



Tree Jack for help center - Tasks

Intro

Welcome to this Treejack study, and thank you for agreeing to participate!

Your response will help us to organize the content on our website.

The activity shouldn't take longer than 10 to minutes to complete.

All responses to this survey are voluntary.

If you have any questions related to this study please reach out to

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Task 1

You have a new phone number and you can't receive the one-time code that you are requesting through text message.

Where would you go to find out more information about this issue?

Right answer:

Issues with authentication methods

Task 2

You have changed your credentials on Login.gov and are having issues accessing a government service's portal.

Where would you go to learn how to fix this issue?

Right answer:

Relink your account

Task 3

The government agency you are trying to access requires you to upload an image of your state-issued ID but your submission keeps getting rejected.

Where would you expect to find information on how to resolve this issue?

Right answer:

How to take photos to verify your identity

Task 4

While in the process to prove that you are you on Login.gov, you get a warning from the system saying that your Social Security number does not match the records.

Where do you think you can learn more about this issue?

Right answer:

How to verify your identity

Task 5

You have tried too many times to prove that you are you, using your state issued ID unsuccessfully, and now you are locked for 6 hours. You need to understand why this is happening to you and what you can do.

Where would you find that answer?

Right answer:

Verify your identity

Task 6

You are trying to log into a Login.gov account that you created a while ago with an email address that you don't have access to anymore. You are now locked out of your profile.

Where would you go to find out about your options?

Right answer:

Delete your account

Task 7

You have multiple email addresses on your Login.gov profile and want to update the one you share with the Social Security administration?

Where would you go to learn how to do that?

Right answer:

Change the email address associated with your account

Closing

All done, awesome! Thanks again for your participation. Your feedback is incredibly useful in helping to determine how our content should be organized, so we can make our website easier to use.

You may now close this window or navigate to another web page.