


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:

***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

Special Notice Option | Summary - Windows Internet Explorer
C:\Users\117993\Desktop\iSNO_May2011\Csr040.html

File Edit View Favorites Tools Help
Special Notice Option | Summary

Social Security Online
www.socialsecurity.gov

Special Notice Option

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:

Name: John Q Public

Phone Number: (410) 555-5555

Address:
123 Main St.
Baltimore, MD 12345

Condition that caused client to request an Accommodation:
Phobias and Migraines

Explanation:

Why we cannot communicate with the client by sending notices by first-class mail :
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check 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:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:
Client claims his mail box is haunted. Client refused to check 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:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:
Client claims his mail box is haunted. Client refused to check 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:
Client claims his mail box is haunted. Client refused to check mail.

Format the client prefers:
Singing telegram performed by the Blue Man Group.

Additional formats that work for the client:
Sky writing (must occur on a Saturday).

< Back Cancel Next >

Done Computer | Protected Mode: Off 100%

Confirmation Screen

The screenshot shows a Windows Internet Explorer browser window displaying a confirmation page from Social Security Online. The page title is "Special Notice Option | Confirmation". The URL in the address bar is "C:\Users\117993\Desktop\iSNO_May2011\Csr050.html". The page content includes the following information:

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:

Name: John Q Public

Phone Number: (410) 555-5555

Address:
123 Main St.
Baltimore, MD 12345

Condition that caused client to request an Accommodation:
Phobias and Migraines

Explanation:

Why we cannot communicate with the client by sending notices by first-class mail :
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check 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:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:
Client claims his mail box is haunted. Client refused to check 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:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:
Client claims his mail box is haunted. Client refused to check 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:
Client claims his mail box is haunted. Client refused to check mail.

Format the client prefers:
Singing telegram performed by the Blue Man Group.

Additional formats that work for the client:
Sky writing (must occur on a Saturday).

At the bottom of the page, there are two buttons: **Start Another** and **Exit**.

Other Accommodation History Summary Screen

The screenshot shows a web browser window displaying the 'Special Notice Option' page for user JOHN Q PUBLIC. The page features a table titled 'Other Accommodation History' with five rows of data. Each row includes a request date, a decision date, and a status, with a 'View' button next to each entry. Below the table are 'Back' and 'Cancel' buttons. The browser's address bar shows the URL 'C:\Users\117993\Desktop\VSNO_Jan2011\Csr030.html'.

Special Notice Option | Select Option - Windows Internet Explorer
C:\Users\117993\Desktop\VSNO_Jan2011\Csr030.html
Special Notice Option | Select Option

Social Security Online
www.socialsecurity.gov

Special Notice Option

JOHN Q PUBLIC, xxx-xx-3333

Other Accommodation History

Request Date	Decision Date	Status	
12/04/2009	01/13/2010	Closed	View
12/06/2009	01/15/2010	Closed	View
12/09/2009	01/15/2010	Closed	View
12/18/2009	01/15/2010	Approved	View
01/25/2010		Pending	View

[Back](#) [Cancel](#)

Done Local intranet | Protected Mode: Off 100%

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

The screenshot shows a web browser window displaying the 'Special Notice Option | Accommodation History Details' page for JOHN Q PUBLIC. The page includes a header with the Social Security Online logo and the title 'Special Notice Option'. The main content area displays the following information:

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:
Phobias and Migraines

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:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check 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:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:
Client claims his mail box is haunted. Client refused to check 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:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:
Client claims his mail box is haunted. Client refused to check 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:
Client claims his mail box is haunted. Client refused to check mail.

Format the client prefers:
Singing telegram performed by the Blue Man Group.

Additional formats that work for the client:
Sky writing (must occur on a Saturday).

Decision Details:

Status: Approved
Decision Date: 01/25/2010

Accommodation Approved: Other

Accommodation Description: The Blue Man Group will be flown from their current location to the airport nearest the client and transported to the client's house via limousine to sing the notice contents to him.

Navigation buttons: < Back, Cancel, Cancel Accommodation Request

Intranet (CSR) Screens (Query Mode)

Client Authentication Screen

The screenshot shows a web browser window titled "Special Notice Option | Select Option - Windows Internet Explorer". The address bar shows the file path "C:\Users\117993\Desktop\iSNO_Jan2011\iCsr030.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 title "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. 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" and "Local intranet | Protected Mode: Off" with a zoom level of "100%".

Special Notice Option Selection Screen

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

C:\Users\117993\Desktop\iSNO_May2011\Csr030_Query.html

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	View
12/06/2009	01/15/2010	Closed	View
12/09/2009	01/15/2010	Closed	View
12/18/2009	01/15/2010	Approved	View
01/25/2010		Pending	View

Below the table, there are two buttons: "Back" and "Cancel".

The browser's status bar at the bottom shows "Done" on the left and "Local intranet | Protected Mode: Off" and "100%" on the right.

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\VSNO_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:
Phobias and Migraines

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:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices in standard print by certified mail:
Client claims his mail box is haunted. Client refused to check 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:
Client does not have a phone. Telephone ring gives client a migraine.

Why we cannot communicate with the client by sending notices in Braille and in standard print by first-class mail:
Client claims his mail box is haunted. Client refused to check 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:
Client claims his mail box is haunted. Client refused to check mail.

Why we cannot communicate with the client by sending notices on an audio CD and in standard print by first-class mail:
Client claims his mail box is haunted. Client refused to check 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:
Client claims his mail box is haunted. Client refused to check mail.

Format the client prefers:
Singing telegram performed by the Blue Man Group.

Additional formats that work for the client:
Sky writing (must occur on a Saturday).

Decision Details:

Status: Approved
Decision Date: 01/25/2010

Accommodation Approved: Other

Accommodation Description: The Blue Man Group will be flown from their current location to the airport nearest the client and transported to the client's house via limousine to sing the notice contents to him.

< Back Cancel

Done Computer | Protected Mode: Off 100%

