

ROME Design Package 2014-03-11


Create an Account - Terms of Service (CATS)	5
Create an Account – Terms of Service – Error	6
Create Account – Verify Your Identity (CAVI)	7
Create Account - Verify Identity (Expanded - Option 1)	8
Create Account - Verify Identity (Expanded - Option 2)	9
Create Account - Verify Identity (Expanded - Option 3)	10
Create Account - Verify Identity (Expanded - Option 4)	11
Financial Strike	12
Create an Account – Verify your identity. Identity Strike * We can't verify the information you provided. ..	13
Create Account - Secure Your Identity (CASI)	14
Create Account - Create Account (CACA)	15
Create Account - Create Account (Feedback States)	16
Password Reset Questions (Expanded)	17
Create Account - Confirmation (Standard) (CAC)	18
Create Account - Confirmation (Enhanced) (CACE)	19
OOW Lockout * Not Banned from Field Office	20
OOW Lockout * Banned from Field Office	21
Permanent Lockout * Banned from Field Office	22
Permanent Lockout * Not Banned from Field Office	23
Under Age * Not Banned from Field Office	24
Under Age * Banned from Field Office	25
We're sorry...Service is not available	26
Electronic Access Blocked * Not Banned from Field Office	27
Electronic Access Blocked * Banned from Field Office	28
Activation Code Expired * Not Banned from Field Office	29
Activation Code Expired * Banned from Field Office	30
Activation Code Does Not Exist * Not Banned from Field Office	31
Activation Code Does Not Exist * Banned from Field Office	32
Finish Setting Up Account (In-Person Process) (FATS)	33
Finish Setting Up Account – Terms of Service (ERRTOSIPP)	34
Finish Setting Up Account - Verify Identity (FAVI)	35
Finish Setting Up Account - Verify Identity. We cannot verify the information you provided.	36
Finish Setting Up Account - Create Account (FACA)	37
Finish Setting Up Account - Create Account. Username already in use	38

Finish Setting Up Account – Confirmation (FAC)	39
Sign In (SI).....	40
Sign In- No Account Exists.....	41
Terms of Service (LTS).....	42
Sign In – Terms not Accepted	43
Error – Identity Lockout * Not Banned From Field Office	44
Error – Identity Lockout - Banned From Field Office	45
Error - Account Expired.....	46
Error - Password Expired (PE)	47
Error – Cannot Create Account – Banned.....	48
Error – Cannot Create Account.....	49
Error - You Already Have an Account	50
Enable Extra Security (ESLP)	51
Enable Extra Security - Add Phone (ESAP)	52
Enable Extra Security - Enter Text Code (ESET)	53
Extra Security – Incorrect Text Entered.....	54
Enable Extra Security - Enter Upgrade Code (ESUC).....	55
Enable Extra Security - Incorrect Code Entered.....	56
Error – Upgrade Code Expired	57
Enable Extra Security – Confirmation (ESC).....	58
Cancel Extra Security (CES)	59
Cancel Extra Security – Confirmation (CESCC).....	60
Extra Security Sign In (ESSI).....	61
Password Expired – Change password	62
Forgot Username – Provide Info (UNF)	63
Forgot Username – Identity Strike.....	64
Forgot Username - Confirmation.....	65
Forgot Password (FPVI).....	66
Forgot Password - Provide Answers (FPPA).....	67
Forgot Password - Provide Answers – Strike	68
Error – Password Reset Question Strikeout	69
Forgot Password - Update Password (FPUP)	70
Forgot Password – Confirmation	71
Forgot Password - Email Password (FEP).....	72
Forgot Password - Password Sent.....	73

Reset or Disable Extra Security – Terms of Service Request (RDESR)	74
Reset or Disable Extra Security – Terms of Service - Error	75
Reset or Disable Extra Security - Provide Info (RDESPI)	76
Reset or Disable Extra Security – Reset Not Allowed	77
Reset or Disable Extra Security - Mail Confirmation (RDESMC)	78
Reset or Disable Extra Security (RODES).....	79
Reset or Disable Extra Security (RODES - Expanded).....	80
Reset Cell Phone - Add New Phone (RCPANP).....	81
Reset Cell Phone - Enter Security Code (RCPESC).....	82
Reset Cell Phone - Enter Reset Code (RCPERC)	83
Error – Reset Code Expired	84
Reset Cell Phone – Confirmation (RCPC)	85
Disable Extra Security – Confirmation (DESC)	86
Reset or Disable Extra Security - No Letter (RDESNL).....	87
Error –Account Blocked *Not Banned	88
Error –Account Blocked * Banned	89
Error – Disable Extra Security – Terms	90
Account Settings – Standard (AS)	91
Update Password	92
Update Password - Confirmation (Standard)	93
Update Password - Confirmation (Enhanced)	94
Update Email (UPEML).....	95
Update Email - Confirmation (Standard)	96
Update Email - Confirmation (Enhanced).....	97
Update Password Reset Questions (UPRQ).....	98
Update Password Reset Questions - Confirmation (Standard)	99
Update Password Reset Questions - Confirmation (Enhanced).....	100
Deactivate Account (DAC).....	101
Deactivate Account – Confirmation (DACC)	102
Add Extra Security (AES)	103
Terms of Service to add Extra Security online * Not Banned from the Field Office	104
Add Extra Security - Provide Info (AESPI)	105
Financial Lockout * Not Banned from Field Office	106
Financial Lockout * Banned from Field Office	107
Add Extra Security – Confirmation (AESC).....	108

Account Settings - Enhanced (Pending).....	109
Account Settings - Enhanced	110
Update Cell Phone Number (CCPNEN)	111
Update Cell Phone Number - Enter Code (CCPNETC).....	112
Update Cell Phone Number – Text Code Does Not Match.....	113
Update Cell Phone Number – Reached the limit on the number of attempts.....	114
Update Cell Phone Number – Confirmation.....	115
Disable Extra Security (DES).....	116
Disable Extra Security - Confirmation	117
Help - Privacy & Security.....	118
Help - Privacy & Security (continued).....	119
Help - Privacy & Security (continued)	120
Help - How does this work? (HHDTW).....	121
Help - Show me how it works. (HSMHTW)	122
Help - Tell me more. (Credit Card) (HCC).....	123
Help - Tell me more. (W-2 Tax Form) (HW2)	124
Help - Tell me more. (1040 Tax Form) (H1040)	125
Help - Tell me more. (Direct Deposit) (HDD)	126
Help - Why are these questions important? (HWQI)	127
Help - How can I protect my identity? (HCIPMI).....	128
Help - What if I get a new cell phone number? (HLPN).....	129
Policy – Paperwork Reduction Act Statement (HPWRACT).....	130
Policy – Privacy Act Statement (HPAS)	131

Create an Account - Terms of Service (CATS)

Text Size  | Accessibility Help



Social Security

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

Create an Account

OMB No. 0960-0789
Paperwork Reduction Act

Terms of Service

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 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.

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 services to protect you from identity theft.

When we make a verification request to establish your account, Experian may use information from your credit report to help verify your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. This will show an inquiry by the Social Security Administration with our address and the date of the request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit profile viewable only to consumers and are not reported to lenders. The soft inquiry will not appear on your credit report from Equifax or TransUnion, and will generally be removed from your Experian credit report after 25 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in 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 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.

I agree to the Terms of Service.

Your privacy is important.

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

Next

Exit



Social Security

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

We're sorry...



You must agree to the Terms of Service to create an account online.

You must agree to the Terms of Service to create an account online. You may return to the previous page to accept the Terms of Service and continue. If you choose not to do this online, you may apply for an account in person by visiting your local Social Security office.

If you decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:


- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Previous](#)

[Exit](#)

Text Size | Accessibility Help



Social Security

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

Create an Account

1 Verify your Identity **2** Secure your Identity **3** Create your Account

Please tell us who you are

Your Name:
As shown on your Social Security card.

First M.I. Last Suffix

Social Security Number (SSN):

Date of Birth:

Month Day Year

Home Address:
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

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

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.



Next **Exit**

Privacy & Security

Find out more about our policies and procedures.




[Learn More](#)

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 or Master 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 Visa or Master Card: [? Tell me more.](#)

We can only accept these credit cards. We do not verify debit cards. This information is only used once to verify your identity.

XXXX - XXXX - -

Next


Exit

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 or Master 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 amount in Box 5 from your W-2: [? Tell me more.](#)

We can better verify your identity if you use an older W-2 (within the last 5 years, excluding last year).

\$

Enter the Employer Identification Number (EIN) from your W-2:

You can find the EIN in Box B on your W-2.

Next


Exit

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 or Master 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 amount in Box 4 (or Box 6 on the long form) 1040 Schedule SE: [? Tell me more.](#)
We can better verify your identity if you use an older 1040 Schedule SE from the last 5 years.

\$

Next


Exit

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 or Master 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 amount of your last Social Security direct deposit: [? Tell me more.](#)

We only need the whole dollar amount.

\$

Next

Exit



Social Security

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

We're sorry...



We cannot verify the financial information that you provided.

Please click "Previous" to correct your information and try again or click "Continue" to complete the process for a Standard User ID.

if you choose to continue with a standard User ID, you may add extra security online at a later date or by visiting your local social security office. If you do decide to visit your local social security office, please be sure to have one of the following documents for identification purposes:


- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Previous](#)

[Continue with STANDARD ID](#)

Text Size Accessibility Help



Social Security

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

Create an Account

1 Verify your Identity2 Secure your Identity3 Create your Account

⚠ We cannot verify the information you provided.
Please correct your information and try again.

Please tell us who you are

Your Name:
As shown on your Social Security card.

JOHN	<input type="text"/>	PUBLIC	<input type="text"/>
First	M.I.	Last	Suffix

Social Security Number (SSN):

Date of Birth:

March	<input type="text" value="14"/>	<input type="text" value="1950"/>
Month	Day	Year

Home Address:
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Street Line 1:	<input type="text" value="1234 SAMPLER DR"/>
Street Line 2:	<input type="text"/>


City/Town:	State/Territory:	ZIP Code:
<input type="text" value="BALTIMORE"/>	<input type="text" value="Maryland"/>	<input type="text" value="12345"/>

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

10-digit Number

Privacy & Security

Find out more about our policies and procedures.




[Learn More](#)

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.



NextExit

Text Size Accessibility Help



Social Security

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

Create an Account

1 Verify your Identity2 Secure your Identity3 Create your Account

Please tell us about yourself

We collect and evaluate this information as a security measure to ensure that only you are able to access your personal information. We will not store your answers.

[Why are these questions important?](#)

You may have opened an auto loan or auto lease in or around August 2006. Please select the dollar amount range in which your monthly auto loan or lease payment falls. If you have not had an auto loan or lease with any of these amount ranges now or in the past, please select "NONE OF THE ABOVE/DOES NOT APPLY".

- \$135 - \$184
- \$185 - \$234
- \$235 - \$284
- \$285 - \$334
- NONE OF THE ABOVE/DOES NOT APPLY

You may have opened a student loan in or around February 1999. Please select the lender that you have previously or you are currently making payments to. If you have not received student loans with any of these lenders now or in the past, please select "NONE OF THE ABOVE/DOES NOT APPLY".

- KEY CORP
- GLESLI/STUDENT LOAD FI
- US DEPT OF EDUCATION
- USA GROUP LOAN SERVICE
- NONE OF THE ABOVE/DOES NOT APPLY

You may have opened a mortgage loan in or around November 2005. Please select the dollar amount range in which your monthly mortgage payment falls. Refer only to the regular monthly payment which includes principal, interest, and escrow (escrow could include taxes and insurance if collected by lender). If you have not had a mortgage payment now or in the past, please select "NONE OF THE ABOVE/DOES NOT APPLY".


- \$440 - \$639
- \$640 - \$839
- \$840 - \$1039
- \$1040 - \$1239
- NONE OF THE ABOVE/DOES NOT APPLY

Which of the following is a current or previous employer? If there is not a matched employer name, please select "NONE OF THE ABOVE".

- RETIRED
- PATRICK AFB
- GRAMPA TONY'S REST
- WARNER & BORG
- NONE OF THE ABOVE

Privacy & Security


Find out more about our policies and procedures.



[Learn More](#)

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

Text Size | Accessibility Help



Social Security

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

Create an Account

1 Verify your Identity2 Secure your Identity3 Create your Account

Please create your account details

Username:

8 to 20 letters and/or numbers
- cannot be your Social Security Number (SSN)
- cannot be your name

Password:
 Password Strength

8 characters minimum and must contain:
- at least one uppercase letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & *)
- must begin with a letter or number.


Confirm Password:

E-mail Address:
We need this to communicate with you about your online account.

Confirm E-mail Address:

Privacy & Security

Find out more about our policies and procedures.



[Learn More](#)

Please create your password reset questions

If you forget your password, you can reset it by providing these answers.

Question 1:

Answer 1:

Question 2:

Answer 2:


Question 3:

Answer 3:

Create Account - Create Account (Feedback States)

Username:
  Username is available.

Username:
  Username is not available. Please try another.

Username:
  Username must be at least 8 characters.

Password:
 Password Strength 

Password:
 Password must be at least 8 characters 

Password:
 Good 


Password:
 Strong 

Confirm Password:
  Passwords match.

Confirm Password:
  Passwords do not match. Please try again.

Email Address:
We need this to communicate with you about your online account.

 Email must be a valid format.

Confirm Email Address:
  Emails match.

Confirm Email Address:
  Emails do not match. Please try again.

Password Reset Questions (Expanded)

Question 1


What is the middle name of your mother?
What is the middle name of your father?
What is the first name of your first nephew?
What is the first name of your first niece?
What is the name of your first pet?
What is your maternal grandmother's maiden name?
What is your paternal grandmother's maiden name?
What is your oldest sibling's middle name?
What is your oldest cousin's first name?
What was the last name of your third grade teacher?


Question 2

What is the name of the hospital where you were born?
What is the name of the city where your maternal grandfather was born?
What is the name of the city where your paternal grandfather was born?
In what city did you meet your spouse/significant other?
What street did you live on in third grade?
In what city or town did your mother and father meet?
Where were you when you first heard about 9/11?
Where were you when you first heard about JFK being shot?

Question 3

What was the model name of your first car?
What is the color of your first car?
What is your dream car?
What was your major or minor in college?
What was your childhood phone number including area code?
What was the name of your first stuffed animal?
What is the name of your favorite childhood friend?


Text Size  Accessibility Help



Social Security


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

Congratulations!

 **You successfully created an account.**

You may sign in any time with your username and password to access our online services.

How can I protect my information?



Please keep your information safe:

- Do not share your password with anyone
- 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.

[? Tips for protecting your identity](#)


Next



Social Security

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

Congratulations!

 **You successfully created an account.**

You may sign in any time with your username and password to access our online services.

What happens now?



In 5 to 10 business days:

- **You will receive an upgrade code in the mail** with step-by-step instructions for adding your extra security feature.
- In the meantime, you can still access your online account.
- Do not share your password with anyone.

 [Tips for protecting your identity](#)

[Next](#)



Social Security

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

We're sorry...



We have suspended your electronic access to your personal information.

We tried multiple 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. For further assistance, please [contact us](#).

Exit



Social Security

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

We're sorry...





We have suspended your electronic access to your personal information.

We tried multiple 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. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).


[Exit](#)

Text Size  | [Accessibility Help](#)



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


We're sorry...


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

We tried multiple 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. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).


[Exit](#)

Text Size  | [Accessibility Help](#)



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

We're sorry...


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

We tried multiple 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. For further assistance, please [contact us](#).


[Exit](#)

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.**

You must be at least 18 years old to create an account.

For further assistance, please [contact us](#).

Exit



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.

You must be at least 18 years old to create an account.

For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).

[Exit](#)



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](#)

Text Size Accessibility Help



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


We're sorry...




We have suspended 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](#).

[Exit](#)


Text Size  | [Accessibility Help](#)



Social Security


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


We're sorry...

 **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 call 1-800-772-1213 (TTY 1-800-325-0778) for help with updating your records.


[Exit](#)

Text Size  Accessibility Help





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

We're sorry...

 **The Activation Code you are attempting to use is expired.**
Please [contact us](#).


[Exit](#)

Text Size  Accessibility Help




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

We're sorry...

 **The Activation Code you are attempting to use is expired.**
Please call 1-800-772-1213 for creating an account.


[Exit](#)

*Activation Code Does Not Exist * Not Banned from Field Office*




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

We're sorry...

 **Activation code does not exist in our records.**
Please [contact us](#).


[Exit](#)

Text Size Accessibility Help




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


We're sorry...

 **Activation code does not exist in our records.**
Please call 1-800-772-1213 (TTY 1-800-325-0778).

[Exit](#)

Finish Setting Up Account (In-Person Process) (FATS)

Text Size  | [Accessibility Help](#)



Social Security

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

Finish Setting Up your Account

OMB No. 0960-0789
[Paperwork Reduction Act](#)

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

Terms of Service

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 services to protect you from identity theft.

What happens if you provide false information or misuse this service?


You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in 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 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.

I agree to the Terms of Service.


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

Text Size  | [Accessibility Help](#)



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

We're sorry...

 **You must agree to the Terms of Service to create an account online.**

You must agree to the Terms of Service to create an account online. You may return to the previous page to accept the Terms of Service and continue.

[Continue](#)



Social Security

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

Finish Setting Up your Account - Verify Identity

- 1 Verify your Identity
- 2 Create your Account
- 3 Confirmation

Please tell us who you are

Your Name:

As shown on your Social Security card.

First M.I. Last Suffix

Social Security Number (SSN):

Date of Birth:

--
Month Day Year

Please enter the account activation code we gave you

Account Activation Code:


Privacy & Security

Find out more about our policies and procedures.



[Learn More](#)

Text Size Accessibility Help




Social Security

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

Finish Setting Up your Account - Verify Identity

1 Verify your Identity2 Create your Account3 Confirmation

 **We cannot verify the information you provided.**

Please correct your information and try again.

Please tell us who you are

Your Name:
As shown on your Social Security card.

<input type="text" value="JOHN"/>	<input type="text" value=""/>	<input type="text" value="PUBLIC"/>	<input type="text" value=""/>
First	M.I.	Last	Suffix


Social Security Number (SSN):

Date of Birth:

January	<input type="text" value="01"/>	<input type="text" value="1920"/>
Month	Day	Year

Privacy & Security

Find out more about our policies and procedures.



[Learn More](#)


Please enter the account activation code we gave you

Account Activation Code:

NextExit

Finish Setting Up Account - Create Account (FACA)

Text Size | Accessibility Help



Social Security

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

Finish Setting Up your Account - Create Account

1 Verify your Identity2 Create your Account3 Confirmation

Please create your account details

Username:

8 to 20 letters and/or numbers
- cannot be your Social Security Number (SSN)
- cannot be your name

Password:
 Password Strength
8 characters minimum and must contain:
- at least one uppercase letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & *)
- must begin with a letter or number.


Confirm Password:

E-mail Address:
We need this to communicate with you about your online account.

Confirm E-mail Address:

Privacy & Security

Find out more about our policies and procedures.



[Learn More](#)

Please create your password reset questions

If you forget your password, you can reset it by providing these answers.

Question 1:

Answer 1:

Question 2:


Answer 2:

Question 3:

Answer 3:

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

Text Size Accessibility Help



Social Security

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

Finish Setting Up your Account - Create Account

1 Verify your identity2 Create your Account3 Confirmation

Error

You have selected a username that is already in use. Please try again by choosing a different username.

Please create your account details

Username:

8 to 20 letters and/or numbers
- cannot be your Social Security Number (SSN)
- cannot be your name

Password:

 Password strength Progress bar

8 characters minimum and must contain:
- at least one uppercase letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & *)
- must begin with a letter or number.

Confirm Password:

 Passwords match.

E-mail Address:


We need this to communicate with you about your online account.

Confirm E-mail Address:

 Emails match.

Privacy & Security

Find out more about our policies and procedures.



[Learn More](#)

Please create your password reset questions

If you forget your password, you can reset it by providing these answers.

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:




Answer 3:



Social Security

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

Finish Setting Up your Account

- 1  Verify your Identity 2  Create your Account 3  Confirmation



You successfully created an account.

You may sign in any time with your username and password to access our online services.

How can I protect my information?



Please keep your information safe:


- Do not share your password with anyone
- 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.

[? Tips for protecting your identity](#)

[Next](#)

Sign In (SI)

Text Size Accessibility Help

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


OMB No. 0950-0759
Paperwork Reduction Act

Sign In or Create an Account

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 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.

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

Existing Users

Username:
 [Forgot Username](#)

Password:
 [Forgot Password](#)

[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?
You can [block electronic access](#) to your information at any time, for any reason.




Social Security

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

Sign In or Create an Account

OMB No. 0960-0789
Paperwork Reduction Act

 **An account can not be found, You may select the "Create Account" button below to create an account.**

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](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.



Social Security

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

Signing in...

Terms of Service

- 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

- 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 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.

I agree to the Terms of Service.

Next

Exit



Social Security

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

Signing in...

 You must agree to the Terms of Service to use your online services.

Terms of Service

- 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


- 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 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.

I agree to the Terms of Service.

Next

Exit

*Error – Identity Lockout * 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 have suspended your electronic access to our online services.

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. For further assistance, please [contact us](#).


[Exit](#)

Text Size ▾ | Accessibility Help



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

We're sorry...

 **We have suspended your electronic access to our online services.**

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. For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).

[Exit](#)



Social Security

We're sorry...



This online account has expired.

It has been more than 3 years since you used your account. We removed the account based on our security policies. You may [create a new account](#) if you still need access to your information.

We are sorry for the inconvenience.

[Create a New Account](#)

[Exit](#)



Social Security

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

We're sorry...



Your password has expired.

For your security, you must change your password every 6 months. Please create a new password for your account.

Create your New Password

New Password:

  Password Strength

8 characters minimum and must contain:

- at least one capital letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & *)
- must begin with a letter or number


Confirm New Password:


 

Next

Exit


Error – Cannot Create Account – Banned

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.**

For further assistance, please call 1-800-772-1213 (TTY 1-800-325-0778).

[Exit](#)


Error – Cannot Create Account

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.**
For further assistance, please [contact us](#).

[Exit](#)



Social Security

Sign In or Create an Account

OMB No. 0000-0000
[Paperwork Reduction Act](#)



An account has already been created with the information you entered.

Please sign in with your username and password. If you cannot remember your username, we can help you [retrieve it](#).

New Users

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

- ✓ have a valid email address,
- ✓ have a Social Security Number,
- ✓ have a U.S. mailing address, and
- ✓ be at least 18 years of age.



[Create an Account](#)

[Learn More](#)

Existing Users

Username:

[Forgot Username](#)


Password:


[Forgot Password](#)

[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.

Text Size  | Accessibility Help



Social Security

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

Enable your Extra Security

Do you have your extra security letter and your phone?

Do you have:

- the letter containing your step-by-step instructions, and
- a cell phone with text messaging?

Yes, enable my extra security.

No, skip this for now.


I changed my mind, cancel my request for extra security.


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

Next

Exit


Enable Extra Security - Add Phone (ESAP)

Text Size  Accessibility Help

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

Enable Extra Security - Add Phone

Please add your cell phone
To enable your extra security features, you need a cell phone that is able to receive text messages.

 **Enter your Cell Phone Number:** [What if I lose or change my phone number?](#)
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)

10-digit Number

[Get Text Message](#) [Previous](#) [Exit](#)



Social Security

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

Enable your Extra Security - Enter Text Code

Please enter your security code



We sent a text message to: **(123) 456-7890**
Please allow up to 2 minutes for the text message to arrive. The security code will expire 10 minutes from the time of your request.

Enter the security code you just received:

Having trouble?

Make sure that your cell phone number is correct.
If not, please go back and [correct your number](#).


Check your reception and text messaging (SMS)
You may need to move to a location where your phone can receive a text message. Please check that your phone can receive text messages.


Still having trouble?
We can [send a new text message](#).

Submit Security Code

[Previous](#)

[Exit](#)


Text Size  | Accessibility Help




Social Security

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

Enable your Extra Security - Enter Text Code

 **The text code you entered does not match the text code we sent you. Please re-enter the text code you received.**

Please enter your security code

 We sent a text message to: **(123) 456-7890**
Please allow up to 2 minutes for the text message to arrive. The security code will expire 10 minutes from the time of your request.

Enter the security code you just received:

Having trouble?


Make sure that your cell phone number is correct.
If not, please go back and [correct your number](#).


Check your reception and text messaging (SMS)
You may need to move to a location where your phone can receive a text message. Please check that your phone can receive text messages.

Still having trouble?
We can [send a new text message](#).

Submit Security CodePreviousExit


Enable Extra Security - Enter Upgrade Code (ESUC)


Text Size  Accessibility Help


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

Enable Extra Security

Thank you for your security code!
Please enter the upgrade code from your letter to enable your account's extra security features.


 **Enter the Upgrade Code:**

Text Size  | [Accessibility Help](#)




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


Enable Extra Security


 **We cannot verify the information you provided.**
Please correct your information and try again.

Thank you for your security code!
Please enter the upgrade code from your letter to enable your account's extra security features.

 **Enter the Upgrade Code:**


Error – Upgrade Code Expired

Text Size  Accessibility Help



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

We're sorry...

 **The Upgrade Code you are attempting to use is expired.**

Please select the "NEXT" button to login and re-request an upgrade code from your Security Setting Options.


[Next](#)



Social Security

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

Congratulations!

 **You have successfully added your extra security features.**


You will now sign in to use our online services by entering:


- Your username
- Your password
- A unique text message sent to your cell phone

Next


Exit

Cancel Extra Security (CES)

Text Size  | Accessibility Help


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

Cancel Extra Security

 **Are you sure you want to cancel your extra security?**

If you want extra security in the future, we will ask you to go through our verification process again.

Cancel Extra Security – Confirmation (CESCC)

Text Size  | [Accessibility Help](#)



Social Security

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

Cancel Extra Security



You successfully cancelled your request for extra security.

You can continue to use your username and password to access our online services.

[Next](#)

[Exit](#)



Social Security

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

Extra Security Sign In

OMB No. 0960-0789
[Paperwork Reduction Act](#)

Please enter your security code



We sent a text message to: **(123) 456-7890**
Please allow up to 2 minutes for the text to arrive. The security code will expire 10 minutes from the time of your request.

Enter the security code you just received:

Having trouble?


No longer have this cell phone number?
You can request to [reset or disable extra security](#).


Check your reception and text messaging (SMS)
You may need to move to a location where your phone can receive a text message. Please check that your phone can receive text messages.

Still having trouble?
We can [send a new text message](#).

Submit Security Code

Exit


Text Size  | [Accessibility Help](#)



Social Security

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


We're sorry...

 **Your password has expired.**

For your security, you must change your password every 6 months. Please create a new password for your account.

Create your New Password


New Password:

 Password Strength

8 characters minimum and must contain:

- at least one capital letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & *)
- must begin with a letter or number

Confirm New Password:



Next Exit



Social Security

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

Forgot Username

Forgot your username?

You can retrieve it by providing the information below.

Your Name:

As shown on your Social Security card.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First	M.I. <small>.....</small>	Last	Suffix

Social Security Number(SSN):

Date of Birth:


-- Month	<input type="text"/> Day	<input type="text"/> Year
-------------	-----------------------------	------------------------------


Your privacy is important.

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

Next

Exit


Text Size  | [Accessibility Help](#)



Social Security

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

Forgot Username


 **We cannot verify the information you provided.**

Please correct your information and try again.

Forgot your username?

You can retrieve it by providing the information below.

Your Name:
As shown on your Social Security card.

<input type="text" value="John"/>		<input type="text" value="Ditto"/>	<input type="text"/>
First		Last	Suffix

Social Security Number(SSN):

Date of Birth:

<input type="text" value="December"/>	▼	<input type="text" value="12"/>	▼	<input type="text" value="1912"/>
Month		Day		Year

Your privacy is important.

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

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




Social Security

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

Sign In

OMB No. 0960-0789
[Paperwork Reduction Act](#)

 **Your username has been entered for you below.**

What happens now?

Keep your information safe.

- Do not share your password with anyone.

 [Tips for protecting your identity.](#)



Existing Users

Username:

ROMETEST2  [Forgot Username](#)

Password:

 [Forgot Password](#)

Sign In

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.





Social Security

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

Forgot Password

- 1 Verify your Identity
- 2 Provide your Answers
- 3 Update your Password

Please tell us who you are

Your Name:

As shown on your Social Security card.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First	M.I.	Last	Suffix

Social Security Number(SSN):

Date of Birth:

<input type="text"/>	<input type="text"/>	<input type="text"/>
Month	Day	Year

Your privacy is important.

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

Next




Exit



Social Security

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

Forgot Password

- 1  Verify your Identity
- 2  Provide your Answers
- 3  Update your Password

Password Reset Questions

To reset your password, enter the answers you gave when you set up your account.

[▶ I can't remember my answers.](#)


What was the model name of your first car?


What is the name of the hospital where you were born?

What was the last name of your third grade teacher?

Next

Exit





Text Size  | Accessibility Help




Social Security

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

Forgot Password

  Verify your Identity Provide your Answers Update your Password

 **We cannot verify the information you provided.**

Please correct your information and try again.

Password Reset Questions

To reset your password, enter the answers you gave when you set up your account.

[I can't remember my answers.](#)


What was the model name of your first car?


What is the middle name of your mother?

What is the name of the hospital where you were born?

NextExit

Error – Password Reset Question Strikeout


Text Size  | [Accessibility Help](#)



Social Security

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

We're sorry...

 **We were unable to verify the answers to your password reset questions.**

We tried 5 times to match the information you provided with our records, but were unable to do so. You may try to access your reset questions again after 24 hours or click the link below to request a temporary password be sent to your e-mail address of record.

[Request a Temporary Password](#)

This suspension will not affect any Social Security benefits you receive.




Exit



Social Security

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

Forgot Password

- 1  Verify your Identity
- 2  Provide your Answers
- 3  Update your Password

Please update your password

New Password:

  Password Strength

8 characters minimum and must contain:

- at least one uppercase letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & *)
- must begin with a letter or number

Confirm new password:

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



Social Security

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

Sign In

OMB No. 0960-0789
[Paperwork Reduction Act](#)

 **Thank you! Your password has been changed.**

What happens now?

Keep your information safe.

- Do not share your password with anyone.

 [Tips for protecting your identity.](#)



Existing Users

Username:

 [Forgot Username](#)


Password:


 [Forgot Password](#)

Sign In

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?


You can [block electronic access](#) to your information at any time, for any reason.

Text Size  | Accessibility Help



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

Forgot Password

 **We can send a temporary password to your E-mail address.**

You will not be able to use your existing password after the temporary password is sent.




Social Security

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

Sign In

OMB No. 0960-0789
[Paperwork Reduction Act](#)

 **An E-mail containing a temporary password was sent to your E-mail address.**

Please allow a few minutes for it to arrive and update your password as soon as possible.

What happens now?

Keep your information safe.

- Do not share your password with anyone.

 [Tips for protecting your identity.](#)



Existing Users

Username:

 [Forgot Username](#)

Password:

 [Forgot Password](#)

[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.



Social Security

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.

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.

Your privacy is important.

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

Terms of Service

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 services to protect you from identity theft.

When we make a verification request to establish your account, Experian may use information from your credit report to help verify your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. This will show an inquiry by the Social Security Administration with our address and the date of the request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit profile viewable only to consumers and are not reported to lenders. The soft inquiry will not appear on your credit report from Equifax or TransUnion, and will generally be removed from your Experian credit report after 25 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in 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 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.

I agree to the [Terms of Service](#).

Next

Cancel


Text Size  Accessibility Help



Social Security

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

Reset or Disable Extra Security

 **You must agree to the Terms of Service to add extra security online.**

If you choose not to do this online, you may add extra security by calling <1-800-772-1213> for help with updating your records.

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.

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.

Your privacy is important.

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

Terms of Service

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 services to protect you from identity theft.

When we make a verification request to establish your account, Experian may use information from your credit report to help verify your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. This will show an inquiry by the Social Security Administration with our address and the date of the request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit profile viewable only to consumers and are not reported to lenders. The soft inquiry will not appear on your credit report from Equifax or TransUnion, and will generally be removed from your Experian credit report after 25 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in 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.

NextCancel



Social Security

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

Reset or Disable Extra Security

Provide Information

Where can we mail the letter you need to reset your phone?

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have in our records.

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

[Mail Reset Instructions](#)

[Cancel](#)


Text Size  | Accessibility Help



Social Security


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

Reset or Disable Extra Security

 **Reset not allowed**
You already requested to reset your account.

Provide Information

Where can we mail the letter you need to reset your phone?
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have in our records.

Street Line 1: 


Street Line 2:

City/Town: <input type="text" value="BALTIMORE"/>	State/Territory: <input type="text" value="Maryland"/>	ZIP Code: <input type="text" value="12345"/>
---	--	--

Primary Phone
We only need this to verify your identity.

10-digit Number

Reset or Disable Extra Security - Mail Confirmation (RDESMC)


Text Size  | [Accessibility Help](#)



Social Security

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

Reset or Disable Extra Security

 **Thank you for your information.**

You'll receive a letter in the mail in 5 to 10 business days. Your letter will give you step-by-step instructions to remove or change the cell phone number on your account.

What happens now?



In 5 to 10 business days:

- **You will receive a phone reset code in the mail** with the step-by-step instructions you need to remove or change the cell phone number on your account.
- You will not be able to access our online services with this account until then.

Done



Social Security

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

Reset or Disable Extra Security

Do you have your cell phone reset letter?

You recently indicated that your cell phone number was lost or no longer available.

Do you have the letter containing your cell phone reset instructions we mailed to you?

- Yes, let's begin. No, not yet.

Your privacy is important.

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

Next

Exit



Social Security

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

Reset or Disable Extra Security

Do you have your cell phone reset letter?

You recently indicated that your cell phone number was lost or no longer available.

Do you have the letter containing your cell phone reset instructions we mailed to you?

- Yes, let's begin. No, not yet.

What would you like to do?

- Set up a new cell phone number.
You will be asked to verify your new cell phone number by receiving a text message.
- Disable the extra security feature.
You will no longer need a cell phone to sign in to your account.

Enter the Reset Code:

You will find your reset code in the letter we mailed you.

Your privacy is important.

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

Next

Exit



Social Security

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

Reset Your Cell Phone

Please add your new cell phone



Enter your New Cell Phone Number:

We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)


10-digit Number


[Get Text Message](#)

[Previous](#)

[Exit](#)

Reset Cell Phone - Enter Security Code (RCPESC)

Text Size  Accessibility Help




Social Security

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

Reset Your Cell Phone

Please enter your security code

 We sent a text message to: **(123) 456-7890**

Please allow up to 2 minutes for the text message to arrive. The security code will expire 10 minutes from the time of your request.

Enter the security code you just received:

Having Trouble?


Make sure that your cell phone number is correct. If not, please go back and [correct your number](#).


Check your reception and text messaging (SMS)
You may need to move to a location where your phone can receive a text message. Please check that your phone can receive text messages.

Still having trouble?
We can [send a new text message](#).

[Submit Security Code](#)[Previous](#)[Exit](#)

Reset Cell Phone - Enter Reset Code (RCPERC)

Text Size  Accessibility Help



Social Security


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


Reset Your Cell Phone

Thank you for your security code!
Please enter the reset code from your letter to finish.

Enter the Reset Code:
You will find your reset code in the letter we mailed you.


Error – Reset Code Expired

Text Size  Accessibility Help



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

We're sorry...

 **The Reset Code you are attempting to use is expired.**
Please select the 'NEXT' button below to request a new Reset code.


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



Social Security

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

Reset Your Cell Phone

 **Thank you! You successfully reset your cell phone.**

You may now sign in to use our online services by entering:

- Your username
- Your password
- A unique text message sent to your new cell phone

[Next](#)



Social Security

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

Extra Security Disabled



Your account is no longer using extra security.

Use your username and password to access our online services without a cell phone.

[Next](#)



Social Security

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


Reset your Cell Phone




You need the instructions that came with your letter to reset your cell phone.

Please allow 5 to 10 business days from the time of your original request. [If you've lost or misplaced your letter, you may [request a new letter](#) to be sent to you.]


Exit

Text Size  | Accessibility Help




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


We're sorry...

 **We have suspended 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](#).


[Exit](#)

Text Size  Accessibility Help




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


We're sorry...

 **We have suspended 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 call 1-800-772-1213 (TTY 1-800-325-0778).

[Exit](#)


Text Size  Accessibility Help



Social Security

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

We're sorry...

 **You must agree to the Terms of Service to reset or disable your extra security online.**


You must agree to the Terms of Service to reset or disable your extra security online. You may return to the previous page to accept the Terms of Service and continue. If you choose not to do this online, you may reset or disable your extra security in person by visiting your local Social Security office.


If you decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

PreviousExit

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

**my Social Security**

My HomeHelp CenterSecurity Settings

Security Settings

Security Option:

Standard - You sign in with a username and password. If you have a text-enabled cell phone, you may add extra security.

Add Extra Security

[? How does this work?](#)

Password:

Expires in 179 days (March 17, 2014)

Update Password

Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.


Question 1:
What is the name of the hospital where you were born?


Question 2:
What was the model name of your first car?

Question 3:
What is the middle name of your mother?

Update Password Reset Questions

[▶ Deactivate Online Account](#)

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

Update your Password

Provide your Current & New Password

Current Password:

New Password:
 Password Strength


8 characters minimum and must contain


- at least one capital letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example: ! @ # \$ % ^ & *)
- must begin with a letter or number.

Confirm New Password:


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

Update Password - Confirmation (Standard)

Alice Chow | [Sign Out](#) Text Size  | [Accessibility Help](#)

**my** Social Security

My HomeHelp CenterSecurity Settings

**Thank you! Your password has been updated.**

Security Settings

Security Option:

Standard - You sign in with a username and password. If you have a text-enabled cell phone, you may add extra security.

[? How does this work?](#)

Password:

Expires in 179 days (August 19, 2014)

Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1:
What is the middle name of your mother?

Question 2:
What is the name of the hospital where you were born?

Question 3:
What was the model name of your first car?

[Deactivate Online Account](#)



Social Security

[My Social Security](#)

[Security Settings](#)



Thank you! Your password has been updated.

Security Settings

Security Option:

Extra Security - You sign in with your username, password, and a secure text message that we send to your cell phone.

Cell Phone Number:

(xxx) xxx-7890 [Update Cell Phone Number](#)

[Disable Extra Security](#)

Password:

Expires in 180 days (January 01, 2012)

[Update Password](#)

Current Email:

sample@email.com

[Update Email](#)

[Deactivate Online Account](#)

Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1:

What is your father's middle name?


Question 2:


What street did you live on in third grade?

Question 3:

What was the model name of your first car?

[Update Password Reset Questions](#)

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

Update Your E-mail


Provide your New E-mail


E-mail Address:
We need this to communicate with you about your online account.

Confirm E-mail Address:


[Update Your E-mail](#)

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

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

 **Thank you! Your E-mail has been updated.**

Security Settings

Security Option:

Standard - You sign in with a username and password. If you have a text-enabled cell phone, you may add extra security.

[? How does this work?](#)

Password:

Expires in 178 days (March 17, 2014)

Current E-mail:

NO-REPLY@SSA.GOV

[▶ Deactivate Online Account](#)


Password Reset Questions


If you forget your password, you can change it by answering your password reset questions.

Question 1:
What is the name of the hospital where you were born?


Question 2:
What was the model name of your first car?

Question 3:
What is the middle name of your mother?

Alice Chow | Sign Out Text Size  | Accessibility Help

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

 **Thank you! Your E-mail has been updated.**

Security Settings

Security Option:

Extra Security - You sign in with your username, password, and a secure text message we send to your cell phone.

Cell Phone Number:

(xxx) xxx-7663 [Update Cell Phone Number](#)

Password:

Expires in 69 days (April 23, 2014)

Current E-mail:

NO-REPLY@SSA.GOV

[Deactivate Online Account](#)


Password Reset Questions


If you forget your password, you can change it by answering your password reset questions.

Question 1:
What was the model name of your first car?

Question 2:
What is the middle name of your mother?

Question 3:
What is the name of the hospital where you were born?

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

Update your Password Reset Questions

Provide your new questions & answers
If you ever forget your password, you can reset it by answering these questions.

Question 1:

Answer 1:

Question 2:


Answer 2:


Question 3:

Answer 3:


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

[Update Password Reset](#)

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

**my Social Security**

My HomeHelp CenterSecurity Settings

 **Thank you! Your password reset questions have been updated.**

Security Settings

Security Option:

Standard - You sign in with a username and password. If you have a text-enabled cell phone, you may add extra security.

Add Extra Security

[? How does this work?](#)

Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1:
What is the name of the hospital where you were born?

Question 2:
What was the model name of your first car?

Question 3:
What is the middle name of your mother?

Update Password Reset Questions

Expires in 178 days (March 17, 2014)


Update Password


Current E-mail:

NO-REPLY@SSA.GOV


Update E-mail

[▶ Deactivate Online Account](#)

Alice Chow | Sign Out Text Size  | Accessibility Help

 **my Social Security**

My Home | Help Center | **Security Settings**

 **Thank you! Your password reset questions have been updated.**

Security Settings

Security Option:

Extra Security - You sign in with your username, password, and a secure text message we send to your cell phone.

Cell Phone Number:

(xxx) xxx-7663 [Update Cell Phone Number](#)

Password:

Expires in 69 days (April 23, 2014)

Current E-mail:

NO-REPLY@SSA.GOV

[Deactivate Online Account](#)

Password Reset Questions


If you forget your password, you can change it by answering your password reset questions.


Question 1:
What was the model name of your first car?

Question 2:
What is the middle name of your mother?

Question 3:
What is the name of the hospital where you were born?


Deactivate Account (DAC)

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

Deactivate your Account

 **Are you sure you want to deactivate your account?**

If you deactivate your account, you will no longer be able to access our online services using your current username and password.

[Yes, Deactivate my Account](#)



my Social Security

Account Deactivated





At your request, your account has been deactivated.

If you need to access your information online in the future, you can [create a new account](#).

Exit

Add Extra Security (AES)

Dale Boettcher | [Sign Out](#) Text Size  Accessibility Help

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

Add Extra Security

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.

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

Terms of Service

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 services to protect you from identity theft.

When we make a verification request to establish your account, Experian may use information from your credit report to help verify your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. This will show an inquiry by the Social Security Administration with our address and the date of the request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit profile viewable only to consumers and are not reported to lenders. The soft inquiry will not appear on your credit report from Equifax or TransUnion, and will generally be removed from your Experian credit report after 25 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?


You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in 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 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.

I agree to the Terms of Service


Next Cancel

Text Size  Accessibility Help



my Social Security

We're sorry...

 **You must agree to the Terms of Service to add extra security online.**

You must agree to the Terms of Service to add extra security online. You may return to the previous page to accept the Terms of Service and continue. If you choose not to do this online, you may add extra security in person by visiting your local Social Security office.


If you decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:


- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Previous](#) [Exit](#)

Add Extra Security - Provide Info (AESPI)

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

**my Social Security**

My HomeHelp CenterSecurity 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](#)


Text Size  Accessibility Help



Social Security

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

We're sorry...

 **We were unable to verify the financial information that you provided.**

We were unable to verify the financial information that you provided. Please click "Continue" to complete the process for a Standard User ID.


You may add extra security online at a later date or by visiting your local Social Security office. If you do decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.


Continue Exit

Text Size | Accessibility Help



my Social Security

We're sorry...

 **We were unable to verify the financial information that you provided.**

You may add extra security online at a later date or by calling 1-800-772-1213 (TTY 1-800-325-0778) for help with updating your records.

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

Add Extra Security

 **Thank you for your information.**

Because you're adding extra security, you'll receive step-by-step instructions in the mail in 5 to 10 business days.

What happens now?





In 5 to 10 business days:

- **You will receive a letter in the mail** with an upgrade code and step-by-step instructions for adding your extra security
- In the meantime, you can still use your online account.

[? Tips for protecting your identity.](#)

[Done](#)

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | **Security Settings**

Security Settings

Security Option:

Extra Security (Pending) - Please wait for your upgrade code to arrive in the mail to complete this process.

Password:

Expires in 167 days (April 23, 2014)

Current E-mail:

NO-REPLY@SSA.GOV

[▶ Deactivate Online Account](#)

Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1:
What is the name of the hospital where you were born?

Question 2:
What was the model name of your first car?

Question 3:
What is the middle name of your mother?

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

**my Social Security**

My HomeHelp CenterSecurity Settings

Security Settings

Security Option:

Extra Security - You sign in with your username, password, and a secure text message we send to your cell phone.

Cell Phone Number:

(xxx) xxx-7663 [Update Cell Phone Number](#)

Disable Extra Security

Password:

Expires in 179 days (April 23, 2014)

Update Password

Current E-mail:

NO-REPLY@SSA.GOV

Update E-mail

[Deactivate Online Account](#)

Password Reset Questions


If you forget your password, you can change it by answering your password reset questions.


Question 1:
What is the name of the hospital where you were born?

Question 2:
What was the model name of your first car?

Question 3:
What is the middle name of your mother?

Update Password Reset Questions

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)


**my Social Security**

My HomeHelp CenterSecurity Settings


Update your Cell Phone Number

Update your Cell Phone Number

We will send a text message to verify your new cell phone number.

 **Enter your New Cell Phone Number**
We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)


10-digit Number


 **You need to have your new cell phone number available right now to complete this process.**

Get Text Message

Cancel

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


John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

**my Social Security**

My HomeHelp CenterSecurity Settings

Change your Cell Phone Number

Please enter your security code

 We sent a text message to: **(123) 456-7890**

Please allow up to 2 minutes for the text message to arrive. The security code will expire 10 minutes from the time of your request.

Enter the text code you just received:

Having trouble?


Make sure that your cell phone number is correct. If not, please go back and [correct your number](#).

Check your reception and text messaging (SMS) You may need to move to a location where your phone can receive a text message. Text messaging should also be enabled on your phone.

Still having trouble?
We can [send a new text message](#).

[Submit Security Code](#)[Previous](#)[Cancel](#)

John Q. Public | [Sign Out](#) Text Size | [Accessibility Help](#)


**my Social Security**

My HomeHelp CenterSecurity Settings

Change your Cell Phone Number

⚠ The text code you entered does not match the text code we sent you. Please re-enter the text code you received.

Please enter your security code

 We sent a text message to: **(123) 456-7890**

Please allow up to 2 minutes for the text message to arrive. The security code will expire 10 minutes from the time of your request.

Enter the text code you just received:

Having trouble?

Make sure that your cell phone number is correct. If not, please go back and [correct your number](#).

Check your reception and text messaging (SMS) You may need to move to a location where your phone can receive a text message. Text messaging should also be enabled on your phone.

Still having trouble?
We can [send a new text message](#).

[Submit Security Code](#)[Previous](#)[Cancel](#)

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | [Security Settings](#)

Change your Cell Phone Number


 **You have reached the limit on the number of attempts. Please request a new text code.**

<h4>Please enter your security code</h4> <p> We sent a text message to: (123) 456-7890</p> <p>Please allow up to 2 minutes for the text message to arrive. The security code will expire 10 minutes from the time of your request.</p> <p>Enter the text code you just received:</p> <input style="width: 100%;" type="text" value="12345678"/>	<h4>Having trouble?</h4> <p>Make sure that your cell phone number is correct. If not, please go back and correct your number.</p> <p>Check your reception and text messaging (SMS) You may need to move to a location where your phone can receive a text message. Text messaging should also be enabled on your phone.</p> <p>Still having trouble? We can send a new text message.</p>
--	--

[Submit Security Code](#) | [Previous](#) | [Cancel](#)

Update Cell Phone Number – Confirmation

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)

 **my Social Security**

[My Home](#) | [Help Center](#) | **Security Settings**

 **Thank you! Your cell phone number has been updated to: (123) 456-7890**
You will need this cell phone number to sign in to your online account in the future.

Security Settings

Security Option:

Extra Security - You sign in with your username, password, and a secure text message we send to your cell phone.

Cell Phone Number:

(xxx) xxx-7890 [Update Cell Phone Number](#)

Password:

Expires in 179 days (April 23, 2014)

Current E-mail:

NO-REPLY@SSA.GOV

[Deactivate Online Account](#)

Password Reset Questions


If you forget your password, you can change it by answering your password reset questions.


Question 1:
What is the name of the hospital where you were born?

Question 2:
What was the model name of your first car?


Question 3:
What is the middle name of your mother?

Disable Extra Security (DES)

John Q. Public | [Sign Out](#) Text Size  | [Accessibility Help](#)


 **my Social Security**


[My Home](#) | [Help Center](#) | [Security Settings](#)

 **Are you sure you want to disable your extra security?**


Disabling extra security means you will no longer use a cell phone to access your account. If you want extra security in the future, we will ask you to go through our verification process again.

[Yes, Disable Extra Security](#)

Alice Chow | [Sign Out](#) Text Size  | [Accessibility Help](#)

**my Social Security**

My HomeHelp CenterSecurity Settings

 **Your account is no longer using extra security.**

Use your username and password to access our online services without a cell phone.

Security Settings

Security Option:

Standard - You sign in with a username and password. If you have a text-enabled cell phone, you may add extra security.

[? How does this work?](#)

Password:

Expires in 69 days (April 23, 2014)

Current E-mail:

NO-REPLY@SSA.GOV

[Deactivate Online Account](#)

Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1:
What is the middle name of your mother?

Question 2:
What is the name of the hospital where you were born?

Question 3:
What was the model name of your first car?

Privacy & Security Questions

- [Is my information secure?](#)
- [How do you protect my information?](#)
- [What is extra security?](#)
- [How do I sign up for extra security?](#)
- [Why do I have to answer identity verification questions?](#)
- [Why are you asking for financial information?](#)
- [Can I apply in person?](#)
- [How can I keep my account safe?](#)
- [How can I create a strong password?](#)
- [How can I keep my computer safe?](#)

Is my information secure?

We take our responsibility to protect your personal information very seriously.

When you are on our website, either to create an account or to access your information, we will always provide you with a secure environment.

1. We verify your identity

We carefully verify that you are who you say you are. This is why we ask you to provide several different types of information and to answer questions that only you should be able to answer. If you are uncomfortable with the online process, you can always visit a local Social Security office to verify your identity in person.

We may use an identity verification service provided by Experian to help verify your identity and protect your privacy when you register to do business with us online. When we make a verification request to establish your account, Experian may use information from your credit report to help verify your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. This will show an inquiry by the Social Security Administration with our address and the date of the request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit profile viewable only to consumers and are not reported to lenders. The soft inquiry will not appear on your credit report from Equifax or TransUnion, and will generally be removed from your Experian credit report after 25 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

2. We provide the most up-to-date account security

You will create an individual username and a strong password to secure your account. You will also have the option at any time of adding extra security. Adding extra security will require you to provide your username, password AND a unique security code to access your account.

[▲ Back to Top](#)

How do you protect my information?

The law (the Privacy Act of 1974, 5 U.S.C. 552a) requires us to protect the information we get and keep about you. We take the following steps to protect your information:

- We make sure that the only people who see your information are those who need it to perform their official duties.
- We train our employees on our privacy and security rules so they know how to keep your information secure.

[▲ Back to Top](#)

What is extra security?

You can opt for extra security to provide your account with an extra level of protection. If you'd like to add extra security, you must use a cell phone with text messaging each time you sign in. This extra protection ensures that you are you. Because no one else has access to the text message we send to your cell phone during sign in, this adds even more security than a regular secure sign in.

If the following statements are true for you, the extra security is an option for you:

- I am comfortable answering an identity verification question online
- I have a cell phone that I use regularly
- My cell phone can receive text messages
- I'm comfortable receiving a security code on my phone each time I sign into the system

Each time you want to access your account you will:

- Enter your username and password.
- Request a new security code be texted to your cell phone. (You will just have to click one button.)
- Enter the security code sent to your cell phone.

Help - Privacy & Security (continued)

Remember:

The code will expire after 10 minutes, so you will need to have your phone nearby when you try to sign in to your account.

[▲ Back to Top](#)

How do I sign up for extra security?

You must do 3 things to get extra security:

1. Verify your identity by answering a security question. When you first register, we'll verify your identity by asking for one of these:
 - the last 8 digits of your Visa or MasterCard, or
 - some information from your W2 tax form, or,
 - your direct deposit amount, if you receive Social Security.
2. Have a cell phone with text messaging. Standard text messaging rates will apply.
3. Provide your cell phone number so we can text you the security codes you will need.

Finishing this process usually takes 5 to 10 business days. A special code will be mailed to your home address. In the meantime, you can sign in using the username and password for your account, just as you would at any other secure site.

[▲ Back to Top](#)

Why do I have to answer identity verification questions?

Any time you deal with us, we must verify your identity. We have to make sure that only you can access your information.

If you visit a Social Security office, we can check your photo ID and ask you questions. We must be extra careful to protect your identity online. We designed the questions we ask so that only you should know the answer. If someone stole your wallet, they should not be able to answer these questions.

If you would prefer not to answer these questions, you can always verify your identity in person in a Social Security Office.

[▲ Back to Top](#)

Why are you asking for financial information?

Providing financial account information is optional.

You must give financial account information if you want extra security. We confirm financial account information as another way of ensuring your identity. We cannot look at your financial accounts or credit record with the information you give.

If you are uncomfortable giving us your financial account information, you can still sign up for a standard account.

[▲ Back to Top](#)

Can I apply in person?

Yes. If you do not know the required information, or if you prefer not to answer these questions online, you may go to your local Social Security office to apply in person.

To apply in person you will need proof of your current address plus one of the following:

- valid U.S. driver's license
- current state-issued non-driver identity
- unexpired U.S. Passport or Passport card
- U.S. military identification card (active duty, retiree, national guard, or dependent)
- U.S. government employee identification card

[▲ Back to Top](#)

How can I keep my account safe?

- Follow our guidelines for creating a strong password
- Don't share your password
- Don't write down your username or password where someone could find it
- Never allow a shared computer to "save" your username and password

Remember:

We will never ask you to reveal your password to us. If you get a phone call or E-mail message asking for your password, do not give it out. Report the call or the E-mail to us by calling 1-800-269-0271.

Help - Privacy & Security (continued)

For more tips on protecting your password, visit www.onguardonline.gov

For security reasons, your password will be valid for 6 months. If your password expires, we will ask you to change it the next time you sign in. You can also change your password at any time after signing in to your account.

[▲ Back to Top](#)

How can I create a strong password?

Length. Use at least 8 characters without spaces.

Characters. Use at least 1 capital letter, 1 lower case letter, 1 number, and 1 special character (such as \$ or %).

Content. Avoid numbers, names, or dates that are significant to you. For example, avoid your phone number, first name or date of birth. Try to choose a password you can remember.

[▲ Back to Top](#)

How can I keep my computer safe?

Protect your computer with anti-virus software, anti-spam software, and a firewall.

Security software can help prevent computer viruses, or anything that can infect your computer, from harming it.

Create strong passwords and keep them secret.

Strong passwords are long. Include both letters and numbers, and avoid common words and personal names or dates. You should use different passwords for different accounts. Keep your password reminders in a safe and secure place.

Be cautious with E-mail.

Never open an E-mail you weren't expecting or that looks suspicious. Be wary of any E-mail that asks you to enter personal information. Avoid clicking on links in E-mails; type in the address yourself to make sure you view the official website.

Before you enter personal information, check for security indicators.

Look for signs that a webpage is secure before you enter any personal information. A secure website should have a green address bar, a closed padlock icon, and a web address with "https" ("s" for secure). For extra precaution, view the security information and certificates to make sure you are on a site you can trust.

[▲ Back to Top](#)

Close

How does this work?

If you'd like to add extra security, you will use a text-enabled cell phone each time you sign in. This provides extra security because even if someone gets your username and password, they will not be able to access your personal information.

To get started, we'll verify your identity by asking for:

- the last 8 digits of your Visa or MasterCard, **or**
- some information from your W2 tax form, **or**,
- your direct deposit amount, if you receive Social Security, **or**,
- information from a 1040 Schedule SE (self-employment) tax form

Your upgrade letter will arrive in 5 to 10 business days. You will need this letter to complete this process.

[Close](#)

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.

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.

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.

Username: jsmith5487

Password:

59874521

Enter text message:
59874521

Submit Text Code

Close

Tell Me More.

What we're asking for:



What we are doing:

When you provide the last 8 digits of a credit card registered in your name, it gives us another way to ensure that you are who you say you are.

What we are not doing:

- We do not store any of this information.
- We are not charging you for anything.

[Close](#)

Tell me more.

You can provide information from one of your Form W-2, Wage and Tax Statements, from the last five years, to verify your identity. You will need to provide your Employee Identification Number (EIN) from **Box B** and the number that appears in **Box 5** (Medicare wages and tips), as illustrated here:

a Control number		OMB No. 1545-0008		This information is being furnished to the Internal Revenue Service. If you are required to file a tax return, a negligence penalty may be imposed on you if this income is taxable and you do not file a return.	
b Employer identification number (EIN)		1 Wages, tips, other compensation		2 Federal income tax withheld	
c Employer's name, address, and ZIP code		3 Social security wages		4 Social security tax withheld	
		5 Medicare wages and tips		6 Medicare tax withheld	
		7 Social security tips		8 Alternative minimum tax	
d Employee's social security number		9 Advance EIC payment		10 Dependent care benefits	
e Employee's first name and initial		11 Nonqualified plans		12a Sick pay	
Last name		13 Statutory employee <input type="checkbox"/>		12b Unemployment tax	
		Retirement plan <input type="checkbox"/>		12c State disability benefits	
		14 Other <input type="checkbox"/>		12d State unemployment tax	
f Employee's address and ZIP code		15 State		16 State wages, tips, etc.	
Employer's state ID number		17 State income tax		18 Local wages, tips, etc.	
		19 Local income tax			

Form **W-2** Wage and Tax Statement Department of the Treasury

If you do not have past W-2 wages or do not have access to your statements, please select another option to verify your identity.

Close

Tell me more (1040 Tax Form)

We can use your net earnings from self-employment to verify your identity.

If you fill out the Short Schedule SE, use the "Net earnings from self-employment" in **Box 4**.

Section A—Short Schedule SE. Caution. Read above to see if you can use Short Schedule SE.

1a	Net farm profit (or loss) from Schedule F, line 36, and farm partnerships, Schedule K-1 (Form 1065), box 14, code A	1a	
1b	If you received social security retirement or disability benefits, enter the amount of Conservation Reserve Program payments included on Schedule F, line 6b, or listed on Schedule K-1 (Form 1065), box 20, code Y	1b	
2	Net profit (or loss) from Schedule C, line 31; Schedule C-EZ, line 3; Schedule K-1 (Form 1065), box 14, code A (other than farming); and Schedule K-1 (Form 1065-B), box 9, code J1. Ministers and members of religious orders, see page SE-1 for types of income to report on this line. See page SE-3 for other income to report	2	
3	Combine lines 1a, 1b, and 2	3	
4	Net earnings from self-employment. Multiply line 3 by 92.35% (.9235). If less than \$400, do not file this schedule; you do not owe self-employment tax	4	
5	Self-employment tax. If the amount on line 4 is: • \$106,800 or less, multiply line 4 by 15.3% (.153). Enter the result here and on Form 1040, line 56. • More than \$106,800, multiply line 4 by 2.9% (.029). Then, add \$13,243.20 to the result. Enter the total here and on Form 1040, line 56.	5	
6	Deduction for one-half of self-employment tax. Multiply line 5 by 50% (.50). Enter the result here and on Form 1040, line 27	6	

For Paperwork Reduction Act Notice, see Form 1040 Instructions. Cat. No. 11352Z Schedule SE (Form 1040)

If you fill out the Long Schedule SE, use the "Net earnings from self-employment" in **Box 6**.

Part I Self-Employment Tax

Note. If your only income subject to self-employment tax is church employee income, skip lines 1 through 4b. Enter -0- on line 5a and go to line 5b. Income from services you performed as a minister or a member of a religious order is not church employee income. See page SE-1.

A If you are a minister, member of a religious order, or Christian Science practitioner and you filed Form 4361, but you had \$400 or more of other net earnings from self-employment, check here and continue with Part I **B**

1a	Net farm profit (or loss) from Schedule F, line 36, and farm partnerships, Schedule K-1 (Form 1065), box 14, code A. Note. Skip lines 1a and 1b if you use the farm optional method (see page SE-4)	1a	
1b	If you received social security retirement or disability benefits, enter the amount of Conservation Reserve Program payments included on Schedule F, line 6b, or listed on Schedule K-1 (Form 1065), box 20, code Y	1b	
2	Net profit (or loss) from Schedule C, line 31; Schedule C-EZ, line 3; Schedule K-1 (Form 1065), box 14, code A (other than farming); and Schedule K-1 (Form 1065-B), box 9, code J1. Ministers and members of religious orders, see page SE-1 for types of income to report on this line. See page SE-3 for other income to report. Note. Skip this line if you use the nonfarm optional method (see page SE-4)	2	
3	Combine lines 1a, 1b, and 2	3	
4a	If line 3 is more than zero, multiply line 3 by 92.35% (.9235). Otherwise, enter amount from line 3	4a	
4b	If you elect one or both of the optional methods, enter the total of lines 15 and 17 here	4b	
4c	Combine lines 4a and 4b. If less than \$400, stop; you do not owe self-employment tax. Exception. If less than \$400 and you had church employee income, enter -0- and continue	4c	
5a	Enter your church employee income from Form W-2. See page SE-1 for definition of church employee income.	5a	
5b	Multiply line 5a by 92.35% (.9235). If less than \$100, enter -0-	5b	
6	Net earnings from self-employment. Add lines 4c and 5b	6	
7	Maximum amount of combined wages and self-employment earnings subject to social security tax or the 6.2% portion of the 7.65% railroad retirement (tier 1) tax for 2009	7	106,800
8a	Total social security wages and tips (total of boxes 3 and 7 on Form(s) W-2) and railroad retirement (tier 1) compensation. If \$106,800 or more, skip lines 8b through 10, and go to line 11	8a	
8b	Unreported tips subject to social security tax (from Form 4137, line 10)	8b	
8c	Wages subject to social security tax (from Form 8919, line 10)	8c	
8d	Add lines 8a, 8b, and 8c	8d	
9	Subtract line 8d from line 7. If zero or less, enter -0- here and on line 10 and go to line 11	9	
10	Multiply the smaller of line 6 or line 9 by 12.4% (.124)	10	
11	Multiply line 6 by 2.9% (.029)	11	
12	Self-employment tax. Add lines 10 and 11. Enter here and on Form 1040, line 56.	12	
13	Deduction for one-half of self-employment tax. Multiply line 12 by 50% (.50). Enter the result here and on Form 1040, line 27	13	

Part II Optional Methods To Figure Net Earnings (see page SE-4)

Farm Optional Method. You may use this method only if (a) your gross farm income¹ was not more

If you do not have access to your tax returns, please choose another option to verify your identity.

Close

Help - Tell me more. (Direct Deposit) (HDD)

Tell me more

If you receive Social Security payments, you can find this amount on your most recent bank statement.

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

[Close](#)

Help - Why are these questions important? (HWQI)

Why are these questions important?

Any time you deal with us, we must verify your identity. We have to make sure that only you can get your personal information.

If you visit a Social Security office, we check your photo ID and ask you questions.

We must be extra careful to protect your identity online. We are using an external authentication service provider, *Experian*, to help us verify your identity. We will not share your Social Security number with *Experian*.

These questions are designed so that only you should know the answer. If someone stole your wallet, he or she should not be able to answer these questions.

If you prefer not to answer these questions, you can verify your identity by visiting your local Social Security office.

Close

How can I protect my identity?

Keep your account safe

- Don't share your username or password
- Don't write down your username or password where someone could see it
- Never allow a shared computer to "save" your username and password

If you are a victim of domestic violence or identity theft, you can block all electronic access to your personal information. In fact, anyone can block access at any time for any reason. If you block access, no one, including you, will be able to see or change your personal information using our online or automated telephone services.

Here's where you can [Block Electronic Access](#) to your information.

Remember:

We will never ask you to reveal your password or financial information to us. If you get a phone call or E-mail message asking for your password or financial information, do not give it out. Report the call or the E-mail to us by calling 1-800-269-0271 (TTY 1-866-501-2101).

For more tips on protecting your password, visit www.onguardonline.gov.

For security reasons, your password will be valid for 6 months. If your password expires, we will ask you to change it the next time you sign in. You can also change your password at any time after signing in to your account.

Close

What if my phone number is lost or changes?

If your phone number changes or your cell phone is lost or replaced, we can get you back online.

If your phone is lost or you lose access, you may need to reset your cell phone. You will receive a cell phone reset code by mail at your home address in 5-10 business days.

If your phone number changes and you still have your old one, you may sign in any time with your username and password, as well as a one-time code that we send in a text message to your old phone, to give us your new number.

[Close](#)

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 0960-0789; expiration date 09/30/2014. We estimate 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: Social Security Administration, 6401 Security Blvd, Baltimore, MD 21235-0001.

[Close](#)

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 you access to our online services.

This Privacy Act Statement applies to the entire online authentication process and credential issuance, which includes account setup to account maintenance.

We need this information to identify who you are before we provide you with the information you are requesting. 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 will 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 keep 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 our 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.

Close