

Integrated Registration Services (IRES) Internet Screen Package



Integrated Registration Services (IRES)

March 20, 2015

OMB Clearance Package OMB# 0960-0626

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34. Internet Representative Payee Accounting

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

 **Internet Representative Payee Accounting** [HELP](#)

JOHN PUBLIC

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

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

Manage Employer Information
[Add/Update Employer Information](#)
[Remove Employer Information](#)

[File a Representative Payee Accounting Report](#)
File a Representative Payee Accounting Report

[View a Submitted Representative Payee Report](#)
View a Submitted Representative Payee Report

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

35. Enter Activation Code(s) for the Appointed Representative

JOHN PUBLIC

Log Out



Enter Activation Code(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](#)


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)

36. Appointed Representative Services - Main Menu

Text Size  | Accessibility Help



Social Security

The Official Website of the U.S. Social Security Administration

Appointed Representative Services

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
- Get Status Reports

Enter ERE

Manage Account

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

Registration

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.

Log Out

37. View / Edit Services – No Services Available

JOHN PUBLIC

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

Manage Account

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

Main Menu

Manage Services

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

Manage Employer Information

- [Add/Update Employer Information](#)

38. Request New Services

JOHN PUBLIC

Log Out



Request Access to BSO Services

Select Service Suites

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

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 and/or Social Security Number Verification Service (SSNVS)

Electronic Wage Reporting allows employers to Report Wages to Social Security and to view the status of their submission.

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 free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.

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 Form
- Update Form SSA-1694 Business Taxpayer Information Form

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

CBSV, a consent and fee-based, third party verification service should not be confused with SSNVS service displayed above in the SSA Services Suite for Employers.

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.

Cancel

Next

39. Remove Access to BSO Services

JOHN PUBLIC

Log Out



Remove Access to BSO Services

To remove access from BSO Services please select the services(s) that you would like to remove.

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Report Wages to Social Security

- 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 resubmission requests, and
- View Wage Report Name / SSN Errors

If access to Report Wages to Social Security is removed, View Wage Report Name / SSN Errors will also be removed.

View Wage Reports Name / SSN Errors

- View the submission status, errors and error notices for wage files and/or wage reports with Name/SSN Errors submitted by you or on your behalf.

Social Security Number Verification Service (SSNVS)

- Complete an online form or 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.

Cancel

Remove

40. Remove Access to BSO Services Successful

JOHN PUBLIC

Log Out



Remove Access to BSO Services Successful

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Your request to remove access to View Wage Report Name/SSN Errors was successful. If you have removed this access in error you may select the "[Request New Services](#)" on the left panel to re-select the service.

Cancel

Deactivate Another Service

41. Activate Access to BSO Services - No Services Available

JOHN PUBLIC

Log Out



No Services Available

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)

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

42. Activate Access to BSO Services

Business Services Online

Social Security Online

www.socialsecurity.gov

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

HELP

JOHN PUBLIC

Log Out



Enter Activation Code(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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

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)

www.socialsecurity.gov

43. Activate Access to BSO Services Successful

JOHN PUBLIC

Log Out



Enter Activation Code(s) - Confirmation

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

You have successfully activated View Name and Social Security Number Errors.

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

Go to the Main Menu

44. View Pending Services - Re-Request Activation Code - Without Services

JOHN PUBLIC



Re-Request Activation Codes

[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 Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)

You have not entered the activation code(s) for the requested services listed below. If you have not received your activation code(s) or have misplaced them, you may have the activation code mailed to you again by selecting the service(s) below. You may only request activation codes every 10 days. Each activation code will expire 60 days after the date you initially selected the service. If the activation code expires, select [Request New Services](#) on the left panel to re-select the service.



The service(s) listed below is (are) currently pending because your employer's address cannot be found in SSA records.

You may have already faxed in the required information. You will be informed by email, phone, or fax what to do next. You should hear from us within two business days after sending your fax. Please note that from January through April, the peak wage-reporting season, it may take a few business days longer.

If you have not faxed in the required information, please send a fax to (570) 706-7874 and provide the following information:

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

- A copy of IRS Form SS-4 (or)
- A copy of IRS Form 941 (or)
- IRS EIN Notification Letter **and** a letter on your company letter head including the following:
 - Your Company Name
 - Your Company Address
 - Your Company Telephone Number
 - Your Name
 - Your Social Security Number
 - Your Date of Birth
 - Your User ID (used to log in to BSO)
 - Your Signature
 - Your Printed Name
 - Your Title
 - Authorizing Official's Name
 - Authorizing Official's Title
 - Authorizing Official's Date of Birth
 - Authorizing Official's Social Security Number
 - Statement certifying that you work for the employer and are authorized to conduct business on behalf of the employer

[Cancel](#)

[Re-Request](#)

45. View Pending Services - Re-Request Activation Code - With Services

JOHN PUBLIC

Log Out



Re-Request Activation Codes

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

You have not entered the activation code(s) for the requested services listed below. If you have not received your activation code(s) or have misplaced them, you may have the activation code mailed to you again by selecting the service(s) below. You may only request activation codes every 10 days. Each activation code will expire 60 days after the date you initially selected the service. If the activation code expires, select [Request New Services](#) on the left panel to re-select the service.

View Wage Report Name/SSN Errors

- View Wage Report Name/SSN Errors will display these errors for the wage information submitted by you or for your employer.

Cancel

Re-Request

46. View Pending Services - Confirmation of Activation Code Notice Re-Request

JOHN PUBLIC

Log Out



View Pending Services - Confirmation of Activation Code Notice Re-Request

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

You have successfully submitted a request for a new activation notice.

View Pending Services

Go to the Main Menu

47. Enter Text-Enabled Cell Phone

Appointed Representative Services

JOHN PUBLIC
Rep ID: ABCD9REPID



Enter Text-Enabled Cell Phone Number

[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 Codes](#)

*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 >](#)

48. Employer Information Attestation

Business Services Online

JOHN PUBLIC

Log Out



Employer Information Attestation

Please read the following information about entering employer information to request access to BSO 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 Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)

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.

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

I Do NOT Accept

I Accept

Cancel

49. Add Employer

JOHN PUBLIC

Log Out



Add Employer Information

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)

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

Form Approved: OMB No. 0960-0626
Expiration date: 10/31/2012

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):

020000002

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

Business or Organization Name:

MY ORGANIZATION

You may edit the name here, but it does not change the name on Internal Revenue Service (IRS) records.

50. Add Employer Information Successful

JOHN PUBLIC

Log Out



Add Employer Information

You have successfully added your employer information.

Main Menu

Main Menu

Request Access to BSO Services

Manage Account

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

Manage Services

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

Manage Employer Information

- [Add/Update Employer Information](#)

51. Update Your Employer Information

JOHN PUBLIC

Log Out



Update Your Employer Information

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

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" using the link in the left panel. That will deactivate all active services with this employer. Then re-request services for the new EIN using the "Request New Services" link in the left panel.

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

Employer Identification Number (EIN):

Business or Organization Name:

You may edit the name here, but it does not change the name on Internal Revenue Service (IRS) records.

52. Update Your Employer Information

JOHN PUBLIC

Log Out



Update Your Employer Information Successful

Your employer information has been updated.

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

53. Remove Your Employer Information

JOHN PUBLIC

Log Out



Remove Your Employer Information

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Employer Identification Number (EIN): 020000002

Business or Organization Name:

MY ORGANIZATION

Removing this employer information will cause the following services to be deactivated:

Report Wages to Social Security

View Wage Report Name / SSN Errors

Social Security Number Verification Service (SSNVS)

Form SSA-1694 Request for Business Entity Taxpayer Information

Select "Remove Employer" to remove your employer information and deactivate access to the services listed above.

Cancel

Remove Employer

54. Remove Your Employer Information Successful

JOHN PUBLIC

Log Out



Remove Your Employer Information Successful

Your employer information has been removed and all access to services associated with that employer has been deactivated.

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](#)

Manage Employer Information

- [Add/Update Employer Information](#)

Select "Request Access to BSO Services" to request access to business services online and add new employer information, if required

BSO Main Menu

Request Access to BSO Services

55. View/Edit Account

Appointed Representative Services

Social Security Online

www.socialsecurity.gov

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

[HELP](#)

JOHN PUBLIC
Rep ID: ABCD9REPID



View/Edit Account Information

[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 Codes](#)

Your account information is displayed below. You may update this information at anytime.

Personal & Contact Information

[Edit Personal Information](#)

Name: JOHN PUBLIC
Date of Birth: 01/02/1920
SSN: XXX-XX-1234
Country: United States
Home Street Address: 1234 ABC
DR
City, State, Zip: MY CITY , AK 12345
Daytime Phone Number: (123) 123-1234
Fax Number:
Email: user@demoemployer.com

Secure Text-enabled Cell Phone Number

[Change Number](#)

Secure Text-enabled
Cell Phone Number: (123) 123-1234

Security Questions and Answers

[Edit Security Questions](#)

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?
Answer 1: ANSWER1
Question 2: WHAT IS YOUR HOMETOWN?
Answer 2: ANSWER4
Question 3: WHAT IS THE NAME OF YOUR FIRST NIECE?
Answer 3: ANSWER2
Question 4: WHAT IS THE NAME OF YOUR FIRST PET?
Answer 4: ANSWER3
Question 5: WHAT WAS YOUR FIRST JOB?
Answer 5: ANSWER5

www.socialsecurity.gov

56. Edit Personal & Contact Information

Appointed Representative Services

JOHN PUBLIC
Rep ID: ABCD9REPID



Edit Personal & Contact Information

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 Codes](#)

* Indicates required information

Personal Information

***Name:**

JOHN PUBLIC
*First Middle *Last Suffix

***Date of Birth:**

01021920
mmddyyyy

Personal Contact Information

***Country:**

United States

***Home Street Address:**

1234 ABC DR

***City:**

MY CITY

***State:**

AK

***Zip Code:**

12345

Ext.:

***Daytime Phone Number:**

1231231234 Extension:

Fax Number:

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

user@demoemployer.com

Cancel

Update Information

57. Edit Personal & Contact Information -

Appointed Representative Services

JOHN PUBLIC
Rep ID: ABCD9REPID

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.

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](#)
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58. Change Text-enabled Cell Phone Number - Option 1

Appointed Representative Services

JOHN PUBLIC
Rep ID: ABCD9REPID

Log Out



Change Text-enabled Cell Phone Number

Main Menu

Manage Account

- [View/Edit Account Info](#)
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Manage Services

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

To change your 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 Text-enabled Cell Phone Number: (123) 123-1234

Select an option to change your number:

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



Make sure your current number is available before you continue!

When you select "Next", a one-time password will be sent by text message to your current 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 >

59. Change Text-enabled Cell Phone Number - Step 1: Enter One-Time Password


Social Security Online
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HELP

JOHN PUBLIC
Rep ID: ABCD9REPID

Log Out


 **Change Text-enabled Cell Phone Number**

Step 1: Enter One-Time Password

Change Number

1. Enter Password
2. Provide New Number
3. Verify Number
4. Confirmation

*Indicates required information

 **A one-time password has been sent to cell phone number: (123) 123-1234**
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. Is your cell phone receiving service reception? You may need to move to a location where you can get a better signal.
2. Still unable to continue? We can [send a new text message](#).

< Back Cancel Next >

www.socialsecurity.gov

60. Change Text-enabled Cell Phone Number - Step 2: Provide a New Cell Phone

Social Security Online
www.socialsecurity.gov

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HELP

JOHN PUBLIC
Rep ID: ABCD9REPID

Log Out

Appointed Representative Services

Change Secure Text-enabled Cell Phone Number


Step 2: Provide a New Cell Phone Number


Change Number

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

*Indicates required information

Please provide your **new cell phone number**. A text-enabled cell phone number is required so that SSA can send a one-time password to you by text message when you access secure services. This cell phone number will be used for all services you request in the future.

*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!**
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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61. Change Text-enabled Cell Phone Number - Step 2: Provide a New Cell Phone Number - Fail

Social Security Online
www.socialsecurity.gov

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HELP

JOHN PUBLIC
Rep ID: ABCD9REPID

Log Out

Appointed Representative Services

Change Secure Text-enabled Cell Phone Number

Step 2: Provide a New Cell Phone Number


Change Number


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

• You have entered an invalid 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 one-time password to you by text message when you access secure services. This cell phone number will be used for all services you request in the future.

*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!**
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 >

www.socialsecurity.gov

62. Change Text-enabled Cell Phone Number - Step 3: Verify your New Cell Phone

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Rep ID: ABCD9REPID

Log Out



Change Text-enabled Cell Phone Number

Step 3: Verify your New Cell Phone Number

Change Number

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

*Indicates required information



A one-time password has been sent to cell phone number: (123) 123-1234
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

63. Change Text-enabled Cell Phone Number - Step 3: Verify your New Cell Phone Number - Fail

Social Security Online
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HELP

JOHN PUBLIC
Rep ID: ABCD9REPID

SSA logo: [link to Social Security Online home](#)

Change Text-enabled Cell Phone Number


Step 3: Verify your New Cell Phone Number

Change Number

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

- **Password entered does not match password sent. Please re-enter the password you received.**

*Indicates required information

 **A one-time password has been sent to cell phone number: (123) 123-1234. 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](#).

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64. Change Text-enabled Cell Phone Number - Step 4: Confirmation

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Rep ID: ABCD9REPID



Change Text-enabled Cell Phone Number

Step 4: Confirmation

Your secure text-enabled cell phone number has been changed to (123) 123-1234.

This cell phone will be required whenever you attempt to enter certain services.

Change Number

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

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65. Change Text-enabled Cell Phone Number - Option 2 Selected

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Appointed Representative Services

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JOHN PUBLIC
Rep ID: ABCD9REPID



Change Text-enabled Cell Phone Number

[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 Codes](#)

To change your 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 Text-enabled Cell Phone Number: (123) 123-1234

Select an option to change your number:

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

[Cancel](#)

[Next >](#)

www.socialsecurity.gov

66. Change Text-enabled Cell Phone Number - Step 1: Enter One-Time Password

JOHN PUBLIC
Rep ID: ABCD9REPID



Change Text-enabled Cell Phone Number

Step 1: Enter One-Time Password

Log Out

Change Number

1. Enter Password
2. Provide New Number
3. Verify Number
4. Confirmation

*Indicates required information

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:

< Back

Cancel

Next >

67. Change Text-enabled Cell Phone Number - Option 3 Selected

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Appointed Representative Services

Change Text-enabled Cell Phone Number

Main Menu

Manage Account

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- [Disable Account](#)

Manage Services

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

To change your 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 Text-enabled Cell Phone Number: (123) 123-1234

Select an option to change your number:

I have both my current 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 text-enabled cell phone number.

I do not have either of the above options.

Cancel Next >

www.socialsecurity.gov

68. Change Text-enabled Cell Phone Number - Request a Notice to Change your Cell Phone Number

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Rep ID: ABCD9REPID

Log Out

Appointed Representative Services

Change Text-enabled Cell Phone Number

Request a Notice to Change your Cell Phone Number

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Manage Account

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

Manage Services

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

In order to change your 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 will receive will contain a one-time password that will allow you to provide a new 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

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69. Change Text-enabled Cell Phone Number - A notice will be mailed to you to change your text-enabled cell phone

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Change Text-enabled Cell Phone Number

[Log Out](#)

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Manage Account

- [View/Edit Account Info](#)
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Manage Services

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

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

[View Account Info](#)

[Go to Main Menu](#)

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70. Edit Security Questions

Appointed Representative Services

JOHN PUBLIC
Rep ID: ABCD9REPID



Edit Security Questions

Log Out

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Manage Account

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

Manage Services

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

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

* Indicates required information

***Question 1:**

WHAT IS THE NAME OF YOUR FIRST NEPHEW?

***Answer 1:**

ANSWER1

***Question 2:**

WHAT IS YOUR HOMETOWN?

***Answer 2:**

ANSWER4

***Question 3:**

WHAT IS THE NAME OF YOUR FIRST NIECE?

***Answer 3:**

ANSWER2

***Question 4:**

WHAT IS THE NAME OF YOUR FIRST PET?

***Answer 4:**

ANSWER3

***Question 5:**

WHAT WAS YOUR FIRST JOB?

***Answer 5:**

ANSWER5

Cancel

Update Information

71. Edit Security Questions - Confirmation

Appointed Representative Services

JOHN PUBLIC
Rep ID: ABCD9REPID



Edit Security Questions - Confirmation

[Log Out](#)

You have successfully updated your security questions.

Your new information will be displayed on the View / Edit Account Info page.

[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](#)

72. Change Password

Appointed Representative Services

JOHN PUBLIC
Rep ID: ABCD9REPID



Change Password

[Log Out](#)

Your current password is scheduled to expire: January 19, 2010

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](#)

Enter Current Password:

For security Purposes, your password will expire and must be changed every 90 days.

Enter New Password:

Your Password:

- 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.

Confirm New Password:

[Cancel](#)

[Change Password](#)

73. Password Change Successful

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Appointed Representative Services

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Password Change Successful

[Log Out](#)

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- [Disable Account](#)

Manage Services

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

Your password has been successfully changed.
Your new password will remain valid until: January 19, 2010

[Go to the Main Menu](#)

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74. Disable Account

JOHN PUBLIC



Disable Account

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 Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

This function will disable your User ID so that it can no longer be used to access online services.

* Indicates required information

*Input Current Password:

*Why are you disabling the account?

- I am no longer authorized to access these services and/or I no longer require these services.
- The account has been compromised (ex: unauthorized access or disclosure).



Your account will be permanently disabled.

If you continue you will need to register a new account to access online services.

Cancel

Disable Account

75. Disable Account - Error

JOHN PUBLIC



Disable Account

Log Out

Main Menu

We Cannot Match The Information That You Provided

Manage Account

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

Manage Services

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

Manage Employer Information

- [Add/Update Employer Information](#)

We are sorry for the inconvenience, but we cannot match the information you have sent us. Make any corrections necessary and resubmit your request.

If the information that you have provided is correct, it may be necessary to correct our records. 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.

This function will disable your User ID so that it can no longer be used to access online services.

* Indicates required information

*Input Current Password:

*Why are you disabling the account?

- I am no longer authorized to access these services and/or I no longer require these services.
- The account has been compromised (ex: unauthorized access or disclosure).



Your account will be permanently disabled.

If you continue you will need to register a new account to access online services.

Cancel

Disable Account

76. Disable Account - Confirmation

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Business Services Online

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JOHN PUBLIC

[Log Out](#)



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.

[I'm Done - Log Out](#)

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77. User Identification Deactivated

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Business Services Online

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[HELP](#)



User Identification Deactivated

Online Services Availability

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

Your User ID has been deactivated.

This means SSA, your employer, or you have deactivated your User ID. To access Business Services Online you will need to register for a new User ID. If you deactivated your own User ID you can register for a new User ID online by selecting the Re-register button below.

If you did not deactivate your own User ID please, call:
1-800-772-6270. For TDD/TTY call 1-800-325-0778
to speak with an Employer Customer Service Representative.

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[Re-register](#)

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78. Forgot Password Update Successful

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Business Services Online

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[HELP](#)



Forgot Password Update Successful

Online Services Availability

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

Your forgotten password has been successfully changed.

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[Log In](#)

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79. Request Password by Mail

Social Security Online

Business Services Online

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[HELP](#)



Request Password by Mail

Online Services Availability

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

You have requested to receive a temporary password by mail to replace your forgotten password.

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.

First Name:

Last Name:

U.S. Social Security Number:

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

www.socialsecurity.gov

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80. Password by Mail Success



Password By Mail Success

Online Services Availability

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

Your request for a new password by mail was successful

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.

BSO Welcome

81. Change Password

JOHN PUBLIC

Log Out



Change Password

Main Menu

Manage Account

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- [Change Password](#)
- [Disable Account](#)

Manage Services

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

Manage Employer Information

- [Add/Update Employer Information](#)

Your current password is scheduled to expire: January 20, 2011

Enter Current Password:

For security Purposes, your password will expire and must be changed every 90 days.

Enter New 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

Confirm New Password:

Cancel

Change Password

82. Password Change Successful

Social Security Online

Business Services Online

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JOHN PUBLIC

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Password Change Successful

Main Menu

Your password has been successfully changed.

Your new password will remain valid until: January 20, 2011

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- [Disable Account](#)

[Go to the Main Menu](#)

Manage Services

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

Manage Employer Information

- [Add/Update Employer Information](#)

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83. Reached Limit of Attempts Business Services Online

Social Security Online

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Reached Limit of Attempts

Online Services Availability

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

You have reached the limit on number of attempts.

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.

For assistance, 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 representative. For TDD/TTY, please call 1-800-325-0778.

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[Request Password by Mail](#)

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84. Already Registered

Business Services Online

Social Security Online

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Already Registered

Online Services Availability

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

We are unable to complete your request. You have an existing User ID that is already associated with the Employer Identification Number (EIN) that you provided.

For additional assistance, 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. Please call 1-800-325-0778 for TDD/TTY.

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85. System Failure

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Business Services Online

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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



System Failure

A system failure occurred. Please contact the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. and 7:00 p.m. Eastern Time.

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86. Paperwork Reduction Act Statement

Social Security Online

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Business Services Online

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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



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](#)

www.socialsecurity.gov

87. 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 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.