

New screen #1

The screenshot shows the Social Security Administration's website interface. At the top right, there are links for 'Text Size' and 'Accessibility Help'. The main header features the Social Security Administration logo and the text 'Social Security Official Website of the U.S. Social Security Administration'. Below this is a section titled 'Apply for Benefits'. The main content area is titled 'Benefits Application Terms of Service' and contains the following text:

I understand that I am entering a U.S. Government System to file a benefit application with the Social Security Administration. I understand that I need to provide the Social Security Administration information to process the benefit application. I understand that failing to agree to the statements below will result in my inability to file a benefit application online, which may prevent the Social Security Administration from making an accurate and timely decision about eligibility for benefits.

I understand that:

- the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.
- my activities may be monitored within this site.
- any person who knowingly and willfully tries to obtain Social Security benefits falsely could be punished by a fine or imprisonment, or both.
- I am authorized to file a claim on my own behalf or on behalf of someone else with the Social Security Administration.


Information about Social Security's Online Policies
The privacy of our customers is always very important to us. We encourage you to read our [Privacy Act Statement](#).


I understand and agree to the above statements.

At the bottom of the form, there are two buttons: 'Next' and 'Exit'. Below the form, there is a footer with links for 'Privacy Policy', 'Website Policies & Other Important Information', 'About Us', and 'Site Map'.

We will present the TOS screen to any individual within the SSA website indicating he or she wants to file an online benefit application i.e. selects “Apply for benefits” or “Return to saved application.”

New screen #1 with error Message



| Text Size  | Accessibility Help



Social Security

Official Website of the U.S. Social Security Administration

Apply for Benefits

 **There is 1 error on the page.**
Please correct the error marked with a 
• Error: Terms of Service Agreement


Benefits Application Terms of Service

I understand that I am entering a U.S. Government System to file a benefit application with the Social Security Administration. I understand that I need to provide the Social Security Administration information to process the benefit application. I understand that failing to agree to the statements below will result in my inability to file a benefit application online, which may prevent the Social Security Administration from making an accurate and timely decision about eligibility for benefits.

I understand that:

- the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.
- my activities may be monitored within this site.
- any person who knowingly and willfully tries to obtain Social Security benefits falsely could be punished by a fine or imprisonment, or both.
- I am authorized to file a claim on my own behalf or on behalf of someone else with the Social Security Administration.

Information about Social Security's Online Policies
The privacy of our customers is always very important to us. We encourage you to read our [Privacy Act Statement](#).

 **You must agree to the Terms of Service to continue.**
 I understand and agree to the above statements.

[Privacy Policy](#) | [Website Policies & Other Important Information](#) | [About Us](#) | [Site Map](#)

Individuals not selecting the checkbox to accept the TOS will receive a notification what he or she must accept the TOS to continue. Individuals also have the option to exit the screen if he or she does not want to proceed.

Modified screen #2

Text Size | Accessibility Help

Social Security
Official Website of the U.S. Social Security Administration

Apply for Benefits

Please Note:
We will ask you to create or login to your [my Social Security](#) account when you start the application. You will receive an additional Terms of Service if you need to create an account.

Apply Online for Retirement / Medicare Benefits

Getting Ready
Before you start your application, we recommend that you take a moment to prepare yourself by reviewing a few items:

1. Make sure you meet the [requirements to apply online](#) for Retirement.
2. Gather [all of the information](#) you need to complete the application process.

Apply & Complete
After logging into your [my Social Security](#) account, applying for Retirement/Medicare may take between 10 to 30 minutes to complete depending on your situation. You can save your application as you go, so you can take a break at any time.

[Start a New Application](#) or [Return to Saved Application Process](#)

Follow Up
Once you have submitted your application, a representative may contact you with updates or questions about your application. You may check the status of your online application by logging into [my Social Security](#).

Video Introduction
[Helpful hints for applying online](#)

More Information
[When to Start Receiving Retirement Benefits](#)
[Other Ways to Apply for Benefits](#)
[Your Rights to Representation](#)
[Information in Other Languages](#)

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

[Privacy Policy](#) | [Website Policies & Other Important Information](#) | [About Us](#) | [Site Map](#)

Welcome screen for Retirement/Medicare online application.

- We added an informational banner at the top of the page to let individuals know about the new requirement to create or login to their “[my Social Security](#)” account. The banner also informs individuals that they may see an additional TOS if they need to create an account.
- Under the “Apply & Complete” section, we added a sentence to clarify that the time listed to file an online application starts after the individual creates or logs into their “[my Social Security](#)” account.
- Under the “Follow Up” section, we updated the section to reflect plain language.

Modified screen #3

The screenshot shows the Social Security Administration's website. At the top right, there are links for 'Text Size' and 'Accessibility Help'. The main header features the Social Security Administration logo and the text 'Social Security Official Website of the U.S. Social Security Administration'. Below this is a section titled 'Apply for Benefits'. A light blue box contains a 'Please Note' message: 'We will ask you to create or login to your my Social Security account when you start the application. You will receive an additional Terms of Service if you need to create an account.' The main content area is titled 'Apply Online for Disability Benefits' and is divided into three steps: 'Getting Ready', 'Apply & Complete', and 'Follow Up'. 'Getting Ready' includes a checklist of two items: '1. Make sure you meet the requirements to apply online for Disability.' and '2. Gather all of the information you need to complete the application process.' 'Apply & Complete' states that the process is multi-step and may take one to two hours, with a 'Start a New Application' or 'Return to Saved Application Process' button. 'Follow Up' explains that a representative may contact the applicant and that they can check the status of their application. To the right, there is a 'Video Introduction' section with a video thumbnail and a link to 'Helpful hints for applying online'. Below that is a 'More Information' section with links to 'Information about Social Security Disability Programs', 'Other Ways to Apply for Benefits', 'Your Right to Representation', and 'Information in Other Languages'. At the bottom right, a 'Your privacy is important' section encourages reading the 'Privacy Act Statement'. The footer contains links for 'Privacy Policy', 'Website Policies & Other Important Information', 'About Us', and 'Site Map'.

Text Size | Accessibility Help

Social Security
Official Website of the U.S. Social Security Administration

Apply for Benefits

Please Note:
We will ask you to create or login to your [my Social Security](#) account when you start the application. You will receive an additional Terms of Service if you need to create an account.

Apply Online for Disability Benefits

Getting Ready
Before you start your application, we recommend that you take a moment to prepare yourself by reviewing a few items:

1. Make sure you meet the [requirements to apply online](#) for Disability.
2. Gather [all of the information](#) you need to complete the application process.

Apply & Complete
Applying for disability is a multi-step process. After logging into your [my Social Security](#) account, applying for disability may take between **one to two hours** to complete depending on your situation. You can save your application as you go, so you can take a break at any time.

[Start a New Application](#) or [Return to Saved Application Process](#)

Follow Up
Once you have submitted your application, a representative may contact you with updates or questions about your application. You may check the status of your online application by logging into [my Social Security](#).

Video Introduction
[Helpful hints for applying online](#)

More Information

[Information about Social Security Disability Programs](#)

[Other Ways to Apply for Benefits](#)

[Your Right to Representation](#)

[Information in Other Languages](#)

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

[Privacy Policy](#) | [Website Policies & Other Important Information](#) | [About Us](#) | [Site Map](#)

Welcome screen for Disability applicants – We made the same changes as described on the modified screen #2.

Modified screen #4

Text Size | Accessibility Help

Social Security
Official Website of the U.S. Social Security Administration

Apply for Benefits

Please Note:
We will ask you to create or login to your [my Social Security](#) account when you start the application. You will receive an additional Terms of Service if you need to create an account.

Apply Online for Disability Benefits

Getting Ready
Before you start your application, we recommend that you take a moment to prepare yourself by reviewing a few items:

1. Make sure you meet the [requirements to apply online](#) for Disability.
2. Gather [all of the information](#) you need to complete the application process.

Apply & Complete
Applying for disability is a multi-step process. After logging into your [my Social Security](#) account, applying for disability may take between **one to two hours** to complete depending on your situation. You can save your application as you go, so you can take a break at any time.

[Start a New Application](#)

Follow Up
Once you have submitted your application, you can stay on top of your application with updates or questions about your online application by logging in.

Video Introduction
[Helpful hints for applying online](#)

More Information
[Information about Social Security Disability Programs](#)
[Other Ways to Apply for Benefits](#)
[Your Right to Representation](#)
[Information in Other Languages](#)

Information in Other Languages
If you prefer to complete your application in a language other than English, the online application will give you the option to schedule an appointment to apply for benefits in your preferred language. The online application is currently only available in English.

[Close](#)

[Privacy Policy](#) | [Website Policies & Other Important Information](#) | [About Us](#) | [Site Map](#)

We added a link under “More Information” on both Retirement/Medicare and Disability screens to inform individuals they can schedule an appointment to file in his or her preferred language.

Modified screen #5

Text Size | Accessibility Help

Social Security
Official Website of the U.S. Social Security Administration

Apply for Benefits

Apply Online for Retirement / Medicare Benefits

Getting Ready
Before you start your application, we recommend that you take a moment to prepare yourself by reviewing a few items:

1. Make sure you meet the [requirements to apply online](#) for Retirement.
2. Gather [all of the information](#) you need to complete the application process.

Apply & Complete
It may take between 10 to 30 minutes to complete depending on your situation. You can save your application as you go, so you can take a break at any time.

[Start a New Application](#) or [Return to Saved Application Process](#)

Follow Up
Once you have submitted your application, a representative may contact you with updates or questions about your application. You may check the status of your online application by logging into [my Social Security](#).

Video Introduction
[Helpful hints for applying online](#)

More Information
[When to Start Receiving Retirement Benefits](#)
[Other Ways to Apply for Benefits](#)
[Your Rights to Representation](#)
[Information in Other Languages](#)


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

[Privacy Policy](#) | [Website Policies & Other Important Information](#) | [About Us](#) | [Site Map](#)

Individuals who log into their “[my Social Security](#)” account prior to coming to iClaim will not see the informational banner requiring individuals to create or login to their accounts

Modified screen #6

Text Size | Accessibility Help

 **Social Security**
Official Website of the U.S. Social Security Administration

Apply for Benefits

Who Is Completing This Application?


Tell us information about the person completing this application:

- I am applying for myself.
- I am applying for someone else, who is not with me, and therefore cannot sign the application at this time.

Next Previous

We removed the second option “I am helping someone who wants to apply for benefits and is with me” and relocated the “Internet Special Notice Option” to the “Information about Applicant” screen modified screen#11).

Screen #6 prior to changes

 **Social Security**
The Official Website of the U.S. Social Security Administration

Apply for Benefits

Who Is Completing This Application?

Tell us information about the person completing this application:

- I am applying for myself.
- I am helping someone who wants to apply for benefits and is with me.
- I am helping someone who is not with me, and therefore cannot sign the application at this time.


Blind or visually impaired applicants can use the [Internet Special Notices Option](#) page to choose how to receive notices from Social Security.


Please select one:

- I am **not** blind or visually impaired.
- I am blind or visually impaired. I have visited and made a selection in the Internet Special Notice Options page.

Next Previous

Modified screen #7


| Text Size  | Accessibility Help



Social Security


Official Website of the U.S. Social Security Administration

Apply for Benefits

 **You have successfully created or logged into your *my* Social Security account.**
We will associate your account with your application for benefits. You will be required to use your *my* Social Security credentials anytime you return to your application for benefits.


Information About Applicant

Your Name:
Please provide the name as it appears on your most recent Social Security card.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="--"/> 
First	Middle	Last	Suffix

Social Security Number (SSN):

Date of Birth:

<input type="text" value="--"/> 	<input type="text"/>	<input type="text"/>	
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Gender:
 Male Female


Are you [blind or do you have low vision even with glasses or contacts?](#)
 Yes No

During the last 14 months, have you been unable to work because of illnesses, injuries, or conditions that have lasted or are expected to last at least 12 months or can be expected to result in death? [More Info](#)
 Yes No


We will display this message to individuals who successfully created or logged into their “*my* Social Security” account.

Modified screen #8

Text Size | Accessibility Help

 **Social Security**
Official Website of the U.S. Social Security Administration

Apply for Benefits

 **You did not create or sign into your *my* Social Security account.**
Please provide the information below so we can determine if you may continue with the application.

Information About Applicant

Your Name:
Please provide the name as it appears on your most recent Social Security card.

First Middle Last Suffix

Social Security Number (SSN):

Date of Birth:


Gender:
 Male Female

Are you blind or do you have low vision even with glasses or contacts?
 Yes No

During the last 14 months, have you been unable to work because of illnesses, injuries, or conditions that have lasted or are expected to last at least 12 months or can be expected to result in death? [More Info](#)
 Yes No

We will display this message to individuals who **were not able** to create or log into their “*my* Social Security” account.

Screen #9



Social Security

The Official Website of the U.S. Social Security Administration

Apply for Benefits

Information About Applicant

Your Name:
Please provide the name as it appears on the most recent Social Security card.

First Middle Last Suffix

Social Security Number (SSN):

Date of Birth:

Month Day Year

Gender:
 Male Female

Are you blind or do you have low vision even with glasses or contacts?
 Yes No


During the last 14 months, have you been unable to work because of illnesses, injuries or conditions that have lasted or are expected to last at least 12 months or can be expected to result in death? [More Info](#)
 Yes No

Next

Individuals who logged to their account prior to entering to the online application will not see the message at the top of the screen.

Modify Screen #10

Text Size | Accessibility Help

 **Social Security**
Official Website of the U.S. Social Security Administration

Apply for Benefits

Information About Applicant

Your Name:
Please provide the name as it appears on your most recent Social Security card.

First Middle Last Suffix

Social Security Number (SSN):

Date of Birth:

--

Gender:

Male Female

Are you blind or do you have low vision even with glasses or contacts?

Yes No

During the condition result in:

Yes No

SSA's Definition of Blind and Low Vision

We consider you to be blind if your vision can't be corrected to better than 20/200 in your better eye or if your visual field is 20 degrees or less in your better eye for a period that lasted or is expected to last at least 12 months.

We added a hover functionality to the question “Are you blind or do you have low vision even with glasses or contacts?” to display the full definition of blind or low vision.

Modified screen #11

Information About Applicant

Your Name:
Please provide the name as it appears on your most recent Social Security card.

First Middle Last Suffix

Social Security Number (SSN):

Date of Birth:

Gender:
 Male Female

Are you blind or do you have low vision even with glasses or contacts?
 Yes No

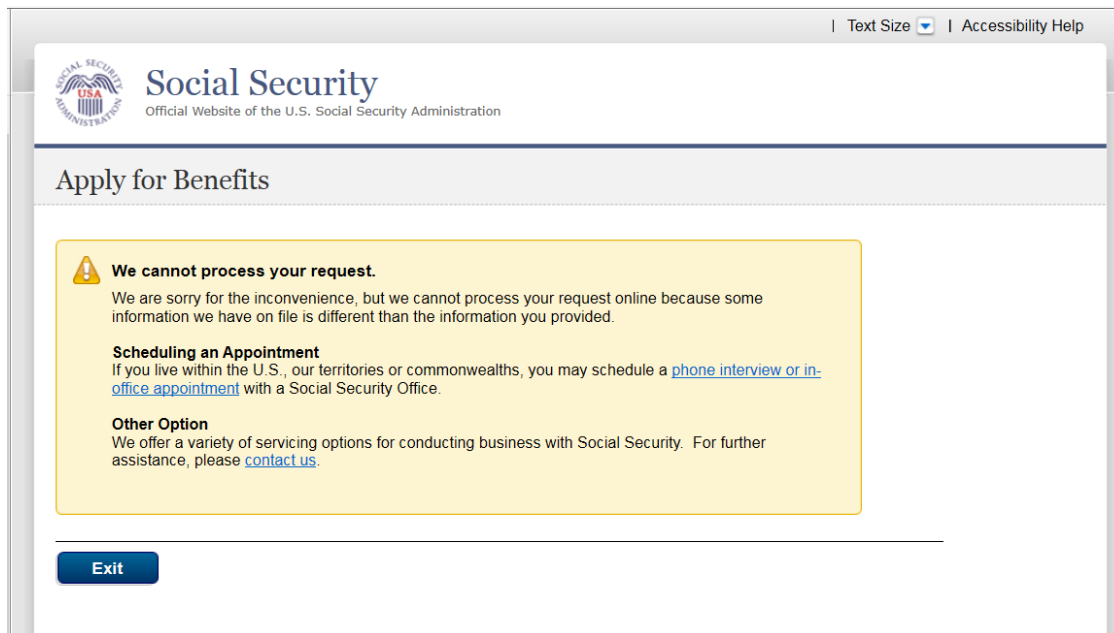
i **Special Notice Option For The Blind Or Visually Impaired**
Blind or visually impaired applicants can use the [Internet Special Notice Option](#) page to choose how to receive notices from Social Security.

Have you visited and made a selection on the Internet Special Notice Option page?
 Yes No

During the last 14 months, have you been unable to work because of illnesses, injuries, or conditions that have lasted or are expected to last at least 12 months or can be expected to result in death? [More info](#)
 Yes No

We relocated the “Internet Special Notice Option” from the “Who is Completing this Application?” screen and made it conditional to individuals answering “yes” to the “Are you blind or do you have low vision even with glasses or contacts?” question.

Modified screen #12



The screenshot shows the Social Security Administration's website. At the top right, there are links for "Text Size" and "Accessibility Help". The main header features the Social Security Administration logo and the text "Social Security Official Website of the U.S. Social Security Administration". Below the header, the page title is "Apply for Benefits". A yellow warning box contains the following text:

⚠ We cannot process your request.
We are sorry for the inconvenience, but we cannot process your request online because some information we have on file is different than the information you provided.

Scheduling an Appointment
If you live within the U.S., our territories or commonwealths, you may schedule a [phone interview or in-office appointment](#) with a Social Security Office.

Other Option
We offer a variety of servicing options for conducting business with Social Security. For further assistance, please [contact us](#).

At the bottom left of the page, there is a blue "Exit" button.


Informational screen for individuals who are unable to continue to file an online application because there is an issue with their information. We modified the format of the informational screen.

Modified screen #13



The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The Social Security Administration logo is on the left, followed by the text "Social Security" and "Official Website of the U.S. Social Security Administration". Below this is a grey bar with the text "We're sorry...". A yellow box contains an error message with an exclamation mark icon. The message states: "We cannot process your request. We are sorry for the inconvenience, but we cannot process your request online because some information we have on file is different from the information you provided." It then provides instructions to "Create a my Social Security Account" and "Contact Us" with phone numbers and hours. At the bottom of the yellow box, it says "Outside the United States" and provides a link to "Service Around the World". Below the yellow box is a blue "Exit" button.

Text Size | Accessibility Help

 **Social Security**
Official Website of the U.S. Social Security Administration

We're sorry...

 **We cannot process your request.**
We are sorry for the inconvenience, but we cannot process your request online because some information we have on file is different from the information you provided.

Create a *my* Social Security Account
You are required to create and sign in to a *my* Social Security account in order to file for benefits online. If you do not have an account, you can create one by returning to the Benefit Application and choosing to "Create An Account" when presented with the option.

Contact Us
If you live within the U.S., our territories or commonwealths, you may call our toll-free number, 1-800-772-1213. If you are deaf or hard of hearing, call our toll-free "TTY" number, 1-800-325-0778. Representatives are available Monday through Friday from 7 a.m. to 7 p.m.

Outside the United States
We offer a variety of servicing options for those living abroad. For more information, visit [Service Around the World](#).

Exit

Informational screen for individuals that does not have a “*my* Social Security” account. We modified the format of the informational screen and added information about requiring creating or signing into their account

Modified screen #14



The screenshot shows the Social Security Administration's website. At the top right, there are links for "Text Size" and "Accessibility Help". The main header features the Social Security Administration logo and the text "Social Security Official Website of the U.S. Social Security Administration". Below this is a section titled "Apply for Benefits". A yellow warning box contains the following text:

⚠ We cannot process your request.
We are sorry for the inconvenience, but we cannot process your request online because some information we have on file is different than the information you provided.

Individuals with a *my* Social Security Account
You are required to sign in to your account in order to file for benefits online. Please call our [Help Desk](#) for help with your account.

Scheduling an Appointment
If you live within the U.S., our territories or commonwealths, you may schedule a [phone interview or in-office appointment](#) with a Social Security Office.

Other Options
We offer a variety of servicing options for conducting business with Social Security. For further assistance, please [contact us](#).

At the bottom left of the page, there is a blue button labeled "Exit".

Informational screen for individuals that have a “*my* Social Security” account but were not able to login (e.g. forgot password). We modified the format of the informational screen and added information about obtaining help with their “*my* Social Security” account

Modified screen #15



The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" (with a dropdown arrow) and "Accessibility Help". The Social Security Administration logo is on the left, and the text "Social Security" is in a large blue font, with "Official Website of the U.S. Social Security Administration" below it. A horizontal line separates the header from the main content area. Below the line, the text "We're sorry..." is displayed. A yellow warning box contains the following text: "We cannot process your request." followed by an explanation and contact information. At the bottom left of the page, there is a blue "Exit" button.

Text Size | Accessibility Help

 **Social Security**
Official Website of the U.S. Social Security Administration

We're sorry...

 **We cannot process your request.**
We are sorry for the inconvenience, but we cannot process your request online because some information we have on file is different than the information you provided.

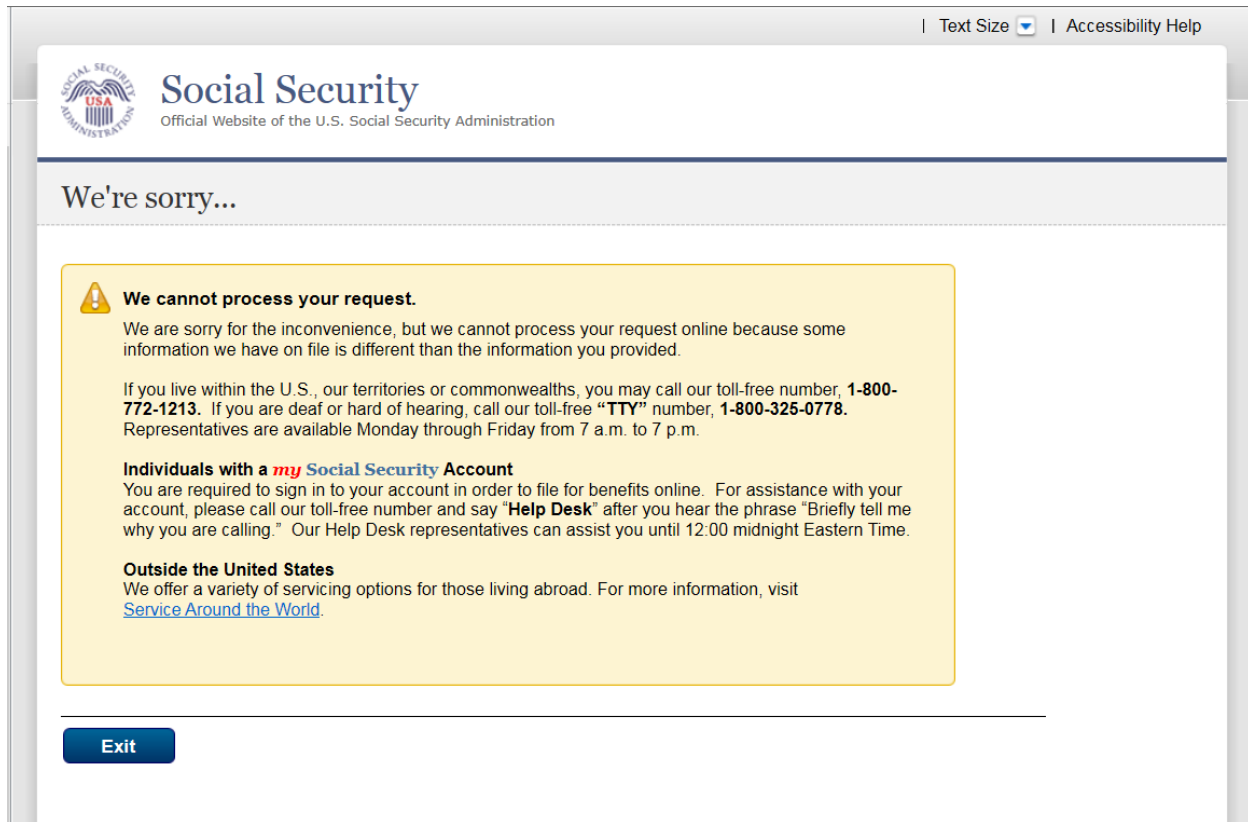
If you live within the U.S., our territories or commonwealths, you may call our toll-free number, **1-800-772-1213**. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday from 7 a.m. to 7 p.m.

Outside the United States
We offer a variety of servicing options for those living abroad. For more information, visit [Service Around the World](#).

Exit

Informational screen for individuals who are unable to continue to file an online application because there is an issue with their information and we identified as banned from visiting the field office. We modified the format of the informational screen.

Modified screen #16



The screenshot shows the top of the Social Security Administration website. In the top right corner, there are links for "Text Size" and "Accessibility Help". The main header features the Social Security Administration logo and the text "Social Security Official Website of the U.S. Social Security Administration". Below the header, a grey bar contains the text "We're sorry...". The main content area is a yellow box with a warning icon and the following text:

We cannot process your request.
We are sorry for the inconvenience, but we cannot process your request online because some information we have on file is different than the information you provided.

If you live within the U.S., our territories or commonwealths, you may call our toll-free number, **1-800-772-1213**. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday from 7 a.m. to 7 p.m.

Individuals with a *my* Social Security Account
You are required to sign in to your account in order to file for benefits online. For assistance with your account, please call our toll-free number and say "**Help Desk**" after you hear the phrase "Briefly tell me why you are calling." Our Help Desk representatives can assist you until 12:00 midnight Eastern Time.

Outside the United States
We offer a variety of servicing options for those living abroad. For more information, visit [Service Around the World](#).

At the bottom left of the yellow box, there is a blue button labeled "Exit".

Informational screen for individuals that have a “*my* Social Security” account but were not able to login (e.g. forgot password) and we identified as banned from visiting the Field Office (FO). We modified the format of the informational screen and added relevant information to “*my* Social Security” account.