



RCS Screen Shots Document Grouped By Scenario

Electronic Access Multi-Factor Authentication
Registration And Customer Support (RCS)

11/18/2016

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1. Document Version Information

Version Number	Date	Content Revisions	Revised by
0.1 (Draft)	10/18/2016	Initial Version	Kirk Crawford
0.2 (Draft)	10/19/2016	<ul style="list-style-type: none"> - Updated path for LOA2 on phone accounts, removing the need for OTP. - Updated several account summary screenshots to fix overlapping. 	Kirk Crawford
0.3 (Draft)	10/20/2016	<ul style="list-style-type: none"> - Formatted e-mail to "E-mail" throughout prototype. - Changed "Security Codes are Sent to" to "Security Codes Sent by:" 	Kirk Crawford
1.0	11/18/2016	<ul style="list-style-type: none"> - Global Changes: - PLEASE NOTE: Due to the limitation of our prototype, there may be screens that do not reflect the global changes listed below. This was not intentional. The global changes apply to all screens. <ul style="list-style-type: none"> o Globally changed spelling and capitalization from "E-mail" to "email", per OCOMM. (Note: Capitalization of "email" now follows rules for non-proper nouns.) o Globally changed capitalization of "Social Security number" so that the "n" in "number" is no longer capitalized, per OCOMM. o Globally updated all address verification screens with proper "city/town" pattern. - Specific Changes: <ul style="list-style-type: none"> o Updated AXSEAC to "a security code." o Section 3.5.5. Extra Security Account (LOA3) On Phone – changed "security codes" to "a security code" in Account Summary container heading support text. o Section 5.6. Address Verification On Phone – changed text box label from "City" to "City/Town". o Updated sample notice language (page 9) to read: "Request to reset security code online" and "Request to reset security code in person." o Updated language from "security codes" to "a security code." (page 21) o Removed screen "Address not verified electronically" from all scenarios. o Inserted language for the screen, "No to external verification": "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." o For temporary password scenarios, removed the language "before the date shown in your letter." o For the email temporary password screen, removed reference to "letter." 	Kirk Crawford

2. User Search Page

The screenshot shows the 'User Search' page of the Social Security Registration and Customer Support (RCS) system. The page includes a search form with fields for SSN and Username, and radio buttons for 'on phone' and 'in person'. Below the search form are three main sections: 'To Retrieve Account', 'To Register in Person', and 'Sample Notices'. The 'To Retrieve Account' section contains a list of links for various account-related tasks. The 'To Register in Person' section provides requirements for registration and lists acceptable documents. The 'Sample Notices' section lists various notices and provides links to request security code resets. Three callout boxes highlight updates: 'Removed cell phone requirement' points to the registration requirements; 'Changed "e-mail" to "email." (Global)' points to the document list; and 'Updated sample notice language to reflect walkthrough feedback on 11/4 (Global)' points to the security code reset links. A fourth callout box, 'Updated section with new screen links', points to the 'Customer Internet Screens' section.

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

User Search

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

RCS USERSEARCH

To Retrieve Account [? Help](#)

To edit or create an online account, enter the SSN or Username above.

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid Email, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

Removed cell phone requirement

Changed "e-mail" to "email." (Global)

Updated sample notice language to reflect walkthrough feedback on 11/4 (Global)

Updated section with new screen links

3. Account Summary

3.1. Standard (LOA2) In-Person - No 2nd Factor Registered

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

User Information **Transaction History**

RCS ACMGMT

Account Summary [? Help](#)

Account Type: **Standard**

Security Codes
Sent by: **Not enabled**

Last 4 Digits of Cell Phone: **Cell phone is not registered**

Email: **AlexLOA2@gmail.com**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is on. Look below for the link that matches that title.

- [Sign In](#)
- [Create Account - Verify your Identity](#)
- [Create Account - Create Account](#)
- [Finish Setting Up Your Account - Verify Your Identity](#)
- [Finish Setting Up Your Account - Create Account](#)
- [Add Extra Security](#)
- [Get Your Security Code](#)
- [Get Your Security Code - Security has improved](#)
- [Verify Cell Phone Number](#)
- [Verify Email](#)
- [Enter Security Code - Cell Phone](#)
- [Enter Security Code - Email](#)
- [Get Reset Code - Provide Address Information](#)
- [Do You Have...Reset Code Letter?](#)
- [Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

- [Created an account online](#)
- [Created an account online \(with extra security\)](#)
- [Added extra security online](#)
- [Request to reset security code online](#)
- [Created a standard account in person](#)
- [Created an account in person \(with extra security\)](#)
- [Upgraded account in person](#)
- [Request to reset security code in person](#)

Annotations:

- Added new section to display second factor device (points to 'Add Extra Security' button)
- Email address is not masked, as it is not used as a second factor in this scenario. (points to 'AlexLOA2@gmail.com')
- Genericized button language. (points to 'Get Temp Password' button)

3.2. Standard (LOA2) On-Phone - No 2nd Factor Registered

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

SSN

or

Username

User is:

on phone

in person

Search

[? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** [? Help](#)

User Information
Transaction History

RCS
ACMGMT

Account Summary [? Help](#)

Account Type: **Standard**

Security Codes
Sent by: **Not enabled**

Last 4 Digits of
Cell Phone: **Cell phone is not registered**

Email: **AlexLOA2@gmail.com** Change Email

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Email address is not masked since email is not used as a second factor.

Get Temp Password
Cancel Account
Block Access

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

Page 8

3.3. Account Summary – Only Cell Phone Registered as Second Factor

3.3.1. Standard (LOA2) In-Person

Social Security • Registration and Customer Support (RCS)
Text Size ▾ | Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [Help](#)

RCS
ACMGMT

Account Summary [Help](#)

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **AlexLOA2@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

Initiates reset second factor process for cell phone only.

Change email address is still active since e-mail is not a second factor for this scenario.

3.3.2. Extra Security Account (LOA3) In-Person

Text Size ▼ | [Accessibility Help](#)

User Search

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

ALEX Q. PUBLIC SSN: **900-00-0000** DOB: **01/01/1970** Username: **alexloa3**
[Help](#)

[User Information](#) [Transaction History](#)

RCS ACMGMT

Account Summary [Help](#)

Account Type: **Extra Security**

Security Codes

Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **AlexLOA3@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)

[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)

[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)

[Upgraded account in person](#)

[Request to reset security code in person](#)

3.3.3. Standard (LOA2) On-Phone

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

SSN or Username

User is:
 on phone
 in person

[? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

User Information
Transaction History

RCS
ACMGMT

Account Summary [? Help](#)

Account Type: **Standard**

Security Codes
 Sent by: **Text Message** Security code is not required to initiate the reset process

Last 4 Digits of
 Cell Phone: **7663**

Email: **AlexLOA2@gmail.com**

Account Status: **Active**
 Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

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- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.3.3.1. Extra Security Account (LOA3) On-Phone

Text Size ▼ | Accessibility Help

User Search

SSN or Username User is:
 on phone in person ? Help

Search

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 ? Help

User Information Transaction History

ACMGMT

Account Summary ? Help

Before you can provide the customer with any information, or take any action on this account, you must send the customer a security code.

Account Type: **Extra Security**

Security Codes
Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **AlexLOA3@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

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[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

Updated language from "security codes" to "a security code." 11/4

3.3.3.2. Extra Security Account (LOA3) On-Phone – Security Code Verification

Social Security • Registration and Customer Support (RCS)
Text Size ▼
Accessibility Help

User Search

SSN

or

Username

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

User Information
Transaction History

RCS
ACMGMT

Account Summary [? Help](#)

Account Type: **Extra Security**

Security Codes
Sent by: **Text Message**

Last 4 Digits of
Cell Phone: **7663**

Email: **AlexLOA3@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Security Code Verification

Please ask the customer to read you the security code they received.

A security code will be sent to:
Cell phone number: *******7663**

[? Help](#)

Enter Security Code:

8-digit Number

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

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[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

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[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)

[Upgraded account in person](#)

[Request to reset security code in person](#)

3.3.3.3. Extra Security Account (LOA3) On-Phone – Security Code Verified

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

SSN

or

Username

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC SSN: **900-00-0000** DOB: **01/01/1970** Username: **alexloa3** [? Help](#)

User Information

Transaction History

RCS ACMGMT

Account Summary [? Help](#)

Account Type: **Extra Security**

Security Codes

Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **AlexLOA3@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

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[Enter Security Code - Cell Phone](#)

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[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

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[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)

[Upgraded account in person](#)

[Request to reset security code in person](#)

3.4. Account Summary – Only E-mail Registered as Second Factor

3.4.1. Standard (LOA2) In-Person

Social Security • Registration and Customer Support (RCS)
Text Size ▼ Accessibility Help

User Search

SSN

or Username

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

User Information
Transaction History

RCS
ACMGMT

Account Summary [? Help](#)

Account Type: **Standard**

Security Codes

Sent by: **Email**

Last 4 Digits of Cell Phone: **Cell phone is not registered**

Email: **A*****@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)

[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)

[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)

[Upgraded account in person](#)

[Request to reset security code in person](#)

Account Summary

Account Type: **Standard**

Security Codes

Sent by: **Email**

Last 4 Digits of Cell Phone: **Cell phone is not registered**

Email: **A*****@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Email address is masked, as security codes are sent to e-mail in this scenario

3.4.2. Extra Security Account (LOA3) In-Person

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

or

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC
SSN: **900-00-0000**
DOB: **01/01/1970**
Username: **alexloa3**
? Help

Account Summary ? Help

Account Type: **Extra Security**

Security Codes

Sent by: **Email**

Last 4 Digits of

Cell Phone: **Cell phone is not registered**

Email: **Al****@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)

[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)

[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)

[Upgraded account in person](#)

[Request to reset security code in person](#)

3.4.3. Standard (LOA2) On-Phone

Social Security • Registration and Customer Support (RCS)
Text Size ▼ Accessibility Help

User Search

or

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC SSN: **900-00-0000** DOB: **01/01/1970** Username: **alexloa2**

[? Help](#)

User Information

Transaction History

RCS
ACMGMT

Account Summary

[? Help](#)

Account Type: **Standard**

Security Codes
Sent by: **Email**

Last 4 Digits of
Cell Phone: **Cell phone is not registered**

Email: **AL***@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.4.4. Extra Security Account (LOA3) On-Phone

Text Size ▼ | [Accessibility Help](#)

User Search

or

User is:
 on phone
 in person

 [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3**
[? Help](#)

[User Information](#) [Transaction History](#)

ACMGMT

Account Summary [? Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send the customer a security code.

Account Type: **Extra Security**

Security Codes
Sent by: **Email**

Last 4 Digits of
Cell Phone: **Cell phone is not registered**

Email: **Al****@gmail.com**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.4.4.1. Extra Security Account (LOA3) On-Phone – Security Code Verification

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username User is:
 on phone ? Help
 in person

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 ? Help

User Information Transaction History

RCS ACMGMT

Account Summary ? Help

Account Type: **Extra Security**

Security Codes
Sent by: **Email**

Last 4 Digits of
Cell Phone: **Cell phone is not registered**

Email: **Al****@gmail.com**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Security Code Verification

Please ask the customer to read you the security code they received.

A security code will be sent to:
Email address: **Al****@gmail.com**
 ? Help

Enter Security Code:

8-digit Number

Customer Internet Screens
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices
If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

In this scenario, the user is not given a choice to select between e-mail and text message, since e-mail is the only form of registered second factor.

3.4.4.2. Extra Security Account (LOA3) On-Phone – Security Code Verified

Text Size ▾ | Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

[User Information](#) [Transaction History](#)

ACMGMT

Account Summary [? Help](#)

Account Type: **Extra Security**

Security Codes
 Sent by: **Email**

Last 4 Digits of
 Cell Phone: **Cell phone is not registered**

Email: **Alexloa3@gmail.com**

Account Status: **Active**
 Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.5. Account Summary – Multiple Registered Second Factors

3.5.1. Standard Account (LOA2) Account Summary (LOA2) In-Person (Multiple Second Factors)

Social Security • Registration and Customer Support (RCS) Text Size ▼ Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

[User Information](#) [Transaction History](#)

RCS ACMGMT

Account Summary [? Help](#)

Account Type: **Standard**

Security Codes
 Sent by: **Text Message** Multiple second factor methods are shown in this scenario
Email

Last 4 Digits of Cell Phone: **7663** Both email address and cell phone number are masked
 Email: **AL*****@gmail.com**

Account Status: **Active**
 Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.5.2. Extra Security Account (LOA3) In-Person

Social Security • Registration and Customer Support (RCS) Text Size ▼ | Accessibility Help

User Search

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

ALEX Q. PUBLIC
SSN: 900-00-0000
DOB: 01/01/1970
Username: alexloa3
[Help](#)

User Information
Transaction History

RCS ACMGMT

Account Summary [Help](#)

Account Type: **Extra Security**
Remove Extra Security

Security Codes
 Sent by: **Text Message**
Email
Get Reset Code

Last 4 Digits of
 Cell Phone: **7663**

Email: **Alexloa3@gmail.com**

Account Status: **Active**
 Last Login: **September 20, 2015 11:31**

Get Temp Password
Cancel Account
Block Access

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.5.4. Standard Account (LOA2) On-Phone

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

SSN or Username

User is:

on phone

in person

[? Help](#)

Search

Clear Search

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

User Information

Transaction History

Account Summary [? Help](#)

Account Type: **Standard**

Security Codes
Sent by: **Text Message**
Email

Last 4 Digits of
Cell Phone: **7663**

Email: **AJ*****@gmail.com**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

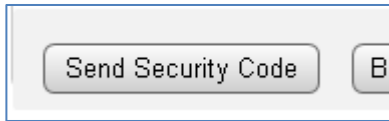
[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.5.4.1.1. Multiple Second Factors: How does this work?

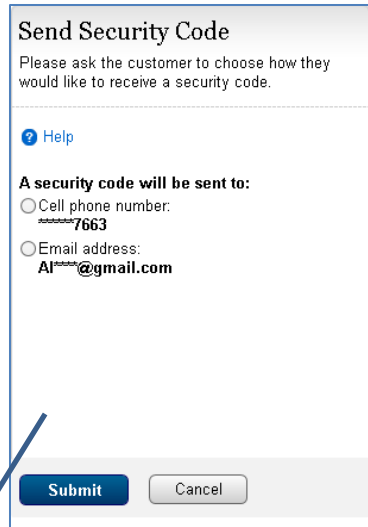
Step 1

CR selects "Send Security Code."



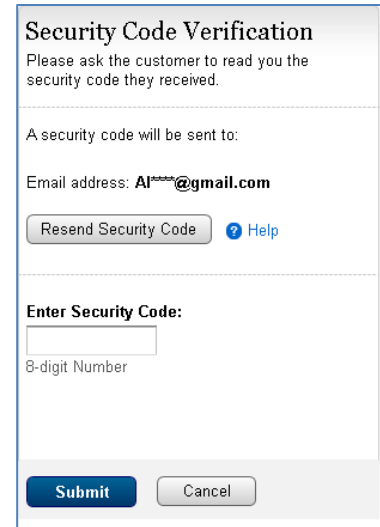
Step 2

CR prompts customer to choose security code delivery method, then clicks "Submit."



Step 3

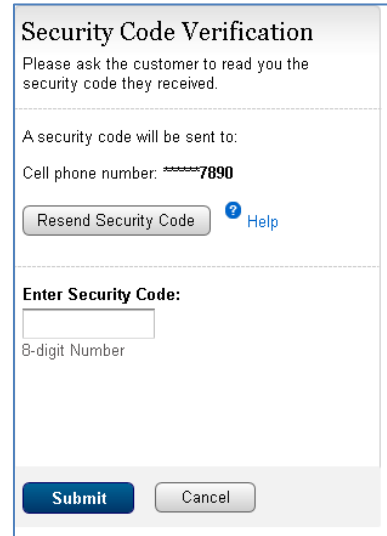
A security code is sent to the chosen delivery method.



This screen is only displayed when there are multiple security code delivery methods associated with the account

In this scenario, the user selected email address

In this scenario, the user selected cell phone number:



3.5.5. Extra Security Account (LOA3) On-Phone

Text Size ▼ | Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

[User Information](#) [Transaction History](#)

ACMGMT

Account Summary [? Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send the customer a security code.

Account Type: **Extra Security**

Security Codes
Sent by: **Text Message**
Email

Last 4 Digits of Cell Phone: **7663**

Email: **Al****@gmail.com**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

Changed "security codes" to "a security code." 11/2

3.5.5.1. Extra Security Account (LOA3) – On-Phone – Second Factor Selection

Social Security • Registration and Customer Support (RCS)
Text Size v | Accessibility Help

User Search

or

User is:

 on phone
 in person

[? Help](#)

ALEX Q. PUBLIC
SSN: **900-00-0000**
DOB: **01/01/1970**
Username: **alexloa3**
? Help

User Information

Transaction History

RCS
ACMGMT

Account Summary ? Help

Account Type: **Extra Security**

Security Codes
Sent by: **Text Message**
Email

Last 4 Digits of Cell Phone: **7663**

Email: **Al****@gmail.com**

Account Status: **Active**
Last Login: **September 20, 2015 11:31**

Send Security Code

Please ask the customer to choose how they would like to receive security codes.

? Help

A security code will be sent to:

Cell phone number:
*******7663**

Email:
Al**@gmail.com**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.5.5.2. Extra Security Account (LOA3) – On-Phone – Security Code Verified

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

SSN

or

Username

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

User Information

Transaction History

RCS
ACMGMT

Account Summary [? Help](#)

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**
Email

Last 4 Digits of Cell Phone: **7663**

Email: **Al*****@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.6. Account Summary – Change Pending

3.6.1. Standard Account (LOA2) In-Person

Text Size ▼ | Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

[User Information](#) [Transaction History](#)

ACMGMT

Account Summary [? Help](#)

Account Type: **Standard**
Add Extra Security

Security Codes
 Sent by: **Change Pending**
Get Reset Code

Last 4 Digits of Cell Phone: **Cell phone is not registered**

Email: **AlexLOA2@gmail.com**

Account Status: **Active**
 Last Login: **September 20, 2015 11:31**

Get Temp Password
Cancel Account
Block Access

E-mail not masked, since Email is no longer being used as a second factor in this scenario.

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.6.2. Extra Security Account (LOA3) In-Person

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

or

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC
SSN: 900-00-0000
DOB: 01/01/1970
Username: alexloa3

[? Help](#)

User Information
Transaction History

RCS
ACMGMT

Account Summary [? Help](#)

Account Type: **Extra Security**

Security Codes
Sent by: **Change Pending**

Last 4 Digits of
Cell Phone: **Cell phone is not registered**

Email: **AlexLOA3@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)
[Created an account online \(with extra security\)](#)
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)
[Created an account in person \(with extra security\)](#)
[Upgraded account in person](#)

[Request to reset security code in person](#)

3.6.3. Standard Account (LOA2) On-Phone

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

SSN

or

Username

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC

User Information Transaction History

SSN: 900-00-0000

DOB: 01/01/1970

Username: alexloa2

[? Help](#)

RCS
ACMGMT

Account Summary [? Help](#)

Account Type: **Standard**

Security Codes
Sent by: **Change Pending**

Last 4 Digits of
Cell Phone: **Cell phone is not registered**

Email: **AlexLOA2@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)

[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)

[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)

[Upgraded account in person](#)

[Request to reset security code in person](#)

3.6.4. Extra Security Account (LOA3) On-Phone

Social Security • Registration and Customer Support (RCS)
Text Size
Accessibility Help

User Search

or

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC
SSN: 900-00-0000
DOB: 01/01/1970
Username: alexloa3
? Help

User Information

Transaction History

RCS
ACMGMT

Account Summary ? Help

Account Type: **Extra Security**

Security Codes

Sent by: **Change Pending**

Last 4 Digits of Cell Phone: **Cell phone is not registered**

Email: **AlexLOA3@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)

[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)

[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)

[Upgraded account in person](#)

[Request to reset security code in person](#)

4. Second Factor Reset (LOA2 or LOA3)

4.1. Address Verification In-Person

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)

RCS [? Help](#) #####

Get Reset Code Letter

“ Please read the following confirmation to the customer:
We can provide you with a reset code that you can use to change where you receive security codes. You will not be able to access your account until you enter your reset code online.

Enter Address

Proof of Identity (must be current):
 State Driver's License or identity card
 U.S. passport or passport card
 U.S. military identification card
 U.S. government employee identification card


Home Address:
Street 1
Street 2
City/Town: State/Territory: ZIP Code:

Does this address appear on the identity document shown above?
 Yes No

Primary Phone (optional):

10-digit Number

4.2. Address Verified Electronically In-Person


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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)

RCS [? Help](#) #####

 **The reset code letter was successfully sent to the printer.**

Print Reset Code Letter Confirmation

“ Please give the reset code letter to the customer and read the following confirmation to the customer:

Please follow the directions to finish changing where you receive security codes before the date shown in your letter.

Reprint

4.3. Cannot Verify Address Internal In Person

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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

RCS [? Help](#) #####

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:

1234 SAMPLE DR
BALTIMORE, MD 53627


We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

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

4.4. Decline or Fail External Verification In Person


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

User Search

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

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

 **We cannot verify the customer's address.**

Reset Code Letter Information

“ Please read the following to the customer:

We were unable to verify the address you provided. We will mail a reset code letter to you at the following address:

1234 SAMPLE DR
BALTIMORE, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing where you receive security codes before the date shown in your letter. You will not be able to sign in to your **my Social Security** account until you receive your reset code.*

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

4.5. Address Verification On-Phone

Social Security • Registration and Customer Support (RCS) Text Size ▾ | Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)

RCS [? Help](#) #####

Get Reset Code Letter

“ Please read the following confirmation to the customer:

*We can provide you with a reset code that you can use to change where you receive security codes. You will not be able to sign in to your **my Social Security** account until you receive your reset code.*

Enter Address

Home Address:

Street 1

Street 2

City/Town: State/Territory: -- ▾ ZIP Code:

Primary Phone (optional):

10-digit Number

4.6. Address Verified Electronically On-Phone


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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)

RCS [? Help](#) #####

 **Customer's address has been verified.**

Get Reset Code Letter Information

“ Please read the following to the customer:

We have verified your address. We will mail a reset code letter to you at the following address:

1234 SAMPLE DR
BALTIMORE, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing where you receive security codes before the date shown in your letter. You will not be able to sign in to your **my Social Security** account until you receive your reset code.*

4.7. Cannot Verify Address Internally On Phone

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

User Search

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

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa23** [? Help](#)

RCS [? Help](#) #####

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.

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

4.8. Address Not Verified Electronically On-Phone

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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)

RCS [? Help](#) #####

We cannot verify the customer's address.

Unable to verify customer's address

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot change where you receive security codes at this time. In order to finish, you will have to go to your local Social Security Office. If you recently moved, you can try again later.

4.9. No to External Verification (LOA2 or LOA3) On Phone

Social Security • Registration and Customer Support (RCS) Text Size ▾ | Accessibility Help


User Search

SSN or Username **User is:** on phone in person ? Help

Search

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa23** ? Help

RCS ? Help #####

 **We cannot verify the customer's address.**

Unable to verify customer's address

“ Please read the following to the customer:


We were unable to verify the address you provided. We cannot change where you receive security codes at this time. In order to finish, 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

Added last sentence, allowing the customer to share information with the ISP in the future. 11/16

5. Temporary Password (LOA2 or LOA3)

5.1. Address Verification In-Person

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)


RCS [? Help](#) #####

Enter Address

Proof of Identity (must be current):

State Driver's License or identity card
 U.S. passport or passport card
 U.S. military identification card
 U.S. government employee identification card

Home Address:

Street 1
Street 2
City/Town: State/Territory:  ZIP Code:

Does this address appear on the identity document shown above?
 Yes No

Primary Phone (optional):

10-digit Number

5.2. Address Verifies Electronically In-Person

The screenshot displays the Social Security Registration and Customer Support (RCS) interface. At the top, the title bar reads "Social Security • Registration and Customer Support (RCS)" with "Text Size" and "Accessibility Help" options. The main content area is titled "User Search" and includes input fields for "SSN" and "Username", a "User is:" section with radio buttons for "on phone" and "in person", and "Search" and "Clear Search" buttons. Below the search fields, user information is displayed: "ALEX Q. PUBLIC", "SSN: 900-00-0000", "DOB: 01/01/1970", and "Username: alexloa23". A "RCS" label and a masked password "#####" are also visible. A green notification box states: "The temporary password letter was successfully sent to the printer." Below this is a "Print Temporary Password Letter Confirmation" section with a quote: "Please give the temporary password letter to the customer and read the following confirmation to the customer: Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter." At the bottom, there are "Reprint" and "Done" buttons. Two blue callout boxes provide annotations: one pointing to the confirmation text with the note "Added 'for' 11/2/16", and another pointing to the notification box with the note "Removed reference to temporary password date of expiration. 11/16 (Global)".

5.3. Cannot Verify Address Internally In Person

Social Security • Registration and Customer Support (RCS) Text Size ▾ | Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

RCS [? Help](#) #####

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:

1234 SAMPLE DR
BALTIMORE, MD 53627

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

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

5.4. Decline or Fail External Verification In Person

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

User Search

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

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

We cannot verify the customer's address.

Temporary Password Letter Information

“ Please read the following to the customer:

We were unable to verify the address you provided. We will mail a temporary password letter to you at the following address:

1234 SAMPLE DR
BALTIMORE, MD 12345

You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.

Print Receipt Done

5.5. Address Verification On-Phone

Social Security • Registration and Customer Support (RCS) Text Size ▾ | Accessibility Help

User Search

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

Search

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa23** [? Help](#)

RCS [? Help](#) #####

Enter Address

Home Address:

Street 1

Street 2


City/Town: State/Territory: ZIP Code:

Primary Phone (optional):

10-digit Number

Next

5.6. Address Verified Electronically On-Phone


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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)

RCS [? Help](#) #####

 **Customer's address has been verified.**

Get Temporary Password Letter Information

“ Please read the following to the customer:

We have verified your address. We will mail a temporary password letter to you at the following address:

1234 SAMPLE DR
BALTIMORE, MD 12345

You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.

5.7. Cannot Verify Address Internally On Phone

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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)

RCS [? Help](#) #####

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:

1234 SAMPLE DR
BALTIMORE, MD 63627

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

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

5.8. No to External Verification On Phone


Social Security • Registration and Customer Support (RCS) Text Size ▾ | Accessibility Help

User Search

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

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa23** [? Help](#)

RCS [? Help](#) #####

 **We cannot verify the customer's address.**

Unable to verify customer's address

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot provide a temporary password at this time. In order to finish, 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.

5.9. Address Not Verified Electronically On-Phone

Social Security • Registration and Customer Support (RCS) Text Size ▾ | Accessibility Help


User Search

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

Search

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa23** [? Help](#)

RCS [? Help](#) #####

 **We cannot verify the customer's address.**

Unable to verify customer's address

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot provide a temporary password at this time. In order to finish, you will have to go to your local Social Security Office. If you recently moved, you can try again later.

Done

5.10. Cancel Temp Password – Account Summary (LOA2) In-Person

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

or

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC
SSN: 900-00-0000
DOB: 01/01/1970
Username: alexloa2
[? Help](#)

RCS
ACMGMT

Account Summary [? Help](#)

Account Type: **Standard**

Security Codes
Sent by: **Text Message**

Last 4 Digits of
Cell Phone: **7663**

Email: **AlexLOA2@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)

[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA.00250.010-Electronic Access Mailed Notices
- OA.00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)

[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)

[Upgraded account in person](#)

[Request to reset security code in person](#)

6. Temporary Password with Cell Phone as Only Registered Second Factor In Person (LOA2 or LOA3)

6.1. Hand-In Temporary Password Letter

The screenshot shows the Social Security Registration and Customer Support (RCS) interface. At the top, there is a "User Search" section with input fields for "SSN" and "Username", and radio buttons for "User is:" (on phone or in person). Below this, user information is displayed: "ALEX Q. PUBLIC", "SSN: 900-00-0000", "DOB: 01/01/1970", and "Username: alexloa23". A green notification box with a checkmark icon states: "The temporary password letter was successfully sent to the printer." Below this is a section titled "Print Temporary Password Letter Confirmation" containing a quote: "Please give the temporary password letter to the customer and read the following confirmation to the customer: Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter." At the bottom of this section are "Reprint" and "Done" buttons. The interface also includes "Text Size" and "Accessibility Help" options in the top right corner.

This screen appears immediately after the CR clicks "Get Temp Password" on the Account Summary. The only applies for users who only have a cell phone as a registered second factor and are in the field office. 11/15

7. Temporary Password with Cell Phone as Only Registered Second Factor On Phone (LOA2 or LOA3)


7.1. Email Temporary Password Letter

The screenshot shows a web interface for user search and notification. At the top right, there are links for "Text Size" and "Accessibility Help". The main section is titled "User Search" and contains two input fields: "SSN" and "Username", with an "or" separator between them. To the right of these fields is a "User is:" section with two radio buttons: "on phone" (selected) and "in person". There are "Search" and "Clear Search" buttons. A "Help" link is also present. Below the search section, user information is displayed: "ALEX Q. PUBLIC", "SSN: 900-00-0000", "DOB: 01/01/1970", and "Username: alexloa2". Below this is "RCS" and another "Help" link. A large box titled "Email Temporary Password" contains a quote: "Please read the following to the customer: You will receive a temporary password at the following email address: alexloa23@gmail.com". Below the quote, it says: "Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password." A "Done" button is at the bottom left of the notification box.

This screen appears immediately after the CR clicks "Get Temp Password" on the Account Summary. The only applies for users who only have a cell phone as a registered second factor and are on the phone. 11/15

8. Elevate Account In-Person (In-Person Only)

8.1. Newly Created Account - YWES


Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

RCS [? Help](#) YWES

 **The customer has been successfully verified for an account.**
The customer may also add extra security to his or her account with no additional checks.

Extra Security

“ Please read the following to the customer:


We have verified you for a standard account. You have the option to add extra security.

If you'd like to add extra security, you will still receive security codes each time you sign in. Each time you contact us to make changes to your account, we will send you security codes or ask you for additional information.

You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

Do you want to add extra security to your account?
 Yes No

8.2. Existing Account (AXSEAC)

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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

RCS [? Help](#) AXSEAC

Add Extra Security

“ Please read the following to the customer:


If you'd like to add extra security, you will still receive security codes each time you sign in. Each time you contact us to make changes to your account, we will send you a security code or ask you for additional information.

You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

Do you want to add extra security to your account?

Yes No

8.3. Cannot Verify Address Internal (AXSNEV)

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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? 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:

1234 SAMPLE DR
BALTIMORE, MD 53627

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

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

8.4. Cannot Verify Address Internal (EXTOS)

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

User Search

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

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa2** [? 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:

1234 SAMPLE DR
BALTIMORE, MD 53627

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

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

9. Remove Extra Security In-Person

9.1. “Are you sure you want to remove your extra security?”

Social Security • Registration and Customer Support (RCS) Text Size ▾ | Accessibility Help

User Search

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

EDWARD Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

RCS [? Help](#) RESFC

“ Are you sure you want to remove your extra security?

Please read the following to the customer:

*If you remove your extra security, you will still be required to use a security code each time you sign in.
You will receive a unique security code each time you sign in.*

9.2. Confirmation

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

SSN

or Username

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC SSN: **900-00-0000** DOB: **01/01/1970** Username: **alexloa2** [? Help](#)

✓
Extra Security has been removed from this account!

User Information

Transaction History

Account Summary

[? Help](#)

Account Type: **Standard**

Security Codes

Sent by: **Text Message**

Email

Last 4 Digits of Cell Phone: **7663**

Email: **AlexLOA2@gmail.com**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In](#)

[Create Account - Verify your Identity](#)

[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)

[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)

[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)

[Created an account online \(with extra security\)](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Created an account in person \(with extra security\)](#)


[Upgraded account in person](#)

[Request to reset security code in person](#)

ACMGMT

10. Remove Extra Security On-Phone

10.1. Address Verification

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

User Search

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

ALEX Q. PUBLIC **SSN: 900-00-0000** **DOB: 01/01/1970** **Username: alexloa3** [? Help](#)


RCS [? Help](#) #####

Enter Address

Home Address:

Street 1

Street 2

City/Town: State/Territory:  ZIP Code:

Primary Phone (optional):

10-digit Number

Next

10.2. Cannot Verify Address Internally

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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

RCS [? Help](#) #####

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:

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.

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

10.3. Fail External Verification


Social Security • Registration and Customer Support (RCS) Text Size ▾ | Accessibility Help

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

RCS [? Help](#) #####

 **We cannot verify the customer's address.**
We cannot remove extra security over the telephone.

Unable to externally verify customer's address

“ 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.

10.4. External Verification (No)

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

User Search

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

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

RCS [? Help](#) #####

We cannot verify the customer's address.
We cannot remove extra security over the telephone.

Unable to verify customer's address

“ 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.

10.5. Confirmation

Social Security • Registration and Customer Support (RCS)
Text Size ▼ | Accessibility Help

User Search

OR

User is:

 on phone
 in person

[? Help](#)

ALEX Q. PUBLIC
SSN: **900-00-0000**
DOB: **01/01/1970**
Username: **alexloa2**
? Help

✔
Extra Security has been removed from this account!

User Information

Transaction History

ACMGMT

RCS
? Help

Account Summary

Account Type: **Standard**

Security Codes
 Sent by: **Text Message**
Email

Last 4 Digits of Cell Phone: **7663**

Email: **Al****@gmail.com**

Account Status: **Active**
 Last Login: **September 20, 2015 11:31**

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[Create Account - Verify your Identity](#)
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Get Your Security Code](#)
[Get Your Security Code - Security has improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Cell Phone](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have...Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

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