


# Other Accommodation Information Entry Screen

Special Notice Option | Additional Accommodation Information - Windows Internet Explorer  
C:\Users\117993\Desktop\iSNO\_May2011\Csr035.html  
cupcake vs. muffin

File Edit View Favorites Tools Help  
Special Notice Option | Additional Accommodati...

 Social Security Online  
www.socialsecurity.gov

## Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

### Additional Accommodation Information

Name: John Q Public

**\* Primary Phone Number**  
 United States  International

Include Area Code

\*Number Extension

**\*Primary Address**  
United States  
Country

\*Line 1

Line 2

Line 3

Line 4

Select   
City/Town \*State/Territory \*ZIP Code

**\*Condition (disability or impairment) that causes client to request an Accommodation. Do not write the client's request in this box. Only write the client's disability or impairment in this box.**

Characters remaining: 500

**Ask the client each of the following questions. He or she must provide an answer for each question.**

**\*Tell us why we cannot communicate with you by sending notices in standard print by first class mail.**

Characters remaining: 500

**\*Tell us why we cannot communicate with you by sending notices in standard print by certified mail.**

Characters remaining: 500

**\*Tell us why we cannot communicate with you by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read you the notice.**

Characters remaining: 500

## Other Accommodation Information Entry Screen (concluded)

**\*Tell us why we cannot communicate with you by sending notices in Braille and in standard print by first-class mail.**

Characters remaining: 500

**\*Tell us why we cannot communicate with you by sending notices in a Microsoft Word file on a data compact disc (CD) and in standard print notices by first-class mail. Most screen readers should be able to read the Microsoft Word file on the data CD. The Microsoft Word data CD will not work in an audio CD player.**

Characters remaining: 500

**\*Tell us why we cannot communicate with you by sending notices on audio compact discs (CDs) that contains a voice recording of the notice and notices in standard print by first-class mail.**

Characters remaining: 500

**\*Tell us why we cannot communicate with you by sending notices in large print (18-point font) and in standard print by first-class mail.**

Characters remaining: 500

### **Other Accommodation Requested:**

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**\*What is the accommodation (notice format) that you prefer?**

Characters remaining: 500

**\*If the first accommodation cannot be granted, are there any alternative formats that will work for you?**

Characters remaining: 500

# Verification/Summary Screen

The screenshot shows a web browser window titled 'Special Notice Option | Summary - Windows Internet Explorer'. The address bar shows the file path 'C:\Users\117993\Desktop\iSNO\_May2011\Csr040.html'. The browser's menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The page header features the Social Security Online logo and the text 'Social Security Online www.socialsecurity.gov' and 'Special Notice Option'. The main content area displays the following information:

JOHN Q PUBLIC, xxx-xx-3333

**Summary**

You have selected the "In Braille by First Class Mail" notice preference for JOHN Q PUBLIC.

**Phone Number:** (410) 555-5555

**Email Address:** myaddress@xxx.com

The client provided this information via: **Call to or from the Field Office.**

**Additional Accommodation Information:**

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**Name:** John Q Public

**Phone Number:** (410) 555-5555

**Address:**  
123 Main St.  
Baltimore, MD 12345

**Condition that caused client to request an Accommodation:**

**Explanation:**

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Why we cannot communicate with the client by sending notices by first-class mail :

Why we cannot communicate with the client by sending notices in standard print by certified mail:

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:

**Format the client prefers:**

**Additional formats that work for the client:**

Navigation buttons: '< Back', 'Cancel', and 'Next >'.

The status bar at the bottom shows 'Done', 'Computer | Protected Mode: Off', and '100%' zoom.

# Confirmation Screen

Special Notice Option | Confirmation - Windows Internet Explorer  
C:\Users\117993\Desktop\iSNO\_May2011\Csr050.html

Social Security Online  
www.socialsecurity.gov

## Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

### Confirmation

You have saved the "In Braille by First Class Mail" notice preference for JOHN Q PUBLIC.

**Phone Number:** (410) 555-5555  
**Email Address:** myaddress@xxx.com

The client provided this information via: **Call to or from the Field Office.**

### Additional Accommodation Information:

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**Name:** John Q Public  
**Phone Number:** (410) 555-5555  
**Address:**  
123 Main St.  
Baltimore, MD 12345

**Condition that caused client to request an Accommodation:**

### Explanation:

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Why we cannot communicate with the client by sending notices by first-class mail :

Why we cannot communicate with the client by sending notices in standard print by certified mail:

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:

**Format the client prefers:** \_\_\_\_\_

**Additional formats that work for the client:** \_\_\_\_\_

Done Computer | Protected Mode: Off 100%

# Other Accommodation History Summary Screen

The screenshot shows a web browser window titled "Special NoticeOption | Select Option - Windows Internet Explorer". The address bar shows the URL "C:\Users\117993\Desktop\VSNO\_Jan2011\Csr030.html". The page header includes the Social Security Online logo and the text "Special Notice Option". Below the header, the user name "JOHN Q PUBLIC, xxx-xx-3333" is displayed. The main content area is titled "Other Accommodation History" and contains a table with the following data:

Request Date	Decision Date	Status	
12/04/2009	01/13/2010	Closed	<a href="#">View</a>
12/06/2009	01/15/2010	Closed	<a href="#">View</a>
12/09/2009	01/15/2010	Closed	<a href="#">View</a>
12/18/2009	01/15/2010	Approved	<a href="#">View</a>
01/25/2010		Pending	<a href="#">View</a>

Below the table, there are two buttons: "Back" and "Cancel". The browser's status bar at the bottom shows "Done" and "Local intranet | Protected Mode: Off".

# Other Accommodation History Summary Screen (Other Accommodation Requests After May 2011 Release)

Special Notice Option | Accommodation History Details - Windows Internet Explorer  
C:\Users\117993\Desktop\ISNO\_May2011\Csr080\_May2011Ver.html

File Edit View Favorites Tools Help

Special Notice Option | Accommodation History ...

Social Security Online  
www.socialsecurity.gov

## Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

### Accommodation History Details

**Name:** John Quincy Public

**Phone Number:** (410) 555-5555

**Address:**  
123 Main St.  
Baltimore, MD 12345

**Condition that caused client to request Accommodation:**

**Request Date:** 01/13/2010  
**Last Updated:** 01/25/2010

**Explanation:**

Why we cannot communicate with the client by sending notices by first-class mail:

Why we cannot communicate with the client by sending notices in standard print by certified mail:

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:

**Format the client prefers:** \_\_\_\_\_

**Additional formats that work for the client:** \_\_\_\_\_

**Decision Details:**

**Status:** Approved  
**Decision Date:** 01/25/2010

**Accommodation Approved:** \_\_\_\_\_

**Accommodation Description:** \_\_\_\_\_

< Back Cancel

Cancel Accommodation Request

Done Computer | Protected Mode: Off 100%

# Intranet (CSR) Screens (Query Mode)

## Client Authentication Screen

The screenshot shows a web browser window titled "Special NoticeOption | Select Option - Windows Internet Explorer". The address bar shows the URL "C:\Users\117993\Desktop\iSNO\_Jan2011\Csr030.html". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content features the Social Security Online logo and the text "Special Notice Option". Below this, the heading "Authenticate a Client" is displayed. A form field labeled "\*Social Security Number (SSN)" is present, with a text input box below it. At the bottom of the form area, there are two buttons: "Cancel" on the left and "Next >" on the right. The status bar at the bottom of the browser window shows "Done" on the left and "Local intranet | Protected Mode: Off" and "100%" on the right.

# Special Notice Option Selection Screen

Special Notice Option | Client Notice Option History - Windows Internet Explorer

C:\Users\117993\Desktop\iSNO\_May2011\Csr030\_Query.html

Google

File Edit View Favorites Tools Help

Special Notice Option | Client Notice Option Hist...

Social Security Online  
www.socialsecurity.gov

## Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

### Client Notice Option History

Effective Date	Option Selection	Telephone Number	Selected By
12/10/2009	Standard print notices sent by certified Mail		Internet
12/09/2009	Standard print notices and Braille Notices sent by first-class mail	(410) 555-5555	WBDOC
12/09/2009	Standard print notices sent by first-class mail		Field Office - MCS
12/09/2009	Standard print notices sent by first-class mail and a follow-up call within 5 business days to read the client the notice	5432123456	Internet
12/04/2009	Standard print notices and data compact discs (CDs) that contain a Microsoft Word file sent by first-class mail		National 800 Number - 800
07/31/2010	Standard print notices and audio compact discs (CDs) that contain a voice recording of the notice sent by first-class mail		Internet

The client has 3 Other Accommodation Requests.

[View Accommodation Requests](#)

[View Another](#) [Exit](#)

Done Computer | Protected Mode: Off 100%



# Other Accommodation History Summary Screen

The screenshot shows a web browser window with the title "Special NoticeOption | Select Option - Windows Internet Explorer". The address bar shows the URL "C:\Users\117993\Desktop\VSNO\_Jan2011\Csr030.html". The page header includes the Social Security Online logo and the text "Special Notice Option". Below the header, the user's name "JOHN Q PUBLIC, xxx-xx-3333" is displayed. The main content area is titled "Other Accommodation History" and contains a table with the following data:


Request Date	Decision Date	Status	
12/04/2009	01/13/2010	Closed	<a href="#">View</a>
12/06/2009	01/15/2010	Closed	<a href="#">View</a>
12/09/2009	01/15/2010	Closed	<a href="#">View</a>
12/18/2009	01/15/2010	Approved	<a href="#">View</a>
01/25/2010		Pending	<a href="#">View</a>

Below the table, there are two buttons: "Back" and "Cancel". The browser's status bar at the bottom shows "Done" and "Local intranet | Protected Mode: Off".

# Other Accommodation History Summary Screen (Other Accommodation Requests After May 2011 Release)

Special Notice Option | Accommodation History Details - Windows Internet Explorer  
C:\Users\117993\Desktop\iSNO\_May2011\Csr080\_May2011Ver.html  
cupcake vs. muffin

File Edit View Favorites Tools Help  
Special Notice Option | Accommodation History ...

 Social Security Online  
www.socialsecurity.gov

## Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

### Accommodation History Details

**Name:** John Quincy Public

**Phone Number:** (410) 555-5555

**Address:**  
123 Main St.  
Baltimore, MD 12345

**Condition that caused client to request Accommodation:**

**Request Date:** 01/13/2010  
**Last Updated:** 01/25/2010

### Explanation:

Why we cannot communicate with the client by sending notices in standard print by first-class mail:

Why we cannot communicate with the client by sending notices in standard print by certified mail:

Why we cannot communicate with the client by sending notices in standard print by first-class mail followed by a telephone call within 5 business days to read the client the notice:

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices on a Microsoft Word data CD and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:

Why we cannot communicate with the client by sending notices in large print (18-point font) and in standard print by first-class mail:

**Format the client prefers:**

**Additional formats that work for the client:**

### Decision Details:

**Status:** Approved  
**Decision Date:** 01/25/2010

**Accommodation Approved:**

**Accommodation Description:**

< Back Cancel

Done Computer | Protected Mode: Off 100%

*SSA will insert the following revised Privacy Act and PRA Statements into the Intranet Screen Shots upon OMB's Approval:*

**Privacy Act Statement  
Collection and Use of Personal Information**

Section 205(a) of the Social Security Act, as amended, and the Rehabilitation Act of 1973, as amended, authorize us to collect the information requested on this form. Social Security will only use the information you provide to verify your identity and to process your request for a notice accommodation. The Privacy Act (5 U.S.C. & 552a(b)) permits us to disclose the information you provide on this form in accordance with approved routine uses. Giving us this information is voluntary; however, failing to complete the required fields could prevent us from processing your request. Additional information regarding this form, routine uses of information, and other Social Security programs, is available on our internet website, [www.socialsecurity.gov](http://www.socialsecurity.gov), or at your local 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. We estimate that it will take about 20 minutes to read the instructions, gather the facts, and answer the questions. *Send only comments relating to our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-0001*