OMB Document Updated

eAccess July 2023 Release

Table of Contents

1.ROME

1.1 Legacy Transition Prompt

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

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

Language updated to implement more generic terms.

1.5 RIM Update- Attempts Limit Reached

my Social Security

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.

ⓘ **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.

[ ]

[Submit Code]   [Previous]   [Cancel]

Privacy and Security

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Language updated to implement more generic terms.

2.6 *RIM Update – Code Does not Match*

Language updated to implement more generic terms.

2.RCS

2.1. RCS_ACMGMT - Account Summary Page-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.

2.2. RCS_ACMGMT - Account Summary Page-on phone

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

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　[Search]　[Clear Search]　❷ Help

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

Account Type:	**Standard**

Security Codes Sent by:

Text Message

[Get Reset Code]

Last 4 Digits of Cell Phone:　**7890**

Email:　**test@ssa.gov**

[Change Email]

[Unlock Account]

Account Status:	**Locked**
Last Login:	**September 97, 2019 13:43**
Lockout Type:	**Authentication Strikes**
Lockout Date:	**September 13, 2019 13:43**

[Get Temp Password]　[Cancel Account]　[Block Access]

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[**Get Contact Info**]

Sample Customer Internet Screens

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

Sign In - SSA
Sign In - Login.gov

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

Finish Setting Up Your Account - Verify Your Identity

Add Extra Security

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

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

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

Account Summary　　　　　❓ Help

Account Type:	**Extra Security**
Security Codes Sent by:	**Text Message** **Email** [Get Reset Code]
Last 4 Digits of Cell Phone:	**7890**
Email:	**test@ssa.gov**
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

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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 | ❼ Help |

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

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

Get Temp Password   Cancel Account   Block Access

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Get Contact Info

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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

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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

Functionality added for entering international address