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BSO Main

[Welcome] Welcome to Business Services Online

Social Security Online **Business Services Online**

http://val.ssa.gov/ Home Questions? .. Contact Us .. Search [] GO

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

Business Services Online
Welcome to Business Services Online

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](#)
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News

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

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

Reporting Wages to the SSA

Explanation of BSO Services

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.

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 1-800-772-6276 to speak with Employer Customer Service personnel.
For TDD/TTY call 1-800-325-0776.

USA.gov Privacy Policy | Website Policies & Other Important Information | Site Map Last reviewed or modified Wednesday Nov 21, 2007 [Need Larger Text?](#)

To access this page, SSA's *Business Services Online*, the user would go to www.socialsecurity.gov and select "Business Services Online" from the left-hand menu.

[Spanish] Instrucciones e información para empleadores

Seguro Social en línea

www.segurosocial.gov

Portada-Español

Bienvenido al BSO. (Portada BSO en inglés)

Otros enlaces:

[SSA / IRS Reporter](#)

[Departamento de Hacienda, Puerto Rico](#)

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

Seguro Social en Español

[an error occurred while processing this directive]

Buscador GO

 **Instrucciones e información para empleadores**

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 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.

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.

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

Horas de servicios de BSO

lunes a viernes
5 AM - 1 AM

sábado
5 AM - 11 PM

domingo
6 AM - 11:30 PM

Todos los horarios corresponden al tiempo del Este.

[Conexión a FirstGov.es.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: 25 de junio de 2009 | 13 de junio de 2008

[Amplie el Texto](#)

[SuiSer] BSO Suite of Services

Social SecurityOnline
http://val.ssa.gov/

Business Services Online

Home Questions? .. Contact Us .. Search GO

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.
- Account Maintenance**

Allows you to request access to BSO services, change your password, update your contact information, deactivate your User ID, and remove access to BSO services.

USA.gov Privacy Policy | Website Policies & Other Important Information | Site Map
Last reviewed or modified Wednesday, Jul 25, 2007 [Need Larger Text?](#)

Login/Logout

#Online Services - Log In

The screenshot shows the 'Log In to Online Services' page on the Social Security Administration website. The page has a red header with 'Social Security Online' and 'Business Services Online' in white text, and the URL 'www.socialsecurity.gov' below it. The main content area is divided into two columns. The left column is for 'New User?' and the right column is for 'Existing User?'. The 'New User?' section explains that users must create an account and lists the information needed: personal information, contact information, and a password with security questions. It includes a 'Create a Log In Account' button and a link to 'Need to complete a phone/form registration?' with a 'Complete a Registration' button. The 'Existing User?' section asks users to log in with their User ID and Password, and includes links for 'Forgot user ID?' and 'Forgot password?'. Below this is a 'User Certification' section with a dropdown menu, a checkbox for 'I have read & agree to these terms.', and a 'Log In' button. The footer of the page also displays 'www.socialsecurity.gov'.

On the BSO Welcome page, the user would select to “Register” and then come to this page. This new page replaces the old *Log In to BSO* page. On this page, the user must read the Attestation language in the “User Certification” box and check the “I agree” box. The user can also view the *Paperwork Reduction Act* by clicking on that link.

As a new user, the user selects to “Create a Log In Account” and will be taken to page 18, *Create a Log In Account*.



Paperwork Reduction Act Statement

[BSO HELP](#)

Online Services Availability

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

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

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, 6401 Security Blvd, Baltimore, MD 21235-6401**

Close Browser Window

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**.



The Privacy Act and The Freedom of Information Act

The Privacy Act

The Privacy Act of 1974, as amended at 5 U.S.C. 552a, protects records that can be retrieved from a system of records by personal identifiers such as a name, social security number, or other identifying number or symbol. (A system of records is any grouping of information about an individual under the control of a Federal agency from which information is retrievable by personal identifiers).

An individual is entitled to access to his or her records and to request correction of these records by stating the reasons for such actions with supporting justification showing how the record is untimely, incomplete, inaccurate or irrelevant. The Privacy Act prohibits disclosure of these records without written individual consent unless one of the twelve disclosure exceptions enumerated in the Act applies. These records are held in Privacy Act systems of records. A notice of any such system is published in the Federal Register. These notices identify the legal authority for collecting and storing the records, individuals about whom records will be collected, what kinds of information will be collected, and how the records will be used (See <http://www.socialsecurity.gov/foia/bluebook/bluebook.htm>).

The Privacy Act binds only Federal Executive Branch agencies, and covers only a system of records in the possession and control of Federal agencies. Inquiries concerning the Privacy Act should be directed to (410) 965-1727.

The Freedom of Information Act

The Freedom of Information Act (FOIA), as amended at 5 U.S.C.552, is a disclosure statute that requires Federal Executive Branch agencies to make records available to the public.

The intent of the FOIA is to prevent agencies from having "secret law" and to make the government accountable to the public for its actions. FOIA requires agencies to publish in the Federal Register statements of its organizations, functions, rules, procedures, general policy, and any changes, and how to get information. In addition, agencies must index and make available for public inspection and copying statements of policy, manuals and instructions, and final opinions and orders in cases, as well as the indexes.

FOIA applies to all records created or received by the agency and in its possession or under its control. Agencies must make records available to the public on request, unless they fall within one of the nine statutory exemptions. (See http://www.socialsecurity.gov/foia/html/foia_guide.htm).

Top half of current Registration page in Production displaying OMB information. New look and feel **Create Login Account** page for October IRES release will have same OMB language at top of page with updated OMB number and date.

Social Security OnlineBusiness Services Online

www.socialsecurity.govBSO Welcome | BSO Information | Keyboard Navigation



Registration for Business Services Online

[BSO HELP](#)

[BSO Welcome](#) > Registration

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

Form Approved: OMB No. 0960-0626
Expiration date: 09/30/2009

Information about you: Since you are requesting a User ID, we will need to gather some information about you. The information you provided will be compared with our records in order to verify your identity. Select [this link](#) for more help with completing this form.

First Name:

Middle Name: (Optional)

Last Name:

Suffix (Jr., Sr., II, III, IV): (Optional)


U.S. Social Security Number: (If you do NOT have an SSN leave this field blank.)

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

Top half of current Employer Information page in Production displaying OMB information. Employer Information page for October IRES release will have same OMB language at top of page with updated OMB number and date.

Social Security Online **Business Services Online**

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

 **Add Employer Information** [LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Add Employer Information

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

Form Approved: OMB No. 0960-0626
Expiration date: 09/30/2009

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

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.

[LogOut] Log Out of BSO

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

Log Out of BSO [LOGOUT](#) | [BSO HELP](#)

BSO Main Menu > Log Out of BSO

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

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

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

[Help] BSO Login and Registration Help Topics

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

BSO Login and Registration Help Topics [BSO HELP](#)

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

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

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

Registration Questions:

- Q1. [Who has to register?](#)
- Q2. [Where can I find more information on how to fill out the registration form?](#)
- Q3. [When I register is the User ID issued to my company or to me?](#)
- Q4. [When can I register?](#)
- Q5. [Who can I call if I have questions or problems registering on the Internet?](#)
- Q6. [How do I register?](#)
- Q7. [What information do I need to register?](#)
- Q8. [How old must I be to register?](#)
- Q9. [Why do I have to supply my EIN?](#)
- Q10. [Why do you need my SSN?](#)
- Q11. [I live in another country and I do not have an SSN. How can I register for a User ID and password?](#)
- Q12. [Why do you need my e-mail address?](#)
- Q13. [What business services are available to registered users?](#)
- Q14. [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?](#)

EIN Questions:

- Q15. [My company has multiple EINs. Which one do I enter on the registration screen?](#)
- Q16. [My company has applied for an EIN but hasn't received it yet. Can I register for a User ID/Password?](#)

Self-employed Questions:

- Q17. [Can self-employed individuals register using the Internet?](#)
- Q18. [I am self-employed, but have an EIN. Can I register using the Internet?](#)
- Q19. [I file wage reports for my employees under my business EIN but I am self-employed. How do I register?](#)

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?](#)
- Q21. [I am a volunteer who works for a non-profit 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?](#)
- Q26. [I already have a BSO User ID that I use to do business on behalf of the company for which I work. I also have a household employee. How do I register?](#)
- Q27. [Where can I get more information on reporting wages for household employees?](#)

User ID Questions:

- Q28. [How do I use my User ID?](#)
- Q29. [Can I have more than one User ID?](#)
- Q30. [How long does it take to get my User ID/Password?](#)
- Q31. [How long is my User ID valid?](#)
- Q32. [I received an e-mail saying my User ID was going to expire. What should I do?](#)
- Q33. [What happens if my User ID expires?](#)
- Q34. [What happens if my User ID is deactivated?](#)

Password Questions:

- Q35. [How long does it take to get my password?](#)
- Q36. [Why do I need a password?](#)
- Q37. [How long should I wait to receive my password?](#)
- Q38. [What do I do if I forgot my password?](#)
- Q39. [Can I upload files without waiting for the password?](#)
- Q40. [Must I remember my password after I have uploaded my wage reports?](#)

Login Questions:

- Q41. [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?](#)
- Q42. [I do not have my password yet. Can I login?](#)
- Q43. [When I try to login, I receive a message that my User ID is expired. What should I do?](#)
- Q44. [When I try to login, I receive a message that my User ID is deactivated. What should I do?](#)

Browser Questions:

- Q45. [What is 128-bit encryption and why do I need it?](#)
- Q46. [How can I tell if I have 128-bit encryption?](#)
- Q47. [I do not have 128-bit encryption. What should I do?](#)

[Close Browser Window](#)

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.

Registration Questions:

Q1. Who has to register?

A1. All individuals interested in using the [services](#) available within the Business Services Online (BSO). In addition to submitting wage reports, the User ID/Password can be used to access BSO in order to get status information on all magnetic media and electronic submissions.

[Return to Help Topics List](#)

Q2. Where can I find more information on how to fill out the registration form?

A2. To receive more information:

1. Select the [BSO Registration Form Help](#) link to access the BSO Registration Form Help. The Help page provides guidelines for completing all of the fields on the BSO Registration form. You may also access Help by selecting the Help links on the BSO Registration form.

2. 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.

[Return to Help Topics List](#)

Q3. When I register, is the User ID issued to my company or to me?

A3. The User ID is issued to you as an employee of the company represented by the Employer Identification Number on your application. A company may have several individuals who register to do business with SSA. Each individual must register and will have his/her own User ID. In addition, an individual may work for several companies and have several User IDs.

[Return to Help Topics List](#)

Q4. When can I register?

A4. Registration is available year round.

[Return to Help Topics List](#)

Q5. Who can I call if I have questions or problems registering on the internet?

A5. If you are having problems understanding how to complete the fields on the Registration form, you may select the [BSO Registration Form Help](#) link to access the BSO Registration Form Help. The Help page provides guidelines for completing all of the fields on the BSO Registration Form. You may also access Help by selecting the Help links on the BSO Registration Form. If your problem/question is not related to a specific field, you may 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.

[Return to Help Topics List](#)

Q6. How do I register?

A6. You can register:

1. Online by accessing Business Services Online (BSO) at <http://www.socialsecurity.gov/bso/bsowelcome.htm>

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.

[Return to Help Topics List](#)

Q 7. What information do I need to register?

A7. 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 where you want to receive correspondence
5. Work phone number
6. Company or business name
7. Company phone number
8. Company EIN (if your company has an EIN)
9. Self-selected password

[Return to Help Topics List](#)

Q 8. How old must I be to register?

A8. You can complete your registration using the Internet if you are at least 18 years of age. If you are younger than age 18, you may start your registration on the Internet but must complete your registration by calling 1-800-772-6270, Monday through Friday from 7:00 A.M. to 7:00 P.M. Eastern time. For TDD/TTY call 1-800-325-0778. When you call the 800# you will be asked to provide the following information:

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

1. You work for the company whose EIN you are providing,
2. You are authorized to conduct business on behalf of the company whose EIN you are providing,
3. You are under 18 years of age,
4. The authorizing officer is older than 18 years of age,
5. The authorizing officer takes full responsibility for your actions.

[Return to Help Topics List](#)

Q 9. Why do I have to supply my EIN?

A9. Your EIN will be used to electronically confirm your relationship to your employer. If you are NOT self-employed we will contact your employer.

[Return to Help Topics List](#)

Q 10. Why do you need my SSN?

A10. We use your SSN to identify you and authenticate the link between you and the company you represent. It also helps us to ensure the privacy of your information.

[Return to Help Topics List](#)

Q 11. I live in another country and I do not have an SSN. Can I register for a User ID and password?

A11. Yes, you can register.

1. Online by accessing Business Services Online (BSO) at <http://www.socialsecurity.gov/bso/bsowelcome.htm>
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.

[Return to Help Topics List](#)

Q 12. Why do you need my e-mail address?

A12. 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 reminder to change your password every 365 days to keep your User ID from expiring, etc.).
[Return to Help Topics List](#)

Q 13. What business services are available to registered users?

A13. Please select the link for more details on the types of [services](#) available within Business Services Online. If you have questions, 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.
[Return to Help Topics List](#)

Q 14. 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?

A14. If you still remember your User ID number you can request a new password. Please refer to the [what do I do if I forgot my password?](#) If you do not remember your User ID or have never registered, 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.
[Return to Help Topics List](#)

EIN Questions:

Q 15. My company has multiple EINs. Which one do I enter on the registration screen?

A15. Use the EIN that appears on your Form W-2.
[Return to Help Topics List](#)

Q 16. My company has applied for an EIN but hasn't received it yet. Can I register for a User ID/Password?

A16. You will need to wait until you receive your EIN from the 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 [Internal Revenue Service's \(IRS\) web site](#), by searching for documents related to "filing extension".
[Return to Help Topics List](#)

Self Employed Questions:

Q 17. Can self-employed individuals register using the Internet?

A17. Yes, self-employed individuals can register via the Internet.
[Return to Help Topics List](#)

Q 18. I am self-employed, but have an EIN. Can I register using the Internet?

A18. Yes, self-employed individuals that have an EIN can register via the Internet.
[Return to Help Topics List](#)

Q 19. I file wage reports for my employees under by business EIN, but I am self-employed. How do I register?

A19. You can register using the Internet as a Self-employed individual.
[Return to Help Topics List](#)

Third Party Filer Questions:

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?

A20. No, third party filers need to register only once. Register using your company's EIN, or indicate you are self-employed. On the Registration form you should select the box indicating "I am a third party submitter registering to do business on behalf of another company".
[Return to Help Topics List](#)

Q 21. I am a volunteer who works for a non-profit organization such as a church. Can I register for a User ID?

A21. Yes, if you work for an organization but do not receive a Form W-2 from the organization, you can still register to use BSO. 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.
[Return to Help Topics List](#)

Household Employers:

Q 22. Can household employers register using the Internet?

A22. Yes, household employers can register using the Internet.
[Return to Help Topics List](#)

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?

A23. You will need to register for another User ID to report wages for your household employee.
[Return to Help Topics List](#)

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?

A24. You can register using the Internet to report wages for your household employee under the EIN you obtained for that purpose.
[Return to Help Topics List](#)

Q 25. I have an EIN for my own business and have a household employee as well. How do I register?

A25. You can register via the Internet. You should use your EIN to report wages for your business and for your household employee(s).
[Return to Help Topics List](#)

Q 26. I already have a BSO User ID that I use to do business on behalf of the company for which I work. I also have a household employee. How do I register?

A26. You can register using the Internet for a second 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 [Internal Revenue Service's \(IRS\) web site](#).
[Return to Help Topics List](#)

Q 27. Where can I go for more information on reporting wages for household employees?

A27. More information on household employers can be found on <http://www.ssa.gov/pubs/10021.html>. Additional information can also be found on the [Internal Revenue Service's \(IRS\) web site](#). Search for Publication 926.
[Return to Help Topics List](#)

User ID Questions:

Q 28. How do I use my User ID?

A28. 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 [EFW2 format](#).
[Return to Help Topics List](#)

Q 29. Can I have more than one User ID?

A29. Yes, some situations may require you to have more than one User ID. You must have a User ID for each company for which you are authorized to conduct business with SSA, and you are an employee for that company. For example, you may work for 2 companies and do wage reporting for both.

[Return to Help Topics List](#)

Q 30. How long does it take to get my User ID/Password?

A30. User IDs are issued immediately if the information provided on your registration form matches SSA's records. You will self-select your password when you complete the Registration form.

[Return to Help Topics List](#)

Q 31. How long is my User ID valid?

A31. Your User ID is valid as long as your password is changed at least once every 365 days. If your password goes unchanged, your User ID will expire.

[Return to Help Topics List](#)

Q 32. I received an e-mail saying my User ID was going to expire. What should I do?

A32. Access Business Services Online (BSO) at <http://www.socialsecurity.gov/bsowelcome.htm>. After logging in, select "Change your Password" from the Registration Suite of Services section of the Home Page and complete the password change form. Your User ID will expire if you do not change your password as indicated in the e-mail.

[Return to Help Topics List](#)

Q 33. What happens if my User ID expires?

A33. You will need to register for a new User ID. You can register:

1. Online by accessing Business Services Online (BSO) at <http://www.socialsecurity.gov/bsowelcome.htm>
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.

[Return to Help Topics List](#)

Q 34. What happens if my User ID is deactivated?

A34. 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 <http://www.socialsecurity.gov/bsowelcome.htm>
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.

Note: 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.

[Return to Help Topics List](#)

Password Questions:

Q 35. How long does it take to get my password?

A35. If you are completing your registration via the BSO Registration form, you will enter a password of your own choosing while you complete the form. If you registered by speaking with Employer Customer Service personnel, you will need to select a password of your own choosing before you can access Business Services Online (BSO). You can do this online by accessing BSO at <http://www.socialsecurity.gov/bsowelcome.htm>. Select the "Login" link to get to the Login page. Then select the "Need to complete your phone registration?" link. Once you have completed this process you will be able to use your password to access BSO.

[Return to Help Topics List](#)

Q 36. Why do I need a password?

A36. You will need your password to access the services offered under Business Services Online (BSO).

[Return to Help Topics List](#)

Q 37. How long should I wait to receive my password?

A37. If you need immediate access to BSO you can select a password of your own choosing by accessing BSO at <http://www.socialsecurity.gov/bsowelcome.htm>. Select the "Login" link to get to the Login page. Then select the "Need to complete your phone registration?" link. 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.

If it has been more than two weeks since you requested a new password, or you have forgotten your password, you can request a new password online by access Business Services Online (BSO) at <http://www.socialsecurity.gov/bsowelcome.htm>. Select the "login" link to get to the Login page. Then select the "Forgot your password" link. A temporary password will be sent to you by first class mail. You can also request a new password 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.

Note: Requesting a new password will cause your current password to become invalid. Your new temporary password will be sent to you by first class mail and should be received usually within two weeks. It will be sent to the address you provided at 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.

[Return to Help Topics List](#)

Q 38. What do I do if I forgot my password?

A38. You can request a new password online by accessing Business Services Online (BSO) at <http://www.socialsecurity.gov/bsowelcome.htm>. Select the "Login" link to get to the Login page. Then select the "Forgot your password" link. A temporary password will be sent to you by first class mail. You can also request a new password 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.

Note: Requesting a new password will cause your current password to become invalid. Your new temporary password will be sent to you by first class mail and should be received usually within two weeks. It will be sent to the address you provided at 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.

[Return to Help Topics List](#)

Q 39. Can I upload files without waiting for the password?

A39. No. If you have registered, but have not submitted a password of your own choosing, you will need to submit a password before you can upload files. You can submit a new password online by accessing Business Services Online at <http://www.socialsecurity.gov/bsowelcome.htm>. Select the "Login" link to get to the Login page. Then select the "Need to complete your phone registration?" link. Once you have your password you will need to request access to the Report Wages to Social Security. Access to this service will allow you to upload files.

[Return to Help Topics List](#)

Q 40. Must I remember my password after I have uploaded my wage reports?

A40. Yes, **Please remember your password.** You will need it to view the status of your files, submit corrections if needed, and to change your password within 365 days to keep your User ID active. 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.
[Return to Help Topics List](#)

Login Questions:

Q 41. 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?

A41. Because you entered your login information incorrectly multiple times, 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.
[Return to Help Topics List](#)

Q 42. I do not have my password yet. Can I login?

A42. No. If you have registered, but have not submitted a password of your own choosing, you will need to submit a password before you can log in. You can submit a new password online by accessing Business Services Online at <http://www.socialsecurity.gov/bso/bsowelcome.htm>. Select the "Login" link to get to the Login page. Then select the "Need to complete your phone registration?" link.
[Return to Help Topics List](#)

Q 43. When I try to login, I receive a message that my User ID is expired. What should I do?

A43. You will need to register for a new User ID. You can register:
1. Online by accessing Business Services Online (BSO) at <http://www.socialsecurity.gov/bso/bsowelcome.htm>
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.
[Return to Help Topics List](#)

Q 44. When I try to login, I receive a message that my User ID is deactivated. What should I do?

A44. 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 <http://www.socialsecurity.gov/bso/bsowelcome.htm>
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.

Note: 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.
[Return to Help Topics List](#)

Browser Questions:

Q 45. What is 128-bit encryption and why do I need it?

A45. 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.
[Return to Help Topics List](#)

Q 46. How can I tell if I have 128-bit encryption?

A46. This will vary depending on which browser you are using. For assistance please visit your browser's home page. Some of the common browser's home pages are listed below. 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. For help with Internet Explorer go to <http://www.microsoft.com/> or www.microsoft.com/windows/ie/default.asp

Q 47. I do not have 128-bit encryption. What should I do?

A47. You will have to upgrade your browser. For more information on upgrading your browser please go to your browser's home page. Some of the common browser's home pages are listed below. 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. For help with Internet Explorer go to <http://www.microsoft.com/> or www.microsoft.com/windows/ie/default.asp. For help with Netscape go to <http://www.netscape.com/> or channels.netscape.com/ns/browsers/download.jsp. For help with America Online go to <http://www.aol.com/>
[Return to Help Topics List](#)

Close Browser Window

Close Browser Window

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.

Main Menu

[MainMenu] Main Menu

The screenshot shows the 'Business Services Online' main menu. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is white and features a 'Main Menu' title and a 'LOGOUT | BSO HELP' link. A welcome message for 'KAMALJIT RANDHAWA' is displayed, along with a password expiration notice for 'September 15, 2008'. The left sidebar contains 'Online Services Availability' and a warning about not using the browser's back button. The main content area lists several services with brief descriptions: 'Report Wages To Social Security', 'View File / Wage Report Status with Name / SSN Errors', 'Social Security Numbers Verification Service', 'Form SSA-1694 Request for Business Entity Taxpayer Information', 'Internet Representative Payee Accounting (IRPA)', and 'Account Maintenance'. A footer section provides contact information for customer support.

[RptWageM] Report Wages to Social Security – Menu

The screenshot shows the 'Report Wages to Social Security' menu page. It features a similar header and navigation bar to the main menu. The main content area is titled 'Report Wages to Social Security' and includes a 'LOGOUT | BSO HELP' link. A breadcrumb trail shows 'BSO Main Menu > Report Wages to Social Security'. The left sidebar is identical to the main menu. The main content area lists two primary actions: 'Submit or Resubmit Wage File, W-2 Online, and W-2c Online and View Submission Status' and 'Resubmission Notice Processing'. A 'BSO Main Menu' button is visible. The footer section provides contact information for customer support.

[FormW2M] Submit or Resubmit Wage File, W-2 Online, and W-2c Online and View Submission Status

Social Security Online **Business Services Online**

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

 **Submit or Resubmit Wage File, W-2 Online, and W-2c Online and View Submission Status** [LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Report Wages to Social Security](#) > [Submit or Resubmit Wage File, W-2 Online, and W-2c Online and View Submission Status](#)

Online Services Availability

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

DONT USE YOUR BROWSER'S BACK BUTTON

Submit a W-2 Wage File

Send an electronic file that contains annual wage data in the EFW2 format. You may submit a new EFW2 submission, an EFW2c submission to correct previous reports, or, if a Resubmission Notice has been received, resubmit a file that has been returned because Social Security was unable to process the file successfully. (Note: This link should not be used to submit wage reports created using W-2 Online or W-2c Online.)

View Submission Status Information

View current status information for previously submitted W-2s.

Create Form W-2 Online

Enter Form W-2
Create, print, and submit your Forms W-2 and Form W-3 for Tax Year 2007. Twenty (20) reports can be entered at one time.

Resume Unsubmitted W-2s
Continue processing your unsubmitted W-2s.

Download Submitted W-2s
Download a printable version of your submitted Forms W-2 and Form W-3. This printable version can be saved to your PC. (This feature is only available for Forms W-2 and Form W-3 created with W-2 Online within 30 days of the date of submission.)

Create Forms W-2c Online

Enter Forms W-2c
Create, print, and submit your Forms W-2c and Form W-3c for previously submitted and processed Tax Year 2007 W-2s. Five (5) reports can be entered at one time.

Resume Unsubmitted W-2c
Continue processing your unsubmitted W-2cs.

Download Submitted W-2c
Download a printable version of your submitted Forms W-2c and Form W-3c. This printable version can be saved to your PC. (This feature is only available for Forms W-2c and Form W-3c created with W-2c Online within 30 days of the date of submission.)

[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](#)

[WgReSub] Resubmission Notice Processing

The screenshot shows the 'Resubmission Notice Processing' page on the Social Security Online Business Services Online portal. The page has a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area features a breadcrumb trail: 'BSO Main Menu > Report Wages to Social Security > Resubmission Notice Processing'. On the left, there is a sidebar with 'Online Services Availability' (Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, Sunday 8 AM - 11:30 PM ET) and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area contains two links: 'Acknowledge Resubmission Notice' (with subtext: 'Acknowledge that you have received a notice asking you to resubmit your wage data.') and 'Request Resubmission Extension' (with subtext: 'Request a one-time 15-day extension of the deadline for resubmitting your wage data.'). A 'BSO Main Menu' button is located below the second link. At the bottom, there is a footer with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation', along with contact information: '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.'

[ViewWage] View File/Wage Report Status with Name/SSN

The screenshot shows the 'View File / Wage Report Status with Name / SSN Errors' page on the Social Security Online Business Services Online portal. The page has a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area features a breadcrumb trail: 'BSO Main Menu > View File / Wage Report Status with Name / SSN Errors'. On the left, there is a sidebar with 'Online Services Availability' (Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, Sunday 8 AM - 11:30 PM ET) and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area contains two links: 'View Submission Status, Errors, and Notice Information' (with subtext: 'View current submission status, resubmission notices, and error information for previously submitted wage data including name and Social Security Number errors.') and 'View Employer Report Status, Errors, and Notice Information' (with subtext: 'View current employer report status information, Social Security Number and Name Validation notices, and error information for previously submitted wage data including name and Social Security Number errors.'). A 'BSO Main Menu' button is located below the second link. At the bottom, there is a footer with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation', along with contact information: '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.'

[Vssn] Social Security Number Verification Service

The screenshot shows the 'Social Security Number Verification Service' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background with a blue header 'Social Security Number Verification Service' and a 'LOGOUT | BSO HELP' link. A left sidebar contains 'Online Services Availability' with a list of hours and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area features several blue links: 'Request Online SSN Verification', 'Submit an Electronic File for SSN Verification', 'View Status and Retrieval Information', and 'View Social Security Number Verification Service Handbook'. A 'BSO Main Menu' button is located at the bottom right of the main content area. At the very bottom, there is a dark blue footer with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. A small text block at the bottom center provides contact information: '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.'


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

The screenshot shows the 'Form SSA-1694 Request for Business Entity Taxpayer Information' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background with a blue header 'Form SSA-1694 Request for Business Entity Taxpayer Information' and a 'LOGOUT | BSO HELP' link. A left sidebar contains 'Online Services Availability' with a list of hours and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area features a blue link: 'Submit / Update Business Taxpayer Information'. A 'BSO Main Menu' button is located at the bottom right of the main content area. At the very bottom, there is a dark blue footer with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. A small text block at the bottom center provides contact information: '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.'

User Registration

#Create a Log In Account - Provide Information

Social Security Online **Business Services Online**
www.socialsecurity.gov

 **Create a Log In Account**

Step 1: Provide Information
The information you provide will be compared to our records in order to verify your identity.
*Indicates required information

Create an Account

- 1 **Provide Information**
- 2 Create Password
- 3 Review & Submit
- 4 Print User ID

Personal Information

***Name:**

*First Middle *Last Suffix

***Date of Birth:**

dd/mm/yyyy

***Social Security Number (SSN):** [What if I don't have an SSN?](#)

Personal Contact Information

***Home Street Address:**

***Country:**

United States or U.S. Territory

***City/ Town:** ***State/ Territory:** ***ZIP Code:**

Daytime Phone Number:

Extension:

Fax Number:


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

www.socialsecurity.gov

#Create a Log In Account - Create Password

Social Security Online **Business Services Online**

www.socialsecurity.gov

 **Create a Log In Account**

Step 2: Create your Password

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

Create an Account

- 1 [Provide Information](#)
- 2 **Create Password**
- 3 [Review & Submit](#)
- 4 [Print User ID](#)

***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 & 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:**

www.socialsecurity.gov

#Create a Log In Account - Review & Submit

Social Security Online **Business Services Online**
www.socialsecurity.gov

 **Create a Log In Account**

Step 3: Review & Submit
Please verify that the information you provided is correct.

Create an Account

- 1 [Provide Information](#)
- 2 [Create Password](#)
- 3 **Review & Submit**
- 4 [Print User ID](#)

Personal & Contact Information [Edit Personal Information](#)

Name:	Bob Bailey Businessman Sr
Date of Birth:	01/01/1960
SSN:	999-99-9999
Home Street Address:	1234 Sample Drive Apt. 1
Country:	United States
City, State, ZIP:	Baltimore, Maryland 12345-1234
Daytime Phone Number:	(123) 456-7890 ext. 1234
Fax Number:	(555) 555-5555
Email Address:	sample@email.com

Security Questions & Answers [Edit Security Questions](#)

Question 1:	What is your mother's maiden name?
Answer 1:	Answer 1
Question 2:	What is the name of your first nephew?
Answer 2:	Answer 2
Question 3:	What is the name of your first niece?
Answer 3:	Answer 3
Question 4:	What is the name of your pet?
Answer 4:	Answer 4
Question 5:	What town was your father born in?
Answer 5:	Answer 5

User Certification for Online Services

I certify that:

- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- 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 have read & agree with the above statement.


[< Back](#) [Cancel & Exit](#) [Submit](#)

www.socialsecurity.gov

#Create a Log In Account - Next Steps

Social Security Online **Business Services Online**

www.socialsecurity.gov


 **Create a Log In Account**

Step 4: Print your User ID

Thank you! You have successfully created a login account.
The User ID below has been assigned to you:

User ID: XYZ12345

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 >

www.socialsecurity.gov

[ComPR] Complete Phone Registration

Social Security Online **Business Services Online**
www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

Complete Phone Registration [BSO HELP](#)

BSO Welcome > Complete Phone Registration

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.

Enter your Social Security number or leave blank if you do NOT have an SSN.

Your password must be at least 8 characters long and be a combination of letters and numbers. For example, there must be at least 1 letter and 1 number in your password. Passwords are NOT case sensitive. Do not use special characters.

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

User ID:

First Name:

Last Name:

U.S. Social Security Number: (If you do NOT have an SSN leave this field blank)

Date of Birth:

Enter Password:

Re-enter Password:

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 Welcome | BSO Information | Keyboard Navigation

[CPRSuc] Complete Phone Registration Success

Social Security Online **Business Services Online**
www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

Phone Registration Successful [BSO HELP](#)

BSO Welcome > Complete Phone Registration > Phone Registration Successful

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

Your phone registration is complete.

Your password will expire on **September 15, 2008**.
You must change your password before this date to prevent it from expiring.

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 Welcome | BSO Information | Keyboard Navigation

Online Services Availability

Monday – Friday: 5am – 1am EST
 Saturday: 5am – 11pm EST
 Sunday: 8am – 11:30pm EST

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

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



[Main Menu](#) > Account Maintenance

[LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)

Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)

Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)

Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)

Disable your access to selected online services.

[Deactivate Your User ID](#)

Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)

Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)

Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.

[Add/Update Your Employer Information](#)

Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)

Remove your employer information and deactivate all services associated with that employer.

[Main Menu](#)

Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/
 TTY call 1-800-325-0778.

After the user has created a log in account, he/she requests access to services.

Request Access to BSO Services

This page will change to delete the section titled "Claimant Representative Services" and all the text underneath that title and will just reflect a new title: "Appointed Representative Services" with no text under it. (I do not have a copy of this screen yet.)

Also, according to OSES, the "OCSE" portion of this page is also not applicable at this point in time and will be deleted.

Online Services Availability

Monday – Friday: 5am – 1am EST
Saturday: 5am – 11pm EST
Sunday: 8am – 11:30pm EST

DON'T USE YOUR BROWSER'S
BACK BUTTON



Request Access to BSO Services

> [Account Maintenance](#) > Request Access to BSO Services

[LOGOUT](#) [HELP](#)

Select Service Suite

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

Allows use of one or more the following functions:

- Report Wages to Social Security
- View File/Wage Report Status, Errors and Error Notices **without** Name/SSN Errors
- View File/Wage Report Status, Errors and Error Notices **with** Name/SSN Errors

AND / OR

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.

Claimant Representative Services:

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

AND / OR

Form SSA-1696 Appointment of Representative

Allows attorneys or authorized representatives the ability to complete Form SSA-1696.

Representative Payee Services:

Allows organizational and individual representative payees the ability to complete Form SSA-6234 and Form SSA-623.

OCSE Services Suite:

Allows representatives of IV-D Child Support Agencies or Business Representatives to perform the following functions:

- Process Electronic Income Withholding Orders
- Report Multi-State New Hires to one State
- Match Financial Accounts against Outstanding Child Support Balances
- Match Insurance Claimant Information against Outstanding Child Support Balances

For SSA Services, call 1-800-772-6270 to speak with Employer Customer Service.
For TDD/TTY call 1-800-325-0778.

#Appointed Representative Services - Getting Access

Social Security Online **Business Services Online**
www.socialsecurity.gov

Bob Businessman  **Appointed Representative Services**

[Log Out](#)

Getting Access to Appointed Representative Services

Before you can access Appointed Representative (AR) Services, we must take additional security steps to validate your identity due to the sensitivity of the information involved. Upon successful activation of your account, you will be able to register and request services to perform your work.

Who can register for online services:

You must be a **professional** who:

- has been or will be appointed as a [representative](#); **or**
- will perform [advocacy services](#) for an appointed representative; **or**
- will work for an appointed representative (including staff of attorneys and non-attorneys) and will require access to electronic services.

 [I just want to represent a friend or family member.](#)

Steps you must complete for access: [Print Steps](#)

- 1 Validate Your Identity**
Provide basic employment information so that we can send an Account Activation Notice.
- 2 Wait for your Account Activation Notice**
Your Account Activation Notice should arrive by mail within two weeks.
- 3 Log In & Enter your Account Activation Code**
Return to and Log In to Appointed Representative Services with your User ID and enter the account activation code on the notice you receive.
- 4 Register as an Appointed Representative**
Now that your account is activated, you can complete your registration as an appointed representative and request the services you require.

[Cancel & Exit](#) [Validate Your Identity >](#)


www.socialsecurity.gov

Screen is displayed following the creation of a log in account via the AR website, or if a user selects to add the AR Suite from Business Services Online (BSO) and is not authenticated at level 2.

#Validate Identity - Provide Information

Social Security Online **Business Services Online**

www.socialsecurity.gov

Bob Businessman  **Validate your Identity**

[Log Out](#)

Validate Identity

- 1 Provide Information**
- 2 Review & Submit
- 3 Next Steps

Step 1: Provide Information to Request an Account Activation Notice

To validate your identity, we require basic information regarding your employment or employer relationship. We will send an Account Activation Notice to the federal tax address on file for the organization you indicate. The notice will provide instructions on how to log in and enter the activation code to enable your account.

Select one of the options below:

I report self-employment income on federal tax Form 1040 - Schedule SE.

In order to qualify for this option, you must have reported *positive* earnings on a federal tax Form 1040 - Schedule SE at least once within the past three years. The Account Activation Notice will be sent to the federal tax address on record for you.

I work for an organization with an Employer Identification Number (EIN).

By selecting this option, the Account Activation Notice will be sent to the federal tax address on record for the EIN that you enter. The EIN can be found on your tax Form W-2 or you can request it from the employer. *Please inform the organization that this notice is being sent to them so that they may provide it to you in a timely manner.*

EIN: [Verify Name](#)

EIN Name: --

[I am not eligible for any of these options.](#)

[< Back](#) [Cancel & Exit](#) [Next >](#)

www.socialsecurity.gov

Upon entering an EIN and selecting the 'Verify Name' button, the EIN Name will be populated with the name that matches the EIN record (replacing the --). If no EIN is found, the following message will be displayed in that location instead:

EIN not found. Please verify your EIN or press next for further instructions.

#Validate Identity - EIN Failure

The screenshot shows the 'Validate your Identity' page on the Social Security Online Business Services Online portal. The user is logged in as 'Bob Businessman'. The page features a red header with the site name and logo, a dark blue navigation bar with the URL 'www.socialsecurity.gov', and a grey sidebar with a 'Log Out' button. The main content area has a yellow background and contains an error message: 'We're sorry, we are unable to complete your request. We are unable to complete your request because we could not find a valid address for the EIN you provided. Please select the 'Back' button below and verify that the information you entered is correct. If you believe that the EIN is correct, then the business, organization, or affiliation may not yet be registered on SSA's systems. To register the EIN, please send a fax to (570) 270-7307 with one of the following: A) A copy of IRS Form SS-4; or B) A copy of IRS Form 941; or C) An IRS EIN Notification Letter and a letter on company letter head that includes: • Your Company Name • Your Company Address • Your Company Telephone Number • Your Printed Name • Your Title • Your User ID (used to log in to these services) • Your Signature. A 'Print Instructions' link is provided. At the bottom, there are '< Back' and 'Cancel & Exit' buttons. The footer also displays 'www.socialsecurity.gov'.

Social Security Online Business Services Online

www.socialsecurity.gov

Bob Businessman

Log Out

Validate your Identity

We're sorry, we are unable to complete your request.

We are unable to complete your request because we could not find a valid address for the EIN you provided. Please select the 'Back' button below and verify that the information you entered is correct.

If you believe that the EIN is correct, then the business, organization, or affiliation may not yet be registered on SSA's systems.

To register the EIN, please send a fax to (570) 270-7307 with one of the following:

- A) A copy of IRS Form SS-4; **or**
- B) A copy of IRS Form 941; **or**
- C) An IRS EIN Notification Letter **and** a letter on company letter head that includes:
 - Your Company Name
 - Your Company Address
 - Your Company Telephone Number
 - Your Printed Name
 - Your Title
 - Your User ID (used to log in to these services)
 - Your Signature

[Print Instructions](#)

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 email, phone call, or fax.

< Back Cancel & Exit

www.socialsecurity.gov

Error screen will display if the user selects the “work on behalf of an organization” option and the EIN entered is not registered on our system.

#Validate Identity - SE Failure

The screenshot displays the Social Security Online Business Services interface. At the top, the header reads "Social Security Online Business Services Online" with the URL "www.socialsecurity.gov". The user is logged in as "Bob Businessman" and has a "Log Out" button. The main heading is "Validate your Identity". A yellow error box contains the following text:

We're sorry, we are unable to complete your request.
We are unable to complete your request because we could not validate a federal tax address for you. This may have occurred because:

- You have not reported *positive* self-employment earnings on a federal tax Form 1040 - Schedule SE within the past three years; **or**
- You recently began self-employment and our records do not yet reflect your status.

Unfortunately, you will not be able to validate your identity online using the self-employment method. Please select the 'Back' button below and choose another option to continue.

At the bottom of the error box, there are two buttons: "< Back" and "Cancel & Exit". The footer of the page also displays "www.socialsecurity.gov".

Error screen will display if the user selects the “report self-employment earnings” option and the system is unable to locate a positive earnings statement on a federal tax Form 1040 Schedule SE for the user SSN.

#Validate Identity - Review & Submit

Social Security Online **Business Services Online**
www.socialsecurity.gov

Bob Businessman
Log Out

Validate your Identity

Step 2: Review & Submit
Please verify that the information you provided is correct.

Validate Identity

- 1 [Provide Information](#)
- 2 **Review & Submit**
- 3 [Next Steps](#)

Identity Information [Edit Identity Information](#)

You indicated that you:
Work for an organization with an Employer Identification Number (EIN).

Your Account Activation Notice will be mailed to the federal tax address for:
**EIN: 12-345678
Sample & Associates
Baltimore, MD**

< Back Cancel & Exit **Submit**

www.socialsecurity.gov

Display represents the review information for the selection of option 1; work on behalf of an organization. If option 2 is selected, the review information will read:

You indicated that you:

Report self-employment earnings on federal tax Form 1040 – Schedule SE.


Your Account Activation Notice will be mailed to the federal tax address for:

**Bob Businessman
Baltimore, MD**

#Validate Identity - Confirmation

Social Security Online **Business Services Online**

www.socialsecurity.gov

Bob Businessman  **Validate your Identity**

[Log Out](#)

Validate Identity

- 1 Provide Information
- 2 Review & Submit
- 3 Next Steps**

Step 3: Next Steps

An activation notice will be sent for your account.
Your Account Activation Notice will be mailed to the federal tax address for:

EIN: 12-345678
Sample & Associates
Baltimore, MD

The notice should arrive within two weeks. Please follow the instructions on the notice to log in and activate your account.

[I'm Done - Log Out](#) [Go to the Main Menu](#)

www.socialsecurity.gov

#View / Edit Account Information

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456

[Log Out](#)

View / Update Account Information

Your current account information is displayed below. You may update this information at any time.

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\(s\)](#)

Personal & Contact Information [Edit Personal Information](#)

Name: **Bob Bailey Businessman Sr**
Date of Birth: **01/01/1960**
SSN: xxx-xxx-xxxx (hidden for your security)

Home Street Address: **1234 Sample Drive Apt. 1**
Country: **United States**
City, State, ZIP: **Baltimore, Maryland 12345-1234**

Daytime Phone Number: **(123) 456-7890 ext. 12345**
Fax Number: **(555) 555-5555**
Email Address: **sample@email.com**

Suite Registration Information

Appointed Representative Registration Information [View / Edit Information](#)

Secure Text-enabled Cell Phone Number [Change Number](#)

Secure Text-enabled Cell Phone Number: **(123) 456-7890**

Security Questions & Answers [Edit Security Questions](#)

Question 1: **What is your mother's maiden name?**
Answer 1: **Answer 1**

Question 2: **What is the name of your first nephew?**
Answer 2: **Answer 2**

Question 3: **What is the name of your first niece?**
Answer 3: **Answer 3**

Question 4: **What is the name of your pet?**
Answer 4: **Answer 4**

Question 5: **What town was your father born in?**
Answer 5: **Answer 5**

www.socialsecurity.gov

#Edit Personal Information

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

SOCIAL SECURITY ADMINISTRATION

Edit Personal & Contact Information

*Indicates required information

Personal Information

***Name:**

<input type="text" value="Bob"/>	<input type="text" value="Bailey"/>	<input type="text" value="Businessman"/>	<input type="text" value="Sr"/>
*First	Middle	*Last	Suffix

***Date of Birth:**

dd/mm/yyyy

Personal Contact Information

***Home Street Address:**

***Country:**

***City/ Town:** ***State/ Territory:** ***ZIP Code:**

Daytime Phone Number:

 Extension:

Fax Number:

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

[Cancel](#) [Update Information](#)


www.socialsecurity.gov

#Edit Personal Information - Confirmation

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[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.

If you have used your previous information to register for other SSA products, you may need to update your information there as well.

[View Account Info](#) [Go to the Main Menu](#)

www.socialsecurity.gov

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\(s\)](#)

#Edit Security Questions

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

 **Edit Security Questions & Answers**

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

*Question 1: What is your mother's maiden name?	*Answer 1: Answer 1
*Question 2: What is the name of your first nephew?	*Answer 2: Answer 2
*Question 3: What is the name of your first niece?	*Answer 3: Answer 3
*Question 4: What is the name of your pet?	*Answer 4: Answer 4
*Question 5: What town was your father born in?	*Answer 5: Answer 5

[Cancel](#) [Update Information](#)

www.socialsecurity.gov

#Edit Security Questions - Confirmation

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[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.

[View Account Info](#) [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 Code\(s\)](#)

www.socialsecurity.gov

Employer Information

[EmpInfoAtt] Employer Information Attestation

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

Employer Information Attestation [BSO HELP](#)

Online Services Availability

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

DONT USE YOUR BROWSER'S BACK BUTTON

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

Please read the following information about entering employer information to request access to 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. I agree that I am responsible for all actions taken with my User ID.

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 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 Welcome | BSO Information | Contact Us | Keyboard Navigation

[AddEmp] Add Employer Information

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

Add Employer Information LOGOUT | BSO HELP

BSO Main Menu > Account Maintenance Menu > Add Employer Information

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

Please enter your Employer Identification Number. If you do NOT have an EIN then leave this field blank. [More info.](#)

If you previously removed an employer information, all access to services associated with that employer has been deactivated. Select the "Next" button to request access to services for the current employer information.

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

Form Approved: OMB No. 0960-0626
Expiration date: 09/30/2009

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

Business or Organization Name:

Please check the following statement **ONLY** if applicable.

I am a third party submitter registering to do business on behalf of another business or organization.

Cancel Submit Employer Information

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

[AEmpSuc] Add Employer Information Successful

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

Add Your Employer Information Successful LOGOUT | BSO HELP

Your employer information has been added.

Main Menu Request Access to BSO Services

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

[UpdEmp] Update Your Employer Information

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

Update Your Employer Information [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Update Your Employer Information

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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" which will deactivate all active services with this employer and then re-request services from "Account Maintenance", "Request Access to BSO Services."

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

Employer Identification Number (EIN): **123456789**
Business or Organization Name: **PEPSI INC**

Please check the following the statement below **ONLY** if applicable.

I am a third party submitter registering to do business on behalf of another company.

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 Welcome | BSO Information | Contact Us | Keyboard Navigation

[UEmpSuc] Update Your Employer Information Successful

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

Update Your Registration Information Successful [LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > [Update Your Registration Information](#) > Update Your Registration Information Successful

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

Your registration information has been updated.


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

#SSA Online Services - Log in #2

The screenshot shows the 'Log In to Online Services' page on the Social Security Administration's website. The page has a red header with 'Social Security Online' and 'Business Services Online' and the URL 'www.socialsecurity.gov'. The main content area is divided into two columns. The left column is for 'New User?' and the right column is for 'Existing User?'. The 'New User?' section includes instructions on account creation, a list of requirements, a 'Create a Log In Account' button, and a link to 'Need to complete a phone/form registration?' with a corresponding button. The 'Existing User?' section includes a 'Please log in below:' prompt, input fields for 'User ID:' and 'Password:', links for 'Forgot user ID?' and 'Forgot password?', a 'User Certification' section with a dropdown menu and a checkbox, and a 'Log In' button. The URL 'www.socialsecurity.gov' is also visible at the bottom of the page.

Social Security Online **Business Services Online**
www.socialsecurity.gov

 **Log In to Online Services**

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 a new account you will need to:

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

Create a Log In Account

Need to complete a [phone/form registration?](#)

Complete a Registration

Existing User?
Please log in below:

User ID:

Password:

[Forgot user ID?](#)
[Forgot password?](#)

User Certification:
I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects that I am in violation of the terms of use.
 I have read & agree to these terms.

Log In

www.socialsecurity.gov

User returns to Log In after receiving their Account Activation Notice.

#Appointed Representative Services - Main Menu (w/o Activation)

The screenshot shows the Social Security Online interface for an appointed representative. The header includes the Social Security Administration logo and the text "Appointed Representative Services". The user is identified as "Bob Businessman" and has a "Log Out" button. The page is titled "Appointed Representative Services - Main Menu". A yellow warning box states: "You currently do not have access to any services. The following options are available to you: If you have received an Activation Notice, go to [Enter Activation Code\(s\)](#); or You can review the status of your service request(s) at [View Pending Services](#); or You can add services to your menu at [Request New Services](#)." The left navigation menu includes "Manage Account" (with links for [View / Edit Account Info](#), [Change Password](#), and [Disable Account](#)) and "Manage Services" (with links for [View / Edit Services](#), [Request New Services](#), [View Pending Services](#), and [Enter Activation Code\(s\)](#)). The footer contains the URL www.socialsecurity.gov.

User must select “Enter Activation Code(s)” from the menu or the left navigation to activate their account (as per instructions on Account Activation Notice).

#Enter Activation Code(s)

Social Security Online Appointed Representative Services	
www.socialsecurity.gov Main Menu Contact Us Keyboard Navigation	
Bob Businessman <input type="button" value="Log Out"/>	 Enter Activation Code(s)
Main Menu	Enter the activation code for any service(s) for which you have requested access and have received an activation code.
Manage Account <ul style="list-style-type: none">View / Edit Account InfoChange PasswordDisable Account	Enter Activation Code: <input type="text"/> + Add an additional activation code
Manage Services <ul style="list-style-type: none">View / Edit ServicesRequest New ServicesView Pending ServicesEnter Activation Code(s)	<input type="button" value="Cancel"/> <input type="button" value="Activate Service(s)"/>
www.socialsecurity.gov	

#Enter Activation Code(s) - Confirmation

Social Security Online **Appointed Representative Services**

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

Bob Businessman  **Enter Activation Code(s) - 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 Code\(s\)](#)

You have successfully activated 1 service.
The service(s) listed below are now available from the Main Menu.

Service	Affiliation
Appointed Representative Services	
Appointed Representative Registration	--

[Go to the Main Menu](#)

www.socialsecurity.gov

#Appointed Representative Services - Main Menu (w/ Registration)

Social Security Online **Appointed Representative Services**

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

Bob Businessman  **Appointed Representative Services - Main Menu**

[Log Out](#)

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:

[Appointed Representative Registration](#)

You will need to provide representation and contact information for yourself and for whom you work for. After you complete registration, you will be assigned a Representative Identification number (Rep ID) that will enable you to do business with us electronically or on paper and allow you to request additional online services.

www.socialsecurity.gov

#IRES AR Account Access

#Appointed Representative Services - Main Menu

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456  **Appointed Representative Services - Main Menu**

[Log Out](#)

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:

[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

[View / Edit your Appointed Representative Information](#)

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

www.socialsecurity.gov

#Request Access to Services - Select Affiliation

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Request Services

- Select Affiliation**
- Select Services
- Review & Submit
- Next Steps

Request Access to Services

Step 1: Select an Affiliation
*Indicates required information

Select the affiliation that you would like to request services for. The information you provide will be compared to our records to verify your eligibility. A notice may also be sent to the affiliation's address about your request. If you require access to services for more than one affiliation, you must submit a separate service request for each.

*Select an affiliation: [Not on this list?](#)

[Cancel](#) [Next >](#)

www.socialsecurity.gov


#Request Access to Services - MEF Failure

Social Security Online **Appointed Representative Services**

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

Bob Businessman
ReplID: ABCD123456

[Log Out](#)

 **Request Access to Services**


We're sorry, we are unable to complete your request.

We are unable to complete your request for services because we were unable to verify your relationship with the business, organization, or affiliation you provided. Only services that do not require verification will be available to you at this time.

If you began work within the last 18 months, SSA's records may not yet reflect your relationship with the business, organization, or affiliation for whom you are requesting services.

Please have the employer send a fax to (570) 706-7874 with:

- 1) A letter on company letter head that includes:
 - Company Name
 - Company Address
 - Company Telephone Number
 - Company Employer Identification Number (EIN), if applicable
 - Your Name
 - Your User ID (used to log in to these services)
 - Authorizing Official's Name
 - Authorizing Official's Title
 - Authorizing Official's Social Security Number (SSN)
 - Authorizing Official's Date of Birth
 - A statement certifying that you are authorized to conduct business on behalf of the business or organization and that the Authorizing Official signing this document has the authority to certify your authorization
- 2) The following language, as written, signed by the Authorizing Official:
 - I affirm that the information I have provided is true and correct to the best of my knowledge.
 - I understand that if I knowingly furnish, or participate in furnishing, false or misleading information to the Social Security Administration, I may be subject to civil and/or criminal prosecution.
 - I have read and agree to the above statements.

 [Print Instructions](#)

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 email, phone call, or fax.

[Go to the Main Menu](#)

www.socialsecurity.gov

#Request Access to Services - Select Services

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Request Services

- [1 Select Affiliation](#)
- 2 Select Services**
- [3 Review & Submit](#)
- [4 Next Steps](#)

Request Access to Services

Step 2: Select Services

Select only the services you require to perform your work. Each service you select will be evaluated by SSA to determine whether you are authorized to access the service.

Select one or more services for [AFFILIATION]:

- Access Claimant's Electronic Folder**
Allows you to access the electronic folder records for authorized cases and to download these records via the Pick Up Files function. *Access to this service requires the use of a text-enabled cell phone for security purposes. A cell phone number will be requested on the next page if you have not previously provided one.*
- Send Response for Individual Case**
Allows you to upload evidence for an individual case which will be stored in a claimant's electronic folder and to track the status of your submissions.
- Communication Utility**
Allows you to send a message with file attachments to an ODAR office email address.

[< Back](#) [Cancel](#) [Next >](#)

www.socialsecurity.gov

#Request Access to Services - Select Services - Provide Cell Phone Number

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Request Services

- [Select Affiliation](#)
- Select Services**
- [Review & Submit](#)
- [Next Steps](#)

Request Access to Services

Step 2: Select Services - Continued
*Indicates required information

The following service(s) you requested require a higher level of security due to the sensitivity of the information they 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 secure password to you by text message whenever you access secure services. This secure text-enabled cell phone number will also be used for *all* secure services you request in the future.

***Secure 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!
When you select "Next", a one-time password will be sent by text message to the cell phone number you provided. You will need to enter the password within 10 minutes to validate your cell phone and submit your request.

[< Back](#) [Cancel](#) [Next >](#)

www.socialsecurity.gov

#Request Access to Services - Select Services - Verify Cell Phone Number

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)


Request Services

- 1 [Select Affiliation](#)
- 2 **Select Services**
- 3 [Review & Submit](#)
- 4 [Next Steps](#)

Request Access to Services

Step 2: Select Services - Continued
*Indicates required information

Verify your Cell Phone Number

 **A one-time password has been sent to cell phone number: (123) 456-7890**
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](#) [Next >](#)

www.socialsecurity.gov

#Request Access to Services - Review & Submit

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Request Services

- [1 Select Affiliation](#)
- [2 Select Services](#)
- 3 Review & Submit**
- [4 Next Steps](#)

Request Access to Services

Step 3: Review & Submit your Request
Please verify that the information you provided is correct.

Selected Affiliation [Edit Selected Affiliation](#)

Affiliation: **Self [Rep ID: ABCD123456]**

Selected Services [Edit Selected Services](#)

Selected Services: **Access Claimant's Electronic Folder
Send Response for Individual Case
Communication Utility**

Secure Text-enabled
Cell Phone Number: **123-456-7890**

[Cancel](#) [Submit](#)

www.socialsecurity.gov

#Request Access to Services - Next Steps

Social Security Online

Appointed Representative Services

www.socialsecurity.gov

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

Bob Businessman

RepID: ABCD123456

[Log Out](#)



Request Access to Services

Step 4: Next Steps

Your request for new services has been received.

Please review the table below to determine the status of your request and any additional steps that you may need to take. Once activated, these services will appear on the Main Menu.

Request Services

- 1 Select Affiliation
- 2 Select Services
- 3 Review & Submit
- 4 Next Steps**

Services / Affiliation	Status / Next Steps
Appointed Representative Services	
Access Claimant's Electronic Folder Self RepID: ABCD123456	Pending Activation An activation notice will be mailed to you. Please allow two weeks for receipt of the notice. The activation code must be entered online before you can access this service.
Send Response for Individual Case Self Rep ID: ABCD123456	Pending Activation An activation notice will be mailed to you. Please allow two weeks for receipt of the notice. The activation code must be entered online before you can access this service.
Communication Utility Self Rep ID: ABCD123456	Pending Activation An activation notice will be mailed to you. Please allow two weeks for receipt of the notice. The activation code must be entered online before you can access this service.

[Make Another Service Request](#)

[Go to the Main Menu](#)

www.socialsecurity.gov

#Change Secure Cell Phone

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)


Change Secure Text-enabled Cell Phone Number

To change your secure 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 Secure Text-enabled Cell Phone Number: (123) 456-7890

Select an option to change your number:

- I have **both** my current secure 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 secure text-enabled cell phone number.
- I do not have either of the above options.

 **Make sure your current secure number is available before you continue!**
When you select "Next", a one-time password will be sent by text message to your current secure 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 >](#)

www.socialsecurity.gov

#Change Secure Cell Phone - Enter OTP (w/Cell)

Social Security Online **Appointed Representative Services**

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

Bob Businessman
ReplID: ABCD123456
[Log Out](#)

Change Number

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

Change Secure Text-enabled Cell Phone Number

Step 1: Enter One-Time Password
*Indicates required information

 **A one-time password has been sent to cell phone number: (123) 456-7890**
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](#) [Next >](#)

www.socialsecurity.gov

#Change Secure Cell Phone - Enter OTP (w/Notice)

Social Security Online Appointed Representative Services	
www.socialsecurity.gov Main Menu Contact Us Keyboard Navigation	
Bob Businessman RepID: ABCD123456 Log Out	 Change Secure Text-enabled Cell Phone Number
Change Number 1 Enter Password 2 Provide New Number 3 Verify Number 4 Confirmation	Step 1: Enter One-Time Password <i>*Indicates required information</i> 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: <input type="text"/> <hr/> < Back Cancel Next >
www.socialsecurity.gov	

#Change Secure Cell Phone - Request Notice

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[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 Code\(s\)](#)

 **Change Secure Text-enabled Cell Phone Number**

Request a Notice to Unlock your Secure Cell Phone Number

In order to change your secure 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 receive will contain a one-time password that will allow you to provide a new secure 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](#)

www.socialsecurity.gov

#Change Secure Cell Phone - Request Notice - Confirmation

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

 **Change Secure Text-enabled Cell Phone Number**

A notice will be mailed to you to change your secure 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 Secure Text-enabled Cell Phone Number page and select the notice option to change your number.

[View Account Info](#) | [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 Code\(s\)](#)

www.socialsecurity.gov

#Change Secure Cell Phone - Provide New Cell Phone Number

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Change Number

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

Change Secure Text-enabled Cell Phone Number

Step 2: Provide a New 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 secure password to you by text message when you access secure services. This cell phone number will be used for all secure services you request in the future.

*Secure 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!
When you select "Next", a one-time password will be sent by text message to the cell phone number you provided. You will need to enter the password within 10 minutes to validate your cell phone and continue your request.

[Cancel](#) [Next >](#)

www.socialsecurity.gov

#Change Secure Cell Phone - Verify New Cell Phone Number

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Change Number

- 1 Enter Password
- 2 [Provide New Number](#)
- 3 Verify Number**
- 4 Confirmation

Change Secure Text-enabled Cell Phone Number

Step 3: Verify your New Cell Phone Number
*Indicates required information

 **A one-time password has been sent to cell phone number: (123) 456-7890**
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

#Change Secure Cell Phone - Confirmation

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

 **Change Secure Text-enabled Cell Phone Number**

Step 4: Confirmation

Your secure text-enabled cell phone number has been changed to (123) 456-7890.
This cell phone will be required whenever you attempt to enter secure services.


[View Account Info](#) [Go to the Main Menu](#)

Change Number

- 1 Enter Password
- 2 Provide New Number
- 3 Verify Number
- 4 Next Steps**

www.socialsecurity.gov

#Change Password

Social Security Online Appointed Representative Services	
www.socialsecurity.gov Main Menu Contact Us Keyboard Navigation	
Bob Businessman RepID: ABCD123456 <input type="button" value="Log Out"/>	 Change Password
Main Menu Manage Account <ul style="list-style-type: none">View / Edit Account InfoChange PasswordDisable Account Manage Services <ul style="list-style-type: none">View / Edit ServicesRequest New ServicesView Pending ServicesEnter Activation Code(s)	<p>Your current password is scheduled to expire: 11/01/2008 (5 days)</p> <p>Enter Current Password: <input type="text"/></p> <p>Enter New Password: <input type="text"/></p> <p>Re-Enter New Password: <input type="text"/></p> <p>For security purposes, your password will expire and must be changed every 90 days.</p> <p>Your new password:</p> <ul style="list-style-type: none">• Must contain exactly 8 characters• Must contain only numbers and letters• Must contain at least 1 number and letter• Is not case-sensitive <p><input type="button" value="Cancel"/> <input type="button" value="Change Password"/></p>
www.socialsecurity.gov	

#Change Password - Confirmation

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456

[Log Out](#)

Change Password - Confirmation

Your password has been updated.
Your new password will remain valid until 02/01/2009 (90 days).

[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 Code\(s\)](#)

www.socialsecurity.gov


#Disable Account

Social Security Online Appointed Representative Services	
www.socialsecurity.gov Main Menu Contact Us Keyboard Navigation	
Bob Businessman RepID: ABCD123456 Log Out	 Disable Account
Main Menu	This function will disable your User ID so that it can no longer be used to access online services. *Indicates required information
Manage Account <ul style="list-style-type: none">View / Edit Account InfoChange PasswordDisable Account	*Enter Current Password: <input type="password"/>
Manage Services <ul style="list-style-type: none">View / Edit ServicesRequest New ServicesView Pending ServicesEnter Activation Code(s)	*Why are you disabling this account? <input type="radio"/> I am no longer authorized to access these services and/or I no longer require these services. <input type="radio"/> The account has been compromised (ex: unauthorized access or disclosure).
	<div style="border: 1px solid gray; padding: 5px;"> Your account will be permanently disabled. If you continue, you will need to register a new account to access online services.</div>
	Cancel Disable Account
www.socialsecurity.gov	

#Disable Account - Confirmation

Social Security Online **Appointed Representative Services**

www.socialsecurity.gov

 **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.

[Create a New Account](#) [Exit to SSA Website](#)

www.socialsecurity.gov

#View / Update Services

Social Security Online

Appointed Representative Services

www.socialsecurity.gov

Main Menu | Contact Us | Keyboard Navigation

Bob Businessman

RepID: ABCD123456

Log Out



View / Edit Services

This page allows you to manage the services that are available from the Main Menu. You may request access to new services or remove existing 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\(s\)](#)

Organize by: Affiliation

Request New Services

Remove Selected

Affiliation	Service	
Appointed Representative Services		
Sample Entity 1 EIN: 12-3456789	Communication Utility	<input type="checkbox"/>
Sample Entity 2 EIN: 12-3456789	Communication Utility	<input type="checkbox"/>
Self RepID: ABCD123456	Access Claimant's Electronic Folder	<input type="checkbox"/>
	Send Response for Individual Case	<input type="checkbox"/>
	Communication Utility	<input type="checkbox"/>

Request New Services

Remove Selected

www.socialsecurity.gov

#Remove Services

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Remove Services

This function will remove access to the services you selected below:

Services	Affiliation
Appointed Representative Services	
Communication Utility	Sample Entity 1 EIN: 12-3456789
	Sample Entity 2 EIN: 12-3456789

 **You will no longer be able to access these services once removed.**
If you continue, you will need to submit a new request to restore these services.

[Cancel](#) [Remove Services](#)

www.socialsecurity.gov

#Remove Services - Confirmation

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Remove Services - Confirmation

You have successfully removed 2 services.
Your updated services will be displayed on the [View / Edit Services](#) page.

[View Services](#) [Go to the Main Menu](#)

www.socialsecurity.gov

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\(s\)](#)

#View Pending Services

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456


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\(s\)](#)

 **View Pending Services**

The requested services below are pending and require additional action. If you have not received or have misplaced your activation code(s), and it has been at least 10 days since your original request, you can request a new activation notice. If it has been more than 60 days since you requested access, you will need to re-request access from the [Request New Services](#) page.

Services / Affiliation	Status / Next Steps
Appointed Representative Services	
Access Claimant's Electronic Folder Self RepID: ABCD123456	Pending Activation An activation notice was mailed to you. You must enter the activation code it contains online before you can access this service. <input type="button" value="Request New Activation Notice"/>
Access Claimant's Electronic Folder Sample Entity 1 EIN: 12-23456789	Pending Activation An activation notice was mailed to you. You must enter the activation code it contains online before you can access this service.

www.socialsecurity.gov

#View Pending Services - Confirmation of New Notice Request

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

View Pending Services

You have successfully submitted a request for a new activation notice.
Please allow up to two weeks for the notice to arrive.

[View Pending Services](#) | [Go to the 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\(s\)](#)

www.socialsecurity.gov

#Enter Activation Code(s)

Social Security Online Appointed Representative Services	
www.socialsecurity.gov Main Menu Contact Us Keyboard Navigation	
Bob Businessman RepID: ABCD123456 <input type="button" value="Log Out"/>	 Enter Activation Code(s)
Main Menu	Enter the activation code for any service(s) for which you have requested access and have received an activation code.
Manage Account <ul style="list-style-type: none">View / Edit Account InfoChange PasswordDisable Account	Enter Activation Code: <input type="text"/> + Add an additional activation code
Manage Services <ul style="list-style-type: none">View / Edit ServicesRequest New ServicesView Pending ServicesEnter Activation Code(s)	<input type="button" value="Cancel"/> <input type="button" value="Activate Service(s)"/>
www.socialsecurity.gov	

#Enter Activation Code(s) - Confirmation

Social Security Online **Appointed Representative Services**

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

Bob Businessman
RepID: ABCD123456
[Log Out](#)

Enter Activation Code(s) - Confirmation

You have successfully activated 2 services.
The services listed below are now available from the Main Menu.

Services	Affiliation
Appointed Representative Services	
Access Claimant's Electronic Folder	Sample Entity 1 EIN: 12-3456789
	Sample Entity 2 EIN: 12-3456789

[Go to the Main Menu](#)

www.socialsecurity.gov

#Electronic Records Express - Home

Social Security Online **Electronic Records Express**

www.socialsecurity.gov [Frequently Asked Questions](#) [User Instructions](#)

Bob Businessman
RepID: ABCD123456
[Log Out](#)

 **Electronic Records Express Home**
Welcome to Electronic Records Express

Appointed Representative Services

- [Access Claimant's Electronic Folder](#)
 - [Pick Up Files](#)
- [Send Response for Individual Case](#)
- [Track Status of Submissions](#)
- [Communication Utility](#)

Bulletin Board

Updated 01/01/2010

[What's New?](#)

[Email for more information](#) or call toll free:
1-866-691-3061

[< Back to Appointed Representative Services Main Menu](#)


#Secure Service - Enter One-Time Password

Social Security Online **Business Services Online**


www.socialsecurity.gov

Bob Businessman
RepID: ABCD123456

Log Out

 **Enter One-Time Password**

You are now entering a secure service. Due to the sensitivity of the information within, you must enter a one-time password to continue.
*Indicates required information

 **A one-time password has been sent to cell phone number: (123) 456-7890**
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](#).

Cancel Next >

www.socialsecurity.gov

Integrated Registration Services (IRES)

Request Access to BSO Services

[AASvc] Activate Access to BSO Services

The screenshot shows the 'Activate Access to BSO Services' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a title 'Activate Access to BSO Services' and a 'LOGOUT | BSO HELP' link. A breadcrumb trail reads 'BSO Main Menu > Account Maintenance Menu > Activate Access'. On the left, there is a sidebar with 'Online Services Availability' and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main text area contains instructions: 'Please enter the activation code for any service for which you have requested access and received an activation code. Activation codes may only be entered one at a time.' and 'If you have received more than one activation code you will have the option to enter the remaining codes upon the successful or unsuccessful activation of each code entered.' Below this is a form with a text input field labeled 'Enter Your Activation Code:', a 'Cancel' button, and an 'Activate' button. At the bottom, there is a footer with contact information: '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.'

[AccSvcSuc] Activate Access to BSO Services Successful

The screenshot shows the 'Activation Code Approved' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a title 'Activation Code Approved' and a 'LOGOUT | BSO HELP' link. A breadcrumb trail reads 'BSO Main Menu > Account Maintenance Menu > Activate Access > Activate Access Successful'. On the left, there is a sidebar with 'Online Services Availability' and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main text area contains a message: 'Your request to View Name and Social Security Number Errors has been approved.' and 'Please select the "Enter Activation Code" button to enter another activation code, or select the "BSO Main Menu" button to access View Name and Social Security Number Errors.' Below this are two buttons: 'BSO Main Menu' and 'Enter Another Activation Code'. At the bottom, there is a footer with contact information: '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.'

Integrated Registration Services (IRES)

[RRAC] Re-Request Activation Code

The screenshot shows the 'Re-Request Activation Codes' page on the Social Security Business Services Online portal. The page header includes 'Social Security Online' and 'Business Services Online' with navigation links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is titled 'Re-Request Activation Codes' and includes a 'LOGOUT | BSO HELP' link. A sidebar on the left lists 'Online Services Availability' and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main text explains that users can re-request access if they haven't received it or if it's been more than 60 days since the last request. It provides two options: 'View File/Wage Report Status, Errors, and Error Notices with Name / SSN Errors' and 'Social Security Number Verification Service (SSNV3)'. Each option includes a list of review items and a note that access involves a more rigorous process. At the bottom, there are 'Cancel' and 'Re-Request' buttons, and a footer with contact information: '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'.

[RRACSuc] Re-Request Activation Code Successful

The screenshot shows the 'Re-Request Activation Codes Confirmation' page on the Social Security Business Services Online portal. The page header is identical to the previous screenshot. The main content area is titled 'Re-Request Activation Codes Confirmation' and includes a 'LOGOUT | BSO HELP' link. A sidebar on the left lists 'Online Services Availability' and the same warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main text confirms: 'Your re-request was received on Jul 09, 2008.' and 'Please print this for your records.' It also states: 'View Name and Social Security Number Errors with Name / SSN Errors' and 'Your activation code has been sent by first class mail to the address we have on record for your employer. (TEST, MD)'. At the bottom, there are 'BSO Main Menu' and 'Re-Request Another Activation Code' buttons, and the same footer with contact information: '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'.

Integrated Registration Services (IRES)

[SelSrv] Request Access to BSO Services - Select Suite of Services

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

Request Access to BSO Services [LOGOUT](#) | [BSO HELP](#)

BSO Main Menu > Account Maintenance Menu > Request Access

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

Select Service Suite

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
Allows use of one or more of the following services:

- Reporting Wages to Social Security
- View File/Wage Reports Status, Errors, and Error Notices **without** Name / SSN Errors
- View File/Wage Reports Status, Errors, and Error Notices **with** Name / SSN Errors

AND/OR

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.

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
- Update Form SSA-1694 Business Taxpayer Information

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.

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

[DisplayEmplInfo] Employer Information

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

Employer Information [BSO HELP](#)

BSO Main Menu > Account Maintenance Menu > Employer Information

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

Employer Identification Number (EIN): **123456789**
Business or Organization Name: **IBM INC**

You currently have access to the following services:

- Report Wages to Social Security
- View File/Wage Report Status, Errors and Error Notices with Name / SSN Errors
- Social Security Number Verification Service (SSNVS)
- Form SSA-1694 Request for Business Entity Taxpayer Information
- Internet Representative Payee Accounting (IRPA)

Your additional request for services will be for the Employer Information listed above. To update Employer information, return to "Account Maintenance", "Update Your Employer Information".

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 Welcome | BSO Information | Contact Us | Keyboard Navigation

Integrated Registration Services (IRES)

[EmpInfoNA] Request Access to BSO Services - Employer Information Not Available

[Skip to content](#)
Social Security Online
www.socialsecurity.gov

Business Services Online

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



Request Access to BSO Services

[LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Request Access to BSO Services

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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 (410) 966-4407 and provide the following information:

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

- Your Company Name
- Your Company Address
- Your Company Telephone Number
- Your Company EIN
- Your Name
- Your Date of Birth
- Your Social Security Number
- Authorizing Official's Signature
- Authorizing Official's Name
- Authorizing Official's Title
- Statement certifying that you work for the employer and are authorized to conduct business on behalf of the employer

Once SSA receives your faxed information, an Employer Reporting Technician should contact you with an updated status for requesting access to BSO services within two business days.

[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](#)

[RptWages] Request Access to BSO Services - Report Wages to Social Security

Social Security Online **Business Services Online**

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

Request Access to BSO Services [LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Request Access

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

Viewing basic submission status provides a limited general status (receipt of submission). For viewing of File/Wage status, Errors and Error Notices with or without Name/SSN Errors, access must be requested on the "Request Access to BSO, View File/Wage Status, Errors and Error Notices" page that follows.

Report Wages to Social Security

Do you want to 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 basic submission status.

Yes

No

[<< Previous](#) [Next >>](#)

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](#)

Integrated Registration Services (IRES)

[ViewFile] Request Access to BSO Services - View File/Wage Report Status, Errors and Error Notices

Social Security Online Business Services Online

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

Request Access to BSO Services [LOGOUT](#) | [BSO_HELP](#)

BSO Main Menu > Account Maintenance Menu > Request Access

Page 3 of 5

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

View File / Wage Report Status, Errors and Error Notices

View File/Wage Report Status service allows you to view additional submission status of wage information submitted by or for your employer. This additional service also allows you to review any errors the Social Security Administration found in the submitted information, and any error notices the Social Security sent to your employer.

You can choose to view the errors and error notices **with** or **without** Name/SSN errors. Access requires obtaining an activation code which may take up to 2 weeks.

- The activation notice for reviewing wage information status **without** Name/SSN errors is sent directly to you.
- The activation notice for reviewing wage information status **with** Name/SSN errors is sent directly to your employer. This access involves a more rigorous process and requires pre-authorization from your employer.

After you receive the activation notice, you may activate this additional service by logging in to the BSO web site and from the "Account Maintenance" menu, select "Activate Access to BSO Services" and enter the activation code.

I do NOT want the additional Submission Information described above. Basic Submission Status is included with "Report Wages to Social Security"

I do want the additional Submission Information described above. I request access to View File/Wage Report Status, Errors and Error Notices **without** Name/SSN Errors.

I do want the additional Submission Information described above. I request access to View File/Wage Report Status, Errors and Error Notices **with** Name/SSN Errors

[<< Previous](#) [Next >>](#)

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

[SSNVS] Request Access to BSO Services - Social Security Number Verification Service (SSNVS)

Social Security Online Business Services Online

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

Request Access to BSO Services [LOGOUT](#) | [BSO_HELP](#)

BSO Main Menu > Account Maintenance Menu > Request Access

Page 4 of 5

Online Services Availability

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

DON'T USE YOUR BROWSER'S BACK BUTTON

[Proper Use of Social Security Number Verification Service](#)

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 >>](#)

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

Integrated Registration Services (IRES)

[Frm1694] Request Access to BSO Services - Complete Form SSA-1694 Business Taxpayer Information Form

The screenshot shows the 'Request Access to BSO Services' page. The header includes 'Social Security Online' and 'Business Services Online'. The main title is 'Request Access to BSO Services'. Below the title, there is a breadcrumb trail: 'BSO Main Menu > Account Maintenance Menu > Request Access'. The page content is divided into two main sections. On the left, there is a sidebar with 'Online Services Availability' listing hours for Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). Below this is a yellow warning box: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area is titled 'Complete Form SSA-1694 Business Taxpayer Information Form'. It asks 'Do you want to Complete Form SSA-1694 Business Taxpayer Information Form?' and provides a brief explanation: '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:'. A list of actions follows: 'Complete a Business Taxpayer Information Form' and 'Update a Business Taxpayer Information Form'. There are two radio buttons: 'Yes' (unselected) and 'No' (selected). At the bottom of the main content area, there are two buttons: '<< Previous' and 'Next >>'. A footer note reads: '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.'

[ReqSum] Request Access to BSO Services - Request Summary

The screenshot shows the 'Request Summary' page. The header is identical to the previous page. The main title is 'Request Access to BSO Services'. Below the title, there is a breadcrumb trail: 'BSO Main Menu > Account Maintenance Menu > Request Access'. The page content is divided into two main sections. On the left, there is a sidebar with 'Online Services Availability' listing hours for Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). Below this is a yellow warning box: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area is titled 'Request Summary'. It states 'You have selected the following functions:' followed by a list: 'View File/Wage Report Status, Errors and Error Notices with Name / SSN Errors'. Below this, it says '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.' At the bottom of the main content area, there are two buttons: '<< Previous' and 'Confirm'. A footer note reads: '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.'

Integrated Registration Services (IRES)

[RAccSuc] Request Access to BSO Services Confirmation

The screenshot shows the 'Request Access to BSO Services Confirmation' page. The header includes 'Social Security Online' and 'Business Services Online'. The main content area is titled 'Request Access to BSO Services Confirmation' and includes a 'LOGOUT | BSO HELP' link. A breadcrumb trail reads: 'BSO Main Menu > Account Maintenance Menu > Request Access to BSO Services > Request Access to BSO Services Confirmation'. The page states: 'Your request for access to the services and tasks listed below was received on June 27, 2008. Please print this for your records.' There are three main sections: 1. 'Report Wages to Social Security': 'Your 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."' 2. 'Form SSA-1694 Request for Business Entity Taxpayer Information': 'Your may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Form SSA-1694 Request for Business Entity Taxpayer Information."' 3. 'View Name and Social Security Number Errors with Name / SSN Errors': 'Your activation code has been sent by first class mail to the address we have on record for your employer (TEST, MD). Once you have received the code and activated this service, you may access "View Name and Social Security Number Errors with Name / SSN Errors" from the BSO Main Menu page (see activation information at left of this screen).' A 'Social Security Number Verification Service' section follows, stating: 'Your activation code has been sent by first class mail to the address we have on record for your employer (TEST, MD). Once you have received the code and activated this service, you may access "Social Security Number Verification Service" from the BSO Main Menu page (see activation information at left of this screen).' A 'BSO Main Menu' button is located at the bottom right. A footer contains contact information: '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.'

Password Pages

[SupKBA] Supply Answer to Forgot Password Questions

The screenshot shows the 'Supply Answers to Forgot Password Questions' page. The header includes 'Social Security Online' and 'Business Services Online'. The main content area is titled 'Supply Answers to Forgot Password Questions' and includes a 'LOGOUT | BSO HELP' link. A breadcrumb trail reads: 'BSO Welcome > Supply Answers to Forgot Password Questions'. The page states: 'Supply answers to questions needed to select a new password'. Below this, it says: 'Beginning in Spring 2008, if you forget your password you can immediately select a new password by matching the answers to the questions that you can supply now. You will only supply answers to these questions once. You may change your questions and / or answers at any time by selecting Account Maintenance, Update Your Registration.' There are five rows of input fields, each with a dropdown menu labeled 'Select a Question' and a text input field. At the bottom, there are 'Cancel' and 'Continue' buttons. A footer contains contact information: '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.'

Integrated Registration Services (IRES)

[FMPwd] Forgot Password

Social Security Online Business Services Online
www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

Forgot Password [BSO HELP](#)

[BSO Welcome](#) > [Forgot Password](#)

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 GIRLFRIEND OR BOYFRIEND?:

WHAT IS THE MIDDLE NAME OF YOUR FATHER?:

Choose your new password

Input New Password:

Confirm New Password:

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

- 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.

Have a question? Call 1-800-772-6278 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 1-800-325-9778.

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

[FMPwdSuc] Forgot Password Update Successful

Social Security Online Business Services Online
www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

Forgot Password Update Successful [BSO HELP](#)

[BSO Welcome](#) > [Forgot Password Update Successful](#)

Your forgotten password has been successfully changed.

Have a question? Call 1-800-772-6278 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 1-800-325-9778.

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

Integrated Registration Services (IRES)

[ReqPwdMail] Request Password by Mail

The screenshot shows the 'Request Password by Mail' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below the header, the page title is 'Request Password by Mail' with a 'BSO HELP' link. The main content area includes a navigation breadcrumb 'Request Password by Mail > Request Password by Mail' and a confirmation message: 'You have requested to receive a temporary password by mail to replace your forgotten password.' Below this, instructions state: '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.' A form with four input fields (First Name, Last Name, U.S. Social Security Number, and Date of Birth) and two buttons ('Cancel' and 'Request Temporary Password') is displayed. A yellow warning box on the left says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. At the bottom, there is a footer with 'www.socialsecurity.gov' and 'BSO Welcome | BSO Information | Keyboard Navigation'.

[ReqPwdSucc] Request Password by Mail Success

The screenshot shows the 'Password By Mail Success' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below the header, the page title is 'Password By Mail Success' with a 'BSO HELP' link. The main content area includes a navigation breadcrumb 'BSO Welcome > Request for New Password Successful' and a success message: 'Your request for a new password by mail was successful'. Below this, instructions state: '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.' A 'BSO Welcome' button is displayed. A yellow warning box on the left says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. At the bottom, there is a footer with 'www.socialsecurity.gov' and 'BSO Welcome | BSO Information | Keyboard Navigation'.

Integrated Registration Services (IRES)

[CPwd] Change Password

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

Change Password LOGOUT | BSO HELP

BSO Main Menu > Account Maintenance Menu > Change Password

User ID: K8ETBNH3

Input Current Password:
Input New Password:
Confirm New Password:

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

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

Cancel Change Password

Have a question? Call 1-800-772-6278 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 1-800-325-8778.

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

[CPwdSuc] Password Change Successful

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

Password Change Successful LOGOUT | BSO HELP

BSO Main Menu > Account Maintenance Menu > Change Password > Change Password Successful

Your password has been successfully changed.

BSO Main Menu

Have a question? Call 1-800-772-6278 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 1-800-325-8778.

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

Integrated Registration Services (IRES)

Remove/Deactivate

[RASvc-PR] Remove Access to BSO Services

The screenshot shows the 'Remove Access to BSO Services' page. The header includes 'Social Security Online' and 'Business Services Online'. The main heading is 'Remove Access to BSO Services'. Below the heading, there is a navigation breadcrumb: 'BSO Main Menu > Account Maintenance Menu > Remove Access to BSO Services'. A 'LOGOUT | BSO HELP' link is visible in the top right. On the left, there is a sidebar with 'Online Services Availability' and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area contains the instruction: 'To remove access to BSO Services please select the services(s) that you would like to remove.' There are three checkboxes with corresponding instructions: 1. 'Form SSA-1694 Request for Business Entity Taxpayer Information' with a note about law firms and partnerships. 2. 'View File / Wage Report Status, Errors, and Error Notices with Name / SSN Errors' with a list of actions: 'Review the status of wage files and/or wage reports submitted by or for your company', 'Review the errors, including Name/Social Security Number mismatches, found by Social Security in wage files submitted by or for your company, and', and 'Review error notices, including Name/Social Security Number Mismatch notices, sent by Social Security about wage files submitted by or for your company.' 3. 'Social Security Number Verification Service (SSNVS)' with instructions to complete an online form or submit files. There is also a checkbox for 'Report Wages to Social Security' with instructions to create, print, and submit Forms W-2 and W-2c Online, upload wage submission files, acknowledge resubmission request notices, and view basic submission status. At the bottom of the main content area are 'Cancel' and 'Remove' buttons. A footer note says: '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'.

[RASvcSuc] Remove Access to BSO Services Successful

The screenshot shows the 'Remove Access to BSO Services Successful' page. The header includes 'Social Security Online' and 'Business Services Online'. The main heading is 'Remove Access to BSO Services Successful'. Below the heading, there is a navigation breadcrumb: 'BSO Main Menu > Account Maintenance Menu > Remove Access > Remove Access to BSO Services Successful'. A 'LOGOUT | BSO HELP' link is visible in the top right. On the left, there is a sidebar with 'Online Services Availability' and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area contains the message: 'Your request to remove access to Report Wages to Social Security, Social Security Number Verification Service (SSNVS), View File/Wage Report Status, Errors, and Error Notices with Name/SSN Errors and Form SSA-1694 Request for Business Entity Taxpayer Information was successful. If you have removed this access in error you may use the "Request Access to BSO Services" option from the "BSO Main Menu", "Account Maintenance Menu" selection to re-request access.' At the bottom of the main content area are 'BSO Main Menu' and 'Deactivate Another Service' buttons. A footer note says: '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'.

Integrated Registration Services (IRES)

[RmvEmp] Remove Your Employer Information

The screenshot shows the 'Remove Your Employer Information' page on the Social Security Business Services Online portal. The page header includes 'Social Security Online' and 'Business Services Online'. The main title is 'Remove Your Employer Information' with a 'BSO HELP' link. The page displays the employer's identification number (EIN) as 123456789 and the business name as PEPSI INC. A warning message states: 'Removing this employer information will cause the following services to be deactivated: Report Wages to Social Security, View File/Wage Report Status, Errors and Error Notices with Name / SSN Errors, Social Security Number Verification Service (SSNVS), and Form SSA-1694 Request for Business Entity Taxpayer Information.' Below this, it instructs the user to 'Select "Remove Employer" to remove your employer information and deactivate access to the services listed above.' There are 'Cancel' and 'Remove Employer' buttons. A footer note provides contact information: '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.'

[REmpSuc] Remove Your Employer Information Successful

The screenshot shows the 'Remove Employer Information Successful' page on the Social Security Business Services Online portal. The page header includes 'Social Security Online' and 'Business Services Online'. The main title is 'Remove Employer Information Successful' with 'LOGOUT' and 'BSO HELP' links. The page displays a confirmation message: 'Your employer information has been removed and all access to services associated with that employer has been deactivated.' It also instructs the user to 'Select "Request Access to BSO Services" to request access to business services online and add new employer information, if required.' There are 'BSO Main Menu' and 'Request Access to BSO Services' buttons. A footer note provides contact information: '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.'

Integrated Registration Services (IRES)

[DPIN] Deactivate User ID

The screenshot shows the 'Deactivate User ID' page on the Social Security Online Business Services Online portal. The page has a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is titled 'Deactivate User ID' and includes a 'LOGOUT | BSO HELP' link. On the left, there is a sidebar with 'Online Services Availability' (Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, Sunday 8 AM - 11:30 PM ET) and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area contains the text 'This will deactivate your User ID for Business Services Online.' followed by a password input field. Below the password field, there are two radio button options: 'I am no longer authorized to use Business Services Online.' (selected) and 'This User ID was compromised (e.g., disclosed to an unauthorized person.)'. At the bottom of the form are 'Cancel' and 'Deactivate' buttons. A footer section contains contact information: '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 1-800-325-9778.'

[DPINSuc] Deactivate User ID Successful - User ID Deactivated

The screenshot shows the 'User ID Deactivated' page on the Social Security Online Business Services Online portal. The page has a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is titled 'User ID Deactivated' and includes a 'LOGOUT | BSO HELP' link. On the left, there is a sidebar with 'Online Services Availability' (Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, Sunday 8 AM - 11:30 PM ET) and a warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area contains the text 'Your Business Service Online User ID has been deactivated.' followed by a 'BSO Welcome' button. A footer section contains contact information: '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 1-800-325-9778.'

Error Pages

[RLAtt] Reached Limit of Attempts

The screenshot displays the Social Security Online Business Services Online interface. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links for 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background. On the left, there is a sidebar with 'Online Services Availability' and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area features a large heading 'Reached Limit of Attempts' and a sub-heading 'You have reached the limit on number of attempts.' Below this, a message states: '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.' A 'BSO Welcome' button is visible. At the bottom, there is a footer with contact information: '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.'