Registration and Customer Support (RCS) Screen Package

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1. USERSRCH- User Search Bar

User Se	arch					
SSN		Username:	User is:	-		Help
	or		 on phone in person 	Search	Clear Search	

2. RUACT- Retrieve User Account

Social Security • Registration and Customer Support (RCS)	Text Size 💌 🛛 Accessibility Help
User Search	
SSN: Username: O on phone O in person	Clear Search
RCS	USERSEARCH
To Retrieve Account	To Register in Person
To edit or create an online account, enter the SSN or Username above.	In order to register for an account, the customer must be at least 18 years of age and have: • a valid Email address, and • an SSN, and
Customer Internet Screens	a U.S. mailing address.
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.	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:
Sign in Create Account - Verify your Identity Create Account - Create Account	 state-issued driver's license or identification card, or U.S. passport or passport card, or military identification card, or government employee identification card.
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	
Add extra security	Sample Notices
Get Your Security Code Get Your Security Code - Security has improved	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Verify Cell Phone Number Verify Email	Notices listed below are for general reference. For a full list of notices, please see:
Enter Security Code - Cell Phone Enter Security Code - Email	 OA 00250.010-Electronic Access Mailed Notices OA 00250.030-Registration and Customer Support (RCS) Notices
Get Reset Code - Provide Address Information Do You Have Reset Code Letter?	
Get Temporary Password - Provide Address Information	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. Create Account

3.1 CAVI- Create Account – Verify Address

User Search	
88N: Username: Diser is: or Dispersion Search	Clear Search
JAMES MORONE SSN: 001-02-3803 DOB: 12/10/1971	CME No. 0950-0759 Pageniork Reduction Act
RCS	O Help CAVI
Please print and give the customer the Terms of Service using the link below:	document Applicant must: • Have a valid E-mail address
C Terms of Bervice and Privacy Act We use the information you give us to verify your identity. We verify the informat against our records.	Have a U.8. mailing address. Be at least 18 years of age.
You commit a federal crime if you give faise or misleading statements to obtain records or deceive us about your identity.	Information from our
We will stop you from using our online services if we find or suspect misuse.	
Do you agree to these Terms of Service and those on the document we gave yo	ou7
The customer agrees to the Terms of Bervice.	
About the Applicant	
Proof of Identity(must be ourrent):	
© State Driver's License or identity card	
© U.S. passport or passport card	
® U.S. military identification card	
① U.8. government employee identification card	
Name:	
First M.I. Lest Suffix	
Date of Birth:	
mmiddi/yyyy	
Home Address:	
Street Line 1:	
Street Line 2:	
City/Town: State/Territory: ZIP Code:	
Does this address appear on the identity document shown above?	
Next Exit	

3.2 CATOS - Printable version of Terms and Conditions



🚔 Print this page

RCS

Help CATOS

We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

Privacy Act Statement

Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended; the Government Paperwork Elimination Act (P.L. 105-277); and the Federal Information Security Management Act of 2002 (Title III) of the E-Government Act of 2002 (P.L. 107-347) authorize us to collect this information to allow you access to our online services. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent you from using our online services.

We will use the information to identify who you are before we provide you with the information you are requesting. We also use an external Identity Services Provider to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the time permitted by federal laws. We use their fraud prevention services to assist in protecting you from identity theft. We may also share your information for the following purposes, called routine uses:

- To other Federal agencies and our contractors, including external data sources, to assist us in administering our programs; and
- 2. To appropriate Federal, State, and local agencies, entities, and persons when: (a) We suspect or confirm a compromise of security or confidentiality of information; (b) We determine that as a result of the suspected or confirmed compromise there is a risk of harm to economic or property interests, risk of identity theft or fraud, or harm to the security or integrity of this system or other systems or programs that rely upon the compromised information; and (c) We determine that disclosing the information to such agencies, entities, and persons will assist us in our efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

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

A list of additional routine uses is available in our Privacy Act System of Records Notice (SORN) 60-0373, entitled Central Repository of Electronic Authentication Data Master File. Additional information and a full listing of all our SORNs are available on our website at www.socialsecurity.gov/foia/bluebook.

This Privacy Act Statement applies to the entire online authentication process and credential issuance, which includes account setup to account maintenance.

Social Security is Going "Green"

When you open a my Social Security account, you will no longer receive a scheduled Social Security Statement in the mail. You will, however, receive an email reminder—which contains no personal information—approximately three months before your birthday to remind you to review your Statement online.

With your my Social Security account, you can immediately view, download, or print your Statement. Your online Statement contains the most up-to-date information in our records about your earnings and benefit.



3.3 Create Account – Need External Verification- EXTOS

Social Security • Registration and Customer Support (RCS)	Text Size 💌 🛛 Accessibility Help
User Search	
SSN Username User is: On phone Oin person Clear Search Clear Search)
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa2	Help Help EXTOS
We cannot verify the address against our records	
Flease 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?	
Next Cancel	-

3.4 YWES - Do You Want Extra Security

	or Usernar	ne	User is: Oon phone Oin person	Search	Clear Search)	😮 Hel
ALEX Q. I	PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username	alexioa2		😮 He
RCS						2 Help	YWES
🛛 💽 ті	he customer has be	een successfully verified fo	r an account.				
Т	he customer may a	lso add extra security to hi	s or her account with no	o additional che	ecks.		
	_						
Extra	i Security						
66	Please read the f	following to the custome	r:				
	We have verified y	ou for a standard account.	You have the option to	add extra secu	rity.		
	If you'd like to add	extra security, you will still i	receive security codes e	ach time you si	gn in. Each time		
	you contact us to n additional informati	nake changes to your acco ion.	unt, we will send you se	curity codes or	ask you for		
	You may want to ad identity theft, or ha	dd extra security to your ac ve any other reason to beli	count if you have been a eve you need extra secu	a victim of dome urity.	estic violence or		
	, ,						
	Do you want to ad	dd extra security to your	account?				

NOTE: Throughout this packet, several screens with the same screen name, such as ENROLLC, but different narrative descriptions, indicate dynamic variations of one screen in the RCS code.

3.5 ENROLLC -Successful Enrollment Confirmation - Handed or Mailed (Formerly SEESE)

SSN: or	Username:	User is: © on phone © in person Search Clear Search	🙆 Helj
ALE BOETTCHER	SSN: 083-10-5300	DOB: 03/14/1950	O Hel
RCS			
A The confirmation	n letter was successfull	y sent to the printer.	
/ / Please give th	e confirmation letter to	the customer and read the following confirmation to the	
6 customer:			
We cannot finis a Username ar	sh setting up your accoun ad Password, Please follo	it until you use the letter I will give you to go online and create w the instructions in the letter to add your extra security.	

3.6 ENROLLC - Successful Enrollment Confirmation -Extra Security Code Mailed (Formerly SEESM)

SN:	Username: or	User is: on phone in person Search	Clear Search
ale Boettner	SSN: 053-98-1909	OB: 03/14/1950	Ø F
RCS	mation letter was success	fully sent to the printer.	Help ENROLLC
66 Please (to the c	give the confirmation lette ustomer:	r to the customer and read the follow	ving confirmation
We cann create a receive a Extra Se	not finish setting up your acco Username and Password. The letter within 5 - 10 business curity to your account.	ount until you use the letter I will give you to bat will give you standard access to SSA S days. You will need to follow the direction	to go online and Services. You will ns in this letter to add
	o this before the date shown	in the letter.	

3.7 ENROLLC- Successful Enrollment Confirmation - Only Standard Security received because address did not verify (Formerly SUES)

SSN:	or	Username:	User is: on phone on person Search Clear Search	
ALICE CHOW	V SSN:	008-38-8802 DOI	B: 02/10/1970	🕜 Heit
RCS				Help ENROLLO Help ENROLLO
RCS	firmation	letter was successful	ly sent to the printer.	Help ENROLLO
RCS The con	e give the	letter was successful confirmation letter to	ly sent to the printer. the customer and read the following confirmation to the	
RCS The con Control We cu	e give the mer: annot finish rname and	letter was successful confirmation letter to setting up your accour Password.	It will you use the letter I will give you to go online and create	

3.8 ENMAIL Standard Enrollment – activation code mailed

Social Security Registrati	on and Customer Supp	ort (RCS)			Text Size 💌	Accessibi	ility Help
User Search							
SSN: U or	lsername:	User is: on phone in person	Search	Clear Search			Help
Dala Boottnor SSN: (053 09 1000 DOR	03/14/1050					Help
RCS	500-30-1303 DOD	. 00/14/1300				Help	ENMAIL
실 We cannot verify th	he customer's addres	s.					
The customer has be	een verified for a standa	ird account only.					
Standard Account							
66 Please read the f	following to the custo	mer:					
You are verified for	r a standard account. V	/e will mail a letter to you	ı at the following	g address:			
789 Some St							
Baltimore, MD 212	22						
You will receive this	s letter within 5 - 10 bus	iness days. You will nee	d to follow the a	lirections to			
create your Userna	ame and Password. Ple	ase do this before the da	ate shown in the	e letter.			
Drint Descript							
Print Receipt Dor	le						

3.9 ENMAIL- Standard enrollment - activation code mailed - refused the Identity Services Provider check

ial Secu	rity • Registration and Custome					
ser Se	earch					
SN	or Username		User is: O on phone O in person	Search	Clear Search	🕜 Help
	D PUBLIC SSN: 900-00	-0000 DOB: 01	/01/1920			Help
RCS		0000 000.01	10111020			Help ENMAIL
Δ. ν	No connet verify the system	ar's addross				
- <u>- </u>	The customer has been verified for	ers address.	,			
			<i>r</i> -			
-						
Stan	dard Account					
Stan	dard Account Please read the following to	o the customer:				
Stan	dard Account Please read the following to You are verified for a standard	• the customer: account. We will mail	i a letter to you at	the following add	dress:	
Stan	dard Account Please read the following to You are verified for a standard 1234 SAMPLE DR BALTIMORE, MD 53527	o the customer: account. We will mail	l a letter to you at	the following add	dress:	
Stan	dard Account Please read the following to You are verified for a standard 1234 SAMPLE DR BALTIMORE, MD 53527 You will receive this letter withil create your Username and Pa choose in the future to allow u can try again to verify your add	o the customer: account. We will mail a 5 - 10 business day ssword. Please do thi s to share your inform tress.	i a letter to you at s. You will need to is before the date nation with the Ider	the following add o follow the direct shown in the lett ntity Service Pro	dress: tions to ter. If you vider, we	
Stan	dard Account Please read the following to You are verified for a standard 1234 SAMPLE DR BALTIMORE, MD 53527 You will receive this letter withil create your Username and Pa choose in the future to allow u can try again to verify your add	o the customer: account. We will mail a 5 - 10 business day ssword. Please do thi s to share your inform fress.	l a letter to you at s. You will need to is before the date nation with the Ider	the following add o follow the direct shown in the lett ntity Service Pro	dress: tions to ter. If you vider, we	
Stan 66	dard Account Please read the following to You are verified for a standard 1234 SAMPLE DR BALTIMORE, MD 53527 You will receive this letter withil create your Username and Pa choose in the future to allow u can try again to verify your add	o the customer: account. We will mail a 5 - 10 business day ssword. Please do thi s to share your inform iress.	i a letter to you at s. You will need to is before the date nation with the Idei	the following add o follow the direct shown in the lett ntity Service Pro	dress: tions to ter. If you vider, we	

4. Account Management Screen In person

NOTE: The Account Summary screen has many variations, depending on the status of the account. Not all variations are shown here, but the main buttons for interacting with this screen are shown below.

Or Username Alexioa2	User is: Oon phone Searce ® in person	h Clear Search	🕜 Help
LEX Q. PUBLIC SSN: 900-00-0000	DOB: 01/01/1970 User	mame: alexioa2	Help
RCS			ACMGMT
Account Summary		19 Help	
Account Type: Standard Add Extra Security			
Security Codes Sent by: Text Message Get Reset Code			
Last 4 Digits of Cell Phone: 7663			
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block A	Access		
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block A Customer Internet Screens	Access Sample No	otices	
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block A Customer Internet Screens Ask the customer for the title of the screen he or she is having with. Look below for the link that matches that title.	Access Ing trouble If the custome can identify the	o tices r has questions about a notice he or e situation and view the appropriate r	she received, you lotice.
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block A Customer Internet Screens Ask the customer for the title of the screen he or she is havin with. Look below for the link that matches that title. Sign In	Access Ing trouble If the custome can identify the Notices listed please see:	otices r has questions about a notice he or e situation and view the appropriate n below are for general reference. For a	she received, you otice. a full list of notices,
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block A Customer Internet Screens Ask the customer for the title of the screen he or she is havin with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Create Account	Access Ing trouble Sample No If the custome can identify th Notices listed please see: - 0A.00250 - 0A.00250	otices r has questions about a notice he or e situation and view the appropriate r below are for general reference. For J.010-Electronic Access Mailed Notic J.030-Registration and Customer Sup	she received, you lotice. a full list of notices, es port (RCS) Notices
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block A Customer Internet Screens Ask the customer for the title of the screen he or she is havin with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Access ag trouble Sample No If the custome can identify th Notices listed please see: - 0A 00250 - 0A 00250 Created an ac Created an ac	Dtices r has questions about a notice he or e situation and view the appropriate r below are for general reference. For 1.010-Electronic Access Mailed Notic 1.030-Registration and Customer Sup count online count online count online	she received, you lotice. a full list of notices, es port (RCS) Notices
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block A Customer Internet Screens Ask the customer for the title of the screen he or she is havin 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	Access Sample No If the custome can identify th Notices listed please see: - 0A.00250 - 0A.00250 Created an ac Added extra s Request to rec	otices r has questions about a notice he or e situation and view the appropriate r below are for general reference. For a 1010-Electronic Access Mailed Notic 1030-Registration and Customer Sup count online count online count online count online count online set security code online	she received, you lotice. a full list of notices, es port (RCS) Notices
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block/ Customer Internet Screens Ask the customer for the tille of the screen he or she is havin with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity 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	Access Ing trouble If the custome can identify th Notices listed please see: - 0.A 00250 - 0.A 00250 Created an ac Created an ac	Dtices It has questions about a notice he or e situation and view the appropriate r below are for general reference. For a 1010-Electronic Access Mailed Notic 1030-Registration and Customer Sup count online count online (with extra security) ecunty online set security code online inderd account in person count in person (with extra security) ecurit in person	she received, you totice. a full list of notices, es port (RCS) Notices
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Password Cancel Account Block / Customer Internet Screens Ask the customer for the title of the screen he or she is havin with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity 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 - Cell Phone Enter Security Code - Cell Phone	Access Ing trouble If the custome can identify th Notices listed please see: - 0A 00250 - 0A 00250 Created an ac Created an ac Added extra s Request to res Created an ac Created an ac	otices r has questions about a notice he or e situation and view the appropriate of below are for general reference. For 1.010-Electronic Access Mailed Notic 1.030-Registration and Customer Sup count online count online count online count online count online set security code online indard account in person count in person count in person set security code in person	she received, you lotice. a full list of notices, es port (RCS) Notices
Account Status: Active Last Login: September 20, 2015 11:31 Get Temp Paseword Cancel Account Block / Customer Internet Screens Ask the customer for the title of the screen he or she is havin with. Look below for the link that matches that title. Sign In Create Account - Verify your Identity Create Account - Verify your Identity Create Account - Create Account Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Add Extra Security Get Your Security Code - Security has improved Verify Cell Phone Number Verify Cell Phone Sumber Set Reset Code - Provide Address Information Do You HaveReset Code Letter?	Access Ing trouble If the custome can identify th Notices listed please see: - 0A 00250 - 0A 00250 Created an ac Created an ac Added extra s Request to res Created an ac Created ac Created ac	otices r has questions about a notice he or e situation and view the appropriate r below are for general reference. For 1.010-Electronic Access Mailed Notic 1.030-Registration and Customer Sup count online count online count online count online set security code online indard account in person count in person with extra security) ount in person set security code in person	she received, you lotice. a full list of notices, es port (RCS) Notices

4.1 Account Management Screen – On Phone

The customer's account has extra security

User Search	
SSN: Username: O on phone or O in person	Search Clear Search
HAROLD A. DDYL SW SSN: 381-25-4303 DOB: 10/21/1973	Username: TERRIFIC06
Account Summary Transaction History	
RCS	ACMGMT
Account Summary Before you can provide the customer with any information, or take any act you must send the customer security codes.	ion on this account,
Account Type: Extra Security	
Security Codes Sent by: Text Message Get Reset Code	
Last 4 Digits of Cell Phone: 7777	
Account Status: Active Last Login: January 25, 2017 14:02	
Send Security Code Block Access	
Customer Internet Screens	Sample Notices
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.	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Sign in	Notices listed below are for general reference. For a full list of notices, please see:
Create Account - Verify your Identity Create Account - Create Account	 OA 00250.010-Electronic Access Mailed Notices OA 00250.030-Registration and Customer Support (RCS) Notices
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	
Add extra security	Created an account online Created an account online (with extra security)
Get Your Security Code Get Your Security Code - Security has improved	Added extra security online
Verify Cell Phone Number Verify Email	Created a standard account in person
Enter Security Code - Cell Phone	Created an account in person (with extra security) Upgraded account in person
Enter Security Code - Email Get Reset Code - Provide Address Information	Request to reset security code in person
Do You Have Reset Code Letter?	
Get remporary Password - Provide Address Information	

4.2 Account Management Screen- Before the Send Security Code On Phone

The customer has one or more second factors registered. When the customer successfully completes the Send Security Code process, all appropriate buttons will be enabled.

User Search					-
or	Username Alexloa3	User is:	Search	Clear Search	😢 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username	: alexioa3	😗 Help
RCS					ACMGMT
Account Su	mmarv		2 Help	Send Security Code	
Account Type:	Extra Security			Please ask the customer to choose how would like to receive security codes.	/ they
Security Codes Sent by:	Text Message E-mail Get Reset Code			Help A security code will be sent to: Cell phone number: Cell phone number:	
Last 4 Digits o Cell Phone	f 7663			⊖E-mail: Al @gmail.com	
E-mail	Al****@gmail.com				
Account Status: Last Login:	Active September 20, 2015 11:31				
Block Access				Submit Cancel	
CustomerInte	mat Canada	Com	nlo Motioco		

4.2 Email Temporary Password on Phone

User Sea SSN	rch or Username	9	User is: O on phone	Count		2 Help
SSN	or Username	•	User is: O on phone	Count		@ Help
			Oin person	Search	Clear Search	- Help
ALEX Q.	PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username:	alexloa2	Help
RCS						Help ETPP
Email	Temporary Pa	assword				
66 1	Please read the follow	ving to the customer:				
,	You will receive a tempo	rary password at the followi	ng email address:			
a	alexloa23@gmail.com					
P te	Please follow the directi emporary pasaword pric	ons to finish changing your v to entering it, then disreg	password. If you request f ard the temporary passwor	or us to cancel yo d.	ur	
Done						

5. Add Extra Security

5.1 AXSEAC Add Extra Security to Existing Account

ial Security • Registration and Customer Support (RCS)				Text Size 💌 🛛 Accessibility H
Jser Search				
SN Username	User is: ◯on phone ◉in person	Search	Clear Search) 🛛 Не
ALEX Q. PUBLIC SSN: 900-00-0000	DOB: 01/01/1970	Username:	alexioa2	😮 He
cs				Help AXSEA
Add Extra Security				
66 Please read the following to the customer: If you'd like to add extra security, you will still red you contact us to make changes to your account additional information.	ceive security codes ea nt, we will send you sec	ch time you sign i urity codes or ask	n. Each time : you for	
You may want to add extra security to your acco identity theft, or have any other reason to believ	unt if you have been a e you need extra secu	victim of domestic rity.	violence or	
Do you want to add extra security to your ac Yes No	ccount?			
Next Cancel				_

5.2 AXSEAD - Add extra Security Enter Address

User Search					
SSN:	Username:	User is: O on phone O in person	Search	Clear Search	Heij
JEFFREY H. GOEB	IG SSN: 123-24-8506	DOB: 10/08/1941	Username: AB	BDULLAH123	Hel
RCS					Help AXSEAD
Add Extra Se	curity: Enter Addr	ess			
Proof of Identity(m	ust be current): ense or identity card				
OUS. passport of p	ification card				
	amployee identification card				
0.0. government	employee identification card				
Home Address:					
Street Line 1:					
Street Line 2:					
City/Town:	State/Territory:		ode:		
		~			
Does this address	appear on the identity doc	ument shown above?			
⊖Yes ⊖No					
Primary Phone(opt	ional):				
10-algit Number					
Next Cancel					

5.3 AXSNEV-Add Extra Security Need External Verification

ocial Security • Registration and Customer Support (RCS)	Text Size 💌 🛛	Accessibility Help
User Search		
SSN Username User is: O on phone O in person Clear Search)	😮 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa2	Help	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: 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 Cancel		

5.4 CAES - Cannot Add Extra Security

Dynamic view- when the internal address match failed, the customer permitted external address matching but that failed too. This screen is part of an unsuccessful attempt to add extra security to an existing account.

ial Secu	rity • Registration and Customer Support		Text Size 💌	Accessibility Help
Jser Se	arch			
SN	or Username	User Is: O on phone Search Clear Search O in person		🕑 Help
JOHN (2. PUBLIC SSN: 900-00-0000 DOB: 01/	01/1920 Username: ROMETEST123		🕜 Help
Δ.				• hop or do
<u> </u>	Ve cannot verify the customer address. he customer cannot add extra security at this time.			
Extr	a Security			
"	Please read the following to the customer:			
	We were unable to verify the address you provided. account at this time. If you recently moved, you can	We cannot add extra security to your try again later.		
Done				

5.5 CAES- Cannot Add Extra Security

Dynamic View: The internal address match failed, and the customer refused external address matching.

I Secu	rity • Registration and Customer Support		iest size 🕑	receiption of the
er Se	earch			
N	or Username	User is: O on phone Search Clear S O in person	Search	😗 Help
они с	2. PUBLIC SSN: 900-00-0000 DOE	3: 01/01/1920 Username: ROMETEST1	23	Help
xs	Ve cannot verify the customer address.			Help CAES
S A V T Extr	Ve cannot verify the customer address. he customer cannot add extra security at this time. a Security			1 Help CAES
Extr	Ve cannot verify the customer address. he customer cannot add extra security at this time. a Security Please read the following to the customer	г.		

5.6 CUCM - Confirmation - Upgrade Code Mailed

User Search	
SSN: Username: User is: or Username: O on phone Search Clear Search	🕑 Help
CELIA AMIRIAN SSN: 107-44-4602 DOB: 04/04/1979 Username: LAKS_4602	Help
RCS The identification document does not show the customer's address. The extra security code will be mailed. Extra Security	Help CUCM
 Please read the following to the customer: We will mail a letter to you at the following address: 14 Stone gate court smithtown, NY 11787 You will receive the letter within 5 - 10 business days. Please follow the instructions in the letter to add your extra security. Please do this before the date shown in your letter. 	
Print Receipt Done	

5.7 CESA -Confirmation- Extra Security Added; upgrade code received in office

SN: or	Username:	User is: on phone Search Search	Clear Search	Ø He
ROBERT RALSTON	SSN: 106-03-6501	DOB: 08/30/1943 Userna	me: ARNOLDPALMER	Ø He
RCS	letter was successfull	y sent to the printer.		Help CESA

6. Remove Extra Security

6.1 REMEXSEC -Remove Extra Security (in person)

User Search			
SSN Or Username	User is: O on phone O in person	Clear Search	😗 Help
EDWARD Q. PUBLIC SSN: 900-00-0000	DOB: 01/01/1970 U	Username: alexioa3	Help
RCS			Help REMEXSEC
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 a You will receive a unique security code each time	required to use a security co you sign in.	ode each time you sign in.	
Yes, Remove Extra Security Cancel			

6.2 ACMGMT Screen – Remove Extra Security Successful

A green banner on the ACMGMT page "Extra Security has been removed from this account"

Accessibility Help
🕜 Help
🕜 Help
ACMGMT

6.3 RXSEAD -Remove Extra Security - Enter Address

Jser Search						
SN Usernam Or	e	User is: O on phone O in person	Search	Clear Search		😮 Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username	: alexioa3		😮 Help
RCS					Help	RXSEAD
Enter Address						
Home Address: Street 1 Street 2 City/Town:	State/Territory:	ZIP Cod	e:			
Primary Phone (optional):						

6.4 RXSNEV -Remove Extra Security - Need External Verification

SN: Username: O on phone Search Clear Search	O He
	O He
AROLD A DDYLSW SSN: 381-25-4303 DOB: 10/21/1973 Username: TERRIFIC06	Help RXSNEV
We cannot verify the address against our records.	
We were unable to verify this address against our records: Edit Address T0 HIGHLAND PLACE BROOKLYN, NY 11208 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 venifes 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.	

6.5 RXSER-Remove Extra Security – External Verification Failed

Social Security • Registration and Customer Support (RCS)	Text Size Accessibility Help
User Search	
SSN: Username: O on phone O in person Search Clear Search	🕑 Help
SUZANNE I. GGZZQM SSN: 107-07-8009 DOB: 01/01/1995 Username: SCREENNAME20	🕑 Helş
RCS	Help RXSER
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.	
Done	

6.6 RXSER - Associated Screen Remove Extra Security – External Verification Refused

User Search			
SSN: User	rname: User is: O on phone O in person	Search Clear Search	🕜 Help
SUZANNE I GGZZQM SSI	N: 107-07-8009 DOB: 01/01/1995	Username: SCREENNAME20	Help
We cannot verify the cus We cannot remove extra s Unable to verify cus	stomer's address. security over the telephone. stomer's address ving to the customer:		• •
We were unable to verif account at this time. In o Office. If you choose in Provider, we can try age	fy the address you provided. We cannot re order to remove extra security, you will hav the future to allow us to share your informa ain to verify your address.	move extra security from your re to go to your local Social Security ation with the Identity Services	

7. Get Reset Code

7.1 L23AVIP - Level 2 or 3 Address Verification In Person

Social Security • Registration and Customer Support (RCS)	Text Size 💌	Accessibility Help
User Search		
SSN or Username User is: On phone Oin person Clear Search Clear Search		🛛 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa23		🕜 Help
RCS	😗 Help	L23AVIP
Get Reset Code Letter		
66 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?		
Primary Phone (optional):		
10-digit Number		
Next Cancel		

7.2 RCPC - Reset Code Print Confirmation (Reset Code) in Person

Social Security • Registration and Customer S	ipport (RCS)	Tex	t Size 💽 👘 Accessibility Help
User Search			
SSN or Username	User is: ◯on phone ◯in person	Search Clear Search	Help
ALEX Q. PUBLIC SSN: 90	0-00-0000 DOB: 01/01/1970	Username: alexioa23	Help RCPC
V The reset code letter was su Print Reset Code Letter Con	ccessfully sent to the printer. firmation]
66 Please give the reset code the customer:	etter to the customer and read th	e following confirmation to	
Please follow the directions to fini letter.	sh changing where you receive security c	odes before the date shown in your	
			-

7.3 IPL3FXV – LOA 2or 3 Failed External Verification in person

Social Security • Registration and Customer Support (RCS)	ext Size 💌 🛛	Accessibility Help
User Search		
SSN Username User is: On phone Oin person Clear Search		Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa3		Help
RCS	🕜 Help	IPL3FXV
We cannot verify the customer's address.		
Reset Code Letter Information		
CC 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	-	

7.4 L23AVP -L2 or L3 Address Verification (Reset code) on Phone

cial Security • Registration	and Customer Support (RCS)	1		Te	ext Size 💽 👘 Accessibility P
User Search					
SSN User	mame	User is: O on phone O in person	Search	Clear Search	🕑 He
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username	: alexioa23	🕐 He
RCS					@ Help L23AVP
Cat Baset Calls I					
Get Keset Code I	letter				
// Please read t	he following confirmation	to the customer:			
66 riease read t	ine renowing committation	to the customer.			
We can provide	you with a reset code that you c	an use to change where y	ou receive security	y codes. You will	
not be able to si	gn into your my Social Securit	ty account until you receiv	re your reset code.		
T () ()					
Enter Address					1
Enter Address					
Enter Address Home Address:					
Enter Address Home Address: Street 1					
Enter Address Home Address: Street 1					
Enter Address Home Address: Street 1 Street 2 City/Town:	State/Territory:	719 Co	de:		
Enter Address Home Address: Street 1 Street 2 City/Town:	State/Territory:	ZIP Co	de:		
Enter Address Home Address: Street 1 Street 2 City/Town:	State/Territory:	ZIP Co	de:		
Enter Address Home Address: Street 1 Street 2 City/Town:	State/Territory:	ZIP Co	ıde:		
Enter Address Home Address: Street 1 Street 2 City/Town: Primary Phone (option	State/Territory:	ZIP Co	ıde:		
Enter Address Home Address: Street 1 Street 2 City/Town: Primary Phone (option	State/Territory:	ZIP Co	ıde:		
Enter Address Home Address: Street 1 Street 2 City/Town: Primary Phone (option 10-digit Number	State/Territory:	ZIP Co	ıde:		
Enter Address Home Address: Street 1 Street 2 City/Town: Primary Phone (option 10-digit Number	State/Territory:	ZIP Co	ıde:		
Enter Address: Home Address: Street 1 Street 2 City/Town: Primary Phone (option 10-digit Number	State/Territory:	ZIP Co	ıde:		
Enter Address Home Address: Street 1 Street 2 City/Town: Primary Phone (option 10-digit Number	State/Territory:	ZIP Co	:de:		
Enter Address: Home Address: Street 1 Street 2 City/Town: Primary Phone (option 10-digit Number Next Cance	State/Territory:	ZIP Co	:de:		

7.5 L23AVCP -Level 2 or 3 Address Verification Confirmation (Reset Code)

User Sea	rch		
SSN	or Username User is: O on phone Search Clear Search O in person)	Help
ALEX Q. RCS	PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa23	Help	Help L23AVCP
🛛 🕗 o	Customer's address has been verified.		
Get 1	Reset Code Letter Information Please read the following to the customer:		

Note: If the Internal address verification is not successful and the customer allows sharing information with identity service provider (on the RXSNEV screen, 6.4 above)

7.6 CVCA- Cannot Verify Customer Address (Reset Code) On Phone

Dynamic view- External Verification Failed (Reset Code)

ocial Security	Registration and Customer Support (RCS)	ext Size 💌 👘 Accessibility Help
User Sear	ch	
SSN	or Username User is: On phone Clear Search Clear Search	🛛 Help
ALEX Q. F	VUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa23	 Help Help CVCA
🔔 w	e cannot verify the customer's address. le to verify customer's address	
66	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, to addr to finish, you will have to go to your local Security Office. If you receive	

7.7 CVCA -Cannot Verify Customer Address (Reset Code) On Phone

Dynamic view: - External Verification Refused

SN	or Username	User is: O on phone O in person Clear Search Clear Search	 Her
LEX Q. RCS	PUBLIC SSN: 900-00-0000	DOB: 01/01/1970 Username: alexioa23	Help CVCA
Unal	le to verify customer's address		
66	Please read the following to the customer We were unable to verify the address you provided. at this time. In order to finish, you will have to go to	: We cannot change where you receive security codes your local Social Security Office. If you choose in the	

8. Change Email – CEML

SSN:	Username:	User is: on phone in person	Search Clear Search	Heip
IOHN Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1920	Username: ROMETEST123	Help
RCS Change Email A Email Address:	ddress		·	Help CEML
Re-enter Email Addr	ess:			
Change Email Addr	ess Cancel			

9. Get Temporary Password

9.1 L23AVIP- Level 2 or 3 Address Verification (Temporary Password) In Person

User Search SN or user is: On phone Or On phone Image: Search Image: Help ALEX Q. PUBLIC SSN: 900-0000 DOB: 01/01/1970 Username: alexioa23 Image: Help RCS Image: Help Image: L23AVIP Enter Address Image: Help Image: L23AVIP Vise space or identify cad Image: L23AVIP User space or identify cad Image: L23AVIP Vise government employee identification card Image: L23AVIP Home Address: Image: L23AVIP Does this address appear on the identity cad Image: L23AVIP Does this address appear on the identity document shown above? Image: L23AVIP Vise Image: No Image: L23AVIP Not Image: L23AVIP	ocial Security • Registration	and Customer Support (RCS)		Text S	Size 💌 🛛	Accessibility Help
SN or username on phone On phone Starch Clear Search Itelp ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 Itelp Itelp<	User Search					
ALEX Q, PUBLIC SSN: 900-00.0000 DOB: 01/01/1970 Username: alexloa23 (Preprint Company Com	SSN Or Use	mame	User is: Oon phone Search Oin person	Clear Search		🕜 Help
RCS Prior L23AVP	ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970 Username: a	alexioa23		😗 Help
Enter Address Proof of Identity (must be current): OLS. passport or passport card OUS. government employee identification card Home Address: Street 1 City/Town: State/Territory: ZIP Code: Does this address appear on the identity document shown above? Ytes Primary Phone (optional): ID-digit Number	RCS				Help	L23AVIP
Proof of Identity (nust 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: Ves No Primary Phone (optional): 10-digit Number	Enter Address					
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 Next Cancel	Proof of Identity (must	be current):				
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 Next Cancel	OState Driver's License	or identity card				
OU.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 Next Cancel	OU.S. passport or pass	port card				
OU.S. government employee identification card Home Address: Street 1 Street 2 City/Town: State/Territory: ZIP Code: Obset this address appear on the identity document shown above? Yes No Primary Phone (optional): 10-digit Number Next Cancel	OU.S. military identifica	tion card				
Home Address: Street 1 Street 2 City/Town: State/Territory: ZIP Code: Object this address appear on the identity document shown above? Yes No Primary Phone (optional): 10-digit Number	00.5. government emp	oyee identification card				
Street 1 Street 2 City/Town: State/Territory: ZIP Code: Oees this address appear on the identity document shown above? Yes Yes Primary Phone (optional): 10-digit Number Next Cancel	Home Address:					
Street 2 City/Town: State/Territory: ZIP Code: Does this address appear on the identity document shown above? O'Yes O'Yes No Primary Phone (optional): 10-digit Number Next Cancel	Street 1					
City/Town: State/Territory: ZIP Code:	Street 2					
Does this address appear on the identity document shown above? Yes No Primary Phone (optional): IO-digit Number	City/Town:	State/Territory:	ZIP Code:			
Does this address appear on the identity document shown above? Yes No Primary Phone (optional): 10-digit Number			v			
Does this address appear on the identity document shown above? Yes No Primary Phone (optional): 10-digit Number						
O'Yes No Primary Phone (optional): 10-digit Number	Doos this address ann	ear on the identity document	shown abovo?			
Primary Phone (optional): 10-digit Number Next Cancel	⊖Yes ⊖No	ear on the identity document	silowii duove.			
Primary Phone (optional): 10-digit Number Next Cancel						
10-digit Number	Primary Phone (option	nal):				
10-digit Number						
Next Cancel	10-digit Number					
Next Cancel						
Next Cancel						
	Next Cance	1				

9.2 RCPC - Temporary Password Print Confirmation (Temporary Password) In Person Dynamic View

Social Security • Registration and Customer Support (RCS)	Text Size 💌 🛛 Accessibility Help
User Search	
SSN Username User is: O on phone O Clear Search Clear Search	2 Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa23 RCS	Help RCPC
V The temporary password letter was successfully sent to the printer.	
Print Temporary Password Letter Confirmation	
66 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.	
	_
Reprint Done	

9.3 IPL3FXV - LOA2 or 3 Failed External Verification In Person Dynamic View- Mailing Temporary Password - Password Mailed

Social Security • Registration and Customer Support (RCS) Text	Size 💌 🛛 Accessibility Help
User Search	
SSN Username User is: O on phone Clear Search Clear Search	Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa3	IPL3FXV
A 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	

9.4 L23AVP-Level 2 or 3 Address Verification (Temporary Password) On Phone

Dynamic View

Social Security • Registration ar	nd Customer Support (RCS)			Text Size 💌 🛛 Accessibility Help
User Search				
SSN Usern	ame	User is: O on phone O in person	Search Clear Search	P Help
ALEX Q. PUBLIC	SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23	Help
RCS				Help L23AVP
Enter Address				
Home Address: Street 1 Street 2 City/Town: Primacy Phone (ontional	State/Territory:	ZIP Cod	le:	
10-digit Number	ŋ.			
Next Cance				

9.5 L23AVCP - Level 2 or 3 Address Verification Confirmation (Temporary Password) on Phone

Dynamic View- Mailing Temporary Password

, occurry	y • Registration and Customer Support (RCS)	Text Size 💌	Accessibility Help
er Sea	reh		
N	or Username User is: O on phone Clear Search Clear Search)	Help
.EX Q. RCS	PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexioa23	😗 Help	Help L23AVCP
🕑 o	ustomer's address has been verified.		
Get1	Component Password Letter Information		
Get 7	Cemporary Password Letter Information		
Get 7	Femporary Password Letter Information Please read the following to the customer:		
Get 1	Femporary 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:		
Get 1	Femporary 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		

Note: If the Internal address verification is not successful and the customer allows sharing information with identity service provider (on the RXSNEV screen, 6.4 above)

9.6 CVCA- Cannot Verify Customer Address

Dynamic view: External Verification Failed (Temporary Password)

Social Security • Registration and Customer Support (RCS)	Text Size 💌 📔 Acce	essibility Help
User Search		
SSN Username User is: O on phone O in person Clear Search)	Help
ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23		Help
RCS	🕜 Help 🔍	CVCA
We cannot verify the customer's address.		
Unable to verify customer's address		
GG 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		

9.7 CVCA - Cannot Verify Customer Address

Dynamic view- External Verification Refused (Temporary Password)

	y • Registration and Customer Support (RCS)			Text Size 💌 🛛 Accessibility He
User Sea	rch			
SSN	Or Username	User is: O on phone O in person	Search Clear Search	Help
ALEX Q. RCS	PUBLIC SSN: 900-00-0000	DOB: 01/01/1970	Username: alexioa23	Help CVCA
🔺 v	Ve cannot verify the customer's address.			
Una				
Ona	ble to verify customer's address			
66	ble to verify customer's address Please read the following to the customo	er:		
66	ble to verify customer's address Please read the following to the customer We were unable to verify the address you provide In order to finish, you will have to go to your local allow us to share your information with the Identity address.	er: id. We cannot provide a temp Social Security Office. If you y Services Provider, we can tr	orary password at this time. choose in the future to y again to verify your	

10. Cancel Account- Confirmation-CACM

User Search

SN:	or	Username:	User is: on phone in person	Search Clear Search	Help
OHN Q. PUBLI	С	SSN: 900-00-0000	DOB: 01/01/1920	Username: ROMETEST123	Help
RCS				1	Help CACM
66 Are you s Please re	sure ead t	you want to cancel th the following to the cu	e account? istomer:		
If you can	ncel y serna	our account, you will no are and password. If you	longer be able to acces u decide to access our o	ss our online services using your online services in the future, you can	

11. Block Account – Confirmation

User Search	
SSN: Username: O on phone or Image: I	🕜 Help
DALE BOETTCHER \$\$N: 047-64-1901 DOB: 03/14/1950	Help
RCS Please read the following to the customer: Are you sure you want to block all access to your information? If you block access to your information, you will not be able to access any of our online or automated telephone services. If you change your mind in the future, you will have to call or visit Social Security to unblock the account.	❷ Help Block
Yes, Block Access Cancel	

12. THIST -Transaction History

SN: Username: or	Us ©	er is: on phone in person Sea	rch Clear Searc	1 He
LICE CHOW SSN: 007-18-1807 D	OB: 02/10/19	70		🕐 He
User Information I ransaction His	tory			
ICS Event	Success?	Date/Timestamp 🔻	Location	TF
D Proof In Person - Banned Check	No	June 26, 2015 15:48	BALTIMORE MD (LAU)	
D Proof In Person - Banned Check	No	June 26, 2015 14:43	BALTIMORE MD (LAU)	
Clear Strikes Pre Registration	Yes	June 26, 2015 14:39	BALTIMORE MD (LAU)	
D Proof In Person - Level 2 Identity Proofed	Yes	June 26, 2015 14:39	BALTIMORE MD (LAU)	
D Proof In Person - Numident Check	No	June 26, 2015 14:38	BALTIMORE MD (LAU)	
D Proof In Person - Numident Check	No	June 26, 2015 14:38	BALTIMORE MD (LAU)	
D Proof In Person - Banned Check	No	June 26, 2015 14:35	BALTIMORE MD (LAU)	
Deactivate Account	Yes	June 12, 2015 15:15	Internet Maintenance	
Authentication - Match Permanent Password	Yes	June 12, 2015 15:15	Internet Login	
Authentication - Banned Check	No	June 12, 2015 15:15	Internet Login	
Account Setup	Yes	June 12, 2015 15:13	Internet Registration	
Activation Verification	Yes	June 12, 2015 15:13	Internet Registration	
Activation Verification - Banned Check	No	June 12, 2015 15:13	Internet Registration	
Clear Strikes Pre Registration	Yes	June 12, 2015 15:12	BALTIMORE MD (LEG)	
D Proof In Person - Level 2 Identity Proofed	Yes	June 12, 2015 15:12	BALTIMORE MD (LEG)	
D Proof In Person - Banned Check	No	June 12, 2015 15:12	BALTIMORE MD (LEG)	
Clear Strikes Pre Registration	Yes	June 12, 2015 15:08	BALTIMORE MD (LEG)	
D Proof In Person - Level 2 Identity Proofed	Yes	June 12, 2015 15:08	BALTIMORE MD (LEG)	
ID Proof In Person - Banned Check	No	June 12, 2015 15:07	BALTIMORE MD (LEG)	