Customer Service Application

(CSA)

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. CSA Home

Integrated Registration Services — **Customer Support Application**

IRESCSA

CSA Home	
Block	
Unblock	
Employer Address Search	

CSA Home

Enter any one of the items below to search for an employer or user.

Search for Employer

EIN : [_____]   [Employer Search]

Search for User

SSN: [_____]   [SSN Search]

or User ID: [_____]   [User ID Search]

or Rep ID: [_____]   [Rep ID Search]

Add Foreign User

User lives and works outside U.S. and does not have an SSN   [Add]

2. Multiple User IDs Found

Integrated Registration Services   **Customer Support Application**

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 |

IRESCSA

Multiple User IDs Found

Help CS002

- CSA Home
- ► Multiple User IDs
- Block
- Unblock
- User History

Select a User ID to view related information or add a new User ID.

User ID ▲	Affiliate	Affiliate ID ▲	Service (s)
2284P5NZ	EIN	303422950	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
22CHQY85	EIN	040560041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
232YQ644	EIN	040290141	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
23D4279F	EIN	530090862	[BSO] WAGE REPORTING (Active)
24D728FH	EIN	020060041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
24F26GFF	EIN	349980000	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
			[BSO] SSNVS (Deactivated)
24Q695Y5	EIN	359990000	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
257CDDD6	EIN	218980141	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
			[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Deactivated)
			[BSO] SSNVS (Deactivated)
			[BSO] WAGE REPORTING (Deactivated)

User ID	Affiliate	Affiliate ID	Service (s)
YZA2W8KA	EIN	470600041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
Z727WMH3	EIN	530090845	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
Z7NH8YXM	EIN	218620041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
ZGMAHP9Y	EIN	040600041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
			[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Deactivated)
			[BSO] SSNVS (Deactivated)
			[BSO] WAGE REPORTING (Deactivated)
ZHN7W99A	EIN	021320141	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
ZN8N37XV	EIN	961001043	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)
ZV8KK53P	EIN	987654321	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] WAGE REPORTING (Active)
ZWK9N72K	EIN	231540041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active)
			[BSO] SSNVS (Active)
			[BSO] WAGE REPORTING (Active)

Add New/Pending User ID

Integrated Registration Services — Customer Support Application

Name: JOHN PUBLIC	SSN: 999011234	User ID: 9K8278TG	DOB: 01/01/1979	EIN: 020000000

IRESCSA   Help CS003

User Information for JOHN PUBLIC

CSA Home
► User Information
Service Status
Select Suite
Add/Update Employer Information
Report of Contact
User History
Block
Unblock
Exclusive Special Services

User ID Status: ACTIVE
User ID Issue Date: 04/02/2009
Password Issue Date: 04/02/2009
Password Expiration Date: 07/01/2009

Confirm / update information below with user :

* indicates mandatory field.

* First Name: JOHN

Middle Name:

* Last Name: PUBLIC

Suffix:

* Date of Birth: 01011979

* Address Line 1: TEST 1

Address Line 2:

* City: WOODLAWN

* State Abbreviation (for US)/Province: MD

* Zip/Postal Code: 21234   Zip Extension:

* Country: United States (default on registration)

* Phone: 1231231234   Ext:

Fax:

* Email: user@demoemployer.com

[Mail Temporary Password]   [Update]

[Add New/Pending User ID]

Customer Support Application

Integrated Registration Services
SSN: 000000000

CSA Home

▶ New User Information

IRESCSA

Help CS004

New User Information

* indicates mandatory field.

* First Name:

Middle Name:

* Last Name:

Suffix:

* Date of Birth:

* Address Line 1:

Address Line 2:

* City:

* State Abbreviation (for US)/Province:

* Zip/Postal Code: Zip Extension:

* Country: United States (default on registration) ▼

* Phone: Ext:

Fax:

* Email:

Statement	Yes	No
Do you understand that the Social Security Administration will validate the information you provide against the information in our files?	○	●
Do you understand that you may be subject to civil or criminal penalties if you submit fraudulent information?	○	●
Do you understand that you are responsible for all actions taken using your User ID?	○	●

Add New/Pending User ID

5. New User Information - Add New/Pending User ID

Integrated Registration Services — **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979

CSA Home

▶ New User Information

IRESCSA   <u>Help</u> CS004

New User Information

* indicates mandatory field.

Field	Value
* First Name:	JOHN
Middle Name:	
* Last Name:	PUBLIC
Suffix:	
* Date of Birth:	01011979
* Address Line 1:	TEST 1
Address Line 2:	
* City:	WOODLAWN
* State Abbreviation (for US)/Province:	MD
* Zip/Postal Code:	21234 Zip Extension:
* Country:	United States (default on registration) ▾
* Phone:	1231231234 Ext:
Fax:	
* Email:	user@demoemployer.com

Statement	Yes	No
Do you understand that the Social Security Administration will validate the information you provide against the information in our files?	●	○
Do you understand that you may be subject to civil or criminal penalties if you submit fraudulent information?	●	○
Do you understand that you are responsible for all actions taken using your User ID?	●	○

[Add New/Pending User ID]

Integrated Registration Services **Customer Support Application**
SSN: 999011234

CSA Home

► New User Information

IRESCSA
New User Information

Help CS004

* indicates mandatory field.

*First Name:	
Middle Name:	
*Last Name:	
Suffix:	
*Date of Birth:	
*Address Line 1:	
Address Line 2:	
*City:	
*State Abbreviation (for US)/Province:	
*Zip/Postal Code:	Zip Extension:
*Country:	United States (default on registration) ▼
*Phone:	Ext:
Fax:	
*Email:	

Statement	Yes	No
Do you understand that the Social Security Administration will validate the information you provide against the information in our files?	○	◉
Do you understand that you may be subject to civil or criminal penalties if you submit fraudulent information?	○	◉
Do you understand that you are responsible for all actions taken using your User ID?	○	◉

Add New/Pending User ID

Integrated Registration Services — Customer Support Application

Name: JOHN PUBLIC   SSN: 999011234   DOB: 01/01/1979

CSA Home

► New User Information

IRESCSA   Help CS004

New User Information

- Numi Failed

* indicates mandatory field.

* First Name:	JOHN
Middle Name:	
* Last Name:	PUBLIC
Suffix:	
* Date of Birth:	01011979
* Address Line 1:	TEST 1
Address Line 2:	
* City:	WOODLAWN
* State Abbreviation (for US)/Province:	MD
* Zip/Postal Code:	21234 Zip Extension:
* Country:	United States (default on registration) ▼
* Phone:	1231231234 Ext:
Fax:	
* Email:	user@demoemployer.com

Statement	Yes	No
Do you understand that the Social Security Administration will validate the information you provide against the information in our files?	●	○
Do you understand that you may be subject to civil or criminal penalties if you submit fraudulent information?	●	○
Do you understand that you are responsible for all actions taken using your User ID?	●	○

[Add New/Pending User ID]   [Force NUMI]

8. Users for Company

Integrated Registration Services
EIN: 020000000

Customer Support Application

CSA Home

▶ Users

Employer History

Block

Unblock

IRESCSA

Users for Company

- The EIN entered is presently in a blocked status.

Select a user name to apply actions. Sort by any underlined column name.

Name	User ID	Service (s)
BUTLER, PULIC	K6JEAJS4	CONSENT BASED SERVICES - SSNVS (Active)
		ATTORNEY FEE (Blocked)
COOPER, PUBLIC	US2JS2J8	CONSENT BASED WEB SERVICES (Active)
		ATTORNEY FEE (Blocked)
		VIEW WAGE REPORT NAME/SSN ERRORS (Deactivated)
		SSNVS (Deactivated)
		WAGE REPORTING (Deactivated)
DAY, PUBLIC	P2C2PQ23	CONSENT BASED WEB SERVICES (Active)
		ATTORNEY FEE (Blocked)
FREEMAN, PUBLIC	N6J2A241	CONSENT BASED WEB SERVICES (Active)
		ATTORNEY FEE (Blocked)
JOHN, PUBLIC	9K8278TG	CONSENT BASED WEB SERVICES (Active)
		ATTORNEY FEE (Blocked)
LOWE, PUBLIC	QQGGLGZ9	ATTORNEY FEE (Blocked)
WHITE, PUBLIC	FJ262VA2	CONSENT BASED WEB SERVICES (Active)
		ATTORNEY FEE (Blocked)

9. Employer Information

Integrated Registration Services — **Customer Support Application**

Name: JOHN PUBLIC   SSN: 000000000   User ID: 9K8278TG   DOB: 01/01/1979

IRESCSA   Help CS006

Employer Information

Select one of the following. Requestor is:

- ○ An employee of a company that has an EIN.
- ○ A Household Employer and has an EIN.
- ○ Self-Employed and has an EIN.
- ○ Self-Employed and DOES NOT have an EIN.
- ○ Working and residing outside the U.S. and has an EIN, but does not have an SSN.
- ○ A Volunteer for a Company/Organization that has an EIN.
- ○ Internet Representative Payee (iRPA) Individual User.

Enter the following about the employer.

* indicates mandatory field.

EIN : [ ]

* Company/Organization Name or
Business Name: [ ]

* Do you understand that you and/or your company may be banned from use of Online Services if the
SSA determines or even suspects there has been misuse of the services?
○ Yes   ○ No

[Next]

CSA Home
User Information
► Add/Update Employer Information
Add Services
Report of Contact

10. Add Services - NO SERVICES AVAILABLE

Integrated Registration Services   Customer Support Application

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

CSA Home

User Information

► Add Services

Report of Contact

Service Status

Add/Update Employer Information

IRESCSA   Help CS007

Add Services

NO SERVICES AVAILABLE

11. Add Services - With Services

Customer Support Application

Integrated Registration Services

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000 |

CSA Home

User Information

► Add Services

Report of Contact

Service Status

Add/Update Employer Information

IRESCSA

Help CS007

Add Services

Select services

- ☑ ATTORNEY FEE
- ☐ SSNVS
- ☐ INTERNET REPRESENTATIVE PAYEE

[Next]

12. Service Status

Customer Support Application

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

CSA Home	IRESCSA	Help CS008

- CSA Home
- User Information
- Add/Update Employer Information
- ► Service Status
- User History
- Block
- Unblock
- Add Services
- Deactivate Services
- Manage Pending Services

Service Status

Active Services

Suite	Service (s)	Status Date
BSO	SSNVS	2009-09-16
BSO	WAGE REPORTING	2009-08-31

Pending Services

Suite	Service (s)	Status Date
BSO	VIEW WAGE REPORT NAME/SSN ERRORS	2010-05-06

Deactivated Services

Suite	Service (s)	Status Date	Deactivated by
BSO	ATTORNEY FEE	2009-09-29	PIN HOLDER

13. Deactivate Services

Integrated Registration Services — **Customer Support Application**

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000 |

IRESCSA   Help CS009

Deactivate Services

Select Services to apply actions below.

Select All ☐	Suite ▲	Service (s)	Status	Status Date
☐	BSO	VIEW WAGE REPORT NAME/SSN ERRORS	Active	2009-08-13
☐	BSO	WAGE REPORTING	Active	2006-07-19
☑	BSO	WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS	Active	2006-05-22

Deactivation Requestor Information:

* indicates mandatory field.

* First Name	MIKE
Middle Name	
* Last Name	PUBLIC
Suffix	
* SSN	999011234
* Phone:	1231231234 Ext:
* Relationship to User ID Holder:	SSA
* Reason for Deactivation:	Other

[Deactivate]

14. Block

Integrated Registration Services | **Customer Support Application**

CSA Home

▶ Block

Unblock

IRESCSA

Help CS010

Block

You have requested to block services

* indicates mandatory field.

EIN : [   ]

SSN: [   ]

* Duration of Block:

　　○ Temporary　○ Permanent

* Select a service:

☐ ALL ROLES

☐ ATTORNEY FEE

☐ VIEW WAGE REPORT NAME/SSN ERRORS

☐ SSNVS

☐ WAGE REPORTING

☐ INTERNET REPRESENTATIVE PAYEE

☐ CONSENT BASED SERVICES - SSNVS

☐ CONSENT BASED WEB SERVICES

☐ WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS

[Block]

15. Block - Error

CSA Home

▶ Block

Unblock

IRESCSA   Help CS010

Block

• **Either the EIN or SSN or both must be non-blank**

You have requested to block services

* indicates mandatory field.

EIN : `020000000`

SSN: ` `

* Duration of Block: ⦿ Temporary ◯ Permanent

* Select a service:

☐ ALL ROLES

☑ ATTORNEY FEE

☐ VIEW WAGE REPORT NAME/SSN ERRORS

☐ SSNVS

☐ WAGE REPORTING

☐ INTERNET REPRESENTATIVE PAYEE

☐ CONSENT BASED SERVICES - SSNVS

☐ CONSENT BASED WEB SERVICES

☐ WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS

[Block]

16. Confirmation of Blocking

Customer Support Application

CSA Home

► Block Confirmation

IRESCSA   Help CS011

Confirmation of Blocking

The following services have been blocked

- ATTORNEY FEE

17. Manage Pending Services

CSA Screen Flow

18. Update Employer Information - Employer

Integrated Registration Services **Customer Support Application**

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000 |

- CSA Home
- User Information
- Employer History
- Report of Contact
- Block
- Unblock
- ► Add/Update Employer Information

IRESCSA   Help CS013

Update Employer Information

- Employer information updated successfully

Employer Status: Active

* indicates mandatory field.

* Company Name: DEMO EMPLOYER INC

JOHN PUBLIC is An employee of a company that has an EIN.

[Remove]   [Update]

19. Update Employer Information - EIF failure

Integrated Registration Services — **Customer Support Application**

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000 |

CSA Home

User Information

Employer Address Search

Report of Contact

Block

Unblock

► Add/Update Employer Information

IRESCSA

Update Employer Information

Employer Status: Pending

Reason:

- MEF Failure
- EIF Failure

* indicates mandatory field.

*Company Name: DEMO EMPLOYER INC

JOHN PUBLIC is An employee of a company that has an EIN.

[Force MEF Failure]   [Remove]   [Update]

Integrated Registration Services | **Customer Support Application**

Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000

CSA Home
User Information
Employer Address Search
Report of Contact
Block
Unblock
▶ Add/Update Employer Information

IRESCSA | Help CS013

Update Employer Information

Employer Status: Pending

Reason:

- EIF Failure

* indicates mandatory field.

*Company Name: DEMO EMPLOYER INC

JOHN PUBLIC is An employee of a company that has an EIN.

[Remove] [Update]

21. Reestablish Employer / Employee Relationshipwith a MEF force button

Integrated Registration Services | **Customer Support Application**
Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979

CSA Home

► Reestablish
Employer/Employee
Relationship

User Information

Add Services

Add/Update Employer
Information

IRESCSA   Help CS014

Reestablish Employer / Employee Relationship

Please select an EIN

	EIN ▲	Deactivation Date ⬍
⦿	020000000	2010-05-10

Requestor Information

               * indicates mandatory field.

* First Name: MIKE

Middle Name:

* Last Name: PUBLIC

Suffix:

* Contact Phone: 1231231234   Ext:

* I have reviewed the documentation provided and authorize "JOHN PUBLIC" to re-access listed services
for the above selected ein.
  ⦿ Yes   ⦾ No

Next

22. User History

Customer Support Application
Integrated Registration Services

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

IRESCSA   Help CS015

User History

CSA Home

User Information

Add/Update Employer
Information

Report of Contact

▶ User History

Date	User ID	Comments
11/16/09		TEST UNBLOCK
11/16/09		TEST BLOCK
02/27/08	9K8278TG	ACCOUNT INFORMATION UNLOCKED
12/12/07	9K8278TG	ACCOUNT INFORMATION UNLOCKED
09/04/07	9K8278TG	ACCOUNT INFORMATION UNLOCKED
10/28/05	9K8278TG	FORCED REGISTRATION
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED 0
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/29/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED
10/28/04	C2C55B4D	ACCOUNT INFORMATION UNLOCKED

23. User History - for SSN

Integrated Registration Services	Customer Support Application
Name: JOHN PUBLIC	SSN: 999011234	DOB: 01/01/1979

IRESCSA

Help CS015

User History

Date	User ID	Comments
05/04/10	G88FV2L3	USER CALLS IN WHO HAS RECEIVED A NUMIDENT FAILED MESSAGE WHILE ATTEMPTING TO PROCESS A NEW USER REGISTRATION
05/04/10	PZT9BX65	USER WHO HAS AN EXISTING USER ID CALLS IN AND REQUESTS A SECOND USER ID
05/03/10	S9L98P94	NUMI FORCE TEST DEMO
12/03/08	H2WC2C21	TESTING EWR
11/05/08	PJLLS864	
11/05/08	PJLLS864	EWRE TESTING
09/29/08	GJ894947	EWR VALIDATION TY08
09/26/07	45R9686C	UR10 TRANSACTION WAS PROCESSED
09/25/07	48N9XA9V	RE REGISTER
09/20/07	9MATZXHN	RE-REGISTER PIN
09/13/07	84DF2PC2	RE REGISTER
09/13/07	R3D33CQ5	RE REGISTER TEST
09/13/07	NJ8GZ9X8	HOUSEHOLD REGISTRATION
09/12/07	9K4PG8WJ	ACCOUNT INFORMATION UNLOCKED
09/10/07	D36F6CF8	TESTING FOR W2C ONLINE
09/10/07	7N2437VV	ACCOUNT INFORMATION UNLOCKED
09/10/07	7N2437VV	ACCOUNT INFORMATION UNLOCKED
08/31/07	7N2437VV	TEST PROP'
08/29/07	GJ894947	ACCOUNT INFORMATION UNLOCKED
08/29/07	NWXP7ZWP	MORE TEST
07/19/07	8M4HWJTP	USER PRESSED THE CLEAR KEY TO COMPLETE TRANSACTION
07/19/07	8M4HWJTP	USER PRESSED THE CLEAR KEY TO COMPLETE TRANSACTION
05/03/07	5R764675	EDCORV TEST
05/03/07	H3N3PXMT	EDCORV TEST
04/30/07	P799WN52	TEST ORS NOTICE
04/23/07	R56F4DDP	PROCESSED W2C'S = 0
04/23/07	G79Y9KZW	PROCESSED W2 0
04/12/07	GKA9APNW	FORCED FOR VALIDATION
04/02/07	H38J8JWN	LAST RECORD ON W3
04/02/07	FF25D22F	WEB SERVICE THROUGH EMPLOYER STATUS
03/07/07	AHGW9V9G	ACCOUNT INFORMATION UNLOCKED
02/07/07	2WMH8PHY	FOREIGN ADDRESS W2C
12/20/06	3HP9YKWK	CREATING A PIN FOR DOCUMENATION PURPOSES
12/07/06	2J3G7XNZ	ONLINE: W2C, SSN MISMATCH EMP_TYP = MIL., (DQTV068)
12/07/06	FCD46725	ONLINE: W2C, SSN MISMATCH EMP_TYP = HOUSE, (DQTV067)

Page 27   CSA Screen Flow

08/22/03	24D728FH	FORCED PIN FOR VALIDATION
08/21/03	SF5F5646	FORCED PIN FOR VALIDATION.
08/15/03	8CD342R2	PIN ISSUED.
08/15/03	8CD342R2	FORCED PIN FOR VALIDATION.
08/15/03	93N7J8MZ	FORCED PIN FOR VALIDATION
08/15/03	5YFSR5G6	FORCED PIN FOR VALIDATION
08/15/03	X7TMZMW3	FORCED PIN FOR VALIDATION
08/15/03	YQC8DQY4	FORCED PIN FOR VALIDATION
08/15/03	K29Z7GJA	FORCED PIN FOR VALIDATION
08/15/03	8CC33DD2	FORCED PIN FOR VALIDATION
08/15/03	YMK37ZZM	FORCED PIN FOR VALIDATION
08/15/03	3B5H54RD	FORCED PIN FOR VALIDATION
08/15/03	926KVMMN	FORCED PIN FOR VALIDATION
08/15/03	2F5637F4	FORCED PIN FOR VALIDATION
08/15/03	VX5Y7XWT	FORCED PIN FOR VALIDATION
08/14/03	W2JJ93NS	FORCED PIN FOR VALIDATION
08/14/03	H7S56FH4	FORCED PIN FOR VALIDATION
08/14/03	NM9H872K	FORCED PIN FOR VALIDATION
07/08/03	756F82B2	FORCED PIN FOR VALIDATION
07/08/03	5798PZZK	FORCED PIN FOR VALIDATION
07/08/03	FBFF8452	FORCED PIN FOR VALIDATION
07/08/03	Y7HYWZHJ	FORCED PIN FOR SUBMISSION
07/08/03	565C44Q5	FORCED PIN FOR VALIDATION
07/08/03	5V7VMH9V	FORCED PIN FOR VALIDATION
07/08/03	4S4DH7QD	FORCED PIN FOR VALIDATION
07/08/03	47ANMX42	FORCED PIN FOR VALIDATION
07/08/03	24F26GFF	FORCED PIN FOR VALIDATION
07/08/03	98XHNZPK	FORCED PIN FOR VALIDATION
07/08/03	CBF7352B	FORCED PIN FOR VALIDATION
07/08/03	25NCS4CC	FORCED PIN FOR VALIDATION
07/08/03	PZT34KW3	FORCED PIN FOR VALIDATION
07/07/03	25CR5253	FORCED PIN FOR VALIDATION
07/07/03	XPXN9ZAH	FORCED PIN FOR VALIDATION
07/07/03	543SB533	FORCED PIN FOR VALIDATION
07/07/03	QFD2483D	FORCED PIN FOR VALIDATION
07/07/03	2S92D2B4	FORCED PIN FOR VALIDATION
07/07/03	Z7NH8YXM	FORCED PIN FOR VALIDATION
07/07/03	Y6F56D6F	FORCED PIN FOR VALIDATION
07/07/03	55D5DF7F	FORCED PIN FOR VALIDATION
07/07/03	6725B584	FORCED PIN FOR VALIDATION
07/07/03	RSD43S2R	FORCED PIN FOR VALIDATION
07/03/03	NX8XM85Z	TESTING FORCED RESGISTRATION

Integrated Registration Services **Customer Support Application**

Name: JOHN PUBLIC	SSN: 999011234	User ID: 9K8278TG	DOB: 01/01/1979	EIN: 020000000

IRESCSA   Help CS016

Employer History

Date ▼	User ID ⬍	Comments ⬍
11/16/09		TEST UNBLOCK
11/16/09		TEST BLOCK
11/09/09	9K8278TG	Character limit: 500
11/09/09	9K8278TG	Character limit: 500
11/09/09	9K8278TG	RRRRRRRRRRRRRRRRRRRR
11/09/09	9K8278TG	YTRYTRYTRYTRYTRY
11/09/09	9K8278TG	KJHKHLHJKLJHKJHKJH
10/23/09	9K8278TG	TESTHGFHGFH
04/02/09	9K8278TG	
03/16/09	9K8278TG	
03/16/09	9K8278TG	
02/27/08	9K8278TG	ACCOUNT INFORMATION UNLOCKED
12/12/07	9K8278TG	ACCOUNT INFORMATION UNLOCKED
09/04/07	9K8278TG	ACCOUNT INFORMATION UNLOCKED
11/09/06	ZXMYHNP4	ACCOUNT INFORMATION UNLOCKED
10/28/05	9K8278TG	FORCED REGISTRATION
06/28/05	37AGG49W	THIS IS A TEST
03/15/05	D634642D	FORCED PROCESS FOR PIN EDCOR PROCESSING
01/25/05	8KKNWKZJ	ARE THERE EARNINGS IN THIS FILE. WHO KNOWS.
01/24/05	5456FR4S	THIS IS UNKNOWN TO ME.
11/02/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
11/02/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
11/01/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
10/29/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
10/29/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
10/29/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
10/29/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
10/29/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
10/29/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
10/29/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED
10/29/04	4622G9TM	ACCOUNT INFORMATION UNLOCKED

CSA Home
► Employer History

25. Remove Employer

Integrated Registration Services — **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

IRESCSA   Help CS017

CSA Home

User Information

Employer History

Report of Contact

► Add/Update Employer Information

Remove Employer

* indicates mandatory field.

Company Name: DEMO EMPLOYER INC

* Are you sure you want to remove the Employer Information?   Yes ○ No ○

Removal Requestor Information:

* First Name: [   ]

Middle Name: [   ]

* Last Name: [   ]

Suffix: [   ]

* SSN: [   ]

* Contact Phone: [   ]   Ext: [   ]

* Relationship to User ID: [Select ▼]

* Reason for Removal: [Select ▼]

[Remove]

26. Employer Address Search

CSA Home

► Employer Address Search

IRESCSA   Help CS018A

Employer Address Search

Enter an EIN to search for.

EIN : [020000000]

* Type of address:

○ CBSV ○ Other

[Next]

27. Add/Update Employer Address - CBSV Address

Integrated Registration Services **Customer Support Application**

▶ Add/Update Employer Address

IRESCSA   Help CS018B

Add/Update Employer Address

- Address found for EIN 020000000

* indicates mandatory field.

EIN : 020000000

Type of address: CBSV

Company Name: [   ]

* Address Line 1: [American Background S]

Address Line 2: [   ]

* City: [WOODLAWN]

* State Abbreviation (for US)/Province: [MD]

* Zip/Postal Code: [21223]   Zip Extension: [   ]

* Country: [United States (default on registration) ▼]

Address Submitted by:

* First Name: [   ]

Middle Name: [   ]

* Last Name: [   ]

* Source of Address: [CBSV Agreement ▼]

[Add/Update]

28. Add/Update Employer Address - Other Address

Integrated Registration Services **Customer Support Application**

Help CS018B

Add/Update Employer Address

▶ Add/Update Employer
Address

- No address found for EIN 020000000

* indicates mandatory field.

EIN :	020000000
Type of address:	Other
Company Name:	
* **Address Line 1:**	
Address Line 2:	
* **City:**	
* **State Abbreviation (for US)/Province:**	
* **Zip/Postal Code:**	**Zip Extension:**
* **Country:**	United States (default on registration) ▼
Address Submitted by:	
* **First Name:**	
Middle Name:	
* **Last Name:**	
* **Source of Address:**	Company Letterhead ▼

[Add/Update]

Integrated Registration Services **Customer Support Application**

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000 |

CSA Home

Add/Update Employer Information

User Information

► Report of Contact

User History

IRESCSA

Help CS019

Report of Contact

Date: 05/04/2010   Recorder: MIKE PUBLIC   Office: LAQ

Contact Information

* indicates mandatory field.

* First Name: [   ]

Middle Name: [   ]

* Last Name: [   ]

* Phone: [   ]   Ext: [   ]

* Comments:
Character limit: 500

[   ]

Characters remaining: 500

[Check Spelling]

[Update]

Integrated Registration Services **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979

IRESCSA

Report of Contact

Date: 05/04/10   Recorder: MIKE PUBLIC   Office: LAQ

Contact Information

* indicates mandatory field.

* First Name: JOHN

Middle Name:

* Last Name: PUBLIC

* Phone: 1231231234   Ext:

* Comments:

Character limit: 500

USER CALLS IN WHO HAS RECEIVED A NUMIDENT FAILED MESSAGE WHILE
ATTEMPTING TO PROCESS A NEW USER REGISTRATION

Characters remaining: 392

Check Spelling

Previous

Integrated Registration Services **Customer Support Application**

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000 |

IRESCSA   Help CS019

Report of Contact

Date: 11/16/09   Recorder: MIKE PUBLIC   Office: LAQ

Contact Information

* indicates mandatory field.

* First Name: JOHN

Middle Name:

* Last Name: PUBLIC

* Phone: 4433481829   Ext:

* Comments:

Character limit: 500

    TEST UNBLOCK

Characters remaining: 488

[Check Spelling]

[Previous]

Integrated Registration Services — **Customer Support Application**

IRESCSA

Help CS019

Report of Contact

Date: 05/04/2010   Recorder: MIKE PUBLIC   Office: LAQ

Contact Information

* indicates mandatory field.

* First Name: [   ]

Middle Name: [   ]

* Last Name: [   ]

* Phone: [   ]   Ext: [   ]

* Comments:

Character limit: 500

[   ]

Characters remaining: 500

[Check Spelling]

[Update]

Integrated Registration Services **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   DOB: 01/01/1979

IRESCSA   Help CS019

Report of Contact

Date: 05/04/2010   Recorder: MIKE PUBLIC   Office: LAQ

Contact Information

* indicates mandatory field.

* First Name: [_____]

Middle Name: [_____]

* Last Name: [_____]

* Phone: [_____]   Ext: [____]

* Comments:

Character limit: 500

[   ]

Characters remaining: 500

[Check Spelling]

[Update]

Integrated Registration Services — **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   DOB: 01/01/1979

IRESCSA   Help CS019

Report of Contact

Date: 05/04/2010   Recorder: MIKE PUBLIC   Office: LAQ

Contact Information

* indicates mandatory field.

* First Name: [_____]

Middle Name: [_____]

* Last Name: [_____]

* Phone: [_____]   Ext: [_____]

* Comments:

Character limit: 500

[   ]

Characters remaining: 500

[Check Spelling]

[Update]

Integrated Registration Services — Customer Support Application

IRESCSA   Help CS019

Report of Contact

Date: 05/04/2010   Recorder: MIKE PUBLIC   Office: LAQ

Contact Information

* indicates mandatory field.

* First Name: [   ]

Middle Name: [   ]

* Last Name: [   ]

* Phone: [   ]   Ext: [   ]

* Comments:

Character limit: 500

[   ]

Characters remaining: 500

[Check Spelling]

[Update]

Integrated Registration Services | **Customer Support Application**

Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000

IRESCSA

Help CS019

Report of Contact

Date: 05/05/2010   Recorder: MIKE PUBLIC   Office: LAQ

Contact Information

* indicates mandatory field.

* First Name: JOHN

Middle Name:

* Last Name: PUBLIC

* Phone: 1231231234   Ext:

* Comments:

Character limit: 500

Update Employer Information

Characters remaining: 473

Check Spelling

Update

Integrated Registration Services **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

IRESCSA   Help CS020A

CSA Home

User Information

Service Status

Add/Update Employer
Information

Exclusive Special Services

► Specialized Services

Specialized Services

NO SERVICES AVAILABLE

38. Exclusive Special Services - No Services Available

Customer Support Application

Name: JOHN PUBLIC   SSN: 000000000   User ID: PYNQNNK4   DOB: 05/03/1970

IRESCSA   Help CS020B

Exclusive Special Services

No employer information has been found. Please visit the Add/Update Employer Information page and fill in the required information.

CSA Home

User Information

Service Status

Add/Update Employer Information

► Exclusive Special Services

39.Exclusive Special Services - No Employer Info

Integrated Registration Services   Customer Support Application

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

IRESCSA   Help CS020B

CSA Home

User Information

Service Status

Add/Update Employer
Information

► Exclusive Special Services

Exclusive Special Services

NO SERVICES AVAILABLE

Integrated Registration Services | **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

CSA Home

User Information

Service Status

Add/Update Employer Information

► Exclusive Special Services

IRESCSA   Help CS020B

Exclusive Special Services

Select special services.

◉ CONSENT BASED SERVICES - SSNVS

○ CONSENT BASED WEB SERVICES

───────────────────────────────

○ WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS

Statement	Yes	No
DO YOU UNDERSTAND THAT AS A CONSOLIDATOR, YOU ARE RESPONSIBLE FOR CREATING AND MAINTAINING YOUR OWN SOFTWARE TO EXECUTE AT YOUR SITE TO KEEP CONSISTENT WITH THE CURRENT WEB SERVICE SPECIFICATIONS?	○	◉

Next

41. Exclusive Special Services - With Services - Error

Customer Support Application

Integrated Registration Services

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000 |

CSA Home

User Information

Service Status

Add/Update Employer Information

► Exclusive Special Services

IRESCSA   Help CS020B

Exclusive Special Services

- **A positive affirmation to the attestation statement is required before access to the requested service can be processed**

Select special services.

○ CONSENT BASED SERVICES - SSNVS

○ CONSENT BASED WEB SERVICES

● WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS

Statement	Yes	No
DO YOU UNDERSTAND THAT AS A CONSOLIDATOR, YOU ARE RESPONSIBLE FOR CREATING AND MAINTAINING YOUR OWN SOFTWARE TO EXECUTE AT YOUR SITE TO KEEP CONSISTENT WITH THE CURRENT WEB SERVICE SPECIFICATIONS?	●	○

[Next]

Integrated Registration Services   **Customer Support Application**

Block

► Unblock

IRESCSA   Help CS021

Unblock Search

To search for blocked roles choose an EIN or SSN or both

EIN :   020000000

SSN:

Next

Integrated Registration Services — **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

CSA Home

User Information

► MEF Failure

Add/Update Employer Information

Add Services

Report of Contact

Employer Address Search

IRESCSA   Help CS022

MEF Check

MEF Failure

Warning: Earnings for Employee not Found

Ask requestor to fax the following information on the company letterhead:

- Company Name, Address and Telephone number
- Employer Identification Number(EIN)
- Date of birth and/or Social Security Number of the authorizing official
- Authorizing Signature of someone other than the User ID requestor
- Statement certifying that the employee works for this company and is authorized to use the Online Services on behalf of the company

EIF Failure

Warning: Employer Address not found

Ask requestor to fax the following information on the company letterhead:

- A copy of IRS Form SS-4, or a copy of IRS form 941, or IRS EIN Notification Letter and a letter of the company letter head including the following
- Company Name, Address and Telephone Number
- Requestor's Name, Social Security Number, Signature, Printed Name and Title

44. Unblock

Customer Support Application
Integrated Registration Services

CSA Home

▶ Unblock

IRESCSA

Help CS023

Unblock

Select Services to apply actions below.

Select	Suite	Service (s)	Blocked Date	Block Duration	Affiliate	Affiliate ID	Block Type
☑	BSO	ATTORNEY FEE	2010-04-20-11.39.27.193017	30 DAY TEMPORARY BLOCK	EIN	541636730	BLOCK EIN

Unblock

Integrated Registration Services — **Customer Support Application**

Name: JOHN PUBLIC	SSN: 999011234	User ID: 9K8278TG	DOB: 01/01/1979	EIN: 020000000

CSA Home

User Information

► Select Suite

Report of Contact

Service Status

Add/Update Employer Information

IRESCSA   Help CS024

Select Suite

○ **Business Services Online Suite**

- ATTORNEY FEE

- VIEW WAGE REPORT NAME/SSN ERRORS

- SSNVS

- WAGE REPORTING

- INTERNET REPRESENTATIVE PAYEE

[Next]

Integrated Registration Services — **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

CSA Home

User Information

► Select Suite

Report of Contact

Service Status

IRESCSA   Help CS024

Select Suite

○ **Appointed Representative Suite**

Register individual as an Appointed Representative. Service requests must be completed by the individual throught the online Appointed Representative Suite.

[Next]

47. Confirmation of Remove Employer

Integrated Registration Services	Customer Support Application			
Name: JOHN PUBLIC	**SSN: 999011234**	**User ID: 9K8278TG**	**DOB: 01/01/1979**	**EIN: 020000000**

CSA Home

User Information

► Add/Update Employer Information

Service Status

User History

Report of Contact

IRESCSA Help CS026

Confirmation of Remove Employer

The Employer Information has been removed successfully.

48. Confirmation of Adding Services - ATTORNEY FEE

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

CSA Home

User Information

Service Status

► Add Services

User History

Report of Contact

Add/Update Employer Information

IRESCSA

Confirmation of Adding Services

Access has been Requested for :

- **ATTORNEY FEE**: Service may be used immediately

Help CS027

49. Confirmation of Adding Services - INTERNET REPRESENTATIVE PAYEE

Integrated Registration Services — **Customer Support Application**

| Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000 |

CSA Home

User Information

Service Status

► Add Services

User History

Report of Contact

Add/Update Employer Information

IRESCSA

Help CS027

Confirmation of Adding Services

Access has been Requested for :

- **INTERNET REPRESENTATIVE PAYEE**: Service may be used immediately

50. Confirmation of Adding Services - CONSENT BASED SERVICES - SSNVS

Integrated Registration Services — **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

IRESCSA   Help CS027

CSA Home

User Information

Service Status

User History

Report of Contact

Add/Update Employer Information

Confirmation of Adding Services

Access has been Requested for :

- **CONSENT BASED SERVICES - SSNVS:** Your activation code has been sent by first class mail to the address we have on record for your employer and will arrive in 10 - 14 business days.

51. Confirmation of Adding Services - WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS

Integrated Registration Services | **Customer Support Application**

Name: JOHN PUBLIC | SSN: 999011234 | User ID: 9K8278TG | DOB: 01/01/1979 | EIN: 020000000

IRESCSA | Help CS027

CSA Home

User Information

Service Status

User History

Report of Contact

Add/Update Employer Information

Confirmation of Adding Services

Access has been Requested for :

- **WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS**: Service may be used immediately

52. Confirmation of Unblocking

Integrated Registration Services — **Customer Support Application**

CSA Home

▶ Unblock Confirmation

Confirmation of Unblocking

The following services have been unblocked

Suite	Service (s)	Blocked Date	Block Duration	Affiliate	Affiliate ID	Block Type
BSO	ATTORNEY FEE	2010-04-20-11.39.27.193017	NOT APPLICABLE	EIN	541636730	UNBLOCK EIN

53. Confirmation of Deactivating Services

Name: JOHN PUBLIC   SSN: 999011234   User ID: 9K8278TG   DOB: 01/01/1979   EIN: 020000000

CSA Home

User Information

Service Status

Add Services

User History

Report of Contact

Add/Update Employer Information

► Deactivate Services

IRESCSA   Help CS031

Confirmation of Deactivating Services

The following services have been successfully deactivated:

- WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS

Customer Support Application
Integrated Registration Services

Name: JOHN PUBLIC   SSN: 999011234   User ID: PF8M3PQZ   DOB: 05/03/1970

IRESCSA   Help CS033

CSA Home

▶ Reestablish
Employer/Employee
Relationship

User Information

Add Services

Add/Update Employer
Information

Confirmation of Reestablish Employer / Employee Relationship

Authorization to re-establish the relationship with this employer has been granted.:

55. Record ID Information

CSA Home

User Information

► Record ID Information

IRESCSA

Help CS035

Record ID Information

* indicates mandatory field.

* **Type of ID:**   U.S. Driver's License ▼

* **Complete ID #:**   MD12345

* **State:**   MD ▼

[Continue]

56. Print Activation Code for eFolder

Name: JOHN PUBLIC   SSN: 999011234   User ID: YK2YXSSX   DOB: 05/03/1970   EIN: 020000000

IRESCSA   Help CS036

CSA Home

User Information

► Print Activation Code for eFolder

Print Activation Code for eFolder

Access Claimant's Electronic Folder role has been added successfully.

Select the **Print Activation Code** button to print the Access Claimant's Electronic Folder activation code.

[Print Activation Code]

Integrated Registration Services **Customer Support Application**

Name: JOHN PUBLIC   SSN: 999011234   User ID: YK2YXSSX   DOB: 05/03/1970   EIN: 020000000

CSA Home

User Information

► View Activation Code for eFolder

IRESCSA   Help CS036
View Activation Code for eFolder

The Electronic Folder Activation Code is **JBP9D2QB**.

Select the **Print Activation Code** button to print the Access Claimant's Electronic Folder activation code.

[Print Activation Code]