

## Registration and Customer Support (RCS) Screen Package

# Table of Contents

Registration and Customer Support (RCS) Screen Package .....	1
USERSRCH - User Search Bar.....	7
User Search .....	7
User Search – Home Page for RCS .....	7
Telephone/FO In Person/FO On Phone. Search by Own SSN .....	8
Telephone/FO In Person/FO On Phone. Search by Own username .....	9
Telephone/FO In Person/FO On Phone. Search by username. IENP .....	11
Telephone/FO In Person/FO On Phone. Special Indicator is present in SSN.....	12
Telephone/FO In Person/FO On Phone. Death Indicator .....	13
Telephone/FO In Person/FO On Phone. Under age.....	14
Telephone/FO In Person/FO On Phone. SSN not found. ....	15
Telephone/FO In Person/FO On Phone. Cancel account.....	16
Search Results .....	17
Search Results - No Account. Telephone/FO In Person/FO On Phone. ....	17
Search Results - Account pending Active. FO In Person. Search by SSN.....	18
Search Results - Account pending. Issued code expired. FO In Person. Search by SSN .....	19
Search Results - Account pending active/Locked. No access to issued code. Telephone/FO On Phone. Search by SSN.....	20
Search result - Account pending Issued code expired. Telephone/FO On Phone. Search by SSN .....	21
Telephone/FO In Person/FO On Phone. Blocked.....	22
Search Results - In Person – Suspended. No Account with a role .....	23
Search Results - In person - No Account with Restricted block .....	24
Search Results -Telephone - No Account suspended without the role .....	25
Search Results -Telephone - No Account with Restricted block.....	26
Transaction History .....	27
Block Access .....	27
Account Management .....	28
Account Summary - Telephone/FO on Phone. Standard Account .....	28
Account Summary - FO in Person. Standard Account.....	29
Account Summary - Telephone/FO on Phone. Standard Account .....	29
Account Summary - FO in Person. Standard Account.....	30
Account Summary - Telephone/FO on Phone. Standard Account .....	30
Account Summary - FO in Person. Extra Security Account .....	31
Account Summary- Telephone/FO on Phone. Extra Security Account.....	31
Account Summary - FO in Person. Extra Security Account .....	32

Account Summary- Telephone/FO on Phone. Extra Security Account.....	32
Account Summary - Telephone/FO on Phone. Extra Security Account. Security Code Verification. ....	33
Account Summary - Telephone/FO on Phone. Extra Security Account. Security Code Verification. ....	33
Account Summary - Telephone/FO on Phone. Extra Security Account. Text Code Not Verified .....	34
Account Summary- FO in Person. Standard. Unlocked.....	38
Account Summary- Telephone/FO on Phone. Standard. Locked .....	38
Account Summary- Telephone/FO on Phone. Standard. Unlocked .....	39
Account Summary- FO in Person. Get Reset Code Pending .....	39
Account Summary- Telephone/FO on Phone. Get Reset Code Pending .....	40
Account Summary - FO In Person .....	40
Account Summary - FO Telephone .....	41
Create Account.....	42
Create Account - Verify Identity .....	42
Standard Account - Add Extra Security.....	43
We cannot verify the address against our records.....	43
Standard Enrollment – Mail.....	44
Standard Enrollment – Mail Identity Service Provider .....	44
Extra Security Account with Address on ID.....	45
Extra Security Account Mailed with Address Not on ID.....	45
Standard Account with Address on ID .....	46
Add Security.....	46
Add Extra Security. Do you want to add extra security to your account?.....	46
Add Extra Security: Enter Address .....	47
Add Extra Security. We cannot verify the address against our records. ....	47
Extra Security Letter.....	48
Extra Security-We cannot verify the customer address. Refused external address check .....	48
Extra Security. The identification document does not show the customer's address. ....	49
Change Email.....	49
Cancel Account.....	50
Get Temporary Password .....	50
Get Temp Password .....	50
Address cannot be verified .....	51
Unable to verify address.....	51
Address Verification on phone .....	52
Address Verification in person.....	53
Address Verification on phone .....	53
Get Temp Password – Confirmation.....	54

Get Reset Code .....	54
Get Reset Code - Address cannot be verified .....	54
Get Reset Code – Extra Security Account. Unable to verify address.....	55
Get Reset Code – Address Verification on phone.....	55
Get Reset Code – Address Verification in person .....	56
Get Reset Code – Address Verification on phone.....	57
Get Reset Code - Confirmation .....	57
Remove Extra Security .....	58
Remove Extra Security .....	58
Remove Extra Security - Enter Address .....	58
Remove Extra Security - We cannot verify the address against our records.....	59
Remove Extra Security - We cannot remove extra security by Phone. Refused External Check .....	59
Error Pages.....	60
SYSTEMERROR - Unexpected system error .....	60
ICDBWAES - PCOM Window Open – Extra Security.....	60
ICDBWCA - PCOM Window Open – Create Account.....	60
ICDBWBM - PCOM Window Open – Temporary Password or Reset Code.....	61
ICDBWRES - PCOM Window Open – Remove Extra Security.....	61
Help Screens.....	62
CATOS - Online Account Terms and Conditions .....	62
HIS - Sign in .....	63
HCAVI - Create Account - Verify Your Identity.....	64
HCACA - Create Account – Account Details .....	65
HCAVI - RIRDL - Create Account - Verify Your Identity and I.D. ....	66
HVYIC - Create Account - Identity Verification Options.....	67
HDLVRF - Create Account - Capture Your Photo Instructions.....	67
HFUPLD - Create Account - Capture Your Photo Completion.....	68
HMDLE - Create Account - I.D. Type .....	68
HSYDO - Create Account - Activation Code Delivery Options.....	69
HECYR - Create Account - Enter Your Activation Code .....	69
HFIVRF - Create Account - Financial Identification .....	70
HFAVI - Finish Setting Up Your Account - Verify Your Identity .....	70
HFACA - Finish Setting Up Your Account - Create Account.....	71
HFACA - Finish Setting Up Your Account - Create Account Provide Email.....	72
HAES - Add Extra Security .....	73
HPYCPN - RIR - Get Your Security Code - Cell Phone .....	73
HPYCPN - EMAIL - Get Your Security Code – Email.....	74

HPYCPN - RIL - Get Your Security Code - Security Has Improved .....	74
HVCPN - Verify Cell Phone Number .....	75
HVCPN - Verify Cell Phone Email .....	75
HESCTM - Enter Security Code – Cell Phone .....	75
HESCTM - Enter Security Code – Email .....	76
HCYCPNPI - Get Reset Code – Provide Address Information .....	76
HCYCPNRL - Do You Have... Reset Code Letter? .....	77
HMTPPPI - Get Temporary Password – Provide Address Information .....	77
HNCA Created an account online .....	78
HNCAES - Created an account online (with extra security) .....	79
HNACE - Create an account online - Emailed activation code .....	79
HNACM - Create an account online - Mailed activation code .....	80
HNAES - Added extra security online.....	81
HNRCO - Request to reset security code online .....	82
HNCAIP - Created a standard account in person .....	83
HNCAIPES - Created an account in person (with extra security) .....	84
HNUAIP - Upgraded account in person.....	85
HNRCP - Request to reset security code in person.....	86
2. RUACTION- Retrieve User Account .....	89
3. Create Account.....	90
3.1 CAVI- Create Account – Verify Address .....	90
3.2 CATOS - Printable version of Terms and Conditions.....	91
3.3 Create Account – Need External Verification- EXTOS.....	92
3.4 YWES - Do You Want Extra Security.....	92
3.5 ENROLLC -Successful Enrollment Confirmation - Handed or Mailed (Formerly SEESE) .....	93
3.6 ENROLLC - Successful Enrollment Confirmation -Extra Security Code Mailed (Formerly SEESM)	93
3.7 ENROLLC- Successful Enrollment Confirmation - Only Standard Security received because address did not verify (Formerly SUES) .....	94
3.8 ENMAIL Standard Enrollment – activation code mailed.....	94
3.9 ENMAIL- Standard enrollment - activation code mailed - refused the Identity Services Provider check 95	95
4. Account Management Screen In person .....	96
4.1 Account Management Screen – On Phone.....	97
4.2 Account Management Screen- Before the Send Security Code On Phone .....	98
4.2 Email Temporary Password on Phone .....	98
5. Add Extra Security.....	99
5.1 AXSEAC Add Extra Security to Existing Account.....	99

5.2	AXSEAD - Add extra Security Enter Address .....	99
5.3	AXSNEV-Add Extra Security Need External Verification .....	100
5.4	CAES - Cannot Add Extra Security .....	100
5.5	CAES- Cannot Add Extra Security .....	101
5.6	CUCM - Confirmation - Upgrade Code Mailed.....	101
5.7	CESA -Confirmation- Extra Security Added; upgrade code received in office .....	102
6.	Remove Extra Security .....	103
6.1	REMEXSEC -Remove Extra Security (in person) .....	103
6.2	ACMGMT Screen – Remove Extra Security Successful .....	103
6.3	RXSEAD -Remove Extra Security - Enter Address.....	104
6.4	RXSNEV -Remove Extra Security - Need External Verification.....	104
6.5	RXSER-Remove Extra Security – External Verification Failed .....	105
7.	Get Reset Code.....	106
7.1	L23AVIP - Level 2 or 3 Address Verification In Person .....	106
7.2	RCPC -Reset Code Print Confirmation (Reset Code) in Person .....	107
7.3	IPL3FXV – LOA 2or 3 Failed External Verification in person .....	107
7.4	L23AVP -L2 or L3 Address Verification (Reset code) on Phone .....	108
7.5	L23AVCP -Level 2 or 3 Address Verification Confirmation (Reset Code) .....	109
7.6	CVCA- Cannot Verify Customer Address (Reset Code) On Phone .....	109
7.7	CVCA -Cannot Verify Customer Address (Reset Code) On Phone .....	110
8.	Change Email – CEML.....	110
9.	Get Temporary Password.....	111
9.1	L23AVIP- Level 2 or 3 Address Verification (Temporary Password) In Person .....	111
9.2	RCPC - Temporary Password Print Confirmation (Temporary Password) In Person .....	112
9.3	IPL3FXV - LOA2 or 3 Failed External Verification In Person Dynamic View- Mailing Temporary Password - Password Mailed .....	112
9.4	L23AVP-Level 2 or 3 Address Verification (Temporary Password) On Phone Dynamic View... 113	
9.5	L23AVCP - Level 2 or 3 Address Verification Confirmation (Temporary Password) on Phone. 113	
9.6	CVCA- Cannot Verify Customer Address .....	114
9.7	CVCA - Cannot Verify Customer Address .....	114
10.	Cancel Account- Confirmation-CACM.....	115
11.	Block Account – Confirmation .....	115
12.	THIST -Transaction History.....	116

# USERSRCH - User Search Bar

### User Search

SSN:  or Username:

User is:  
 on phone  
 in person

[? Help](#)

## User Search

### User Search – Home Page for RCS

### User Search

SSN:  or Username:

User is:  
 on phone  
 in person

[? Help](#)

RCS USERSEARCH

#### To Retrieve Account

[? Help](#)

To edit or create an online account, enter the SSN or Username above.

#### 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

Add Extra Security

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

Verify Cell Phone Number  
[Verify Email](#)

Enter Security Code - [Cell Phone](#)  
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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

### User Search

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

RCS USERSEARCH

 Entering Your SSN (123-45-6789) is a Security Violation - Contact Your Manager

#### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

---

#### 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](#)

[Create Account - Verify Your Identity](#)  
[Create Account - Account Details](#)  
[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 Identification](#)

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

[Add Extra Security](#)

[Get Your Security Code - Cell Phone](#)  
[Get Your Security Code - Email](#)  
[Get Your Security Code - Security Has Improved](#)

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

[Enter Security Code - Cell Phone](#)  
[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, and
- 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 \(with extra security\)](#)  
[Create an account online - Emailed activation code](#)  
[Create an account online - Mailed 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](#)




# Telephone/FO In Person/FO On Phone. Search by Own username

## User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

RCS USERSEARCH

 Entering Your Username (TESTOWNSSN) is a Security Violation - Contact Your Manager

### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

### 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**

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

**Finish Setting Up Your Account - Verify Your Identity**

- [Finish Setting Up Your Account - Create Account](#)
- [Finish Setting Up Your Account - Create Account Provide Email](#)

**Add Extra Security**

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

**Verify Cell Phone Number**

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

**Enter Security Code - Cell Phone**

- [Enter Security Code - Cell Phone](#)
- [Enter Security Code - Email](#)

**Get Reset Code - Provide Address Information**

- [Do You Have... Reset Code Letter?](#)

**Get Temporary Password - Provide Address Information**

- [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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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**

# Telephone/FO In Person/FO On Phone. Search by SSN. IENP

## User Search

SSN:

or

Username:

User is:

- on phone  
 in person

**Search**

Clear Search

[Help](#)

RCS

USERSEARCH



Restricted Record - Access for SSN (728-14-9999) you entered is Restricted - Have your Manager call 410-965-8006

### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

### 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

[Create Account - Verify Your Identity](#)  
[Create Account - Account Details](#)  
[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 Identification](#)

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

#### Add Extra Security

[Get Your Security Code - Cell Phone](#)  
[Get Your Security Code - Email](#)  
[Get Your Security Code - Security Has Improved](#)

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

[Enter Security Code - Cell Phone](#)  
[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, and
- 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 \(with extra security\)](#)  
[Create an account online - Emailed activation code](#)  
[Create an account online - Mailed 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](#)

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

RCS USERSEARCH

 **Restricted Record - Access to records for Username (ROMETEST12) you entered is Restricted - Have your Manager call 410-965-8006**

#### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

#### 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

- [Enter Security Code - Cell Phone](#)
- [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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

# Telephone/FO In Person/FO On Phone. Special Indicator is present in SSN

## User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

RCS USERSEARCH

 A NUMIDENT special indicator (1, 2, 4, 5, 7, 8, or 9) is associated with this SSN (004-96-7603). No further RCS action can be taken until the Special Indicator is resolved.

### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

### 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

- [Enter Security Code - Cell Phone](#)
- [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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

RCS USERSEARCH

**⚠ A NUMIDENT death indicator is associated with this SSN (120-46-5607). No further RCS action can be taken on the account if a death indicator is present.**

#### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

---

#### 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

- [Enter Security Code - Cell Phone](#)
- [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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

### User Search

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

RCS USERSEARCH

 The NUMIDENT indicates the customer is under 18 years of age. To enroll for an account, the customer must be at least 18 years of age.

#### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

---

#### 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

- [Enter Security Code - Cell Phone](#)
- [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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

Telephone/FO In Person/FO On Phone. SSN not found.

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

RCS USERSEARCH

 The customer's SSN (111-11-1111) was not found on the NUMIDENT. No further RCS action can be taken.

#### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

#### 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

- [Enter Security Code - Cell Phone](#)
- [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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

RCS USERSEARCH

 **User Account is Canceled**

#### To Retrieve Account [Help](#)

To edit or create an online account, enter the SSN or Username above.

---

#### 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

**Add Extra Security**

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

[Enter Security Code - Cell Phone](#)

[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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)



# Search Results

Search Results - No Account. Telephone/FO In Person/FO On Phone.

## User Search

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

RCS [Help](#) SRCHRSLT

### No Account Found

There is no account for Username: ROMETEST12

### 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

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

- [Enter Security Code - Cell Phone](#)
- [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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

# Search Results - Account pending Active. FO In Person. Search by SSN.

## User Search

SSN:  or Username:

User is:  
 on phone  
 in person

[Search](#) [Clear Search](#)

[Help](#)

---

RCS [Help](#)

### No Account Found

There is no account for Username: ROMETEST12

SRCHRSLT

### 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, and
- 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

- [Enter Security Code - Cell Phone](#)
- [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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

# Search Results - Account pending. Issued code expired. FO In Person. Search by SSN

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

[User Information](#) [Transaction History](#)

RCS SRCHRSLT

**⚠ The customer has not activated this account. The previously issued code has expired.**

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.

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

### Sample Customer Internet Screens

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

[Sign In](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

- [Enter Security Code - Cell Phone](#)
- [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, and
- 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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

Search Results - Account pending active/Locked. No access to issued code. Telephone/FO On Phone. Search by SSN

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 [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 April 02, 2020.

#### 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, and
- 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](#)

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

[Finish Setting Up Your Account - Create Account](#)

[Finish Setting Up Your Account - Create Account Provide Email](#)

[Add Extra Security](#)

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

[Verify Cell Phone Number](#)

[Verify Email](#)

- [Enter Security Code - Cell Phone](#)
- [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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

# Search result - Account pending Issued code expired. Telephone/FO On Phone. Search by SSN

## User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

[User Information](#) [Transaction History](#)

RCS SRCHRSLT

**⚠ The customer has not activated this account. The previously issued code has expired.**

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.

[Block Access](#)

### 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, and
- 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

- [Create Account - Verify Your Identity](#)
- [Create Account - Account Details](#)
- [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 Identification](#)

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

Finish Setting Up Your Account - [Create Account](#)

Finish Setting Up Your Account - [Create Account Provide Email](#)

Add Extra Security

- [Get Your Security Code - Cell Phone](#)
- [Get Your Security Code - Email](#)
- [Get Your Security Code - Security Has Improved](#)

Verify Cell Phone Number

Verify Email

- [Enter Security Code - Cell Phone](#)
- [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 \(with extra security\)](#)
- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed 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](#)

# Telephone/FO In Person/FO On Phone. Blocked

## User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

[User Information](#) [Transaction History](#)

RCS SRCHRSLT

### Account Pending [Help](#)

This account is pending activation. An activation code letter was requested on April 02, 2020.

Account Status: **Blocked**

Block Type: **Standard**  
Block Reason: **Customer Initiated**  
Block Date: **April 02, 2020**  
Block: **SSA**  
Location:

### 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, and
- 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

Create Account - Verify Your Identity  
Create Account - Account Details  
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 Identification

Finish Setting Up Your Account - Verify Your Identity  
Finish Setting Up Your Account - Create Account  
Finish Setting Up Your Account - Create Account Provide Email

Add Extra Security

Get Your Security Code - Cell Phone  
Get Your Security Code - Email  
Get Your Security Code - Security Has Improved

Verify Cell Phone Number  
Verify Email

Enter Security Code - Cell Phone  
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 (with extra security)  
Create an account online - Emailed activation code  
Create an account online - Mailed 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

# Search Results - In Person – Suspended. No Account with a role


## User Search

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

**MICHAEL SHAW** SSN: 129-62-7303 DOB: 03/27/1936 [Help](#)

[User Information](#) [Transaction History](#)

RCS SRCHRSLT

 **The customer's SSN has been suspended.**  
A person with management access can remove the suspension.

### No Account Found [Help](#)

There is no account for SSN: 129627303

---

Account Status:	<b>Blocked</b>
Block Type:	<b>Suspended</b>
Block Reason:	<b>Mother's name</b>
Block Date:	<b>May 05, 2017</b>
Block Location:	<b>SSA</b>

[Unblock](#)

### 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, and
- 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.

### 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](#)

[Create Account - Verify Your Identity](#)  
[Create Account - Account Details](#)

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

[Add Extra Security](#)

[Get Your Security Code - Cell Phone](#)  
[Get Your Security Code - Email](#)  
[Get Your Security Code - Security Has Improved](#)

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

[Enter Security Code - Cell Phone](#)  
[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 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[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](#)

# Search Results - In person - No Account with Restricted block


## User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**MICHAEL SHAW** SSN: 129-62-7303 DOB: 03/27/1936 [Help](#)

[User Information](#) [Transaction History](#)

RCS SRCHRSLT

 The customer's access to electronic records (SSN: 129-62-7303) has been blocked at his or her request. No further RCS action can be taken on the account while the block is present.

### No Account Found [Help](#)

There is no account for SSN: 129-62-7303

Account Status:	<b>Blocked</b>
Block Type:	<b>Restricted</b>
Block Reason:	<b>Mother's name</b>
Block Date:	<b>May 05, 2017</b>
Block Location:	<b>SSA</b>

### 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, and
- 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.

### 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](#)

[Create Account - Verify Your Identity](#)  
[Create Account - Account Details](#)

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

[Add Extra Security](#)

[Get Your Security Code - Cell Phone](#)  
[Get Your Security Code - Email](#)  
[Get Your Security Code - Security Has Improved](#)

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

[Enter Security Code - Cell Phone](#)  
[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 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[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](#)



# Search Results -Telephone - No Account suspended without the role


## User Search

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

**MICHAEL SHAW** SSN: 129-62-7303 DOB: 03/27/1936 [Help](#)

[User Information](#) [Transaction History](#)

RCS SRCHRSLT

 **This customer's SSN has a restricted block.**  
The customer must visit a Field Office to remove this block.

### No Account Found [Help](#)

There is no account for SSN: 129627303

---

Account Status: **Blocked**

Block Type: **Restricted**  
Block Reason: **Mother's name**  
Block Date: **May 05, 2017**  
Block Location: **SSA**

### 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, and
- 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.

### 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](#)

[Create Account - Verify Your Identity](#)  
[Create Account - Account Details](#)

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

[Add Extra Security](#)

[Get Your Security Code - Cell Phone](#)  
[Get Your Security Code - Email](#)  
[Get Your Security Code - Security Has Improved](#)

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

[Enter Security Code - Cell Phone](#)  
[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 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[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](#)

# Search Results -Telephone - No Account with Restricted block


## User Search

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

**MICHAEL SHAW** SSN: 129-62-7303 DOB: 03/27/1936 [Help](#)

[User Information](#) [Transaction History](#)

RCS SRCHRSLT

 **This customer's SSN has a restricted block.**  
The customer must visit a Field Office to remove this block.

### No Account Found [Help](#)

There is no account for SSN: 129627303

---

Account Status: **Blocked**

Block Type: **Restricted**  
Block Reason: **Mother's name**  
Block Date: **May 05, 2017**  
Block: **SSA**  
Location:

### 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, and
- 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.

### 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](#)

[Create Account - Verify Your Identity](#)  
[Create Account - Account Details](#)

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

[Add Extra Security](#)

[Get Your Security Code - Cell Phone](#)  
[Get Your Security Code - Email](#)  
[Get Your Security Code - Security Has Improved](#)

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

[Enter Security Code - Cell Phone](#)  
[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 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[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](#)

# Transaction History

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS TH

Showing 1-25 of 87 << First < Prev 1 2 3 4 Next > Last >>

Event	Success?	Date/Timestamp	Location
Second-factor device number verification Email - Authorization Context	Yes	September 19, 2019 09:58	Internet Login
Send OTP - Email	Yes	September 19, 2019 09:58	Internet Login
Authentication - Match Permanent Password	Yes	September 19, 2019 09:58	Internet Login
Search for Customer - RCS Search for Username.	Yes	September 19, 2019 09:57	BALTIMORE MD (L9R)
Change Attribute - Remove Second Factor Device ID SMS	Yes	September 19, 2019 09:31	Internet Maintenance
Second-factor device number verification SMS - Authorization Context	Yes	September 19, 2019 09:29	Internet Login
OTP sent to Second Factor Device SMS	Yes	September 19, 2019 09:29	Internet Login
Authentication - Match Permanent Password	Yes	September 19, 2019 09:29	Internet Login
Second-factor device number verification Email - Add additional Second Factor	Yes	September 19, 2019 08:09	Internet Maintenance
Change Attribute - Change Attribute: Second Factor Device ID Email	Yes	September 19, 2019 08:09	Internet Maintenance
Send OTP - Email	Yes	September 19, 2019 08:09	Internet Maintenance
Second-factor device number verification SMS - Authorization Context	Yes	September 19, 2019 08:00	Internet Login
OTP sent to Second Factor Device SMS	Yes	September 19, 2019 08:00	Internet Login
Authentication - Match Permanent Password	Yes	September 19, 2019 08:00	Internet Login
Elevation Code Request - Finance strike or lock imposed	No	September 19, 2019 08:49	Internet Maintenance
Elevation Code Request - Finance Check (internal or external)	No	September 19, 2019 08:49	Internet Maintenance
Elevation Code Request - Finance strike or lock imposed	No	September 19, 2019 08:49	Internet Maintenance
Elevation Code Request - Finance Check (internal or external)	No	September 19, 2019 08:49	Internet Maintenance
Elevation Code Request - Finance strike or lock imposed	No	September 19, 2019 08:48	Internet Maintenance
Elevation Code Request - Finance Check (internal or external)	No	September 19, 2019 08:48	Internet Maintenance
De-elevate Account	Yes	September 19, 2019 08:43	Internet Maintenance
Second-factor device number verification SMS - Authorization Context	Yes	September 19, 2019 08:29	Internet Login
OTP sent to Second Factor Device SMS	Yes	September 19, 2019 08:29	Internet Login
Authentication - Match Permanent Password	Yes	September 19, 2019 08:29	Internet Login
Second-factor device number verification SMS - Authorization Context	Yes	September 18, 2019 17:16	Internet Login

Showing 1-25 of 87 << First < Prev 1 2 3 4 Next > Last >>

# Block Access

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) BLOCK

#### Block Access

“ Please read the following to the customer:

*If you block access to your information, you will not be able to access any of our online or automated telephone services. If you change your mind in the future, you will have to call or visit Social Security to unblock the account.*

*Are you sure you want to block all access to your information?*

# Account Management

## Account Summary - FO in Person. Standard Account

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

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

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **March 18, 2020 15:09**

## Account Summary - Telephone/FO on Phone. Standard Account

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

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

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **March 18, 2020 15:09**

## Account Summary - FO in Person. Standard Account

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

#### Account Summary

Account Type: **Standard** [Add Extra Security](#)

Security Codes Sent by: **Email** [Get Reset Code](#)

Last 4 Digits of Cell Phone: **Cell phone is not registered**  
Email: **te\*\*\*\*@ssa.gov**

Account Status: **Active**  
Last Login: **April 11, 2019 16:32**

[Get Temp Password](#) [Cancel Account](#) [Block Access](#)

## Account Summary - Telephone/FO on Phone. Standard Account

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

#### Account Summary

Account Type: **Standard**

Security Codes Sent by: **Email** [Get Reset Code](#)

Last 4 Digits of Cell Phone: **Cell phone is not registered**  
Email: **te\*\*\*\*@ssa.gov**

Account Status: **Active**  
Last Login: **April 11, 2019 16:32**

[Get Temp Password](#) [Cancel Account](#) [Block Access](#)

## Account Summary - FO in Person. Standard Account

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

#### Account Summary

Account Type: **Standard**  
[Add Extra Security](#)

Security Codes Sent by: **Text Message**  
**Email**  
[Get Reset Code](#)

Last 4 Digits of Cell Phone: **7663**  
Email: **te\*\*\*\*\*@ssa.gov**

Account Status: **Active**  
Last Login: **March 31, 2020 13:59**

[Get Temp Password](#) [Cancel Account](#) [Block Access](#)

## Account Summary - Telephone/FO on Phone. Standard Account

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

#### Account Summary

Account Type: **Standard**

Security Codes Sent by: **Text Message**  
**Email**  
[Get Reset Code](#)

Last 4 Digits of Cell Phone: **7663**  
Email: **te\*\*\*\*\*@ssa.gov**

Account Status: **Active**  
Last Login: **March 31, 2020 13:59**

[Get Temp Password](#) [Cancel Account](#) [Block Access](#)

## Account Summary - FO in Person. Extra Security Account

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

#### Account Summary

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **February 20, 2020 10:02**

## Account Summary- Telephone/FO on Phone. Extra Security Account

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

#### Account Summary

Before you can provide the customer with any information, or take any action on this account, you must send the customer a security code.

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **February 20, 2020 10:02**

## Account Summary - FO in Person. Extra Security Account

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT [Help](#)

#### Account Summary

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**  
**Email**

Last 4 Digits of Cell Phone: **7663**  
Email: **NO\*\*\*\*\*@SSA.GOV**

Account Status: **Active**  
Last Login: **March 31, 2020 15:21**

## Account Summary- Telephone/FO on Phone. Extra Security Account

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT [Help](#)

#### Account Summary

Before you can provide the customer with any information, or take any action on this account, you must send the customer a security code.

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**  
**Email**

Last 4 Digits of Cell Phone: **7663**  
Email: **NO\*\*\*\*\*@SSA.GOV**

Account Status: **Active**  
Last Login: **March 31, 2020 15:21**



Account Summary - Telephone/FO on Phone. Extra Security Account. Security Code Verification.

**User Search**

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) ACMGMT [Help](#)

**Account Summary**

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **February 20, 2020 10:02**

**Security Code Verification**

Please ask the customer to read you the security code they received.

A security code will be sent to:  
Cell phone number: **(\*\*\*-\*\*\*-7663)**

Enter Security Code:  
  
8-digit Number

Account Summary - Telephone/FO on Phone. Extra Security Account. Security Code Verification.

**User Search**

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) ACMGMT [Help](#)

**Account Summary**

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**   
**Email**

Last 4 Digits of Cell Phone: **7663**

Email: **NO\*\*\*\*\*@SSA.GOV**

Account Status: **Active**  
Last Login: **March 31, 2020 15:21**

**Send Security Code**

Please ask the customer to choose how they would like to receive security codes.

A security code will be sent to:

Cell phone number: **(\*\*\*-\*\*\*-7663)**

Email: **NO\*\*\*\*\*@SSA.GOV**

# Account Summary - Telephone/FO on Phone. Extra Security Account. Text Code Not Verified

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

**Unable to verify the security code you input. Please re-enter the code.**

If you have attempted to verify the same code 3 times, please select "Resend Security Code" for a new code and inform the customer.

#### Account Summary

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **February 20, 2020 10:02**

#### Security Code Verification

Please ask the customer to read you the security code they received.

A security code will be sent to:  
Cell phone number: (\*\*\*) \*\*\* - 7663

---

Enter Security Code:  
  
8-digit Number

# Account Summary- FO in Person. Standard (Extra Security Pending)

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

#### Account Summary

Account Type: **Standard (Extra Security Pending)**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **March 31, 2020 15:26**  
Notice Generated: **March 31, 2020**

# Account Summary- Telephone/FO on Phone. Standard (Extra Security Pending)

**User Search**

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

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

Account Type: **Standard (Extra Security Pending)**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **March 31, 2020 15:26**  
Notice Generated: **March 31, 2020**


# Account Summary- Telephone/FO on Phone. Standard. Blocked

**User Search**

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

 The customer's access to electronic records (SSN: 900-00-0000) has been blocked at his or her request. No further RCS action can be taken on the account while the block is present.

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

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Blocked**  
Last Login: **March 18, 2020 15:09**

Block Type: **Standard**  
Block Reason: **Customer Initiated**  
Block Date: **March 27, 2020**  
Block Location: **SSA**

# Deny Unblock


### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

 The customer's access to electronic records (SSN: 900-00-0000) has been blocked at his or her request. No further RCS action can be taken on the account while the block is present.

#### Account Summary

[Help](#)

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Blocked**  
Last Login: **March 18, 2020 15:09**

Block Type: **Standard**  
Block Reason: **Customer Initiated**  
Block Date: **March 27, 2020**  
Block Location: **SSA**

[Help](#)

Reason(s) for authentication failure when denying unblock:

- SSN
- Name
- Address
- Date of birth
- Place of birth
- Mother's name
- Direct Deposit Account Number (DAN)
- Master Beneficiary Amount (MBA)
- Other

Account Summary- Telephone/FO on Phone. Standard. Unblocked

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

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

Account Type: **Standard** [Add Extra Security](#)

Security Codes Sent by: **Text Message** [Get Reset Code](#)

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV** [Change Email](#)

Account Status: **Active**  
 Last Login: **February 20, 2020 10:27**  
 Block Removed  
 Unblock Date: **March 17, 2020**  
 Unblock Location: **RCS**

[Get Temp Password](#) [Cancel Account](#) [Block Access](#)

Account Summary- FO in Person. Standard. Locked

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

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

Account Type: **Standard** [Add Extra Security](#)

Security Codes Sent by: **Text Message** [Get Reset Code](#)

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV** [Change Email](#)

Account Status: **Locked** [Unlock Account](#)  
 Last Login: **March 18, 2020 15:09**  
 Lockout Type: **Authentication Strikes**  
 Lockout Date: **March 26, 2020 09:05**

[Get Temp Password](#) [Cancel Account](#) [Block Access](#)


## Account Summary- FO in Person. Standard. Unlocked

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

 **User Account is Unlocked**

#### Account Summary

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **March 18, 2020 15:09**

## Account Summary- Telephone/FO on Phone. Standard. Locked

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

#### Account Summary

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Locked**

Last Login: **March 18, 2020 15:09**  
Lockout Type: **Authentication Strikes**  
Lockout Date: **March 26, 2020 09:05**

# Account Summary- Telephone/FO on Phone. Standard. Unlocked

**User Search**

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

**User Account is Unlocked**

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

---

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **March 18, 2020 15:09**

# Account Summary- FO in Person. Get Reset Code Pending

**User Search**

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

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

---

Account Type: **Standard**

Security Codes Sent by: **Change Pending**

Last 4 Digits of Cell Phone: **Cell phone is not registered**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **September 17, 2019 08:59**  
Notice Generated: **September 17, 2019**

# Account Summary- Telephone/FO on Phone. Get Reset Code Pending

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

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

Account Type: **Standard**

Security Codes Sent by: **Change Pending**

Last 4 Digits of Cell Phone: **Cell phone is not registered**  
Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **September 17, 2019 08:59**  
Notice Generated: **September 17, 2019**

# Account Summary - FO In Person

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

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

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**  
Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **March 31, 2020 15:26**  
Temp password issued April 01, 2020



# Account Summary - FO Telephone

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS ACMGMT

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

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **NO-REPLY@SSA.GOV**

Account Status: **Active**  
Last Login: **March 31, 2020 15:26**  
Temp password issued April 01, 2020

# Create Account

## Create Account - Verify Identity

### User Search

SSN:  or Username:  User is:  
 on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

OMB No. 0960-0789  
Paperwork Reduction Act

RCS [Help](#) CAVI

#### Terms of Service

Please print and give the customer the Terms of Service document using the link below:  
[Terms of Service and Privacy Act](#)

“ Please read the following to the customer:

*We use the information you give us to verify your identity. We verify the information you give us against our records.*

*You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.*

*We will stop you from using our online services if we find or suspect misuse.*

Do you agree to these Terms of Service and those on the document we gave you?

The customer agrees to the Terms of Service.

#### 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 (recommended):**  
  
10-digit Number

**Email Address (recommended):**

## Standard Account - Add Extra Security

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

RCS [Help](#) YWES

The customer has been verified for an account.  
The customer may also add extra security to his or her account with no additional checks.

#### Extra Security

Please read the following to the customer:  
We have verified you for a standard account. You have the option to add extra security.

*If you'd like to add extra security, you will still receive security codes each time you sign in. Each time you contact us to make changes to your account, we will send you security codes or ask you for additional information.*

*You may want to add extra security to your account if you have been a victim of domestic violence or identity theft or have any other reason to believe you need extra security.*

Do you want to add extra security to your account?  
 Yes  No

[Next](#) [Cancel](#)

## We cannot verify the address against our records

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

RCS [Help](#) EXTOS

We cannot verify the address against our records.

Please read the following to the customer:  
We were unable to verify this address against our records: [Edit Address](#)

123 SAMPLER DR  
BALTIMORE, MD 12345

*We would like your permission to share your information with an external Identity Services Provider to help us verify your identity.*

*The Identity Services Provider verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.*

Do you agree to allow us to share your information with the Identity Services Provider?  
 Yes  No

[Next](#) [Cancel](#)

## Standard Enrollment – Mail

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

RCS [Help](#) ENMAIL

**⚠ We cannot verify the customer's address.**  
The customer has been verified for a standard account only.

#### Standard Account

“ Please read the following to the customer:  
You are verified for a standard account. We will mail a letter to you at the following address:  
123 Sampler Place  
Baltimore, MD 12345  
You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter.

[Print Receipt](#) [Done](#)

## Standard Enrollment – Mail Identity Service Provider

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

RCS [Help](#) ENMAIL

**⚠ We cannot verify the customer's address.**  
The customer has been verified for a standard account only.

#### Standard Account

“ Please read the following to the customer:  
You are verified for a standard account. We will mail a letter to you at the following address:  
123 Sampler Place  
Baltimore, MD 12345  
You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter.  
If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.

[Print Receipt](#) [Done](#)

## Extra Security Account with Address on ID

### User Search

SSN:  or Username:  User is:  on phone  in person [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

RCS [Help](#) ENROLLC

The confirmation letter was sent to the printer.

#### Activation and Upgrade Code Letter

“ Please give the confirmation letter to the customer and read the following confirmation to the customer:

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. Please follow the instructions in the letter to add your extra security.*

*Please do this before the date shown in the letter.*

## Extra Security Account Mailed with Address Not on ID

### User Search

SSN:  or Username:  User is:  on phone  in person [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

RCS [Help](#) ENROLLC

The confirmation letter was sent to the printer.

#### Activation Code Letter

“ Please give the confirmation letter to the customer and read the following confirmation to the customer:

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. That will give you standard access to SSA Services. You will receive a letter within 5 - 10 business days. You will need to follow the directions in this letter to add Extra Security to your account.*

*Please do this before the date shown in the letter.*

## Standard Account with Address on ID

### User Search

SSN:  or Username:  User is:  on phone  in person [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 [Help](#)

RCS [Help](#) ENROLLC

The confirmation letter was sent to the printer.

#### Activation Code Letter

“ Please give the confirmation letter to the customer and read the following confirmation to the customer:

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password.*

*Please do this before the date shown in the letter.*

## Add Security

Add Extra Security. Do you want to add extra security to your account?

### User Search

SSN:  or Username:  User is:  on phone  in person [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) AXSEAC

#### Add Extra Security

“ Please read the following to the customer:

*If you'd like to add extra security, you will still receive security codes each time you sign in. Each time you contact us to make changes to your account, we will send you a security code or ask you for additional information.*

*You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.*

Do you want to add extra security to your account?  
 Yes  No

## Add Extra Security: Enter Address

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) AXSEAD

#### Add Extra Security: Enter Address

**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 (optional):**

10-digit Number

## Add Extra Security. We cannot verify the address against our records.

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) AXSNEV

#### We cannot verify the address against our records.

Please read the following to the customer:

We were unable to verify this address against our records:

1 SAMPLER DR  
BALTIMORE, MD 11111

We would like your permission to share your information with an external Identity Services Provider to help us verify your identity.

The Identity Services Provider verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

Do you agree to allow us to share your information with the Identity Services Provider?

Yes  No

## Extra Security Letter

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) CESA

The confirmation letter was sent to the printer.

#### Extra Security

“ Please give the confirmation letter to the customer and read the following:

*You have added extra security to your account. To complete the extra security process, please follow the instructions in the letter I will give you. Please do this before the date shown in your letter.*

## Extra Security-We cannot verify the customer address. Refused external address check

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) CAES

We cannot verify the customer's address.

The customer cannot add extra security at this time.

#### Extra Security

“ Please read the following to the customer:

*We were unable to verify the address you provided. We cannot add extra security to your account at this time. If you recently moved, you can try again later. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*




Extra Security. The identification document does not show the customer's address.

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) CUCM

 The identification document does not show the customer's address.  
The extra security code will be mailed.

#### Extra Security

“ Please read the following to the customer:  
We will mail a letter to you at the following address:  
  
1234 SAMPLER DR  
BALTIMORE, MD 11111  
  
You will receive the letter within 5 - 10 business days. Please follow the instructions in the letter to add your extra security. Please do this before the date shown in your letter.

## Change Email

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) CEML

#### Change Email Address

Email Address:

Re-enter Email Address:

# Cancel Account

### User Search

SSN:  or Username:  User is:  on phone  in person [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) CACM

#### Cancel Account

**“ Please read the following to the customer:**

*If you cancel your account, you will no longer be able to access our online services using your current username and password. If you decide to access our online services in the future, you can create a new account.*

*Are you sure you want to cancel the account?*

# Get Temporary Password

## Get Temp Password

### User Search

SSN:  or Username:  User is:  on phone  in person [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) ETPP

#### Email Temporary Password

**“ Please read the following to the customer:**

*You will receive a temporary password at the following email address:*

*NO-REPLY@SSA.GOV*

*Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password.*


## Address cannot be verified

### User Search

SSN:  or Username:  User is:  on phone  in person [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) CVCA

 We cannot verify the customer's address.

#### Unable to verify customer's address

“ Please read the following to the customer:

*We were unable to verify the address you provided. We cannot provide a temporary password at this time. In order to finish, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the Identity Services Provider, we can try again to verify your address.*


## Unable to verify address

### User Search

SSN:  or Username:  User is:  on phone  in person [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) IPL3FXV

 The temporary password letter will be mailed.

#### Temporary Password Letter

“ Please read the following to the customer:

*We were unable to verify the address you provided. We will mail a temporary password letter to you at the following address:*

1234 SAMPLER DR  
BALTIMORE, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.*

# Address Verification on phone

## User Search

SSN:

or

Username:

User is:

- on phone  
 in person

Search

Clear Search

[? Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123

[? Help](#)

RCS

[? Help](#) L23AVCP



Customer's address has been verified.

### Get Temporary Password Letter Information



Please read the following to the customer:

*We have verified your address. We will mail a temporary password letter to you at the following address:*

*1234 SAMPLER DR  
BALTIMORE, MD 12345*

*You will receive the letter within 5-10 business days. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.*

Done

## Address Verification in person

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) L23AVIP

#### Enter Address

**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 (optional):**

10-digit Number

## Address Verification on phone

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) L23AVP

#### Enter Address

**Home Address:**

Street Line 1:

Street Line 2:

City/Town:  State/Territory:  ZIP Code:

**Primary Phone (optional):**

10-digit Number


## Get Temp Password – Confirmation

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) RCPC

 The temporary password letter was sent to the printer.

#### Print Temporary Password Letter Confirmation

“ Please give the temporary password letter to the customer and read the following:  
*Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.*

## Get Reset Code


### Get Reset Code - Address cannot be verified

### User Search

SSN  or Username  User is:  on phone  in person   [? Help](#)

**ALEX Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa23 [? Help](#)

RCS [? Help](#) CVCA

 We cannot verify the customer's address.

#### Unable to verify customer's address

“ Please read the following to the customer:  
*We were unable to verify the address you provided. We cannot change where you receive security codes at this time. In order to finish, you will have to go to your local Social Security Office. If you recently moved, you can try again later.*


## Get Reset Code – Extra Security Account. Unable to verify address

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) L23AVCP

 Customer's address has been verified.

#### Get Reset Code Letter Information

“ Please read the following to the customer:

*We have verified your address. We will mail a reset code letter to you at the following address:*

1234 SAMPLER DR  
BALTIMORE, MD 12345

*You will receive the letter within 5-10 business days. Please follow the directions to finish changing where you receive security codes before the date shown in your letter. You will not be able to sign in to your **my Social Security** account until you receive your reset code.*


## Get Reset Code – Address Verification on phone

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) L23AVCP

 Customer's address has been verified.

#### Get Reset Code Letter Information

“ Please read the following to the customer:

*We have verified your address. We will mail a reset code letter to you at the following address:*

1234 SAMPLER DR  
BALTIMORE, MD 12345

*You will receive the letter within 5-10 business days. Please follow the directions to finish changing where you receive security codes before the date shown in your letter. You will not be able to sign in to your **my Social Security** account until you receive your reset code.*

# Get Reset Code – Address Verification in person

## User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) L23AVIP

### Get Reset Code Letter



Please read the following confirmation to the customer:

We can provide you with a reset code that you can use to change where you receive security codes. You will not be able to access your account until you enter your reset code online.

### Enter Address

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 (optional):

10-digit Number



## Get Reset Code – Address Verification on phone

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) L23AVP

#### Get Reset Code Letter

“ Please read the following confirmation to the customer:  
We can provide you with a reset code that you can use to change where you receive security codes.  
You will not be able to sign in to your *my* Social Security account until you receive your reset code.

#### Enter Address

Home Address:  
Street Line 1:   
Street Line 2:   
City/Town:  State/Territory:  ZIP Code:   
Primary Phone (optional):   
10-digit Number

## Get Reset Code - Confirmation

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) RCPC

The reset code letter was sent to the printer.

#### Print Reset Code Letter Confirmation

“ Please give the reset code letter to the customer and read the following confirmation to the customer:  
Please follow the directions to finish changing where you receive security codes before the date shown in your letter.

# Remove Extra Security

## Remove Extra Security

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) REMEXSEC

#### Remove Extra Security

“ Please read the following to the customer:  
Are you sure you want to remove your extra security?  
If you remove your extra security, you will still be required to use a security code each time you sign in. You will receive a unique security code each time you sign in.

## Remove Extra Security - Enter Address

### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) RXSEAD

#### Remove Extra Security: Enter Address

Home Address:  
Street Line 1:   
Street Line 2:   
City/Town:  State/Territory:  ZIP Code:   
Primary Phone (optional):  
  
10-digit Number

## Remove Extra Security - We cannot verify the address against our records

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) RXSNEV

We cannot verify the address against our records.

“ Please read the following to the customer:

We were unable to verify this address against our records:

123 Sampler Court  
Baltimore, MD 12345

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.

The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

Do you agree to allow us to share your information with the Identity Services Provider?  
 Yes  No


## Remove Extra Security - We cannot remove extra security by Phone. Refused External Check

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) RXSER

 **We cannot verify the customer's address.**  
We cannot remove extra security over the telephone.

Unable to verify customer's address

“ Please read the following to the customer:

We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.

# Error Pages

## SYSTEMERROR - Unexpected system error

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS SYSTEMERROR

**System Error**

An unexpected system error has occurred.

Current date and time: 2017-05-12 15:37:12

Session ID: kC5jvAh5fWJ\_63sznohiMln

CSR's PIN:

[New Search](#)

## ICDBWAES - PCOM Window Open – Extra Security

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) ICDBWAES

**The Number Holder's record cannot be accessed in PCOM and RCS at the same time.**

Please exit the Number Holder's record in PCOM, then try the action again in RCS.

[Try Again](#) [Cancel](#)

## ICDBWCA - PCOM Window Open – Create Account

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) ICDBWM

**The Number Holder's record cannot be accessed in PCOM and RCS at the same time.**

Please exit the Number Holder's record in PCOM, then try the action again in RCS.

[Try Again](#) [Cancel](#)


## ICDBWM - PCOM Window Open – Temporary Password or Reset Code

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) ICDBWM

 The Number Holder's record cannot be accessed in PCOM and RCS at the same time.  
Please exit the Number Holder's record in PCOM, then try the action again in RCS.


## ICDBWRES - PCOM Window Open – Remove Extra Security

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help](#) ICDBWRES

 The Number Holder's record cannot be accessed in PCOM and RCS at the same time.  
Please exit the Number Holder's record in PCOM, then try the action again in RCS.

# Help Screens

## CATOS - Online Account Terms and Conditions



### Online Account Terms and Conditions

[Print this page](#)

RCS

[Help](#) CATOS

We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

### Privacy Act Statement

#### Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended; the Government Paperwork Elimination Act (P.L. 105-277); and the Federal Information Security Modernization Act of 2014 allows us to collect this information to grant you access to our online applications. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent you from using our online services.

We will use the information to identify who you are and before we provide the information you are requesting and for when we may need to communicate with you. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the time permitted by federal laws. We use their fraud prevention services to assist in protecting you from identity theft. We may also share your information for the following purposes, called routine uses:

1. To other Federal agencies and our contractors, including external data sources, to assist us in administering our programs; and
2. To appropriate Federal, State, and local agencies, entities, and persons when:  
(a) We suspect or confirm a compromise of security or confidentiality of information;  
(b) We determine that as a result of the suspected or confirmed compromise there is a risk of harm to economic or property interests, risk of identity theft or fraud, or harm to the security or integrity of this system or other systems or programs that rely upon the compromised information; and (c) We determine that disclosing the information to such agencies, entities, and persons will assist us in our efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

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 persons 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 Notice (SORN) 60-0373, entitled Central Repository of Electronic Authentication Data Master File, as published in the Federal Register (FR) on December 19, 2010, at 75 FR 79065. Additional information, and a full listing of all our SORNs, is available on our website at [www.ssa.gov/privacy](http://www.ssa.gov/privacy).

This Privacy Act Statement applies to the entire online authentication process and credential issuance, which includes account setup to account maintenance.

### Social Security is Going Green

When you open a [my Social Security](#) account, you will no longer receive a scheduled 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.

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.

[Close](#)

# HIS - Sign in



## Sign In or Create an Account

### Create Your Account

Information you will need

Create New Account

### Finish Setting up Your Account

Enter Activation Code

### Sign In

Username

Forgot Username?

Password

Forgot Password?

Sign In

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can block electronic access to your information at any time, for any reason.

Privacy and Security

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

Close

# HCAVI - Create Account - Verify Your Identity



Please tell us who you are

### Your Name

As shown on your Social Security card.

First  M.I.  Last  Suffix

### Social Security Number (SSN)

### 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.

Line 1  Line 2   
City/Town  State/Territory  ZIP Code

### Primary Phone: [I don't have a phone number.](#)

We only need this to verify your identity.

10-digit Number

### Email Address:

We need this to communicate with you about your online account.

### Confirm Email Address:

Emails must match

### Add extra security

You may add an extra level of security to your account by entering an upgrade code that we will send you in the mail.

Would you like to request an upgrade code now?

Yes, let's start now.  
 No, maybe later.

[Privacy and Security](#)

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



# HCACA - Create Account – Account Details



## Please create your account details

### Username

Cannot be your Name or Social Security Number (SSN) and must be:

8-20 characters

Available

### Password

Must:

Begin with a letter or number

Contain 8-64 characters

Contain upper & lowercase letters

Contain numbers

Contain symbols (! @ # \$ % ^ & \*)

## Please create your password reset questions

[Why?](#)

### Question 1

### Answer 1

### Question 2

### Answer 2

### Question 3

### Answer 3

[Next](#)

[Exit](#)

[Privacy and Security](#)

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

[Close](#)

# HCAVI - RIRDL - Create Account - Verify Your Identity and I.D.



Please tell us who you are

### Your Name

As shown on your Social Security card.

First  M.I.  Last  Suffix

### Social Security Number (SSN)

[SHOW SSN](#)

Example: 000-00-0000

### Date of Birth

Month  Day  Year

### Home Address:

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Street Address  Apartment, suite, unit, building, floor, etc.   
City/Town  State/Territory  ZIP Code

Is this the address on your driver's license, learner's permit, or other state-issued ID?

Yes  
 No  
 I don't have any of these.

Cell Phone:  I don't have a cell phone number.

This could help us verify your identity.

10-digit Number

### Email Address

We need this to communicate with you about your online account.

Confirm Email Address:

Emails must match

[Next](#)

[Exit](#)

[Privacy and Security](#)

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

[Close](#)

## HVYIC - Create Account - Identity Verification Options



Please choose how to verify your identity

You will only need to do this once.

Select one of the following.

Valid IDs include driver's license, learner's permit, and state-issued ID card.

Take Photos of your ID and a Selfie with your Smart Phone  
Your photos will be deleted after your identity is verified.

Type ID and Financial Information

▼ What if I don't have a valid ID?

▼ How does this help Social Security verify my identity?

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

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

[Close](#)

## HDLVRF - Create Account - Capture Your Photo Instructions



Start taking photos of your ID and a selfie

Step 1. Get a text. (Rates still apply.)

Step 2. Select the link and follow the instructions to take photos.

Step 3. Return to this window to finish setting up your account.

[How we protect your information](#)

**i** We will send a text message to (443) 764-7663.

Please allow up to 2 minutes for the text to arrive.  
The link in the text message will **expire** after 15 minutes from the time of your request.


I can't get text messages at this phone number.

[Get Text Message](#) [Previous](#)

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

[Close](#)

## HFUPLD - Create Account - Capture Your Photo Completion

 Social Security

**!** Please do not close this window.  
You need to finish setting up your account after taking photos.

**i** We sent a text message to (443) 764-7663.  
Please allow up to 2 minutes for the text to arrive.  
The link in the text message will **expire** after 15 minutes from the time of your request.

Please tell us when you have finished taking photos

▼ Having trouble?

Have you taken photos of your ID and a selfie?

Yes, I finished taking photos.

No, I need to type my information instead.


**Continue**

Privacy and Security

OMB No. 0960-0799 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

**Close**

## HMDLE - Create Account - I.D. Type

 Social Security

Please Enter ID Information

You can use the following forms of ID:

- Driver's License
- Learner's Permit
- State-Issued ID Card

Identification Type

Driver's License

Learner's Permit

State-Issued ID Card

**Next** Previous

Privacy and Security

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

**Close**

## HSYDO - Create Account - Activation Code Delivery Options



Get your activation code

An activation code helps us verify your identity, and improves the security of your account.

How do you want to receive your activation code?

Text message  
(443) 764-7663  
Your rates still apply.

Email  
NO-REPLY@SSA.GOV

Mail  
5-10 days

Privacy and Security

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

Close

## HECYR - Create Account - Enter Your Activation Code



**i** We sent a text message to (443) 764-7663.  
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

Enter the activation code you just received.

Privacy and Security

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

Close

## HFIVRF - Create Account - Financial Identification



**Financial Verification**

Please verify your identity with one of the following:

- the last 8 digits from your Visa, MasterCard, or Discover Card
- the last direct deposit amount from your Social Security benefits
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

**Next** **Exit**

Privacy and Security  
OMB No. 0960-0739 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

**Close**

## HFAVI - Finish Setting Up Your Account - Verify Your Identity



**Please tell us who you are**

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

First  M.I.  Last  Suffix

**Social Security Number (SSN):**

**Date of Birth:**

Month  Day  Year

**Please enter the account activation code we gave you**

**Account Activation Code:**

**Next** **Exit**

Privacy and Security  
OMB No. 0960-0739 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

**Close**

# HFACA - Finish Setting Up Your Account - Create Account



## Please create your account details

### Username

Cannot be your Name or Social Security Number (SSN) and must be:

8-20 characters

Available

### Password

Must:

Begin with a letter or number

Contain 8-64 characters

Contain upper & lowercase letters

Contain numbers

Contain symbols (! @ # \$ % ^ & \*)

## Please create your password reset questions

[Why?](#)

### Question 1

### Answer 1

### Question 2

### Answer 2

### Question 3

### Answer 3

[Next](#)

[Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#)

[Privacy Policy](#)

[Privacy Act Statement](#)

[Accessibility Help](#)

[Close](#)

# HFACA - Finish Setting Up Your Account - Create Account Provide Email



## Please create your account details

### Username

Cannot be your Name or Social Security Number (SSN) and must be:

8-20 characters

Available

### Password

Must:

Begin with a letter or number

Contain 8-64 characters

Contain upper & lowercase letters

Contain numbers

Contain symbols (! @ # \$ % ^ & \*)

### Email Address

We need this to communicate with you about your online account.

### Confirm Email Address:

Emails must match

## Please create your password reset questions

### Why?

#### Question 1

#### Answer 1

#### Question 2

#### Answer 2

#### Question 3

#### Answer 3

[Next](#)

[Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#)

[Privacy Policy](#)

[Privacy Act Statement](#)

[Accessibility Help](#)

[Close](#)



# HAES - Add Extra Security

### Provide Information

**Where can we mail the letter containing your upgrade code?**  
Must be a mailing address in the United States or a U.S. Territory.

Line 1  Line 2

City/Town  State/Territory  ZIP Code

**Primary Phone Number** [? I don't have a phone number.](#)  
We only need this to verify your identity.

10-digit Number

### Verify your Identity

To add extra security, you must first verify your identity with one of the following:

- the last 8 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

[Add Extra Security](#) [Cancel](#)

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

[Close](#)

# HPYCPN - RIR - Get Your Security Code - Cell Phone

### Get your security code

We will provide a security code each time you sign in.

[Tell me more.](#)

**How do you want to receive your security code?**

- Text Message:  
Message and Data Rates apply.
- Email

**Cell Phone Number**  
10-digit number

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

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

[Close](#)

## HPYCPN - EMAIL - Get Your Security Code – Email



Get your security code

We will provide a security code each time you sign in.

[Tell me more.](#)

How do you want to receive your security code?

Text Message  
Message and Data Rates apply.

Email

Email Address  
We will use this to provide your security code and other information about your **my** Social Security account.

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

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

[Close](#)

## HPYCPN - RIL - Get Your Security Code - Security Has Improved



**Security has improved since your last login.**  
We will provide a security code each time you sign in.  
[Tell me more.](#)

Get your security code

How do you want to receive your security code?

Text Message  
Message and Data Rates apply.

Email

You can receive your Social Security Statement [by mail](#).  
You can [block electronic access](#) to your information at any time, for any reason.

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

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

[Close](#)

## HVCPN - Verify Cell Phone Number



Please, verify your cell phone number

Is your cell phone number still (\*\*\*) \*\*\* - 8505?

Yes, it is correct. Please provide security code now.

No, it is no longer valid and must be changed.

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

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

[Close](#)

## HVCPN - Verify Cell Phone Email



Please, verify your email address

Is your email address still te\*\*@ssa.gov?

Yes, it is correct. Please provide security code now.

No, it is no longer valid and must be changed.

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

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

[Close](#)

## HESCTM - Enter Security Code – Cell Phone



**i** We sent a text message to (\*\*\*) \*\*\* - 1234.  
Please allow up to 2 minutes for the security code to arrive.  
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

[Having trouble?](#)

Enter the security code you just received.

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

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

[Close](#)

## HESCTM - Enter Security Code – Email



**1** We sent an email to le\*\*@ssa.gov.  
Please allow up to 2 minutes for the security code to arrive.  
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

▼ Having trouble?

Enter the security code you just received.

**Submit Security Code** Previous Exit

Privacy and Security  
OMB No. 0980-0789 Privacy Policy Privacy Act Statement Accessibility Help

Close

## HCYCPNPI - Get Reset Code – Provide Address Information



**1** After you provide the information requested below, you will receive a letter with your reset code and instructions.  
You will need to sign in with your username and password, enter your reset code, and change where you receive security codes.

Provide Information

**Your Mailing 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 in our records.

Line 1  Line 2

City/Town  State/Territory  ZIP Code

**Primary Phone Number:**  
We only need this to verify your identity.

**Mail Reset Code Instructions** Cancel

Privacy and Security  
OMB No. 0980-0789 Privacy Policy Privacy Act Statement Accessibility Help

Close

## HCYCPNRL - Do You Have... Reset Code Letter?



Do you have your reset code letter?

You recently indicated that you need to change where you receive security codes.

Have you received a letter in the mail from the Social Security Administration with your reset code and instructions?

Yes, let's begin.

No, not yet.

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

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

[Close](#)

## HMTPPPI - Get Temporary Password – Provide Address Information



**!** After you provide the information below, you will receive a letter with your temporary password.  
You'll receive a letter in 5-10 business days. You will not be able to use your current password.

Provide Information

**Your Mailing 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 in our records.

Line 1  Line 2

City/Town  State/Territory  ZIP Code

**Primary Phone Number**  
We only need this to verify your identity.

[Mail Temporary Password](#) [Previous](#) [Cancel](#)

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

[Close](#)

# HNCA Created an account online

P1. New Standard Account Created Online - Mailed Paper Notice

## Social Security Administration Important Information

[INSERT SERVICING FO ADDRESS]

Date: [Transaction date]

PAT SMITH  
1234 SAMPLE DR  
BALTIMORE MD 12345-123

Thank you for using Social Security's online services. On [date], you successfully created an online account with the Social Security Administration. You can sign in any time to [Login URL] with your username, password, and the one time security code we will send you to access Social Security's online services.

**Each time you sign in to your online Social Security account at [Login URL] we will send an 8-digit security code to you.** You will enter that 8-digit security code as part of your sign in process. This 8-digit security code is only valid for 10 minutes. If you do not use it within 10 minutes, you must request another security code from the website. If applicable, text messaging charges may apply depending on your plan.

Please keep your information safe. Do not share your password with anyone.

### Important Information

If you did not request an online account with Social Security, please contact us immediately at 1-800-772-1213 or visit your local Social Security office. If you are deaf or hard of hearing, our toll-free TTY number is 1-800-325-0778.

Social Security may use an Identity Services Provider to help verify your identity and protect your privacy when you register to do business with us online. When we verify your account, our Identity Services Provider may use information from your credit report to help confirm your identity. As a result, you may see a "soft inquiry" entry with the Identity Services Provider on your credit report. This entry shows that we made an inquiry at your request, and the date of that request. This soft inquiry will not appear on a credit report from any other provider.

Soft inquiries are not reported to lenders and do not affect your credit score. You do not incur any charges related to them. Soft inquiries appear only on a credit report issued to you and are generally removed from your credit report within 12 months.

Once you have registered for an online account, you will not create new soft inquiries when you sign in to access our services.

For more information about our Identity Services Provider, please visit [Identity Services Provider Link] online.

### If You Have Questions

If you have questions, please:

- Visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) to find general information about Social Security.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [1-xxx-xxx-xxxx].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[Insert FO address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21235-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help us answer your questions.

*Social Security Administration*

Close

# HNCAES - Created an account online (with extra security)

[E19. New Account Created Online with Upgrade Code - Mailed Paper Notice](#)

Social Security Administration  
Important Information

[INSERT SERVING PO ADDRESS]  
Date: [Transaction date]

PAT SMITH  
1234 SAMPLE DRIVE  
BALTIMORE MD 12345-1234

Thank you for using Social Security's online services. On [date], you successfully created an online account with the Social Security Administration. You can sign in any time to [Login URL] with your username, password, and the one-time security code we will send you to access Social Security's online services.

Each time you sign in to your online Social Security account at [Login URL] we will send an 8-digit security code to you. You will enter that 8-digit security code as part of your sign-in process. This 8-digit security code is only valid for 10 minutes. If you do not use it within 10 minutes, you must request another security code from the website. If applicable, text messaging charges may apply depending on your plan.

We are writing about your request to add extra security to your Social Security account at [Login URL] online. Your upgrade code is included in this letter.

**Important Information**

If you did not request an online account with Social Security, please contact us immediately at 1-800-772-1213 or visit your local Social Security office. If you are deaf or hard of hearing, our toll-free TTY number is 1-800-325-0778.

Social Security may use an Identity Services Provider to help verify your identity and protect your privacy when you register to do business with us online. When we verify your account, our Identity Services Provider may use information from your credit report to help confirm your identity. As a result, you may see a "soft inquiry" entry with the Identity Services Provider on your credit report. This entry shows that we made an inquiry at your request, and the date of that request. This soft inquiry will not appear on a credit report from any other provider.

Soft inquiries are not reported to lenders and do not affect your credit score. You do not incur any charges related to them. Soft inquiries appear only on a credit report issued to you and are generally removed from your credit report within 12 months.

Once you have registered for an online account, you will not create new soft inquiries when you sign in to access our services.

For more information about our Identity Services Provider, please visit [Identity Services Provider Link] online.

**Optional: If You Want Extra Security**

You have the option to choose extra security. You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

**Adding Your Extra Security**

Please take the following steps to add your extra security:

1. Visit our website at [Login URL].
2. Select Sign In.
3. Enter your username and password.
4. Choose Yes, Enable Extra Security.
5. We will send an 8-digit security code to you.
6. Enter the 8-digit security code. This 8-digit security code expires after 10 minutes.
7. Enter your one-time Account Upgrade Code (B0-00). This account upgrade code expires on [date].

You have successfully added extra security.

**If You Do Not Want Extra Security At This Time**

If you do not want to add extra security at this time, please choose, "No, skip this for now" in Step 4 shown above. We will ask you to add extra security the next time you sign in.

**If You Do Not Want Extra Security**

If you do not want to add extra security to your account, please choose, "I changed my mind; cancel my request for extra security" in Step 4 shown above. We will no longer ask you to add extra security. You can add or remove the extra security at any time. If you want extra security at a later time, you must start the process again and request a new upgrade code.

**If You Have Questions**

If you have questions, please:

- Visit our website at [www.ssa.gov/extra](https://www.ssa.gov/extra) to find general information about Social Security.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [1-800-772-1213].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[Insert PO address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21282-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help to answer your questions.

Social Security Administration

Close

# HNACE - Create an account online - Emailed activation code

## E19. Activation Code - Email Notice

To: [User email address]  
From: Social Security Administration  
Subject: My Social Security Activation code

Dear [FIRST NAME]:

Your Activation Code is: [XXXXXXXXXX]"

Please do not reply to this email, as we are unable to respond to messages sent to this address.

Close

# HNACM - Create an account online - Mailed activation code

PG Activation Code - Mailed Paper Notice

## Social Security Administration Important Information

SOCIAL SECURITY  
[INSERT SERVICING FO ADDRESS]

Date: [Transaction date]

PAT SMITH  
1234 SAMPLE DR  
BALTIMORE MD 12345-123

Thank you for using Social Security's online services. On [date], you successfully started the process of creating an online account with the Social Security Administration. Please follow the steps below to finish setting up your online account.

1. Visit our site at [URL]
2. Review and accept the Terms of Service by selecting the check box at the bottom of the page.
3. Enter the following information to confirm your identity:
  - Your name,
  - Your 9-digit Social Security Number,
  - Your date of birth, and
  - Your one-time Account Activation Code: [Activation Code]. This Activation Code expires on [Expiration Date].
4. Choose either text message or email as the way you want to receive your security code.
5. Retrieve the 8-digit security code that we sent to your selection in step 4. Enter your security code on the internet screen. This security code expires after 10 minutes and is good for only one use.
6. Follow the directions to create your username, password and password reset questions. If you chose email to receive your security code in step 4, we will not ask for it again.
7. Select Next.

You have successfully created an online account.

Each time you sign in to your online Social Security account at [Login URL] we will send an 8-digit security code to you. You will receive that 8-digit security code as part of your sign in process. This 8-digit security code is only valid for 10 minutes. If you do not use it within 10 minutes, you must request another security code from the website. If applicable, text messaging charges may apply depending on your plan.

Please keep your information safe. Do not share your password with anyone.

### Important Information

Your Activation code will expire on [Expiration Date]. If the code expires or is lost, the registration process will need to be completed again at [URL].

If you did not request an online account with the Social Security Administration, please contact us immediately at 1-800-772-1213 or visit your local Social Security office. If you are deaf or hard of hearing, our toll-free TTY number is 1-800-325-0778.

Social Security may use an Identity Services Provider to help verify your identity and protect your privacy when you register to do business with us online. When we verify your account, our Identity Services Provider may use information from your credit report to help confirm your identity. As a result, you may see a "soft inquiry" entry with the Identity Services Provider on your credit report. This entry shows that we made an inquiry at your request, and the date of that request. This soft inquiry will not appear on a credit report from any other provider.

Soft inquiries are not reported to lenders and do not affect your credit score. You do not incur any charges related to them. Soft inquiries appear only on a credit report issued to you and are generally removed from your credit report within 12 months.

Once you have registered for an online account, you will not create new soft inquiries when you sign in to access our services.

For more information about our Identity Services Provider, please visit [Identity Services Provider Link] online.

### If You Have Questions

If You Have Questions, Please:

- Visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) to find general information about the Social Security Administration.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [phone].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[Insert FO address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21235-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help us answer your questions.

Social Security Administration

Close



# HNAES - Added extra security online

F3. Add Extra Security Online Request - Mailed Paper Notice

## Social Security Administration

### Important Information

SOCIAL SECURITY  
[INSERT SERVICING FO ADDRESS]

Date: [Transaction date]

PAT SMITH  
1234 SAMPLE DR  
BALTIMORE MD 12345-123

We are writing about your request to add extra security to your Social Security account at [Login URL] online. You made this request on [date].

Social Security may use an Identity Services Provider to help verify your identity and protect your privacy when you register to do business with us online. When we verify your account, our Identity Services Provider may use information from your credit report to help confirm your identity. As a result, you may see a "soft inquiry" entry with the Identity Services Provider on your credit report. This entry shows that we made an inquiry at your request, and the date of that request. This soft inquiry will not appear on a credit report from any other provider.

Soft inquiries are not reported to lenders and do not affect your credit score. You do not incur any charges related to them. Soft inquiries appear only on a credit report issued to you and are generally removed from your credit report within 12 months.

Once you have registered for an online account, you will not create new soft inquiries when you sign in to access our services.

For more information about our Identity Services Provider, please visit [Identity Services Provider Link] online.

#### Optional: If You Want Extra Security

You have the option to choose extra security. You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

Each time you sign in to your online Social Security account at [Login URL] we will send an 8-digit security code to you. You will enter that 8-digit security code as part of your sign in process. This 8-digit security code is only valid for 10 minutes. If you do not use it within 10 minutes, you must request another security code from the website. If applicable, text messaging charges may apply based on your plan.

#### Adding Your Extra Security

Please take the following steps to add your extra security.

1. Visit our website at [Login URL]
2. Select Sign In.
3. Enter your username and password.
4. Choose Yes, Enable Extra Security.
5. We will send an 8-digit security code to you.
6. Enter the 8-digit security code. This 8-digit security code expires after 10 minutes.
7. Enter your one-time Account Upgrade Code: [fill-in]. This account upgrade code expires on [date].

You have successfully added extra security.

#### If You Do Not Want Extra Security At This Time

If you do not want to add extra security at this time, please choose, "No, skip this for now" in Step 4 shown above. We will ask you to add extra security the next time you sign in.

#### If You Do Not Want Extra Security

If you do not want to add extra security to your account, please choose, "I changed my mind; cancel my request for extra security" in Step 4 shown above. We will no longer ask you to add extra security. You can add or remove the extra security at any time. If you want extra security at a later time, you must start the process again and request a new upgrade code.

#### If You Have Questions

If you have questions, please:

- Visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) to find general information about Social Security.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [phone].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[Insert FO address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21235-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help us answer your questions.

Social Security Administration

Close

# HNRCO - Request to reset security code online

P4, Reset Second Factor - Mailed Paper Notice

## Social Security Administration

### Important Information

[INSERT SERVICING FO ADDRESS]

Date: [Transaction date]

PAT SMITH  
1234 SAMPLE DRIVE  
BALTIMORE MD 12345-123

We received your request to change how you receive your security code for your online account. You may now choose to set up a new way to receive your security code. To process your request, please visit [Login URL] and enter the reset code below.

**Your one-time reset code is [fill-in]. This reset code expires [date].**

Social Security may use an Identity Services Provider to help verify your identity and protect your privacy when you register to do business with us online. When we verify your account, our Identity Services Provider may use information from your credit report to help confirm your identity. As a result, you may see a "soft inquiry" entry with the Identity Services Provider on your credit report. This entry shows that we made an inquiry at your request, and the date of that request. This soft inquiry will not appear on a credit report from any other provider.

Soft inquiries are not reported to lenders and do not affect your credit score. You do not incur any charges related to them. Soft inquiries appear only on a credit report issued to you and are generally removed from your credit report within 12 months.

Once you have registered for an online account, you will not create new soft inquiries when you sign in to access our services.

For more information about our Identity Services Provider, please visit [Identity Services Provider Link] online.

#### To change how you receive your security code:

1. Go to [Login URL]
2. Select Sign In.
3. Enter your username and password.
4. Choose how you want to receive your security code.
5. Enter the required information.
6. We will send an 8-digit security code to you.
7. Enter the 8-digit security code. This 8-digit security code expires after 10 minutes and is only good for one use.
8. Enter the reset code [fill-in].

You will receive a confirmation page saying it has been changed.

#### If You Have Questions

If you have questions, please:

- Visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) to find general information about Social Security.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [phone].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[Insert Field Office Address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21235-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help us answer your questions.

*Social Security Administration*

Close

# HNCAIP - Created a standard account in person

R4. Successful Standard Enrollment - Handed in FO

## Social Security Administration Important Information

SOCIAL SECURITY  
[INSERT SERVICING FO ADDRESS]

Date: [Transaction date]

PAT SMITH  
1234 SAMPLE DR  
BALTIMORE MD 12345-123

On [date], you visited us to create an online account with the Social Security Administration. You will receive a duplicate mailed notice within 5-10 business days. In order to complete your request, please follow the instructions below.

### Create Your Username and Password

You will need to create a username and password that you can remember. Follow these steps to create your username and password:

1. Visit our site at [URL]
2. Accept the Terms of Service.
3. Enter the following information to confirm your identity:
  - Your name,
  - Your 9-digit Social Security Number,
  - Your date of birth, and
  - Your one-time Account Activation Code: [Activation Code]. This activation code expires on [Expiration Date].
4. Follow the directions to create your username, password, and password reset questions.

### Choose How You Want To Receive Your Security Code

You will need to choose how you want to receive your security code in order to access your account. Follow these instructions:

1. Choose how you want to receive your security code.
2. Enter the required information.
3. We will send an 8-digit security code to you.
4. Enter the 8-digit security code. This 8-digit security code expires after 10 minutes and is only good for one use.
5. Accept the second Terms of Service.

**You have successfully created an online account.**

Each time you sign in to your online Social Security account at [Login URL] we will send an 8-digit security code to you. You will enter that 8-digit security code as part of your sign in process. This 8-digit security code is only valid for 10 minutes. If you do not use it within 10 minutes, you must request another security code from the website. If applicable, text messaging charges may apply depending on your plan.

### If You Have Questions

If you have questions, please:

- Visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) to find general information about Social Security.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [phone].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[Insert Field Office Address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21235-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help us answer your questions.

*Social Security Administration*

Close

# HNCAIPES - Created an account in person (with extra security)

R1. Successful Enrollment with Extra Security -Handed in the FO

## Social Security Administration

Important Information

[INSERT SERVICING FO ADDRESS]

Date: [Transaction date]

PAT SMITH  
1234 SAMFLE DR  
BALTIMORE MD 12345-123

On [date], you visited us to create an online account with the Social Security Administration. You will receive an exact copy of this notice in the mail within 5-10 business days. In order to complete your request, please follow the instructions below.

### Create Your Username and Password

You will need to create a username and password that you can remember. Follow these steps to create your username and password:

1. Visit our site at [URL].
2. Accept the Terms of Service.
3. Enter the following information to confirm your identity:
  - Your name,
  - Your 9-digit Social Security Number,
  - Your date of birth, and
  - Your one-time Account Activation Code: [Activation Code]. This activation code expires on [Expiration Date].
4. Follow the directions to create your username, password, and password reset questions.

### Choose How You Want To Receive Your Security Code

You will need to choose how you want to receive your security code in order to access your account. Follow these instructions:

1. Choose how you want to receive your security code.
2. Enter the required information.
3. We will send an 8-digit security code to you.
4. Enter the 8-digit security code. This 8-digit security code expires after 10 minutes and is only good for one use.
5. Accept the second Terms of Service.

You have successfully created an online account.

Each time you sign in to your online Social Security account at [Login URL] we will send an 8-digit security code to you. You will enter that 8-digit security code as part of your sign in process. This 8-digit security code is only valid for 10 minutes. If you do not use it within 10 minutes, you must request another security code from the website. If applicable, text messaging charges may apply depending on your plan.

### How To Add Extra Security

To add extra security, follow the steps below:

1. Sign out of your account.
2. Immediately, sign in again.
3. You will be asked if you have your Extra Security letter.
4. Choose Yes, Enable Extra Security.
5. Enter your one-time Account Upgrade Code: [fill in]. This account upgrade code expires on [date].

### If You Do Not Want Extra Security At This Time

If you do not want to add extra security at this time, please choose, "No, skip this for now" in Step 4 shown above. We will ask you to add extra security the next time you sign in.

### If You Do Not Want Extra Security

If you do not want to add extra security to your account, please choose, "I changed my mind; cancel my request for extra security" in Step 4 shown above. We will no longer ask you to add extra security. You can add or remove the extra security at any time. If you want extra security at a later time, you must start the process again and request a new upgrade code.

### If You Have Questions

If you have questions, please:

- Visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) to find general information about Social Security.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [phone].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[insert FO address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21235-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help us answer your questions.

Social Security Administration

Close

# HNUAIP - Upgraded account in person

R9. Upgrade Code Handed in the FO – Paper Notice

## Social Security Administration Important Information

[INSERT SERVICING FO ADDRESS]

Date: [Transaction date]

PAT SMITH  
1234 SAMPLE DR  
BALTIMORE MD 12345-123

On [date], you contacted us to add extra security to your online account with the Social Security Administration. You will receive an exact copy of this notice in the mail within 5-10 business days. In order to complete your request, please follow the instructions below.

### Optional: If You Want Extra Security

You have the option to choose extra security. You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.

Each time you sign in to your online Social Security account at [Login URL] we will send an 8-digit security code to you. You will enter that 8-digit security code as part of your sign in process. This 8-digit security code is only valid for 10 minutes. If you do not use it within 10 minutes, you must request another security code from the website. If applicable, text messaging charges may apply based on your plan.

### Adding Your Extra Security

Please take the following steps to add your extra security.

1. Visit our website at [Login URL]
2. Enter your username and password.
3. Choose Yes, Enable Extra Security.
4. Enter your one-time Account Upgrade Code: [fill-in]. This account upgrade code expires on [date].

You have successfully added extra security.

### If You Do Not Want Extra Security At This Time

If you do not want to add extra security at this time, please choose, "No, skip this for now" in Step 3 shown above. We will ask you to add extra security the next time you sign in.

### If You Do Not Want Extra Security

If you do not want to add extra security to your account, please choose, "I changed my mind; cancel my request for extra security," in Step 3 shown above. We will no longer ask you to add extra security. You can add or remove the extra security at any time. If you want extra security at a later time, you must start the process again and request a new upgrade code.

### If You Have Questions

If you have questions, please:

- Visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) to find general information about Social Security.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [phone].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[Insert Field Office Address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21235-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help us answer your questions.

*Social Security Administration*

Close

# HNRCP - Request to reset security code in person

R11. Reset Second Factor - Handed in FO

## Social Security Administration Important Information

SOCIAL SECURITY  
[INSERT SERVICING FO ADDRESS]

Date: [Transaction date]

PAT SMITH  
1234 SAMPLE DR  
BALTIMORE MD 12345-1234

On [date], you visited us to change how you receive your security code associated with your online account with the Social Security Administration. You may now set up a new way to receive your security code. To process your request, please visit [Login URL] and enter the reset code below.

**Your one-time reset code is [fill-in]. This reset code expires [date].**

### To change how you receive your security code:

1. Go to [Login URL]
2. Select Sign In.
3. Enter your username and password.
4. Choose how you want to receive your security code.
5. Enter the required information.
6. We will send an 8-digit security code to you.
7. Enter the 8-digit security code. This 8-digit security code expires after 10 minutes and is only good for one use.
8. Enter the reset code [fill-in].

You will receive a confirmation page saying it has been changed.

### If You Have Questions

If you have questions, please:

- Visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) to find general information about Social Security.
- Call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. Generally, you will have a shorter wait time if you call during the week after Tuesday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. You also may call your local office at [phone].
- Write or visit any Social Security office. If you plan to visit an office, you may call ahead to make an appointment. The office that serves your area is located at:

[Insert Field Office Address]

If you live outside the United States, please contact any Social Security office or the nearest U.S. Embassy or consulate. You may also write the Social Security Administration, P.O. Box 17775, Baltimore, Maryland, 21235-7775, USA.

Please have this letter with you if you call or visit an office. If you write, please include a copy of this letter. It will help us answer your questions.

*Social Security Administration*


Close



**DELETE BELOW**



## 2. RUACTION- Retrieve User Account

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

---

### User Search [? Help](#)

SSN:  or Username:  User is:  
 on phone  in person [Search](#) [Clear Search](#)

---

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

##### To Retrieve Account

To edit or create an online account, enter the SSN or Username above.

---

##### 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](#)

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

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

[Add extra security](#)

[Get Your Security Code](#)  
[Get Your Security Code - Security has improved](#)

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

[Enter Security Code - Cell Phone](#)  
[Enter Security Code - Email](#)

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

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

#### USERSEARCH

##### 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, and
- 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 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[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](#)

### 3. Create Account

#### 3.1 CAVI- Create Account – Verify Address

### User Search

SSN:  or Username:  User Id:   
 on phone  in person   [Help](#)

**JAMES MORONE** SSN: 001-02-3803 DOB: 12/10/1971 [Help](#)

DMS No. 0980-0789  
Paperwork Reduction Act [Help](#) CAVI

RCS

**Please print and give the customer the Terms of Service document using the link below:**

**Terms of Service and Privacy Act**  
We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

Do you agree to these Terms of Service and those on the document we gave you?

The customer agrees to the Terms of Service.

**Applicant must:**

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

### About the Applicant

**Proof of Identity(must be current):**

- State Drivers License or Identity card
- U.S. passport or passport card
- U.S. military identification card
- U.S. government employee identification card

**Name:**

First M.I. Last Suffix

**Date of Birth:**

mm/dd/yyyy

**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(optional):**

10-digit Number

## 3.2 CATOS - Printable version of Terms and Conditions



### Online Account Terms and Conditions

[Print this page](#)

RCS

[Help](#) CATOS

We use the information you give us to verify your identity. We verify the information you give us against our records.

You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity.

We will stop you from using our online services if we find or suspect misuse.

### Privacy Act Statement

#### Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended; the Government Paperwork Elimination Act (P.L. 105-277); and the Federal Information Security Management Act of 2002 (Title III) of the E-Government Act of 2002 (P.L. 107-347) authorize us to collect this information to allow you access to our online services. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent you from using our online services.

We will use the information to identify who you are before we provide you with the information you are requesting. We also use an external [Identity Services Provider](#) to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the time permitted by federal laws. We use their fraud prevention services to assist in protecting you from identity theft. We may also share your information for the following purposes, called routine uses:

1. To other Federal agencies and our contractors, including external data sources, to assist us in administering our programs; and
2. To appropriate Federal, State, and local agencies, entities, and persons when: (a) We suspect or confirm a compromise of security or confidentiality of information; (b) We determine that as a result of the suspected or confirmed compromise there is a risk of harm to economic or property interests, risk of identity theft or fraud, or harm to the security or integrity of this system or other systems or programs that rely upon the compromised information; and (c) We determine that disclosing the information to such agencies, entities, and persons will assist us in our efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

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 Notice (SORN) 60-0373, entitled Central Repository of Electronic Authentication Data Master File. Additional information and a full listing of all our SORNs are available on our website at [www.socialsecurity.gov/foia/bluebook](http://www.socialsecurity.gov/foia/bluebook).

This Privacy Act Statement applies to the entire online authentication process and credential issuance, which includes account setup to account maintenance.

#### Social Security is Going "Green"

When you open a [my Social Security](#) account, you will no longer receive a scheduled 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.

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.

[Close](#)

### 3.3 Create Account – Need External Verification- EXTOS

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

**User Search**

SSN  or Username  **User is:**  
 on phone  in person **Search**  [Help](#)

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa2** [Help](#)

RCS [Help](#) EXTOS

**We cannot verify the address against our records**

**“ Please read the following to the customer:**

*We were unable to verify this address against our records:*

1234 SAMPLE DR  
BALTIMORE, MD 53527

*We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.*

*The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.*

**Do you agree to allow us to share your information with the Identity Services Provider?**

Yes     No

**Next**

### 3.4 YWES - Do You Want Extra Security

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

**User Search**

SSN  or Username  **User is:**  
 on phone  in person **Search**  [Help](#)

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa2** [Help](#)

RCS [Help](#) YWES

**The customer has been successfully verified for an account.**

**The customer may also add extra security to his or her account with no additional checks.**

**Extra Security**

**“ Please read the following to the customer:**

*We have verified you for a standard account. You have the option to add extra security.*

*If you'd like to add extra security, you will still receive security codes each time you sign in. Each time you contact us to make changes to your account, we will send you security codes or ask you for additional information.*

*You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.*

**Do you want to add extra security to your account?**

Yes     No

**Next**

NOTE: Throughout this packet, several screens with the same screen name, such as ENROLLC, but different narrative descriptions, indicate dynamic variations of one screen in the RCS code.


### 3.5 ENROLLC -Successful Enrollment Confirmation - Handed or Mailed (Formerly SEESE)

#### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**DALE BOETTCHER** SSN: 083-10-5300 DOB: 03/14/1950 [Help](#)

RCS [Help](#) ENROLLC

 The confirmation letter was successfully sent to the printer.

“ Please give the confirmation letter to the customer and read the following confirmation to the customer:

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. Please follow the instructions in the letter to add your extra security.*

*Please do this before the date shown in the letter.*


### 3.6 ENROLLC - Successful Enrollment Confirmation -Extra Security Code Mailed (Formerly SEESM)

#### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**Dale Boettner** SSN: 053-98-1909 DOB: 03/14/1950 [Help](#)

RCS [Help](#) ENROLLC

 The confirmation letter was successfully sent to the printer.

“ Please give the confirmation letter to the customer and read the following confirmation to the customer:

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password. That will give you standard access to SSA Services. You will receive a letter within 5 - 10 business days. You will need to follow the directions in this letter to add Extra Security to your account.*

*Please do this before the date shown in the letter.*

### 3.7 ENROLLC- Successful Enrollment Confirmation - Only Standard Security received because address did not verify (Formerly SUES)

#### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**ALICE CHOW** SSN: 008-38-8802 DOB: 02/10/1970 [Help](#)

RCS [Help](#) ENROLLC

The confirmation letter was successfully sent to the printer.

**“ Please give the confirmation letter to the customer and read the following confirmation to the customer:**

*We cannot finish setting up your account until you use the letter I will give you to go online and create a Username and Password.*

*Please do this before the date shown in the letter.*

### 3.8 ENMAIL Standard Enrollment – activation code mailed

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

#### User Search

SSN:  or Username:  User is:  on phone  in person   [Help](#)

**Dale Boettner** SSN: 053-98-1909 DOB: 03/14/1950 [Help](#)

RCS [Help](#) ENMAIL

**We cannot verify the customer's address.**

The customer has been verified for a standard account only.

#### Standard Account


**“ Please read the following to the customer:**

*You are verified for a standard account. We will mail a letter to you at the following address:*

*789 Some St*  
*Baltimore, MD 21222*

*You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter.*

### 3.9 ENMAIL- Standard enrollment - activation code mailed - refused the Identity Services Provider check

Social Security • Registration and Customer Support 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: 01/01/1920 [Help](#)

RCS [Help](#) ENMAIL

 **We cannot verify the customer's address.**  
The customer has been verified for a standard account only.

#### Standard Account

**“ Please read the following to the customer:**  
*You are verified for a standard account. We will mail a letter to you at the following address:*

**1234 SAMPLE DR  
BALTIMORE, MD 53527**

*You will receive this letter within 5 - 10 business days. You will need to follow the directions to create your Username and Password. Please do this before the date shown in the letter. If you choose in the future to allow us to share your information with the [Identity Service Provider](#), we can try again to verify your address.*

---

[Print Receipt](#) [Done](#)

## 4. Account Management Screen In person

NOTE: The Account Summary screen has many variations, depending on the status of the account. Not all variations are shown here, but the main buttons for interacting with this screen are shown below.

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 Username: alexloa2 [Help](#)

User Information [Transaction History](#)

RCS ACMGMT

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

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7663**

Email: **AlexLOA2@gmail.com**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

---

#### 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](#)

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

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

[Add Extra Security](#)

[Get Your Security Code](#)  
[Get Your Security Code - Security has improved](#)

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

[Enter Security Code - Cell Phone](#)  
[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 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[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](#)



## 4.1 Account Management Screen – On Phone

The customer's account has extra security

### User Search

SSN:  or Username:  User is:  on phone  in person [Help](#)

HAROLD A. DDYLSW SSN: 381-25-4303 DOB: 10/21/1973 Username: TERRIFIC06 [Help](#)

[Account Summary](#) [Transaction History](#)

RCS ACMGMT

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

Before you can provide the customer with any information, or take any action on this account, you must send the customer security codes.

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7777**

Email: **mona.ahuja@ssa.gov**

Account Status: **Active**  
Last Login: **January 25, 2017 14:02**

#### 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](#)

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

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

[Add extra security](#)

[Get Your Security Code](#)  
[Get Your Security Code - Security has improved](#)

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

[Enter Security Code - Cell Phone](#)  
[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 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[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](#)

## 4.2 Account Management Screen- Before the Send Security Code On Phone

The customer has one or more second factors registered. When the customer successfully completes the Send Security Code process, all appropriate buttons will be enabled.

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top, there is a 'User Search' section with input fields for 'SSN' and 'Username' (containing 'Alexloa3'), and radio buttons for 'User is:' (selected 'on phone', 'in person'). A 'Search' button and a 'Clear Search' button are present. Below the search, user information is displayed: 'ALEX Q. PUBLIC', 'SSN: 900-00-0000', 'DOB: 01/01/1970', and 'Username: alexloa3'. There are tabs for 'User Information' and 'Transaction History'. The main content area is split into two panels: 'RCS' and 'ACMGMT'. The 'RCS' panel contains an 'Account Summary' with details: Account Type: 'Extra Security'; Security Codes: 'Text Message' and 'E-mail'; Last 4 Digits of Cell Phone: '7663'; E-mail: 'AL\*\*\*@gmail.com'; Account Status: 'Active'; Last Login: 'September 20, 2015 11:31'. A 'Get Reset Code' button is visible. The 'ACMGMT' panel is titled 'Send Security Code' and contains instructions: 'Please ask the customer to choose how they would like to receive security codes.' Below this, there are radio buttons for 'Cell phone number:' (selected, showing '\*\*\*\*\*7663') and 'E-mail:' (showing 'AL\*\*\*@gmail.com'). 'Submit' and 'Cancel' buttons are at the bottom of the 'ACMGMT' panel. At the very bottom of the page, there are links for 'Customer Internet Screens' and 'Sample Notices'.

## 4.2 Email Temporary Password on Phone

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top, there is a 'User Search' section with input fields for 'SSN' and 'Username', and radio buttons for 'User is:' (selected 'on phone', 'in person'). A 'Search' button and a 'Clear Search' button are present. Below the search, user information is displayed: 'ALEX Q. PUBLIC', 'SSN: 900-00-0000', 'DOB: 01/01/1970', and 'Username: alexloa2'. There are tabs for 'User Information' and 'Transaction History'. The main content area is split into two panels: 'RCS' and 'ACMGMT'. The 'RCS' panel contains an 'Email Temporary Password' section with a quote: 'Please read the following to the customer: You will receive a temporary password at the following email address: alexloa23@gmail.com. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password.' A 'Done' button is at the bottom of the 'RCS' panel. The 'ACMGMT' panel is empty. At the very bottom of the page, there are links for 'Customer Internet Screens' and 'Sample Notices'.

## 5. Add Extra Security

### 5.1 AXSEAC Add Extra Security to Existing Account

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    Username: alexloa2 [? Help](#)

RCS [? Help](#) AXSEAC

**Add Extra Security**

**“ Please read the following to the customer:**

*If you'd like to add extra security, you will still receive security codes each time you sign in. Each time you contact us to make changes to your account, we will send you security codes or ask you for additional information.*

*You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.*

**Do you want to add extra security to your account?**

Yes     No

---

**Next**    Cancel

### 5.2 AXSEAD - Add extra Security Enter Address

**User Search**

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

---

**JEFFREY H. GOEBIG**    SSN: 123-24-8506    DOB: 10/08/1941    Username: ABDULLAH123 [? Help](#)

RCS [? Help](#) AXSEAD

**Add Extra Security: Enter Address**

**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(optional):**

10-digit Number

---

**Next**    Cancel

### 5.3 AXSNEV-Add Extra Security Need External Verification

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    Username: alexloa2 ? Help

RCS ? Help    AXSNEV

**We cannot verify the address against our records**

**“ Please read the following to the customer:**

*We were unable to verify this address against our records:* Edit Address

1234 SAMPLE DR  
BALTIMORE, MD 53527

*We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.*

*The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.*

**Do you agree to allow us to share your information with the Identity Services Provider?**

Yes     No

**Next** Cancel

### 5.4 CAES - Cannot Add Extra Security

Dynamic view- when the internal address match failed, the customer permitted external address matching but that failed too. This screen is part of an unsuccessful attempt to add extra security to an existing account.

Social Security • Registration and Customer Support 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: 01/01/1920    Username: ROMETEST123 ? Help

RCS ? Help    CAES

**⚠ We cannot verify the customer address.**  
The customer cannot add extra security at this time.

**Extra Security**

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot add extra security to your account at this time. If you recently moved, you can try again later.*

Done

## 5.5 CAES- Cannot Add Extra Security

Dynamic View: The internal address match failed, and the customer refused external address matching.

Social Security • Registration and Customer Support 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: 01/01/1920 Username: ROMETEST123 ? Help

RCS ? Help CAES

 **We cannot verify the customer address.**  
The customer cannot add extra security at this time.

#### Extra Security

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot add extra security to your account at this time. If you recently moved, you can try again later. If you choose in the future to allow us to share your information with the Identity Services Provider, we can try again to verify your address.*

Done

## 5.6 CUCM - Confirmation - Upgrade Code Mailed


### User Search

SSN:  or Username:  User is:  
 on phone  in person **Search** Clear Search ? Help

---

**CELIA AMIRIAN** SSN: 107-44-4602 DOB: 04/04/1979 Username: LAKS\_4602 ? Help

RCS ? Help CUCM

 **The identification document does not show the customer's address.**  
The extra security code will be mailed.

#### Extra Security

**“ Please read the following to the customer:**

*We will mail a letter to you at the following address:*

*14 Stone gate court  
smithtown, NY 11787*

*You will receive the letter within 5 - 10 business days. Please follow the instructions in the letter to add your extra security. Please do this before the date shown in your letter.*

Print Receipt **Done**

## 5.7 CESA -Confirmation- Extra Security Added; upgrade code received in office


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

### User Search

SSN:  or Username:  **User is:**  on phone  in person   [Help](#)

**ROBERT RALSTON** SSN: 106-03-6501 DOB: 08/30/1943 Username: ARNOLDPALMER [Help](#)

RCS [Help CESA](#)

 **The confirmation letter was successfully sent to the printer.**

**“ Please give the confirmation letter to the customer and read the following confirmation to the customer:**

*You have added extra security to your account. To complete the extra security process, please follow the instructions in the letter I will give you. Please do this before the date shown in your letter.*

## 6. Remove Extra Security

### 6.1 REMEXSEC -Remove Extra Security (in person)

User Search

SSN  or Username  User is:  on phone  in person   [Help](#)

**EDWARD Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [Help](#)

RCS [Help](#) REMEXSEC

**“ Are you sure you want to remove your extra security?**

Please read the following to the customer:

*If you remove your extra security, you will still be required to use a security code each time you sign in. You will receive a unique security code each time you sign in.*

### 6.2 ACMGMT Screen – Remove Extra Security Successful

A green banner on the ACMGMT page “Extra Security has been removed from this account”

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 Username: alexloa2 [Help](#)

**Extra Security has been removed from this account!**

User Information Transaction History ACMGMT

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

Account Type: **Standard**

Security Codes  
Sent by: **Text Message**  
**E-mail**

Last 4 Digits of  
Cell Phone: **7663**

E-mail: **AlexLOA2@gmail.com**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

### 6.3 RXSEAD -Remove Extra Security - Enter Address

**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 Username: alexloa3 [? Help](#)

RCS [? Help](#) RXSEAD

**Enter Address**

**Home Address:**

Street 1

Street 2

City/Town:  State/Territory:  ZIP Code:

**Primary Phone (optional):**

10-digit Number

**Next** **Cancel**

### 6.4 RXSNEV -Remove Extra Security - Need External Verification

**User Search**

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

**HAROLD A DDYLSW** SSN: 381-25-4303 DOB: 10/21/1973 Username: TERRIFIC06 [? Help](#)

RCS [? Help](#) RXSNEV

**We cannot verify the address against our records.**

“ Please read the following to the customer:

We were unable to verify this address against our records: **Edit Address**

70 HIGHLAND PLACE  
BROOKLYN, NY 11208

We would like your permission to share your information with an external Identity Services Provider to help us verify your identity.

The Identity Services Provider verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

**Do you agree to allow us to share your information with the Identity Services Provider?**

Yes  No

**Next** **Cancel**



## 6.5 RXSER-Remove Extra Security – External Verification Failed


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

### User Search

SSN:  or Username:  **User is:**  
 on phone  in person **Search**  [Help](#)

**SUZANNE I. GGZZQM** SSN: 107-07-8009 DOB: 01/01/1995 Username: SCREENNAME20 [Help](#)

RCS [Help](#) RXSER

 **We cannot verify the customer's address.**  
We cannot remove extra security over the telephone.

#### Unable to externally verify customer's address

“ **Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office.*

**Done**

## 6.6 RXSER - Associated Screen Remove Extra Security – External Verification Refused


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

### User Search

SSN:  or Username:  **User is:**  
 on phone  in person **Search**  [Help](#)

**SUZANNE I GGZZQM** SSN: 107-07-8009 DOB: 01/01/1995 Username: SCREENNAME20 [Help](#)

RCS [Help](#) RXSER

 **We cannot verify the customer's address.**  
We cannot remove extra security over the telephone.

#### Unable to verify customer's address

“ **Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*

**Done**

## 7. Get Reset Code

### 7.1 L23AVIP - Level 2 or 3 Address Verification In Person

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    Username: alexloa23 [? Help](#)

RCS [? Help](#) L23AVIP

---

#### Get Reset Code Letter

**“ Please read the following confirmation to the customer:**  
*We can provide you with a reset code that you can use to change where you receive security codes. You will not be able to access your account until you enter your reset code online.*

---

#### Enter Address

**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 1   
Street 2   
City/Town:  State/Territory:  ZIP Code:

---

**Does this address appear on the identity document shown above?**  
 Yes  No

---

**Primary Phone (optional):**  
  
10-digit Number

---

[Next](#) [Cancel](#)

## 7.2 RCPC -Reset Code Print Confirmation (Reset Code) in Person

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      Username: alexloa23 [Help](#)

RCS [Help](#) RCPC

 **The reset code letter was successfully sent to the printer.**

#### Print Reset Code Letter Confirmation

**“ Please give the reset code letter to the customer and read the following confirmation to the customer:**

*Please follow the directions to finish changing where you receive security codes before the date shown in your letter.*

## 7.3 IPL3FXV – LOA 2or 3 Failed External Verification in person

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      Username: alexloa3 [Help](#)

RCS [Help](#) IPL3FXV

 **We cannot verify the customer's address.**

#### Reset Code Letter Information


**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We will mail a reset code letter to you at the following address:*

1234 SAMPLE DR  
BALTIMORE, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing where you receive security codes before the date shown in your letter. You will not be able to sign in to your **my Social Security** account until you receive your reset code.*

## 7.4 L23AVP -L2 or L3 Address Verification (Reset code) on Phone

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    Username: alexloa23 [Help](#)

RCS [Help](#) L23AVP

#### Get Reset Code Letter

**“ Please read the following confirmation to the customer:**  
*We can provide you with a reset code that you can use to change where you receive security codes. You will not be able to sign into your **my** Social Security account until you receive your reset code.*

#### Enter Address

**Home Address:**  
Street 1   
Street 2   
City/Town:     State/Territory:      ZIP Code:

**Primary Phone (optional):**  
  
10-digit Number

## 7.5 L23AVCP -Level 2 or 3 Address Verification Confirmation (Reset Code)


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

### User Search

SSN  or Username  **User is:**  
 on phone  in person **Search**  [Help](#)

**ALEX Q. PUBLIC** SSN: **900-00-0000** DOB: **01/01/1970** Username: **alexloa23** [Help](#)

RCS [Help](#) **L23AVCP**

 **Customer's address has been verified.**

#### Get Reset Code Letter Information

**“ Please read the following to the customer:**

*We have verified your address. We will mail a reset code letter to you at the following address:*

1234 SAMPLE DR  
BALTIMORE, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing where you receive security codes before the date shown in your letter. You will not be able to sign in to your **my Social Security** account until you receive your reset code.*

**Done**

Note: If the Internal address verification is not successful and the customer allows sharing information with identity service provider (on the RXSNEV screen, 6.4 above)

## 7.6 CVCA- Cannot Verify Customer Address (Reset Code) On Phone Dynamic view– External Verification Failed (Reset Code)


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

### User Search

SSN  or Username  **User is:**  
 on phone  in person **Search**  [Help](#)

**ALEX Q. PUBLIC** SSN: **900-00-0000** DOB: **01/01/1970** Username: **alexloa23** [Help](#)

RCS [Help](#) **CVCA**

 **We cannot verify the customer's address.**

#### Unable to verify customer's address

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot change where you receive security codes at this time. In order to finish, you will have to go to your local Social Security Office. If you recently moved, you can try again later.*

**Done**

## 7.7 CVCA -Cannot Verify Customer Address (Reset Code) On Phone

Dynamic view: – External Verification Refused


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 Username: alexloa23 [Help](#)

RCS [Help](#) CVCA

 **We cannot verify the customer's address.**

#### Unable to verify customer's address

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot change where you receive security codes at this time. In order to finish, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*

**Done**

## 8. Change Email – CEML

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [Help](#)

RCS [Help](#) CEML

#### Change Email Address

**Email Address:**

**Re-enter Email Address:**

**Change Email Address** **Cancel**

## 9. Get Temporary Password

### 9.1 L23AVIP- Level 2 or 3 Address Verification (Temporary Password) In Person

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    Username: alexloa23 [Help](#)

RCS [Help](#) L23AVIP

---

#### Enter Address

**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 1   
Street 2

City/Town:     State/Territory:     ZIP Code:

---

**Does this address appear on the identity document shown above?**

Yes     No

---

**Primary Phone (optional):**

10-digit Number

---

## 9.2 RCPC - Temporary Password Print Confirmation (Temporary Password) In Person Dynamic View

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**    Username: **alexloa23** [Help](#)

RCS [Help](#)    RCPC

**The temporary password letter was successfully sent to the printer.**

#### Print Temporary Password Letter Confirmation

**“ Please give the temporary password letter to the customer and read the following confirmation to the customer:**

*Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.*

## 9.3 IPL3FXV - LOA2 or 3 Failed External Verification In Person Dynamic View- Mailing Temporary Password - Password Mailed

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**    Username: **alexloa3** [Help](#)

RCS [Help](#)    IPL3FXV

**We cannot verify the customer's address.**

#### Temporary Password Letter Information

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We will mail a temporary password letter to you at the following address:*

**1234 SAMPLE DR  
BALTIMORE, MD 12345**

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.*



## 9.4 L23AVP-Level 2 or 3 Address Verification (Temporary Password) On Phone Dynamic View

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 Username: alexloa23 [Help](#)

RCS [Help](#) L23AVP

**Enter Address**

**Home Address:**

Street 1

Street 2

City/Town:  State/Territory:  ZIP Code:

**Primary Phone (optional):**  
  
10-digit Number

## 9.5 L23AVCP - Level 2 or 3 Address Verification Confirmation (Temporary Password) on Phone Dynamic View- Mailing Temporary Password


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 Username: alexloa23 [Help](#)

RCS [Help](#) L23AVCP

 **Customer's address has been verified.**

**Get Temporary Password Letter Information**

**“ Please read the following to the customer:**

*We have verified your address. We will mail a temporary password letter to you at the following address:*

1234 SAMPLE DR  
BALTIMORE, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your password. If you request for us to cancel your temporary password prior to entering it, then disregard the temporary password letter.*

Note: If the Internal address verification is not successful and the customer allows sharing information with identity service provider (on the RXSNEV screen, 6.4 above)

## 9.6 CVCA- Cannot Verify Customer Address

Dynamic view: External Verification Failed (Temporary Password)


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 Username: alexloa23 [Help](#)

RCS [Help](#) CVCA

 **We cannot verify the customer's address.**

**Unable to verify customer's address**

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot provide a temporary password at this time. In order to finish, you will have to go to your local Social Security Office. If you recently moved, you can try again later.*

**Done**

## 9.7 CVCA - Cannot Verify Customer Address

Dynamic view– External Verification Refused (Temporary Password)


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 Username: alexloa23 [Help](#)

RCS [Help](#) CVCA

 **We cannot verify the customer's address.**

**Unable to verify customer's address**

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot provide a temporary password at this time. In order to finish, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*

**Done**

## 10. Cancel Account- Confirmation-CACM

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 [? Help](#)

RCS [? Help CACM](#)

“ Are you sure you want to cancel the account?  
Please read the following to the customer:  
*If you cancel your account, you will no longer be able to access our online services using your current username and password. If you decide to access our online services in the future, you can create a new account.*

## 11. Block Account – Confirmation

### User Search

SSN:  or Username:  User is:  on phone  in person   [? Help](#)

DALE BOETTCHER SSN: 047-64-1901 DOB: 03/14/1950 [? Help](#)

RCS [? Help Block](#)

“ Please read the following to the customer:  
*Are you sure you want to block all access to your information?  
If you block access to your information, you will not be able to access any of our online or automated telephone services. If you change your mind in the future, you will have to call or visit Social Security to unblock the account.*

## 12. THIST -Transaction History

### User Search

SSN:  or Username:

User is:

on phone

in person

[Help](#)

---

**ALICE CHOW**    **SSN: 007-18-1807**    **DOB: 02/10/1970**    [Help](#)

User Information

Transaction History

RCS TH

Event	Success?	Date/Timestamp	Location
ID Proof In Person - Banned Check	No	June 26, 2015 15:48	BALTIMORE MD (LAU)
ID Proof In Person - Banned Check	No	June 26, 2015 14:43	BALTIMORE MD (LAU)
Clear Strikes Pre Registration	Yes	June 26, 2015 14:39	BALTIMORE MD (LAU)
ID Proof In Person - Level 2 Identity Proofed	Yes	June 26, 2015 14:39	BALTIMORE MD (LAU)
ID Proof In Person - Numident Check	No	June 26, 2015 14:38	BALTIMORE MD (LAU)
ID Proof In Person - Numident Check	No	June 26, 2015 14:38	BALTIMORE MD (LAU)
ID Proof In Person - Banned Check	No	June 26, 2015 14:35	BALTIMORE MD (LAU)
Deactivate Account	Yes	June 12, 2015 15:15	Internet Maintenance
Authentication - Match Permanent Password	Yes	June 12, 2015 15:15	Internet Login
Authentication - Banned Check	No	June 12, 2015 15:15	Internet Login
Account Setup	Yes	June 12, 2015 15:13	Internet Registration
Activation Verification	Yes	June 12, 2015 15:13	Internet Registration
Activation Verification - Banned Check	No	June 12, 2015 15:13	Internet Registration
Clear Strikes Pre Registration	Yes	June 12, 2015 15:12	BALTIMORE MD (LEG)
ID Proof In Person - Level 2 Identity Proofed	Yes	June 12, 2015 15:12	BALTIMORE MD (LEG)
ID Proof In Person - Banned Check	No	June 12, 2015 15:12	BALTIMORE MD (LEG)
Clear Strikes Pre Registration	Yes	June 12, 2015 15:08	BALTIMORE MD (LEG)
ID Proof In Person - Level 2 Identity Proofed	Yes	June 12, 2015 15:08	BALTIMORE MD (LEG)
ID Proof In Person - Banned Check	No	June 12, 2015 15:07	BALTIMORE MD (LEG)