

# Access Control Utility (ACU)

## Production Screens

Release date: 12/1/12

The ACU will allow users who want to use the Retirement Estimator to Authenticate using Knowledge Based Authentication (KBA) Tier 4.

### Main Page

Information We Need, Verify Your Identity, Social Security - Windows Internet Explorer

ssa https://secureval.ssa.gov/acu/ACU\_KBA/main.jsp?URL=/apps8z/ARPI/main.jsp?locale=en&LVL=4

File Edit View Favorites Tools Help

ssa Information We Need, Verify Your Identity, Social...

Español Text Size Accessibility Help

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

Verify Your Identity OMB No. 0960-0596  
Paperwork Reduction Act

Please tell us who you are

**Your Name:**  
As shown on your Social Security Card.

First M.I. Last Suffix

**Other last name:**

**Mother's maiden name:**  
Enter the last name only.

**Social Security Number (SSN):**

**Date of birth:**  
Month Day Year

**Place of birth:**  
 United States or U.S. Territory  Other

**Your privacy is important.**  
For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Done Local intranet | Protected Mode: Off 115%

### Main Page Continued

**Place of birth:**

United States or U.S. Territory  Other

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State/Territory

### Terms Of Service

- I understand that I may use this service only to access my personal information.
- 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 individuals 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 agree to the Terms of Service.

**Submit**

Exit

Done



Local intranet | Protected Mode: Off

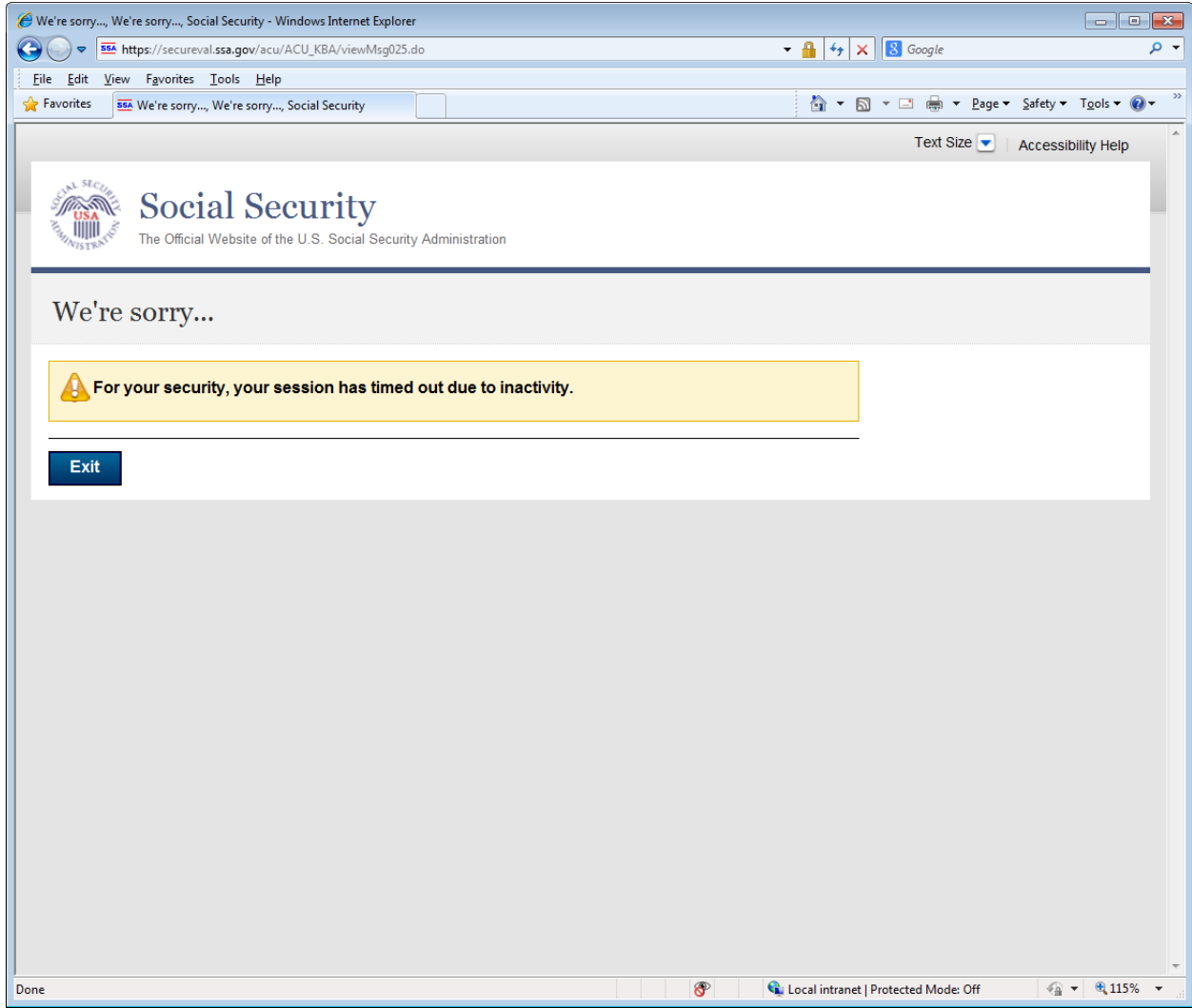


115%

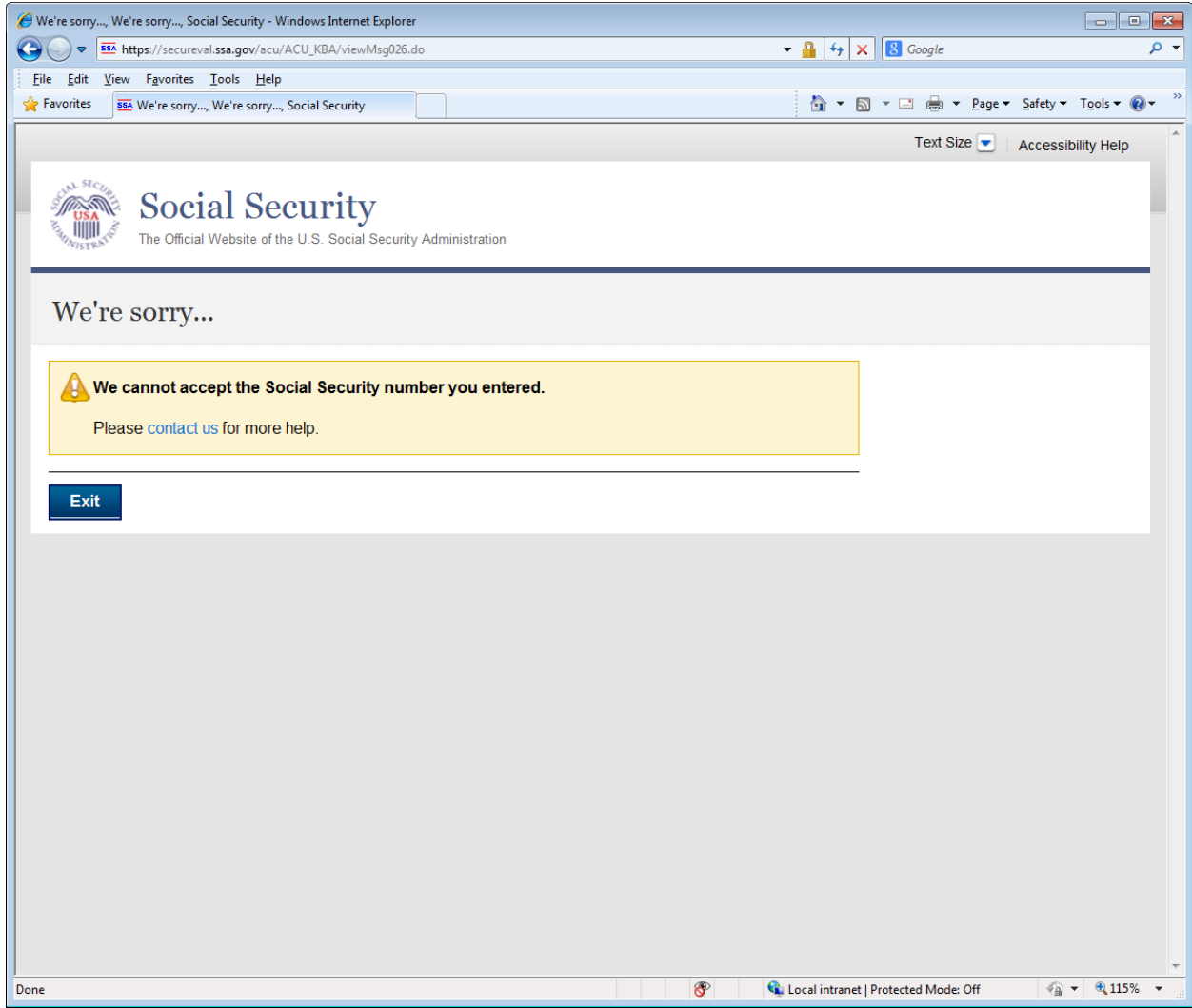
# Msg016

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "We're sorry..., We're sorry..., Social Security - Windows Internet Explorer". The address bar contains the URL "https://secureval.ssa.gov/acu/ACU\_KBA/viewMsg016.do". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The Favorites bar shows a single entry: "ssa We're sorry..., We're sorry..., Social Security". The main content area displays the Social Security Administration logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below this, a large heading reads "We're sorry...". A yellow error box contains the message: "We cannot accept the Social Security number you entered. Please [contact us](#) for more help." Below the error box is a blue "Exit" button. The status bar at the bottom shows "Done", a security icon, "Local intranet | Protected Mode: Off", and a zoom level of "115%".

Msg025



Msg026



Msg027

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "We're sorry..., We're sorry..., Social Security - Windows Internet Explorer". The address bar contains the URL "https://secureval.ssa.gov/acu/ACU\_KBA/viewMsg027.do". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The status bar at the bottom indicates "Done", "Local intranet | Protected Mode: Off", and a zoom level of "115%".

The main content area of the browser displays the Social Security Administration logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below this, a large heading reads "We're sorry...". A yellow warning box contains the message: "We cannot process your request at this time. Please try again later. If you need immediate help, please [contact us](#)." Below the warning box is a blue "Exit" button.

Msg028

We're sorry..., We're sorry..., Social Security - Windows Internet Explorer

SSA https://secureval.ssa.gov/acu/ACU\_KBA/viewMsg028.do

File Edit View Favorites Tools Help

SSA We're sorry..., We're sorry..., Social Security

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.

[Exit](#)

Done Local intranet | Protected Mode: Off 115%

Msg037

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "We're sorry..., We're sorry..., Social Security - Windows Internet Explorer". The address bar contains the URL "https://secureval.ssa.gov/acu/KBA/viewMsg037.do". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The status bar at the bottom indicates "Done", "Local intranet | Protected Mode: Off", and a zoom level of "115%".

The main content area of the browser displays the Social Security Administration logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below this, a large heading reads "We're sorry...".

A yellow warning box contains the following text:

**⚠ At your request, we have suspended electronic access to your personal information.**

This suspension will not affect any Social Security benefits you receive. If you would like to allow electronic access to your information, please [contact us](#) for help with updating your records.

Below the warning box is a blue button labeled "Exit".



Msg051

## Collection and Use of Personal Information

Section 205(a) of the Social Security Act, as amended, authorizes us to collect this information. We will use this information to allow you access to our online services.

We need this information to identify who you are before we provide you with the information you are requesting. Your response is voluntary. However, failing to provide the requested information may prevent you from using our online services.

We do not use this information for any purpose other than authenticating your information and estimating your benefits for this application. Since the information is not maintained it cannot be shared with other entities.

Close

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Msg052

## 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 collection is 0960-0596; expiration date 09/30/2015.

We estimate that it will take about 5 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate to: Social Security Administration, 6401 Security Blvd, Baltimore, MD 21235-6401.

Close

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Msg064

The screenshot shows a Windows Internet Explorer browser window. The address bar displays the URL: [https://secureval.ssa.gov/acu/ACU\\_KBA/viewMsg064.do](https://secureval.ssa.gov/acu/ACU_KBA/viewMsg064.do). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar shows a single entry: "We're sorry..., We're sorry..., Social Security". The page content features the Social Security Administration logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below this, a heading reads "We're sorry...". A yellow warning box contains the following text: 

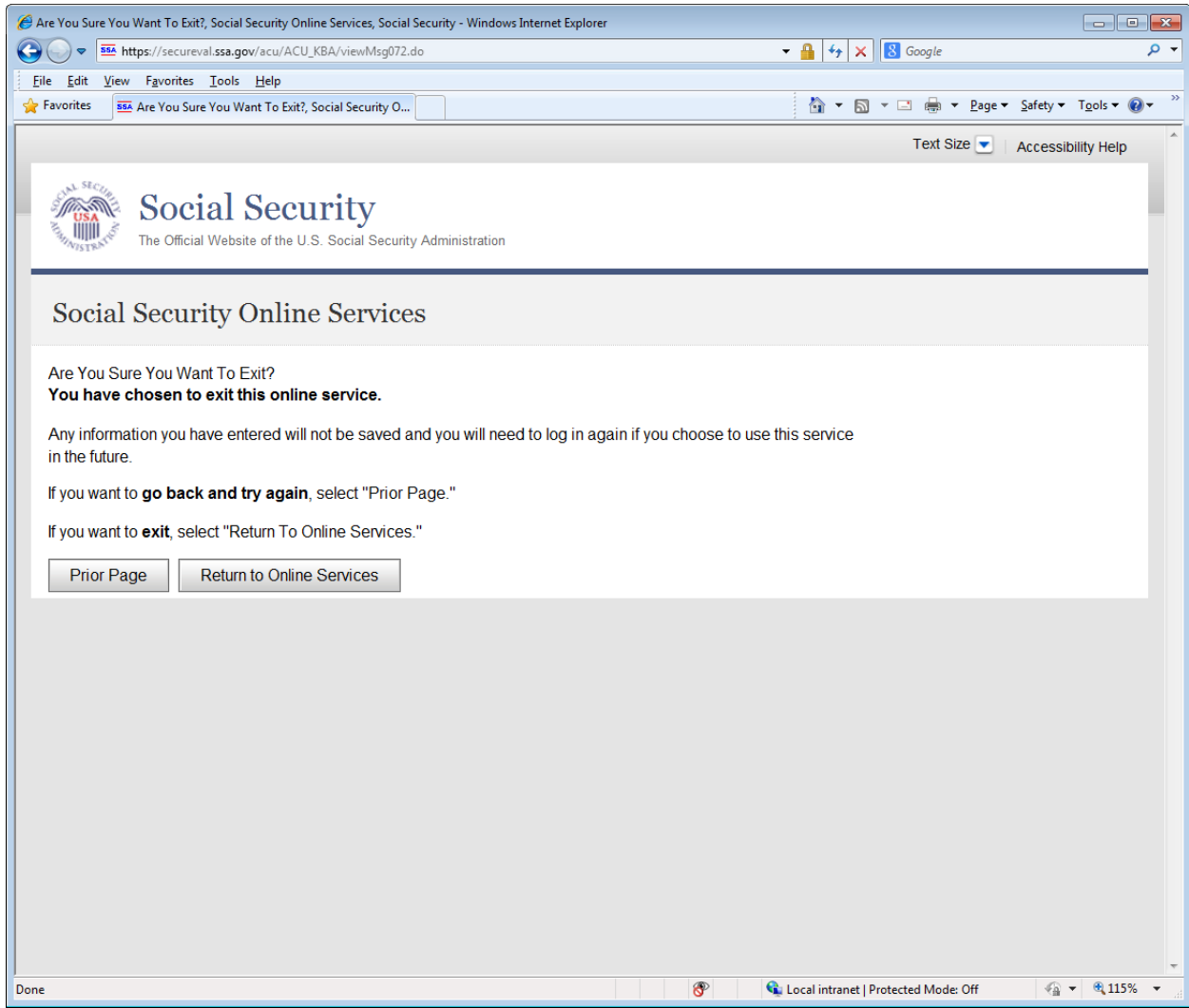
**⚠ We have temporarily suspended electronic access to your personal information.**

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 our online service.

This suspension will not affect any Social Security benefits you receive. If the information you provided is correct, please [contact us](#) for help with updating your records.

Below the warning box is a blue "Exit" button. The browser's status bar at the bottom shows "Done", "Local intranet | Protected Mode: Off", and a zoom level of "115%".

Msg072



Msg077

We are available during the following service hours (Eastern 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.

[Close](#)