# **RCS OMB Package**

9/18/2021

#### **Table of Contents**

1. Happy Path	.3
1.1. Search Results	.3
1.2. TA Verify Customer Identity (TAVCI) (Terms of Service)	.4
1.3. TA Collect Contact Info (TACCI)	.5
1.4. TA Send Activation Code (TASAC)	.6
1.5. TA Finish Online Digital Activation Code (TAFODAC)	.7
2. Extra Pages	.8
2.1. Account Management - Standard Account Summary Page	.8
2.2. Account Management - Extra Security Account Summary Page	.9
2.3. Standard Account Summary Page – on phone – Lockout	10
2.4. TA Mailed Activation Code (TAMAC)	11
2.5. Mailed Activation Code – Only Physical Address Verified	12
2.6. Cancel Account Confirm (CACM)	13
2.7. Sample Customer Internet Screens and Sample Notices Updated	14
3. Error Pages	15
3.1. Search Result Restricted	15
3.2. Search Result Restricted Pending Account	16
3.3. Error - Basic Account - Collect Contact Info	17

# 1. Happy Path

#### 1.1. Search Results

N Username User is: Oon phone Oin person	Search Clear Search Clear Search
HN Q. PUBLIC SSN: 987-65-4321 DOB: 01/01/	1970 <b>2</b> Help
S	SRCHRSLT
No. A second From J	<sup>2</sup> Help (NEW) Elevated Bhone Identity Varification
No Account Found	(NEW) Elevated Filone Identity vermication
There is no account for SSN: 987-65-4321	No confirmation code has been issued.
Create Account Block Access	Get Contact Info
ample Customer Internet Screens	To Register in Person
sk the customer for the title of the screen he or she is having rouble with. Look below for the link that matches that title.	In order to register for an account, the customer must be at least 18 years of age and have:
ign In reate Account - Verify Your Identity and I.D. reate Account - Identity Verification Options treate Account - Capture Your Photo Instructions treate Account - Capture Your Photo Completion treate Account - I.D. Type treate Account - Activation Code Delivery Options treate Account - Enter Your Activation Code treate Account - Financial Verification treate Account - Financial Verification treate Account - Account Details inish Setting Up Your Account - Verify Your Identity inish Setting Up Your Account - Create Account inish Setting Up Your Account - Create Account Provide Email add Extra Security Set Your Security Code - Text Message or Email Set Your Security Code - Security Has Improved ferify Cell Phone Number ferify Email inter Security Code - Text Message inter Security Code - Provide Address Information Io You Have Reset Code Letter? Set Temporary Password - Provide Address Information	<ul> <li>a valid email address,</li> <li>an SSN, and</li> <li>a U.S. mailing address.</li> <li>If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: <ul> <li>state-issued driver's license or identification card, or</li> <li>U.S. passport or passport card, or</li> <li>military identification card, or</li> <li>government employee identification card.</li> </ul> </li> <li>Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice. Notices listed below are for general reference. For a full list of notices, please see: <ul> <li>OA 00250.000 - Electronic Access Notices - Table of Contents</li> </ul> </li> <li>Created an account online Created an account online - Mailed activation code Added extra security code online Created a standard account in person Created an account in person Created an account in person Created as count in person Created astandard acc</li></ul>

This page displays when a technician conducts a SSN search on a customer who does not have a standard or advanced account.

### **1.2. TA Verify Customer Identity (TAVCI) (Terms of Service)**

icar Saarah	Text Size 💌	Accessibility Help
SN or Email User is: Oon phone Search Oin person	Clear Search	@Help
LEX Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970		Help
<ul> <li>Please use eMailer to send the Privacy Act or read aloud.</li> <li>Terms of Service</li> <li>Please read the following to the customer:</li> <li>We use the information you give us to verify your identity. We verify information you give us against our records.</li> <li>You commit a federal crime if you give false or misleading statements information from our records or deceive us about your identity.</li> <li>We will stop you from using our online services if we find or suspect</li> </ul>	the s to obtain misuse.	
Do you agree to these Terms of Service and those on the document we gave	you?	

This page displays when a technician selects the "Create Account" button on the Search Results page.

# 1.3. TA Collect Contact Info (TACCI)

Security • Registration and Customer Su	ipport (RCS)	Text Size 💌	Accessibility Help
er Search			
I Username	User is: Oon phone Search Oin person	Clear Search	Help
IN Q. PUBLIC SSN: 900-00-0002	DOB: 01/01/1970		Help
S			Help XXXX
Collect Contact Information	n		
Street Line 1: Street Line 2: Street Line 2: State/Territory:  fobile Phone Number his phone must be able to receive text mess  0-digit Number	ZIP Code:		

This page follows TAVCI after customer agrees to the Terms of Service.

# 1.4. TA Send Activation Code (TASAC)

cial Security • Registration and Customer Support (RCS)	Text Size 💌	Accessibility Help
User Search		
SSN or Username User is: O on phone O in person	Search Clear Search	Help
JOHN Q. PUBLIC SSN: 987654321 DOB: 01/0	1/1970	Help
RCS		Help XXXX
<ul> <li>Choose How to Send Code</li> <li>Please read the following to the customer: In order to verify your identity, we will need to send an or letter. Standard messaging rates may apply. A letter will take 5-10 business days to arrive.</li> </ul>	activation code via text message or	
How would you like to receive your activation code?		
○Text Message		
○Home Address		
Send Code Cancel		

This page follows TACCI if both digital and physical address verify.

### **1.5. TA Finish Online Digital Activation Code (TAFODAC)**

Social Security • Registration and Customer Support (RCS) Tex	kt Size 💌 Accessibility Help
User Search	
SSN or Username User is: Oon phone Oin person Clear Search	2 Help
JOHN Q. PUBLIC SSN: 987-65-4321 DOB: 01/01/1970	2 Help
RCS	Help XXXXX
Customer's phone number has been verified.	
Finish Set Up Online	
<b>66</b> Please read the following to the customer:	
We sent a text message with an activation code to you at:	
[Mobile Phone Number]	
This code will expire in [Time]. Please visit [URL] and select the Use my activation code button. Next, select the Sign in with Login.gov button and complete the steps to access online services.	
Done	-

This page follows TASAC if the customer opts to receive the activation code via text message. This completes standard identity verification on phone. The customer must return to RIL to bind their account with the identity proofing event.

Time: 3 days

URL: www.socialsecurity.gov/setup

# 2. Extra Pages

## 2.1. Account Management - Standard Account Summary Page

Jser Search		
SSN or Username User is: Oon phone Oin person	Search Clear Search	Heip
John Q. PUBLIC SSN: 900-00-0001 DOB:01/01/19	70 Username: N/A (External)	Hel
Account Summary Transaction History		
RCS		ACMGM
Account Summary	<sup>(2)</sup> Help (NEW) Elevated Phor	ne Identity
Account Type: Standard	verification	
Password Created Login.gov At:	No confirmation code has be	en issued.
Email: test@ssa.gov Change Email	Get Contact Info	
Account Status: Active		
Last Login: September 17, 2019 13:43		
Cancel Account Block Access		
Sample Customer Internet Screens	Sample Notices	
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	If the customer has questions about a notic you can identify the situation and view the a	e he or she received, ppropriate notice.
Sign In Create Account - Verify Your Identity and I.D.	Notices listed below are for general referen notices, please see:	ce. For a full list of
Create Account - Identity Verification Options Create Account - Capture Your Photo Instructions Create Account - Capture Your Photo Completion	OA 00250.000 - Electronic Access Notic	es - Table of Contents
Create Account - 1.D. Type Create Account - Activation Code Delivery Options		
Create Account - Enter Your Activation Code Create Account - Financial Verification Create Account - Account Details	Created an account online Create an account online - Mailed activation Added extra security online	1 code
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account	Request to reset security code online	
Finish Setting Up Your Account - Create Account Provide Email	Created a standard account in person Created an account in person (with extra se	ecurity)
Get Your Security Code - Text Message or Email	Request to reset security code in person	
Ger rour Security Code - Security Has Improved Verify Cell Phone Number Verify Email	Identity Verification (on phone) - Mailed Con Identity Verification (on phone) - SMS Confi	nfirmation Code rmation Code
Enter Security Code - Text Message Enter Security Code - Email		
Get Reset Code - Provide Address Information Do You Have Reset Code Letter?		

This page displays for a standard account holder following a SSN search by the technician.

## 2.2. Account Management - Extra Security Account Summary Page

SSN or	Username	User is: Oon phone Oin person	Search	Clear Search	Help
John Q. PUBLIC	SSN: 900-00-0001	DOB:01/01/1970	Userna	ame: N/A (External)	8 Help
Account Summary	Transaction History				ACM/CM
RC3			🛛 Help		ACMGMI
Account Summa	ary			(NEW) Elevated Phone Ic Verification	lentity
Account Type:	Extra Security			· or infocution	
Password Created At:	Login.gov			No confirmation code has been is	sued.
Email:	test@ssa.gov Change Email			Get Contact Info	
Account Status:	Active				
Last Login:	September 17, 2019	13:43			
Sample Customer Ask the customer for	Internet Screens	r she is having	Sample N	otices mer has questions about a notice he	or she received,
trouble with. Look be Sign In Create Account - Ver	ilow for the link that matches	s that title.	you can ide Notices liste notices, ple	ntify the situation and view the approped below are for general reference. F ase see:	oriate notice. for a full list of
Create Account - Ide Create Account - Cap Create Account - Cap Create Account - I.D.	oture Your Photo Instruction oture Your Photo Completion Type	s n	OA 002	50.000 - Electronic Access Notices -	Table of Contents
Create Account - Ide Create Account - Cap Create Account - Cap Create Account - I.D. Create Account - Act Create Account - Fint Create Account - Fint	oture Your Photo Instruction oture Your Photo Completion Type ivation Code Delivery Option er Your Activation Code ancial Verification ount Details	s n ns	OA 002	50.000 - Electronic Access Notices - account online account online - Mailed activation code	Table of Contents
Create Account - Idei Create Account - Cap Create Account - Cap Create Account - I.D. Create Account - Act Create Account - Ent Create Account - Fina Create Account - Acc Finish Setting Up You	Dure Your Photo Instruction obure Your Photo Completion Type ivation Code Delivery Option er Your Activation Code ancial Verification ount Details	s n ns	OA 002 Created an Create an a Added extra	50.000 - Electronic Access Notices - account online account online - Mailed activation code a security online	Table of Contents
Create Account - Idei Create Account - Cap Create Account - Cap Create Account - I.D. Create Account - Acti Create Account - Acti Cr	the second secon	s n ns ntity Provide Email	OA 002 Created an Create an a Added extra Request to Created a s	50.000 - Electronic Access Notices -	Table of Contents
Create Account - Ider Create Account - Cap Create Account - Cap Create Account - I.D. Create Account - Acti Create Account - Acti Create Account - Acti Create Account - Acc Finish Setting Up You Finish Setting Up You Finish Setting Up You Add Extra Security	Intry Vernication Options obtine Your Photo Instruction obtine Your Photo Completion Type vivation Code Delivery Option er Your Activation Code ancial Verification count Details in Account - Verify Your Ider ir Account - Create Account ir Account - Create Account	s n ns ntity Provide Email	OA 002 Created an Create an a Added extra Request to Created as Created an Upgraded a	50.000 - Electronic Access Notices -	Table of Contents
Create Account - Ider Create Account - Cap Create Account - Cap Create Account - Cap Create Account - I.D. Create Account - Acti Create Account - Acti Create Account - Acc Finish Setting Up You Finish Setting Up You Finish Setting Up You Add Extra Security Get Your Security Co Get Your Security Co	htty Vernication Options oture Your Photo Instruction oture Your Photo Completion Type ivation Code Delivery Option er Your Activation Code ancial Verification count Details ir Account - Verify Your Ider ir Account - Create Account ir Account - Create Account ode - Text Message or Email ode - Security Has Improved	s n ns htity Provide Email	OA 0023 Created an Create an a Added extra Request to Created as Created an Upgraded a Request to	50.000 - Electronic Access Notices - account online account online - Mailed activation code a security online reset security code online standard account in person account in person (with extra security account in person reset security code in person	Table of Contents
Create Account - Ider Create Account - Cap Create Account - Cap Create Account - I.D. Create Account - Acti Create Account - Acti Cr	Indy Vernication Options bure Your Photo Instruction obture Your Photo Completion Type ivation Code Delivery Option er Your Activation Code ancial Verification count Details In Account - Verify Your Ider In Account - Create Account In Account - Create Account and - Text Message or Email ode - Text Message or Email ode - Security Has Improved mber	s n ns htity Provide Email	OA 0023 Created an Create an a Added extra Request to Created as Created an Upgraded a Request to Identity Ver Identity Ver	50.000 - Electronic Access Notices - account online account online - Mailed activation code a security online reset security code online standard account in person account in person (with extra security account in person reset security code in person ification (on phone) - Mailed Confirmati	Table of Contents e () tion Code on Code
Create Account - Ider Create Account - Cap Create Account - Cap Create Account - Cap Create Account - I.D. Create Account - Acti Create Account - Acti Create Account - Acti Create Account - Acti Create Account - Account Finish Setting Up You Finish Setting Up You Add Extra Security Oc Get Your Security Co Get Your Security Co Verify Cell Phone Nur Verify Email Enter Security Code Enter Security Code	Indy Vernication Options obture Your Photo Instruction obture Your Photo Completion Type ivation Code Delivery Option er Your Activation Code ancial Verification count Details In Account - Verify Your Ider In Account - Create Account In Account - Create Account ode - Text Message or Email ode - Security Has Improved mber - Text Message - Email	s n ns htity Provide Email	OA 0023 Created an Create an a Added extra Request to Created an Upgraded a Request to Identity Ver Identity Ver	50.000 - Electronic Access Notices - account online account online - Mailed activation code a security online reset security code online standard account in person account in person (with extra security account in person reset security code in person ification (on phone) - Mailed Confirmati	Table of Contents e () tion Code on Code
Create Account - Ider Create Account - Cap Create Account - Cap Create Account - Cap Create Account - Acti Create Account - Acti Create Account - Ent Create Account - Acti Create Account - Acti Finish Setting Up You Finish Setting Up You Add Extra Security Ou Add Extra Security Cod Get Your Security Cod Verify Cell Phone Nur Verify Email Enter Security Code Enter Security Code Get Reset Code - Pr Do You Have Rese	Indy Vernication Options obtine Your Photo Instruction obtine Your Photo Completion Type ivation Code Delivery Option er Your Activation Code ancial Verification count Details Ir Account - Verify Your Ider Ir Account - Create Account and - Create Account ode - Text Message or Email ode - Security Has Improved mber - Text Message - Email ovide Address Information t Code Letter?	s n ns ntity Provide Email	OA 002 Created an Create an a Added extra Request to Created as Created an Upgraded a Request to Identity Ver Identity Ver	50.000 - Electronic Access Notices - account online account online - Mailed activation code a security online reset security code online standard account in person account in person (with extra security account in person reset security code in person ification (on phone) - Mailed Confirmati fication (on phone) - SMS Confirmati	Table of Contents

This page displays for an Extra Security account holder following a SSN search by the technician.

## 2.3. Standard Account Summary Page – on phone – Lockout

Jser Search					
SSN or	sername	User is: ◯on phone ◯in person	Search	Clear Search	Hel
John Q. PUBLIC	SSN: 900-00-0	0001 DOB:01/01/1	970 Userna	me: N/A (External)	😮 He
Account Summary	Transaction History				
RCS					ACMGM
Account Summar	у		Help	(NEW) Elevated Phone	Identity
Account Type:	Standard			Verification	
Password Created At:	Login.gov			No confirmation code has been	issued.
Email:	test@ssa.gov Change Email			Get Contact Info	
Account Status:	Locked	Unlock Ad	ccount		
Last Login: Lockout Type: Lockout Date:	September 17, 20 [Lockout Event] September 18, 20	019 13:43 019 14:00			
Cancel Account	Block Access				
Sample Customer Ir	nternet Screens		Sample No	otices	
Ask the customer for th trouble with. Look below	e title of the screen h w for the link that mat	ne or she is having tches that title.	If the custon you can ider	ner has questions about a notice h ntify the situation and view the app	e or she received, ropriate notice.
Sign In			Notices liste	d below are for general reference	. For a full list of
Create Account - Verify Create Account - Identi	Your Identity and I.D ty Verification Options	). S	notices, plea	ase see:	
Create Account - Captu Create Account - Captu Create Account - LD, T	re Your Photo Instructive Your Photo Complexity	etions letion	OA 0025	0.000 - Electronic Access Notices	- Table of Contents
Create Account - Activa	tion Code Delivery O	ptions			
Create Account - Enter Create Account - Finan Create Account - Accou	rour Activation Code cial Verification int Details	•	Created an a Create an a Added extra	account online ccount online - Mailed activation co a security online	ode
Finish Setting Up Your	Account - Verify Your	Identity	Request to r	reset security code online	
Finish Setting Up Your / Finish Setting Up Your /	Account - Create Acco Account - Create Acco	ount ount Provide Email	Created a s	tandard account in person	
Add Extra Security			Created an Upgraded a	account in person (with extra secu ccount in person	rity)
Get Your Security Code Get Your Security Code	e - Text Message or E e - Security Has Impr	Email oved	Request to r	reset security code in person	
Verify Cell Phone Numb Verify Email	er		Identity Veri Identity Veri	fication (on phone) - Mailed Confir fication (on phone) - SMS Confirm	mation Code ation Code
Enter Security Code - 1 Enter Security Code - E	ext Message Email				
Get Reset Code - Prov Do You Have Reset 0	ide Address Informati Code Letter?	ion			

This page enables technicians to unlock new accounts created after September 18, 2021.

## 2.4. TA Mailed Activation Code (TAMAC)

ial Security • Registration and Customer Support (RCS) Text	t Size 💌	Accessibility Help
Jser Search		
SN or Username User is: Oon phone Oin person Clear Search		Help
TOHN Q. PUBLIC SSN: 987-65-4321 DOB: 01/01/1970 Username: N/A (External) RCS	<b>2</b>	? Help Help XXXXX
Customer's home address has been verified.		
Mailing Activation Code		
We will mail an activation code to you at: 123 Sampler Place Baltimore, MD 12345		
You will receive the letter within 5 - 10 business days. Please follow the directions to complete your identity verification before the date shown in your letter.		
Done		

This page displays if the customer chooses "Home Address" on the TASAC page.

## 2.5. Mailed Activation Code – Only Physical Address Verified

charoceurity registration and customer suppo	ort (RCS)	Text	t Size 👤 Accessibility He
User Search			
SSN Username or	<b>User is:</b> ○on phone ○in person	Search Clear Search	Help
JOHN Q. PUBLIC SSN: 900-00-0000	DOB: 01/01/1970	Username: N/A (External)	Help
RCS			Help XXXXX
We could only work the surface of the	ama addussa		
we could only verify the customer's ho	ome address.		
Mailing Activation Code			
5			
66 Please read the following to the cust	omer:		
We will mail an activation code to you	omer: at:		
<ul> <li>Please read the following to the cust</li> <li>We will mail an activation code to you</li> <li>123 Sampler Place</li> <li>Baltimore, MD 12345</li> </ul>	omer: at:		
<ul> <li>Please read the following to the custower will mail an activation code to you</li> <li>123 Sampler Place</li> <li>Baltimore, MD 12345</li> <li>You will receive the letter within 5 - 10 identity verification before the date shower the shower the state shower the shower the shower the state shower the show</li></ul>	omer: at: ) business days. Please foll own in your letter.	ow the directions to complete your	
<ul> <li>Please read the following to the cust</li> <li>We will mail an activation code to you</li> <li>123 Sampler Place</li> <li>Baltimore, MD 12345</li> <li>You will receive the letter within 5 - 10 identity verification before the date show</li> </ul>	omer: at: ) business days. Please foll own in your letter.	ow the directions to complete your	
Please read the following to the cust We will mail an activation code to you 123 Sampler Place Baltimore, MD 12345 You will receive the letter within 5 - 10 identity verification before the date sho	omer: at: ) business days. Please foll own in your letter.	ow the directions to complete your	

This page displays if only the customer's physical address verifies.

# 2.6. Cancel Account Confirm (CACM)

User Sea	arch					
SSN	or Username	User is: ◉on phone ◯in person	Search	Clear Search		Hel
ALEX Q	. PUBLIC SSN: 900-00-0000	DOB: 01/01/1970	Username:	TEST123		😮 He
RCS					Help	CACM
Cance	l Account					
66	Please read the following to the cus	tomer:				
	If you cancel your account, you will no services. If you decide to access our c create a new account. Login.gov or oth not affected by this change.	longer be able to acc nline services in the i her external partner lo	ess our online future, you car gin informatio	n n is		

This page displays if the customer chooses to cancel their account and the technician initiates that action.

#### 2.7. Sample Customer Internet Screens and Sample Notices Updated

al Security • Registration and Customer Support (RCS)	Text Size 💌 Accessibility Help	
or Username User is: Oon phone Oin person	Search Clear Search	
EX Q. PUBLIC SSN: 900-00-0002 DOB: 01/01	/1970	
CS .	SRCHRSLT	
	2 Help	
No Account Found	(NEW) Elevated Phone Identity Verification	
There is no account for SSN: 900-00-0002	No confirmation code has been issued.	
Create Account Block Access	Get Contact Info	
Example Customer Internet Screens	To Register in Person	
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	In order to register for an account, the customer must be at least 18 years of age and have:	
Sign In - SSA Sign In - Login.gov	<ul> <li>a valid email address,</li> <li>an SSN, and</li> <li>a U.S. mailing address.</li> </ul>	
Create Account - Login.gov Create Account - Verify Your Identity and I.D. Create Account - Identity Verification Options Create Account - Capture Your Photo Instructions Create Account - Capture Your Photo Completion Create Account - I.D. Type Create Account - Activation Code Delivery Options Create Account - Enter Your Activation Code Create Account - Financial Verification	If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: • state-issued driver's license or identification card, or • U.S. passport or passport card, or • military identification card, or • government employee identification card.	
Finish Setting Up Your Account - Verify Your Identity	Sample Notices	
Add Extra Security	If the sustamer has substigner about a paties he or she	
Get Your Security Code - Text Message or Email Get Your Security Code - Security Has Improved	received, you can identify the situation and view the appropriate notice.	
Verify Cell Phone Number Verify Email	Notices listed below are for general reference. For a full list of notices, please see:	
Enter Security Code - Text Message Enter Security Code - Email	OA 00250.000 - Electronic Access Notices - Table of Contents	
Get Reset Code - Provide Address Information Do You Have Reset Code Letter?	Created an account online	
Get Temporary Password - Provide Address Information	Created an account online - Email notice Create an account - Mailed activation code Create an account - SMS activation code	
	Create an account - Voice activation code Added extra security online	
	Request to reset security code online	
	Created a standard account in person Created an account in person (with extra security) Upgraded account in person	
	Request to reset security code in person	
	Identity Verification (on phone) - Mailed Confirmation Code	

This page is an example of the updated links to the Sample Customer Internet Screens and Sample Notices.

# 3. Error Pages

#### 3.1. Search Result Restricted

N or	Jsername User is: Oon phone Oin person	Search Clear Search Clear Search	
EX Q. PUBLIC	SSN: 900-00-0002 DOB: 01/0	1/1970	
S		SRCHRSLT	
A The customer Follow instruc	's access to electronic records (SSN: § tions in EM 21033 SEN and EM 21034 §	000-00-0000) has been blocked at his or her request. SEN for Elevated eService Block Removal.	
♥ Help No Account Found		C Help (NEW) Elevated Phone Identity Verification	
There is no account for SSN: 900-00-0002		No confirmation code has been issued.	
Account Status:	Blocked	Get Contact Info	
llock Type: Restricted	Restricted Mother's Name	To Register in Person	
Block Date: Block Location:	November 17, 2020 SSA	In order to register for an account, the customer must be at least 18 years of age and have:	
		<ul> <li>a valid email address,</li> <li>an SSN, and</li> <li>a U.S. mailing address.</li> </ul>	
ample Customer	Internet Screens	If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a	
sk the customer for ouble with. Look be	the title of the screen he or she is having low for the link that matches that title.	Field Office. Acceptable documents are: • state-issued driver's license or identification card, or	
ign In Create Account - Verify Your Identity and I.D. Create Account - Identity Verification Options		<ul> <li>U.S. passport or passport card, or</li> <li>military identification card, or</li> <li>government employee identification card.</li> </ul>	
reate Account - Ca reate Account - Ca	pture Your Photo Instructions		
reate Account - I.D reate Account - Act	. Type ivation Code Delivery Options	Sample Notices	
Create Account - Enter Your Activation Ode Create Account - Financial Verification Create Account - Financial Verification		If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.	
Finish Setting Up Your Account - Verify Your Identity Finish Setting Up Your Account - Create Account Finish Setting Up Your Account - Create Account Provide Email		Notices listed below are for general reference. For a full list of notices, please see:	
dd Extra Security	- Account - Croute Account - Toylde Ellia	OA 00250.000 - Electronic Access Notices - Table of Contents	
et Your Security Co	ode - Text Message or Email	Created an account online	
Set Your Security Code - Security Has Improved		Create an account online - Mailed activation code Added extra security online	
inter Security Code	- Text Message	Request to reset security code online	
nter Security Code Get Reset Code - Pr	- Email ovide Address Information	Created an account in person (with extra security) Upgraded account in person	
o You Have Rese	t Code Letter?	Request to reset security code in person	
Get Temporary Password - Provide Address Information		Identity Verification (on phone) - Mailed Confirmation Code	

This page displays when the customer has requested a block on their account and the technician applied the block.

## 3.2. Search Result Restricted Pending Account

al Security • Registration and Customer Support (RCS) ser Search	iext Size 💌 Accessibility Help
N Username User is: Oon phone Oin person	Search Clear Search Clear Search
EX Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/	1970 <sup>2</sup> Help
CS	SRCHRSLT
🛕 The customer has not activated this account. The prev	viously issued code has expired.
The customer's previously issued code has expired.	
☑ Help	
Account Pending	(NEW) Elevated Phone Identity Verification
The account is pending activation; however, the code has expired.	No confirmation code has been issued.
Block Access	Get Contact Info
	To Register in Person
ample Customer Internet Screens	In order to register for an account, the customer must be at
sk the customer for the title of the screen he or she is having rouble with. Look below for the link that matches that title.	least 18 years of age and nave:
ian In	• a Valid email address, • an SSN, and
Create Account - Verify Your Identity and I.D.	• a U.S. mailing address.
Create Account - Identity Verification Options	If the customer wants to register for online services, he or
Create Account - Capture Your Photo Completion	she may bring a government-issued proof of identity to a
Create Account - I.D. Type	ried office. Adoptable addaments are.
Create Account - Activation Code Delivery Options	<ul> <li>state-issued driver's license or identification card, or</li> <li>U.S. passport or passport card, or</li> </ul>
Create Account - Financial Verification	military identification card, or
reate Account - Account Details	<ul> <li>government employee identification card.</li> </ul>
inish Setting Up Your Account - Verify Your Identity	
inish Setting Up Your Account - Create Account Provide Email	Sample Notices
Add Extra Security	If the customer has questions about a notice he or she
Set Your Security Code - Text Message or Email	received, you can identify the situation and view the
Set Your Security Code - Security Has Improved	appropriate notice.
/erify Cell Phone Number	Notices listed below are for general reference. For a full list of notices, please see:
erify Email	
Enter Security Code - Text Message	OA 00250.000 - Electronic Access Notices - Table of Contents
Enter Security Code - Email	
Set Reset Code - Provide Address Information	Created an account online
o You Have Reset Code Letter?	Create an account online - Mailed activation code
Set Temporary Password - Provide Address Information	Added extra security online
	Request to reset security code online
	Created a standard account in person
	Created an account in person (with extra security) Upgraded account in person
	Request to reset security code in person
	Identity Verification (on phone) - Mailed Confirmation Code

This page displays when the customer did not use their activation code in the allotted time.

### 3.3. Error - Basic Account - Collect Contact Info

or	Username	User is: Oon phone Search Clear Se Oin person	2 Help
hn Q. PUBLIC	SSN: 900-00-0002	DOB: 01/01/1970	<b>2</b> Help
s			Help XXXX
Please confirm again. Collect Con Home Address: Street Line 1: Street Line 2: City/Town:	tact Information is co tact Information State/Territory:	Trect. Update the information if needed and try	
Mobile Phone Nun This phone must be	<b>uber</b> able to receive text mess	ages.	
10-aigit Number			

This page displays if the information entered does not match our records.