



SCREEN SHOTS DOCUMENT

ISSNRC

DRAFT



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1. Document Version Information

Version Number	Date	Content Revisions	Page #	Revised by
0.1 (Draft)	10/24/2014	Initial Version		Ali Momen
0.2 (Draft)	11/6/2014	Updated My SSA teasers to reflect <H6> on first line of content. Removed Alternate Approach My SSA Pending and Unhappy Path teasers. Added error message for SSA name or DOB does not match motor vehicle records. Added error message for recent cycle date change. Added Privacy Act Statement. Added emails.		Beth Hanst
0.3 (Draft)	11/17/2014	Added collection of Identification Type to Identity Verification screen (page 15). Enlarged Zip Code field and removed Add Line option from U.S. Mailing Address on the Identity Verification screen. Added System Unavailable teaser (page 32). Updated Pending Request message (page 33). Added Recent SSNAP Activity Request Teaser (page 26) and error message (page 34). Added Cannot Process Request message (page 46). Added RCE7 (page 53).		Beth Hanst
0.4 (Draft)	12/02/2014	Added Paperwork Reduction Act screen shot (page 46). Removed timestamp and changed wording on Recent Cycle Date teaser (page 30) and message (page 38). Removed emails, which will be tracked in separate document.		Beth Hanst
0.5 (Draft)	12/04/2014	Added teaser boxes for My SSA Replacement Documents page.	3, 32-39	Beth Hanst
0.6 (Draft)	12/05/2014	Revised descriptions for Strikeout / Lockout messages and teasers (pages 29, 35, 43) to reflect new requirement that user will be locked out on 6 th strike in 7-day period.		Beth Hanst
0.7 (Draft)	12/15/2014	Updated screen shots to more closely represent the 2/3-1/3 grid layout. Updated email question on Background Info page to bold entire question, rather than only the email address.		Beth Hanst
1.0 (First Release)	12/22/2014	Added EST to timeframes throughout document. Added data to Strike Error pages. Added signature lines to end of document.		Beth Hanst
1.1 (First Revision)	12/31/2014	Removed Signature lines at end of document. Being incorporated with the PSA sign off.		Pat Collins
1.2 (Second Revision)	2/13/2015	Removed time frames from Background Information (pages 4-12, 16-23) and Confirmation (page 15) screens. Modified capitalization throughout the application. Removed terminal error message for SSA name or date of birth does not match motor vehicle records. Corrected description of System Unavailable teaser (page 35). Modified Privacy Act Statement text (page 48).		Beth Hanst
1.3 (Third Revision)	2/20/2015	On Background Information screen, changed "and" to "or" in blue informational message (page 23). On Identity Verification screens, removed required field indicator from the Day field for Issue Date (page 13). On Identity Verification screen shots displaying strike error messages, changed "driver's license" to lower case in name fields' support text (pages 43 and 45). Added a comma after "State" in last paragraph of Privacy Act Statement (page 48).		Beth Hanst
1.4 (Fourth Revision)	3/5/2015	On Identity Verification screen, changed Suffix field from text box to drop-down list (pages 13, 43, and 45). Added a message to be displayed on the Identity Verification screen when the user selects a non-participating state (page 47). Added screen shot of spinner to be displayed when user hits Submit button on Identity Verification screen (page 15).		Beth Hanst
1.5 (Fifth Revision)	3/12/2015	Inserted DRAFT water Mark and place word draft in footer and header		Pat Collins
1.6 (Sixth Revision)	3/13/2015	Added support text to the Issue Date field in the Identity Verification Spinner screen shot (page 15). Updated Paperwork Reduction Act screen shot to include OMB number and burden estimate (page 49).		Beth Hanst
1.7 (7 th Revision)	3/16/2015	Moved changes into document with DRAFT in header and footer.		Beth Hanst
1.8 (8 th Revision)	5/14/2015	Added word "your" to support text for State drop-down list on Background Info (pages 4-12, 17-24). Changed Identity Verification page grid to full width, rather than 2/3 width, and increased size of first name, middle name, and last name		Beth Hanst

		fields (pages 13-15, 44-47, 49).		
1.9 (9 th Revision)	5/14/2015	Redacted "dummy" PII, with black rectangles, on My SSA home page, Background Information, and Identity Verification screen shots throughout the document.		Beth Hanst

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2. Happy Path Screens

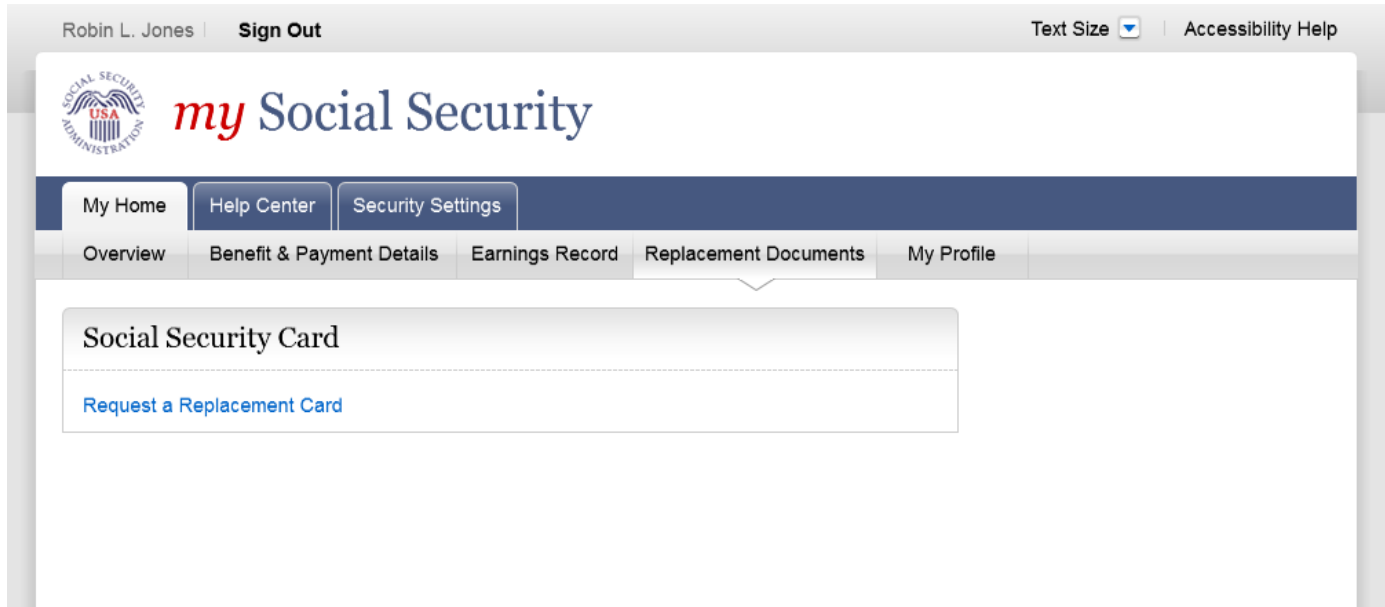
2.1. My SSA Home Page_Happy Path

When the user passes all precondition checks outlined in the business process document (BPD), the teaser box on the My SSA Home page will contain a link to the Before You Begin screen in the iSSNRC application.

The screenshot shows the 'my Social Security' dashboard for user Robin L. Jones. At the top, there is a 'Sign Out' link. The main navigation bar includes 'Home', 'Help Center', and 'Security Settings'. Below this, there are tabs for 'Overview', 'Estimated Benefits', and 'Earnings Record'. The 'Overview' tab is active, displaying a welcome message: 'Welcome, Robin! You last signed in on January 1, 2014 at 10:03 AM EST.' The 'Benefits & Payments' section indicates that the user is not currently receiving Social Security benefits and provides a link to request a replacement card. The 'Social Security Statement' section features a message from the Acting Commissioner and displays key information: 'Estimate Benefit at Full Retirement age (66): \$1,496 a month' with a 'View Estimate Benefits' link, and 'Last Reported Earnings: \$0 in 2012' with a 'View Earnings Record' link. A 'Print / Save Your Full Statement' link is also present. On the right side, there is a 'Social Security Card Replacement' section with a 'Request a Replacement Card' link, and a 'Social Security Number' field showing 'xxx-xx-xxxx' and a 'Date of Birth' field with a redacted date.

2.2. My SSA Replacement Documents Page_Happy Path

When the user passes all precondition checks outlined in the business process document (BPD), the teaser box on the My SSA Replacement Documents page will contain a link to the Before You Begin screen in the iSSNRC application.



2.3. Background Information: Happy Path, All Questions Displayed

This is the first screen the user will see within the iSSNRC application. It is intended to filter out users who cannot request a replacement Social Security Card online, per the BPD.

The “Can You Request a Card Online?” section contains a series of questions that are displayed to the user as a “progressive reveal”.

The following screenshot shows all of the questions that must be answered as required by the BPD in order for the user to progress to the Identity Verification screen.

2.4. Background Information- Radio Button 1

When the page loads, the only radio button question that will be displayed is the “Is your email address still...?” The email address displayed within the question is the email address stored for the user within My SSA.

Robin L. Jones **Sign Out**

my Social Security

My Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0000-0000
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Your privacy is important.
For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Can You Request a Card Online?

Is your email address still [redacted]?

Yes No

[Cancel](#)

2.5. Background Information: Radio Button 2

Robin L. Jones [Sign Out](#)

 **my Social Security**

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

[Overview](#) [Estimated Benefits](#) [Earnings Record](#)

Request a Replacement Social Security Card

OMB No. 0000-0000
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [REDACTED]?

Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?

Yes No

[Cancel](#)

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

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2.6. Background Information: State Drop-Down List

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center **Security Settings**

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [REDACTED] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

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

— ▾

Your privacy is important.
For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

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2.7. Background Information: Radio Button 4

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [redacted] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

State/Territory:
Where your driver's license or ID card was issued, even if you don't live there now.
Maryland ▼

Are you requesting a replacement card for someone else?
 Yes No

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

2.8. Background Information: Radio Button 5

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Can You Request a Card Online?

Is your email address still [REDACTED]?

Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?

Yes No

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

Maryland ▼

Are you requesting a replacement card for someone else?


Yes No

Do you need to change the name on your card?

Yes No

2.9. Background Information: Radio Button 6

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center **Security Settings**

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [REDACTED] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

State/Territory:
Where your driver's license or ID card was issued, even if you don't live there now.
Maryland

Are you requesting a replacement card for someone else?
 Yes No

Do you need to change the name on your card?
 Yes No


Is [REDACTED] the date of birth on your driver's license or ID card?
 Yes No

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

2.10. Background Information: Radio Button 7

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [REDACTED] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

State/Territory:
Where your driver's license or ID card was issued, even if you don't live there now.
Maryland

Are you requesting a replacement card for someone else?
 Yes No

Do you need to change the name on your card?
 Yes No

Is [REDACTED] the date of birth on your driver's license or ID card?
 Yes No

Do you have a U.S. mailing address?
 Yes No


Cancel

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

2.11. Background Information: Radio Button 8

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center Security Settings


Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

-  You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [redacted] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

State/Territory:
Where your driver's license or ID card was issued, even if you don't live there now.
Maryland

Are you requesting a replacement card for someone else?
 Yes No

Do you need to change the name on your card?
 Yes No

Is [redacted] the date of birth on your driver's license or ID card?
 Yes No

Do you have a U.S. mailing address?
 Yes No

Do you need to change your date of birth, place of birth, citizenship, or parents' names?
 Yes No


Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).



3. Identity Verification

Robin L. Jones Sign Out

 **my Social Security**

Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

1 Background Information **2 Identity Verification** 3 Confirmation

Please help us verify your identity

* Indicates required information

***Your Name:**
As shown on your driver's license or ID card.

 -- ▾

*First Middle *Last Suffix

***Social Security Number (SSN):**

Date of Birth:

***Type of Identification:**
 Driver's License ID Card

***Driver's License or ID Card Number:**

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

***Date Issued:**
As shown on your driver's license or ID card.

-- ▾

*Month Day *Year

Date of Expiration:
Required if displayed on your driver's license or ID card.

-- ▾

Month Day Year

(Continued on next page.)

***U.S Mailing Address:**

For delivery purposes, we must verify your address.

*Street Line 1:

Street Line 2:

*City/Town: *State/Territory: *ZIP Code:

***Phone Number:**

Please provide a daytime phone number, in case we need to call you about your request.

10-digit Number

Electronic Signature

Please read and accept the following statement to finish the application.

I understand and agree that my application will be signed electronically when I select the check box below. I also understand that my electronic signature means that I intend to apply for a replacement SSN card and have provided the Social Security Administration with accurate information.

I declare under penalty of perjury that I have examined all the information on this application and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this electronic application, or causes someone else to do so, commits a crime and may be sent to prison or may face other penalties, or both.

I have read and agree with the statements above.

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3.1. Identity Verification Spinner

The screenshot shows the 'my Social Security' website interface. At the top, the user is logged in as 'Robin L. Jones' with a 'Sign Out' link. The navigation menu includes 'Home', 'Help Center', and 'Security Settings'. Below the navigation, there are links for 'Overview', 'Estimated Benefits', and 'Earnings Record'. The main heading is 'Request a Replacement Social Security Card'. A progress indicator shows three steps: 1. Background Information (completed), 2. Identity Verification (current step), and 3. Confirmation. The main content area is titled 'Please help us verify your identity'. It contains several required fields: 'Your Name' (First, Middle, Suffix), 'Social Security Number (SSN)', 'Date of Birth', 'Type of Identification' (Driver's License or ID Card), 'Driver's License or ID Card Number', 'State/Territory' (Maryland), 'Date Issued' (Month, Day, Year), 'Date of Expiration' (Month, Day, Year), and 'U.S. Mailing Address' (Street Line 1, Street Line 2). A white spinner overlay is centered on the screen, containing the text 'Thank you for your patience. We are verifying your information.' and a circular loading indicator.

4. Confirmation Page

The screenshot shows the user interface of the 'my Social Security' website. At the top left, the user is identified as 'Robin L. Jones' with a 'Sign Out' link. The Social Security Administration logo and the 'my Social Security' branding are prominently displayed. A navigation bar includes 'Home', 'Help Center', and 'Security Settings'. Below this, a secondary navigation bar contains 'Overview', 'Estimated Benefits', and 'Earnings Record'. The main heading is 'Request a Replacement Social Security Card'. A progress indicator shows three steps: '1 Background Information', '2 Identity Verification', and '3 Confirmation', with the third step being the active one. A green message box contains the text: 'Your request has been received.' followed by two bullet points: 'Please check your email for confirmation.' and 'We will send another email when your request has been reviewed.' A blue 'Done' button is located at the bottom left of the message area.

5. Background Information Error Messages

If the user’s answer to any question in the “Can You Request a Card Online?” section indicates that he cannot request a replacement card online, per the BPD, a related error message will be displayed. The user will not be presented with any additional questions, and will not be able to progress to the Personal Information screen. He will be able to return to the My SSA Home screen by selecting the Cancel button.

However, if the user changes his answer to the question, he will be able to continue along the Happy Path.

5.1. Update Email Address Error

The screenshot shows the user interface for requesting a replacement Social Security card. At the top, the user is identified as Robin L. Jones with a 'Sign Out' link. The page title is 'Request a Replacement Social Security Card' with an OMB No. 0000-0000 Paperwork Reduction Act notice. A progress bar indicates three steps: 1. Background Information (active), 2. Identity Verification, and 3. Confirmation.

The main content area is divided into two sections:

- Do You Really Need a Card?**: This section includes an icon of a Social Security card and a list of bullet points:
 - You will rarely need to show your Social Security card.
 - Knowing your Social Security number is what is important.
 - Many organizations can verify your Social Security number directly with us.
- Can You Request a Card Online?**: This section contains a question: 'Is your email address still [redacted]?' with radio buttons for 'Yes' and 'No' (selected). Below this is a yellow error message box:


⚠ Please update your email address before continuing.
After updating your email address, please return to the Replacement Card application to continue with your request.

On the right side, there is a privacy notice: 'Your privacy is important. For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).'

At the bottom left, there is a 'Cancel' button.

5.2. Driver's License Error

Robin L. Jones **Sign Out**



my Social Security

My Home | **Help Center** | Security Settings

Overview | Estimated Benefits | Earnings Record

Request a Replacement Social Security Card

OMB No. 0000-0000
Paperwork Reduction Act

1 Background Information | 2 Identity Verification | 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Can You Request a Card Online?

Is your email address still [REDACTED]?

Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?

Yes No

⚠ We're sorry. You need a driver's license or ID card to request a replacement card online.


You can request a [replacement card](#) through your [local office](#) or by [mail](#).

[Cancel](#)



5.3. State/Territory Error

Robin L. Jones Sign Out



my Social Security

My Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Can You Request a Card Online?

Is your email address still [REDACTED]?

Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?

Yes No

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

Alabama


⚠ We're sorry. We do not have access to information from Alabama at this time.

You can request a [replacement card](#) through your [local office](#) or by [mail](#).

Cancel

5.4. Requesting Card For Someone Else Error

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [REDACTED] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

State/Territory:
Where your driver's license or ID card was issued, even if you don't live there now.
Maryland

Are you requesting a replacement card for someone else?
 Yes No


⚠ We're sorry. You can request a replacement card online for yourself, but not for someone else.

You can request a [replacement card](#) for someone else through your [local office](#) or by [mail](#).

Cancel

5.5. Name Change Error

Robin L. Jones Sign Out



my Social Security

My Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Your privacy is important.
For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Can You Request a Card Online?

Is your email address still [redacted] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

State/Territory:
Where your driver's license or ID card was issued, even if you don't live there now.
Maryland

Are you requesting a replacement card for someone else?
 Yes No

Do you need to change the name on your card?
 Yes No

⚠ We're sorry. You can't request a replacement Social Security card online if you need to change the name on your card.


You can request a [replacement card](#) through your [local office](#) or by [mail](#).

Cancel



5.6. SSA's DOB Doesn't Match DMV

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [REDACTED] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

State/Territory:
Where your driver's license or ID card was issued, even if you don't live there now.
Maryland

Are you requesting a replacement card for someone else?
 Yes No


Do you need to change the name on your card?
 Yes No

Is [REDACTED] the date of birth on your driver's license or ID card?
 Yes No

⚠ We're sorry. Our records and your motor vehicle records must match.
Please contact your [local Social Security office](#) or motor vehicle administration.


Cancel

Your privacy is important.
For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).



5.7. U.S. Mailing Address Error

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center Security Settings


Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

-  You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Can You Request a Card Online?

Is your email address still [REDACTED]?

Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?

Yes No

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

Maryland ▼

Are you requesting a replacement card for someone else?

Yes No

Do you need to change the name on your card?

Yes No

Is [REDACTED] the date of birth on your driver's license or ID card?

Yes No

Do you have a U.S. mailing address?


Yes No

⚠ We're sorry. You must have a U.S. mailing address to request a replacement card online.

You can request a [replacement card](#) through your [local office](#) or by [mail](#).

5.8. Need to Change Other Information

Robin L. Jones Sign Out

 **my Social Security**

My Home Help Center Security Settings


Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

OMB No. 0960-0066
Paperwork Reduction Act

1 Background Information 2 Identity Verification 3 Confirmation

Do You Really Need a Card?

-  You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

Can You Request a Card Online?

Is your email address still [redacted] ?
 Yes No

Do you have a driver's license or ID card issued by a U.S. state or territory?
 Yes No

State/Territory:
Where your driver's license or ID card was issued, even if you don't live there now.
Maryland

Are you requesting a replacement card for someone else?
 Yes No

Do you need to change the name on your card?
 Yes No

Is [redacted] the date of birth on your driver's license or ID card?
 Yes No

Do you have a U.S. mailing address?
 Yes No

Do you need to change your date of birth, place of birth, citizenship, or parents' names?
 Yes No

i You do not need to replace your card when you change this information. However, if you need to replace your card for other reasons, you may continue with your online replacement card request.

Please visit your [local office](#) to change your date of birth, place of birth, citizenship, or parents' names.

Your privacy is important.
For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Next Cancel

6. Descriptive My SSA Home Page Teasers for Precondition Check Failures

6.1. Pending Request Teaser

The teaser box shown below is displayed when the user fails the precondition check for Pending Request (i.e. the user has a replacement card request pending).

The screenshot shows the user interface for 'my Social Security'. At the top, the user is identified as 'Robin L. Jones' with a 'Sign Out' link. The page features a navigation bar with 'Home', 'Help Center', and 'Security Settings'. Below this, there are tabs for 'Overview', 'Estimated Benefits', and 'Earnings Record'. The main content area is divided into several sections:

- Welcome, Robin!** You last signed in on January 1, 2014 at 10:03 AM EST.
- Benefits & Payments**: A message states 'You are not currently receiving Social Security benefits'. Below this is a link: 'Need proof that you do not receive Social Security benefits? Here's your official letter.'
- Social Security Statement**: A message from the Acting Commissioner with links: '+ What Social Security means to you...', '+ About Social Security's future...', and '+ Learn more about Social Security...'. Below this is a table of key information:

Estimate Benefit at Full Retirement age (66):	\$1,496 a month	View Estimate Benefits
Last Reported Earnings:	\$0 in 2012	View Earnings Record

At the bottom of this section is a link: 'Print / Save Your Full Statement' with the text 'Get a copy of your Statement information in a convenient, print-friendly format'.
- Social Security Card Replacement**: A notification box stating 'We have received your replacement card request. We will email you when your request has been reviewed. If you need assistance, please contact your local office.'
- Personal Information**: Fields for 'Social Security Number:' and 'Date of Birth:' are shown with redacted values.

6.2. Request SSNAP Activity Teaser

The teaser box shown below is displayed when the user fails the precondition check for recent activity in SSNAP.

The screenshot shows the 'my Social Security' user interface for Robin L. Jones. The user is signed out. The main navigation bar includes 'Home', 'Help Center', and 'Security Settings'. Below this, there are tabs for 'Overview', 'Estimated Benefits', and 'Earnings Record'. A welcome message states: 'Welcome, Robin! You last signed in on January 1, 2014 at 10:03 AM EST.'

The 'Benefits & Payments' section indicates that the user is not currently receiving Social Security benefits. A link is provided to download an official letter proving this status.

The 'Social Security Statement' section features a message from the Acting Commissioner with links to learn more about Social Security. It also displays the user's estimated benefit at full retirement age (66) as \$1,496 a month and their last reported earnings as \$0 in 2012. Links are provided to view the estimate and earnings record.

A 'Social Security Card Replacement' notification states that the user cannot request a replacement card online at this time and suggests contacting a local office for assistance.

At the bottom of the statement section, there is a 'Print / Save Your Full Statement' option to get a print-friendly copy.

On the right side, the user's Social Security Number and Date of Birth are displayed as redacted black boxes.

6.3. Citizenship Teaser

The teaser box shown below is displayed when the user fails the precondition check for U.S. Citizenship (i.e. SSA's records indicate the user is not a U.S. citizen).

The screenshot shows the user interface for 'my Social Security'. At the top, the user is identified as 'Robin L. Jones' with a 'Sign Out' link. The main header features the Social Security Administration logo and the 'my Social Security' branding. A navigation bar includes 'Home', 'Help Center', and 'Security Settings'. Below this, a secondary navigation bar shows 'Overview', 'Estimated Benefits', and 'Earnings Record'. A welcome message states: 'Welcome, Robin! You last signed in on January 1, 2014 at 10:03 AM EST.' The 'Benefits & Payments' section contains a message: 'You are not currently receiving Social Security benefits'. Below this is a link to 'Need proof that you do not receive Social Security benefits? Here's your official letter.' The 'Social Security Statement' section features a message from the Acting Commissioner with links to 'What Social Security means to you...', 'About Social Security's future...', and 'Learn more about Social Security...'. It also displays 'Estimate Benefit at Full Retirement age (66): \$1,496 a month' with a 'View Estimate Benefits' link, and 'Last Reported Earnings: \$0 in 2012' with a 'View Earnings Record' link. A 'Print / Save Your Full Statement' link is provided. On the right side, a 'Social Security Card Replacement' box contains text: 'If you are not a U.S. citizen, you can request a replacement card through your local office or by mail. If you are a U.S. citizen, please notify your local office.' Below this, fields for 'Social Security Number' and 'Date of Birth' are shown with redacted values.

6.4. Lockout Teaser

The teaser box shown below is displayed when the user fails either of the following precondition checks:

- User has incurred a strikeout within the last 24 hours
- User has incurred two strikeouts within the last 7 days
- User has incurred six strikes (not strikeouts) within the last 7 days

The date and timestamp are dynamic, indicating when the user can try again to request a card online.

The screenshot shows the user interface for 'my Social Security'. At the top, the user is identified as 'Robin L. Jones' with a 'Sign Out' link. The main navigation bar includes 'Home', 'Help Center', and 'Security Settings'. Below this, there are tabs for 'Overview', 'Estimated Benefits', and 'Earnings Record'. A welcome message states: 'Welcome, Robin! You last signed in on January 1, 2014 at 10:03 AM EST.'

The 'Benefits & Payments' section contains a message: 'You are not currently receiving Social Security benefits'. Below this is a link: 'Need proof that you do not receive Social Security benefits? Here's your official letter.'

The 'Social Security Statement' section features a message from the Acting Commissioner with three links: '+ What Social Security means to you...', '+ About Social Security's future...', and '+ Learn more about Social Security...'. It also displays two key metrics: 'Estimate Benefit at Full Retirement age (66): \$1,496 a month' with a 'View Estimate Benefits' link, and 'Last Reported Earnings: \$0 in 2012' with a 'View Earnings Record' link. At the bottom of this section is a link: 'Print / Save Your Full Statement' with the text 'Get a copy of your Statement information in a convenient, print-friendly format'.

On the right side, a 'Social Security Card Replacement' alert box states: 'Due to your recent activity, you cannot request a replacement card online at this time. Please try again after November 7, 2014 at 11:05 AM EST. You can also request a replacement card through your local office or by mail.' Below this, a box shows the 'Social Security Number:' and 'Date of Birth:' fields, both of which are redacted with black boxes.

6.5. Recent Cycle Date Change Teaser

The teaser box shown below is displayed when the user fails the precondition check for a recent cycle date change.

The date and timestamp are dynamic, indicating when the user can try again to request a card online.

The screenshot shows the user interface of the my Social Security website. At the top, the user is identified as Robin L. Jones with a 'Sign Out' link. The main navigation bar includes 'Home', 'Help Center', and 'Security Settings'. Below this, there are tabs for 'Overview', 'Estimated Benefits', and 'Earnings Record'. A welcome message states: 'Welcome, Robin! You last signed in on January 1, 2014 at 10:03 AM EST.'

The 'Benefits & Payments' section contains a message: 'You are not currently receiving Social Security benefits'. Below this is a link: 'Need proof that you do not receive Social Security benefits? Here's your official letter.'

The 'Social Security Statement' section features a message from the Acting Commissioner with three links: '+ What Social Security means to you...', '+ About Social Security's future...', and '+ Learn more about Social Security...'. It also displays two key metrics: 'Estimate Benefit at Full Retirement age (66): \$1,496 a month' with a 'View Estimate Benefits' link, and 'Last Reported Earnings: \$0 in 2012' with a 'View Earnings Record' link. At the bottom of this section is a 'Print / Save Your Full Statement' link with the text 'Get a copy of your Statement information in a convenient, print-friendly format'.

On the right side, a 'Social Security Card Replacement' notification box states: 'We are updating our information. Please try again starting November 7, 2014. You can also request a replacement card through your local office or by mail.' Below this, the user's 'Social Security Number' and 'Date of Birth' are shown as redacted black boxes.

6.6. Annual Card Limit Teaser

The teaser box shown below is displayed when the user fails the precondition check for Annual Card Limit Met (i.e. the user has been issued 3 cards since January 1 of the current year.)

According to business rules, the date displayed in the teaser box will be January 1 of the following year. (This is NOT a rolling 12-month period.)

The screenshot shows the user interface for 'my Social Security'. At the top, the user is identified as 'Robin L. Jones' with a 'Sign Out' link. The navigation bar includes 'Home', 'Help Center', and 'Security Settings'. Below this, there are tabs for 'Overview', 'Estimated Benefits', and 'Earnings Record'. The main content area is titled 'Welcome, Robin!' and shows the user's last login on January 1, 2014. A prominent notification box on the right, titled 'Social Security Card Replacement', states: 'You have reached the annual limit of 3 replacement cards. You can request a replacement card online starting January 1, 2015. If you need assistance, please contact your local office.' The left side of the page shows 'Benefits & Payments' (indicating no current benefits) and a 'Social Security Statement' section with a message from the Acting Commissioner and summary statistics: 'Estimate Benefit at Full Retirement age (66): \$1,496 a month' and 'Last Reported Earnings: \$0 in 2012'. A 'Print / Save Your Full Statement' button is also visible.

6.7. Lifetime Card Limit Teaser

The teaser box shown below is displayed when the user fails the precondition check for Lifetime Card Limit Met (i.e. the user has been issued 10 cards total during the course of his life).

The screenshot shows the user interface for 'my Social Security'. At the top, the user is identified as 'Robin L. Jones' with a 'Sign Out' link. The main header includes the Social Security Administration logo and the 'my Social Security' branding. A navigation bar contains links for 'Home', 'Help Center', and 'Security Settings'. Below this, a secondary navigation bar shows 'Overview', 'Estimated Benefits', and 'Earnings Record'. A welcome message states: 'Welcome, Robin! You last signed in on January 1, 2014 at 10:03 AM EST.' The 'Benefits & Payments' section indicates that the user is not currently receiving Social Security benefits and provides a link to an official letter. A prominent warning box titled 'Social Security Card Replacement' states: 'You have reached the lifetime limit of 10 replacement cards. If you need assistance, please contact your local office.' The 'Social Security Statement' section features a message from the Acting Commissioner with links to learn more about Social Security. It also displays the user's 'Estimate Benefit at Full Retirement age (66): \$1,496 a month' and 'Last Reported Earnings: \$0 in 2012', with links to view these details. A 'Print / Save Your Full Statement' option is available at the bottom of the statement section. On the right side, the user's 'Social Security Number' and 'Date of Birth' are shown as redacted black boxes.

6.8 System Unavailable Teaser

The teaser box shown below would be displayed when the iSSRNC system is not available.

The screenshot shows the user interface of the my Social Security website. At the top, the user is identified as Robin L. Jones and is signed out. The main navigation bar includes links for Home, Help Center, and Security Settings. Below this, there are tabs for Overview, Estimated Benefits, and Earnings Record. A welcome message states: "Welcome, Robin! You last signed in on January 1, 2014 at 10:03 AM EST."

The primary content area is titled "Benefits & Payments" and contains a message: "You are not currently receiving Social Security benefits". Below this is a link to "Need proof that you do not receive Social Security benefits? Here's your official letter." To the right of this section is a "Social Security Card Replacement" box with the following text: "We are sorry, we cannot accept online requests at this time. Please try again later. You can also request a replacement card through your local office or by mail."

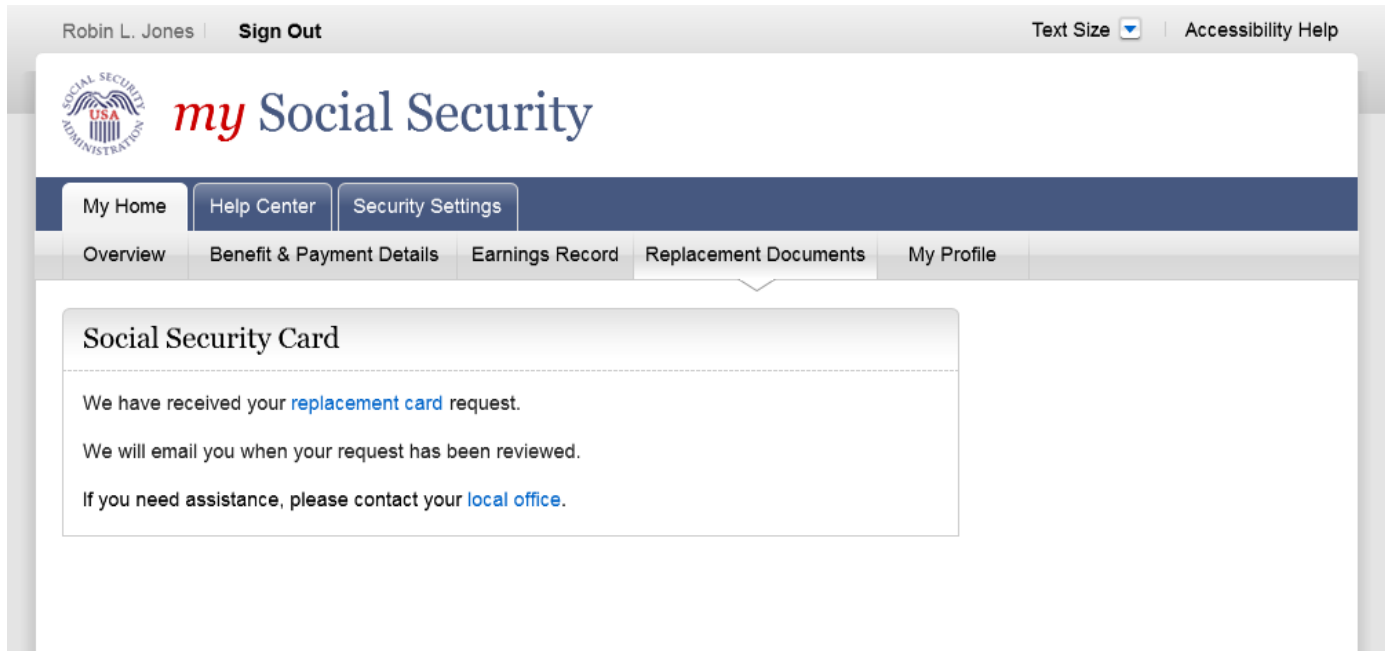
The "Social Security Statement" section features a message from the Acting Commissioner with links to "What Social Security means to you...", "About Social Security's future...", and "Learn more about Social Security...". It also displays two key pieces of information: "Estimate Benefit at Full Retirement age (66): \$1,496 a month" with a "View Estimate Benefits" link, and "Last Reported Earnings: \$0 in 2012" with a "View Earnings Record" link. At the bottom of this section is a "Print / Save Your Full Statement" link with the text "Get a copy of your Statement information in a convenient, print-friendly format".

On the right side of the page, there are two fields for "Social Security Number:" and "Date of Birth:", both of which are redacted with black boxes.

7. Descriptive My SSA Replacement Documents Page Teasers for Precondition Check Failures

7.1. Pending Request Teaser

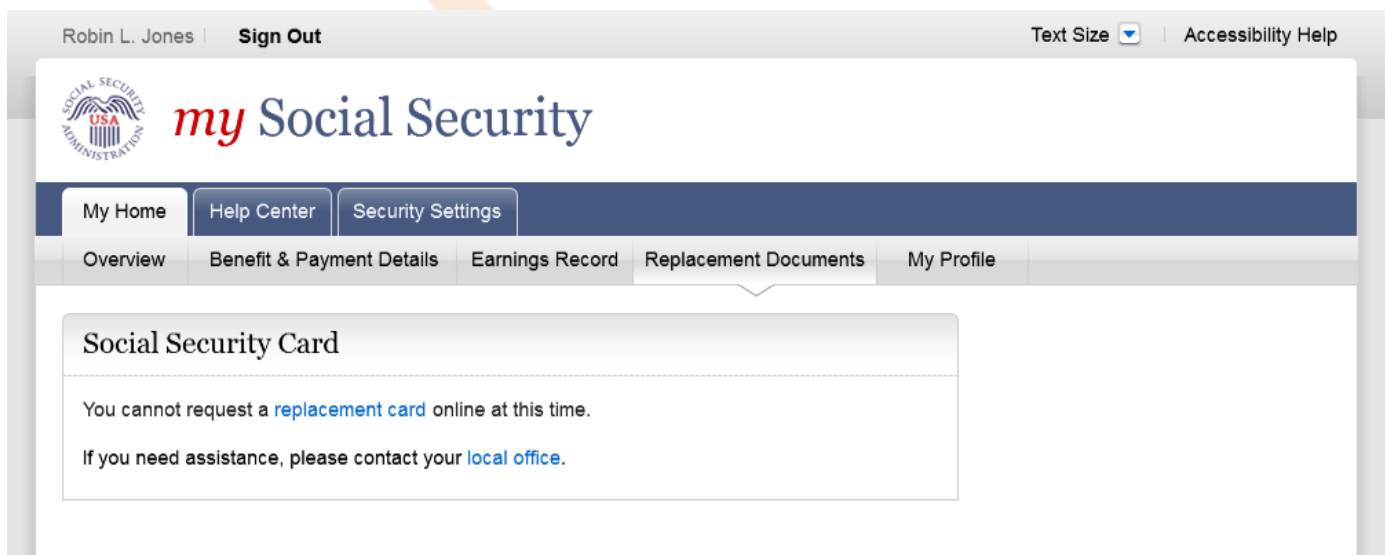
The teaser box shown below is displayed when the user fails the precondition check for Pending Request (i.e. the user has a replacement card request pending).



The screenshot shows the 'my Social Security' interface. At the top, the user is identified as 'Robin L. Jones' with a 'Sign Out' link. There are links for 'Text Size' and 'Accessibility Help'. The main navigation bar includes 'My Home', 'Help Center', and 'Security Settings'. Below this, a secondary navigation bar has 'Overview', 'Benefit & Payment Details', 'Earnings Record', 'Replacement Documents', and 'My Profile'. The 'Replacement Documents' section is active, displaying a 'Social Security Card' teaser box. The text inside the box reads: 'We have received your replacement card request. We will email you when your request has been reviewed. If you need assistance, please contact your local office.'

7.2. Recent SSNAP Activity Teaser

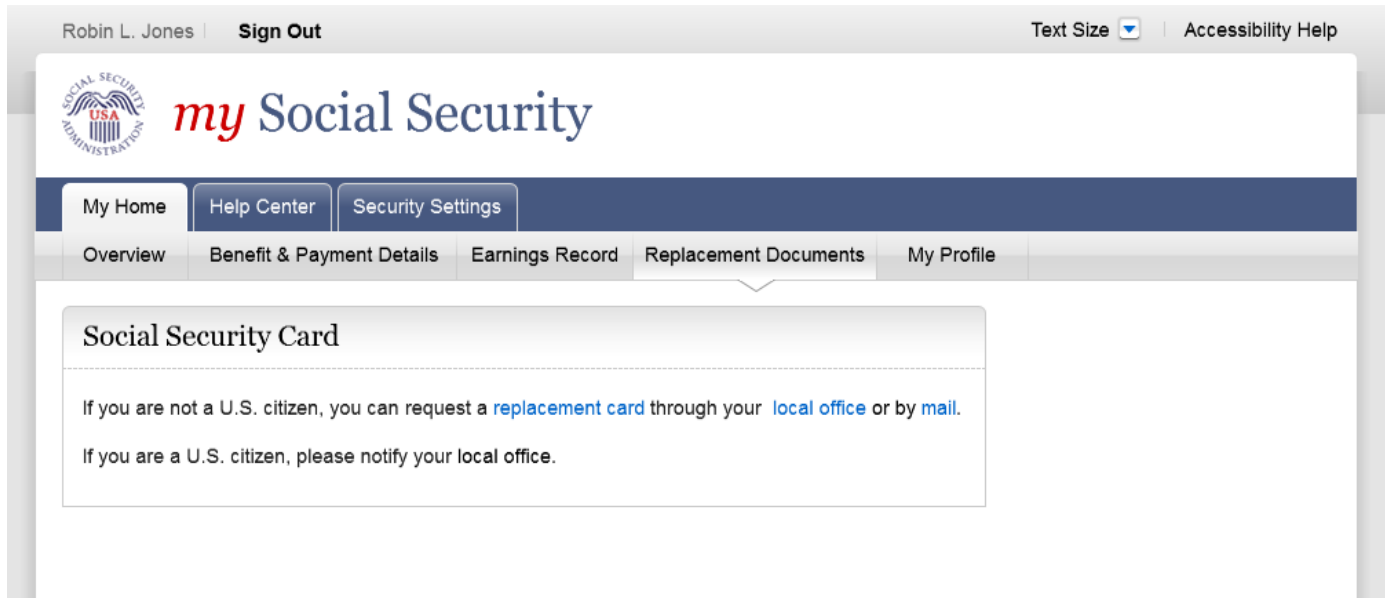
The teaser box shown below is displayed when the user fails the precondition check for recent activity in SSNAP.



The screenshot shows the 'my Social Security' interface, identical to the previous one. The 'Replacement Documents' section is active, displaying a 'Social Security Card' teaser box. The text inside the box reads: 'You cannot request a replacement card online at this time. If you need assistance, please contact your local office.'

7.3. Citizenship Teaser

The teaser box shown below is displayed when the user fails the precondition check for U.S. Citizenship (i.e. SSA’s records indicate the user is not a U.S. citizen).

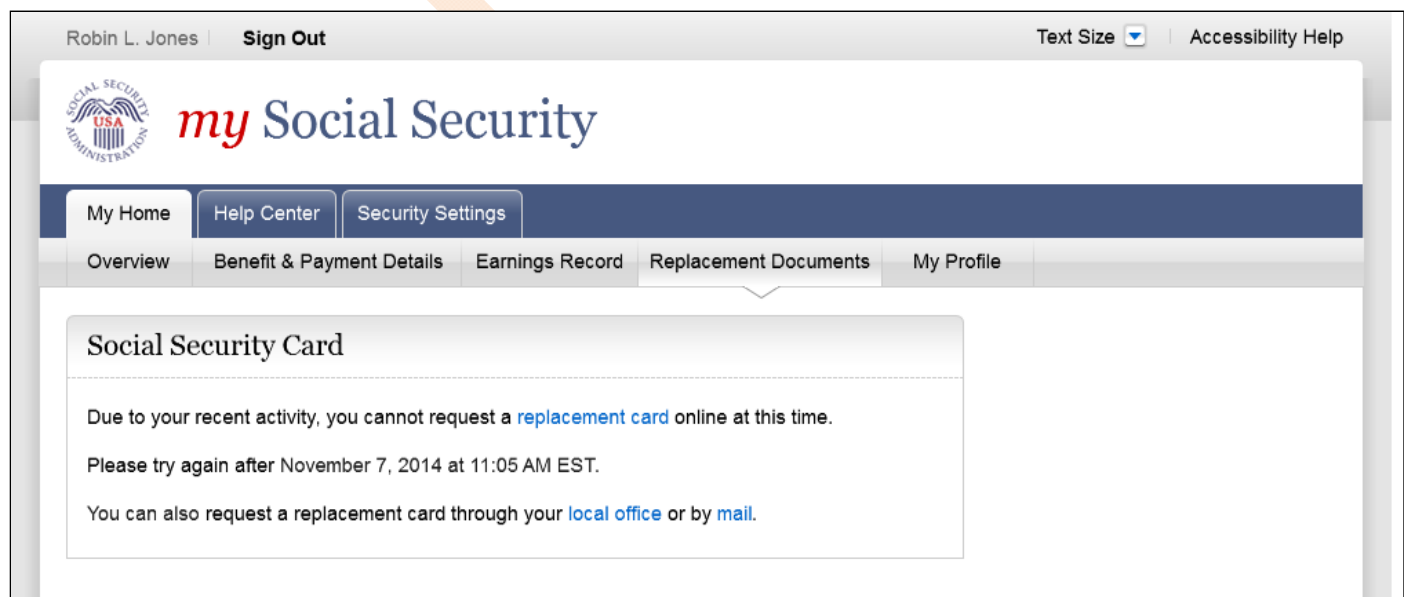


7.4. Lockout Teaser

The teaser box shown below is displayed when the user fails either of the following precondition checks:

- User has incurred a strikeout within the last 24 hours
- User has incurred two strikeouts within the last 7 days
- User has incurred six strikes (not strikeouts) within the last 7 days

The date and timestamp are dynamic, indicating when the user can try again to request a card online.



7.5. Recent Cycle Date Change Teaser

The teaser box shown below is displayed when the user fails the precondition check for a recent cycle date change.

The date and timestamp are dynamic, indicating when the user can try again to request a card online.

The screenshot shows the user interface for 'my Social Security'. At the top, the user is identified as 'Robin L. Jones' with a 'Sign Out' link. There are links for 'Text Size' and 'Accessibility Help'. The main header includes the Social Security Administration logo and the 'my Social Security' branding. A navigation bar contains 'My Home', 'Help Center', and 'Security Settings'. Below this, a secondary navigation bar lists 'Overview', 'Benefit & Payment Details', 'Earnings Record', 'Replacement Documents', and 'My Profile'. The main content area features a 'Social Security Card' section with the following text: 'We are updating our information. Please try again starting November 7, 2014. You can also request a replacement card through your local office or by mail.'

7.6. Annual Card Limit Teaser

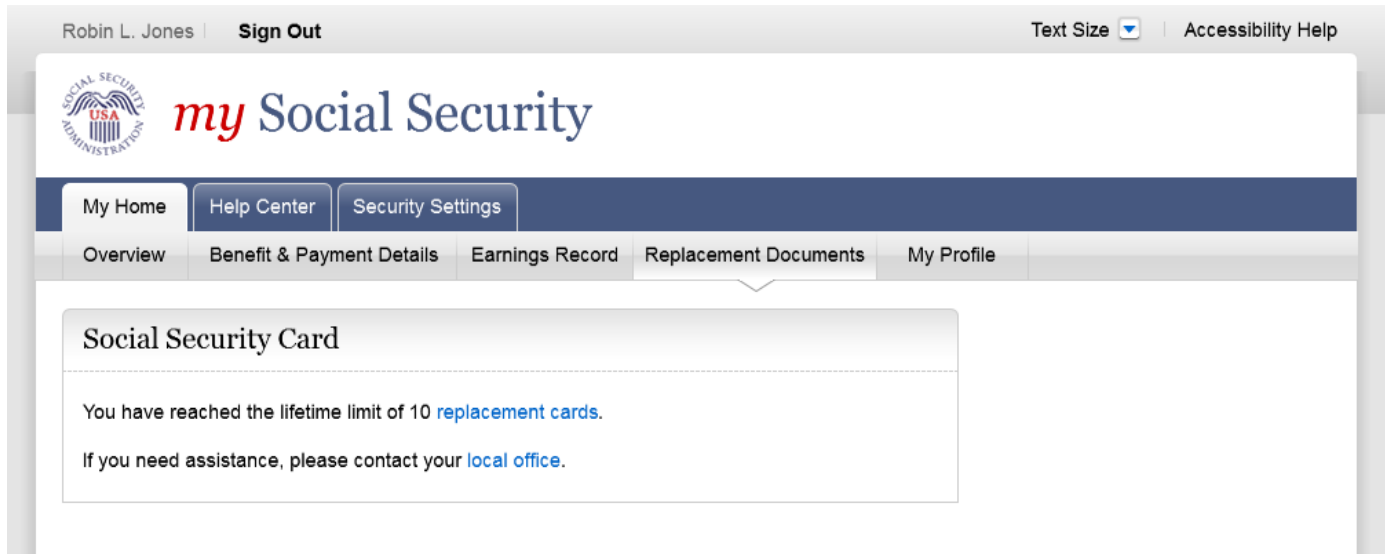
The teaser box shown below is displayed when the user fails the precondition check for Annual Card Limit Met (i.e. the user has been issued 3 cards since January 1 of the current year.)

According to business rules, the date displayed in the teaser box will be January 1 of the following year. (This is NOT a rolling 12-month period.)

The screenshot shows the user interface for 'my Social Security' with the same header and navigation as the previous image. The main content area features a 'Social Security Card' section with the following text: 'You have reached the annual limit of 3 replacement cards. You can request a replacement card online starting January 1, 2015. If you need assistance, please contact your local office.'

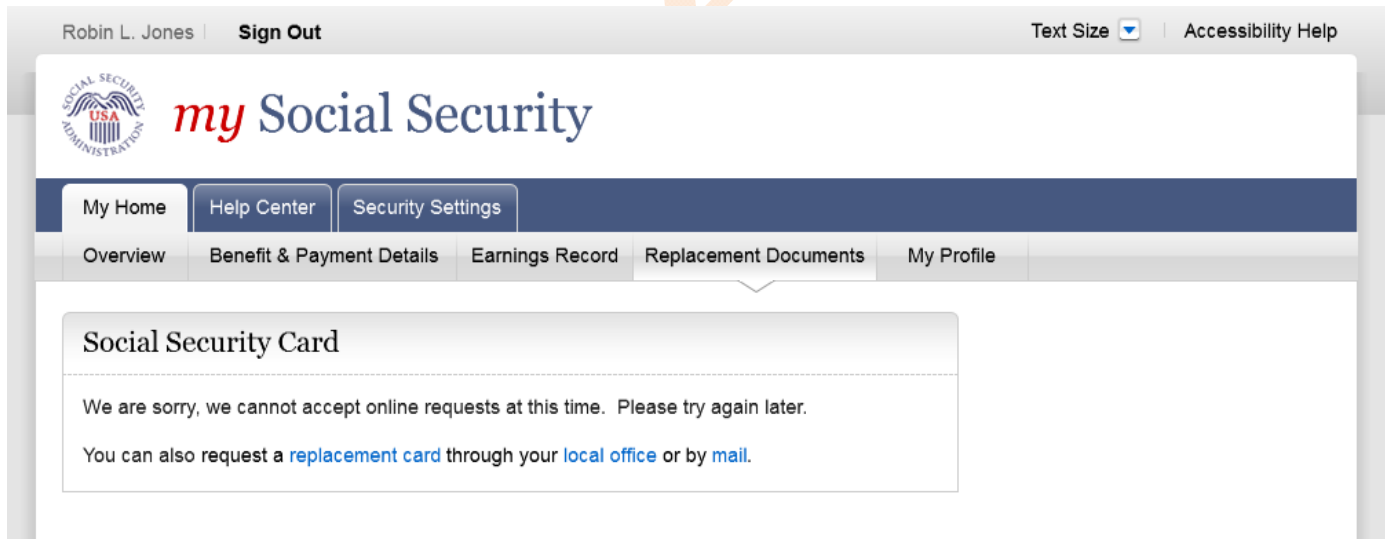
7.7. Lifetime Card Limit Teaser

The teaser box shown below is displayed when the user fails the precondition check for Lifetime Card Limit Met (i.e. the user has been issued 10 cards total during the course of his life).



7.8. System Unavailable Teaser

The teaser box shown below is displayed when the iSSNRC system is not available.



8. Precondition Check Failure Messages

The following screens are displayed when the user tries to access the iSSNRC application directly (e.g. bookmark), rather than via the My SSA Home page, and a precondition check fails.

8.1. Pending Request Message

The screen shown below is displayed when the user attempts to access the iSSNRC application directly and fails the precondition check for pending request.



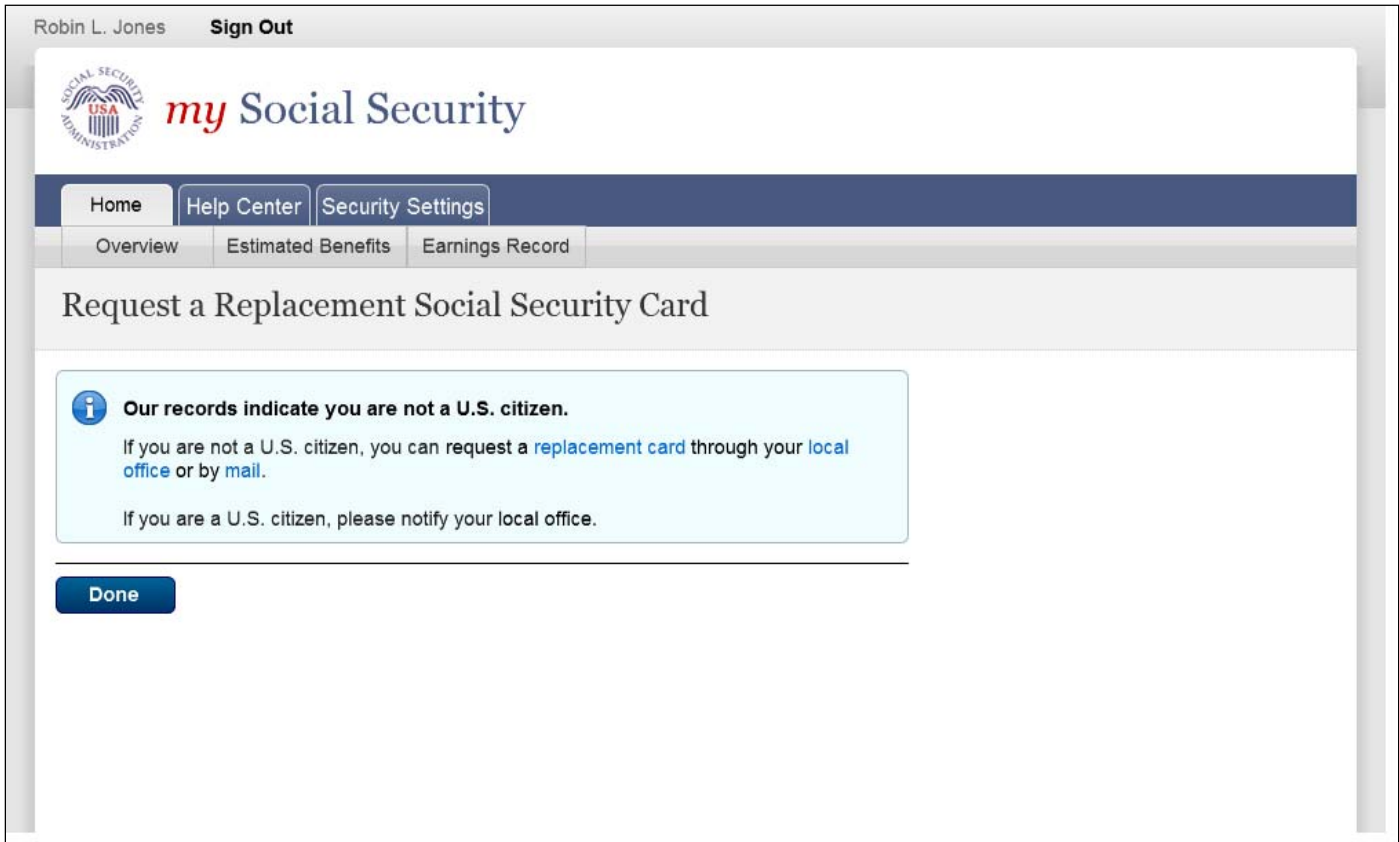
8.2. Recent SSNAP Activity Message

The screen shown below is displayed when the user attempts to access the iSSNRC application directly and fails the precondition check for recent activity in SSNAP.



8.3. Citizenship Message

The screen shown below is displayed when the user attempts to access the iSSNRC application directly and fails the precondition check for U.S. Citizenship (i.e. SSA’s records indicate the user is not a U.S. citizen).

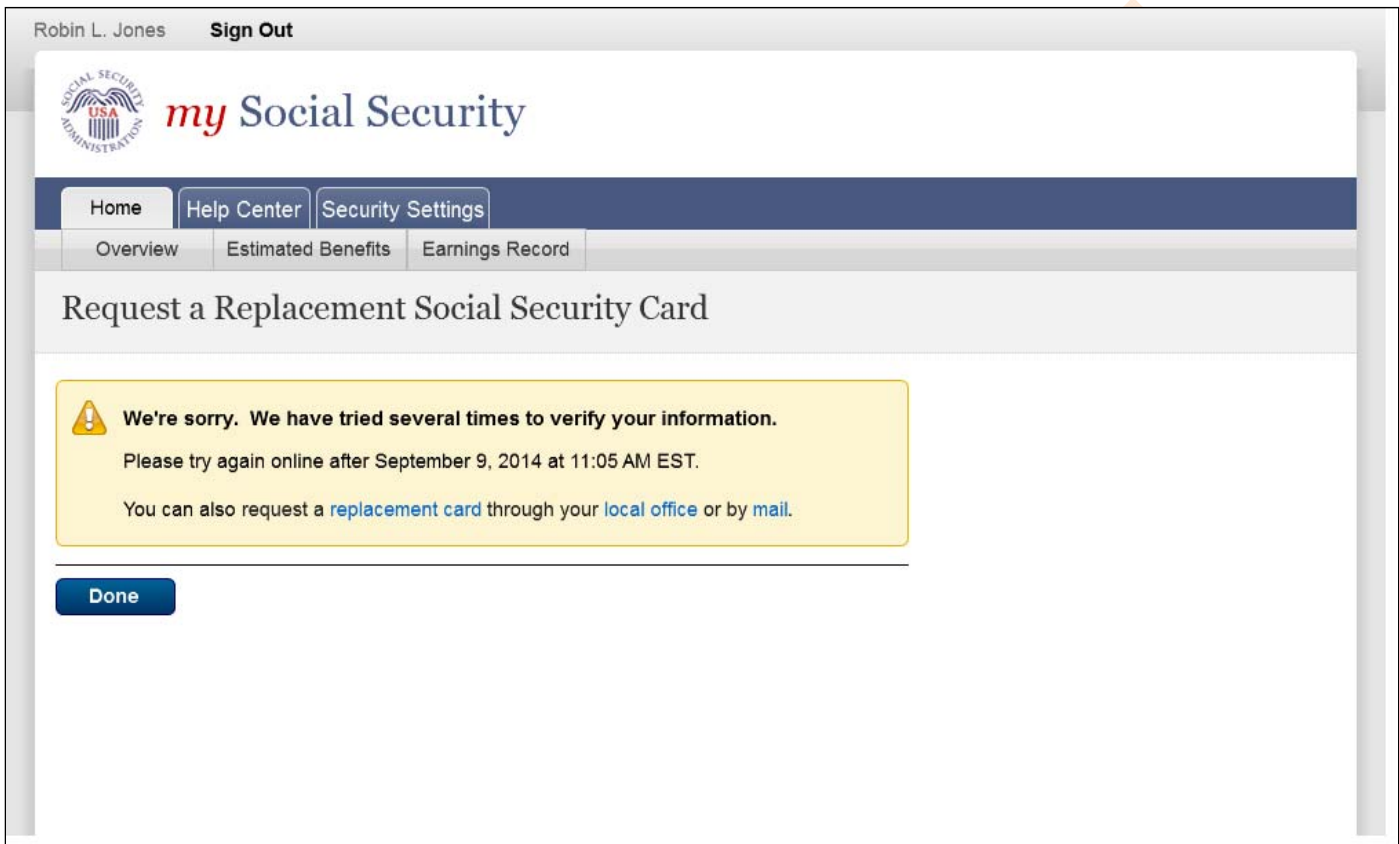


8.4. Lockout Message

This screen show below is displayed when the user tries to access the iSSNRC application directly and fails one of the following precondition checks:

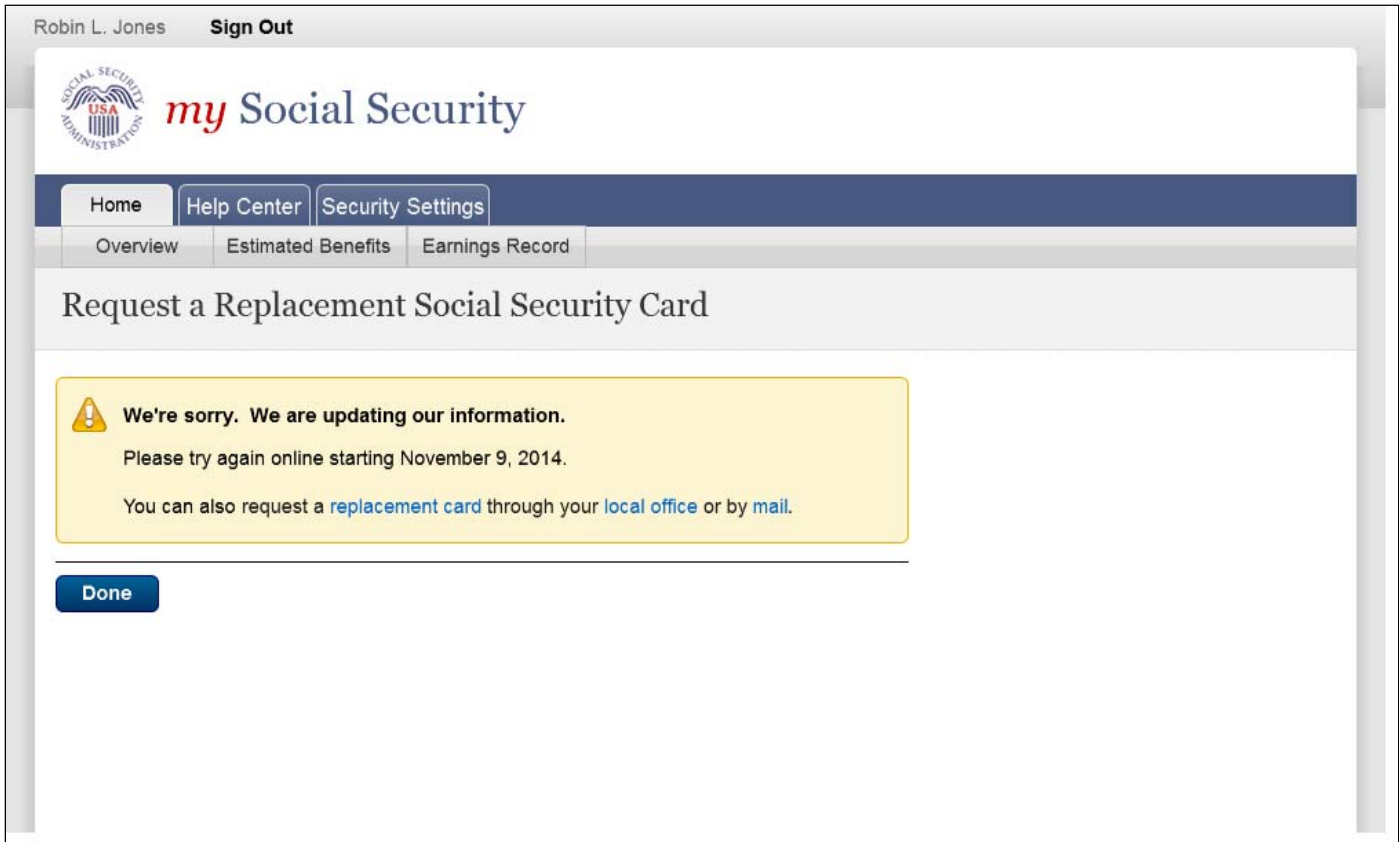
- User has incurred a 3rd strike (i.e. strikeout) within the last 24 hours
- User has incurred two strikeouts within the last 7 days
- User has incurred six strikes (not strikeouts) within the last 7 days

The date and timestamp are dynamic, indicating when the user can try again to request a card online.



8.5. Recent Cycle Date Change Message

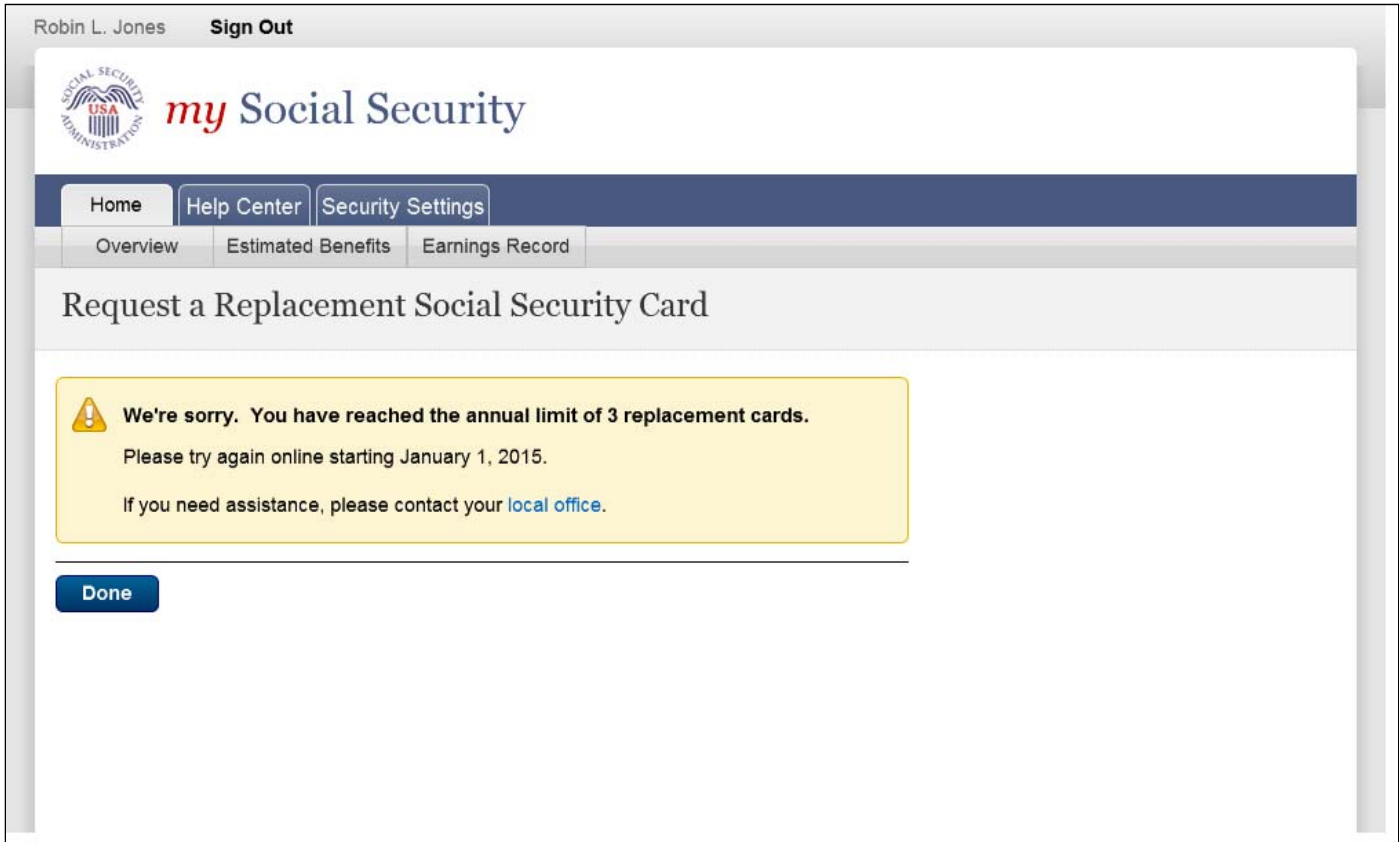
This screen shown below is displayed when the user tries to access the iSSNRC application directly and fails the precondition check for a recent cycle date change.



8.6. Annual Card Limit Message

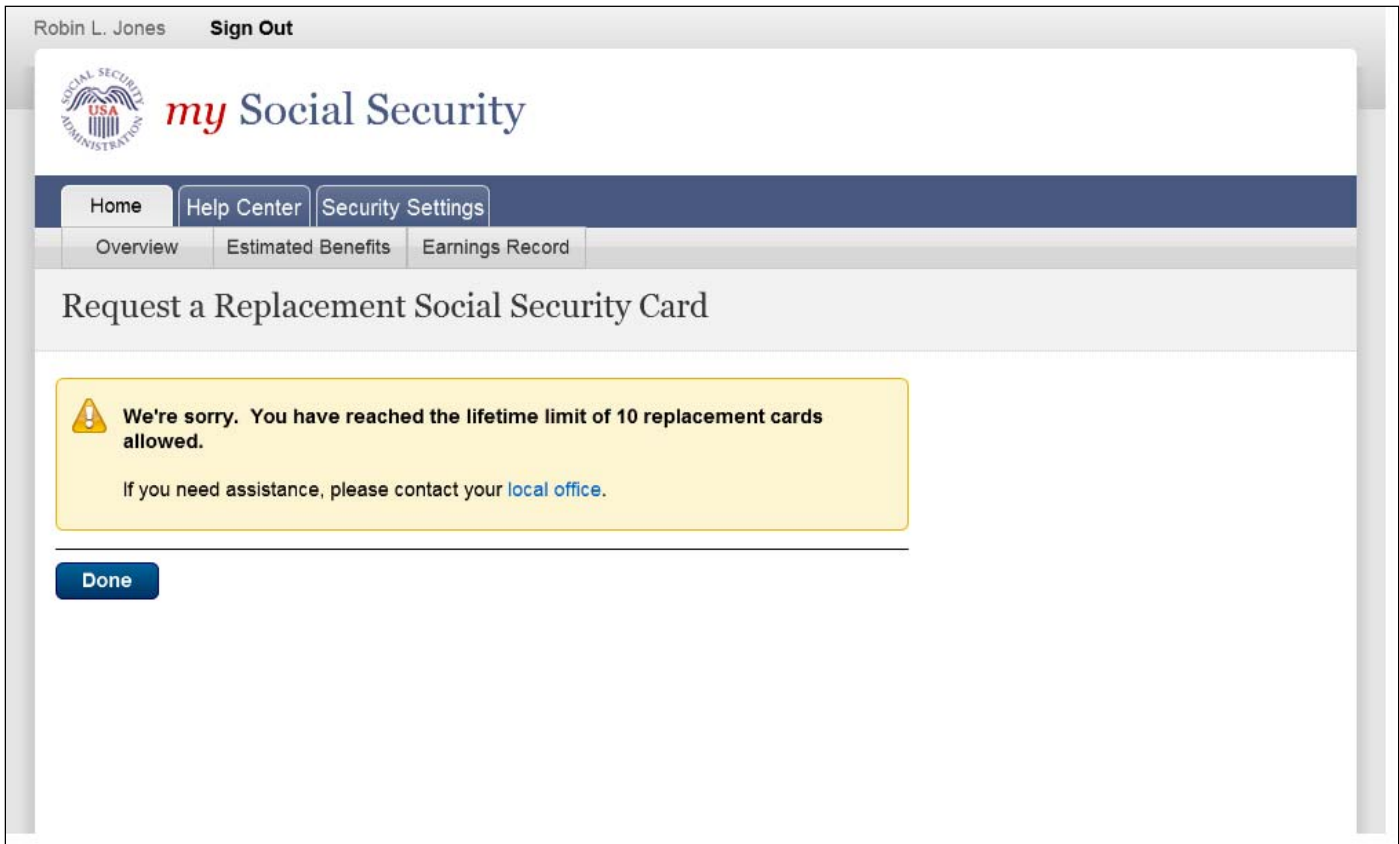
This screen shown below is displayed when the user tries to access the iSSNRC application directly and fails the precondition check for Annual Card Limit Met (i.e. the user has been issued 3 cards since January 1 of the current year.)

According to business rules, the date displayed in the message will be January 1 of the following year. (This is NOT a rolling 12-month period.)



8.7. Lifetime Card Limit Message

The screen shown below is displayed when the user tries to access the iSSNRC application directly and fails the precondition check for Lifetime Card Limit Met (i.e. the user has been issued 10 cards total during the course of his life).



9. Strike and Terminal Errors

First and second strike errors are displayed above the data entry form on the Identity Verification screen.

9.1. Name or SSN Doesn't Match SSA, Strikes 1 & 2

This message is displayed if the name or SSN entered by the user does not match SSA's records.

Robin L. Jones Sign Out

my Social Security

Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

1 Background Information 2 Identity Verification 3 Confirmation

We're sorry. The name or Social Security Number you provided doesn't match our records.
Please review your information and try again.

Please help us verify your identity

* Indicates required information

***Your Name:**
As shown on your driver's license or ID card.

*First Middle *Last Suffix

***Social Security Number (SSN):**

Date of Birth:

***Type of Identification:**
 Driver's License ID Card

***Driver's License or ID Card Number:**


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

9.2. Driver's License Info Doesn't Match Motor Vehicle Records, Strikes 1 & 2

This message is displayed if one or more of the following fields do not match the user's state DMV records.

- Driver's License or ID Card Number
- State/Territory (where Driver's License or ID Card was issued)
- Date Issued
- Date of Expiration

Robin L. Jones **Sign Out**




my Social Security

Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

1 Background Information 2 Identity Verification 3 Confirmation

 **We're sorry. The driver's license or ID card information you provided doesn't match your motor vehicle records.**
Please review your information and try again.

Please help us verify your identity

* Indicates required information

***Your Name:**
As shown on your driver's license or ID card.

--

*First Middle *Last Suffix

***Social Security Number (SSN):**

Date of Birth:

***Type of Identification:**
 Driver's License ID Card

***Driver's License or ID Card Number:**

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

9.3. Address Can't Be Verified, Strikes 1 &

This message is displayed if the address the user entered cannot be verified with DMV, SSA, or 3rd party (e.g. credit bureau) records.

Robin L. Jones Sign Out

my Social Security

Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

1 Background Information 2 Identity Verification 3 Confirmation

We're sorry. The address you provided can't be verified.
Please review your information and try again.

Please help us verify your identity

* Indicates required information

***Your Name:**
As shown on your driver's license or ID card.

*First Middle *Last Suffix

***Social Security Number (SSN):**

Date of Birth:

***Type of Identification:**
 Driver's License ID Card

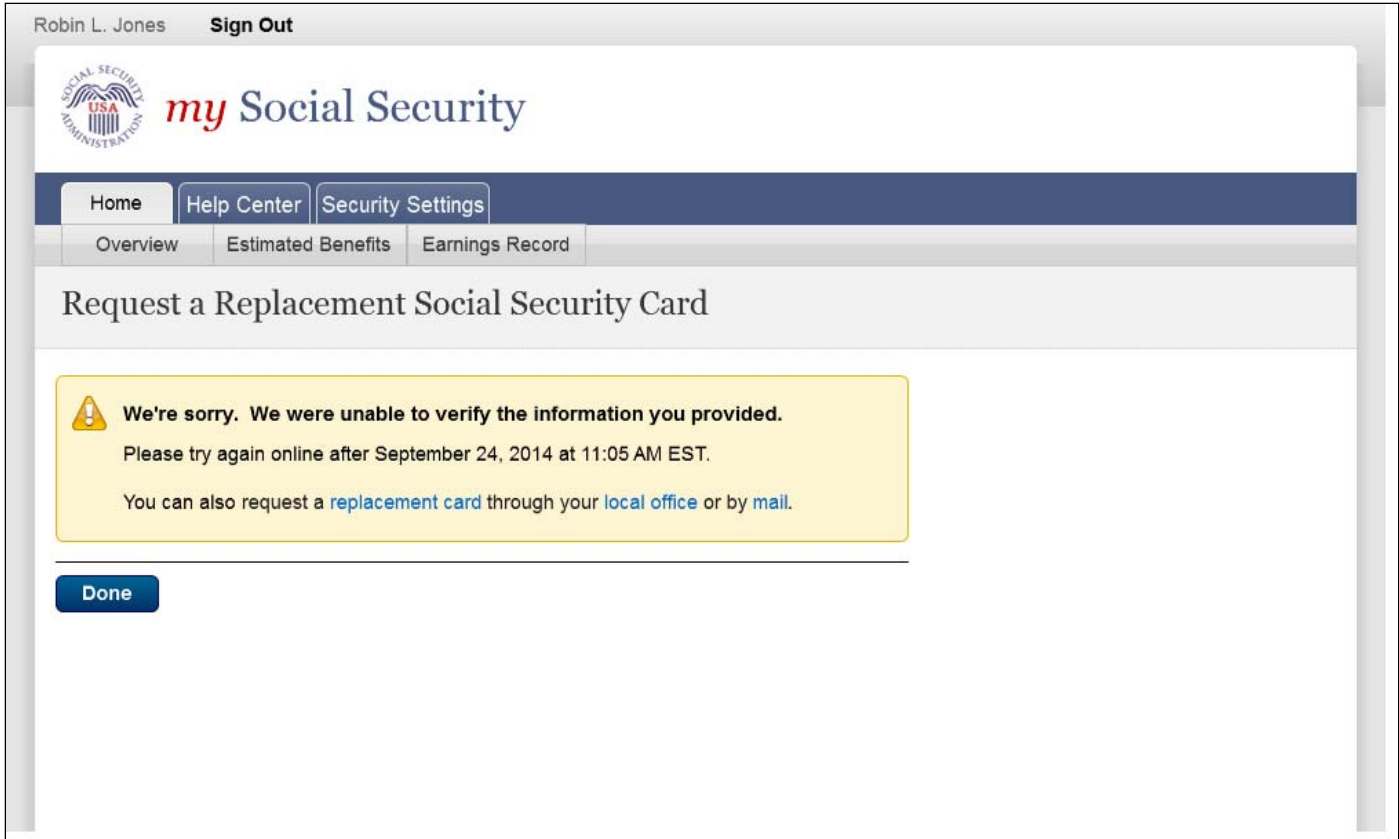
***Driver's License or ID Card Number:**

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

9.4. Strikeout Message (Terminal)

The following message screen is displayed when the user incurs his third strike in a 24-hour period or sixth strike in a 7-day period.


The date and time included in the message represent the 24-hour lockout period, after which the user can try again to request a replacement card online.



10. Other Errors

10.1 Non-Participating State Selected on Identity Verification Screen

Robin L. Jones Sign Out

 **my Social Security**

Home Help Center Security Settings

Overview Estimated Benefits Earnings Record

Request a Replacement Social Security Card

1 Background Information 2 Identity Verification 3 Confirmation

Please help us verify your identity

* Indicates required information

***Your Name:**
As shown on your driver's license or ID card.

*First Middle *Last Suffix

***Social Security Number (SSN):**


Date of Birth:

***Type of Identification:**
 Driver's License ID Card

***Driver's License or ID Card Number:**

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

Alabama

 **We're sorry. We do not have access to information from Alabama at this time.**

You can request a [replacement card](#) through your [local office](#) or by [mail](#).

***Date Issued:**
As shown on your driver's license or ID card.

11. Paperwork Reduction Act Statement

The pop-up window shown below is displayed when the user selects the Paperwork Reduction Act link on the Background Information page.

Paperwork Reduction Act

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the *Paperwork Reduction Act of 1995*.

You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 0960-0066; expiration date XX/XX/XXXX. We estimate that it will take about 5 minutes to read the instructions, gather the facts, and answer the questions.

You may send comments on our time estimate to: Social Security Administration, 6401 Security Blvd, Baltimore, MD 21235-6401. **Send only comments on our time estimate to this address.**

[Close](#)

DRAFT

12. Privacy Act Statement

The pop-up window shown below is displayed when the user selects the Privacy Act Statement link on the Background Information page.

Privacy Act Statement

Collection and Use of Personal Information

Sections 205(c) and 702 of the Social Security Act, as amended, authorize us to collect this information. We will use the information to attempt to issue you a replacement Social Security card. As part of this process, we may share your information with external data sources, such as the American Association of Motor Vehicle Administrators and other consumer data sources, which will aid us in verifying your identity.

Furnishing us this information is voluntary. However, failing to provide the requested information may prevent us from issuing you a replacement Social Security card.

We rarely use the information you supply us for any purpose other than what we say above. However, we may use the information for the administration of our programs including sharing information:

1. To comply with Federal laws requiring the release of information from Social Security records (e.g., to the Government Accountability Office and Department of Veterans' Affairs); and,
2. To facilitate statistical research, audit, or investigative activities necessary to ensure the integrity and improvement of our programs (e.g., to the Bureau of the Census and to private entities under contract with us).

A complete list of when we may share your information with others, called routine uses, is available in our Privacy Act System of Records Notice 60-0058, entitled, Master Files of Social Security Number (SSN) Holders and SSN Applications and, 60-0373, entitled, Central Repository of Electronic Authentication Data Master File. Additional information about these and other system of records notices and our programs is available online at www.socialsecurity.gov or at your local Social Security office.

We may share the information you provide to other agencies through computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. We use the information from these programs to establish or verify a person's eligibility for federally funded or administered benefit programs and for repayment of incorrect payments or delinquent debts under these programs.

Close

13. Cannot Process Request Message

This message is displayed if the user’s request cannot be processed. For example, if a state’s motor vehicle records system is temporarily unavailable.

