

# OMB Change Request

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eAccess May 2022 Release


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# 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](#)

[Privacy and Security](#)

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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

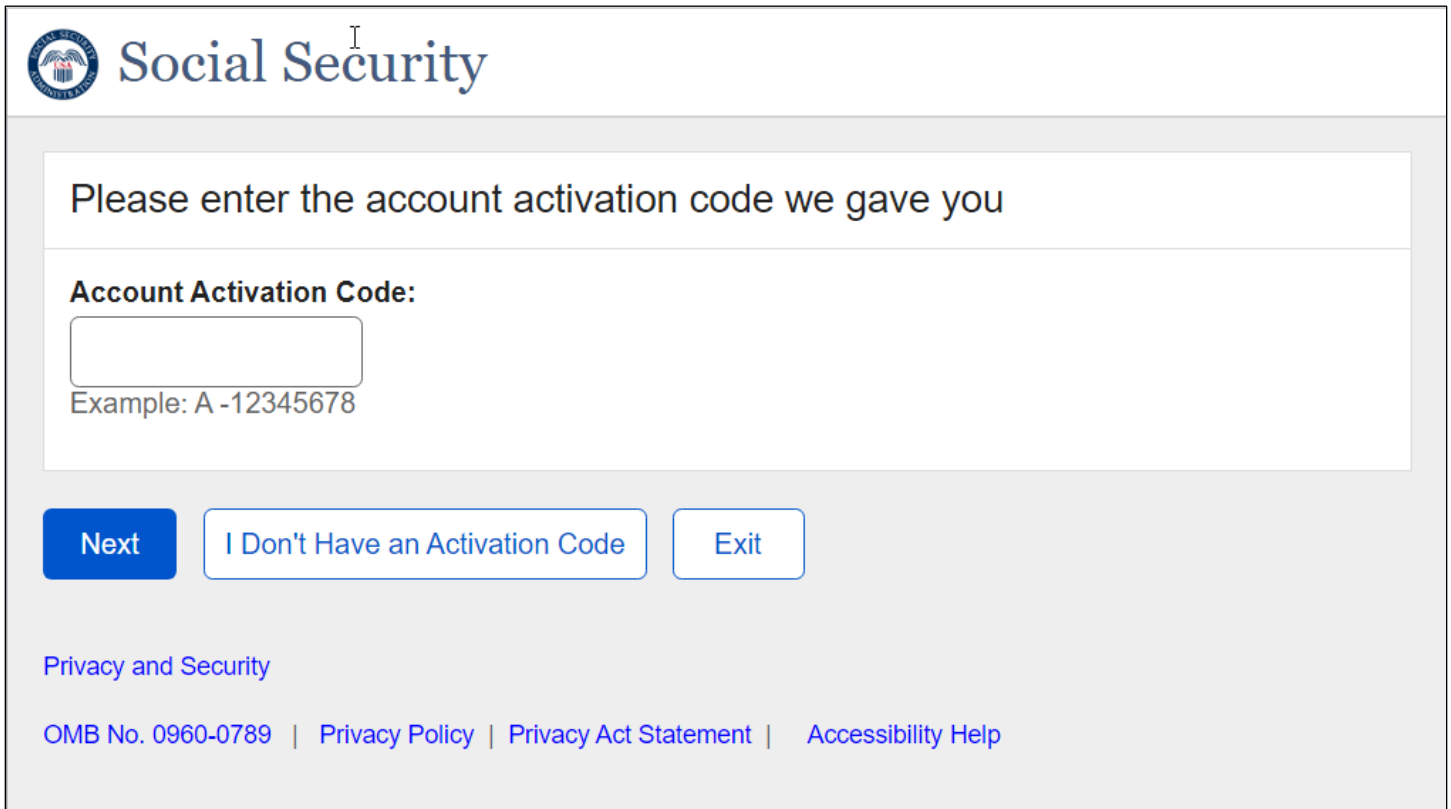
[Next](#) [I Don't Have an Activation Code](#) [Exit](#)

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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



The image shows a screenshot of the Social Security Administration's account activation page. At the top left is the Social Security Administration logo. To its right is the text "Social Security" in a large, blue, serif font. Below the logo and text is a white rectangular box containing the instruction "Please enter the account activation code we gave you". Underneath this instruction is the label "Account Activation Code:" followed by a white text input field. Below the input field is the text "Example: A -12345678". At the bottom of the white box are three buttons: a solid blue "Next" button, a white button with a blue border labeled "I Don't Have an Activation Code", and a white button with a blue border labeled "Exit". Below the white box, the text "Privacy and Security" is displayed in blue. At the very bottom, a horizontal line of blue text contains the following links: "OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help".

- 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

[Next](#)

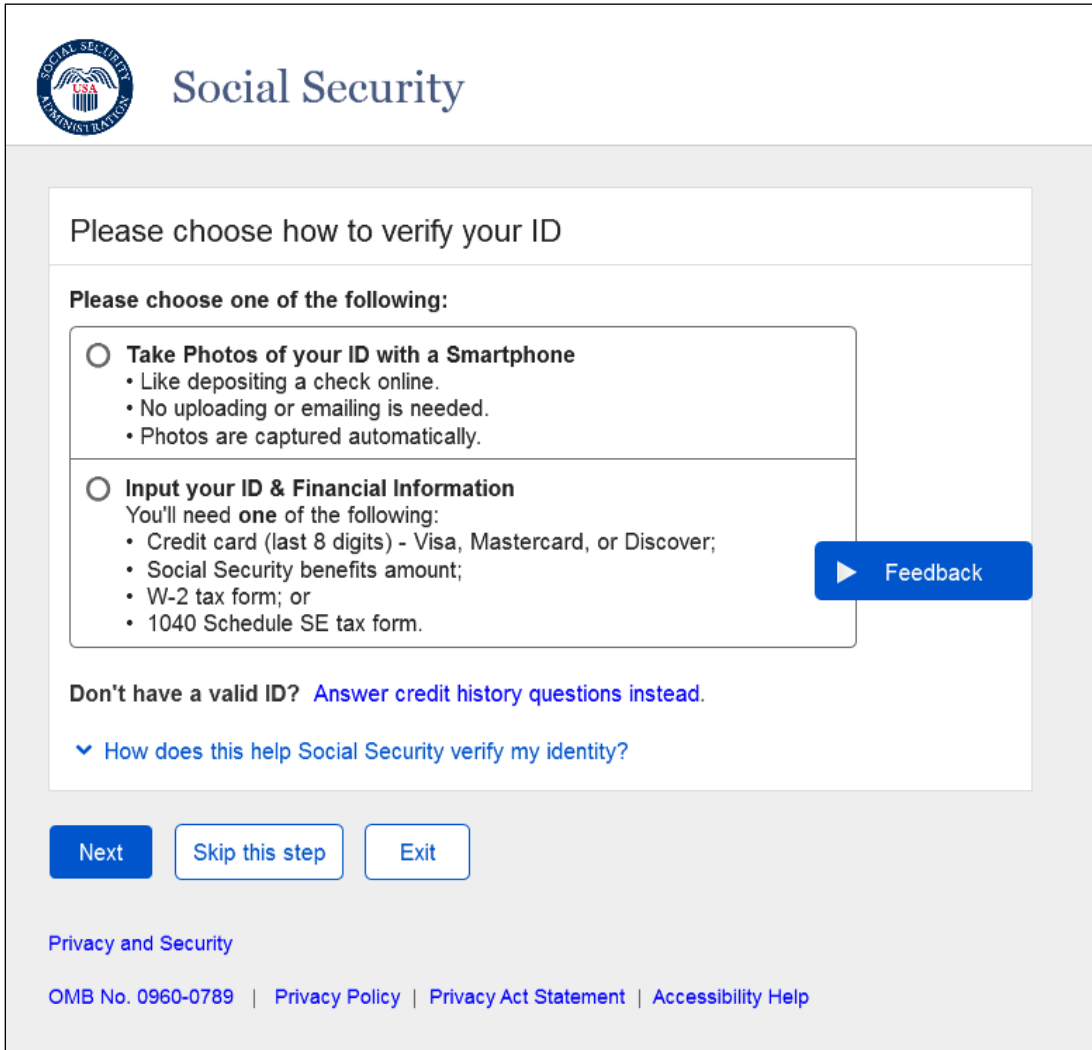
[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)


Design updated information on services offered upon ID verification



## 1.6 VYIC



The screenshot shows the Social Security Administration's website interface for ID verification. At the top left is the Social Security Administration logo. The main heading is "Please choose how to verify your ID". Below this, a prompt says "Please choose one of the following:". There are two radio button options: "Take Photos of your ID with a Smartphone" and "Input your ID & Financial Information". The second option includes a list of required information: credit card (last 8 digits), Social Security benefits amount, W-2 tax form, or 1040 Schedule SE tax form. A blue "Feedback" button is positioned to the right of the second option. Below the options, there is a link for users without a valid ID and a dropdown menu for help. At the bottom, there are three buttons: "Next", "Skip this step", and "Exit". The footer contains links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

 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](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

- 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:** Three input fields for Month, Day, and Year.
- Home Address:** A section containing a text input for the address, a dropdown for State/Territory, and a text input for ZIP Code.
- Phone Number:** A section with a "Tell me more" link and a "10-digit Number" input field.

A white dialog box is overlaid on the form with the following content:

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

At the bottom of the form are two buttons: "Next" and "Exit".

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

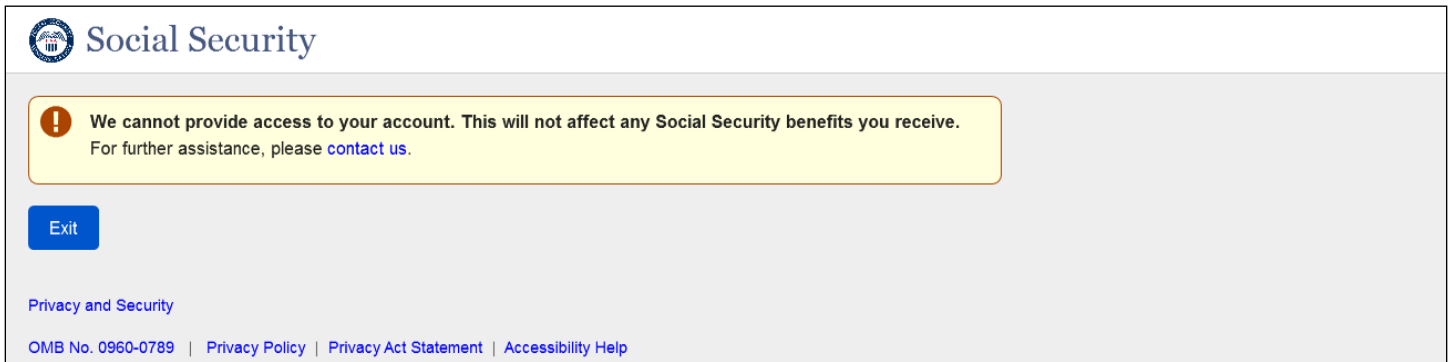
[Next](#) [I Don't Have an Activation Code](#) [Exit](#)


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Red ball Edit messages for SSN and Activation code fields.

## 1.9 Error Screen CNAACannot Access Account



 Social Security

**!** We cannot provide access to your account. This will not affect any Social Security benefits you receive.  
For further assistance, please [contact us](#).


[Exit](#)

[Privacy and Security](#)

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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

[Submit Activation Code](#) [Previous](#) [Exit](#)


[Feedback](#)

[Privacy and Security](#)

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

## 1.11 CAVI




# Social Security

**i** Next, we need to verify your identity to give you access to online services.

Please tell us who you are

**Your Name**  
As shown on your Social Security card.

First  M.I.  Last  Suffix

**Social Security Number (SSN)**  
 -  -  

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](#)

[Privacy and Security](#)

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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 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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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?

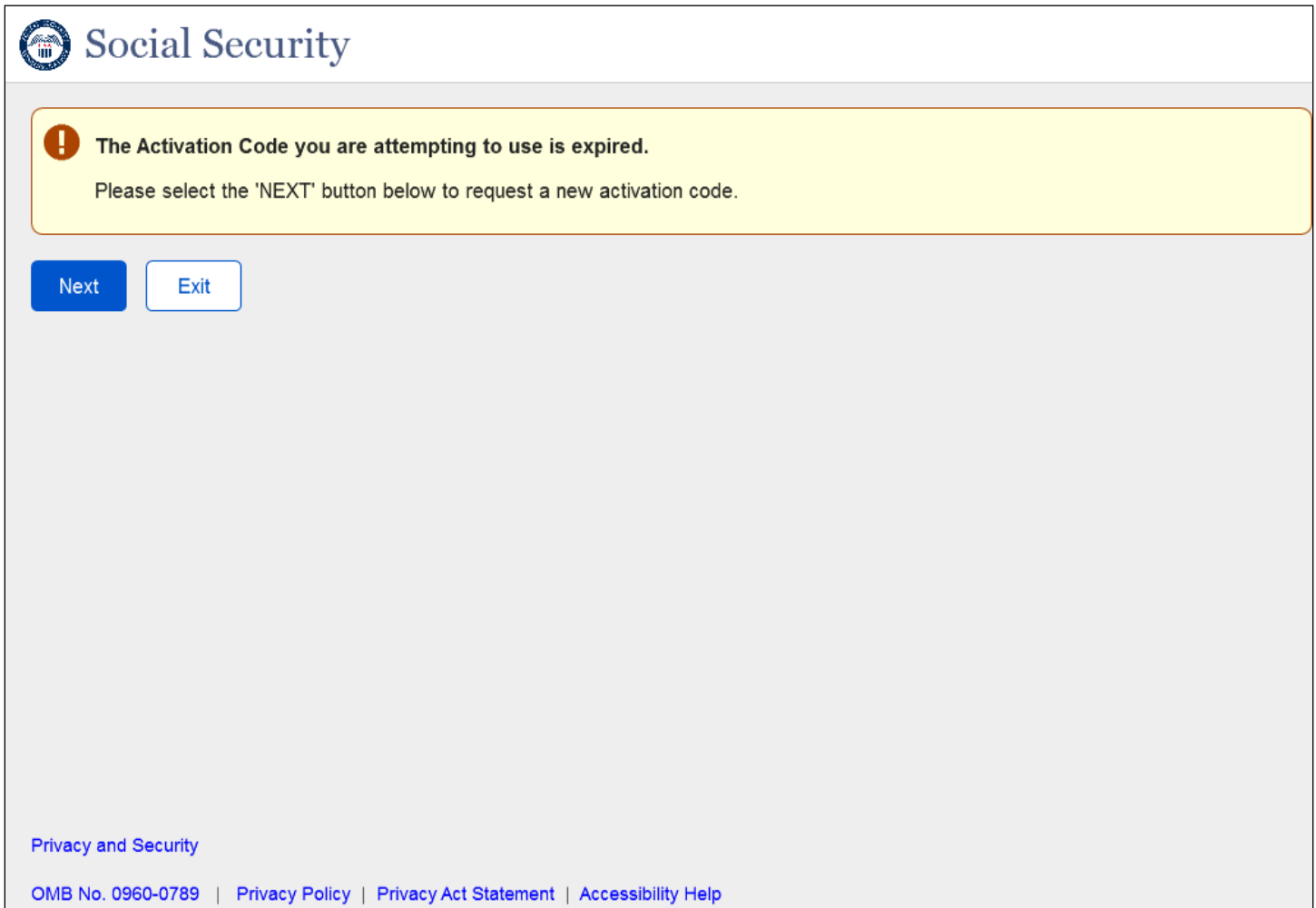
You can [contact us](#) to block electronic access to your information at any time, for any reason.


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

## 1.15 Activation Code Expired Error\_ERRACOEX



 Social Security

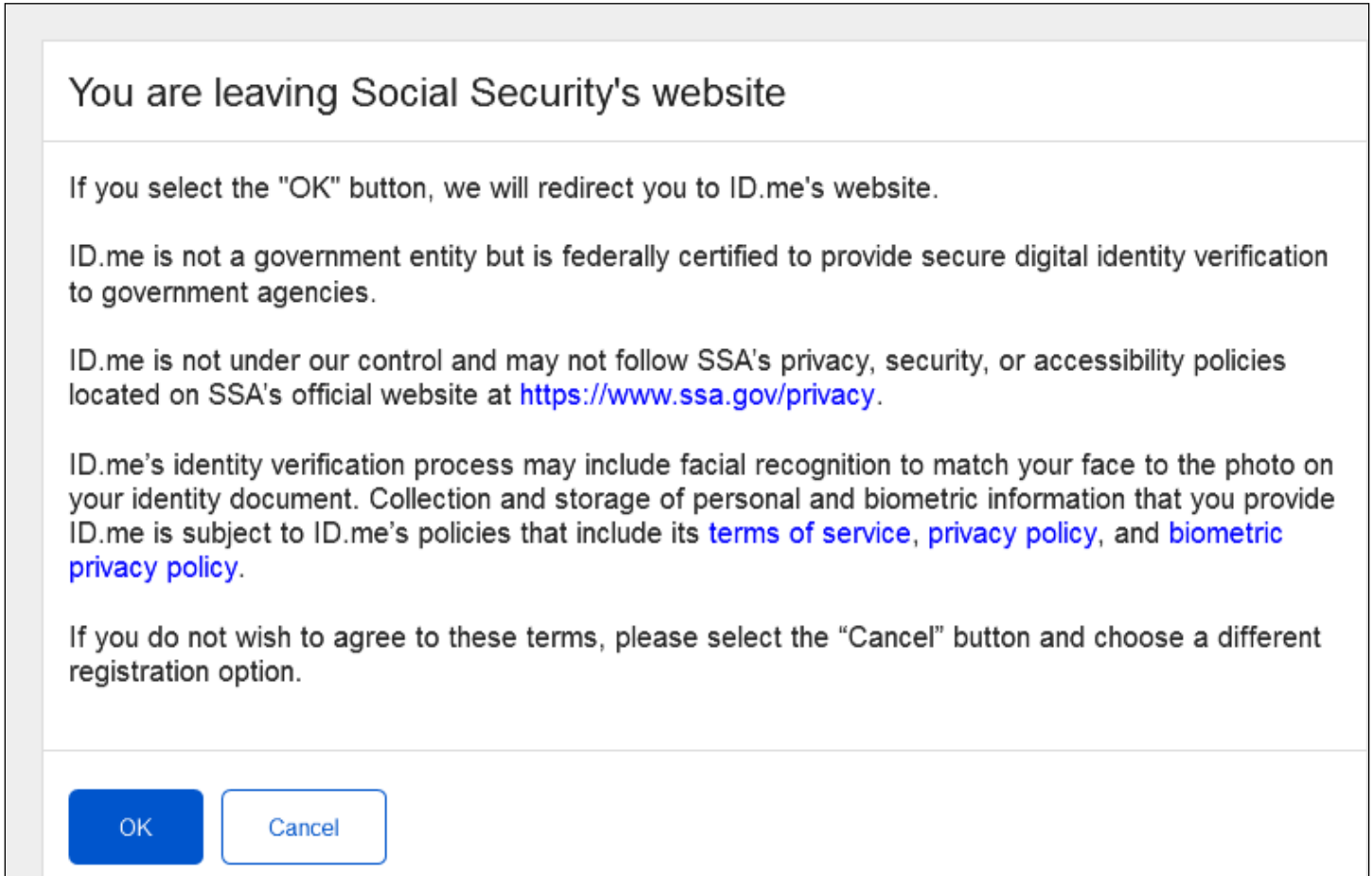
**!** The Activation Code you are attempting to use is expired.  
Please select the 'NEXT' button below to request a new activation code.

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

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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



- 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



### 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.

**i** 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



### 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.

**i 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

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### 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.


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

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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.

#### 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](#)

[Privacy and Security](#)

OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

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** [Help](#)

OMB No. 0960-0789  
[Paperwork Reduction Act](#)

---

RCS [Help](#)    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.

#### Applicant must:

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

### 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:**

**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.



## 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 **Search** Clear Search [? 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:

**Send Code**    Cancel

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 [? 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.](#)

- 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 [Help](#)

**Search**

---

**JOHN Q. PUBLIC**    **SSN: 987-65-4321**    **DOB: 01/01/1970** [Help](#)

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](http://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**  [Help](#)

**JOHN Q. PUBLIC** SSN: 987-65-4321 DOB: 01/01/1970 [Help](#)

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**

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 [? Help](#)

---

**ALEX Q. PUBLIC**      **SSN: 900-00-0000**    **DOB: 01/01/1970** [? Help](#)

RCS [? Help](#) ENROLLC

### 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.](#)

- 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 [? Help](#)

---

**JOHN Q. PUBLIC**    SSN: 987-65-4321    DOB: 01/01/1970 [? Help](#)

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](http://www.socialsecurity.gov/setup). Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.*

- 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 [? Help](#)

**Search**

---

**JOHN Q. PUBLIC**    **SSN: 987-65-4321**    **DOB: 01/01/1970** [? Help](#)

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](http://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   [? 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

---

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 [? Help](#)

---

**JOHN Q. PUBLIC**    **SSN: 987-65-4321**    **DOB: 01/01/1970**    **Username: N/A (External)** [? Help](#)

RCS [? Help](#) 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.](#)

---

- 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  [? Help](#)

User is:  
 on phone  in person **Search** Clear Search

---

**JOHN Q. PUBLIC**      SSN: 987-65-4321    DOB: 01/01/1970    Username: **N/A (External)** [? Help](#)

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**

or 
User is:
 on phone
  in person
 

[? Help](#)

John Q. PUBLIC
SSN: 900-00-0001
DOB: 01/01/1970
Username: N/A (External)
[? Help](#)

Account Summary | Transaction History

RCS
ACMGMT

**Account Summary** [? Help](#)

Account Type: **Advanced**

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

Email: **test@ssa.gov**

Account Status: **Active**

**Sample Customer Internet Screens**

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In - SSA](#)  
[Sign In - Login.gov](#)

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity and I.D.](#)  
[Create Account - Identity Verification Options](#)  
[Create Account - Capture Your Photo Instructions](#)  
[Create Account - Capture Your Photo Completion](#)  
[Create Account - I.D. Type](#)  
[Create Account - Activation Code Delivery Options](#)  
[Create Account - Enter Your Activation Code](#)  
[Create Account - Financial Verification](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)  
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)  
[Verify Email](#)

[Enter Security Code - Text Message](#)  
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)  
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

**Sample Notices**

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

[OA 00250.000 - Electronic Access Notices - Table of Contents](#)

---

[Created an account online](#)  
[Created an account online - Email notice](#)  
[Create an account - Mailed activation code](#)  
[Create an account - SMS activation code](#)  
[Create an account - Voice activation code](#)  
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset security code in person](#)

[Identity Verification \(on phone\) - Mailed Confirmation Code](#)  
[Identity Verification \(on phone\) - SMS Confirmation Code](#)

- 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**

or 
User is:
 on phone
  in person
 [Search](#)
[Clear Search](#)
[? Help](#)

**John Q. PUBLIC**    SSN: 900-00-0001    DOB: 01/01/1970    Username: **N/A (External)**
[? Help](#)

Account Summary
Transaction History

RCS
ACMGMT

**Account Summary** [? Help](#)

Account Type: **Standard**

Password Created At: **Login.gov**

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

Account Status: **Active**

Last Login: **September 17, 2019 13:43**

[Reset Account](#)
[Block Access](#)

**(NEW) Elevated Phone Identity Verification**

No confirmation code has been issued.

Get Contact Info

**Sample Customer Internet Screens**

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In - SSA](#)  
[Sign In - Login.gov](#)

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity and I.D.](#)  
[Create Account - Identity Verification Options](#)  
[Create Account - Capture Your Photo Instructions](#)  
[Create Account - Capture Your Photo Completion](#)  
[Create Account - I.D. Type](#)  
[Create Account - Activation Code Delivery Options](#)  
[Create Account - Enter Your Activation Code](#)  
[Create Account - Financial Verification](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)  
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)  
[Verify Email](#)

[Enter Security Code - Text Message](#)  
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)  
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

**Sample Notices**

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

[OA 00250.000 - Electronic Access Notices - Table of Contents](#)

[Created an account online](#)  
[Created an account online - Email notice](#)  
[Create an account online - Emailed activation code](#)  
[Create an account online - Mailed activation code](#)  
[Create an account online - Voice activation code](#)  
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset security code in person](#)

[Identity Verification \(on phone\) - Mailed Confirmation Code](#)  
[Identity Verification \(on phone\) - SMS Confirmation Code](#)  
[Identity Verification \(on phone\) - Emailed Confirmation Code](#)

“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   [Help](#)

**JOHN Q. PUBLIC**    SSN: 987-65-4321    DOB: 01/01/1970 [Help](#)

RCS SRCHRSLT [Help](#)

**No Account Found**

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

**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 - 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 [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.**

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.

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

No confirmation code has been issued.

**Sample Customer Internet Screens**

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In - SSA](#)  
[Sign In - Login.gov](#)

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity and I.D.](#)  
[Create Account - Identity Verification Options](#)  
[Create Account - Capture Your Photo Instructions](#)  
[Create Account - Capture Your Photo Completion](#)  
[Create Account - I.D. Type](#)  
[Create Account - Activation Code Delivery Options](#)  
[Create Account - Enter Your Activation Code](#)  
[Create Account - Financial Verification](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)  
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)  
[Verify Email](#)

[Enter Security Code - Text Message](#)  
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)  
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

**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.

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

No confirmation code has been issued.

**Sample Customer Internet Screens**

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In - SSA](#)  
[Sign In - Login.gov](#)

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity and I.D.](#)  
[Create Account - Identity Verification Options](#)  
[Create Account - Capture Your Photo Instructions](#)  
[Create Account - Capture Your Photo Completion](#)  
[Create Account - I.D. Type](#)  
[Create Account - Activation Code Delivery Options](#)  
[Create Account - Enter Your Activation Code](#)  
[Create Account - Financial Verification](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)  
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)  
[Verify Email](#)

[Enter Security Code - Text Message](#)  
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)  
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

**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](#)

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

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

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

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

#### (NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

#### Sample Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In - SSA](#)  
[Sign In - Login.gov](#)

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity and I.D.](#)  
[Create Account - Identity Verification Options](#)  
[Create Account - Capture Your Photo Instructions](#)  
[Create Account - Capture Your Photo Completion](#)  
[Create Account - I.D. Type](#)  
[Create Account - Activation Code Delivery Options](#)  
[Create Account - Enter Your Activation Code](#)  
[Create Account - Financial Verification](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)  
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)  
[Verify Email](#)

[Enter Security Code - Text Message](#)  
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)  
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

#### 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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[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   [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**

**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:

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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](#)

Banner message language updated.

## 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   [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**

**(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 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:  
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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.

## 2.20 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 [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**

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:

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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.

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## 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   [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:	<b>Locked</b>
Lockout Type:	<b>Address Confirmation Code Strikes</b>
Lockout Date:	<b>November 17, 2020 15:33</b>

#### (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 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:

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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   [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**

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

No confirmation code has been issued.

**Sample Customer Internet Screens**

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Sign In - SSA](#)  
[Sign In - Login.gov](#)

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity and I.D.](#)  
[Create Account - Identity Verification Options](#)  
[Create Account - Capture Your Photo Instructions](#)  
[Create Account - Capture Your Photo Completion](#)  
[Create Account - I.D. Type](#)  
[Create Account - Activation Code Delivery Options](#)  
[Create Account - Enter Your Activation Code](#)  
[Create Account - Financial Verification](#)

[Finish Setting Up Your Account - Verify Your Identity](#)

[Add Extra Security](#)

[Get Your Security Code - Text Message or Email](#)  
[Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)  
[Verify Email](#)

[Enter Security Code - Text Message](#)  
[Enter Security Code - Email](#)

[Get Reset Code - Provide Address Information](#)  
[Do You Have... Reset Code Letter?](#)

[Get Temporary Password - Provide Address Information](#)

**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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[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 [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**

**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.

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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](#)

Banner message language updated.