Social Security Survey of Online Security

1. Information About You

Social Security currently offers a variety of online services. You can print forms, apply for retirement or disability benefits, get a retirement estimate, and more. If you receive benefits, you can change your information such as your address and direct deposit account. As we offer more online services to you, we want to make sure that we protect your personal information. Your responses to this survey will help us find new ways to protect your information while you do online business with us.

Are you currently receiving or have you been approved to receive Social Security benefits?

- Yes
- No

Please provide your age.

- 30 or under
- 31 - 40
- 41 - 50
- 51 - 60
- 61 or older

Please provide the state or territory where you live.

State: -- select state --

Please provide the highest level of education completed.

- Not a high school graduate
- High school graduate or GED
- Trade/technical/vocational school graduate
- Some college
- College graduate
- Graduate degree or postgraduate training

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How do you access the Internet most of the time to do personal business?

○ I use a personal desktop computer or laptop at home

○ I use a desktop computer or laptop at work

○ I use a public desktop computer or laptop at Internet cafés, libraries, schools, etc.

○ I use a "wireless" handheld device such as a smartphone like Android, Blackberry, or iPhone or a tablet like the iPad

How often do you do the following online activities? The options are: 1-At least once a week, 2-At least once a month, 3-Less than once a month, 4-Never.

	At least once a week	At least once a month	Less than once a month	Never
Send email	○	○	○	○
Look for information online	○	○	○	○
Make purchases online	○	○	○	○
Bank online	○	○	○	○
Pay bills online	○	○	○	○
Instant Message or chat	○	○	○	○
Use social networking sites like Facebook, Twitter, Linkedin, MySpace, etc.	○	○	○	○

How often do you do business online that involves your finances or sensitive information such as your Social Security number or medical history?

○ At least once a week

○ At least once a month

○ Less than once a month

○ Never

How confident are you that your personal information is secure when doing the following activities online? The options are: 1-Very confident, 2-Somewhat confident, 3-Not very confident, 4-Not at all confident, 5-Does not apply.

	Very confident	Somewhat confident	Not very confident	Not at all confident	Does not apply
Send email	○	○	○	○	○
Look for information online	○	○	○	○	○
Make purchases online	○	○	○	○	○
Bank online	○	○	○	○	○
Pay bills online	○	○	○	○	○
Instant Message or chat	○	○	○	○	○
Use social networking sites like Facebook, Twitter, Linkedin, MySpace, etc.	○	○	○	○	○

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Social Security Survey of Online Security
3. Your Online Business with Social Security

Have you ever done online business with Social Security?

○ Yes

○ No

○ I don't remember

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Social Security Survey of Online Security
4. Your Online Business with Social Security

What type of online business did you do with Social Security? Check all that apply.

☐ Browse for general information or download a form. (For example, research Social Security services and programs, download a form to get a replacement Social Security card)

☐ Access your personal information. (For example, check your benefits, get an estimate of retirement benefits)

☐ Submit personal information to Social Security. (For example, apply for benefits, change your address or direct deposit)

☐ I don't remember

How confident are you that your personal information is secure when you do online business with Social Security?

○ Very confident

○ Somewhat confident

○ Not very confident

○ Not at all confident

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Social Security Survey of Online Security
5. Your Online Business with Other Government Agencies

Have you ever done online business with a government agency other than Social Security?

○ Yes

○ No

○ I don't remember

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What type of online business did you do with these government agencies? Check all that apply.

☐ Browse for general information or download forms. (For example, research government services or programs, download government forms)

☐ Access your personal information. (For example, review your driving record, check the status of your tax refund)

☐ Submit personal information. (For example, file a tax return, apply for a government loan, pay a fine such as a parking ticket)

☐ I don't remember

How confident are you that your personal information is secure when you do online business with these other government agencies?

○ Very confident

○ Somewhat confident

○ Not very confident

○ Not at all confident

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Do concerns about online security ever prevent you from starting or completing online business?

○ Yes

○ No

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Social Security Survey of Online Security

What are your concerns? Check all that apply.

☐ I was concerned that my personal information would not be stored securely

☐ I was concerned that my personal information would be shared without my knowledge

☐ I was concerned that my personal computer was not secure

☐ I was concerned that the website was fraudulent

☐ The process was too complicated

☐ Other (please specify)

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What types of security software, if any, do you use on your own computer? Check all that apply.

☐ Anti-virus (McAfee, Norton, Microsoft Security Essentials, etc.)

☐ Anti-spyware (Microsoft Security Essentials, Spybot S&D, Ad-Aware, Malwarebytes, Anti-Malware, etc.)

☐ Personal firewall (Windows Firewall, ZoneAlarm, etc.)

☐ I don't know what security software is on my computer

☐ I don't use security software on my computer

☐ Other (please specify)

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Do you do any of the following to protect your personal information online? Check all that apply.

☐ I change my passwords frequently

☐ I use a different password for every website I log in to

☐ I do not respond to unsolicited emails

☐ I check my credit report to identify any unauthorized activity

☐ I subscribe to an identity monitoring or identity protection service

☐ None of the above

☐ I do something else to protect my personal information online (please specify)

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Websites use a variety of security features to protect people doing business online. Social Security would like to know how willing you are to use these different features.

Feature 1 - When you create an account, you would be asked to choose several questions and provide your own personal answers to these questions. (For example, what is the name of your first pet or what is the color of your first car.) Your answers would be stored and used later to verify your identity.

How willing would you be to use this feature?

- ◯ Very willing
- ◯ Somewhat willing
- ◯ Not very willing
- ◯ Not at all willing
- ◯ I don't know enough about this

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Feature 2 - Each time you want to log in to your account, you would have to enter a new code. This code would be sent to you as a text message on your cell phone.

How willing would you be to use this feature?

- ◯ Very willing
- ◯ Somewhat willing
- ◯ Not very willing
- ◯ Not at all willing
- ◯ I don't know enough about this

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Feature 3 - You would be issued a small portable device that gives you a new code to enter each time you want to log in to your account. Some of these devices flash the new code on their display screen after you press a button while others flash the new code based on a timer. Refer to the image at the right of this page for examples.

How willing would you be to use this feature?

- Very willing
- Somewhat willing
- Not very willing
- Not at all willing
- I don't know enough about this

Examples of portable code devices.

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Feature 4 - For this security feature the website remembers the computers you normally use. If you try to log in to your account and the website does not recognize your computer, it will ask for more information to make sure it's you.

How willing would you be to use this feature?

- Very willing
- Somewhat willing
- Not very willing
- Not at all willing
- I don't know enough about this

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Feature 5 - When you create an account, you would be asked a series of multiple choice questions about your personal information. These questions come from and are verified by a company that Social Security uses to verify your identity.

How willing would you be to use this feature?

- ⚪ Very willing
- ⚪ Somewhat willing
- ⚪ Not very willing
- ⚪ Not at all willing
- ⚪ I don't know enough about this

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Social Security Survey of Online Security

Thank you for completing our survey! Your opinions are important to us.

If you have any questions regarding this survey or any other Social Security business/information, please call Social Security's toll-free information line at 1-800-772-1213 or visit our website at www.socialsecurity.gov.

[Done]

Social Security
The Official Website of the U.S. Social Security Administration

Contact Us ▼   Text Size ▼

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TOP SERVICES

Get or replace a Social Security card

Apply for retirement benefits

Apply for disability benefits

Apply for Medicare

Apply for other benefits

Estimate your retirement benefits

Get extra help with Medicare prescription drug costs

Learn what you can do online

Check the status of your application

Services for people currently receiving benefits

Get a form

Get a publication

Appeal a disability decision

Services for the homeless, representative payees, governments, financial planners, human resource professionals & third parties

Research popular baby names

Find a Social Security office

A new "twist" in the law makes it easier than ever to save on your Medicare prescription drug plan costs

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Careers with Social Security

History of Social Security

Reducing Improper Payments

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NEWS

- George Takei and Patty Duke Join Forces to Tell Americans to *Boldly Go* to www.socialsecurity.gov
- Social Security Holds Compassionate Allowances Hearing on Autoimmune Diseases
- Commissioner Astrue's Statement on the President's Fiscal Year 2012 Budget Request

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