

# Electronic Access Screen Package February 2020 Release

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January 7, 2019  
12:00 PM


## Table of Contents

<b>1. Pages</b> .....	<b>4</b>
1.1. SICA_Sign In - Create Account .....	4
1.2. CATS_Create an Account - Terms of Service (NO CHANGES MADE).....	5
1.3. CAVI_Create Account Verify Identity .....	6
1.4. Why We Ask for Your Cell Phone Number Light Box .....	7
1.5. VYIC_Verify Your Identity Choices (informational text hidden).....	8
1.6. VYIC_Verify Your Identity Choices (informational text shown) .....	9
1.7. DLVRF_Start taking photos .....	10
1.8. How We Protect Your Information Light Box .....	11
1.9. Tell Us When You've Finished Taking Photos .....	12
1.10. MDLE_Manual ID Entry .....	13
1.10.1. Driver's License Selected.....	14
1.10.2. Learner's Permit Selected.....	15
1.10.3. State-Issued ID Card Selected.....	16
1.11. SYDO_Select Your Delivery Option for Activation Code .....	17
1.12. ECYR_Enter Activation Code_Text Message (informational text shown).....	18
1.13. ECYR_Enter Activation Code_Cell Only (informational text shown).....	19
1.14. ECYR_Enter Activation Code_Email (informational text shown) .....	20
1.15. ECYR_Enter Activation Code_Email Only (informational text shown).....	21
1.16. SMAC_Notice_User Chooses Mailed Activation Code .....	22
1.17. CASI_Out of Wallet (OOW) (NO CHANGES MADE).....	23
1.18. FIVRF_Financial Verification .....	24
1.18.1. Credit Card Selected (NO CHANGES MADE).....	25
1.18.2. Last Direct Deposit Amount Selected .....	26
1.18.3. W-2 Tax Form Selected (NO CHANGES MADE) .....	27
1.18.4. 1040 Schedule SE Selected (NO CHANGES MADE).....	28
1.19. CACA_Create Account Create Account (NO CHANGES MADE).....	29
1.20. CAC_Confirmation/Success (NO CHANGES MADE).....	30
1.21. MDLE_Manual Driver License Entry_Strike.....	31
1.22. CASI_MDLE_Manual Driver License Entry_3 Strikes.....	32
1.23. FIVRF_Financial Verification_Strike .....	33

1.24. ECYR_Warning_Existing Activation Code.....	34
1.25. ECYR_Expired Activation Code.....	35
1.26. ECYR_Activation Code Mismatch .....	36
1.27. Warning_Digital Lockout Mailed Activation Code .....	37
1.28. Permanent Lockout_Photo Capture Failure.....	38
1.29. Opt In/Out Screen.....	39

## 1. Pages

### 1.1. SICA\_Sign In - Create Account



# Social Security

#### Create Your Account

[Information you will need](#)

[Create New Account](#)

#### Finish Setting Up Your Account

[Enter Activation Code](#)

#### Sign In

**Username**  
  
[Forgot Username?](#)

**Password**  
  
[Forgot Password?](#)


[Sign In](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?  
You can [block electronic access](#) to your information at any time, for any reason.

[Privacy and Security](#)

OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.2. CATS\_Create an Account - Terms of Service (NO CHANGES MADE)



### Social Security

---

#### Terms of Service

**You must be able to verify some information about yourself and:**

- Have a valid email address;
- Have a Social Security number;
- Have a U.S. mailing address; and
- Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use. You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship;
- For whom you are an appointed representative; or
- For whom you are a representative payee.

Only you can use the account that you create with us. You can never share the use of your account with anyone else under any circumstances. You can never use another person's account.

**What will we do with your information?**

We use the information you give us to verify your identity against our records. 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 period of time permitted by federal laws, regulations, or guidelines.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

**What happens if you provide false information or misuse this service?**

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

**Who is responsible if the device you are using is not adequately safeguarded?**

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

#### Social Security is Going "Green"

When you create a **my Social Security** account, you will no longer receive a paper 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.

If you need a *Statement* by mail, please [follow these instructions](#).

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.


I agree to the Terms of Service.

[Next](#) [Exit](#)

Privacy and Security

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Paperwork Reduction Act](#) | [Accessibility Help](#)

### 1.3. CAVI\_Create Account Verify Identity



## Social Security

Please tell us who you are

**Your Name**  
As shown on your Social Security card.

First  M.I.  Last  Suffix

**Social Security Number (SSN)**

-  -  [SHOW SSN](#)

Example: 000-00-0000

**Date of Birth**

Month  Day  Year

**Home Address**  
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Street Address  Apartment, suite, unit, building, floor, etc.

City/Town  State/Territory  ZIP Code

**Is this the address on your driver's license, learner's permit, or other state-issued ID?**

Yes

No

I don't have any of these.

**Cell Phone** [I don't have a cell phone number.](#)  
This could help us verify your identity.  
10-digit Number

**Email Address**  
We need this to communicate with you about your online account.

**Confirm Email Address**  
Emails must match

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## 1.4. Why We Ask for Your Cell Phone Number Light Box

Why We Ask For Your Cell Phone Number ✕

We encourage you to provide us with your cell phone number to help us:

- Verify your identity in real-time;
- Provide you with information you will need to finish creating your account;
- Provide you with information you will need when accessing your account;
- Notify you when a message is waiting for you in Message Center.

If you do not have a cell phone number, you can continue without providing one.

Close

## 1.5. VYIC\_Verify Your Identity Choices (informational text hidden)



# Social Security

Please choose how to verify your identity

You will only need to do this once.

Select one of the following.

Valid IDs include driver's license, learner's permit, and state-issued ID card.

**Take Photos of your ID and a Selfie with Smart Phone**  
Your photos will be deleted after your identity is verified.

**Type ID and Financial Information**

[How does this help Social Security verify my identity?](#)

[Next](#)

[Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)



## 1.6. VYIC\_Verify Your Identity Choices (informational text shown)



# Social Security

Please choose how to verify your identity

You will only need to do this once.

Select one of the following.

Valid IDs include driver's license, learner's permit, and state-issued ID card.

**Take Photos of your ID and a Selfie with Smart Phone**  
Your photos will be deleted after your identity is verified.

**Type ID and Financial Information**

### [^ How does this help Social Security verify my identity?](#)

We use state-issued driver's licenses, learner's permits, and ID cards to make sure that the person creating an account in your name is actually you, not someone pretending to be you.

We make sure the information on your ID matches the information held by the issuing state.

If you provide photos of your ID and a selfie, we make sure that the faces match. The technology we use works even if you have made cosmetic changes, like growing a mustache or beard.

Only valid, non-expired state-issued IDs are accepted.

If your ID is lost or stolen, and you report it to the issuing state, the person who finds or steals your ID will not be able to use it to create a My Social Security account in your name.

[Next](#)

[Exit](#)

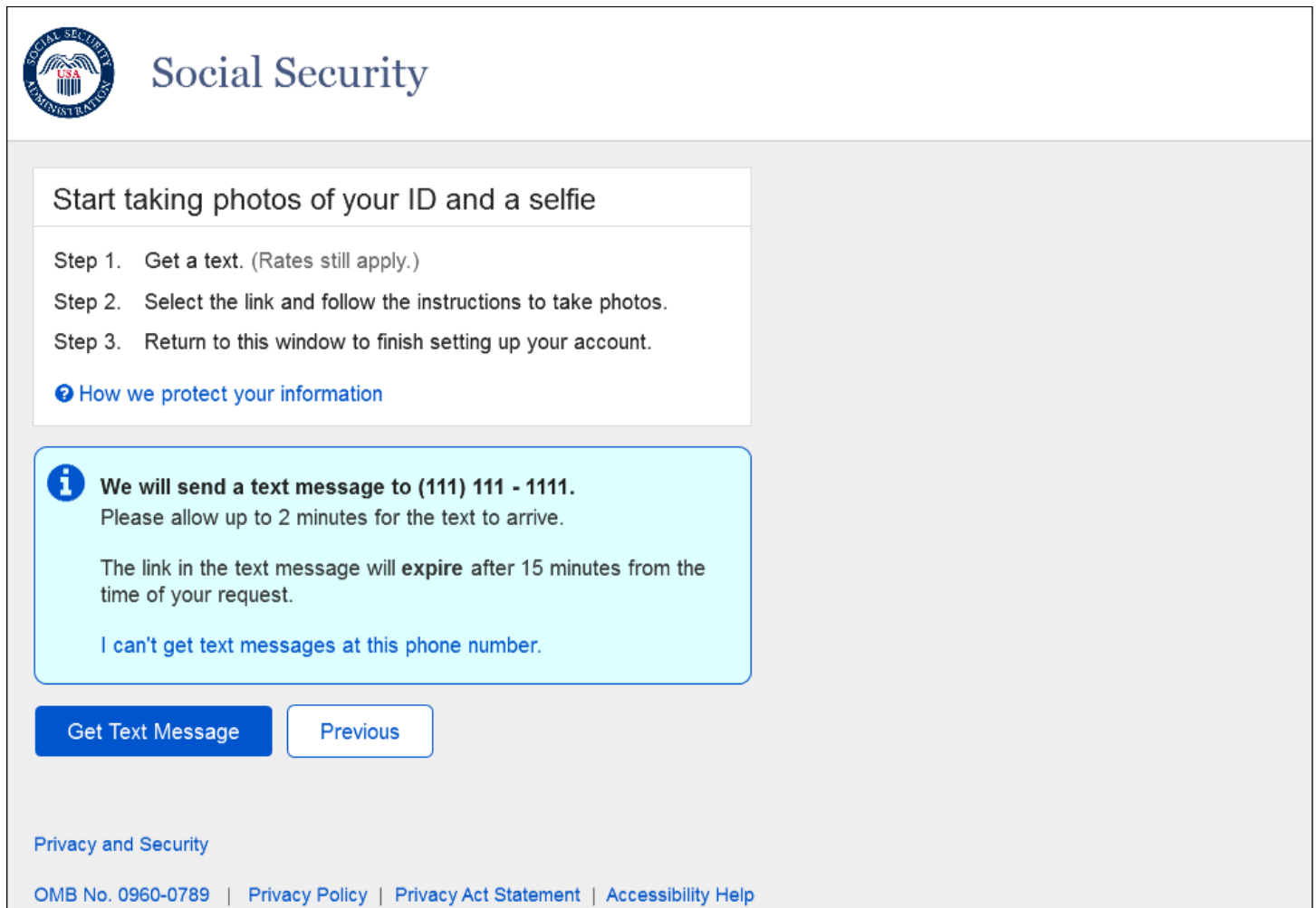
[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.7. DLVRF\_Start taking photos

Note: When the Get Text Message button is selected:

- A text message will be sent from Equifax to the user. Please see related screen package for Equifax's text message and photo capture screens.
- The screen depicted in section 1.9 of this document will be displayed in the user's current browser window.



The screenshot shows the Social Security Administration's website interface. At the top left is the Social Security Administration logo. To its right, the text 'Social Security' is displayed in a large, blue, serif font. Below the logo and text, there is a white box with a light gray border containing the following content:

**Start taking photos of your ID and a selfie**

Step 1. Get a text. (Rates still apply.)

Step 2. Select the link and follow the instructions to take photos.

Step 3. Return to this window to finish setting up your account.

[How we protect your information](#)

Below this white box is a light blue information box with a white border. It contains an information icon (a lowercase 'i' in a circle) followed by the text: 'We will send a text message to (111) 111 - 1111. Please allow up to 2 minutes for the text to arrive. The link in the text message will expire after 15 minutes from the time of your request. I can't get text messages at this phone number.'

At the bottom of the white box, there are two buttons: a blue button with white text labeled 'Get Text Message' and a white button with a blue border and blue text labeled 'Previous'.

At the bottom of the page, there is a link for 'Privacy and Security' and a footer containing the text: 'OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)'.

## 1.8. How We Protect Your Information Light Box

### How We Protect Your Information ✕

When you select the *Get Text Message* button, you will get a text from our non-government third-party identity services provider (ISP) contracted by Social Security with a link to their web page. Selecting the link will begin the photo capture process.

You will need to capture photos of the front and back of your driver's license or other state-issued ID, and a photo of your face, in order for your identity to be verified. The ISP is responsible for protecting your information in accordance with Federal law and Social Security's privacy regulations.

Please refer to Social Security's [Privacy Policy](#) and [Privacy Act Statement](#) for the uses associated with Social Security's collection and maintenance of your information.

[Close](#)

## 1.9. Tell Us When You've Finished Taking Photos



Social Security



**Please do not close this window.**

You need to finish setting up your account after taking photos.



**We sent a text message to (111) 111 - 1111.**

Please allow up to 2 minutes for the text to arrive.

The link in the text message will **expire** after 15 minutes from the time of your request.

Please tell us when you have finished taking photos

[^ Having trouble?](#)

- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**

You can [request a new text message](#) or [type your information](#).

**Have you taken photos of your ID and a selfie?**

Yes, I finished taking photos.


No, I need to type my information instead.

Continue

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.10. MDLE\_Manual ID Entry



# Social Security

Please enter ID information

**You can use the following forms of ID:**

- Driver's License
- Learner's Permit
- State-issued ID card

**Identification Type**


<input type="radio"/> Driver's License
<input type="radio"/> Learner's Permit
<input type="radio"/> State-Issued ID Card

[Next](#) [Previous](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

### 1.10.1. Driver's License Selected



# Social Security

Please enter ID information

**You can use the following forms of ID:**

- Driver's License
- Learner's Permit
- State-issued ID card

**Identification Type**

<input checked="" type="radio"/> Driver's License
<input type="radio"/> Learner's Permit
<input type="radio"/> State-Issued ID Card

**State/Territory**  
Where your driver's license was issued, even if you don't live there now.

**Driver's License Number**

[Next](#) [Previous](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

1.10.2. Learner's Permit Selected



# Social Security

Please enter ID information

You can use the following forms of ID:

- Driver's License
- Learner's Permit
- State-issued ID card

**Identification Type**

Driver's License

Learner's Permit

State-Issued ID Card

**State/Territory**

Where your learner's permit was issued, even if you don't live there now.

**Learner's Permit Number**


Next

Previous

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

### 1.10.3. State-Issued ID Card Selected



# Social Security

Please enter ID information

**You can use the following forms of ID:**

- Driver's License
- Learner's Permit
- State-issued ID card

**Identification Type**

<input type="radio"/> Driver's License
<input type="radio"/> Learner's Permit
<input checked="" type="radio"/> State-Issued ID Card

**State/Territory**  
Where your state-issued ID card was issued, even if you don't live there now.

**State-Issued ID Card Number**


[Next](#) [Previous](#)

[Privacy and Security](#)

OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)



## 1.11. SYDO\_Select Your Delivery Option for Activation Code



# Social Security

### Get your activation code

An activation code helps us verify your identity, and improves the security of your account.

**How do you want to receive your activation code?**

<input type="radio"/> <b>Text Message</b> (111) 111 - 1111 Your rates still apply.
<input type="radio"/> <b>Email</b> user@email.com
<input type="radio"/> <b>Mail</b> 5-10 days

[Next](#) [Exit](#)

[Privacy and Security](#)

OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.12. ECYR\_Enter Activation Code\_Text Message (informational text shown)

# Social Security

**We sent a text message to (111) 111 - 1111.**  
Please allow up to 2 minutes for the activation code to arrive.

The activation code will **expire** after 10 minutes from the time of your request.

Please enter your activation code

[^ Having trouble?](#)

- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**

We can [send a new activation code](#) or you can [change how we send your activation code](#).

Enter the activation code you just received.

Submit Activation Code

Previous

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.13. ECYR\_Enter Activation Code\_Cell Only (informational text shown)

# Social Security

**i** **We sent a text message to (111) 111 - 1111.**  
Please allow up to 2 minutes for the activation code to arrive.

The activation code will **expire** after 10 minutes from the time of your request.

An activation code helps us verify your identity, and improves the security of your account.

**Please enter your activation code**

[^ Having trouble?](#)

- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**  
We can [send a new activation code](#).

**Enter the activation code you just received.**

[Submit Activation Code](#) [Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.14. ECYR\_Enter Activation Code\_Email (informational text shown)

# Social Security

**We sent an email to user@email.com.**  
Please allow up to 2 minutes for the activation code to arrive.

The activation code will **expire** after 10 minutes from the time of your request.

Please enter your activation code

[^ Having trouble?](#)

- Check your email account's Spam folder.
- Add email@SSA.gov to your email provider's "Safe Sender's List."

**Still having trouble?**

We can [send a new activation code](#) or you can [change how we send your activation code](#).

Enter the activation code you just received.

Submit Activation Code

Previous

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.15. ECYR\_Enter Activation Code\_Email Only (informational text shown)

# Social Security

**i** **We sent an email to user@email.com.**  
Please allow up to 2 minutes for the activation code to arrive.

The activation code will **expire** after 10 minutes from the time of your request.

An activation code helps us verify your identity, and improves the security of your account.

Please enter your activation code

[^ Having trouble?](#)

- Check your email account's Spam folder.
- Add email@SSA.gov to your email provider's "Safe Sender's List."

**Still having trouble?**  
We can [send a new activation code](#).

Enter the activation code you just received.

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.16. SMAC\_Notice\_User Chooses Mailed Activation Code



Social Security



**We have sent you a letter with an activation code.**

An activation code helps us verify your identity and improves the security of your account. You will only need to provide this code once.

A letter with your activation code was sent to:

321 Main Street  
Laurel, MD 20707

Please allow 5-10 business days to receive your activation code.

**Once you have received your activation code, you can finish setting up your account online by following the instructions in your letter.**

If you require immediate assistance, please [contact us](#).

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.17. CASI\_Out of Wallet (OOW) (NO CHANGES MADE)



Social Security

Please tell us about yourself

[Why are these questions important?](#)

In which of the following cities have you previously lived?

- MAYBERRY
- DALLAS
- SPRINGFIELD
- BEDFORD FALLS
- NONE OF THE ABOVE

Which of the following is a previous phone number?

- 697-1960
- 589-1697
- 536-2502
- 495-1600
- NONE OF THE ABOVE

What is the name of the county in which you currently live?

- SILVER MEADOWS
- NEWFIELD HEIGHTS
- ORANGE HILLS
- ROCHESTER
- NONE OF THE ABOVE

Next

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.18. FIVRF\_Financial Verification



Social Security

Please choose how to provide financial information

Verify your identity with one of the following:

- the last 8 digits from your Visa, MasterCard, or Discover card
- the last direct deposit amount from your Social Security benefits
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

Next


Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)



1.18.1. Credit Card Selected **(NO CHANGES MADE)**



## Social Security

Please choose how to provide financial information

**Verify your identity with one of the following:**

- the last 8 digits from your Visa, MasterCard, or Discover card
- the last direct deposit amount from your Social Security benefits
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

**Enter the last 8 digits from your credit card**

[Tell me more.](#)

We can only accept Visa, MasterCard, or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity.


XXXX - XXXX -  -

[Next](#) [Exit](#)

[Privacy and Security](#)

OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

1.18.2. Last Direct Deposit Amount Selected



# Social Security

Please choose how to provide financial information

**Verify your identity with one of the following:**

- the last 8 digits from your Visa, MasterCard, or Discover Card
- the last direct deposit amount from your Social Security benefits
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

**Enter the amount of your last Social Security direct deposit:**

[Tell me more.](#)

We only need the whole dollar amount.


\$

[Next](#) [Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

1.18.3. W-2 Tax Form Selected **(NO CHANGES MADE)**

 **Social Security**

Please choose how to provide financial information

Verify your identity with one of the following:

<input type="radio"/> the last 8 digits from your Visa, MasterCard, or Discover card
<input type="radio"/> the last direct deposit amount from your Social Security benefits
<input checked="" type="radio"/> information from a W-2 tax form
<input type="radio"/> information from a 1040 Schedule SE (self-employment) tax form

Enter the amount in Box 5 from your W-2

[? Tell me more.](#)

We can better verify your identity if you use an older W-2 (within the last 5 years, excluding last year).

\$

Enter the EIN from your W-2


You can find the EIN in Box B on your W-2.

[Next](#) [Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

1.18.4. 1040 Schedule SE Selected **(NO CHANGES MADE)**

 **Social Security**

Please choose how to provide financial information

**Verify your identity with one of the following:**

- the last 8 digits from your Visa, MasterCard, or Discover card
- the last direct deposit amount from your Social Security benefits
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

Enter the amount in Box 4 (or Box 6 on the long form) from your 1040 Schedule SE

[Tell me more.](#)

We can better verify your identity if you use an older 1040 Schedule SE from the last 5 years.


\$

[Next](#) [Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.19. CACA\_Create Account Create Account (NO CHANGES MADE)



**Social Security**

Please create your account details

**Username**  
Cannot be your name or Social Security number (SSN) and must be:  
8-20 characters  
Available

**Password**  
Must:  
Begin with a letter or number  
Contain 8-64 characters  
Contain upper & lowercase letters  
Contain numbers  
Contain symbols (! @ # \$ % ^ & \*)

Please choose password reset questions

[Why?](#)

**Question 1**

  
**Answer 1**  

**Question 2**


  
**Answer 2**  

**Question 3**


  
**Answer 3**  

[Privacy and Security](#)  
OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.20. CAC\_Confirmation/Success (NO CHANGES MADE)



# Social Security

 **Congratulations! You have successfully set up your *my* Social Security account.**

In the future, you will use two steps to sign in to your account.


Step 1: Enter your **username** and **password**.

Step 2: Enter the **security code** that we will send you.

You can add or change the ways to receive security codes on the Security Settings tab on the *my* Social Security home page.

### How can I protect my information?

Please keep your information safe. Do not share your password with anyone.

 [Tips for protecting your identity.](#)

[Next](#) [Exit](#)

Privacy and Security

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.21. MDLE\_Manual Driver License Entry\_Strike



Social Security

**!** We cannot verify the information you provided.

Please enter ID information

**You can use the following forms of ID:**

- Driver's License
- Learner's Permit
- State-issued ID card

**Identification Type**

- |  |
|--|
| <input type="radio"/> Driver's License     |
| <input type="radio"/> Learner's Permit     |
| <input type="radio"/> State-Issued ID Card |

[Next](#)

[Previous](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.22. CASI\_MDLE\_Manual Driver License Entry\_3 Strikes

# Social Security

**i** We were unable to verify some of your information. You can still create an account by providing some different information.

### Please tell us about yourself

**?** Why are these questions important?

**In which of the following cities have you previously lived?**

- MAYBERRY
- DALLAS
- SPRINGFIELD
- BEDFORD FALLS
- NONE OF THE ABOVE

**Which of the following is a previous phone number?**

- 697-1960
- 589-1697
- 536-2502
- 495-1600
- NONE OF THE ABOVE

**What is the name of the county in which you currently live?**


- SILVER MEADOWS
- NEWFIELD HEIGHTS
- ORANGE HILLS
- ROCHESTER
- NONE OF THE ABOVE


[Next](#) [Exit](#)

[Privacy and Security](#)  
[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)



## 1.23. FIVRF\_Financial Verification\_Strike

 **Social Security**

 **We cannot verify the information you provided.**

Please choose how to provide financial information

Verify your identity with one of the following:

<input type="radio"/> the last 8 digits from your Visa, MasterCard, or Discover card
<input type="radio"/> the last direct deposit amount from your Social Security benefits
<input type="radio"/> information from a W-2 tax form
<input type="radio"/> information from a 1040 Schedule SE (self-employment) tax form

[Next](#) [Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.24. ECYR\_Warning\_Existing Activation Code



Social Security



**You have an existing Activation Code.**

A letter with your activation code has been sent to your home address. If you still have your activation code, please [finish setting up your account](#).

If you no longer have your activation code, you can create an account on or after [DATE].

If you require immediate assistance, please [contact us](#).

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.25. ECYR\_Expired Activation Code



Social Security



The activation code you entered has expired. Please request a new activation code below.



We sent a text message to (\*\*\*) \*\*\* - 1111.

Please allow up to 2 minutes for the activation code to arrive.

The activation code will expire after 10 minutes from the time of your request.

Please enter your activation code

[^ Having trouble?](#)

- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**

We can [send a new activation code](#) or you can [change how we send your activation code](#).

Enter the activation code you just received.

Submit Activation Code

Previous

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.26. ECYR\_Activation Code Mismatch

# Social Security

The activation code you entered does not match the activation code we sent you. Please re-enter the activation code you received.

We sent a text message to (\*\*\*) \*\*\* - 1111.

Please allow up to 2 minutes for the activation code to arrive.

The activation code will expire after 10 minutes from the time of your request.

Please enter your activation code

[^ Having trouble?](#)

- Check your reception and text messaging.
- You may need to move to a location where your phone can receive a text message.
- Please check that your phone can receive text messages.

**Still having trouble?**

We can [send a new activation code](#) or you can [change how we send your activation code](#).

Enter the activation code you just received.

Submit Activation Code

Previous

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.27. Warning\_Digital Lockout Mailed Activation Code



Social Security



**We cannot verify the information you provided. We have sent you a letter with a new activation code.**

An activation code helps us verify your identity and improves the security of your account. You will only need to provide this code once.

A letter with your new activation code was sent to:

321 Main Street  
Laurel, MD 20707

Please allow 5-10 business days to receive your new activation code.

**Once you have received your new activation code, you can finish setting up your account online by following the instructions in your letter.**

If you require immediate assistance, please [contact us](#).

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.28. Permanent Lockout\_Photo Capture Failure



Social Security



**We have suspended electronic access to your personal information.**

We tried to match the information you provided, but were unable to do so.

This suspension will not affect any Social Security benefits you receive. For further assistance, please [contact us](#).

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

## 1.29. Opt In/Out Screen



 Social Security

Please help us make it easier to create your account

We are asking for volunteers to try a new way of creating a *my* Social Security account.  
Participation is voluntary and will not affect your Social Security benefits.

Would you like to try the new account creation process?

Yes, I'll try the new process and provide feedback.

No, I'll use the regular process.

[Next](#) [Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)