

# Screens for OMB Package

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B- 129181


**February 17, 2021**

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# 1. eAccess Internet Login (RIL)

## 1.1. Sign In Create Account (SICA)

 Social Security

**Create Your Account**

Information you will need

[Create New Account](#)

Finish Setting Up Your Account

[Enter Activation Code](#)

**Sign In**

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

[Sign In](#)

**Other Sign In Options**

[Sign in with ID.me](#)

[About External Websites](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

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

[Privacy and Security](#)

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

Removed page title "Sign In or Create an Account".


Added the container "Other Sign In Options" which includes two Credential Service Provider buttons (ID.me and Login.gov). Also, added a link "About External Websites that lead to the below URL.

<https://www.ssa.gov/agency/disclaimer.html>

The "Create New Account" button changed to primary.

## 2. eAccess Internet Registration (RIR)

### 2.1. Financial Verification (FIVR)

 Social Security

You can add an Extra Level of Security

To add Extra Security, we need to confirm your identity using financial information.

[More Info](#)

Please choose one of the following:

- No, thanks. I don't want to add Extra Security at this time.
- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your credit card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

[Feedback](#)

[Next](#) [Exit](#)

[Privacy and Security](#)

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Container header language “You can add an Extra Level of Security” updated.  
Added “To add Extra Security, we need to confirm your identity using financial information.”  
“More Info” link added.  
Radio List label “Please choose one of the following:”  
Radio button “No, thanks. I don’t want to add Extra Security at this time.”  
Support text “We will not charge your credit card.” added to credit card radio list selection

## 2.2. Financial Verification (FIVR) More Info Link to Popup Lightbox

**More Info** ✕

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Adding Extra Security is optional.

To add Extra Security, we will need to confirm your identity with one of the following:

**Credit Card**

- Must be an unexpired Visa, Mastercard, or Discover card.
- We cannot accept debit cards or retail cards.
- We will not charge or keep your credit card information.

**Social Security monthly benefits amount**

**W-2 or 1040 Schedule SE**


- From the last 5 years, excluding last year.

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[Close](#)

New page feature. Opens as lightbox.

## 2.3. Create Account Create Account (CACA)

 Social Security

Please create your account details

**Username**  
Cannot be your name or Social Security number (SSN) and must be:  
8-20 letters and/or numbers

**Password**  
Must:

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

[▶ Feedback](#)

Please choose password reset questions

[Why?](#)

**Question 1**

**Answer 1**

**Question 2**

**Answer 2**

**Question 3**

**Answer 3**


[Next](#) [Exit](#)

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Removed the “Available” hint from the Username field.

## 2.4. Create Account Create Account (CACA) Red Ball Error

 Social Security

**✖ Please correct the following information:**

- Error: Username.
- Error: Password

Please create your account details

**Username**  
Cannot be your name or Social Security number (SSN) and must be:  
8-20 letters and/or numbers

**✖ The username must be 8 to 20 letters and/or numbers.  
The username cannot be your Social Security Number.  
The username cannot be your name.**

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

**✖ The password entered must be 8 characters minimum and must contain:**

- at least one uppercase letter (A-Z)
- at least one lowercase letter (a-z)
- at least one number (0-9)
- at least one symbol (For example ?@#%&\*)
- must begin with a letter or number

Please choose password reset questions

[Why?](#)

**Question 1**

**Answer 1**

**Question 2**

**Answer 2**

**Question 3**

**Answer 3**

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Removed the “Enter Username (Message will show until the Next button is selected.)” line from the Username field.

## 2.5. Privacy and Security Questions (Question 6 Shown\_Updated)

### [^ Can I apply in person?](#)

On Tuesday, March 17, 2020, we suspended face-to-face service to the public in our field offices and hearings offices nationwide until further notice. However, we can assist you with the online application process via [phone](#).

Language being replaced:

^ 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



## 2.6. Verify Your Identity Choices (VYIC)



# Social Security

### Please choose how to verify your identity

Creating an account is easier when you use your driver's license or state-issued ID to verify your identity.

**Valid IDs include driver's license, learner's permit, or state-issued ID card.**

- Take Photos of your ID with a Smartphone**
- It's like depositing a check online with your bank.
  - No uploading or emailing is needed.
  - Photos are captured automatically.

- Input your ID information**
- Provide the issuing state and ID number.

**Don't have a valid ID?** [Answer credit history questions instead.](#)

▼ [How does this help Social Security verify my identity?](#)

Next

Exit

[Privacy and Security](#)

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New language in second radio button.

“Input your ID information

- Provide the issuing state and ID number”