



DESIGN SPECIFICATIONS DOCUMENT

ENTERPRISE SCHEDULING SYSTEM (ESS)

SCREEN PACKAGE



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Design Specification Document Version Information

The first release of this design specifications document as a project deliverable is numbered 1.0.

Subsequent revisions are numbered 1.1, 1.2, 1.3, etc. Content revisions are listed below with corresponding page numbers.

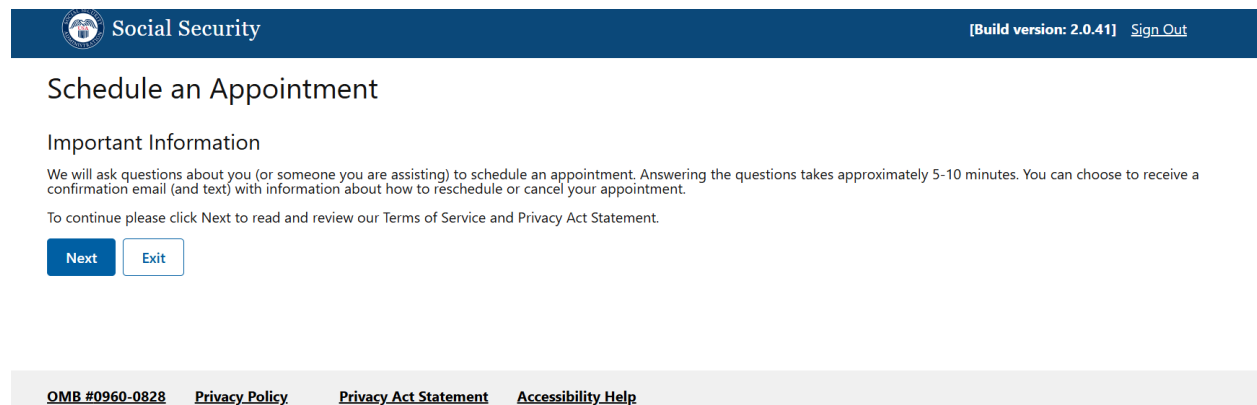
<i>Version Number</i>	<i>Date</i>	<i>Content Revisions</i>	<i>Page #</i>	<i>Revised by</i>
1.0 (First Release)	April 5, 2022	Original		
1.1 (First Revision)				
1.2 (Second Revision)				

1. ESS Public UI Walkthrough

1.1. Create Appointment – Self-scheduling

The customer completes the appropriate form in oSSNAP, or the online questionnaire, which helps the customer determine the need for a post-entitlement appointment, and the customer receives a link to ESS, which directs the customer to log in via Login.Gov or ID.me (this provides low-level ROME credentialing) to use ESS to self-schedule an appointment. Once the customer is logged in, ESS presents a brief description of what the customer can expect from ESS. The customer must view the Terms of Service and Privacy Act Statement to continue. The customer clicks “Next” to advance to the Terms of Service and Privacy Act Statement. If the customer does not want to continue, they can click “Exit” to exit ESS.

Because the user is logged in, the user’s name appears in the top banner along with a Sign Out control.



The screenshot shows the ESS Customer Home Page. At the top is a dark blue header bar with the Social Security Administration logo and the text "Social Security" on the left, and "[Build version: 2.0.41] Sign Out" on the right. Below the header, the main heading is "Schedule an Appointment". Underneath this is a section titled "Important Information" which contains two paragraphs of text explaining the appointment process and providing instructions to click "Next" to review the Terms of Service and Privacy Act Statement. At the bottom of this section are two buttons: a blue "Next" button and a white "Exit" button with a blue border. At the very bottom of the page is a light gray footer bar containing four links: "OMB #0960-0828", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

Figure 1 ESS Customer Home Page

 Social Security

Terms of Service

- I understand that ssa.gov contains U.S. Government information.
- I consent to the monitoring and recording of my use of Social Security online services, including any electronic communications.
- 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 unauthorized use of Social Security online services is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that the Social Security Administration may stop me from using Social Security online services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by the Social Security Administration is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed.

☐ I agree to the Terms of Service

Next

Exit

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

 Social Security [Build version: 2.0.41] [Sign Out](#)

Schedule an Appointment

Terms of Service

I understand that I am entering a U.S. Government System to schedule an appointment with the Social Security Administration.
I understand that I need to provide the Social Security Administration information in order to request an appointment.
I understand that failing to agree to the statements below will prevent me from requesting an appointment online for me or for the person for whom I am requesting an appointment.

I understand that:

- my activities may be monitored within this site.
- any person who knowingly and willfully tries to obtain Social Security benefits falsely could be punished by a fine or imprisonment, or both.

Information about Social Security's Online Policies

We are committed to protecting individual privacy and securing the personal information made available to us when you visit our website, www.ssa.gov. Our Internet Privacy Policy explains our online information practices.

Next

Exit

[OMB #0960-0828](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Figure 2 ESS Customer Terms of Service

The customer clicks “Next” to advance to the Privacy Act Statement or “Exit” if they want to exit ESS.

7

Social Security [Build version: 2.0.41] Sign Out

Schedule an Appointment

Privacy Act Statement

Collection and Use of Personal Information

Section 205(a) of the Social Security Act, as amended, allows us to collect your information or the information you are submitting on behalf of another, which we will use to schedule an appointment. Providing this 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, contractors, employers, and others, as outlined in the routine uses within System of Records Notices 60-0350 and 60-0373, available at www.ssa.gov/privacy. The information you submit may also be used in computer matching programs for Federal benefits eligibility and to recoup debts under these programs.

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

OMB #0960-0828 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Figure 3 ESS Customer Privacy Act Statement

The customer clicks “Next” to continue.

ESS asks for the reason for the appointment that is “original or replacement social security card or Post-Entitlement (PE).” For an enumeration appointment the ‘answer’ is passed in from oSSNAP based on the type of SSN application the customer completed there. In the event the incorrect reason is selected in oSSNAP (since oSSNAP is unauthenticated), the customer can change the reason. The selection of original and replacement reasons leads to the same outcome. For a PE appointment the ‘answer’ is passed in from the online PE questionnaire.

U.S. DEPARTMENT OF THE TREASURY SOCIAL SECURITY ADMINISTRATION

Social Security

Schedule an Appointment

Reason for Appointment

Reason for Appointment

Post-Entitlement ←

Next **Previous**

Figure 4 ESS Customer Reason for Appointment

The customer clicks “Next” to continue.

ESS asks the customer for a ZIP code, so it can find an available appointment nearby. The customer must also select their preferred contact type. ESS presents three options, in-office, phone or video.

Enterprise Scheduling System

Customer Scheduling

Appointment Details

Find Available Appointments

A red asterisk (*) indicates a required field.

*Enter ZIP Code

*Contact Type

☐ In Office

☐ Video

☐ Phone

Next

Figure 5 ESS Customer Enter ZIP Code and Contact Type

The customer can change the ZIP code to choose an office outside their servicing area. Customers that are within the servicing area of a Social Security Card Center are only able to self-schedule with those specific offices.

The customer enters the zip code, selects their preferred contact type and clicks Next to continue.

ESS displays the first available appointment at the local servicing office associated with the ZIP code.

The screenshot displays the 'Schedule an Appointment' interface. At the top, a dark blue header contains the Social Security logo, the text 'Social Security', and links for '[Build version: 2.0.41]' and 'Sign Out'. Below the header, the title 'Schedule an Appointment' is followed by 'Select Appointment'. The 'Contact Type' is set to 'In Office'. The office address is listed as 'SOCIAL SECURITY, 650 GRAVOIS BLUFF BLVD, FENTON, MO, 63026'. Under 'Available appointment times', a green bar highlights 'Earliest available appointment' with a button showing '9:00 AM on Tuesday, March 25, 2025'. Below this are three buttons: 'Select another time on Tuesday, March 25, 2025', 'Select another date at this location', and 'Select another location'. A 'Previous' button is located at the bottom left. The footer contains links for 'OMB #0960-0828', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility Help'.

Figure 6 ESS Customer Earliest Available Appointment

If the customer finds the time and date acceptable, the customer clicks the button with the time and date on it and confirms the appointment selection.

Note: that during this scheduling process, the selected appointment location, date, and time has been reserved for the individual, and is unavailable for other callers or users in the online scheduling application.

The screenshot shows the 'Schedule an Appointment' page for Social Security. A modal titled 'Confirm Appointment' is open, asking 'Are you sure you want to select the following appointment?'. The modal displays the following details: **Contact Type:** In Office, **Location:** SOCIAL SECURITY, 650 GRAVOIS BLUFF BLVD, FENTON, MO, 63026, and **Date/Time:** 9:00 AM on Tuesday March 25, 2025. There are two buttons in the modal: 'Yes, Confirm' and 'No, Select Again'. The background page shows the 'Select Appointment' section with the same location and date selected. It lists 'Available appointment times' with '9:00 AM on Tuesday, March 25, 2025' as the earliest available appointment. There are buttons for 'Select another time on Tuesday, March 25, 2025', 'Select another date at this location', and 'Select another location'. A 'Previous' button is also visible. The footer contains links for OMB #0960-0828, Privacy Policy, Privacy Act Statement, and Accessibility Help.

Figure 7 ESS Customer Confirm Appointment

If the customer accepts the date, but not the time, the customer can click on “Select Another Time on...”

The screenshot shows the 'Schedule an Appointment' page for Social Security. The 'Select Appointment' section displays the location: SOCIAL SECURITY, 650 GRAVOIS BLUFF BLVD, FENTON, MO, 63026. Below this, there are buttons for 'Select another date at this location' and 'Select another location'. The 'Available appointment start times for Tuesday, March 25, 2025' are listed as 9:10 AM, 9:20 AM, and 9:30 AM. A link 'Show more times' is also present. A 'Previous' button is visible at the bottom. The footer contains links for OMB #0960-0828, Privacy Policy, Privacy Act Statement, and Accessibility Help.

Figure 8 ESS Customer Show Other Times on Same Date at Same Location

 Social Security

[Build version: 2.0.41] [Sign Out](#)

[Select another date at this location](#) [Select another location](#)

Previous

Figure 9 ESS Customer Show More Times

ESS presents other available appointment times on the same date. ESS displays some of the available times. The customer can click “Show more times” to view additional start times. If the customer finds a time and date acceptable, the customer clicks the button with the time on it and confirms the appointment selection.

If the customer accepts the office location, but not the date, the customer can click Select Another Date at this Location.

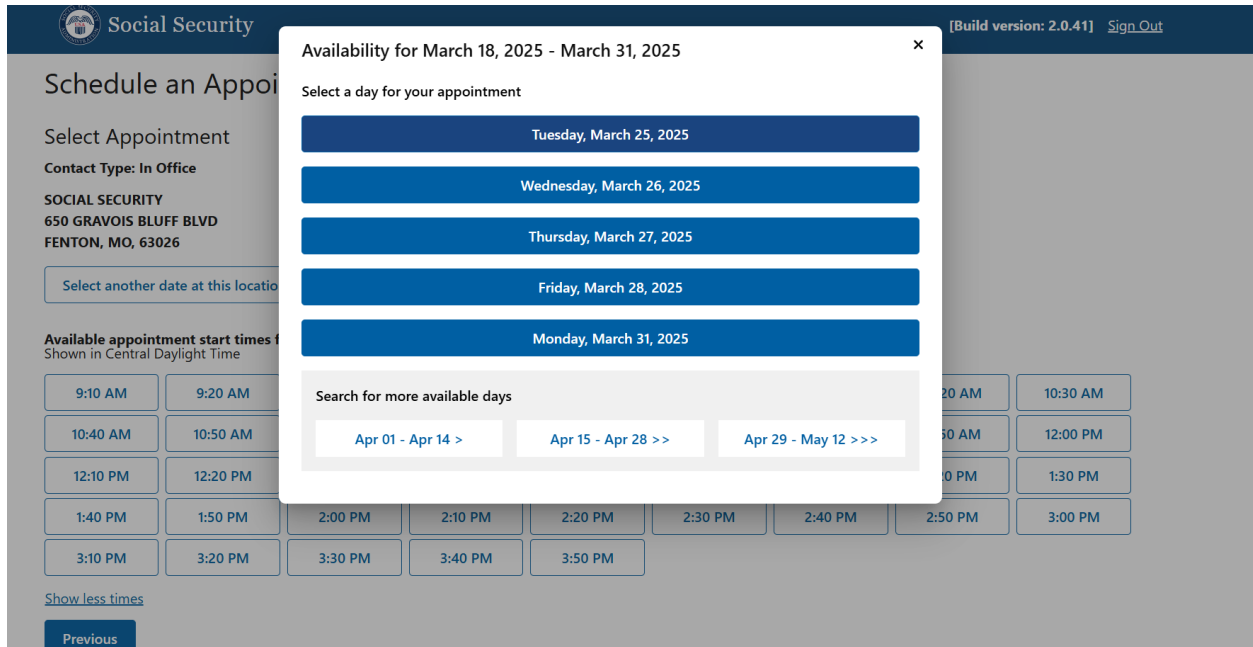


Figure 60 ESS Customer Select Another Date at This Location

ESS presents other dates at the same office. ESS shows only those dates where the office has at least one available appointment based on the contact type selected. The number of dates that ESS shows may exceed the modal box size. In this case, date options are paginated to allow access to all the dates. The customer selects the desired date by clicking the date button.

ESS presents appointment times on the selected date at the same office location.

Schedule an Appointment

Select Appointment

Contact Type: In Office

SOCIAL SECURITY
650 GRAVOIS BLUFF BLVD
FENTON, MO, 63026

Select another date at this location Select another location

Available appointment start times for Wednesday, March 26, 2025
Shown in Central Daylight Time

9:00 AM	9:10 AM	9:20 AM	9:30 AM	9:40 AM	9:50 AM	10:00 AM	10:10 AM	10:20 AM
10:30 AM	10:40 AM	10:50 AM	11:00 AM	11:10 AM	11:20 AM	11:30 AM	11:40 AM	11:50 AM
12:00 PM	12:10 PM	12:20 PM	12:30 PM	12:40 PM	12:50 PM	1:00 PM	1:10 PM	1:20 PM
1:30 PM	1:40 PM	1:50 PM	2:00 PM	2:10 PM	2:20 PM	2:30 PM	2:40 PM	2:50 PM
3:00 PM	3:10 PM	3:20 PM	3:30 PM	3:40 PM	3:50 PM			

[Show less times](#)

Previous

Figure 71 ESS Customer Select Appointment Time

If the customer does not accept the location, the customer can click on Select Another Location.

Enterprise Scheduling System

Customer Scheduling

Appointment Details

Find Available Appointments

A red asterisk (*) indicates a required field.

*Enter ZIP Code

*Contact Type

☐ In Office

☐ Video

☐ Phone

Next

Figure 12 ESS Customer Select Another Location and Preferred Contact Type

ESS displays the primary servicing office for the ZIP code. The customer can search a new ZIP code by entering it, their preferred contact type and clicking Next. ESS will refresh the modal, showing the office assigned for the entered ZIP code.

ESS presents appointment times on the selected date at the newly selected office location.

Social Security [Build version: 2.0.41] [Sign Out](#)

Schedule an Appointment

Select Appointment

Contact Type: In Office

SOCIAL SECURITY
SUITE 5
43 PRAIRIE DELL PLZ
UNION, MO, 63084

[Select another date at this location](#) [Select another location](#)

Available appointment start times for Tuesday, March 18, 2025
Shown in Central Daylight Time

9:10 AM 9:20 AM 9:30 AM

[Show more times](#)

[Previous](#)

OMB #0960-0828 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Figure 13 ESS Customer Select Appointment Time

When the customer finds an acceptable appointment date, time, and location, the customer clicks the button with the date and time on it. A confirmation message appears.

Social Security [Build version: 2.0.41] [Sign Out](#)

Schedule an Appointment

Select Appointment

Contact Type: In Office

SOCIAL SECURITY
SUITE 5
43 PRAIRIE DELL PLZ
UNION, MO, 63084

[Select another date at this location](#) [Select another location](#)

Available appointment start times for Tuesday, March 18, 2025
Shown in Central Daylight Time

9:10 AM 9:20 AM 9:30 AM

[Show more times](#)

[Previous](#)

OMB #0960-0828 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Confirm Appointment

Are you sure you want to select the following appointment?

Contact Type: In Office

Location:
SOCIAL SECURITY
SUITE 5
43 PRAIRIE DELL PLZ
UNION, MO, 63084

Date/Time: 9:10 AM on Tuesday March 18, 2025

[Yes, Confirm](#) [No, Select Again](#)

Figure 8 ESS Customer Confirm Appointment

Customer clicks Yes, Confirm to continue.

ESS asks for the customer's name, if the appointment is for the customer or someone else, as well as the SSN and date of birth of the individual for whom the appointment is being scheduled.

The screenshot displays the 'Enterprise Scheduling System' interface. The top navigation bar includes a home icon, 'Customer Scheduling', and links for 'TEST ONLY - CHANGE PROFILE', 'Build version: 2.0.123', 'Marcus Holmes', and 'Sign Out'. The main heading is 'Schedule an Appointment'. Below it, the 'Personal Information' section includes a note: 'A red asterisk (*) indicates a required field.' The 'Your Name' section states 'This is the person requesting the appointment.' and contains four input fields: 'First' (required), 'Middle', 'Last' (required), and 'Suffix' (dropdown). The 'For whom are you scheduling this appointment?' section has two radio buttons: 'Myself' (selected) and 'Someone Else'. The 'Individual's Social Security Number (SSN)' section has a single input field. The 'Individual's Date of Birth' section has three dropdown fields for 'Month' (required), 'Day' (required), and 'Year' (required). At the bottom are 'Next' and 'Previous' buttons.

Figure 15 ESS Customer Personal Information Before Consenting to Messaging

The customer's first and last name are required. Middle name and suffix are optional. The customer must indicate if they are scheduling the appointment personally or for someone else and the respective date of birth. For enumeration appointments SSN is optional. For PE appointments SSN is required.

The screenshot shows the 'Customer Scheduling' header. The main heading is 'Schedule an Appointment'. Below it is the 'Consent To Messaging' section. A note states: 'A red asterisk (*) indicates a required field.' The 'Your Name' field is filled with 'John Quincy Smith'. The 'Your Phone Number' field is filled with '(218) 078-7591'. A light blue information box contains the following text: 'We can send you messages to confirm, remind, and provide instructions for your appointment. It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you. You can change your mind by revisiting this page.' Below this box is a question: '*Do you consent to receive electronic messages from SSA?'. There are two radio button options: 'Yes, I consent' (with subtext 'SSA may send electronic messages') and 'No, I do not consent' (with subtext 'SSA will not send electronic messages'). At the bottom are 'Next' and 'Previous' buttons.

Figure 16 ESS Consent to Messaging

The customer can consent to receive electronic messages from SSA by clicking the check box. If the customer does not check the Consent check box and clicks Next, a message appears to inform the customer that SSA will not send messages and explain what the customer must do to change update or cancel the appointment and what the customer must do upon arrival at the appointment.

The screenshot shows a yellow message box with a warning icon. The text inside reads: 'You will not receive messages about this appointment. To update or cancel your appointment, you must contact us toll-free at 1-800-772-1213 (TTY 1-800-325-0778). When you arrive for your appointment, you must check in at the kiosk.' Below the message box are 'Next' and 'Previous' buttons.

Figure 97 ESS Customer User Does Not Consent to Messaging

When checked, ESS asks how the customer would like to receive the messages.

The screenshot shows the 'Schedule an Appointment' page on the Social Security website. The header includes the Social Security logo and a 'Sign Out' link. The main heading is 'Schedule an Appointment'. Below it is the 'Personal Information' section. A note states: 'A red asterisk (*) indicates a required field.' The 'Your Name' field is filled with 'John Quincy Smith'. The 'Your Phone Number' field is filled with '(218) 078-7591'. A blue information box contains the following text: 'We can send you messages to confirm, remind, and provide instructions for your appointment. It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you. You can change your mind by revisiting this page.' Below this, there are three sections: 1. 'Do you consent to receive electronic messages from SSA?' with two radio buttons: 'Yes, I consent' (selected) and 'No, I do not consent'. 2. 'Your Email Address' with a text field containing 'johnsmith@email.com'. 3. 'Would you also like to receive text messages?' with two radio buttons: 'Yes' (selected) and 'No'. Below these is 'Your U.S. Mobile Phone Number' with a text field containing '(218) 078-7591'. Another blue information box contains the following text: 'By consenting to receive text messages from Social Security, you understand that: • You will receive electronic messages related to your Social Security business. • Message frequency varies. • You can text STOP to opt-out at any time. • For help, text HELP. • Message and data rates may apply. You can view our terms and conditions and privacy policy at <https://www.ssa.gov/enams>'. At the bottom of the form are 'Next' and 'Previous' buttons. The footer contains links for 'OMB #0960-0828', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility Help'.

An official website of the United States government [Here's how you know](#)

Social Security [Build version: 2.0.41] [Sign Out](#)

Schedule an Appointment

Personal Information

A red asterisk (*) indicates a required field.

Your Name
John Quincy Smith

Your Phone Number
You may receive a phone call regarding any matters related to your appointment
(218) 078-7591

i We can send you messages to confirm, remind, and provide instructions for your appointment.

It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you.

You can change your mind by revisiting this page.

***Do you consent to receive electronic messages from SSA?**

☒ Yes, I consent
SSA may send electronic messages

☐ No, I do not consent
SSA will not send electronic messages

***Your Email Address**
You will receive messages about this appointment at this address
johnsmith@email.com

***Would you also like to receive text messages?**

☒ Yes ☐ No

***Your U.S. Mobile Phone Number**
You will receive text messages about this appointment at this number
(218) 078-7591

i By consenting to receive text messages from Social Security, you understand that:

- You will receive electronic messages related to your Social Security business.
- Message frequency varies.
- You can text STOP to opt-out at any time.
- For help, text HELP.
- Message and data rates may apply.

You can view our terms and conditions and privacy policy at <https://www.ssa.gov/enams>

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

OMB #0960-0828 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Figure 108 ESS Customer Personal Information After Consent to Messaging – Email and Text Messaging

If the customer's oSSNAP application or appointment request is completed on behalf of someone else (at this time, this can be a proper applicant, e.g., parent or legal guardian, and not a third-party assistor/helper), this page shows the Individual's name.

An official website of the United States government [Here's how you know](#)

 **Social Security** [Build version: 2.0.41] [Sign Out](#)

Schedule an Appointment

Personal Information

A red asterisk (*) indicates a required field.

You are scheduling an appointment for:
John Quincy Smith

Your Name
Jane Allison Smith

Your Phone Number
You may receive a phone call regarding any matters related to your appointment.
(218) 078-7591

i We can send you messages to confirm, remind, and provide instructions for your appointment.

It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you.

You can change your mind by revisiting this page.

*Do you consent to receive electronic messages from SSA?

☒ Yes, I consent
SSA may send electronic messages

☐ No, I do not consent
SSA will not send electronic messages

*Your Email Address
You will receive messages about this appointment at this address

*Would you also like to receive text messages?

☐ Yes ☐ No

[Done](#)

[OMB #0960-0828](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Figure 11 ESS Customer Personal Information Before Consenting to Messaging – Appointment For Someone Else

The customer selects whether they consent to electronic messaging. If the customer consents, they can enter their email address or phone number.

The customer's email address and phone number are prefilled if they completed an oSSNAP application. If the customer is requesting an appointment, they must complete those fields.

If the customer does not want to receive text messages, he or she must select the Email option.

An official website of the United States government [Here's how you know](#)

 **Social Security** [Build version: 2.0.41] [Sign Out](#)

Schedule an Appointment

Personal Information

A red asterisk (*) indicates a required field.

You are scheduling an appointment for:
John Quincy Smith

Your Name
Jane Allison Smith

Your Phone Number
You may receive a phone call regarding any matters related to your appointment.
(218) 078-7591

i We can send you messages to confirm, remind, and provide instructions for your appointment.

It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you.

You can change your mind by revisiting this page.

***Do you consent to receive electronic messages from SSA?**

☒ Yes, I consent
SSA may send electronic messages

☐ No, I do not consent
SSA will not send electronic messages

***Your Email Address**
You will receive messages about this appointment at this address

***Would you also like to receive text messages?**

☐ Yes

☒ No

Next

Previous

OMB #0960-0828 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Figure 12 ESS Customer Personal Information After Consent to Messaging – Email

The customer clicks Next to continue.

ESS asks for the customer's language preferences.

The screenshot shows the 'Schedule an Appointment' page on the Social Security website. The page has a header with the Social Security logo and 'User Name Sign Out'. The main heading is 'Schedule an Appointment'. Below it is a section titled 'Language Preference'. A note states: '* Indicates required information'. A light blue box contains an information icon and text: 'This is the language used during your appointment with a representative. We can arrange for an interpreter at no cost to you'. There are two required fields: '* Spoken language preference?' and '* Written language preference?'. Both fields have a dropdown menu currently set to 'English'. At the bottom of the form are two buttons: 'Next' (highlighted in blue) and 'Previous'. The footer contains links for 'OMB No. 0000-0000', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility'.

Social Security

User Name [Sign Out](#)

Schedule an Appointment

Language Preference

* Indicates required information

i This is the language used during your appointment with a representative
We can arrange for an interpreter at no cost to you

* Spoken language preference?

English

* Written language preference?

English

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

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility](#)

Figure 13 ESS Customer Language Preference

ESS asks for both spoken and written language preferences. Both default to English, but the customer can select another language.

The customer clicks Next to continue.

ESS presents the Review and Submit summary page.

Social Security User Name [Sign Out](#)

Schedule an Appointment

Review and Submit
These are all the answers you've provided. If you need to make any changes, please select "Edit" to return to that part of the application.

Schedule New Appointment

✓ **Reason for Appointment** [Edit](#)

What can we help you with: **Replacement Social Security Card**

✓ **Select Appointment** [Edit](#)

Office Address
 Street Address: **230 W Superior St, Ste 500**
 City/Town: **Duluth**
 State/Territory: **Minnesota**
 ZIP Code: **55808**
 Appointment date: **April 19, 2022**
 Appointment time: **8:00 AM**

✓ **Personal Information** [Edit](#)

Your Name: **John Quincy Smith**
 I consent to receive electronic messages from SSA about this appointment (message and data rates may apply): **Yes**
 How would you like to receive these messages: **Email and text messages**
 Your Email address: **johnsmith@email.com**
 Your U.S. Mobile Phone Number: **(218)-078-7591**

✓ **Language Preference** [Edit](#)

What language do you prefer speaking: **English**
 What language do you prefer reading: **English**

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

OMB No. 0000-0000 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility](#)

Figure 14 ESS Customer Review and Submit

The customer reviews and can edit the information on this page.

The Reason for Appointment Edit button takes the customer to the Reason for Appointment page. If the customer changes the reason, a new appointment date/time and location must be selected. The customer will traverse the pages in order to complete the scheduling process. ESS will 'remember' the customer's personal information and language preferences, but these can be changed, as well.

Selecting the Appointment Edit button takes the customer to the Find Available Appointments – Enter ZIP Code page. ESS prefills the ZIP Code with the ZIP Code of the previously selected appointment location. The customer will traverse the pages in order to complete the scheduling process. ESS will 'remember' the customer's personal information and language preferences, but these can be changed, as well.

Personal Information Edit button takes the customer to the Personal Information page. ESS does not change the appointment date/time or location. The customer continues to language preference. ESS ‘remembers’ the language preferences.

If the appointment was made on behalf of someone else, the individual’s name appears in the Personal Information section.

The screenshot shows the 'Schedule an Appointment' page on the Social Security website. At the top, there is a 'Social Security' logo and a 'User Name Sign Out' link. The main heading is 'Schedule an Appointment'. Below this is a 'Review and Submit' section with a message: 'These are all the answers you've provided. If you need to make any changes, please select "Edit" to return to that part of the application.' The page is divided into four sections, each with a green checkmark icon and an 'Edit' button:

- Schedule New Appointment**
 - Reason for Appointment**: What can we help you with: **Replacement Social Security Card**
- Select Appointment**
 - Office Address: **230 W Superior St, Ste 500**
 - City/Town: **Duluth**
 - State/Territory: **Minnesota**
 - ZIP Code: **55808**
 - Appointment date: **April 19, 2022**
 - Appointment time: **8:00 AM**
- Personal Information**
 - Individual's Name: **Jane Allison Smith**
 - Your Name: **John Quincy Smith**
 - I consent to receive electronic messages from SSA about this appointment (message and data rates may apply): **Yes**
 - How would you like to receive these messages: **Email and text messages**
 - Your Email address: **johnsmith@email.com**
 - Your U.S. Mobile Phone Number: **(218)-078-7591**
- Language Preference**
 - What language do you prefer speaking: **English**
 - What language do you prefer reading: **English**

At the bottom, there are 'Submit' and 'Previous' buttons. Below the buttons, there are links for 'OMB No. 0000-0000', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility'.

Figure 15 ESS Customer Review and Submit – Appointment for Someone Else

Language Preference Edit button takes the customer to the Language Preference page.

The customer clicks Submit to schedule the appointment.

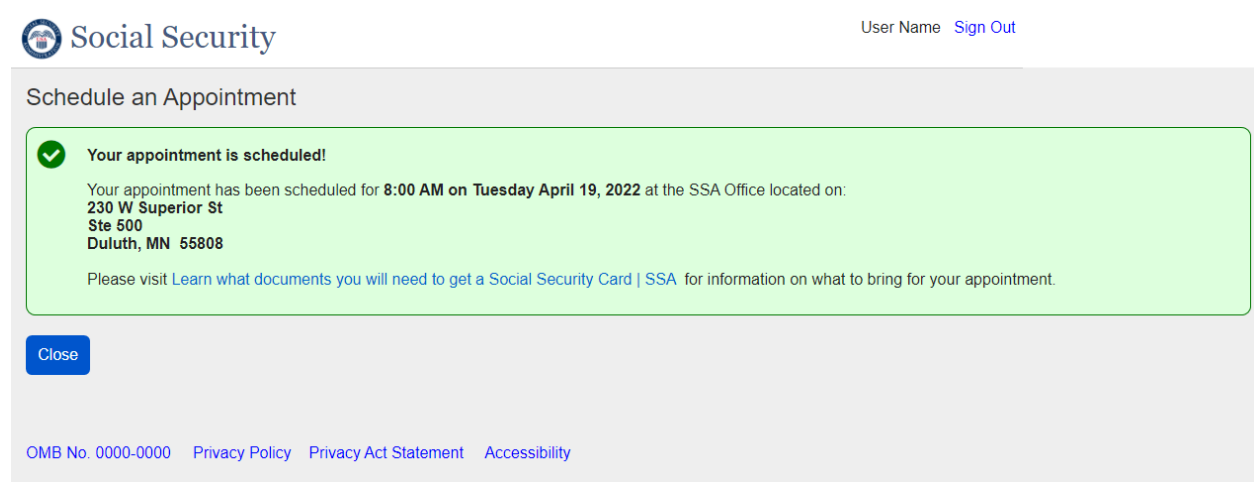


Figure 16 ESS Customer Appointment Scheduled Success

If ESS is unable to schedule the appointment (including for technical reasons), a message appears indicating that something went wrong and asks the customer to try again. Try Again repeats the Submit action.

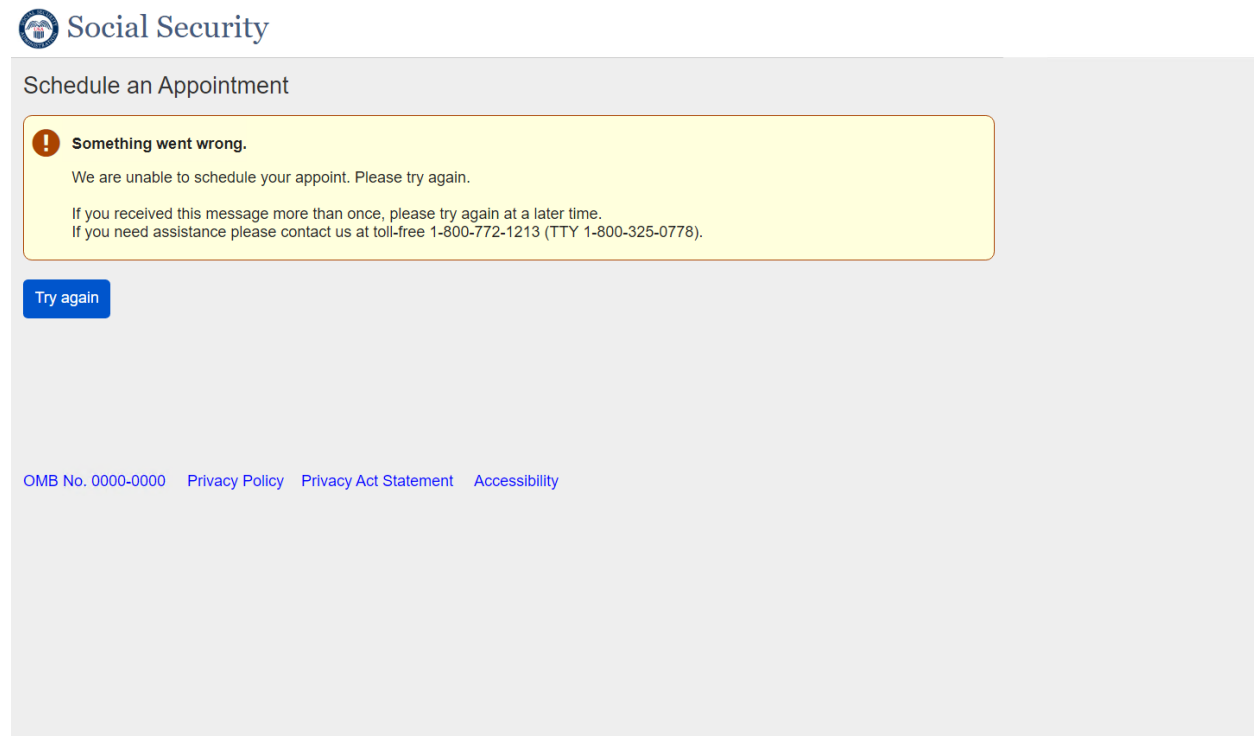
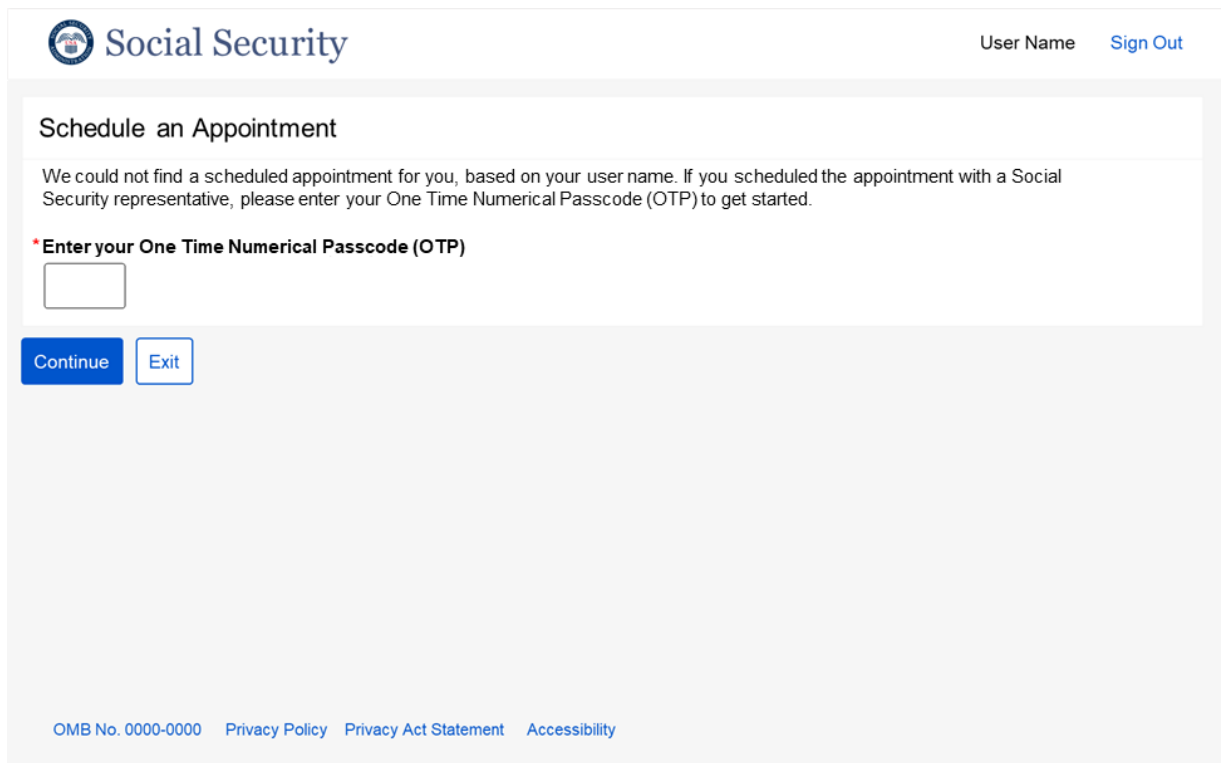


Figure 17 ESS Customer Appointment Scheduled Failure

1.2. Reschedule an Appointment

The customer receives an electronic message from SSA either via email or via email and text, based on the customer's selection, with a link to ESS. The customer must use this link to access the appointment record to modify, reschedule, or cancel the appointment online. If the customer opted to not receive electronic messages, the customer received a pop-up message that explains that the customer must contact SSA to make changes.

If the customer schedules the appointment with a technician, the technician offers the customer a chance to create a One Time Numerical Passcode (OTP) to be able to reschedule, modify, or cancel the appointment online. The customer receives a confirmation email and/or text and may use the link included within the message to access ESS. If the customer chooses to update the appointment using the link, the customer will first log in with existing credentials or register for a new account. At that point, the customer will enter the OTP to link the scheduled appointment with the customer's account.



The screenshot shows the 'Social Security' logo at the top left and 'User Name Sign Out' at the top right. The main heading is 'Schedule an Appointment'. Below it, a message states: 'We could not find a scheduled appointment for you, based on your user name. If you scheduled the appointment with a Social Security representative, please enter your One Time Numerical Passcode (OTP) to get started.' A red asterisk is next to the heading '* Enter your One Time Numerical Passcode (OTP)'. Below this is a text input field. At the bottom of the form area are two buttons: 'Continue' (blue) and 'Exit' (white with blue border). At the very bottom of the page are links for 'OMB No. 0000-0000', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility'.

Figure 18 ESS Customer Enter OTP

Once accepted, the customer proceeds to the ESS Home Page.

The screenshot displays the Social Security ESS Customer Home Page. At the top left is the Social Security logo. At the top right, there are links for 'User Name' and 'Sign Out'. The main heading is 'Schedule an Appointment'. Below this is a white box titled 'Important Information' containing the following text: 'We will ask questions about you (or someone you are assisting) to schedule an appointment. Answering the questions takes approximately 5-10 minutes. You can choose to receive a confirmation email (and text) with information about how to reschedule or cancel your appointment.' and 'To continue, please click 'Next' to read and review our Terms of Service and Privacy Act Statement.' Below the text are two buttons: 'Next' (blue) and 'Exit' (white). At the bottom of the page, there are links for 'OMB No. 0000-0000', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility'.

Figure 19 ESS Customer Home Page

The customer must review the Terms of Service and the Privacy Act Statement to continue.

The customer clicks Start to begin.

ESS shows Review Your Appointment Details.

 Social Security

User Name [Sign Out](#)

Appointment Details

Review Existing Appointment Details

The details for your existing appointment are below. You may make changes to your existing appointment or cancel your existing appointment.

Appointment Details

 Reason for Appointment

What can we help you with: **Replacement Social Security Card**

 Appointment Options

[Reschedule Appointment](#)

Office Address
Street Address: **230 W Superior St, Ste 500**
City/Town: **Duluth**
State/Territory: **Minnesota**
ZIP Code: **55808**
Appointment date: **April 19, 2022**
Appointment time: **8:00 AM**

 Personal Information

[Update](#)

Your Name: **John Quincy Smith**
I consent to receive electronic messages from SSA about this appointment (message and data rates may apply): **Yes**
How would you like to receive these messages: **Email and text messages**
Your Email address: **johnsmith@email.com**
Your U.S. Mobile Phone Number: **(218)-078-7591**

 Language Preference

[Update](#)

Spoken language preference: **English**
Written language preference: **English**

[Submit](#)

[Cancel Appointment](#)

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility](#)

Figure 20 ESS Customer Review Appointment Details

Type of Appointment cannot be changed without canceling and creating a new appointment.

Selecting the Reschedule Appointment button takes the customer to the Find Available Appointments – Enter ZIP Code page. ESS prefills the ZIP Code with the ZIP Code of the current appointment location. The customer may select a new time at the same location, a new date and time at the same location, or a new location, date, and time. When the customer makes his or her selection by clicking on the chosen appointment start time, ESS returns to the Appointment Details and shows the updated information.

Design Specifications Document – ESS Screen Package

The screenshot shows the 'Enterprise Scheduling System' header with a 'Customer Scheduling' link. The main heading is 'Appointment Details'. Below it, the text 'Find Available Appointments' is followed by a note: 'A red asterisk (*) indicates a required field.' The form includes a required field for 'Enter ZIP Code' with a text input box. Below this is a 'Contact Type' section with three radio button options: 'In Office', 'Video', and 'Phone'. A blue 'Next' button is at the bottom of the form.

Figure 21 ESS Customer Reschedule Enter ZIP Code

The screenshot shows the 'Social Security' header with a 'User Name' and 'Sign Out' link. The main heading is 'Schedule an Appointment'. The 'Select Appointment' section displays the location: '230 W Superior St Ste 500 Duluth, MN 55808'. There are buttons for 'Select another date at this location' and 'Select'. Below this, the text 'Available appointment start times for Tuesday' is followed by 'Shown in Eastern DST Time zone'. A grid of time slots is displayed, ranging from 8:00 AM to 3:30 PM. A 'Confirm Appointment' modal is open, asking 'Are you sure you want to book the following appointment:'. The modal displays the location: '230 W Superior St Ste 500 Duluth, MN 55808' and the date/time: 'Date/Time: 2:45 PM on Tuesday April 19, 2022'. The modal has 'Yes' and 'No' buttons. At the bottom of the page, there is a 'Previous' button and a footer with links for 'OMB No. 0000-0000', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility'.

Figure 22 ESS Customer Confirm Appointment


Social Security

User Name [Sign Out](#)

Appointment Details

Review Existing Appointment Details

The details for your existing appointment are below. You may make changes to your existing appointment or cancel your existing appointment.

Appointment Details

✓
Reason for Appointment

What can we help you with: **Replacement Social Security Card**

✓
Appointment Options
Reschedule Appointment

Office Address
 Street Address: **230 W Superior St, Ste 500**
 City/Town: **Duluth**
 State/Territory: **Minnesota**
 ZIP Code: **55808**
 Appointment date: **April 19, 2022**
 Appointment time: **2:45 PM** UPDATED

✓
Personal Information
Update

Your Name: **John Quincy Smith**
 I consent to receive electronic messages from SSA about this appointment (message and data rates may apply): **Yes**
 How would you like to receive these messages: **Email and text messages**
 Your Email address: **johnsmith@email.com**
 Your U.S. Mobile Phone Number: **(218)-078-7591**

✓
Language Preference
Update

Spoken language preference: **English**
 Written language preference: **English**

Submit
Cancel Appointment

[OMB No. 0000-0000](#)
[Privacy Policy](#)
[Privacy Act Statement](#)
[Accessibility](#)

Figure 23 ESS Customer Review Existing Appointment Details Showing Updates

The Personal Information Update button takes the customer to the Personal Information page. Your Name is read-only. Clicking Next returns the Customer to the Appointment Details page.


Social Security
User Name [Sign Out](#)

Schedule an Appointment

Personal Information

* Indicates required information

Your Name

* First

Middle

* Last

Suffix

John

Quincy

Smith

-- ▾

i We can send you a confirmation message, reminders, and check-in instructions for your appointment. Receiving electronic messages from SSA is voluntary and you may choose to opt-out at any time by unchecking the consent box. Please provide authorization to receive these messages by checking the consent box. Otherwise, you may proceed with confirming your appointment by clicking "Next."

☒ I consent to receive electronic messages from SSA about this appointment (message and data rates may apply)

***How would you like to receive these messages?**

☒ Email and text messages

☐ Email

***Your Email Address**

johnsmith@email.com

***Your U.S. Mobile Phone Number**

10-digit Number

(218)-078-7591

Next

Previous

Figure 24 ESS Customer Update Personal Information

The Language Preference Update button takes the customer to the Language Preference page.


Social Security
User Name [Sign Out](#)

Schedule an Appointment

Language Preference

* Indicates required information

i This is the language used during your appointment with a representative

We can arrange for an interpreter at no cost to you

***Spoken language preference?**

English ▾

***Written language preference?**

English ▾

Next

Previous

[OMB No. 0000-0000](#)
[Privacy Policy](#)
[Privacy Act Statement](#)
[Accessibility](#)

Figure 25 ESS Customer Update Language Preferences

Any changes are reflected on the Review and Submit page.

 Social Security

User Name [Sign Out](#)

Appointment Details

Review Existing Appointment Details
The details for your existing appointment are below. You may make changes to your existing appointment or cancel your existing appointment.

Appointment Details

✓ Reason for Appointment

What can we help you with: **Replacement Social Security Card**

✓ Appointment Options

[Reschedule Appointment](#)

Office Address
Street Address: **230 W Superior St, Ste 500**
City/Town: **Duluth**
State/Territory: **Minnesota**
ZIP Code: **55808**
Appointment date: **April 19, 2022**
Appointment time: **2:45 PM** **UPDATED**

✓ Personal Information

[Update](#)

Your Name: **John Quincy Smith**
I consent to receive electronic messages from SSA about this appointment (message and data rates may apply): **Yes**
How would you like to receive these messages: **Email and text messages**
Your Email address: **johnsmith@email.com**
Your U.S. Mobile Phone Number: **(218)-078-7591**

✓ Language Preference

[Update](#)

Spoken language preference: **English**
Written language preference: **English**

[Submit](#)

[Cancel Appointment](#)

[OMB No. 0000-0000](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility](#)

Figure 26 ESS Customer Review Existing Appointment Details Showing Updates

After making changes, the customer clicks Submit to finalize the appointment.

Most of the UIs are the same as for the Schedule an Appointment path, except for the following changes:

- On Personal Information, Your Name is read-only.
- After making changes, an UPDATED badge appears next to the update information.

1.3. Cancel an Appointment

The customer receives an electronic message from SSA with a link to ESS. The customer must use this link to access the appointment record to modify, reschedule, or cancel the appointment online. If the customer opted to not receive electronic messages, the customer must contact SSA to make changes.

The customer must review the Terms of Service and Privacy Act Statement before proceeding.

ESS shows Review Your Appointment Details.

 **Social Security** User Name [Sign Out](#)

Appointment Details

Review Existing Appointment Details
The details for your existing appointment are below. You may make changes to your existing appointment or cancel your existing appointment.

Appointment Details

✓ **Reason for Appointment**

What can we help you with: **Replacement Social Security Card**

✓ **Appointment Options** [Reschedule Appointment](#)

Office Address
Street Address: **230 W Superior St, Ste 500**
City/Town: **Duluth**
State/Territory: **Minnesota**
ZIP Code: **55808**
Appointment date: **April 19, 2022**
Appointment time: **2:45 PM** UPDATED

✓ **Personal Information** [Update](#)

Your Name: **John Quincy Smith**
I consent to receive electronic messages from SSA about this appointment (message and data rates may apply): **Yes**
How would you like to receive these messages: **Email and text messages**
Your Email address: **johnsmith@email.com**
Your U.S. Mobile Phone Number: **(218)-078-7591**

✓ **Language Preference** [Update](#)

Spoken language preference: **English**
Written language preference: **English**

[Submit](#) [Cancel Appointment](#)

OMB No. 0000-0000 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility](#)

Figure 27 ESS Customer Review Existing Appointment Details

The customer clicks the Cancel Appointment button to cancel the appointment. ESS asks for confirmation.

Design Specifications Document – ESS Screen Package

The screenshot shows the 'Appointment Details' page on the Social Security website. The page header includes the Social Security logo and a 'User Name Sign Out' link. The main content area is titled 'Appointment Details' and contains several sections: 'Reason for Appointment' (with a green checkmark), 'Appointment Options' (with a green checkmark), 'Office Address' (230 W Superior St, Ste 500, Duluth, Minnesota, ZIP Code: 55808, Appointment date: April 19, 2022, Appointment time: 8:00 AM), 'Personal Information' (with a green checkmark), and 'Language Preference' (with a green checkmark). A modal dialog box titled 'Cancel appointment' is overlaid on the page, asking 'Are you sure you want to cancel your appointment?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted. At the bottom of the page, there are links for 'Submit', 'Cancel Appointment', 'Reschedule Appointment', and 'Update' buttons.

Figure 28 ESS Customer Cancel Appointment Confirmation

If Yes, ESS displays successful cancellation message.

The screenshot shows the 'Appointment Details' page on the Social Security website. The page header includes the Social Security logo and a 'User Name Sign Out' link. The main content area is titled 'Appointment Details' and contains a green message box with a green checkmark and the text 'Your appointment has been cancelled!'. Below the message box is a 'Close' button. At the bottom of the page, there are links for 'OMB No. 0000-0000', 'Privacy Policy', 'Privacy Act Statement', and 'Accessibility'.

Figure 29 ESS Customer Cancel Appointment Success

If no, ESS returns the customer to Review Your Appointment Details.

2. ESS Technician Scheduling UI Walkthrough

The UIs presented in this document are part of a larger application that continues to be developed. The functionality to allow technicians to schedule, reschedule, and cancel PE appointments is a part of the functionality for this expansion of the application. ESS includes administrative functionality for Managers to define technician availability and view calendars of appointments. These components are for administrative purposes only and do not alter the UI content contained in the following sections that technicians would use to schedule appointments for customers.

2.1. Schedule Appointment

The technician scheduling process begins with a phone call from a person wishing to make an appointment. The technician will verify the caller is the proper applicant as well as read the Privacy Act Statement. The technician will open the Appointment function in ESS and begin to gather information from the caller.

The technician first asks for the caller's name. First and last name are required.

The screenshot displays the 'Enterprise Scheduling Solution' interface. At the top, there's a header bar with 'Enterprise Scheduling Solution' on the left and '[User Name] v' on the right. Below the header, there are two tabs: 'Appointments' (active) and 'Admin'. The main content area is titled 'Schedule an Appointment'. Under this title, there's a section 'Personal Information'. A note states '* Indicates required information'. The section includes a heading '* Your Name' with a subtext 'This is the person requesting the appointment'. Below this, there are four input fields: 'First', 'Middle', 'Last', and 'Suffix'. The 'Last' field is marked with a red asterisk. The 'Suffix' field is a dropdown menu. Below the name fields, there's a heading '* For whom are you scheduling this appointment?' with two radio button options: 'Self' and 'Someone Else'. At the bottom of the form, there are two buttons: 'Next' (highlighted in blue) and 'Previous'.

Figure 30 ESS Technician Personal Information Startup

The technician then asks for whom the caller is scheduling an appointment. The proper applicant can call and schedule an appointment. If the caller wants to schedule their own appointment, the technician asks for the caller's name and DOB. For enumeration appointments SSN is an optional field. For PE appointments, SSN is mandatory. If the caller is a proper applicant for someone else and wants to schedule an appointment, the technician asks the name and DOB of the number holder or original number applicant as well as the caller's

name. If the caller is making an appointment for an original SSN, the technician is not required to collect the SSN. DOB is required. If the caller is making a PE appointment, SSN is required.

The screenshot shows the 'Enterprise Scheduling Solution' interface. At the top, there's a header bar with 'Enterprise Scheduling Solution' on the left and '[User Name]' on the right. Below the header, there are two tabs: 'Appointments' (active) and 'Admin'. The main content area is titled 'Schedule an Appointment'. Under this title, there's a section labeled 'Personal Information'. Inside this section, there's a note: '* Indicates required information'. The first required field is '* Your Name', with a sub-note 'This is the person requesting the appointment'. Below this, there are four input fields: 'First', 'Middle', 'Last', and 'Suffix'. The 'Last' field is marked with a red asterisk. The 'Suffix' field is a dropdown menu. Below these fields, there's a question: '* For whom are you scheduling this appointment?'. There are two radio button options: 'Self' (selected) and 'Someone Else'. Below this, there's a field for 'Individual's Social Security Number (SSN)'. At the bottom of the section, there's a question: '* Individual's Date of Birth'. Below this, there are three dropdown menus for 'Month', 'Day', and 'Year'. At the bottom of the form, there are two buttons: 'Next' (blue) and 'Previous' (white).

Figure 31 ESS Technician Personal Information for Self

Enterprise Scheduling Solution [User Name] ▾

Appointments Admin

Schedule an Appointment

Personal Information

* Indicates required information

*** Your Name**
This is the person requesting the appointment

* First Middle * Last Suffix

* For whom are you scheduling this appointment?

☐ Self

☒ Someone Else

Individual's Social Security Number (SSN)

Individual's Name
This is the person for whom you are scheduling the appointment

* First Middle * Last Suffix

*** Individual's Date of Birth**

Month Day Year

Next Previous

Figure 32 ESS Technician Personal Information for Someone Else

If the caller wants to schedule an appointment for someone else, the technician asks for that individual's SSN (not required for enumeration only), name (first and last required), and DOB. The technician clicks Next.

ESS checks the ESS database to determine if any appointments exist for the person for whom the appointment is to be made. If ESS finds any appointments, it displays a list of the appointments. The technician can then determine if the individual already has an appointment scheduled.

Enterprise Scheduling System

[TEST ONLY - CHANGE PROFILE](#)
[\[Build version: 2.0.123\]](#)
[Marcus Holmes](#)
[Sign Out](#)

Customer Scheduling

Schedule an Appointment

Personal Information

Individual's Social Security Number (SSN)

Individual's Name
Not Answered

Individual's Date of Birth
Not Answered Not Answered, Not Answered

Appointments for this Individual
Open an appointment record to view, update, reschedule, or cancel it

Date/Time	Location	Reason	Scheduler	Status	Actions
03/25/2025 9:00 AM	SOCIAL SECURITY 650 GRAVOIS BLUFF BLVD , FENTON, MO 63026	Replacement Social Security Card	Seabrook, Ifara S (Technician)	Scheduled	View
03/24/2025 9:00 AM	SOCIAL SECURITY 2ND FLOOR 35 COURTLAND ST , BRIDGEPORT, CT 06604	Original Social Security Card	Holmes, Marcus Jermaine (Technician)	Scheduled	View

[Create Appointment](#)
[Previous](#)

Figure 33 ESS Technician Scheduled Appointments Found

If the person for whom the appointment is to be made already has an appointment scheduled for the same reason, the technician can open the appointment to view its details and make any required changes, including rescheduling the appointment. Some reasons why there may be multiple appointments may be:

- The person self-scheduled multiple times using ESS.
- The person has a name and DOB that are the same as another person(s) who have appointments with the SSA, which may happen if an SSN is not provided.

If no existing appointments are found, ESS displays the results page with a message indicating that no results were found.

The screenshot shows the 'Enterprise Scheduling Solution' interface. At the top, there's a header with 'Enterprise Scheduling Solution' on the left and '[User Name]' on the right. Below the header is a navigation bar with 'Appointments' and 'Admin' tabs. The main section is titled 'Schedule an Appointment'. It contains a form with the following fields:

- Personal Information**
- Individual's Social Security Number (SSN)**: 223-02-5901
- Individual's Name**: John Quincy Smith
- Individual's Date of Birth**: April 15, 1980

Below the form, there is a yellow message box with an exclamation mark icon and the text: "No appointments found for this individual." At the bottom of the form, there are two buttons: "Create Appointment" and "Previous".

Figure 34 ESS Technician No Scheduled Appointments Found

Once the technician has gathered information about the person for whom the appointment is being made, the technician asks about the reason for the appointment.

The screenshot shows the 'Enterprise Scheduling System' interface. At the top, there's a header with 'Enterprise Scheduling System' on the left and 'Customer Scheduling' on the right. Below the header is a navigation bar with 'Customer Scheduling' and 'Admin' tabs. The main section is titled 'Schedule an Appointment'. It contains a form with the following fields:

- Reason for Appointment**
- A red asterisk (*) indicates a required field.
- *What can I help you with?**

The dropdown menu for 'What can I help you with?' is open, showing the following options:

- Enumeration
- Post Entitlement

Figure 35 ESS Technician Reason for Appointment

In this expansion of ESS, the reason for an appointment is either Enumeration or Post-Entitlement.

Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Reason for Appointment

A red asterisk (*) indicates a required field.

*What can I help you with?

Enumeration

*Which of these best describes the reason for your appointment?

☐ Original Social Security Card

☐ Replacement Social Security Card

*Have you started your online application (oSSNAP)?

☒ Yes

☐ No

☐ Doesn't Know

*Do you have your application Online Control Number (oSSNAP)?

☒ Yes

☐ No

☐ Doesn't Know

*Online Control Number

Next Previous

Figure 364 ESS Technician Reason for Appointment – Enumeration

In enumeration cases, the technician asks if the individual has started an online application in oSSNAP.

- If Yes, ESS asks if the individual has the Online Control Number associated with the application in oSSNAP.
 - If Yes, ESS asks for the Online Control Number.
- If No or Doesn't know, the technician may continue to the next step.

Note: Technicians will be able to select "Yes" that the customer has an Online Control number, not input the control number, and remind the customer to bring the number to their appointment if the customer does not have the number readily available.

If the customer is not attempting to obtain an SSN card, the technician asks the customer questions to identify their needs.

Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Reason for Appointment

A red asterisk (*) indicates a required field.

*What can I help you with?

Post Entitlement

*Which of these best describes the reason for your appointment?

Other

*Provide additional details about the appointment

- ☐ Medical CDR
- ☐ Medicare Issues
- ☐ Overpayment Issues
- ☐ Rep Payee
- ☐ SSI Limited Issues
- ☐ SSI Living Arrangement
- ☐ SSI Redetermination
- ☐ Work CDR
- ☐ Other

Next Previous

Figure 45 ESS Technician Reason for Appointment – Post-Entitlement

If the customer requires a PE appointment, the technician makes the corresponding selection in the What can I help you with? field. The technician will ask the customer additional questions to complete the required 'Which of these best describes the reason for your appointment?' field. The technician will be able to select from Title 2/Concurrent, Title 16, Medicare or Other. The technician will also use the information obtained from the conversation to select an option in the 'Provide additional details about the appointment' field.

The technician clicks Next.

ESS asks for a ZIP code and the customer's preferred contact type, so it can find an available appointment at the caller's local field office.

Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Find Available Appointments

A red asterisk (*) indicates a required field.

*Enter ZIP Code

*Contact Type

☐ In Office

☐ Video

Next Previous

Figure 46 ESS Technician Enter ZIP Code

The technician enters the zip code and contact type provided by the customer and clicks Next to continue.

ESS displays the first available appointment at the local servicing office associated with the ZIP code.

Enterprise Scheduling Solution

[User Name]

Appointments Admin

Schedule an Appointment

Select Appointment

230 W Superior St
Ste 500
Duluth, MN, 55802

Available appointment times:

Earliest available appointment

8:00 AM on Tuesday, April 19, 2022

Select another time on Tuesday, April 19, 2022 Select another date at this location Select Another Location

Previous

Figure 377 ESS Technician Earliest Available Appointment

The technician provides the proposed date and time to the caller (earliest date and time available).

Note: that during this scheduling process, the selected appointment location, date, and time has been reserved for the individual, and is unavailable for other callers or users in the online scheduling application.

If the caller finds the time and date acceptable, the technician clicks the button with the time and date on it and confirms the appointment.

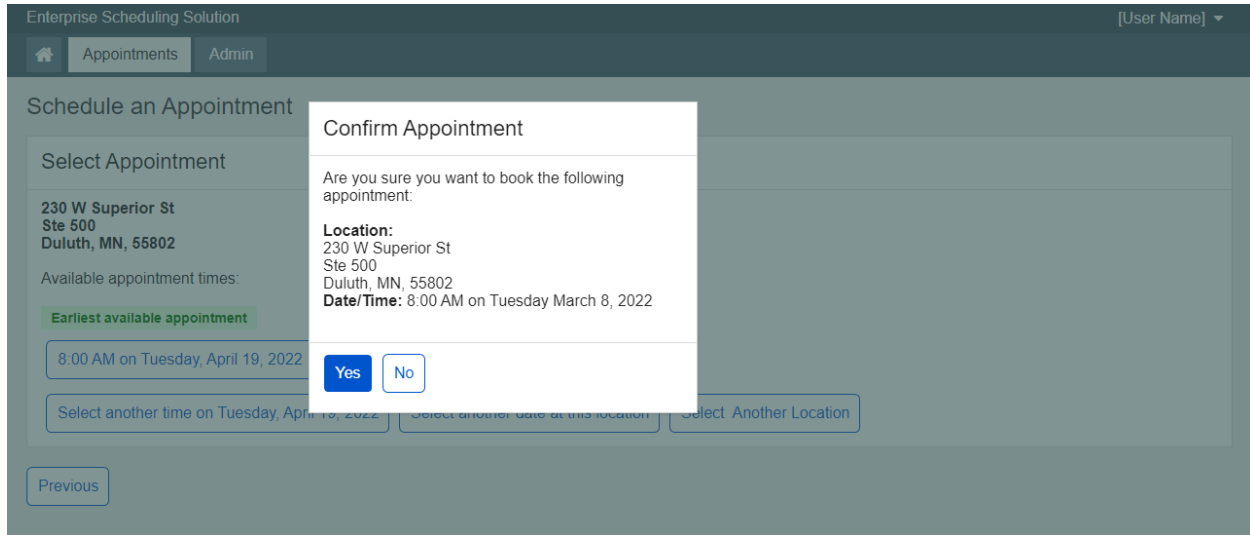


Figure 388 ESS Technician Confirm Appointment

The technician clicks Yes to continue.

For a review of the UIs involved in finding an appointment location, date, and time, please refer to the [ESS Public UI Walkthrough](#) (starting on page 3). The Public and Technician applications share similar design concepts.

The technician informs the caller that SSA can send a confirmation message, reminders, and check-in instructions for the appointment by text and email, which the caller can opt out of at any time.

Social Security

User Name [Sign Out](#)

Schedule an Appointment

Personal Information

* Indicates required information

Your Name

*First Middle *Last Suffix

John Quincy Smith

Consent: We can send you a confirmation message, reminders, and check-in instructions for your appointment. Receiving electronic messages from SSA is voluntary and you may choose to opt-out at any time by unchecking the consent box. Please provide authorization to receive these messages by checking the consent box. Otherwise, you may proceed with confirming your appointment by clicking "Next."

☐ I consent to receive electronic messages from SSA about this appointment (message and data rates may apply)

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

OMB No. 0000-0000 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility](#)

Figure 399 ESS Technician Consent to Messaging Before Consent

If the caller does not consent to receiving electronic messages, when the technician clicks Next, a message appears to remind the individual that he or she will not receive messages about this appointment. The technician reads this message to the caller.

Confirm

You will not receive messages about this appointment

To Update or cancel your appointment, you must contact us at toll-free 1-800-772-1213 (TTY 1-800-325-0778)..

[OK](#)

Figure 50 ESS Technician No Consent to Messaging Message

If the caller agrees to receiving electronic messages, the technician checks the box indicating the caller's consent to the electronic messages. The technician asks how the caller would like to receive messages:

- If the caller indicates Email, the technician asks for and enters the caller's email address.
- If the caller indicates both Email and text messages, the technician asks for and enters the caller's email address and mobile phone number.

Design Specifications Document – ESS Screen Package

Enterprise Scheduling Solution [User Name] ▾

Home Appointments Admin

Schedule an Appointment

Consent to Messaging

• Indicates required information

Your Name
John Smith

i We can send you a confirmation message, reminders, and check-in instructions for your appointment. Receiving electronic messages from SSA is voluntary and you may choose to opt-out at any time by electronically accessing your appointment and unchecking the consent box. If you choose not to receive electronic messages at this time you will need to contact SSA to reschedule, cancel, or modify your appointment or opt-in for electronic messaging. Do you want to provide authorization to receive these messages?

☒ John Smith consents to receive electronic messages from SSA about this appointment (message and data rates may apply)

• How would you like to receive these messages?

☒ Email and text messages

☐ Email

• Your Email Address

• Your U.S. Mobile Phone Number

10-digit Number

• Would you like to provide a One Time Numerical Passcode (OTP) to modify this appointment online?
You will not be able to cancel or reschedule your appointment or opt-out of electronic messaging online without this OTP and must contact us at 1-800-772-1213 (TTY 1-800-325-0778) to complete these transactions.

☐ Yes

☒ No

Next Previous

Figure 51 ESS Technician Consent to Messaging After Consent, Email and text messages, No to OTP

If the caller consents to receiving electronic messages, the technician also asks the caller to create an OTP to modify the appointment online. The caller may decline. If the caller agrees, the technician asks for a four-to-six numerical passcode, which the technician documents.

Enterprise Scheduling Solution
[User Name]

Appointments
Admin

Schedule an Appointment

Consent to Messaging

* Indicates required information

Your Name
John Smith

1 We can send you a confirmation message, reminders, and check-in instructions for your appointment. Receiving electronic messages from SSA is voluntary and you may choose to opt-out at any time by electronically accessing your appointment and unchecking the consent box. If you choose not to receive electronic messages at this time you will need to contact SSA to reschedule, cancel, or modify your appointment or opt-in for electronic messaging. Do you want to provide authorization to receive these messages?

☒ John Smith consents to receive electronic messages from SSA about this appointment (message and data rates may apply)

* How would you like to receive these messages?

☒ Email and text messages
☐ Email

* Your Email Address

* Your U.S. Mobile Phone Number

10-digit Number

* Would you like to provide a One Time Numerical Passcode (OTP) to modify this appointment online?

You will not be able to cancel or reschedule your appointment or opt-out of electronic messaging online without this OTP and must contact us at 1-800-772-1213 (TTY 1-800-325-0778) to complete these transactions.

☒ Yes
☐ No

* One Time Numerical Passcode (OTP)

Enter 4 to 6 Characters

Next
Previous

Figure 52 ESS Technician Consent to Messaging After Consent, Email and text messages, Yes to OTP

Design Specifications Document – ESS Screen Package

Enterprise Scheduling Solution

[User Name] ▾

Home

Appointments

Admin

Schedule an Appointment

Consent to Messaging

• Indicates required information

Your Name
John Smith

i We can send you a confirmation message, reminders, and check-in instructions for your appointment. Receiving electronic messages from SSA is voluntary and you may choose to opt-out at any time by electronically accessing your appointment and unchecking the consent box. If you choose not to receive electronic messages at this time you will need to contact SSA to reschedule, cancel, or modify your appointment or opt-in for electronic messaging. Do you want to provide authorization to receive these messages?

☒ John Smith consents to receive electronic messages from SSA about this appointment (message and data rates may apply)

• How would you like to receive these messages?

☐ Email and text messages

☒ Email

• Your Email Address

• Would you like to provide a One Time Numerical Passcode (OTP) to modify this appointment online?
You will not be able to cancel or reschedule your appointment or opt-out of electronic messaging online without this OTP and must contact us at 1-800-772-1213 (TTY 1-800-325-0778) to complete these transactions.

☐ Yes

☒ No

Next

Previous

Figure 53 ESS Technician Consent to Messaging After Consent, Email only, No to OTP

Enterprise Scheduling Solution

[User Name] ▾

Home

Appointments

Admin

Schedule an Appointment

Consent to Messaging

• Indicates required information

Your Name
John Smith

i We can send you a confirmation message, reminders, and check-in instructions for your appointment. Receiving electronic messages from SSA is voluntary and you may choose to opt-out at any time by electronically accessing your appointment and unchecking the consent box. If you choose not to receive electronic messages at this time you will need to contact SSA to reschedule, cancel, or modify your appointment or opt-in for electronic messaging. Do you want to provide authorization to receive these messages?

☒ John Smith consents to receive electronic messages from SSA about this appointment (message and data rates may apply)

• How would you like to receive these messages?

☐ Email and text messages

☒ Email

• Your Email Address

• Would you like to provide a One Time Numerical Passcode (OTP) to modify this appointment online?
You will not be able to cancel or reschedule your appointment or opt-out of electronic messaging online without this OTP and must contact us at 1-800-772-1213 (TTY 1-800-325-0778) to complete these transactions.

☒ Yes

☐ No

• One Time Numerical Passcode (OTP)
Enter 4 to 6 Characters

Next

Previous

Figure 54 ESS Technician Consent to Messaging After Consent, Email only, Yes to OTP

The technician clicks Next.

ESS asks for the individual's language preferences.

The screenshot shows the 'Enterprise Scheduling System' interface. The top navigation bar is blue with 'Enterprise Scheduling System' and 'Customer Scheduling' (with a home icon). The main heading is 'Schedule an Appointment'. Below it is 'Language Preference' with a note: 'A red asterisk (*) indicates a required field.' An information box states: 'This is the language used during your appointment with a representative. We can arrange for an interpreter at no cost to you.' There are two required fields: '*Spoken language preference?' and '*Written language preference?', both with 'English' selected in a dropdown menu. At the bottom are 'Next' and 'Previous' buttons.

Figure 55 ESS Technician Language Preference

ESS asks for both spoken and written language preferences. Both default to English, but the technician can select another language for the individual, as needed.

The technician clicks Next to continue.

ESS asks for any remarks from the caller, individual, and/or technician. The technician may enter up to 2,500 characters. For enumeration appointments, the oSSNAP Online Control Number will be added automatically to the Remarks if it was supplied in an earlier step. The remarks are locked after being entered by technicians and cannot be deleted or over keyed.

The screenshot shows the 'Enterprise Scheduling System' interface. The top navigation bar is blue with 'Enterprise Scheduling System' and 'Customer Scheduling' (with a home icon). The main heading is 'Schedule an Appointment'. Below it is 'Remarks' with a note: 'Is there anything else we should know before the appointment?'. There is an 'Add Remarks' button. Below this is a table with columns: 'Date/Time', 'SSA Employee', and 'Remarks'. The table has one row: '3/17/2025 09:32 AM', 'Seabrook, Ifara S', and 'Technician remarks.' At the bottom are 'Next' and 'Previous' buttons.

Date/Time	SSA Employee	Remarks
3/17/2025 09:32 AM	Seabrook, Ifara S	Technician remarks.

Figure 56 ESS Technician Remarks

The technician clicks Next.

ESS displays a review page, listing all the information provided about the appointment.

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.111\]](#) [Hara Seabrook](#) [Sign Out](#)

Customer Scheduling

Schedule an Appointment

Review and Submit

These are the answers you have provided for your appointment. If you need to make any changes, please select "Update" to return to that section.

Personal Details

Personal Information

Update

Your Name:
John Quincy Smith
For whom are you scheduling this appointment:
Self
Individual's SSN:

Individual's Date of Birth:
April 15, 1980

Reason for Appointment

Update

What can I help you with:
Social Security Card
Which of these best describes the reason for your appointment:
Replacement Social Security Card
Have you started your online application (eSSNAP):
Yes
Do you have your application Online Control Number (oSSNAP):
No
Online Control Number:
Not Answered

Appointment Details

Appointment Information

Update

Office Address:
SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604
Appointment Date
March 18, 2025
Appointment Time
9:00 AM
Contact Type
In Office

Consent to Messaging

Update

Your Name:
John Quincy Smith
Your Phone Number
(218) 078-7591
Do you consent to receive electronic messages from SSA?
Yes, I consent
Your Email Address
johnsmith@email.com
Would you also like to receive text messages?
Yes
Your U.S. Mobile Phone Number
(218) 078-7591
Would you like to provide a One Time Passcode (OTP) to modify this appointment online?
Yes
One Time Passcode (OTP):
123456

Language Preference

Update

Spoken language preference?
English
Written language preference?
English

Remarks

Update

Date/Time	SSA Employee	Remarks
3/17/2025 09:32 AM	Seabrook, Hara S	Technician remarks.

Submit

Figure 57 ESS Technician Review and Submit

The technician will review this page with the caller and edit as needed.

The Reason for Appointment Edit button returns to the Reason for Appointment step. If the technician changes the reason for the appointment, a new appointment location, date, and time, must be selected. The technician will then step through the Consent to Messaging, Language Preferences, and Remarks pages again, with the previously entered information still there.

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The Appointment Details Edit button returns to the Select Appointment – Enter ZIP Code page. ESS prefills the ZIP code with the ZIP code of the previously selected office location, and preferred contact type. The technician will use the same UIs to find a new appointment location, date, and time for the individual. The technician will then step through the Consent to Messaging, Language Preferences, and Remarks pages again, with the previously entered information still there.

The other Edit buttons return to their respective pages in the scheduling flow.

Once satisfied with the appointment details, the technician clicks Submit to schedule the appointment.

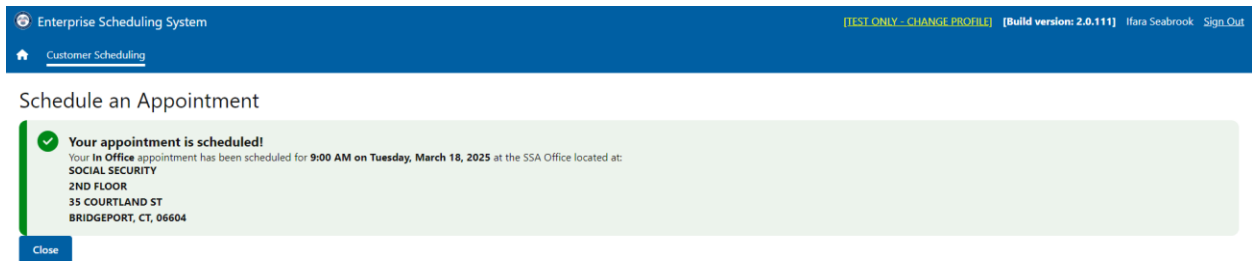
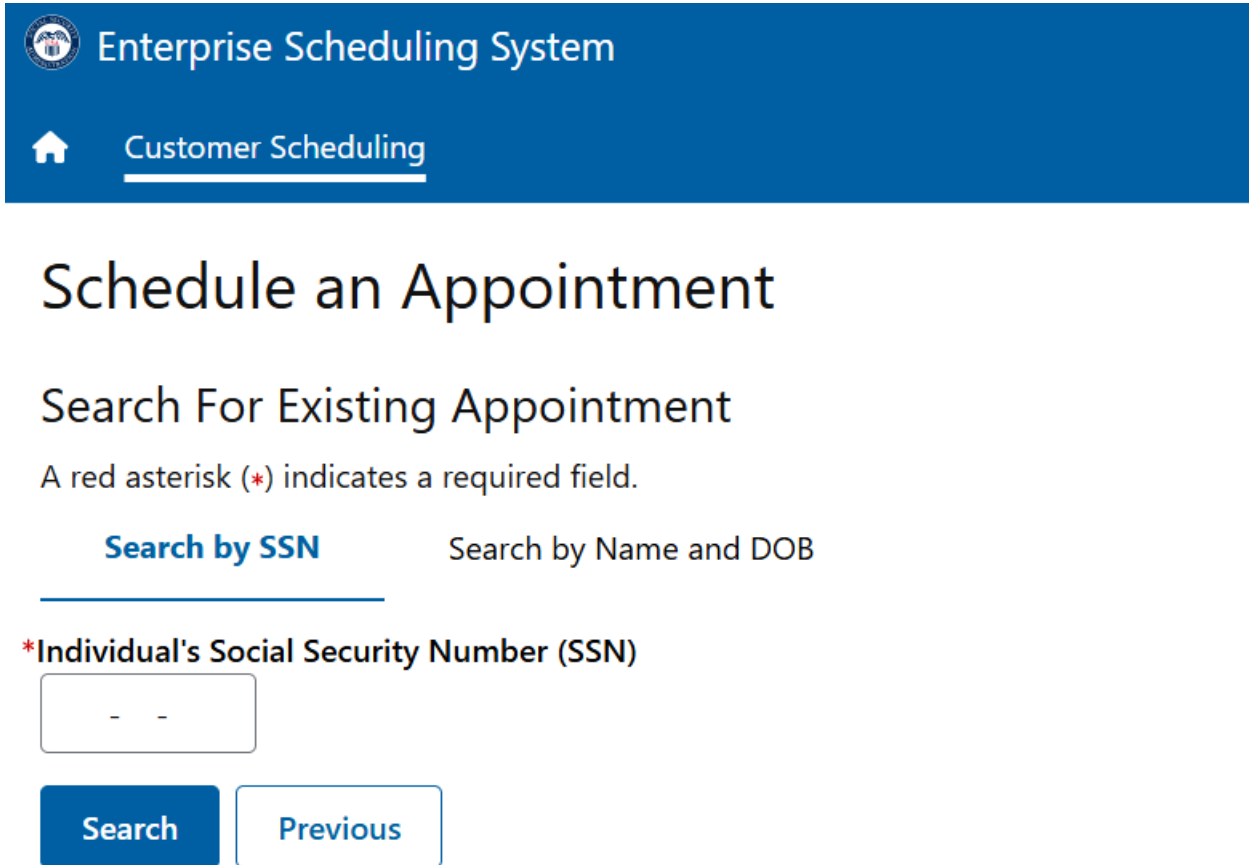


Figure 58 ESS Technician Appointment Scheduled Success

2.2. Reschedule, Modify, or Cancel an Appointment

Rescheduling, modifying, and cancelling appointments start with the technician verifying the caller is the proper applicant as well as reading the Privacy Act Statement.

The technician will open the Appointment function in ESS and begin to gather information from the caller.



Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Search For Existing Appointment

A red asterisk (*) indicates a required field.

Search by SSN Search by Name and DOB

***Individual's Social Security Number (SSN)**

- -

Search Previous

Figure 59 ESS Technician Search for Existing Appointment by SSN

The technician then asks for whom the caller is scheduling an appointment. The caller can reschedule, modify, or cancel an appointment if the caller made the original appointment. If the caller wants to reschedule, modify, or cancel an appointment, the technician asks for the caller's SSN. If the caller has an appointment for an original SSN, the technician is not required to collect the SSN. Name and DOB are required. For PE appointments, SSN is required.

The screenshot shows the 'Enterprise Scheduling System' header with a home icon and 'Customer Scheduling' link. Below is the title 'Schedule an Appointment' and a sub-header 'Search For Existing Appointment'. A note states: 'A red asterisk (*) indicates a required field.' There are two search options: 'Search by SSN' and 'Search by Name and DOB' (which is selected and underlined). The 'Individual's Name' section contains four input fields: '*First' (text), 'Middle' (text), '*Last' (text), and 'Suffix' (dropdown with '--' and a downward arrow). The 'Individual's Date of Birth' section contains three dropdown fields: '*Month' (with '--'), '*Day' (with '--'), and '*Year' (with '--'). At the bottom are two buttons: 'Search' (solid blue) and 'Previous' (outlined blue).

Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Search For Existing Appointment

A red asterisk (*) indicates a required field.

Search by SSN **Search by Name and DOB**

Individual's Name

*First Middle *Last Suffix

Individual's Date of Birth

*Month *Day *Year

Search Previous

Figure 60 ESS Technician Search for Existing Appointment by Name and DOB

If the caller wants to reschedule, modify, or cancel an appointment for someone else, the technician asks for that individual's SSN, name (first and last required), and DOB. The technician clicks Search. If the technician does enter the required fields an error message will appear, and the technician will be unable to proceed to the next screen.

ESS checks whether other appointments have been scheduled for the person for whom the appointment was made. If ESS finds multiple appointments, it displays a list of the appointments. The technician can then determine which of the appointments is relevant to the caller.

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.116\]](#) [Ifara Seabrook](#) [Sign Out](#)

[Customer Scheduling](#) [Admin Dashboard](#) [Staff Actions](#) [Office Settings](#) [Appointment List](#) [Calendar](#) [Reports](#) [Feedback](#)

Appointment Details

Personal Information

Individual's Social Security Number (SSN)

Individual's Name
John Quincy Smith

Individual's Date of Birth
April 15, 1980

Appointments for this Individual
Open an appointment record to view, update, reschedule, or cancel it.

Date/Time	Location	Reason	Scheduler	Status	Actions
03/18/2025 9:00 AM	SOCIAL SECURITY 2ND FLOOR 35 COURTLAND ST , BRIDGEPORT, CT 06604	Replacement Social Security Card	Seabrook, Ifara S (Technician)	Scheduled	View
03/28/2025 9:00 AM	SOCIAL SECURITY 2ND FLOOR 35 COURTLAND ST , BRIDGEPORT, CT 06604	Replacement Social Security Card	Seabrook, Ifara S (Technician)	Scheduled	View

[Create Appointment](#) [Previous](#)

Figure 61 ESS Technician Scheduled Appointments Found

To reschedule, modify, or cancel, the technician must locate and open the appointment record. The appointment record looks much like the Review and Submit page from the scheduling process, except where there were Edit buttons, Update buttons and a Reschedule button now exist.

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.116\]](#) [Hara Seabrook](#) [Sign Out](#)

[Customer Scheduling](#) [Admin Dashboard](#) [Staff Actions](#) [Office Settings](#) [Appointment List](#) [Calendar](#) [Reports](#) [Feedback](#)

Appointment Details

Review Existing Appointment Information

These are the answers you provided on your application for a Social Security Card.

Personal Details

Personal Information

Your Name:

John Quincy Smith

For whom are you scheduling this appointment:

Someone Else

Individual's Name

John Quincy Smith

Individual's SSN:

Individual's Date of Birth:

April 15, 1980

Reason for Appointment

What can I help you with:

Social Security Card

Which of these best describes the reason for your appointment:

Replacement Social Security Card

Have you started your online application (eSSNAP):

No

Do you have your application Online Control Number (eSSNAP):

No

Online Control Number:

Not Answered

The details for the existing appointment are below. You may make changes to the existing appointment or cancel the existing appointment.

Appointment Details

Appointment Information

Office Address

SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604

Appointment Date

March 18, 2025

Appointment Time

9:00 AM

Contact Type

In Office

Consent to Messaging

Your Name

John Quincy Smith

Individual's Name

John Quincy Smith

Your Phone Number

(218) 078-7591

Do you consent to receive electronic messages from SSA?

Yes, I consent

Your Email Address

johnsmith@email.com

Would you also like to receive text messages?

Yes

Your U.S. Mobile Phone Number

(218) 078-7591

Would you like to provide a One Time Passcode (OTP) to modify this appointment online?

Yes

One Time Passcode (OTP):

123456

Language Preference

Spoken language preference?

English

Written language preference?

English

Remarks

Reschedule Appointment

Cancel Appointment

Update

Update

Update

Date/Time	SSA Employee	Remarks
3/17/2025 09:54 AM	Seabrook, Hara S	Technician remarks.

[Return to Personal Information Page](#)

Figure 62 ESS Technician Review Existing Appointment Details

To update any of the information, the technician clicks the Update button to revisit that section of the scheduling process.

To reschedule the appointment, the technician clicks Reschedule Appointment, which revisits the Select Appointment – Enter ZIP Code page. As when editing the original appointment, ESS prefills the ZIP code with the ZIP code of the previously selected office location and the customer's preferred contact type. The technician will use the same UIs to find a new appointment location, date, and time for the individual.

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Design Specifications Document – ESS Screen Package

The screenshot shows the 'Enterprise Scheduling System' interface. The top navigation bar includes links for 'Customer Scheduling', 'Admin Dashboard', 'Staff Actions', 'Office Settings', 'Appointment List', 'Calendar', 'Reports', and 'Feedback'. The main heading is 'Schedule an Appointment'. Below it, the section 'Find Available Appointments' includes a note: 'A red asterisk (*) indicates a required field.' The 'Enter ZIP Code' field is highlighted with a red asterisk and contains the value '06604'. The 'Contact Type' section has two radio buttons: 'In Office' (selected) and 'Video'. At the bottom, there are 'Next' and 'Previous' buttons.

Figure 63 ESS Technician Enter ZIP Code

The screenshot shows the 'Enterprise Scheduling System' interface. The top navigation bar is the same as in Figure 63. The main heading is 'Schedule an Appointment'. Below it, the section 'Select Appointment' shows 'Contact Type: In Office' and the address: 'SOCIAL SECURITY, 2ND FLOOR, 35 COURTLAND ST, BRIDGEPORT, CT, 06604'. The 'Available appointment times:' section shows 'Earliest available appointment' as '9:00 AM on Wednesday, March 19, 2025'. Below this are three buttons: 'Select another time on Wednesday, March 19, 2025', 'Select another date at this location', and 'Select another location or contact type'. At the bottom, there is a 'Previous' button.

Figure 64 ESS Technician Earliest Available Appointment

The screenshot shows the 'Enterprise Scheduling System' interface. The top navigation bar is the same as in Figure 63. The main heading is 'Schedule an Appointment'. Below it, the section 'Select Appointment' shows 'Contact Type: In Office' and the address: 'SOCIAL SECURITY, 2ND FLOOR, 35 COURTLAND ST, BRIDGEPORT, CT, 06604'. Below the address are two buttons: 'Select another date at this location' and 'Select another location or contact type'. The 'Available appointment start times for Wednesday, March 19, 2025' section shows 'Shown in Eastern Daylight Time' and three buttons: '9:00 AM', '9:10 AM', and '9:20 AM'. Below this is a 'Show more times' link and a 'Previous' button.

Figure 6540 ESS Technician Select Another Appointment on Same Date at Same Location

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Ifara Seabrook Sign Out

Customer Scheduling Admin Dashboard Staff Actions Office Settings Appointment List Calendar Reports Feedback

Schedule an Appointment

Select Appointment

Contact Type: In Office

SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604

Select another date at this location Select another location or contact type

Available appointment start times for Wednesday, March 19, 2025
Shown in Eastern Daylight Time

9:00 AM	9:10 AM	9:20 AM	9:30 AM	9:40 AM	9:50 AM	10:00 AM	10:10 AM	10:20 AM	10:30 AM	10:40 AM	10:50 AM	11:00 AM
11:10 AM	11:20 AM	11:30 AM	11:40 AM	11:50 AM	12:00 PM	12:10 PM	12:20 PM	12:30 PM	12:40 PM	12:50 PM	1:00 PM	1:10 PM
1:20 PM	1:30 PM	1:40 PM	1:50 PM	2:00 PM	2:10 PM	2:20 PM	2:30 PM	2:40 PM	2:50 PM	3:00 PM	3:10 PM	3:20 PM
3:30 PM	3:40 PM	3:50 PM										

Show less times

Previous

Figure 416 ESS Technician Show More Times

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Ifara Seabrook Sign Out

Customer Scheduling Admin Dashboard Staff Actions Office Settings Appointment List Calendar Reports Feedback

Schedule an Appointment

Select Appointment

Contact Type: In Office

SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604

Select another date at this location Select another location or contact type

Available appointment start times for Wednesday, March 19, 2025
Shown in Eastern Daylight Time

9:00 AM	9:10 AM	9:20 AM	9:30 AM	9:40 AM	9:50 AM	10:00 AM	10:10 AM	10:20 AM	10:30 AM	10:40 AM	10:50 AM	11:00 AM
11:10 AM	11:20 AM	11:30 AM	11:40 AM	11:50 AM	12:00 PM	12:10 PM	12:20 PM	12:30 PM	12:40 PM	12:50 PM	1:00 PM	1:10 PM
1:20 PM	1:30 PM	1:40 PM	1:50 PM	2:00 PM	2:10 PM	2:20 PM	2:30 PM	2:40 PM	2:50 PM	3:00 PM	3:10 PM	3:20 PM
3:30 PM	3:40 PM	3:50 PM										

Show less times

Previous

Confirm Appointment

Are you sure you want to select the following appointment?

Contact Type: In Office

Location:
SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604

Date/Time: 9:30 AM on Wednesday March 19, 2025

Yes, Confirm No, Select Again

Figure 427 ESS Technician Confirm Appointment

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.116\]](#) [Ifara Seabrook](#) [Sign Out](#)

[Customer Scheduling](#) [Admin Dashboard](#) [Staff Actions](#) [Office Settings](#) [Appointment List](#) [Calendar](#) [Reports](#) [Feedback](#)

Appointment Details

Review Existing Appointment Information

These are the answers you provided on your application for a Social Security Card.

Personal Details

Personal Information

Your Name:
John Quincy Smith
For whom are you scheduling this appointment:
Self
Individual's SSN:

Individual's Date of Birth:
April 15, 1980

Reason for Appointment

What can I help you with:
Social Security Card
Which of these best describes the reason for your appointment:
Replacement Social Security Card
Have you started your online application (eSSNAP):
No
Do you have your application Online Control Number (eSSNAP):
No
Online Control Number:
Not Answered

The details for the existing appointment are below. You may make changes to the existing appointment or cancel the existing appointment.

Appointment Details

Appointment Information

Reschedule Appointment

Cancel Appointment

Appointment information updated. Please select "Submit" button to finalize changes.

Office Address
SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604
Appointment Date
March 21, 2025
Appointment Time
9:00 AM
Contact Type
In Office

Consent to Messaging

Update

Your Name
John Quincy Smith
Your Phone Number
(218) 078-7591
Do you consent to receive electronic messages from SSA?
Yes, I consent
Your Email Address
johnsmith@gmail.com
Would you also like to receive text messages?
Yes
Your U.S. Mobile Phone Number
(218) 078-7591
Would you like to provide a One Time Passcode (OTP) to modify this appointment online?
Yes
One Time Passcode (OTP):
123456

Language Preference

Update

Spoken language preference?
English
Written language preference?
English

Remarks

Update

Date/Time	SSA Employee	Remarks
3/17/2025 09:54 AM	Seabrook, Ifara S	Technician remarks.

Submit

Exit Without Changes

Return to Personal Information Page

Figure 68 ESS Technician Review Appointment Details Showing Updates

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.116\]](#) [Ifara Seabrook](#) [Sign Out](#)

[Customer Scheduling](#) [Admin Dashboard](#) [Staff Actions](#) [Office Settings](#) [Appointment List](#) [Calendar](#) [Reports](#) [Feedback](#)

Appointment Details

Your appointment details have been updated!

Your In Office appointment has been rescheduled for 9:00 AM on Friday, March 21, 2025 at the SSA Office located at:
SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604

Close

Figure 69 ESS Technician Appointment Updated Success

57

To cancel the appointment, the technician clicks the Cancel Appointment button at the bottom of the page. ESS asks for confirmation and presents a successful cancellation message at the end.

The screenshot shows the top navigation bar of the Enterprise Scheduling System (ESS) with a blue background. On the left is a circular logo with a building icon. To its right is the text "Enterprise Scheduling System" in white. Below this, on the left, is a white house icon. To its right is the text "Customer Scheduling" in white, which is underlined. The main content area has a white background. At the top, the heading "Schedule an Appointment" is displayed in a large, dark blue font. Below it, the sub-heading "Search For Existing Appointment" is in a slightly smaller, dark blue font. A note in a smaller, grey font states: "A red asterisk (*) indicates a required field." Below this note are two search options: "Search by SSN" and "Search by Name and DOB". "Search by SSN" is highlighted with a blue underline. Below the underlined option is a text input field for the SSN, containing two dashes. Below the input field are two buttons: a solid blue button labeled "Search" and a white button with a blue border labeled "Previous".

Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Search For Existing Appointment

A red asterisk (*) indicates a required field.

Search by SSN Search by Name and DOB

*Individual's Social Security Number (SSN)

- -

Search Previous

Figure 70 ESS Technician Search for Existing Appointment by SSN

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.116\]](#) [Marcus Holmes](#) [Sign Out](#)

Customer Scheduling

Appointment Details

Personal Information

Individual's Social Security Number (SSN)

Individual's Name
John Quincy Smith

Individual's Date of Birth
April 15, 1990

Appointments for this Individual
Open an appointment record to view, update, reschedule, or cancel it

Date/Time	Location	Reason	Scheduler	Status	Actions
03/21/2025 9:00 AM	SOCIAL SECURITY 2ND FLOOR 35 COURTLAND ST , BRIDGEPORT, CT 06604	Replacement Social Security Card	Seabrook, Ifara S (Technician)	Rescheduled	View
03/28/2025 9:00 AM	SOCIAL SECURITY 2ND FLOOR 35 COURTLAND ST , BRIDGEPORT, CT 06604	Replacement Social Security Card	Seabrook, Ifara S (Technician)	Scheduled	View

[Create Appointment](#) [Previous](#)

Figure 71 ESS Technician Scheduled Appointments Found

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\(TEST ONLY - CHANGE PROFILE\)](#) **[Build version: 2.0.116]** Marcus Holmes [Sign Out](#)

Customer Scheduling

Appointment Details

Review Existing Appointment Information
These are the answers you provided on your application for a Social Security Card.

Personal Details

Personal Information

Your Name:
John Quincy Smith

For whom are you scheduling this appointment:
Self

Individual's SSN:
[REDACTED]

Individual's Date of Birth:
April 15, 1980

Reason for Appointment

What can I help you with:
Social Security Card

Which of these best describes the reason for your appointment:
Replacement Social Security Card

Have you started your online application (eSSNAP):
No

Do you have your application Online Control Number (oSSNAP):
No

Online Control Number:
Not Answered

The details for the existing appointment are below. You may make changes to the existing appointment or cancel the existing appointment.

Appointment Details

Appointment Information

Office Address:
SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604

Appointment Date:
March 21, 2025

Appointment Time:
9:00 AM

Contact Type:
In Office

[Reschedule Appointment](#)
[Cancel Appointment](#)

Consent to Messaging

Your Name:
John Quincy Smith

Your Phone Number:
(218) 078-7591

Do you consent to receive electronic messages from SSA?
Yes, I consent

Your Email Address:
johnsmith@email.com

Would you also like to receive text messages?
Yes

Your U.S. Mobile Phone Number:
(218) 078-7591

Would you like to provide a One Time Passcode (OTP) to modify this appointment online?
Yes

One Time Passcode (OTP):
123456

[Update](#)

Language Preference

Spoken language preference?
English

Written language preference?
English

[Update](#)

Remarks

Date/Time	SSA Employee	Remarks
3/17/2025 09:54 AM	Seabrook, Iara S	Technician remarks.

[Update](#)

[Return to Personal Information Page](#)

Figure 432 ESS Technician Review Appointment Details

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Marcus Holmes Sign Out

Customer Scheduling

Appointment Details

Review Existing Appointment Information
These are the answers you provided on your application for a Social Security Card.

Personal Details

Personal Information

Your Name:
John Quincy Smith
For whom are you scheduling this appointment:
Self
Individual's SSN:
Individual's Date of Birth:
April 15, 1980

Reason for Appointment

What can I help you with:
Social Security Card
Which of these best describes the reason for your appointment:
Replacement Social Security Card
Have you started your online application (eSSNAP):
No
Do you have your application Online Control Number (oSSNAP):
No
Online Control Number:
Not Answered

The details for the existing appointment are below. You may make changes to the existing appointment or cancel the existing appointment.

Appointment Details

Appointment Information

Office Address:
SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604
Appointment Date:
March 21, 2025
Appointment Time:
9:00 AM
Contact Type:
In Office

Consent to Messaging

Your Name:
John Quincy Smith
Your Phone Number:
(218) 078-7591
Do you consent to receive electronic messages from SSA?
Yes, I consent
Your Email Address:
johnsmith@email.com
Would you also like to receive text messages?
Yes
Your U.S. Mobile Phone Number:
(218) 078-7591
Would you like to provide a One Time Passcode (OTP) to modify this appointment online?
Yes
One Time Passcode (OTP):
123456

Language Preference

Spoken language preference?
English
Written language preference?
English

Remarks

Date/Time	SSA Employee	Remarks
3/17/2025 09:54 AM	Seabrook, Iara S	Technician remarks.

[Return to Personal Information Page](#)

Figure 73 ESS Technician Cancel Appointment Confirmation

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Marcus Holmes Sign Out

Customer Scheduling

Appointment Details

✓ Your appointment has been cancelled!

[Close](#)

Figure 74 ESS Technician Cancel Appointment Success

2.3. Schedule Appointment for Someone Else

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Marcus Holmes Sign Out

Customer Scheduling

Schedule an Appointment

Personal Information
A red asterisk (*) indicates a required field.

Your Name
This is the person requesting the appointment.

*First: John Middle: Quincy Last: Smith Suffix: --

*For whom are you scheduling this appointment?
☐ Myself
☒ Someone Else

Individual's Social Security Number (SSN)
 -- -- --

Individual's Name
This is the person for whom you are scheduling the appointment.

*First: Jane Middle: Allison Last: Smith Suffix: --

Individual's Date of Birth
 *Month: January *Day: 27 *Year: 2006

Next Previous

Figure 75 ESS Technician Personal Information for Someone Else

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Marcus Holmes Sign Out

Customer Scheduling

Schedule an Appointment

Personal Information

Individual's Social Security Number (SSN)

Individual's Name
Jane Allison Smith

Individual's Date of Birth
January 27, 2006

No appointments found for this individual.

Create Appointment Previous

Figure 76 ESS Technician No Scheduled Appointment Found

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Marcus Holmes Sign Out

Customer Scheduling

Schedule an Appointment

Reason for Appointment

A red asterisk (*) indicates a required field.

*What can I help you with?

Enumeration

*Which of these best describes the reason for your appointment?

☐ Original Social Security Card

☒ Replacement Social Security Card

*Have you started your online application (oSSNAP)?

☒ Yes

☐ No

☐ Doesn't Know

*Do you have your application Online Control Number (oSSNAP)?

☐ Yes

☐ No

☒ Doesn't Know

Next Previous

Figure 77 ESS Technician Reason for Appointment

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Marcus Holmes Sign Out

Customer Scheduling

Find Available Appointments

A red asterisk (*) indicates a required field.

*Enter ZIP Code

06604

*Contact Type

☐ In Office

☐ Video

Next Previous

Figure 448 ESS Technician Enter ZIP Code and Customer Preferred Contact Type

Enterprise Scheduling System [TEST ONLY - CHANGE PROFILE] [Build version: 2.0.116] Marcus Holmes Sign Out

Customer Scheduling

Select Appointment

Contact Type: In Office

SOCIAL SECURITY

2ND FLOOR

35 COURTLAND ST

BRIDGEPORT, CT, 06604

Available appointment times:

Earliest available appointment

9:00 AM on Wednesday, March 19, 2025

Select another time on Wednesday, March 19, 2025

Select another date at this location

Select another location or contact type

Previous

Figure 79 ESS Technician Earliest Available Appointment

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Select Appointment

Contact Type: In Office

SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604

Available appointment times:

Earliest available appointment

9:00 AM on Wednesday, March 19, 2025

Select another time on Wednesday, March 19, 2025

Select another date at this location

Select another location or contact type

Previous

Confirm Appointment

Are you sure you want to select the following appointment?

Contact Type: In Office

Location:
SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604

Date/Time: 9:00 AM on Wednesday March 19, 2025

Yes, Confirm No, Select Again

Figure 80 ESS Technician Confirm Appointment

Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Consent To Messaging

A red asterisk (*) indicates a required field.

You are scheduling an appointment for:
Jane Allison Smith

Your Name
John Quincy Smith

Your Phone Number
You may receive a phone call regarding any matters related to your appointment

() -

i We can send you messages to confirm, remind, and provide instructions for your appointment.
It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you.
You can change your mind by revisiting this page.

*Do you consent to receive electronic messages from SSA?

☐ Yes, I consent
SSA may send electronic messages

☐ No, I do not consent
SSA will not send electronic messages

Next Previous

Figure 81 ESS Technician Consent to Messaging (Someone Else) Before Consent

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.116\]](#) [Marcus Holmes](#) [Sign Out](#)

Customer Scheduling

Schedule an Appointment

Consent To Messaging

A red asterisk (*) indicates a required field.

You are scheduling an appointment for:
Jane Allison Smith

Your Name
John Quincy Smith

Your Phone Number
You may receive a phone call regarding any matters related to your appointment

() -

We can send you messages to confirm, remind, and provide instructions for your appointment.

It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you.

You can change your mind by revisiting this page.

***Do you consent to receive electronic messages from SSA?**

☐ Yes, I consent
SSA may send electronic messages

☒ No, I do not consent
SSA will not send electronic messages

You will not receive messages about this appointment.

To update or cancel your appointment, you must contact us toll-free at 1-800-772-1213 (TTY 1-800-325-0778).

When you arrive for your appointment, you must check in at the kiosk.

Next

Previous

Figure 82 ESS Technician No Consent to Messaging Message

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.116\]](#) [Marcus Holmes](#) [Sign Out](#)

Customer Scheduling

Schedule an Appointment

Consent To Messaging

A red asterisk (*) indicates a required field.

You are scheduling an appointment for:
Jane Allison Smith

Your Name
John Quincy Smith

Your Phone Number
You may receive a phone call regarding any matters related to your appointment.
() -

i We can send you messages to confirm, remind, and provide instructions for your appointment.

It's your choice whether you want to receive these electronic messages. If you don't want them, simply select "No, I do not consent" to opt out. If you do want to receive the messages, select "Yes, I consent" to authorize us to send them to you.

You can change your mind by revisiting this page.

***Do you consent to receive electronic messages from SSA?**

☒ Yes, I consent
SSA may send electronic messages

☐ No, I do not consent
SSA will not send electronic messages

***Your Email Address**
You will receive messages about this appointment at this address

***Would you also like to receive text messages?**

☒ Yes ☐ No

***Your U.S. Mobile Phone Number**
You will receive text messages about this appointment at this number:
() -

i By consenting to receive text messages from Social Security, you understand that:

- You will receive electronic messages related to your Social Security business.
- Message frequency varies.
- You can text STOP to opt-out at any time.
- For help, text HELP.
- Message and data rates may apply.

You can view our terms and conditions and privacy policy at <https://www.ssa.gov/ensms>

***Would you like to provide a One Time Passcode (OTP) to modify this appointment online?**
You will not be able to cancel or reschedule your appointment or optout of electronic messaging online without this OTP and must contact us at 1-800-772-1213 (TTY: 1-800-325-0778) to complete these transactions.

☐ Yes

☐ No

Next

Previous

Figure 83 ESS Technician Consent to Messaging (Someone Else) After Consent

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) [\[Build version: 2.0.116\]](#) [Marcus Holmes](#) [Sign Out](#)

Customer Scheduling

Schedule an Appointment

Language Preference

A red asterisk (*) indicates a required field.

i This is the language used during your appointment with a representative

We can arrange for an interpreter at no cost to you

***Spoken language preference?**

English

***Written language preference?**

English

Next

Previous

Figure 84 ESS Technician Language Preference

Design Specifications Document – ESS Screen Package

The screenshot shows the 'Enterprise Scheduling System' interface. The main page is titled 'Schedule an Appointment' and has a 'Remarks' section. A modal dialog box titled 'Add Remark' is open in the center. The dialog box contains a text area for entering remarks, a 'Save' button, and a 'Cancel' button. The background page shows a table with columns 'Date/Time', 'SSA Employee', and 'Remarks'. The table is currently empty, displaying 'No information found.' at the bottom. The top navigation bar includes links for 'Customer Scheduling', 'Add Remarks', and 'Sign Out'. The top right corner displays the user profile 'Marcus Holmes' and the build version '2.0.116'.

Enterprise Scheduling System

Customer Scheduling

Schedule an Appointment

Remarks

Is there anything else we should know before the appointment?

Add Remarks

Date/Time

SSA Employee

Remarks

No information found.

Next

Previous

TEST ONLY - CHANGE PROFILE [Build version: 2.0.116] Marcus Holmes Sign Out

Add Remark

A red asterisk (*) indicates a required field.

*Remark
(2500 characters maximum)

Characters remaining: 2500

Save Cancel

Figure 85 ESS Technician Remarks

Design Specifications Document – ESS Screen Package

Enterprise Scheduling System

[\[TEST ONLY - CHANGE PROFILE\]](#) **[Build version: 2.0.116]** [Marcus Holmes](#) [Sign Out](#)

Customer Scheduling

Schedule an Appointment

Review and Submit
These are the answers you have provided for your appointment. If you need to make any changes, please select "Update" to return to that section.

Personal Details

Personal Information

Update

Your Name:
John Quincy Smith
For whom are you scheduling this appointment:
Someone Else
Individual's Name
Jane Allison Smith
Individual's SSN:

Individual's Date of Birth:
January 27, 2006

Reason for Appointment

Update

What can I help you with:
Social Security Card
Which of these best describes the reason for your appointment:
Replacement Social Security Card
Have you started your online application (oSSNAP):
Yes
Do you have your application Online Control Number (oSSNAP):
Doesn't Know
Online Control Number:
Not Answered

Appointment Details

Appointment Information

Update

Office Address
SOCIAL SECURITY
2ND FLOOR
35 COURTLAND ST
BRIDGEPORT, CT, 06604
Appointment Date
March 19, 2025
Appointment Time
9:00 AM
Contact Type
In Office

Consent to Messaging

Update

Your Name
John Quincy Smith
Individual's Name
Jane Allison Smith
Your Phone Number
(218) 078-7591
Do you consent to receive electronic messages from SSA?
Yes, I consent
Your Email Address
johnsmith@email.com
Would you also like to receive text messages?
Yes
Your U.S. Mobile Phone Number
(218) 078-7591
Would you like to provide a One Time Passcode (OTP) to modify this appointment online?
Yes
One Time Passcode (OTP):
123456

Language Preference

Update

Spoken language preference?
English
Written language preference?
English

Remarks

Update

Date/Time	SSA Employee	Remarks
3/18/2025 07:55 AM	Holmes, Marcus Jermaine	Remarks entered here by Technician.

Submit

Figure 456 ESS Technician Review and Submit

Design Specifications Document – ESS Screen Package

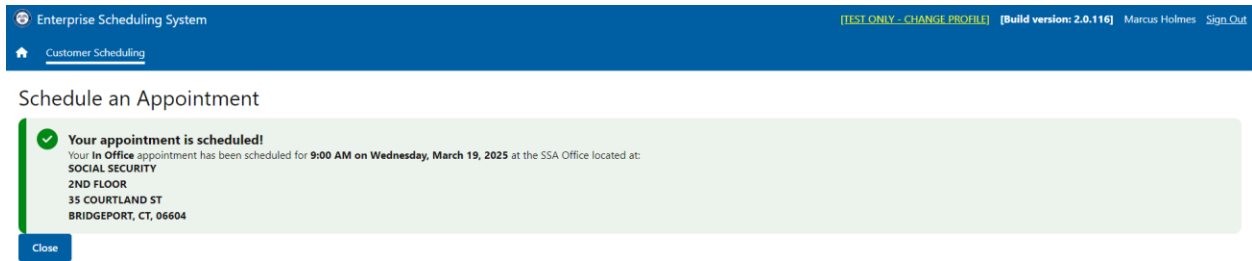


Figure 467 ESS Technician Appointment Scheduled Success

SSA will insert the following PRA Statement into the form as soon as possible:

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate that it will take about 3 minutes to read the instructions, gather the facts, and answer the questions. ***Send only comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401.***