

## Registration and Customer Support (RCS) Screen Package

# Table of Contents

Registration and Customer Support (RCS) Screen Package.....	1
User Search .....	6
User Search – Home Page for RCS .....	6
Telephone/FO In Person/FO On Phone. Search by Own SSN.....	7
Telephone/FO In Person/FO On Phone. Search by Own username.....	8
Telephone/FO In Person/FO On Phone. Search by SSN. IENP.....	9
Telephone/FO In Person/FO On Phone. Search by username. IENP.....	10
Telephone/FO In Person/FO On Phone. Special Indicator is present in SSN .....	11
Telephone/FO In Person/FO On Phone. Death Indicator.....	12
Telephone/FO In Person/FO On Phone. Under age .....	13
Telephone/FO In Person/FO On Phone. SSN not found.....	14
Telephone/FO In Person/FO On Phone. Cancel account .....	15
Search Results.....	16
Search Results - No Account. Telephone/FO In Person/FO On Phone.....	16
Search Results – No Account. FO In Person.....	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
Search Results – Account pending. Telephone/FO On Phone. Search by SSN. Locked. Banned .....	22
Telephone/FO In Person/FO On Phone. Blocked .....	23
Search Results - In Person – Suspended. No Account with a role.....	24
Search Results - In person - No Account with Restricted block.....	25
Search Results -Telephone - No Account suspended without the role.....	26
Search Results -Telephone - No Account with Restricted block .....	27
Transaction History .....	28
Transaction History.....	28
Block Access.....	28
Block Access.....	28
Account Management .....	29
Account Summary - FO in Person. Standard Account .....	29
Account Summary - Telephone/FO on Phone. Standard Account .....	30
Account Summary - FO in Person. Standard Account .....	30
Account Summary - Telephone/FO on Phone. Standard Account .....	31

Account Summary - FO in Person. Standard Account .....	31
Account Summary - Telephone/FO on Phone. Standard Account .....	32
Account Summary - FO in Person. Extra Security Account.....	32
Account Summary- Telephone/FO on Phone. Extra Security Account .....	33
Account Summary - FO in Person. Extra Security Account.....	33
Account Summary- Telephone/FO on Phone. Extra Security Account .....	34
Account Summary - Telephone/FO on Phone. Extra Security Account. Security Code Verification.....	35
Account Summary - Telephone/FO on Phone. Extra Security Account. Security Code Verification.....	36
Account Summary - Telephone/FO on Phone. Extra Security Account. Text Code Not Verified.....	37
Account Summary – FO in Person. Standard (Extra Security Pending) .....	38
Account Summary – Telephone/FO on Phone. Standard (Extra Security Pending).....	38
Account Summary – FO in Person. Standard (Advanced Account Pending) .....	39
Account Summary – Telephone/FO on Phone. Standard (Advanced Account Pending).....	39
Account Summary – FO in Person. Standard.....	40
Account Summary- Telephone/FO on Phone. Standard (Extra Security Pending).....	40
Account Summary- Telephone/FO on Phone. Standard. Blocked.....	41
Deny Unblock.....	42
Account Summary - Standard. Unblocked.....	43
Account Summary - FO in Person. Standard. Locked .....	44
Account Summary- FO in Person. Standard. Unlocked .....	45
Account Summary- Telephone/FO on Phone. Standard. Locked .....	46
Account Summary- Telephone/FO on Phone. Standard. Unlocked .....	47
Account Summary- FO in Person. Get Reset Code Pending .....	48
Account Summary- Telephone/FO on Phone. Get Reset Code Pending.....	48
Account Summary - FO In Person .....	49
Account Summary - FO Telephone .....	50
Elevated Phone Identity Verification.....	51
Send ACC.....	51
Enter ACC – Same Session .....	52
Enter ACC – Subsequent Session .....	52
Mailed ACC.....	53
Verified ACC .....	53
Cancel Code .....	54
Create Account – In Person .....	55
Create Account - Verify Identity .....	55
Activation Code Delivery Choice.....	56
Standard Account – Need Advanced Account for Certain Services? .....	56

We cannot verify the address against our records.....	57
Enrollment – Mail .....	57
Standard Enrollment – Mobile Phone .....	58
Activation Code Letter Confirmation.....	58
Tiered Authentication - Finish Online Digital Activation Code – Verified Digital and Physical w/Physical address on ID .....	59
Tiered Authentication - Finish Online Digital Activation Code – Only Digital Verified.....	59
TA Mailed Activation Code – Digital and Physical but address not provided .....	60
TA Mailed Activation Code – Home Address Verified .....	60
Add Extra Security.....	61
Add Extra Security. Do you want to add extra security to your account? .....	61
Add Extra Security: Enter Address .....	61
Add Extra Security. We cannot verify the address against our records. ....	62
Extra Security Letter .....	62
Extra Security – We cannot verify the customer address. Refused external address check .....	63
Extra Security – The identification document does not show the customer's address. ....	63
Tiered Authentication – Verify Identity to Upgrade.....	64
Tiered Authentication – Address did not verify .....	65
Tiered Authentication – Terms of Service not accepted .....	65
Change Email .....	66
Change Email .....	66
Cancel/Reset Account.....	66
Cancel Account .....	66
Reset Account .....	67
Get Temporary Password .....	67
Get Temp Password .....	67
Need External Verification .....	68
Get Temp Password – Address cannot be verified.....	68
Get Temp Password – Unable to verify address.....	69
Get Temp Password – Address Verification on phone .....	69
Get Temp Password – Address Verification in person .....	70
Get Temp Password – Address Verification on phone .....	71
Get Temp Password – Confirmation.....	71
Get Reset Code .....	72
Need External Verification .....	72
Get Reset Code - Address cannot be verified.....	72
Get Reset Code – Unable to verify address .....	73

Get Reset Code – Address Verification on phone .....	73
Get Reset Code – Address Verification in person .....	74
Get Reset Code – Address Verification on phone .....	75
Get Reset Code - Confirmation .....	75
Error Pages .....	76
SYSTEMERROR - Unexpected system error .....	76
ICDBWAES - PCOM Window Open – Extra Security .....	76
ICDBWM – PCOM Window Open – Temporary Password or Reset Code .....	76
Help Screens .....	77
CATOS - Online Account Terms and Conditions .....	77
Sample Customer Internet Screens .....	78
Sign In – SSA .....	78
Sign In - Login.gov .....	79
Create Account - Login.gov .....	79
Create Account - Verify Your Identity .....	80
Create Account - Identity Verification Options .....	80
Create Account - Capture Your Photo Instructions .....	81
Create Account - Capture Your Photo Completion .....	81
Create Account - I.D. Type .....	81
Create Account - Activation Code Delivery Options .....	82
Create Account - Enter Your Activation Code .....	82
Create Account - Financial Verification .....	82
Finish Setting Up Your Account - Verify Your Identity .....	83
Add Extra Security .....	83
Upgrade Standard to Advanced .....	84
Get Your Security Code - Text Message or Email .....	84
Get Your Security Code - Security Has Improved .....	85
Verify Cell Phone Number .....	85
Verify Email .....	85
Enter Security Code - Text Message .....	86
Enter Security Code - Email .....	86
Get Reset Code - Provide Address Information .....	87
Do You Have... Reset Code Letter? .....	87
Get Temporary Password - Provide Address Information .....	88

# User Search

## User Search – Home Page for RCS

### User Search

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

RCS

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

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

[Get Temporary Password - Provide Address Information](#)

USERSEARCH

#### (NEW) Elevated Phone Identity Verification [? Help](#)

To verify the customer's identity, please search by SSN.

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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


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

## User Search

SSN:  or Username:  User is:  on phone  in person [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.

### (NEW) Elevated Phone Identity Verification [Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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


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

## 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.

### (NEW) Elevated Phone Identity Verification [Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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




## User Search

SSN:  or Username:  **User is:**  on phone  in person [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.

### (NEW) Elevated Phone Identity Verification [Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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


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

## 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.

### (NEW) Elevated Phone Identity Verification [? Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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


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

## 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.

### (NEW) Elevated Phone Identity Verification [Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)
- [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](#)
- [Upgrade Standard to Advanced](#)
- [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?](#)
- [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 - Email notice](#)
- [Create an account online - Voice activation code](#)
- [Create an account - Mailed activation code](#)
- [Create an account - SMS activation code](#)
- [Added extra security online](#)

[Request to reset security code online](#)

- [Created a standard account in person](#)
- [Added extra security in person](#)
- [Upgraded standard to advanced account in person](#)

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

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

# Telephone/FO In Person/FO On Phone. Death Indicator

## 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.

### (NEW) Elevated Phone Identity Verification [? Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)  
[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?](#)  
[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 - Email notice](#)  
[Create an account online - Voice activation code](#)  
[Create an account - Mailed activation code](#)  
[Create an account - SMS activation code](#)  
[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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


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

## User Search

SSN:  or Username:  User is:  on phone  in person [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.

### (NEW) Elevated Phone Identity Verification [Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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




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.

### (NEW) Elevated Phone Identity Verification [Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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


# Telephone/FO In Person/FO On Phone. Cancel account

## 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.

### (NEW) Elevated Phone Identity Verification [? Help](#)

To verify the customer's identity, please search by SSN.

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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

# Search Results

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

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940

RCS

SRCHRSLT [Help](#)

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

There is no account for SSN: 900-00-0000

#### (NEW) Elevated Phone Identity Verification [Help](#)

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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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



### User Search

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

RCS

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

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

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

[Get Temporary Password - Provide Address Information](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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

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


## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

RCS

SRCHRSLT

 **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 Pending [Help](#)

This account is pending activation. An activation code was requested on August 30, 2021.

### 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](#)
- [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](#)
- [Upgrade Standard to Advanced](#)
- [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?](#)
- [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 - Email notice](#)
- [Create an account online - Voice activation code](#)
- [Create an account - Mailed activation code](#)
- [Create an account - SMS activation code](#)
- [Added extra security online](#)
- [Request to reset security code online](#)
- [Created a standard account in person](#)
- [Added extra security in person](#)
- [Upgraded standard to advanced account in person](#)
- [Request to reset security code in person](#)
- [Identity Verification \(on phone\) - Mailed Confirmation Code](#)
- [Identity Verification \(on phone\) - SMS Confirmation Code](#)

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

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

RCS

SRCHRSLT



The customer's previously issued activation code has expired.

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

### Account Pending [Help](#)

This account is pending activation; however, the code has expired.

### 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](#)

[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](#)

[Upgrade Standard to Advanced](#)

[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?](#)

[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 - Email notice](#)

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

[Create an account - Mailed activation code](#)

[Create an account - SMS activation code](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Added extra security in person](#)

[Upgraded standard to advanced account in person](#)

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

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

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

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: 01/01/1940

RCS

SRCHRSLT [Help](#)



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 Pending [Help](#)

This account is pending activation. An activation code was requested on August 30, 2021.

### (NEW) Elevated Phone Identity Verification [Help](#)

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](#)

[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](#)

[Upgrade Standard to Advanced](#)

[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?](#)

[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 - Email notice](#)

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

[Create an account - Mailed activation code](#)

[Create an account - SMS activation code](#)

[Added extra security online](#)

[Request to reset security code online](#)

[Created a standard account in person](#)

[Added extra security in person](#)

[Upgraded standard to advanced account in person](#)

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

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

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

# 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   [Help](#)

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

RCS

SRCHRSLT

 **The customer's previously issued activation code has expired.**  
If the customer's Account Status is Locked, select the "Unlock" button to take further action to issue a new activation code.

### Account Pending [Help](#)

This account is pending activation; however, the code has expired.

### (NEW) Elevated Phone Identity Verification [Help](#)

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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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



# Search Results – Account pending. Telephone/FO On Phone. Search by SSN. Locked. Banned

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

User Information **Transaction History**

RCS

SRCHRSLT

### The customer has a pending activation code.

If the customer's Account Status is Locked, select the "Unlock" button to take further action.  
**HIGH RISK ALERT - BANNED FROM OFFICE.**  
This Individual is banned from the office and should be referred to online processes whenever possible.  
Refer to policy for handling high-risk alert before directing the customer to a field office.

### Account Pending [Help](#)

This account is pending activation. An activation code was requested on March 21, 2022.

Account Status: **Locked**  
Lockout Type: **Address Confirmation Code Strikes**  
Lockout Date: **March 21, 2022 13:12**

### (NEW) Elevated Phone Identity Verification [Help](#)

There is an active confirmation code.

### 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 - 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?](#)

[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 - Email notice](#)  
[Create an account - Mailed activation code](#)  
[Create an account - SMS activation code](#)  
[Create an account - 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](#)

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

User Information

Transaction History

RCS

SRCHRSLT

#### Account Pending [Help](#)

This account is pending activation. An activation code was requested on August 30, 2021.

Account Status: **Blocked**

Block Type: **Standard**  
Block Reason: **Customer Initiated**  
Block Date: **September 12, 2022**  
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 - SSA](#)  
[Sign In - Login.gov](#)

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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

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

## User Search

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


JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

User Information

Transaction History

RCS

SRCHRSLT

 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.

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

There is no account for SSN: 900-00-0000

Account Status: **Blocked**

Block Type: **Suspended**  
Block Reason: **Mother's name**  
Block Date: **September 12, 2022**  
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 - SSA](#)  
[Sign In - Login.gov](#)

[Create Account - Login.gov](#)  
[Create Account - Verify Your Identity](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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



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

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

User Information Transaction History

RCS

SRCHRSLT

**!** 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.

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

There is no account for SSN: 900-00-0000

Account Status: **Blocked**

Block Type: **Restricted**  
Block Reason: **Mother's name**  
Block Date: **September 12, 2022**  
Block: **SSA**  
Location:

### 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](#)  
[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](#)  
[Upgrade Standard to Advanced](#)

[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?](#)

[Get Temporary Password - Provide Address Information](#)

### (NEW) Elevated Phone Identity Verification [Help](#)

No confirmation code has been issued.

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

[Request to reset security code online](#)

[Created a standard account in person](#)  
[Added extra security in person](#)  
[Upgraded standard to advanced account in person](#)

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

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

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

## 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

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

There is no account for SSN: 900-00-0000

Account Status: **Blocked**

Block Type: **Restricted**  
Block Reason: **Mother's name**  
Block Date: **November 17, 2020**  
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.

### 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 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](#)  
[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 - 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?](#)

[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](#)  
[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](#)

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

# Search Results -Telephone - No Account with Restricted block

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

User Information

Transaction History

RCS

### No Account Found

There is no account for SSN: 900-00-0000

Account Status: **Blocked**

Block Type: **Restricted**  
Block Reason: **Mother's name**  
Block Date: **September 12, 2022**  
Block Location: **SSA**

### 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](#)
- [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](#)
- [Upgrade Standard to Advanced](#)
- [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?](#)
- [Get Temporary Password - Provide Address Information](#)

SRCHRSLT

### (NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info](#)

### 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 - Email notice](#)
- [Create an account online - Voice activation code](#)
- [Create an account - Mailed activation code](#)
- [Create an account - SMS activation code](#)
- [Added extra security online](#)
- [Request to reset security code online](#)
- [Created a standard account in person](#)
- [Added extra security in person](#)
- [Upgraded standard to advanced account in person](#)
- [Request to reset security code in person](#)

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

# Transaction History

## Transaction History

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1930 [? Help](#)

User Information

Transaction History

RCS

TH

Event	Success?	Date/Timestamp	Location
Activation Code Delivery - SMS	Yes	August 27, 2021 11:01	Woodlawn MD (NNP)
ID Proof On Phone - SMS Number Validated	No	August 27, 2021 11:00	Woodlawn MD (NNP)
ID Proof On Phone - EDS Identity Check Result	No	August 27, 2021 11:00	Woodlawn MD (NNP)
ID Proof In Person - Level 2 Identity Proofed	Yes	August 19, 2021 16:49	Woodlawn MD (NNP)

# Block Access

## 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: 01/01/1940 Username: ROMETEST123 [Help](#)

RCS

ACMGMT

### Account Summary [Help](#)

---

Account Type: **Standard**

Security Codes Sent by: **Text Message**

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

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **September 07, 2022 16:39**

# 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: 01/01/1940 Username: ROMETEST123 [? Help](#)

Account Summary Transaction History

RCS

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

Account Type: **Standard**

Security Codes Sent by: **Text Message**

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

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **September 07, 2022 16:39**

ACMGMT

### (NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.

# 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: 01/01/1940 Username: ROMETEST123 [? Help](#)

Account Summary Transaction History

RCS

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

Account Type: **Standard**

Security Codes Sent by: **Email**

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

Email: **no\*\*\*\*\*@ssa.gov**

Account Status: **Active**  
Last Login: **September 14, 2022 11:46**

ACMGMT

# 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: 01/01/1940 Username: ROMETEST123 [? Help](#)

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

RCS

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

Account Type: **Standard**

Security Codes Sent by: **Email**

Last 4 Digits of Cell Phone: **Cell phone is not registered**  
Email: **no\*\*\*\*\*@ssa.gov**

Account Status: **Active**  
Last Login: **September 14, 2022 11:46**

ACMGMT

### (NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.

# 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: 01/01/1940 Username: ROMETEST123 [? Help](#)

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

RCS

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

Account Type: **Standard**

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

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

Account Status: **Active**  
Last Login: **September 14, 2022 16:31**

ACMGMT

# 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: 01/01/1940 Username: ROMETEST123 [Help](#)

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

RCS

### Account Summary [Help](#)

---

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: **September 14, 2022 16:31**

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

ACMGMT

### (NEW) Elevated Phone Identity Verification [Help](#)

No confirmation code has been issued.

[Get Contact Info](#)

# Account Summary - FO in Person. Extra Security Account

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [Help](#)

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

RCS

### Account Summary [Help](#)

---

Account Type: **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: **May 23, 2022 16:38**

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

ACMGMT



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

**User Search**

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [? Help](#)

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

RCS [? 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**  
[Get Reset Code](#)

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

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **May 23, 2022 16:38**

[Send Security Code](#) [Cancel Account](#) [Block Access](#)

ACMGMT [? Help](#)

### (NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info](#)

# Account Summary - FO in Person. Extra Security Account

**User Search**

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [? Help](#)

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

RCS [? Help](#)

### Account Summary

---

Account Type: **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: **September 21, 2021 12:23**

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

# 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: 01/01/1940 Username: ROMETEST123 [? Help](#)

Account Summary

Transaction History

RCS

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

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: **te\*\*\*\*\*@ssa.gov**

Account Status: **Active**

Last Login: **September 21, 2021 12:23**

ACMGMT

### (NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.

# 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: 500-00-0000 DOB: 01/01/1940 Username: ROMETE ST123 [Help](#)

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

RCS [Help](#)

### Account Summary

Account Type: **Extra Security**

Security Codes Sent by: **Text Message**

Last 4 Digits of Cell Phone: **7883**

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **May 23, 2022 16:33**

ACMGMT [Help](#)

### (NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

---

[Help](#)

### 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: **(\*\*\*)-\*\*\*-7883**

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: 01/01/1940 Username: ROMETEST123 [Help](#)

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

RCS

### Account Summary [Help](#)

Account Type: **Extra Security**

Security Codes Sent

by:

[Text Message](#)  
[Email](#)

Last 4 Digits of Cell  
Phone:

7663

Email: **te\*\*\*\*\*@ssa.gov**

Account Status: **Active**

Last Login: **September 21, 2021 12:23**

ACMGMT

### (NEW) Elevated Phone Identity Verification [Help](#)

No confirmation code has been issued.

[Help](#)

### 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:  
te\*\*\*\*\*@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: 01/01/1940 Username: ROMETEST123 [? Help](#)

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

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 [? Help](#)

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: **May 23, 2022 16:38**

### (NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.

### Security Code Verification [? Help](#)

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [Help](#)

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

RCS ACMGMT

[Help](#)

### Account Summary

---

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

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

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

Email: **no-reply@ssa.gov**  
[Change Email](#)

Account Status: **Active**  
Last Login: **September 07, 2022 16:39**  
Notice Generated: **September 07, 2022**

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

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

**User Search**

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [Help](#)

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

RCS ACMGMT

[Help](#)

### Account Summary

---

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

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

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

Email: **no-reply@ssa.gov**  
[Change Email](#)

Account Status: **Active**  
Last Login: **September 07, 2022 16:39**  
Notice Generated: **September 07, 2022**

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

[Help](#)

### (NEW) Elevated Phone Identity Verification

---

No confirmation code has been issued.

[Get Contact Info](#)

# Account Summary – FO in Person. Standard (Advanced Account Pending)

**User Search**

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: [Show](#) [? Help](#)

Account Summary [Transaction History](#)

RCS ACMGMT

**⚠ The customer has a pending activation code. This code upgrades their Account Type from Standard to Advanced.**

If the customer's Account Status is Locked, select the Unlock Account button so they can use the code. If the customer no longer has access to the previously issued code, they can request a new one.

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

---

Account Type: **Standard (Advanced Account Pending)**

Password Created At: **Login.gov**

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **March 17, 2023 11:21 - External Partner**

# Account Summary – Telephone/FO on Phone. Standard (Advanced Account Pending)

**User Search**

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: [Show](#) [? Help](#)

Account Summary [Transaction History](#)

RCS ACMGMT

**⚠ The customer has a pending activation code. This code upgrades their Account Type from Standard to Advanced.**

If the customer's Account Status is Locked, select the Unlock Account button so they can use the code. If the customer no longer has access to the previously issued code, they can request a new one.

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

---

Account Type: **Standard (Advanced Account Pending)**

Password Created At: **Login.gov**

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **March 17, 2023 11:21 - External Partner**

**(NEW) Elevated Phone Identity Verification** [? Help](#)

---

No confirmation code has been issued.

# Account Summary – FO in Person. Standard

### User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1940 Username: [Show](#) [? Help](#)

RCS ACMGMT

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

---

Account Type: **Standard**

Password Created At: **Login.gov**

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **September 07, 2022 13:29 - External Partner**

# 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: 01/01/1940 Username: [Show](#) [? Help](#)

RCS ACMGMT

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

---

Account Type: **Advanced**

Password Created At: **Login.gov**

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **August 10, 2022 16:48 - External Partner**

### (NEW) Elevated Phone Identity Verification [? Help](#)

---

No confirmation code has been issued.



# 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: 01/01/1940 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: **7890**

Email: **no-reply@ssa.gov**

Account Status: **Blocked**  
Last Login: **September 07, 2022 16:39**

Block Type: **Standard**  
Block Reason: **Customer Initiated**  
Block Date: **September 13, 2022**  
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: 01/01/1940 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: **7890**

Email: **no-reply@ssa.gov**

Account Status: **Blocked**

Last Login: **September 07, 2022 16:39**

Block Type: **Standard**

Block Reason: **Customer Initiated**

Block Date: **September 13, 2022**

Block Location: **SSA**

Reason(s) for authentication failure when denying unblock: [? Help](#)

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

# Account Summary - Standard. Unblocked

## User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [? Help](#)

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

RCS

ACMGMT

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

---

Account Type: **Standard**

Security Codes Sent by: **Text Message**

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

Email: **no-reply@ssa.gov**

Account Status: **Active**

Last Login: **September 07, 2022 16:39**

**Block Removed**

Unlock Date: **September 13, 2022**

Unlock Location: **RCS**

# Account Summary - FO in Person. Standard. Locked

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [Help](#)

Account Summary

Transaction History

RCS

ACMGMT

### Account Summary [Help](#)

---

Account Type: **Standard**

Security Codes Sent by: **Text Message**

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

Email: **no-reply@ssa.gov**

Account Status: **Locked**

Last Login: **September 07, 2022 16:39**  
Lockout Type: **Authentication Strikes**  
Lockout Date: **September 13, 2022 17:08**

# 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: 01/01/1940 Username: ROMETEST123 [? Help](#)

Account Summary

Transaction History

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: **September 12, 2022 17:22**

# 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: 01/01/1940 Username: ROMETEST123 [? Help](#)

RCS [? Help](#)

### Account Summary

---

Account Type: **Standard**

Security Codes Sent by: **Text Message**

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

Email: **no-reply@ssa.gov**

Account Status: **Locked**

Last Login: **September 07, 2022 16:39**

Lockout Type: **Authentication Strikes**

Lockout Date: **September 13, 2022 17:08**

ACMGMT [? Help](#)

### (NEW) Elevated Phone Identity Verification

---

No confirmation code has been issued.

# 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: 01/01/1940 Username: ROMETEST123 [? Help](#)

Account Summary

Transaction History

RCS

ACMGMT



User Account is Unlocked

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

Account Type: **Standard**

Security Codes Sent  
by:

**Text Message**

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

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **September 07, 2022 16:39**

### (NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.



# 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: 01/01/1940 Username: ROMETEST123 [Help](#)

Account Summary [Transaction History](#)

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 07, 2022 16:39**  
Notice Generated: **September 07, 2022**

# 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: 01/01/1940 Username: ROMETEST123 [Help](#)

Account Summary [Transaction History](#)

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 07, 2022 16:39**  
Notice Generated: **September 07, 2022**

### (NEW) Elevated Phone Identity Verification [Help](#)

No confirmation code has been issued.

# 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: 01/01/1940 Username: ROMETEST123 [Help](#)

Account Summary

Transaction History

RCS

ACMGMT

### Account Summary [Help](#)

---

Account Type: **Standard**

Security Codes Sent by: **Text Message**

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

Email: **no-reply@ssa.gov**

Account Status: **Active**  
Last Login: **September 07, 2022 16:39**  
Temp password issued **September 14, 2022**

# Account Summary - FO Telephone

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [? Help](#)

Account Summary

Transaction History

RCS

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

Account Type: **Standard**

Security Codes Sent  
by:

**Text Message**

Last 4 Digits of Cell  
Phone:

**7890**

Email: **no-reply@ssa.gov**

Account Status: **Active**

Last Login: **September 07, 2022 16:39**

**Temp password issued September 14, 2022**

ACMGMT

### (NEW) Elevated Phone Identity Verification [? Help](#)

No confirmation code has been issued.

# Elevated Phone Identity Verification


Send ACC

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

RCS [Help](#) SACC

 Please use eMailer to send the [Privacy Act](#) or read aloud.

### Collect Contact Information

“ Please read the following to the customer:

*We verify the information you give us against our records. If we cannot match your information in our records, we will use an external data source to attempt to match your information.*

*In order to verify your identity, you need to authorize SSA to access your credit report for authentication purposes. Additionally, if you have a wireless device, you need to authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to SSA, or our service provider, to help SSA identify you or your wireless device and to prevent fraud. Please confirm your authorization to access your credit report and, if applicable, mobile phone data for these authentication purposes by stating "I agree."*

*In order to verify your identity, we will need to send a confirmation code via text message or letter.*

*A letter will take 15-20 business days to arrive.*

Do you agree to these Terms of Service?

The customer agrees to the Terms of Service.

How would you like to receive your confirmation code?

- Text Message  
 Mailing Address

### Enter Mailing Address (Required)

Mailing Address

Street Line 1:

Street Line 2:

City/Town:

State/Territory:

ZIP Code:

## Enter ACC – Same Session

### 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](#) EACC

Enter Confirmation Code

---

Confirmation Code

8-digit Number

## Enter ACC – Subsequent Session

### 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](#) EACC

Enter Confirmation Code

---

Confirmation Code


8-digit Number

## Mailed ACC 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](#) MACC

 Customer's mailing address has been verified.

### Mailing Confirmation Code

“ Please read the following to the customer:

*We will mail a confirmation code to you at:*

*123 Sampler Place  
Baltimore, MD 12345*


*You will receive the letter within 5 - 10 business days. Please follow the directions to complete your identity verification before the date shown in your letter.*

## Verified ACC 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](#) VACC

 Customer's confirmation code matches our records.

### Identity Verified

“ Please read the following to the customer:

*We have verified your identity. The confirmation code is valid for 30 days from the time it was received.*

# Cancel 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](#) CACC

### Cancel Confirmation Code



Please read the following to the customer:

*We will cancel the previously issued code and it can no longer be used. If we need to verify your identity in the future, we will issue a new code.*

*Are you sure you want to cancel the confirmation code?*



# Create Account – In Person

## Create Account - Verify Identity

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [? Help](#)

OMB No. 0980-0789  
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. If we cannot match your information in our records, we will use an external data source to attempt to match your information.*

*In order to verify your identity, you need to authorize SSA to access your credit report for authentication purposes. Additionally, if you have a wireless device, you need to authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to SSA, or our service provider, to help SSA identify you or your wireless device and to prevent fraud. Please confirm your authorization to access your credit report and, if applicable, mobile phone data for these authentication purposes by stating "I agree."*

*You may review SSA's privacy policy at [www.ssa.gov/privacy](http://www.ssa.gov/privacy).*

*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:

10-digit Number

#### Email Address:

# Activation Code Delivery Choice

## 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](#) ACDC

### Choose How to Deliver Code



Please read the following to the customer:

*In order to verify your identity, you will need to use an activation code. We can print it for you or send it in a text message. Standard messaging rates may apply.*

How would you like to receive your activation code?

- Text Message  
 Print Out

## Standard Account – Need Advanced Account for Certain Services?

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [? Help](#)

RCS [? Help](#) YWES

Customer's home address has been verified.

### Standard Account



Please read the following to the customer:

*You are verified for a Standard Account which will give you access to most online services. We can verify you for an Advanced Account if you need access to any of the following services:*

- Appointed Representative Suite of Services
- External SSN Verification Services
- Representative Payees with Multiple Clients
- Medical and Vocational Experts (ERE Experts)

*If you need any of these services, we will mail an activation code to your home address. The letter will take 15-20 days to arrive and you will not be able to access online services until you use the code in that letter.*

Do you need any of these services?

- Yes  No

# 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 [? 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:

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


# Enrollment – Mail

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [? Help](#)

RCS [? Help](#) ENMAIL

 We cannot verify the customer's address and phone number.

### Standard Account

“ Please read the following to the customer:

You are verified for a standard account. We will send an activation code in a mailed letter to you at the following address:

123 Sampler St  
Smithtown, NY 11787

Please allow 15-20 days to receive your activation code. Please follow the directions to complete your identity verification before the date shown in your letter.

[Print the receipt](#)


## Standard Enrollment – Mobile Phone

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

RCS [Help](#) ENTEXT

 We cannot verify the customer's address and/or phone number.

### Standard Account



Please read the following to the customer:

You are verified for a standard account. We will send a text message with an activation code to you at:

(443) 123-4567

This code will expire in 3 days. Please visit [www.socialsecurity.gov/setup](http://www.socialsecurity.gov/setup). Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.

[Print the receipt.](#)

## Activation Code Letter Confirmation

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [Help](#)

RCS [Help](#) ENROLLC

### Activation Code Letter



Please use the link below to print the confirmation letter. Give the letter to the customer and read the following:

Follow the steps and use the code in this letter to finish setting up your account online.

Please do this before the date shown in the letter.

[Print the letter.](#)


# Tiered Authentication - Finish Online Digital Activation Code – Verified Digital and Physical w/Physical address on ID

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [? Help](#)

RCS [? Help](#) TAFODAC

 Customer's phone number has been verified.

### Finish Set Up Online

“ Please read the following to the customer:

We sent a text message with an activation code to you at:

(443) 123-4567

This code will expire in 3 days. Please visit [www.socialsecurity.gov/setup](http://www.socialsecurity.gov/setup). Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.


# Tiered Authentication - Finish Online Digital Activation Code – Only Digital Verified

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [? Help](#)

RCS [? Help](#) TAFODAC

 Customer's phone number has been verified.

### Finish Set Up Online

“ Please read the following to the customer:

We sent a text message with an activation code to you at:

(443) 123-4567

This code will expire in 3 days. Please visit [www.socialsecurity.gov/setup](http://www.socialsecurity.gov/setup). Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.

# TA Mailed Activation Code – Digital and Physical but address not provided

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 [? Help](#)

RCS [? Help](#) TAMAC

Customer's home address has been verified.

### Mailing Activation Code

“ Please read the following to the customer:

*We will mail an activation code to you at:*

123 SAMPLER DR  
BALTIMORE, MD 21235

*Please allow 15-20 days to receive your activation code. Please follow the directions to complete your identity verification before the date shown in your letter.*

**Note:** You can send the customer a new activation code on the previous page. If you send a new activation code, the code you just mailed will no longer be active.

[Print the receipt.](#)

# TA Mailed Activation Code – Home Address 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](#) MACC

Customer's mailing address has been verified.

### Mailing Confirmation Code

“ Please read the following to the customer:

*We will mail a confirmation code to you at:*

123 Sampler Place  
Baltimore, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to complete your identity verification before the date shown in your letter.*

# Add Extra 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.*

# Tiered Authentication – Verify Identity to Upgrade

## User Search

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

**JOHN Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1940 Username: [Show](#) [? Help](#)

RCS [? Help](#) TAVITU

### Terms of Service

“ We would like your permission to share your information with our Identity Services Provider to help us verify your identity. With your permission, the Identity Services Provider verifies the address against your credit report. You need to authorize SSA to access your credit report for these authentication purposes. Please confirm your authorization to access your credit report for these authentication purposes by stating "I agree."

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

Yes  No

### Upgrade to Advanced: Verify 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

## Tiered Authentication – Address did not verify

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: [Show](#) [? Help](#)

RCS [? Help](#) TACUTA



**We cannot verify the customer's address.**

The customer cannot upgrade to advanced account at this time.

### Upgrade to Advanced Account



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

*We were unable to verify the address you provided. We cannot upgrade your account to advanced at this time. If you recently moved, you can try again later.*

## Tiered Authentication – Terms of Service not accepted

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: [Show](#) [? Help](#)

RCS [? Help](#) TACUTA



**We cannot upgrade the customer's account.**

The customer cannot upgrade to advanced account at this time.

### Upgrade to Advanced Account



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

*We cannot upgrade your account to advanced at this time. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to upgrade your account.*

# Change Email

## 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/Reset Account

## Cancel Account

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1930 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. If you decide to access our online services in the future, you can create a new account. Login.gov or other external partner login information is not affected by this change.*

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

## Reset Account

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: [Show](#) [? Help](#)

RCS [? Help](#) RESAC

#### Reset Account

“ Please read the following to the customer:

*If you reset your account, you will no longer have access to Social Security online services.*

*This will not affect your accounts with external partners (Login.gov, ID.me, etc.)*

*Are you sure you want to reset 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.*

# Need External Verification

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [Help](#)

RCS [Help](#) NEV

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 DR  
BALTIMORE, MD 12345

We would like your permission to share your information with our Identity Services Provider to help us verify your identity. With your permission, the Identity Services Provider verifies the address against your credit report. You need to authorize SSA to access your credit report for these authentication purposes. Please confirm your authorization to access your credit report for these authentication purposes by stating "I agree."

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

Yes  No


# Get Temp 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.




# Get Temp Password – Unable to verify address

## User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [Help](#)

RCS [Help](#) IPXSFVX

 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 15-20 days 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.*

# Get Temp Password – 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 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.*

# Get Temp Password – 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

## Get Temp Password – 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

## Need External Verification

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [Help](#)

RCS [Help](#) NEV

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 DR  
BALTIMORE, MD 12345

We would like your permission to share your information with our Identity Services Provider to help us verify your identity. With your permission, the Identity Services Provider verifies the address against your credit report. You need to authorize SSA to access your credit report for these authentication purposes. Please confirm your authorization to access your credit report for these authentication purposes by stating "I agree."

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


# Get Reset Code - 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 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.


## Get Reset Code – Unable to verify address

### User Search

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

JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 [Help](#)

RCS [Help](#) IPXSEFXV

 The reset code letter will be mailed.

#### Reset Code Letter

“ 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 SAMPLER DR  
BALTIMORE, MD 12345  
  
*You will receive the letter within 15-20 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.*”

# 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](#)


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

### 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](#)



# Help Screens

## CATOS - Online Account Terms and Conditions



### Terms and Conditions

[Print this page](#)

RCS  
**Privacy Act Statement**

[Help](#) CATOS

#### Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended, allows us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent you from using our electronic services.

We will use this information to identify who you are before we provide you with the information you are requesting. 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 efficiently 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 risk of 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 any 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, 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.

[Close](#)

# Sample Customer Internet Screens

## Sign In – SSA



### Sign In

Accounts created before September 18, 2021 should enter a Username and Password.

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

Sign in

Sign in with  LOGIN.GOV

Sign in with  ID.me

[Learn more](#)



[Create an account](#)

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.

## Sign In - Login.gov

LOGIN.GOV

SSA is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password  Show password

**Sign in**

Create an account



[Sign in with your government employee ID](#)

---

[Back to SSA](#)  
[Forgot your password?](#)  
[Security Practices and Privacy Act Statement](#) #  
[Privacy Act Statement](#) #

## Create Account - Login.gov

LOGIN.GOV

SSA is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password  Show password

**Sign in**

Create an account

[Sign in with your government employee ID](#)

---

[Back to SSA](#)  
[Forgot your password?](#)  
[Security Practices and Privacy Act Statement](#) #  
[Privacy Act Statement](#) #

## Create Account - Verify Your Identity



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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### Social Security Number (SSN)

Example: 000-00-0000

#### Date of Birth

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

#### 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.	
<input type="text"/>	<input type="text"/>	
City/Town	State/Territory	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

10-digit Number

Next

Exit

## Create Account - Identity Verification Options



### Please choose how to verify your ID

Please choose one of the following:

- 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.

How does this help Social Security verify my identity?

Next

Exit

## Create Account - Capture Your Photo Instructions



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](#)

[Request Text Message](#)

[Previous](#)

## Create Account - Capture Your Photo Completion



**!** 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?

Yes, I finished taking photos.

No, I need to type my information instead.

[Continue](#)

## Create Account - I.D. Type



Please enter ID information

What type of ID do you have?

Drivers License

Learners Permit

State-Issued ID Card

I do not have any of these.  
I need to answer credit history questions.

[Next](#)

[Previous](#)

## Create Account - Activation Code Delivery Options



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

### Get an activation code for your Social Security online account

We will send an activation code to (443) 123-4567 to verify your identity.

Text message and call rates still apply.

How do you want to receive your activation code?

Text Message

Phone Call

[Mail my activation code.](#)

[Next](#)

[Exit](#)

## Create Account - Enter Your Activation Code



**i** We sent a text message to (443) 123-4567.

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 an activation code for your Social Security online account

[Having trouble?](#)

Enter the activation code you just received.

Example: A-12345678

[Submit Activation Code](#)

[Previous](#)

[Exit](#)

## Create Account - Financial Verification



### 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

[Next](#)

[Exit](#)

## Finish Setting Up Your Account - Verify Your Identity



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:**

Example: A-12345678

[Next](#) [I Don't Have an Activation Code](#) [Exit](#)

## Add Extra Security



John Public [Sign Out](#)

[My Home](#) [Message Center](#) [Security Settings](#)

**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](#)

## Upgrade Standard to Advanced

### User Search

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

**JOHN Q. PUBLIC** SSN: 500-00-0000 DOB: 01/01/1940 Username: [Show](#) [Help](#)

RCS [Help](#) TAVITU

#### Terms of Service

“ We would like your permission to share your information with our Identity Services Provider to help us verify your identity. With your permission, the Identity Services Provider verifies the address against your credit report. You need to authorize SSA to access your credit report for these authentication purposes. Please confirm your authorization to access your credit report for these authentication purposes by stating "I agree."

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

Yes  No

#### Upgrade to Advanced: Verify 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 Your Security Code - Text Message or Email



### Get your security code

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

[Tell me more.](#)

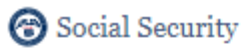
How do you want to receive your security code?

Text Message  
Message and Data Rates apply.

Email



## Get Your Security Code - Security Has Improved



**i** 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?

<input type="radio"/> Text Message Message and Data Rates apply.
<input type="radio"/> Email

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

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

## Verify Cell Phone Number



Please verify your cell phone number

Is your cell phone number still (\*\*\*) \*\*\* - 7663?

<input type="radio"/> Yes, it is correct. Please provide a security code now.
<input type="radio"/> No, it is no longer valid and must be changed.

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

## Verify Email



Please verify your email address

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

<input type="radio"/> Yes, it is correct. Please provide a security code now.
<input type="radio"/> No, it is no longer valid and must be changed.

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

## Enter Security Code - Text Message



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

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

[^ Hide](#)

- Check your email account's Spam folder.
- Add NO-REPLY@SSA.GOV to your email provider's "Safe Sender's list".

**Still having trouble?**

We can send a new security code or you can change how we send your security code.

Enter the security code you just received.

Submit Security Code

Previous

Exit

## Enter Security Code - Email



**i** We sent an email to te\*\*\*\*@ssa.gov.

Please allow up to 2 minutes for the security code arrive.  
The security code will **expire** 10 minutes from the time of your request.

Please enter your security code

[^ Hide](#)

- Check that you have entered the correct email address. If not, re-enter your email address.
- Check your email account's Spam folder.
- Add NO-REPLY@SSA.GOV to your email provider's "Safe Sender's list".

**Still having trouble?**

We can send a new security code.

Enter the security code you just received.

Submit Security Code

Previous

Cancel

## Get Reset Code - Provide Address Information



**!** 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	
<input type="text"/>	<input type="text"/>	
City/Town	State/Territory	ZIP Code
<input type="text"/>	-- <input type="text"/>	<input type="text"/>

#### Primary Phone Number:

We only need this to verify your identity.

[Mail Reset Code Instructions](#)

[Cancel](#)

## 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.

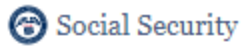
Have you received a letter in the mail from the Social Security Administration with your reset code and instructions?

- Yes, let's begin.
- No, not yet.

[Next](#)

[Exit](#)

# 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](#)