

OMB Document Updated

eAccess July 2023 Release

Table of Contents

1.ROME.....	3
1.1 Legacy Transition Prompt.....	3
1.2 SMAC.....	4
1.3 RIM Updates.....	5
1.4 RIM- Provide your new cell phone number.....	6
1.5 RIM Update- Attempts Limit Reached.....	7
2.6 RIM Update – Code Does not Match.....	8
2.RCS.....	9
2.1. RCS_ACMGMT - Account Summary Page-in person.....	9
2.2. RCS_ACMGMT - Account Summary Page-on phone.....	10
2.3. RCS_ACMGMT - Account Summary Page – Standard account in person.....	11
2.4. RCS_ACMGMT - Account Summary Page -standard account on phone.....	12
2.5.RCS_ACMGMT - Account Summary Page-in person.....	13
2.6.RCS_ACMGMT - Account Summary Page – on phone.....	14
3.IRES.....	15
3.1. IRES Cl.....	15

1.ROME

1.1 Legacy Transition Prompt



Social Security



You have an existing Social Security online account.

You may link your LOGIN.GOV credentials to your existing Social Security online account.

Link your account with LOGIN.GOV

Would you like to continue?

After you set up your LOGIN.GOV account, you will be able to access Social Security online services with your LOGIN.GOV credential.

Yes

No

[Privacy and Security](#)

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

User trying to create an account with an existing legacy account will view this screen after CAVI.

1.2 SMAC



Social Security



We have sent you a letter with an activation code for your Social Security online account.

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 15-20 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.

Please note your existing Social Security online account username and password will still be active until you successfully enter the activation code.

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

Exit

[Privacy and Security](#)

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


Dynamic SMAC page for hybrid users creating an account with login.gov who opts to receive activation code via mail.

1.3 RIM Updates

The screenshot shows the 'my Social Security' website interface. At the top right, the user is identified as 'John Q. Public' with a 'Sign Out' link. The navigation menu includes 'My Home', 'Benefits and Payment Details', 'Message Center', and 'Security Settings', with 'Security Settings' being the active page. A light blue notification box at the top states: 'You signed in to your my Social Security account with login.gov. Please visit login.gov's website to manage your security settings.' Below this, the 'Communication Options' section is displayed. It includes a heading 'Communication Options' and a sub-heading 'We use this information to communicate with you about your online account.' The 'Email Address' section shows 'john.public@email.com' and an 'Update Email' button. The 'Cell Phone Number' section shows '(***) *** - 7663' and a green checkmark indicating 'Enabled to receive communication from Social Security Administration', with an 'Update Cell Phone Number' button. At the bottom of the communication options, there is a link for 'Deactivate Online Account'. The footer contains 'Privacy and Security' and links for 'OMB No. 0960-0789', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility Help'.

New section for cell phone is added to the screen for hybrid users who creates an account with logi.gov.

1.4 RIM- Provide your new cell phone number

John Q. Public [Sign Out](#)

[My Home](#) [Benefits and Payment Details](#) [Message Center](#) [Security Settings](#)

Provide your new cell phone number

We will send a one-time passcode to verify your new cell phone number.


Enter your new cell phone number
Message and Data Rates may apply.
10-digit Number

[Privacy and Security](#)

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

Language updated to implement more generic terms.

1.5 RIM Update- Attempts Limit Reached



[My Home](#) [Benefits and Payment Details](#) [Message Center](#) [Security Settings](#)

! You have reached the limit on the number of attempts. Please request a new code below.

i We sent a text message to (***) *** - 7663.
Please allow up to 2 minutes for the new code to arrive.
The code will **expire** after 10 minutes from the time of your request.

Please enter your code

▾ Having trouble?

Enter the code you just received.

[Privacy and Security](#)

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

Language updated to implement more generic terms.

2.6 RIM Update – Code Does not Match

The screenshot shows the 'my Social Security' website interface. At the top, there is a navigation bar with links for 'My Home', 'Benefits and Payment Details', 'Message Center', and 'Security Settings'. The 'Security Settings' link is underlined. Below the navigation bar, there are two notification boxes. The first is a yellow box with an exclamation mark icon, stating: 'The code you entered does not match the code we sent you. Please re-enter the code you received.' The second is a light blue box with an information icon, stating: 'We sent a text message to (***) *** - 7663. Please allow up to 2 minutes for the new code to arrive. The code will expire after 10 minutes from the time of your request.' Below these notifications is a white box with the heading 'Please enter your code'. Inside this box, there is a dropdown menu with the text 'Having trouble?' and a downward arrow. Below the dropdown is the instruction 'Enter the code you just received.' followed by an empty text input field. At the bottom of the white box are three buttons: 'Submit Code' (a blue button), 'Previous' (a white button with a blue border), and 'Cancel' (a white button with a blue border). At the very bottom of the page, there is a footer with the text 'Privacy and Security' and a row of links: 'OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help'.

Language updated to implement more generic terms.

2.RCS

2.1. RCS_ACMGMT - Account Summary Page-in person

John Q. PUBLIC
SSN: 900-00-0001
DOB: 01/01/1970
Username: ROMETEST123
[Help](#)

Account Summary
Transaction History

RCS
ACMGMT

⚠ The customer has a pending activation code.

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

Account Summary
[Help](#)

Account Type:	Standard
	Add Extra Security
Security Codes Sent by:	Text Message
	Get Reset Code
Last 4 Digits of Cell Phone:	7890
Email:	test@ssa.gov
	Change Email
Account Status:	Active
Last Login:	September 17, 2019 13:43

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

Sample Customer Internet Screens

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

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

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

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

[Add Extra Security](#)

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

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

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

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

Sample Notices

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

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

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

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

[Request to reset security code online](#)

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

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

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

Screen updated with the banner. For a user who has a Legacy account and an activation code at the same time the system needs to display the account details and the activation code pending banner in RCS.

2.2. RCS_ACMGMT - Account Summary Page-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](#)

John Q. PUBLIC SSN: 900-00-0001 DOB: 01/01/1970 Username: ROMETEST123 [Help](#)

RCS ACMGMT

 **The customer has a pending activation code.**

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

Account Summary [Help](#)

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7890**

Email: **test@ssa.gov**

Account Status: **Active**
Last Login: **September 17, 2019 13:43**

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Sample Customer Internet Screens

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

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

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

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

[Add Extra Security](#)

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

Sample Notices

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

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

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

[Request to reset security code online](#)

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

Screen updated with the banner. For a user who has a Legacy account and an activation code at the same time the system needs to display the account details and the activation code pending banner in RCS.

2.3. RCS_ACMGMT - Account Summary Page – Standard account in person

The screenshot shows the 'Social Security • Registration and Customer Support (RCS)' interface. At the top, there is a 'User Search' section with fields for SSN and Username, and radio buttons for 'on phone' and 'in person'. Below this, user information is displayed: John Q. PUBLIC, SSN: 900-00-0001, DOB: 01/01/1970, Username: ROMETEST123. The 'Account Summary' tab is selected, showing account details for a 'Standard' account. A yellow banner at the top of the account summary section states: 'The customer has a pending activation code. If the customer's Account Status is Locked, select the "Unlock" button to take further action to issue a new activation code.' The account status is 'Locked', with a last login on September 97, 2019 13:43 and a lockout date of September 13, 2019 13:43. Below the account summary are sections for 'Sample Customer Internet Screens' and 'Sample Notices'. The 'Sample Notices' section includes a link to 'OA 00250.000 - Electronic Access Notices - Table of Contents' and a list of various account-related notices.

Screen updated with the banner. For a user who has a Legacy account and an activation code at the same time the system needs to display the account details and the activation code pending banner in RCS.

2.4. RCS_ACMGMT - Account Summary Page -standard account 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

Search

John Q. PUBLIC SSN: 900-00-0001 DOB: 01/01/1970 Username: ROMETEST123 ? Help

Account Summary
Transaction History

RCS
ACMGMT

⚠ The customer has a pending activation code.

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

Account Summary ? Help

Account Type: **Standard**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7890**

Email: **test@ssa.gov**

Account Status: **Locked**

Last Login: **September 97, 2019 13:43**

Lockout Type: **Authentication Strikes**

Lockout Date: **September 13, 2019 13:43**

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Sample Customer Internet Screens

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

- [Sign In - SSA](#)
- [Sign In - Login.gov](#)
- [Create Account - Login.gov](#)
- [Create Account - Verify Your Identity and I.D.](#)
- [Create Account - Identity Verification Options](#)
- [Create Account - Capture Your Photo Instructions](#)
- [Create Account - Capture Your Photo Completion](#)
- [Create Account - I.D. Type](#)
- [Create Account - Activation Code Delivery Options](#)
- [Create Account - Enter Your Activation Code](#)
- [Create Account - Financial Verification](#)
- [Finish Setting Up Your Account - Verify Your Identity](#)
- [Add Extra Security](#)

Sample Notices

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

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

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- [Created an account online](#)
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- [Create an account online - Emailed activation code](#)
- [Create an account online - Mailed activation code](#)
- [Create an account online - Voice activation code](#)
- [Added extra security online](#)
- [Request to reset security code online](#)

Screen updated with the banner. For a user who has a Legacy account and an activation code at the same time the system needs to display the account details and the activation code pending banner in RCS.

2.5.RCS_ACMGMT - Account Summary Page-in person

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

User Search

or

User is:

 on phone
 in person

[? Help](#)

John Q. PUBLIC SSN: 900-00-0001 DOB: 01/01/1970 Username: ROMETEST123 [? Help](#)

Account Summary

Transaction History

RCS
ACMGMT

⚠ The customer has a pending activation code.

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

Account Summary [? Help](#)

Account Type:	Extra Security
Security Codes Sent by:	<input checked="" type="checkbox"/> Text Message <input checked="" type="checkbox"/> Email <input type="button" value="Get Reset Code"/>
Last 4 Digits of Cell Phone:	7890
Email:	test@ssa.gov
Account Status:	Active
Last Login:	September 17, 2019 13:43

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.

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[Sign In - Login.gov](#)

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

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

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Sample Notices

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[Create an account online - Voice activation code](#)
[Added extra security online](#)

[Request to reset security code online](#)

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

Screen updated with the banner. For a user who has a Legacy account and an activation code at the same time the system needs to display the account details and the activation code pending banner in RCS.

2.6.RCS_ACMGMT - Account Summary Page – on phone

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

User Search

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

John Q. PUBLIC SSN: 900-00-0001 DOB: 01/01/1970 Username: ROMETEST123 Help

Account Summary
Transaction History

RCS
ACMGMT

⚠ The customer has a pending activation code.

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

Help

Account Summary

Account Type: **Extra Security**

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

Last 4 Digits of Cell Phone: **7890**

Email: **test@ssa.gov**

Account Status: **Active**

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

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Sample Customer Internet Screens

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

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

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

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

[Add Extra Security](#)

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

Sample Notices

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

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[Create an account online - Voice activation code](#)
[Added extra security online](#)

[Request to reset security code online](#)

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

Screen updated with the banner. For a user who has a Legacy account and an activation code at the same time the system needs to display the account details and the activation code pending banner in RCS.

3.IRES

3.1. IRES CI



Social Security

Please Enter Your Contact Information

We may use your contact information for program outreach and other purposes related to our administration of the Social Security Act.

Home Address

Country

Line 1

Line 2

City/Town

State/Territory

ZIP Code

Phone Number

 U.S. International

10-digit Number Ext.

Next

Exit

[Privacy and Security](#)

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

Functionality added for entering international address