

Original screen did not display contact type for the appointment.

Appointment Details

Review Appointment Details
The details for your existing appointment are below. You may make changes to your existing appointment or cancel your existing appointment.

Appointment Details

Reason for Appointment

What can we help you with: Replacement Social Security Card

Appointment Options [Reschedule Appointment](#)
[Cancel Appointment](#)

Office Address
Street Address: 230 W Superior St, Ste 500
City/Town: Duluth
State/Territory: Minnesota
ZIP Code: 55808
Appointment date: May 31, 2022
Appointment time: 8:00 AM

Personal Information [Update](#)

Your Name: John Quincy Smith
I consent to receive electronic messages from SSA about this appointment (message and data rates may apply): Yes
How would you like to receive these messages: Email and text messages
Your Email address: johnsmith@email.com
Your U.S. Mobile Phone Number: (218) 078-7591

Language Preference [Update](#)

Spoken language preference: English
Written language preference: English

[Log Out](#)

New display will list the contact type of the appointment; either 'In Office' or 'Video' read only.

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Review Appointment Details
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Appointment Details

Reason for Appointment

What can we help you with: Replacement Social Security Card **Contact Type: Video**

Appointment Options [Reschedule Appointment](#)
[Cancel Appointment](#)

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Language Preference [Update](#)

Spoken language preference: English
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[Log Out](#)

The original email listed 'In Office' for all appointments (outlined in red)

ESS email-

From: <no-reply@ssa.gov>
Date: Thu, Jul 20, 2023, 2:19 PM
Subject: Appointment Confirmation
To: <nahreen.ferdous.snl@gmail.com>

Thank you for contacting the Social Security Administration. You scheduled an in-office appointment with us. This is confirmation of the date and time of your appointment.

Date of Appointment: Friday, July 21, 2023
Time of Appointment: 09:00 AM

If you need to cancel or reschedule your appointment or would like to opt out of electronic messages, please click the following link: <https://secureval.ssa.gov/ess/customer-ui/reschedule/RzIRHglr4E>

The new email will list either 'In Office' as it currently exists, or 'Video' for appointments scheduled by a technician that the customer requests as 'Video' as the contact type (outlined in red).

ESS email-

From: <no-reply@ssa.gov>
Date: Thu, Jul 20, 2023, 2:19 PM
Subject: Appointment Confirmation
To: <nahreen.ferdous.snl@gmail.com>

Thank you for contacting the Social Security Administration. You scheduled a Video appointment with us. This is confirmation of the date and time of your appointment.

Date of Appointment: Friday, July 21, 2023
Time of Appointment: 09:00 AM

If you need to cancel or reschedule your appointment or would like to opt out of electronic messages, please click the following link: <https://secureval.ssa.gov/ess/customer-ui/reschedule/RzIRHglr4E>