

INTERNET APPLICATION STATUS (IAPS)

July 24, 2013

1.0 IAPS INTERNET APPLICATION SCREENS

1.1 APPLICATION STATUS INFORMATION – AS001

Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

Application Status Information

OMB No. 0960-0763
[Paperwork Reduction Act](#)

This online service allows you to check the status of your completed retirement, survivor or disability application. Please allow 5 days from the date you originally filed your application before you use this service.
We estimate it will take 1 minute to gather, read and key in the required information.

Enter your Social Security Number:

Enter your Confirmation Number:


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

[Next>>]

1.2 APPLICATION STATUS SELECTION – AS002

Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

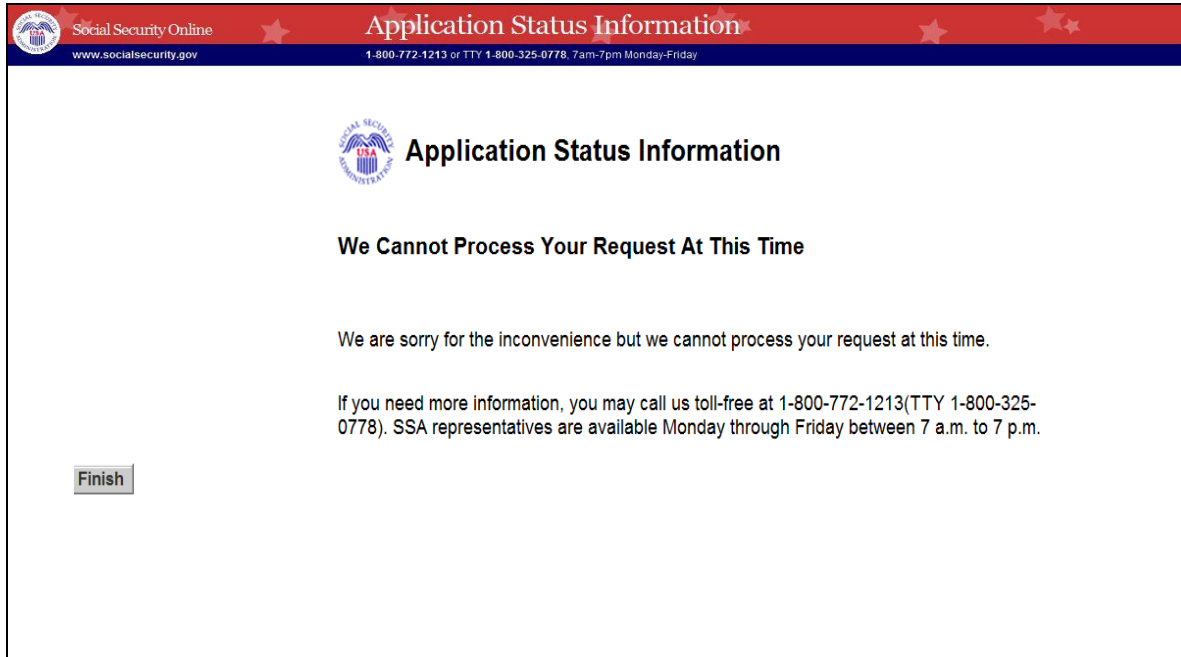
 **Application Status Information**

Disability Benefits Application Status

Disability Benefits Application Status

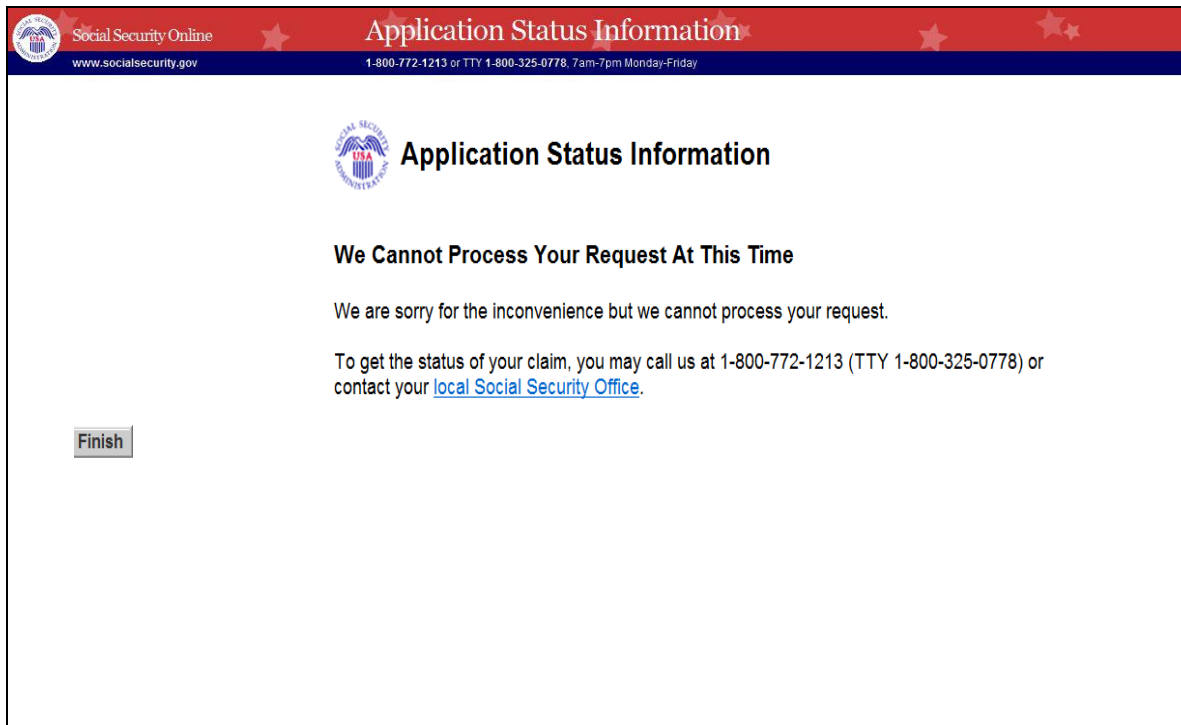
If you need more information, you may call us toll-free at 1-800-772-1213 (TTY 1-800-325-0778). SSA representatives are available Monday through Friday between 7 a.m. to 7 p.m.

1.3 WE CANNOT PROCESS YOUR REQUEST AT THIS TIME – AS003




The screenshot shows the Social Security Online interface. At the top, there is a red header with the Social Security Online logo on the left, the text "Social Security Online" and "www.socialsecurity.gov" below it, and "Application Status Information" in the center. To the right of the header, there are three stars and the phone number "1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday". Below the header is a white content area. In the center, there is the Social Security Administration logo and the title "Application Status Information". Below the title, the heading "We Cannot Process Your Request At This Time" is displayed. The main text reads: "We are sorry for the inconvenience but we cannot process your request at this time." Below this, it says: "If you need more information, you may call us toll-free at 1-800-772-1213(TTY 1-800-325-0778). SSA representatives are available Monday through Friday between 7 a.m. to 7 p.m." At the bottom left of the content area, there is a "Finish" button.

1.4 WE CANNOT PROCESS YOUR REQUEST AT THIS TIME – AS004




The screenshot shows the Social Security Online interface. At the top, there is a red header with the Social Security Online logo on the left, the text "Social Security Online" and "www.socialsecurity.gov" below it, and "Application Status Information" in the center. To the right of the header, there are three stars and the phone number "1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday". Below the header is a white content area. In the center, there is the Social Security Administration logo and the title "Application Status Information". Below the title, the heading "We Cannot Process Your Request At This Time" is displayed. The main text reads: "We are sorry for the inconvenience but we cannot process your request." Below this, it says: "To get the status of your claim, you may call us at 1-800-772-1213 (TTY 1-800-325-0778) or contact your [local Social Security Office](#)." At the bottom left of the content area, there is a "Finish" button.

1.5 AWAITING RECEIPT OF PROOFS – AS005

 Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

 **Application Status Information**

The following statements are informational only. They are current as of today. You will receive the official notice of any decision made on your claim by U.S. mail.

As of today's date, a decision has not been made on your application. We requested that you send the following documents to the office that is processing your application:

Proof of Age. We requested this document on 10/13/2009.

Proof of Death. We requested this document on 10/13/2009.


Your application is being processed. You may bring or mail your original documents to your local Social Security Office.

SOCIAL SECURITY
3131 SHERIDAN DRIVE
NORTHTOWN BUSINESS CTR
AMHERST, NY 14226


We will return any documents that you send us.

If you need more information, you may call us toll-free at 1-800-772-1213(TTY 1-800-325-0778). SSA representatives are available Monday through Friday between 7 a.m. to 7 p.m.

1.6 A DECISION HAS NOT BEEN MADE ON YOUR APPLICATION – AS006

 Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday


 **Application Status Information**

The following statements are informational only. They are current as of today. You will receive the official notice of any decision made on your claim by U.S. mail.


As of today's date, a decision has not been made on your application.

If you need more information, you may call us toll-free at 1-800-772-1213(TTY 1-800-325-0778). SSA representatives are available Monday through Friday between 7 a.m. to 7 p.m.

1.7 A DECISION AND NOTICE WAS SENT (PAST 15 DAYS FROM DATE OF NOTICE) – AS007A

 Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

 **Application Status Information**


The following statements are informational only. They are current as of today.

A decision has been made on your claim. You have received the official notice of any decision made on your claim by U.S. mail.


If you need more information, you may call us toll-free at 1-800-772-1213(TTY 1-800-325-0778). SSA representatives are available Monday through Friday between 7 a.m. to 7 p.m.

<<[P]previous Finish

1.8 A DECISION AND NOTICE IS BEING SENT – AS007B

 Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

 **Application Status Information**


The following statements are informational only. They are current as of today.

A decision has been made on your claim. You will receive the official notice of any decision made on your claim by U.S. mail.


If you need more information, you may call us toll-free at 1-800-772-1213(TTY 1-800-325-0778). SSA representatives are available Monday through Friday between 7 a.m. to 7 p.m.

Finish

1.9 MEDICAL OR APPEAL DECISION OUTSTANDING – AS008

 Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

 **Application Status Information**


The following statements are informational only. They are current as of today. You will receive the official notice of any decision made on your claim by U.S. mail.

As of today's date, a decision has not been made on your application.


As of today's date, the Office of Disability Adjudication and Review has not made a decision on your appeal request.

If you need more information, you may call us toll-free at 1-800-772-1213(TTY 1-800-325-0778). SSA representatives are available Monday through Friday between 7 a.m. to 7 p.m.

1.10 YOUR APPLICATION IS BEING PROCESSED – AS009

 Social Security Online
www.socialsecurity.gov

Application Status Information
1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday

 **Application Status Information**

The following statements are informational only. They are current as of today. You will receive the official notice of any decision made on your claim by U.S. mail.

As of today's date, a decision has not been made on your application. We requested that you send the following documents to the office that is processing your application:

Proof of Military Service. We requested this document on 07/03/2008.

Your application is being processed. You may bring or mail your original documents to your local Social Security Office.

SOCIAL SECURITY
1250 HANCOCK ST
SUITE 210N
QUINCY, MA 02169

We will return any documents that you send us.

The Disability Determination Service in your State is processing the medical portion of your claim.

If you need more information, you may call us toll-free at 1-800-772-1213(TTY 1-800-325-0778). SSA representatives are available Monday through Friday between 7 a.m. to 7 p.m.

2.0 MESSAGE PAGES

2.1 THE PAPERWORK REDUCTION ACT

Paperwork Reduction Act: Internet Application Status

Last reviewed or modified Thursday Jul 11, 2013

PRA-IAPS

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 is 0960-0763. The expiration date is 11/30/2013.

We estimate it will take about 1 minute to read the instructions, gather the facts, and complete the boxes.

Send only comments on our time estimate (above) to:

Social Security Administration
6401 Security Blvd.
Baltimore, MD 21235-0001

Close

2.2 PRIVACY ACT

Privacy Act

Last reviewed or modified Friday Jul 12, 2013

PRIVACY-ACT

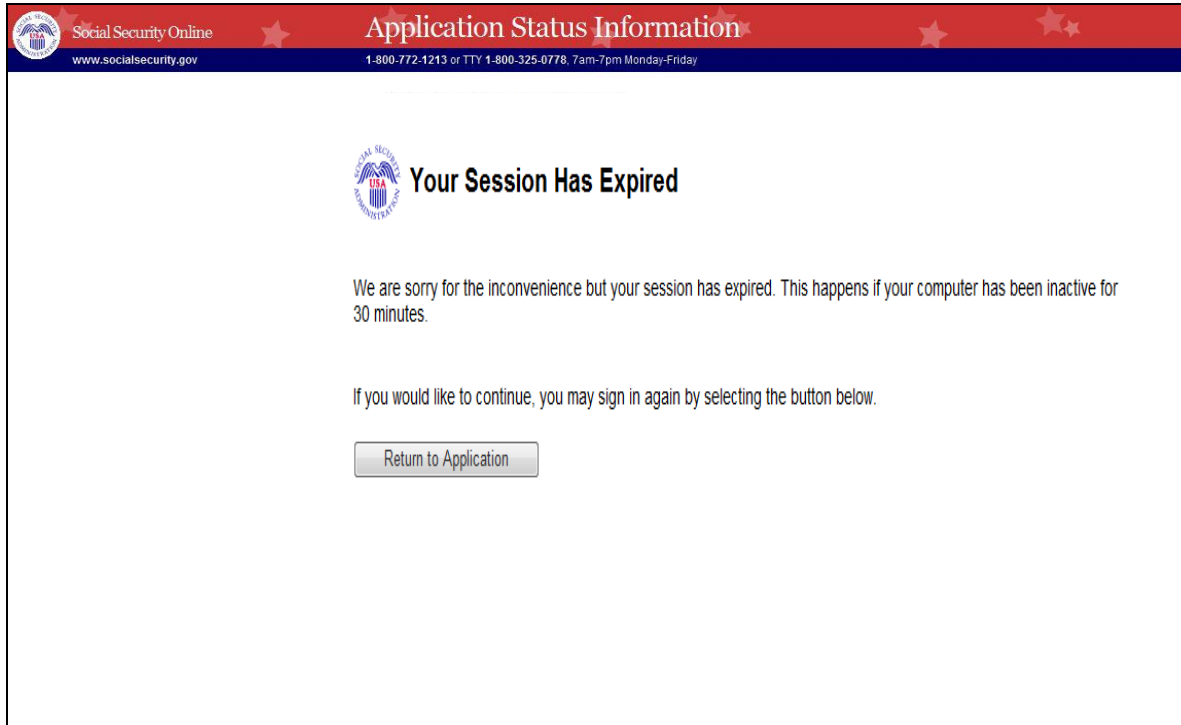
Section 205 of the Social Security Act, as amended, authorizes us to collect the requested information to allow access to our online applications. We will use the information you provide for authentication purposes to enable you to access our online applications.

The Privacy Act (5 U.S.C. & 552a(b)) permits us to disclose the information you provide in accordance with approved routine uses. Giving us this information is voluntary. However, failing to complete the required fields may prevent you from using SSA's online applications.

Additional information regarding this program, our routine uses of your information, and other Social Security programs, is available on our Internet website, www.socialsecurity.gov, or at your local Social Security office.

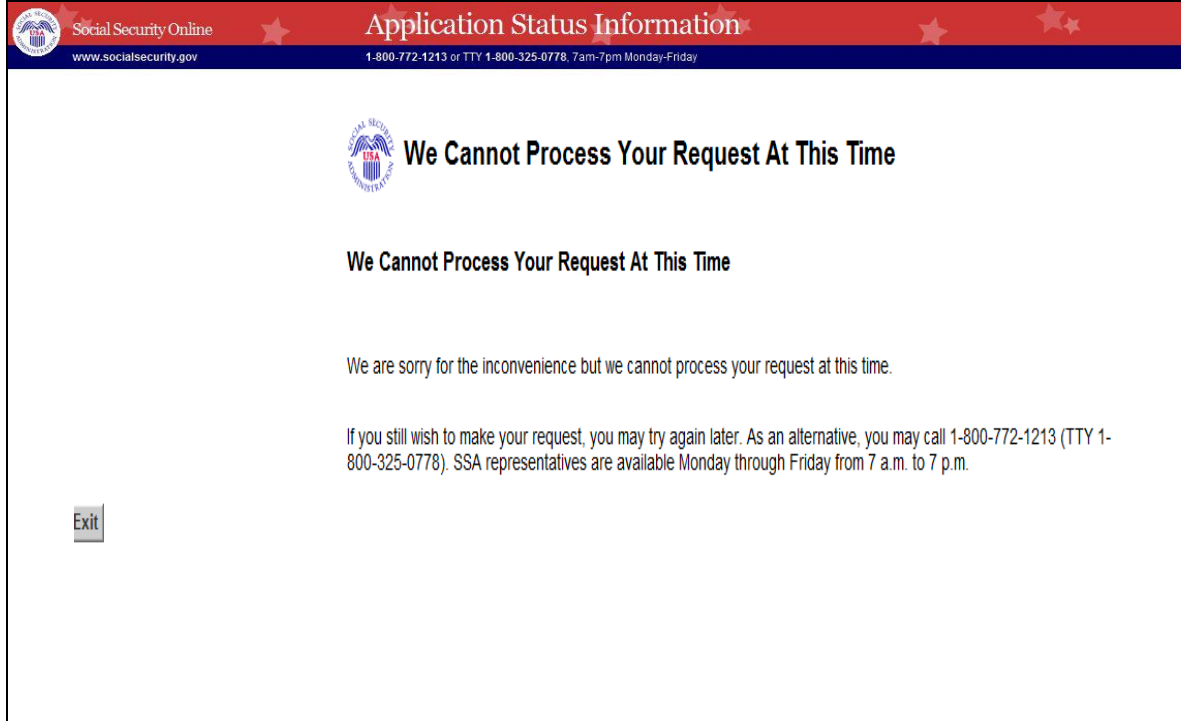
Close

2.3 YOUR SESSION HAS EXPIRED – MSG025



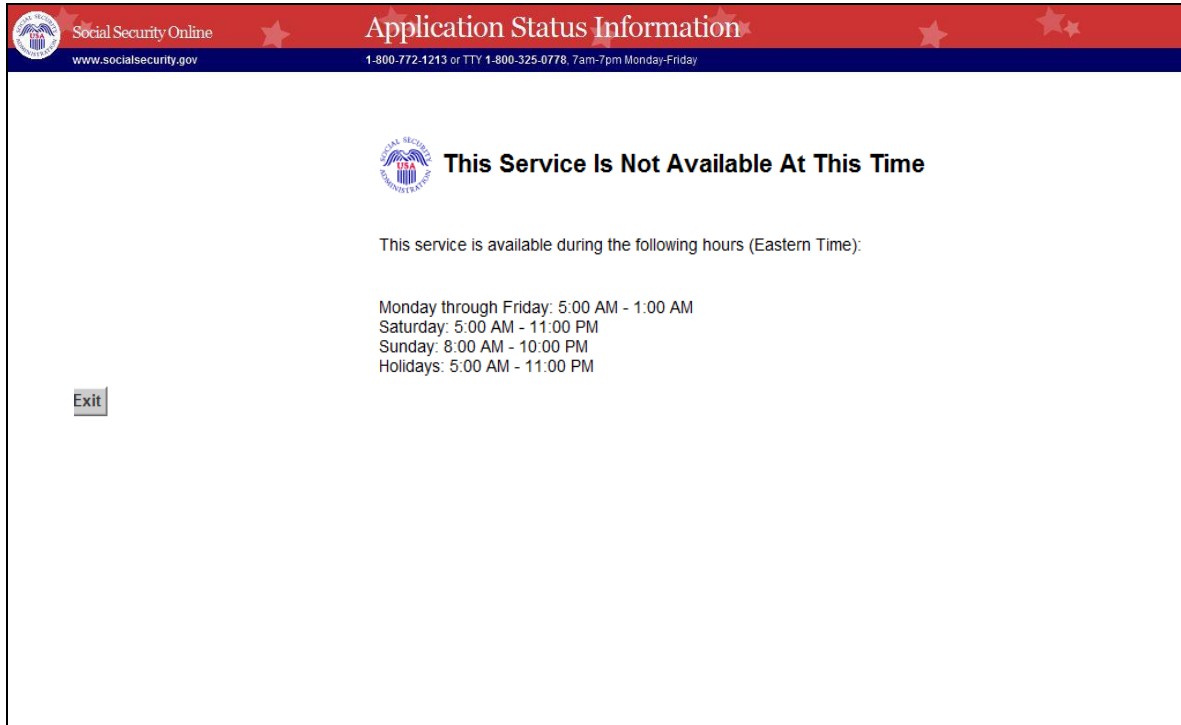
The screenshot shows the top navigation bar of the Social Security Online website. On the left, there is the Social Security Administration logo, the text 'Social Security Online', and the URL 'www.socialsecurity.gov'. On the right, it says 'Application Status Information' and provides contact information: '1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday'. The main content area features the SSA logo, the heading 'Your Session Has Expired', and a message: 'We are sorry for the inconvenience but your session has expired. This happens if your computer has been inactive for 30 minutes.' Below this, it says 'If you would like to continue, you may sign in again by selecting the button below.' and includes a button labeled 'Return to Application'.

2.4 WE CANNOT PROCESS YOUR REQUEST AT THIS TIME – MSG027




The screenshot shows the top navigation bar of the Social Security Online website, identical to the previous one. The main content area features the SSA logo, the heading 'We Cannot Process Your Request At This Time', and a message: 'We are sorry for the inconvenience but we cannot process your request at this time.' Below this, it says 'If you still wish to make your request, you may try again later. As an alternative, you may call 1-800-772-1213 (TTY 1-800-325-0778). SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.' and includes a button labeled 'Exit'.

2.5 THIS SERVICE IS NOT AVAILABLE AT THIS TIME - MSG028



The screenshot shows the top of a Social Security Online page. The header is red with the Social Security Administration logo on the left, the text "Social Security Online" and "www.socialsecurity.gov" below it, and "Application Status Information" in the center. Below the header is a blue bar with the phone number "1-800-772-1213 or TTY 1-800-325-0778, 7am-7pm Monday-Friday". The main content area is white and contains the following text:

 **This Service Is Not Available At This Time**

This service is available during the following hours (Eastern Time):

Monday through Friday: 5:00 AM - 1:00 AM
Saturday: 5:00 AM - 11:00 PM
Sunday: 8:00 AM - 10:00 PM
Holidays: 5:00 AM - 11:00 PM

Exit

3.0 CHANGE HISTORY

| Version | Date | Reason For Change |
|---------|------------|--|
| 0.1 | 04/29/10 | Initial draft |
| 0.2 | 05/02/2013 | Updated for OMB clearance; no material/ non-substantive changes |
| 0.3 | 07/24/2013 | Added revised homepage (AS001) to include Privacy Act Statement link and updated language for Paperwork Reduction Act and Privacy Act statements (See Message Pages) |