



Screen Documentation

RCS Release 2.0

AUGUST 27, 2012

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Global changes

Changed "New Search" button to "Clear Search" and moved it next to "Search"
Added the "Sample Notices" container to all Search pages and made them all consistent

Start - Search

Social Security • Registration and Customer Support

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 an 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.

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 search results - no account or registration attempt

Release 2: Added client header and changed title of No Account Found container. Added "Block Access" button.

If account is blocked, then the buttons are "Unblock" and "Deny Unblock."

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970

No Account Found

There is no account for SSN 999-99-9999

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](#)
[Sign In with Enhanced Security](#)

To Register in Person [? Help](#)

In order to register for an 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.

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 search results - failed registration

Release 2: Added Client header and changed title of "No Account Found" container. Added "Block Access" button.

If account is blocked, then the only buttons are "Unblock" and "Deny Unblock." If account is locked but not blocked, the buttons are "Unlock" and "Block Access"

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970

[User Information](#) [Transaction History](#)

No Account Found

Account Status: **No account**
Reason: **Failed OOW Quiz**
Date: **May 08, 2012; 03:14 PM EST**

[Create Account](#) [Block Access](#)

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](#)
[Sign In with Enhanced Security](#)

To Register in Person [? Help](#)

In order to register for an 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.

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](#)

Search results - no account/locked

Release 2: If account is locked but not blocked, the buttons are "Unlock" and "Block Access"

Applies to both phone and in person.

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: **999-99-9999** DOB: **01/01/1970**

[User Information](#) [Transaction History](#)

No Account Found

Account Status: **Locked**
Reason: **Failed OOW Quiz**
Date: **May 08, 2012; 03:14 PM EST**

[Unlock](#) [Block Access](#)

To Register in Person [? Help](#)

In order to register for an 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.

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](#)
[Sign In with Enhanced Security](#)

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 search results - pending account

Release 2: Added client header and tabs. Added "Block Access" button.

If account is blocked, then the only buttons are "Unblock" and "Deny Unblock." If account is locked but not blocked, the buttons are "Unlock" and "Block Access"

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970

The customer has not activated this account.

If the customer no longer has access to the previously issued code, select "Create Account" below to re-verify the customer and issue a new code. Selecting the "Create Account" button below will cancel the previous pending account.

User Information

Transaction History

Account Pending

This account is pending activation. An activation code letter was requested on June 15, 2012.

Create Account
Block Access

To Register in Person ? Help

In order to register for an 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.

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](#)
[Sign In with Enhanced Security](#)

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 search results - no account

Release 2: Added client header and "Block Access" button. Changed title of "No Account Found" container.

If account has standard block, then the only buttons are "Unblock" and "Deny Unblock." For other types of block, the telephone user has no buttons.

Social Security • Registration and Customer Support

User Search

SSN: or Username: [Search](#) [Clear Search](#)

John Jones **SSN: 999-99-9999** **DOB: 01/01/1970**

No Account Found

There is no account for SSN 999-99-9999

[Block Access](#)

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](#)
[Sign In with Enhanced Security](#)

To Register in Person [? Help](#)

In order to register for an 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.

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 search results - pending account

Release 2: Added client header. Added tabs, "Block Access" button.

If account is blocked, then the only buttons are "Unblock" and "Deny Unblock." If account is locked but not blocked, the buttons are "Unlock" and "Block"

Social Security • Registration and Customer Support

User Search

SSN: or Username: [Search](#) [Clear Search](#)

John Jones **SSN: 999-99-9999** **DOB: 01/01/1970**

The customer has not activated this account.

If the customer no longer has access to the previously issued code, a new code may be issued by visiting a local Social Security office.

User Information

Transaction History

Account Pending

Pending account found; activation code and upgrade code requested June 14, 2012

[Block Access](#)

To Register in Person [? Help](#)

In order to register for an 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.

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](#)
[Sign In with Enhanced Security](#)

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 Screens



Standard account

Release 2: added "Block Access button" and "Last Login" field.

Social Security • Registration and Customer Support

User Search

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

John Jones **SSN: 999-99-9999** **DOB: 01/01/1970** **Username: JJJones1!2**

Account Summary [Help](#)

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

Account Type: **Standard**

Account Status: **Active**

Last Login: **October 13, 2011; 10:15 PM**

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](#)
[Sign In with Enhanced Security](#)

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 with Extra Security before OTP entered

Release 2: added "Block Access" button. Added "Last 4 Digits of Cell Phone" and "Last Login" fields. Added "Mail Reset Code" button for Telephone user.

The screenshot shows a web interface for Social Security Administration. At the top, there is a breadcrumb trail: "Social Security > Registration and Customer Support". Below this is a "User Search" section with input fields for "SSN:", "Username:", and "User is:". The "User is:" field has two radio button options: "on phone" (selected) and "in person". There are "Search" and "Clear Search" buttons. Below the search section, user information is displayed: "John Jones", "SSN: 999-99-9999", "DOB: 01/01/1970", and "Username: JJJones1!2". There are two tabs: "Account Summary" (selected) and "Transaction History". The "Account Summary" section has a "Help" icon and a warning message: "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." Below this, account details are listed: "Email Address: jones@me.com" with a "Mail Reset Code" button, "Account Type: Extra Security", "Last 4 Digits of Cell Phone: 5555", "Account Status: Active", and "Last Login: June 20, 2012; 10:15 PM". At the bottom of this section are "Send Text Message" and "Block Access" buttons. The "Customer Internet Screens" section has a "Help" icon and a description: "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." It lists several links: "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", and "Sign In with Enhanced Security". The "Sample Notices" section has a "Help" icon and a description: "If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice." It lists several notices: "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", and "Request to reset cell phone number".

Account with Extra Security after OTP entered

Release 2: added "Block Access" button. Also added "Last 4 Digits of Cell Phone" and "Last Login" fields.

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

[Account Summary](#) [Transaction History](#)

Account Summary

[? Help](#)

Email Address: **jjones@me.com**
Account Type: **Extra Security**
Last 4 Digits of Cell Phone: **5555**
Account Status: **Active**
Last Login: **June 20, 2012; 10:15 PM**

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](#)
[Sign In with Enhanced Security](#)

Sample Notices

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](#)

Standard account blocked

Release 2: Added "Unlock" and "Deny Unblock" functionality. Added "Block Type," "Block Reason," "Block Date," "Block Location," to the Account Summary container.

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: **999-99-9999** DOB: **01/01/1970** Username: **JJones1!2**

Account Summary [? Help](#)

Email Address: **jjones@me.com**
Account Type: **Standard**

Account Status: **Blocked**
Block Type: **Standard**
Block Reason: **Customer initiated**
Block Date: **May 30, 2012; 11:12 AM EDT**
Block Location: **Internet**
Last Login: **October 13, 2011; 10:15 PM EDT**

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](#)
- [Sign In with Enhanced Security](#)

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](#)

Panel_Bottom Half

default

<p>Unblock Deny Unblock</p>	
<p>Customer Internet Screens ? Help</p> <p>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.</p> <hr/> <p>Create Account - Verify your Identity Create Account - Create Account</p> <p>Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account</p> <p>Add extra security</p> <p>Sign In Sign In with Enhanced Security</p>	<p>Sample Notices ? Help</p> <p>If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.</p> <hr/> <p>Created an account online Created an account online (with extra security) Added extra security</p> <p>Created an account in person Created an account in person (with extra security) Upgraded account in person</p> <p>Request to reset cell phone number</p>

After "Deny unblock"

<p>Reason(s) for authentication failure when denying unblock:</p> <p><input type="checkbox"/> SSN <input type="checkbox"/> Mother's name <input type="checkbox"/> Address <input type="checkbox"/> Direct Deposit Account Number (DAN) <input type="checkbox"/> Date of birth <input type="checkbox"/> Master Beneficiary Amount (MBA) <input type="checkbox"/> Place of birth <input type="checkbox"/> Other</p> <p>Save Cancel</p>	
<p>Customer Internet Screens ? Help</p> <p>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.</p> <hr/> <p>Create Account - Verify your Identity Create Account - Create Account</p> <p>Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account</p> <p>Add extra security</p> <p>Sign In Sign In with Enhanced Security</p>	<p>Sample Notices ? Help</p> <p>If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.</p> <hr/> <p>Created an account online Created an account online (with extra security) Added extra security</p> <p>Created an account in person Created an account in person (with extra security) Upgraded account in person</p> <p>Request to reset cell phone number</p>

Standard account after unblock

Release 2: Added "Unblock Date" and "Unblock Location," to the Account Summary container.

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

Account Summary [? Help](#)

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

Account Type: **Standard**

Account Status: **Active**
Block removed
Unblock Date: **June 26, 2012 03:44 PM EDT**
Unblock Location: **Towson MD (375)**
Last Login: **October 13, 2011; 10:15 PM EDT**

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](#)
[Sign In with Enhanced Security](#)

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 - Standard account suspended

Release 2: Added warning message. Added "Unlock" and "Deny Unblock" functionality. Added "Block Type," "Block Reason," "Block Date," "Block Location," to the Account Summary container.

Availability of Unlock and Deny Unblock is based on Top Secret profile and only available in person.

The screenshot shows a web interface for a Social Security account. At the top, it says "Social Security • Registration and Customer Support". Below that is a "User Search" section with input fields for SSN and Username, and radio buttons for "on phone" and "in person" (selected). A "Search" button and a "Clear Search" button are also present. Below the search section, the user's name "John Jones" is displayed along with their SSN (999-99-9999), DOB (01/01/1970), and Username (JJones1!2). A prominent yellow warning box states: "This account has been suspended. A person with management access can remove the suspension." Below this, there are two tabs: "Account Summary" (selected) and "Transaction History". The "Account Summary" section includes a "Help" link and lists the following details: Email Address: jjones@me.com, Account Type: Standard, Account Status: Blocked, Block Type: Suspended, Block Reason: SSN, Date of Birth failed, Block Date: May 08, 2012; 03:14 PM EST, Block Location: Towson MD (375), and Last Login: October 13, 2011; 10:15 PM EST. Below the account summary are two columns of links. The "Customer Internet Screens" column lists links for "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", and "Sign In with Enhanced Security". The "Sample Notices" column lists links for "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", and "Request to reset cell phone number".

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Customer Internet Screens ? Help	Sample Notices ? Help
<p>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.</p> <hr/> <p>Create Account - Verify your Identity Create Account - Create Account</p> <p>Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account</p> <p>Add extra security</p> <p>Sign In Sign In with Enhanced Security</p>	<p>If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.</p> <hr/> <p>Created an account online Created an account online (with extra security) Added extra security</p> <p>Created an account in person Created an account in person (with extra security) Upgraded account in person</p> <p>Request to reset cell phone number</p>

In person manager - Standard account suspended

Release 2: Added warning message. Added "Unlock" and "Deny Unblock" functionality. Added "Block Type," "Block Reason," "Block Date," "Block Location," to the Account Summary container.

Availability of Unlock and Deny Unblock is based on Top Secret profile and only available in person.

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

This account has been suspended.
A person with management access can remove the suspension.

Account Summary

Transaction History

Account Summary ? Help

Email Address: **jjones@me.com**
Account Type: **Standard**

Account Status: **Blocked**
Block Type: **Suspended**
Block Reason: **SSN, Date of Birth failed**
Block Date: **May 08, 2012; 03:14 PM EST**
Block Location: **Towson MD (375)**
Last Login: **October 13, 2011; 10:15 PM EST**

[Unblock](#)
[Deny Unblock](#)

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](#)
[Sign In with Enhanced Security](#)

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](#)

panel_bottom_half

default

<p>Unblock Deny Unblock</p>	
<p>Customer Internet Screens ? Help</p> <p>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.</p> <hr/> <p>Create Account - Verify your Identity Create Account - Create Account</p> <p>Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account</p> <p>Add extra security</p> <p>Sign In Sign In with Enhanced Security</p>	<p>Sample Notices ? Help</p> <p>If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.</p> <hr/> <p>Created an account online Created an account online (with extra security) Added extra security</p> <p>Created an account in person Created an account in person (with extra security) Upgraded account in person</p> <p>Request to reset cell phone number</p>

deny unblock

<p>Reason(s) for authentication failure when denying unblock:</p> <p><input type="checkbox"/> SSN <input type="checkbox"/> Mother's name</p> <p><input type="checkbox"/> Address <input type="checkbox"/> Direct Deposit Account Number (DAN)</p> <p><input type="checkbox"/> Date of birth <input type="checkbox"/> Master Beneficiary Amount (MBA)</p> <p><input type="checkbox"/> Place of birth <input type="checkbox"/> Other</p> <p>Save Cancel</p>	
<p>Customer Internet Screens ? Help</p> <p>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.</p> <hr/> <p>Create Account - Verify your Identity Create Account - Create Account</p> <p>Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account</p> <p>Add extra security</p> <p>Sign in</p>	<p>Sample Notices ? Help</p> <p>If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.</p> <hr/> <p>Created an account online Created an account online (with extra security) Added extra security</p> <p>Created an account in person Created an account in person (with extra security) Upgraded account in person</p> <p>Request to reset cell phone number</p>

Telephone - Standard account suspended


Release 2: Added warning message. Added "Block Type," "Block Reason," "Block Date," "Block Location," to the Account Summary container.

Social Security • Registration and Customer Support

User Search

SSN: or Username: [Search](#) [Clear Search](#)

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

 **This account has been suspended.**
The customer must visit a Field Office to remove the suspension.

[Account Summary](#) [Transaction History](#)

Account Summary [? Help](#)

Email Address: **jjones@me.com**
Account Type: **Standard**

Account Status: **Blocked**
Block Type: **Suspended**
Block Reason: **SSN, Date of Birth failed**
Block Date: **May 08, 2012; 03:14 PM EST**
Block Location: **Towson MD (375)**

Last Login: **October 13, 2011; 10:15 PM EST**

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](#)
[Sign In with Enhanced Security](#)

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](#)

Block access - confirm

New for Release 2

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

“ Please read the following to the customer:

Are you sure you want to block all access to your information?

If you block access to your information, you will not be able to access any of our online or automated telephone services. If you change your mind in the future, you will have to call or visit Social Security to unblock the account.

Transaction History

New functionality for Release 2.

Social Security • Registration and Customer Support

User Search

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

John Jones **SSN: 999-99-9999** **DOB: 01/01/1970** **Username: JJJones1!2**

[Account Summary](#) [Transaction History](#)

Showing 1-25 of 96 transactions << First < Previous 1 2 3 4 Next > Last >>

Event	Success?	Date/Timestamp ▼	Location
Second factor reset request	Yes	June 26, 2012 09:12 am	Towson MD (555) Telephone
Search for customer	Yes	June 26, 2012 09:06 am	Towson MD (555) Telephone
Unblock	Yes	June 21, 2012 09:15 am	Columbia MD (103) In Person
Search for customer	Yes	June 21, 2012 09:05 am	Columbia MD (103) In Person
Deny unblock	--	June 20, 2012 12:06 pm	Columbia MD (103) In Person
Search for customer	Yes	June 20, 2012 12:01 pm	Columbia MD (103) In Person
Block Access	Yes	June 5, 2012 11:59 pm	Internet
Remove Extra Security	Yes	June 5, 2012 11:55 pm	Internet
Once-time password verification	Yes	June 5, 2012 11:55 pm	Internet
Authentication	Yes	June 5, 2012 11:50 pm	Internet
Change password	Yes	June 1, 2012 12:01 am	Internet
Password reset question attempt	Yes	May 31, 2012 11:59 am	Internet
Once-time password verification	Yes	May 31, 2012 11:55 pm	Internet
Authentication	Yes	May 31, 2012 11:50 pm	Internet
Change e-mail	Yes	May 25, 2012 09:02 pm	Manassas TSC (999)
One-time password verification	Yes	May 25, 2012 09:00 am	Manassas TSC (999)
Search for customer	Yes	May 25, 2012 08:56 am	Manassas TSC (999)
One-time password verification	Yes	May 15, 2012 09:03 am	Internet
Register cell phone number for one-time password verification	Yes	May 15, 2012 09:00 am	Internet
Authentication	Yes	May 15, 2012 08:55 am	Internet
Request elevation code/verify identity	Yes	May 3, 2012 08:58 pm	Internet
OOW quiz attempt	Yes	May 3, 2012 08:55 pm	Internet
Remove strikes/lockout	Yes	May 2, 2012 04:00 pm	Columbia MD (103) Telephone
Search for customer	Yes	May 2, 2012 03:53 pm	Columbia MD (103) Telephone
Registration failure	--	May 2, 2012 01:23 pm	Internet

[Back to Top](#) << First < Previous 1 2 3 4 Next > Last >>

Transaction history - failed registration

New for Release 2

User Search

SSN: or Username:

John Jones **SSN: 999-99-9999** **DOB: 01/01/1970**

Event	Success?	Date/Timestamp ▼	Location
Search for customer	Yes	June 27, 2012 04:00 pm	In Person Columbia MD (103)
OOW quiz attempt	No	May 29, 2012 09:01 am	Internet

Create Account - Need external verification

Added "Edit Address" button that takes user back to prior screen with editable address fields displayed.

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 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

Successful enrollment - standard


Removed sample notice and changed "Print" button to "Reprint"

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970

 **The confirmation letter was successfully sent to the printer.**

“ Please give the confirmation letter to the customer 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.

Successful enrollment - extra security


Removed sample notice and changed "Print" button to "Reprint"

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970

 **The confirmation letter was successfully sent to the printer.**

“ Please give the confirmation letter to the customer 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.
