


# Internet Change of Address (ICOA) Screenshots

Overview of Pages in ICOA

Screen Number	Screen Name
<b>Application Pages</b>	
<a href="#"><u>coa001</u></a>	<a href="#"><u>Information About Changing Your Address</u></a>
<a href="#"><u>coa002</u></a>	<a href="#"><u>Acknowledgement for Change of Address Services</u></a>
<a href="#"><u>coa003</u></a>	<a href="#"><u>Public Agreement</u></a>
<a href="#"><u>coa004</u></a>	<a href="#"><u>The Collection and Use of Information from Your Application</u></a>
<a href="#"><u>coa006</u></a>	<a href="#"><u>Your Information</u></a>
<a href="#"><u>coa007</u></a>	<a href="#"><u>Your New Address</u></a>
<a href="#"><u>coa008</u></a>	<a href="#"><u>When Will This Change Happen</u></a>
<a href="#"><u>coa009</u></a>	<a href="#"><u>Verify Your Information</u></a>
<a href="#"><u>coa010</u></a>	<a href="#"><u>Confirmation</u></a>
<a href="#"><u>coa011</u></a>	<a href="#"><u>The Next Person's Turn</u></a>
<a href="#"><u>coa012</u></a>	<a href="#"><u>Change of Address Survey</u></a>
<a href="#"><u>coa013</u></a>	<a href="#"><u>Frequently Asked Questions</u></a>
<b>Message Pages</b>	
<a href="#"><u>msg051</u></a>	<a href="#"><u>Cookies Not Enabled</u></a>
<a href="#"><u>msg021</u></a>	<a href="#"><u>How to Update Your Address or Telephone Number If You Cannot Change It Online</u></a>
<a href="#"><u>msg001</u></a>	<a href="#"><u>Internet Security Policy</u></a>
<a href="#"><u>msg002</u></a>	<a href="#"><u>The Information You Entered Does Not Match Our Records</u></a>
<a href="#"><u>msg004</u></a>	<a href="#"><u>The Information You Entered Does Not Match Our Records</u></a>
<a href="#"><u>msg006</u></a>	<a href="#"><u>This Service Is Not Available At This Time</u></a>
<a href="#"><u>msg037</u></a>	<a href="#"><u>Unable to Process Your Request</u></a>
<a href="#"><u>msg008</u></a>	<a href="#"><u>We Are Processing Your Request</u></a>
<a href="#"><u>msg005</u></a>	<a href="#"><u>We Cannot Process Your Request At This Time</u></a>
<a href="#"><u>msg007</u></a>	<a href="#"><u>You Have Reached the Limit on the Number of Requests</u></a>
<a href="#"><u>msg003</u></a>	<a href="#"><u>Your Session Has Expired</u></a>

# COA001 Information About Changing Your Address

Social Security www.socialsecurity.gov	
Change Your Address	
 <b>Information About Changing Your Address</b>	
<b>You can change your address and/or telephone number at this web site if:</b>	<ul style="list-style-type: none"><li>• You get Social Security disability, retirement, or survivors benefits.</li><li>• You live in and are moving to an address in one of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Mariana Islands, or American Samoa, and</li><li>• The address change is for your own benefit or payment.</li></ul> <p>If you have a foreign, APO, or FPO address, see <a href="#">Service Around the World</a>. If you receive Supplemental Security Income, you cannot use this online service. If you are a Representative Payee, you cannot use this online service. For more information, see the <a href="#">Frequently Asked Questions</a>.</p>
<b>What You Will Need</b>	<ul style="list-style-type: none"><li>• Your complete new address, including zip code. If you don't know your zip code, please check the <a href="#">United States Postal Service Zip Code directory</a> before continuing.</li><li>• Your new phone number or a number we can use to contact you, if this has changed.</li></ul>
<b>What To Expect</b>	<ul style="list-style-type: none"><li>• To protect everyone's privacy, each person who wants to change his or her address must request it. For example, your spouse and other members of your household will need to each log on to do this.</li><li>• You can decide when your change of address will take effect.</li><li>• There are time limits for your work on each page. You will receive a warning after 25 minutes, and you will be able to extend your time on the page. After the third warning on a page, you must move to another page or your time will run out, and your work on that page will be lost.</li><li>• If you have turned JavaScript off in your browser, you will not receive any warnings.</li></ul> <p>For more information about the Change Your Address application process, please see the <a href="#">Internet Security Policy</a>.</p>
<b>Block access to your personal information</b>	<p>If you want to prevent online and automated telephone access to your personal information, you can <a href="#">block access to your personal information</a>.</p>
<b>What Do You Want to Do?</b>	<input type="button" value="Use my Social Security password to change my address"/> <input type="button" value="Change my address without using a Social Security password"/>

# COA002 Acknowledgement for change of Address Services



### Acknowledgement for Change of Address Services

Any person who knowingly and willingly makes any representation

1. that is false to obtain information from Social Security records, and/or
2. that is intended to deceive the Social Security Administration as to the true identity of an individual,

could be punished by a fine or imprisonment, or both.

I have read the above statement and am the individual to whom the Change of Address information applies.

**COA003 Public Agreement**



### Public Agreement

Social Security provides this website for your convenience. You can only use it to change **your** address or telephone number.

#### The Privacy Act Statement

Social Security is allowed to collect the facts on this form under Section 205 of the Social Security Act. We need these facts to quickly identify who you are and provide the information you requested. Giving us these facts is voluntary. However, without them we may not be able to give you the information that you want. The Social Security Administration will not use the information for any other purpose. If you want to read more information on this subject, read [The Collection and Use of Information From Your Application](#).

#### 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 form is 0960-0596; expiration date 09/30/2009. We estimate that it will take about 10 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001. **Send only comments on our time estimate to this address, not the completed form.**

By using this website, you agree to its limitations.

### **The Collection and Use of Information from Your Application**

Although the information you furnish on the application is rarely used for any other purpose than stated, there is a possibility that information may be disclosed to another person or to another governmental agency as follows: (1) to comply with Federal laws requiring the release of information from Social Security records and (2) a request from a Congressional office or the Office of the President.

We may also use the information you give us when we match records by computer. Matching programs compare our records with those of other Federal, State or local government agencies. Many agencies may use matching programs to find or prove that a person qualifies for benefits paid by the Federal government. The law allows us to do this even if you do not agree to it.

Explanations about these and other reasons why information you provide us may be used or given out are available in Social Security Offices. If you want to learn more about this, contact any Social Security Office.

## Please Enter Your Information

If you are navigating using only the keyboard or using an assistive device and need help, visit our [instructional page for alternative views and navigation](#).  
**Warning:** If you select this link, you will leave this secure site and go to a new browser window. You will automatically return to this page when you close the new browser window.

To start your request, we need to verify your identity.

**Your Social Security Number:**

Use your own number even if you are receiving benefits as a spouse, child, or parent on another person's record.

**First Name:**

Enter Your First Name

**Middle Initial:**

Enter Your Middle Initial

**Last Name:**

Enter Your Last Name

**Suffix:**

Select A Suffix (if any)

**Other Last Name:**

**Date of Birth:**

**Were you born in the United States or its territories or possessions?**  Yes  No

**Place of Birth:**

If yes, please select a state, US Territory or Commonwealth from the drop down list.

**Mother's Maiden Name:**

(Last Name Only)

If unknown, type "Unknown" or "unk" in the field.

**Enter the amount, in whole dollars, of the last payment you received from Social Security:** \$ .00

You can find this amount on your most recent bank statement if you are receiving direct deposit, or on the check itself if you receive a check by mail.

Example: If the amount of your last payment was \$123.50, the amount you should enter is 123 (do not include commas or cents).

**Does anyone else in your household also need to report a change of address?**  Yes  No  Not Applicable

If so, that person can sign in after you are finished. If you are a Representative Payee, this online service will change your address but not those of the people you represent.

# COA007 Your New Address

Welcome Roger Field!

## Your New Address

Please enter your new address.

**Street Address Line 1:**  
**Street Address Line 2:**  
**Street Address Line 3:**  
**Street Address Line 4:**  
**City, State, Zip Code:**

## Your New Phone Number

Please enter your new phone number.

**Phone Number:**

(  )    
If your phone number has not changed, leave blank and select 'Not changed'.

This phone number is:

- Home
- Work
- Mobile
- Attorney
- Other
- I have no telephone number
- Not changed

**E-Mail Address (Optional):**

# COA008 When Will This Change Happen

### When Will This Change Happen

Let us know how soon you want this change of address or telephone number to take effect. You can change your address or telephone number now, or up to three months before you move.  
**When do you want this change to take effect?**  
Make the change effective

If you have your check mailed to you, it may take up to 3 weeks to change your address on your benefit check. If you are changing your address immediately, your next check may still go to your old address.

[Back](#) [Continue](#)

[Cancel](#)

## COA009 Verify Your Information



### Verify Your Information

You are about to change your address and/or phone number. Please check the information below to make sure it is correct. It takes up to three business days to change our records. If you wish to submit additional information or update the information submitted, you cannot make any changes for three business days.

If the information below is correct, select 'Confirm' to send your request to Social Security.

**Address:**

123 Main Street  
Baltimore, MD 21212  
(410) 456-4562 This is your home phone number

Change Address/Phone

**Phone:**

**Email Address:**

**Date:**

This change will take effect on 02/27/2009.

Change Date

Confirm

## COA010 Confirmation

### Confirmation

**Thank you Roger Field!**

We have received your change of address and/or phone number on **February 25, 2009**. A confirmation letter from Social Security will be sent to your old address in a few days. If you are changing your address immediately, any notice and/or your next check may still go to your old address. Please also contact the [U.S. Postal Service](#) to register your change of address.

We suggest that you use your browser commands to print or save this page for your records.

Your new address and/or phone number are listed below.

<b>Address:</b>	<b>123 Main Street Baltimore, MD 21212</b>
<b>Phone:</b>	<b>(410) 456-4562 This is your home phone number</b>
<b>Email Address:</b>	
<b>Date:</b>	<b>This change will take effect on 02/27/2009.</b>

[Continue](#)

### The Next Person's Turn

Your change of address and/or phone number has been processed successfully. You indicated that another person in your household also needs to change his or her address. That person may do so now, or come back another time to give us his or her information.

Does the next person want to do this now?  Yes  No

[Continue](#)

### Change of Address Survey

We would like to know what you think of this online service. Please take a minute to fill out our survey below. If you do not want to fill out the survey, you may leave this site by using the Finished button below.

If you need additional information:

- Call us 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.
- Visit [your local Social Security Office](#).

Was it easy to find the "Change Your Address" service from our Home Page?  Yes  No

Was it easy to understand what information you needed to provide?  Yes  No

Were the instructions easy to understand?  Yes  No

Did we tell you everything you needed to know about your Change of Address request?  Yes  No

Overall, did you think it was easy to complete your request for Change of Address?  Yes  No

Would you do business with us online again based on your experience today?  Yes  No

Finished

## COA013 Frequently Asked Questions

## Frequently Asked Questions

**Why do I need to keep my address and telephone number current?**

To ensure prompt delivery of Social Security benefits, SSI payments and correspondence.

**What should I do if I live in another place for part of the year?**

You can use this application to change your address any time, even if you relocate for part of the year. For example, if you live in a different place during the summer than you do in the winter -- you can change your address each time you relocate.

**I plan on moving in a few weeks, should I wait to change my address?**

No, you can report a future change of address.

**How will I know the change has taken effect?**

You will receive a confirmation screen at the end of your report notifying you of the effective date of the change. In addition, you will receive a confirmation letter in the mail.

**How do I change my address with other government agencies?**

[www.socialsecurity.gov/otheraddress.html](http://www.socialsecurity.gov/otheraddress.html)

## Cookies Not Enabled

To use this application, you must enable "cookies" on your computer. We use "session cookies" that we store on your computer only during your visit. The session cookie keeps you from losing information you've entered for a business transaction with us if, during your visit, you leave our website and return.

Once you turn off your computer or stop using the Internet, the cookie is erased.

To enable cookies, follow the instructions below for the browser you're using.

### Microsoft Internet Explorer 6.0+

- Select "Internet Options" from the Tools menu.
- Click on the "Privacy" tab.
- Click the "Default" button (or manually slide the bar down to "Medium") under "Settings".
- Click "OK".

### Microsoft Internet Explorer 5.x

- Select "Internet Options" from the Tools menu.
- Click on the "Security" tab.
- Click the "Custom Level" button.
- Scroll down to the "Cookies" section.
- Set "Allow cookies that are stored on your computer" to "Enable".
- Set "Allow per-session cookies" to "Enable".
- Click "OK".

### Mozilla Firefox (1.0 final release and earlier)

- Go to the "Tools" menu.
- Select "Options".
- Select the "Privacy" icon in the left panel.
- Check the box corresponding to "Allow sites to set cookies".
- Click "OK" to save changes.

### Netscape 7.1/Mozilla 5.0

- Select "Preferences" from the Edit menu.
- Click on the arrow next to "Privacy & Security" in the scrolling window to expand.
- Under "Privacy & Security", select "Cookies."
- Select "Enable all cookies".
- Click "OK".

### Microsoft Internet Explorer 4.x

- Select "Internet Options" from the View menu.
- Click on the "Advanced" tab.
- Scroll down to find "Cookies" within the "Security" section.
- Select "Always accept cookies".
- Click "OK".

### Netscape Communicator 4.x

- Select "Preferences" from the Edit menu.
- Find the "Cookies" section in the "Advanced" category.
- Select "Accept all cookies" (or "Enable all cookies").
- Click "OK".

[Exit](#)

[Start Over](#)

# MSG021 How to Update Your Address or Telephone Number If You Cannot Change It Online

Social Security Online

Change Your Address

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## How to Update Your Address or Telephone Number If You Cannot Change It Online

We're sorry you cannot change your address or telephone number online. You must call or visit us to change your record. If you are --

- in the United States, you can --
  - call us at **1-800-772-1213** Monday through Friday between 7 a.m. and 7 p.m.
  - call our toll-free TTY number, **1-800-325-0778**, if you are deaf or hard-of-hearing, Monday through Friday between 7 a.m. and 7 p.m., or
  - visit your local Social Security office. You can get directions and a map to your local Social Security office by visiting the [Field Office Locator](#).
- outside the United States, you can contact --
  - your nearest Social Security office,
  - the closest [U.S. Embassy or consulate](#), or
  - the [Veterans Affairs Regional Office \(VARO\) in the Philippines](#).

**Warning:** If you select any of the links above, you will leave this secure site and go to the copy of these pages on a new browser. You will automatically return to this page when you close the new browser.

[SSA Home](#)

# MSG001 Internet Security Policy

Social Security Online

Change Your Address

www.socialsecurity.gov

## Internet Security Policy

### Is it safe to transmit information to the Social Security Administration over the Internet?

SSA is taking all reasonable and proper measures, including encryption, to ensure that your personal information is disclosed only to you. However, the Internet is an open system and there is no absolute guarantee that others will not intercept the personal information you have entered or requested and decrypted. Although this possibility is remote, it does exist.

### What is encryption?

Encryption means that all information relating to you and your account is scrambled and locked with a mathematical key during the electronic transfer. Most browsers have an icon such as a key or a lock to represent an encrypted mode or session. A broken key, open lock, or no lock indicates that the session or mode is not encrypted.

### Why is special software necessary to access the Internet application?

So that your online request can remain confidential, SSA uses a security protocol (method) called Secure Sockets Layer (SSL) for this application. You must use a Web browser that supports SSL. Netscape Navigator and Microsoft Internet Explorer are two browsers that support SSL. Using this security protocol, all information sent between your computer and our server is encrypted before being sent on the Internet.

### Why SSL?

SSL provides a high level of security and is the security protocol supported by more browsers than any other. It is estimated that about 92% of Web browsers have an SSL browser available for their use.

### I have the right software and I am trying to connect during your posted business hours, but I still cannot access your form. Why?

We have found that a number of business, government, and educational networks do not have their firewalls configured to allow passage of secure Web traffic. Check with your systems administrator to determine if this is the case at your site. If this is the case you will not be able to access this application web site.

Close this window to continue your request.



# MSG002 The Information You Entered Does Not Match Our Records

Social Security Online

Change Your Address

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## The Information You Entered Does Not Match Our Records

Please check this information:

- If you typed the wrong information, you will need to correct it before continuing.
- If the information is correct, contact Social Security. Be sure to tell the representative that you tried to complete your request online.

To contact Social Security:

- Call our toll-free number, **1-800-772-1213**. Explain that you are unable to complete your request online. 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.
- Go to your [local Social Security office](#) and tell the representative that you were unable to complete your request.

[SSA Home](#)

[Back](#)

# MSG004 The Information You Entered Does Not Match Our Records

Social Security Online

Change Your Address

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## The Information You Entered Does Not Match Our Records

If the information that you provided is correct, then it may be necessary to correct your Social Security record.

To resolve the discrepancy:

- 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.
- Call or visit your [local Social Security office](#).

[SSA Home](#)

[Back](#)

# MSG006 This Service Is Not Available At This Time

Social Security Online

Change Your Address

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## 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

[SSA Home](#)

# MSG037 Unable to Process Your Request

Social Security Online

Change Your Address

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## Unable to Process Your Request

If the information you gave us is correct, we're sorry but this service is not available to you.

If the information you gave us is correct and you are currently receiving benefits, online access to your account may be blocked. For assistance, please call us 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.

[SSA Home](#)

[Return to Online Services](#)

# MSG008 We Are Processing Your Request

Social Security Online  
www.socialsecurity.gov

Change Your Address

We Are Processing Your Request...

[Continue](#)

# MSG005 We Cannot Process Your Request At This Time

Social Security Online

Change Your Address

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## 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 complete your request online, you may try again later. If you want to know about other options for completing this request, you may call 1-800-772-1213 or contact your [local Social Security office](#). 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.

[SSA Home](#)

# MSG007 You Have Reached the Limit on the Number of Requests

Social Security Online

Change Your Address

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## You Have Reached the Limit on the Number of Requests

We have not been able to match the information you entered with our records.

To resolve the discrepancy:

- 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.
- Call or visit your [local Social Security office](#).

[SSA Home](#)

# MSG003 Your Session Has Expired

Social Security Online  
www.socialsecurity.gov

Change Your Address

## Your Session Has Expired

We are sorry for the inconvenience but your session has expired.

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

[SSA Home](#)

Return to Report