

DASSD - Screen Documentation

RCS Screen Package After Release 4.0

UPDATED JUNE 3, 2014

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Global Changes

No global changes since Release 2.

Start - Search

Social Security • Registration and Customer Support

User Search

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

To Retrieve Account

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

Customer Internet Screens [? Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

- [Create Account - Verify your Identity](#)
- [Create Account - Create Account](#)
- [Add extra security](#)
- [Login - standard account](#)
- [Login - extra security account](#)

To Register in Person [? Help](#)

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices [? Help](#)

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

- [Created an account online](#)
- [Created an account online \(with extra security\)](#)
- [Added extra security](#)
- [Created an account in person](#)
- [Created an account in person \(with extra security\)](#)
- [Upgraded account in person](#)
- [Request to reset cell phone number](#)

In Person Search Results - No Account Or Registration Attempt

Social Security • Registration and Customer Support

User Search

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

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

No Account Found

There is no account for SSN 999-99-9999

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

- [Create Account - Verify your Identity](#)
- [Create Account - Create Account](#)
- [Finish Setting Up Your Account - Verify your Identity](#)
- [Finish Setting Up Your Account - Create Account](#)
- [Add extra security](#)
- [Sign In](#)
- [Sign In with Enhanced Security](#)

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices

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

- [Created an account online](#)
- [Created an account online \(with extra security\)](#)
- [Added extra security](#)
- [Created an account in person](#)
- [Created an account in person \(with extra security\)](#)
- [Upgraded account in person](#)
- [Request to reset cell phone number](#)

In Person Search Results - Failed Registration

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

User Search

SSN:

or

Username:

User is:

on phone

in person

[Help](#)

RCS
USERSEARCH

To Retrieve Account

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

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

- [Create Account - Verify your Identity](#)
- [Create Account - Create Account](#)
- [Finish Setting Up Your Account - Verify Your Identity](#)
- [Finish Setting Up Your Account - Create Account](#)
- [Add extra security](#)
- [Sign in](#)
- [Login with Enhanced Security](#)

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid E-mail address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see:

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

- [Created a standard account online](#)
- [Created an account online \(with extra security\)](#)
- [Added extra security](#)
- [Created a standard account in person](#)
- [Created an account in person \(with extra security\)](#)
- [Upgraded account in person](#)
- [Request to reset cell phone number](#)

Search Results - No Account/Locked

Social Security • Registration and Customer Support

User Search

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

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

[User Information](#) [Transaction History](#)

No Account Found

Account Status: **Locked**
Reason: **Failed OOW Quiz**
Date: **May 08, 2012; 03:14 PM EST**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Sign In with Enhanced Security](#)

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices

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

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

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

[Request to reset cell phone number](#)

In-Person Search Results - Pending Account

Social Security • Registration and Customer Support

User Search

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

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

The customer has not activated this account.

If the customer no longer has access to the previously issued code, select "Create Account" below to re-verify the customer and issue a new code. Selecting the "Create Account" button below will cancel the previous pending account.

User Information Transaction History

Account Pending

This account is pending activation. An activation code letter was requested on June 15, 2012.

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Sign In with Enhanced Security](#)

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices

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

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

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

[Request to reset cell phone number](#)

Telephone Search Results - No Account

Social Security • Registration and Customer Support

User Search

SSN: or Username: [Search](#) [Clear Search](#)

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

No Account Found

There is no account for SSN 999-99-9999

[Block Access](#)

Customer Internet Screens [Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Sign In with Enhanced Security](#)

To Register in Person [Help](#)

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices [Help](#)

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

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

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

[Request to reset cell phone number](#)

Telephone Search Results - Pending Account

Social Security • Registration and Customer Support

User Search

SSN: or Username: [Search](#) [Clear Search](#)

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

The customer has not activated this account.

If the customer no longer has access to the previously issued code, a new code may be issued by visiting a local Social Security office.

User Information

Transaction History

Account Pending

Pending account found; activation code and upgrade code requested June 14, 2012

[Block Access](#)

To Register in Person [? Help](#)

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Customer Internet Screens [? Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Sign In with Enhanced Security](#)

Sample Notices [? Help](#)

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

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

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

[Request to reset cell phone number](#)

Account Management Screens



Standard Account

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: **999-99-9999** DOB: **01/01/1970** Username: **JJJones1!2**

[Account Summary](#) [Transaction History](#)

Account Summary [Help](#)

Email Address: **jjones@me.com** [Change Email Address](#)
Account Type: **Standard** [Add Extra Security](#)
Account Status: **Active**
Last Login: **October 13, 2011; 10:15 PM**

[Email Temp Password](#) [Cancel Account](#) [Block Access](#)

Customer Internet Screens [Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Sign In with Enhanced Security](#)

Sample Notices [Help](#)

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

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

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

[Request to reset cell phone number](#)

Account With Extra Security Before OTP Entered

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

Account Summary [Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone to complete the Extra Security login.

Email Address: **jjones@me.com**
Account Type: **Extra Security**
Last 4 Digits of Cell Phone: **5555**
Account Status: **Active**
Last Login: **June 20, 2012; 10:15 PM**

Customer Internet Screens [Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[CreateAccount - Verify your Identity](#)
[CreateAccount - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Sign In with Enhanced Security](#)

Sample Notices

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

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

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

[Request to reset cell phone number](#)

Account With Extra Security After OTP Entered

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

Account Summary [Help](#)

Email Address: **jjones@me.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **5555**

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

Customer Internet Screens [Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[CreateAccount - Verify your Identity](#)
[CreateAccount - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Sign In with Enhanced Security](#)

Sample Notices

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

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

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

[Request to reset cell phone number](#)

Standard Account Blocked

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

User Search

SSN:

or

Username:

User is:

on phone

in person

[Help](#)

DALE BOETTCHER
SSN: 047-64-1901
DOB: 03/14/1950
Username: DALEINWISC
[Help](#)

Account Summary
Transaction History

RCS
ACMGMT

Account Summary

[Help](#)

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

Unblock

Deny Unblock

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in](#)

[Login with Enhanced Security](#)

Sample Notices

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

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

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

[Created a standard account online](#)

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

[Added extra security](#)

[Created a standard account in person](#)

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

[Upgraded account in person](#)

[Request to reset cell phone number](#)

February 3, 2014

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Panel_Bottom Half

default

<input type="button" value="Unblock"/> <input type="button" value="Deny Unblock"/>	
<h3>Customer Internet Screens Help</h3> <p>Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.</p> <hr/> <p>Create Account - Verify your Identity Create Account - Create Account</p> <p>Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account</p> <p>Add extra security</p> <p>Sign In Sign In with Enhanced Security</p>	<h3>Sample Notices Help</h3> <p>If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.</p> <hr/> <p>Created an account online Created an account online (with extra security) Added extra security</p> <p>Created an account in person Created an account in person (with extra security) Upgraded account in person</p> <p>Request to reset cell phone number</p>

After "Deny unblock"

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

<p>Reason(s) for authentication failure when denying unblock: Help</p> <ul style="list-style-type: none"><input type="checkbox"/> SSN<input type="checkbox"/> Name<input type="checkbox"/> Address<input type="checkbox"/> Date of birth<input type="checkbox"/> Place of birth<input type="checkbox"/> Mother's name<input type="checkbox"/> Direct Deposit Account Number<input type="checkbox"/> Master Beneficiary Amount<input type="checkbox"/> Other <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>	<h3>Customer Internet Screens</h3> <p>Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.</p> <hr/> <p>Create Account - Verify your Identity Create Account - Create Account</p> <p>Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account</p> <p>Add extra security</p>	<h3>Sample Notices</h3> <p>If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.</p> <p>Notices listed below are for general reference. For a full list of notices, please see:</p> <ul style="list-style-type: none">• OA 00250.010-Electronic Access Mailed Notices• OA 00250.030-Registration and Customer Support (RCS) Notices
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Standard Account After Unblock

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

User Search

SSN:

or

Username:

User is:

on phone

in person

Search

Clear Search

[Help](#)

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

[Help](#)

Account Summary
Transaction History

RCS
ACMGMT

Account Summary [Help](#)

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

Change E-mail Address

Account Type: **Extra Security**

Remove Extra Security

Last 4 Digits of Cell Phone: **0638**

Account Status: **Active**

Last Login: **January 31, 2014 09:46**

Block Removed

Unblock Date: **January 31, 2014**

Unblock Location: **Towson MD (375)**

E-mail Temp Password

Cancel Account

Block Access

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in](#)

[Login with Enhanced Security](#)

Sample Notices

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

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- OA 00250.010-Electronic Access Mailed Notices
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[Created a standard account online](#)

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

[Added extra security](#)

[Created a standard account in person](#)

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

[Upgraded account in person](#)

[Request to reset cell phone number](#)


In Person - Standard Account Suspended

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

 **This account has been suspended.**
A person with management access can remove the suspension.

[Account Summary](#) [Transaction History](#)

Account Summary [Help](#)

Email Address: jjones@me.com
Account Type: **Standard**

Account Status: **Blocked**
Block Type: **Suspended**
Block Reason: **SSN, Date of Birth failed**
Block Date: **May 08, 2012; 03:14 PM EST**
Block Location: **Towson MD (375)**
Last Login: **October 13, 2011; 10:15 PM EST**

Customer Internet Screens [Help](#)

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Sign In with Enhanced Security](#)

Sample Notices [Help](#)

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

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

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

[Request to reset cell phone number](#)

Panel Bottom Half

default

Customer Internet Screens Help	Sample Notices Help
<p>Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.</p> <hr/> <p>Create Account - Verify your Identity Create Account - Create Account</p> <p>Finish Setting Up Your Account - Verify your Identity Finish Setting Up Your Account - Create Account</p> <p>Add extra security</p> <p>Sign In Sign In with Enhanced Security</p>	<p>If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.</p> <hr/> <p>Created an account online Created an account online (with extra security) Added extra security</p> <p>Created an account in person Created an account in person (with extra security) Upgraded account in person</p> <p>Request to reset cell phone number</p>

In Person Manager - Standard Account Suspended

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

The screenshot displays the 'User Search' section of the Social Security Administration's In Person Manager. The user 'DALE BOETTCHER' is identified with SSN: 047-64-1901, DOB: 03/14/1950, and Username: DALEINWISC. The account summary shows the account is 'Blocked' and 'Suspended' as of January 31, 2014. A yellow warning box states: 'This account has been suspended. A person with management access can remove the suspension.' Below this, the 'Account Summary' section provides details: Email Address: devorah.o.edler@ssa.gov, Account Type: Extra Security, Last 4 Digits of Cell Phone: 0638, Account Status: Blocked, Last Login: January 31, 2014 09:48, Block Type: Suspended, Block Reason: Address, Direct Deposit Account Number, Block Date: January 31, 2014, and Block Location: SSA. An 'Unblock' button is visible. The bottom of the screen features 'Customer Internet Screens' and 'Sample Notices' sections.

User Search

SSN: or Username: User Is: on phone in person [Help](#)

DALE BOETTCHER SSN: 047-64-1901 DOB: 03/14/1950 Username: DALEINWISC [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACR/MT

This account has been suspended.
A person with management access can remove the suspension.

Account Summary [Help](#)

Email Address: devorah.o.edler@ssa.gov
Account Type: Extra Security
Last 4 Digits of Cell Phone: 0638
Account Status: Blocked
Last Login: January 31, 2014 09:48

Block Type: Suspended
Block Reason: Address, Direct Deposit Account Number
Block Date: January 31, 2014
Block Location: SSA

Customer Internet Screens
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign In](#)
[Login with Enhanced Security](#)

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

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

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

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

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

[Request to reset cell phone number](#)

Telephone - Standard Account Suspended

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

User Search

SSN: or Username:

User is: on phone in person

[Help](#)

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

[Help](#)

[Account Summary](#)

[Transaction History](#)

RCS ACMGMT

This account has been suspended.

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

Account Summary [Help](#)

E-mail Address: **devorah.c.adler@ssa.gov**
 Account Type: **Standard**
 Account Status: **Blocked**
 Last Login: **January 31, 2014 09:46**

Block Type: **Suspended**
 Block Reason: **Date of birth, Place of birth**
 Block Date: **January 31, 2014**
 Block Location: **SSA**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add extra security](#)

[Sign in](#)
[Login with Enhanced Security](#)

Sample Notices

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

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

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

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

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

[Request to reset cell phone number](#)

Block Access - Confirm

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: 999-99-9999 DOB: 01/01/1970 Username: JJJones1!2

“ Please read the following to the customer:

Are you sure you want to block all access to your information?

If you block access to your information, you will not be able to access any of our online or automated telephone services. If you change your mind in the future, you will have to call or visit Social Security to unblock the account.

Transaction History

Social Security • Registration and Customer Support

User Search

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

John Jones SSN: **999-99-9999** DOB: **01/01/1970** Username: **JJones112**

[Account Summary](#) [Transaction History](#)

Showing 1.25 of 96 transactions << First < Previous **1** 2 3 4 Next > Last >>

Event	Success?	Date/Timestamp	Location
Second factor reset request	Yes	June 26, 2012 09:12 am	Towson MD (555) Telephone
Search for customer	Yes	June 26, 2012 09:06 am	Towson MD (555) Telephone
Unblock	Yes	June 21, 2012 09:15 am	Columbia MD (103) In Person
Search for customer	Yes	June 21, 2012 09:05 am	Columbia MD (103) In Person
Deny unblock	--	June 20, 2012 12:06 pm	Columbia MD (103) In Person
Search for customer	Yes	June 20, 2012 12:01 pm	Columbia MD (103) In Person
Block Access	Yes	June 5, 2012 11:59 pm	Internet
Remove Extra Security	Yes	June 5, 2012 11:55 pm	Internet
Once-time password verification	Yes	June 5, 2012 11:55 pm	Internet
Authentication	Yes	June 5, 2012 11:50 pm	Internet
Change password	Yes	June 1, 2012 12:01 am	Internet
Passwrd reset question attempt	Yes	May 31, 2012 11:59 am	Internet
Once-time password verification	Yes	May 31, 2012 11:55 pm	Internet
Authentication	Yes	May 31, 2012 11:50 pm	Internet
Change e-mail	Yes	May 25, 2012 09:02 pm	Manassas TSC (999)
One-time password verification	Yes	May 25, 2012 09:00 am	Manassas TSC (999)
Search for customer	Yes	May 25, 2012 08:56 am	Manassas TSC (999)
One-time password verification	Yes	May 15, 2012 09:03 am	Internet
Register cell phone number for one-time password verification	Yes	May 15, 2012 09:00 am	Internet
Authentication	Yes	May 15, 2012 08:55 am	Internet
Request elevation code/verify identity	Yes	May 3, 2012 08:58 pm	Internet
OOW quiz attempt	Yes	May 3, 2012 08:55 pm	Internet
Remove strikes/lockout	Yes	May 2, 2012 04:00 pm	Columbia MD (103) Telephone
Search for customer	Yes	May 2, 2012 03:53 pm	Columbia MD (103) Telephone
Registration failure	--	May 2, 2012 01:23 pm	Internet

[Back to Top](#) << First < Previous **1** 2 3 4 Next > Last >>

Transaction History - Failed Registration

User Search

SSN: or Username:

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

Event	Success?	Date/Timestamp ▼	Location
Search for customer	Yes	June 27, 2012 04:00 pm	In Person Columbia MD (103)
OOW quiz attempt	No	May 29, 2012 09:01 am	Internet

Create Account - Need External Verification

Social Security • Registration and Customer Support

User Search

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

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

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records:
801 Key Highway
Baltimore, Maryland 21230

We would like your permission to share your information with Experian, an external authentication service provider, to help us verify your identity. We also use Experian's fraud prevention services to protect you from identity theft.

Experian verifies the information you give us against their records. We do not share your Social Security number with Experian. Experian keeps your information only for the time period permitted by Federal laws, Regulations, or guidelines.

Do you agree to allow us to share your information with Experian?

Yes No


Successful Enrollment - Standard

Social Security • Registration and Customer Support

User Search

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

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

 **The confirmation letter was successfully sent to the printer.**

“ Please give the confirmation letter to the customer and read the following confirmation to the customer:

We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password.

Please do this before the date shown in the letter.


Successful Enrollment - Extra Security

Social Security • Registration and Customer Support

User Search

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

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

 **The confirmation letter was successfully sent to the printer.**

“ Please give the confirmation letter to the customer and read the following confirmation to the customer:

We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. Please follow the instructions in the letter to add your extra security.

Please do this before the date shown in your letter.

Create Account – Verify Identity-RCS

User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

Form Approved: OMB No. 0960-0789
Expires 01/01/2015 | [Paperwork Reduction Act](#)

RCS [Help](#) CAVI

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

[Terms of Service and Privacy act](#)
We use the information you give us to verify your identity. We verify the information you give us against our records.

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

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

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

The customer agrees to the Terms of Service.

Applicant must:

- ✓ Have a valid email address.
- ✓ Have a U.S. mailing address.
- ✓ Be at least 18 years of age.

About the Applicant

Proof of Identity(must be current):

State Driver's License or identity card
 U.S. passport or passport card
 U.S. military identification card
 U.S. government employee identification card

Name:

First M.I. Last Suffix

Date of Birth:

mm/dd/yyyy

Home Address:

Street Line 1:
Street Line 2:

City/Town: **State/Territory:** **ZIP Code:**

Does this address appear on the identity document shown above?

Yes No

Primary Phone(optional):

10-digit Number

Privacy Act and Paperwork Reduction Act



Online Account Terms and Conditions

[Print this page](#)

RCS

[Help](#) PVOTC

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

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

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

Privacy Act Statement

Collection and Use of Personal Information

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

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

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

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

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

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

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

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

Paperwork Reduction Act Statement

This information collection meets the requirements of 44 U.S.C. 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this information collection is 0960-0789; expiration date 01/01/2015. We estimate that it will take about 8 minutes to read the instructions, gather the facts, and answer the questions.

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

[Close](#)