

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:
www.socialsecurity.gov/bsowelcome.htm.

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

The screenshot shows the 'User Registration Attestation' page on the Social Security Administration's Business Services Online portal. The page has a red header with 'Business Services Online' and a blue navigation bar with links for 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. On the left, there is a sidebar with 'Online Services Availability' (Monday-Friday 5am-1am EST, Saturday 5am-11pm EST, Sunday 8am-11:30pm EST), a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON', and a note about the PIN being referred to as a User ID starting in October 2007. The main content area is titled 'User Registration Attestation' and includes a 'HELP' link. The text explains that users should read information about registering and select a link to read about SSA's legal authority. A link for 'Paperwork Reduction Act Statement' is provided. The section 'Registering for Business Services Online' states that users must complete a registration form and that information will be verified. It also notes that upon successful registration, users will have a User ID and password, and that registration information can be updated at any time. A certification section follows, where users must agree to the terms of service, which include understanding that SSA may prevent service if misuse is suspected, that fraudulent information is penalized, and that knowingly providing false information is punishable. At the bottom, there are two buttons: 'I Do NOT Accept' and 'I Accept'. A footer provides the contact number 1-800-772-6270 for Employer Customer Service.

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 User ID.

Business Services Online [HELP](#)

User Registration Attestation

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

Please select the link below to read about SSA's legal authority for collecting information.

[Paperwork Reduction Act Statement](#)

Registering for Business Services Online

To obtain a User ID and password, complete the user 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 agree that I am responsible for all actions taken with my User ID.
- 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.

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

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.

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 - 11am EST
Sunday: 8am - 11:30pm EST

DON'T USE YOUR BROWSER'S BACK BUTTON

Please enter your name and SSN as they appear on your Social Security Card. If you do NOT have a U.S. Social Security Number please leave this field blank. [More info.](#)

Please enter a permanent U.S. or foreign residence address. When requesting services you will have an opportunity to enter a work location address, if appropriate. [More info.](#)

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.](#)

Choose your password: your User ID and password are required to access Business Services Online. Your password must be 8 characters long and be a combination of letters and numbers. Passwords are NOT case sensitive. Do not use special characters. [More info.](#)

BSO Welcome > User Registration [HELP](#)

User Registration

Form Approved: OMB No. 0960-0626
Expiration date: 09/30/2009

Information about you: Since you are requesting a User ID, we will need to gather some information about you. The information you provide will be compared with our records in order to verify your identity. Select [this link](#) for more help with completing this form.

First Name:

Middle Name: (Optional)

Last Name:

Suffix: (Optional)

U.S. Social Security Number: (If you do NOT have an SSN leave this field blank.)

Date of Birth: (mmddyyyy)

Permanent Address Line 1:

Permanent Address Line 2: (Optional)

City:

Country:

State Abbreviation (for U.S.) / Province:

ZIP (for U.S.) / Postal Code: ZIP Extension (for U.S.): (Optional)

Phone Number:

Phone Extension: (Optional)

Fax Number: (Optional)

E-mail:

(Needed to notify you about registration and other updates)

The answers to the five questions below will be required if you forget your password to verify your identity and allow you to select a new password.

Mother's Maiden Name:

Name of High School:

Name of First Pet:

Favorite Color:

Grandfather's First Name:

Enter Password: (not case sensitive)

Reenter Password: (not case sensitive)

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

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.*

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 User ID.

Successful User Registration [HELP](#)

Your user registration request was successful.
 Your User ID for Business Services Online is:
Akjsd112

Please secure this User ID for your future use. You will need this ID and your password to access Business Services Online.

Your password will be valid until **July 28, 2008**. You will be forced to change your password during the log in process if your password is older than 90 days.

The next step is to request access to use any of the online services available to you. Check the "I Accept" box indicating you have read and agree with the statements below and then select the "Request Access to BSO Services" button.

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.

[Request Access to BSO Services](#)

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 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 [Lesson 8: Login Procedures](#) 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:
www.socialsecurity.gov/bsowelcome.htm.

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

Complete Phone Registration [HELP](#)

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 User ID.

Enter your Social Security Number or leave blank if you do NOT have an SSN.

Your password must be at least 8 characters long and be a combination of letters and numbers. For example, there must be at least one letter and one number in your password. Passwords are NOT case sensitive. Do not use special characters.

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

User ID:

First Name:

Last Name:

US Social Security Number:

Date of Birth:
(MMDDYYYY)

Enter Password:

Re-enter Password:

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 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.)

The screenshot shows the Business Services Online interface. At the top, there is a red banner with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links for 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background. On the left, there is a sidebar with 'Online Services Availability' (Monday-Friday: 5am-1am EST, Saturday: 5am-11pm EST, Sunday: 8am-11:30pm EST) and a yellow box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area features the Social Security Administration logo, the title 'Phone Registration Successful', and a 'HELP' link. The primary message is 'Your phone registration is complete.' followed by a password expiration notice: 'Your password will expire on July 28, 2008. You will be forced to change your password during the log in process if your password is older than 90 days.' Below this are two buttons: 'BSO Welcome' and 'Log In'. At the bottom, there is contact information: 'Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.' The footer navigation bar is identical to the top one.

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:
www.socialsecurity.gov/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**.

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.

The screenshot shows the Social Security Business Services Online Main Menu. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with 'www.socialsecurity.gov', 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is white and contains several sections:

- 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:** A yellow warning box.
- Account Maintenance:** 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".
- Main Menu:** Welcome, Jane Doe. Your password expires on July 28, 2008. Includes links for:
 - 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.
- Footer:** 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.

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.


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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

 [Main Menu](#) > Account Maintenance [LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)
 Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)
 Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)
 Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)
 Disable your access to selected online services.

[Deactivate Your User ID](#)
 Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)
 Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)
 Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.

[Add/Update Your Employer Information](#)
 Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)
 Remove your employer information and deactivate all services associated with that employer.

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

Online Services Availability

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

[HELP](#)**Employer Information Attestation**

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

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

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

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 against our records.

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

You may update your employer information any time.

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

User Certification for Business Services Online

I certify that:

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

OR

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

OR

I am a self-employed individual.

OR

I am a volunteer for an organization.

- I understand that SSA may prevent me and/or the company or organization I represent from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information. 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.

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

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 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

Add Your Employer Information
 Form Approved: OMB No. 0960-0626
 Expiration date: 09/30/2009

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:

Employer Identification Number (EIN): (If you do NOT have an EIN leave this field blank)

Business or Organization Name:

Please check the following statement ONLY if applicable.
 I am a 3rd party submitter registering to do business on behalf of another business or organization.

Please enter your Employer Identification Number. If you do NOT have an EIN then leave this field blank.

If you previously removed employer information, all access to services associated with that employer has been deactivated.

www.socialsecurity.gov | [BSO 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.

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**



[Main Menu](#) > [Account Maintenance](#) > Add/Update Your Employer Information

Add Your Employer Information Successful

Your employer information has been added.

[Main Menu](#)

[Request Access to BSO Services](#)

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

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:
www.socialsecurity.gov/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.

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

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.

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

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".



Main Menu [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](#)

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

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

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

[Main Menu](#) > Account Maintenance [LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)
 Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)
 Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)
 Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)
 Disable your access to selected online services.

[Deactivate Your User ID](#)
 Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)
 Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)
 Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.

[Add/Update Your Employer Information](#)
 Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)
 Remove your employer information and deactivate all services associated with that employer.

[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 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” and services suite.” If we’re not changing it to “suite of services” I vote for “services suite.”

Online Services Availability

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



Request Access to BSO Services

[Account Maintenance](#) > Request Access to BSO Services

[LOGOUT](#) [HELP](#)

DON'T USE YOUR BROWSER'S
BACK BUTTON

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

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

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.

The screenshot shows the 'Business Services Online' interface. At the top, there is a red header with the Social Security logo and the text 'Business Services Online'. Below this is a dark blue navigation bar with links for 'www.socialsecurity.gov', 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is white and contains the following elements:

- Online Services Availability:** Monday - Friday: 5am - 1am EST, Saturday: 5am - 11pm EST, Sunday: 6am - 11:30pm EST.
- Navigation:** A breadcrumb trail: 'Main Menu > Account Maintenance > Request Access to BSO Services > Employer Information'. A 'HELP' link is also present.
- Employer Information:** Employer Identification Number (EIN): 99-9999999, Business or Organization Name: Mockup Employer, Inc.
- Services:** A list of services currently accessible: Social Security Number Verification Service (SSNVS), Report Wages to Social Security, and View File/Wage Report Status, Errors, and Error Notices with Name/SSN Errors.
- Instructions:** A note stating that additional requests for services will be for the Employer Information listed above, and that users should return to 'Account Maintenance' to update their information.
- Buttons:** 'Cancel' and 'Next >>' buttons.

At the bottom, there is another dark blue navigation bar identical to the one at the top.

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.

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

Request Access to BSO Services

[Main Menu](#) > [Account Maintenance](#) > Request Access to BSO Services

[LOGOUT](#) [HELP](#)

Screen X of X

DON'T USE YOUR BROWSER'S BACK BUTTON

Report Wages to Social Security

Do you want to report wages to Social Security?

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

- 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 basic submission status.

Yes
 No

<< Previous
Next >>

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

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

DON'T USE YOUR BROWSER'S BACK BUTTON

[Main Menu](#) > [Account Maintenance](#) > Request Access to BSO Services [LOGOUT](#) [HELP](#)

Request Access to BSO Services

Screen X of X

View File/Wage Report Status, Errors and Error Notices

The View File/Wage Report Status, Errors, and Error Notices service allows you to view additional submission status of the wage information submitted by or for your employer. This additional service allows you to review any errors the Social Security Administration found in the submitted information, and any error notices the Social Security Administration sent to your employer.

You can choose to view the error and error notices **with** or **without** Name/SSN errors. Access requires obtaining an activation code which may take up to 2 weeks.

- The activation notice for reviewing wage information status **without** Name/SSN errors is sent directly to you.
- The activation notice for reviewing wage information status **with** Name/SSN errors is sent directly to your employer. This access involves a more rigorous process and requires pre-authorization from your employer.

After you receive the activation notice, you may activate this additional service by logging in to the BSO web site and from the "Account Maintenance" menu, select "Activate Access to BSO Services" and enter the activation code.

I do NOT want the additional Submission Information described above. Basic Submission Status is included with "Report Wages to Social Security."

I do want the additional Submission Information described above. I request access to "View File/Wage Report Status, Errors and Error Notices **without** Name/SSN Errors".

I do want the additional Submission Information described above. I request access to "View File/Wage Report Status, Errors and Error Notices **with** Name/SSN Errors".

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

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


Request Access to BSO Services
 Screen X of X

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 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 to the address we have on record, usually within 2 weeks. The notice will include an activation code which is needed to activate your request.



Yes
 No

<< Previous Next >>

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

Social Security Online
www.socialsecurity.gov

Business Services Online

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](#) > Request Access to BSO Services [LOGOUT](#) [HELP](#)

Request Access to BSO Services

Screen X of X

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 payment, **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

Yes
 No

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

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

DON'T USE YOUR BROWSER'S BACK BUTTON

 [Main Menu](#) > [Account Maintenance](#) > Request Access to BSO Services [LOGOUT](#) [HELP](#)

Request Access to BSO Services

Screen X of X

Form SSA-1699 Appointed Representation and Direct Deposit Information Form

Sole proprietors, single-member LLCs, and single-member LLPs should not complete the Business Taxpayer Information Form. Instead, you should complete the [SSA-1699 Appointed Representation and Direct Deposit Information Form](#)

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

Social Security Online **Business Services Online**

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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

[Main Menu](#) > [Account Maintenance](#) > Request Access to BSO Services [LOGOUT](#) [HELP](#)

Request Access to BSO Services

Request Summary

You have selected the following functions:

- Report Wages to Social Security Service*
- Social Security Number Verification Service*
- View File/Wage Report Status, Errors, and Error Notices without Name/SSN Errors*
- Form SSA-1694 Request for Business Entity Taxpayer Information*

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.

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 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 | BSO Information | Contact Us | Keyboard Navigation

[Main Menu](#) > [Account Maintenance](#) > Request Access to BSO Services [LOGOUT](#) [HELP](#)

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 layer 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 page, select "Activate Access to BSO Services".

[Proper Use of Social Security Number Verification Service](#)



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 Orders
 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.

Log In to BSO [HELP](#)

User ID:
(formerly referred to as PIN)

Password: [Forgot your password?](#)
(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 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.

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

Comment [410]: Again, name of page should match in screen shot and text.

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 [411]: Same comment re name of page.

Social Security Online
Business Services Online

[www.socialsecurity.gov](#) | [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

| | |
|---|---|
| <p>Online Services Availability Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST</p> | <div style="text-align: right;"> LOGOUT HELP </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <h2 style="margin: 0;">Main Menu</h2> <p>Welcome, Jane Doe Your password expires on July 28, 2008.</p> </div> </div> <div style="margin-top: 10px;"> <p>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</p> <p>View File/Wage Report Status with Name/SSN Errors View report status, errors, and notice information</p> <p>Social Security Number Verification Service (SSNVS) Request online SSN verification, or Submit file for SSN verification</p> <p>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</p> <p>Office of Child Support Enforcement Services Access the Office of Child Support Enforcement Services menu of authorized applications</p> <p>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</p> <p style="text-align: center; font-size: small;">Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778.</p> </div> |
| <p>DON'T USE YOUR BROWSER'S BACK BUTTON</p> | |
| <p>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".</p> | |

[www.socialsecurity.gov](#) | [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

 [Main Menu](#) > Account Maintenance [LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)
 Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)
 Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)
 Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)
 Disable your access to selected online services.

[Deactivate Your User ID](#)
 Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)
 Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)
 Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.

[Add/Update Your Employer Information](#)
 Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)
 Remove your employer information and deactivate all services associated with that employer.

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 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.)

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

DON'T USE YOUR BROWSER'S BACK BUTTON

[Main Menu](#) > [Account Maintenance](#) > [Activate Access](#) | [LOGOUT](#) | [HELP](#)

Activate Access to BSO Services

Please enter the activation code for any service for which you have requested access and received an activation code. Activation codes may only be entered one at a time.

If you have received more than one activation code you will have the option to enter the remaining codes upon the successful or unsuccessful activation of each code entered.

Enter Your activation code:

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

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[Main Menu](#) > [Account Maintenance](#) > [Activate Access](#) [LOGOUT](#) [HELP](#)

Activation Code Approved

Your request to Report Wages to the Social Security Administration has been approved.

Please select "Enter Another Activation Code" to enter another activation code, or select "BSO Main Menu" to access Report Wages to the Social Security Administration.

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 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**.

Comment [413]: Same comment as before.

Log In to BSO

User ID:
(formerly referred to as PIN)

Password: [Forgot your password?](#)
(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 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.

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

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 re name of page.

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

The screenshot shows the Social Security Business Services Online Main Menu page. At the top, there is a red header with the text "Social Security Online" and "Business Services Online". Below the header is a dark blue navigation bar with the text "www.socialsecurity.gov", "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The main content area is white and contains the following elements:

- 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:** A yellow box with black text.
- 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".**
- Main Menu:** A large heading with the Social Security Administration logo to its left.
- Welcome, Jane Doe:** A personalized greeting with the text "Your password expires on July 28, 2008." and links for "LOGOUT" and "HELP".
- Report Wages to Social Security:** A link with a description: "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:** A link with the description: "View report status, errors, and notice information".
- Social Security Number Verification Service (SSNVS):** A link with the description: "Request online SSN verification, or Submit file for SSN verification".
- Form SSA-1694 Request for Business Entity Taxpayer Information:** A link with the description: "Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation".
- Office of Child Support Enforcement Services:** A link with the description: "Access the Office of Child Support Enforcement Services menu of authorized applications".
- Account Maintenance:** A link with the description: "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.**

At the bottom, there is a dark blue navigation bar identical to the one at the top.

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?

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 User ID.



[Main Menu](#) > Account Maintenance

[LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)

Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)

Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)

Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)

Disable your access to selected online services.

[Deactivate Your User ID](#)

Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)

Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)

Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.

[Add/Update Your Employer Information](#)

Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)

Remove your employer information and deactivate all services associated with that employer.

[Main Menu](#)

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

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

Social Security Online **Business Services Online**

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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

[Main Menu](#) > [Account Maintenance](#) > Re-Request Activation Codes [LOGOUT](#) [HELP](#)

Re-Request Activation Codes

If you previously requested access to Business Services Online services and have not received, or have misplaced your activation code(s), you may re-request them here. If it has not been at last 10 days since you requested the access, you will not be able to re-request your activation code(s) at this time. If it has been more than 60 days since you requested access, you will need to re-request access via the Request Access to BSO Services option.

Report Wages to Social Security

- Create, print, and submit Forms W-2 and W-2c Online,
- Upload wage submission files that are prepared in the Electronic Filing (EFW2) format, and
- Acknowledge resubmission request notices and obtain time extensions for resubmission requests.

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

- Review the processing status of wage files and/or wage reports submitted by or for your company,
- Review the errors found by Social Security in wage files submitted by or for your company, and
- Review error notices sent by Social Security about wage files submitted by or for your company.

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

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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.

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

 [Main Menu](#) > [Account Maintenance](#) > Re-Request Activation Codes [LOGOUT](#) [HELP](#)

Re-Request Activation Codes Confirmation

**Your request was received on Monday, January 24th, 2006.
 Please print this for your records.**

View File/Wage Report Status, Errors, and Error Notices
 Your activation code has been sent by first class mail to the address we have on record for you. (Baltimore, MD)

Activation codes add a layer of security to the employer and employee using Business Services Online. 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.

To enable your services when your activation code arrives, select Account Maintenance from the BSO Main Menu and then select the Activate Access to BSO Services link.

[BSO 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 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.

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

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".



Main Menu [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](#)

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.


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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

 [Main Menu](#) > Account Maintenance [LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)
 Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)
 Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)
 Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)
 Disable your access to selected online services.

[Deactivate Your User ID](#)
 Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)
 Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)
 Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.

[Add/Update Your Employer Information](#)
 Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)
 Remove your employer information and deactivate all services associated with that employer.

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

Social Security Online **Business Services Online**

www.socialsecurity.gov | BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

Main Menu > Account Maintenance > Remove Access to BSO Services [LOGOUT](#) [HELP](#)

Remove Access to BSO Services

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

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 basic submission status.

View File/Wage Report Status, Errors, and Error Notices with Name/SSN Errors

- Review the status of wage files and/or wage reports submitted by or for your company,
- Review the errors, including Name/Social Security Number mismatches, found by Social Security in wage files submitted by or for your company, and
- Review error notices, including Name/Social Security Number Mismatch notices, sent by Social Security about wage files submitted by or for your company

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

OCSE – Process Electronic Income Withholding Orders

Process transactions for state-to-employer income withholding orders for child support enforcement.

OCSE – Match Financial Accounts against Outstanding Child Support Balances

Match information on individuals owing past-due child support against account information maintained by their financial institutions.

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: 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 included for TY08? If not, replace screenshot.

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](#) > Remove Access to BSO Services [LOGOUT](#) [HELP](#)

Remove Access to BSO Services Successful

Your request to remove access to the following services was successful:

Report Wages to Social Security

View File/Wage Report Status, Errors, and Error Notices with Name/SSN Errors

If you have removed this access in error you may use the "Request Access to BSO Services" option from the "Main Menu", "Account Maintenance" selection to re-request access.

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 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:
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**.

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 User ID.

[Need to complete your phone registration?](#)

Log In to BSO [HELP](#)

User ID:
(formerly referred to as PIN)

Password: [Forgot your password?](#)
(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 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.

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

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

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 [420]: Same comment re name of page.

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".



Main Menu

[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.

Lesson 9: Logout Procedures

Follow the instructions below to log out of BSO

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

The screenshot shows the Social Security Business Services Online (BSO) interface. At the top, there is a red header with "Social Security Online" and "Business Services Online". Below this is a dark blue navigation bar with links for "www.socialsecurity.gov", "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The main content area has a white background. On the left, there is a box for "Online Services Availability" with hours: Monday - Friday: 5am - 1am EST, Saturday: 5am - 11pm EST, Sunday: 8am - 11:30pm EST. Below this is a yellow box with the text "DON'T USE YOUR BROWSER'S BACK BUTTON". The main heading is "Log Out of BSO" with a breadcrumb trail "Main Menu > Screen Name > Log Out" and links for "LOGOUT" and "HELP". The central question is "Are you sure you want to log out of Business Services Online?". Below the question are two buttons: "No" and "Yes". At the bottom, there is a footer with the text "Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778." and a dark blue navigation bar identical to the one at the top.

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:

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.

Log In to BSO [HELP](#)

User ID:
(formerly referred to as PIN)

Password: [Forgot your password?](#)
(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 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.

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

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 re name of 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

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".

 **Main Menu** [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](#)

Update menu

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

 [Main Menu](#) > Account Maintenance [LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)
 Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)
 Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)
 Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)
 Disable your access to selected online services.

[Deactivate Your User ID](#)
 Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)
 Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)
 Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.


[Add/Update Your Employer Information](#)
 Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)
 Remove your employer information and deactivate all services associated with that employer.

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

| | |
|--|---|
|  Main Menu > Account Maintenance Menu > Change password LOGOUT HELP | |
| <h2 style="text-align: center;">Change Password</h2> <p style="text-align: center;">User ID: FFQERT99</p> | |
| <p>DON'T USE YOUR BROWSER'S BACK BUTTON</p> | <p>Input Old Password: <input type="text"/></p> <p>Input New Password: <input type="text"/></p> <p>Confirm New Password: <input type="text"/></p> |
| <p>Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.</p> <p>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.</p> | <p>To maintain a secure system, your password needs to meet the following requirements:</p> <ul style="list-style-type: none"> • 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. <p style="text-align: center;"> <input type="button" value="Cancel"/> <input type="button" value="Change Password"/> </p> <p style="text-align: center; font-size: small;">Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.</p> |

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.

Online Services Availability

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



[Main Menu](#) > [Account Maintenance Menu](#) > Change Password

[LOGOUT](#) [HELP](#)

Password Change Successful

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

Your password has been successfully changed.

[BSO Main Menu](#)

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

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 you 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:

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.

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
User ID.

[Need to complete your
phone registration?](#)



Log In to BSO

[HELP](#)User ID:

(formerly referred to as PIN)

Password:

(not case sensitive)

[Forgot your password?](#)

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.

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

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

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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

Forgot Password

[HELP](#)

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.

Your User ID and password are required to access Business Services Online.

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.](#)

Request to replace forgotten password

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

Mother's Maiden Name:

Name of High School:

Name of First Pet:

Choose your new password.

Input New Password:

Confirm New Password:

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.

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 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.

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

Request Password by Mail [HELP](#)

DON'T USE YOUR BROWSER'S BACK BUTTON

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:

US Social Security Number:

Date of Birth:
(MMDDYYYY)

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

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.

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
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 Sunday: 8am – 11:30pm EST

Request for New Password Successful [HELP](#)

Your request for a new password by mail was successful.

Your temporary password will be sent to you by first class mail usually within 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. Please do not try to use it.

BSO Welcome

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

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

Forgot Password Update Successful [HELP](#)

Your forgotten password has been successfully changed.

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

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:

www.socialsecurity.gov/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 [423]: Same comment re name of 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

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".

 **Main Menu** 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

Update menu

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

Social Security Online
Business Services Online

www.socialsecurity.gov

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

| | |
|---|--|
| <p>Online Services Availability Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST</p> <p style="background-color: yellow; text-align: center; padding: 5px;">DON'T USE YOUR BROWSER'S BACK BUTTON</p> <p>Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.</p> | <div style="text-align: right;"> LOGOUT HELP </div> <p>Main Menu > Account Maintenance</p> <h2 style="text-align: center;">Account Maintenance</h2> <p>Request Access to BSO Services Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.</p> <p>Activate Access to BSO Services Enter activation code(s) to gain full access to requested online service(s).</p> <p>Re-request Activation Codes Re-request activation code(s) if you have not received or have misplaced them.</p> <p>Remove Access to BSO Services Disable your access to selected online services.</p> <p>Deactivate Your User ID Deactivate your user identification and disable your access to all online services.</p> <p>Change Your Password Your password expires on July 28, 2008 and must be changed before that date to keep your User ID active.</p> <p>Update Your User Registration Information Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.</p> <p>Add/Update Your Employer Information Add or update employer information including your work location address, phone number, or e-mail address.</p> <p>Remove Your Employer Information Remove your employer information and deactivate all services associated with that employer.</p> <p style="text-align: center;"><input type="button" value="Main Menu"/></p> <p style="font-size: 10px; text-align: center;">Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.</p> |
|---|--|

www.socialsecurity.gov

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

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 Online

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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 User ID.

Enter your permanent U.S. Domestic Address or Foreign Address.

Main Menu > Account Maintenance > Update Your User Registration Information [HELP](#)

Update Your User Registration Information

First Name:

Middle Name: (Optional)

Last Name:

Suffix: (Optional)

U.S. Social Security Number: XXX-XX-9999

Date of Birth: (mmddyyyy)

Permanent Address Line 1:

Permanent Address Line 2: (Optional)

City:

Country:

State Abbreviation (for U.S.) / Province:

ZIP (for U.S.) / Postal Code: ZIP Extension (for U.S.): (Optional)

Phone Number:

Phone Extension: (Optional)

Fax Number: (Optional)

E-mail:

(Needed to notify you about registration and other updates)

You may change the five questions and answers below that are used to verify your identity if you forget your password.

Mother's Maiden Name:

Name of High School:

Name of First Pet:

Favorite Color:

Grandfather's First Name:

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

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**



[Main Menu](#) > [Account Maintenance](#) > Update Your Registration Information [LOGOUT](#) [HELP](#)

Update Your User Registration Information Successful

Your user registration information has been updated.

[Main Menu](#)

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

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:
www.socialsecurity.gov/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.

Log In to BSO [HELP](#)

User ID:
(formerly referred to as PIN)

Password: [Forgot your password?](#)
(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 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.

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

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.

The screenshot shows the Business Services Online Main Menu page. At the top, there is a red header with the Social Security Online logo and the text "Business Services Online". Below the header is a dark blue navigation bar with links for "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The main content area is white and features a "Main Menu" section with a "Welcome, Jane Doe" message and a password expiration notice for July 28, 2008. The menu items include "Report Wages to Social Security", "View File/Wage Report Status with Name/SSN Errors", "Social Security Number Verification Service (SSNVS)", "Form SSA-1694 Request for Business Entity Taxpayer Information", "Office of Child Support Enforcement Services", and "Account Maintenance". A yellow box on the left side of the page contains the warning "DON'T USE YOUR BROWSER'S BACK BUTTON" and instructions on how to request access to BSO Services. The footer of the page is a dark blue bar with the same navigation links as the top bar.

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

 [Main Menu](#) > Account Maintenance [LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)
 Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)
 Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)
 Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)
 Disable your access to selected online services.

[Deactivate Your User ID](#)
 Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)
 Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)
 Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.

[Add/Update Your Employer Information](#)
 Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)
 Remove your employer information and deactivate all services associated with that employer.

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 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.

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**



[Main Menu](#) > [Account Maintenance](#) > Update Your Employer Information

[HELP](#)

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" which will deactivate all active services with this employer and then re-request services from "Account Maintenance", "Request Access to BSO Services".

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

Employer Identification Number (EIN): 99-9999999

Business or Organization Name:

Please check the following statement ONLY if applicable.

I am a 3rd party submitter registering to do business on behalf of another business or organization.

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

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

The screenshot shows the 'Update Your Employer Information Successful' page on the Social Security Business Services Online portal. The page features a red header with the 'Business Services Online' logo and a blue navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. A left sidebar contains 'Online Services Availability' information and a yellow warning box that reads 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area displays the title 'Update Your Employer Information Successful' and the message 'Your employer information has been updated.' Below this is a 'Main Menu' button and contact information for Employer Customer Service. The footer repeats the navigation links and the website URL.

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

DON'T USE YOUR BROWSER'S BACK BUTTON

[Main Menu](#) > [Account Maintenance](#) > Update Your Employer Information [LOGOUT](#) [HELP](#)

Update Your Employer Information Successful

Your employer information has been updated.

[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](#)

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/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.

Log In to BSO [HELP](#)

User ID:
(formerly referred to as PIN)

Password: [Forgot your password?](#)
(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 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.

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

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.

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

LOGOUT HELP

Main Menu 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.

Replace with updated menu.

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

Social Security Online
Business Services Online

www.socialsecurity.gov

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

| | |
|---|---|
| <p>Online Services Availability Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST</p> <p style="background-color: yellow; text-align: center; padding: 5px;">DON'T USE YOUR BROWSER'S BACK BUTTON</p> <p>Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.</p> | <div style="text-align: right;"> LOGOUT HELP </div> <p>Main Menu > Account Maintenance</p> <h2 style="text-align: center;">Account Maintenance</h2> <p>Request Access to BSO Services Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.</p> <p>Activate Access to BSO Services Enter activation code(s) to gain full access to requested online service(s).</p> <p>Re-request Activation Codes Re-request activation code(s) if you have not received or have misplaced them.</p> <p>Remove Access to BSO Services Disable your access to selected online services.</p> <p>Deactivate Your User ID Deactivate your user identification and disable your access to all online services.</p> <p>Change Your Password Your password expires on July 28, 2008 and must be changed before that date to keep your User ID active.</p> <p>Update Your User Registration Information Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.</p> <p>Add/Update Your Employer Information Add or update employer information including your work location address, phone number, or e-mail address.</p> <p>Remove Your Employer Information Remove your employer information and deactivate all services associated with that employer.</p> <p style="text-align: center;"><input type="button" value="Main Menu"/></p> <p style="font-size: 8px;">Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.</p> |
|---|---|

www.socialsecurity.gov

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

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

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**



[Main Menu](#) > [Account Maintenance](#) > Remove Your Employer Information [LOGOUT](#) [HELP](#)

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.

[Main Menu](#)

[Request Access to BSO Services](#)

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

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:
www.socialsecurity.gov/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.

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 |  | <h3>Log In to BSO</h3> <p>User ID: <input type="text"/> (formerly referred to as PIN)</p> <p>Password: <input type="password"/> Forgot your password? (not case sensitive)</p> <p>I understand that the Social Security Administration (SSA) will validate the information I provide against the information in the SSA's files.</p> <p>I certify that:</p> <ul style="list-style-type: none">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. <p>By checking the box below you certify that you have read, understand, and agree to the user certification of Business Services Online.</p> <p><input type="checkbox"/> I Accept.</p> <p><input type="button" value="Cancel"/> <input type="button" value="Log In"/></p> <p>Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/ TTY call 1-800-325-0778.</p> | HELP |
| DON'T USE YOUR BROWSER'S BACK BUTTON | | | |

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

[Need to complete your phone registration?](#)

www.socialsecurity.gov | [BSO Welcome](#) | [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.

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".

Main Menu 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.

Replace with updated menu.

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


Social Security Online **Business Services Online**

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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

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

 [Main Menu](#) > Account Maintenance [LOGOUT](#) [HELP](#)

Account Maintenance

[Request Access to BSO Services](#)
 Select the option or options that best describe what you plan to do using this web site. The services available must be selected separately to request activation. For some services, we use the U.S. Postal Service to send an activation code.

[Activate Access to BSO Services](#)
 Enter activation code(s) to gain full access to requested online service(s).

[Re-request Activation Codes](#)
 Re-request activation code(s) if you have not received or have misplaced them.

[Remove Access to BSO Services](#)
 Disable your access to selected online services.

[Deactivate Your User ID](#)
 Deactivate your user identification and disable your access to all online services.

[Change Your Password](#)
 Your password expires on **July 28, 2008** and must be changed before that date to keep your User ID active.

[Update Your User Registration Information](#)
 Update or change your registration information – update name, address, phone number, e-mail address, or change questions or answers to forgot password questions.

[Add/Update Your Employer Information](#)
 Add or update employer information including your work location address, phone number, or e-mail address.

[Remove Your Employer Information](#)
 Remove your employer information and deactivate all services associated with that employer.

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

Social Security Online
www.socialsecurity.gov

Business Services Online

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

If you deactivate your User ID you can no longer access Online Services.

Main Menu > Account Maintenance > Deactivate User ID

LOGOUT HELP

Deactivate User ID

This will deactivate your User ID for Online Services.

Password:

Select the reason for deactivating your User ID:

- I am no longer authorized to use Online Services.
- This User ID was compromised (e.g., disclosed to an unauthorized person).

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.

Online Services Availability

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



User ID Deactivated

[LOGOUT](#) [HELP](#)

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

Your Online Services User ID has been deactivated.

BSO Welcome

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

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

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:

www.socialsecurity.gov/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.

Social Security Online
Business Services Online

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

| | | |
|---|---|---|
| <p>Online Services Availability Monday – Friday: 5am – 1am EST Saturday: 5am – 11pm EST Sunday: 8am – 11:30pm EST</p> |  | <div style="text-align: right;">HELP</div> <h2 style="margin: 0;">Log In to BSO</h2> <p>User ID: <input style="width: 100%;" type="text"/> <small>(formerly referred to as PIN)</small></p> <p>Password: <input style="width: 100%;" type="password"/> Forgot your password? <small>(not case sensitive)</small></p> <p>I understand that the Social Security Administration (SSA) will validate the information I provide against the information in the SSA's files.</p> <p>I certify that:</p> <ul style="list-style-type: none"> 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. <p>By checking the box below you certify that you have read, understand, and agree to the user certification of Business Services Online.</p> <p><input type="checkbox"/> I Accept.</p> <p style="text-align: center;"> <input type="button" value="Cancel"/> <input type="button" value="Log In"/> </p> <p style="font-size: 8px; text-align: center;">Call 1-800-772-6270 to speak with Employer Customer Service. For TDD/TTY call 1-800-325-0778.</p> |
| <p style="text-align: center; font-weight: bold;">DON'T USE YOUR BROWSER'S BACK BUTTON</p> | <p>Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.</p> <p style="text-align: center;">Need to complete your phone registration?</p> | |

www.socialsecurity.gov
BSO Welcome | 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 [427]: Same comment re name of 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

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".



Main Menu [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](#)

Replace with updated menu

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



[BSO Help](#)

Please note that you may have to close this window in order to resume your BSO session.

[Close Browser Window](#)

You can use the File menu to close this window.

Contact SSA

Type your question or comment below and select *Send Your Message*. Type your e-mail address and/or phone number with area code in the space provided. Allow one to three days to receive a response. Fields marked with an asterisk (*) MUST be completed.

WARNING! Do not include private information, such as your Social Security Number, in your message. This message will be transmitted via Internet e-mail and could be viewed by a third party.

Name: JANE DOE

E-mail:

(example: username@company.com)

Phone Number:

Choose BSO Program Questions or Comments for topics such as wage reporting instructions and deadlines, registration, or resubmission notices. Choose BSO Technical Questions or Comments for topics such as communications problems, preparing wage data files, or Accuwage. Choose your region's Employer Services Liaison Officer (ESLO) for general wage reporting concerns.

Recipient:* Select your mail recipient...

Message:*

[Send Your Message](#)

Please note that you may have to close this window in order to resume your BSO session.

[Close Browser Window](#)

You can use the File menu to close this window.

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
For TDD/TTY call **1-800-325-0778**.

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.

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.