OMB Change Request

eAccess May 2022 Release

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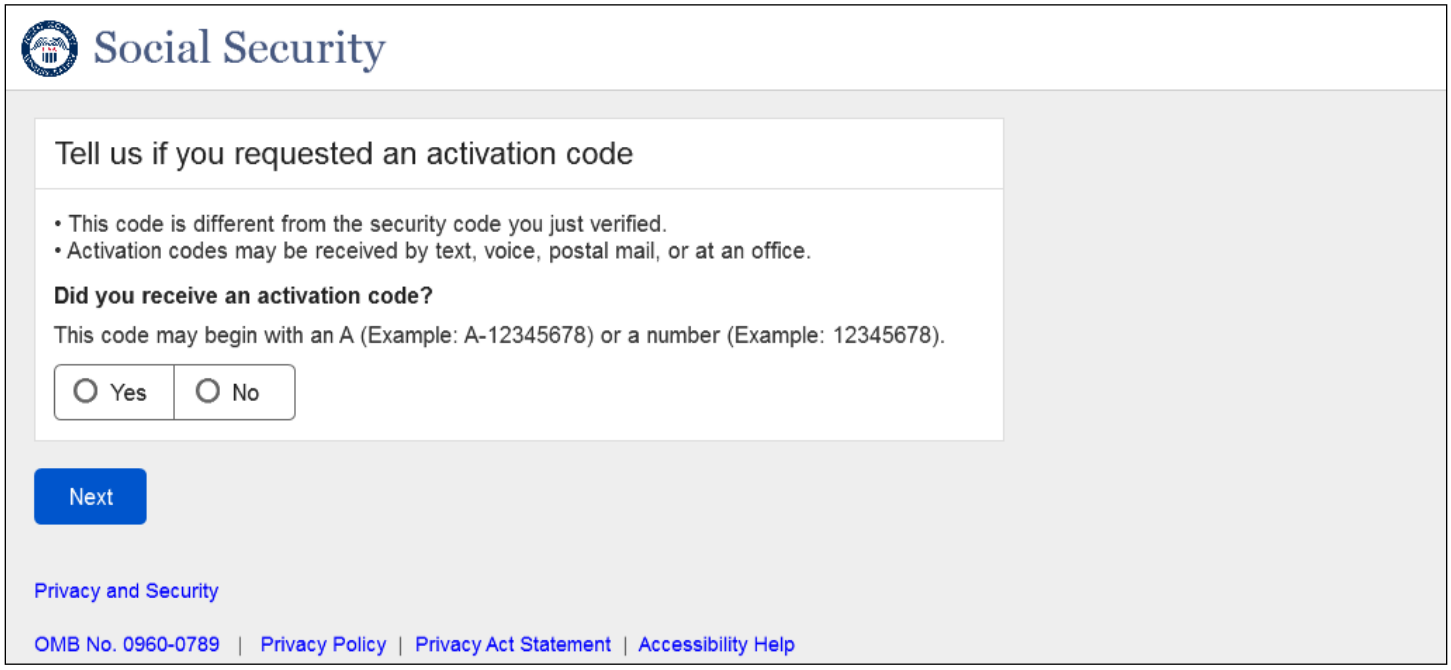
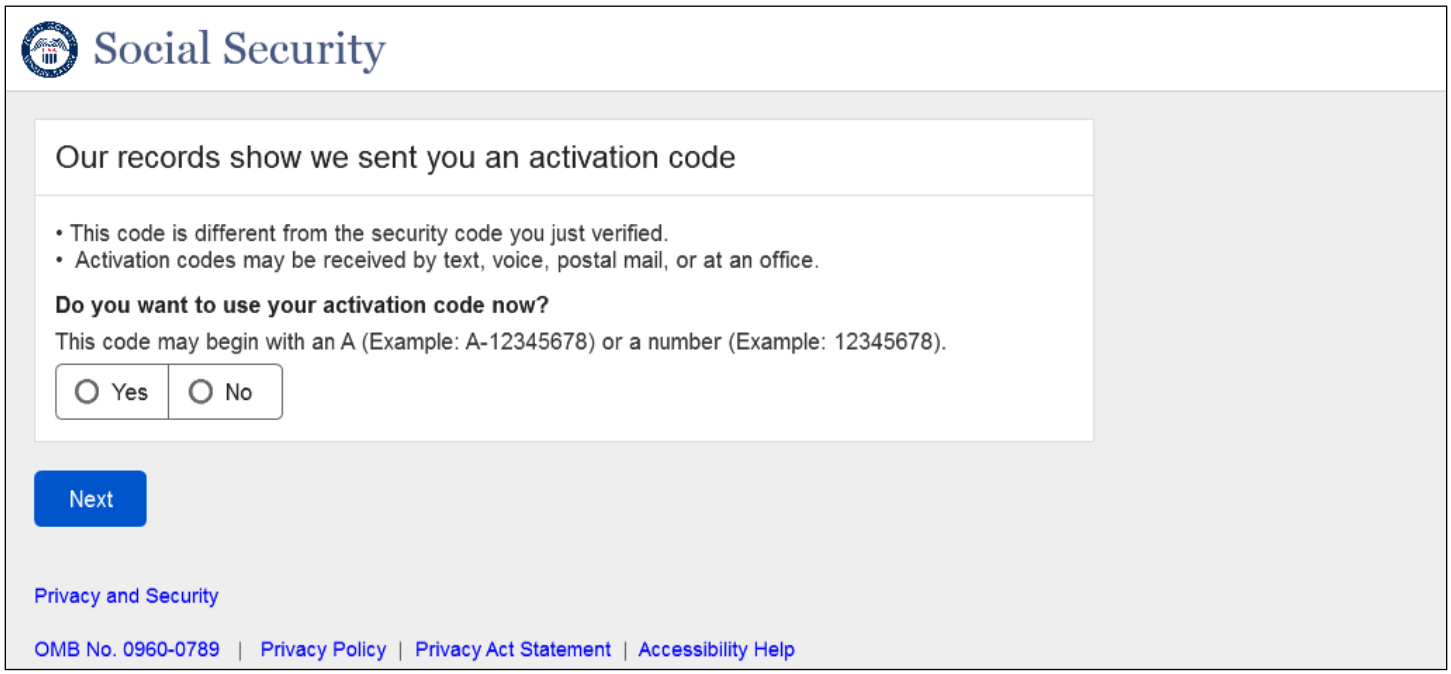
1. ROME

1.1 Have Activation Code (HVAC)



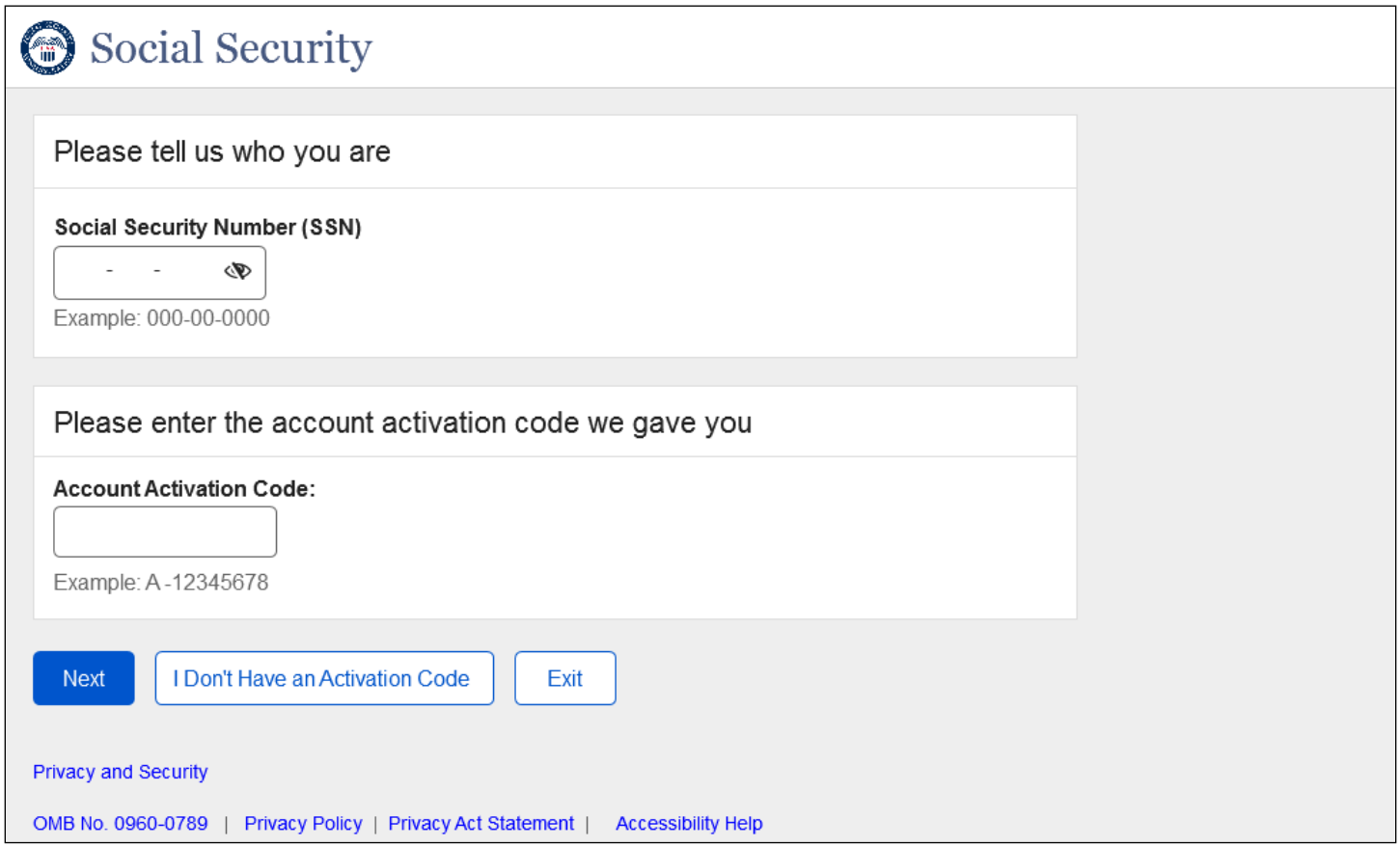
New Screen for users who may have an Activation Code which can be received by text, voice, postal mail or at an office.

1.2 Have Upgrade Code (HVUC)



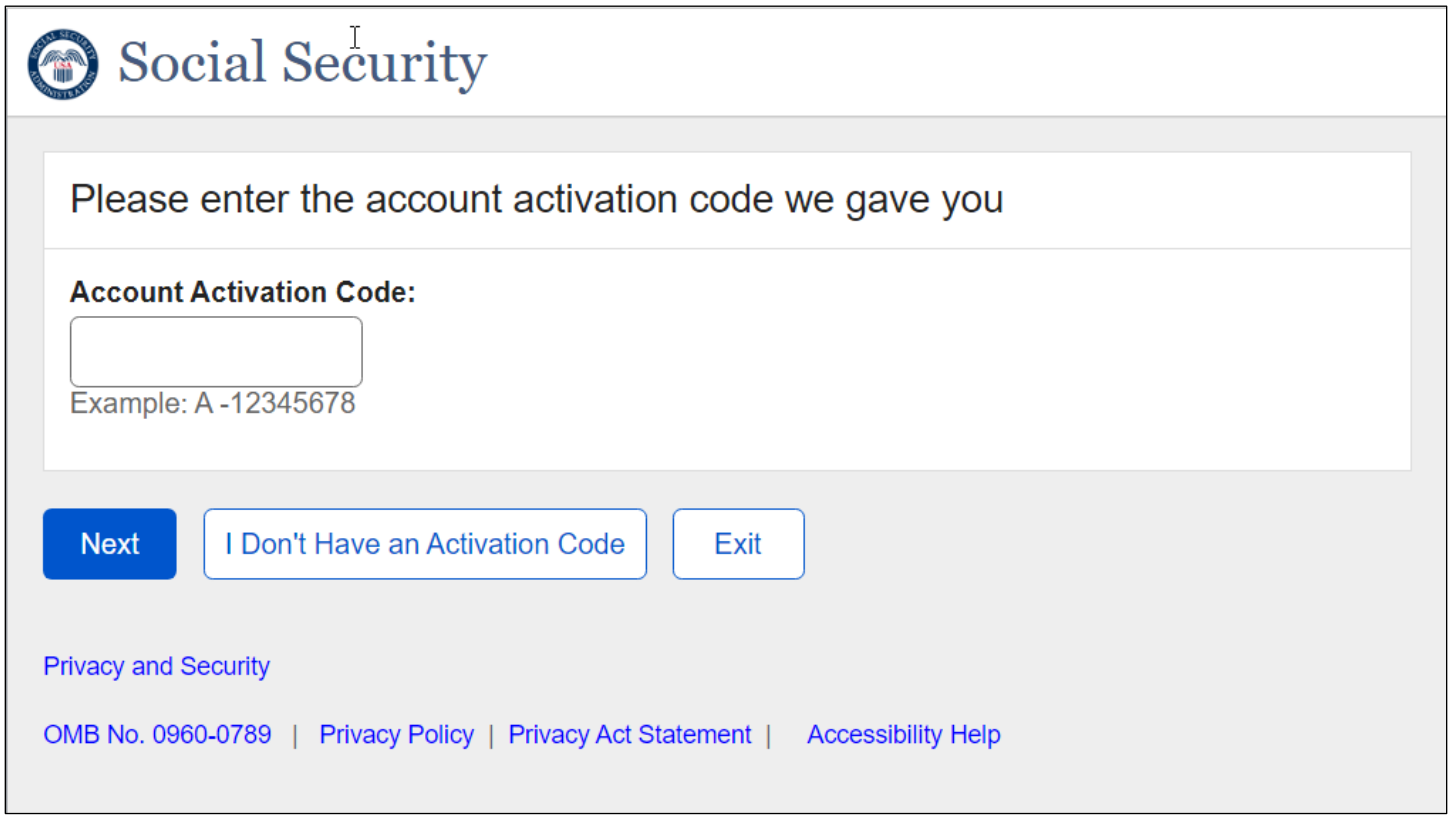
New Screen for users who have already requested an Activation Code which may be received by text, voice, postal mail or at an office.

1.3 FAVI_1



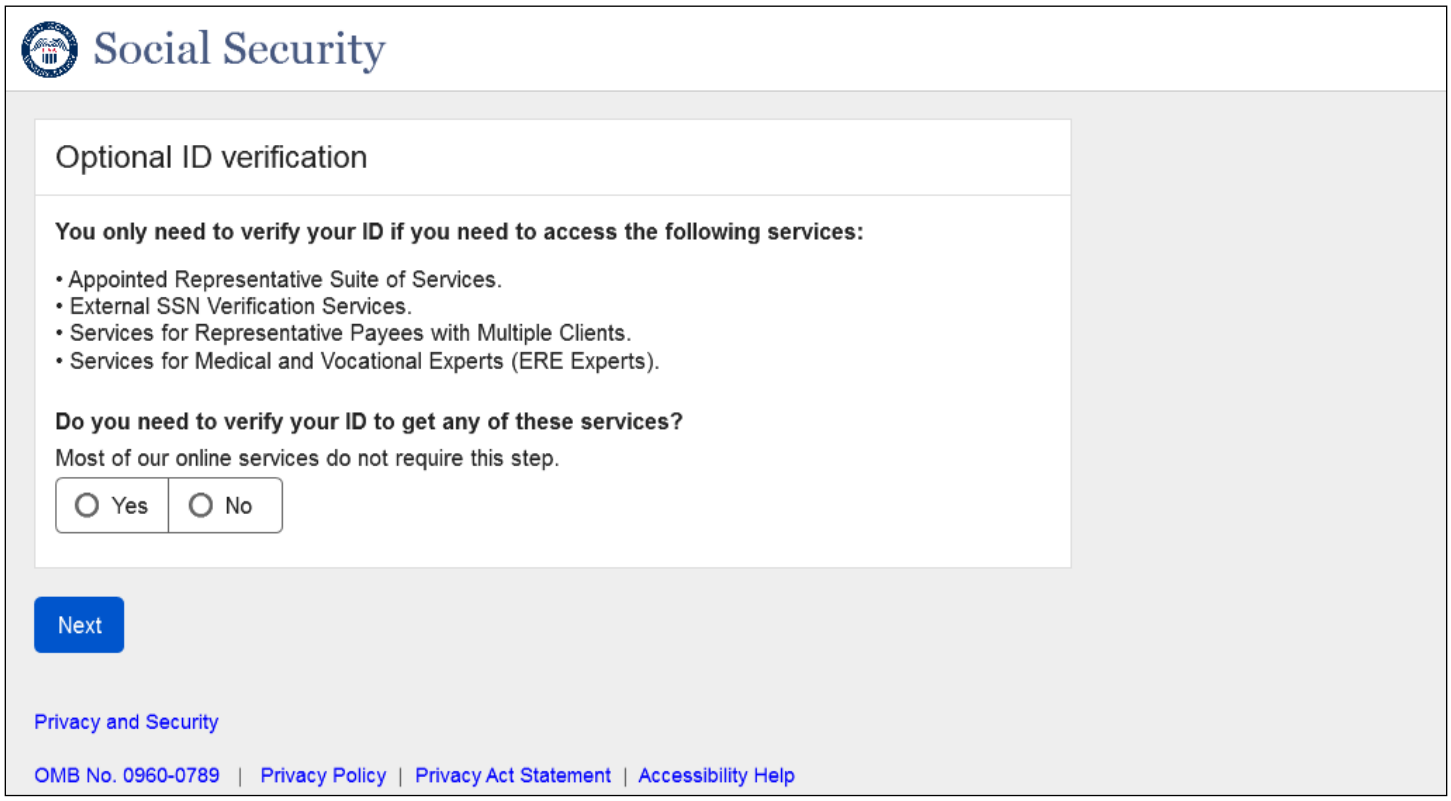
- Added the button “I Don’t Have an Activation Code”
- Added the “Example” under the code entry field
- Added a dynamic view without the SSN entry. This view is displayed to the users coming from HUC (see below).
- The Show/ Hide link is replaced with the “eye’ icon for SSN input field.

1.4 FAVI_2



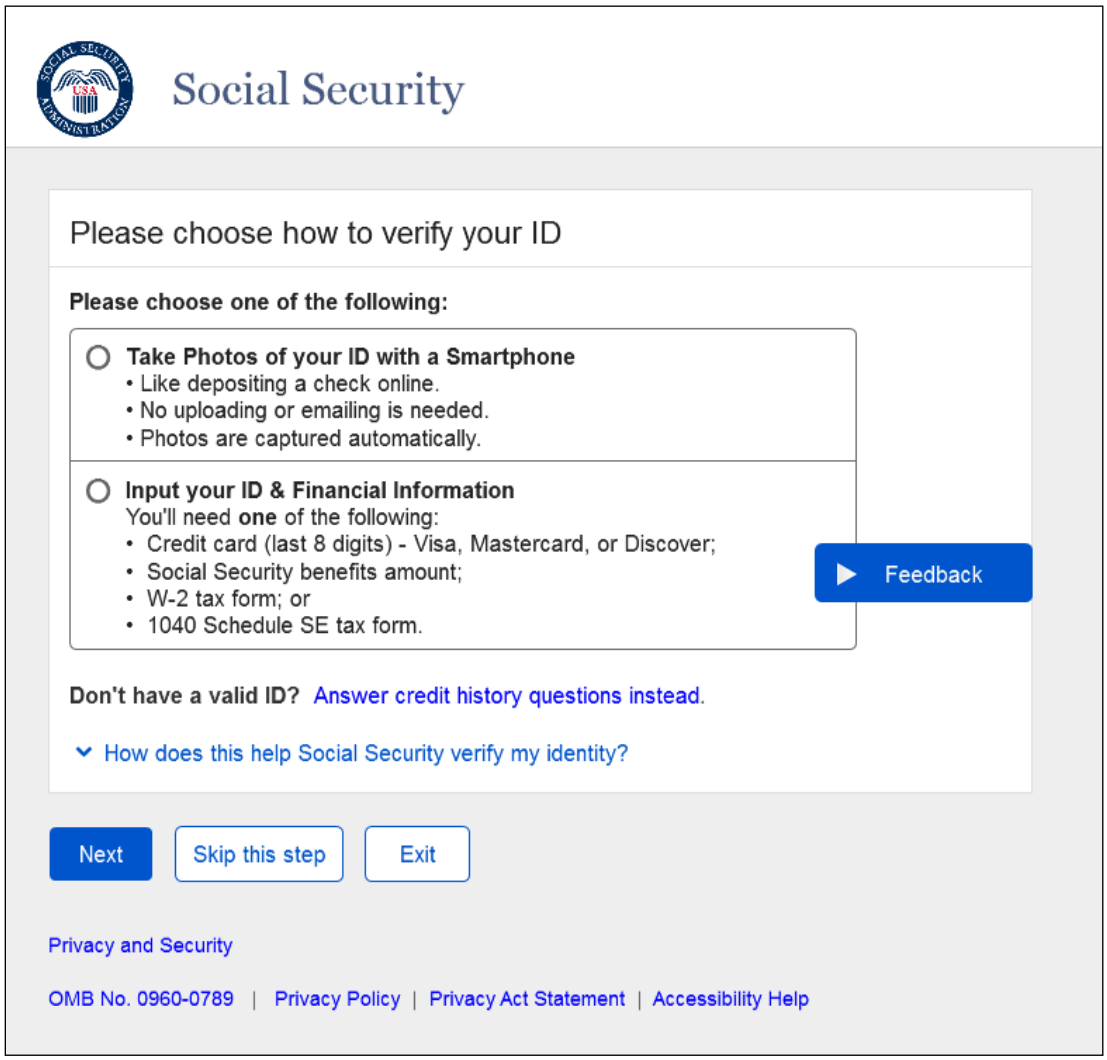
- Added the button “I Don’t Have an Activation Code”
- Added the “Example” under the code entry field

1.5 Optional ID Verification



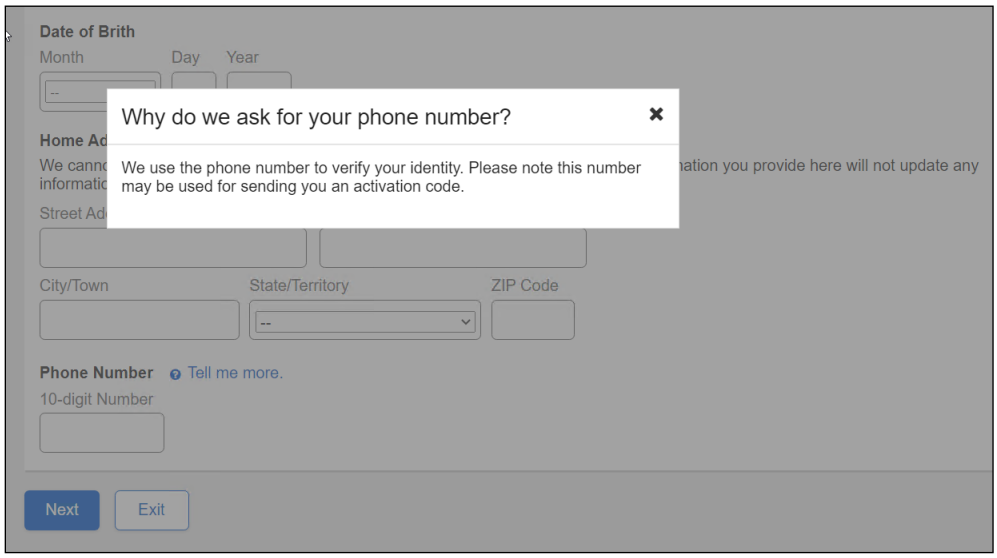
Design updated information on services offered upon ID verification

1.6 VYIC



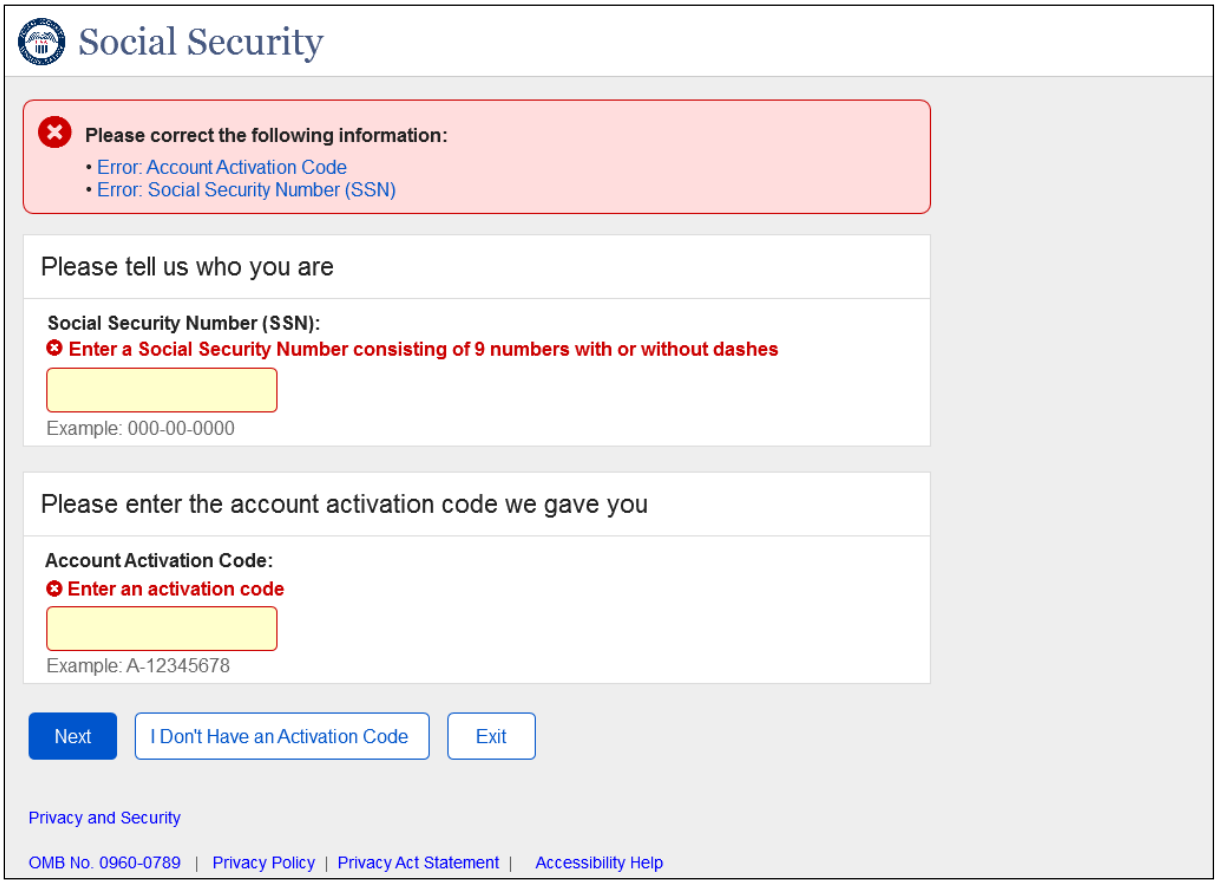
- Added a “Skip this step” button
- Removed “No Thanks” radio button

1.7 CAVI_HelpLink_Tell Me More



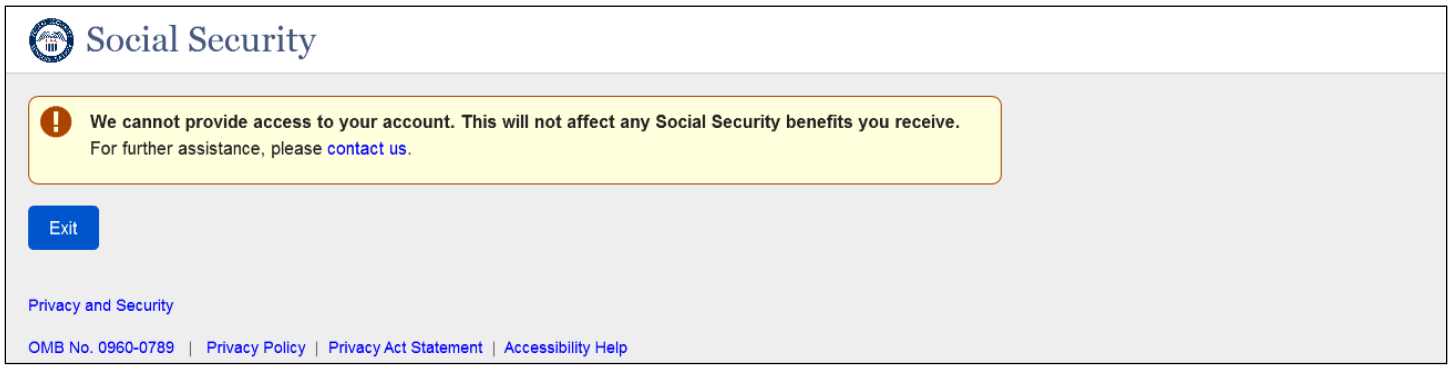
Updated the language on the light box on CAVI page (“Tell me more” link)

1.8 FAVI_RedBall_Edit_Messages



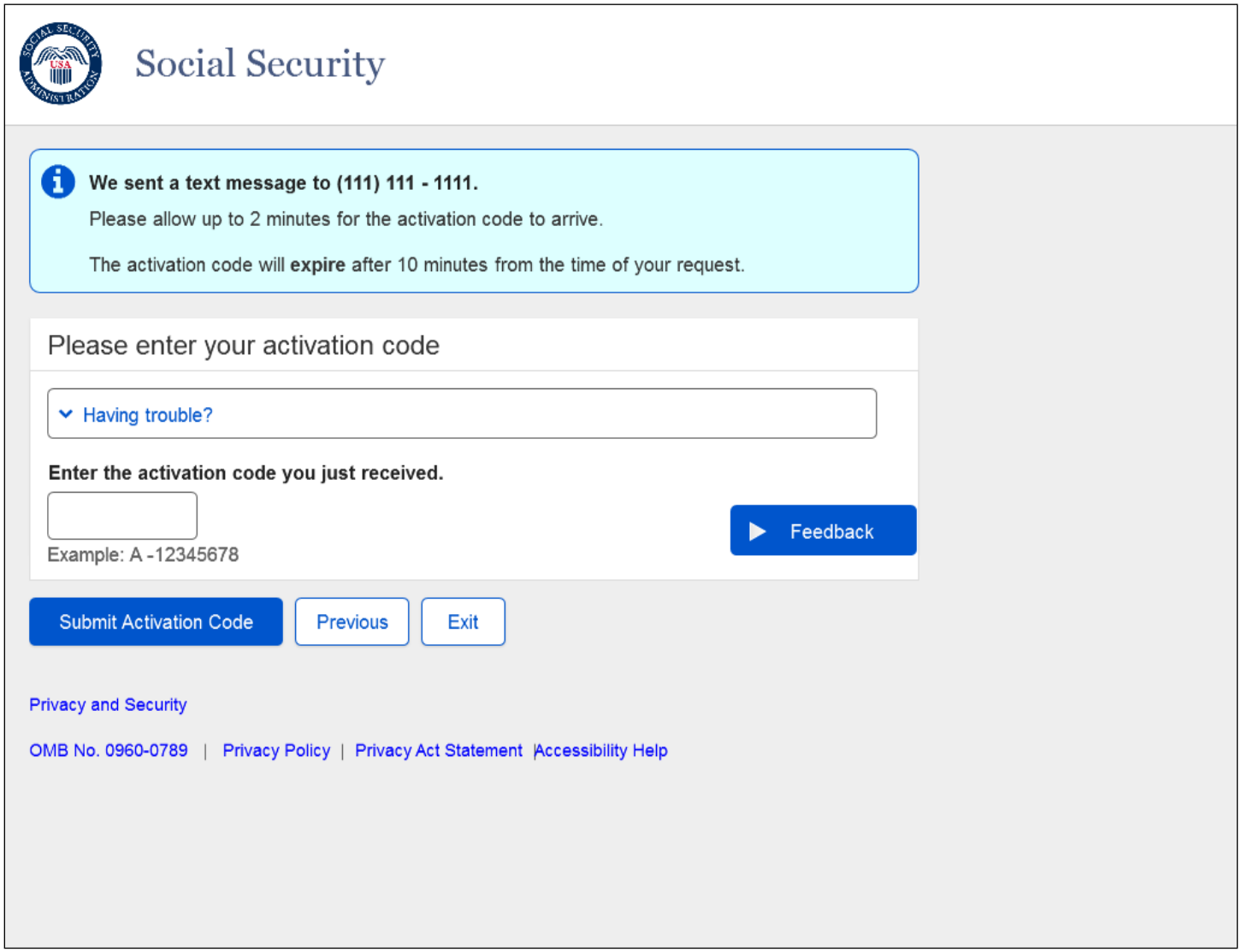
Red ball Edit messages for SSN and Activation code fields.

1.9 Error Screen CNAA Cannot Access Account



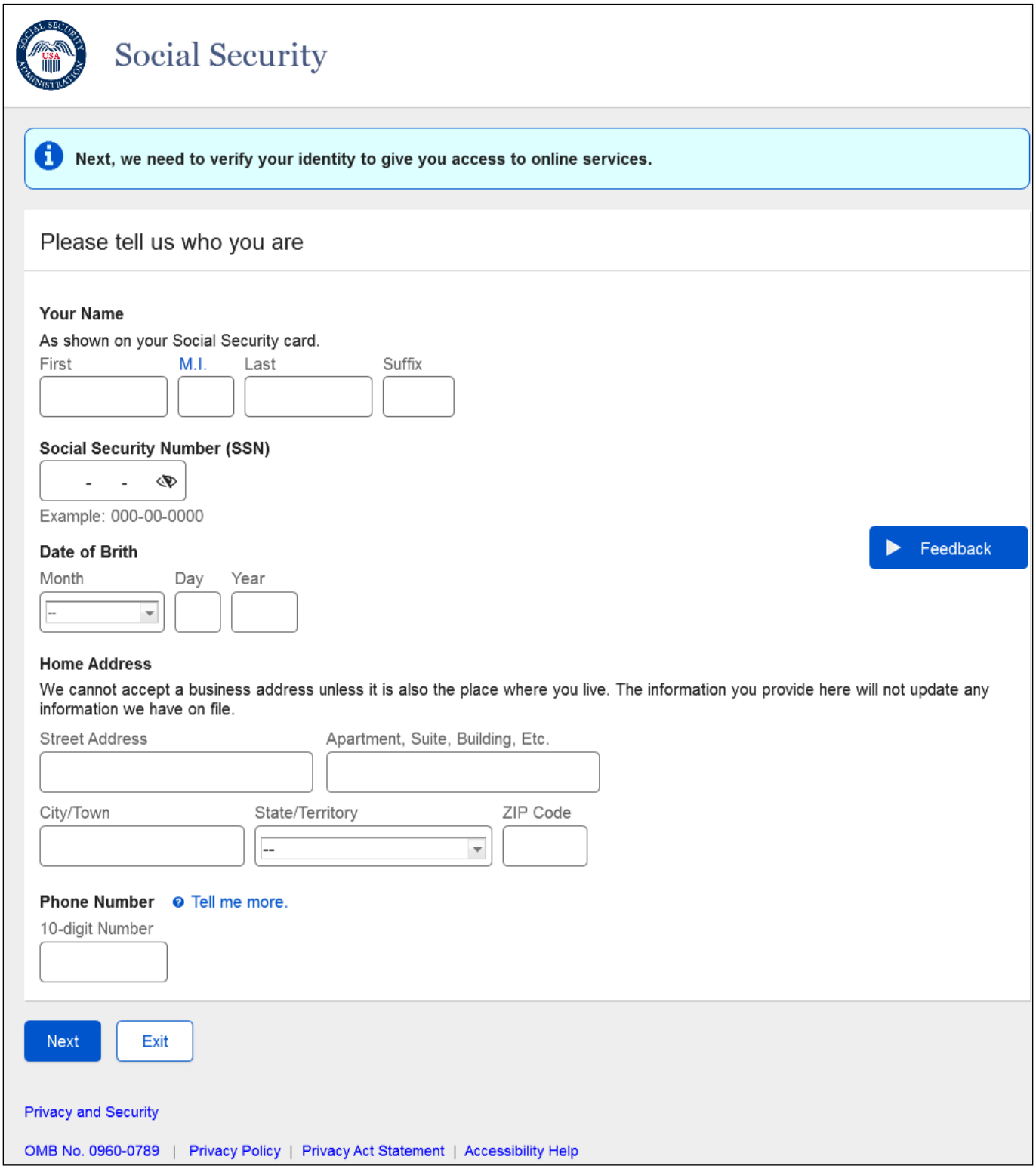
Error page is displayed in the Finish Setup path instead of Have Upgrade Code page if the user fails checks.

1.10 ECYR



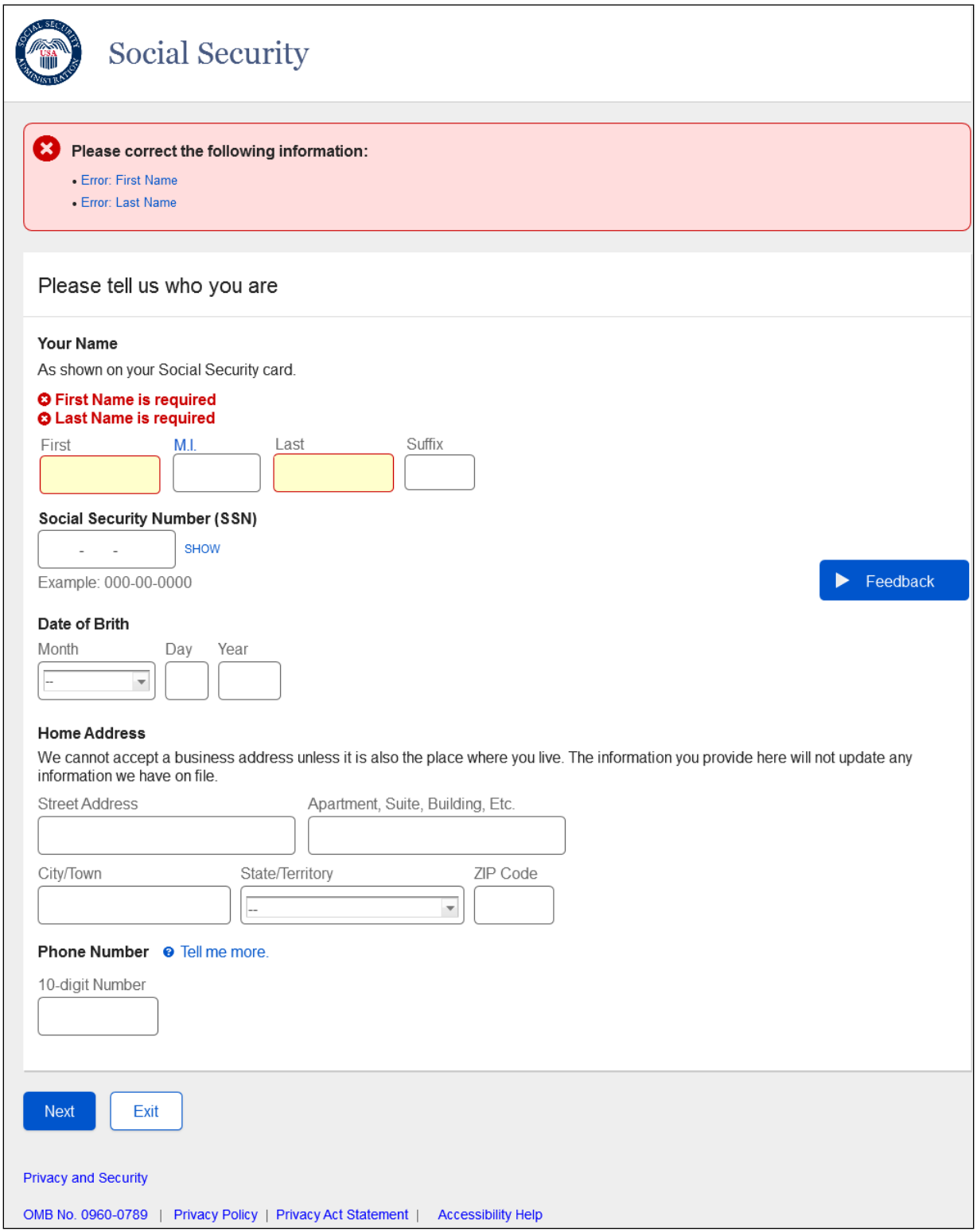
Added support text with the code example under the Activation Code input field.

1.11 CAVI



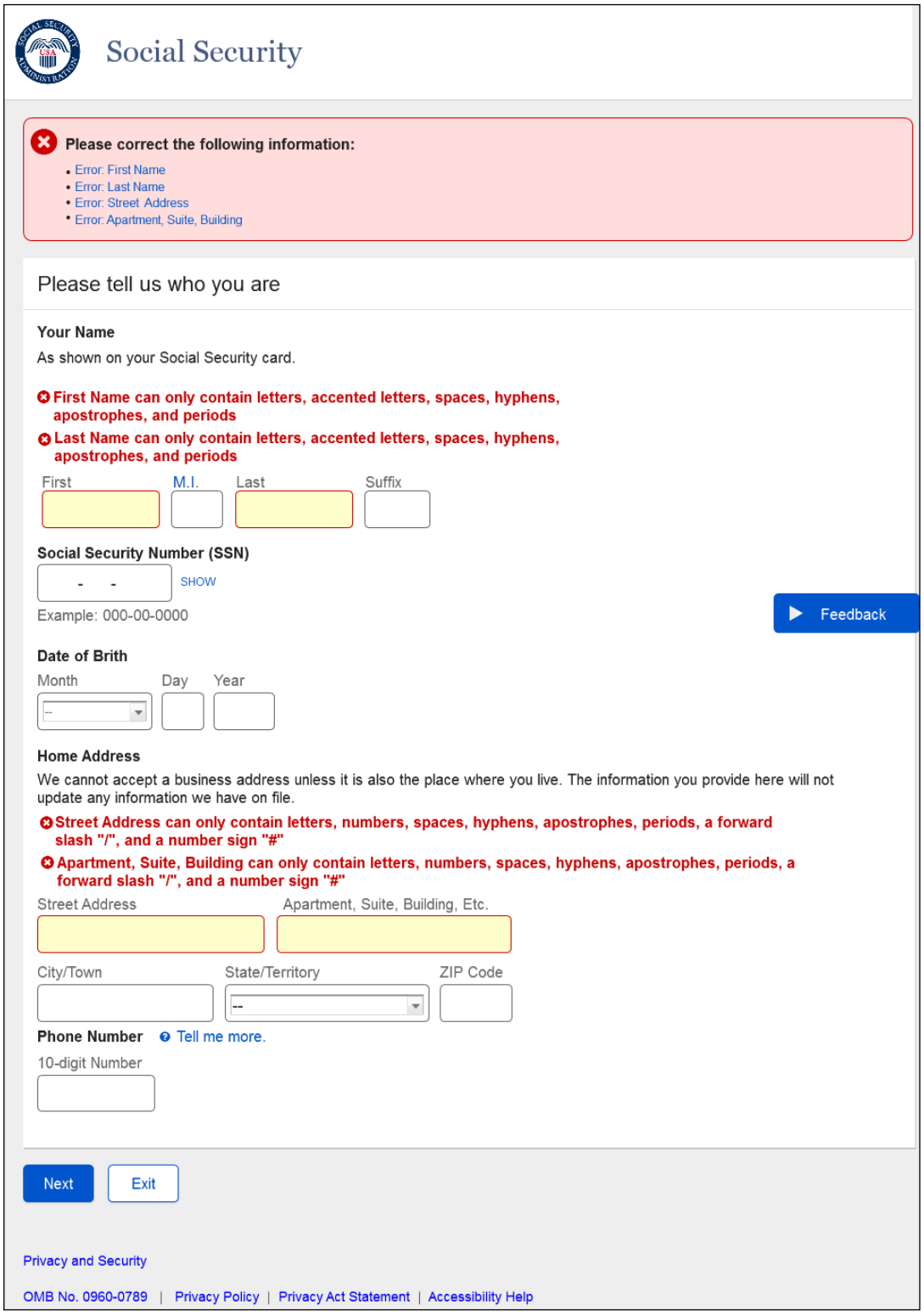
- The “Eye” icon is removed from SSN field.
- “Show/Hide” link is added.

1.12 CAVI First Name and Last Name Error Messages



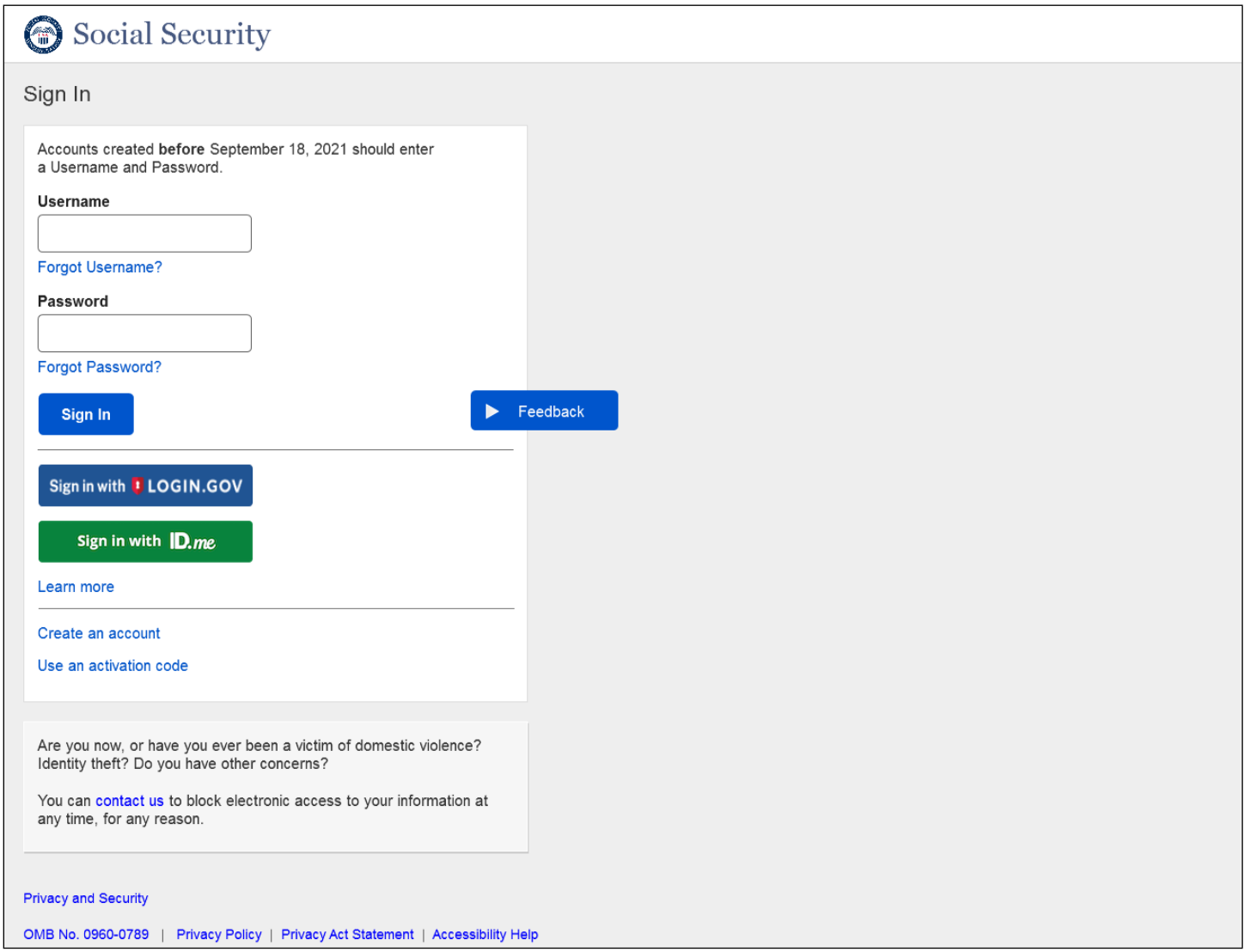
Red Ball Edit Messages for First and Last Name fields when left empty.

1.13 CAVI_Error Messages



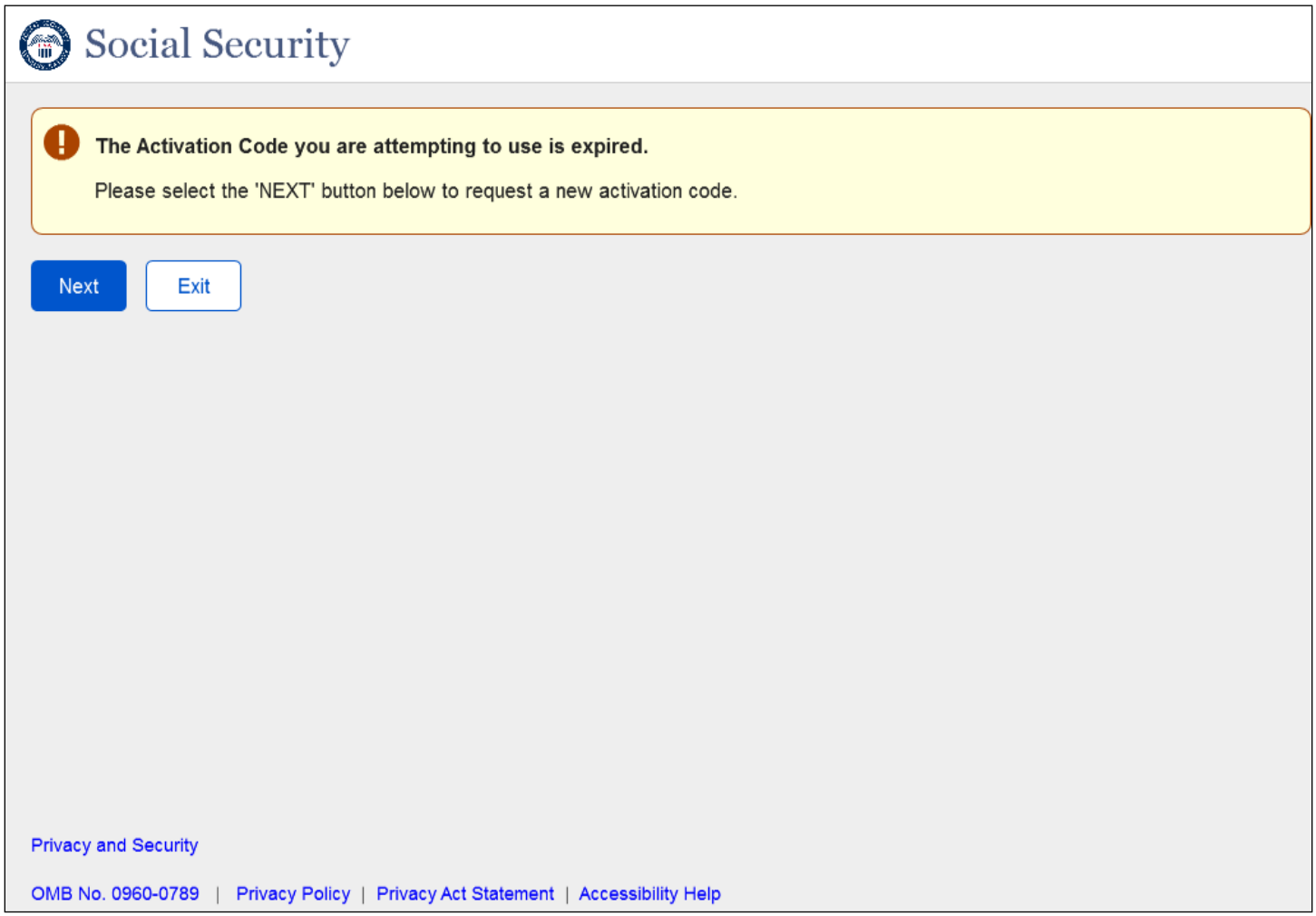
- Summary Message Container Language reference aligned with labels for fields Street Address and Apartment, Suite, Building.
- Red Ball Edit Message updated for fields Street Address and Apartment, Suite, Building.

1.14 ROME Sign In



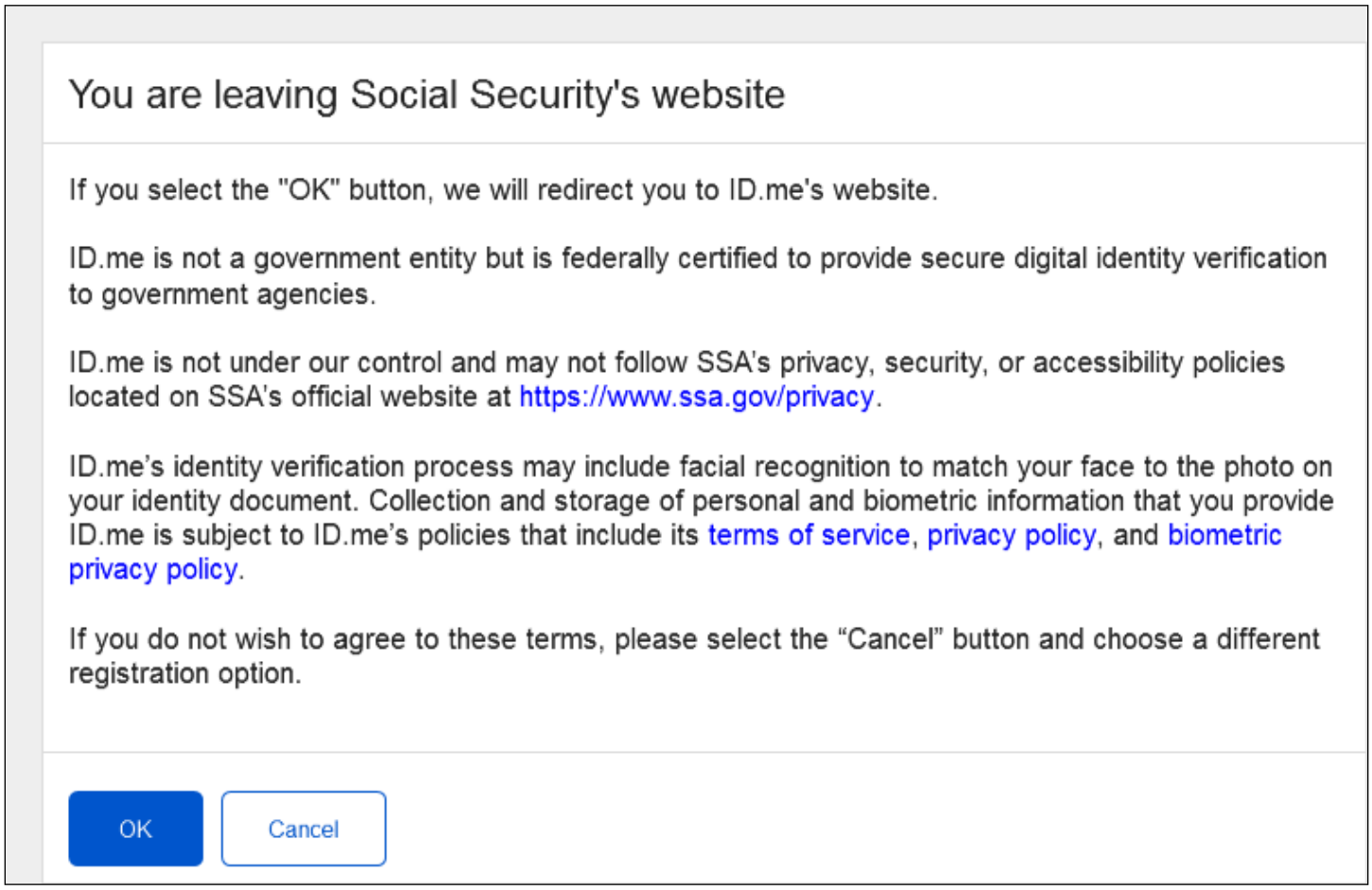
Removed the period after “Learn More” link. No other changes.

1.15 Activation Code Expired Error_ERRACOEX



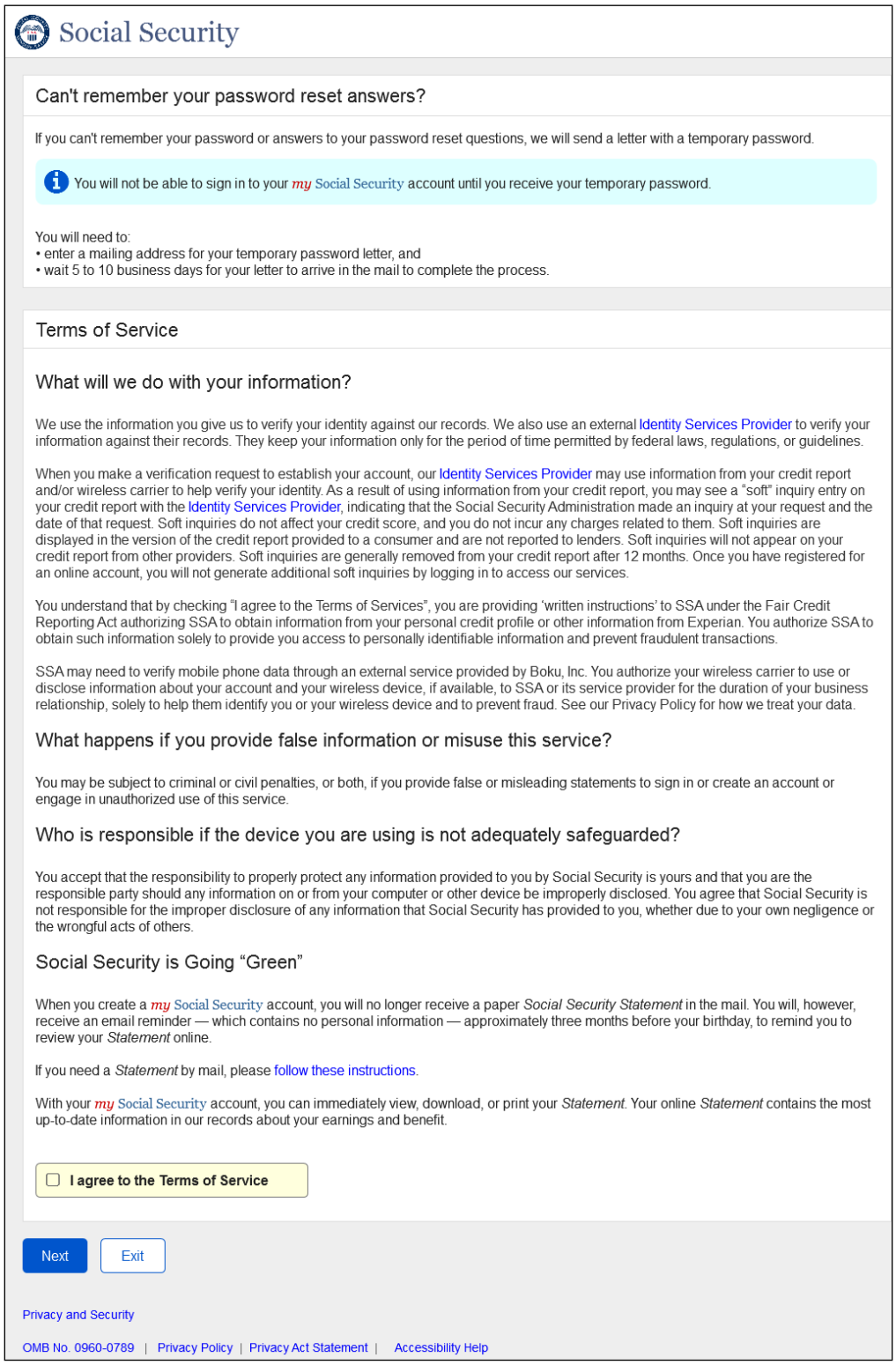
When the user selects “NEXT” they are redirected to the "Terms Of Service" page to go through the process again to obtain a new activation code.

1.16 ID.me Redirect Page



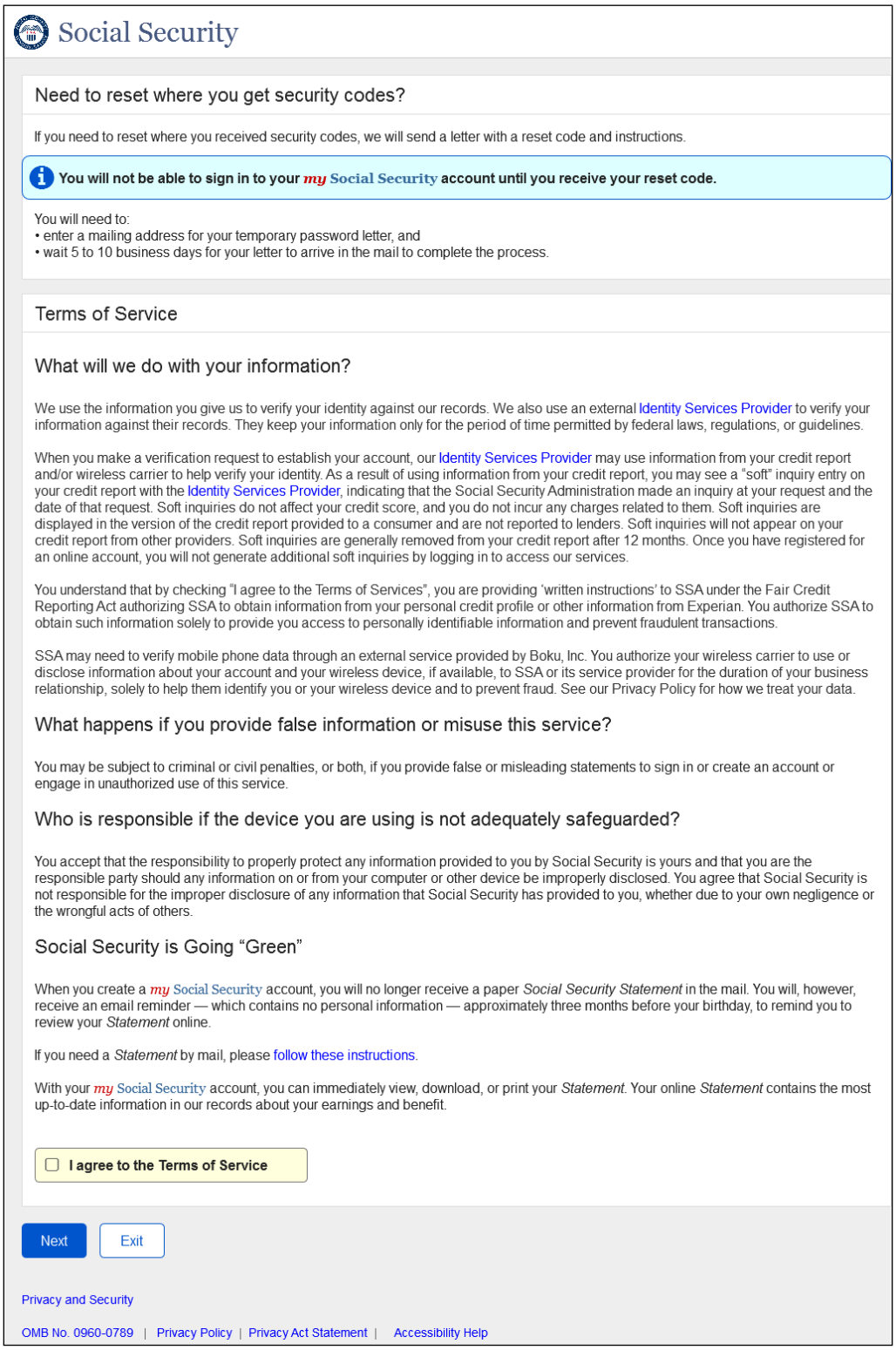
- The language is updated in the interim page before the user gets redirected to ID.me website.
- The links in the order of appearance:
    - https://www.ssa.gov/privacy/
    - https://www.id.me/terms
    - https://www.id.me/privacy
    - https://www.id.me/biometric

1.17 MTPTOS_Password_Reset_ToS



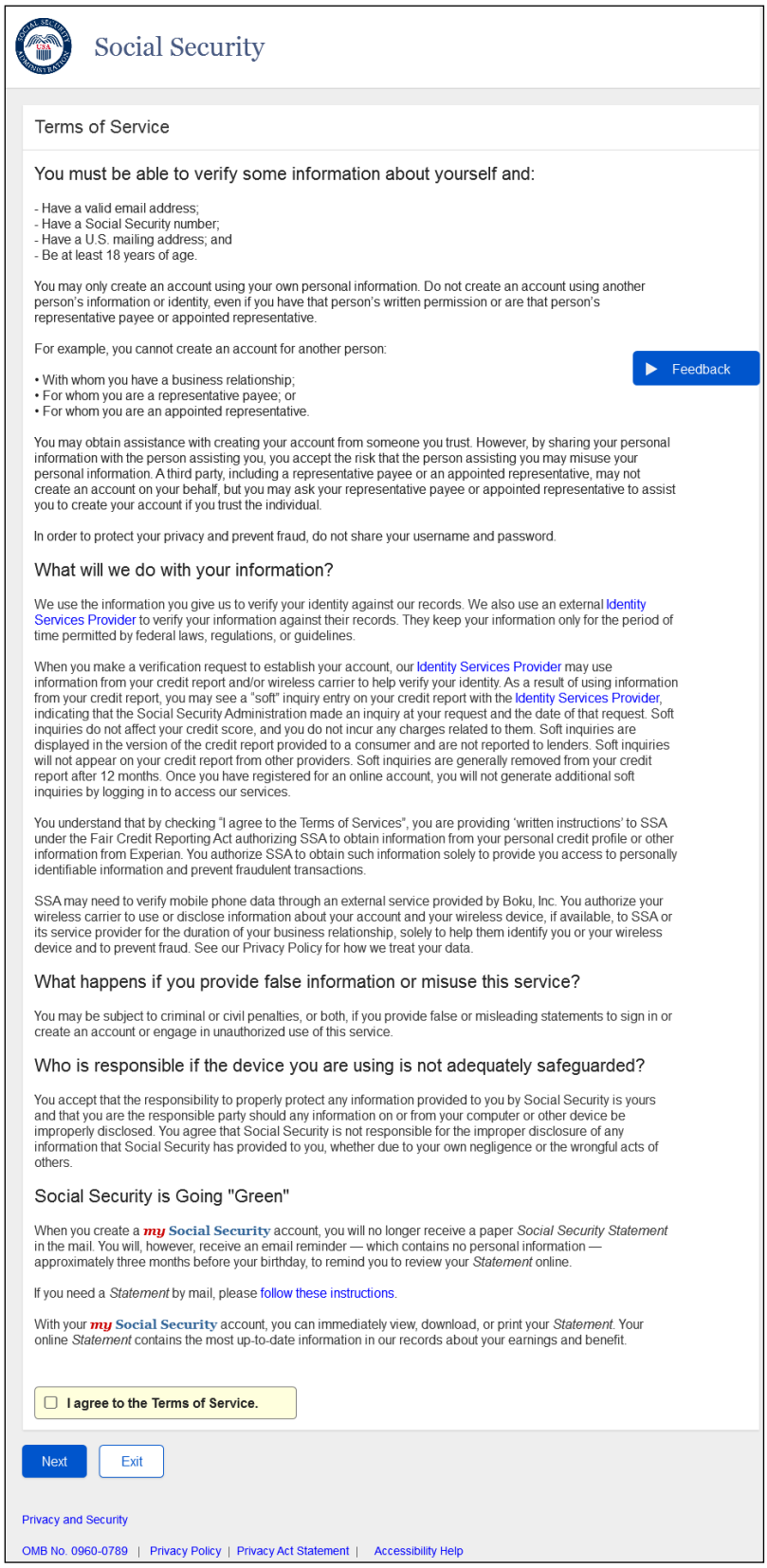
Updated language for ToS for *"What will we do with your information?"*

1.18 CYCPNTOS_Reset Code_TOS



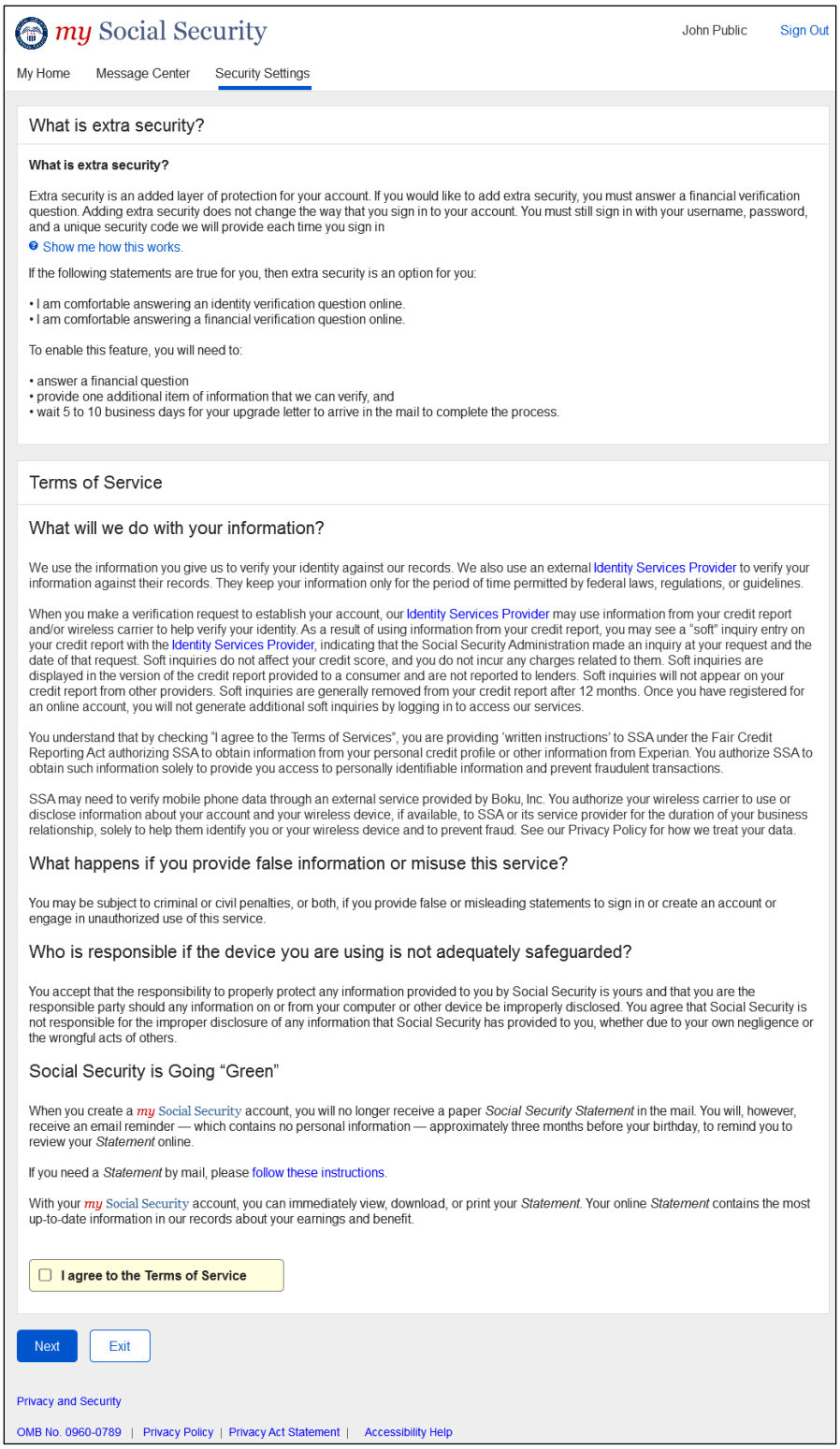
Updated language for ToS for *"What will we do with your information?"*

1.19 CATS_Create an Account _TOS



Updated language for ToS for *"What will we do with your information?"*

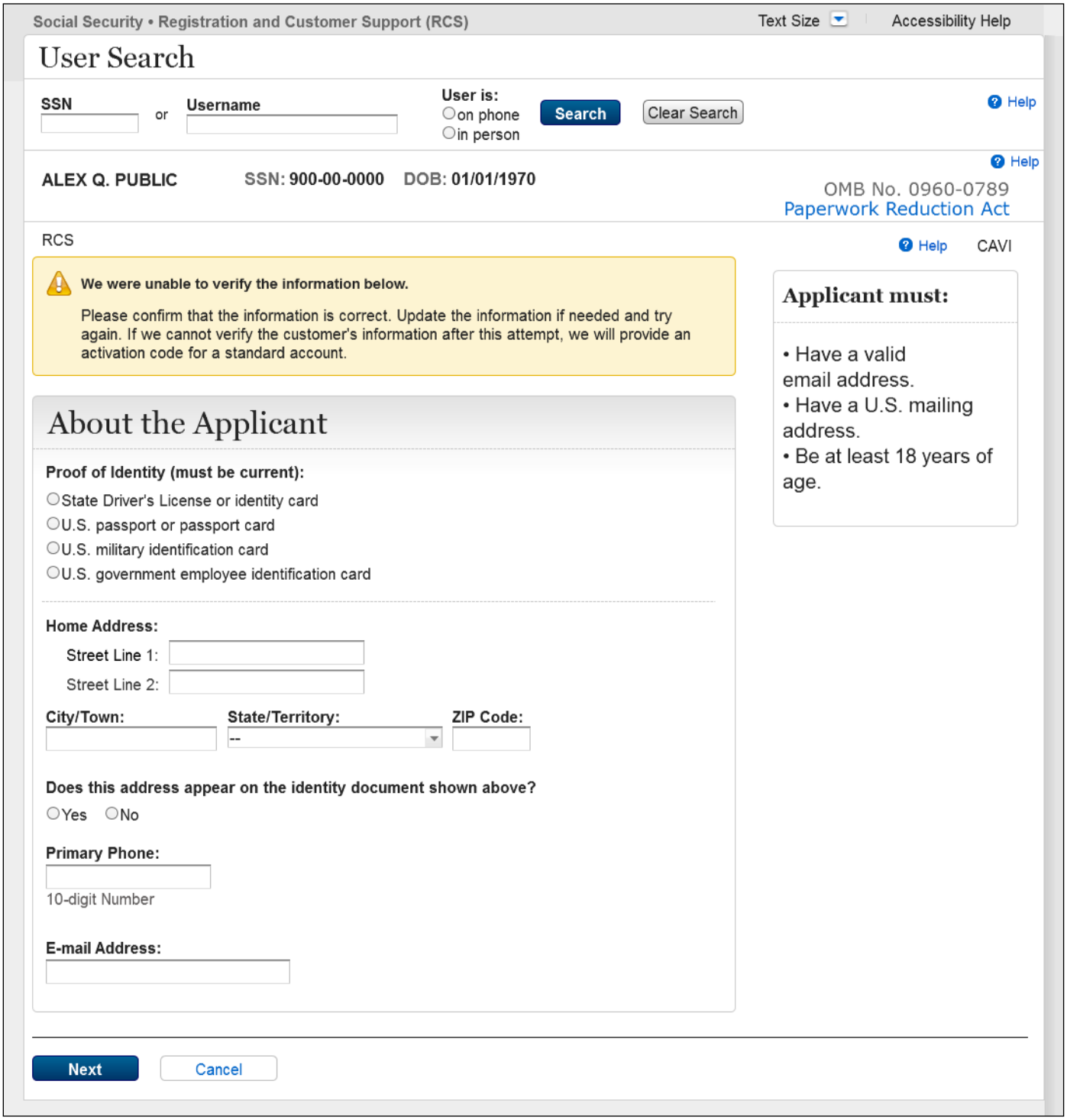
1.21 AES_AddExSec_TOS



Updated language for ToS for *"What will we do with your information?"*

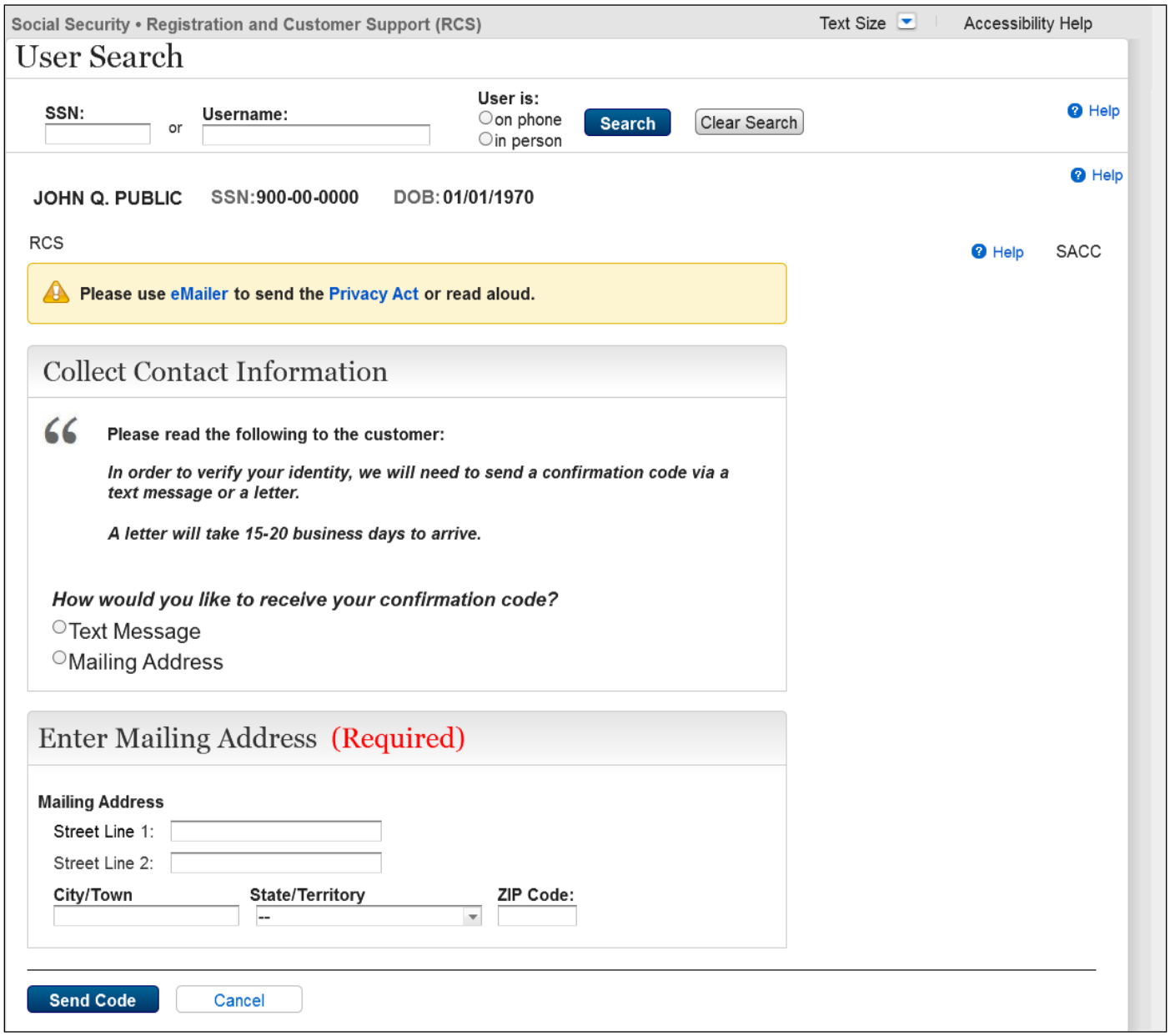
2.RCS

2.1 CAVI with Error Message



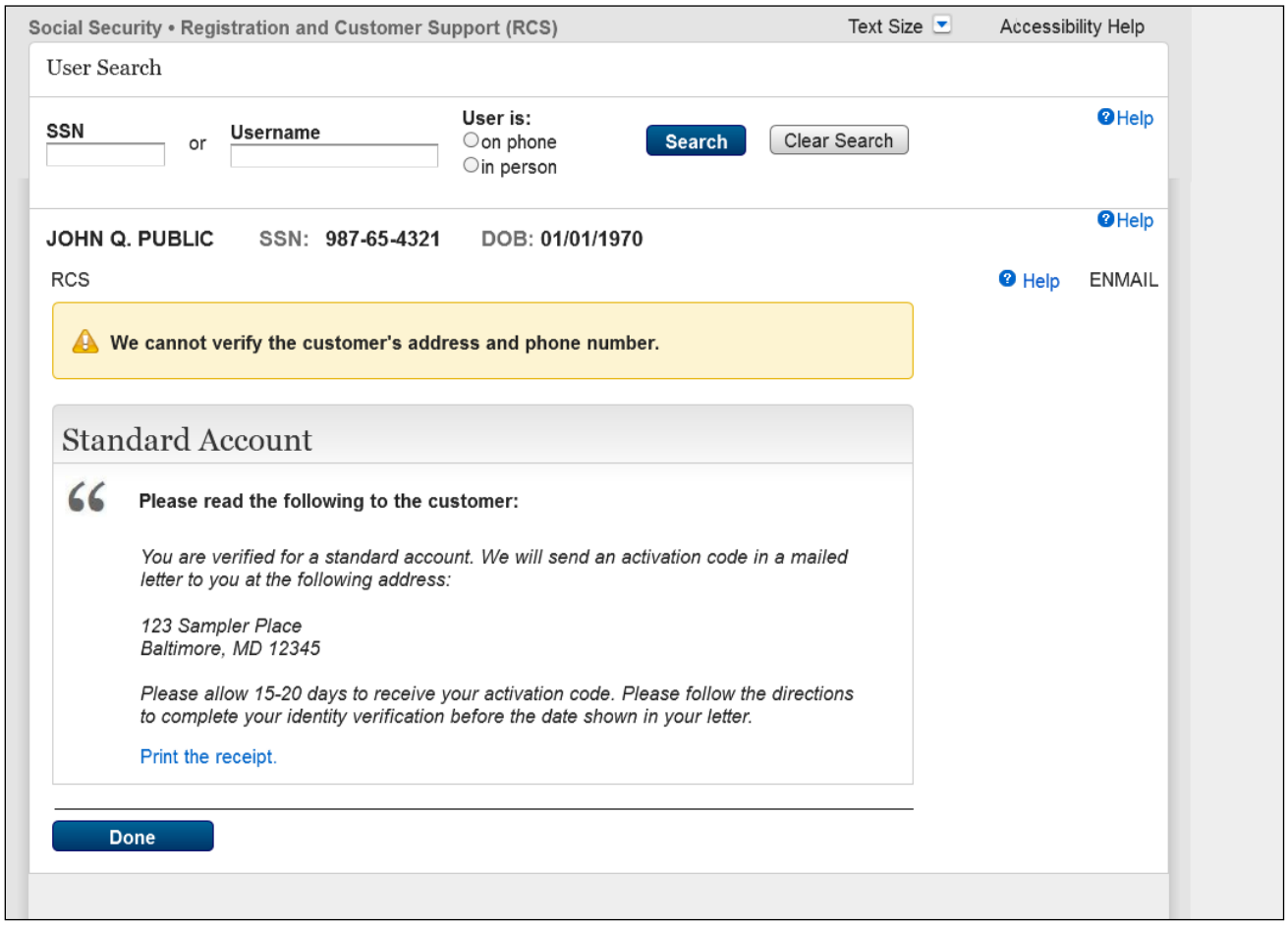
CAVI page with new error message displayed to indicate if we are unable to verify the customer's PII. The technician, in this case, will have one more attempt to correct the information entered and resubmit. The process will advance regardless of if the information verifies or not on this attempt.

2.2 SACC (Send Account Confirmation Code)



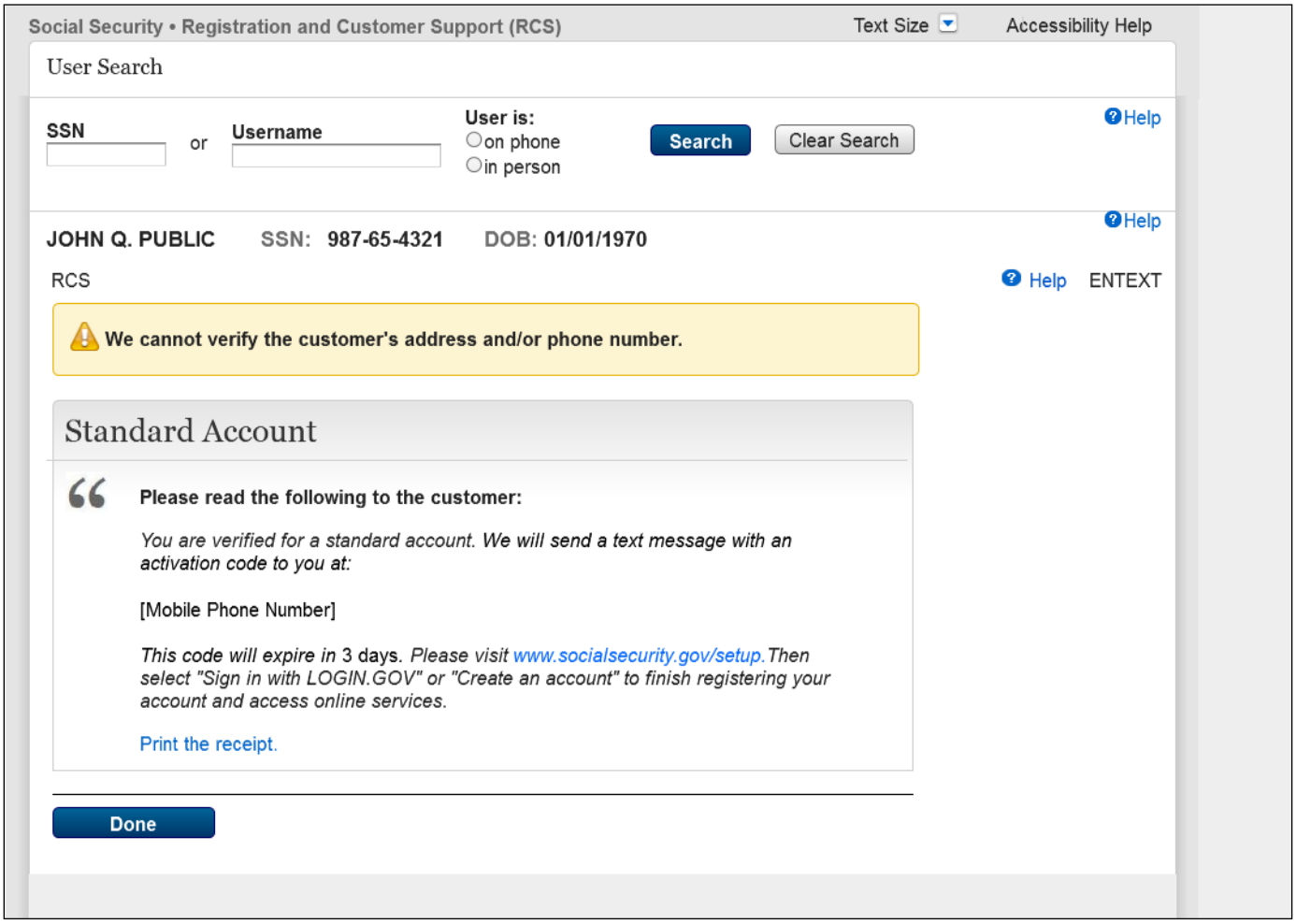
Updated with removal of email address as an option to receive the confirmation code.

2.3 ENMAIL



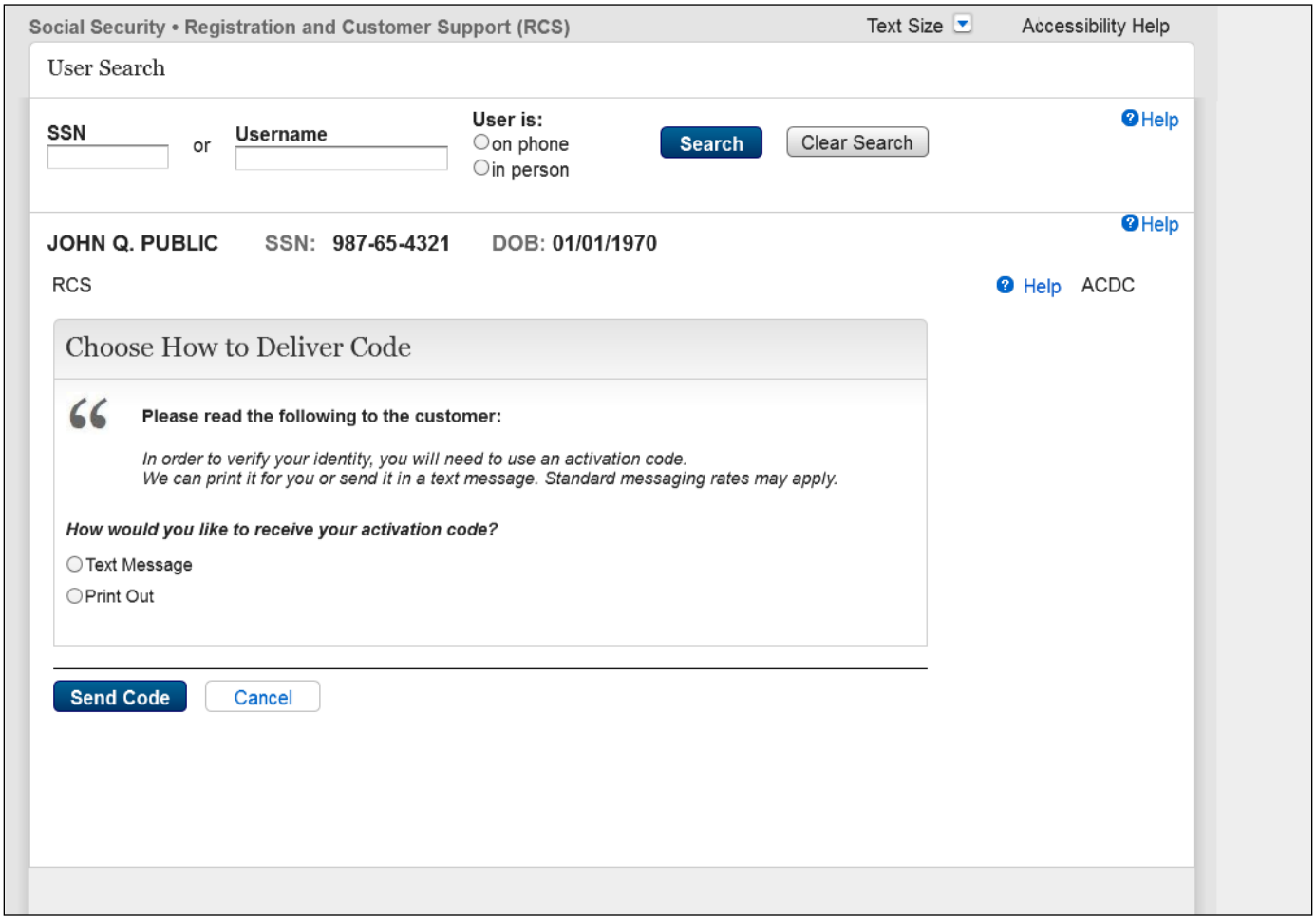
- Updated Banner message for customer receiving an Activation Code for standard account by mail with unverified physical and digital address.
- Added link for “Print the letter”
- Removed Button “Reprint”

2.4 ENTEXT



New Screen added for in person process for activation code to be texted to customer for standard account.

2.5 ACDC (Activation Code Delivery Choice)

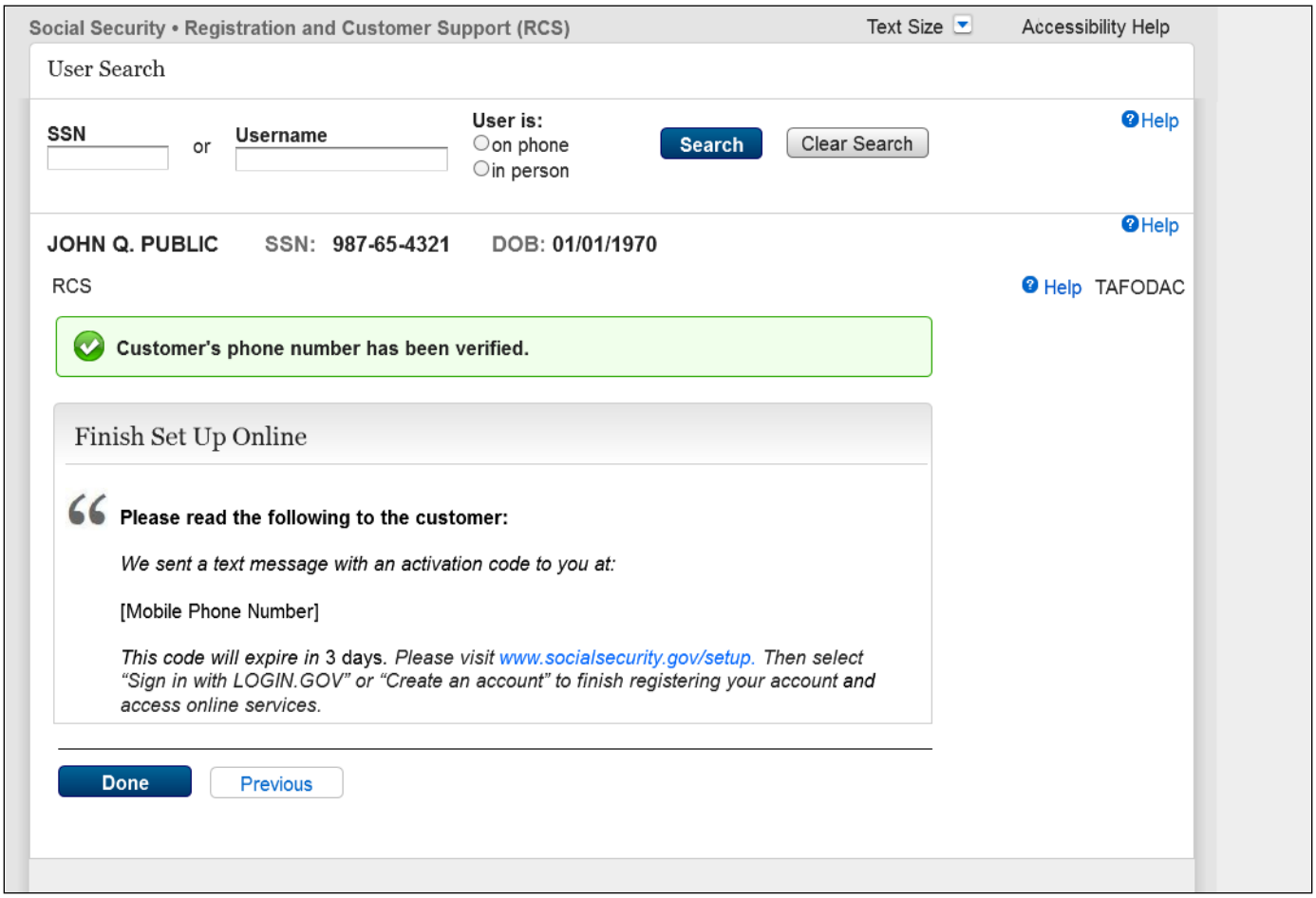


Added new screen presenting an option to Text or Hand code. Button labeled "**Send Code**" to make it consistent with TASAC.

2.6 ENROLLC

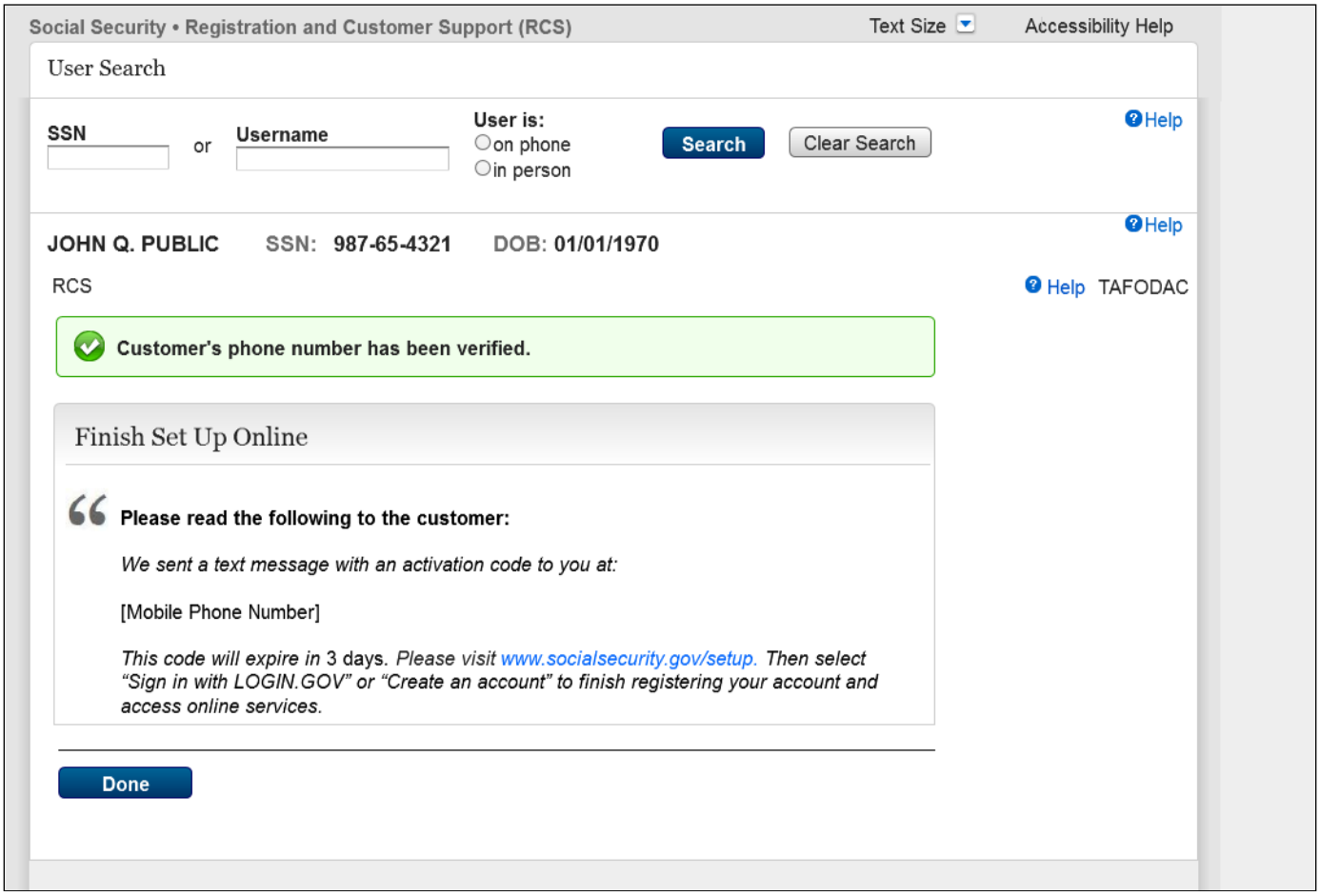
- The button “Reprint” is replaced with the “Print” link.
- The success notice is removed.
- Change of language on the container.

2.7 TAFODAC(FODAC)_1



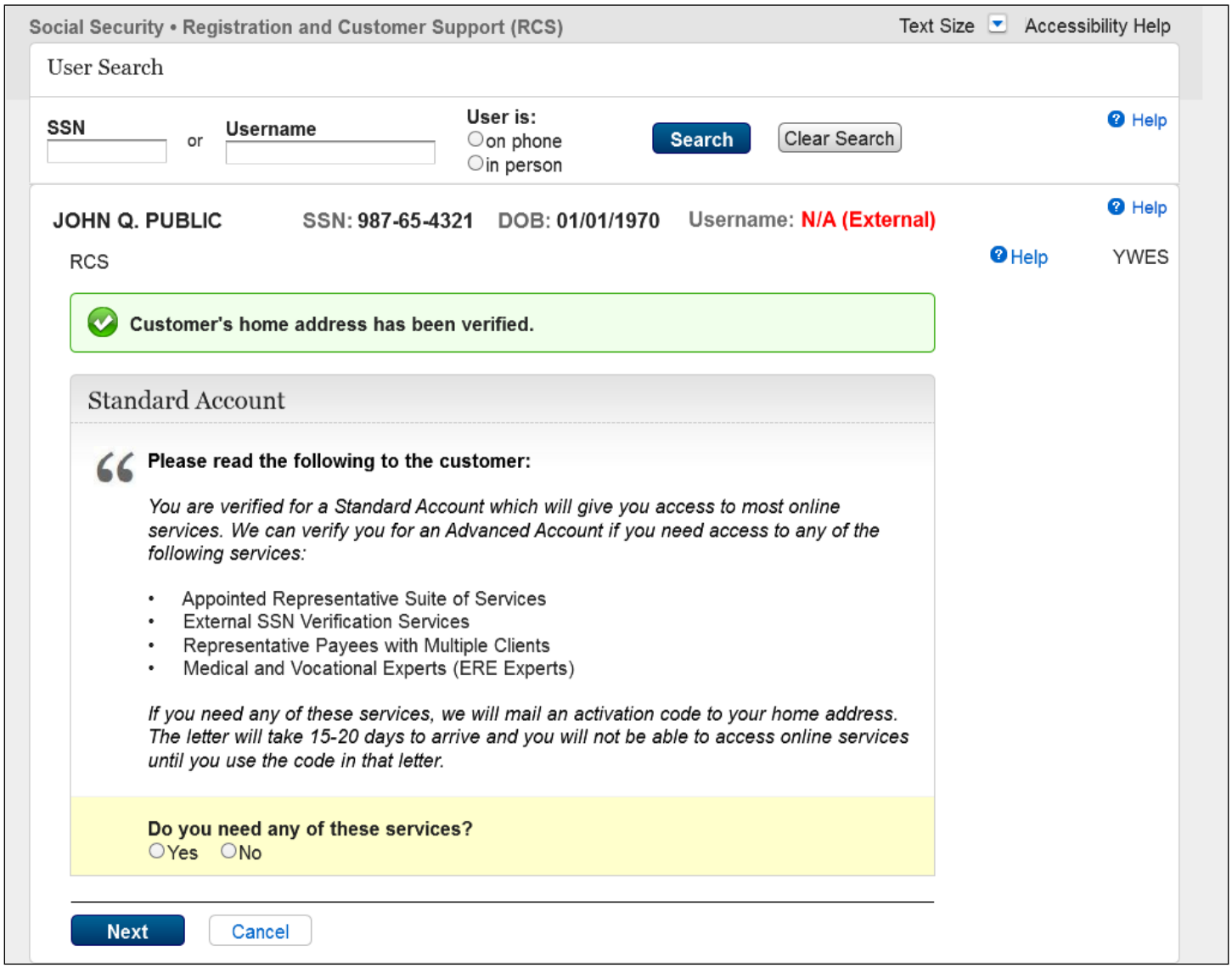
- The language updated in the last paragraph.
- This version of TAFODAC appears when the code has already been sent to the customer's cell phone.

2.8 TAFODAC(FODAC)_2



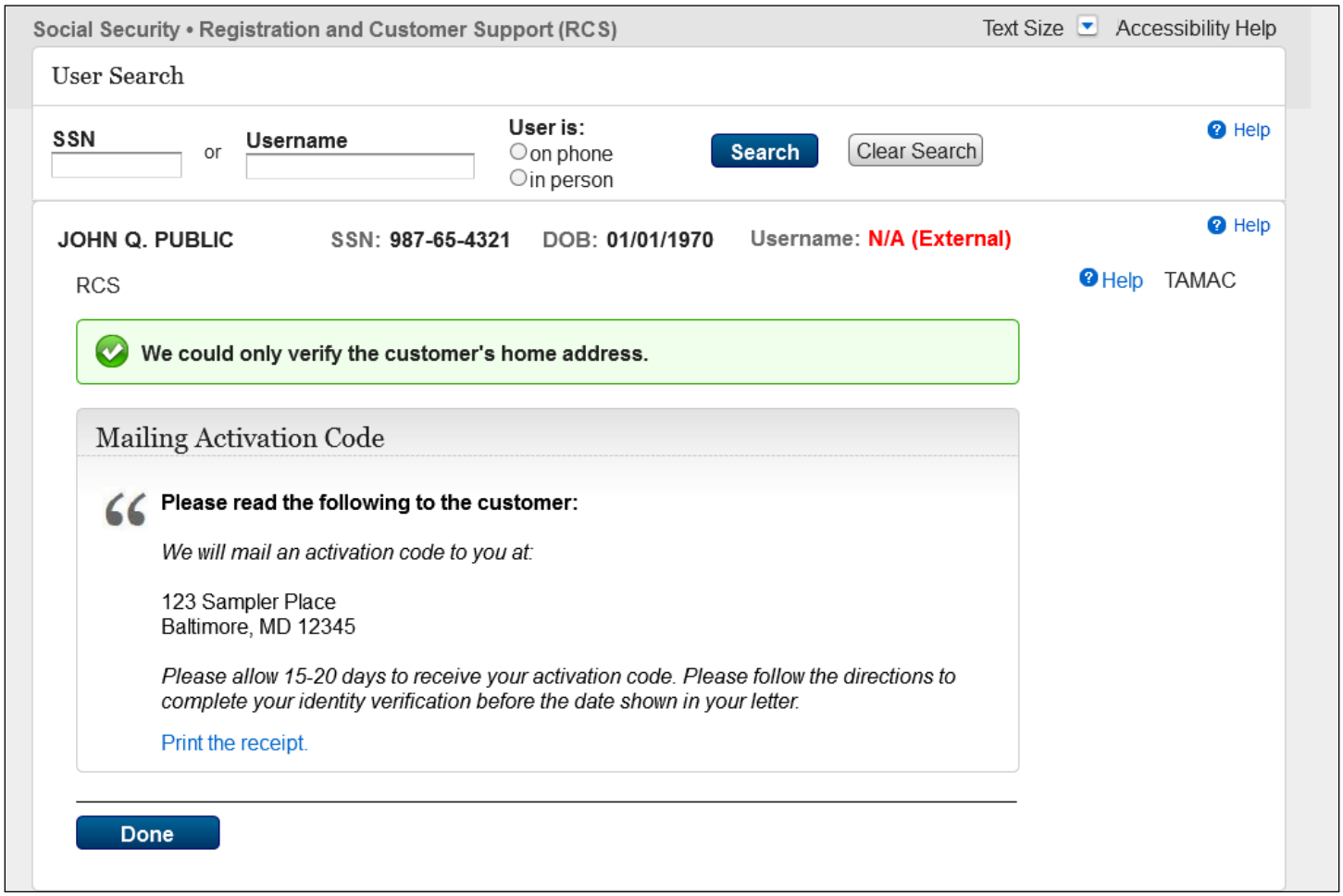
- The language updated in the last paragraph.
- This version of TAFODAC appears when only the customer's digital address passes.

2.9 YWES



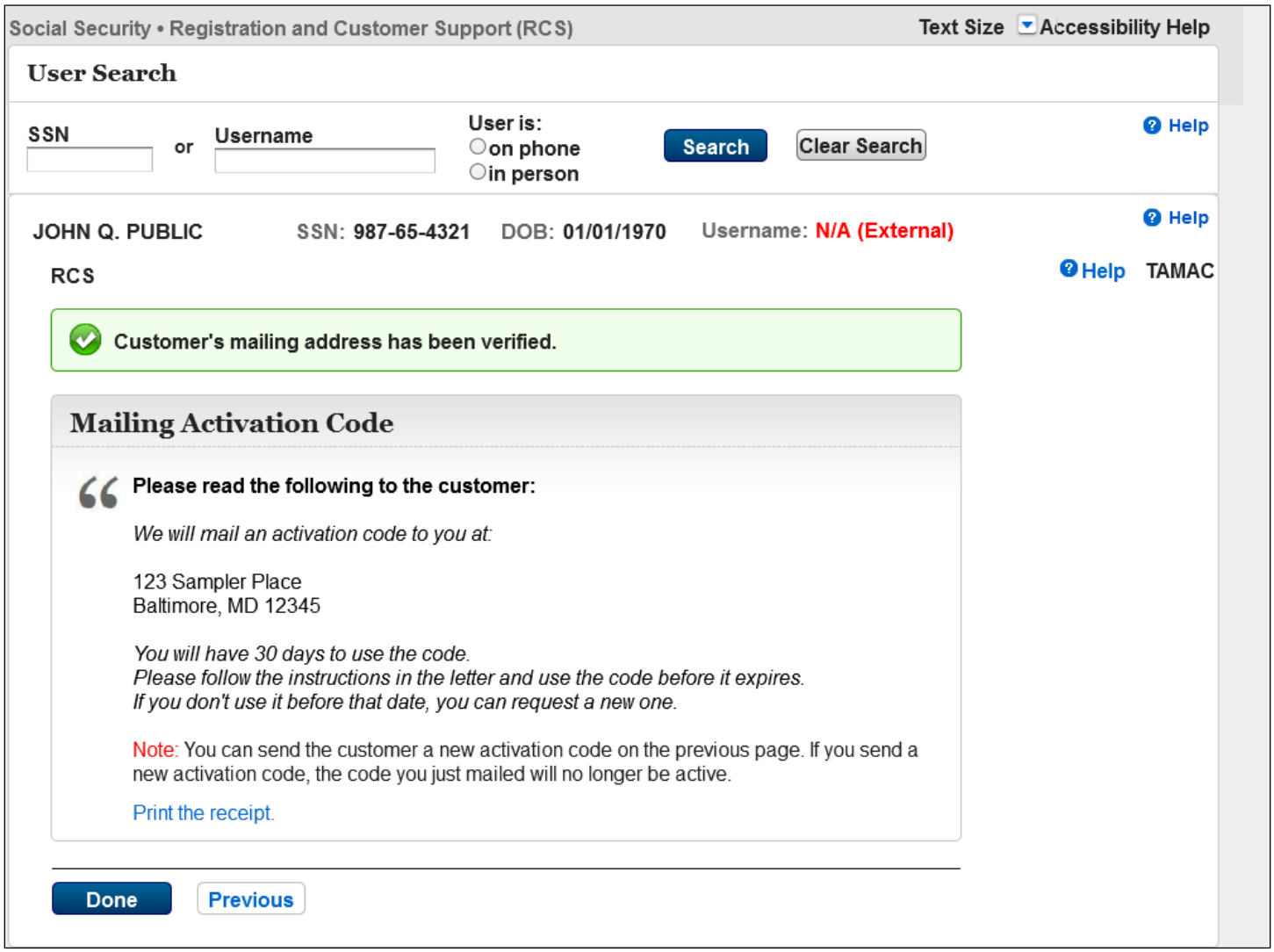
Lists of services applicable to an Advanced Account added.

2.10 TA Mailed Activation Code (TAMAC)_1



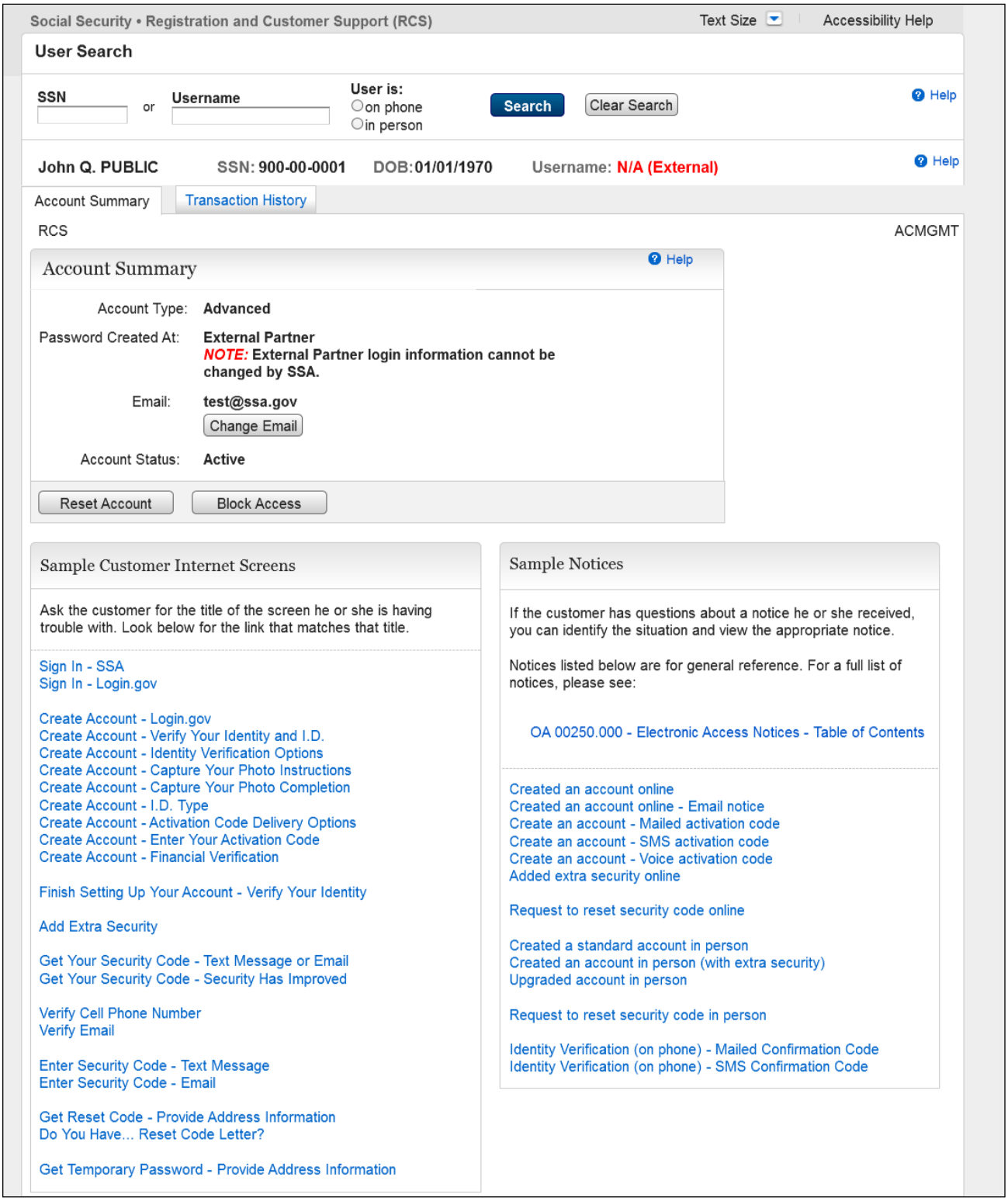
- If the previous page is TA Send Activation Code, this version of the Mailed Activation Code page will display.
- Added the link for “Print the receipt”.

2.11 TA Mailed Activation Code (TAMAC)_2



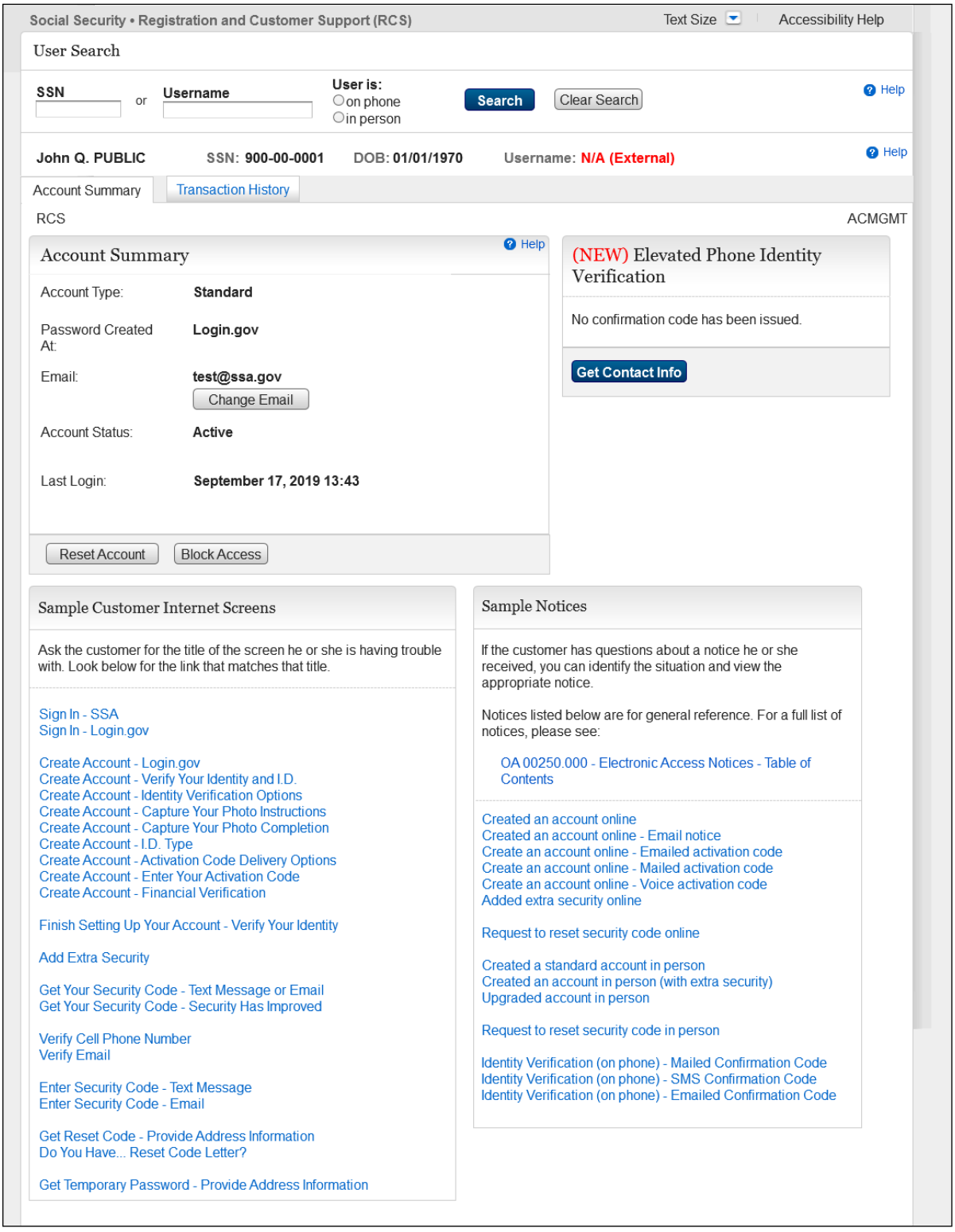
- Added the link for “Print the receipt”.

2.12 Account Management (ACMGMT) In Person – External Partner IAL2



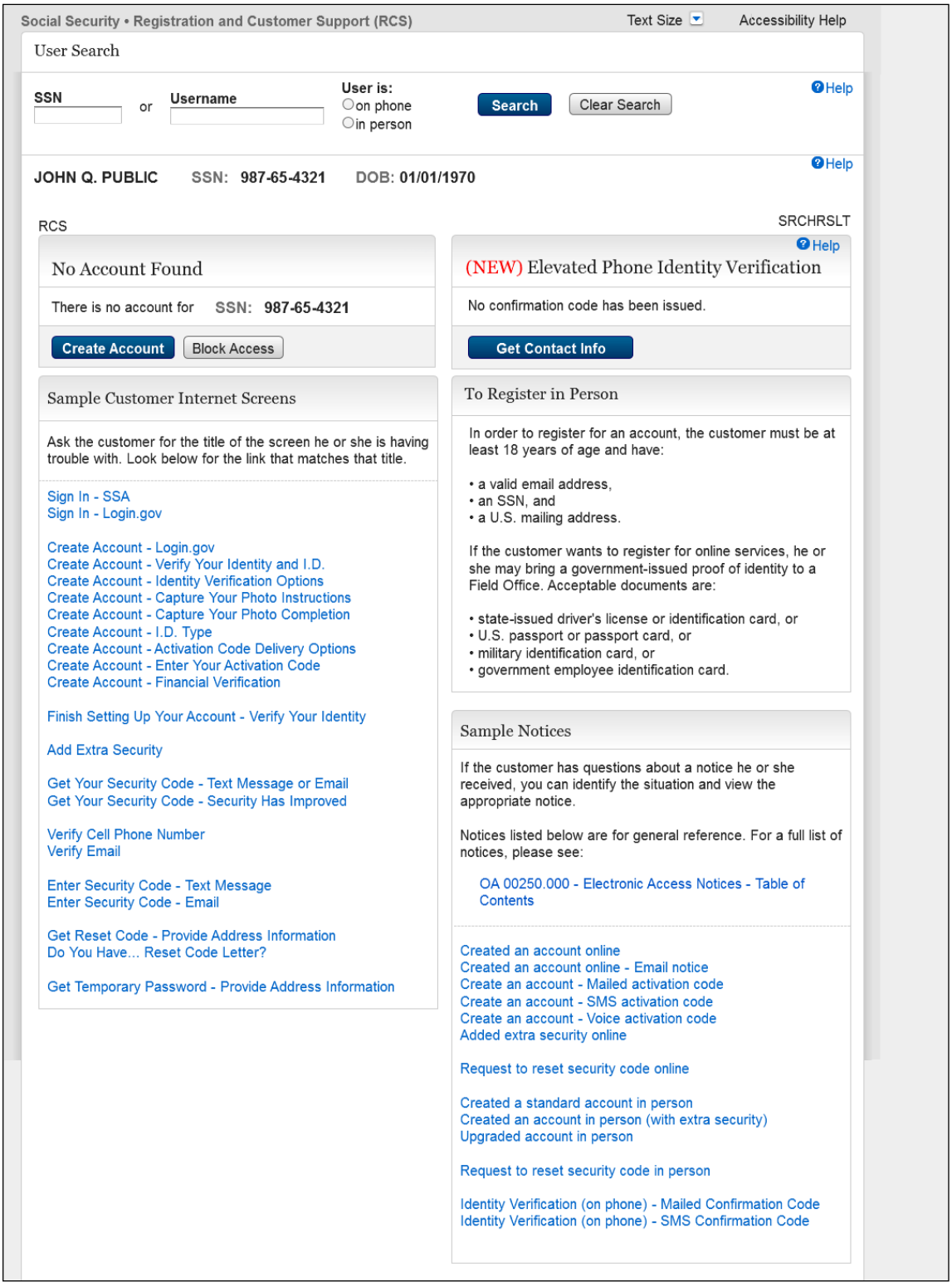
- This is the ACMGMT page for account holders with Federated IAL2 (ID.me) verified externally.
- Replaced “Verify Internally and Get Activation Code” primary button with “Reset Account” Secondary button.
- The “Reset Account” button directs the RCS user to the Reset Account Confirm (RESAC) page.

2.13 ACMGMT -Reset Button for Hybrid Accounts



“Reset Account” button was added for Hybrid Accounts (Login.gov and ID.me) with a Telephone only role.

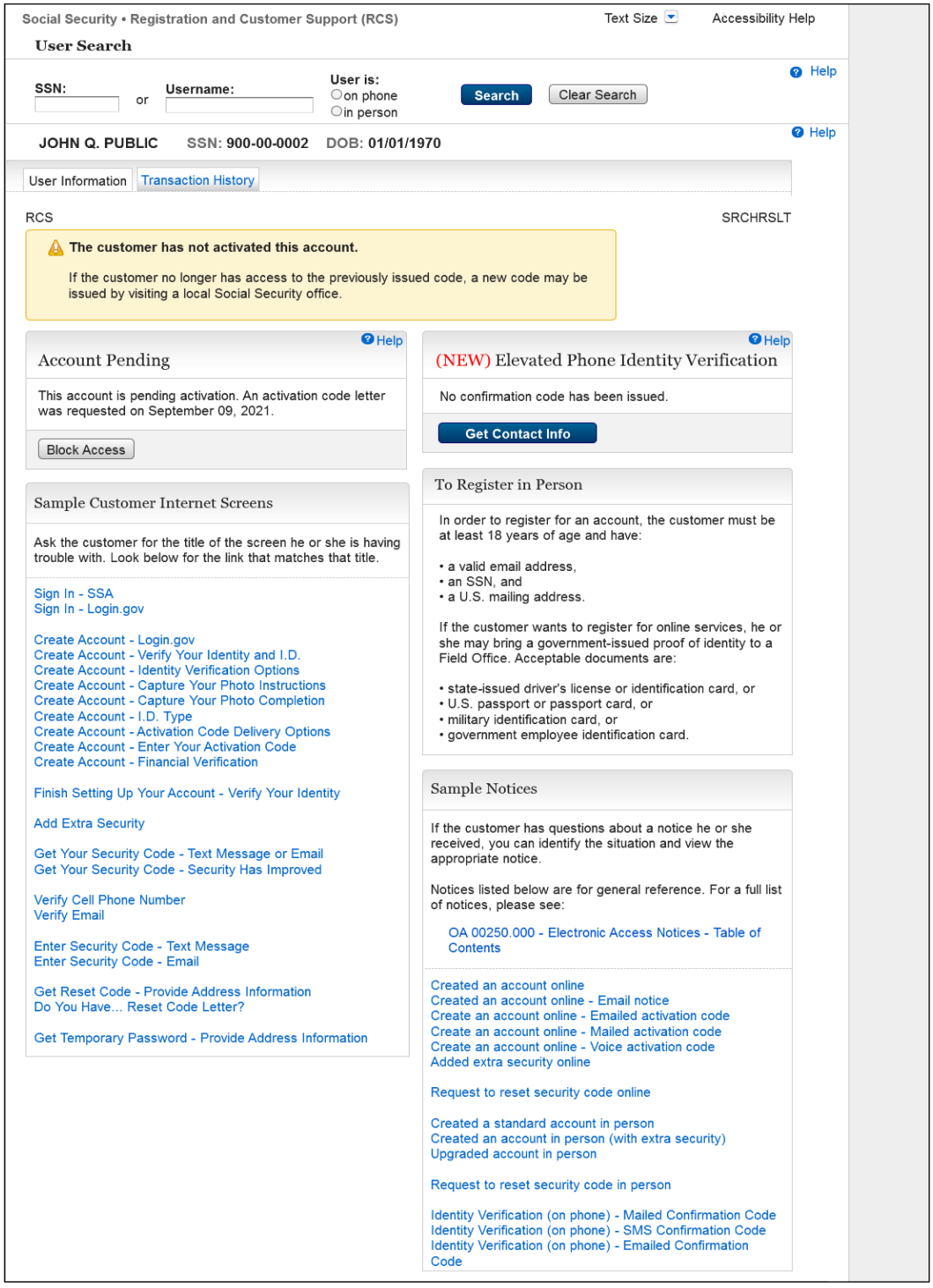
2.14 SRCHRSLT_1



The “Create Account” button was added to the Search Results page.

2.15 SRCHRSLT_2

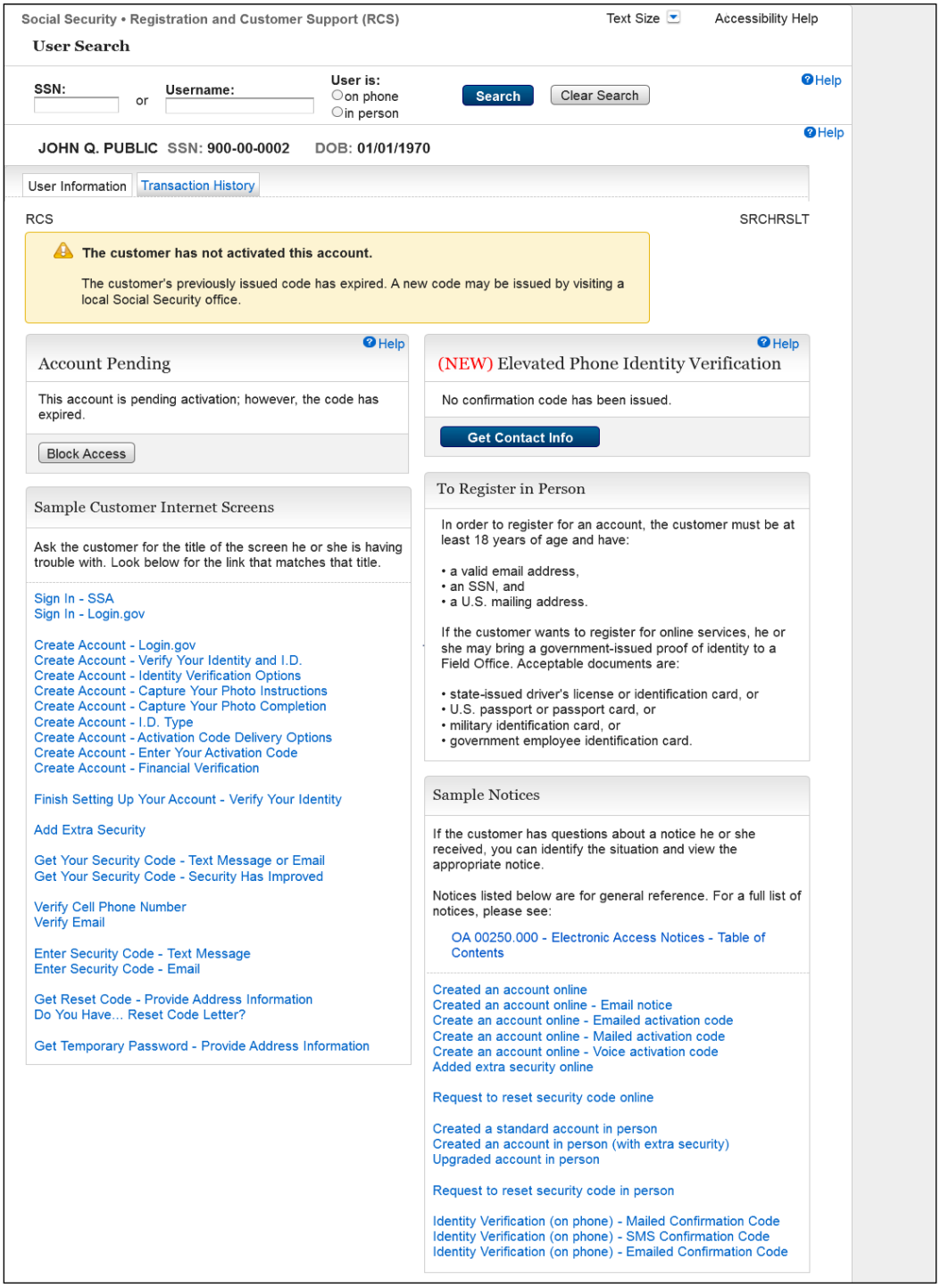
Search Result- Account pending active/ Locked. No access to issued code.



Removed “Create Account” button.

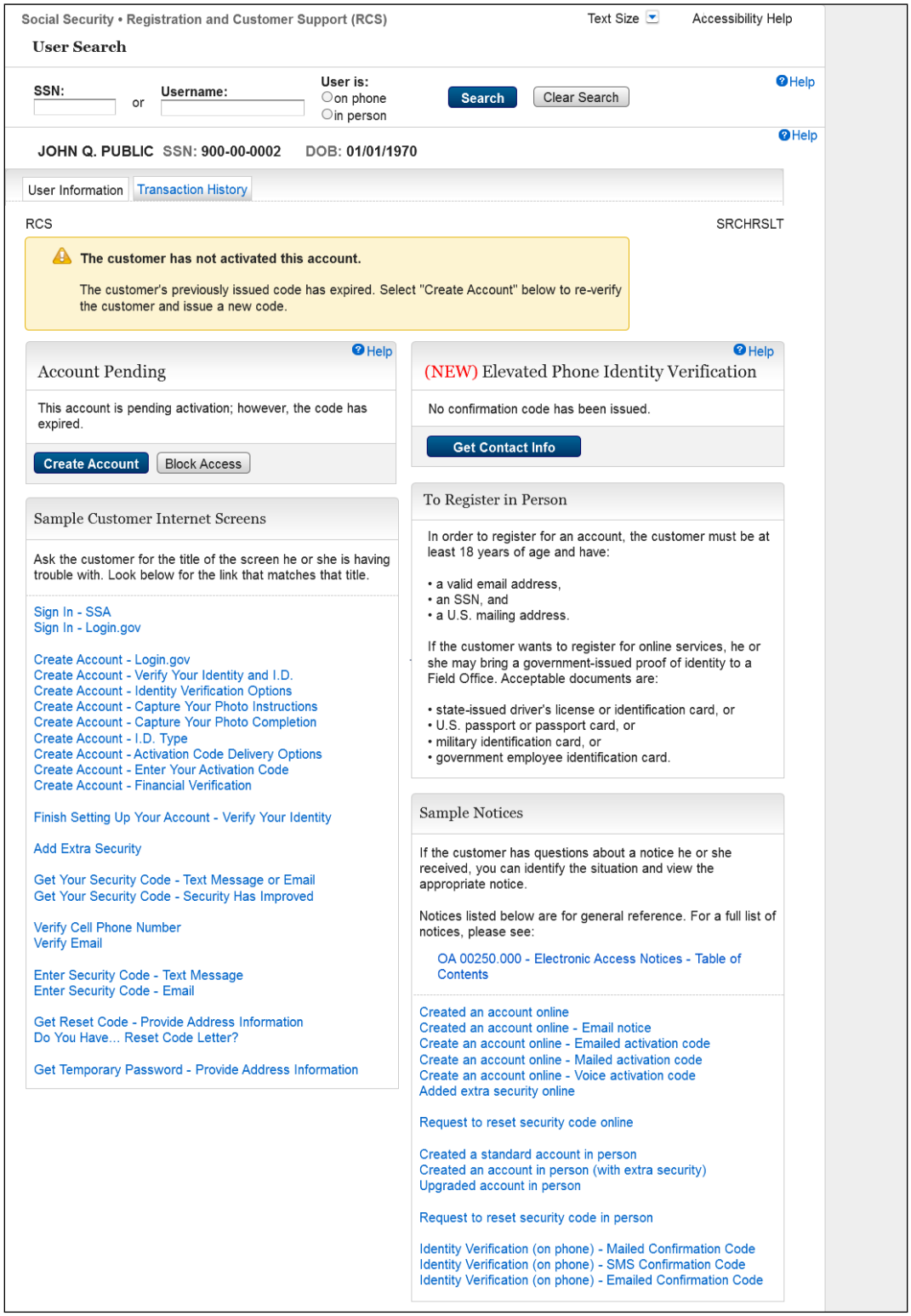
2.16 SRCHRSLT_3

Search Result- Account Pending. Code Expired.



Removed “Create Account” button.

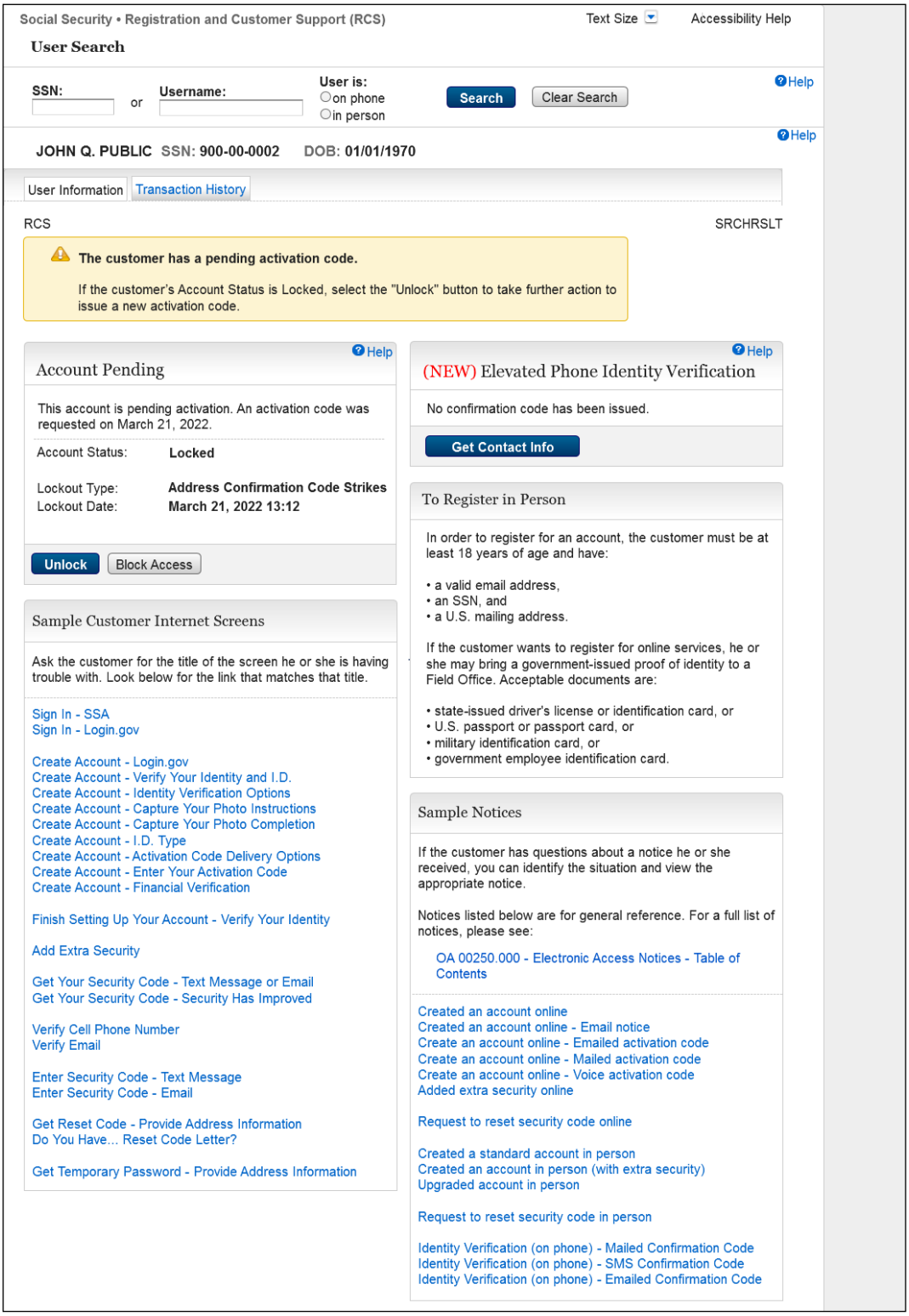
2.17 SRCHRSLT_4



New SRCHRSLT screen for account pending active with “Create Account” button.

2.18 SRCHRSLT_5

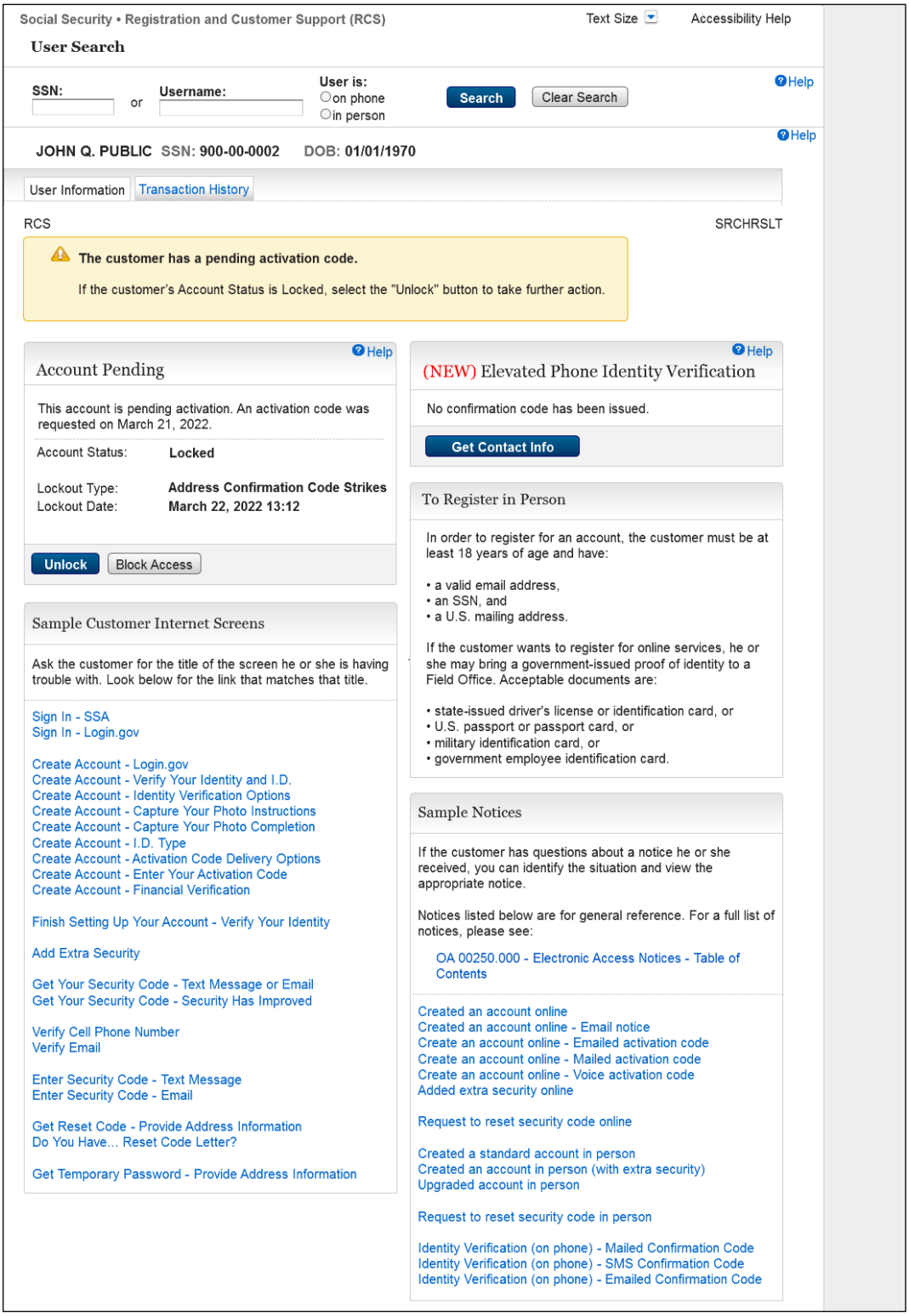
Search Result Pending Account_Locked_InPerson



Banner message language updated.

2.19 SRCHRSLT_6

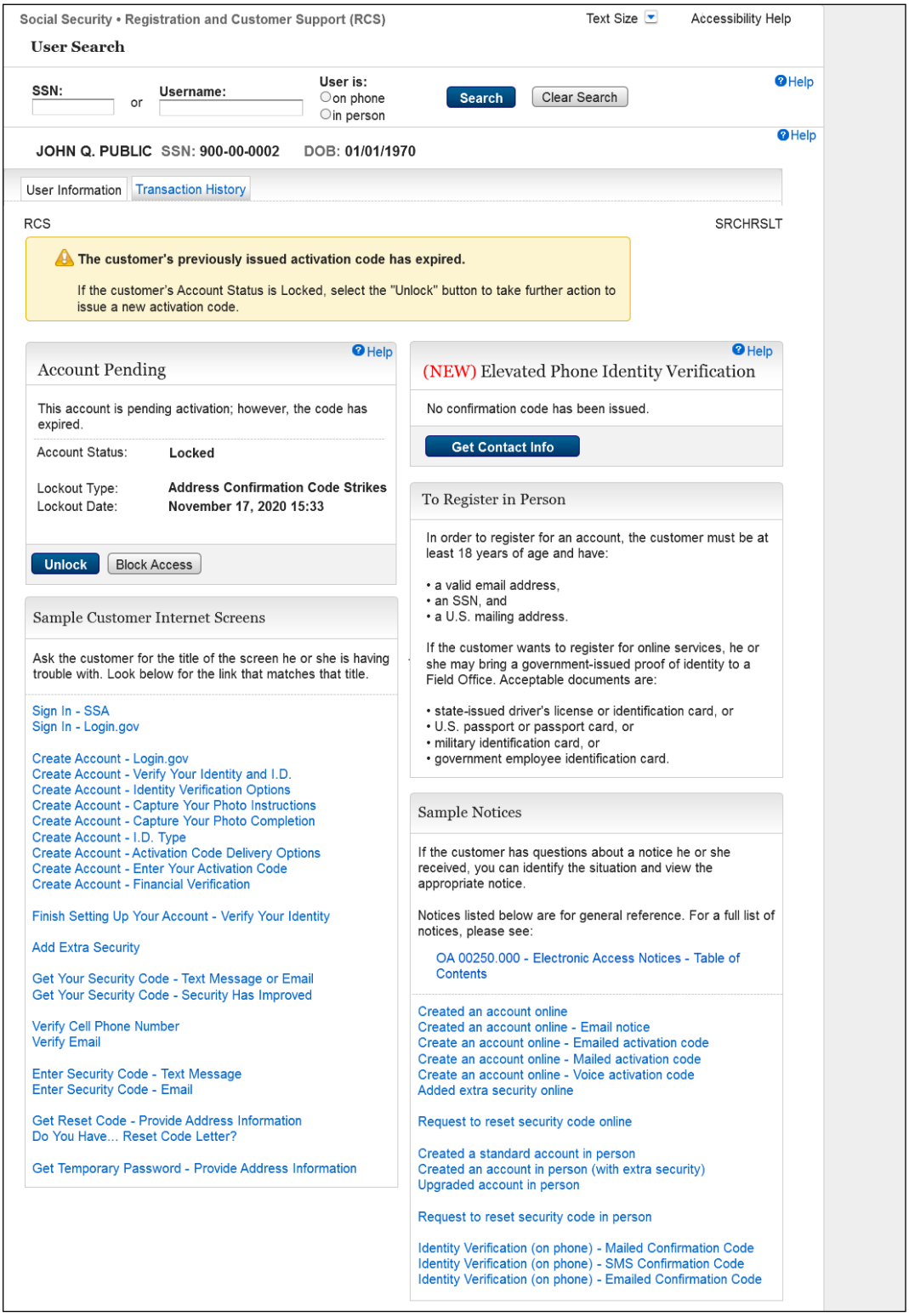
Search Result Pending Account_Locked_OnPhone



Banner message language updated.

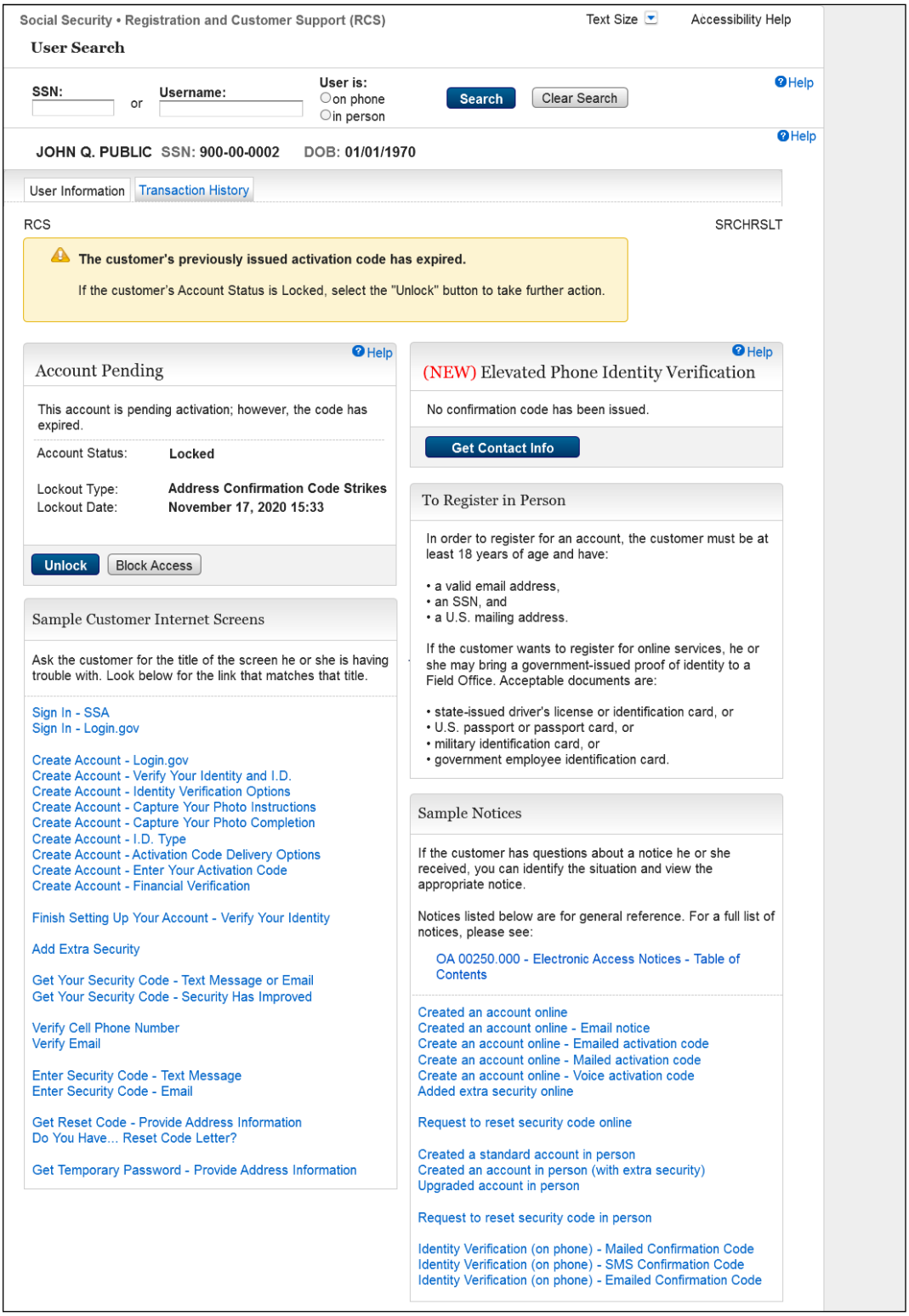
2.20 SRCHRSLT_7

Search Result Account Activation Code_expired_InPerson



Banner message language updated.

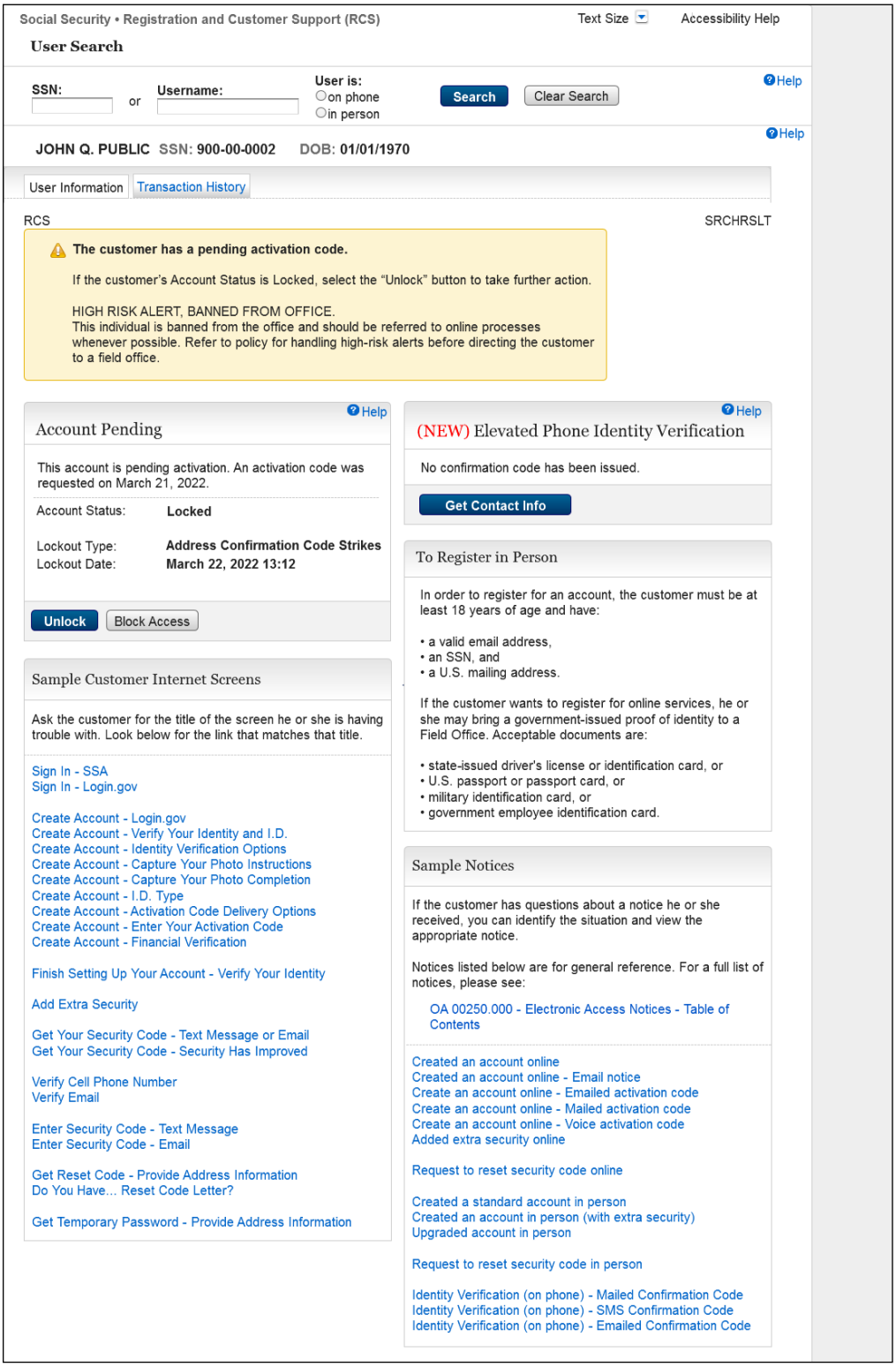
2.21 SRCHRSLT_8



Banner message language updated.

2.22 SRCHRSLT_9

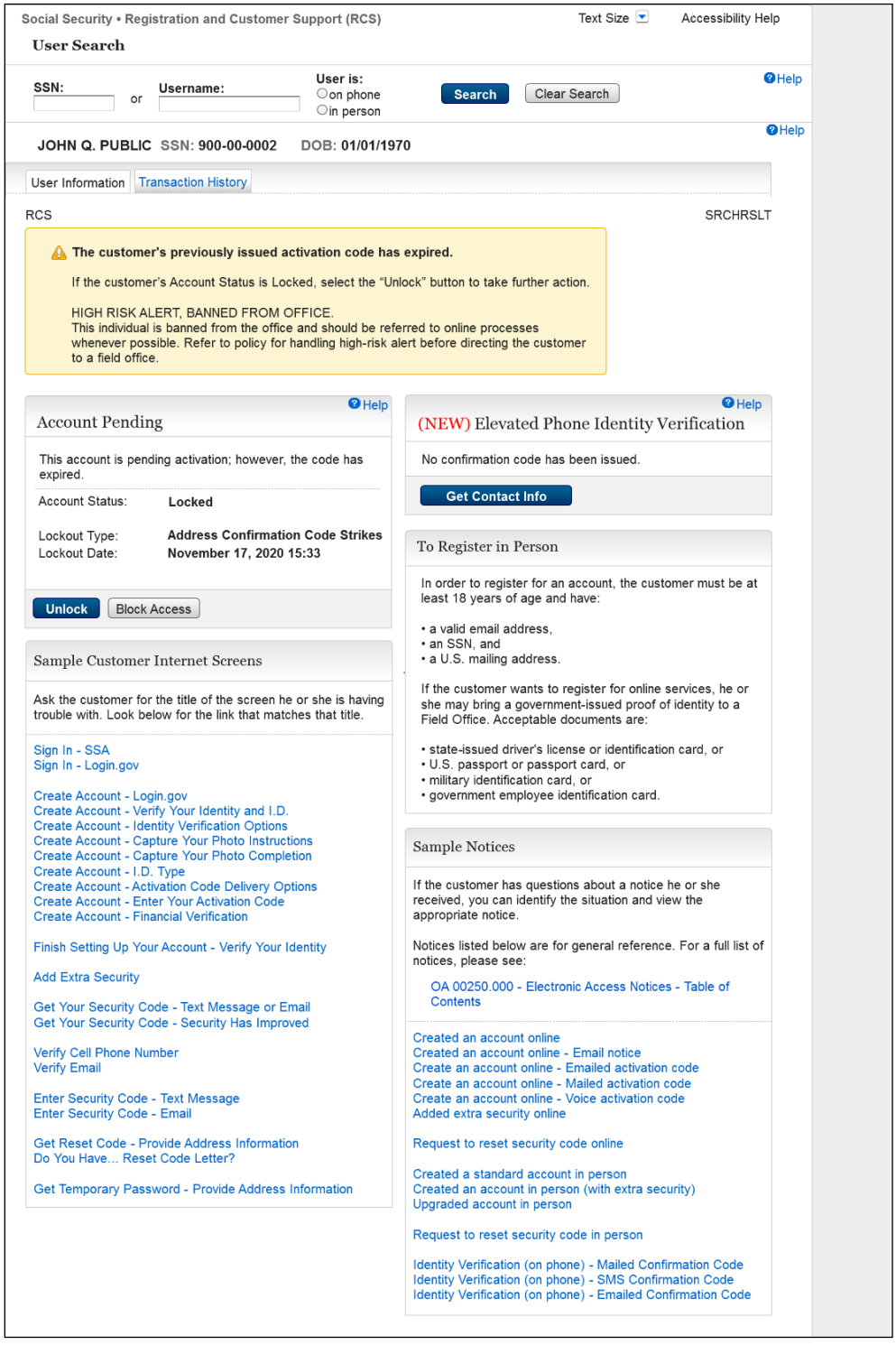
Search Result Account_Locked_Banned User_OnPhone



Banner message language updated.

2.23 SRCHRSLT_10

Search Result Account Activation Code_Expired_Banned User_OnPhone



Banner message language updated.