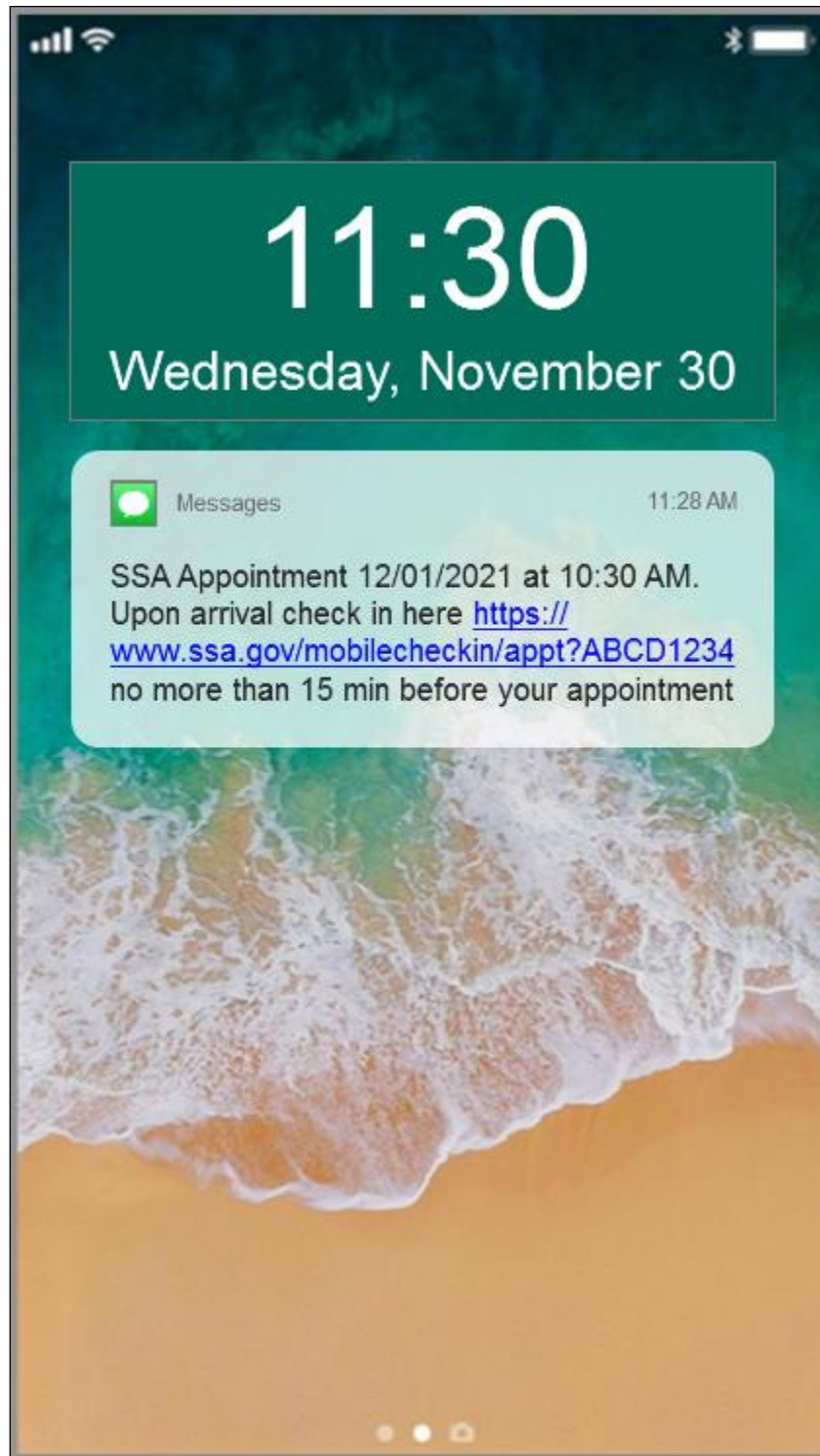


# Mobile Check-In App Screens

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UXG  
2/1/2022

## 1. Text Confirmation

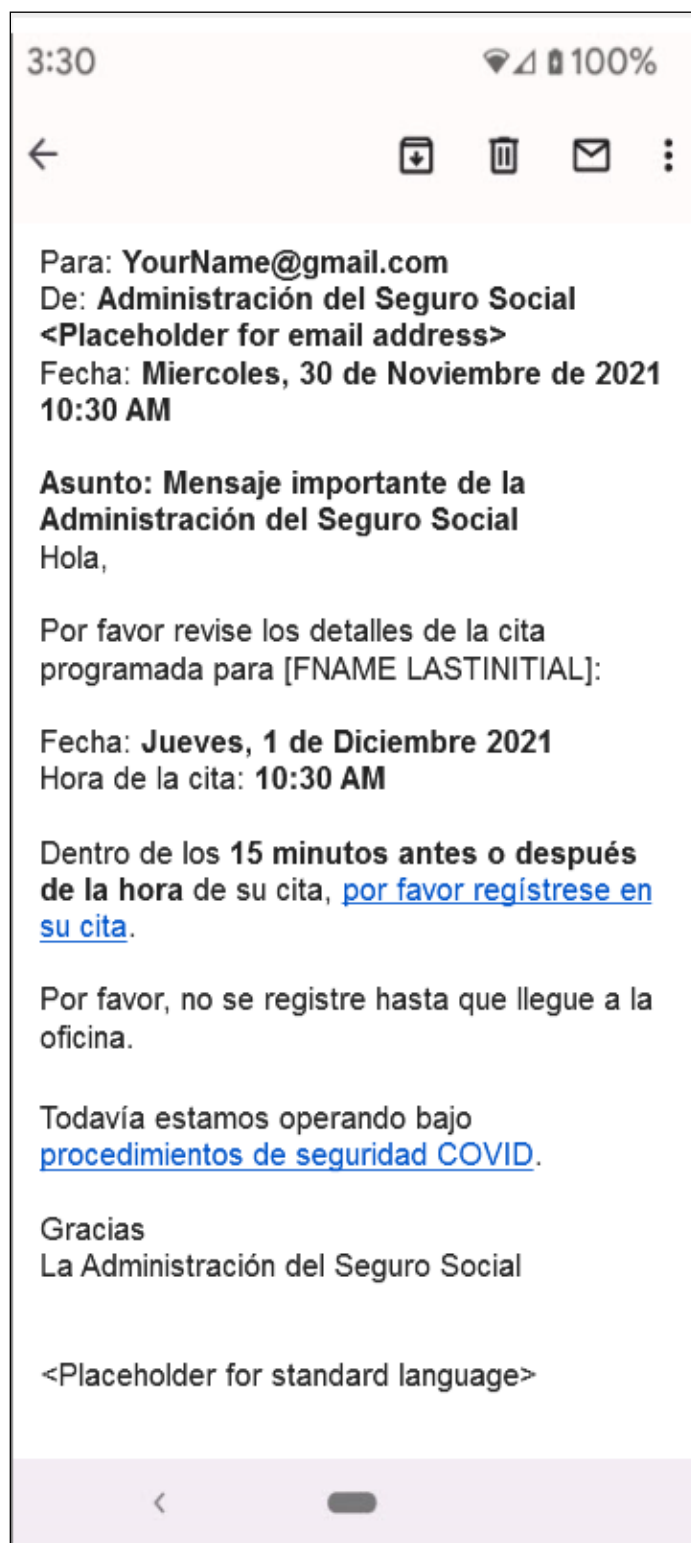


## 2. Email Confirmation – English




7

### 3. Email Confirmation – Spanish



## 4. Welcome Appt Details

10:31 AM 100%

 Social Security

**Welcome to the Mobile Check-In  
Appointment Details**

An appointment for [FNAME LASTINITIAL]  
has been scheduled for:

**Date: Thursday, December 1, 2021**  
**Appointment Time: 10:30 AM**

4TH FLOOR  
28 ALLEGHENY AVE  
TOWSON, MD 21204

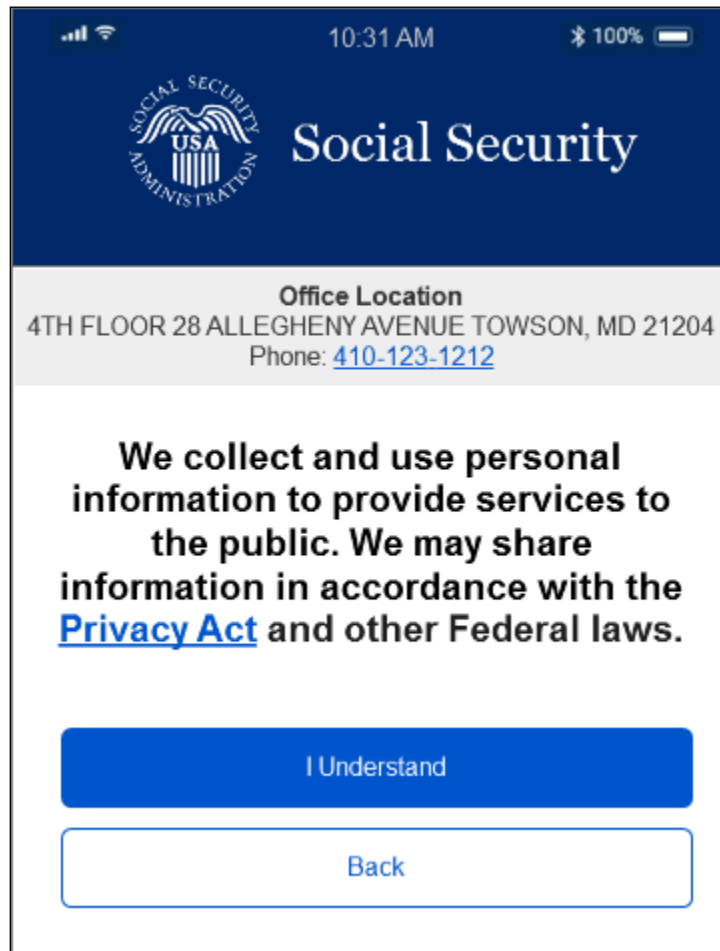
**If these details are not correct, please  
contact the office at [410-123-1212](tel:410-123-1212) or  
[1-800-325-0778](tel:1-800-325-0778) (TTY).**

[Continue](#)

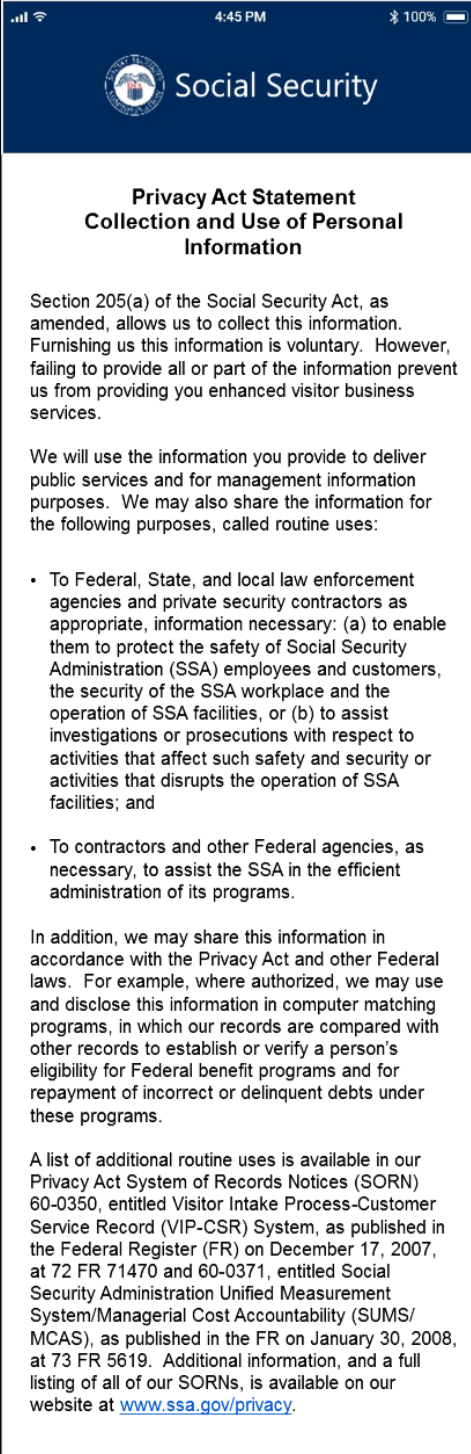
[Prefiero en español](#)

[Privacy and Security](#)  
OMB No. 0000-0000 XX/XX/XXXX  
[Privacy Policy](#) [Privacy Act Statement](#)  
[Accessibility Help](#) [Español](#)

## 5. Privacy Statement Acknowledgement



## 6. Full Privacy Statement



The screenshot shows a mobile app interface for the Social Security Administration. At the top, there is a dark blue header with the Social Security logo and the text "Social Security". Below the header, the title "Privacy Act Statement" is centered, followed by the subtitle "Collection and Use of Personal Information". The main content area contains several paragraphs of text and a bulleted list. The text explains that Section 205(a) of the Social Security Act allows for the collection of information, which is voluntary but necessary for enhanced visitor business services. It also states that the information will be used for public services and management purposes, and may be shared for routine uses. The bulleted list details two routine uses: one for law enforcement and security, and another for contractors and other Federal agencies. The text further explains that information may be shared in accordance with the Privacy Act and other Federal laws, such as in computer matching programs. Finally, it provides a list of additional routine uses and a link to the SSA website for more information.

Section 205(a) of the Social Security Act, as amended, allows us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information prevent us from providing you enhanced visitor business services.

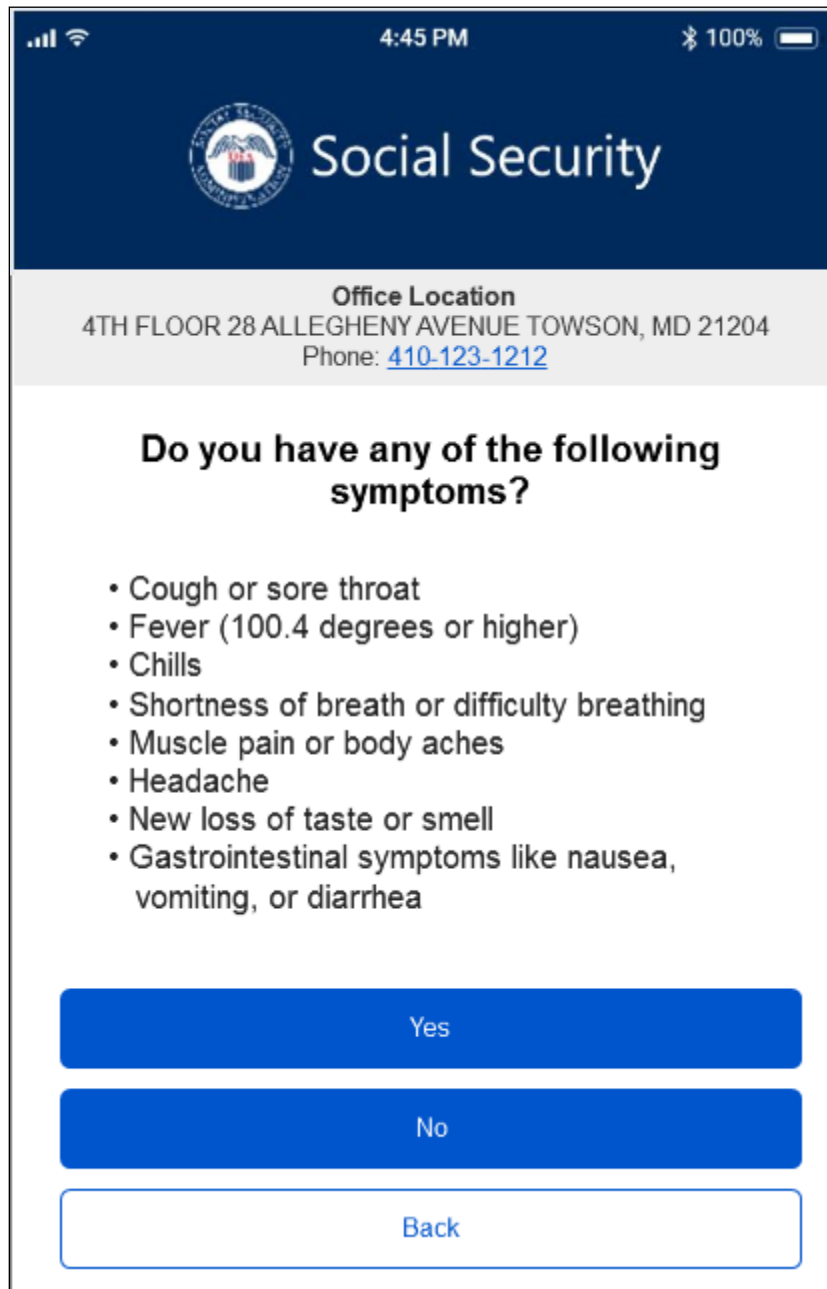
We will use the information you provide to deliver public services and for management information purposes. We may also share the information for the following purposes, called routine uses:

- To Federal, State, and local law enforcement agencies and private security contractors as appropriate, information necessary: (a) to enable them to protect the safety of Social Security Administration (SSA) employees and customers, the security of the SSA workplace and the operation of SSA facilities, or (b) to assist investigations or prosecutions with respect to activities that affect such safety and security or activities that disrupts the operation of SSA facilities; and
- To contractors and other Federal agencies, as necessary, to assist the SSA in the efficient administration of its programs.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notices (SORN) 60-0350, entitled Visitor Intake Process-Customer Service Record (VIP-CSR) System, as published in the Federal Register (FR) on December 17, 2007, at 72 FR 71470 and 60-0371, entitled Social Security Administration Unified Measurement System/Managerial Cost Accountability (SUMS/MCAS), as published in the FR on January 30, 2008, at 73 FR 5619. Additional information, and a full listing of all of our SORNs, is available on our website at [www.ssa.gov/privacy](http://www.ssa.gov/privacy).

## 7. COVID 1



The screenshot shows a mobile app interface for Social Security. At the top, there is a dark blue header with the Social Security logo on the left and the text "Social Security" on the right. Below the header, a light gray bar contains the "Office Location" information: "4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204" and "Phone: [410-123-1212](tel:410-123-1212)". The main content area is white and features a bold question: "Do you have any of the following symptoms?". Below the question is a bulleted list of symptoms: "Cough or sore throat", "Fever (100.4 degrees or higher)", "Chills", "Shortness of breath or difficulty breathing", "Muscle pain or body aches", "Headache", "New loss of taste or smell", and "Gastrointestinal symptoms like nausea, vomiting, or diarrhea". At the bottom of the screen, there are three buttons: a solid blue button labeled "Yes", another solid blue button labeled "No", and a white button with a blue border labeled "Back". The top of the screen shows standard mobile status icons: signal strength, Wi-Fi, time (4:45 PM), Bluetooth, and battery level (100%).

Office Location  
4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204  
Phone: [410-123-1212](tel:410-123-1212)

**Do you have any of the following symptoms?**

- Cough or sore throat
- Fever (100.4 degrees or higher)
- Chills
- Shortness of breath or difficulty breathing
- Muscle pain or body aches
- Headache
- New loss of taste or smell
- Gastrointestinal symptoms like nausea, vomiting, or diarrhea

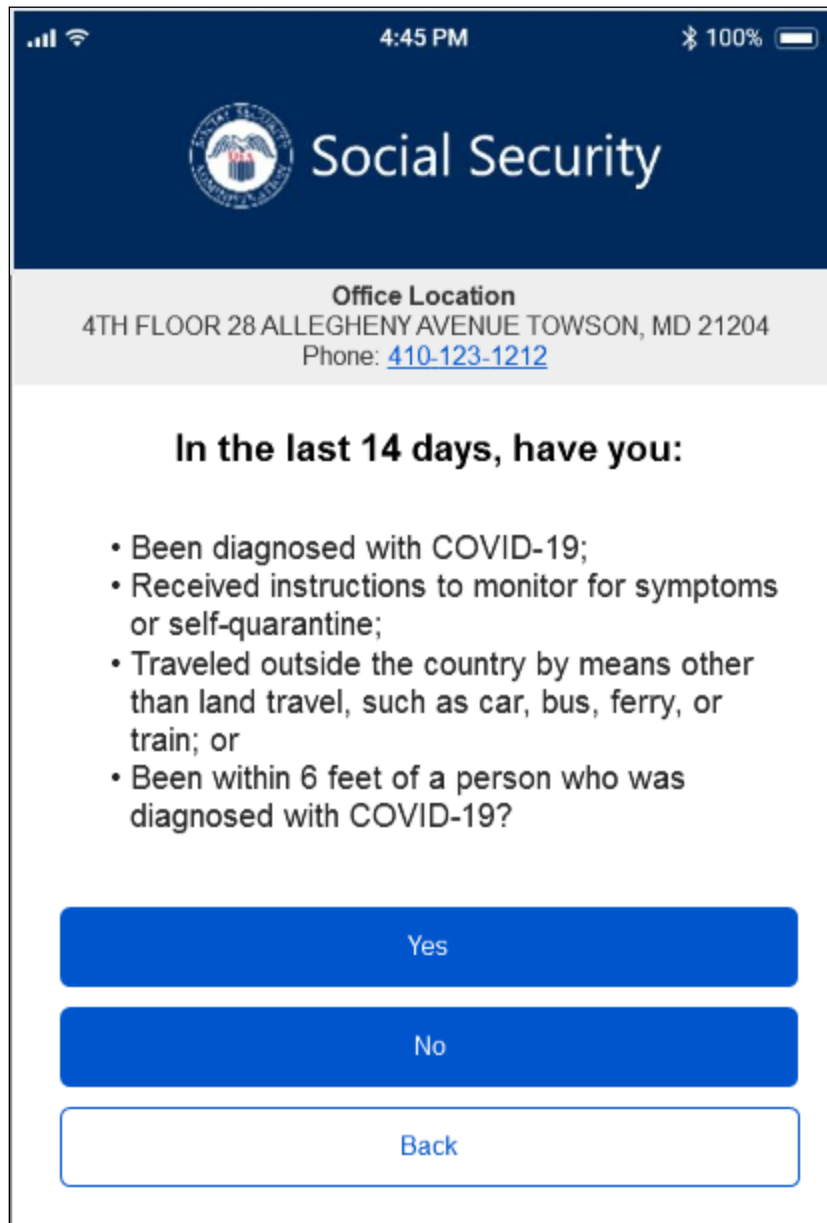
Yes

No

Back




## 8. COVID 2



The screenshot shows a mobile app interface for Social Security. At the top, there is a dark blue header with the Social Security logo on the left and the text "Social Security" on the right. Below the header, a light gray bar contains the "Office Location" information: "4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204" and "Phone: [410-123-1212](tel:410-123-1212)". The main content area is white and features a bold heading "In the last 14 days, have you:" followed by a bulleted list of screening questions. At the bottom, there are three buttons: "Yes" (solid blue), "No" (solid blue), and "Back" (white with a blue border).

4:45 PM 100%

 Social Security

**Office Location**  
4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204  
Phone: [410-123-1212](tel:410-123-1212)

**In the last 14 days, have you:**

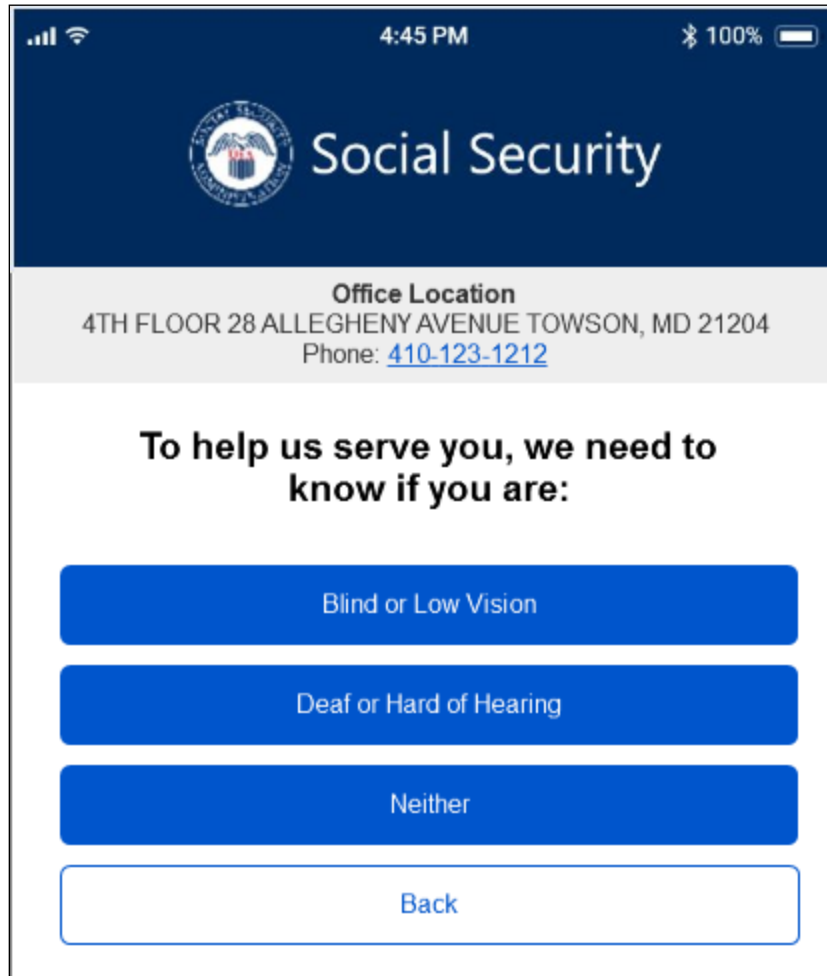
- Been diagnosed with COVID-19;
- Received instructions to monitor for symptoms or self-quarantine;
- Traveled outside the country by means other than land travel, such as car, bus, ferry, or train; or
- Been within 6 feet of a person who was diagnosed with COVID-19?

Yes

No

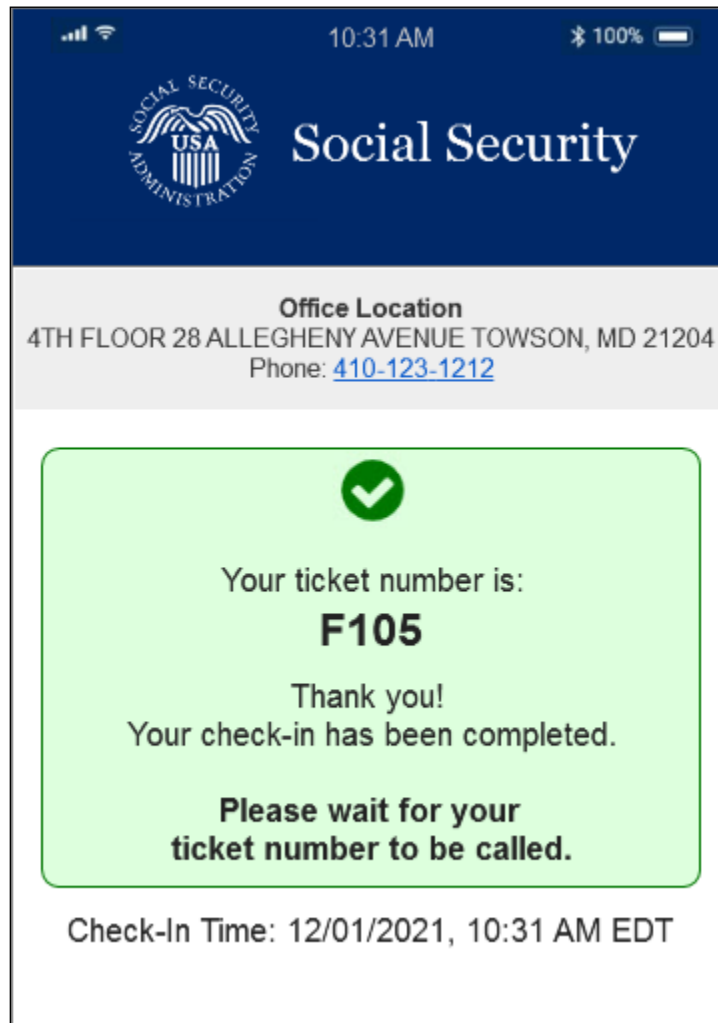
Back

## 9. Accessibility Screener

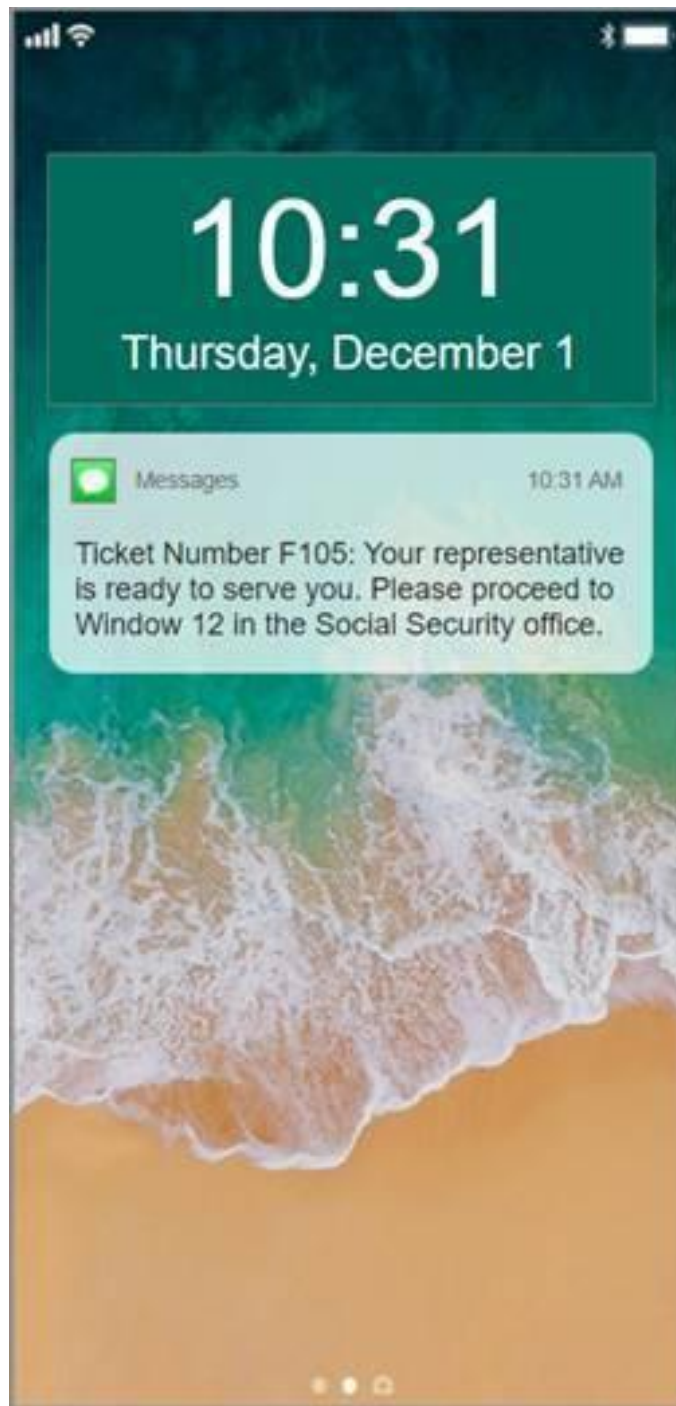


The screenshot shows a mobile app interface for Social Security. At the top, there is a dark blue header with the Social Security logo on the left and the text "Social Security" on the right. Below the header, a light gray bar contains the "Office Location" information: "4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204" and "Phone: [410-123-1212](tel:410-123-1212)". The main content area is white and features the heading "To help us serve you, we need to know if you are:". Below this heading are four large, rounded rectangular buttons. The first three are solid blue with white text: "Blind or Low Vision", "Deaf or Hard of Hearing", and "Neither". The fourth button is white with a blue border and blue text: "Back". The top of the screen shows standard mobile status icons: signal strength, Wi-Fi, time (4:45 PM), Bluetooth, and battery (100%).

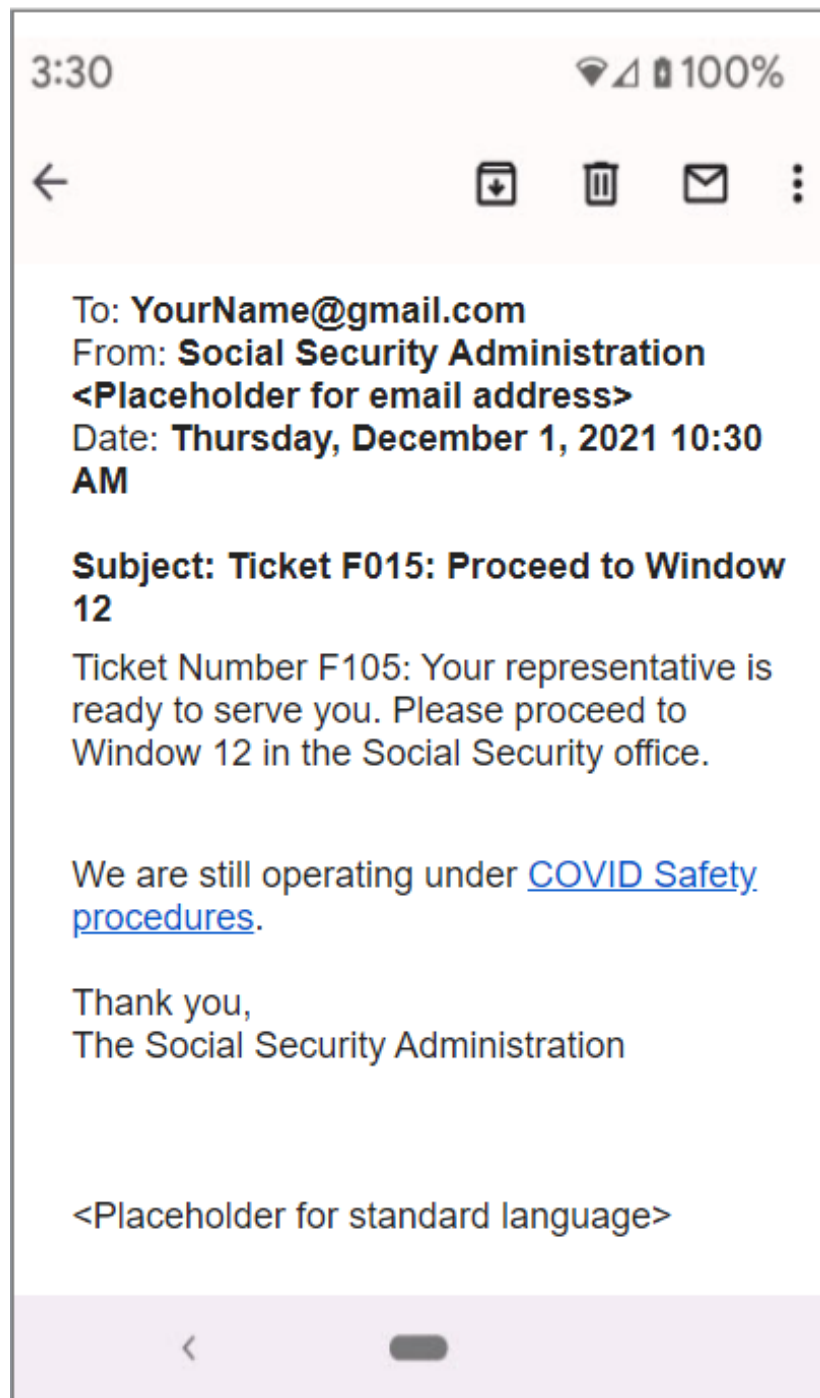
## 10. Ticket Confirmation



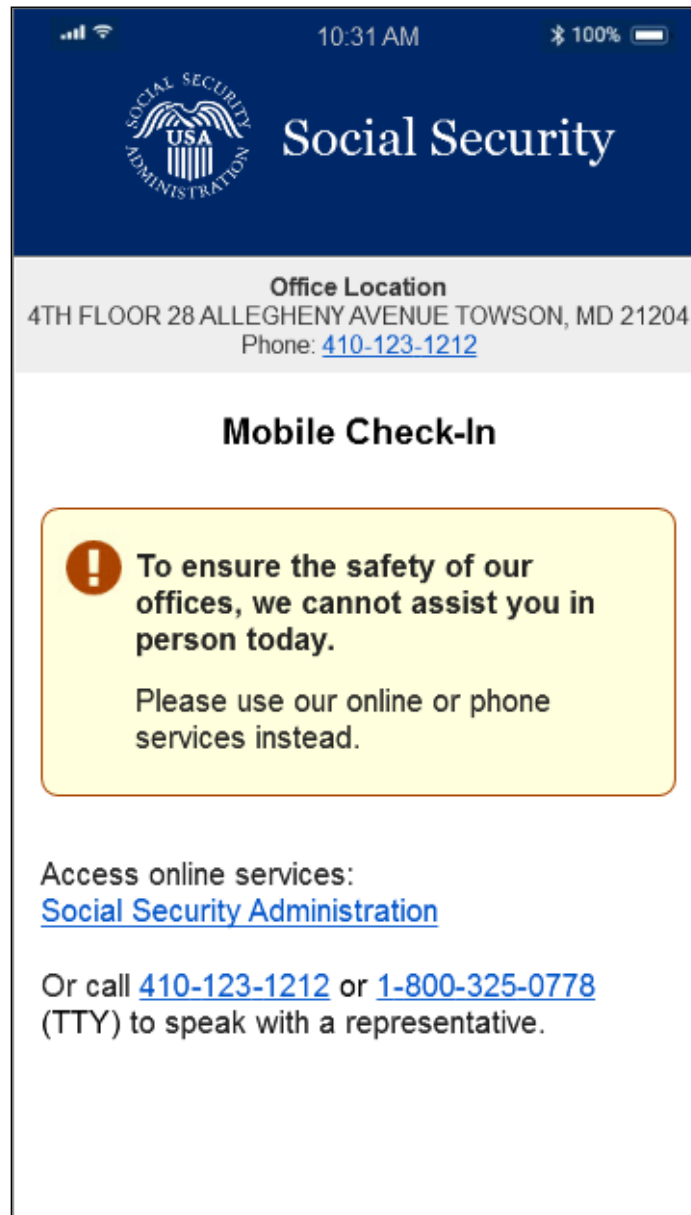
## 12. Text Summons



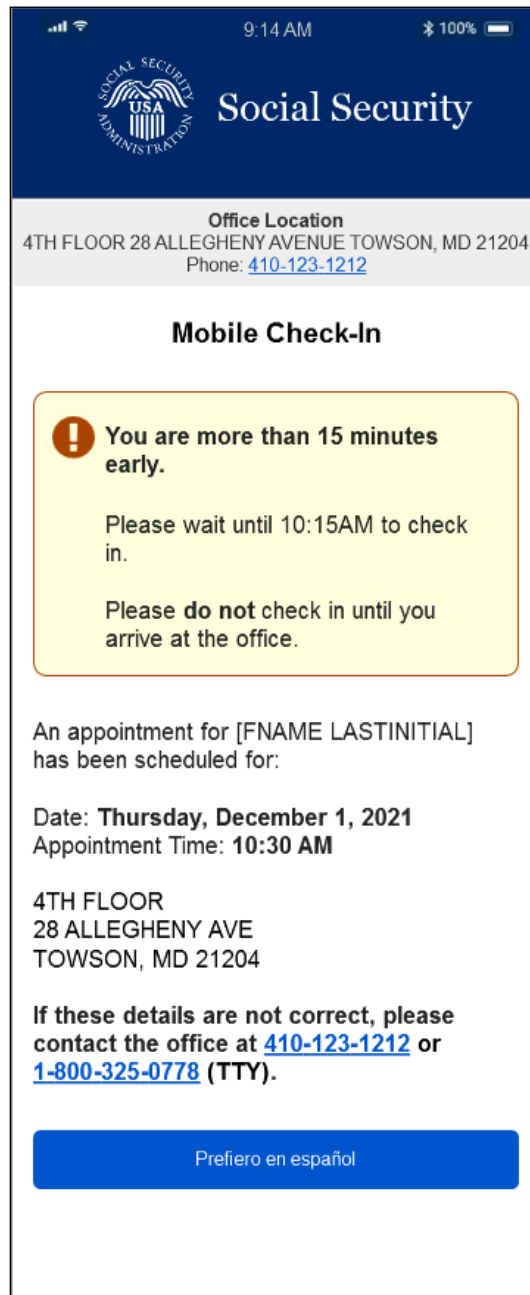
### 13. Email Summons



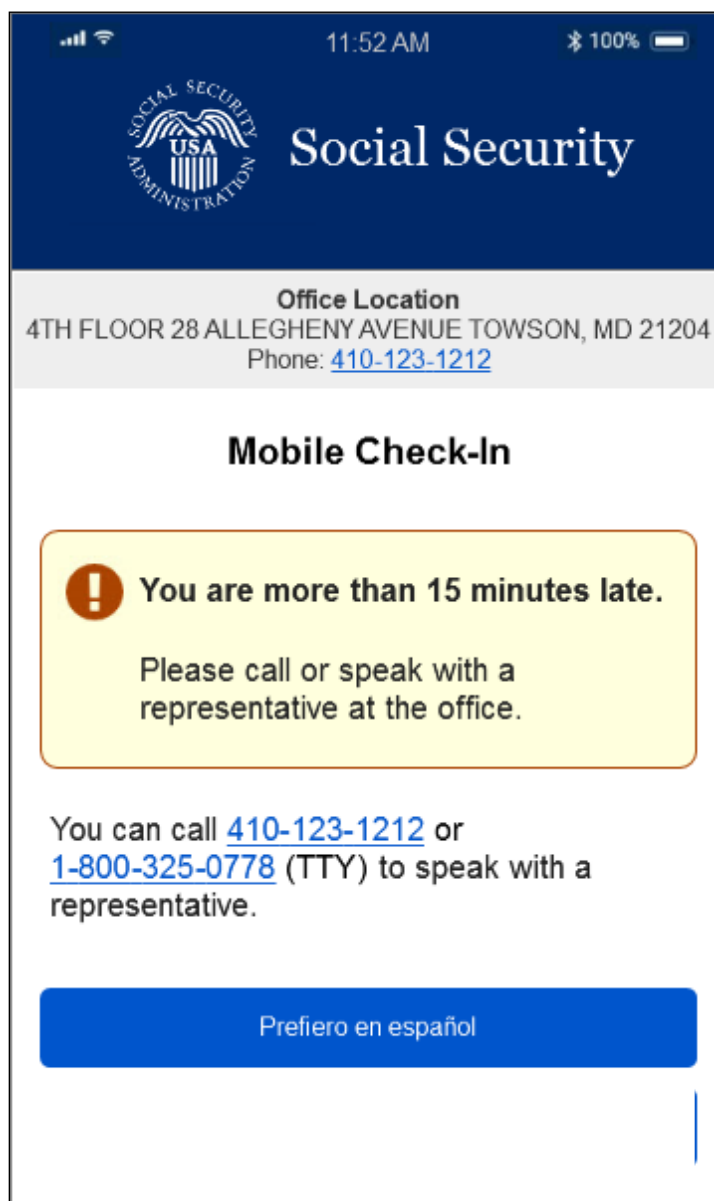
## 14. COVID Screener Fail



## 15. More than 15 Minutes Early

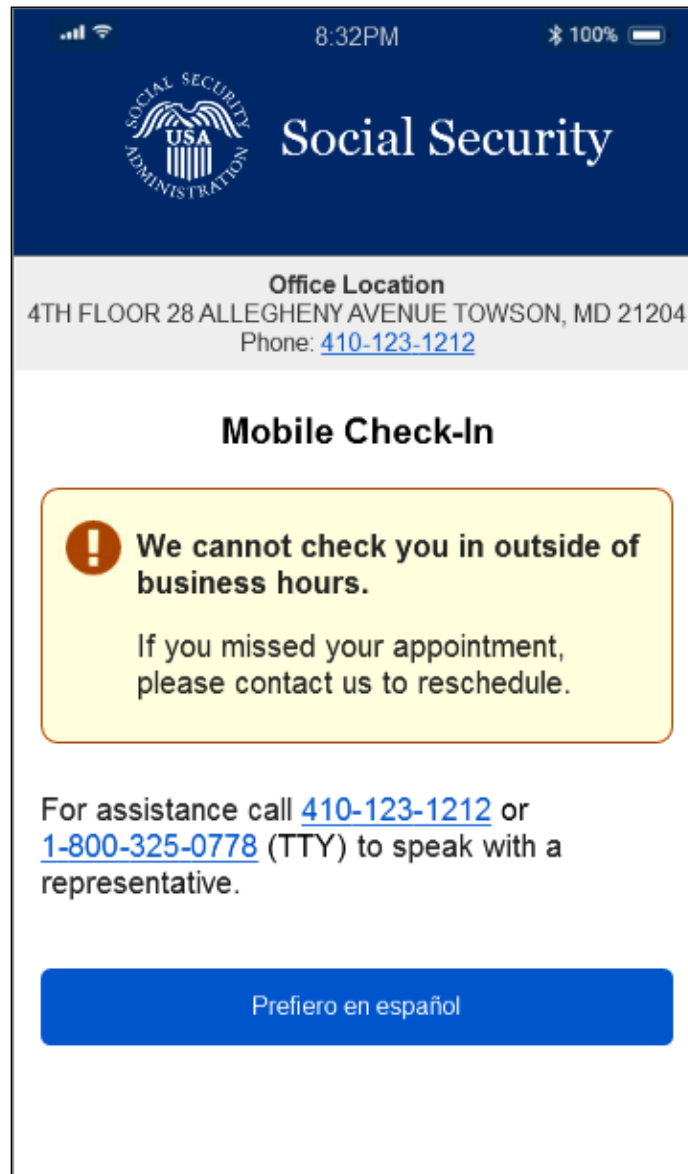


## 16. More than 15 Minutes Late

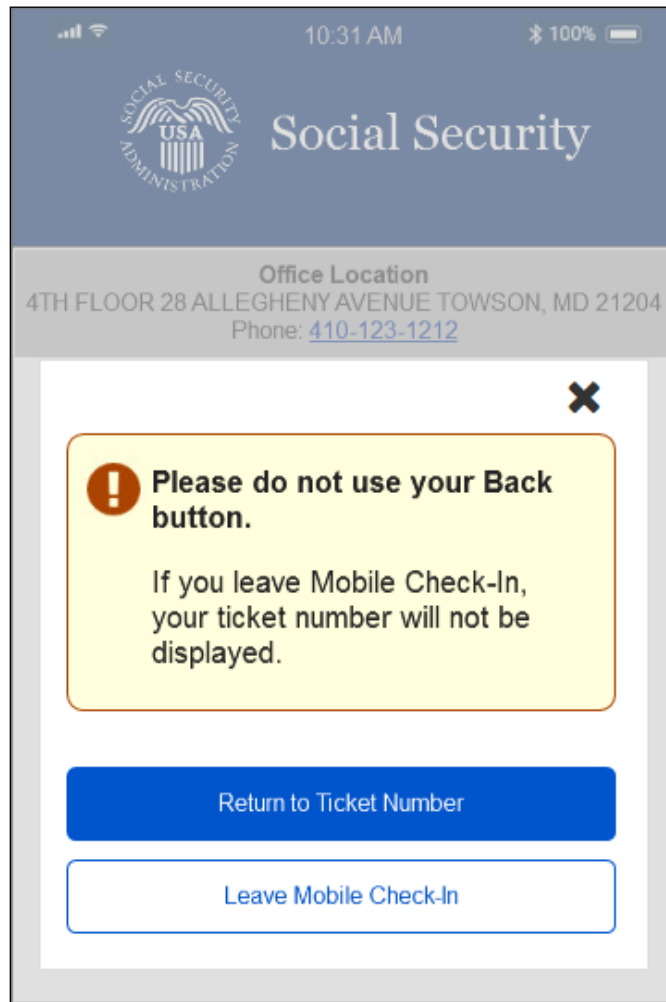




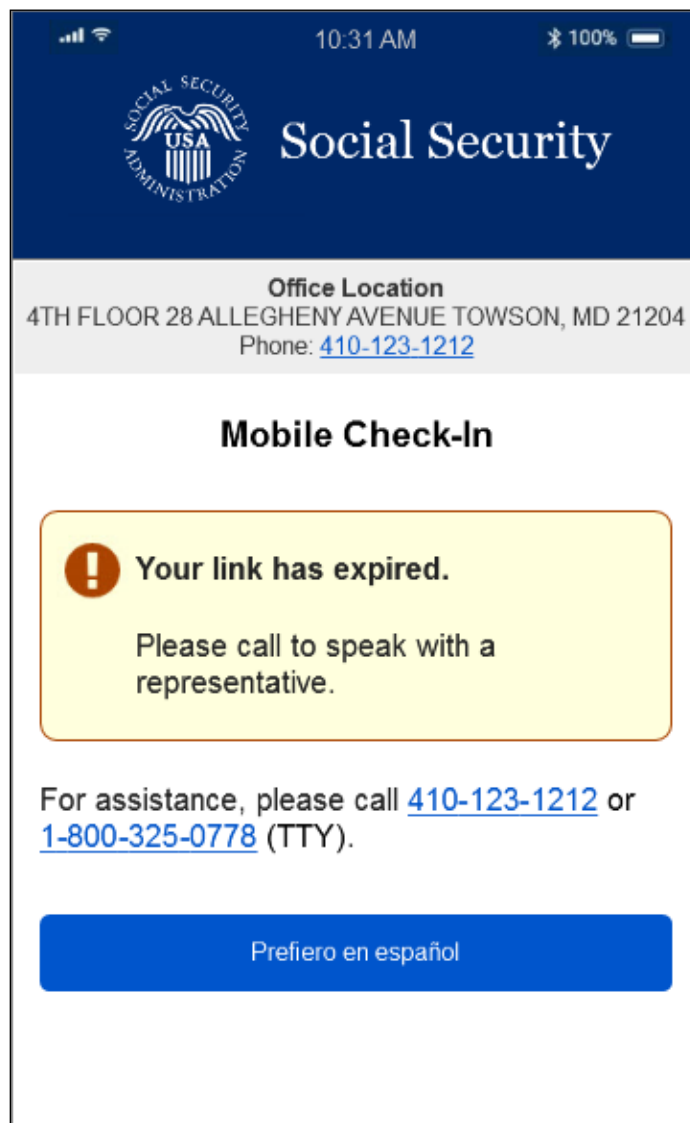
## 17. Cannot Check-In Before or After Business Hours



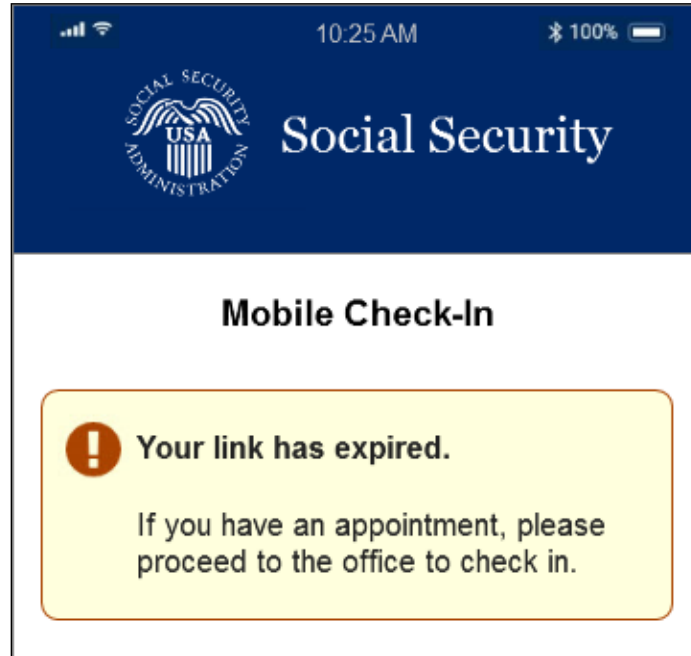
## 18. Back Button Disabled



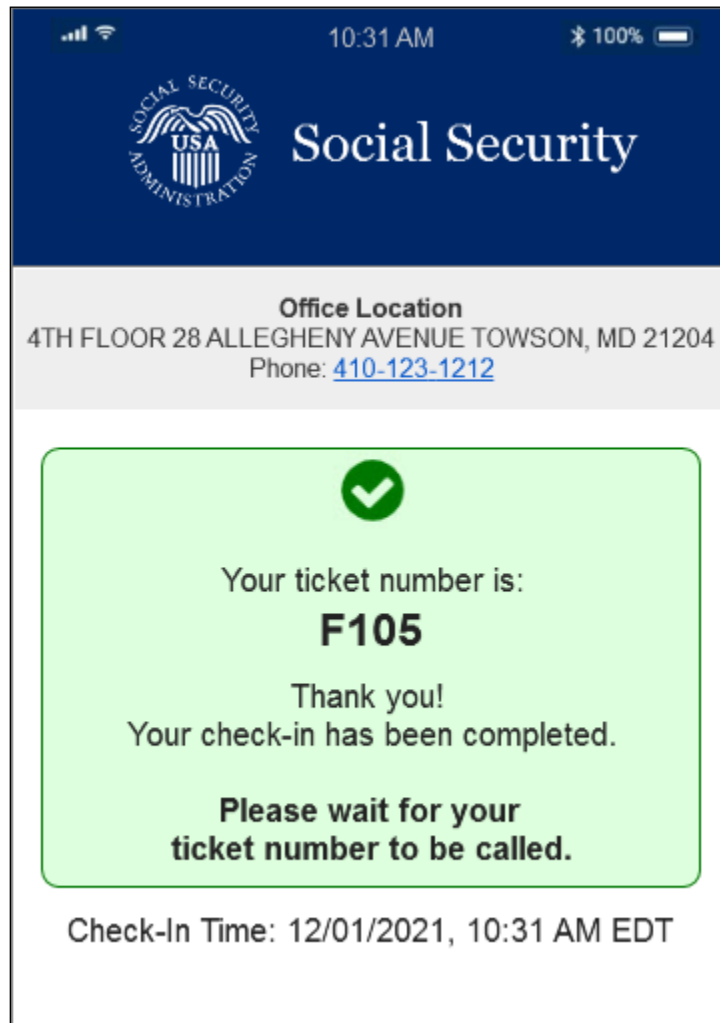
## 19. Check-In Link No Longer Valid – with Office Location



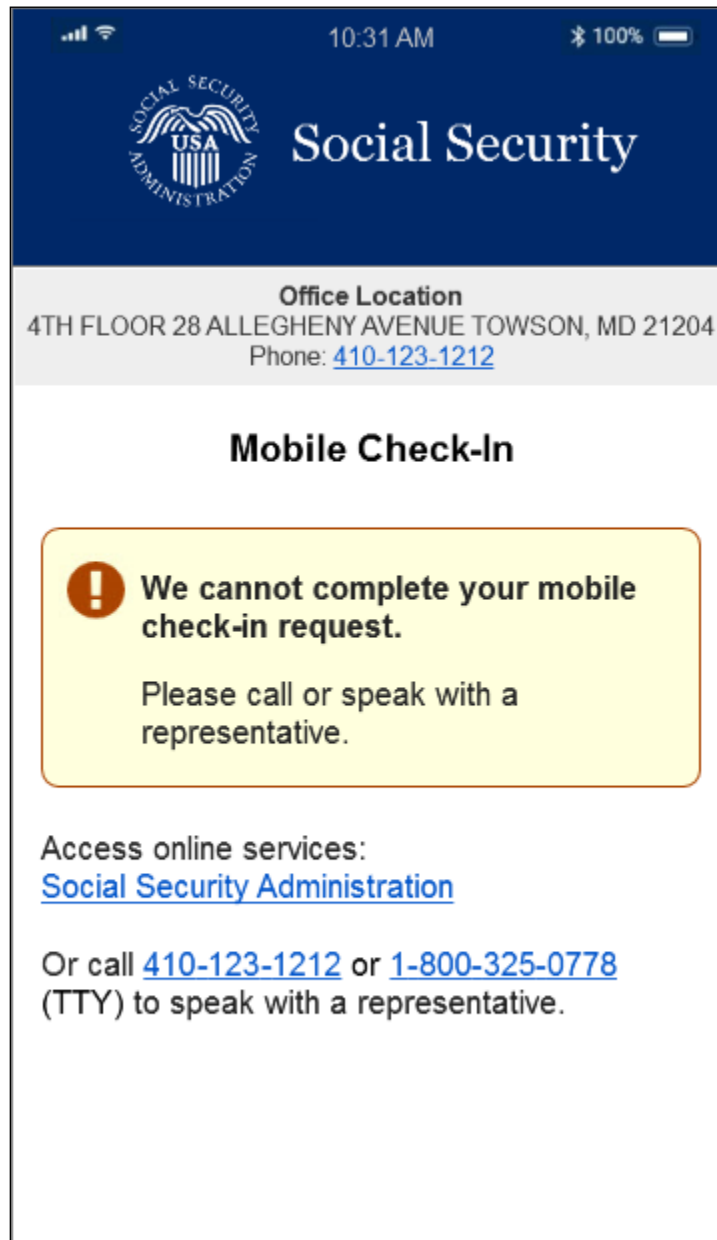
## 20. Check-In Link No Longer Valid - without Office Location



## 21. Already Checked In



## 22. Recaptcha Fail



## 23. System Unavailable Fail.

