

Justification for Non-Substantive Changes for Upload Documents
20 CFR 404.704; 404.1512, 416.912, and 422.505
OMB No. 0960-0830

Background

In the digital age, individuals expect to complete transactions online, including submitting documents and forms to government agencies. The agency offers several service-specific options for individuals to submit forms and other documents online (e.g., iClaims, OMB #0960-0618; iAppeals, OMB Number 0960-0269 & 0960-0622; Electronic Records Express, OMB #0960-0753; etc.). While these available options are useful, the agency uses eSignature/Upload Documents to expand the options for first-party individuals and Representative Payees to securely submit information electronically to SSA to complete business with the agency and support claims for benefits. In addition, *Executive Order (EO) 14058*, Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government, requires SSA to develop a mobile-accessible, online process so that any individual applying for, or receiving services from, SSA can upload forms, documentation, evidence, or correspondence associated with their transaction without the need for service-specific tools or travel to a field office. To comply with *EO 14058*, SSA created Upload Documents, which allows respondents to upload and submit forms, documentation, and evidence to SSA electronically through the Internet or a mobile application.

Upload Documents Overview of the Changes

As per the requirements of EO 14058, respondents may use the secure upload portal, Upload Documents, to submit forms and evidence to SSA. To further expand access and flexibility for the public, Upload Documents will launch a new, more modern look and feel to the platform for users. The application will include new features and enhanced functionality. Additionally, we are redesigning our dynamic webforms to present required questions in a more conversational format. These updates will continue to empower users to initiate document uploads as soon as they recognize a need, eliminating delays caused by waiting for technician outreach.

SSA will release the new Question & Answer (Q&A) forms and redesign of the application platform **in the fourth quarter of fiscal year 2026**.

Revisions to the Information Collection

- **Change #1:** SSA is introducing Question & Answer formatted questions on our dynamic pathing webforms for customer submission.

Justification #1: The current Upload Documents portal includes forms for submission through various methods, such as PDF uploads and both static and dynamic webforms created through different technical methods. With the upcoming launch, Upload Documents will introduce a new dynamic form type that presents questions to customers in a conversational format, allowing for the collection of

information required for official SSA forms using a more streamlined and easier to understand approach.

Once implemented, SSA anticipates this new process will increase agency efficiency because it:

- (1) Presents questions to the customer in a clearer and more straightforward manner using plain language;
- (2) Collects customer responses more efficiently to enhance the quality and usefulness of the information obtained about each customer; and
- (3) Matches the customer's responses to the corresponding questions on the SSA form.

Finally, this new process for collecting customers information will help the Agency by:

- o Increasing the number of successfully completed online transactions
 - o Addressing our customers' service needs
 - o Collecting more accurate information from the customer.
- **Change #2:** SSA is introducing a redesign of the Upload Documents platform and landing page.

Justification #2: Upload Documents will simultaneously introduce a new landing page offering enhanced versions of existing features and introducing new functionalities to help the public with document upload and submission processes.

We will introduce the new landing page through a phased implementation and it will include the following features:

- o "Action Needed" notifications replacing the previous "Open Requests."
- o A save feature that allows customers to preserve their progress while completing forms.
- o An upload function that automatically identifies the type of form or evidence being submitted.
- o AI-powered assistance to help customers locate and navigate to the appropriate form or evidence type for submission.
- o Submission history, enabling users to view and download previously submitted forms and documents.

Overall, the new landing page and features will simplify the process for customers to do business with SSA by offering a more straightforward layout and improved visual guidance to help them understand how to make an online submission. It will serve as a comprehensive document management portal, allowing customers to view both current and past activities.

Since these enhancements do not substantively change the information we collect, we do not anticipate any burden changes for these revisions to the information collection.

We will implement these revisions **in the fourth quarter of fiscal year 2026**. We are requesting OMB approval for these non-substantive changes prior to that date.