

OMB Document Updated

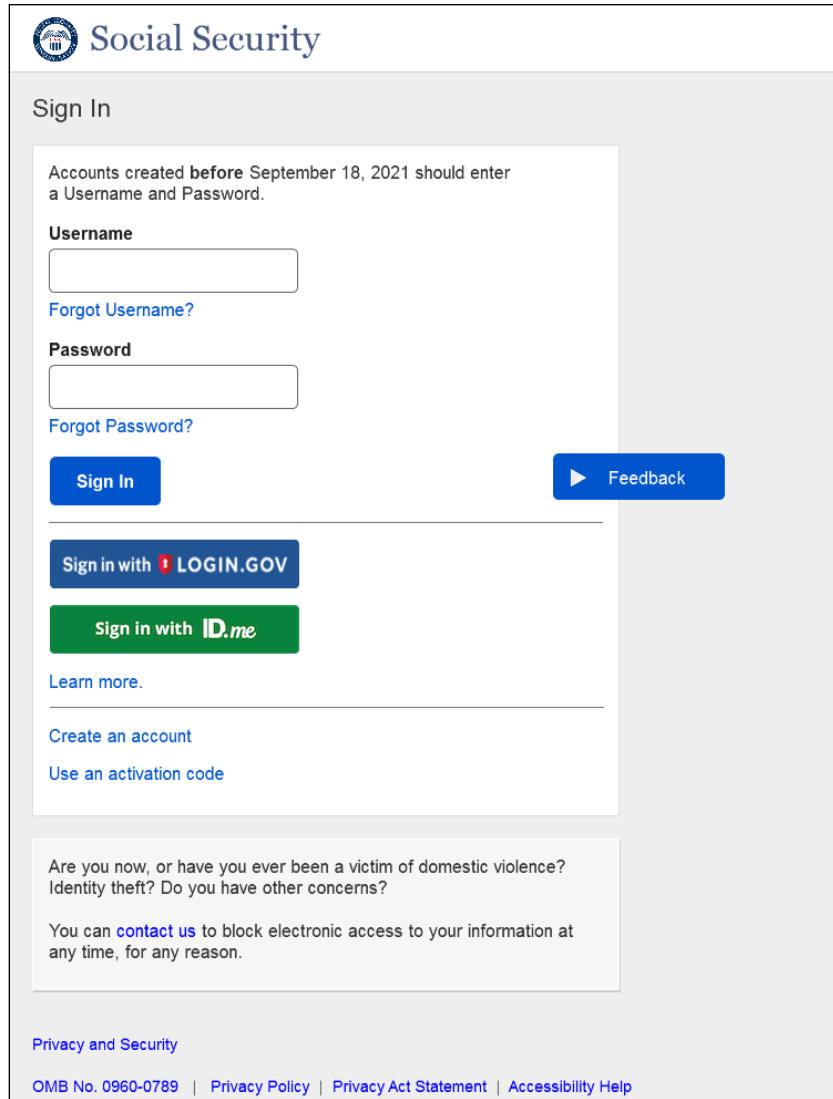
eAccess December 2021 Release

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ROME


1.1. Sign In (SI)



The image shows a mockup of the Social Security Sign In page. At the top left is the Social Security Administration logo and the text "Social Security". Below this is the heading "Sign In". A white box contains the following elements: a notice for accounts created before September 18, 2021; "Username" and "Password" labels with corresponding input fields; "Forgot Username?" and "Forgot Password?" links; a blue "Sign In" button and a blue "Feedback" button with a play icon; a blue "Sign in with LOGIN.GOV" button; a green "Sign in with ID.me" button; a "Learn more." link; a "Create an account" link; and a "Use an activation code" link. Below the white box is a grey box with a notice about domestic violence and identity theft, including a "contact us" link. At the bottom are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

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

1.2. CATS



! 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.

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



! 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

i 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


[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.

1.5. CAVI Hide SSN



Social Security

i 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


[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.

1.6. 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

[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.

1.10. 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

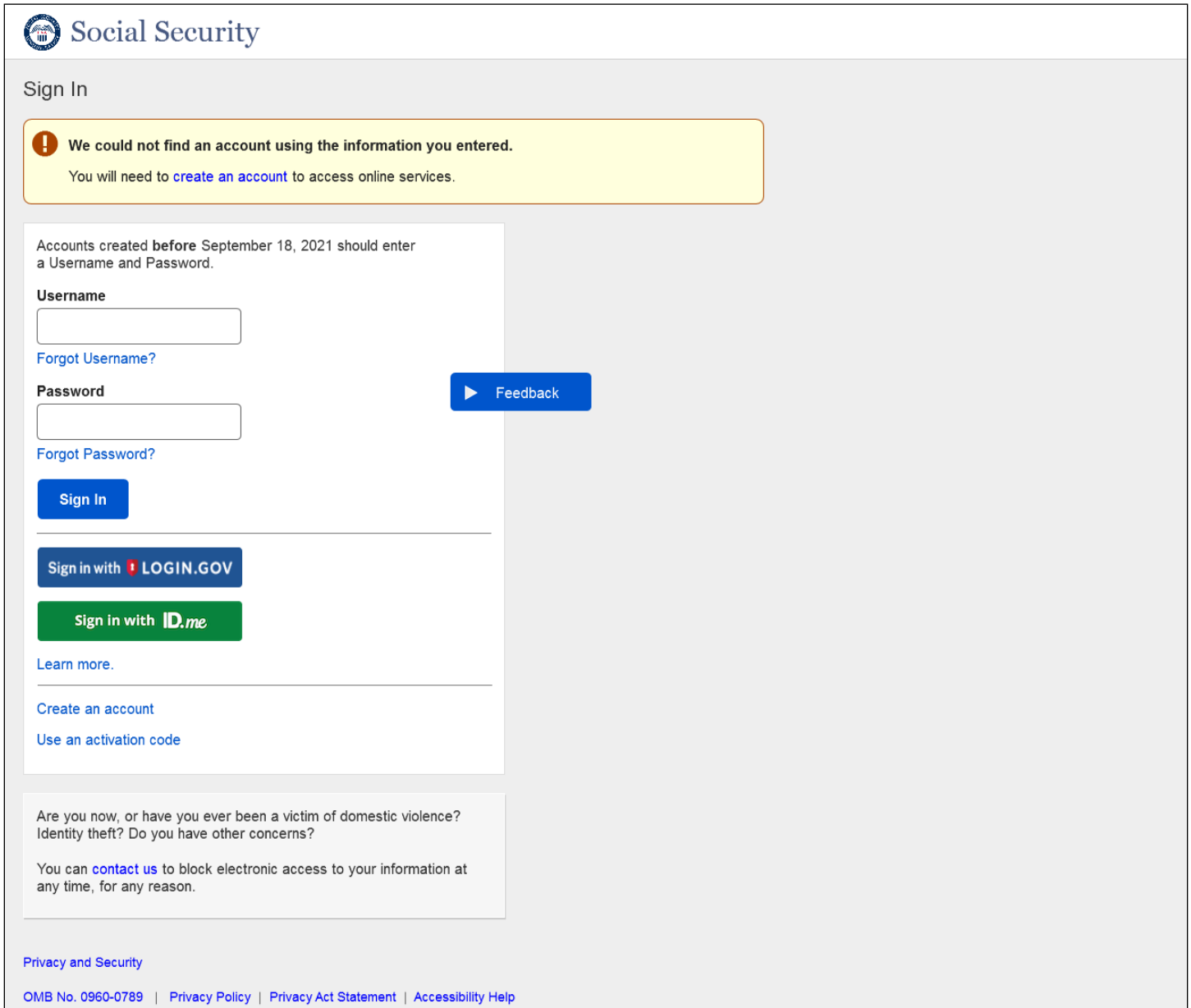
[Next](#) [Exit](#)


[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 !\[\]\(73db7566b2c84a73d9014101bf098e56_img.jpg\) LOGIN.GOV](#)

[Sign in with !\[\]\(769c02a50b23572e7c5958071ab74823_img.jpg\) 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?](#)

[▶ Feedback](#)

[Sign In](#)

[Sign in with !\[\]\(12a79dbbf604ba7c31ab212ea78f3d62_img.jpg\) LOGIN.GOV](#)

[Sign in with !\[\]\(a4c0e6a71283188729f66a69a953f4b5_img.jpg\) 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 [Help](#)

Search

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

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

or
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

[? 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 <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 - 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

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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 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 [Help](#)

Search

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

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

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 [Help](#)

Search

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

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

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 [Help](#)

Search

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

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** [? Help](#)

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

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 Size Accessibility Help

User Search

SSN or Username 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](#)

Password Created At: **External Partner**
NOTE: External Partner login information cannot be changed by SSA.

Email: **test@ssa.gov**

Account Status: **Active**

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)** ? 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 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.