



ROME Customer Service (RCS) Screen Design

UPDATED JULY 25, 2011

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Search

Field Office Search

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

To Retrieve Account

To edit or create an online account, enter the SSN or Username above.

Customer Internet Screens [? Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

- [Create Account - Verify your Identity](#)
- [Create Account - Create Account](#)
- [Add extra security](#)
- [Login - standard account](#)
- [Login - extra security account](#)

To Register in Person [? Help](#)

In order to register for a ROME account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

In person search results - no account

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

You searched for SSN: xxx-xx-xxxx

This account does not exist.

Customer Internet Screens [? Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Add extra security](#)

[Login - standard account](#)

[Login - extra security account](#)

To Register in Person [? Help](#)

In order to register for a ROME account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

800 Number Search

Social Security • ROME Customer Service

User Search

SSN: or Username:

To Retrieve Account

To edit an online account, enter the SSN or Username above.

Customer Internet Screens [? Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Add extra security](#)

[Login - standard account](#)

[Login - extra security account](#)

To Register in Person [? Help](#)

In order to register for a ROME account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Telephone search results - no account

Social Security • ROME Customer Service

User Search

SSN: or Username:

You searched for SSN: xxx-xx-xxxx

This account does not exist.

Customer Internet Screens [? Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Add extra security](#)

[Login - standard account](#)

[Login - extra security account](#)

To Register in Person [? Help](#)

In order to register for a ROME account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Account Management Screens

Telephone account management (Standard)

The screenshot shows a web interface for Social Security ROME Customer Service. At the top, there is a red header with the text "Social Security • ROME Customer Service". Below this is a "User Search" section with input fields for "SSN:" and "Username:", a "Search" button, and a "New Search" button. The search results display "John Jones" with SSN: xxx-xx-xxxx, DOB: 01/01/1970, and Username: JJones1!2. Below the search results is a "Security Settings" tab. The main content area is divided into three sections: "Account Summary", "Customer Internet Screens", and "Sample Notices".

User Search

SSN: or Username: **Search**

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJones1!2 **New Search**

Security Settings

Account Summary [? Help](#)

Email Address: **jjones@me.com** [Change Email Address](#)

Account Type: **Standard**

Account Status: **Locked** Reason: **Password strikes** [Unlock Account](#)

[Email Temp Password](#) [Cancel Account](#)

Customer Internet Screens [? Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in.](#)

Sample Notices [? Help](#)

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created an account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Telephone account with Extra Security (initial view)

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Account Summary [Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone because he or she requested extra security.

Account Type: **Extra Security**

Account Status: **Active**

Customer Internet Screens [Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in](#)

Sample Notices [Help](#)

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created an account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Telephone account with Extra Security (text message sent)

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Account Summary [Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone because he or she requested extra security.

Account Type: **Extra Security**

Account Status: **Active**

Complete Extra Security Login [Help](#)

Please ask the customer to read you the text message from his or her cell phone.

Text message sent to cell phone number ***-***-6543

Enter Text Message Code:
8-digit Number

Customer Internet Screens [Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in](#)

Sample Notices [Help](#)

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created an account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Telephone Account Management (Extra Security after Temp Password Sent)

Social Security • ROME Customer Service

User Search

SSN: or Username:

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones112

Security Settings

Account Summary Help

Email Address: **jjones@me.com**

Account Type: **Extra Security**

Account Status: **Active**
Temp password issued 03/28/2011

Customer Internet Screens Help

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in](#)

Sample Notices Help

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created an account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Telephone confirmation of Extra Security removal


Social Security • ROME Customer Service

User Search

SSN: or Username:

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

 **Extra Security has been successfully removed from the customer's account.**

Account Summary ? Help

Email Address: **jjones@me.com**

Account Type: **Standard**

Account Status: **Active**

Customer Internet Screens ? Help

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in.](#)

Sample Notices ? Help

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created an account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

In person account management (Standard)

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Account Summary Help

Email Address: **jjones@me.com**

Account Type: **Standard**

Account Status: **Locked** Reason: **Password strikes**

Customer Internet Screens Help

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

- [Create Account - Verify your Identity](#)
- [Create Account - Create Account](#)
- [Finish Setting Up Your Account - Verify your Identity](#)
- [Finish Setting Up Your Account - Create Account](#)
- [Add extra security](#)
- [Sign in](#)

Sample Notices Help

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

- [Created an account online](#)
- [Created an account online \(with extra security\)](#)
- [Added extra security](#)
- [Created an account in person](#)
- [Created an account in person \(with extra security\)](#)
- [Upgraded account in person](#)
- [Request to reset cell phone number](#)

In person Account Management (Enhanced)

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Account Summary [? Help](#)

Email Address: **jjones@me.com**

Account Type: **Extra Security**

Account Status: **Locked** Reason: **Password strikes**

Customer Internet Screens [? Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in.](#)

Sample Notices [? Help](#)

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created an account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Account Management Extra Security Pending

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Account Summary Help

Email Address: **jjones@me.com**

Account Type: **Standard (Extra Security pending)**

Notice Generated: **12 / 12 / 2010**

Account Status: **Active**

Customer Internet Screens Help

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in](#)

Sample Notices Help

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created an account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Telephone Remove Extra Security - (initial view)

Social Security • ROME Customer Service

User Search

SSN: or Username:

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Account Summary Help

Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone to complete the Extra Security login.

Account Type: **Extra Security**

Account Status: **Active**

Customer Internet Screens Help

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in](#)

Sample Notices Help

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security](#)

[Created an account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset cell phone number](#)

Telephone Remove Extra Security (forced)

Social Security • ROME Customer Service

User Search

SSN: or Username:

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Remove Extra Security

“ Please read the following to the customer:
If you no longer have access to the cell phone number you registered with us, we can verify your address and mail you instructions to remove extra security from your account.

Do you want to remove extra security from your account?

Yes No

Remove Extra Security (forced) - Enter Address

Social Security • ROME Customer Service

User Search

SSN: or Username:

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Remove Extra Security: Enter Address

Home Address:

Street Line 1:

Street Line 2:

City/Town: State/Territory: ZIP Code:

Primary Phone Number (optional):

10-digit Number

Remove Extra Security (forced) -Need external verification

Social Security • ROME Customer Service

User Search

SSN: or Username:

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

We cannot verify the address against our records

“ Please read the following to the customer:

*We were unable to verify this address against our records:
801 Key Highway
Baltimore, Maryland 21230*

We would like your permission to share your information with Experian, an external authentication service provider, to help us verify your identity. We also use Experian's fraud prevention services to protect you from identity theft.

Experian verifies the information you give us against their records. We do not share your Social Security number with Experian. Experian keeps your information only for the time period permitted by Federal laws, Regulations, or guidelines.

Do you agree to allow us to share your information with Experian?

Yes No

Remove Extra Security (forced) -Confirmation

Social Security • ROME Customer Service

User Search

SSN: or Username: [Search](#)

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2 [New Search](#)

Security Settings

Remove Extra Security

“ Please read the following to the customer:

We have verified your address. We will mail a letter to you at the following address:

*801 Key Highway
Baltimore, MD 21230*

You will receive this letter within 5 - 10 business days. Please follow the directions to finish removing your extra security before the date shown in the letter.

[Mail Notice](#) [Done](#)

Remove Extra Security (forced) - Experian refused


Social Security • ROME Customer Service

User Search

SSN: or Username: [Search](#)

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2 [New Search](#)

Security Settings

 **We cannot verify the customer's address.**
We cannot remove extra security over the telephone.

Standard Account

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security office. If you choose in the future to allow us to share your information with Experian, we can try again to verify your address.

[Done](#)

Remove Extra Security (forced) - Address not matched


Social Security • ROME Customer Service

User Search

SSN: or Username: [Search](#)

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2 [New Search](#)

Security Settings

 **We cannot verify the customer's address.**
We cannot remove extra security over the telephone.

Standard Account

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security office.

[Done](#)

Account Creation Functions

Create Account - Verify Identity

Social Security • ROME Customer Service

User Search

SSN: or Username: User Is: on phone in person

SSN: XXX-XX-XXXX Form approved: OMB No. 0000-0000 Expires 01/01/2010 | [Paperwork Reduction Act](#)

Please print and give the customer the Terms of Service document using the link below:

[Terms of Service and Privacy Act](#)

We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

Do you agree to these Terms of Service and those on the document we gave you?

The customer agrees to the Terms of Service.

About the Applicant

Proof of Identity (must be current):

State Driver's License or identity card

U.S. passport or passport card

U.S. military identification card

U.S. government employee identification card

Name:

First Name M.I. Last Name Suffix

Date of Birth:

mm/dd/yyyy

Home Address:

Street Line 1:

Street Line 2:

City/Town: State/Territory: ZIP Code:


Does this address appear on the identity document shown above?

Yes No

Primary Phone Number (optional):

10-digit Number

Printable version of Terms and Conditions



[Print this page](#)

Online Account Terms and Conditions

We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

Privacy Act Statement

Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended; the Government Paperwork Elimination Act (P.L. 105-277); and the Federal Information Security Management Act of 2002 (Title III) of the E-Government Act of 2002 (P.L. 107-347) authorize us to collect this information to allow access to our online applications.

This Privacy Act Statement applies to our new authentication and credential issuance process, which includes account setup to account maintenance.

We need this information to identify quickly who you are and provide the information you requested. Your response is voluntary. However, failure to provide the requested information may prevent you from using our online services.

When you set up your account, we will verify the information you give us against our records. We may also send some of the information you give us to an external data source, Experian. Experian will help us to verify your identity. We do not share your Social Security number with Experian. Experian will only store the information we share with them for the period of time required by Federal laws, regulations, or guidelines.

We rarely use the information you supply for any purpose other than to verify your identity. However, we may use it for the administration and integrity of Social Security programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include, but are not limited to, the following:

1. To comply with Federal laws requiring the release of information from Social Security records (e.g. to the Government Accountability Office and Department of Veterans Affairs);
2. To facilitate statistical research, audit, or investigative activities necessary to assure the integrity and improvement of Social Security programs;
3. To respond to a request on your behalf from a Congressional office or the Office of the President, and;
4. To other Federal agencies and our contractors, including external data sources, to assist us in efficiently administering our programs.

A complete list of routine uses for this information is available in our System of Records Notice entitled, Central Repository of Electronic Authentication Data Master File (60-0373). The notice, additional information regarding this form, and any other information regarding our programs are available online at www.socialsecurity.gov or at your local Social Security office.

Explanations about these and other reasons why we use or give out information you provide are available in Social Security offices. If you want to learn more about this, contact any Social Security office.

Paperwork Reduction Act Statement

This information collection meets the 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 information collection is 0960-____; expiration date _____. We estimate that it will take about 8 minutes to read the instructions, gather the facts, and answer the questions.

You may send comments on our time estimate to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001.

[Close this window](#)

Create Account - Need external verification

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970

We cannot verify the address against our records

“ Please read the following to the customer:

*We were unable to verify this address against our records:
801 Key Highway
Baltimore, Maryland 21230*

We would like your permission to share your information with Experian, an external authentication service provider, to help us verify your identity. We also use Experian's fraud prevention services to protect you from identity theft.

Experian verifies the information you give us against their records. We do not share your Social Security number with Experian. Experian keeps your information only for the time period permitted by Federal laws, Regulations, or guidelines.

Do you agree to allow us to share your information with Experian?

Yes No

Do You Want Extra security

Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970

Security Settings

The customer has been successfully verified for an account.
The customer may also add extra security to his or her account with no additional checks.

Extra Security

“ Please read the following to the customer:
We have verified you for a standard account. You have the option to add extra security.

If you'd like to add extra security, you will use a cell phone with text messaging each time you sign in. We will send you a text message with a code that you will use to sign in. This provides extra security because even if someone gets your username and password, he or she will not be able to access your personal information.

You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

Do you want to add extra security to your account?

Yes No

Successful enrollment - standard

Social Security • ROME Customer Service

User Search

SSN: or Username: User is: on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970

Security Settings

“ Please print the confirmation letter shown below and read the following confirmation to the customer:

We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password.

Please do this before the date shown in the letter.

Standard Account Letter

Please review the letter below and then print. Make sure the letter has printed legibly before you leave this page.

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Social Security Administration
Important Information

SOCIAL SECURITY ADMINISTRATION
[INSERT SERVICING PO ADDRESS]

Date: [Transaction date]

PAT SMITH
1234 SAMPLE DR.
BALTIMORE MD 12345-123

On [Date], you contacted us to create an online account with the Social Security Administration. You will receive a mailed notice within 5-10 business days. In order to complete your request, please follow the instructions below. This information is valid until [Date].

Create Your User Name and Password

You will need to create a user name and password that you can remember. Follow these steps to create your user name and password:

1. Visit our site at [ROME URL].
2. Enter the following information to confirm your identity:
 - Your name.
 - Your 3-digit Social Security Number.
 - Your date of birth, and
 - Your account activation code: [SSN-Id].
3. Follow the directions to create your user name and password.
4. Sign in to your online account and accept the Terms of Service.

If You Have Questions:

If you have questions, please:

- Visit our website at www.ssa.gov/rome to find general information about Social Security.
- Call us toll-free at 1-800-772-1213 or call your local office at [Phone]. If you are deaf or hearing impaired, our toll-free TTY number is 1-800-325-0778. We can answer most questions over the telephone.

See printed letter for the remaining text.

Successful enrollment - extra security

Social Security • ROME Customer Service

User Search

SSN: or Username: User is: on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970

Security Settings

“ Please print the confirmation letter shown below and read the following confirmation to the customer:

We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. Please follow the instructions in the letter to add your extra security.

Please do this before the date shown in your letter.

Extra Security Account Letter

Please review the letter below and then print. Make sure the letter has printed legibly before you leave this page.

Social Security Administration
Imprest Information

SOCIAL SECURITY ADMINISTRATION
(030827 88470000 PO 40208418)

Date: (Transaction date)

PAT SMITH
1234 SAMPLE DR.
BALTIMORE MD 12345-123

On [date], you contacted us to create an online account with the Social Security Administration. You will receive a mailed notice within 5-10 business days. In order to complete your request, please follow the instructions below. This information is valid until [date].

First: Create Your User Name and Password

You will need to create a user name and password that you can remember. Follow these steps to create your user name and password:

1. Visit our site at [SSA.US].
2. Enter the following information to verify your identity:
 - Your name,
 - Your 7-digit Social Security Number,
 - Your date of birth, and
 - Your account with us via code: [SSAcode]
3. Follow the directions to create your user name and password.
4. Sign in to your online account and accept the Terms of Service.

Next: If You Want Extra Security

You have the option to choose extra security features. If you want extra security features, you will need a cell phone with text messaging. A text message charge may apply depending on your cell phone plan. To enable the extra security, please follow these steps:

1. Choose Yes, Enable Extra Security.
2. Add your cell phone number.
3. We will send your cell phone a 3-digit text message.
4. Enter this 3-digit text message on the web site.
5. Enter your upgrade code: [SSAcode].

See printed letter for the remaining text.

Standard enrollment - mail


Social Security • ROME Customer Service

User Search

SSN: or Username: User is:
 on phone in person [Search](#)

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 [New Search](#)

Security Settings

 **We cannot verify the customer's address.**
The customer has been verified for a standard account only.

Standard Account

“ **Please read the following to the customer:**

You are verified for a standard account. We will mail a letter to you at the following address:

*801 Key Highway
Baltimore, MD 21230*

You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter.

[Mail Notice](#) [Print Receipt](#) [Done](#)

Standard enrollment - mail - refused Experian check


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User Search

SSN: or Username: User is:
 on phone in person [Search](#)

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 [New Search](#)

Security Settings

 **We cannot verify the customer's address.**
The customer has been verified for a standard account only.

Standard Account

“ Please read the following to the customer:

You are verified for a standard account. We will mail a letter to you at the following address:

*801 Key Highway
Baltimore, MD 21230*

You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter. If you choose in the future to allow us to share your information with Experian, we can try again to verify your address.

[Mail Notice](#) [Print Receipt](#) [Done](#)

Account Management Functions

Change Email Info

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User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Change Email Address

Email Address:

Re-enter Email Address:
 Emails match.

Email Temp Password (on phone)

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User Search

SSN: or Username: [Search](#)

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2 [New Search](#)

Security Settings

“ A temporary password letter has been emailed to the customer. Please read the following confirmation to the customer:

You will receive a temporary password by email.

If you remember your password, you can call or visit a Social Security office to cancel the temporary password.

[Done](#)

Remove Extra Security

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User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

“ Are you sure you want to remove your extra security?

Please read the following to the customer:

If you remove your extra security, you will not be required to use your cell phone to access your account. You will only need your username and password to sign in.

Cancel account - confirm

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User Search

SSN: or Username: User is:
 on phone
 in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

“ Are you sure you want to cancel the account?
Please read the following to the customer:

If you cancel your account, you will no longer be able to access our online services using your current username and password. If you decide to access our online services in the future, you can create a new account.

Add Extra Security

Add Extra Security to Existing Account

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User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Add Extra Security

“ Please read the following to the customer:

If you'd like to add extra security, you will use a cell phone with text messaging each time you sign in. We will send you a text message with a code that you will use to sign in. This provides extra security because even if someone gets your username and password, he or she will not be able to access your personal information.

You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

Do you want to add extra security to your account?

Yes No

Add Extra Security - Enter Address

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User Search

SSN: or Username: User is:
 on phone
 in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

Add Extra Security: Enter Address

Proof of Identity (must be current):

- State Driver's License or identification card
- U.S. passport or passport card
- U.S. military identification card
- U.S. government employee identification card

Home Address:

Street Line 1:

Street Line 2:

City/Town: State/Territory: ZIP Code:

Does this address appear on the identity document shown above?
 Yes No

Primary Phone Number (optional):

10-digit Number

Confirmation - Extra Security Added

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User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

“ Please print the extra security letter shown below and read the following confirmation to the customer:

You have added extra security to your account. To complete the extra security process, please follow the instructions in the letter I will give you. Please do this before the date shown in your letter.

Extra Security Letter

Please review the letter below and then print.

Social Security Administration
Important Information

SOCIAL SECURITY ADMINISTRATION
PHYSICIAN SERVICES DIVISION
Date: (Transaction Date)

Pat Smith
1234 SAMPLE DRIVE
BALTIMORE, MD 12345-123

Thank you for using Social Security's online services. On (Date), you successfully created an online account with the Social Security Administration. You can log in any time to (URL) with your username and password to access Social Security's online services.

We are writing about your request to add extra security to your online Social Security account at (URL). In order to get extra security features you will need a cell phone that can get text messages.

Important Information
If you did not create an online account with Social Security, please contact us immediately at (Phone) or visit your local Social Security office.

Adding Your Extra Security
Please take the following steps to add your extra security:

1. Visit our website at www.ssa.gov/online.
2. Enter your user name and password.
3. When prompted, accept the Terms of Service.
4. Choose "Yes, Enable Extra Security."
5. Enter your cell phone number. You must be able to receive text messages on the cell phone.
6. We will send a 6-digit text message to your cell phone. A text messaging charge may apply depending on your cell phone plan.
7. Enter the 6-digit text message you received on your cell phone.
8. We will then ask you to enter a random account upgrade code. Your Account Upgrade Code is (Date). This account upgrade code is valid only until (Date). If you want to add extra security after that time, we will ask you to reset the process again.
9. Congratulations, your account now has extra security.

See printed letter for the remaining text.

Cannot add extra security


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User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

 **We cannot verify the customer's address.**
The customer has been verified for a standard account only.

Standard Account

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot add extra security to your account at this time. If you recently moved, you can try again later. If you choose in the future to allow us to share your information with Experian, we can try again to verify your address.

Confirmation - Upgrade code mailed


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User Search

SSN: or Username: User is:
 on phone in person

John Jones SSN: xxx-xx-xxxx DOB: 01/01/1970 Username: JJJones1!2

Security Settings

 **The identification document does not show the customer's address.**
The extra security code will be mailed.

Extra Security

“ Please read the following to the customer:

We will mail a letter to you at the following address:

*801 Key Highway
Baltimore, MD 21230*

You will receive the letter within 5 - 10 business days. Please follow the instructions in the letter to add your extra security. Please do this before the date shown in your letter.