DASSD - Screen Documentation

RCS Screen Package
After Release 4.0

UPDATED JUNE 3, 2014

Table of Contents

Global Changes

No global changes since Release 2.

Start - Search

In Person Search Results - No Account Or Registration Attempt

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

No Account Found

There is no account for SSN 999-99-9999

[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

In Person Search Results - Failed Registration

Social Security | Registration and Customer Support (RCS)

Text Size ▾   Accessibility Help

User Search

SSN: Username: User is:
                                     ○ on phone   **Search**   Clear Search
        or   ○ in person

? Help

RCS   USERSEARCH

? Help

To Retrieve Account

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

Finish Setting Up Your Account - Verify Your Identity
Finish Setting Up Your Account - Create Account

Add extra security

Sign in
Login with Enhanced Security

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 E-mail 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

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

Created a standard account online
Created an account online (with extra security)
Added extra security

Created a standard 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

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

Customer Internet Screens   ❷ 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   ❷ 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   ❷ 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

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]

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 identifcation 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 - No Account

Social Security • Registration and Customer Support

User Search

SSN: Username:
[   ] or [   ]   [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   ❷ 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   ❷ 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   ❷ 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

Social Security • Registration and Customer Support

User Search

SSN:　　　　Username:

[　　　] or [　　　] [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]

Customer Internet Screens   ❷ 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   ❷ 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   ❷ 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

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 |

Account Summary ❷ Help

Email Address: **jjones@me.com**   [Change Email Address]

Account Type: **Standard**   [Add Extra Security]

Account Status: **Active**

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

[Email Temp Password]   [Cancel Account]   [Block Access]

Customer Internet Screens ❷ 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 ❷ 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

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]

Account Summary   ? Help

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.

Email Address: **jjones@me.com**
Account Type: **Extra Security**
Last 4 Digits of Cell Phone: **5555**

[Mail Reset Code]

Account Status: **Active**
Last Login: **June 20, 2012; 10:15 PM**

[Send Text Message]

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

Account With Extra Security After OTP Entered

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 |

Account Summary   ❓ Help

Email Address: **jjones@me.com**   [Change Email Address]
Account Type: **Extra Security**
Last 4 Digits of
Cell Phone: **5555**   [Remove Extra Security]

Account Status: **Active**
Last Login: **June 20, 2012; 10:15 PM**

[Email Temp Password]   [Cancel 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

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

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

User Search

SSN: Username: User is: **Search**   Clear Search   ? Help
___   or   ___   ◉ on phone
                          ◉ in person
                                                                                   ? Help

DALE BOETTCHER   SSN: 047-64-1901   DOB: 03/14/1950   Username: DALEINWISC

| Account Summary | Transaction History |

RCS   ACMGMT

? Help

Account Summary

E-mail Address:	devorah.c.adler@ssa.gov
Account Type:	**Extra Security**
Last 4 Digits of Cell Phone:	**0638**
Account Status:	**Blocked**
Last Login:	**January 31, 2014 09:46**
Block Type:	**Standard**
Block Reason:	**Customer Initiated**
Block Date:	**January 31, 2014**
Block Location:	**SSA**

[Unblock]   [Deny Unblock]

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.

Notices listed below are for general reference. For a full list of notices, please see:

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- OA 00250.030-Registration and Customer Support (RCS) Notices

Created a standard account online
Created an account online (with extra security)
Added extra security

Created a standard 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

After "Deny unblock

Release 4: The only variation from Release 2 was that we changed the direction of the check boxes from a two-column to a vertical configuration.

Standard Account After Unblock

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

User Search

SSN: Username: User is: ❷ Help
                                  ☉ on phone   Search   Clear Search
       or   ☉ in person

                                                                                 ❷ Help

DALE BOETTCHER   SSN: 047-64-1901   DOB: 03/14/1950   Username: DALEINWISC

Account Summary	Transaction History

RCS   ACMGMT

                                                          ❷ Help

Account Summary

E-mail Address: **devorah.c.adler@ssa.gov**   Change E-mail Address

Account Type: **Extra Security**   Remove Extra Security

Last 4 Digits of Cell
Phone: **0638**
Account Status: **Active**
Last Login: **January 31, 2014 09:46**
                     Block Removed
Unblock Date: **January 31, 2014**
Unblock Location: **Towson MD (375)**

E-mail Temp Password   Cancel Account   Block Access

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.

Notices listed below are for general reference. For a full list of notices, please see:

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- OA 00250.030-Registration and Customer Support (RCS) Notices

Created a standard account online
Created an account online (with extra security)
Added extra security

Created a standard 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

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**

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

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 Manager - Standard Account Suspended

Release 4: Added warning message. Added "Unblock" functionality. There is no Deny Unblock functionality for any Suspended account, even with Manager permissions in person.

Telephone - Standard Account Suspended

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

User Search

SSN: **Username:**   **User is:**   **Search**   **Clear Search**   ❓ Help
                                          ⚪ on phone
      or   ⚪ in person

❓ Help

DALE BOETTCHER   **SSN: 047-64-1901**   **DOB: 03/14/1950**   **Username: DALEINWISC**

| Account Summary | Transaction History |

RCS   ACMGMT

⚠️ **This account has been suspended.**

> The customer must visit a Field Office to remove the suspension.

❓ Help

Account Summary

E-mail Address:	devorah.c.adler@ssa.gov
Account Type:	**Standard**
Account Status:	**Blocked**
Last Login:	**January 31, 2014 09:46**
Block Type:	**Suspended**
Block Reason:	**Date of birth, Place of birth**
Block Date:	**January 31, 2014**
Block Location:	**SSA**

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.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

Created a standard account online
Created an account online (with extra security)
Added extra security

Created a standard account in person
Created an account in person (with extra security)
Upgraded account in person

Request to reset cell phone number

Block Access - Confirm

Social Security • Registration and Customer Support

User Search

SSN: Username: User is:
         or   ○ on phone   **Search**   Clear Search
                         ○ 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.*

Yes, Block Access   Cancel

Transaction History

Social Security • Registration and Customer Support			

User Search

SSN:		Username:	User is:			
	or		○ 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

User Search

SSN: Username:

[   ] or [   ] [Search] [Clear Search]

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

[User Information] [Transaction History]

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

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**

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: Edit Address
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

Next   Exit

Successful Enrollment - Standard

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 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.

Reprint   Done

Successful Enrollment - Extra Security

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 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.

[Reprint] [Done]

Create Account – Verify Identity-RCS

User Search

SSN:	**Username:**	**User is:**			❓ Help

SSN: [_____] or Username: [_____]

User is:
○ on phone
○ in person

[**Search**] [Clear Search]

❓ Help

JOHN Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1920**

Form Approved: OMB No. 0960-0789
Expires 01/01/2015 | Paperwork Reduction Act

RCS   ❓ Help CAVI

Please print and give the customer the Term of Service document using the link below:

❝ Terms of Service and Privacy act
We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

Do you agree to these Terms of Service and those on the document we gave you?

☐ The customer agrees to the Terms of Service.

Applicant must:
✔ Have a valid email address.
✔ Have a U.S. mailing address.
✔ Be at least 18 years of age.

About the Applicant

Proof of Identity(must be current):
○ State Driver's License or identity card
○ U.S. passport or passport card
○ U.S. military identification card
○ U.S. government employee identification card

Name:
[_____] [_____] [_____] [_____]
First   M.I.   Last   Suffix

Date of Birth:
[_____]
mm/dd/yyyy

Home Address:
Street Line 1: [_____]
Street Line 2: [_____]

City/Town: **State/Territory:**   **ZIP Code:**
[_____]   [-- ▼]   [_____]

Does this address appear on the identity document shown above?
○ Yes ○ No

Primary Phone(optional):
[_____]
10-digit Number

[**Next**]   Exit

Privacy Act and Paperwork Reduction Act

Online Account Terms and Conditions 🖨 Print this page

RCS ❓ Help PVOTC

We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

Privacy Act Statement

Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended; the Government Paperwork Elimination Act (P.L. 105-277); and the Federal Information Security Management Act of 2002 (Title III) of the E-Government Act of 2002 (P.L. 107-347) authorize us to collect this information to allow access to our online applications.

This Privacy Act Statement applies to our new authentication and credential issuance process, which includes account setup to account maintenance.

We need this information to identify quickly who you are and provide the information you requested. Your response is voluntary. However, failure to provide the requested information may prevent you from using our online services.

When you set up your account, we will verify the information you give us against our records. We may also send some of the information you give us to an external data source, Experian. Experian will help us to verify your identity. We do not share your Social Security number with Experian. Experian will only store the information we share with them for the period of time required by Federal laws, regulations, or guidelines.

We rarely use the information you supply for any purpose other than to verify your identity. However, we may use it for the administration and integrity of Social Security programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include, but are not limited to, the following:

1. To comply with Federal laws requiring the release of information from Social Security records (e.g. to the Government Accountability Office and Department of Veterans Affairs);
2. To facilitate statistical research, audit, or investigative activities necessary to assure the integrity and improvement of Social Security programs;
3. To respond to a request on your behalf from a Congressional office or the Office of the President; and;
4. To other Federal agencies and our contractors, including external data sources, to assist us in efficiently administering our programs.

A complete list of routine uses for this information is available in our System of Records Notice entitled, Central Repository of Electronic Authentication Data Master File (60-0373). The notice, additional information regarding this form, and any other information regarding our programs are available online at www.socialsecurity.gov or at your local Social Security office.

Explanations about these and other reasons why we use or give out information you provide are available in Social Security offices. If you want to learn more about this, contact any Social Security office.

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 information collection is 0960-0789; expiration date 01/01/2015. We estimate that it will take about 8 minutes to read the instructions, gather the facts, and answer the questions.

You may send comments on our time estimate to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001.

Close