

iAppointment
Usability Center Screen Design Package
August 5, 2010


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1. Cannot Process

1.1. Allowed to continue to iAppointment

Shown to users who are allowed to access the iAppointment application





Social Security Online **Benefit Application**
www.socialsecurity.gov

We Cannot Process Your Request

We are sorry for the inconvenience, but we cannot process your benefit application online because some information we have on file is different than the information you provided. Our representatives will be happy to assist you.

If you live within the U.S., our territories or commonwealths, you may:

-  Call our toll-free number **1-800-772-1213** ("TTY" **1-800-325-0778**). SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.; or
-  [Schedule a phone or in-office appointment](#) with a local Social Security office.

If you live outside the U.S., our territories or commonwealths, you may:

- Visit our [Service Around the World](#) page; or
- Contact your local US embassy or Consulate

To return to the Social Security home page, select the "Exit" button.

1.2. Denied from iAppointment

Shown to users who are not able to use the iAppointment application



We Cannot Process Your Request

We are sorry for the inconvenience, but we cannot process your benefit application online because some information we have on file is different than the information you provided. Our representatives will be happy to assist you.

If you live within the U.S., our territories or commonwealths, you may call our toll-free number **1-800-772-1213** (TTY **1-800-325-0778**). SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.

If you live outside the U.S., our territories or commonwealths, you may visit our [Service Around the World](#) page, or contact your local U.S. Embassy or Consulate.

To return to the Social Security home page, select the "Exit" button.

Exit

2. Welcome iAppointment



Welcome to the Social Security Appointment Scheduler

Form Approved: OMB No. xxxx-xxxx

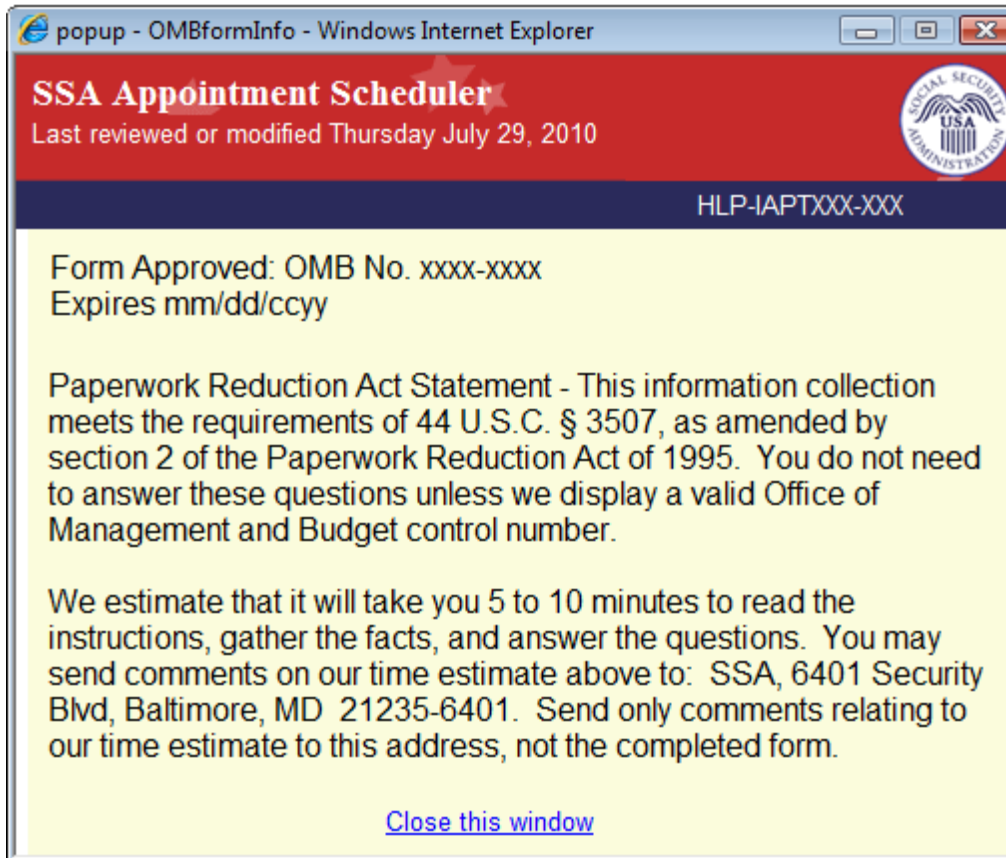
Expires mm/dd/ccyy

[Paperwork Reduction Act Info](#)

Thank you for using our online Appointment Scheduler to schedule a phone or in-office appointment with a local Social Security office.


Next >

2.1. Paperwork Reduction Act Info Popup



3. Information1 iClaim

3.1. Live in US



Social Security Online **Appointment Scheduler**
www.socialsecurity.gov

1 **About You** 2 Schedule an Appointment 3 Verify Selection 4 Confirmation

About You

Please enter the following information so we may provide you with the best option for an appointment.
* Indicates required information

***Do you live in the United States, our territories or commonwealths?**
 Yes No

***Name:**

*First Middle *Last Suffix

***Social Security Number (SSN):** [What if this is not my SSN?](#)
999-99-9999

***Date of Birth:**
August
*Month *Day *Year

***Gender:**
 Male Female

***Mailing Address:**
*Line 1:
Line 2:
Line 3:
Line 4:

***City/Town:** ***State/Territory:** ***ZIP Code:**

Cancel Next >

5

3.2. Not Live in US

- 1** About You **2** Schedule an Appointment **3** Verify Selection **4** Confirmation

About You

Please enter the following information so we may provide you with the best option for an appointment.

* Indicates required information

*Do you live in the United States, its territories or commonwealths?

Yes No

! If You Do Not Live In the United States ...

We are sorry, but we can only schedule appointments within the United States or its territories. You need to contact a Social Security representative to make other arrangements to apply for benefits. See our [Service Around the World](#) page for more details, or contact your local U.S. Embassy or Consulate for further assistance.

Cancel

Exit

4. Information2

All appointment types shown here. Only those options for which a user is eligible (based on age) would be presented.



- 1 **About You** 2 Schedule an Appointment 3 Verify Selection 4 Confirmation

Appointment Type

This information ensures that we schedule the right amount of time for your appointment, and that we have an interpreter for you if you need one.

* Indicates required information

Language Preference

*Language preferred for your appointment:

ENGLISH

*Select all of the following that you would like to discuss at your appointment:

Disability

- You must have worked in jobs covered by Social Security.
- You must have a medical condition that meets Social Security's definition of disability.

You may qualify for disability benefits if you have been unable to work because of illness, injuries or other conditions that:

- will last at least 12 months, or
- can be expected to result in death. [More info](#)

Retirement

- You should apply for benefits no more than four months before the date you want your benefits to start.
- If you are not getting Social Security and you are not ready to retire, you should still sign up for Medicare four months before your 65th birthday. [More info](#)

Medicare

- Medicare is our country's health insurance program for people age 65 or older.
- Certain people younger than age 65 can qualify for Medicare, too, including those who have disabilities and those who have permanent kidney failure or amyotrophic lateral sclerosis (Lou Gehrig's disease).
- The program helps with the cost of health care, but it does not cover all medical expenses or the cost of most long-term care. [More info](#)

Supplemental Security Income (SSI)

- SSI is a federal program that provides monthly payments.
- You must have limited income and assets, and
- You must be 65 or older, or blind or have a disability. [More info](#)

*Would you also be interested in Supplemental Security Income (SSI)?

Yes No

Disability Date

You have indicated you are interested in Disability benefits. To protect your rights with Social Security and help schedule this appointment, we need more information.

*When do you believe your condition(s) became severe enough to keep you from working (even if you have never worked)?

Estimate if necessary.

--

*Month *Day *Year

< Previous

Cancel

Next >

5. Closeout:


5.1. User said Yes to SSI



Social Security Online **Appointment Scheduler**
www.socialsecurity.gov

1 **About You** 2 Schedule an Appointment 3 Verify Selection 4 Confirmation

Important Information

 [Print This Page](#)

Please read and acknowledge in order to proceed to schedule an appointment.

The date you file your application can affect your benefits.

If you are filing for Retirement, Disability, or Medicare, you must file by January 26, 2011.


If you are filing for Supplemental Security Income (SSI), you must file by September 26, 2010.

If the above dates fall on a weekend or a Federal holiday, we must receive your application by the following business day.

***I have read and understood the information above.**

8


5.2. User said No to SSI



Social Security Online **Appointment Scheduler**
www.socialsecurity.gov

1 **About You** 2 Schedule an Appointment 3 Verify Selection 4 Confirmation

Important Information

 [Print This Page](#)

Please read and acknowledge in order to proceed to schedule an appointment.

The date you file your application can affect your benefits.

If you are filing for Retirement, Disability, or Medicare, you must file by January 26, 2011.


You have indicated that you do not intend to file an application for Supplemental Security Income (SSI). If you change your mind, you must file your SSI application by September 26, 2010.

If the above dates fall on a weekend or a Federal holiday, we must receive your application by the following business day.

***I have read and understood the information above.**

9

6. Appointment 1 - 30339



Social Security Online **Appointment Scheduler**
www.socialsecurity.gov

1 About You 2 **Select an Appointment** 3 Verify Selection 4 Confirmation

Appointment Details

Additional information needed to schedule your appointment

An appointment for Retirement benefits generally takes 30-60 minutes.
An appointment for Disability benefits generally takes 1-2 hours.

***Your local Social Security office can assist you over the phone or in-office. Which appointment would you prefer?**
If you select a Phone appointment, we will call you at the phone number you provide.

Phone In-office

Phone Number:
Please provide a phone number in case we need to contact you regarding your appointment.

10-digit Number [Ext.](#) Phone Type


Email address:
Please provide your email address in order to receive a confirmation of your appointment.

Confirm Email Address:

The following Social Security office was selected based on ZIP code: 30339

SOCIAL SECURITY
1415 FRANKLIN RD SE
MARIETTA, GA 30067

[- Hide Map](#)



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If you would like to make an appointment with a different Social Security office, you may search for an office by ZIP code:

6.1. show map



If you would like to make an appointment with a different Social Security office, you may search for an office by ZIP code:





6.2. hidden map

[+ Show Map](#) 

If you would like to make an appointment with a different Social Security office, you may search for an office by ZIP code:





6.3. Phone Extension_ToolTip

Extension

7. Calendar June 15

7.1. Regular

Example of what a calendar might look like.



1 About You 2 Select an Appointment 3 Verify Selection 4 Confirmation

Appointment Date & Time

Appointments for this office are in Eastern Time.

Appointments are not available on Saturdays, Sundays, or Federal holidays.
Please click on a time to select that appointment.

JUNE 2010

Monday	Tuesday	Wednesday	Thursday	Friday
		16 8:30 a.m.	17 8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	18 8:30 a.m.
21 10:30 a.m. 3:00 p.m.	No appointments available	23 10:30 a.m. 3:00 p.m.	24 10:30 a.m.	No appointments available
28 8:30 a.m.	29 8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 3:30 p.m.	30 10:30 a.m. 3:00 p.m.		

JULY 2010

Monday	Tuesday	Wednesday	Thursday	Friday
			1 10:30 a.m. 3:00 p.m.	2 No appointments available
No appointments available	6 8:30 a.m. 10:00 a.m. 8:45 a.m. 10:30 a.m. 9:00 a.m. 3:00 p.m. 9:30 a.m. 3:30 p.m.	7 8:30 a.m.	8 8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 3:30 p.m.	9 10:30 a.m. 3:00 p.m.
12 8:30 a.m. 10:30 a.m.	13 8:30 a.m. 10:30 a.m. 1:00 p.m.			

If none of the times at this office meet your needs, you can:

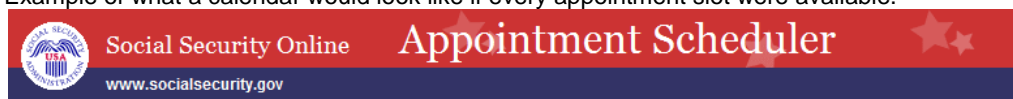
- Select Previous to find another office, which may offer different appointment times, or
- Call our toll-free number **1-800-772-1213** (TTY **1-800-325-0778**). SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.

< Previous

Cancel

7.2. All Possible Times

Example of what a calendar would look like if every appointment slot were available.



1 About You 2 Select an Appointment 3 Verify Selection 4 Confirmation

Appointment Date & Time

Appointments for this office are in Eastern Time.

Appointments are not available on Saturdays, Sundays, or Federal holidays.
Please click on a time to select that appointment.

JUNE 2010

Monday	Tuesday	Wednesday	Thursday	Friday
		16	17	18
		8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.
8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	21	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	22	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.
8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	28	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	29	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.
		30		

JULY 2010

Monday	Tuesday	Wednesday	Thursday	Friday
			1	2
			8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.
5	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 3:30 p.m.	6	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	7
No appointments available	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 3:30 p.m.	8	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 3:30 p.m.	9
8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	12	8:30 a.m. 1:30 p.m. 10:30 a.m. 2:00 p.m. 11:00 a.m. 3:00 p.m. 11:30 a.m. 4:00 p.m.	13	

If none of the times at this office meet your needs, you can:

- Select Previous to find another office, which may offer different appointment times, or
- Call our toll-free number **1-800-772-1213** (TTY **1-800-325-0778**). SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.

< Previous

Cancel

7.3. No Times Available

Shown if there are no appointments available at the selected office.



1 About You 2 Select an Appointment 3 Verify Selection 4 Confirmation

Appointment Date & Time

We are sorry but there are no appointments available at the selected office.

You can:

- Select Previous to find another office, or;
- Call our toll-free number **1-800-772-1213** (TTY **1-800-325-0778**). SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.

[< Previous](#)

[Cancel](#)

8. Verify

8.1. In-office



- [1](#) About You [2](#) Select an Appointment [3](#) **Verify Selection** [4](#) Confirmation

Verify Selection

About your appointment

Your appointment is not reserved until you select "Schedule this Appointment" and receive confirmation. Please note that until you receive confirmation, someone else may reserve the appointment you have chosen.

Edit	Appointment Details
Type of Appointment:	In-office
Email Address:	Sample@email.com
Phone Number:	(123) 123-4567
SSA Office Location:	SOCIAL SECURITY 1415 FRANKLIN RD SE MARIETTA, GA 30067

Edit	Appointment Date & Time
Date:	Thursday, June 17, 2010
Time:	4:00 p.m. Eastern Time

[< Previous](#)

[Cancel](#)

[Schedule this Appointment >](#)

8.2. Phone



- [1](#) About You [2](#) Select an Appointment [3](#) **Verify Selection** [4](#) Confirmation

Verify Selection

About your appointment

Your appointment is not reserved until you select "Schedule this Appointment" and receive confirmation. Please note that until you receive confirmation, someone else may reserve the appointment you have chosen.

Edit

Appointment Details

Type of Appointment: Phone

Email Address: Sample@email.com

Phone Number: (123) 123-4567

Edit

Appointment Date & Time

Date: Thursday, June 17, 2010

Time: 4:00 p.m. Eastern Time


[< Previous](#)

[Cancel](#)

[Schedule this Appointment >](#)

9. Confirmation – Phone


9.1.1. SSI-Yes



Social Security Online **Appointment Scheduler**
www.socialsecurity.gov

1 About You 2 Select an Appointment 3 Verify Selection **4 Confirmation**

Confirmation

 **You have successfully scheduled an appointment.**
We suggest you print this page for your records. You will receive an email confirmation of your appointment at **Sample@email.com**.
[Print This Page](#)

Thank You

You have successfully scheduled a **Phone** appointment.
We estimate this appointment will take **1-2 hours**.
Your appointment will be on **Thursday, June 17, 2010, at 4:00 p.m. Eastern Time**.
We will call you at the phone number you provided: **(123) 123-4567**
Please make sure you are near this phone 5 minutes before the scheduled time of appointment.

If you need to **cancel or reschedule** your appointment, please have this information with you and call our toll-free number **1-800-772-1213 (TTY 1-800-325-0778)**. SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.

Preparing for your appointment

Please begin gathering the documents we may need to complete your application. Visit the following pages to help you prepare.

For **Disability**: www.socialsecurity.gov/dibplan/dapply2.htm

For **Retirement or Medicare**: www.socialsecurity.gov/retire2/applying5.htm

For **Supplemental Security Income**: www.socialsecurity.gov/ssi/text-documents-ussi.htm

You have scheduled an appointment to file an application.

The date you file your application can affect your benefits.

If you are filing for Retirement, Disability, or Medicare, you must file by January 26, 2011.


If you are filing for Supplemental Security Income (SSI), you must file by September 26, 2010.

If the above dates fall on a weekend or a Federal holiday, we must receive your application by the following business day.

[Return to SSA Home Page](#)

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9.1.2. SSI-No



Social Security Online **Appointment Scheduler**
www.socialsecurity.gov

1 About You 2 Select an Appointment 3 Verify Selection 4 **Confirmation**

Confirmation



You have successfully scheduled an appointment.
We suggest you print this page for your records. You will receive an email confirmation of your appointment at **Sample@email.com**.
[Print This Page](#)

Thank You

You have successfully scheduled a **Phone** appointment.
We estimate this appointment will take **1-2 hours**.
Your appointment will be on **Thursday, June 17, 2010, at 4:00 p.m. Eastern Time**.
We will call you at the phone number you provided: **(123) 123-4567**
Please make sure you are near this phone 5 minutes before the scheduled time of appointment.

If you need to **cancel or reschedule** your appointment, please have this information with you and call our toll-free number **1-800-772-1213** (TTY **1-800-325-0778**). SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.

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For **Supplemental Security Income**: www.socialsecurity.gov/ssi/text-documents-ussi.htm

You have scheduled an appointment to file an application.

The date you file your application can affect your benefits.

If you are filing for Retirement, Disability, or Medicare, you must file by January 26, 2011.

You have indicated that you do not intend to file an application for Supplemental Security Income (SSI). If you change your mind, you must file your SSI application by September 26, 2010.


If the above dates fall on a weekend or a Federal holiday, we must receive your application by the following business day.

[Return to SSA Home Page](#)

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9.2. In-office


9.2.1. SSI-Yes



Social Security Online **Appointment Scheduler**
www.socialsecurity.gov


1 About You 2 Select an Appointment 3 Verify Selection 4 **Confirmation**

Confirmation

 **You have successfully scheduled an appointment.**
We suggest you print this page for your records. You will receive an email confirmation of your appointment at Sample@email.com.
[Print This Page](#)

Thank You

You have successfully scheduled an **In-Office** appointment. We estimate this appointment will take **30-60 minutes**.
Your appointment will be on **Thursday, June 17, 2010, at 4:00 p.m. Eastern Time** at the following Social Security office:
SOCIAL SECURITY
1415 FRANKLIN RD SE
MARIETTA, GA 30067



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If you need to **cancel or reschedule** your appointment, please have this information with you and call our toll-free number **1-800-772-1213** (TTY **1-800-325-0778**). SSA representatives are available Monday through Friday from 7 a.m. to 7 p.m.

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For **Retirement or Medicare**: www.socialsecurity.gov/retire2/applying5.htm
For **Supplemental Security Income**: www.socialsecurity.gov/ssi/text-documents-ussi.htm

You have scheduled an appointment to file an application.

The date you file your application can affect your benefits.
If you are filing for Retirement, Disability, or Medicare, you must file by January 26, 2011.
If you are filing for Supplemental Security Income (SSI), you must file by September 26, 2010.
If the above dates fall on a weekend or a Federal holiday, we must receive your application by the following business day.

[Return to SSA Home Page](#)

9.2.2. SSI-No

Appointment Scheduler
www.socialsecurity.gov

1 About You 2 Select an Appointment 3 Verify Selection 4 Confirmation

Confirmation


✔ **You have successfully scheduled an appointment.**
We suggest you print this page for your records. You will receive an email confirmation of your appointment at Sample@email.com.
[Print This Page](#)

Thank You

You have successfully scheduled an **In-Office** appointment. We estimate this appointment will take **30-60 minutes**.

Your appointment will be on **Thursday, June 17, 2010, at 4:00 p.m. Eastern Time** at the following Social Security office:

**SOCIAL SECURITY
1415 FRANKLIN RD SE
MARIETTA, GA 30067**



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For **Retirement or Medicare**: www.socialsecurity.gov/retire2/applying5.htm

For **Supplemental Security Income**: www.socialsecurity.gov/ssi/text-documents-ussi.htm

You have scheduled an appointment to file an application.

The date you file your application can affect your benefits.

If you are filing for Retirement, Disability, or Medicare, you must file by January 26, 2011.

You have indicated that you do not intend to file an application for Supplemental Security Income (SSI). If you change your mind, you must file your SSI application by September 26, 2010.

If the above dates fall on a weekend or a Federal holiday, we must receive your application by the following business day.

[Return to SSA Home Page](#)