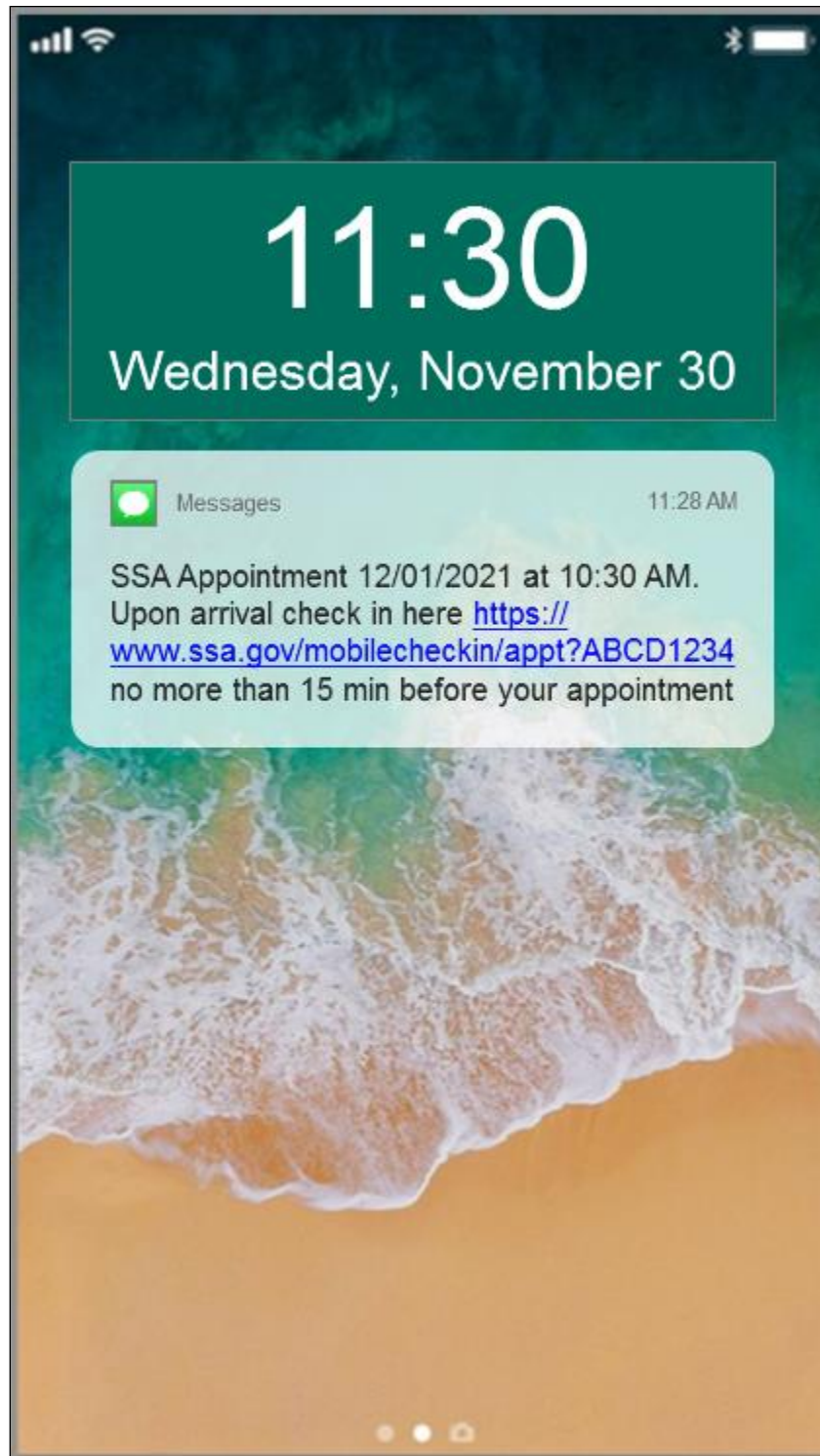


# Mobile Check-In App Screens

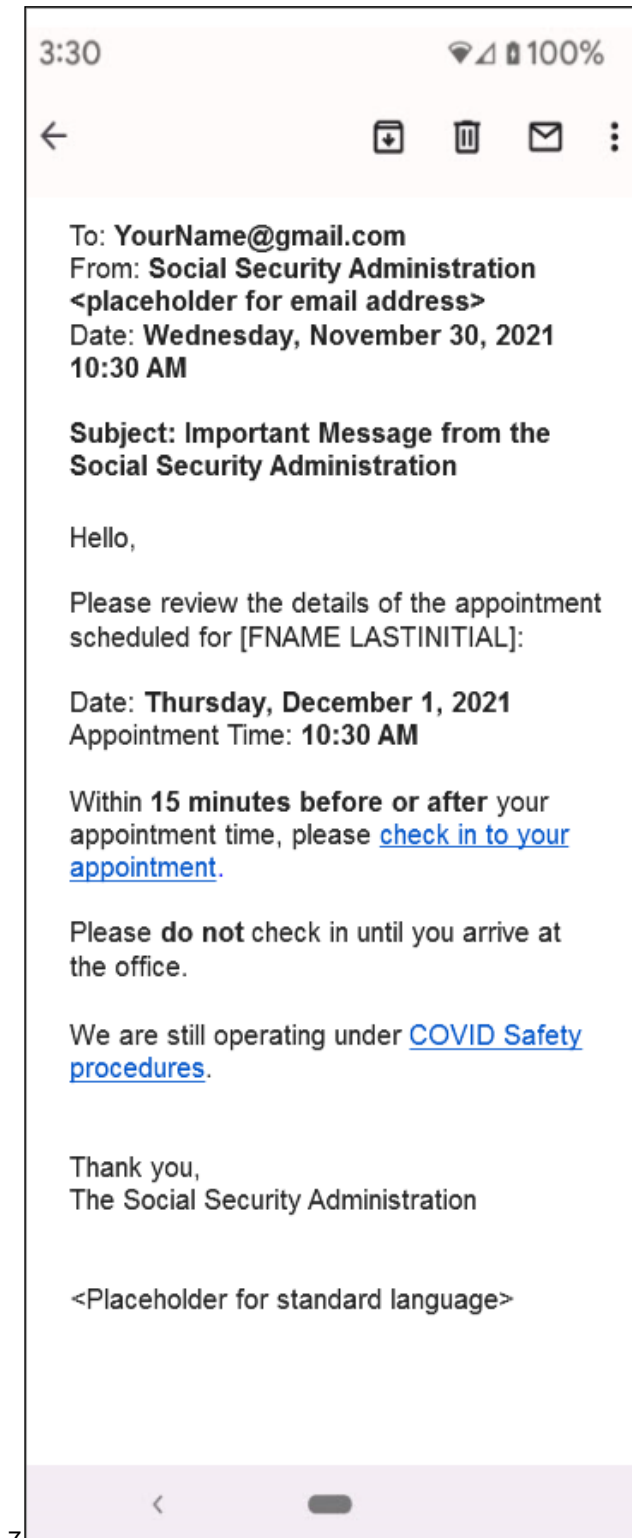
---

UXG  
6/1/2022

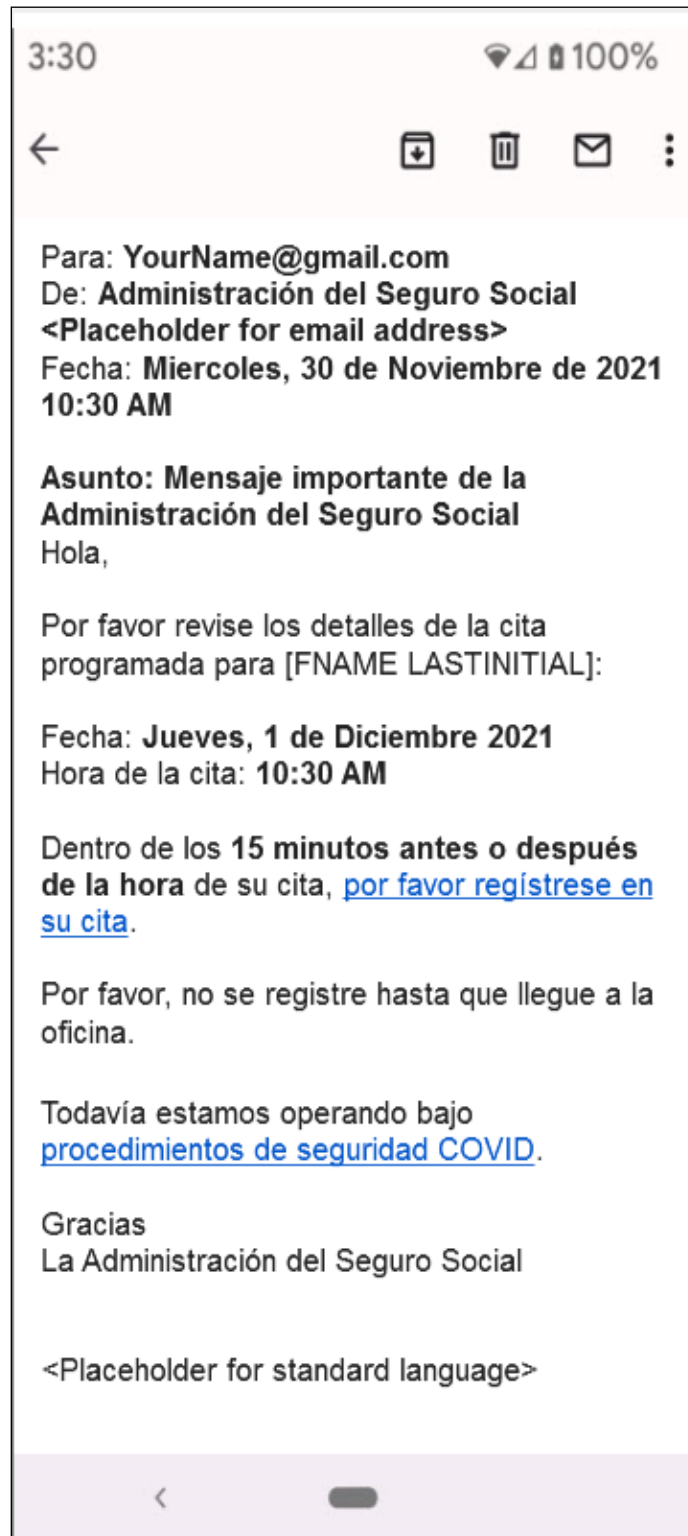
## 1. Text Confirmation



## 2. Email Confirmation – English




### 3. Email Confirmation – Spanish



## 4. Welcome Appt Details

10:31 AM 100%

 Social Security

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

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

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

4TH FLOOR  
28 ALLEGHENY AVE  
TOWSON, MD 21204

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

[Continue](#)

[Prefiero en español](#)

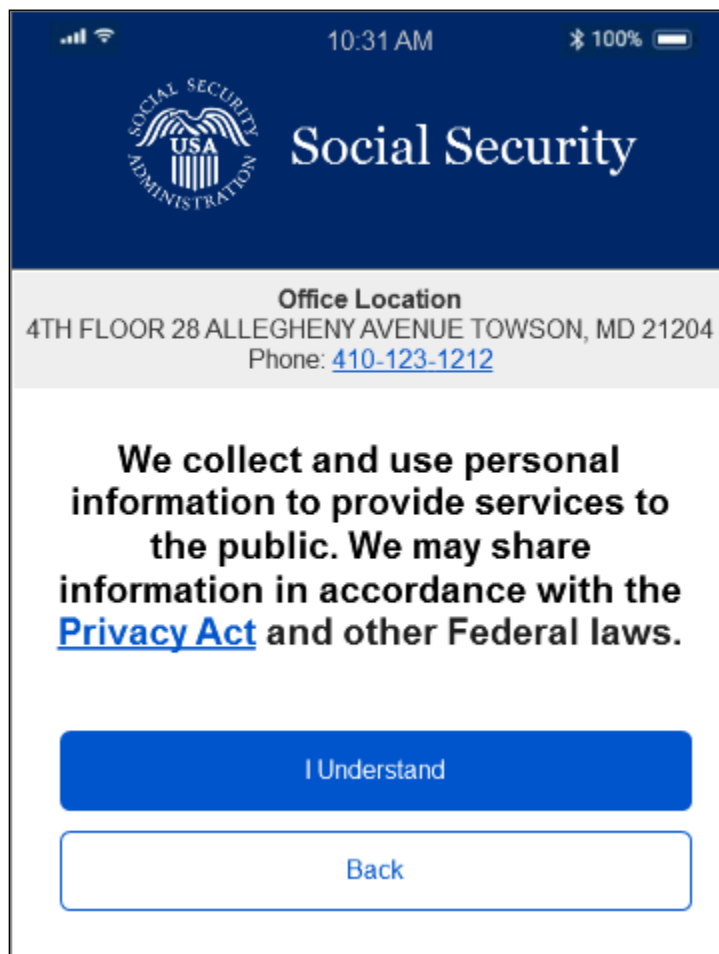
[Privacy and Security](#)

[OMB No. 0960-0824](#) [XX/XX/XXXX](#)

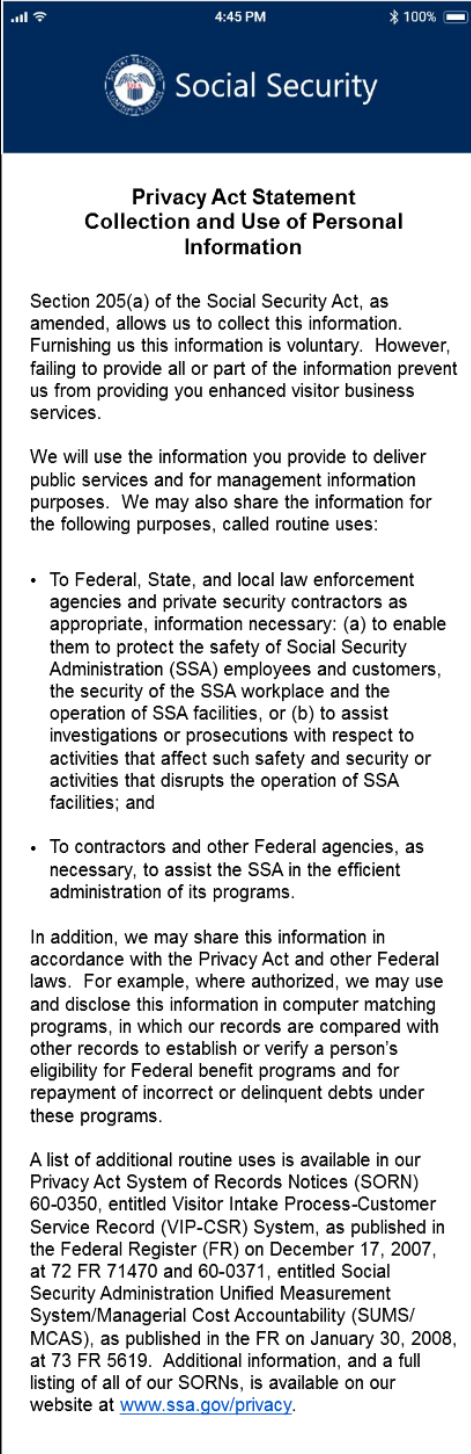
[Privacy Policy](#) [Privacy Act Statement](#)

[Accessibility Help](#) [Español](#)

## 5. Privacy Statement Acknowledgement




## 6. Full Privacy Statement



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

4:45 PM 100%

 Social Security

**Privacy Act Statement**  
**Collection and Use of Personal Information**

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

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

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

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

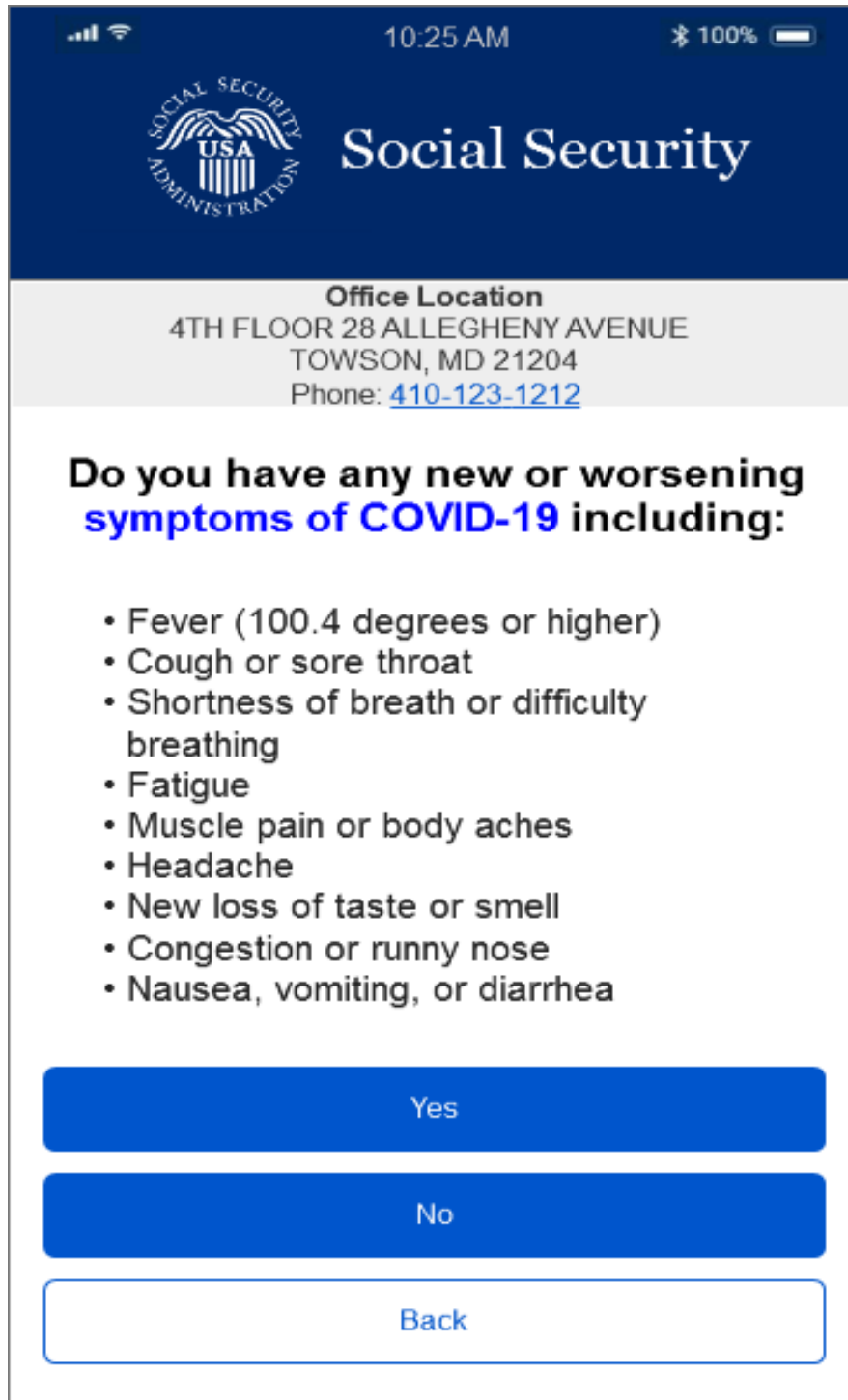
A list of additional routine uses is available in our Privacy Act System of Records Notices (SORN) 60-0350, entitled Visitor Intake Process-Customer Service Record (VIP-CSR) System, as published in the Federal Register (FR) on December 17, 2007, at 72 FR 71470 and 60-0371, entitled Social Security Administration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

***SSA will insert the following revised PRA Statement into the form as soon as possible:***

**Paperwork Reduction Act Statement** - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate that it will take about 5 minutes to read the instructions, gather the facts, and answer the questions. ***Send only comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.***




## 7. COVID 1



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

10:25 AM 100%

 Social Security

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

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

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

Yes


No

Back

## 8. COVID 2

The screenshot shows a mobile app interface for Social Security. At the top, there is a dark blue header with the Social Security Administration logo on the left and the text "Social Security" on the right. Below the header, a light gray bar contains the office location: "Office Location", "4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204", and "Phone: 410-123-1212". The main content area is white and contains a bold heading "Have you, within the last 10 days:" followed by a bulleted list of screening questions. Below the list is a paragraph defining "Close physical contact". Another bold heading "Have you, within the last 5 days:" is followed by a single bullet point. At the bottom, there are three blue buttons: "Yes", "No", and "Back".

10:25 AM 100%

 Social Security

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

**Have you, within the last 10 days:**

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

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

**Have you, within the last 5 days:**

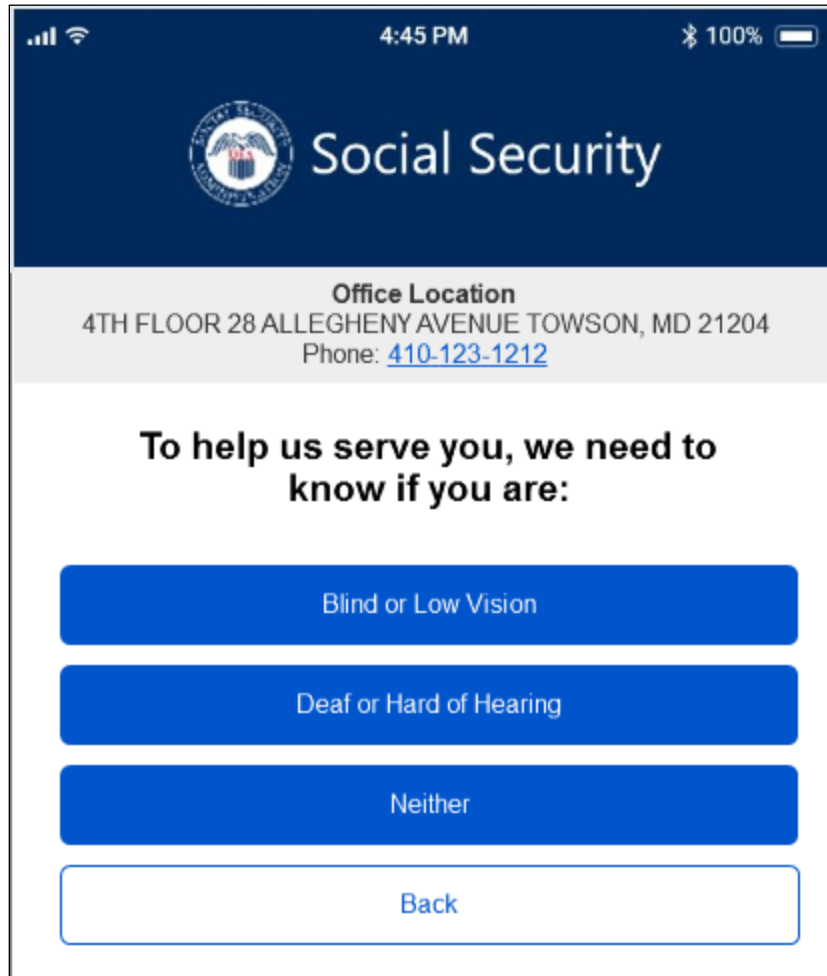
- Traveled outside the country by means other than land travel, such as car, bus, ferry, or train?

Yes

No

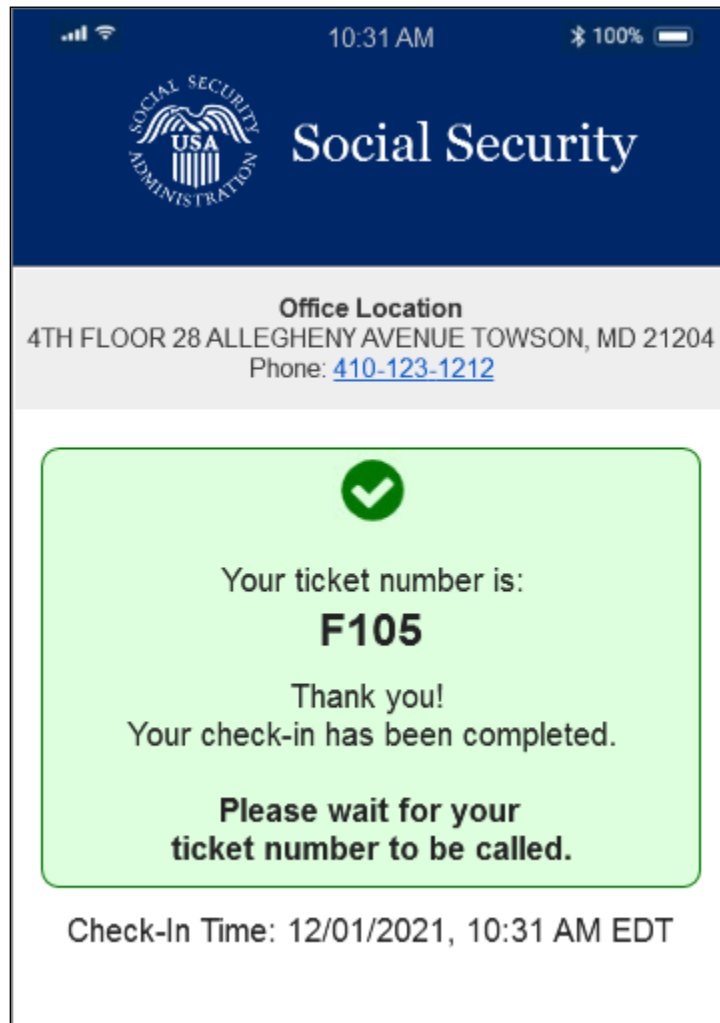
Back

## 9. Accessibility Screener

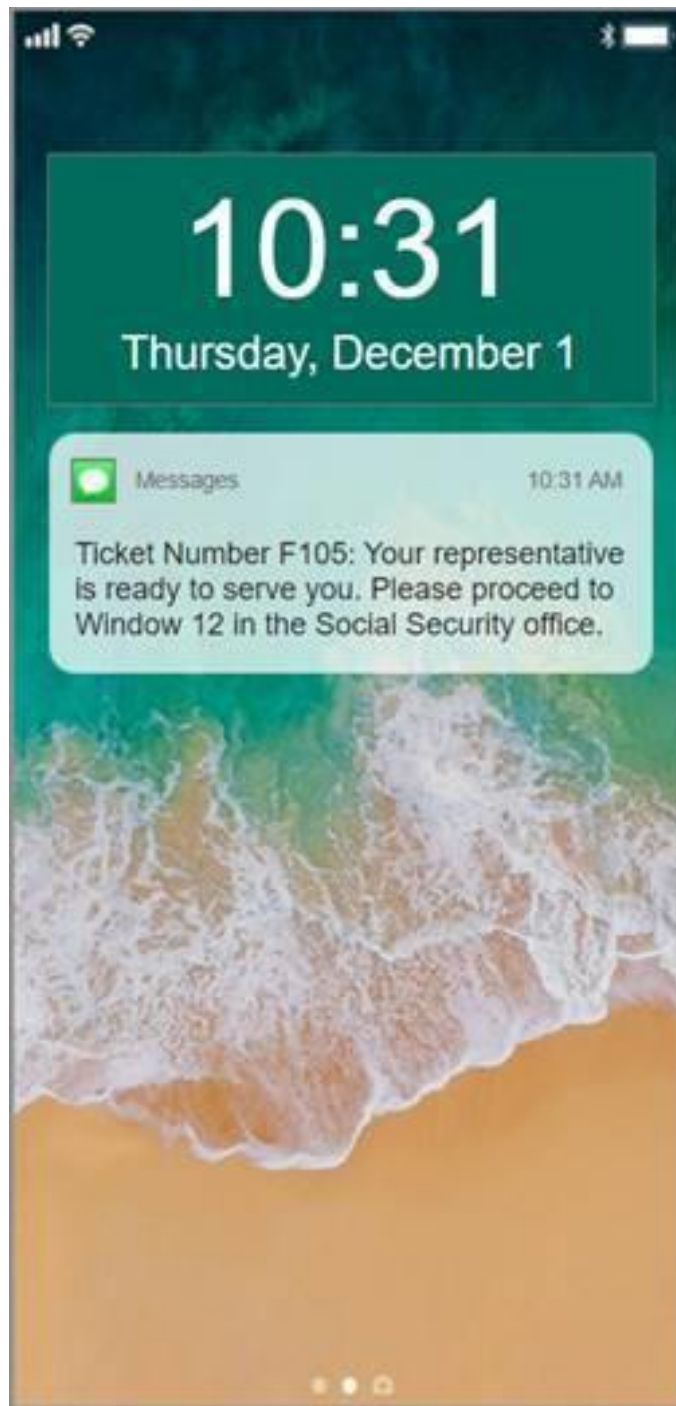


The screenshot shows a mobile app interface for Social Security. At the top, there is a dark blue header with the Social Security logo on the left and the text "Social Security" on the right. Below the header, a light gray bar contains the text "Office Location" followed by "4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204" and "Phone: [410-123-1212](tel:410-123-1212)". The main content area is white and features the heading "To help us serve you, we need to know if you are:". Below this heading are four blue buttons: "Blind or Low Vision", "Deaf or Hard of Hearing", "Neither", and "Back". The "Back" button is outlined in blue and is positioned at the bottom of the list.

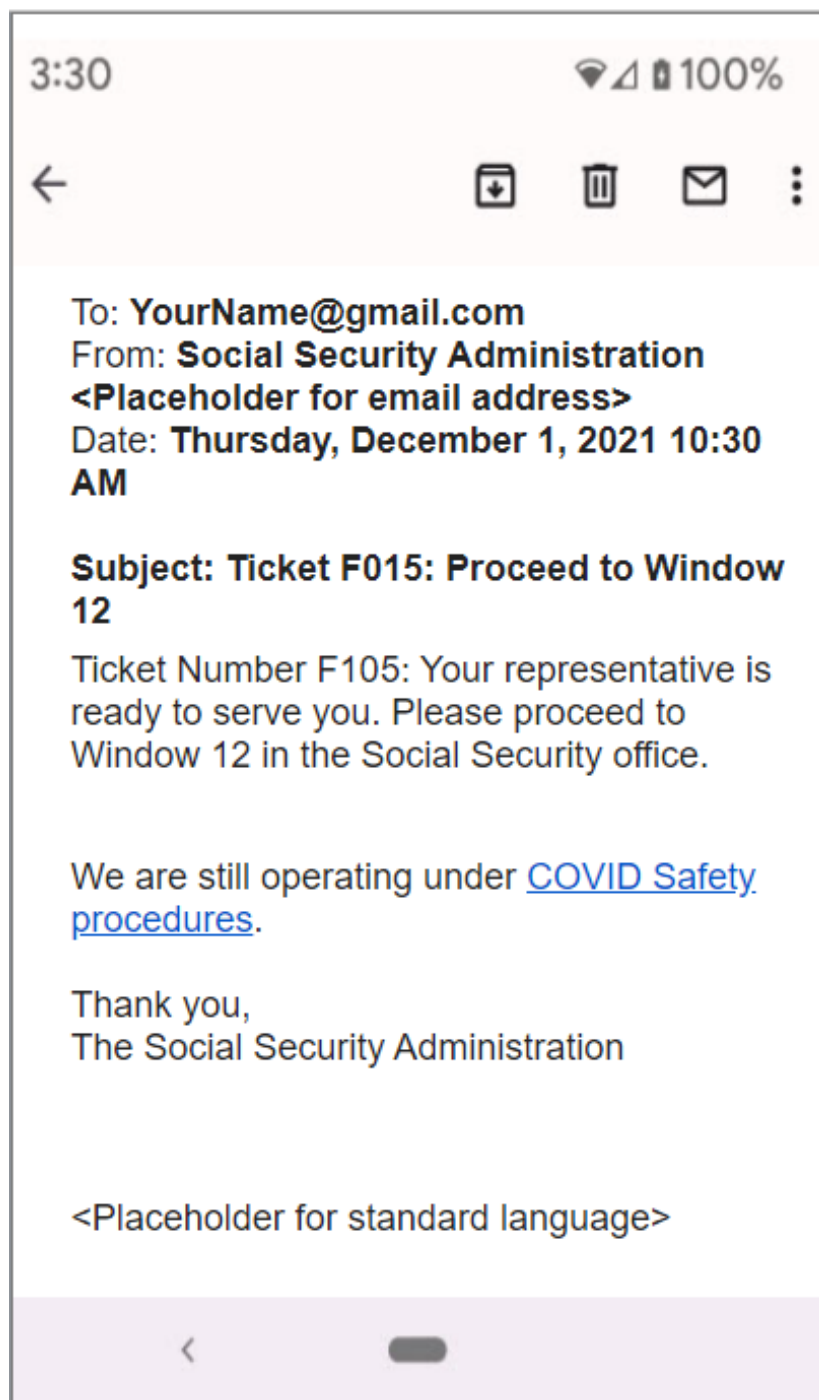
## 10. Ticket Confirmation



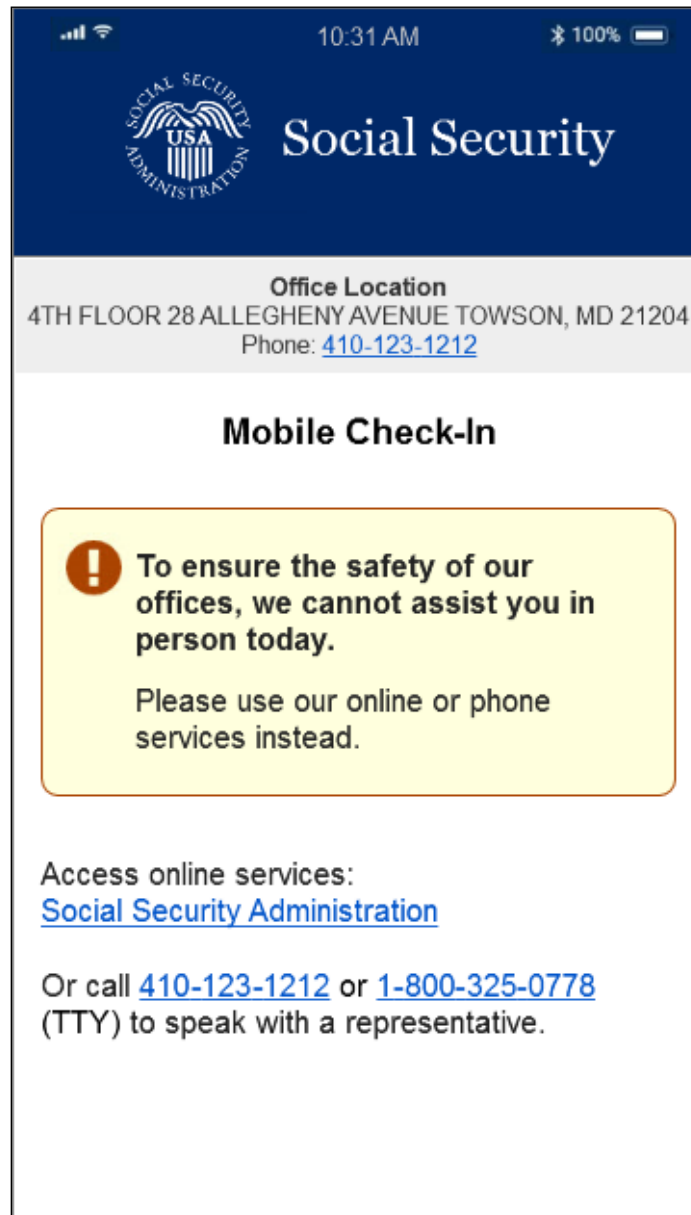
## 12. Text Summons



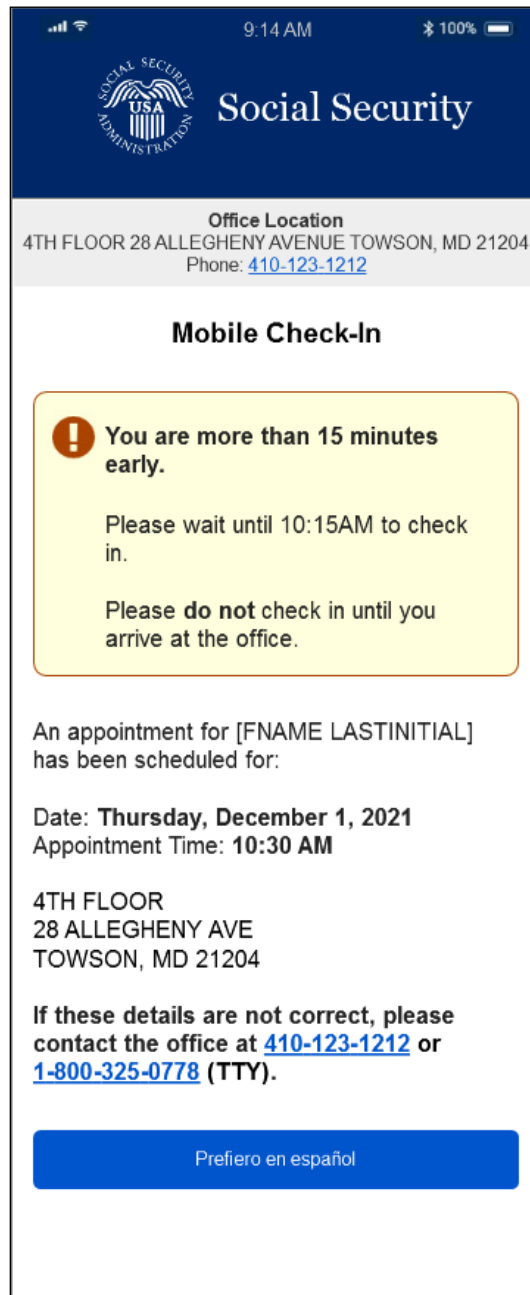
### 13. Email Summons



## 14. COVID Screener Fail

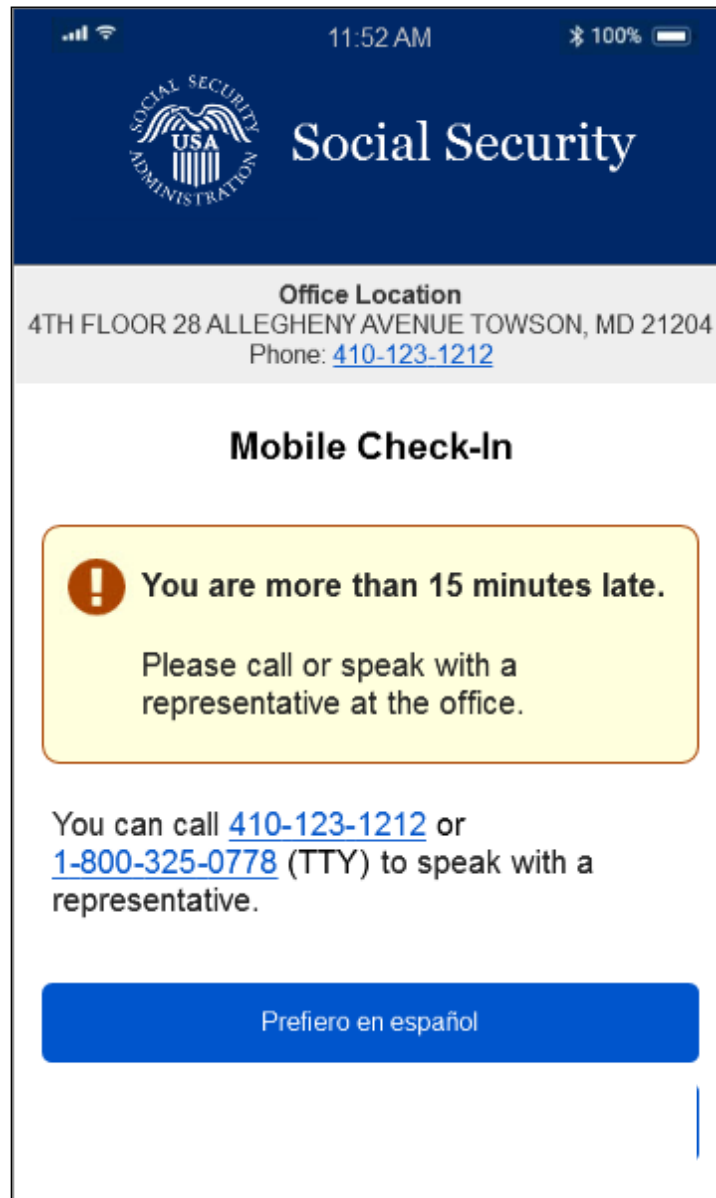


## 15. More than 15 Minutes Early

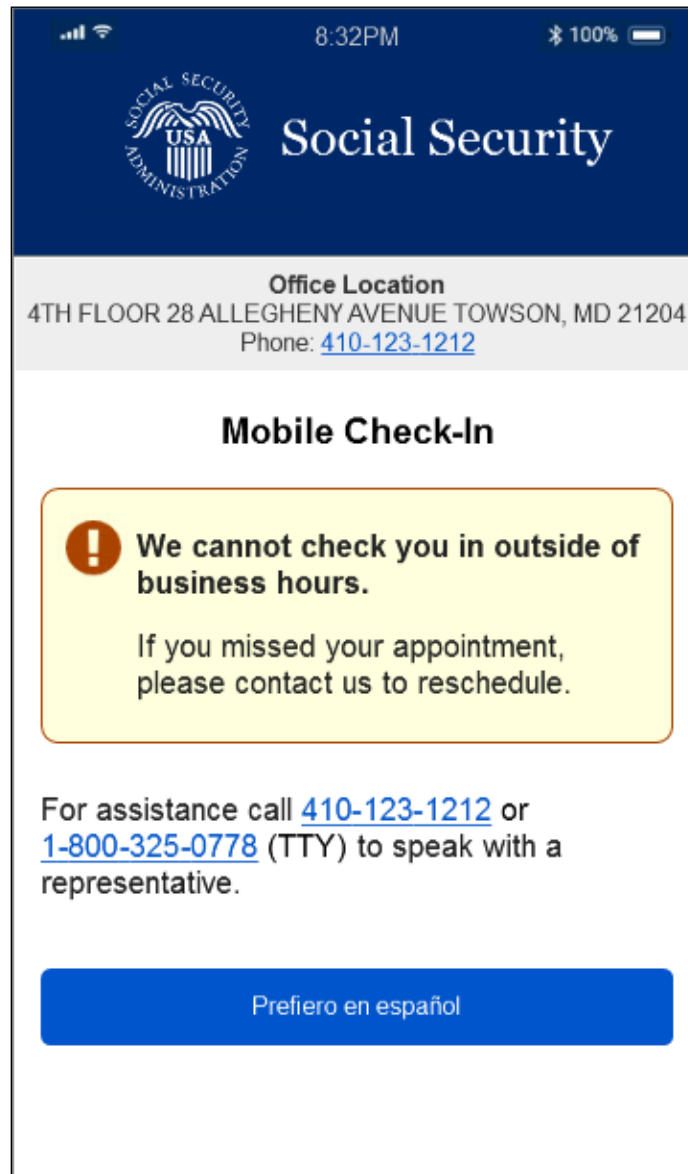




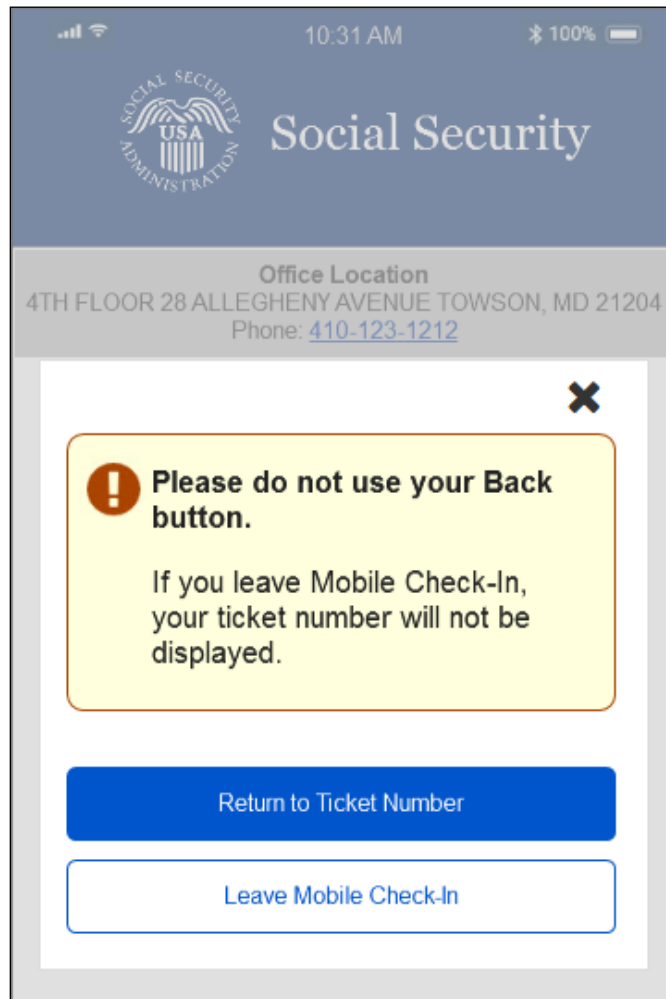
## 16. More than 15 Minutes Late



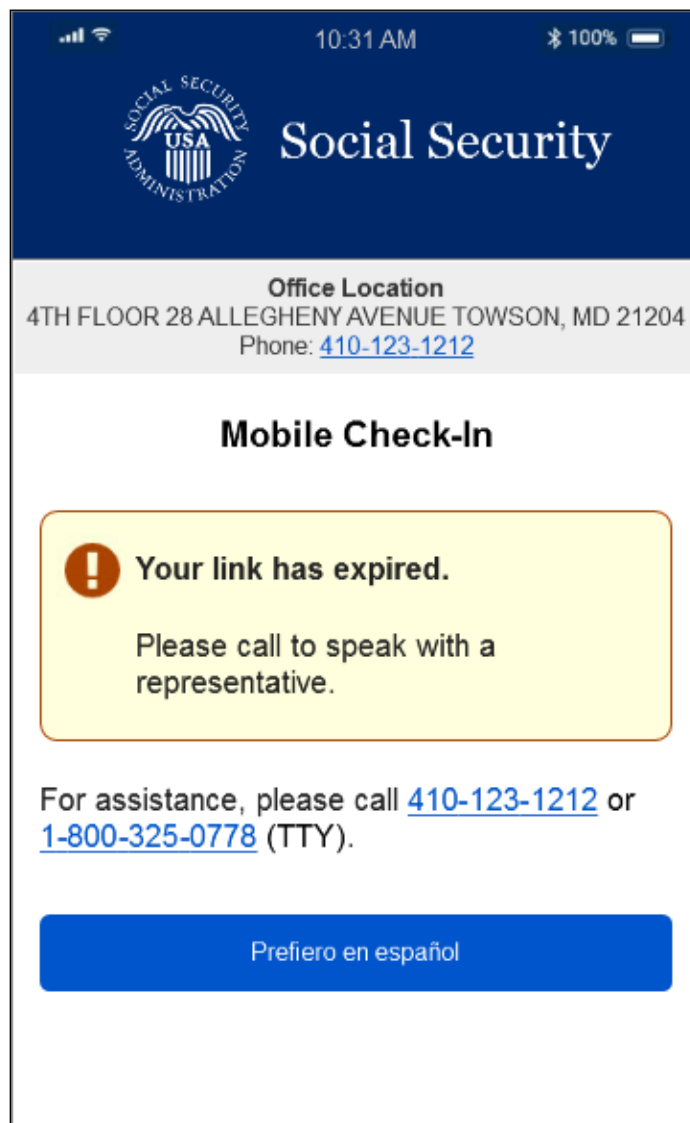
## 17. Cannot Check-In Before or After Business Hours



## 18. Back Button Disabled



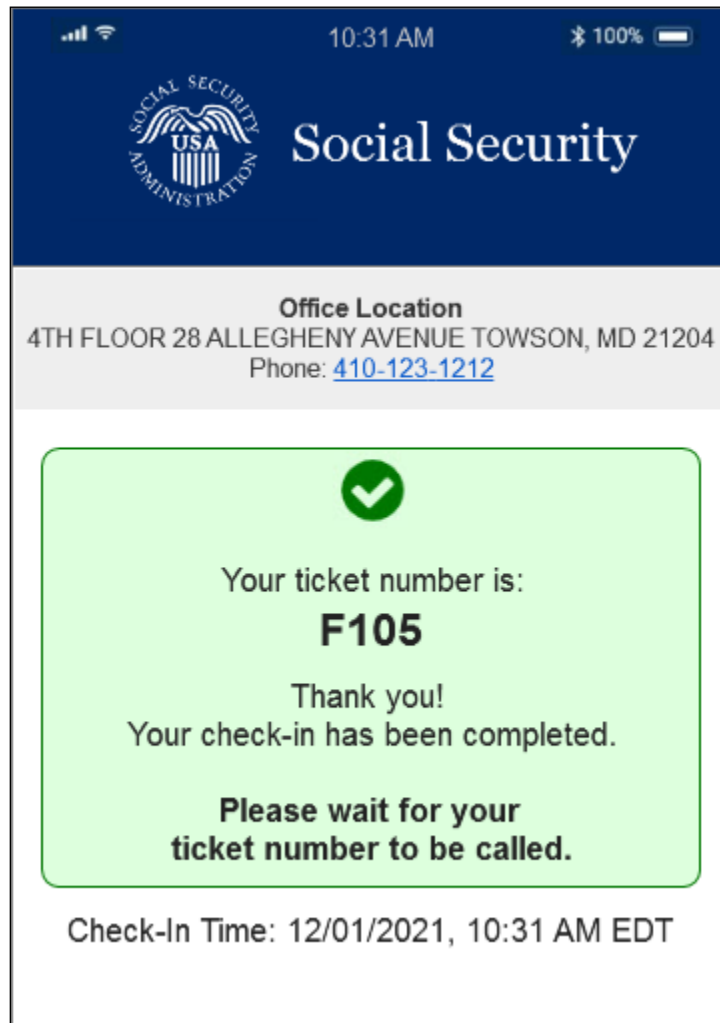
## 19. Check-In Link No Longer Valid – with Office Location



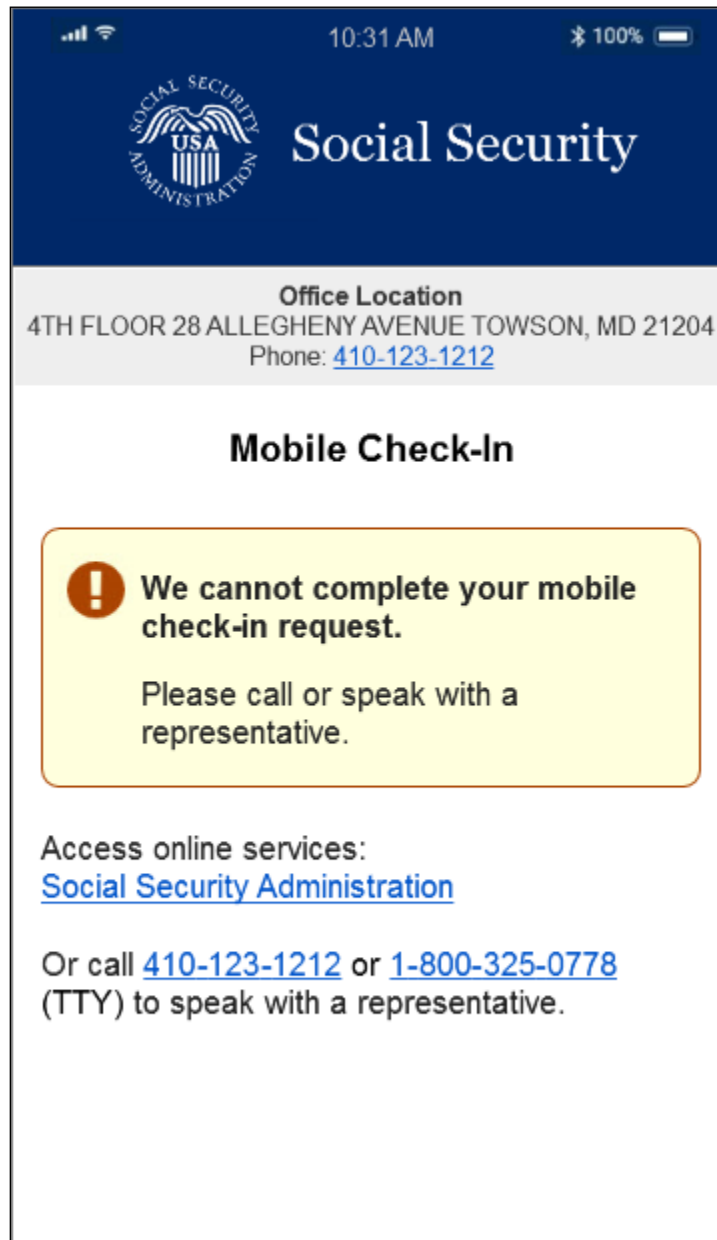
## 20. Check-In Link No Longer Valid - without Office Location



## 21. Already Checked In



## 22. Recaptcha Fail



## 23. System Unavailable Fail.

