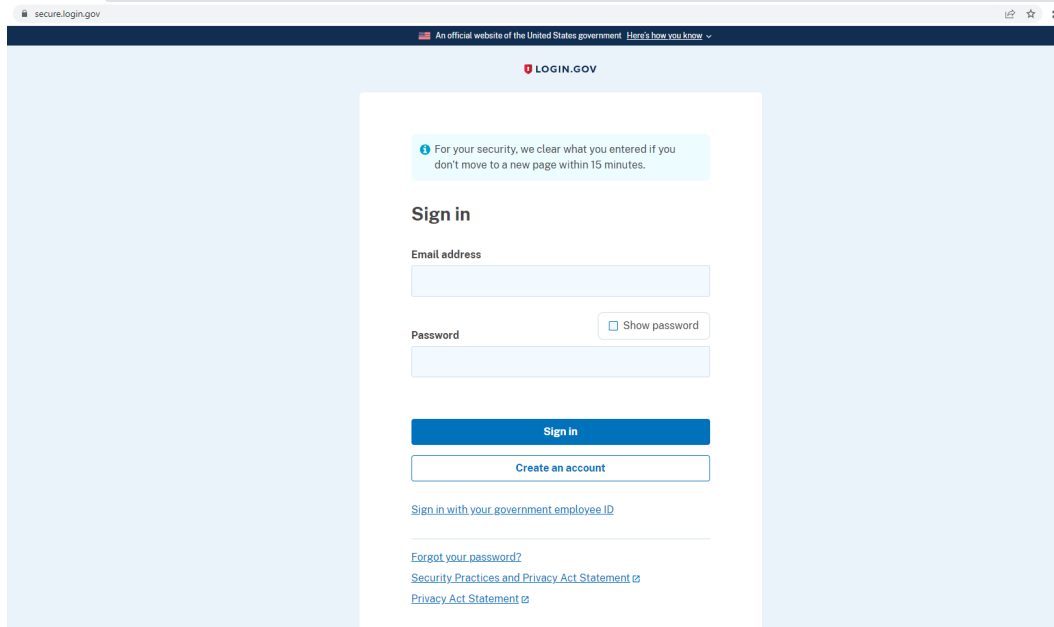


EEOC - Login.gov User Experience Steps

STEP ONE: Browse to the EEOC ArkCase FOIA Web Portal (<https://eoc.arkcase.com/foia/>)

STEP TWO: User will be redirected to Login.gov (<https://secure.login.gov/> or comparable URL)

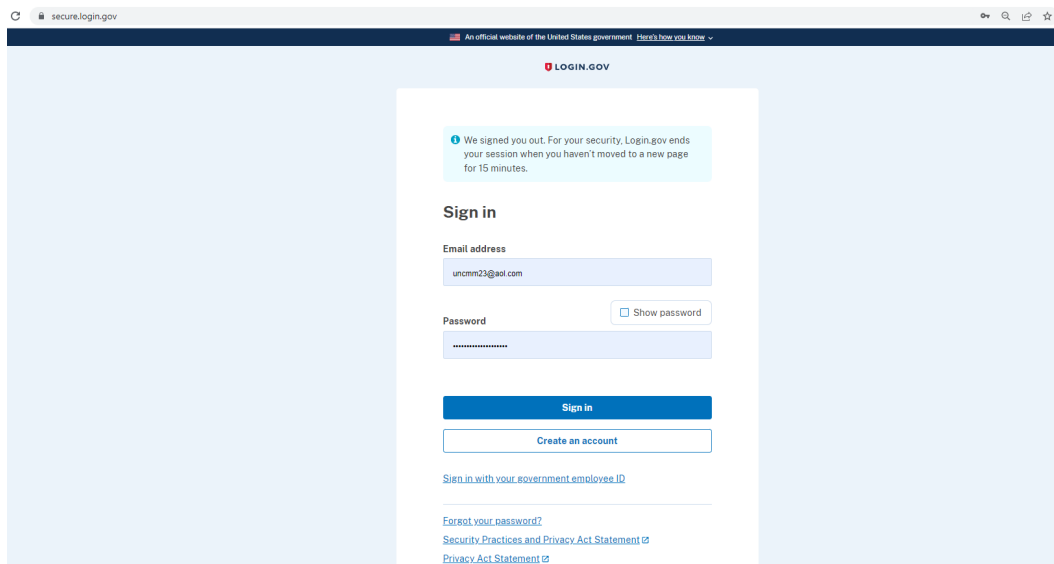


The screenshot shows the Login.gov sign-in page. At the top, there is a navigation bar with the text "An official website of the United States government" and a link "Here's how you know". Below this is the "LOGIN.GOV" logo. A light blue notification box states: "For your security, we clear what you entered if you don't move to a new page within 15 minutes." The main heading is "Sign in". Below it are two input fields: "Email address" and "Password". The "Password" field has a "Show password" toggle. Below the input fields are two buttons: a blue "Sign in" button and a white "Create an account" button. At the bottom, there are links for "Sign in with your government employee ID", "Forgot your password?", "Security Practices and Privacy Act Statement", and "Privacy Act Statement".

STEP THREE: User will be prompted to Login or Create an Account

a. Login

- i. User will enter their Login.gov 'email address' and 'password' and click the 'Sign in' button



The screenshot shows the Login.gov sign-in page with user input. The "Email address" field contains "uncmm23@aol.com" and the "Password" field is filled with dots. The "Sign in" button is highlighted in blue. The rest of the page layout is identical to the previous screenshot.

ii. If User is not creating an account, jump to '**STEP FOUR**' below

b. Create an Account

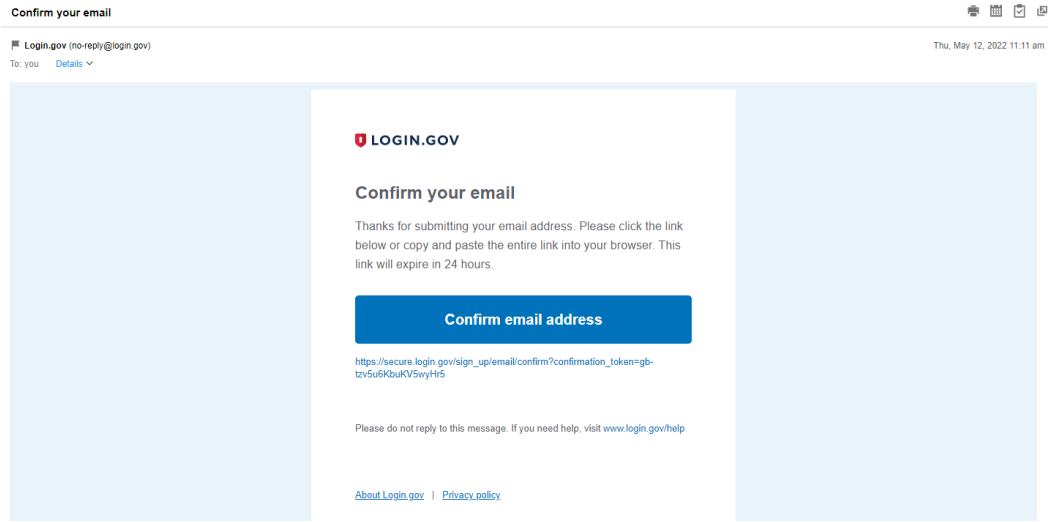
- i. User will click 'Create an account'
- ii. User will enter the specific information below:
 1. 'Email Address'
 2. 'Language Preference'
 3. 'I read and accept the Login.gov Rules of Use'
- iii. Then User will click the 'Submit' button

The screenshot shows the 'Create your account' page on the secure.login.gov website. The page has a light blue background and a white central form. At the top of the form, it says 'Create your account'. Below that, there is a section 'Enter your email address' with a text input field. The next section is 'Select your email language preference', with a note that Login.gov allows email communication in English, Spanish, or French. There are three radio button options: 'English (default)', 'Español', and 'Français'. Below these is a checkbox labeled 'I read and accept the Login.gov Rules of Use' with a link to the 'Rules of Use'. A blue 'Submit' button is at the bottom of the form. Below the form, there are links for 'Cancel', 'Security Practices and Privacy Act Statement', and 'Privacy Act Statement'.

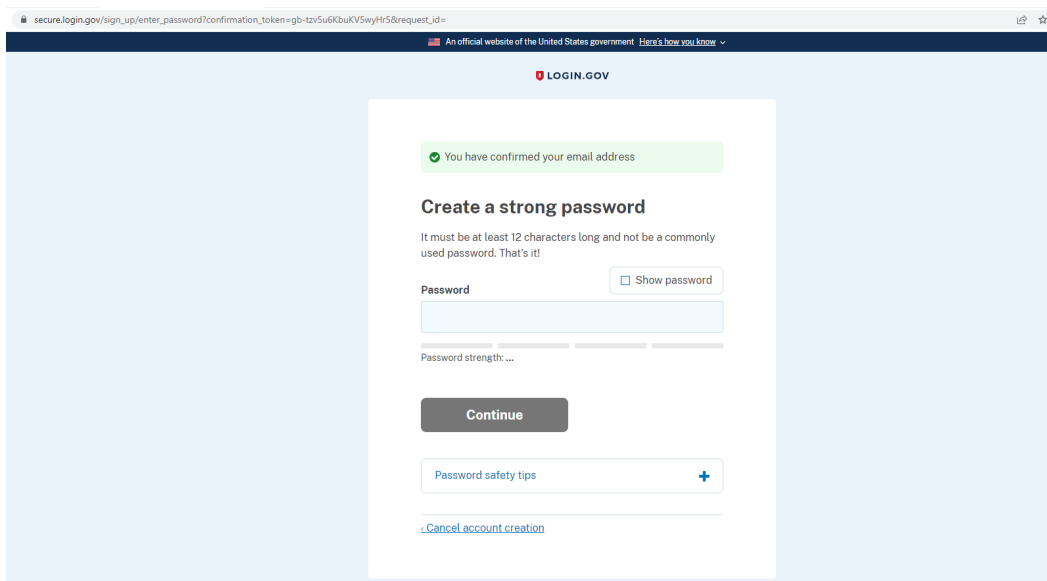
- iv. Now User will need to check their email from Login.gov

The screenshot shows the 'Check your email' page on the secure.login.gov website. The page has a light blue background and a white central form. At the top of the form, it says 'Check your email'. Below that, there is a message: 'We sent an email to mattdmaines@gmail.com with a link to confirm your email address. Follow the link to continue creating your account.' Below this message is a blue horizontal line. There are two links: 'Didn't receive an email? Resend' and 'Or, use a different email address'. At the bottom, it says 'You can close this window if you're done.'

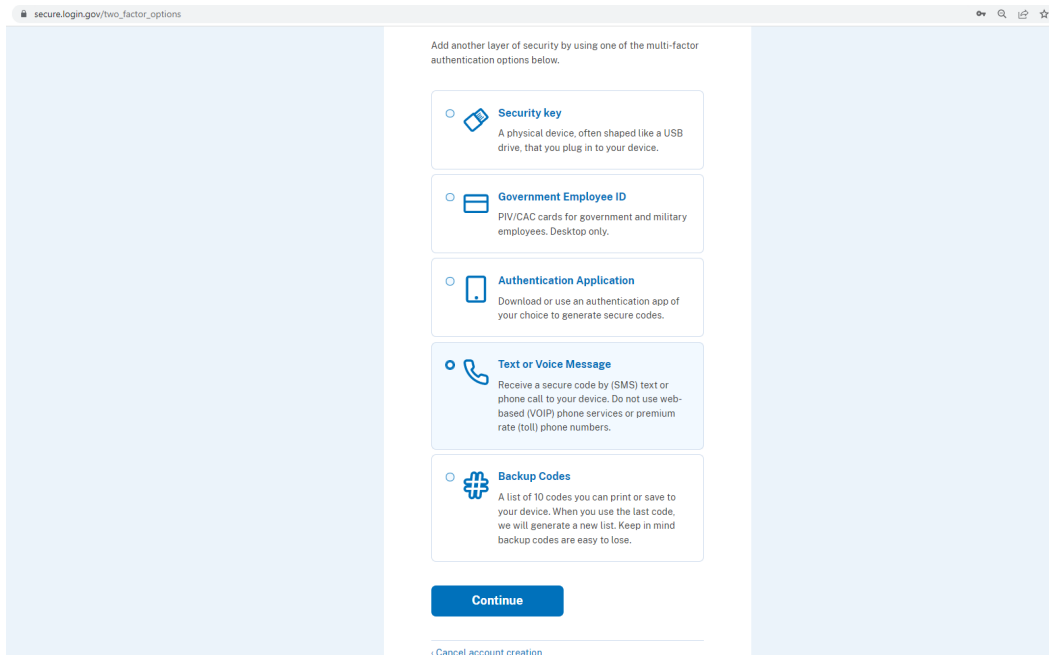
- v. User then opens the email from Login.gov



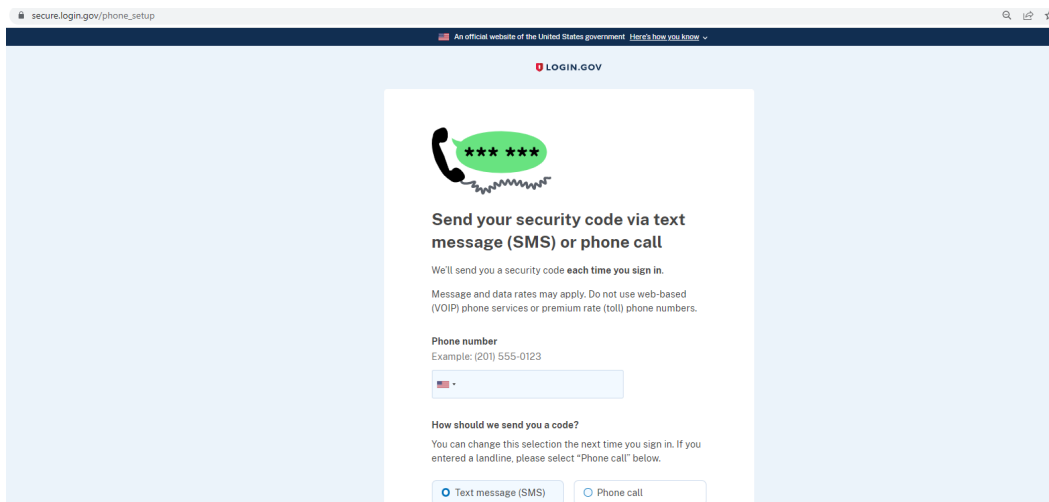
- vi. User will click the 'Confirm email address' button in the email
- vii. User will then set up their password



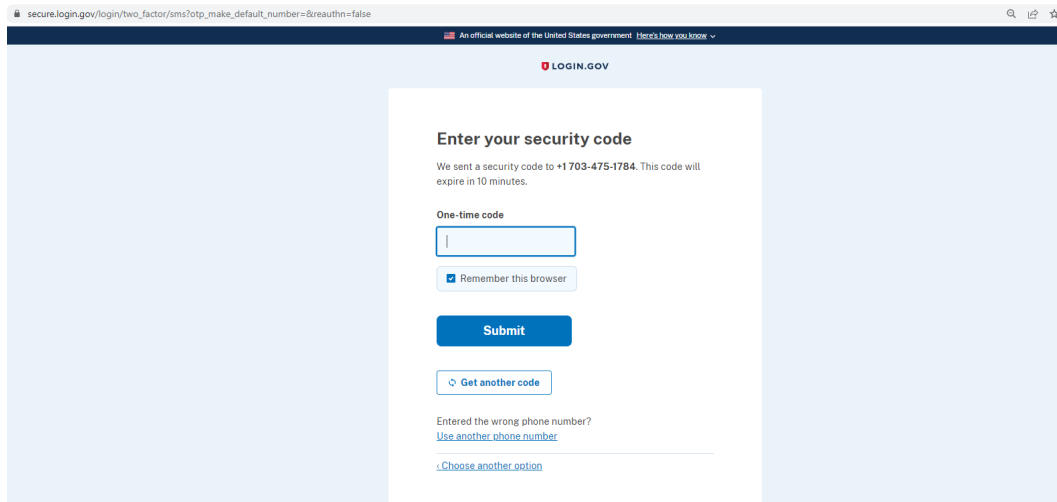
- viii. User will click the 'Continue' button to save password
- ix. Then User will set their two-factor authentication option and click the 'Continue' button



- x. User will enter the two-factor authentication detail (i.e., 'Text or Voice Message')



- xi. User will enter the information to validate



- xii. User's account is now set up
- xiii. Proceed to '**STEP FOUR**'

STEP FOUR: Now User is redirected back to the EEOC ArkCase FOIA Web Portal

STEP FIVE: User will then be validated to confirm that ArkCase has an account for that specific Login.gov User, which we match on email address

STEP SIX: If User exists on the EEOC ArkCase FOIA Web Portal, User will be redirected to the 'New FOIA Request' page and will be automatically logged into the Web Portal

STEP SEVEN: If User doesn't exist on the EEOC ArkCase FOIA Web Portal, User will be redirected to a create account webpage, where they will be required to fill out fields below:

- a. Prefix (*Mandatory*)
- b. First Name (*Mandatory*)
- c. Middle Name (*Optional*)
- d. Last Name (*Mandatory*)
- e. Position (*Optional*)
- f. Phone (*Optional*)
- g. Organization (*Optional*)
- h. Country (*Mandatory*)
- i. Address Type (*Mandatory*)
- j. Address 1 (*Mandatory*)
- k. Address 2 (*Optional*)
- l. City (*Mandatory*)
- m. State/Province (*Mandatory*)
- n. Zip/Postal (*Mandatory*)

Save

Prefix *	<input type="text" value="Dr."/>		
First Name *	<input type="text" value="Test"/>	Middle Name	<input type="text" value="Enter Middle Name"/>
Last Name *	<input type="text" value="Account1"/>	Position	<input type="text" value="Director"/>
Phone	<input type="text" value="111-222-3333"/>	Organization	<input type="text" value="Armedia,LLC"/>
Country *	<input type="text" value="United States"/>	Address Type *	<input type="text" value="Business"/>
Address 1 *	<input type="text" value="1 North Street"/>	Address 2	<input type="text" value="Enter Address Line 2"/>
City *	<input type="text" value="Warrenton"/>	State/Province *	<input type="text" value="VA"/>
Zip/Postal *	<input type="text" value="20187"/>		

STEP EIGHT: Once the new Login.gov User is created, the new User will be redirected to the 'New FOIA Request' page and will be automatically logged into the Web Portal

FOIA Request Portal

Request Type *
New Request

Section 1: Contact Information

Requester Category*	<input type="text" value="On behalf of Myself"/>		
Prefix *	<input type="text" value="Dr."/>	Middle Name	<input type="text" value="Enter Middle Name"/>
First Name *	<input type="text" value="Matt"/>	Position	<input type="text" value="Director"/>
Last Name *	<input type="text" value="Maines"/>	Organization	<input type="text" value="Armedia"/>
Phone	<input type="text" value="Enter Phone Number (xxx-xxx-xxxx)"/>	Confirm Email *	<input type="text" value="mmaines@armedia.com"/>
Email *	<input type="text" value="mmaines@armedia.com"/>	Address Type	<input type="text" value="Business"/>
Country	<input type="text" value="United States"/>	Address 2	<input type="text" value="Enter Address Line 2"/>
Address 1	<input type="text" value="1 South Street"/>	State/Province	<input type="text" value="VA"/>
City	<input type="text" value="Warrenton"/>		
Zip/Postal	<input type="text" value="20187"/>		

Section 2: General Information

Request Category *	<input type="text" value="Select Request Category"/>
Delivery Method of Response *	<input type="text" value="Web Portal"/>
Preferred Payment Mode	<input type="text" value="Select Payment Mode"/>

Section 3: Request Information

Title *	<input type="text" value="Enter Title"/>
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