



Securing today
and tomorrow

Upload Documents (eSubmit)

Webform Application

Screen Package

May 11, 2023

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TED homepage display after SSA technician log in

Home

My Work

Customer History Search

Welcome, Hiba!

User PIN:
Office code: 7AP
Last login: 01/09/23 08:22 AM EST

My casesRecent workFollowed cases

AH Amrani, Hiba

123

Actions	ID	SSN	Name of Customer	Description	Channel	Age	Notes
	UD-17131	008-46-4502	PAUL RAYMOND FREVE	Upload Documents	In Person	1 h 9 m	
	UD-17045	008-46-4502	PAUL RAYMOND FREVE	Upload Documents	In Person	5 d 6 h	
	UD-16129	008-46-4502	PAUL RAYMOND FREVE	Upload Documents	In Person	24 d 2 h	
	UD-14039	008-46-4502	PAUL RAYMOND FREVE	Upload Documents	In Person	1 mo 5 d	
	UD-13017	008-46-4502	PAUL RAYMOND FREVE	Upload Documents	In Person	1 mo 8 d	
	DD-146006	008-46-4502	PAUL RAYMOND FREVE	Direct Deposit	In Person	1 mo 8 d	

Verify customer

TECHNICIAN DASHBOARD + New

In Person 008464502

Group ID 2 Simulation

Home

My Work

Customer History Search

Welcome, Hiba!

My cases Recent work Followed cases

User selects corresponding interaction and enters customer's SSN.

PAUL RAYMOND FREVE

620 Prior Tasks Pending

Unverified

DOB 09/23/1953
Age 69 yrs 3 mos
FRA 09/2019 (66 yrs)

SSN 008-46-4502

my Social Security

UserIDEmail
Phone (978) 323-3931

SHOW LESS

03:17

Wrap Up

Post

AH Enter a note ...

Posted Notes (0)

Customer Search (I-302836)

Identify Individuals

Redo SSN Search

Customer Verification

Information Provider	Select to Verify	Name	SSN/EIN	Relationship	Status
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PAUL RAYMOND FREVE	008-46-4502	Self	Unverified

Select Verify by ID if individual is known or presented ID. Select Next to verify by elements.

Verify by ID Next >>

User selects **Verify by ID** to verify customer.

Technician Experience: Initiating an Upload Documents (eSubmit) Request

The screenshot displays the 'TECHNICIAN DASHBOARD' for a user named PAUL RAYMOND FREVE. The dashboard includes a header with navigation links (Home, ES-17045, PAUL R FREVE:4502), a search bar, and tabs for 'In Person', 'Simulation', and 'Canned data'. The main content area shows the user's profile, including a 'Verified' status, DOB (09/23/1953), Age (69 yrs 3 mos), FRA (09/2019 (66 yrs)), SSN (008-46-4502), and Social Security status (Pending). A red banner indicates '619 Prior Tasks Pending'. A green chat bubble shows a timestamp of 05:03:51 and a message: 'Thank you PAUL RAYMOND FREVE, I have your account details now.' Below this, there are buttons for 'Verify Customer' and '+ Add Task'. The '+ Add Task' button is highlighted, and a modal window is open showing a list of tasks categorized by 'General', 'Taxation of Benefits', 'Medicare', and 'Online Services'. The 'Add tasks' modal is open, displaying a search bar and a list of tasks. The tasks are organized into four columns: General, Taxation of Benefits, Medicare, and Online Services. The 'Add tasks' button is highlighted in blue.

TECHNICIAN DASHBOARD + New

In Person Search... Group ID 2 Simulation Canned data

Home ES-17045 PAUL R FREVE:4502

PAUL RAYMOND FREVE

Verified DOB 09/23/1953 Age 69 yrs 3 mos FRA 09/2019 (66 yrs) SSN 008-46-4502 my Social Security Pending Phone (978) 323-3931

619 Prior Tasks Pending

Other Critical Ages

05:03:51 Thank you PAUL RAYMOND FREVE, I have your account details now. SHOW LESS

Verify Customer

+ Add Task

Add tasks

Search for action

General	Taxation of Benefits	Medicare	Online Services
Accommodations	Tax Withholding	Medicare Card	Account Registration
Benefit Verification	Replace 1099		Upload Documents
Direct Deposit	Correct 1099		

Cancel Add tasks

Message Type Voice, Text Remarks None

Mailing (MBR) LTO NATL PIKE VILLE, MD 21228-3904 : 06/17/2021 Title 16 Mailing (SSR) None

On the left navigation panel, user selects **+Add Task** to display the available tasks.

Technician Experience: Initiating an Upload Documents (eSubmit) Request

05:17:02

Verify Customer

+ Add Task

Upload Documents

Wrap Up

Post

AH Enter a note ...

Collect Information (UD-36110)

Upload Documents request initiated for: PAUL RAYMOND FREVE

Upload Documents allows customers to submit certain forms and evidence through a mobile-friendly website. Customers will need to sign in prior to submitting documents. The website will close any request 30 days after being opened. Follow existing procedures for establishing and controlling due dates when requesting documents.

Capture Consent

★ Does the customer consent to receive an email from SSA?

Yes No

Next >>

Collect Information displays to the user and consent to receive an email is captured.

Technician Experience: Initiating an Upload Documents (eSubmit) Request

Collect Information (UD-36110)

Upload Documents request initiated for: PAUL RAYMOND FREVE

Upload Documents allows customers to submit certain forms and evidence through a mobile-friendly website. Customers will need to sign in prior to submitting documents. The website will close any request 30 days after being opened. Follow existing procedures for establishing and controlling due dates when requesting documents.

Capture Consent

Does the customer consent to receive an email from SSA?

☒ Yes ☐ No

Collect Email Address

Enter a valid email address

abc@test.com

Confirm email address

abc@test.com

Select Forms and Evidence

Search... Clear Search Deselect All Display Selected 1 2 3 4 5 6 7 >

Select	Name	Type
<input type="checkbox"/>	3368-Disability Report - Adult	Form
<input type="checkbox"/>	3369-Work History Report	Form
<input type="checkbox"/>	3373-Function Report - Adult	Form
<input type="checkbox"/>	3441-Disability Report-Appeal	Form
<input type="checkbox"/>	561-Request For Reconsideration	Form
<input type="checkbox"/>	HA-4631-Claimant's Recent Medical Treatment	Form
<input type="checkbox"/>	HA-4632-Claimant's Medications	Form
<input type="checkbox"/>	HA-4633-Claimant's Work Background	Form
<input type="checkbox"/>	HA-501-Request For Hearing By Administrative Law Judge	Form
<input type="checkbox"/>	HA-520-Request For Review Of Hearing Decision/Order	Form

Next >>

When **Yes** is selected, **Collect Email Address** and **Select Forms and Evidence** displays. User can select the previously used email address (if available) or enters the email address and selects at least one form or evidence type to advance.

Technician Experience: Initiating an Upload Documents (eSubmit) Request

Collect Information {UD-36110}

Upload Documents request initiated for: PAUL RAYMOND FREVE

Upload Documents allows customers to submit certain forms and evidence through a mobile-friendly website. Customers will need to sign in prior to submitting documents. The website will close any request 30 days after being opened. Follow existing procedures for establishing and controlling due dates when requesting documents.

Capture Consent

Does the customer consent to receive an email from SSA?

Collect Email Address

Enter a valid email address

Confirm email address

Select Forms and Evidence

Search...

1 2 3 4 5 6 7 >



Select	Name	Type
<input checked="" type="checkbox"/>	3368-Disability Report - Adult	Form
<input type="checkbox"/>	3369-Work History Report	Form
<input type="checkbox"/>	3373-Function Report - Adult	Form
<input type="checkbox"/>	3441-Disability Report-Appeal	Form
<input type="checkbox"/>	561-Request For Reconsideration	Form
<input type="checkbox"/>	HA-4631-Claimant's Recent Medical Treatment	Form
<input type="checkbox"/>	HA-4632-Claimant's Medications	Form
<input type="checkbox"/>	HA-4633-Claimant's Work Background	Form
<input type="checkbox"/>	HA-501-Request For Hearing By Administrative Law Judge	Form
<input type="checkbox"/>	HA-520-Request For Review Of Hearing Decision/Order	Form

Selected forms and evidence

Forms	Action
3368-Disability Report - Adult	<input type="button" value="Remove"/>

Any selected documents will display under Selected forms and evidence. User selects Next to advance.

Technician Experience: Initiating an Upload Documents (eSubmit) Request

 Review Selection (UD-36110) 

Upload Documents request initiated for: PAUL RAYMOND FREVE

Request Date 01/09/2023	Email Address abc@test.com	Consent Granted
----------------------------	-------------------------------	--------------------


Requested Forms and Evidence

Forms 3368-Disability Report - Adult	Evidence Bank Document
---	---------------------------


[<< Back](#)

The user reviews the Upload Documents request. The user can return to the previous page by selecting Back or advance after reviewing the information by selecting Submit.

Technician Experience: Initiating an Upload Documents (eSubmit) Request

 Request (UD-36110)

Upload Documents request initiated for: PAUL RAYMOND FREVE

 Upload Documents request created. Email sent to customer.

The possible statuses for a document are: **Documents received through Upload Documents**, **Submission Failed**, or **Expired**. Review work and select close to continue.

Request Date 04/14/2023	Email Address abc@test.com	Consent Granted	Expiration Date 05/14/2023
----------------------------	-------------------------------	--------------------	-------------------------------

Requested Documents

Forms and Evidence	Status	Received Date	Documents Received
3368-Disability Report - Adult	Waiting for customer submission	--	--

> Case history

Close

The status of the requested documents displays as **Waiting for customer submission**. User selects **Close** to close task.

Sample Email Template

SSA Instructions for Document Submission



no-reply@ssa.gov

To

Retention Policy Delete_7_Year_Default (7 years)

Expires 5/8/2030



Wed 5/10/2023 12:54 PM

Dear Customer:

During our recent conversation, you agreed to receive an email about our electronic option for submitting documents. This email will provide the information you need to Upload Documents on the Social Security Administration's website.

What You Need to Do

Select the link below to access the sign in screen to upload your document(s). After you sign in, you will find a description of the requested document(s) and instructions explaining how to complete the submission process. Please refer to the paper notice for the official due date.

Upload Documents: https://ssaexttest.servicenowservices.com/esubmit?id=csp_dashboard

For your security, you will need to sign in prior to submitting documents. You can sign in with an account you previously created or register for a new account if you do not have one.

For more information about online security and protection, please visit <https://www.ssa.gov/myaccount/security.html>

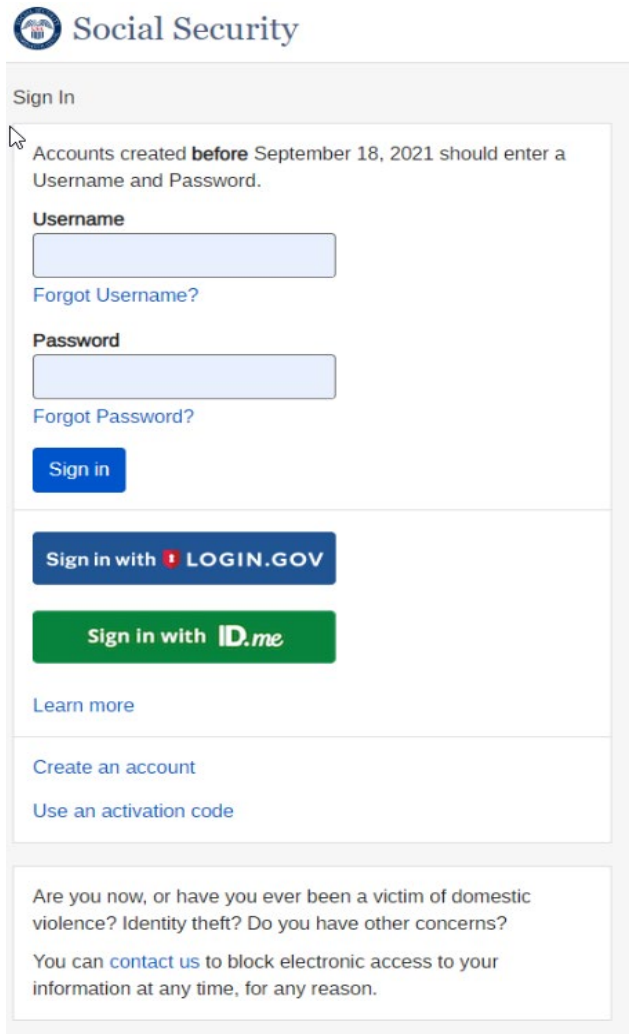
What to Do if You Have Trouble Uploading Your Documents

If you cannot submit your documents electronically, please follow the instructions in the paper notice we are sending you. If you have not received the paper notice, please allow 5-7 business days for mailing.

If you did not make this request, call us toll-free at 1-800-772-1213. We can answer specific questions from 8 a.m. to 7 p.m., Monday through Friday. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778.

Please do not reply to this automatically generated message.

Authentication



The screenshot shows the Social Security eSubmit login interface. At the top left is the Social Security logo. Below it is a 'Sign In' section. A message states: 'Accounts created **before** September 18, 2021 should enter a Username and Password.' There are two input fields: 'Username' and 'Password'. Below each field is a link: 'Forgot Username?' and 'Forgot Password?'. A blue 'Sign in' button is positioned below the password field. Below the 'Sign in' button are two large buttons for alternative login methods: 'Sign in with LOGIN.GOV' (blue) and 'Sign in with ID.me' (green). Below these buttons is a 'Learn more' link. Further down is a 'Create an account' link and a 'Use an activation code' link. At the bottom, there is a section with text about domestic violence and identity theft, including a link to 'contact us'.

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](#)

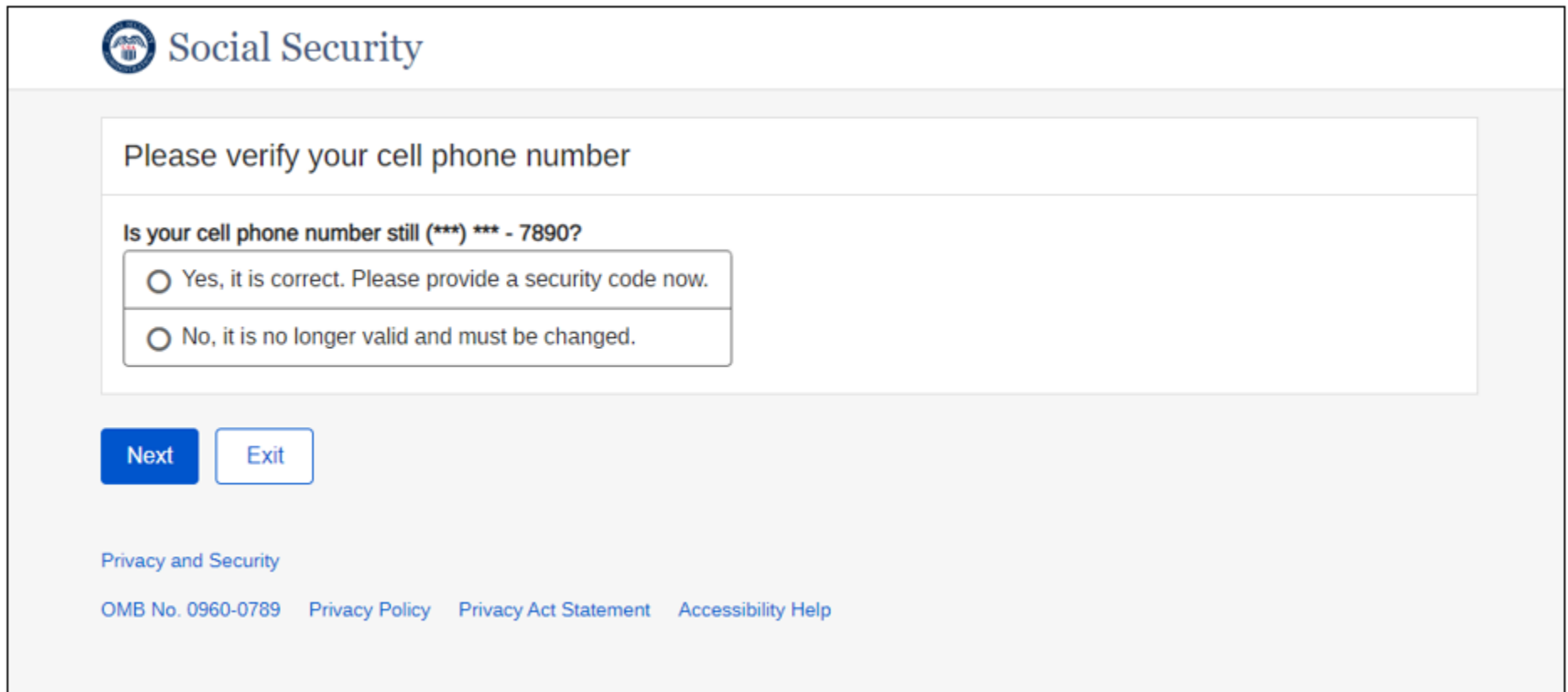
[Use an activation code](#)

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.

User is brought to the user login screen. User enters username and password for ROME legacy login and selects the “Sign In” button.

Authentication – 2 Factor Authentication



The screenshot shows a web interface for Social Security authentication. At the top left is the Social Security logo. Below it, a light gray box contains the text "Please verify your cell phone number". Underneath this box, the question "Is your cell phone number still (***) *** - 7890?" is displayed. Two radio buttons are provided: the first is labeled "Yes, it is correct. Please provide a security code now." and the second is labeled "No, it is no longer valid and must be changed." Below the radio buttons are two buttons: a blue "Next" button and a white "Exit" button with a blue border. At the bottom of the page, there is a link for "Privacy and Security" and a row of links: "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

 Social Security

Please verify your cell phone number

Is your cell phone number still (***) *** - 7890?

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

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

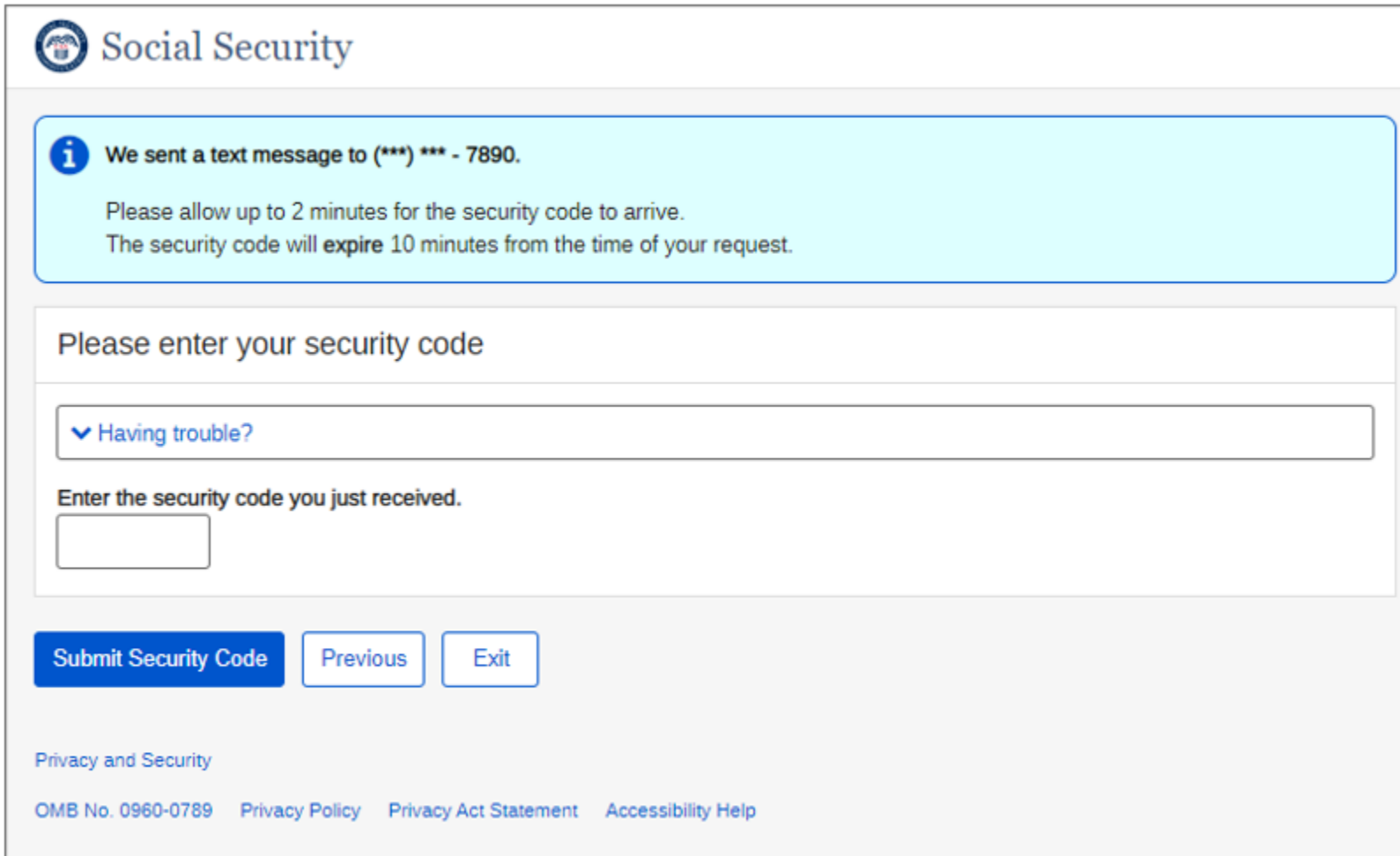
[Next](#) [Exit](#)

[Privacy and Security](#)


[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)


User is brought to a screen where they verify their cell phone number and then select the radio button for “Yes, it is correct. Please provide a security code now.”

Authentication – 2 Factor Authentication - Continuation




The screenshot shows the Social Security Administration's 2 Factor Authentication continuation screen. At the top left is the Social Security logo. Below it is a light blue information box with a blue 'i' icon. The text inside the box states: "We sent a text message to (***) *** - 7890. 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." Below this box is a white rectangular area with the heading "Please enter your security code". Inside this area, there is a link "Having trouble?" with a downward arrow icon. Below the link is the instruction "Enter the security code you just received." followed by a small, empty rectangular input field. At the bottom of the white area are three buttons: "Submit Security Code" (a solid blue button), "Previous" (a white button with a blue border), and "Exit" (a white button with a blue border). At the very bottom of the screen, there is a footer section with the text "Privacy and Security" and a row of links: "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

 Social Security

 We sent a text message to (***) *** - 7890.
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

 [Having trouble?](#)

Enter the security code you just received.

[Submit Security Code](#) [Previous](#) [Exit](#)

[Privacy and Security](#)

[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

User enters the security code received and selects the “Submit Security Code” button.

Terms of Service

**Social Security**

General Terms of Service

The terms of service in this section apply to all Social Security online services. Depending on the specific Social Security online service you access, you may be asked to agree to added terms to use that service.

By checking I agree to the Terms of Service, I acknowledge the following conditions:

- I understand that I am accessing a U.S. Government system.
- I understand that my usage of this system may be monitored, recorded, and subject to audit.
- I understand that unauthorized or improper use of this system is prohibited and may result in administrative, civil, or criminal penalties and/or other actions.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records;
 - Give false or misleading information to obtain or alter Social Security benefits; or
 - Deceive the Social Security Administration about an individual's identity.
- I understand that the Social Security Administration may stop me from using Social Security online services if it finds or suspects fraud or misuse.
- I accept that I am responsible for properly protecting any information provided to me by the Social Security Administration.
- I agree that the Social Security Administration is not responsible for the improper disclosure of any information that the Social Security Administration has provided to me or any information that is on or from my computer or other device, whether due to my negligence or the wrongful acts of others.

☐ **I agree to the Terms of Service.**

Next

Exit

[Privacy and Security](#)
[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

User selects “I agree to the Terms of Service” checkbox and selects the “Next” Button.

Privacy Act Statement



Privacy Act Statement

Collection and Use of Personal Information

i Section 205(a) of the Social Security Act, as amended, and Executive Order 14058, allow us to collect your information, which we will use to process the forms and/or evidence submitted. Providing your information is voluntary, but not providing all or part of the information may prevent us from assisting you with the request. As law permits, we may use and share the information you submit including with other Federal agencies, our contractors, and others, as necessary, as outlined in the routine uses within System of Records Notices (SORN) 60-0089, Claims Folders System; 60-0320, Electronic Disability (eDIB) Claim File; and 60-0373, Repository of Electronic Authentication Data Master File; available at www.ssa.gov/privacy. The information you submit may also be used in computer matching programs to establish or verify eligibility for Federal benefit programs and to recoup debts under these programs.

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The user reviews the Privacy Act Statement and selects the "Next" button.

Information Required for Identity-Proofing and Authentication

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 **Social Security** [Sign out](#)

Identity-Proofing and Authentication

The information shown below cannot be changed here. If changes are needed, you must [contact us](#).

Name
John Doe

Date of Birth
05/22/1965

Social Security Number (SSN)
***-**-9999

Address
626 Hickory Drive
Baltimore MD, 21211

Email Address
jdoe1965@email.com

Phone Number
410-332-0041

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The user verifies their identity information to ensure it is correct. The information includes Name, Date of birth, Social Security Number, Address, Email Address, and Phone Number. The user selects the “Next” button to continue to the Form and Evidence Upload page.

Form and Evidence Upload Documents (eSubmit)

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 **Social Security** Sign out


Upload Documents

Open Requests 3 Past Requests

i Electronic submission is only available within 30 days from the request date(s) shown below. Please refer to the paper notice you have or will receive for other important information, including deadlines.

SSA-3369 Work History Report	Request Date 01/02/2023	Start
SSA-521 Request for Withdrawal of Application	Request Date 01/02/2023	Start
Workers' Compensation Documentation	Request Date 01/02/2023	Start

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On the Upload Documents (eSubmit) screen, the user can review their open requests and past requests. Selecting the “Start” button on any open request will begin the upload process.

NOTE: The user will be provided with the number of open requests in the form of an indicator (red circle) letting them know how many requests they have. The user may select the past requests tab to view previous requests.

Upload Non-Signature Form

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 **Social Security** Sign out

Upload Documents

i Electronic submission is only available within 30 days from the request date(s) shown below. Please refer to the paper notice you have or will receive for other important information, including deadlines.

Prepare and Upload

Review and Submit

Confirmation

SSA-3369 Work History Report

*** Indicates required information**

Request Date
01/02/2023

1. Prepare
Complete the following form and save it to your device.
[SSA-3369 Work History Report](#)

*** 2. Upload** [Acceptable file criteria](#)
Choose and upload the completed form.

Drag files here or [choose files](#)

Next

Back to Requests

The side navigation shows the user is performing the Prepare and Upload function. The user can drag and drop their completed form onto the card or select the “choose files” link to browse for the completed form on their phone, tablet, or PC.

Acceptable File Criteria to Upload Documents

Acceptable File Criteria

File Size
Each file cannot exceed 25MB.

File Format
Documents cannot be encrypted. Scanned images and photographs are acceptable provided they are legible. Documents must be in one of the following formats:

- BMP
- DOC
- DOCX
- GIF
- JPEG
- JPG
- PDF
- PNG
- TIF
- TIFF
- XLS
- XLSX

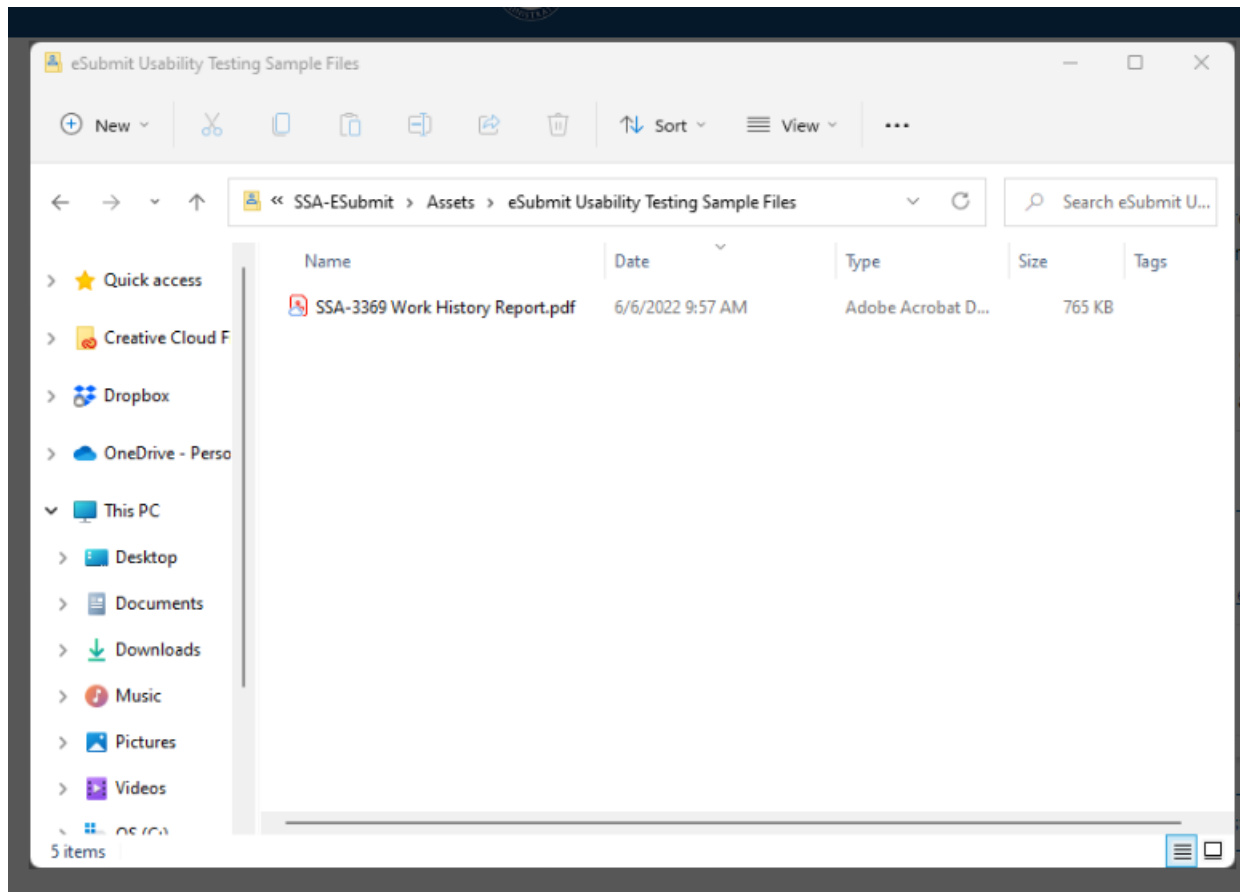
File Name
File names cannot exceed 25 characters. File names cannot include the following special characters:
/ \ : * ? " < > |

How do I upload a document that's larger than 25MB?
If your document is larger than 25MB, here are some suggestions:

- Read [Adobe's tutorial](#) on how to reduce PDF file size.
- Print your document, scan it (if you have a personal scanner) and save it as a smaller size.
- Use a smaller image format. Different image formats have varying sizes - JPEG files typically are the largest and PNG files are the smallest.
- Take your document to an office supply store (e.g., Staples, FedEx Office, Kinkos, etc.) and ask them to shrink the document size for you and save it to a disk or flash drive. Make sure you tell the office tech the document cannot exceed 25MB.

The user can review the acceptable file types for uploading.


Select the completed form from device (e.g., phone, tablet, or PC)



The user selects their completed form from their device.

Upload Form

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Upload Documents

i Electronic submission is only available within 30 days from the request date(s) shown below. Please refer to the paper notice you have or will receive for other important information, including deadlines.

Prepare and Upload

Review and Submit

Confirmation




SSA-3369 Work History Report Request Date
01/02/2023

* Indicates required information

1. Prepare
Complete the following form and save it to your device.
[SSA-3369 Work History Report](#)


*** 2. Upload** [Acceptable file criteria](#)
Choose and upload the completed form.

Drag files here or [choose files](#)

 SSA-3369 Work History Report.pdf 6.625 KB  

[Next](#) [Back to Requests](#)

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The user successfully uploaded the file from their personal device, indicated by the green checkmark. They can select the “Next” button to continue.

Review and Submit Submission

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 Social Security [Sign out](#)

Upload Documents

i Electronic submission is only available within 30 days from the request date(s) shown below. Please refer to the paper notice you have or will receive for other important information, including deadlines.

[Prepare and Upload](#)

Review and Submit

[Confirmation](#)

Review and Submit

*** Indicates required information**

Please review the information, including the date and document file name(s), to verify you have uploaded the correct document(s) before submitting. You will not be able to preview your uploaded document(s) prior to submitting.

SSA-3369 Work History Report

Document(s) Uploaded [Edit](#)

Document Name 1: **SSA-3369 Work History Report.pdf**

Authentication Information

First Name: **John**
 Last Name: **Doe**
 Social Security Number (SSN): *****-**-9999**
 Date of Birth: **05/22/1965**
 Address: **626 Hickory Drive, Baltimore MD, 21211**
 Phone Number: **410-332-0041**

Today's Date
 01/22/2023

[Submit](#) [Previous](#) [Back to Requests](#)

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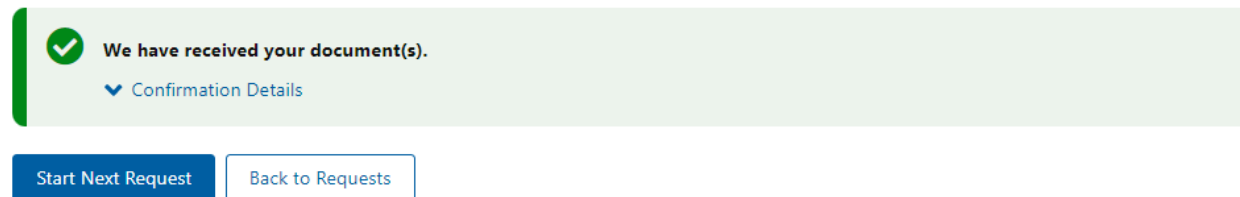
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The side navigation now reflects the user is on the review and submit page. The user is prompted to review the information and uploaded file(s) prior to submitting. After completing their review, they select the “Submit” button to complete their submission.

Successful Submission Confirmation




Upload Documents Confirmation




Once the user has successfully submitted their form, the user will be presented with a confirmation page indicating successful submission.

Successful Submission Confirmation Details

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 **Social Security** [Sign out](#)

Upload Documents Confirmation

 **We have received your document(s).**

[Confirmation Details](#)

Submission Confirmation [Print this page](#)

You can print or save details below for your records.

SSA-3369 Work History Report

Documents Submitted

Document Name 1: **SSA-3369 Work History Report.pdf**

Authentication Information


First Name: **John**
Last Name: **Doe**
Social Security Number (SSN): *****-**-9999**
Date of Birth: **05/22/1965**
Address: **626 Hickory Drive, Baltimore MD, 21211**
Phone Number: **410-332-0041**

Date

Date/Time Received: **01/22/2023 10:44 PM EST**

[Start Next Request](#) [Back to Requests](#)

OMB XXXX-XXXX [Paperwork Reduction Act](#) [FAQ](#)

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The user may select the confirmation details link to view additional details about their submission and print for their records.

If the user has additional requests, they can select the “Start Next Request” button to start the next request.

Upload a Form Requiring a Signature

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 **Social Security** [Sign out](#)

Upload Documents

i Electronic submission is only available within 30 days from the request date(s) shown below. Please refer to the paper notice you have or will receive for other important information, including deadlines.

Prepare and Upload

Review and Submit

Confirmation

SSA-521 Request for Withdrawal of Application

* Indicates required information

Request Date
01/02/2023

1. Prepare
Complete the following form and save it to your device.
[SSA-521 Request for Withdrawal of Application](#)

*** 2. Upload** [Acceptable file criteria](#)
Choose and upload the completed form.

Drag files here or [choose files](#)

Next [Back to Requests](#)

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 **SSA.gov**
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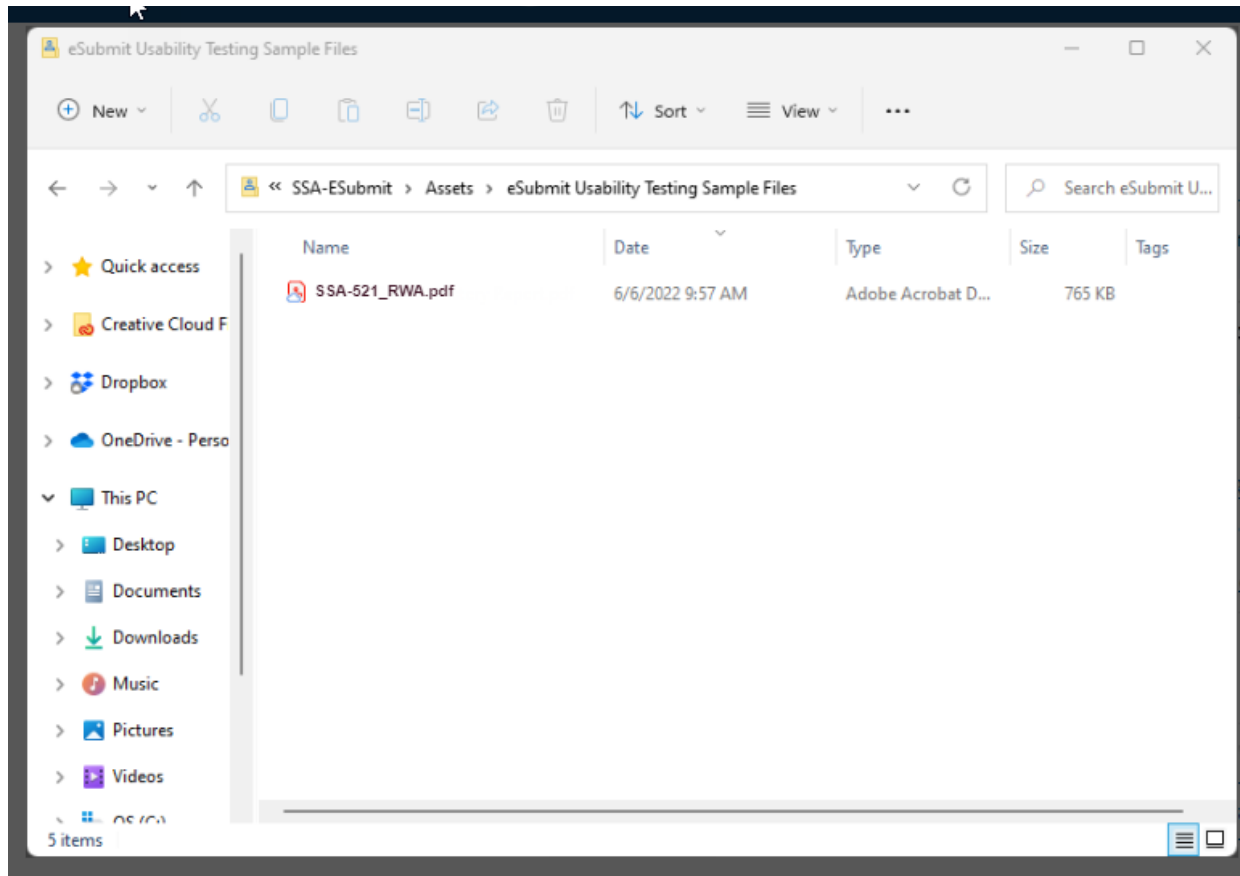
[Accessibility support](#) [FOIA requests](#) [Office of the Inspector General](#)

[Privacy policy](#) [No FEAR Act data](#) [Performance reports](#)

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The side navigation shows the user is performing the Prepare and Upload function. The user can drag and drop their completed form onto the card or select the “choose files” link to browse for the completed form on their phone, tablet, or PC.


Select the completed form from device



The user selects their completed form from their device.

Upload Form Requiring a Signature

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Upload Documents

i Electronic submission is only available within 30 days from the request date(s) shown below. Please refer to the paper notice you have or will receive for other important information, including deadlines.

Prepare and Upload

[Review and Submit](#)

[Confirmation](#)

SSA-521 Request for Withdrawal of Application


Request Date
01/02/2023



*** Indicates required information**

1. Prepare
Complete the following form and save it to your device.
[SSA-521 Request for Withdrawal of Application](#)

*** 2. Upload** [Acceptable file criteria](#)
Choose and upload the completed form.

Drag files here or [choose files](#)

 SSA-521_RWA.pdf
765 KB

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The user successfully uploaded the file from their personal device, indicated by the green checkmark. They can select the “Next” button to continue.

Review and Submit Submission



Upload Documents

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Prepare and Upload

Review and Submit

Confirmation

Review and Submit

* Indicates required information

Please review the information, including the date and document file name(s), to verify you have uploaded the correct document(s) before signing and submitting. You will not be able to preview your uploaded document(s) prior to submitting.

SSA-521 Request for Withdrawal of Application

Document(s) Uploaded [Edit](#)

Document Name 1: **SSA-521_RWA.pdf**

Authentication Information

First Name: **John**
Last Name: **Doe**
Social Security Number (SSN): *****-**-9999**
Date of Birth: **05/22/1965**
Address: **626 Hickory Drive, Baltimore MD, 21211**
Phone Number: **410-332-0041**

Electronic Signature

☐ * I reviewed the document name(s) listed above and confirmed that I uploaded the document version(s) I intend to sign. By checking this box, I am certifying that I am the authenticated person named above and I am applying my electronic signature to the uploaded document(s) listed above. I agree that my electronic signature has the same meaning, legal effect, and validity as my handwritten signature.

Today's Date
01/22/2023

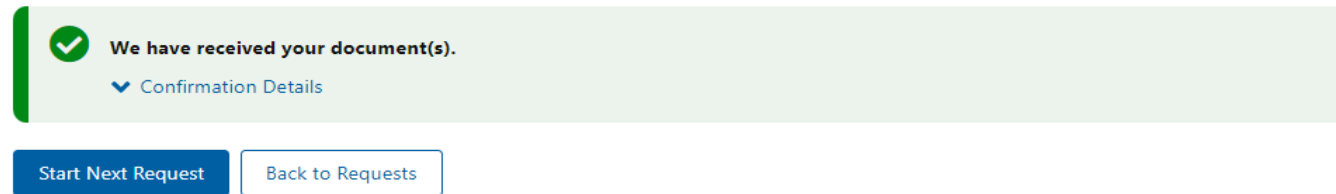
[Submit](#) [Previous](#) [Back to Requests](#)

The side navigation now reflects the user is on the Review and Submit page. The user is prompted to review the document name(s) of the uploaded file(s) and confirm that they have uploaded the correct version they intend to sign; review the authentication information displayed to ensure they are the authenticated individual named; and apply their electronic signature to the uploaded document by checking the box. After applying their electronic signature, the user can select the "Submit" button to complete their submission.

Successful Submission Confirmation



Upload Documents Confirmation



Once the user has successfully submitted their completed and signed form, the user will be presented with a confirmation page indicating they have successfully submitted their signed form.

Successful Submission Confirmation Details

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Social Security Sign out

Upload Documents Confirmation

✓ We have received your document(s). [Confirmation Details](#)

Submission Confirmation [Print this page](#)

You can print or save details below for your records.

SSA-521 Request for Withdrawal of Application

Documents Submitted

Document Name 1: **SSA-521_RWA.pdf**

Authentication Information

First Name: **John**
 Last Name: **Doe**
 Social Security Number (SSN): *****-**-9999**
 Date of Birth: **05/22/1965**
 Address: **626 Hickory Drive, Baltimore MD, 21211**
 Phone Number: **410-332-0041**

Electronic Signature

Username: **someone334**
 Signature: **John Doe**
 IP Address: **123.45.333**

Date

Date/Time Received: **01/22/2023 10:44 PM EST**

[Start Next Request](#) [Back to Requests](#)

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The user may select the confirmation details link to view additional details about their submission and electronic signature, with the ability to print the information for their records. If the user has additional requests, they can select the “Start Next Request” button to start the next request.

Upload Evidence

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 **Social Security** Sign out

Upload Documents

i Electronic submission is only available within 30 days from the request date(s) shown below. Please refer to the paper notice you have or will receive for other important information, including deadlines.

Upload

Review and Submit

Confirmation

Workers' Compensation Documentation Request Date
01/02/2023

***** Indicates required information

Instructions
Upload the evidence requested by SSA.

*** File Upload** [Acceptable file criteria](#)

Drag files here or [choose files](#)

Next

Back to Requests

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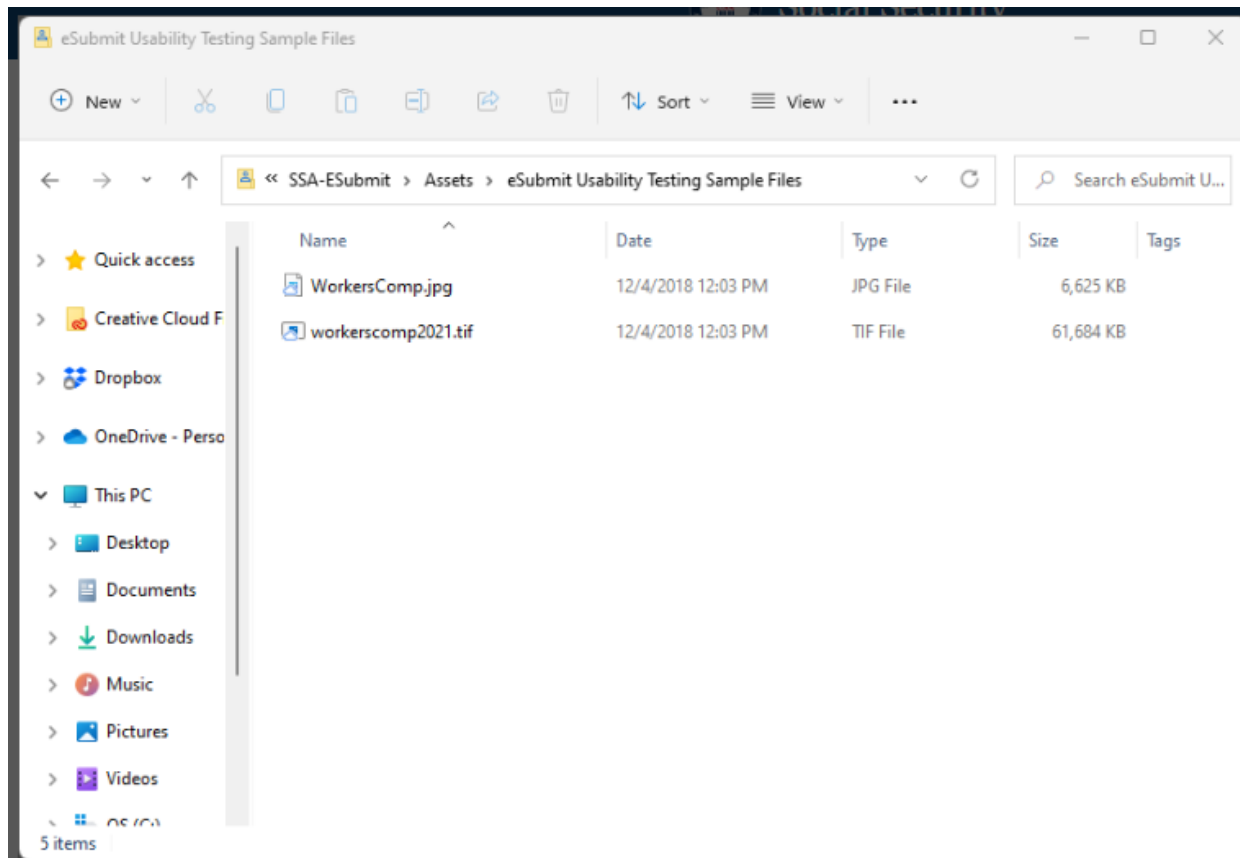
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The side navigation shows the user is performing the Upload function. The user can drag and drop their evidence onto the card or select the “choose files” link to browse for the completed form on their phone, tablet, or PC.


Select Evidence from Device



The user selects evidence from their device that does not exceed 25MB.

Upload Evidence

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Upload Documents

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Upload

[Review and Submit](#)

[Confirmation](#)

Workers' Compensation Documentation


*Indicates required information



Request Date
01/02/2023

Instructions
Upload the evidence requested by SSA.

*** File Upload** [Acceptable file criteria](#)


Drag files here or [choose files](#)

 WorkersComp.jpg
6,625 KB

Next [Back to Requests](#)

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The user successfully uploaded evidence from their personal device, indicated by the green checkmark. They can select the “Next” button to continue.

Review and Submit Submission

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Upload Documents

i Electronic submission is only available within 30 days from the request date(s) shown below. Please refer to the paper notice you have or will receive for other important information, including deadlines.

- Upload
- Review and Submit**
- Confirmation

Review and Submit

Please review the information, including the date and document file name(s), to verify you have uploaded the correct document(s) before submitting. You will not be able to preview your uploaded document(s) prior to submitting.

Workers' Compensation Documentation

Document(s) Uploaded [Edit](#)

Document Name 1: **WorkersComp.jpg**

Authentication Information


First Name: **John**
Last Name: **Doe**
Social Security Number (SSN): *****-**-9999**
Date of Birth: **05/22/1965**
Address: **626 Hickory Drive, Baltimore MD, 21211**
Phone Number: **410-332-0041**

Today's Date

01/22/2023

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[Privacy policy](#) [No FEAR Act data](#) [Performance reports](#)

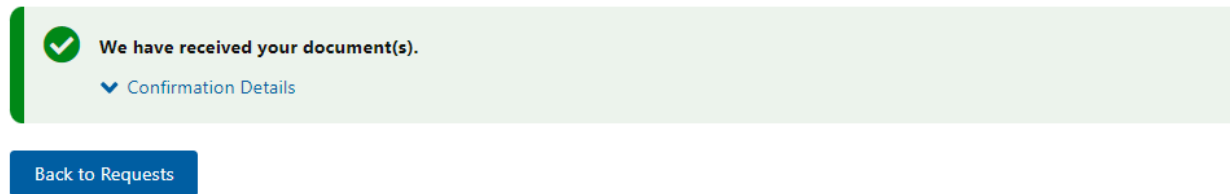
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The side navigation now reflects the user is on the review and submit page. The user is prompted to review the information and uploaded file(s) prior to submitting. After completing their review, they select the “Submit” button to complete their submission.

Successful Submission Confirmation




Upload Documents Confirmation




Once the user has successfully submitted their evidence, the user will be presented with a confirmation page indicating they have successfully submitted their evidence.

Successful Submission Confirmation Details

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 **Social Security** Sign out

Upload Documents Confirmation

 We have received your document(s).

[Confirmation Details](#)

[Print this page](#)

Workers' Compensation Documentation

Documents Submitted

Document Name 1: **WorkersComp.jpg**

Authentication Information


First Name: **John**
 Last Name: **Doe**
 Social Security Number (SSN): *****-**-9999**
 Date of Birth: **05/22/1965**
 Address: **626 Hickory Drive, Baltimore MD, 21211**
 Phone Number: **410-332-0041**

Date

Date/Time Received: **01/22/2023 10:44 PM EST**

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The user may select the confirmation details link to view additional details about their submission with the ability to print the information for their records.

The user can select the “Back to Requests” button to take them to the open request and past requests tabs.


Open Request Page

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Upload Documents

[Open Requests](#) [Past Requests](#)


 You have no requests at this time or your requests have expired. You can view your previous requests in the past requests section. Please [contact us](#) with any questions.

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If the user selects the “Back to Requests” button from the confirmation page, the user will be presented with the message indicating they have no requests and they can view their previous requests.

Past Requests

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 **Social Security** [Sign out](#)


Upload Documents

Open Requests **Past Requests**

Request	Request Date	Submission Date	Status*
SSA-3369 Work History Report	01/02/2023	01/22/2023	✓ Submitted
SSA-521 Request for Withdrawal of Application	01/02/2023	01/22/2023	✓ Submitted
Workers' Compensation Documentation	01/02/2023	01/22/2023	✓ Submitted

▼ *Status Definitions

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[Accessibility support](#) [FOIA requests](#) [Office of the Inspector General](#)

[Privacy policy](#) [No FEAR Act data](#) [Performance reports](#)

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The user can select the “Past Requests” tab to view any past request and the status of the past requests.

Past Requests – Status Definitions

 Social Security Sign out

Upload Documents

[Open Requests](#) [Past Requests](#)

Request	Request Date	Submission Date	Status*
SSA-3369 Work History Report	01/02/2023	01/22/2023	✓ Submitted
SSA-521 Request for Withdrawal of Application	01/02/2023	01/22/2023	✓ Submitted
Workers' Compensation Documentation	01/02/2023	01/22/2023	✓ Submitted

[^ *Status Definitions](#)

- ✓ **Submitted** - Items have been sent to SSA.
- ✗ **Failed** - Items have been sent to SSA, but were not accepted by the system.
- 🗑 **Expired** - The period of time for submission is no longer valid.

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The user can select the “Status Definitions” link to view the legend of past request.