

Online



Services

WHO WE ARE

The screenshot shows the Social Security Online website interface. At the top left is the Social Security Administration logo. The main header reads "Social Security Online" in a large, stylized font, with "The Official Website of the Social Security Administration" underneath. To the right is the "FIRST GOV" logo with a "Subscribe Here" link. A navigation bar contains links for "Forms", "Top Ten", "Other Sites", "Search Site", "Site Map", and "Privacy Policy". Below this is a secondary navigation bar with buttons for "eNews", "Benefits Planners", "Online Services", "Social Security Statement", and "Medicare Card Replacement". The main content area includes a timestamp "Tuesday Oct 01, 2002 10:35:03" and "Last updated October 1, 2002". A "Questions?" section features a dropdown menu labeled "-Select Category-" and a "Go" button. A "Quick Start" sidebar lists links for "Understanding Social Security", "How To ...", "Search", "Services Online", and "Contact Us". The "Benefits Information" section lists "Retirement", "Disability" (with a wheelchair icon), "Survivors", and "Supplemental Security Income". An "Apply for Benefits Online" section states: "You can [apply online](#) for Social Security retirement, disability, or spouses' benefits. It's quick and easy, and all the information you give us will be secure." At the bottom, the URL "www.SocialSecurity.gov" is displayed in large, bold, red and yellow letters.

In 1994, Social Security became one of the first Government agencies to build a website

Social Security Online Has Since Become

- **200,000 pages with nearly 33 million visitors**
- **Award-winning for its innovation, scope, presentation of info**
- **User-focused, info-rich**
- **The 1st stop for people seeking to conduct Social Security business**



People Visit SSA Online to:



The screenshot shows the Social Security Benefits Planner website. At the top left is the Social Security Administration logo. The main title is "Social Security Benefits Planner". Below the title is a red and blue banner with the text "Learn more about your Social Security Benefits". There is a link for "[Text Only Version]" and a "Retire Online" button with a yellow dot. Below the button is the text "Fill out your retirement application here". To the right of the button is a paragraph: "Now you can fill out online your application for Social Security Retirement Insurance Benefits. If you are 61 years and 9 months old, plan to start your Social Security retirement benefits within the next 4 months and meet certain other criteria, you can now apply to retire online." Below this is another paragraph: "Social Security benefits can provide much needed support for you and your family when you retire, if you become disabled, and when you die. This web page is designed to help you better understand your Social Security protection as you plan for your financial future." At the bottom is the URL "www.ssa.gov/planners" in large, bold, red and yellow text.

- Estimate their Social Security retirement, disability & survivors benefits
- Apply for Social Security retirement, spouse's & disability benefits
- Identify for what Social Security benefits they may be eligible

People Visit SSA Online to:



The screenshot shows the Social Security Administration's Online Services page. At the top left is the SSA logo. The main heading is "Social Security Online Services" with a subtitle "Social Security business you can conduct online". Below this, there are sections for "Online Services Are Available" with operating hours, an "Encryption Notice", and a "Note" about browser compatibility. There are two main sections of services: "Use General Services to:" and "If You Get Benefits or Recently Applied, Use Benefit Services to:". The "General Services" list includes checking eligibility, applying for retirement/disability/spouse's benefits, estimating benefit amounts, requesting earnings reports, and checking for jobs. The "Benefit Services" list includes replacing lost Medicare cards, requesting benefit information letters, getting benefit summaries, and registering for password services. At the bottom, the URL "www.ssa.gov/onlineservices" is displayed in large, bold, yellow and red text.

 Social Security
Online Services
Social Security business you can conduct online

[\[Text Version\]](#)

Online Services Are Available:
Weekdays 5 AM - 1 AM
Saturday 5 AM - 11 PM
Sunday 8 AM - 10 PM
Holidays 5 AM - 11 PM
All times ET

Encryption Notice: We're sorry, but if your browser can't use [128-bit encryption](#), you'll need to [upgrade](#) it before you can use our Internet applications.

Note: We're working to make all our online services compatible with Macintosh computers and Web TV. If you can't access an online service [call our 800 number](#) or [visit](#) your local office to do your business.

Use **General Services** to:

- [Check your eligibility for Social Security or SSI benefits;](#)
- [Apply for Social Security Retirement, Disability, or Spouse's Benefits;](#)
- [Estimate your benefit amounts;](#)
- [Request your earnings report and benefit estimates;](#) or
- [Check for jobs with Social Security.](#)

If You Get Benefits or Recently Applied, Use **Benefit Services** to:

- [Replace your lost or damaged Medicare card;](#)
- [Request a letter confirming your Social Security benefit information;](#)
- [Get a summary of your Social Security benefits from last year](#) (not SSI) or
- [Register your password or block password access to your personal information.](#) (You need a letter from us about [Password Services](#) first.)

If you have a password, you can use [Benefit Services](#) to:

www.ssa.gov/onlineservices

- Use password services
- Find info on everything from training to employer incentives for hiring people with disabilities
- Request a Social Security Statement
- Download frequently requested forms

People Visit SSA Online to:

The screenshot shows the Social Security Online Careers page. At the top left is the Social Security Administration logo. To its right, the text reads "Social Security Online" in a smaller font, followed by "Social Security Careers" in a large, bold font. Below this is a blue banner with the slogan "Make a difference in people's lives and your own!". The main content area is divided into several sections: "Search & Apply for Careers" on the left, a central image showing four diverse people in a professional setting, and a text block on the right stating "Social Security helps 50 million people a month. We are the world's largest social insurance program." Below the image, there are links for "Explore our Career Paths", "Public Contact", and "Information Technology". On the far left, under "What's New", there is a list of links: "About Social Security", "Opportunities for Individuals with Disabilities", "Opportunities for Veterans", and "Opportunities for Bilingual". At the bottom of the page, the URL "www.ssa.gov/careers" is displayed in large, bold, red letters with a yellow outline.

Social Security Administration

Social Security Online
Social Security Careers

Make a difference in people's lives and your own!

Search & Apply for Careers

What's New

- ▶ About Social Security
- ▶ Opportunities for Individuals with Disabilities
- ▶ Opportunities for Veterans
- ▶ Opportunities for Bilingual

Explore our Career Paths

Public Contact

Information Technology

Social Security helps 50 million people a month. We are the world's largest social insurance program.

If you want a position with professional and personal growth

www.ssa.gov/careers

- Check for jobs at Social Security
- Subscribe to eNews, our online newsletter
- Get directions to the closest field office
- Submit wage reports (employers)

How We Do It

Social Security Online
Multi-Language Gateway

Social Security Information in Several Languages

[SSA Home](#) | [Interpreter Services](#) | [Fax Catalog](#) | [Contact Us](#)

ARABIC عربي
ARMENIAN Հայերեն
CHINESE 中文
FARSI فارسی
FRENCH Français
GREEK ΕΛΛΗΝΙΚΑ
HAITIAN CREOLE Kreyòl Ayisien
ITALIAN Italiano
KOREAN 한국어
POLISH Polski
PORTUGUESE PORTUGUÊS

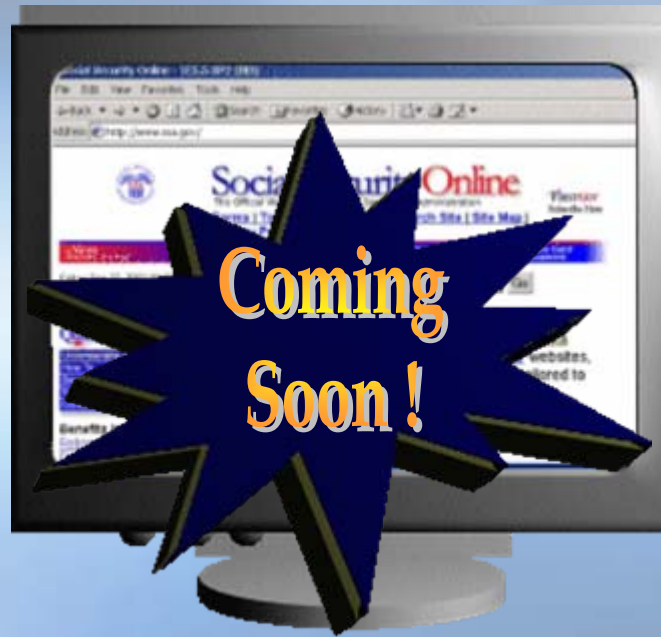
The Social Security Administration is committed to ensuring that individuals have access to public information materials regardless of their ability to

www.ssa.gov/multilanguage

Focus groups & usability testing have taught us the importance of user focus, so we:

- Provide several “Gateways” for discrete audiences
- Review all our web pages for ease of use by people with disabilities

How We Do It



A redesigned home page will allow people to find info relating to specific events in their lives, such as:

- ✓ Retirement
- ✓ Marriage
- ✓ Having a baby
- ✓ Divorce
- ✓ Death in the family
- ✓ Becoming disabled

What Others Think

- **Government Solutions Center's Explorer Award for innovation**
- ***PC/Computing Magazine* "101 Best Net Bets"**
- ***Washington Post Business* "Ultimate Web Site"**
- **2001 Gold Award (the highest honor) from *The Newsletter on Newsletters***

