



Navigating SSA.gov

Instructions to download your Social Security
statement from www.ssa.gov
(step by step with pictures)


Step 1: Go to www.ssa.gov

The screenshot shows the Social Security Administration website homepage. At the top, there is a dark blue header with the Social Security logo on the left and navigation links for SEARCH, MENU, LANGUAGES, and SIGN IN/UP on the right. Below the header is a large banner area with several images and text boxes. The first image shows a woman and a man looking at a laptop, with the text "Putting you in control... Learn what you can do online". To the right are three smaller images: "Retirement" (a young girl and an elderly woman), "Disability" (a woman and a man with a wheelchair), "New Medicare cards are in the mail" (an elderly woman and a man), and "Change of Address" (a woman and a man with boxes). Below these images are four circular icons: a hand clicking a button (circled in red with the text "Click here ->>"), a Social Security card, a calculator, and a question mark. Each icon has a corresponding text box below it: "my Social Security" (Check out your Social Security Statement, change your address & manage your benefits online today.), "Social Security Number" (Your Social Security number remains your first and continuous link with Social Security.), "Retirement Estimator" (Calculate your benefits based on your actual Social Security earnings record.), and "FAQs" (Get answers to frequently asked questions about Social Security.).

Step 2: click sign in/create account

The screenshot shows the Social Security Administration website sign-in page. At the top, there is a dark blue header with the Social Security logo on the left and navigation links for SEARCH, MENU, LANGUAGES, and SIGN IN/UP on the right. Below the header is a large banner area with a background image of a person in a green jacket standing on a rocky shore looking out at the ocean. The text "Set yourself free." is centered in the banner. Below this text is a smaller line of text: "Open a my Social Security account today and rest easy knowing that you're in control of your future." Below this text is a blue button with the text "Sign In or Create an Account" (circled in red). At the bottom of the banner area, there is a dark green bar with the text "Looking for your new Medicare card? Learn more, by visiting Medicare.gov/newcard."

Step 3: Click Create an Account

 Social Security

Sign In or Create an Account

Sign In

Username

Forgot Username?

Password

Forgot Password?

[Sign In](#)

Create an Account

Don't have an account? Create one now.

[Learn More](#)


[Important Information](#)

[Create An Account](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [block electronic access](#) to your information at any time, for any reason.

Step 4: Check box and click next

 Social Security

Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.

You can only create an account using your own personal information and for your own exclusive use. You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship
- For whom you are a representative payee, or
- For whom you are an appointed representative.

Only you can use the account that you create with us. You can never share the use of your account with anyone else under any circumstances. You can never use another person's account.

What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external Identity Services Provider to verify your information against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

When you make a verification request to establish your account, our Identity Services Provider may use information from your credit report to help verify your identity. As a result, you may see a "soft" inquiry entry on your credit report with the Identity Services Provider, indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

Social Security is Going "Green"

When you create a my Social Security account, you will no longer receive a paper Social Security Statement in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your Statement online.

If you need a Statement by mail, please follow these instructions.

With your my Social Security account, you can instantly view, download, or print your Statement. Your online Statement contains the most up-to-date information in our records about your earnings and benefits.

I agree to the Terms of Service.

[Next](#) [Exit](#)

Step 5: Complete Form then click 'next'



Please tell us who you are

Your Name

As shown on your Social Security card.

First	M.I.	Last	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Social Security Number (SSN)

Date of Birth

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Home Address:

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Line 1	Line 2	
<input type="text"/>	<input type="text"/>	
City/Town	State/Territory	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

Primary Phone: I don't have a phone number.

We only need this to verify your identity.

10-digit Number

Add extra security

You may add an extra level of security to your account by entering an upgrade code that we will send you in the mail.

Would you like to request an upgrade code now?

Yes, let's start now.

No, maybe later.

Next

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Step 6: Answer Financial Background questions.

These questions will be unique to you. They will be questions like "You opened a new line of credit in 2009, which of these banks did that occur with?" and it will list several options. Another common question is "Which of the follow streets have you not lived on?"

It is critical to answer these questions correctly. The SSA is trying to prevent Identity theft. If you get these questions wrong, you may have to call into the SSA to get your account unlocked.

Step 7: Create Account details & click 'next'

You'll create a unique username and password here. Be sure to keep this info safe. You'll also need to choose 3 security questions to answer. Those will be used in the event that your account gets locked. Make sure to remember your answers!

Social Security

Please create your account details

Username
Cannot be your Name or Social Security Number (SSN) and must be:
8-20 characters
Available

Password
Must:
Begin with a letter or number
Contain 8-20 characters
Contain upper & lowercase letters
Contain numbers
Contain symbols (! @ # \$ % ^ & *)

Email Address
We need this to communicate with you about your online account.
Confirm Email Address:
Emails must match

Please create your password reset questions

Why?
Question 1
Answer 1

Question 2
Answer 2

Question 3
Answer 3

Next **Exit**

Privacy and Security
OMB No. 0960-0789 Privacy Policy Privacy Act Statement Accessibility Help

Step 8: Confirm your identity (again).

This is another identity protection measure. Make sure to have easy access to your email or cell phone to be able to retrieve the confirmation code that will be sent. It is only valid for a few minutes!



Get your security code

We will provide a security code each time you sign in.

[Tell me more](#)

How do you want to receive your security code?

Text Message
Your rates still apply.

Email

Next Exit

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Step 9: Account Created! Click 'Next'



Congratulations! You have successfully set up your **my** Social Security account.

In the future, you will use two steps to sign in to your account.

- Step 1: Enter your **username** and **password**.
- Step 2: Enter the **security code** that we will send you.

You can add other ways to receive security codes on the Security Settings tab on the **my** Social Security home page.

How can I protect my information?

Please keep your information safe. Do not share your password with anyone.

[Tips for protecting your identity](#)

Next Exit

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Step 10: Agree to Terms of Use (again).

Check the box and click 'next'



Terms of Service

- I am using **my** Social Security account services with the account that I created myself using my own personal information and identity. I am not using a **my** Social Security account created by another person or created using another person's information or identity, even if I have that person's written permission.
- I will never share the use of **my** Social Security account with anyone else under any circumstances. I will never use another person's **my** Social Security account.
- I understand that **my** Social Security account contains U.S. Government information.
- I consent to the monitoring and recording of my use of **my** Social Security services, including any electronic communications (such as click-to-chat or messaging).
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration about an individual's identity.
- I understand that unauthorized use of **my** Social Security services is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that the Social Security Administration may stop me from using **my** Social Security services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by the Social Security Administration is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed.
- I agree that the Social Security Administration is not responsible for the improper disclosure of any information that the Social Security Administration has provided to me, whether due to my negligence or the wrongful acts of others.

The Social Security Administration is Going "Green"

With your **my** Social Security account, you can immediately view, download, or print your Social Security Statement. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

Remember, now that you have a **my** Social Security account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

I agree to the Terms of Service.

Next

Exit

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Step 11: You're in your account!

Overview

Welcome, John! You last signed in on August 28, 2018 at 4:13PM EDT.

Social Security Statement

A Message from Social Security:

▼ Your Social Security Statement...

Estimated Benefit at Full Retirement age (67): **\$2,237 a month** [View Estimated Benefits](#)

Last Reported Earnings: **\$103,825 in 2017** [View Earnings Record](#)

[Print / Save Your Full Statement](#)

Get a copy of your Statement information in a convenient, print-friendly format.

[Disclaimer](#)

Click here to download your SS Statement

[Download Your Statement Data](#)

[How to use this file](#)

Save your Statement information as an XML file.

Benefits & Payments

You are not currently receiving Social Security benefits.

[Get a Benefit Verification Letter](#)

Need proof that you do not receive Social Security benefits? Here's your official letter.

Social Security Card Replacement

[Request a Replacement Card](#)

Social Security Number:

xxx-xx-1234

Date of Birth:

April 18, 1956

Overview

[Estimated Benefits](#)

[Earnings Record](#)

[Replacement Documents](#)