



my Social Security

How to Create an Online Account

You can create a *my* Social Security account to access your *Social Security Statement*, check your earnings, and get your benefit estimates.

If you receive benefits, you can also:

- Get your benefit verification letter.
- Change your address and phone number.
- Start or change your direct deposit.
- Request a replacement Medicare card.
- Get a replacement SSA-1099 or SSA-1042S for tax season.
- Opt out of notices available online.

Even if you do not currently receive benefits, you can:

- Check the status of your application or appeal.
- Get a benefit verification letter stating that you:
 - Never received Social Security benefits, Supplemental Security Income (SSI) or Medicare.
 - Received benefits in the past, but do not currently receive them (The letter will include the date your benefits stopped and how much you received that year).
 - Applied for benefits but haven't received a decision yet.

In most states, you can request a replacement Social Security card online using your free, personal *my* Social Security account as long as you are not requesting a name change or any other change to your card, and you meet other requirements.

To create your free, personal *my* Social Security account, you must have a valid email address.

Email account set up

There are many options available in setting up an email address. This setup can be done in as little as five minutes. Each email provider has its own criteria for setting up an account and you must accept the provider's terms of use agreement. Some examples of free email providers include:

AOL: aolmail.com

Gmail: gmail.com

iCloud Mail (Apple): icloud.com

Outlook: outlook.com

Yahoo: yahoo.com

*This is not a complete list of email providers. We do not endorse any of these particular email account providers. You may use other email account providers as appropriate.

NOTE: *Even if you do not use email on the computer, it is likely that you already have an email account if you have a smartphone. Contact your cell phone service provider to find out.*

Create your personal *my* Social Security account

To create a *my* Social Security account, you must be at least 18 years old and have a:

- Valid email address.
- Social Security number (SSN).
- U.S. mailing address.

Once you have a valid email address, you are ready to set up your personal *my* Social Security account. Visit www.ssa.gov/myaccount, select the "Create an Account" button, then follow the steps below and on the back of this page:

Select "Create New Account"

Read and agree to the Terms of Service, and select "Next."

You must provide some personal information to verify your identity

To complete the verification process, you must provide your:

- Name.
- SSN.
- Date of birth.
- Home address. (Indicate whether your home address matches the address on your driver's license or ID.)
- Email address.
- Phone number (optional).

Driver's license or state-issued ID option

If you provided a cell phone number, you will be given the choice to upload a photo or to enter your information manually. If you did not provide a cell phone number, you will only be able to enter your information manually.

Photo Upload:

1. Select the "Request Text Message" button.
2. Select the link in the text message and select "Continue."
3. Take a photo of the front of your driver's license, learner's permit, or state-issued ID and select "Continue."
4. When prompted, take a photo of the back of your driver's license, learner's permit, or state-issued ID and select "Continue."
5. If the upload is successful, you will see the screen with the message, "You have completed the photo capture." Go to the window that you left open before taking the photos and finish setting up your account.

If there is a technical issue uploading your photos, you will receive an alert, "Retake photo—Select try again." If you are still unable to upload your photos, you will be directed to enter your information manually.

Manual Entry:

1. Enter the type of ID you have (driver's license, learner's permit, or state-issued ID), the issuing state, and the ID number.
2. Enter some financial information to complete the verification (optional).

Answer questions only you would know option

If there were verification issues above or you elected not to use your ID, you will need to answer questions from your credit history only you would know. You may be asked to enter additional financial information to verify your identity.

Using your activation code to finish creating your account

You will receive an activation code to complete the process of creating your personal *my* Social Security account. You will be given the option to select whether

to receive your activation code by postal mail or text message if we can verify at least one of these two options.

If you receive your activation code via text message then you can finish creating your account right away by using the link in the message. If you receive your code by mail, you will need to go to www.ssa.gov/myaccount and select "Finish Setting Up Your Account."

Choose a username, password, and create your security questions

Choose a username that is between 8 and 20 characters in length, consisting of letters and numbers only. Once we confirm that your requested username is available, you can then create your password.

Your password must:

- Begin with a letter or number.
- Contain 8 to 64 characters.
- Contain upper and lower case letters.
- Contain numbers.
- Contain symbols (! @ # \$ % ^ & * -).

To choose your security questions, select one question from each of the three drop-down menus and provide an answer for each selected question. Answers to the questions cannot be the same.

NOTE: We'll send a one-time security code to your cell phone or to your email address each time you sign in with your username and password. The security code is part of our enhanced security feature to protect your personal information. Keep in mind that your cell phone provider's text message and data rates may apply.



Securing today
and tomorrow

Social Security Administration
Publication No. 05-10540
June 2021 (November 2020 edition may be used)
my Social Security — How to Create an Online Account
Produced and published at U.S. taxpayer expense