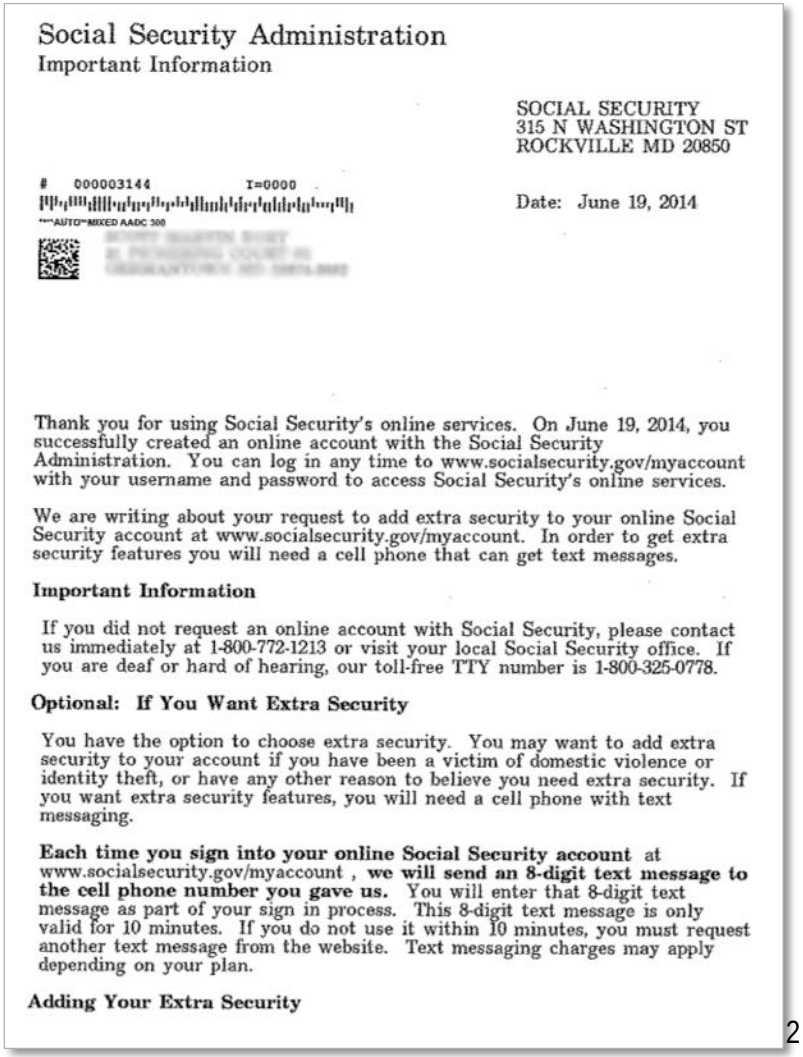
Ticket Portal Access
Verification Process for Adding Extra Security to a *my* SSA Account

Ticket Program Manager (TPM)
Social Security's Ticket to Work Program

Adding Extra Security

Adding Extra Security is **MANDATORY**



Social Security Administration
Important Information

SOCIAL SECURITY
315 N WASHINGTON ST
ROCKVILLE MD 20850

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****AUTO**MIXED AADC 300

Date: June 19, 2014

Thank you for using Social Security's online services. On June 19, 2014, you successfully created an online account with the Social Security Administration. You can log in any time to www.socialsecurity.gov/myaccount with your username and password to access Social Security's online services.

We are writing about your request to add extra security to your online Social Security account at www.socialsecurity.gov/myaccount. In order to get extra security features you will need a cell phone that can get text messages.

Important Information

If you did not request an online account with Social Security, please contact us immediately at 1-800-772-1213 or visit your local Social Security office. If you are deaf or hard of hearing, our toll-free TTY number is 1-800-325-0778.

Optional: If You Want Extra Security

You have the option to choose extra security. You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security. If you want extra security features, you will need a cell phone with text messaging.

Each time you sign into your online Social Security account at www.socialsecurity.gov/myaccount , **we will send an 8-digit text message to the cell phone number you gave us.** You will enter that 8-digit text message as part of your sign in process. This 8-digit text message is only valid for 10 minutes. If you do not use it within 10 minutes, you must request another text message from the website. Text messaging charges may apply depending on your plan.

Adding Your Extra Security

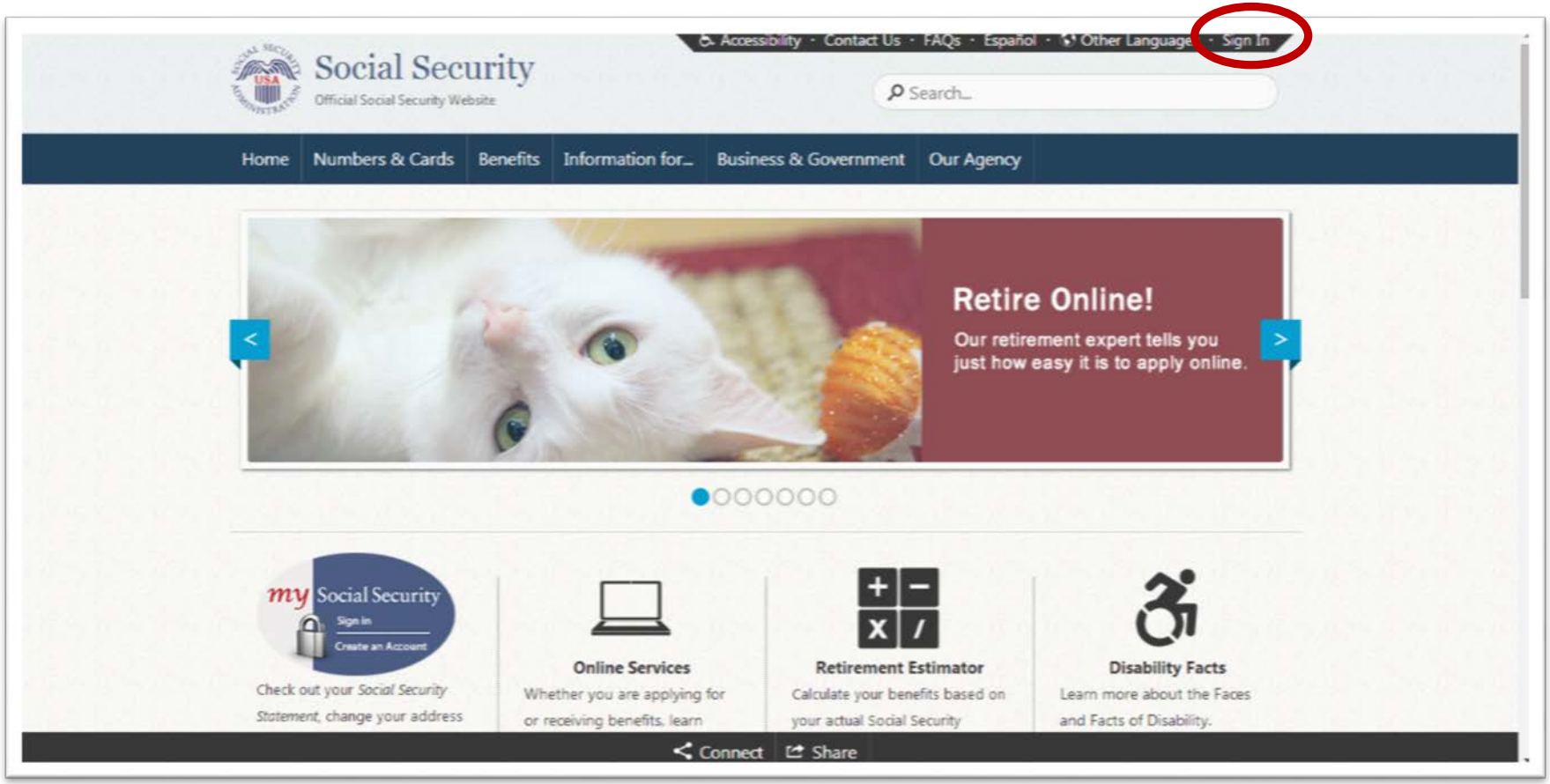
Social Security Letter

Adding Extra Security - Requirements

In order to complete this process you need the following:

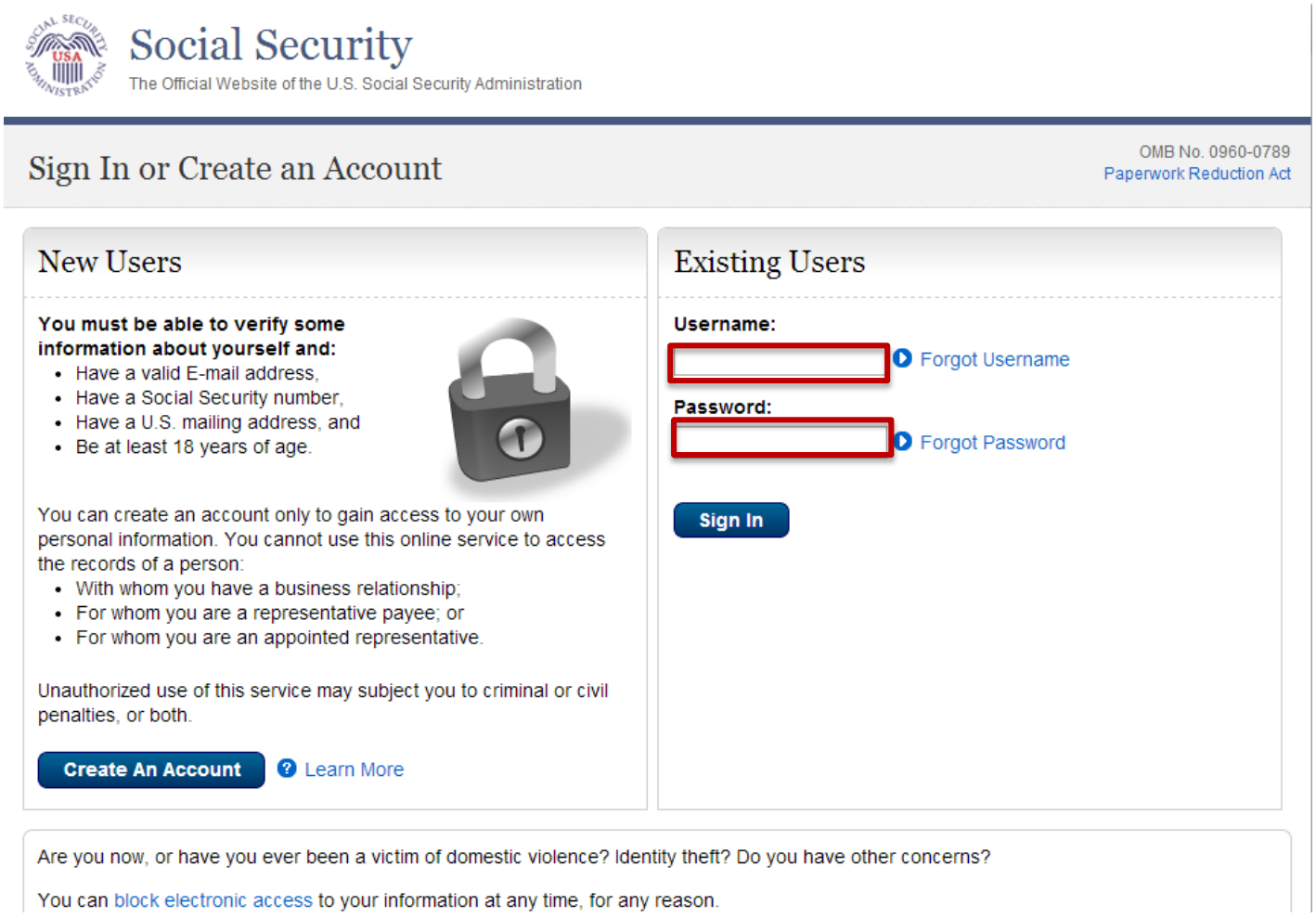
- My Social Security Account Username
- My Social Security Account Password
- Cell Phone Number
- Account Upgrade Code or “Upgrade Code”

Sign In



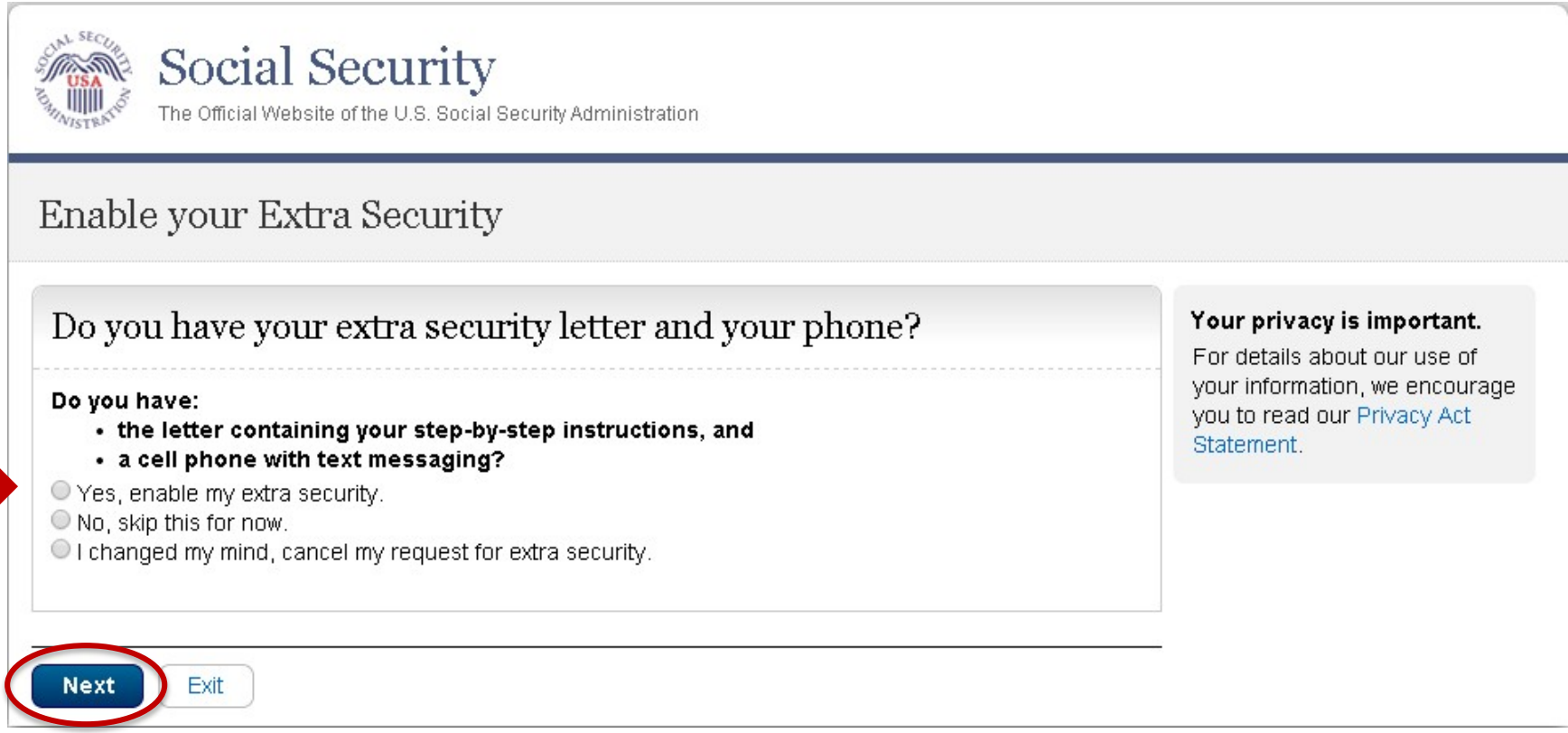
www.ssa.gov

Sign In or Create an Account



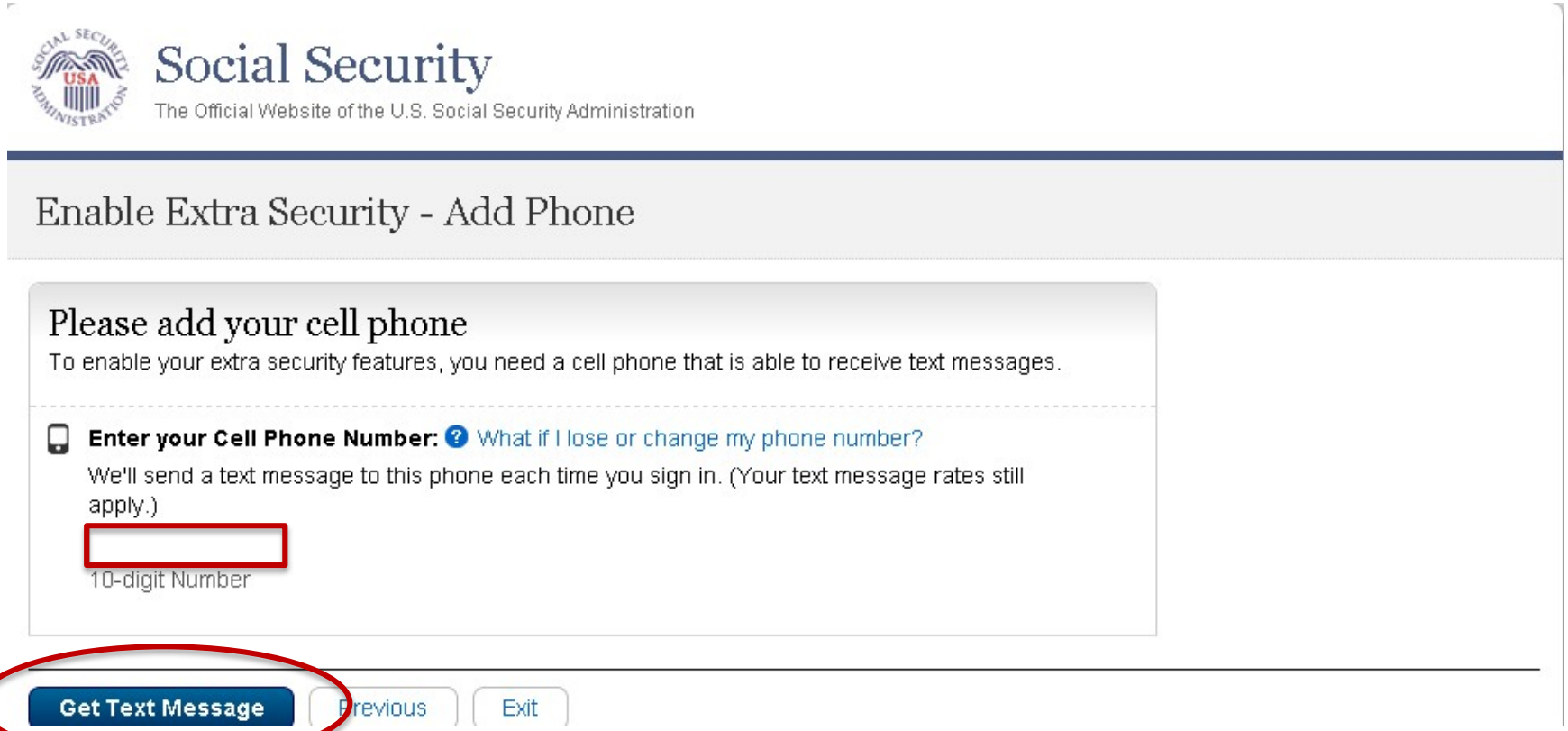
Ticket to Work

Enable your Extra Security

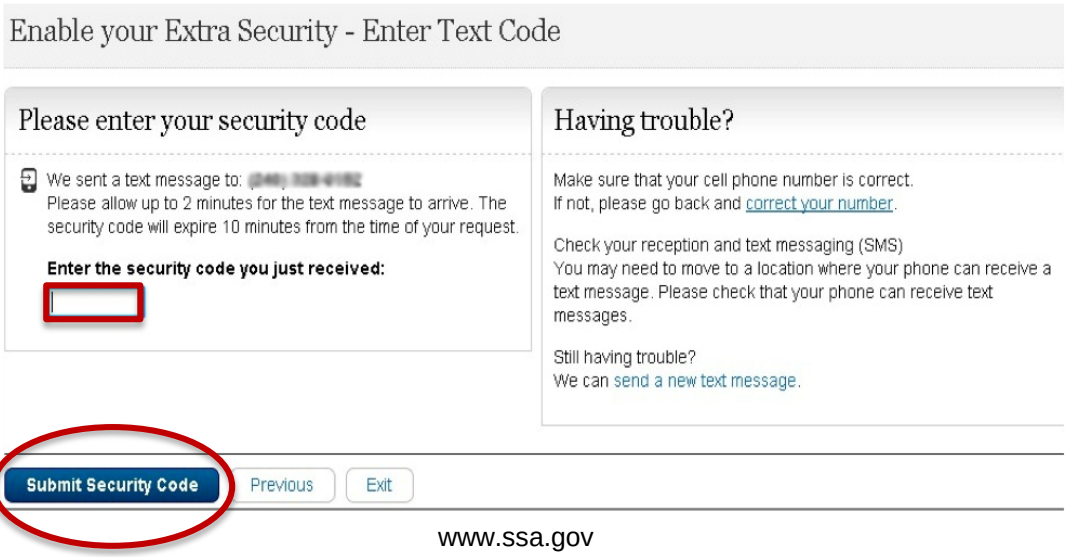


Ticket to Work

Enter Cell Phone Number



Enter Security Code



www.ssa.gov

Enter Upgrade Code

www.ssa.gov

Please take the following steps to add your extra security.

1. Visit our website at www.socialsecurity.gov/myaccount.
2. Enter your username and password.
3. Choose Yes, Enable Extra Security.
4. Enter your cell phone number. We will send an 8-digit text message to your cell phone. This 8-digit text message will expire after 10 minutes.
5. Enter the 8-digit text message.
6. **Enter your one-time Account Upgrade Code: 24642030. This account upgrade code expires on August 18, 2014.**

You have successfully added extra security.

If You Do Not Want Extra Security At This Time

If you do not want to add extra security at this time, please choose **"No, skip this for now"** in Step 3 shown above. We will ask you to add extra security the next time you log on.

If You Do Not Want Extra Security

If you do not have a cell phone with text messaging or if you do not want to add extra security to your account, please choose **"I changed my mind, cancel my request for extra security."** in Step 3 shown above. We will no longer ask you to add extra security. You can add or remove the extra security at any time. If you remove your extra security, you will no longer need a cell phone to access your account. If you want extra security at a later time, you must start the process again and request a new upgrade code.

Social Security may use an identity verification service provided by Experian to help verify your identity and protect your privacy when you register to do business with us online. When we make a verification request to establish your account, Experian may use information from your credit report to help verify your identity. As a result, you may see an entry called a "soft inquiry" on your Experian credit report. This will show an inquiry by the Social Security Administration with our address and the date of the request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit profile viewable only to consumers and are not reported to lenders. The soft inquiry will not appear on your credit report from Equifax or TransUnion, and will generally be removed from your Experian credit report after 25 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

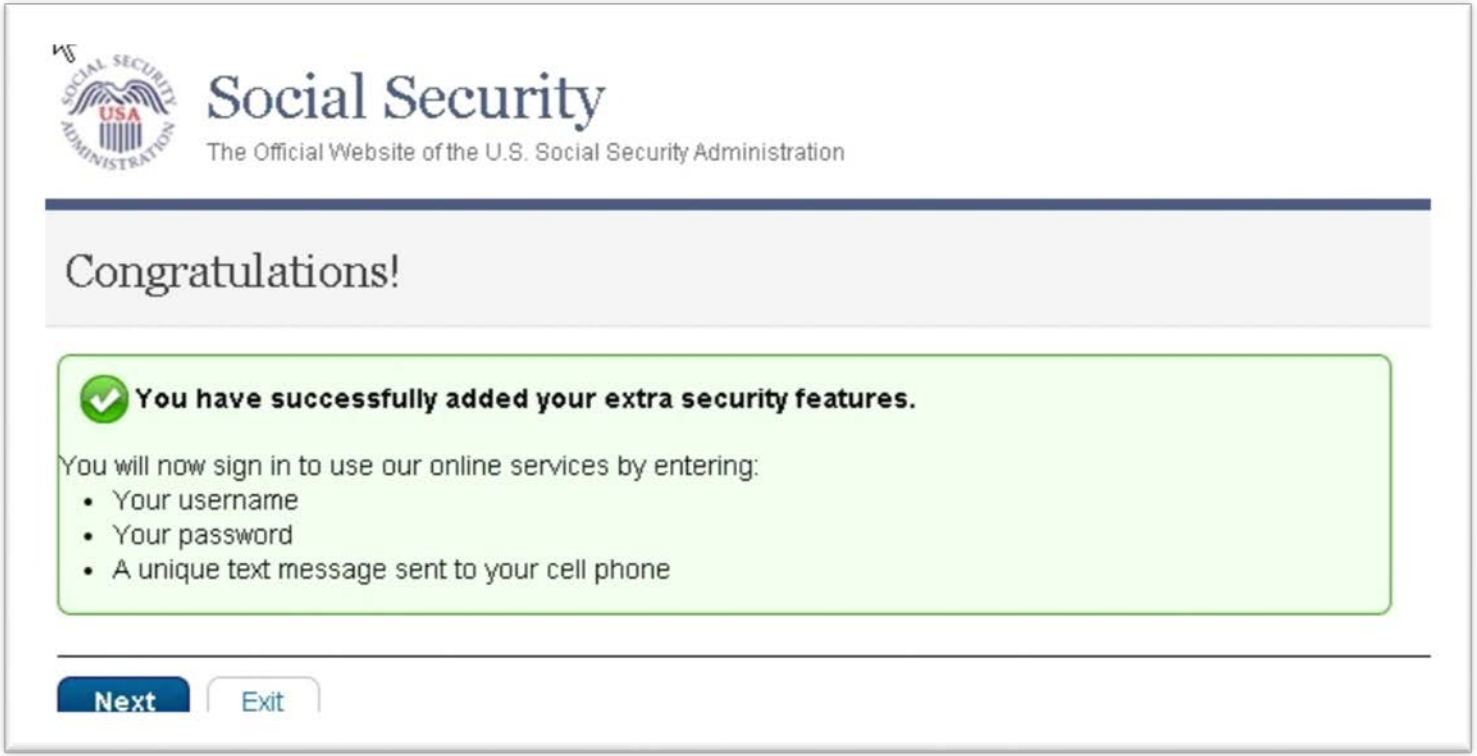
If You Have Questions

If you have questions, please:

- Visit our website at www.socialsecurity.gov to find general information about Social Security.

Social Security Letter

Congratulations

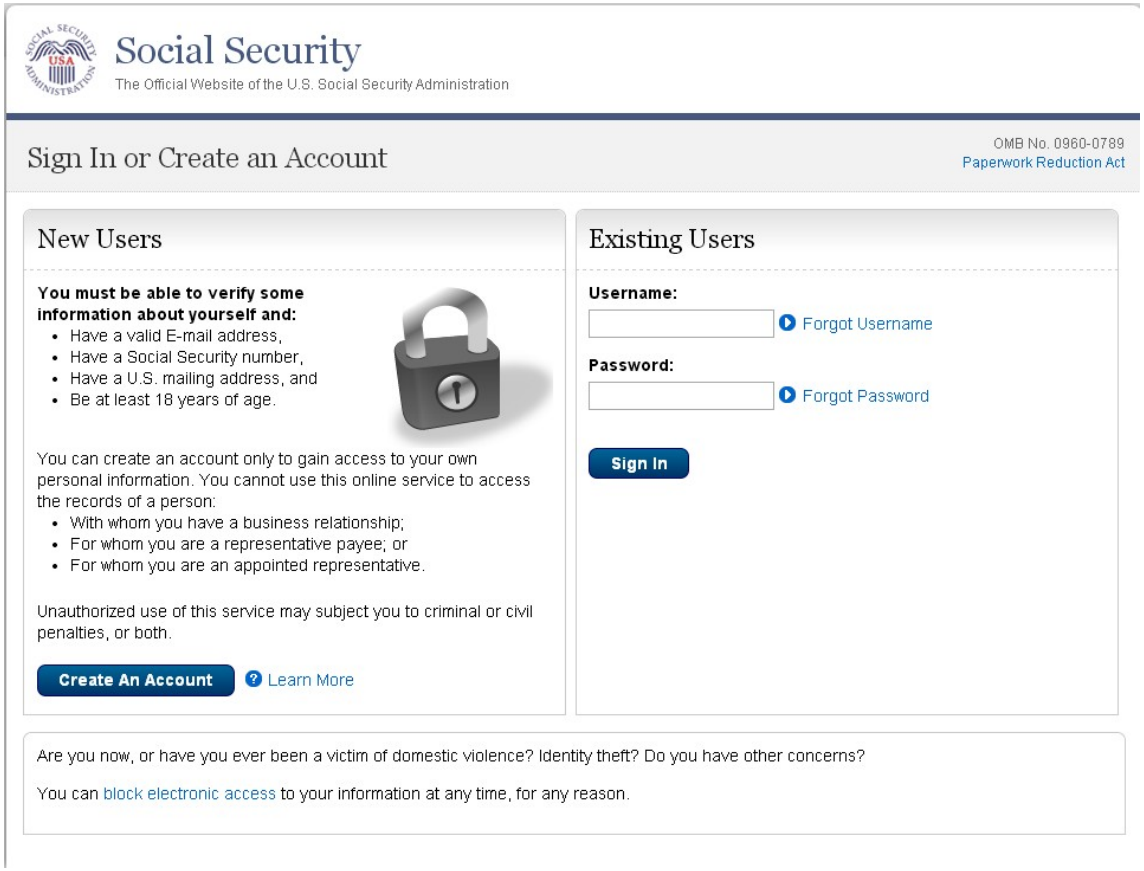


Notify Social Security

Call your designated EN Service representative or contact Social Security at the email addresses below. If you email them, please indicate that you have registered for your *my* Social Security account with extra security and include your phone number. Someone will call you to ask for your *my* Social Security username so that they can enroll you for the new Ticket Portal. They will also verify your identity by asking for your SSN.

- ENs –contact enservice@ssa.gov
- VRAs – contact VR.Helpdesk@ssa.gov

Logging in to the Ticket Portal



Ticket Portal Logon

Remember

- ✓ Your Social Security Information is confidential
- ✓ Do not share with anyone

Need Help?

- You can speak to a Social Security representative for help with a *my* Social Security account between the hours of 7:00 a.m. and 7:00 p.m. EST Monday through Friday:
  - Toll Free: 1.800.772.1213
  - TTY (for deaf or hard of hearing): 1.800.325.0778