

# APPOINTED REPRESENTATIVE REGISTRATION via INTERNET

1. Select "Create Log in Account"

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

### Log In to Online Services

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

**Online Services Availability**

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

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

To create new account you will need to:

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

[Create Log In Account](#)

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

**Existing User?**  
Please log in below:

User ID:

Password:

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

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

I have read & agree to these terms.

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## 2. Accept the Attestation

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**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
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**User Registration Attestation**

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

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

[Paperwork Reduction Act Statement](#)

**Registering for Business Services**

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

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

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

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

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**User Certification for SSA Business Services Online**

I certify that:

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

---

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

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### 3. Add user information

Social Security Online **Appointed Representative Services**  
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**Online Services Availability**

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

**Create a Login Account**

**Step 1: Provide Information**

[Privacy Act Statement](#)  
The information you provide will be compared against our records in order to verify your identity.  
\* Indicates required information

Form Approved: OMB No. 0960-0596 Expiration Date: 09/30/2015

**Create an Account**

- Provide Information**
- Create Password
- Review and Submit
- Print User ID

**Personal Information**

**\*Name:**

**\*First**      **Middle**      **\*Last**

Suffix

**\*Date of Birth:**

mmdyyyy

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

XXXXXXXX

[More Information](#)

**Personal Contact Information**

**\*Country:**

United States

**\*Home Street Address:**

**\*City:**      **\*State:**      **\*Zip Code:**

AK

**Ext.:**

**\*Daytime Phone Number:**

Extension:

**Fax Number:**

**\*Email Address:**

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

4. Enter password and KBA questions and answers

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Online Services Availability

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Create a Login Account

Step 2: Create Your Password

Create an Account

- Provide Information
- Create Password
- Review and Submit
- Print User ID

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

**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**

**\*Enter Password:**  
\*\*\*\*\*

**\*Re-enter Password:**  
\*\*\*\*\*

Security Questions and Answers

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

**\*Question 1:**  
WHAT IS THE NAME OF YOUR FIRST NEPHEW?

**\*Answer 1:**  
A

**\*Question 2:**  
WHAT IS THE NAME OF YOUR FIRST NIECE?

**\*Answer 2:**  
A

**\*Question 3:**  
WHAT IS THE MIDDLE NAME OF YOUR MOTHER?

**\*Answer 3:**  
A

**\*Question 4:**  
WHAT IS THE MIDDLE NAME OF YOUR FATHER?

**\*Answer 4:**  
A

**\*Question 5:**  
IF YOU COULD PLAY ANY INSTRUMENT WHAT WOULD IT BE?

**\*Answer 5:**  
A

Back Cancel & Exit Next

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5. Review your information and accept the certification

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**Create a Login Account**  
Step 3: Review & Submit

**Create an Account**

- Provide Information
- Create Password
- Review and Submit
- Print User ID

Please verify that the information you provided is correct.

**Personal & Contact Information**

Name: JASON CORTEZZO  
Date of Birth: 10/12/1981  
SSN: 522-12-3456  
Country: United States  
Home Street Address: 6401 SECURITY BLVD  
City, State, Zip: WOODLAWN, MD 21235  
Daytime Phone Number: (222) 222-2222  
Fax Number:  
Email: asdf@asdf.com

**Security Questions and Answers**

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

**User Certification for Online Services**

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

**I certify that:**

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

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

I Accept

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6. Note down your new user id, you can print a receipt if desired

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**Online Services Availability**

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**Create a Login Account**

Step 4: Print your User ID

**Create an Account**

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

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

**User ID: WTRSK9NT**

**Please secure this User ID for your future use.**  
You must enter the above User ID and your self-selected Password each time you log in and access online services.  
[Print a confirmation Receipt](#)

**What's Next?**

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

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

Next

www.socialsecurity.gov

7. Appointed Rep MENU - No services

JOHN PUBLIC  
Rep ID: ABCD9REPID



## No Services Available

[Log Out](#)

There are no services available for the option you selected.

### Main Menu

#### Manage Account

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

#### Manage Services

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

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

[Main Menu](#)

8. ~~Appointed Rep MENU—only for Appointed Reps~~ (This screen will be removed.)

JOHN PUBLIC

[Logout](#)



## Appointed Representative Services - Main Menu

You have access to the following functions:

### Manage Account

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

### Manage Services

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

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

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



## 9. Appointed Rep MENU – Electronic Folder Request

The screenshot displays the Social Security Administration's website interface for Appointed Representative Services. At the top right, there are links for "Text Size" and "Accessibility Help". The main header features the Social Security Administration logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below this is a section titled "Appointed Representative Services".

The "Appointed Representative Services" section is divided into three main areas:

- Electronic Records Express (ERE)**: A sub-section with a heading "Electronic Records Express will provide you access to your authorized services, such as:" followed by a bulleted list:
  - Access Claimant's Electronic Folder
  - Send Individual Response
  - Contact ODAR Office
  - Get Status ReportsBelow the list is a button labeled "Enter ERE".
- Registration**: A sub-section with a heading "Registration" and a paragraph: "Internet Registration for Appointed Representative Services is currently unavailable while we improve the online registration process. Please complete the paper form SSA-1699 to register for Direct Pay or to update your information, and fax it to 1-877-268-3827." Below this is a button labeled "Log Out".
- Manage Account**: A sub-section with a heading "Manage Account" and a bulleted list of links:
  - [View / Edit Account Info](#)
  - [Change Password](#)
  - [Disable Account](#)

## 10. Enter a Text-Enabled Phone Number

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Main Menu | Contact Us | BSO Information | Keyboard Navigation HELP

JOHN PUBLIC  
Rep ID: ABCD9REPID

Log Out

### Appointed Representative Services

#### Enter Text-Enabled Cell Phone Number

\*Indicates Required Information

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

- Access Claimant's Electronic Folder

Provide a Cell Phone Number

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

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

**!** **Make sure your cell phone number is available before you continue!**  
Please allow up to two minutes for the text message to arrive. The one-time password will be valid for a total of 10 minutes from the time of your request.

< Back      Cancel      Next >

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## 11. Enter code activation

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JOHN PUBLIC

Log Out

### Appointed Representative Services

#### Enter Activation Code(s)

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

**Enter Activation Code:**

Cancel Activate Service(s)

**Main Menu**

**Manage Account**

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

**Manage Services**

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

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## 12. Enter activation confirmation

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www.socialsecurity.gov

Main Menu | Contact Us | BSO Information | Keyboard Navigation

JOHN PUBLIC

Log Out

### Appointed Representative Services

#### Enter Activation Code(s) - Confirmation

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

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

Go to the Main Menu

**Main Menu**

**Manage Account**

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

**Manage Services**

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

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### 13. No service available

Social Security Online Appointed Representative Services

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JOHN PUBLIC  
Rep ID: ABCD9REPID

[Log Out](#)

 **No Services Available**

There are no services available for the option you selected.

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

[Main Menu](#)

**Main Menu**

**Manage Account**

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

**Manage Services**

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

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## 14. Paperwork Reduction Act Statement


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 **Paperwork Reduction Act Statement**

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 3 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our estimate of the time needed to complete the form to:  
SSA, 6401 Security Blvd, Baltimore, MD 21235-0001.

Close Browser Window

## 15. Privacy Act Statement

### **Privacy Act Statement Collection and Use of Personal Information**

Sections 205(a) and 1106 of the Social Security Act, as amended, authorize us to collect this information to allow you access to our online applications. We will use the information you provide to register you, your company, or authorized employee(s) to use our Business Services Online (BSO).

Furnishing us this information is voluntary. However, failing to provide us with all or part of the information could prevent us offering you access to our BSO suite of services.

We rarely use the information you supply for any purpose other than for registration and granting access to our BSO suite of services. However, we may use the information for the administration of our programs including sharing information:

1. To comply with Federal laws requiring the release of information from our records (e.g., to the Government Accountability Office and Department of Veterans Affairs); and,
2. To facilitate statistical research, audit, or investigative activities necessary to ensure the integrity and improvement of our programs (e.g., to the Bureau of the Census and to private entities under contract with us).

A list of when we may share your information with others, called routine uses, is available in our Systems of Records Notice entitled, [Master Files of Social Security Number \(SSN\) Holders and SSN Applications](#) (60-0058). Additional information about the BSO suite of services, routine uses of information, programs, and systems are available online at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at your local Social Security office.

We may share the information you provide to other agencies through computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. We can use the information from these matching programs to establish or verify a person's eligibility for federally funded or administered benefit programs and for repayment of payments or delinquent debts under these programs.