

**Original** Screen with passive non consent to electronic messaging, original informational banner for electronic messaging, and text message information presented to all users.

Customer Scheduling

### Schedule an Appointment

#### Consent To Messaging

\* Indicates required information

**Your Name**  
John Customer

**i** We can send you a confirmation message, reminders, and check-in instructions for your appointment. Receiving electronic messages from SSA is voluntary and you may choose to opt-out at any time by unchecking the consent box. Please provide authorization to receive these messages by checking the consent box. Otherwise, you may proceed with confirming your appointment by clicking "Next."

**i** More information About Text Messages

- For help, text "HELP"
- To stop, text "STOP" or change your notification preferences by navigating back to the Personal Information page through the re-schedule link you receive
- Text message notifications may not work with all carriers
- Message and data rates may apply
- Message frequency varies

You can view our terms and conditions and privacy policy at <https://public.govdelivery.com/accounts/USSSA/text-message>

John Customer consents to receive electronic messages from SSA about this appointment (message and data rates may apply)

**Your U.S. Mobile Phone Number**  
10-digit Number

**Next** Previous

**New** screen with 'Yes' and 'No' options to consent to messaging and updated informational electronic messaging banner.

# Schedule an Appointment

## Personal Information

\* Indicates required information

**Your Name**  
John Quincy Smith

**Your Phone Number**  
You may receive a phone call regarding any matters related to your appointment

( 218 ) 445 - 5698

**i** We can send you messages to confirm, remind, and provide instructions for your appointment.

It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you.

You can change your mind by revisiting this page.

\* Do you consent to receive electronic messages from SSA?

Yes, I consent  
SSA may send electronic messages

No, I do not consent  
SSA will not send electronic messages

**Next** Previous

**Original** screen with U.S. Mobile Phone Number collection

**\* How would you like to receive these messages?**

Email and text messages

Email

**\* Your Email Address**

**\* Your U.S. Mobile Phone Number**

10-digit Number

**New** screen display when user selects 'Yes' to receive text messages and to display 'More Information About Text Messages' after a customer consents to receive text messages.

**\* Do you consent to receive electronic messages from SSA?**

Yes, I consent  
SSA may send electronic messages

No, I do not consent  
SSA will not send electronic messages

**\* Your Email Address**

You will receive messages about this appointment at this address

**\* Would you also like to receive text messages?**

Yes  No

**\* Your U.S. Mobile Phone Number**

You will receive text messages about this appointment at this number

**i More Information About Text Messages**

- For help, text "HELP"
- To stop, text "STOP" or change your notification preferences by navigating back to the Personal Information page through the re-schedule link you receive
- Text message notifications may not work with all carriers
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**Next** Previous

**Original** screen display in update path when the checkmark box is unselected and pop-up message displays.

## Schedule an Appointment

### Consent To Messaging

\* Indicates required information

Your Name  
John Public

**i** We can send you a confirmation message, reminders, and check-in instructions for your appointment. Receiving electronic messages from SSA is voluntary and you may choose to opt-out at any time by unchecking the consent box. Please provide authorization to receive these messages by checking the consent box. Otherwise, you may proceed with confirming your appointment by clicking "Next."

#### **i** More information About Text Messages

- For help, text "HELP"
- To stop, text "STOP" or change your notification preferences by navigating back to the Personal Information page through the re-schedule link you receive
- Text message notifications may not work with all carriers
- Message and data rates may apply
- Message frequency varies

You can view our terms and conditions and privacy policy at <https://public.govdelivery.com/accounts/USSSA/text-message>

John Public consents to receive electronic messages from SSA about this appointment (message and data rates may apply)

## Confirm

### You will not receive messages about this appointment

To update or cancel your appointment, you must contact us toll-free at 1-800-772-1213 (TTY 1-800-325-0778).

When you arrive for your appointment, you must check in at the Kiosk.

Ok

Cancel

**New** screen display for update path when a customer changes their response from 'Yes' to 'No' for consent to messaging.

\* Do you consent to receive electronic messages from SSA?

- Yes, I consent  
SSA may send electronic messages
- No, I do not consent  
SSA will not send electronic messages

**i** **You will not receive messages about this appointment.** To update or cancel your appointment, you must contact us toll-free at 1-800-772-1213 (TTY 1-800-325-0778). When you arrive for your appointment, you must check in at the kiosk.

Additionally, please be aware that you will not receive **ANY** text messages from SSA at this U.S. Mobile Phone Number moving forward. This includes text messages related to other appointments or transactions you may currently have with SSA.

Done