



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

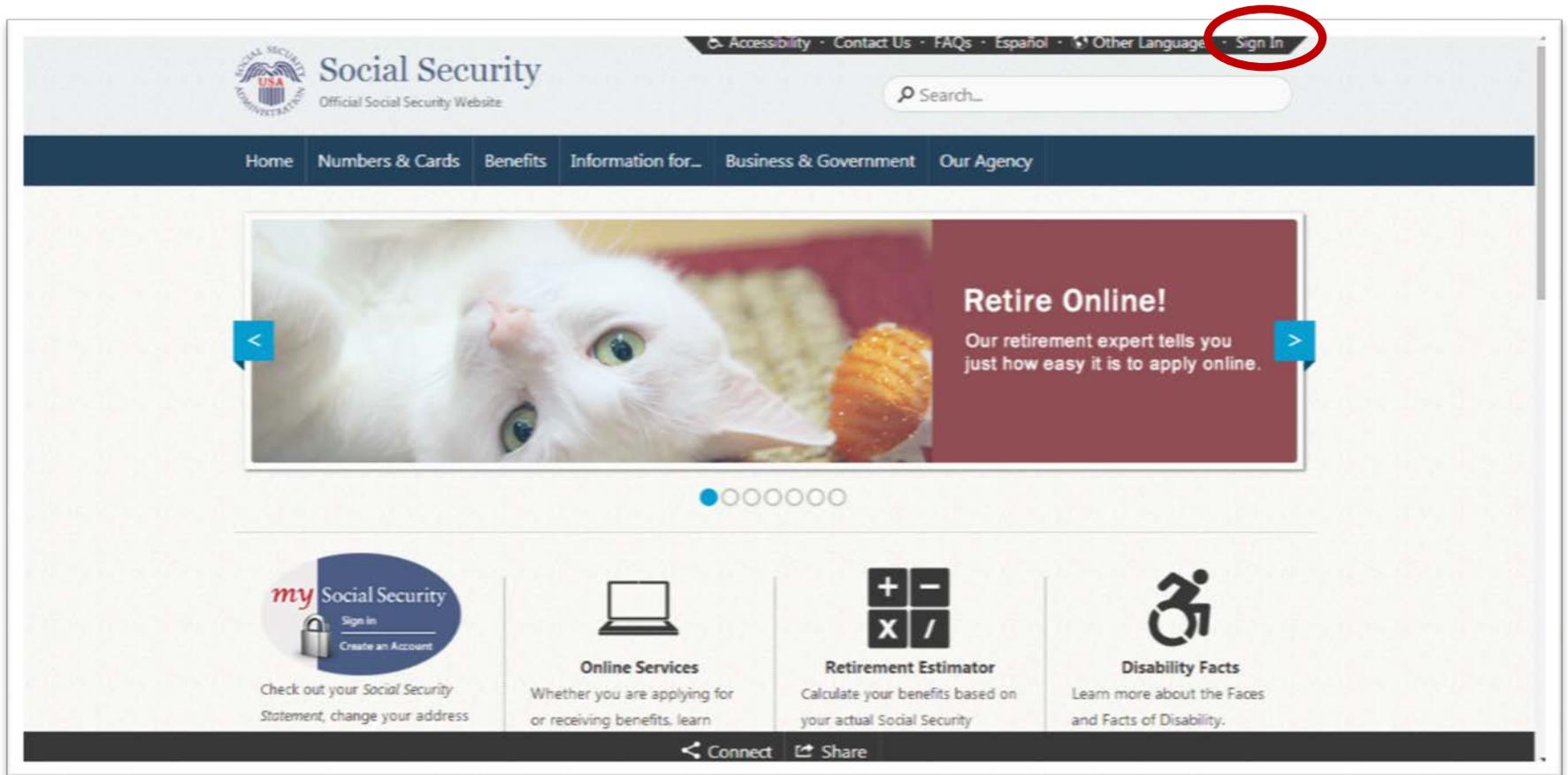
Ticket Program Manager (TPM)
Social Security's Ticket to Work Program

Adding Extra Security - 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



The screenshot shows the Social Security Administration's official website. At the top right, the navigation bar includes links for Accessibility, Contact Us, FAQs, Español, Other Language, and Sign In. The 'Sign In' link is circled in red. Below the navigation bar is a search bar and a main menu with categories like Home, Numbers & Cards, Benefits, Information for..., Business & Government, and Our Agency. The main content area features a large banner for 'Retire Online!' with a white cat image and a dark red text box. Below the banner is a row of six circular indicators, with the first one filled. At the bottom, there are four service tiles: 'my Social Security' (with a lock icon and 'Sign In'/'Create an Account' buttons), 'Online Services' (with a laptop icon), 'Retirement Estimator' (with a calculator icon), and 'Disability Facts' (with a wheelchair icon). The footer contains 'Connect' and 'Share' icons.

Sign In or Create an Account



Social Security

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

Sign In or Create an Account

OMB No. 0960-0789
[Paperwork Reduction Act](#)

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 create an account only to gain access to your own personal information. You cannot use this online service to access the records of a 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](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.

Enable your Extra Security



Social Security

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Enable your Extra Security

Do you have your extra security letter and your phone?

Do you have:

- **the letter containing your step-by-step instructions, and**
- **a cell phone with text messaging?**

- Yes, enable my extra security.
- No, skip this for now.
- I changed my mind, cancel my request for extra security.

Your privacy is important.

For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

Next

Exit

Enter Cell Phone Number



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Enable Extra Security - Add Phone

Please add your cell phone

To enable your extra security features, you need a cell phone that is able to receive text messages.

 **Enter your Cell Phone Number:** [? What if I lose or change my phone number?](#)

We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)

10-digit Number

Get Text Message

Previous

Exit

Enter Security Code

Enable your Extra Security - Enter Text Code

Please enter your security code

 We sent a text message to: (408) 328-4182
Please allow up to 2 minutes for the text message to arrive. The security code will expire 10 minutes from the time of your request.

Enter the security code you just received:

Submit Security Code Previous Exit

www.ssa.gov

Having trouble?

Make sure that your cell phone number is correct.
If not, please go back and [correct your number](#).

Check your reception and text messaging (SMS)
You may need to move to a location where your phone can receive a text message. Please check that your phone can receive text messages.

Still having trouble?
We can [send a new text message](#).



Enter Upgrade Code

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: **4642030**. 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**
The Official Website of the U.S. Social Security Administration

Enable Extra Security

Thank you for your security code!
Please enter the upgrade code from your letter to enable your account's extra security fe

 **Enter the Upgrade Code:**

Submit Upgrade Code Exit

Congratulations



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

Congratulations!

 **You have successfully added your extra security features.**

You will now sign in to use our online services by entering:

- Your username
- Your password
- A unique text message sent to your cell phone

[Next](#) [Exit](#)

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



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[Sign In](#)

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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