## **BSO Tutorial for Tax Year 2008**

# Registration Services

## Contains the following lessons:

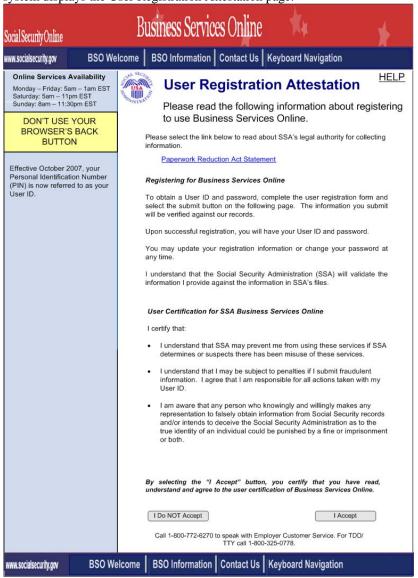
- User Registration
- Complete Phone Registration
- Add Employer Information
- Access to BSO Services: Request, Activate, Re-Request, and Remove Access
- Login and Logout Procedures
- Change Password and Forgotten Passwords
- Update Your Registration Information
- Update Your Employer Information
- Remove Employer Information
- User ID Deactivation
- Contact SSA

## **Lesson 1: User Registration**

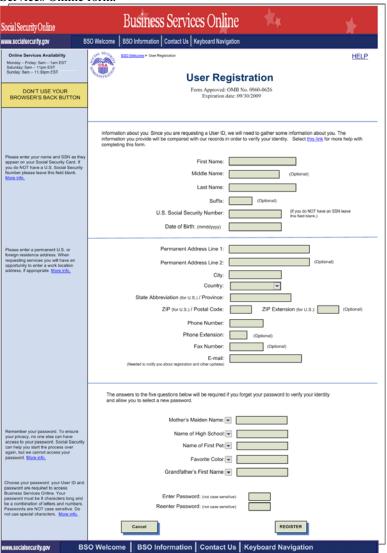
Follow the instructions below to register for a User ID and password.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bso/bsowelcome.htm">www.socialsecurity.gov/bso/bsowelcome.htm</a>.

**Step 2**: Select the **Register** button on the Business Services Online Welcome page. The system displays the User Registration Attestation page.



**Step 3**: Select the **I Accept** button after reading and agreeing to the conditions stated on the User Registration Attestation page. The system displays the User Registration for Business Services Online form.

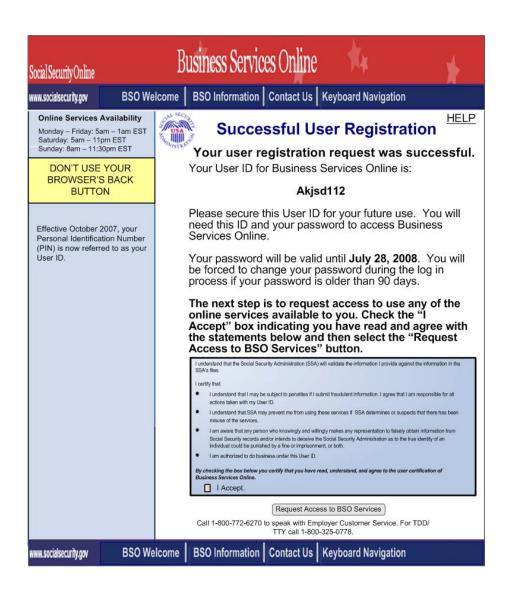


**Step 4**: Complete the Registration for Business Services Online form.

- Fields that are not required are marked with (Optional).
- An e-mail reminder to change your password will be sent two weeks before your password expires when a valid mandatory e-mail address is provided.
- Do not use punctuation in any field. This includes dashes in phone numbers.
- The Help link, which is located at the top of each page, accesses additional help for each section.
- Passwords must be eight characters long and contain numbers and letters. Please remember your password.

**Step 5**: Select the **Register** button to process the user registration form. The system displays the Successful User Registration page for your User ID. (To return to the Business Services Online Welcome page without registering, select the **Cancel** button.)

If any of your information is incorrect, the system re-displays the User Registration for Business Services Online form with a list of any corrections you need to make before you can successfully register. If this occurs, make the necessary corrections and/or make the appropriate selections. Then, select the **Register** button. The system displays the Successful User Registration page for your User ID.



**Step 6**: Select the **I Accept** button after reading and agreeing to the conditions stated on the Successful User Registration page. Select the **Request Access to BSO Services** button to continue. The system displays the Request Access to BSO Services page. Refer to <u>Lesson 8</u>: <u>Login Procedures</u> for information on how to log in to BSO.

## **Lesson 2: Complete Phone Registration**

New users may have to complete their online registration by speaking with an Employer Customer Service representative. Follow the instructions below to complete your phone registration after speaking with Employer Customer Service personnel.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bso/bsowelcome.htm">www.socialsecurity.gov/bso/bsowelcome.htm</a>.

**Step 2**: Select the **Complete Phone Registration** button on the Business Services Online Welcome page. The system displays the Complete Phone Registration page.

Social Security Online	Business Services Online
www.socialsecurity.gov BS	O Welcome   BSO Information   Contact Us   Keyboard Navigation
Online Services Availabi Monday – Friday: 5am – 1am Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST	Registration
DON'T USE YOUR BROWSER'S BACK BUTTON	use Business Services Online. Your User ID was issued to you over the phone during the registration process. You
Effective October 2007, your Personal Identification Numbe is now referred to as your Use	
Enter your Social Security Number or leave blank if you NOT have an SSN.	do US Social Security Number:  Date of Birth:  (MMDDYYYY)
Your password must be at lea characters long and be a combination of letters and numbers. For example, there must be at least one letter and	Re-enter Password:
one number in your password Passwords are NOT case sensitive. Do not use special characters.	Cancel  Complete Phone Registration  Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778.
www.socialsecurity.gov BS	60 Welcome   BSO Information   Contact Us   Keyboard Navigation

Step 3: Enter the fields on the Business Services Online Complete Phone Registration page.

**Step 4**: Select the **Complete Phone Registration** button. The system displays the **Phone Registration Successful** page, which includes a message confirming that your phone registration is complete. (To return to the Business Services Online Welcome page without completing the registration process, select the **Cancel** button.)



**Step 5**: Select the **Login** button to display the General Attestation and Login page. Otherwise, select the **BSO Welcome** button to display the Business Services Online Welcome page.

## **Lesson 3: Add Employer Information**

Follow the instructions below to log in to BSO with your User ID and password and add your employer information.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bso/bsowelcome.htm">www.socialsecurity.gov/bso/bsowelcome.htm</a>.

**Step 2**: Select the **Log In** button on the Business Services Online Welcome page. The system displays the General Attestation and Login page.

**Business Services Online** Social Security Online BSO Information | Contact Us | Keyboard Navigation www.socialsecurity.gov BSO Welcome I **Online Services Availability HELP** Log In to BSO Monday - Friday: 5am - 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST User ID: (formerly referred to as PIN) DON'T USE YOUR Password: **BROWSER'S BACK** Forgot your password? BUTTON (not case sensitive) I understand that the Social Security Administration (SSA) will validate the Effective October 2007, your information I provide against the information in the SSA's files Personal Identification Number (PIN) is now referred to as your User ID. I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID. I understand that SSA may prevent me from using these services if SSA determines or suspects that 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 Need to complete you true identity of an individual could be punished by a fine or phone registration? 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. Accept. Cancel Log In Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778. **BSO Welcome** BSO Information | Contact Us | Keyboard Navigation www.socialsecurity.gov

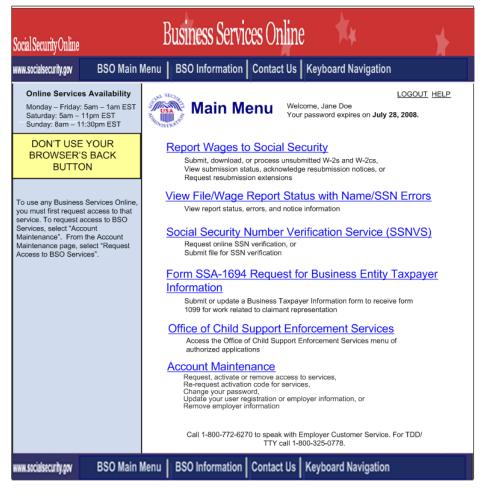
Comment [41]: If the screenshot here is current, the page is just called "Log In to BSO." For clarity, the name here should be the same as on the page itself.

**Step 3**: Enter your User ID and Password. Select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button. The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

Comment [42]: Same comment re name of page.

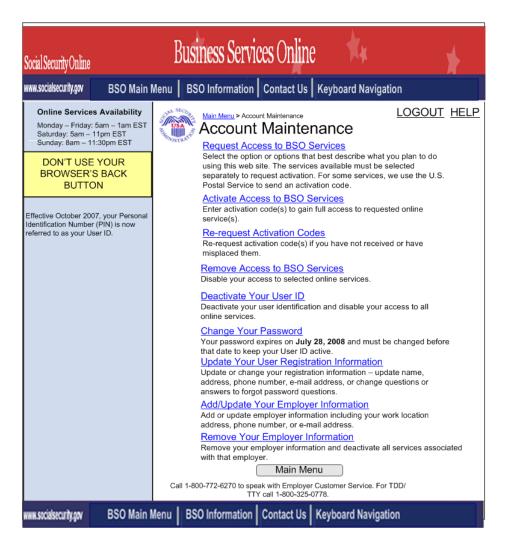
The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.

**Comment [43]:** If this handbook is for TY 08, the Main Menu should probably show IRPA and not show OCSE.



**Step 4**: Select the Account Maintenance link on the Main Menu page. The system displays the Account Maintenance page.

Comment [44]: Throughout, the step for a screenshot is on the page before. It's more useful to have that step at the top of the page, with the supporting screenshot on the same page, so the user can see what's being discussed.



**Step 5**: Select the Add/Update Your Employer Information link on the Account Maintenance page. The system displays the Employer Information Attestation page.

## Social Security Online

## Business Services Online

www.socialsecurity.gov

BSO Welcome

BSO Information | Contact Us | Keyboard Navigation

#### Online Services Availability

Monday - Friday: 5am - 1am EST Saturday: 5am - 11pm EST Sunday: 8am - 11:30pm EST

#### DON'T USE YOUR BROWSER'S BACK BUTTON

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your

#### HELP **Employer Information Attestation**

Please read the following information about entering employer information to request access to BSO services.

#### Employer Information for Business Services Online

To request access to BSO services, complete the employer information form and on the following page. The information you submit will be verified

After successfully entering employer information, you will be able to select individual services based upon the suite(s) of services you selected.

You may update your employer information any time.

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

#### User Certification for Business Services Online

 I am currently employed by the employer associated with my employer information and am authorized to conduct business on behalf of the employer.

I am the employer of an individual or individuals who work(s) for me in

I am a self-employed individual.

I am a volunteer for an organization.

- I understand that SSA may prevent me and/or the company or organization I represent from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.

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

I Do NOT Accept

I Accept

Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778.

www.socialsecurity.gov

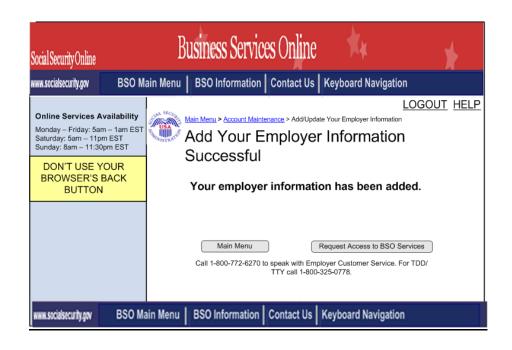
**BSO Welcome** 

BSO Information | Contact Us | Keyboard Navigation

**Step 6**: Select the **I Accept** button after reading the conditions defined on the Employer Information Attestation page. The system displays the **Add Your Employer Information** Page.

Social Security Online	Business Services Online
www.socialsecurity.gov BSO W	elcome BSO Information Contact Us Keyboard Navigation
Online Services Availability Monday – Friday: 5am – 1am EST Saturday: 5am – 1 fpm EST Sunday: 8am – 11:30pm EST  DON'T USE YOUR	Main Menu > Account Maintenance > AddUpdate Your Employer Information  Add Your Employer Information  Form Approved: OMB No. 0960-0626 Expiration date: 09/30/2009
BROWSER'S BACK BUTTON	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.  Note: Accountants, CPAs, etc, you only need to register once in your own firm's name. You can then conduct business for as many clients as you wish.  Information about you, or your business or organization: We will compare this information with our records to verify you are currently employed by the business or organization you represent. Correspondence to your employer will be sent to the address we have on file. Select this link for more help with completing this form.
	I have an SSN and I am an employee of a business or an organization that has an EIN:  I do NOT have an SSN and I work outside the U.S. for a business or an organization that has an EIN:  I am Self-Employed with an EIN and 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:
Please enter your Employer Identification Number. If you do NOT have an EIN then leave this field blank.	Employer Identification Number (EIN): (If you do NOT have an EIN leave this field blank)  Business or Organization Name:
If you previously removed employer information, all access to services associated with that employer has been deactivated.	Please check the following statement ONLY if applicable.  I am a 3 <sup>rd</sup> party submitter registering to do business on behalf of another business or organization.  Cancel  Submit Employer Information
www.socialsecurity.gov BS	O Welcome BSO Information Contact Us Keyboard Navigation

**Step 7**: After entering your employer information, select the **Submit Employer Information** button. The system displays the **Add your Employer Information Successful** Page.



## **Lesson 4: Request Access to BSO Services**

Follow the instructions below to log in to BSO with your User ID and password and request access to BSO Services.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bso/bsowelcome.htm"><u>www.socialsecurity.gov/bso/bsowelcome.htm</u></a>.

**Step 2**: Select the **Log In** button on the Business Services Online Welcome page. The system displays the General Attestation and Login page.

**Comment [45]:** Again, the title should be the same as on the screen.

Social Security Online	Business Services Online			
www.socialsecurity.gov	BSO We	Icome BSO Information Contact Us Keyboard Navigation		
Online Services  Monday – Friday: 5 Saturday: 5am – 11 Sunday: 8am – 11:  DON'T USE BROWSER' BUTTO	am – 1am EST lpm EST 30pm EST E YOUR S BACK	Log In to BSO  User ID: (formerly referred to as PIN)  Password: (not case sensitive)  HELP  Forgot your password?		
	ion Number	I understand that the Social Security Administration (SSA) will validate the information I provide against the information in the SSA's files.  I certify that:  I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.  I understand that SSA may prevent me from using these services if SSA determines or suspects that 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.  Cancel  Log In  Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.		
www.socialsecurity.gov	BSO We	clcome BSO Information Contact Us Keyboard Navigation		

**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button.. The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

**Comment [46]:** Same comment re name of page.

#### **Business Services Online** Social Security Online BSO Information | Contact Us | Keyboard Navigation www.socialsecurity.gov BSO Main Menu Online Services Availability LOGOUT HELP Welcome, Jane Doe Your password expires on **July 28, 2008**. Monday - Friday: 5am - 1am EST Main Menu Saturday: 5am - 11pm EST Sunday: 8am - 11:30pm EST DON'T USE YOUR Report Wages to Social Security BROWSER'S BACK Submit, download, or process unsubmitted W-2s and W-2cs, **BUTTON** View submission status, acknowledge resubmission notices, or Request resubmission extensions View File/Wage Report Status with Name/SSN Errors To use any Business Services Online, View report status, errors, and notice information you must first request access to that service. To request access to BSO Services, select "Account Maintenance". From the Account Social Security Number Verification Service (SSNVS) Request online SSN verification, or Maintenance page, select "Request Access to BSO Services". Submit file for SSN verification Form SSA-1694 Request for Business Entity Taxpayer Information Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation Office of Child Support Enforcement Services Access the Office of Child Support Enforcement Services menu of authorized applications **Account Maintenance** Request, activate or remove access to services, Re-request activation code for services, Change your password, Update your user registration or employer information, or Remove employer information Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778.

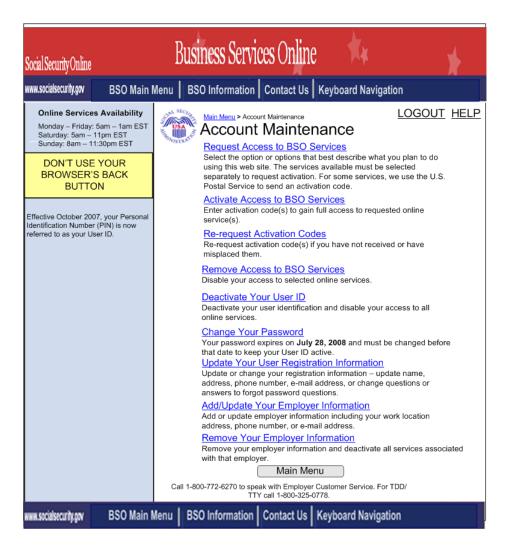
**Step 4**: Select the Account Maintenance link on the Main Menu page. The system displays the Account Maintenance page.

BSO Information | Contact Us | Keyboard Navigation

BSO Main Menu

www.socialsecurity.gov

**Comment [47]:** Again, Main Menu probably should not show OCSE, but should show IRPA.



Step 5: Select the Request Access to BSO Services link on the Account Maintenance page. The system displays the Request Access to BSO Services – Select Suite of Services page.

Comment [48]: Title on actual page is ... Select Service Suite. I like the wording here better (without the dash), but they should match. On the screen itself we mix "service suite." If we're not changing it to "suite of services" I vote for "services suite."

## Social Security Online

## **Business Services Online**

www.socialsecurity.gov

BSO Main Menu

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#### Online Services Availability

Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST

#### DON'T USE YOUR BROWSER'S BACK BUTTON



#### Request Access to BSO Services

> Account Maintenance > Request Access to BSO Services

LOGOUT HELP

#### Select Service Suite

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**

Allows use of one or more the following functions:

- Report Wages to Social Security
- View File/Wage Report Status, Errors and Error Notices without Name/SSN Errors
- View File/Wage Report Status, Errors and Error Notices with Name/SSN Errors

#### AND / OR

#### 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.

#### SSA Services Suite for Attorneys:

### Form SSA-1694 Request for Business Entity Taxpayer Information

Allows attorneys or authorized representatives to register with Social Security for Form SSA-1694 Request for Business Entity Taxpayer Information and perform the following functions:

- Complete Form SSA-1694 Business Taxpayer Information
- Update Form SSA-1694 Business Taxpayer Information

Cancel

Next >>

For SSA Services, call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.

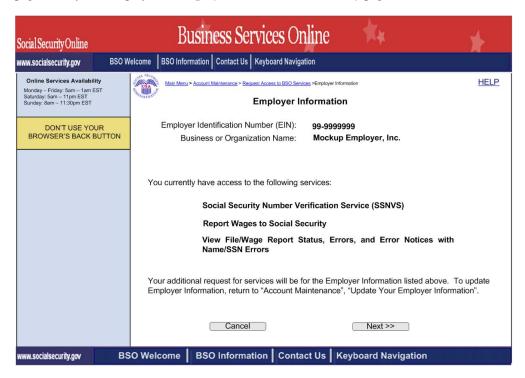
www.socialsecurity.gov

BSO Main Menu

BSO Information

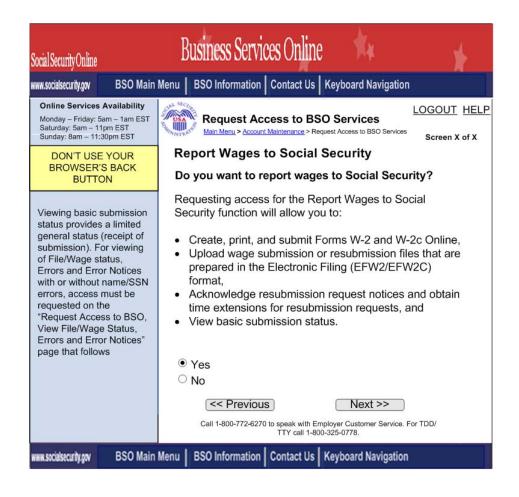
Contact Us | Keyboard Navigation

**Step 6**: Check the boxes for the suites of services required and select the **Next** button on the page. The system displays the **Employer Information read-only** page.

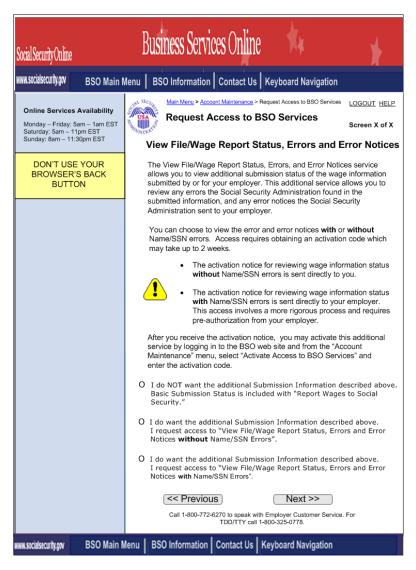


**Step 7**: Verify the information on the screen and select the **Next** button. Based on the request, the individual service pages will be displayed.

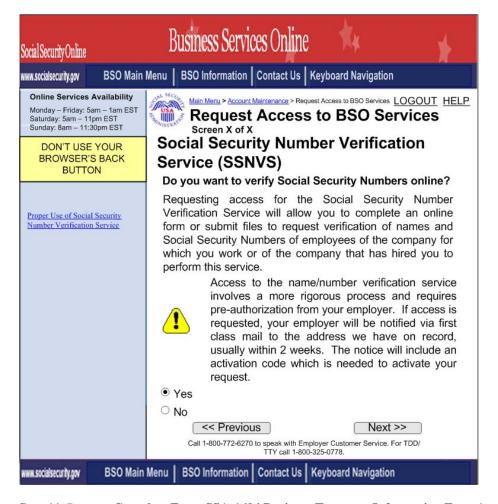
**Step 8**: Request **Report Wages to Social Security** by clicking on the **Yes** radio button and then pressing the **Next** button.



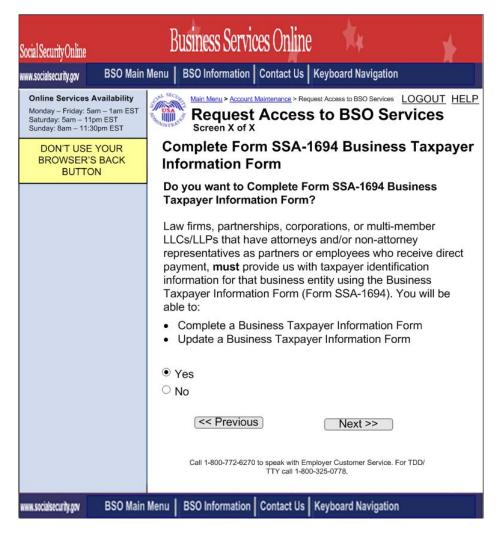
**Step 9**: Request **View File/Wage Report Status, Errors and Error Notices** by selecting the appropriate radio button and then pressing the **Next** button.



**Step 10**: Request **Social Security Number Verification Service** by clicking on the **Yes** radio button and then pressing the **Next** button.



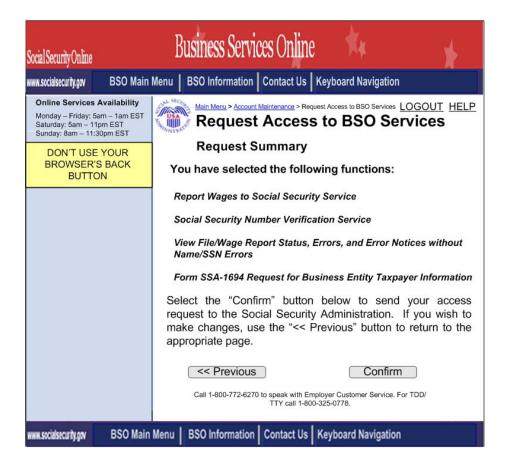
**Step 11**: Request **Complete Form SSA-1694 Business Taxpayer Information Form** by clicking on the **Yes** radio button and then pressing the **Next** button.



Step 12: Request Form SSA-1699 Appointed Representation and Direct Deposit Information Form by clicking on the Next button.



**Step 13:** Upon completion of the request for the last service displayed, the **Request Access to BSO Services – Request Summary** page will be displayed.



**Step 14**: Select the **Confirm** button on the screen. The system displays the **Request Access to BSO Services Confirmation** page. This page shows what functions were selected, which are active immediately and which require activation codes. Activation codes will be mailed and usually received within two weeks.

## Social Security Online

## **Business Services Online**

#### www.socialsecurity.gov

**BSO Main Menu** 

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**Keyboard Navigation** 

#### Online Services Availability

Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST

DON'T USE YOUR BROWSER'S **BACK BUTTON** 

Activation codes add a laver

of security to the employer

and employee using BSO

Services. If the service you requested requires an activation code, you will not

be able to use this service until you receive this code

Activation codes are usually

received within 2 weeks. When your activation code

arrives, to enable your

services select "Account Maintenance". Then on the

Account Maintenance menu

Proper Use of Social Security

Number Verification Service

page, select "Activate Access to BSO Services".

Main Menu > Account Maintenance > Request Access to BSO Services

LOGOUT HELP

## Request Access to BSO Services Confirmation

Your request for access to the functions below was received on Monday, April 30, 2008.

Please print this for your records.

#### Report Wages to Social Security

You may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Report Wages to Social Security".

#### Form SSA-1694 Request for Business Entity Taxpayer Information

You may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Form SSA-1694".

#### View File/Wage Report Status, Errors, and Error Notices without Name/SSN Errors

Your activation code has been sent by first class mail to the address we have on record for you. (Baltimore, MD) Once you have received the code and activated this service, you may access "View File/Wage Report Status, Errors, and Error Notices without Name/SSN Errors" from the BSO Main Menu page. (See activation information at left of this screen.)

#### Social Security Number Verification Service (SSNVS)

Your activation code has been sent by first class mail to the address we have on record for your employer. (Bethesda, MD) Once you have received the code and activated this service, you may access "Social Security Number Verification Service" from the BSO Main Menu page. (See activation information at left of this screen.)

## OCSE IV-D Contractor - Process Electronic Income Withholding

You will be contacted by the OCSE help desk when your access is activated. Once you have been contacted, you may access "Process Electronic Income Withholding Orders" from the BSO Main Menu page by selecting "Office of Child Support Enforcement Services".

#### Main Menu

Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.

www.socialsecurity.gov

**BSO Main Menu** 

**BSO** Information

Contact Us | Keyboard Navigation

Step 15: Select the Main Menu button to return to the BSO Main Menu.

Comment [49]: If we're leaving out OCSE and adding IRPA, this screen needs to be changed too.

### **Lesson 5: Activate Access to BSO Services**

Follow the instructions below to activate access to BSO Services.

**Step 1**: Point your browser to the Business Services Online Welcome page: www.socialsecurity.gov/bos/bsowelcome.htm.

**Step 2**: Select the **Log In** button on the Business Services Online Welcome page. The system displays the General Attestation and Login page.

**Business Services Online** Social Security Online BSO Information | Contact Us | Keyboard Navigation www.socialsecurity.gov **BSO Welcome HELP Online Services Availability** Log In to BSO Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Saturday: 5am - 11pm EST Sunday: 8am - 11:30pm EST User ID: (formerly referred to as PIN) DON'T USE YOUR Password: **BROWSER'S BACK** Forgot your password? **BUTTON** (not case sensitive) I understand that the Social Security Administration (SSA) will validate the Effective October 2007, your information I provide against the information in the SSA's files Personal Identification Number (PIN) is now referred to as your I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID. I understand that SSA may prevent me from using these services if SSA determines or suspects that 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 Need to complete your phone registration? 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. Cancel Log In Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778. **BSO Welcome** BSO Information Contact Us | Keyboard Navigation vww.socialsecurity.gov

Welcome page, select the Cancel button.)

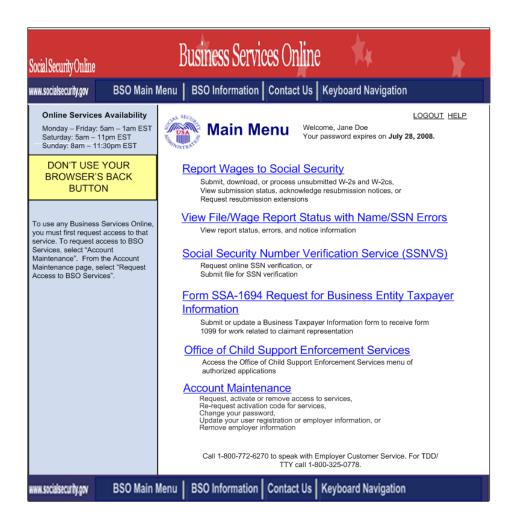
Step 3: Enter your User ID and Password and select the I Accept checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button.

The system displays the Main Menu page. (To return to the Business Services Online

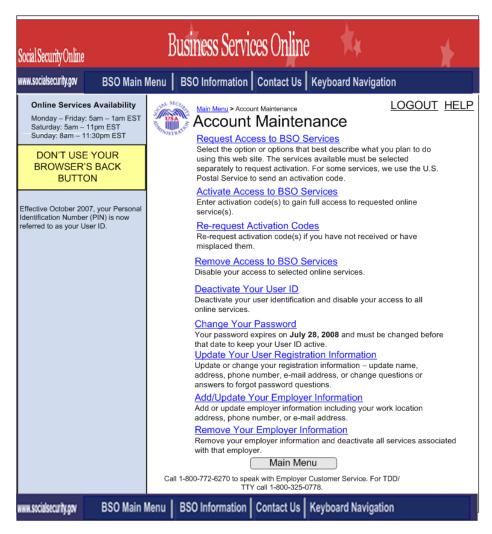
Comment [411]: Same comment rename of page.

page should match in screen shot and text.

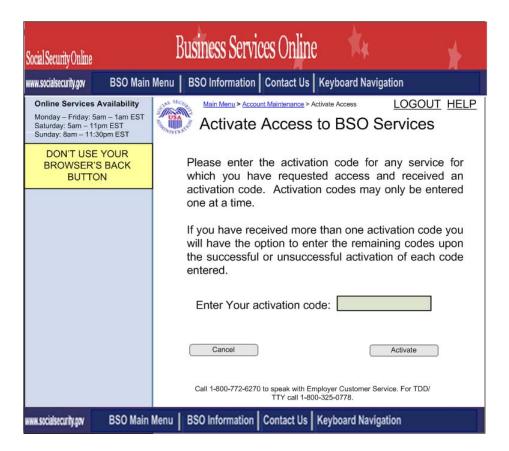
Comment [410]: Again, name of



**Step 4**: Select the **Account Maintenance** link on the Main Menu page. The system displays the Account Maintenance page.



**Step 5**: Select the **Activate Access to BSO Services** link on the **Account Maintenance** page. The system displays the **Activate Access to BSO Services** page. (To return to the BSO Main Menu, select the **Cancel** button.)



**Step 6**: Enter the activation code and select the **Activate** button. The system displays the **Activation Code Approved** page.



**Step 7:** Select the **BSO Main Menu** link or button to return to the BSO Main Menu. The BSO Main Menu should display the newly activated service. Otherwise, select the **Enter Another Activation Code** link to enter another activation code.

**Comment [412]:** Situation for "Otherwise" not very clear. How about: If you have more than one service to activate, select the Enter . . .

## **Lesson 6: Re-request Activation Codes**

Follow the instructions below to re-request activation codes for BSO services. Use this option if you have not received your activation codes from Social Security or if you have misplaced them. You may re-request activation codes if it has been at least 10 days since you requested access to BSO services. If you re-request any activation codes, previously issued codes will no longer be valid.

**Step 1**: Point your browser to the Business Services Online Welcome page: www.socialsecurity.gov/bos/bsowelcome.htm.

**Step 2**: Select the **Log In** button on the Business Services Online Welcome page. The system displays the General Attestation and Login page.

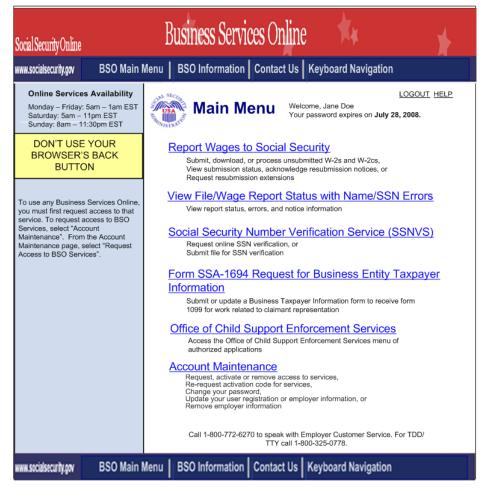
**Business Services Online** Social Security Online BSO Information | Contact Us | Keyboard Navigation www.socialsecurity.gov **BSO Welcome** Online Services Availability **HELP** Log In to BSO Monday - Friday: 5am - 1am EST Saturday: 5am - 11pm EST User ID: (formerly referred to as PIN) DON'T USE YOUR Password: BROWSER'S BACK Forgot your password? **BUTTON** (not case sensitive) Lunderstand that the Social Security Administration (SSA) will validate the Effective October 2007, your information I provide against the information in the SSA's files. Personal Identification Number (PIN) is now referred to as your I certify that: User ID. I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my I understand that SSA may prevent me from using these services if SSA determines or suspects that 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 Need to complete you true identity of an individual could be punished by a fine or phone registration? 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. Cancel Loa In Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778 **BSO** Information Contact Us | Keyboard Navigation **BSO Welcome** www.socialsecurity.gov

**Comment [413]:** Same comment as before.

**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button.

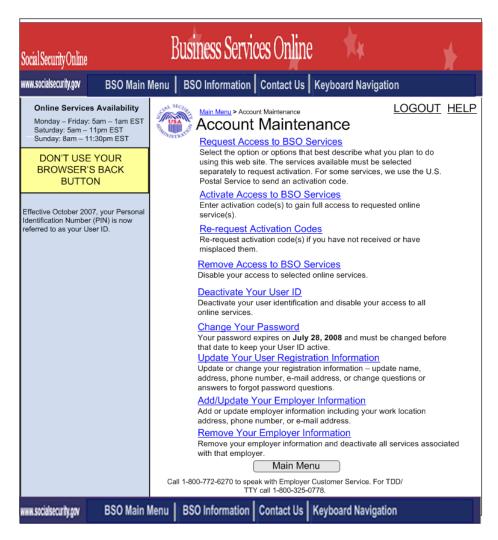
**Comment [414]:** Same comment rename of page.

The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

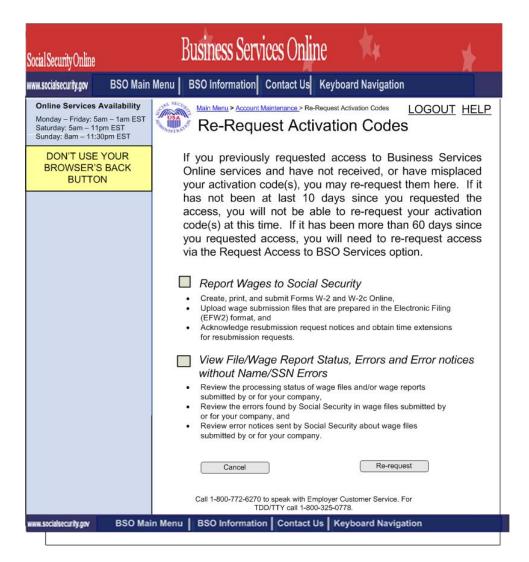


**Step 4**: Select the **Account Maintenance** link on the Main Menu page. The system displays the Account Maintenance page.

**Comment [415]:** Update this page as mentioned before re IRPA vs. OCSE?

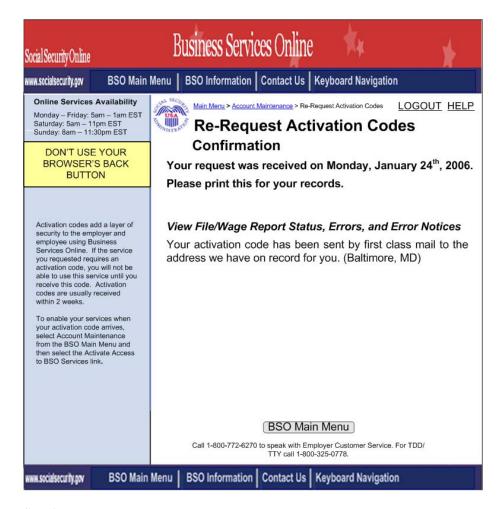


**Step 5**: Select the **Re-Request Activation Codes** link. The system displays the **Re-Request Activation Codes** page.



**Step 6**: Select the checkbox(es) for the service(s) you recently requested.

**Step 7**: Select the **Re-Request** button. The system displays the Re-requested Activation Codes Confirmation page.



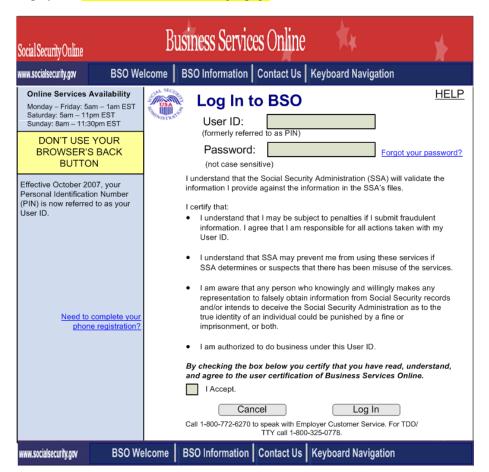
**Step 8**: Select the BSO Main Menu button to return to the BSO Main Menu.

### **Lesson 7: Remove Access to BSO Services**

Follow the instructions below to remove access to BSO services. Use this option if you no longer need to use a service in BSO.

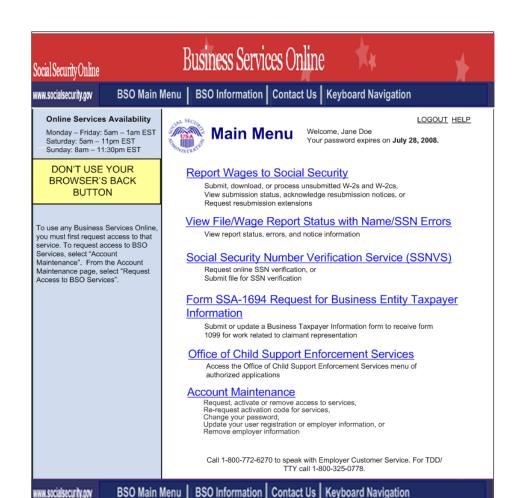
**Step 1**: Point your browser to the Business Services Online Welcome page: www.socialsecurity.gov/bos/bsowelcome.htm.

**Step 2**: Select the **Log In** button on the Business Services Online Welcome page. The system displays the General Attestation and Login page.



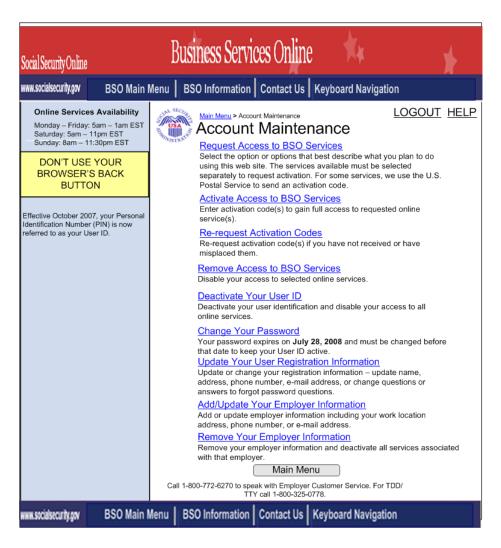
**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button. The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

**Comment [416]:** Same comment re name of page.



**Step 4**: Select the **Account Maintenance** link on the Main Menu page. The system displays the Account Maintenance page.

**Comment [417]:** Replace Main Menu page throughout, if appropriate.

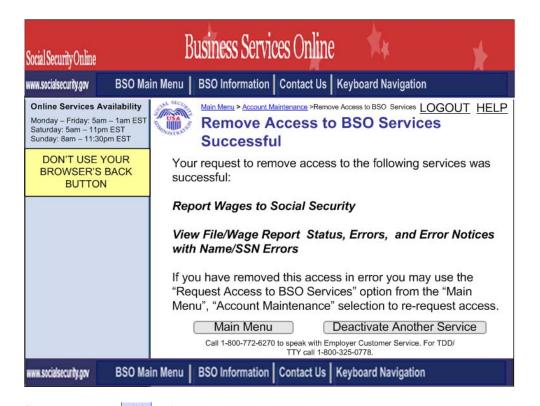


**Step 5:** Select the **Remove Access to BSO Services** link. The system displays the Remove Access to BSO Services page.



**Step 6:** Select the checkbox(es) of the service(s) you wish to remove and select the **Remove** button. The system displays the Remove Access to BSO Services Successful page.

**Comment [418]:** OCSE incuded for TY08? If not, replace screenshot.



**Step 7:** Select the **BSO Main Menu** button to go to the BSO Main Menu. Select the **Deactivate Another Service** button to return to the Remove Access to BSO Services page.

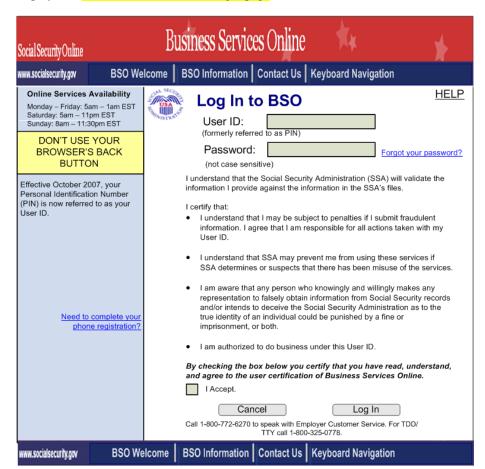
**Comment [419]:** If the button only says "Main Menu" "BSO" should not be bolded.

### **Lesson 8: Login Procedures**

Follow the instructions below to log in to BSO with your User ID and password.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bos/bsowelcome.htm">www.socialsecurity.gov/bos/bsowelcome.htm</a>.

**Step 2**: Select the **Log In** button on the Business Services Online Welcome page. The system displays the General Attestation and Login page.



**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button.. The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

Change to updated menu w/o OCSE and (for Sept.) with IRPA

**Comment [420]:** Same comment rename of page.

# Social Security Online

# **Business Services Online**

www.socialsecurity.gov

BSO Information | Contact Us | Keyboard Navigation BSO Main Menu

#### Online Services Availability

Monday - Friday: 5am - 1am EST Saturday: 5am - 11pm EST Sunday: 8am - 11:30pm EST

#### DON'T USE YOUR BROWSER'S BACK **BUTTON**

To use any Business Services Online, you must first request access to that service. To request access to BSO Services, select "Account Maintenance". From the Account Maintenance page, select "Request Access to BSO Services".



LOGOUT HELP

Welcome, Jane Doe Your password expires on **July 28, 2008.** 

#### Report Wages to Social Security

Submit, download, or process unsubmitted W-2s and W-2cs, View submission status, acknowledge resubmission notices, or Request resubmission extensions

#### View File/Wage Report Status with Name/SSN Errors

View report status, errors, and notice information

#### Social Security Number Verification Service (SSNVS)

Request online SSN verification, or Submit file for SSN verification

#### Form SSA-1694 Request for Business Entity Taxpayer Information

Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

#### Office of Child Support Enforcement Services

Access the Office of Child Support Enforcement Services menu of authorized applications

#### **Account Maintenance**

Request, activate or remove access to services, Re-request activation code for services, Change your password, Update your user registration or employer information, or Remove employer information

Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.

www.socialsecurity.gov

BSO Main Menu

BSO Information | Contact Us | Keyboard Navigation

# **Lesson 9: Logout Procedures**

Follow the instructions below to log out of BSO

Step 1: Select any Logout button or link where displayed.



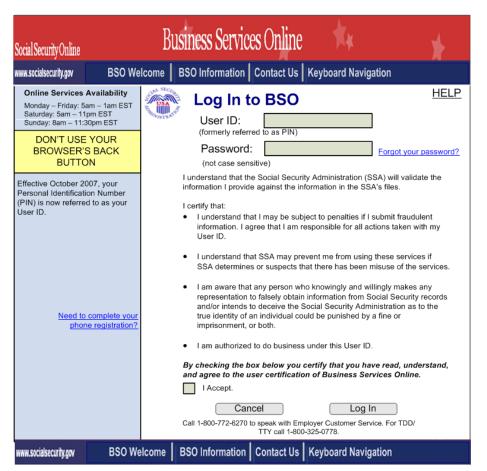
Step 2: Select Yes to end the current session. The system displays the Customer Satisfaction Survey or the Business Services Online Welcome page. (To continue your session and return to the BSO Main Menu, select No.)

### **Lesson 10: Change Your Password**

Follow the instructions below to change your password.

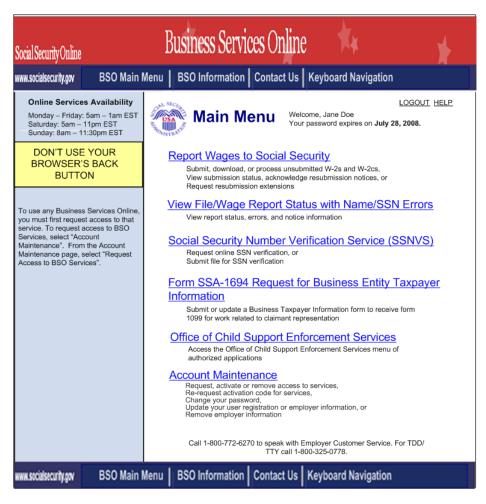
**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bos/bsowelcome.htm">www.socialsecurity.gov/bos/bsowelcome.htm</a>.

**Step 2**: Select the **Log In** button on the Business Services Online Welcome page. The system displays the General Attestation and Login page.



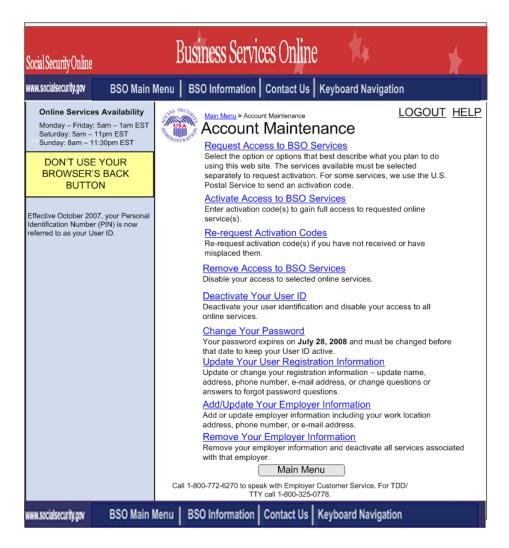
**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button.. The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

**Comment [421]:** Same comment rename of page.



**Step 4**: Select the **Account Maintenance** link on the Main Menu page. The system displays the Account Maintenance page.

Update menu



**Step 5**: Select the **Change Your Password** link on the **Account Maintenance** page. The system displays the **Change Password** page.

Social Security Online Business Services Online			
www.socialsecurity.gov BSO Main Menu   BSO Information   Contact Us   Keyboard Navigation			
Online Services Availability  Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST	Main Menu > Account Maintenance Menu > Change password  Change Password		
DON'T USE YOUR BROWSER'S BACK BUTTON	User ID: FFQERT99		
Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.	Input Old Password: Input New Password:  Confirm New Password:		
Your new password is valid for 90 days. You will be forced to change your password during the log in process if your password is older than 90 days.	To maintain a secure system, your password needs to meet the following requirements:  Online services accounts must have a minimum password length of 8 characters. Passwords must contain both alpha and numeric characters. (Letters and numbers but NOT special characters.) Passwords are NOT case sensitive.		
www.socialsecurity.cov BSO Main	Cancel Change Password  Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778.  Menu BSO Information Contact Us Keyboard Navigation		

**Step 5**: Enter your current password and new password. Enter your new password again for verification purposes.

**Step 6:** Select the **Change Password** button. The system displays the Password Change Successful page.



# **Lesson 11: Forgotten Passwords**

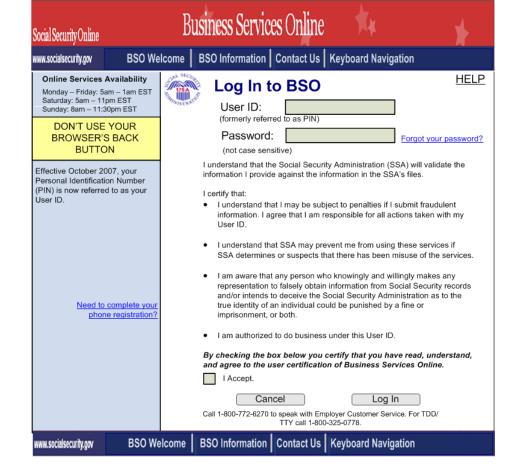
BSO allows you to request a new password if you have forgotten your current password. There are two ways of requesting a new password:

- (1) By answering the Knowledge Based Authentication questions which you had set during registration.
- (2) By requesting that the password be mailed to you. The password will be mailed to the last address your provided. Until you receive your new password in the mail, you will not be able to log in to BSO. Password by mail is not available to foreign registrants.

**Comment [422]:** Previous wording could mean that you fill out a form and mail it in, asking for your password to be changed.

Follow the instructions below to request a new password.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bos/bsowelcome.htm">www.socialsecurity.gov/bos/bsowelcome.htm</a>.



- Step 3: Select the Forgot your password? link on the General Attestation and Login page.
- Step 4: The system displays the BSO Forgot Password Page.

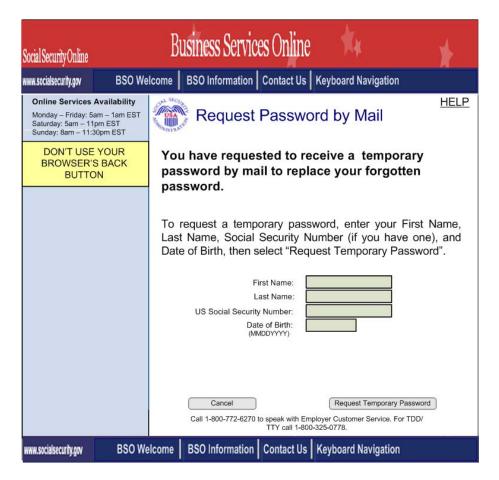
Social Security Online		Business Services Online	*	
www.socialsecurity.gov	BSO Wel	come BSO Information Contact Us Keyboard Nav	igation	
Online Services  Monday – Friday: 5a Saturday: 5am – 11 Sunday: 8am – 11:3	am – 1am EST pm EST	Forgot Password	<u>HELP</u>	
DON'T USE	VOLIB	Request to replace forgotten password		
DON'T USE YOUR BROWSER'S BACK BUTTON  If you cannot answer the questions, please select "Request Password by Mail" and you will be asked to enter your First Name, Last Name, Social Security Number (if you have one), and Date of Birth. A temporary password will be sent to you by first class mail usually within two weeks.		To select a new password, you must answer three that you previously supplied the answers to. If you the questions, your new password will replace your password.	correctly answer	
		Mother's Maiden Name:		
		Name of High School:		
		Name of First Pet:		
		Choose your new password.		
Your User ID and p	password	Input New Password:		
are required to acc Business Services	ess	Confirm New Password:		
	10. Sec. 3 de 11. 17. de	To maintain a secure system, your password ne following requirements:	eds to meet the	
Remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password. More info.		Online services accounts must have a minimum password length of 8 characters.     Passwords must contain both alpha and numeric characters. (Letters and numbers but NOT special characters.)     Passwords are NOT case sensitive.		
		Cancel Request Password by Mail  Call 1-800-772-6270 to speak with Employer Customer Se	Submit New Password	
unum cacialcaeuritu anu	PSO We	TTY call 1-800-325-0778.	Petro Patricke Colores Colores Colores	
www.socialsecurity.gov BSO Welcome BSO Information Contact Us Keyboard Navigation				

### Step 5: Do either of the following, but not both:

- To change the password yourself, enter the answers to the questions, input your new password and select the Submit New Password button. *Go to Step 7*.
- Select the **Request Password by Mail** button to get a new password by mail. NOTE: This process may take up to two weeks.

### Step 6: If you have selected the button Request Password by Mail:

1. The Request Password by Mail page displays.



- 2. Enter your First Name, Last Name, U.S. Social Security Number (if applicable), Date of Birth and select the Request Temporary Password button.
- 3. The Request for New Password Successful page displays.



**Step 7:** If you have entered your information and selected the Submit New Password button in *Step 5*, the **Forgot Password Update Successful** page displays.



**Lesson 12: Update Your Registration Information** 

Follow the instructions below to update your registration information.

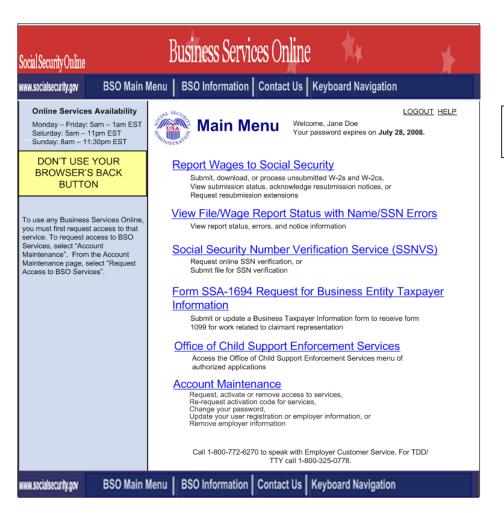
**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bso/bsowelcome.htm">www.socialsecurity.gov/bso/bsowelcome.htm</a>.

**Step 2**: Select the **Log In** button on the Business Services Online Welcome page. The system displays the General Attestation and Login page.

Social Security Online	Business Services Online	
www.socialsecurity.gov BSO We	elcome BSO Information Contact Us Keyboard Navigation	
Online Services Availability  Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST  DON'T USE YOUR BROWSER'S BACK	Log In to BSO  User ID: (formerly referred to as PIN)  Password:  Forgot your password?	
Effective October 2007, your Personal Identification Number (PIN) in own referred to a very	(not case sensitive)  I understand that the Social Security Administration (SSA) will validate the information I provide against the information in the SSA's files.	
(PIN) is now referred to as your User ID.  Need to complete your phone registration?	information I provide against the information in the SSA's files.  I certify that:  I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.  I understand that SSA may prevent me from using these services if SSA determines or suspects that 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	
www.socialsecurity.gov BSO W	elcome BSO Information Contact Us Keyboard Navigation	

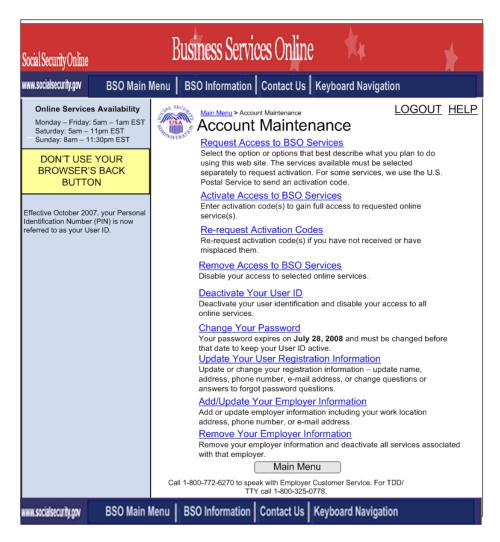
**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button... The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

**Comment [423]:** Same comment re name of page.



**Step 4**: Select the **Account Maintenance** link on the Main Menu page. The system displays the Account Maintenance page.

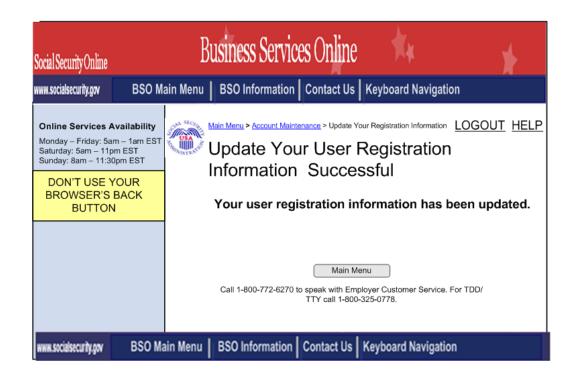
Update menu



**Step 5**: Select the **Update Your User Registration Information** link on the **Account Maintenance** page. The system displays the **Update Your User Registration Information** page.

Social Security Online	Business Services O	nline 🙀 🙀
www.socialsecurity.gov	3SO Welcome BSO Information Contact Us Keyboard	Navigation
Online Services Availability  Monday – Friday: Sam – 1am EST Saturday: Sam – 11pm EST Sunday: 8am – 11:30pm EST	Main Menu > Account Maintenance > Update Your User Reg	er Registration Information  HELP
DON'T USE YOUR BROWSER'S BACK BUTTON	First Name:	Jane
Effective October 2007, your Personal Identification Number (PIN) is now	Middle Name:	(Optional)
referred to as your User ID.	Last Name:	Doe
	Suffix:	(Optional)
	U.S. Social Security Number:	XXX-XX-9999
	Date of Birth: (mmddyyyy)	04/28/1960
Enter your permanent U.S. Domestic Address or Foreign Address.	Permanent Address Line 1:	123 Main Street
	Permanent Address Line 2:	(Optional)
	City:	Anywhere
	Country:	United States
	State Abbreviation (for U.S.) / Province:	MD
	ZIP (for U.S.) / Postal Code:	ZIP Extension (for U.S.): (Optional)
	Phone Number:	555-555-5555
	Phone Extension:	(Optional)
	Fax Number: E-mail:	(Optional)  Jane.Doe@janedoe.com
	(Needed to notify you about registration and other updates)	vanie Deegganeure von
	You may change the five questions and answers be password.	elow that are used to verify your identity if you forget your
	Mother's Maiden Name: ▼	Smith
	Name of High School: <u></u> ▼	Central High
	Name of First Pet: ▼	Spot
	Favorite Color:	Green
	Grandfather's First Name:	Joe
	Cancel	Update
	Call 1-800-772-6270 to speak v TTY ca	with Employer Customer Service. For TDD/ ill 1-800-325-0778.
www.socialsecurity.gov BS	SO Welcome   BSO Information   Cont	act Us Keyboard Navigation

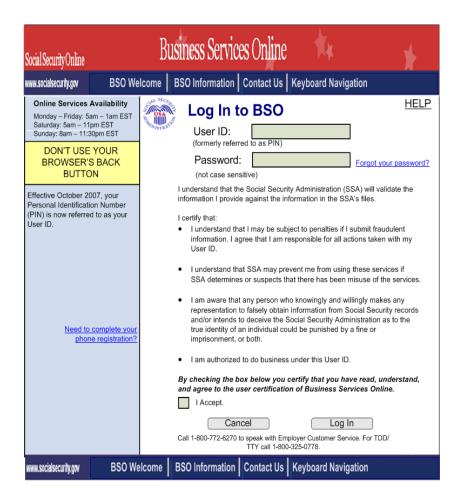
**Step 6**: Make the updates to your user registration and select the **Update** button. The systems displays the **Update Your User Registration Information Successful** Page.



# **Lesson 13: Update Your Employer Information**

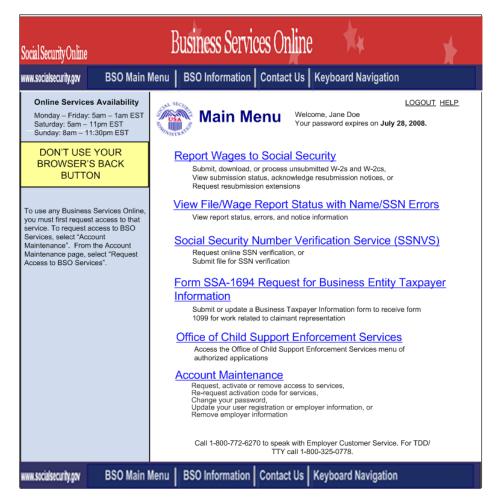
Follow the instructions below to update your employer information.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bso/bsowelcome.htm">www.socialsecurity.gov/bso/bsowelcome.htm</a>.

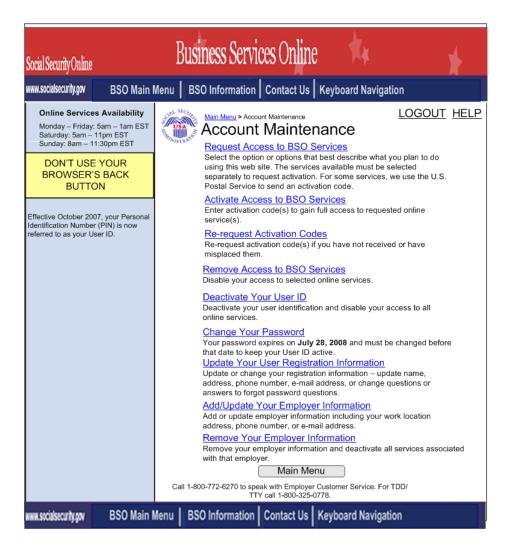


**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button... The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

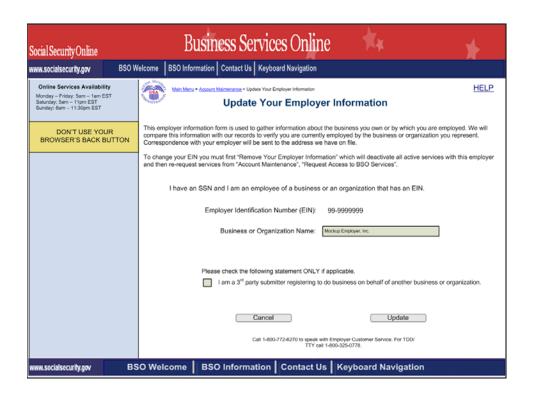
**Comment [424]:** Same comment re name of page.



**Step 4**: Select the **Account Maintenance** link on the Main Menu page. The system displays the Account Maintenance page.



**Step 5**: Select the **Add/Update Your Employer Information** link on the **Account Maintenance** page. The system displays the **Update Your Employer Information** page if you have already provided your employer's information in the past.



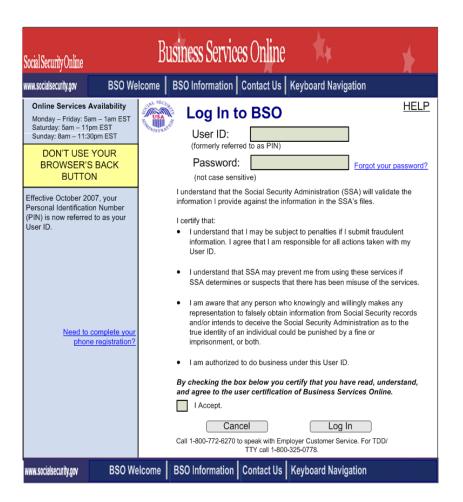
**Step 6**: Update the information and select the **Update** button. The system shall display the **Update Your Employer Information Successful** page.



# **Lesson 14: Remove Your Employer Information**

Follow the instructions below to remove your employer information.

**Step 1**: Point your browser to the Business Services Online Welcome page: www.socialsecurity.gov/bso/bsowelcome.htm.



**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button... The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

**Comment [425]:** Same comment re name of page.

Replace

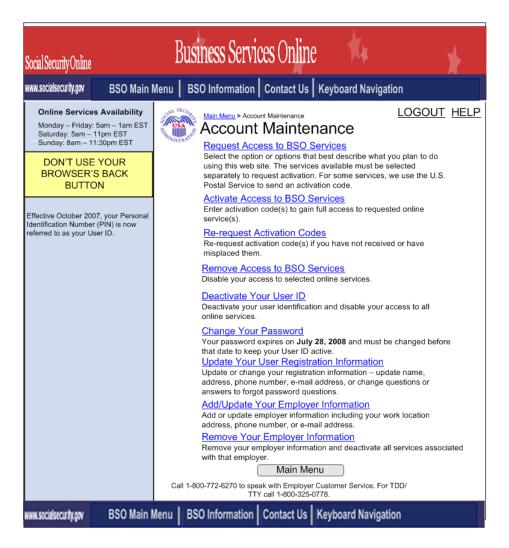
updated

menu.

with



**Step 4**: Select the **Account Maintenance** link on the Main Menu page. The system displays the Account Maintenance page.



**Step 5**: Select the **Remove Your Employer Information** link on the **Account Maintenance** page. The system displays the **Remove Your Employer Information Successful** page.



# **Lesson 15: User ID Deactivation**

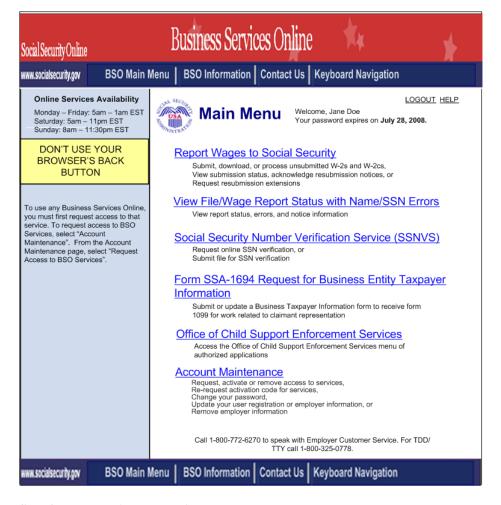
Follow the instructions below to deactivate your User ID.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bso/bsowelcome.htm">www.socialsecurity.gov/bso/bsowelcome.htm</a>.

Social Security Online	Business Services Online			
www.socialsecurity.gov	BSO We	lcome	BSO Information Contact Us Keyboard Navigation	
Online Services  Monday - Friday: 5 Saturday: 5am - 11: Sunday: 8am - 11:  DON'T USE BROWSER'	am – 1am EST pm EST 30pm EST	STATE OF THE PARTY	Log In to BSO  User ID: (formerly referred to as PIN)  Password:  Forgot your password?	
Effective October 20 Personal Identificati (PIN) is now referre User ID.	007, your ion Number		(not case sensitive) I understand that the Social Security Administration (SSA) will validate the information I provide against the information in the SSA's files.  I certify that:  I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my	
Need to complete your phone registration?		User ID.  I understand that SSA may prevent me from using these services if SSA determines or suspects that 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.  Cancel  Log In  Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778.		
www.socialsecurity.gov	BSO We	elcome	BSO Information   Contact Us   Keyboard Navigation	

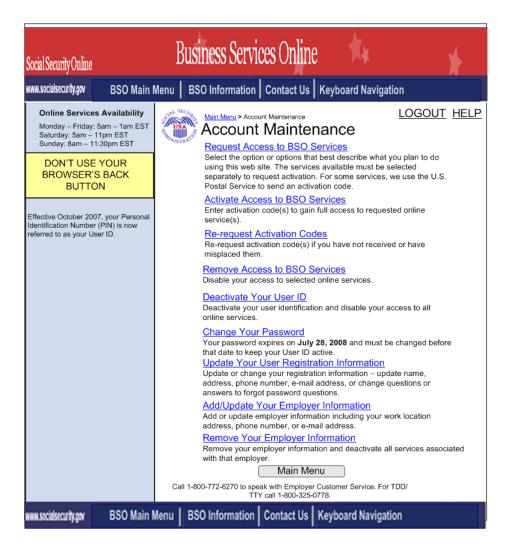
**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button... The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

**Comment [426]:** Same comment re name of page.



**Step 4**: Select the **Account Maintenance** link on the Main Menu page. The system displays the Account Maintenance page.

Replace with updated menu.



**Step 5**: Select the **Deactivate Your User ID** link on the **Account Maintenance** page. The system displays the **Deactivate User ID** page.

Social Security Online	Business Services Online		
WWW.socialsecurity.gov BSO Main Menu   BSO Information   Contact Us   Keyboard Navigation			
Online Services Availability  Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST	Main Menu > Account Maintenance > Deactivate User ID  Deactivate User ID  LOGOUT HELP		
DON'T USE YOUR BROWSER'S BACK BUTTON	This will deactivate your User ID for Online Services.		
Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.	Password:		
	Select the reason for deactivating your User ID:		
	<ul> <li>I am no longer authorized to use Online Services.</li> </ul>		
	This User ID was compromised (e.g., disclosed to an unauthorized person).		
If you deactivate your User ID you can no longer access Online Services.	Cancel Deactivate		
	Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778.		
www.socialsecurity.gov BSO Main	Menu   BSO Information   Contact Us   Keyboard Navigation		

**Step 6**: Enter your password and select the appropriate radio button. Select the **Deactivate** button to deactivate your User ID. The system displays the **User ID Deactivated** page.

### **Business Services Online** Social Security Online www.socialsecurity.gov BSO Welcome | BSO Information | Contact Us | Keyboard Navigation Online Services Availability LOGOUT HELP **User ID Deactivated** Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST DON'T USE YOUR Your Online Services User ID has been deactivated. BROWSER'S BACK **BUTTON** Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID. BSO Welcome Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778. **BSO Welcome** Contact Us | Keyboard Navigation BSO Information www.socialsecurity.gov

# **Lesson 16: Contact Social Security Administration**

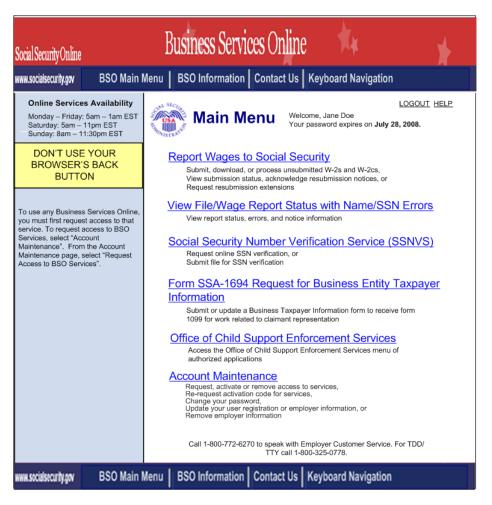
Follow the instructions below to submit a question or statement to the Social Security Administration.

**Step 1**: Point your browser to the Business Services Online Welcome page: <a href="https://www.socialsecurity.gov/bso/bsowelcome.htm">www.socialsecurity.gov/bso/bsowelcome.htm</a>.

Social Security Online	Business Services Online  Business Services Online			
www.socialsecurity.gov	BSO Weld	come   BSO Information   Contact L	Us Keyboard Navigation	
Online Services  Monday – Friday: 5 Saturday: 5am – 11 Sunday: 8am – 11:	am – 1am EST Ipm EST	Log In to BS0 User ID:		
DON'T USE BROWSER' BUTTO	SBACK	(formerly referred to as PII  Password:  (not case sensitive)	Forgot your password?	
	ion Number	(not case sensitive)  I understand that the Social Security Administration (SSA) will validate the information I provide against the information in the SSA's files.  I certify that:  I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.  I understand that SSA may prevent me from using these services if SSA determines or suspects that 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		
www.socialsecurity.gov	BSO Wel		I-800-325-0778.  US Keyboard Navigation	

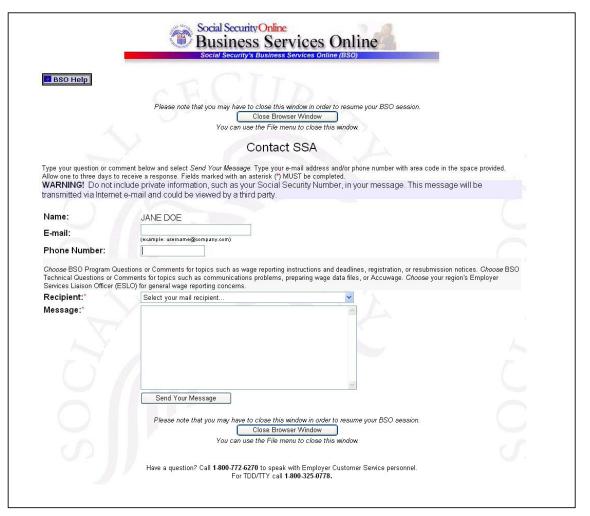
**Step 3**: Enter your User ID and Password and select the **I Accept** checkbox after reading the conditions defined on the General Attestation and Login page. Then select the Login button. The system displays the Main Menu page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

**Comment [427]:** Same comment re name of page.



**Step 4:** Select the **Contact Us** link from the header. The system displays the Contact SSA pop-up window.

Replace with updated menu



Note: Your name, telephone number, and e-mail address should automatically appear in the appropriate fields.

- **Step 7**: Enter your telephone number in the Phone Number field if it is not populated. If your phone number is in the field, verify that it is correct.
- **Step 8**: Enter your e-mail address in the **E-mail** field if it is not populated. If your e-mail address is in the field, verify that it is correct.
- **Step 9**: Select the desired organization in the **Recipient** drop-down menu. This is a required field.
- **Step 10**: Type your message in the **Message** field. This is a required field.

 ${\bf Step~11:~Select~the~Send~Your~Message~button.~(Select~the~Close~Browser~Window~to~cancel~the~message.)}$ 

**Step 12**: Select the **Close Browser Window** button to close the pop-up window and return to the BSO Main Menu.