Registration and Customer Support (RCS) Screen Package

Table of Contents

User Search

User Search – Home Page for RCS

User Search

SSN: ☐   or   Username: ☐   User is:
○ on phone
○ in person   **Search**   Clear Search   ❓ Help

RCS   USERSEARCH

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
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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

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Create an account - Mailed activation code
Create an account - SMS activation code
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Request to reset security code online

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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. Search by Own SSN

User Search

RCS   USERSEARCH

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

? Help

To Retrieve Account

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

? Help

(NEW) Elevated Phone Identity Verification

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

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Add Extra Security
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Telephone/FO In Person/FO On Phone. Search by Own username

User Search

SSN:		Username:	User is:		
☐	or	☐	○ on phone ○ in person	**Search**	Clear Search

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

❓ Help

To Retrieve Account

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

❓ Help

(NEW) Elevated Phone Identity Verification

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

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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
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Identity Verification (on phone) - Mailed Confirmation Code
Identity Verification (on phone) - SMS Confirmation Code

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

User Search

SSN: _____ or **Username:** _____   **User is:**
○ on phone
○ in person
[Search]   [Clear Search]

⚠️ **Help**

⚠️ **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.

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Telephone/FO In Person/FO On Phone. Search by username. IENP

User Search

SSN: [ ] **or** Username: [ ]

User is:
○ on phone
○ in person

[Search] [Clear Search]

? Help

RCS   USERSEARCH

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

? Help

To Retrieve Account

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

Sample Customer Internet Screens

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Get Reset Code - Provide Address Information
Do You Have... Reset Code Letter?

Get Temporary Password - Provide Address Information

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(NEW) Elevated Phone Identity Verification

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
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Identity Verification (on phone) - Mailed Confirmation Code
Identity Verification (on phone) - SMS Confirmation Code

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

User Search

SSN: _____ or **Username:** _____

User is:
○ on phone
○ in person

[Search]   [Clear Search]

⚠ Help

⚠ 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.

⚠ Help

To Retrieve Account

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

⚠ Help

(NEW) Elevated Phone Identity Verification

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

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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

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Verify Email

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Enter Security Code - Email

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Identity Verification (on phone) - Mailed Confirmation Code
Identity Verification (on phone) - SMS Confirmation Code

User Search

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

❓ 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.**

❓ Help

To Retrieve Account

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

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

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Enter Security Code - Email

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Do You Have... Reset Code Letter?

Get Temporary Password - Provide Address Information

❓ Help

(NEW) Elevated Phone Identity Verification

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:

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Identity Verification (on phone) - Mailed Confirmation Code
Identity Verification (on phone) - SMS Confirmation Code

Telephone/FO In Person/FO On Phone. Under age

User Search

SSN: _____ **or** **Username:** _____

User is:
○ on phone
○ in person

[Search] [Clear Search]

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.

❓ Help

To Retrieve Account

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

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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

[Search]   [Clear Search]

❓ Help

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

❓ Help

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Identity Verification (on phone) - SMS Confirmation Code

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

User Search

User is:

SSN: _____ or Username: _____   ○ on phone   **Search**   **Clear Search**   ? Help
                                                ○ in person

⚠ **User Account is Canceled**

? Help

To Retrieve Account

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

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Search Results

User Search

SSN: _____ or Username: _____

User is:
○ on phone
○ in person

[Search] [Clear Search]

❓ Help

❓ Help

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

RCS   SRCHRSLT

❓ Help

No Account Found

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

[Create Account] [Block Access]

❓ Help

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info]

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Identity Verification (on phone) - Mailed Confirmation Code
Identity Verification (on phone) - SMS Confirmation Code

Search Results – No Account. FO In Person.

User Search

RCS   SRCHRSLT

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.

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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:		Username:	User is:			❓ Help

SSN: [_____] **or** Username: [_____]

User is:
○ on phone
○ in person

Search   Clear Search

❓ Help

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

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.

❓ Help

Account Pending

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

Create Account   Block Access

Sample Customer Internet Screens

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

Sign In - 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

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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:		Username:	User is: ○ on phone ○ in person			❓ Help
	or			**Search**	Clear Search	

❓ Help

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

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.

Create Account   Block Access

Sample Customer Internet Screens

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

Sign In - 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.

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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

[Search] [Clear Search]

? Help

? Help

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

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.

? Help

Account Pending

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

[Create Account] [Block Access]

Sample Customer Internet Screens

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

Sign In - 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

? Help

(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
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Create an account - SMS activation code
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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

[Search] [Clear Search]

❓ Help

❓ Help

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

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.

❓ Help

Account Pending

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

[Create Account] [Block Access]

❓ Help

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info]

Sample Customer Internet Screens

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

Sign In - SSA
Sign In - Login.gov

Create Account - Login.gov
Create Account - Verify Your Identity
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.

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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

[Search] [Clear Search]

❓ Help

❓ Help

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

| 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.

❓ Help

Account Pending

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**

[Unlock] [Block Access]

Sample Customer Internet Screens

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

Sign In - SSA
Sign In - Login.gov

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

Finish Setting Up Your Account - Verify Your Identity

Add Extra Security

Get Your Security Code - Text Message or Email
Get Your Security Code - Security Has Improved

Verify Cell Phone Number
Verify Email

Enter Security Code - Text Message
Enter Security Code - Email

Get Reset Code - Provide Address Information
Do You Have... Reset Code Letter?

Get Temporary Password - Provide Address Information

❓ Help

(NEW) Elevated Phone Identity Verification

There is an active confirmation code.

[Get Contact Info] [Enter Code] [Cancel 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 Notices

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

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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

[Search] [Clear Search]

? Help

? Help

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

User Information	Transaction History

RCS   SRCHRSLT

? Help

Account Pending

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 Location: **SSA**

[Unblock] [Deny Unblock]

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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.

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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

[Search] [Clear Search]

? Help

? Help

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

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.

? Help

No Account Found

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 Location:	**SSA**

[Unblock]

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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

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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   **Search**   Clear Search   ❓ Help

❓ Help

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

| User Information | Transaction History |

⚠️ 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 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

(NEW) Elevated Phone Identity Verification ❓ Help

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

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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

[Search] [Clear Search]

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

| User Information | Transaction History |

RCS   SRCHRSLT

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:	**November 17, 2020**
Block Location:	**SSA**

[Unblock] [Deny Unblock]

To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

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

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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

User Search

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

? Help

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

| User Information | Transaction History |

RCS   SRCHRSLT

? Help   ? Help

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

(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
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- military identification card, or
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Create an account - SMS activation code
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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

Transcription History

Transaction History

User Search

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

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1930

| 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 | Search | Clear Search | ❓ Help |

❓ Help

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

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?

| Yes, Block Access | Cancel |

Account Management

Account Summary - FO in Person. Standard Account

User Search

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

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help

Account Summary

Account Type: **Standard**
[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**

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

Account Summary - Telephone/FO on Phone. Standard Account

User Search

| SSN: | | Username: | User is:
○ on phone
○ in person | Search | Clear Search | ❓ Help |

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help   ❓ Help

Account Summary

Account Type:	**Standard**
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**

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

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info]

Account Summary - FO in Person. Standard Account

User Search

| SSN: | | Username: | User is:
○ on phone
○ in person | Search | Clear Search | ❓ Help |

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help

Account Summary

Account Type:	**Standard** [Add Extra Security]
Security Codes Sent by:	**Email** [Get Reset Code]
Last 4 Digits of Cell Phone:	**Cell phone is not registered**
Email:	**no******@ssa.gov**
Account Status:	**Active**
Last Login:	**September 14, 2022 11:46**

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

Account Summary - Telephone/FO on Phone. Standard Account

User Search

SSN: [   ] **or** Username: [   ]   User is: ⚪ on phone ⚪ in person   [Search]   [Clear Search]   ❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help   ❓ Help

Account Summary

Account Type:	**Standard**
Security Codes Sent by:	**Email**
	[Get Reset Code]
Last 4 Digits of Cell Phone:	**Cell phone is not registered**
Email:	**no******@ssa.gov**
Account Status:	**Active**
Last Login:	**September 14, 2022 11:46**

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

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info]

Account Summary - FO in Person. Standard Account

User Search

SSN: [   ] **or** Username: [   ]   User is: ⚪ on phone ⚪ in person   [Search]   [Clear Search]   ❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help

Account Summary

Account Type:	**Standard**
	[Add Extra Security]
Security Codes Sent by:	**Text Message**
	Email
	[Get Reset Code]
Last 4 Digits of Cell Phone:	**7663**
Email:	**te*******@ssa.gov**
Account Status:	**Active**
Last Login:	**September 14, 2022 16:31**

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

Account Summary - Telephone/FO on Phone. Standard Account

User Search

SSN: [   ] or Username: [   ]   User is:
○ on phone
○ in person
[Search]   [Clear Search]

❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help

❓ Help

Account Summary

Account Type:	**Standard**
Security Codes Sent by:	**Text Message** **Email** [Get Reset Code]
Last 4 Digits of Cell Phone:	**7663**
Email:	**te*******@ssa.gov**
Account Status:	**Active**
Last Login:	**September 14, 2022 16:31**

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

(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

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help

Account Summary

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]

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

User Search

SSN: [ ] or Username: [ ] User is: ○ on phone ○ in person [Search] [Clear Search] ❷ Help

❷ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❷ Help   ❷ 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]

(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] ❷ Help

❷ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❷ 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:		Username:	User is:			Help

SSN: [____] **or** Username: [____] User is: ○ on phone ○ in person   **Search**   **Clear Search**   ❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help   ❓ Help

Account Summary

(NEW) Elevated Phone Identity Verification

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

No confirmation code has been issued.

Get Contact Info

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**

Send Security Code   **Cancel Account**   **Block Access**

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

User Search

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

🔵 Help

🔵 Help

JOHN Q. PUBLIC   SSN: 500-00-0000   DOB: 01/01/1940   Username: ROMETEST123

Account Summary	Transaction History

RCS   ACMGMT

🔵 Help   🔵 Help

Account Summary

Account Type:	**Extra Security**
Security Codes Sent by:	**Text Message**

Get Reset Code

Last 4 Digits of Cell Phone:	**7883**
Email:	**no-reply@ssa.gov**
Account Status:	**Active**
Last Login:	**May 23, 2022 16:33**

Cancel Account   Block Access

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Get Contact Info

🔵 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

Resend Security Code

Enter Security Code:
___
8-digit Number

Submit   Cancel

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

User Search

| | | User is: | | | | |

SSN: [ ] or Username: [ ]   ○ on phone ○ in person   [Search]   [Clear Search]

Help

JOHN Q. PUBLIC   **SSN:** 900-00-0000   **DOB:** 01/01/1940   **Username:** ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

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**

[Cancel Account]   [Block Access]

Help

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info]

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

[Submit]   [Cancel]

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

User Search

SSN: [_____] or Username: [_____]

User is:
○ on phone
○ in person

[Search] [Clear Search]

❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| 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.

❓ Help

Account Summary

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**

[Cancel Account] [Block Access]

❓ Help

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info]

❓ 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: (***) *** - 7663
[Resend Security Code]

Enter Security Code:
[_____]
8-digit Number

[Submit] [Cancel]

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

User Search

SSN: [   ] or Username: [   ] User is: ◯ on phone ◯ in person [Search] [Clear Search]   ❷ Help

❷ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❷ 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]   ❷ Help

❷ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❷ Help   ❷ Help

Account Summary

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

(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:		Username:	User is:		
	or		◯ on phone ◯ in person	Search	Clear Search

Help

Help

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

| 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.

Help

Account Summary

Account Type:	Standard (Advanced Account Pending)
	[Upgrade to Advanced]
Password Created At:	Login.gov
Email:	no-reply@ssa.gov
	[Change Email]
Account Status:	Active
Last Login:	March 17, 2023 11:21 - External Partner

[Reset Account] [Block Access]

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

User Search

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

Help

Help

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

| 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.

Help

Account Summary

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

[Reset Account] [Block Access]

Help

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info]

Account Summary – FO in Person. Standard

User Search

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

❷ Help

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

Account Summary	Transaction History

RCS   ACMGMT

❷ Help

Account Summary

Account Type: **Standard**
                    [Upgrade to Advanced]

Password Created   **Login.gov**
At:

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

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

[Reset Account]   [Block Access]

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

User Search

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

❷ Help

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

Account Summary	Transaction History

RCS   ACMGMT

❷ Help   ❷ Help

Account Summary

Account Type: **Advanced**
Password Created   **Login.gov**
At:

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

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

[Reset Account]   [Block Access]

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[**Get Contact Info**]

User Search

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

❷ Help

❷ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| 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.

❷ Help

Account Summary

Account Type:	**Standard**
Security Codes Sent by:	**Text Message**
	Get Reset Code
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**

| Unblock | Deny Unblock |

Deny Unblock

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

❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

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.**

❓ Help

Account Summary

Account Type:	**Standard**
Security Codes Sent by:	**Text Message**
	Get Reset Code
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**

❓ Help

Reason(s) for authentication failure when denying unblock:
- ☐ SSN
- ☐ Name
- ☐ Address
- ☐ Date of birth
- ☐ Place of birth
- ☐ Mother's name
- ☐ Direct Deposit Account Number (DAN)
- ☐ Master Beneficiary Amount (MBA)
- ☐ Other

Save   Cancel

Account Summary - Standard. Unblocked

User Search

SSN: _____ **or** Username: _____   **User is:**
○ on phone   [**Search**]   [Clear Search]
○ in person

? Help

JOHN Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1940**   **Username: ROMETEST123**

| Account Summary | Transaction History |

RCS   ACMGMT

? Help

Account Summary

Account Type: **Standard**
                     [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**
                     Block Removed
Unblock Date: **September 13, 2022**
Unblock Location: **RCS**

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

User Search

SSN:
[   ] or Username: [   ]

User is:
○ on phone
○ in person

Search   Clear Search

❓ Help

❓ Help

JOHN Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1940**   **Username: ROMETEST123**

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help

Account Summary

Account Type: **Standard**

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: **Locked**   Unlock Account

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

Get Temp Password   Cancel Account   Block Access

Account Summary- FO in Person. Standard. Unlocked

User Search

SSN: [   ] or Username: [   ]

User is:
○ on phone
○ in person

[Search]   [Clear Search]

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

⚠ **User Account is Unlocked**

Account Summary

Account Type:	**Standard**
	[Add Extra Security]
Security Codes Sent by:	**Text Message**
	[Get Reset Code]
Last 4 Digits of Cell Phone:	**7663**
Email:	**no-reply@ssa.gov**
	[Change Email]
Account Status:	**Active**
Last Login:	**September 12, 2022 17:22**

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

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

User Search

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

❓ Help

JOHN Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1940**   **Username: ROMETEST123**

| Account Summary | Transaction History |

RCS   ACMGMT

Account Summary   ❓ Help

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

Get Temp Password   Cancel Account   Block Access

❓ Help

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

Get Contact Info

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

User Search

SSN: [   ] **or** Username: [   ] User is: ○ on phone ○ in person **Search** Clear Search ❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

Account Summary	Transaction History

RCS   ACMGMT

⚠️ **User Account is Unlocked**

❓ Help

Account Summary

Account Type:	**Standard**
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**

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. Get Reset Code Pending

User Search

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

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help

Account Summary

Account Type: **Standard**
[Add Extra Security]

Security Codes Sent by: **Change Pending**
[Get Reset Code]

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**

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

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

User Search

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

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help   ❓ Help

Account Summary

Account Type: **Standard**

Security Codes Sent by: **Change Pending**
[Get Reset Code]

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**

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

(NEW) Elevated Phone Identity Verification

No confirmation code has been issued.

[Get Contact Info]

User Search

SSN: _____ or Username: _____

User is:
- ○ on phone
- ○ in person

[Search] [Clear Search]

? Help

? Help

JOHN Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1940**   **Username: ROMETEST123**

Account Summary	Transaction History

RCS   ACMGMT

? Help

Account Summary

Account Type: **Standard**
[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**
Temp password issued September 14, 2022

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

User Search

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

❓ Help

JOHN Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1940**   **Username: ROMETEST123**

| Account Summary | Transaction History |

RCS   ACMGMT

❓ Help   ❓ Help

Account Summary

		(NEW) Elevated Phone Identity Verification
Account Type:	**Standard**	
Security Codes Sent by:	**Text Message** [Get Reset Code]	No confirmation code has been issued.
Last 4 Digits of Cell Phone:	**7890**	[Get Contact Info]
Email:	**no-reply@ssa.gov** [Change Email]	
Account Status:	**Active**	
Last Login:	**September 07, 2022 16:39** **Temp password issued September 14, 2022**	

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

Elevated Phone Identity Verification

Send ACC

User Search

SSN:	or	Username:	User Is: ○ on phone ○ in person	**Search**	Clear Search	❓ Help

❓ Help

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

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: [_____]

Send Code   Cancel

Enter ACC – Same Session

User Search

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

❓ Help

❓ Help

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

RCS   ❓ Help   EACC

Enter Confirmation Code

Confirmation Code

[   ]

8-digit Number

Submit   Resend Code   Cancel

Enter ACC – Subsequent Session

User Search

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

❓ Help

❓ Help

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

RCS   ❓ Help   EACC

Enter Confirmation Code

Confirmation Code

[   ]

8-digit Number

Submit   Resend Code   Cancel

Mailed ACC

User Search

SSN: _____ or Username: _____ User is: ○ on phone ○ in person [Search] [Clear Search]

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

RCS   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.

[Done]

Verified ACC

User Search

SSN: _____ or Username: _____ User is: ○ on phone ○ in person [Search] [Clear Search]

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

RCS   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.

[Done]

Cancel Code

User Search

SSN: _____ or Username: _____   User is:
○ on phone
○ in person   **Search**   Clear Search   ❓ Help

❓ Help

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

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?

Yes   No

Create Account – In Person

Create Account - Verify Identity

User Search

SSN: [_____] or Username: [_____] User is: ○ on phone ○ in person [Search] [Clear Search]   ❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   OMB No. 0960-0789
Paperwork Reduction Act

RCS   ❓ Help   CAVI

Terms of Service

Please print and give the customer the Terms of Service document using the link below:

🖨 Terms of Service and Privacy Act

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

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

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:
[_____]

[Next]   [Cancel]

Activation Code Delivery Choice

User Search

SSN:		Username:	User is:		
[_____]	or	[_____]	○ on phone ○ in person	**Search**	Clear Search

❓ Help

❓ Help

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

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

Send Code   Cancel

Standard Account – Need Advanced Account for Certain Services?

User Search

SSN:		Username:	User is:		
[_____]	or	[_____]	○ on phone ○ in person	**Search**	Clear Search

❓ Help

❓ Help

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

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

Next   Cancel

We cannot verify the address against our records

User Search

SSN:		Username:	User is:		
[____]	or	[____]	○ on phone ○ in person	**Search**	Clear Search

❓ Help

❓ Help

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

RCS

❓ Help   EXTOS

We cannot verify the address against our records.

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

We were unable to verify this address against our records: [Edit Address]

123 SAMPLER DR
BALTIMORE, MD 12345

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

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

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

[**Next**]   [Cancel]

Enrollment – Mail

User Search

SSN:		Username:	User is:		
[____]	or	[____]	○ on phone ○ in person	**Search**	Clear Search

❓ Help

❓ Help

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

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.

[**Done**]

Standard Enrollment – Mobile Phone

User Search

SSN: [____]	or	**Username:** [____]	**User is:** ○ on phone ○ in person [**Search**] [Clear Search]

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

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. Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.

Print the receipt.

[**Done**]

Activation Code Letter Confirmation

User Search

SSN: [____]	or	**Username:** [____]	**User is:** ○ on phone ○ in person [**Search**] [Clear Search]

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

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.

[**Done**]

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

User Search

SSN:	Username:	User is: ○ on phone ○ in person

Search **Clear Search**

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

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. Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.

Done **Previous**

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

User Search

SSN:	Username:	User is: ○ on phone ○ in person

Search **Clear Search**

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

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. Then select "Sign in with LOGIN.GOV" or "Create an account" to finish registering your account and access online services.

Done

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

User Search

SSN: [____] or Username: [____] User is: ○ on phone ○ in person [Search] [Clear Search] ❓ Help

❓ Help

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

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.

[Done] [Previous]

TA Mailed Activation Code – Home Address Verified

User Search

SSN: [____] or Username: [____] User is: ○ on phone ○ in person [Search] [Clear Search] ❓ Help

❓ Help

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

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.

[Done]

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

[Search] [Clear Search]

❓ 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

[Next] [Cancel]

Add Extra Security: Enter Address

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 AXSEAD

Add Extra Security: Enter Address

Proof of Identity (must be current):
○ State Driver's License or identity card
○ U.S. passport or passport card
○ U.S. military identification card
○ U.S. government employee identification card

Home Address:
Street Line 1: [_____]
Street Line 2: [_____]

City/Town: [_____]   State/Territory: [-- ▼]   ZIP Code: [_____]

Does this address appear on the identity document shown above?
○ Yes ○ No

Primary Phone (optional):
[_____]
10-digit Number

[Next] [Cancel]

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

User Search

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

❓ Help

❓ Help

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

RCS   ❓ Help AXSNEV

We cannot verify the address against our records.

Please read the following to the customer:

We were unable to verify this address against our records: [Edit Address]

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

[Next] [Cancel]

Extra **Security Letter**

User Search

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

❓ Help

❓ Help

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

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.

[Reprint] [Done]

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

User Search

SSN: _____ or Username: _____   User is:
    ○ on phone   [Search]   [Clear Search]
    ○ in person

❓ Help

❓ Help

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

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.

[Done]

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

User Search

SSN: _____ or Username: _____   User is:
    ○ on phone   [Search]   [Clear Search]
    ○ in person

❓ Help

❓ Help

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

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.

[Print Receipt]   [Done]

Tiered Authentication – Verify Identity to Upgrade

User Search

SSN: [   ] **or** Username: [   ]

User is:
○ on phone
○ in person

[**Search**]   [Clear Search]

❓ Help

❓ Help

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

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

[**Next**]   [Cancel]

Tiered Authentication – Address did not verify

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: **Show**

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.

Done

Tiered Authentication – Terms of Service not accepted

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: **Show**

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.

Done

Change Email

Change Email

User Search

SSN: [   ] **or** Username: [   ] User is: ○ on phone ○ in person [Search] [Clear Search] ❓ Help

❓ Help

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

RCS   ❓ Help   CEML

Change Email Address

Email Address:
[   ]

Re-enter Email Address:
[   ]

[Change Email Address] [Cancel]

Cancel/Reset Account

Cancel Account

User Search

SSN: [   ] **or** Username: [   ] User is: ○ on phone ○ in person [Search] [Clear Search] ❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1930   Username: ROMETEST123

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?

[Yes, Cancel Account] [Cancel]

Reset Account

User Search

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

? Help

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

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?

Yes, Reset Account   Cancel

Get Temporary Password

Get Temp Password

User Search

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

? Help

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

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.

Done

Need External Verification

User Search

SSN: [____] or Username: [____] User is: ○ on phone ○ in person [Search] [Clear Search] ❓ Help

❓ Help

JOHN Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1940**   **Username: ROMETEST123**

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: [Edit Address]

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

[Next] [Cancel]

Get Temp Password – Address cannot be verified

User Search

SSN: [____] or Username: [____] User is: ○ on phone ○ in person [Search] [Clear Search] ❓ Help

❓ Help

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

RCS   ❓ Help CVCA

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

Unable to verify customer's address

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

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

[Done]

Get Temp Password – Unable to verify address

User Search

SSN: [____] or Username: [____] User is: ○ on phone ○ in person [Search] [Clear Search] ❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

RCS   ❓ Help IPXSFXV

✅ 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.

[Print Receipt] [Done]

Get Temp Password – Address Verification on phone

User Search

SSN: [____] or Username: [____] User is: ○ on phone ○ in person [Search] [Clear Search] ❓ Help

❓ Help

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

RCS   ❓ Help L23AVCP

✅ Customer's address has been verified.

Get Temporary Password Letter Information

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

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

1234 SAMPLER DR
BALTIMORE, MD 12345

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

[Done]

Get Temp Password – Address Verification in person

User Search

SSN: [_____] **or** Username: [_____]

User is:
○ on phone
○ in person

Search | Clear Search

❓ Help

❓ Help

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

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

Next   Cancel

Get Temp Password – Address Verification on phone

User Search

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

Help

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

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

Next   Cancel

Get Temp Password – Confirmation

User Search

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

Help

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

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.

Reprint   Done

Get Reset Code

Need External Verification

User Search

| SSN: | or | Username: | User is:
○ on phone
○ in person | **Search** | Clear Search | ? Help |

? Help

JOHN Q. PUBLIC   **SSN: 900-00-0000**   **DOB: 01/01/1940**   **Username: ROMETEST123**

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:*   [Edit Address]
>
> *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

[**Next**]   [Cancel]

Get Reset Code - Address cannot be verified

User Search

| SSN: | or | Username: | User is:
○ on phone
○ in person | **Search** | Clear Search | ? Help |

? Help

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

RCS   ? Help   CVCA

> ⚠ We cannot verify the customer's address.

> ## Unable to verify customer's address
>
> - - -
>
> **Please read the following to the customer:**
>
> *We were unable to verify the address you provided. We cannot change where you receive security codes at this time. In order to finish, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the Identity Services Provider, we can try again to verify your address.*

[**Done**]

Get Reset Code – Unable to verify address

User Search

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

❓ Help

❓ Help

JOHN Q. PUBLIC   SSN: 900-00-0000   DOB: 01/01/1940   Username: ROMETEST123

RCS ❓ Help IPXSFXV

✅ 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.*

Print Receipt   Done

Get Reset Code – Address Verification on phone

User Search

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

❓ Help

❓ Help

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

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.*

Done

Get Reset Code – Address Verification in person

User Search

SSN: [ ] **or** **Username:** [ ]

User is:
○ on phone
○ in person

[Search] [Clear Search]

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

RCS

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

[Next] [Cancel]

Get Reset Code – Address Verification on phone

User Search

SSN: [ ]	**or**	Username: [ ]

User is:
○ on phone
○ in person

[Search] [Clear Search]

② Help

② Help

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

RCS   ② 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

[Next] [Cancel]

Get Reset Code - Confirmation

User Search

SSN: [ ]	**or**	Username: [ ]

User is:
○ on phone
○ in person

[Search] [Clear Search]

② Help

② Help

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

RCS   ② 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.

[Reprint] [Done]

Error Pages

SYSTEMERROR - Unexpected system error

ICDBWAES - PCOM Window Open – Extra Security

ICDBWM – PCOM Window Open – Temporary Password or Reset Code

Help Screens

CATOS - Online Account Terms and Conditions

Terms and Conditions

🖨 Print this page

RCS

❓ Help CATOS

Privacy Act Statement

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.

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

Social Security

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

Create Account - Login.gov

Create Account - Verify Your Identity

Social Security

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

Please tell us who you are

Your Name
As shown on your Social Security card.

First	M.I.	Last		Suffix

Social Security Number (SSN)

[👁]

Example: 000-00-0000

Date of Birth

Month	Day	Year
-- ▾		

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

Street Address	Apartment, Suite, Building, Etc.

City/Town	State/Territory	ZIP Code
	-- ▾	

Phone Number ❓ Tell me more.
10-digit Number

[   ]

[**Next**] [Exit]

Create **Account** - Identity Verification Options

Social Security

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

Social Security

Please review these steps carefully

Step 1. Select the Request Text Message button below. (Rates still apply.)

Step 2. Select the link in the text message to capture photos.

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

❓ How we protect your information

Request Text Message Previous

Create **Account** - Capture Your Photo Completion

Social Security

⚠️ **Please do not close this window.**

You need to finish setting up your account after taking photos.

ℹ️ **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

Social Security

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

Social Security

> ⚠ 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

Social Security

> 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

Social Security

Please choose how to provide financial information

Verify your identity with one of the following:

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

[Next] [Exit]

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

Social Security

Please tell us who you are

Social Security Number (SSN)

[   ] 🖉

Example: 000-00-0000

Please enter the account activation code we gave you

Account Activation Code:

[   ]

Example: A-12345678

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

Add **Extra** Security

my Social 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

		User is:			
S SN:	Username:	○ on phone			❷ Help
[____] or [_____]		○ in person	**Search**	Clear Search	

❷ Help

JOHN Q. PUBLIC   S SN: 900-00-0000   DOB: 01/01/1940   Username: **Show**

RCS   ❷ 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

Next   Cancel

Get Your **Security** Code - Text Message or Email

🌐 **Social Security**

Get your security code

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

❷ Tell me more.

How do you want to receive your security code?

○ Text Message
Message and Data Rates apply.

○ Email

Next   Exit

Get Your **Security** Code - Security Has Improved

Social Security

ⓘ Security has improved since your last login.

We will provide a security code each time you sign in.
❓ Tell me more.

Get your security code

How do you want to receive your security code?

○ Text Message
   Message and Data Rates
   apply.

○ Email

You can receive your Social Security Statement by mail.

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

Next   Exit

Verify **Cell** Phone Number

Social Security

Please verify your cell phone number

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

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

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

Next   Exit

Verify **Email**

Social Security

Please verify your email address

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

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

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

Next   Exit

Enter Security **Code** - Text Message

Social Security

ℹ️ 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

my Social Security

ℹ️ 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

Social Security

⚠ After you provide the information requested below, you will receive a letter with your reset code and instructions.

You will need to sign in with your username and password, enter your reset code, and change where you receive security codes.

Provide Information

Your Mailing Address
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have in our records.

Line 1

Line 2

City/Town

State/Territory

ZIP Code

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

Mail Reset Code Instructions   Cancel

Do You Have... Reset **Code** Letter?

Social Security

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

Social Security

⚠ 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]