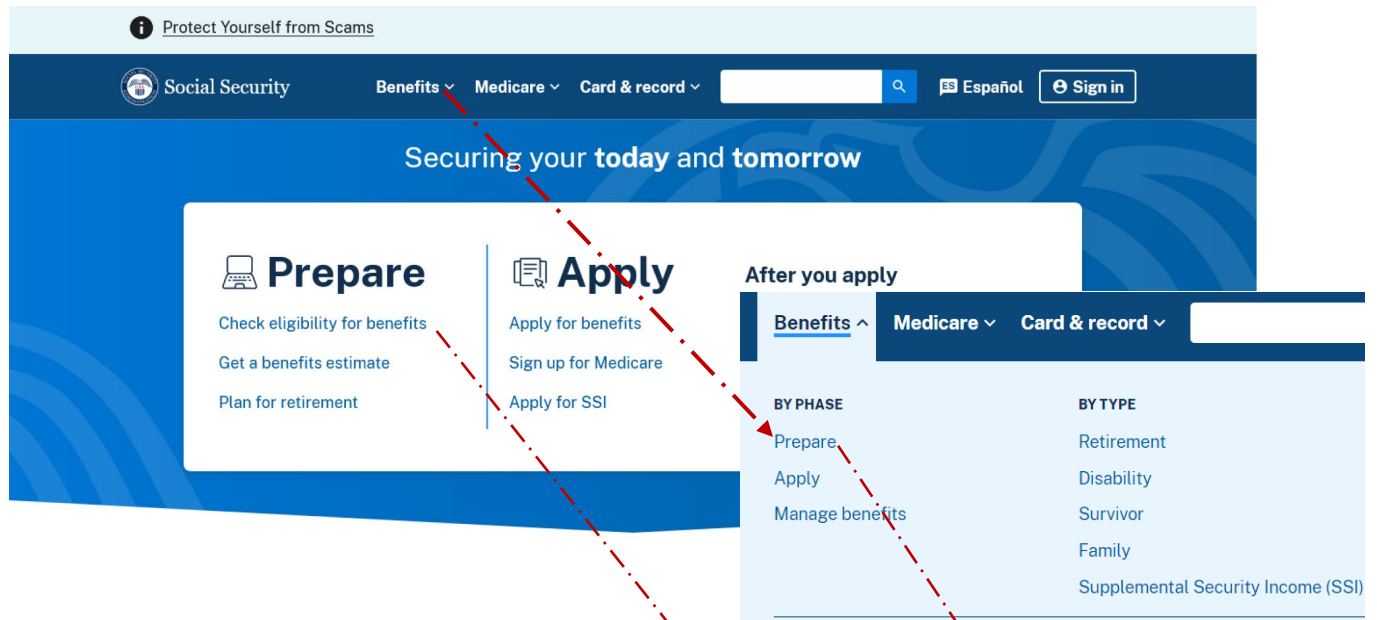


## SSA journey using SSA.gov

This is SSA's homepage where the public can obtain programmatic information for Retirement, Medicare, Disability (DIB), and Supplemental Security Income (SSI) benefits. This page also provides agency news releases, and description of the online services offered. Individuals visiting the "Prepare" section are directed to multiple pages to learn about the benefits available to them (see "Prepare Journey"). Individuals interested in filing for benefits will select the "Apply for benefits" link and are directed to the page where they can obtain some preliminary information to get ready to apply (see "Apply Journey").



### *Prepare Journey*

Individuals looking for information about benefits can either select 1) the "Prepare" option from the "Benefits" drop down or 2) go directly to the "Check eligibility for benefits" button on this page.

The "Prepare" option directs individuals to the page below to elect the specific option to explore their eligibility, get a benefit estimate, plan for retirement, or review their earnings record. The "Check eligibility for benefits" button skips the "Prepare" page.

For the specific purpose of filing for benefits, we will follow the eligibility section which after providing information leads to the option to apply for benefits.

# SSA journey using SSA.gov

**Prepare**

- Check eligibility for benefits
- Get a benefits estimate
- Plan for retirement
- Review record of earnings

**Prepare for Social Security benefits**

Learn and plan before you apply for Social Security benefits.

**Eligibility**

[Answer a few questions](#) to see if you're eligible for Social Security benefits right now.

**Get a benefits estimate**

[See estimates for various benefits](#) based on your earnings and when you apply.

**Plan for retirement**

[Estimate your benefit amount](#), determine when to apply, and explore other factors.

**Record of earnings**

[Check the record of your yearly income](#) and make sure it's up to date.

Individuals selecting “Eligibility” are directed to an interactive page to provide information and determine the specific benefits for which they may be eligible. They will answer few simple questions and based on their responses we display the potential benefits they can apply for. These interactive pages do not collect any personally identifiable information nor store the responses as these are public facing pages not requiring individuals to log into their SSA accounts.

**Prepare**

- Check eligibility for benefits
- Get a benefits estimate
- Plan for retirement
- Review record of earnings

**Check eligibility for Social Security benefits**

Answer a few questions to see if you qualify for benefits right now.

🕒 How long it'll take: 10 minutes or less

Our benefits are there for you when you:

- Age and retire
- Stop or limit work because of a disability or blindness
- Lose a spouse (or a young child loses a parent)
- Have difficulty paying for essentials like food, clothing, and a home

We'll tell you which ones you may be eligible for. The answers you share today help us understand what's going on in your life right now. We can't determine if you'll become eligible in the future.

**Start**

Upon selecting “Start”, individuals are asked to provide information about them and specific situation about benefits.

## SSA journey using SSA.gov

Because the screens presented to individuals varies on their responses and may lead to multiple scenarios, we are providing a sample of the first page, the summary and result page.

0%

Who do you want to check eligibility for?

An adult (age 18 and over)

A child (under age 18)

The first question is to identify if they want to know about adult or children's benefits

Previous

Next

# SSA journey using SSA.gov

Once individuals answer questions to their specific situation, we display the potential benefits they may be eligible and a summary of their answers.

The screenshot shows a progress bar at 100% and a 'Back to previous question' link. The main heading is 'You may be eligible for Social Security benefits.' Below this, it states 'Based on your answers, here's what you may be eligible for and why:' and lists 'Disability' and 'Supplemental Security Income' with brief descriptions. A 'Learn how to apply' section contains a 'Get started' button. A 'Review your answers' section follows, with a list of questions and answers. A dashed blue arrow points from the 'Get started' button to a text box.

**You may be eligible for Social Security benefits.**

Based on your answers, here's what you may be eligible for and why:

**Disability**

- Social Security Disability Insurance**  
You expect a condition to affect your ability to work for a year or more or be terminal.

**Supplemental Security Income**

- Supplemental Security Income for Disability**  
You may need help paying for essentials like food, clothing, and a home. You also have a condition and expect it to affect your ability to work for a year or more.

This gives you an idea of what you may be eligible for, but we can't guarantee you'll get these benefits. We'll provide a definite answer after you complete the application process.

The answers you shared today told us what's going on in your life right now. As you age and aspects of your life change, you may be eligible for other Social Security benefits.

**Learn how to apply**

Review the information you'll need to gather then start the application process.

**Get started**

**Review your answers**

Select a question if you need to change the answer. Then, check your answers to the questions that come after the one you changed.

Q) Who do you want to check eligibility for?:  
A) **An adult (age 18 and over)** [edit](#)

Q) Enter your birthday:  
A) **02/14/1983** [edit](#)

Q) Have you ever worked and paid Social Security taxes?:  
A) **Yes** [edit](#)

Q) Do you get a paycheck from a job right now?:  
A) **No** [edit](#)

Q) Are you unable to work because of a condition?:  
A) **Yes** [edit](#)

Q) Will the condition affect your ability to work for a year or more or result in death?:  
A) **Yes** [edit](#)

Q) When did the condition start to affect your daily activities and ability to work?:  
A) **After age 22** [edit](#)

Q) Do you get government benefits that help you pay for essentials like food, clothing, and a home?:  
A) **Yes** [edit](#)

Q) Do you have limited or no income, or do you find it hard to pay for essentials like food, clothing, and a home every month?:  
A) **Yes** [edit](#)

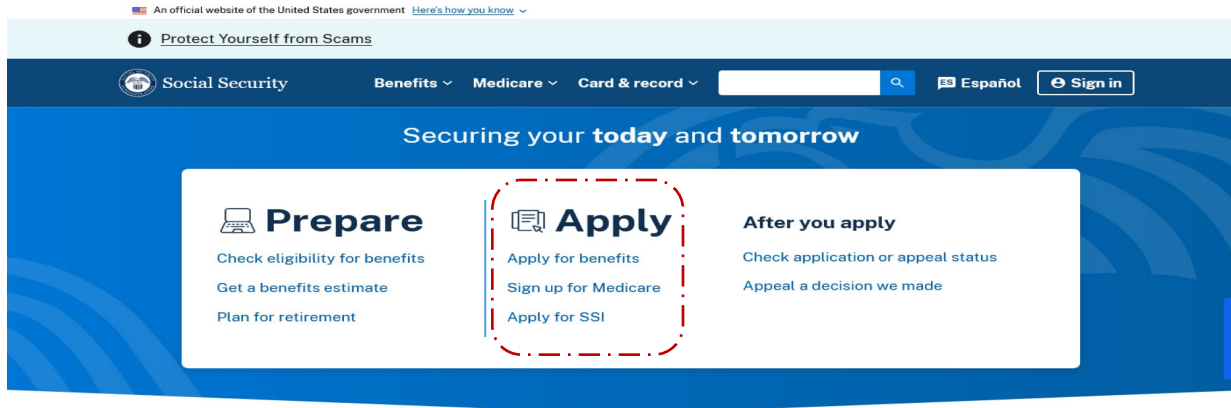
Q) Are you married?:  
A) **Yes, but I'm separated from my spouse.** [edit](#)

Q) Does your spouse get Social Security benefits now or plan to apply for them soon?:  
A) **No** [edit](#)

This button leads individuals directly to the page "Apply for Social Security Benefits" (see page #6 of this document)

# SSA journey using SSA.gov

## Apply Journey



Once individuals select “Apply for benefits” from the homepage, they are directed to this page to tell us what benefits they are interested on filing. They may choose whether to file for a child’s (under the age of 18) or adult’s (ages 18 – 64) benefit, and the page will adjust to available relevant benefit applications. The purpose of this page is to determine what information we need to provide them next (i.e., what pages are relevant to them) for the specific service they are interested on.

The screenshot shows the 'Apply for Social Security benefits' page. On the left is a sidebar with a menu: 'Prepare', 'Apply' (selected), 'Check application or appeal status', 'Appeal a decision we made', and 'Manage benefits'. The main content area has the following sections:

- Who do you want to apply for?**
  - An adult (age 18 and over)
  - A child (under age 18)
- What do you want to apply for?**
  - Benefits**
    - Retirement: You worked and paid Social Security taxes.
    - Family: Your current or ex-spouse worked and paid Social Security taxes.
    - Disability: You have a condition and expect it to affect your ability to work for a year or more or will result in death.
    - Survivor: Your spouse or ex-spouse worked and paid Social Security taxes before they died.
  - Supplemental Security Income**
    - Supplemental Security Income for Disability: You're blind or have a disability. And it's hard to pay for essentials like food, clothing, and a home.
    - Supplemental Security Income for Age 65+: You're 65 or older. And it's hard to pay for essentials like food, clothing, and a home.

At the bottom, there is a blue button labeled 'Learn how to apply'. Below the button are two links: 'Check eligibility if you're not sure what to apply for.' and 'Apply for Medicare if you only need health insurance right now.'

Two callouts are present:

- A blue dashed box containing two bullet points: 'Select Disability' and 'Select Supplemental Security Income for Disability'. Dashed lines connect these points to the 'Disability' and 'Supplemental Security Income for Disability' options in the form.
- A blue dashed box containing the text: 'Select “Learn how to apply” directs individuals to the next page to get specific information.' A dashed line connects this text to the 'Learn how to apply' button.

# SSA journey using SSA.gov

- Prepare
- Apply**
- Check application or appeal status
- Appeal a decision we made
- Manage benefits

## Apply for Social Security benefits

[← Answer questions again](#)

### Apply for

An adult (age 18 and over)

#### Disability

##### Social Security Disability Insurance

You expect a condition to affect your ability to work for a year or more or be terminal.

#### Supplemental Security Income

##### Supplemental Security Income for Disability

You're blind or have a disability. And it's hard to pay for essentials like food, clothing, and a home.

[View all Social Security Benefits](#) to apply for something else.

Based on their selections, individuals can choose to “expand” the screen to obtain additional information about the types of questions they will need to prepare to answer or go directly to the page to apply for benefits.

### Information we'll ask you to provide

#### Information about your condition

- Names and phone numbers for your doctors
- Names and phone numbers for hospitals/clinics where you've been treated
- Medical tests you've received
- Medication(s) you take
- Date of injury and claim number for workers' compensation (if you receive it)
- Permission to access medical records

#### Basic information about yourself

- Social Security number
- Where you were born (city, state, country)

#### Your earnings history

- Verification of your [record of earnings](#)

#### Work within the last 5 years

- Employer names
- Dates worked
- Average hours worked
- Pay rates

#### Current and past marriages

- Your spouse/former spouse's Social Security number and birthday
- Date you got married/divorced
- Where you got married (city, state, country)

#### Direct deposit for benefit payments

- Routing and account number for your bank account

#### Names of your children

Some of your children may be eligible for benefits based on your work history. We'll ask for the first and last name of children who are:

- Age 17 and younger, or
- Ages 18-19 and in school (K-12) full time, or
- Any age if they developed a disability at age 21 or younger.

### Prepare for your application

Use our [Adult Disability Starter Kit \(PDF\) worksheet](#) to prepare for your application.

### Documents that show proof of current income

Things like:

- Pay stubs and bonuses, self-employment tax returns, or unemployment records
- Dividends and stocks
- Pension/retirement funds
- Insurance payouts
- Alimony
- Child support
- Gambling winnings
- State disability payments
- Workers' compensation records

### Documents that show proof of other financial resources

Things like:

- Bank account statements
- Car title/loan statements
- Burial contracts/spaces
- Trust fund statements
- Life insurance policy
- Cash surrender value
- Dividend/stock/bond value

### Information about your home

Things like:

- Name and birthday for everyone you live with
- Landlord's name and phone number
- Rental contract
- Admission agreement
- Admit/discharge papers from hospitals/institutions

This information is tailored based on the type of benefit(s) that were selected.



## Submit an application

Our employees will review the information you submit. If we need documents or more information, we'll let you know by mail or phone. To avoid delays, don't mail us documents unless we ask you to send them.

[Start application](#)

[Finish existing application](#)

Once the applicant is ready, they select the “Start Application” button to proceed to file an internet application (iClaim).