

**Justification for the Non-Substantive Changes for  
Social Security Administration’s Public Credentialing and Authentication Process  
20 CFR 401.45, 20 CFR 402  
OMB Control Number: 0960-0789**

**Background**

The Social Security Administration’s Public Credentialing and Authentication Process (hereafter called “electronic access”) went live to the public in May 2012. In the Information Collection Request OMB approved on 9/30/11 for release one (R1) of electronic access, the Social Security Administration (SSA) discussed the phased rollout plan for our new online electronic access authentication process. R1 of electronic access established a mechanism for customers to create an account, obtain a credential, and access our online services through a new Internet portal, the *mySocialSecurity* website. In addition, we introduced the registration and customer support (RCS) Intranet application, which provides an interface for authorized SSA personnel to respond to customers’ requests for assistance with electronic access. We deployed release two (R2) on January 5, 2013. With R2, we enhanced the usability and functionality of the Internet and Intranet electronic access applications and expanded the services available with an online account (see Change Requests approved on 11/11/12, and 3/19/13).

During FY 2013 and FY 2014, we are deploying the following beneficiary applications behind the *mySocialSecurity* portal: Internet Medicare Replacement Card (iMRC) and Internet Request a Replacement SSA-1099/1042S (i1099 - Social Security Benefit Statement). The application for the Replacement SSA-1099/1042S has its own OMB clearance number (0960-0583).

In addition, because SSA is also temporarily removing the automated telephone option for Change of Address from our automated telephone services, we anticipate a large increase in the number of respondents who will access the Internet version of this request through the *mySocialSecurity* portal. These respondents will need to register for electronic access prior to using the Change of Address Internet request. We are accommodating for that increase in respondents through this Change Request. Please see OMB Number 0960-0596, Request for Internet and Automated 800# Services – Knowledge-Based Authentication (RISA-KBA) for additional details on the transition plan for these currently KBA-accessed beneficiary applications.

This change request also covers the change we plan to make to the RCS Intranet application in October 2013 to help secure the expansion of our online *mySocialSecurity* services and to account for the increase in the annual number of respondents who will be registering for *mySocialSecurity* accounts to gain access to the transitioned online services.

We will let OMB know in a second request if any of the following planned revisions change prior to implementation.

### **Revisions to the Collection Instrument**

- **Change #1:** We are adding the authentication for the iMRC and i1099 applications under the *mySocialSecurity* portal.

**Justification #1:** As mentioned previously, this is part of our expansion of our online *mySocialSecurity* services.

- **Change #2:** We are removing the electronic services (eServices) “unblock” functionality from the RCS telephone user when an account is blocked. The “Unblock” and “Deny Unblock” buttons will no longer be visible to our RCS telephone users. The unblock functionality will only be available to our employees in the field offices during a face-to-face interview with the customer. Customers will no longer be able to request removal of a block over the phone. They will have to visit a field office to have a block removed from their account.

**Justification #2:** We have made a change to our requirements for removing an eServices block. We now require that our customers visit a Social Security office and present identification prior to making the request that we remove a block from their electronic services access. We are making this change as an additional security measure.

- **Change #3:** We are increasing the burden for this collection to accommodate the increase in respondents who wish to use the Internet Change of Address request through the *mySocialSecurity* portal.

**Justification #3:** As mentioned above, we anticipate an increase in registration for electronic access due to our temporary removal of the automated telephone Change of Address request.

### **Estimates of Public Reporting Burden**

We are adjusting the reporting burden to reflect the absorption into electronic access the increase in the number of respondents who will have to register for a *mySocialSecurity* account in order to access the transitioned applications we mention at the beginning of this document (iMRC and i1099). We are also adjusting this reporting burden to account for the number of new registrations we anticipate due to the decommissioning of the automated telephone Change of Address application. The following burden chart shows the anticipated increase in burden:

<b>Modality of Completion</b>	<b>Number of Respondents</b>	<b>Frequency of Response</b>	<b>Average Burden Per Response (minutes)</b>	<b>Total Annual Burden Hours (hours)</b>
Internet Requestors	21,058,823	1	8	2,807,843
In-Person (Intranet) Requestors	5,867,758	1	8	782,368
<b>Totals:</b>	<b>26,926,581</b>			<b>3,590,211</b>