

# 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**

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# 1. CSA Home



Integrated Registration Services **Customer Support Application**

CSA Home

[Block](#)

[Unblock](#)

[Employer Address Search](#)

IRES/CSA

[Help](#) CS001

## CSA Home

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

**Search for Employer**

EIN:

---

**Search for User**

SSN:

or User ID:

or Rep ID:

---

**Add Foreign User**

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

## 2. Multiple User IDs Found

Integrated Registration Services
Customer Support Application

Name: JOHN PUBLIC
SSN: 999011234
User ID: 9K8Z78TG
DOB: 01/01/1979

[CSA Home](#)

**Multiple User IDs**

[Block](#)

[Unblock](#)

[User History](#)

IRESCSA [Help](#) CS002

### Multiple User IDs Found

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

User ID	Affiliate	Affiliate ID	Service (s)
<a href="#">2284P5NZ</a>	EIN	303422950	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">22CHQY85</a>	EIN	040560041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">232YQ644</a>	EIN	040290141	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">23D4279F</a>	EIN	530090862	[BSO] WAGE REPORTING (Active)
<a href="#">24D728FH</a>	EIN	020060041	[BSO] WAGE REPORTING (Active) [BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">24F26GFF</a>	EIN	349980000	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active) [BSO] SSNVS (Deactivated)
<a href="#">24Q695Y5</a>	EIN	359990000	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">257CDD08</a>	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)

<a href="#">YZA2W8KA</a>	EIN	470600041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">Z727WMH3</a>	EIN	530090845	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">Z7NH8YXM</a>	EIN	218620041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">ZGMAHP9Y</a>	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)
<a href="#">ZHN7W99A</a>	EIN	021320141	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active)
<a href="#">ZN8N37XV</a>	EIN	961001043	[BSO] WAGE REPORTING (Active) [BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active)
<a href="#">ZV8KK53P</a>	EIN	987654321	[BSO] WAGE REPORTING (Active) [BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] WAGE REPORTING (Active)
<a href="#">ZWK9N72K</a>	EIN	231540041	[BSO] VIEW WAGE REPORT NAME/SSN ERRORS (Active) [BSO] SSNVS (Active) [BSO] WAGE REPORTING (Active)

### 3. User Information for [User ID]

Integrated Registration Services Customer Support Application

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

CSA HomeIRESCSA[Help](#) CS003

- ▶ User Information
- Service Status
- Select Suite
- Add/Update Employer Information
- Report of Contact
- User History
- Block
- Unblock
- Exclusive Special Services

## User Information for JOHN PUBLIC


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

## 4. New User Information - Add Foreign User



Integrated Registration Services  
SSN: 000000000

# Customer Support Application

CSA HomeIRESCSA[Help](#) CS004

▶ New User Information

### 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:

\* 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?	<input type="radio"/>	<input checked="" type="radio"/>
Do you understand that you may be subject to civil or criminal penalties if you submit fraudulent information?	<input type="radio"/>	<input checked="" type="radio"/>
Do you understand that you are responsible for all actions taken using your User ID?	<input type="radio"/>	<input checked="" type="radio"/>



## 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 [Help](#) CS004

[CSA Home](#)    IRESCSA

**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:


\* 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?	<input checked="" type="radio"/>	<input type="radio"/>
Do you understand that you may be subject to civil or criminal penalties if you submit fraudulent information?	<input checked="" type="radio"/>	<input type="radio"/>
Do you understand that you are responsible for all actions taken using your User ID?	<input checked="" type="radio"/>	<input type="radio"/>

## 6. New User Information - No SSN



Integrated Registration Services  
SSN: 999011234

# Customer Support Application

[Help](#) CS004

[CSA Home](#)

**New User Information**

### 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:


\* 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?	<input type="radio"/>	<input checked="" type="radio"/>
Do you understand that you may be subject to civil or criminal penalties if you submit fraudulent information?	<input type="radio"/>	<input checked="" type="radio"/>
Do you understand that you are responsible for all actions taken using your User ID?	<input type="radio"/>	<input checked="" type="radio"/>

## 7. New User Information - Numi Failed


**Integrated Registration Services**
Customer Support Application

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

CSA Home
IRESCSA
[Help](#) CS004

▶ New User Information

### New User Information

- Numi Failed

\* 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:


\* 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?	<input checked="" type="radio"/>	<input type="radio"/>
Do you understand that you may be subject to civil or criminal penalties if you submit fraudulent information?	<input checked="" type="radio"/>	<input type="radio"/>
Do you understand that you are responsible for all actions taken using your User ID?	<input checked="" type="radio"/>	<input type="radio"/>

## 8. Users for Company


Integrated Registration Services
Customer Support Application

EIN: 020000000
IRESCSA
[Help](#) CS005

[CSA Home](#)  
▶ Users  
[Employer History](#)  
[Block](#)  
[Unblock](#)


### 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)
<a href="#">BUTLER, PULIC</a>	<a href="#">K6JEAJS4</a>	CONSENT BASED SERVICES - SSNVS (Active) ATTORNEY FEE (Blocked)
<a href="#">COOPER, PUBLIC</a>	<a href="#">US2JS2J8</a>	CONSENT BASED WEB SERVICES (Active) ATTORNEY FEE (Blocked) VIEW WAGE REPORT NAME/SSN ERRORS (Deactivated) SSNVS (Deactivated) WAGE REPORTING (Deactivated)
<a href="#">DAY, PUBLIC</a>	<a href="#">P2C2PQ23</a>	CONSENT BASED WEB SERVICES (Active) ATTORNEY FEE (Blocked)
<a href="#">FREEMAN, PUBLIC</a>	<a href="#">N6J2A241</a>	CONSENT BASED WEB SERVICES (Active) ATTORNEY FEE (Blocked)
<a href="#">JOHN, PUBLIC</a>	<a href="#">9K8278TG</a>	CONSENT BASED WEB SERVICES (Active) ATTORNEY FEE (Blocked)
<a href="#">LOWE, PUBLIC</a>	<a href="#">QQGGLGZ9</a>	ATTORNEY FEE (Blocked)
<a href="#">WHITE, PUBLIC</a>	<a href="#">FJ262VA2</a>	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

[Help](#) CS006

[CSA Home](#)

[User Information](#)

**▶ Add/Update Employer Information**

[Add Services](#)

[Report of Contact](#)

IRESCSA

### 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

## 10. Add Services - NO SERVICES AVAILABLE

 <b>Integrated Registration Services</b> <b>Customer Support Application</b>	
Name: JOHN PUBLIC    SSN: 999011234    User ID: 9K8278TG    DOB: 01/01/1979    EIN: 020000000	
<a href="#">CSA Home</a>	IRESCSA <a href="#">Help</a> CS007
<a href="#">User Information</a>	<b>Add Services</b>
<b>▶ Add Services</b>	NO SERVICES AVAILABLE
<a href="#">Report of Contact</a>	
<a href="#">Service Status</a>	
<a href="#">Add/Update Employer Information</a>	

## 11. Add Services - With Services



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS007

- CSA Home
- User Information
- Add Services**
- Report of Contact
- Service Status
- Add/Update Employer Information


IRESCSA

### Add Services

Select services

- ATTORNEY FEE
- SSNVS
- INTERNET REPRESENTATIVE PAYEE

## 12. Service Status

**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  
Block  
Unblock  
Add Services  
Deactivate Services  
Manage Pending Services

IRESCSA [Help](#) CS008

### 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 PUBLICSSN: 999011234User ID: 9K8278TGDOB: 01/01/1979EIN: 020000000

- CSA Home
- User Information
- Service Status
- Add Services
- User History
- Report of Contact
- Add/Update Employer Information
- ▶ Deactivate Services

IRESCSA[Help](#) CS009

## Deactivate Services

Select Services to apply actions below.

Select All	Suite	Service (s)	Status	Status Date
<input type="checkbox"/>	BSO	VIEW WAGE REPORT NAME/SSN ERRORS	Active	2009-08-13
<input type="checkbox"/>	BSO	WAGE REPORTING	Active	2006-07-19
<input checked="" type="checkbox"/>	BSO	WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS	Active	2006-05-22

**Deactivation Requestor Information:**

\* Indicates mandatory field.

\* First Name

Middle Name

\* Last Name

Suffix


\* SSN

\* Phone:  Ext:

\* Relationship to User ID Holder:

\* Reason for Deactivation:

# 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

# 15. Block - Error

Integrated Registration Services **Customer Support Application**

CSA HomeIRESCSA[Help](#) CS010

▶ Block

Unblock

## Block

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

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

## 16. Confirmation of Blocking



The screenshot displays the IRESCSA Customer Support Application interface. At the top, there is a red header bar with the IRESCSA logo on the left, the text "Integrated Registration Services" in the middle, and "Customer Support Application" on the right. Below the header, a dark blue navigation bar contains "CSA Home" on the left and "IRESCSA" on the right, with a "Help CS011" link in the top right corner. A vertical sidebar on the left side of the page has a "Block Confirmation" menu item highlighted with a red arrow. The main content area is titled "Confirmation of Blocking" and contains the text "The following services have been blocked" followed by a bulleted list with one item: "ATTORNEY FEE".

## 17. Manage Pending Services

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

[Help](#) CS012

[CSA Home](#)  
[User Information](#)  
[Service Status](#)  
[Add Services](#)  
[User History](#)  
[Report of Contact](#)  
[Add/Update Employer Information](#)  
**▶ Manage Pending Services**

**Manage Pending Services**  
Select Services to apply actions below.  

Select All	Suite	Service (s)	Status Date
<input checked="" type="checkbox"/>	BSO	VIEW WAGE REPORT NAME/SSN ERRORS	2010-05-06

## 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

[Help](#) CS013

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

### IRESCSA Update Employer Information

- Employer information updated successfully

Employer Status: Active

\* indicates mandatory field.

\* Company Name:

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

## 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

[Help](#) CS013

- 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:

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

## 20. Update Employer Information - EIF Failure and



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS013

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

### IRESCSA Update Employer Information

Employer Status: Pending

Reason:

- EIF Failure


\* indicates mandatory field.

\* Company Name:

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



## 21. Reestablish Employer / Employee Relationship with a MEF force button



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS014

[CSA Home](#)

**Reestablish Employer/Employee Relationship**

[User Information](#)

[Add Services](#)

[Add/Update Employer Information](#)

IRESCSA

### Reestablish Employer / Employee Relationship

Please select an EIN

EIN	Deactivation Date
020000000	2010-05-10

Requestor Information

\* indicates mandatory field.

\* First Name:

Middle Name:

\* Last Name:

Suffix:


\* Contact Phone:  Ext:

\* I have reviewed the documentation provided and authorize "JOHN PUBLIC" to re-access listed services for the above selected ein.

Yes     No



## 23. User History - for SSN


**Integrated Registration Services**
Customer Support Application

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

IRESCSA
[Help](#) CS015

[CSA Home](#)

[Report of Contact](#)

▶ [User History](#)


### User History

Date	User ID	Comments
<a href="#">05/04/10</a>	G88FV2L3	USER CALLS IN WHO HAS RECEIVED A NUMIDENT FAILED MESSAGE WHILE ATTEMPTING TO PROCESS A NEW USER REGISTRATION
<a href="#">05/04/10</a>	PZT9BX65	USER WHO HAS AN EXISTING USER ID CALLS IN AND REQUESTS A SECOND USER ID
<a href="#">05/03/10</a>	S9L98P94	NUMI FORCE TEST DEMO
<a href="#">12/03/08</a>	H2WC2C21	TESTING EWR
<a href="#">11/05/08</a>	PJLLS864	
<a href="#">11/05/08</a>	PJLLS864	EWRE TESTING
<a href="#">09/29/08</a>	GJ894947	EWR VALIDATION TY08
<a href="#">09/26/07</a>	45R9686C	UR10 TRANSACTION WAS PROCESSED
<a href="#">09/25/07</a>	48N9XA9V	RE REGISTER
<a href="#">09/20/07</a>	9MATZXHN	RE-REGISTER PIN
<a href="#">09/13/07</a>	84DF2PC2	RE REGISTER
<a href="#">09/13/07</a>	R3D33CQ5	RE REGISTER TEST
<a href="#">09/13/07</a>	NJ8GZ9X8	HOUSEHOLD REGISTRATION
<a href="#">09/12/07</a>	9K4PG8WJ	ACCOUNT INFORMATION UNLOCKED
<a href="#">09/10/07</a>	D36F6CF8	TESTING FOR W2C ONLINE
<a href="#">09/10/07</a>	7N2437VV	ACCOUNT INFORMATION UNLOCKED
<a href="#">09/10/07</a>	7N2437VV	ACCOUNT INFORMATION UNLOCKED
<a href="#">08/31/07</a>	7N2437VV	TEST PROP
<a href="#">08/29/07</a>	GJ894947	ACCOUNT INFORMATION UNLOCKED
<a href="#">08/29/07</a>	NWXP7ZWP	MORE TEST
<a href="#">07/19/07</a>	8M4HWJTP	USER PRESSED THE CLEAR KEY TO COMPLETE TRANSACTION
<a href="#">07/19/07</a>	8M4HWJTP	USER PRESSED THE CLEAR KEY TO COMPLETE TRANSACTION
<a href="#">05/03/07</a>	5R764675	EDCORV TEST
<a href="#">05/03/07</a>	H3N3PXMT	EDCORV TEST
<a href="#">04/30/07</a>	P799WN52	TEST ORS NOTICE
<a href="#">04/23/07</a>	R56F4DDP	PROCESSED W2C'S = 0
<a href="#">04/23/07</a>	G79Y9KZW	PROCESSED W2 0
<a href="#">04/12/07</a>	GKA9AFNW	FORCED FOR VALIDATION
<a href="#">04/02/07</a>	H38J8JWN	LAST RECORD ON W3
<a href="#">04/02/07</a>	FF25D22F	WEB SERVICE THROUGH EMPLOYER STATUS
<a href="#">03/07/07</a>	AHG9V9G	ACCOUNT INFORMATION UNLOCKED
<a href="#">02/07/07</a>	2WMM8PHY	FOREIGN ADDRESS W2C
<a href="#">12/20/06</a>	3HP9YKWK	CREATING A PIN FOR DOCUMENTATION PURPOSES
<a href="#">12/07/06</a>	2J3G7XNZ	ONLINE: W2C, SSN MISMATCH EMP_TYP = MIL., (DQTV068)
<a href="#">12/07/06</a>	FCD46725	ONLINE: W2C, SSN MISMATCH EMP_TYP = HOUSE, (DQTV067)

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	Y7HYWZHZ	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 REGISTRATION



## 25. Remove Employer



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS017

CSA Home

User Information

Employer History

Report of Contact

► Add/Update Employer Information

IRESCSA

### 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:

\* Reason for Removal:

## 26. Employer Address Search



Integrated Registration Services **Customer Support Application**

[CSA Home](#)

► **Employer Address Search**

IRESCSA [Help](#) CS018A


### Employer Address Search

Enter an EIN to search for.

EIN:

\* Type of address:  CBSV  Other

## 27. Add/Update Employer Address - CBSV Address



Integrated Registration Services **Customer Support Application**

[CSA Home](#)

► **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 ▼



## 28. Add/Update Employer Address - Other Address

Customer Support ApplicationIntegrated Registration Services

CSA HomeIRESCSA[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 ▼

## 29. Report of Contact - Global



Integrated Registration Services **Customer Support Application**

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

IRESCSA [Help](#) CS019

- CSA Home
- Add/Update Employer Information
- User Information
- Report of Contact**
- User History

### 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

### 30. Report of Contact - For User History for SSN



Integrated Registration Services **Customer Support Application**

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

IRESCSA [Help](#) CS019

## Report of Contact

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

---

### Contact Information

\* indicates mandatory field.

\* First Name:

Middle Name:

\* Last Name:

\* Phone:  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

### 31. Report of Contact - For User History

Integrated Registration Services Customer Support Application

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

[Help](#) CS019

## Report of Contact

---

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

### Contact Information

\* indicates mandatory field.

\* First Name:

Middle Name:

\* Last Name:

\* Phone:  Ext:


\* Comments:

Character limit: 500

TEST UNBLOCK

Characters remaining: 488

### 32. Report of Contact - For Block

 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

### 33. Report of Contact - For New User Info Submit for No SSN



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

### 34. Report of Contact - For New User Info Submit with SSN

Integrated Registration Services Customer Support Application

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

[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

### 35. Report of Contact - For Unblock

Integrated Registration Services **Customer Support Application**

---

IRESCSA[Help](#) CS019

## Report of Contact

---

Date: 05/04/2010Recorder: MIKE PUBLICOffice: LAQ

---

**Contact Information**

\* indicates mandatory field.

\* First Name:

Middle Name:

\* Last Name:

\* Phone:  Ext:


\* Comments:

Character limit: 500

Characters remaining: 500



### 36. Report of Contact - For Update Employer Info

Integrated Registration Services Customer Support Application

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

[Help](#) CS019

## Report of Contact

---

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

### Contact Information

\* indicates mandatory field.

\* First Name:

Middle Name:

\* Last Name:

\* Phone:  Ext:

\* Comments:

Character limit: 500

Update Employer Information

Characters remaining: 473

Check Spelling


Update

### 37. Specialized Services - No Services Available

The screenshot displays the IRESCSA Customer Support Application interface. At the top, a red header bar contains the IRESCSA logo on the left, followed by the text 'Integrated Registration Services' and 'Customer Support Application'. Below this, a dark blue navigation bar shows user details: 'Name: JOHN PUBLIC', 'SSN: 999011234', 'User ID: 9K8278TG', 'DOB: 01/01/1979', and 'EIN: 020000000'. A 'Help CS020A' link is located in the top right corner.

The main content area is divided into two sections. On the left is a vertical navigation menu with the following items: 'CSA Home', 'User Information', 'Service Status', 'Add/Update Employer Information', 'Exclusive Special Services', and 'Specialized Services' (which is highlighted with a red arrow). The right section is titled 'Specialized Services' and contains the text 'NO SERVICES AVAILABLE'.

### 38. Exclusive Special Services - No Services Available



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS020B


- CSA Home
- User Information
- Service Status
- Add/Update Employer Information
- ▶ Exclusive Special Services**

IRESCSA


## Exclusive Special Services

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

### 39.Exclusive Special Services - No Employer Info

 <b>Integrated Registration Services</b> <b>Customer Support Application</b>	
Name: JOHN PUBLIC    SSN: 999011234    User ID: 9K8278TG    DOB: 01/01/1979    EIN: 020000000	
<a href="#">CSA Home</a>	IRESCSA <a href="#">Help</a> CS020B
<a href="#">User Information</a>	<b>Exclusive Special Services</b>
<a href="#">Service Status</a>	NO SERVICES AVAILABLE
<a href="#">Add/Update Employer Information</a>	
<b>▶ Exclusive Special Services</b>	

## 40. Exclusive Special Services - With Services

**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?	<input type="radio"/>	<input checked="" type="radio"/>

## 41. Exclusive Special Services - With Services - Error



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS020B

- CSA Home
- User Information
- Service Status
- Add/Update Employer Information
- Exclusive Special Services**

IRESCSA

### 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?	<input checked="" type="radio"/>	<input type="radio"/>

## 42. Unblock Search



Integrated Registration Services **Customer Support Application**

CSA Home

Block

▶ Unblock

IRESCSA [Help](#) CS021


### Unblock Search

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

EIN:

SSN:

## 43. MEF Check



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS022

[CSA Home](#)  
[User Information](#)  
**▶ MEF Failure**  
[Add/Update Employer Information](#)  
[Add Services](#)  
[Report of Contact](#)  
[Employer Address Search](#)

IRESCSA

### 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



Integrated Registration Services **Customer Support Application**

[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
<input checked="" type="checkbox"/>	BSO	ATTORNEY FEE	2010-04-20-11.39.27.193017	30 DAY TEMPORARY BLOCK	EIN	541636730	BLOCK EIN

## 45. Select Suite - BSO



**Integrated Registration Services** **Customer Support Application**

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

[Help](#) CS024

[CSA Home](#)  
[User Information](#)  
**▶ [Select Suite](#)**  
[Report of Contact](#)  
[Service Status](#)  
[Add/Update Employer Information](#)

IRESCSA

### Select Suite

**Business Services Online Suite**

- ATTORNEY FEE
- VIEW WAGE REPORT NAME/SSN ERRORS
- SSNVS
- WAGE REPORTING
- INTERNET REPRESENTATIVE PAYEE

## 46. Select Suite - AR

		Integrated Registration Services		Customer Support Application	
Name: JOHN PUBLIC		SSN: 999011234	User ID: 9K8278TG	DOB: 01/01/1979	EIN: 020000000
<a href="#">CSA Home</a>		IRESCSA <a href="#">Help</a> CS024			
<a href="#">User Information</a>		<b>Select Suite</b>			
<b>▶ <a href="#">Select Suite</a></b>		<input type="radio"/> <b>Appointed Representative Suite</b>			
<a href="#">Report of Contact</a>		Register individual as an Appointed Representative. Service requests must be completed by the individual through the online Appointed Representative Suite.			
<a href="#">Service Status</a>		<input type="button" value="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

[Help](#) CS026


- CSA Home
- User Information
- ▶ Add/Update Employer Information**
- Service Status
- User History
- Report of Contact

IRESCSA

### Confirmation of Remove Employer

The Employer Information has been removed successfully.

## 48. Confirmation of Adding Services - ATTORNEY FEE



**Integrated Registration Services** **Customer Support Application**

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

[Help](#) CS027

- 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

## 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

IRESCSA [Help](#) CS027


- CSA Home
- User Information
- Service Status
- ▶ Add Services**
- User History
- Report of Contact
- Add/Update Employer Information

### 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

[Help](#) CS027


- [CSA Home](#)
- [User Information](#)
- [Service Status](#)
- [User History](#)
- [Report of Contact](#)
- [Add/Update Employer Information](#)

### IRESCSA **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

[Help](#) CS027

- [CSA Home](#)
- [User Information](#)
- [Service Status](#)
- [User History](#)
- [Report of Contact](#)
- [Add/Update Employer Information](#)


## IRESCSA 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](#) IRESCSA [Help](#) CS028

**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



**Integrated Registration Services** **Customer Support Application**

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

[Help](#) CS031


- CSA Home
- User Information
- Service Status
- Add Services
- User History
- Report of Contact
- Add/Update Employer Information
- ▶ Deactivate Services**

### Confirmation of Deactivating Services

The following services have been successfully deactivated:

- WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS

## 54. Confirmation of Reestablish Employer / Employee Relationship

 <b>Integrated Registration Services</b> <b>Customer Support Application</b>	
Name: JOHN PUBLIC    SSN: 999011234    User ID: PF8M3PQZ    DOB: 05/03/1970	
<a href="#">CSA Home</a>	IRESCSA <a href="#">Help</a> CS033
<b>▶ Reestablish Employer/Employee Relationship</b>	<b>Confirmation of Reestablish Employer / Employee Relationship</b>
<a href="#">User Information</a>	Authorization to re-establish the relationship with this employer has been granted.:
<a href="#">Add Services</a>	
<a href="#">Add/Update Employer Information</a>	

## 55. Record ID Information



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS035

[CSA Home](#)  
[User Information](#)  
**▶ Record ID Information**

### Record ID Information


\* indicates mandatory field.

\* Type of ID:

\* Complete ID #:

\* State:

## 56. Print Activation Code for eFolder



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS036


- CSA Home
- User Information
- ▶ Print Activation Code for eFolder

### IRESCSA 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.

## 57. View Activation Code for eFolder



Integrated Registration Services **Customer Support Application**

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

[Help](#) CS036

[CSA Home](#)  
[User Information](#)  
▶ [View Activation Code for eFolder](#)

### IRESCSA 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.