

# Email Message: Screen Changes

## Original Design:

- Includes link to appointment location address
- Includes imbedded map

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](tel:410-123-1212)

Thank you,  
The Social Security Administration

[Prefiero español](#)

"COVID Safety Procedures" Link:  
[https://www.ssa.gov/coronavirus/categories/conducting\\_business-with-social-security-during-the-pandemic/](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?"

## Change:

- The street address is removed
- Imbedded map has been removed
- Phone number removed

3:30 100%

To: YourName@gmail.com  
From: Social Security Administration  
<placeholder for email address>  
Date: Wednesday, November 30, 2021  
10:30 AM

**Subject: Important Message from the Social Security Administration**

Hello,

Please review the details of the appointment scheduled for [FNAME LASTINITIAL]:

Date: **Thursday, December 1, 2021**  
Appointment Time: **10:30 AM**

Within 15 minutes before or after your appointment time, please [check in to your appointment](#).

Please do not check in until you arrive at the office.

We are still operating under [COVID Safety procedures](#).

Thank you,  
The Social Security Administration

<Placeholder for standard language>

# Text Message Link

**Original:**



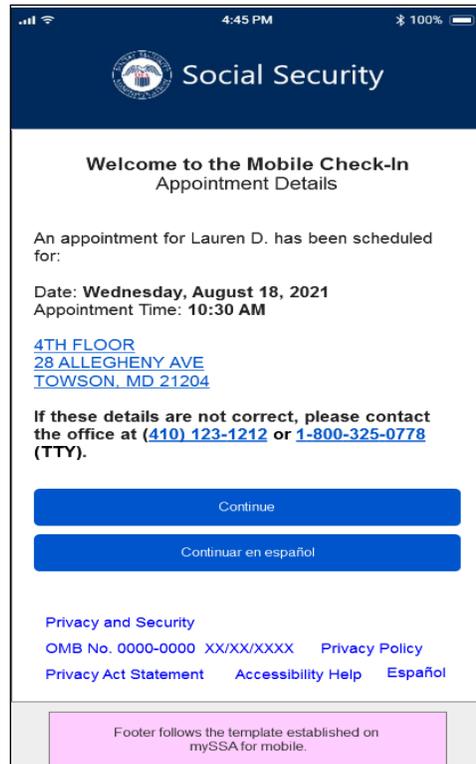
**Change:**

- **No Change**

# Welcome Screen

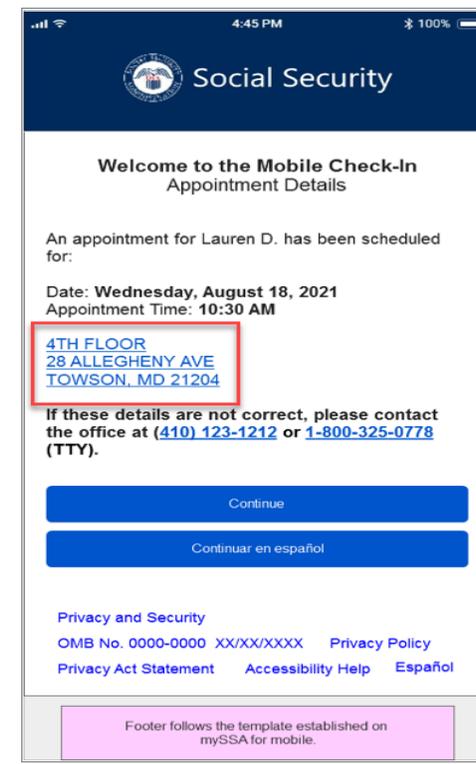
## Original:

- Includes link to appointment location address



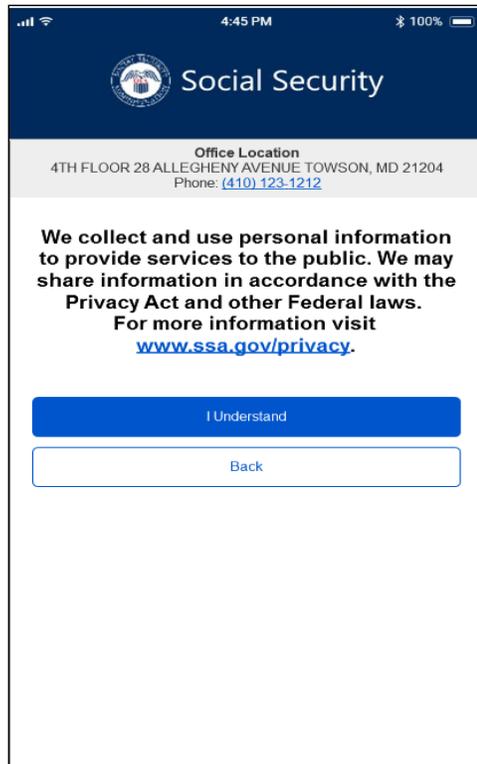
## Change:

- The link to the address is disabled



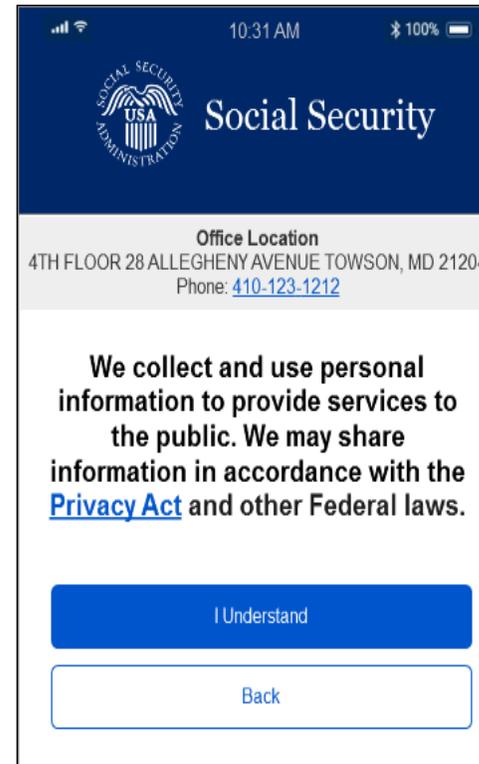
# Privacy Act

## Original:



## Change:

- Removed sentence: "For More information Visit [WWW.SSA.GOV/Privacy](http://WWW.SSA.GOV/Privacy)"



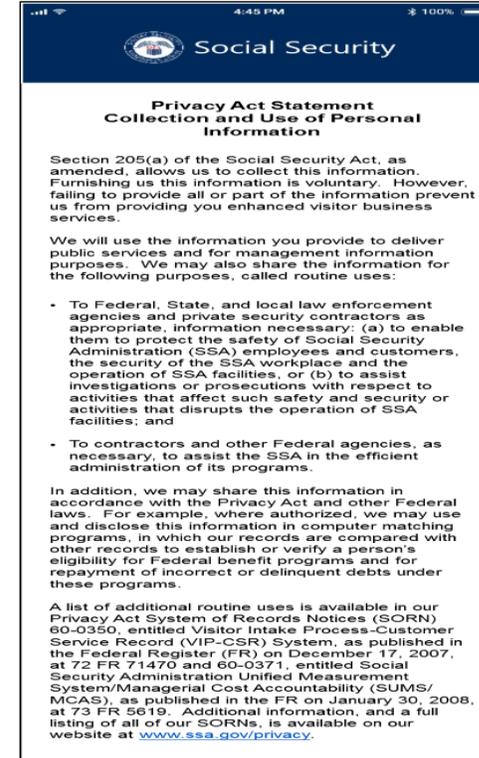
# Optional: Full Privacy Act Statement

Original:

- Not part of original submission

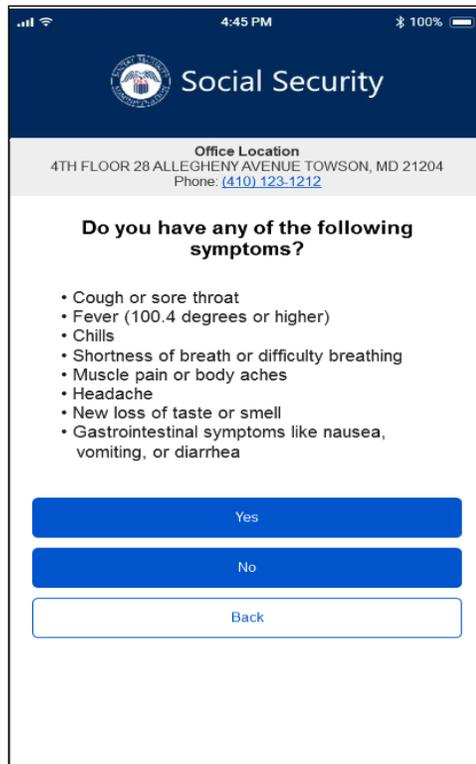
Displayed When User Selects Link to Privacy Statement:

- Opens in new tab



# Covid Screener 1

**Original:**



4:45 PM 100%

 Social Security

**Office Location**  
4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204  
Phone: [\(410\) 123-1212](tel:4101231212)

**Do you have any of the following symptoms?**

- Cough or sore throat
- Fever (100.4 degrees or higher)
- Chills
- Shortness of breath or difficulty breathing
- Muscle pain or body aches
- Headache
- New loss of taste or smell
- Gastrointestinal symptoms like nausea, vomiting, or diarrhea

Yes

No

Back

**Change:**

- No Change

# Covid Screener 2

**Original:**

4:45 PM 100%

 Social Security

**Office Location**  
4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204  
Phone: [\(410\) 123-1212](tel:4101231212)

**In the last 14 days, have you:**

- Been diagnosed with COVID-19;
- Received instructions to monitor for symptoms or self-quarantine;
- Traveled outside the country by means other than land travel, such as car, bus, ferry, or train; or
- Been within 6 feet of a person who was diagnosed with COVID-19?

Yes

No

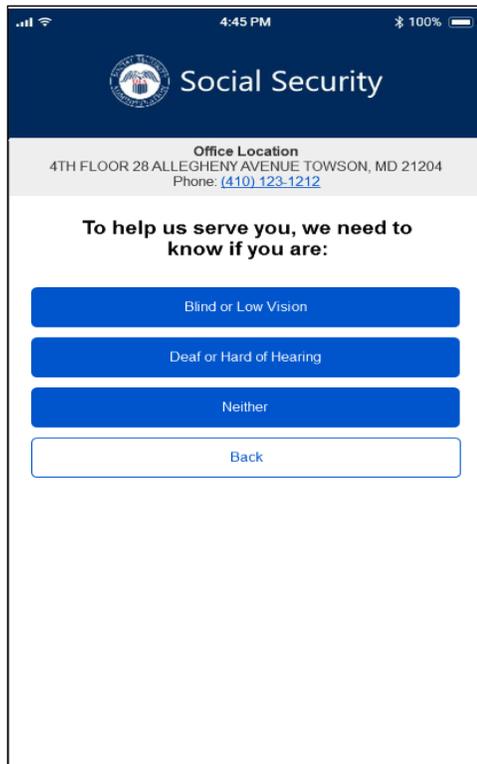
Back

**Change:**

- No Change

# Accessibility Screener

**Original:**

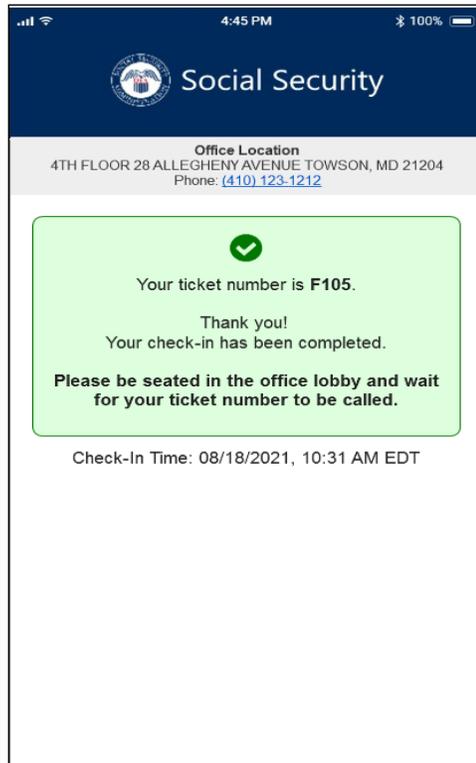


**Change:**

- No Change

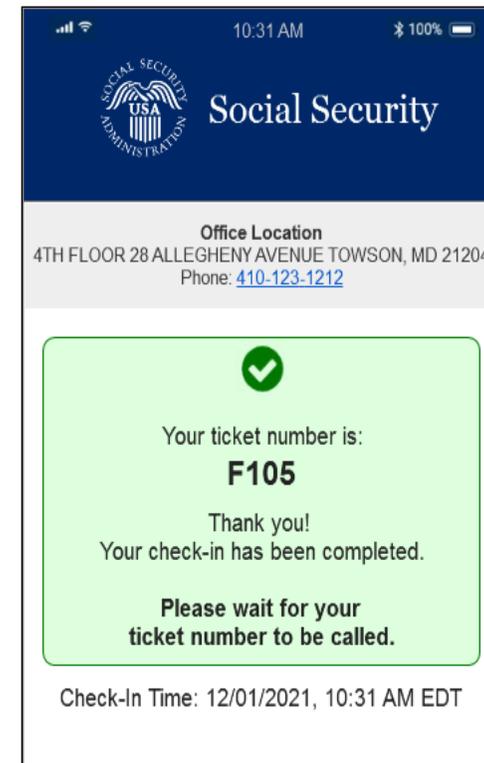
# Ticket Number Confirmation

**Original:**



**Change:**

Removed "Please be seated in the office lobby and"



# Text Summons

## Original:

- Not included in original package

## Change:

- Added text message that communicates to visitor that their number has been called and directs them to their interview location



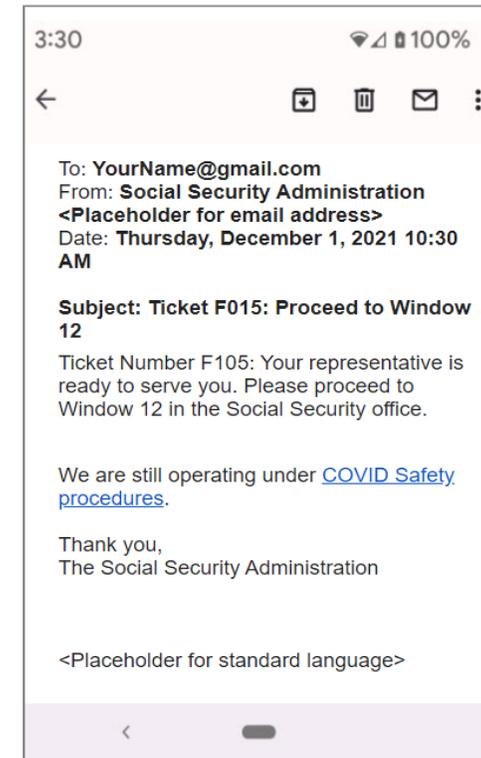
# Email Summons

## Original:

- Not included in original package

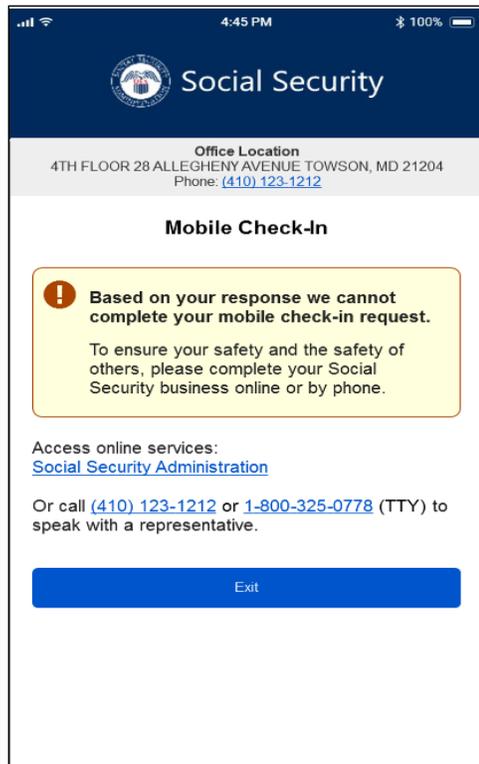
## Change:

- Added email summons



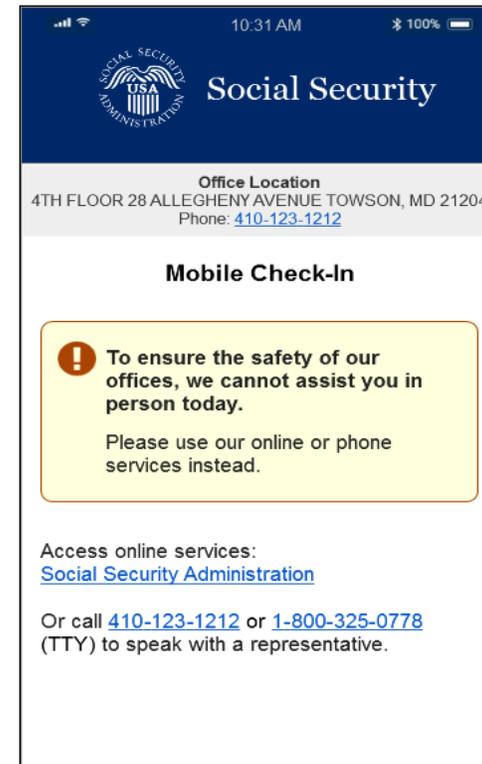
# Covid Fail

## Original:



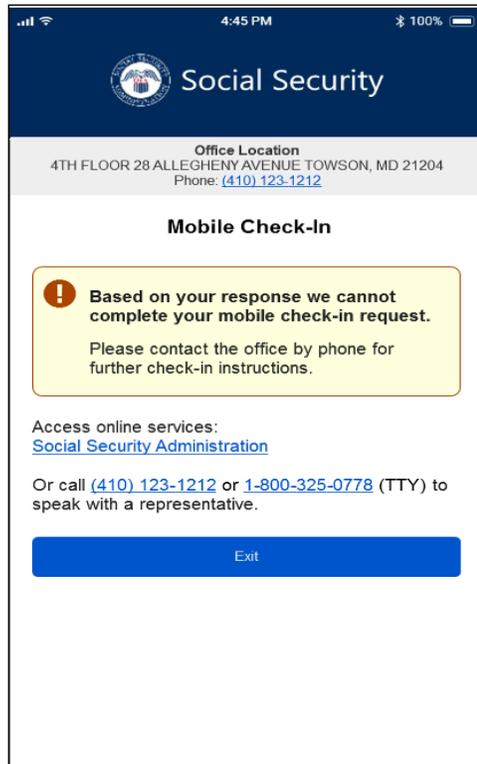
## Change:

Revised message in yellow banner for clarity



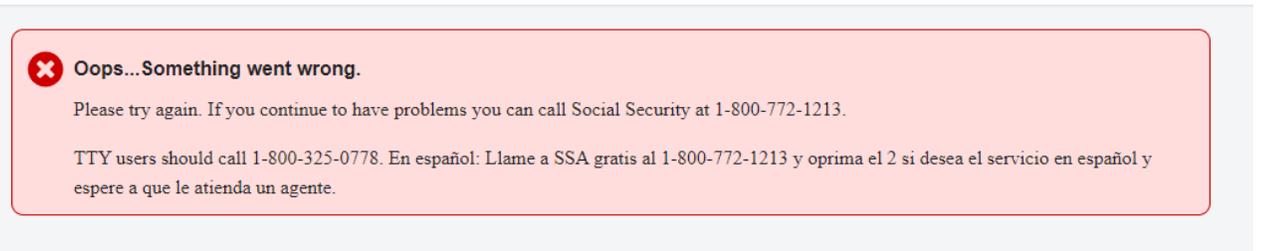
# ReCAPTCHA Fail

## Original:



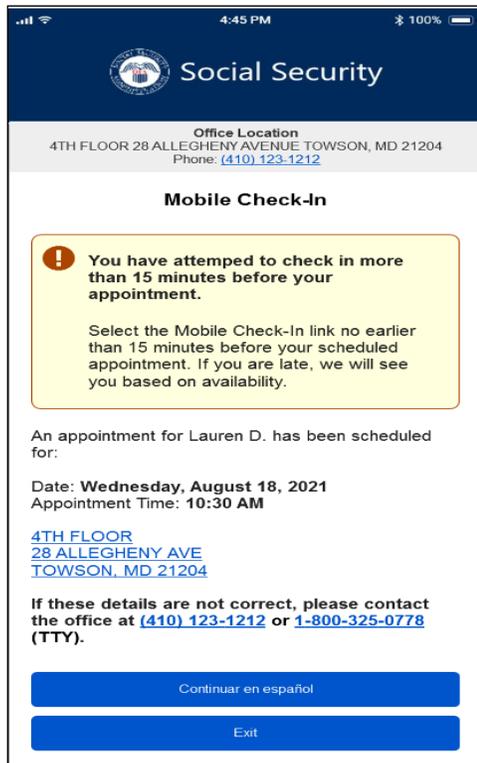
## Change:

- Removing the original ReCAPTCHA fail messaging and replacing with standardized Agency level messaging.



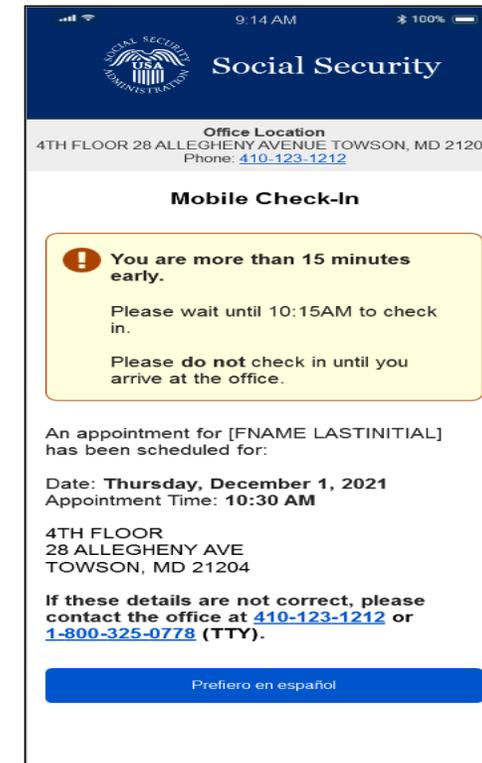
# Message: More Than 15 Minutes Early

## Original:



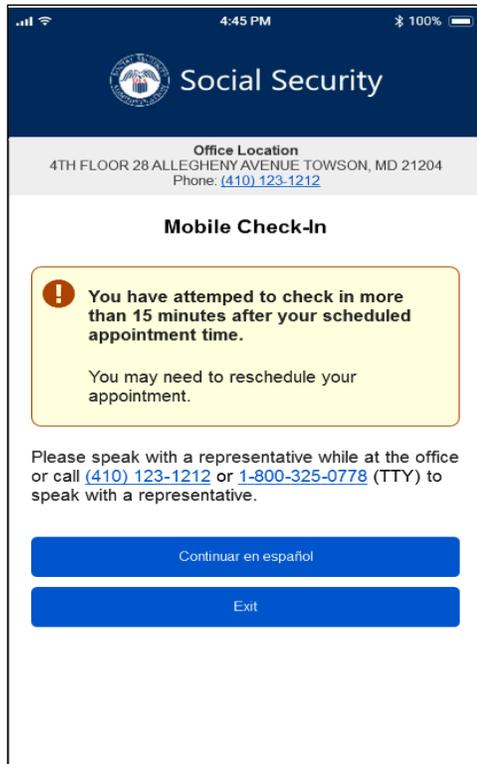
## Change:

- Revised language in yellow banner to increase clarity.
- Removed imbedded link to address.



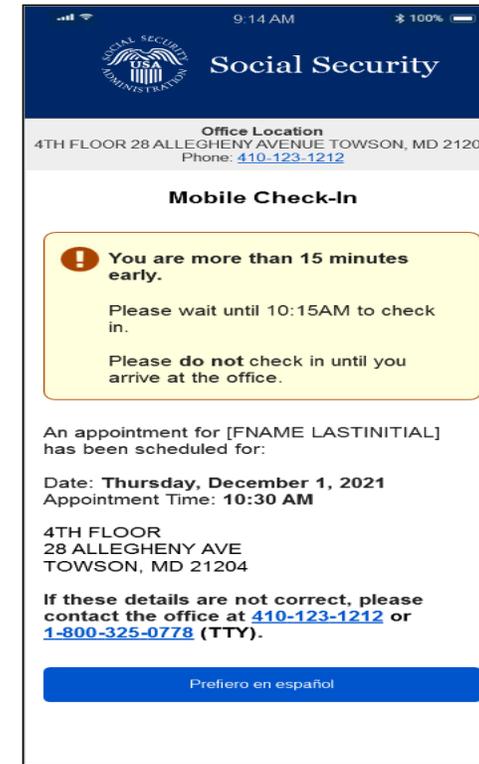
# After 15 Minutes Check-In Window

## Original:



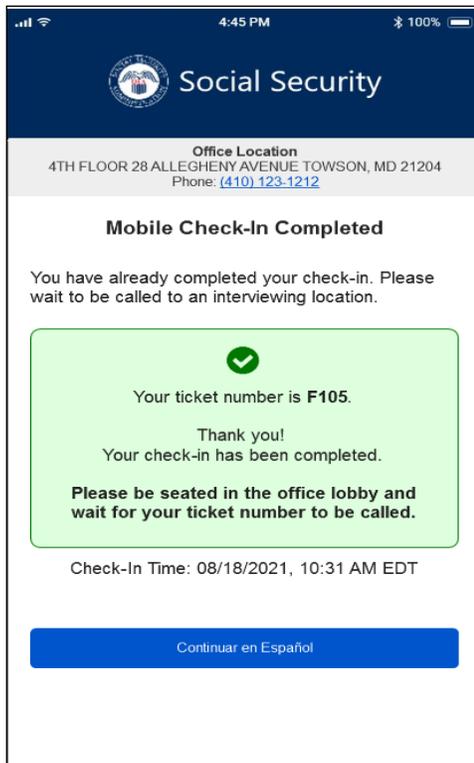
## Change:

- Revised Language in Yellow banner to increase clarity.
- Added appointment details and address.



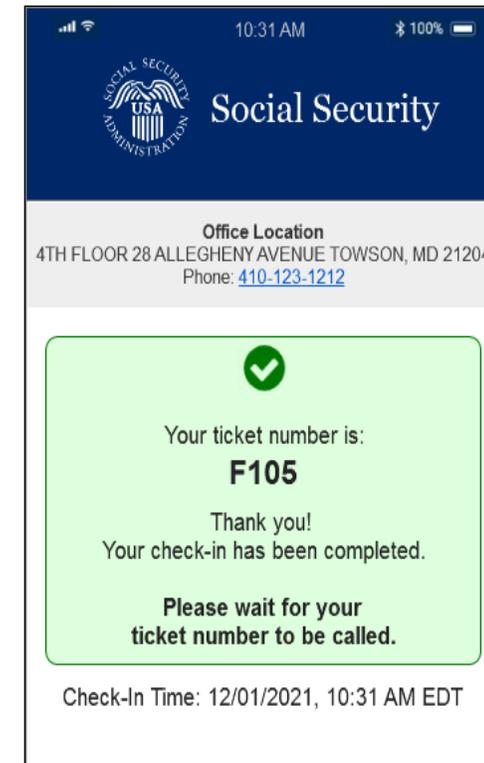
# Already Checked In

## Original:



## Change:

- Removed from top of message: "Mobile Check-In Completed. You have already completed your check-in. Please wait to be called to interviewing location."
- Removed the language: "be seated in the office lobby and" from the green banner.
- Removed option to continue in Spanish.



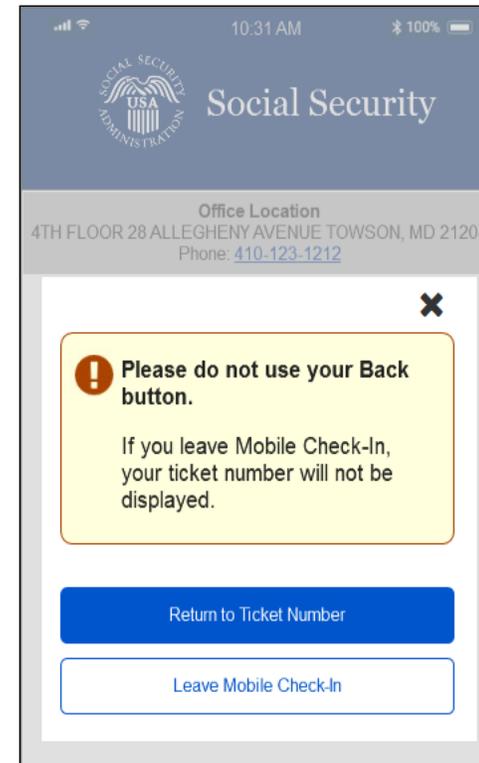
# Back Button Disabled

## Original:

- Not included

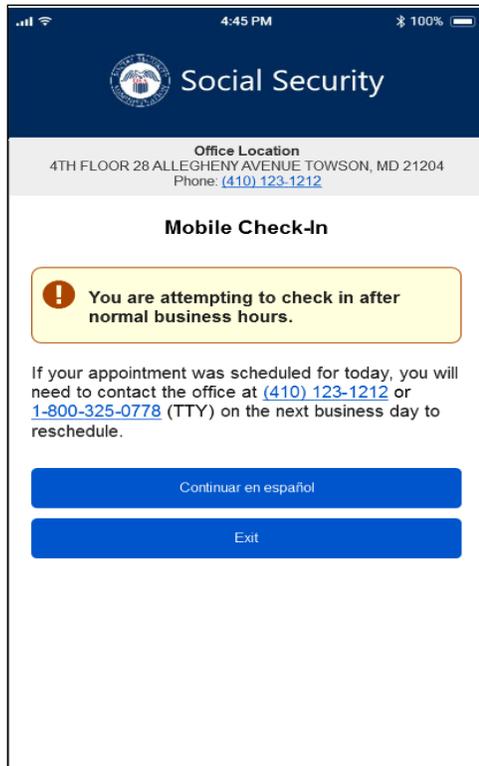
## Added The Following Screen:

- Displayed if browser's Back button is selected while the user is on the Ticket Number screen.



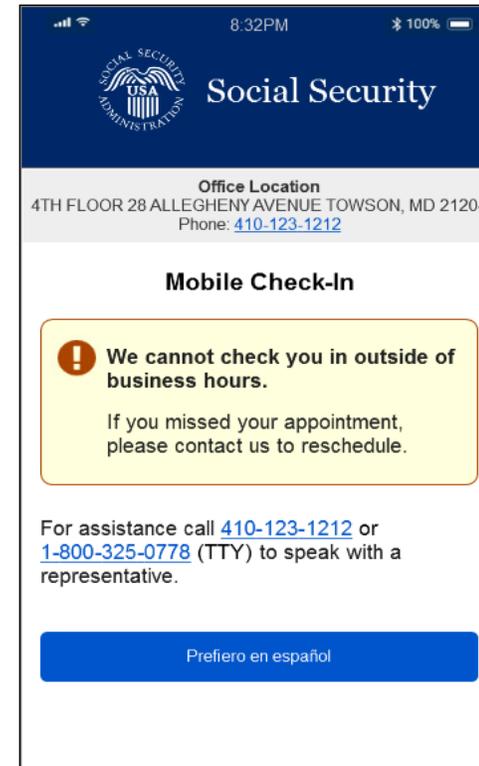
# Cannot Check-In After 4PM Local Time

## Original:



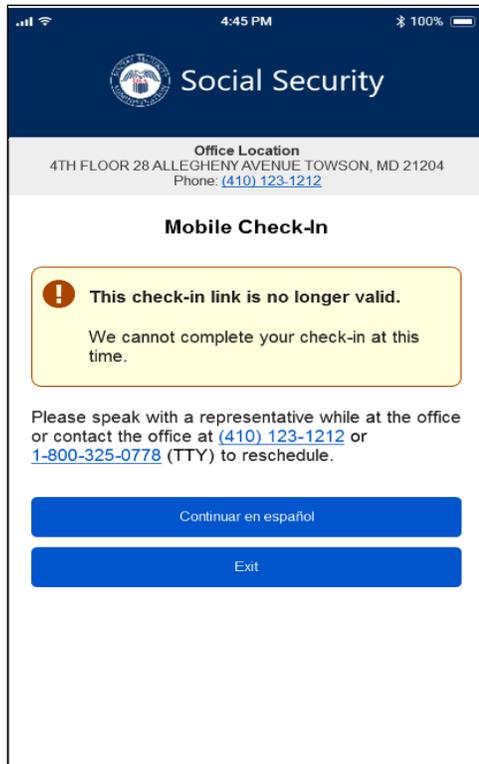
## Change:

- Added "If you missed your appointment, please contact us to reschedule".



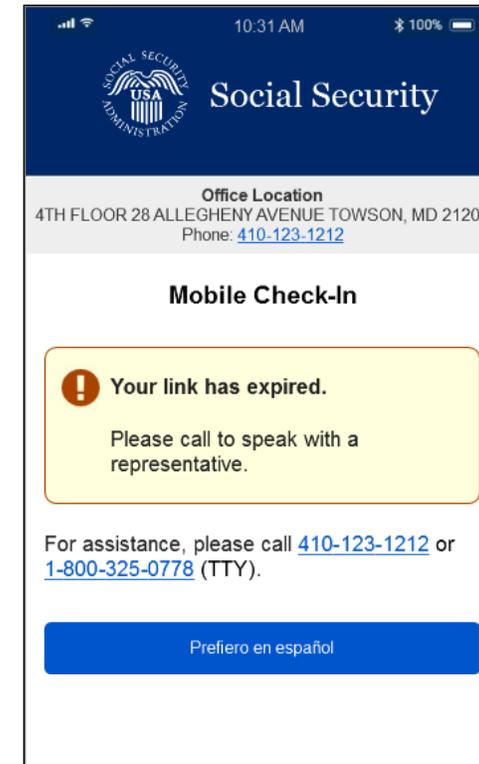
# Link Expired

## Original:



## Change:

- Amended language in yellow banner



# System Unavailable

## Original:

- Not included

## Change:

- Added new screen: Displayed if there is a system failure which prevents the user from checking in via the Mobile Check-In app.

