Justification for Non-Substantive Changes to Electronic SSDI and SSI Wage Reporting: myWageReport, SSA Mobile Wage Reporting, and Supplemental Security Income Telephone Wage Reporting 20 CFR 404.1520(b), 404.1571-1576, & 404.1584-1593, 20 CFR 416.701-416.732 OMB No. 0960-0715

Background

The Social Security Administration (SSA) requires Supplemental Security Income (SSI) recipients, deemors, and representative payees to report changes in wages because the receipt of wages could affect eligibility for SSI and payment amount. SSA Mobile Wage Reporting (SSAMWR) is one of several electronic methods available to SSI recipients, deemors, and representative payees that allows users to report the recipient and deemors' monthly wages on their mobile device.

Pursuant to the Executive Order on Improving the Nation's Cybersecurity (EO 14028), SSA is improving the ways in which we authenticate users of our public facing electronic services. Currently SSAMWR makes use of Knowledge Based Verification (KBV). The objective of this IT modification release is to implement the Multi-Factor Authentication (MFA) security protocol. SSAMWR will provide various sign-in options for users to securely log in. Furthermore, the updates will increase the public trust when using the SSAMWR application to report their wages.

The IT modification changes outlined below do not affect the SSI Telephone Wage Reporting system or the myWageReport (myWR) Internet application also included under this OMB number. SSA will implement the changes to the SSAMWR application upon OMB approval.

Note: In addition to the change and justification statements, we are including screen shot examples illustrating the changes below. A comprehensive listing of all the various screen iterations affected by a change is available in the included screen package "0960-0715 SSAMWR To-Be Screens.docx."

Revisions to the Information Collection Screens

• **<u>Change #1</u>**: We are moving the "Instruction Guide" link to the beginning of the process, below the "Get Started" button on the Home screen. The screens below show the revised version:



Justification #1: We originally included this link later in the process but since it contains information about the sign-in process and how to report wages using the application, we determined it best to provide the Instruction Guide earlier in the process.

• **Change #2:** We are adding a new screen named Enhanced Security Options (ESO). Users navigate to this screen by selecting the "Get Started" option on the Home screen. This page will provide users with

information related to the importance of security and the various sign-in options users will have available on the next login page, through SSA's Public Credentialing and Authentication Process (OMB No. 0960-0789), Login.gov, and ID.me, which are not part of the SSAMWR application. We are adding the informative screen below:

Enhanced Security Options			
Welcome to the SSA Mobile Wage Reporting app, where you can report wages for SSI recipients or deemors (e.g. spouse or parent(s) with whom the SSI recipient lives).			
To protect your personal information and identity we have implemented authentication to create an account and sign in. SSA understands the importance of your personal information and has taken this step to provide services across a more secure system.			
On the next page, you will be provided with the following options to sign in securely:			
 If you have a mySSA account, simply enter your username and password to sign in. 			
Sign in with Login.gov.			
Sign in with ID.me.			
 If you don't have an account, select the Create an account link to create one.* You will be redirected to Login.gov. 			
*You must be 18 or older to create an account.			
Sign In / Register			
Cancel			

Justification #2: We are adding this ESO page to meet SSA's security standards, require users to conduct business with SSA in a more secure way, and to inform users on what to expect in the next initial steps of using enhanced security.

• **<u>Change #3</u>**: We are updating the content of the Privacy Act Statement. The screens below show the revised version:



Justification #3: The revised Privacy Act Statement is more streamlined and consistent with our other related applications. Thus, giving the user a more concise and clearer Privacy Act Statement to read.

• **<u>Change #4</u>**: We are adding a welcome message displaying the user's first name to the Reporting Month screen. The screens below show the revised version:



• **Justification #4**: This message will provide the user of the application a more personalized experience.

• <u>Change #5</u>: We are modifying the Personal Information input screen by updating the title to "Your Wage Information," and removing the fields for Name, Date of Birth, and Social Security Number. If the user previously selected the option to report wages for Self or for Both (themselves and another person), then the last question (Did you receive any wages...?) will display. If the user previously selected to only report wages for another person, this screen will not be displayed. The screens below show the revised version:

Personal Information	Your Wage Information Log Out Q 2 3 4
Your Information Tell us about yourself. Fields with asterisks (*) are required.	Did you receive any wages in March 2023?*
First Name *	Did you receive any wages -
Other Last Name ⑦ (optional)	Next
Date of Birth * Month / Day / Year	
Social Security Number *	
Did you receive any wages in August 2022?*	
Did you receive any wages	
Next	

Justification #5: Removing the Personal Identifiable Information (PII) fields on the screen will allow users to navigate through the application efficiently without having to reinput their PII. Additionally, for users only reporting for another person this page will not display. This modification will provide a more user-friendly experience.

• <u>**Change #6:**</u> For most screens, we are including a "Log Out" option within the header. This will not apply to the Successful Submission screens where the logout option is provided at the bottom of the screen. The screens below show the revised version:



Justification #6: This functionality will permit users to log out of the SSAMWR application conveniently and securely at any point during the wage submission process.

• **<u>Change #7</u>**: On the Successful Submission screens, we are changing the verbiage of the "Done" button to state "Log Out." The screens below show the revised version:



Justification #7: This change more clearly shows the user the effect of selecting the option button and clearly provides the option to log out of the SSAMWR application.

• **Change #8:** We are adding a pop-up warning message for users who attempt to log out before submitting their wages. The screens below show the revised version:

C Privacy Act Log Out Statement	C Report Log Out
Collection and Use of Personal Information Sections 205 and 1631 of the Social Security for mation or the information you are submitting obehalf of another, which we will use to determine eligibility for Social Security benefits Providing this information is voluntary, but not providing all or part of the information may providing all or part of the information for any Providing this information is voluntary, but not providing all or part of the information for any for this period. Are you sure you for this period. Are you sure you for for </td <td>Independence Independence Independence </td>	Independence Independence

Justification #8: This alert will notify the user that they have not finished submitting wages for the period in question and verify their request to log out. This will prevent any unintentional logouts.

• **<u>Change #9</u>**: We are changing the verbiage of the "Try Again" button to "Log Out" on this error screen. The screens below show the revised version:

<image/> <section-header><text></text></section-header>	<image/> <text></text>
Try Again	Log Out

• **Justification #9:** The updated verbiage will clarify that the button will log the user out of the application and navigate them to the Home Page.

SSA will implement these IT Mod changes to the SSAMWR application upon OMB approval.

Justification for Non-Substantive Changes to the Collection or Resubmission of the Collection within One Year of OMB Approval:

As indicated above, pursuant to Executive Order 14028 on Improving the Nation's Cybersecurity, SSA is improving the ways in which the authenticate users of our public facing electronic services through these minor IT modifications.