

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

Social Security • Registration and Customer Support (RCS)
Text Size ▾
Accessibility Help

User Search

or

User is:
 on phone
 in person

[? Help](#)

JOHN Q. PUBLIC **SSN: 987-65-4321** **DOB: 01/01/1970** [? Help](#)

RCS
SRCHRSLT

No Account Found

There is no account for **SSN: 987-65-4321**

(NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.

Sample Customer Internet Screens

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.

[Sign In](#)
[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](#)
[Create Account - Account Details](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)
[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Text Message](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

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.

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:

[OA 00250.000 - Electronic Access Notices - Table of Contents](#)

[Created an account online](#)
[Create an account online - Mailed 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](#)
[Identity Verification \(on phone\) - SMS Confirmation Code](#)

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)

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

User Search

SSN or Email **User is:**
 on phone in person [? Help](#)

ALEX Q. PUBLIC **SSN: 900-00-0002** **DOB: 01/01/1970** [? Help](#)

 Please use [eMailer](#) to send the [Privacy Act](#) or read aloud.

Terms of Service

“ Please read the following to the customer:

We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

Do you agree to these Terms of Service and those on the document we gave you?

The customer agrees to the Terms of Service.

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

1.3. TA Collect Contact Info (TACCI)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username **User is:**
 on phone in person [? Help](#)

John Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970 [? Help](#)

RCS [? Help](#) XXXX

Collect Contact Information

Home Address:
Street Line 1:
Street Line 2:

City/Town: State/Territory: ZIP Code:


Mobile Phone Number
This phone must be able to receive text messages.

10-digit Number

E-mail Address

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

1.4. TA Send Activation Code (TASAC)

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

User Search

SSN or Username **User is:** on phone in person [? Help](#)

Search

JOHN Q. PUBLIC SSN: 987654321 DOB: 01/01/1970 [? Help](#)

RCS [? Help](#) XXXXX

Choose How to Send Code

“ Please read the following to the customer:

In order to verify your identity, we will need to send an activation code via text message or letter. Standard messaging rates may apply.

A letter will take 5-10 business days to arrive.

How would you like to receive your activation code?

Text Message

Home Address

Send Code

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) Text Size Accessibility Help

User Search

SSN or Username **User is:**
 on phone in person [? Help](#)

JOHN Q. PUBLIC SSN: 987-65-4321 DOB: 01/01/1970 [? Help](#)

RCS [? Help](#) XXXXX

 **Customer's phone number has been verified.**

Finish Set Up Online

“ 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.

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

Social Security • Registration and Customer Support (RCS)
Text Size v
Accessibility Help

User Search

or

User is:
 on phone
 in person

[Help](#)

John Q. PUBLIC SSN: 900-00-0001 DOB: 01/01/1970 Username: **N/A (External)** [Help](#)

Account Summary

Transaction History

RCS
ACMGMT

Account Summary [Help](#)

Account Type:	Standard
Password Created At:	Login.gov
Email:	test@ssa.gov <input type="button" value="Change Email"/>
Account Status:	Active
Last Login:	September 17, 2019 13:43

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Sample Customer Internet Screens

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.

[Sign In](#)
[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](#)
[Create Account - Account Details](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)
[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Text Message](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

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:

[OA 00250.000 - Electronic Access Notices - Table of Contents](#)

[Created an account online](#)
[Create an account online - Mailed 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](#)
[Identity Verification \(on phone\) - SMS Confirmation Code](#)

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

2.2. Account Management - Extra Security Account Summary Page

Social Security • Registration and Customer Support (RCS)
Text Size v
Accessibility Help

User Search

SSN or Username

User is:
 on phone
 in person

[Search](#) [Clear Search](#)

[Help](#)

John Q. PUBLIC SSN: 900-00-0001 DOB: 01/01/1970 Username: **N/A (External)** [Help](#)

Account Summary

[Transaction History](#)

RCS
ACMGMT

Account Summary [Help](#)

Account Type: **Extra Security**

Password Created At: **Login.gov**

Email: **test@ssa.gov**

Account Status: **Active**

Last Login: **September 17, 2019 13:43**

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Sample Customer Internet Screens

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.

[Sign In](#)
[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](#)
[Create Account - Account Details](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)
[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Text Message](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

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:

[OA 00250.000 - Electronic Access Notices - Table of Contents](#)

[Created an account online](#)
[Create an account online - Mailed 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](#)
[Identity Verification \(on phone\) - SMS Confirmation Code](#)

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

Social Security • Registration and Customer Support (RCS)
Text Size v
Accessibility Help

User Search

SSN

or Username

User is:
 on phone
 in person

Search

Clear Search

[Help](#)

John Q. PUBLIC SSN: 900-00-0001 DOB: 01/01/1970 Username: **N/A (External)**

[Help](#)

Account Summary [Transaction History](#)

ACMGMT

Account Summary [Help](#)

Account Type: **Standard**

Password Created At: **Login.gov**

Email: **test@ssa.gov**

Account Status: **Locked**

Last Login: **September 17, 2019 13:43**
 Lockout Type: **[Lockout Event]**
 Lockout Date: **September 18, 2019 14:00**

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Sample Customer Internet Screens

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.

[Sign In](#)
[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](#)
[Create Account - Account Details](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)
[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Text Message](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

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:

[OA 00250.000 - Electronic Access Notices - Table of Contents](#)

[Created an account online](#)
[Create an account online - Mailed 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](#)
[Identity Verification \(on phone\) - SMS Confirmation Code](#)

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

2.4. TA Mailed Activation Code (TAMAC)


Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN or Username **User is:**
 on phone in person [? Help](#)

JOHN Q. PUBLIC SSN: 987-65-4321 DOB: 01/01/1970 Username: **N/A (External)** [? Help](#)

RCS [? Help](#) XXXXX

 **Customer's home address has been verified.**

Mailing Activation Code

“ Please read the following to the customer:


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.

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

2.5. Mailed Activation Code – Only Physical Address Verified


Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

User Search

SSN or Username **User is:**
 on phone in person **Search** [? Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: **N/A (External)** [? Help](#)

RCS [? Help](#) XXXXX

 **We could only verify the customer's home address.**

Mailing Activation Code

“ Please read the following to the customer:

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 only the customer’s physical address verifies.

2.6. Cancel Account Confirm (CACM)

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

User Search

SSN or Username User is:
 on phone in person **Search** Clear Search [? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: TEST123 [? Help](#)

RCS [? Help](#) CACM

Cancel Account

“ Please read the following to the customer:

If you cancel your account, you will no longer be able to access our online services. If you decide to access our online services in the future, you can create a new account. Login.gov or other external partner login information is not affected by this change.

Are you sure you want to cancel the account?

Yes, Cancel Account

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

Social Security • Registration and Customer Support (RCS)
Text Size ▼
Accessibility Help

User Search

SSN

or

Username

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970 [? Help](#)

RCS

No Account Found

There is no account for SSN: 900-00-0002

Example Customer Internet Screens

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.

[Sign In - SSA](#)
[Sign In - Login.gov](#)

[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](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Text Message](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

SRCHRSLT [? Help](#)

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

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.

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:

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[Created an account online](#)
[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](#)
[Identity Verification \(on phone\) - SMS 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

Social Security • Registration and Customer Support (RCS)
Text Size ▾ Accessibility Help

User Search

SSN or Username

User is:
 on phone
 in person

[? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970
[? Help](#)

RCS
SRCHRSLT

⚠ The customer's access to electronic records (SSN: 900-00-0000) has been blocked at his or her request. Follow instructions in EM 21033 SEN and EM 21034 SEN for Elevated eService Block Removal.

No Account Found [? Help](#)

There is no account for SSN: 900-00-0002

Account Status: **Blocked**

Block Type: **Restricted**

Block Reason: **Mother's Name**

Block Date: **November 17, 2020**

Block Location: **SSA**

Sample Customer Internet Screens

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.

[Sign In](#)
[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](#)
[Create Account - Account Details](#)

[Finish Setting Up Your Account - Verify Your Identity](#)
[Finish Setting Up Your Account - Create Account](#)
[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)
[Verify Email](#)

[Enter Security Code - Text Message](#)
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

(NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.

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In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

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
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[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](#)
[Identity Verification \(on phone\) - SMS 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

Social Security • Registration and Customer Support (RCS)
Text Size ▼
Accessibility Help

User Search

SSN

or Username

User is:

on phone

in person

[? Help](#)

ALEX Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970 [? Help](#)

RCS SRCHRSLT

The customer has not activated this account. The previously issued code has expired.

The customer's previously issued code has expired.

Account Pending [? Help](#)

The account is pending activation; however, the code has expired.

(NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

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.

Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

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[Create an account online - Mailed 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](#)

[Identity Verification \(on phone\) - SMS Confirmation Code](#)

Sample Customer Internet Screens

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.

[Sign In](#)

[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](#)

[Create Account - Account Details](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)

[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Text Message](#)

[Enter Security Code - Email](#)


[Get Reset Code - Provide Address Information](#)

[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

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

3.3. Error - Basic Account - Collect Contact Info

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help


User Search

SSN or Username **User is:** on phone in person [Help](#)

Search

John Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970 [Help](#)

RCS [Help](#) XXXX

 **We were unable to verify the information below.**
Please confirm that the information is correct. Update the information if needed and try again.

Collect Contact Information

Home Address:

Street Line 1:

Street Line 2:

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

Mobile Phone Number
This phone must be able to receive text messages.

10-digit Number

E-mail Address

Next

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