

**Attention Funeral Directors: To reset the Social Security Number field after it was set as pending:**

Step 1) Highlight the "Social Security Number Missing Value Variable" field

The screenshot shows two main sections: 'DECEDENT'S BIRTHPLACE' and 'DECEDENT'S SSN'. In the birthplace section, 'NEW HAMPSHIRE' is selected for State/Country, 'HILLSBOROUGH' for County Of Birth, and 'NASHUA' for City Of Birth. In the SSN section, the 'Social Security Missing Value Variable' dropdown is highlighted in green and set to 'PENDING'. The SSN field itself is empty and has a light gray background. There are 'Previous', 'Save', and 'Next' buttons at the bottom.

Step 2) Press backspace to clear the Social Security Number Missing Value Variable field

This screenshot is similar to the first one, but the 'Social Security Missing Value Variable' dropdown is open, showing a list of options: 'UNKNOWN', 'PENDING', 'NONE', and 'NOT OBTAINABLE'. The 'PENDING' option is currently selected. The SSN field remains empty and grayed out.

Step 3) Press tab

In this screenshot, the 'Social Security Missing Value Variable' dropdown is set to '--Select a value--'. The SSN field is now highlighted in yellow, indicating it is unlocked and ready for input. The birthplace information has changed to 'GEORGIA', 'FULTON', and 'ATLANTA'. The 'Previous', 'Save', and 'Next' buttons are still visible at the bottom.

This will unlock the SSN field. When the SSN field turns yellow, you can enter the number.

**If these steps do not work:** select "unknown" as the Social Security Number Missing Value Variable. Click save. Repeat the steps above. This should unlock the SSN fields. The SSN field will turn yellow when it can be edited.

You may need to clear the decedent's place of birth fields to reset the SSN field. You may also try using a different web browser.