OMB Document Updated

eAccess September 2022 Release

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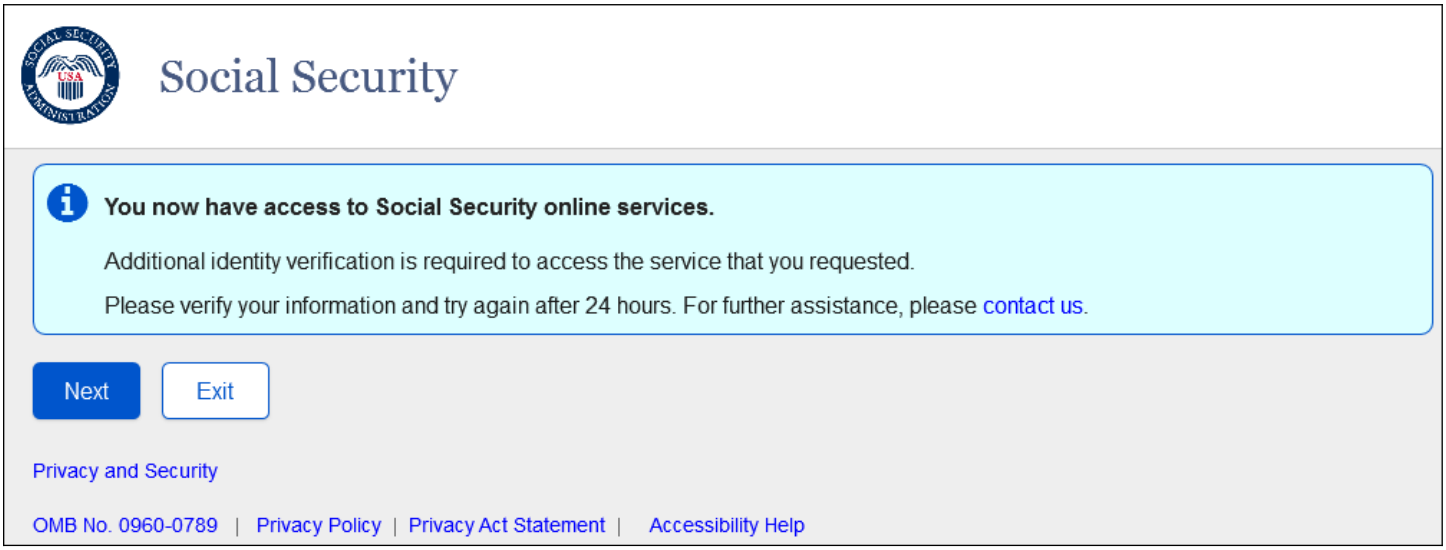
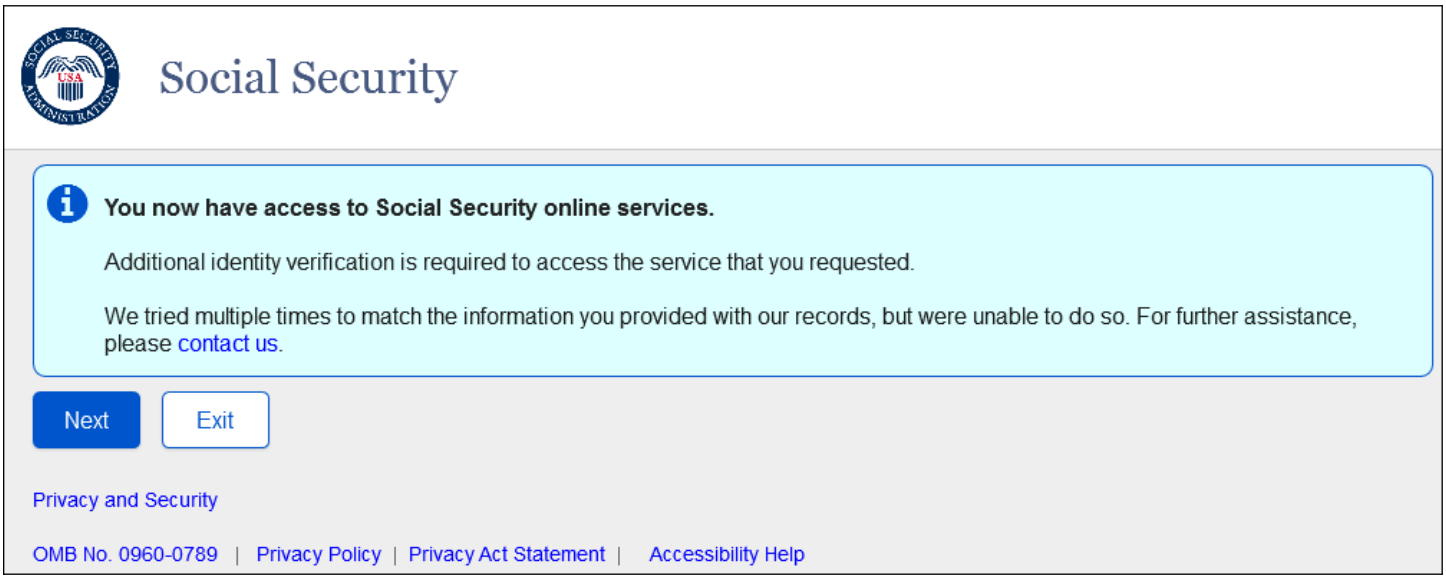
1. eAccess

1.1 *Confirmation _Temporary Lock*



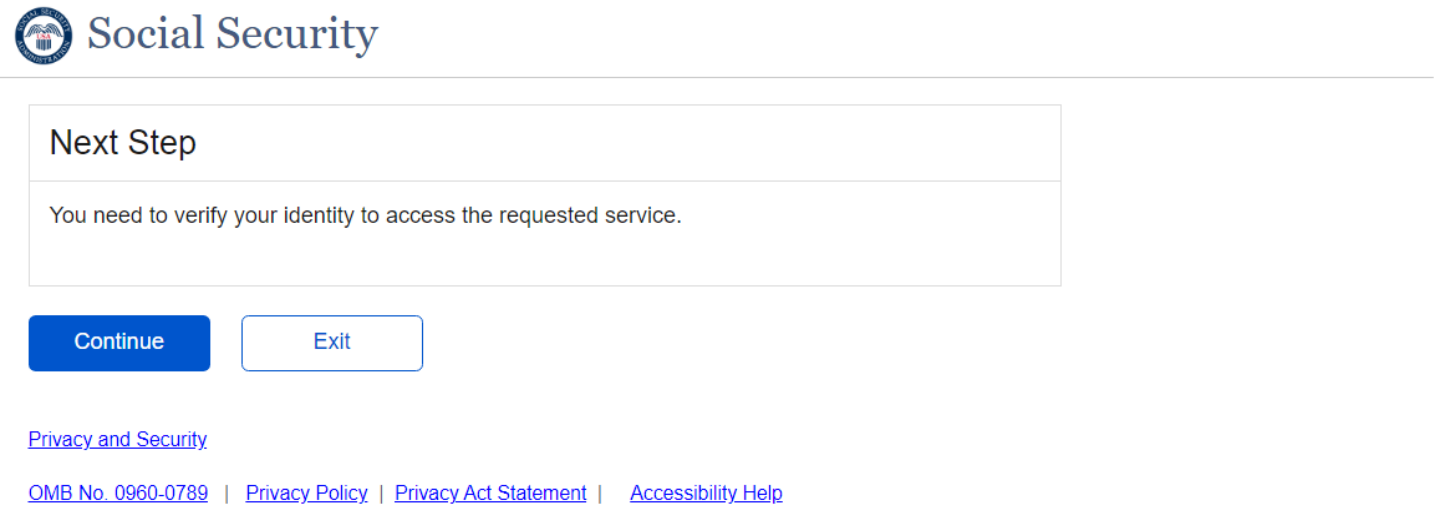
Confirmation page displayed for users with a temporary lock on the account who request advanced services about access to standard services and subsequent steps to upgrade to Advanced Services.

1.2 Confirmation _Permanent Lock



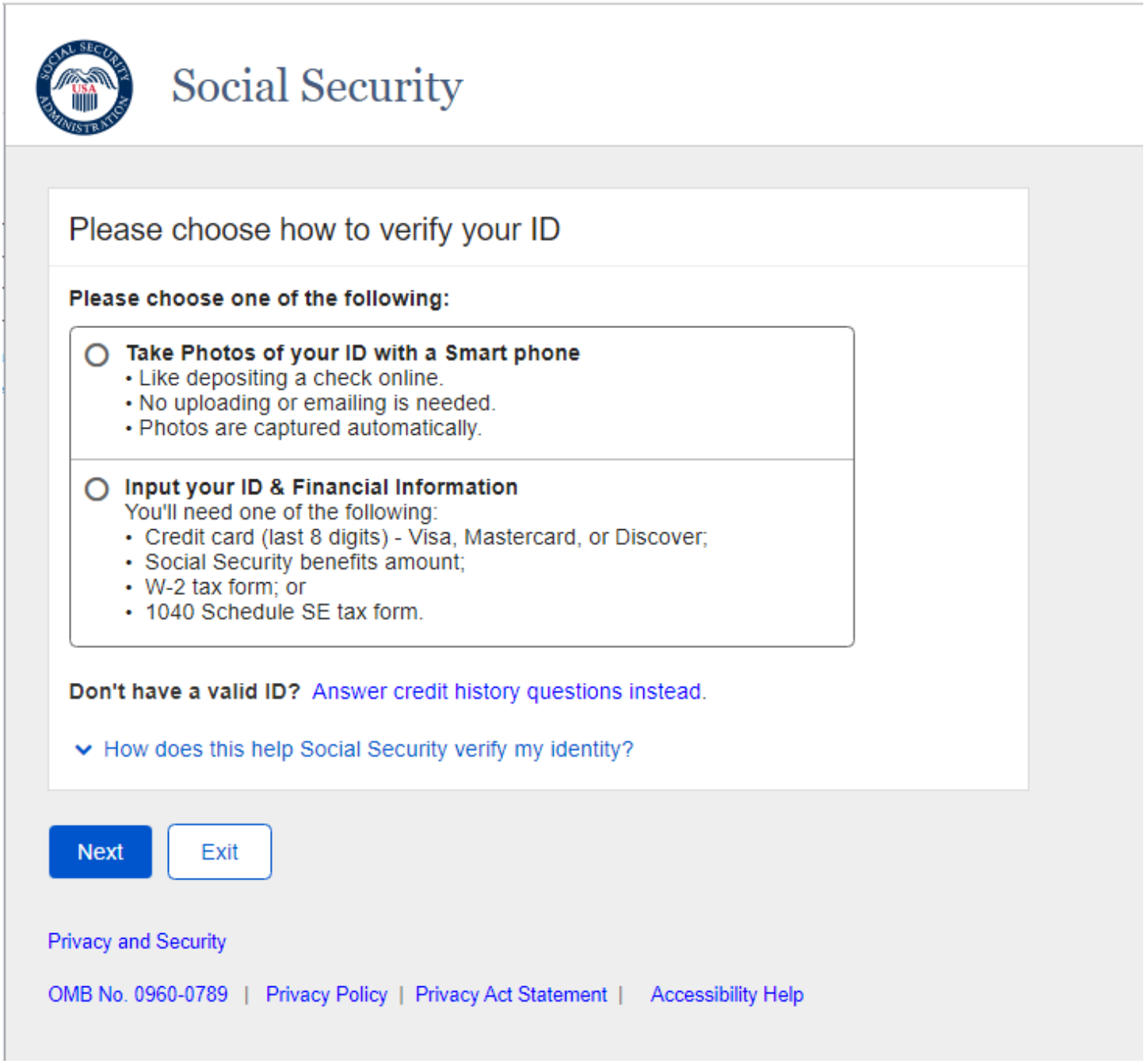
Confirmation page displayed for users with a permanent lock on the account who request advanced services about access to standard services and subsequent steps to upgrade to Advanced Services.

1.3 SUAS Step-Up At Service



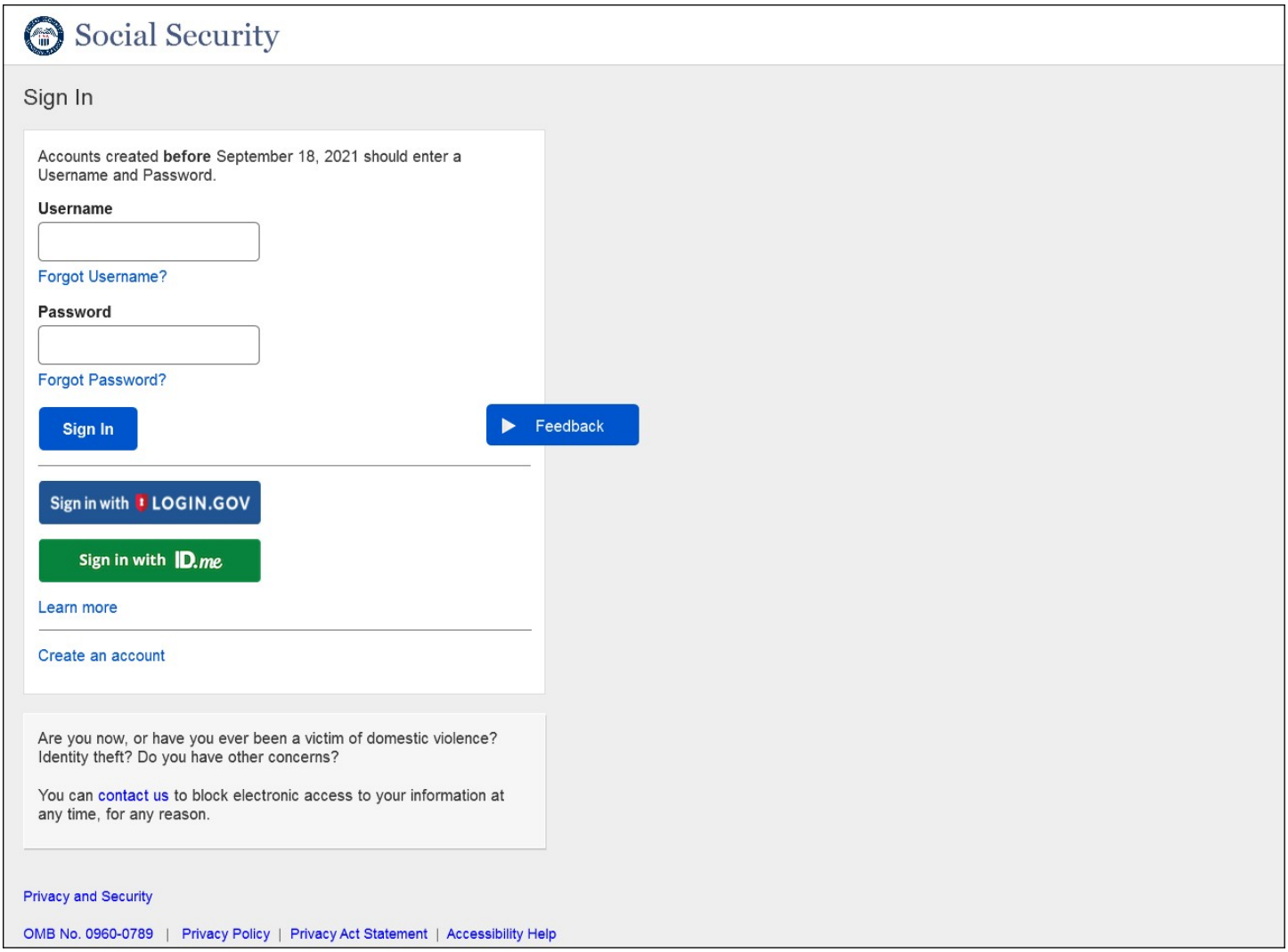
The screen displayed to the user who want to be offered the opportunity to step up to an advanced credential when attempting to access a service that requires advanced credentials.

1.4 VYIC_Verify Your Identity Choices_"Step Up At Service" Scenario



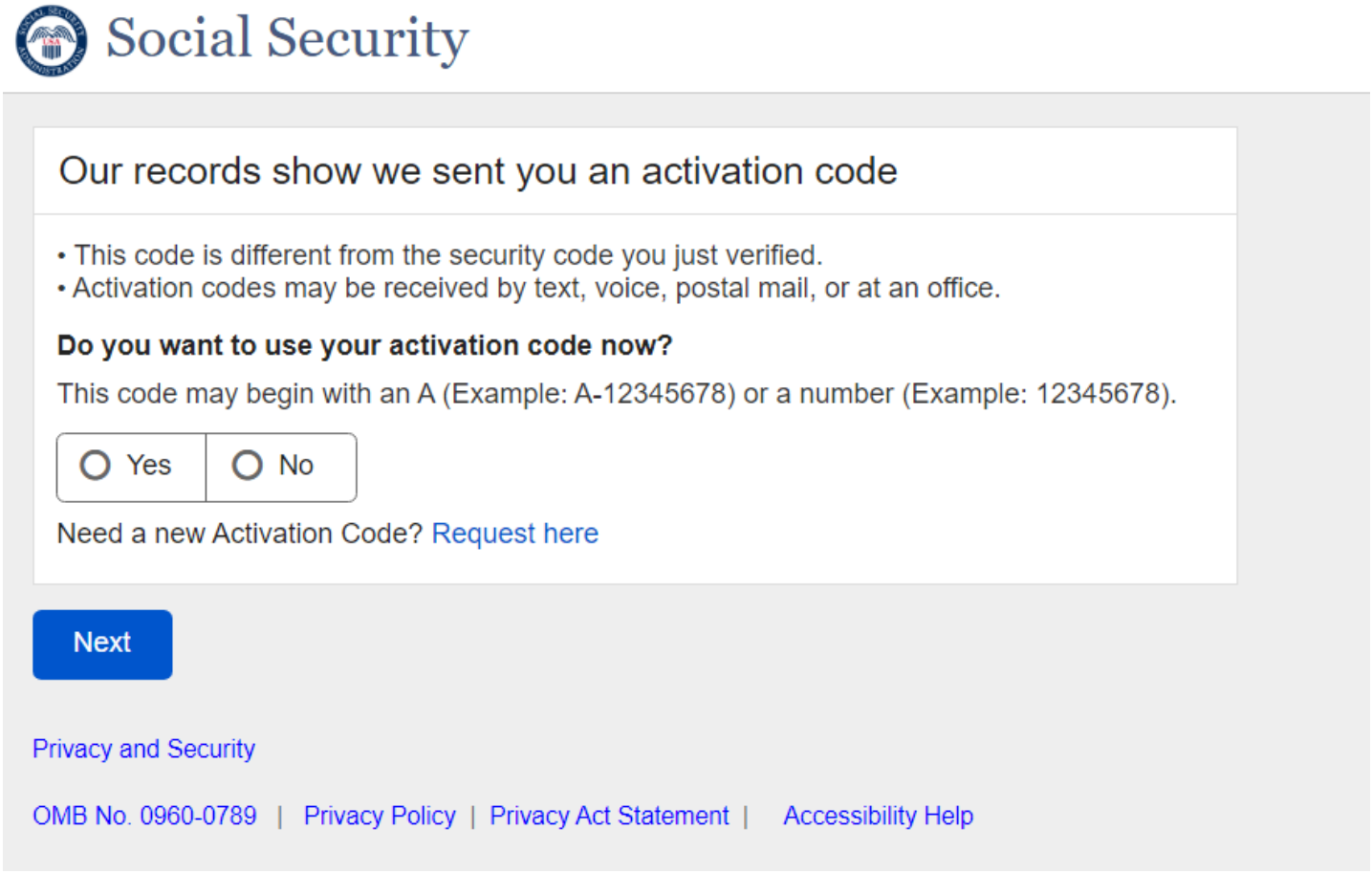
The "Skip" Button is removed for this use case.

1.5 Sign In Page (RIL)



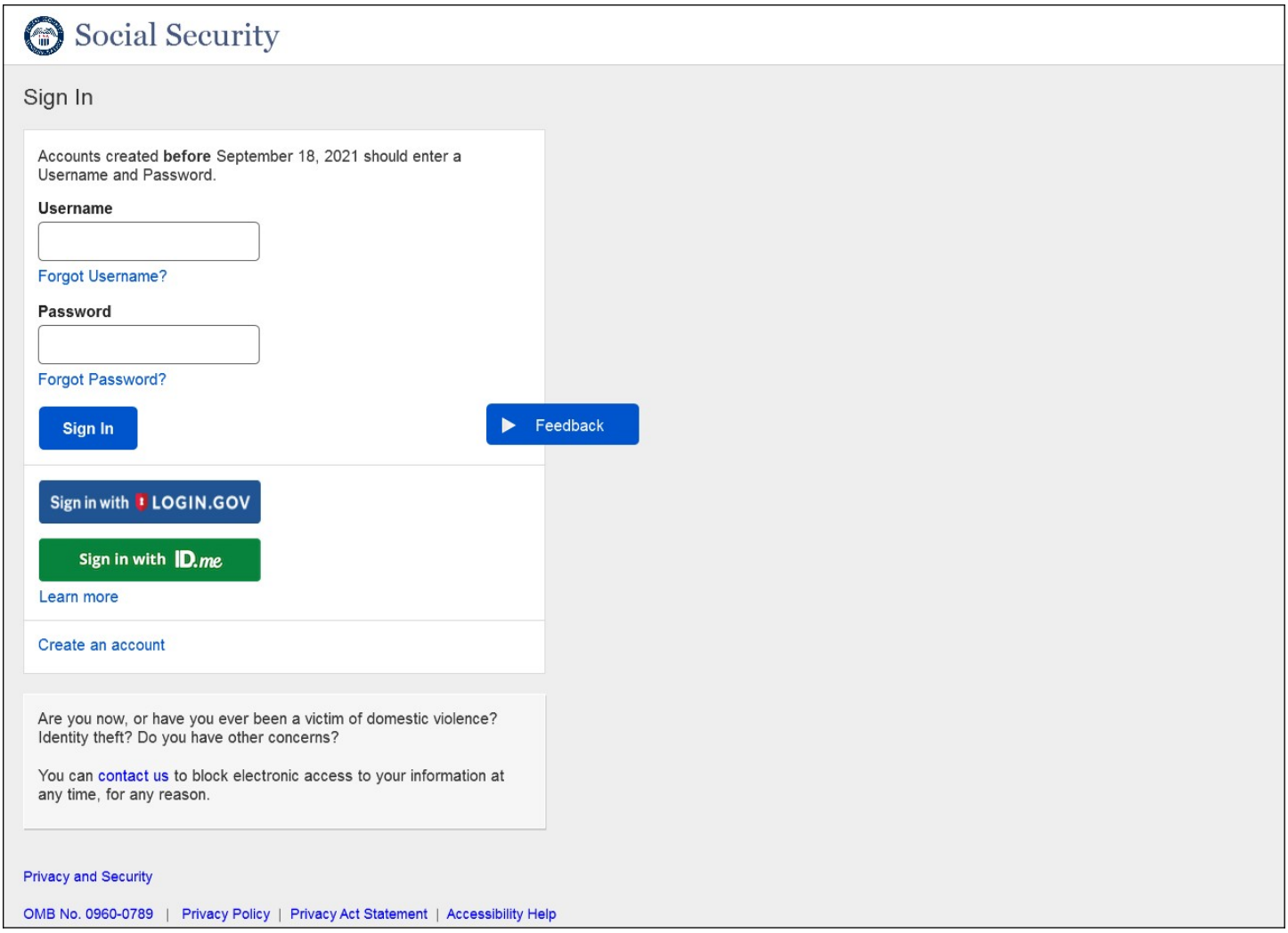
"Use an activation code" link has been removed.

1.6 (HVUC)_Updated



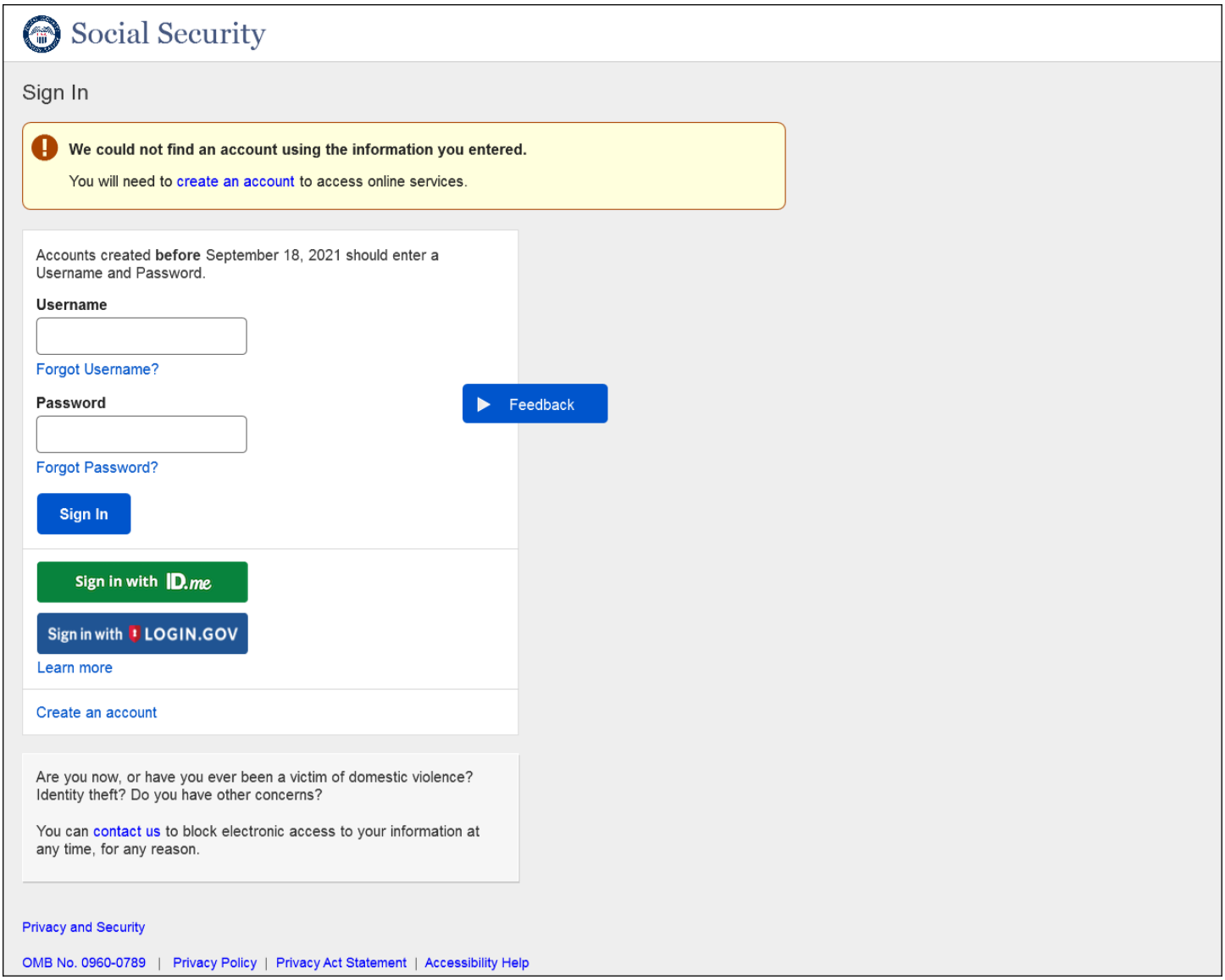
Addition of the supporting text and link “Need a new Activation Code? Request here” on the page to provide user the ability to request new upgrade code for Standard to Advanced user.

1.7 Sign In



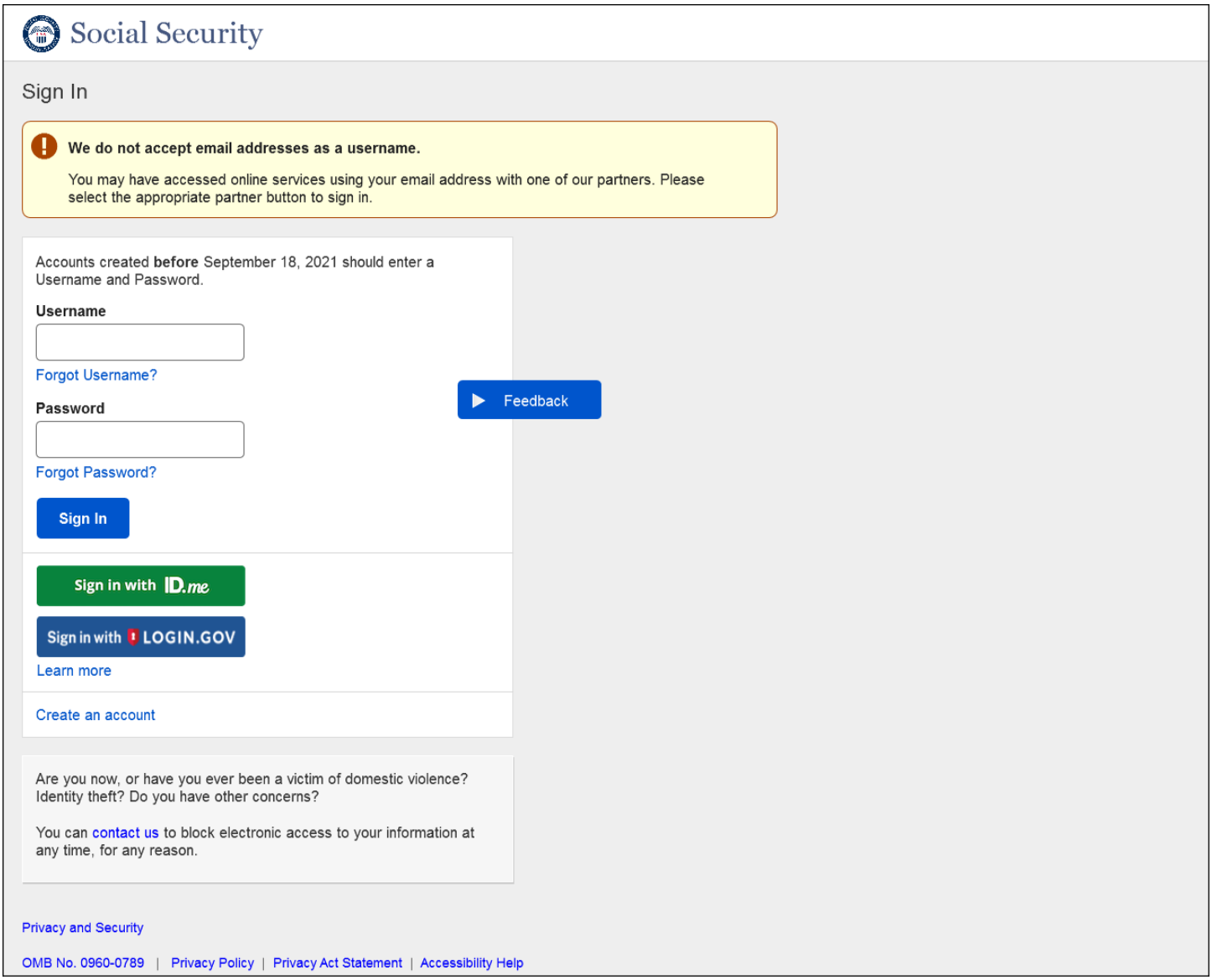
"Learn more" link has been moved closer to the "Sign in with Login.gov" and "Sign in with ID.me" buttons.

1.8 Sign In Error _No Acc Found



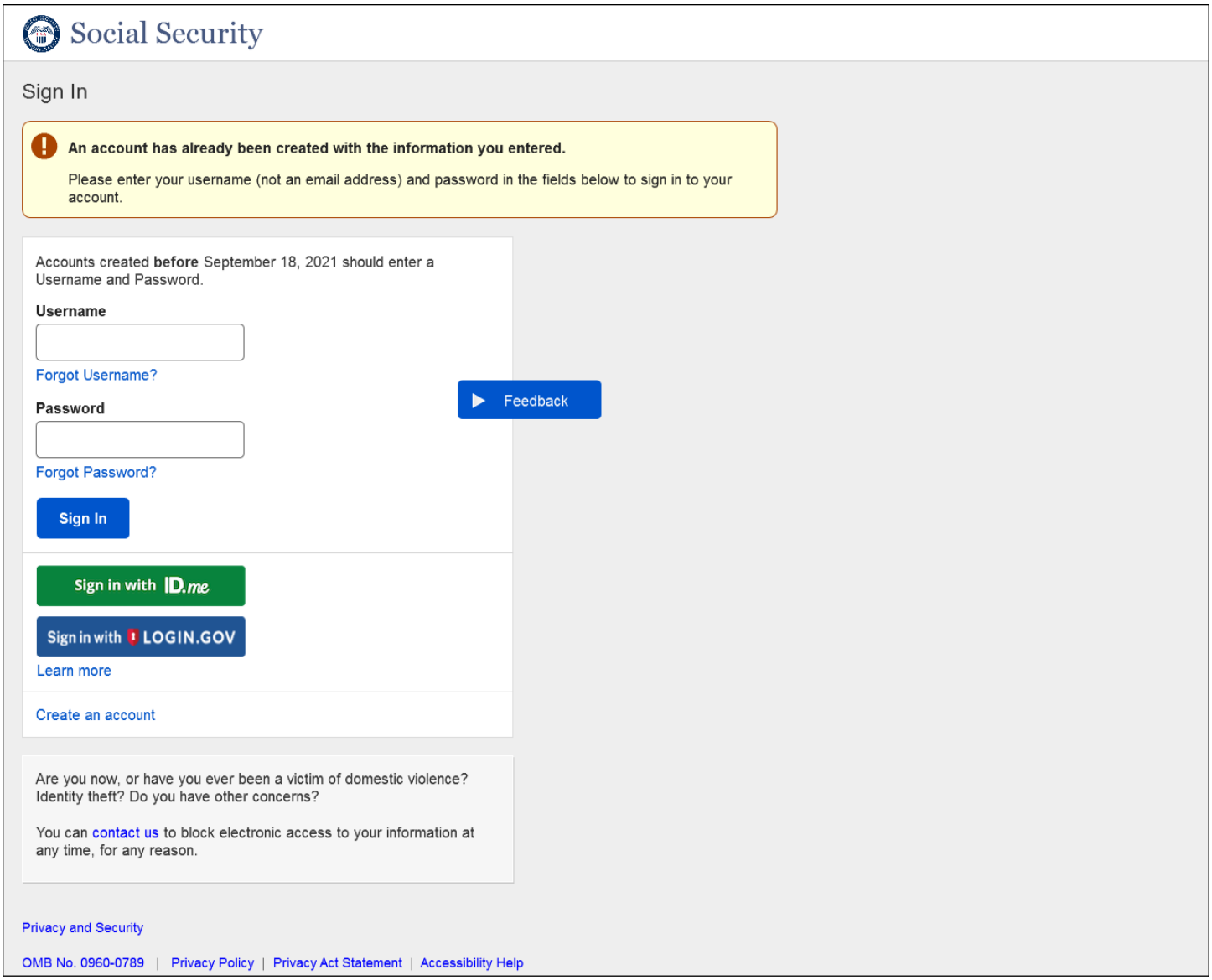
”Learn more” link has been moved closer to the “Sign in with Login.gov” and “Sign in with ID.me” buttons.

1.9 Sign In Error _Login.gov Username”



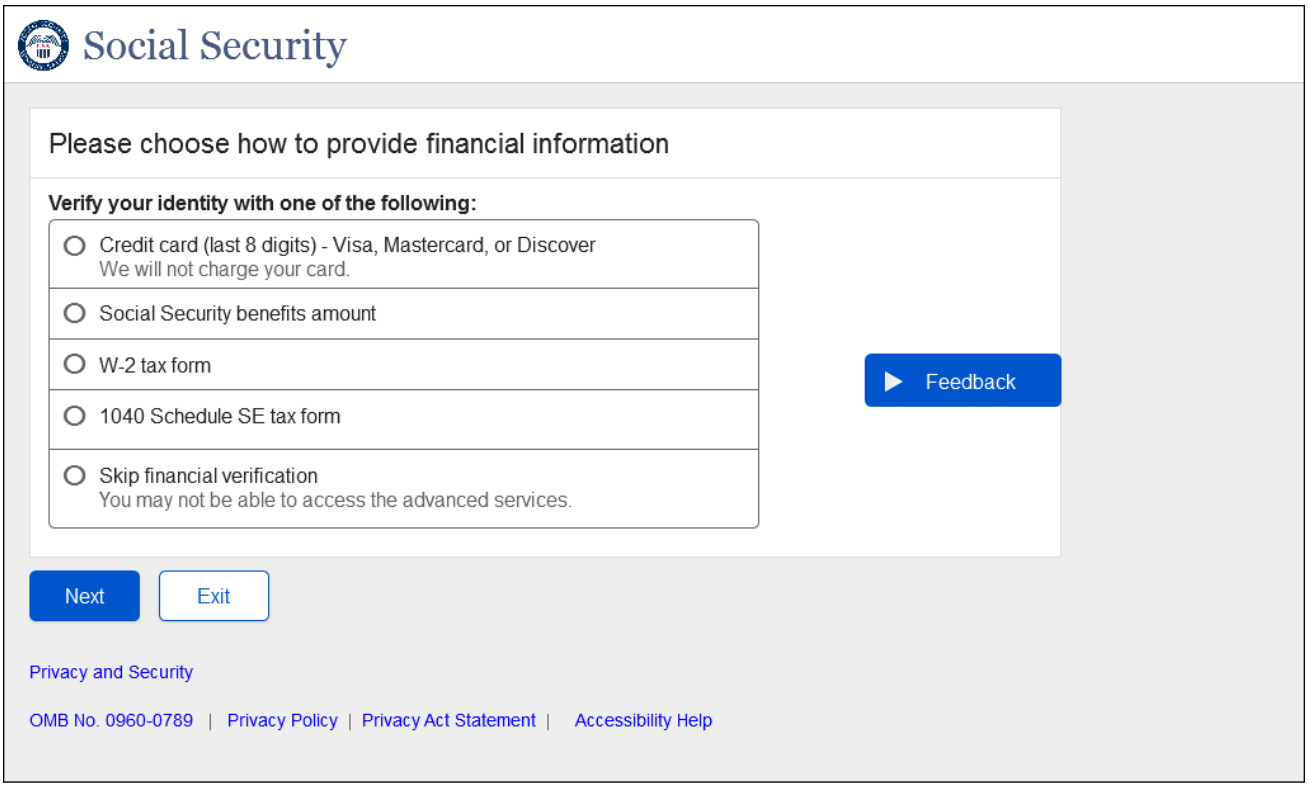
“Learn more” link has been moved closer to the “Sign in with Login.gov” and “Sign in with ID.me” buttons.

1.10 Sign In Error _Account already exists



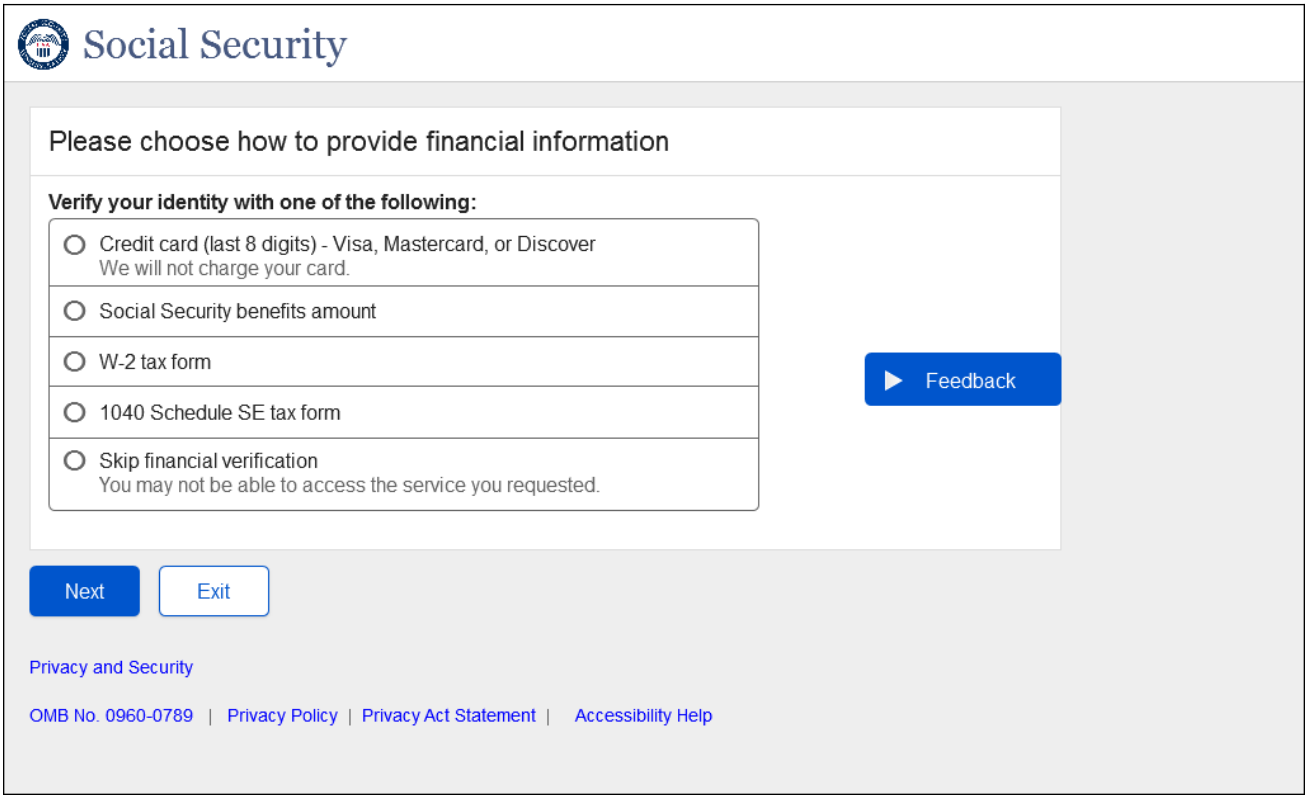
”Learn more” link has been moved closer to the “Sign in with Login.gov” and “Sign in with ID.me” buttons.

1.11 FIVRF_Skip Financial Verification_Normal Path



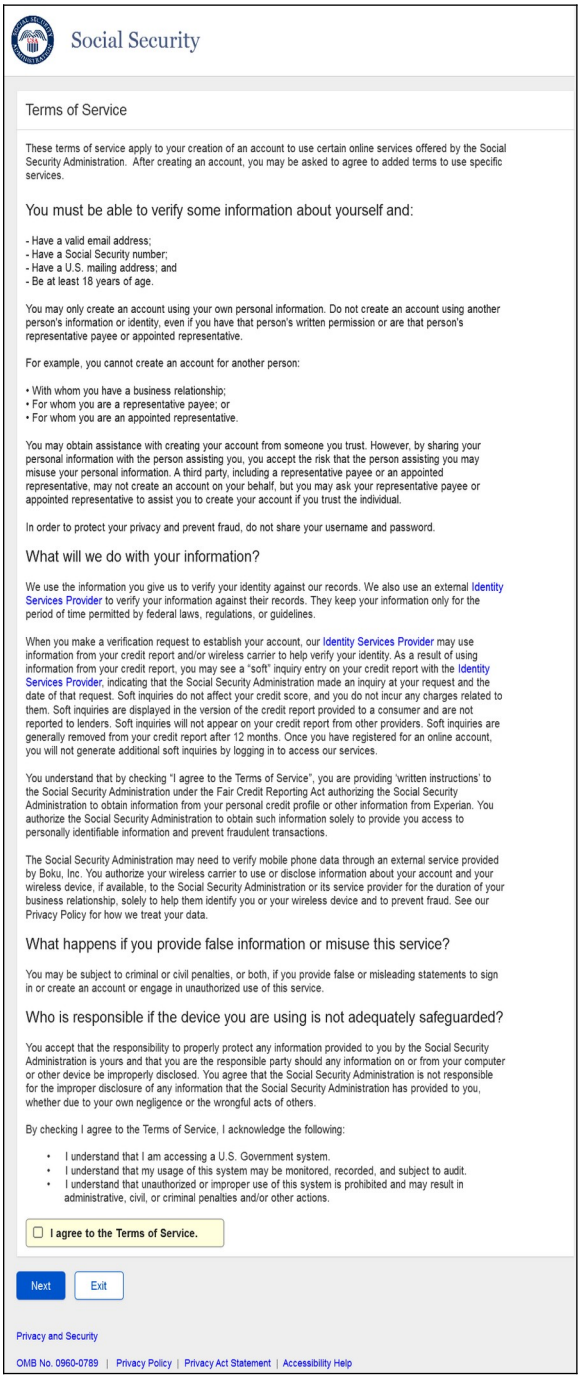
Added a radio button “Skip financial verification” for users to skip financial verification to continue with registering a standard account.

1.12 FIVRF_Skip Financial Verification_SUAS_Path



Added a radio button “Skip financial verification” for users to skip financial verification to continue with registering a standard account for step-up at service users.

1.13 CreateAccount_ToS



Social Security

Terms of Service

These terms of service apply to your creation of an account to use certain online services offered by the Social Security Administration. After creating an account, you may be asked to agree to added terms to use specific services.

You must be able to verify some information about yourself and:

- Have a valid email address;
- Have a Social Security number;
- Have a U.S. mailing address; and
- Be at least 18 years of age.

You may only create an account using your own personal information. Do not create an account using another person's information or identity, even if you have that person's written permission or are that person's representative payee or appointed representative.

For example, you cannot create an account for another person:

- With whom you have a business relationship;
- For whom you are a representative payee; or
- For whom you are an appointed representative.

You may obtain assistance with creating your account from someone you trust. However, by sharing your personal information with the person assisting you, you accept the risk that the person assisting you may misuse your personal information. A third party, including a representative payee or an appointed representative, may not create an account on your behalf, but you may ask your representative payee or appointed representative to assist you to create your account if you trust the individual.

In order to protect your privacy and prevent fraud, do not share your username and password.

What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external Identity Services Provider to verify your information against their records. They keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

When you make a verification request to establish your account, our Identity Services Provider may use information from your credit report and/or wireless carrier to help verify your identity. As a result of using information from your credit report, you may see a "soft" inquiry entry on your credit report with the Identity Services Provider, indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

You understand that by checking "I agree to the Terms of Service", you are providing 'written instructions' to the Social Security Administration under the Fair Credit Reporting Act authorizing the Social Security Administration to obtain information from your personal credit profile or other information from Experian. You authorize the Social Security Administration to obtain such information solely to provide you access to personally identifiable information and prevent fraudulent transactions.

The Social Security Administration may need to verify mobile phone data through an external service provided by Boku, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to the Social Security Administration or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our Privacy Policy for how we treat your data.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by the Social Security Administration is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that the Social Security Administration is not responsible for the improper disclosure of any information that the Social Security Administration has provided to you, whether due to your own negligence or the wrongful acts of others.

By checking I agree to the Terms of Service, I acknowledge the following:

- I understand that I am accessing a U.S. Government system.
- I understand that my usage of this system may be monitored, recorded, and subject to audit.
- I understand that unauthorized or improper use of this system is prohibited and may result in administrative, civil, or criminal penalties and/or other actions.

☐ I agree to the Terms of Service.

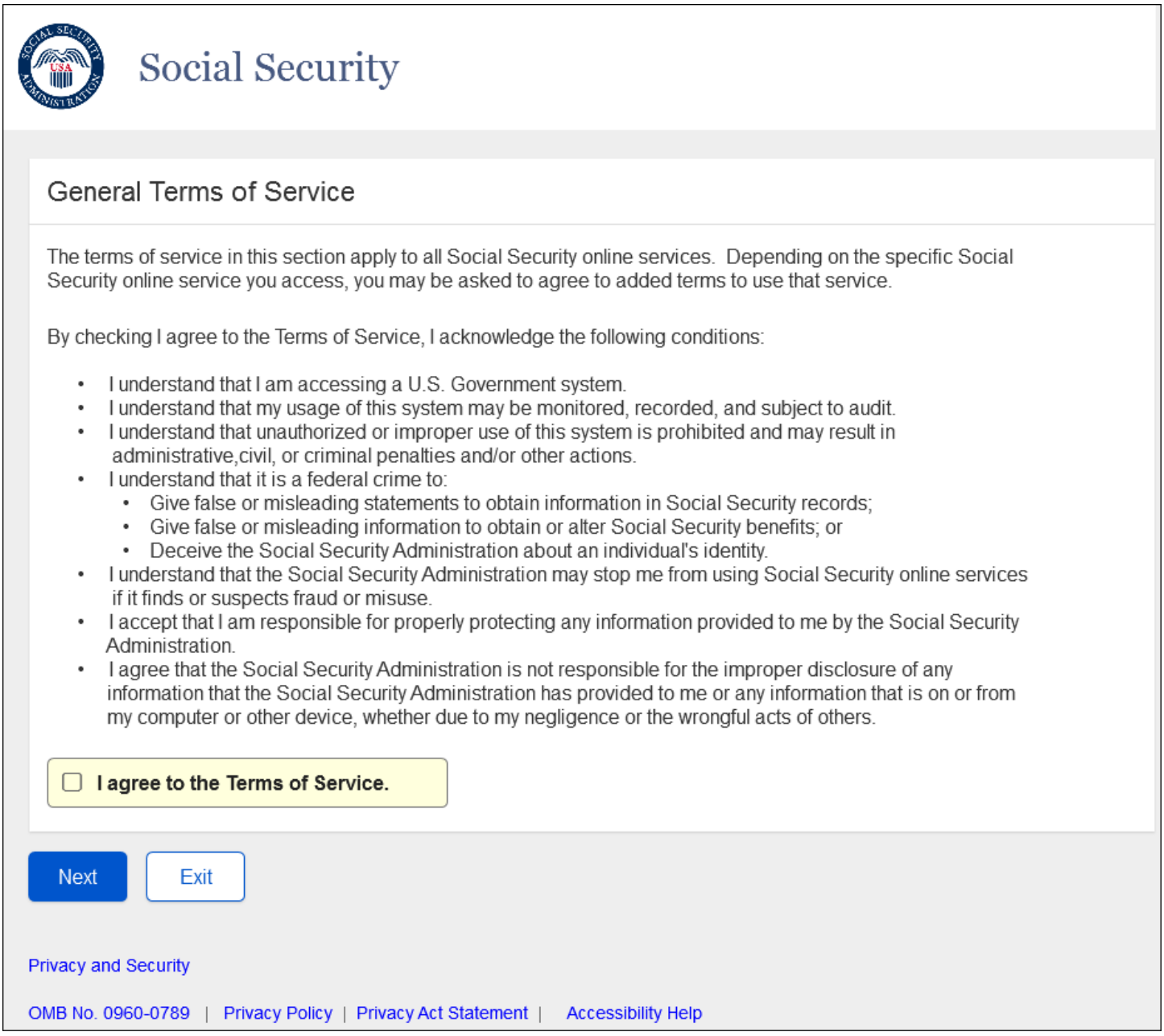
Next Exit

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

CATS page designed with updated language.

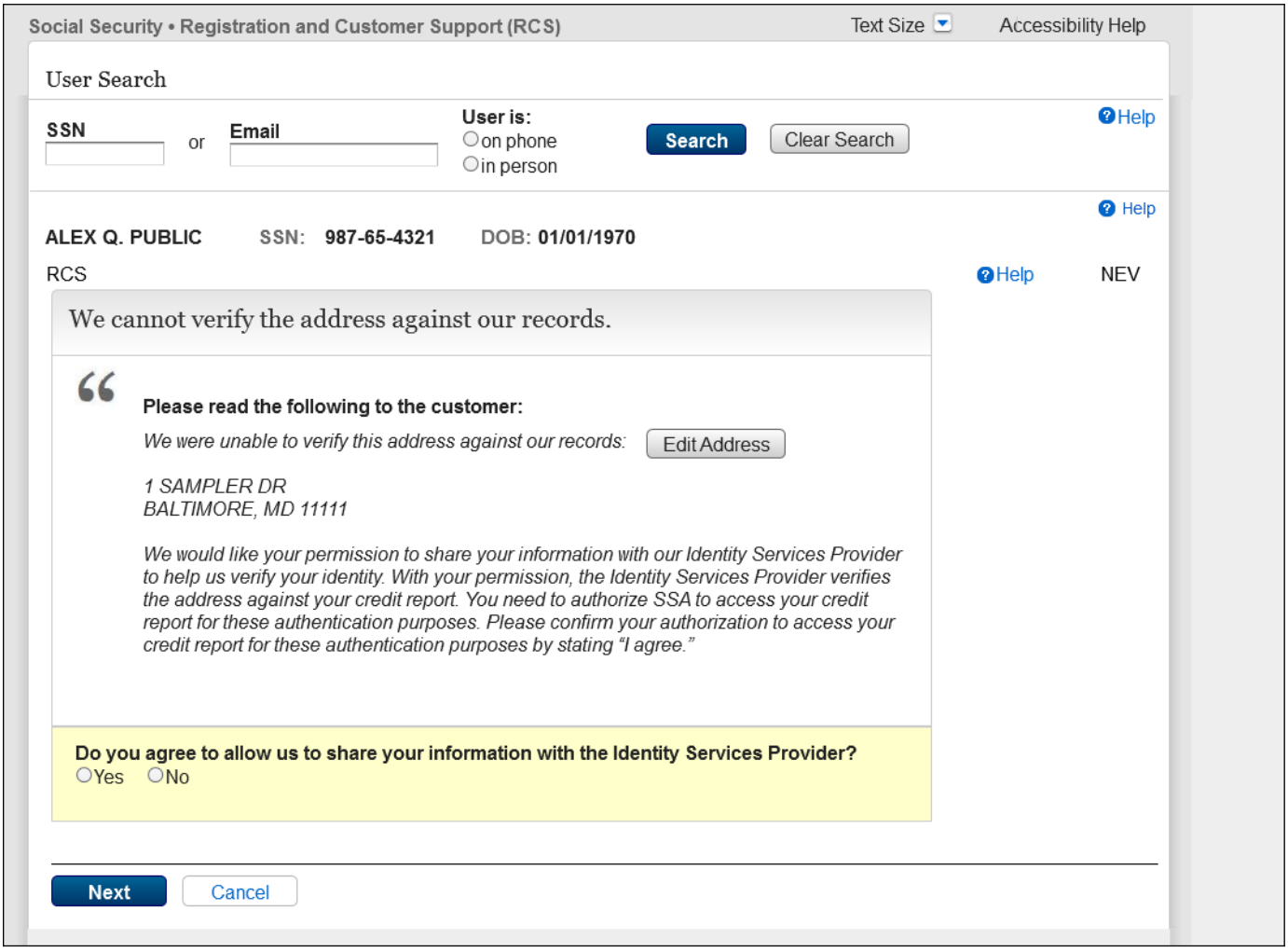
1.14 General_SITOS



SITOS designed with updated language.

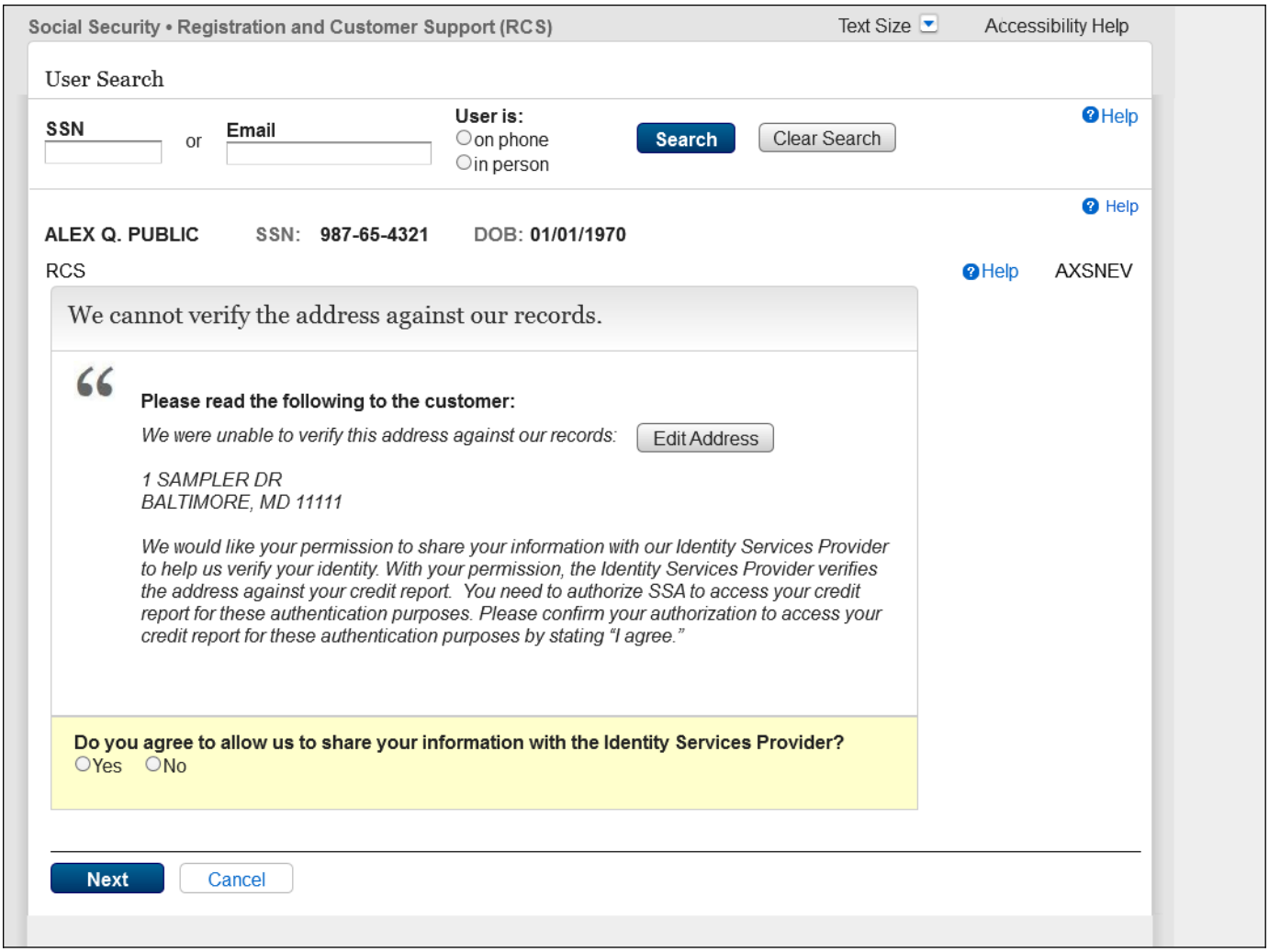
2.RCS

2.1 Need External Verification (NEV)_ToS



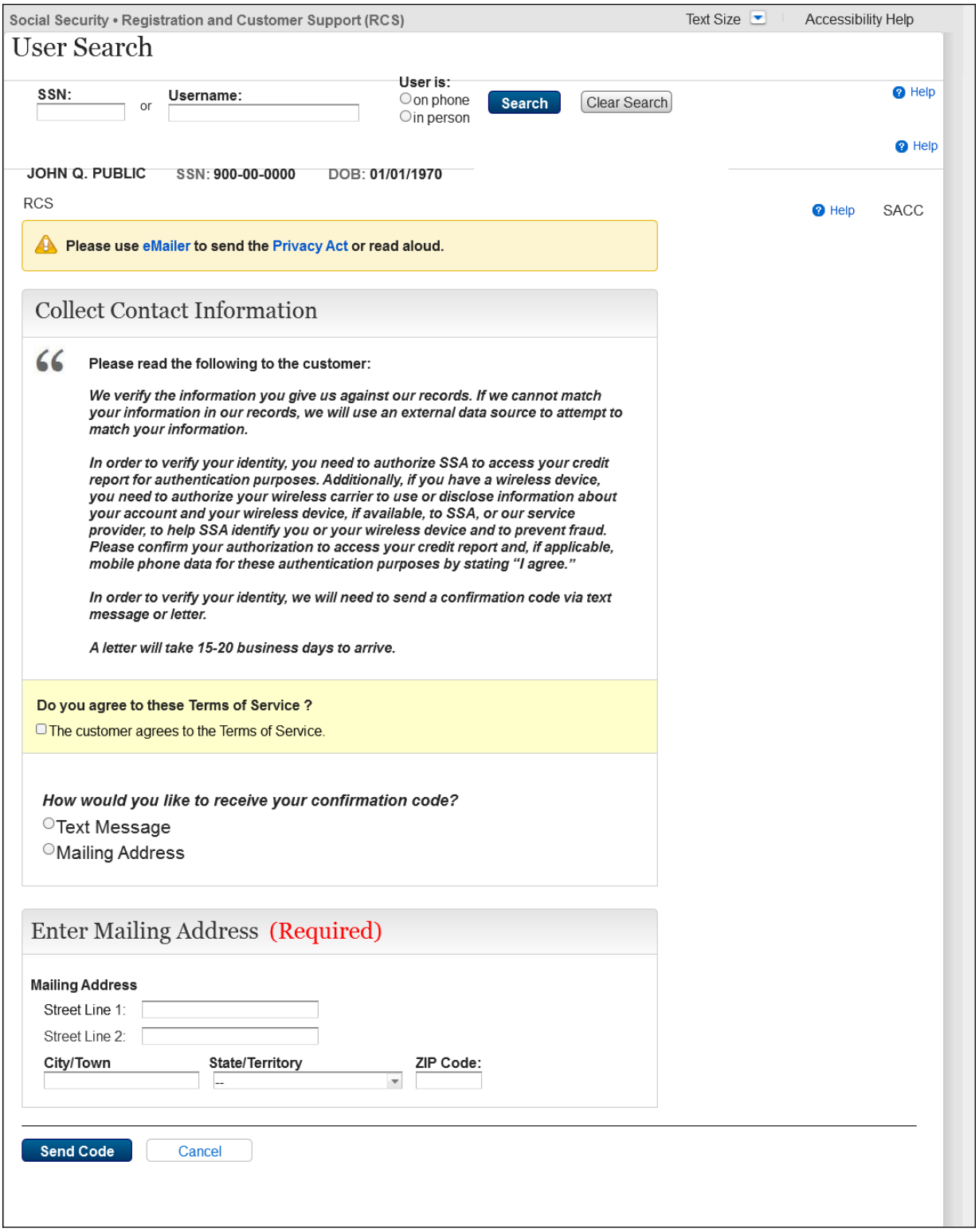
RXSNEV screen renamed to NEV. ToS on NEV should read "these authentication purposes". Current wording on screen says "this authentication purposes"

2.2 AXSNEV_ToS



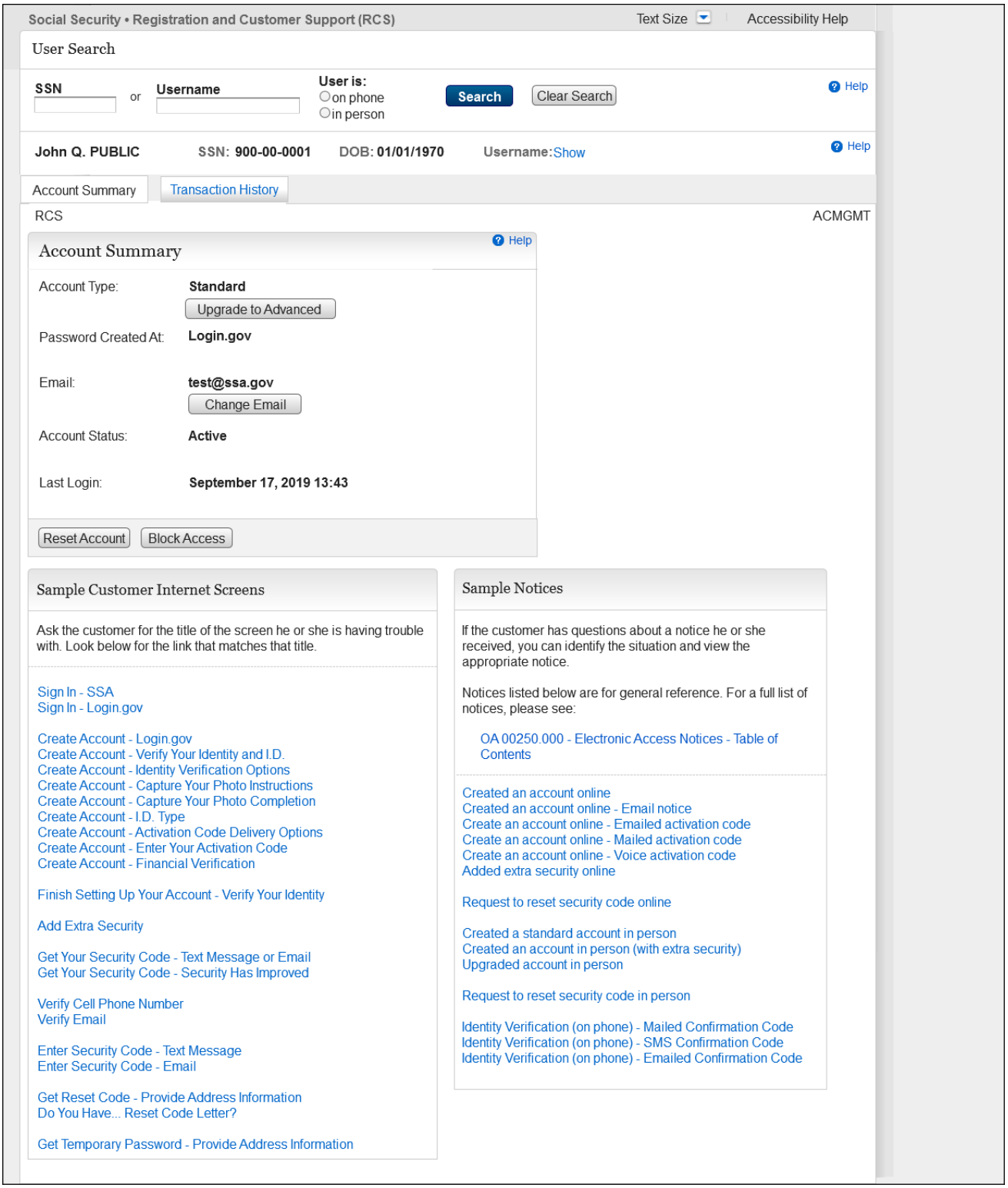
ToS on AXS NEV should read "these authentication purposes". Current wording on screen says "this authentication purposes"

2.3 *SACC_ToS_Updated*



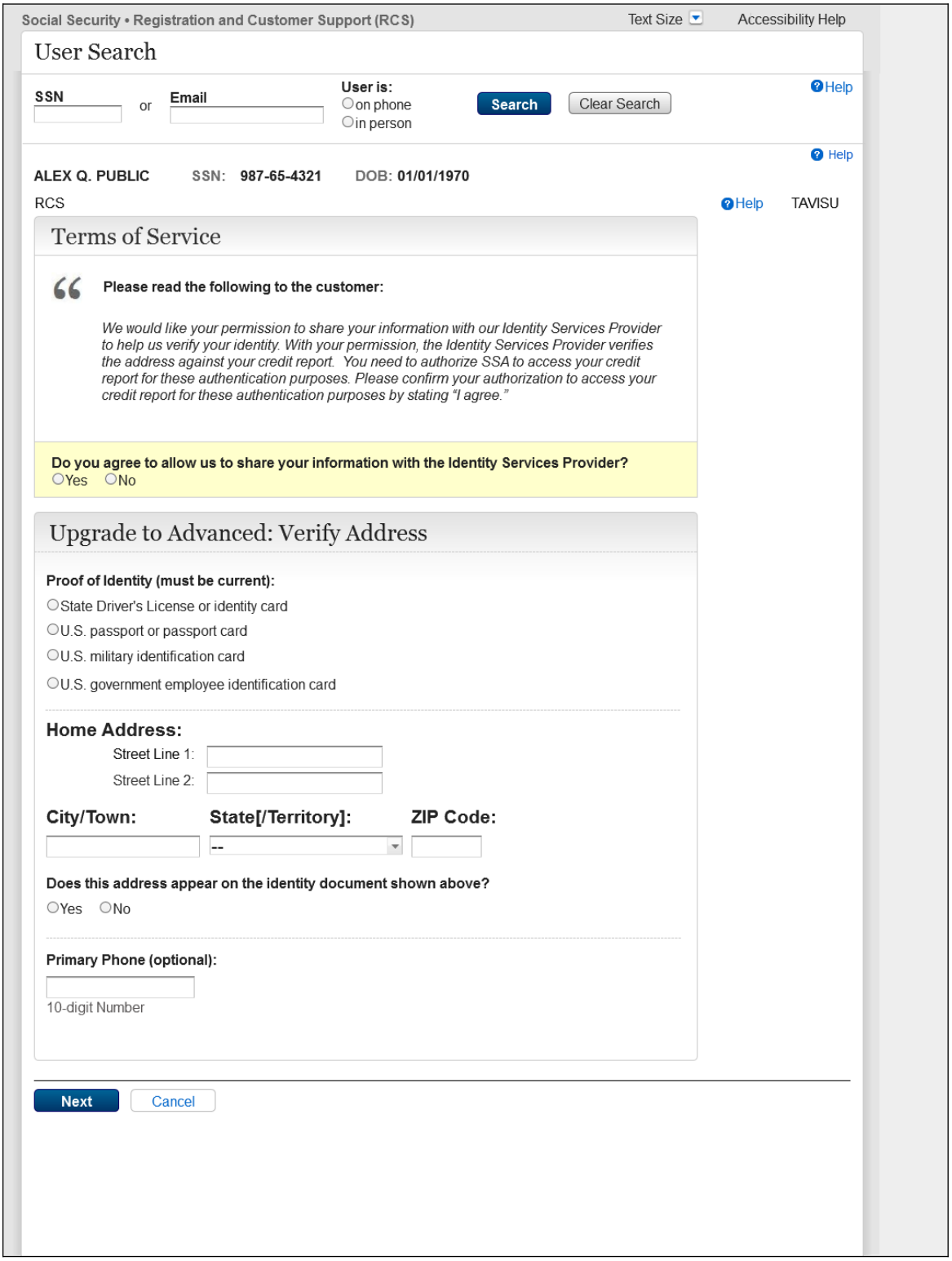
Checkbox added to capture customer agreement stated in ToS.

2.4 *RCS_ACMGMT - Standard to Advanced Step Up*



Added a button (Upgrade to Advanced) to the ACMGMT screen (those with a standard account) to initiate the step up (activation) process. Button should route the technician to TAVISU (Tiered Authentication Verify Identity Step Up) page.

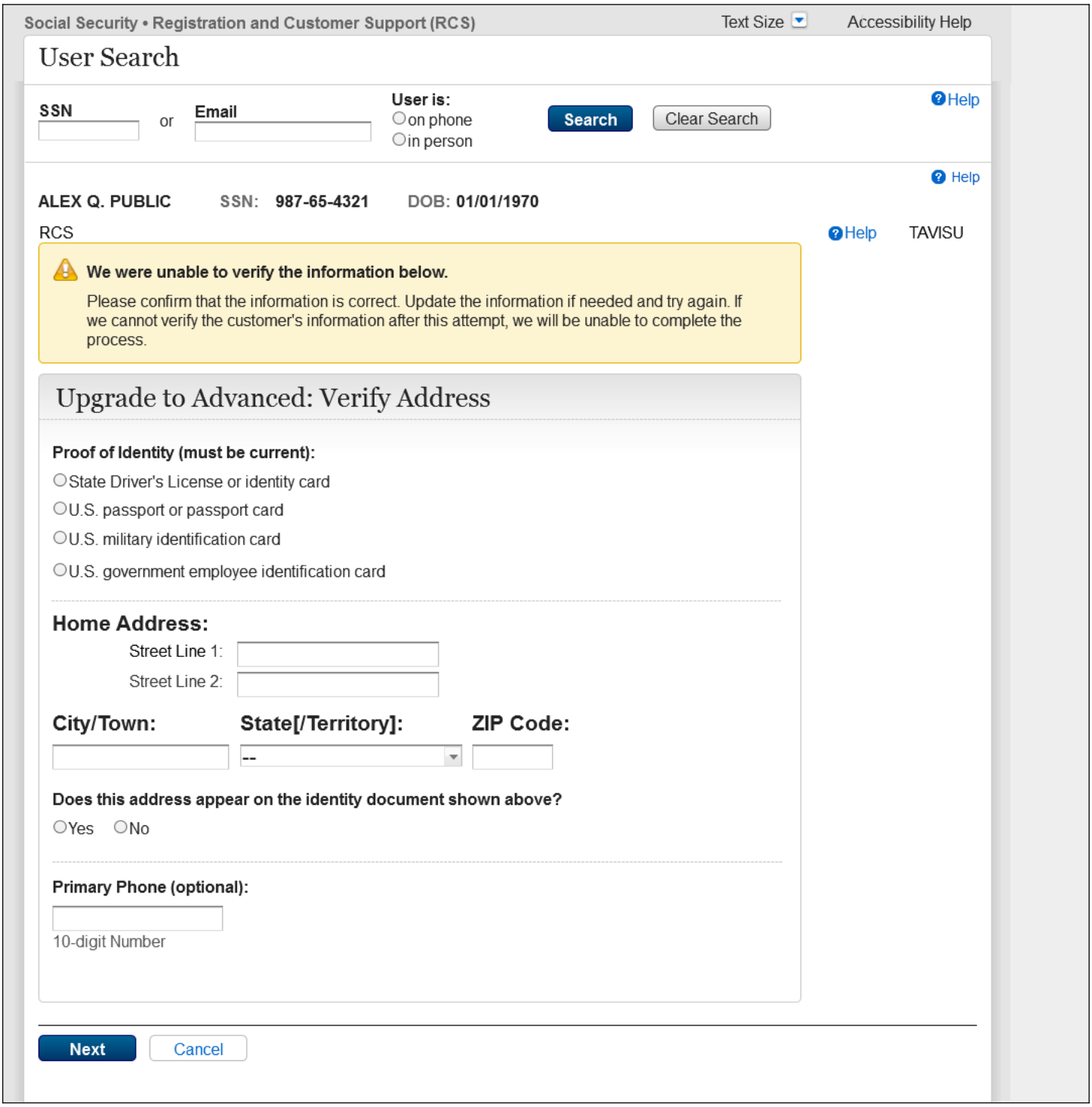
2.5 TAVISU



- Add the ability to issue an activation code and navigate the technician to the TAMAC if only the physical address verifies and the address is not on the ID.
- Add the ability to issue an activation code and navigate the technician to the ENROLLC page if only the physical address verifies and the address is on the ID.

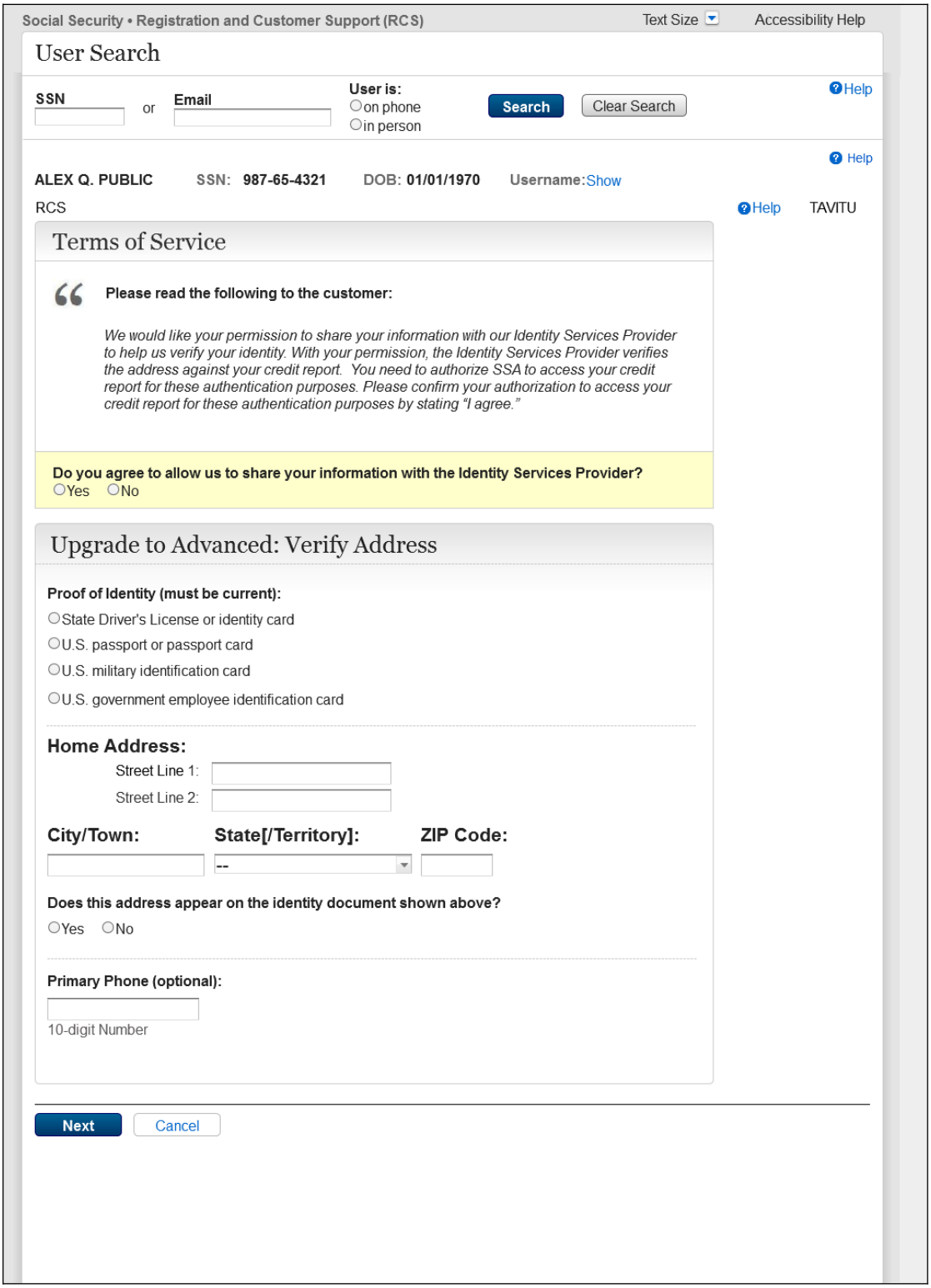
- Add the ability to issue an activation code and navigate the technician to the TAFODAC if only the digital address verifies.
- Add the ability to issue an activation code and navigate the technician to the ACDC screen if both physical and digital addresses pass and the address is on the ID.
- Add the ability to issue an activation code and navigate the technician to the TASAC screen if both addresses pass and the address is not on the ID

2.6 TAVISU_ w/ Error Message



Error message when information does not verify.

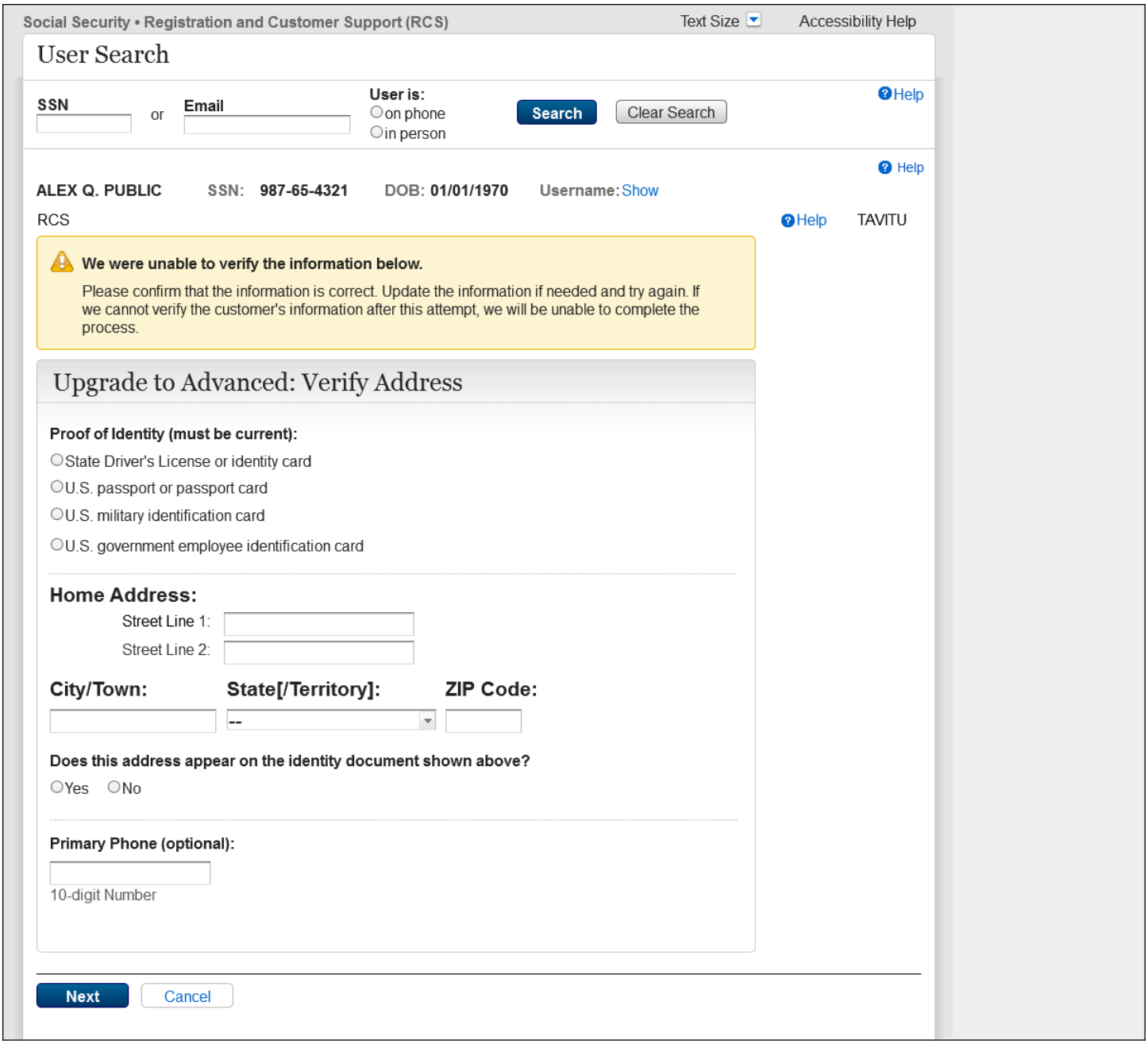
2.7 TAVITU_Terms of Service



The Screen Name has changed from TAVISU to TAVITU (Tiered Authentication – Verify Identity to Upgrade).

No other changes have been made.

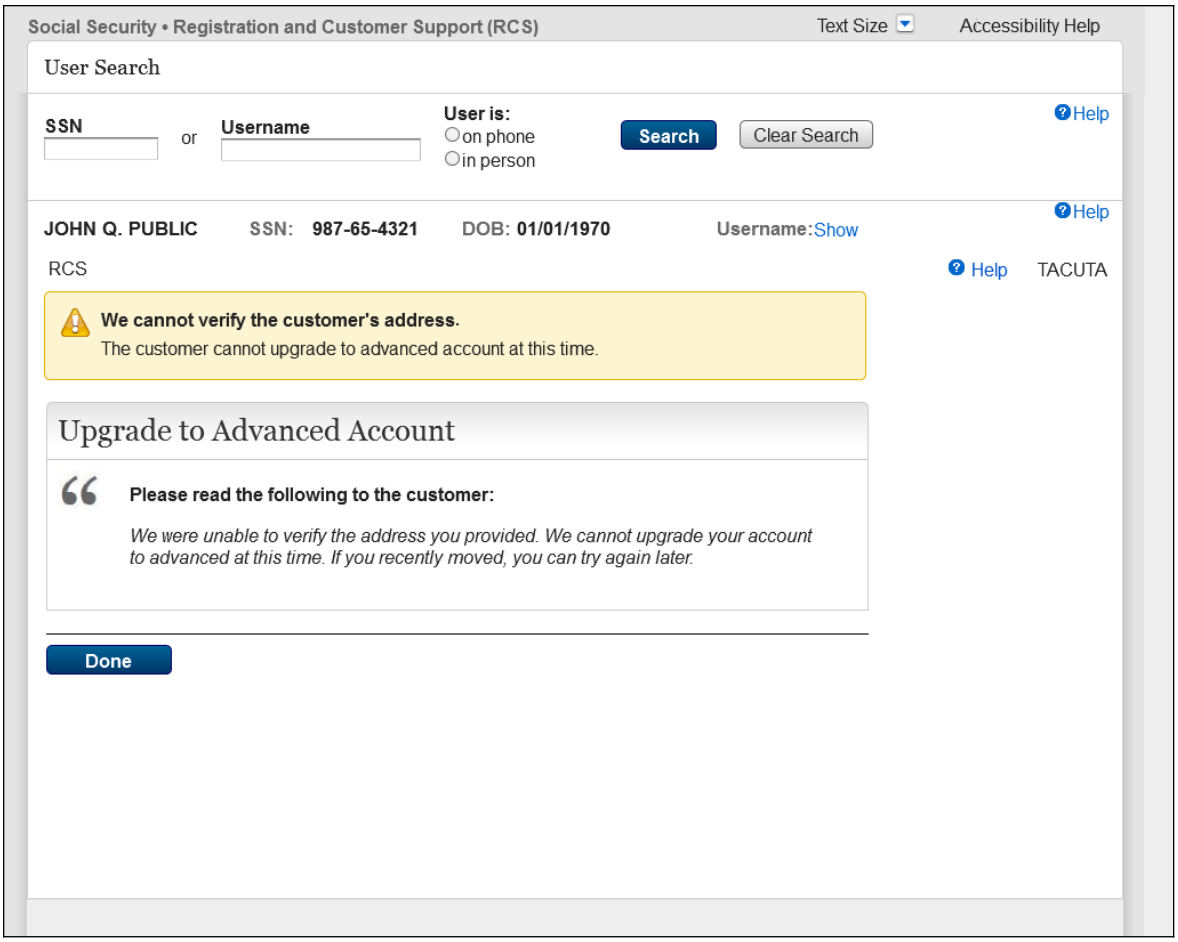
2.8 TAVITU_Terms of Service w/Error



The Screen Name has changed from TAVISU to TAVITU (Tiered Authentication – Verify Identity to Upgrade).

No other changes have been made.

2.9 TACUTA – Unverified Address

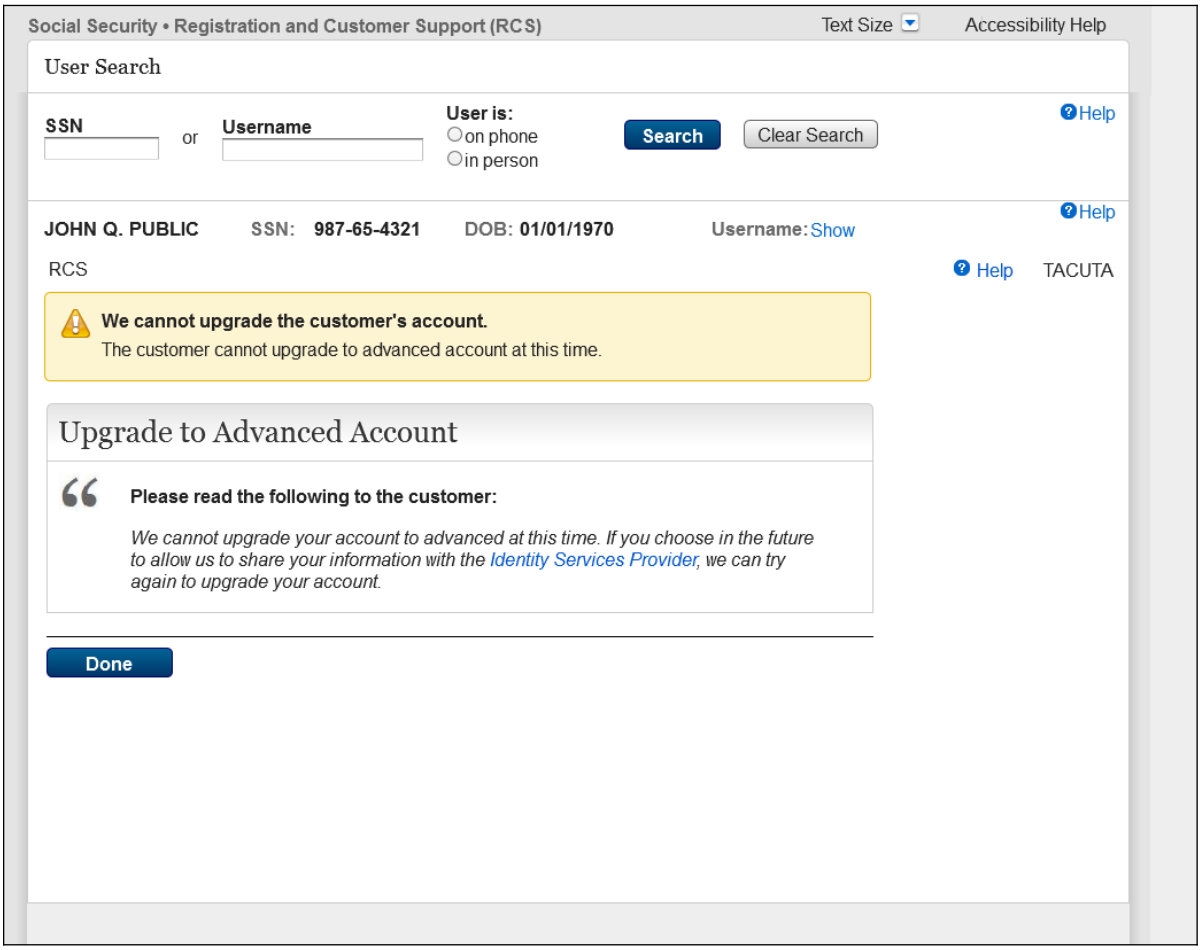


New screen.

Version 1 is displayed is the address does not verify after two attempts on TAVITU.

The technician can gracefully exit the RCS application by selecting "done" on the TACUTA screen.

2.10 TACUTA _Unverified Account

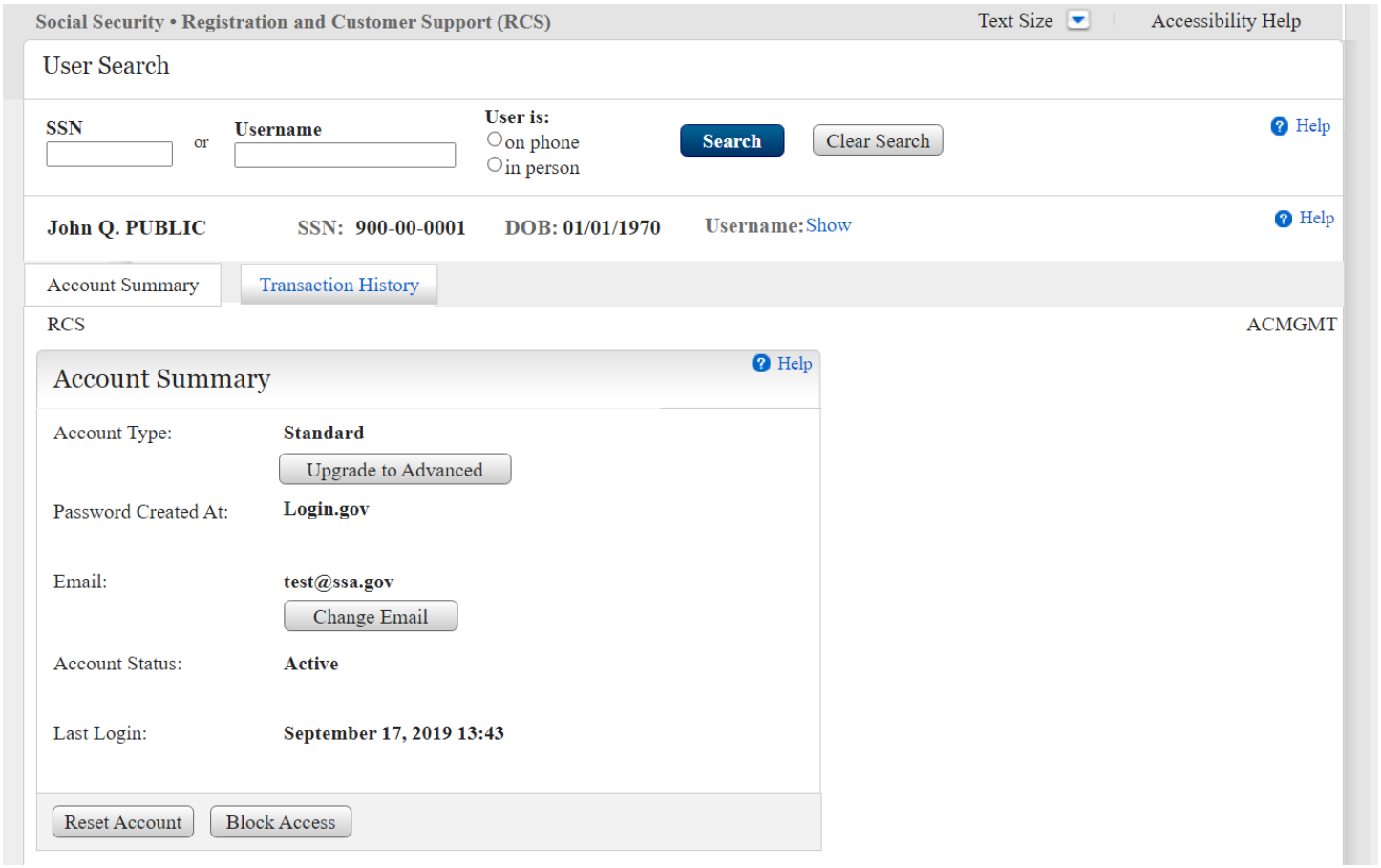


New screen.

Version 2 is displayed is the customer does not agree to the Terms of Service on TAVITU.

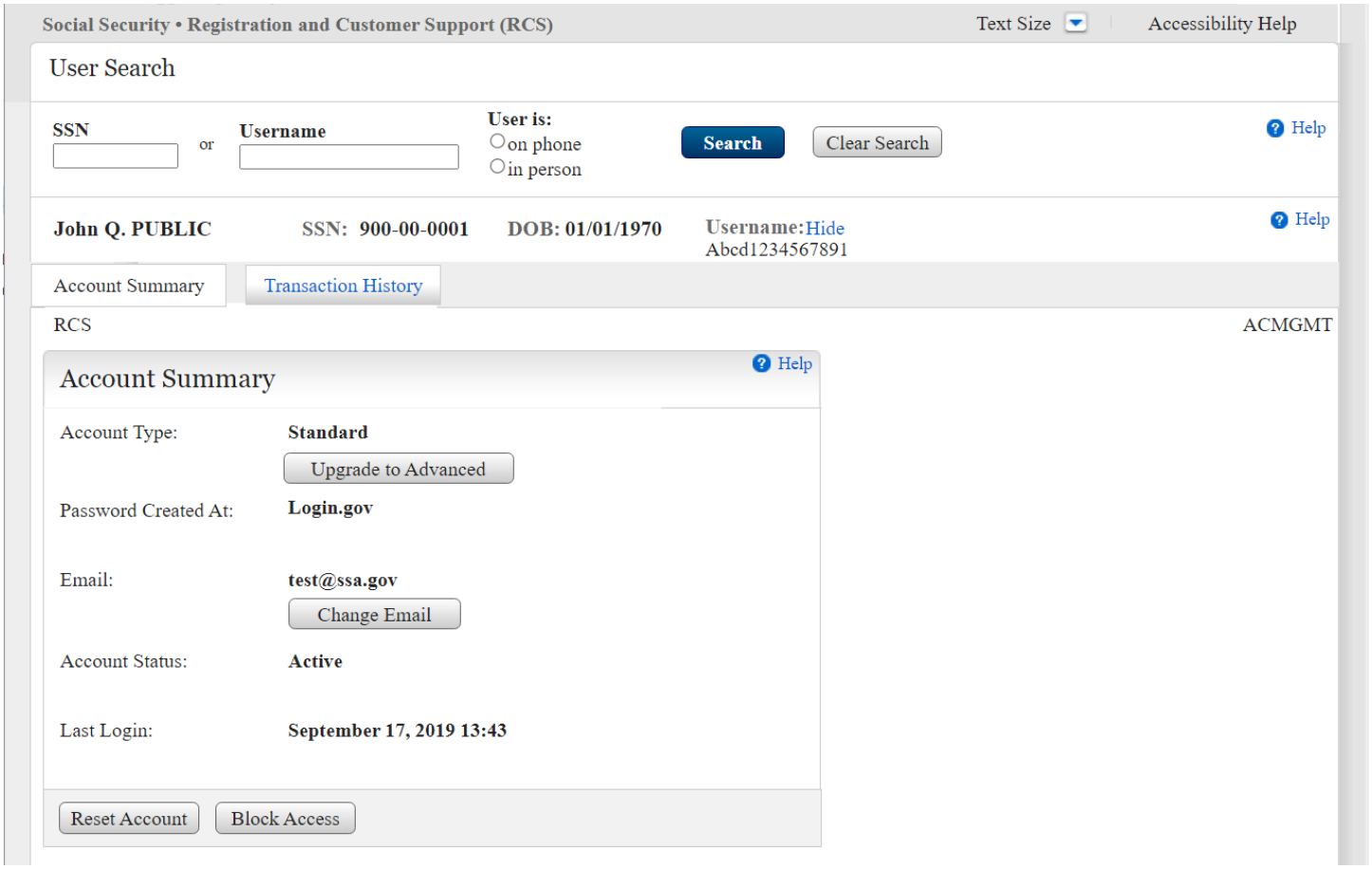
The technician can gracefully exit the RCS application by selecting "done" on the TACUTA screen.

2.11RCS_ACMGMT - Standard to Advanced Upgrade FIS Username



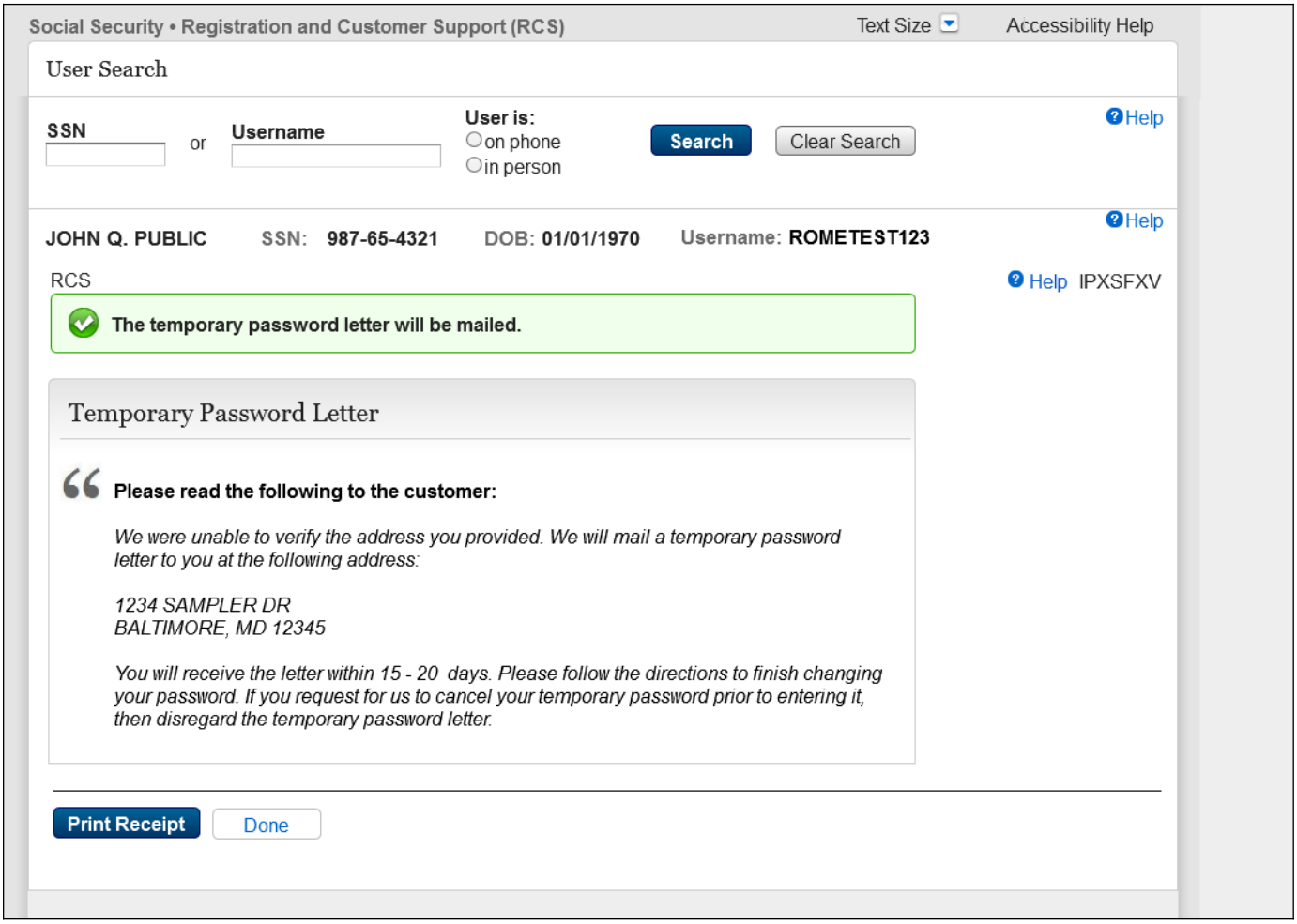
Add a Show/Hide option to toggle between showing the username or hiding it.

2.12 RCS_ACMGMT - Standard to Advanced Upgrade Hide FIS Username



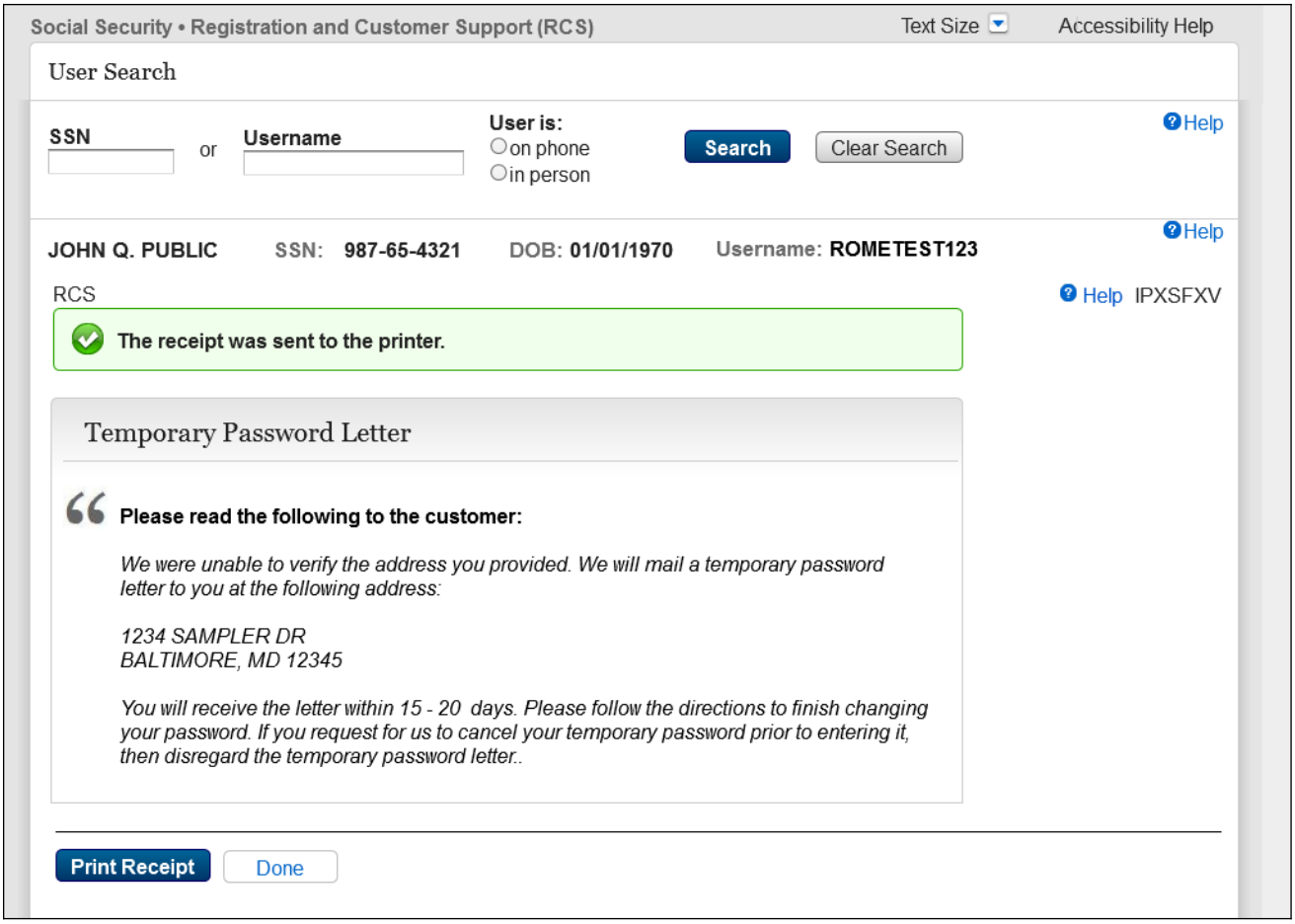
Add a Show/Hide option to toggle between showing the username or hiding it.

2.13 *IPXSFXV (In Person Extra Security Failed External Address Verification_mail Password Letter*



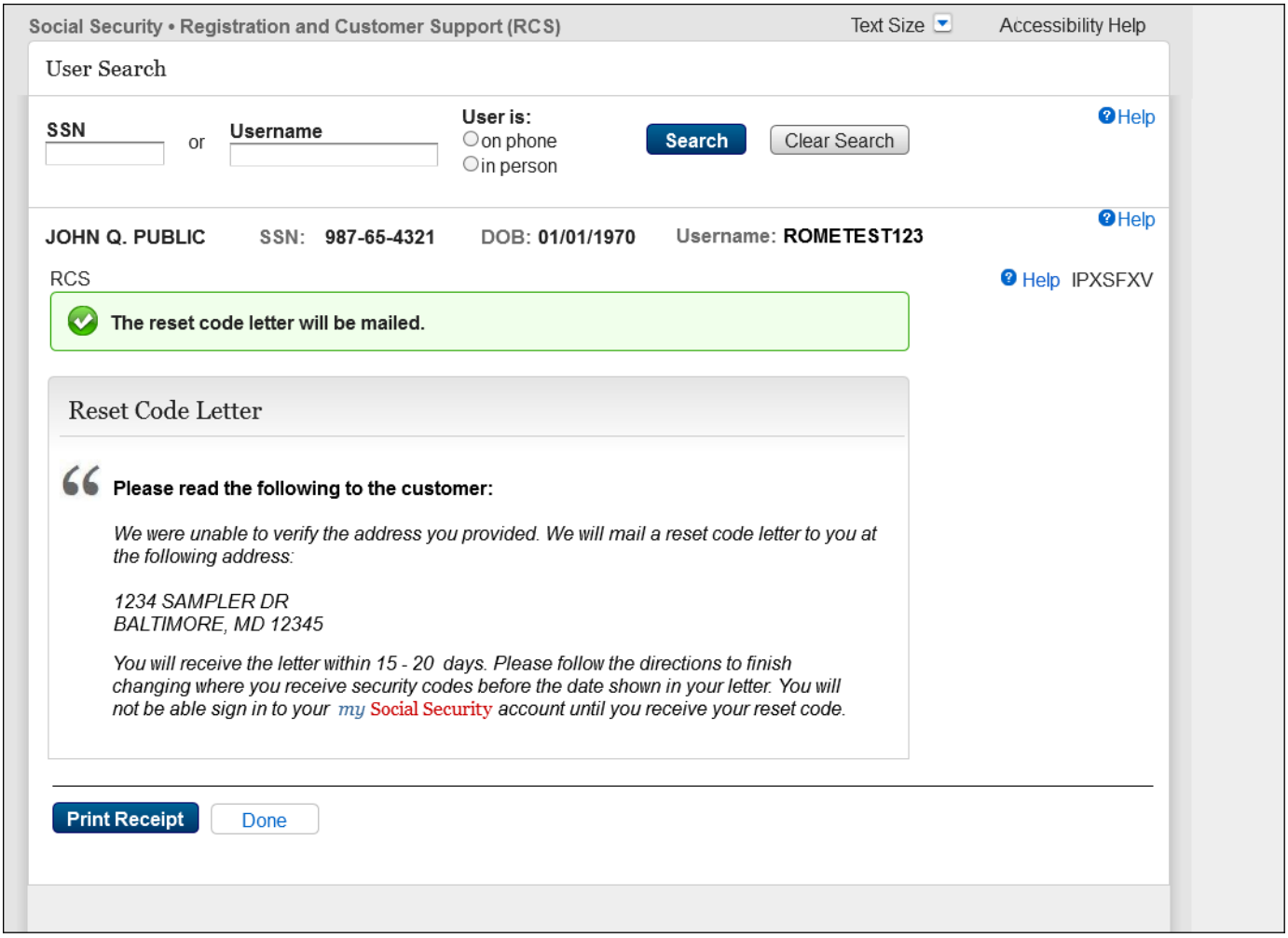
Update the name of the IPL3FXV screen in RCS to IPXSFXV, so that the RCS screen names reflect updated terminology/condition (IPXSFVX - In Person Extra Security Failed External Address Verification) for mailing Temporary password letter.

2.14 *IPXSFXV (In Person Extra Security Failed External Address Verification)_Print Password Letter*



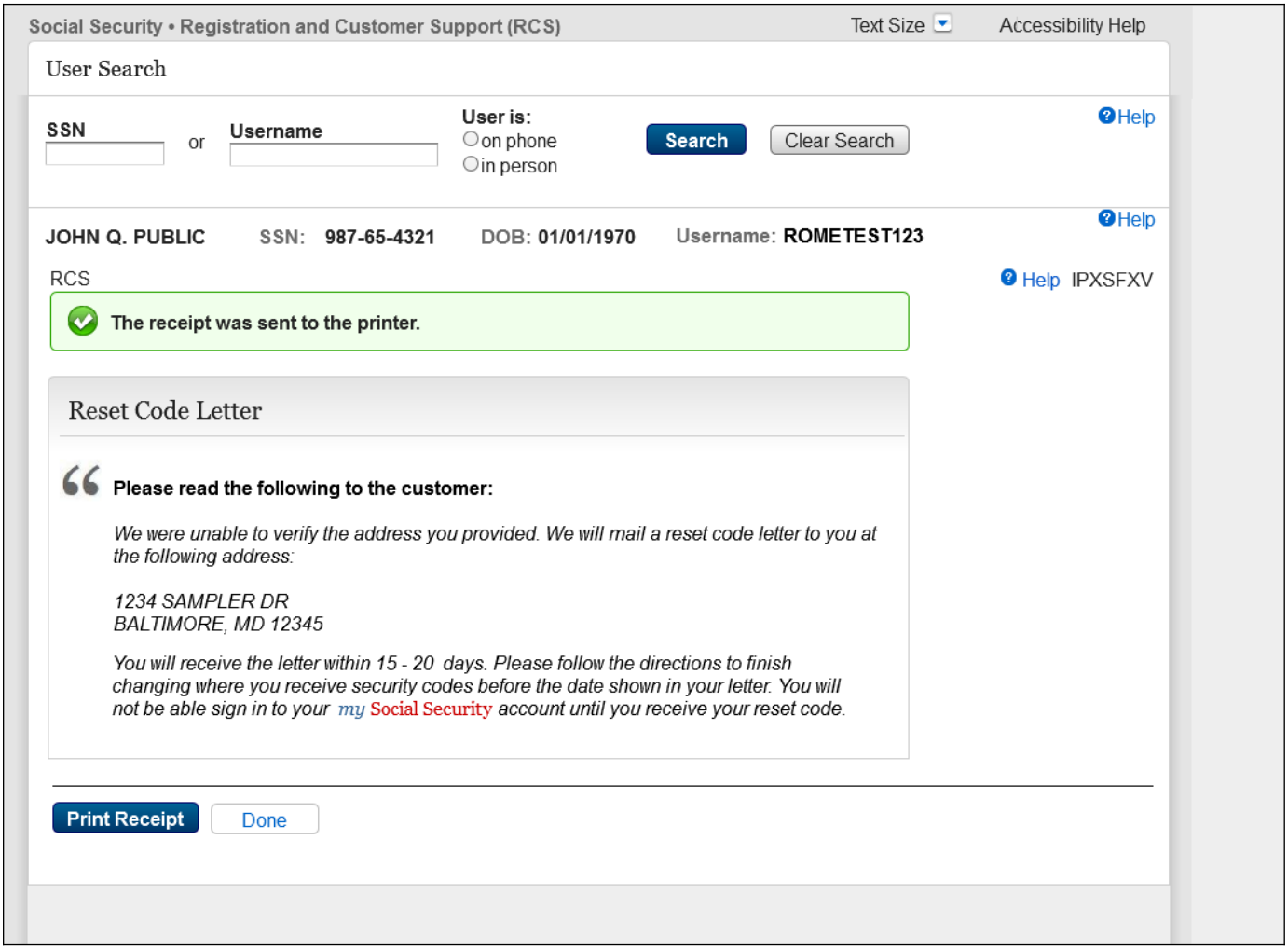
Update the name of the IPL3FXV screen in RCS to IPXSFXV, so that the RCS screen names reflect updated terminology/condition (IPXSFVX - In Person Extra Security Failed External Address Verification) for print Temporary password letter.

2.15 *IPXSFXV (In Person Extra Security Failed External Address Verification) mail Reset Code*



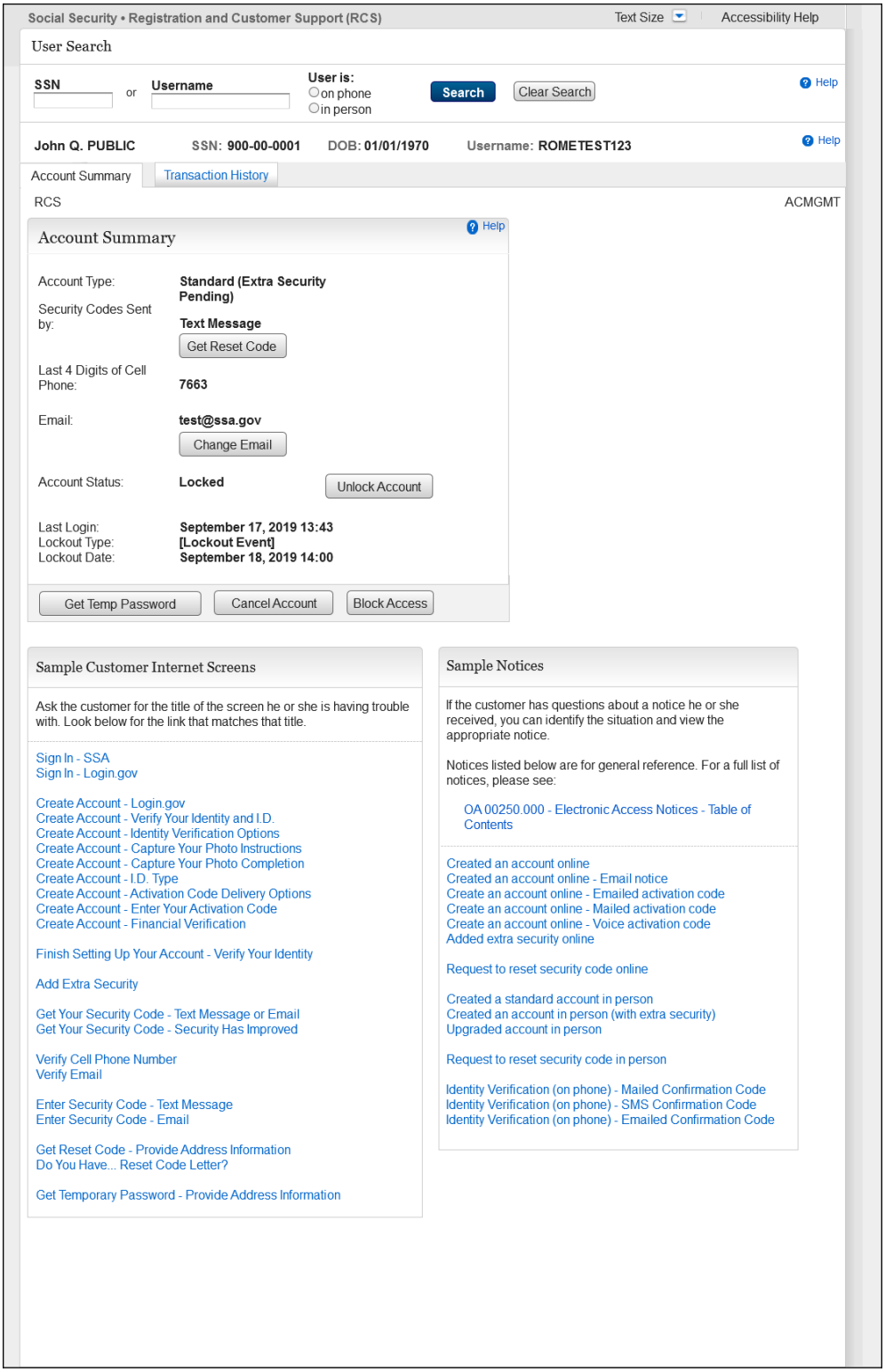
Update the name of the IPL3FXV screen in RCS to IPXSFXV, so that the RCS screen names reflect updated terminology/condition (IPXSFVX - In Person Extra Security Failed External Address Verification) for mail reset code.

2.16 *IPXSFXV (In Person Extra Security Failed External Address Verification) print Reset Code*



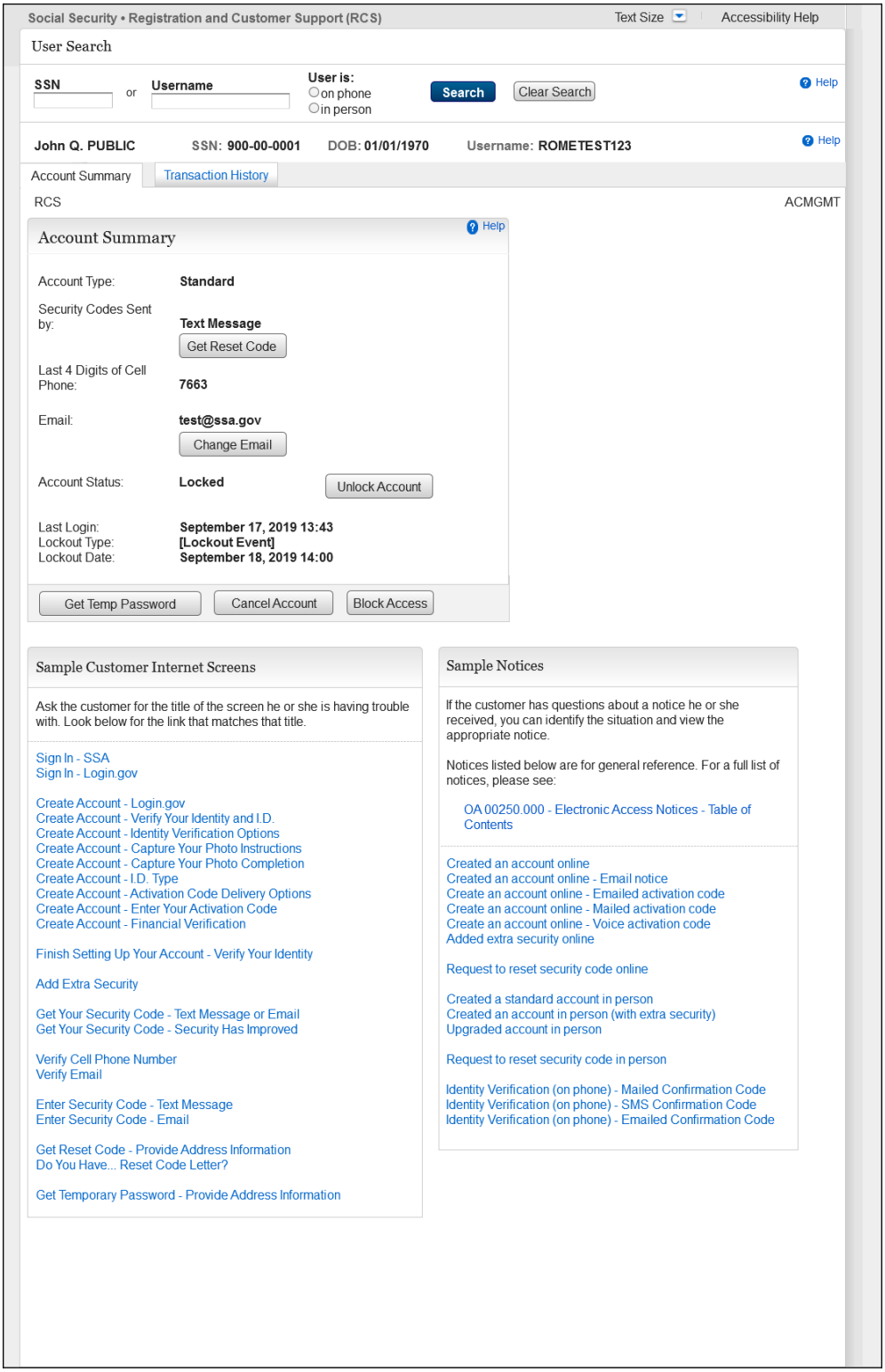
Update the name of the IPL3FXV screen in RCS to IPXSFXV, so that the RCS screen names reflect updated terminology/condition (IPXSFVX - In Person Extra Security Failed External Address Verification) for print reset code.

2.17 *eAccess_ACMGMT - Standard Account Summary Locked Account _w/ pending extra security*



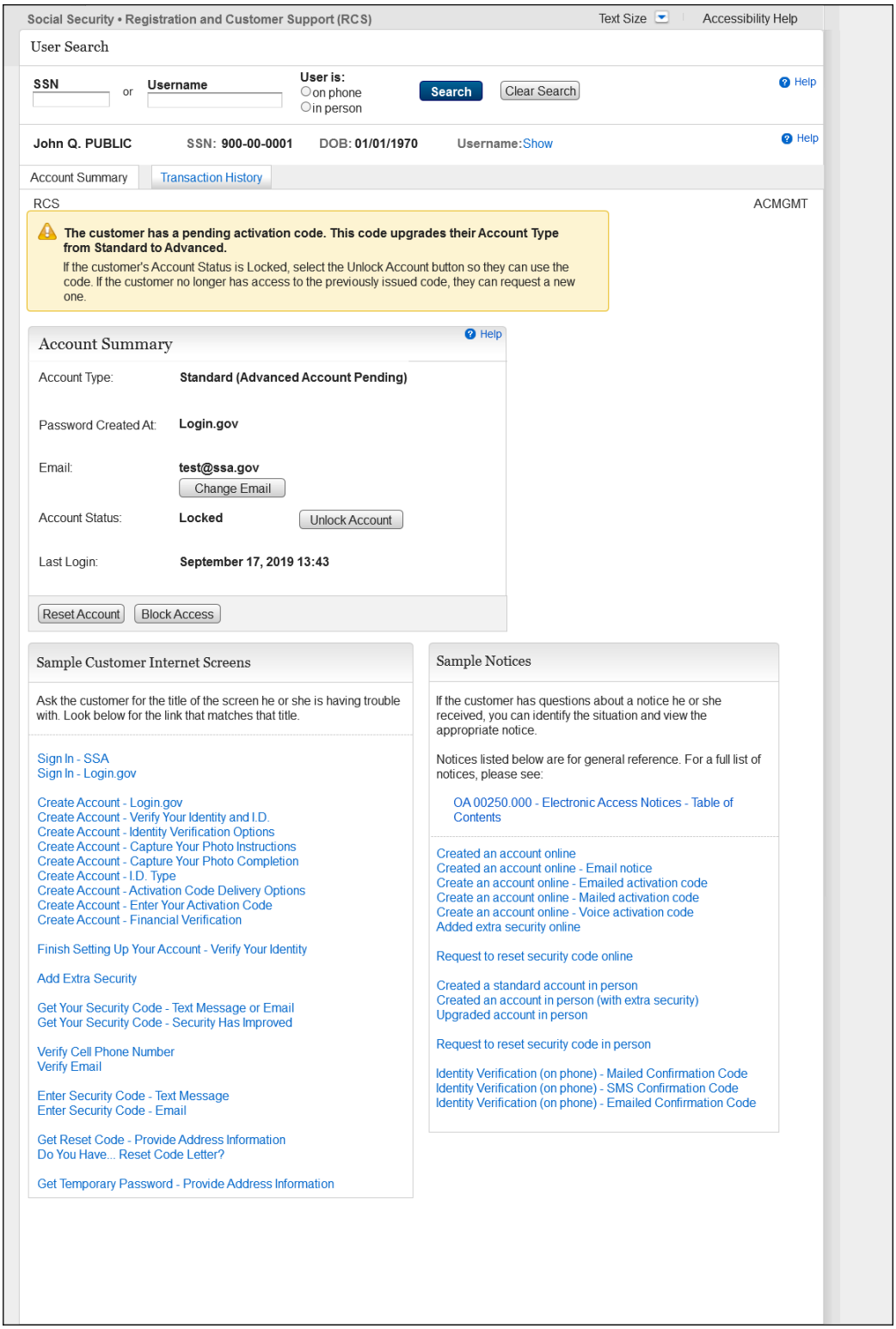
Removed the “Add Extra Security" button from the ACMGMT screen for customers with a locked legacy account, so that technicians will unlock the accounts prior to issuing an activation code

2.18 eAccess_ACMGMT - Standard Account Summary Locked Account _w/o pending extra security



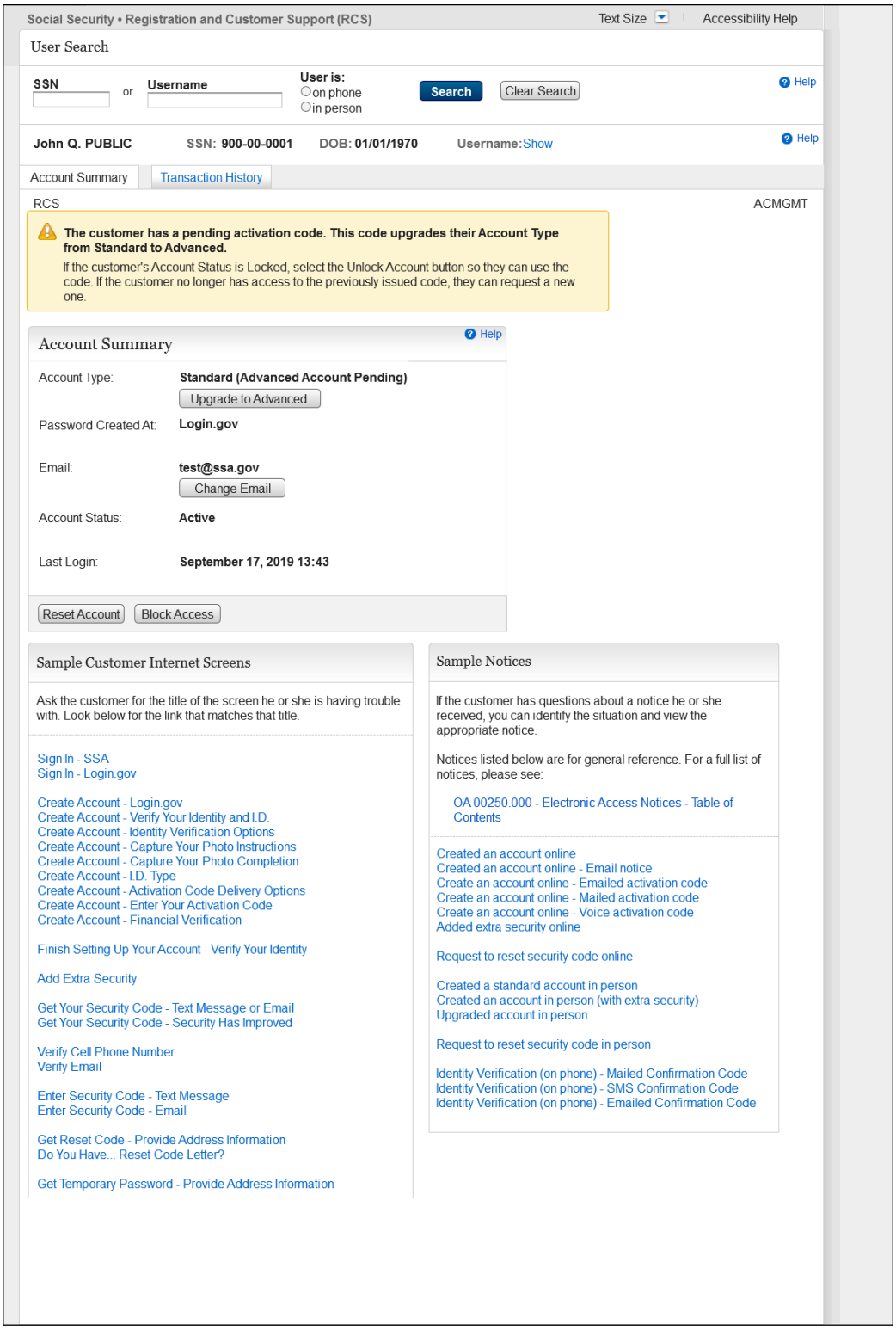
Removed the “Add Extra Security" button from the ACMGMT screen for customers with a locked legacy account, so that technicians will unlock the accounts prior to issuing an activation code.

2.19 RCS_ACMGMT - Advanced Account Pending_Locked



Added a label (Advanced Account Pending) to the Account Type field that displays when a customer has an upgrade code with account locked.

2.20 RCS_ACMGMT - Advanced Pending Code_Active



Add a label (Advanced Account Pending) to the Account Type field that displays when a customer has an upgrade code with account active.