



Electronic Access Enhancements

Screen Package for:
Username Recall and Password Reset
Experian Language Update
Level 3 Step Up – Removal of Direct Deposit

June 13, 2015


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Username Recall and Password Reset

Forgot Username (UNF)

Replaced Name with Email Address.

Text Size  | Accessibility Help



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

Forgot Username

Forgot your username?
You can retrieve it by providing the information below.

Email Address:

Social Security Number (SSN):

Date of Birth:
--
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

Forgot Username – Strike

Replaced Name with Email Address.



Social Security

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.

Email Address:

Social Security Number (SSN):

Date of Birth:

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

Forgot Password (FPVI)

Replaced Name with Username.

Text Size  | Accessibility Help



Social Security

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

Username:

Social Security Number (SSN):

Date of Birth:
--
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

Forgot Password - Strike

Replaced Name with Username.

Text Size  | Accessibility Help




Social Security

Official Website of the U.S. Social Security Administration

Forgot Password

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

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

Please tell us who you are

Username:

Social Security Number (SSN):

Date of Birth:

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


Experian Language Update

RIR – ROME Internet and Registration Screens

Create Account – Terms of Service (CATS)

Updated Language.

Text Size  | Accessibility Help



Social Security

Official Website of the U.S. Social Security Administration

Create an Account

OMB No. 0000-0000
[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 we will do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that 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 report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your 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.

Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder - which contains no personal information - approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

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


NextExit




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Finish Setting Up Account – Terms of Service (FATS)

Updated Language.

Text Size  | Accessibility Help



Social Security

Official Website of the U.S. Social Security Administration

OMB No. 0000-0000
Paperwork Reduction Act

Finish Setting Up Your Account

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

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 we will do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that 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 report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your 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.

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

NextExit

Help - Privacy & Security (HPS)

Updated language in questions one and two.
For direct deposit removal updates, [see page 31](#).

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.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that 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 report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your 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](#)



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Help - Why are these questions important? (HWQI)

Updated language.

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 [Identity Services Provider](#) to help us verify your identity. We will not share your Social Security number with them.

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

Close

Privacy Act Statement (HPAS)

Updated language.

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.

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

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 Window](#)

RIL – ROME Internet Login Screens

Sign In – Terms of Service (LTS)

Updated Language.

Text Size  | Accessibility Help



Social Security

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.

With your *my Social Security* account, you can immediately view, download, or print your *Social Security Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

Remember, now that you have a *my Social Security* account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

* I agree to the Terms of Service.

Next

Exit

Sign In – Terms Not Accepted

Updated Language.

Text Size  | Accessibility Help



Social Security

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.

With your *my Social Security* account, you can immediately view, download, or print your *Social Security Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

Remember, now that you have a *my Social Security* account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

* I agree to the Terms of Service.


Next

Exit

Reset or Disable Extra Security – Terms of Service (RDESR)

Updated Language.

Text Size Accessibility Help

 **Social Security**
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

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 against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that 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 report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your 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?

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Social Security is Going "Green"

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If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

* I agree to the Terms of Service.




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Reset or Disable Extra Security – Terms of Service – Error (RDESR 2)

Updated Language.

Text Size | Accessibility Help

 **Social Security**
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

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 against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

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With your *my* Social Security account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

* I agree to the Terms of Service.


[Next](#) [Cancel](#)

RIM – ROME Internet Maintenance Screens

Add Extra Security - Terms of Service (AES)

Updated Language.

John Q. Public | [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 this 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, an
- 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

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

- Have a valid E-mail address.
- Have a Social Security number.
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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.

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- With whom you have a business relationship;
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When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder - which contains no personal information - approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

*I agree to the Terms of Service.

[Next](#) | [Cancel](#)




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Terms of Service to Add Extra Security Online (ERRTOSAES)


Updated Language.

John Q. Public Sign Out Text Size Accessibility Help

 **my Social Security**

My Home Help Center Security Settings

Add 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 (TTY 1-800-325-0778) for help with updating your records.

What is extra security

Each time you sign in, we'll send you a text message on your cell phone. [Show me how this 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

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 against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that 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 report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your 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.

Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder - which contains no personal information - approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

* I agree to the Terms of Service.




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RCS – Registration and Customer Service Screens

Extra Security – Failed Internal and External Address Check (CAES)

Updated Language.


Social Security • Registration and Customer Support Text Size  | Accessibility Help

User Search

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

JOHN Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1920** **Username: ROMETEST123** [? Help](#)

RCS [? Help](#) CAES

 **We cannot verify the customer address.**
The customer cannot add extra security at this time.

Extra Security

“ Please read the following to the customer:
We were unable to verify the address you provided. We cannot add extra security to your account at this time. If you recently moved, you can try again later.

[Done](#)

Extra Security – Failed Internal Address Check; Identity Services Provider Refused (CAESEVR)

Updated Language.


Social Security • Registration and Customer Support Text Size | Accessibility Help

User Search

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

JOHN Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1920** **Username: ROMETEST123** [? Help](#)

RCS [? Help](#) CAES

 **We cannot verify the customer address.**
The customer cannot add extra security at this time.


Extra Security

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot add extra security to your account at this time. If you recently moved, you can try again later. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.

Create Account - Need External Verification (EXTOS)

Updated Language.

Social Security • Registration and Customer Support Text Size  | Accessibility Help

User Search

SSN or Username [? Help](#)

User is:
 on phone in person **Search** Clear Search

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

RCS [? Help](#) EXTOS

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records: **Edit Address**

1234 SAMPLE DR
BALTIMORE, MD 12345

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity. We also use their fraud prevention services to protect you from identity theft.

The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.


Do you agree to allow us to share your information with the Identity Services Provider?

Yes No

Next Cancel

Standard Account (MREC)

Updated Language.

Social Security • Registration and Customer Support Text Size  | Accessibility Help


User Search

SSN or Username [? Help](#)

User is: on phone in person **Search** Clear Search

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

RCS [? Help](#) MREC

 **We cannot verify the customer's address.**
The customer has been verified for a standard account only.

Standard Account

“ Please read the following to the customer:
You are verified for a standard account. We will mail a letter to you at the following address:


*1234 SAMPLE DR
BALTIMORE, MD 53527*

You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter. If you choose in the future to allow us to share your information with the [Identity Service Provider](#), we can try again to verify your address.

[Print Receipt](#) [Done](#)

Standard Account (STEM)

Updated Language.

Social Security • Registration and Customer Support Text Size  | Accessibility Help


User Search

SSN or Username [? Help](#)

User is: on phone in person **Search** Clear Search

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

RCS [? Help](#) STEM

 **We cannot verify the customer's address.**
The customer has been verified for a standard account only.

Standard Account

“ Please read the following to the customer:
You are verified for a standard account. We will mail a letter to you at the following address:


*1234 SAMPLE DR
BALTIMORE, MD 53527*

You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter.

[Print Receipt](#) [Done](#)

Extra Security - Need External Verification (AXSNEV)

Updated Language.

Social Security • Registration and Customer Support Text Size  | Accessibility Help

User Search

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

JOHN Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1920** **Username: ROMETEST123** [? Help](#)

RCS [? Help](#) AXSNEV

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records: **Edit Address**

1234 SAMPLE DR
BALTIMORE, MD 53527

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity. We also use their fraud prevention services to protect you from identity theft.

The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.


Do you agree to allow us to share your information with the Identity Services Provider?

Yes No

Next Exit

Remove Extra Security (Forced) - Need External Verification (RSXNEV)

Updated Language.

Social Security • Registration and Customer Support Text Size  | Accessibility Help

User Search

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

JOHN Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1920** **Username: ROMETEST123** [? Help](#)

RCS [? Help](#) RSXNEV

We cannot verify the address against our records

“ Please read the following to the customer:

We were unable to verify this address against our records: **Edit Address**

1234 SAMPLE DR
BALTIMORE, MD 12345

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity. We also use their fraud prevention services to protect you from identity theft.

The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.


Do you agree to allow us to share your information with the Identity Services Provider?

Yes No

Next Cancel

Remove Extra Security (Forced) - Identity Services Provider Refused (RESFER)

Updated Language.


Social Security • Registration and Customer Support Text Size  | Accessibility Help

User Search

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

JOHN Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1920** **Username: ROMETEST123** [? Help](#)

RCS [? Help](#) RESFER

 **We cannot verify the customer address.**
The customer cannot add extra security at this time.

Extra Security

“ Please read the following to the customer:
We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.

Done

Online Account – Terms and Conditions (PVOTC)

Updated Language.



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.

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines. We use their fraud prevention services to assist in protecting you from identity theft.

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 share necessary information with 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.

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If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

[Close](#)



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Help Screens

Identity Services Provider Pop Up

Equifax Information Services LLC provides identity verification services to the U.S. Social Security Administration (SSA) to help protect access to SSA applications. Equifax is a U.S. public corporation headquartered in Atlanta. For more information, please visit www.equifax.com.


Close

Level 3 Step Up – Removal of Direct Deposit

Create Account – Verify Identity (CAVI)

Removed direct deposit option from radio list.

Text Size Accessibility Help

 **Social Security**
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 will not update any information we have on file.

Street Line 1:
Street Line 2: [+ Add Line](#)

City/Town: State/Territory: ZIP Code:


Primary Phone Number:
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.



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, MasterCard, or Discover Card
- information from your W-2 tax form
- information from your 1040 Schedule SE (self-employment) tax form


Enter the last 8 digits from your Visa or MasterCard: [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 - -

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

Privacy & Security


Find out more about our policies and procedures.




[Learn More](#)

Add Extra Security – Provide Information (AESPI)

Removed direct deposit option from radio list.

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 Number:
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

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

Help – How Does This Work? (HHDTW)

Removed direct deposit option from radio list.

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, Mastercard, or Discover Card, or
- information from your W2 tax form, or
- information from your 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](#)

Help - Privacy & Security (HPS)

Removed direct deposit option from radio list in question four.

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?](#)

...Questions 1-3...

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, Mastercard, or Discover Card, or
 - information from your W2 tax form, or
 - information from your 1040 Schedule SE (self-employment) tax form.
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](#)