

## Interactive Worksheet Client Experience

### Client Experience

1. SafeSend Steve is an embedded help guide on the taxpayer side.  True  False
2. How many security questions does the taxpayer need to answer correctly to pass KBA (Knowledge-Based Authentication)?  3 of 5  5 of 5
3. How many attempts to pass KBA are they allowed?  3  4  5
4. As the taxpayer reviews their return, they can forward all available documents to an external email address.  True  False
5. To access returns in the future, the taxpayer needs an Access Link.  True  False
6. To make a payment to the taxing authority, the taxpayer has the following options: Check all that apply.  
 Pay Button  Download Voucher  Pay Online
7. Add Payment Details: Select the correct statements  
 Marks a voucher as paid  Does not process payments  For tracking purposes only

### Additional Notes:

### Answers:

1. T
2. 3 of 5
3. 3
4. T
5. T
6. All 3 are correct
7. All 3 are correct

