

# List of webpages with language changes (shows old language and revised language)

## MySocialSecurity Internet Registration & Sign In Terms of Service

### 1. Sign In or Create an Account - p.39 in Internet screen package (Attachment A.1)

**New Users**

**You must be able to verify some information about yourself and:**

- Have a valid E-mail address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

You can create an account only to gain access to your own personal information. You cannot use this online service to access the records of a person:

- With whom you have a business relationship;
- For whom you are a representative payee; or
- For whom you are an appointed representative.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[Create An Account](#) [Learn More](#)

**Existing Users**

**Username:**  
 [Forgot Username](#)

**Password:**  
 [Forgot Password](#)

[Sign In](#)

**Highlighted Language Changed to:**

You can only create an account using your own personal information and for your own exclusive use.

You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship
- For whom you are a representative payee, or
- For whom you are an appointed representative.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

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## 2. Create an Account “Terms of Service”

p.5 in Internet screen package



### Create an Account

#### Terms of Service

#### You must be able to verify some information

- Have a valid E-mail address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

You can create an account only to gain access to your account. Without your consent, you cannot use this online service to access the information of:  
- With whom you have a business relationship; or  
- For whom you are an appointed representative.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

#### What will we do with your information?

We use the information you give us to verify your identity. We verify the information you give us against our records. We also use Experian, an external authentication service provider, to help us verify your identity. 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. We use Experian's fraud prevention system to help protect your information.

When we make a verification request to establish your account to help verify your identity. As a result, you may see a soft inquiry on your credit report. This will show an inquiry by the Social Security Administration. Soft inquiries do not affect your credit score. Soft inquiries are displayed in the version of the credit report that is provided to lenders. The soft inquiry will not appear on your credit report. The soft inquiry will be removed from your Experian credit report after 25 months. After 25 months you will not generate additional soft inquiries by logging in to your account.

#### What happens if you provide false information?

You may be subject to criminal or civil penalties, or both, if you provide false information to create an account or engage in unauthorized use of the service.

#### Who is responsible if the device you use is compromised?

You assume responsibility for the disclosure of your personal information if you are using to access the MySocialSecurity application or service. You also understand that Social Security is not responsible for the disclosure of your information due to your negligence or for the wrongful acts of others.

I agree to the Terms of Service.

### Highlighted Language Changed to:

You can only create an account using your own personal information and for your own exclusive use. You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship
- For whom you are a representative payee, or
- For whom you are an appointed representative.

Only you can use the account that you create with us. You can never share the use of your account with anyone else under any circumstances. You can never use another person's account.

### Highlighted Language Changed to:

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

Next

Exit

# List of webpages with language changes (shows old language and revised language)

## 3. Signing In “Terms of Service” p. 41 in Internet screen package

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

### Signing in...

#### Terms of Service

- I understand that I may use this service only to access my personal information. Even with a person's written consent, I understand that I cannot use this online service to access the records of a person:
  - With whom I have a business relationship; or
  - For whom I am an appointed representative.
- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording 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 this service is a misrepresentation of my identity to the federal government and could 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 assume responsibility for the disclosure of my personal information if the computer or other device that I am using to access the MySocialSecurity application does not adequately safeguard my information. I also understand that Social Security is not responsible for the disclosure of my information due to my negligence or for the wrongful acts of others.

I agree to the Terms of Service.

**Next**   **Exit**

### Highlighted Language Changed to:

I am using this service with the account that I created myself using my own personal information and identity. I am not using an account created by another person or created using another person's information or identity, even if I have that person's written permission.

I will never share the use of my account with anyone else under any circumstances. I will never use another person's account.

### Highlighted Language Changed to:

I accept that the responsibility to properly protect any information provided to me by Social Security is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed. I agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to me, whether due to my negligence or the wrongful acts of others.

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## 4. Finish Setting Up your Account – Terms of Service

p.33 in Internet screen package



**Social Security**

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

### Finish Setting Up your Account

Page

To finish setting up your account, you will need to:

1. enter some personal information,
2. enter the account activation code from the letter that we gave you, and
3. create a username and password.

**Your privacy i**  
For details abo  
your informatio  
you to read our  
[Statement](#)

#### Terms of Service

##### What will we do with your informati

We use the information you give us to verify your ide  
records. We also use Experian, an external authenti  
Experian verifies the information you give us against  
number with Experian. Experian keeps your informat  
Regulations, or guidelines. We use Experian's fraud

##### What happens if you provide false in

You may be subject to criminal or civil penalties, or bo  
sign in or create an account or engage in unauthorized b

##### Who is responsible if the device you are using is not adequately safeguarded?

You assume responsibility for the disclosure of your personal information if the computer or other device that you are using to access the MySocialSecurity application does not adequately safeguard your information. You also understand that Social Security is not responsible for the disclosure of your information due to your negligence or for the wrongful acts of others.

I agree to the Terms of Service.

Next

Exit

#### Highlighted Language Changed to:

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

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## 5. Reset or Disable Extra Security – Terms of Service – p.74 in package

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

### Reset or Disable Extra Security

**No longer have this cell phone number?**  
If you cannot use the cell phone number on your account, we can send a letter with instructions for changing or removing your phone.

**Your privacy:**  
For details on your information, you to read [Statement](#).

**To reset your cell phone, you will need to:**

- enter a mailing address for your reset instructions,
- provide one additional item of information that we can verify, and
- wait 5 to 10 business days for your reset letter to arrive in the mail to complete the process.

### Terms of Service

**What will we do with your information?**

We use the information you give us to verify your identity. We verify your records. We also use Experian, an external authentication service. Experian verifies the information you give us against their records. We use your phone number with Experian. Experian keeps your information only for the purposes of the Regulations, or guidelines. We use Experian's fraud prevention services.

When we make a verification request to establish your account, Experian may check your credit report to help verify your identity. As a result, you may see a soft inquiry on your Experian credit report. This will show an inquiry by the Social Security Administration on the date of the request. Soft inquiries do not affect your credit score and are not reported to lenders. The soft inquiry will not appear on your TransUnion, and will generally be removed from your Experian credit report. If you have registered for an online account, you will not generate a credit report for our services.

**What happens if you provide false information or misrepresent yourself?**

You may be subject to criminal or civil penalties, or both, if you provide false information or create an account or engage in unauthorized use of this service.

**Who is responsible if the device you are using is not adequately safeguarded?**

You assume responsibility for the disclosure of your personal information if the computer or other device that you are using to access the MySocialSecurity application does not adequately safeguard your information. You also understand that Social Security is not responsible for the disclosure of your information due to your negligence or for the wrongful acts of others.

I agree to the Terms of Service.

**Next**

**Highlighted Language Changed to:**

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

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## 6. Add Extra Security – Terms of Service – p.102 in Internet screen package

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

**To enable this feature, you will need to:**

- have a cell phone with text messaging,
- provide one additional item of information that we can verify, and
- wait 5 to 10 business days for your upgrade letter to arrive in the mail to complete the process.

**Terms of Service**

**What will we do with your information?**

We use the information you give us to verify your identity records. We also use Experian, an external authentication service, to verify the information you give us against the information in Experian's credit reports. Experian keeps your information secure and does not share it with other companies, except as required by law, Regulations, or guidelines. We use Experian's fraud prevention services to help protect your information.

When we make a verification request to establish your identity, we may request a credit report to help verify your identity. As a result, you may have a credit report inquiry on your Experian credit report. This will show an inquiry by the Social Security Administration on the date of the request. Soft inquiries do not affect your credit score and are not reported to lenders. The soft inquiry will not be shared with TransUnion, and will generally be removed from your credit report. If you have registered for an online account, you will not be required to provide your information for our services.

**What happens if you provide false information?**

You may be subject to criminal or civil penalties for both, if you knowingly provide false information to sign in or create an account or engage in unauthorized use of our services.

**Who is responsible if the device you are using is not adequately safeguarded?**

You assume responsibility for the disclosure of your personal information if the computer or other device that you are using to access the MySocialSecurity application does not adequately safeguard your information. You also understand that Social Security is not responsible for the disclosure of your information due to your negligence or for the wrongful acts of others.

I agree to the Terms of Service

**Next**

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## HELP MESSAGE:

### 1. Informational page on text message -- Show me how it works

p.122 in Internet screen package

#### Show me how it works.

##### Step 1:

Sign In

If you need to do business with us, just sign in with your username and password.

Username:

jsmith5487

Password:

.....

##### Step 2:

Get Text Message

We will automatically send a unique text message to your cell phone.



##### Step 3:

Submit Code from Text Message

Before we display any information, we will ask you to enter the unique code you received. Without your cell phone, you cannot sign in.



Enter text message:

459874521

Submit Text Code

This provides extra security because even if someone gets your username and password, they will not be able to access your personal information.

Close

#### Highlighted Language Changed to:

This provides extra security because even if someone gets your username and password, he or she still will not be able to use your account information.

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## ERROR MESSAGES

### 1. Error Identity Lockout -- -- Banned/Not Banned from Field Office

p.43 in Internet screen package



**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. For more information, please visit [a local office](#) or call 1-800-772-1213 (TTY 1-800-772-6242).

**Highlighted Language**

**Changed to:**

We have suspended your electronic access to our online services.

Exit