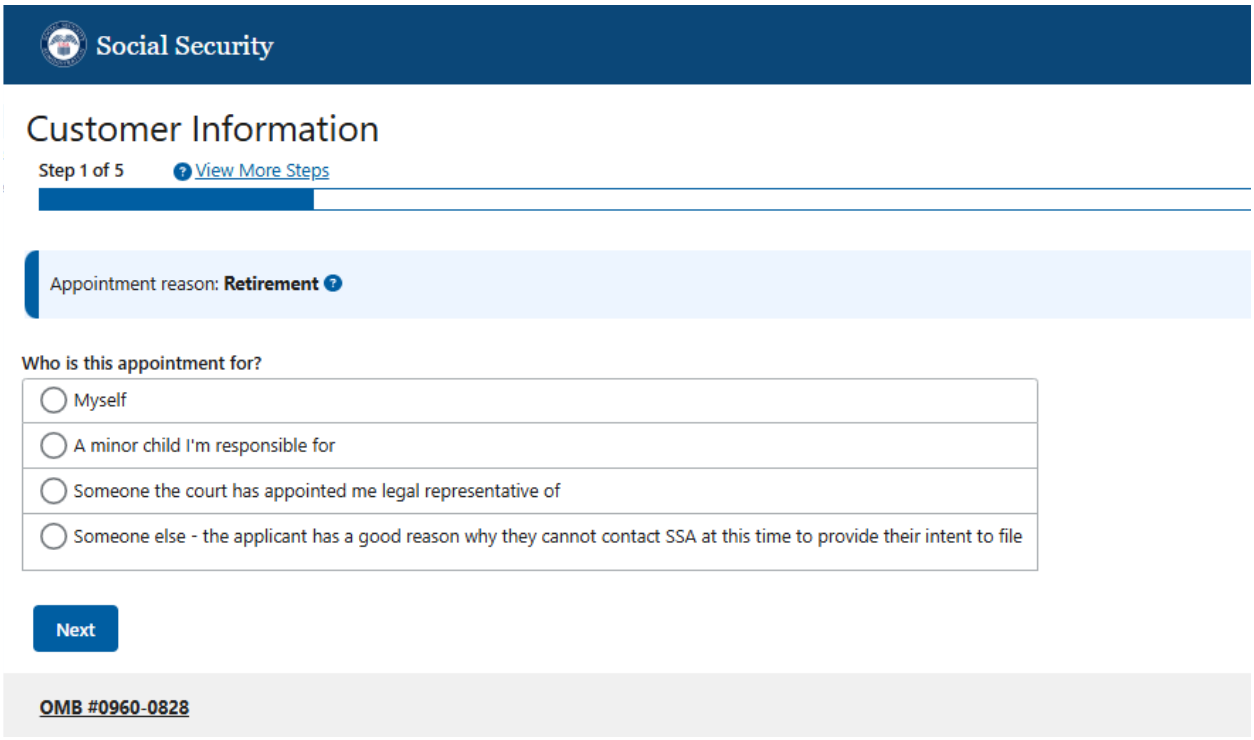
Change #1:

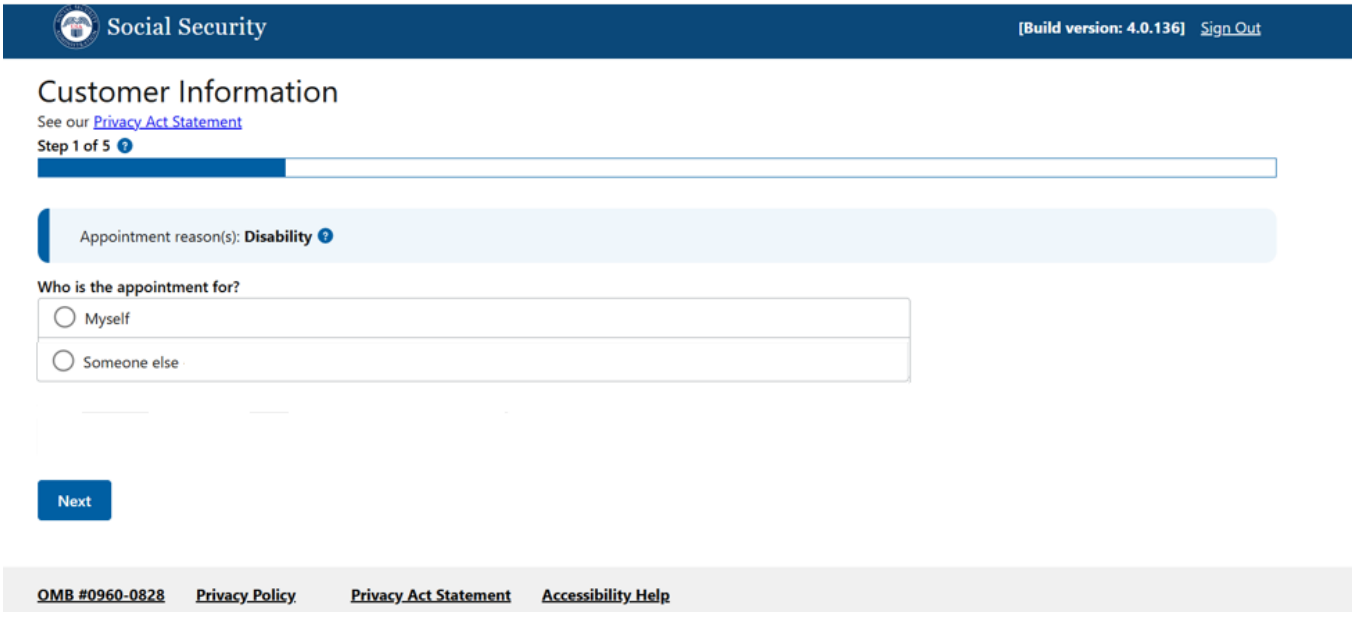
Customer Information Step #1

Change: We will be removing the second and third radio buttons under *Who is the appointment for?*

Current Screen:



Revised Screen:

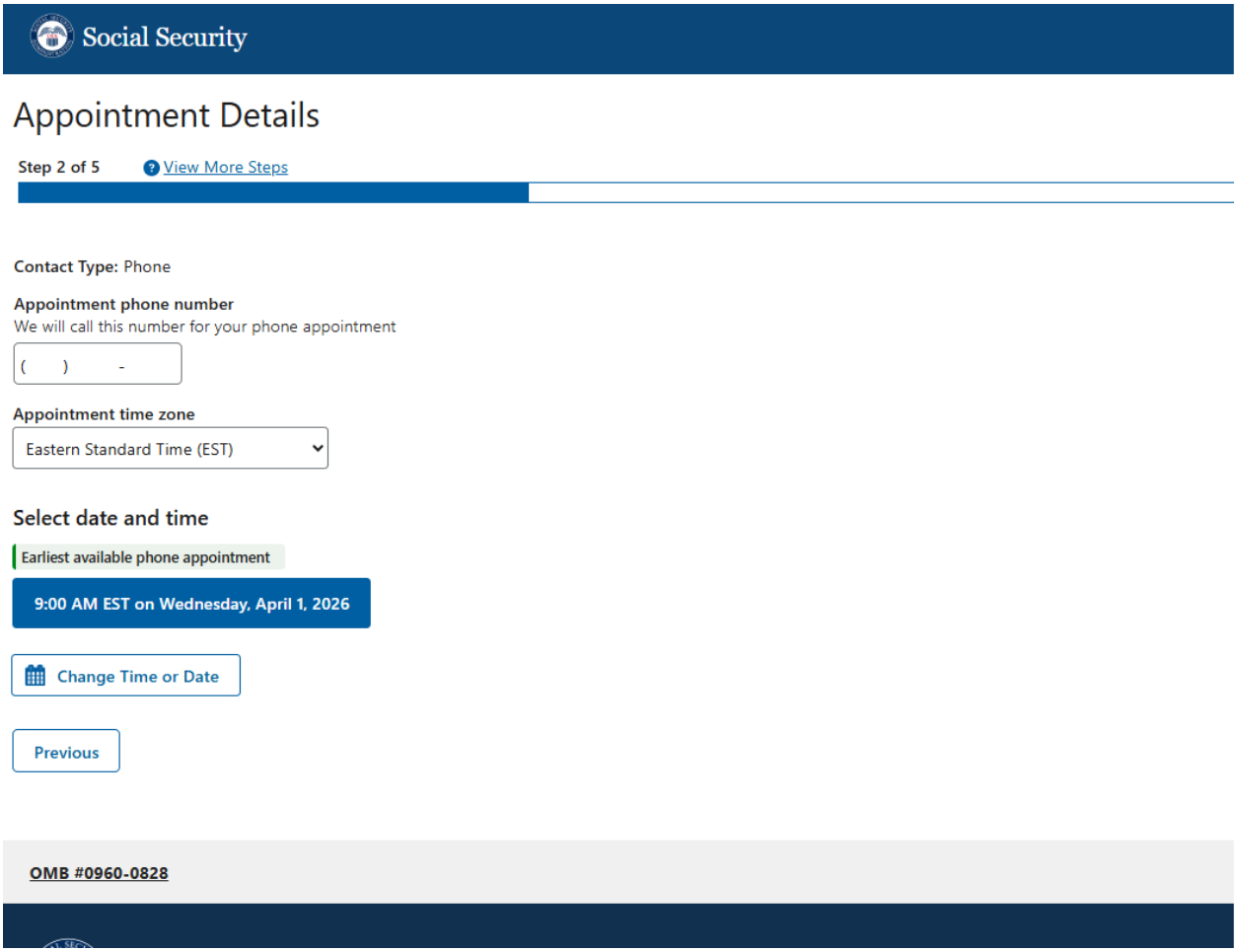


Change #2:

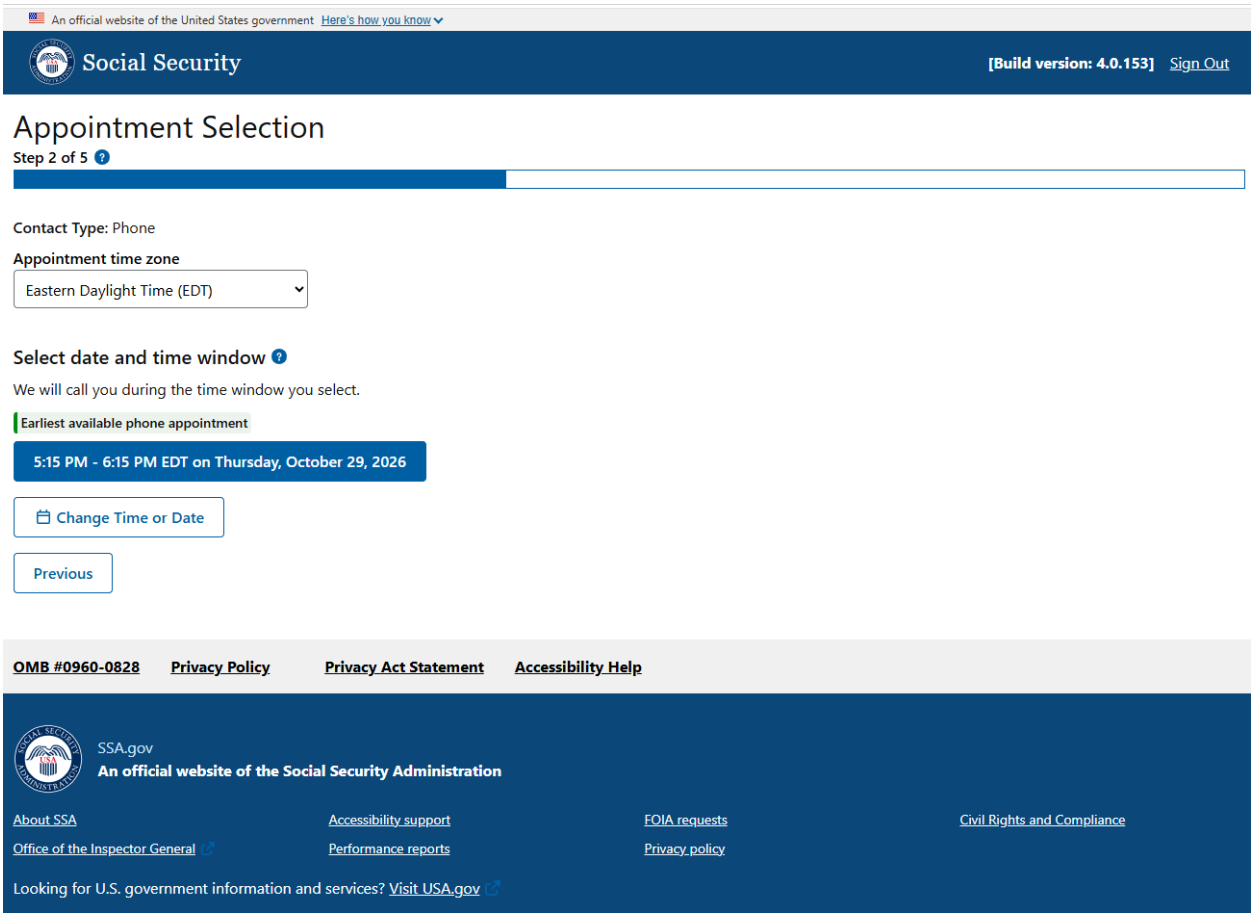
Appointment Selection Step #2

Change: For phone appointments, the system will display a time window indicating when SSA will contact the customer. (For in-office appointments, the screen will remain unchanged.)

Current Screen:



Revised Screen:

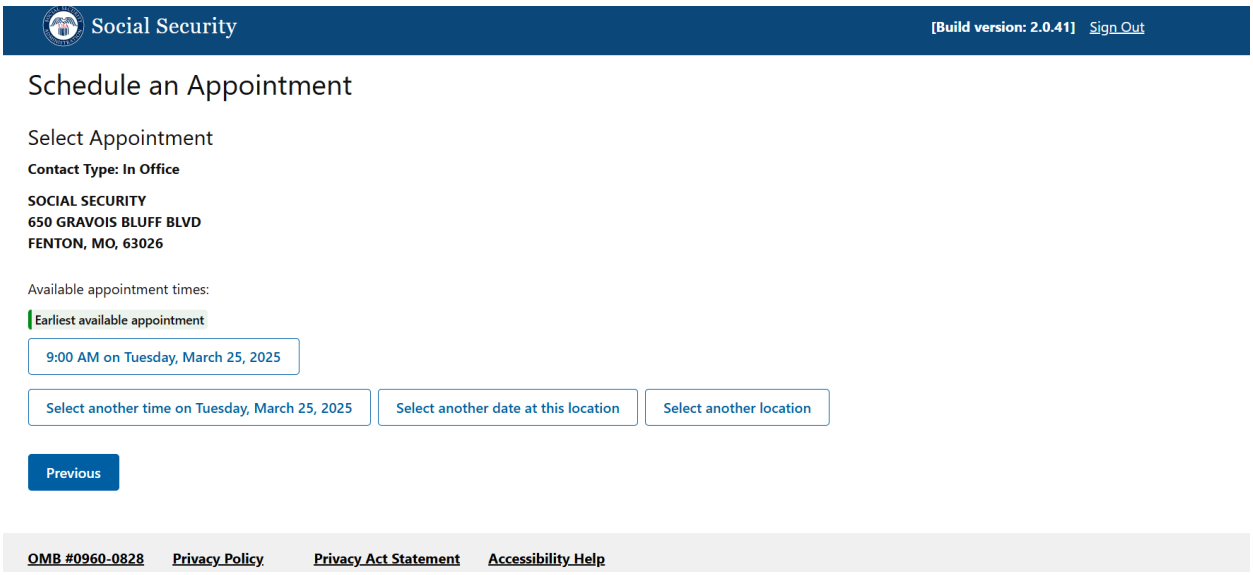


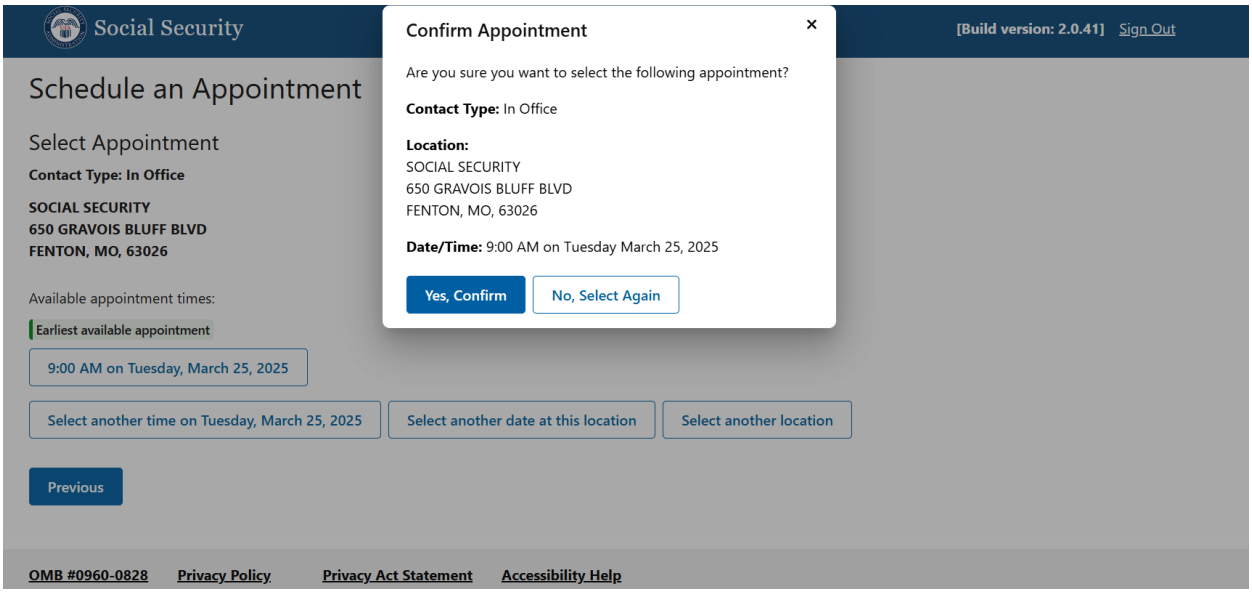
Change #3:

Find Your Nearest Office Page

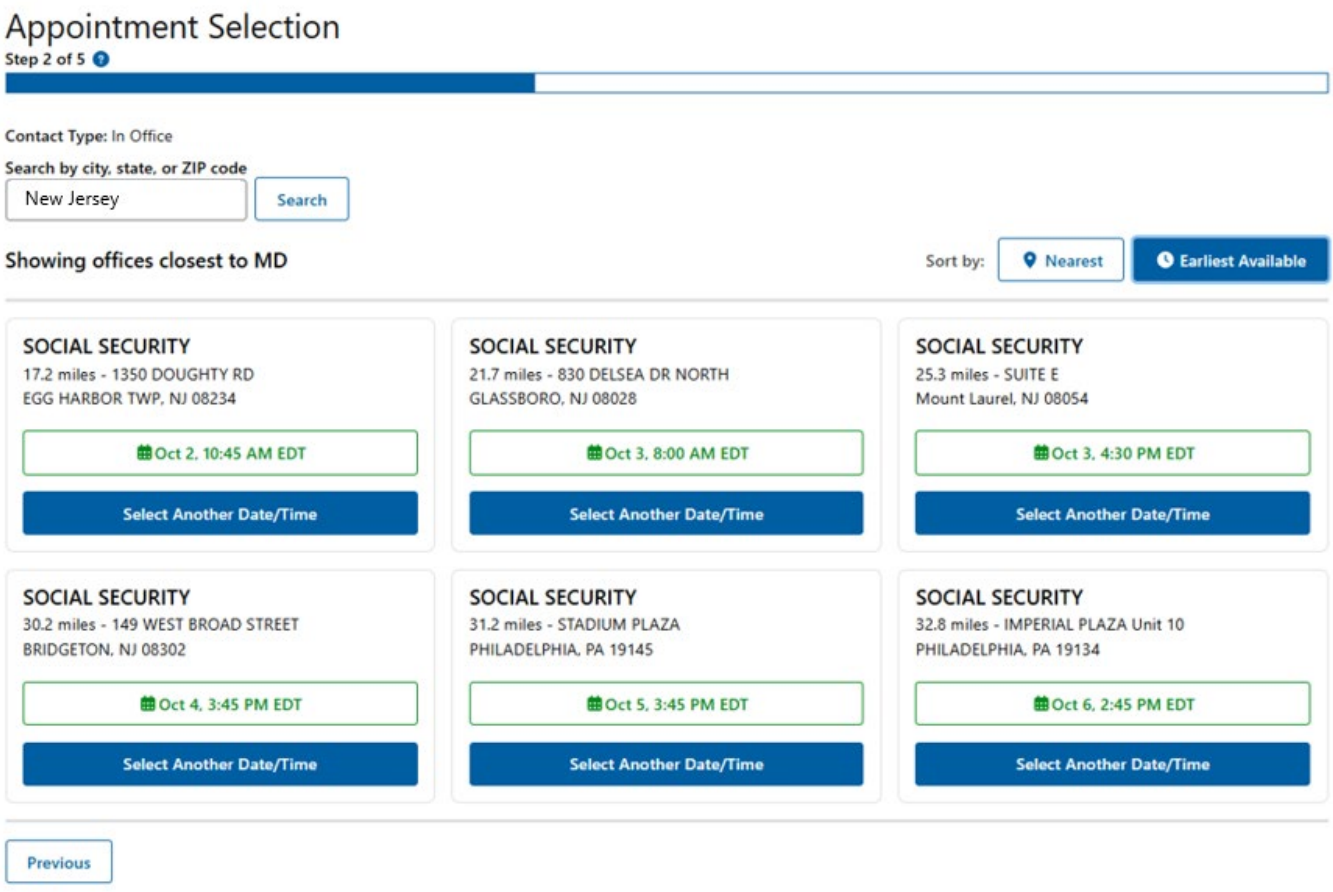
Current Screens:



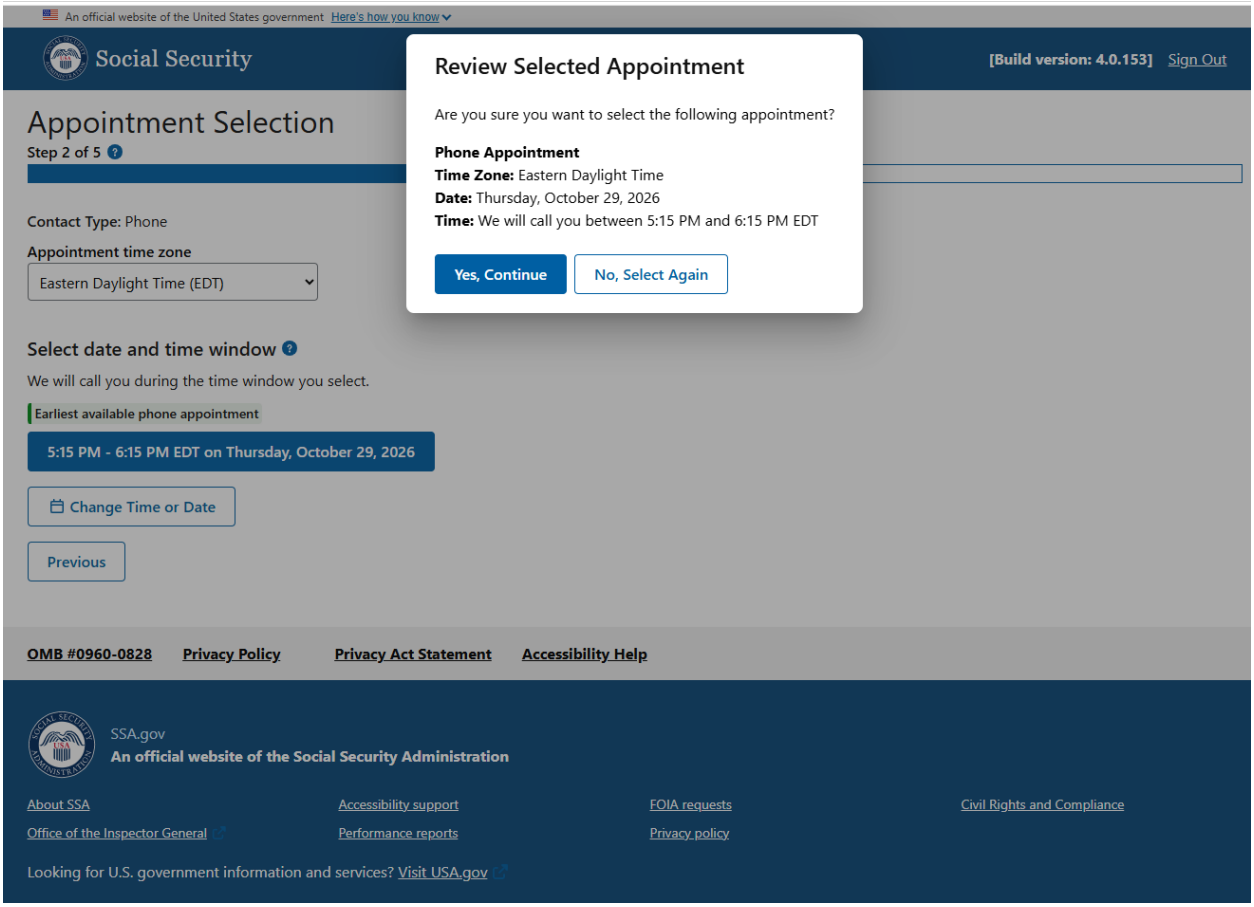




Revised Screens:



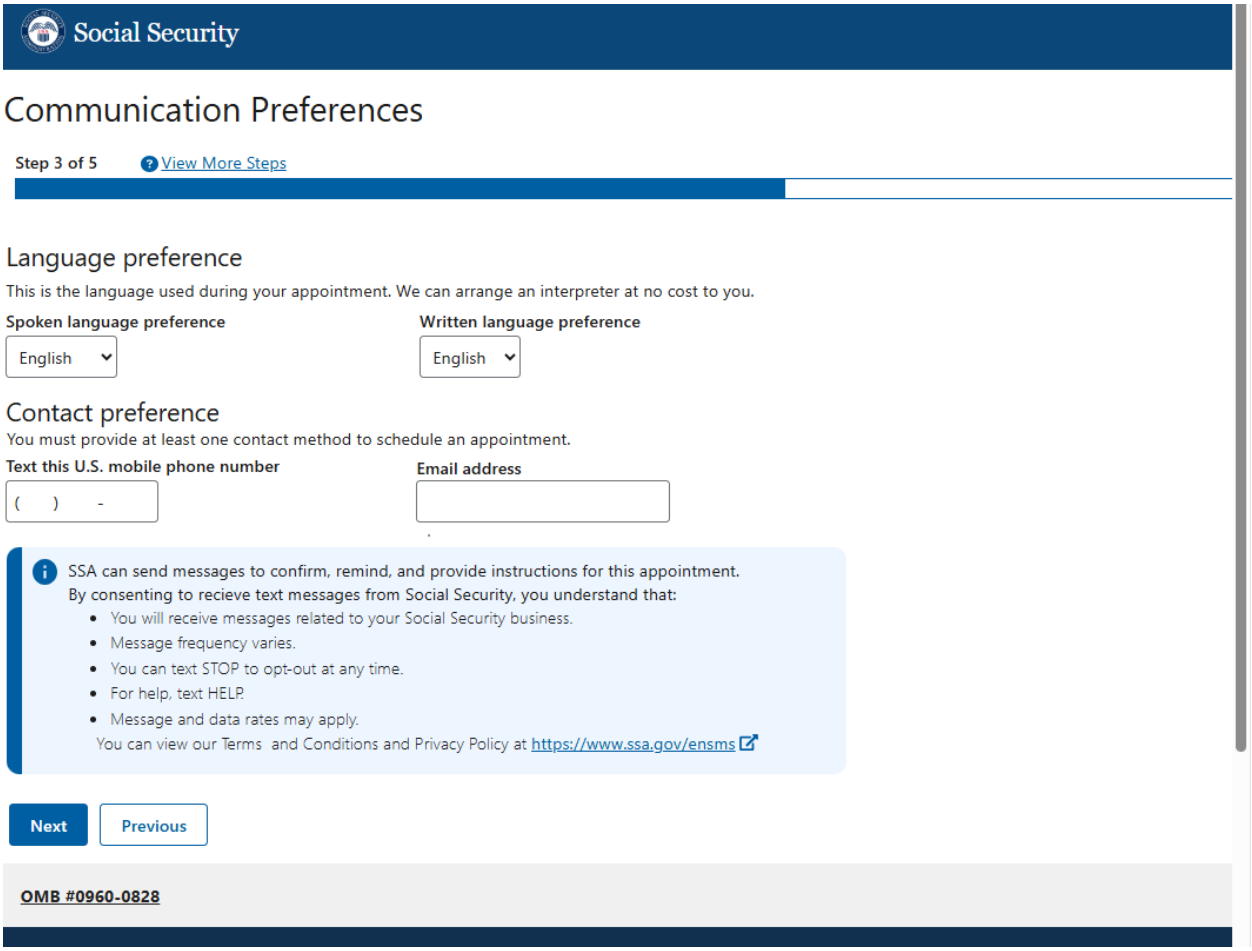
The customer will see a **Review Selected Appointment** pop-up displaying the appointment details, including the time zone and appointment date and time window.



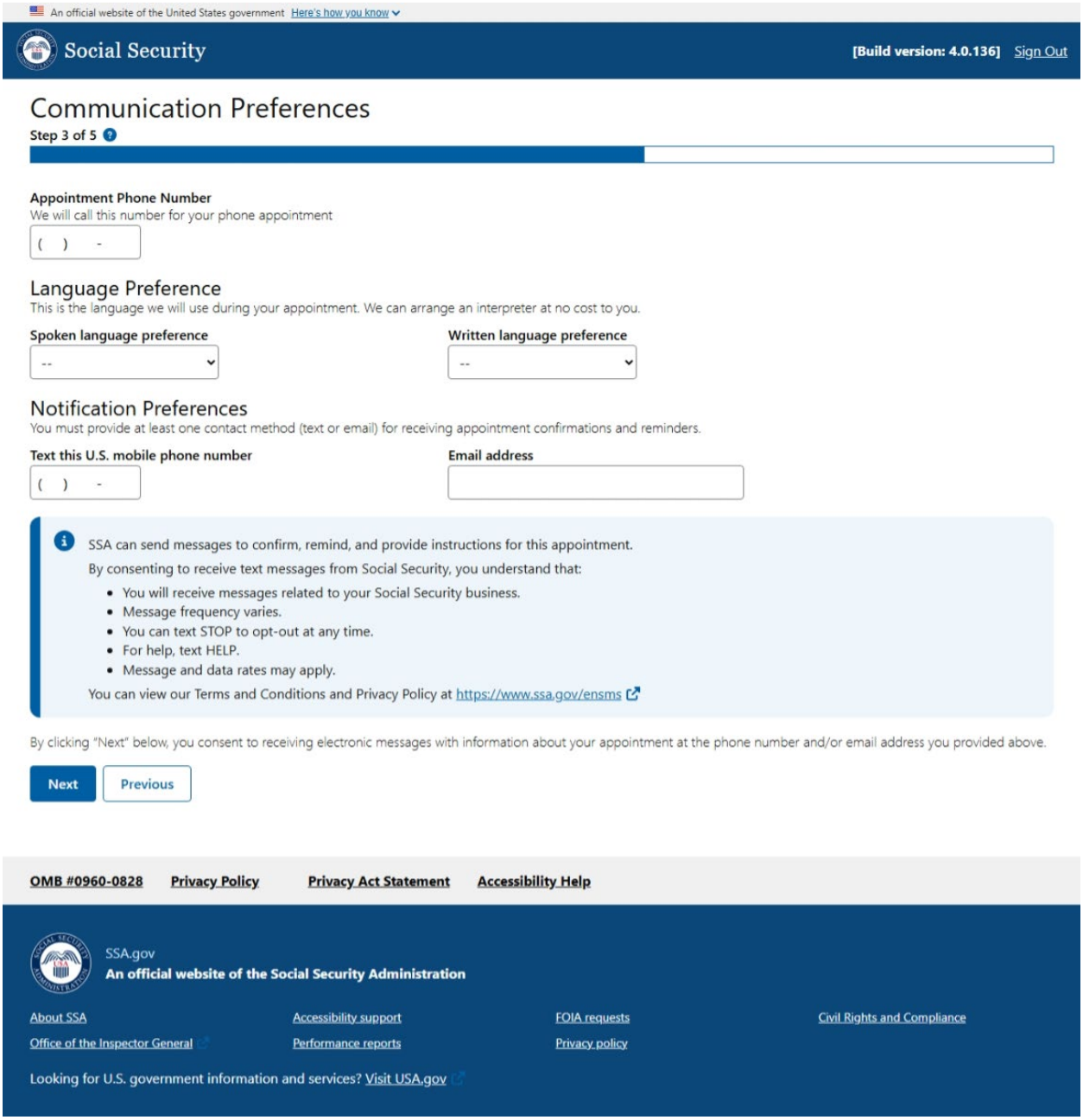
Change #4:

Communications Preferences Step #3

Current Screen:



Revised Screen:



Change #5:

Review and Submit Step #4

Current Screens:

Social Security

Review and Submit

Step 4 of 5 View More Steps

These are the answers you provided on your application. If you need to make changes, please select "Edit" to return to that section.

Customer Information

Appointment Reason
Retirement

Who is this appointment for?
Someone I'm the legal representative for

Your Name
John Quincy Jones

Information for the person you represent

Social Security Number (SSN)
999-99-9999

Name
Adam Smith

Date of Birth
[Month] [99], [9999]

Residential State Edit

Residential State
Maryland

Appointment Details Edit

Contact Type
Phone

Appointment Phone Number
(218) 445-5698

Appointment Time Zone
Eastern Daylight Time (EDT)

Appointment Date/Time
9:00 AM on Wednesday April 8,2026

Communication Preferences Edit

Spoken language preference
English

Written language preference
English

Text this U.S. Mobile Phone Number
(218) 445-5698

Email Address
johnsmith@email.com

Please read and acknowledge in order to proceed to schedule an appointment

You have scheduled an appointment to file an application.

We may use **[current date]** as the official date of your application for Social Security benefits. In order to use (current date), you must file an application by **[Current date + 6 months]**, or you may lose Social Security benefits.

If you intend to apply for Supplemental Security Income (SSI) benefit payments, we may use **[current date]** as the official date of your SSI application. In order to use **[current date]**, you must file an application by **[current date + 60 days]**, or you may lose SSI benefit payments. If any of these dates fall on a weekend or federal holiday, we must receive the application by the following business day.

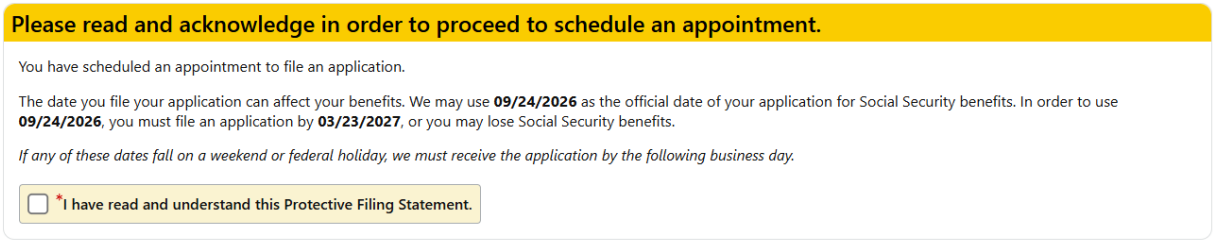
☐ I have read and understood the information above.

Click **Submit** to schedule your appointment. Click **Previous** to go back.

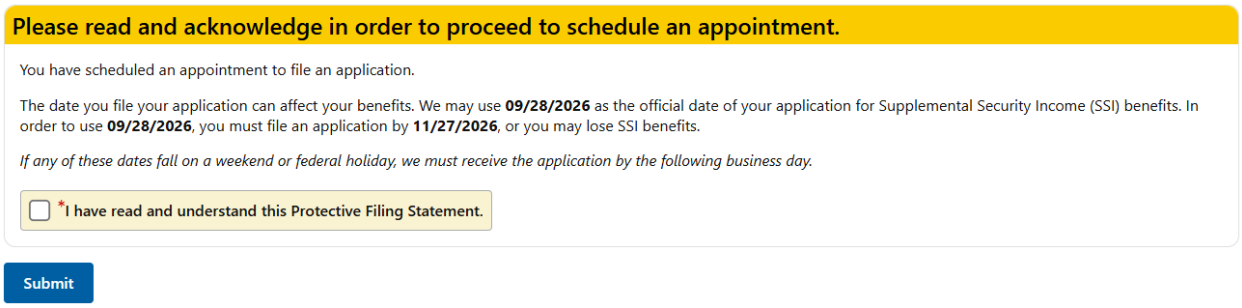
Submit Previous

Revised Screens:

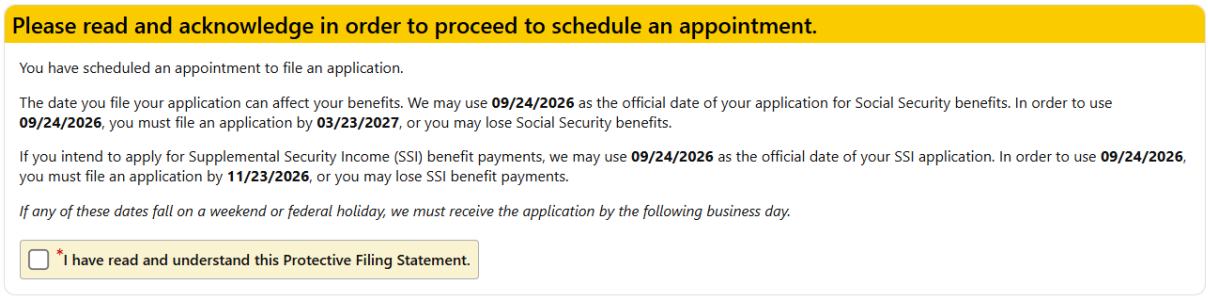
When the appointment is for Title 2 topic (s) only, the system will display:



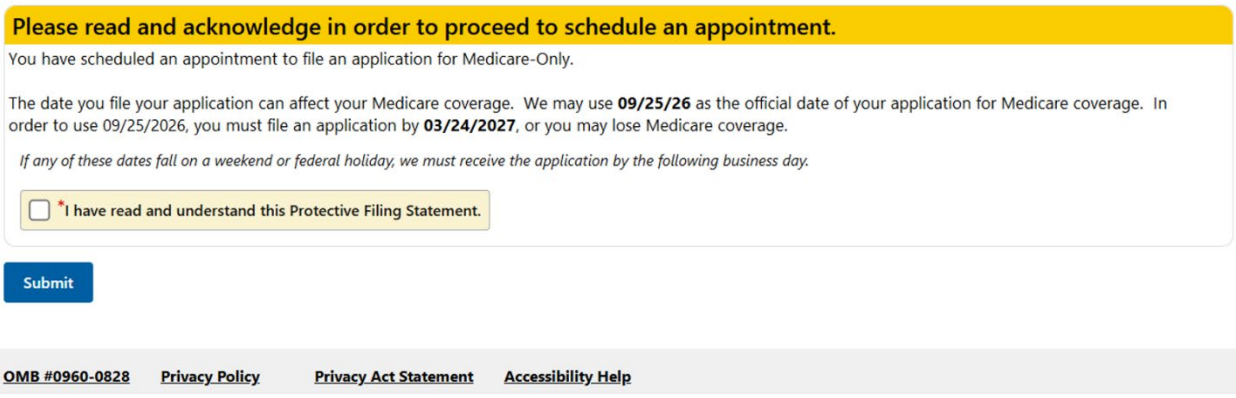
When the appointment is for Title T16 topic (s) only, the system will display this language:



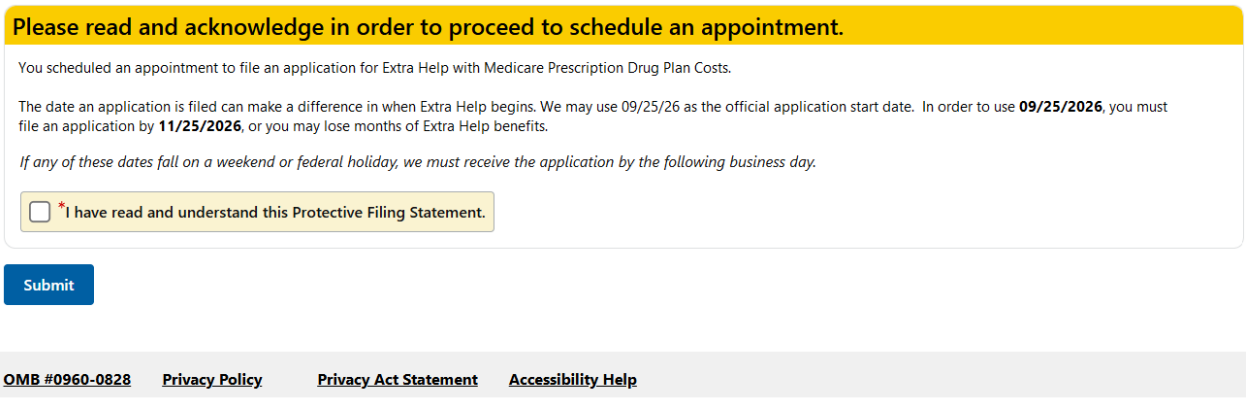
When the appointment is for Concurrent (T2/T16), the system will display:



When the appointment is for HI/SMI only, the system will display:



When the appointment is T18 Subsidy only, the system will display:



An official website of the United States government Here's how you know

Social Security [Build version: 4.0.136] Sign Out

Review and Submit

See our Privacy Act Statement

Step 4 of 5

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

Customer Information

Appointment Reason:
Disability

Your Name:
Sarah Ellen Johnson

Applicant SSN:
038-63-3407

Applicant Date of Birth:
July 01, 1986

Residential State/Territory

Edit

TN - Tennessee

Appointment Details

Edit

Contact Type
Phone

Appointment Time Zone
Central Daylight Time (CDT)

Appointment Date
Thursday, September 24, 2026

Appointment Time
We will call you between 10:00 AM and 11:00 AM CDT

Communication Preferences

Edit

Appointment Phone Number
(855) 829-8918

Spoken language preference
English

Written language preference
English

Text this U.S. Mobile Phone Number
(855) 829-8918

Email Address
jermaine.mitchell+1@ssa.gov

Please read and acknowledge in order to proceed to schedule an appointment.

You have scheduled an appointment to file an application.

The date you file your application can affect your benefits. We may use **09/24/2026** as the official date of your application for Social Security benefits. In order to use **09/24/2026**, you must file an application by **03/23/2027**, or you may lose Social Security benefits.

If any of these dates fall on a weekend or federal holiday, we must receive the application by the following business day.

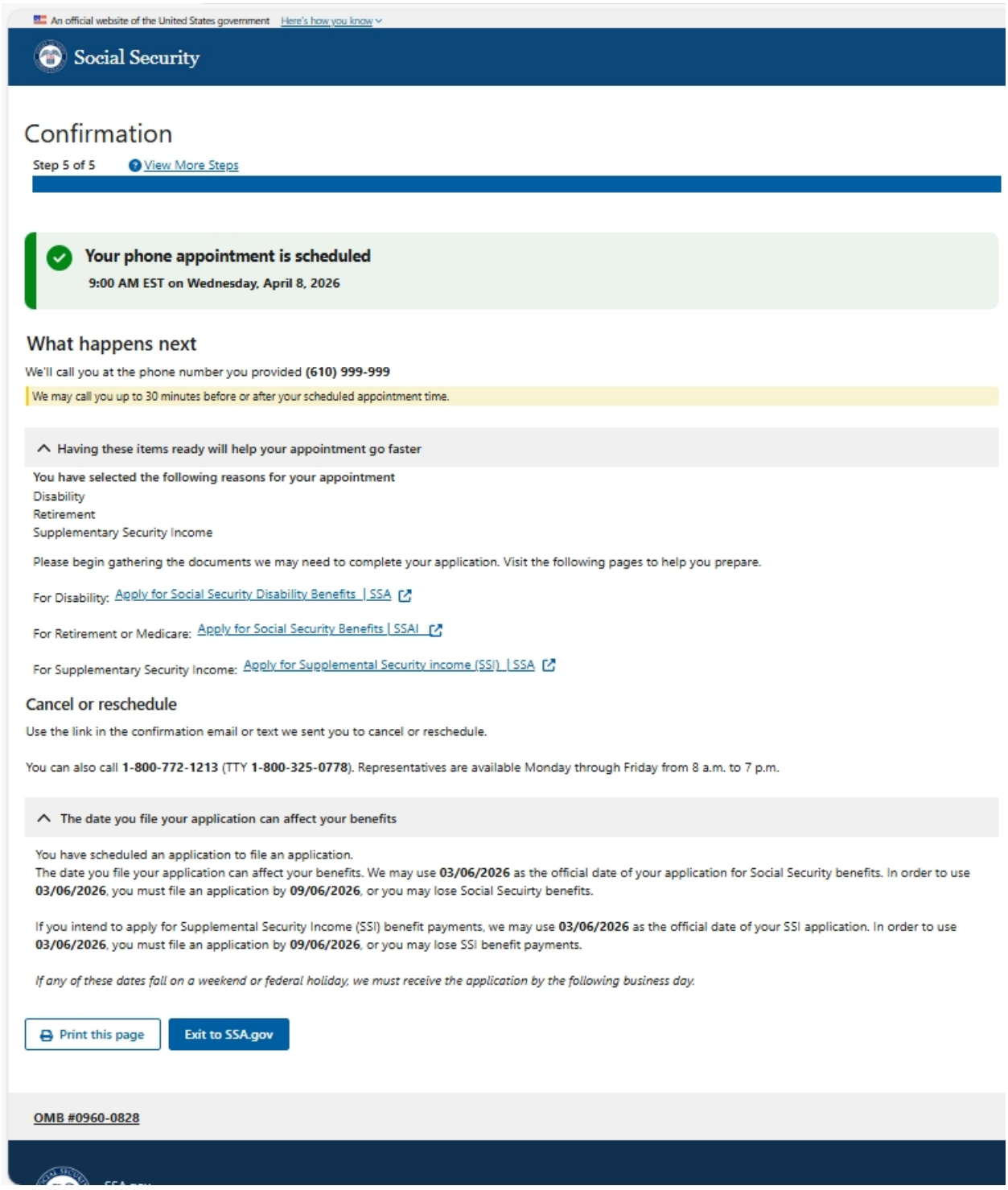
☐ *I have read and understand this Protective Filing Statement.

Submit

Change #6:

Confirmation Step #5:

Current Screens:



An official website of the United States government Here's how you know

Social Security

Confirmation

Step 5 of 5 View More Steps

Your phone appointment is scheduled

9:00 AM EST on Wednesday, April 8, 2026

What happens next

We'll call you at the phone number you provided **(610) 999-999**

We may call you up to 30 minutes before or after your scheduled appointment time.

Having these items ready will help your appointment go faster

You have selected the following reasons for your appointment
Disability
Retirement
Supplementary Security Income

Please begin gathering the documents we may need to complete your application. Visit the following pages to help you prepare.

For Disability: Apply for Social Security Disability Benefits | SSA

For Retirement or Medicare: Apply for Social Security Benefits | SSAI

For Supplementary Security Income: Apply for Supplemental Security income (SSI) | SSA

Cancel or reschedule

Use the link in the confirmation email or text we sent you to cancel or reschedule.

You can also call **1-800-772-1213** (TTY **1-800-325-0778**). Representatives are available Monday through Friday from 8 a.m. to 7 p.m.

The date you file your application can affect your benefits

You have scheduled an application to file an application.
The date you file your application can affect your benefits. We may use **03/06/2026** as the official date of your application for Social Security benefits. In order to use **03/06/2026**, you must file an application by **09/06/2026**, or you may lose Social Secuirty benefits.

If you intend to apply for Supplemental Security Income (SSI) benefit payments, we may use **03/06/2026** as the official date of your SSI application. In order to use **03/06/2026**, you must file an application by **09/06/2026**, or you may lose SSI benefit payments.

If any of these dates fall on a weekend or federal holiday, we must receive the application by the following business day.

Print this page | Exit to SSA.gov

OMB #0960-0828

Revised Screens:

