

Intranet (CSR) Screens (Update Mode)

Client Authentication Screen

Special Notice Option | Authenticate a Client - Windows Internet Explorer
C:\Users\117993\Desktop\iSNO_Jan2011\Csr020.html
Special Notice Option | Authenticate a Client

Social Security Online
www.socialsecurity.gov

Special Notice Option

Authenticate a Client

*Social Security Number (SSN)

*Date of Birth

mm/dd/yyyy

*Name

*First Middle *Last Suffix

Other Last Name

Done Computer | Protected Mode: Off 100%

Special Notice Option Selection Screen (No Pending Other Accommodation)

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\VISNO_Jan2011\Csr030.html
Google

File Edit View Favorites Tools Help
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

The client has 3 Other Accommodation Requests.

[View 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 Additional 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 Computer | Protected Mode: Off 100%

Special Notice Option Selection Screen (Pending Accommodation)

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\VISNO_Jan2011\Csr030.html
Google

File Edit View Favorites Tools Help
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

The client has 3 Accommodation Requests.

[View Accommodation Requests](#)

 **Pending Accommodation Request.** To request a new accommodation, click the "View 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.**
Braille, first-class mail

An Additional 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 Computer | Protected Mode: Off 100%

Other Accommodation Information Entry Screen

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\iSNO_Jan2011\Csr030.html
Special Notice Option | Select Option
Social Security Online
www.socialsecurity.gov
Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Additional Accommodation Information

Name: John Q 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/Town *State/Territory *ZIP Code

*** Accommodation Requested:**
 Audio CD Large Print (18-point font) Other

***Condition that causes client to request an Accommodation. Do not write the client's requested Accommodation in this box. If the client wants large print, 18-point font or audio CD and another format (i.e. large print, 18-point font and a phone call), you must select "Other". If a client wants any format other than audio CD or large print, 18-point font (i.e. large bold print), do not write the request in this box. Select "Other".**

Characters remaining: 500

Done Local intranet | Protected Mode: Off 100%

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

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\ISNO_Jan2011\Csr030.html
Special Notice Option | Select Option

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Additional Accommodation Information

Name: John Q 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/Town *State/Territory *ZIP Code*

*** Accommodation Requested:**
 Audio CD **Large Print (18-point font)** **Other**

Other Accommodation Information Entry Screen ("Other" Accommodation Selected) (continued)

*** Accommodation Requested:**

Audio CD Large Print (18-point font) Other

***Condition that causes client to request an Accommodation. Do not write the client's requested Accommodation in this box. If the client wants large print, 18-point font or audio CD and another format (i.e. large print, 18-point font and a phone call), you must select "Other". If a client wants any format other than audio CD or large print, 18-point font (i.e. large bold print), do not write the request in this box. Select "Other".**

Characters remaining: 500

Ask the client each of the following questions. He or she must provide an answer for each question.

***Tell us why we cannot communicate with you by sending notices in standard print by first-class mail.**

Characters remaining: 500

***Tell us why we cannot communicate with you by sending notices in standard print by certified mail.**

Characters remaining: 500

***Tell us why we cannot communicate with you by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read you the notice.**

Characters remaining: 500

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

*Tell us why we cannot communicate with you by sending notices in Braille and in standard print by first-class mail.

Characters remaining: 500

*Tell us why we cannot communicate with you by sending notices in a Microsoft Word file on a compact disc (CD) and in standard print by first-class mail. Most screen readers should be able to read the Microsoft Word file on the CD. The Word CD will not work in an audio CD player.

Characters remaining: 500

*Tell us why we cannot communicate with you by sending notices in large print (18-point font) and in standard print by first-class mail.

Characters remaining: 500

*Tell us why we cannot communicate with you by sending notices on audio compact discs (CDs) that contain a voice recording of the notice and in standard print by first-class mail. The audio CD should work in most CD players.

Characters remaining: 500

Other Accommodation Requested:

*What accommodation (notice format) do you want?

Characters remaining: 500

*Is there any other way that we can communicate with you?

Characters remaining: 500

Verification/Summary Screen

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\iSNO_Jan2011\Csr030.html
Google

File Edit View Favorites Tools Help
Special Notice Option | Select Option

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.**

Additional Accommodation Information:

Name: John Q Public
Phone Number: (410) 555-5555
Address:
123 Main St.
Baltimore, MD 12345
Accommodation Requested:
Other
Condition that caused client to request an Accommodation:
Phobias and Migraines

Explanation:

Why we cannot communicate with the client by sending notices by first class mail :
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print followed by a telephone call:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending Braille notices in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in large print (18-point font):
Client claims his mail box is haunted. Client refused to check mail.

Other Accommodation Requested:

Format that the client prefers:
Singing telegram performed by the Blue Man Group.

Other format that works for the client:
Sky writing (must occur on a Saturday).

< Back Cancel Next >

Done Computer | Protected Mode: Off 100%

Confirmation Screen

Special Notice Option | Select Option - Windows Internet Explorer

C:\Users\117993\Desktop\VISNO_Jan2011\Csr030.html

Google

File Edit View Favorites Tools Help

Special Notice Option | Select Option

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" 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.**

Additional Accommodation Information:

Name: John Q Public

Phone Number: (410) 555-5555

Address:
123 Main St.
Baltimore, MD 12345

Accommodation Requested:
Other

Condition that caused client to request an Accommodation:
Phobias and Migraines

Explanation:

Why we cannot communicate with the client by sending notices by first class mail :
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print followed by a telephone call:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending Braille notices in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in large print (18-point font):
Client claims his mail box is haunted. Client refused to check mail.

Other Accommodation Requested:

Format that the client prefers:
Singing telegram performed by the Blue Man Group.

Other format that works for the client:
Sky writing (must occur on a Saturday).

Done Computer | Protected Mode: Off 100%

Other Accommodation History Summary Screen

The screenshot shows a web browser window displaying the Social Security Online 'Special Notice Option' page. The user is identified as JOHN Q PUBLIC, xxx-xx-3333. The page title is 'Special Notice Option'. Below the header, there is a section titled 'Other Accommodation History' which contains a table with five rows of data. Each row includes a 'Request Date', a 'Decision Date', a 'Status', and a 'View' button. Below the table are 'Back' and 'Cancel' buttons. The browser's status bar at the bottom indicates 'Local intranet | Protected Mode: Off' and '100%' zoom.

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\VISNO_Jan2011\Csr030.html
Special Notice Option | Select Option

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 (Other Accommodation Requests Prior to January Release)

The screenshot shows a web browser window displaying the Social Security Online 'Special Notice Option' page. The page header includes the Social Security Administration logo and the text 'Special Notice Option'. The main content area displays the following information for JOHN Q PUBLIC, xxx-xx-3333:

- Accommodation History Details**
- Name:** John Quincy Public
- Phone Number:** (410) 555-5555
- Address:** 123 Main St. Baltimore, MD 12345
- Accommodation Requested:** Large Print
- Condition that caused client to request an Accommodation:** Blindness
- Request Date:** 01/13/2010
- Last Updated:** 01/25/2010
- Explanation:** Client cannot read small print that is currently on notices. Nor does client own MS Word for screen reading option.
- Decision Details:**
- Status:** Approved
- Decision Date:** 01/25/2010
- Accommodation Approved:** Large Print

At the bottom of the page, there are three buttons: '< Back', 'Cancel', and 'Cancel Accommodation Request'. The browser's address bar shows the file path 'C:\Users\117993\Desktop\ISNO_Jan2011\Csr030.html' and the search engine is set to Google. The Windows taskbar at the bottom shows 'Done' and 'Computer | Protected Mode: Off'.

Other Accommodation History Summary Screen (Other Accommodation Requests After January Release)

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\ISNO_Jan2011\Csr030.html
Special Notice Option | Select Option

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Accommodation History Details

Name: John Quincy Public
Phone Number: (410) 555-5555
Address:
123 Main St.
Baltimore, MD 12345
Accommodation Requested:
Other
Condition that caused client to request Accommodation:
Phobias and Migraines
Request Date: 01/13/2010
Last Updated: 01/25/2010

Explanation:

Why we cannot communicate with the client by sending notices by first class mail :
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print followed by a telephone call:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending Braille notices in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in large print [xx font]:
Client claims his mail box is haunted. Client refused to check mail.

Other Accommodation Requested:

Format that the client prefers:
Singing telegram performed by the Blue Man Group.

Other format that works for the client:
Sky writing (must occur on a Saturday).

Decision Details:

Status: Approved
Decision Date: 01/25/2010
Accommodation Approved: Other
Accommodation Description: The Blue Man Group will be flown from their current location to the airport nearest the client and transported to the client's house via limousine to sing the notice contents to him.

Done Computer | Protected Mode: Off 100%

Intranet (CSR) Screens (Query Mode)

Client Authentication Screen

The screenshot shows a web browser window titled "Special Notice Option | Select Option - Windows Internet Explorer". The address bar contains the file path "C:\Users\117993\Desktop\SNO_Jan2011\Csr030.html". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page header features the Social Security Online logo and the text "Social Security Online" and "www.socialsecurity.gov". The main heading is "Special Notice Option".

The main content area is titled "Authenticate a Client". It contains a form with the following elements:

- A label: "* Social Security Number (SSN)"
- A text input field for the SSN.
- A "Cancel" button.
- A "Next >" button.

The status bar at the bottom of the browser window shows "Done", "Local intranet | Protected Mode: Off", and "100%".

Special Notice Option Selection Screen

Special Notice Option | Select Option - Windows Internet Explorer

C:\Users\117993\Desktop\VISNO_Jan2011\Csr030.html

Google

File Edit View Favorites Tools Help

Special Notice Option | Select Option

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Client Notice Option 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](#)

[View Another](#) [Exit](#)

Done

Local intranet | Protected Mode: Off

100%

Other Accommodation History Summary Screen

The screenshot shows a web browser window displaying the 'Special Notice Option' page on Social Security Online. The page title is 'Special Notice Option' and the user is identified as 'JOHN Q PUBLIC, xxx-xx-3333'. The main section is titled 'Other Accommodation History' and contains a table with five rows of data. Each row includes a 'Request Date', a 'Decision Date', a 'Status', and a 'View' button. Below the table are 'Back' and 'Cancel' buttons. The browser's address bar shows the file path 'C:\Users\117993\Desktop\VISNO_Jan2011\Csr030.html'. The status bar at the bottom indicates 'Local intranet | Protected Mode: Off' and '100%' zoom.

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\VISNO_Jan2011\Csr030.html
Special Notice Option | Select Option

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Other Accommodation History

Request Date	Decision Date	Status	View
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 (Other Accommodation Requests Prior to January Release)

The screenshot shows a web browser window displaying the Social Security Online 'Special Notice Option' page. The page header includes the Social Security Administration logo and the text 'Special Notice Option'. The main content area displays the following information for JOHN Q PUBLIC, xxx-xx-3333:

- Accommodation History Details**
- Name:** John Quincy Public
- Phone Number:** (410) 555-5555
- Address:** 123 Main St, Baltimore, MD 12345
- Accommodation Requested:** Large Print
- Condition that caused client to request Accommodation:** Blindness
- Request Date:** 01/13/2010
- Last Updated:** 01/25/2010
- Explanation:** Client cannot read small print that is currently on notices. Nor does client own MS Word for screen reading option.
- Decision Details:**
- Status:** Approved
- Decision Date:** 01/25/2010
- Accommodation Approved:** Large Print
- Accommodation Description:** Send large print notices in 18-pt font by first-class mail.

At the bottom of the page, there are two buttons: '< Back' and 'Cancel'.

Other Accommodation History Summary Screen (Other Accommodation Requests After January Release)

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\ISNO_Jan2011\Csr030.html
Special Notice Option | Select Option

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Accommodation History Details

Name: John Quincy Public
Phone Number: (410) 555-5555
Address:
123 Main St.
Baltimore, MD 12345
Accommodation Requested:
Other
Condition that caused client to request Accommodation:
Phobias and Migraines
Request Date: 01/13/2010
Last Updated: 01/25/2010

Explanation:

Why we cannot communicate with the client by sending notices by first class mail :
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print followed by a telephone call:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending Braille notices in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in large print (18-point font):
Client claims his mail box is haunted. Client refused to check mail.

Other Accommodation Requested:

Format that the client prefers:
Singing telegram performed by the Blue Man Group.

Other format that works for the client:
Sky writing (must occur on a Saturday).

Decision Details:

Status: Approved
Decision Date: 01/25/2010
Accommodation Approved: Other

Accommodation Description: The Blue Man Group will be flown from their current location to the airport nearest the client and transported to the client's house via limousine to sing the notice contents to him.

< Back Cancel

Done Computer | Protected Mode: Off 100%

Internet (PUB) Screens

Welcome Screen

The screenshot shows a web browser window displaying the 'Special Notice Option' page on the Social Security Online website. The page is titled 'Special Notice Option' and is for user JOHN Q PUBLIC. It includes a progress bar with four steps: 1. Welcome, 2. Select an Option, 3. Verify Selection, and 4. Confirmation. The current step is 'Welcome'. The page provides information about the form's approval (OMB No. 0960-0596, expires 9/30/2012) and offers options for receiving notices in special formats for blind or visually impaired users. These options include a standard print notice, a print notice with a follow-up call, Braille, and a compact disc (CD) with a Microsoft Word file. A link to 'Special Instructions for Blind or Visually Impaired Users' is provided. There is also a link for 'Need Larger Text?'. At the bottom, there is a checkbox for 'I have read the Privacy Act Statement' and buttons for 'Cancel' and 'Next >'. The browser's address bar shows the file path 'C:\Users\117993\Desktop\ISNO_Jan2011\Pub010.html' and the search engine is set to Google. The Windows taskbar at the bottom shows 'Done' and 'Computer | Protected Mode: Off'.

Special Notice Option | Welcome JOHN Q PUBLIC | Step 1 of 4 - Windows Internet Explorer

C:\Users\117993\Desktop\ISNO_Jan2011\Pub010.html

Google

File Edit View Favorites Tools Help

Special Notice Option | Welcome JOHN Q PUBLI...

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Welcome JOHN Q PUBLIC

1 Welcome 2 Select an Option 3 Verify Selection 4 Confirmation

Form Approved: OMB No. 0960-0596 Expires 9/30/2012

Blind or visually impaired persons may choose to receive their notices or other communications in a special format. You can choose one of the following options:

- A standard print notice sent by regular or certified mail
- A standard print notice with a follow-up telephone call within 5 business days to read you the notice
- Braille (available April 15, 2010 for most notices)
- A compact disc (CD) that contains a Microsoft Word file - the CD should work with most screen readers (available April 15, 2010 for most notices)

If none of these options are adequate, you may request another accommodation. You can do so by calling 1-800-772-1213 (TTY 1-800-325-0778) or contacting your local Social Security office. We decide whether to approve other accommodation requests on an individual basis.

Please review our [Special Instructions for Blind or Visually Impaired Users](#) before continuing.

[Need Larger Text?](#) Please select this link

[Privacy Act Statement](#)

I have read the Privacy Act Statement

Cancel Next >

Done Computer | Protected Mode: Off 100%

Special Notice Option Selection Screen

Special Notice Option | Select an Option | Step 2 of 4 - Windows Internet Explorer

C:\Users\117993\Desktop\ISNO_Jan2011\Pub030.html

File Edit View Favorites Tools Help

Special Notice Option | Select an Option | Step 2 ...

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Select an Option

1 Welcome 2 **Select an Option** 3 Verify Selection 4 Confirmation

Please select how you would like to receive notices from Social Security in the future and enter the additional information below. You will have a chance to verify your selection before submitting.

***Please select how you would like to receive notices from Social Security.**

- Send my standard print notices by first-class mail.
- Send my standard print notices by certified mail.
- Send my standard print notices by first-class mail and follow up with a telephone call within five business days to read me the notices.
- Send my notices in standard print and Braille by first-class mail.
- Send my notices in standard print and compact disc by first-class mail. The compact disc will only play on a computer with software that can read Microsoft Word files.

Additional Information:

If you would like email confirmation, please provide your email address.

Please confirm your email address

Primary Phone Number

United States International

Include Area Code

Number Extension

< Back Cancel Next >

Done Computer | Protected Mode: Off 100%

Verification Screen

The screenshot shows a web browser window titled "Special Notice Option | Verify Selection | Step 3 of 4 - Windows Internet Explorer". The address bar shows the file path "C:\Users\117993\Desktop\ISNO_Jan2011\Pub040.html". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features the Social Security Online logo and the title "Special Notice Option". Below the header, the user's name "JOHN Q PUBLIC, xxx-xx-3333" is displayed. A "Verify Selection" section contains a progress indicator with four steps: "1 Welcome", "2 Select an Option", "3 Verify Selection" (which is highlighted), and "4 Confirmation". The main text area states: "You have chosen to receive notices from Social Security **by certified mail.** Please review your selection before submitting. If you need to change your selection, use the Back button below. You may only submit one option per day." At the bottom of the content area, there are three buttons: "< Back", "Cancel", and "Submit". The browser's status bar at the bottom shows "Done", "Computer | Protected Mode: Off", and a zoom level of "100%".

Special Notice Option | Verify Selection | Step 3 of 4 - Windows Internet Explorer
C:\Users\117993\Desktop\ISNO_Jan2011\Pub040.html
Google

File Edit View Favorites Tools Help
Special Notice Option | Verify Selection | Step 3 of 4

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Verify Selection

1 Welcome 2 Select an Option 3 **Verify Selection** 4 Confirmation

You have chosen to receive notices from Social Security **by certified mail.**

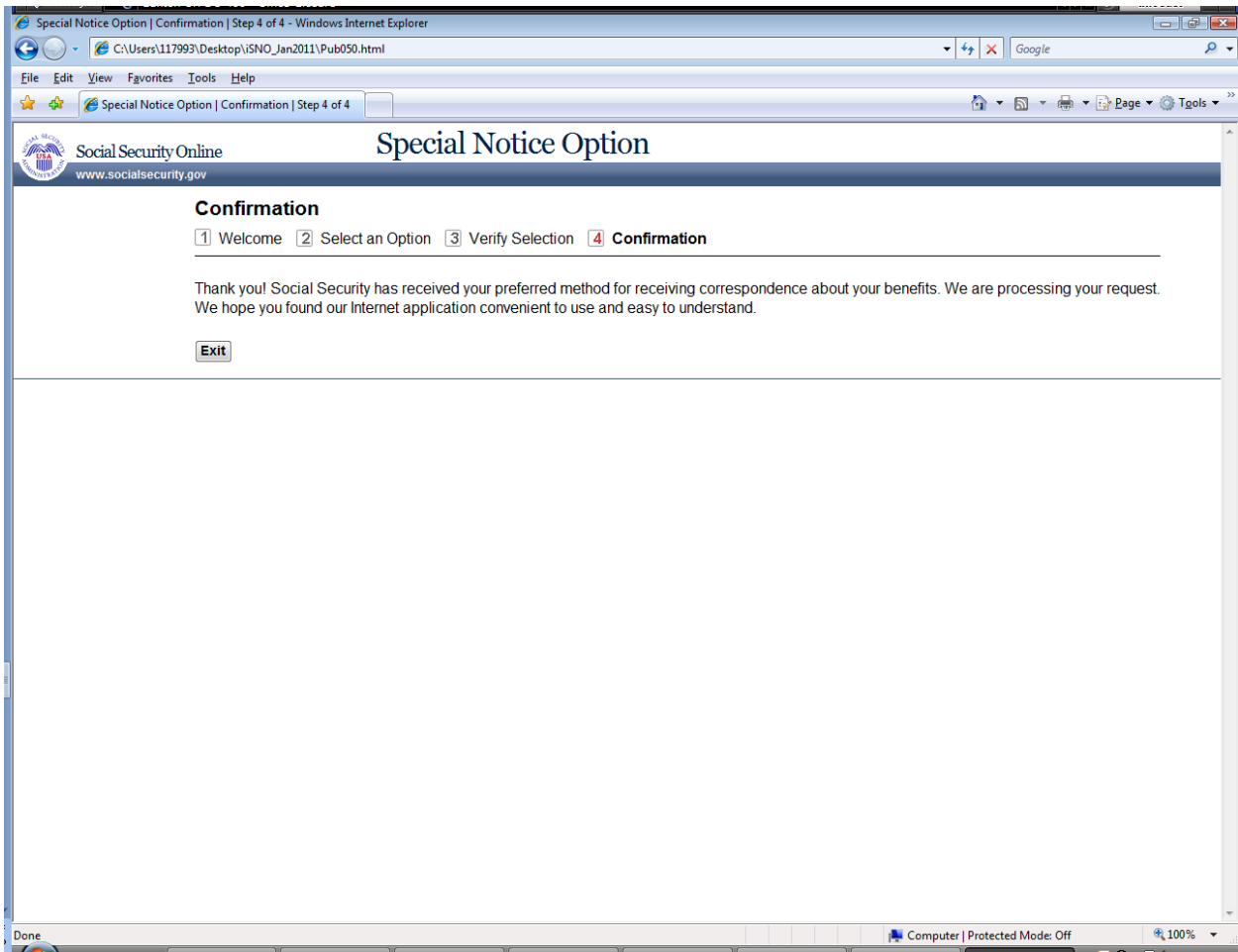
Please review your selection before submitting. If you need to change your selection, use the Back button below.

You may only submit one option per day.

< Back Cancel Submit

Done Computer | Protected Mode: Off 100%

Confirmation Screen



The screenshot shows a Windows Internet Explorer browser window. The address bar displays the URL: C:\Users\117993\Desktop\ISNO_Jan2011\Pub050.html. The page title is "Special Notice Option | Confirmation | Step 4 of 4". The page content includes the Social Security Online logo and the text "Special Notice Option". Below this, a "Confirmation" section contains a progress indicator with four steps: 1 Welcome, 2 Select an Option, 3 Verify Selection, and 4 Confirmation (highlighted in red). A message follows: "Thank you! Social Security has received your preferred method for receiving correspondence about your benefits. We are processing your request. We hope you found our Internet application convenient to use and easy to understand." An "Exit" button is located below the message. The browser's status bar at the bottom shows "Done" and "Computer | Protected Mode: Off".

Special Notice Option | Confirmation | Step 4 of 4 - Windows Internet Explorer

C:\Users\117993\Desktop\ISNO_Jan2011\Pub050.html

File Edit View Favorites Tools Help

Special Notice Option | Confirmation | Step 4 of 4

Social Security Online
www.socialsecurity.gov

Special Notice Option

Confirmation

1 Welcome 2 Select an Option 3 Verify Selection 4 **Confirmation**

Thank you! Social Security has received your preferred method for receiving correspondence about your benefits. We are processing your request. We hope you found our Internet application convenient to use and easy to understand.

[Exit](#)

Done Computer | Protected Mode: Off 100%

OGC Screens

Log-In Screen

Special Notice Option | Select Option - Windows Internet Explorer

C:\Users\117993\Desktop\ISNO_Jan2011\Csr030.html

Google

File Edit View Favorites Tools Help

Special Notice Option | Select Option

Social Security Online
www.socialsecurity.gov

Special Notice Option

Enter Client ID

*Social Security Number (SSN)

*SSN CID

Cancel Next >

Done Local intranet | Protected Mode: Off 100%

OGC Client History Screen

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\SNO_Jan2011\Csr030.html

File Edit View Favorites Tools Help
Special Notice Option | Select Option

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Client History

Other Accommodation Decision History

Request Date	Decision Date	Comments	Status	
12/04/2009	01/13/2010	Yes	Closed - System	View
12/06/2009		No	Cancelled - CR	View
12/09/2009	01/15/2010	No	Closed - System	View
12/18/2009	01/15/2010	Yes	Approved	View Update
01/25/2010		No	Pending	View Update

Special Notice Option 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

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

Done OGC Screens.doc [Compatibility Mode] - Microsoft Word Off 100%

OGC Details/Decision/Comments Entry Screen (Other Accommodation Requests Prior to January Release)

The screenshot shows a web browser window with the following content:

- Browser Title:** Special Notice Option | Accommodation Decision Details - Windows Internet Explorer
- Address Bar:** \\s34cab3\Data\OSES\NonAeDibProjects\iSNO_January2011\Requirements\Screen_Mockups\OGC080U.html
- Page Header:** Social Security Online | Special Notice Option
- Page Content:**
 - JOHN Q PUBLIC, xxx-xx-3333
 - Accommodation Decision Details**
 - Name:** John Q. Public
 - Phone Number:** (410) 555-5555
 - Address:** 123 Main St. Baltimore, MD 12345
 - Accommodation Requested:** Large Print
 - Condition that caused client to request an Accommodation:** Blindness
 - Request Date:** 01/13/2010
 - Last Updated:** 01/25/2010
 - Explanation:** Client cannot read small print that is currently on notices. Nor does client own MS Word for screen reading option.
 - Decision Details:**
 - Status:** Pending
 - Comments:** (Empty text box)
 - Characters remaining: 5000
 - Buttons: < Back (Do Not Save), Cancel, Save Decision Details

OGC Details/Decision/Comments Entry Screen (Other Accommodation Requests Prior to January Release - Approved Status Selected)

Special Notice Option | Accommodation Decision Details - Windows Internet Explorer

Special Notice Option | Accommodation Decision...

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Accommodation Decision Details

Name: John Q. Public

Phone Number: (410) 555-5555

Address:
123 Main St.
Baltimore, MD 12345

Accommodation Requested:
Large Print

Condition that caused client to request an Accommodation:
Blindness

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

Explanation:

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

Decision Details:

Status:

Decision Date: 12/13/2010

***Accommodation Approved:**

Comments:

Characters remaining: 5000

Done Local intranet | Protected Mode: Off 100%

OGC Details/Decision/Comments Entry Screen (Other Accommodation Requests Prior to January Release - Other Approved Selected)

Special Notice Option | Accommodation Decision Details - Windows Internet Explorer
\\s34cab3\Data\OSES\NonAeDibProjects\SNO_January2011\Requirements\Screen_Mockups\OGC080U.html

Special Notice Option | Accommodation Decisio...

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Accommodation Decision Details

Name: John Q. Public
Phone Number: (410) 555-5555
Address:
123 Main St.
Baltimore, MD 12345
Accommodation Requested:
Large Print
Condition that caused client to request an Accommodation:
Blindness
Request Date: 01/13/2010
Last Updated: 01/25/2010

Explanation:

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

Decision Details:

Status:
Decision Date: 12/13/2010
***Accommodation Approved:**
***Describe the accommodation that is being approved.**

Characters remaining: 250

Comments:

Characters remaining: 5000

 >

Done
Local intranet | Protected Mode: Off
100%

**OGC Details/Decision/Comments Entry Screen (Other Accommodation Requests
After January Release)**

Special Notice Option | Accommodation Decision Details - Windows Internet Explorer
\\s34cab3\Data\OS\NonAeDibProjects\SNO_January2011\Requirements\Screen_Mockups\OGC080U_Jan2011Ver.html

File Edit View Favorites Tools Help

Special Notice Option | Ac... Special Notice Option | ... X

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Accommodation Decision Details

Name: John Q Public

Phone Number: (410) 555-5555

Address:
123 Main St.
Baltimore, MD 12345

Accommodation Requested:
Other

Condition that caused client to request Accommodation:
Phobias and Migraines

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

Explanation:

Why we cannot communicate with the client by sending notices by first class mail :
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print followed by a telephone call:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending Braille notices in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Special Notice Option | Accommodation Decision Details - Windows Internet Explorer
\\s34cab3\Data\OS\NonAeDibProjects\SNO_January2011\Requirements\Screen_Mockups\OGC080U_Jan2011Ver.html

File Edit View Favorites Tools Help

Special Notice Option | Ac... Special Notice Option | ... X

Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending Braille notices in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in large print (18-point font):
Client claims his mail box is haunted. Client refused to check mail.

Other Accommodation Requested:

Format that the client prefers:
Singing telegram performed by the Blue Man Group.

Other format that works for the client:
Sky writing (must occur on a Saturday).

Decision Details:

Status: Pending

Comments:

Characters remaining: 5000


< Back (Do Not Save) Cancel Save Decision Details

Done Local intranet | Protected Mode: Off 100%

OGC Details/Decision/Comments Entry Screen (Other Accommodation Requests After January Release - Other Approved Selected)

Special Notice Option | Accommodation Decision Details - Windows Internet Explorer
\\s34cab3\Data\OSES\NonAeDibProjects\ISNO_January2011\Requirements\Screen_Mockups\OGC080U_Jan2011Ver.html
Google

File Edit View Favorites Tools Help
Special Notice Option | Ac... Special Notice Option | ... X

 Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Accommodation Decision Details

Name: John Q Public

Phone Number: (410) 555-5555

Address:
123 Main St.
Baltimore, MD 12345

Accommodation Requested:
Other

Condition that caused client to request Accommodation:
Phobias and Migraines

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

Explanation:

Why we cannot communicate with the client by sending notices by first class mail :
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print followed by a telephone call:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending Braille notices in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD in addition to standard print notices:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in large print (18-point font):
Client claims his mail box is haunted. Client refused to check mail.

Other Accommodation Requested:

Format that the client prefers:
Singing telegram performed by the Blue Man Group.

Other format that works for the client:
Sky writing (must occur on a Saturday).

Decision Details:

Status:

Decision Date: 12/13/2010

***Accommodation Approved:**

***Describe the accommodation that is being approved.**

Characters remaining: 250

Comments:

Characters remaining: 5000

Log-In Screen

Special Notice Option | Authenticate a Client - Windows Internet Explorer

Special Notice Option

Social Security Online
www.socialsecurity.gov

Authenticate a Client

*Social Security Number (SSN)

CID

Cancel Next >

Done Local intranet 100%