

# OMB Document Updated

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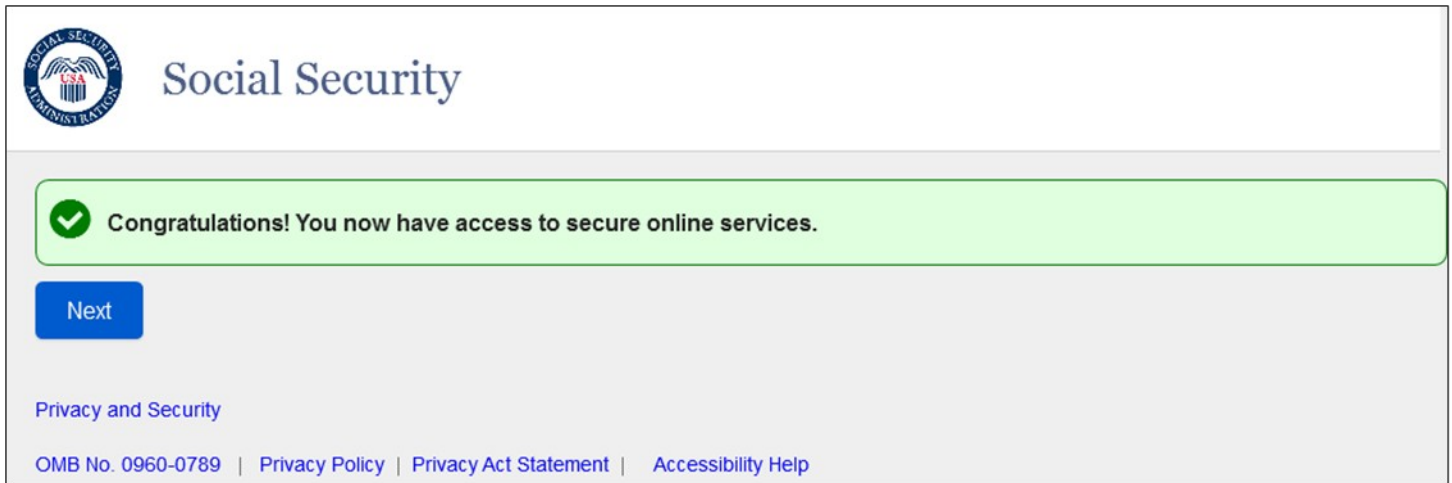
Business Services Behind eAccess  
March 2023 Release

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# 1. eAccess

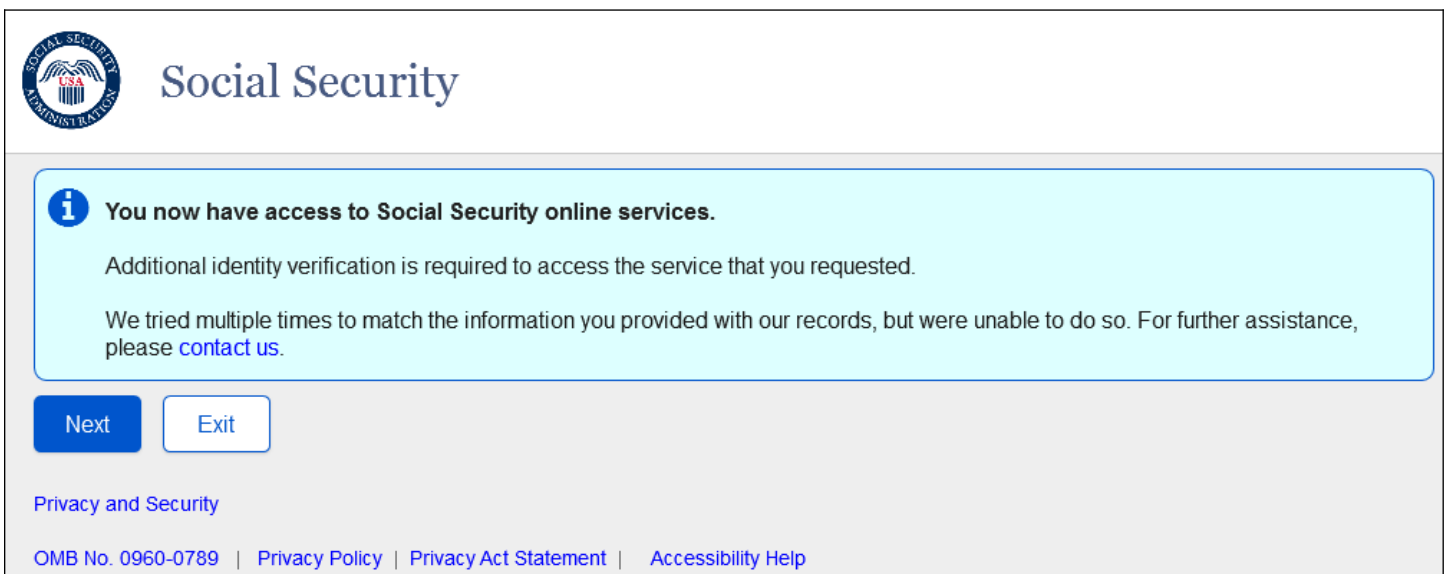
## 1.1 CAC Updated



The screenshot shows the Social Security Administration logo and name at the top left. Below it is a green notification box with a checkmark icon and the text: "Congratulations! You now have access to secure online services." Below the notification box is a blue button labeled "Next". At the bottom of the screen, there is a link for "Privacy and Security" and a footer containing "OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help".

- This screen is confirming a successful creation of a Standard or Advanced account.

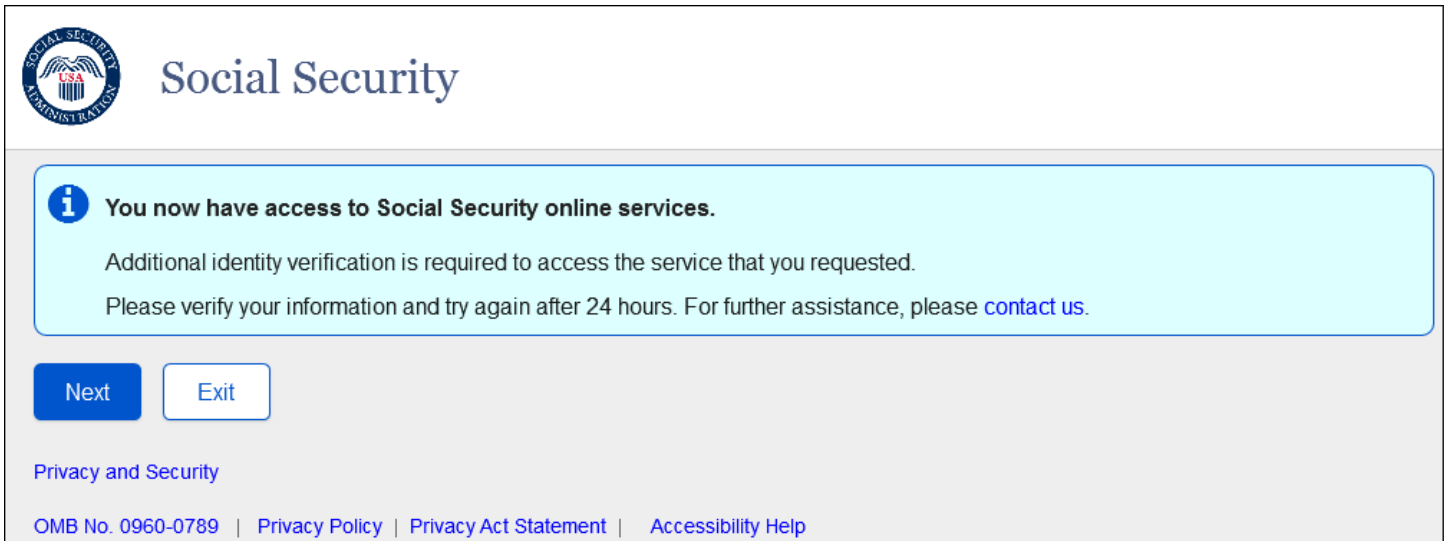
## 1.2 Standard Account Confirmation - Advanced Service Requested \_Perm Lock



The screenshot shows the Social Security Administration logo and name at the top left. Below it is a light blue notification box with an information icon and the text: "You now have access to Social Security online services." Below this, it states: "Additional identity verification is required to access the service that you requested." and "We tried multiple times to match the information you provided with our records, but were unable to do so. For further assistance, please [contact us](#)." Below the notification box are two buttons: a blue "Next" button and a white "Exit" button. At the bottom of the screen, there is a link for "Privacy and Security" and a footer containing "OMB No. 0960-0789 | Privacy Policy | Privacy Act Statement | Accessibility Help".

- This screen will be used for Standard Account creations when a user attempts to go through Basic to Advanced via SUAS path but receives a Permanent Lock during advanced proofing.

### 1.3 Standard Account Confirmation - Advanced Service Requested \_Temp Lock



The screenshot shows the Social Security Administration's website. At the top left is the SSA logo. To its right is the text "Social Security". Below this is a light blue information box with a white border. Inside the box is an information icon (i) followed by the text: "You now have access to Social Security online services." Below this is a paragraph: "Additional identity verification is required to access the service that you requested. Please verify your information and try again after 24 hours. For further assistance, please [contact us](#)." Below the information box are two buttons: "Next" (a solid blue button) and "Exit" (a white button with a blue border). Below the buttons is the text "Privacy and Security" in blue. At the bottom of the page are four links: "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help", all in blue.

- This screen will be used for Standard Account creation when a user attempts to go through Basic to Advanced via SUAS path but receives a Temporary Lock during advanced proofing.

### 1.4 General\_SITOS\_IAL1



## Social Security

### Terms of Service

- I understand that ssa.gov contains U.S. Government information.
- I consent to the monitoring and recording of my use of Social Security online services, including any electronic communications.
- I understand that it is a federal crime to:
  - Give false or misleading statements to obtain information in Social Security records;
  - Give false or misleading information to obtain or alter Social Security benefits; or
  - Deceive the Social Security Administration about an individual's identity.
- I understand that unauthorized use of Social Security online services is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that the Social Security Administration may stop me from using Social Security online services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by the Social Security Administration is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed.

I agree to the Terms of Service.

Next


Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

- Sign in terms of service for IAL1 users.

## 1.5 Verify Your Identity Choices (VYIC)

 Social Security

Please choose how to verify your ID

Please choose one of the following:

- Take Photos of your ID with a Smartphone**
  - Like depositing a check online.
  - No uploading or emailing is needed.
  - Photos are captured automatically.
- Input your ID & Financial Information**

You'll need **one** of the following:

  - Credit card (last 8 digits) - Visa, Mastercard, or Discover;
  - Social Security benefits amount;
  - W-2 tax form; or
  - 1040 Schedule SE tax form.

[▶ Feedback](#)

Don't have a valid ID? [Answer credit history questions instead.](#)

▼ [How does this help Social Security verify my identity?](#)


[Next](#) [Exit](#)

[Privacy and Security](#)

OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

- VYIC is presented to user choose which advanced proofing method to undertake, so that the user can access advanced services.

## 1.6 RIL -Error Message

 **You already have an account.**  
Please sign in with one of the options below.

Accounts created **before** September 18, 2021 should enter a Username and Password.

**Username**

[Forgot Username?](#)

**Password**

[Forgot Password?](#)

[Sign in](#)

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[Sign in with !\[\]\(011567c4328a8da40aff7939c5abada1\_img.jpg\) LOGIN.GOV](#)

[Sign in with !\[\]\(dc1e39313cf1a25c333452c7c64a2f33\_img.jpg\) ID.me](#)

[Learn more](#)

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[Create an account](#)

- Updated Banner Message language.

## 2.BSO Behind ROME

### 2.1 IRES Privacy Act Statement



Social Security

#### Privacy Act Statement

Please read the following privacy act statement on collection and use of personal information.

Sections 205 and 1106 of the Social Security Act, as amended, allow us to collect your information, which we will use to verify your identity and register you, your company, or authorized employee(s) to use our Business Services Online (BSO) applications. Providing the information is voluntary, but not providing all or part of the information may prevent access to the BSO suite of services. As law permits, we may use and share the information you submit, including with other Federal or State agencies, our contractors, employers, and others as outlined in the routine uses within System of Records Notice (SORN) 60-0373, available at [www.ssa.gov/privacy](http://www.ssa.gov/privacy). The information you submit may also be used in computer matching programs to establish or verify eligibility for Federal benefit programs and to recoup debts under these programs.

Next

Exit

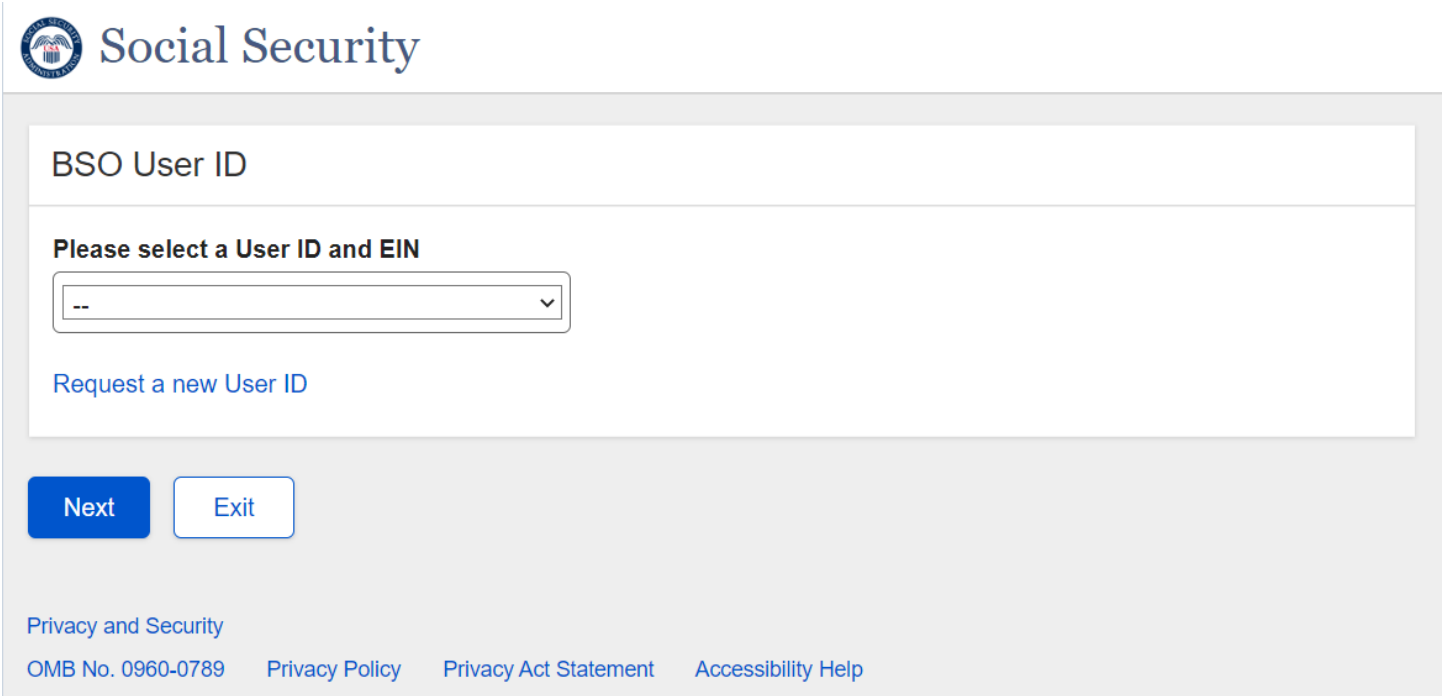
[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

- User agrees to the privacy act statement after ROME-SITOS to move to the next screen on BSO user ID.

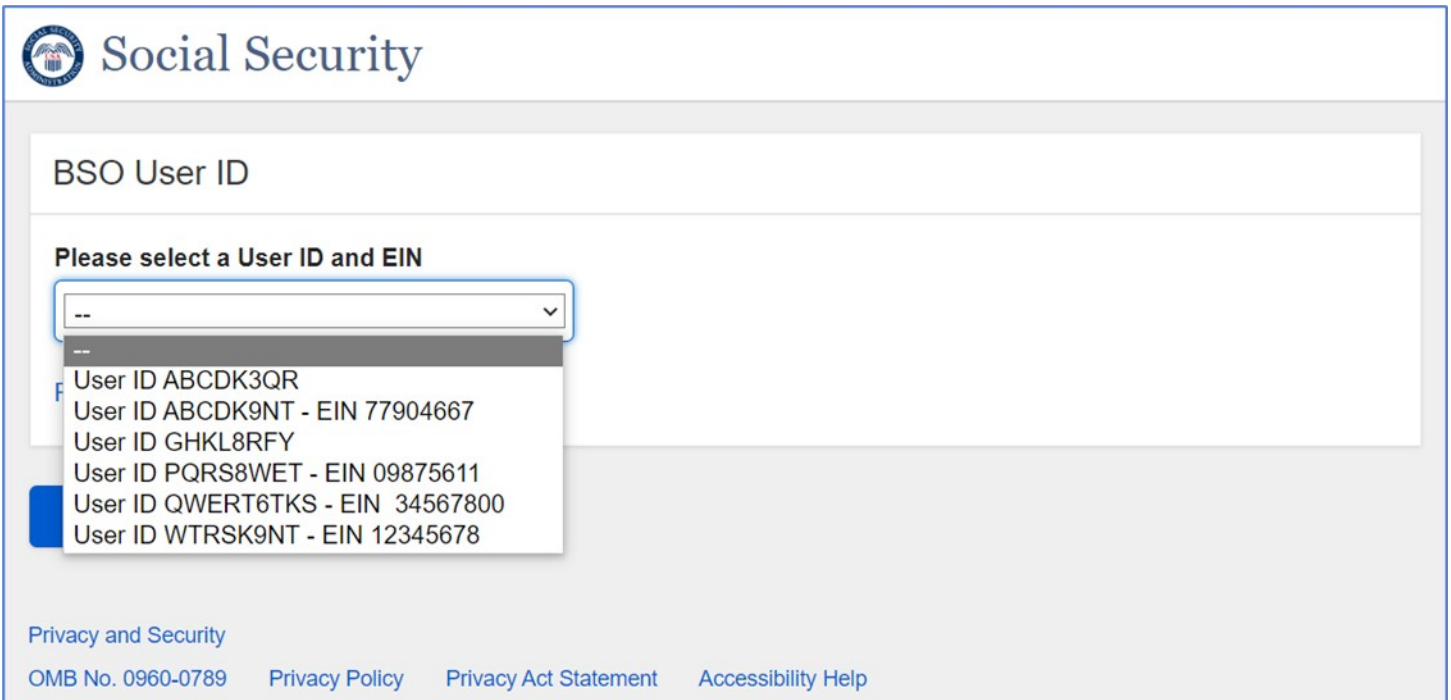


## 2.2 IRES User ID (Iresui)



The screenshot shows the Social Security logo at the top left. Below it, the text "BSO User ID" is displayed. Underneath, there is a prompt "Please select a User ID and EIN" followed by a dropdown menu currently showing "--". A blue link "Request a new User ID" is positioned below the dropdown. At the bottom of the main content area, there are two buttons: "Next" (a solid blue button) and "Exit" (a white button with a blue border). At the very bottom, there is a footer with the text "Privacy and Security" and four links: "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

Options to select



This screenshot is similar to the one above, but the dropdown menu is open, showing a list of user ID and EIN options. The options are: "User ID ABCDK3QR", "User ID ABCDK9NT - EIN 77904667", "User ID GHKL8RFY", "User ID PQRS8WET - EIN 09875611", "User ID QWERT6TKS - EIN 34567800", and "User ID WTRSK9NT - EIN 12345678". The "Next" button is highlighted with a blue background. The rest of the page layout, including the Social Security logo and footer, remains the same.

- After using the RIL page to login, the user will land on the BSO User ID screen. The existing user will be able to select a BSO User ID/EIN if available in the dropdown. Then the user will land on the BSO Main Menu screen to access and use the services on behalf of the selected organization.
- After using the RIL page to login, a new user will land on the BSO User ID screen. The user will be able to request for a new user ID from "Request a new User ID" link. Next, the system shall direct the user to IRES Contact Information (Iresci).

## 2.3 IRES Contact Information (Iresci)



Social Security

### Please Enter Your Contact Information

We may use your contact information for program outreach and other purposes related to our administration of the Social Security Act.

#### Home Address

Street Address

Apartment, Suite, Building, Etc.

City/Town

State[/Territory]

ZIP Code

#### Phone Number

10-digit Number

Ext.

Next

Exit

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

- The user must provide their contact information and next is directed to IRES User Account Confirmation.

## 2.4 IRES User Account Confirmation (Iresuac)



Social Security



Congratulations! A new User ID has been created for you.

**BSO User ID: WTRSK9NT**

Please secure this User ID for your future use.

Next

[Privacy and Security](#)

[OMB No. 0960-0789](#) | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

- The user will be provided a confirmation message with their new BSO User ID. The user will be sent to the existing BSO Main Menu page to Request New Services (or roles) to perform tasks on behalf of a particular organization

## 2.5 BSO Welcome Page

**Business Services Online**

The [Business Services Online \(BSO\)](#) allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the Internet. You must register and create your own password to access Business Services Online.

**BSO application hours**

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

Questions or comments?  
Phone: [1-800-772-6272](tel:1-800-772-6272) (TTY: [1-800-328-0778](tel:1-800-328-0778))  
Monday - Friday: 7 AM - 7 PM ET

**Employers**

For employers to:

- Report wages
- View submission and report status
- Act on retransmission notices
- Verify Social Security numbers

[Login](#)  
[Create account](#)  
[Get your account verified](#)

For questions: [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov)

**Representative Payees**

For individuals and organization representatives to file their Representative Payee Report electronically.

[Login](#)  
[Create account](#)  
[Complete online registration](#)  
[Access your account online](#)

**Appointed Representatives**

For appointed representatives of individuals with cases pending at the hearings or appeals levels.

[Login](#)  
[Report the business information and wages data](#)  
[Representative Social Security Online](#)  
[Access your account online](#)

**Consent Based Verification (CBSV)**

For companies that typically provide banking and mortgage services, process credit checks, provide background checks, satisfy licensing requirements, etc.

[Login](#)  
[Create account](#)  
[Complete online registration](#)  
[Access your account online](#)

For questions: [ssa.cbv@ssa.gov](mailto:ssa.cbv@ssa.gov)

Effective September 15, 2022, the registration process for Business Services Online (BSO) has changed. After registering to use BSO, or for any new BSO service, we will mail an activation code to complete the process. This includes those submitting [W-9s and W-9s forms](#). This extra layer of security is to ensure your information is safe and secure.

The activation code is MAILED to the employer whose Employer identification Number you are using, at the employer's business address registered with the IRS. Your employer will usually receive it within two (2) weeks. You will not be able to report wages to us until you have entered the activation code to complete the registration process.

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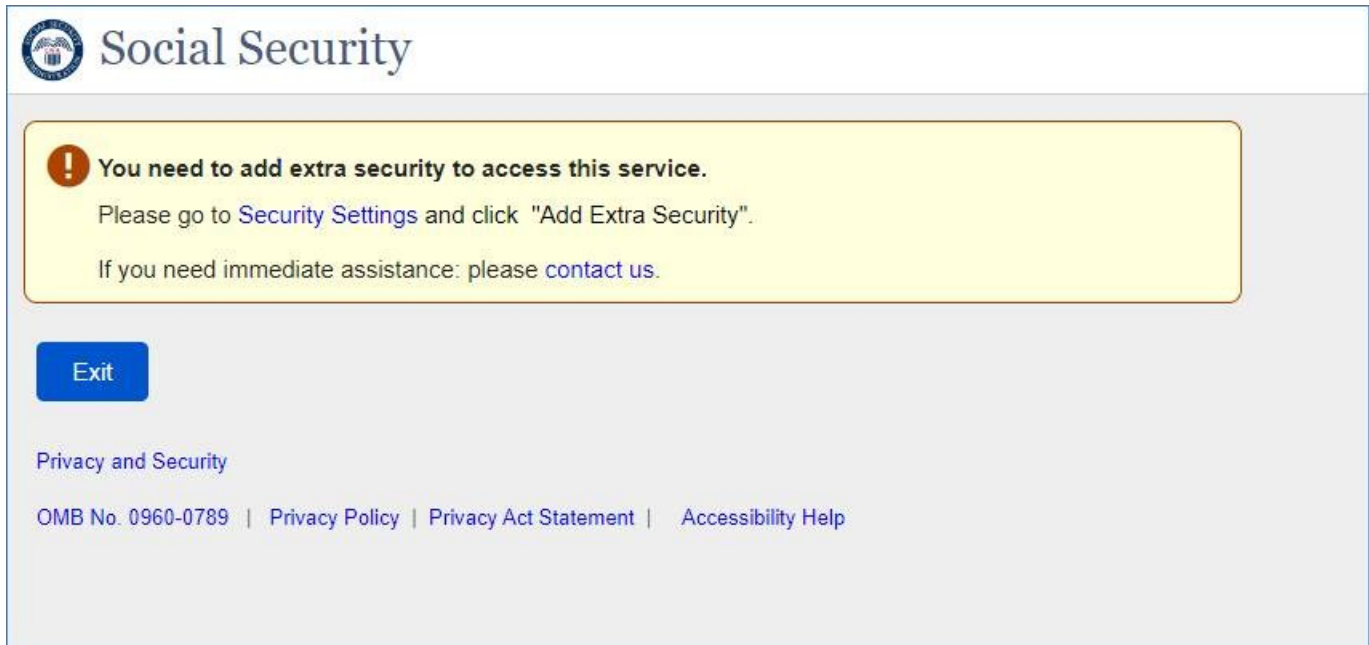
SSA.gov  
An official website of the Social Security Administration. Produced and published at taxpayer expense.

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- Updated BSO Welcome. The links will direct the customer where to login/create account (ROME or BSO IRES)

## 2.6 Error Page for Legacy Users



The screenshot shows the top of a Social Security website page. At the top left is the Social Security Administration logo, followed by the text "Social Security". Below this is a yellow warning box with a red exclamation mark icon. The text inside the box reads: "You need to add extra security to access this service." followed by "Please go to [Security Settings](#) and click "Add Extra Security". Below that, it says "If you need immediate assistance: please [contact us](#)." Below the warning box is a blue button labeled "Exit". At the bottom of the page, there is a "Privacy and Security" link, and a footer containing "OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)".

This page presented to the Legacy Users trying to access BSO who need to add extra security to their account.

[Security Setting](#) – leads the user to Security Settings Page in *mySSA* application.

[Contact Us](#) – leads the user to [Call Us \(ssa.gov\)](https://ssa.gov)