



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

Welcome, Hiba!

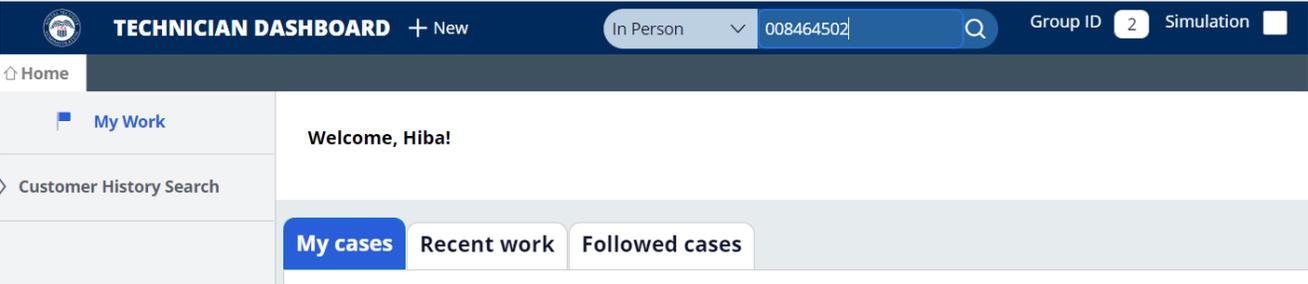
User PIN:  
Office code: 7AP  
Last login: 01/09/23 08:22 AM EST

My cases | Recent work | Followed cases

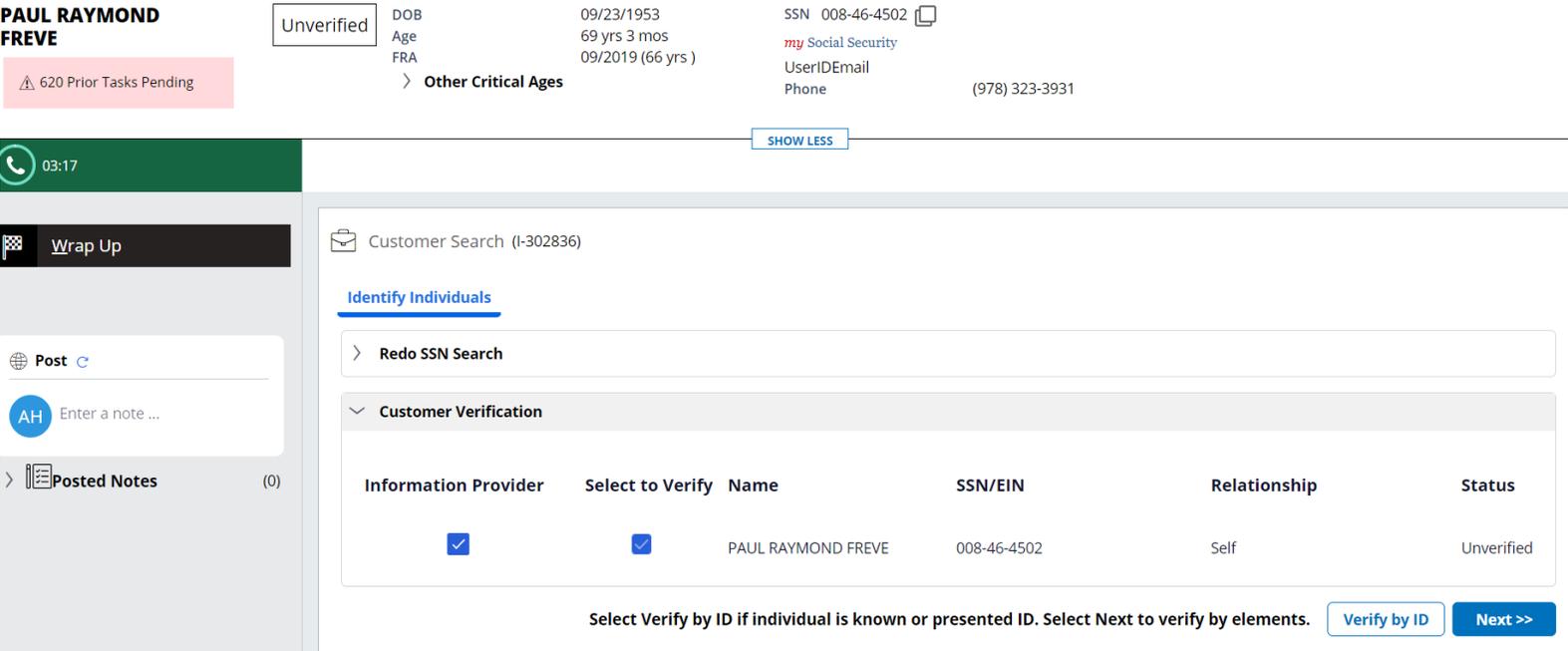
AH Amrani, Hiba

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

# Verify customer



User selects corresponding interaction and enters customer's SSN.



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

## Technician Experience: Initiating an Upload Documents (eSubmit) Request

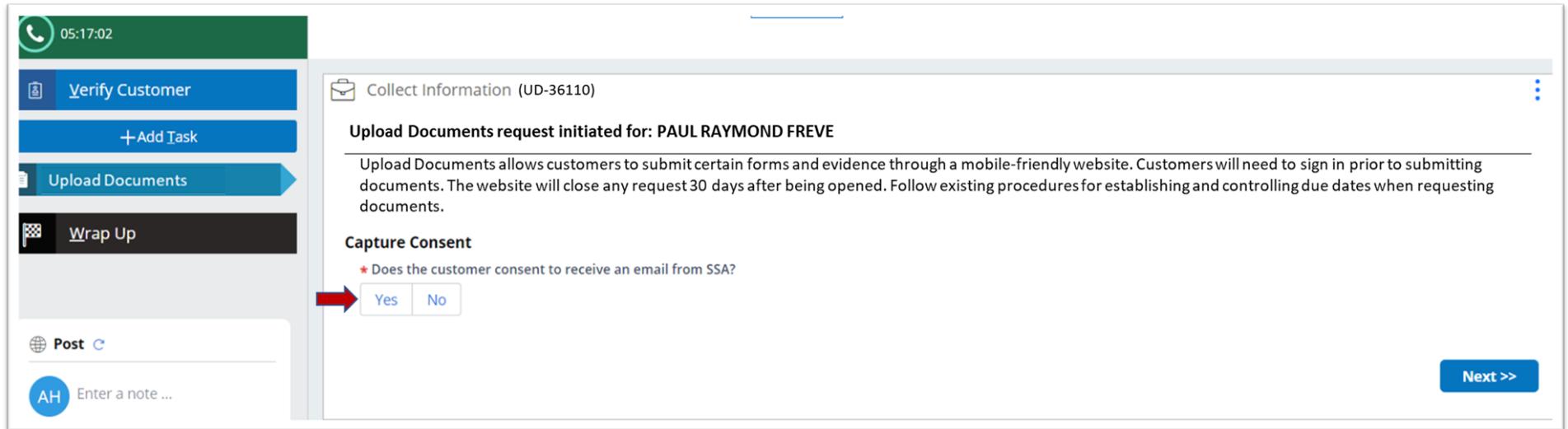
The screenshot displays a 'TECHNICIAN DASHBOARD' for a customer named PAUL RAYMOND FREVE. The dashboard includes a header with navigation options like 'Home', 'ES-17045', and 'PAUL RAYMOND FREVE:4502'. The customer's profile shows a 'Verified' status, DOB of 09/23/1953, and SSN 008-46-4502. A notification at the top indicates '619 Prior Tasks Pending'. A message from the system says '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. The 'Upload Documents' task is selected. The modal window also displays a search bar for actions and a table with columns for 'Message Type' and 'Remarks'.

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

Message Type	Remarks
Voice, Text	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



**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

Confirm email address

**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="X"/>



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

**Requested Forms and Evidence**

Forms	Evidence
3368-Disability Report - Adult	Bank Document

[<< Back](#) [Submit](#)

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

**Requested Documents**

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

> Case history

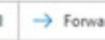
Close

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)

 Reply  Reply All  Forward  

Wed 5/10/2023 12:54 PM

Expires 5/8/2030

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](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>

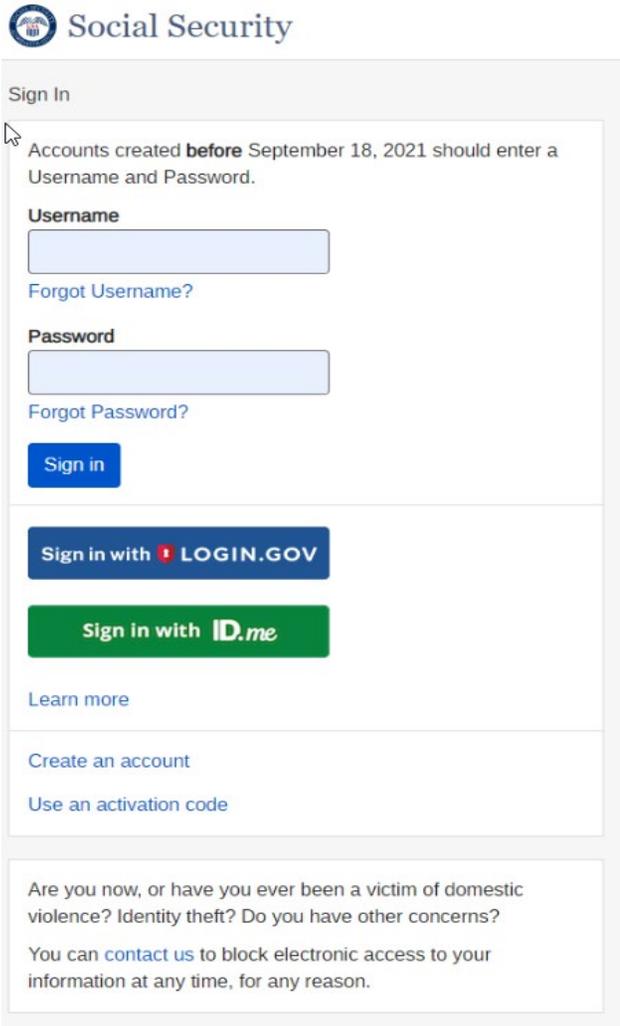
### What to Do if You Have Trouble Uploading Your Documents

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.

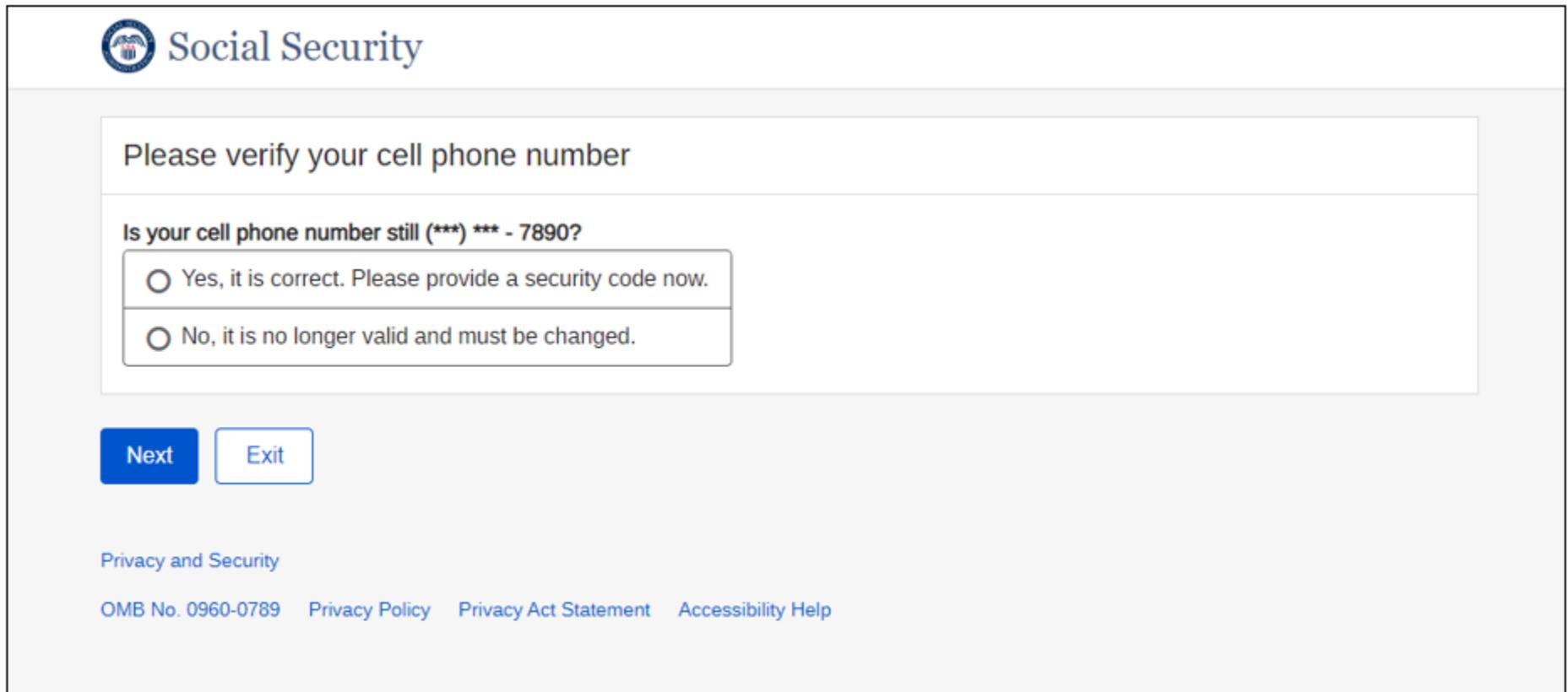
# Authentication



The screenshot shows the Social Security sign-in page. At the top left is the Social Security logo. Below it, the text "Sign In" is displayed. A mouse cursor points to the first line of text: "Accounts created **before** September 18, 2021 should enter a Username and Password." Below this are two input fields: "Username" and "Password", each with a "Forgot" link underneath. A blue "Sign in" button is positioned below the password field. Further down, there are two large buttons for "Sign in with LOGIN.GOV" (blue) and "Sign in with ID.me" (green). Below these are links for "Learn more", "Create an account", and "Use an activation code". At the bottom, there is a section with text about domestic violence and identity theft, including a "contact us" link.

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

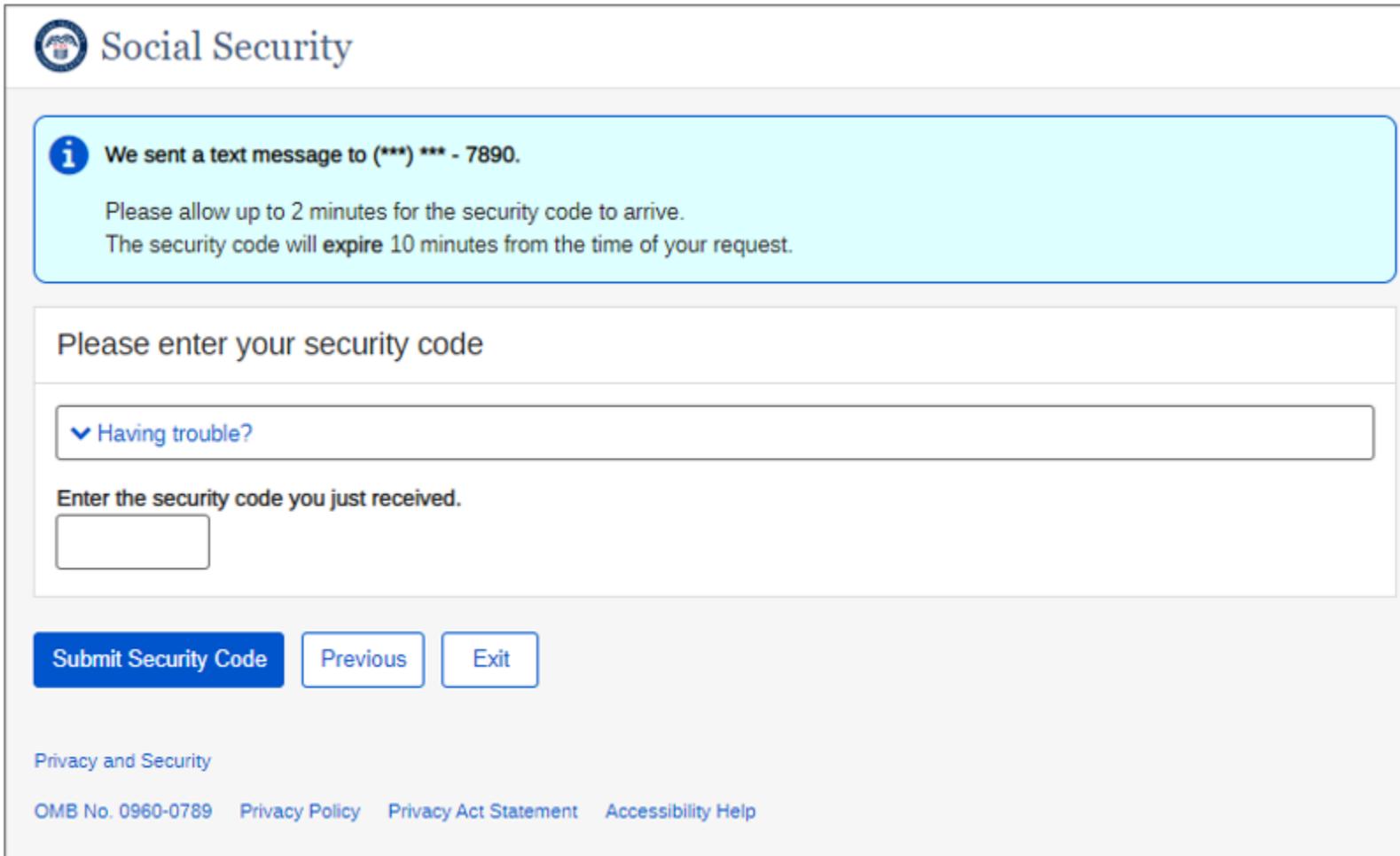
## Authentication – 2 Factor Authentication



The screenshot shows a Social Security authentication screen. At the top left is the Social Security logo. Below it, the text reads "Please verify your cell phone number". A question follows: "Is your cell phone number still (\*\*\*) \*\*\* - 7890?". There are two radio button options: "Yes, it is correct. Please provide a security code now." and "No, it is no longer valid and must be changed.". Below the options are two buttons: "Next" (blue) and "Exit" (white with blue border). At the bottom, there is a "Privacy and Security" link and a row of links: "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "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



 Social Security

**i** 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

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 **Social Security** Sign out

## 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](http://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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## 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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## 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	<a href="#">Start</a>
SSA-521 Request for Withdrawal of Application	Request Date 01/02/2023	<a href="#">Start</a>
Workers' Compensation Documentation	Request Date 01/02/2023	<a href="#">Start</a>

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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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## 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	<b>SSA-3369 Work History Report</b> <span style="float: right;">Request Date <b>01/02/2023</b></span> <i>* Indicates required information</i> <b>1. Prepare</b> Complete the following form and save it to your device. <a href="#">SSA-3369 Work History Report</a> <b>* 2. Upload</b> <a href="#">Acceptable file criteria</a> Choose and upload the completed form. <div style="border: 1px dashed gray; padding: 10px; text-align: center;">Drag files here or <a href="#">choose files</a></div>
Review and Submit	
Confirmation	

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

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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.

## 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

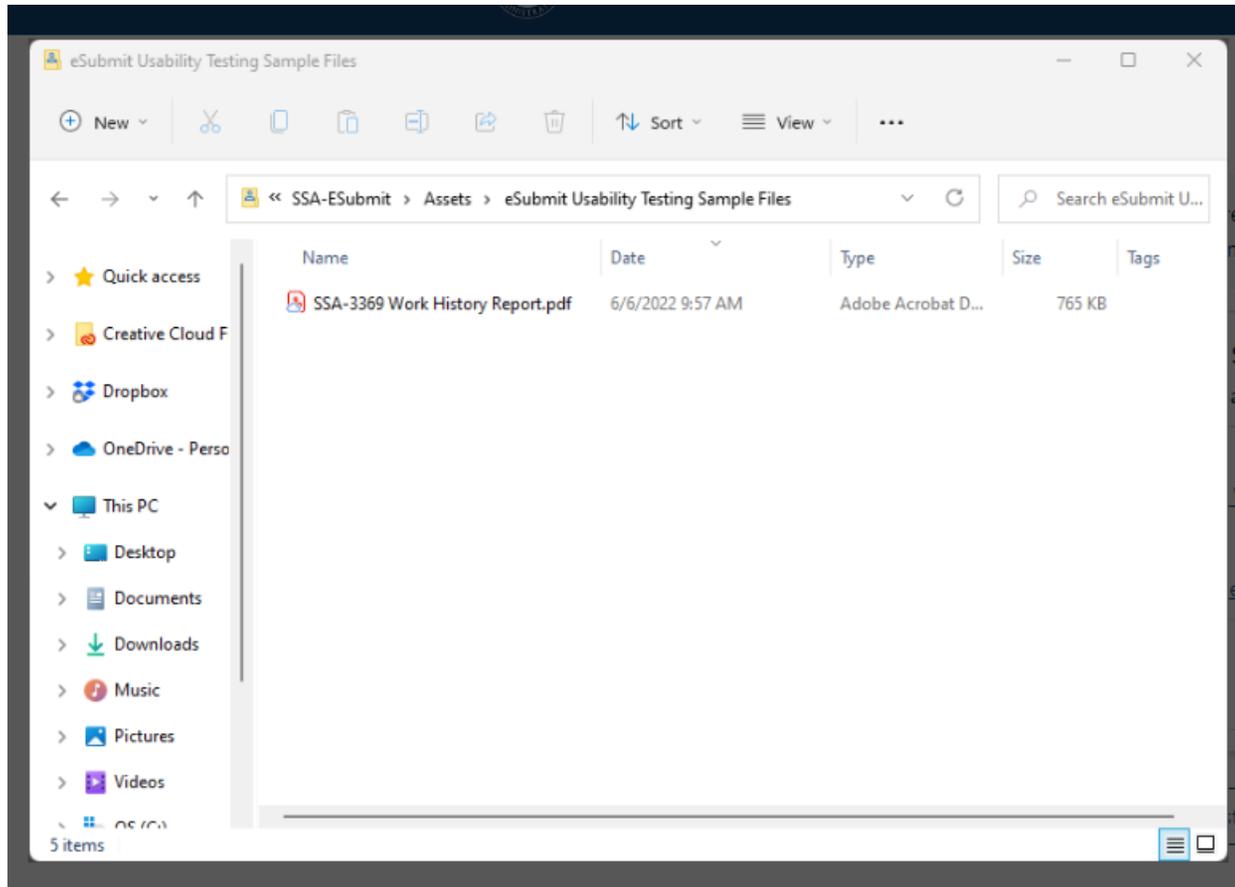
**File Name**  
File names cannot exceed 25 characters. File names cannot include the following special characters:  
/ \ : \* ? " < > |

**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	<b>SSA-3369 Work History Report</b> <span style="float: right;">Request Date 01/02/2023</span>
Review and Submit	*Indicates required information
Confirmation	<b>1. Prepare</b> Complete the following form and save it to your device. <a href="#">SSA-3369 Work History Report</a>
	<b>*2. Upload</b> <a href="#">Acceptable file criteria</a> Choose and upload the completed form.
	Drag files here or <a href="#">choose files</a>
	 SSA-3369 Work History Report.pdf <span style="float: right;">✓ 🗑</span> 6.625 KB

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

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

The screenshot shows the 'Review and Submit' page in the SSA's eSubmit system. At the top, there is a navigation bar with the Social Security logo and a 'Sign out' link. Below this is a section titled 'Upload Documents' with an information icon and a message: '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.' A side navigation menu on the left includes 'Prepare and Upload', 'Review and Submit' (which is highlighted), and 'Confirmation'. The main content area is titled 'Review and Submit' and contains a warning: '\*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.' Below this, a document titled 'SSA-3369 Work History Report' is shown as 'Document(s) Uploaded' with an 'Edit' button. The 'Document Name 1' is 'SSA-3369 Work History Report.pdf'. An 'Authentication Information' section lists: First Name: John, Last Name: Doe, Social Security Number (SSN): \*\*\*-\*\*-9999, Date of Birth: 05/22/1965, Address: 626 Hickory Drive, Baltimore MD, 21211, and Phone Number: 410-332-0041. A 'Today's Date' section shows 01/22/2023. At the bottom of the main content area are three buttons: 'Submit', 'Previous', and 'Back to Requests'.

The footer of the page contains the following information: 'OMB XXXX-XXXX', 'Paperwork Reduction Act', and 'FAQ'. Below this is the SSA.gov logo and the text 'An official website of the Social Security Administration'. A list of links includes: 'Accessibility support', 'EOIA requests', 'Office of the Inspector General', 'Privacy policy', 'No FEAR Act data', and 'Performance reports'. At the bottom, it says 'Looking for U.S. government information and services? Visit USA.gov'.

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

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 **Social Security** Sign out

## Upload Documents Confirmation

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

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

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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](#) [Print this page](#)

### Submission Confirmation

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](#)

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

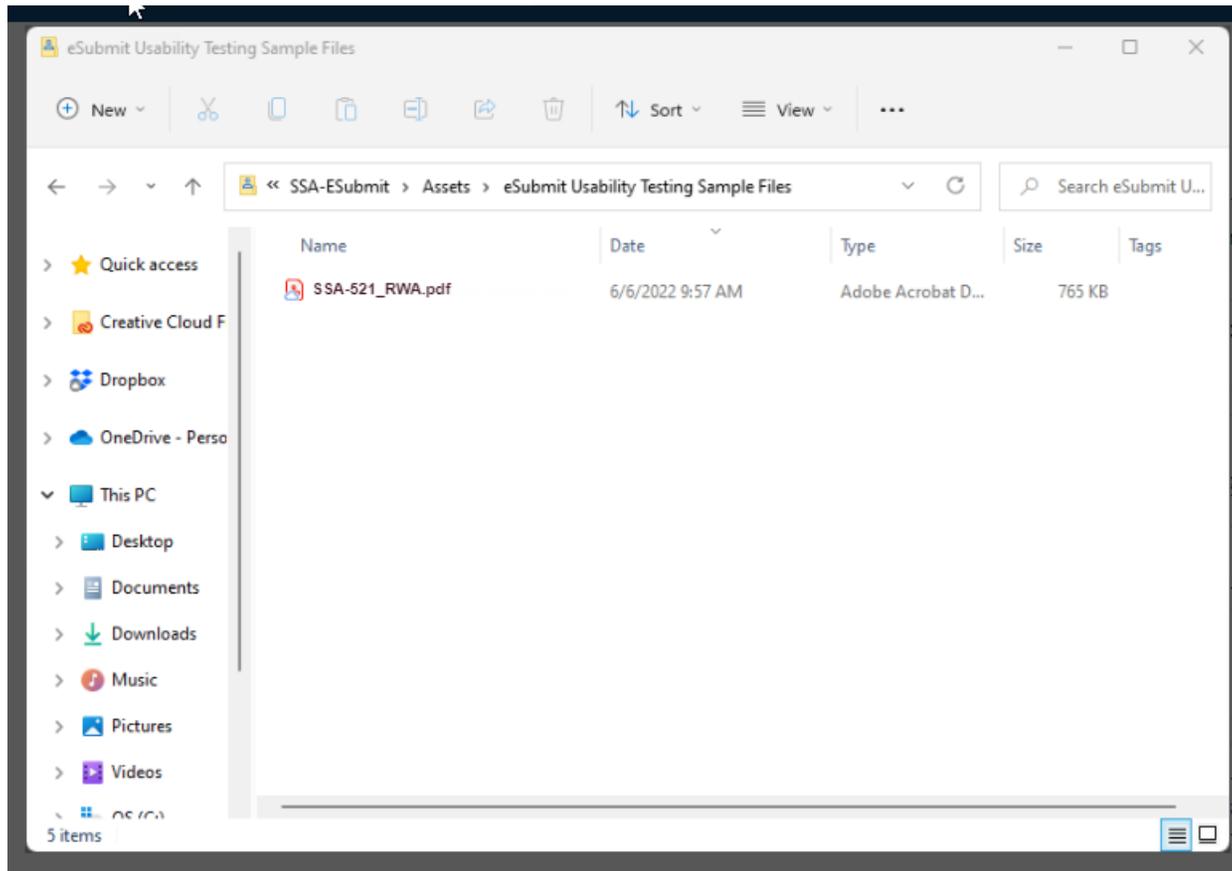
If the user has additional requests, they can select the “Start Next Request” button to start the next request.

# Upload a Form Requiring a Signature

The screenshot shows the Social Security Administration's 'Upload Documents' interface. At the top, there is a header with the Social Security logo and a 'Sign out' button. Below the header, the main heading is 'Upload Documents'. A light blue information box states: '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.' On the left, a vertical navigation menu has three items: 'Prepare and Upload' (highlighted), 'Review and Submit', and 'Confirmation'. The main content area is titled 'SSA-521 Request for Withdrawal of Application' with a 'Request Date' of '01/02/2023'. A red asterisk indicates required information. The instructions are: '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.' Below the instructions is a large white box with the text 'Drag files here or choose files'. At the bottom of the main content area are two buttons: 'Next' and 'Back to Requests'. The footer contains the OMB number 'OMB XXXX-XXXX', links for 'Paperwork Reduction Act' and 'FAQ', the SSA.gov logo, and the text 'An official website of the Social Security Administration'. It also lists links for 'Accessibility support', 'FOIA requests', 'Office of the Inspector General', 'Privacy policy', 'No FEAR Act data', and 'Performance reports'. A final line says 'Looking for U.S. government information and services? Visit USA.gov'.

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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**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

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 ✓

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

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 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.

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

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## Successful Submission Confirmation

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### Upload Documents Confirmation

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

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

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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](#)

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

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

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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

 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.

<b>Upload</b>	<b>Workers' Compensation Documentation</b> <span style="float: right;">Request Date <b>01/02/2023</b></span>
Review and Submit	<p><i>* Indicates required information</i></p> <p><b>Instructions</b> Upload the evidence requested by SSA.</p> <p><i>* File Upload</i>  <a href="#">Acceptable file criteria</a></p> <div style="border: 1px dashed gray; padding: 10px; text-align: center;">Drag files here or <a href="#">choose files</a></div>
Confirmation	

Next Back to Requests

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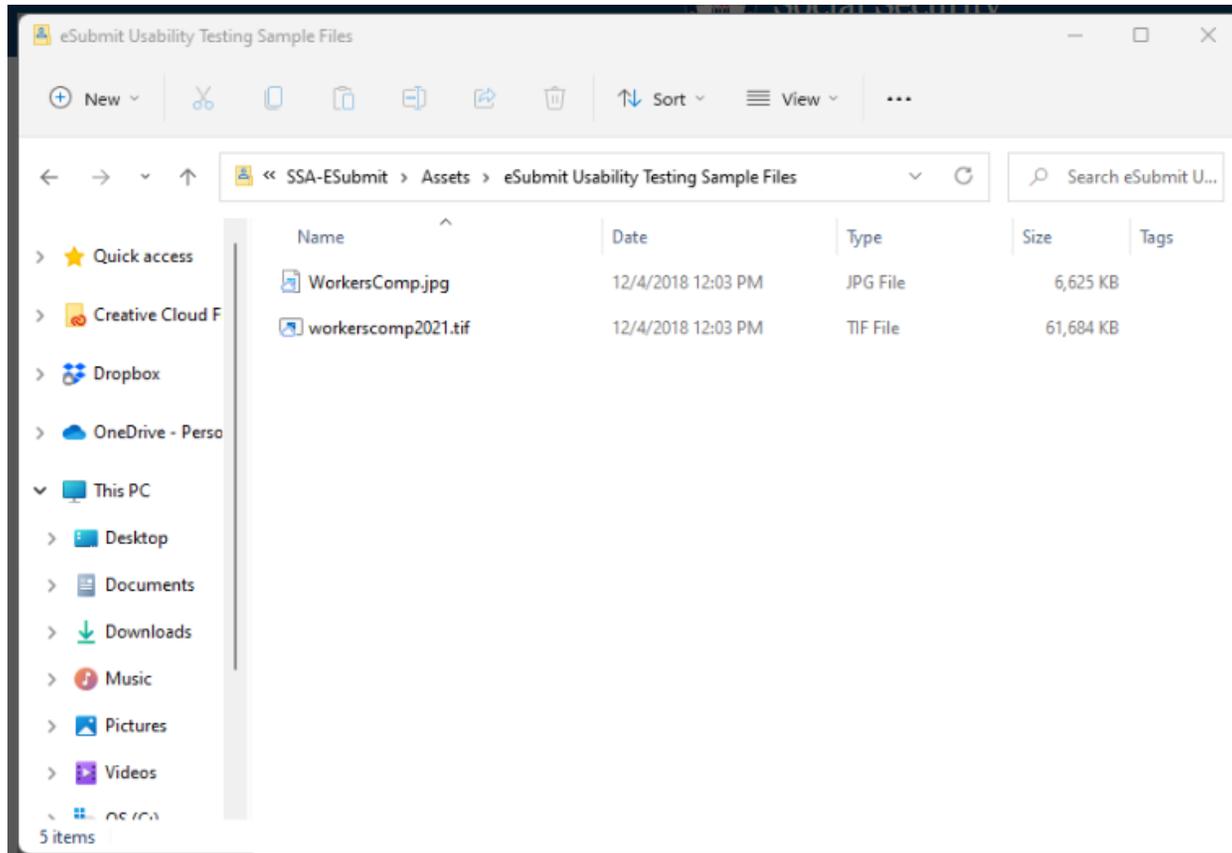
 **SSA.gov**  
An official website of the Social Security Administration

<a href="#">Accessibility support</a>	<a href="#">FOIA requests</a>	<a href="#">Office of the Inspector General</a> 
<a href="#">Privacy policy</a>	<a href="#">No FEAR Act data</a>	<a href="#">Performance reports</a>

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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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 **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](#)

 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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**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

### 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

Submit
Previous
Back to Requests

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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

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 **Social Security** Sign out

## Upload Documents Confirmation

 **We have received your document(s).**  
▼ Confirmation Details

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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](#)

**Confirmation Details** [Print this page](#)

You can print or save details below for your records.

**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**

[Back to Requests](#)

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

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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

The screenshot shows the top navigation bar of the Social Security Administration website. It includes the text "An official website of the United States government" and a link "Here's how you know". The main header features the Social Security logo and the text "Social Security" on the left, and a "Sign out" button on the right. Below the header, the page title "Upload Documents" is displayed. There are two tabs: "Open Requests" (which is active and underlined) and "Past Requests". A light blue information message box contains the text: "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." At the bottom, there is a footer section with the text "OMB XXXX-XXXX", "Paperwork Reduction Act", and "FAQ". Below this, the SSA.gov logo and "An official website of the Social Security Administration" are shown. A list of links includes "Accessibility support", "FOIA requests", "Office of the Inspector General", "Privacy policy", "No FEAR Act data", and "Performance reports". At the very bottom, it says "Looking for U.S. government information and services? [Visit USA.gov](#)".

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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[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.