



## BSO Tutorial for Tax Year 2007

# Registration Services

Contains the following lessons:

- Registration for [Domestic Registrants](#) and [Foreign Registrants](#)
- [Complete Phone Registration](#)
- Access to BSO Services: [Request](#), [Activate](#), [Re-Request](#), and [Remove](#) Access
- [Login](#) and [Logout](#) Procedures
- [Change](#) and [Forgotten](#) Passwords
- [Update Your Registration Information](#)
- [User ID Deactivation](#)
- [Contact SSA](#)

## Lesson 1: Registration for Domestic Registrants

Follow the instructions below to register for a User ID and password if you are a domestic registrant.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

Social Security Online
Business Services Online

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

Registration Attestation
HELP

[BSO Welcome](#) > Registration Attestation

**Online Services Availability**

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

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

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

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

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

[Paperwork Reduction Act Statement](#)

**Registering for Business Services**

To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.

Upon successful registration, you will have your User ID and password.

You may update your registration information or change your password at any time. Your User ID will expire if you do not change your password at least once a year. The system will display your password expiration date. If you provide an e-mail address during the registration process, you will receive an e-mail notification when your User ID is about to expire.

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

OR

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

OR

I am registering as a self-employed individual.

- 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 ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.

---

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

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

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

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

Social Security Online  
www.socialsecurity.gov
Business Services Online

BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

Registration for Business Services Online
HELP

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

Please enter your Employer Identification Number. If you do NOT have an EIN then leave this field blank. [More info.](#)

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

You must have an Employer Identification Number (EIN) to request access to the full range of Business Services Online. 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 Company or Business: we will compare this information with our records to verify you are currently employed by the company or business you represent. Correspondence with your employer will be sent to the address we have on file, not the address you provide below. Select [this link](#) for more help with completing this form.

I am an employee of a company that has an EIN  
 I am Self Employed and have an EIN  
 I am Self Employed and do NOT have an EIN  
 I am a Household Employer and have an EIN  
 I work and reside outside the U.S. and have an EIN, but I do NOT have a U.S. Social Security Number

**Employer Identification Number (EIN):**  (If you do NOT have an EIN then leave this field blank.)  
**Company Name or Business Name:**   
**Company Phone Number:**   
**Company Phone Extension:**  (Optional)

Please check the statement below **ONLY** if applicable.

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

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

**Please enter Name and SSN as they appear on your Social Security Card. If you do NOT have an SSN then leave this field blank. [More info.](#)**

**Please enter a US Domestic address OR a foreign address. [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. Do NOT user special characters. Passwords are NOT case sensitive. [More info.](#)**

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.

**First Name:**

**Middle Name:**  (Optional)

**Last Name:**

**Suffix (Jr, Sr, II, III, IV):**  (Optional)

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

**Date of Birth (m.m.d.d.c.c.y.y):**

**Preferred Mailing Address Line 1:**

**Preferred Mailing Address Line 2:**  (Optional)

**City:**

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**Country:**

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

**Zip (for U.S.) / Postal Code:**  **Zip Ext (for U.S.):**  (Optional)

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**Work Phone Number:**

**Work Phone Extension:**  (Optional)

**Fax Number:**  (Optional)

**E-mail:**  (Needed to notify you about registration and other wage reporting updates.)

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**Enter Password:**  (not case sensitive)

**Reenter Password:**  (not case sensitive)

Have a question? Call 1-800-772-4270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-6778

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 button, which is located at the top of each page, links to 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 registration form. The system displays the Successful 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 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 Registration page for your User ID.*

Social Security Online
Business Services Online

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**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

## Successful Registration

[HELP](#)

BSO Welcome > Registration > Successful Registration

Your registration request was successful.

Your User ID for Business Services Online is:

3E5TG6Y6

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 expire on **11/25/2008**  
You must change your password before this date to prevent it from expiring.

To request access you must log in and select the "Account Maintenance", "Request Access to BSO Services" options.

BSO Welcome
Login

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

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

**Step 6:** Select the **Login** button to continue. The system displays the General Login Attestation page. Refer to [Lesson 8: Login Procedures](#) for information on how to log in to BSO.

## Lesson 2: Registration for Foreign Registrants

Follow the instructions below to register for a User ID and password if you do not have an SSN and you have a foreign address.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

<b>Social Security Online</b> <span style="float: right;"><b>Business Services Online</b></span>	
<a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a> <span style="float: right;">BSO <a href="#">Welcome</a>   <a href="#">BSO Information</a>   <a href="#">Contact Us</a>   <a href="#">Keyboard Navigation</a></span>	
<p><b>Online Services Availability</b></p> <ul style="list-style-type: none"> <li>Monday-Friday: 5 AM - 1 AM EST</li> <li>Saturday: 5 AM - 11 PM EST</li> <li>Sunday: 8 AM - 11:30 PM EST</li> </ul> <p style="background-color: yellow; border: 1px solid black; padding: 2px;"><b>DON'T USE YOUR BROWSER'S BACK BUTTON</b></p> <p><b>Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.</b></p>	<div style="text-align: right;"><a href="#">HELP</a></div> <p style="text-align: center;"><b>Registration Attestation</b></p> <p><a href="#">BSO Welcome</a> &gt; Registration Attestation</p> <p><b>Please read the following information about registering to use Business Services Online.</b></p> <p>Please select the link below to read about SSA's legal authority for collecting information.</p> <p><a href="#">Paperwork Reduction Act Statement</a></p> <p><b>Registering for Business Services</b></p> <p>To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.</p> <p>Upon successful registration, you will have your User ID and password.</p> <p>You may update your registration information or change your password at any time. Your User ID will expire if you do not change your password at least once a year. The system will display your password expiration date. If you provide an e-mail address during the registration process, you will receive an e-mail notification when your User ID is about to expire.</p> <p>I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.</p> <hr/> <p><b>User Certification for SSA Business Services Online</b></p> <p>I certify that:</p> <ul style="list-style-type: none"> <li>I am currently employed by the employer associated with my registration and am authorized to conduct business on behalf of the employer.</li> </ul> <p style="text-align: center;">OR</p> <p>I am registering as the employer of an individual or individuals who work(s) for me in my household.</p> <p style="text-align: center;">OR</p> <p>I am registering as a self-employed individual.</p> <ul style="list-style-type: none"> <li>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.</li> <li>I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.</li> <li>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.</li> </ul> <hr/> <p><b>By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.</b></p> <div style="text-align: center;"> <input type="button" value="I Do NOT Accept"/> <span style="margin-left: 200px;"><input type="button" value="I Accept"/></span> </div> <p style="text-align: center; font-size: small;">Have a question? Call <b>1-800-772-6270</b> Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call <b>1-800-325-0778</b>.</p>
<a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a> <span style="float: right;">BSO <a href="#">Welcome</a>   <a href="#">BSO Information</a>   <a href="#">Contact Us</a>   <a href="#">Keyboard Navigation</a></span>	



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

Social Security Online
Business Services Online

[www.socialsecurity.gov](#)
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**Online Services Availability**

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

DONT USE YOUR BROWSER'S BACK BUTTON

Please enter your Employer Identification Number. If you do NOT have an EIN then leave this field blank. [More info.](#)

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

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Please enter Name and SSN as they appear on your Social Security Card. If you do NOT have an SSN then leave this field blank. [More info.](#)

## Registration for Business Services Online

BSO HELP

BSO Welcome > Registration

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

You must have an Employer Identification Number (EIN) to request access to the full range of Business Services Online. 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 Company or Business: we will compare this information with our records to verify you are currently employed by the company or business you represent. Correspondence with your employer will be sent to the address we have on file, not the address you provide below. Select [this link](#) for more help with completing this form.

I am an employee of a company that has an EIN

I am Self Employed and have an EIN

I am Self Employed and do NOT have an EIN

I am a Household Employer and have an EIN

I work and reside outside the U.S. and have an EIN, but I do NOT have a U.S. Social Security Number

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

Company Name or Business Name:

Company Phone Number:

Company Phone Extension:  (Optional)

Please check the statement below **ONLY** if applicable.

I am a third party submitter registering to do business on behalf of another company.

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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.

First Name:

Middle Name:  (Optional)

Last Name:

Suffix (Jr., Sr., II, III, IV):  (Optional)

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

Date of Birth (m m d d o o y y):

Please enter a US Domestic address OR a foreign address. [More info.](#)

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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. Do NOT use special characters. Passwords are NOT case sensitive. [More info.](#)

Preferred Mailing Address Line 1:

Preferred Mailing Address Line 2:  (Optional)

City:

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Country:

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

Zip (for U.S.) / Postal Code:  Zip Ext (for U.S.):  (Optional)

---

Work Phone Number:

Work Phone Extension:  (Optional)

Fax Number:  (Optional)

E-mail:  (Needed to notify you about registration and other wage reporting updates.)

---

Enter Password:  (not case sensitive)

Reenter Password:  (not case sensitive)

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

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BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

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



**TIPS**

- **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.**
- **The Help button, which is located at the top of each page, links to 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 registration form. The system re-displays the Registration for Business Services Online form with a list of any corrections you need to make before you can successfully register.

**Step 6:** Select the **Register** button to process the registration form. The system displays the Successful Registration page for your User ID. (To return to the Business Services Online Welcome page without registering, select the **Cancel** button.)

Social Security Online
Business Services Online

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



## Successful Registration

HELP

**Your registration request was successful.**

Your User ID for Business Services Online is:

3E5TG6Y6

**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 expire on **11/25/2008**  
 You must change your password before this date to prevent it from expiring.

To request access you must log in and select the "Account Maintenance", "Request Access to BSO Services" options.

BSO Welcome
Login

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

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

**ONLINE SERVICES AVAILABILITY**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

**Step 7:** Select the **BSO Welcome** button to exit this page. The system displays the Business Services Online Welcome page.



*If you register without providing a U.S. Social Security Number, additional authentication will be required before you can use BSO.*

## Lesson 3: 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](http://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

**Online Services Availability**

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

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

Effective as of 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.

Enter your Employer ID Number or leave blank if you Do NOT have an EIN.

Your password must be at least 8 characters long and be a combination of letters and numbers. For example, there must be at least 1 letter and 1 number in your password. Passwords are NOT case sensitive. Do Not use special characters.

HELP

**Complete Phone Registration**

[BSO Welcome](#) > Complete Phone Registration

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

User ID:

First Name:

Last Name:

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

Date of Birth (MMDDYYYY):

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

Enter Password:

Re-enter Password:

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

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

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



*U.S. Social Security Number and Employer Identification Number (EIN) are not required fields, depending on how you intend to register.*

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

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

## Lesson 4: Request Access to BSO Services

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/bso/bsowelcome.htm](http://www.socialsecurity.gov/bso/bsowelcome.htm).

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


The screenshot shows the 'General Login Attestation' page. 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 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is white and contains the following elements:

- Left Sidebar:**
  - Online Services Availability:**
    - Monday-Friday: 5 AM - 11 AM EST
    - Saturday: 5 AM - 11 PM EST
    - Sunday: 8 AM - 11:30 PM EST
  - Warning Box:** DONT USE YOUR BROWSER'S BACK BUTTON
  - Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.**
- Main Content:**
  - Header: **General Login Attestation** with a **HELP** link.
  - Text: I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.
  - Text: I certify that:
  - List of conditions:
    - 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 ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
    - I am aware that any person who knowingly and willfully 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.
  - Text: *By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.*
  - Buttons:  and
  - Footer: Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online
Business Services Online

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

  
[BSO Welcome](#) > Login

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

Type your User ID and password; then select Log In.

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

## Log In to BSO

[HELP](#)

User ID:

Password:

(not case sensitive)

[Forgot your password?](#)

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

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

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

**Social Security Online** **Business Services Online**  
[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Main Menu** [LOGOUT](#) | [HELP](#)

**Online Services Availability**

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

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

Welcome, PATRICIA ORTALE  
 Your password expires on **February 26, 2008**

**Account Maintenance**  
 Request, activate or remove access to services  
 Re-request or deactivate access to services  
 Change your password

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

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

**Step 6:** Select the Account Maintenance link to display the Account Maintenance menu.

**Social Security Online** **Business Services Online**  
[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Account Maintenance** [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > Account Maintenance Menu

**Online Services Availability**

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

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

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

**Request Access To BSO Services**  
 Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**Deactivate Your User ID**  
 Deactivate your user identification and disable your access to BSO services.

**Change Your Password**  
 Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**Update Your Registration Information**  
 Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

[BSO Main Menu](#)

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

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

**Step 7:** Select the Request Access to BSO Services link to display the Request Access to BSO Services page.




### Request Access To BSO Services

Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

Social Security Online
Business Services Online

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## Request Access to BSO Services

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

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

**Online Services Availability**

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

**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.

**Employer Services Suite:**

**Electronic Wage Reporting Service**  
Allows use of one or more of the following services:

- Reporting Wages to Social Security
- View File/Wage Reports Status, Errors, and Error Notices **without** Name / SSN Errors
- View File/Wage Reports 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.

**Attorney Services Suite:**

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

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

Cancel
Next >>

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

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


**Step 7:** The Employer Services Suite is the first step of the BSO Request Access Wizard and will allow the request of access to the Employer Service Suite of services. Select the checkbox(es) for the service(s) to which you are requesting access.



*If you do not see an option for a particular function, you may (1) have access already, (2) have requested access recently, or (3) not have the required permissions to gain access.*

Social Security Online
Business Services Online

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## Request Access to BSO Services

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

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

Page 1 of 3

**Online Services Availability**

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

DONT USE YOUR BROWSER'S BACK BUTTON

Viewing basic submission status provides a limited general status (receipt of submission). For viewing of File/Wage status, Errors and Error Notices with or without Name/SSN Errors, access must be requested on the "Request Access to BSO, View File/Wage Status, Errors and Errors Notices" page that follows.

### 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 submission requests, and
- View basic submission status.

Yes  
 No

<< Previous
Next >>


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

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

**Step 8:** Request access to Report Wages to Social Security by selecting the “Yes” radio button and the “Next” button.

Social Security Online
Business Services Online

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**Request Access to BSO Services**

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


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

Page 2 of 3

**View File / Wage Report Status, Errors and Error Notices**

View File / Wage Report Status service allows you to view the processing status of wage information submitted by or for your employer. This service also 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 whether the errors and error notices you review include information about Name / SSN errors.

Access to review wage information **with** or **without** Name / SSN errors 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. Access to review wage information **with** Name / SSN errors involves a more rigorous process and requires preauthorization from your employer. If access is requested **with** Name / SSN errors, 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. You must then return to the BSO web site and enter the activation code.

 Access to review wage information **with** or **without** Name / SSN errors 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. Access to review wage information **with** Name / SSN errors involves a more rigorous process and requires preauthorization from your employer. If access is requested **with** Name / SSN errors, 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. You must then return to the BSO web site and enter the activation code.

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

I request access to View File / Wage Report Status, Errors and Error Notices **without** Name / SSN errors.

I request access to View File / Wage Report Status, Errors and Error Notices **with** Name / SSN errors.


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

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

**Step 9:** Request desired view of File/Wage Report Status by selecting one of the radio buttons and the “Next” button.

Social Security Online
Business Services Online

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



**Request Access to BSO Services**

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

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

Page 3 of 3

**Online Services Availability**

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


DON'T USE YOUR BROWSER'S BACK BUTTON

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

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

**Do you want to verify Social Security Numbers Online?**

Requesting access for the Social Security Number Verification Service will allow you to complete an online form or to submit files to request verification of names and Social Security Numbers of employees of the company for which you work or of the company that has hired you to perform this service.

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

Yes  
 No


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

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

**Step 10:** Request access to Social Security Number Verification Services (SSNVS) by selecting the “Yes” radio button and the “Next” button. The system will display the Request Summary on the Request Access to BSO Services page

Social Security Online **Business Services Online**

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

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

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

**Request Summary**

**Online Services Availability**

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

**DONT USE YOUR BROWSER'S BACK BUTTON**

**You have selected the following functions:**

- Report Wages to Social Security
- View File / Wage Report Status, Errors and Error Notices without Name/SSN Errors
- Social Security Number Verification Service (SSNVS)

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

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

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

**Step 11:** Review the list of functions selected and select the “Confirm” button to confirm the selections. The system displays the Request Access to BSO Services Confirmation page.

Social Security Online
Business Services Online

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

**Online Services Availability**

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

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

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.

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

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

**Your request for access to the services and tasks listed below was received on August 01, 2007.**

Please print this for your records.

**Report Wages to Social Security**  
Your may begin to use this service immediately.

**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 your employer. (GLEN BURNIE , MD)

**Social Security Number Verification Service**  
Your activation code has been sent by first class mail to the address we have on record for your employer. (GLEN BURNIE , MD)

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

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

The confirmation screen 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.

**Step 12:** Select the BSO Main Menu button to return to the BSO Main Menu.

## Lesson 5: Activate Access to BSO Services

**Step 1:** Point your browser to the Business Services Online Welcome page:

[www.socialsecurity.gov/bos/bsowelcome.htm](http://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 Login Attestation page.

The screenshot shows the 'General Login Attestation' page on the Social Security Administration's Business Services Online (BSO) portal. The page header includes 'Social Security Online' and 'Business Services Online' with the URL 'www.socialsecurity.gov'. Navigation links for 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation' are present. A 'HELP' link is in the top right corner. The main content area contains a 'General Login Attestation' section with a 'BSO Welcome > General Login Attestation' breadcrumb. A 'DON'T USE YOUR BROWSER'S BACK BUTTON' warning is highlighted in yellow. The attestation text states that the SSA will validate the user's information and that the user certifies that they understand the terms, are authorized to do business, and agree to the user certification. Two buttons are provided: 'I Do NOT Accept' and 'I Accept'. A footer contains contact information for customer service.

**Online Services Availability**

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

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

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

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

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully 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 selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.*

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

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

Log In to BSO [HELP](#)

BSO Welcome > Login

**Online Services Availability**

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

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

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

Type your User ID and password; then select Log In.

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

User ID: 3E5TG6Y6  
Password: ●●●●●●●●  
(not case sensitive)

[Forgot your password?](#)

Cancel Login

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

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

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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



Social Security Online
Business Services Online

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

**Online Services Availability**

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

DONT USE YOUR BROWSER'S BACK BUTTON

## Main Menu

Welcome, PATRICIA ORTALE  
Your password expires on **February 26, 2008**

[Report Wages](#)  
Submit, download or process W2s and W2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

[Account Maintenance](#)  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

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

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

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

**Step 6:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online
Business Services Online

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

**Online Services Availability**

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

DONT USE YOUR BROWSER'S BACK BUTTON

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

## Account Maintenance

[BSO Main Menu](#) > Account Maintenance Menu

[Request Access To BSO Services](#)  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

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

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

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

[Change Your Password](#)  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

[Update Your Registration Information](#)  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

BSO Main Menu

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

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

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

**Step 7:** Select the **Activate Access to BSO Services** link.

### Activate Access To BSO Services

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

The system displays the Activate Access to BSO Services page.

The screenshot shows the 'Activate Access to BSO Services' page. 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 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background with a blue header for 'Activate Access to BSO Services' and a 'LOGOUT | HELP' link. A breadcrumb trail shows 'BSO Main Menu > Account Maintenance Menu > Activate Access'. On the left, there is a sidebar with 'Online Services Availability' and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main text area contains instructions: '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.' and '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.' Below this is a form field labeled 'Enter Your activation code:' with the value 'U5W6HBPA' entered. There are 'Cancel' and 'Activate' buttons. At the bottom, there is contact information for the Social Security Administration and another navigation bar.

**Step 8:** Enter the activation code in the Enter Your Activation Code field. and select the **Activate** button. The system displays the Activation Code Approved page. (To return to the BSO Main Menu, select the **Cancel** button.)

The screenshot shows the 'Business Services Online' 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 sidebar with 'Online Services Availability' and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area features the title 'Activation Code Approved' and a 'LOGOUT | HELP' link. Below the title is a breadcrumb trail: 'BSO Main Menu > Account Maintenance Menu > Activate Access > Activate Access Successful'. The main message reads: 'Your request to View File/Wage Report Status, Errors, and Error Notices has been approved.' This is followed by instructions: 'Please select the "Enter Activation Code" button to enter another activation code, or select the "BSO Main Menu" button to access View File/Wage Report Status, Errors, and Error Notices.' Two buttons are visible: 'BSO Main Menu' and 'Enter Another Activation Code'. At the bottom, there is contact information: 'Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.' The footer of the page repeats the navigation links and the website URL.

**Step 9:** 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.

## 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/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

**Social Security Online** **Business Services Online**  
 www.socialsecurity.gov BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

**General Login Attestation** [HELP](#)

[BSO Welcome](#) > General Login Attestation

**Online Services Availability**

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

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

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

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

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully 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 selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.*


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

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

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online
Business Services Online

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



[BSO Welcome](#) > Login

**Online Services Availability**

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

DONT USE YOUR BROWSER'S BACK BUTTON

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

Type your User ID and password; then select Log In.

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

## Log In to BSO

[HELP](#)

User ID:

Password:

(not case sensitive)

[Forgot your password?](#)

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

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

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**Online Services Availability**

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

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



### Main Menu

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

Welcome, PATRICIA ORTALE  
Your password expires on **February 26, 2008**

[Account Maintenance](#)

- Request, activate or remove access to services
- Re-request or deactivate access to services
- Change your password

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

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

**Step 6:** Select the Account Maintenance link to display the Account Maintenance menu.

Social SecurityOnline
Business Services Online


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

**Online Services Availability**

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

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

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



### Account Maintenance

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

[BSO Main Menu](#) > Account Maintenance Menu

[Request Access To BSO Services](#)

Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

[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 BSO services.

[Deactivate Your User ID](#)

Deactivate your user identification and disable your access to BSO services.

[Change Your Password](#)

Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

[Update Your Registration Information](#)

Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

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

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

**Step 7:** Select the **Re-Request Activation Codes** link.**Re-Request Activation Codes**

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

The system displays the Re-Request Activation Codes page.

**Business Services Online**

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

**Re-Request Activation Codes** | LOGOUT | HELP

BSO Main Menu > Account Maintenance Menu > Re-Request Activation Codes

**Online Services Availability**

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

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

Select this link for more information regarding the [Proper Use of Social Security Number Verification Service](#)

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 least 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.

**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.

*\*Access to this service involves a more rigorous process and requires pre-authorization from your employer. If it has been 2 weeks since you requested this access and you have not yet received your activation code from your employer, please check with your employer first before re-requesting another activation code.*

**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.

*\*Access to this service involves a more rigorous process and requires pre-authorization from your employer. If it has been 2 weeks since you requested this access and you have not yet received your activation code from your employer, please check with your employer first before re-requesting another activation code.*

Cancel | Re-Request

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

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

**Step 8:** Select the checkbox(es) of the service(s) you recently requested.**Step 9:** Select the **Re-Request** button. The system displays the Re-requested Activation Codes Confirmation page.

Social Security Online
Business Services Online

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

**Online Services Availability**

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

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

**An activation code enables the functionality associated with the requested BSO service. The activation code also adds an additional layer of security to either the employer or the employee using the service(s). Functionality is not enabled until the registered user activates the service using the activation code(s) received in the mail. 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.**

Re-Request Activation Codes Confirmation
[LOGOUT](#) | [HELP](#)

BSO Main Menu > Account Maintenance Menu > Request Access to BSO Services > Re-Request Activation Codes Confirmation

**Your re-request was received on Jul 13, 2007.**

Please print this for your records.

**View Name and Social Security Number Errors with Name / SSN Errors**  
Your activation code has been sent by first class mail to the address we have on record for your employer. (Crofton, MD)

**Social Security Number Verification Service**  
Your activation code has been sent by first class mail to the address we have on record for your employer. (Crofton, MD)

BSO Main Menu

Re-Request Another Activation Code

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

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

**Step 10:** Select the BSO Main Menu button to return to the BSO Main Menu. Select the **Re-Request Another Activation Code** button to return to the Re-Request Activation Codes page.



## 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/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

Social Security Online  
 www.socialsecurity.gov

Business Services Online  
 BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

General Login Attestation [HELP](#)

[BSO Welcome](#) > General Login Attestation

**Online Services Availability**

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

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

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

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

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully 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 selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.*


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

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

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online
Business Services Online

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

  
[BSO Welcome](#) > Login

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

Type your User ID and password; then select Log In.

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

## Log In to BSO

[HELP](#)

User ID:

Password:

(not case sensitive)

[Forgot your password?](#)

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

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

Social Security Online
Business Services Online

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

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

## Main Menu

Welcome, PATRICIA ORTALE  
Your password expires on **February 26, 2008**

[Report Wages](#)  
Submit, download or process W2s and W2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

[Account Maintenance](#)  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

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

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

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

**Step 6:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online
Business Services Online

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

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

## Account Maintenance

BSO Main Menu > Account Maintenance Menu

[Request Access To BSO Services](#)  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

[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 BSO services.

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

[Change Your Password](#)  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

[Update Your Registration Information](#)  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

BSO Main Menu

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

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

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

Social Security Administration

Page 34

**Step 7:** Select the **Remove Access to BSO Services** link.

[Remove Access To BSO Services](#)

Disable your access to BSO services.

The system displays the Remove Access to BSO Services page.

The screenshot shows the 'Business Services Online' page for 'Remove Access to BSO Services'. The page header includes 'Social Security Online' and 'Business Services Online' with the URL 'www.socialsecurity.gov'. Navigation links include 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main heading is 'Remove Access to BSO Services' with 'LOGOUT' and 'HELP' links. A breadcrumb trail shows 'BSO Main Menu > Account Maintenance Menu > Remove Access to BSO Services'. The instruction reads: 'To remove access to BSO Services please select the service(s) that you would like to remove.' A checkbox labeled 'Report Wages to Social Security' is checked. Below it, a list of services includes: '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', and 'View basic submission status.' 'Cancel' and 'Remove' buttons are at the bottom. A yellow box on the left says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. A footer contains contact information: 'Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.'

**Step 8:** 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.

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 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background with a blue header for 'Remove Access to BSO Services Successful'. A breadcrumb trail shows the path: 'BSO Main Menu > Account Maintenance Menu > Remove Access > Remove Access Successful'. The main text states: 'Your request to remove access to Report Wages to Social Security was successful. If you have removed this access in error you may use the "Request Access to BSO Services" option from the "BSO Main Menu", "Account Maintenance Menu" selection to re-request access.' Below this text are two buttons: 'BSO Main Menu' and 'Deactivate Another Service'. On the left side, there is a sidebar with 'Online Services Availability' and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. At the bottom, there is a footer with contact information and a dark blue navigation bar similar to the top one.

**Remove Access to BSO Services Successful** [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > [Remove Access](#) > Remove Access Successful

Your request to remove access to Report Wages to Social Security was successful. If you have removed this access in error you may use the "[Request Access to BSO Services](#)" option from the "[BSO Main Menu](#)", "[Account Maintenance Menu](#)" selection to re-request access.

[BSO Main Menu](#) [Deactivate Another Service](#)

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

**Step 9:** 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.

## 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/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

**Social Security Online** **Business Services Online**  
[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**General Login Attestation** [HELP](#)

[BSO Welcome](#) > General Login Attestation

**Online Services Availability**

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

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

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

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

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully 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 selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.*


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

[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online
Business Services Online

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

  
[BSO Welcome](#) > Login

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

Type your User ID and password; then select Log In.

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

[HELP](#)

## Log In to BSO

User ID:

Password:

(not case sensitive)

[Forgot your password?](#)

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

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

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

Social Security Online
Business Services Online

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

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON


Main Menu
[LOGOUT](#) | [HELP](#)

Welcome, JANE DOE  
Your password expires on **March 16, 2008**

**[Report Wages To Social Security](#)**  
Submit, download or process 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 Numbers Verification Service](#)**  
Request online SSN verification  
Submit files for SSN verification

**[Account Maintenance](#)**  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

Have a question? Call **1-800-772-6270** Monday through  
Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer

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



## Lesson 9: Logout Procedures

Follow the instructions below to log out of BSO.

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

The system displays the Log Out of BSO page.

Screenshot of the Social Security Administration Business Services Online (BSO) "Log Out of BSO" page. The page features a red header with "Business Services Online" and a blue navigation bar with links for "Main Menu", "Information", "Contact Us", and "Keyboard Navigation". The main content area asks "Are you sure you want to log out of Business Services Online?" with "No" and "Yes" buttons. A yellow warning box states "DON'T USE YOUR BROWSER'S BACK BUTTON". The footer includes contact information for customer service.

**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

Passwords must be changed at least once a year in order to maintain an active User Identification Number (User ID). Follow the instructions below to change your password.



NOTE

When you provide your e-mail address, the system will send you an e-mail reminder two weeks before your password expires. Refer to [Lesson 12: Update Your Registration Information](#) for information about entering your e-mail address which is mandatory.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

Social Security Online
Business Services Online

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

### General Login Attestation

[HELP](#)

[BSO Welcome](#) > General Login Attestation

**Online Services Availability**

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

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

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

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

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully 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 selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.**

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

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

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

Social Security Online
Business Services Online

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

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

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

### Main Menu

Welcome, JANE DOE  
Your password expires on **March 16, 2008**

**[Report Wages To Social Security](#)**  
Submit, download or process 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 Numbers Verification Service](#)**  
Request online SSN verification  
Submit files for SSN verification

**[Account Maintenance](#)**  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

Have a question? Call **1-800-772-6270** Monday through  
Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer

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

**Step 6:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online
Business Services Online

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

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

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

### Account Maintenance

[BSO Main Menu](#) > Account Maintenance Menu

**[Request Access To BSO Services](#)**  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**[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 BSO services.

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

**[Change Your Password](#)**  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**[Update Your Registration Information](#)**  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

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

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

**Step 7:** Select the **Change Your Password** link.


### Change Your Password

Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

The system displays the Change Password page

Social Security Online
Business Services Online

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



BSO Main Menu > Account Maintenance Menu > Change Password

## Change Password

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

**To change your password for Business Services Online, complete this form.**

- You may change your password at any time and as often as you want.
- Your password must be eight characters long and must be a combination of letters and numbers.
- There must be at least one letter and at least one number in your password. The other six characters may be all letters, all numbers, or any combination of both. Passwords are NOT case sensitive. Do not use special characters.
- If you provided a valid e-mail address during the registration process, you will be notified by e-mail when your User ID is about to expire.

Enter **Current Password**:  (not case sensitive)

Enter **New Password**:  (not case sensitive)

Re-enter **New Password**:  (not case sensitive)

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

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



*You must change your password at least once a year in order to keep your User ID active.*

**Step 8:** Enter your current password and new password. Enter your new password again for verification purposes.

**Step 9:** Select the **Change Password** button. The system displays the Password Change Successful page.

The screenshot shows the 'Business Services Online' 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 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background with a light blue star pattern on the left. The central message reads 'Password Change Successful' in large black text, followed by 'Your password has been successfully changed.' and a 'BSO Main Menu' button. A yellow warning box on the left says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. At the bottom, there is a dark blue footer with the website URL and navigation links. A small text block at the bottom center provides contact information for customer service.

Social Security Online  
www.socialsecurity.gov

Business Services Online

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

LOGOUT | HELP

BSO Main Menu > Account Maintenance Menu > Change Password > Change Password Successful

**Password Change Successful**

Your password has been successfully changed.

BSO Main Menu

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

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

www.socialsecurity.gov

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

## Lesson 11: Forgotten Passwords

BSO allows you to request a new password if you have forgotten your current password. To reduce the possibility of fraud, the new 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. This functionality is not available to foreign registrants. Follow the instructions below to request a new password.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

**Step 2:** Select **Login** link from the Business Services Online Welcome page. The system displays the General Login Attestation page.

**Social Security Online** **Business Services Online**  
[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**General Login Attestation** [HELP](#)

[BSO Welcome](#) > [General Login Attestation](#)

**Online Services Availability**

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

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

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

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

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully 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 selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.*


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

[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Step 3:** Select the **I Accept** button after reading and agreeing to the conditions stated on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online **Business Services Online**

[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

 [BSO Welcome](#) > [Login](#)

### Log In to BSO

[HELP](#)

**Online Services Availability**

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

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

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

Type your User ID and password; then select Log In.

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

User ID:

Password:

(not case sensitive)

[Forgot your password?](#)

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

[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Step 4:** Select the **Forgot your password?** link on the Log In to BSO page. The system displays the Forgot Password page.



Social Security Online
Business Services Online

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

**Online Services Availability**

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

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

**If you Do NOT have a U.S. Social Security Number then leave this field blank.**

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**If you Do NOT have an EIN then leave this field blank.**

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## Forgot Password

HELP

BSO Welcome > Forgot Password

### Request to replace forgotten password

To request a new password enter your First Name, Last Name, Social Security Number (if you have one), Date of Birth, and EIN (if you have one), then select "Request New Password".

**First Name:**

**Last Name:**

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

**Date of Birth (MMDDYYYY):**

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

Your new password will be sent to you by first class mail usually within 2 weeks. You must wait for your password to utilize the BSO system. All passwords issued prior to this request will become invalid. [Select this link to return to the Login Page.](#)

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

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

**Step 5:** Enter your First Name, Last Name, U.S. Social Security Number (if applicable), Date of Birth, and Employer Identification Number (if applicable).

**Step 6:** Select the **Request New Password** button to send the request. The system displays the Request for New Password Successful page. (To return to the Business Services Online Welcome page without sending the request, select the **Cancel** button.).

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 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background with a light blue sidebar on the left. The sidebar contains 'Online Services Availability' with a list of hours: Monday-Friday (5 AM - 1 AM EST), Saturday (5 AM - 11 PM EST), and Sunday (8 AM - 11:30 PM EST). A yellow box in the sidebar reads 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area features the title 'Request for New Password Successful' and a 'HELP' link. Below the title, it states 'Your request for a new password was successful' and provides instructions: 'Your temporary password will be sent to you by first class mail usually within 2 weeks. You must wait for your password to use BSO services. If you have previously requested a password, that password is now cancelled. Please do not try to use it.' A 'BSO Welcome' button is located below the instructions. At the bottom of the page, there is a footer with contact information: 'Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.' The footer also includes the 'www.socialsecurity.gov' URL and navigation links.



*Until you receive your new password in the mail, you will not be able to log in to BSO.*

**Step 7:** Select the BSO Welcome button to return to the Business Services Online Welcome page.

## 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](http://www.socialsecurity.gov/bsowelcome.htm).

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

The screenshot shows the 'General Login Attestation' page on the Business Services Online portal. The page has a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with links for 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is titled 'General Login Attestation' and includes a 'HELP' link. On the left side, there is a sidebar with 'Online Services Availability' and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main text states that the SSA will validate the user's information and asks the user to certify that they understand the terms and conditions. There are two buttons at the bottom: 'I Do NOT Accept' and 'I Accept'. A footer at the bottom provides contact information for customer service.

**Social Security Online** **Business Services Online**  
www.socialsecurity.gov BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

**General Login Attestation** [HELP](#)  
BSO Welcome > General Login Attestation

**Online Services Availability**

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

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

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

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

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully 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 selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.*

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

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

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

Log In to BSO [HELP](#)

[BSO Welcome](#) > Login

**Online Services Availability**

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

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

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

Type your User ID and password; then select Log In.

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

User ID:

Password:

(not case sensitive)

[Forgot your password?](#)

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

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

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

The screenshot shows the Social Security Business Services Online (BSO) Main Menu page. The page has a red header with the text "Social Security Online" and "Business Services Online". Below the header is a navigation bar with links for "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The main content area is titled "Main Menu" and includes a "LOGOUT | HELP" link. The page displays a welcome message for "JANE DOE" and a password expiration notice for "March 16, 2008". There are four main menu items: "Report Wages To Social Security", "View File / Wage Report Status with Name / SSN Errors", "Social Security Numbers Verification Service", and "Account Maintenance". Each item has a brief description of the services it provides. A yellow warning box on the left side of the page reads "DON'T USE YOUR BROWSER'S BACK BUTTON". At the bottom of the page, there is a footer with the URL "www.socialsecurity.gov" and navigation links for "BSO Welcome", "BSO Information", "Contact Us", and "Keyboard Navigation".

**Social Security Online** **Business Services Online**  
www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Main Menu** [LOGOUT](#) | [HELP](#)

Online Services Availability

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

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

Welcome, JANE DOE  
Your password expires on **March 16, 2008**

**[Report Wages To Social Security](#)**  
Submit, download or process 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 Numbers Verification Service](#)**  
Request online SSN verification  
Submit files for SSN verification

**[Account Maintenance](#)**  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password


Have a question? Call **1-800-772-6270** Monday through  
Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer

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

**Step 6:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online
Business Services Online

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



[BSO Main Menu](#) > Account Maintenance Menu

## Account Maintenance

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

**Online Services Availability**

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

**DONT USE YOUR BROWSER'S BACK BUTTON**

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

[Request Access To BSO Services](#)  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

[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 BSO services.

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

[Change Your Password](#)  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

[Update Your Registration Information](#)  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

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

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

**Step 7:** Select the **Update Your Registration Information** link.

**Update Your Registration Information**

Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

The system displays the Update Your Registration Information form.

Social Security Online
Business Services Online

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

## Update Your Registration Information

BSO Main Menu > Account Maintenance Menu > Update Your Registration Information

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

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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.

Please do NOT use your browser's navigation keys during this application. Use of the browser's navigation keys may cause a loss of data.

This part of the form is to gather information about you, or the company you own or by which you are employed. We will compare this information with our records to verify you are currently employed by the company or business you represent. Correspondence with your employer will be sent to the address we have on file, not the address you provide below. Select this link for more help with completing this form. [Help](#)

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

To change your EIN you must first deactivate your User ID and re-register under your new EIN.

**First Name:**

**Middle Name:**  (Optional)

**Last Name:**

**Suffix** (Jr, Sr, II, III, IV):  (Optional)

**U.S. Social Security Number:**

**Date of Birth** (MMDDYYYY):

**Preferred Mailing Address Line 1:**

**Preferred Mailing Address Line 2:**  (Optional)

**City:**

Please enter a U.S. Domestic Address OR a Foreign Address

**Country:**

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

**Zip** (for U.S.) / **Postal Code:**  **Zip Ext** (for U.S.):  (Optional)

**Work Phone Number:**

**Work Phone Extension:**  (Optional)

**Fax Number:**  (Optional)

**E-mail:**

**Employer Identification Number (EIN):**

I work and reside outside of the US and DO NOT have a US Social Security Number, but I DO have an EIN.

**Company Name or Business Name:**

**Company Phone Number:**

**Company Phone Extension:**  (Optional)

Please check the statement below **ONLY** if applicable.

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

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

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

**Step 8:** Update the information you wish to change.




You can only change the following information:

- Name
- Suffix
- Date of Birth
- Address
- Zip Code
- City
- State
- Country
- Zip Code
- Zip Ext
- Work #
- Fax #
- E-mail Address
- Company/Business Name
- Company Phone Number

**Step 9:** Select the **Update** button to update the registration information. The system displays the Update Your Registration Successful page. (To cancel the update and 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

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

**Online Services Availability**

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

**DONT USE YOUR BROWSER'S BACK BUTTON**

Your registration information has been updated.

[BSO Main Menu](#)

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

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

## Lesson 13: Deactivate Your User ID

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](http://www.socialsecurity.gov/bsowelcome.htm).


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

The screenshot shows the 'General Login Attestation' page on the Business Services Online portal. The page has a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with links for 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is titled 'General Login Attestation' and includes a 'HELP' link. On the left side, there is a sidebar with 'Online Services Availability' (listing hours for Monday-Friday, Saturday, and Sunday) and a yellow box warning: 'DON'T USE YOUR BROWSER'S BACK BUTTON'. Below that, it states: 'Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.' The main text explains that the SSA will validate the information provided and asks the user to certify that they understand the terms and conditions. A list of four certification points is provided, followed by a bolded instruction: 'By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.' At the bottom of the main content area, there are two buttons: 'I Do NOT Accept' and 'I Accept'. A footer section contains contact information: 'Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.' The footer also includes the website URL 'www.socialsecurity.gov' and the same navigation links as the top bar.

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online
Business Services Online

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



BSO Welcome > Login

**Online Services Availability**

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

DONT USE YOUR BROWSER'S BACK BUTTON

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

Type your User ID and password; then select Log In.

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

HELP

## Log In to BSO

User ID:

Password:

(not case sensitive)

Forgot your password?

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

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

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

Social Security Online
Business Services Online

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

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

## Main Menu

Welcome, JANE DOE  
Your password expires on **March 16, 2008**

[Report Wages To Social Security](#)  
Submit, download or process 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 Numbers Verification Service](#)  
Request online SSN verification  
Submit files for SSN verification

[Account Maintenance](#)  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

Have a question? Call **1-800-772-6270** Monday through  
Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer

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

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

**Step 6:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online
Business Services Online

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

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

## Account Maintenance

[BSO Main Menu](#) > Account Maintenance Menu

[Request Access To BSO Services](#)  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

[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 BSO services.

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

[Change Your Password](#)  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

[Update Your Registration Information](#)  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

BSO Main Menu

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

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

**Step 6:** Select the **Deactivate Your User ID** link.

### [Deactivate Your User ID](#)

Deactivate your user identification and disable your access to BSO services.

The system displays the Deactivate User ID page.

**Deactivate User ID** [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Deactivate User ID

**This will deactivate your User ID for Business Services Online.**

**Password:**

Select the reason for deactivating your User ID:

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


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

**Step 7:** Enter your password in the Password field and select the reason for deactivating your User ID.

**Step 8:** Select the **Deactivate** button to process the request. The system displays the User ID Deactivated page. (To cancel the request and return to the BSO Main Menu, select the **Cancel** button.)

Social Security Online **Business Services Online**

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

 **User ID Deactivated** [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > [Deactivate User ID](#) > Deactivate User ID

**Online Services Availability**

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

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

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

**Your Business Service Online User ID has been deactivated.**

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

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

## Lesson 14: 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](http://www.socialsecurity.gov/bsowelcome.htm).


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

The screenshot shows the 'General Login Attestation' page on the Business Services Online portal. The page header includes 'Social Security Online' and 'Business Services Online'. The main content area contains a 'General Login Attestation' section with a 'HELP' link. Below this, there is a section for 'Online Services Availability' with a list of hours: Monday-Friday (5 AM - 1 AM EST), Saturday (5 AM - 11 PM EST), and Sunday (8 AM - 11:30 PM EST). A yellow box with black text reads 'DON'T USE YOUR BROWSER'S BACK BUTTON'. Below that, a note states 'Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.' The main attestation text reads: 'I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that:'. This is followed by four bullet points: 1. 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. 2. I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services. 3. I am aware that any person who knowingly and willfully 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. 4. I am authorized to do business under this User ID. Below the bullet points, a bolded instruction reads: 'By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.' At the bottom of the attestation section, there are two buttons: 'I Do NOT Accept' and 'I Accept'. At the very bottom of the page, there is a footer with contact information: 'Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.'

**Step 3:** Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Log In to BSO page.

Social Security Online
Business Services Online

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

  
[BSO Welcome](#) > Login

**Online Services Availability**

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

DON'T USE YOUR BROWSER'S BACK BUTTON

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

Type your User ID and password; then select Log In.

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

## Log In to BSO

[HELP](#)

User ID:

Password:

(not case sensitive)

[Forgot your password?](#)

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

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

**Step 4:** Enter your User ID and password.

**Step 5:** Select the **Login** button to display the BSO Main Menu. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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



The screenshot shows the Social Security Business Services Online (BSO) main menu page. The page has a red header with the text "Social Security Online" and "Business Services Online". Below the header is a navigation bar with links for "www.socialsecurity.gov", "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The main content area is titled "Main Menu" and includes a "LOGOUT | HELP" link. The page displays a welcome message for "JANE DOE" and a password expiration notice for "March 16, 2008". There are several service links: "Report Wages To Social Security", "View File / Wage Report Status with Name / SSN Errors", "Social Security Numbers Verification Service", and "Account Maintenance". A yellow warning box on the left side says "DON'T USE YOUR BROWSER'S BACK BUTTON". At the bottom, there is a footer with the text "www.socialsecurity.gov" and "BSO Welcome | BSO Information | Contact Us | Keyboard Navigation".

Social Security Online  
Business Services Online  
www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

Online Services Availability

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

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

Welcome, JANE DOE  
Your password expires on **March 16, 2008**

**Report Wages To Social Security**  
Submit, download or process 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 Numbers Verification Service**  
Request online SSN verification  
Submit files for SSN verification

**Account Maintenance**  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password


Have a question? Call **1-800-772-6270** Monday through  
Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer

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

**Step 6:** Select the **Contact Us** link from the header.

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

The system displays the Contact SSA pop-up window.


**Social Security Online**  
**Business Services Online**  
*Social Security's Business Services Online (BSO)*

**BSO Help**

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

*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:\***

**Message:\***

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

*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**.



*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.



*You must provide your telephone number and e-mail address.*

**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.