

Registration and Customer Service Screens

Address Confirmation Code (ACC)

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1. User Search Identity Container

Displays the new Elevated Phone Identity Verification container.

The screenshot shows a web interface for user search. At the top, there is a 'User Search' header. Below it, there are two input fields: 'SSN' and 'Username', with an 'or' separator between them. To the right of these fields, there is a 'User is:' section with two radio buttons: 'on phone' (selected) and 'in person'. There are 'Search' and 'Clear Search' buttons. A 'Help' link is in the top right corner. Below the search area, there are two main columns. The left column is labeled 'RCS' and contains a 'To Retrieve Account' section with a 'Help' link and a 'Sample Customer Internet Screens' section. The right column is labeled 'USERSEARCH' and contains a '(NEW) Elevated Phone Identity Verification' section with instructions to search by SSN, and a 'To Register in Person' section with requirements for age and identification.

2. Search Results with No Active Account and Expired code

Displays the search result with no user account and expired confirmation code.

The screenshot shows the search results page for 'ALEX Q. PUBLIC' with SSN 900-00-0000 and DOB 01/01/1970. The page is titled 'Social Security • Registration and Customer Support (RCS)'. The search results are displayed in two columns. The left column is labeled 'RCS' and contains a 'No Account Found' section with a 'Help' link and a 'Block Access' button. The right column is labeled 'SRCHRSLT' and contains a '(NEW) Elevated Phone Identity Verification' section with the message 'The last confirmation code has expired.' and a 'Get Contact Info' button. Below this, there is a 'To Register in Person' section with requirements for age and identification. A 'Sign In' link is visible at the bottom left of the page.

3. ACMGMT Standard Account Summary Page with Active Code

Displays Account Management screen with an active account confirmation code.

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top, there are links for 'Text Size' and 'Accessibility Help'. Below is a 'User Search' section with input fields for 'SSN' and 'Username', 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 section, the user's details are displayed: 'ALEX Q. PUBLIC', 'SSN: 123-45-6789', 'DOB: 01/01/1970', and 'Username: ROMETEST123'. There are tabs for 'Account Summary' and 'Transaction History'. The 'Account Summary' tab is active, showing 'RCS' and 'ACMGMT' labels. The account details include: 'Account Type: Standard', 'Security Codes Sent by: Text Message' (with a 'Get Reset Code' button), 'Last 4 Digits of Cell Phone: 4100', 'Email: test@ssa.gov' (with a 'Change Email' button), 'Account Status: Active', and 'Last Login: September 17, 2019 13:43'. On the right side, there is a '(NEW) Elevated Phone Identity Verification' section with the text 'There is an active confirmation code.' and buttons for 'Get Contact Info', 'Enter Code', and 'Cancel Code'.

4. ACMGMT Extra Security Account Summary Page

Displays Account Management screen with extra security and no confirmation code issued.

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top, there are links for 'Text Size' and 'Accessibility Help'. Below is a 'User Search' section with input fields for 'SSN' and 'Username', and radio buttons for 'User is: on phone' and 'in person'. A 'Search' button and a 'Clear Search' button are present. Below the search section, the user's details are displayed: 'ALEX Q. PUBLIC', 'SSN: 345-12-9876', 'DOB: 01/01/1970', and 'Username: ROMETEST123'. There are tabs for 'Account Summary' and 'Transaction History'. The 'Account Summary' tab is active, showing 'RCS' and 'ACMGMT' labels. The account details include: 'Account Type: Extra Security', 'Security Codes Sent by: Text Message' (with a 'Get Reset Code' button), 'Last 4 Digits of Cell Phone: 4100', 'Email: test@ssa.gov', 'Account Status: Active', and 'Last Login: September 17, 2019 16:00'. On the right side, there is a '(NEW) Elevated Phone Identity Verification' section with the text 'No confirmation code has been issued.' and a 'Get Contact Info' button.

5. Send ACC – Privacy Act Warning Notice

This page with the banner is displayed when Get Contact Info button is selected for the first time. The customer will have the option to either get the Privacy Act emailed or read aloud.

The customer will have the ability to receive the ACC code from the following:

- Text Message – User will receive code via sms text.
- Email Address – User will receive code via email.
- Mailing Address – User must provide address.

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

User Search

SSN or Username

User is:
 on phone
 in person

[? Help](#)

Search
Clear Search

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

OMB No. 0960-0789
[Paperwork Reduction Act](#)

RCS
[? Help](#) XXXXX

Please use [eMailer](#) to send the [Privacy Act](#) or read aloud.

Collect Contact Information

“ Please read the following to the customer:

In order to verify your identity, we will need to send a confirmation code via text message, email, or letter.

A letter will take 5-10 business days to arrive.

How would you like to receive your confirmation code?

Text Message

Email Address

Mailing Address

Enter Mailing Address (Required with text and email)

Mailing Address

Street 1


Street 2

City[/Town] State[/Territory] ZIP Code

Send Code
Cancel

6. Send ACC Error - Mailing Address

This page is displayed when Mailing Address was selected, and system was unable to verify Mailing Address.

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](#)

OMB No. 0960-0789
[Paperwork Reduction Act](#)

RCS [? Help](#) XXXXX

 **The mailing address couldn't be verified.**
Please correct the information below or select a different option.

Collect Contact Information

How would you like to receive your confirmation code?

Text Message
 Email Address
 Mailing Address

Mobile Phone Number

10-digit Number

Enter Mailing Address (Required with text and email)

Mailing Address

Street 1


Street 2

City[/Town] **State[/Territory]** **ZIP Code**

Send Code

7. Send ACC Error - Phone Number

This page is displayed when Phone Number was selected, and system was unable to verify Phone Number.

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](#)

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[Paperwork Reduction Act](#)

RCS [? Help](#) XXXXX

 **The phone number couldn't be verified.**
Please correct the information below or select a different option.

Collect Contact Information

How would you like to receive your confirmation code?

Text Message
 Email Address
 Mailing Address

Mobile Phone Number

10-digit Number

Enter Mailing Address (Required with text and email)


Mailing Address

Street 1
Street 2
City[/Town] State[/Territory] ZIP Code

Send Code Cancel

8. Send ACC Error - Email Address

This page is displayed when Email Address was selected, and system was unable to verify Email Address.

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](#)

OMB No. 0960-0789
[Paperwork Reduction Act](#)

RCS [? Help](#) XXXXX

 **The email address couldn't be verified.**
Please correct the information below or select a different option.

Collect Contact Information

How would you like to receive your confirmation code?

Text Message
 Email Address
 Mailing Address

Mobile Phone Number

10-digit Number

Enter Mailing Address (Required with text and email)

Mailing Address


Street 1
Street 2
City[/Town] State[/Territory] ZIP Code

Send Code

9.

1. Privacy Act

Updated Privacy Message.



Terms and Conditions

[Print this page](#)

RCS [? Help](#) TOS

Privacy Act Statement Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended, allows us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent you from using our electronic services.

We will use this information to identify who you are before we provide you with the information you are requesting. 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 efficiently 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 risk of 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 any 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.

[Close](#)

2. Enter ACC - Same Session

This page is displayed when user has selected either Text Message or Email address to receive ACC within the same session.

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](#)

OMB No. 0960-0789
[Paperwork Reduction Act](#)

RCS [Help](#) XXXXX

Enter Confirmation Code

Confirmation Code

8-digit number

Submit **Resend Code** **Cancel**

3. Enter ACC Error - Same Session

This page is displayed when user receives an Error message and has selected either Text Message or Email Address to receive ACC within the same session.

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](#)

OMB No. 0960-0789
[Paperwork Reduction Act](#)

RCS [Help](#) XXXXX

 **The confirmation code doesn't match our records. Please re-enter the code.**

Enter Confirmation Code

Confirmation Code

8-digit number

Submit **Resend Code** **Cancel**

4. Enter ACC in Subsequent Session - Cannot Resend Code

This page is displayed when user returns with an ACC in a different session.

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

OMB No. 0960-0789
[Paperwork Reduction Act](#)

RCS ? Help XXXXX

Enter Confirmation Code

Confirmation Code

8-digit number

Submit

5. Enter ACC Subsequent Session Error - Cannot Resend Code

This page is displayed when user receives an error message when confirmation code does not match.

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

OMB No. 0960-0789
[Paperwork Reduction Act](#)

RCS ? Help XXXXX

The confirmation code doesn't match our records. Please re-enter the code.

Enter Confirmation Code

Confirmation Code

8-digit number

Submit

6. ACC Code Will be Snail Mailed - Mailing Address Verified

This page is displayed when the mailing address has been verified.

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top right, there are links for 'Text Size' and 'Accessibility Help'. Below this is a 'User Search' section with input fields for 'SSN' and 'Username', a 'User is:' section with radio buttons for 'on phone' and 'in person', and 'Search' and 'Clear Search' buttons. The user profile for 'ALEX Q. PUBLIC' is displayed, including 'SSN: 900-00-0000', 'DOB: 01/01/1970', and 'Username: alexloa23'. A green notification box with a checkmark states: 'Customer's mailing address has been verified.' Below this is a 'Mailing Confirmation Code' section with a quote: 'Please read the following to the customer: We will mail a confirmation code to you at: 123 Main Street, Baltimore, MD 12345. You will receive the letter within 5 - 10 business days. Please follow the directions to complete your identity verification before the date shown in your letter.' A 'Done' button is at the bottom left.

7. Final Confirmation - ACC Code Matches SSA Records

This page is displayed when the confirmation code matches.

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top right, there are links for 'Text Size' and 'Accessibility Help'. Below this is a 'User Search' section with input fields for 'SSN' and 'Username', a 'User is:' section with radio buttons for 'on phone' and 'in person', and 'Search' and 'Clear Search' buttons. The user profile for 'ALEX Q. PUBLIC' is displayed, including 'SSN: 900-00-0000' and 'DOB: 01/01/1970'. A green notification box with a checkmark states: 'Customer's confirmation code matches our records.' Below this is an 'Identity Verified' section with a quote: 'Please read the following to the customer: We have verified your identity. The confirmation code is valid for 30 days from the time it was received.' A 'Done' button is at the bottom left.

8. Cancel Code

This page is displayed when user wants to cancel confirmation code.

The screenshot shows the 'User Search' section of the Social Security Registration and Customer Support (RCS) interface. At the top, there are fields for 'SSN' and 'Username' with a 'Search' button and a 'Clear Search' button. Below this, the user's name 'ALEX Q. PUBLIC' and their SSN '900-00-0000' and DOB '01/01/1970' are displayed. A 'Cancel Confirmation Code' dialog box is open, containing a quote: 'Please read the following to the customer: We will cancel the previously issued code and it can no longer be used. If we need to verify your identity in the future, we will issue a new code. Are you sure you want to cancel the confirmation code?'. At the bottom of the dialog, there are 'Yes' and 'No' buttons.

9. Cancel Code - Confirmation

This page is displayed when confirmation code is cancelled.

The screenshot shows the 'Confirmation Code is Canceled' screen in the Social Security Registration and Customer Support (RCS) interface. A yellow banner at the top reads 'Confirmation Code is Canceled'. Below this, there are two main sections. The left section, titled 'No Account Found', states 'There is no account found for SSN: 900-00-0000' and includes a 'Block Access' button. The right section, titled '(NEW) Elevated Phone Identity Verification', states 'No confirmation code has been issued' and includes a 'Get Contact Info' button. At the bottom, there is a section titled 'To Register in Person' with the text 'In order to register for an account, the customer must be at'.

10. Search Results with No Active Account, On-Phone SSN with No Code

This page is displayed when there is no active account, and no confirmation code has been sent.

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top right, there are links for 'Text Size' and 'Accessibility Help'. The main search area includes a 'User Search' header, input fields for 'SSN' and 'Username', and a 'User is:' section with radio buttons for 'on phone' (selected) and 'in person'. A 'Search' button and a 'Clear Search' button are present. Below the search area, the user's name 'ALEX Q. PUBLIC' is displayed along with their 'SSN: 900-00-0000' and 'DOB: 01/01/1970'. There are also links for 'RCS' and 'SRCHRSLT'. The main content area is divided into two columns. The left column has a 'No Account Found' header with a 'Help' link, followed by the text 'There is no account found for SSN: 900-00-0000' and a 'Block Access' button. The right column has a '(NEW) Elevated Phone Identity Verification' header, followed by the text 'No confirmation code has been issued.' and a 'Get Contact Info' button. At the bottom left, there is a link for 'Sample Customer Internet Screens'.

11. Search Results with No Active Account, On-Phone with Active Code

This page is displayed when there is no active account, but confirmation code has been sent.

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top right, there are links for 'Text Size' and 'Accessibility Help'. The main search area includes a 'User Search' header, input fields for 'SSN' and 'Username', and a 'User is:' section with radio buttons for 'on phone' (selected) and 'in person'. A 'Search' button and a 'Clear Search' button are present. Below the search area, the user's name 'ALEX Q. PUBLIC' is displayed along with their 'SSN: 900-00-0000' and 'DOB: 01/01/1970'. There are also links for 'RCS' and 'SRCHRSLT'. The main content area is divided into two columns. The left column has a 'No Account Found' header with a 'Help' link, followed by the text 'There is no account found for SSN: 900-00-0000' and a 'Block Access' button. The right column has a '(NEW) Elevated Phone Identity Verification' header, followed by the text 'There is an active confirmation code.' and buttons for 'Get Contact Info', 'Enter Code', and 'Cancel Code'. At the bottom left, there is a link for 'Sample Customer Internet Screens'. At the bottom right, there is a link for 'To Register in Person'.

12. Search Results with No Active Account, OnPhone, search by Username

This page is displayed when username is not returned, and no confirmation code has been sent.

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](#)

RCS SRCHRSLT

No Account Found

There is no account found for Username: ROMETEST12

(NEW) Elevated Phone Identity Verification

To verify the customer's identity, please search by SSN.

[Sample Customer Internet Screens](#) [To Register in Person](#)

13. ACMGMT - Standard Account Summary Page, On-Phone with No Code

This page is displayed when user with an account can request a confirmation code.

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: 900-00-0001 DOB: 01/01/1970 Username: ROMETEST123 [Help](#)

Account Summary [Transaction History](#)

RCS ACMGMT

Account Summary [Help](#)

Account Type: **Standard**

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

Last 4 Digits of Cell Phone: **4100**

Email: **test@ssa.gov** [Change Email](#)

Account Status: **Active**

Last Login: **September 17, 2019 13:43**

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

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info](#)

14. ACMGMT - Standard Account Summary Page, On-Phones with Expired Code

This page is displayed when user with an account can request a confirmation code.

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: 900-00-0001 DOB: 01/01/1970 Username: ROMETEST123 [? Help](#)

Account Summary [Transaction History](#)

RCS
ACMGMT

Account Summary [? Help](#)

Account Type:	Standard
Security Codes Sent by:	Text Message Get Reset Code
Last 4 Digits of Cell Phone:	4100
Email:	test@ssa.gov Change Email
Account Status:	Active
Last Login:	September 17, 2019 13:43

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

(NEW) Elevated Phone Identity Verification

The last confirmation code has expired.

[Get Contact Info](#)

15. Search Results with No Active Account, In-Person SSN with Active Code

This page is displayed when user in person can cancel code.

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
SRCHRSLT

No Account Found [? Help](#)

There is no account found for SSN: 900-00-0000

[Block Access](#)

(NEW) Elevated Phone Identity Verification

There is an active confirmation code.

[Cancel Code](#)

Sample Customer Internet Screens

Ask the customer for the title of the screen he or she is

To Register in Person