

# eAccess Internet Screen Changes

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September 2021 Release

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## 1. Sign In - Create Account

 **Social Security**

Please tell us what you want to do

[Create a new account](#) [Sign in to my account](#) [Use my activation code](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?  
You can [contact us](#) to block electronic access to your information at any time, for any reason.

[Privacy and Security](#)

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

[▶ Feedback](#)

Total page redesign.

## 1.1. Create a new account



Social Security


Create your new account using Login.gov

Sign in with  LOGIN.GOV

The public's one account for government.

Or, use a partner account you already have

Sign in with 

 Feedback

[About External Websites](#)

[Sign in to my account](#)


[Use my activation code](#)

[Privacy and Security](#)

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

Displays when user selects “Create a new account” button.

## 1.2. Sign In

 Social Security

Sign in with Login.gov

[Sign in with LOGIN.GOV](#)

The public's one account for government.

Or, use a partner account you already have

[Sign in with ID.me](#)

[About External Websites](#)

Accounts created **before** July 31, 2021

**Username**

[Forgot Username](#)

**Password**

[Forgot Password](#)

[Sign In](#) [▶ Feedback](#)

[Create a new account](#) [Use my activation code](#)

[Privacy and Security](#)

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

Displays when user selects “Sign in to my account” button.

### 1.3. Enter Activation Code



Use your activation code after signing in with Login.gov

Sign in with  LOGIN.GOV

If you don't have a Login.gov account, select this button to set up one.

Create a new account

Sign in to my account


[Privacy and Security](#)

 Feedback

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Displays when user selects "Use my activation code" button.

## 1.4. Sign In – No Account Found



# Social Security

**!** We could not find an account for the username you entered.

Please select the Sign in with Login.gov button below to create a new account.

### Sign in with Login.gov

[Sign in with LOGIN.GOV](#)

The public's one account for government.

### Or, use a partner account you already have

[Sign in with ID.me](#)

[About External Websites](#)

### Accounts created **before** July 31, 2021

**Username**

[Forgot Username](#)

**Password**

[Forgot Password](#)

[Sign In](#)

[Feedback](#)

[Create a new account](#)   [Use my activation code](#)


[Privacy and Security](#)

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

New error page.



## 1.5. Sign In – Username as Email Error



# Social Security

**!** We do not accept email addresses as a username.

You may have accessed online services using your email address with one of our partners. Please select the appropriate partner button to sign in.

Sign in with Login.gov

**Sign in with LOGIN.GOV**

The public's one account for government.

Or, use a partner account you already have

**Sign in with ID.me**

[About External Websites](#)

Accounts created **before** July 31, 2021

**Username**

[Forgot Username](#)

**Password**

[Forgot Password](#)

**Sign In**

**Feedback**

[Create a new account](#)


[Use my activation code](#)

[Privacy and Security](#)

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

New error page.

## 2. Create Account Terms of Service– (CATS)



Social Security

### Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address;
- Have a Social Security number;
- Have a U.S. mailing address; and
- Be at least 18 years of age.

You may only create an account using your own personal information. Do not create an account using another person's information or identity, even if you have that person's written permission or are that person's representative payee or appointed representative.

For example, you cannot create an account for another person:

- With whom you have a business relationship;
- For whom you are a representative payee; or
- For whom you are an appointed representative.

You may obtain assistance with creating your account from someone you trust. However, by sharing your personal information with the person assisting you, you accept the risk that the person assisting you may misuse your personal information. A third party, including a representative payee or an appointed representative, may not create an account on your behalf, but you may ask your representative payee or appointed representative to assist you to create your account if you trust the individual.

In order to protect your privacy and prevent fraud, do not share your username and password.

### What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. 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.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

### What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

### Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

### Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.


I agree to the Terms of Service.

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

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

No changes.

### 3. Verify Identity (CAVI)



# Social Security


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

Please tell us who you are

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

First  M.I.  Last  Suffix

**Social Security Number (SSN)**

-  -  

Example: 000-00-0000

**Date of Birth**

Month  Day  Year

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

Street Address  Apartment, Suite, Building, Etc.

City/Town  State/Territory  ZIP Code

**Phone Number** [Tell me more.](#)

10-digit Number

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

[Privacy and Security](#)

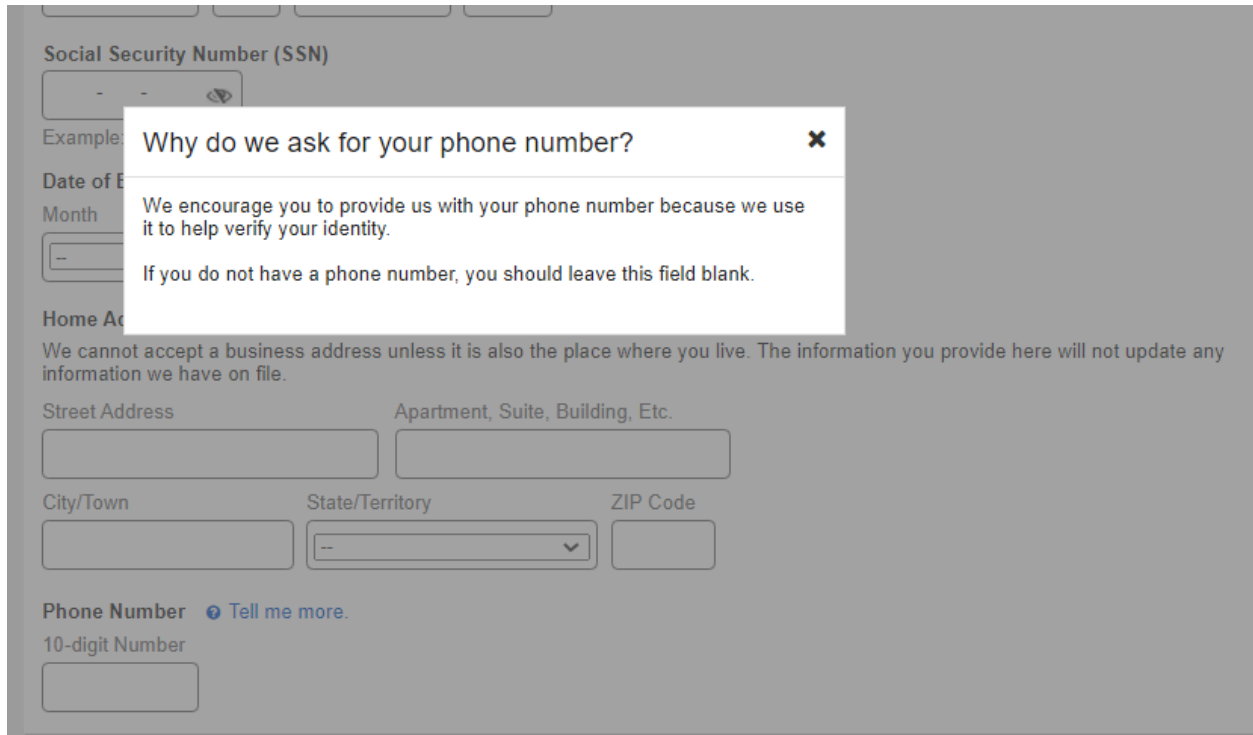
[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

ID Radio selection and email input have been removed.

Information notice added to top of page.

Show/Hide replaced with eye icon.


### 3.1. Tell me more.



Language in lightbox-modal no longer refers specifically to cell phone.

'Close' button and footer have been removed from the 'Tell me more' help link popup.

## 4. Choose Advanced Options (VYIC)

 Social Security

**You can add an Extra Level of Security**

To add Extra Security, we need to confirm your identity using a valid ID.

**Please choose one of the following:**

- No, thanks. I don't want to add Extra Security at this time.
- Take Photos of your ID with a Smartphone
  - Like depositing a check online.
  - No uploading or emailing is needed.
  - Photos are captured automatically.
- Input your ID & Financial Information
  - You'll need one of the following:
    - Credit card (last 8 digits) - Visa, Mastercard, or Discover;
    - Social Security benefits amount;
    - W-2 tax form; or
    - 1040 Schedule SE tax form.

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

[Feedback](#)

How does this help Social Security verify my identity?

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

[Privacy and Security](#)

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**Driver's License, Learner's Permit, or State-Issued ID Card**

Header language changed.

Text added above radio list selection. Tool tip added to show the valid IDs that are accepted.

Radio list option, "No, thanks. . . .", added.

## 4.1. Choose Advanced Options (VYIC) – Show/Hide Expanded



Social Security

**You can add an Extra Level of Security**

**Driver's License, Learner's Permit, or State-Issued ID Card**

To add Extra Security, we need to confirm your identity using a [valid ID](#).

Please choose one of the following:

- No, thanks. I don't want to add Extra Security at this time.**
- Take Photos of your ID with a Smartphone**
  - Like depositing a check online.
  - No uploading or emailing is needed.
  - Photos are captured automatically.
- Input your ID & Financial Information**

You'll need one of the following:

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

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

[▶ Feedback](#)

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

We use state-issued driver's licenses, learner's permits, and ID cards to make sure that the person creating an account in your name is actually you, not someone pretending to be you.

We make sure the information on your ID matches the information held by the issuing state.

Only valid, non-expired state-issued IDs are accepted.

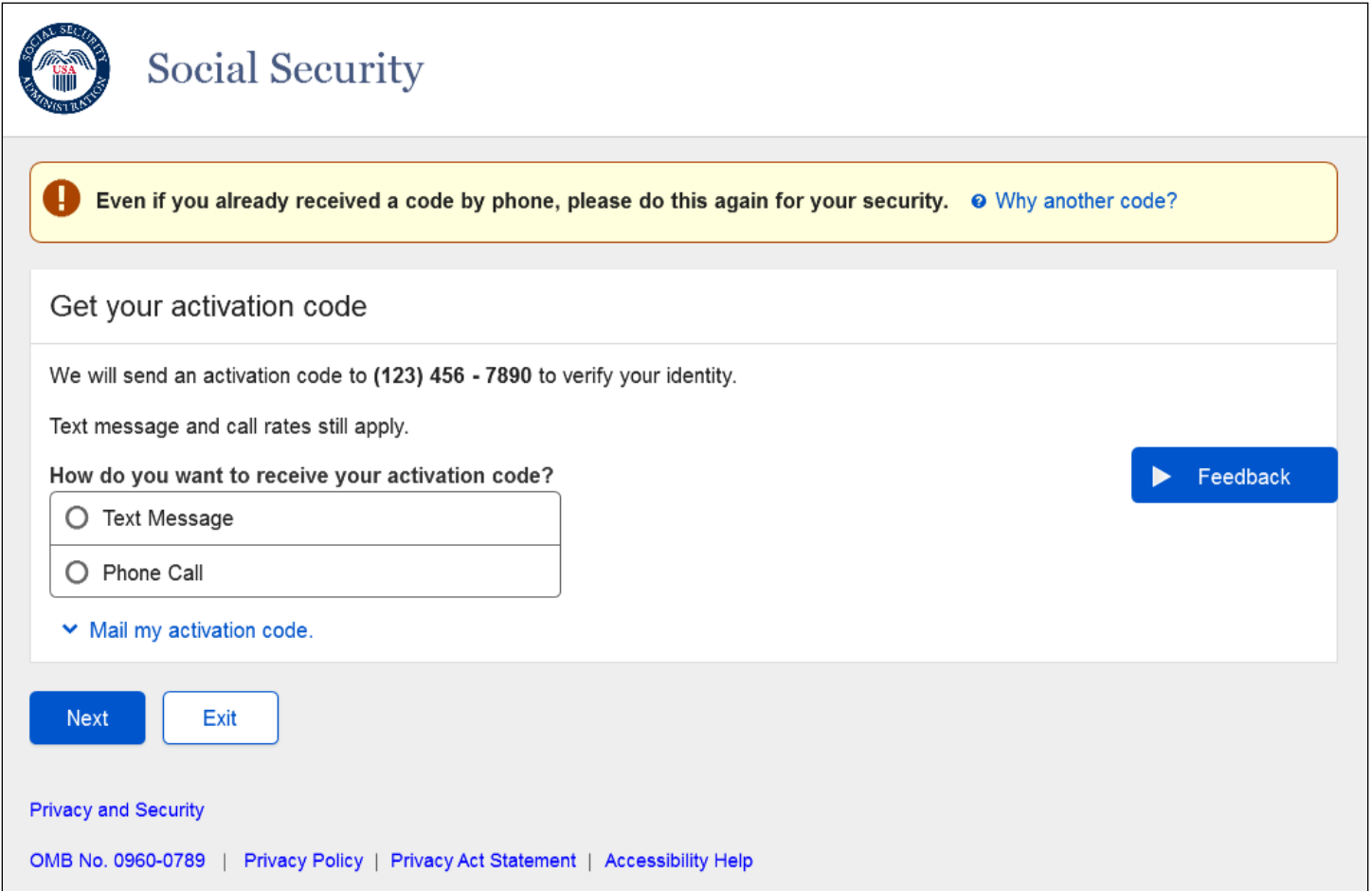
If your ID is lost or stolen, and you report it to the issuing state, the person who finds or steals your ID will not be able to use it to create a My Social Security account in your name.

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

[Privacy and Security](#)

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

## 5. Choose Activation Code Options (SYDO)




The screenshot shows the Social Security Administration's website interface for selecting an activation code. At the top left is the Social Security Administration logo. To its right is the text "Social Security". Below this is a yellow warning banner with an exclamation mark icon and the text: "Even if you already received a code by phone, please do this again for your security. Why another code?". The main content area is titled "Get your activation code" and contains the text: "We will send an activation code to (123) 456 - 7890 to verify your identity. Text message and call rates still apply." Below this is the question "How do you want to receive your activation code?" followed by two radio button options: "Text Message" and "Phone Call". A blue "Feedback" button is located to the right of these options. Below the radio buttons is a link that says "Mail my activation code." with a downward arrow. At the bottom left are two buttons: "Next" and "Exit". At the bottom of the page are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

The user has text or voice option to receive an Activation code in the radio list.

Or, they can opt for receiving Activation Code via mail. The show/hide below the radio list opens as displayed on the next page.

## 5.1. Choose Activation Code Options (SYDO) - Mail my activation code (Expanded).

 Social Security

**!** Even if you already received a code by phone, please do this again for your security. [Why another code?](#)

### Get your activation code

We will send an activation code to (123) 456 - 7890 to verify your identity.  
Text message and call rates still apply.

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

Text Message

Phone Call

[▶ Feedback](#)

[^ Mail my activation code.](#)

- It may take 5-10 business days to receive your activation code.
- We will mail it to the home address that you provided.

Do you still want us to mail your activation code?  
[Yes, mail my activation code.](#)

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

[Privacy and Security](#)

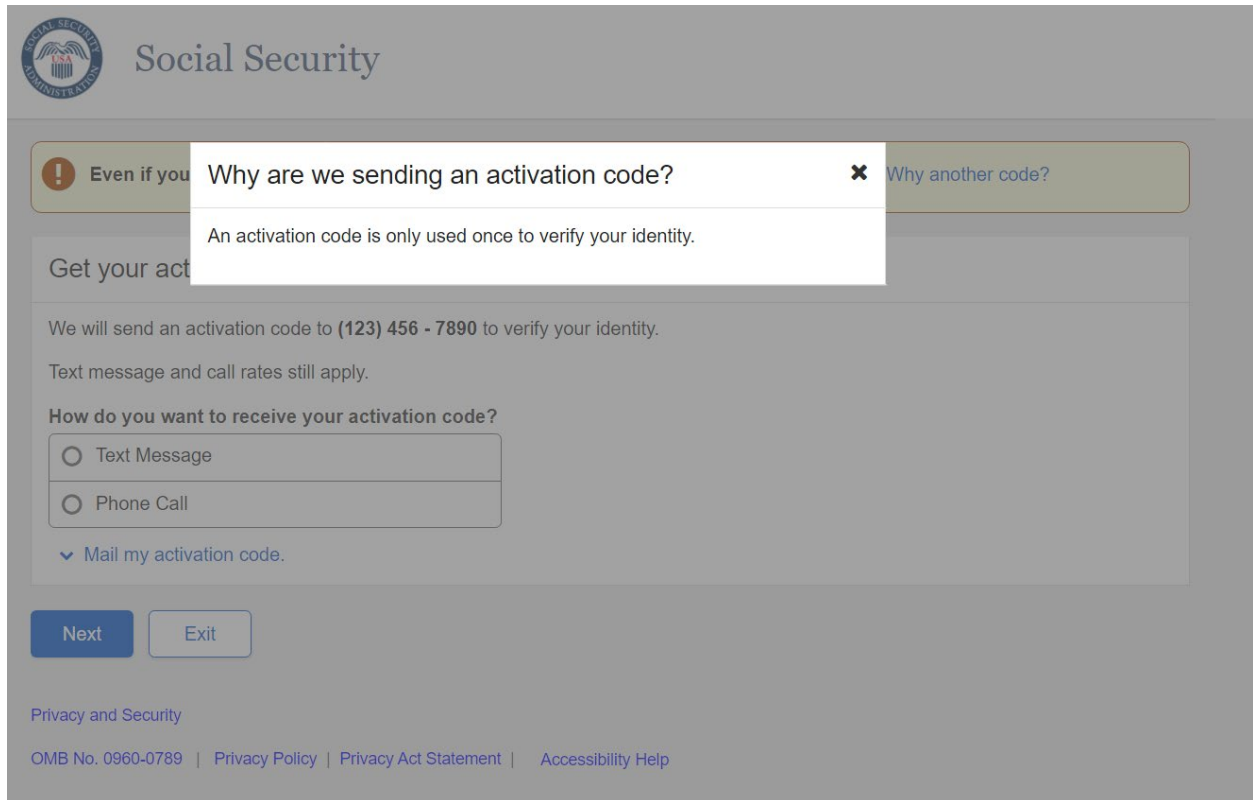
[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

The information shown below the radio list provide information and a link to confirm the user wants us to mail the A code.

The link “Yes, mail my activation code.” Brings the user to the Activation Code Mailed (SMAC) page.



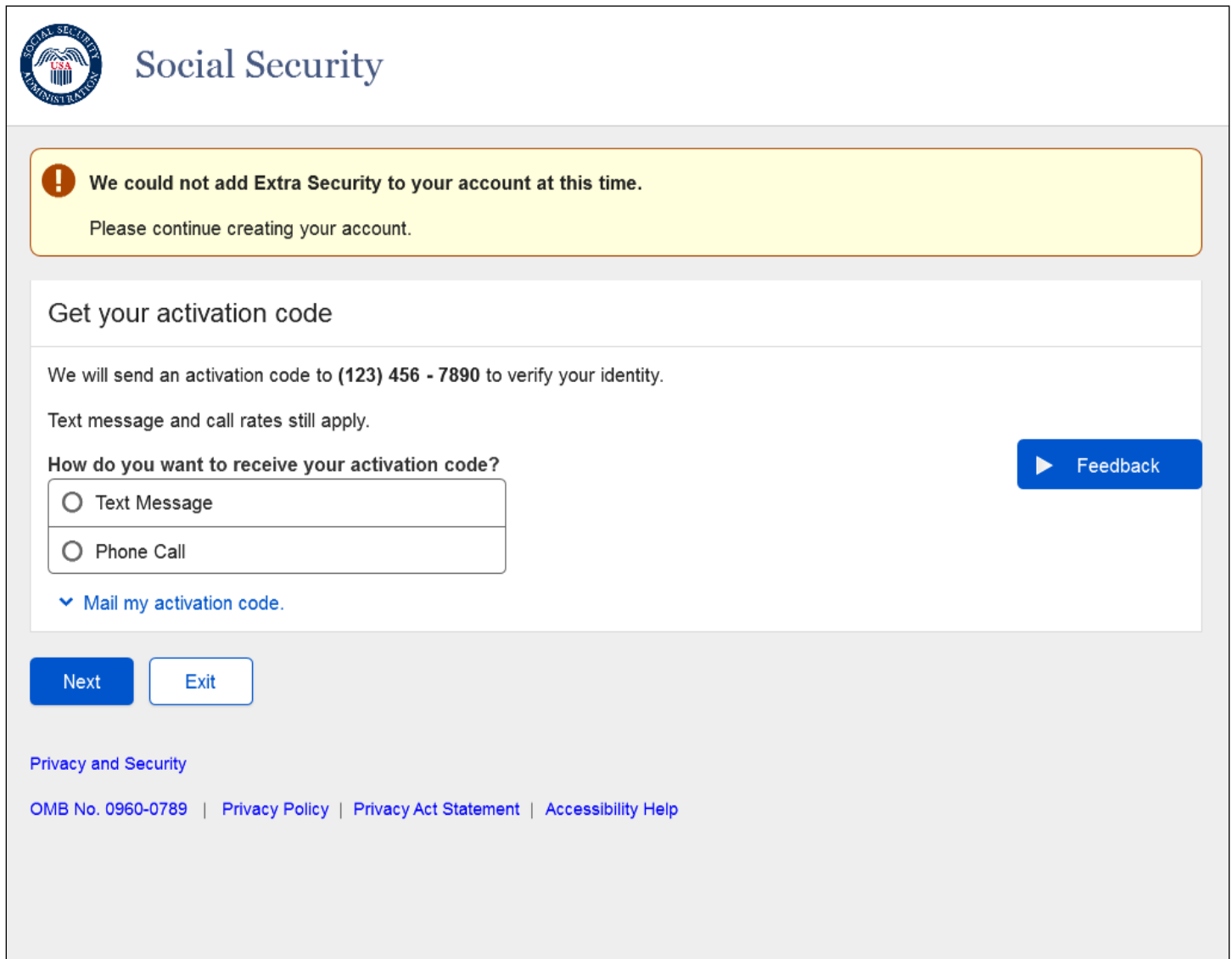
## 5.2. Choose Activation Code Options (SYDO) - Help Link.



Help link that explains the activation code to users.

'Close' button and footer have been removed from the 'Why another code' help link popup.


### 5.3. Choose Activation Code Options (SYDO) – Extra Security Did Not Verify.



The screenshot displays the Social Security Administration's website interface. At the top left is the SSA logo, and to its right is the text "Social Security". Below this is a yellow warning banner with a red exclamation mark icon, containing the text: "We could not add Extra Security to your account at this time. Please continue creating your account." Below the banner is a white box titled "Get your activation code". Inside this box, it states: "We will send an activation code to (123) 456 - 7890 to verify your identity. Text message and call rates still apply." Below this is the question "How do you want to receive your activation code?" followed by two radio button options: "Text Message" and "Phone Call". A blue button labeled "Feedback" is positioned to the right of these options. Below the radio buttons is a link that says "Mail my activation code." At the bottom of the white box are two buttons: "Next" (blue) and "Exit" (white with blue border). Below the white box, there is a "Privacy and Security" link, and further down, a row of links: "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

The "Warning Banner" displays when the user attempts to add Extra Security during registration.

## 6. Verify Activation Code (ECYR) – Text Message

 Social Security

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

Please enter your activation code

▼ Having trouble?

Enter the activation code you just received.

[▶ Feedback](#)

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

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

No changes.

## 6.1. Verify Activation Code (ECYR) – Text Message (Expanded)

The screenshot shows the Social Security Administration's interface for verifying an activation code. At the top left is the Social Security Administration logo. The main heading is "Social Security". Below this is a light blue information box with an 'i' icon, stating: "We sent a text message to (111) 111 - 1111. Please allow up to 2 minutes for the activation code to arrive. The activation code will expire after 10 minutes from the time of your request." Below the information box is a white box with the heading "Please enter your activation code". Inside this box is a "Hide" link with an upward arrow, followed by two bullet points: "Check your phone's reception and settings." and "You may need to move to a location where your phone can receive text messages and phone calls." Below the bullet points is the text "Still having trouble?" followed by "We can [send a new activation code](#) or you can [change how we send your activation code](#)." Below this is the instruction "Enter the activation code you just received." followed by a text input field. To the right of the input field is a blue "Feedback" button with a play icon. Below the input field are three buttons: "Submit Activation Code" (blue), "Previous" (white), and "Exit" (white). At the bottom left are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

Language in the show/hide was updated.

## 6.2. Verify Activation Code (ECYR) – Phone Call

# Social Security

**We sent an activation code by phone call to (111) 111 - 1111.**

Please allow up to 2 minutes to receive the phone call.

The activation code will **expire** after 10 minutes from the time of your request.

Please enter your activation code

▼ Having trouble?

Enter the activation code you just received.

▶ Feedback

Submit Activation Code


Previous

Exit

[Privacy and Security](#)

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

### 6.3. Verify Activation Code (ECYR) – Phone Call

 Social Security

**i** We sent an activation code by phone call to (111) 111 - 1111.  
Please allow up to 2 minutes to receive the phone call.  
The activation code will expire after 10 minutes from the time of your request.

Please enter your activation code

[^ Hide](#)

- Check your phone's reception and settings.
- You may need to move to a location where your phone can receive text messages and phone calls.

**Still having trouble?**  
We can [send a new activation code](#) or you can [change how we send your activation code](#).

[▶ Feedback](#)

Enter the activation code you just received.


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


[Privacy and Security](#)

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

New design.

## 7. Activation Code Mailed (SMAC)

 **Social Security**

 **We have sent you a letter with an activation code.**

An activation code helps us verify your identity and improves the security of your account. You will only need to provide this code once.

A letter with your activation code was sent to:

633 OAKLAND RD  
BELGRADE, ME 04917

Please allow 5-10 business days to receive your activation code.

**Once you have received your activation code, you can finish setting up your account online by following the instructions in your letter.**

If you require immediate assistance, please [contact us](#).

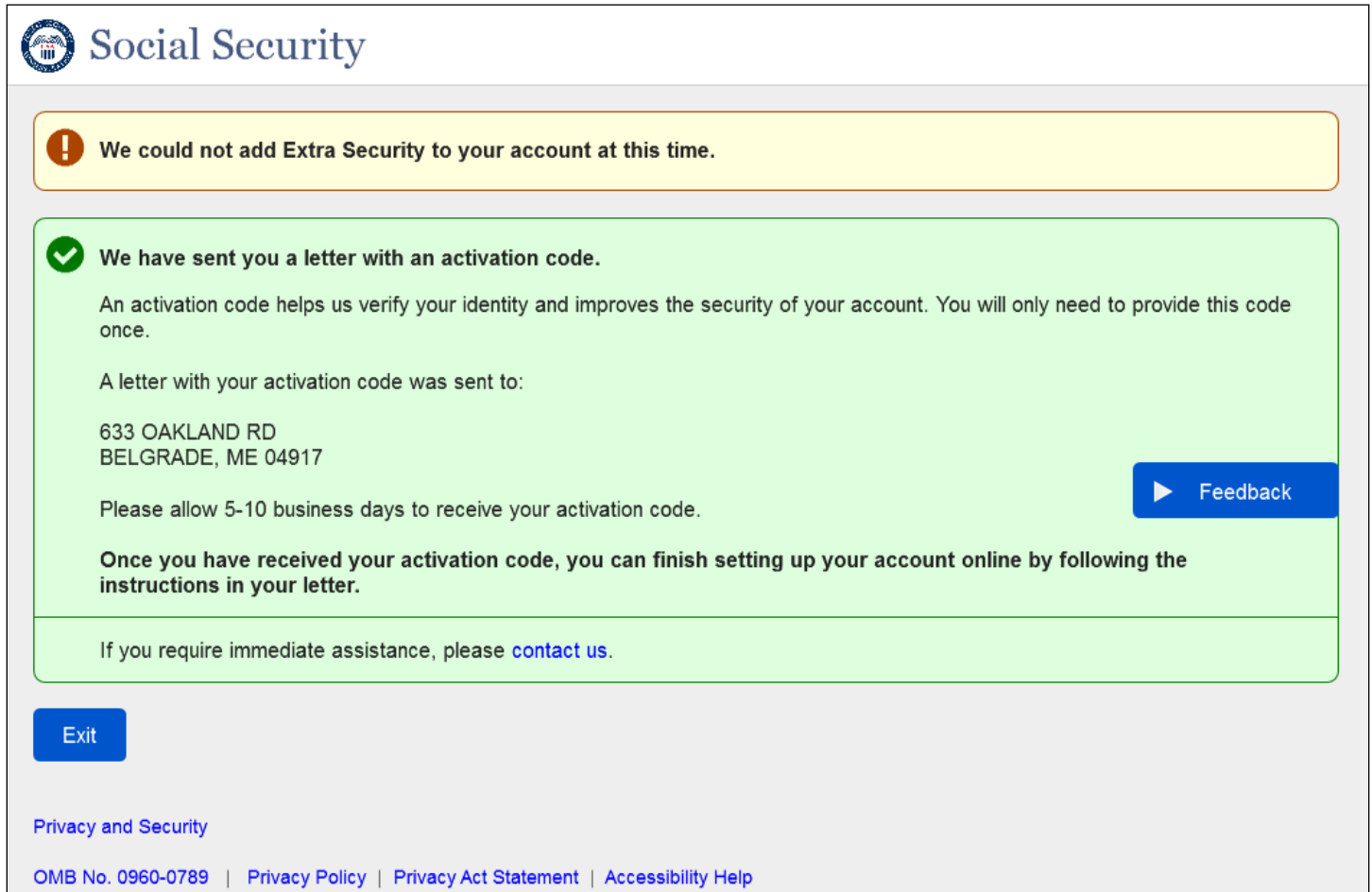
[Exit](#)

[Privacy and Security](#)

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

No changes.

## 7.1. Activation Code Mailed (SMAC) – Extra Security Did Not Verify




The screenshot shows the Social Security website interface. At the top left is the Social Security logo. Below it is a yellow warning banner with an exclamation mark icon and the text: "We could not add Extra Security to your account at this time." Below the warning banner is a green success message box with a checkmark icon and the text: "We have sent you a letter with an activation code." The success message includes the following text: "An activation code helps us verify your identity and improves the security of your account. You will only need to provide this code once." "A letter with your activation code was sent to:" "633 OAKLAND RD" "BELGRADE, ME 04917" "Please allow 5-10 business days to receive your activation code." "Once you have received your activation code, you can finish setting up your account online by following the instructions in your letter." There is a blue "Feedback" button with a play icon to the right of the success message. Below the success message is a light green bar with the text: "If you require immediate assistance, please [contact us](#)." At the bottom left of the success message area is a blue "Exit" button. At the bottom of the page are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

The "Warning Banner" displays when a user attempts to add Extra Security during registration.



## 8. Photo Capture Instructions (DLVRF)



**Social Security**

Please review these steps carefully

- Step 1. Select the Request Text Message button below.  
(Rates still apply.)
- Step 2. Select the link in the text message to capture photos.
- Step 3. Return to this window to finish setting up your account.

[? How we protect your information](#)

[▶ Feedback](#)


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

[Privacy and Security](#)

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

No changes.

## 9. Capture Photo Completion (FUPLD)



# 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 (111) 111 - 1111.  
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?**

Yes, I finished taking photos.

No, I need to type my information instead.

[▶ Feedback](#)

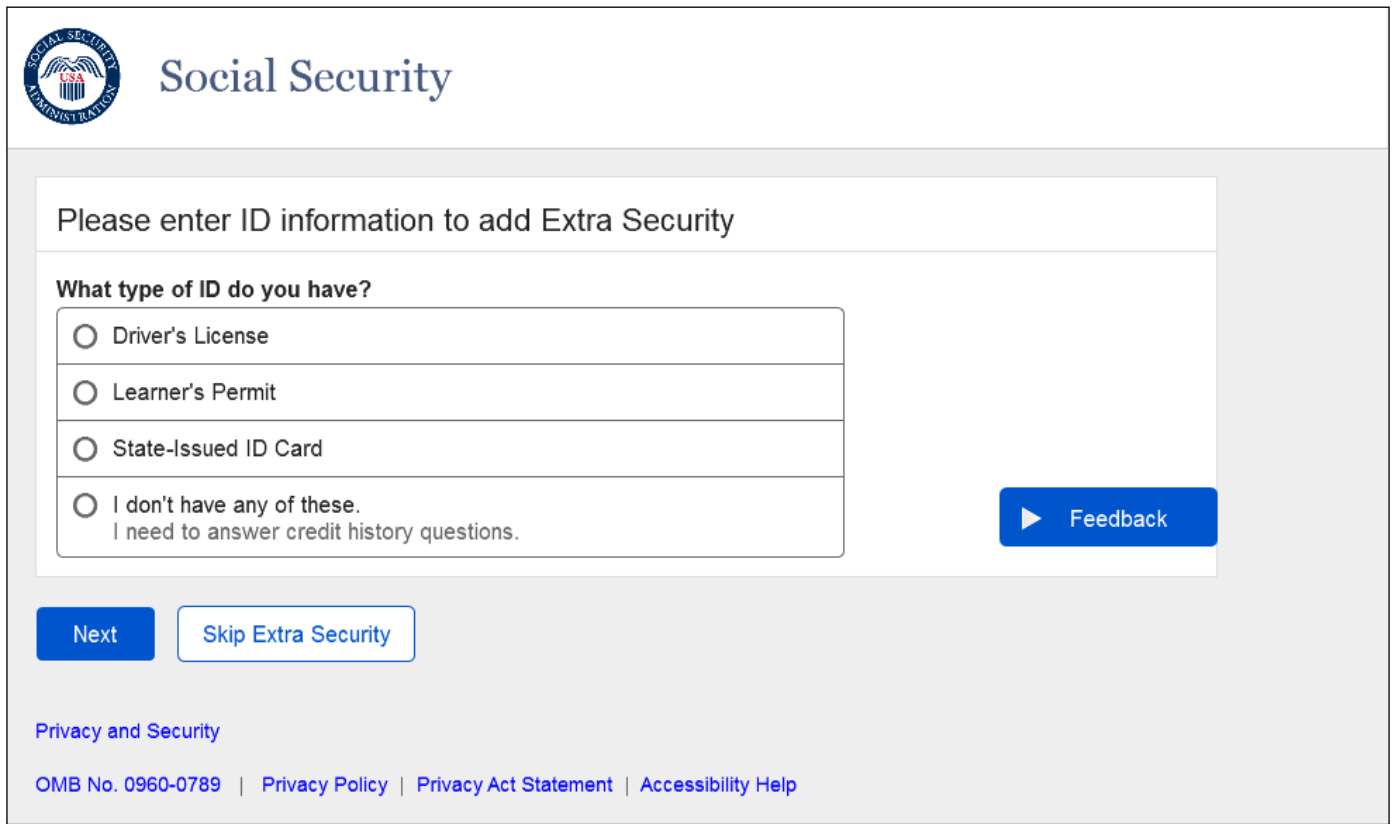
[Continue](#)

[Privacy and Security](#)

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

No changes.

## 10. Collect Manual ID Info (MDLE)



The screenshot displays the Social Security Administration's website interface for collecting manual ID information. At the top left is the SSA logo, and to its right is the text "Social Security". The main content area is a white box with a title "Please enter ID information to add Extra Security". Below the title is a section titled "What type of ID do you have?" containing four radio button options: "Driver's License", "Learner's Permit", "State-Issued ID Card", and "I don't have any of these. I need to answer credit history questions." To the right of these options is a blue button with a right-pointing triangle and the text "Feedback". Below the form are two buttons: a solid blue "Next" button and a white button with a blue border labeled "Skip Extra Security". At the bottom left, there is a link for "Privacy and Security". At the bottom center, there are links for "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

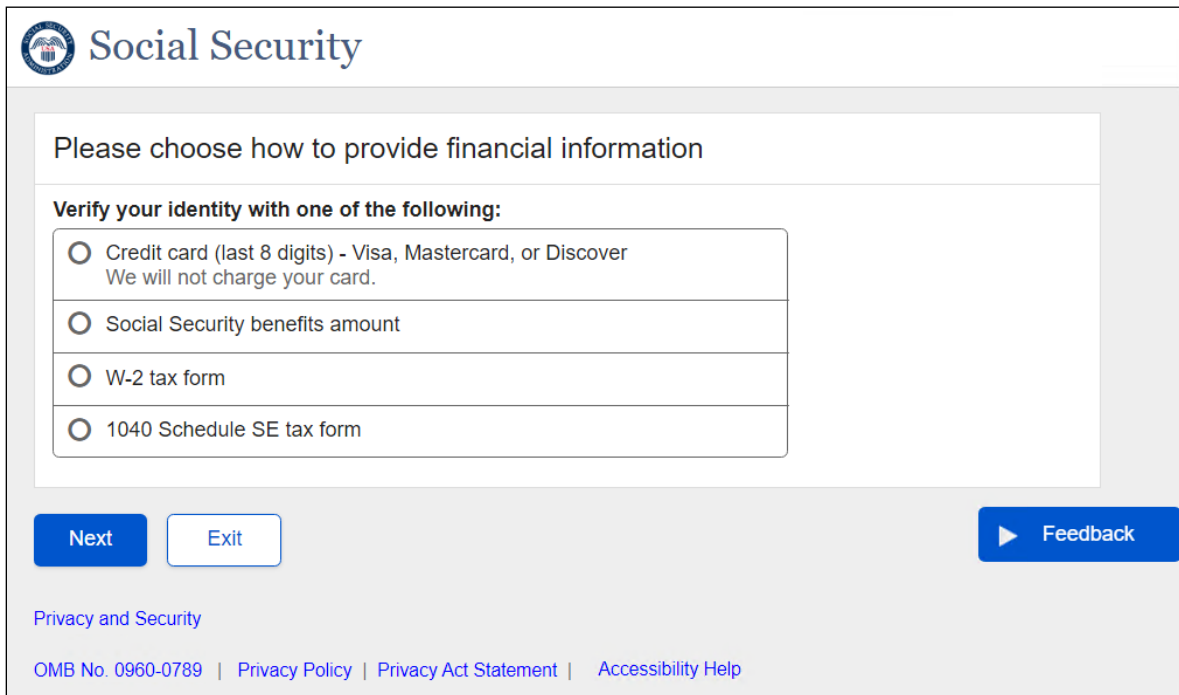
Changed container title from “Please enter ID information” to “Please enter ID information to add Extra Security”.

Secondary button is dynamic based on user flow.

Secondary button may be labeled “Skip Extra Security” or “Previous”.

Secondary button may not be present.

## 11. Collect Finance Info (FIVR)



The screenshot shows the Social Security website interface. At the top left is the Social Security logo. The main heading reads "Please choose how to provide financial information". Below this is a section titled "Verify your identity with one of the following:" which contains four radio button options: "Credit card (last 8 digits) - Visa, Mastercard, or Discover" (with a sub-note "We will not charge your card."), "Social Security benefits amount", "W-2 tax form", and "1040 Schedule SE tax form". At the bottom of the form area are three buttons: "Next", "Exit", and "Feedback". Below the form area, there is a link for "Privacy and Security" and a footer containing "OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help".

Updated container title.

Removed "Radio List" option – No, thanks. I don't want to add Extra Security.

## 11.1. Collect Finance Info (FIVR) – Credit Card Selected



Social Security

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

**i Debit cards and ATM cards cannot be verified.**

Credit card must be **unexpired** and issued by:

- Visa
- Mastercard
- Discover

Enter the last 8 digits of your credit card. [Tell me more.](#)

This information is used only once, and only to verify your identity.

XXXX - XXXX -  -

Next

Exit

[Privacy and Security](#)

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

The “Information Notice” container has been updated with the latest UEF version. The information icon is now inline and bolded with the text “Debit cards and ATM cards cannot be verified.”

This page will no longer be optional for users who need advanced security, when applicable.

## 11.2. Collect Finance Info (FIVR) – Credit Card – Tell me more.

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your card.
- Social Security Number
- W-2 tax return
- 1040 tax return

**Tell me more.** ✕

**What we are doing:**

When you provide the last 8 digits of a credit card registered in your name, it gives us another way to ensure that you are who you say you are.

**What are we not doing:**

- We do not store any of this information.
- We are not charging you for anything.

**Debit card information:**

- Credit card
- Visa
- Mastercard
- Discover

Enter the last 8 digits of your credit card. [Tell me more.](#)

This information is used only once, and only to verify your identity.

XXXX - XXXX -  -

Removed "Close" button and footer.

### 11.3. Collect Finance Info (FIVR) –Social Security benefits amount Selected



Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

Enter the amount of your last Social Security direct deposit. [Tell me more.](#)

We only need the whole dollar amount.

[Feedback](#)

[Next](#)

[Exit](#)

[Privacy and Security](#)

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

No changes.

## 11.4. Collect Finance Info (FIVR) –Social Security benefits amount – Tell me more.

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your card
- Social Security benefits amount
- W-2 tax information
- 1040 tax return

**Enter the amount**  
We only need the amount of your most recent payment.

\$

**Tell me more.** ✕

If you receive Social Security payments, you can find this amount on your most recent bank statement.

Example: If the amount of your last payment was \$123.50, the amount you should enter is 123 (do not include commas or cents).

Removed "Close" button and footer.



## 11.5. Collect Finance Info (FIVR) – W-2 Selected



### Social Security

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

Enter the amount in Box 5 from your W-2. [Tell me more.](#)

We can better verify your identity if you use an older W-2 (within the last 5 years, excluding last year).

[Feedback](#)

\$

Enter the EIN from your W-2.

You can find the EIN in Box B on your W-2.

[Next](#)

[Exit](#)

[Privacy and Security](#)

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

No changes.

## 11.6. Collect Finance Info (FIVR) – W-2 – Tell me more.

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your card.
- Social Security Number
- W-2 tax statements
- 1040 tax return

Enter the amount of your past W-2 wages (for the year you selected).  
We can bet your past W-2 wages are \$\_\_\_\_\_ (year).

Enter the EIN from your W-2.  
You can find the EIN in Box B on your W-2.

**Tell me more.** ✕

You can provide information from one of your Form W-2, Wage and Tax Statements, from the last five years, to verify your identity. You will need to provide your Employee Identification Number (EIN) from **Box B** and the number that appears in **Box 5** (Medicare wages and tips).

If you do not have past W-2 wages or do not have access to your statements, please select another option to verify your identity.

Removed "Close" button and footer.

## 11.7. Collect Finance Info (FIVR) – 1040 SE Selected



Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

Enter the amount in Box 4 from Section A or Box 6 from Section B. [Tell me more.](#)

If possible, use a form from the last 5 years.

[Feedback](#)

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

[Privacy and Security](#)

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No changes.

## 11.8. Collect Finance Info (FIVR) – 1040 SE – Tell me more.

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover  
We will not charge your card
- Social Security Number
- W-2 tax form
- 1040 tax return

Enter the amount of net earnings from self-employment.  
If possible, use the amount from your tax return.

\$

**Tell me more.** ✕

We can use your net earnings from self-employment to verify your identity.


If you fill out the Short Schedule SE, use the "Net earnings from self-employment" in **Box 4**.

If you fill out the Long Schedule SE, use the "Net earnings from self-employment" in **Box 6**.

If you do not have access to your tax returns, please choose another option to verify your identity.

Removed "Close" button and footer.

## 12. Collect OOW (CASI)



# Social Security

Please tell us about yourself

[Why are these questions important?](#)

**In which of the following cities have you previously lived?**

<input type="radio"/> MAYBERRY
<input type="radio"/> DALLAS
<input type="radio"/> SPRINGFIELD
<input type="radio"/> BEDFORD FALLS
<input type="radio"/> NONE OF THE ABOVE

[▶ Feedback](#)

**Which of the following is a previous phone number?**

<input type="radio"/> 697-1960
<input type="radio"/> 589-1697
<input type="radio"/> 536-2502
<input type="radio"/> 495-1600
<input type="radio"/> NONE OF THE ABOVE

**What is the name of the county in which you currently live?**

<input type="radio"/> SILVER MEADOWS
<input type="radio"/> NEWFIELD HEIGHTS
<input type="radio"/> ORANGE HILLS
<input type="radio"/> ROCHESTER
<input type="radio"/> NONE OF THE ABOVE

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

[Privacy and Security](#)

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

No changes.

## 12.1. Collect OOW (CASI) – Help Link

The screenshot shows the Social Security Administration's 'Please tell us about yourself' form. A help popup window is open, titled 'Why are these questions important?'. The popup contains the following text: 'We collect and evaluate this information as a security measure to ensure that only you are able to access your personal information. We will not store your answers.' Below this, there are two paragraphs of explanatory text. The first paragraph states: 'Any time you deal with us, we must verify your identity. We have to make sure that only you can get your personal information.' The second paragraph states: 'If you visit a Social Security office, we check your photo ID and ask you questions.' Below the paragraphs, there are two more paragraphs of text. The first paragraph states: 'We must be extra careful to protect your identity online. We are using an Identity Services Provider to help us verify your identity. We will not share your Social Security number with them.' The second paragraph states: 'These questions are designed so that only you should know the answer. If someone stole your wallet, he or she should not be able to answer these questions.' Below the paragraphs, there is a final paragraph of text: 'If you prefer not to answer these questions, you can verify your identity by visiting your local Social Security office.'

Please tell us about yourself

[Why are these questions important?](#)

In which of the following cities have you previously lived?

- MA
- DA
- SP
- BE
- NC

Which of the following is the best way to describe your current living situation?

- 69
- 58
- 53
- 49
- NC

What is the name of the county in which you currently live?

- SILVER MEADOWS
- NEWFIELD HEIGHTS
- ORANGE HILLS
- ROCHESTER
- NONE OF THE ABOVE

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

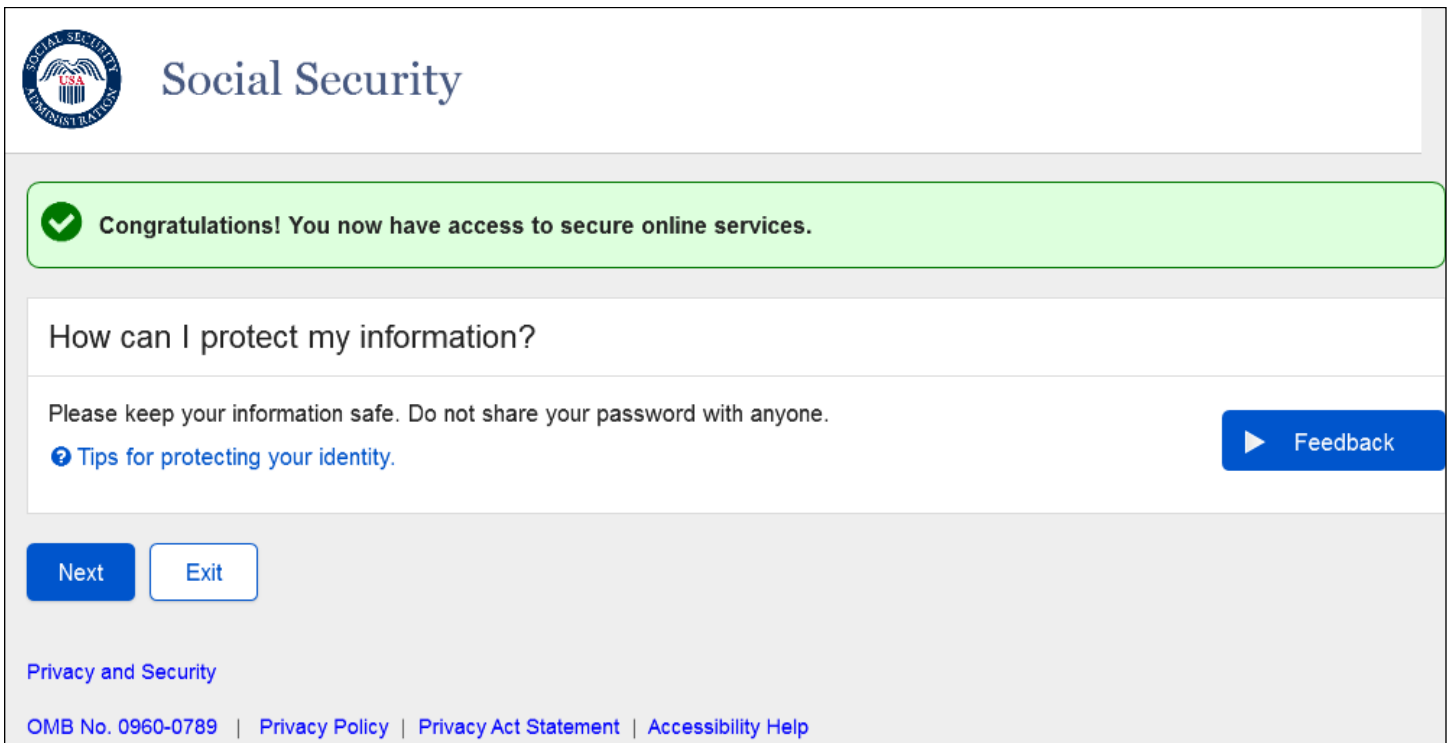
[Privacy and Security](#)

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

[Feedback](#)

Removed "Close" button and footer.

### 13. Account Confirmation (CAC)



The screenshot shows the Social Security Administration's account confirmation interface. At the top left is the Social Security Administration logo, featuring an eagle with wings spread, holding a shield with the letters 'USA', and the words 'SOCIAL SECURITY' and 'AMERICAN EAGLE' around it. To the right of the logo is the text 'Social Security'. Below the header is a green success banner with a checkmark icon and the text 'Congratulations! You now have access to secure online services.' Below the banner is a section titled 'How can I protect my information?' with the text 'Please keep your information safe. Do not share your password with anyone.' and a link 'Tips for protecting your identity.' with a question mark icon. To the right of this text is a blue button with a play icon and the text 'Feedback'. Below this section are two buttons: 'Next' (blue) and 'Exit' (white with blue border). At the bottom left is the text 'Privacy and Security' and at the bottom center is the text 'OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help'.

Updated language in "Success Banner".

### 13.1. Account Confirmation (CAC) – Help Link

The screenshot shows the Social Security Administration website interface. At the top left is the SSA logo. To its right is the text "Social Security". Below this is a green banner with a checkmark icon and the text "Congratulations! You now have access to secure online services." Below the banner is a sidebar with a "Next" button and links for "Privacy and S" and "OMB No. 096". The main content area is partially obscured by a white modal window titled "How can I protect my identity?". The modal contains the following text:

**How can I protect my identity?** ✕

**Keep your account safe.**

- Don't share your username or password;
- Don't write down your username or password where someone could see it; and
- Never allow a shared computer to "save" your username and password.

If you are a victim of domestic violence or identity theft, you can [contact us](#) to block all electronic access to your personal information. In fact, you can block access to your account for any reason. If you block access, no one, including you, will be able to see or change your personal information using our online or automated telephone services.

**Remember:**

We will never ask you to reveal your password or financial information to us. If you get a phone call or Email message asking for your password or financial information, do not give it out. Report the call or the Email to us by calling 1-800-269-0271 (TTY 1-866-501-2101).


For more tips on protecting your password, visit [www.onguardonline.gov](http://www.onguardonline.gov).

You can change your password at any time after signing in to your account.

Removed "Close" button and footer.



## 14. Finish Terms of Service (FATS)

 **Social Security**

---

To finish setting up your account, you will need to:

1. enter some personal information,
2. enter the account activation code you received.
3. create a username and password.
4. select how you want to receive your unique security code, and
5. enter the unique security code that we provide.

---

### Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address;
- Have a Social Security number;
- Have a U.S. mailing address; and
- Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use. You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship;
- For whom you are a representative payee; or
- For whom you are an appointed representative.

Only you can use the account that you create with us. You can never share the use of your account with anyone else under any circumstances. You can never use another person's account.

### What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external [Identity Services Provider](#) to verify your information against their records. 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.

When you make a verification request to establish your account, our [Identity Services Provider](#) may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the [Identity Services Provider](#), indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

### What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

### Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

### Social Security is Going "Green"

When you create a [my Social Security](#) account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#).

With your [my Social Security](#) account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

I agree to the Terms of Service

---

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

[Privacy and Security](#)

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

No changes.

## 15. Finish Setup (FAVI)



### Social Security

Please tell us who you are

**Social Security Number (SSN)**

Example: 000-00-0000

Please enter the account activation code we gave you

**Account Activation Code:**

Next

Exit

Removed "Name" and "Date of Birth" input fields.

## 16. Login Terms of Service (SITOS)



Social Security

### Terms of Service

- I am using [my Social Security](#) account services with the account that I created myself using my own personal information and identity. I am not using a [my Social Security](#) account created by another person or created using another person's information or identity, even if I have that person's written permission.
- I will never share the use of [my Social Security](#) account with anyone else under any circumstances. I will never use another person's [my Social Security](#) account.
- I understand that [my Social Security](#) account contains U.S. Government information.
- I consent to the monitoring and recording of my use of [my Social Security](#) services, including any electronic communications (such as click-to-chat or messaging).
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records;
  - Give false or misleading information to obtain or alter Social Security benefits; or
  - Deceive the Social Security Administration about an individual's identity.
- I understand that unauthorized use of [my Social Security](#) services is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that the Social Security Administration may stop me from using [my Social Security](#) services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by the Social Security Administration is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed.
- I agree that the Social Security Administration is not responsible for the improper disclosure of any information that the Social Security Administration has provided to me, whether due to my negligence or the wrongful acts of others.

### Social Security is Going "Green"

With your [my Social Security](#) account, you can immediately view, download, or print your Social Security Statement. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

Remember, now that you have a [my Social Security](#) account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

I agree to the Terms of Service

Next

Exit

[Privacy and Security](#)

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No changes.

## 17. Security Settings - ROME Internet Maintenance (RIM)

The screenshot shows the 'my Social Security' website interface. At the top left is the logo, and at the top right is the user name 'John Q. Public' with a 'Sign Out' link. Below the logo are navigation links for 'My Home', 'Message Center', and 'Security Settings' (which is underlined). A light blue notification box contains an information icon and the text: 'You signed in to your my Social Security account with login.gov. Please visit login.gov's website to manage your security settings.' The main content area is titled 'Communication Options' and includes the text: 'We use this information to communicate with you about your online account.' Below this is the 'Email Address' section, showing 'john.public@email.com' and an 'Update Email' button. At the bottom of this section is a link for 'Deactivate Online Account'. The footer contains the text 'Privacy and Security' followed by links for 'OMB No. 0960-0789', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility Help'.

Added "Footer" with link to "Deactivate Online Account" for new Login.gov account holders.

## 18. Step Up - Verify address



# Social Security

Please enter your home address and phone number

**Home Address**  
We cannot accept a business address unless it is also the place where you live.

Street Address  Apartment, Suite, Building, Etc.

City/Town  State/Territory  ZIP Code

**Phone Number**  
10-digit Number

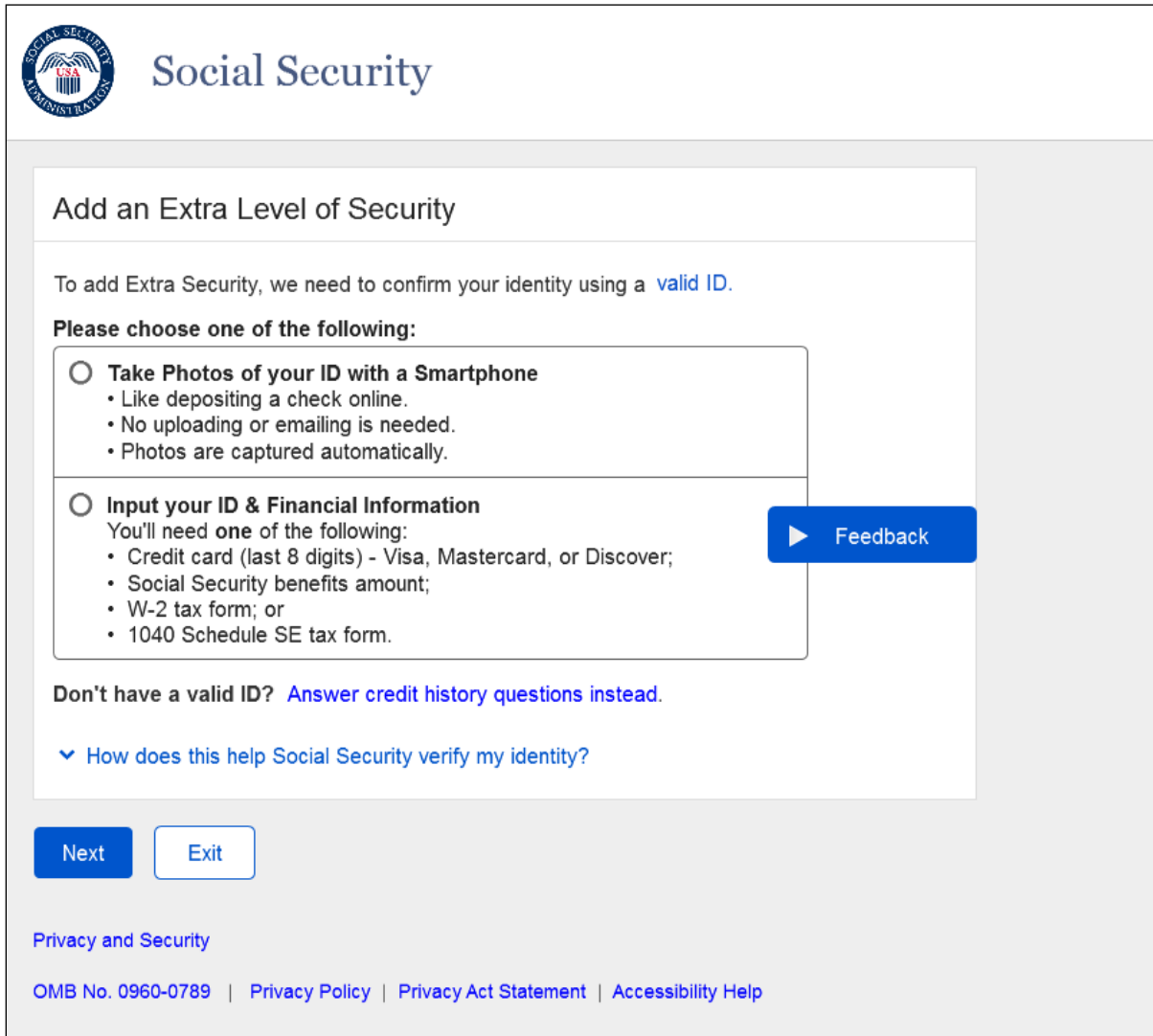
[Next](#) [Exit](#)

[Privacy and Security](#)

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

New page.


## 18.1. Step Up - Choose Advanced Options (VYIC)




The screenshot shows the Social Security Administration's 'Add an Extra Level of Security' page. At the top left is the Social Security Administration logo. The main heading is 'Add an Extra Level of Security'. Below this, a message states: 'To add Extra Security, we need to confirm your identity using a [valid ID](#).' A prompt asks the user to 'Please choose one of the following:'. There are two radio button options: 1. 'Take Photos of your ID with a Smartphone' with sub-points: 'Like depositing a check online.', 'No uploading or emailing is needed.', and 'Photos are captured automatically.' 2. 'Input your ID & Financial Information' with sub-points: 'You'll need one of the following: Credit card (last 8 digits) - Visa, Mastercard, or Discover;', 'Social Security benefits amount;', 'W-2 tax form; or', and '1040 Schedule SE tax form.' To the right of the second option is a blue 'Feedback' button with a play icon. Below the options, there is a link: 'Don't have a valid ID? [Answer credit history questions instead.](#)' and a dropdown menu: 'How does this help Social Security verify my identity?'. At the bottom left are 'Next' and 'Exit' buttons. At the bottom right are links for 'Privacy and Security', 'OMB No. 0960-0789', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility Help'.

New page for users stepping up identity proofing.

## 18.2. Step Up – Error Extra Security Temporary Lock

 **Social Security**

 **We could not add extra security at this time.**

You still have access to the online services that do not require extra security. Please verify your information and try again after 24 hours. For further assistance, please [contact us](#).


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


[Privacy and Security](#)

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

New page.

### 18.3. Step Up Extra Security – Could not add Extra Security

 **Social Security**



**We could not add extra security to your account.**

You still have access to the online services that do not require extra security. If you need to add extra security, please [contact us](#).

[Next](#)

[Exit](#)

[Privacy and Security](#)

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

New page.