

# 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.

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

HELP

## 2. Accept the Attestation

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

**Online Services Availability**

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

**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.

---

**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.**

www.socialsecurity.gov

### 3. Add user information

Social Security Online **Appointed Representative Services**  
www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation [HELP](#)

**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

**Create an Account**

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

XXXXXXXXXX

[More Information](#)

**Personal Information**

**\*Name:**

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

Suffix

**\*Date of Birth:**

mmdyyyy

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

XXXXXXXXXX

**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

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

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 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

www.socialsecurity.gov

5. Review your information and accept the certification

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO | Welcome | BSO Information | Keyboard Navigation | HELP

**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 3: Review & Submit

**Create an Account**

1. Provide Information
2. Create Password
3. Review and Submit
4. 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

www.socialsecurity.gov

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

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

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 4: Print your User ID

Create an Account

- Provide Information
- Create Password
- Review and Submit
- 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

- Appointed Rep MENU - No services

JOHN PUBLIC  
Rep ID: ABCD9REPID

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](#)

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



## 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 Individual Response
- Contact ODAR Office
- 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](#)

10. Enter a Text-Enabled Phone Number



JOHN PUBLIC

Rep ID: ABCD9REPID

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](#)



## 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 >

## 11. Enter code activation

The screenshot shows the 'Enter Activation Code(s)' page on the Social Security Online portal. The page header includes 'Social Security Online', 'www.socialsecurity.gov', and navigation links for 'Main Menu', 'Contact Us', 'BSO Information', and 'Keyboard Navigation'. The user is logged in as 'JOHN PUBLIC' and has a 'Log Out' button. The main heading is 'Appointed Representative Services' and the sub-heading is 'Enter Activation Code(s)'. The instructions state: 'Enter the activation code for any service(s) for which you have requested access and have received an activation code.' There is a text input field for the activation code, followed by 'Cancel' and 'Activate Service(s)' buttons. A 'Main Menu' section on the left lists: 'View/Edit Account Info', 'Change Password', 'Disable Account', 'View/Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Codes'. The footer shows 'www.socialsecurity.gov'.

## 12. Enter activation confirmation

The screenshot shows the 'Enter Activation Code(s) - Confirmation' page on the Social Security Online portal. The page header is identical to the previous screenshot. The sub-heading is 'Enter Activation Code(s) - Confirmation'. The main message reads: 'You have successfully activated Appointed Representative Registration. The service(s) listed are now available from the Main Menu.' Below this message is a 'Go to the Main Menu' button. The 'Main Menu' section on the left lists the same links as in the previous screenshot. The footer shows 'www.socialsecurity.gov'.

### 13. No service available

Social Security Online  
www.socialsecurity.gov

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

JOHN PUBLIC  
Rep ID: ABCD9REPID

Log Out

## Appointed Representative Services

### 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](#)

www.socialsecurity.gov

## 14. Paperwork Reduction Act Statement


Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

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

See revised Privacy Act  
Statement Attached

**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.~~

***SSA will insert the following revised Privacy Act Statement into the form as soon as possible:***

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

Sections 205 and 1106 of the Social Security Act, as amended, allow us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent us from offering you access to our telephone and online services.

We will use the information you provide us to verify your identity and register you, your company, or authorized employee(s) to use our telephone or online services. We may also share this information for the following purposes, called routine uses:

1. To contractors and other Federal agencies, as necessary, to assist us in efficiently administering our programs;
  
2. To Federal, State, and local entities to assist them with administering income maintenance and health maintenance programs, when a Federal statute authorizes them to use the SSN;
  
3. To a congressional office in response to a request from that office made at the request of the subject of the record or a third party acting on the subject's behalf; and
  
4. To appropriate Federal, State, and local agencies, entities, and persons when: (a) We suspect or confirm a compromise of security or confidentiality of information; (b) We determine that as a result of the suspected or confirmed compromise there is a risk of harm to economic or property interests, risk of identity theft or fraud, or harm to the security or integrity of this system or other systems or programs that rely upon the compromised information; and (c) We determine that disclosing the information to such agencies, entities, and persons will assist us in our efforts to respond to the suspected or confirmed compromise and prevent, minimize, or remedy such harm.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notices (SORN) 60-0058, entitled [Master Files of Social Security Number \(SSN\) Holders and SSN Applications](#), as published in the Federal Register (FR) on December 29, 2010, at 75 FR 82121, and 60-0373, entitled [Repository of Electronic Authentication Data Master File](#), as published in the FR on December 17, 2010, at 75 FR 79065. Additional information, and a full listing of all of our SORNs, is available on our website at [www.ssa.gov/privacy](http://www.ssa.gov/privacy)