

# **Digital Identity**

Release Package

September 2019

## Table of Contents

<b>Digital Identity</b> .....	1
<b>Digital Identity - INTERNET SCREENS</b> .....	3
<b>Sign in Terms of Service</b> .....	3
<b>Digital Identity - Registration and Customer Support (RCS) Screens</b> .....	4
<b>Temporary Password Print Optional Success (IPL3FXV)</b> .....	4
<b>Reset Code Print Optional Notice (IPL3FXV)</b> .....	4
<b>Temporary Password Success (IPL3FXV)</b> .....	5
<b>Reset Code Mailed Success (IPL3FXV)</b> .....	5
<b>Temporary Password Print Confirmation (RCPC) (Temporary Password) In Person</b> .....	6
<b>Reset Code Print Confirmation (RCPC) in Person</b> .....	7
<b>Cannot Add Extra Security (CAES)</b> .....	8
<b>Confirmation - Upgrade Code Mailed (CUCM)</b> .....	8
<b>Standard enrollment - Activation Code Mailed (ENMAIL)</b> .....	9
<b>Standard enrollment - Activation Code Mailed (ENMAIL) - refused the Identity Services Provider check</b> .....	9

# Digital Identity - INTERNET SCREEN

## Sign in Terms of Service

- Added a new bullet "Give false or misleading information to obtain or alter Social Security benefits; or"



### Terms of Service

- I am using [my Social Security](#) account services with the account that I created myself using my own personal information and identity. I am not using a [my Social Security](#) account created by another person or created using another person's information or identity, even if I have that person's written permission.
- I will never share the use of [my Social Security](#) account with anyone else under any circumstances. I will never use another person's [my Social Security](#) account.
- I understand that [my Social Security](#) account contains U.S. Government information.
- I consent to the monitoring and recording of my use of [my Social Security](#) services, including any electronic communications (such as click-to-chat or messaging).
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records;
  - Give false or misleading information to obtain or alter Social Security benefits; or
  - Deceive the Social Security Administration about an individual's identity.
- I understand that unauthorized use of [my Social Security](#) services is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that the Social Security Administration may stop me from using [my Social Security](#) services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by the Social Security Administration is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed.
- I agree that the Social Security Administration is not responsible for the improper disclosure of any information that the Social Security Administration has provided to me, whether due to my negligence or the wrongful acts of others.

### Social Security is Going "Green"

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

Remember, now that you have a [my Social Security](#) account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

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](#)

# Digital Identity - Registration and Customer Support (RCS) Screens

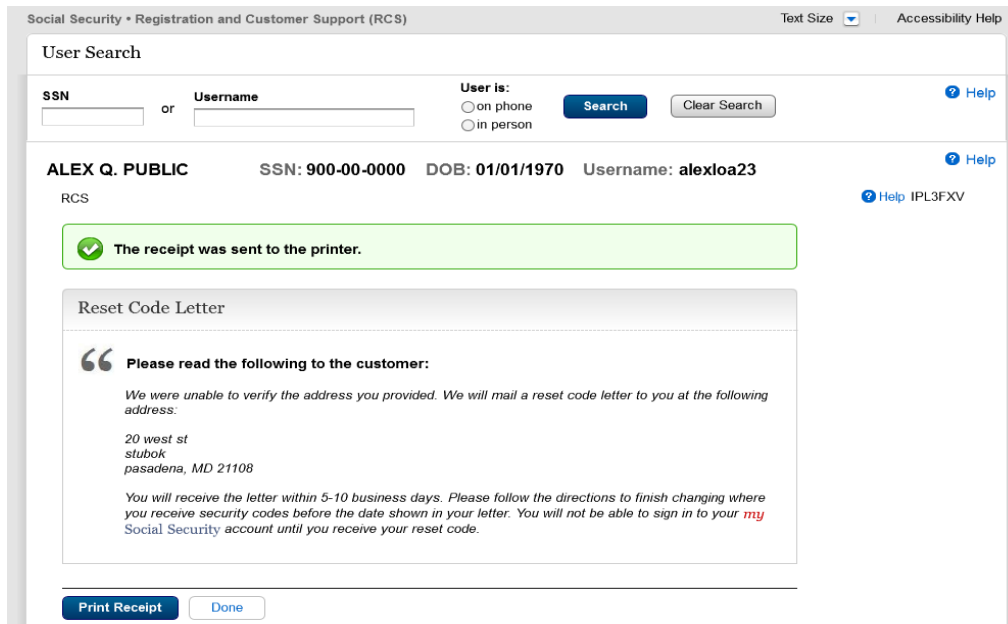
## Temporary Password Print Optional Success (IPL3FXV)

- The banner language was changed from "The temporary password letter was sent to the printer." to "The receipt was sent to the printer."
- Primary and secondary buttons were assigned.

The screenshot shows the 'User Search' interface in the Social Security Registration and Customer Support (RCS) system. The user 'ALEX Q. PUBLIC' is identified with SSN: 900-00-0000, DOB: 01/01/1970, and Username: alexloa23. A green success banner states 'The receipt was sent to the printer.' Below this, a 'Temporary Password Letter' section contains a quote: '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.' At the bottom, there are 'Print Receipt' and 'Done' buttons.

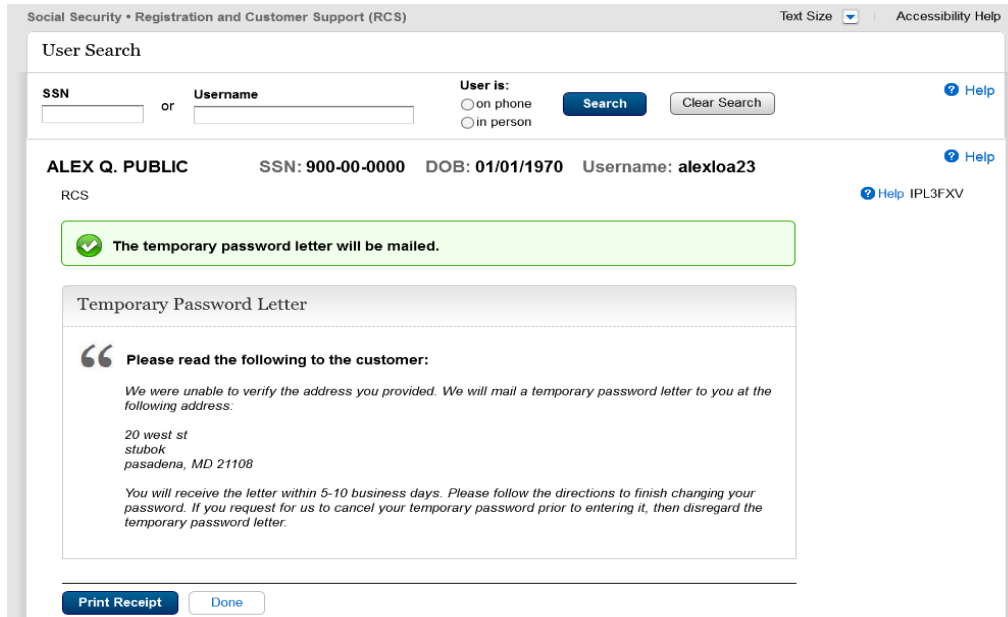
## Reset Code Print Optional Notice (IPL3FXV)

- The banner language was changed from "The reset code letter was sent to the printer." to "The receipt was sent to the printer."
- Primary and secondary buttons were assigned.



## Temporary Password Success (IPL3FXV)

- Primary and secondary buttons were assigned



## Reset Code Mailed Success (IPL3FXV)

- Primary and secondary buttons were assigned.

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](#) 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.*

## Temporary Password Print Confirmation (RPCP) (Temporary Password) In Person

- The word "successfully" was removed from the banner changing the banner language from "The temporary password letter was successfully sent to the printer." to "The temporary password letter was sent to the printer."
- The words "print" and "confirmation" were added to the title changing it from "Temporary Password Letter" to "Print Temporary Password Letter Confirmation"

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](#) RPCP

**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:**

*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.*

## Reset Code Print Confirmation (RCPC) in Person

- The word "successfully" was removed from the banner changing the banner language from "The reset code letter was successfully sent to the printer." to "The reset code letter was sent to the printer"

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](#) RCPC

 **The reset code letter was 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.*

**Reprint** Done

## Cannot Add Extra Security (CAES)

- The “DONE” button was changed to the primary format and is consistent with other pages.


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](#) CAES

 **We cannot verify the customer's 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 Service Provider](#), we can try again to verify your address.*

## Confirmation - Upgrade Code Mailed (CUCM)

- Assigned primary and secondary buttons.


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](#) 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:*

*20 west st  
stubok  
pasadena, MD 21108*

*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.*



## Standard enrollment - Activation Code Mailed (ENMAIL)

- Assigned primary and secondary buttons


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

User Search

SSN  User is:  
 on phone  in person

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

20 west st  
stubok  
pasadena, MD 21108

*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.*

## Standard enrollment - Activation Code Mailed (ENMAIL) - refused the Identity Services Provider check

- Assigned primary and secondary buttons.


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

User Search

SSN  User is:  
 on phone  in person

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

20 west st  
stubok  
pasadena, MD 21108

*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.*