

Integrated Registration Services (IRES) Internet Screen Package



Integrated Registration Services (IRES)

OMB Clearance Package OMB# 0960-0626

Revision History

Date	Document Version	Release #	Description	Author(s)
04/16/18	1.3		Updated all screens with exception of the ones related to cell phone updates (additional test data required).	Quaid Mehirdel
04/13/18	1.2		Updated Screen to # 70	Quaid Mehirdel
04/11/18	1.1		Updated Screen #'s 4-8	Quaid Mehirdel
04/10/18	1.0		Started to sync screens with current VAL.	Quaid Mehirdel

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SCREEN REQUIREMENTS

This document contains the all the screen shots for IRES Internet only. The screen shots are based on what was in the Validation environment as of July 2021.

1.0 Log In to BSO (UPDATE)

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.

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.

Log In

www.socialsecurity.gov

BSO Welcome | BSO Information | Keyboard Navigation

HELP

2.0 FORGOT PASSWORD

Social Security Online

Business Services Online

www.socialsecurity.gov[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)[HELP](#)

Forgot Password

Online Services Availability

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

Request to replace forgotten password

To select a new password, you must answer three random questions that your previously supplied answers to. If you correctly answer the questions you will be allowed to select a new password.

WHAT IS THE NAME OF YOUR FIRST NEPHEW? :

WHAT IS THE NAME OF YOUR FIRST NIECE? :

WHAT IS THE MIDDLE NAME OF YOUR MOTHER? :

Choose your new password

Input New Password:

Confirm New Password:

To maintain a secure system, your password needs to meet the following requirements:

- Must contain exactly **8 characters**
- Must contain **only numbers and letters**
- Must contain **at least 1 number and 1 letter**
- Is **not case sensitive**

[Cancel](#)[Submit New Password](#)[Request Password by Mail](#)www.socialsecurity.gov[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)

3.0 LOG OUT OF BSO (UPDATE)

Social SecurityOnline
www.socialsecurity.gov

BECKY SWEDLUND
[Log Out](#)

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](#)

www.socialsecurity.gov

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

 **Log Out of BSO**

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

Are you sure you want to log out of Business Services Online?

No

Yes

4.0 USER REGISTRATION ATTESTATION (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELP



User Registration Attestation

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

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

5.0 CREATE A LOGIN ACCOUNT – STEP 1: PROVIDE INFORMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

OMB No. 0960-0596
[Paperwork Reduction Act](#)

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

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

Personal Information

*First Middle *Last Suffix *Name:

*Date of Birth:
mmddyyyy

*Social Security Number (SSN):
XXXXXXXX

[More Information](#)

Personal Contact Information

*Country:

*Home Street Address:

*City: *State: *Zip Code: Ext.:

*Daytime Phone Number: Extension:

Fax Number:

*Email Address:

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

6.0 CREATE A LOGIN ACCOUNT – STEP 2: CREATE YOUR PASSWORD (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

Create an Account

1. [Provide Information](#)

2. **Create Password**

3. Review and Submit

4. Print User ID

Create a Login Account

Step 2: Create Your Password

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

*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:

Select a Question

*Answer 1:

*Question 2:

Select a Question

*Answer 2:

*Question 3:

Select a Question

*Answer 3:

*Question 4:

Select a Question

*Answer 4:

*Question 5:

Select a Question

*Answer 5:

Back

Cancel & Exit

Next

Your Password:

- Must contain exactly **8** characters
- Must contain **only numbers and letters**
- Must contain **at least 1 number and 1 letter**
- Must **not** be a commonly used password
- Is **not** case sensitive

www.socialsecurity.gov

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7.0 CREATE A LOGIN ACCOUNT – STEP 3: REVIEW & SUBMIT (UPDATE)

Social Security Online

www.socialsecurity.gov

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

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Create an Account

1. Provide Information

2. Create Password

3. Review and Submit

4. Print User ID

Create a Login Account

Step 3: Review & Submit

Please verify that the information you provided is correct.

Personal & Contact Information

Name: ROBERT S BIRMINGHAM

Date of Birth: 06/06/1961

SSN: 016-80-7105

Country: United States

Home Street Address: 12 PINE GLEN TER

City, State, Zip: WALLINGFORD, CT 06492

Daytime Phone Number: (443) 779-9797

Fax Number:

Email: quang.nguyen+002@ssa.gov

Edit Personal Information

Security Questions and Answers

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

Answer 1: AFDFEA

Question 2: WHAT IS THE MIDDLE NAME OF YOUR MOTHER?

Answer 2: FAIRHSPHFS

Question 3: WHAT WAS YOUR HIGH SCHOOL MASCOT?

Answer 3: RAYYGAG

Question 4: WHAT IS THE NAME OF THE HIGH SCHOOL YOU ATTENDED?

Answer 4: EICKGFYG

Question 5: WHAT IS YOUR ASTROLOGICAL SIGN?

Answer 5: PKHARRAR

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

BackCancel & Exit

Submit

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8.0 CREATE A LOGIN ACCOUNT – STEP 4: PRINT YOUR USER ID (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation



Create a Login Account

Step 4: Print your User ID

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

User ID: 4HQ9BKPX

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

Create an Account

1. Provide Information

2. Create Password

3. Review and Submit

4. **Print User ID**

www.socialsecurity.gov

9.0 COMPLETE PHONE REGISTRATION ATTESTATION (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

HELP



Complete Phone Registration Attestation

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

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

10.0 COMPLETE PHONE REGISTRATION (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELLO



Complete Phone Registration

OMB No. 0960-0628
[Paperwork Reduction Act](#)

A User Identification (User ID) and password are required to use Online Services. Your User ID was issued during the registration process. You must now choose your personal password to complete registration.

* Indicates required information

*User ID:

*First Name:

*Last Name:

*Social Security Number:

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

*Date of Birth

(MM/DD/YYYY)

*Enter Password:

*Re-enter Password:

Your Password:

- Must contain exactly 8 characters
- Must contain only numbers and letters
- Must contain at least 1 number and 1 letter
- Must not be a commonly used password
- Is not case sensitive

Cancel

Complete Phone Registration

www.socialsecurity.gov

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11.0 COMPLETE PHONE REGISTRATION - SUCCESSFUL (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELP





Phone Registration Successful

Your phone registration is complete.

Your password will expire on **October 29, 2024**.

You must change your password before this date to prevent it from expiring.

BSO Welcome

Login

www.socialsecurity.gov

12.0 BSO USER REGISTRATION, LOGIN, AND EMPLOYER INFORMATION HELP TOPICS

(UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

11/13



BSO User Registration, Login, and Employer Information Help Topics

Index

[User Registration Questions](#)
[Employer Information Questions](#)
[EIN Questions](#)
[Self-Employed Questions](#)
[Third Party Filer Questions](#)
[Volunteer Questions](#)
[Household Employers Questions](#)
[User ID Questions](#)
[Password Questions](#)
[Login Questions](#)
[Browser Questions](#)

User Registration Questions:

- Q1 [Who has to register?](#)
- Q2 [Where can I find more information on how to fill out the User Registration Form?](#)
- Q3 [When I register is the User ID issued to my company or to me?](#)
- Q4 [When can I register?](#)
- Q5 [How do I register?](#)
- Q6 [What information do I need to register?](#)
- Q7 [How old must I be to register?](#)
- Q8 [Why do you need my SSN?](#)
- Q9 [I live in another country and I do not have an SSN. How can I register for a User ID and password?](#)
- Q10 [Why do you need my e-mail address?](#)
- Q11 [Why do I need to provide Knowledge Based Authentication \(KBA\) questions and answers?](#)

Employer Information Questions:

- Q12 [What information do I need to associate an Employer?](#)
- Q13 [Why do I have to supply my EIN?](#)
- Q14 [What Business Services are available to registered users?](#)
- Q15 [When I try to add employer information I receive a message that I'm already registered?](#)

EIN Questions:

- Q16 [My company has multiple EINs. Which one do I enter on the registration screen?](#)
- Q17 [My company has applied for an EIN but hasn't received it yet. Can I register for a User ID/Password?](#)

Self-employed Questions:

- Q18 [Can self-employed individuals register using the Internet?](#)
- Q19 [I am self-employed, but have an EIN. Can I register using the Internet?](#)

Third Party Filer Questions:

- Q20 [I am a third party filer \(accountant, CPA etc.\). Do I need a User ID for each company I am doing business for?](#)

Volunteer Questions:

- Q21 [I am a volunteer who works for an organization such as a church. Can I register for a User ID?](#)

Household Employers Questions:

- Q22 [Can household employers register using the Internet?](#)
- Q23 [I have a User ID because I report wages for my employer. I also have a household employee. Do I need another User ID to report wages for a household employee?](#)
- Q24 [I am a household employer and have an EIN to report wages for my employee, but I do not work under that EIN. How do I register?](#)
- Q25 [I have an EIN for my own business and have a household employee as well. How do I register?](#)

User ID Questions:

- Q26 [How do I use my User ID?](#)
- Q27 [Can I have more than one User ID?](#)
- Q28 [How long does it take to get my User ID/Password?](#)
- Q29 [Will I need to renew my Password?](#)
- Q30 [How long is my User ID valid?](#)
- Q31 [What happens if my User ID expires?](#)
- Q32 [What happens if my User ID is deactivated?](#)

Password Questions:

- Q33 [Why do I need a password?](#)
- Q34 [How long should I wait to receive my password?](#)
- Q35 [What do I do if I forgot my password?](#)

Login Questions:

- Q36 [I tried several times to login and I received a message that says "You have reached the limit on number of attempts." What do I do now?](#)

Browser Questions:

- Q37 [What is 128-bit encryption and why do I need it?](#)
- Q38 [How can I tell if I have 128-bit encryption?](#)
- Q39 [I do not have 128-bit encryption. What should I do?](#)

[Close Browser Window](#)

Didn't find the answers you were looking for?

You can call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

User Registration Questions:

Q 1. Who has to register?

A1. All individuals interested in using the [services](#) available within the Business Services Online (BSO).

[Return to Help Topics List](#)

Q 2. Where can I find more information on how to fill out the registration form?

A2. To receive more information:

1. Select the link within the sentence at the top of the User Registration form. "Select this link for more help with completing this form" to access the BSO User Registration Help form. You may also access BSO User Registration Help Topics by selecting the BSO Help link in the upper right corner of the screen.

2. SSA Customer Service

Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

[Return to Help Topics List](#)

Q 3. When I register, is the User ID issued to my company or to me?

A3. The User ID is issued to you. Each individual must register and will have his/her own User ID. In addition, an individual may work for several companies and have multiple User IDs, one for each company.

[Return to Help Topics List](#)

Q 4. When can I register?

A4. Registration is available year round.

[Return to Help Topics List](#)

Q 5. How do I register?

A5. You can register by choosing one of two methods:

1. Online:

Access Business Services Online (BSO) at <http://www.socialsecurity.gov/bsowelcome.htm>

2. SSA Customer Support:

Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

[Return to Help Topics List](#)

Q 6. What information do I need to register?

A6. You will need to supply the following information:

1. Name (First Name, Middle Initial and Last Name) as shown on your Social Security Card.

2. SSN

3. Date of birth

4. Address (Street Address, City, Country, State abbreviation, Zip Code) where you want to receive correspondence

5. User's phone number

6. User's E-mail address

7. User's Fax number

8. Selection of five Knowledge Based Authentication (KBA) questions from a provided list of ten questions

9. Answers to the five KBA questions selected

10. Self-selected password

[Return to Help Topics List](#)

Q 7. How old must I be to register?

A7. Anyone can register; however, you must be 18 or older to request access to certain business services. If you are under 18, and you are requesting access to specific business services, you will be instructed to validate your work authorization.

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Q 8. Why do you need my SSN?

A8. We use your SSN to identify you and authenticate you. It also helps us to ensure the privacy of your information.

[Return to Help Topics List](#)

Q 9. I live in another country and I do not have an SSN. Can I register for a User ID and password?

A9. Yes, you can register by choosing one of two methods:

1. Online:

Access Business Services Online (BSO) at <http://www.socialsecurity.gov/bsowelcome.htm>

2. SSA Customer Support:

Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

[Return to Help Topics List](#)

Q 10. Why do you need my e-mail address?

A10. SSA will use your e-mail address to send you important information. Because your time is valuable, your e-mail address will be used only to contact you with important wage and tax reporting updates (e.g. changes for the upcoming tax year).

[Return to Help Topics List](#)

Q 11. Why do I need to provide Knowledge Based Authentication (KBA) questions and answers?

A11. You need to select five KBA questions and provide answers in order to register in the event that you should forget your password. If you forget your password and can match your answers to three of the previously answered KBA questions presented to you, you can regain access to Business Services Online immediately. Otherwise, you will have to wait up to two weeks for a temporary password to be mailed to you.

[Return to Help Topics List](#)

Employer Information Questions:

Q 12. What information do I need to associate an Employer?

A12. For your employer association, you will need to supply the following information:

1. Your employment relationship type

2. EIN (if your Business or Organization has an EIN)

3. Business or Organization Name

4. Third Party submitter selection (optional)

[Return to Help Topics List](#)

Q 13. Why do I have to supply my EIN?

A13. The EIN is used to identify a business or organization associated to you and will be used to electronically verify your relationship with your employer.

[Return to Help Topics List](#)

Q 14. What business services are available to registered users?

A14. For more details on the types of BSO Services that are available, go to <http://www.socialsecurity.gov/bsowelcome.htm> and select the [Suite of Services](#) link located under the Information title on the left side. Some services will not be available until you have passed required authorization checks.

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Q 15. When I try to register, I receive a message that I am already registered under the Employer Identification Number (EIN) that I provided. What should I do?

A15. If you do not remember your User ID associated with that employer, please contact SSA Customer Service:

Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern time to speak with Employer Customer Service personnel. For TDD/TTY, call 1-800-325-0778.

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EIN Questions:

Q 16. My company has multiple EINs. Which one do I enter on the registration screen?

A16. Use the EIN that appears on your Form W-2.

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Q 17. My company has applied for an EIN but hasn't received it yet. Can I register for a User ID and Password?

A17. Yes, you can register for a User ID and Password but you will not be granted access to some SSA services until you receive your EIN from the Internal Revenue Service (IRS). You may want to request a filing extension if the filing deadline is approaching. Additional information on requesting a filing extension can be found on the [Internal Revenue Service's \(IRS\) web site](#), by searching for documents related to "filing extension".

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Self Employed Questions:

Q 18. Can self-employed individuals register using the Internet?

A18. Yes, self-employed individuals can register via the Internet. On the "Add Your Employer Information" page, select the appropriate choice for: Self-Employed Individual with an EIN and receive a W-2 under this EIN, or Self-Employed Individual with and EIN and do NOT receive a W-2 under this EIN, or Self-Employed and my earnings are reported on IRS Schedule SE (Self-Employment earnings).

[Return to Help Topics List](#)

Q 19. I am self-employed, but have an EIN. Can I register using the Internet?

A19. Yes, self-employed individuals that have an EIN can register via the Internet. On the "Add Your Employer Information" page, select the appropriate choice for: Self-Employed Individual with an EIN and receive a W-2 under this EIN, or Self-Employed Individual with and EIN and do NOT receive a W-2 under this EIN.

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Third Party Filer Questions:

Q 20. I am a third party filer (accountant, CPA etc.). Do I need a User ID for each company I am doing business for?

A20. No, third party filers need to register only once. On the "Add Your Employer Information" page enter your company's EIN and select the box indicating "I am a third party submitter registering to do business on behalf of another business or organization."

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Q 21. I am a volunteer who works for an organization such as a church. Can I register for a User ID?

A21. Yes, if you work for an organization but do not receive a Form W-2 from the organization, you can still register for a User ID. On the "Add Your Employer Information" page, select the appropriate choice for "I am a Volunteer for an organization that has an EIN." Upon requesting access to business services, the organization will be mailed an activation code notice and must provide you with the activation code(s) to authorize your access to each service requested.

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Household Employers:

Q 22. Can household employers register using the Internet?

A22. Yes, household employers can register using the Internet. On the "Add Your Employer Information" page, select the appropriate choice for "I am a Household Employer and haven an EIN."

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Q 23. I have a User ID because I report wages for my employer. I also have a household employee. Do I need another User ID to report wages for a household employee?

A23. You will need to register for another User ID to report wages for your household employee. You must obtain an EIN from the IRS for that purpose. Additional information on requesting an EIN can be found on the [Internal Revenue Service's \(IRS\) web site](#).

[Return to Help Topics List](#)

Q 24. I am a household employer and have an EIN to report wages for my employee, but I do not work under that EIN. How do I register?

A24. You can register using the Internet to report wages for your household employee under the EIN you obtained for that purpose.

[Return to Help Topics List](#)

Q 25. I have an EIN for my own business and have a household employee as well. How do I register?

A25. You can register via the Internet. You should use your EIN to report wages for your business and for your household employee(s).

[Return to Help Topics List](#)

User ID Questions:

Q 26. How do I use my User ID?

A26. There are two ways you use your User ID:
1. To access the services offered under Business Services Online (BSO).
2. As an electronic signature in your wage file, when using the electronic EFW2/EFW2C format.

[Return to Help Topics List](#)

Q 27. Can I have more than one User ID?

A27. Yes, some situations may require you to have more than one User ID. You must have a User ID for each business or organization for which you are authorized to conduct business with SSA. For example, you may work for 2 companies and do wage reporting for both, therefore you would have two User ID's.

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Q 28. How long does it take to get my User ID and Password?

A28. User ID is issued immediately if the information provided on your registration form matches SSA's records. You will self-select your password when you complete the User Registration form.

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Q 29. Will I need to renew my Password?

A29. You will be required to change your password during the login process if your password is older than 90 days.

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Q 30. How long is my User ID valid?

A30. Your User ID will not expire. You will be forced to change your password during the login process if your password is older than 90

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Q 31. What happens if my User ID is deactivated?

A31. If you deactivated your User ID, you must register for a new User ID. You can register:
1. Online by accessing Business Services Online (BSO) at <http://www.socialsecurity.gov/bsowelcome.htm>, or
2. By calling 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

Note: If your employer deactivated your User ID, your employer needs to call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

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Password Questions:

Q 32. Why do I need a password?

A32. You will need your password to access the services offered under Business Services Online (BSO).

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Q 33. How long should I wait to receive my password?

A33. If you need immediate access to BSO you can select a password of your own choosing by accessing BSO at <http://www.socialsecurity.gov/bsowelcome.htm>. Select the "Complete Phone Registration" button. Once you have completed this process, you will be able to use your password to access BSO. If you requested a new temporary password via the BSO Forgot Password form, or by speaking with Employer Customer Service personnel, your password will be sent to you via first class mail and should be received usually within 2 weeks.

[Return to Help Topics List](#)

Q 34. Will I need to renew my password?

A34. You will be required to change your password during the login process if your password is older than 90 days.

[Return to Help Topics List](#)

Q 35. What do I do if I forgot my password?

A35. You can request a new password online by accessing Business Services Online (BSO) at <http://www.socialsecurity.gov/bsobrowserwelcome.htm>. Select the "Login" link to get to the Login page. Then select the "Forgot your password" link. You have two options. You can provide answers to three randomly selected Knowledge Based Authentication questions you previously answered. If you are able to answer all three questions correctly you may self-select a new password and have immediate access. Or you may choose the option to have a temporary password sent to you by first class mail. You should receive the new temporary password within two weeks. It will be sent to the address you provided during User Registration. If you need to verify or correct this address please call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern time to speak with Employer Customer Service personnel. For TDD/TTY, call 1-800-325-0778.

[Return to Help Topics List](#)

Login Questions:

Q 36. I tried several times to login and I received a message that says, "You have reached the limit on number of attempts." What do I do now?

A36. Your login information incorrectly multiple times and your account was locked out. Please check to make sure you have the correct login information. Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel to unlock your account. For TDD/TTY call 1-800-325-0778.

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Browser Questions:

Q 37. What is 128-bit encryption and why do I need it?

A37. 128-bit encryption protects your data by making the data unreadable to anyone not authorized to receive it. SSA requires 128-bit encryption to protect the data transmitted by customers. Most common browsers such as Internet Explorer and Netscape have 128-bit encryption.

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Q 38. How can I tell if I have 128-bit encryption?

A38. This will vary depending on which browser you are using. For assistance please visit your browser's home page. You may also call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

[Return to Help Topics List](#)

Q 39. I do not have 128-bit encryption. What should I do?

A39. You will have to upgrade your browser. For more information on upgrading your browser please go to your browser's home page.

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[Close Browser Window](#)

13.0 VIEW/EDIT ACCOUNT INFORMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: 237PPGWZ
[Log Out](#)

Manage Account

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Manage Services

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Business Services Online
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**View/Edit Account Information**

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

Personal & Contact Information

[Edit Personal Information](#)

Name:	ROBERT BIRMINGHAM
Date of Birth:	06/05/1961
SSN:	XXX-XX-7105
Country:	United States
Home Street Address:	12 PINE GLEN TER
City, State, Zip:	WALLINGFORD , CT 06492
Daytime Phone Number:	(443) 779-9797 ext. 12345
Fax Number:	
Email:	quang.nguyen+459932361@ssa.gov

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14.0 EDIT PERSONAL & CONTACT INFORMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: 237PPGWZ
[Log Out](#)

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Manage Services

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Manage Employer Information

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Business Services Online
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 **Edit Personal & Contact Information**

* Indicates required information

Personal Information

*Name:
ROBERT
*First
Middle
*Last
Suffix

*Date of Birth:
06011961
mmddyyyy

Personal Contact Information

*Country:
United States

*Home Street Address:
12 PINE GLEN TER

*City:
WALLINGFORD
*State:
CT
*Zip Code:
06492
Ext.:

*Daytime Phone Number:
4437758797
Extension: 12345

Fax Number:

*Email Address:  Why do you need an email address? quang.nguyen+459932361@ssa.gov

[Cancel](#)

[Update Information](#)

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15.0 EDIT PERSONAL & CONTACT INFORMATION – CONFIRMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: 237PPGWZ
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Manage Employer Information

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 **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.

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16.0 EDIT SECURITY QUESTIONS & ANSWERS (UPDATE)

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www.socialsecurity.gov

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BECKY SWEDLUND

Log Out

BECKY SWEDLUND

Log Out

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

U.S. Social Security Administration

Edit Security Questions & Answers

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

* Indicates required information

*Question 1:

WHAT IS THE NAME OF YOUR FIRST NEPHEW?

*Answer 1:

*Question 2:

WHAT IS YOUR HOMETOWN?

*Answer 2:

*Question 3:

WHAT IS THE NAME OF THE HIGH SCHOOL YOU ATTENDED?

*Answer 3:

*Question 4:

WHAT IS THE YEAR YOU GRADUATED HIGH SCHOOL?

*Answer 4:

*Question 5:

WHAT IS THE MIDDLE NAME OF YOUR FATHER?

*Answer 5:

Cancel

Update Information

www.socialsecurity.gov

17.0 EDIT SECURITY QUESTIONS & ANSWERS – CONFIRMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

BECKY SWEDLUND
[Log Out](#)

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Manage Employer Information

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**Edit Security Questions - Confirmation**

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](#)

www.socialsecurity.gov

18.0 REQUEST ACCESS TO BSO SERVICES – SELECT SUITE OF SERVICES (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: RTJZH5VT
[Log Out](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

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Manage Employer Information

- [Add/Update Employer Information](#)

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Request Access to BSO Services

Select Service Suites

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 test wage files using AccuWage, 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.

☐ **Internet Representative Payee Suite:**

Allows organizational representatives to file their Representative Payee Report electronically. This includes Form 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

[Cancel](#)

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19.0 REQUEST ACCESS TO BSO SERVICES – EMPLOYER INFORMATION IS REQUIRED

(UPDATE)

Social Security Online

www.socialsecurity.gov

ROBERT BIRMINGHAM
Jser ID: RJZH5VT

Log Out

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Manage Employer Information

- [Add/Update Employer Information](#)

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Request Access to BSO Services

Select Service Suites

- **Employer Information is required for the selected suite(s). Please select this link [Add Your Employer Information](#) to continue.**

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 test wage files using AccuWage, 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.

☒ **Internet Representative Payee Suite:**

Allows organizational representatives to file their Representative Payee Report electronically. This includes Form 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

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20.0 REQUEST ACCESS TO BSO SERVICES – EMPLOYER INFORMATION NOT AVAILABLE (MEF FAILURE)

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JOHN PUBLIC

[Log Out](#)

Request Access to BSO Services

Employer Information Not Available

We cannot match the employer information that you provided. Only services allowed without matching this information will be available for request at this time.

We are unable to complete your request for services at this time because the information you provided does not match the information SSA has on file for the Employer Identification Number. If you were hired in the last 18 months by the employer you submitted information for, it is possible that SSA's records do not yet reflect your employment with the business or organization for whom you are trying to request services.

Please send a fax to (570) 706-7874 and provide the following information:

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

- Your Company Name
- Your Company Address
- Your Company Telephone Number
- Your Company EIN
- Your Name
- Your User ID (used to log in to these services)
- Your Social Security Number (SSN)
- Your Date of Birth
- 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

Under normal circumstances, you should be able to resume requesting access to services within two business days after sending your fax. We will inform you of how to proceed by e-mail, phone call, or fax.

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21.0 REQUEST ACCESS TO BSO SERVICES - EMPLOYER ADDRESS NOT AVAILABLE (PENDING EIN ADDRESS)

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JOHN PUBLIC

Log Out



Request Access to BSO Services Confirmation

Employer Address Not Available

Your request for access to the services and tasks listed below was received on October 21, 2010.



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

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Manage Employer Information

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- [Remove Employer Information](#)

Report Wages to Social Security

View Wage Report Name / SSN Errors

Social Security Number Verification Service

Form SSA-1694 Request for Business Entity Taxpayer Information

To confirm your employer's address, 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

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.

Please print this page for your records.

Print

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www.socialsecurity.gov

22.0 REQUEST ACCESS TO BSO SERVICES - AGE RESTRICTION

Social Security Online
www.socialsecurity.gov

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JOHN PUBLIC

Log Out

 **Request Access to BSO Services**

Age Restriction

We are unable to process your request at this time because you are less than 18 years of age.

To continue, please send a fax to (570) 706-7874 and provide the following information:

A statement on your company's letter head from an authorizing officer that:

- You work for the company whose EIN you are providing,
- You are authorized to conduct business on behalf of the company with whose EIN you are providing,
- You are under 18 years old,
- The authorizing officer is older than 18 years,
- The authorizing officer take full responsibility for your actions.

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23.0 REQUEST ACCESS TO BSO SERVICES - EMPLOYER INFORMATION (PAGE 1 OF 3)

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HELP

STANLEY RUTKOW SKI

 **Employer Information**

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Manage Employer Information

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Employer Identification Number (EIN):

Business or Organization Name:

You currently have access to the following services:

Your additional request for services will be for the Employer Information listed above. To update Employer Information, select "Add/Update Employer Information" link from the left panel.

www.socialsecurity.gov

24.0 REQUEST ACCESS TO BSO SERVICES - REPORT WAGES TO SOCIAL SECURITY/VIEW WAGE REPORT NAME/SSN ERRORS (PAGE 2 OF 3) (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: 237PPGVZ
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Request Access to BSO Services

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Report Wages to Social Security

Requesting access for the Report Wages to Social Security function will allow you to :

- Test wage files using AccuWage,
- Create, print, and submit Forms W-2 and W-2c Online,
- Upload wage submission or resubmission files that are prepared in the Electronic Filing (EFW2/EFW2C) format,
- Acknowledge resubmission request notices and obtain time extensions for submission requests, and
- View Wage Report status.

 Access to the Wage Reporting service involves a more rigorous process and requires pre-authorization from your employer. If access is requested, your employer will be notified via first class mail, usually within 2 weeks. The notice will include an activation code which is needed to activate your request.

Do you want to report wages to Social Security and/or test wage files using AccuWage?

☒ Yes ☐ No

In addition, do you want to View Wage Report Name/SSN Errors?

☒ Yes ☐ No

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25.0 25. REQUEST ACCESS TO BSO SERVICES - SOCIAL SECURITY NUMBER VERIFICATION SERVICE (SSNVS) (PAGE 3 OF 3) (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
Jser ID: 237PPGWZ
[Log Out](#)

Manage Account

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Manage Services

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Manage Employer Information

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Business Services Online
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Request Access to BSO Services

Social Security Number Verification Service (SSNVS)

Do you want to verify Social Security Numbers Online?

Requesting access for the Social Security Number Verification Service will allow you to complete an online form or to 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.

 Access to the name/number verification service involves a more rigorous process and requires pre-authorization from your employer. If access is requested, your employer will be notified via first class mail, usually within 2 weeks. The notice will include an activation code which is needed to activate your request.

☒ Yes

☐ No

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26.0 REQUEST ACCESS TO BSO SERVICES - COMPLETE FORM SSA-1694 BUSINESS TAXPAYER INFORMATION FORM (PAGE 4 OF 4)

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Manage Services View/Edit Services Request New Services View Pending Services Enter Activation Codes		Complete Form SSA-1694 Business Taxpayer Information Form Do you want to Complete Form SSA-1694 Business Taxpayer Information Form? Law firms, partnerships, corporations, or multi-member LLCs/LLPs that have attorneys and/or non-attorney representatives as partners or employees who receive direct payments must provide us with taxpayer identification information for that business entity using the Business Taxpayer Information Form (Form SSA-1694). You will be able to: - Complete a Business Taxpayer Information Form - Update a Business Taxpayer Information Form		
Manage Employer Information Add/Update Employer Information Remove Employer Information		☒ Yes ☐ No		
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27.0 REQUEST ACCESS TO BSO SERVICES - INTERNET REPRESENTATIVE PAYEE (PAGE 5 OF 5)

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Manage Employer Information

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Internet Representative Payee

Do you want to complete Form SSA-623, SSA-6230 or SSA-6234?

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes the following:

- Form SSA-623 for individual Representative Payees
- SSA-6230 for parents, stepparents and grandparents with minor children in custody
- 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.

☒ **No**
☐ **Yes, and I am an employee of a Representative Payee organization that administers benefits for several benefit recipients**

Support for registration, login, and selecting the IRPA service: Call 1-800-772-6270

[< Previous](#)
[Next >](#)

www.socialsecurity.gov

28.0 REQUEST ACCESS TO BSO SERVICES - REQUEST SUMMARY (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: 237PPGWZ

Log Out

Manage Account

View/Edit Account Info

Manage Services

View/Edit Services

Request New Services

View Pending Services

Enter Activation Codes

Manage Employer Information

Add/Update Employer Information

Remove Employer Information

Business Services Online

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

Request Access to BSO Services

Request Summary

You have selected the following functions:

Report Wages to Social Security

View Wage Report Name/SSN Errors

Social Security Number Verification Service (SSNVS)

Select the "Confirm" button below to send your access request to the Social Security Administration. If you wish to make changes, use the "<< Previous" button to return to the appropriate page.

<< Previous

Confirm

29.0 REQUEST ACCESS TO BSO SERVICES CONFIRMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: 237PPGWZ
[Log Out](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

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

Manage Employer Information

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

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

**Request Access to BSO Services Confirmation**

Your request for access to the services and tasks listed below was received on August 05, 2024.

Report Wages to Social Security
An activation code has been sent by first class mail to the address we have on record for your employer (**BANGOR, ME**). Once you have received the activation code and activated this service, you may access "Report Wages to Social Security" from the BSO Main Menu page.

View Wage Report Name / SSN Errors
An activation code has been sent by first class mail to the address we have on record for your employer (**BANGOR, ME**). Once you have received the activation code and activated this service, you may view "View Wage Report Name / SSN Errors" from the Wage Reporting menu.

Social Security Number Verification Service
An activation code has been sent by first class mail to the address we have on record for your employer (**BANGOR, ME**). Once you have received the activation code and activated this service, you may access "Social Security Number Verification Service" from the BSO Main Menu page.

Please print this page for your records. [Print](#)

[Main Menu](#)

www.socialsecurity.gov

30.0 MAIN MENU-WITHOUT SERVICES (UPDATE)

Social Security Online

www.socialsecurity.gov

ROBERT BIRMINGHAM

User ID: 67J2H5VT

Logout

Manage Account

View / Edit Account Info

Manage Services

View / Edit Services

Request New Services

View Pending Services

Enter Activation Code(s)

Manage Employer Information

Add/Update Employer Information

Have a question? Call 1-800-772-6279 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-6778.

www.socialsecurity.gov

Business Services Online

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

Main Menu

HELP

Welcome, ROBERT BIRMINGHAM

You currently do not have access to any services.

The following options are available to you:

You can add services to your menu at Request New Services

31.0 MAIN MENU-WITH SERVICES

Social Security Online	Business Services Online	
www.socialsecurity.gov	BSO Main Menu BSO Information Contact Us Keyboard Navigation	
		Main Menu
STANLEY RUTKOWSKI Logout		Welcome, STANLEY RUTKOWSKI Your password expires on July 09, 2018
Manage Account View / Edit Account Info Change Password Disable Account		<u>Report Wages To Social Security</u>
Manage Services View / Edit Services Request New Services View Pending Services Enter Activation Code(s)		Test wage files using AccuWage Submit, download and print W-2s and W-2cs View submission status, errors and error notices for wage reports submitted by or for your company Request an extension to resubmit a wage file
Manage Employer Information Add/Update Employer Information Remove Employer Information		<u>Social Security Number Verification Service</u>
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.	<u>Form SSA-1694 Request for Business Entity Taxpayer Information</u>	Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation
www.socialsecurity.gov		

32.0 SOCIAL SECURITY NUMBER VERIFICATION SERVICE

Social Security Online www.socialsecurity.gov		Business Services Online BSO Main Menu BSO Information Contact Us Keyboard Navigation	
STANLEY RUTKOWSKI Logout		 Social Security Number Verification Service HELP	
Manage Account View / Edit Account Info Change Password Disable Account		Request Online SSN Verification Manually enter and submit up to 10 Social Security Numbers and Names to be verified by Social Security. Results are returned immediately for review.	
Manage Services View / Edit Services Request New Services View Pending Services Enter Activation Code(s)		Submit an Electronic File for SSN Verification Submit a file containing Names and Social Security Numbers to be verified by Social Security. The data in the file must be in the correct format.	
Manage Employer Information Add/Update Employer Information Remove Employer Information		View Status and Retrieval Information View the current status of a submission.	
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.		View Social Security Number Verification Service Handbook Review additional information on submitting files to Social Security for verification and retrieving the results of the submissions.	
www.socialsecurity.gov		BSO Main Menu	

33.0 FORM SSA-1694 REQUEST FOR BUSINESS ENTITY TAXPAYER INFORMATION

Social Security Online www.socialsecurity.gov		Business Services Online BSO Main Menu BSO Information Contact Us Keyboard Navigation	
		 Form SSA-1694 Request for Business Entity Taxpayer Information HELP	
STANLEY RUTKOWSKI Logout		Submit / Update Business Taxpayer Information Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation.	
Manage Account View / Edit Account Info Change Password Disable Account		BSO Main Menu	
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			
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			

34.0 INTERNET REPRESENTATIVE PAYEE ACCOUNTING (UPDATE)

Social Security Online

www.socialsecurity.gov

ROBERT BIRMINGHAM

User ID: M3V3274H

Logout

Manage Account

View / Edit Account Info

Have a question? Call 1-800-772-6279 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-6779.

www.socialsecurity.gov

Business Services Online

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

Internet Representative Payee Accounting

HELP

File a Representative Payee Accounting Report

File a Representative Payee Accounting Report

View a Submitted Representative Payee Report

View a Submitted Representative Payee Report

BSO Main Menu

35.0 ENTER ACTIVATION CODE(S) FOR THE APPOINTED REPRESENTATIVE

Social Security Online www.socialsecurity.gov		Business Services Online Main Menu Contact Us BSO Information Keyboard Navigation	
DAVID LEIGHTON Rep ID: HFK8XCCQ7B Log Out		 Enter Activation Code(s)	
Manage Account View/Edit Account Info Change Password Disable Account		Enter the activation code for any service(s) for which you have requested access and have received an activation code. Enter Activation Code: CancelActivate Service(s)	
www.socialsecurity.gov			

36.0 APPOINTED REPRESENTATIVE SERVICES - MAIN MENU (UPDATE)



Social Security

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

Appointed Representative Services

Availability and Scheduling Calendar

Availability and Scheduling Calendar allows you to:

- Access your profile
- Enter or Edit your availability
- View a calendar showing the hearings for which you have been scheduled

Enter ERE

{regn}

Log Out

Manage Account

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

37.0 VIEW / EDIT SERVICES – NO SERVICES AVAILABLE (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online

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

HELP

BECKY SWEDLUND

[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 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel.

[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](#)

www.socialsecurity.gov

38.0 REQUEST NEW SERVICES (UPDATE)

Social Security Online
www.socialsecurity.gov

BECKY SWEDLUND
Log Out

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](#)

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

Request Access to BSO Services

Select Service Suites

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:**

The SSA Services Suite for Employers is unavailable on this page at this point. Please visit the [Business Services Online Welcome Page](#) for details on how to access this service.

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

39.0 REMOVE ACCESS TO BSO SERVICES

Social Security Online www.socialsecurity.gov		Business Services Online Main Menu Contact Us BSO Information Keyboard Navigation		HELP
STANLEY RUTKOWSKI Log Out		 Remove Access to BSO Services To remove access from BSO Services please select the services(s) that you would like to remove.		
Manage Account View/Edit Account Info Change Password Disable Account		☐ 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.		
Manage Services View/Edit Services Request New Services View Pending Services Enter Activation Codes		☐ 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.		
Manage Employer Information Add/Update Employer Information Remove Employer Information		☐ 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.		
		☐ Form SSA-1694 Request for Business Entity Taxpayer Information Law firms, partnerships, corporations, and multi-member LLCs/ LLPs that have attorneys and /or non-attorney representatives as partners or employees who receive direct payment must provide us with taxpayer identification information for that business entity using the Business Taxpayer Information Form. You will be able to: - Complete a Business Taxpayer Information Form - Update a Business Taxpayer Information Form		
		Cancel	Remove	
www.socialsecurity.gov				

40.0 REMOVE ACCESS TO BSO SERVICES SUCCESSFUL

Social Security Online
www.socialsecurity.gov

Business Services Online

Main Menu | Contact Us |  BSO Information |  Keyboard Navigation

HELP

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](#)

www.socialsecurity.gov

41.0 ACTIVATE ACCESS TO BSO SERVICES - NO SERVICES AVAILABLE

Social Security Online

www.socialsecurity.gov

Business Services Online

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

HELP

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](#)

www.socialsecurity.gov

42.0 ACTIVATE ACCESS TO BSO SERVICES

Social Security Online

www.socialsecurity.gov

Business Services Online

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

JOHN PUBLIC

Log Out



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](#)

Manage Employer Information

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

www.socialsecurity.gov

43.0 ACTIVATE ACCESS TO BSO SERVICES SUCCESSFUL

Social Security Online
www.socialsecurity.gov

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

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

www.socialsecurity.gov

44.0 VIEW PENDING SERVICES - RE-REQUEST ACTIVATION CODE - WITHOUT SERVICES

Social Security Online www.socialsecurity.gov		Business Services Online Main Menu Contact Us BSO Information Keyboard Navigation		HELP
STANLEY RUTKOWSKI Log Out		 Re-Request Activation Codes		
Manage Account View/Edit Account Info Change Password Disable Account		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.		
Manage Services View/Edit Services Request New Services View Pending Services Enter Activation Codes		 The service(s) listed below is (are) currently pending because your employer's address cannot be found in SSA records.		
Manage Employer Information Add/Update Employer Information		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 1-877-267-4016 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		
www.socialsecurity.gov				

45.0 VIEW PENDING SERVICES - RE-REQUEST ACTIVATION CODE - WITH SERVICES

Social Security Online

www.socialsecurity.gov

Business Services Online

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

HELP

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](#)

www.socialsecurity.gov

46.0 VIEW PENDING SERVICES - CONFIRMATION OF ACTIVATION CODE NOTICE RE-REQUEST

Social Security Online
www.socialsecurity.gov

JOHN PUBLIC
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](#)

Business Services Online

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

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

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

[View Pending Services](#)[Go to the Main Menu](#)

www.socialsecurity.gov

47.0 ENTER TEXT-ENABLED CELL PHONE

Social Security Online
www.socialsecurity.gov

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](#)

Appointed Representative Services

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

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:

!

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 >

www.socialsecurity.gov

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Social Security Online

www.socialsecurity.gov

Business Services Online

[Main Menu](#) | [Contact Us](#) | [BSO Information](#) | [Keyboard Navigation](#)DAVID LEIGHTON
Rep ID: HFK8XCCQ7B

Enter Text-Enabled Cell Phone Number

[Log Out](#)

Manage Account

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

*Indicates Required Information

The following services you are activating require an increased level of security due to 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 message whenever you access specific services. This text-enabled cell phone number will also be used for 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 is valid for a total of 10 minutes from the time of your request.

< Back

Cancel

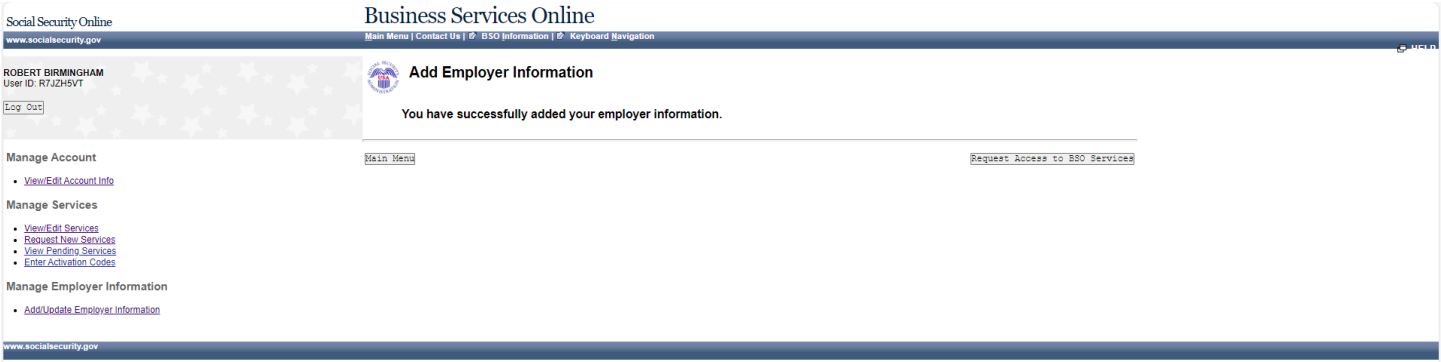
www.socialsecurity.gov

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49.0 ADD EMPLOYER

Social Security Online www.socialsecurity.gov		Business Services Online Main Menu Contact Us BSO Information Keyboard Navigation		HELP
STANLEY RUTKOWSKI Log Out		 Add Employer Information		OMB No. 0960-0626 Paperwork Reduction Act
Manage Account View/Edit Account Info Change Password Disable Account		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		
Manage Services View/Edit Services Request New Services View Pending Services Enter Activation Codes		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.		
Manage Employer Information Add/Update Employer Information		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): Look-up Name (If you do NOT have an EIN then leave this field blank)		
		Business or Organization Name: You may edit the name here, but it does not change the name on Internal Revenue Service (IRS) records.		
		Cancel Submit Employer Information		
www.socialsecurity.gov				

50.0 ADD EMPLOYER INFORMATION SUCCESSFUL (UPDATE)



51.0 UPDATE YOUR EMPLOYER INFORMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: RJZH5VT
[Log Out](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

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

Manage Employer Information

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

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

**Update Your 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): [Look-up Name](#)

Business or Organization Name:

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

[Cancel](#)[Update](#)

52.0 UPDATE YOUR EMPLOYER INFORMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: RJZHSVT
[Log Out](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

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

Manage Employer Information

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

Business Services Online
Main Menu | Contact Us | Help Information | Keyboard Navigation



Update Your Employer Information Successful

Your employer information has been updated.

[Main Menu](#)

www.socialsecurity.gov

53.0 REMOVE YOUR EMPLOYER INFORMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: RTJZHVT
[Log Out](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

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

Manage Employer Information

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

Business Services Online
Main Menu | Contact Us | DSC Information | Keyboard Navigation

Remove Your Employer Information

Employer Identification Number (EIN):

Business or Organization Name:

Removing this employer information will cause the following services to be deactivated:
Select "Remove Employer" to remove your employer information and deactivate access to the services listed above.

54.0 REMOVE YOUR EMPLOYER INFORMATION SUCCESSFUL (UPDATE)

Social Security Online
www.socialsecurity.gov

ROBERT BIRMINGHAM
User ID: R7JZH5VT
[Log Out](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

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

Manage Employer Information

- [Add/Update Employer Information](#)

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

**Remove Your Employer Information Successful**

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

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](#)

www.socialsecurity.gov

55.0 VIEW/EDIT ACCOUNT (UPDATE)

Social Security Online
www.socialsecurity.gov

BECKY SWEDLUND
Log Out

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

Business Services Online
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HELP

View/Edit Account Information

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

Personal & Contact Information

Name: BECKY L SWEDLUND

Date of Birth: 06/01/1936

SSN: XXX-XX-8301

Country: United States

Home Street Address: 8419 SPRING CREEK WAY

City, State, Zip: SEVERN MD , MD 21144

Daytime Phone Number: (410) 966-8375

Fax Number:

Email: Quang.Nguyen@ssa.gov

Edit Personal Information

Security Questions and Answers

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

Answer 1: 323ADF

Question 2: WHAT IS YOUR HOMETOWN?

Answer 2: DFAERS

Question 3: WHAT IS THE NAME OF THE HIGH SCHOOL YOU ATTENDED?

Answer 3: ADFHH

Question 4: WHAT IS THE YEAR YOU GRADUATED HIGH SCHOOL?

Answer 4: LMKALDF

Question 5: WHAT IS THE MIDDLE NAME OF YOUR FATHER?

Answer 5: ERCCGG

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56.0 EDIT PERSONAL & CONTACT INFORMATION (UPDATE)

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BECKY SWEDLUND
Log Out



Edit Personal & Contact Information

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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](#)
- [Remove Employer Information](#)

* Indicates required information

Personal Information

***Name:**

 *First Middle *Last Suffix

***Date of Birth:**

 mmddyyyy

Personal Contact Information

***Country:**

***Home Street Address:**

***City:** ***State:** ***Zip Code:** **Ext.:**

***Daytime Phone Number:**
 Extension:

Fax Number:

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

Cancel
Update Information

www.socialsecurity.gov

57.0 EDIT PERSONAL & CONTACT INFORMATION – CONFIRMATION (UPDATE)

Social Security Online
www.socialsecurity.gov

BECKY SWEDLUND
[Log Out](#)

Manage Account

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

Manage Services

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

Manage Employer Information

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

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 **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](#)

58.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - OPTION 1 SELECTED

Social Security Online

www.socialsecurity.gov

Appointed Representative Services

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Rep ID: ABCD9REPID

Change Text-enabled Cell Phone Number

[Log Out](#)

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Manage Services

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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 >](#)

www.socialsecurity.gov

59.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - STEP 1: ENTER ONE-TIME PASSWORD

Social Security Online

www.socialsecurity.gov

Appointed Representative Services

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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

60.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - STEP 2: PROVIDE A NEW CELL PHONE NUMBER

Social Security Online
www.socialsecurity.gov

JOHN PUBLIC
Rep ID: ABCD9REPID
[Log Out](#)

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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.

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61.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - STEP 2: PROVIDE A NEW CELL PHONE NUMBER – FAIL

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JOHN PUBLIC
Rep ID: ABCD9REPID
Log Out



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?](#)

1231231234

 **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

62.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - STEP 3: VERIFY YOUR NEW CELL PHONE NUMBER

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www.socialsecurity.gov

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JOHN PUBLIC
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

63.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - STEP 3: VERIFY YOUR NEW CELL PHONE NUMBER - FAIL

Social Security Online
www.socialsecurity.gov

JOHN PUBLIC
Rep ID: ABCD9REPID
[Log Out](#)

Appointed Representative Services
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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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[Cancel](#)

[Change Number](#)

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64.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - STEP 4: CONFIRMATION

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HELP

JOHN PUBLIC
Rep ID: ABCD9REPID

Log Out



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.

View Account Info

Go to Main Menu

Change Number

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

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65.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - OPTION 2 SELECTED

Social Security Online

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Rep ID: ABCD9REPID

Change Text-enabled Cell Phone Number

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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

66.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - STEP 1: ENTER ONE-TIME PASSWORD

Social Security Online

www.socialsecurity.gov

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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 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 >](#)

www.socialsecurity.gov

67.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - OPTION 3 SELECTED

Social Security Online

www.socialsecurity.gov

Appointed Representative Services

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Change Text-enabled Cell Phone Number

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Manage Services

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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

68.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - REQUEST A NOTICE TO CHANGE YOUR CELL PHONE NUMBER

Social Security Online
www.socialsecurity.gov

JOHN PUBLIC
Rep ID: ABCD9REPID
[Log Out](#)

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Appointed Representative Services

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

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](#)

www.socialsecurity.gov

69.0 CHANGE TEXT-ENABLED CELL PHONE NUMBER - A NOTICE WILL BE MAILED TO YOU TO CHANGE YOUR TEXT-ENABLED CELL PHONE NUMBER

Social Security Online

www.socialsecurity.gov

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Rep ID: ABCD9REPID

Change Text-enabled Cell Phone Number

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Manage Services

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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](#)

www.socialsecurity.gov



Edit Security Questions

Log Out

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

Manage Account

- *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

71.0 EDIT SECURITY QUESTIONS – CONFIRMATION

Social Security Online

Appointed Representative Services

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Rep ID: ABCD9REPID

Edit Security Questions - Confirmation

[Log Out](#)

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Manage Services

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You have successfully updated your security questions.

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

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72.0 CHANGE PASSWORD- (UPDATE)

Social Security Online
www.socialsecurity.gov

Business Services Online
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HELP

 **Change Password**

You must change your temporary password before continuing with BSO Services.

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

Enter Current Password:

Enter New Password:

Confirm New Password:

Your Password:

- Must contain exactly 8 characters
- Must contain only numbers and letters
- Must contain at least 1 number and 1 letter
- Must not be a commonly used password
- Is not case sensitive

73.0 PASSWORD CHANGE SUCCESSFUL (UPDATE)

Social Security Online

www.socialsecurity.gov

Business Services Online

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HELP

BECKY SWEDLUND

Log Out



Password Change Successful

Your password has been successfully changed.

Your new password will remain valid until: November 03, 2024

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Manage Employer Information

- [Add/Update Employer Information](#)

www.socialsecurity.gov

74.0 DISABLE ACCOUNT (UPDATE)

Social Security Online
www.socialsecurity.gov

MILLIE JACOBSEN
Rep ID: X5TSXRFVVT
[Log Out](#)

Manage Account

- [View/Edit Account Info](#)
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Appointed Representative Services
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U.S. Social Security Administration

Disable Account

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.

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75.0 DISABLE ACCOUNT – ERROR (UPDATE)

Social Security Online
www.socialsecurity.gov

WILLIE JACOBSEN
Rep ID: X57SXRFVVT
[Log Out](#)

Manage Account

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

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HELP

 **Disable Account**

We Cannot Match The Information That You Provided

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 5:30 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.

www.socialsecurity.gov

76.0 DISABLE ACCOUNT – CONFIRMATION

Social Security Online

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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](#)

www.socialsecurity.gov

77.0 USER IDENTIFICATION DEACTIVATED (UPDATE)

Social Security Online
www.socialsecurity.gov

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HELP

 **User Identification Deactivated**

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.

[BSO Welcome](#) [Re-register](#)

www.socialsecurity.gov

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HELP

78.0 FORGOT PASSWORD UPDATE SUCCESSFUL

Social Security Online

www.socialsecurity.gov

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.

BSO Welcome

Log In

www.socialsecurity.gov

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79.0 REQUEST PASSWORD BY MAIL (UPDATE)

Office of Systems El...IRES Internet Use C...ATS-MI-Audit - ViewBSODOVS Status ReportsHome Page - DESEI...IDA TeamRoomIMTIRESCSAManagment Inform...RCSOther favorites

Social Security Onlinewww.socialsecurity.govBusiness Services OnlineBSO Welcome | BSO Information | Keyboard NavigationHELP



Request Password by Mail

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 y):

Cancel

Request Temporary Password

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80.0 PASSWORD BY MAIL SUCCESS (UPDATE)

Social Security Online
www.socialsecurity.gov

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HELP



Password By Mail Success

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

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81.0 CHANGE PASSWORD (UPDATE)

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BECKY SWEDLUND
Log Out

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Business Services Online
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HELP

Change Password

Your current password is scheduled to expire: November 03, 2024

Enter Current Password:

Enter New Password:

Confirm New Password:

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

Your Password:

- Must contain exactly **8 characters**
- Must contain **only numbers and letters**
- Must contain **at least 1 number and 1 letter**
- Must **not be a commonly used password**
- Is **not case sensitive**

Cancel

Change Password

82.0 PASSWORD CHANGE SUCCESSFUL (UPDATE)

Social Security Online
www.socialsecurity.gov

BECKY SWEDLUND
[Log Out](#)

Manage Account

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HELP

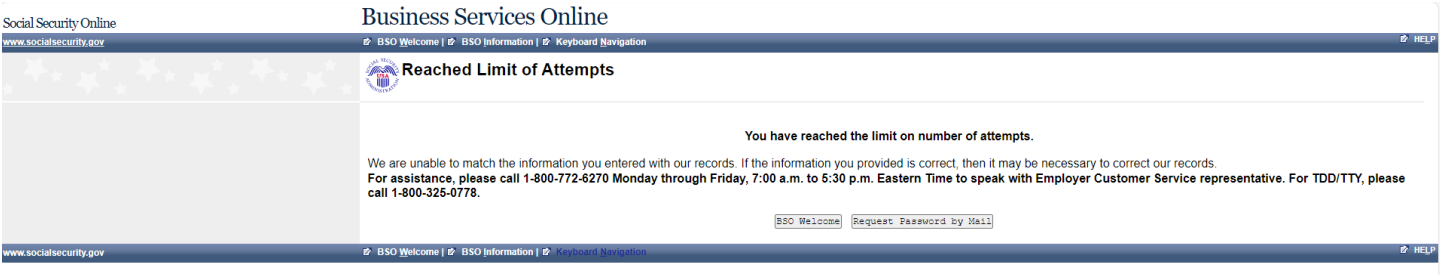
 Password Change Successful

Your password has been successfully changed.
Your new password will remain valid until: November 03, 2024

[Go to the Main Menu](#)

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83.0 REACHED LIMIT OF ATTEMPTS (UPDATE)



84.0 ALREADY REGISTERED (UPDATE)

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www.socialsecurity.gov

Business Services Online
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HELP



**Already Registered**

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 5:30 P.M. Eastern Time to speak with Employer Customer Service personnel. Please call 1-800-325-0778 for TDD/TTY.

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www.socialsecurity.gov

85.0 SYSTEM FAILURE (UPDATE)

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www.socialsecurity.gov

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HELP



**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 5:30 p.m. Eastern Time.

BSO Welcome

www.socialsecurity.gov

86.0 PAPERWORK REDUCTION ACT STATEMENT – ONLINE REGISTRATION (UPDATE)

Paperwork Reduction Act: Knowledge-Based Authentication via Access Control

Last reviewed or modified 05/09/2022



PRA-ACU

This information collection meets the 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 (OMB) control number.

The OMB control number for this form is 0960-0596. The expiration date is November 30, 2024.

We estimate it will take about 5 minutes to read the instructions, gather the facts and answer the questions.

You may send comments on our time estimate to:

Social Security Administration
6401 Security Blvd.
Baltimore, MD 21235-0001

Send only comments on our time estimate to this address, nothing else.

Close

87.0 PAPERWORK REDUCTION ACT STATEMENT – PHONE REGISTRATION (UPDATE)

Paperwork Reduction Act: Integrated Registration Services

Last reviewed or modified 05/09/2022



PRA-IRES

This information collection meets the 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 (OMB) control number.

The OMB control number for this form is 0960-0626. The expiration date is March 31, 2025.

We estimate it will take about 12 minutes to read the instructions, gather the facts and answer the questions.

You may send comments on our time estimate to:

Social Security Administration
6401 Security Blvd.
Baltimore, MD 21235-0001

Send only comments on our time estimate to this address, nothing else.

Close

88.0 PRIVACY ACT STATEMENT

Social Security Online	Business Services Online	
www.socialsecurity.gov	BSO Welcome BSO Information Keyboard Navigation	
Online Services Availability		Privacy Act Statement
- Monday-Friday: 5 AM - 1 AM ET - Saturday: 5 AM - 11 PM ET - Sunday: 8 AM - 11:30 PM ET		
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 verify your identity and register you, your company, or authorized employee(s) to use our Business Services Online (BSO).		
Providing us this information is voluntary. However, failing to provide us with all or part of the information could prevent us from offering you access to our BSO.		
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 System of Records Notice entitled, Master Files of Social Security Number (SSN) Holders and SSN Applications (60-0058). Additional information about our BSO suite of services, routine uses of information, programs, and systems is 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.		
Close Browser Window		
www.socialsecurity.gov		