



## 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

Special Notice Option | Summary - Windows Internet Explorer  
C:\Users\117993\Desktop\iSNO\_May2011\Csr040.html

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:

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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:**

< Back   Cancel   Next >

Done   Computer | Protected Mode: Off   100%

# 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	View
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" with a zoom level of 100%.

# 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 contains 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 header features the Social Security Online logo and the text "Special Notice Option". The main content area is titled "Authenticate a Client" and contains a form with the following elements:

- A label: **\*Social Security Number (SSN)**
- An empty text input field.
- A "Cancel" button.
- A "Next >" button.

The status bar at the bottom of the browser window displays "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

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 displaying the 'Special Notice Option' application. 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'.

# 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 Statement into the form as soon as possible:*

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

Section 504 of the Rehabilitation Act of 1973 allows us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent us from providing you with the accommodation you are requesting.

We will use the information to process your request for reasonable accommodation. We may also share your information for the following purposes, called routine uses:

1. To contractors and Federal, State, or local agencies, as necessary, to assist Social Security Administration (SSA) in providing accommodations to members of the public seeking access to our programs and activities, in compliance with Section 504 of the Rehabilitation Act of 1973. We will disclose information under this routine use pursuant only to a written agreement between SSA and that contractor or agency; and
2. To Federal, State, or local agencies (or agents on their behalf) for providing accommodations to members of the public in compliance with Section 504 of the Rehabilitation Act of 1973, when that agency is administering cash or non-cash income maintenance or health maintenance programs (including programs under the Social Security Act).

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notice (SORN) 60-0378, entitled Requests for Accommodation from Members of the Public. Additional information and a full listing of all our SORNs are available on our website at [www.socialsecurity.gov/foia.bluebook](http://www.socialsecurity.gov/foia.bluebook).