



Fact Sheet

SOCIAL SECURITY

***socialsecurity.gov* – A NEW LOOK AND A NEW NAME**

Beginning April 14, 2003, the Social Security Administration's (SSA's) website has a new look and a new address for its website, *Social Security Online*.

SSA's redesigned website is:

- **Easier to use**, because the pages are set up so people can find what they are looking for faster. The information is arranged so that it directly relates to key events in peoples lives, such as retirement, marriage, divorce, birth of a child or death of a family member.
- **More attractive**, with a consistent look on every page. The graphics and style look the same whether a person is on the front page or on a sub-page.
- **More accessible**, because people with disabilities can use specialty devices, such as screen readers, to see and "hear" the pages.

The new address – www.socialsecurity.gov – is easier to remember and associate with the Government agency.

***Social Security Online's* new name and look reinforce the Agency's commitment to providing everyone with choices in ways of conducting business with SSA. *Social Security Online* continues to offer a variety of online services that allow people to access information and conduct business with SSA from the convenience of their computers at any time. Some examples are:**

- ***Social Security Benefit Application* – www.socialsecurity.gov/applyforbenefits — Filing for retirement, spouse's and disability benefits online can save individuals significant time and effort.**
- ***Benefits Planner* – www.socialsecurity.gov/planners — The online *Benefits Planner* contains a Retirement Planner, Disability Planner and Survivors Planner with valuable information about retirement, disability and survivors benefits and factors that can affect them.**
- ***Social Security eNews* – www.socialsecurity.gov/enews — eNews is an electronic newsletter available free to subscribers through SSA's Internet site.**

- ***Benefit Eligibility Screening Tool (B.E.S.T.)*** – www.socialsecurity.gov/best – *B.E.S.T.* is a tool that anyone can use to find out if they may be eligible for benefits from any of the programs that SSA administers.
- ***Medicare Card Replacement*** – www.socialsecurity.gov/medicarecard — Medicare beneficiaries can apply for Medicare replacement cards on the Internet.
- ***Benefit Verification Statement*** – www.socialsecurity.gov/beve — A convenient online service for people who need to request a letter from Social Security stating the amount of their benefits or other information to show to another agency to obtain services or other benefits.
- ***Request a Replacement Form SSA-1099, Social Security Benefit Statement*** – www.socialsecurity.gov/1099 — People who are receiving Social Security benefits can request a replacement form SSA-1099 online for a summary of their last year's Social Security benefit payments.
- ***Business Services Online (BSO)*** – www.socialsecurity.gov/bsob/welcome.htm — BSO consists of a suite of services to help companies to conduct business with SSA.
- ***Social Security Office Locator*** – www.socialsecurity.gov/locator — A service to locate the nearest SSA office based on a person's ZIP code.
- ***Social Security Online For Women*** – www.socialsecurity.gov/women — *For Women* provides basic Social Security program information on retirement, survivors, disability and SSI benefits pertinent to women.
- ***Multilanguage Gateway*** – www.socialsecurity.gov/multilanguage — A site providing information online in 15 different languages, including useful information about Social Security programs and SSA's interpreter service.
- ***The Work Site*** – www.socialsecurity.gov/work — The site contains important information and support for disability beneficiaries, employers, service providers, advocates and others whose goal is to help those persons with disabilities work.
- ***Seguro Social en Español*** — www.socialsecurity.gov/espanol — A comprehensive site providing valuable Social Security information and services in Spanish.
- ***The Kids Pages*** – www.socialsecurity.gov/kids — *Social Security's Kids and Families* site is designed specifically for young children, teens and their parents and teachers, providing interactive games and tools to help them learn about Social Security.
- ***History Page*** – www.socialsecurity.gov/history — It would be hard to find in one location a more complete history of SSA and the programs it administers.

SSA will continue to refine its website and add services to keep up with demand and offer people more opportunities to conduct business through the Internet. Conducting business online makes most services available 24 hours a day, seven days a week and at a reduced cost to SSA.

The privacy and security of information provided by the public has always been of utmost importance to SSA—it uses the most secure Internet technology to ensure data privacy and security.



More about the redesign of www.socialsecurity.gov

How did you come up with the new design?

- Our homepage is now a single screenful of information
- Our research showed that people find information more quickly when it directly relates to key events in their lives, such as retirement, marriage, divorce or death of a family wage earner
- We based homepage content placement largely on statistical analyses of pages our visitors used most, an industry-recommended practice
- We also used suggestions from focus groups

What do you want the new design to achieve?

We want the redesigned website to be:

- Easier to use—the website and its individual pages are organized so that visitors easily can find what they're looking for
- More attractive, with a consistent look on every page—graphics and text should now work together to create consistency among pages and sub-pages
- Accessible to all visitors—this means that screen readers for the visually impaired, and devices used by people with other physical impairments, will be able to use our pages

Why did you change your URL (web address)?

We wanted an address that was easier to remember and associate with our agency. Socialsecurity.gov is easier to remember. (Our old address – ssa.gov – is Social Security “insider’s” jargon, not as easily recognizable to the general public as our name.)

Will the old address still work?

Yes.



**Links to Special Places
on
www.socialsecurity.gov**

A Glossary of Social Security terms – some unfamiliar Social Security terms may be important for understanding your benefits or rights and responsibilities, so we want to de-mystify them for you

<http://www.socialsecurity.gov/glossary.htm>

We're frequently asked about the future of the Social Security program – the answers are here

<http://www.socialsecurity.gov/qa.htm>

Immigrants – you'll be especially interested in the new process for noncitizens to apply for a Social Security number card

<http://www.socialsecurity.gov/immigration/>

Looking for the most popular baby names? You're in the right place!

<http://www.socialsecurity.gov/OACT/NOTES/note139/note139.html>

Ethnic groups and Social Security – here's information for American Indians and Alaska Natives, and Asian Americans and Pacific Islanders

<http://www.socialsecurity.gov/otherportals.htm>

Social Security information for women – an indispensable guide

<http://www.socialsecurity.gov/women/>

Kids, parents, teachers – here's what every kid, teen, parent, and teacher should know about Social Security

<http://www.socialsecurity.gov/kids/>

At our Multilanguage Gateway, you'll find Social Security information in 15 languages

<http://www.socialsecurity.gov/multilanguage/>

Social Security comic books – yes, comic books from as far back as 1956!

<http://www.socialsecurity.gov/history/pubaffairs.html>

Social Security Online



Retirement Claim

Apply Online!

Now you can file for retirement, spouse's or disability benefits online. It's easy, quick and secure!

<http://www.socialsecurity.gov/applyforbenefits>

eNews...

Electronic Newsletter

Subscribe NOW! It's Free!

Get the simplest, most convenient way to keep up with the latest developments about Social Security — *eNews*. You'll receive a free monthly newsletter and timely updates on issues of particular importance to you.

<http://www.socialsecurity.gov/enews>

Social Security Statement

Your Statement! Read it! Use it! Keep it!

Your *Social Security Statement* — a reliable financial planning tool — will be sent to you every year. It provides personalized estimates of your retirement, disability and survivor benefits, as well as a record of your yearly earnings.

<http://www.socialsecurity.gov/mystatement>

Benefit Planners

Calculate Your Benefits Online!

Use the Benefits Planner. It will help you plan your financial future by providing you with estimates of your retirement, disability and survivor benefits.

<http://www.socialsecurity.gov/planners>

Your Social Security Card

Need to Make Minor Changes?

Go online and start the process to replace, correct or change your name on your Social Security card.

<http://www.socialsecurity.gov/ssnumber>



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