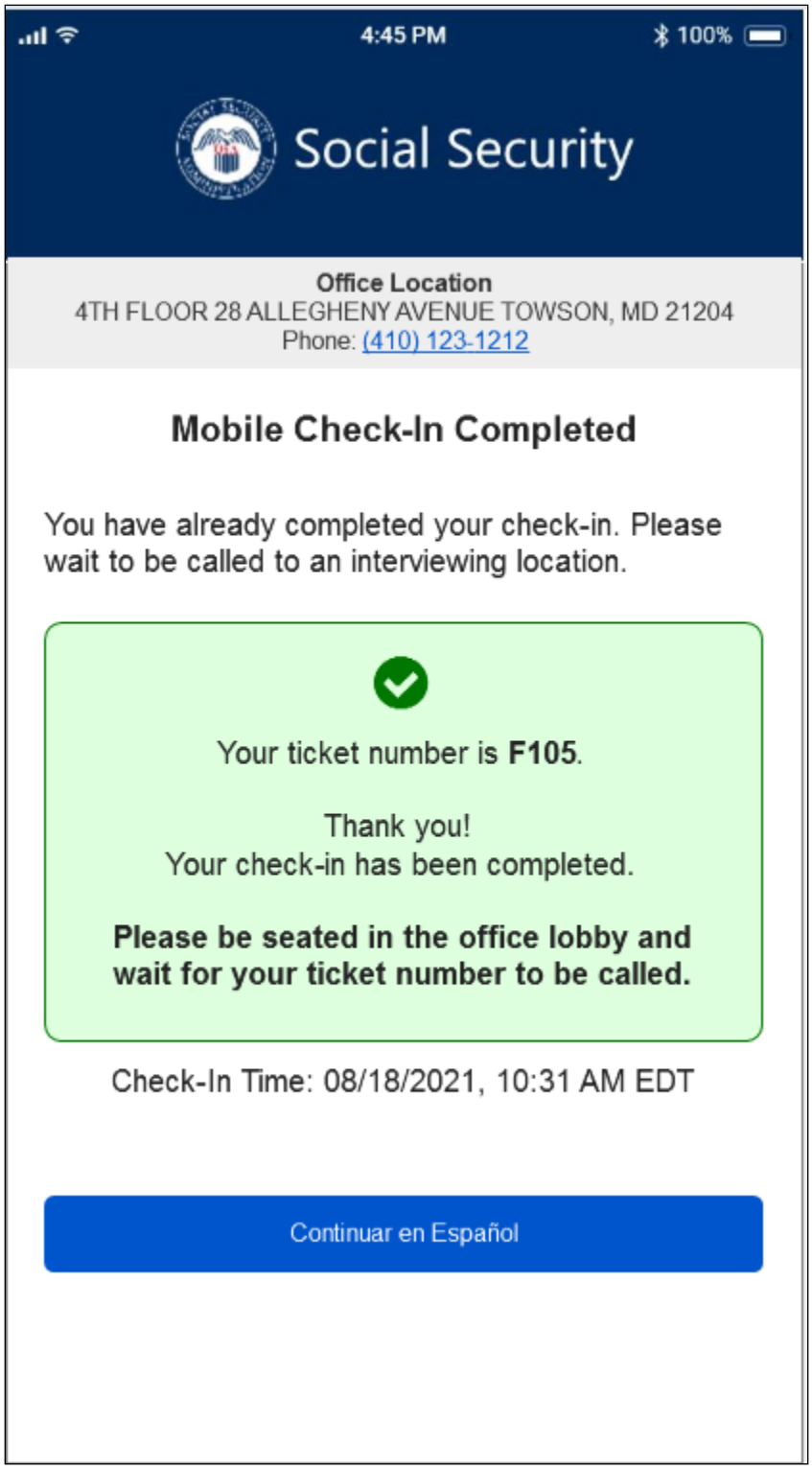
4.1 Outside of 30 Minute Check-in Window



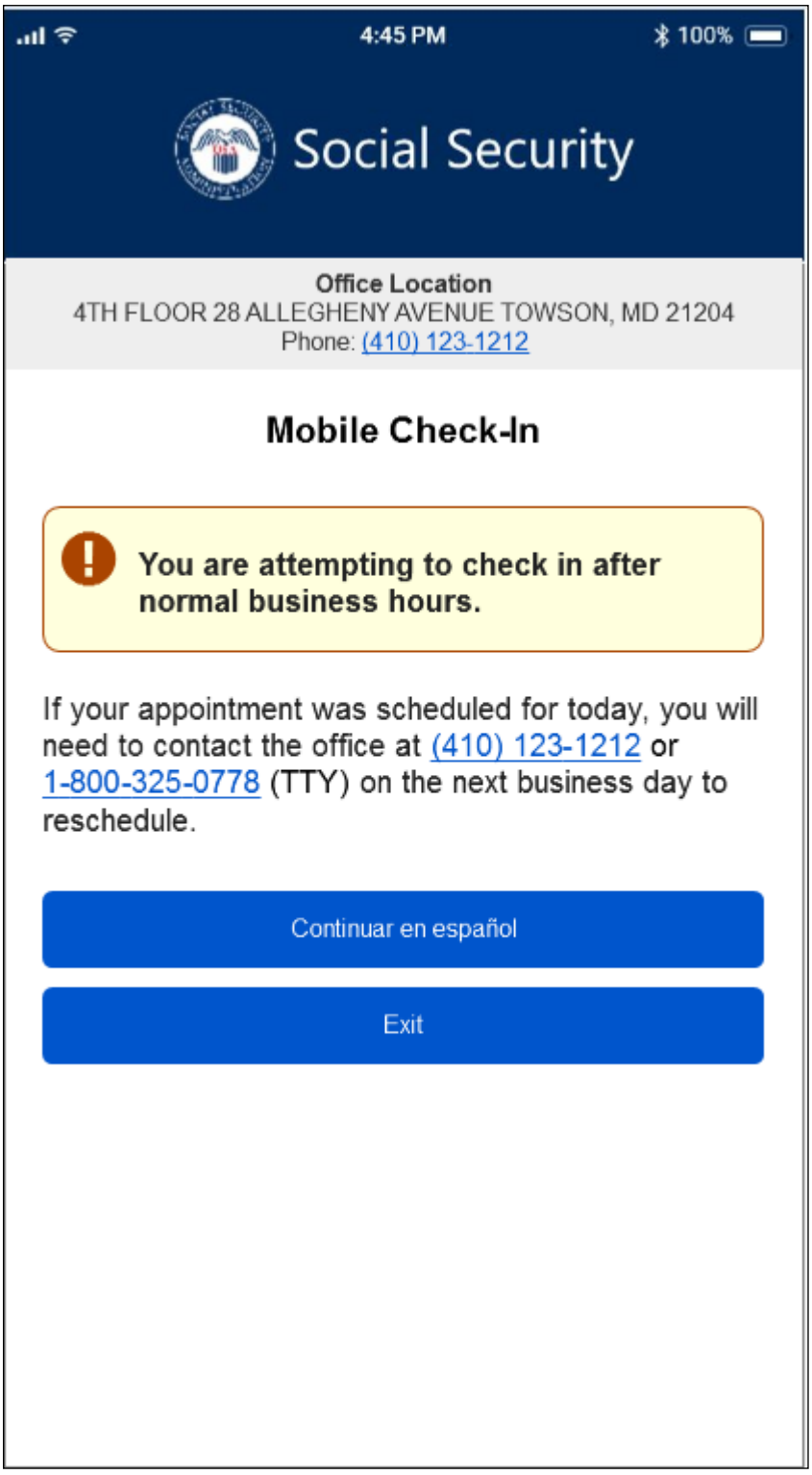
4.2 After 15 Minute Check-in Window, Check-in Code Expired



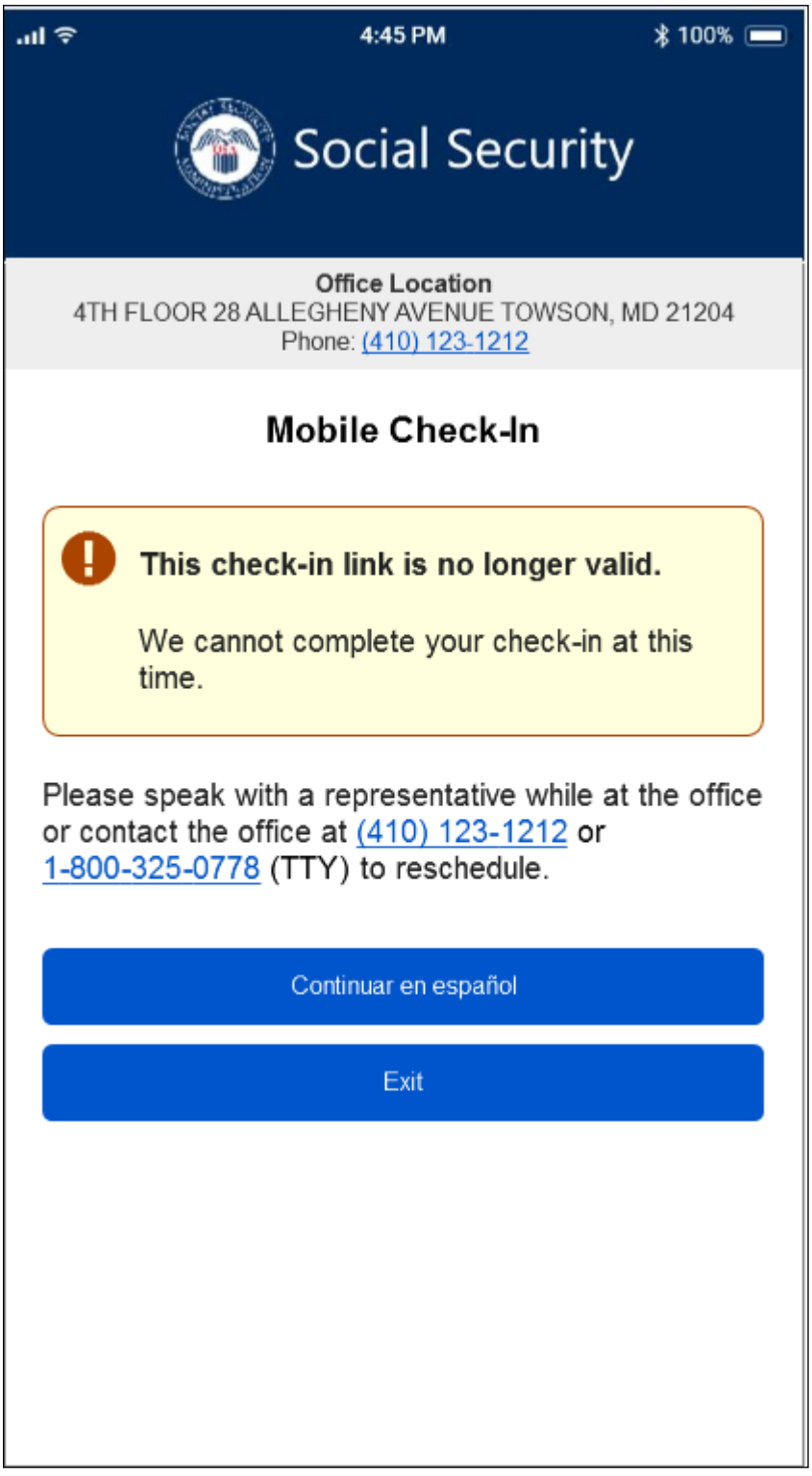
4.3 Already Checked-in



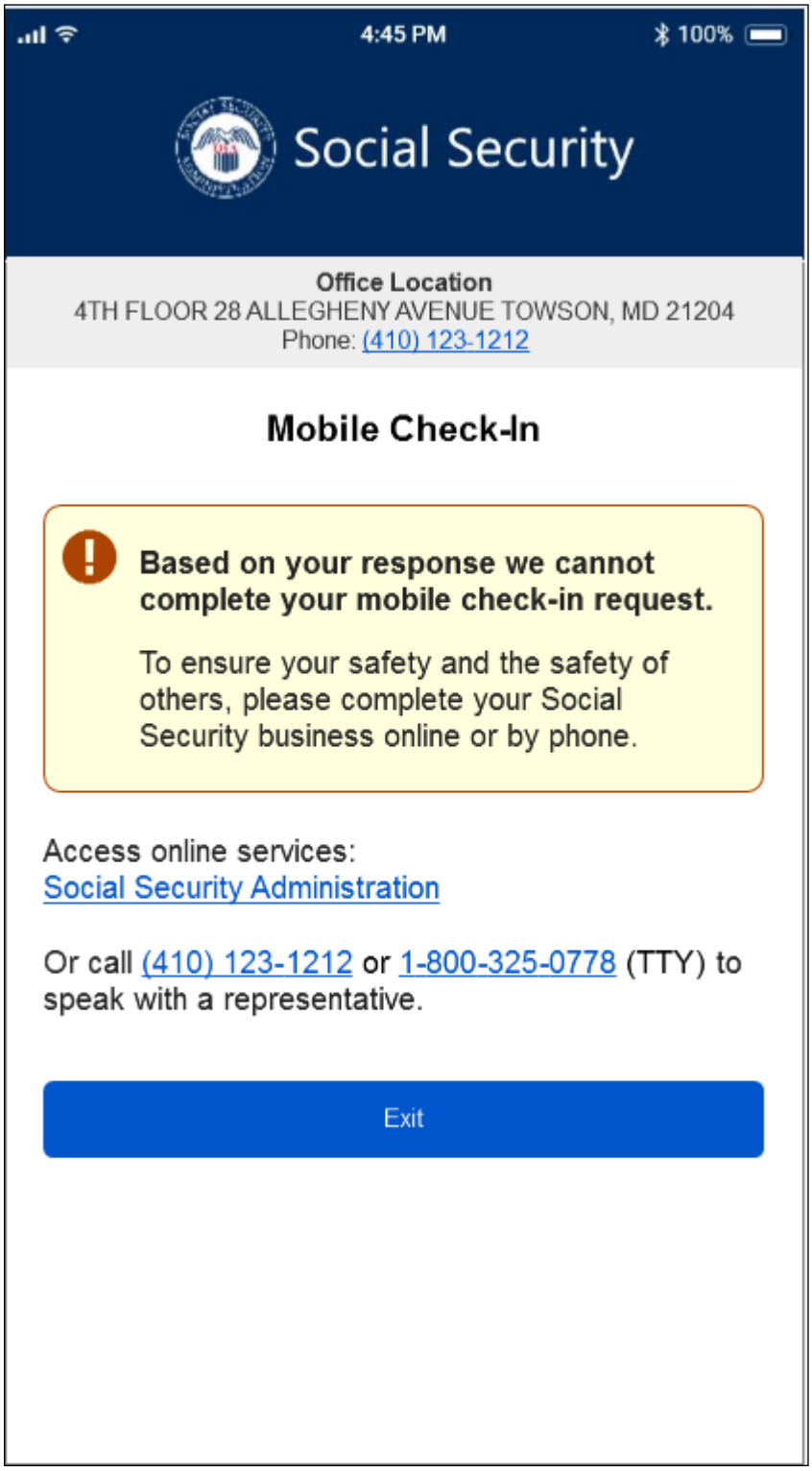
4.4 Cannot Check-in After 4pm Local Time



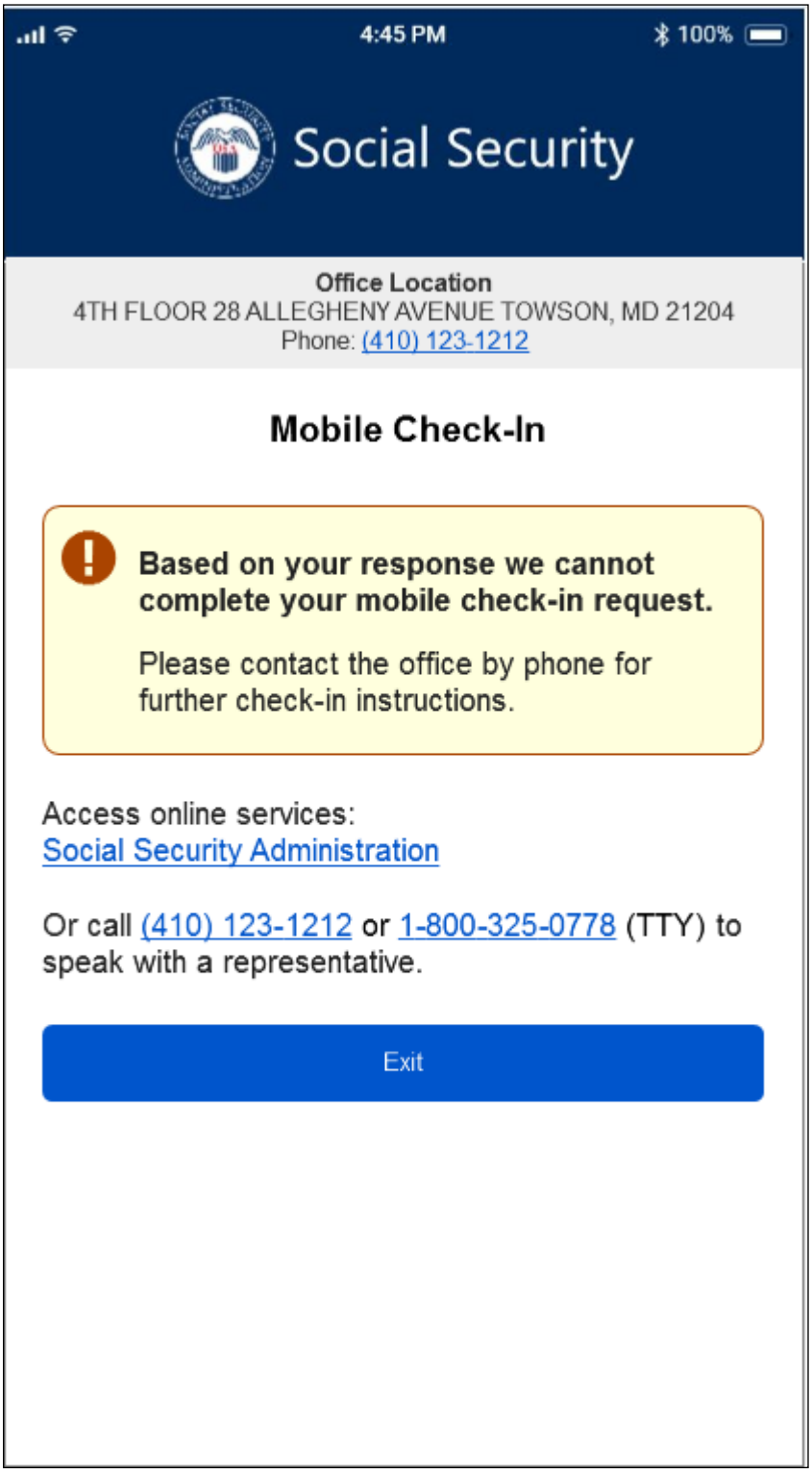
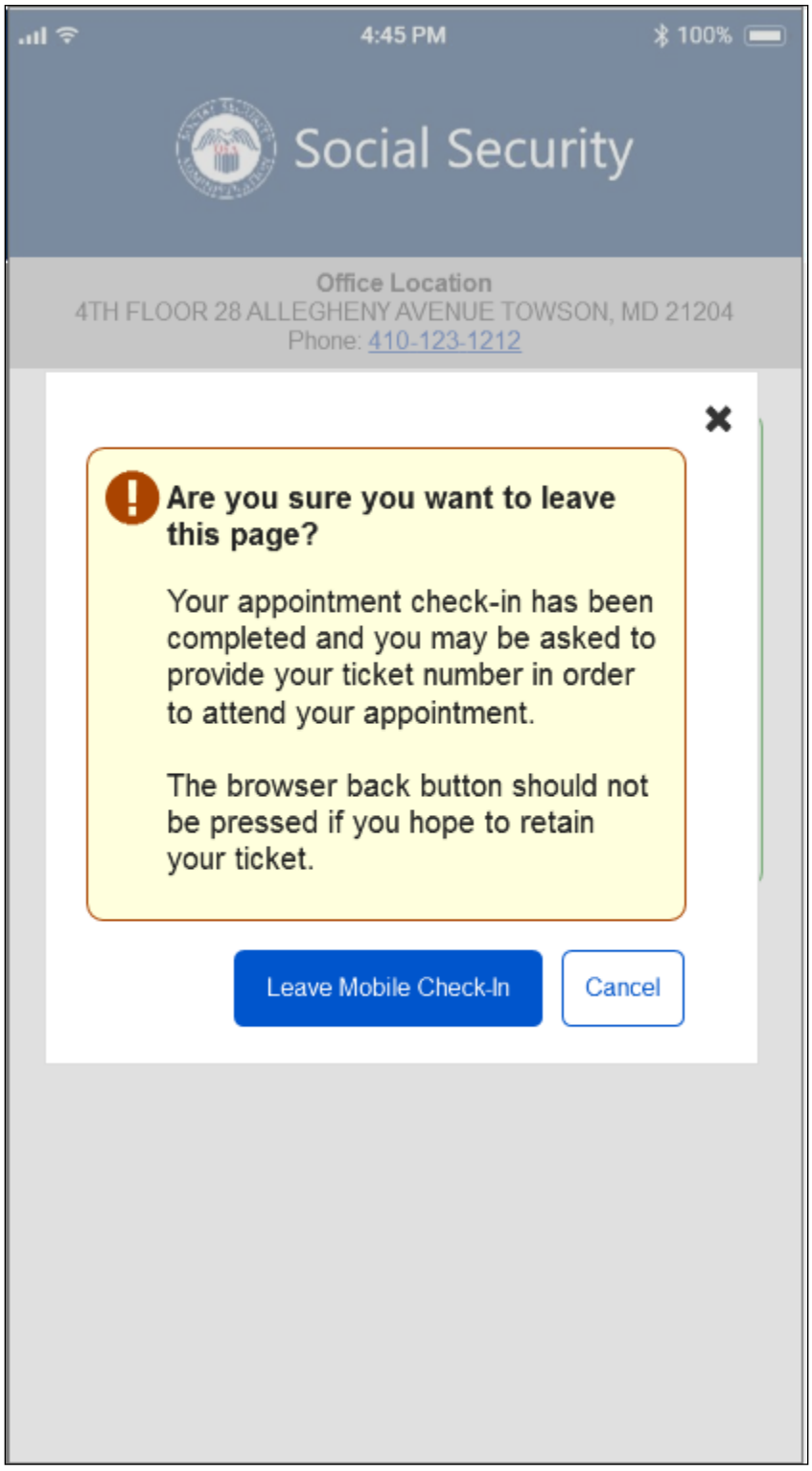
4.5 Check-In Link No Longer Valid



4.6 COVID Fail



4.7 Recaptcha Fail



4.8 Back Button System Message