

IPPW001 Acknowledgement for Password Services (unprotected)



The screenshot shows a web browser window displaying the Social Security Administration's 'Acknowledgement for Password Services' page. The browser's address bar shows the URL 'www.socialsecurity.gov'. The page header includes the Social Security Administration logo and the text 'Social Security Administration'. The main content area features the title 'Acknowledgement for Password Services' and a statement: 'Any person who knowingly and willingly makes any representation' followed by a numbered list: '1. that is false to obtain information from Social Security records, and/or' and '2. that is intended to deceive the Social Security Administration as to the true identity of the individual,'. Below the list, it states 'could be punished by a fine or imprisonment, or both.' and 'I have read the above statement and am the individual to whom the Password information applies.' At the bottom of the main content area, there are two buttons: 'Exit' and 'Continue'. The footer of the page includes the 'FIRSTGov' logo, a link to 'Privacy Policy | Website Policies & Other Important Information | Site Map', and a link to 'Need Larger Text?'.

Social Security Online
www.socialsecurity.gov

Social Security Administration

Acknowledgement for Password Services

Any person who knowingly and willingly makes any representation

1. that is false to obtain information from Social Security records, and/or
2. that is intended to deceive the Social Security Administration as to the true identity of the individual,

could be punished by a fine or imprisonment, or both.

I have read the above statement and am the individual to whom the Password information applies.

FIRSTGov [Privacy Policy | Website Policies & Other Important Information | Site Map](#) [Need Larger Text?](#)

IPPW002 Customer Agreement (unprotected)

The screenshot shows a web browser window with the Social Security Administration website. The browser's address bar shows "www.socialsecurity.gov". The page title is "Customer Agreement". The page content includes a header with the Social Security Administration logo and the text "Social Security provides this web site for your convenience." Below this, there are three main sections: "Limitations:", "The Privacy Act Statement:", and "Paperwork Reduction Act:". Each section contains specific information and instructions. At the bottom of the page, there are "Exit" and "Continue" buttons, and a footer with the "FIRST GOV" logo and links for "Privacy Policy", "Website Policies & Other Important Information", "Site Map", and "Need Larger Text?".

Social Security Online
www.socialsecurity.gov

Social Security Administration

Customer Agreement

Social Security provides this web site for your convenience.

Limitations:

- This web site can be used to get a password for Online and Automated Telephone Service access to your personal account. **If you are a representative payee** for another person you cannot get a password to access their information.
- For security reasons, there are time limits for your work on each page. You will receive a warning after 25 minutes, and you will be able to extend your time on the page. After the third warning on a page, you must move to another page or your time will run out, and your work on that page will be lost. If you have turned JavaScript off in your browser, you will not receive these warnings. After spending 30 minutes on a page, you must move to another page or you will be logged out.

Do not use the Back button on your browser to move backward. Use the Prior Page button instead.

Do not use the Enter key to move around in the form. Use the Continue button instead.

[Special Instructions for Blind Users](#)

The Privacy Act Statement:

Social Security is allowed to collect the facts on this form under Section 205 of the Social Security Act. We need these facts to quickly identify who you are and provide the information you requested. Giving us these facts is voluntary. However, without them we may not be able to give you the information that you want. The Social Security Administration will not use the information for any other purpose.

Paperwork Reduction Act:

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the **Paperwork Reduction Act of 1995**. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this form is 0960-0632; expiration date 02/28/2007. We estimate that it will take about 1 ½ minutes to read the instructions, gather the necessary facts, and answer the questions. You may send comments on our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401. **Send only comments on our time estimate to this address, not the completed form.**

FIRST GOV [Privacy Policy](#) | [Website Policies & Other Important Information](#) | [Site Map](#) [Need Larger Text?](#)

IPPW003 Password Services (unprotected)

Social Security Online
www.socialsecurity.gov

Social Security Administration

Password Services

The Social Security Administration can issue you a permanent password to access, review or change your personal information either Online or by using our automated telephone service.

Requesting and creating a permanent password involves a 3 step process.

If you recently filed for benefits: And said "Yes" when asked about getting a password, **Skip Step 1.** We will automatically mail you a temporary Password Request Code (PRC) letter.

For all other password requests:

Step 1: You need to **Get a temporary Password Request Code (PRC)** which will be mailed to the address we have on record for you. Your PRC will be used to create a permanent password.

[Get a Temporary Password Request Code](#)

Step 2: Wait to receive your PRC letter in the mail. **It could take as long as 15 days to receive your PRC,** after you request it, or after you receive your benefits award notice (if you recently filed for benefits).

Step 3: **Create your permanent password** by providing additional information and using your PRC, which you received in the mail.

[Create Your Permanent Password](#)

You are limited to three PRC requests per year.

If you need to change your permanent password: If you know your current permanent password, you can change it here. If you have forgotten it, you must get a new PRC.

[Change Your Password](#)

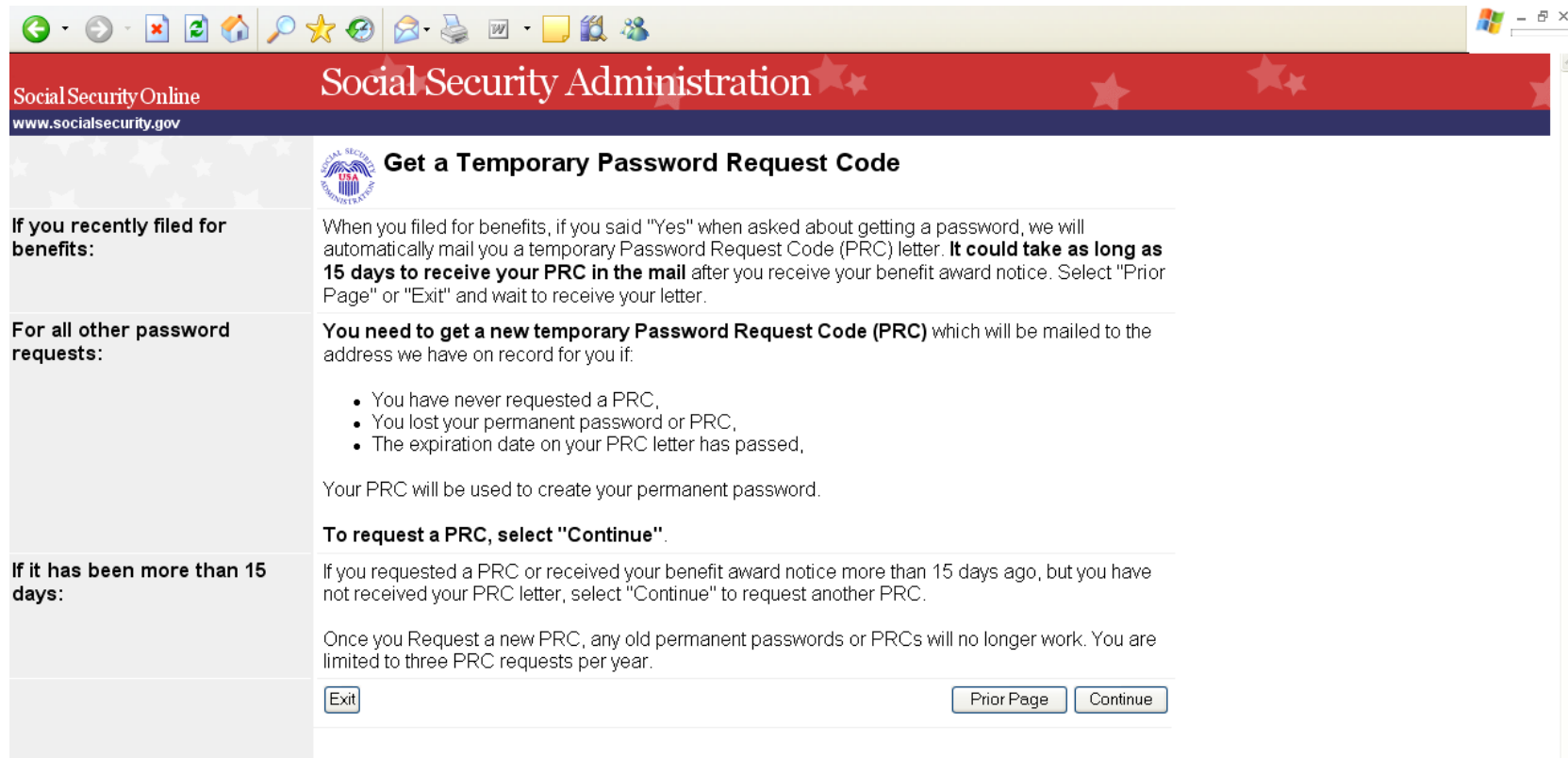
If you do not want electronic access to your personal information: Selecting "Block Electronic Access" will block all online and automated telephone service access to your personal information.

[Block Electronic Access](#)

[Exit](#)

[FIRSTGov](#) | [Privacy Policy](#) | [Website Policies & Other Important Information](#) | [Site Map](#) | [Need Larger Text?](#)

IPRC001 Get a Temporary Password Request Code (unprotected)



The screenshot shows a web browser window displaying the Social Security Administration's website. The browser's address bar shows the URL www.socialsecurity.gov. The page title is "Social Security Administration" and the page content is titled "Get a Temporary Password Request Code".

Social Security Administration
www.socialsecurity.gov

Get a Temporary Password Request Code

If you recently filed for benefits: When you filed for benefits, if you said "Yes" when asked about getting a password, we will automatically mail you a temporary Password Request Code (PRC) letter. **It could take as long as 15 days to receive your PRC in the mail** after you receive your benefit award notice. Select "Prior Page" or "Exit" and wait to receive your letter.

For all other password requests: **You need to get a new temporary Password Request Code (PRC)** which will be mailed to the address we have on record for you if:

- You have never requested a PRC,
- You lost your permanent password or PRC,
- The expiration date on your PRC letter has passed,

Your PRC will be used to create your permanent password.

To request a PRC, select "Continue".

If it has been more than 15 days: If you requested a PRC or received your benefit award notice more than 15 days ago, but you have not received your PRC letter, select "Continue" to request another PRC.

Once you Request a new PRC, any old permanent passwords or PRCs will no longer work. You are limited to three PRC requests per year.

ACU001 General KBA Tier 2 – Information We Need (unprotected)

The screenshot shows a web browser window displaying the Social Security Administration's 'Information We Need' page. The browser's address bar shows 'www.socialsecurity.gov'. The page header includes the Social Security Administration logo and the text 'Social Security Administration'. Below the header, the page title is 'Information We Need' and the instruction is 'Please provide the following information:'. The form consists of four sections: 1. 'Enter your full name:' with three text input fields for first, middle, and last names, and a dropdown menu for suffix. 2. 'Other last name:' with a single text input field. 3. 'Enter your Social Security number:' with a single text input field. 4. 'Select your date of birth:' with three dropdown menus for month, day, and year. At the bottom of the form, there are three buttons: 'Exit', 'Prior Page', and 'Continue'.

Social Security Online
www.socialsecurity.gov

Social Security Administration

Information We Need

Please provide the following information:

Enter your full name:

First name, middle initial, if any; last name; Suffix, if any

Other last name:

For example, your name as shown on a recent letter from Social Security or your maiden name

Enter your Social Security number:

Enter numbers without dashes, for example, 123456789

Select your date of birth:

ACU002 General KBA Tier 2 – Verify Your Information (unprotected - OTSO)



The screenshot shows a web browser window displaying the Social Security Administration's 'Verify Your Information' page. The browser's address bar shows 'www.socialsecurity.gov'. The page header includes the Social Security Administration logo and the text 'Social Security Administration'. The main content area features the Social Security Administration logo and the heading 'Verify Your Information'. Below the heading, the user's information is displayed: 'Your full name: John Doe', 'Other last name: Smith', 'Your Social Security number: 003881501', and 'Your date of birth: September 10, 1982'. Instructions state: 'If this information is correct, select "Confirm"' and 'If this information is incorrect, select "Change Your Information" to go back and correct it.'. At the bottom, there are three buttons: 'Exit', 'Change Your Information', and 'Confirm'.

Social Security Online
www.socialsecurity.gov

Social Security Administration

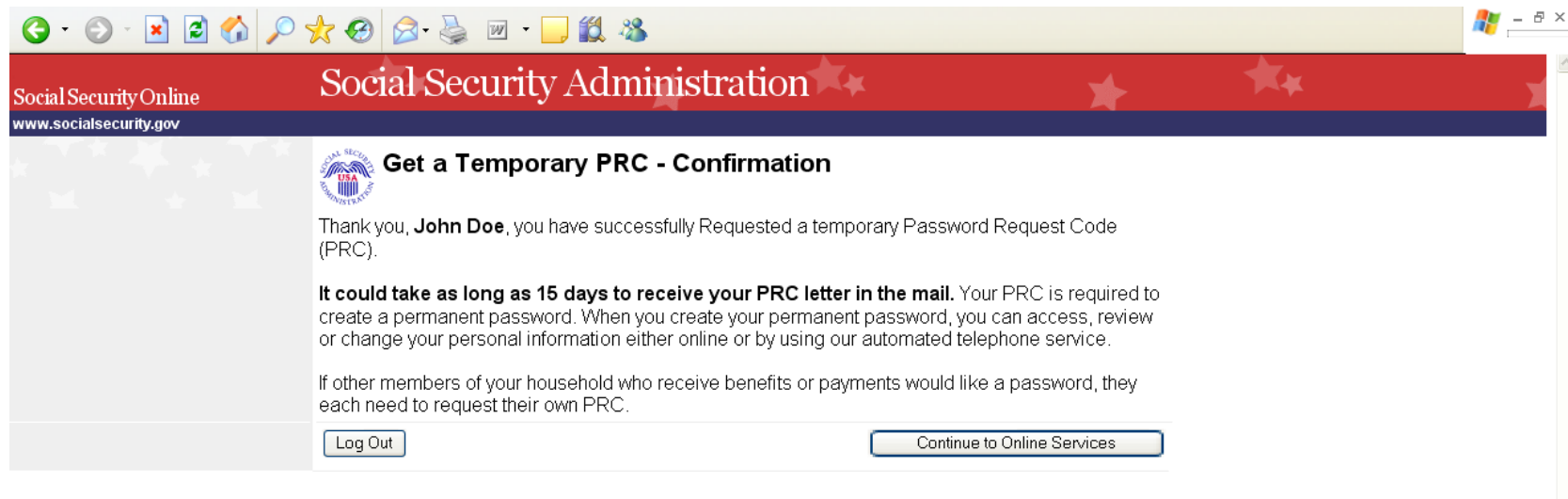
Verify Your Information

Your full name: **John Doe**
Other last name: **Smith**
Your Social Security number: **003881501**
Your date of birth: **September 10, 1982**

If this information is correct, select "Confirm"
If this information is incorrect, select "Change Your Information" to go back and correct it.

Exit Change Your Information Confirm

IPRC002 Get a Temporary Password Request Code – Confirmation (protected - OTSO)



The screenshot shows a web browser window displaying the Social Security Administration's 'Get a Temporary PRC - Confirmation' page. The browser's address bar shows 'www.socialsecurity.gov'. The page header includes the Social Security Administration logo and the text 'Social Security Administration'. The main content area features the Social Security Administration logo and the heading 'Get a Temporary PRC - Confirmation'. Below the heading, the user is thanked: 'Thank you, John Doe, you have successfully Requested a temporary Password Request Code (PRC)'. A message states: 'It could take as long as 15 days to receive your PRC letter in the mail. Your PRC is required to create a permanent password. When you create your permanent password, you can access, review or change your personal information either online or by using our automated telephone service.'. Another message states: 'If other members of your household who receive benefits or payments would like a password, they each need to request their own PRC.'. At the bottom, there are two buttons: 'Log Out' and 'Continue to Online Services'.

Social Security Online
www.socialsecurity.gov

Social Security Administration

Get a Temporary PRC - Confirmation

Thank you, **John Doe**, you have successfully Requested a temporary Password Request Code (PRC).

It could take as long as 15 days to receive your PRC letter in the mail. Your PRC is required to create a permanent password. When you create your permanent password, you can access, review or change your personal information either online or by using our automated telephone service.

If other members of your household who receive benefits or payments would like a password, they each need to request their own PRC.

Log Out Continue to Online Services

ACU001 General KBA Tier 2 – Information We Need (unprotected)

The screenshot shows a web browser window displaying the Social Security Administration's 'Information We Need' form. The browser's address bar shows 'www.socialsecurity.gov'. The page header includes the Social Security Administration logo and the text 'Social Security Administration'. The form title is 'Information We Need' and it asks the user to provide the following information:

Enter your full name: First name, middle initial, if any, last name; Suffix, if any. The input fields are:

Other last name: For example, your name as shown on a recent letter from Social Security or your maiden name. The input field is:

Enter your Social Security number: Enter numbers without dashes, for example, 123456789. The input field is:

Select your date of birth: The input fields are:

At the bottom of the form, there are three buttons: 'Exit', 'Prior Page', and 'Continue'.

ACU002 General KBA Tier 2 – Verify Your Information (unprotected - OTSO)



The screenshot shows a web browser window displaying the Social Security Administration's 'Verify Your Information' page. The browser's address bar shows the URL 'www.socialsecurity.gov'. The page header includes the text 'Social Security Online' and 'Social Security Administration'. The main content area features the SSA logo and the title 'Verify Your Information'. Below the title, the user's information is displayed: 'Your full name: John Doe', 'Other last name: Smith', 'Your Social Security number: 003881501', and 'Your date of birth: September 10, 1982'. Instructions follow: 'If this information is correct, select "Confirm"' and 'If this information is incorrect, select "Change Your Information" to go back and correct it.'. At the bottom, there are three buttons: 'Exit', 'Change Your Information', and 'Confirm'.

Social Security Online
www.socialsecurity.gov

Social Security Administration

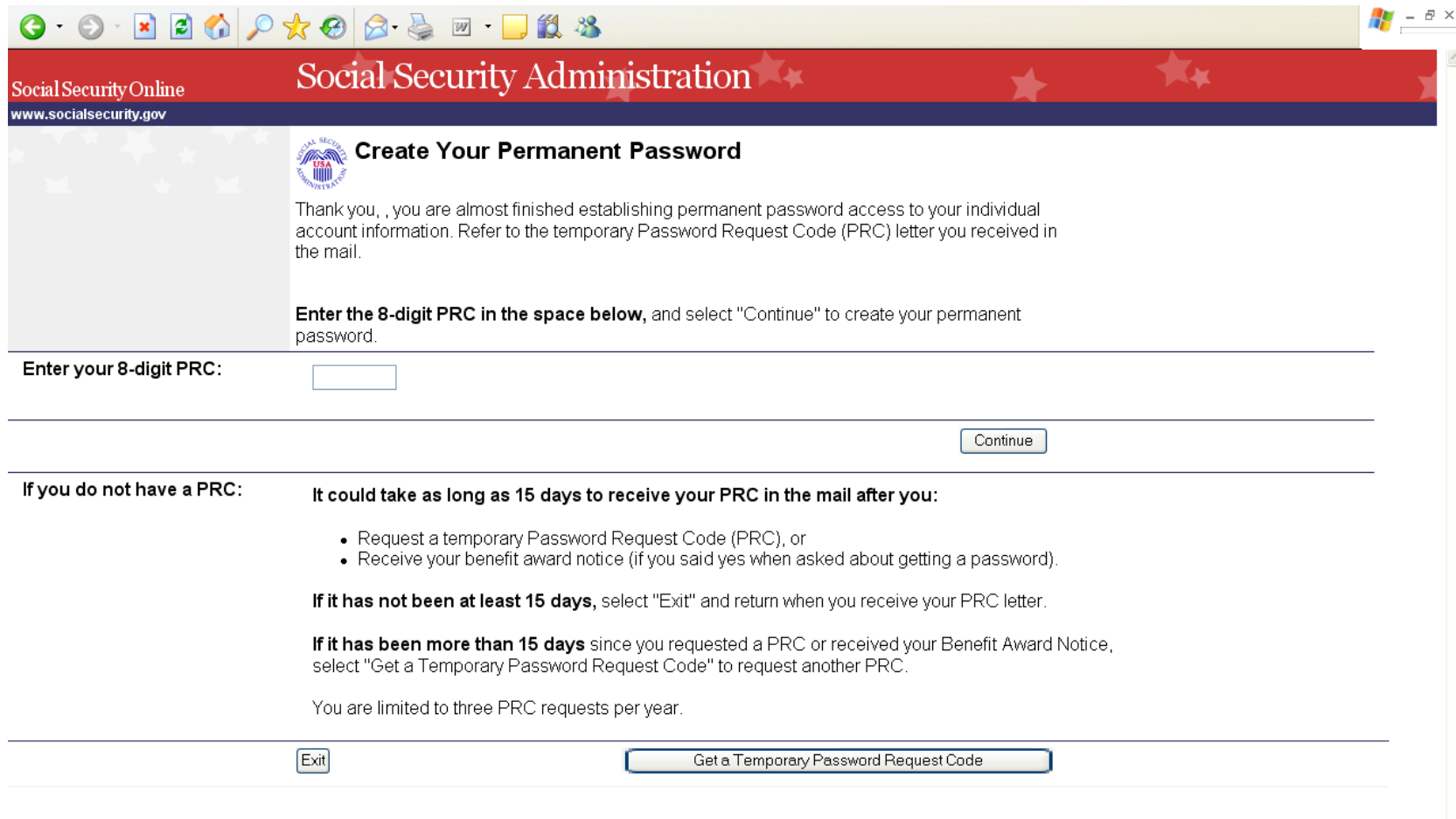
Verify Your Information

Your full name: **John Doe**
Other last name: **Smith**
Your Social Security number: **003881501**
Your date of birth: **September 10, 1982**

If this information is correct, select "Confirm"

If this information is incorrect, select "Change Your Information" to go back and correct it.

IPRP001 Create Your Permanent Password (protected - OTSO)



Social Security Online
www.socialsecurity.gov

Social Security Administration

Create Your Permanent Password

Thank you, , you are almost finished establishing permanent password access to your individual account information. Refer to the temporary Password Request Code (PRC) letter you received in the mail.

Enter the 8-digit PRC in the space below, and select "Continue" to create your permanent password.

Enter your 8-digit PRC:

[Continue](#)

If you do not have a PRC:

It could take as long as 15 days to receive your PRC in the mail after you:

- Request a temporary Password Request Code (PRC), or
- Receive your benefit award notice (if you said yes when asked about getting a password).

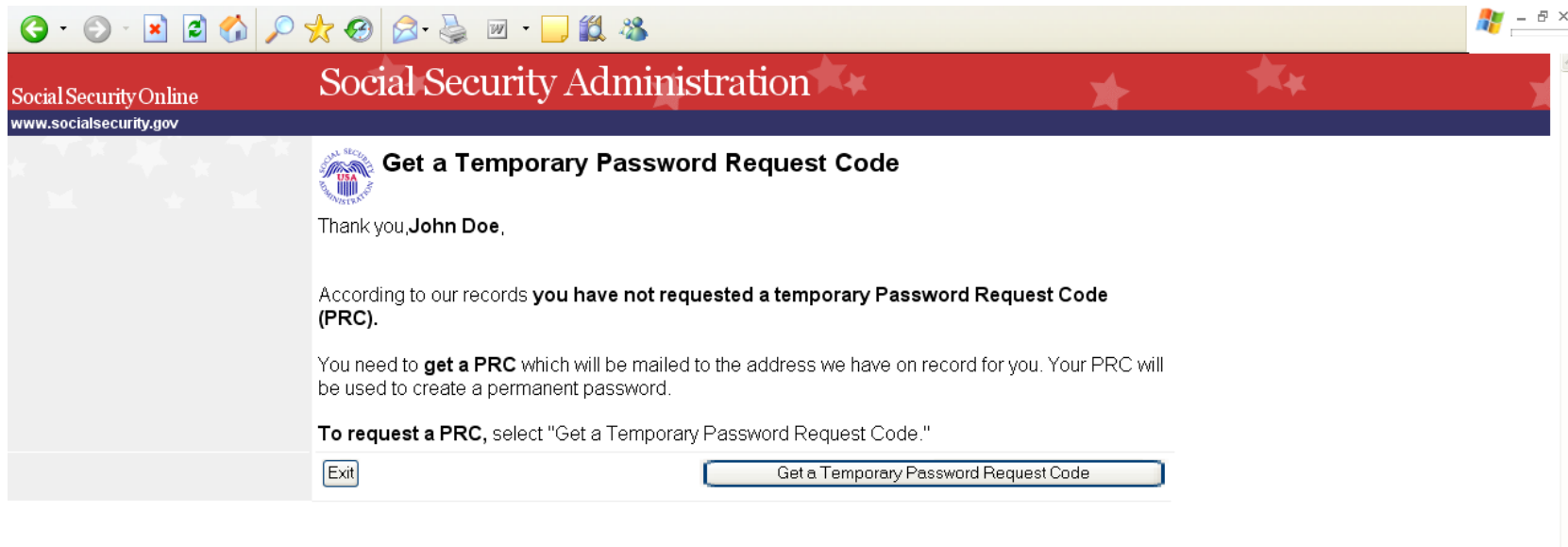
If it has not been at least 15 days, select "Exit" and return when you receive your PRC letter.

If it has been more than 15 days since you requested a PRC or received your Benefit Award Notice, select "Get a Temporary Password Request Code" to request another PRC.

You are limited to three PRC requests per year.

[Exit](#) [Get a Temporary Password Request Code](#)


IPRP002 Get a Temporary Password Request Code – Conditional (protected)



The screenshot shows a web browser window with the Social Security Administration website. The browser's address bar shows the URL www.socialsecurity.gov. The page header includes the text "Social Security Online" and "Social Security Administration" with a star pattern. The main content area features the SSA logo and the heading "Get a Temporary Password Request Code". The message is personalized for "John Doe" and states that no PRC has been requested. It explains that a PRC is needed to create a permanent password and provides a button to request one. An "Exit" button is also visible.

Social Security Online
www.socialsecurity.gov

Social Security Administration

 **Get a Temporary Password Request Code**

Thank you, **John Doe**,

According to our records **you have not requested a temporary Password Request Code (PRC)**.

You need to **get a PRC** which will be mailed to the address we have on record for you. Your PRC will be used to create a permanent password.

To request a PRC, select "Get a Temporary Password Request Code."

IPRP003 Create Your Permanent Password – Choose Your Password (protected-OTSO)

Social Security Online
www.socialsecurity.gov

Social Security Administration

Create Your Permanent Password - Choose Your Password

Choose a new 7 digit password. Use 7 numbers that are meaningful to you to help you remember.

Helpful Hints for Choosing a Password:

- Use 7 numbers only
- Use a number that is meaningful to you so that you will remember it

Do NOT choose a password containing:

- part of your Social Security number;
- a series of numbers that would be easy to guess: 1234567 or 7654321;
- a series of the same numbers: 2222222 or 3333333; or
- your temporary Password Request Code (PRC).

Do NOT use a password others might associate with your:

- telephone number,
- birthday or your child's birthday,
- license plate number, or
- street address number or zip code.

Enter your permanent password:
Enter 7 numbers only

Enter your permanent password again:
Enter 7 numbers only

IPRP004 Create Your Permanent Password – Confirmation (protected - OTSO)



The screenshot shows a web browser window displaying the Social Security Administration's 'Create Your Permanent Password - Confirmation' page. The page features a red header with the Social Security Administration logo and the text 'Social Security Administration'. Below the header, the page title is 'Create Your Permanent Password - Confirmation'. The main content area contains a thank-you message, a warning about password security, and a list of instructions: 'Do NOT put it where others can see it.', 'Do NOT store it with other personal information, like your Social Security number.', and 'Do NOT give it to anyone else.'. A bold statement reads 'Social Security employees will never ask for your password.'. Below this, there is a paragraph explaining that a permanent password allows users to review or change their information online or via telephone service. At the bottom of the page, there are two buttons: 'Log Out' and 'Continue'.

Social Security Online
www.socialsecurity.gov

Social Security Administration

Create Your Permanent Password - Confirmation

Thank you, , you have successfully created a permanent password for your Social Security account.

Your password is your key to your personal information. Guard it carefully.

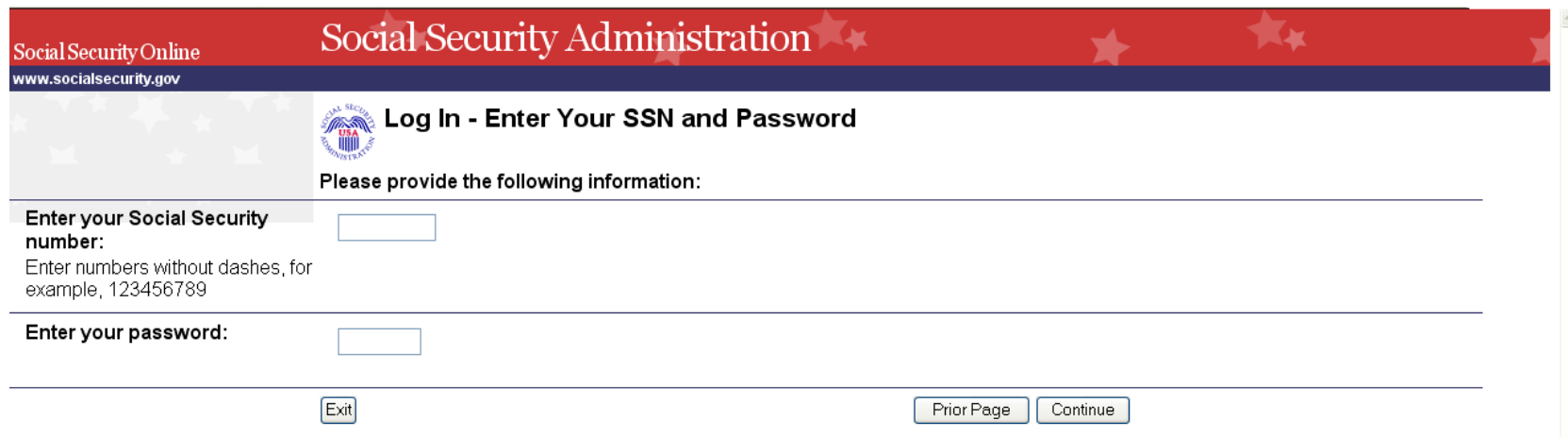
- Do NOT put it where others can see it.
- Do NOT store it with other personal information, like your Social Security number.
- Do NOT give it to anyone else.

Social Security employees will never ask for your password.

With a permanent password, you can review or change your information either online or by using our automated telephone service.

[Log Out](#) [Continue](#)

ACU003 Generic Log-In for all Applications - (unprotected)



The screenshot shows a web browser window displaying the Social Security Administration's 'Log In - Enter Your SSN and Password' page. The page features a red header with the Social Security Administration logo and the text 'Social Security Administration'. Below the header, the page title is 'Log In - Enter Your SSN and Password'. The main content area contains a prompt: 'Please provide the following information:'. There are two input fields: 'Enter your Social Security number:' with a text box and a note 'Enter numbers without dashes, for example, 123456789', and 'Enter your password:' with a text box. At the bottom of the page, there are three buttons: 'Exit', 'Prior Page', and 'Continue'.

Social Security Online
www.socialsecurity.gov

Social Security Administration

Log In - Enter Your SSN and Password

Please provide the following information:

Enter your Social Security number:
Enter numbers without dashes, for example, 123456789

Enter your password:

[Exit](#) [Prior Page](#) [Continue](#)

IPCP001 Change Your Permanent Password – Choose Your New Password (protected-OTSO)

Social Security Online
www.socialsecurity.gov

Social Security Administration

Change Your Permanent Password - Choose Your New Password

Choose a new 7 digit password. Use 7 numbers that are meaningful to you to help you remember.

Helpful Hints for Choosing a password:

- Use 7 numbers only
- Use a number that is meaningful to you so that you will remember it

Do NOT choose a password containing:

- part of your Social Security number;
- a series of numbers that would be easy to guess: 1234567 or 7654321;
- a series of the same numbers: 2222222 or 3333333; or
- your temporary Password Request Code (PRC).

Do NOT use a password others might associate with your:

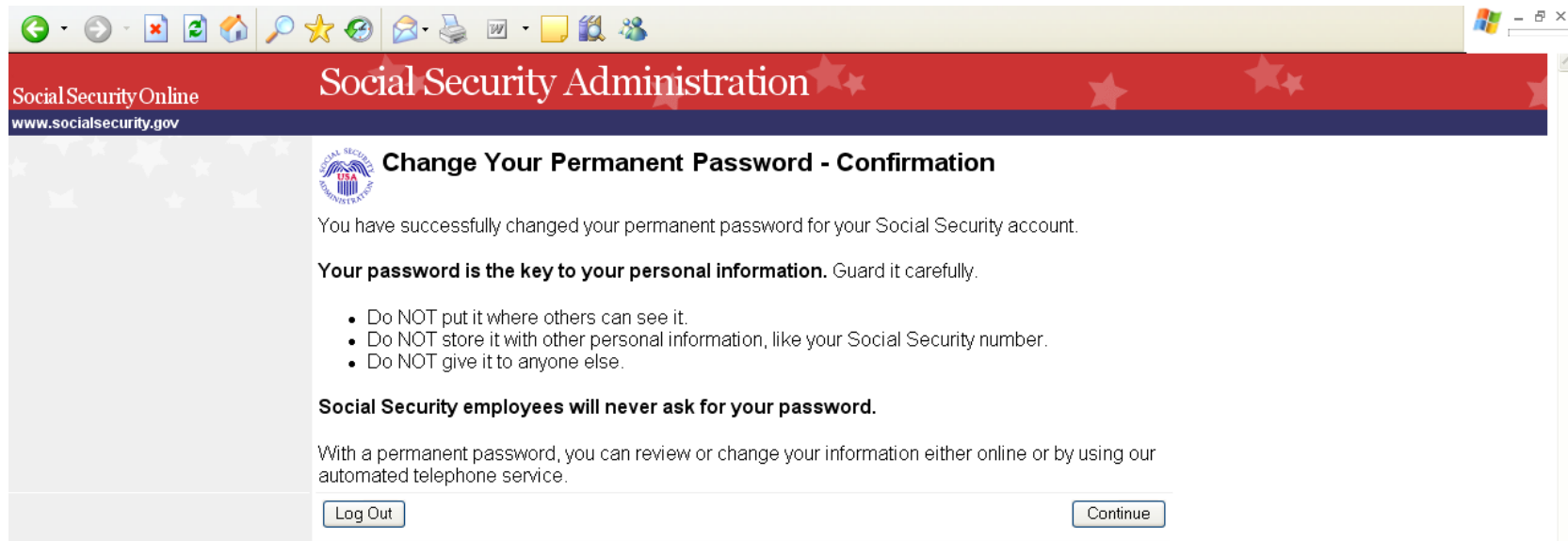
- telephone number,
- birthday or your child's birthday,
- license plate number, or
- street address number or zip code.

Enter your current permanent password:

Enter your new permanent password:

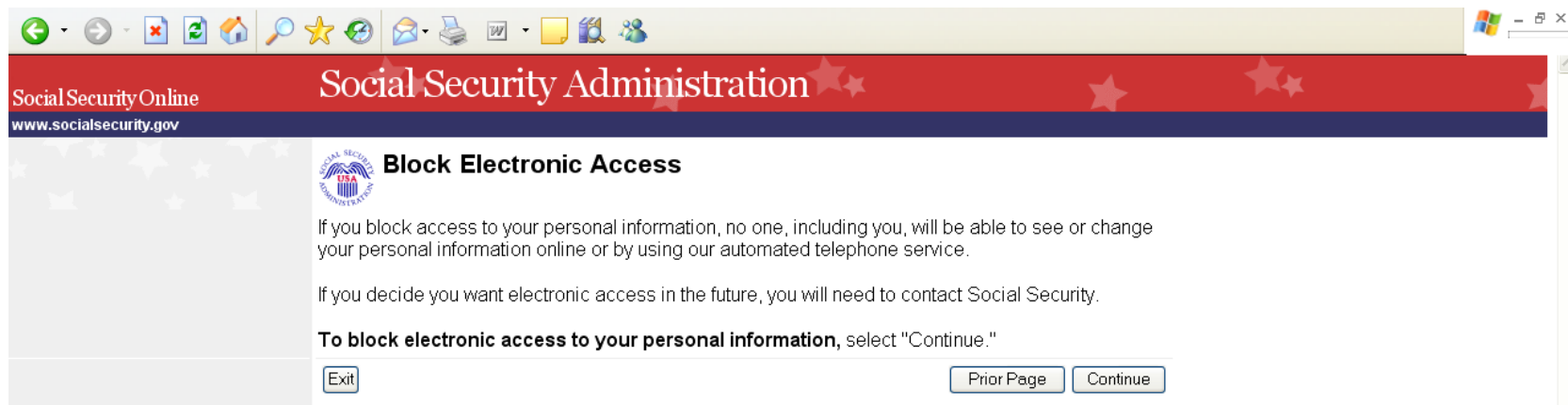
Enter your new permanent password again:

IPCP002 Change Your Permanent Password – Confirmation (protected-OTSO)



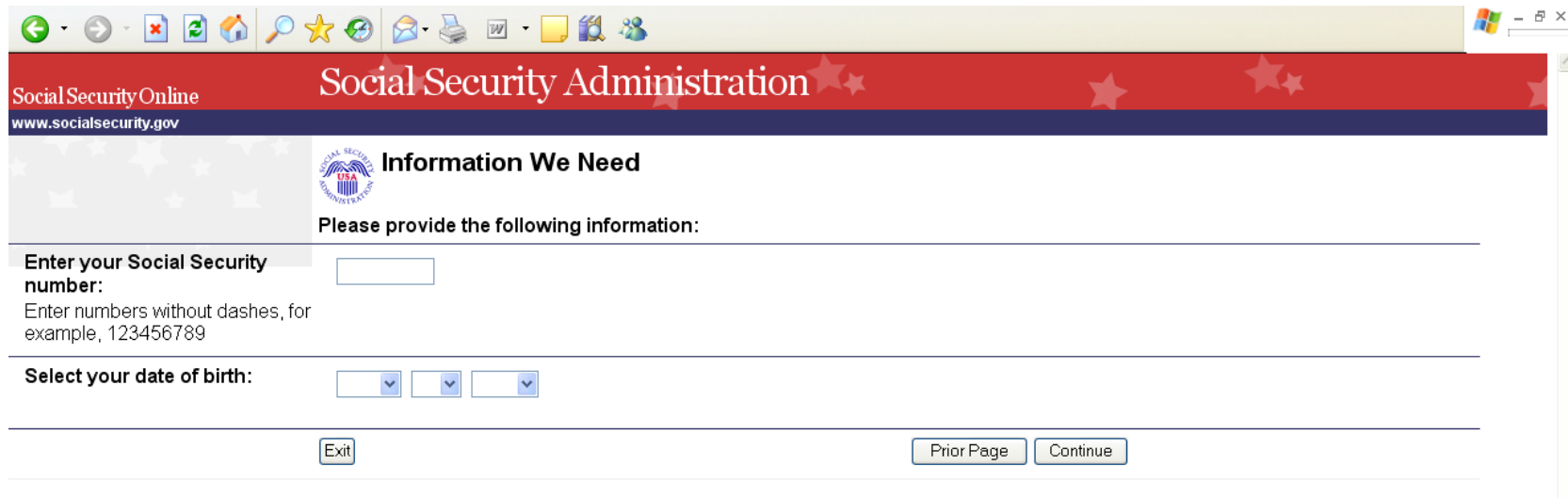
The screenshot shows a web browser window displaying the Social Security Administration's 'Change Your Permanent Password - Confirmation' page. The page header includes 'Social Security Online' and 'www.socialsecurity.gov'. The main content area features the SSA logo and the title 'Change Your Permanent Password - Confirmation'. Below the title, a message states: 'You have successfully changed your permanent password for your Social Security account.' This is followed by a warning: 'Your password is the key to your personal information. Guard it carefully.' A bulleted list provides instructions: 'Do NOT put it where others can see it.', 'Do NOT store it with other personal information, like your Social Security number.', and 'Do NOT give it to anyone else.' A bold statement reads: 'Social Security employees will never ask for your password.' Below this, a note says: 'With a permanent password, you can review or change your information either online or by using our automated telephone service.' At the bottom of the page, there are two buttons: 'Log Out' and 'Continue'.

IPBA001 Block Electronic Access (unprotected)



The screenshot shows a web browser window displaying the Social Security Administration's 'Block Electronic Access' page. The page header includes 'Social Security Online' and 'www.socialsecurity.gov'. The main content area features the SSA logo and the title 'Block Electronic Access'. Below the title, a message states: 'If you block access to your personal information, no one, including you, will be able to see or change your personal information online or by using our automated telephone service.' This is followed by another message: 'If you decide you want electronic access in the future, you will need to contact Social Security.' A bold instruction reads: 'To block electronic access to your personal information, select "Continue."' At the bottom of the page, there are three buttons: 'Exit', 'Prior Page', and 'Continue'.

ACU004 Generic KBA Tier 1 – Information We Need (unprotected-OTSO)



Social Security Online
www.socialsecurity.gov

Social Security Administration

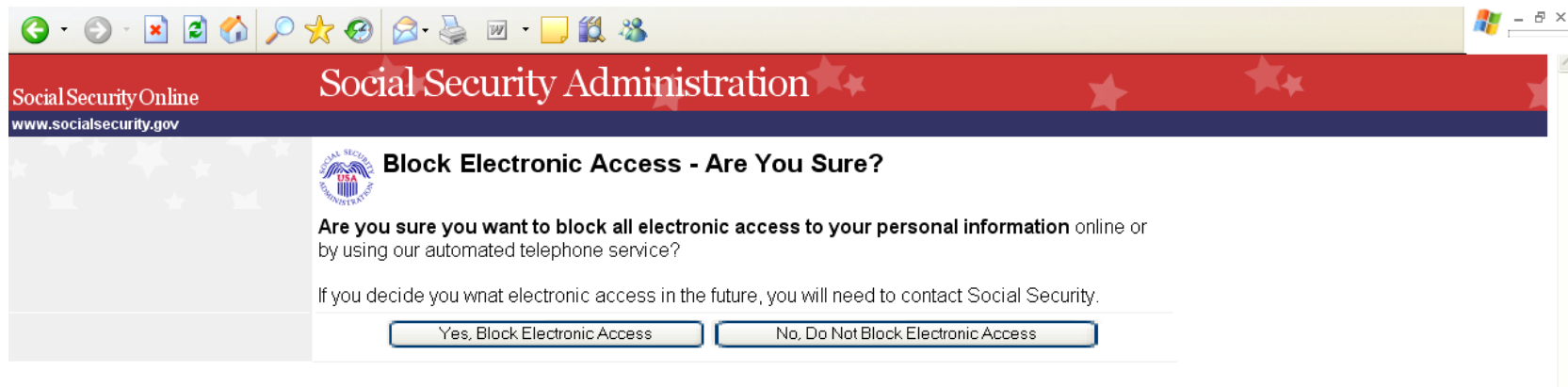
Information We Need

Please provide the following information:

Enter your Social Security number:
Enter numbers without dashes, for example, 123456789

Select your date of birth:

IPBA002 Block Electronic Access – Are You Sure? (protected)



Social Security Online
www.socialsecurity.gov

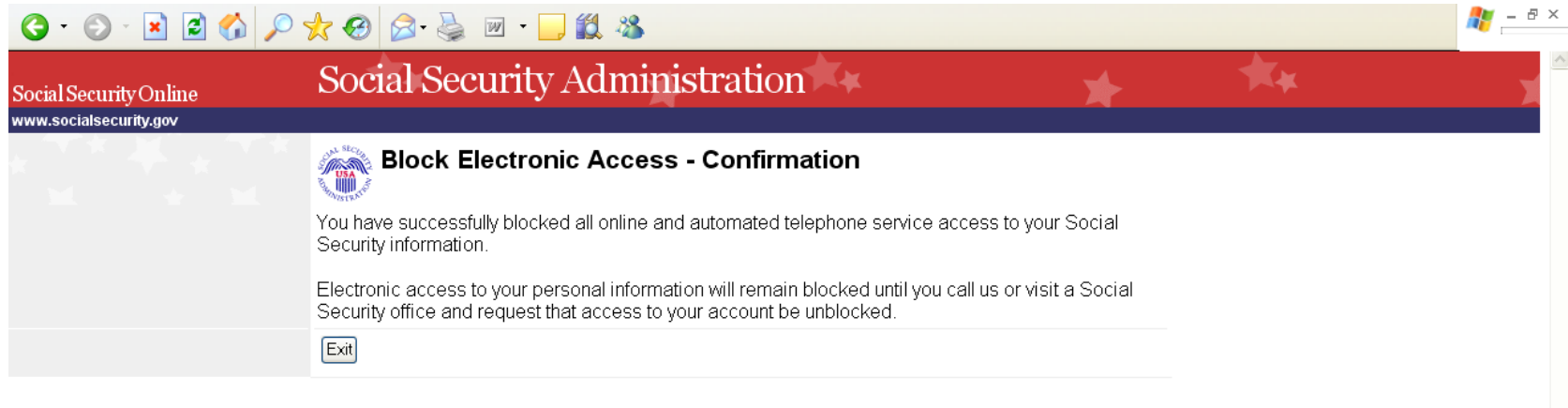
Social Security Administration

Block Electronic Access - Are You Sure?

Are you sure you want to block all electronic access to your personal information online or by using our automated telephone service?

If you decide you want electronic access in the future, you will need to contact Social Security.

IPBA003 Block Electronic Access – Confirmation (protected)



PW015 Password Services Exit Survey (unprotected)

Social SecurityOnline
www.socialsecurity.gov

Social Security Administration



Password Services Exit Survey

We're sorry you decided not to complete your online request using our Password Services today. We'd like to understand why so we can improve this service in the future. Please take a minute to read our survey below and answer all the questions that apply. If you prefer, you can skip this survey and continue on to other tasks.

[Prior Page](#)

[Skip Survey and Continue](#)

Did you understand the temporary PRC and permanent password process?

Yes No

Did you have the information needed to complete your request?

Yes No

Were the questions hard to fill out?

Yes No

Were the instructions or questions clear?

Yes No

Do you still plan to get a password?

Yes No

Feedback

If you answered "No" to any of these questions and need to tell us more, please enter your [feedback](#) and share your thoughts.

Thank you for responding!

[Submit](#)

Privacy Act

The Privacy Act requires us to notify you that we are authorized to collect this information by section 702 of the Social Security Act. You do not have to provide the information requested. However, the data you provide will allow the Social Security Administration to improve our web site design and better serve you in the future. This survey is completely anonymous.

Paperwork Reduction Act

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate that it will take

PW015 Password Services Exit Survey (unprotected) Cont'd.

Were the instructions or questions clear? Yes No

Do you still plan to get a password? Yes No

Feedback

If you answered "No" to any of these questions and need to tell us more, please enter your [feedback](#) and share your thoughts.

Thank you for responding!

Privacy Act

The Privacy Act requires us to notify you that we are authorized to collect this information by section 702 of the Social Security Act. You do not have to provide the information requested. However, the data you provide will allow the Social Security Administration to improve our web site design and better serve you in the future. This survey is completely anonymous.

Paperwork Reduction Act

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate that it will take about 3 minutes to read the instructions, gather the facts, and answer the questions. *You may send comments on our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401. Send only comments relating to our time estimate to this address, not the completed form.*

The OMB control number for this password services application is xxx-xxxx, expiration date xx/xx/200x.

Additional Information


If you need additional information, we can help you.

- You can call us at **1-866-772-5707**, Monday through Friday between 7 a.m. and 5 p.m. EST.
- You can visit your local Social Security Office. You can get directions and a map to your local Social Security Office by visiting the [Field Office Locator](#).
- If you are outside of the United States, contact your nearest Social Security office, U.S. Embassy or consulate, or the Veterans Affairs Regional Office (VARO) in the Philippines.

PW016 Password Services Survey (protected)

Social Security Online
www.socialsecurity.gov

Social Security Administration

 **Password Services Survey**

We would like to know what you think of this online service. Please take a minute and complete our survey below. If you prefer, you can skip this survey and continue on to other tasks.

Was it easy to find our password services? Yes No

Was it easy to understand what information you needed to provide? Yes No

Were the instructions easy to understand? Yes No

Did we tell you everything you needed to know about how to get a password? Yes No

Was it easy to use our password services? Yes No

Will you continue doing business with us online based on your experience today? Yes No

Feedback If you answered "No" to any of these questions and need to tell us more, please enter your [feedback](#) and share your thoughts.

Thank you for responding!

Privacy Act The Privacy Act requires us to notify you that we are authorized to collect this information by section 702 of the Social Security Act. You do not have to provide the information requested. However, the data you provide will allow the Social Security Administration to improve our web site design and better serve you in the future. This survey is completely anonymous.

Paperwork Reduction Act This information collection meets the clearance requirements of 44 U.S.C. § 3507 as amended by

PW016 Password Services Survey (protected) Cont'd

Was it easy to user our password services? Yes No

Will you continue doing business with us online based on your experience today? Yes No

Feedback

If you answered "No" to any of these questions and need to tell us more, please enter your [feedback](#) and share your thoughts.

Thank you for responding!

Privacy Act

The Privacy Act requires us to notify you that we are authorized to collect this information by section 702 of the Social Security Act. You do not have to provide the information requested. However, the data you provide will allow the Social Security Administration to improve our web site design and better serve you in the future. This survey is completely anonymous.

Paperwork Reduction Act

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate that it will take about 3 minutes to read the instructions, gather the facts, and answer the questions. *You may send comments on our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401. Send only comments relating to our time estimate to this address, not the completed form.*

The OMB control number for this password services application is xxx-xxxx, expiration date xx/xx/200x.

Additional Information

If you need additional information, we can help you.

- You can call us at **1-866-772-5707**, Monday through Friday between 7 a.m. and 5 p.m. EST.
- You can visit your local Social Security Office. You can get directions and a map to your local Social Security Office by visiting the [Field Office Locator](#).
- If you are outside of the United States, contact your nearest Social Security office, U.S. Embassy or consulate, or the Veterans Affairs Regional Office (VARO) in the Philippines.

PW017 Block Electronic Access Exit Survey (unprotected)

Block Electronic Access Exit Survey

We're sorry you decided not to complete your online request today. We'd like to understand why so we can improve this service in the future. Please take a minute to read our survey below and answer all the questions that apply. If you prefer, you can skip this survey and continue on to other tasks.

[Prior Page](#) [Skip Survey and Continue](#)

- Did you understand the Block Electronic Access process? Yes No
- Did you have the information needed to complete your request? Yes No
- Were the questions hard to answer? Yes No
- Were the instructions or questions clear? Yes No
- Do you still plan to block electronic access to your personal information? Yes No

Feedback
If you answered "No" to any of these questions and need to tell us more, please enter your [feedback](#) and share your thoughts. Additionally, please tell us what you were trying to do before you decided to leave and explain why you left.

Thank you for responding!

[Submit](#)

Privacy Act
The Privacy Act requires us to notify you that we are authorized to collect this information by section 702 of the Social Security Act. You do not have to provide the information requested. However, the data you provide will allow the Social Security Administration to improve our web site design and better serve you in the future. This survey is completely anonymous.

Paperwork Reduction Act
This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate that it will take

PW017 Block Electronic Access Exit Survey (unprotected) Cont'd

Do you still plan to block electronic access to your personal information?

Yes No

Feedback

If you answered "No" to any of these questions and need to tell us more, please enter your [feedback](#) and share your thoughts. Additionally, please tell us what you were trying to do before you decided to leave and explain why you left.

Thank you for responding!

Submit

Privacy Act

The Privacy Act requires us to notify you that we are authorized to collect this information by section 702 of the Social Security Act. You do not have to provide the information requested. However, the data you provide will allow the Social Security Administration to improve our web site design and better serve you in the future. This survey is completely anonymous.

Paperwork Reduction Act

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate that it will take about 3 minutes to read the instructions, gather the facts, and answer the questions. *You may send comments on our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401. Send only comments relating to our time estimate to this address, not the completed form.*

The OMB control number for this password services application is xxx-xxxx, expiration date xx/xx/200x.

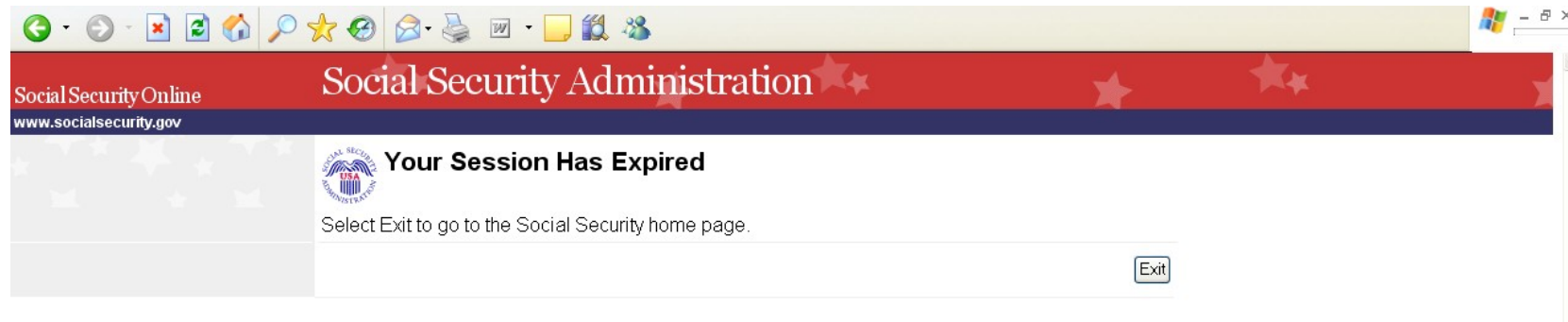
Additional Information

If you need additional information, we can help you.

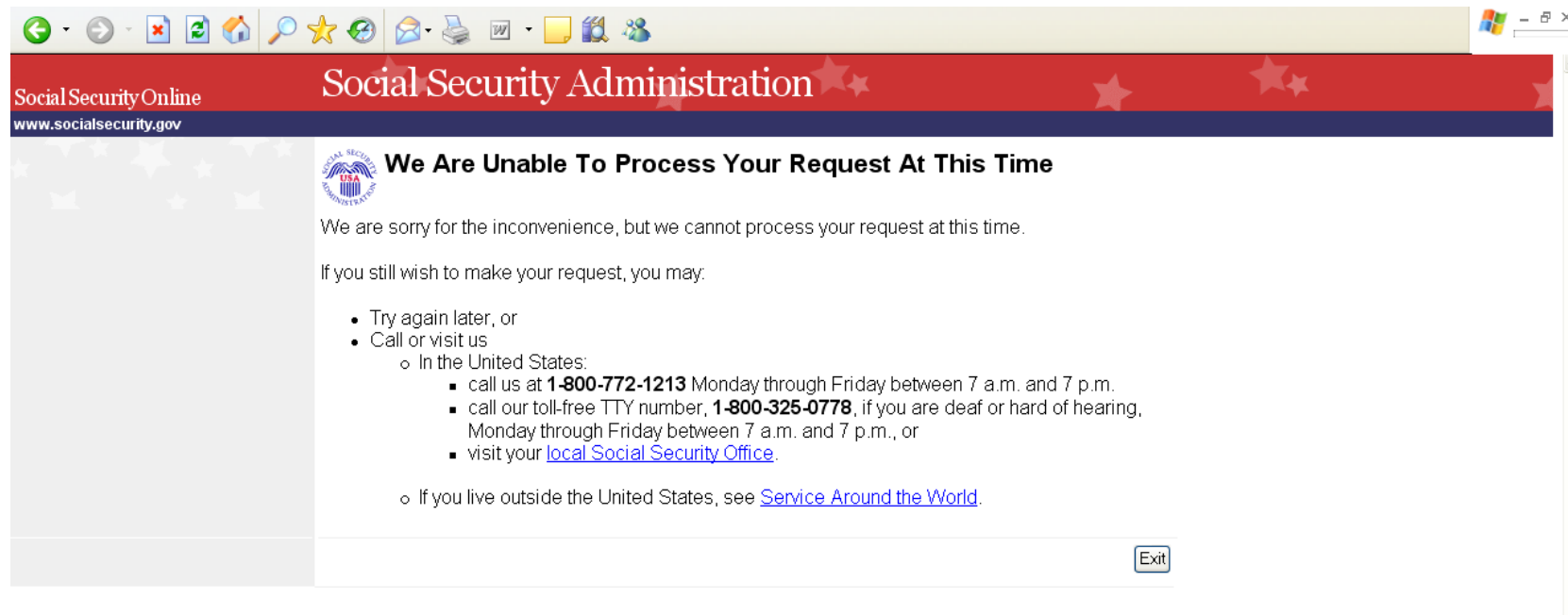
- You can call us at **1-866-772-5707**, Monday through Friday between 7 a.m. and 5 p.m. EST.
- You can visit your local Social Security Office. You can get directions and a map to your local Social Security Office by visiting the [Field Office Locator](#).
- If you are outside of the United States, contact your nearest Social Security office, U.S. Embassy or consulate, or the Veterans Affairs Regional Office (VARO) in the Philippines.

Submit

MSG025 Your Session Has Expired



MSG027 We Are Unable To Process Your Request At This Time



MSG028 This Service Is Not Available At This Time

Social Security Online
www.socialsecurity.gov

Social Security Administration

 **This Service Is Not Available At This Time**

We are sorry for the inconvenience, but we cannot process your request at this time.

This service is available during the following hours (Eastern Time):

- Monday through Friday: 3:00 AM - 2:00 AM
- Saturday: 5:00 AM - 11:00 PM
- Sunday: 7:00 AM - 11: PM
- Holidays: 3:00 AM - 2:00 AM

If you need immediate assistance:

You may call us at **1-800-772-1213**:

Monday through Friday: 7:00 AM - 7:00 PM

If you are deaf or hard-of-hearing, call our toll-free TTY number,

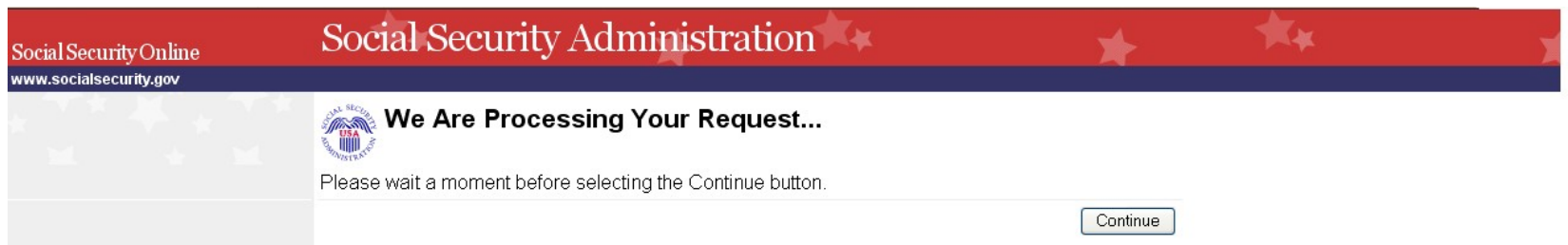
1-800-325-0778:

Monday through Friday: 7:00AM - 7:00 PM

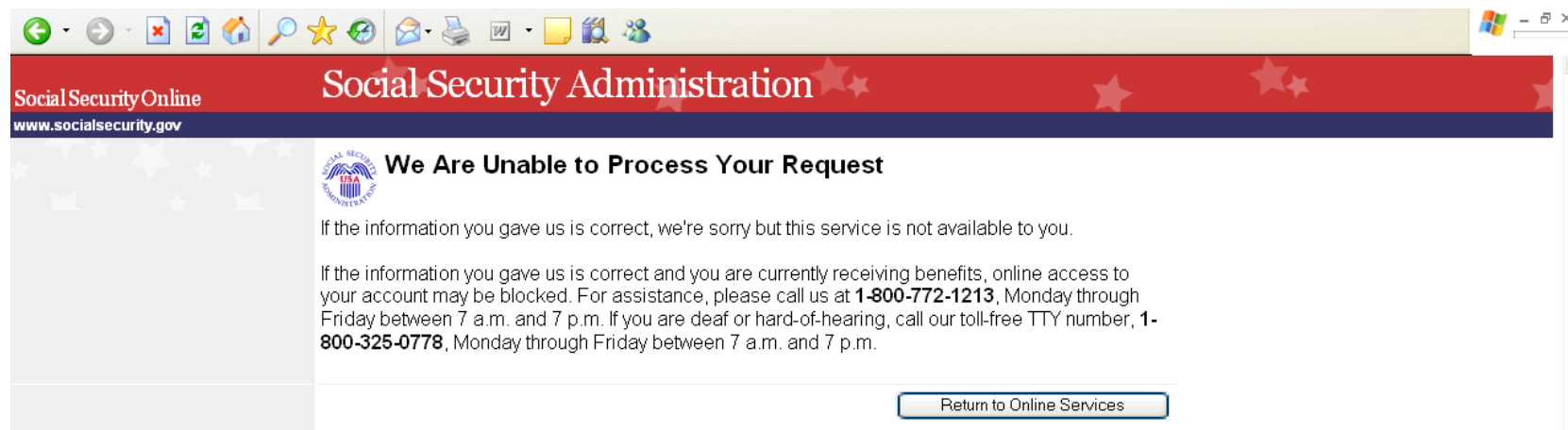
[Return to Online Services](#)

 [Privacy Policy](#) | [Website Policies & Other Important Information](#) | [Site Map](#) [Need Larger Text?](#)

MSG030 We Are Processing Your Request...



MSG037 We Are Unable to Process Your Request



MSG062 Information We Need

The screenshot shows a web browser window displaying the Social Security Administration website. The browser's address bar shows the URL www.socialsecurity.gov. The page header features the Social Security Administration logo and the text "Social Security Administration" and "Social Security Online". The main content area displays a message titled "Information We Need" with a yellow warning icon. The message reads: "Attention: We cannot match the information that you provided. We are sorry for the inconvenience, but we cannot match the information you have provided with our records. Please review the information you have sent us, make any corrections necessary, and resubmit your request. If the information you have provided is correct, then it may be necessary to correct your Social Security record. Please call 1-800-772-1213 or contact your local Social Security office." At the bottom of the message, there are three buttons: "Exit", "Prior Page", and "Continue".

MSG063 Information We Need

The screenshot shows a web browser window displaying the Social Security Administration website. The browser's address bar shows the URL www.socialsecurity.gov. The page header features the Social Security Administration logo and the text "Social Security Administration" and "Social Security Online". The main content area displays a message titled "Information We Need" with a yellow warning icon. The message reads: "Attention: We cannot match the information that you provided. Several attempts to match your information with our records have been unsuccessful. Please review the information you have sent us, make any corrections necessary, and resubmit your request. If the information you have provided is correct, then it may be necessary to correct your Social Security record. Please call 1-800-772-1213 or contact your local Social Security office." At the bottom of the message, there are three buttons: "Exit", "Prior Page", and "Continue".

MSG064 Your Electronic Access Has Been Suspended



Your Electronic Access Has Been Suspended

We tried three times to match the information you provided with our records, but they do not match. Your electronic access has been suspended. Please contact Social Security and speak with a representative.

This does not affect your benefits.

If you need immediate assistance:

You may call us at **1-800-772-1213:**

Monday through Friday, 7:00 AM - 7:00 PM

If you are deaf or hard-of-hearing, call our toll-free TTY number,

1-800-325-0778:

Monday through Friday, 7:00AM - 7:00 PM

[Return to Online Services](#)

MSG065 Your Electronic Access Has Been Suspended

Social Security Online
www.socialsecurity.gov

Social Security Administration

 **Your Electronic Access Has Been Suspended**

We are sorry for the inconvenience but we are unable to process your request.

This does not affect your benefits.


For assistance, please call us at **1-800-772-1213**, Monday through Friday between 7 a.m. and 7 p.m. If you are deaf or hard-of-hearing, call our toll-free TTY number, **1-800-325-0778**, Monday through Friday between 7 a.m. and 7 p.m.

[Return to Online Services](#)

MSG066 You Are Logged Out


Social Security Online
www.socialsecurity.gov

Social Security Administration

 **You Are Logged Out**

For your security, please close all Internet windows before leaving your computer.


[Return to Online Services](#)

 [Privacy Policy](#) | [Website Policies & Other Important Information](#) | [Site Map](#) [Need Larger Text?](#)

MSG100 Your PRC Has Been Mailed

Social Security Online
www.socialsecurity.gov

Social Security Administration

 **Your PRC Has Been Mailed**

Your temporary Password Request Code (PRC) has been mailed.

It could take as long as 15 days to receive your PRC in the mail after you:

- Request a temporary Password Request Code (PRC), or
- Receive your benefit award notice (if you said yes when asked about getting a password).


Please wait at least 15 days and return when you received your PRC letter.
For assistance, please call us at **1-800-772-1213**, Monday through Friday between 7 a.m. and 7 p.m. If you are deaf or hard-of-hearing, call our toll-free TTY number, **1-800-325-0778**, Monday through Friday between 7 a.m. and 7 p.m.

[Return to Online Services](#)

MSG101 Your Permanent Password Has Already Been Created

Social Security Online
www.socialsecurity.gov

Social Security Administration

 **Your Permanent Password Has Already Been Created**

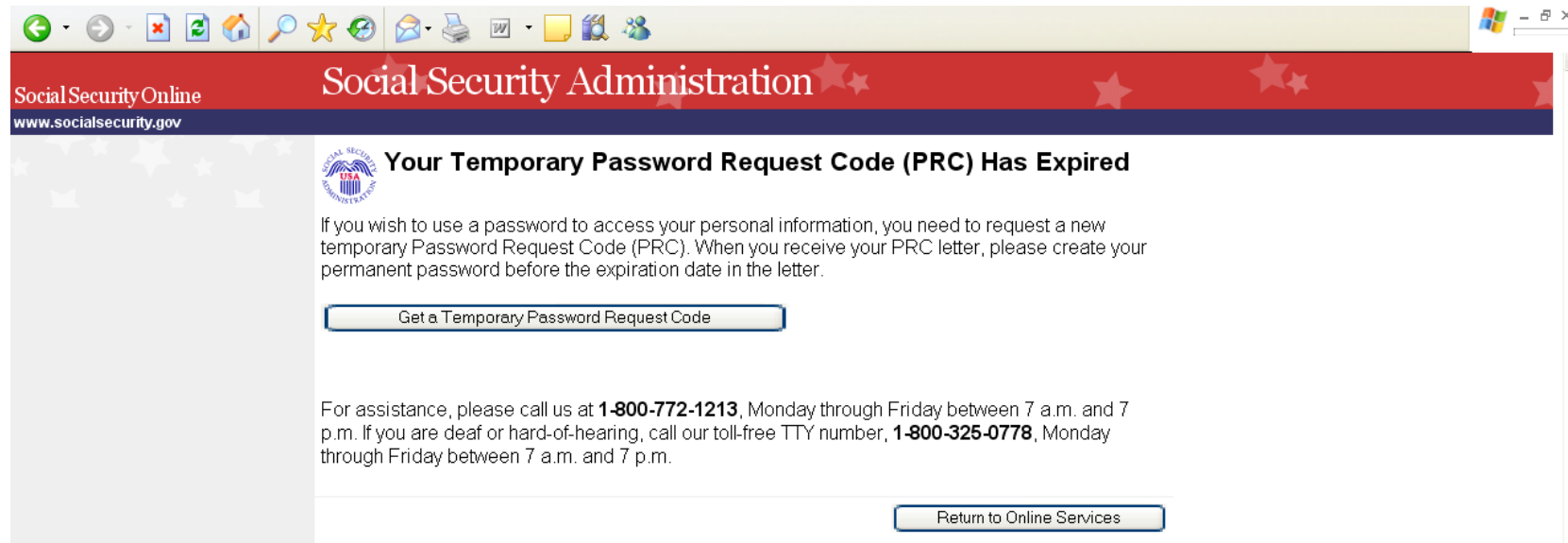
We already have a password on file for you to access your personal information. If you have lost or forgotten your password, you need to get a new temporary Password Request Code (PRC).

[Get a Temporary Password Request Code](#)

For assistance, please call us at **1-800-772-1213**, Monday through Friday between 7 a.m. and 7 p.m. If you are deaf or hard-of-hearing, call our toll-free TTY number, **1-800-325-0778**, Monday through Friday between 7 a.m. and 7 p.m.

[Return to Online Services](#)

MSG102 Your Permanent Password Request Code (PRC) Has Expired



The screenshot shows a web browser window displaying the Social Security Administration's website. The browser's address bar shows the URL www.socialsecurity.gov. The page header features the Social Security Administration logo and the text "Social Security Administration" and "Social Security Online". The main content area displays a message titled "Your Temporary Password Request Code (PRC) Has Expired". The message explains that a new PRC is needed to access personal information and provides a button to "Get a Temporary Password Request Code". Below this, contact information is provided: "For assistance, please call us at 1-800-772-1213, Monday through Friday between 7 a.m. and 7 p.m. If you are deaf or hard-of-hearing, call our toll-free TTY number, 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m." A button labeled "Return to Online Services" is located at the bottom right of the message area.

Social Security Online
www.socialsecurity.gov

Your Temporary Password Request Code (PRC) Has Expired

If you wish to use a password to access your personal information, you need to request a new temporary Password Request Code (PRC). When you receive your PRC letter, please create your permanent password before the expiration date in the letter.

[Get a Temporary Password Request Code](#)

For assistance, please call us at **1-800-772-1213**, Monday through Friday between 7 a.m. and 7 p.m. If you are deaf or hard-of-hearing, call our toll-free TTY number, **1-800-325-0778**, Monday through Friday between 7 a.m. and 7 p.m.

[Return to Online Services](#)

MSG103 You Have Not Requested A Temporary Password Request Code (PRC)

Social Security Online
www.socialsecurity.gov

Social Security Administration

You Have Not Requested A Temporary Password Request Code (PRC)

The Social Security Administration can issue you a permanent password to access, review or change your personal information either online or by using our automated telephone service.

Requesting and creating a permanent password involves a 3 step process.

Step 1: You need to get a temporary Password Request Code (PRC) which will be mailed to the address we have on record for you. Your PRC will be used to create a Permanent Password.

Step 2: Wait to receive your PRC letter in the mail. **It could take as long as 15 days to receive your PRC**, after you request it, or after you receive your benefit award notice (if you recently filed for benefits).

Step 3: **Create your permanent password** by providing additional information and using your PRC, which you received in the mail.

[Get a Temporary Password Request Code](#)

If you need immediate assistance:

You may call us at **1-800-772-1213:**

Monday through Friday: 7:00 AM - 7:00 PM

If you are deaf or hard-of-hearing, call our toll-free TTY number,

1-800-325-0778:

Monday through Friday: 7:00AM - 7:00 PM

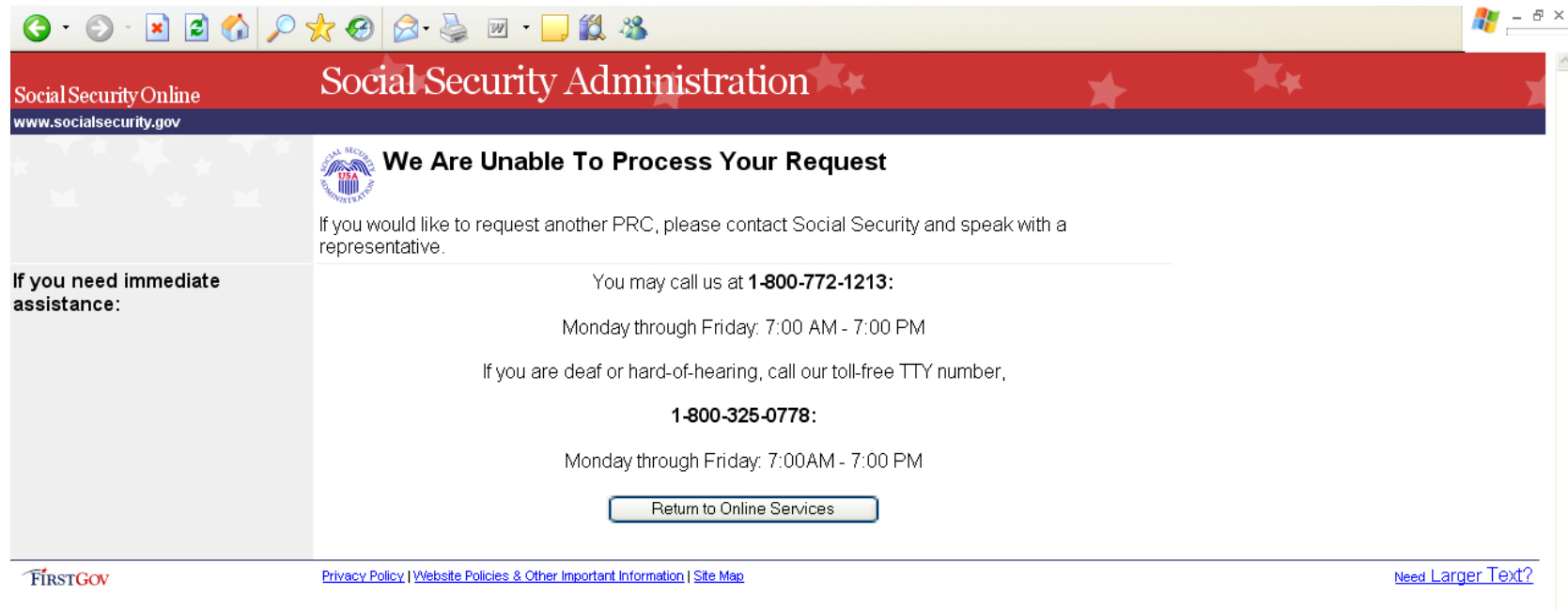
[Return to Online Services](#)

FIRSTGov

[Privacy Policy](#) | [Website Policies & Other Important Information](#) | [Site Map](#)

[Need Larger Text?](#)

MSG104 We Are Unable To Process Your Request



The screenshot shows a web browser window with the Social Security Administration website. The browser's address bar displays "www.socialsecurity.gov". The page header features the "Social Security Administration" logo and the text "Social Security Online". The main content area is titled "We Are Unable To Process Your Request" and includes the following text: "If you would like to request another PRC, please contact Social Security and speak with a representative." Below this, there are two phone numbers and their respective hours of operation: "1-800-772-1213" (Monday through Friday, 7:00 AM - 7:00 PM) and "1-800-325-0778" (Monday through Friday, 7:00AM - 7:00 PM). A button labeled "Return to Online Services" is located at the bottom of the main content area. The footer contains the "FIRSTGov" logo, a link to "Privacy Policy | Website Policies & Other Important Information | Site Map", and a link to "Need Larger Text?".

Social Security Online
www.socialsecurity.gov

Social Security Administration

We Are Unable To Process Your Request

If you would like to request another PRC, please contact Social Security and speak with a representative.

If you need immediate assistance:

You may call us at **1-800-772-1213:**
Monday through Friday, 7:00 AM - 7:00 PM

If you are deaf or hard-of-hearing, call our toll-free TTY number,
1-800-325-0778:
Monday through Friday, 7:00AM - 7:00 PM

[Return to Online Services](#)

FIRSTGov [Privacy Policy | Website Policies & Other Important Information | Site Map](#) [Need Larger Text?](#)