Creating a **my Social Security** account

When assisting an individual with completing and electronically signing an [Online Disability Benefit Application](https://www.ssa.gov/oiec/dla.html) the individual will need to create a **my Social Security** account. SSA continues to encourage advocates to assist individuals with the Online Disability Benefit Application, and the SAMHSA SOAR TA Center has developed guidance for SOAR providers.

![Flowchart](image)

You will be able to enter enough information on the Online Disability Benefit Application to set the Protective Filing Date and get a Re-Entry number.

Since the applicant will not create a **my Social Security** account, and therefore will not be able to electronically sign the application, SSA will likely need to speak to the applicant either via phone or in person in order ask them a series of security questions to verify their identity and prevent fraud. As well, SSA will mail a copy of the application to the applicant - they will need to provide a “wet” signature and mail it back to SSA.

To create a **my Social Security** account, the applicant will be asked a series of security questions in order to verify their identity and prevent fraud. If the applicant is unable to answer all the security questions correctly, they will be unable to create a **my Social Security** account.

If this occurs, you can:

- Assist the applicant to contact SSA for assistance: Call SSA at 1-800-772-1213 (at the voice prompt, say “helpdesk”), call their local SSA office, or visit* their local SSA office.

* If the applicant’s **my Social Security** account is created at the local SSA office, the applicant can complete the Online Disability Benefit Application at the office, or you can assist them to complete it at a later time and date.

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