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March 12, 2026

The Honorable Edward Forst
Administrator
U.S. General Services Administration
1800 F St., NW
Washington, D.C. 20405

The Honorable Frank Bisignano
Commissioner
Social Security Administration
6401 Security Boulevard
Baltimore, Maryland 21235

Dear Administrator Forst and Commissioner Bisignano,

I write to express serious concern regarding constituent reports of significant difficulties accessing their Social Security accounts following the Social Security Administration's (SSA) transition to Login.gov and ID.me as the exclusive sign-in options. The current lack of clear support channels, escalation pathways, and coordinated assistance between SSA and the General Services Administration's (GSA) Login.gov has created a service gap in which constituents are unable to obtain help from either entity, leaving them without meaningful access to essential federal benefits.

On June 7, 2025, Login.gov and ID.me became the only sign-in options to access Social Security online services, replacing the previous SSA username and password system.¹ While these platforms are intended to enhance security and prevent fraud, their implementation has created unintended barriers that limit access for many beneficiaries.² With nearly 75 million Americans relying on Social Security, it is essential that beneficiaries have reliable and accessible ways to securely manage their accounts.³

Unfortunately, I have heard from many constituents who report being unable to access their accounts, update contact information, or complete identity verification. Many are unable to receive verification codes, correct outdated phone numbers, or regain access after being locked out – delaying access to critical income. When seeking assistance in person, they are often told

¹ U.S. Social Security Administration, "Account Transition FAQs," Social Security Administration, accessed March 4, 2026, <https://www.ssa.gov/myaccount/account-transition-faqs.html>.

² Ibid.

³ Molly Weston Williamson, "The Social Security Administration Is Bleeding Staff," Center for American Progress, January 30, 2026, <https://www.americanprogress.org/article/the-social-security-administration-is-bleeding-staff/>.

SSA staff cannot resolve Login.gov verification issues or update account credentials. These barriers disproportionately affect elderly individuals, people with disabilities, and those with limited digital literacy who may lack the resources or technical knowledge to navigate complex identity verification systems independently.

These access challenges are further compounded by significant staffing reductions at SSA field offices. Despite the growing number of Americans relying on Social Security benefits, the Trump administration reduced SSA staff by thousands. In 2025 alone, more than 11% of personnel were cut—the largest staffing reduction in the agency’s history.⁴ Connecticut constituents have reported being told to visit SSA field offices for assistance with Login.gov or ID.me issues, but staff often do not have clear guidance or protocols for resolving these problems. In many cases, constituents are left without a solution or are referred back to Login.gov, which does not provide a designated point of contact for resolving technical issues. This combination of limited field office capacity and unclear procedures results in miscommunication, prolonged delays, and frustration for beneficiaries who are trying to access essential benefits.

To address these urgent constituent access issues, SSA and GSA should implement a robust support infrastructure and clear guidance for both beneficiaries and congressional offices, including:

- 1) **A Dedicated Congressional Support Line**
 - a) GSA should establish a dedicated congressional support phone line for Login.gov to allow congressional offices to escalate constituent cases, receive timely technical assistance, and help resolve urgent benefit access issues.
- 2) **Clear Written Guidance and Alternative Access Pathways**
 - a) GSA and SSA should provide clear, accessible instructions for beneficiaries for Login.gov, including step-by-step directions for accessing accounts, guidance for resolving verification problems, and alternative verification methods for instances when Login.gov is not functioning properly.
- 3) **In-Person and Direct Assistance**
 - a) Constituents, particularly older adults and individuals who are not technologically proficient, should have access to in-person assistance that goes beyond appointment scheduling. SSA field office staff should be able to provide hands-on support to help constituents access their accounts, complete identity verification, and manage benefits on-site.
- 4) **Phone-Based Support for Constituents**
 - a) SSA and GSA should offer a direct phone support option for beneficiaries who are experiencing issues with Login.gov and cannot travel to an SSA office, including elderly

⁴ Christian Unkenholz, “Press Release: Trump Administration Leaves the Social Security Administration Struggling to Serve the Public,” Center for American Progress, January 30, 2026, <https://www.americanprogress.org/press/release-trump-administration-leaves-the-social-security-administration-struggling-to-serve-the-public/>.

individuals, people with disabilities, and those with limited digital literacy, to provide real-time assistance for accessing benefits.

Given the critical importance of Social Security benefits, it is imperative that beneficiaries have timely and effective access to support when encountering Login.gov or ID.me account issues. Clear escalation channels, staff guidance, and alternative access options are essential to protect access for vulnerable populations.

Thank you for your attention to this urgent matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Richard Blumenthal".

Richard Blumenthal
United States Senate