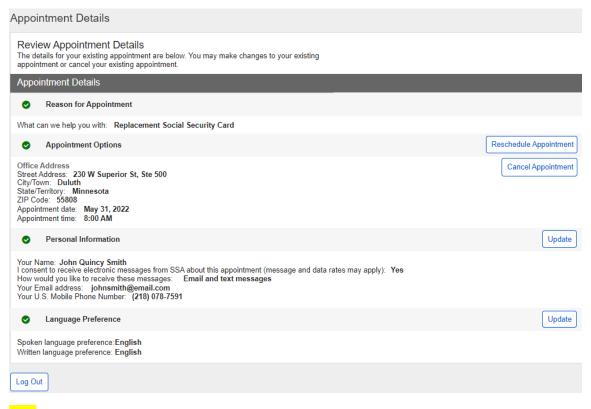
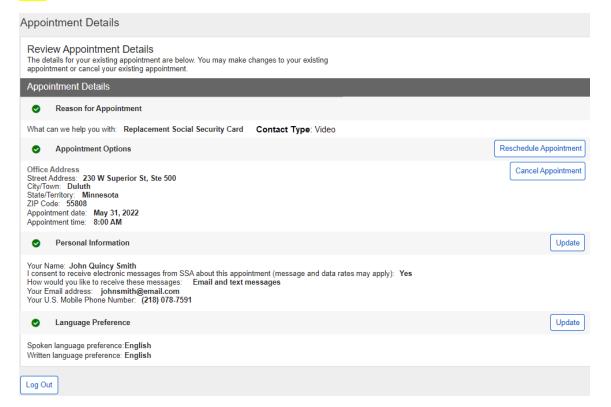
## Original screen did not display contact type for the appointment.



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



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: <a href="https://secureval.ssa.gov/ess/customer-ui/reschedule/RzlRHglr4E">https://secureval.ssa.gov/ess/customer-ui/reschedule/RzlRHglr4E</a>

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: <a href="https://secureval.ssa.gov/ess/customer-">https://secureval.ssa.gov/ess/customer-</a>

ui/reschedule/RzlRHglr4E