

# Appointed Representative Services (ARS) Change Text-Enabled Cell Phone Number

November 2020

- 1) Log into [www.ssa.gov/ar](http://www.ssa.gov/ar). Enter the **USER ID and Password** you created when you registered for access to claimants' electronic folders. Read the User Certification statement and check the "I have read & agree to these terms" checkbox. Select **Log In**.

The screenshot shows the 'Business Services Online' login page. At the top, there is a navigation bar with links for 'Welcome', 'Information', and 'Keyboard Navigation'. Below this is the SSA logo and the heading 'Log In to Online Services'. A red warning message states: 'For your security, please log out of the application and close all Internet windows when you are finished.' The page is divided into two main sections: 'New User?' and 'Existing User?'. The 'New User?' section explains that users must create an account and lists the information needed: personal information, contact information, and a password with security questions. It includes a link to 'Create Log In Account' and a question about registration by phone or paper form. The 'Existing User?' section prompts the user to log in with their User ID and Password, with links for 'Forgot user ID?' and 'Forgot your password?'. Below the login fields is a 'User Certification' section with a text area containing the terms and conditions, a checkbox for 'I have read & agree to these terms', and a 'Log In' button.

- 2) From the Appointed Representative Services screen, under **Manage Account**, select **View/Edit Account Info**.

The screenshot shows the 'Appointed Representative Services' page. The main heading is 'Appointed Representative Services'. Below this, there are three main sections: 'Electronic Records Express (ERE)', 'Registration', and 'Manage Account'. The 'Electronic Records Express (ERE)' section describes the service and lists benefits: 'Access Claimant's Electronic Folder', 'Send Individual Response', 'Contact ODAR Office', and 'Get Status Reports'. It includes an 'Enter ERE' button. The 'Registration' section states that online registration is unavailable and provides instructions to complete a paper form SSA-1699. The 'Manage Account' section, which is highlighted with a red box, contains three options: 'View / Edit Account Info', 'Change Password', and 'Disable Account'. At the bottom of the page, there is a 'Log Out' button.

- 3) Select **Change Number** on **View/Edit Account Information** screen.

**Appointed Representative Services**  
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### View/Edit Account Information

Your account information is displayed below. You may update this information at anytime.

**Personal & Contact Information** [Edit Personal Information](#)

Name: JOHN PUBLIC  
Date of Birth: 01/02/1920  
SSN: XXX-XX-1234  
Country: United States  
Home Street Address: 1234 ABC DR  
City, State, Zip: MY CITY , AK 12345  
Daytime Phone Number: (123) 123-1234  
Fax Number:  
Email: user@demoemployer.com

**Secure Text-enabled Cell Phone Number** [Change Number](#)

Secure Text-enabled Cell Phone Number: (123) 123-1234

- 4) If you have both the current and new cell phone, choose the first option then select **Next**.

NOTE: If you no longer have the original cell phone, select the third option and we will mail you a **One-Time Password**. Once you receive it, you will return to this screen and choose the second option.

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### Change Text-enabled Cell Phone Number

To change your text-enabled cell phone number online *immediately*, you must be in possession of the current cell phone number below *and* the new cell phone number you would like to change it to. If you do not have both cell phone numbers available, you will be provided an alternative means to change your number.

**Current Text-enabled Cell Phone Number: (123) 123-1234**

Select an option to change your number:

- I have **both** my current text-enabled cell phone number **and** the new cell phone number I would like to change it to available.
- I have received a notice in the mail to change my text-enabled cell phone number.
- I do not have either of the above options.

**!** **Make sure your current number is available before you continue!**  
When you select "Next", a one-time password will be sent by text message to your current text-enabled cell phone number. You will need to enter the password within 10 minutes to validate your identity and change your number.

[Cancel](#) [Next >](#)

- 5) If you selected the first option, a **One-Time Password** will be sent to your current secure cell phone number (the number we have in our records). Enter this **One-Time Password** and select **Next**.

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**Change Text-enabled Cell Phone Number**

Step 1: Enter One-Time Password

\*Indicates required information

**!** A one-time password has been sent to cell phone number: (123) 123-1234  
Please allow up to two minutes for the text message to arrive. The one-time password will be valid for a total of 10 minutes from the time of your request.

\*Enter One Time Password:

Didn't receive a text Message?

1. Is your cell phone receiving service reception? You may need to move to a location where you can get a better signal.
2. Still unable to continue? We can [send a new text message](#).

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- 6) Enter the new cell phone number and select **Next**.

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**Change Secure Text-enabled Cell Phone Number**

Step 2: Provide a New Cell Phone Number

\*Indicates required information

Please provide your **new cell phone number**. A text-enabled cell phone number is required so that SSA can send a one-time password to you by text message when you access secure services. This cell phone number will be used for all services you request in the future.

\*Text-enabled Cell Phone Number: **!** [Why do I need a text-enabled cell phone?](#)

**!** Make sure your **new** cell phone number is available before you continue!  
Please allow up to two minutes for the text message to arrive. The one-time password will be valid for a total of 10 minutes from the time of your request.

< Back Cancel Next >

- 7) A new **One-Time Password** will be sent to the new cell phone number. Enter the new **One-Time Password** and select **Change Number**.

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**Change Text-enabled Cell Phone Number**

**Step 3: Verify your New Cell Phone Number**

\*Indicates required information

**A one-time password has been sent to cell phone number: (123) 123-1234**  
Please allow up to two minutes for the text message to arrive. The one-time password will be valid for a total of 10 minutes from the time of your request.

**\*Enter One Time Password:**

**Didn't receive a text Message?**

1. Verify that your cell phone number is correct. If it is not correct, please update your number.
2. Is your cell phone receiving service reception? You may need to move to a location where you can get a better signal.
3. Still unable to continue? We can [send a new text message](#).

- 8) You will receive a confirmation screen. Select **View Account Info** to confirm the new cell phone number is in your account information.

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**Change Text-enabled Cell Phone Number**

**Step 4: Confirmation**

**Your secure text-enabled cell phone number has been changed to (123) 123-1234.**  
This cell phone will be required whenever you attempt to enter certain services.