

**Electronic Access**

**Internet Screen Package**

# Table of Contents

<b>Electronic Access</b> .....	1
<b>Application:</b> .....	6
Global Footer .....	6
Create Account – Terms of Service .....	7
Create Account – Verify Identity.....	8
Create Account – Verify Identity (Extra security – Credit Card selected) .....	9
Create Account – Verify Identity (Extra security – W-2 tax form selected).....	9
Create Account – Verify Identity (Extra security – 1040 Schedule SE form selected) .....	10
Create Account – Secure Identity (Out of Wallet Questions) .....	11
Get Security Code – Cell Phone selected (New or Grandfathered user) .....	12
Get Security Code – Email selected (New or Grandfathered user) .....	12
Create Account – Create User Name, Password, and Password Reset Questions .....	13
Create Account – Confirmation (Standard) .....	14
Create Account – Confirmation (Extra Security).....	14
Pilot: Opt-In/Out Driver’s License Manual option .....	15
Create Account – Verify Identity.....	16
Create an Account – I.D. Type – Manual Path .....	17
Create an Account – Financial Verification - Credit Card selected .....	18
Create an Account – Financial Verification - Direct Deposit selected .....	18
Create an Account – Financial Verification - W-2 selected.....	19
Create an Account – Financial Verification – 1040 Schedule SE selected .....	19
Create an Account – Activation Code Delivery Options .....	20
Create an Account – Activation Code Mailed Confirmation.....	20
Create an Account – Enter Your Activation Code (Multi. Address of Record - Text Message).....	21
Create an Account – Enter Your Activation Code (Single Address of Record - Text Message).....	22
Create an Account – Enter Your Activation Code (Single Address of Record - Email).....	22
Finish Setting Up Account –Terms of Service (In-Person Process) .....	23
Finish Setting Up your Account – Verify Identity.....	24
Pilot: Driver’s License Manual Opt-In .....	26
Sign In/Create Account .....	27
Verify digital address (Cell Phone only Verified).....	28
Verify digital address (Email Address only Verified) .....	28
Verify Digital Address – Multiple Digital Address Verified.....	28
Get Security Code.....	29

Enter Security Code – Phone Selected.....	29
Enter Security Code – Email Selected .....	30
Sign In – Terms of Service .....	31
Forgot Username .....	32
Forgot Password - Verify Identity .....	32
Forgot Password – Password Reset Questions.....	33
Forgot Password – Update Password .....	33
Change Password – Confirmation.....	34
Forgot Password – Email Password .....	34
Create New Password – Password Expired.....	34
Forgot Password – Temporary Password Sent – Confirmation .....	35
Mail Temporary Password – Terms of Service.....	36
Mail Temporary Password – Provide Information.....	37
Mail Temporary Password – Confirmation .....	37
Enable Extra Security .....	38
Enable Extra Security – Enter Upgrade Code.....	38
Enable Extra Security – Confirmation .....	38
Cancel Extra Security.....	39
Cancel Extra Security – Confirmation .....	39
Change Security Code Method – Terms of Service.....	40
Change Security Code Method – Provide Info.....	41
Change Security Code Method – Reset Not Allowed.....	42
Change Security Code Method – Reset Code Mailed – Confirmation .....	42
Change Security Code Method – Reset Code Letter.....	43
Change Security Code Method – Enter Reset Code.....	43
Change Security Code Method – Enter Reset Code – Reset Code Strike .....	43
Change Security Code Method – Confirmation .....	44
Change Security Code Method – Request Your Reset Code Letter .....	44
Account Summary - Standard Account – SMS .....	45
Account Summary - Standard Account – Email .....	46
Account Summary - Standard Account - Text and Email .....	47
Account Summary - Extra Security Account .....	48
Account Summary - Extra Security Pending.....	49
Account Summary - Extra Security Removed .....	50
Add Extra Security - Terms of Service .....	51
Add Extra Security – Provide Information Credit Card .....	52
Add Extra Security – Provide Information W-2.....	53

Add Extra Security – Provide Information 1040 .....	54
Add Extra Security - Confirmation .....	54
Disable your Extra Security .....	55
Enable Second Factor – Email .....	55
Enable Second Factor - Text.....	55
Disable Second Factor – Email .....	56
Disable Second Factor – Text .....	56
Update Second Factor – Email .....	56
Update Second Factor – Text.....	56
Enter Security Code.....	57
Enter Security Code - Security Code Does Not Match .....	57
Enter Security Code - Limit of Attempts Reached .....	58
Update Password .....	58
Update Email Address.....	59
Update Password Reset Questions .....	59
Deactivate Account .....	59
Deactivate Account – Confirmation.....	60
<b>Help Pages:</b> .....	60
Tell me more (1040 Tax Form) .....	60
Tell Me More about Credit Card .....	60
Tell me more about W2 wages .....	61
How can I protect my identity?.....	61
How We Protect Your Information .....	61
Privacy & Security Questions .....	62
Privacy Act Statement.....	63
Why We Ask For Your Phone Number .....	63
Why do I need password reset questions? .....	64
Why are these questions important? .....	64
Keep your Account Secure .....	65
How can I stop receiving security codes by email?.....	65
How can I stop receiving security codes by text? .....	65
How do I sign up for extra security? .....	66
<b>Error Screens:</b> .....	67
Create an Account – Terms of Service – Error .....	67
Finish Setting Up your Account – Terms of Service – Error .....	67
Financial Strike .....	67
Financial Lockout.....	68

Identity Lockout .....	68
OOW Lockout.....	68
Under Age .....	69
Common Error Message .....	69
Cannot Create Account.....	69
Permanent lockout.....	69
Blocked Account.....	70
Activation Code Expired.....	70
Off Hours.....	70
Password Reset Questions – Strikeout .....	71
Reset Code Identity Perm Lockout.....	71
Reset Code Expired .....	71
Fail Reset Code Temp Lockout.....	71
System Error.....	72
Upgrade Code Expired .....	72
Upgrade Code Temp Lockout.....	72
Terms of Service to add extra security online .....	72

## Application:

### Global Footer

[Privacy and Security](#)

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

## Create Account – Terms of Service



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 a representative payee; or
- For whom you are an appointed representative.

[▶ Feedback](#)

You may obtain help with creating an account from someone you trust. You must accept the risk of sharing your personal information with the person(s) helping you. To help protect your privacy and prevent fraud, **do not** share your password with anyone else.

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](#)

## Create Account – Verify Identity



Please tell us who you are

### Your Name

As shown on your Social Security card.

First	M.I.	Last	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Social Security Number (SSN)

### Date of Birth

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

### 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.

Line 1	Line 2	
<input type="text"/>	<input type="text"/>	
City/Town	State/Territory	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

### 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



## Create Account – Verify Identity (Extra security – Credit Card selected)

### 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.

Please verify your identity with one of the following:

the last 8 digits from your Visa, MasterCard or Discover Card

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

## Create Account – Verify Identity (Extra security – W-2 tax form selected)

### 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.

Please verify your identity with one of the following:

the last 8 digits from your Visa, MasterCard or Discover Card

information from a W-2 tax form

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 Employer Identification Number (EIN) from your W-2:

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

Next

Exit

## Create Account – Verify Identity (Extra security – 1040 Schedule SE form selected)

### 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.

Please verify your identity with one of the following:

the last 8 digits from your Visa, MasterCard or Discover Card

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) 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

## Create Account – Secure Identity (Out of Wallet Questions)



Please tell us about yourself

[Why are these questions important?](#)

**Your credit file indicates you may have a mortgage loan, opened in or around August 2012. Who is the credit provider for this account?**

<input type="radio"/> BANCOSTON MORTGAGE CO
<input type="radio"/> EQUICREDIT CORPORATION
<input type="radio"/> JPMORGAN CHASE
<input type="radio"/> THE GOOSE RIVER BANK
<input type="radio"/> NONE OF THE ABOVE

**What is the total monthly payment for the above-referenced account?**

<input type="radio"/> \$1,275 - \$1,374
<input type="radio"/> \$1,375 - \$1,474
<input type="radio"/> \$1,475 - \$1,574
<input type="radio"/> \$1,575 - \$1,674
<input type="radio"/> NONE OF THE ABOVE

**Your credit file indicates you may have an auto loan/lease, opened in or around May 2014. Who is the credit provider for this account?**

<input type="radio"/> LIBERTY BANK
<input type="radio"/> MARINE MIDLAND AUTO FINANCING
<input type="radio"/> PERKINS RESTAURANT AND BAKERY
<input type="radio"/> SOUTHTRUST BANK
<input type="radio"/> NONE OF THE ABOVE

**What is the total monthly payment for the above-referenced account?**

<input type="radio"/> \$225 - \$274
<input type="radio"/> \$275 - \$324
<input type="radio"/> \$325 - \$374
<input type="radio"/> \$375 - \$424
<input type="radio"/> NONE OF THE ABOVE

**Your credit file indicates you may have a bank card, opened in or around August 2009. Who is the credit provider for this account?**

<input type="radio"/> CAPITAL ONE
<input type="radio"/> LAURITZEN CORPORATION
<input type="radio"/> UNITED NATIONAL CORP
<input type="radio"/> WELLS FARGO & COMPANY
<input type="radio"/> NONE OF THE ABOVE

Next

Exit

## Get Security Code – Cell Phone selected (New or Grandfathered user)



**i** We sent a text message to (410) 410-9999.

Please allow up to 2 minutes for the security code to arrive.  
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

^ Hide

- 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

## Get Security Code – Email selected (New or Grandfathered user)



**i** We sent an email to [markes.blackwell@ssa.gov](mailto:markes.blackwell@ssa.gov).

Please allow up to 2 minutes for the security code to arrive.  
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

^ Hide

- 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

## Create Account – Create User Name, Password, and Password Reset Questions



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

## Create Account – Confirmation (Standard)



✔ 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 other 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

## Create Account – Confirmation (Extra Security)



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

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

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will send you.

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

### What happens now?

In 5 to 10 business days:

- You will receive a **letter** in the mail with an upgrade code and step-by-step instructions for upgrading your security.
- In the meantime, you can still access your online account.

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

[? Tips for protecting your identity.](#)

Next

Exit



Creating an account is easier than ever

We are offering a new way to create your account using your driver's license or state-issued ID.

**Would you like to create your account using your driver's license or state-issued ID?**

Yes, I'll try it.

No, thanks.

Next

Exit

## 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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Social Security Number (SSN)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">SHOW SSN</a>
----------------------	----------------------	----------------------	--------------------------

Example: 000-00-0000

### Date of Birth

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

### 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.

<input type="text"/>	<input type="text"/>
----------------------	----------------------

City/Town	State[Territory]	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

<input type="radio"/> Yes
<input type="radio"/> No
<input type="radio"/> I don't have any of these.

**Cell Phone** [? I don't have a cell phone.](#)

This could help us verify your identity.

10-digit Number

<input type="text"/>
----------------------

### Email Address

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

<input type="text"/>
----------------------

### Confirm Email Address

Emails must match

<input type="text"/>
----------------------

Next

Exit




## Create an Account – I.D. Type – Manual Path

Multiple variations of this page based on users entry:

“Next” button will display when user lands from CAVI page.

“Next” and “Previous” button will display when a user lands from FUPLD or VYIC page.

 **Social Security**

Please Enter ID Information

**What type of ID do you have?**

Driver's License

Learner's Permit

State-Issued ID Card

I don't have any of these.  
I need to answer credit history questions.

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

--

**Driver's License Number**

## Create an Account – Financial Verification - Credit Card selected



### Financial Verification

Please 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

## Create an Account – Financial Verification - Direct Deposit selected



### Financial Verification

Please 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

## Create an Account – Financial Verification - W-2 selected



### Financial Verification

Please 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 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 Employer Identification Number (EIN) from your W-2:

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

Next

Exit

## Create an Account – Financial Verification – 1040 Schedule SE selected



### Financial Verification

Please 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) 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

## Create an Account – Activation Code Delivery Options



### 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?

Text message  
(443) 764-7663  
Your rates still apply.

Email  
NO-REPLY@SSA.GOV

Mail  
5-10 days

Next

Exit

## Create an Account – Activation Code Mailed Confirmation



### ✔ 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:

633 OAKLAND RD  
BELGRADE, ME 04917

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

## Create an Account – Enter Your Activation Code (Multi. Address of Record - Text Message)



Social Security

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

## Create an Account – Enter Your Activation Code (Multi. Address of Record - Email)



Social Security

We sent an email to us\*\*\*\*\*@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

## Create an Account – Enter Your Activation Code (Single Address of Record - Text Message)



Social Security

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.

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

## Create an Account – Enter Your Activation Code (Single Address of Record - Email)



Social Security

We sent an email to us\*\*\*\*\*@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.

Submit Activation Code

Exit

## Finish Setting Up Account –Terms of Service (In-Person Process)



To finish setting up your account, you will need to:

1. enter some personal information,
2. enter the account activation code you received.
3. create a username and password.
4. select how you want to receive your unique security code, and
5. enter the unique security code that we provide.

### 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 a representative payee; or
- For whom you are an appointed representative.

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

## Finish Setting Up your Account – Verify Identity



Please tell us who you are

### Your Name

As shown on your Social Security card.

First	M.I.	Last	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Social Security Number (SSN)

### Date of Birth

Month	Day	Year
<input type="text" value="--"/>	<input type="text"/>	<input type="text"/>

Please enter the account activation code we gave you

Account Activation Code:

[Next](#)

[Exit](#)



# Finish Setting Up Your Account – Create Account



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.

Confirm Email Address:

✔ Emails match

Please create your password reset questions

[Why?](#)

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

Next

Exit



Creating an account is easier than ever

We are offering a new way to create your account using your driver's license or state-issued ID.

Would you like to create your account using your driver's license or state-issued ID?

Yes, I'll try it.

No, thanks.

Next

Exit

# Sign In/Create Account



Social Security

## Sign In or Create an Account

### Create Your Account

#### [Information you will need](#)

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 a representative payee; or
- For whom you are an appointed representative.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

[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.

## Verify digital address (Cell Phone only Verified)



Please verify your cell phone number

Is your cell phone number still (\*\*\*) \*\*\* - 7663?

- Yes, it is correct. Please provide a security code now.
- No, it is no longer valid and must be changed.

Next

Exit

## Verify digital address (Email Address only Verified)



Please verify your email address

Is your email address still te\*\*\*\*\*@ssa.gov?

- Yes, it is correct. Please provide a security code now.
- No, it is no longer valid and must be changed.

Next

Exit

## Verify Digital Address – Multiple Digital Address Verified



Get your security code

How do you want to receive your security code?

- Text message  
(\*\*\*) \*\*\* - 7663  
Message and Data Rates apply.
- Email  
te\*\*\*\*\*@ssa.gov
- I cannot access the options listed above.  
(I need to reset where I receive security codes.)

Next

Exit

## Get Security Code



**i** Security has improved since your last login.

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

[Tell me more.](#)

### Get your security code

How do you want to receive your security code?

Text Message  
Message and Data Rates apply.

Email

You can receive your Social Security Statement [by mail](#).

You can [block electronic access](#) to your information at any time, for any reason.

Next

Exit

## Enter Security Code – Phone Selected



**i** We sent a text message to (\*\*\*) \*\*\* - 9999.

Please allow up to 2 minutes for the security code to arrive.  
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

[^ Hide](#)

- 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 – Email Selected



**i** We sent an email to ma\*\*\*\*\*@ssa.gov.

Please allow up to 2 minutes for the security code to arrive.  
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

[^ Hide](#)

- 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](#)

## Sign In – Terms of Service



### 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

## Forgot Username



Social Security

Please tell us who you are

Email Address:

Social Security Number (SSN):

Date of Birth:

Month

Day

Year

Next

Exit

## Forgot Password - Verify Identity



Social Security

Please tell us who you are

Username:

Social Security Number (SSN):

Date of Birth:

Month

Day

Year

Next

Exit



## Forgot Password – Password Reset Questions



Social Security

### Password reset questions

To reset your password, enter the answers you gave when you set up your account.

[I can't remember my answers.](#)

What was your major or minor in college?

What is the name of the city where your paternal grandfather was born?

What is the middle name of your mother?

## Forgot Password – Update Password



Social Security

### Please update your password

#### New Password

Must:

Begin with a letter or number

Contain 8-64 characters

Contain upper & lowercase letters

Contain numbers

Contain symbols (! @ # \$ % ^ & \*)

Next

Exit

## Change Password – Confirmation



Social Security



You have successfully changed your password.

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 other ways to receive security codes on the Security Settings tab on the *my* Social Security home page.

Next

Exit

## Forgot Password – Email Password



Social Security



We can send a temporary password to te\*\*\*\*@ssa.gov

You will not be able to use your existing password after the temporary password is sent.

Email Temporary Password

Cancel

## Create New Password – Password Expired



Social Security



Your password has expired.

Please create your new password

### New Password:

Must:

Begin with a letter or number

Contain 8-64 characters

Contain upper & lowercase letters

Contain numbers

Contain symbols (! @ # \$ % ^ & \*)

Next

Exit

# Forgot Password – Temporary Password Sent – Confirmation



Social Security

## Sign In



An Email containing a temporary password was sent to your Email address.

Please allow a few minutes for it to arrive and update your password as soon as possible.

### What happens now?

Keep your information safe.

- Do not share your password with anyone.

[Tips for protecting your identity.](#)

### 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.

## Mail Temporary Password – Terms of Service



Social Security

### Can't remember your password reset answers?

If you can't remember your password or answers to your password reset questions, we will send a letter with a temporary password.

**i** You will not be able to sign in to your *my* Social Security account until you receive your temporary password.

#### You will need to:

- enter a mailing address for your temporary password letter, and
- wait 5 to 10 business days for your letter to arrive in the mail to complete the process.

### Terms of Service

#### 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

## Mail Temporary Password – Provide Information



**!** After you provide the information below, you will receive a letter with your temporary password.

You'll receive a letter in 5-10 business days. You will not be able to use your current password.

### Provide Information

#### Your Mailing 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 in our records.

Line 1

Line 2

City/Town

State/Territory

 ▾

ZIP Code

#### Primary Phone Number

We only need this to verify your identity.

Mail Temporary Password

Previous

Cancel

## Mail Temporary Password – Confirmation



**✓** Thank you for your information.

You'll receive a letter in the mail in 5-10 business days. Your letter will contain a temporary password and step-by-step instructions for creating a new password.

You will not be able to sign in to your **my Social Security** account until you receive your temporary password.

Done

## Enable Extra Security



Social Security

Do you have your extra security letter?

Do you have the letter containing your step-by-step instructions?

- Yes, enable my extra security.
- No, skip this for now.
- I changed my mind, cancel my request for extra security.

Next

Exit

## Enable Extra Security – Enter Upgrade Code



Social Security

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

Please correct your information and try again.

Enable Extra Security

Please enter the upgrade code from your letter to enable your account's extra security feature.

Upgrade Code from Letter

Submit Upgrade Code

Exit

## Enable Extra Security – Confirmation



Social Security

**✓** You have successfully added your extra security feature.

You will not be asked to enter the upgrade code again.

Next

Exit

## Cancel Extra Security



Social Security

### Cancel Extra Security



Are you sure you want to cancel your extra security?

If you want extra security in the future, we will ask you to go through our verification process again.

Yes, Cancel Extra Security

Cancel

## Cancel Extra Security – Confirmation



Social Security

### Cancel Extra Security



You successfully cancelled your request for extra security.

You can continue to use your username, password, and unique security code to access our online services.

Next

Exit

## Change Security Code Method – Terms of Service



### Need to reset where you get security codes?

If you need to reset where you received security codes, we will send a letter with a reset code and instructions.

**i** You will not be able to sign in to your **my** Social Security account until you receive your reset code.

You will need to:

- enter a mailing address for your reset code letter, and
- wait 5 to 10 business days for your letter to arrive in the mail to complete the process.

### Terms of Service

#### 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



## Change Security Code Method – Provide Info



Social Security



After you provide the information requested below, you will receive a letter with your reset code and instructions.

You will need to sign in with your username and password, enter your reset code, and change where you receive security codes.

### Provide Information

#### Your Mailing 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 in our records.

Line 1

Line 2

City/Town

State/Territory

ZIP Code

#### Primary Phone Number:

We only need this to verify your identity.

[Mail Reset Code Instructions](#)

[Cancel](#)

## Change Security Code Method – Reset Not Allowed



Social Security



### Reset not allowed

You already requested to reset your account.



After you provide the information requested below, you will receive a letter with your reset code and instructions.

You will need to sign in with your username and password, enter your reset code, and change where you receive security codes.

### Provide Information

#### Your Mailing 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 in our records.

Line 1

Line 2

City/Town

State/Territory

ZIP Code

#### Primary Phone Number:

We only need this to verify your identity.

[Mail Reset Code Instructions](#)

[Cancel](#)

## Change Security Code Method – Reset Code Mailed – Confirmation



Social Security



Thank you for your information.

You'll receive a letter in the mail in 5-10 business days. Your letter will contain a reset code and step-by-step instructions for changing where you receive security codes.

You will not be able to sign in to your **my Social Security** account until you receive your reset code.

[Done](#)

## Change Security Code Method – Reset Code Letter



Do you have your reset code letter?

You recently indicated that you need to change where you receive security codes.

Have you received a letter in the mail from the Social Security Administration with your reset code and instructions?

Yes, let's begin.

No, not yet.

Next

Exit

## Change Security Code Method – Enter Reset Code



Please enter your reset code


Please enter the reset code from your letter.

Next

Exit

## Change Security Code Method – Enter Reset Code – Reset Code Strike



 We cannot verify the information you provided.

Please correct your information and try again.

Please enter your reset code

Please enter the reset code from your letter.

Next

Exit

## Change Security Code Method – Confirmation



Social Security



**Congratulations! You have successfully changed where you receive security codes.**

You will continue to 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 other ways to receive security codes on the Security Settings tab on the [my Social Security](#) home page.

Next

Exit

## Change Security Code Method – Request Your Reset Code Letter



Social Security



**You need your reset code letter in order to continue.**

Please allow 5-10 business days from the time of your original request. (If you've lost or misplaced your letter, you may [request a new letter](#) to be sent to you.)

Exit

# Account Summary - Standard Account – SMS



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

## Security Settings

### Security Option

Standard - You may add extra security to your account.

[How does this work?](#)

[Add Extra Security](#)

### Cell Phone Number

(\*\*\*-\*\*\*-7663

✔ Enabled to receive Security Codes

[How can I stop receiving security codes by text?](#)

[Update Cell Phone Number](#)

### Email Address

NO-REPLY@SSA.GOV

Not enabled to receive Security Codes

[Update Email](#)

[Enable for Security Codes](#)

### Password

[Update Password](#)

[Deactivate Online Account](#)

## Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1 :

What is the middle name of your mother?

Question 2 :

What was the model name of your first car?

Question 3 :

What is the name of the hospital where you were born?

[Update Password Reset Questions](#)

# Account Summary - Standard Account – Email



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

## Security Settings

### Security Option

Standard - You may add extra security to your account.

[How does this work?](#)

[Add Extra Security](#)

### Cell Phone Number

No cell phone number has been provided.

Not enabled to receive Security Codes

[Enable Text Messaging](#)

### Email Address

te\*\*\*\*@ssa.gov

[Enabled to receive Security Codes](#)

[How can I stop receiving security codes by email?](#)

[Update Email](#)

### Password

[Update Password](#)

[Deactivate Online Account](#)

## Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1 :

What was your major or minor in college?

Question 2 :

What is the middle name of your mother?

Question 3 :

What is the name of the city where your paternal grandfather was born?

[Update Password Reset Questions](#)

# Account Summary - Standard Account - Text and Email



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

## Security Settings

### Security Option

Standard - You may add extra security to your account.

[How does this work?](#)

[Add Extra Security](#)

### Cell Phone Number

(\*\*\*-\*\*\*-7663

Enabled to receive Security Codes

[Update Cell Phone Number](#)

[Disable Text Messaging](#)

### Email Address

te\*\*\*\*\*@ssa.gov

Enabled to receive Security Codes

[Update Email](#)

[Disable for Security Codes](#)

### Password

[Update Password](#)

[Deactivate Online Account](#)

## Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1 :

What was your major or minor in college?

Question 2 :

What is the name of the city where your paternal grandfather was born?

Question 3 :

What is the middle name of your mother?

[Update Password Reset Questions](#)

# Account Summary - Extra Security Account



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

## Security Settings

### Security Option

Extra Security

[How does this work?](#)

[Disable Extra Security](#)

### Cell Phone Number

(\*\*\*-\*\*\*-7663

Enabled to receive Security Codes

[How can I stop receiving security codes by text?](#)

[Update Cell Phone Number](#)

### Email Address

NO-REPLY@SSA.GOV

Not enabled to receive Security Codes

[Update Email](#)

[Enable for Security Codes](#)

### Password

[Update Password](#)

[Deactivate Online Account](#)

## Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1 :

What is the middle name of your mother?

Question 2 :

What is the name of the city where your paternal grandfather was born?

Question 3 :

What was your major or minor in college?

[Update Password Reset Questions](#)



# Account Summary - Extra Security Pending



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

## Security Settings

### Security Option

Extra Security (Pending) - Please wait for your upgrade code to arrive in the mail to complete this process.

### Cell Phone Number

(\*\*\*-\*\*\*-7663

- Enabled to receive Security Codes
- How can I stop receiving security codes by text?

[Update Cell Phone Number](#)

### Email Address

NO-REPLY@SSA.GOV

Not enabled to receive Security Codes

[Update Email](#)

[Enable for Security Codes](#)

### Password

[Update Password](#)

[Deactivate Online Account](#)

## Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1 :

What was your major or minor in college?

Question 2 :

What is the middle name of your mother?

Question 3 :

What is the name of the city where your paternal grandfather was born?

[Update Password Reset Questions](#)

# Account Summary - Extra Security Removed



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)



Your account is no longer using extra security.

You can continue to use your username, password, and unique security code to sign in to your account.

## Security Settings

### Security Option

Standard - You may add extra security to your account.

[How does this work?](#)

[Add Extra Security](#)

### Cell Phone Number

(\*\*\*-\*\*\*-7663

Enabled to receive Security Codes

[How can I stop receiving security codes by text?](#)

[Update Cell Phone Number](#)

### Email Address

NO-REPLY@SSA.GOV

Not enabled to receive Security Codes

[Update Email](#)

[Enable for Security Codes](#)

### Password

[Update Password](#)

[Deactivate Online Account](#)

## Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

Question 1 :

What was your major or minor in college?

Question 2 :

What is the middle name of your mother?

Question 3 :

What is the name of the city where your paternal grandfather was born?

[Update Password Reset Questions](#)

# Add Extra Security - Terms of Service



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

## What is extra security?

### What is extra security?

Extra security is an added layer of protection for your account. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and a unique security code we will provide each time you sign in.

[Show me how this works.](#)

If the following statements are true for you, then extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

To enable this feature, you will need to:

- answer a financial question
- provide one additional item of information that we can verify, and
- wait 5 to 10 business days for your upgrade letter to arrive in the mail to complete the process.

## Terms of Service

### 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](#)

[Cancel](#)

# Add Extra Security – Provide Information Credit Card



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

## Provide Information

Where can we mail the letter containing your upgrade code?

Must be a mailing address in the United States or a U.S. Territory.

Line 1

Line 2

City/Town

State/Territory

ZIP Code

Primary Phone Number [I don't have a phone number.](#)

We only need this to verify your identity.

10-digit Number

## Verify your Identity

To add extra security, you must first verify your identity with one of the following:

- the last 8 digits from your Visa, MasterCard or Discover Card
- 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 -  -

[Add Extra Security](#)

[Cancel](#)

# Add Extra Security – Provide Information W-2

## Provide Information

Where can we mail the letter containing your upgrade code?  
Must be a mailing address in the United States or a U.S. Territory.

Line 1	Line 2	
<input type="text"/>	<input type="text"/>	
City/Town	State/Territory	ZIP Code
<input type="text"/>	-- <input type="text"/>	<input type="text"/>

**Primary Phone Number** [I don't have a phone number.](#)

We only need this to verify your identity.

10-digit Number

## Verify your Identity

To add extra security, you must first verify your identity with one of the following:

- the last 8 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- 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 Employer Identification Number (EIN) from your W-2:

The EIN can be found in Box B on your W-2.

[Add Extra Security](#)

[Cancel](#)

## Add Extra Security – Provide Information 1040



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

### Provide Information

#### Where can we mail the letter containing your upgrade code?

Must be a mailing address in the United States or a U.S. Territory.

Line 1

Line 2

City/Town

State/Territory

ZIP Code

#### Primary Phone Number [I don't have a phone number.](#)

We only need this to verify your identity.

10-digit Number

### Verify your Identity

To add extra security, you must first verify your identity with one of the following:

- the last 8 digits from your Visa, MasterCard or Discover Card
- 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) 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.

[Add Extra Security](#)

[Cancel](#)

## Add Extra Security - Confirmation



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

Thank you for your information.

Because you're adding extra security, you'll receive step-by-step instructions in the mail in 5 to 10 business days.

### What happens now?


In 5 to 10 business days:

- You will receive a letter in the mail with an upgrade code and step-by-step instructions for adding your extra security.
- In the meantime, you can still use your online account.

[Tips for protecting your identity.](#)

[Done](#)

## Disable your Extra Security

 Are you sure you want to remove your extra security?

If you remove your extra security, you will still be required to enter a security code to access your account. You will still receive a unique security code each time you sign in.

[Yes, Remove Extra Security](#)

[Cancel](#)

## Enable Second Factor – Email

### Enable Email

For your protection, security codes are always required when signing in to your account.

[Tell me more.](#)

#### Email Address

We will use this to provide your security code and other information about your online account.

[Next](#)

[Cancel](#)

## Enable Second Factor - Text

### Enable text messaging

For your protection, security codes are always required when signing in to your account.

[Tell me more.](#)

#### Cell Phone Number

Message and Data Rates apply.

10-digit Number

[Next](#)

[Cancel](#)

## Disable Second Factor – Email



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

**!** Are you sure you want to disable the option to receive security codes by email?

We will still use this email address to communicate with you about your account.

You can enable this option later.

Yes, Disable

Cancel

## Disable Second Factor – Text



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

**!** Are you sure you want to disable the option to receive security codes by text message?

You can enable this option later.

Yes, Disable

Cancel

## Update Second Factor – Email



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

Provide your new email

We will send a security code to verify your new email address.

**Email Address**

We will use this to provide your security code and other information about your online account.

Next

Cancel

## Update Second Factor – Text



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

Provide your new cell phone number

We will send a security code to verify your new cell phone number.

**Enter your New Cell Phone Number**

Message and Data Rates apply.

10-digit Number

Next

Cancel



## Enter Security Code



**i** We sent an email to te\*\*\*\*@ssa.gov.

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

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

Please enter your security code

^ Hide

- 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](#).

Enter the security code you just received.

Submit Security Code

Previous

Cancel

## Enter Security Code - Security Code Does Not Match



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

**i** We sent an email to te\*\*\*\*@ssa.gov.

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

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

Please enter your security code

^ Hide

- 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](#).

Enter the security code you just received.

Submit Security Code

Previous

Cancel

## Enter Security Code - Limit of Attempts Reached



**!** You have reached the limit on the number of attempts. Please request a new security code below.

**i** We sent a text message to (\*\*\*) \*\*\* - 7663.

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

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

Please enter your security code

[^ Hide](#)

- 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](#).

Enter the security code you just received.

Submit Security Code

Previous

Cancel

## Update Password



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

Provide your current and new password

Current Password

New Password

Must:

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

Update Password

Cancel

## Update Email Address

Provide your new email

**Email Address**

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

**Confirm Email Address**

Emails must match

[Update Your Email](#)

[Cancel](#)

## Update Password Reset Questions

Provide your new email

**Email Address**

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


**Confirm Email Address**

Emails must match

[Update Your Email](#)

[Cancel](#)

## Deactivate Account

 **Are you sure you want to deactivate your account?**

If you deactivate your account, you will no longer be able to access our online services using your current username and password.

[Yes, Deactivate my Account](#)

[Cancel](#)

## Deactivate Account – Confirmation



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

✓ At your request, your account has been deactivated.

If you need to access your information online in the future, you can [create a new account](#).

Exit

## Help Pages:

### Tell me more (1040 Tax Form)

Tell me more.

We can use your net earnings from self-employment to verify your identity.

If you fill out the Short Schedule SE, use the "Net earnings from self-employment" in **Box 4**.

If you fill out the Long Schedule SE, use the "Net earnings from self-employment" in **Box 6**.

If you do not have access to your tax returns, please choose another option to verify your identity.

Close

### Tell Me More about Credit Card

Tell Me More.

#### What we are doing:

When you provide the last 8 digits of a credit card registered in your name, it gives us another way to ensure that you are who you say you are.

#### What are we not doing:

- We do not store any of this information.
- We are not charging you for anything.

Close

## Tell me more about W2 wages

Tell me more.

You can provide information from one of your Form W-2, Wage and Tax Statements, from the last five years, to verify your identity. You will need to provide your Employee Identification Number (EIN) from **Box B** and the number that appears in **Box 5** (Medicare wages and tips).

If you do not have past W-2 wages or do not have access to your statements, please select another option to verify your identity.

Close

## How can I protect my identity?

How can I protect my identity?

Keep your account safe

- Don't share your username or password
- Don't write down your username or password where someone could see it
- Never allow a shared computer to "save" your username and password

If you are a victim of domestic violence or identity theft, you can block all electronic access to your personal information. In fact, anyone can block access at any time for any reason. If you block access, no one, including you, will be able to see or change your personal information using our online or automated telephone services.

Here's where you can [Block Electronic Access](#) to your information.

Remember:

We will never ask you to reveal your password or financial information to us. If you get a phone call or Email message asking for your password or financial information, do not give it out. Report the call or the Email to us by calling 1-800-269-0271 (TTY 1-866-501-2101).

For more tips on protecting your password, visit [www.onguardonline.gov](http://www.onguardonline.gov).

For security reasons, your password will be valid for 6 months. If your password expires, we will ask you to change it the next time you sign in. You can also change your password at any time after signing in to your account.

Close

## How We Protect Your Information

How we protect your information

When you select the *Request Text Message* button, you will get a text from Equifax, 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

# Privacy & Security Questions



## Privacy & Security Questions

### ▲ [Is my information secure?](#)

We take our responsibility to protect your personal information very seriously.

When you are on our website, either to create an account or to access your information, we will always provide you with a secure environment.

#### 1. We verify your identity

We carefully verify that you are who you say you are. This is why we ask you to provide several different types of information and to answer questions that only you should be able to answer. If you are uncomfortable with the online process, you can always visit a local Social Security office to verify your identity in person.

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.

#### 2. We provide the most up-to-date account security

You will create an individual username and a strong password to secure your account. You will also have the option at any time to add extra security. Adding extra security will require you to provide your username, password AND a unique security code to access your account.

### ▲ [How do you protect my information?](#)

The law (the Privacy Act of 1974, 5 U.S.C. 552a) requires us to protect the information we get and keep about you. We take the following steps to protect your information:

- We make sure that the only people who see your information are those who need it to perform their official duties.
- We train our employees on our privacy and security rules so they know how to keep your information secure.

### ▲ [What is extra security?](#)

Extra security is an added layer of protection for your account. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and a unique security code we will provide each time you sign in.

If the following statements are true for you, the extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

### ▲ [Why do I have to answer identity verification questions?](#)

Any time you deal with us, we must verify your identity. We have to make sure that only you can access your information.

If you visit a Social Security office, we can check your photo ID and ask you questions. We must be extra careful to protect your identity online. We designed the questions we ask so that only you should know the answer. If someone stole your wallet, they should not be able to answer these questions.

If you would prefer not to answer these questions, you can always verify your identity in person in a Social Security Office

### ▲ [Why are you asking for financial information?](#)

Providing financial account information is optional.

You must give financial account information if you want extra security. We confirm financial account information as another way of ensuring your identity. We cannot look at your financial accounts or credit record with the information you give.

If you are uncomfortable giving us your financial account information, you can still sign up for a standard account.

### ▲ [Can I apply in person?](#)

Yes. If you do not know the required information, or if you prefer not to answer these questions online, you may go to your local Social Security office to apply in person.

To apply in person you will need proof of your current address plus one of the following:

- valid U.S. driver's license
- current state-issued non-driver identity
- unexpired U.S. Passport or Passport card
- U.S. military identification card (active duty, retiree, national guard, or dependent)
- U.S. government employee identification card

### ▲ [How can I keep my account safe?](#)

- Follow our guidelines for creating a strong password
- Don't share your password
- Don't write down your username or password where someone could find it
- Never allow a shared computer to save your username and password
- You can change your password at any time after signing in to your account

Remember:

We will never ask you to reveal your password to us. If you get a phone call or email message asking for your password, do not give it out. Report the call or the email to us by calling 1-800-269-0271. If you are deaf or hard of hearing, our toll-free TTY number is 1-866-501-2101.

For more tips on protecting your password, visit [www.onguardonline.gov](http://www.onguardonline.gov)

### ▲ [How can I create a strong password?](#)

Length. Use at least 8 characters without spaces.

Characters. Use at least 1 capital letter, 1 lower case letter, 1 number, and 1 special character (such as \$ or %).

Content. Avoid numbers, names, or dates that are significant to you. For example, avoid your phone number, first name or date of birth. Try to choose a password you can remember.

### ▲ [How can I keep my computer safe?](#)

Protect your computer with anti-virus software, anti-spam software, and a firewall.

Security software can help prevent computer viruses, or anything that can infect your computer, from harming it.

Create strong passwords and keep them secret.

Strong passwords are long, include both letters and numbers, and avoid common words and personal names or dates. You should use different passwords for different accounts. Keep your password reminders in a safe and secure place.

Be cautious with Email.

Never open an Email you weren't expecting or that looks suspicious. Be wary of any Email that asks you to enter personal information. Avoid clicking on links in Emails; type in the address yourself to make sure you view the official website.

Before you enter personal information, check for security indicators.

Look for signs that a webpage is secure before you enter any personal information. A secure website should have a green address bar, a closed padlock icon, and a web address with https (s for secure). For extra precaution, view the security information and certificates to make sure you are on a site you can trust.

Close

## Privacy Act Statement



Social Security

### 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 allows 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:

1. To other Federal agencies and our contractors, including external data sources, to assist us in 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 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 our SORNs, is available on our website at [www.ssa.gov/privacy/](http://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.

Close

## Why We Ask For Your Phone Number

### Why We Ask For Your Phone Number

We encourage you to provide us with your phone number because we use it to help verify your identity.

If you do not have a phone number, you should leave this field blank.

Close

## Why do I need password reset questions?

Why do I need password reset questions?

If you forget your password, you can reset it by providing the answers to your password reset questions.

Close

## Why are these questions important?

Why are these questions important?

We collect and evaluate this information as a security measure to ensure that only you are able to access your personal information. We will not store your answers.

Any time you deal with us, we must verify your identity. We have to make sure that only you can get your personal information.

If you visit a Social Security office, we check your photo ID and ask you questions.

We must be extra careful to protect your identity online. We are using an [Identity Services Provider](#) to help us verify your identity. We will not share your Social Security number with them.

These questions are designed so that only you should know the answer. If someone stole your wallet, he or she should not be able to answer these questions.

If you prefer not to answer these questions, you can verify your identity by visiting your local Social Security office.

Close



## Keep your Account Secure

### New security feature

The Social Security Administration has implemented a new sign-in feature for your account. This new security feature protects your personal [my Social Security](#) account by using your username, password and a unique security code that we will provide each time you sign in.

#### Why do I need a security code?

Your account and personal information are important to us. This step increases security.

#### How does it work?

##### Step 1: Sign In

Sign in with your username and password.

##### Step 2: Get your security code

Select how you want to receive the security code, and we will provide it for you.

##### Step 3: Submit Code

Enter the security code you received.

#### What if...

##### ^ I can't receive text messages or emails?

If you cannot receive text messages or emails, you will not be able to access [my Social Security](#). To access your personal [my Social Security](#) account, you need a cell phone that can receive text messages, or an email address. Each time you sign in, we will provide a security code that you must input in order to access your account. Please visit our website to learn about other ways to [contact us](#).

##### ^ I don't want to enter my cell phone number or email address?

If you do not want to enter your cell phone number or email address, you will not be able to access [my Social Security](#). To access your personal [my Social Security](#) account, you need a cell phone that can receive text messages, or an email address. Each time you sign in, we will provide a security code that you must input in order to access your account. Please visit our website to learn about other ways to [contact us](#).

##### ^ I change my cell phone number or email address in the future?

You can change the cell phone number or email address on your account after you sign in.

##### ^ I am overseas?

Your text message rates will still apply. If you are overseas and cannot receive text messages or are concerned about roaming charges, please visit our website to learn more about our [Services Around the World](#).

Close

## How can I stop receiving security codes by email?

### How can I stop receiving security codes by email?

You must always have at least one way of receiving security codes. To stop receiving security codes by email, you must set up another way to receive security codes.

Close

## How can I stop receiving security codes by text?

### How can I stop receiving security codes by text?

You must always have at least one way of receiving security codes. To stop receiving security codes by text, you must set up another way to receive security codes.

Close

## How do I sign up for extra security?

### How does this work?

You can opt for extra security to provide your account with an extra level of protection. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and a unique security code we will provide each time you sign in.

If the following statements are true for you, then extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

### How do I sign up for extra security?

When you first register, you must verify your identity by answering a security question. We will ask for one of the following:

- the last 8 digits of your Visa, MasterCard or Discover Card, or
- information from your W-2 tax form, or
- information from a 1040 Schedule SE (self-employment) tax form.

Finishing this process usually takes 5 to 10 business days. An upgrade code will be mailed to your home address. When you sign in to your account, you will be asked to enter the upgrade code in order to finish adding your extra security. In the meantime, you can sign in to your account using your username, password, and a unique security code we will provide each time you sign in.

Close

# Error Screens:

## Create an Account – Terms of Service – Error



### **!** You must agree to the Terms of Service to create an account online.

You must agree to the Terms of Service to create an account online. You may return to the previous page to accept the Terms of Service and continue. If you choose not to do this online, you may apply for an account in person by visiting your local Social Security office.

If you decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

Previous

Exit

## Finish Setting Up your Account – Terms of Service – Error



### **!** You must agree to the Terms of Service to create an account online.

You must agree to the Terms of Service to create an account online. You may return to the previous page to accept the Terms of Service and continue.

Continue

## Financial Strike



### **!** We cannot verify the financial information that you provided.

Please click "Previous" to correct your information and try again or click "Continue" to complete the process for a Standard User ID.

If you choose to continue with a standard User ID, you may add extra security online at a later date or by visiting your local social security office. If you do decide to visit your local social security office, please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

Previous

Continue with STANDARD ID

## Financial Lockout



### Important

We were unable to verify the financial information that you provided. Please click "Continue" to complete the process for a Standard User ID.

You may add extra security online at a later date or by visiting your local Social Security office. If you do decide to visit your local Social Security office please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Continue](#)

[Exit](#)

## Identity Lockout



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

We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.

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

[Exit](#)

## OOW Lockout



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

We tried to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your personal information again before trying to use this online service.

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

[Exit](#)

## Under Age



Social Security



We cannot create an account for the Social Security number you entered.

You must be at least 18 years old to create an account.

For further assistance, please [contact us](#).

Exit

## Common Error Message



Social Security



We cannot process your request at this time. Please try again later.

If you need immediate assistance: please [contact us](#).

Return to Online Services

## Cannot Create Account



Social Security



We cannot create an account for the Social Security number you entered.

For further assistance, please [contact us](#).

Exit

## Permanent lockout



Social Security



We have suspended electronic access to your personal information.

We tried multiple times to match the information you provided with our records, but were unable to do so.

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

Exit

## Blocked Account



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

This suspension will not affect any Social Security benefits you receive. If you would like to allow electronic access to your information, please [contact us](#).

Exit

## Activation Code Expired



**!** The Activation Code you are attempting to use is expired.

Please [contact us](#).

Exit

## Off Hours



**!** This service is not available at this time.

Please try again during our regular service hours (Eastern Time):

Day	Service Hours
Monday-Friday	5:00 a.m. - 1:00 a.m.
Saturday	5:00 a.m. - 11:00 p.m.
Sunday	8:00 a.m. - 11:30 p.m.
Federal Holidays	Same hours as the day the holiday occurs.

If you need immediate assistance:

You may call us Monday through Friday: 7:00AM - 7:00PM at:

1-800-772-1213

If you are deaf or hard-of-hearing, call our toll-free TTY number:

1-800-325-0778

Exit

## Password Reset Questions – Strikeout



**!** We were unable to verify the answers to your password reset questions.

We tried 5 times to match the information you provided with our records, but were unable to do so. You may try to access your reset questions again after 24 hours or click the link below to request a temporary password.

[Request a Temporary Password](#)

This suspension will not affect any Social Security benefits you receive.

Exit

## Reset Code Identity Perm Lockout



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

We tried to match the address information you provided with our records, but were unable to do so.

You may continue to use your username, password and unique security code to access our online services.

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

Exit

## Reset Code Expired



**!** The Reset Code you are attempting to use is expired.

Please select the 'NEXT' button below to request a new Reset code.

Next

Exit

## Fail Reset Code Temp Lockout



**!** The reset code you are attempting to enter is incorrect.

We tried three times to match the information you provided with our records, but were unable to do so. You may try again after 24 hours. Please verify your reset code before you try to enter it again.

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

Exit

## System Error



**!** We cannot process your request at this time. Please try again later.

If you need immediate assistance: please [contact us](#).

[Return to Online Services](#)

## Upgrade Code Expired



**!** Your request to add extra security to your account has expired.

If you would like to add extra security to your account, select the "Add Extra Security" button from the Security Settings page.

[Next](#)

[Exit](#)

## Upgrade Code Temp Lockout



**!** The upgrade code you are attempting to enter is incorrect.

We tried three times to match the information you provided with our records, but were unable to do so. You may try to access the electronic information again after 24 hours. Please verify your upgrade code before you try to enter it again.

You may continue to use your username, password, and unique security code to access our online services.

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

[Exit](#)

## Terms of Service to add extra security online



**!** We were unable to verify the financial information that you provided.

You may add extra security online at a later date or by visiting your local Social Security office. If you do decide to visit your local Social Security office, please be sure to have one of the following documents for identification purposes:

- Valid state driver's license
- Valid state issued identification card
- U.S. Passport or Passport card
- U.S. military identification card (DOD Common Access Card)
- U.S. Government employee identification card

Any identification submitted must be the original and not expired.

[Exit](#)