Electronic Access

Sign In/Create Account (SI) page – The "Create an Account" container has been moved from below the "Sign In" container to the right of it. This adds to the useability of the page.

Social Security

Sign In

Username

Forgot Username?

Password

Forgot Password?

Sign In

Create Your Account

Privacy and security

Information you will need

Create New Account

Finish Setting up Your Account

Enter Activation Code

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

Terms of Service (TOS) page – This page has minor punctuation changes.

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;
• For whom you are a representative payee; or

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 signing 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

Create an Account – Verify Your Identity (CAVI) page – The email collection has been moved to this page. It was previously on the Create an Account – Create Account (CACA) page. In addition, the SSN will now be masked as the user enters it.

Social Security

Tell us who you are

Your Name
As shown on your Social Security card.
First   M.I.   Last   Suffix

Social Security Number (SSN)

Date of Birth
Month   Day   Year

Home Address
Line 1   Line 2

City/Town   State/Territory   ZIP Code

Primary Phone   I don't have a phone number.
We only need this to 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

Add extra security

You may add an extra level of security to your account by entering an upgrade code that we will send you in the mail.

Would you like to request an upgrade code now?
Yes, let's start now.
No, maybe later.

Next   Exit

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

Get Your Security Code (PYCPN) page – The second factor collection process, PYCPN & Enter Security Code (ESCTM); have been moved up in the process.

Social Security

Get your security code

We will provide a security code each time you sign in.   Tell me more.

How do you want to receive your security code?

Text Message
Your rates still apply.

Email

Next   Exit

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

Enter Security Code (ESCTM) page – Text Message Option - The second factor collection process, PYCPN & Enter Security Code (ESCTM); have been moved up in the process.

Additional, the language in the "Having trouble?" drop down has been updated.

Social Security

> **We sent a text message to [display phone number].**
>
> Please allow up to 2 minutes for the security code to arrive.
>
> The security code will **expire** after 10 minutes from the time of your request.

Please enter your security code

> Having trouble?
>
> • Check that you have entered the correct cell phone number, if not re-enter your cell phone number.
> • 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 security code or you can change how we send your security code.

Enter the security code you just received.

[ ]

[Submit Security Code]   [Previous]   [Exit]

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

Enter Security Code (ESCTM) – Email Option - The user selects email to receive their security/OTP code. Same updates as the previous page.

Social Security

We sent an email to [display email address].

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

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

Please enter your security code

Having trouble?

- Check that you have entered the correct email address. If not, re-enter your email address.
- Check your email account's Spam folder.
- Add NO-REPLY@SSA.gov to your email provider's "Safe Sender's List."

Still having trouble?
We can send a new security code or you can change how we send your security code.

Enter the security code you just received.

[   ]

[Submit Security Code] [Previous] [Exit]

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

Create an Account – Create Account (CACA) - The email collection process has been move from this page to the CAVI page, the same page where we collect the NUMI information.

Additional, the password has gone from a maximum of 20 characters to 64.

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 create your password reset questions

Why?

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

Next   Exit

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

Finish Setting Up your Account – Verify Identity (FAVI) page - The SSN will now be masked.

Social Security

Tell us who you are

Your Name
As shown on your Social Security card.

First   M.I.   Last   Suffix

Social Security Number (SSN)

Date of Birth
Month   Day   Year
--   --   --

Please enter the activation code we gave you.

Activation Code: Tell me more.
8-digit Number

I don't have an activation code.

Next   Exit

Finish Setting Up your Account – Create Account (FACA) page - The users email address will be prefilled if it was collected during the ID proofing process in the FO, and the user has chosen text as their second factor. The password can now be up to 64 characters.

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 (! @ # $ % ^ & *)

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

prepopulated from RCS if available

Confirm Email Address
Emails must match

prepopulated from RCS if available

Please create your password reset questions

Why?

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

Next   Exit

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

Finish Setting Up your Account – Create Account (FACA) - The password can now be up to 64 characters. In addition, when the user has chosen email as their second factor, we will not ask for it again.

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 create your password reset questions

Why?

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

Next   Exit

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

Registration and Customer Support (RCS)

Block Access - Confirmation (BLOCK) – 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 ○ in person [Search] [Clear Search] ❓ Help

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

RCS   ❓ Help BLOCK

Block Access

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

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.

Are you sure you want to block all access to your information?

[**Yes, Block Access**]   [Cancel]

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 | | 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 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:		

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

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

❓ Help

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

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.

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
Section 205 of the Social Security Act, as amended; the Government Paperwork Elimination Act (P.L. 105-277); and the Federal Information Security Modernization Act of 2014 allow us to collect this information to grant 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 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:
• To other Federal agencies and our contractors, including external data sources, to assist us in administering our programs; and
• 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 of 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:			
	or		○ on phone ◉ in person	**Search**	Clear Search	❓ Help

❓ 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:
○ 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. 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   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   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.

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

User Search

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

❓ Help

❓ Help

HAROLD A. DDYLSW   SSN: 381-26-7009   DOB: 10/21/1973   Username: PERSON16

RCS   ❓ Help RCPC

✅ The temporary password letter was 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.

Reprint   Done