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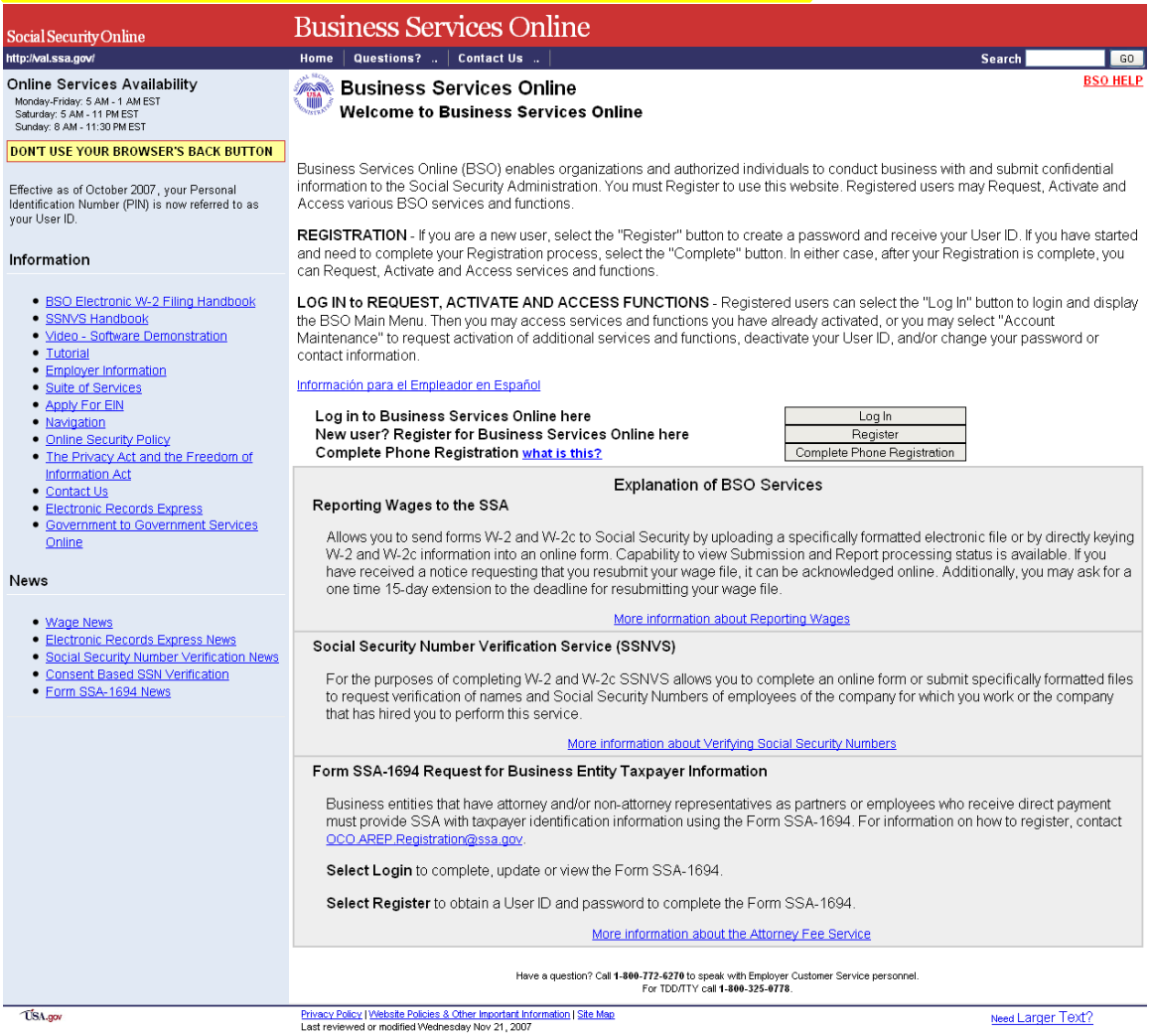
BSO Main

[Welcome] Welcome to Business Services Online



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

Seguro Social en Español

www.segurosocial.gov

[an error occurred while processing this directive]

Buscador GO

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)

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
8 AM - 11:30 PM

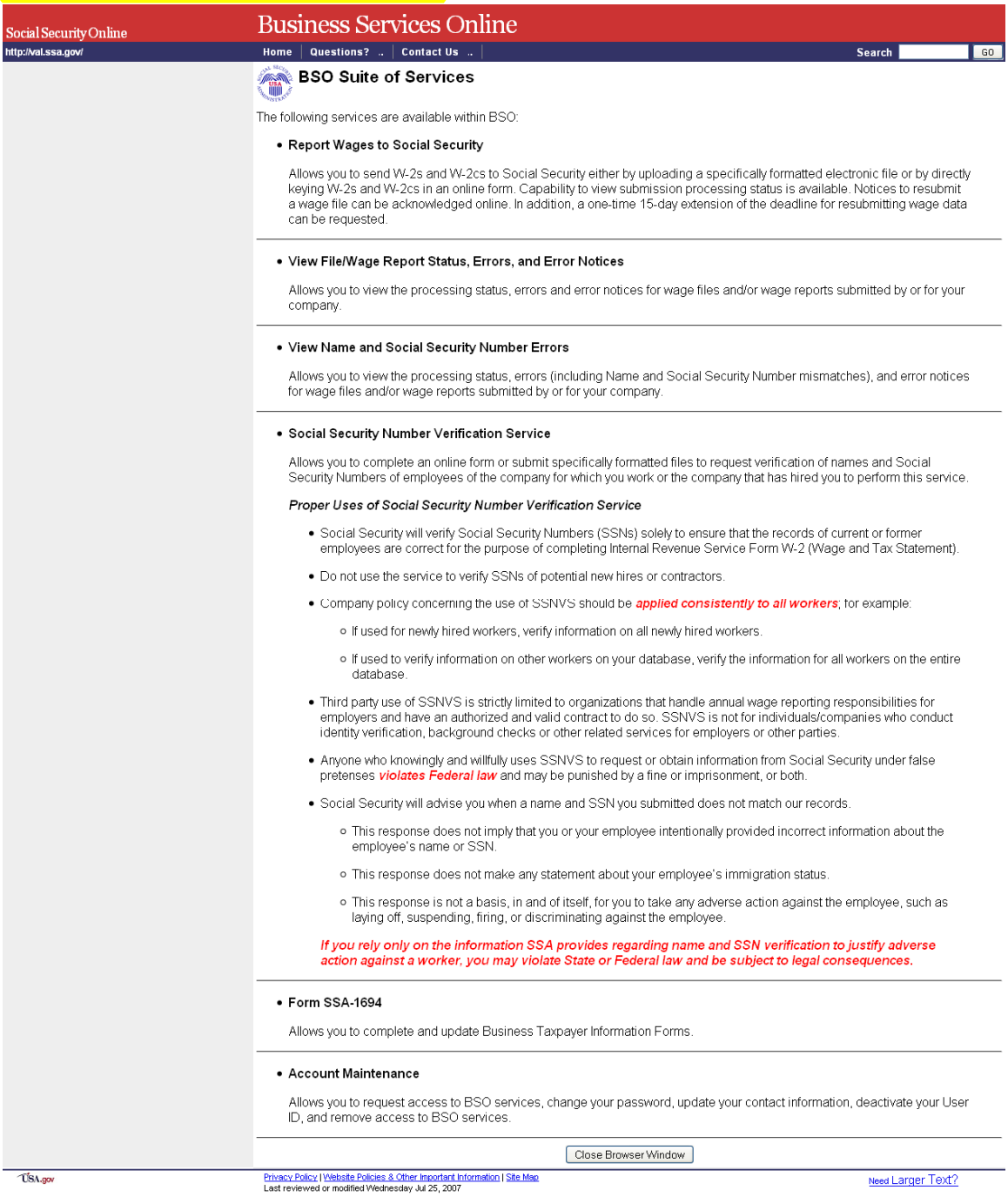
Todos los horarios corresponden al tiempo del Este.

Conexión a FirstGovesp.gov: Portada del gobierno de los EE.UU.

Confidencialidad | Normativa de la web y otra información (sólo en inglés) | Sitio de mapa (sólo en inglés)
Fecha de revisión o modificación: 25 de junio de 200913 de junio de 2008

Amplíe el Texto

[SuiSer] BSO Suite of Services



Social Security Online

Business Services Online

http://val.ssa.gov/

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.

Close Browser Window

USA.gov

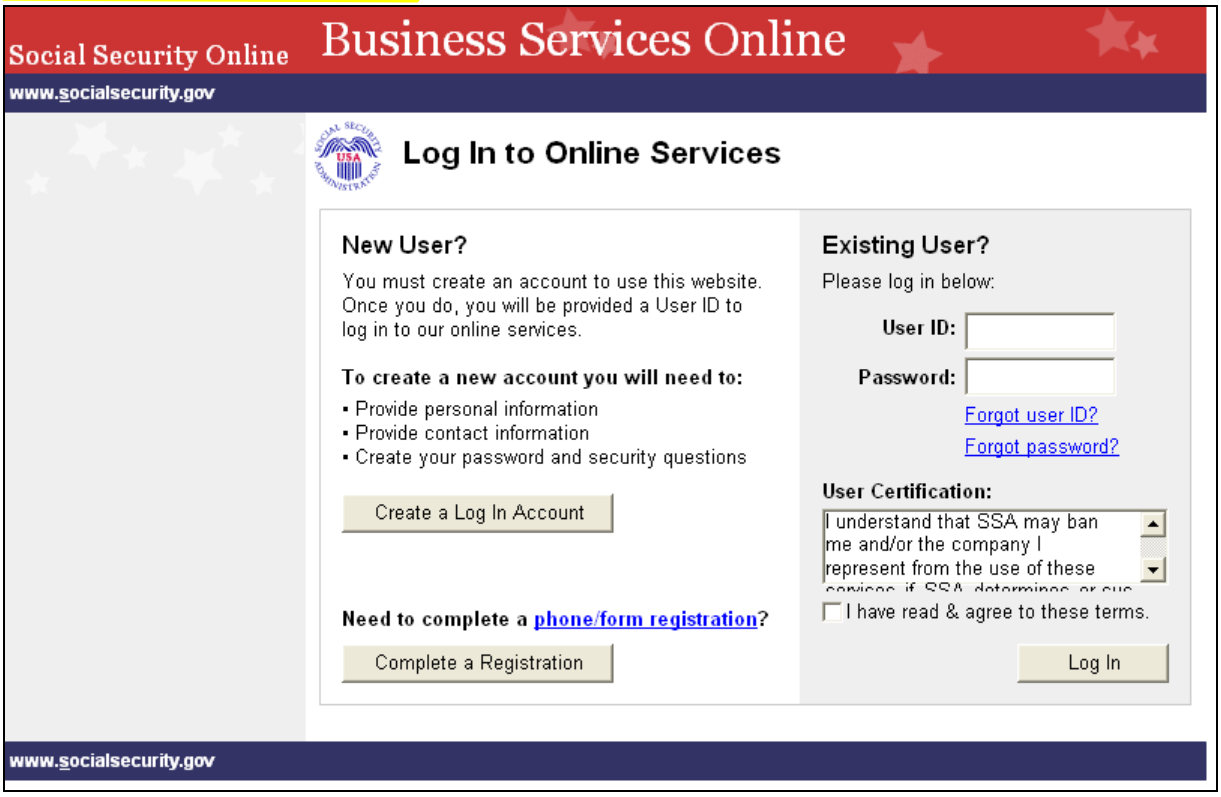
Privacy Policy | Website Policies & Other Important Information | Site Map

Last reviewed or modified Wednesday Jul 25, 2007

Need Larger Text?

Login/Logout

#Online Services - Log In



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.*

Social Security Online

Business Services Online

www.socialsecurity.gov

BSO Welcome | BSO Information | Keyboard Navigation

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**.

www.socialsecurity.gov

BSO Welcome | BSO Information | Keyboard Navigation

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

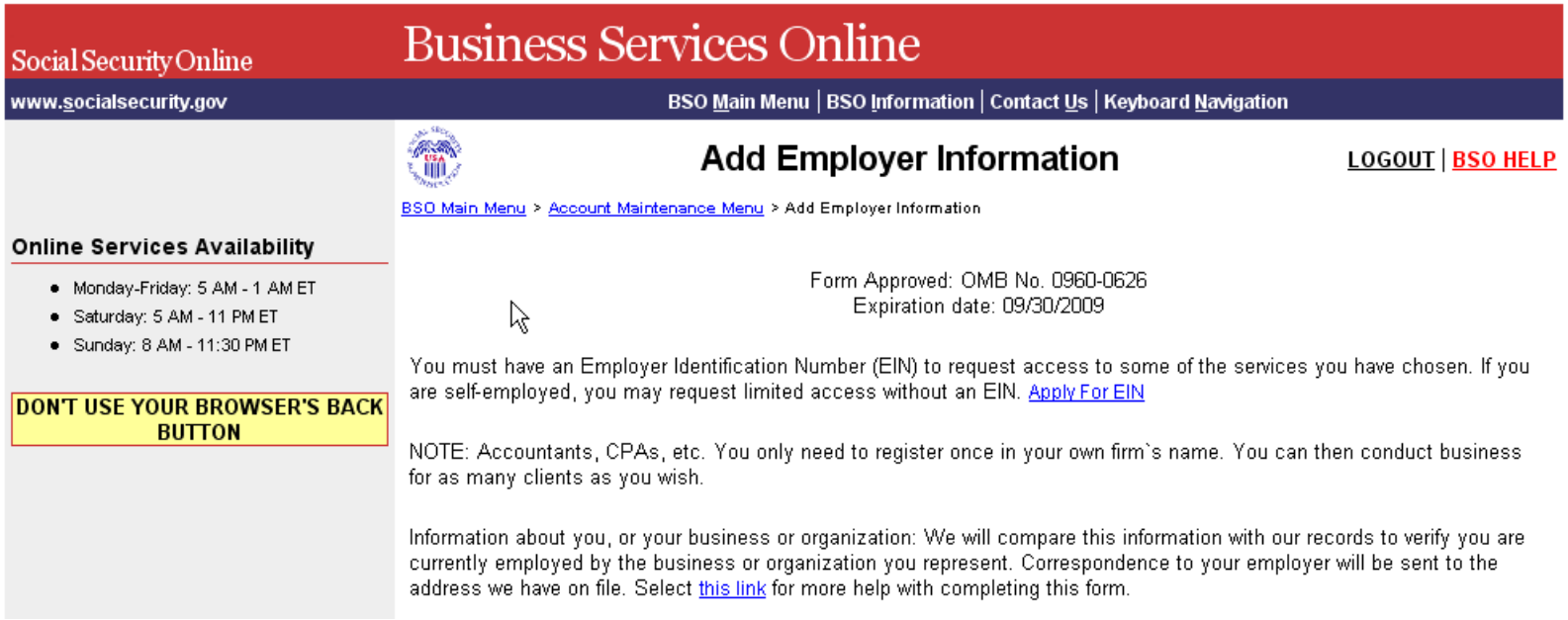
The Freedom of Information Act (FOIA), as amended at 5 U.S.C.552, is a disclosure statute that requires Federal Executive Branch agencies to make records available to the public.

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).

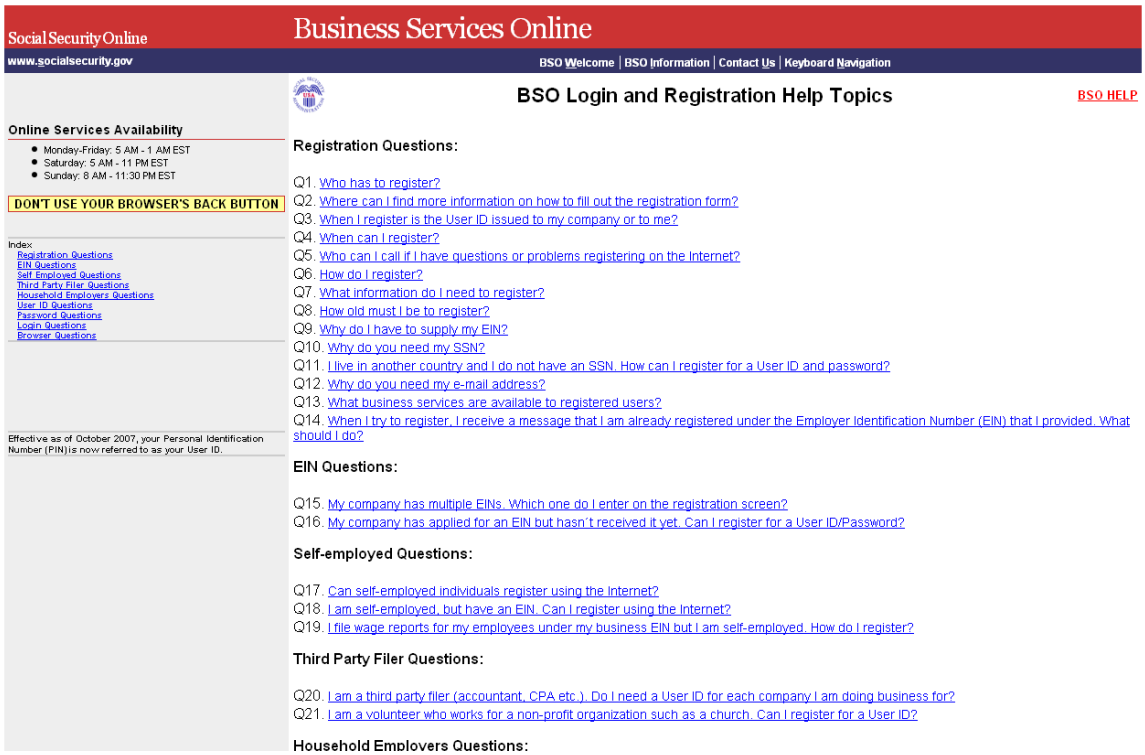
Top half of current Registration page in Production displaying OMB information. New look and feel **Create Login Account** page for October IRES release will have same OMB language at top of page with updated OMB number and date.

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.



[LogOut] Log Out of BSO

[Help] BSO Login and Registration Help Topics



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 where 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:

***Q* 1. 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

***Q* 2. 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

***Q* 3. 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

***Q* 4. When can I register?**
A4. Registration is available year round.
Return to Help Topics List

***Q* 5. 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

***Q* 6. 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 form 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/bso/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/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 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/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

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/bso/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/bso/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/bso/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/bso/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/bso/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

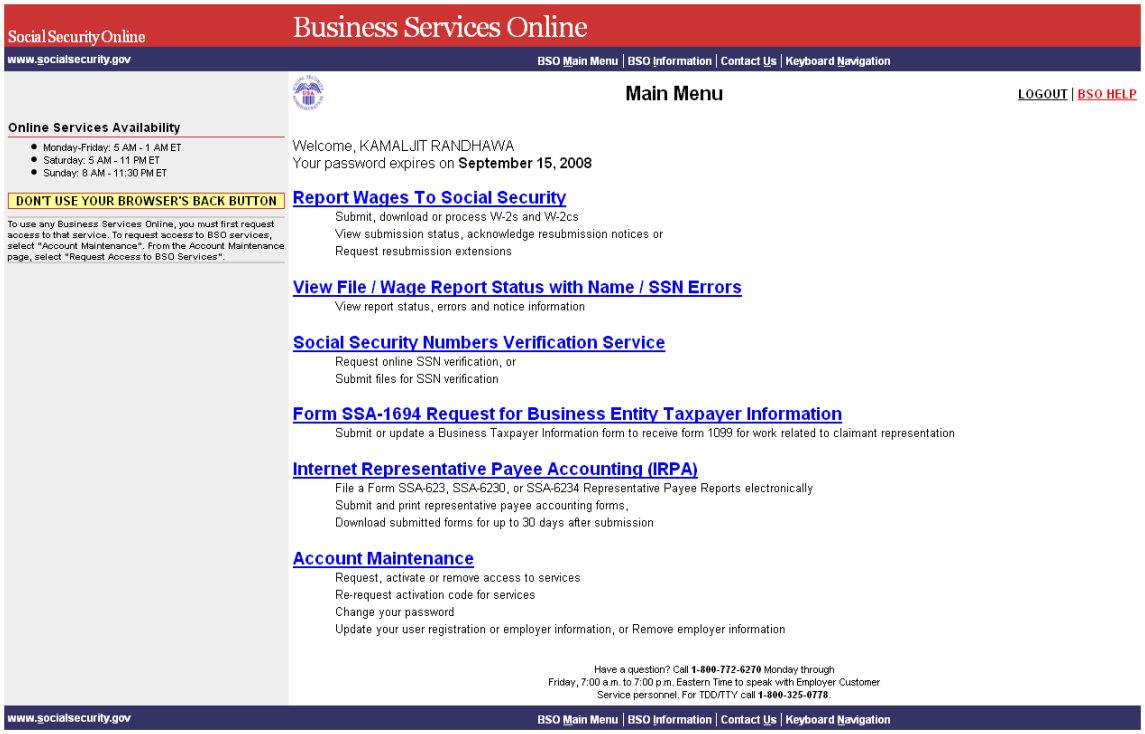
Close Browser Window

Close Browser Window

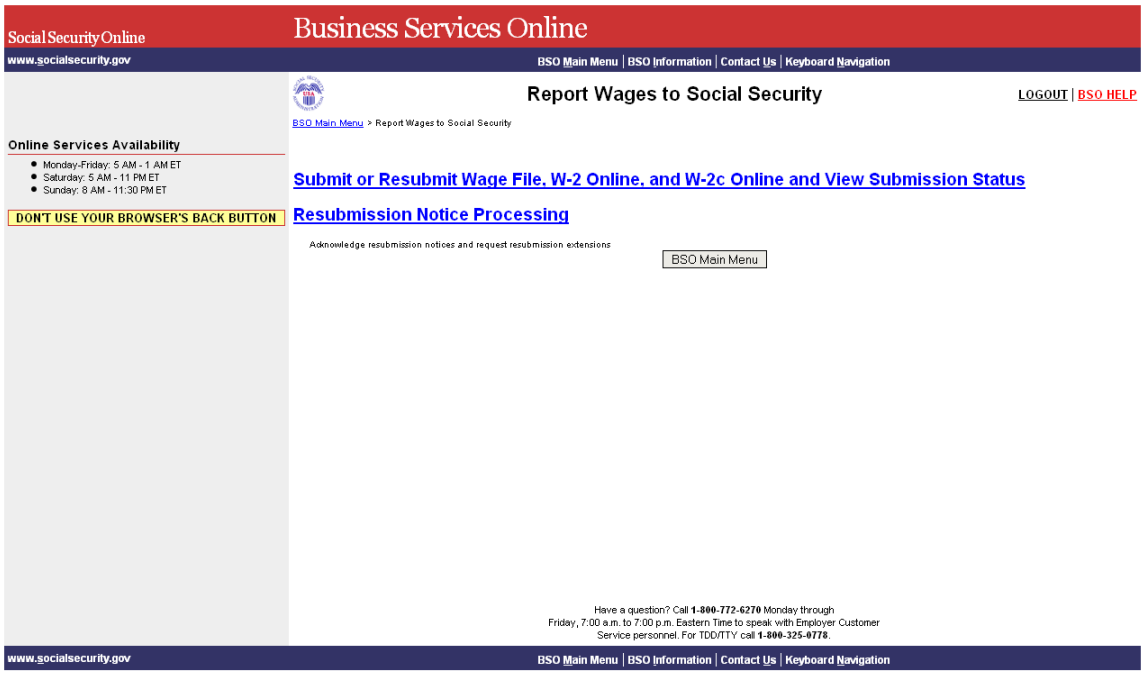
Have a question? Call **1-800-772-6270** Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778**.

Main Menu

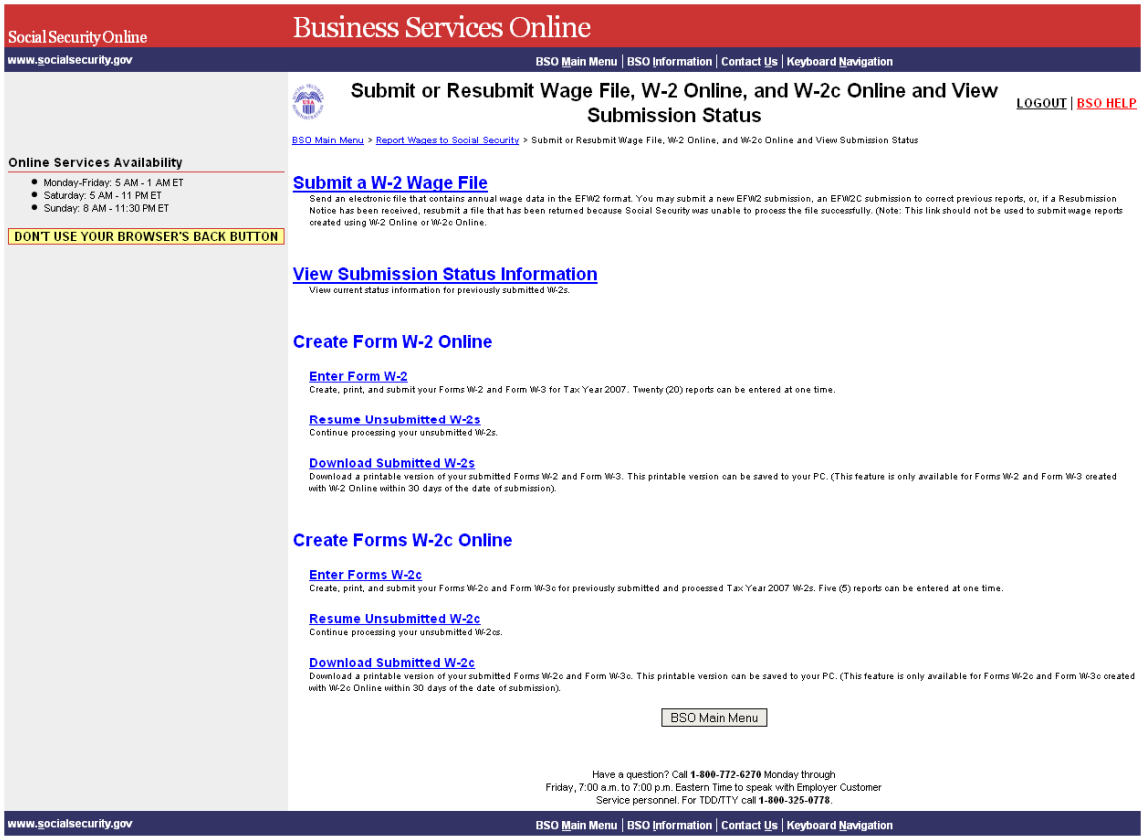
[MainMenu] Main Menu



[RptWageM] Report Wages to Social Security – Menu



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

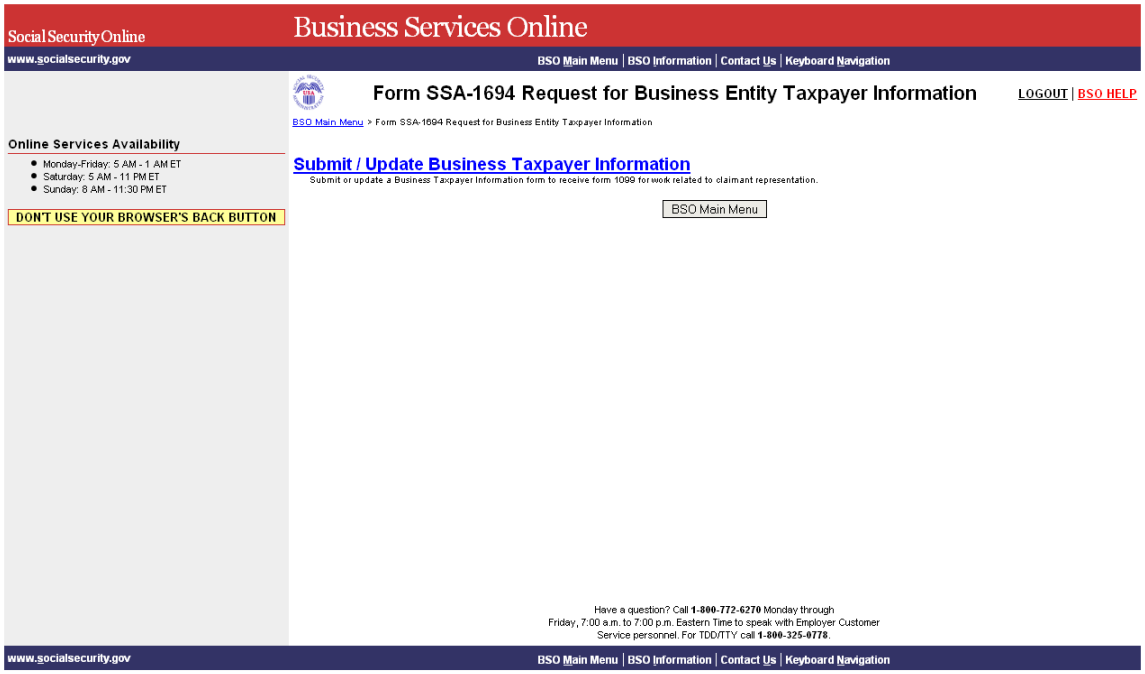


[WgReSub] Resubmission Notice Processing

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

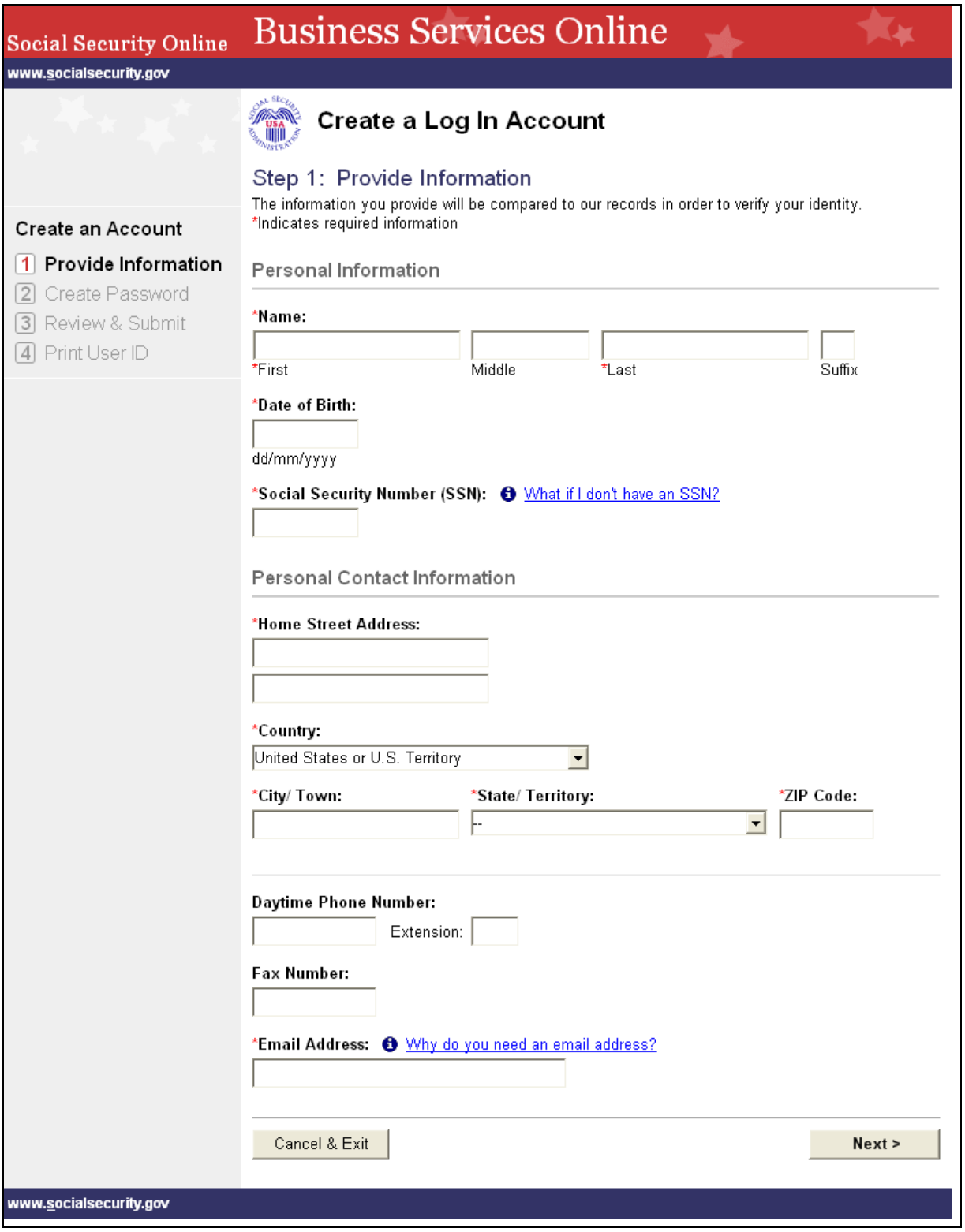
[Vssn] Social Security Number Verification Service

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



User Registration

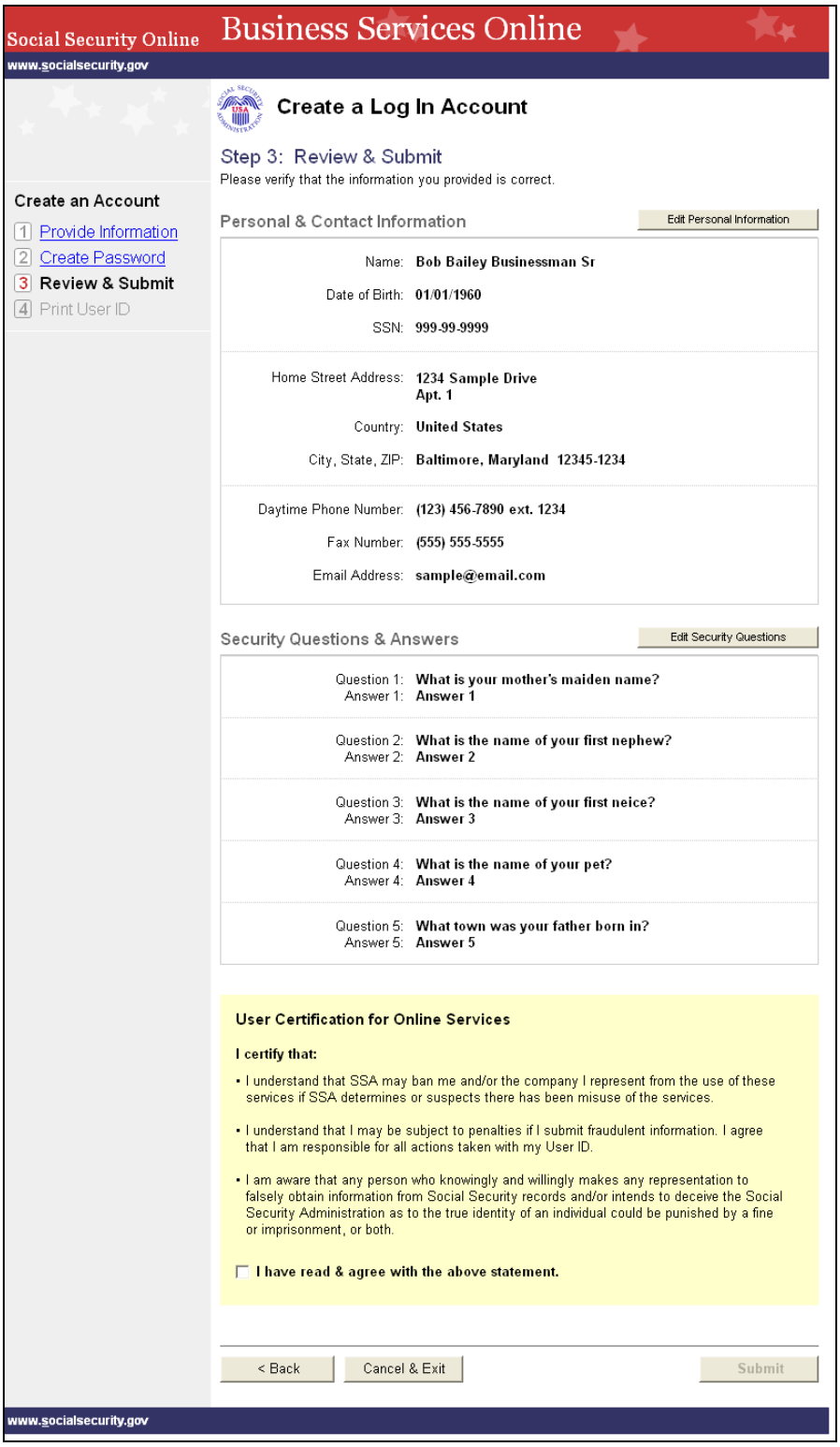
#Create a Log In Account - Provide Information



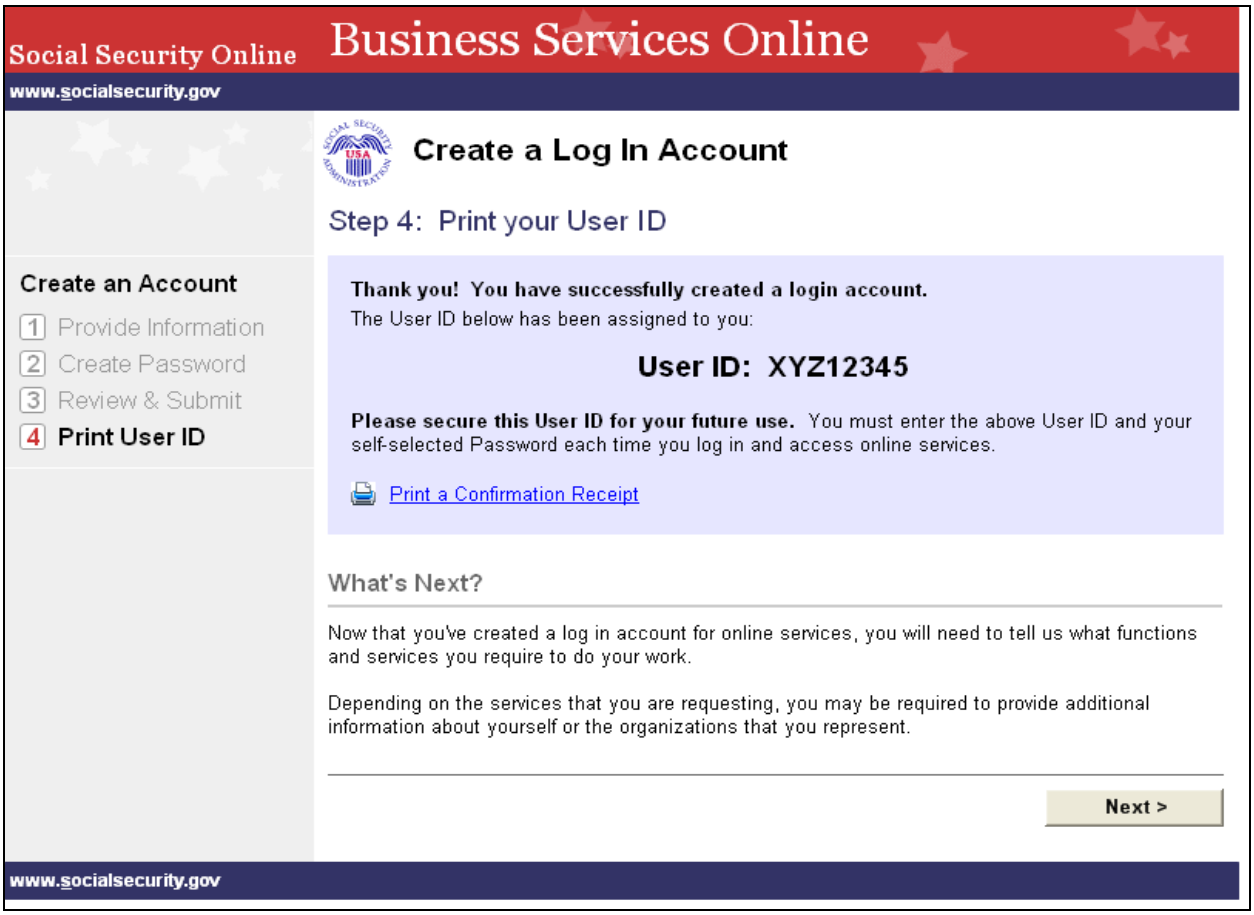
Demo - http://eis.ba.ssa.gov/appages/IRES_July08/index.html

#Create a Log In Account - Create Password

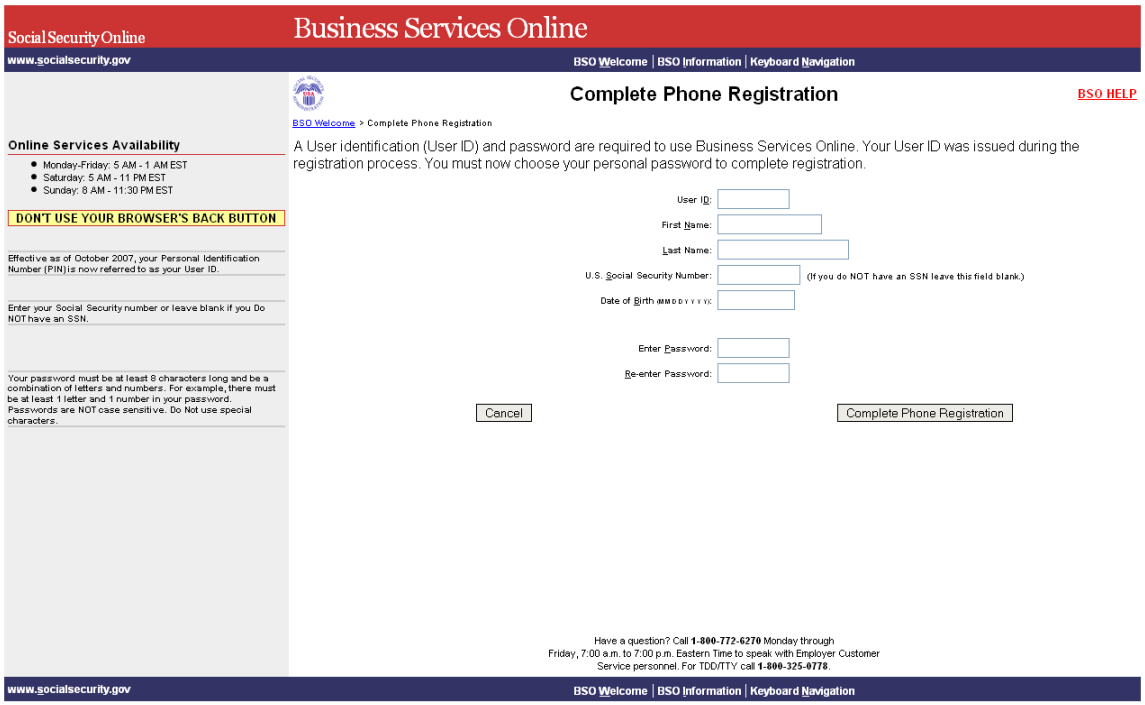
#Create a Log In Account - Review & Submit



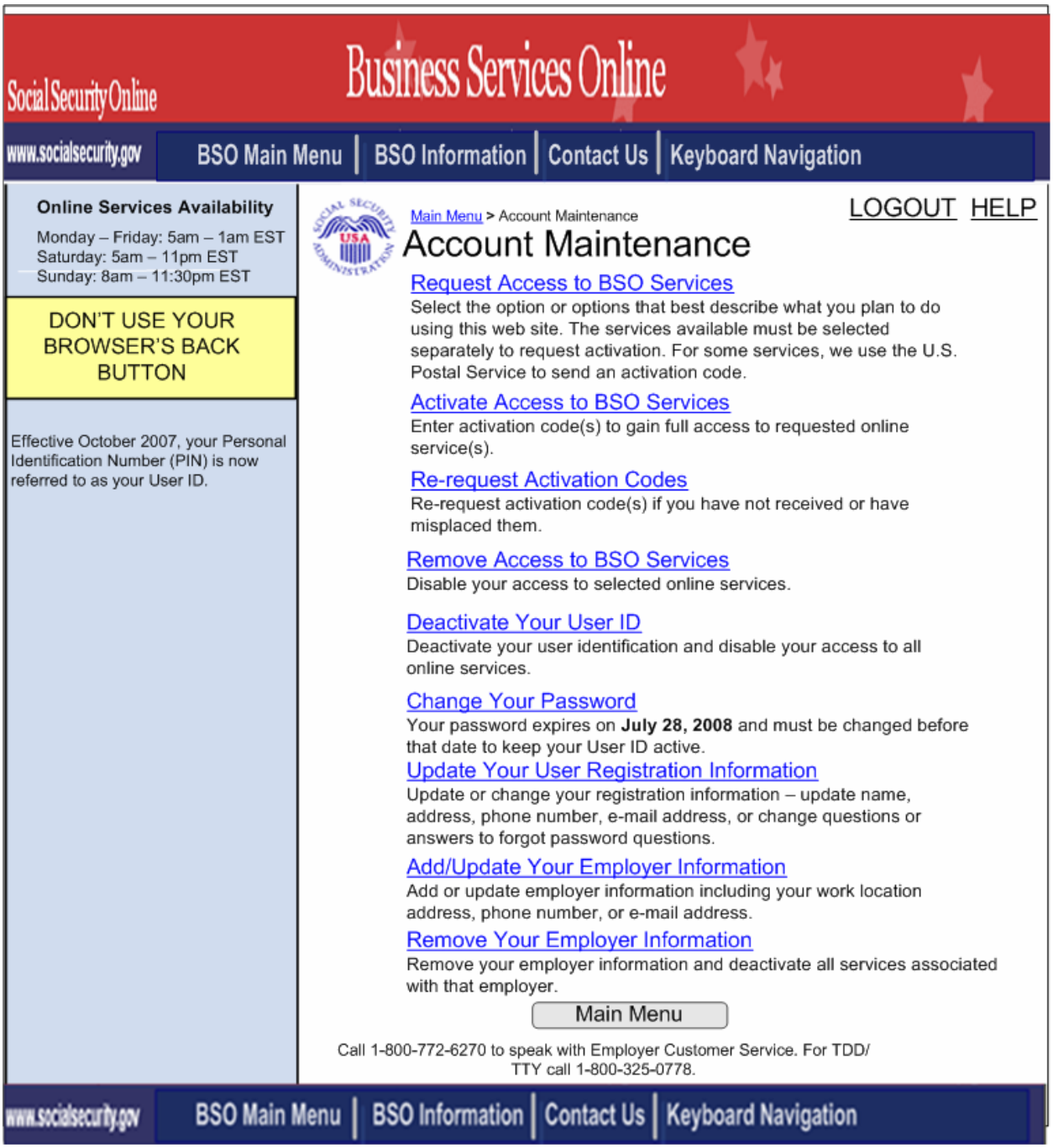
#Create a Log In Account - Next Steps



[ComPR] Complete Phone Registration



[CPRSuc] Complete Phone Registration Success

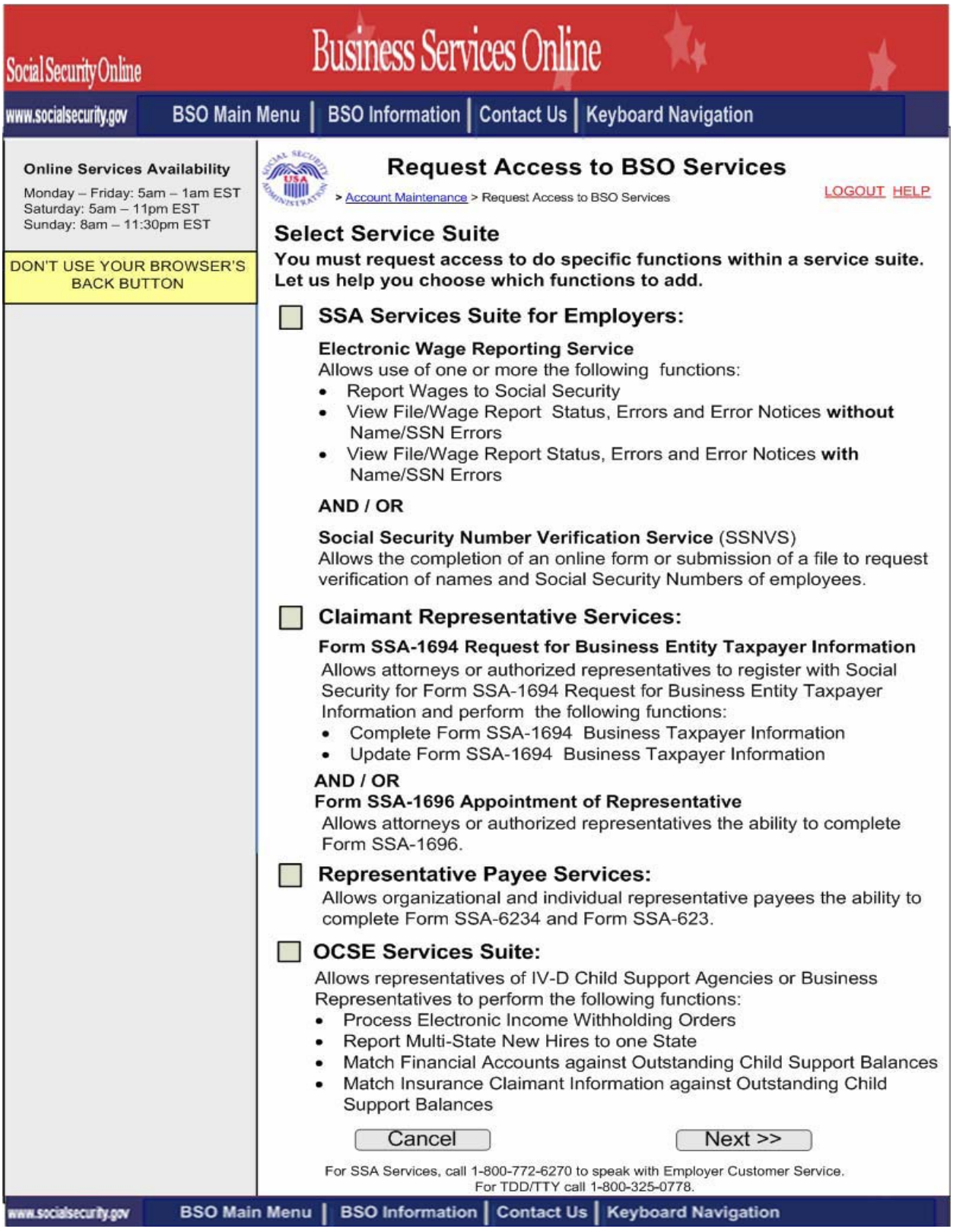


After the user has created a log in account, he/she requests access to services.

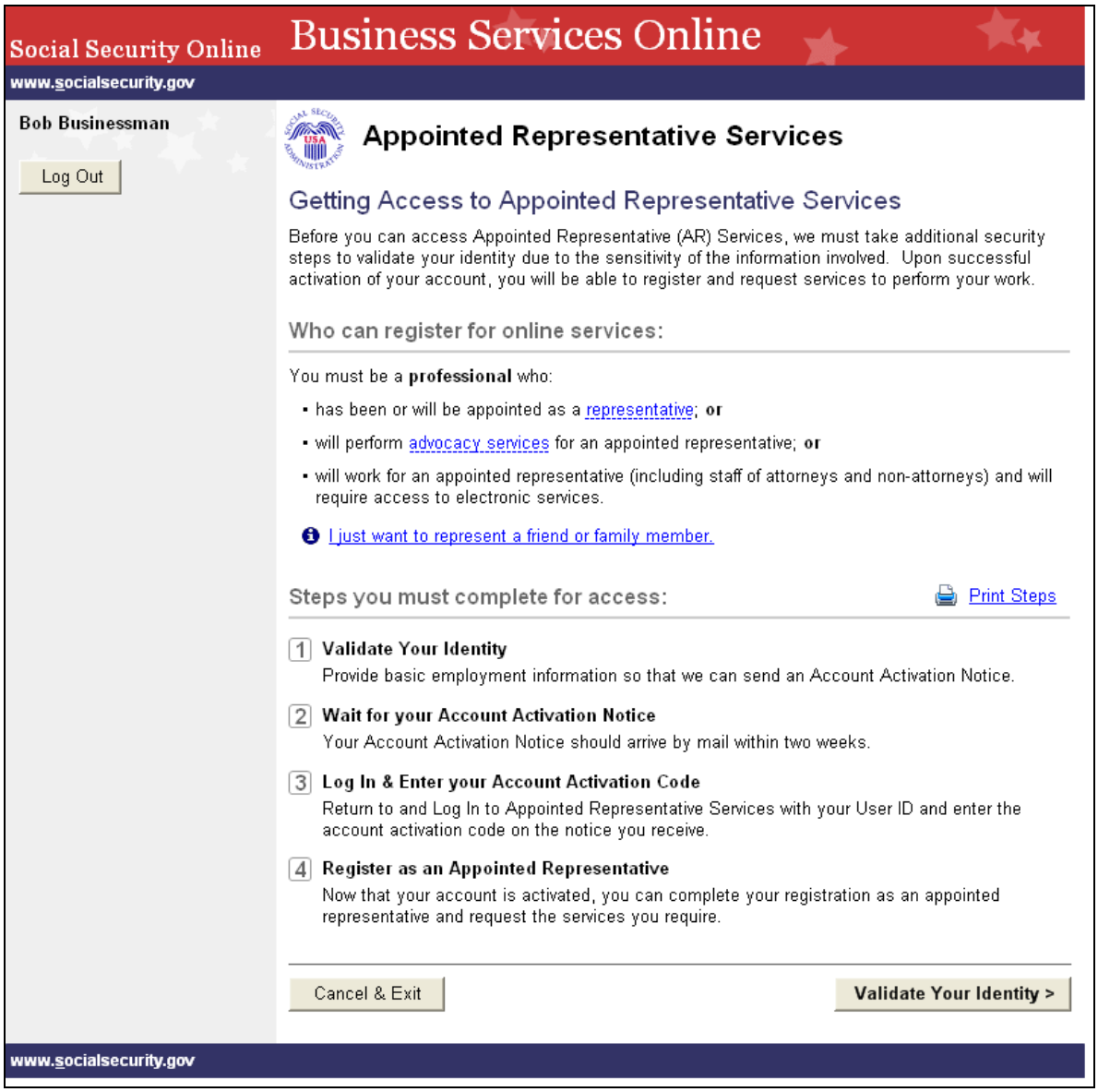
Request Access to BSO Services

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.

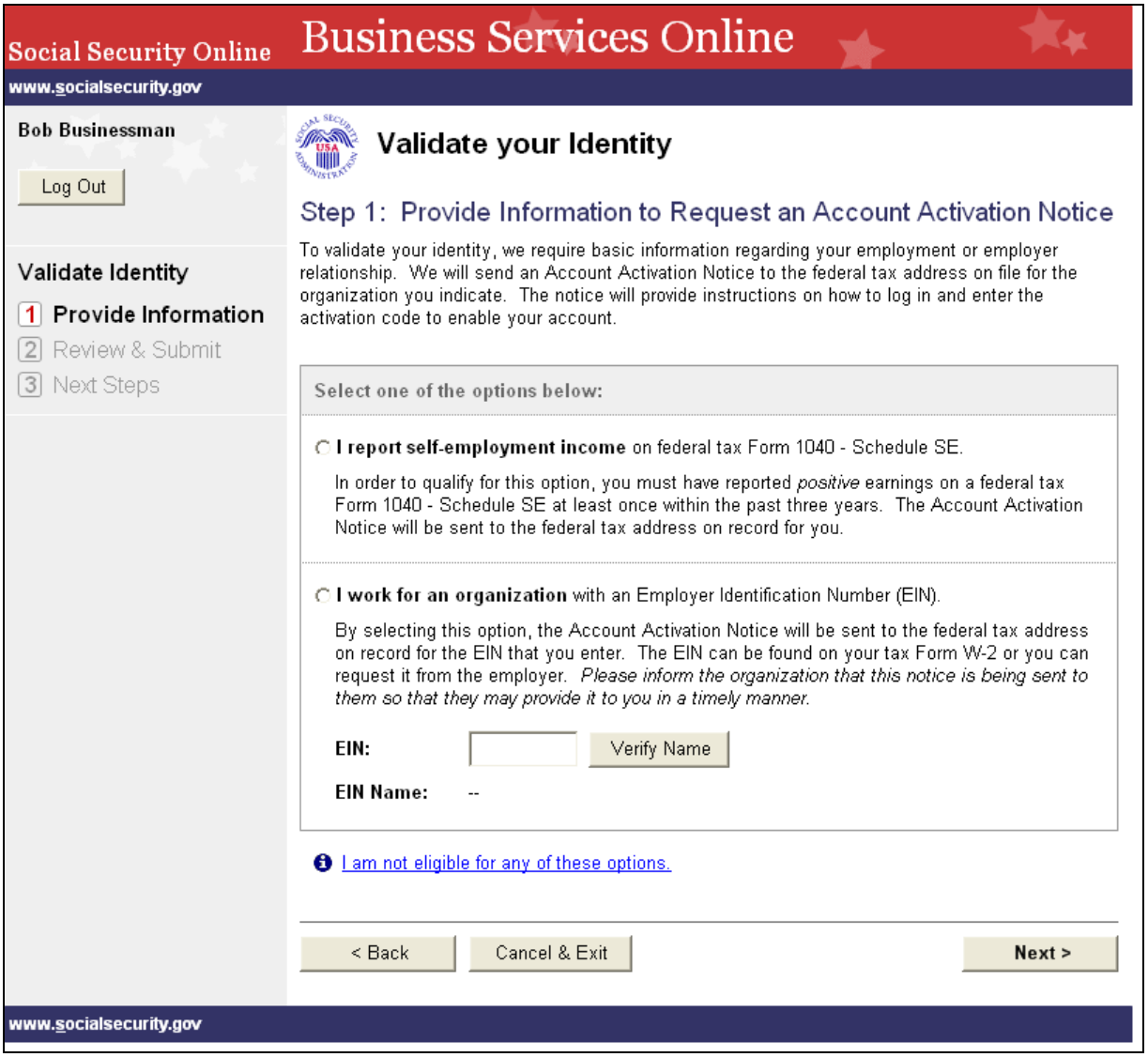

Social Security Online
Business Services Online
www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation
Online Services Availability
Monday – Friday: 5am – 1am EST
Saturday: 5am – 11pm EST
Sunday: 8am – 11:30pm EST
DON'T USE YOUR BROWSER'S BACK BUTTON
Request Access 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
Cancel
Next >>
For SSA Services, call 1-800-772-6270 to speak with Employer Customer Service.
For TDD/TTY call 1-800-325-0778.
www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

#Appointed Representative Services - Getting Access



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.

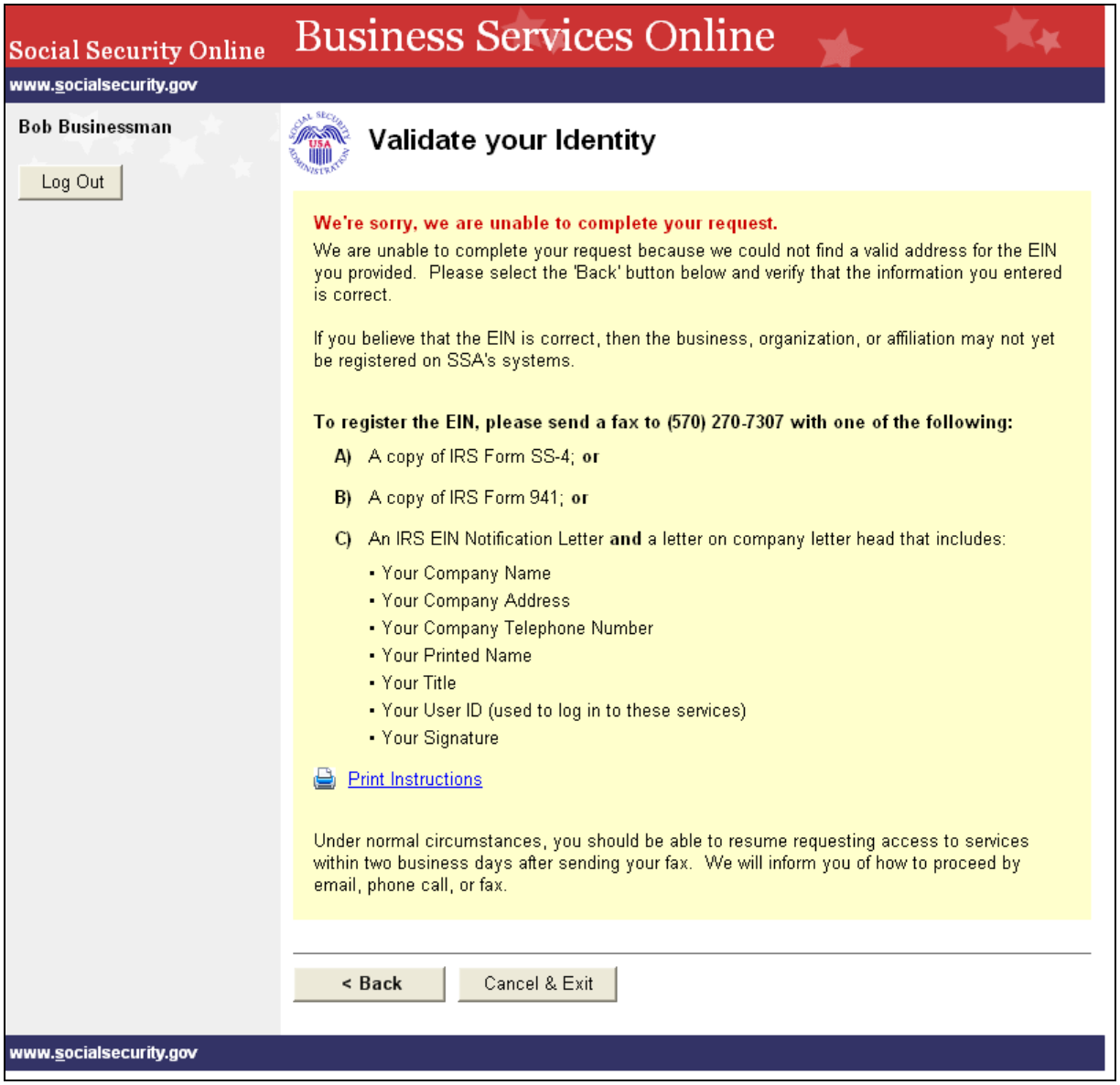
#Validate Identity - Provide Information



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:

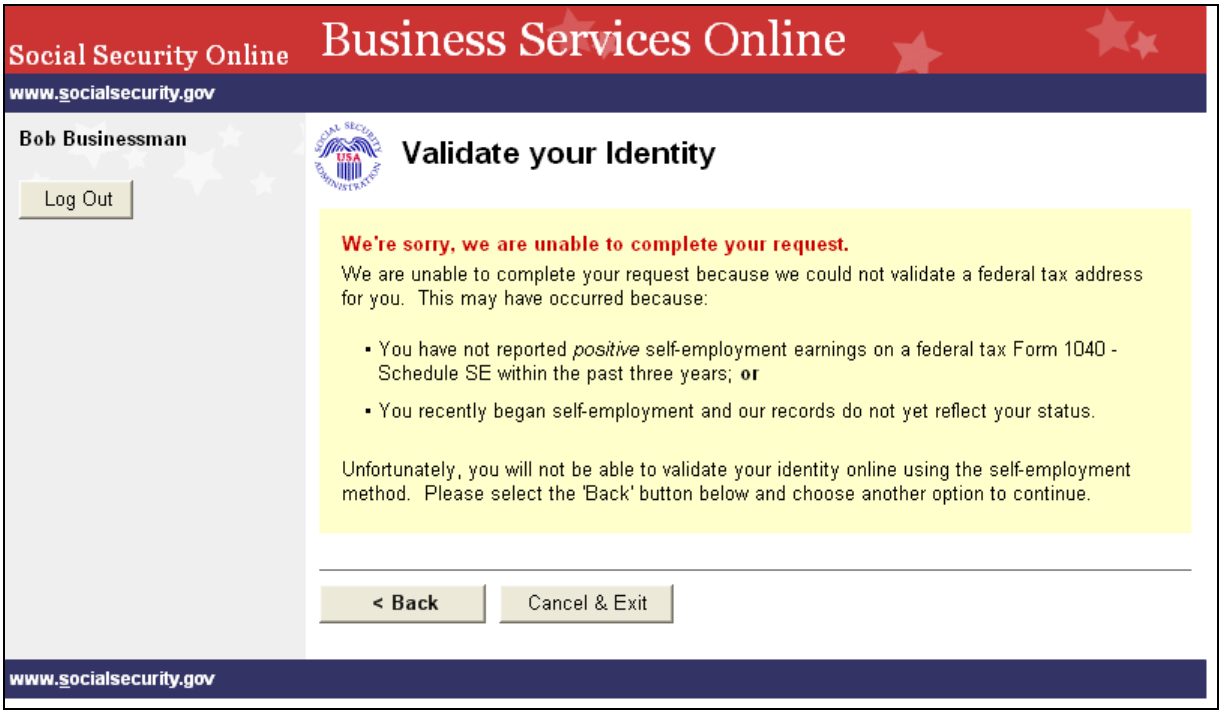
EIN not found. Please verify your EIN or press next for further instructions.

#Validate Identity - EIN Failure



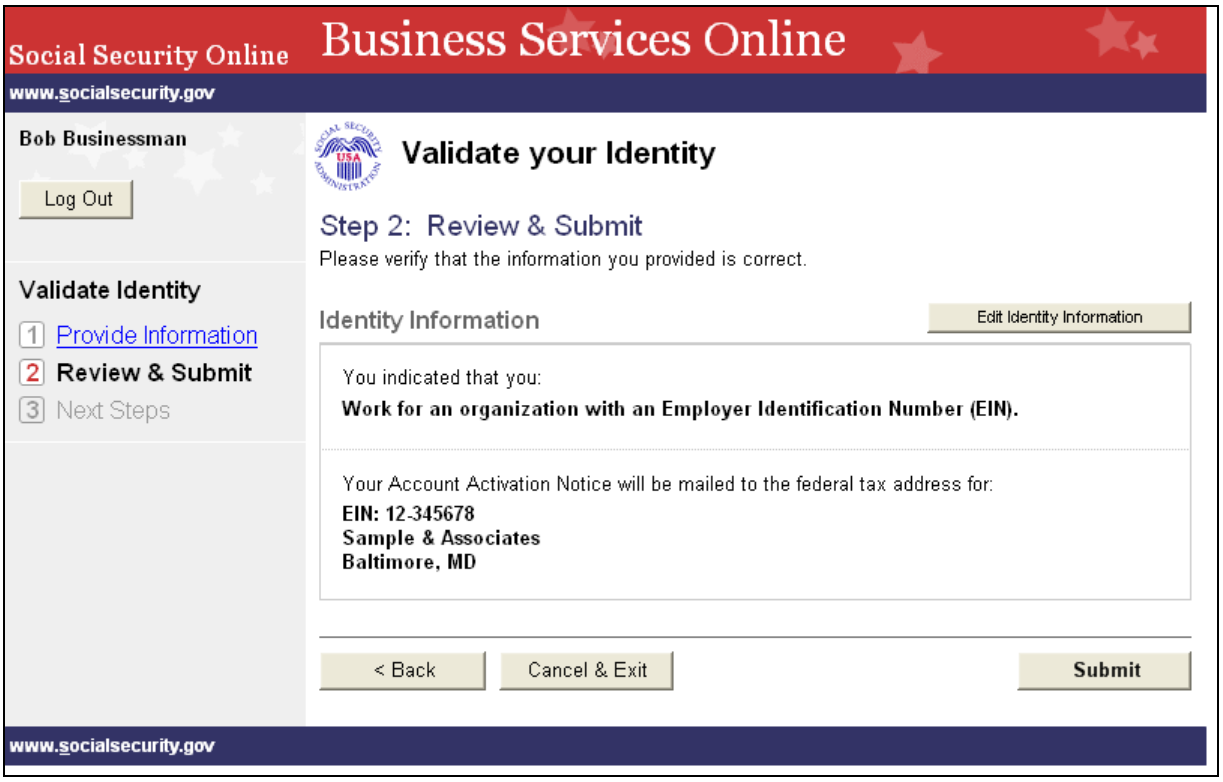
Error screen will display if the user selects the “work on behalf of an organization” option and the EIN entered is not registered on our system.

#Validate Identity - SE Failure



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.

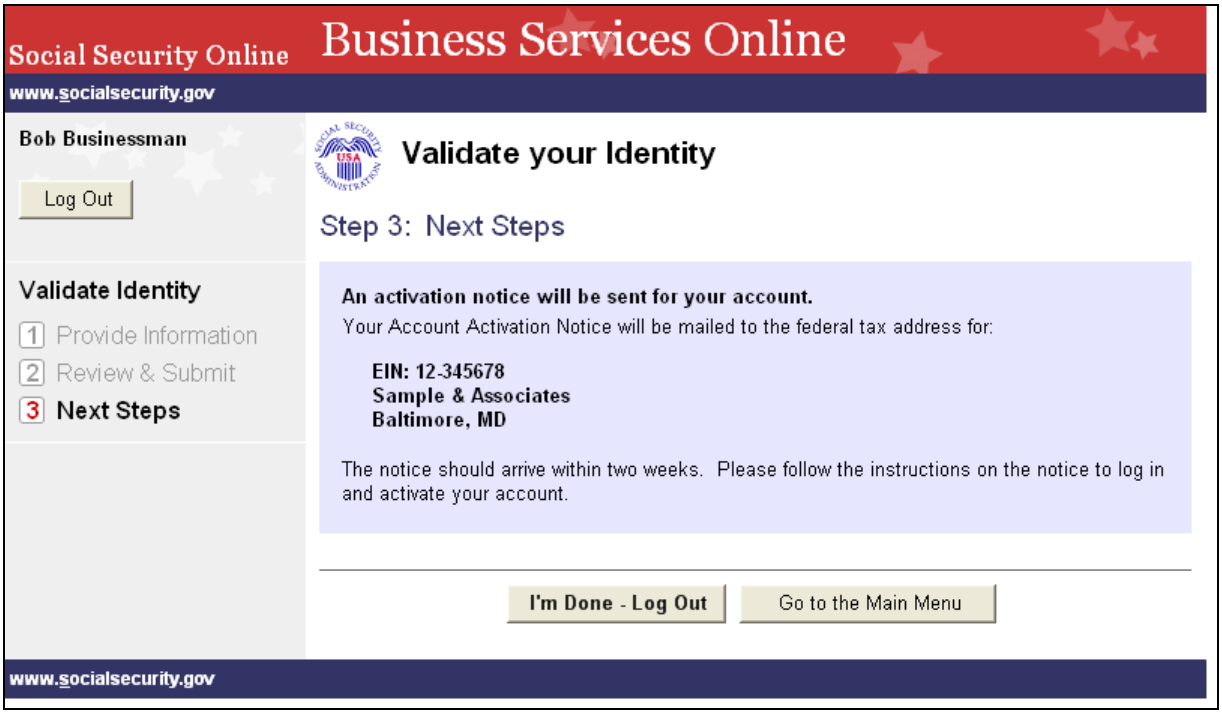
#Validate Identity - Review & Submit



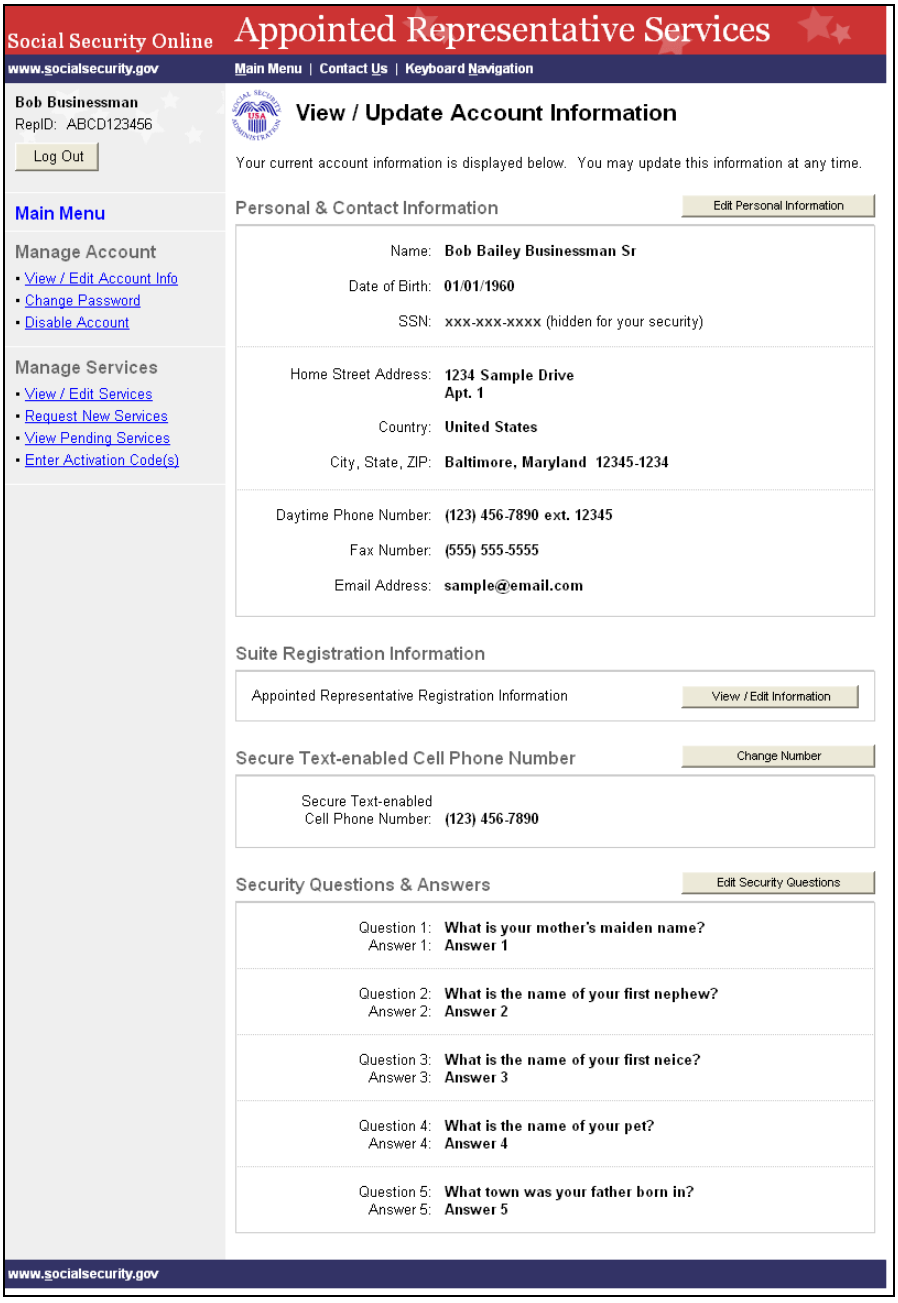
Display represents the review information for the selection of option 1; work on behalf of an organization. If option 2 is selected, the review information will read:

> 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**

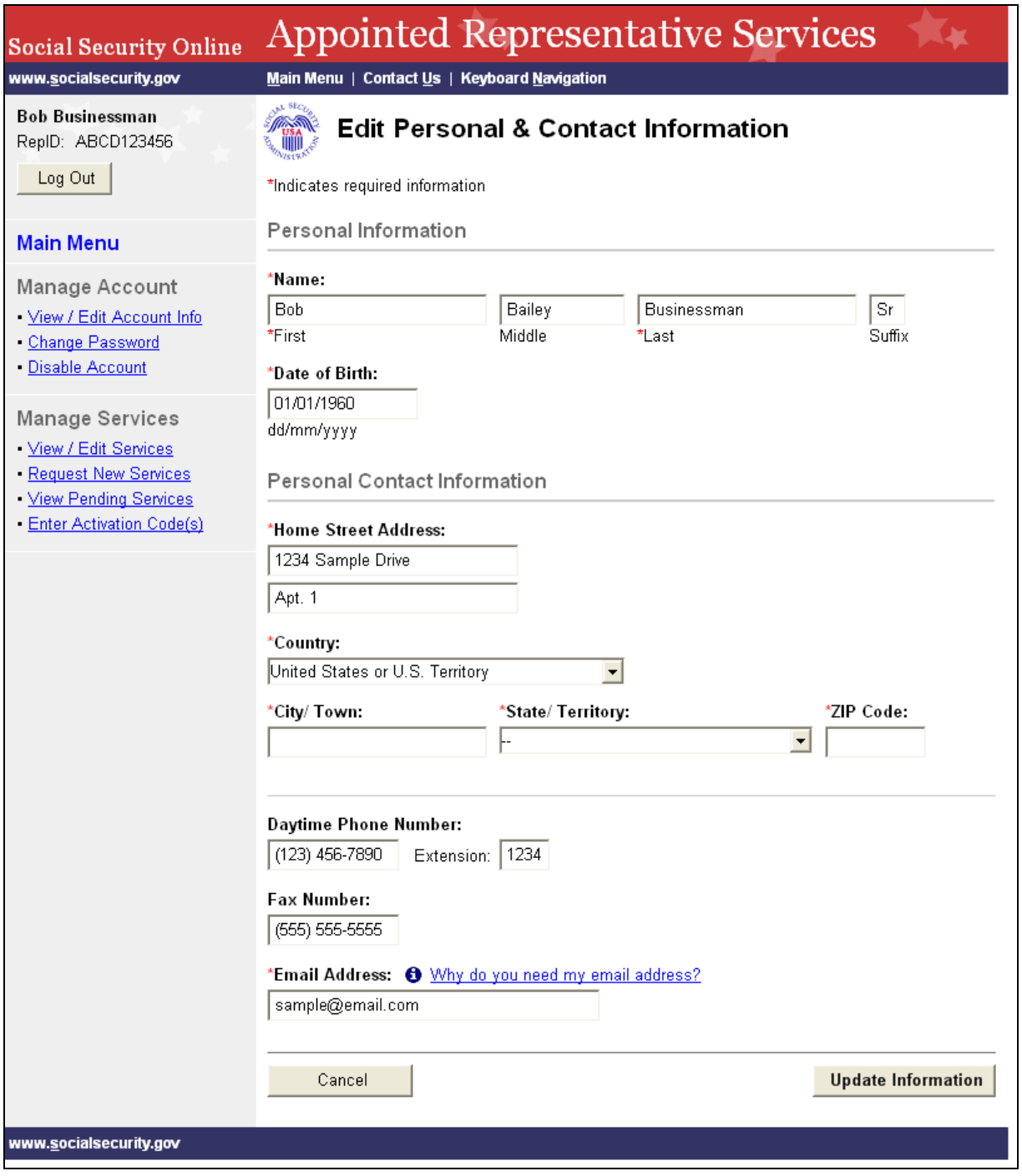
#Validate Identity - Confirmation



#View / Edit Account Information



#Edit Personal Information



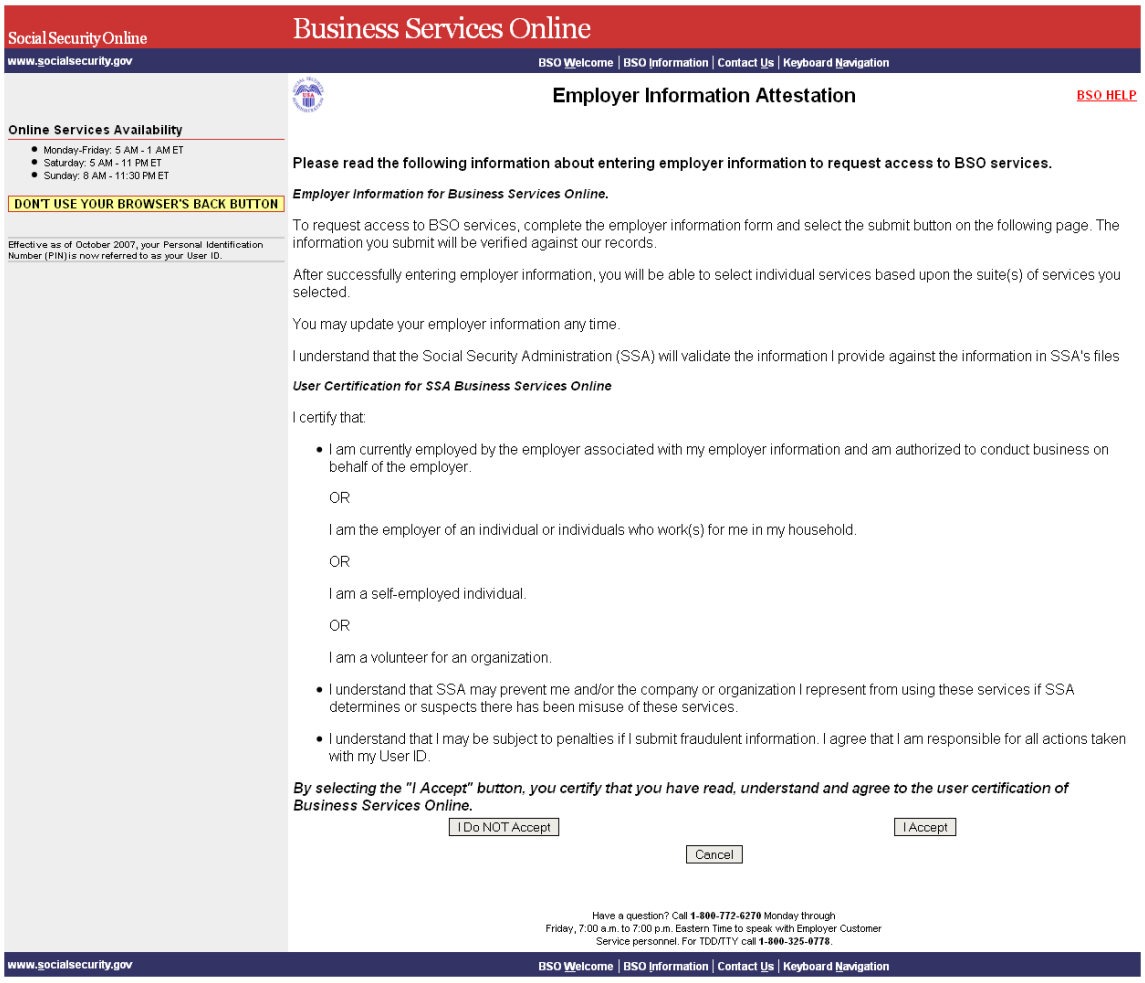
#Edit Personal Information - Confirmation

#Edit Security Questions

#Edit Security Questions - Confirmation

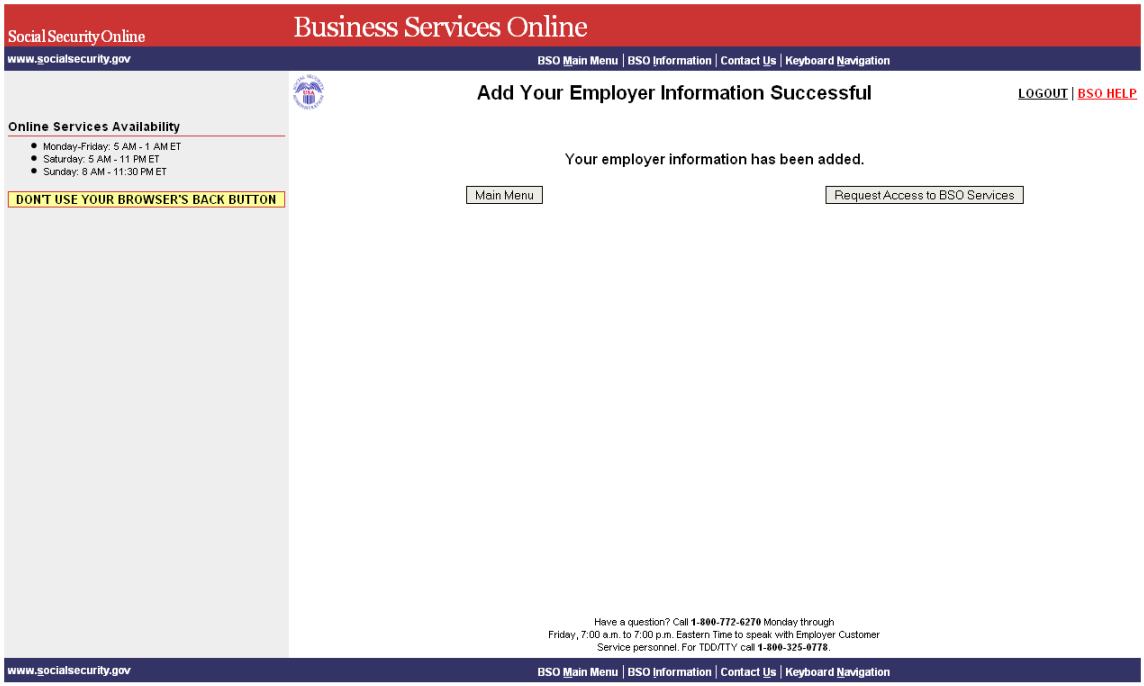
Employer Information

[EmpInfoAtt] Employer Information Attestation

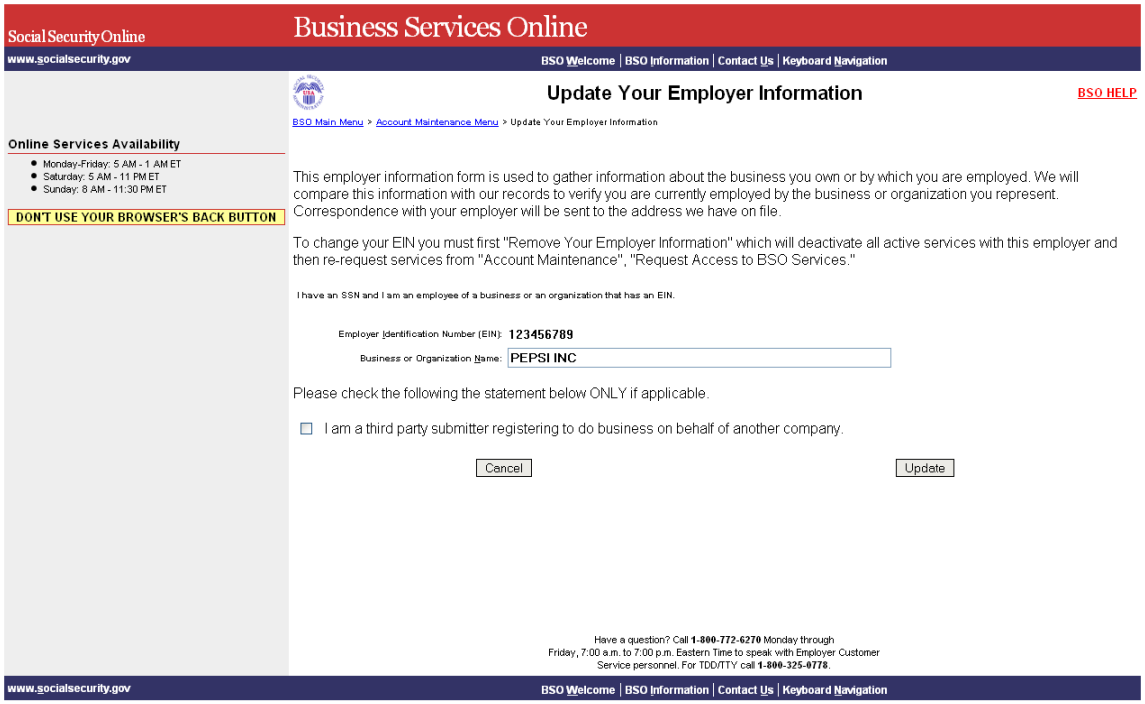


[AddEmp] Add Employer Information

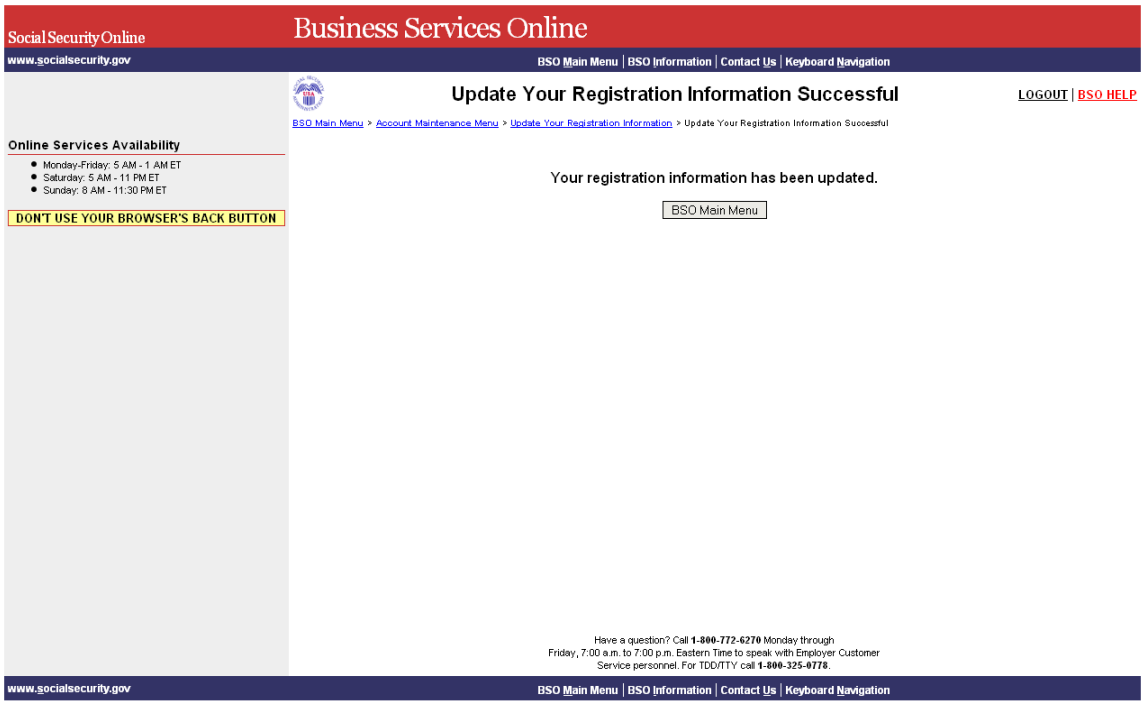
[AEmpSuc] Add Employer Information Successful



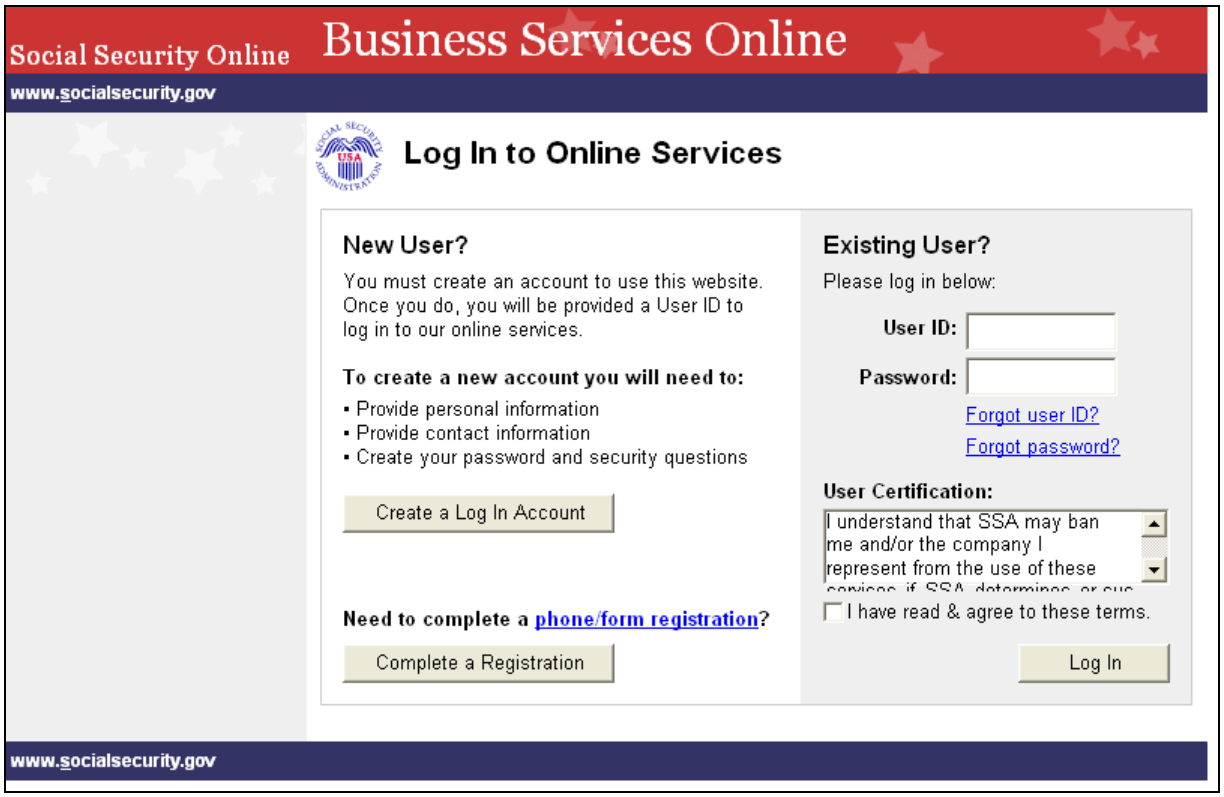
[UpdEmp] Update Your Employer Information



[UEmpSuc] Update Your Employer Information Successful

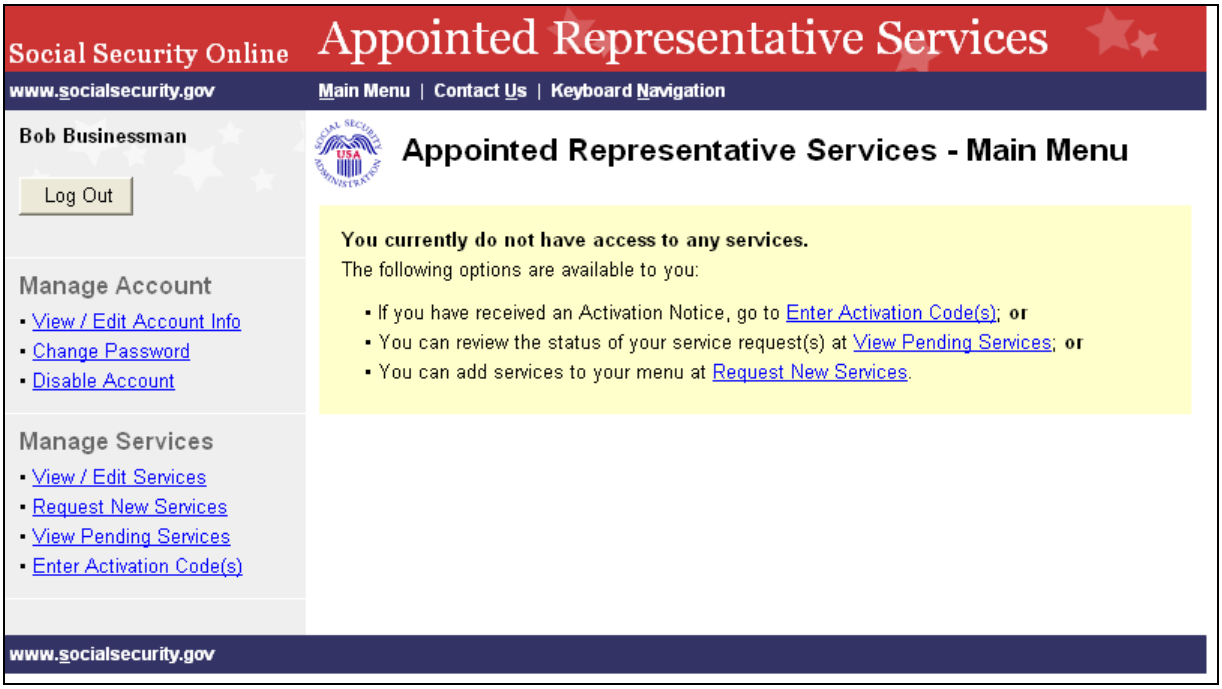


#SSA Online Services - Log in #2



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

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



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)

#Enter Activation Code(s) - Confirmation

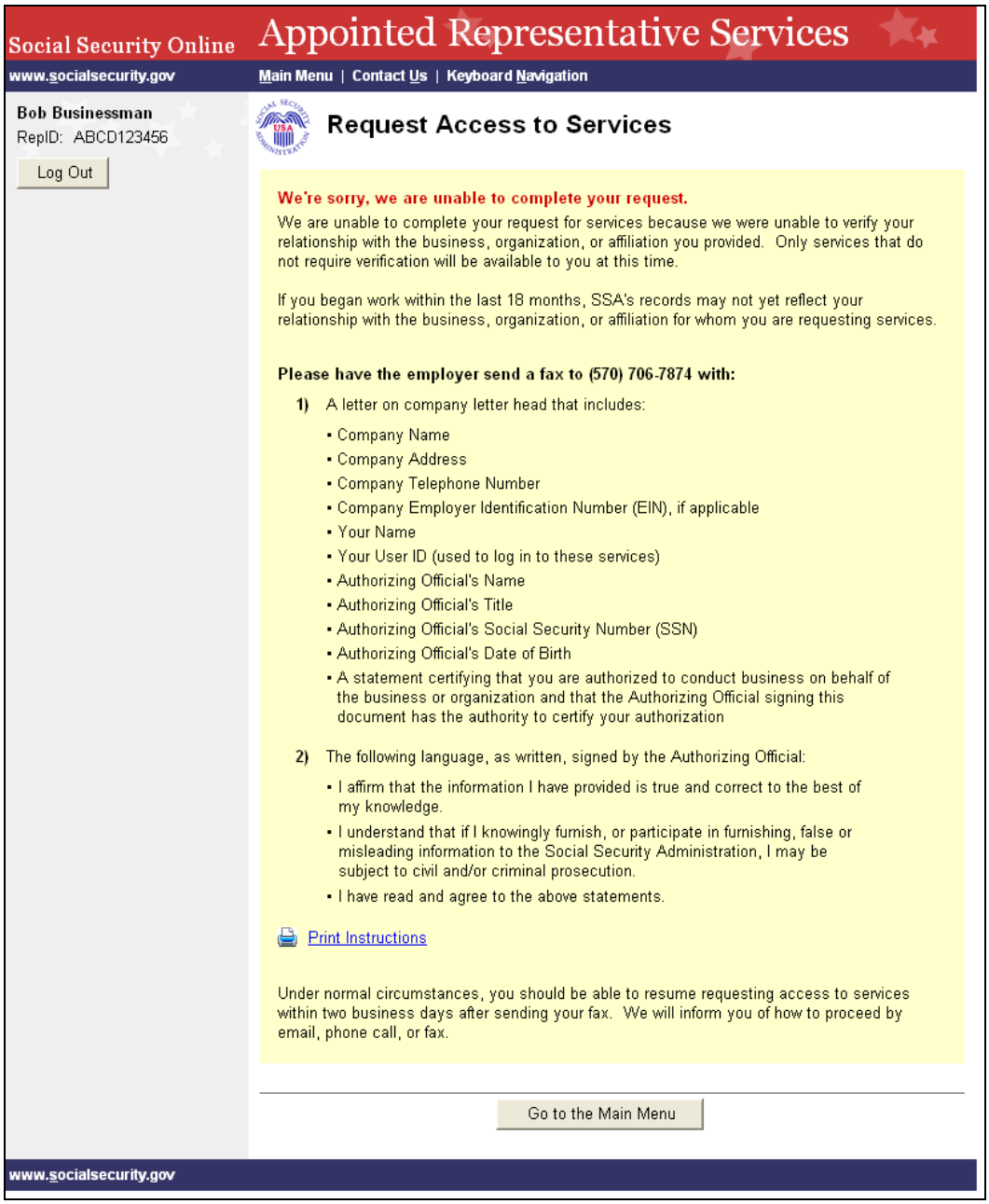
#Appointed Representative Services - Main Menu (w/ Registration)

#IRES AR Account Access

#Appointed Representative Services - Main Menu

#Request Access to Services - Select Affiliation

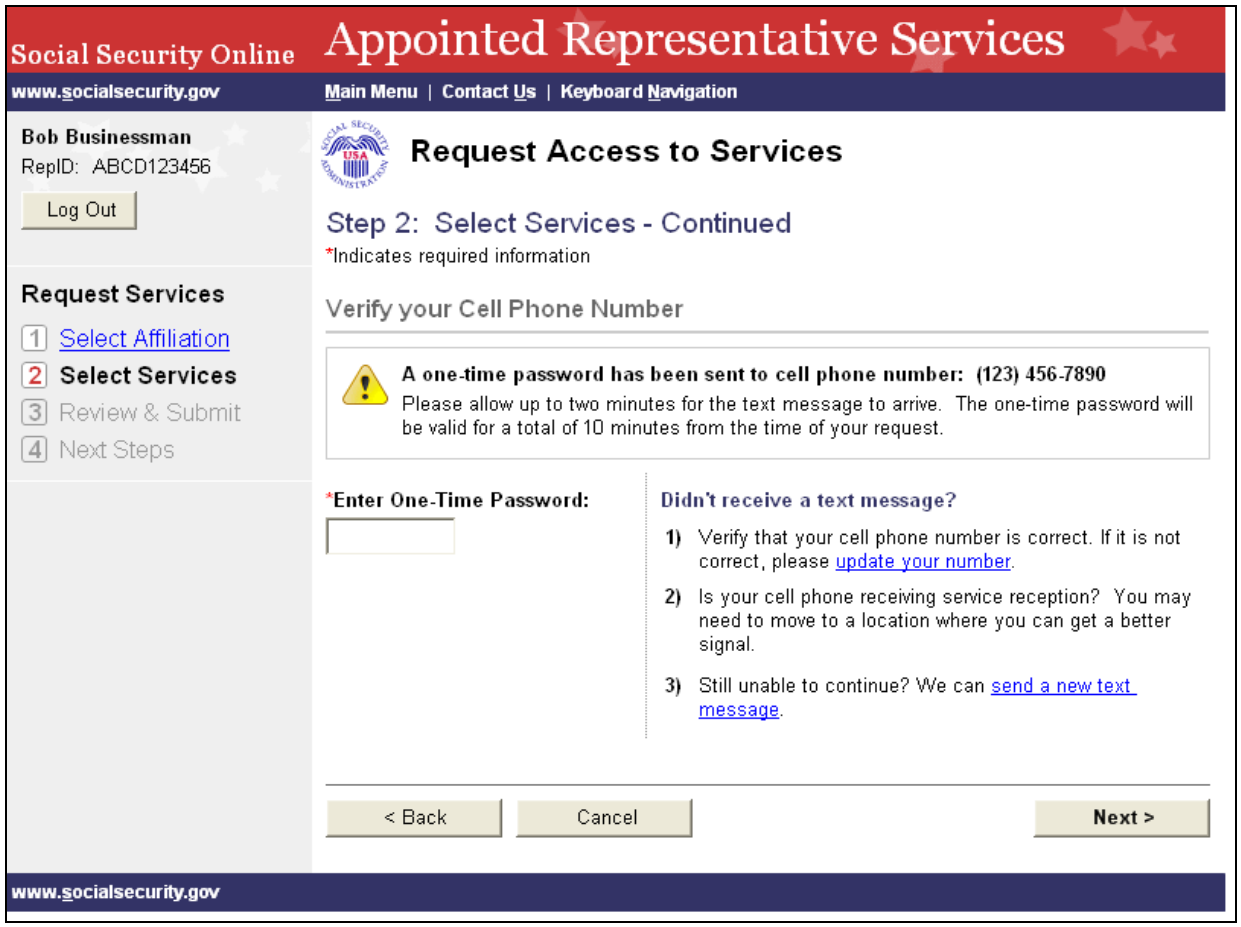
#Request Access to Services - MEF Failure



#Request Access to Services - Select Services

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

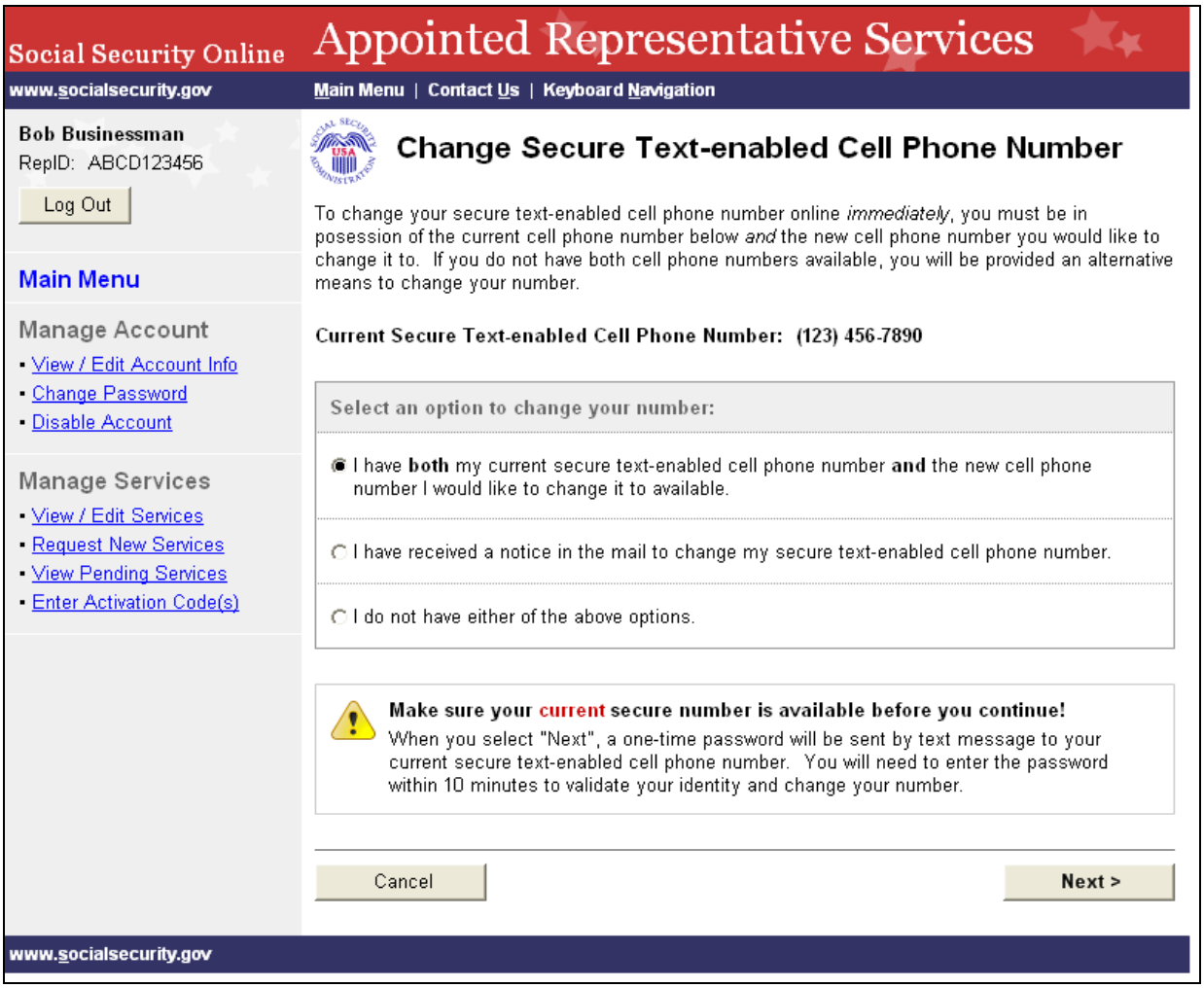
#Request Access to Services - Select Services - Verify Cell Phone Number



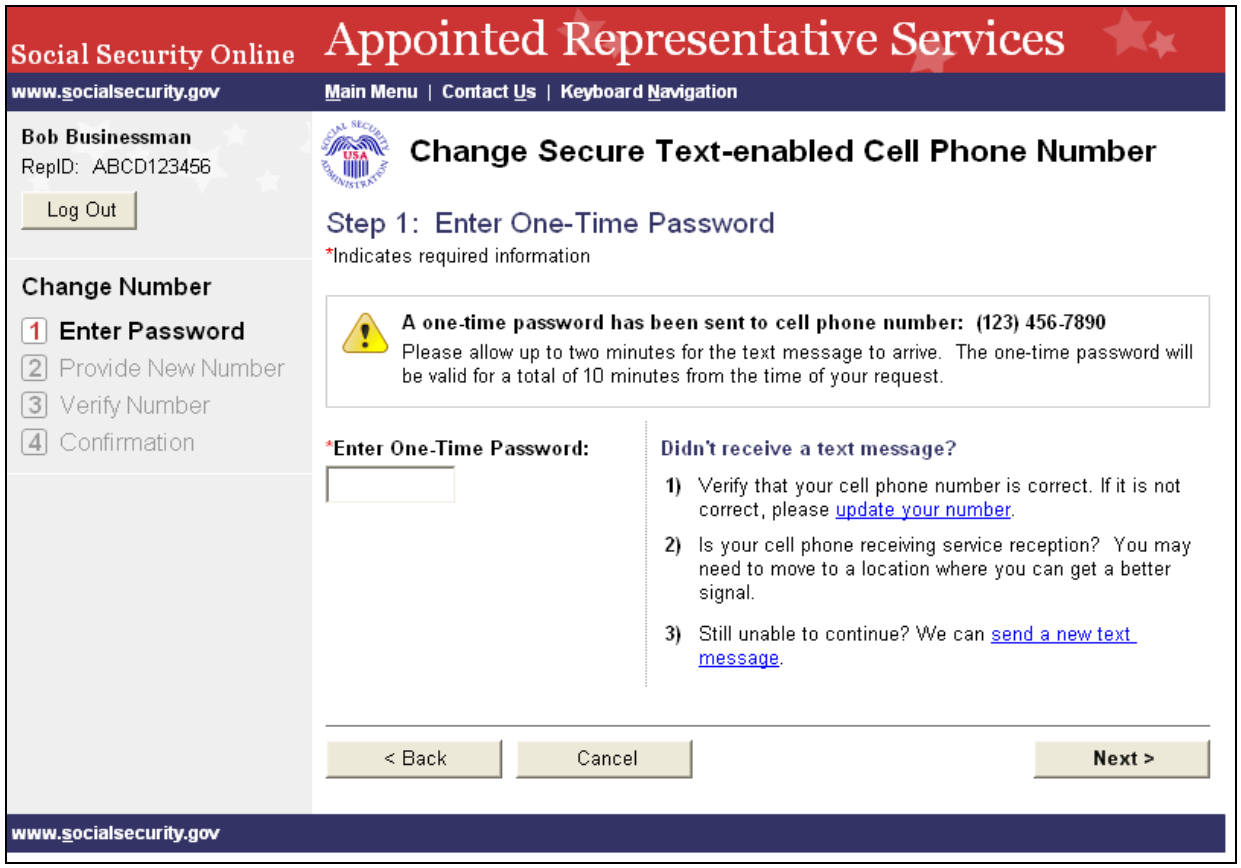
#Request Access to Services - Review & Submit

#Request Access to Services - Next Steps

#Change Secure Cell Phone



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

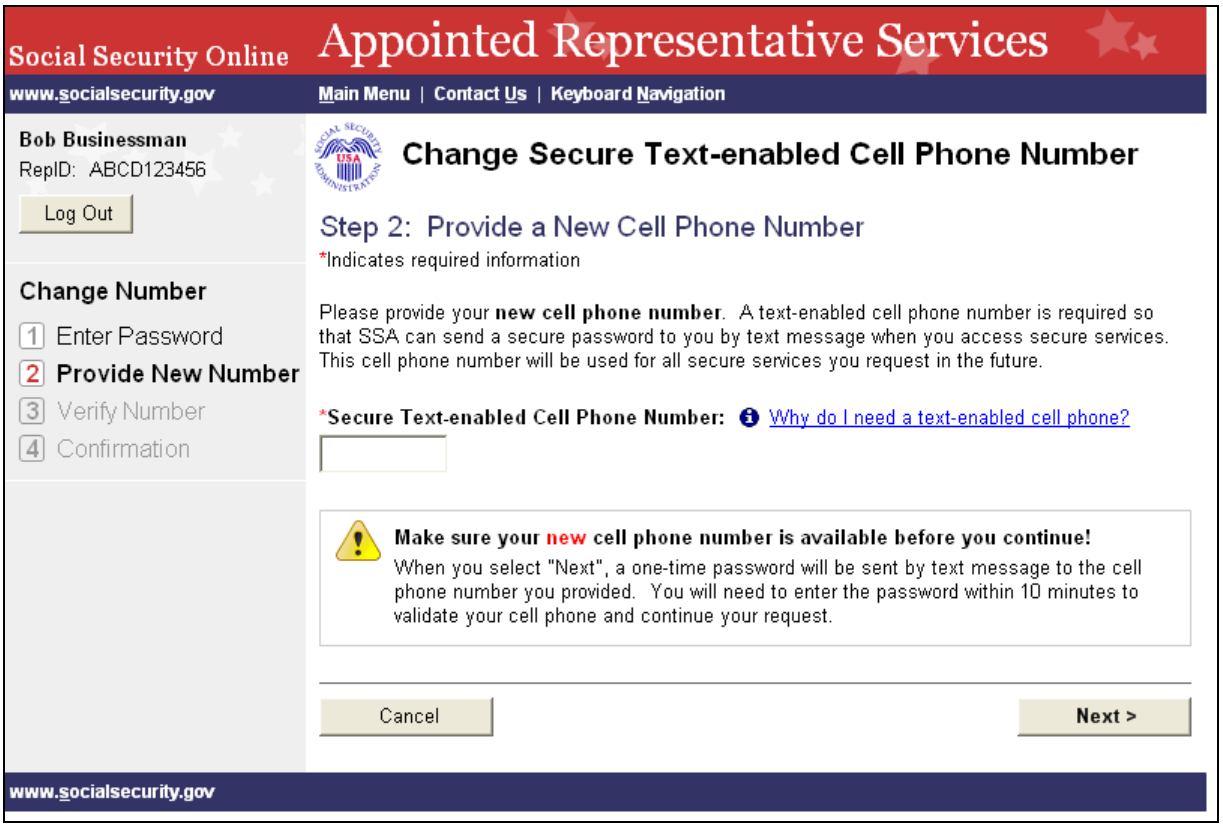


#Change Secure Cell Phone - Enter OTP (w/Notice)

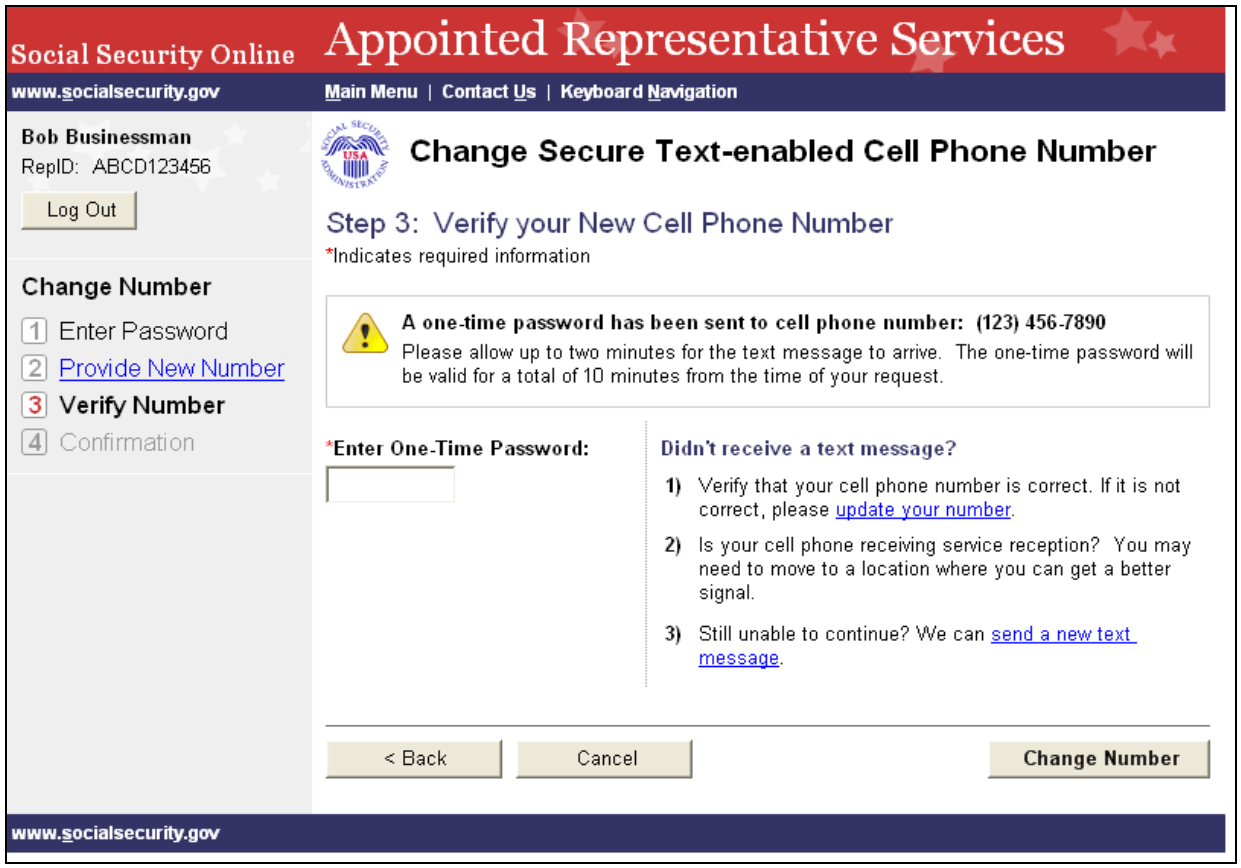
#Change Secure Cell Phone - Request Notice

#Change Secure Cell Phone - Request Notice - Confirmation

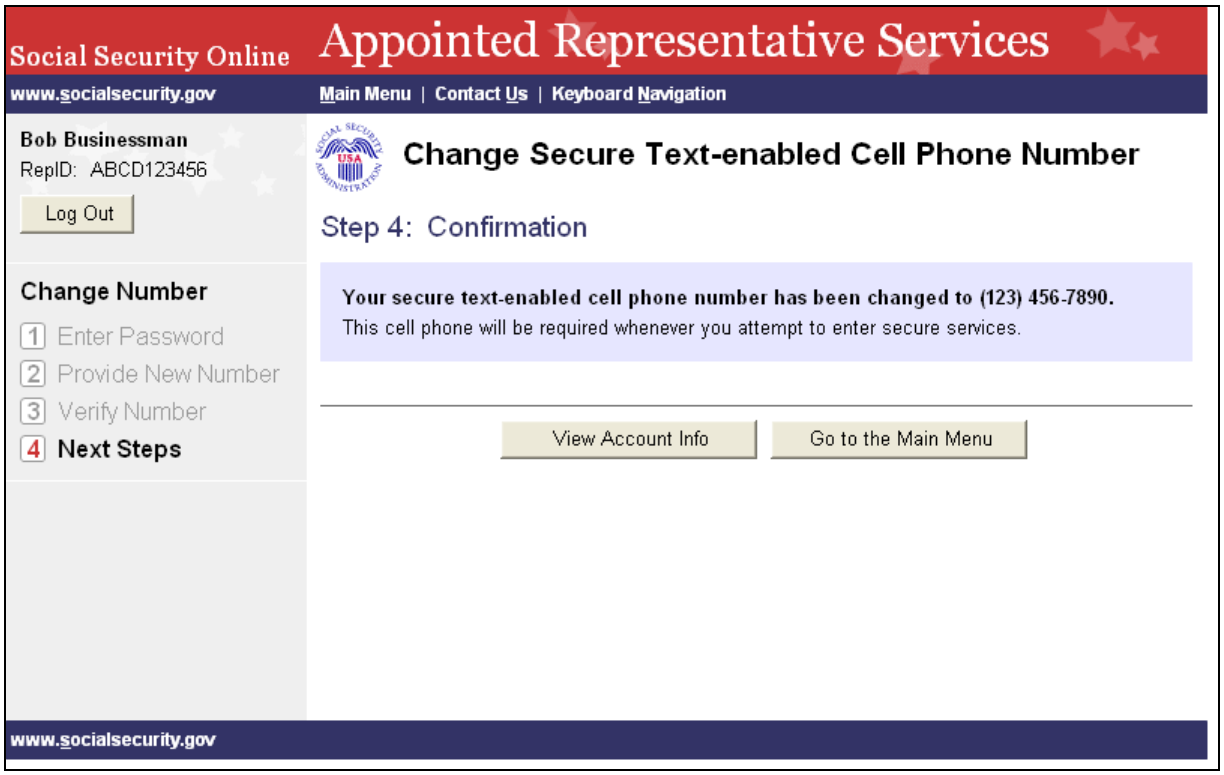
#Change Secure Cell Phone - Provide New Cell Phone Number



#Change Secure Cell Phone - Verify New Cell Phone Number



#Change Secure Cell Phone - Confirmation

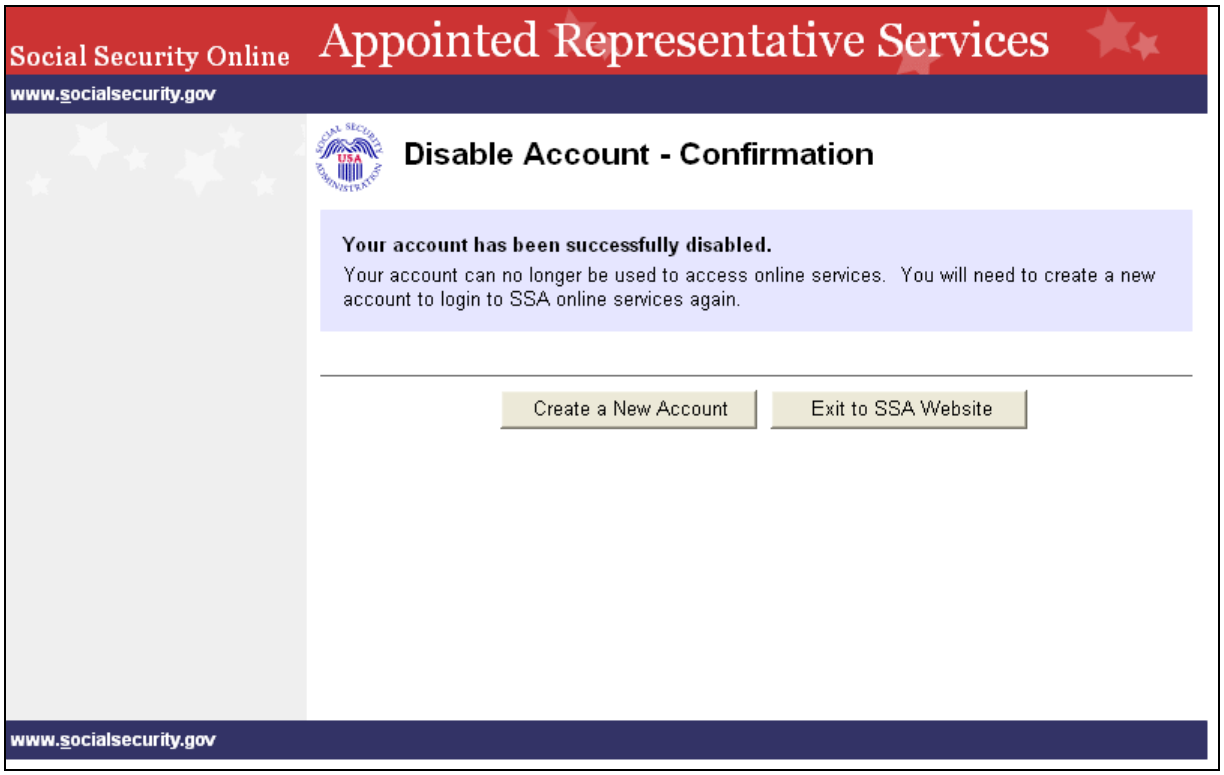


#Change Password

#Change Password - Confirmation

#Disable Account

#Disable Account - Confirmation



#View / Update Services

#Remove Services

#Remove Services - Confirmation

#View Pending Services

#View Pending Services - Confirmation of New Notice Request

#Enter Activation Code(s)

#Enter Activation Code(s) - Confirmation

#Electronic Records Express - Home

#Secure Service - Enter One-Time Password

Request Access to BSO Services

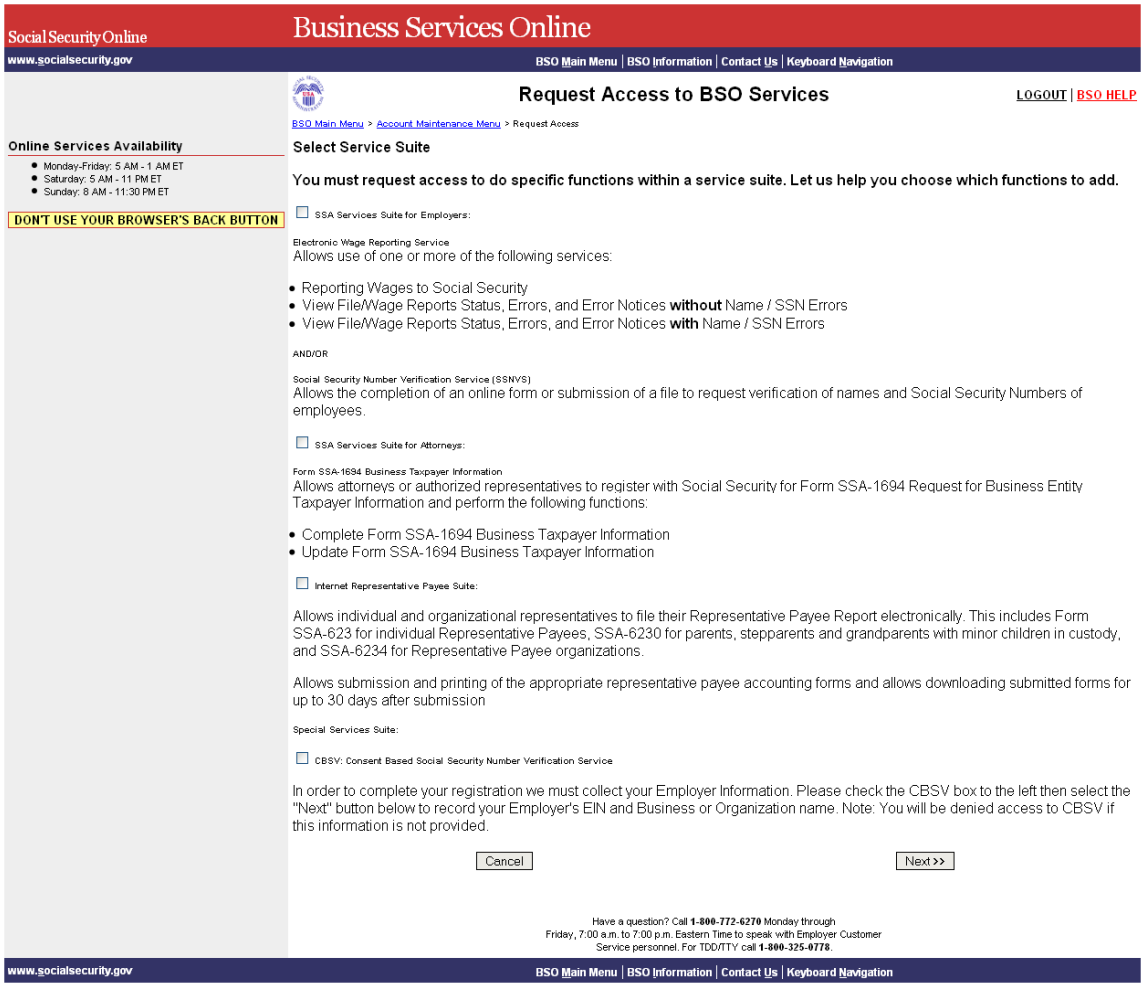
[AASvc] Activate Access to BSO Services

[AccSvcSuc] Activate Access to BSO Services Successful

[RRAC] Re-Request Activation Code

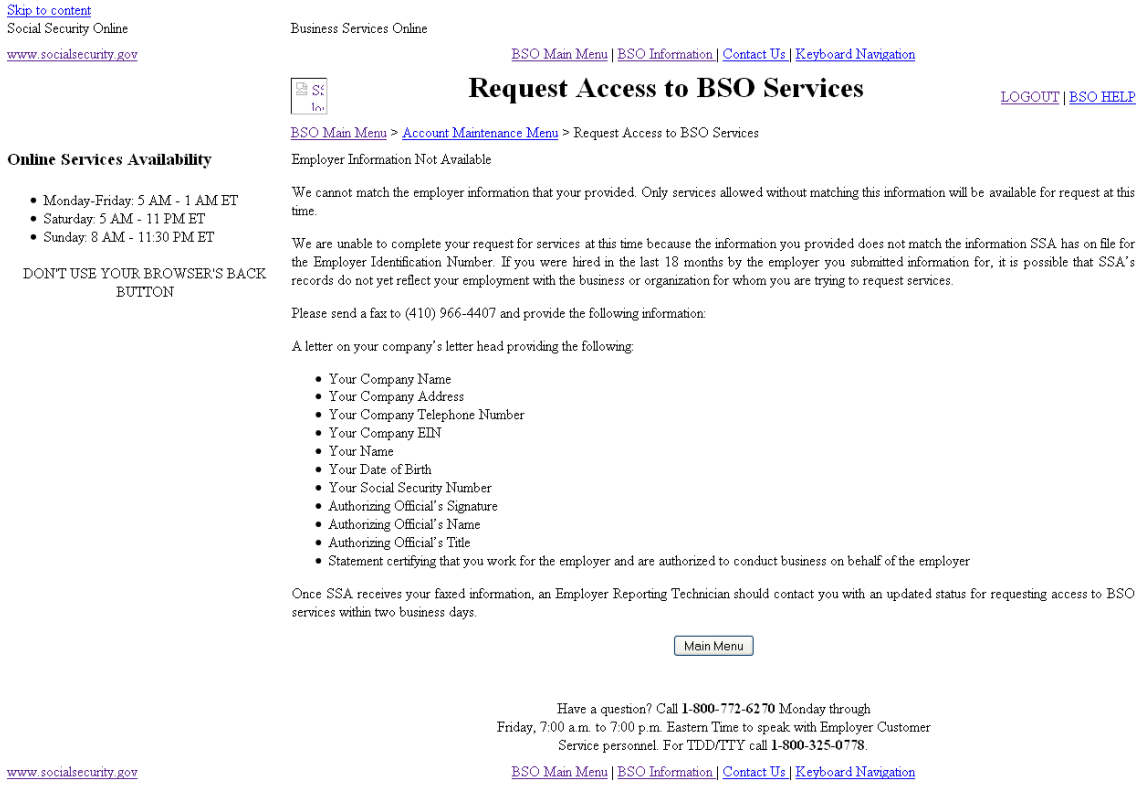
[RRACSuc] Re-Request Activation Code Successful

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



[DisplayEmpInfo] Employer Information

[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 your 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

Page 2 of 4

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 Errors 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

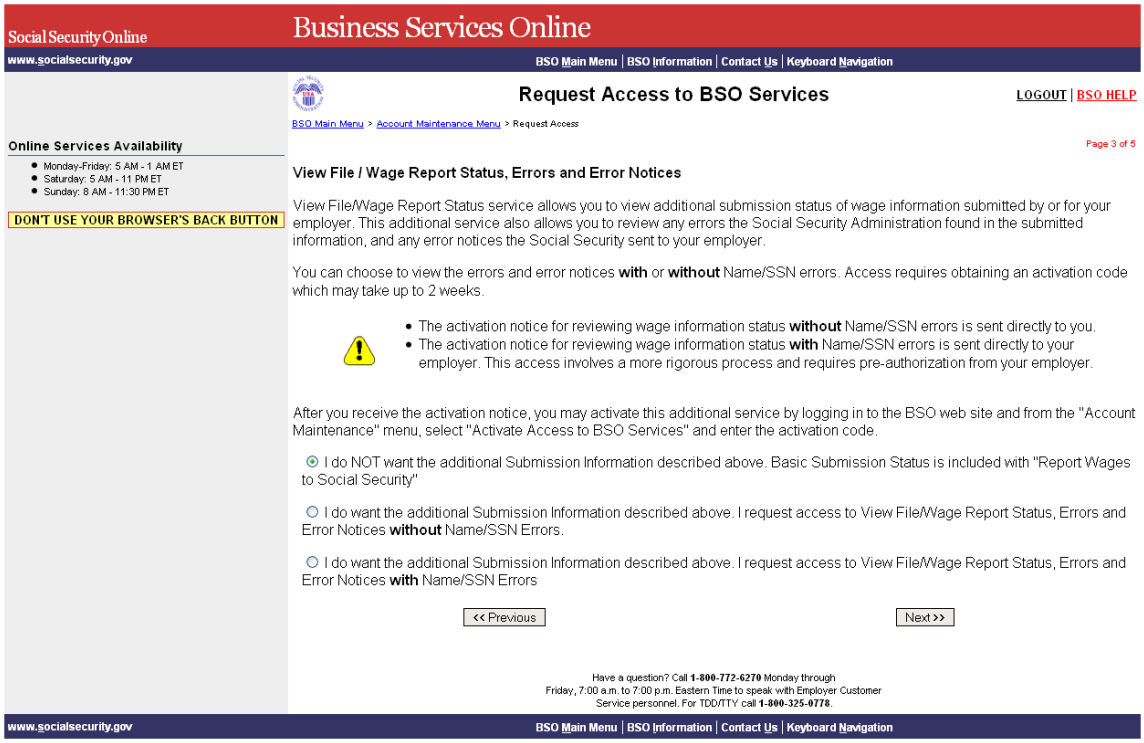
<< Previous Next >>

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

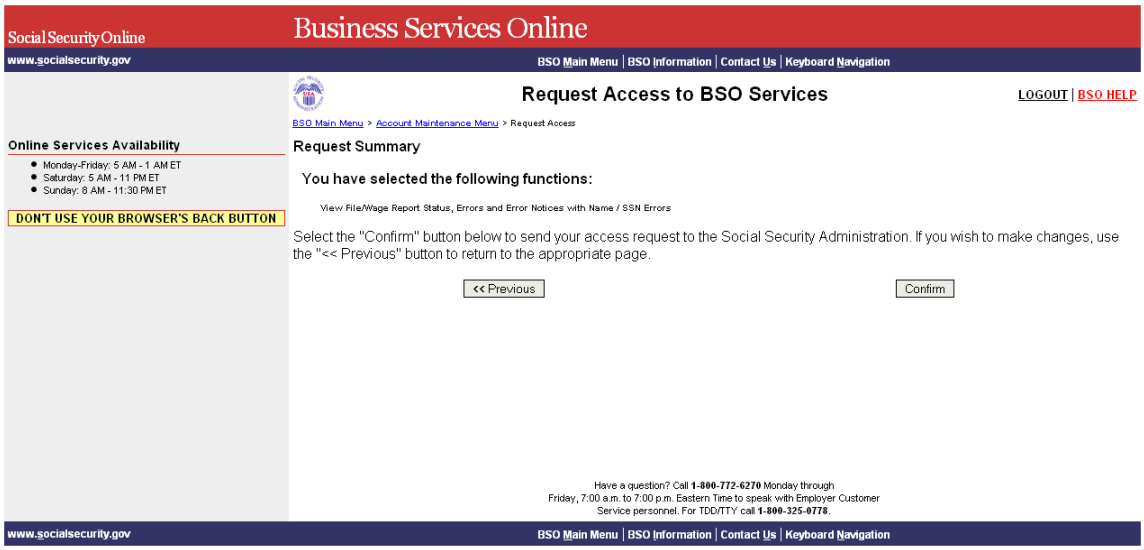
[ViewFile] Request Access to BSO Services - View File/Wage Report Status, Errors and Error Notices



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

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

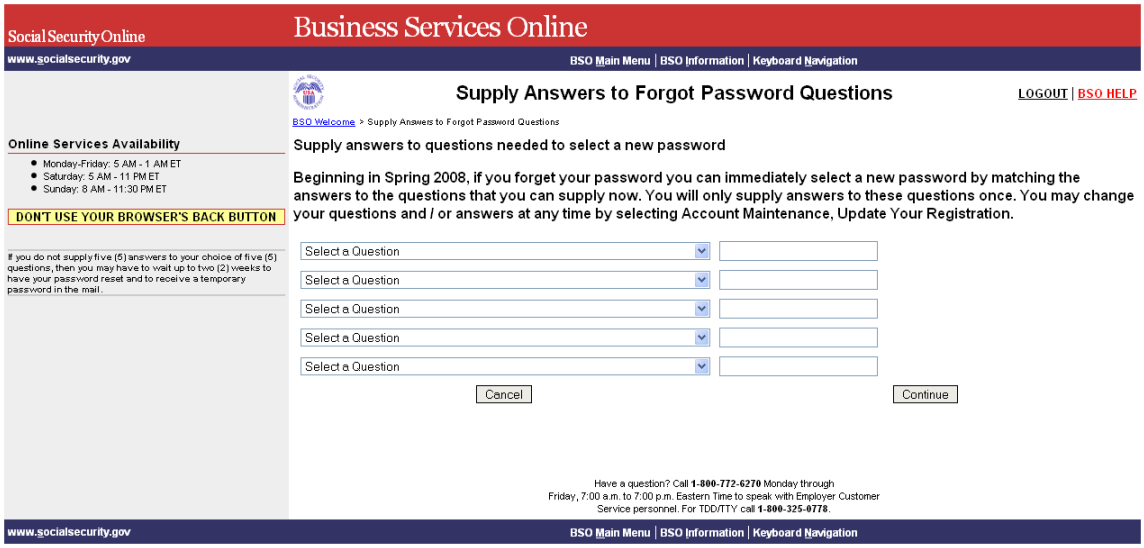
[ReqSum] Request Access to BSO Services - Request Summary



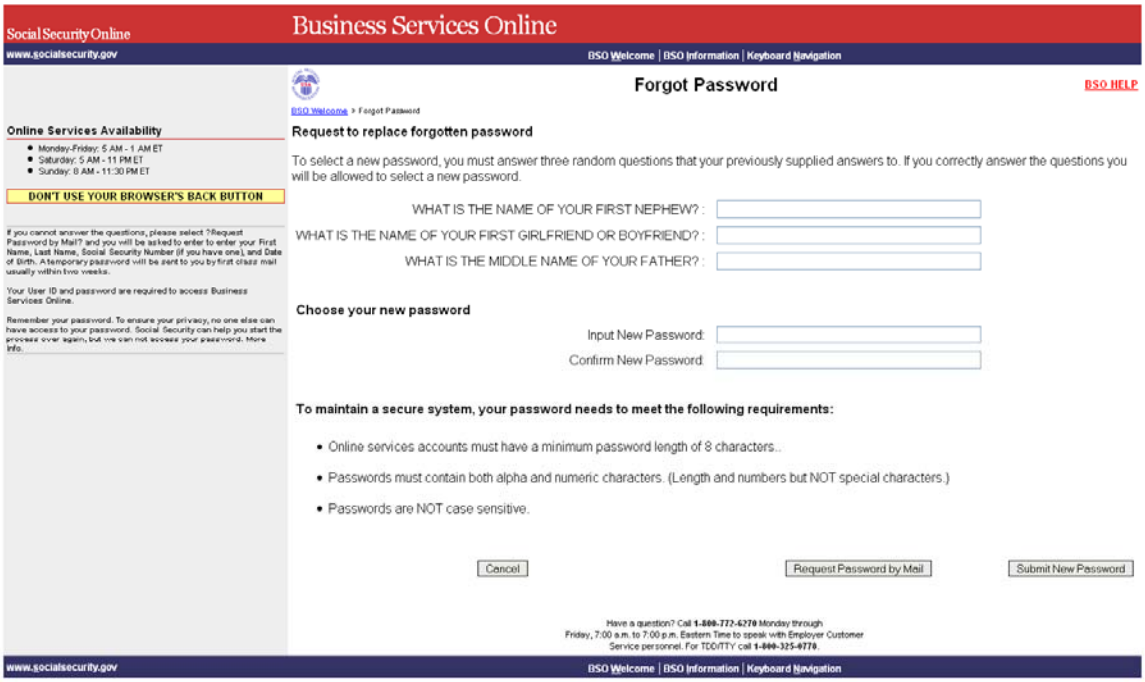
[RAccSuc] Request Access to BSO Services Confirmation

Password Pages

[SupKBA] Supply Answer to Forgot Password Questions



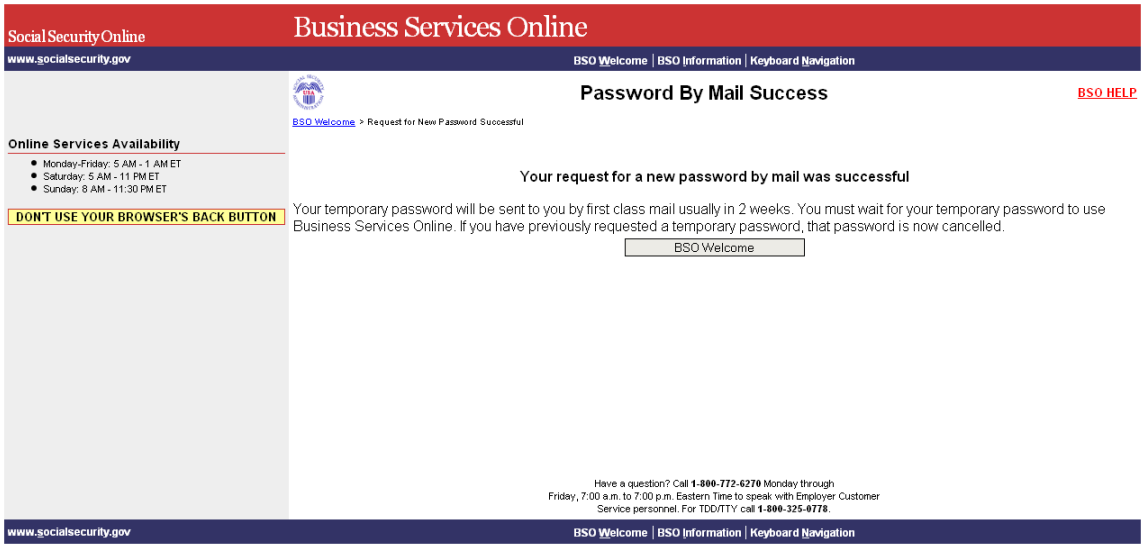
[FMPwd] Forgot Password



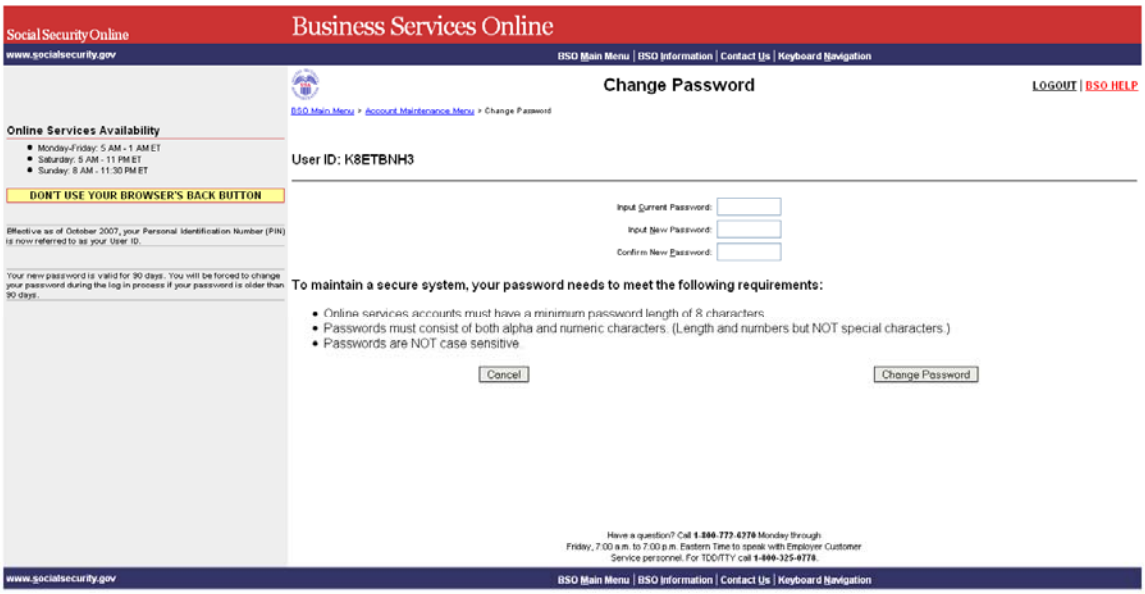
[FMPwdSuc] Forgot Password Update Successful

[ReqPwdMail] Request Password by Mail

[ReqPwdSucc] Request Password by Mail Success



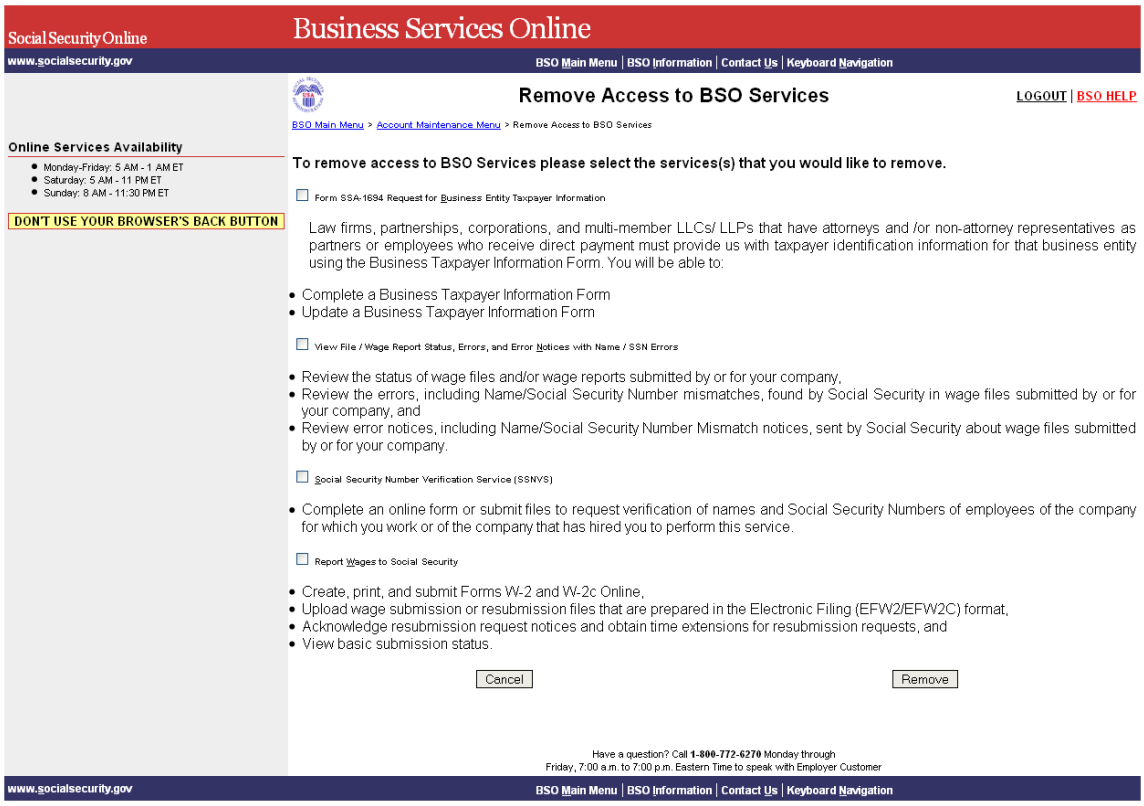
[CPwd] Change Password



[CPwdSuc] Password Change Successful

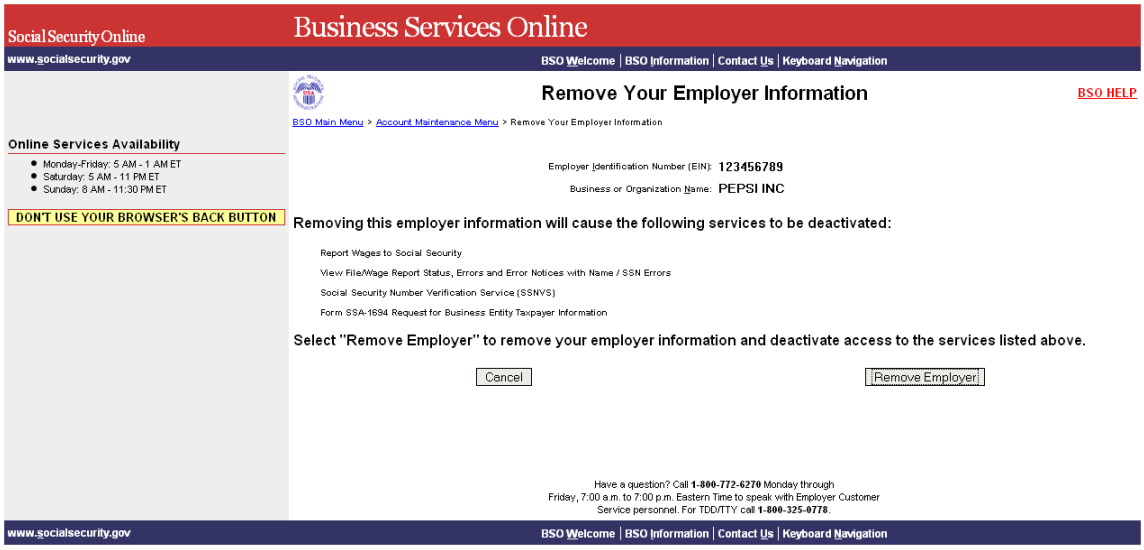
Remove/Deactivate

[RASvc-PR] Remove Access to BSO Services



[RASvcSuc] Remove Access to BSO Services Successful

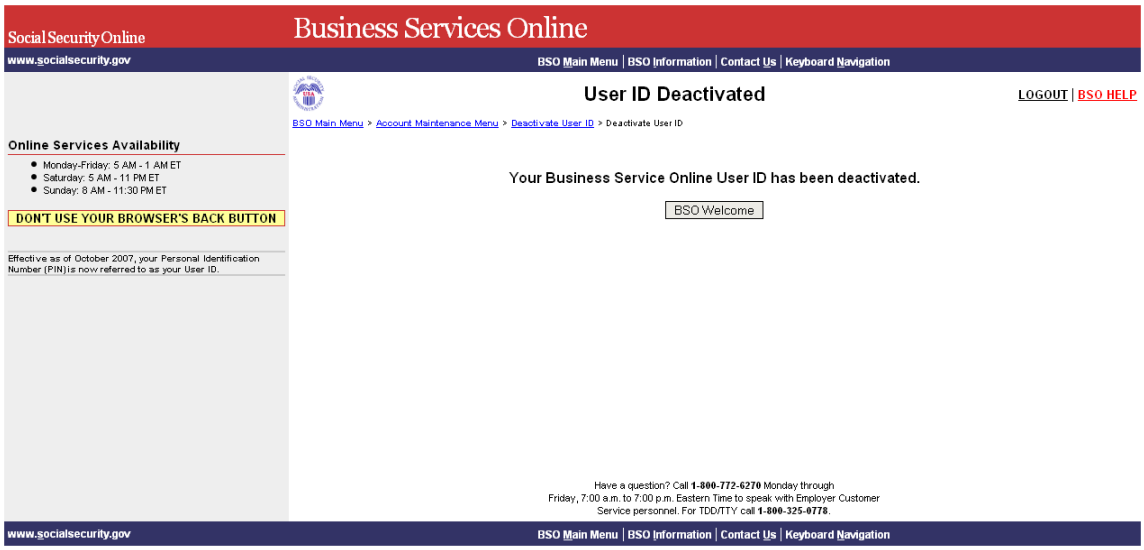
[RmvEmp] Remove Your Employer Information

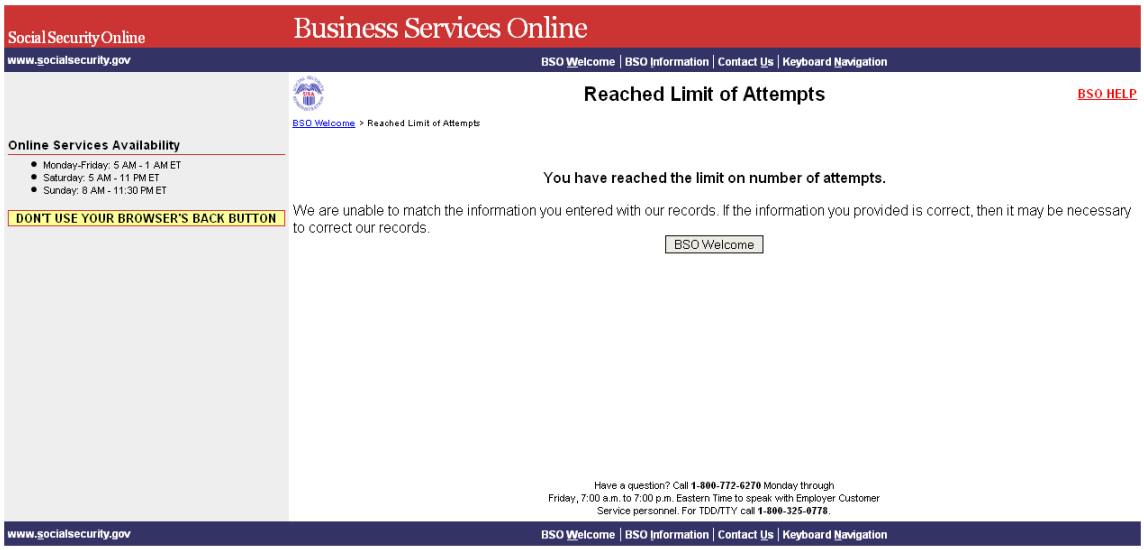


[REmpSuc] Remove Your Employer Information Successful

[DPIN] Deactivate User ID

[DPINSuc] Deactivate User ID Successful - User ID Deactivated



Error Pages

[RLAtt] Reached Limit of Attempts