



# DESIGN SPECIFICATIONS DOCUMENT

## ISSNRC SCREEN PACKAGE

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# 1. Do You Really Need a Card

**my Social Security** Scott M. Gibney [Sign Out](#)

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## Request a Replacement Social Security Card

### Do You Really Need a Card?

- You will rarely need to show your Social Security card.
- Knowing your Social Security number is what is important.
- Many organizations can verify your Social Security number directly with us.

### When Can You Expect to Receive Your Card?

- Most applicants will receive their replacement Social Security card in 10-14 business days.

### Can You Request a Card Online?

**Is your email address still Bobby.L.Shifflett@ssa.gov?**

Yes  No

[Cancel](#)

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## 1.1 Do You Really Need a Card – Email, No

Can You Request a Card Online?

---

Is your email address still Bobby.L.Shifflett@ssa.gov?

Yes  No

**!** Please **update your email address** before continuing.

After updating your email address, please return to the Replacement Card application to continue with your request.

[Cancel](#)

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## 1.2 Do You Really Need a Card – Driver’s License

Can You Request a Card Online?

---

Is your email address still Bobby.L.Shifflett@ssa.gov?

Yes  No

Do you have a driver’s license or ID card issued by a U.S. state or territory?

Yes  No

[Cancel](#)

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### 1.3 Do You Really Need a Card – Driver’s License, No

Do you have a driver's license or ID card issued by a U.S. state or territory?

Yes  No

**!** We're sorry. You need a U.S. driver's license or ID card to complete a replacement card request via this application.

You may begin a replacement social security card request using [another online social security card processing application](#). You may also contact your [local office](#) for other [replacement card](#) options.

[Cancel](#)

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## 1.4 Do You Really Need a Card – State/Territory

Can You Request a Card Online?

Is your email address still Bobby.L.Shifflett@ssa.gov?

Yes  No

Do you have a driver's license or ID card issued by a U.S. state or territory?

Yes  No

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

-- ▾

[Cancel](#)

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## 1.5 Do You Really Need a Card – State/Territory, No Access

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

Alaska ▾

**!** We're sorry. We do not have access to information from Alaska at this time.

You may begin a replacement social security card request using [another online social security card processing application](#). You may also contact your [local office](#) for other [replacement card](#) options.

Cancel

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## 1.6 Do You Really Need a Card – Replacement Card for Someone Else

Can You Request a Card Online?

**Is your email address still Bobby.L.Shifflett@ssa.gov?**

Yes  No

**Do you have a driver's license or ID card issued by a U.S. state or territory?**

Yes  No

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

Alabama ▾

**Are you requesting a replacement card for someone else?**

Yes  No

[Cancel](#)

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## 1.7 Do You Really Need a Card – Replacement Card for Someone Else, Yes

Are you requesting a replacement card for someone else?

Yes  No

**!** We're sorry. You can request a replacement card via this application for yourself, but not for someone else.

To request a replacement card for someone else, you may begin a replacement social security card request using [another online social security card processing application](#). You may also contact your [local office](#) for other [replacement card](#) options.

[Cancel](#)

[Get Help](#)

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## 1.8 Do You Really Need a Card – Date of Birth

Can You Request a Card Online?

---

**Is your email address still Bobby.L.Shifflett@ssa.gov?**

Yes  No

**Do you have a driver's license or ID card issued by a U.S. state or territory?**

Yes  No

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

Alabama ▾

**Are you requesting a replacement card for someone else?**

Yes  No

**Is August 8, 1979 the date of birth on your driver's license or ID card?**

Yes  No

[Cancel](#)

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## 1.9 Do You Really Need a Card – Date of Birth, No

Is August 8, 1979 the date of birth on your driver's license or ID card?

Yes  No

**!** We're sorry. Our records and your motor vehicle records must match.  
Please contact your [local office](#) or motor vehicle administration.

[Cancel](#)

[^ Get Help](#)

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## 1.10 Do You Really Need a Card – U.S. mailing address

Can You Request a Card Online?

**Is your email address still Bobby.L.Shifflett@ssa.gov?**

Yes  No

**Do you have a driver's license or ID card issued by a U.S. state or territory?**

Yes  No

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

Alabama ▾

**Are you requesting a replacement card for someone else?**

Yes  No

**Is August 8, 1979 the date of birth on your driver's license or ID card?**

Yes  No

**Do you have a U.S. mailing address?**

Yes  No

[Cancel](#)

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## 1.11 Do You Really Need a Card – U.S. mailing address, No

Do you have a U.S. mailing address?

Yes  No

**!** We're sorry. You must have a U.S. mailing address to request a replacement card online.  
You can request a [replacement card](#) through your [local office](#).

[Cancel](#)

[Get Help](#)

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## 1.12 Do You Really Need a Card – Change date of birth, place of birth, citizenship, or parents' names

Can You Request a Card Online?

**Is your email address still Bobby.L.Shifflett@ssa.gov?**

Yes  No

**Do you have a driver's license or ID card issued by a U.S. state or territory?**

Yes  No

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

Alabama ▾

**Are you requesting a replacement card for someone else?**

Yes  No

**Is August 8, 1979 the date of birth on your driver's license or ID card?**

Yes  No

**Do you have a U.S. mailing address?**

Yes  No

**Do you need to change your date of birth, place of birth, citizenship, or parents' names?**

Yes  No

[Cancel](#)

[^ Get Help](#)

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### 1.13 Do You Really Need a Card – Change date of birth, place of birth, citizenship, or parents' names, Yes

**Do you need to change your date of birth, place of birth, citizenship, or parents' names?**

Yes  No

**i You do not need to replace your card when you change this information.**  
However, if you need to replace your card for other reasons, you may continue with your online replacement card request.  
Please visit your [local office](#) to change your date of birth, place of birth, citizenship, or parents' names.

**Do you need to change the name on your card?**  
If you requested a replacement card within the last 30 days and have not received it, please contact your [local office](#) for assistance.  
Please do not submit another request.

Yes  No

[Cancel](#)

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## 1.14 Do You Really Need a Card – Change Name on Card

Can You Request a Card Online?

**Is your email address still Bobby.L.Shifflett@ssa.gov?**

Yes  No

**Do you have a driver's license or ID card issued by a U.S. state or territory?**

Yes  No

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

Alabama

**Are you requesting a replacement card for someone else?**

Yes  No

**Is August 8, 1979 the date of birth on your driver's license or ID card?**

Yes  No

**Do you have a U.S. mailing address?**

Yes  No

**Do you need to change your date of birth, place of birth, citizenship, or parents' names?**

Yes  No

**Do you need to change the name on your card?**  
If you requested a replacement card within the last 30 days and have not received it, please contact your [local office](#) for assistance.  
Please do not submit another request.

Yes  No

[Cancel](#)

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## 1.15 Do You Really Need a Card – Change Name on Card, No

**Do you need to change the name on your card?**

If you requested a replacement card within the last 30 days and have not received it, please contact your [local office](#) for assistance. Please do not submit another request.

Yes

No

Next

Cancel

[^ Get Help](#)

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## 1.16 Do You Really Need a Card – Due to Marriage Only and in U.S. State

Can You Request a Card Online?

**Is your email address still Bobby.L.Shifflett@ssa.gov?**

Yes  No

**Do you have a driver's license or ID card issued by a U.S. state or territory?**

Yes  No

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

Alabama

**Are you requesting a replacement card for someone else?**

Yes  No

**Is August 8, 1979 the date of birth on your driver's license or ID card?**

Yes  No

**Do you have a U.S. mailing address?**

Yes  No

**Do you need to change your date of birth, place of birth, citizenship, or parents' names?**

Yes  No

**Do you need to change the name on your card?**  
If you requested a replacement card within the last 30 days and have not received it, please contact your [local office](#) for assistance. Please do not submit another request.

Yes  No

**Is this name change due to marriage ONLY and is your marriage certificate issued from a U.S. State/Territory?**  
Please allow 30 days after your marriage before requesting a name change replacement SSN card. Your state must update their records to confirm your marriage.

Yes  No

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## 1.17 Do You Really Need a Card – Due to Marriage Only and in U.S. State, No

**Is this name change due to marriage ONLY and is your marriage certificate issued from a U.S. State/Territory?**

Please allow 30 days after your marriage before requesting a name change replacement SSN card. Your state must update their records to confirm your marriage.

Yes  No

**!** We're sorry, at this time you can only request a name change using this application if the name change is due to marriage AND your marriage certificate was issued from a U.S. State/Territory.

If you need to change the name on your card, you may begin a replacement social security card request using [another online social security card processing application](#). You may also contact your [local office](#) for other [replacement card](#) options.

Cancel

## 1.18 Do You Really Need a Card – Marriage Certificate State

**Is your email address still Bobby.L.Shifflett@ssa.gov?**

Yes  No

**Do you have a driver's license or ID card issued by a U.S. state or territory?**

Yes  No

**State/Territory**  
Where your driver's license or ID card was issued, even if you don't live there now.

Arkansas ▼

**Are you requesting a replacement card for someone else?**

Yes  No

**Is August 5, 1942 the date of birth on your driver's license or ID card?**

Yes  No

**Do you have a U.S. mailing address?**

Yes  No

**Do you need to change your date of birth, place of birth, citizenship, or parents' names?**

Yes  No

**Do you need to change the name on your card?**  
If you requested a replacement card within the last 30 days and have not received it, please contact your [local office](#) for assistance. Please do not submit another request.

Yes  No

**Is this name change due to marriage ONLY and is your marriage certificate issued from a U.S. State/Territory?**  
Please allow 30 days after your marriage before requesting a name change replacement SSN card. Your state must update their records to confirm your marriage.

Yes  No

**Please select the U.S. State in which your marriage certificate was issued.**

Arkansas ▼

**Next** Cancel

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## 1.19 Do You Really Need a Card – Marriage Certificate State, No Access

Please select the U.S. State in which your marriage certificate was issued.

Alaska

**!** We're sorry, we do not have access to marriage information from Alaska at this time.

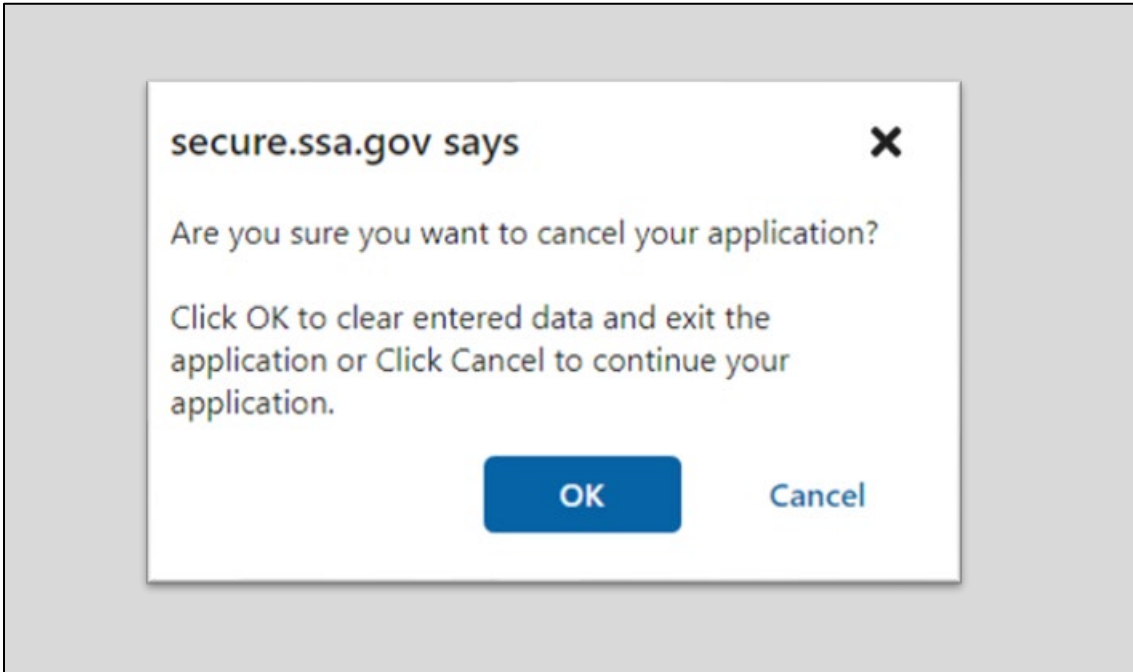
If you need to change the name on your card, you may begin a replacement social security card request using [another online social security card processing application](#). You may also contact your [local office](#) for other [replacement card](#) options.

Cancel


Get Help

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## 1.20 Do You Really Need a Card – Cancel Button Activates Confirmation Modal



## 2. Please help us verify your identity (no change replacement card)

Georgette C. Pascual [Sign Out](#)

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### Request a Replacement Social Security Card

Please help us verify your identity

\* Indicates required information

**\* Your Name:**  
As shown on your driver's license or ID card.

\* First  Middle  \* Last  Suffix

**\* Social Security Number (SSN):**  
 [SHOW SSN](#)

**Date of Birth:**  
May 29, 1990

**\* Type of Identification:**

Driver's License

ID Card

**\* Driver's License or ID Card Number:**

**\* State/Territory:**  
Where your driver's license or ID card was issued, even if you don't live there now.

**\* Permanent U.S. Mailing Address:**  
For delivery purposes, we must verify your permanent mailing address. Please do not input temporary addresses.

\* Line 1  Line 2

\* City/Town  \* State/Territory  \* ZIP Code


**\* Daytime Phone Number:**  
Please provide a daytime phone number, in case we need to call you about your request.

[Next](#) [Previous](#) [Cancel](#)

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## 2.1 Please help us verify your identity (name change replacement card)

Georgette C. Pascual [Sign Out](#)  
[Home](#) [Message Center](#) [My Profile](#)

### Request a Replacement Social Security Card

Please help us verify your identity

\* Indicates required information

**\* Your Name:**

As shown on your driver's license or ID card.

\* First

Middle

\* Last

Suffix

**\* Social Security Number (SSN):**

[SHOW SSN](#)

**Date of Birth:**

May 29, 1990

**\* Type of Identification:**

Driver's License

ID Card

**\* Driver's License or ID Card Number:**

**\* State/Territory:**

Where your driver's license or ID card was issued, even if you don't live there now.

**\* Permanent U.S. Mailing Address:**

For delivery purposes, we must verify your permanent mailing address. Please do not input temporary addresses.

\* Line 1

Line 2


\* City/Town

\* State/Territory

\* ZIP Code

**\* Daytime Phone Number:**

Please provide a daytime phone number, in case we need to call you about your request.



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## 2.2 Please help us confirm your marriage information

Please help us to confirm your marriage information

**i** You need your marriage document to complete this section. Please complete as much of the information as possible to assist with verifying your marriage.

**\*** Indicates required information

**\* State File Number**  
May be listed on your document as "Marriage License File Number"  
  
 If your marriage document does not contain an identifying number, please check the box for unknown

**\* Date of Marriage**  
Please allow 30 days after your marriage before requesting a name change replacement SSN card. Your state must update their records to confirm your marriage.

**City of Marriage**  
Enter the city that issued your marriage certificate.

**County/Borough of Marriage**  
If known, enter the county/borough that issued your marriage certificate.

**\* State/Territory of Marriage**  
Select the state/territory that issued your marriage certificate.

**Date of Recordation**  
May be listed as: filing date, date filed or date recorded

**Date Document Issued**

**Name and Title of Official Executing Document**

**Name of Issuing Agency/Custodian of Record**

**Record ID Number (if different from File Number)**

**\* Your Full Name Before Marriage**  
As shown on your marriage certificate  
**\*** First  **\*** Middle  **\*** Last  Suffix

**\* Your Spouse's Full Name Before Marriage**  
As shown on your marriage certificate  
**\*** First  **\*** Middle  **\*** Last  Suffix

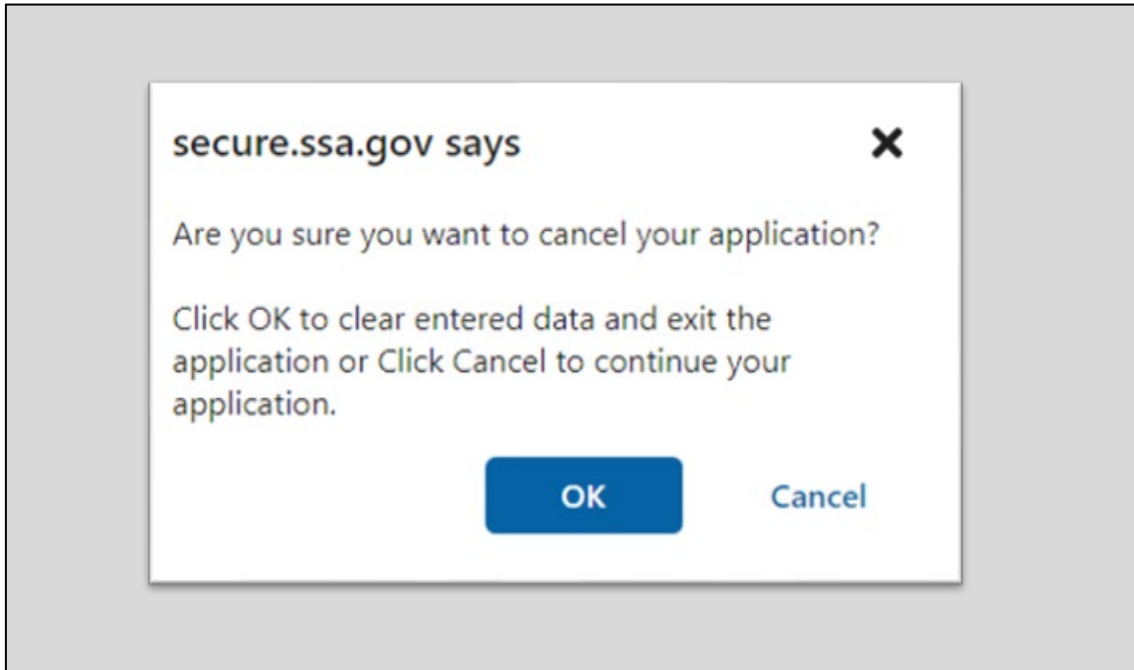
**\* Please Indicate How Your Name Should Appear on Your Social Security Card**  
**\*** First  **\*** Middle  **\*** Last   
Suffix

[Next](#) [Previous](#) [Cancel](#)


[Get Help](#)

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### 2.3 Please help us verify your identity/marriage information – Cancel Button Activates Confirmation Modal



### 3. Race and Ethnicity

 Ralph Johnson [Sign Out](#)

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## Request a Replacement Social Security Card

### Race and Ethnicity Information

**i Race and Ethnicity**

The next two questions are about race and ethnicity. **Providing this information is voluntary and will not affect your application.**

We are requesting this information for research and statistical purposes, to ensure we treat our customers fairly and equally. **We hope you will share this information with us.**

**If you do not want to provide this information, select the "Next" button to go to the next page.**

[Show Race and Ethnicity Definitions](#)

**Are you Hispanic or Latino? (Select one)**

<input type="checkbox"/> Yes
<input type="checkbox"/> No

**What is your race? (Select one or more)**

<input type="checkbox"/> Alaska Native
<input type="checkbox"/> American Indian
<input type="checkbox"/> Asian
<input type="checkbox"/> Black/African American
<input type="checkbox"/> Native Hawaiian
<input type="checkbox"/> Other Pacific Islander
<input type="checkbox"/> White

[Next](#) [Previous](#) [Cancel](#)

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### 3.1 Race and Ethnicity – Definitions Hide and Show Menu

#### ^ Hide Race and Ethnicity Definitions

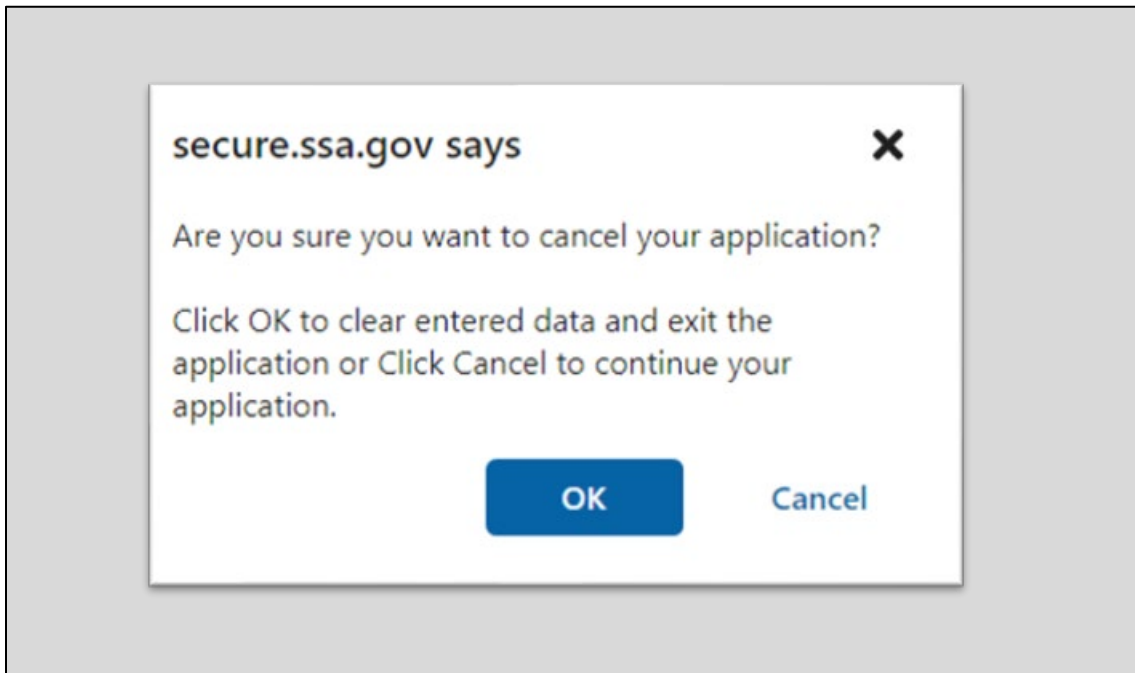
##### Ethnicity Definitions

<u>Answer</u> ▼	<u>Definition</u>
<b>Yes (Hispanic or Latino)</b>	A person of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture or origin, regardless of race.
<b>No (Not Hispanic or Latino)</b>	A person who does not consider themselves to be Hispanic or Latino.


##### Race Definitions

<u>Answer</u> ▼	<u>Definition</u>
<b>Alaska Native</b>	A person descended from the original people of Alaska who maintains tribal affiliation or community attachment. For example: Aleuts, Athabascans, Haidas, Inupiat, Tlingits and Yupiks.
<b>American Indian</b>	A person descended from any of the original people of North (except Alaska), South, or Central America, and who maintain tribal affiliation or community attachment.
<b>Asian</b>	A person descended from any of the original people of the Far East, Southeast Asia, or the Indian subcontinent including for example: Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, The Philippine Islands, Thailand and Vietnam.
<b>Black/African American</b>	A person descended from any of the black racial groups of Africa. Includes those who describe themselves as Haitian.
<b>Native Hawaiian</b>	A person descended from any of the original people of Hawaii.
<b>Other Pacific Islander</b>	A person descended from any of the original people of Australia, Guam, Samoa, New Zealand, or Other Pacific Islands.
<b>White</b>	A person descended from any of the original people of Europe, the Middle East, or North Africa.

### 3.2 Race and Ethnicity – Cancel Button Activates Confirmation Modal



## 4. Review and Attestation (no change replacement card)

 Scott M. Gibney [Sign Out](#)

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### Request a Replacement Social Security Card

#### Review

##### Driver's License Information [Edit Identification](#)

First Name: **Scott**  
Middle: **M**  
Last Name: **Gibney**  
Suffic: **Not Answered**  
SSN: XXX-XX-XXXX  
Date of Birth: **August 8, 1979**  
Type of Identification: **Driver's License**  
Driver's License or ID Card Number: **99999999**  
State/Territory: **Wyoming**

##### Permanent U.S. Mailing Address [Edit Address](#)

Line 1: **123 Main Street**  
Line 2: **Not Answered**  
City: **Cheyenne**  
State/Territory: **Wyoming**  
Zip Code: **82009**  
Daytime Phone Number: **(410) 999-8888**

##### Race and Ethnicity [Edit Race and Ethnicity](#)

Are you Hispanic or Latino?: **Not Answered**  
What is your race?: **Not Answered**

#### Electronic Signature

Please read and accept the following statement to finish the application.

I understand and agree that my application will be signed electronically when I select the check box below. I also understand that my electronic signature means that I intend to apply for a replacement SSN card and have provided the Social Security Administration with accurate information.

I declare under penalty of perjury that I have examined all the information on this application, and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this electronic application, or causes someone else to do so, commits a crime and may be sent to prison or may face other penalties, or both.

I understand that by checking "I have read the statement above, and I agree to the Terms of Service", I am providing "written instructions" to SSA under the Fair Credit Reporting Act authorizing SSA to obtain information from my personal credit profile or other information from Experian. I authorize SSA to obtain such information solely to provide me access to personally identifiable information and prevent fraudulent transactions.

I have read the statements above, and I agree to the Terms of Service.

[Submit](#) [Previous](#) [Cancel](#)

## 4.1 Review and Attestation (name change replacement card)

Scott M. Gibney [Sign Out](#)

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### Request a Replacement Social Security Card

**Review**

**Driver's License Information**
[Edit Identification](#)

First Name: **Scott**  
 Middle: **M**  
 Last Name: **Gibney**  
 Suffix: **Not Answered**  
 SSN: XXX-XX-XXXX  
 Date of Birth: **August 8, 1979**  
 Type of Identification: **Driver's License**  
 Driver's License or ID Card Number: **999999999**  
 State/Territory: **Wyoming**

**Permanent U.S. Mailing Address**
[Edit Address](#)

Line 1: **123 Main Street**  
 Line 2: **Not Answered**  
 City: **Cheyenne**  
 State/Territory: **Wyoming**  
 Zip Code: **82009**  
 Daytime Phone Number: **(410) 999-8888**

**Marriage Information**
[Edit Marriage](#)

State File Number (Marriage License File Number): **999999999**  
 Date of Marriage: **11/04/2022**  
 City of Marriage: **Cheyenne**  
 County / Borough of Marriage: **Cheyenne**  
 State of Marriage: **Wyoming**  
 Date of Recordation: **11/04/2022**  
 Date Document issued: **11/04/2022**  
 Name and Title of Official Executing the document: **Cheyenne**  
 Name of Issuing Authority/Custodian of Records: **Cheyenne**  
 Record ID Number: **12345678**  
 Full Name before Marriage: **Scott M Gibney**  
 Spouse's Name before Marriage: **Joan Mary Allen**  
 New Last Name Option you have selected: **Spouse's Last Name**

**Race and Ethnicity**
[Edit Race and Ethnicity](#)

Are you Hispanic or Latino?: **Not Answered**  
 What is your race?: **Not Answered**

**New Name**

**Based on the information you provided, your new name is displayed below. Please verify your name is correct.**  
 If you need to make changes, select the "Previous" button at the bottom of this page.

SCOTT M ALLEN

**Check the box if you agree with your new name.**

**Electronic Signature**

Please read and accept the following statement to finish the application.

I understand and agree that my application will be signed electronically when I select the check box below. I also understand that my electronic signature means that I intend to apply for a replacement SSN card and have provided the Social Security Administration with accurate information.

I declare under penalty of perjury that I have examined all the information on this application, and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this electronic application, or causes someone else to do so, commits a crime and may be sent to prison or may face other penalties, or both.

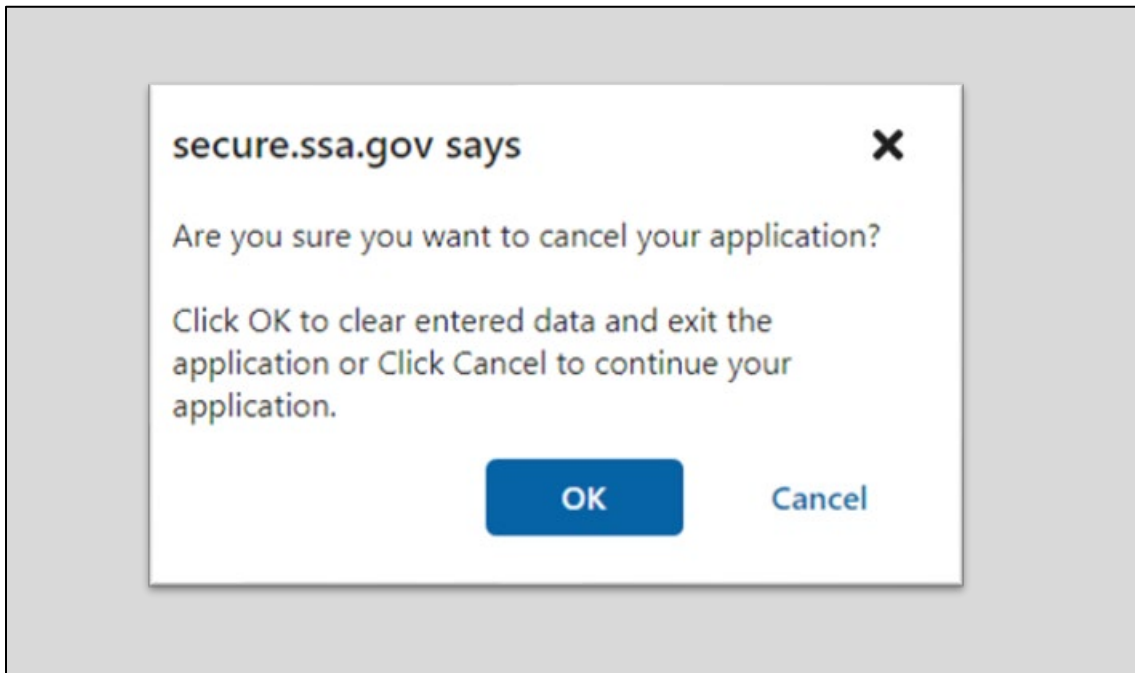
I understand that by checking "I have read the statement above, and I agree to the Terms of Service", I am providing "written instructions" to SSA under the Fair Credit Reporting Act authorizing SSA to obtain information from my personal credit profile or other information from Experian. I authorize SSA to obtain such information solely to provide me access to personally identifiable information and prevent fraudulent transactions.

**I have read the statements above, and I agree to the Terms of Service.**

Submit
Previous
Cancel



## 4.2 Review and Attestation – Cancel Button Activates Confirmation Modal



## 5. Success

The screenshot displays the user interface of the my Social Security website. At the top left is the my Social Security logo. At the top right, the user's name "Scott M. Gibney" and a "Sign Out" link are visible. Below the header is a navigation bar with "My Home", "Message Center", and "Security Settings". The main heading is "Request a Replacement Social Security Card". A green success message box contains a checkmark icon and the text "Your request has been received." followed by two bullet points: "A receipt for your submission will be available in the my Social Security Message Center shortly." and "We will send you an email when your request has been reviewed." Below the message box is a blue "Done" button. At the bottom of the page, there are links for "OMB No. 0960-0066", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

my Social Security

Scott M. Gibney Sign Out

My Home Message Center Security Settings

### Request a Replacement Social Security Card

Your request has been received.

- A receipt for your submission will be available in the [my Social Security](#) Message Center shortly.
- We will send you an email when your request has been reviewed.

Done

[OMB No. 0960-0066](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)