

INTERNET APPLICATION STATUS (IAPS)

April 29, 2010



SOCIAL SECURITY ONLINE

THE OFFICIAL WEBSITE OF THE U.S. SOCIAL SECURITY ADMINISTRATION

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Estimate Your Retirement Benefits

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Forms and Publications

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Economic Recovery Act



Watch a brief video about our website (less than two minutes)

Claimants click this link to access Application Status

↓ SELECT BELOW TO APPLY FOR: ↓

Retirement/Medicare

Disability Benefits

Social Security Card



Receive updates by email



QUESTIONS?

Social Security Number & Card

INFORMATION FOR...

-- Choose Group --

OTHER USEFUL LINKS

-- Choose Site --

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1.0 IAPS INTERNET APPLICATION SCREENS

1.1 APPLICATION STATUS INFORMATION – AS001

Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

Application Status Information

Form Approved: OMB No. 0960-0763
Expires 12/31/2010
We estimate it will take 1 minute to gather, read and key in the required information.

Enter your Social Security Number:

Enter your Confirmation Number:

[The Paperwork Reduction Act](#)

[Next>>]

1.2 APPLICATION STATUS SELECTION – AS002

Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

Application Status Information

Show Retirement Benefits Application Status

Show Disability Benefits Application Status

If you need more information, you may call us toll-free at 1-800-772-1213, Monday through Friday between 7 a.m. and 7 p.m.

If you are deaf or hard-of-hearing, you may call our TTY number 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m.

Finish

1.3 WE CANNOT PROCESS YOUR REQUEST AT THIS TIME – AS003

The screenshot shows the Social Security Online interface. At the top, there is a red header with the Social Security Administration logo on the left, the text "Social Security Online" and "www.socialsecurity.gov" in the middle, and "Application Status Information" on the right. Below the header is a blue bar with the phone number "1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday". The main content area is white and contains the following text:

Application Status Information

We Cannot Process Your Request At This Time

We are sorry for the inconvenience but we cannot process your request at this time.
If you still wish to make your request, you may try again later. As an alternative, you may call 1-800-772-1213.
If you are deaf or hard-of-hearing, you may call our TTY number 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m.

Finish

1.4 AWAITING RECEIPT OF PROOFS – AS005

The screenshot shows the Social Security Online interface. At the top, there is a red header with the Social Security Administration logo on the left, the text "Social Security Online" and "www.socialsecurity.gov" in the middle, and "Application Status Information" on the right. Below the header is a blue bar with the phone number "1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday". The main content area is white and contains the following text:

Application Status Information

The following statements are informational only. They are current as of today. You will receive the official notice of any decision made on your claim by U.S. mail.

As of today's date, a decision has not been made on your application. We requested that you send the following documents to the office that is processing your application:

Proof of Citizenship. We requested this document on 08/05/2002.
Proof of Number Holder Name Change. We requested this document on 08/05/2002.

Your application is being processed. You may bring your original documents to your local Social Security Office or you may mail them to the following address:


SOCIAL SECURITY
337 HOSPITAL DR
SUITE 1A
GLEN BURNIE, MD 21061

We will return any documents that you send us.

If you need more information, you may call us toll-free at 1-800-772-1213, Monday through Friday between 7 a.m. and 7 p.m.
If you are deaf or hard-of-hearing, you may call our TTY number 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m.

Finish

1.5 A DECISION HAS NOT BEEN MADE ON YOUR APPLICATION – AS006



Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

Application Status Information

The following statements are informational only. They are current as of today. You will receive the official notice of any decision made on your claim by U.S. mail.


As of today's date, a decision has not been made on your application.

If you need more information, you may call us toll-free at 1-800-772-1213, Monday through Friday between 7 a.m. and 7 p.m.

If you are deaf or hard-of-hearing, you may call our TTY number 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m.

[Finish](#)

1.6 A DECISION HAS NOT BEEN MADE ON YOUR CLAIM – AS007



Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

Application Status Information

The following statements are informational only. They are current as of today.


A decision has been made on your claim. You will receive the official notice of any decision made on your claim by U.S. mail.

If you need more information, you may call us toll-free at 1-800-772-1213, Monday through Friday between 7 a.m. and 7 p.m.

If you are deaf or hard-of-hearing, call our toll-free TTY number 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m.

[Finish](#)

1.7 MEDICAL OR APPEAL DECISION OUTSTANDING – AS008



Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

Application Status Information


The following statements are informational only. They are current as of today.
A decision has been made on your claim. You will receive the official notice of any decision made on your claim by U.S. mail.

If you need more information, you may call us toll-free at 1-800-772-1213, Monday through Friday between 7 a.m. and 7 p.m.

If you are deaf or hard-of-hearing, call our toll-free TTY number 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m.

[Finish](#)

1.8 YOUR APPLICATION IS BEING PROCESSED – AS009



Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

Application Status Information

The following statements are informational only. They are current as of today. You will receive the official notice of any decision made on your claim by U.S. mail.

As of today's date, a decision has not been made on your application. We requested that you send the following documents to the office that is processing your application:

Proof of Age. We requested this document on 03/19/2007.

Your application is being processed. You may bring your original documents to your local Social Security Office or you may mail them to the following address:

SOCIAL SECURITY
700 FOURTH STREET
BAY CITY, MI 48708

We will return any documents that you send us.

The Disability Determination Service in your State is processing the medical portion of your claim.

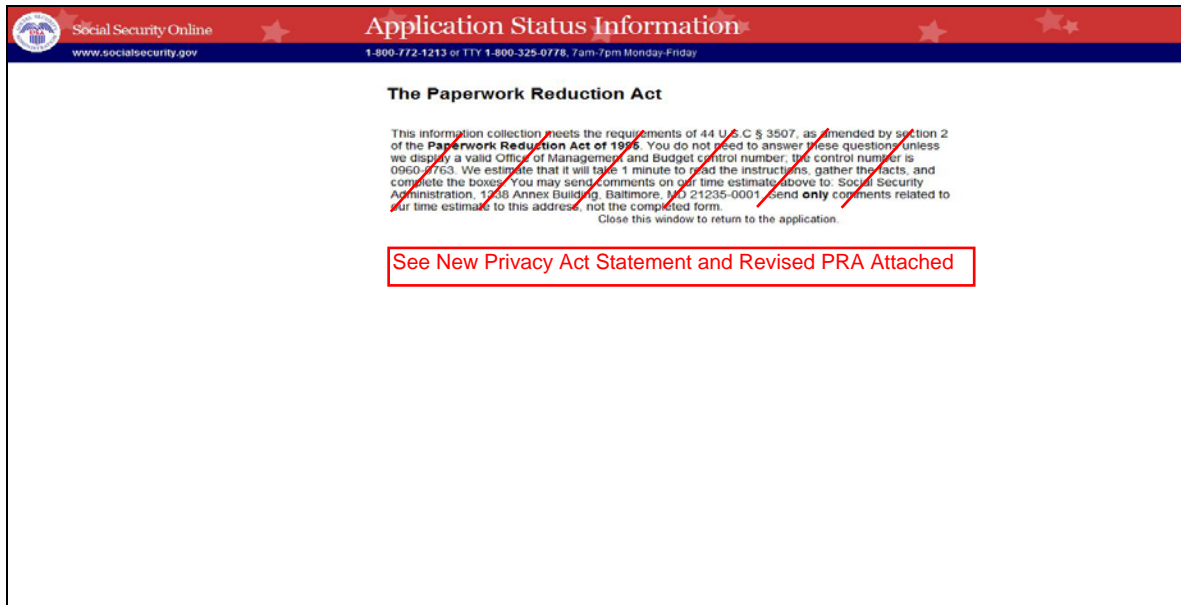
If you need more information, you may call us toll-free at 1-800-772-1213, Monday through Friday between 7 a.m. and 7 p.m.

If you are deaf or hard-of-hearing, you may call our toll-free TTY number, 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m.

[Finish](#)

2.0 MESSAGE PAGES

2.1 THE PAPERWORK REDUCTION ACT – MSG001



The screenshot shows the top of a Social Security Online page. The header includes the Social Security logo, the text "Social Security Online" and "www.socialsecurity.gov", and the title "Application Status Information" with the phone number "1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday". The main content area is titled "The Paperwork Reduction Act" and contains a notice about the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. The notice states that the user does not need to answer these questions unless they have a valid Office of Management and Budget control number. It also provides an estimated time of 1 minute to read the instructions, gather the facts, and complete the boxes. A red box highlights the text "See New Privacy Act Statement and Revised PRA Attached".

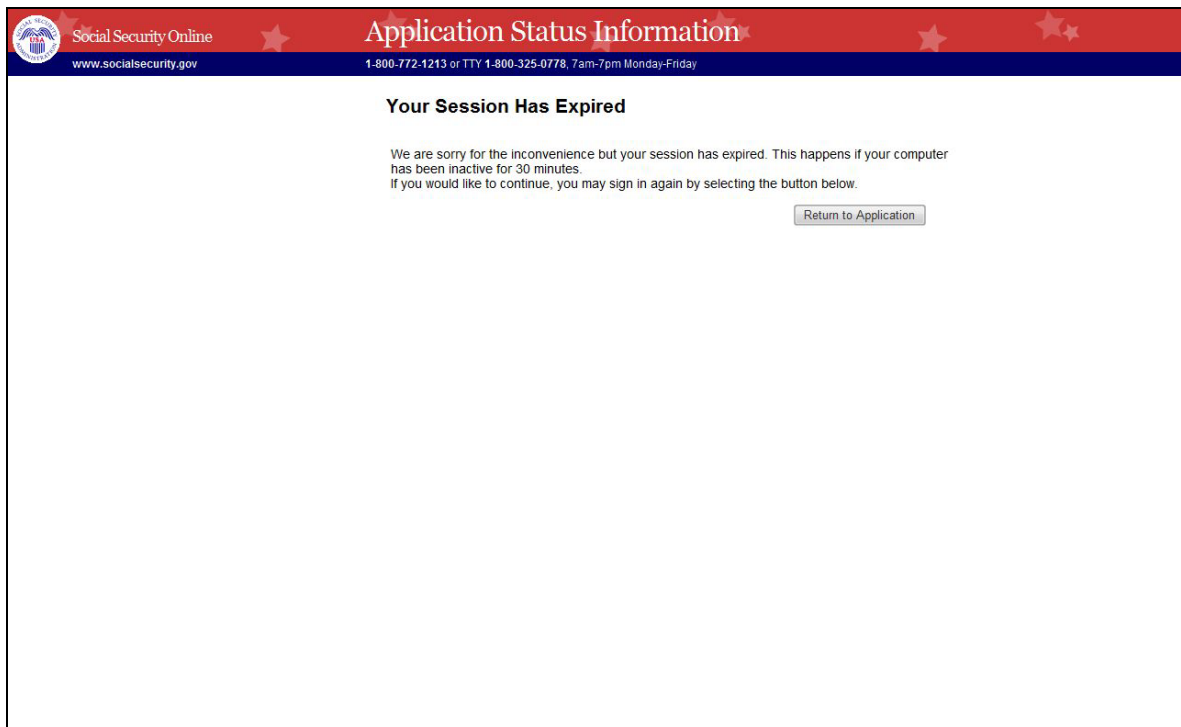
The Paperwork Reduction Act

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 control number. The control number is 0960-0763. We estimate that it will take 1 minute to read the instructions, gather the facts, and complete the boxes. You may send comments on our time estimate above to: Social Security Administration, 1238 Annex Building, Baltimore, MD 21235-0001. Send **only** comments related to our time estimate to this address, not the completed form.

Close this window to return to the application.

See New Privacy Act Statement and Revised PRA Attached

2.2 YOUR SESSION HAS EXPIRED – MSG025



The screenshot shows the top of a Social Security Online page. The header includes the Social Security logo, the text "Social Security Online" and "www.socialsecurity.gov", and the title "Application Status Information" with the phone number "1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday". The main content area is titled "Your Session Has Expired" and contains a message stating that the user's session has expired because their computer has been inactive for 30 minutes. It offers a button labeled "Return to Application" to allow the user to sign in again.

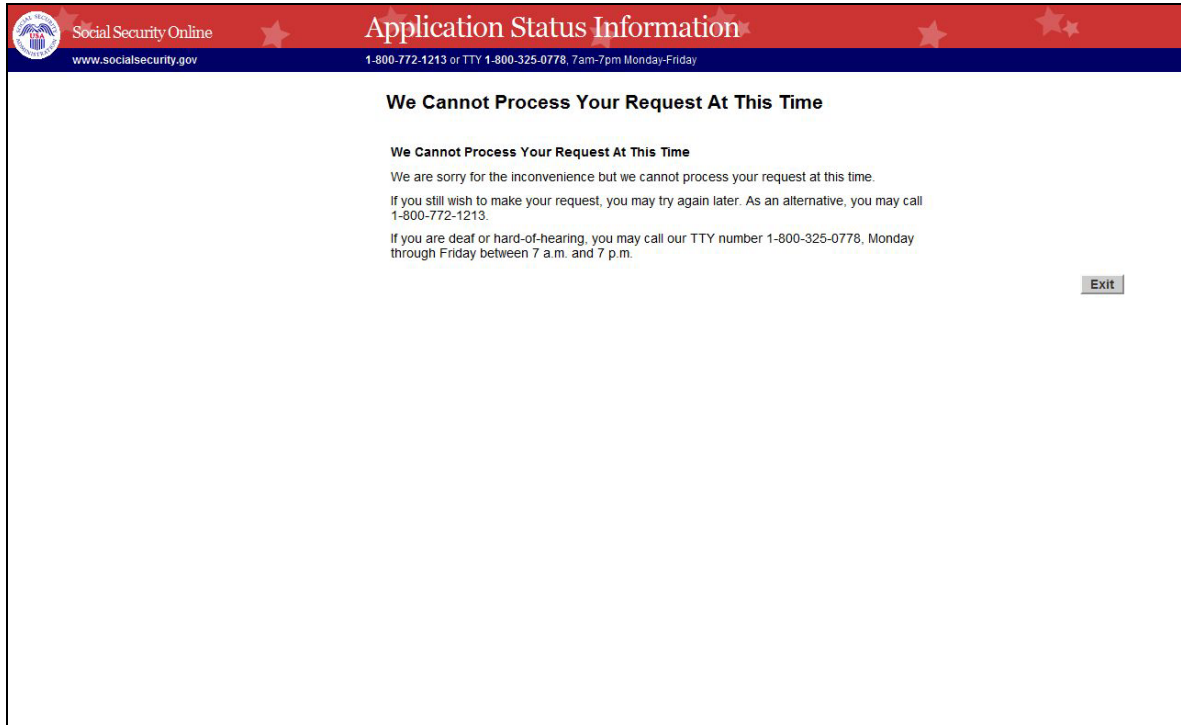
Your Session Has Expired

We are sorry for the inconvenience but your session has expired. This happens if your computer has been inactive for 30 minutes.

If you would like to continue, you may sign in again by selecting the button below.

[Return to Application](#)

2.3 WE CANNOT PROCESS YOUR REQUEST AT THIS TIME – MSG027



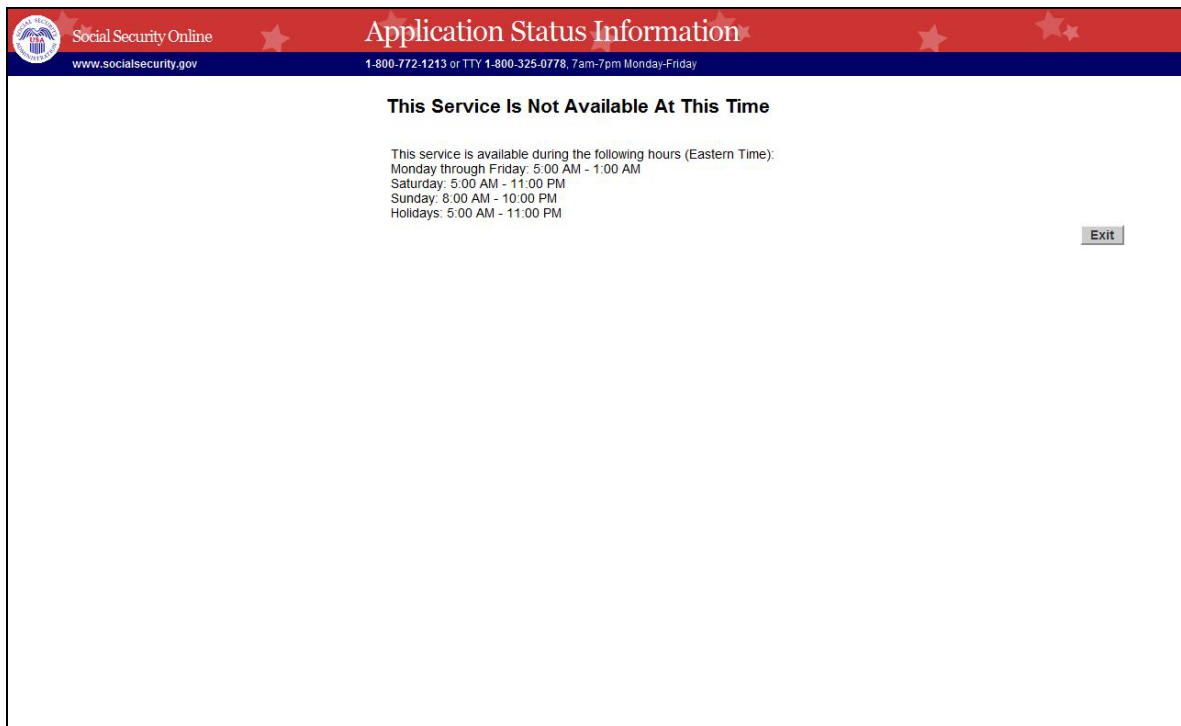
The screenshot shows the top of a Social Security Online page. The header is red with the Social Security Administration logo on the left, 'Social Security Online' and 'www.socialsecurity.gov' in the middle, and 'Application Status Information' on the right. Below the header is a dark blue bar with the phone number '1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday'. The main content area is white and contains the following text:

We Cannot Process Your Request At This Time

We Cannot Process Your Request At This Time
We are sorry for the inconvenience but we cannot process your request at this time.
If you still wish to make your request, you may try again later. As an alternative, you may call 1-800-772-1213.
If you are deaf or hard-of-hearing, you may call our TTY number 1-800-325-0778, Monday through Friday between 7 a.m. and 7 p.m.

Exit

2.4 THIS SERVICE IS NOT AVAILABLE AT THIS TIME - MSG028



The screenshot shows the top of a Social Security Online page. The header is red with the Social Security Administration logo on the left, 'Social Security Online' and 'www.socialsecurity.gov' in the middle, and 'Application Status Information' on the right. Below the header is a dark blue bar with the phone number '1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday'. The main content area is white and contains the following text:

This Service Is Not Available At This Time

This service is available during the following hours (Eastern Time):
Monday through Friday: 5:00 AM - 1:00 AM
Saturday: 5:00 AM - 11:00 PM
Sunday: 8:00 AM - 10:00 PM
Holidays: 5:00 AM - 11:00 PM

Exit

SSA will include the following new Privacy Act Statement and revised PRA Statement into this Internet application upon OMB approval:

Privacy Act Statement

Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended, authorizes us to collect the requested information to allow access to our on-line applications. The information will be used for authentication purposes and will enable your access to our on-line applications. Your response is voluntary. However, failure to provide the requested information may prevent you from using SSA's on-line applications.

We rarely use the information you supply for any purpose other than described above in order to provide access to our on-line applications. However, SSA does maintain the information relating to your identity and we may use it for the administration and integrity of Social Security programs.

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 control number; the control number for this application is 0960-0763. We estimate that it will take about 1 minute to read the instructions, gather the facts, and answer the questions. ***Send only comments relating to our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.***