

Service Channeling Guide

Screen Shots

Screen Shot #1

The screenshot displays the Social Security Administration's official website. At the top, the header includes the '75 YEARS' anniversary logo, the text 'SOCIAL SECURITY ONLINE', and 'THE OFFICIAL WEBSITE OF THE U.S. SOCIAL SECURITY ADMINISTRATION'. A search bar is located on the right side of the header. Below the header is a navigation menu with tabs for Retirement, Survivors, Disability, Supplemental Security Income (SSI), and Medicare. The main content area is divided into several sections: a left sidebar with links for 'What You Can Do Online' (including application status, business services, earnings statements, retirement benefits, and forms), a central video player featuring a woman with the text 'Watch a brief video about our website (less than two minutes)', and a 'SELECT BELOW TO APPLY FOR:' section with buttons for Retirement/Medicare, Disability Benefits, and Social Security Card. To the right of the video are two smaller promotional images for 'Retire Online' (Patty Duke) and 'It's easier than ever to save on your prescription costs' (Chubby Checker). Further right are sections for 'Receive updates by email', 'HAVE A QUESTION? Find An Answer HERE', 'INFORMATION FOR...' (with a dropdown menu), 'OTHER USEFUL LINKS' (with a dropdown menu and 'Webinars' link), and 'NEWS' (listing various recent announcements). The footer contains links for 'OPEN GOVERNMENT', 'Benefits.gov', 'ELECTRONIC RECORDS EXPRESS', and 'MYMONEY.GOV', along with a privacy policy and site map. The date and time 'Thursday Aug 05, 2010 09:38:54' are also visible.

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Screen Shot #2

The screenshot shows the Social Security Administration's official website. At the top left is the 75th Anniversary logo. The main header reads "SOCIAL SECURITY ONLINE" and "THE OFFICIAL WEBSITE OF THE U.S. SOCIAL SECURITY ADMINISTRATION". On the top right, there are links for "Need Larger Text?", "Español", "Other Languages", and "Contact Us", along with a search bar. A navigation bar below the header contains tabs for "Retirement", "Survivors", "Disability", "Supplemental Security Income (SSI)", and "Medicare".

The main content area is divided into several sections:

- HOW CAN WE HELP YOU TODAY?**: Includes "Get Services" and "Explore Topics". Under "Get Services", there are links for: "Get a Social Security card", "Apply for benefits", "Estimate your benefits", "Change your Social Security records", "Get extra help with Medicare prescription drug costs", "Use services for businesses, governments, payees and third parties", and "Check the status of your application". A "MORE SERVICES" button is at the bottom.
- Select Below to Apply for:**: A central column with buttons for "Retirement/Medicare", "Disability Benefits", and "Social Security Card". Below these are two featured stories: "Retire Online It's so easy!" featuring Patty Duke and "It's easier than ever to save on your prescription costs" featuring Chubby Checker.
- Information For...**: A dropdown menu for "Choose Group" and a "GO" button.
- Other Useful Links**: A dropdown menu for "Choose Site" and a "GO" button.
- Webinars**: A section with a "Webinars" icon and text.
- News**: A list of recent news items, including "Share Your Personal Stories and Reflections to Help Social Security Celebrate 75 Years of Public Service", "Social Security Proposes Legislation to End Furloughs of Federally Paid State Disability Workers", "Isabella Reigns as New Queen of Baby Names - Takes Top Spot on Social Security's Most Popular Baby Names List", "Class Notice in American Council of the Blind Court Case", "Settlement in the Martinez Court Case", "Press Releases", and "Emergency Office Closings".
- Financial Responsibility**: Includes links for "Report Fraud, Waste or Abuse", "Reducing Improper Payments", and "Budget and Performance". There is also a link for the "Economic Recovery Act" with a corresponding icon.

At the bottom left, there is a "Receive updates by email" option with social media icons for YouTube, Twitter, and Facebook. The footer contains various policy links (Privacy Policy, Accessibility Policy, etc.), the "OPEN GOVERNMENT" logo, "Benefits.gov", "ELECTRONIC RECORDS EXPRESS", and "MYMONEY.GOV". The date and time are shown as "Thursday Aug 05, 2010 09:31:29 Last updated July 30, 2010 11:25 AM". The browser's address bar shows "Internet" and the zoom level is set to "100%".

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Screen Shots

Screen Shot #3

The screenshot displays the Social Security Administration's website interface. At the top, the header includes the "75 YEARS" anniversary logo, the text "SOCIAL SECURITY ONLINE", and "THE OFFICIAL WEBSITE OF THE U.S. SOCIAL SECURITY ADMINISTRATION". Navigation tabs for "Retirement", "Survivors", "Disability", "Supplemental Security Income (SSI)", and "Medicare" are visible. A search bar and a "Need Larger Text?" link are also present.

The main content area is divided into several sections:

- HOW CAN WE HELP YOU TODAY?**: Includes "Get Services" and "Explore Topics" tabs. Under "Explore Topics", there is a list of links: "Social Security numbers and cards", "Benefits", "Appealing a decision", "Helping someone else", "Work and earnings", "Forms and publications", "Your Social Security Statement", and "Careers with Social Security". A "MORE TOPICS" button is located below this list.
- Select Below to Apply for:**: A vertical menu with buttons for "Retirement/Medicare", "Disability Benefits", and "Social Security Card".
- Retire Online**: A promotional banner for "PATTY DUKE" with the text "It's so easy!".
- Chubby Checker**: A promotional banner with the text "It's easier than ever to save on your prescription costs" and "It's easier than ever to save on your prescription costs - Chubby Checker".
- SOCIAL SECURITY CELEBRATES 75 YEARS Of Public Service**: A large banner with the text "SHARE YOUR PERSONAL STORIES AND REFLECTIONS!".
- HAVE A QUESTION? Find An Answer HERE**: A section with a question mark icon and a "HERE" link.
- Information For...**: A section with a dropdown menu for "Choose Group" and a "GO" button.
- Other Useful Links**: A section with a dropdown menu for "Choose Site" and a "GO" button.
- Webinars**: A section with a "Webinars" icon and a link to "Share Your Personal Stories and Reflections to Help Social Security Celebrate 75 Years of Public Service".
- Financial Responsibility**: A section with links for "Report Fraud, Waste or Abuse", "Reducing Improper Payments", and "Budget and Performance".
- Economic Recovery Act**: A section with a link to the "Economic Recovery Act".
- Receive updates by email**: A section with a "Receive updates by email" button and social media icons for YouTube, Twitter, and Facebook.

The footer contains various links: "Privacy Policy", "Accessibility Policy", "About Us", "Website Policies & Other Important Information", "Site Map", "Our Program Rules", "No FEAR", "Budget, Performance & Financial Reports", "ExpectMore.gov", "Regulations.gov", "FOIA", and "This is a U.S. Government computer system subject to Federal law". It also includes the date "Thursday Aug 05, 2010 09:31:29 Last updated July 30, 2010 11:25 AM" and logos for "OPEN GOVERNMENT", "Benefits.gov", "ELECTRONIC RECORDS express", and "MYMONEY.GOV".

The browser address bar shows the URL "http://www.socialsecurity.gov/prescriptionhelp/" and the page is viewed in "Internet" mode at "100%" zoom.