

# Integrated Registration Systems (IRES) Screen Package



**Division of Architecture and Support Software Development**

**Identity, Enrollment, and Authentication**

**April 4, 2012**

OMB Clearance Package Integration Registration Services (IRES) System OMB#  
0960-0626

## Table of Contents

1. Welcome to Business Services Online .....	2
2. Forgot Password Path .....	2
3. Appointed Representative Services [Path 1 – 1699 Started First .....	2
4. Appointed Representative Services [Path 2 –Online Process Started First .....	2
5. Spanish - Instrucciones e información para empleadores.....	2
6. BSO Suite of Services.....	2
7. Login to BSO .....	2
8. BSO User Registration, Login, and Employer Information Help Topics .....	2
9. BSO User Registration, Login, and Employer Information Help Topics - Continued.....	2
10. BSO User Registration, Login, and Employer Information Help Topics- Continued .....	2
11. BSO User Registration, Login, and Employer Information Help Topics- Continued .....	2
12. Log Out of BSO .....	2
13. User Registration Attestation .....	2
14. Create a Login Account – Step 1: Provide Information.....	2
15. Create a Login Account – Step 2: Create Your Password.....	2
16. Create a Login Account – Step 3: Review & Submit.....	2
17. Create a Login Account – Step 4: Print your User ID .....	2
18. Create a Login Account – Numident Check Failed .....	2
19. User Registration Form Help.....	2
20. User Registration Form Help - Continued.....	2
21. User Registration Form Help - Continued.....	2
22. User Registration Form Help - Continued.....	2
23. Complete Phone Registration Attestation .....	2
24. Complete Phone Registration .....	2
25. Complete Phone Registration - Successful.....	2

26. View/Edit Account Information .....	2
27. Edit Personal & Contact Information .....	2
28. Edit Personal & Contact Information - Confirmation.....	2
29. Edit Security Questions & Answers.....	2
30. Edit Security Questions & Answers - Confirmation .....	2
31. Request Access to BSO Services – Select Suite of Services.....	2
32. Request Access to BSO Services – Employer Information is required .....	2
33. Request Access to BSO Services – Employer Information Not Available (MEF Failure) .....	2
34. Request Access to BSO Services - Employer Address Not Available (pending EIN Address) .....	2
35. Request Access to BSO Services - Age Restriction .....	2
36. Request Access to BSO Services - Employer Information (Page 1 of 3).....	2
37. Request Access to BSO Services - Report Wages to Social Security/View Wage Report Name/SSN Errors(Page 2 of 3) 2	2
38. Request Access to BSO Services - Social Security Number Verification Service (SSNVS) (Page 3 of 3) .....	2
39. Request Access to BSO Services - Complete Form SSA-1694 Business Taxpayer Information Form (Page 4 of 4).....	2
40. Request Access to BSO Services - Internet Representative Payee (Page 5 of 5) .....	2
41. Request Access to BSO Services - Request Summary .....	2
42. Request Access to BSO Services Confirmation .....	2
43. Main Menu-Without Services .....	2
44. Main Menu-With Services.....	2
45. Main Menu-With All Services.....	2
46. Report Wages to Social Security .....	2
47. Social Security Number Verification Service .....	2
48. Form SSA-1694 Request for Business Entity Taxpayer Information .....	2
49. Internet Representative Payee Accounting .....	2
50. Enter Activation Code(s) for the Appointed Representative Registration(ARR).....	2
51. Enter Activation Code(s) - Confirmation(ARR).....	2

- 52. No Services Available ..... 2
- 53. Appointed Representative Services - Main Menu (w ARR Activation) ..... 2
- 54. Appointed Representative Services - Main Menu (w EFR Activation)..... 2
- 55. View / Edit Services – No Services Available..... 2
- 56. Request New Services ..... 2
- 57. Remove Access to BSO Services..... 2
- 58. Remove Access to BSO Services Successful ..... 2
- 59. Activate Access to BSO Services - No Services Available ..... 2
- 60. Activate Access to BSO Services..... 2
- 61. Activate Access to BSO Services Successful ..... 2
- 62. View Pending Services - Re-Request Activation Code - Without Services..... 2
- 63. View Pending Services - Re-Request Activation Code - With Services ..... 2
- 64. View Pending Services - Confirmation of Activation Code Notice Re-Request ..... 2
- 65. Enter Text-Enabled Cell Phone Number ..... 2
- 66. Employer Information Attestation..... 2
- 67. Employer Information Attestation - Do Not Accept ..... 2
- 68. Add Employer Information ..... 2
- 69. Add Employer Information Successful ..... 2
- 70. Update Your Employer Information..... 2
- 71. Update Your Employer Information Successful ..... 2
- 72. Remove Your Employer Information ..... 2
- 73. Remove Your Employer Information Successful..... 2
- 74. View/Edit Account Info ..... 2
- 75. Edit Personal & Contact Information..... 2
- 76. Edit Personal & Contact Information - Confirmation..... 2
- 77. Change Text-enabled Cell Phone Number - Option 1 Selected ..... 2

78. Change Text-enabled Cell Phone Number - Step 1: Enter One-Time Password.....	2
79. Change Text-enabled Cell Phone Number - Step 2: Provide a New Cell Phone Number .....	2
80. Change Text-enabled Cell Phone Number - Step 2: Provide a New Cell Phone Number - Fail .....	2
81. Change Text-enabled Cell Phone Number - Step 3: Verify your New Cell Phone Number .....	2
82. Change Text-enabled Cell Phone Number - Step 3: Verify your New Cell Phone Number - Fail.....	2
83. Change Text-enabled Cell Phone Number - Step 4: Confirmation .....	2
84. Change Text-enabled Cell Phone Number - Option 2 Selected .....	2
85. Change Text-enabled Cell Phone Number - Step 1: Enter One-Time Password.....	2
86. Change Text-enabled Cell Phone Number - Option 3 Selected .....	2
87. Change Text-enabled Cell Phone Number - Request a Notice to Change your Cell Phone Number.....	2
88. Change Text-enabled Cell Phone Number - A notice will be mailed to you to change your text-enabled cell phone number.....	2
89. Edit Security Questions .....	2
90. Edit Security Questions - Confirmation.....	2
91. Change Password .....	2
92. Password Change Successful .....	2
93. Disable Account.....	2
94. Disable Account - Error .....	2
95. Disable Account - Confirmation .....	2
96. User Identification Deactivated .....	2
97. Forgot Password Update Successful .....	2
98. Request Password by Mail.....	2
99. Password by Mail Success.....	2
100. Change Password .....	2
101. Password Change Successful .....	2
102. Reached Limit of Attempts .....	2

103. Already Registered .....	2
104. System Failure .....	2
105. BSO - Paperwork Reduction Act Statement.....	2
106. AR - Paperwork Reduction Act.....	2
107. AR - Privacy Act Statement .....	2

# 1. Welcome to Business Services Online

Social Security OnlineBusiness Services Online

www.socialsecurity.govHome | Questions? | Contact Us

Search

**Online Services Availability**  
Monday-Friday: 5 AM - 1 AM EST  
Saturday: 5 AM - 11 PM EST  
Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S  
BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**Information**

- [BSO Electronic W-2 Filing Handbook](#)
- [SSNVS Handbook](#)
- [Video - Software Demonstration](#)
- [Tutorial](#)
- [Employer Information](#)
- [Suite of Services](#)
- [Apply For EIN](#)
- [Navigation](#)
- [Online Security Policy](#)
- [The Privacy Act and the Freedom of Information Act](#)
- [Contact Us](#)
- [Electronic Records Express](#)
- [Government to Government Services Online](#)

**News**

- [Wage News](#)
- [Electronic Records Express News](#)
- [Social Security Number Verification News](#)
- [Consent Based SSN Verification](#)
- [Form SSA-1694 News](#)

## Business Services Online

Welcome to Business Services Online

[BSO HELP](#)

Privacy Act Statement

Business Services Online (BSO) enables organizations and authorized individuals to conduct business with and submit confidential information to the Social Security Administration. You must Register to use this website. Registered users may Request, Activate and Access various BSO services and functions.

**REGISTRATION** - If you are a new user, select the "Register" button to create a password and receive your User ID. If you have started and need to complete your Registration process, select the "Complete" button. In either case, after your Registration is complete, you can Request, Activate and Access services and functions.

**LOG IN to REQUEST, ACTIVATE AND ACCESS FUNCTIONS** - Registered users can select the "Log In" button to login and display the BSO Main Menu. Then you may access services and functions you have already activated, or you may select "Account Maintenance" to request activation of additional services and functions, deactivate your User ID, and/or change your password or contact information.

[Información para el Empleador en Español](#)

**Log in to Business Services Online here**

**New user? Register for Business Services Online here**

**Complete Phone Registration [what is this?](#)**

Log In
Register
Complete Phone Registration

### Explanation of BSO Services

**Reporting Wages to the SSA**

Allows you to send forms W-2 and W-2c to Social Security by uploading a specifically formatted electronic file or by directly keying W-2 and W-2c information into an online form. Capability to view Submission and Report processing status is available. If you have received a notice requesting that you resubmit your wage file, it can be acknowledged online. Additionally, you may ask for a one time 15-day extension to the deadline for resubmitting your wage file.

[More information about Reporting Wages](#)

**Social Security Number Verification Service (SSNVS)**

For the purposes of completing W-2 and W-2c SSNVS allows you to complete an online form or submit specifically formatted files to request verification of names and Social Security Numbers of employees of the company for which you work or the company that has hired you to perform this service.

[More information about Verifying Social Security Numbers](#)

**Form SSA-1694 Request for Business Entity Taxpayer Information**

Business entities that have attorney and/or non-attorney representatives as partners or employees who receive direct payment must provide SSA with taxpayer identification information using the Form SSA-1694. For information on how to register, contact [OCO.AREP.Registration@ssa.gov](mailto:OCO.AREP.Registration@ssa.gov).

**Select Login** to complete, update or view the Form SSA-1694.

**Select Register** to obtain a User ID and password to complete the Form SSA-1694.

[More information about the Attorney Fee Service](#)

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.  
For TDD/TTY call 1-800-325-0778. [Privacy Policy](#) | [Website Policies & Other Important Information](#) | [Site Map](#)[Need Larger Text?](#)

*SSA will insert the following revised PRA Statement:*

## **(Business Services Online (BSO))**

### **PRIVACY ACT STATEMENT**

#### **Collection and Use of Personal Information**

Sections 205(a) and 1106 of the Social Security Act, as amended, the Government Paperwork Elimination Act (P.L. 105-277), and the Federal Information Security Management Act of 2002 (Title III) of the E-Government Act of 2002 (P.L. 107-347) authorize us to collect this information to allow access to our online applications. We will use the information you provide to register you, your company, or authorized employee(s) to use Business Services Online (BSO). Your responses are voluntary. However, failure to give us the information will prevent you or your company from using the BSO.

We rarely use the information you provide for any purpose other than for registration and granting access to the BSO suite of services. We may, however, disclose the information in accordance with approved routine uses compliant with the Privacy Act (5 U.S.C. § 552a(b)) which include but are not limited to the following:

1. To respond to a request on your behalf from a Congressional office or the Office of the President;
2. To comply with Federal laws requiring the disclosure of the information from our records (e.g., to the Government Accountability Office and Department of Veterans Affairs);
3. To contractors and other Federal agencies, as necessary, to assist us in the efficient administration of our programs; and,
4. To facilitate statistical research, audit, or investigative activities necessary to assure the integrity and improvement of the BSO.

A complete list of routine uses for this information is available in our Privacy Act System of Records Notice (SORN) titled, Master Files of Social Security Number (SSN) Holders and SSN Applications, Social Security Administration (SSA) (60-0058). The complete SORN text, additional information about the BSO, and other information about our programs and services are available online at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at your local Social Security office. If you want to learn more about the reasons why we use or share the information you give us, contact any of our local offices.



## 2. Forgot Password Path Business Services Online



### Forgot Password

#### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

#### Request to replace forgotten password

To select a new password, you must answer three random questions that your previously supplied answers to. If you correctly answer the questions you will be allowed to select a new password.

WHAT IS THE NAME OF YOUR FIRST NEPHEW? :

WHAT IS THE NAME OF YOUR FIRST NIECE? :

WHAT IS THE MIDDLE NAME OF YOUR MOTHER? :

#### Choose your new password

Input New Password:

Confirm New Password:

To maintain a secure system, your password needs to meet the following requirements:

- Must contain exactly **8 characters**
- Must contain **only numbers and letters**
- Must contain **at least 1 number and 1 letter**
- Is **not case sensitive**

### 3. Appointed Representative Services [Path 1 - 1699 Started First]

Social Security Online

## AR Demo Help Page

www.socialsecurity.gov

### Appointed Representative Services [Path 1 - 1699 Started First]

[ApPages Home](#)

[Print this page](#)

#### [1] Complete Form SSA-1699

Complete Form SSA-1699 and fax it to SSA designated fax number.

#### [2] Complete Phone Registration & Validate Your Identity

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 Complete Phone Registration Attestation](#)
- [4 Complete Phone Registration](#)
- [5 Phone Registration Successful](#)
- [6 Log In to Online Services](#)
- [7 Supply Answers to Forgot Password Questions](#)
- [8 Getting Access to Appointed Representative Services](#)
- [9 Validate Your Identity \[Step 1: Provide Information to Request an Account Activation Notice\]](#)
- [10 Validate Your Identity \[Step 2: Review & Submit\]](#)
- [11 Validate Your Identity \[Step 3: Next Steps\]](#)
- [12 Log Out of BSO](#)

#### [3] (i) Enter Activation Code for Validating Identity

Wait for activation code for validating identity. When it arrives in the mail, log back in. Enter activation code and follow through to Main Menu screen.

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 Enter Activation Code\(s\)](#)
- [4 Enter Activation Code\(s\) - Confirmation](#)
- [5 Appointed Representative Services - Main Menu](#)

#### [3] (ii) Request Access to Claimant's Electronic Folder

Main Menu will display showing ERE, but eFolder will not be available. On Main Menu page, select "Request New Services" from left menu.

- [1 Appointed Representative Services - Main Menu](#)
- [2 Request Access to Services \[Step 1: Select Affiliation\]](#)
- [3 Request Access to Services \[Step 2: Select Services\]](#)
- [4 Request Access to Services \[Step 3: Review & Submit your Request\]](#)
- [5 Request Access to Services \[Step 4: Next Steps \]](#)
- [6 Appointed Representative Services - Main Menu](#)
- [7 Log Out of BSO](#)

#### [4] Activate "Access Claimant's Electronic Folder"

When "Access Claimant's Electronic Folder" activation code received, log back in. Select "Enter Activation Codes" from left menu.

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 Appointed Representative Services - Main Menu](#)
- [4 Enter Activation Code\(s\)](#)
- [5 Enter Text-Enabled Cell Phone Number](#)
- [6 Verify Your Cell Phone Number](#)
- [7 Enter Activation Code\(s\) - Confirmationm](#)
- [8 Go to the Main Menu](#)
- [9 Log Out of BSO](#)

#### [5] Electronic Records Express (ERE)

Access to Electronic Records Express is now complete. ERE will provide you access to your authorized services, such as:

- Access Claimant's Electronic Folder
- Send Response for Individual Case
- Communication Utility

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 Appointed Representative Services - Main Menu](#)
- [4 Electronic Records Express \(ERE\)](#)
- [5 Access Claimant's Electronic Folder](#)
- [6 Acknowledgement for Online Services](#)
- [7 Back to Appointed Representative Services Main Menu](#)
- [8 Log Out of BSO](#)

This part of the demo gives you a taste of entering the ERE application. At this point you are no longer in the BSO/Appointed Rep authentication/authorization application (IRES).

## 4. Appointed Representative Services [Path 2 -Online Process Started First

# AR Demo Help Page

Social Security Online

www.socialsecurity.gov

## Appointed Representative Services [Path 2 - Online Process Started First]

[ApPages Home](#)

[Print this page](#)

[1] AR Create Log In Account & Validate Your Identity

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 User Registration Attestation](#)
- [4 Create a Login Account \[Step 1: Provide Information\]](#)
- [5 Create a Login Account \[Step 2: Create Your Password\]](#)
- [6 Create a Login Account \[Step 3: Review & Submit\]](#)
- [7 Create a Login Account \[Step 4: Print your User ID\]](#)
- [8 Getting Access to Appointed Representative Services](#)
- [9 Validate Your Identity \[Step 1: Provide Information to Request an Account Activation Notice\]](#)
- [10 Validate Your Identity \[Step 2: Review & Submit\]](#)
- [11 Validate Your Identity \[Step 3: Next Steps\]](#)
- [12 Log Out of BSO](#)

[2] Enter Activation Code for Validating Identity

Wait for activation code for validating identity. When it arrives in the mail, log back in. Enter activation code and follow through to Main Menu screen. On Main Menu page, press Log Out button in upper left of screen to log out. Wait until Form SSA-1699 is completed and processed. You will receive a letter in the mail when that happens.

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 Enter Activation Code\(s\)](#)
- [4 Enter Activation Code\(s\) - Confirmation](#)
- [5 Appointed Representative Services - Main Menu](#)
- [6 Log Out of BSO](#)

[3] Complete Form SSA-1699

Complete Form SSA-1699 and fax it to SSA designated fax number.

[4] Request Access to Claimant's Electronic Folder

Wait for letter mailed from SSA containing User ID and Rep ID. Then log back in. Main Menu will display showing ERE, but eFolder will not be available. On Main Menu page, select "Request New Services" from left menu.

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 Appointed Representative Services - Main Menu](#)
- [4 Request Access to Services \[Step 1: Select Affiliation\]](#)
- [5 Request Access to Services \[Step 2: Select Services\]](#)
- [6 Request Access to Services \[Step 3: Review & Submit your Request\]](#)
- [7 Request Access to Services \[Step 4: Next Steps \]](#)
- [8 Appointed Representative Services - Main Menu](#)
- [9 Log Out of BSO](#)

[5] Activate "Access Claimant's Electronic Folder"

When "Access Claimant's Electronic Folder" activation code received, log back in. Select "Enter Activation Codes" from left menu.

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 Appointed Representative Services - Main Menu](#)
- [4 Enter Activation Code\(s\)](#)
- [5 Enter Text-Enabled Cell Phone Number](#)
- [6 Verify Your Cell Phone Number](#)
- [7 Enter Activation Code\(s\) - Confirmationm](#)
- [8 Go to the Main Menu](#)
- [9 Log Out of BSO](#)

[6] Electronic Records Express (ERE)

Access to Electronic Records Express is now complete. ERE will provide you access to your authorized services, such as:

- Access Claimant's Electronic Folder
- Send Response for Individual Case

- [1 Appointed Representative Service](#)
- [2 Log In to Online Services](#)
- [3 Appointed Representative Services - Main Menu](#)
- [4 Electronic Records Express \(ERE\)](#)
- [5 Access Claimant's Electronic Folder](#)
- [6 Acknowledgement for Online Services](#)
- [7 Back to Appointed Representative Services Main Menu](#)
- [8 Log Out of BSO](#)

## 5. Spanish - Instrucciones e información para empleadores

Seguro Social en línea

www.segurosocial.gov

[an error occurred while processing this directive]

Buscador

Portada—Español

 **Instrucciones e información para empleadores**

**Bienvenido al BSO, (Portada BSO en inglés)**

Otros enlaces:

[SSA / IRS Reporter](#)

[Departamento de Hacienda, Puerto Rico](#)

[El Servicio de Impuestos Internos \(IRS\)](#)

Esta guía provee una introducción al uso de Servicios en línea para negocios (Business Services Online, [BSO, sus siglas en inglés]). Es para empleadores y personas que someten informes al Seguro Social y desean saber sobre los servicios para negocios disponibles a través del Internet.

La guía está dividida en 10 secciones que se pueden ver individualmente. El contenido de la guía es de carácter genérico y no provee instrucciones específicas para cada uso posible de Servicios en línea para negocios.

Usted necesitará el programa "Adobe Acrobat Reader" para poder ver la guía. Se recomienda que use la versión 5.0 o mayor de Acrobat Reader. Sistemas Adobe, Inc. permite que la Administración del Seguro Social y otras organizaciones ofrezcan este programa gratis al público.

Si usted no tiene Acrobat Reader en su computadora, puede descargar la versión que sea compatible con su sistema de la página principal de Adobe. Siga este enlace, [www.adobe.com](http://www.adobe.com)  para descargar una copia gratis de Acrobat Reader.

Para informarse mejor, llame al **1-800-772-6270** (TDD/TTY **1-800-325-0778**) o envíe un correo electrónico a [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov).

**Enlaces de la guía. Cómo usar...**

- [Visión general \(Guía de Servicios\)](#) 
- [Servicios de inscripción](#) 
- [Someter un Archivo de salarios](#) 
- [Servicio W-2 Online](#)  Este servicio no es para el uso de los empleadores en Puerto Rico
- [Servicio W-2c Online](#)  Este servicio no es para el uso de los empleadores en Puerto Rico
- [Estado, Errores, e Información de avisos de datos sometidos](#) 
- [Estado, Errores, e Información de avisos de Informes de empleador](#) 
- [Acusar recibo de un aviso para someter información de nuevo](#) 
- [Pedir prórroga para someter información de nuevo](#) 
- [Servicio de verificación del número de Seguro Social \(SSNVS\)](#) 

Si usted necesita ayuda en español para someter sus informes de salario electrónicamente (esto incluye inscribirse para un Número de Identificación Personal [PIN, sus siglas en inglés] y contraseña), llame al **1-800-772-6270**.

Este programa puede ser usado por empleadores o personas que someten informes y que llenan menos de 250 comprobantes de retención.

[\[Regresar al principio\]](#)

[Conexión a FirstGovEsp.gov](#)  
[Portada del gobierno de los EE.UU.](#)

[Confidencialidad](#) | [Normativa de la web y otra información \(sólo en inglés\)](#) | [Sitio de mapa \(sólo en inglés\)](#)

Fecha de revisión o modificación: 3 de abril de 2012/21 de octubre de 2010

[Amplie el Texto](#)

**Horas de servicios de BSO**

lunes a viernes
5 AM - 1 AM
sábado
5 AM - 11 PM
domingo
8 AM - 11:30 PM

Todos los horarios corresponden al tiempo del Este.



## BSO Suite of Services

The following services are available within BSO:

- **Report Wages to Social Security**

Allows you to send W-2s and W-2cs to Social Security either by uploading a specifically formatted electronic file or by directly keying W-2s and W-2cs in an online form. Capability to view submission processing status is available. Notices to resubmit a wage file can be acknowledged online. In addition, a one-time 15-day extension of the deadline for resubmitting wage data can be requested.

- **View File/Wage Report Status, Errors, and Error Notices**

Allows you to view the processing status, errors and error notices for wage files and/or wage reports submitted by or for your company.

- **View Name and Social Security Number Errors**

Allows you to view the processing status, errors (including Name and Social Security Number mismatches), and error notices for wage files and/or wage reports submitted by or for your company.

- **Social Security Number Verification Service**

Allows you to complete an online form or submit specifically formatted files to request verification of names and Social Security Numbers of employees of the company for which you work or the company that has hired you to perform this service.

**Proper Uses of Social Security Number Verification Service**

- Social Security will verify Social Security Numbers (SSNs) solely to ensure that the records of current or former employees are correct for the purpose of completing Internal Revenue Service Form W-2 (Wage and Tax Statement).
- Do not use the service to verify SSNs of potential new hires or contractors.
- Company policy concerning the use of SSNVS should be **applied consistently to all workers**; for example:
  - If used for newly hired workers, verify information on all newly hired workers.
  - If used to verify information on other workers on your database, verify the information for all workers on the entire database.
- Third party use of SSNVS is strictly limited to organizations that handle annual wage reporting responsibilities for employers and have an authorized and valid contract to do so. SSNVS is not for individuals/companies who conduct identity verification, background checks or other related services for employers or other parties.
- Anyone who knowingly and willfully uses SSNVS to request or obtain information from Social Security under false pretenses **violates Federal law** and may be punished by a fine or imprisonment, or both.
- Social Security will advise you when a name and SSN you submitted does not match our records.
  - This response does not imply that you or your employee intentionally provided incorrect information about the employee's name or SSN.
  - This response does not make any statement about your employee's immigration status.
  - This response is not a basis, in and of itself, for you to take any adverse action against the employee, such as laying off, suspending, firing, or discriminating against the employee.

***If you rely only on the information SSA provides regarding name and SSN verification to justify adverse action against a worker, you may violate State or Federal law and be subject to legal consequences.***

- **Form SSA-1694**

Allows you to complete and update Business Taxpayer Information Forms.

## 7. Login to BSO

# Business Services Online

Social Security Online

www.socialsecurity.gov

[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)

[HELP](#)



## Log In to Online Services

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

For your security, please log out of the application and close all Internet windows when you are finished.

### New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

#### To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

### Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

#### User Certification:

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

I have read & agree to these terms.

www.socialsecurity.gov

[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)

## 8. BSO User Registration, Login, and Employer Information Help Topics

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

 **BSO User Registration, Login, and Employer Information Help Topics**

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**Index**

- [User Registration Questions](#)
- [Employer Information Questions](#)
- [EIN Questions](#)
- [Self Employed Questions](#)
- [Third Party Filer Questions](#)
- [Volunteer Questions](#)
- [Household Employers Questions](#)
- [User ID Questions](#)
- [Password Questions](#)
- [Login Questions](#)
- [Browser Questions](#)

User Registration Questions:

- Q1. [Who has to register?](#)
- Q2. [Where can I find more information on how to fill out the User Registration Form?](#)
- Q3. [When I register is the User ID issued to my company or to me?](#)
- Q4. [When can I register?](#)
- Q5. [How do I register?](#)
- Q6. [What information do I need to register?](#)
- Q7. [How old must I be to register?](#)
- Q8. [Why do you need my SSN?](#)
- Q9. [I live in another country and I do not have an SSN. How can I register for a User ID and password?](#)
- Q10. [Why do you need my e-mail address?](#)
- Q11. [Why do I need to provide Knowledge Based Authentication \(KBA\) questions and answers?](#)

Employer Information Questions:

- Q12. [What information do I need to associate an Employer?](#)
- Q13. [Why do I have to supply my EIN?](#)
- Q14. [What Business Services are available to registered users?](#)
- Q15. [When I try to add employer information, I receive a message that I'm already registered?](#)

EIN Questions:

- Q16. [My company has multiple EINs. Which one do I enter on the registration screen?](#)
- Q17. [My company has applied for an EIN but hasn't received it yet. Can I register for a User ID/Password?](#)

Self-employed Questions:

- Q18. [Can self-employed individuals register using the Internet?](#)
- Q19. [I am self-employed, but have an EIN. Can I register using the Internet?](#)

Third Party Filer Questions:

- Q20. [I am a third party filer \(accountant, CPA etc.\). Do I need a User ID for each company I am doing business for?](#)

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Q20. [I am a third party filer \(accountant, CPA etc.\). Do I need a User ID for each company I am doing business for?](#)

Volunteer Questions:

- Q21. [I am a volunteer who works for an organization such as a church. Can I register for a User ID?](#)

Household Employers Questions:

- Q22. [Can household employers register using the Internet?](#)
- Q23. [I have a User ID because I report wages for my employer. I also have a household employee. Do I need another User ID to report wages for a household employee?](#)
- Q24. [I am a household employer and have an EIN to report wages for my employee, but I do not work under that EIN. How do I register?](#)
- Q25. [I have an EIN for my own business and have a household employee as well. How do I register?](#)

User ID Questions:

- Q26. [How do I use my User ID?](#)
- Q27. [Can I have more than one User ID?](#)
- Q28. [How long does it take to get my User ID/Password?](#)
- Q29. [Will I need to renew my Password?](#)
- Q30. [How long is my User ID valid?](#)
- Q31. [What happens if my User ID expires?](#)
- Q32. [What happens if my User ID is deactivated?](#)

Password Questions:

- Q33. [Why do I need a password?](#)
- Q34. [How long should I wait to receive my password?](#)
- Q35. [What do I do if I forgot my password?](#)

Login Questions:

- Q36. [I tried several times to login and I received a message that says, "You have reached the limit on number of attempts." What do I do now?](#)

Browser Questions:

- Q37. [What is 128-bit encryption and why do I need it?](#)
- Q38. [How can I tell if I have 128-bit encryption?](#)
- Q39. [I do not have 128-bit encryption. What should I do?](#)

Didn't find the answers you were looking for?

You can call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

## 9. BSO User Registration, Login, and Employer Information Help Topics - Continued

	<p style="text-align: center;"><b>User Registration Questions:</b></p> <p><b>Q 1. Who has to register?</b> A1. All individuals interested in using the <a href="#">services</a> available within the Business Services Online (BSO). <a href="#">Return to Help Topics List</a></p> <p><b>Q 2. Where can I find more information on how to fill out the registration form?</b> A2. To receive more information: 1. Select the link within the sentence at the top of the User Registration form, "Select this link for more help with completing this form" to access the BSO User Registration Help form. You may also access BSO User Registration Help Topics by selecting the BSO Help link in the upper right corner of the screen. 2. SSA Customer Service Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778. <a href="#">Return to Help Topics List</a></p> <p><b>Q 3. When I register, is the User ID issued to my company or to me?</b> A3. The User ID is issued to you. Each individual must register and will have his/her own User ID. In addition, an individual may work for several companies and have multiple User IDs, one for each company. <a href="#">Return to Help Topics List</a></p> <p><b>Q 4. When can I register?</b> A4. Registration is available year round. <a href="#">Return to Help Topics List</a></p> <p><b>Q 5. How do I register?</b> A5. You can register by choosing one of two methods: 1. Online: Access Business Services Online (BSO) at <a href="http://www.socialsecurity.gov/bsowelcome.htm">http://www.socialsecurity.gov/bsowelcome.htm</a> 2. SSA Customer Support: Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778. <a href="#">Return to Help Topics List</a></p> <p><b>Q 6. What information do I need to register?</b> A6. You will need to supply the following information: 1. Name (First Name, Middle Initial and Last Name) as shown on your Social Security Card. 2. SSN 3. Date of birth 4. Address (Street Address, City, Country, State abbreviation, Zip Code) where you want to receive correspondence 5. User's phone number 6. User's E-mail address 7. User's Fax number 8. Selection of five Knowledge Based Authentication (KBA) questions from a provided list of ten questions 9. Answers to the five KBA questions selected 10. Self-selected password <a href="#">Return to Help Topics List</a></p>
	<p><b>Q 7. How old must I be to register?</b> A7. Anyone can register; however, you must be 18 or older to request access to certain business services. If you are under 18, and you are requesting access to specific business services, you will be instructed to validate your work authorization. <a href="#">Return to Help Topics List</a></p> <p><b>Q 8. Why do you need my SSN?</b> A8. We use your SSN to identify you and authenticate you. It also helps us to ensure the privacy of your information. <a href="#">Return to Help Topics List</a></p> <p><b>Q 9. I live in another country and I do not have an SSN. Can I register for a User ID and password?</b> A9. Yes, you can register by choosing one of two methods: 1. Online: Access Business Services Online (BSO) at <a href="http://www.socialsecurity.gov/bsowelcome.htm">http://www.socialsecurity.gov/bsowelcome.htm</a> 2. SSA Customer Support: Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778. <a href="#">Return to Help Topics List</a></p> <p><b>Q 10. Why do you need my e-mail address?</b> A10. SSA will use your e-mail address to send you important information. Because your time is valuable, your e-mail address will be used only to contact you with important wage and tax reporting updates (e.g. changes for the upcoming tax year). <a href="#">Return to Help Topics List</a></p> <p><b>Q 11. Why do I need to provide Knowledge Based Authentication (KBA) questions and answers?</b> A11. You need to select five KBA questions and provide answers in order to register in the event that you should forget your password. If you forget your password and can match your answers to three of the previously answered KBA questions presented to you, you can regain access to Business Services Online immediately. Otherwise, you will have to wait up to two weeks for a temporary password to be mailed to you. <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>Employer Information Questions:</b></p> <p><b>Q 12. What information do I need to associate an Employer?</b> A12. For your employer association, you will need to supply the following information: 1. Your employment relationship type 2. EIN (if your Business or Organization has an EIN) 3. Business or Organization Name 4. Third Party submitter selection (optional) <a href="#">Return to Help Topics List</a></p> <p><b>Q 13. Why do I have to supply my EIN?</b> A13. The EIN is used to identify a business or organization associated to you and will be used to electronically verify your relationship with your employer. <a href="#">Return to Help Topics List</a></p> <p><b>Q 14. What business services are available to registered users?</b> A14. For more details on the types of BSO Services that are available, go to <a href="http://www.socialsecurity.gov/bsowelcome.htm">http://www.socialsecurity.gov/bsowelcome.htm</a> and select the <a href="#">Suite of Services</a> link located under the Information title on the left side. Some services will not be available until you have passed required authorization checks.</p>



## 10. BSO User Registration, Login, and Employer Information Help Topics- Continued

	<p><b>Q 14. What business services are available to registered users?</b> A14. For more details on the types of BSO Services that are available, go to <a href="http://www.socialsecurity.gov/bso/bsowelcome.htm">http://www.socialsecurity.gov/bso/bsowelcome.htm</a> and select the <a href="#">Suite of Services</a> link located under the Information title on the left side. Some services will not be available until you have passed required authorization checks. <a href="#">Return to Help Topics List</a></p> <p><b>Q 15. When I try to register, I receive a message that I am already registered under the Employer Identification Number (EIN) that I provided. What should I do?</b> A15. If you do not remember your User ID associated with that employer, please contact SSA Customer Service: Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern time to speak with Employer Customer Service personnel. For TDD/TTY, call 1-800-325-0778. <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>EIN Questions:</b></p> <p><b>Q 16. My company has multiple EINs. Which one do I enter on the registration screen?</b> A16. Use the EIN that appears on your Form W-2. <a href="#">Return to Help Topics List</a></p> <p><b>Q 17. My company has applied for an EIN but hasn't received it yet. Can I register for a User ID and Password?</b> A17. Yes, you can register for a User ID and Password but you will not be granted access to some SSA services until you receive your EIN from the Internal Revenue Service (IRS). You may want to request a filing extension if the filing deadline is approaching. Additional information on requesting a filing extension can be found on the <a href="#">Internal Revenue Service's (IRS) web site</a>, by searching for documents related to "filing extension". <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>Self Employed Questions:</b></p> <p><b>Q 18. Can self-employed individuals register using the Internet?</b> A18. Yes, self-employed individuals can register via the Internet. On the "Add Your Employer Information" page, select the appropriate choice for: Self-Employed Individual with an EIN and receive a W-2 under this EIN, or Self-Employed Individual with and EIN and do NOT receive a W-2 under this EIN, or Self-Employed and my earnings are reported on IRS Schedule SE (Self-Employment earnings). <a href="#">Return to Help Topics List</a></p> <p><b>Q 19. I am self-employed, but have an EIN. Can I register using the Internet?</b> A19. Yes, self-employed individuals that have an EIN can register via the Internet. On the "Add Your Employer Information" page, select the appropriate choice for: Self-Employed Individual with an EIN and receive a W-2 under this EIN, or Self-Employed Individual with and EIN and do NOT receive a W-2 under this EIN. <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>Third Party Filer Questions:</b></p> <p><b>Q 20. I am a third party filer (accountant, CPA etc.). Do I need a User ID for each company I am doing business for?</b> A20. No, third party filers need to register only once. On the "Add Your Employer Information" page enter your company's EIN and select the box indicating "I am a third party submitter registering to do business on behalf of another business or organization." <a href="#">Return to Help Topics List</a></p>
	<p><b>Q 20. I am a third party filer (accountant, CPA etc.). Do I need a User ID for each company I am doing business for?</b> A20. No, third party filers need to register only once. On the "Add Your Employer Information" page enter your company's EIN and select the box indicating "I am a third party submitter registering to do business on behalf of another business or organization." <a href="#">Return to Help Topics List</a></p> <p><b>Q 21. I am a volunteer who works for an organization such as a church. Can I register for a User ID?</b> A21. Yes, if you work for an organization but do not receive a Form W-2 from the organization, you can still register for a User ID. On the "Add Your Employer Information" page, select the appropriate choice for "I am a Volunteer for an organization that has an EIN." Upon requesting access to business services, the organization will be mailed an activation code notice and must provide you with the activation code(s) to authorize your access to each service requested. <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>Household Employers:</b></p> <p><b>Q 22. Can household employers register using the Internet?</b> A22. Yes, household employers can register using the Internet. On the "Add Your Employer Information" page, select the appropriate choice for "I am a Household Employer and haven an EIN." <a href="#">Return to Help Topics List</a></p> <p><b>Q 23. I have a User ID because I report wages for my employer. I also have a household employee. Do I need another User ID to report wages for a household employee?</b> A23. You will need to register for another User ID to report wages for your household employee. You must obtain an EIN from the IRS for that purpose. Additional information on requesting an EIN can be found on the <a href="#">Internal Revenue Service's (IRS) web site</a>. <a href="#">Return to Help Topics List</a></p> <p><b>Q 24. I am a household employer and have an EIN to report wages for my employee, but I do not work under that EIN. How do I register?</b> A24. You can register using the Internet to report wages for your household employee under the EIN you obtained for that purpose. <a href="#">Return to Help Topics List</a></p> <p><b>Q 25. I have an EIN for my own business and have a household employee as well. How do I register?</b> A25. You can register via the Internet. You should use your EIN to report wages for your business and for your household employee(s). <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>User ID Questions:</b></p> <p><b>Q 26. How do I use my User ID?</b> A26. There are two ways you use your User ID: 1. To access the services offered under Business Services Online (BSO). 2. As an electronic signature in your wage file, when using the electronic EFW2/EFW2C format. <a href="#">Return to Help Topics List</a></p> <p><b>Q 27. Can I have more than one User ID?</b> A27. Yes, some situations may require you to have more than one User ID. You must have a User ID for each business or organization for which you are authorized to conduct business with SSA. For example, you may work for 2 companies and do wage reporting for both, therefore you would have two User ID's. <a href="#">Return to Help Topics List</a></p>

## 11. BSO User Registration, Login, and Employer Information Help Topics- Continued

<p><b>Q 28. How long does it take to get my User ID and Password?</b> A28. User ID is issued immediately if the information provided on your registration form matches SSA's records. You will self-select your password when you complete the User Registration form. <a href="#">Return to Help Topics List</a></p> <p><b>Q 29. Will I need to renew my Password?</b> A29. You will be required to change your password during the login process if your password is older than 90 days. <a href="#">Return to Help Topics List</a></p> <p><b>Q 30. How long is my User ID valid?</b> A30. Your User ID will not expire. You will be forced to change your password during the login process if your password is older than 90 days. <a href="#">Return to Help Topics List</a></p> <p><b>Q 31. What happens if my User ID is deactivated?</b> A31. If you deactivated your User ID, you must register for a new User ID. You can register: 1. Online by accessing Business Services Online (BSO) at <a href="http://www.socialsecurity.gov/bso/bsowelcome.htm">http://www.socialsecurity.gov/bso/bsowelcome.htm</a>, or 2. By calling 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778. <b>Note:</b> If your employer deactivated your User ID, your employer needs to call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778. <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>Password Questions:</b></p> <p><b>Q 32. Why do I need a password?</b> A32. You will need your password to access the services offered under Business Services Online (BSO). <a href="#">Return to Help Topics List</a></p> <p><b>Q 33. How long should I wait to receive my password?</b> A33. If you need immediate access to BSO you can select a password of your own choosing by accessing BSO at <a href="http://www.socialsecurity.gov/bso/bsowelcome.htm">http://www.socialsecurity.gov/bso/bsowelcome.htm</a>. Select the "Complete Phone Registration" button. Once you have completed this process, you will be able to use your password to access BSO. If you requested a new temporary password via the BSO Forgot Password form, or by speaking with Employer Customer Service personnel, your password will be sent to you via first class mail and should be received usually in within 2 weeks. <a href="#">Return to Help Topics List</a></p> <p><b>Q 34. Will I need to renew my password?</b> A34. You will be required to change your password during the login process if your password is older than 90 days. <a href="#">Return to Help Topics List</a></p> <p><b>Q 35. What do I do if I forgot my password?</b> A35. You can request a new password online by accessing Business Services Online (BSO) at <a href="http://www.socialsecurity.gov/bso/bsowelcome.htm">http://www.socialsecurity.gov/bso/bsowelcome.htm</a>. Select the "Login" link to get to the Login page. Then select the "Forgot your password" link. You have two options. You can provide answers to three randomly selected Knowledge Based Authentication questions you previously answered. If you are able to answer all three questions correctly you may self-select a new password and have immediate access. Or you may choose the option to have a temporary password sent to you by first class mail. You should receive the new temporary password within two weeks. It will be sent to the address you provided during User Registration. If you need to verify or</p>	
<p><b>Q 34. Will I need to renew my password?</b> A34. You will be required to change your password during the login process if your password is older than 90 days. <a href="#">Return to Help Topics List</a></p> <p><b>Q 35. What do I do if I forgot my password?</b> A35. You can request a new password online by accessing Business Services Online (BSO) at <a href="http://www.socialsecurity.gov/bso/bsowelcome.htm">http://www.socialsecurity.gov/bso/bsowelcome.htm</a>. Select the "Login" link to get to the Login page. Then select the "Forgot your password" link. You have two options. You can provide answers to three randomly selected Knowledge Based Authentication questions you previously answered. If you are able to answer all three questions correctly you may self-select a new password and have immediate access. Or you may choose the option to have a temporary password sent to you by first class mail. You should receive the new temporary password within two weeks. It will be sent to the address you provided during User Registration. If you need to verify or correct this address please call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern time to speak with Employer Customer Service personnel. For TDD/TTY, call 1-800-325-0778. <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>Login Questions:</b></p> <p><b>Q 36. I tried several times to login and I received a message that says, "You have reached the limit on number of attempts." What do I do now?</b> A36. Your login information incorrectly multiple times and your account was locked out. Please check to make sure you have the correct login information. Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel to unlock your account. For TDD/TTY call 1-800-325-0778. <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><b>Browser Questions:</b></p> <p><b>Q 37. What is 128-bit encryption and why do I need it?</b> A37. 128-bit encryption protects your data by making the data unreadable to anyone not authorized to receive it. SSA requires 128-bit encryption to protect the data transmitted by customers. Most common browsers such as Internet Explorer and Netscape have 128-bit encryption. <a href="#">Return to Help Topics List</a></p> <p><b>Q 38. How can I tell if I have 128-bit encryption?</b> A38. This will vary depending on which browser you are using. For assistance please visit your browser's home page. You may also call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778. <a href="#">Return to Help Topics List</a></p> <p><b>Q 39. I do not have 128-bit encryption. What should I do?</b> A39. You will have to upgrade your browser. For more information on upgrading your browser please go to your browser's home page. <a href="#">Return to Help Topics List</a></p> <p style="text-align: center;"><a href="#">Close Browser Window</a></p>	

## 12. Log Out of BSO

JOHN PUBLIC

Log Out



## Log Out of BSO

**For your security, please log out of the application and close all Internet windows when you are finished.**

**Are you sure you want to log out of Business Services Online?**

No

Yes

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

# 13. User Registration

## Business Services Online

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



### User Registration Attestation

**Please read the following information about registering to use Business Services Online.**

Please select the link below to read about SSA's legal authority for collecting information.

[Paperwork Reduction Act Statement](#)

#### Registering for Business Services

To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.

Upon successful registration, you will have your User ID and password.

You may update your registration information or change your password at any time.

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

---

#### User Certification for SSA Business Services Online

I certify that:

- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.

---

***By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.***

# 14. Create a Login Account - Step 1: Provide Information

## Business Services Online

Social Security Online

www.socialsecurity.gov

BSO Welcome | BSO Information | Keyboard Navigation

HELP

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



### Create a Login Account

#### Step 1: Provide Information

#### Create an Account

1. Provide Information
2. Create Password
3. Review and Submit
4. Print User ID

The information you provide will be compared against our records in order to verify your identity.

\* Indicates required information

Form Approved: OMB No. 0960-0626 Expiration date: 10/31/2012

#### Personal Information

JOHN PUBLIC \*Name:  
\*First Middle \*Last Suffix

#### \*Date of Birth:

04181978  
mmddyyyy

#### \*Social Security Number (SSN):

999011234  
XXXXXXXX

[More Information](#)

#### Personal Contact Information

#### \*Country:

United States

#### \*Home Street Address:

123 MAIN STREET

\*City: MY CITY \*State: AK \*Zip Code: 12345 Ext.:

#### \*Daytime Phone Number:

1231231234 Extension:

#### Fax Number:

#### \*Email Address:

USER@DEMOEMPLOYER.COM

[Why do you need an email address?](#)

Cancel & Exit

Next

www.socialsecurity.gov

# 15. Create a Login Account – Step 2: Create Your Password

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



## Create a Login Account

### Step 2: Create Your Password

#### Create an Account

- [Provide Information](#)
- Create Password**
- Review and Submit
- Print User ID

Your password will be used to log in to online services; your User ID will be provided to you.

\* Indicates required information

\*Enter Password:

\*Re-enter Password:

#### Your Password:

- Must contain exactly **8 characters**
- Must contain **only numbers and letters**
- Must contain **at least 1 number and 1 letter**
- Is **not case sensitive**

#### Security Questions and Answers

The security questions and answers you select will be used to validate your identity in case you forget your password.

\*Question 1:

\*Answer 1:

\*Question 2:

\*Answer 2:

\*Question 3:

\*Answer 3:

\*Question 4:

\*Answer 4:

\*Question 5:

\*Answer 5:

## 16. Create a Login Account – Step 3: Review & Submit

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



## Create a Login Account

### Step 3: Review & Submit

### Create an Account

- [Provide Information](#)
- [Create Password](#)
- Review and Submit**
- Print User ID

Please verify that the information you provided is correct.

#### Personal & Contact Information

[Edit Personal Information](#)

Name: JOHN PUBLIC  
Date of Birth: 04/18/1978  
SSN: 999-01-1234  
Country: United States  
Home Street Address: 123 MAIN STREET  
City, State, Zip: MY CITY , AK 12345  
Daytime Phone Number: (123) 123-1234  
Fax Number:  
Email: USER@DEMOEMPLOYER.COM

#### Security Questions and Answers

[Edit Security Information](#)

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?  
Answer 1: ANSWER  
Question 2: WHAT IS THE NAME OF YOUR FIRST NIECE?  
Answer 2: ANSWER  
Question 3: WHAT IS THE MIDDLE NAME OF YOUR MOTHER?  
Answer 3: ANSWER  
Question 4: WHAT IS THE MIDDLE NAME OF YOUR FATHER?  
Answer 4: ANSWER  
Question 5: WHAT IS THE YEAR YOU GRADUATED HIGH SCHOOL?  
Answer 5: ANSWER

#### User Certification for Online Services

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

#### I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

*By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.*

I Accept

[< Back](#)

[Cancel & Exit](#)

[Submit](#)

## 17. Create a Login Account – Step 4: Print your User ID

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



## Create a Login Account

### Step 4: Print your User ID

### Create an Account

1. Provide Information
2. Create Password
3. Review and Submit
4. **Print User ID**

**Thank you! You have successfully created a login account.**

The User ID below has been assigned to you:

**User ID: WTRSK9NT**

**Please secure this User ID for your future use.**

You must enter the above User ID and your self-selected Password each time you log in and access online services.

[Print a confirmation Receipt](#)

### What's Next?

Now that you've created a log in account for Online Services, you will need to tell us what functions and services you require to do your work.

Depending on the services that you are requesting, you may be required to provide additional information about yourself or the organizations that you represent.

[Next](#)



# 18. Create a Login Account – Numident Check Failed

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



## Create a Login Account

### Step 1: Provide Information

#### Create an Account

1. Provide Information
2. Create Password
3. Review and Submit
4. Print User ID

We Cannot Match The Information That You Provided

We are sorry for the inconvenience, but we cannot match the information you have provided with our records. Please review the information you have sent us, make any corrections necessary, and resubmit your request.

If the information that you have provided is correct, it may be necessary to correct our records. Please call 1-800-772-6270, Monday through Friday, 7:00 a.m to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY, call 1-800-325-0778. The information you provide will be compared against our records in order to verify your identity.

\* Indicates required information

Form Approved: OMB No. 0960-0626 Expiration date: 10/31/2012

#### Personal Information

JOHN   PUBLIC   \*Name:  
\*First Middle \*Last Suffix

\*Date of Birth:

11012005

mmdyyy

\*Social Security Number (SSN):

056289202

XXXXXXXX

[More Information](#)

#### Personal Contact Information

\*Country:

United States

\*Home Street Address:

123 MAIN STREET

\*City:

MY CITY

\*State:

AK

\*Zip Code:

12345

Ext.:

\*Daytime Phone Number:

1231231234

Extension:

Fax Number:

\*Email Address:


USER@DEMOEMPLOYER.COM

[Why do you need an email address?](#)

Cancel & Exit

Next

# 19. User Registration Form Help

<p>Social Security Online www.socialsecurity.gov</p> <p><b>Online Services Availability</b></p> <ul style="list-style-type: none"><li>Monday-Friday: 5 AM - 1 AM ET</li><li>Saturday: 5 AM - 11 PM ET</li><li>Sunday: 8 AM - 11:30 PM ET</li></ul>	<p><b>Business Services Online</b></p> <p>BSO Welcome   BSO Information   Keyboard Navigation <a href="#">HELP</a></p> <p> <b>User Registration Form Help</b></p>
	<p style="text-align: center;"><b>Table Of Contents</b></p> <p><b><a href="#">Information About You:</a></b></p> <ul style="list-style-type: none"><li><a href="#">First Name</a></li><li><a href="#">Middle Name</a></li><li><a href="#">Last Name</a></li><li><a href="#">Suffix</a></li><li><a href="#">U.S. Social Security Number</a></li><li><a href="#">Date of Birth</a></li><li><a href="#">Permanent Mailing Address Line 1</a></li><li><a href="#">Permanent Mailing Address Line 2</a></li><li><a href="#">City</a></li><li><a href="#">Country</a></li><li><a href="#">State Abbreviation (for U.S.) / Province</a></li><li><a href="#">Zip (for U.S.) / Postal Code</a></li><li><a href="#">Phone Number</a></li><li><a href="#">Phone Extension</a></li><li><a href="#">Fax Number</a></li><li><a href="#">E-Mail</a></li></ul> <p><b><a href="#">Knowledge based questions and answers</a></b></p> <p><b><a href="#">Self-select your Password:</a></b></p> <ul style="list-style-type: none"><li><a href="#">Enter Password</a></li><li><a href="#">Re-enter Password</a></li></ul> <p style="text-align: center;"><input type="button" value="Close Browser Window"/></p>
	<p>Information About You:</p> <ul style="list-style-type: none"><li>This part of the form gathers information about you. A User ID is issued to you as an individual, and identifies you and the company for which you work.</li><li>The information you provide will be validated against information in Social Security records.</li><li>You will be personally responsible for any improper use of Social Security systems or the information you receive.</li></ul> <p><a href="#">Return to the top of the page</a></p> <hr/> <p>First Name</p> <ul style="list-style-type: none"><li>This is a mandatory field.</li><li>Enter your first name as it appears on your Social Security card.</li><li>Please use alphabetic characters only.</li><li>Do not use spaces.</li></ul> <p><a href="#">Return to the top of the page</a></p> <hr/> <p>Middle Name</p> <ul style="list-style-type: none"><li>This is an optional field.</li><li>Enter your middle name as it appears on your Social Security card.</li><li>Please use alphabetic characters only.</li><li>Do not use spaces.</li></ul> <p><a href="#">Return to the top of the page</a></p> <hr/> <p>Last Name</p> <ul style="list-style-type: none"><li>This is a mandatory field.</li><li>Enter your last name as it appears on your Social Security card.</li><li>Please use alphabetic characters only.</li><li>Do not use spaces.</li></ul> <p><a href="#">Return to the top of the page</a></p>

## 20. User Registration Form Help - Continued

<p>Suffix</p> <ul style="list-style-type: none"><li>This is an optional field.</li><li>Enter any suffix to your last name (e.g., "Sr., Jr., III") as it appears on your Social Security card.</li><li>Please use alphabetic characters only.</li><li>Do not use spaces.</li></ul> <p><a href="#">Return to the top of the page</a></p>									
<p>U.S. Social Security Number</p> <ul style="list-style-type: none"><li>This is a conditional field.</li><li>If you have a valid U.S. issued Social Security Number then you must enter your 9 digit Social Security Number.</li><li>Please use numeric characters only. Dashes, blanks, slashes or alphabetic characters are not allowed.</li><li>If you live outside the United States and DO NOT have a valid U.S. issued Social Security Number, you may leave this field blank.</li></ul> <p><a href="#">Return to the top of the page</a></p>									
<p>Date of Birth</p> <ul style="list-style-type: none"><li>This is a mandatory field.</li><li>Enter your date of birth in the format MMDDYYYY.</li><li>Years MUST be 4 digits (e.g., 1954).</li><li>An entry in this field cannot equal the current year or any future year.</li></ul> <p><a href="#">Return to the top of the page</a></p>									
<p>Permanent Address Line 1</p> <ul style="list-style-type: none"><li>This is a mandatory field.</li><li>Enter your mailing address (number and street). This is the address to which Social Security will send correspondence addressed to you.</li><li>If you have any additional information needed for your mailing address, such as a suite number, room number or an "attention" line, use this field and put the (number and street) in the <del>Permanent Address Line 2 field</del> the Permanent Address Line 2 field.</li><li>You can enter up to 22 alpha-numeric characters.</li></ul> <p>Examples:</p> <table border="1"><tr><td><b>Permanent Address Line 1:</b></td><td>ATTN: Joe Doe, Suite 34</td></tr><tr><td><b>Permanent Address Line 2:</b></td><td>6525 West Main Street</td></tr></table> <p>Or</p> <table border="1"><tr><td><b>Permanent Address Line 1:</b></td><td>6525 West Main Street</td></tr><tr><td><b>Permanent Address Line 2:</b></td><td></td></tr></table> <p><a href="#">Return to the top of the page</a></p>	<b>Permanent Address Line 1:</b>	ATTN: Joe Doe, Suite 34	<b>Permanent Address Line 2:</b>	6525 West Main Street	<b>Permanent Address Line 1:</b>	6525 West Main Street	<b>Permanent Address Line 2:</b>		
<b>Permanent Address Line 1:</b>	ATTN: Joe Doe, Suite 34								
<b>Permanent Address Line 2:</b>	6525 West Main Street								
<b>Permanent Address Line 1:</b>	6525 West Main Street								
<b>Permanent Address Line 2:</b>									
<p>Permanent Address Line 2</p> <ul style="list-style-type: none"><li>This is an optional field.</li><li>If you have entered a suite number, room number or an "attention" line in Permanent Address Line 1, then use this field to enter your mailing address (number and street).</li><li>You may also use this line if the Permanent Address Line 1 field does not provide enough space for the complete delivery address.</li><li>You can enter up to 22 alpha-numeric characters.</li></ul> <p>Examples:</p> <table border="1"><tr><td><b>Permanent Address Line 1:</b></td><td>ATTN: Joe Doe, Suite 34</td></tr><tr><td><b>Permanent Address Line 2:</b></td><td>6525 West Main Street</td></tr></table> <p>Or</p> <table border="1"><tr><td><b>Permanent Address Line 1:</b></td><td>652 East Martin Luther</td></tr><tr><td><b>Permanent Address Line 2:</b></td><td>King Blvd.</td></tr></table> <p><a href="#">Return to the top of the page</a></p>	<b>Permanent Address Line 1:</b>	ATTN: Joe Doe, Suite 34	<b>Permanent Address Line 2:</b>	6525 West Main Street	<b>Permanent Address Line 1:</b>	652 East Martin Luther	<b>Permanent Address Line 2:</b>	King Blvd.	
<b>Permanent Address Line 1:</b>	ATTN: Joe Doe, Suite 34								
<b>Permanent Address Line 2:</b>	6525 West Main Street								
<b>Permanent Address Line 1:</b>	652 East Martin Luther								
<b>Permanent Address Line 2:</b>	King Blvd.								
<p>City</p>									

## 21. User Registration Form Help - Continued

	<ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• Enter the city (U.S. or foreign) required for your mailing address.</li><li>• You can enter up to 22 alphanumeric characters.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
	<p>Country</p> <ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• Select the country required for your mailing address from the drop-down list.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
	<p>State Abbreviation (for U.S.)/ Province</p> <ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• If your mailing address is in the United States, you must enter a valid 2 digit U.S. state abbreviation.</li><li>• If your mailing address is outside the United States, you must enter a Province.</li><li>• You can enter up to 23 characters.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
	<p>Zip (for U.S.)/ Postal</p> <ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• If your mailing address is in the United States, you must enter a U.S. zip code.</li><li>• You must enter 5 characters in the first field.</li><li>• You may enter the 4 character extension in the second field (this is not required).</li><li>• Please use numeric characters only.</li><li>• Dashes, blanks, slashes or alphabetic characters are not allowed.</li><li>• If your mailing address is outside the United States, you must enter a Postal Code.</li><li>• You can enter up to 15 alphanumeric characters, including blanks, dashes, and slashes.</li><li>• You may not enter the four character extension in the second field.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
	<p>Phone Number</p> <ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• Enter a telephone number where you can be reached during daytime business hours.</li><li>• You must include your Area Code.</li><li>• Please use numeric characters only.</li><li>• Dashes, blanks, slashes or alphabetic characters are not allowed.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
	<p>Phone Extension</p> <ul style="list-style-type: none"><li>• This is an optional field.</li><li>• Enter any extension required for your daytime telephone number.</li><li>• You can enter up to 5 characters.</li><li>• Please use numeric characters only.</li><li>• Dashes, blanks, slashes or alphabetic characters are not allowed.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
	<p>Fax Number</p> <ul style="list-style-type: none"><li>• This is an optional field.</li><li>• Enter the telephone number for your fax machine.</li><li>• You must include your Area Code.</li><li>• Please use numeric characters only.</li><li>• Dashes, blanks, slashes or alphabetic characters are not allowed.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
	<p>E-mail</p> <ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• Enter your business e-mail address.</li><li>• You can enter up to 50 alphanumeric characters.</li><li>• Entry must be in the form of a valid e-mail address (e.g., user.id@domain.ext).</li><li>• Because your time is valuable, your e-mail address will be used only to contact you with important wage and tax reporting updates (e.g., changes for the upcoming tax year, etc.).</li></ul>	

## 22. User Registration Form Help - Continued

<p>important wage and tax reporting updates (e.g., changes for the upcoming tax year, etc.).</p> <p><a href="#">Return to the top of the page</a></p>	
<p>Knowledge Based questions and answers</p> <ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• You need to choose 5 questions and provide answers to them.</li><li>• You can enter up to 25 alphanumeric characters.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
<p>Self-select Your Password:</p> <ul style="list-style-type: none"><li>• This part of the form allows you to self-select your password for use in accessing BSO.</li><li>• <b>Please remember your password.</b> To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
<p>Enter Password</p> <ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• Your password must be 8 characters long and a combination of letters and numbers (e.g., SUMMER04).</li><li>• Dashes, blanks, slashes or special characters are not allowed.</li><li>• Do not use spaces.</li></ul> <p><a href="#">Return to the top of the page</a></p>	
<p>Re-enter Password</p> <ul style="list-style-type: none"><li>• This is a mandatory field.</li><li>• The entry in this field must match exactly to the entry in the Enter Password field.</li><li>• Your password must be 8 characters long and a combination of letters and numbers (e.g., SUMMER04).</li><li>• Dashes, blanks, slashes or special characters are not allowed.</li><li>• Do not use spaces.</li></ul> <p><a href="#">Return to the top of the page</a></p> <p><input type="button" value="Close Browser Window"/></p>	

www.socialsecurity.gov

## 23. Complete Phone Registration Attestation

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



## Complete Phone Registration Attestation

**Please read the following information about registering to use Business Services Online.**

Please select the link below to read about SSA's legal authority for collecting information.

[Paperwork Reduction Act Statement](#)

### Registering for Business Services

To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.

Upon successful registration, you will have your User ID and password.

You may update your registration information or change your password at any time.

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

---

### User Certification for SSA Business Services Online

I certify that:

- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.

---

**By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.**

## 24. Complete Phone Registration

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



## Complete Phone Registration

A User identification (User ID) and password are required to use Online Services. Your User ID was issued during the registration process. You must now choose your personal password to complete registration.

\* Indicates required information

\*User ID:

P6K49GBB

\*First Name:

JOHN

\*Last Name:

PUBLIC

\*Social Security Number:

999011234

(If you do NOT have an SSN leave this field blank.)

\*Date of Birth

04181978

(M M D D Y Y Y Y)

\*Enter Password:

Your Password:

- Must contain exactly 8 characters
- Must contain only numbers and letters
- Must contain at least 1 number and 1 letter
- Is not case sensitive

\*Re-enter Password:

Cancel

Complete Phone Registration

## 25. Complete Phone Registration - Successful

Social Security Online

# Business Services Online

[www.socialsecurity.gov](http://www.socialsecurity.gov)

[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)

[HELP](#)

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



## Phone Registration Successful

**Your phone registration is complete.**

Your password will expire on **January 19, 2011**.

You must change your password before this date to prevent it from expiring.

[BSO Welcome](#)

[Login](#)

[www.socialsecurity.gov](http://www.socialsecurity.gov)



## 26. View/Edit Account Information

# Business Services Online

Social Security Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP

JOHN PUBLIC

Log Out



## View/Edit Account Information

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer 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: 04/18/1978  
SSN: XXX-XX-1234  
Country: United States  
Home Street Address: 123 MAIN STREET  
City, State, Zip: MY CITY , AK 12345  
Daytime Phone Number: (123) 123-1234  
Fax Number:  
Email: USER@DEMOEMPLOYER.COM

#### Security Questions and Answers

[Edit Security Questions](#)

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?  
Answer 1: ANSWER  
Question 2: WHAT IS THE NAME OF YOUR FIRST NIECE?  
Answer 2: ANSWER  
Question 3: WHAT IS THE MIDDLE NAME OF YOUR MOTHER?  
Answer 3: ANSWER  
Question 4: WHAT IS THE MIDDLE NAME OF YOUR FATHER?  
Answer 4: ANSWER  
Question 5: IF YOU COULD PLAY ANY INSTRUMENT WHAT WOULD IT BE?  
Answer 5: ANSWER

www.socialsecurity.gov

## 27. Edit Personal & Contact Information

JOHN PUBLIC

Log Out



## Edit Personal & Contact Information

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

\* Indicates required information

#### Personal Information

\*Name:

JOHN PUBLIC  
\*First Middle \*Last Suffix

\*Date of Birth:

04181978  
mmddyyyy

#### Personal Contact Information

\*Country:

United States

\*Home Street Address:

123 MAIN STREET

\*City:

MY CITY

\*State:

AK

\*Zip Code:

12345

Ext.:

\*Daytime Phone Number:

1231231234 Extension:

Fax Number:

\*Email Address: [Why do you need an email address?](#)

USER@DEMOEMPLOYER.COM

Cancel

Update Information

## 28. Edit Personal & Contact Information - Confirmation

Social Security Online

Business Services Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP

JOHN PUBLIC

Log Out



### Edit Personal & Contact Information - Confirmation

You have successfully updated your personal and contact information.

Your new information will be displayed on the View / Edit Account Info page.

Go to the Main Menu

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

www.socialsecurity.gov

## 29. Edit Security Questions & Answers

### Business Services Online

Social Security Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP

JOHN PUBLIC



### Edit Security Questions & Answers

Log Out

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

The security questions and answers you select will be used to validate your identity in the event you forget your password.

\* Indicates required information

**\*Question 1:**

WHAT IS THE NAME OF YOUR FIRST NEPHEW?

**\*Answer 1:**

ANSWER

**\*Question 2:**

WHAT IS THE NAME OF YOUR FIRST NIECE?

**\*Answer 2:**

ANSWER

**\*Question 3:**

WHAT IS THE MIDDLE NAME OF YOUR MOTHER?

**\*Answer 3:**

ANSWER

**\*Question 4:**

WHAT IS THE MIDDLE NAME OF YOUR FATHER?

**\*Answer 4:**

ANSWER

**\*Question 5:**

IF YOU COULD PLAY ANY INSTRUMENT WHAT WOULD IT BE?

**\*Answer 5:**

ANSWER

Cancel

Update Information

www.socialsecurity.gov

## 30. Edit Security Questions & Answers - Confirmation

Social Security Online

Business Services Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP

JOHN PUBLIC

Log Out



### Edit Security Questions - Confirmation

You have successfully updated your security questions.

Your new information will be displayed on the View / Edit Account Info page.

Go to the Main Menu

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

www.socialsecurity.gov

# 31. Request Access to BSO Services – Select Suite of Services

JOHN PUBLIC

Log Out



### Request Access to BSO Services

#### Select Service Suites

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

You must request access to do specific functions within a service suite. Let us help you choose which functions to add.

**SSA Services Suite for Employers:**

#### Electronic Wage Reporting Service and/or Social Security Number Verification Service (SSNVS)

Electronic Wage Reporting allows employers to Report Wages to Social Security and to view the status of their submission.

Social Security Number Verification Service (SSNVS)

Allows the completion of an online form or submission of a file to request verification of names and Social Security Numbers of employees free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.

**SSA Services Suite for Attorneys:**

#### Form SSA-1694 Business Taxpayer Information

Allows attorneys or authorized representatives to register with Social Security for Form SSA-1694 Request for Business Entity Taxpayer Information and perform the following functions:

- Complete Form SSA-1694 Business Taxpayer Information Form
- Update Form SSA-1694 Business Taxpayer Information Form

**Internet Representative Payee Suite:**

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

#### Special Services Suite:

**CBSV: Consent Based Social Security Number Verification Service**

CBSV, a consent and fee-based, third party verification service should not be confused with SSNVS service displayed above in the SSA Services Suite for Employers.

In order to complete your registration we must collect your Employer Information. Please check the CBSV box to the left then select the "Next" button below to record your Employer's EIN and Business or Organization name. Note: You will be denied access to CBSV if this information is not provided.

Cancel

Next

## 32. Request Access to BSO Services – Employer Information is required

JOHN PUBLIC

Log Out



## Request Access to BSO Services

### Select Service Suites

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

- **Employer Information is required for the selected suite(s).**  
Please select this link [Add Your Employer Information to continue.](#)

You must request access to do specific functions within a service suite. Let us help you choose which functions to add.

#### SSA Services Suite for Employers:

##### Electronic Wage Reporting Service and/or Social Security Number Verification Service (SSNVS)

Electronic Wage Reporting allows employers to Report Wages to Social Security and to view the status of their submission.

Social Security Number Verification Service (SSNVS) allows the completion of an online form or submission of a file to request verification of names and Social Security Numbers of employees free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.

#### SSA Services Suite for Attorneys:

##### Form SSA-1694 Business Taxpayer Information

Allows attorneys or authorized representatives to register with Social Security for Form SSA-1694 Request for Business Entity Taxpayer Information and perform the following functions:

- Complete Form SSA-1694 Business Taxpayer Information Form
- Update Form SSA-1694 Business Taxpayer Information Form

#### Internet Representative Payee Suite:

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

#### Special Services Suite:

##### CBSV: Consent Based Social Security Number Verification Service

In order to complete your registration we must collect your Employer Information. Please check the CBSV box to the left then select the "Next" button below to record your Employer's EIN and Business or Organization name. Note: You will be denied access to CBSV if this information is not provided.

Cancel

Next

### 33. Request Access to BSO Services – Employer Information Not Available (MEF Failure)

JOHN PUBLIC

Log Out



### Request Access to BSO Services

#### Employer Information Not Available

We cannot match the employer information that you provided. Only services allowed without matching this information will be available for request at this time.

We are unable to complete your request for services at this time because the information you provided does not match the information SSA has on file for the Employer Identification Number. If you were hired in the last 18 months by the employer you submitted information for, it is possible that SSA's records do not yet reflect your employment with the business or organization for whom you are trying to request services.

Please send a fax to (570) 706-7874 and provide the following information:

#### Manage Employer Information

A letter on your company's letter head providing the following:

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)
- Your Company Name
- Your Company Address
- Your Company Telephone Number
- Your Company EIN
- Your Name
- Your User ID (used to log in to these services)
- Your Social Security Number (SSN)
- Your Date of Birth
- Authorizing Official's Name
- Authorizing Official's Title
- Authorizing Official's Date of Birth
- Authorizing Official's Social Security Number
- Statement certifying that you work for the employer and are authorized to conduct business on behalf of the employer

Under normal circumstances, you should be able to resume requesting access to services within two business days after sending your fax. We will inform you of how to proceed by e-mail, phone call, or fax.

[Main Menu](#)



## 34. Request Access to BSO Services - Employer Address Not Available (pending EIN Address)

JOHN PUBLIC

Log Out



## Request Access to BSO Services Confirmation

### Employer Address Not Available

Your request for access to the services and tasks listed below was received on October 21, 2010.



**The service(s) listed below is (are) currently pending because your employer's address cannot be found in SSA records.**

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

[Report Wages to Social Security](#)

[View Wage Report Name / SSN Errors](#)

[Social Security Number Verification Service](#)

[Form SSA-1694 Request for Business Entity Taxpayer Information](#)

**To confirm your employer's address, please send a fax to (570) 706-7874 and provide the following information:**

A letter on your company's letter head providing the following:

- A copy of IRS Form SS-4 (or)
- A copy of IRS Form 941 (or)
- IRS EIN Notification Letter **and** a letter on your company letter head including the following:
  - Your Company Name
  - Your Company Address
  - Your Company Telephone Number
  - Your Name
  - Your Social Security Number
  - Your Date of Birth
  - Your User ID (used to log in to BSO)
  - Your Signature
  - Your Printed Name
  - Your Title
  - Authorizing Official's Name
  - Authorizing Official's Title
  - Authorizing Official's Date of Birth
  - Authorizing Official's Social Security Number
  - Statement certifying that you work for the employer and are authorized to conduct business on behalf of the employer

You will be informed by email, phone, or fax what to do next. You should hear from us within two business days after sending your fax. Please note that from January through April, the peak wage-reporting season, it may take a few business days longer.

Please print this page for your records. [Print](#)

[Main Menu](#)

## 35. Request Access to BSO Services - Age Restriction

JOHN PUBLIC

Log Out



## Request Access to BSO Services

### Age Restriction

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

**We are unable to process your request at this time because you are less than 18 years of age.**

To continue, please send a fax to (570) 706-7874 and provide the following information:

A statement on your company's letter head from an authorizing officer that:

- You work for the company whose EIN you are providing,
- You are authorized to conduct business on behalf of the company with whose EIN you are providing,
- You are under 18 years old,
- The authorizing officer is older than 18 years,
- The authorizing officer take full responsibility for your actions.

[Main Menu](#)

# 36. Request Access to BSO Services - Employer Information (Page 1 of 3)

JOHN PUBLIC

Log Out



### Employer Information

Page 1 of 3

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Employer Identification Number (EIN):

**Business or Organization Name:**

You currently have access to the following services:

Your additional request for services will be for the Employer Information listed above. To update Employer Information, select "Add/Update Employer Information" link from the left panel.

Previous

Next

JOHN PUBLIC

Log Out



## Request Access to BSO Services

Page 2 of 3

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

### Report Wages to Social Security

Requesting access for the Report Wages to Social Security function will allow you to :

- Create, print, and submit Forms W-2 and W-2c Online,
- Upload wage submission or resubmission files that are prepared in the Electronic Filing (EFW2/EFW2C) format,
- Acknowledge resubmission request notices and obtain time extensions for submission requests, and
- View Wage Report status.

#### Do you want to report wages to Social Security?

Yes  No

#### In addition, do you want to View Wage Report Name/SSN Errors?

Yes  No

< Previous

Next >

## 38. Request Access to BSO Services - Social Security Number Verification Service (SSNVS) (Page 3 of 3)

JOHN PUBLIC

Log Out



## Request Access to BSO Services

Page 3 of 3

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

### Social Security Number Verification Service (SSNVS)

#### Do you want to verify Social Security Numbers Online?

Requesting access for the Social Security Number Verification Service will allow you to complete an online form or to submit files to request verification of names and Social Security Numbers of employees of the company for which you work or of the company that has hired you to perform this service.



**Access to the name/number verification service involves a more rigorous process and requires pre-authorization from your employer. If access is requested, your employer will be notified via first class mail, usually within 2 weeks. The notice will include an activation code which is needed to activate your request.**

Yes

No

[< Previous](#)

[Next](#)

JOHN PUBLIC

Log Out



Request Access to BSO Services

Page 4 of 4

Main Menu

Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Complete Form SSA-1694 Business Taxpayer Information Form

Do you want to Complete Form SSA-1694 Business Taxpayer Information Form?

Law firms, partnerships, corporations, or multi-member LLCs/LLPs that have attorneys and/or non-attorney representatives as partners or employees who receive direct payments **must** provide us with taxpayer identification information for that business entity using the Business Taxpayer Information Form (Form SSA-1694). You will be able to:

- Complete a Business Taxpayer Information Form
- Update a Business Taxpayer Information Form

Yes

No

< Previous

Next

# 40. Request Access to BSO Services - Internet Representative Payee (Page 5 of 5)

JOHN PUBLIC

Log Out



### Request Access to BSO Services

Page 5 of 5

#### Main Menu

##### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

##### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

##### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

#### Internet Representative Payee

##### Do you want to complete Form SSA-623, SSA-6230 or SSA-6234?

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes the following:

- Form SSA-623 for individual Representative Payees
- SSA-6230 for parents, stepparents and grandparents with minor children in custody
- SSA-6234 for Representative Payee organizations

Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission.

No

Yes, and I am an employee of a Representative Payee organization that administers benefits for several benefit recipients

*Support for registration, login, and selecting the IRPA service: Call 1-800-772-6270*

< Previous

Next >

## 41. Request Access to BSO Services - Request

JOHN PUBLIC

Log Out



## Request Access to BSO Services

### Request Summary

You have selected the following functions:

- Report Wages to Social Security
- View Wage Report Name/SSN Errors
- Social Security Number Verification Service (SSNVS)

Select the "Confirm" button below to send your access request to the Social Security Administration. If you wish to make changes, use the "<< Previous" button to return to the appropriate page.

<< Previous

Confirm

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)



## 42. Request Access to BSO Services

JOHN PUBLIC

Log Out



### Request Access to BSO Services Confirmation

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Your request for access to the services and tasks listed below was received on October 21, 2010.

#### **Report Wages to Social Security**

You may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Report Wages to Social Security."

#### **View Wage Report Name / SSN Errors**

An activation code has been sent by first class mail to the address we have on record for your employer (**MY CITY, MD**). Once you have received the activation code and activated this service, you may view "View Wage Report Name / SSN Errors" from the Wage Reporting menu.

#### **Social Security Number Verification Service**

An activation code has been sent by first class mail to the address we have on record for your employer (**MY CITY, MD**). Once you have received the activation code and activated this service, you may access "Social Security Number Verification Service" from the BSO Main Menu page.

Please print this page for your records.

### 43. Main Menu-Without Services

Social Security Online **Business Services Online**  
www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

 **Main Menu** [HELP](#)

JOHN PUBLIC

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Welcome, JOHN PUBLIC  
Your password expires on **January 19, 2011**

**You currently do not have access to any services.**

The following options are available to you:

- You can add services to your menu at [Request New Services](#).

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

## 44. Main Menu-With Services

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

 **Main Menu** [HELP](#)

JOHN PUBLIC

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

**Manage Employer Information**

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

**Report Wages To Social Security**  
Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions  
View errors and error notices for wage files and/or wage reports submitted by or for your company

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

## 45. Main Menu-With All Services

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

 **Main Menu** [HELP](#)

JOHN PUBLIC  
[Logout](#)

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

**Manage Employer Information**

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Welcome, JOHN PUBLIC  
Your password expires on **January 19, 2011**

**[Report Wages To Social Security](#)**  
Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions  
View errors and error notices for wage files and/or wage reports submitted by or for your company

**[Social Security Number Verification Service](#)**  
Request online SSN verification, or  
Submit files for SSN verification

**[Form SSA-1694 Request for Business Entity Taxpayer Information](#)**  
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

**[Internet Representative Payee Accounting \(IRPA\)](#)**  
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically  
Submit and print representative payee accounting forms,  
Download submitted forms for up to 30 days after submission

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

## 46. Report Wages to Social Security

[Skip to content](#)

Social Security Online

Business Services Online

[www.socialsecurity.gov](http://www.socialsecurity.gov) | [BSO Main Menu](#) | [BSO Information](#) | [Keyboard Navigation](#) | [Logout](#)

### Wage Reporting Attestation

#### User Certification for Electronic Wage Reporting

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that I am the individual authorized to conduct business under this User ID and have the authority to either attest to the accuracy of the data and/or transmit wage information and to receive employee wage information for the employer.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

# 47. Social Security Number Verification Service

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

 **Social Security Number Verification Service** [HELP](#)

JOHN PUBLIC  
[Logout](#)

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

**Manage Employer Information**

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

**Request Online SSN Verification**  
Manually enter and submit up to 10 Social Security Numbers and Names to be verified by Social Security. Results are returned immediately for review.

**Submit an Electronic File for SSN Verification**  
Submit a file containing Names and Social Security Numbers to be verified by Social Security. The data in the file must be in the correct format.

**View Status and Retrieval Information**  
View the current status of a submission.

**View Social Security Number Verification Service Handbook**  
Review additional information on submitting files to Social Security for verification and retrieving the results of the submissions.

[BSO Main Menu](#)


Have a question? Call **1-800-772-6270** Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

## 48. Form SSA-1694 Request for Business Entity Taxpayer Information

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

 **Form SSA-1694 Request for Business Entity Taxpayer Information** [HELP](#)

**JOHN PUBLIC**

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

**Manage Employer Information**

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

[Submit / Update Business Taxpayer Information](#)  
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation.

Have a question? Call **1-800-772-6270** Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

# 49. Internet Representative Payee Accounting

Social Security Online **Business Services Online**  
www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

 **Internet Representative Payee Accounting** [HELP](#)

JOHN PUBLIC

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

**Manage Employer Information**

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

[File a Representative Payee Accounting Report](#)  
File a Representative Payee Accounting Report

[View a Submitted Representative Payee Report](#)  
View a Submitted Representative Payee Report

Have a question? Call **1-800-772-6270** Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation



# 50. Enter Activation Code(s) for the Appointed Representative

JOHN PUBLIC

Log Out



### Enter Activation Code(s)

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Enter the activation code for any service(s) for which you have requested access and have received an activation code.

**Enter Activation Code:**

Cancel

Activate Service(s)

## 51. Enter Activation Code(s) - Confirmation(ARR)

JOHN PUBLIC

[Log Out](#)



## Enter Activation Code(s) - Confirmation

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

**You have successfully activated Appointed Representative Registration.**

The service(s) listed are now available from the Main Menu.

[Go to the Main Menu](#)

# 52. No Services Available

## Appointed Representative Services

JOHN PUBLIC  
Rep ID: ABCD9REPID

[Log Out](#)



### No Services Available

**There are no services available for the option you selected.**

If you require additional assistance, please call 1-800-772-6270. For TDD/TTY call 1-800-325-0778 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel.

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

[Main Menu](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

## 53. Appointed Representative Services - Main Menu (w ARR Activation)

Social Security Online **Appointed Representative Services**

www.socialsecurity.gov [Main Menu](#) | [Contact Us](#) | [Keyboard Navigation](#)

JOHN PUBLIC  **Appointed Representative Services - Main Menu**

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

You have access to the following functions:

[Internet Registration for Appointed Representative Services is currently unavailable while we improve the online registration process. Please complete the paper form SSA-1699 to register for services, including Direct Pay, and fax it to \(570\) 270-7307.](#)

View or update your registration information, including your business affiliations, business contact information, payment information, and more.


www.socialsecurity.gov

## 54. Appointed Representative Services - Main Menu (w EFR)

Social Security Online **Appointed Representative Services**

[www.socialsecurity.gov](http://www.socialsecurity.gov) [Main Menu](#) | [Contact Us](#) | [Keyboard Navigation](#)

JOHN PUBLIC  
RepID: ABCD9REPID  
[Logout](#)

 **Appointed Representative Services - Main Menu**


You have access to the following functions:

**[Electronic Records Express \(ERE\)](#)**  
Electronic Records Express will provide you access to your authorized services, such as:

- Access Claimant's Electronic Folder
- Send Response for Individual Case
- Communication Utility

---

**[Internet Registration for Appointed Representative Services is currently unavailable while we improve the online registration process. Please complete the paper form SSA-1699 to register for services, including Direct Pay, and fax it to \(570\) 270-7307.](#)**  
View or update your registration information, including your business affiliations, business contact information, payment information, and more.



[www.socialsecurity.gov](http://www.socialsecurity.gov)

## 55. View / Edit Services – No Services Available

Social Security Online

# Business Services Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP

JOHN PUBLIC

[Log Out](#)



## No Services Available

**There are no services available for the option you selected.**

If you require additional assistance, please call 1-800-772-6270. For TDD/TTY call 1-800-325-0778 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel.

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

[Main Menu](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

www.socialsecurity.gov

## 56. Request New Services

JOHN PUBLIC

Log Out



### Request Access to BSO Services

#### Select Service Suites

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

You must request access to do specific functions within a service suite. Let us help you choose which functions to add.

#### **SSA Services Suite for Employers:**

##### **Electronic Wage Reporting Service and/or Social Security Number Verification Service (SSNVS)**

Electronic Wage Reporting allows employers to Report Wages to Social Security and to view the status of their submission.

Social Security Number Verification Service (SSNVS)

Allows the completion of an online form or submission of a file to request verification of names and Social Security Numbers of employees free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.

#### **SSA Services Suite for Attorneys:**

##### **Form SSA-1694 Business Taxpayer Information**

Allows attorneys or authorized representatives to register with Social Security for Form SSA-1694 Request for Business Entity Taxpayer Information and perform the following functions:

- Complete Form SSA-1694 Business Taxpayer Information Form
- Update Form SSA-1694 Business Taxpayer Information Form

#### **Internet Representative Payee Suite:**

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

#### **Special Services Suite:**

##### **CBSV: Consent Based Social Security Number Verification Service**

CBSV, a consent and fee-based, third party verification service should not be confused with SSNVS service displayed above in the SSA Services Suite for Employers.

In order to complete your registration we must collect your Employer Information. Please check the CBSV box to the left then select the "Next" button below to record your Employer's EIN and Business or Organization name. Note: You will be denied access to CBSV if this information is not provided.

Cancel

Next

## 57. Remove Access to BSO Services

JOHN PUBLIC

Log Out



### Remove Access to BSO Services

To remove access from BSO Services please select the services(s) that you would like to remove.

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

**Report Wages to Social Security**

- Create, print, and submit Forms W-2 and W-2c Online,
- Upload wage submission or resubmission files that are prepared in the Electronic Filing (EFW2/EFW2C) format,
- Acknowledge resubmission request notices and obtain time extensions for resubmission requests, and
- View Wage Report Name / SSN Errors

**If access to Report Wages to Social Security is removed, View Wage Report Name / SSN Errors will also be removed.**

**View Wage Reports Name / SSN Errors**

- View the submission status, errors and error notices for wage files and/or wage reports with Name/SSN Errors submitted by you or on your behalf.

**Social Security Number Verification Service (SSNVS)**

- Complete an online form or submit files to request verification of names and Social Security Numbers of employees of the company for which you work or of the company that has hired you to perform this service.

Cancel

Remove



## 58. Remove Access to BSO Services Successful

JOHN PUBLIC

Log Out



### Remove Access to BSO Services Successful

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Your request to remove access to View Wage Report Name/SSN Errors was successful. If you have removed this access in error you may select the "[Request New Services](#)" on the left panel to re-select the service.

Cancel

Deactivate Another Service

## 59. Activate Access to BSO Services - No Services Available

Social Security Online

# Business Services Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP

JOHN PUBLIC

Log Out



### No Services Available

**There are no services available for the option you selected.**

If you require additional assistance, please call 1-800-772-6270. For TDD/TTY call 1-800-325-0778 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel.

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

Main Menu

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

www.socialsecurity.gov

## 60. Activate Access to BSO

JOHN PUBLIC

Log Out



### Enter Activation Code(s)

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Enter the activation code for any service(s) for which you have requested access and have received an activation code.

**Enter Activation Code:**

Cancel

Activate Service(s)

# 61. Activate Access to BSO Services

JOHN PUBLIC

Log Out



### Enter Activation Code(s) - Confirmation

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

**You have successfully activated View Name and Social Security Number Errors.**

The service(s) listed are now available from the Main Menu.

Go to the Main Menu

## 62. View Pending Services - Re-Request Activation Code - Without Services

JOHN PUBLIC

Log Out



### Re-Request Activation Codes

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

You have not entered the activation code(s) for the requested services listed below. If you have not received your activation code(s) or have misplaced them, you may have the activation code mailed to you again by selecting the service(s) below. You may only request activation codes every 10 days. Each activation code will expire 60 days after the date you initially selected the service. If the activation code expires, select [Request New Services](#) on the left panel to re-select the service.



**The service(s) listed below is (are) currently pending because your employer's address cannot be found in SSA records.**

**You may have already faxed in the required information.** You will be informed by email, phone, or fax what to do next. You should hear from us within two business days after sending your fax. Please note that from January through April, the peak wage-reporting season, it may take a few business days longer.

**If you have not faxed in the required information, please send a fax to (570) 706-7874 and provide the following information:**

A letter on your company's letter head providing the following:

- A copy of IRS Form SS-4 (or)
- A copy of IRS Form 941 (or)
- IRS EIN Notification Letter **and** a letter on your company letter head including the following:
  - Your Company Name
  - Your Company Address
  - Your Company Telephone Number
  - Your Name
  - Your Social Security Number
  - Your Date of Birth
  - Your User ID (used to log in to BSO)
  - Your Signature
  - Your Printed Name
  - Your Title
  - Authorizing Official's Name
  - Authorizing Official's Title
  - Authorizing Official's Date of Birth
  - Authorizing Official's Social Security Number
  - Statement certifying that you work for the employer and are authorized to conduct business on behalf of the employer

Cancel

Re-Request

## 63. View Pending Services - Re-Request Activation Code - With Services

JOHN PUBLIC

Log Out



### Re-Request Activation Codes

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

You have not entered the activation code(s) for the requested services listed below. If you have not received your activation code(s) or have misplaced them, you may have the activation code mailed to you again by selecting the service(s) below. You may only request activation codes every 10 days. Each activation code will expire 60 days after the date you initially selected the service. If the activation code expires, select [Request New Services](#) on the left panel to re-select the service.

**View Wage Report Name/SSN Errors**

- View Wage Report Name/SSN Errors will display these errors for the wage information submitted by you or for your employer.

Cancel

Re-Request

## 64. View Pending Services - Confirmation of Activation Code Notice Re-Request

Social Security Online

Business Services Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

[HELP](#)

JOHN PUBLIC

[Log Out](#)



### View Pending Services - Confirmation of Activation Code Notice Re-Request

#### Main Menu

You have successfully submitted a request for a new activation notice.

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

[View Pending Services](#)

[Go to the Main Menu](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

www.socialsecurity.gov

# 65. Enter Text-Enabled Cell Phone

## Appointed Representative Services

JOHN PUBLIC  
Rep ID: ABCD9REPID



### Enter Text-Enabled Cell Phone Number

Log Out

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

\*Indicates Required Information

The following services you are activating require an increased level of security due to the sensitive information they may contain:

- Access Claimant's Electronic Folder

Provide a Cell Phone Number

A text-enabled cell phone number must be provided so that SSA can send a one-time password to you by text message whenever you access specific services. This text-enabled cell phone number will also be used for services you request in the future.

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



**Make sure your 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 >



# 66. Employer Information Attestation

## Business Services Online

JOHN PUBLIC

Log Out



### Employer Information Attestation

Please read the following information about entering employer information to request access to BSO services.

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

#### Employer Information for Business Services Online.

To request access to BSO services, complete the employer information form and select the submit button on the following page. The information you submit will be verified against our records.

After successfully entering employer information, you will be able to select individual services based upon the suite(s) of services you selected.

You may update your employer information any time.

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files

#### User Certification for SSA Business Services Online

I certify that:

- I am currently employed by the employer associated with my employer information and am authorized to conduct business on behalf of the employer.

OR

I am the employer of an individual or individuals who work(s) for me in my household.

OR

I am a self-employed individual.

OR

I am a volunteer for an organization.

- I understand that SSA may prevent me and/or the company or organization I represent from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

I Do NOT Accept

I Accept

Cancel

## 67. Employer Information Attestation - Do Not Accept

JOHN PUBLIC

Log Out



### Employer Information Attestation

Please read the following information about entering employer information to request access to BSO services.

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

- You need to accept these terms and conditions to use BSO services.

#### Employer Information for Business Services Online.

To request access to BSO services, complete the employer information form and select the submit button on the following page. The information you submit will be verified against our records.

After successfully entering employer information, you will be able to select individual services based upon the suite(s) of services you selected.

You may update your employer information any time.

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files

#### User Certification for SSA Business Services Online

I certify that:

- I am currently employed by the employer associated with my employer information and am authorized to conduct business on behalf of the employer.  
OR  
I am the employer of an individual or individuals who work(s) for me in my household.  
OR  
I am a self-employed individual.  
OR  
I am a volunteer for an organization.
- I understand that SSA may prevent me and/or the company or organization I represent from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

I Do NOT Accept

I Accept

Cancel

# 68. Add Employer

JOHN PUBLIC

Log Out



### Add Employer Information

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

You must have an Employer Identification Number (EIN) to request access to some of the BSO Services. If you are self-employed, you may request limited access without an EIN. [Apply For EIN](#)

Form Approved: OMB No. 0960-0626  
Expiration date: 10/31/2012

NOTE: Accountants, CPAs, etc. You only need to register once in your own firm's name. You can then conduct business for as many clients as you wish.

Information about you, or your business or organization: We will compare this information with our records to verify you are currently employed by the business or organization you represent. Correspondence to your employer will be sent to the address we have on file. Select [this link](#) for more help with completing this form.

- I have an SSN and I am an employee of a business or organization that has an EIN
- I do NOT have an SSN and I work outside the U.S. for a business or organization that has an EIN
- I am Self-Employed with an EIN and receive a W-2 under this EIN
- I am Self-Employed with an EIN and do NOT receive a W-2 under this EIN
- I am Self-Employed and my earnings are reported on IRS Schedule SE (Self-Employment Earnings)
- I am a Household Employer and have an EIN
- I am a Volunteer for an organization that has an EIN

#### Employer Identification Number (EIN):

020000002

(If you do NOT have an EIN then leave this field blank.)

#### Business or Organization Name:

MY ORGANIZATION

You may edit the name here, but it does not change the name on Internal Revenue Service (IRS) records.

## 69. Add Employer Information Successful

Social Security Online

# Business Services Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP

JOHN PUBLIC

Log Out



## Add Employer Information

You have successfully added your employer information.

### Main Menu

[Main Menu](#)

[Request Access to BSO Services](#)

### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

### Manage Employer Information

- [Add/Update Employer Information](#)

www.socialsecurity.gov

# 70. Update Your Employer Information

JOHN PUBLIC

Log Out



### Update Your Employer Information

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

This employer information form is used to gather information about the business you own or by which you are employed. We will compare this information with our records to verify you are currently employed by the business or organization you represent. Correspondence with your employer will be sent to the address we have on file.

To change your EIN you must first "Remove Your Employer Information" using the link in the left panel. That will deactivate all active services with this employer. Then re-request services for the new EIN using the "Request New Services" link in the left panel.

I have an SSN and I am an employee of a business or an organization that has an EIN.

Employer Identification Number (EIN):

Business or Organization Name:

You may edit the name here, but it does not change the name on Internal Revenue Service (IRS) records.

# 71. Update Your Employer Information

JOHN PUBLIC

Log Out



### Update Your Employer Information Successful

Your employer information has been updated.

#### Main Menu

Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

## 72. Remove Your Employer Information

JOHN PUBLIC

Log Out



## Remove Your Employer Information

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Employer Identification Number (EIN):

Business or Organization Name:

**Removing this employer information will cause the following services to be deactivated:**

Report Wages to Social Security

View Wage Report Name / SSN Errors

Social Security Number Verification Service (SSNVS)

Form SSA-1694 Request for Business Entity Taxpayer Information

**Select "Remove Employer" to remove your employer information and deactivate access to the services listed above.**

Cancel

Remove Employer

## 73. Remove Your Employer Information Successful

JOHN PUBLIC

Log Out



### Remove Your Employer Information Successful

Your employer information has been removed and all access to services associated with that employer has been deactivated.

#### Main Menu

Select "Request Access to BSO Services" to request access to business services online and add new employer information, if required

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

BSO Main Menu

Request Access to BSO Services

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)



## 74. View/Edit Account

# Appointed Representative Services

Social Security Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

[HELP](#)

JOHN PUBLIC  
Rep ID: ABCD9REPID



## View/Edit Account Information

[Log Out](#)

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

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

#### Security Questions and Answers

[Edit Security Questions](#)

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?  
Answer 1: ANSWER1  
Question 2: WHAT IS YOUR HOMETOWN?  
Answer 2: ANSWER4  
Question 3: WHAT IS THE NAME OF YOUR FIRST NIECE?  
Answer 3: ANSWER2  
Question 4: WHAT IS THE NAME OF YOUR FIRST PET?  
Answer 4: ANSWER3  
Question 5: WHAT WAS YOUR FIRST JOB?  
Answer 5: ANSWER5

www.socialsecurity.gov

# 75. Edit Personal & Contact Information

## Appointed Representative Services

Social Security Online

www.socialsecurity.gov

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

JOHN PUBLIC  
Rep ID: ABCD9REPID



### Edit Personal & Contact Information

Log Out

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

\* Indicates required information

#### Personal Information

\*Name:

JOHN PUBLIC  
\*First Middle \*Last Suffix

\*Date of Birth:

01021920  
mmddyyyy

#### Personal Contact Information

\*Country:

United States

\*Home Street Address:

1234 ABC DR

\*City:

MY CITY

\*State:

AK

\*Zip Code:

12345

Ext.:

\*Daytime Phone Number:

1231231234 Extension:

Fax Number:

\*Email Address: [Why do you need an email address?](#)

user@demoemployer.com

Cancel

Update Information

www.socialsecurity.gov

## 76. Edit Personal & Contact Information -

# Appointed Representative Services

JOHN PUBLIC  
Rep ID: ABCD9REPID

[Log Out](#)



## Edit Personal & Contact Information - Confirmation

You have successfully updated your personal and contact information.

Your new information will be displayed on the View / Edit Account Info page.

---

[Go to the Main Menu](#)

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

## 77. Change Text-enabled Cell Phone Number - Option 1

JOHN PUBLIC  
Rep ID: ABCD9REPID



## Change Text-enabled Cell Phone Number

Log Out

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

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 >

# 78. Change Text-enabled Cell Phone Number - Step 1: Enter One-Time Password

JOHN PUBLIC  
Rep ID: ABCD9REPID

Log Out



### Change Text-enabled Cell Phone Number

#### Step 1: Enter One-Time Password

#### Change Number

1. Enter Password
2. Provide New Number
3. Verify Number
4. Confirmation

\*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.](#)

< Back

Cancel

Next >

## 79. Change Text-enabled Cell Phone Number - Step 2: Provide a New Cell Phone

JOHN PUBLIC  
Rep ID: ABCD9REPID

Log Out



## Change Secure Text-enabled Cell Phone Number

### Step 2: Provide a New Cell Phone Number

#### Change Number

1. Enter Password
2. **Provide New Number**
3. Verify Number
4. Confirmation

\*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 >

# 80. Change Text-enabled Cell Phone Number - Step 2: Provide a New Cell Phone Number - Fail

JOHN PUBLIC  
Rep ID: ABCD9REPID

Log Out



### Change Secure Text-enabled Cell Phone Number

#### Step 2: Provide a New Cell Phone Number

#### Change Number

1. Enter Password
2. **Provide New Number**
3. Verify Number
4. Confirmation

- You have entered an invalid 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?](#)

1231231234



#### **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 >

# 81. Change Text-enabled Cell Phone Number - Step 3: Verify your New Cell Phone

JOHN PUBLIC  
Rep ID: ABCD9REPID

Log Out



### Change Text-enabled Cell Phone Number

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

#### Change Number

1. Enter Password
2. Provide New Number
3. **Verify Number**
4. Confirmation

\*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](#).

< Back

Cancel

Change Number



## 82. Change Text-enabled Cell Phone Number - Step 3: Verify your New Cell Phone Number - Fail

Social Security Online

# Appointed Representative Services

www.socialsecurity.gov

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

JOHN PUBLIC  
Rep ID: ABCD9REPID

Log Out

[SSA logo: link to Social Security Online home](#)

## Change Text-enabled Cell Phone Number

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

#### Change Number

1. Enter Password
2. Provide New Number
3. **Verify Number**
4. Confirmation

- Password entered does not match password sent. Please re-enter the password you received.

\*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](#).

< Back

Cancel

Change Number

www.socialsecurity.gov

## 83. Change Text-enabled Cell Phone Number - Step 4: Confirmation

Social Security Online

# Appointed Representative Services

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

[HELP](#)

JOHN PUBLIC  
Rep ID: ABCD9REPID

[Log Out](#)



## 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.

### Change Number

1. Enter Password
2. Provide New Number
3. Verify Number
4. **Confirmation**

[View Account Info](#)

[Go to Main Menu](#)

www.socialsecurity.gov

## 84. Change Text-enabled Cell Phone Number - Option 2 Selected

JOHN PUBLIC  
Rep ID: ABCD9REPID



## Change Text-enabled Cell Phone Number

[Log Out](#)

### Main Menu

### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

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.

[Cancel](#)

[Next >](#)

# 85. Change Text-enabled Cell Phone Number - Step 1: Enter One-Time Password

JOHN PUBLIC  
Rep ID: ABCD9REPID



### Change Text-enabled Cell Phone Number

#### Step 1: Enter One-Time Password

Log Out

#### Change Number

1. Enter Password
2. Provide New Number
3. Verify Number
4. Confirmation

\*Indicates required information

**A one-time password was provided on the notice you received.** Entering the password below will allow you to change your secure text-enabled cell phone number.

\*Enter One Time Password:

< Back

Cancel

Next >

## 86. Change Text-enabled Cell Phone Number - Option 3 Selected

JOHN PUBLIC  
Rep ID: ABCD9REPID



## Change Text-enabled Cell Phone Number

Log Out

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

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.

Cancel

Next >

# 87. Change Text-enabled Cell Phone Number - Request a Notice to Change your Cell Phone Number

JOHN PUBLIC  
Rep ID: ABCD9REPID

[Log Out](#)



### Change Text-enabled Cell Phone Number

#### [Request a Notice to Change your Cell Phone Number](#)

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

In order to change your text-enabled cell phone number, you will need to request for a notice to be sent to your mailing address on file.

The notice you will receive will contain a one-time password that will allow you to provide a new text-enabled cell phone number. Please allow up to two weeks for your notice to arrive.

Select 'Request a Notice' below to submit your request.

[< Back](#)

[Cancel](#)

[Request a Notice](#)

88. Change Text-enabled Cell Phone Number - A notice will be mailed to you to change your text-enabled cell phone

JOHN PUBLIC  
Rep ID: ABCD9REPID



## Change Text-enabled Cell Phone Number

Log Out

**A notice will be mailed to you to change your text-enabled cell phone number.**

Please allow up to two weeks for your notice to arrive. Once received, you will need to return to the Change Text-enabled Cell Phone Number page and select the notice option to change your number.

**Main Menu**

**Manage Account**

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

View Account Info

Go to Main Menu

**Manage Services**

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

# 89. Edit Security Questions Appointed Representative Services

JOHN PUBLIC  
Rep ID: ABCD9REPID



## Edit Security Questions

Log Out

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

The security questions and answers you select will be used to validate your identity in case you forget your password.

\* Indicates required information

**\*Question 1:**

WHAT IS THE NAME OF YOUR FIRST NEPHEW?

**\*Answer 1:**

ANSWER1

**\*Question 2:**

WHAT IS YOUR HOMETOWN?

**\*Answer 2:**

ANSWER4

**\*Question 3:**

WHAT IS THE NAME OF YOUR FIRST NIECE?

**\*Answer 3:**

ANSWER2

**\*Question 4:**

WHAT IS THE NAME OF YOUR FIRST PET?

**\*Answer 4:**

ANSWER3

**\*Question 5:**

WHAT WAS YOUR FIRST JOB?

**\*Answer 5:**

ANSWER5

Cancel

Update Information



## 90. Edit Security Questions - Confirmation

# Appointed Representative Services

Social Security Online

[www.socialsecurity.gov](http://www.socialsecurity.gov)

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

[HELP](#)

JOHN PUBLIC  
Rep ID: ABCD9REPID



## Edit Security Questions - Confirmation

[Log Out](#)

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

You have successfully updated your security questions.

Your new information will be displayed on the View / Edit Account Info page.

---

[Go to the Main Menu](#)

[www.socialsecurity.gov](http://www.socialsecurity.gov)

# 91. Change Password

## Appointed Representative Services

JOHN PUBLIC  
Rep ID: ABCD9REPID



### Change Password

Log Out

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Your current password is scheduled to expire: January 19, 2010

**Enter Current Password:**

For security Purposes, your password will expire and must be changed every 90 days.

**Enter New Password:**

**Your Password:**

- Online services accounts must have a minimum password length of 8 characters
- Passwords must contain both alpha and numeric characters. (Length and numbers but NOT special characters.)
- Passwords are NOT case sensitive.

**Confirm New Password:**

Cancel

Change Password

JOHN PUBLIC  
Rep ID: ABCD9REPID

[Log Out](#)



## Password Change Successful

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

**Your password has been successfully changed.**  
Your new password will remain valid until: January 19, 2010

[Go to the Main Menu](#)

## 93. Disable Account

JOHN PUBLIC

Log Out



## Disable Account

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

This function will disable your User ID so that it can no longer be used to access online services.

\* Indicates required information

\*Input Current Password:

\*Why are you disabling the account?

- I am no longer authorized to access these services and/or I no longer require these services.
- The account has been compromised (ex: unauthorized access or disclosure).



**Your account will be permanently disabled.**

If you continue you will need to register a new account to access online services.

Cancel

Disable Account

## 94. Disable Account - Error

JOHN PUBLIC



## Disable Account

Log Out

### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

### We Cannot Match The Information That You Provided

We are sorry for the inconvenience, but we cannot match the information you have sent us. Make any corrections necessary and resubmit your request.

If the information that you have provided is correct, it may be necessary to correct our records. Please call 1-800-772-6270, Monday through Friday, 7:00 a.m to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY, call 1-800-325-0778.

This function will disable your User ID so that it can no longer be used to access online services.

\* Indicates required information

\*Input Current Password:

\*\*\*\*\*

\*Why are you disabling the account?

- I am no longer authorized to access these services and/or I no longer require these services.
- The account has been compromised (ex: unauthorized access or disclosure).



**Your account will be permanently disabled.**

If you continue you will need to register a new account to access online services.

Cancel

Disable Account

## 95. Disable Account - Confirmation

Social Security Online

# Business Services Online

www.socialsecurity.gov

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP 

JOHN PUBLIC

[Log Out](#)



## Disable Account - Confirmation

**Your account has been successfully disabled.**

Your account can no longer be used to access online services. You will need to create a new account to login to SSA online services again.

[I'm Done - Log Out](#)

www.socialsecurity.gov

## 96. User Identification Deactivated



## User Identification Deactivated

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

### Your User ID has been deactivated.

This means SSA, your employer, or you have deactivated your User ID. To access Business Services Online you will need to register for a new User ID. If you deactivated your own User ID you can register for a new User ID online by selecting the Re-register button below.

If you did not deactivate your own User ID please, call:  
**1-800-772-6270. For TDD/TTY call 1-800-325-0778**  
to speak with an Employer Customer Service Representative.

[BSO Welcome](#)

[Re-register](#)

# 97. Forgot Password Update Successful



### Forgot Password Update Successful

#### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

Your forgotten password has been successfully changed.

[BSO Welcome](#)

[Log In](#)



## 98. Request Password by Mail



## Request Password by Mail

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**You have requested to receive a temporary password by mail to replace your forgotten password.**

To request a temporary password, enter your First Name, Last Name, Social Security Number (if you have one) and Date of Birth, then select Request Temporary Password.

First Name:

Last Name:

U.S. Social Security Number:

Date of Birth (m m d d y y y y):

# 99. Password by Mail Success



### Password By Mail Success

#### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

#### Your request for a new password by mail was successful

Your temporary password will be sent to you by first class mail usually in 2 weeks. You must wait for your temporary password to use Business Services Online. If you have previously requested a temporary password, that password is now cancelled.

[BSO Welcome](#)

# 100. Change Password

JOHN PUBLIC

Log Out



### Change Password

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

Your current password is scheduled to expire: January 20, 2011

Enter Current Password:

For security Purposes, your password will expire and must be changed every 90 days.

Enter New Password:

Your Password:

- Must contain exactly 8 characters
- Must contain only numbers and letters
- Must contain at least 1 number and 1 letter
- Is not case sensitive

Confirm New Password:

Cancel

Change Password

# 101. Password Change Successful

Social Security Online

## Business Services Online

[www.socialsecurity.gov](http://www.socialsecurity.gov)

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)

HELP

JOHN PUBLIC

[Log Out](#)



### Password Change Successful

#### Main Menu

#### Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

#### Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

#### Manage Employer Information

- [Add/Update Employer Information](#)

**Your password has been successfully changed.**

Your new password will remain valid until: January 20, 2011

[Go to the Main Menu](#)

[www.socialsecurity.gov](http://www.socialsecurity.gov)

# 102. Reached Limit of Attempts Business Services Online



## Reached Limit of Attempts

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

### You have reached the limit on number of attempts.

We are unable to match the information you entered with our records. If the information you provided is correct, then it may be necessary to correct our records.

**For assistance, please call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service representative. For TDD/TTY, please call 1-800-325-0778.**

[BSO Welcome](#)

[Request Password by Mail](#)

## 103. Already Registered

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



### Already Registered

**We are unable to complete your request. You have an existing User ID that is already associated with the Employer Identification Number (EIN) that you provided.**

For additional assistance, please call 1-800-772-6270 Monday through Friday, 7:00 A.M. to 7:00 P.M. Eastern Time to speak with Employer Customer Service personnel. Please call 1-800-325-0778 for TDD/TTY.

[Main Menu](#)

## 104. System Failure

Social Security Online

# Business Services Online

[www.socialsecurity.gov](http://www.socialsecurity.gov)

[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)

[HELP](#) 

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



## System Failure

A system failure occurred. Please contact the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. and 7:00 p.m. Eastern Time.

[BSO Welcome](#)

[www.socialsecurity.gov](http://www.socialsecurity.gov)

# 105. BSO - Paperwork Reduction Act Statement

### Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET



### Paperwork Reduction Act Statement


This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 3 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our estimate of the time needed to complete the form to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001.

[Close Browser Window](#)




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www.socialsecurity.gov

Home | Questions? | Contact Us | Search  GO

 **Paperwork Reduction Act**

This information collection meets the requirements of 44 U.S.C. 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. We estimate it will take about 22 minutes to read the instructions, gather the facts, and answer the questions.


You may send comments on our time estimate to: Social Security Administration, 6401 Security Blvd, Baltimore, MD 21235-0001. **Send only comments on our time estimate** to this address, **not the completed form**.

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Last reviewed or modified Monday Aug 31, 2009

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www.socialsecurity.gov

Home | Questions? | Contact Us

Search  GO

 **Privacy Act Statement**

**Collection and Use of Personal Information**

Sections 206(a) and 1631(d) of the Social Security Act, as amended, authorize us to collect this information. The information you provide is used to facilitate direct payment of authorized fees and to meet reporting requirements of the law.

The information you furnish on this form is voluntary. However, failure to provide the requested information will prevent you from serving as an appointed representative.

We generally use the information you supply for the purpose of facilitating payments. However, we may use it for the administration and integrity of Social Security programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include but are not limited to the following:

1. To enable a third party or an agency to assist Social Security in establishing rights to Social Security benefits and/or coverage;
2. To comply with Federal laws requiring the release of information from Social Security records (e.g., to the Government Accountability Office and Department of Veterans' Affairs);
3. To make determinations for eligibility in similar health and income maintenance programs at the Federal, state, and local level; and
4. To facilitate statistical research, audit or investigative activities necessary to ensure the integrity of Social Security programs.

We may also use the information you provide in computer matching programs. Matching programs compare our records with records kept by other Federal, state, or local government agencies. Information from these matching programs can be used to establish or verify a person's eligibility for Federally-funded or administered benefit programs and for repayment of payments or delinquent debts under these programs.

Additional information regarding this form, routine uses of information, and our programs and systems, is available online at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at your [local Social Security office](#).

See Revised  
Privacy Act  
Statement