Registration and Customer Support (RCS) Screen Package

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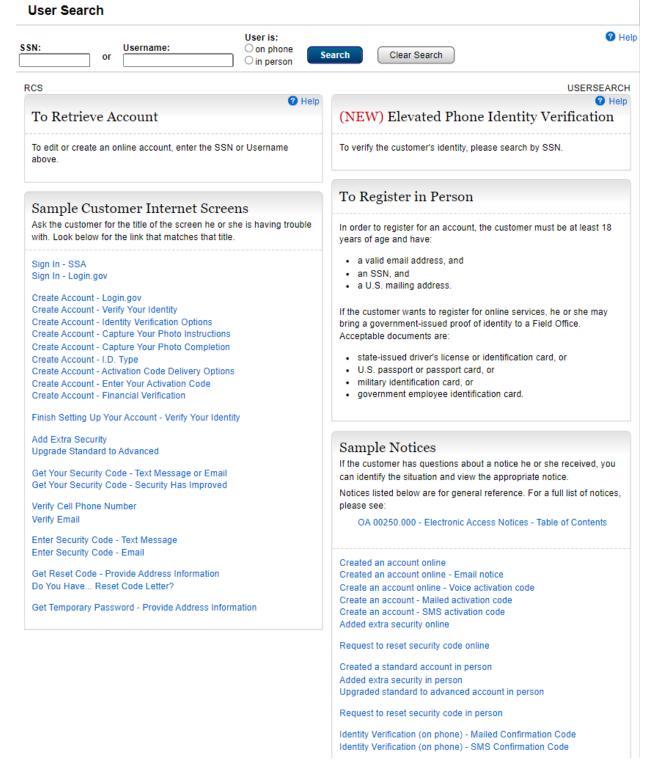
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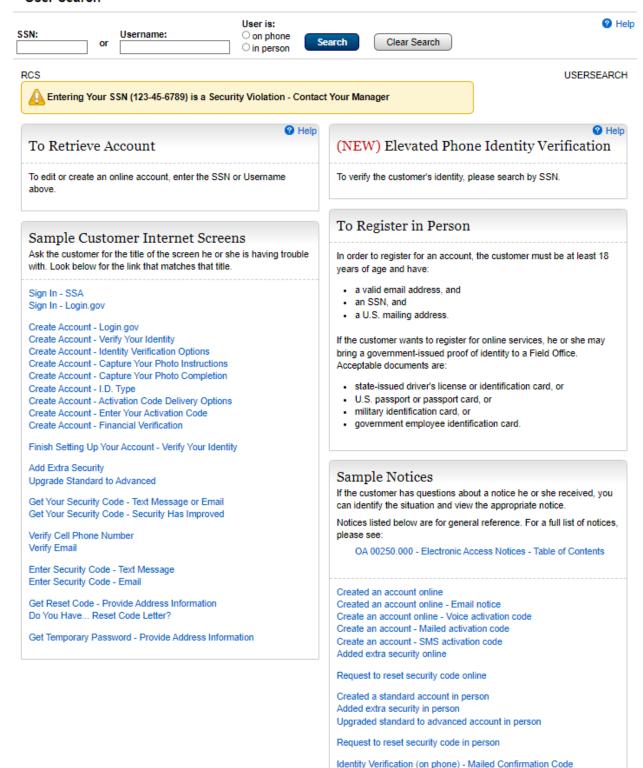
User Search

User Search - Home Page for RCS



Telephone/FO In Person/FO On Phone. Search by Own SSN

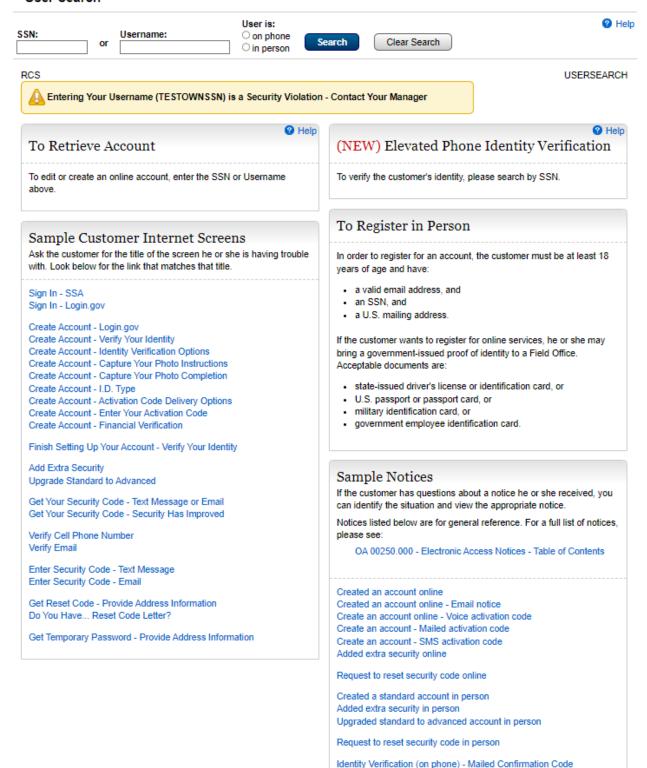
User Search



Identity Verification (on phone) - SMS Confirmation Code

Telephone/FO In Person/FO On Phone. Search by Own username

User Search



Identity Verification (on phone) - SMS Confirmation Code

Telephone/FO In Person/FO On Phone. Search by SSN. IENP

User Search Help User is: Username: on phone Search Clear Search or in person RCS USERSEARCH Restricted Record - Access for SSN (728-14-9999) you entered is Restricted - Have your Manager call 410-965-8006 4 Help To Retrieve Account (NEW) Elevated Phone Identity Verification To edit or create an online account, enter the SSN or Username To verify the customer's identity, please search by SSN. above To Register in Person Sample Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble In order to register for an account, the customer must be at least 18 with. Look below for the link that matches that title. years of age and have: · a valid email address, and Sign In - SSA · an SSN, and Sign In - Login.gov · a U.S. mailing address. Create Account - Login.gov Create Account - Verify Your Identity If the customer wants to register for online services, he or she may Create Account - Identity Verification Options bring a government-issued proof of identity to a Field Office. Create Account - Capture Your Photo Instructions Acceptable documents are: Create Account - Capture Your Photo Completion · state-issued driver's license or identification card, or Create Account - I.D. Type · U.S. passport or passport card, or Create Account - Activation Code Delivery Options · military identification card, or Create Account - Enter Your Activation Code · government employee identification card. Create Account - Financial Verification Finish Setting Up Your Account - Verify Your Identity Add Extra Security Sample Notices Upgrade Standard to Advanced If the customer has questions about a notice he or she received, you Get Your Security Code - Text Message or Email can identify the situation and view the appropriate notice. Get Your Security Code - Security Has Improved Notices listed below are for general reference. For a full list of notices, please see: Verify Cell Phone Number Verify Email OA 00250,000 - Electronic Access Notices - Table of Contents Enter Security Code - Text Message Enter Security Code - Email Created an account online Get Reset Code - Provide Address Information Created an account online - Email notice Do You Have... Reset Code Letter? Create an account online - Voice activation code Create an account - Mailed activation code Get Temporary Password - Provide Address Information Create an account - SMS activation code Added extra security online Request to reset security code online Created a standard account in person Added extra security in person Upgraded standard to advanced account in person

Request to reset security code in person

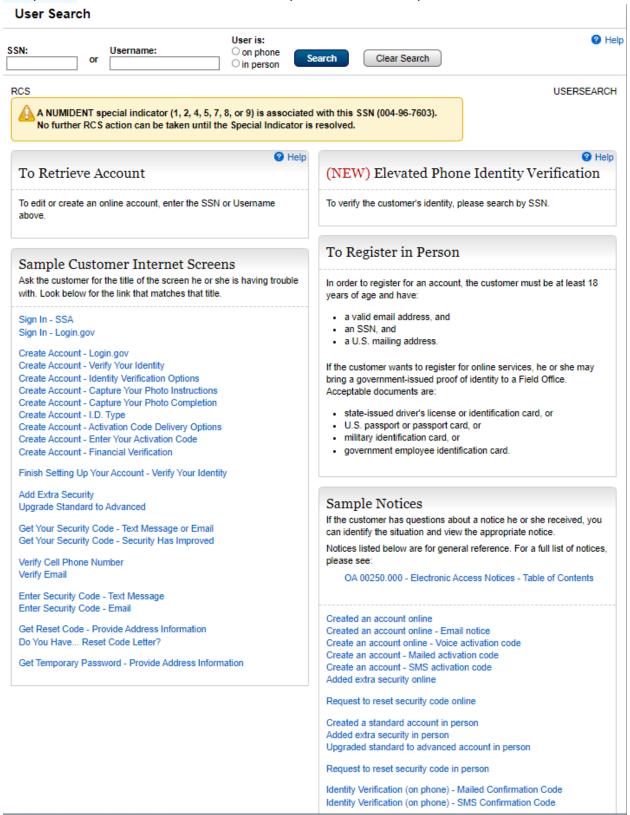
Identity Verification (on phone) - Mailed Confirmation Code Identity Verification (on phone) - SMS Confirmation Code

Telephone/FO In Person/FO On Phone. Search by username. IENP

User Search User is: Help Username: On phone Clear Search Search in person RCS USERSEARCH Restricted Record - Access to records for Username (ROMETEST12) you entered is Restricted -Have your Manager call 410-965-8006 Help To Retrieve Account (NEW) Elevated Phone Identity Verification To edit or create an online account, enter the SSN or Username To verify the customer's identity, please search by SSN. above. To Register in Person Sample Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble In order to register for an account, the customer must be at least 18 with. Look below for the link that matches that title. years of age and have: · a valid email address, and Sign In - SSA · an SSN, and Sign In - Login.gov · a U.S. mailing address. Create Account - Login.gov Create Account - Verify Your Identity If the customer wants to register for online services, he or she may Create Account - Identity Verification Options bring a government-issued proof of identity to a Field Office. Create Account - Capture Your Photo Instructions Acceptable documents are: Create Account - Capture Your Photo Completion · state-issued driver's license or identification card, or Create Account - I.D. Type . U.S. passport or passport card, or Create Account - Activation Code Delivery Options · military identification card, or Create Account - Enter Your Activation Code · government employee identification card. Create Account - Financial Verification Finish Setting Up Your Account - Verify Your Identity Add Extra Security Sample Notices Upgrade Standard to Advanced If the customer has questions about a notice he or she received, you Get Your Security Code - Text Message or Email can identify the situation and view the appropriate notice. Get Your Security Code - Security Has Improved Notices listed below are for general reference. For a full list of notices, Verify Cell Phone Number Verify Email OA 00250.000 - Electronic Access Notices - Table of Contents Enter Security Code - Text Message Enter Security Code - Email Created an account online Get Reset Code - Provide Address Information Created an account online - Email notice Do You Have... Reset Code Letter? Create an account online - Voice activation code Create an account - Mailed activation code Get Temporary Password - Provide Address Information Create an account - SMS activation code Added extra security online Request to reset security code online Created a standard account in person Added extra security in person Upgraded standard to advanced account in person Request to reset security code in person Identity Verification (on phone) - Mailed Confirmation Code

Identity Verification (on phone) - SMS Confirmation Code

Telephone/FO In Person/FO On Phone. Special Indicator is present in SSN



Telephone/FO In Person/FO On Phone. Death Indicator

User Search

N: Username: User is: On phone in person	Search Clear Search
A NUMIDENT death indicator is associated with this SSN (120-4 can be taken on the account if a death indicator is present.	USERSEAR 16-5607). No further RCS action
	2 H
Го Retrieve Account	(NEW) Elevated Phone Identity Verification
To edit or create an online account, enter the SSN or Username above.	To verify the customer's identity, please search by SSN.
Sample Customer Internet Screens	To Register in Person
Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	In order to register for an account, the customer must be at least 18 years of age and have:
Sign In - SSA Sign In - Login.gov	a valid email address, and an SSN, and a U.S. mailing address.
Create Account - Login.gov Create Account - Verify Your Identity Create Account - Identity Verification Options Create Account - Capture Your Photo Instructions	The customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:
Create Account - Capture Your Photo Completion Create Account - I.D. Type Create Account - Activation Code Delivery Options Create Account - Enter Your Activation Code Create Account - Financial Verification	state-issued driver's license or identification card, or U.S. passport or passport card, or military identification card, or government employee identification card.
Finish Setting Up Your Account - Verify Your Identity	
Add Extra Security Jpgrade Standard to Advanced	Sample Notices
Set Your Security Code - Text Message or Email Set Your Security Code - Security Has Improved	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
erify Cell Phone Number	Notices listed below are for general reference. For a full list of notice please see:
erify Email nter Security Code - Text Message	OA 00250.000 - Electronic Access Notices - Table of Contents
nter Security Code - Email et Reset Code - Provide Address Information	Created an account online Created an account online - Email notice
o You Have Reset Code Letter?	Created an account online - Email notice Create an account online - Voice activation code Create an account - Mailed activation code
et Temporary Password - Provide Address Information	Create an account - Maileo activation code Create an account - SMS activation code Added extra security online
	Request to reset security code online
	Created a standard account in person Added extra security in person
	Upgraded standard to advanced account in person

Request to reset security code in person

Identity Verification (on phone) - Mailed Confirmation Code Identity Verification (on phone) - SMS Confirmation Code

Telephone/FO In Person/FO On Phone. Under age

User Search

SSN: Username: User is: O on phor	Search Clear Search
RCS The NUMIDENT indicates the customer is under 18 years.	USERSEARCH
customer must be at least 18 years of age.	is of age. To enfort of an account, the
	Help
To Retrieve Account	(NEW) Elevated Phone Identity Verification
To edit or create an online account, enter the SSN or Username above.	To verify the customer's identity, please search by SSN.
Sample Customer Internet Screens	To Register in Person
Ask the customer for the title of the screen he or she is having t with. Look below for the link that matches that title.	In order to register for an account, the customer must be at least 18 years of age and have:
Sign In - SSA Sign In - Login.gov	a valid email address, and an SSN, and an SSN, and
Create Account - Login.gov Create Account - Verify Your Identity Create Account - Identity Verification Options Create Account - Capture Your Photo Instructions Create Account - Capture Your Photo Completion Create Account - I.D. Type Create Account - Activation Code Delivery Options Create Account - Enter Your Activation Code Create Account - Financial Verification Finish Setting Up Your Account - Verify Your Identity	a U.S. mailing address. If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are: state-issued driver's license or identification card, or U.S. passport or passport card, or military identification card, or government employee identification card.
Add Extra Security	
Upgrade Standard to Advanced	Sample Notices
Get Your Security Code - Text Message or Email	If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Get Your Security Code - Security Has Improved	Notices listed below are for general reference. For a full list of notices,
Verify Cell Phone Number Verify Email	please see: OA 00250.000 - Electronic Access Notices - Table of Contents
Enter Security Code - Text Message Enter Security Code - Email	OA 00230.000 - Electronic Access Notices - Table of Contents
Get Reset Code - Provide Address Information	Created an account online Created an account online - Email notice
Do You Have Reset Code Letter?	Create an account online - Voice activation code
Get Temporary Password - Provide Address Information	Create an account - Mailed activation code Create an account - SMS activation code Added extra security online
	Request to reset security code online
	Created a standard account in person
	Added extra security in person Upgraded standard to advanced account in person

Request to reset security code in person

Identity Verification (on phone) - Mailed Confirmation Code Identity Verification (on phone) - SMS Confirmation Code

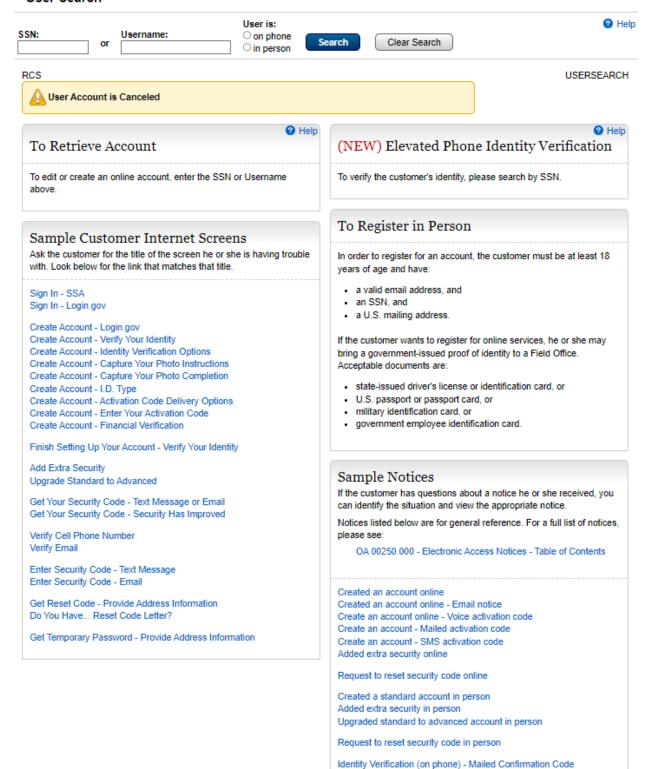
Telephone/FO In Person/FO On Phone. SSN not found.

User Search Help SSN: Username: on phone Search Clear Search or in person RCS USERSEARCH A The customer's SSN (111-11-1111) was not found on the NUMIDENT. No further RCS action can Help To Retrieve Account (NEW) Elevated Phone Identity Verification To edit or create an online account, enter the SSN or Username To verify the customer's identity, please search by SSN. above. To Register in Person Sample Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble In order to register for an account, the customer must be at least 18 with. Look below for the link that matches that title. years of age and have: · a valid email address, and Sian In - SSA · an SSN, and Sign In - Login.gov a U.S. mailing address. Create Account - Login.gov Create Account - Verify Your Identity If the customer wants to register for online services, he or she may Create Account - Identity Verification Options bring a government-issued proof of identity to a Field Office. Create Account - Capture Your Photo Instructions Acceptable documents are: Create Account - Capture Your Photo Completion Create Account - I.D. Type · state-issued driver's license or identification card, or U.S. passport or passport card, or Create Account - Activation Code Delivery Options Create Account - Enter Your Activation Code · military identification card, or · government employee identification card. Create Account - Financial Verification Finish Setting Up Your Account - Verify Your Identity Add Extra Security Sample Notices Upgrade Standard to Advanced If the customer has questions about a notice he or she received, you Get Your Security Code - Text Message or Email can identify the situation and view the appropriate notice. Get Your Security Code - Security Has Improved Notices listed below are for general reference. For a full list of notices, please see: Verify Cell Phone Number Verify Email OA 00250.000 - Electronic Access Notices - Table of Contents Enter Security Code - Text Message Enter Security Code - Email Created an account online Get Reset Code - Provide Address Information Created an account online - Email notice Do You Have... Reset Code Letter? Create an account online - Voice activation code Create an account - Mailed activation code Get Temporary Password - Provide Address Information Create an account - SMS activation code Added extra security online Request to reset security code online Created a standard account in person Added extra security in person Upgraded standard to advanced account in person Request to reset security code in person Identity Verification (on phone) - Mailed Confirmation Code

Identity Verification (on phone) - SMS Confirmation Code

Telephone/FO In Person/FO On Phone. Cancel account

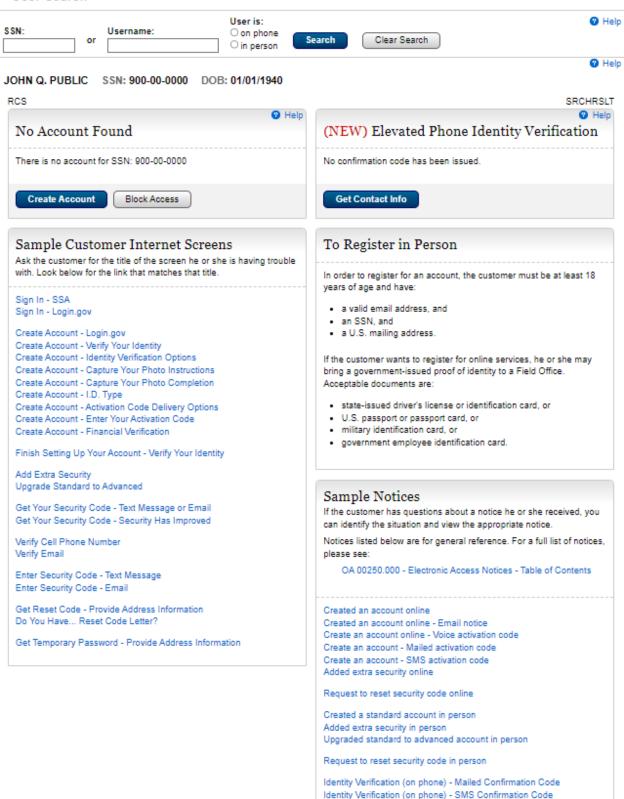
User Search



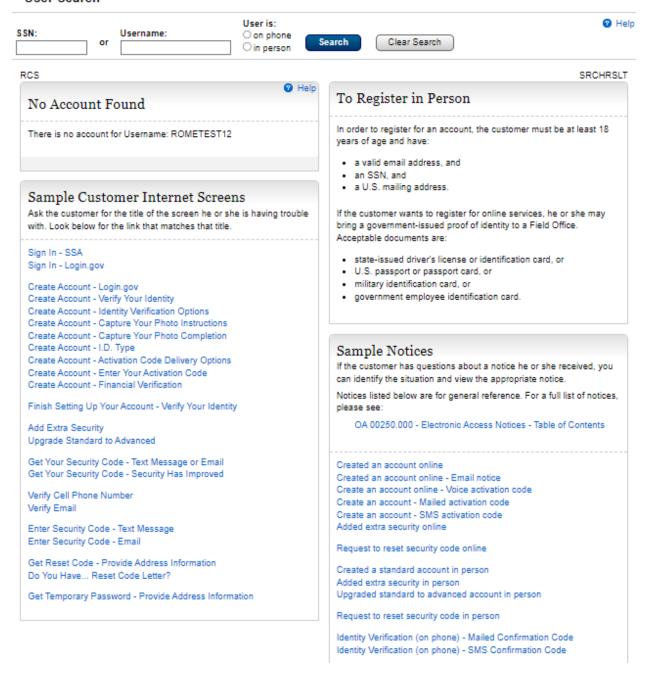
Identity Verification (on phone) - SMS Confirmation Code

Search Results

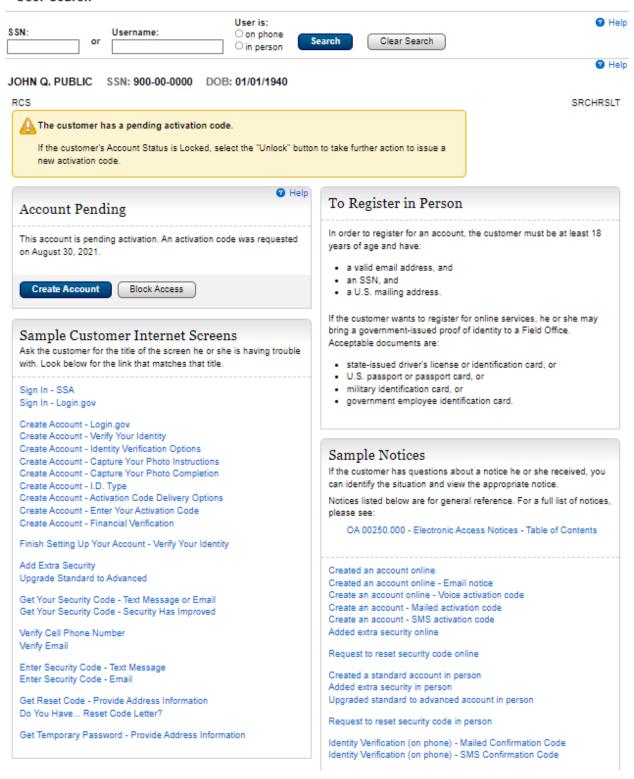
Search Results - No Account. Telephone/FO In Person/FO On Phone.



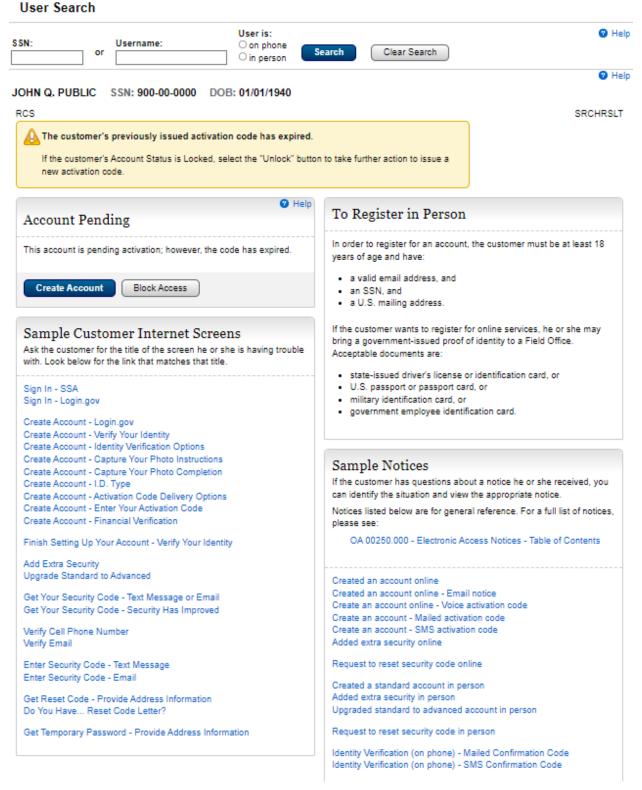
Search Results - No Account. FO In Person.



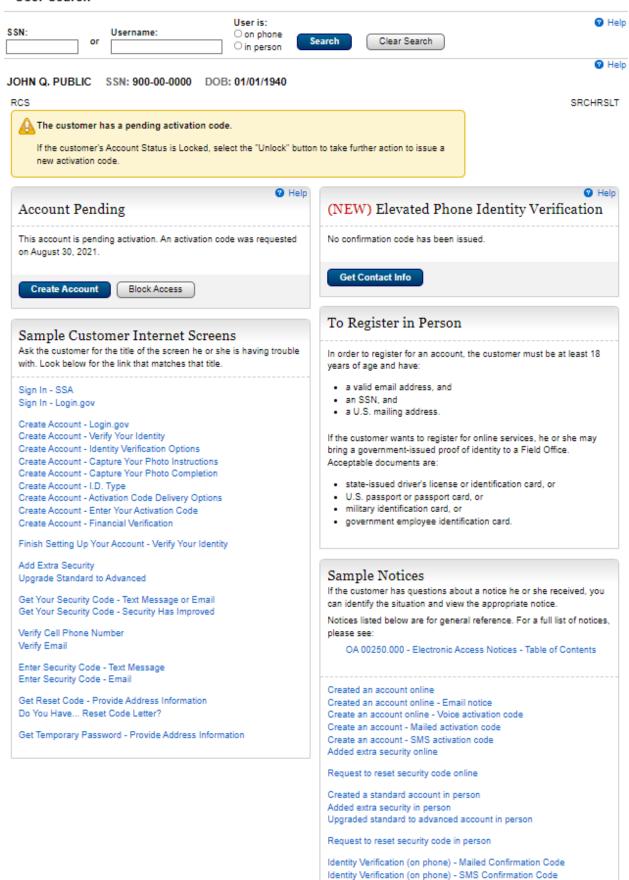
Search Results - Account pending Active. FO In Person. Search by SSN.



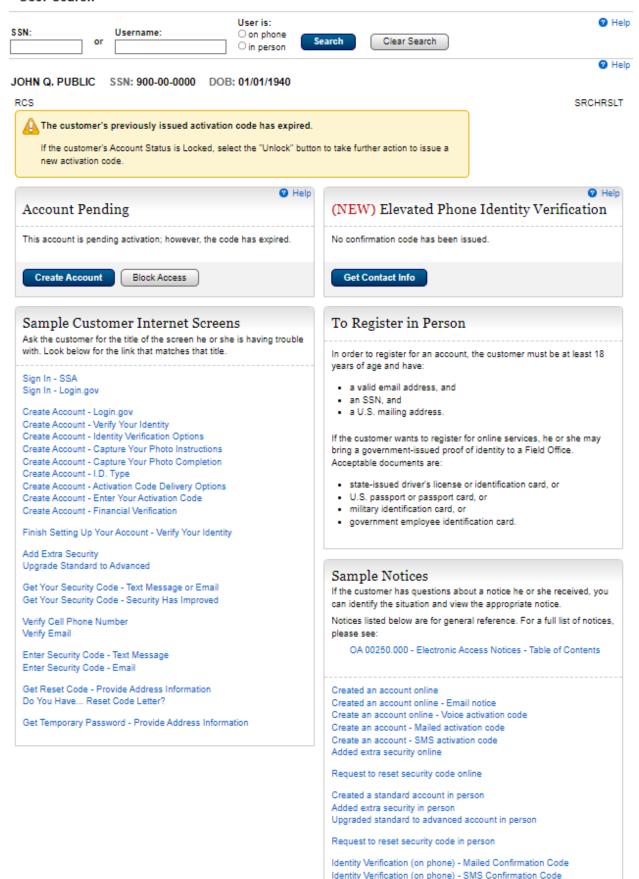
Search Results - Account pending. Issued code expired. FO In Person. Search by SSN



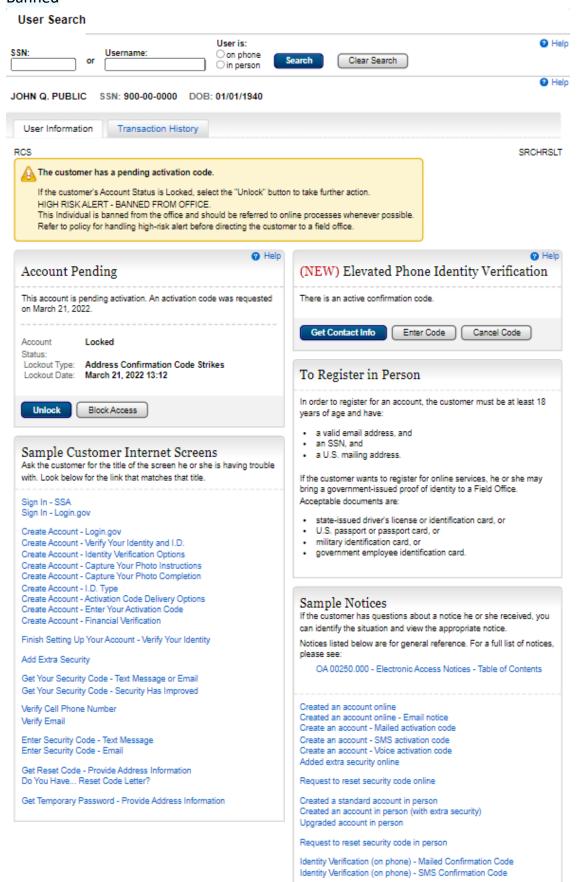
Search Results - Account pending active/Locked. No access to issued code. Telephone/FO On Phone. Search by SSN



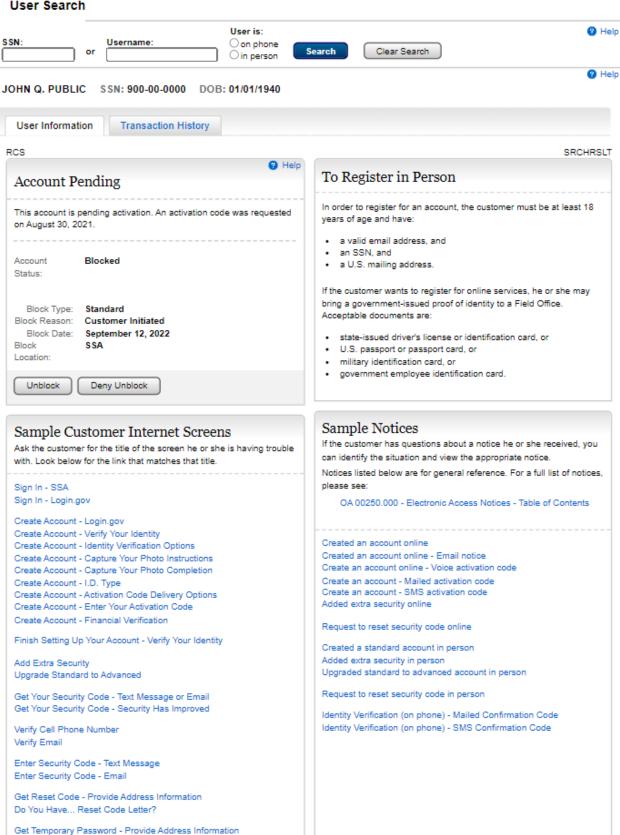
Search result - Account pending Issued code expired. Telephone/FO On Phone. Search by SSN



Search Results – Account pending. Telephone/FO On Phone. Search by SSN. Locked. Banned



Telephone/FO In Person/FO On Phone. Blocked



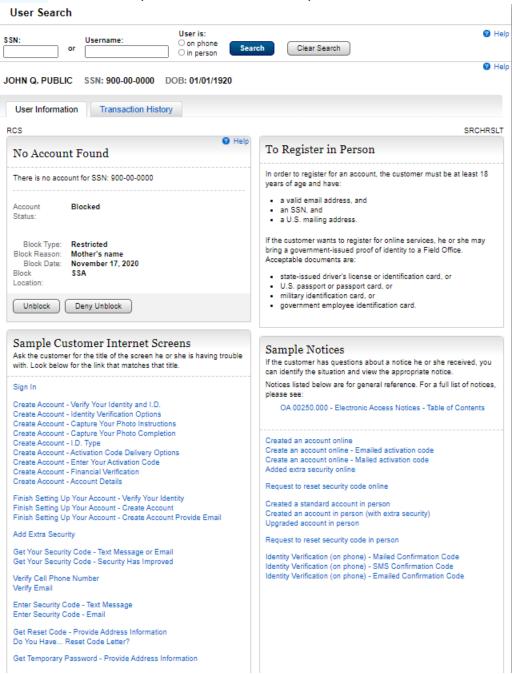
Search Results - In Person – Suspended. No Account with a role User Search

SN: Username: User is: On phone or Oin person	Search Clear Search
	◎ H
OHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940	
User Information Transaction History	
os es	SRCHRSL
The customer's access to electronic records (SSN: 900-00-0000 request. No further RCS action can be taken on the account wh	
2 Help	T. D D
No Account Found	To Register in Person
There is no account for SSN: 900-00-0000	In order to register for an account, the customer must be at least 18 years of age and have:
Account Blocked	a valid email address, and
Status:	an SSN, and a U.S. mailing address.
Block Type: Suspended	If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office.
Block Reason: Mother's name Block Date: September 12, 2022	Acceptable documents are:
Block SSA	state-issued driver's license or identification card, or
Location:	U.S. passport or passport card, or
Unblock	 military identification card, or government employee identification card.
Sample Customer Internet Screens Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.	Sample Notices If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.
Sign In - SSA Sign In - Login.gov	Notices listed below are for general reference. For a full list of notices, please see:
Create Account - Login.gov	OA 00250.000 - Electronic Access Notices - Table of Contents
Create Account - Verify Your Identity	
Create Account - Identity Verification Options Create Account - Capture Your Photo Instructions	Created an account online
Create Account - Capture Your Photo Completion	Created an account online - Email notice
Create Account - I.D. Type Create Account - Activation Code Delivery Options	Create an account online - Voice activation code Create an account - Mailed activation code
Create Account - Enter Your Activation Code	Create an account - SMS activation code
Create Account - Financial Verification	Added extra security online
Finish Setting Up Your Account - Verify Your Identity	Request to reset security code online
Add Extra Security Upgrade Standard to Advanced	Created a standard account in person Added extra security in person
	Upgraded standard to advanced account in person
Get Your Security Code - Text Message or Email Get Your Security Code - Security Has Improved	Request to reset security code in person
Verify Cell Phone Number Verify Email	Identity Verification (on phone) - Mailed Confirmation Code Identity Verification (on phone) - SMS Confirmation Code
Enter Security Code - Text Message Enter Security Code - Email	
Get Reset Code - Provide Address Information Do You Have Reset Code Letter?	
Get Temporary Password - Provide Address Information	

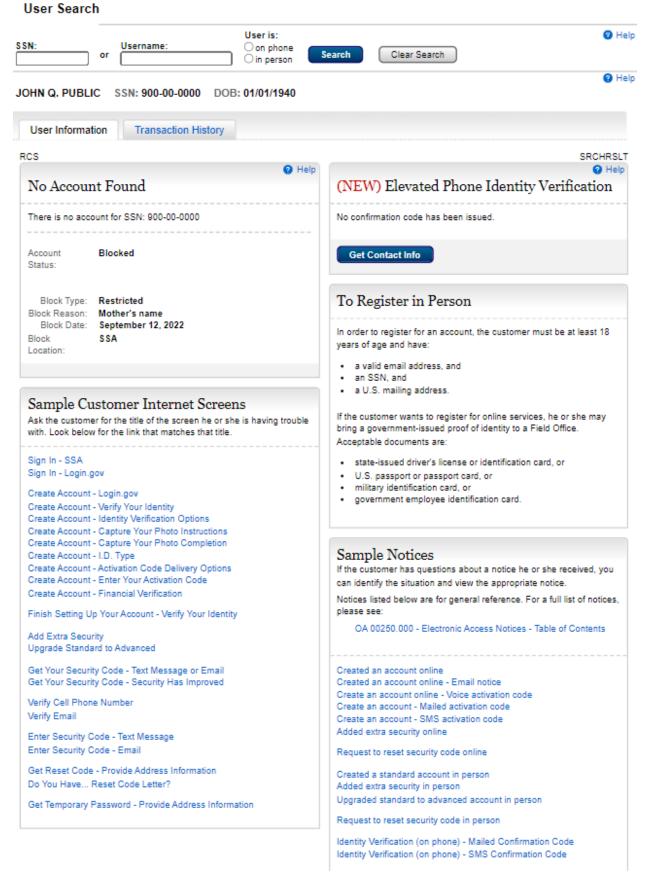
Search Results - In person - No Account with Restricted block

User Search 8 Help User is: Username: Oon phone Search Clear Search Oin person Help JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 User Information Transaction History RCS SRCHRSLT A The customer's access to electronic records (SSN: 900-00-0000) has been blocked at his or her request. No further RCS action can be taken on the account while the block is present. Help Help No Account Found (NEW) Elevated Phone Identity Verification There is no account for SSN: 900-00-0000 No confirmation code has been issued. Account Blocked Get Contact Info Status: To Register in Person Block Type: Restricted Block Reason: Mother's name Block Date: September 12, 2022 In order to register for an account, the customer must be at least 18 Block SSA years of age and have: Location: · a valid email address, and an SSN, and · a U.S. mailing address. Sample Customer Internet Screens If the customer wants to register for online services, he or she may Ask the customer for the title of the screen he or she is having trouble bring a government-issued proof of identity to a Field Office. with. Look below for the link that matches that title. Acceptable documents are: Sign In - SSA · state-issued driver's license or identification card, or Sign In - Login.gov . U.S. passport or passport card, or · military identification card, or Create Account - Login.gov · government employee identification card. Create Account - Verify Your Identity Create Account - Identity Verification Options Create Account - Capture Your Photo Instructions Create Account - Capture Your Photo Completion Sample Notices Create Account - I.D. Type Create Account - Activation Code Delivery Options If the customer has questions about a notice he or she received, you Create Account - Enter Your Activation Code can identify the situation and view the appropriate notice. Create Account - Financial Verification Notices listed below are for general reference. For a full list of notices, please see: Finish Setting Up Your Account - Verify Your Identity OA 00250.000 - Electronic Access Notices - Table of Contents Add Extra Security Upgrade Standard to Advanced Get Your Security Code - Text Message or Email Created an account online Get Your Security Code - Security Has Improved Created an account online - Email notice Create an account online - Voice activation code Verify Cell Phone Number Create an account - Mailed activation code Verify Email Create an account - SMS activation code Added extra security online Enter Security Code - Text Message Enter Security Code - Email Request to reset security code online Get Reset Code - Provide Address Information Created a standard account in person Do You Have... Reset Code Letter? Added extra security in person Upgraded standard to advanced account in person Get Temporary Password - Provide Address Information Request to reset security code in person Identity Verification (on phone) - Mailed Confirmation Code Identity Verification (on phone) - SMS Confirmation Code

Search Results -Telephone - No Account suspended without the role



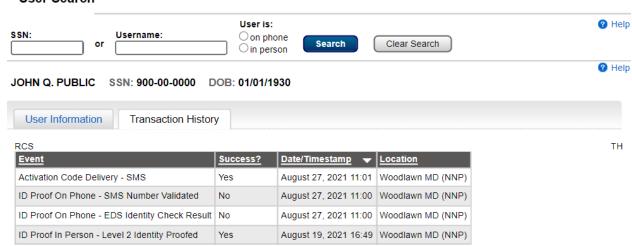
Search Results -Telephone - No Account with Restricted block



Transaction History

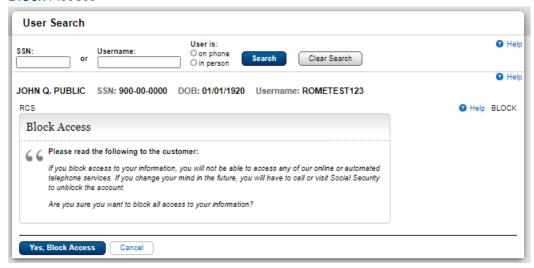
Transaction History

User Search



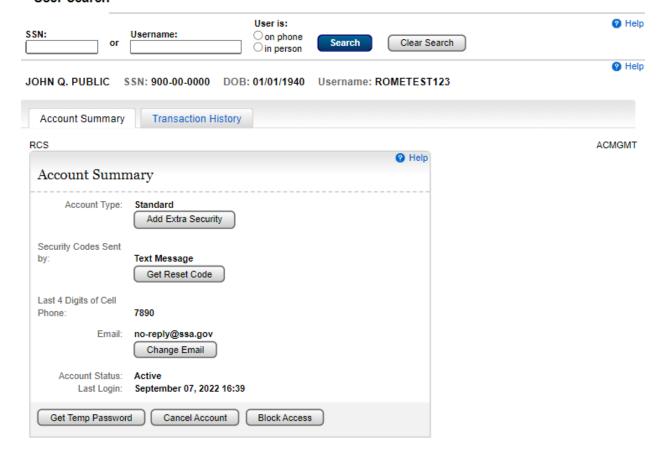
Block Access

Block Access

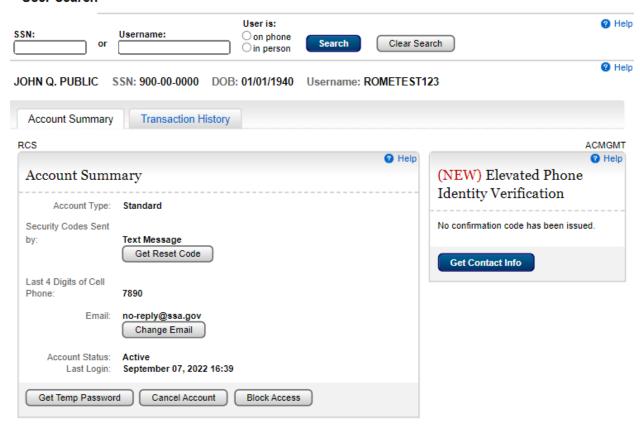


Account Management

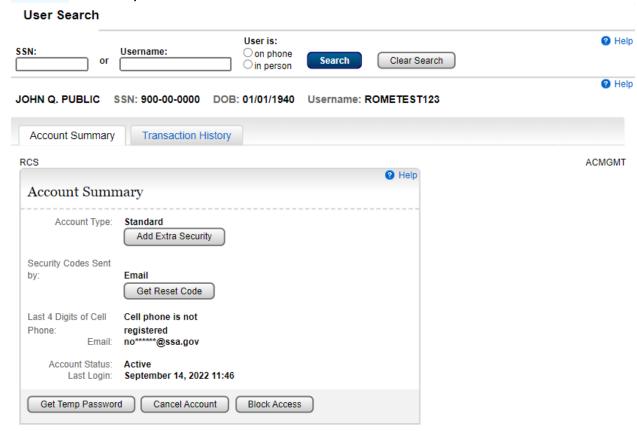
Account Summary - FO in Person. Standard Account



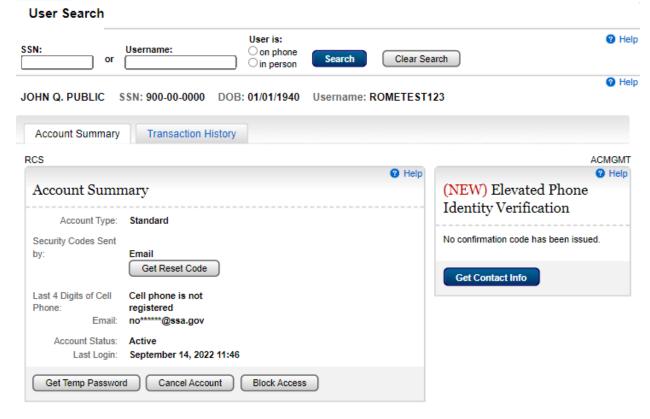
Account Summary - Telephone/FO on Phone. Standard Account User Search



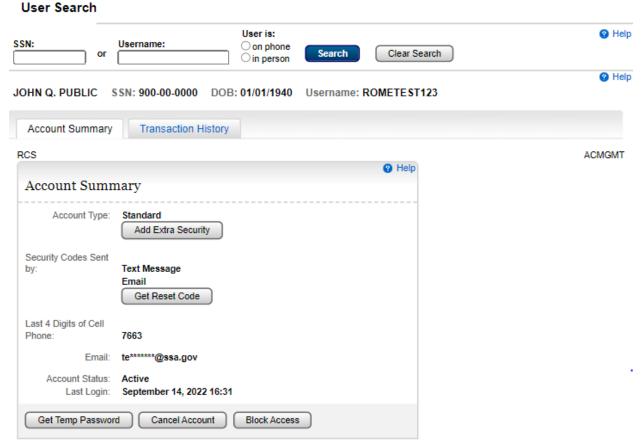
Account Summary - FO in Person. Standard Account



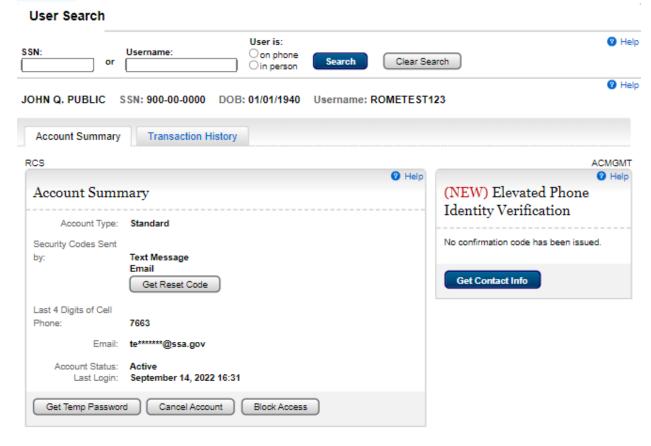
Account Summary - Telephone/FO on Phone. Standard Account



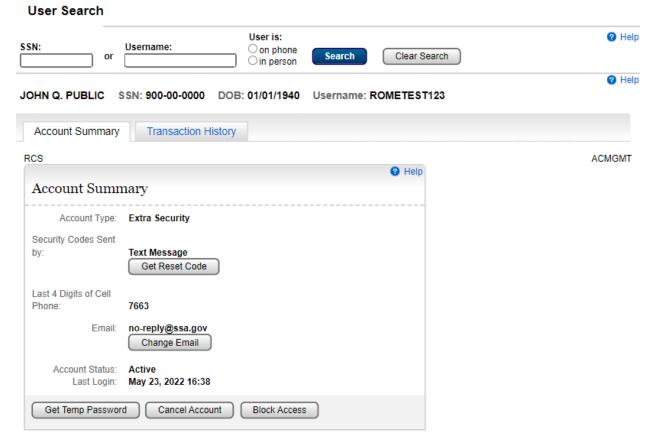
Account Summary - FO in Person. Standard Account



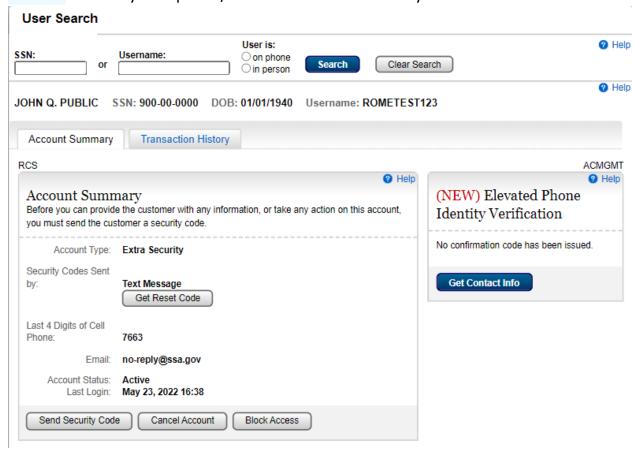
Account Summary - Telephone/FO on Phone. Standard Account



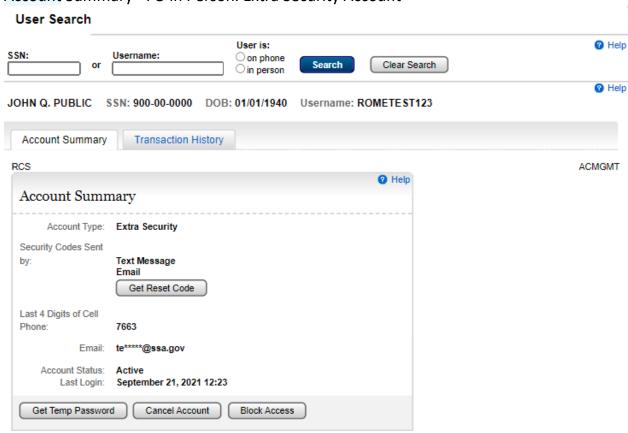
Account Summary - FO in Person. Extra Security Account



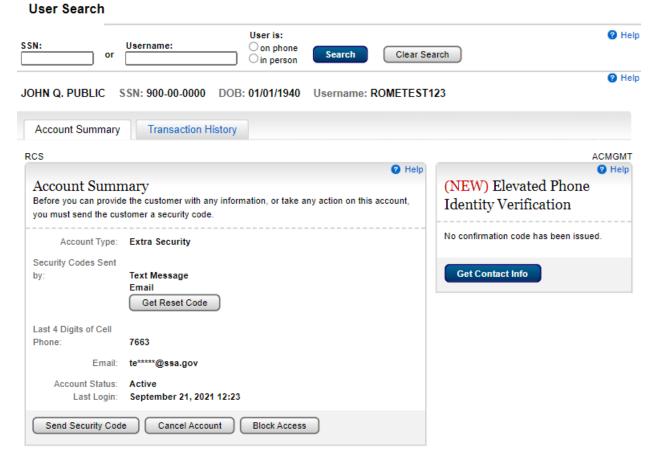
Account Summary- Telephone/FO on Phone. Extra Security Account



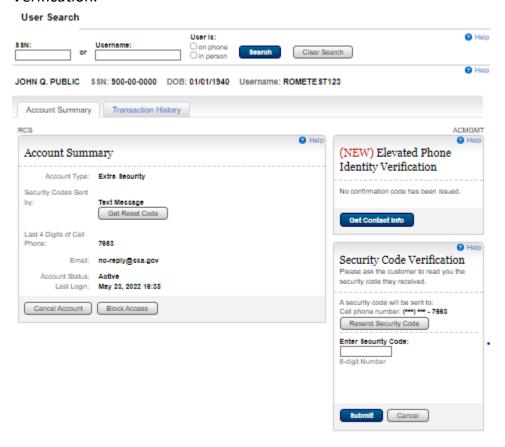
Account Summary - FO in Person. Extra Security Account



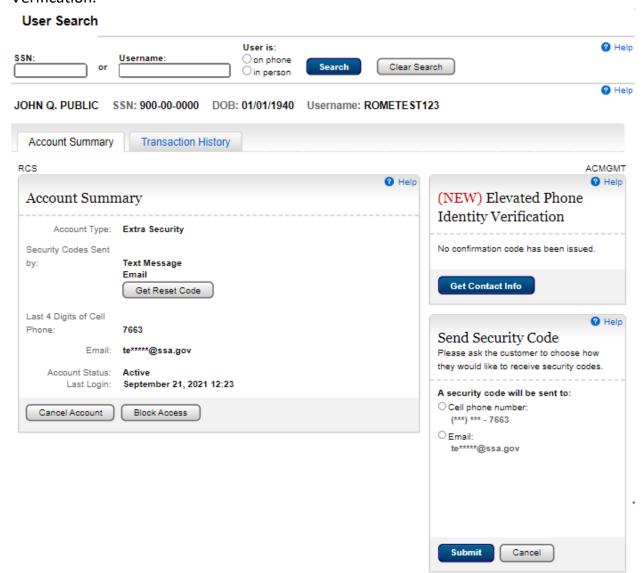
Account Summary- Telephone/FO on Phone. Extra Security Account



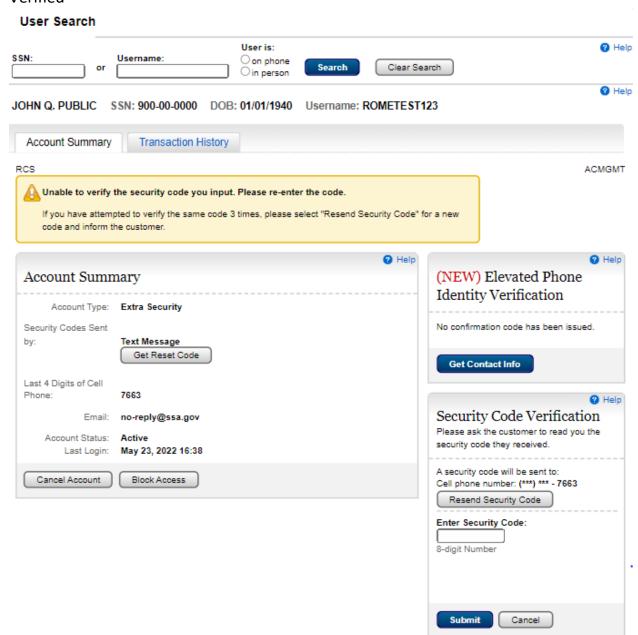
Account Summary - Telephone/FO on Phone. Extra Security Account. Security Code Verification.



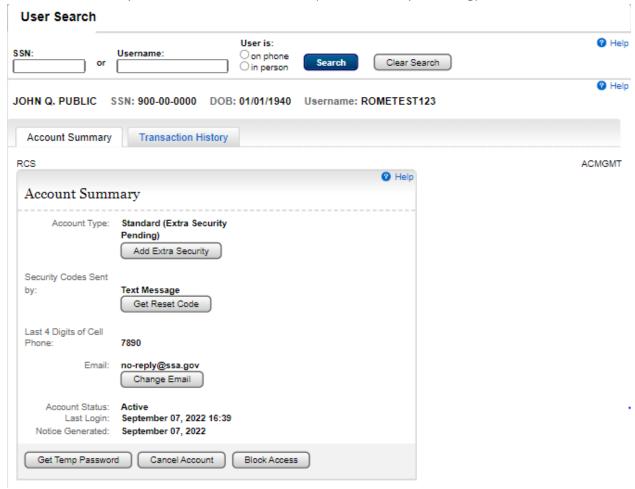
Account Summary - Telephone/FO on Phone. Extra Security Account. Security Code Verification.



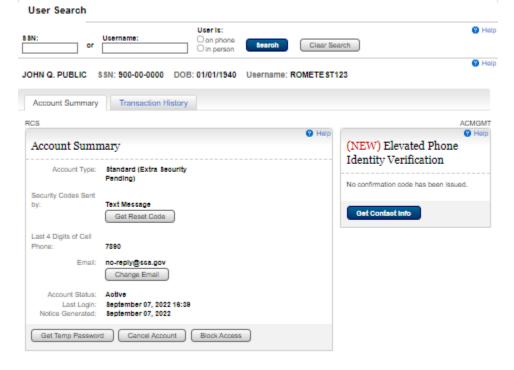
Account Summary - Telephone/FO on Phone. Extra Security Account. Text Code Not Verified



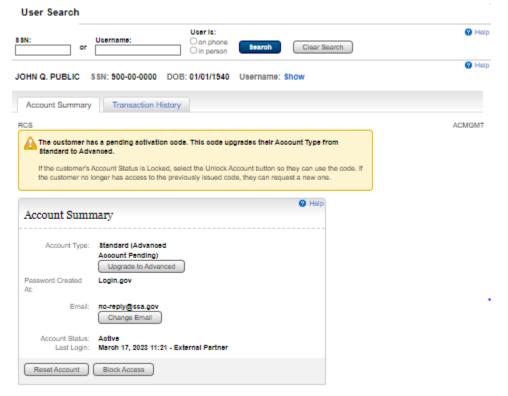
Account Summary - FO in Person. Standard (Extra Security Pending)



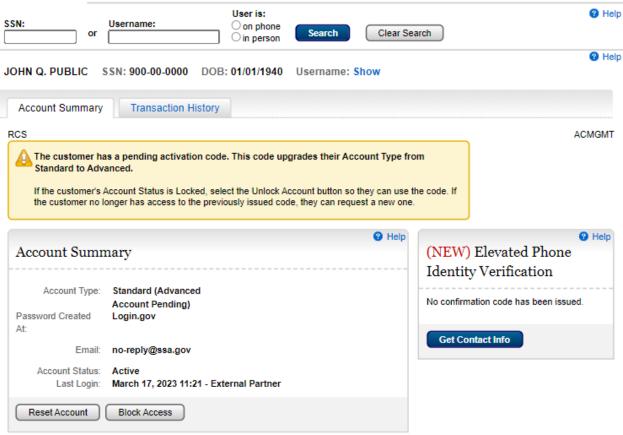
Account Summary – Telephone/FO on Phone. Standard (Extra Security Pending)



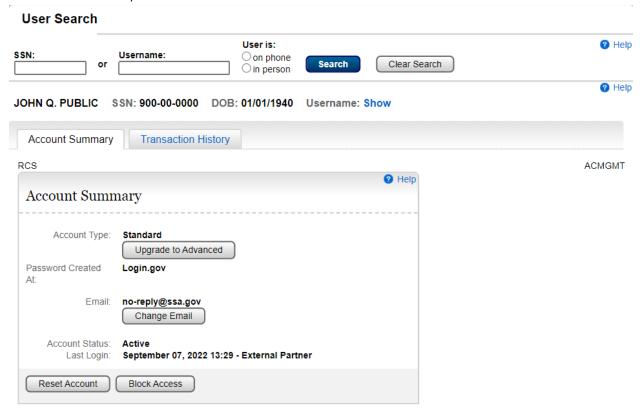
Account Summary – FO in Person. Standard (Advanced Account Pending)



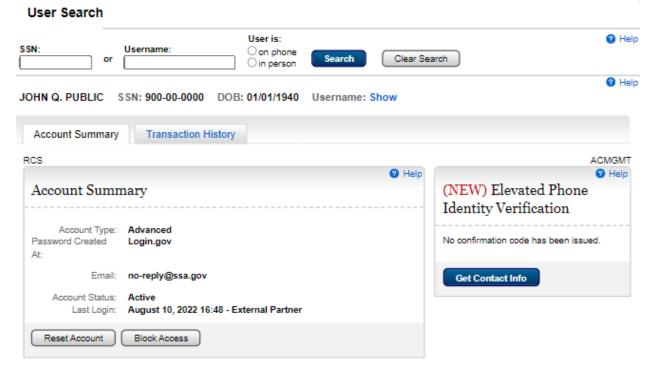
Account Summary – Telephone/FO on Phone. Standard (Advanced Account Pending)



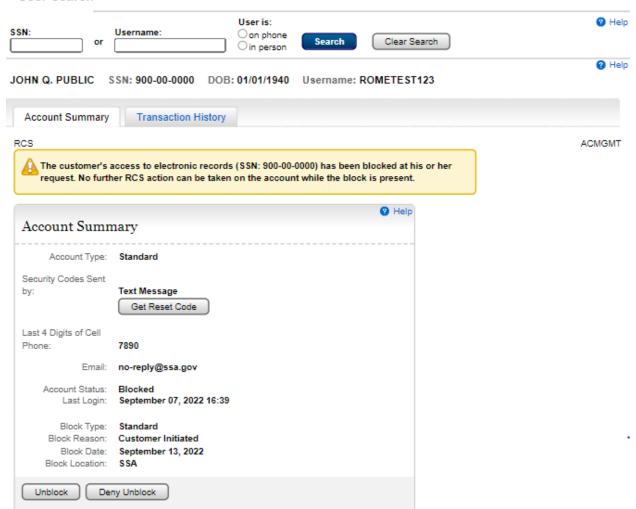
Account Summary – FO in Person. Standard



Account Summary- Telephone/FO on Phone. Standard (Extra Security Pending)



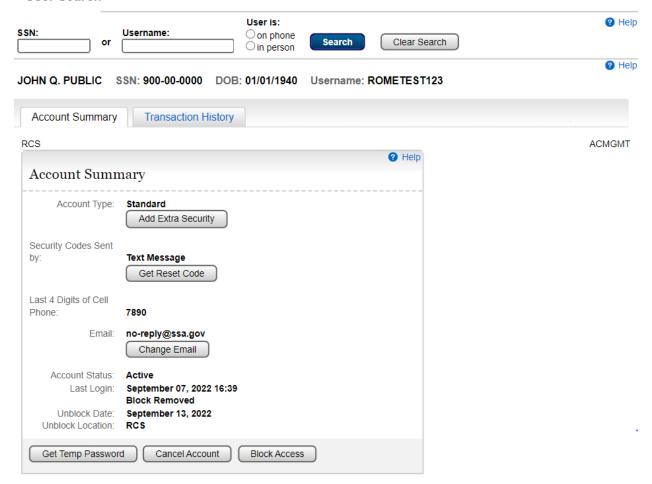
Account Summary- Telephone/FO on Phone. Standard. Blocked



Deny Unblock

SN:	Username:	User is: On phone Oin person	Search	Clear Search		Help
OHN Q. PUBLIC	SSN: 900-00-0000 DOB	: 01/01/1940	Username:	ROMETE ST123		Help
Account Summary	Transaction History					
RCS					A.C.	MGMT
The customer's	access to electronic records er RCS action can be taken					, WOW I
				? Help		
Account Sumn	nary					
A	Ctandard					
Account Type:	Standard					
Security Codes Sent						
by:	Text Message					
	Get Reset Code					
Last 4 Digits of Cell						
Phone:	7890					
Email:	no-reply@ssa.gov					
At Ct-t	Disabad					
Account Status: Last Login:	September 07, 2022 16:39					
Block Type:	Standard					
	Customer Initiated					
Block Date:	September 13, 2022					
Block Location:	SSA					
				2 Help		
	tication failure when denyir	ng unblock:				
□ SSN □ Name						
□ Name □ Address						
Date of birth						
Place of birth						
☐ Mother's name	and Name (DAN)					
☐ Direct Deposit Acco ☐ Master Beneficiary						
Other						
	\neg					
Save Cance						

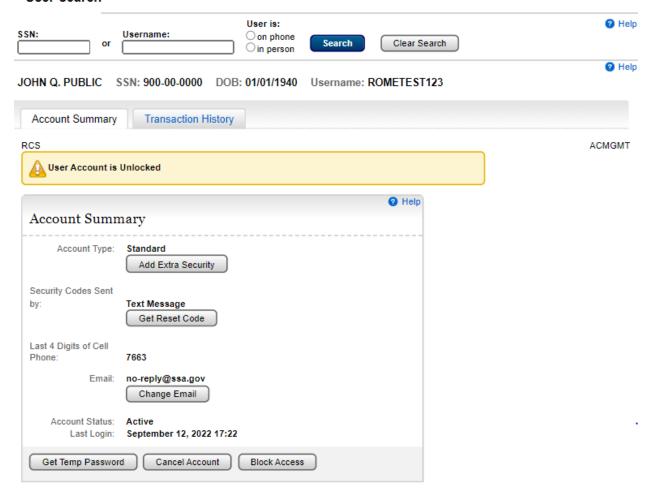
Account Summary - Standard. Unblocked



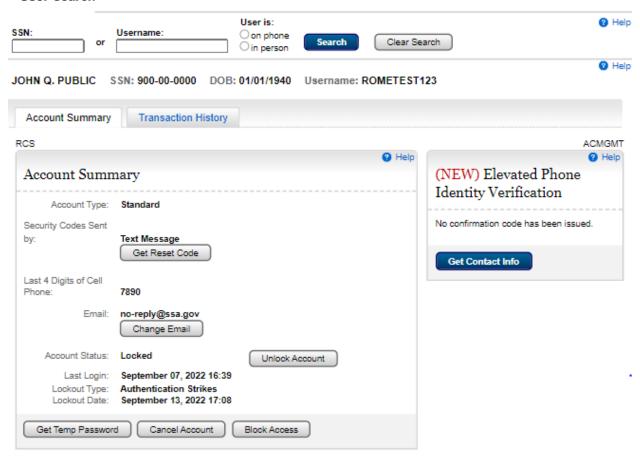
Account Summary - FO in Person. Standard. Locked

User Search User is: Help on phone Search Clear Search Oin person Help JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 Username: ROMETEST123 Account Summary Transaction History RCS ACMGMT Help Account Summary Account Type: Standard Security Codes Sent **Text Message** Get Reset Code Last 4 Digits of Cell 7890 Phone: Email: no-reply@ssa.gov Change Email Account Status: Locked Unlock Account Last Login: September 07, 2022 16:39 Lockout Type: Authentication Strikes Lockout Date: September 13, 2022 17:08 Block Access Get Temp Password Cancel Account

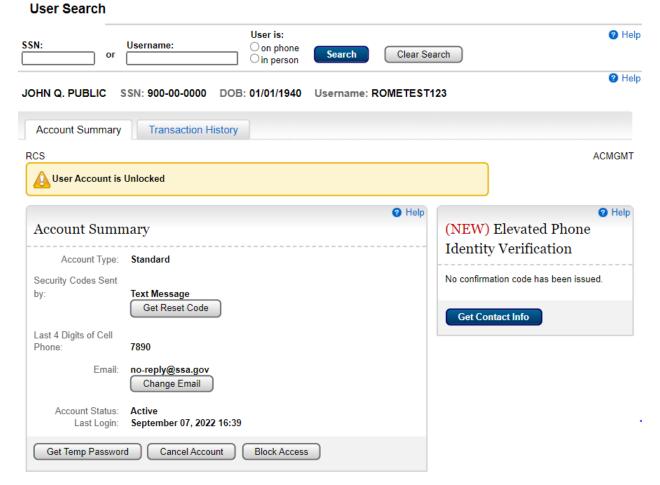
Account Summary- FO in Person. Standard. Unlocked



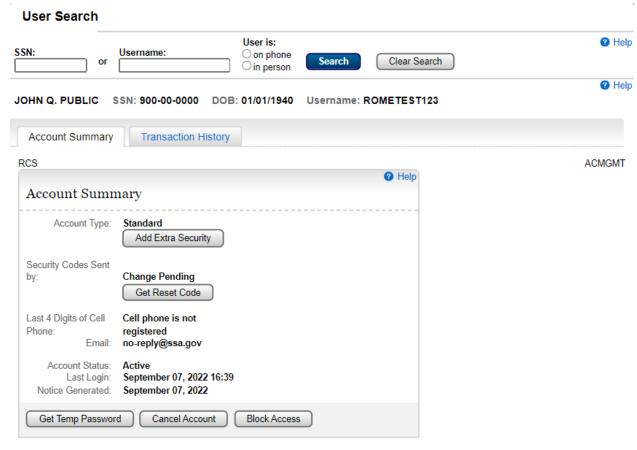
Account Summary- Telephone/FO on Phone. Standard. Locked



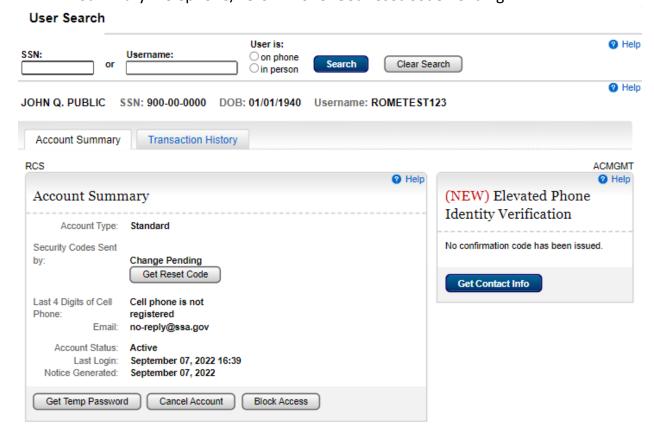
Account Summary- Telephone/FO on Phone. Standard. Unlocked



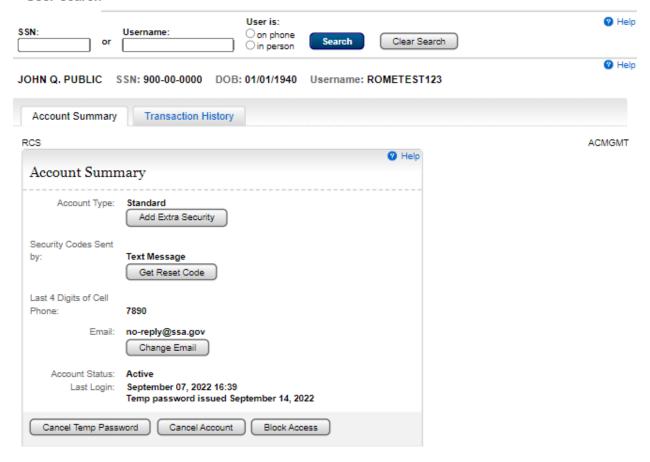
Account Summary- FO in Person. Get Reset Code Pending



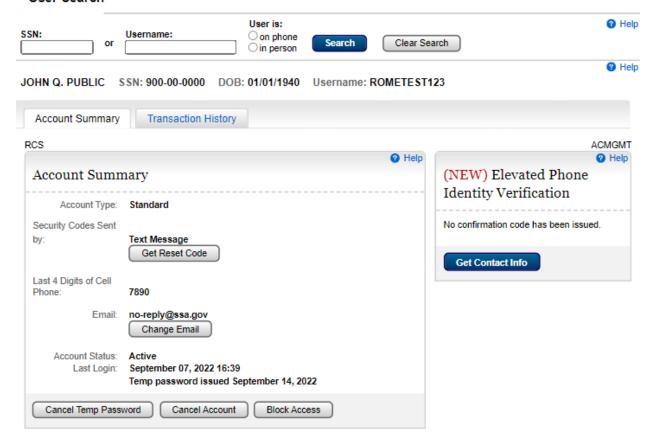
Account Summary- Telephone/FO on Phone. Get Reset Code Pending



Account Summary - FO In Person

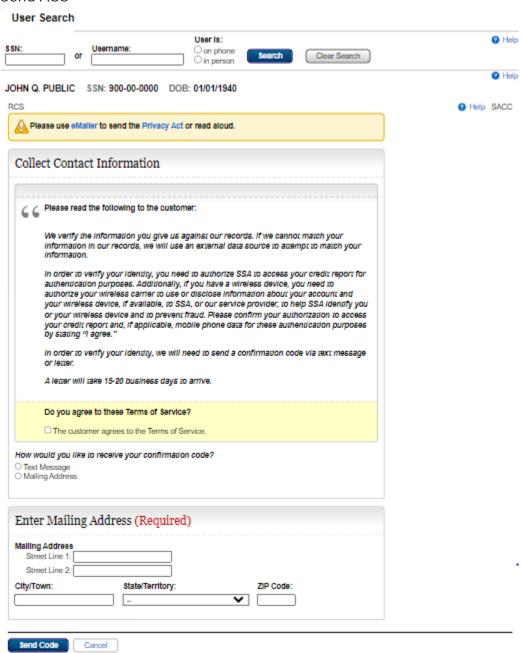


Account Summary - FO Telephone



Elevated Phone Identity Verification

Send ACC



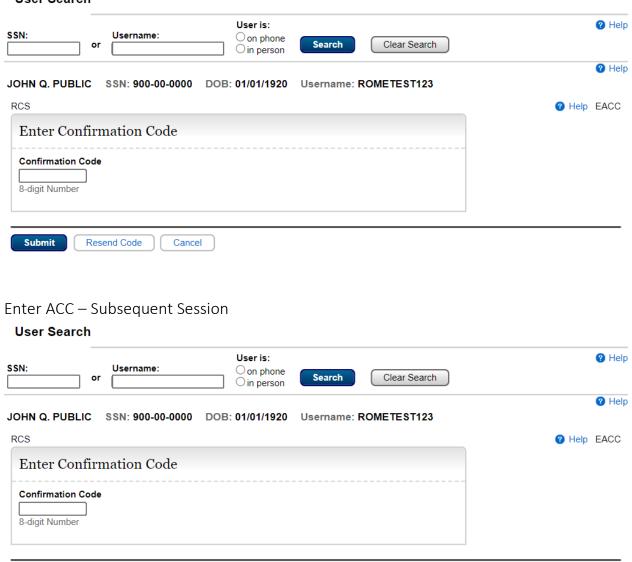
Enter ACC – Same Session

User Search

Submit

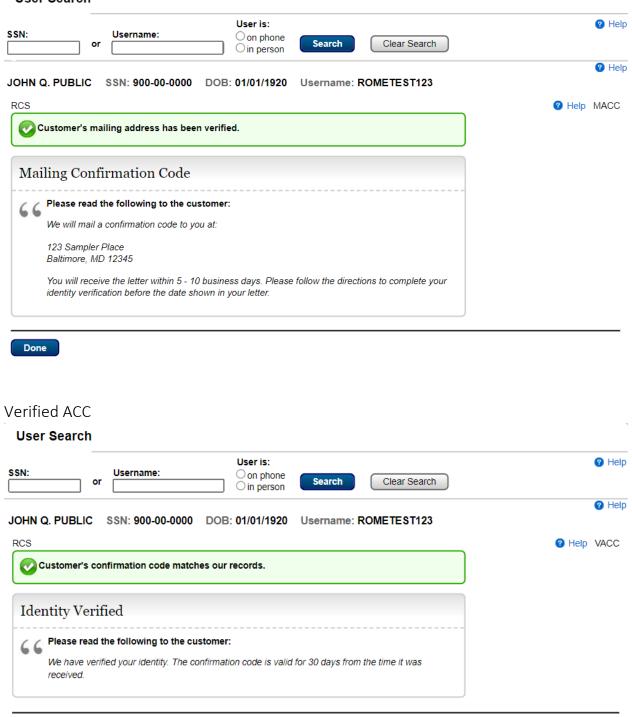
Resend Code

Cancel



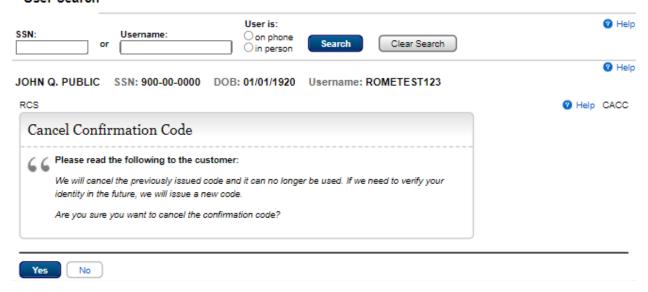
Mailed ACC

User Search



Done

Cancel Code

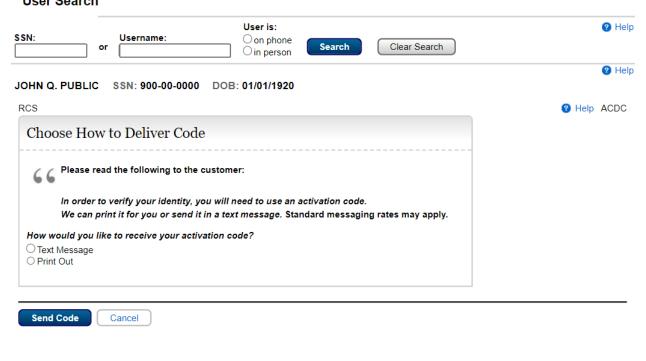


Create Account – In Person

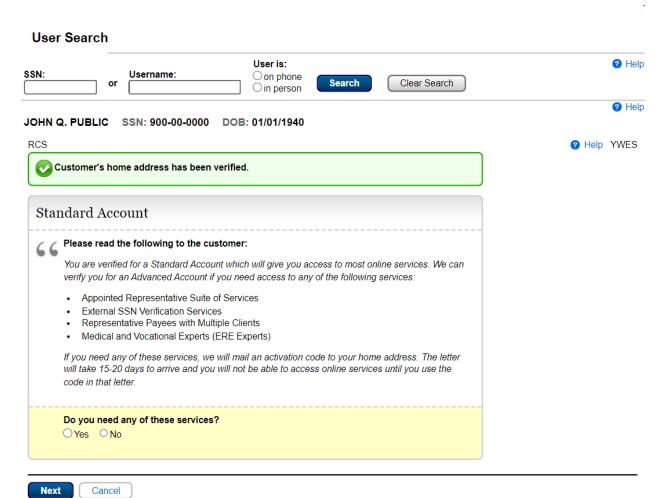
Create Account - Verify Identity

User Search User is: 2 Help Username: On phone Search Clear Search A Help JOHN Q. PUBLIC \$\$N: 900-00-0000 DOB: 01/01/1940 OMB No. 0980-0789 Help CAVI Applicant must: Terms of Service Have a valid email Please print and give the customer the Terms of Service document using the link below: address. Have a U.S. mailing Terms of Service and Privacy Act address. Be at least 18 years of Please read the following to the customer: We use the information you give us to verify your identity. We verify the information you give us against our records. If we cannot match your information in our records, we will use an external data source to attempt to match your information. In order to verify your identity, you need to authorize SSA to access your credit report for authentication purposes. Additionally, if you have a wireless device, you need to authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to SSA, or our service provider, to help SSA identify you or your wireless device and to prevent fraud. Please confirm your authorization to access your credit report and, if applicable, mobile phone data for these authentication purposes by stating "I agree." You may review SSA's privacy policy at www.ssa.gov/privacy. You commit a federal crime if you give false or misleading statements to obtain information from our records or deceive us about your identity. We will stop you from using our online services if we find or suspect misuse. Do you agree to these Terms of Service and those on the document we gave you? ☐ The customer agrees to the Terms of Service. About the Applicant Proof of Identity (must be current): O State Driver's License or identity card OU.S. passport or passport card O U.S. military identification card O U.S. government employee identification card Home Address: Street Line 1: Street Line 2: City/Town: State/Territory: ZIP Code: Does this address appear on the identity document shown above? Primary Phone: 10-digit Number Email Address:

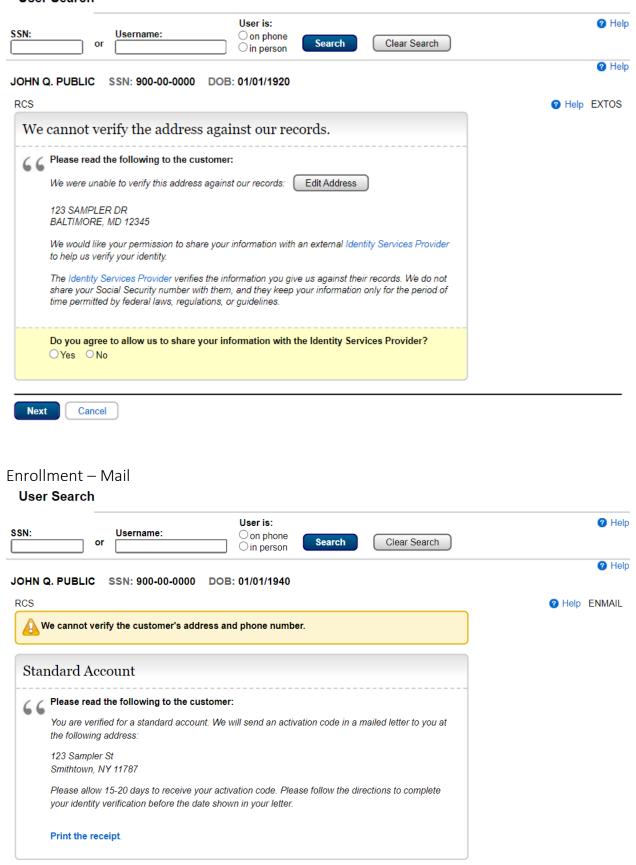
Activation Code Delivery Choice User Search



Standard Account – Need Advanced Account for Certain Services?

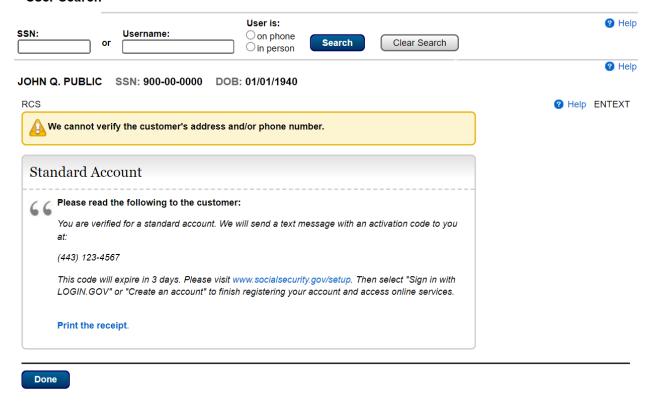


We cannot verify the address against our records User Search

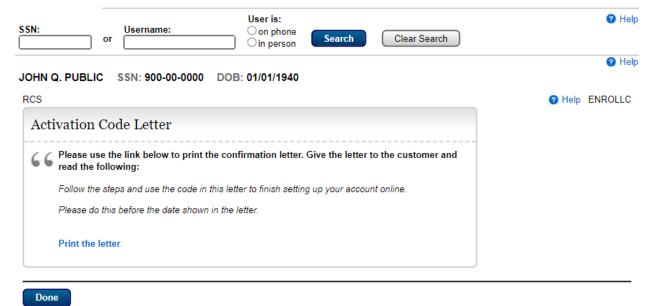


Standard Enrollment - Mobile Phone

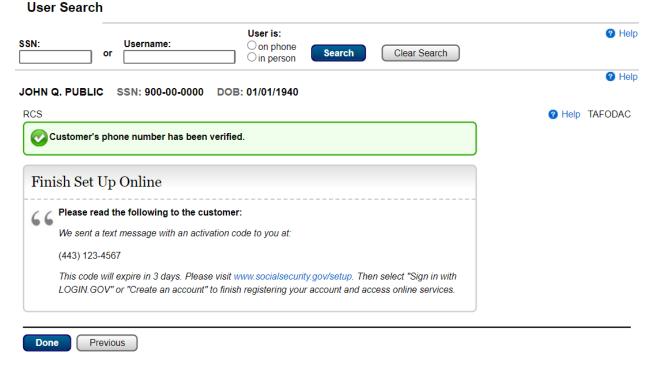
User Search



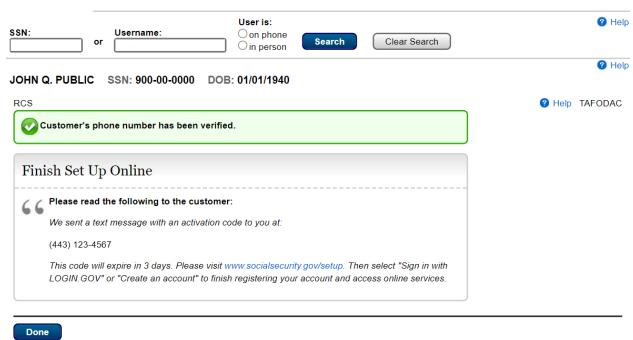
Activation Code Letter Confirmation



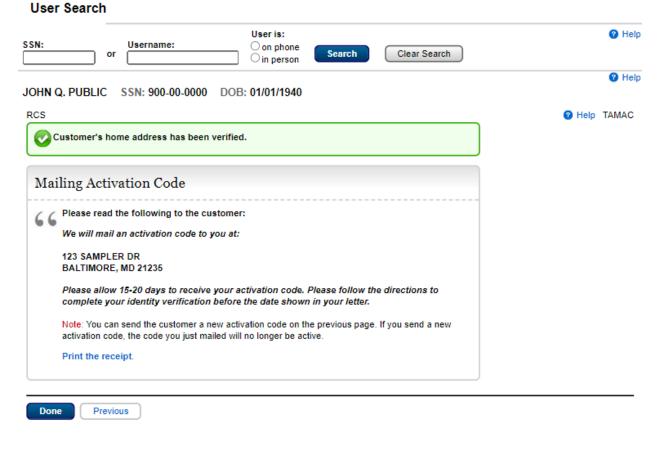
Tiered Authentication - Finish Online Digital Activation Code - Verified Digital and Physical w/Physical address on ID



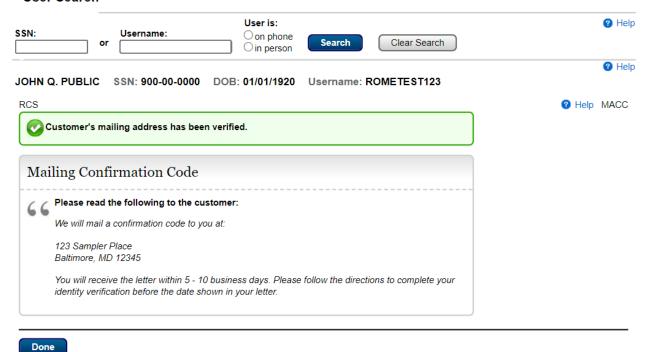
Tiered **Authentication** - Finish Online Digital Activation Code — Only Digital Verified **User Search**



TA Mailed Activation Code – Digital and Physical but address not provided

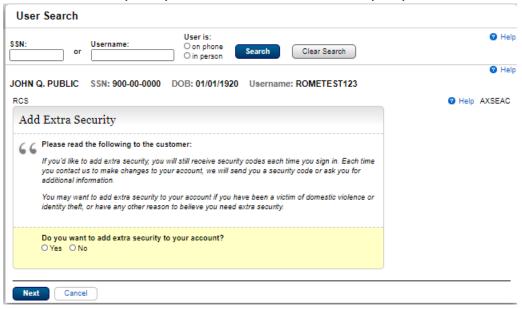


TA Mailed Activation Code – Home Address Verified User Search

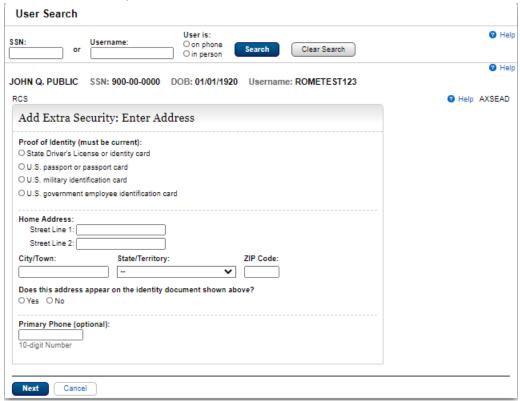


Add Extra Security

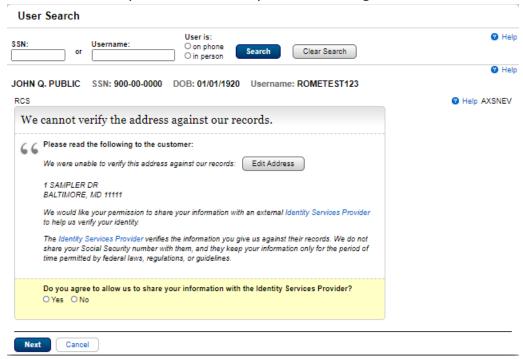
Add Extra Security. Do you want to add extra security to your account?



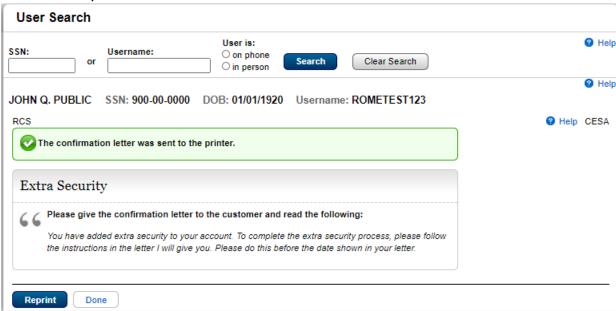
Add Extra Security: Enter Address



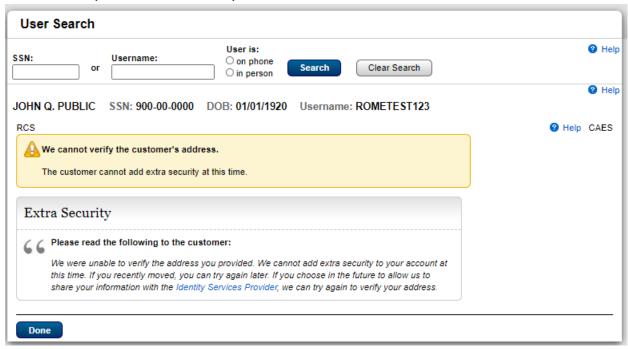
Add Extra Security. We cannot verify the address against our records.



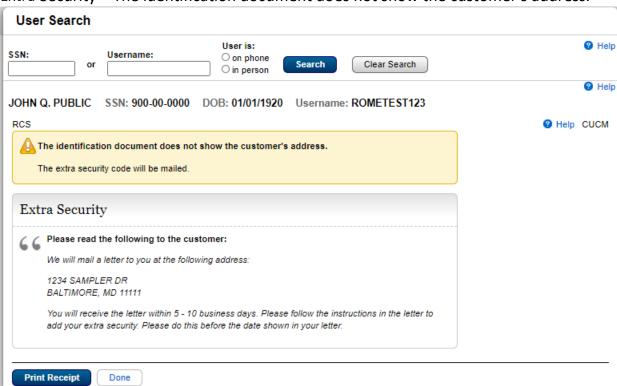
Extra Security Letter



Extra Security - We cannot verify the customer address. Refused external address check



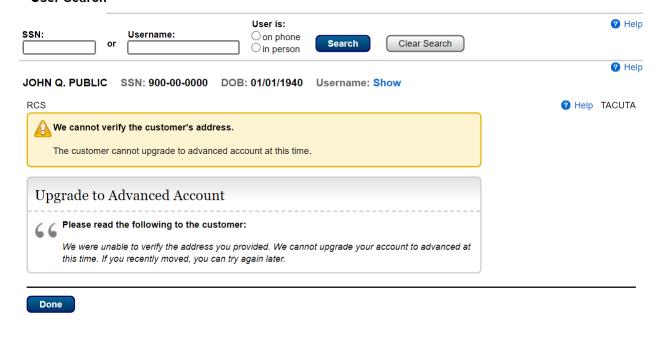
Extra Security – The identification document does not show the customer's address.



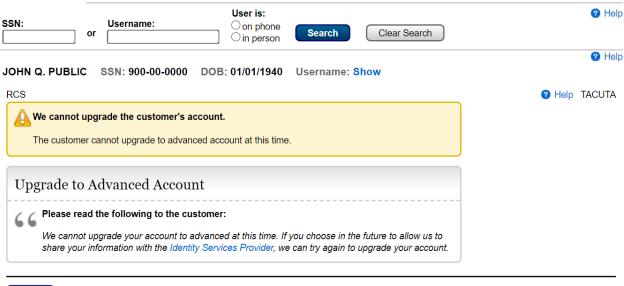
Tiered Authentication – Verify Identity to Upgrade

SSN: Username:	User is: On phone Oin person	Search Clear Search	O Hel
JOHN Q. PUBLIC SSN: 900-00-0	000 DOB: 01/01/1940	Username: Show	⊘ He
RCS			Help TAVITU
Terms of Service			
us verify your identity. With your against your credit report. You n	permission, the Identity Ser leed to authorize SSA to acc econfirm your authorization i	th our Identity Services Provider to help rvices Provider verifies the address cess your credit report for these to access your credit report for these	
Do you agree to allow us to sh	hare your information with	the Identity Services Provider?	
Upgrade to Advanced: Ve			
Proof of Identity (must be current): State Driver's License or identity car U.S. passport or passport card U.S. military identification card U.S. government employee identification			
Home Address: Street Line 1: Street Line 2:			
City/Town: State/	Territory:	ZIP Code:	
Does this address appear on the ide	ntity document shown abo	ove?	
Primary Phone (optional): 10-digit Number			
Navt Cancal			

Tiered Authentication – Address did not verify **User Search**



Tiered Authentication – Terms of Service not accepted User Search



Done

Change Email

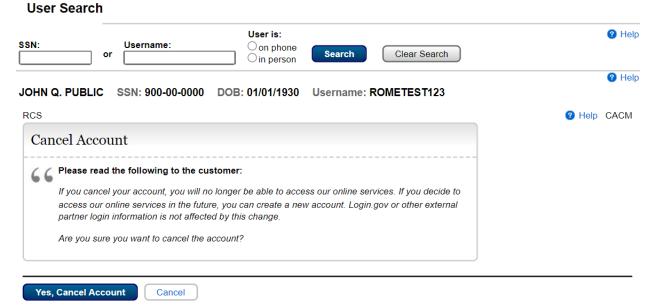
Change **Email**

User Search

SSN: Username:	User is: On phone in person	Search Clear Search		Help
JOHN Q. PUBLIC SSN: 900-00-0000	DOB: 01/01/1920	Username: ROMETEST123		Help
RCS			Help	CEML
Change Email Address				
Email Address:				
Re-enter Email Address:				
Change Email Address Cancel				

Cancel/Reset Account

Cancel Account



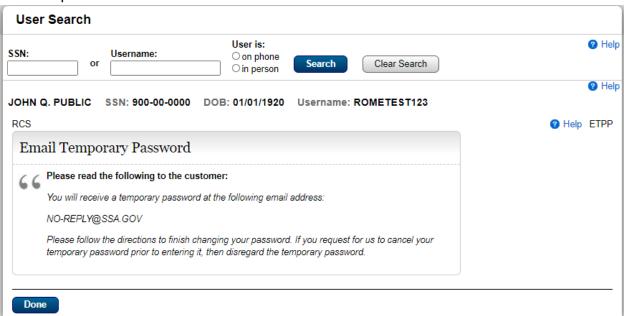
Reset Account

User Search

SSN:	Username: User is: On phone Oin person	Search Clear Search
ЈОНИ О	2. PUBLIC SSN: 900-00-0000 DOB: 01/01/1940 U	3 Hel sername: Show
RCS	et Account	
66	Please read the following to the customer: If you reset your account, you will no longer have access to Soci This will not affect your accounts with external partners (Login.go	
Yes,	Are you sure you want to reset the account? Reset Account Cancel	

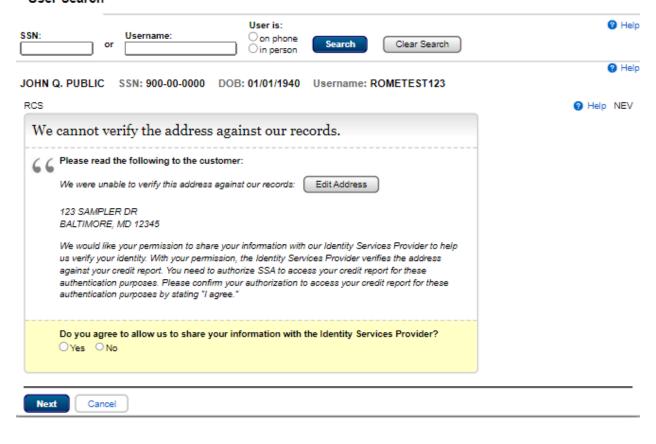
Get Temporary Password

Get Temp Password

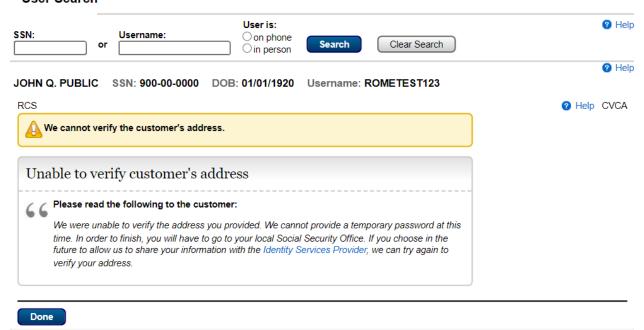


Need External Verification

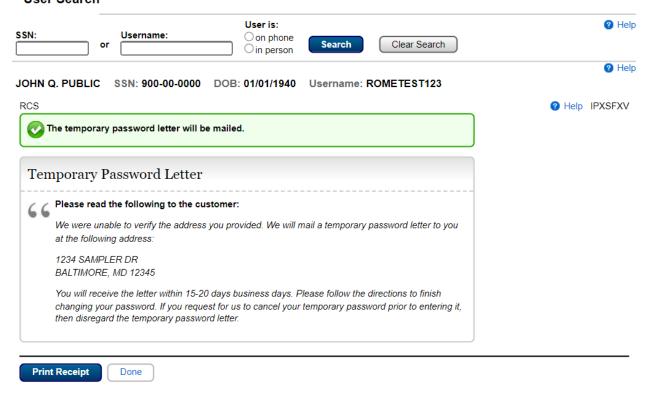
User Search



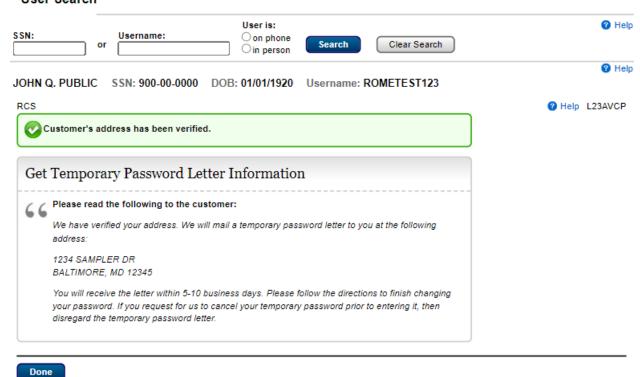
Get Temp Password – Address cannot be verified User Search



Get Temp Password – Unable to verify address User Search



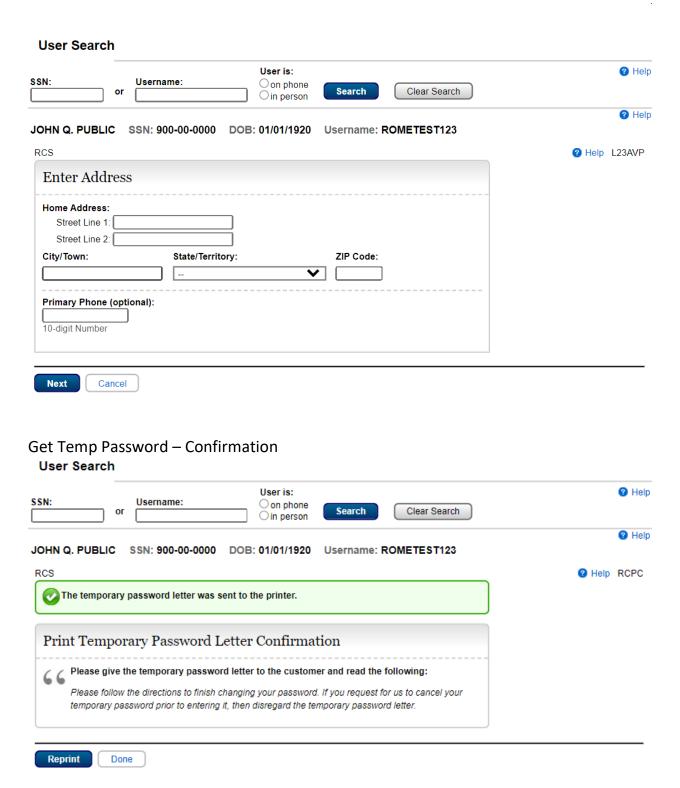
Get Temp Password – Address Verification on phone User Search



Get Temp Password – Address Verification in person User Search

		User is:			
SN:	Username:	Oser is: On phone			W Hei
or [Oin person	Search	Clear Search	
					? Hel
OHN Q. PUBLIC S	SN: 900-00-0000	OOB: 01/01/1920	Username:	ROMETEST123	
RCS					? Help L23AVIP
Enter Address					
Proof of Identity (mus					
O State Driver's Licens	-				
OU.S. passport or pass					
OU.S. military identifica					
OU.S. government em	ployee identification car	d			
Home Address:					
Street Line 1:					
Street Line 2:					
City/Town:	State/Territory	<i>,</i> <i>,</i> :	ZIP Code:		
		~)	
Does this address app	acar on the identity de	aumont about about			
O Yes O No	bear on the identity do	cument snown above	* 1		
Primary Phone (option	nal):				
10-digit Number					
Next Cancel					

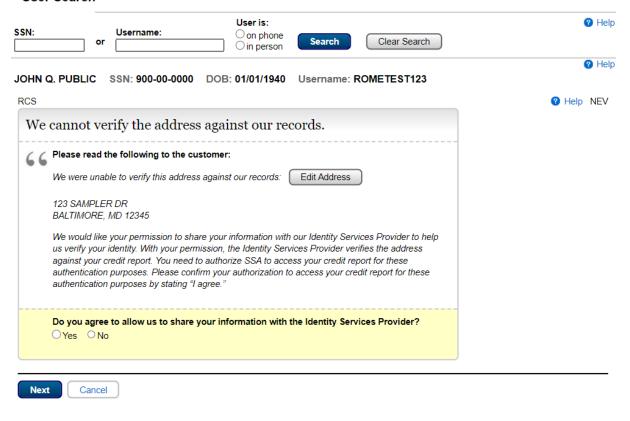
Get Temp Password – Address Verification on phone



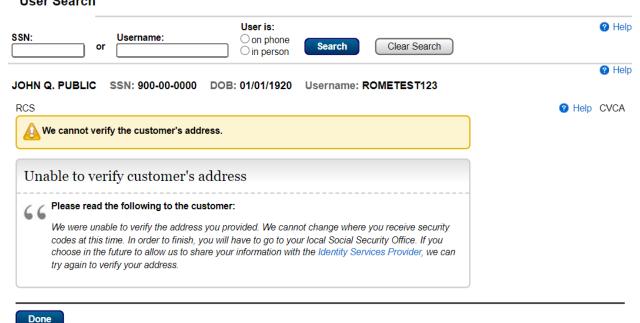
Get Reset Code

Need External Verification

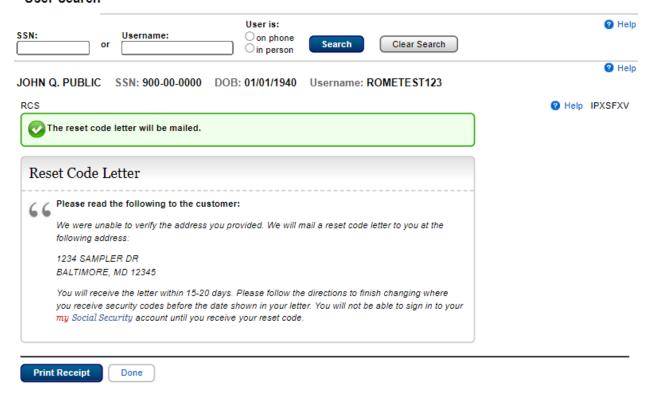
User Search



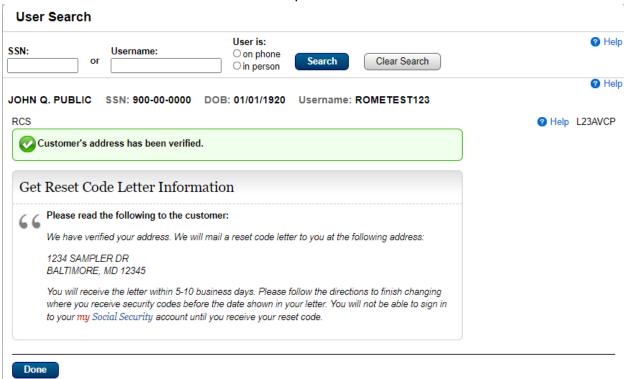
Get Reset Code - Address cannot be verified User Search



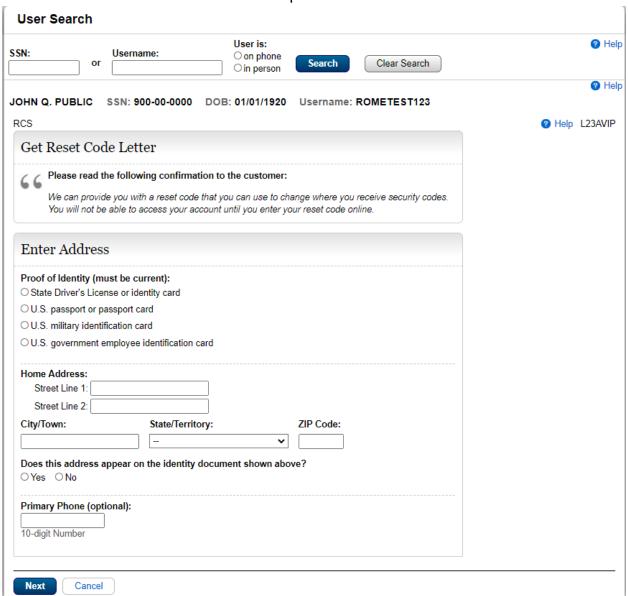
Get Reset Code – Unable to verify address User Search



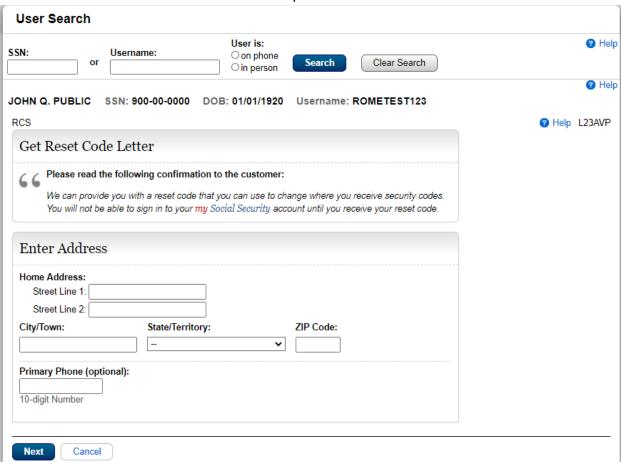
Get Reset Code – Address Verification on phone



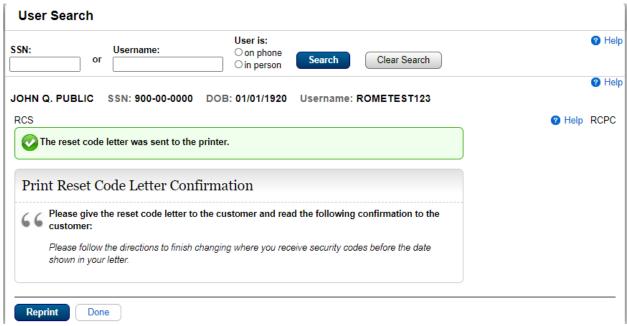
Get Reset Code – Address Verification in person



Get Reset Code - Address Verification on phone

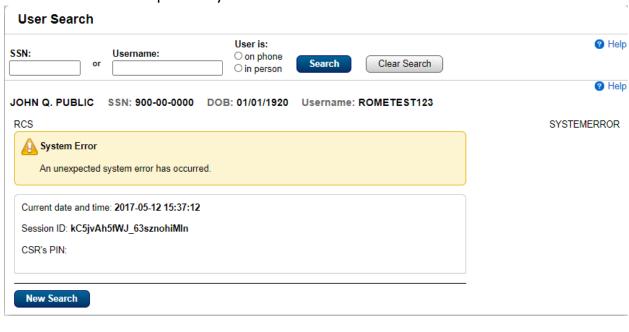


Get Reset Code - Confirmation



Error Pages

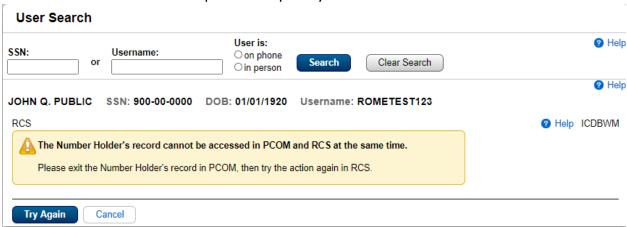
SYSTEMERROR - Unexpected system error



ICDBWAES - PCOM Window Open – Extra Security

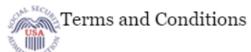
User Search User is: Help SSN: Username: O on phone Clear Search or Search Oin person Help JOHN Q. PUBLIC SSN: 900-00-0000 DOB: 01/01/1920 Username: ROMETEST123 RCS ? Help ICDBWAES A The Number Holder's record cannot be accessed in PCOM and RCS at the same time. Please exit the Number Holder's record in PCOM, then try the action again in RCS. Try Again Cancel

ICDBWM – PCOM Window Open – Temporary Password or Reset Code



Help Screens

CATOS - Online Account Terms and Conditions





RCS Privacy Act Statement Help CATOS

Collection and Use of Personal Information

Section 205 of the Social Security Act, as amended, allows us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent you from using our electronic services.

We will use this information to identify who you are before we provide you with the information you are requesting. We may also share your information for the following purposes, called routine uses:

- To other Federal agencies and our contractors, including external data sources, to assist us in efficiently administering our programs; and
- 2. To appropriate Federal, State, and local agencies, entities, and persons when: (a) We suspect or confirm a compromise of security or confidentiality of information; (b) We determine that, as a result of the suspected or confirmed compromise, there is a risk of harm to economic or property interests, risk of identity theft or fraud, or risk of harm to the security or integrity of this system or other systems or programs that rely upon the compromised information; and (c) We determine that disclosing the information to such agencies, entities, and persons will assist us in our efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy any harm.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notice (SORN) 60-0373, entitled Central Repository of Electronic Authentication Data Master File, as published in the Federal Register (FR) on December 19, 2010, at 75 FR 79065. Additional information, and a full listing of all our SORNs, is available on our website at www.ssa.gov/privacy.

This Privacy Act Statement applies to the entire online authentication process and credential issuance, which includes account setup to account maintenance.

Close

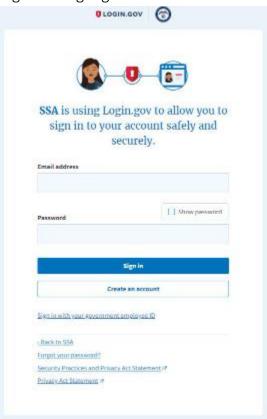
Sample Customer Internet Screens

Sign In – SSA

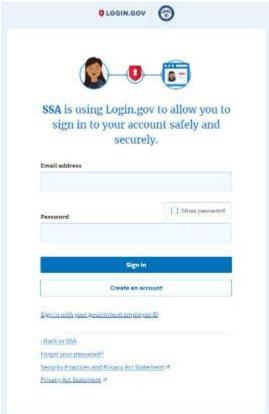


Sign In
Accounts created before September 18, 2021 should enter a Username and Password. Username Forgot Username? Password Forgot Password? Sign in
Sign in with LOGIN.GOV Sign in with D.me
Learn more
Create an account
Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns? You can contact us to block electronic access to your information at any time, for any reason.

Sign In - Login.gov

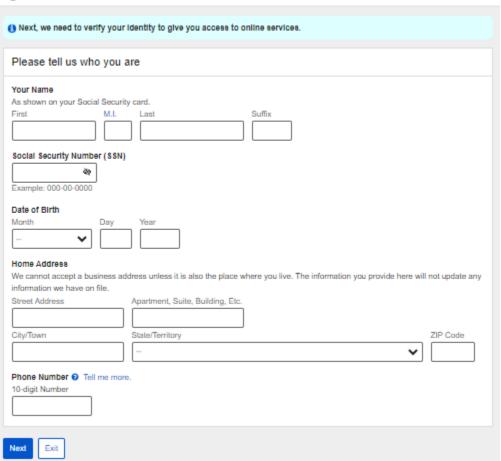


Create Account - Login.gov



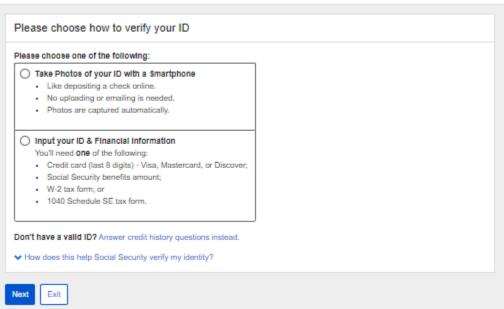
Create Account - Verify Your Identity





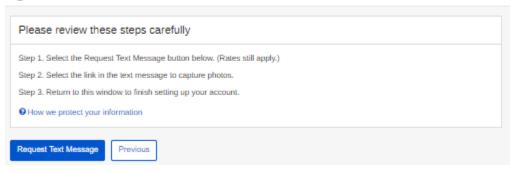
Create Account - Identity Verification Options



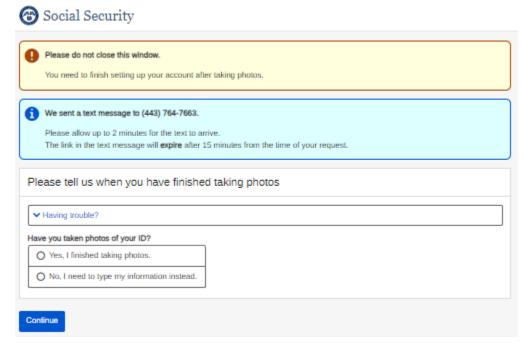


Create Account - Capture Your Photo Instructions





Create Account - Capture Your Photo Completion



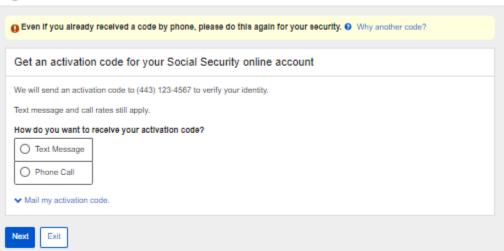
Create Account - I.D. Type





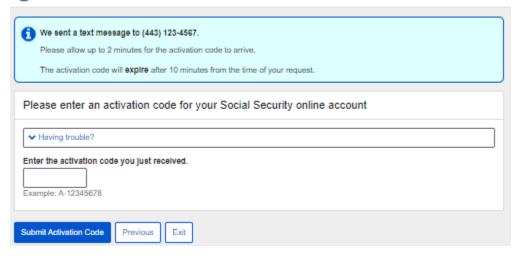
Create Account - Activation Code Delivery Options





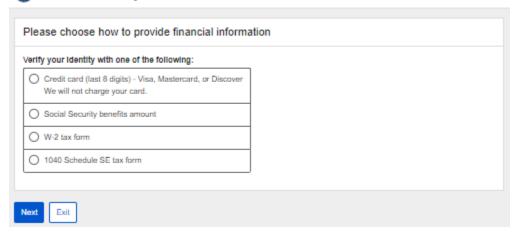
Create Account - Enter Your Activation Code

3 Social Security



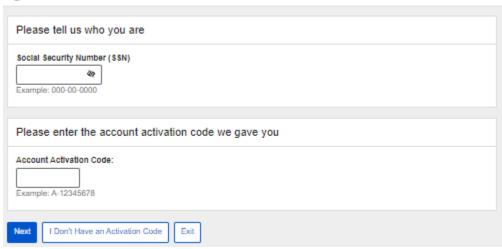
Create Account - Financial Verification



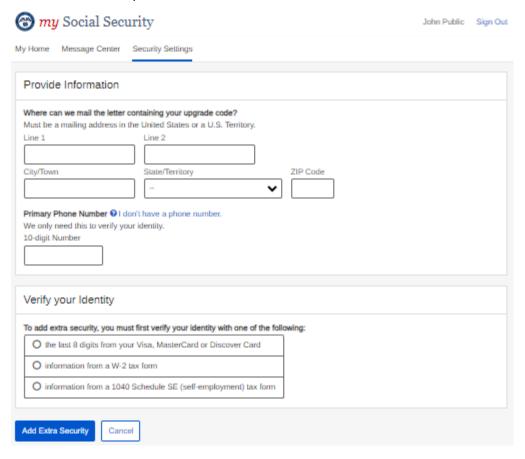


Finish Setting Up Your Account - Verify Your Identity

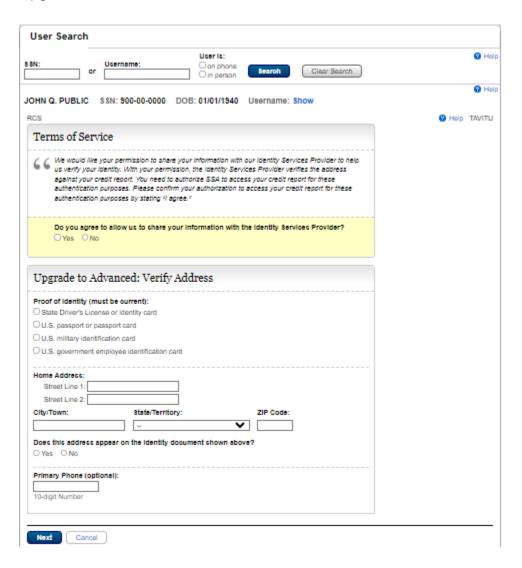




Add Extra Security

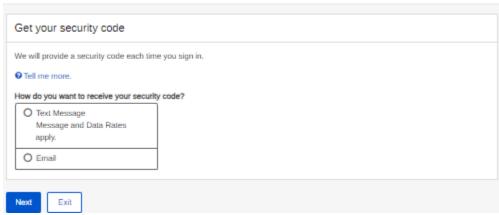


Upgrade Standard to Advanced



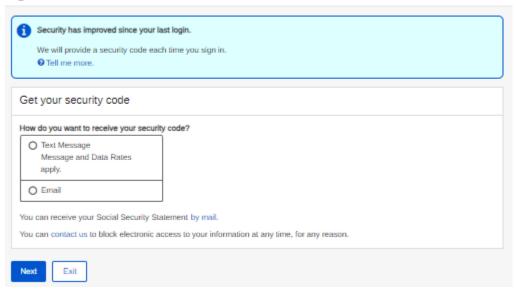
Get Your Security Code - Text Message or Email





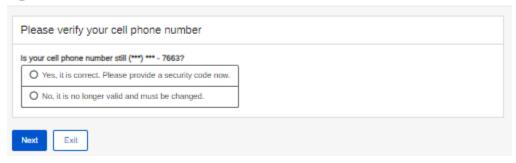
Get Your Security Code - Security Has Improved





Verify Cell Phone Number





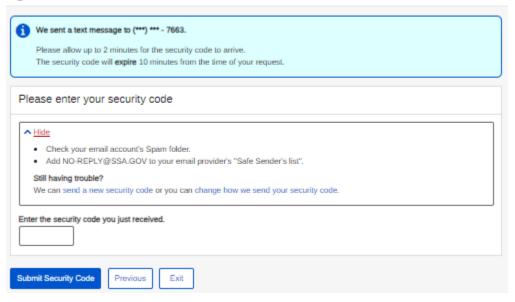
Verify Email





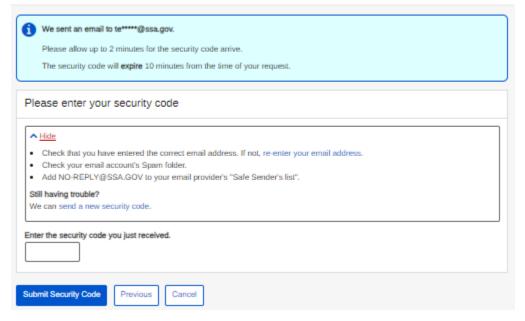
Enter Security Code - Text Message





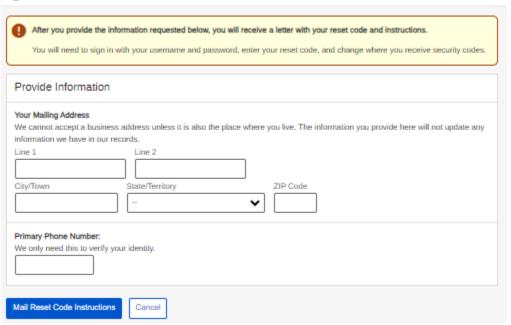
Enter Security Code - Email





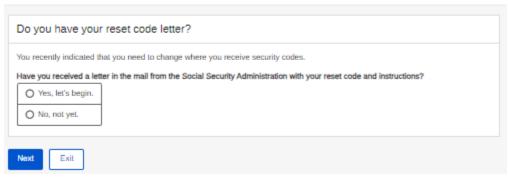
Get Reset Code - Provide Address Information





Do You Have... Reset Code Letter?





Get Temporary Password - Provide Address Information



