Registration and Customer Support (RCS)

Block Access - Confirmation (BLOCK) – This screen was updated to adhere to UEF standards.

Cancel Account- Confirmation (CACM) – This screen was updated to adhere to UEF standards.

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

User Search

SSN   or   Username   User is: ❓ Help
[   ]   [   ]   ○ on phone   [**Search**]   [Clear Search]
                                                     ○ in person

ALEX Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1970**   **Username: alexloa23**   ❓ Help
RCS   💬 Help CACM

Cancel 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.

Are you sure you want to cancel the account?

[**Yes, Cancel Account**]   [Cancel]

Change Email (CEML) – This banner was updated to add a banner to inform the user to exit the Number Holder's record in PCOM and try the action again if an exception in the ICDBW process is encountered while trying to update the email address.

> ⚠️ **The Number Holder's record cannot be accessed in PCOM and RCS at the same time.**
> Please exit the Number Holder's record in PCOM, then try the action again in RCS.

Create Account - Verify Identity (CAVI) – The screen was updated to make the Primary Phone field recommended instead of optional, add fields to collect the Email Address, and remove the Name and Date of Birth fields so that they no longer have to be input, as this information is auto filled.

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

User Search

SSN		Username	User is:		
	or		○ on phone ○ in person	Search Clear Search	❓ Help

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

OMB No. 0980-0789
Paperwork Reduction Act

RCS   ❓ Help CAVI

Terms of Service

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

🖶 Terms of Service and Privacy Act

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

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 email address.
- Have a U.S. mailing address.
- Be at least 18 years of age.

About the Applicant

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 (recommended):
[   ]
10-digit Number

Email Address (recommended):
[   ]

Confirm Email Address:
[   ]

Next   Cancel

Confirmation - Extra Security Added (CESA) – This screen was updated to adhere to UEF standards.

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

User Search

SSN		Username	User is:				❓ Help

SSN [   ] or Username [   ]   User is:
○ on phone   [**Search**]   [Clear Search]
○ in person

❓ Help

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

RCS   ❓ Help CESA

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

Extra Security

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

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.

[**Reprint**]   [Done]

ICDBW Exception - Create Account (ICDBWCA) – A new screen that informs the user that an exception has occurred during the create account process and that they need to close the Number Holder's record in PCOM in order to complete the requested action in RCS.

ICDBW Exception – Add Extra Security (ICDBWAES) – A new screen that informs the user that an exception has occurred during the process of adding extra security to an existing account and that they need to close the Number Holder's record in PCOM in order to complete the requested action in RCS.

ICDBW Exception - Maintenance (ICDBWM) – A new screen that informs the user that an exception has occurred during the process of requesting a reset code or a temporary password and that they need to close the Number Holder's record in PCOM in order to complete the requested action in RCS.

ICDBW Exception – Remove Extra Security (ICDBWRES) – A new screen that informs the user that an exception has occurred during the process of removing extra security to an existing account and that they need to close the Number Holder's record in PCOM in order to complete the requested action in RCS.

In Person Level 2- 3 Failed External Verification (IPL3FXV) – The screen to was updated to adhere to UEF standards and assign a Primary button.

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

User Search

SSN		Username	User is:			❓ Help
	or		○ on phone	Search	Clear Search	
			○ in person			

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

RCS   ❓ Help IPL3FXV

✅ **The reset code letter will be mailed.**

Reset Code Letter

" **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:

20 west st
stubok
pasadena, MD 21108

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

In Person Level 2- 3 Failed External Verification (IPL3FXV) – The screen to was updated to adhere to UEF standards and assign a Primary button.

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

User Search

SSN   or   Username   **User is:**   [Search]   [Clear Search]   ❓ Help
[   ]   [   ]   ○ on phone
                                                ○ in person

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

RCS   ❓ Help IPL3FXV

✅ The temporary password letter will be mailed.

Temporary Password Letter

❝ **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:

20 west st
stubok
pasadena, MD 21108

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]

Printable Version of Terms and Conditions (CATOS) – This screen was updated to update the language of the Privacy Act Statement.

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

See Revised Privacy Act Statement

Section 205 of the Social Security Act, as amended; the Government Paper Elimination Act (P.L. 105-277); and the Federal Information Security Modernization Act of 2014 allows us to collect this information to grant you access to our online applications. 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 and before we provide the information you are requesting and for when we may need to communicate with you. 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, as published in the Federal Register (FR) on December 19, 2010, at 75 FR 79065. Additional information, and a full listing of all our SORNs, is available on our website at www.ssa.gov/privacy.

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]

Successful Enrollment Extra Security Code (ENROLLC) – This screen was updated to adhere to UEF standards.

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

User Search

SSN   Username   User is: ❓ Help
          or   ○ on phone   Search   Clear Search
                                                    ◉ in person

                                                                                        ❓ Help
ALEX Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1970

RCS   ❓ Help   ENROLLC

┌───┐
│ ✅   The confirmation letter was sent to the printer.   │
└───┘

Activation and Upgrade Code Letter

" **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.

Reprint   Done

Successful Enrollment Extra Security Code (ENROLLC) – This screen was updated to adhere to UEF standards.

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

User Search

SSN [   ] or Username [   ]   User is: [Search]   [Clear Search]   ❓ Help
                                                          ○ on phone
                                                          ◉ in person

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

RCS   ❓ Help   ENROLLC

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

Activation Code Letter

❝ **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.

[**Reprint**]   [Done]

Successful Enrollment Extra Security Code (ENROLLC) – This screen was updated to adhere to UEF standards.

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

User Search

SSN		Username	User is:		

SSN [   ] or Username [   ]

User is:
○ on phone
◉ in person

Search   Clear Search   ❓ Help

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

RCS   ❓ Help   ENROLLC

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

Activation Code Letter

❝ **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.

Reprint   Done

Remove Extra Security (REMEXSEC) – This screen was updated to adhere to UEF standards.

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   REMEXSEC

Remove Extra Security

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

Are you sure you want to remove your extra security?

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.

[Yes, Remove Extra Security]   [Cancel]

Reset Code Print Confirmation (RCPC) – The screen will be updated to remove "successful" from the banner.

Reset Code Print Confirmation (RCPC) – The screen will be updated to remove "successful" from the banner.