OMB Document Updated

eAccess December 2021 Release

Table of Contents

1. ROME **3**

1.1. Sign In (SI) 3

1.2. CATS 4

1.3. Fats 5

1.4. CAVI Show SSN 6

1.5. CAVI Hide SSN 7

1.6. Finish Setup 8

1.7. Finish Set Up Hide SSN 9

1.8. Forgot UN Show SSN 10

1.9. Forgot UN Hide SSN 11

1.10. Forgot PW Show SSN 12

1.11. Forgot PW Hide SSN 13

1.12. RIL Sign In Error – Death Indicator 14

1.13. RIL Forgot Username Error – No Account Found 15

1.14. RIL Forgot Password Error – No Account Found 16

1.15. RIL Sign In page Error – No Account Found 17

1.16. RIL Sign In Page Error Account Already Exist 18

1.17 RIR Activation Code Options 19

1.18 Mailed Activation Code 20

2. RCS **21**

2.1. TAVCI – Banner Message 21

2.2. Account Summary Page 22

2.3. Account Summary Page – Account Indicator Type 23

2.4. TACCI – Armed Forces Error Message 24

2.5. TACCI – Street/Zip Mismatch 25

2.6. TACCI – State/ZIP Code Mismatch 26

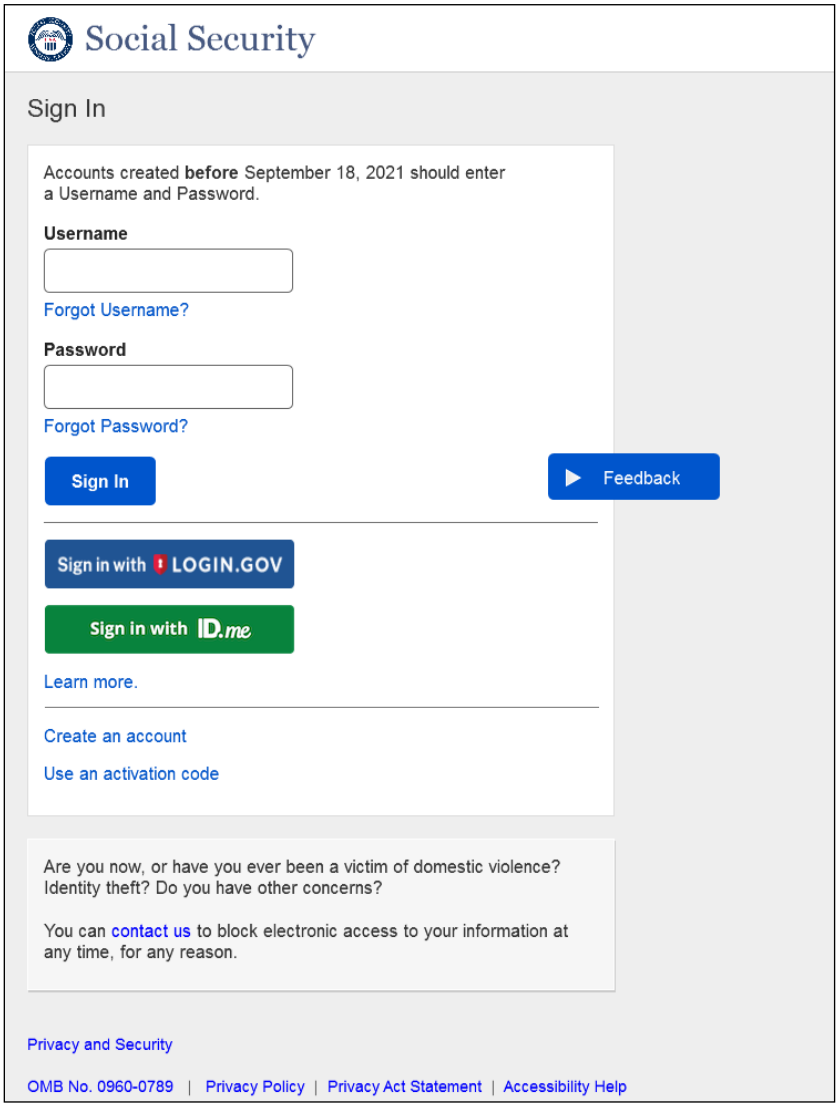
2.7. Reset Account Confirm Page 27

2.8. Reset Account Button Added to FIS Account Summary Page 28

2.9. TA Mailed Activation Code (TAMAC) 29

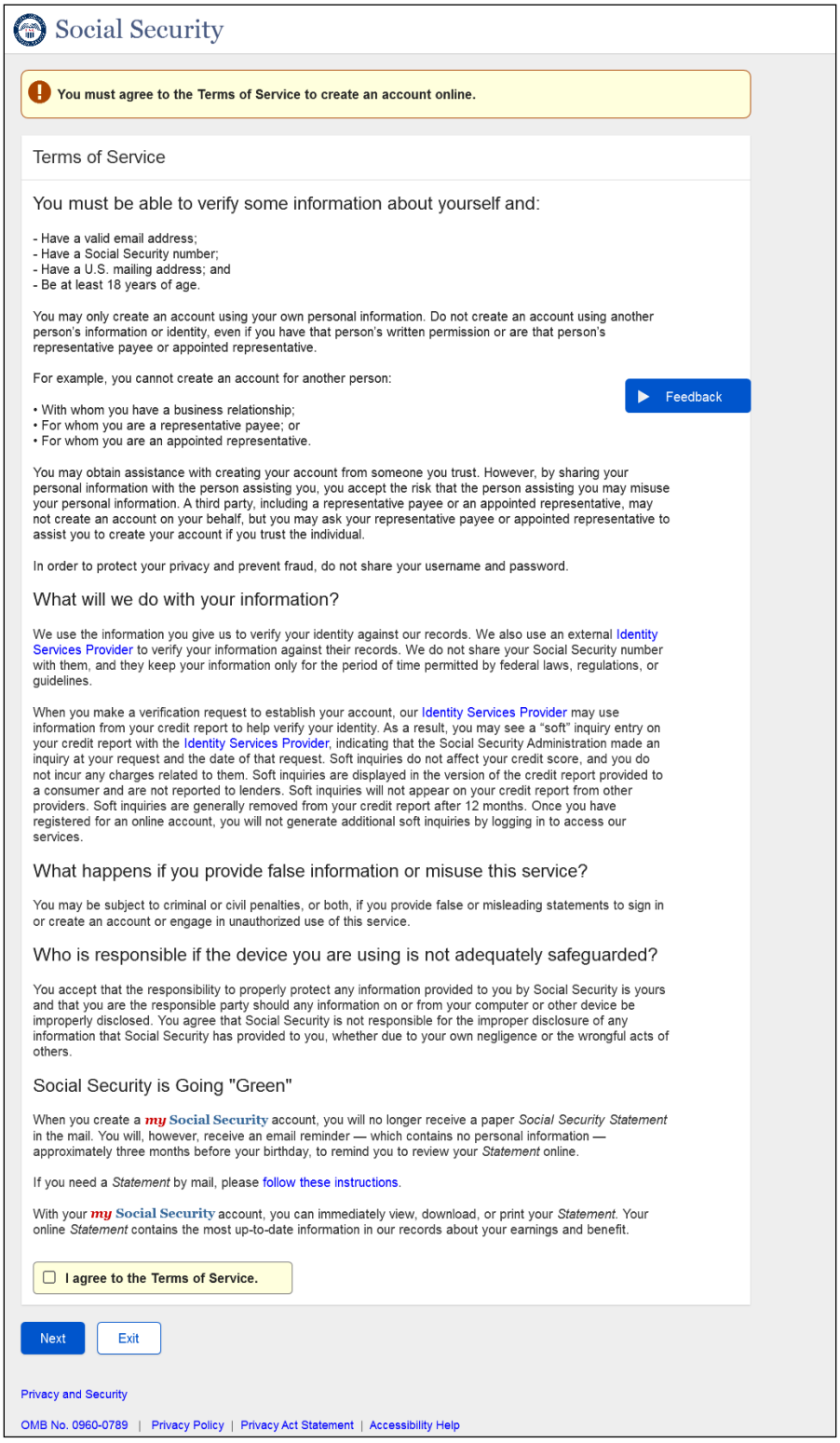
ROME

1.1. Sign In (SI)



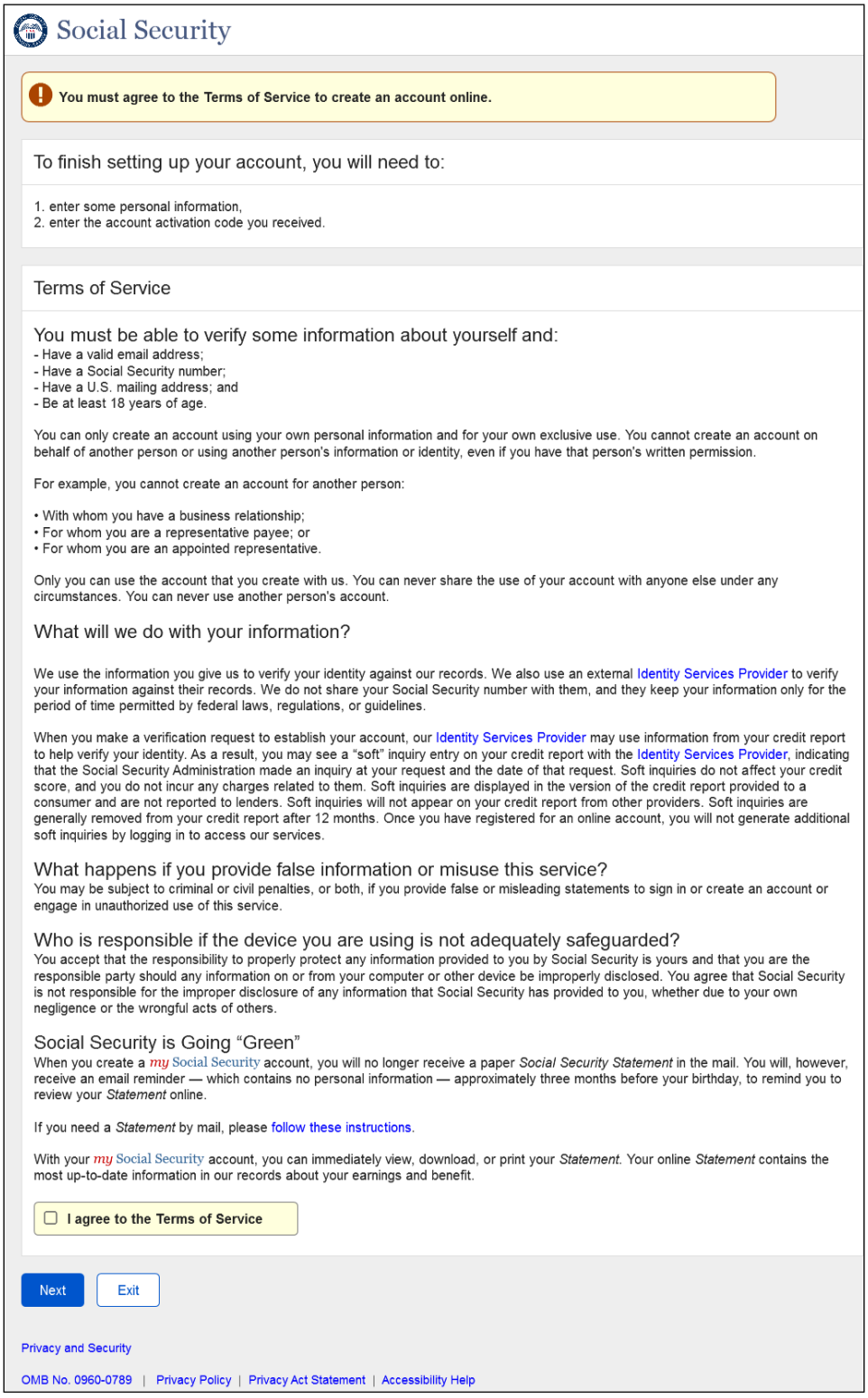
Total page redesign. Replaces the current Sign In (SI) page.

1.2. CATS



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

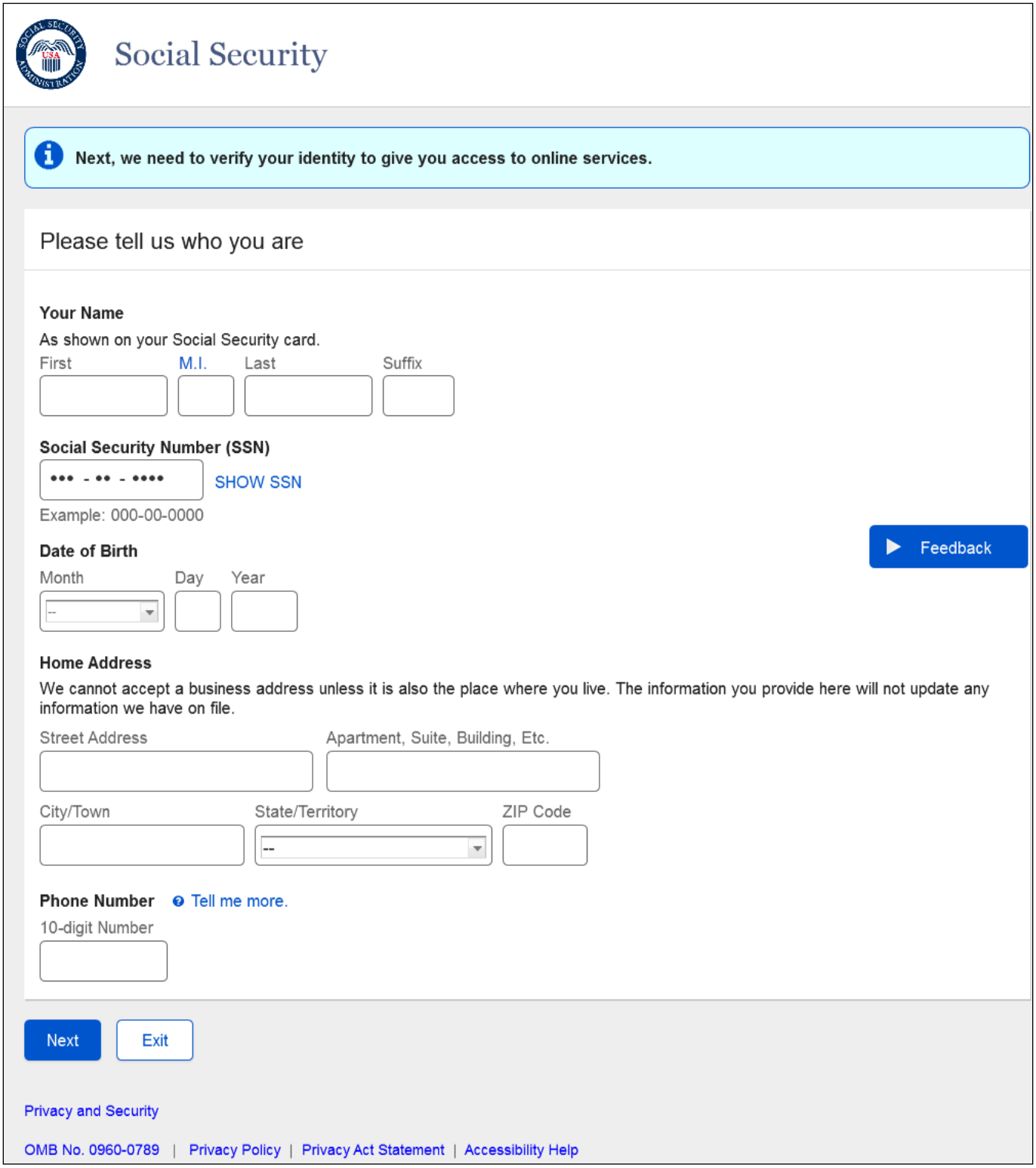
Next Exit

Privacy and Security

OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help

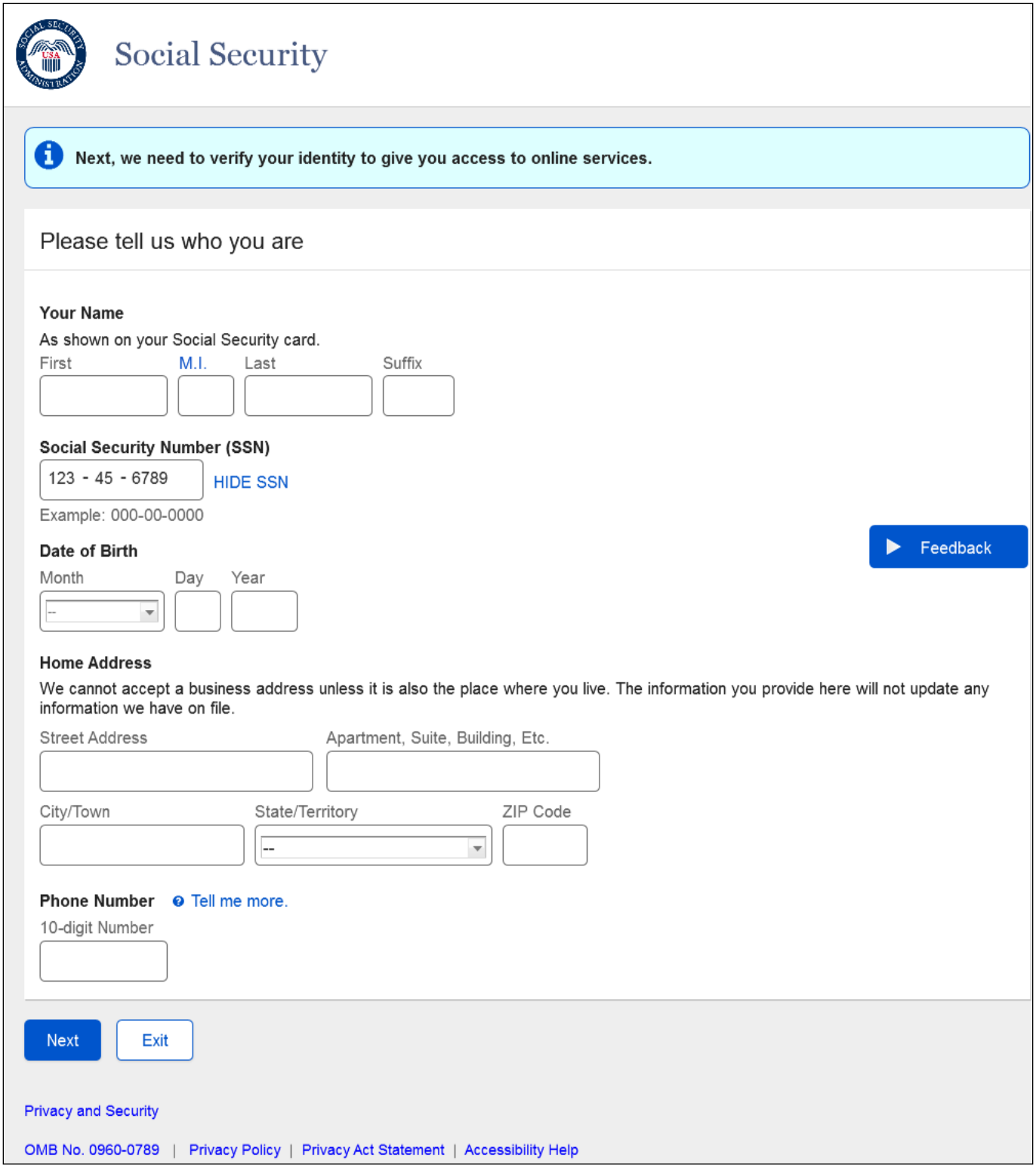
Customer receives an error message on the same page.

1.4. CAVI Show SSN



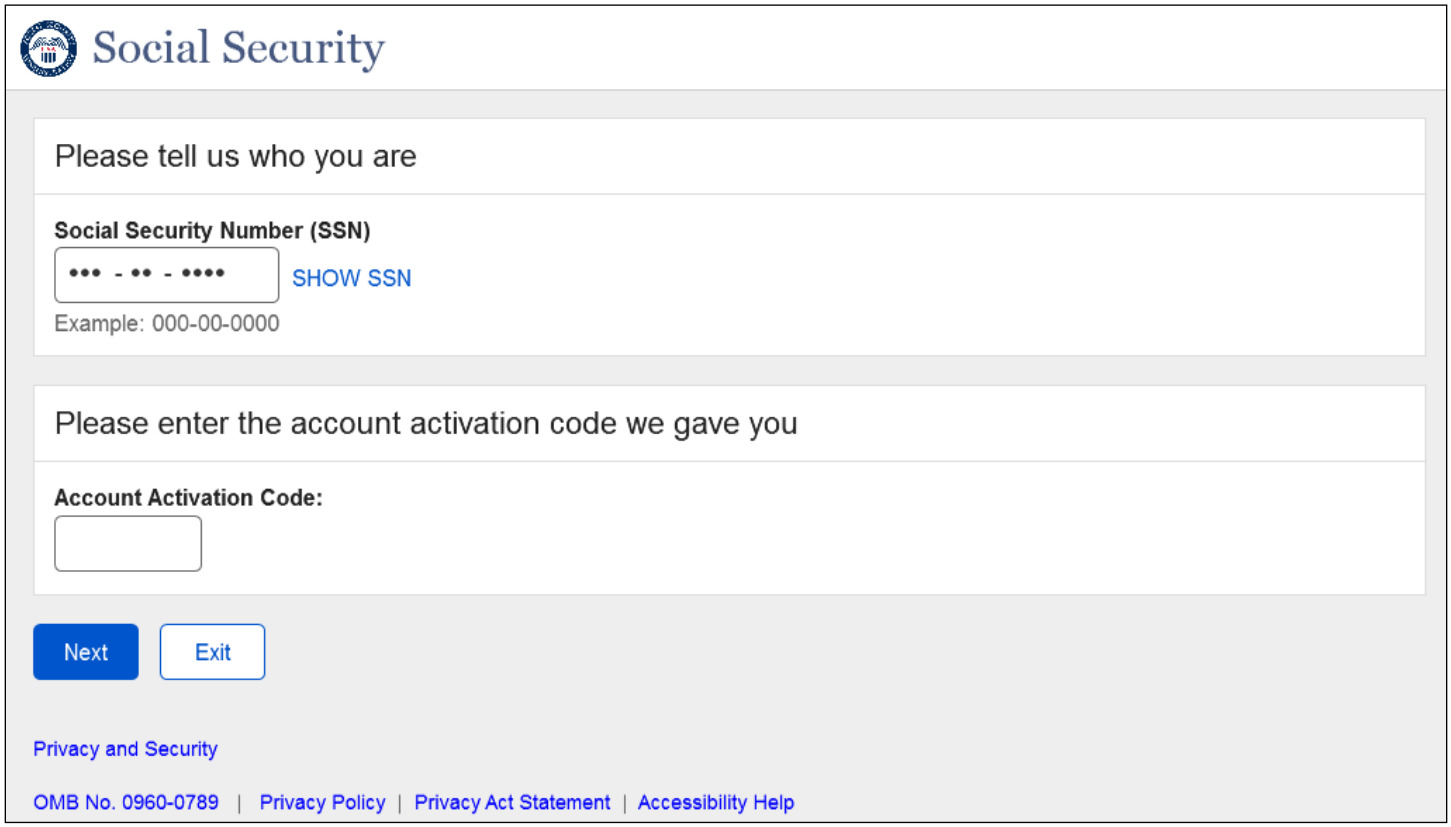
The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.5. CAVI Hide SSN



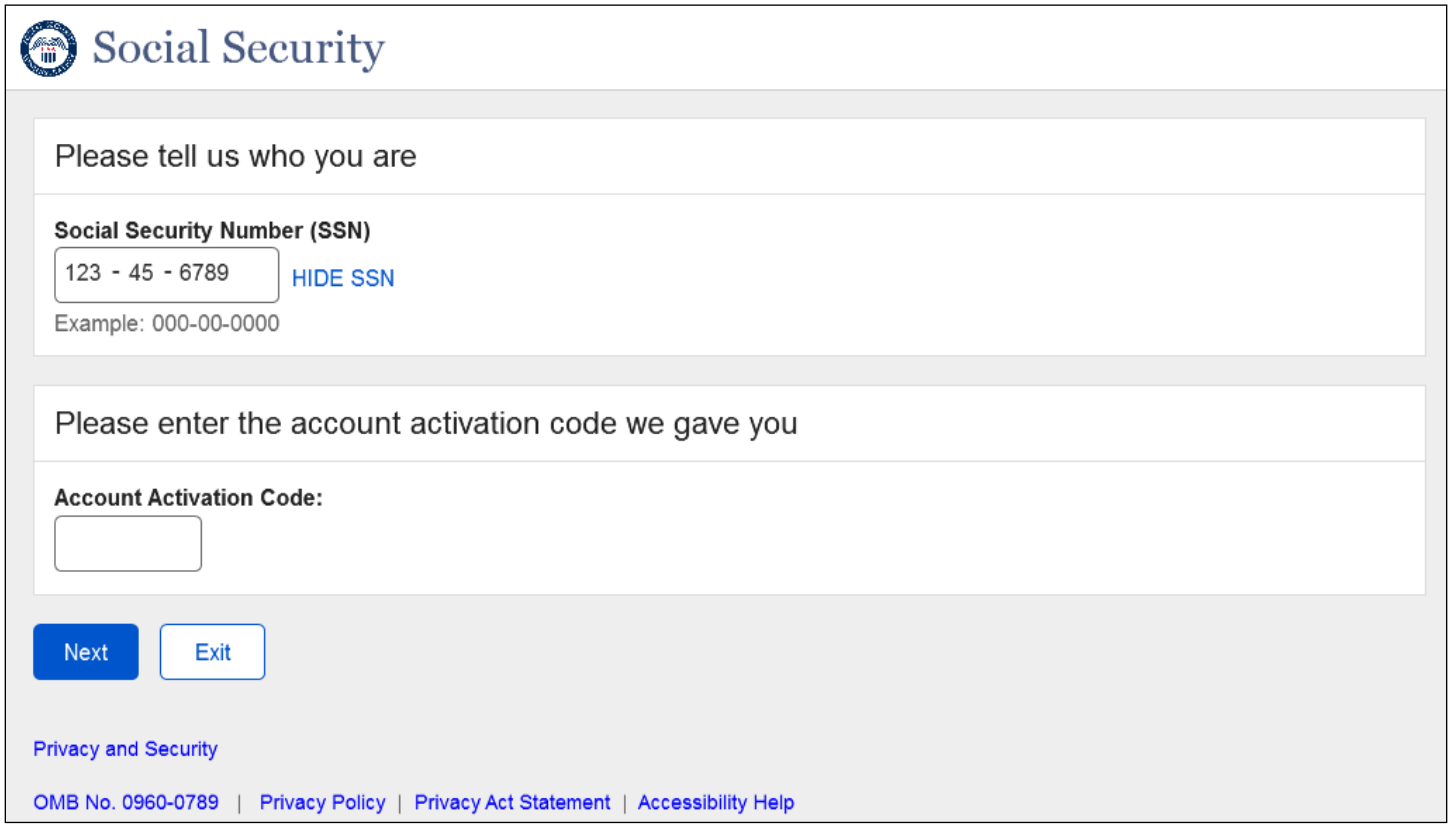
The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.6. Finish Setup



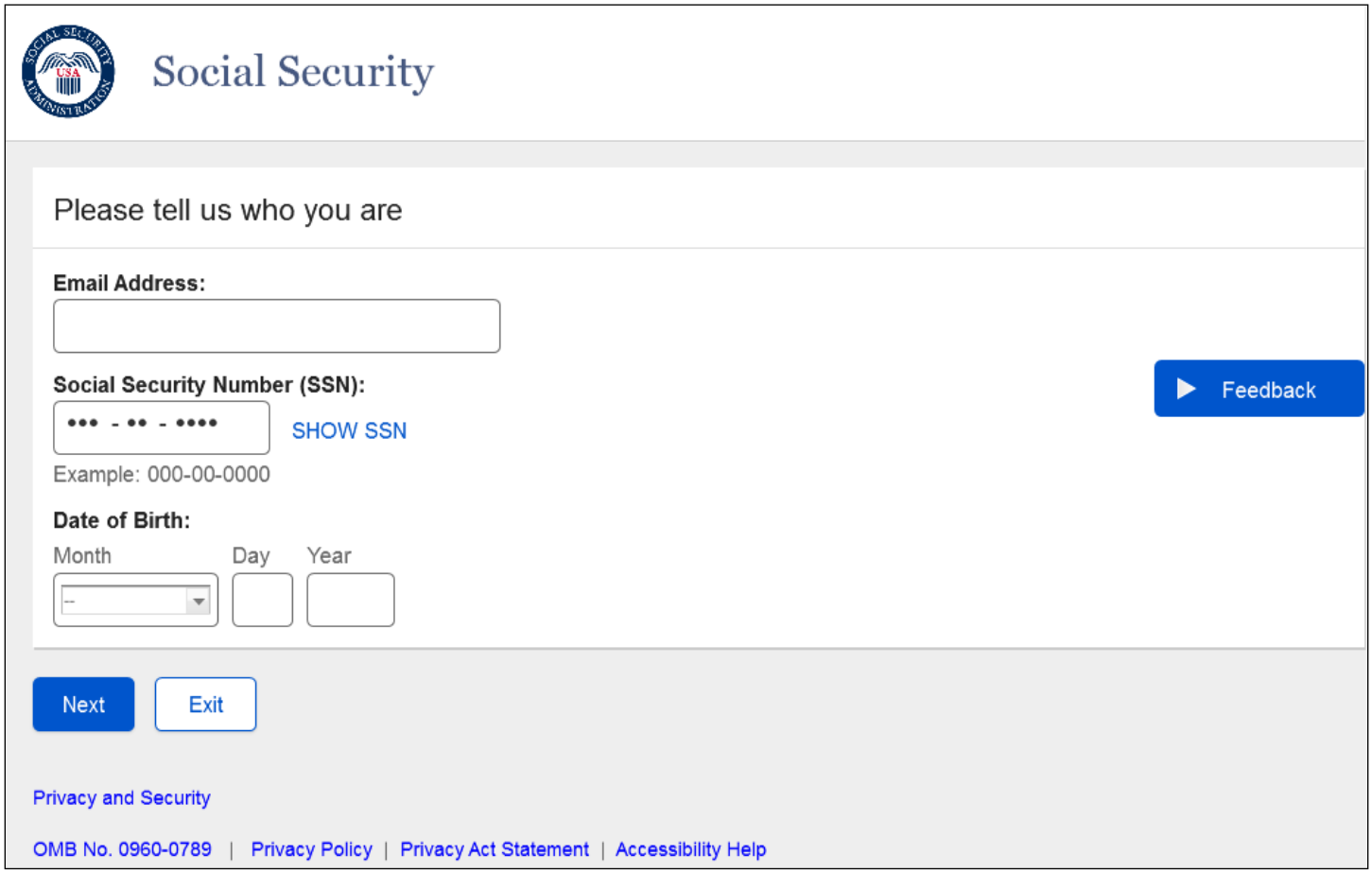
The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.7. Finish Set Up Hide SSN



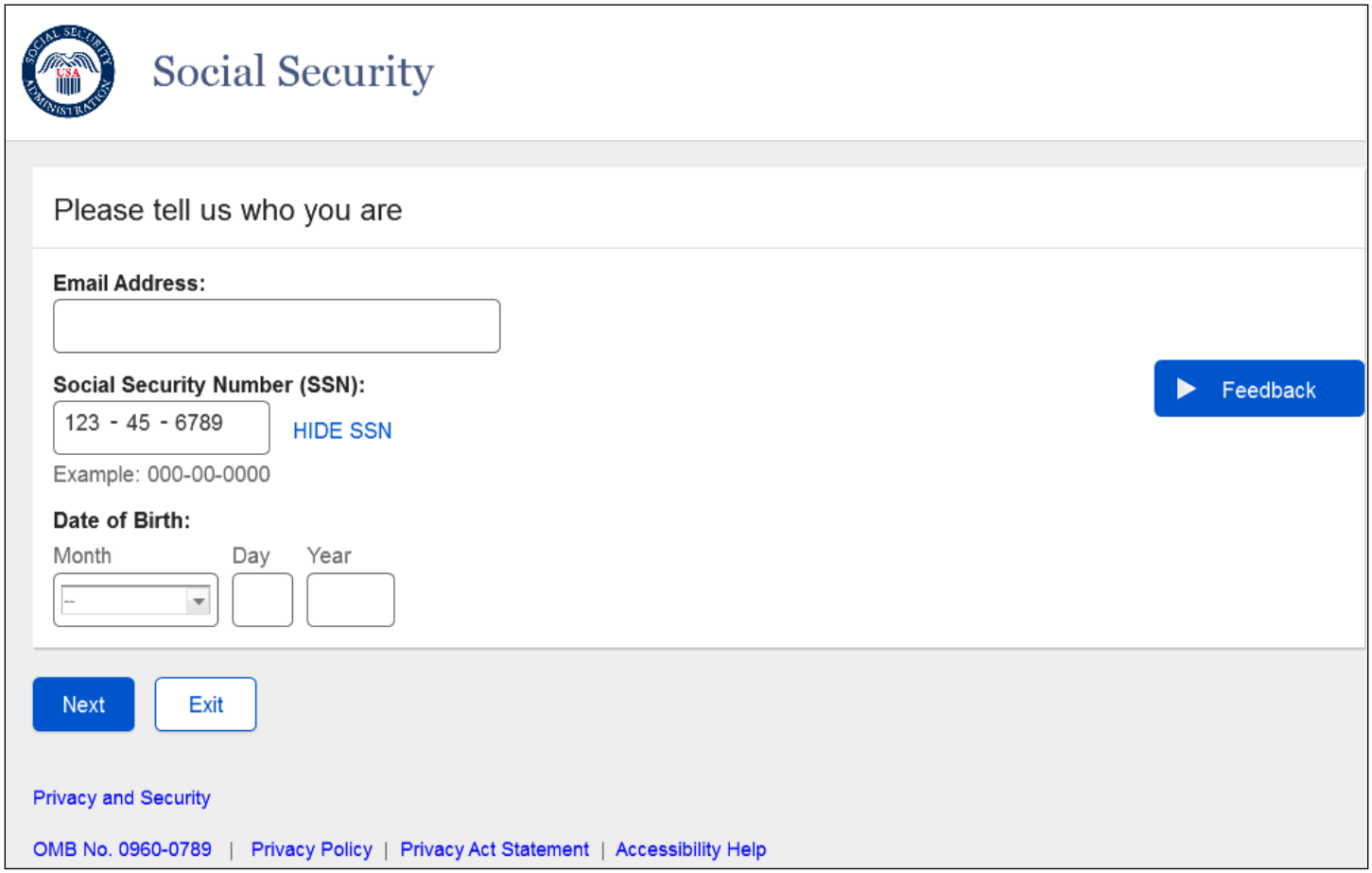
The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.8. Forgot UN Show SSN



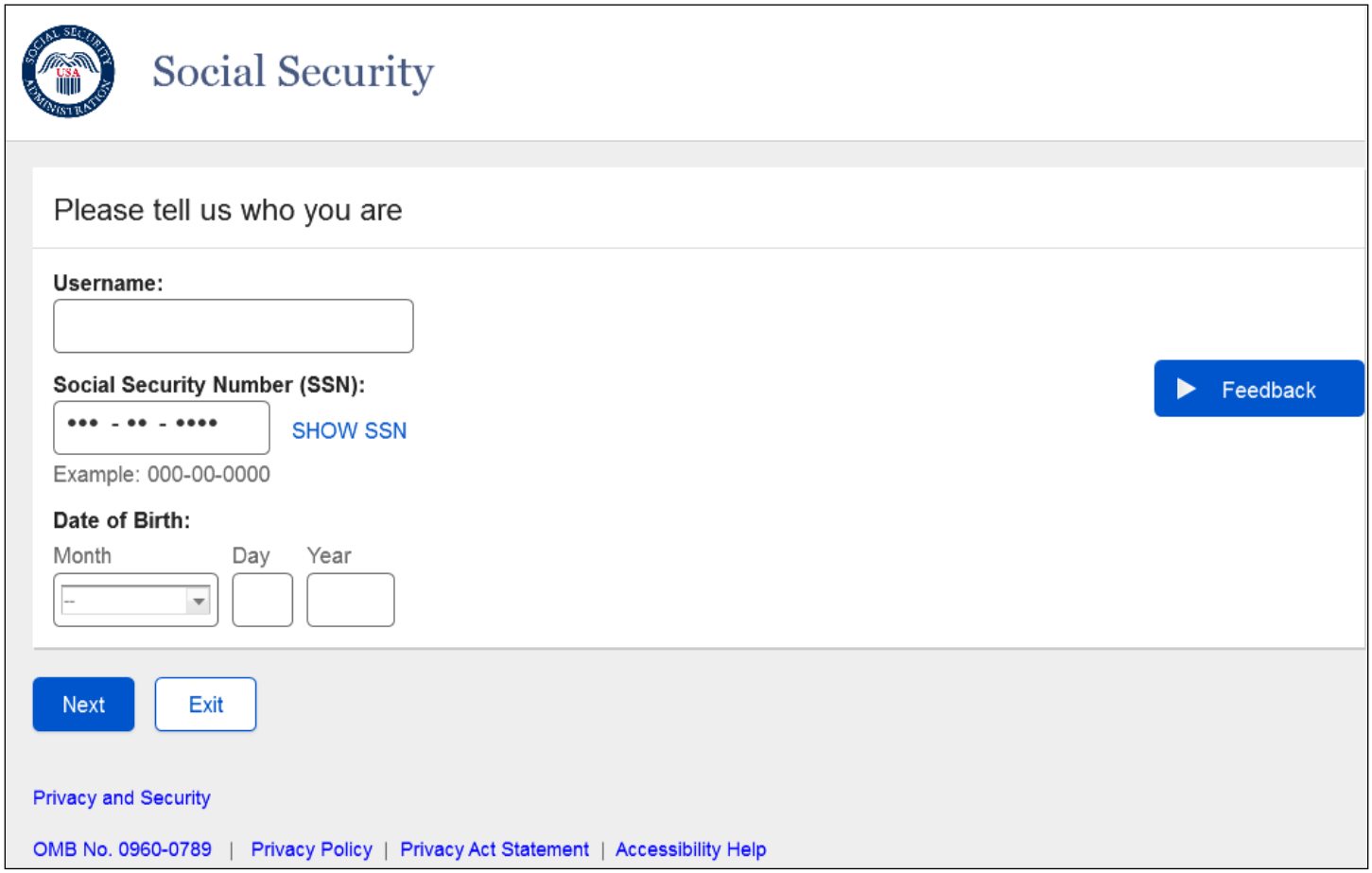
The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.9. Forgot UN Hide SSN



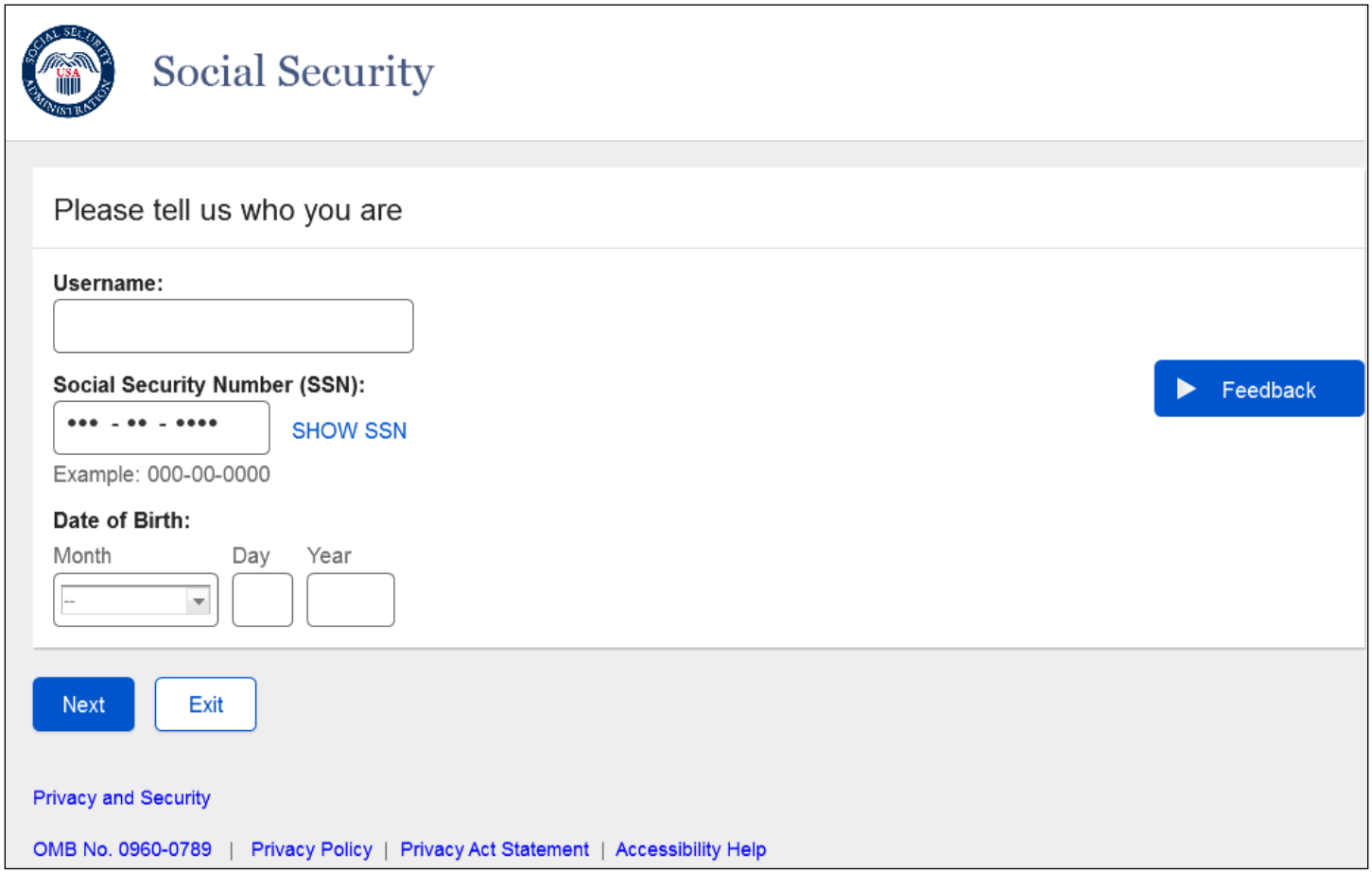
The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.10. Forgot PW Show SSN



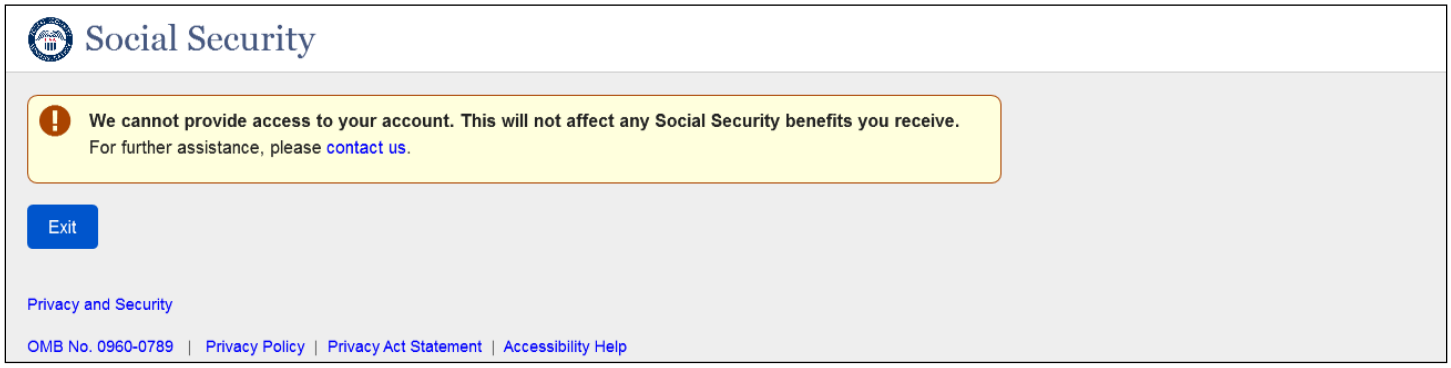
The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.11. Forgot PW Hide SSN



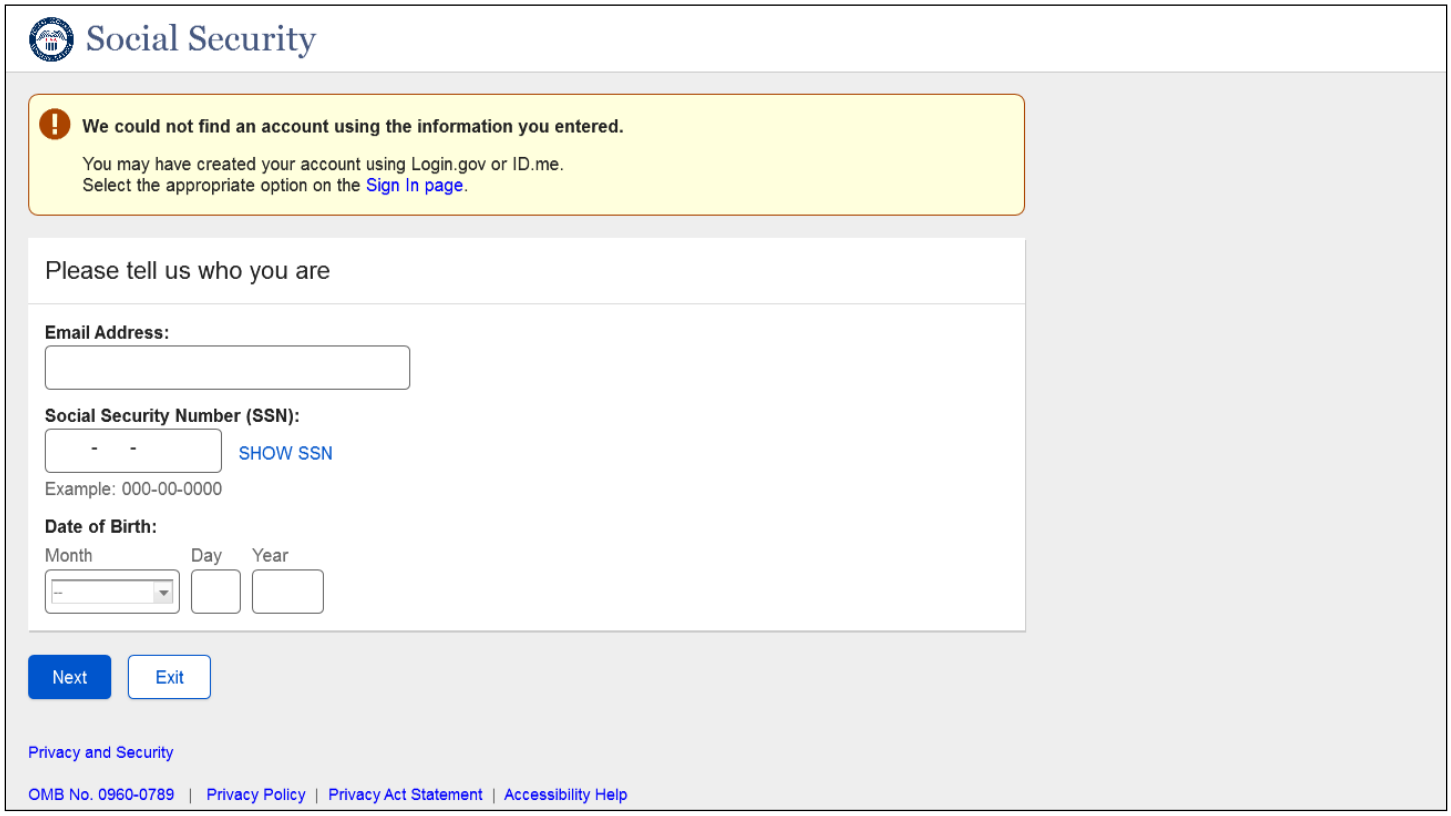
The SSN is masked when the customers first enters it. The Show/Hide SSN link replaces the eyeball icon to mask or unmask their SSN.

1.12. RIL Sign In Error – Death Indicator



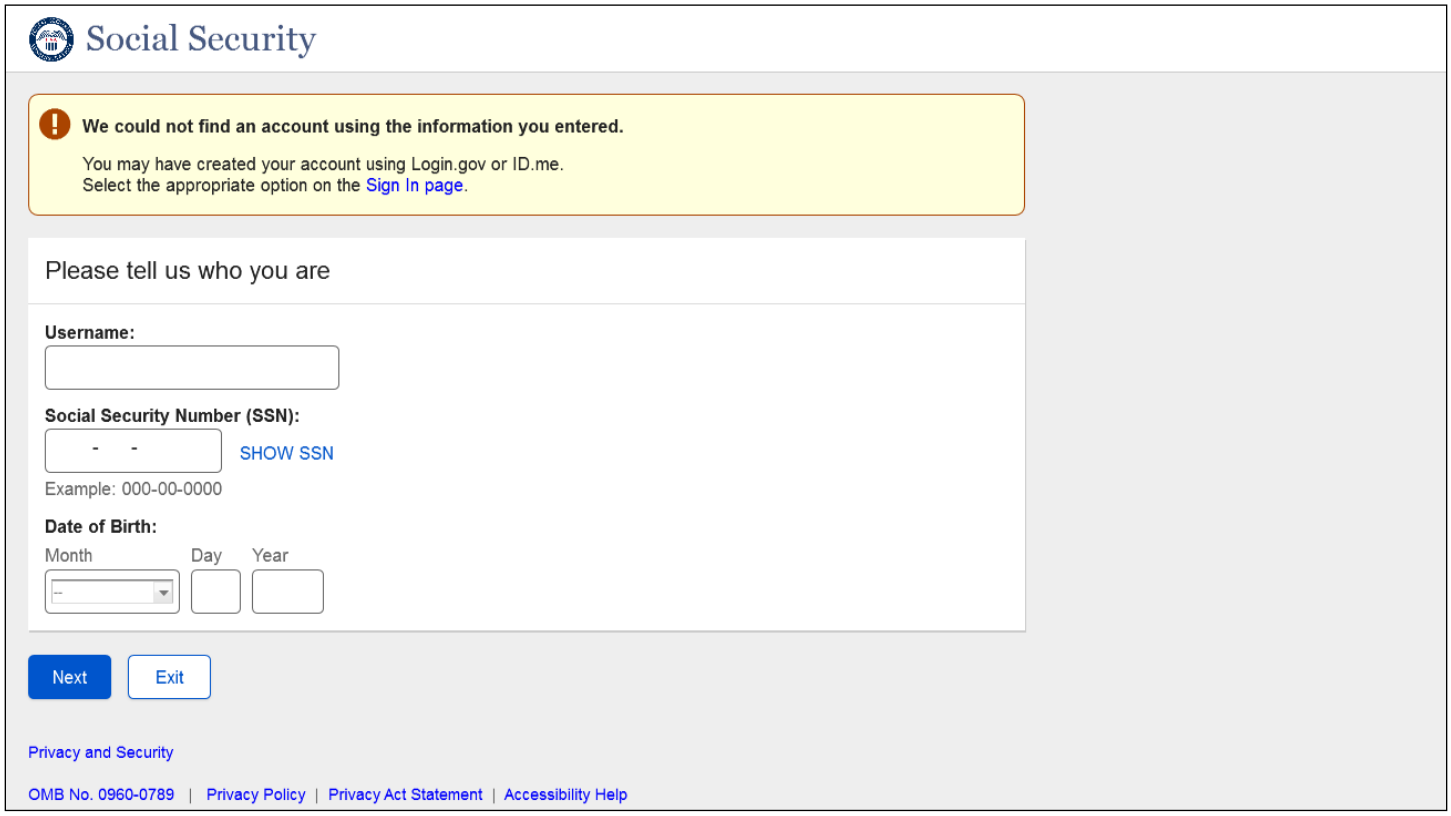
Updated language for this error message.

1.13. RIL Forgot Username Error – No Account Found



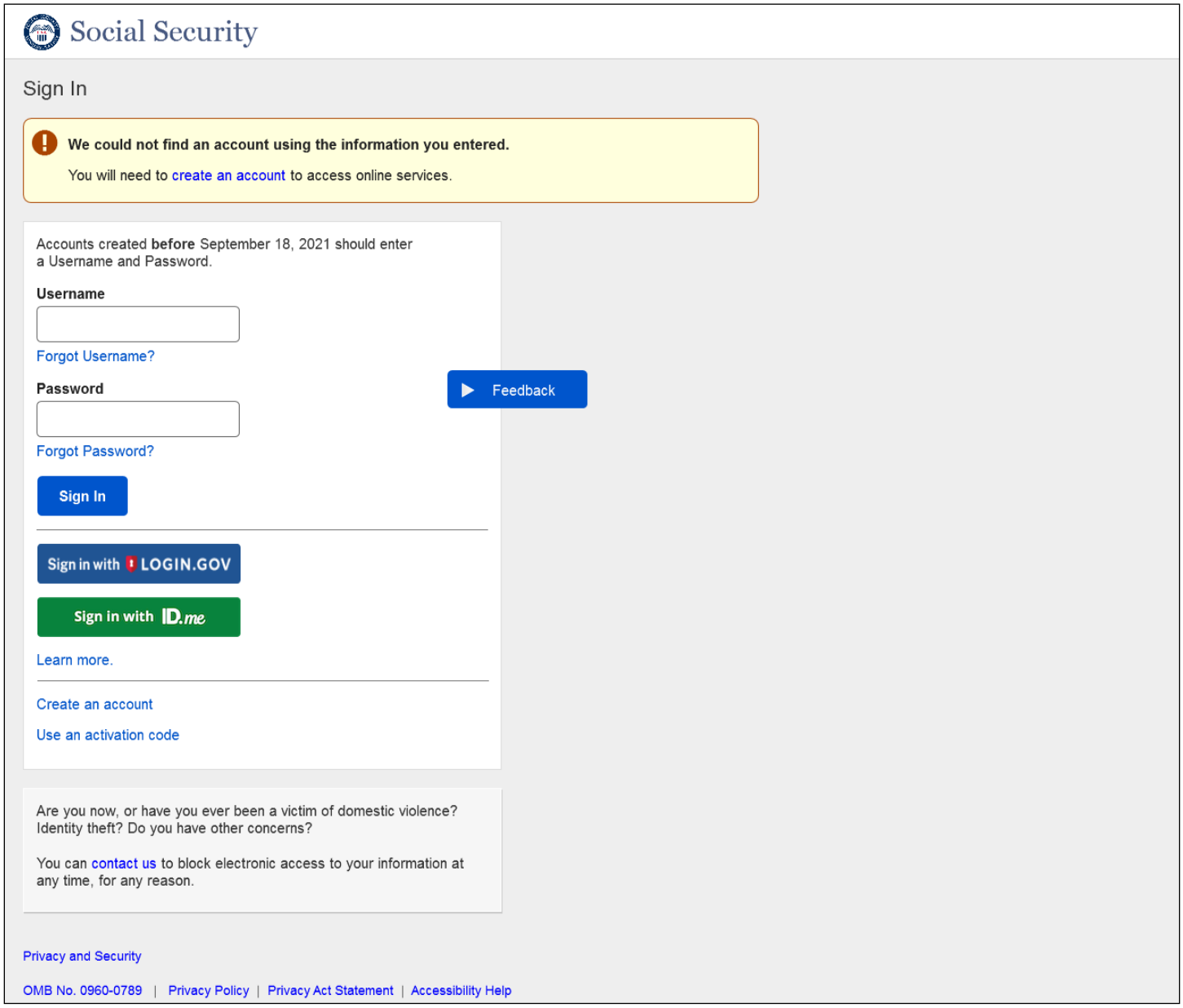
Updated language message for this error message.

1.14. RIL Forgot Password Error – No Account Found



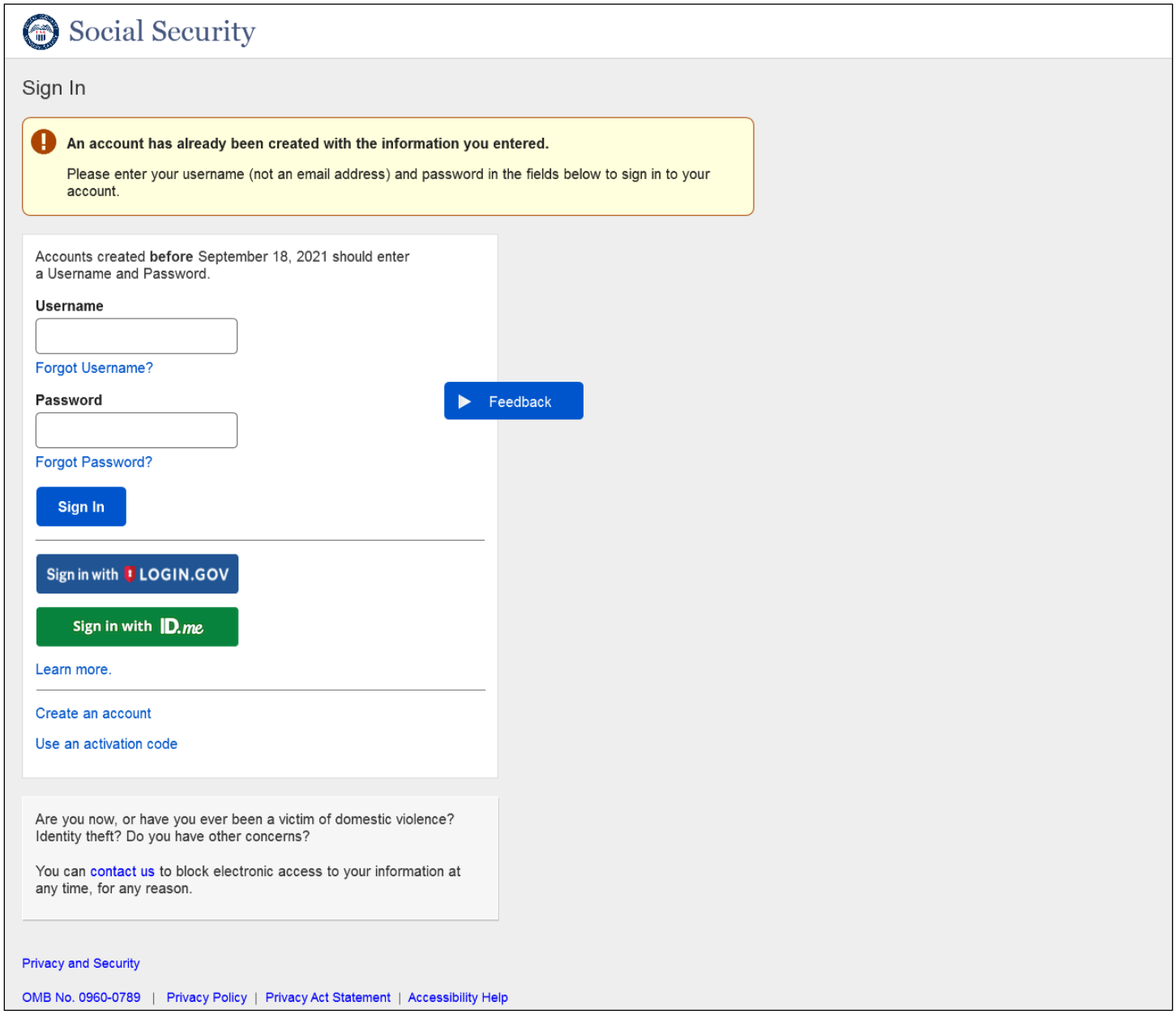
Updated error message language for this page.

1.15. RIL Sign In page Error – No Account Found



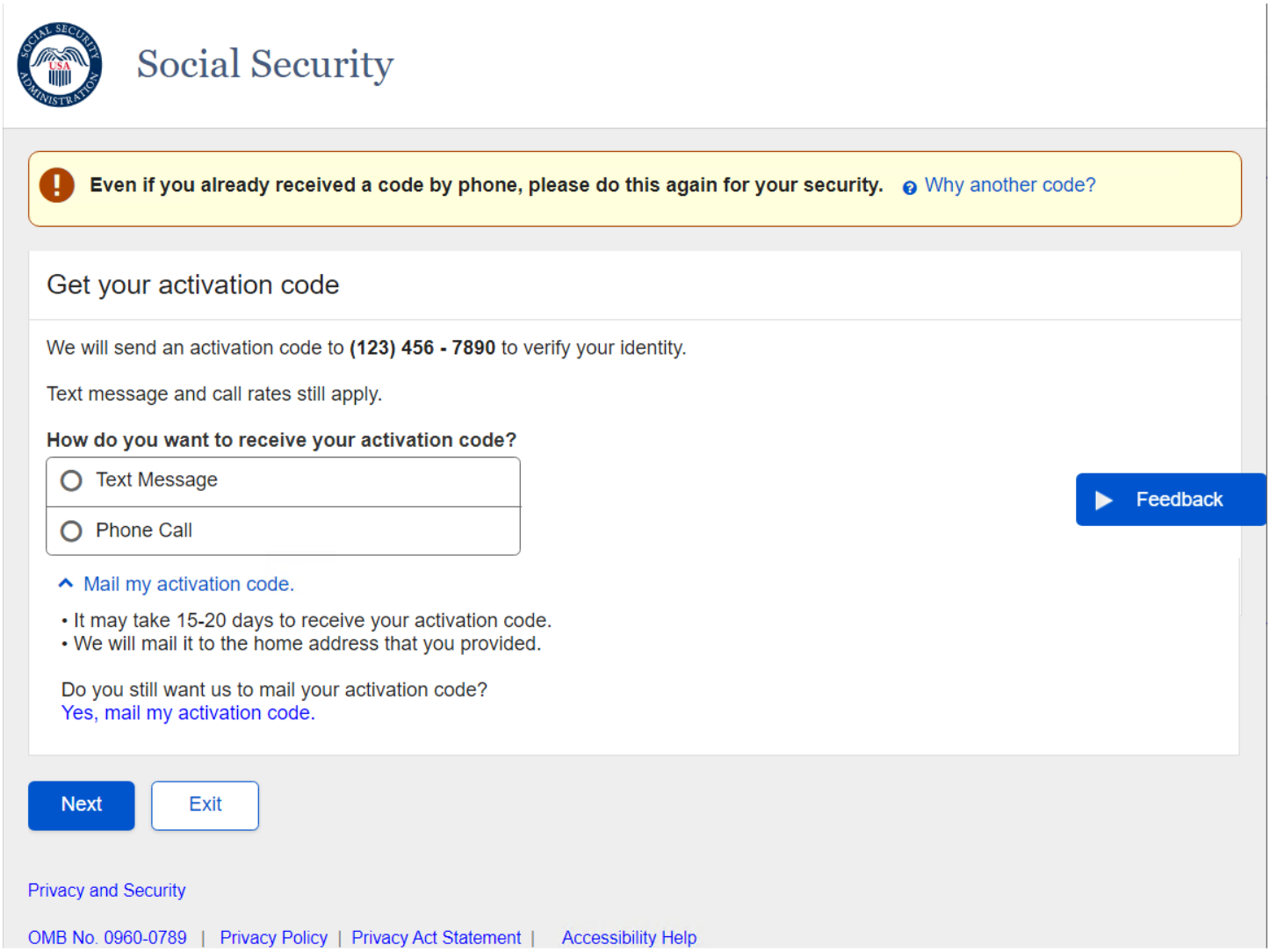
Updated the error message to better reflect the user's corrective action.

1.16. RIL Sign In Page Error Account Already Exist

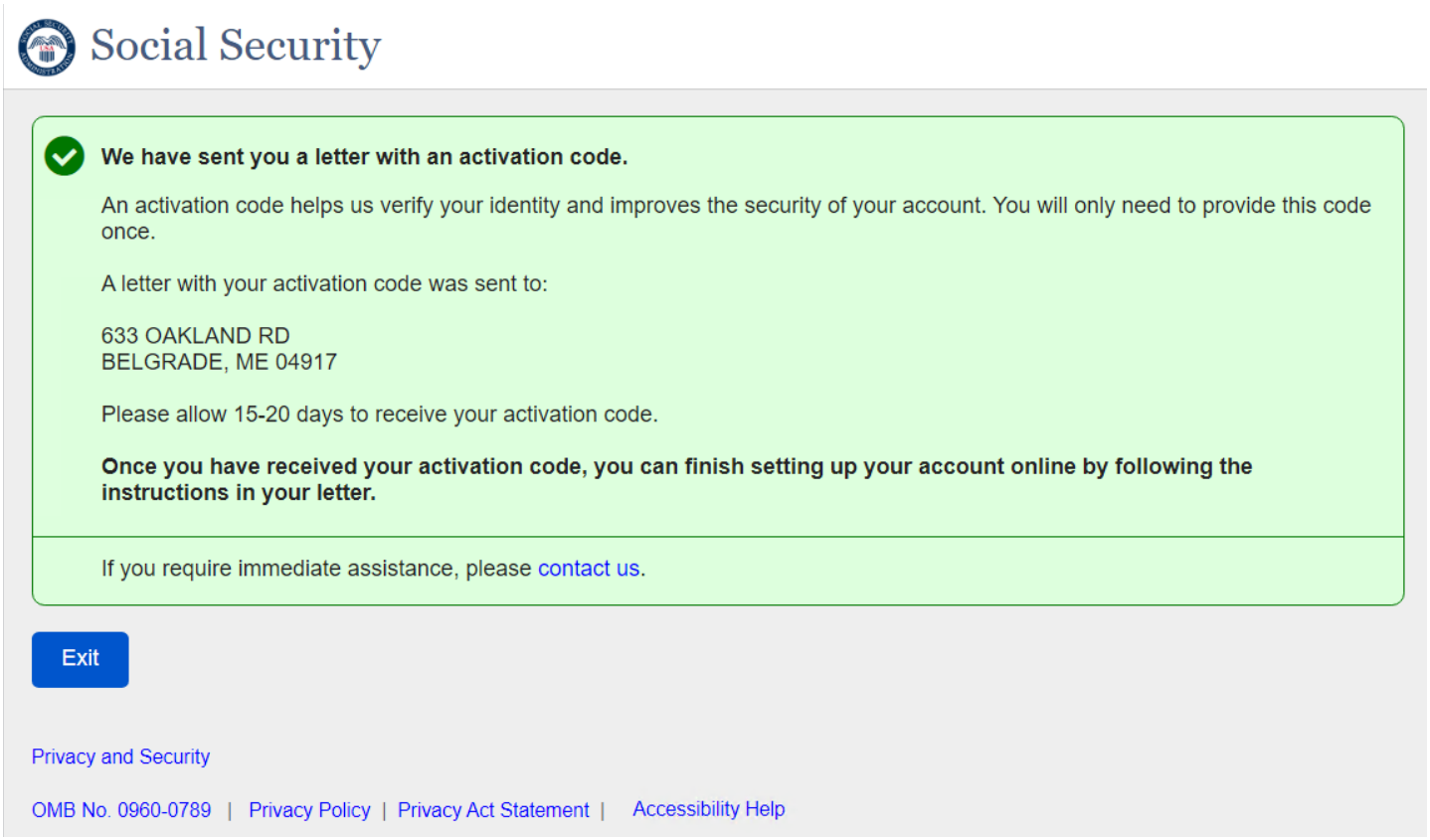


Updated the error message to better reflect the user's corrective action.

1.17 Activation Code Options

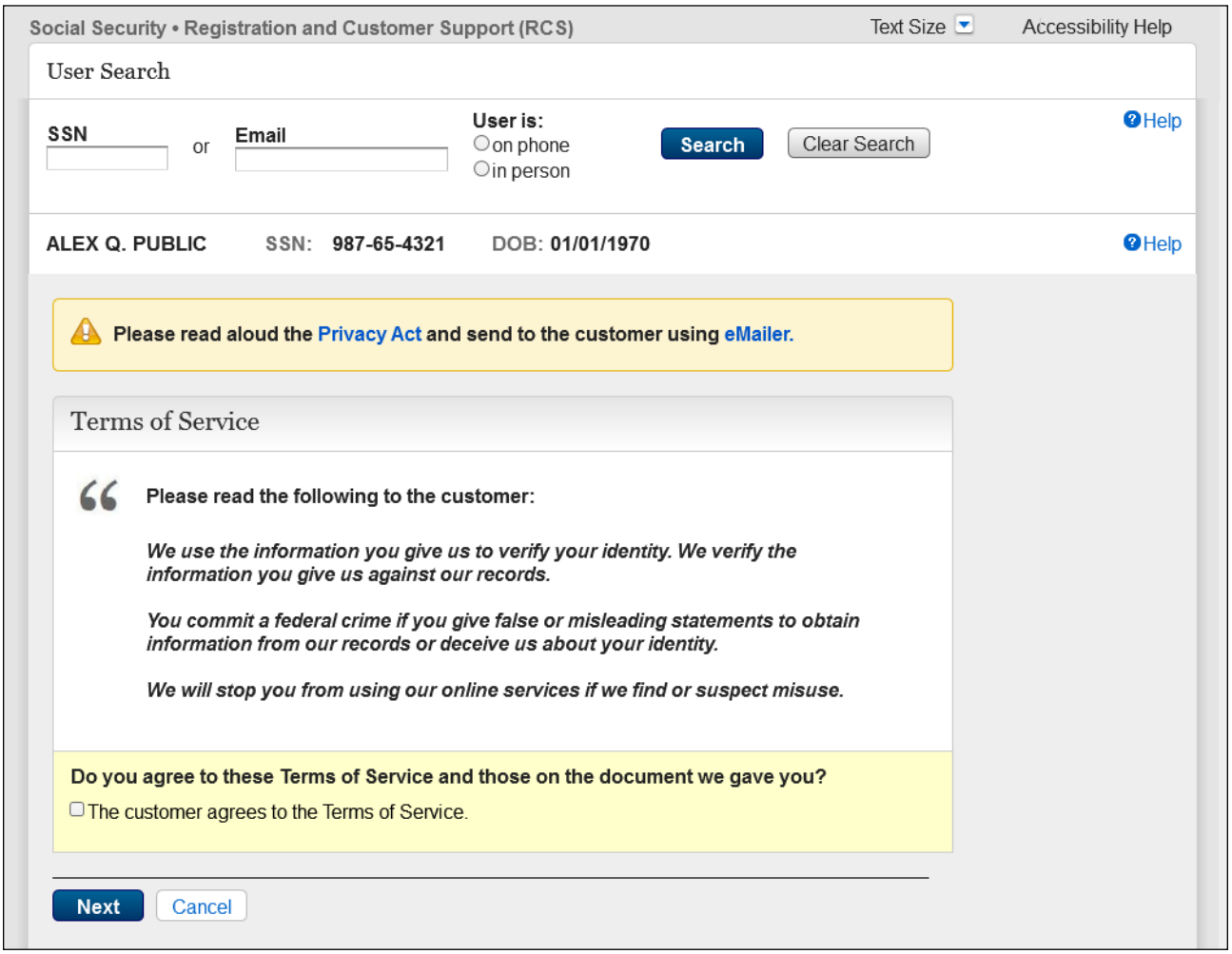


1.18 Mailed Activation Code



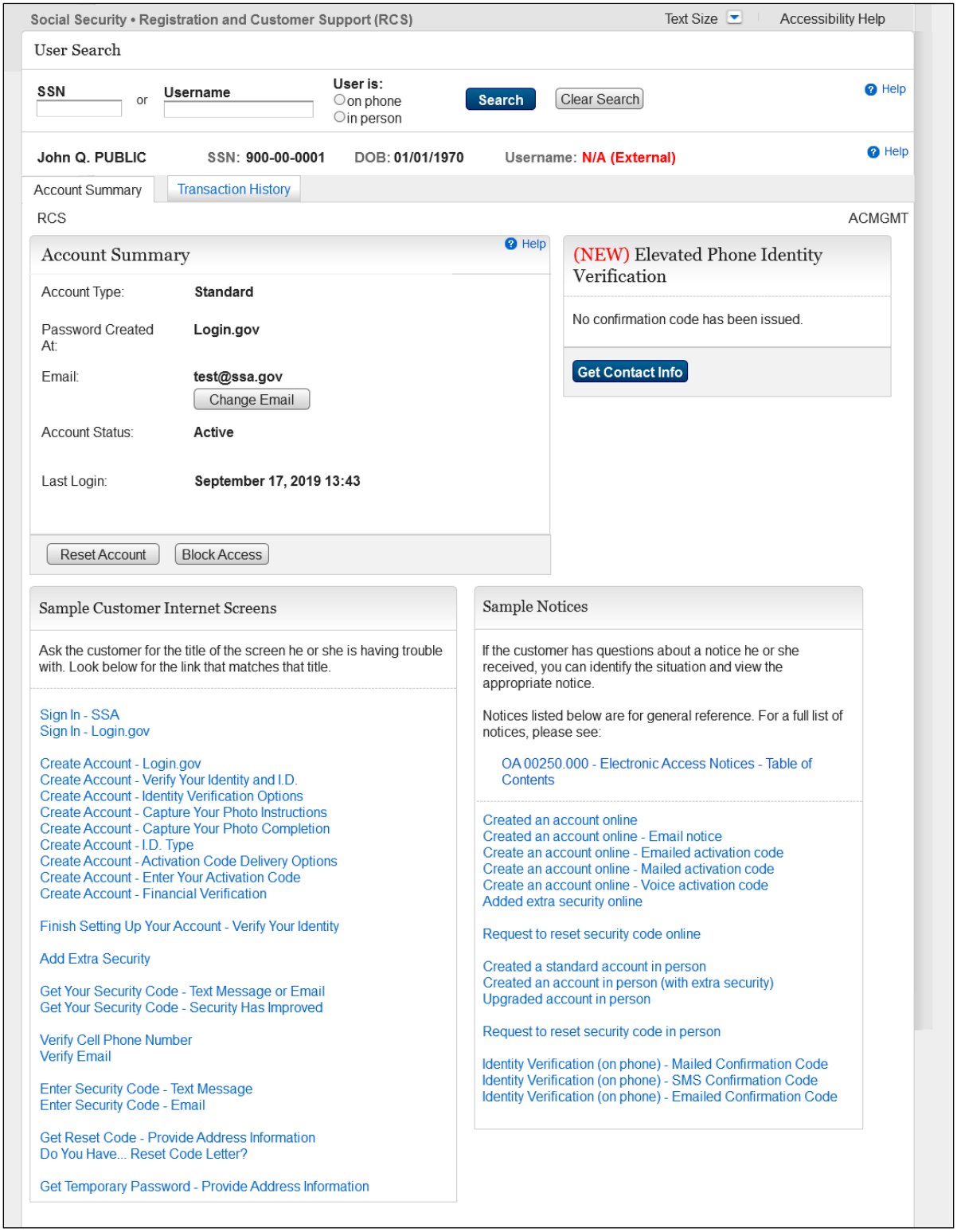
2. RCS

2.1. TAVCI – Banner Message



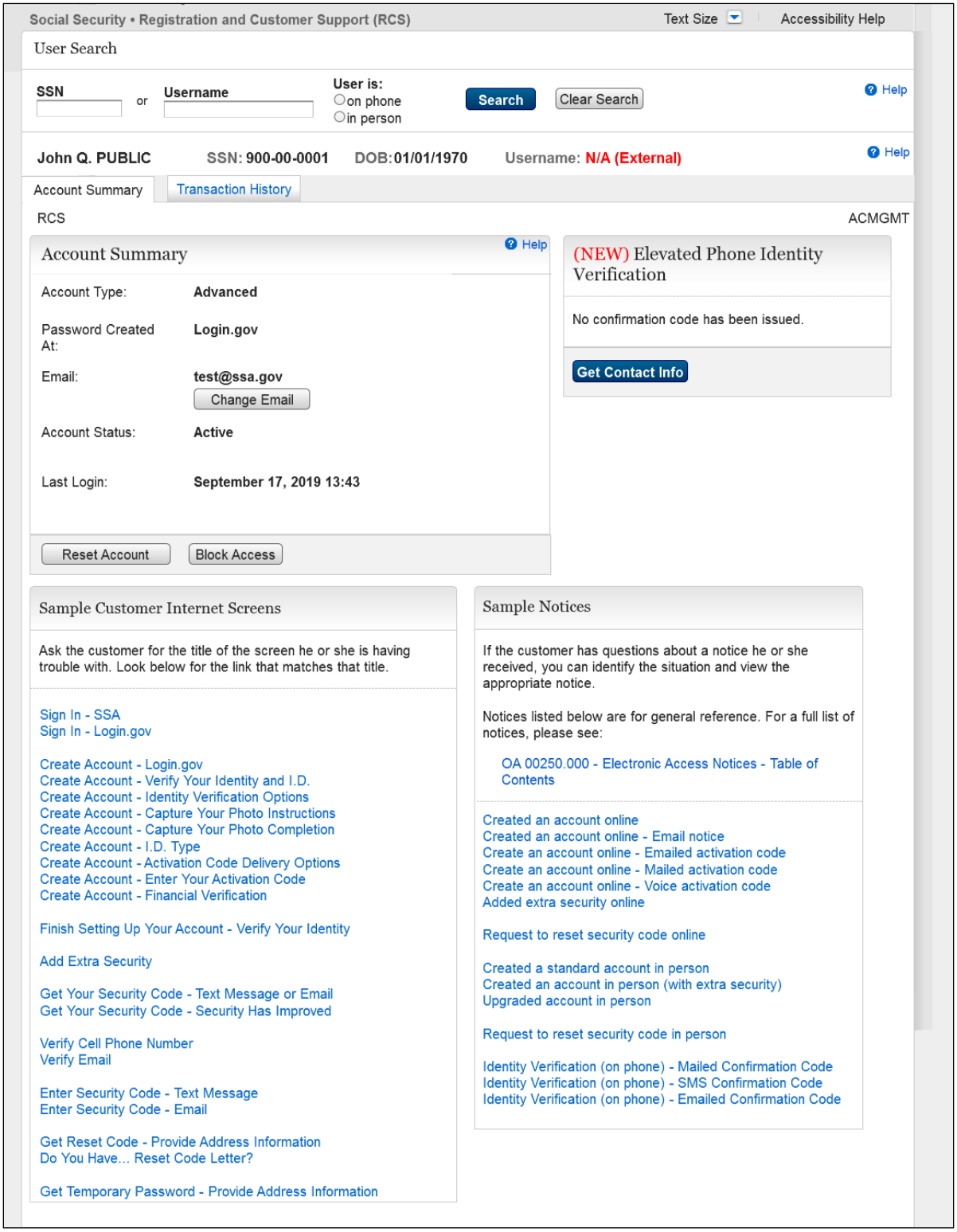
Edited the instructional language in the yellow banner message.

2.2. Account Summary Page



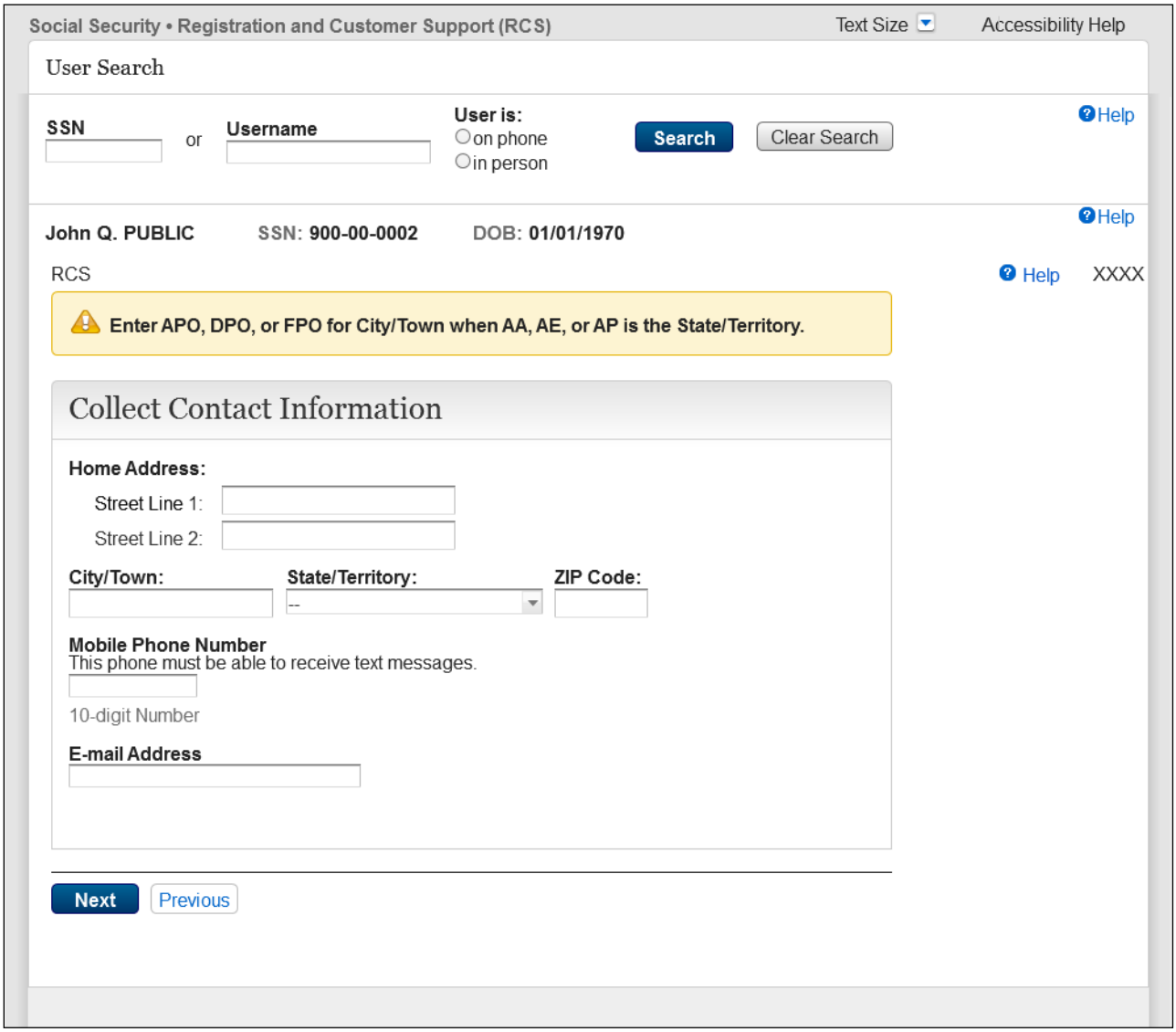
Replaced the “Cancel” Account” button with the “Reset Account”. The “Reset Account” button displays when the customer has a hybrid (Login.gov + ROME) account.

2.3. Account Summary Page – Account Indicator Type



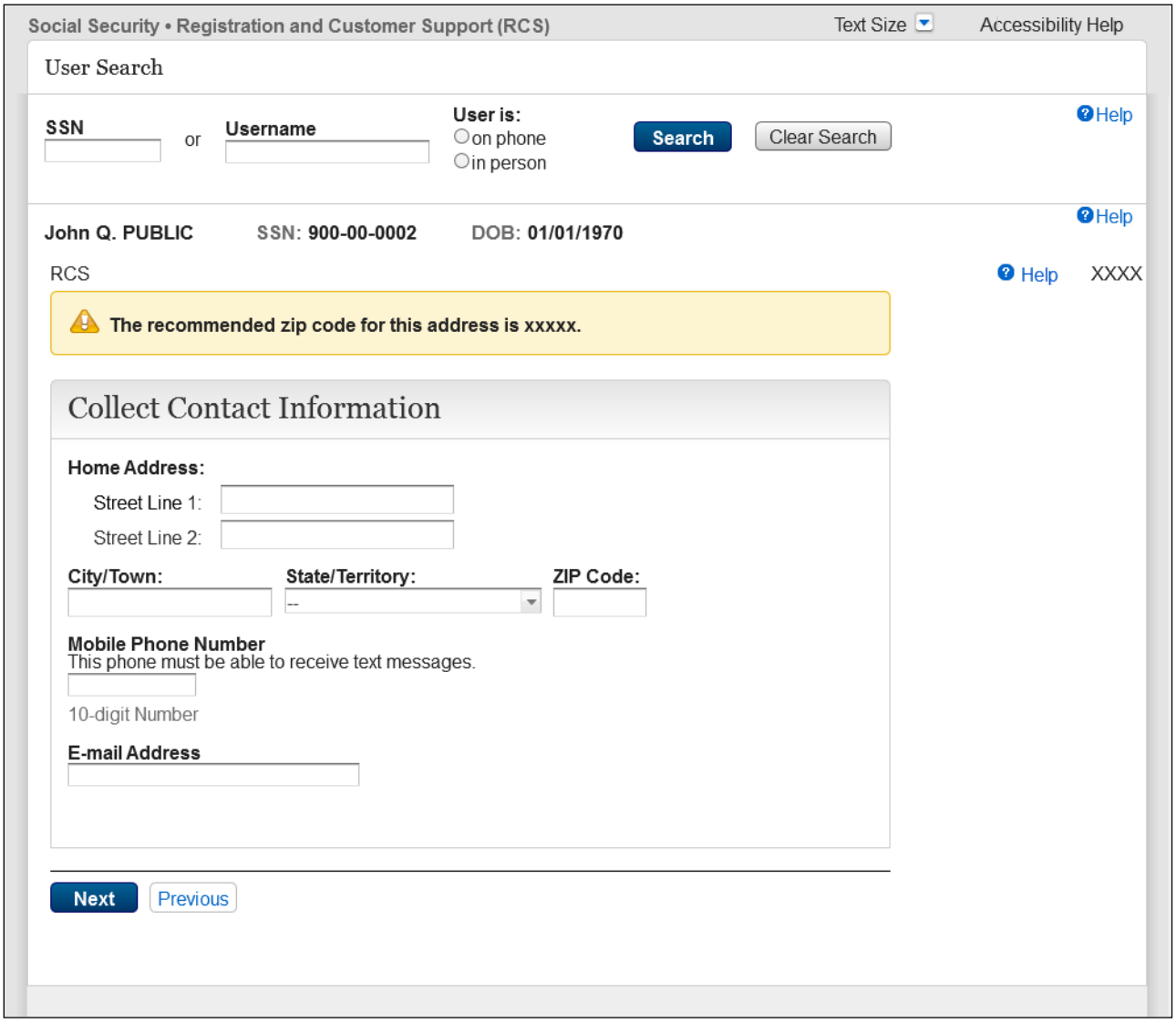
Replaced “Extra Security” with “Advanced” for the “Account Type:” indicator.

2.4. TACCI – Armed Forces Error Message



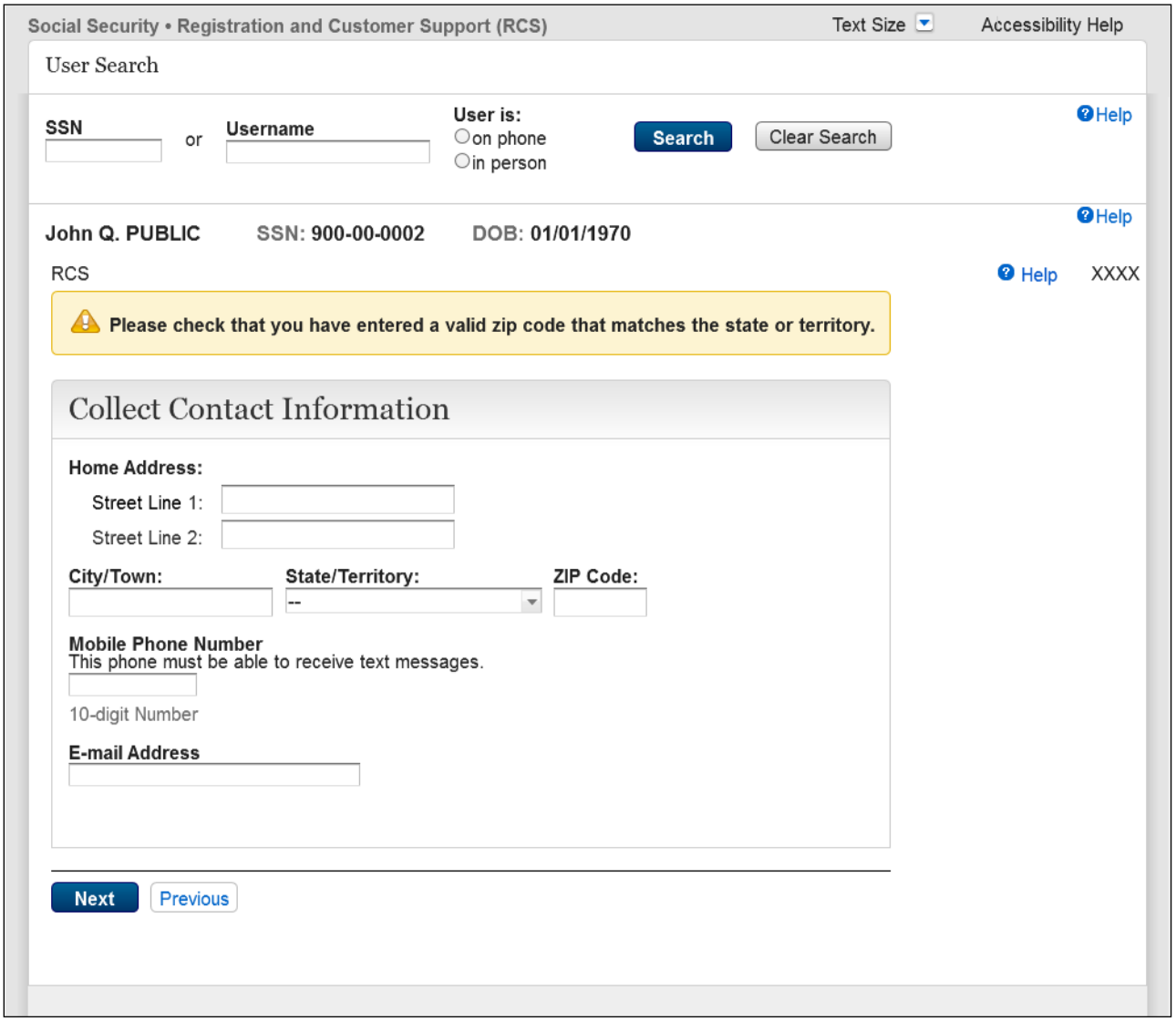
Added an error message to inform the technician that action is needed regarding the address they input.

2.5. TACCI – Street/Zip Mismatch



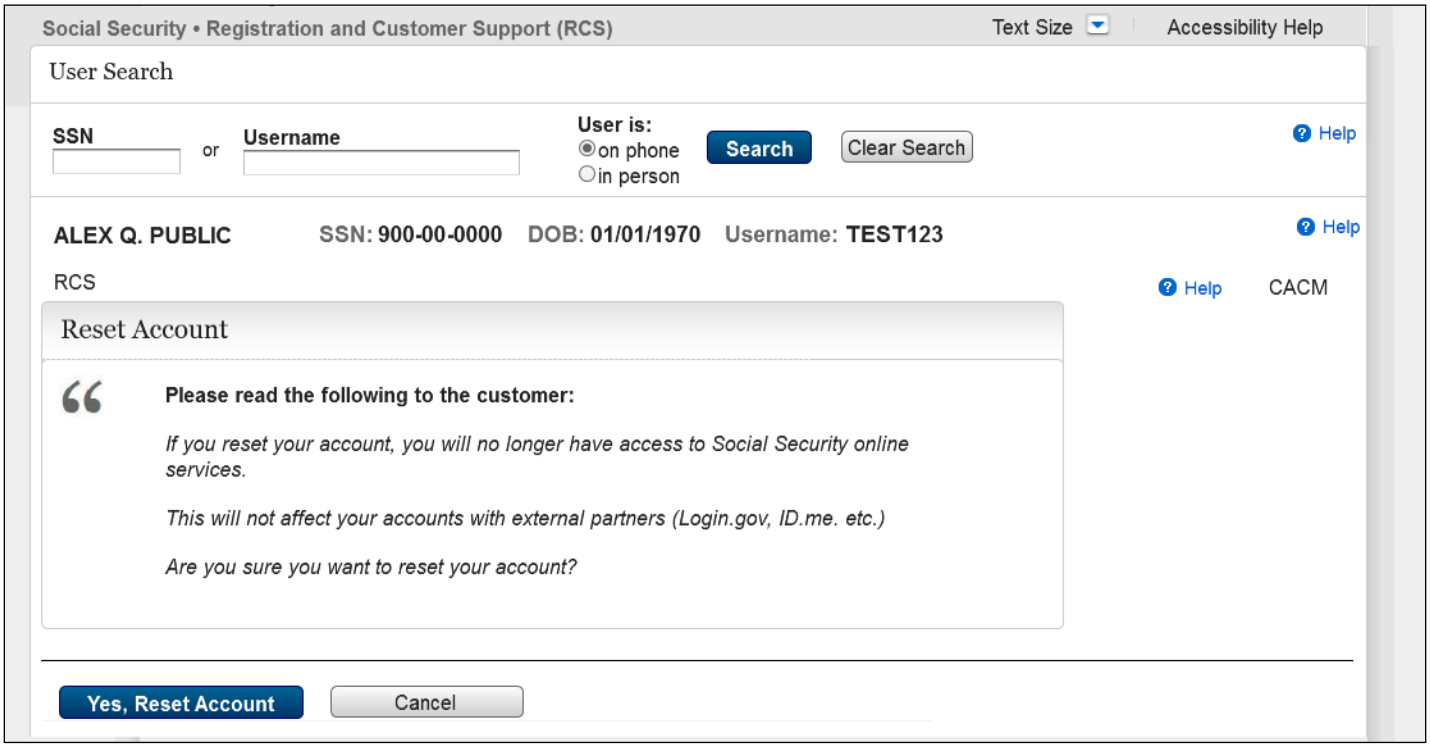
Added an error message to inform the technician that action is needed regarding the address they input.

2.6. TACCI – State/ZIP Code Mismatch



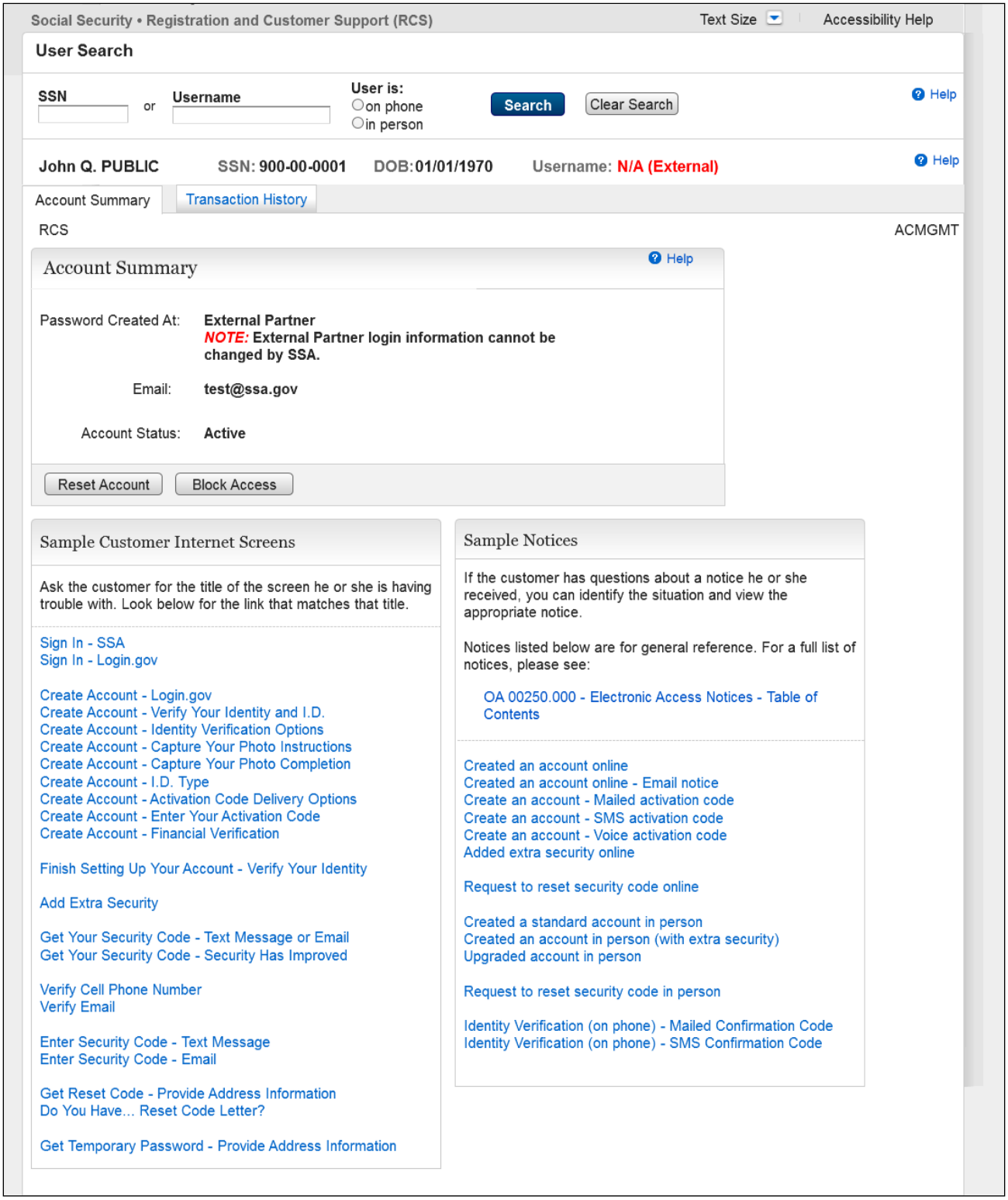
Added an error message to inform the technician that action is needed to correct the ZIP Code.

2.7. Reset Account Confirm Page



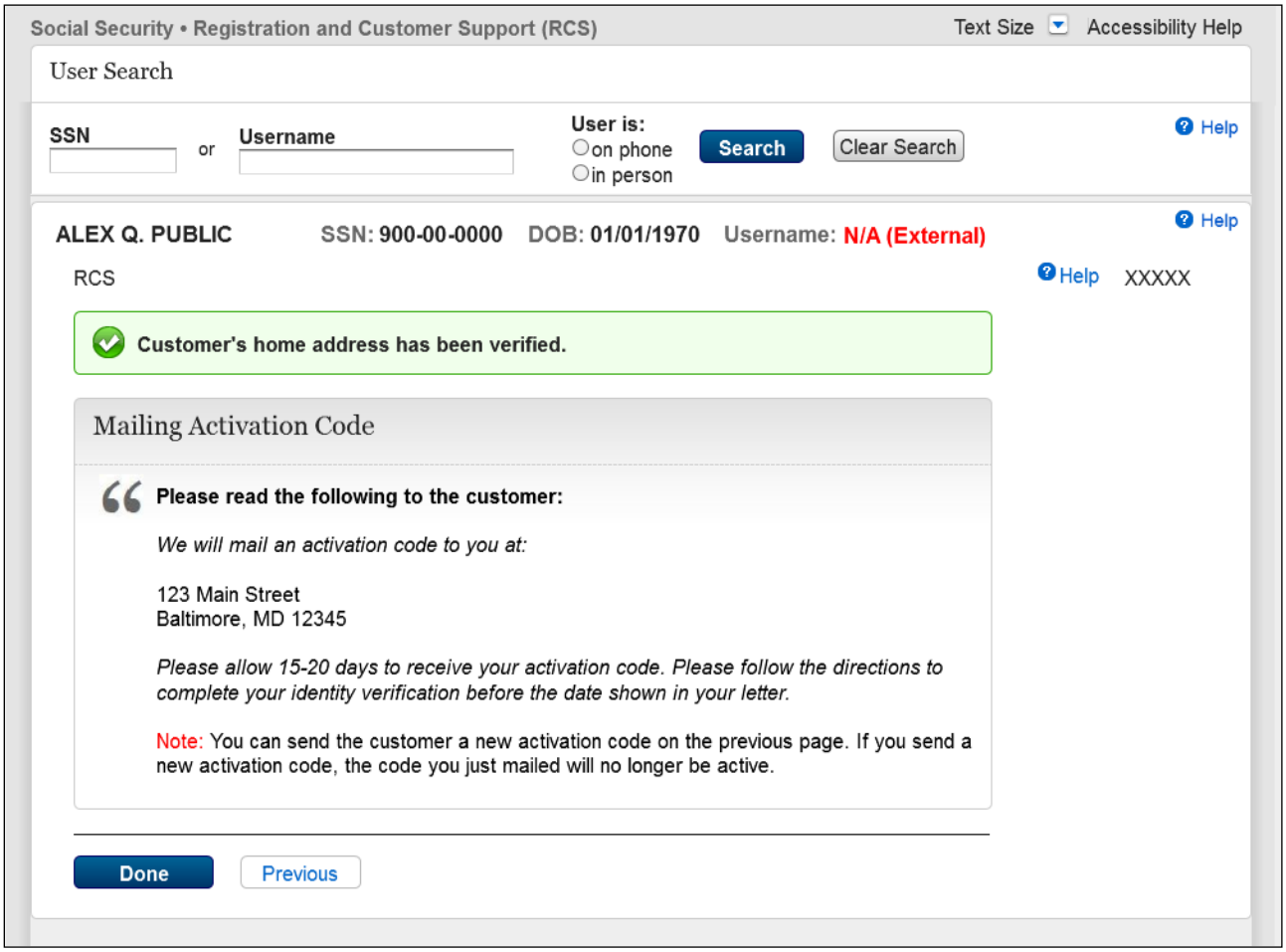
New page: Hybrid account holders will be informed that they can reset their account and what will happen if they do.

2.8. Reset Account Button Added to FIS Account Summary Page



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

2.9. TA Mailed Activation Code (TAMAC)



Added “Previous” button and updated language in container.