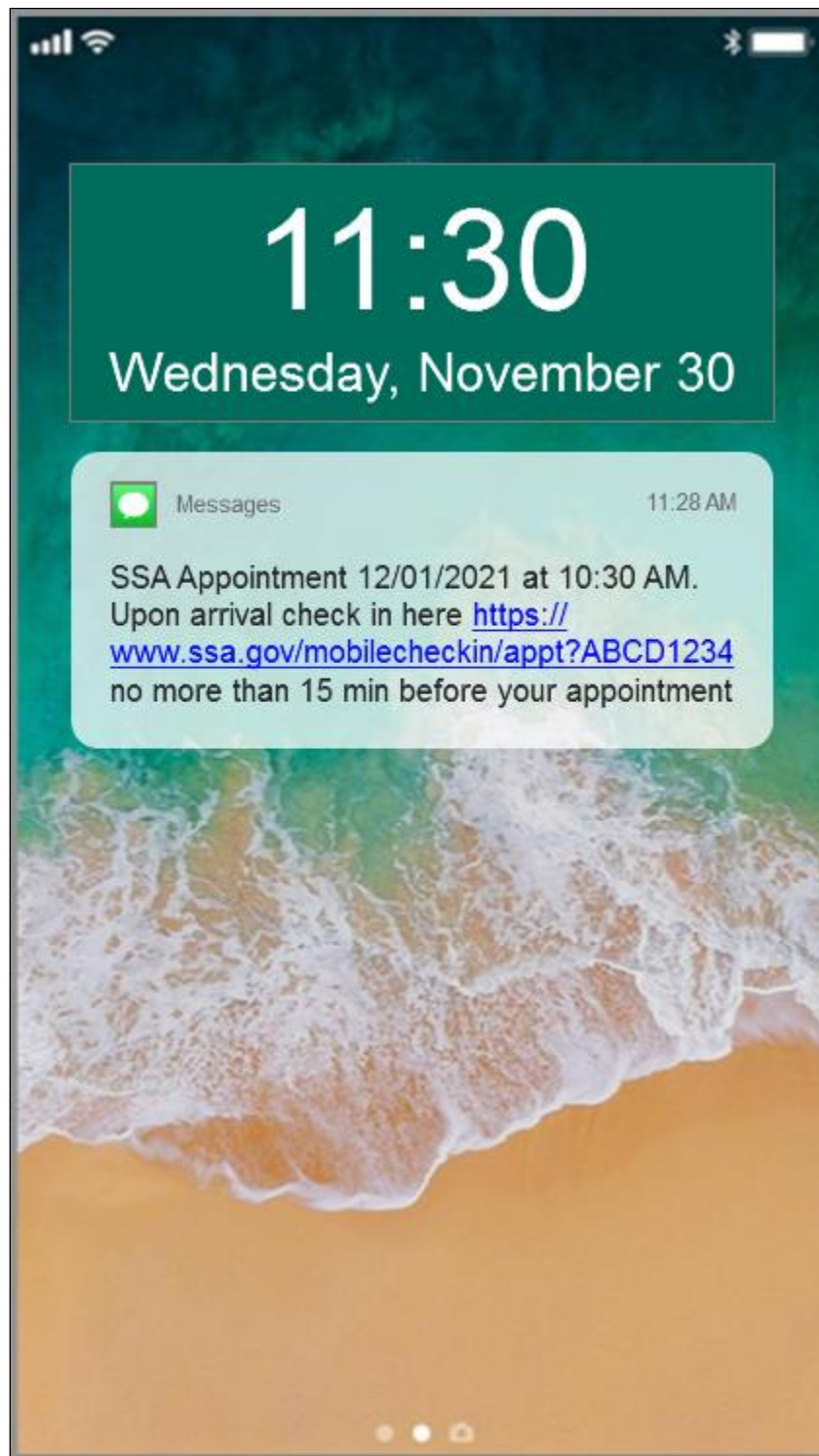


Mobile Check-In App Screens

UXG
2/1/2022

1. Text Confirmation

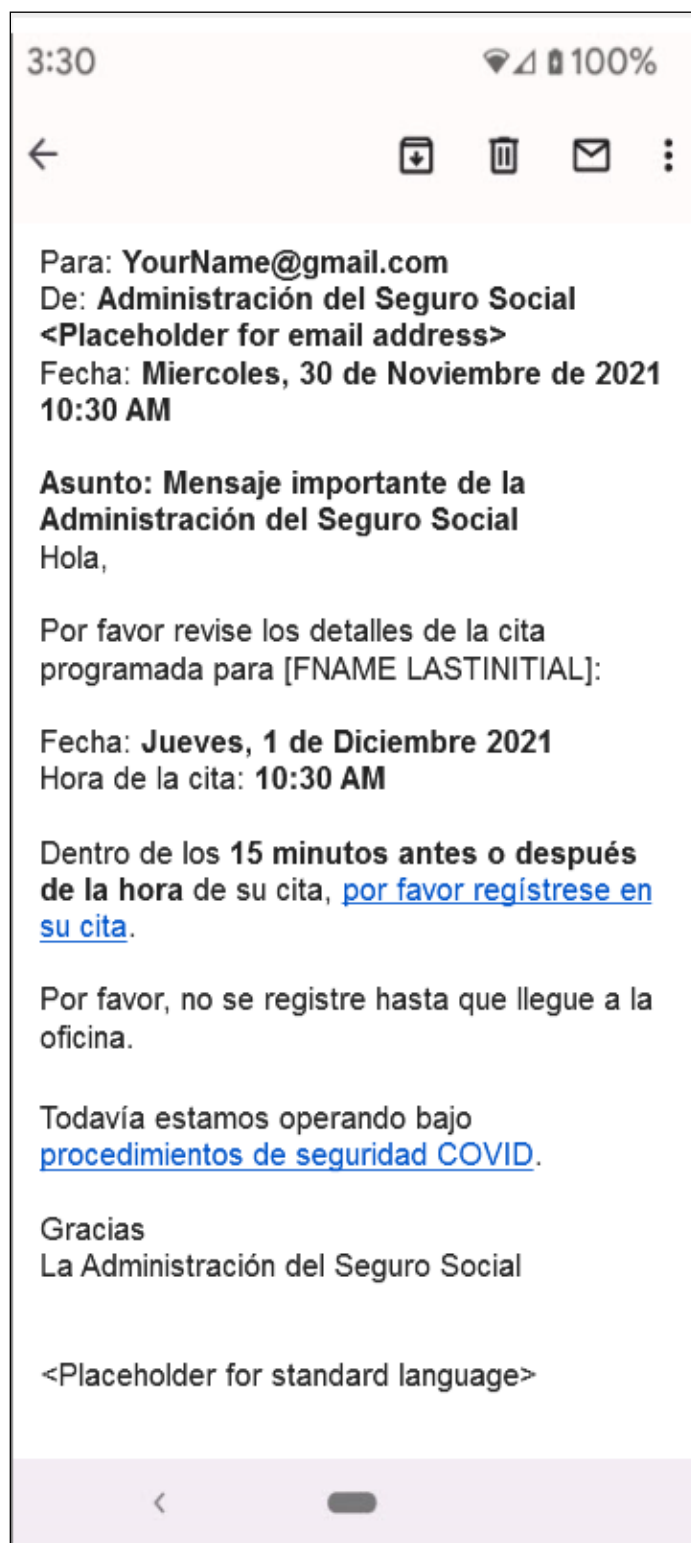


2. Email Confirmation – English




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

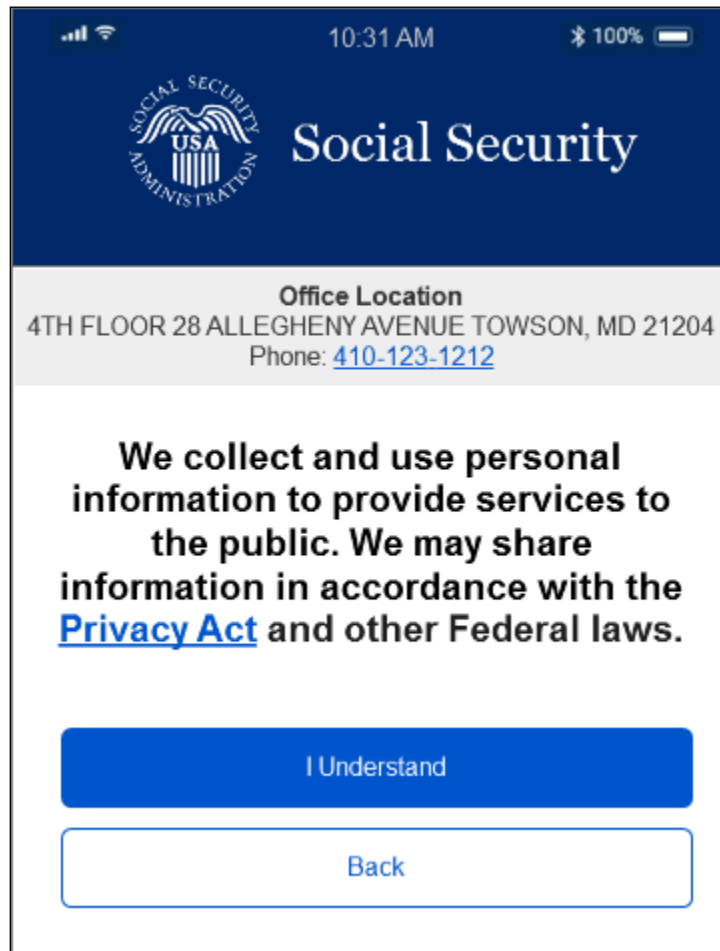
**If these details are not correct, please
contact the office at [410-123-1212](tel:410-123-1212) or
[1-800-325-0778](tel:1-800-325-0778) (TTY).**

[Continue](#)

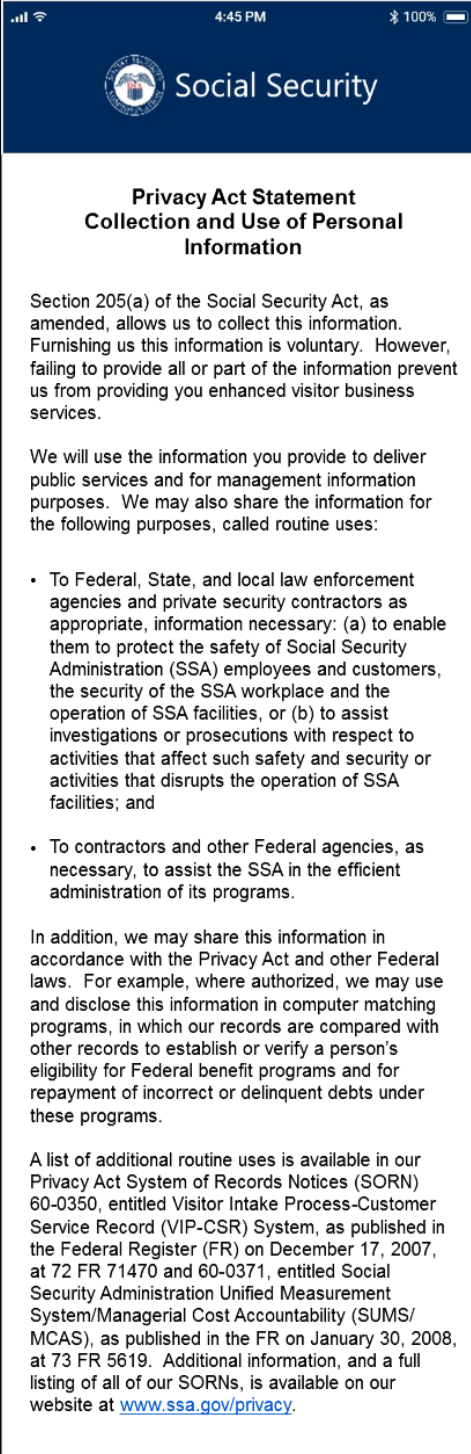
[Prefiero en español](#)

[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.

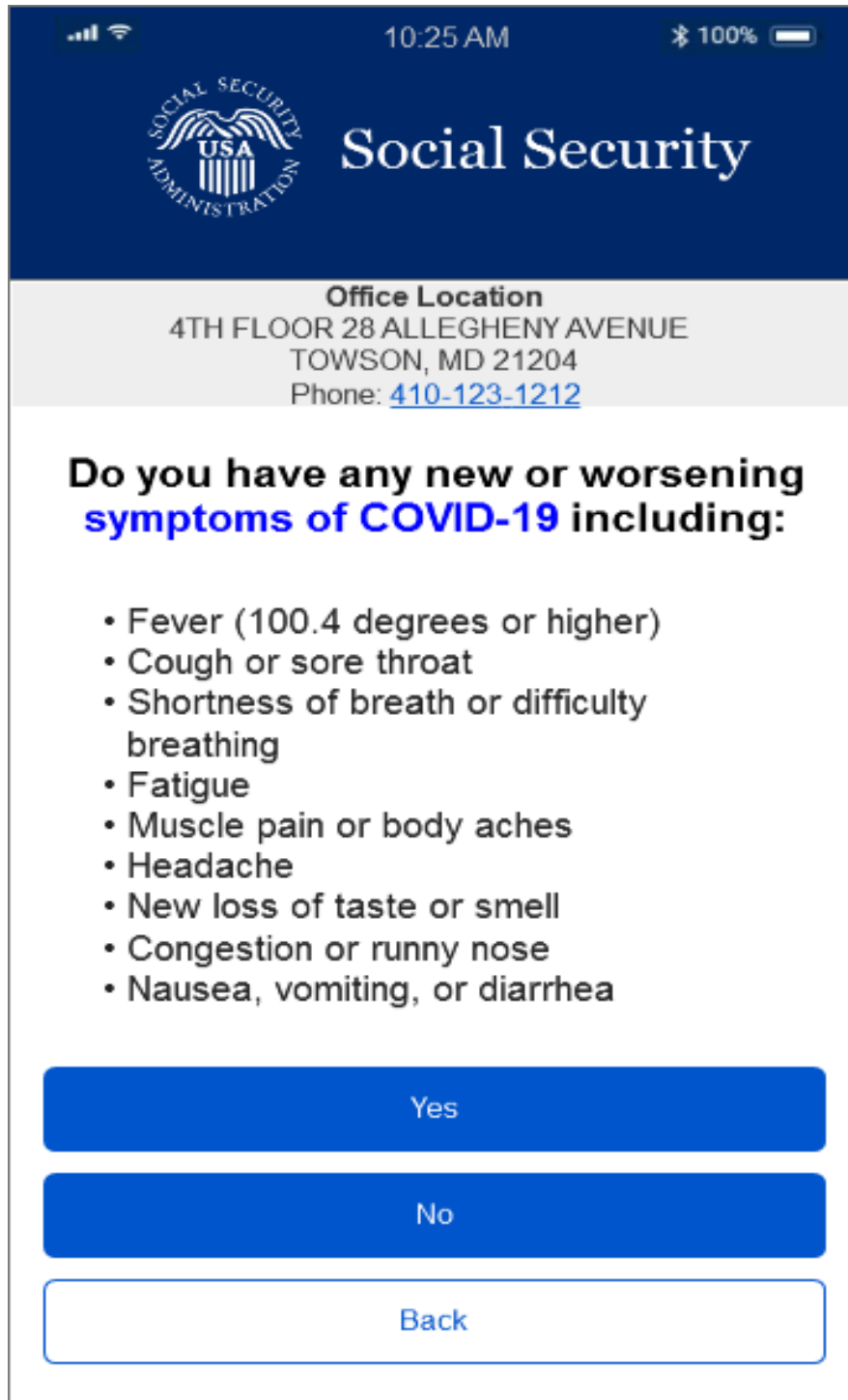
We will use the information you provide to deliver public services and for management information purposes. We may also share the information for the following purposes, called routine uses:

- 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.

7. COVID 1



The screenshot shows a mobile app interface for the Social Security Administration. At the top, there is a dark blue header with the SSA logo on the left and the text "Social Security" on the right. Below the header, a light gray box contains the office location: "Office Location", "4TH FLOOR 28 ALLEGHENY AVENUE", "TOWSON, MD 21204", and "Phone: 410-123-1212". The main content area is white and features a question: "Do you have any new or worsening symptoms of COVID-19 including:". Below the question is a bulleted list of symptoms: "Fever (100.4 degrees or higher)", "Cough or sore throat", "Shortness of breath or difficulty breathing", "Fatigue", "Muscle pain or body aches", "Headache", "New loss of taste or smell", "Congestion or runny nose", and "Nausea, vomiting, or diarrhea". At the bottom, there are three buttons: a solid blue "Yes" button, a solid blue "No" button, and a white "Back" button with a blue border.

10:25 AM 100%

 Social Security

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

Do you have any new or worsening symptoms of COVID-19 including:

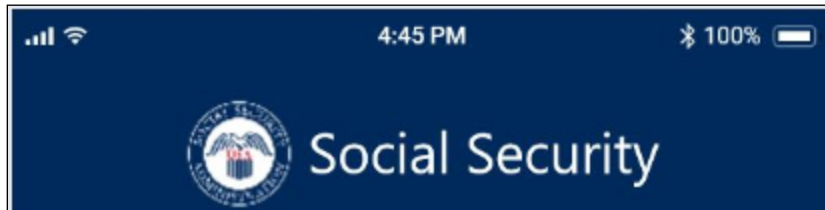
- Fever (100.4 degrees or higher)
- Cough or sore throat
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle pain or body aches
- Headache
- New loss of taste or smell
- Congestion or runny nose
- Nausea, vomiting, or diarrhea

Yes

No

Back

8. COVID 2



We will revise this screen to reflect the below:

Have you:

Within the last 10 days:

- Been diagnosed with COVID-19;
- Received instructions from a public health authority (local health authority, medical professional, etc.) to self-monitor for symptoms of COVID-19 or self-quarantine due to COVID-19;
- Been tested for COVID-19 and are awaiting the results (other than for travel purposes); or
- Been in close physical contact with anyone who was diagnosed with COVID-19 or developed symptoms consistent with COVID-19?

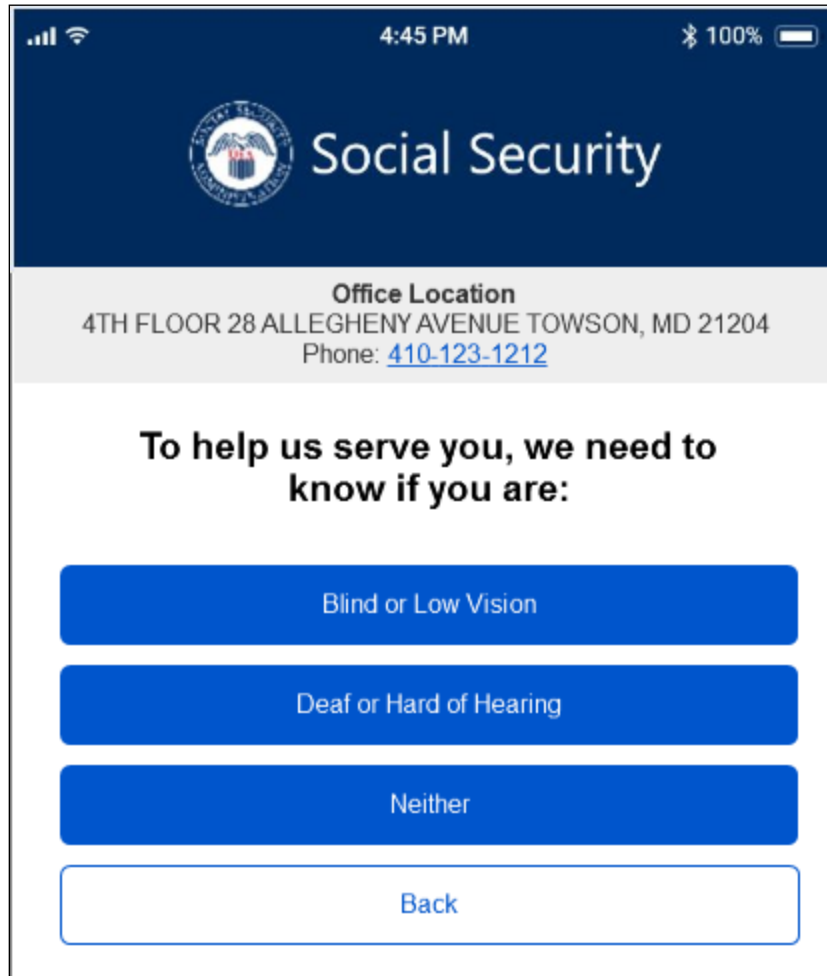
Close physical contact is defined as being within 6 feet of an infected/symptomatic person for a cumulative total of 15 minutes or more over a 24-hour period starting from 48 hours before illness onset (or, for asymptomatic individuals, 48 hours prior to test specimen collection).

Within the last 5 days:

- Traveled outside the country by means other than land travel, such as car, bus, ferry, or train?

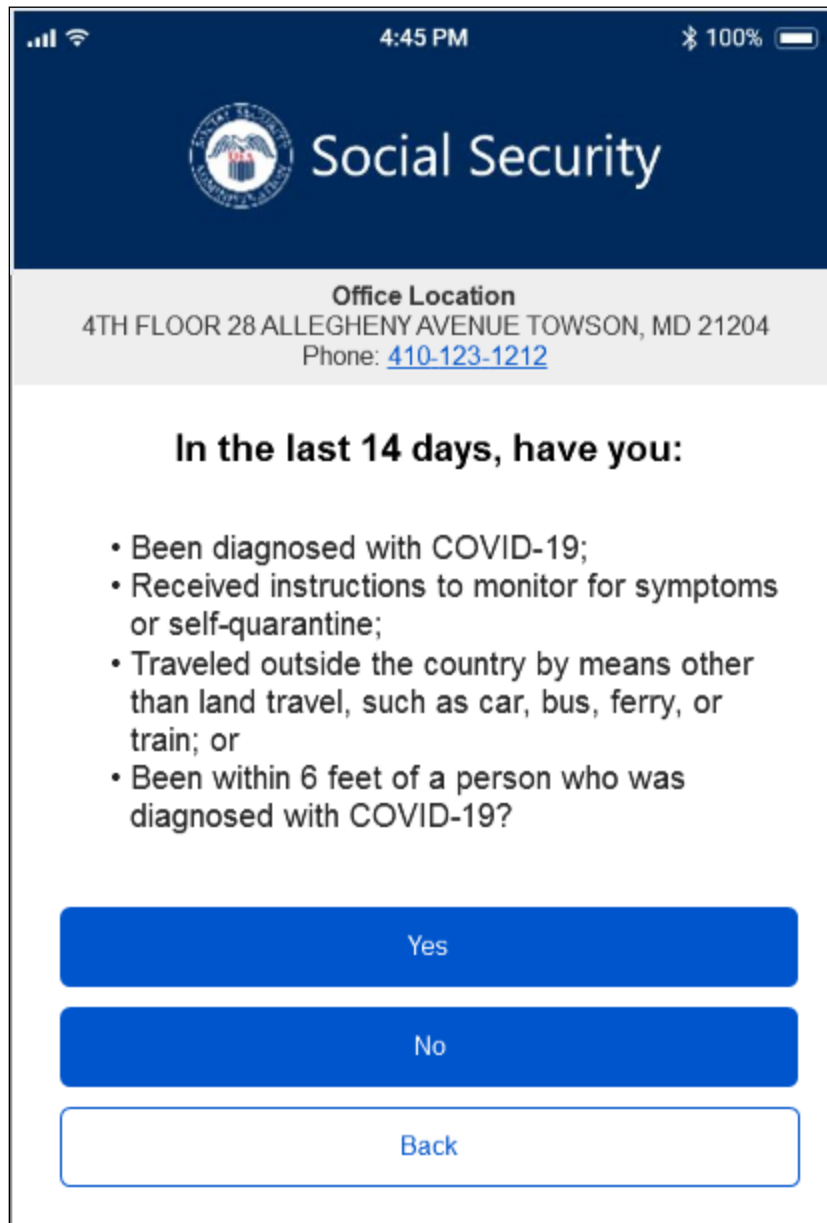
A set of three buttons for user response. The top two buttons are solid blue with white text: "Yes" and "No". The bottom button is white with a blue border and blue text: "Back".

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 box 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%).

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 the question "In the last 14 days, have you:" followed by a bulleted list of COVID-19 related activities. 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:

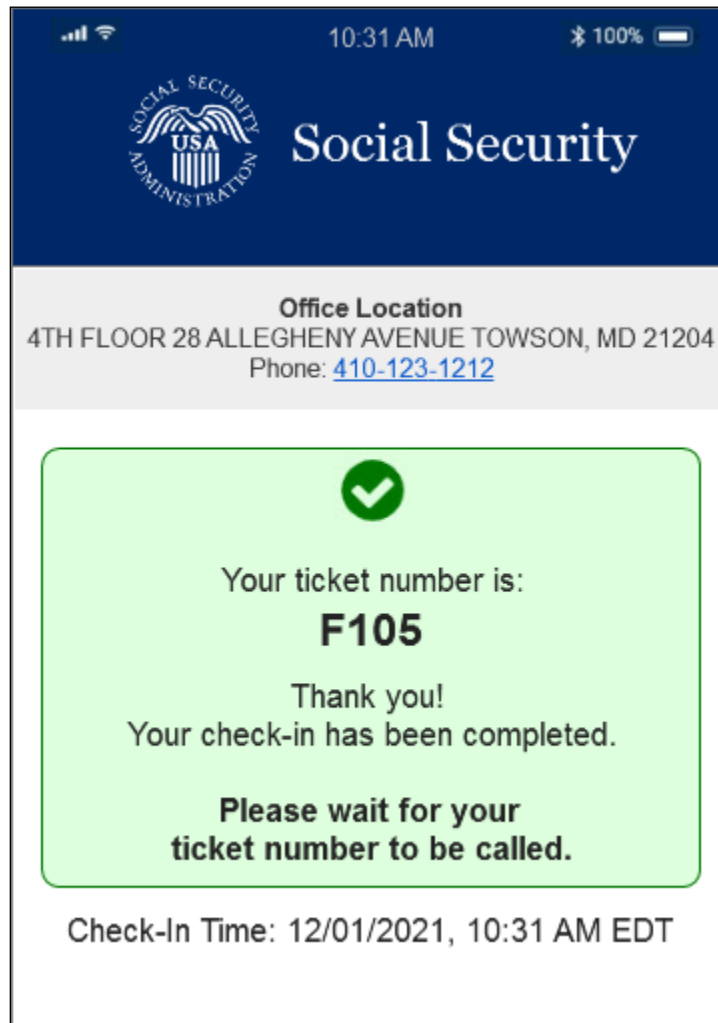
- Been diagnosed with COVID-19;
- Received instructions to monitor for symptoms or self-quarantine;
- Traveled outside the country by means other than land travel, such as car, bus, ferry, or train; or
- Been within 6 feet of a person who was diagnosed with COVID-19?

Yes

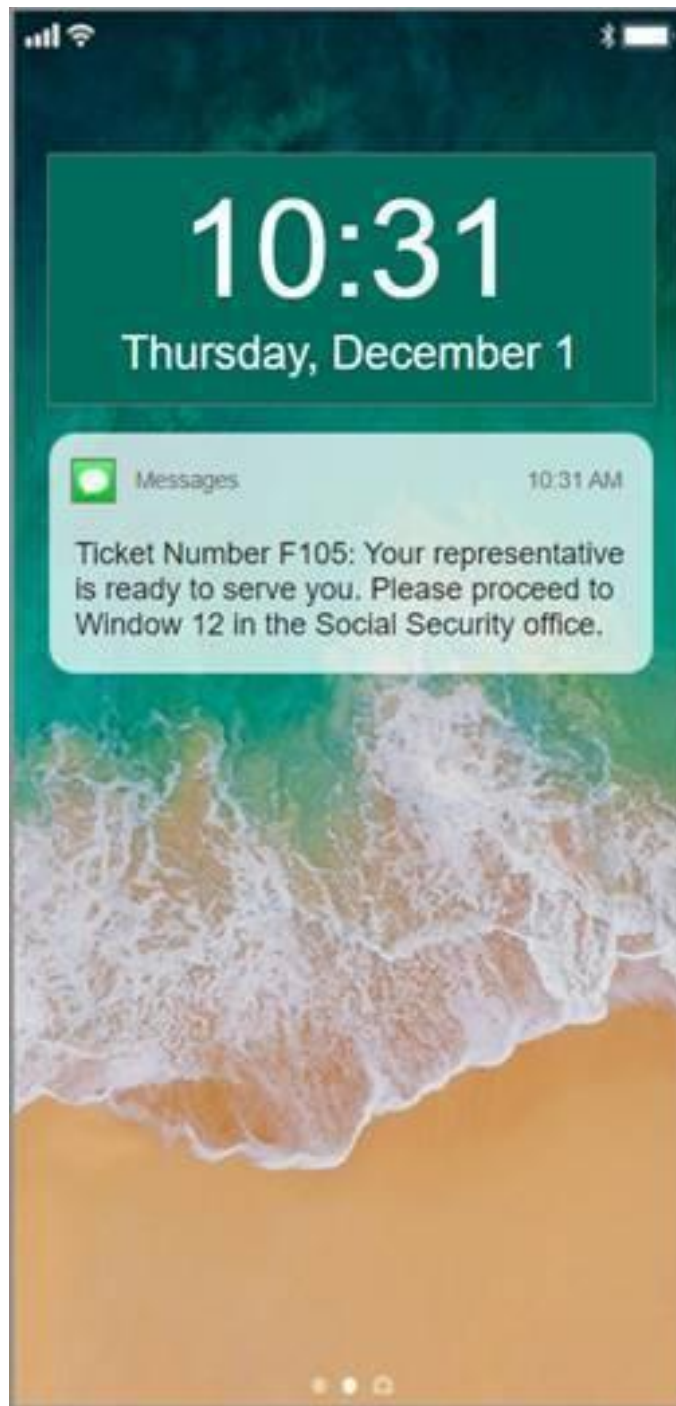
No

Back

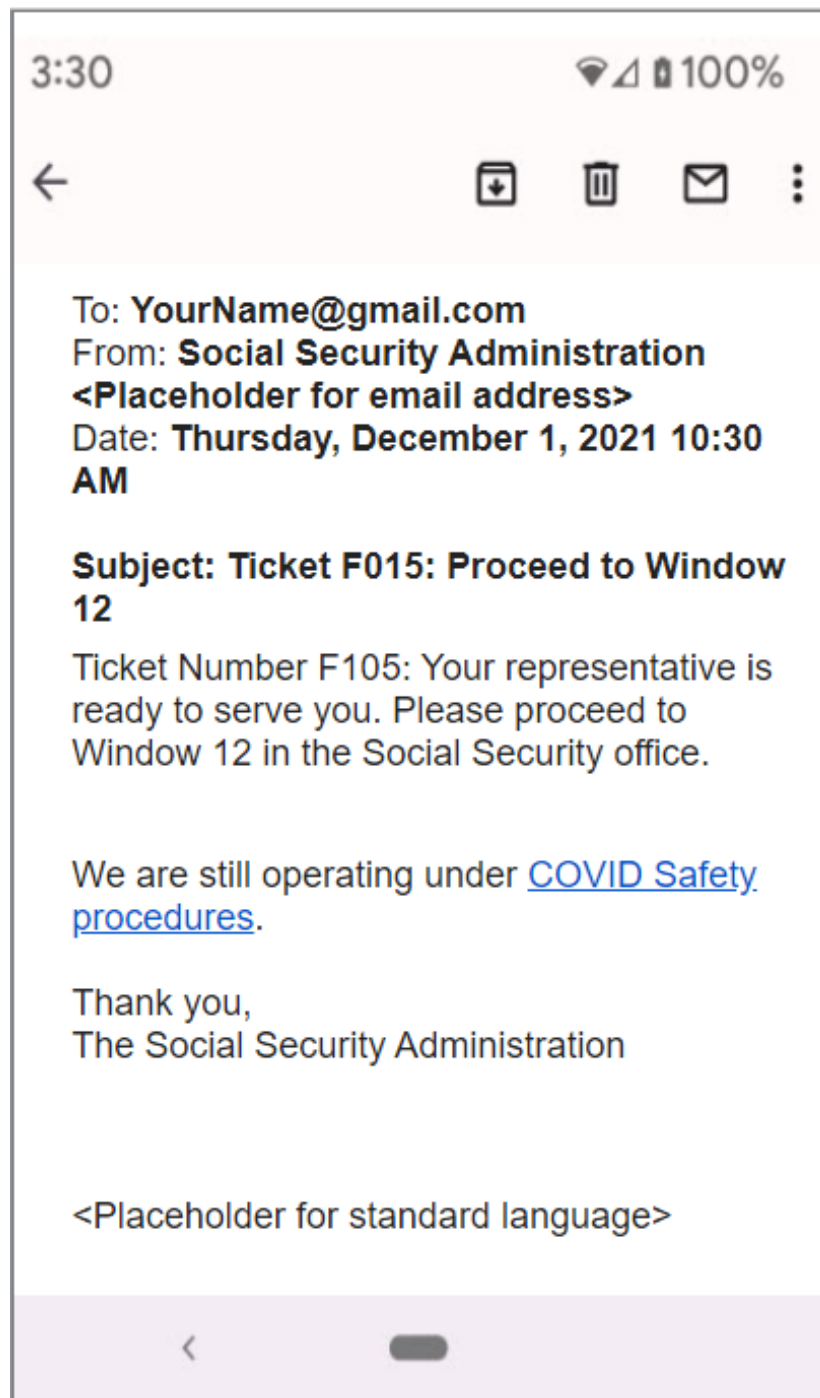
10. Ticket Confirmation



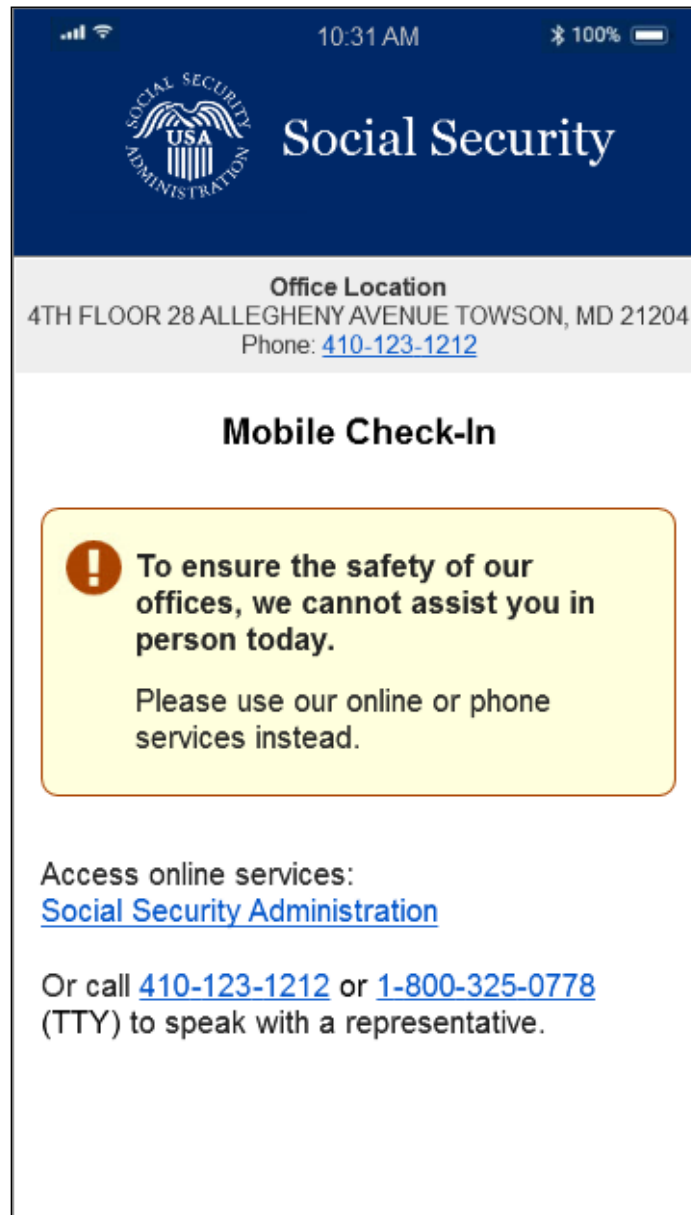
12. Text Summons



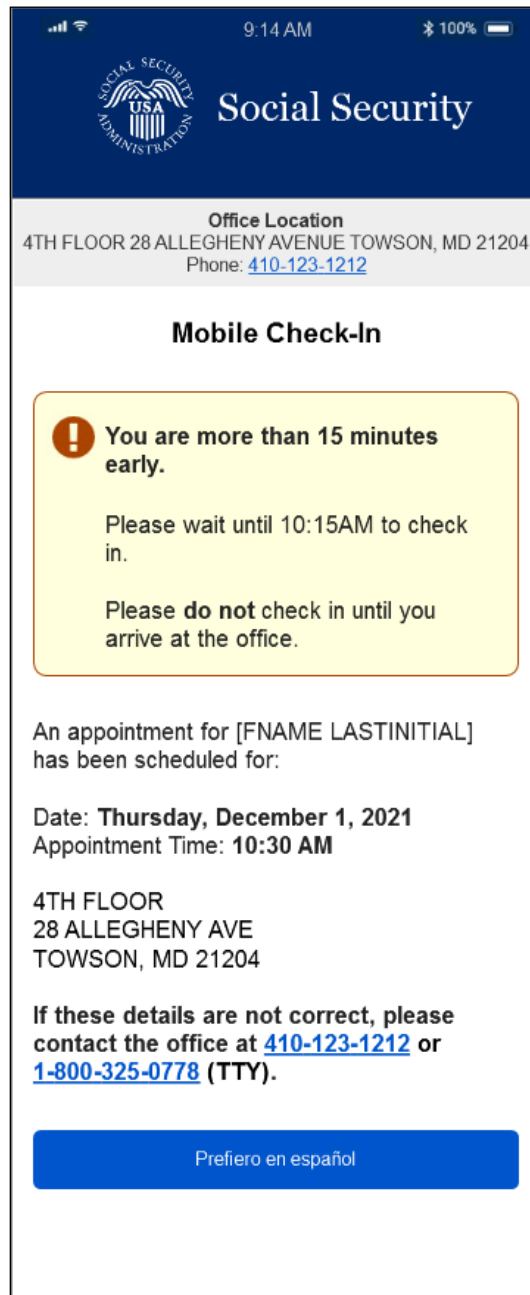
13. Email Summons



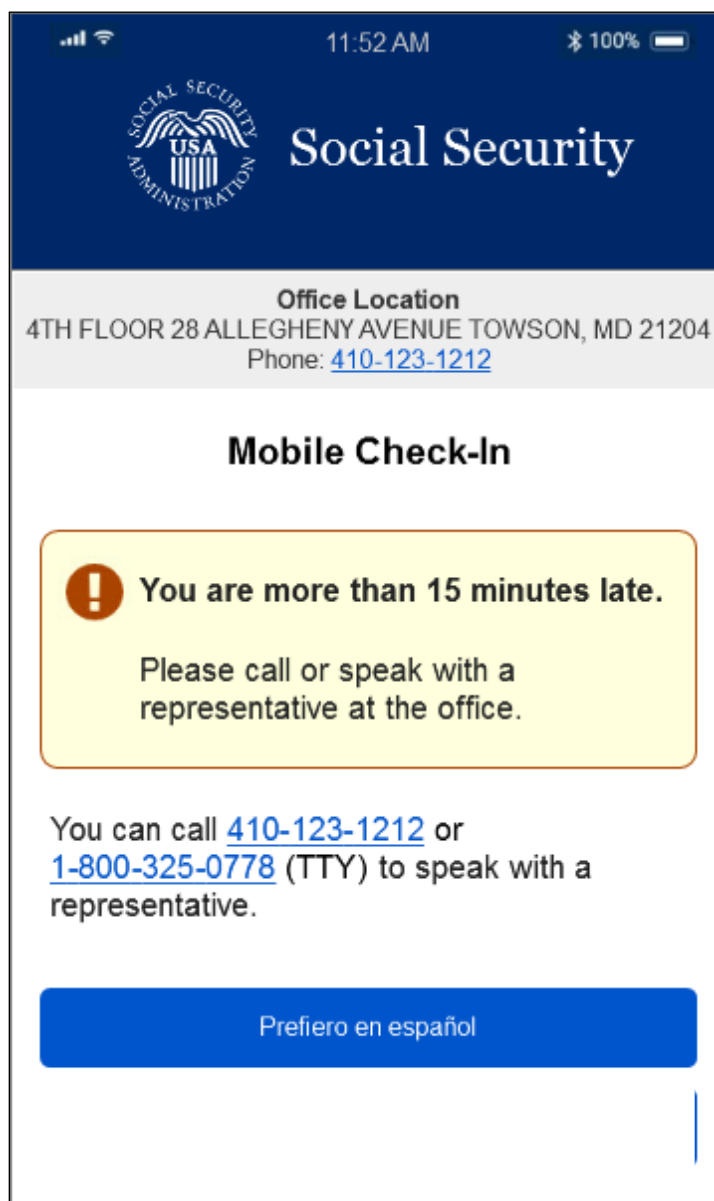
14. COVID Screener Fail



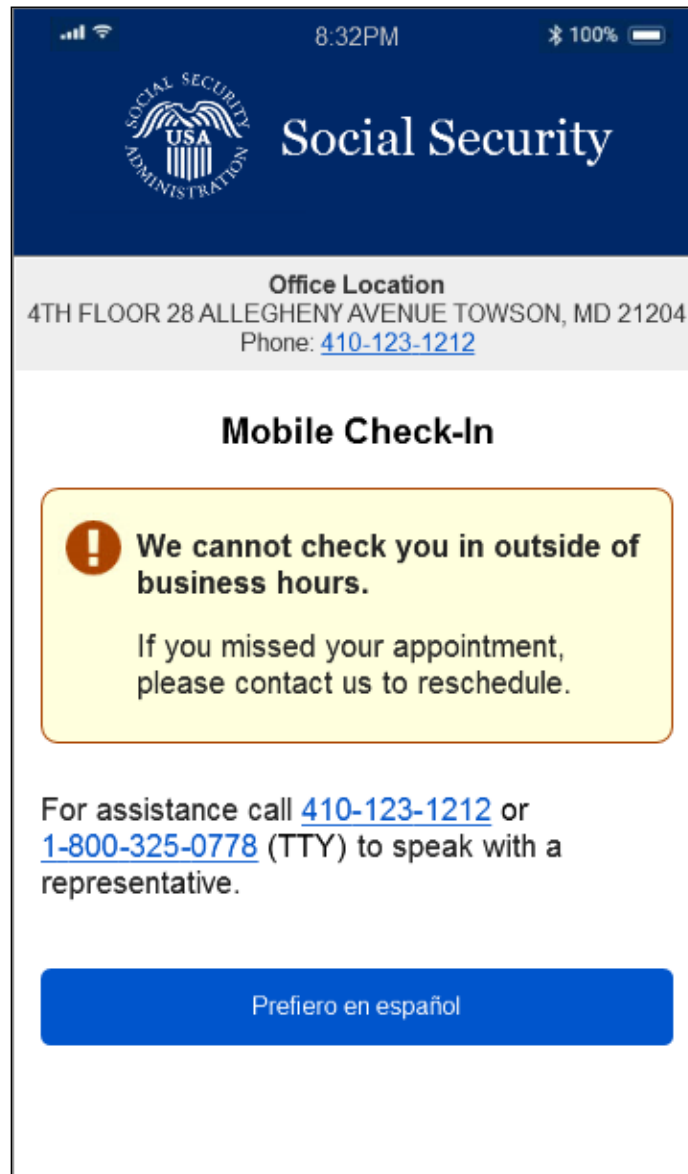
15. More than 15 Minutes Early



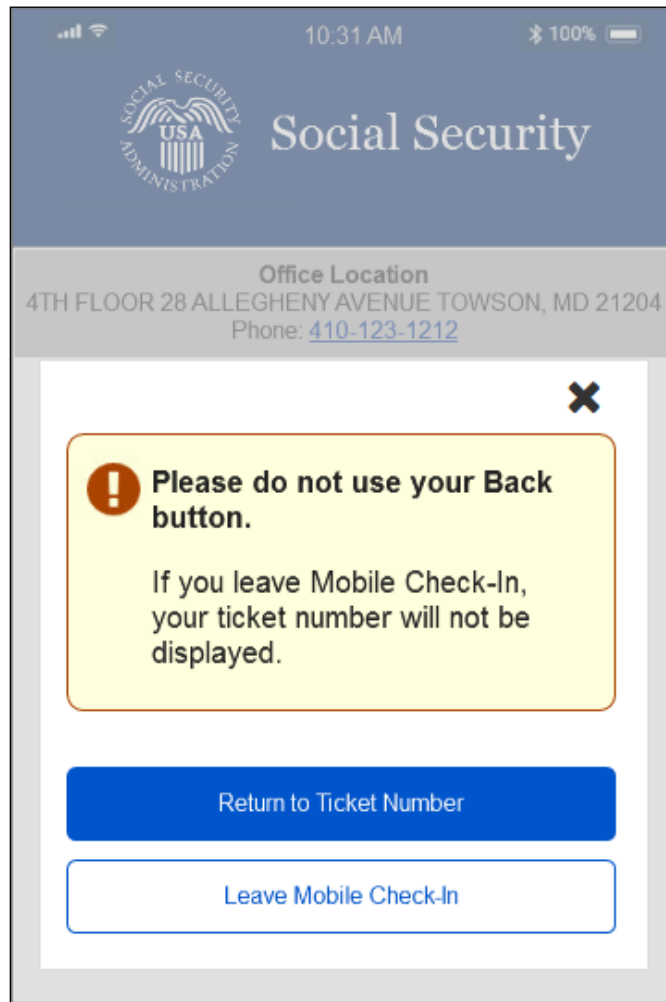
16. More than 15 Minutes Late



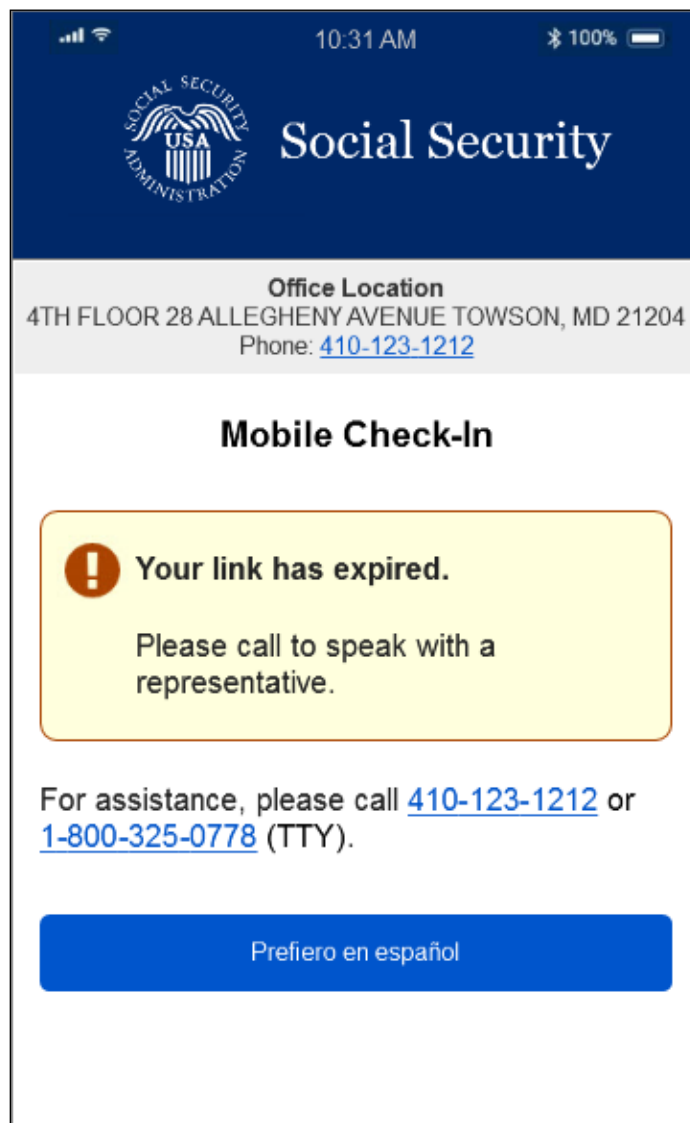
17. Cannot Check-In Before or After Business Hours



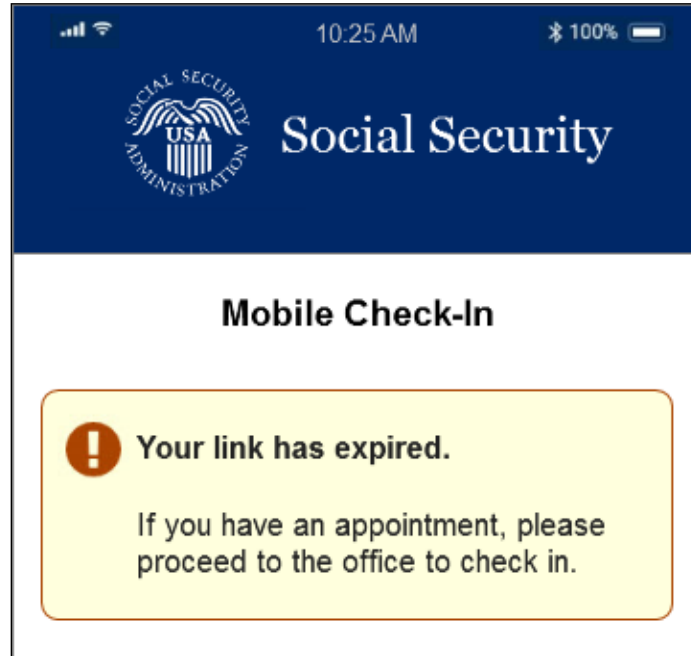
18. Back Button Disabled



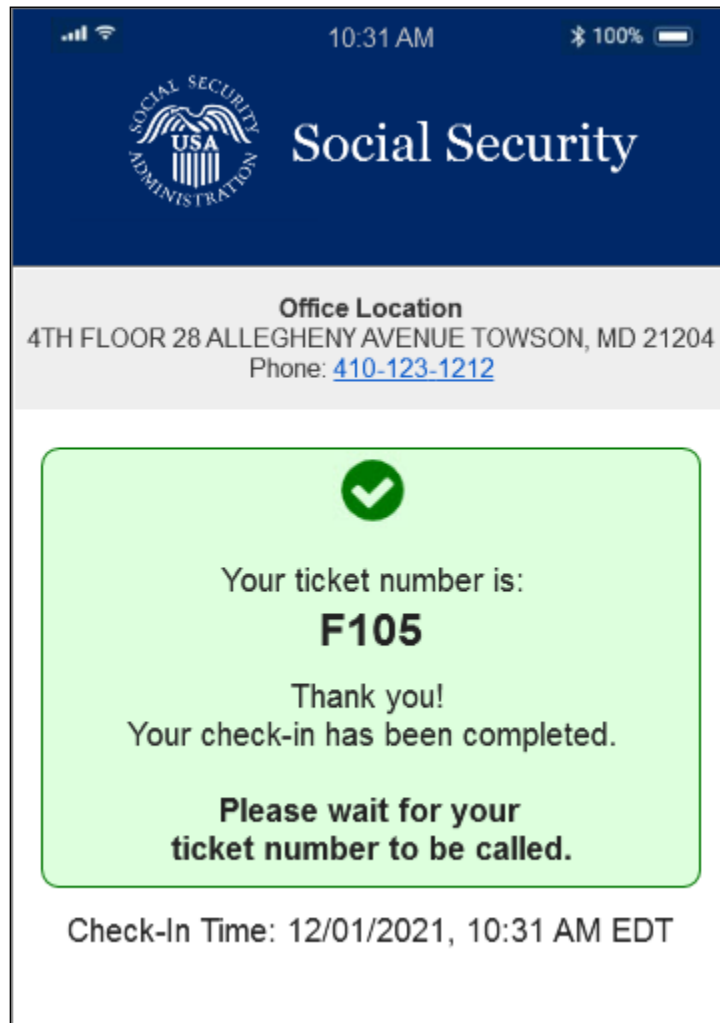
19. Check-In Link No Longer Valid – with Office Location



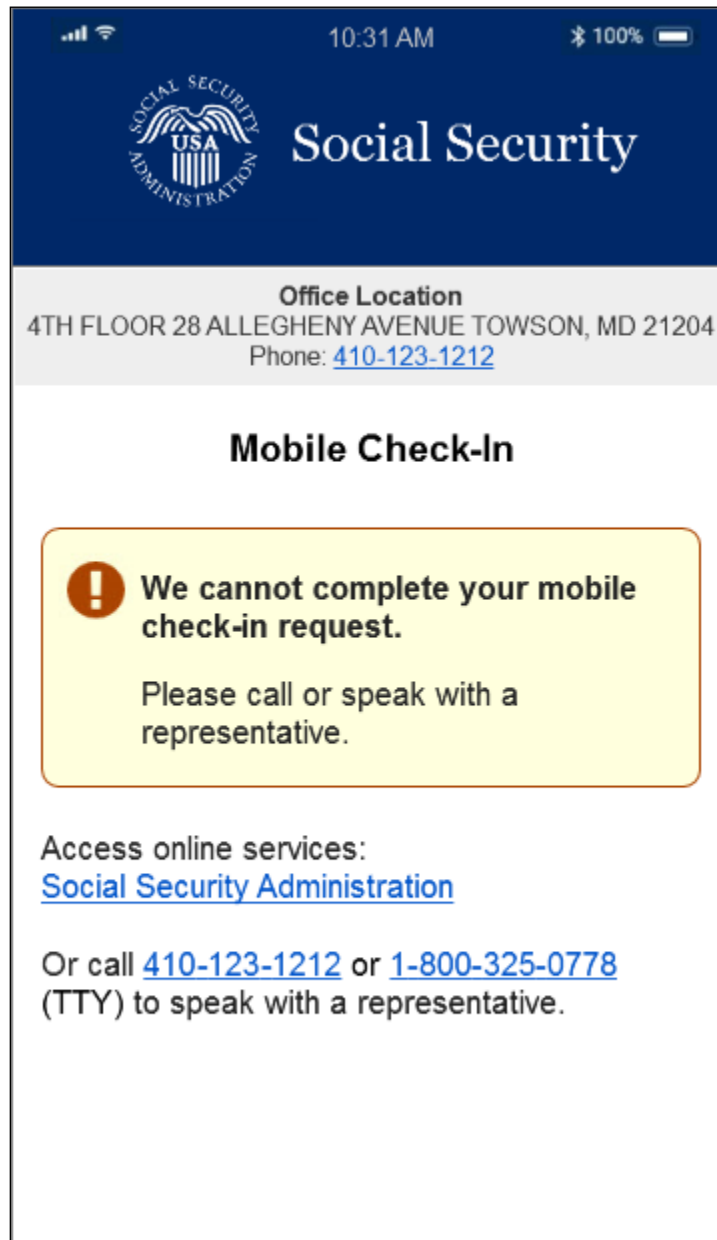
20. Check-In Link No Longer Valid - without Office Location



21. Already Checked In



22. Recaptcha Fail



23. System Unavailable Fail.

