

OMB Document Updated


eAccess December 2021 Release

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ROME

1.1. Sign In (SI)

 **Social Security**

Sign In

Accounts created **before** September 18, 2021 should enter a Username and Password.

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

[Sign In](#) [Feedback](#)

[Sign in with !\[\]\(49e79cfa277e9d7e6c79d1153273bbd2_img.jpg\) LOGIN.GOV](#)

[Sign in with !\[\]\(fdd549a2919745576ff381e2403a7d57_img.jpg\) ID.me](#)

[Learn more.](#)

[Create an account](#)

[Use an activation code](#)

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](#)

Total page redesign. Replaces the current Sign In (SI) page.

1.2. CATS

 Social Security

 You must agree to the [Terms of Service](#) to create an account online.

Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address;
- Have a Social Security number;
- Have a U.S. mailing address; and
- Be at least 18 years of age.

You may only create an account using your own personal information. Do not create an account using another person's information or identity, even if you have that person's written permission or are that person's representative payee or appointed representative.

For example, you cannot create an account for another person:

- With whom you have a business relationship;
- For whom you are a representative payee; or
- For whom you are an appointed representative.

[Feedback](#)

You may obtain assistance with creating your account from someone you trust. However, by sharing your personal information with the person assisting you, you accept the risk that the person assisting you may misuse your personal information. A third party, including a representative payee or an appointed representative, may not create an account on your behalf, but you may ask your representative payee or appointed representative to assist you to create your account if you trust the individual.

In order to protect your privacy and prevent fraud, do not share your username and password.

What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

☐ I agree to the [Terms of Service](#).


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


Privacy and Security

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

Customer receives an error message on the same page.

1.3. Fats

 Social Security

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

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

1. enter some personal information,
2. enter the account activation code you received.

Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address;
- Have a Social Security number;
- Have a U.S. mailing address; and
- Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use. You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship;
- For whom you are a representative payee; or
- For whom you are an appointed representative.

Only you can use the account that you create with us. You can never share the use of your account with anyone else under any circumstances. You can never use another person's account.

What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

☐ I agree to the Terms of Service

Next


Exit

Privacy and Security


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

Customer receives an error message on the same page.

1.4. CAVI Show SSN



Social Security

 **Next, we need to verify your identity to give you access to online services.**

Please tell us who you are

Your Name
As shown on your Social Security card.

First [M.I.](#) Last Suffix

Social Security Number (SSN)

[SHOW SSN](#)

Example: 000-00-0000

Date of Birth

Month Day Year

Home Address

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Street Address Apartment, Suite, Building, Etc.

City/Town State/Territory ZIP Code

Phone Number [Tell me more.](#)


10-digit Number


[Privacy and Security](#)

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

The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.5. CAVI Hide SSN

 **Social Security**

 **Next, we need to verify your identity to give you access to online services.**

Please tell us who you are

Your Name
As shown on your Social Security card.
First **M.I.** Last Suffix

Social Security Number (SSN)
 [HIDE SSN](#)
Example: 000-00-0000

Date of Birth
Month Day Year

Home Address
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.
Street Address Apartment, Suite, Building, Etc.


City/Town State/Territory ZIP Code

Phone Number [Tell me more.](#)
10-digit Number

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

The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.6. Finish Setup

 **Social Security**

Please tell us who you are

Social Security Number (SSN)

[SHOW SSN](#)

Example: 000-00-0000

Please enter the account activation code we gave you

Account Activation Code:

[Next](#)


[Exit](#)

[Privacy and Security](#)

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

The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.7. Finish Set Up Hide SSN

 **Social Security**

Please tell us who you are

Social Security Number (SSN)

[HIDE SSN](#)

Example: 000-00-0000

Please enter the account activation code we gave you

Account Activation Code:

Next


Exit

[Privacy and Security](#)

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

The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.8. Forgot UN Show SSN



Social Security

Please tell us who you are

Email Address:

Social Security Number (SSN):

[SHOW SSN](#)

Example: 000-00-0000

Date of Birth:

Month Day Year

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


[Privacy and Security](#)

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

[Feedback](#)

The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.9. Forgot UN Hide SSN



Social Security

Please tell us who you are

Email Address:

Social Security Number (SSN):

[HIDE SSN](#)

Example: 000-00-0000

Date of Birth:

Month

Day

Year

[Feedback](#)


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

[Privacy and Security](#)

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

The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.10. Forgot PW Show SSN



Social Security

Please tell us who you are

Username:

Social Security Number (SSN):

[SHOW SSN](#)

Example: 000-00-0000

Date of Birth:

Month Day Year

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


[Privacy and Security](#)

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

[Feedback](#)

The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.11. Forgot PW Hide SSN



Social Security

Please tell us who you are

Username:

Social Security Number (SSN):

[SHOW SSN](#)

Example: 000-00-0000

Date of Birth:

Month Day Year

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


[Privacy and Security](#)


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

[Feedback](#)

The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.12. RIL Sign In Error – Death Indicator

 Social Security


 **We cannot provide access to your account. This will not affect any Social Security benefits you receive.**
For further assistance, please [contact us](#).

Exit

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

Updated language for this error message.

1.13. RIL Forgot Username Error – No Account Found

 Social Security

! We could not find an account using the information you entered.

You may have created your account using Login.gov or ID.me.
Select the appropriate option on the [Sign In page](#).

Please tell us who you are

Email Address:

Social Security Number (SSN):

[SHOW SSN](#)
Example: 000-00-0000

Date of Birth:

Month Day Year

Next


Exit


[Privacy and Security](#)

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

Updated language message for this error message.

1.14. RIL Forgot Password Error – No Account Found

 Social Security

 We could not find an account using the information you entered.

You may have created your account using Login.gov or ID.me.
Select the appropriate option on the [Sign In page](#).

Please tell us who you are

Username:

Social Security Number (SSN):

[SHOW SSN](#)

Example: 000-00-0000

Date of Birth:

Month

Day

Year

Next


Exit

Privacy and Security


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

Updated error message language for this page.

1.15. RIL Sign In page Error – No Account Found

 Social Security

Sign In

 **We could not find an account using the information you entered.**
You will need to [create an account](#) to access online services.

Accounts created **before** September 18, 2021 should enter a Username and Password.

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

[Sign In](#)

[Sign in with !\[\]\(f802bd7aca7c6b8e9c6553a22e003c2a_img.jpg\) LOGIN.GOV](#)

[Sign in with !\[\]\(41b9ec80fe46a77365b595c0952d9af6_img.jpg\) ID.me](#)

[Learn more.](#)

[Create an account](#)

[Use an activation code](#)

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](#)

Updated the error message to better reflect the user's corrective action.

1.16. RIL Sign In Page Error Account Already Exist

 Social Security

Sign In

 **An account has already been created with the information you entered.**
Please enter your username (not an email address) and password in the fields below to sign in to your account.

Accounts created **before** September 18, 2021 should enter a Username and Password.

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

[Sign In](#)

[Sign in with !\[\]\(40615a729b9128265ab9cf1903c76dac_img.jpg\) LOGIN.GOV](#)

[Sign in with !\[\]\(5df5eef641a2f6cf5bb81a5480010bad_img.jpg\) ID.me](#)

[Learn more.](#)

[Create an account](#)

[Use an activation code](#)

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](#)

Updated the error message to better reflect the user's corrective action.

1.17 Activation Code Options



Social Security



Even if you already received a code by phone, please do this again for your security. [Why another code?](#)

Get your activation code

We will send an activation code to **(123) 456 - 7890** to verify your identity.

Text message and call rates still apply.

How do you want to receive your activation code?

☐ Text Message

☐ Phone Call

[Feedback](#)

[Mail my activation code.](#)

- It may take 15-20 days to receive your activation code.
- We will mail it to the home address that you provided.

Do you still want us to mail your activation code?

[Yes, mail my activation code.](#)

[Next](#)

[Exit](#)

[Privacy and Security](#)

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

1.18 Mailed Activation Code



Social Security



We have sent you a letter with an activation code.

An activation code helps us verify your identity and improves the security of your account. You will only need to provide this code once.

A letter with your activation code was sent to:

633 OAKLAND RD
BELGRADE, ME 04917

Please allow 15-20 days to receive your activation code.

Once you have received your activation code, you can finish setting up your account online by following the instructions in your letter.

If you require immediate assistance, please [contact us](#).

Exit

[Privacy and Security](#)

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

2. RCS

2.1. TAVCI – Banner Message

Social Security • Registration and Customer Support (RCS)

Text Size Accessibility Help

User Search


SSN or Email

User is:
☐ on phone
☐ in person


Search Clear Search

Help

ALEX Q. PUBLIC SSN: 987-65-4321 DOB: 01/01/1970 Help

 Please read aloud the [Privacy Act](#) and send to the customer using [eMailer](#).

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.

Next Cancel

Edited the instructional language in the yellow banner message.

2.2. Account Summary Page

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

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
Change Email

Account Status: Active

Last Login: September 17, 2019 13:43

Reset Account
Block Access

(New) Elevated Phone Identity Verification

No confirmation code has been issued.

Get Contact Info

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 - 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

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
Created an account online - Email notice
Create an account online - Emailed activation code
Create an account online - Mailed activation code
Create an account online - 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
Identity Verification (on phone) - Emailed Confirmation Code

Replaced the “Cancel” Account” button with the “Reset Account”. The “Reset Account” button displays when the customer has a hybrid (Login.gov + ROME) account.

2.3. Account Summary Page – Account Indicator Type

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

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: Advanced

Password Created At: Login.gov

Email: test@ssa.gov
Change Email

Account Status: Active

Last Login: September 17, 2019 13:43

Reset Account Block Access

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Get Contact Info

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 - 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

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

Created an account online - Email notice

Create an account online - Emailed activation code

Create an account online - Mailed activation code

Create an account online - 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

Identity Verification (on phone) - Emailed Confirmation Code

Replaced “Extra Security” with “Advanced” for the “Account Type:” indicator.

2.4. TACCI – Armed Forces Error Message

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

John Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970

RCS

Help XXXX

Enter APO, DPO, or FPO for City/Town when AA, AE, or AP is the State/Territory.

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 Previous

Added an error message to inform the technician that action is needed regarding the address they input.

2.5. TACCI – Street/Zip Mismatch

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

John Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970

RCS

Help XXXX

The recommended zip code for this address is xxxxx.

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 Previous

Added an error message to inform the technician that action is needed regarding the address they input.

2.6. TACCI – State/ZIP Code Mismatch

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

John Q. PUBLIC SSN: 900-00-0002 DOB: 01/01/1970

Help

RCS

Help XXXX

Please check that you have entered a valid zip code that matches the state or territory.

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 Previous

Added an error message to inform the technician that action is needed to correct the ZIP Code.

2.7. Reset Account Confirm Page

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

RCS Help CACM

Reset Account

“ Please read the following to the customer:

If you reset your account, you will no longer have access to Social Security online services.

This will not affect your accounts with external partners (Login.gov, ID.me. etc.)

Are you sure you want to reset your account?

Yes, Reset Account

Cancel

New page: Hybrid account holders will be informed that they can reset their account and what will happen if they do.

2.8. Reset Account Button Added to FIS Account Summary Page

Social Security • Registration and Customer Support (RCS)

Text SizeAccessibility 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

Password Created At: External Partner

NOTE: External Partner login information cannot be changed by SSA.

Email: test@ssa.gov

Account Status: Active

Reset Account

Block Access

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 - 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

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

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

Reset Account button added to an External FIS Account Summary page.

2.9. 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

Search Clear Search

Help

ALEX Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1970 Username: N/A (External)

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 Main Street
Baltimore, MD 12345

Please allow 15-20 days to receive your activation code. Please follow the directions to complete your identity verification before the date shown in your letter.

Note: You can send the customer a new activation code on the previous page. If you send a new activation code, the code you just mailed will no longer be active.

Done

Previous

Added “Previous” button and updated language in container.