

Special Notice Options (iSNO) Screenshots

Overview of Pages in iSNO

These screenshots were generated using **updated to Validation Build #7** on May 19, 2010 around 12:00 noon.

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Section: CSR Intranet Path (Update Mode)	
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Section: OGC Intranet Path	
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Section: Messages	
<u>Msg021</u>	<u>Not Authorized</u>
<u>Msg026</u>	<u>We Cannot Process Your Request</u>
<u>Msg027</u>	<u>We Cannot Process Your Request at This Time</u>

PUB010 Welcome



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 first-class or certified mail
- A standard print notice sent by first-class mail and a follow-up telephone call within 5 business days to read you the notice
- A standard print notice and a Braille notice sent by first-class mail
- A standard print notice and a data compact disc (CD) that contains a Microsoft Word file sent by first-class mail (Most screen readers should be able to read the Microsoft Word file on the data CD. The Microsoft Word data CD will not work in an audio CD player.)
- A standard print notice and an audio compact disc (CD) that contains a voice recording of the notice sent by first-class mail (The audio CD should work in most CD players.)
- A standard print notice and a large print (18-point font) notice sent by first-class mail

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 >

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 notices in standard print by first-class mail and follow up with a telephone call within 5 business days to read me the notices.
- Send my notices in standard print and in Braille by first-class mail.
- Send my notices in standard print and in a Microsoft Word file on a data compact disc (CD) by first-class mail. (Most screen readers should be able to read the Microsoft Word file on the data CD. The Microsoft Word data CD will not work in an audio CD player.)
- Send my notices in standard print and on audio compact discs (CDs) that contain a voice recording of the notice by first-class mail. (The audio CDs should work in most CD players.)
- Send my notices in standard print and in large print (18-point font) by first-class mail.

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



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 first-class mail and a follow-up telephone call within 5 business days to read you the notices.**

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](#)

PUB050 Confirmation



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](#)



Special Notice Option

Authenticate a Client

*Social Security Number (SSN)

*Date of Birth

mm/dd/yyyy

*Name

*First

Middle

*Last

Suffix

Other Last Name

Cancel

Next >

CSR030 Select Option

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Select Option

Client History

Effective Date	Option Selection	Telephone Number	Selected By
12/10/2009	Standard print notices sent by certified Mail		Internet
12/09/2009	Standard print notices and Braille Notices sent by first-class mail	(410) 555-5555	WBDOC
12/09/2009	Standard print notices sent by first-class mail		Field Office - MCS
12/09/2009	Standard print notices sent by first-class mail and a follow-up call within 5 business days to read the client the notice	5432123456	Internet
12/04/2009	Standard print notices and data compact discs (CDs) that contain a Microsoft Word file sent by first-class mail		National 800 Number - 800 800
07/31/2010	Standard print notices and audio compact discs (CDs) that contain a voice recording of the notice sent by first-class mail		Internet

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.**

- Standard print notices sent by first-class mail
- Standard print notices sent by certified mail
- Standard print notices sent by first-class mail and a follow-up telephone call within 5 business days to read the client the notice
- Standard print notices and Braille notices sent by first-class mail
- Standard print notices and data compact discs (CDs) that contain a Microsoft Word file sent by first-class mail
- Standard print notices and audio compact discs (CDs) that contain a voice recording of the notice sent by first-class mail
- Standard print notices and large print (18-point font) notices sent by first-class mail

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 >](#)

CSR030 Select Options (Pending Other Accommodation)

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333


Select Option

Client History

Effective Date	Option Selection	Telephone Number	Selected By
12/10/2009	Standard print notices sent by certified Mail		Internet
12/09/2009	Standard print notices and Braille Notices sent by first-class mail	(410) 555-5555	WBDOC
12/09/2009	Standard print notices sent by first-class mail		Field Office - MCS
12/09/2009	Standard print notices sent by first-class mail and a follow-up call within 5 business days to read the client the notice	5432123456	Internet
12/04/2009	Standard print notices and data compact discs (CDs) that contain a Microsoft Word file sent by first-class mail		National 800 Number - 800
07/31/2010	Standard print notices and audio compact discs (CDs) that contain a voice recording of the notice sent by first-class mail		Internet

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.

- Standard print notices sent by first-class mail
- Standard print notices sent by certified mail
- Standard print notices sent by first-class mail and a follow-up telephone call within 5 business days to read the client the notice
- Standard print notices and Braille notices sent by first-class mail
- Standard print notices and data compact discs (CDs) that contain a Microsoft Word file sent by first-class mail
- Standard print notices and audio compact discs (CDs) that contain a voice recording of the notice sent by first-class mail
- Standard print notices and large print (18-point font) notices sent by first-class mail

*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 >](#)

CSR035 Other Accommodation Information

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 Select *State/Territory *ZIP Code

***Condition (disability or impairment) that causes client to request an Accommodation. Do not write the client's request in this box. Only write the client's disability or impairment in this box.**

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

***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 data compact disc (CD) and in standard print notices by first-class mail. Most screen readers should be able to read the Microsoft Word file on the data CD. The Microsoft Word data CD will not work in an audio CD player.**

Characters remaining: 500

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

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

Other Accommodation Requested:

***What is the accommodation (notice format) that you prefer?**

Characters remaining: 500

***If the first accommodation cannot be granted, are there any alternative formats that will work for you?**

Characters remaining: 500

CSR040 Summary

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

Condition that caused client to request an Accommodation:

Rare vision condition that causes black to be perceived the same as white.

Explanation:

Why we cannot communicate with the client by sending notices by first-class mail :

Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by certified mail:

Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:

Client does not have a phone and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:

Client cannot read braille and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:

Client does not own a computer and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:

Client does not own a CD player and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:

Client cannot read the black and white notices due to visual problems.

Other Accommodation Requested:

Format the client prefers:

Standard print notices with red print.

Additional formats that work for the client:

Standard print notices on paper any color but white.

CSR050 Confirmation

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.**

Additional Accommodation Information:

Name: John Q Public

Phone Number: (410) 555-5555

Address:

123 Main St.
Baltimore, MD 12345

Condition that caused client to request an Accommodation:

Rare vision condition that causes black to be perceived the same as white.

Explanation:

Why we cannot communicate with the client by sending notices by first-class mail :

Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by certified mail:

Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:

Client does not have a phone and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:

Client cannot read braille and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:

Client does not own a computer and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:

Client does not own a CD player and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:

Client cannot read the black and white notices due to visual problems.

Other Accommodation Requested:

Format the client prefers:

Standard print notices with red print.

Additional formats that work for the client:

Standard print notices on paper any color but white.

CSR070 Other Accommodation History



Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

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
02/01/2011		Pending	View
06/25/2011		Pending	View

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

CSR080 Other Accommodation History Details

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

Condition that caused client to request Accommodation:
Rare vision condition that causes black to be perceived the same as white.

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

Explanation:

Why we cannot communicate with the client by sending notices in standard print by first-class mail:
Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:
Client does not have a phone and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:
Client cannot read braille and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:
Client does not own a computer and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:
Client does not own a CD player and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:
Client cannot read the black and white notices due to visual problems.

Other Accommodation Requested:

Format the client prefers:
Standard print notices with red print.

Additional formats that work for the client:
Standard print notices on paper any color but white.

Decision Details:

Status: Approved
Decision Date: 01/25/2010

Accommodation Approved: Other

Accommodation Description: Notices will be printed on yellow paper.

CSR020 Authenticate a Client



Social Security Online
www.socialsecurity.gov

Special Notice Option

Authenticate a Client

*Social Security Number (SSN)

Cancel

Next >

CSR030 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	Standard print notices sent by certified Mail		Internet
12/09/2009	Standard print notices and Braille Notices sent by first-class mail	(410) 555-5555	WBDOC
12/09/2009	Standard print notices sent by first-class mail		Field Office - MCS
12/09/2009	Standard print notices sent by first-class mail and a follow-up call within 5 business days to read the client the notice	5432123456	Internet
12/04/2009	Standard print notices and data compact discs (CDs) that contain a Microsoft Word file sent by first-class mail		National 800 Number - 800
07/31/2010	Standard print notices and audio compact discs (CDs) that contain a voice recording of the notice sent by first-class mail		Internet

The client has 3 Other Accommodation Requests.

[View Accommodation Requests](#)

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

CSR070 Other Accommodation History



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
02/01/2011		Pending	View
06/25/2011		Pending	View

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

CSR080 Other Accommodation History Details

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

Condition that caused client to request Accommodation:
Rare vision condition that causes black to be perceived the same as white.

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 cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:
Client does not have a phone and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:
Client cannot read braille and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:
Client does not own a computer and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:
Client does not own a CD player and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:
Client cannot read the black and white notices due to visual problems.

Other Accommodation Requested:

Format the client prefers:
Standard print notices with red print.

Additional formats that work for the client:
Standard print notices on paper any color but white.

Decision Details:

Status: Approved

Decision Date: 01/25/2010

Accommodation Approved: Other

Accommodation Description: Notices will be printed on yellow paper.

OGC020 Authenticate a Client



Social Security Online
www.socialsecurity.gov

Special Notice Option

Enter Client ID

*Social Security Number (SSN)

*SSN

CID

Cancel

Next >

OGC070 Other Accommodation Decision History



Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Client History

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
02/01/2011		No	Pending	View Update
06/25/2011		No	Pending	View Update

Special Notice Option History

Effective Date	Option Selection	Telephone Number	Selected By
12/10/2009	Standard print notices sent by certified mail		Internet
12/10/2009	Standard print notices sent by first-class mail and a follow-up telephone call within 5 business days to read the client the notice	(410) 555-5555	WBDOC
12/09/2009	Standard print notices and Braille notices sent by first-class mail		Field Office - MCS
12/09/2009	Standard print notices and large print (18-point font) notices sent by first-class mail	5432123456	Internet
12/04/2009	Standard print notices and data compact discs (CDs) that contain a Microsoft Word file sent by first-class mail		National 800 Number - 800

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

OGC080 Other Accommodation Decision Details (Update Mode)

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:
Rare vision condition that causes black to be perceived the same as white.

Request Date: 01/13/2010

Last Updated: 01/25/2010

Explanation:

Why we cannot communicate with the client by sending notices in standard print by first-class mail:
Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:
Client does not have a phone and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:
Client cannot read braille and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:
Client does not own a computer and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:
Client does not own a CD player and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:
Client cannot read the black and white notices due to visual problems.

Other Accommodation Requested:

Format the client prefers:
Standard print notices with red print.

Additional formats that work for the client:
Standard print notices on paper any color but white.

Decision Details:

Status: Pending

Comments:

Characters remaining: 5000

< Back (Do Not Save)

Cancel

Save Decision Details

OGC080 Other Accommodation Decision Details (View Mode)



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

Condition that caused client to request Accommodation:
Rare vision condition that causes black to be perceived the same as white.

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 cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:
Client does not have a phone and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:
Client cannot read braille and cannot read the black and white notices due to visual problems

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:
Client does not own a computer and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:
Client does not own a CD player and cannot read the black and white notices due to visual problems.

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:
Client cannot read the black and white notices due to visual problems.

Format the client prefers:
Standard print notices with red print.

Additional formats that work for the client:
Standard print notices on paper any color but white.

Decision Details:

Status: Pending

Decision Date:

Comments:
User has previously submitted 5 requests for the same accommodation.

Msg021 Not Authorized



Social Security Online
www.socialsecurity.gov

Special Notice Option

Not Authorized

You are not authorized to use this application.

Msg026 We Cannot Process Your Request



Social Security Online
www.socialsecurity.gov

Special Notice Option

We Cannot Process Your Request

We cannot process your request at this time. To resolve the issue, you can:

- Call our toll-free number, **1-800-772-1213**. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday from 7 a.m. to 7 p.m.; or
- Visit [a local Social Security office](#).

Select the **Exit** button to leave this report. You will be taken to the Social Security home page.

Exit

Msg027 We Cannot Process Your Request at This Time



Social Security Online
www.socialsecurity.gov

Special Notice Option

We Cannot Process Your Request at This Time

We cannot process your request at this time. To resolve the issue, you can:

- Call our toll-free number, **1-800-772-1213**. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday from 7 a.m. to 7 p.m. ; or
- Visit [a local Social Security Office](#).

Select the **Exit** button to leave this report. You will be taken to the Social Security home page.

Exit
