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**To:** Kester, Tonykester@aging.sc.gov  
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**Subject:** my Social Security changes

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Dear Colleague:

Our **my Social Security** customers now have an extra layer of security. **my Social Security** accounts now require a cell phone — in addition to their username and password — as another authentication factor during sign in. When our customers register or sign in, we send them a security code that they must enter to complete the sign in process.

We have always offered this extra security feature, but until now it has been an optional step. This is due to an executive order for federal agencies to provide more secure authentication for their online services. As a result, online access to a customer's personal information must use multifactor authentication. We take this information very seriously, and we are committed to employing the best technologies and standards available to protect your information.

Our research shows that an overwhelming majority of American adults have cell phones and use them daily. Due to technical and resource constraints, we are not currently able to offer alternative methods of satisfactory authentication. However, we may consider adding more options in the future. We appreciate your patience as we work to improve your online information.

For more information about the use of a cell phone with **my Social Security**, visit [our Frequently Asked Questions](#).

Please help us spread the word about this important change. Social Security is securing today and tomorrow by using the latest technology to protect your personal information. We appreciate everything you do to keep the Social Security programs and services running smoothly.

Sincerely,

J. Jioni Palmer  
Associate Commissioner for External Affairs  
(T) 410-965-1804  
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