

OMB Change Request

eAccess May 2022 Release


Table of Contents

1. ROME.....	3
1.1 Have Activation Code (HVAC).....	3
1.2 Have Upgrade Code (HVUC)	4
1.3 FAVI_1.....	5
1.4 FAVI_2.....	6
1.5 Optional ID Verification	7
1.6 VYIC	8
1.7 CAVI_HelpLink_Tell Me More	9
1.8 FAVI_RedBall_Edit_Messages.....	10
1.9 Error Screen CNAA Cannot Access Account	11
1.10 ECYR.....	12
1.11 CAVI	13
1.12 CAVI First Name and Last Name Error Messages	14
1.13 CAVI_Error Messages	15
1.14 ROME Sign In.....	16
1.15 Activation Code Expired Error_ERRACOEX	17
1.16 ID.me Redirect Page	18
1.17 MTPTOS_Password_Reset_ToS	19
1.18 CYCPNTOS_Reset Code_TOS.....	20
1.19 CATS_Create an Account _TOS	21
1.21 AES_AddExSec_TOS	22
2.RCS.....	23
2.1 CAVI with Error Message	23
2.2 SACC (Send Account Confirmation Code)	24
2.3 ENMAIL	25
2.4 ENTEXT	26
2.5 ACDC (Activation Code Delivery Choice)	27
2.6 ENROLLC.....	28
2.7 TAFODAC(FODAC)_1.....	29
2.8 TAFODAC(FODAC)_2.....	30

2.9 YWES	31
2.10 TA Mailed Activation Code (TAMAC)_1	32
2.11 TA Mailed Activation Code (TAMAC)_2	33
2.12 Account Management (ACMGMT) In Person – External Partner IAL2	34
2.13 ACMGMT -Reset Button for Hybrid Accounts	35
2.14 SRCHRSLT_1	36
2.15 SRCHRSLT_2	37
2.16 SRCHRSLT_3	38
2.17 SRCHRSLT_4	39
2.18 SRCHRSLT_5	40
2.19 SRCHRSLT_6	41
2.20 SRCHRSLT_7	42
2.21 SRCHRSLT_8	43
2.22 SRCHRSLT_9	44
2.23 SRCHRSLT_10	45

1. ROME

1.1 Have Activation Code (HVAC)

 Social Security

Tell us if you requested an activation code

- This code is different from the security code you just verified.
- Activation codes may be received by text, voice, postal mail, or at an office.

Did you receive an activation code?

This code may begin with an A (Example: A-12345678) or a number (Example: 12345678).


☐ Yes ☐ No

Next

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New Screen for users who may have an Activation Code which can be received by text, voice, postal mail or at an office.

1.2 Have Upgrade Code (HVUC)

 Social Security

Our records show we sent you an activation code

- This code is different from the security code you just verified.
- Activation codes may be received by text, voice, postal mail, or at an office.

Do you want to use your activation code now?

This code may begin with an A (Example: A-12345678) or a number (Example: 12345678).

☐ Yes ☐ No


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New Screen for users who have already requested an Activation Code which may be received by text, voice, postal mail or at an office.

1.3 FAVI_1

 **Social Security**

Please tell us who you are

Social Security Number (SSN)

Example: 000-00-0000

Please enter the account activation code we gave you

Account Activation Code:

Example: A-12345678

Next

I Don't Have an Activation Code


Exit

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- Added the button “I Don’t Have an Activation Code”
- Added the “Example” under the code entry field
- Added a dynamic view without the SSN entry. This view is displayed to the users coming from HUC (see below).
- The Show/ Hide link is replaced with the “eye’ icon for SSN input field-

1.4 FAVI_2

 Social Security

Please enter the account activation code we gave you

Account Activation Code:


Example: A -12345678

[Next](#) [I Don't Have an Activation Code](#) [Exit](#)

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- Added the button “I Don’t Have an Activation Code”
- Added the “Example” under the code entry field

1.5 Optional ID Verification

 Social Security

Optional ID verification

You only need to verify your ID if you need to access the following services:

- Appointed Representative Suite of Services.
- External SSN Verification Services.
- Services for Representative Payees with Multiple Clients.
- Services for Medical and Vocational Experts (ERE Experts).

Do you need to verify your ID to get any of these services?

Most of our online services do not require this step.

☐ Yes ☐ No


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Design updated information on services offered upon ID verification

1.6 VYIC



Social Security

Please choose how to verify your ID

Please choose one of the following:

☐ **Take Photos of your ID with a Smartphone**

- Like depositing a check online.
- No uploading or emailing is needed.
- Photos are captured automatically.

☐ **Input your ID & Financial Information**

You'll need **one** of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover;
- Social Security benefits amount;
- W-2 tax form; or
- 1040 Schedule SE tax form.

▶ Feedback

Don't have a valid ID? [Answer credit history questions instead.](#)

▼ [How does this help Social Security verify my identity?](#)

Next

Skip this step

Exit

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- Added a "Skip this step" button
- Removed "No Thanks" radio button

1.7 CAVI_HelpLink_Tell Me More

The screenshot shows a registration form with the following fields and sections:

- Date of Birth:** Month, Day, Year dropdowns.
- Home Address:** Street Address, City/Town, State/Territory (dropdown), ZIP Code.
- Phone Number:** 10-digit Number.
- Buttons:** Next, Exit.

A light box is overlaid on the form with the following text:


Why do we ask for your phone number? ✕


We use the phone number to verify your identity. Please note this number may be used for sending you an activation code.

Information you provide here will not update any

Updated the language on the light box on CAVI page (“Tell me more” link)

1.8 FAVI_RedBall_Edit_Messages


 Social Security

 Please correct the following information:

- Error: Account Activation Code
- Error: Social Security Number (SSN)

Please tell us who you are


Social Security Number (SSN):

 Enter a Social Security Number consisting of 9 numbers with or without dashes

Example: 000-00-0000

Please enter the account activation code we gave you

Account Activation Code:

 Enter an activation code

Example: A-12345678

Next

I Don't Have an Activation Code

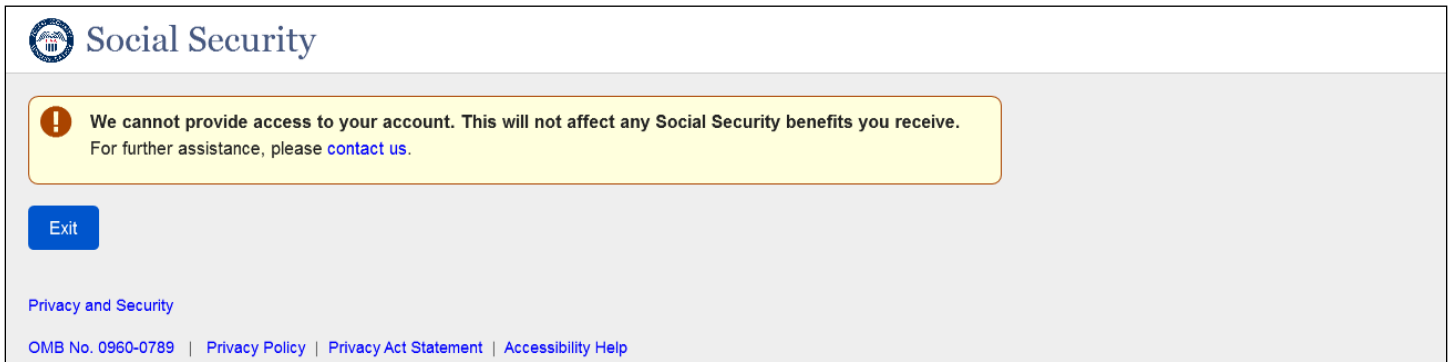
Exit

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Red ball Edit messages for SSN and Activation code fields.

1.9 Error Screen CNAA Cannot Access Account



Error page is displayed in the Finish Setup path instead of Have Upgrade Code page if the user fails checks.

1.10 ECYR



Social Security

i We sent a text message to (111) 111 - 1111.
Please allow up to 2 minutes for the activation code to arrive.
The activation code will expire after 10 minutes from the time of your request.

Please enter your activation code

▼ Having trouble?

Enter the activation code you just received.

Example: A -12345678

▶ Feedback


Submit Activation Code Previous Exit


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Added support text with the code example under the Activation Code input field.

1.11 CAVI

**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)

- 

Example: 000-00-0000

Date of Brith

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](#)


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- The “Eye” icon is removed from SSN field.
- “Show/Hide” link is added.

1.12 CAVI First Name and Last Name Error Messages

 Social Security


 Please correct the following information:


Error: First Name

Error: Last Name

Please tell us who you are

Your Name
As shown on your Social Security card.

 First Name is required

 Last Name is required

First

M.I.

Last

Suffix

Social Security Number (SSN)

-

-

SHOW

Example: 000-00-0000

Feedback

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

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Red Ball Edit Messages for First and Last Name fields when left empty.

1.13 CAVI_Error Messages




Social Security


Please correct the following information:

- Error: First Name
- Error: Last Name
- Error: Street Address
- Error: Apartment, Suite, Building

Please tell us who you are

Your Name
As shown on your Social Security card.

 **First Name can only contain letters, accented letters, spaces, hyphens, apostrophes, and periods**
 **Last Name can only contain letters, accented letters, spaces, hyphens, apostrophes, and periods**



First M.I. Last Suffix

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

[Feedback](#)

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 can only contain letters, numbers, spaces, hyphens, apostrophes, periods, a forward slash "/", and a number sign "#"**
 **Apartment, Suite, Building can only contain letters, numbers, spaces, hyphens, apostrophes, periods, a forward slash "/", and a number sign "#"**

Street Address Apartment, Suite, Building, Etc.

City/Town State/Territory ZIP Code


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

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

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- Summary Message Container Language reference aligned with labels for fields Street Address and Apartment, Suite, Building.
- Red Ball Edit Message updated for fields Street Address and Apartment, Suite, Building.

1.14 ROME Sign In

 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 !\[\]\(76797197189e9ae8ef1a654352b4eac4_img.jpg\) LOGIN.GOV](#)

[Sign in with !\[\]\(73db7566b2c84a73d9014101bf098e56_img.jpg\) 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.


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Removed the period after “Learn More” link. No other changes.

1.15 Activation Code Expired Error_ERRACOEX

 Social Security

 **The Activation Code you are attempting to use is expired.**
Please select the 'NEXT' button below to request a new activation code.

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When the user selects "NEXT" they are redirected to the "Terms Of Service" page to go through the process again to obtain a new activation code.

1.16 ID.me Redirect Page

You are leaving Social Security's website

If you select the "OK" button, we will redirect you to ID.me's website.

ID.me is not a government entity but is federally certified to provide secure digital identity verification to government agencies.


ID.me is not under our control and may not follow SSA's privacy, security, or accessibility policies located on SSA's official website at <https://www.ssa.gov/privacy>.

ID.me's identity verification process may include facial recognition to match your face to the photo on your identity document. Collection and storage of personal and biometric information that you provide ID.me is subject to ID.me's policies that include its [terms of service](https://www.id.me/terms), [privacy policy](https://www.id.me/privacy), and [biometric privacy policy](https://www.id.me/biometric).

If you do not wish to agree to these terms, please select the "Cancel" button and choose a different registration option.


- The language is updated in the interim page before the user gets redirected to ID.me website.
- The links in the order of appearance:
 - <https://www.ssa.gov/privacy/>
 - <https://www.id.me/terms>
 - <https://www.id.me/privacy>
 - <https://www.id.me/biometric>

1.17 MTPTOS_Password_Reset_ToS

 Social Security

Can't remember your password reset answers?

If you can't remember your password or answers to your password reset questions, we will send a letter with a temporary password.

 You will not be able to sign in to your **my Social Security** account until you receive your temporary password.

You will need to:

- enter a mailing address for your temporary password letter, and
- wait 5 to 10 business days for your letter to arrive in the mail to complete the process.

Terms of Service

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. 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 and/or wireless carrier to help verify your identity. As a result of using information from your credit report, 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.

You understand that by checking "I agree to the Terms of Services", you are providing 'written instructions' to SSA under the Fair Credit Reporting Act authorizing SSA to obtain information from your personal credit profile or other information from Experian. You authorize SSA to obtain such information solely to provide you access to personally identifiable information and prevent fraudulent transactions.

SSA may need to verify mobile phone data through an external service provided by Boku, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to SSA or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our [Privacy Policy](#) for how we treat your data.

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

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Updated language for ToS for "What will we do with your information?"

1.18 CYCPNTOS_Reset Code_TOS

 Social Security

Need to reset where you get security codes?

If you need to reset where you received security codes, we will send a letter with a reset code and instructions.

 You will not be able to sign in to your **my Social Security** account until you receive your reset code.

You will need to:

- enter a mailing address for your temporary password letter, and
- wait 5 to 10 business days for your letter to arrive in the mail to complete the process.

Terms of Service

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. 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 and/or wireless carrier to help verify your identity. As a result of using information from your credit report, 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.

You understand that by checking "I agree to the Terms of Services", you are providing "written instructions" to SSA under the Fair Credit Reporting Act authorizing SSA to obtain information from your personal credit profile or other information from Experian. You authorize SSA to obtain such information solely to provide you access to personally identifiable information and prevent fraudulent transactions.

SSA may need to verify mobile phone data through an external service provided by Boku, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to SSA or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our [Privacy Policy](#) for how we treat your data.

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

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Updated language for ToS for "What will we do with your information?"

1.19 CATS_Create an Account _TOS

 Social Security

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. 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 and/or wireless carrier to help verify your identity. As a result of using information from your credit report, 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.

You understand that by checking "I agree to the Terms of Services", you are providing "written instructions" to SSA under the Fair Credit Reporting Act authorizing SSA to obtain information from your personal credit profile or other information from Experian. You authorize SSA to obtain such information solely to provide you access to personally identifiable information and prevent fraudulent transactions.

SSA may need to verify mobile phone data through an external service provided by Boku, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to SSA or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our [Privacy Policy](#) for how we treat your data.

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.


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Updated language for ToS for "What will we do with your information?"

1.21 AES_AddExSec_TOS

John Public [Sign Out](#)

My Home [Message Center](#) [Security Settings](#)

What is extra security?

What is extra security?

Extra security is an added layer of protection for your account. If you would like to add extra security, you must answer a financial verification question. Adding extra security does not change the way that you sign in to your account. You must still sign in with your username, password, and a unique security code we will provide each time you sign in.

[Show me how this works.](#)

If the following statements are true for you, then extra security is an option for you:

- I am comfortable answering an identity verification question online.
- I am comfortable answering a financial verification question online.

To enable this feature, you will need to:

- answer a financial question
- provide one additional item of information that we can verify, and
- wait 5 to 10 business days for your upgrade letter to arrive in the mail to complete the process.

Terms of Service

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. 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 and/or wireless carrier to help verify your identity. As a result of using information from your credit report, 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.

You understand that by checking "I agree to the Terms of Services", you are providing 'written instructions' to SSA under the Fair Credit Reporting Act authorizing SSA to obtain information from your personal credit profile or other information from Experian. You authorize SSA to obtain such information solely to provide you access to personally identifiable information and prevent fraudulent transactions.

SSA may need to verify mobile phone data through an external service provided by Boku, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to SSA or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our [Privacy Policy](#) for how we treat your data.

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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](#)

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Updated language for ToS for "What will we do with your information?"

2.RCS

2.1 CAVI with 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

ALEX Q. PUBLIC

SSN: 900-00-0000

DOB: 01/01/1970

OMB No. 0960-0789

Paperwork Reduction Act

RCS

CAVI

We were unable to verify the information below.

Please confirm that the information is correct. Update the information if needed and try again. If we cannot verify the customer's information after this attempt, we will provide an activation code for a standard account.

About the Applicant

Proof of Identity (must be current):

☐ State Driver's License or identity card

☐ U.S. passport or passport card

☐ U.S. military identification card

☐ U.S. government employee identification card

Home Address:

Street Line 1:

Street Line 2:

City/Town:

State/Territory:

ZIP Code:

Does this address appear on the identity document shown above?

☐ Yes ☐ No

Primary Phone:

10-digit Number

E-mail Address:

Applicant must:

- Have a valid email address.
- Have a U.S. mailing address.
- Be at least 18 years of age.

Next

Cancel

CAVI page with new error message displayed to indicate if we are unable to verify the customer's PII. The technician, in this case, will have one more attempt to correct the information entered and resubmit. The process will advance regardless of if the information verifies or not on this attempt.

Page 23

2.2 SACC (Send Account Confirmation Code)

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: 900-00-0000

DOB: 01/01/1970

Help

RCS

Help

SACC

Please use [eMailer](#) to send the [Privacy Act](#) or read aloud.

Collect Contact Information

Please read the following to the customer:

In order to verify your identity, we will need to send a confirmation code via a text message or a letter.

A letter will take 15-20 business days to arrive.

How would you like to receive your confirmation code?

☐ Text Message

☐ Mailing Address

Enter Mailing Address (Required)

Mailing Address

Street Line 1:

Street Line 2:

City/Town

State/Territory

ZIP Code:

Updated with removal of email address as an option to receive the confirmation code.

2.3 ENMAIL

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: 987-65-4321

DOB: 01/01/1970

Help

RCS

Help

ENMAIL

We cannot verify the customer's address and phone number.

Standard Account

“

Please read the following to the customer:

You are verified for a standard account. We will send an activation code in a mailed letter to you at the following address:

123 Sampler Place
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.

[Print the receipt.](#)

Done

- Updated Banner message for customer receiving an Activation Code for standard account by mail with unverified physical and digital address.
- Added link for “Print the letter”
- Removed Button “Reprint”

2.4 ENTEXT

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: 987-65-4321 DOB: 01/01/1970

RCS

Help ENTEXT

We cannot verify the customer's address and/or phone number.

Standard Account

“ Please read the following to the customer:

You are verified for a standard account. We will send a text message with an activation code to you at:

[Mobile Phone Number]

This code will expire in 3 days. Please visit www.socialsecurity.gov/setup. Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.

[Print the receipt.](#)

Done

New Screen added for in person process for activation code to be texted to customer for standard account.

2.5 ACDC (Activation Code Delivery Choice)

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: 987-65-4321 DOB: 01/01/1970

RCS Help ACDC

Choose How to Deliver Code

“ Please read the following to the customer:

*In order to verify your identity, you will need to use an activation code.
We can print it for you or send it in a text message. Standard messaging rates may apply.*

How would you like to receive your activation code?

☐ Text Message
☐ Print Out

Send Code

Cancel

Added new screen presenting an option to Text or Hand code. Button labeled “**Send Code**” to make it consistent with TASAC.

2.6 ENROLLC

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

RCS ENROLLC

Help

Activation Code Letter

Please use the link below to print the confirmation letter. Give the letter to the customer and read the following:

Follow the steps and use the code in this letter to finish setting up your account online .

Please do this before the date shown in the letter.

[Print the letter.](#)

Done

- The button “Reprint” is replaced with the “Print” link.
- The success notice is removed.
- Change of language on the container.

2.7 TAFODAC(FODAC)_1

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: 987-65-4321 DOB: 01/01/1970

RCS

Help TAFODAC

Customer's phone number has been verified.

Finish Set Up Online

Please read the following to the customer:

We sent a text message with an activation code to you at:
[Mobile Phone Number]
This code will expire in 3 days. Please visit www.socialsecurity.gov/setup. Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.

Done Previous

- The language updated in the last paragraph.
- This version of TAFODAC appears when the code has already been sent to the customer's cell phone.

2.8 TAFODAC(FODAC)_2

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: 987-65-4321 DOB: 01/01/1970

RCS

Help TAFODAC

✓ Customer's phone number has been verified.

Finish Set Up Online

“ Please read the following to the customer:

We sent a text message with an activation code to you at:

[Mobile Phone Number]

This code will expire in 3 days. Please visit www.socialsecurity.gov/setup. Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.

Done

- The language updated in the last paragraph.
- This version of TAFODAC appears when only the customer's digital address passes.

2.9 YWES

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: 987-65-4321 DOB: 01/01/1970 Username: N/A (External)

Help

RCS Help YWES

✔ Customer's home address has been verified.

Standard Account

“ Please read the following to the customer:

You are verified for a Standard Account which will give you access to most online services. We can verify you for an Advanced Account if you need access to any of the following services:

- Appointed Representative Suite of Services
- External SSN Verification Services
- Representative Payees with Multiple Clients
- Medical and Vocational Experts (ERE Experts)

If you need any of these services, we will mail an activation code to your home address. The letter will take 15-20 days to arrive and you will not be able to access online services until you use the code in that letter.

Do you need any of these services?

☐ Yes ☐ No

Next Cancel

Lists of services applicable to an Advanced Account added.

2.10 TA Mailed Activation Code (TAMAC)_1

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: 987-65-4321 DOB: 01/01/1970 Username: N/A (External)

Help

RCS TAMAC

✔ We could only verify the customer's home address.

Mailing Activation Code

“ Please read the following to the customer:

We will mail an activation code to you at:

123 Sampler Place
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.

[Print the receipt.](#)

Done

- If the previous page is TA Send Activation Code, this version of the Mailed Activation Code page will display.
- Added the link for “Print the receipt”.

2.11 TA Mailed Activation Code (TAMAC)_2

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: 987-65-4321 DOB: 01/01/1970 Username: N/A (External)

RCS Help TAMAC

✓ Customer's mailing address has been verified.

Mailing Activation Code

“ Please read the following to the customer:

We will mail an activation code to you at:

123 Sampler Place
Baltimore, MD 12345

You will have 30 days to use the code.
Please follow the instructions in the letter and use the code before it expires.
If you don't use it before that date, you can request a new one.

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.

Print the receipt.

Done Previous

- Added the link for “Print the receipt”.

2.12 Account Management (ACMGMT) In Person – External Partner IAL2

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

Account Type: **Advanced**

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

Email: **test@ssa.gov**
Change Email

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](#)

- This is the ACMGMT page for account holders with Federated IAL2 (ID.me) verified externally.
- Replaced “Verify Internally and Get Activation Code” primary button with “Reset Account” Secondary button.
- The “Reset Account” button directs the RCS user to the Reset Account Confirm (RESAC) page.

2.13 ACMGMT -Reset Button for Hybrid Accounts

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](#)

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[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](#)

"Reset Account" button was added for Hybrid Accounts (Login.gov and ID.me) with a Telephone only role.

2.14 SRCHRSLT_1

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: 987-65-4321 DOB: 01/01/1970

Help

RCS

SRCHRSLT

No Account Found

There is no account for SSN: 987-65-4321

Create 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](#)

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Get Contact Info

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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](#)

The “Create Account” button was added to the Search Results page.

2.15 SRCHRSLT_2

Search Result- Account pending active/ Locked. No access to issued code.

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help


User Search Help

SSN: or Username: User is: ☐ on phone ☐ in person Search Clear Search

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

User Information Transaction History

RCS SRCHRSLT

 **The customer has not activated this account.**
If the customer no longer has access to the previously issued code, a new code may be issued by visiting a local Social Security office.

Account Pending Help
This account is pending activation. An activation code letter was requested on September 09, 2021.
Block Access

(NEW) Elevated Phone Identity Verification Help
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](#)

To Register in Person
In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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](#)

Removed "Create Account" button.

2.16 SRCHRSLT_3

Search Result- Account Pending. Code Expired.

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: 900-00-0002 DOB: 01/01/1970 [Help](#)

User Information [Transaction History](#)

RCS SRCHRSLT

 **The customer has not activated this account.**
The customer's previously issued code has expired. A new code may be issued by visiting a local Social Security office.

Account Pending [Help](#)
This account is pending activation; however, the code has expired.

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](#)

(NEW) Elevated Phone Identity Verification [Help](#)
No confirmation code has been issued.

To Register in Person
In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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](#)

Removed "Create Account" button.

2.17 SRCHRSLT_4

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

User Information Transaction History

RCS SRCHRSLT

The customer has not activated this account.
The customer's previously issued code has expired. Select "Create Account" below to re-verify the customer and issue a new code.

Account Pending Help

This account is pending activation; however, the code has expired.
Create Account Block Access

(NEW) Elevated Phone Identity Verification Help

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

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:
• a valid email address,
• an SSN, and
• a U.S. mailing address.
If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:
• state-issued driver's license or identification card, or
• U.S. passport or passport card, or
• military identification card, or
• government employee identification card.

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

New SRCHRSLT screen for account pending active with "Create Account" button.

2.18 SRCHRSLT_5

Search Result Pending Account_Locked_InPerson

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

User Information Transaction History

RCS SRCHRSLT

The customer has a pending activation code.

If the customer's Account Status is Locked, select the "Unlock" button to take further action to issue a new activation code.

Account Pending Help

This account is pending activation. An activation code was requested on March 21, 2022.

Account Status: Locked

Lockout Type: Address Confirmation Code Strikes
Lockout Date: March 21, 2022 13:12

Unlock 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

(NEW) Elevated Phone Identity Verification Help

No confirmation code has been issued.

Get Contact Info

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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

Banner message language updated.

Page 40

2.19 SRCHRSLT_6

Search Result Pending Account_Locked_OnPhone

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

User Information Transaction History

RCS SRCHRSLT

The customer has a pending activation code.
If the customer's Account Status is Locked, select the "Unlock" button to take further action.

Account Pending Help

This account is pending activation. An activation code was requested on March 21, 2022.

Account Status: Locked

Lockout Type: Address Confirmation Code Strikes
Lockout Date: March 22, 2022 13:12

Unlock 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

(NEW) Elevated Phone Identity Verification Help

No confirmation code has been issued.

Get Contact Info

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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

Banner message language updated.

Page 41

2.20 SRCHRSLT_7

Search Result Account Activation Code_expired_InPerson

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

User Information Transaction History

RCS SRCHRSLT

The customer's previously issued activation code has expired.

If the customer's Account Status is Locked, select the "Unlock" button to take further action to issue a new activation code.

Account Pending Help

This account is pending activation; however, the code has expired.

Account Status: Locked

Lockout Type: Address Confirmation Code Strikes

Lockout Date: November 17, 2020 15:33

Unlock 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](#)

(NEW) Elevated Phone Identity Verification Help

No confirmation code has been issued.

Get Contact Info

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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](#)

Banner message language updated.

2.21 SRCHRSLT_8

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

User Information Transaction History

RCS SRCHRSLT

 The customer's previously issued activation code has expired.
If the customer's Account Status is Locked, select the "Unlock" button to take further action.

Account Pending Help

This account is pending activation; however, the code has expired.

Account Status: **Locked**

Lockout Type: **Address Confirmation Code Strikes**
Lockout Date: **November 17, 2020 15:33**

Unlock 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](#)

(NEW) Elevated Phone Identity Verification Help

No confirmation code has been issued.

Get Contact Info

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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:

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[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](#)

Banner message language updated.

2.22 SRCHRSLT_9

Search Result Account_Locked_Banned User_OnPhone

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

User Information Transaction History

RCS

SRCHRSLT

The customer has a pending activation code.

If the customer's Account Status is Locked, select the "Unlock" button to take further action.

HIGH RISK ALERT, BANNED FROM OFFICE.
This individual is banned from the office and should be referred to online processes whenever possible. Refer to policy for handling high-risk alerts before directing the customer to a field office.

Account Pending

Help

This account is pending activation. An activation code was requested on March 21, 2022.

Account Status: Locked

Lockout Type: Address Confirmation Code Strikes

Lockout Date: March 22, 2022 13:12

Unlock 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](#)

(NEW) Elevated Phone Identity Verification

Help

No confirmation code has been issued.

Get Contact Info

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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:
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[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](#)

Banner message language updated.

2.23 SRCHRSLT_10

Search Result Account Activation Code_Expired_Banned User_OnPhone

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](#)

User Information [Transaction History](#)

RCS SRCHRSLT

The customer's previously issued activation code has expired.

If the customer's Account Status is Locked, select the "Unlock" button to take further action.

HIGH RISK ALERT, BANNED FROM OFFICE.
This individual is banned from the office and should be referred to online processes whenever possible. Refer to policy for handling high-risk alert before directing the customer to a field office.

Account Pending [Help](#)

This account is pending activation; however, the code has expired.

Account Status: **Locked**

Lockout Type: **Address Confirmation Code Strikes**

Lockout Date: **November 17, 2020 15:33**

Unlock 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](#)

(NEW) Elevated Phone Identity Verification [Help](#)

No confirmation code has been issued.

Get Contact Info

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address,
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

Sample Notices

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[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](#)

Banner message language updated.