

## Registration and Customer Support (RCS) Screen Package

# Table of Contents

Registration and Customer Support (RCS) Screen Package .....	1
1. USERSRCH- User Search Bar .....	4
2. RUACTION- Retrieve User Account .....	4
3. Create Account.....	5
3.1 CAVI- Create Account – Verify Address .....	5
3.2 CATOS - Printable version of Terms and Conditions.....	6
3.3 Create Account – Need External Verification- EXTOS.....	7
3.4 YWES - Do You Want Extra Security.....	7
3.5 ENROLLC -Successful Enrollment Confirmation - Handed or Mailed (Formerly SEESE) .....	8
3.6 ENROLLC - Successful Enrollment Confirmation -Extra Security Code Mailed (Formerly SEESM)	8
3.7 ENROLLC- Successful Enrollment Confirmation - Only Standard Security received because address did not verify (Formerly SUES) .....	9
3.8 ENMAIL Standard Enrollment – activation code mailed.....	9
3.9 ENMAIL- Standard enrollment - activation code mailed - refused the Identity Services Provider check	10
4. Account Management Screen In person .....	11
4.1 Account Management Screen – On Phone.....	12
4.2 Account Management Screen- Before the Send Security Code On Phone .....	13
4.2 Email Temporary Password on Phone .....	13
5. Add Extra Security.....	14
5.1 AXSEAC Add Extra Security to Existing Account.....	14
5.2 AXSEAD - Add extra Security Enter Address .....	14
5.3 AXSNEV-Add Extra Security Need External Verification .....	15
5.4 CAES - Cannot Add Extra Security .....	15
5.5 CAES- Cannot Add Extra Security.....	16
5.6 CUCM - Confirmation - Upgrade Code Mailed.....	16
5.7 CESA -Confirmation- Extra Security Added; upgrade code received in office .....	17
6. Remove Extra Security .....	18
6.1 REMEXSEC -Remove Extra Security (in person) .....	18
6.2 ACMGMT Screen – Remove Extra Security Successful .....	18
6.3 RXSEAD -Remove Extra Security - Enter Address.....	19
6.4 RXSNEV -Remove Extra Security - Need External Verification.....	19
6.5 RXSER-Remove Extra Security – External Verification Failed .....	20
7. Get Reset Code.....	21
7.1 L23AVIP - Level 2 or 3 Address Verification In Person .....	21

7.2	RCPC -Reset Code Print Confirmation (Reset Code) in Person .....	22
7.3	IPL3FXV – LOA 2or 3 Failed External Verification in person .....	22
7.4	L23AVP -L2 or L3 Address Verification (Reset code) on Phone .....	23
7.5	L23AVCP -Level 2 or 3 Address Verification Confirmation (Reset Code) .....	24
7.6	CVCA- Cannot Verify Customer Address (Reset Code) On Phone .....	24
7.7	CVCA -Cannot Verify Customer Address (Reset Code) On Phone .....	25
8.	Change Email – CEML.....	25
9.	Get Temporary Password.....	26
9.1	L23AVIP- Level 2 or 3 Address Verification (Temporary Password) In Person .....	26
9.2	RCPC - Temporary Password Print Confirmation (Temporary Password) In Person .....	27
9.3	IPL3FXV - LOA2 or 3 Failed External Verification In Person Dynamic View- Mailing Temporary Password - Password Mailed .....	27
9.4	L23AVP-Level 2 or 3 Address Verification (Temporary Password) On Phone Dynamic View.....	28
9.5	L23AVCP - Level 2 or 3 Address Verification Confirmation (Temporary Password) on Phone...	28
9.6	CVCA- Cannot Verify Customer Address.....	29
9.7	CVCA - Cannot Verify Customer Address .....	29
10.	Cancel Account- Confirmation-CACM .....	30
11.	Block Account – Confirmation .....	30
12.	THIST -Transaction History.....	31

## 1. USERSRCH- User Search Bar

### User Search

SSN:  or Username:

User is:  
 on phone  
 in person

[? Help](#)

## 2. RUACTION- Retrieve User Account

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

### User Search

SSN:  or Username:

User is:  
 on phone  
 in person

[? Help](#)

---

RCS USERSEARCH

#### To Retrieve Account [? Help](#)

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

---

#### Customer Internet Screens

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

---

[Sign in](#)

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

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

[Add extra security](#)

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

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

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

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

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

#### To Register in Person

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

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

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

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

---

#### Sample Notices

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

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

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

---

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

[Request to reset security code online](#)

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

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

### 3. Create Account

#### 3.1 CAVI- Create Account – Verify Address

### User Search

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

**JAMES MORONE** SSN: 001-02-3803 DOB: 12/10/1971 [Help](#)

DMS No. 0960-0769  
Paperwork Reduction Act

RCS [Help CAVI](#)

**Please print and give the customer the Terms of Service document using the link below:**

**Terms of Service and Privacy Act**  
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.

Do you agree to these Terms of Service and those on the document we gave you?

The customer agrees to the Terms of Service.

**Applicant must:**

- Have a valid E-mail address.
- Have a U.S. mailing address.
- Be at least 18 years of age.

### About the Applicant

**Proof of Identity(must be current):**

- State Drivers License or Identity card
- U.S. passport or passport card
- U.S. military identification card
- U.S. government employee identification card

**Name:**

First M.I. Last Suffix

**Date of Birth:**

mm/dd/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?

Yes  No

**Primary Phone(optional):**

10-digit Number



## Online Account 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:

1. 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](http://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.

[Close](#)

### 3.3 Create Account – Need External Verification- EXTOS

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

**User Search**

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

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

RCS [Help](#) EXTOS

**We cannot verify the address against our records**

**“ Please read the following to the customer:**

*We were unable to verify this address against our records:*

1234 SAMPLE DR  
BALTIMORE, MD 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**

### 3.4 YWES - Do You Want Extra Security

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

**User Search**

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

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

RCS [Help](#) YWES

**The customer has been successfully verified for an account.**

**The customer may also add extra security to his or her account with no additional checks.**

**Extra Security**

**“ Please read the following to the customer:**

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

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

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

**Do you want to add extra security to your account?**

Yes  No

**Next**

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)

#### User Search

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

**DALE BOETTCHER** SSN: 083-10-5300 DOB: 03/14/1950 [Help](#)

RCS [Help](#) ENROLLC

 The confirmation letter was successfully sent to the printer.

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

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. Please follow the instructions in the letter to add your extra security.*

*Please do this before the date shown in the letter.*


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

#### User Search

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

**Dale Boettner** SSN: 053-98-1909 DOB: 03/14/1950 [Help](#)

RCS [Help](#) ENROLLC

 The confirmation letter was successfully sent to the printer.

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

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. That will give you standard access to SSA Services. You will receive a letter within 5 - 10 business days. You will need to follow the directions in this letter to add Extra Security to your account.*

*Please do 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)

#### User Search

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

**ALICE CHOW** SSN: 008-38-8802 DOB: 02/10/1970 [Help](#)

RCS [Help](#) ENROLLC

**The confirmation letter was successfully sent to the printer.**

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

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password.*

*Please do this before the date shown in the letter.*

### 3.8 ENMAIL Standard Enrollment – activation code mailed

Social Security | Registration and Customer Support (RCS) Text Size  [Accessibility Help](#)

#### User Search

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

**Dale Boettner** SSN: 053-98-1909 DOB: 03/14/1950 [Help](#)

RCS [Help](#) ENMAIL

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

The customer has been verified for a standard account only.

#### Standard Account

**“ Please read the following to the customer:**

*You are verified for a standard account. We will mail a letter to you at the following address:*

*789 Some St*  
*Baltimore, MD 21222*

*You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter.*

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

Social Security • Registration and Customer Support Text Size  Accessibility Help

---


#### User Search

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

---

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

RCS [Help](#) ENMAIL

 **We cannot verify the customer's address.**  
The customer has been verified for a standard account only.

#### Standard Account

**“ Please read the following to the customer:**  
*You are verified for a standard account. We will mail a letter to you at the following address:*

**1234 SAMPLE DR  
BALTIMORE, MD 53527**

*You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter. If you choose in the future to allow us to share your information with the [Identity Service Provider](#), we can try again to verify your address.*

---

## 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.

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

### User Search

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

---

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

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

RCS ACMGMT

#### Account Summary [Help](#)

Account Type: **Standard**  
[Add Extra Security](#)

Security Codes Sent by: **Text Message**  
[Get Reset Code](#)

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

Email: **AlexLOA2@gmail.com**  
[Change Email](#)

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

[Get Temp Password](#)   [Cancel Account](#)   [Block Access](#)

#### Customer Internet Screens

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

[Sign In](#)

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

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

[Add Extra Security](#)

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

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

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

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

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

#### Sample Notices

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

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

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

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

[Request to reset security code online](#)

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

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

## 4.1 Account Management Screen – On Phone

The customer's account has extra security

### User Search

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

HAROLD A. DDYLSW SSN: 381-25-4303 DOB: 10/21/1973 Username: TERRIFIC06 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

#### Account Summary [Help](#)

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

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7777**

Email: **mona.ahuja@ssa.gov**

Account Status: **Active**  
Last Login: **January 25, 2017 14:02**

#### Customer Internet Screens

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

[Sign in](#)

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

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

[Add extra security](#)

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

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

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

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

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

#### Sample Notices

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

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

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

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

[Request to reset security code online](#)

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

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

## 4.2 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.

The screenshot displays the 'Social Security • Registration and Customer Support (RCS)' interface. At the top, there is a 'User Search' section with input fields for 'SSN' and 'Username' (containing 'Alexloa3'), and radio buttons for 'User is: on phone' (selected) and 'in person'. A 'Search' button and a 'Clear Search' button are present. Below the search, user information for 'ALEX Q. PUBLIC' is shown, including SSN: 900-00-0000, DOB: 01/01/1970, and Username: alexloa3. The interface is divided into two main panels: 'RCS' and 'ACMGMT'. The 'RCS' panel contains an 'Account Summary' with details: Account Type: Extra Security; Security Codes Sent by: Text Message and E-mail; Last 4 Digits of Cell Phone: 7663; E-mail: Alexloa3@gmail.com; Account Status: Active; Last Login: September 20, 2015 11:31. A 'Get Reset Code' button is visible. The 'ACMGMT' panel is titled 'Send Security Code' and includes instructions: 'Please ask the customer to choose how they would like to receive security codes.' It offers two options: 'Cell phone number: \*\*\*\*\*7663' and 'E-mail: Alexloa3@gmail.com'. A 'Submit' button is at the bottom of this panel. At the very bottom of the screen, there are links for 'Customer Internet Screens' and 'Sample Notices'.

## 4.2 Email Temporary Password on Phone

The screenshot displays the 'Social Security • Registration and Customer Support (RCS)' interface. It features the same 'User Search' section as the previous screen, but with empty input fields. The user information for 'ALEX Q. PUBLIC' is shown with SSN: 900-00-0000, DOB: 01/01/1970, and Username: alexloa2. The 'RCS' panel is titled 'Email Temporary Password' and contains a quote: 'Please read the following to the customer: You will receive a temporary password at the following email address: alexloa23@gmail.com. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password.' A 'Done' button is located at the bottom of the panel. The 'ACMGMT' section is not visible in this screenshot.

## 5. Add Extra Security

### 5.1 AXSEAC Add Extra Security to Existing Account

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

---

**User Search**

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

---

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

**Add Extra Security**

**“ Please read the following to the customer:**

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

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

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

**Next** Cancel

### 5.2 AXSEAD - Add extra Security Enter Address

**User Search**

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

---

**JEFFREY H. GOEBIG**    SSN: 123-24-8506    DOB: 10/08/1941    Username: ABDULLAH123 [? Help](#)  
RCS [? Help](#) AXSEAD

**Add Extra Security: 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 Line 1:   
Street Line 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

### 5.3 AXSNEV-Add Extra Security Need External Verification

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

**User Search**

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

---

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

RCS ? Help    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.

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

**User Search**

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

---

**JOHN Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1920    Username: ROMETEST123 ? Help

RCS ? Help    CAES

**⚠ We cannot verify the customer address.**  
The customer cannot add extra security at this time.

**Extra Security**

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot add extra security to your account at this time. If you recently moved, you can 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.


Social Security • Registration and Customer Support Text Size Accessibility Help

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 ? Help

RCS ? Help CAES

 **We cannot verify the customer address.**  
The customer cannot add extra security at this time.

#### Extra Security

**“ Please read the following to the customer:**  
*We were unable to verify the address you provided. We cannot add extra security to your account at this time. If you recently moved, you can try again later. If you choose in the future to allow us to share your information with the Identity Services Provider, we can try again to verify your address.*

Done


## 5.6 CUCM - Confirmation - Upgrade Code Mailed

### User Search

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

**CELIA AMIRIAN** SSN: 107-44-4602 DOB: 04/04/1979 Username: LAKS\_4602 ? Help

RCS ? Help CUCM

 **The identification document does not show the customer's address.**  
The extra security code will be mailed.

#### Extra Security

**“ 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


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

### User Search

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

**ROBERT RALSTON** SSN: 106-03-6501 DOB: 08/30/1943 Username: ARNOLDPALMER [Help](#)

RCS [Help CESA](#)

 **The confirmation letter was successfully sent to the printer.**

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

*You have added extra security to your account. To complete the extra security process, please follow the instructions in the letter I will give you. Please do this before the date shown in your letter.*

## 6. Remove Extra Security

### 6.1 REMEXSEC -Remove Extra Security (in person)

**User Search**

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

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

RCS [Help](#) 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 required to use a security code each time you sign in. You will receive a unique security code each time you sign in.*

### 6.2 ACMGMT Screen – Remove Extra Security Successful

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

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

**User Search**

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

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

**Extra Security has been removed from this account!**

User Information Transaction History ACMGMT

**Account Summary** [Help](#)

Account Type: **Standard**

Security Codes  
Sent by: **Text Message**  
**E-mail**

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

E-mail: **AlexLOA2@gmail.com**

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

### 6.3 RXSEAD -Remove Extra Security - Enter Address

**User Search**

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

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

RCS [? Help](#) RXSEAD

**Enter Address**

**Home Address:**

Street 1

Street 2

City/Town:  State/Territory:  ZIP Code:

**Primary Phone (optional):**

10-digit Number

**Next**

### 6.4 RXSNEV -Remove Extra Security - Need External Verification

**User Search**

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

**HAROLD A DDYLSW** SSN: 381-25-4303 DOB: 10/21/1973 Username: TERRIFIC06 [? Help](#)

RCS [? Help](#) RXSNEV

**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:

70 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 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**

## 6.5 RXSER-Remove Extra Security – External Verification Failed


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

### User Search

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

**SUZANNE I. GGZZQM** SSN: 107-07-8009 DOB: 01/01/1995 Username: SCREENNAME20 [? Help](#)

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.*

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


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

### User Search

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

**SUZANNE I GGZZQM** SSN: 107-07-8009 DOB: 01/01/1995 Username: SCREENNAME20 [? Help](#)

RCS [? Help](#) RXSER

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


#### Unable to verify customer's address

“ **Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*

## 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  in person   [? Help](#)

---

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

RCS [? Help](#) L23AVIP

---

#### Get Reset Code Letter

**“ Please read the following confirmation to the customer:**

*We can provide you with a reset code that you can use to change where you receive security codes. You will not be able to access your account until you enter your reset code online.*

---

#### Enter Address

**Proof of Identity (must be current):**


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

---

**Home Address:**

Street 1

Street 2

City/Town:     State/Territory:      ZIP Code:

---

**Does this address appear on the identity document shown above?**

Yes     No

---

**Primary Phone (optional):**

10-digit Number

---

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


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

### User Search

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

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

RCS [Help](#)    RCPC

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

#### Print Reset Code Letter Confirmation

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

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

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


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

### User Search

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

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

RCS [Help](#)    IPL3FXV

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

#### Reset Code Letter Information

**“ Please read the following to the customer:**

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

1234 SAMPLE DR  
BALTIMORE, MD 12345

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

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

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

---

### User Search

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

---

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

RCS [Help](#) L23AVP

---

#### Get Reset Code Letter

**“ Please read the following confirmation to the customer:**

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

---

#### Enter Address

**Home Address:**

Street 1

Street 2

City/Town:     State/Territory:     ZIP Code:

---

**Primary Phone (optional):**

10-digit Number

---

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


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

### User Search

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

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

RCS [Help](#) L23AVCP

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

#### Get Reset Code Letter Information

**“ Please read the following to the customer:**

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

1234 SAMPLE DR  
BALTIMORE, MD 12345

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

**Done**

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)


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

### User Search

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

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

RCS [Help](#) CVCA

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

#### Unable to verify customer's address

**“ Please read the following to the customer:**

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

**Done**



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

Dynamic view: – External Verification Refused


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

### User Search

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

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

RCS [Help](#) CVCA

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

#### Unable to verify customer's address

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot change where you receive security codes at this time. In order to finish, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*

**Done**

## 8. Change Email – CEML

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) CEML

#### Change Email Address

**Email Address:**

**Re-enter Email Address:**

**Change Email Address** **Cancel**

## 9. Get Temporary Password

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

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

---

#### User Search

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

---

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

RCS [Help](#)    L23AVIP

---

#### Enter Address

**Proof of Identity (must be current):**

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

---

**Home Address:**

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

---

**Does this address appear on the identity document shown above?**

Yes     No

---

**Primary Phone (optional):**

10-digit Number

---

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

---

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

RCS [Help](#)    RCPC

**The temporary password letter was successfully sent to the printer.**

#### Print Temporary Password Letter Confirmation

**“ 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.*

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

---

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

RCS [Help](#)    IPL3FXV

**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.*

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

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

### User Search

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

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

RCS [Help](#) L23AVP

#### Enter Address

**Home Address:**

Street 1

Street 2

City/Town:  State/Territory:  ZIP Code:

**Primary Phone (optional):**  
  
10-digit Number

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

### Dynamic View- Mailing Temporary Password


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

### User Search

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

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

RCS [Help](#) L23AVCP

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

#### Get Temporary Password Letter Information

**“ Please read the following to the customer:**

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

1234 SAMPLE DR  
BALTIMORE, MD 12345

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

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 Accessibility Help

**User Search**

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

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

RCS [Help](#) CVCA

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

**Unable to verify customer's address**

**“ Please read the following to the customer:**

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

**Done**

## 9.7 CVCA - Cannot Verify Customer Address

Dynamic view– External Verification Refused (Temporary Password)


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

**User Search**

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

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

RCS [Help](#) CVCA

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

**Unable to verify customer's address**

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot provide a temporary password at this time. In order to finish, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*

**Done**

## 10. Cancel Account- Confirmation-CACM

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help CACM](#)

“ Are you sure you want to cancel the account?  
Please read the following to the customer:  
*If you cancel your account, you will no longer be able to access our online services using your current username and password. If you decide to access our online services in the future, you can create a new account.*

## 11. Block Account – Confirmation

### User Search

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

DALE BOETTCHER SSN: 047-64-1901 DOB: 03/14/1950 [? Help](#)

RCS [? Help Block](#)

“ 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.*

## 12. THIST -Transaction History

### User Search

**SSN:**

or

**Username:**

**User is:**  
 on phone  
 in person

[Help](#)

**ALICE CHOW**    **SSN: 007-18-1807**    **DOB: 02/10/1970**

User Information

Transaction History

RCS TH

Event	Success?	Date/Timestamp	Location
ID Proof In Person - Banned Check	No	June 26, 2015 15:48	BALTIMORE MD (LAU)
ID 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)
ID Proof In Person - Level 2 Identity Proofed	Yes	June 26, 2015 14:39	BALTIMORE MD (LAU)
ID Proof In Person - Numident Check	No	June 26, 2015 14:38	BALTIMORE MD (LAU)
ID Proof In Person - Numident Check	No	June 26, 2015 14:38	BALTIMORE MD (LAU)
ID 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)
ID Proof In Person - Level 2 Identity Proofed	Yes	June 12, 2015 15:12	BALTIMORE MD (LEG)
ID 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)
ID 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)