Retained Date: October 09, 2020

A. Purpose

Beginning May 9, 2020, SSA will offer enhanced registration/identity-proofing methods to a subset of our potential customers. When select customers access the “Create an Account” page, an ‘opt-in or opt-out’ screen may appear, inviting them to create a my Social Security account using our enhanced registration/identity-proofing methods. Customers that choose to opt-out will continue with our traditional registration process.

B. Background

Previously, we offered enhanced registration to a select number of customers. Enhanced registration included additional authentication options, such as manually entering state-issued documents and answering financial questions; or uploading a photo ID and taking a ‘selfie’. Based on our monitoring of registration success rates and the feedback we received from these customers, we made some changes to the process.

Effective May 9, 2020, we will begin offering the revised registration process to additional customers. We will continue to request and verify state issued identification documents (driver’s licenses, learner’s permits, state identification cards) and digital addresses (email addresses and cell phone numbers); however,
we will only allow manual entry of these identity documents.

At this time, the photo upload process will be unavailable. Accounts created through this new process will require Extra Security; therefore, financial verification will be required by the customer.

We are introducing this new registration process to reduce our reliance on Out-of-Wallet (OOW) questions. Customers who are unable or unwilling to provide state ID information will still have the option of answering OOW questions to authenticate. This new process will also allow customers with credit freezes to register for an online account.

**NOTE:** The Registration and Customer Support (RCS) process will not change. We will continue to assist customers with my Social Security registration issues with the current policies in place. Customers who are unable to create an account online will be able to register in person via RCS once the FOs reopen to the public after the COVID-19 March 17, 2020 closures. See AM-20014 SEN.

**NOTE:** We updated the POMS to include information for both the photo upload process and manual entry of the state ID. The May 9th release will only include the ability to manually enter state ID information. The photo upload capability will be released at a future date. We will notify you via another EM at that time. Please disregard the state ID photo upload information in POMS for now, as this option is not yet available to the public.

**NOTE:** We updated the POMS to include information about Federation with ID.me. This additional sign-in capability will be released in the future and we will notify you via another EM at that time. Please disregard the Federation information in POMS for now, as this option is not yet available to the public.

**Closing paragraph:** Direct all program-related and technical questions to your Regional Office (RO) support staff or Program Service Center (PSC) Operations Analysis (OA) staff. RO support staff or PSC OA staff may refer questions, concerns or problems to their Central Office contacts.

**POMS References:**
The document contains references to other sections and links, but the text is not fully legible due to the quality of the image. Here is the best possible transcription:

**OA 00101.000** Overview of Online Authentication

**OA 00205.000** Introduction to Electronic Access

**OA 00210.000** Electronic Access Internet Process and Functionality

EM-20016 SEN - Electronic Access (eAccess) Identity Verification Enhancements for my Social Security Accounts - 05/01/2020

Link to this document:

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