

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

March 11, 2013

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TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA and SNAP Directors,
HEAP Coordinators

FROM: Phyllis Morris, Deputy Commissioner
Center for Employment and Economic Supports

SUBJECT: Expanded Online Access to Social Security Administration Information

EFFECTIVE DATE: Immediately

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Supplement Program Bureau, 1-800-343-8859, extension 3-1179

The Social Security Administration (SSA) has recently announced the expansion of its online services. Individuals aged 18 and older can now establish a *mySocial Security* account to access information about their benefits, earnings, and estimates for retirement. The portal contains links to information about other SSA online services such as applications for retirement, disability and Medicare. Additional services are also available to Social Security recipients.

One service provided through the *mySocial Security* account portal is access to benefit verification letters for recipients of Social Security and Supplemental Security Income. Recipients can now print copies of their benefit verification letters from the site, eliminating the need to request benefit verification letters from SSA.

The online system will allow immediate access to this information and SSA has requested that recipients who need documentation of their Social Security or SSI benefits be referred to this site rather than requesting verification letters from SSA. Copies of benefit verification letters printed from this site are acceptable documentation in the same manner as verification letters received directly from SSA.

Individuals age 18 and older can sign up for an account at:

www.socialsecurity.gov/myaccount.

In order to establish an account, the individual must have a valid e-mail address, have a social security number, have a U.S mailing address, and be able to provide some personal information. As part of the verification of identity, SSA may perform a "soft inquiry" on the individual's Experian credit report to obtain information and create unique identify verification question sets. This inquiry is performed only when the account is established and is not reported to lenders.

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Once the verification process is completed, the user can create the account with a unique user name and password.

mySocial Security account may only be used to access records for the individual's own account and purposes and may not be used to access the records of another person for any reason. This prohibition applies to representative payees.

Additional information can be found at:

- [How to Create an Online Account](#) (SSA Publication No. 05-10540, ICN 459261, dd December 2012)
- [What You Can Do Online](#) (SSA Publication No. 05-10121, ICN 444812, dd December 2012)
- [Information for Advocates, Social Service Agencies and Other Third Parties: The Fastest Way to Verify Social Security and Supplemental Security Income Benefits](#) (SSA Publication No. 05-10552, ICN 463256, dd January 2013)