

**Tax Year 2024**  
**Business Services Online (BSO) Overview**  
**Tutorial**

## 1.0 Introduction

Welcome to the Business Services Online (BSO) Tutorials. BSO is a suite of Internet services for businesses and employers who exchange information with the Social Security Administration (SSA). You can access BSO by pointing your browser to the [Business Services Online Welcome page](#). You can also access BSO from the [Employer W-2 Filing Instructions & Information home page](#).

As a registered BSO user, you are able to perform the following Electronic Wage Reporting (EWR) services depending on the established roles:

- Create, save, print, and submit Forms W-2 online (W-2 Online application);
- Create, save, print, and submit corrections to Forms W-2 online (W-2c Online application);
- Upload and submit wage files to SSA (Wage File Upload application);
- View status, error, and notice information for previously submitted wage reports (Submission Status application);
- View status and error information for your company's wage reports (Employer Report application); and
- Request a 1-time, 15-day resubmission extension through Resubmission Notice application.

**Note:** To use BSO, your browser must be set to 128-bit encryption. If your browser does not support 128-bit encryption, refer to the Help information within your browser for specific instructions on how to upgrade to 128-bit encryption. If your workstation is JavaScript-disabled, a warning message will be displayed on the Login and Registration pages advising you to enable it. Certain types of messages, such as the time-out warning, cannot be displayed unless JavaScript is enabled.

## 2.0 Contents of the Tutorials

BSO tutorials include seven individual EWR tutorials.

- **Overview:** BSO Overview includes general information about the BSO application as well as information for contacting BSO customer support staff and Employer Services Liaison Officers (ESLOs).
- **Access EWR Suite of Services:** Access EWR Suite of Services provides you step-by-step instructions on how to access EWR Suite of Services.
- **W-2 Online:** W-2 Online application allows you to create up to 50 Forms W-2 per report. You may print or save the Forms W-2 prior to submitting the wage reports to SSA. You may also save them to your computer after submitting them.

- **W-2c Online:** W-2c Online application allows you to create up to 25 Forms W-2c per report. You may print or save the Forms W-2c prior to submitting the corrected wage reports to SSA. You may also save them to your computer after submitting them.
- **Wage File Upload:** Wage File Upload application allows you to upload and submit/resubmit Electronic Filing (EF) formatted data files. The EF formatted data files can be regular files, corrected files, or reconciliation files. You can also submit special wage payment files. Please refer to the BSO User Handbook for additional information on preparing the EF formatted data files.
- **Submission Status:** Submission Status application allows you to view your submission status, submission errors, and Resubmission Notices.
- **Employer Report Status:** Employer Report Status application allows you to view employer report status and errors.
- **Resubmission Notice:** Resubmission Notice application allows you to resubmit your formatted wage files or request a 1-time, 15-day extension to resubmit your wage files.

BSO Tutorials can be viewed with Adobe's Acrobat Reader at the [Business Services Online Tutorial](#) page. Acrobat Reader Version 5.0 or greater is recommended. If you do not have Acrobat Reader on your computer, you can go to [Adobe website](#) to download a free copy of Acrobat Reader.

### 3.0 Additional Support

If you require additional assistance, please contact our BSO customer support staff at 1-800-772-6270 (TDD/TTY 1-800-325-0778).

If you would like additional information, please call 1-800-772-6270 (TDD/TTY 1-800-325-0778) or send an e-mail to [employerinfo@ssa.gov](mailto:employerinfo@ssa.gov).