


## Contents


#1536: FO Telephone and N8NN versions of RCS: Pending Account – activation code expired.....	2
#1537: FO Telephone RCS & N8NN RCS: Verify Text Message – Wrong code input.....	3
#1538: FO In-Person version of RCS: Pending Account – activation code expired.....	4
#1539: Spin code exclusion, failed out of wallet, insufficient out of wallet questions returned, EDS fraud alert for user not banned from field office .....	5
#1540: Spin code exclusion, failed out of wallet, insufficient out of wallet questions returned, EDS fraud alert for user banned from field office .....	5
#1541: Identity Failure Lockout for user who is not banned from field office .....	7
#1542: Identity Failure Lockout for user who is banned from field office .....	7
#1543: Exclusion - underage user who is not banned from field office .....	9
#1544: Exclusion - underage user who is banned from field office.....	9
#1545: Identity Failure Lockout (2nd time within 7 days) for user who is not banned from field office .....	11
#1546: Identity Failure Lockout (2nd time within 7 days) for user who is banned from field office .	11
#1549: Login - Terms of Service .....	13
#1592: Service is not available.....	14
#1593: OTSO service is not available .....	15
Discover Card – Add Extra Security #1 .....	16
Discover Card – Add Extra Security #2.....	17
IENP Search –Using User Name .....	18
IENP Search –Using SSN .....	19

## #1536: FO Telephone and N8NN versions of RCS: Pending Account – activation code expired

Social Security | Registration and Customer Support (RCS) Text Size  | Accessibility Help

### User Search

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

 **The customer has not activated this account. The previously issued code has expired.**

The customer's previously issued code has expired. A new code may be issued by visiting a local Social Security office.

**You searched for SSN:** XXXXXXXXXX

This account is pending activation; however, the code has expired.

#### To Register in Person

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

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](#)

Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: tell the RCS user (or Social Security employee) that the customer has not activated his or her online account and now the activation code has expired. The RCS user must issue the customer a new activation code. Previously, we had no way to identify and deal with incomplete account creation scenarios.


## #1537: FO Telephone RCS & N8NN RCS: Verify Text Message – Wrong code input

Social Security | Registration and Customer Support (RCS) Text Size  | Accessibility Help

### User Search

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

Charles Warren SSN:  DOB:  Username:

 **Unable to verify the text code you input. Please re-enter the code.**

If you have attempted to verify the same code 3 times, please select "Resend Text Message" for a new code and inform the customer.

#### Account Summary

Email Address:

Account Type: **Extra Security**

Account Status: **Active**

#### Complete Extra Security Login

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

Text message sent to cell phone number \*\*\*\*\*1774

**Enter Text Message Code:**

8-digit Number

#### Customer Internet Screens

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](#)

[Login 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 standard account online](#)

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

[Added extra security](#)

[Created an standard account in person](#)


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

[Upgraded account in person](#)

[Request to reset cell phone number](#)


Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: tell the RCS user that the cell phone text message code he or she entered on the screen is incorrect and to try again or send a new text code to the customer's cell phone.

## #1538: FO In-Person version of RCS: Pending Account – activation code expired

Social Security | Registration and Customer Support (RCS) Text Size  | Accessibility Help

### User Search

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

 **The customer has not activated this account. The previously issued code has expired.**  
The customer's previously issued code has expired. Select "Create Account" below to re-verify the customer and issue a new code.

You searched for SSN: XXXXXXXXXX

This account is pending activation; however, the code has expired.

#### To Register in Person

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

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](#)

Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: tell the RCS user that the cell phone text message code he or she entered on the screen is incorrect and to try again or send a new text code to the customer's cell phone.

#1539: Spin code exclusion, failed out of wallet, insufficient out of wallet questions returned, EDS fraud alert for user **not banned from field office**


Text Size ▾ | Accessibility Help



**Social Security**  
The Official Website of the U.S. Social Security Administration

---

We're sorry...

 **We cannot create an account for the Social Security number you entered.**

Please [visit a local office](#) or call 1-800-772-1213 (TTY 1-800-325-0778) for more help.

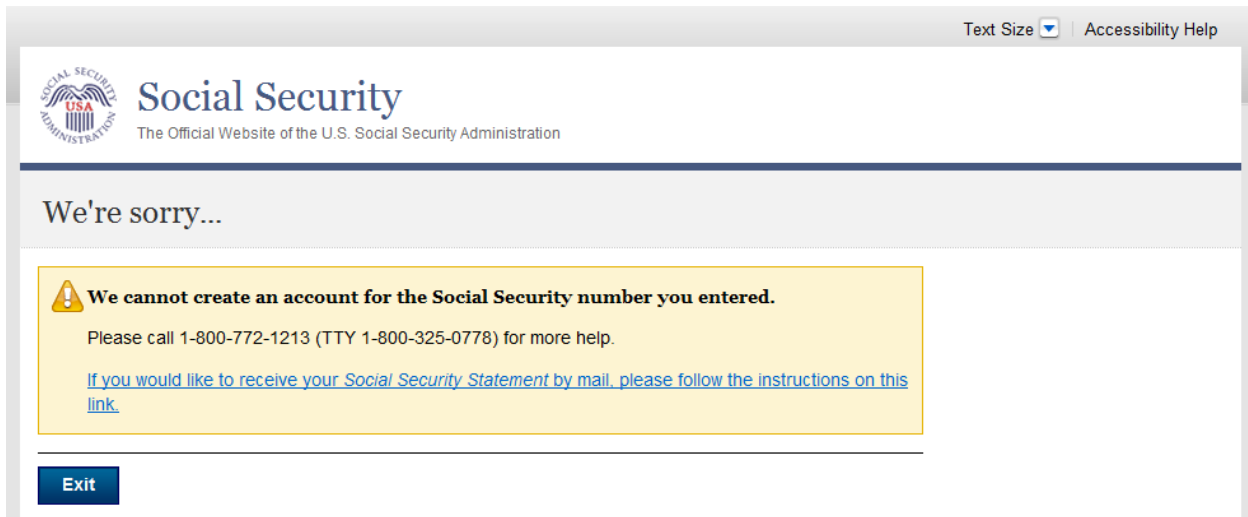
[If you would like to receive your Social Security Statement by mail, please follow the instructions on this link.](#)

---

[Exit](#)

Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. For non-banned customers, we display language that tells them they can call or visit a Social Security field office.

#1540: Spin code exclusion, failed out of wallet, insufficient out of wallet questions returned, EDS fraud alert for user **banned from field office**



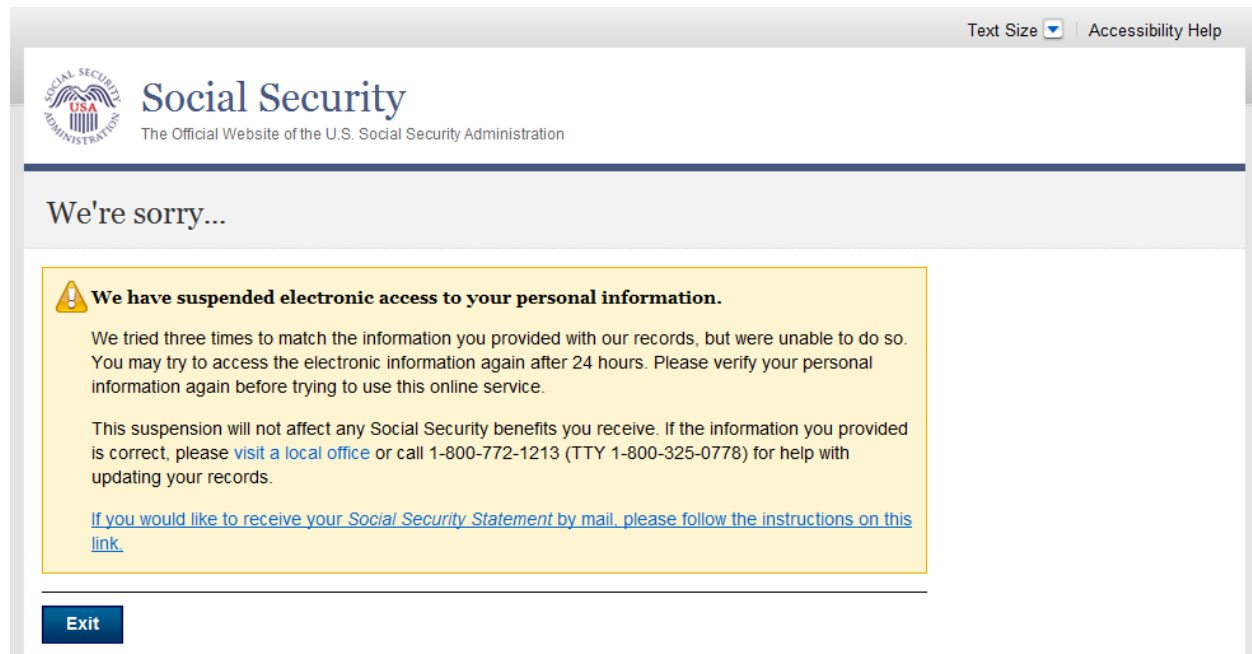
The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The Social Security Administration logo is on the left, and the text "Social Security" is prominently displayed in the center, with "The Official Website of the U.S. Social Security Administration" underneath. Below the header, a grey bar contains the text "We're sorry...". A yellow warning box contains the following text: "We cannot create an account for the Social Security number you entered." followed by "Please call 1-800-772-1213 (TTY 1-800-325-0778) for more help." and a blue hyperlink: "If you would like to receive your Social Security Statement by mail, please follow the instructions on this link." Below the warning box is a blue "Exit" button.

Change and Justification: Add new error message to the Internet version of the registration process to address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. If a customer has been banned from visiting a Social Security field office in person, then we do not want to direct him or her to a field office for assistance when we display error messages. A banned customer may only call or write Social Security. For banned customers, we display language that tells them they may call Social Security.


## #1541: Identity Failure Lockout for user who is not banned from field office

The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The Social Security Administration logo is on the left, followed by the text "Social Security" and "The Official Website of the U.S. Social Security Administration". Below this is a grey bar with the text "We're sorry...". A yellow box contains an error message with a warning icon: "We have suspended electronic access to your personal information." The message explains that the system failed to match the user's information and provides instructions on how to resolve the issue, including visiting a local office or calling 1-800-772-1213. A link is provided for users who want to receive their Social Security Statement by mail. At the bottom left of the page, there is a blue "Exit" button.

Text Size | Accessibility Help

 **Social Security**  
The Official Website of the U.S. Social Security Administration

We're sorry...

 **We have suspended electronic access to your personal information.**

We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.

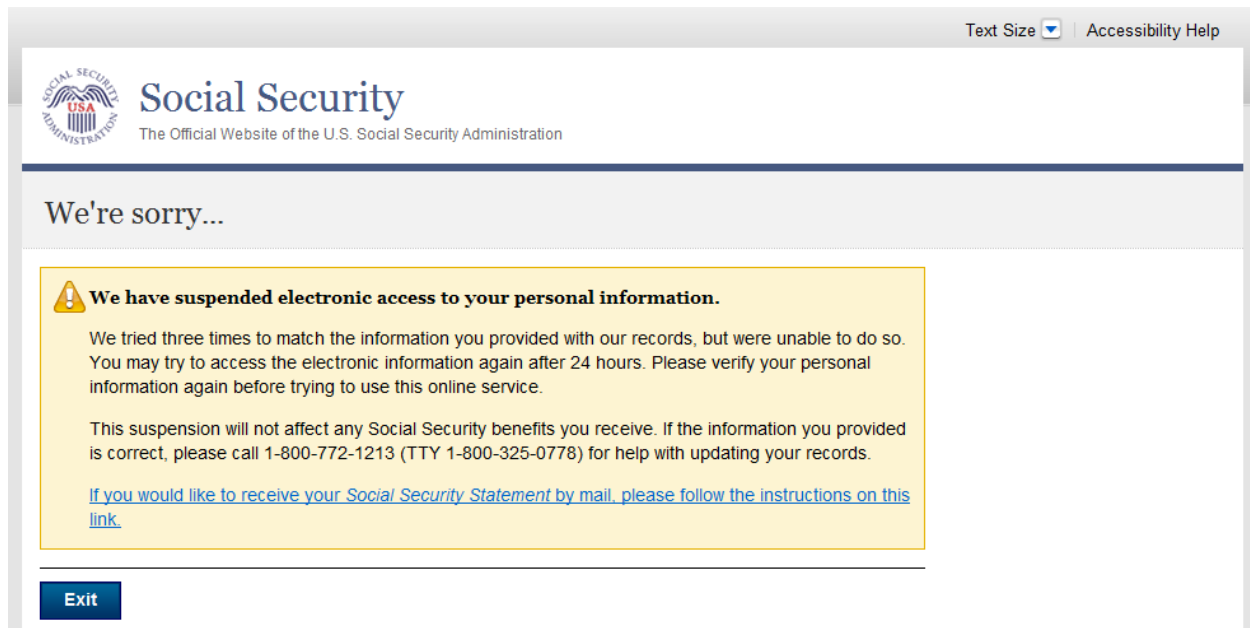
This suspension will not affect any Social Security benefits you receive. If the information you provided is correct, please [visit a local office](#) or call 1-800-772-1213 (TTY 1-800-325-0778) for help with updating your records.

[If you would like to receive your Social Security Statement by mail, please follow the instructions on this link.](#)

Exit

Change and Justification: Add new error message to the Internet version of the registration process to address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. For non-banned customers, we display language that tells them they can call or visit a Social Security field office.

## #1542: Identity Failure Lockout for user who is banned from field office



The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The Social Security Administration logo is on the left, with the text "Social Security" and "The Official Website of the U.S. Social Security Administration" to its right. Below the header, the text "We're sorry..." is displayed. A yellow warning box contains the following text: "We have suspended electronic access to your personal information." followed by "We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service." Below this, it states: "This suspension will not affect any Social Security benefits you receive. If the information you provided is correct, please call 1-800-772-1213 (TTY 1-800-325-0778) for help with updating your records." A blue hyperlink follows: "If you would like to receive your Social Security Statement by mail, please follow the instructions on this link." At the bottom left of the page, there is a blue "Exit" button.

Change and Justification: Add new error message to the Internet version of the registration process to address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. If a customer has been banned from visiting a Social Security field office in person, then we do not want to direct him or her to a field office for assistance when we display error messages. A banned customer may only call or write Social Security. For banned customers, we display language that tells them they may call Social Security.



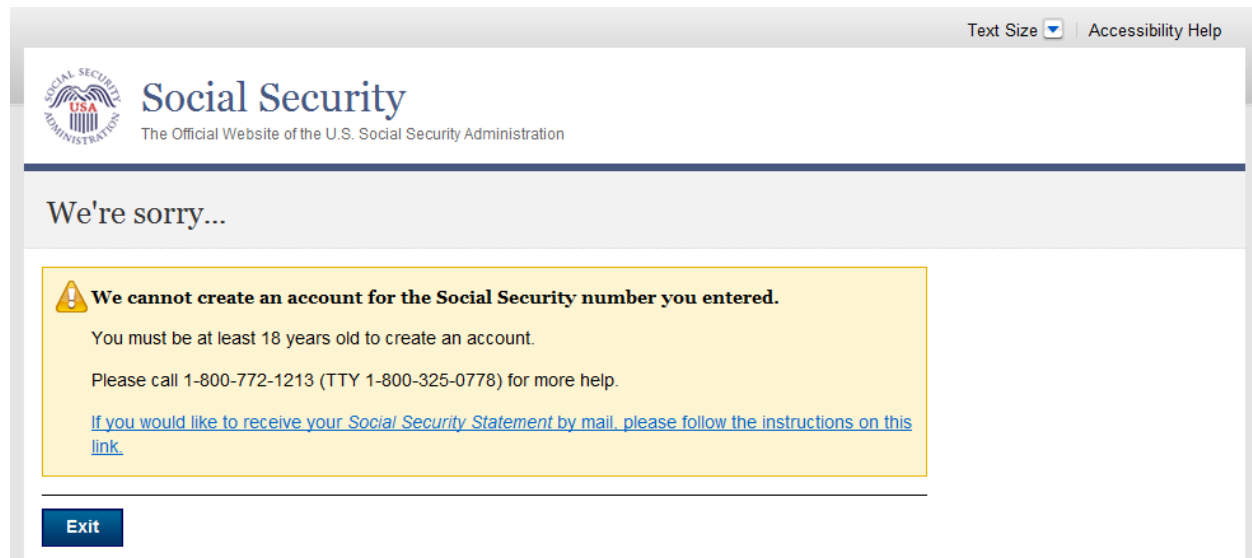
## #1543: Exclusion - underage user who is not banned from field office



The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The Social Security Administration logo is on the left, with the text "Social Security" and "The Official Website of the U.S. Social Security Administration" to its right. Below the header, a grey bar contains the text "We're sorry...". A yellow-bordered box contains an error message: "We cannot create an account for the Social Security number you entered." followed by "You must be at least 18 years old to create an account." and "Please visit a local office or call 1-800-772-1213 (TTY 1-800-325-0778) for more help." A blue link is provided: "if you would like to receive your Social Security Statement by mail, please follow the instructions on this link." At the bottom left of the page, there is a blue "Exit" button.

Change and Justification: Add new error message to the Internet version of the registration process to address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. For non-banned customers, we display language that tells them they can call or visit a Social Security field office.

## #1544: Exclusion - underage user **who is banned** from field office



The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The Social Security Administration logo is on the left, with the text "Social Security" and "The Official Website of the U.S. Social Security Administration" to its right. Below the header, a grey bar contains the text "We're sorry...". A yellow warning box contains the following text: "We cannot create an account for the Social Security number you entered." followed by "You must be at least 18 years old to create an account." and "Please call 1-800-772-1213 (TTY 1-800-325-0778) for more help." Below this is a blue hyperlink: "if you would like to receive your Social Security Statement by mail, please follow the instructions on this link." At the bottom left of the page, there is a blue "Exit" button.

Change and Justification: Add new error message to the Internet version of the registration process to address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. If a customer has been banned from visiting a Social Security field office in person, then we do not want to direct him or her to a field office for assistance when we display error messages. A banned customer may only call or write Social Security. For banned customers, we display language that tells them they may call Social Security.

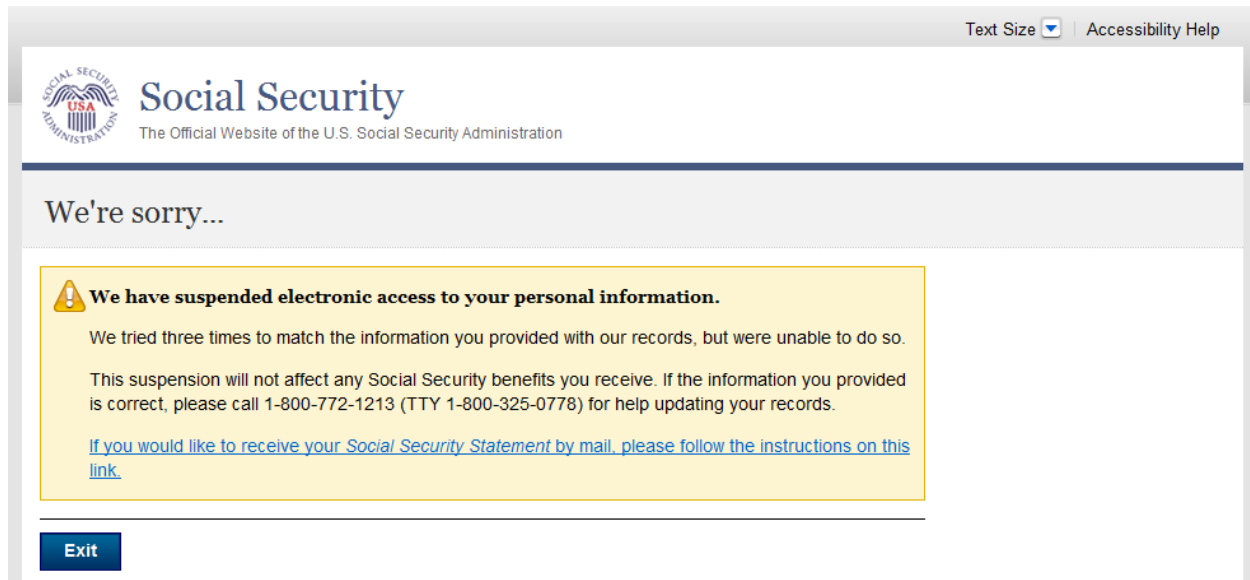
#1545: Identity Failure Lockout (2nd time within 7 days) for user who is not banned from field office



The screenshot shows the top of a Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The Social Security Administration logo is on the left, with the text "Social Security" and "The Official Website of the U.S. Social Security Administration" to its right. Below the header, a grey bar contains the text "We're sorry...". A yellow warning box contains the following text: "We have suspended electronic access to your personal information. We tried three times to match the information you provided with our records, but were unable to do so. This suspension will not affect any Social Security benefits you receive. If the information you provided is correct, please visit a local office or call 1-800-772-1213 (TTY 1-800-325-0778) for help updating your records. If you would like to receive your Social Security Statement by mail, please follow the instructions on this link." Below the warning box is a blue "Exit" button.

Change and Justification: Add new error message to the Internet version of the registration proces to: address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. For non-banned customers, we display language that tells them they can call or visit a Social Security field office.

#1546: Identity Failure Lockout (2nd time within 7 days) for user **who is banned from field office**



The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The Social Security Administration logo is on the left, with the text "Social Security" and "The Official Website of the U.S. Social Security Administration" to its right. Below the header, the text "We're sorry..." is displayed. A yellow warning box contains the following text: "We have suspended electronic access to your personal information. We tried three times to match the information you provided with our records, but were unable to do so. This suspension will not affect any Social Security benefits you receive. If the information you provided is correct, please call 1-800-772-1213 (TTY 1-800-325-0778) for help updating your records. [If you would like to receive your Social Security Statement by mail, please follow the instructions on this link.](#)" Below the warning box is a blue "Exit" button.

Change and Justification: Add new error message to the Internet version of the registration process to address both our banned and non-banned customers per the Ban Regulations, 42 CFR 422.901 – 422.907, published in the Federal Register on 9/2/11 at 76 FR 54700. If a customer has been banned from visiting a Social Security field office in person, then we do not want to direct him or her to a field office for assistance when we display error messages. A banned customer may only call or write Social Security. For banned customers, we display language that tells them they may call Social Security.

## #1549: Login - Terms of Service

[Text Size](#) | [Accessibility Help](#)



# Social Security

The Official Website of the U.S. Social Security Administration

---

### Signing in...


#### Terms of Service


- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records; or
  - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of, or access to, this computer program may subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

I agree to the Terms of Service.

**Change and Justification:** We changed the language on our Internet attestation Terms of Service (TOS) screen. This is the language the customer sees when he or she signs in to his or her online account. OIG expressed concern that some US Attorneys' Offices were refusing to take on SSA fraud cases perpetrated through the agency's web applications due to insufficient TOS language. We formed a special workgroup to come up with language that would address these concerns. Our eGovernance Steering Committee approved the final revised TOS language.

## #1592: Service is not available

Text Size  | Accessibility Help




# Social Security

The Official Website of the U.S. Social Security Administration

---

## We're sorry...

 **This service is not available at this time.**

Please try again during our regular service hours (Eastern Time):

Day	Service Hours
Monday-Friday	5:00 a.m. - 1:00 a.m.
Saturday	5:00 a.m. - 11:00 p.m.
Sunday	8:00 a.m. - 11:30 p.m.
Federal Holidays	Same hours as the day the holiday occurs.

If you need immediate assistance:

You may call us Monday through Friday: 7:00AM - 7:00PM at:

1-800-772-1213

If you are deaf or hard-of-hearing, call our toll-free TTY number:

1-800-325-0778

[Exit](#)

Change and Justification: We revised our “Service not available” screens to correct the operating hours and the “Federal Holiday” information.

## #1593: OTSO service is not available

Text Size  Accessibility Help



# Social Security

The Official Website of the U.S. Social Security Administration

---

## We are sorry, but this service is not available at this time.

 We are sorry, but we cannot process your request at this time. We apologize for the inconvenience. Please try again later

---

Please try again later. This service is available during the following hours (Eastern Time):

**Monday-Friday** 5 AM- 1 AM  
Saturday 5 AM - 11 PM  
Sunday 8 AM - 11:30 PM  
**Federal Holidays: Same availability hours as Monday - Sunday for the day on which the Holiday occurs**

If you need immediate assistance:

You may call us Monday through Friday: 7:00AM 7:00pm at:

1-800-772-1213

If you are deaf or hard-of-hearing, call our toll-free TTY number:

1-800-325-0778

Change and Justification: We revised our “Service not available” screens to correct the operating hours and the “Federal Holiday” information.

## Discover Card – Add Extra Security #1

My Social Security Security Settings

### Add Extra Security

**Provide Information**

**Where can we mail the letter containing your upgrade code?**  
Must be a mailing address in the United States or a U.S. Territory.

Street Line 1:

Street Line 2:

City/Town:  State/Territory:  ZIP Code:

**Primary Phone**  
We only need this to verify your identity.

10-digit Number

**To add this feature, you must first verify your identity with one of the following:**

- the last 8 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form
- the last direct deposit amount from your Social Security benefits

**Enter the last 8 digits from your Credit Card:** [Tell me more.](#)  
We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards.  
This information is only used once to verify your identity.

XXXX - XXXX -  -

**Add Extra Security** Cancel

Change and Justification: We added language to our Internet Extra Security screens. We made this change to add the Discover Card to the list of acceptable credit cards we can use to do a financial check when the customer requests to add extra security to his or her account.





## Discover Card – Add Extra Security #2

### Add extra security

You may add an extra level of security to your account by receiving a text message on your cell phone *each time you sign in*. Would you like to add this extra security feature?

Yes, let's start now.  No, maybe later.



 Each time you sign in, we'll send you a text message on your cell phone. [? Show me how it works.](#)

**To add this feature, you must first verify your identity with one of the following:**

- the last 8 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form
- the last direct deposit amount from your Social Security benefits


**Enter the last 8 digits from your Credit Card:** [? Tell me more.](#)  
We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity.

XXXX - XXXX -  -

[Next](#) [Exit](#)

Change and Justification: We added language to our Internet Extra Security screens. We made this change to add the Discover Card to the list of acceptable credit cards we can use to do a financial check when the customer requests to add extra security to his or her account.


## IENP Search –Using User Name

Social Security | Registration and Customer Support (RCS) Text Size  | Accessibility Help

### User Search

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

RCS USERSEARCH

 **Restricted Record - Access to records for Username (ROMETEST12) you entered is Restricted - Have your Manager call 410-965-8006**

#### To Retrieve Account [Help](#)

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

#### To Register in Person

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

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](#)

Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: • tell the RCS user that he or she has attempted to access a restricted record (the record of an Individual of Extraordinary National Prominence – IENP) and must notify his or her manager.


## IENP Search –Using SSN

Social Security | Registration and Customer Support (RCS) Text Size  | Accessibility Help

### User Search

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

RCS USERSEARCH

 **Restricted Record - Access for SSN (123-45-6789) you entered is Restricted - Have your Manager call 410-965-8006**

#### To Retrieve Account Help

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

---

#### Customer Internet Screens

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

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.

Change and Justification: Add new error message to the RCS Intranet Telephone and In-Person User Search screen to: • tell the RCS user that he or she has attempted to access a restricted record (the record of an Individual of Extraordinary National Prominence – IENP) and must notify his or her manager.