

**BSO Tutorial**

# Registration Services

Contains the following lessons:

- ❖ Register User
  - Register User
  - Complete Phone Registration
  
- ❖ Login
  - Login
  - Forgot Password
  
- ❖ Logout
  
- ❖ Contact SSA
  
- ❖ Manage Account
  - View / Edit Account Info
  - Change Password
  - Disable Account
  
- ❖ Manage Services
  - View / Edit Services
    - Remove Access to Services
  - Request New Services
    - Request Services Suite for Employers
    - Request Services Suite for Attorneys
    - Request Internet Representative Payee Suite
  - View Pending Services
    - Re-Request Activation Codes
  - Enter Activation Code(s)
  
- ❖ Manage Employer Information
  - Add Employer Information
  - Update Employer Information
  - Remove Employer Information

## LESSON 1: REGISTER USER

Follow the instructions below to register for Business Online Services. After completing the steps, you will receive a User ID and set a password so that you can log in to Business Services Online (BSO) and request online services.

**STEP 1:** Point your browser to the Business Services Online (BSO) 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 Log In to Online Services page.

Social Security Online **Business Services Online**

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

### Log In to Online Services

**Online Services Availability**

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

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

#### New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

#### Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

**User Certification:**

I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

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

**STEP 3:** In the New User? column on the Log In to Online Services page, select the [Create Log In Account](#) link. The system displays the Create a Login Account, Step 1: Provide Information page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

**Social Security Online** **Business Services Online**

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation **HELP**

**Online Services Availability**

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

**Create a Login Account**

**Step 1: Provide Information**

**Create an Account**

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

The information you provide will be compared against our records in order to verify your identity.

\* Indicates required information

Form Approved: OMB No. 0980-0020  
Expiration date: 10/1/2012

**Personal Information**

\*Name:

\*First Middle \*Last Suffix

\*Date of Birth:

mmdyyy

\*Social Security Number (SSN):

xxxxxxxx

[What if I don't have a SSN?](#)

**Personal Contact Information**

\*Country:

United States

\*Home Street Address:

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

\*Daytime Phone Number:

Extension:

Fax Number:

\*Email Address:

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

www.socialsecurity.gov

**STEP 4:** Enter information in the Create a Login Account, Step 1: Provide Information page.

### TIPS

- ◆ Fields that are required are marked with a red asterisk (\*).
- ◆ Links to informational pages are indicated with a blue information (i) link. Clicking on the link will display an informational page in a separate window.

- ◆ **Do not use punctuation in any field. This includes dashes or slashes in date of birth, social security number, zip code, and phone or fax numbers.**
- ◆ **Date of birth must be entered in the format mmddyyyy. For example, if your date of birth is January 1, 1990, you would enter 01011990.**
- ◆ **If you do not have an SSN and work outside the United States for a business or organization that has an Employer Identification Number (EIN), you may leave the SSN field blank.**
- ◆ **If you live outside of the United States, when you select your country, text areas for you to enter Province and Postal Code information will appear.**
- ◆ **The Social Security Administration will use your email address to send you any important information affecting Business Service Online users.**

**STEP 5:** Select the **Next** button to continue registering. The system displays the Create a Login Account, Step 2: Create Your Password page. (Select the **Back** button to return to Create a Log In Account, Step 1: Provide Information. To return to the Business Services Online Welcome page without registering, select the **Cancel & Exit** button.)

**Social Security Online** | **Business Services Online**

www.socialsecurity.gov | BSO Welcome | BSO Information | Keyboard Navigation | HELP

**Online Services Availability**

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

**Create a Login Account**

**Step 2: Create Your Password**

**Create an Account**

- Provide Information
- Create Password**
- Review and Submit
- Print User ID

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

\* Indicates required information

**\*Enter Password:**

**\*Re-enter Password:**

**Your Password:**

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

**Security Questions and Answers**

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

**\*Question 1:**  
 Select a Question   
**\*Answer 1:**

**\*Question 2:**  
 Select a Question   
**\*Answer 2:**

**\*Question 3:**  
 Select a Question   
**\*Answer 3:**

**\*Question 4:**  
 Select a Question   
**\*Answer 4:**

**\*Question 5:**  
 Select a Question   
**\*Answer 5:**

www.socialsecurity.gov

**STEP 6:** Enter a password to use when you log in to Business Services Online. Re-enter the password for confirmation. Your password:

- ◆ Must contain exactly 8 characters
- ◆ Must contain only numbers and letters (no special characters)
- ◆ Must contain at least 1 number and 1 letter
- ◆ Is not case sensitive

**STEP 7:** Select 5 questions and enter your answers. You will be asked to enter the same answers if you need to change your password later.

- ◆ You may not select the same question more than once.
- ◆ Answers to questions are not case sensitive; they cannot contain any special characters.

**STEP 8:** Select the **Next** button to continue. The system displays the Create a Login Account, Step 3: Review and Submit page. (Select the Back button to return to the Create a Log In Account, Step 1: Provide Information. To return to the Business Services Online Welcome page without registering, select the **Cancel & Exit** button.)

The screenshot displays the 'Create a Login Account' page, Step 3: Review & Submit. The page is titled 'Business Services Online' and includes the Social Security Administration logo. The main content area is divided into three sections:

- Personal & Contact Information:** This section contains a form with the following details: Name: JOHN PUBLIC, Date of Birth: 04/18/1978, SSN: 999-01-1234, Country: United States, Home Street Address: 123 MAIN STREET, City, State, Zip: MY CITY, AK 12345, Daytime Phone Number: (123) 123-1234, Fax Number: (123) 123-1234, and Email: USER@DEMOEMPLOYER.COM. There is an 'Edit Personal Information' button to the right.
- Security Questions and Answers:** This section contains five questions and their corresponding answers:
  - Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW? Answer 1: ANSWER
  - Question 2: WHAT IS THE NAME OF YOUR FIRST NIECE? Answer 2: ANSWER
  - Question 3: WHAT IS THE MIDDLE NAME OF YOUR MOTHER? Answer 3: ANSWER
  - Question 4: WHAT IS THE MIDDLE NAME OF YOUR FATHER? Answer 4: ANSWER
  - Question 5: WHAT IS THE YEAR YOU GRADUATED HIGH SCHOOL? Answer 5: ANSWER
 There is an 'Edit Security Information' button to the right.
- User Certification for Online Services:** This section contains a user certification form. It states: 'I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that:'. Below this are four bullet points:
  - I understand that I may be subject to penalties if I submit fraudulent information.
  - I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
  - I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
  - I am authorized to do business under this User ID.
 Below the bullet points is a statement: 'By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.' and a checkbox labeled 'I Accept'.

At the bottom of the page, there are three buttons: '< Back', 'Cancel & Exit', and 'Submit'.

**STEP 9:** The information you entered on the previous two pages is displayed for your review. To make corrections, select the **Edit Personal Information** button to return to the Create a

Log In Account, Step 1: Provide Information page. Or select the **Edit Security Questions** button or the **Back** button at the bottom of the page to return to the Create a Login Account, Step 2: Create your Password page.

**STEP 10:** After making any corrections, read the conditions stated in the User Certification for Online Services section of the page. You must agree to these conditions by checking the “I Accept” checkbox to proceed. Select the **Submit** button to process the registration. The system displays the Create a Login Account, Step 4: Print your User ID. (Select the **Back** button at the bottom of the page to return to Create a Login Account, Step 2: Create Your Password page. To return to the Business Services Online Welcome page without registering, select the **Cancel & Exit** button.)

The screenshot shows the 'Business Services Online' interface. The main heading is 'Create a Login Account' with a sub-heading 'Step 4: Print your User ID'. A message states: 'Thank you! You have successfully created a login account. The User ID below has been assigned to you: **User ID: 9LBXFWT5**'. Below this, it says 'Please secure this User ID for your future use.' and provides instructions: 'You must enter the above User ID and your self-selected Password each time you log in and access online services.' A link 'Print a confirmation Receipt' is provided. A section titled 'What's Next?' explains that users will need to tell us what functions and services they require. At the bottom right, there is a 'Next' button.

**STEP 11:** You may click on the [Print a Confirmation Receipt](#) link to print your User ID for your records. You will need your User ID and password to log in to Business Services Online to request services and perform other functions. Refer to other lessons in this Tutorial for guidance.

## LESSON 2: COMPLETE PHONE REGISTRATION

If you started your registration for online services by speaking with an Employer Customer Service representative or completing a form, follow the instructions below to complete your registration.

**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 Log In to Online Services page.

Social Security Online  
www.socialsecurity.gov

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

HELP

**Log In to Online Services**

**Online Services Availability**

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

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

**New User?**  
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

**Existing User?**  
Please log in below:

User ID:

Password:

[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**  
I understand that the Social Security Administration (SSA) will validate the information I  
 I have read & agree to these terms.

Log In

www.socialsecurity.gov

BSO Welcome | BSO Information | Keyboard Navigation

**STEP 3:** In the New User? column of the Log In to Online Services page, select the link portion of Need to complete a [phone/form registration](#)? The system displays the Complete Phone Registration Attestation page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

The screenshot shows the 'Business Services Online' registration page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online' logos. Below the header, there is a navigation bar with links for 'Welcome', 'Information', and 'Keyboard Navigation'. The main content area is titled 'Complete Phone Registration Attestation'. It includes a section for 'Online Services Availability' with a list of hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). The main text instructs users to read information about registering and select a link for the 'Paperwork Reduction Act Statement'. A section titled 'Registering for Business Services' explains that users must complete a registration form to obtain a User ID and password. Below this, there is a 'User Certification for SSA Business Services Online' section where users must agree to terms. At the bottom, there are two buttons: 'I Do NOT Accept' and 'I Accept'. The browser's address bar shows 'www.socialsecurity.gov' and the status bar indicates 'Local intranet | Protected Mode: Off'.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

Online Services Availability

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

**Complete Phone Registration Attestation**

Please read the following information about registering to use Business Services Online.  
Please select the link below to read about SSA's legal authority for collecting information.

[Paperwork Reduction Act Statement](#)

**Registering for Business Services**  
To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.  
Upon successful registration, you will have your User ID and password.  
You may update your registration information or change your password at any time.

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

**User Certification for SSA Business Services Online**  
I certify that:

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

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

**STEP 4:** Read the conditions stated in the User Certification for SSA Business Services Online section of the page. You must agree to these conditions by selecting the **I Accept** button to proceed. The system displays the Complete Phone Registration page. (Selecting the **I Do NOT Accept** button will display the Business Services Online Welcome page.)



Social Security Online  
www.socialsecurity.gov
Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation
HELP

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**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
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### Complete Phone Registration

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

\* Indicates required information

\* **User ID:**

\* **First Name:**

\* **Last Name:**

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

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

\* **Date of Birth**

(M M D D Y Y Y Y)

\* **Enter Password:**

\* **Re-enter Password:**

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www.socialsecurity.gov

**STEP 5:** Enter the registration information.

#### TIPS

- ◆ **Fields that are required are marked with a red asterisk (\*).**
- ◆ **Enter your user id that was given to you when you registered over the phone or in person.**
- ◆ **Do not use punctuation in any field. This includes dashes or slashes in date of birth and social security number.**
- ◆ **If you do not have a U. S. Social Security Number, leave the SSN field blank.**
- ◆ **Date of birth must be entered in the format mmddyyyy. For example, if your date of birth is January 1, 1990, you would enter 01011990.**
- ◆ **Your password must contain any combination of eight letters and numbers (e.g. 9580859A or frog2828). Special characters are not allowed and passwords are not case sensitive. Do not share your password with anyone.**
- ◆ **When you tab off or click out of a field, the system will check the format of what was entered and display a message if it needs to be corrected.**

**STEP 6:** Select the **Complete Phone Registration** button to complete the registration process. The Log In to Online Services page will be displayed. (To return to the Business Services Online Welcome page without completing the registration process, select the **Cancel** button.)

## LESSON 3: LOGIN

Follow the instructions below to log in to Business Services Online 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 Log In to Online Services page.

Social Security Online  
[www.socialsecurity.gov](http://www.socialsecurity.gov) BSO Welcome | BSO Information | Keyboard Navigation HELP

### Business Services Online

## Log In to Online Services

**Online Services Availability**

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

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

### New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

### Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**

I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page.

- If you have forgotten your User ID, please 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.
- If you have forgotten your password, select the [Forgot your password?](#) link beneath the Password field. Refer to the Forgot Password lesson in this Tutorial for further guidance.

(To return to the Business Services Online Welcome page, select the BSO Welcome link on the page footer.)

## NOTE

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

The screenshot shows the 'Business Services Online' main menu. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The user's name 'JOHN PUBLIC' is displayed, along with a 'Logout' button. The main content area is titled 'Main Menu' and includes a 'HELP' link. The user is welcomed and informed that their password expires on January 19, 2011. Four service categories are listed with their respective descriptions and sub-links:

- Manage Account**
  - [View / Edit Account Info](#)
  - [Change Password](#)
  - [Disable Account](#)
- Manage Services**
  - [View / Edit Services](#)
  - [Request New Services](#)
  - [View Pending Services](#)
  - [Enter Activation Code\(s\)](#)
- Manage Employer Information**
  - [Add/Update Employer Information](#)
  - [Remove Employer Information](#)

The main menu items are:

- 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 errors and error notices for wage files and/or wage reports submitted by or for your company
- Social Security Number Verification Service**  
Request online SSN verification, or  
Submit files for SSN verification
- Form SSA-1694 Request for Business Entity Taxpayer Information**  
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation
- Internet Representative Payee Accounting (IRPA)**  
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically  
Submit and print representative payee accounting forms,  
Download submitted forms for up to 30 days after submission

At the bottom, there is a dark blue footer with the URL 'www.socialsecurity.gov' and the same navigation links as the top bar.

## LESSON 4: FORGOT PASSWORD

Follow the instructions below if you have forgotten your password and wish to get a new one.

**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 Log In to Online Services page.

The screenshot shows the 'Log In to Online Services' page. At the top, there is a red banner with 'Social Security Online' and 'Business Services Online'. Below the banner is a dark blue navigation bar with 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'HELP'. The main content area has a white background with a blue header 'Log In to Online Services'. On the left, there is a sidebar titled 'Online Services Availability' with a list of hours: Monday-Friday: 5 AM - 1 AM ET, Saturday: 5 AM - 11 PM ET, and Sunday: 8 AM - 11:30 PM ET. The main content area is divided into two columns. The left column is titled 'New User?' and contains text: 'You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.' Below this is a section 'To create new account you will need to:' with a list of requirements: 'Provide personal information', 'Provide contact information', and 'Create your password and security questions'. There is a link 'Create Log In Account' below the list. At the bottom of this column is a question: 'Did you register with SSA by phone or paper form and need to create a password?'. The right column is titled 'Existing User?' and contains text: 'Please log in below:'. Below this are two input fields: 'User ID:' and 'Password:'. There are two links: 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a dropdown menu showing 'I understand that the Social Security Administration (SSA) will validate the information I' and a checkbox 'I have read & agree to these terms.' At the bottom right of this column is a 'Log In' button. At the bottom of the page is a dark blue footer with 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'HELP'.

**STEP 3:** Under the Existing User? column, enter your User ID. Select the [Forgot your password?](#) link under the Password field. The system displays the Forgot Password page. (To return to the Business Services Online Welcome page, select the BSO Welcome link on the page footer.)

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

### Forgot Password

**Online Services Availability**

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

**Request to replace forgotten password**

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

WHAT IS THE NAME OF THE HOSPITAL YOU WERE BORN? :

WHAT IS YOUR ASTROLOGICAL SIGN? :

WHAT IS YOUR FAVORITE TIME OF YEAR? :

**Choose your new password**

Input New Password:

Confirm New Password:

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

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

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

**STEP 4:** The Forgot Password page presents you with the choice of entering and submitting a new password online, or requesting a temporary password by mail.

- If you would like to change your password online immediately, continue to Step 5.
- If you would rather receive a temporary password by mail, you do not have to enter anything on the Forgot Password page. Just select the **Request Password by Mail** button, and proceed to Step 7.

(To return to the Business Services Online Welcome page, select the **Cancel** button.)

**STEP 5:** Enter the answers to three security questions randomly selected from the five you chose and answered during registration. Next, enter a new password and confirm that password by entering it a second time. Select the **Submit New Password** button. The system displays the Forgot Password Update Successful page. (To return to the Business Services Online Welcome page without submitting the new password, 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 the header, a navigation bar contains 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'HELP'. The main content area features a large heading 'Forgot Password Update Successful' with a success message: 'Your forgotten password has been successfully changed.' On the left, there is a sidebar titled 'Online Services Availability' with a list of hours: Monday-Friday: 5 AM - 1 AM ET, Saturday: 5 AM - 11 PM ET, and Sunday: 8 AM - 11:30 PM ET. At the bottom of the main content area, there are two buttons: 'BSO Welcome' and 'Log In'.

**STEP 6:** Select the **Log In** button to log in using the new password. Select the **BSO Welcome** button to return to the Business Services Online Welcome page.

**STEP 7:** If you selected the **Request Password by Mail** button on the Forgot Password page, the system displays the Request Password by Mail page.

The screenshot shows the Business Services Online interface for the 'Request Password by Mail' page. The header and navigation bar are identical to the previous screenshot. The main content area has a heading 'Request Password by Mail' and a message: 'You have requested to receive a temporary password by mail to replace your forgotten password.' Below this, there is a form with the following fields: 'First Name:', 'Last Name:', 'U.S. Social Security Number:', and 'Date of Birth (m m d d y y y y)'. At the bottom of the form, there are two buttons: 'Cancel' and 'Request Temporary Password'.

**STEP 8:** Enter your First Name, Last Name, U.S. Social Security Number, and Date of Birth. Select the **Request Temporary Password** button to send the request. The system displays the Password By Mail Success page. (To return to the Business Services Online Welcome page without sending the request, select the **Cancel** button.)

The screenshot shows the Business Services Online interface for the 'Password By Mail Success' page. The header and navigation bar are identical to the previous screenshots. The main content area has a heading 'Password By Mail Success' and a message: 'Your request for a new password by mail was successful'. Below this, there is a paragraph of text: 'Your temporary password will be sent to you by first class mail usually in 2 weeks. You must wait for your temporary password to use Business Services Online. If you have previously requested a temporary password, that password is now cancelled.' At the bottom of the main content area, there is a 'BSO Welcome' button.

#### NOTE

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

## LESSON 5: LOGOUT

Follow the instructions below to log out of Business Services Online (BSO).

**STEP 1:** Select any **Log Out** button where displayed.

The system displays the Log Out of BSO page.

The screenshot shows the 'Log Out of BSO' page on the Social Security Online Business Services Online portal. The page header includes 'Social Security Online' and 'Business Services Online' with the URL 'www.socialsecurity.gov'. The user is identified as 'JOHN PUBLIC'. A 'Log Out' button is visible in the top left. The main content area features a red warning message: 'For your security, please log out of the application and close all Internet windows when you are finished.' Below this, a question asks 'Are you sure you want to log out of Business Services Online?' with 'No' and 'Yes' buttons. The left sidebar contains navigation links for 'Main Menu', 'Manage Account', 'Manage Services', and 'Manage Employer Information'. The footer displays 'www.socialsecurity.gov'.

**STEP 2:** Select the **Yes** button 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 the **No** button.)



## LESSON 6: CONTACT SOCIAL SECURITY ADMINISTRATION (SSA)

Follow the instructions below to submit a question or statement to the SSA.

**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 Log In to Online Services page.

Social Security Online **Business Services Online**

[www.socialsecurity.gov](http://www.socialsecurity.gov) BSO Welcome | BSO Information | Keyboard Navigation **HELP**

**Log In to Online Services**

**Online Services Availability**

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

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

**New User?**  
 You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

**Existing User?**  
 Please log in below:

User ID:

Password:

[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**  
 I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

Did you register with SSA by [phone or paper form](#) and need to create a password?

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link on the page footer.)

### NOTE

*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  
www.socialsecurity.gov

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

JOHN PUBLIC  
Logout

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Manage Employer Information

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

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

Welcome, JOHN PUBLIC  
Your password expires on **January 19, 2011**

**[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 errors and error notices for wage files and/or wage reports submitted by or for your company

**[Social Security Number Verification Service](#)**  
Request online SSN verification, or  
Submit files for SSN verification

**[Form SSA-1694 Request for Business Entity Taxpayer Information](#)**  
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

**[Internet Representative Payee Accounting \(IRPA\)](#)**  
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically  
Submit and print representative payee accounting forms,  
Download submitted forms for up to 30 days after submission

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

**STEP 4:** Select the [Contact Us](#) link in the page header or footer. The system displays the E-mail a Wage Reporting Expert pop-up window from Electronic Wage Reporting (EWR).

Social Security Online  
www.socialsecurity.gov

Contact Us

Home | Questions? | Contact Us | Search [ ] GO

## How To Contact Social Security (En Español)

**Find an answer to your question**

Find answers to your frequently asked questions. Search by category, keywords, or phrases. If you can't find the answer you are looking for, you will be given an opportunity to ask a question.

**What you can do online**

**Telephone services**

**By mail**

If you need to **submit documents** in support of a claim or an appeal, please make sure to use the specific address listed in the letter you received.

**In person** (find your local office)

**From outside the U.S.**

**About the quality of our information products**

If you are **blind** or **visually impaired** and are having trouble reading a notice we sent you in the mail, you can ask a Social Security representative to read it and explain it to you. You can contact us as many times as you want to get an explanation.

**Contact information for:**

- Contractors & vendors
- Employers
- Job seekers
- Reporting fraud & abuse
- Freedom of information requests

USA.gov Privacy Policy | Website Policies & Other Important Information | Site Map  
Last reviewed or modified Tuesday Jan 26, 2010

Need Larger Text?

**STEP 5:** Registration Information from the user account is displayed in the Name, E-mail, and Phone Number fields. Verify that the information is correct. The E-mail and Phone Number can be changed for contact purposes only. (Select the **Close Browser Window** button to close the pop-up window without sending a message.)

**TIPS:**

- ◆ **Fields that are required are marked with a red asterisk (\*).**
- ◆ **For Representative Payee Accounting questions, please call 1-800-772-1213 or go to [www.socialsecurity.gov/payee](http://www.socialsecurity.gov/payee).**
- ◆ **Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel if you do not wish to send an e-mail.**

**STEP 6:** Select the desired organization in the Recipient drop-down box. Type your message in the Message field.

**STEP 7:** Select the **Send Your Message** button to send the message. (Select the **Close Browser Window** button to close the pop-up window.)

## LESSON 7: EDIT ACCOUNT INFORMATION

Follow the instructions below to update your account 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 Log In to Online Services page.

Social Security Online  
 Business Services Online

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

**Log In to Online Services**

**Online Services Availability**

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

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

**New User?**  
 You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

**Existing User?**  
 Please log in below:

User ID:

Password:

[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**  
 I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

Log In

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link on the page footer.)

**NOTE**

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

The screenshot shows the Social Security Business Services Online (BSO) Main Menu. The header includes the Social Security Online logo and the text "Business Services Online". The user's name, KAMALJIT RANDHAWA, is displayed at the top left, along with a "Logout" button. The main content area is divided into two columns. The left column contains navigation links for "Manage Account", "Manage Services", and "Manage Employer Information". The right column displays the user's name, a welcome message, and a password expiration notice for January 14, 2010. Below this, four service links are listed: "Report Wages To Social Security", "Social Security Number Verification Service", "Form SSA-1694 Request for Business Entity Taxpayer Information", and "Internet Representative Payee Accounting (IRPA)". Each link is followed by a brief description of the service. At the bottom of the page, there is a contact information section for the Employer Customer Service personnel.

Social Security Online  
www.socialsecurity.gov

Business Services Online

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

KAMALJIT RANDHAWA  
Logout

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Manage Employer Information

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

Welcome, KAMALJIT RANDHAWA  
Your password expires on **January 14, 2010**

**[Report Wages To Social Security](#)**  
Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

**[Social Security Number Verification Service](#)**  
Request online SSN verification, or  
Submit files for SSN verification

**[Form SSA-1694 Request for Business Entity Taxpayer Information](#)**  
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

**[Internet Representative Payee Accounting \(IRPA\)](#)**  
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically  
Submit and print representative payee accounting forms,  
Download submitted forms for up to 30 days after submission

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

www.socialsecurity.gov

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

**STEP 4:** Under the Manage Account section of the left navigation panel, select the [View/Edit Account Info](#) link. The system displays the View/Edit Account Information page. (To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)

Social Security Online
Business Services Online

www.socialsecurity.gov
HELP

KAMALJIT RANDHAWA
View/Edit Account Information

Log Out

**Main Menu**

Manage Account

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

Manage Services

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

Manage Employer Information

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

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

---

**Personal & Contact Information** Edit Personal Information

---

Name: KAMALJIT RANDHAWA  
Date of Birth: 05/03/1970  
SSN: XXX-XX-3704  
Country: United States  
Home Street Address: 1234 ABC DR  
City, State, Zip: BALITMORE , MD 21207  
Daytime Phone Number: (123) 123-1234  
Fax Number:  
Email: Srinivasa.R.Dama@ssa.gov

---

**Security Questions and Answers** Edit Security Questions

---

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?  
Answer 1: ANSWER1  
Question 2: WHAT IS YOUR HOMETOWN?  
Answer 2: ANSWER5  
Question 3: WHAT IS THE NAME OF YOUR FIRST NIECE?  
Answer 3: ANSWER2  
Question 4: WHAT IS THE NAME OF YOUR FIRST PET?  
Answer 4: ANSWER3  
Question 5: WHAT WAS YOUR FIRST JOB?  
Answer 5: ANSWER4

www.socialsecurity.gov

**STEP 5:** Select the **Edit Personal Information** button to edit personal and contact information. The system displays the Edit Personal & Contact Information page. (To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)

Social Security Online Business Services Online

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

KAMALJIT RANDHAWA Log Out

**Edit Personal & Contact Information**

\* Indicates required information

Personal Information

\*Name: KAMALJIT RANDHAWA  
 \*First Middle \*Last Suffix

\*Date of Birth: 05031970  
 mmddyyyy

Personal Contact Information

\*Country: United States

\*Home Street Address: 1234 ABC DR

\*City: BALITMORE \*State: MD \*Zip Code: 21207

\*Daytime Phone Number: 1231231234 Extension:

Fax Number:

\*Email Address: Why do you need an email address? Srinivasa.R.Dama@ssa.gov

Cancel Update Information

www.socialsecurity.gov

**STEP 6:** Edit the information you wish to change. Select the **Update Information** button to update the account information. The system displays the Edit Personal & Contact Information – Confirmation page. (Select the **Cancel** button to cancel the update and return to the View/Edit Account Information page. To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)

Social Security Online Business Services Online

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

KAMALJIT RANDHAWA Log Out

**Edit Personal & Contact Information - Confirmation**

You have successfully updated your personal and contact information.  
 Your new information will be displayed on the View / Edit Account Info page.

Go to the Main Menu

www.socialsecurity.gov

**STEP 7:** To edit other account information, select the [View/Edit Account Info](#) link under the Manage Account section of the left navigation panel. The system displays the View/Edit Account Information page. (Select the **Go to the Main Menu** button to return to the Business Services Online Main Menu.)

**View/Edit Account Information**

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

**Personal & Contact Information** [Edit Personal Information](#)

Name: KAMALJIT RANDHAWA  
 Date of Birth: 05/03/1970  
 SSN: XXX-XX-3704  
 Country: United States  
 Home Street Address: 1234 ABC DR  
 City, State, Zip: BALITMORE , MD 21207  
 Daytime Phone Number: (123) 123-1234  
 Fax Number:  
 Email: Srinivasa.R.Dama@ssa.gov

**Security Questions and Answers** [Edit Security Questions](#)

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?  
 Answer 1: ANSWER1  
 Question 2: WHAT IS YOUR HOMETOWN?  
 Answer 2: ANSWER5  
 Question 3: WHAT IS THE NAME OF YOUR FIRST NIECE?  
 Answer 3: ANSWER2  
 Question 4: WHAT IS THE NAME OF YOUR FIRST PET?  
 Answer 4: ANSWER3  
 Question 5: WHAT WAS YOUR FIRST JOB?  
 Answer 5: ANSWER4

**STEP 8:** Select the **Edit Security Questions** button to edit the five questions and answers used to verify your identity if you forget your password. The system displays the Edit Security Questions page. (To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)

**Edit Security Questions**

The security questions and answers you select will be used to validate your identity in case you forget your password.  
 \* Indicates required information

\* Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW? \* Answer 1: ANSWER1  
 \* Question 2: WHAT IS YOUR HOMETOWN? \* Answer 2: ANSWER5  
 \* Question 3: WHAT IS THE NAME OF YOUR FIRST NIECE? \* Answer 3: ANSWER2  
 \* Question 4: WHAT IS THE NAME OF YOUR FIRST PET? \* Answer 4: ANSWER3  
 \* Question 5: WHAT WAS YOUR FIRST JOB? \* Answer 5: ANSWER4

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

**STEP 9:** Edit the information you wish to change. Select the **Update Information** button to update the account information. The system displays the Edit Security Questions – Confirmation page. (Select the **Cancel** button to cancel the update and return to the View/Edit Account Information page. To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)



Social Security Online  
www.socialsecurity.gov

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

HELP

KAMALJIT RANDHAWA

Log Out

**Edit Security Questions - Confirmation**

You have successfully updated your security questions.  
Your new information will be displayed on the View / Edit Account Info page.

[Go to the Main Menu](#)

**Main Menu**

Manage Account

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

Manage Services

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

Manage Employer Information

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

www.socialsecurity.gov

**STEP 10:** Select the **Go to the Main Menu** button to return to the Business Services Online Main Menu.

## LESSON 8: CHANGE YOUR PASSWORD

You can change your password at any time. For security purposes, you are required to change your password at least once every 90 days in order to maintain an active User Identification Number (User ID). Follow the instructions below to change your 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 Log In to Online Services page.

### NOTE

*When your password is more than 90 days old, the following message will display at the top of the page:*

*It has been more than 90 days since your password has been changed. You must change your password to continue with Online services.*

*The system will then automatically display the Change Password page. (Go to Step 5.)*

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To

return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

**NOTE**

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

The screenshot shows the 'Business Services Online' main menu. The user is logged in as KAMALJIT RANDHAWA. The page includes a navigation bar with 'Social Security Online' and 'Business Services Online' logos, and a footer with 'www.socialsecurity.gov' and navigation links. The main content area is divided into a left sidebar with navigation options and a main menu with several service links:

- Manage Account:** View / Edit Account Info, Change Password, Disable Account.
- Manage Services:** View / Edit Services, Request New Services, View Pending Services, Enter Activation Code(s).
- Manage Employer Information:** Add/Update Employer Information, Remove Employer Information.
- Main Menu:**
  - Welcome, KAMALJIT RANDHAWA. Your password expires on **January 14, 2010**.
  - Report Wages To Social Security:** Submit, download or process W-2s and W-2cs; View submission status, acknowledge resubmission notices or Request resubmission extensions.
  - Social Security Number Verification Service:** Request online SSN verification, or Submit files for SSN verification.
  - Form SSA-1694 Request for Business Entity Taxpayer Information:** Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation.
  - Internet Representative Payee Accounting (IRPA):** File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically; Submit and print representative payee accounting forms; Download submitted forms for up to 30 days after submission.

At the bottom, there is a contact information box: "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 4:** Select the [Change Password](#) link from the left navigation panel. The system displays the Change Password page.

The screenshot shows the 'Change Password' page. The user is logged in as KAMALJIT RANDHAWA. The page includes a navigation bar with 'Social Security Online' and 'Business Services Online' logos, and a footer with 'www.socialsecurity.gov' and navigation links. The main content area is divided into a left sidebar with navigation options and a main menu with a password change form:

- Manage Account:** View/Edit Account Info, Change Password, Disable Account.
- Manage Services:** View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes.
- Manage Employer Information:** Add/Update Employer Information, Remove Employer Information.
- Main Menu:**
  - Your current password is scheduled to expire: January 14, 2010
  - Enter Current Password:**
  - Enter New Password:**
  - Re-enter New Password:**
  - Your Password:**
    - Must contain exactly 8 characters
    - Must contain **only numbers and letters**
    - Must contain **at least 1 number and 1 letter**
    - Must contain **is not case sensitive**

At the bottom, there are two buttons: "Cancel" and "Change Password".

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

- ◆ Must contain exactly 8 characters
- ◆ Must contain only numbers and letters (no special characters)
- ◆ Must contain at least 1 number and 1 character
- ◆ Is not case sensitive

**STEP 6:** Select the **Change Password** button. The system displays the Password Change Successful page. (To return to the Business Services Online Main Menu without changing your password, 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' text, along with navigation links like 'Main Menu', 'Contact Us', and 'HELP'. Below the header, the user's name 'KAMALJIT RANDHAWA' is displayed next to a 'Log Out' button. The main content area features a large blue banner with the text 'Password Change Successful' and a circular icon. Below this, a message states: 'Your password has been successfully changed. Your new password will remain valid until: January 14, 2010'. A 'Go to the Main Menu' button is positioned to the right of this message. On the left side, there are three menu sections: 'Main Menu', 'Manage Account' (with links for View/Edit Account Info, Change Password, and Disable Account), 'Manage Services' (with links for View/Edit Services, Request New Services, View Pending Services, and Enter Activation Codes), and 'Manage Employer Information' (with links for Add/Update Employer Information and Remove Employer Information). The footer contains the URL 'www.socialsecurity.gov'.

**STEP 7:** Select the **Go to the Main Menu** button to return to the Business Services Online Main Menu.

## LESSON 9: DISABLE YOUR ACCOUNT

Follow the instructions below to disable your account. When you disable your account, you will no longer be able to use your User ID to access online services.

**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 Log In to Online Services page.

Social Security Online  
 Business Services Online

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

**Log In to Online Services**

**Online Services Availability**

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

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

**New User?**  
 You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

**Existing User?**  
 Please log in below:  
 User ID:   
 Password:   
[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**  
 I understand that the Social Security Administration (SSA) will validate the information I  
 I have read & agree to these terms.

Did you register with SSA by [phone or paper form](#) and need to create a password?

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link on the page footer.)

### NOTE

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

The screenshot shows the 'Business Services Online' main menu. The user is logged in as KAMALJIT RANDHAWA. The page features a navigation menu on the left with sections for 'Manage Account', 'Manage Services', and 'Manage Employer Information'. The main content area lists several services: 'Report Wages To Social Security', 'Social Security Number Verification Service', 'Form SSA-1694 Request for Business Entity Taxpayer Information', and 'Internet Representative Payee Accounting (IRPA)'. A footer contains contact information for customer support.

**STEP 4:** Under the Manage Account section of the left navigation panel, select the [Disable Account](#) link. The system displays the Disable Account page.

The screenshot shows the 'Disable Account' page. It includes a 'Log Out' button and a 'Main Menu' link. The page contains a form with the following fields and options:

- Enter Current Password:** A text input field.
- Why are you disabling the account?** Two radio button options:
  - I am no longer authorized to access these services and/or I no longer require these services.
  - The account has been compromised (ex: unauthorized access or disclosure).
- Warning:** A yellow warning icon with the text: "Your account will be permanently disabled. If you continue you will need to register a new account to access online services."
- Buttons:** 'Cancel' and 'Disable Account' buttons.

**STEP 5:** Enter your password in the Enter Current Password field and select the radio button beside the reason for disabling your User ID. Select the **Disable Account** button. The system displays the Disable Account – Confirmation page. (To return to the Business Services Online Main Menu without disabling your user id, select the **Cancel** button.)

#### NOTE

*If you select the Disable Account button, your account will be permanently disabled. You will need to register a new account to access online services.*

The screenshot shows the Social Security Business Services Online interface. At the top, there is a red header with 'Social Security Online' and 'Business Services Online' in white text. Below this is a dark blue navigation bar with links for 'Main Menu', 'Contact Us', 'BSO Information', and 'Keyboard Navigation', along with a 'HELP' button. The user's name 'KAMALJIT RANDHAWA' is displayed on the left, next to a 'Log Out' button. The main heading is 'Disable Account - Confirmation'. The central message states: 'Your account has been successfully disabled. Your account can no longer be used to access online services. You will need to create a new account to login to SSA online services again.' At the bottom of the message area, there are two buttons: 'Create a New Account' and 'Exit to SSA Website'. The footer of the page shows the URL 'www.socialsecurity.gov'.

**STEP 6:** Select the **Exit to SSA Website** button to go to the Social Security Online page. To register a new account to access online services, select the **Create a New Account** button.

## LESSON 10: REMOVE ACCESS TO BSO SERVICES

Follow the instructions below to remove access to one or more BSO services. Use this option if you no longer need to use a service(s) in BSO.

**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 Log In to Online Services page.

Social Security Online  
 Business Services Online

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

**Log In to Online Services**

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

**Online Services Availability**

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

**New User?**  
 You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

**Existing User?**  
 Please log in below:  
 User ID:   
 Password:   
[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**  
 I understand that the Social Security Administration (SSA) will validate the information I  
 I have read & agree to these terms.

Log In

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

### NOTE

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



The screenshot shows the Social Security Business Services Online (BSO) Main Menu. The page has a red header with "Social Security Online" and "Business Services Online". Below the header is a dark blue navigation bar with links for "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The main content area is white and features a "Main Menu" title and a "HELP" link. On the left, there is a navigation panel for "JOHN PUBLIC" with a "Logout" button and sections for "Manage Account", "Manage Services", and "Manage Employer Information". The "Manage Services" section is highlighted, showing links for "View / Edit Services", "Request New Services", "View Pending Services", and "Enter Activation Code(s)". The main content area displays a welcome message for "JOHN PUBLIC" and a password expiration notice for "January 19, 2011". Below this, there are four service links: "Report Wages To Social Security", "Social Security Number Verification Service", "Form SSA-1694 Request for Business Entity Taxpayer Information", and "Internet Representative Payee Accounting (IRPA)". Each link is followed by a brief description of the service. The footer of the page is a dark blue bar with the same navigation links as the top.

Social Security Online  
Business Services Online

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

JOHN PUBLIC  
Logout

Manage Account

- View / Edit Account Info
- Change Password
- Disable Account

Manage Services

- View / Edit Services
- Request New Services
- View Pending Services
- Enter Activation Code(s)

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

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

Welcome, JOHN PUBLIC  
Your password expires on **January 19, 2011**

**[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 errors and error notices for wage files and/or wage reports submitted by or for your company

**[Social Security Number Verification Service](#)**  
Request online SSN verification, or  
Submit files for SSN verification

**[Form SSA-1694 Request for Business Entity Taxpayer Information](#)**  
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

**[Internet Representative Payee Accounting \(IRPA\)](#)**  
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically  
Submit and print representative payee accounting forms,  
Download submitted forms for up to 30 days after submission

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

**STEP 4:** Under the Manage Services section of the left navigation panel, select the [View/Edit Services](#) link. The system displays the Remove Access to BSO Services page. This page lists the services to which you currently have access. (To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC

Log Out

**Remove Access to BSO Services**

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

**Main Menu**

**Manage Account**

- View/Edit Account Info
- Change Password
- Disable Account

**Manage Services**

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

**Manage Employer Information**

- Add/Update Employer Information
- Remove Employer Information

**Report Wages to Social Security**

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

**If access to Report Wages to Social Security is removed, View Wage Report Name / SSN Errors will also be removed.**

**View Wage Reports Name / SSN Errors**

- View the submission status, errors and error notices for wage files and/or wage reports with Name/SSN Errors submitted by you or on your behalf.

**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.

Cancel Remove

www.socialsecurity.gov

**STEP 5:** 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. (Select the **Cancel** button to return to the Business Services Online Main Menu without removing any services. To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)

The screenshot shows the Social Security Online Business Services Online interface. At the top, there is a red banner with the text "Social Security Online" and "Business Services Online". Below the banner, there is a dark blue navigation bar with the text "www.socialsecurity.gov", "Main Menu | Contact Us | BSO Information | Keyboard Navigation", and "HELP". The user's name "JOHN PUBLIC" is displayed in the top left corner. A "Log Out" button is located below the user's name. The main content area features a message titled "Remove Access to BSO Services Successful" with a small icon of a person. The message text reads: "Your request to remove access to View Wage Report Name/SSN Errors was successful. If you have removed this access in error you may select the 'Request New Services' on the left panel to re-select the service." Below the message, there are two buttons: "Cancel" and "Deactivate Another Service". On the left side of the page, there is a "Main Menu" section with three sub-sections: "Manage Account" (with links for "View/Edit Account Info", "Change Password", and "Disable Account"), "Manage Services" (with links for "View/Edit Services", "Request New Services", "View Pending Services", and "Enter Activation Codes"), and "Manage Employer Information" (with links for "Add/Update Employer Information" and "Remove Employer Information"). At the bottom of the page, there is a dark blue footer with the text "www.socialsecurity.gov".

**STEP 6:** Select the **Deactivate Another Service** button to return to the Remove Access to BSO Services page. Select the **Cancel** button to return to the Business Services Online Main Menu.

## LESSON 11: REQUEST SERVICES SUITE FOR EMPLOYERS

Follow the instructions below to log in to request access to the SSA Services Suite for Employers. Note that the request for this suite can be combined with requests for other services. For guidance in accessing a different service(s), refer to another lesson(s) in this Tutorial that specifically addresses the service(s).

**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 Log In to Online Services page.

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

### Log In to Online Services

**Online Services Availability**

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

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

#### New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

#### Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

**User Certification:**

I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

### NOTE

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

The screenshot shows the 'Business Services Online' main menu. At the top, there is a red header with 'Social Security Online' and 'Business Services Online' text, along with navigation links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. Below the header, the user is identified as 'JOHN PUBLIC' with a 'Logout' button. The main content area is titled 'Main Menu' and includes a 'HELP' link. A welcome message states: 'Welcome, JOHN PUBLIC. Your password expires on February 02, 2011'. Below this, it says 'You currently do not have access to any services.' and lists available options: 'View / Edit Account Info', 'Change Password', 'Disable Account', 'View / Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Code(s)'. A specific option is highlighted: 'You can add services to your menu at Request New Services.' The footer contains the same navigation links as the header.

**STEP 4:** Select the [Request New Services](#) link in the Main Menu or the left navigation panel. The system displays the Request Access to Services page. (To return to the Business Services Online Welcome page, select the **Logout** button.)

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC

Log Out

Request Access to BSO Services

Select Service Suites

You must request access to do specific functions within a service suite. Let us help you choose which functions to add.

**SSA Services Suite for Employers:**

**Electronic Wage Reporting Service and/or Social Security Number Verification Service (SSNVS)**

Electronic Wage Reporting allows employers to Report Wages to Social Security and to view the status of their submission.

Social Security Number Verification Service (SSNVS)

Allows the completion of an online form or submission of a file to request verification of names and Social Security Numbers of employees free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.

**SSA Services Suite for Attorneys:**

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

**Internet Representative Payee Suite:**

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

**Special Services Suite:**

**CBSV: Consent Based Social Security Number Verification Service**

CBSV, a consent and fee-based, third party verification service should not be confused with SSNVS service displayed above in the SSA Services Suite for Employers.

In order to complete your registration we must collect your Employer Information. Please check the CBSV box to the left then select the "Next" button below to record your Employer's EIN and Business or Organization name. Note: You will be denied access to CBSV if this information is not provided.

Cancel Next

www.socialsecurity.gov

Local intranet | Protected Mode: Off 100%

**STEP 5:** Continue with this lesson if you wish to request access to the Suite for Employers. If a different or additional suite(s) of services is needed, refer to another lesson that specifically addresses requesting that suite.

Check the checkbox saying "SSA Services Suite for Employers:" and select the **Next** button.

- If Employer information has not been entered, the Request Access to BSO Services page is re-displayed with the message "**Employer Information is required for the selected suite(s). Please select this link [Add Your Employer Information](#) to continue.**"
- If Employer information has already been entered, the system displays the Adding Services Wizard pages for the suite(s) of services you selected.

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

The screenshot shows the 'Employer Information' page on the Social Security Business Services Online (BSO) portal. The page header includes 'Social Security Online', 'Business Services Online', and the URL 'www.socialsecurity.gov'. The user is logged in as 'JOHN PUBLIC'. The page displays the Employer Identification Number (EIN) as '020000002' and the Business or Organization Name as 'MY ORGANIZATION'. A message states: 'You currently have access to the following services: Your additional request for services will be for the Employer Information listed above. To update Employer Information, select "Add/Update Employer Information" link from the left panel.' Navigation buttons for 'Previous' and 'Next' are visible. The left sidebar contains links for 'Manage Account' (View/Edit Account Info, Change Password, Disable Account) and 'Manage Services' (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes). The bottom of the page shows the URL 'www.socialsecurity.gov'.

**STEP 6:** The Employer Identification Number (EIN) and Business or Organization name associated to your User ID will be displayed. The services listed are only the ones to which you have access. Select the **Next** button to continue. The system displays the Report Wages to Social Security page of the adding services wizard. (Select the **Previous** button at the bottom of the page to return to the Request Access to BSO Services page. To return to the Business Services Online Main Menu, select **Main Menu** on the second line of the page header.)

The screenshot shows the 'Request 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 'Main Menu | Contact Us | BSO Information | Keyboard Navigation' and a 'HELP' link. The user is identified as 'JOHN PUBLIC' with a 'Log Out' button. The main content area is titled 'Request Access to BSO Services' and is on 'Page 2 of 3'. On the left, there are three menu sections: 'Manage Account' (with links for View/Edit Account Info, Change Password, and Disable Account), 'Manage Services' (with links for View/Edit Services, Request New Services, View Pending Services, and Enter Activation Codes), and 'Manage Employer Information' (with links for Add/Update Employer Information and Remove Employer Information). The main content area is titled 'Report Wages to Social Security' and explains that requesting access will allow the user 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 Wage Report status.

 Below this, there are two questions with radio buttons: 'Do you want to report wages to Social Security?' (with 'Yes' selected) and 'In addition, do you want to View Wage Report Name/SSN Errors?' (with 'Yes' selected). At the bottom of the form are '< Previous' and 'Next' buttons. The footer contains the URL 'www.socialsecurity.gov'.

**STEP 7:** Request access to Report Wages to Social Security by selecting the “Yes” radio button. If Report Wages is selected, the View Wage Report Name/SSN Errors may also be selected. Select the **Next** button to continue. The system displays the Social Security Number Verification Service (SSNVS) page of the adding services wizard. (To return to the Employer Information page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header. )




The screenshot shows the 'Request 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 'www.socialsecurity.gov', 'Main Menu | Contact Us | BSO Information | Keyboard Navigation', and a 'HELP' link. The user is logged in as 'JOHN PUBLIC' with a 'Log Out' button. The main content area is titled 'Request Access to BSO Services' and is on 'Page 3 of 3'. It features a 'Main Menu' on the left with categories: 'Manage Account' (View/Edit Account Info, Change Password, Disable Account), 'Manage Services' (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes), and 'Manage Employer Information' (Add/Update Employer Information, Remove Employer Information). The main heading is 'Social Security Number Verification Service (SSNVS)'. A question asks 'Do you want to verify Social Security Numbers Online?'. Below this is an explanatory paragraph: '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.' A yellow warning icon is followed by a bold warning: '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.' At the bottom, there are two radio buttons: 'Yes' (selected) and 'No'. Navigation buttons for '< Previous' and 'Next' are also present. The footer contains 'www.socialsecurity.gov'.

**STEP 8:** Request access to Social Security Number Verification Service (SSNVS) by selecting the “Yes” radio button and the **Next** button. The system displays the Request Summary page. (To return to the Report Wages to Social Security page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

**NOTE**

*The functions listed on your Request Summary page is unique to you and presents only the services which you have requested access.*

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

JOHN PUBLIC  **Request Access to BSO Services**

[Request Summary](#)

**Main Menu**

**Manage Account**

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

**Manage Services**

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

**Manage Employer Information**

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

You have selected the following functions:

- Report Wages to Social Security
- View Wage Report Name/SSN Errors
- Social Security Number Verification Service (SSNVS)

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

www.socialsecurity.gov

**STEP 9:** Review the list of functions and select the **Confirm** button to submit your access request. The system will display the Request Access to BSO Services Confirmation page. (To return to the Social Security Number Verification Service (SSNVS) page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

Social Security Online  
www.socialsecurity.gov

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

JOHN PUBLIC

Log Out

## Request Access to BSO Services Confirmation

Your request for access to the services and tasks listed below was received on November 04, 2010.

### Main Menu

#### Manage Account

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

#### Manage Services

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

#### Manage Employer Information

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

#### Report Wages to Social Security

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

#### View Wage Report Name / SSN Errors

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

#### Social Security Number Verification Service

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

Please print this page for your records.

www.socialsecurity.gov

**STEP 10:** The confirmation page shows what services were selected, which are active immediately and which require activation codes. Please print this page for your records. Activation codes will be mailed to the address we have on record for your employer (please note the city and state shown) and are usually received within two weeks. To return to the Business Services Online Main Menu, select the **Main Menu** button.

**NOTE**

*If the activation codes do not arrive at the address shown for your employer within two weeks, you may re-request them. Refer to the Re-Request Activation Codes lesson in this Tutorial for guidance.*

## LESSON 12: REQUEST SERVICES SUITE FOR ATTORNEYS

Follow the instructions below to request access to the SSA Services Suite for Attorneys. Note that the request to this suite can be combined with requests to other services. For guidance in accessing a different suite(s), refer to another lesson(s) in this Tutorial that specifically addresses the service(s).

**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 **Login** button on the Business Services Online Welcome page. The system displays the Log In to Online Services page.

Social Security Online **Business Services Online**

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

### Log In to Online Services

**Online Services Availability**

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

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

#### New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

#### Existing User?

Please log in below:

**User ID:**

**Password:**

[Forgot user ID?](#)

[Forgot your password?](#)

**User Certification:**

I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

### NOTE

*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  
www.socialsecurity.gov

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

JOHN PUBLIC  
Logout

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

Welcome, JOHN PUBLIC  
Your password expires on **February 02, 2011**

You currently do not have access to any services.

The following options are available to you:

- You can add services to your menu at [Request New Services](#).

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

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

**STEP 4:** Under the Manage Services section in the left navigation panel, select the [Request New Services](#) link. The system displays the Request Access to BSO Services page. (To return to the Business Services Online Welcome page, select the Logout button.)

Social Security Online  
www.socialsecurity.gov

Main Menu | Contact Us | BSO Information | Keyboard Navigation

WILLIAM FIELD

Log Out

**Request Access to BSO Services**

**Select Service Suite**

You must request access to do specific functions within a service suite. Let us help you choose which functions to add.

SSA Services Suite for Employers:

**Electronic Wage Reporting Service**

Allows use of one or more of the following services:

- 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

SSA Services Suite for Attorneys:

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

Internet Representative Payee Suite:

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

Cancel Next

www.socialsecurity.gov

**STEP 5:** Continue with this lesson if you wish to request access to the SSA Services Suite for Attorneys. If a different or additional suite(s) of services is needed, refer to another lesson that specifically addresses requesting that suite.

Check the checkbox saying “SSA Services Suite for Attorneys:” and select the **Next** button.

- If Employer information has not been entered, the Request Access to BSO Services page is re-displayed with the message “**Employer Information is required for the selected suite(s). Please select this link [Add Your Employer Information](#) to continue.**”
- If Employer information has already been entered, the system displays the Adding Services Wizard pages for the suite(s) of services you selected.

(To return to the Business Services Online Main Menu page, 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 'www.socialsecurity.gov', 'Main Menu | Contact Us | BSO Information | Keyboard Navigation', and a 'HELP' link. The user is logged in as 'JOHN PUBLIC' with a 'Log Out' button. The main heading is 'Employer Information'. On the left, there are three sections: 'Main Menu', 'Manage Account' (with links for View/Edit Account Info, Change Password, and Disable Account), and 'Manage Services' (with links for View/Edit Services, Request New Services, View Pending Services, and Enter Activation Codes). Below these is 'Manage Employer Information' with links for Add/Update Employer Information and Remove Employer Information. The main content area shows 'Employer Identification Number (EIN): 020000002' and 'Business or Organization Name: MY ORGANIZATION'. A message states: 'You currently have access to the following services: Your additional request for services will be for the Employer Information listed above. To update Employer Information, select "Add/Update Employer Information" link from the left panel.' At the bottom of the main content area are 'Previous' and 'Next' buttons. The footer contains 'www.socialsecurity.gov'.

**STEP 6:** Review the employer information displayed.

- If the employer information displayed is incorrect, you may update your employer information by selecting the Add/Update Employer Information link on the left navigation panel.
- If the employer information displayed is correct, select the Next button. The system displays the Complete Form SSA-1694 Business Taxpayer Information Form page of the adding services wizard.

(Select the **Previous** button at the bottom of the page to return to the Request Access to BSO Services page. To return to the Business Services Online Main Menu, select **Main Menu** on the second line of the page header.)

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC

Log Out

Request Access to BSO Services

Page 2 of 2

**Main Menu**

**Manage Account**

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

**Manage Services**

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

**Manage Employer Information**

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

Yes

No

< Previous

Next

www.socialsecurity.gov

**STEP 7:** Request access to Complete Form SSA-1694 Business Taxpayer Information Form by selecting the “Yes” radio button and the **Next** button. The system displays the Request Summary page. (To return to the Employer Information page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)



The screenshot shows the 'Request Access to BSO Services' page on the Social Security Business Services Online (BSO) portal. The page header includes 'Social Security Online', 'Business Services Online', and the URL 'www.socialsecurity.gov'. The user is logged in as 'JOHN PUBLIC' and has a 'Log Out' button. The page title is 'Request Access to BSO Services'. The main content area is titled 'Request Summary' and states: 'You have selected the following functions: Form SSA-1694 Request for Business Entity Taxpayer Information'. Below this, there is a paragraph of instructions: '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.' At the bottom of the main content area, there are two buttons: '<< Previous' and 'Confirm'. The left sidebar contains a 'Main Menu' section with links for 'Manage Account' (View/Edit Account Info, Change Password, Disable Account) and 'Manage Services' (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes). Below that is 'Manage Employer Information' with links for 'Add/Update Employer Information' and 'Remove Employer Information'. The footer of the page displays 'www.socialsecurity.gov'.

**STEP 8:** Review the list of services and select the **Confirm** button to submit your access request. The system will display the Request Access to BSO Services Confirmation page. (To return to the Complete Form SSA-1694 Business Taxpayer Information Form page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

The screenshot shows the Social Security Online 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 'www.socialsecurity.gov', 'Main Menu | Contact Us | BSO Information | Keyboard Navigation', and a 'HELP' link. The user is identified as 'JOHN PUBLIC' with a 'Log Out' button. The main heading is 'Request Access to BSO Services Confirmation'. A message states: 'Your request for access to the services and tasks listed below was received on November 04, 2010.' Below this, the service 'Form SSA-1694 Request for Business Entity Taxpayer Information' is listed with instructions: 'You may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Form SSA-1694 Request for Business Entity Taxpayer Information."' There are 'Print' and 'Main Menu' buttons. On the left, there are three menu sections: 'Main Menu', 'Manage Account' (with links for View/Edit Account Info, Change Password, and Disable Account), and 'Manage Services' (with links for View/Edit Services, Request New Services, View Pending Services, and Enter Activation Codes). A 'Manage Employer Information' section has links for Add/Update Employer Information and Remove Employer Information. The footer contains 'www.socialsecurity.gov'.

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

JOHN PUBLIC  
Log Out

### Request Access to BSO Services Confirmation

Your request for access to the services and tasks listed below was received on November 04, 2010.

**Form SSA-1694 Request for Business Entity Taxpayer Information**  
You may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Form SSA-1694 Request for Business Entity Taxpayer Information."

Please print this page for your records.

**Main Menu**

**Manage Account**

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

**Manage Services**

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

**Manage Employer Information**

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

www.socialsecurity.gov

**STEP 9:** The confirmation screen shows the selected service. A print button may be selected to print the confirmation. To return to the Main Menu, select the **Main Menu** button.

## LESSON 13: REQUEST INTERNET REPRESENTATIVE PAYEE SUITE

Follow the instructions below to request services in the Internet Representative Payee Suite. Note that the request to this suite can be combined with requests to other services. For guidance in accessing a different suite(s), refer to another lesson(s) in this Tutorial that specifically addresses that service(s).

**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 **Login** button on the Business Services Online Welcome page. The system displays the Log In to Online Services page.

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link on the page footer.)

### NOTE

*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  
www.socialsecurity.gov

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

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

JOHN PUBLIC

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Welcome, JOHN PUBLIC  
Your password expires on **February 02, 2011**

You currently do not have access to any services.

The following options are available to you:

- You can add services to your menu at [Request New Services](#).

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

**STEP 4:** Under the Manage Services section in the left navigation panel, select the [Request New Services](#) link. The system displays the Request Access to BSO Services page. (To return to the Business Services Online Welcome page, select the Logout button.)

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC  
Log Out

Request Access to BSO Services  
Select Service Suites

You must request access to do specific functions within a service suite. Let us help you choose which functions to add.

**SSA Services Suite for Employers:**  
**Electronic Wage Reporting Service and/or Social Security Number Verification Service (SSNVS)**  
 Electronic Wage Reporting allows employers to Report Wages to Social Security and to view the status of their submission.  
 Social Security Number Verification Service (SSNVS)  
 Allows the completion of an online form or submission of a file to request verification of names and Social Security Numbers of employees free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.

**SSA Services Suite for Attorneys:**  
**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 Form
- Update Form SSA-1694 Business Taxpayer Information Form

**Internet Representative Payee Suite:**  
 Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.  
 Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

**Special Services Suite:**

**CBSV: Consent Based Social Security Number Verification Service**  
 CBSV, a consent and fee-based, third party verification service should not be confused with SSNVS service displayed above in the SSA Services Suite for Employers.  
 In order to complete your registration we must collect your Employer Information. Please check the CBSV box to the left then select the "Next" button below to record your Employer's EIN and Business or Organization name. Note: You will be denied access to CBSV if this information is not provided.

Cancel Next

www.socialsecurity.gov

Done Local intranet | Protected Mode: Off 100%

**STEP 5:** Continue with this lesson if you wish to request access to the Internet Representative Payee Suite. If a different or additional suite(s) of services is needed, refer to another lesson that specifically addresses requesting that suite.

Check the checkbox saying “Internet Representative Payee Suite:” and select the **Next** button. The system displays the Internet Representative Payee page of the adding services wizard. (To return to the Business Services Online Main Menu page, select the **Cancel** button.)

The screenshot shows the 'Request 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 'www.socialsecurity.gov', 'Main Menu | Contact Us | BSO Information | Keyboard Navigation', and a 'HELP' link. The user is logged in as 'JOHN PUBLIC' with a 'Log Out' button. The main content area is titled 'Request Access to BSO Services' and shows 'Page 1 of 1'. On the left, there are three menu sections: 'Main Menu', 'Manage Account' (with links for View/Edit Account Info, Change Password, and Disable Account), and 'Manage Services' (with links for View/Edit Services, Request New Services, View Pending Services, and Enter Activation Codes). Below these is 'Manage Employer Information' (with links for Add/Update Employer Information and Remove Employer Information). The main content area is titled 'Internet Representative Payee' and asks 'Do you want to complete Form SSA-623, SSA-6230 or SSA-6234?'. It explains that this allows representatives to file their Representative Payee Report electronically. A list of forms is provided: Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations. Below this, it states that the system allows submission and printing of forms and downloading of submitted forms for up to 30 days. There are two radio buttons: 'No' and 'Yes, and I am an employee of a Representative Payee organization that administers benefits for several benefit recipients'. The 'Yes' option is selected. A red-bordered box contains the text: 'Support for registration, login, and selecting the IRPA service: Call 1-800-772-6270'. At the bottom of the form area are '< Previous' and 'Next' buttons. The footer of the page shows 'www.socialsecurity.gov' and a browser status bar indicating 'Local intranet | Protected Mode: Off' and '100%' zoom.

**STEP 6:** Request access to complete the forms to file the Representative Payee Report electronically by selecting the “Yes” radio button and the **Next** button. The system displays the Request Summary page. (To return to the Select Access to BSO Services page, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

Social Security Online  
www.socialsecurity.gov

Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

JOHN PUBLIC

Log Out

## Request Access to BSO Services

### Request Summary

**Main Menu**

**Manage Account**

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

**Manage Services**

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

**Manage Employer Information**

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

You have selected the following functions:

Internet Representative Payee

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

<< Previous

Confirm

www.socialsecurity.gov

**STEP 7:** Select the **Confirm** button to submit your access request. The system will display the Request Access to BSO Services Confirmation page. (To return to the Internet Representative Payee page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

The screenshot shows the Social Security Online Business Services Online interface. At the top, there is a red header with 'Social Security Online' and 'Business Services Online' in white text. Below this is a dark blue navigation bar with links for 'Main Menu', 'Contact Us', 'BSO Information', and 'Keyboard Navigation'. The user's name 'JOHN PUBLIC' is displayed on the left, and a 'Log Out' button is next to it. The main heading is 'Request Access to BSO Services Confirmation'. A message states: 'Your request for access to the services and tasks listed below was received on November 04, 2010.' Under the heading 'Internet Representative Payee', it says: 'You may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Internet Representative Payee."' There are two buttons: 'Print' and 'Main Menu'. On the left side, there are three sections: 'Main Menu', 'Manage Account' (with links for 'View/Edit Account Info', 'Change Password', and 'Disable Account'), 'Manage Services' (with links for 'View/Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Codes'), and 'Manage Employer Information' (with links for 'Add/Update Employer Information' and 'Remove Employer Information'). The footer contains the URL 'www.socialsecurity.gov'.

**STEP 8:** The confirmation screen informs you that you may begin to use this service immediately. To return to the Main Menu, select the **Main Menu** button.



## LESSON 14: 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 Log In to Online Services page.

Social Security Online **Business Services Online**

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

### Log In to Online Services

**Online Services Availability**

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

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

#### New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

#### Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

**User Certification:**

I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

### NOTE

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

The screenshot shows the 'Business Services Online' main menu. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is white and features a 'Main Menu' title and a 'HELP' link. On the left, a sidebar identifies the user as 'JOHN PUBLIC' with a 'Logout' button. The sidebar is divided into three sections: 'Manage Account' with links for 'View / Edit Account Info', 'Change Password', and 'Disable Account'; 'Manage Services' with links for 'View / Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Code(s)'; and 'Manage Employer Information' with links for 'Add/Update Employer Information' and 'Remove Employer Information'. The main content area displays a welcome message for 'JOHN PUBLIC' and a password expiration notice for 'January 19, 2011'. Two primary service links are highlighted: 'Report Wages To Social Security' and 'Social Security Number Verification Service', each with a brief description of the service.

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC  
Logout

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Manage Employer Information

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

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

Welcome, JOHN PUBLIC  
Your password expires on **January 19, 2011**

**[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 errors and error notices for wage files and/or wage reports submitted by or for your company

**[Social Security Number Verification Service](#)**  
Request online SSN verification, or  
Submit files for SSN verification

www.socialsecurity.gov

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

**STEP 4:** Under the Manage Services section of the left navigation panel, select the [View Pending Services](#) link. The system displays the Re-Request Activation Codes page. This page lists the services for which you are awaiting activation codes.

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC

Log Out

**Re-Request Activation Codes**

You have not entered the activation code(s) for the requested services listed below. If you have not received your activation code(s) or have misplaced them, you may have the activation code mailed to you again by selecting the service(s) below. You may only request activation codes every 10 days. Each activation code will expire 60 days after the date you initially selected the service. If the activation code expires, select [Request New Services](#) on the left panel to re-select the service.

**View Wage Report Name/SSN Errors**

- View Wage Report Name/SSN Errors will display these errors for the wage information submitted by you or for your employer.

Cancel Re-Request

**Main Menu**

**Manage Account**

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

**Manage Services**

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

**Manage Employer Information**

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

www.socialsecurity.gov

**STEP 5:** The actions you can take at this time will depend on when you last requested access to a service.

- If it has not been at least 10 days since you requested the access to the service(s), 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 the access to the service(s), you will need to re-request access to the service(s) by selecting the [Request Access to BSO Services](#) link in the first paragraph of the current page.
- If it has been between 10 and 60 days since you requested the access to the service(s), you may select the checkbox(es) of the service(s) and select the **Re-Request** button. The system displays the View Pending Services – Confirmation of Activation Code Notice Re-Request page.

(Select the **Cancel** button to return to the Business Services Online Main Menu without re-requesting any activation codes. To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)



Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC

Log Out

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

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

View Pending Services

Go to the Main Menu

**Main Menu**

**Manage Account**

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

**Manage Services**

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

**Manage Employer Information**

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

www.socialsecurity.gov

**STEP 6:** Select the **View Pending Services** button to return to the Re-Request Activation Codes page. To return to the Business Services Online Main Menu, select the **Go to the Main Menu** button.

## LESSON 15: ENTER ACTIVATION CODE(S)

Follow the instructions below to enter the activation codes received by you directly or from your employer. Certain services that you requested require you to enter an activation code before you can use the online service.

**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 Log In to Online Services page.

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

### NOTE

*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  
www.socialsecurity.gov

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

KAMALJIT RANDHAWA  
Logout

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Manage Employer Information

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

Main Menu

Welcome, KAMALJIT RANDHAWA  
Your password expires on **January 03, 2010**

**Report Wages To Social Security**  
Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

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

Local intranet 100%

**STEP 4:** Select the [Enter Activation Code\(s\)](#) link on the left navigation panel. The system displays the Enter Activation Code(s) page. (Select the **Cancel** button to return to the Business Services Online Main Menu page without activating a service.)

**NOTE**

*If you have more than one activation code to enter, repeat Steps 4 and 5.*

The screenshot shows the 'Enter Activation Code(s)' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a dark blue navigation bar with links for 'Main Menu', 'Contact Us', 'BSO Information', and 'Keyboard Navigation', along with a 'HELP' icon. The user's name 'KAMALJIT RANDHAWA' is displayed in the top left, with a 'Log Out' button next to it. The main content area is titled 'Enter Activation Code(s)' and contains a text input field for the activation code. Below the input field are two buttons: 'Cancel' and 'Activate Service(s)'. On the left side, there is a 'Main Menu' section with links for 'Manage Account' (View/Edit Account Info, Change Password, Disable Account) and 'Manage Services' (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes). There is also a 'Manage Employer Information' section with links for 'Add/Update Employer Information' and 'Remove Employer Information'. The footer of the page shows the URL 'www.socialsecurity.gov'.

**STEP 5:** Enter the activation code in the Enter Activation Code field and select the **Activate Service(s)** button. The system displays the Enter Activation Code(s) – Confirmation page. (Select the **Cancel** button to return to the Business Services Online Main Menu page without activating a service.)

The screenshot shows the 'Enter Activation Code(s) - Confirmation' page. The header and navigation bar are identical to the previous screenshot. The user's name 'KAMALJIT RANDHAWA' is displayed in the top left, with a 'Log Out' button next to it. The main content area is titled 'Enter Activation Code(s) - Confirmation' and contains a message: 'You have successfully activated Social Security Number Verification Service (SSNVS). The service(s) listed are now available from the Main Menu.' Below the message is a button labeled 'Go to the Main Menu'. On the left side, there is a 'Main Menu' section with links for 'Manage Account' (View/Edit Account Info, Change Password, Disable Account) and 'Manage Services' (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes). There is also a 'Manage Employer Information' section with links for 'Add/Update Employer Information' and 'Remove Employer Information'. The footer of the page shows the URL 'www.socialsecurity.gov'.

**STEP 6:** Select the **Go to the Main Menu** button to return to the Business Services Online Main Menu page. The activated service will be listed.

## LESSON 16: ADD EMPLOYER INFORMATION

Follow the instructions below to add employer information. Employer information is required in order to request certain business services.

**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 Log In to Online Services page.

Social Security Online **Business Services Online**

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

### Log In to Online Services

**Online Services Availability**

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

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

#### New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

#### Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

**User Certification:**

I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select BSO Welcome link in the page footer.)

### NOTE

*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  
www.socialsecurity.gov

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

JOHN PUBLIC  
Logout

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

Welcome, JOHN PUBLIC  
Your password expires on **February 02, 2011**

You currently do not have access to any services.

The following options are available to you:

- You can add services to your menu at [Request New Services](#).

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

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

**STEP 4:** Select the [Add/Update Employer Information](#) link from the left navigation panel. The system displays the Employer Information Attestation page. (Select the Logout button to return to the Business Services Online Welcome page.)

#### NOTE

*Certain services require Employer information to have been added before you request the service. If you have not previously added Employer information, the Request Access to BSO Services page is re-displayed with the message “**Employer Information is required for the selected suite(s). Please select this link [Add Your Employer Information](#) to continue.**” When you select the link, the system displays the Employer Information Attestation page.*

Social Security Online  
www.socialsecurity.gov  
JOHN PUBLIC  
Log Out

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

### Employer Information Attestation

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

- You need to accept these terms and conditions to use BSO services.

**Employer Information for Business Services Online.**

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

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

You may update your employer information any time.

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

**User Certification for SSA Business Services Online**

I certify that:

- I am currently employed by the employer associated with my employer information and am authorized to conduct business on behalf of the employer.  
OR
- I am the employer of an individual or individuals who work(s) for me in my household.  
OR
- I am a self-employed individual.  
OR
- I am a volunteer for an organization.
- I understand that SSA may prevent me and/or the company or organization I represent from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information.

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

I Do NOT Accept      Cancel      I Accept

www.socialsecurity.gov

**STEP 5:** Read the statements located under the User Certification for Business Services Online heading. You must agree to these terms by selecting the **I Accept** button to proceed. The system displays the Add Employer Information page.

(Selecting the **I Do NOT Accept** button will display again the Employer Information Attestation page with the message in red “**You need to accept these terms and conditions to use BSO services.**”)

(Select the **Cancel** button to return to the Business Services Online Main Menu page. To return to the BSO Welcome page, select the **Log Out** button.)

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC

Log Out

**Add Employer Information**

You must have an Employer Identification Number (EIN) to request access to some of the BSO Services. If you are self-employed, you may request limited access without an EIN. [Apply For EIN](#)

Form Approved: OMB No. 0960-0626  
Expiration date: 10/31/2012

NOTE: Accountants, CPAs, etc. You only need to register once in your own firm's name. You can then conduct business for as many clients as you wish.

Information about you, or your business or organization: We will compare this information with our records to verify you are currently employed by the business or organization you represent. Correspondence to your employer will be sent to the address we have on file. Select [this link](#) for more help with completing this form.

- I have an SSN and I am an employee of a business or organization that has an EIN
- I do NOT have an SSN and I work outside the U.S. for a business or organization that has an EIN
- I am Self-Employed with an EIN and receive a W-2 under this EIN
- I am Self-Employed with an EIN and do NOT receive a W-2 under this EIN
- I am Self-Employed and my earnings are reported on IRS Schedule SE (Self-Employment Earnings)
- I am a Household Employer and have an EIN
- I am a Volunteer for an organization that has an EIN

**Employer Identification Number (EIN):**

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

**Business or Organization Name:**

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

www.socialsecurity.gov

Local intranet | Protected Mode: Off | 100%

**STEP 6:** Select the radio button beside the description that best describes you and enter the Employer Identification Number (EIN) and Business or Organization Name.

## TIPS

- ◆ Do not enter dashes in the EIN.
- ◆ If you do not have an EIN, leave the EIN field blank.

**STEP 7:** The look-up button may be used to retrieve the name of the business or organization that the IRS has provided to SSA to help you verify that the entered EIN is yours. You may edit the name, but it does not change the name on Internal Revenue Service (IRS) records. Select the **Submit Employer Information** button to process the employer information. The system displays the Add Your Employer Information Successful page. (Select the **Cancel** button to return to the Business Services Online Main Menu page. To return to the BSO Welcome page, select the **Log Out** button.)

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC

Log Out

**Add Employer Information**

You have successfully added your employer information.

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

- [Add/Update Employer Information](#)

www.socialsecurity.gov

**STEP 8:** Select the **Request Access to BSO Services** button to select services you need to access. The system displays the Request Access to BSO Services page. (Select the **Main Menu** button to return to the Business Services Online Main Menu page. To return to the BSO Welcome page, select the Logout link.)

## LESSON 17: UPDATE EMPLOYER INFORMATION

Follow the instructions below to update employer information. To change your Employer Identification Number (EIN) you must first "Remove Your Employer Information" which will deactivate all active services with this employer and then re-request services by selecting the [Request New Services](#) link under the Manage Services section on the left navigation panel.

**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 Log In to Online Services page.

Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

### Log In to Online Services

**Online Services Availability**

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

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

#### New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

**To create new account you will need to:**

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

#### Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

**User Certification:**

I understand that the Social Security Administration (SSA) will validate the information I

I have read & agree to these terms.

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the "I have read & agree to these terms." checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select BSO Welcome link in the page footer.)

### NOTE

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

JOHN PUBLIC  
Logout

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Manage Employer Information

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

HELPER

WELCOME, JOHN PUBLIC  
Your password expires on **January 19, 2011**

**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 errors and error notices for wage files and/or wage reports submitted by or for your company

**Social Security Number Verification Service**  
Request online SSN verification, or  
Submit files for SSN verification

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

**STEP 4:** Select the [Add/Update Employer Information](#) link from the left navigation panel. The system displays the Update Your Employer Information page. (Select the Logout button to return to the Business Services Online Welcome page.)

Social Security Online  
www.socialsecurity.gov

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

JOHN PUBLIC

Log Out

Update Your Employer Information

**Main Menu**

**Manage Account**

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

**Manage Services**

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

**Manage Employer Information**

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

This employer information form is used to gather information about the business you own or by which you are employed. We will compare this information with our records to verify you are currently employed by the business or organization you represent. Correspondence with your employer will be sent to the address we have on file.

To change your EIN you must first "Remove Your Employer Information" using the link in the left panel. That will deactivate all active services with this employer. Then re-request services for the new EIN using the "Request New Services" link in the left panel.

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

**Employer Identification Number (EIN):**

**Business or Organization Name:**

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

www.socialsecurity.gov

**STEP 5:** Change any information and select the **Update** to submit the changes. The system displays the Update Your Employer Information Successful page. (Select the **Cancel** button to return to the Business Services Online Main Menu page without submitting any changes).

**NOTE**

*Changing the EIN will deactivate all active services with this employer. To request services for this different employer, select the [Request New Services](#) link under the Manage Services section on the left navigation panel.*

The screenshot shows the Social Security Business Services Online (BSO) interface. At the top, there is a red banner with the text "Social Security Online" and "Business Services Online". Below the banner is a dark blue navigation bar with links for "Main Menu", "Contact Us", "BSO Information", and "Keyboard Navigation". The user's name "JOHN PUBLIC" is displayed on the left, and a "Log Out" button is next to it. The main content area has a white background with a light blue star pattern on the left side. The title "Add Employer Information" is centered, followed by a success message: "You have successfully added your employer information." Below this message are two buttons: "Main Menu" and "Request Access to BSO Services". On the left side, there are three sections: "Manage Account" with links for "View/Edit Account Info", "Change Password", and "Disable Account"; "Manage Services" with links for "View/Edit Services", "Request New Services", "View Pending Services", and "Enter Activation Codes"; and "Manage Employer Information" with a link for "Add/Update Employer Information". At the bottom, there is a dark blue footer with the URL "www.socialsecurity.gov".

**STEP 6:** Select the **Main Menu** button to return to the Business Services Online Main Menu.



## LESSON 18: REMOVE EMPLOYER INFORMATION

Follow the instructions below to remove employer information. Removing this employer information will cause the services for this employer to be deactivated.

**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 Log In to Online Services page.

Social Security Online  
 Business Services Online

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP

**Log In to Online Services**

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

**Online Services Availability**

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

**New User?**  
 You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

**Existing User?**  
 Please log in below:

User ID:

Password:

[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**  
 I understand that the Social Security Administration (SSA) will validate the information I  
 I have read & agree to these terms.

Log In

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

**STEP 3:** Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the Business Services Online Welcome page, select BSO Welcome link in the page footer.)

### NOTE

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

The screenshot shows the 'Business Services Online' main menu. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is white and features a 'Main Menu' title and a 'HELP' link. A user named 'JOHN PUBLIC' is logged in, with a 'Logout' button. The page is divided into a left navigation panel and a main content area. The left panel has four sections: 'Manage Account' with links for 'View / Edit Account Info', 'Change Password', and 'Disable Account'; 'Manage Services' with links for 'View / Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Code(s)'; and 'Manage Employer Information' with links for 'Add/Update Employer Information' and 'Remove Employer Information'. The main content area displays a welcome message for JOHN PUBLIC, stating 'Your password expires on January 19, 2011'. It lists four services: 'Report Wages To Social Security' (submitting W-2s), 'Social Security Number Verification Service' (requesting SSN verification), 'Form SSA-1694 Request for Business Entity Taxpayer Information' (submitting forms for representation), and 'Internet Representative Payee Accounting (IRPA)' (filing and downloading forms). A footer at the bottom contains the website URL and navigation links.

Social Security Online  
Business Services Online

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

JOHN PUBLIC  
Logout

Manage Account

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

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Manage Employer Information

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

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

Welcome, JOHN PUBLIC  
Your password expires on **January 19, 2011**

**[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 errors and error notices for wage files and/or wage reports submitted by or for your company

**[Social Security Number Verification Service](#)**  
Request online SSN verification, or  
Submit files for SSN verification

**[Form SSA-1694 Request for Business Entity Taxpayer Information](#)**  
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

**[Internet Representative Payee Accounting \(IRPA\)](#)**  
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically  
Submit and print representative payee accounting forms,  
Download submitted forms for up to 30 days after submission

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

**STEP 4:** Under the Manage Employer Information section of the left navigation panel, select the [Remove Employer Information](#) link. The system displays the Remove Your Employer Information page. (Select the Logout button to return to the Business Services Online Welcome page.)

The screenshot shows the 'Remove Your Employer Information' page on the Social Security Online Business Services Online portal. The user is logged in as JOHN PUBLIC. The page features a navigation menu on the left with sections for 'Main Menu', 'Manage Account', 'Manage Services', and 'Manage Employer Information'. The main content area contains a form with the following fields and options:

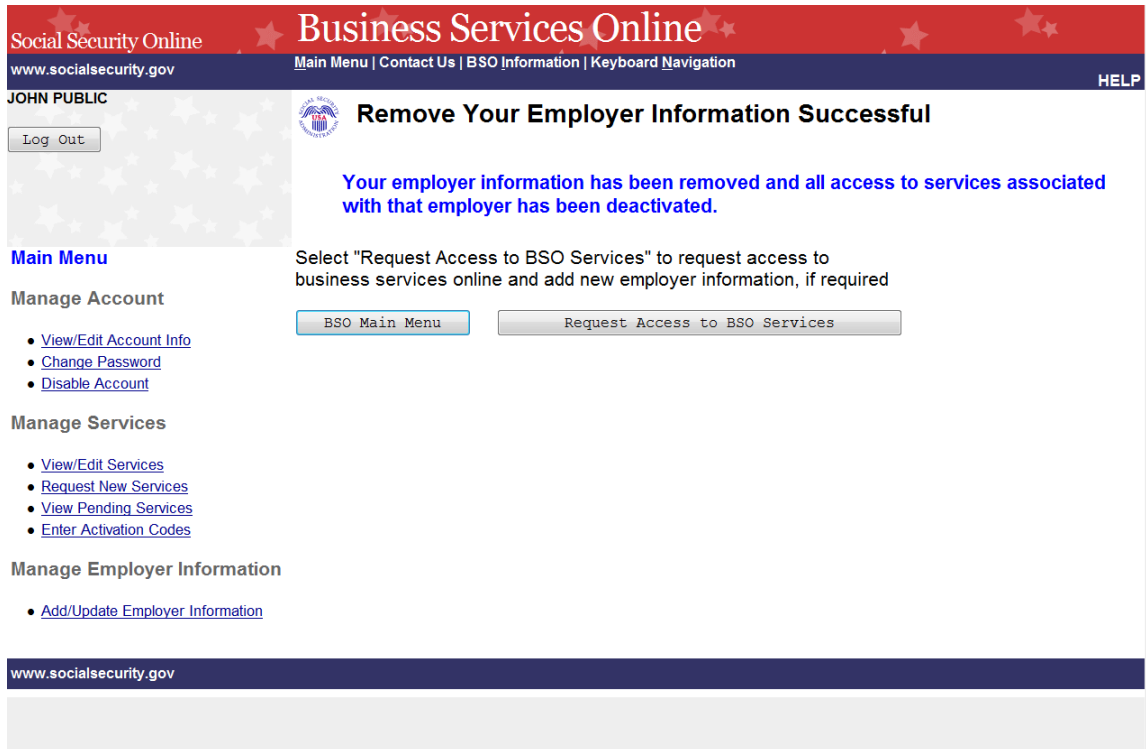
- Employer Identification Number (EIN):** 020000002
- Business or Organization Name:** MY ORGANIZATION
- Removing this employer information will cause the following services to be deactivated:**
  - Report Wages to Social Security
  - View Wage Report Name / SSN Errors
  - Social Security Number Verification Service (SSNVS)
  - Form SSA-1694 Request for Business Entity Taxpayer Information
- Select "Remove Employer" to remove your employer information and deactivate access to the services listed above.**
- Buttons:** Cancel and Remove Employer

The footer of the page displays the URL www.socialsecurity.gov.

**STEP 5:** Select the **Remove Employer** button to submit the changes. The system displays the Remove Your Employer Information Successful page. (Select the **Cancel** button to return to the Business Services Online Main Menu page without removing the employer.)

**NOTE**

*Removing this employer information will cause the listed services to be deactivated.*



The screenshot shows the Social Security Business Services Online (BSO) interface. At the top, there is a red banner with the text "Social Security Online" and "Business Services Online". Below the banner, the URL "www.socialsecurity.gov" is displayed. The user is logged in as "JOHN PUBLIC" and has a "Log Out" button. The main heading is "Remove Your Employer Information Successful". A message states: "Your employer information has been removed and all access to services associated with that employer has been deactivated." Below this message, there are two buttons: "BSO Main Menu" and "Request Access to BSO Services". The left sidebar contains a "Main Menu" section with links for "Manage Account" (View/Edit Account Info, Change Password, Disable Account) and "Manage Services" (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes). The "Manage Employer Information" section has a link for "Add/Update Employer Information". The footer of the page displays "www.socialsecurity.gov".

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

JOHN PUBLIC  
Log Out

### Remove Your Employer Information Successful

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

Select "Request Access to BSO Services" to request access to business services online and add new employer information, if required

BSO Main Menu    Request Access to BSO Services

**Main Menu**

**Manage Account**

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

**Manage Services**

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

**Manage Employer Information**

- [Add/Update Employer Information](#)

www.socialsecurity.gov

**STEP 6:** Select the **Request Access to BSO Services** button to request new services for a different employer. To return to the Business Services Online Main Menu, select the **BSO Main Menu** button.