Ticket Portal Access
Creating a *my* Social Security Account & Adding Extra Security

Ticket Program Manager (TPM)
Social Security’s Ticket to Work Program
Ticket Portal Requirements

• A *my* Social Security account
  • You must be at least age 18, have a valid email address, Social Security Number (SSN) and U.S. mailing address
    o You must choose the extra security option when creating the account
    o If you have already registered for an account without enabling the extra security, you must upgrade your access

• Suitability clearance
Reasons You May Be Unable or Unwilling to Create an Online Account

You:

• Blocked electronic access to your personal information with us;
• Recently moved or changed your name;
• Placed a freeze on your credit report;
• Have been the victim of domestic violence or identity theft; or
• Are uncomfortable with or unable to use the online process for some other reason.
Your Online Account is for Your Exclusive Use

• Only you have a right to use this service to access your personal Social Security related information or to access the Ticket Portal
• You cannot share the use of your account with anyone else and you cannot use another person’s account
• Unauthorized use of this service is a misrepresentation of your identity to the Federal government and could subject you to criminal or civil penalties or both
• You are responsible for safeguarding the personal information you obtain through this service
Main Menu

New User

Current User
(Add Extra Security)
Create an Account

Sign In or Create an Account

New Users

You must be able to verify some information about yourself and:

• Have a valid E-mail address,
• Have a Social Security number,
• Have a U.S. mailing address, and
• Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use.

You cannot create an account on behalf of another person or using another person’s information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

• With whom you have a business relationship
• For whom you are a representative payee, or
• For whom you are an appointed representative.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

Create An Account  Learn More

Existing Users

Username:  Forgot Username
Password:  Forgot Password

Sign in
Terms of Service

What will we do with your information?

We use the information you give us to verify your identity. We verify the information you give us against our records. We also use Experian, an external authentication service provider, to help us verify your identity. Experian verifies the information you give us against their records. We do not share your Social Security number with Experian. Experian keeps your information only for the time period permitted by Federal laws, Regulations, or guidelines. We use Experian’s fraud prevention services to protect you from identity theft.

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 23 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

I agree to the Terms of Service.

www.ssa.gov
Add Extra Security

You must select this option!
How do you want to verify your identity?

- Last 8 digits from your VISA, MasterCard or Discover Card
- Information from a W-2 tax form
- Information from a 1040 Schedule SE (self employment) tax form
- Last deposit amount from your Social Security benefits
Provide Information: 8 digits from your Credit Card

**my Social Security**

Add Extra Security

Provide Information

Where can we mail the letter containing your upgrade code? Must be a mailing address in the United States or a U.S. Territory:
- Street Line 1: 
- Street Line 2: 

City/Town:  
State/Territory:  
ZIP Code:  

Primary Phone
We only need this to verify your identity:
10-digit Number

To add this feature, you must first verify your identity with one of the following:
- the last 8 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form
- the last direct deposit amount from your Social Security benefits

Enter the last 8 digits from your Credit Card:  
We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity:
XXXX- XXXX-  

Add Extra Security  
Cancel  

Continue
Provide Information: W-2 tax form

www.ssa.gov
Provide Information: 1040 Schedule SE tax form

www.ssa.gov
Provide Information: SSA direct deposit amount

Provide Extra Security

Provide Information

Where can we mail the letter containing your upgrade code? Must be a mailing address in the United States or a U.S. Territory.

<table>
<thead>
<tr>
<th>Street Line 1:</th>
<th>Street Line 2:</th>
</tr>
</thead>
</table>

City/Town: __________________________ State/Territory: __________________________ ZIP Code: __________

Primary Phone
We only need this to verify your identity.

10-digit Number

To add this feature, you must first verify your identity with one of the following:

- the last 6 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form
- the last direct deposit amount from your Social Security benefits

Enter the amount of your last Social Security direct deposit. Tell me more.

We only need the whole dollar amount.

$ __________

Add Extra Security  Cancel

Continue
Create an Account: Username and Password

Create an Account

1. Verify your identity
2. Secure your identity
3. Create your Account

Please create your account details

Username: [Enter username]
- User name is available.
- 8 to 20 letters and/or numbers
- cannot be your Social Security Number (SSN)
- cannot be your name

Password: [Enter password]
- 8 characters minimum and must contain:
  - at least one uppercase letter (A-Z)
  - at least one lowercase letter (a-z)
  - at least one number (0-9)
  - at least one symbol (For example: ! @ # $ % ^ & *)
- must begin with a letter or number

Confirm Password: [Enter password again]
- Passwords match

E-mail Address:
We need this to communicate with you about your online account.

Confirm E-mail Address:

Privacy & Security

Find out more about our policies and procedures.

Learn More
Create an Account: Security Questions

Please create your password reset questions
If you forget your password, you can reset it by providing these answers.

Question 1:
What is the middle name of your father?
Answer 1:

Question 2:
What street did you live on in third grade?
Answer 2:

Question 3:
What was your major or minor in college?
Answer 3:
Agree to the Terms of Service

Social Security
The Official Website of the U.S. Social Security Administration

Signing in...

Terms of Service

- I am using this service with the account that I created myself using my own personal information and identity. I am not using an account created by another person or created using another person's information or identity, even if I have that person's written permission.

- I will never share the use of my account with anyone else under any circumstances. I will never use another person's account.

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records; or
  - Deceive the Social Security Administration of an individual's identity.

- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by Social Security 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 that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to me, whether due to my negligence or the wrongful acts of others.

☐ I agree to the Terms of Service.

Next Exit

www.ssa.gov
my Social Security account created

Congratulations!

You successfully created an account.
You may sign in any time with your username and password to access our online services.

What happens now?

In 5 to 10 business days:
- You will receive an upgrade code in the mail with step-by-step instructions for adding your extra security feature.
- In the meantime, you can still access your online account.
- Do not share your password with anyone.

Tips for protecting your identity.
Add Extra Security

Security Settings

Security Option:
- **Standard**: You sign in with a username and password. If you have a text-enabled cell phone, you may add extra security.

- **Add Extra Security**

Password:
- [Update Password]

Current E-mail:
- [Update E-mail]

Password Reset Questions

If you forget your password, you can change it by answering your password reset questions.

- **Question 1**: What is the first name of your first niece?
- **Question 2**: What was your major or minor in college?
- **Question 3**: What street did you live on in third grade?

- [Update Password Reset Questions]

www.ssa.gov
Add Extra Security – Terms of Service

What is extra security?
Each time you sign in, we’ll send you a text message on your cell phone. Show me how it works.

To enable this feature, you will need to:
- have a cell phone with text messaging,
- provide one additional item of information that we can verify, and
- wait 5 to 10 business days for your upgrade letter to arrive in the mail to complete the process.

Terms of Service

What will we do with your information?
We use the information you give us to verify your identity. We verify the information you give us against our records. We also use Experian, an external authentication service provider, to help us verify your identity. Experian verifies the information you give us against their records. We do not share your Social Security number with Experian. Experian keeps your information only for the time period permitted by Federal laws, Regulations, or guidelines. We use Experian’s fraud prevention services to protect you from identity theft.

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.

What happens if you provide false information or misuse this service?
You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

Who is responsible if the device you are using is not adequately safeguarded?
You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

Agree to the Terms of Service

Next Cancel
Verify your identity

- Last 8 digits from your VISA, MasterCard or Discover Card
- Information from a W-2 tax form
- Information from a 1040 Schedule SE (self employment) tax form
- Last deposit amount from your Social Security benefits
Last 8 digits from your Credit Card

Provide Information

Where can we mail the letter containing your upgrade code? Must be a mailing address in the United States or a U.S. Territory.

Street Line 1: 
Street Line 2: 

City/Town: 
State/Territory: 
ZIP Code: 

Primary Phone
We only need this to verify your identity.

10-digit Number

To add this feature, you must first verify your identity with one of the following:
- the last 8 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form
- the last direct deposit amount from your Social Security benefits

Enter the last 8 digits from your Credit Card: 
We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity.

Continue
W-2 tax form
1040 Schedule SE tax form

www.ssa.gov
SSA direct deposit amount

Provide Information

Where can we mail the letter containing your upgrade code? Must be a mailing address in the United States or a U.S. Territory:
Street Line 1: [ ]
Street Line 2: [ ]

City/Town: [ ] State/Territory: [ ] ZIP Code: [ ]

Primary Phone
We only need this to verify your identity:
10-digit Number

To add this feature, you must first verify your identity with one of the following:
- the last 6 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form
- the last direct deposit amount from your Social Security benefits

Enter the amount of your last Social Security direct deposit: [ ] Tell me more.
We only need the whole dollar amount:
$ [ ]

Add Extra Security Cancel

www.ssa.gov
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**
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