

Intranet (CSR) Screens

Client Authentication Screen

The screenshot shows a Windows Internet Explorer browser window displaying a client authentication form. The browser's address bar shows the file path: V:\OSSES\NonAeDibProjects\SNO\Requirements\Screen_Mockups\Csr020.html. The page title is "Special Notice Option | Authenticate a Client". The form is titled "Authenticate a Client" and is part of the "Special Notice Option" section of the Social Security Online website. The form includes the following fields and labels:

- *Social Security Number (SSN)**: A single-line text input field.
- *Date of Birth**: A single-line text input field with the format *mm/dd/yyyy* below it.
- *Name**: Four single-line text input fields for *First*, *Middle*, *Last*, and *Suffix*.
- Other Last Name**: A single-line text input field.

At the bottom of the form, there are two buttons: "Cancel" on the left and "Next >" on the right. The browser's status bar at the bottom shows "Done" and "Local intranet" with a zoom level of 100%.

Special Notice Option Selection Screen (No Pending Other Accommodation)

The screenshot shows a web browser window displaying the 'Special Notice Option' selection screen. The page header includes the Social Security Online logo and the title 'Special Notice Option'. The client's name and Social Security number are displayed at the top. Below this, there is a 'Select Option' section with a 'Client History' table. The table lists five rows of accommodation history with columns for Effective Date, Option Selection, Telephone Number, and Selected By. Below the table, a message states 'This client has 3 Other Accommodation Requests' with a button to 'View Other Accommodation Requests'. The 'Primary Phone Number' section has radio buttons for 'United States' (selected) and 'International', followed by input fields for 'Include Area Code', 'Number', and 'Extension'. There are two dropdown menus: one for selecting how the client would like to receive notices from Social Security in the future, and another for how the information was received. The 'Additional Information' section includes a label for email confirmation and two input fields. At the bottom, there are 'Start Another', 'Cancel', and 'Next >' buttons.

Special Notice Option | Select Option - Windows Internet Explorer
\\s34cab3\Data\OSES\NonAeDibProjects\ISNO_June2010\Requirements\Screen_Mockups\Csr030_No_Pending.html
Special Notice Option | Select Option
Social Security Online
www.socialsecurity.gov
Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Select Option

Client History

Effective Date	Option Selection	Telephone Number	Selected By
12/10/2009	Certified Mail		Internet
12/09/2009	Braille	(410) 555-5555	WBDOC
12/09/2009	Braille		Field Office - MCS
12/09/2009	First Class Mail With Call	5432123456	Internet
12/04/2009	Certified Mail		National 800 Number - 800

This client has 3 Other Accommodation Requests.

[View Other Accommodation Requests](#)

Primary Phone Number

United States International

Include Area Code

Number Extension

*Please select how the client would like to receive notices from Social Security in the future.
Select One

The client requests an Other Accommodation. (More information will be entered on the next screen.)

*How did you receive this client's information?
Select Option

Additional Information:

If the client would like email confirmation, please provide the client's email address:

Confirm email address:

[Start Another](#) [Cancel](#) [Next >](#)

Done Local intranet | Protected Mode: Off 100%

Special Notice Option Selection Screen (Pending Other Accommodation)

Special Notice Option | Select Option - Windows Internet Explorer

\\s34cab3\Data\OSES\NonAeDibProjects\ISNO_June2010\Requirements\Screen_Mockups\Csr030.html

File Edit View Favorites Tools Help

Special Notice Option | Ad... Special Notice Option | ... x

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333


Select Option

Client History

Effective Date	Option Selection	Telephone Number	Selected By
12/10/2009	Certified Mail		Internet
12/09/2009	Braille	(410) 555-5555	WBDOC
12/09/2009	Braille		Field Office - MCS
12/09/2009	First Class Mail With Call	5432123456	Internet
12/04/2009	Certified Mail		National 800 Number - 800

This client has 3 Other Accommodation Requests.

[View Other Accommodation Requests](#)

 **Pending Accommodation Request.** To request a new accommodation, click the "View Other Accommodation Requests" button and cancel the pending accommodation.

Primary Phone Number

United States International

Include Area Code

Number Extension

***Please select how the client would like to receive notices from Social Security in the future.**

Select One

A new Other Accommodation cannot be requested until the current pending request is canceled or OGC has entered a decision.

***How did you receive this client's information?**

Select Option

Additional Information:

If the client would like email confirmation, please provide the client's email address:

Confirm email address:

[Start Another](#) [Cancel](#) [Next >](#)

Done Local intranet | Protected Mode: Off 100%

Other Accommodation Information Entry Screen

JOHN Q PUBLIC, xxx-xx-3333

Other Accommodation Information

Name: John Quincy Public

*** Primary Phone Number**

United States International

Include Area Code

*Number Extension

*** Primary Address**

United States

Country

*Line 1

Line 2

Line 3

Line 4

Select

City

*State

*ZIP Code

*** Condition that causes client to request an Accommodation:**

Characters remaining: 500

*** Accommodation Requested:** Select One

*** Explanation:**

Briefly describe why each of our currently offered accommodations (standard print by First Class or Certified mail, Braille, Microsoft Word file, and a telephone call) is not adequate for the client.

Characters remaining: 5000

[< Back](#) [Cancel](#)

[Next >](#)

Other Accommodation Information Entry Screen (“Other” Accommodation Selected)

Special Notice Option | Additional Accommodation Information - Windows Internet Explorer
\\s34cab3\3\Data\OSE\NonAeDibProjects\ISNO_June2010\Requirements\Screen_Mockups\Csr035.html
Google

File Edit View Favorites Tools Help
Special Notice Option | Additional Accommodati...

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Other Accommodation Information

Name: John Quincy Public

*** Primary Phone Number**
 United States **International**

Include Area Code

*Number Extension

***Primary Address**

United States

Country

*Line 1

Line 2

Line 3

Line 4

City *State *ZIP Code

***Condition that causes client to request an Accommodation:**

Characters remaining: 500

***Accommodation Requested:** Other

***Please list all accommodations that would enable client to participate fully.**

Characters remaining: 500

***Explanation:**


Briefly describe why each of our currently offered accommodations (standard print by First Class or Certified mail, Braille, Microsoft Word file, and a telephone call) is not adequate for the client.

Characters remaining: 5000

Verification/Summary Screen

Special Notice Option | Summary - Windows Internet Explorer
\\s34cab3\Data\OSES\NonAeDibProjects\ISNO_June2010\Requirements\Screen_Mockups\Csr040.html
Google

File Edit View Favorites Tools Help
Special Notice Option | Summary Page Tools

 Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Summary

You have selected the "In Braille by First Class Mail" notice preference for JOHN Q PUBLIC.

Phone Number: (410) 555-5555
Email Address: myaddress@xxx.com

The client provided this information via: **Call to or from the Field Office.**

Other Accommodation Information:

Name: John Quincy Public
Phone Number: (410) 555-5555
Address:
123 Main St.
Baltimore, MD 12345

Condition that caused client to request Accommodation:
Blindness

Accommodation Requested:
Large Print

Explanation
Client cannot read small print that is currently on notices. Nor does client own MS Word for screen reading option.

Done Local intranet | Protected Mode: Off 100%


Confirmation Screen

Special Notice Option | Confirmation - Windows Internet Explorer

V:\OSes\NonAeDibProjects\SNO\Requirements\Screen_Mockups\Csr050.html

File Edit View Favorites Tools Help

Special Notice Option | Confirmation

 Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Confirmation

You have saved the "In Braille by First Class Mail" notice preference for JOHN Q PUBLIC.

Phone Number: (410) 555-5555

Email Address: myaddress@xxx.com

The client provided this information via: **Call to or from the Field Office.**

Other Accommodation Information:

Name: John Q. Public

Phone Number: (410) 555-5555

Address:
123 Main St.
Baltimore, MD 12345

Condition that caused client to request Accommodation:
Blindness

Accommodation Requested:
Large Print

Explanation
Client cannot read small print that is currently on notices. Nor does client own MS Word for screen reading option.

Done Local intranet 100%

Other Accommodation History Summary Screen

Special Notice Option | Other Accommodation History - Windows Internet Explorer

Special Notice Option | Other Accommodation H...

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Other Accommodation History

Request Date	Decision Date	Status	
12/04/2009	01/13/2010	Closed	View
12/06/2009	01/15/2010	Closed	View
12/09/2009	01/15/2010	Closed	View
12/18/2009	01/15/2010	Approved	View
01/25/2010		Pending	View

[Back](#) [Cancel](#)

Done Local intranet | Protected Mode: Off 100%

Other Accommodation History Summary Screen

Special Notice Option | Other Accommodation History Details - Windows Internet Explorer

\\s34cab3\Data\OSE5\NonAeDibProjects\ISNO_June2010\Requirements\Screen_Mockups\Csr080.html

File Edit View Favorites Tools Help

Special Notice Option | Other Accommodation H...

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Other Accommodation History Details

Name: John Quincy Public

Phone Number: (410) 555-5555

Address:
123 Main St.
Baltimore, MD 12345

Condition that caused client to request Accommodation:
Blindness

Accommodation Requested:
Large Print

Explanation:
Client cannot read small print that is currently on notices. Nor does client own MS Word for screen reading option.

Request Date: 01/13/2010
Last Updated: 01/25/2010

Status: Approved
Decision Date: 01/25/2010
Accommodation Approved: Large Print

< Back Cancel

Cancel Accommodation Request

Done Local intranet | Protected Mode: Off 100%