**Form COA-1 Screens, Descriptions, and Notes**

The proposed Form COA-1, Change of Address (Internet), will be used by railroad annuitants, beneficiaries, or claimants to initiate a change to their mailing address on RRB.gov (myRRB), after they have completed the Login.gov identity verification process.

The Form COA-1 screens contain sample data and no real PII.

**Screens 1 – 5** contains examples of accessing and completing the myRRB login process.

**Screen 6** is the myRRB Landing Page to Access Form COA-1.

**Screen 7** contains an example of a user’s account information.

**Screens 8 – 9** contains examples of Change of Address using Form COA-1 and USPS address validation as well as the Paperwork Reduction Act and Privacy Act Notices.

**Screens 10 – 12** contain examples of the confirmation for the change of address, processing, and update notifications.

**Screen 13** contains examples of Update Address data entry integrity rules when completing Screens 8 and 9.

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| **RRB Home Page (**[**www.rrb.gov**](http://www.rrb.gov)**) to Access myRRB** | **Screen 1** |

Graphical user interface

AI-generated content may be incorrect.

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| **myRRB – Landing Page for User to Access RUIA and Retirement Services** | **Screen 2** |

Graphical user interface, text, application, website

AI-generated content may be incorrect.

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| **myRRB – Login.gov**  Users can create or use an existing username and password to login and complete the validation process to access Form COA-1. A user creating a new account encounters the examples in screen 4. | **Screen 3** |

Graphical user interface, text, application

AI-generated content may be incorrect.

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| **myRRB – Login.gov – Creating a New Account** | | **Screen 4** | |
| Graphical user interface, text, application  AI-generated content may be incorrect. | Graphical user interface, application  AI-generated content may be incorrect. | |

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| **Login.gov User Experience** |  | **Screen 5** |

Text

AI-generated content may be incorrect.

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| **myRRB – Landing Page** | **Screen 6** |
| User clicks “MANAGE Your Information” to access Form COA-1. |  |

A screenshot of a computer

AI-generated content may be incorrect.

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| **myRRB – Primary Mailing Address in User Account Profile**  User clicks “Update address” button to initiate a change to their mailing address. | **Screen 7** |

A screenshot of a computer

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| **myRRB – Access Form COA-1 to Update Address**  The user is required to complete all fields with a red (\*) and make valid entries to ensure completeness and consistency of user-submitted data. Error messages and invalid entries (see Screen 13) indicated in red text will guide the user to make valid entries for data integrity.  **Note: Form COA-1 entries will be matched to the USPS address validation to ensure correct address.** | | | **Screen 8** | | |
| 16 Spring Street  Beaverton  Illinois  97005 |  | | | |
| **myRRB – Access to USPS Address Validation Occurs During Address Update**  **Note: Address entries will be matched to the USPS address validation.** | | **Screen 9** | |

A screenshot of a computer

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16 Spring Street

Beaverton, Illinois 97005

United States of America

16 Spring St.

Beaverton, IL 97005-1112

USA

|  |  |
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| **myRRB – Confirm Change of Address**  **The user can now verify and submit their change of address request.** | **Screen 10** |

A screenshot of a computer

AI-generated content may be incorrect.

16 Spring Street

Beaverton, IL97005

United States of America

94 Euclid Drive

Fort Lauderdale, FL 33309

United States of America

|  |  |
| --- | --- |
| **myRRB – Address Change Processing Update Status**    Provide information to the user on the status of their request, timeline expectation, and who to contact if they need assistance. | **Screen 11** |

Graphical user interface, text, application

AI-generated content may be incorrect.

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| **myRRB Account Information – Address Update Notification**  **Note: See the banner above Your Profile.** | **Screen 12** |

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AI-generated content may be incorrect.

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| **myRRB – Examples of Form COA-1 Update address and Data Entry Verification/Integrity Rules**    **Note:** Error messages and invalid entries are displayed below in red text and provide guidance to the user to make valid entries for data integrity. | | **Screen 13** |
| A screenshot of a computer  AI-generated content may be incorrect. | A screenshot of a computer  AI-generated content may be incorrect. | |