Registration and Customer Service Screens

Address Confirmation Code (ACC)

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Displays the new Elevated Phone Identity Verification container.

2. Search Results with No Active Account and Expired code

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

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Displays Account Management screen with an active account confirmation code.

4. ACMGMT Extra Security Account Summary Page

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

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.

6. Send ACC Error - Mailing Address

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

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 |

❓ Help

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

OMB No. 0960-0789
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.

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.

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.

4. Enter ACC in Subsequent Session - Cannot Resend Code

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

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.

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

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

7. Final Confirmation - ACC Code Matches SSA Records

This page is displayed when the confirmation code matches.

8. Cancel Code

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

9. Cancel Code – Confirmation

This page is displayed when confirmation code is cancelled.

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.

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.

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.

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.

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.

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

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