

Addendum to the Supporting Statement for eSignature/Upload Documents
OMB No. 0960-0830

Table of Contents

Background.....	1
List of Forms for Which We Included Both the Public Reporting Burden and Cost to the Federal Government Under Their Individual OMB Control Numbers.....	2
Forms in Upload Documents:.....	2
Additionally, we are adding the below forms in FY25 to Upload Documents. PDFs mirror the paper form exactly. Static webforms can be filled out entirely online, but the questions and format follow the PDF version of the form. Dynamic webforms contain the same questions as the PDF but adapt by displaying questions based on the customer’s previous responses. Dynamic webforms are new in FY25 and will further reduce the Public Reporting Burden and Cost as a simplified and faster method of electronic upload.....	5
Possible forms to be added to Upload Documents in FY25 and FY26:.....	5
Public Comments on the Information Collection.....	8
a. 60-Day Comment Period Federal Register Notice (FRN):.....	8
b. 30-Day Comment Period Federal Register Notice (FRN):.....	10
Round 1 Usability Testing/Evaluation Held from 10/26/22 – 10/28/22:.....	10
Round 2 Usability Testing/Evaluation Held from 4/24/23 – 5/5/23:.....	11

Background

The SSA relies heavily on receiving physical forms, proofs, and evidence from customers and third parties (e.g., appointed representatives) in office or via paper mail. SSA estimates that our offices receive roughly 35-36 million pieces of mail each year and that it takes ~4 minutes per paper mail parcel for front line staff to manually open, sort, review, digitize, and assign each piece of mail manually using our backend intake processing systems. This is taking significant time by SSA technicians that could be spent on other critical public service workloads, and results in slow processing for customers who expect we pay the right amount, to the right person, at the right time. SSA regulations set out requirements for evidence and forms needed to conduct agency business. As per the following sections of the *Code of Federal Regulations*, including, but not limited to 20 CFR 404.704, 404.1512, 416.200, 416.912, and 422.505, we request evidence and information from the public. In addition, Executive Order (EO) 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*, requires SSA to develop a mobile-accessible, online process so that any individual applying for or receiving services from SSA can upload forms, documentation, evidence, or correspondence associated with their transaction without the need for service-specific tools or

traveling to a field office. To comply with EO 14058, SSA created eSignature/Upload Documents, which allows respondents to upload and submit forms, documentation, and evidence to SSA electronically through the internet or a mobile application.

Finally, eSignature/Upload Documents aligns with SSA's Agency Strategic Plan (ASP) Goal to deliver services effectively and improve service delivery. The ASP recommends a strategy of "increasing the use of online services." Expanding the electronic service delivery channels available to individuals with tools like eSignature/Upload Documents redirects individuals from mailing paper documents to our offices and encourages the use of online services. This saves valuable employee time that can be used to help the public with other critical workloads, and also expedites processing times.

List of Forms for Which We Included Both the Public Reporting Burden and Cost to the Federal Government Under Their Individual OMB Control Numbers

As stated in the Supporting Statement, respondents will use eSignature/Upload Documents to submit the following forms; however, as we already capture both the public reporting burden data and the cost to the Federal government for these forms under their respective OMB Control Numbers, we do not include that information under the eSignature/Upload Documents Information Collection Request.

The following is a list of those forms we accept through eSignature/Upload Documents that are OMB approved separately:

Forms in Upload Documents:

OMB Number	Form Number	Title	PDF Form	Webform Type
0960-0292	HA-4631	Claimant's Recent Medical Treatment	X	
0960-0289	HA-4632	Claimant's Medications	X	
0960-0300	HA-4633	Claimant's Work Background	X	
0960-0269	HA-501-U5	Request for Hearing by ALJ	X	
0960-0277	HA-520	Request for Review of Hearing Decision	X	
0960-0618	SSA-1	Application of Retirement Insurance Benefits	X	
0960-0395	SSA-150	Modified Benefit Formula Questionnaire		Static
0960-0618	SSA-2	Application of Wife's or Husband's Insurance Benefits	X	
0960-0448	SSA-2490-BK	Application for Benefits Under a U.S. International Social Security Agreement	X	

OMB Number	Form Number	Title	PDF Form	Webform Type
0960-0398	SSA-25	Certificate of Election for Reduced Spouse's Benefits		Static
0960-0120	SSA-2512	Military Service Federal Benefit Questionnaire	X	
0960-0461	SSA-2574	Information About Joint Checking/Savings Account	X	
0960-0481	SSA-2855	Statement of Funds You Provided to Another, Statement of Funds You Received	X	
0960-0189	SSA-2935	Authorization to the SSA to Obtain Personal Information	X	
0960-0009	SSA-3	Marriage Certification		Static
0960-0579	SSA-3368-BK	Adult Disability Report	X	
0960-0578	SSA-3369-BK	Work History Report	X	
0960-0681	SSA-3373-BK	Adult Function Report	X	
0960-0144	SSA-3441-BK	Appeal Disability Report	X	
0960-0160	SSA-3885	Government Pension Questionnaire	X	
0960-0759	SSA-4111	Certificate of Election for Reduced Widow(er)'s and Surviving Divorced Spouse's Benefits		Static
0960-0474	SSA-4162	Childcare Dropout Questionnaire	X	
0960-0460	SSA-4178	Marital Relationship Questionnaire	X	
0960-0784	SSA-44	Medicare Income-Related Monthly Adjustment Amount Life Changing Event	X	
0960-0529	SSA-5062	Claimant's Statement about Loan of Food or Shelter, Statement About Food or Shelter Provided to Another	X	
0960-0015	SSA-521	Request for Withdrawal of Application		Static
0960-0247	SSA-546	Worker's Compensation Public Disability Benefit Questionnaire	X	
0960-0622	SSA-561-U2	Request for Reconsideration	X	
0960-0037	SSA-632	Request for Waiver of Overpayment Recovery	X	
	SSA-634	Request for Change in Overpayment Recovery Rate	X	
0960-0776	SSA-640	Financial Disclosure for Civil Monetary Penalty (CMP) Debt	X	
	SSA-7104	Partnership Questionnaire	X	

OMB Number	Form Number	Title	PDF Form	Webform Type
0960-0061	SSA-7156	Farm Self-Employment Questionnaire	X	
0960-0064	SSA-7157-F4	Farm Arrangement Questionnaire	X	
0960-0038	SSA-754	Statement of Marital Relationship	X	
0960-0001	SSA-760	Certification of Support	X	
0960-0347	SSA-765	Response to Notice of Revised Determination	X	
0960-0046	SSA-766	Statement for Self-Employment Income	X	
0960-0348	SSA-769-U4	Request for Change in Time/Place of Disability Hearing	X	
0960-0534	SSA-773-U4	Waiver of Right to Appear, Disability Hearing	X	
0960-0349	SSA-789-U4	Request for Reconsideration - Disability Cessation – Right to Appear		Static
0960-0045	SSA-795	Statement of Claimant or Other Person		Static
0960-0013	SSA-8	Application for Lump Sum Death Payment	X	
0960-0229	SSA-8000	Application for Social Security Income (SSI)	X	
0960-0444	SSA-8001	Application for Social Security Income (SSI) (Deferred or Abbreviated)	X	
0960-0598	SSA-820	Work Activity Report – Self Employment	X	
0960-0059	SSA-821	Work Activity Report	X	
0960-0623	SSA-827	Authorization for Source to Release Information to the SSA		Static
0960-0707	SSA-8510	Authorization for the Social Security Administration to Obtain Personal Information		Static
0960-0189	SSA-8552	Interview Confirmation	X	
0960-0051	SSA-21	Supplement to Claim of Person Outside the United States	X	
0960-0710	HA-85	Request to Withdraw a Hearing Request	X	
0960-0695	SSA-1021-F4	Appeal of Determination for Help with Medicare Prescription Drug Plan Costs	X	
0960-0561	SSA-308	Modified Benefit Formula Questionnaire-Foreign Pension	X	
0960-0078	SSA-671	Railroad Employment	X	

OMB Number	Form Number	Title	PDF Form	Webform Type
		Questionnaire		
0960-0017	SSA-753	Statement Regarding Marriage	X	
0960-0003	SSA-5-BK	Application for Mother's or Father's Insurance Benefits	X	
0960-0559	SSA-545-BK	Plan for Achieving Self-Support	X	
0960-0618	SSA-16	Application for Disability Insurance Benefits	X	
0960-0783	SSA-263	Waiver of Supplemental Security Income Payment Continuation	X	
0960-0062	SSA-24	Application for Survivors Benefits Payable Under Title 2	X	
0960-0585	SSA-437	Civil Rights Complaint for Allegations of Program Discrimination by the Social Security Administration	X	
0960-0012	SSA-7-F6	Application for Parents Benefits	X	
0960-0004	SSA-10-BK	Application for Widow's or Widower's Insurance Benefits	X	
0960-0072	SSA-454	Continuing Disability Review Report	X	
0960-0010	SSA-4-BK	Application for Child's Insurance Benefits	X	
	SSA-5064	Claimant's Statement About Loan for Shelter	X	
0960-0284	HA-4608	Waiver of Your Right to Personal Appearance before an ALJ	X	
	SSA-295	<i>Disability Determination Ready Claim Certification Form</i>	X	
0960-0101	SSA-1724-F4	Claim for Amounts Due in Case of a Deceased Beneficiary		Static
0960-0461	SSA-2574	Information About Joint Checking/Savings Account		Static

Additionally, we are adding the below forms in FY25 to Upload Documents. PDFs mirror the paper form exactly. Static webforms can be filled out entirely online, but the questions and format follow the PDF version of the form. Dynamic webforms contain the same questions as the PDF but adapt by displaying questions based on the customer's previous responses. Dynamic webforms are new in FY25 and will further reduce the Public Reporting Burden and Cost as a simplified and faster method of electronic upload.

Possible forms to be added to Upload Documents in FY25 and FY26:

OMB Number	Form Number	Title	PDF Form	Webform Type
	SSA-714	You Can Make Your Payment by Credit Card	X	
0960-0525	SSA-7050	Request For Social Security Earnings Information	X	
	SSA-792	Expediated reinstatement form	X	
0960-0014	SSA-11	Request to be Selected as Payee	X	
0960-0293	SSA-4641-U2	Authorization for The Social Security Administration to Obtain Account Records from a Financial Institution	X	
	SSA-4547	Advance Designation of Representative Payee	X	
0960-0098	SSA-1709	Request For Worker's Compensation/Public Disability Benefit Information	X	
	CMS-1763	Request for Termination of Premium Hospital And/or Supplementary Medical Insurance	X	
0960-0696	SSA-1020	Application for Extra Help with Medicare Prescription Drug Plan Costs	X	
0960-0174	SSA-8006-F4	Statement of Living Arrangements	X	
	SSA-4164	Advance Notification of Representative Payment	X	
0960-0794	HA-L90	Notice to Show Cause for Failure to Appear	X	
0960-0742	SSA-371	Request for Reinstatement - Title II	X	
0960-0744	SSA-372	Request for Reinstatement - Title XVI	X	
0960-0511	SSA-455	Disability Update Report	X	
0960-0049	SSA-7161	Report to SSA	X	
0960-0049	SSA-7162	Report to SSA	X	
0960-0474	SSA-4162	Child-Care Dropout Questionnaire		Dynamic
	SSA-7104	Partnership Questionnaire		Dynamic
0960-0529	SSA-5062	Claimant's Statement About Loan of Food or Shelter, Statement About Food or Shelter Provided to Another		Static
0960-0481	SSA-2855	Statement of Funds You Provided to Another, Statement of Funds You Received		Static
0960-0300	HA-4633	Claimant's Work Background		Static
0960-0348	SSA-769	Request For Change in Time/Place of Disability Hearing		Static
0960-0460	SSA-4178	Marital Relationship Questionnaire		Static
0960-0046	SSA-766	Statement for Self-Employment Income		Static
0960-0020	SSA-783	Statement Regarding Contributions		Static

OMB Number	Form Number	Title	PDF Form	Webform Type
0960-0061	SSA-7156	Farm Self-Employment Questionnaire		Static
0960-0160	SSA-3885	Government Pension Questionnaire		Dynamic
0960-0189	SSA-8552	RSI/DI Quality Review Case Analysis - Sampled Number Holder, Auxiliaries/Survivors, Parent, Stewardship Annual Earnings Test		Static
0960-0045	SSA-795	Statement of Claimant or Other Persons (Good Faith Declaration for the Alien Extension)		Static
0960-0710	HA-86	Administrative Review Process for Adjudicating Initial Disability Claims; Request to Withdraw a Hearing Request; Request to Withdraw an Appeals Council Request for Review		Static
0960-0001	SSA-760	Certificate of Support		Static
	SSA-4632	Claimant's Medications		Static
0960-0534	SSA-773	Waiver of Right to Appear, Disability Hearing		Static
	CMS-40B	Application For Enrollment in Medicare		Static
0960-0681	SSA-3373	Function Report - Adult		Dynamic
0960-0293	SSA-4641	Authorization for SSA to Obtain Account Records from a Financial Institution and Request for Records		Static
	SSA-4547	Advance Designation of Representative Payee		Static
0960-0807	SSA-8240	Authorization for the Social Security Administration to Obtain Wage and Employment Information from Payroll Data Providers		Static
0960-0784	SSA-44	Medicare Income-Related Monthly Adjustment Amount- Life Changing Event		Static
0960-0098	SSA-1709	Request for Workers' Compensation/Public Disability Benefit Information		Static
0960-0566	SSA-3288	Privacy & Disclosure of Official Records & Information, Availability of Information & Records to the public		Static
	HA-510	Waiver Of Written Notice of Hearing		Static
	HA-2935	Authorization To the Social Security Administration to Obtain Personal Information		Static
0960-0598	SSA-820	Work Activity Report (Self-Employed)		Dynamic
0960-0776	SSA-640	Financial Disclosure for Civil Monetary Penalty (CMP) Debt		Dynamic
0960-0578	SSA-3369	Work History Report		Dynamic

OMB Number	Form Number	Title	PDF Form	Webform Type
0960-0059	SSA-821	Work Activity Report, Employee		Dynamic
0960-0120	SSA-2512	Pre-1957 Military Service Federal Benefit Questionnaire		Dynamic
0960-0038	SSA-754	Statement of Marital Relationship		Dynamic
0960-0037	SSA-632	Request for Waiver of Overpayment Recovery or Change in Repayment Rate		Dynamic

Public Comments on the Information Collection

a. 60-Day Comment Period Federal Register Notice (FRN):

The 60-day Comment Period FRN published on April 16, 2025, at 90 FR 16050. The comment period began on April 16, 2023, and ended on June 16, 2025, at 11:59pm. We received public comments from a total of **1** single public entity on the 60-day comment period FRN and posted that public comment on eSignature/Upload Documents. The following contains a summary of the comments within the overall public comment we received as well as SSA's responses:

- **Comment #1:** The commenter mentioned that SSA notes in the PRA documentation that "eSignature/Upload Documents will implement an enhancement that allows customers to access the Upload Documents link directly from *ssa.gov* or their mySSA account without having to first interact with a SSA technician." The commenter believes this is great news, as freeing up phone lines for calls requiring person-to-person interaction is important, and they are pleased to see progress in this area.

However, the commenter urges SSA to avoid digital-only interactions if the claimant is non-responsive to that method of contact. They pointed out that not all claimants have reliable access to digital platforms and may miss emails or additions to their online accounts without further person-to-person interaction. While they commend the digital-forward approach, they urge the agency to ensure that there is a backup plan for those who do not or cannot respond digitally

SSA Response #1: Thank you for sharing your concerns. The Social Security Administration (SSA) recognize that not all claimants have reliable access to digital platforms or may not respond to digital outreach. To address this, SSA offers alternative methods such as phone, in-person, and mailed communications. When claimants do not respond digitally, our staff actively follow up through these other channels to ensure they receive the assistance they need. We remain committed to providing accessible service options for all individuals while advancing our digital capabilities.

- **Comment #2:** The commenter notes that one way to enhance the eSignature/Upload Documents platform (and ensure that opportunities for digital signatures and uploads are not missed), would be to expand the platform to include third party responders. As

representatives, this commenter has a great capacity to assist claimants in completing forms fully, clearly, and accurately. They further note that if representatives and other helpers are enabled to access digital forms on behalf of the claimant, complete the forms with information provided by the claimant, and digitally transfer the forms to the claimant for an allowed digital signature, far fewer forms would face rejection and the need for resubmission. They believe this would reduce the burden on the agency, ensure accurate completion, and improve response time.

SSA Response #2: Thank you for your suggestion. We are currently discussing the expansion of the eSignature and Upload Documents platform to include third-party responders for development in a future fiscal year release

- **Comment #3:** While enhancing document upload functionality, the commenter encourages the agency to consider enabling representatives to upload electronic documents at the time of an iClaim submission (both initial applications and subsequent appeals). They believe this improvement would significantly enhance processing speed and reduce errors by directly linking forms, such as Form SSA-1696, with the related initial application or appeal. The commenter pointed out that the current method of forwarding these documents to field offices for later association causes unnecessary delays, disrupts claim processing, and depletes valuable agency staff resources. They suggest that by integrating digital form attachment at the time of filing, the agency can streamline the entire process, making it more efficient and user-friendly for all parties involved.

SSA Response #3: Thank you for sharing your suggestion to add an upload document feature to iClaim. While SSA is not currently planning to implement this feature in iClaim due to technical limitations and potential system impacts, we recognize its value. We are exploring similar capabilities as a potential feature for UBA. Enhancing representative support and streamlining document handling remain key priorities as we modernize our services.

- **Comment #4:** The commenter mentioned that, as they first noted via email to or.reports.clearance@ssa.gov on May 28, 2025, the included section on CPAS states the following: “Currently, SSA only accepts CPAS for the Commercial Product Alternative Signature (CPAS) process as an additional means for individuals to sign the following eight currently approved agency forms prior to sending them to SSA.”; however, the commenter points out that there is no subsequent list included to identify the “eight currently approved agency forms” that are referenced.

SSA Response #4: Thank you for your concern regarding the listing of the forms. The Office of Federal Register (OFR) published the full list of eight forms accepted for CPAS in a chart format within the Notice, which includes the OMB numbers, SSA Form Numbers, and SSA Form Titles. This information appeared in both the 60-day and 30-day stage Notices. While the complete list is included in the Federal Register Notice as requested, we understand that the chart format may have caused some confusion. We will consider alternative ways to present this information more clearly in the future

- **Comment #5:** The commenter applauds SSA's move to accept digital signatures without the need for a follow-up attestation call. They note that this saves thousands of hours of agency time, and ensures that properly submitted paperwork is not unnecessarily discarded. The commenter encourages the agency to clarify the following points within CPAS:

1. The commenter has seen widespread reports that Field Offices are interpreting the EM to mean that the signature, date stamp, and time stamp must all be within the same signature box on the document. They note two problems with this:
 - a. First, Section C1 notes only that the commercial product must a) affix a signer's name on the signature block of the form, b) affix the date the document was signed, and c) affix the time the document was signed. This section makes no mention of where the date and time stamp must be within the document. Later, under Section C4 "Recordkeeping requirements for the submitter," the EM does note that "the signature block must show the name of the person who signed the document and the date and time they signed the document," but as this language does not precisely match the instructions laid out in Section C1, it is causing confusion. They suggest that additional clarity within the EM would be appreciated.

[SSA Response #5.1.a:](#) Thank you for the information. We will consider your suggestions as we explore revising the EM.

- b. Second, on Form SSA-1696 specifically, the Signature box and the Date box are in two different positions on the paper form. The commenter has seen Field Offices reject an otherwise CPAS-complaint form as incomplete because there is not a "date" in the date box (when, in fact, the date is appropriately included in the digitally created signature block). They suggest that additional language clarifying this point within the EM would reduce confusion and produce more successful form completion

[SSA Response 5.1.b:](#) Thank you for the information. We will consider your suggestions as we explore revising the EM.

2. The commenter notes that the EM does not indicate that ALL signatures on a CPAS-signed document must be CPAS signatures. Some representatives are providing acceptable wet signatures on Form SSA-1696 after the claimant has provided an acceptable CPAS signature. These mixed-modality signed forms are being largely rejected by the agency. They suggest that if the agency's position is that all signatures on a form must be CPAS signatures in order for the form to be accepted, then they encourage clarifying language on this point within the EM.

[SSA Response #5.2:](#) SSA Response 5.2: Thank you for the information. We will

consider your suggestions as we explore revising the EM.

3. The commenter urges the agency to add to the list of forms that are currently accepted under CPAS. They also recommend memorializing this EM in the POMS for agency-staff clarity.

SSA Response #5.3: Enhancing electronic options for our services and forms is one of the agency's top priorities and we will continue to explore options. We are currently assessing the best approach to incorporate this guidance into the POMS.

b. 30-Day Comment Period Federal Register Notice (FRN):

The 30-day Comment Period FRN published on June 17, 2025, at 90 FR 25734. The comment period began on June 17, 2025, and will end on July 16, 2025, at 11:59pm. Thus far, we have received no comments. However, we will monitor submissions and will review and respond to any public comments we receive during the 30-day comment period FRN.

Round 1 Usability Testing/Evaluation Held from 10/26/22 – 10/28/22:

SSA conducted usability testing on eSignature/Upload Documents with the intended goal to have users evaluate the design for comprehension, prioritization of information, and to uncover opportunities for improvement based on the information collected. Additionally, SSA collected the time on task to ensure we had management information data on the time burden on the public for this new information collection.

We conducted nine moderated usability tests with public users on an eSignature/Upload Documents prototype that included a series of tasks within a scenario. These members of the public varied in age, race, birth gender, birth identity, ethnicity, and education. Approximately 88% of these users completed the testing with eSignature/Upload Documents on a laptop or desktop computer. All of these users stated that eSignature/Upload Documents was easy to use and felt confident in providing the SSA technician with consent to receive an email from SSA with the link to eSignature/Upload Documents. Most users expected a way to access eSignature/Upload Documents) through our www.ssa.gov website or through my Social Security accounts and were surprised that this was not the case.

Our usability testing also showed that some users had difficulty finding and accessing the link from the email. In addition, most users expected more information in the email on what they would need to submit to SSA through eSignature/Upload Documents, including specific information about the requests and dates.

Findings:

- While the Sign-In page is out of scope, users expressed that they felt comfortable to proceed using existing credentials or by creating a new account.
- Several users expected to see examples of types of evidence that are acceptable and are specific to the request.
- A couple users read the information notice but did not reference the paper notice during the evaluation.

- Some users struggled with navigating from the PDF tab back to the dashboard.
- If users needed an extension on their requests, they would contact SSA.

Recommendations

- Include SSA branding and contact information in the email to bolster trustworthiness and communication.
- Include a way to access eSignature/Upload Documents on ssa.gov and in mySSA.
- Include leading information and enhance the action (eSignature/Upload Documents link) in the email.
- Add more details in the email, including specific information about the requests and dates.
- Format email as HTML to support enhancements.
- Provide examples of acceptable and non-acceptable evidence under instructions so that users can differentiate requests.
- Add more detailed instructions about the PDF link.
- Provide instructions on how to request a deadline extension.
- Usability tested a force download option for the PDF form.

Note: We provide more information on our usability testing in the following document:



Round 2 Usability Testing/Evaluation Held from 4/24/23 – 5/5/23:

SSA conducted the second round of usability testing on eSignature/Upload Documents with the intended goal to have users evaluate the most recent design with an emphasis on ease of navigation and the user's ability to upload and sign documents.

We conducted fifteen moderated usability tests with public users on an eSignature/Upload Documents prototype that included a series of tasks within a scenario. These members of the public varied in age, race, birth gender, birth identity, ethnicity, and education. All participants completed the testing with eSignature/Upload Documents on a laptop or desktop computer.

Our usability testing showed that most users experienced difficulty with PDFs opening in a new browser tab. Additionally, most users reported issues with the upload process, specifically, they did not understand how to save a PDF and return to the upload page to upload it.

The UXG team evaluated three slightly different designs (designs A, B, and C) of the initial upload page. As discussed in the below findings, one design clearly performed better, design C.

Findings:

- Regarding PDF opening in a new browser tab, with designs A and B the following issues were observed:

- Most users expected when they opened the PDF it was an online form they were submitting.
 - Most users looked for a submit and/or save button at the bottom of the PDF form.
 - Most users could not figure out how to save the PDF document.
 - Most users were not confident navigating browser tabs in general and had issues returning to the upload page.
 - Some users assumed the PDF form saved automatically.
 - Some users were not familiar with using browser tabs.
 - The above issues decreased with design C.
- Regarding the upload process, with designs A and B the following issues were observed:
 - Most users did not understand how to save the PDF and return to the upload page to then upload.
 - Most users were confused about where they were in the process when the PDF opened in a new tab.
 - Most users did not read the instructions.
 - Most users clicked on the PDF link before reading the remaining instructions.
 - Most users did not understand the steps involved with uploading documents.
 - Some users potentially did not see/read 'choose files' text in the file input component.
 - The above issues decreased with design C.

Recommendations

- Update eSignature/Upload Documents screen design to incorporate design C, which includes layout updates, visual updates to the upload component, updated labels, the inclusion of step numbers and language updates to the instruction text.

Note: We provide more information on our usability testing in the following document:



eSubmit P12
Usability Testing Hi

Web Form Usability Testing/Evaluation For SSA-4162 Held in November 2024:

The Social Security Administration (SSA) User Experience Group (UXG) continued user research efforts for Upload Documents by conducting usability testing. These tests evaluated the SSA-4162 form design on a desktop/laptop computer to uncover opportunities for improvement based on user feedback. Methodology The UXG conducted remote usability tests via Zoom screen sharing. Each research session lasted for approximately 60 minutes. Test scenarios with specific tasks and open-ended questions were created in collaboration with the Upload Documents product team members. Following the research, the UXG analyzed the collected data and feedback to identify potential improvements and enhancements. Participants The UXG evaluated the prototype with 6 members of the public who were of various ages (18-49 and 50+), educational backgrounds, and upload document experience. The participants were recruited by a third-party vendor.

Findings:

- Most users understood the Person Making Statement page.
- All users understood the Childcare page.
- '+Add Child' Modal: Half the participants were not sure if the 'Name of Child' field on the modal pop-up was meant to include both first name and last name. Most participants were not sure what the correct format should be for the 'Child's Date of Birth' field. Some participants thought the field name 'Relationship to You or Your Spouse' should be changed to 'Relationship to You or the Wage Earner or Self-Employed Person' to include all relationship circumstances. Some participants had difficulty understanding the field title 'Year and Number of Days the Child Lived with You' in relation to the corresponding fields.
- Childcare After Adding Child(ren) page: Some participants thought the table on the 'Childcare' page, after adding a child, looked as if two children had been added. Some participants did not notice the 'Edit' icon on the 'Childcare' page located on the right-side of the table after adding a child.
- Agreement Page: All users understood the purpose of the Agreement page and continued to the Review and Submit page.
- Review and Submit Page: All users understood the Review and Submit page and stated it was information they would expect to see on a review page.
- Confirmation Page: Half the participants had difficulty understanding the 'Confirmation' page instructional copy in regard to saving and printing the PDF and the confirmation screen.

Recommendations:

- Specify both 'First Name' and Last Name' in the title of the field or divide into two separately identified text input fields.
- Implement a drop-list format for the date input.
- Adjust the layout of the fields to the specific field names.
- Childcare After Adding Child(ren): consider placing the first three columns above the last four columns and continue to test the 'Edit' icon during subsequent usability studies to learn in which direction a pattern develops.
- Add a time stamp to the PDF footer of the submitted form; rephrase the instructional copy on the Confirmation page.

Note: We provide more information on our usability testing in the following document:

