

How to Get Help from Social Security

Social Security is here to help. We want you to know how to get the service you need and to be prepared so we can help you as quickly and safely as possible.



Go online to SSA.gov.
Our website is the best way for most people to get help.



If you cannot use our website, call our National 800 Number (1-800-772-1213) or your local Social Security office for help.



We will schedule an **appointment** for you, **if necessary**, to serve you by phone or in person.

In-office appointments are not required but strongly recommended.*

What to Know if You Must Visit an Office:

Our Mobile Check-In Express feature makes it easier to check-in if you must visit a Social Security office. Scan the QR code located at your local Social Security office to check-in for your visit.

Masks are required only when the COVID-19 hospital admission level where the office is located is high. Signage will indicate if masks are required. We will provide a mask if you do not have one. Consider physically distancing and avoiding crowding if COVID-19 hospital admission levels are medium or high.

If you must visit an office, you can find out if the hospital admission level is high at the **CDC's COVID-19 by County webpage**.

We appreciate your patience and understanding.

*A small number of offices may be temporarily closed or able to provide service only by appointment due to construction, inability to permit people to wait outside the office, or other reasons.

Visit www.ssa.gov/emergency.



Securing today
and tomorrow

SSA.gov |     

Social Security Administration

Publication No. 05-10558

October 2023 (Recycle prior editions)

How to Get Help from Social Security

Produced and published at U.S. taxpayer expense