# Table of Contents

1.0 About This Guide .................................................................................................................. - 1 -

2.0 Introduction .......................................................................................................................... - 1 -
   2.1 General rules for Company and Individuals with Access to CBSV ................................... - 1 -
   2.2 Consent Form (SSA-89) .................................................................................................. - 2 -
   2.3 CBSV Availability .......................................................................................................... - 2 -

3.0 Registration Process .............................................................................................................. - 3 -
   3.1 Steps Before Registration .............................................................................................. - 3 -
   3.2 Getting a User ID and Password .................................................................................... - 3 -
      3.2.1 CBSV Online and Web Service User Registration .................................................. - 4 -
      3.2.2 Activation Code ....................................................................................................... - 4 -
   3.3 Registration: Step by step ............................................................................................... - 5 -
   3.4 Activate Access to CBSV ............................................................................................... - 12 -
   3.5 Your Password .............................................................................................................. - 16 -
      3.5.1 Password Selection Instructions ............................................................................... - 16 -
      3.5.2 Changing Your Password ....................................................................................... - 16 -
      3.5.3 If You Forget Your Password .................................................................................. - 16 -
   3.6 Re-Requesting Activation Code ....................................................................................... - 18 -
   3.7 Remove Access to CBSV ............................................................................................... - 18 -
   3.8 Managing your user ID account information .................................................................. - 19 -

4.0 About CBSV Web Service ....................................................................................................... - 21 -

5.0 CBSV Online Service ............................................................................................................ - 22 -
   5.1 Logging In to your account ............................................................................................ - 23 -
   5.2 Accessing the Consent Based SSN Verification Online Service .................................... - 25 -
   5.3 Entering Data for the Verification Service .................................................................... - 26 -
      5.3.1 Requesting Verification of a Minor .......................................................................... - 30 -
      5.3.2 Results .................................................................................................................... - 31 -
   5.4 Potential CBSV Misuse Error message ......................................................................... - 32 -
   5.5 Logging Out of CBSV ..................................................................................................... - 32 -

6.0 What to do if an SSN Fails to Verify ..................................................................................... - 33 -

7.0 Security .................................................................................................................................. - 33 -

8.0 Paying for CBSV Services ..................................................................................................... - 34 -
   8.1 Quarterly Statements and End of Year Settlement ......................................................... - 34 -

9.0 CBSV Compliance Review Audit .......................................................................................... - 34 -

10.0 Getting CBSV Help and Support ........................................................................................ - 35 -
    10.1 What’s This? Link ........................................................................................................ - 35 -
10.2 Contacting SSA
1.0 ABOUT THIS GUIDE

This User Guide is intended to guide the use of SSA’s Consent Based SSN Verification (CBSV) services. This guide is not intended to expand the boundaries, rules, or procedures set forth in the CBSV User Agreement signed by your company official.

You should direct any questions about the User Agreement and compliance rules to the SSA.CBSV@ssa.gov mailbox.

2.0 INTRODUCTION

CBSV services enable private businesses and entities to verify that the SSN, name, and date of birth provided by a customer matches or does not match the data in the Social Security Administration’s records. This verification service is allowable only with the written consent of the SSN Holder provided on SSA’s Form SSA-89.

CBSV is designed to provide a “yes” or “no” verification of whether the Name, SSN and date of birth match with SSA’s records. This verification does not verify employment eligibility, nor does it interface with the Department of Homeland Security’s (DHS) verification system; it does not satisfy DHS’s I-9 requirements.

With CBSV, you may verify:

- One name and SSN at a time using the CBSV Web Service, (See Section 3); or
- Up to 10 names and SSNs at a time, (See Section 4)

More detailed information about CBSV may be found at http://www.socialsecurity.gov/cbsv/ including a sample User Agreement and this User Guide.

2.1 GENERAL RULES FOR COMPANY AND INDIVIDUALS WITH ACCESS TO CBSV

Always refer to the CBSV User Agreement for details about compliance criteria.

- SSA will provide SSN verification information only about individuals from whom your company has obtained valid consent forms SSA-89. This form is approved by the Office of Management and Budget and may not be altered. You must always use the most current version of the form: http://inform.ssahost.ba.ssa.gov/PDFs/ssa89.pdf.

- You must notify SSA if an employee leaves your company or if you choose to revoke any or all of your employees’ authorization to use CBSV.

- Your company must protect the confidentiality of consent forms (and the information contained on them) and protect the associated record of SSN verification. Refer to your CBSV agreement for instructions.

- SSA reserves the right to unilaterally suspend access to CBSV services if SSA concludes that your company has failed to properly obtain consent or otherwise failed to follow the terms of the agreement associated with this service.

IMPORTANT: Your Company must be in physical possession of the signed consent forms (Form SSA-89) prior to requesting SSN verifications through the CBSV service.
2.2  CONSENT FORM (SSA-89)
As a condition for using the CBSV services, you are required to obtain the consent of each SSN holder, on the most current OMB approved Consent Form (Form SSA-89). This form is available online at http://inform.ssahost.ba.ssa.gov/PDFs/ssa89.pdf.

The Requesting Party Company is required to retain either the original paper copies of the Consent Form (Form SSA-89) or an electronic image of the form for a period of five (5) years for auditing purposes. Please see the most current CBSV User Agreement for detailed information.

2.3  CBSV AVAILABILITY

CBSV Hours of Operation
CBSV normally operates during the following hours and may be available at other times:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>5:00 a.m. to 1:00 a.m. Eastern Time</td>
</tr>
<tr>
<td>Saturday</td>
<td>5:00 a.m. to 11:00 p.m. Eastern Time</td>
</tr>
<tr>
<td>Sunday</td>
<td>8:00 a.m. to 11:30 p.m. Eastern Time</td>
</tr>
</tbody>
</table>

CBSV Hours of Support
CBSV customer support is available at 1-888-772-2970 during the following hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>8:30 a.m. to 4:00 p.m. Eastern Time</td>
</tr>
</tbody>
</table>

NOTE: CBSV is not available when SSA is implementing changes. Whenever possible we will inform you of system outages.

IMPORTANT: CBSV services are not available if your company does not have a positive cash balance and a current and valid signed agreement.

IMPORTANT: SSA mission-related work has priority over CBSV services and support. Therefore, SSA does not guarantee that CBSV will be available to the Requesting Party within a specified time frame.
3.0 REGISTRATION PROCESS
The following steps describe what is needed to gain access the CBSV system:

1. The designated Responsible Company Official authorizes their employees to use CBSV by submitting Form SSA-88 available here: [http://inform.ssahost.ba.ssa.gov/PDFs/ssa88.pdf](http://inform.ssahost.ba.ssa.gov/PDFs/ssa88.pdf)

2. The authorized employee registers for a User ID at the BSO Welcome Page at [www.socialsecurity.gov/bso](http://www.socialsecurity.gov/bso).

3. SSA authenticates the employee as an Authorized User and mails a “positive confirmation” letter, with a unique activation code to the designated company official who then delivers this code to the authorized employee.

4. The authorized employee/user will be able to log into the BSO system with their User ID and password, enter the activation code and gain access to the CBSV system. This step completes the registration process.

**NOTE:** If you do not receive your activation code 2-3 weeks after SSA has processed your contract, the designated Responsible Company Official should call SSA at (1-888-772-2970). See the Activation Code section for more information.

3.1 STEPS BEFORE REGISTRATION

The Requesting Party must provide the information below when they authorize an employee to use the CBSV:

- Company Name
- Company Address
- Company EIN (Employer Identification Number)
- Name of Employees Authorized to Use CBSV
- Telephone Numbers of Employees Authorized to Use CBSV
- Email Addresses of Employee Authorized to Use CBSV
- Name of Company Manager or Authorized Representative
- Signature of Company Manager or Authorized Representative
- Title of Company Manager or Authorized Representative
- Current Date
- Telephone of Company Manager or Authorized Representative and
- E-mail Address of Company Manager or Authorized Representative

3.2 GETTING A USER ID AND PASSWORD
Authorized employees who will be using CBSV Online and Batch services register for their own User ID and password.
A Manager or Authorized Representative registers for a User ID and password on behalf of the Requesting Party's Web Service.

**IMPORTANT:** If you are registered to use CBSV, you will not be allowed to use any other BSO service.

### 3.2.1 CBSV ONLINE AND WEB SERVICE USER REGISTRATION

All users must provide the information listed below. This information will also allow SSA to confirm your identity before issuing a User ID and serves as contact information:

- First Name
- Middle Name (optional)
- Last Name
- Permanent Address
- State
- Country
- Zip Code
- Phone Number
- Fax (optional)
- E-mail Address
- Answers to 5 Authentication Questions
- Self-Created Password

In addition, an Authorized Employee will need to provide the following additional information when registering for a User ID and password.

- Company Name
- EIN
- U.S. Social Security Number

**IMPORTANT:** The Authorized Employee does not register for a Web Service User ID and Password. Instead, a Manager or Authorized Representative of the Requesting Party will register on behalf of that Company. The Manager or Authorized Representative must provide his/her information when registering for a Web Service User ID and password.

- Date of Birth

### 3.2.2 ACTIVATION CODE

The activation code is an alphanumeric code sent by SSA to the designated Responsible Company Official (either the Company Manager or the Authorized Representative who signed Form SSA-88). The notice to the Responsible Company Official instructs them to provide the Authorized Employee with the activation code. Authorized Employees will not be able to access CBSV until the activation code is entered. The activation code is an added layer of security to ensure that the individual attempting to access the system is in fact who they are presenting to be: an authorized employee. The employee must enter the activation code on the *Activate Access to BSO Services* web page to gain access to CBSV.

**NOTE:** If you do not receive your activation code 2-3 weeks after SSA has processed your contract, the designated Responsible Company Official should call SSA at (1-888-772-2970).
3.3 REGISTRATION: STEP BY STEP
When you have all of the documentation needed to register, follow the steps below to register for your User ID and to create a password:

1. Access SSA’s BSO website at www.socialsecurity.gov/bso/

   **NOTE:** Do not use the browser Back, Forward, or Refresh buttons while completing the registration form as this could clear the form.

2. Scroll half way down the page until you see the Register button. Select the Register button.
3. The system displays the "User Registration Attestation" page. Please read and select the I Accept button at the bottom of the page.
4. The system displays the “Create a Login Account – Step 1” page. Complete the entire page and select the Next button at the bottom of the page.
5. The system displays the “Create a Login Account – Step 2” page. Complete the entire page and select the Next button at the bottom of the page.
6. The system displays the “Create a Login Account – Step 3” page. Please read the entire page and select the I Accept box at the bottom of the peach box. Then select the Submit button at the bottom of the page.
7. The system displays the “Create a Login Account – Step 4” page. Your User ID is now assigned. Please read the entire page and select the Print a confirmation Receipt link to print the User ID. Then select the Next button at the bottom of the page.

**NOTE:** Make a note of your User ID since you will need it to log into BSO. Do not share it with anyone.

1) Select the **Print a confirmation Receipt** link

2) Select the **Next button**
8. The system displays the **“Request Access to BSO Services – Select Service Suites”** page. You have successfully completed a log in account. You do not need to select services; the Operations staff will select CBSV for you when your Form SSA-88 is faxed in to SSA. Select the **Log Out** button at the top left corner of the page.
3.4 ACTIVATE ACCESS TO CBSV
The designated Responsible Company Official provides the activation code to the authorized employee. The employee will then:

1. Open the “BSO Welcome” page: [www.socialsecurity.gov/bso](http://www.socialsecurity.gov/bso)
2. Select the **Log In** button on the “BSO Welcome” page.
3. The system displays the “Log In to Online Services” page. Enter your User ID and Password.

4. Select the “I have read & agree to these terms” checkbox to indicate that you have read the User Certification statement and agree to its contents.

5. Select the Log In button at the bottom of the page.
6. The system displays the “**BSO Main Menu**” page. Select the **Enter Activation Code(s)** link.

7. The system displays the “**Enter Activation Code(s)**” page. Enter the Activation code.

8. Select the **Activate Service(s)** button.
9. The system displays the “Enter Activation Code(s)-Confirmation” page indicating that SSA has approved your request and you may begin using CBSV immediately.

10. Select the **Go to the Main Menu** button.

11. The system displays the “**BSO Main Menu**” page. Select the **CBSV: Consent Based Social Security Number Verification Service** link to start using CBSV.
3.5 YOUR PASSWORD

3.5.1 PASSWORD SELECTION INSTRUCTIONS

- Your password must be eight (8) characters long and must be a combination of letters and numbers. Do not use special characters.
- There must be at least one letter and at least one number in your password.
- Passwords are NOT case sensitive.

3.5.2 CHANGING YOUR PASSWORD

- Online passwords expire after 90 days. If your password expires, you will be prompted to change it the next time you log in to BSO.
- Web Service passwords expire after 365 days. We will NOT prompt you to change your password. The manager or authorized representative who registered for the Web Service user ID and Password must change the BSO password every 365 days to prevent any disruption in CBSV services.

3.5.3 IF YOU FORGET YOUR PASSWORD

If you forget your password, you can request a new one. There are two methods to request a new password - by answering three random questions out of five Authentication questions you previously answered during registration or at log in, or by mail. If you request a new password by mail, a temporary password will be sent to you in the mail. You will not be able to use BSO until you receive your temporary password.

**Option 1:** To replace a forgotten password by answering Authentication questions:

- You must provide your User ID to access the Forgot Your Password link,
- Select the Forgot your Password link under the Password field on the “Log In” page. This will open the “Forgot Password” page.
- Answer the three randomly chosen questions that you had previously answered. Answers are not case sensitive but must match your previous answers.
- Enter your new password and re-enter to confirm it. 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.

Select the Submit New Password button. This will display a message indicating that your password has been successfully changed. You may now select the Log In button and log in to BSO with your User ID and your newly changed password.

**Option 2:** To request a new password by mail:

- You must provide your User ID to access the Forgot Your Password link.
Select the Forgot Your Password link under the Password field on the Log In page. This will open the “Forgot Password” page.

Select the Request Password by Mail button at the bottom of the screen. This will open the “Request Password by Mail” page.

Enter your first name, last name, Social Security Number, and date of birth.

Select the Request Temporary Password button. This will display a message indicating that your password has been reissued successfully. Social Security will send you a temporary password in the mail, usually within two weeks.

After you request a new password, your old password will no longer work. When you receive your temporary password, you may log in to BSO and will be prompted to change your password. 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.

NOTE: We cannot provide User IDs or passwords over the telephone.

NOTE: If the employee who obtained the Web Service User ID and password is no longer with the company, a new designee must register for a new User ID and password.
3.6 RE-REQUESTING ACTIVATION CODE
Activation codes expire 60 days from the date they are issued. If your activation code expires, you will need to re-request one.

If you do not receive your activation code 2-3 weeks after SSA has processed your registration, the designated Responsible Company Official should call SSA at (1-888-772-2970).

**NOTE:** Once an activation code has been re-requested, the original activation code is de-activated and is no longer valid.

3.7 REMOVE ACCESS TO CBSV
Access to CBSV may be removed by the Responsible Company Official only.

- If a company wishes to cancel an employee’s access to CBSV the Responsible Company Official should contact SSA at 1-888-772-2970 to cancel CBSV access.

- If an employee wishes to cancel their access to CBSV, they should inform their Responsible Company Official and have them contact SSA at 1-888-772-2970 to cancel CBSV access on their behalf.
### 3.8 MANAGING YOUR USER ID ACCOUNT INFORMATION

**IMPORTANT!!** Changing information about your account may cause a disruption in CBSV services, so before making any changes to your account, contact 1-800-772-2970.

Log in to BSO using the **"BSO Welcome"** page: [www.socialsecurity.gov/bso](http://www.socialsecurity.gov/bso). From the left menu of most pages, select the **View/Edit Account Information** link to access the **"View/Edit Account Information"** page.

- **Social Security Online**
  - [www.socialsecurity.gov](http://www.socialsecurity.gov)

- **Business Services Online**
  - [www.socialsecurity.gov/bso](http://www.socialsecurity.gov/bso)

- **Main Menu**
  - Welcome: BENJAMIN TORRES
  - Your password expires on July 15, 2014

- **Manage Account**
  - [View/Edit Account Info](http://www.socialsecurity.gov/bso)
  - Change Password
  - Transfer Account

- **Manage Services**
  - [View/Edit Services](http://www.socialsecurity.gov/bso)
  - [Request New Services](http://www.socialsecurity.gov/bso)
  - [View Family Services](http://www.socialsecurity.gov/bso)
  - [State Authorization Services](http://www.socialsecurity.gov/bso)

- **Manage Employee Information**
  - Add Extra Employee Information
  - Remove Extra Employee Information

- **Business Services Online Information**
  - [Business Services Online](http://www.socialsecurity.gov/bso)
  - [Login](http://www.socialsecurity.gov/bso)
  - [Contact Us](http://www.socialsecurity.gov/bso)
On the “View/Edit Account Information” page:

- To change any of the Personal and Contact information displayed in the top half of the page, select the **Edit Personal Information** button.

- To change any of the Security Questions and Answers displayed in the bottom half of the page, select the **Edit Security Questions** button.

- To return to the Main Menu, select the **Main Menu** button.
4.0 ABOUT CBSV WEB SERVICE

The CBSV Web Service is designed to support interoperable machine-to-machine interaction over the Internet. Companies may create their own, unique interface with CBSV. If you are a developer who works for a company that accesses CBSV through a Web Service, refer to the Interface Specification for CBSV Web Service document, located at www.socialsecurity.gov/cbsv. Select the Web Services link and then CBSV Interface Specification.

The Web Service Description Language (WSDL) for CBSV is documented in the Interface Specification for CBSV Web Service document.

The Web Services Description Language is an XML-based language that provides a model for describing Web services. WSDL is often used in combination with SOAP and XML Schema to provide Web services over the Internet. A client program connecting to a Web service can read the WSDL to determine the functions that are available on the server.

If you are an employee of a company that accesses CBSV through a Web Service, your company will provide you with instructions on how to use your company’s interface.
5.0 CBSV ONLINE SERVICE

CBSV online service allows you to request verification of up to 10 requests for verifications at a time and receive immediate results. There is no limit to the number of times the CBSV service may be used within a session or within a day.

The CBSV service requires you to have:

- Internet access; and,

- A web browser, such as Internet Explorer or Firefox for Windows OS or Safari for Mac OS. Your browser version must allow ‘cookies’ (files store temporarily on your computer) and have 128-bit encryption.

**NOTE:** In order to use BSO, your browser version must be set to accept cookies and support 128-bit encryption. This is the default setting for most browsers. If you received a request to store a file on your computer, select “Yes.” BSO cookies will be deleted when you close your browser.
5.1 LOGGING IN TO YOUR ACCOUNT

1. Open the “BSO Welcome” page: www.socialsecurity.gov/bso
2. Select the Log In button on the “BSO Welcome” page.
This will open the “Log In to Online Services” page.

4. Enter your User ID and Password.
5. Read the User Certification.
6. Select the “I have read & agree to these terms” checkbox to indicate that you have read the user certification statement and agree to its contents.
7. Select the Log In button above on the “Log In to Online Services” page. This will open the “BSO Main Menu” page. The “BSO Main Menu” page is your point of entry for CBSV.
5.2 ACCESSING THE CONSENT BASED SSN VERIFICATION ONLINE SERVICE

1. From the BSO Main Menu page, select the CBSV: Consent Based Social Security Number Verification Service link.

2. The system displays the “Proper Use of Consent Based SSN Verification Service (CBSV)” and the Terms of Service page.

3. Select the I agree to the Terms of Service checkbox to indicate that you have read the User Certification for Use of CBSV and agree to its contents.

4. Select the Next button.

5. The system displays the “Consent Based SSN Verification” page.
5.3 ENTERING DATA FOR THE VERIFICATION SERVICE

Initially, the Consent Based SSN Verification online service displays data entry fields for 1 verification. However, up to 10 SSNs may be verified in one session.

1. Enter information for a single SSN.
2. Select the Verify SSN button to verify the SSN, or
3. Select the Clear button to reset the data entry fields, or
4. Select the Exit button to return to the "CBSV Main Menu" page.
5. If you wish to have entry fields for 10 verification requests at once, select the **Show 10 SSNs at once** checkbox. The system will display 10 SSN data entry fields.

6. If you wish to add another entry field for verification requests, select the **Add another SSN to Verify** checkbox. The system will display 2 to 10 SSN data entry fields.

![Image of the Social Security Administration's online service](image)

The Online Services displays 2 to 10 data entry fields for verification requests each time you select the **Add another SSN to Verify** checkbox.

1. Enter information in data entry fields.
2. Select the **Delete** button to remove selected SSN#, or
3. Select the **Verify SSNs** button to verify the SSNs, or
4. Select the **Clear** button to reset the data entry fields, or
5. Select the **Exit** button to return to the “**CBSV Main Menu**” page.
## Consent Based SSN Verification

### Enter SSNs To Be Verified

Manually enter and submit up to 10 Social Security Numbers, Dates of Birth, and Names to be verified by Social Security.

On the results page, the first five digits of the SSN will be masked.

[Show 10 SSNs at once](#)  [What's This?](#)

### SSN #1

All information is required, unless noted optional.

<table>
<thead>
<tr>
<th>Social Security Number (SSN):</th>
<th>Date of Birth:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Month Day Year</td>
</tr>
</tbody>
</table>

Name:
Middle and Suffix are optional:

<table>
<thead>
<tr>
<th>First</th>
<th>Middle</th>
<th>Last</th>
<th>Suffix</th>
</tr>
</thead>
</table>

### SSN #2

All information is required, unless noted optional.

<table>
<thead>
<tr>
<th>Social Security Number (SSN):</th>
<th>Date of Birth:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Month Day Year</td>
</tr>
</tbody>
</table>

Name:
Middle and Suffix are optional:

<table>
<thead>
<tr>
<th>First</th>
<th>Middle</th>
<th>Last</th>
<th>Suffix</th>
</tr>
</thead>
</table>

[Add another SSN to Verify](#)  [What's This?](#)

[Verify SSNs](#)  [Clear](#)  [Exit](#)
Following is a list of the data entry fields and the criteria to follow when entering data in these fields:

**SSN (999999999)**
- The SSN field is mandatory.
- The SSN must be nine (9) numerical characters only.
- Alphabetic characters, hyphens, slashes or any other special characters are not allowed.
- Spaces are not allowed.

**First Name**
- The First Name field is mandatory.
- The First Name must be between one (1) and ten (10) characters in length.
- If the First Name is longer than ten (10) characters, enter the first 10 characters of the First Name.
- Enter the First Name using alphabetic characters only.
- Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

**Middle Name**
- The Middle Name field is optional.
- If entered, the Middle Name must be between one (1) and seven (7) characters in length. If the Middle Name is longer than seven (7) characters, enter the first seven (7) characters of the Middle Name.
- Enter the Middle Name using alphabetic characters only.
- Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

**Last Name**
- The Last Name field is mandatory.
- The Last Name must be between one (1) and thirteen (13) characters in length.
- If the Last Name is longer than thirteen (13) characters, enter the first thirteen (13) characters of the Last Name.
- Enter the Last Name using alphabetic characters only.
- Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

**Suffix**
- The Suffix field is optional.
- If entered, the Suffix must be Jr, Sr, or a Roman Numeral I through X.
- Numbers, hyphens, slashes or any other characters are not allowed.

**Date of Birth (DOB)**
- The DOB field is mandatory.
- If entered, the DOB must contain 8 digits.
- Enter the Number Holder’s DOB using the format MMDDYYYY where:
  - MM is the month; enter a value of 01 through 12
  - DD is the day; enter a value of 01 through 31
  - YYYY is the 4 digit year.
- Use numeric characters only.
- Letters, hyphens, slashes, or any other characters are not allowed.
- Spaces are not allowed.
- The DOB cannot be before 1800 or after the current date.
5.3.1 REQUESTING VERIFICATION OF A MINOR

If you enter the SSN of a minor, you will receive the “Your Verification Request includes Verification of a Minor” alert. You will then be prompted to answer Yes or No to the following question: “Verifying the SSN of a minor requires the parent or legal guardian’s signature. Do you have the proper signature on the SSA-89 and proof of the relationship?”

1. Select “Yes” or “No”

   Note:
   If you answer “Yes”, select the Submit button and the request will be submitted and included in the verification results.
   
   If you answer “No”, your verification request will not be submitted, and the system will display a second alert, “For minors, you must have a proper signature on the SSA-89 and proof of the relationship.”

2. Select the Submit button to verify the SSN, or
3. Select the Previous button to return to the “Consent Based SSN Verification” page, or
4. Select the Exit button to return to the “CBSV Main Menu” page.

Select Yes or No
Verification Results

Data verified via the Consent Based SSN Verification service is displayed on the “Consent Based SSN Verification Results” page in a table format.

NOTE: For Security reasons, the first five (5) digits of the Social Security Number (SSN) will be masked for all results returned (regardless of whether or not the SSN “verified”).

5.3.2 RESULTS

“Records Submitted” equals the total of verification requests
- This includes No, Deceased and Yes results.
- NOT VERIFIED requests are not included.

“No” equals the total verifications that failed
- The information submitted for verification does not match Social Security Administration’s records.
- A “No” in the Results Summary = a failed SSN verification.

“Deceased” (Per SSA Records)
- The name and SSN combination submitted for verification matches SSA’s records, but our records indicate that the SSN Holder is deceased.

“Yes” equals the total of requests that verified
- The information submitted for verification matches Social Security Administration’s records.
- A “Yes” in the Results Summary = a verified SSN.

“Not Verified” equals the total of verifications not submitted
• A “No” selection was made to the question “Verifying the SSN of a minor requires the parent or legal guardian's signature. Do you have the proper signature on the SSA-89 and proof of the relationship?”

• Entries that do match can result in a Not Verified.

• May occur if the SSN holder has requested that we not disclose information and for other reasons as well.

NOTE: If the Verification Code is not equal to “Yes”, please refer to the Section 5.0, “What To Do If an SSN Fails to Verify”, of the CBSV User’s Guide.

5.4 POTENTIAL CBSV MISUSE ERROR MESSAGE

If the CBSV system’s review of the input data determines that identical SSNs were entered more than once, the system displays the following “Potential CBSV Misuse Error” message.

![Potential CBSV Misuse Error]

5.5 LOGGING OUT OF CBSV

To log out of CBSV:

1. First, select the Sign Out link at the top left side of any CBSV page.
2. Then the system will display the “Log Out of BSO” page.
3. Finally, select “Yes” to exit and return to the “BSO Welcome” page.
6.0 WHAT TO DO IF AN SSN FAILS TO VERIFY

Each SSN submitted will be returned to you with a Verification Code that the submission either agrees or does not agree with SSA’s records. The law does not allow us to provide a reason for a Not Verified result. Even entries that do match can result in a Not Verified. This can occur if the SSN holder has requested that we not disclose information and it may occur for other reasons. **If SSA’s response is that the submission does not verify then take the following actions:**

1. Review the data submitted to SSA against the data contained on the SSA-89. If it does not match, resubmit the corrected data for verification. The cost for the resubmission will be borne by you, the Requesting Party.

2. If the data on the SSA-89 matches the data submitted to SSA, then re-contact the SSN holder and ask to see his/her Social Security Card and/or verify the information provided to you to assure that the SSN and name were correctly shown on your request. If the SSN holder corrects the original data, then submit the corrected data to SSA for verification. The cost for resubmission will be borne by you, the Requesting Party.

3. If you cannot resolve the “no match” data discrepancy, then refer the SSN holder to the SSA Field Office that services where he/she resides to determine the nature of the problem. The Field Office may provide the SSN holder with verification if it cannot be obtained via CBSV.

4. SSA cannot verify SSNs over the telephone.

5. The servicing SSA Field Office can be located by visiting [https://secure.ssa.gov/ICON/main.jsp](https://secure.ssa.gov/ICON/main.jsp).

**NOTE: If SSA’s records are wrong, only the Number Holder can request that the record be corrected.**

7.0 SECURITY

CBSV uses Secure Sockets Layer (SSL) communications protocol and 128-bit line encryption to protect your privacy. These technologies mitigate the possibility of Personally Identifiable Information (PII) data being intercepted by unauthorized parties and ensure the security of data transmitted over the Internet.

These security features do not apply to Internet email. SSA recommends that you not include private information, such as your SSN, and password in email communications.
8.0 PAYING FOR CBSV SERVICES

The Requesting Party must provide SSA with advance payment for the full annual cost of the estimated number of verifications it expects to submit for SSA’s entire fiscal year (October 1st – September 30th). Payment for SSN verification transaction fees are submitted with a signed Form SSA-1235 (Agreement Covering Reimbursable Services). The CBSV service then “draws down” deposited funds. Services are provided only if sufficient funds are on deposit in the Requesting Party’s credit account.

NOTE: SSN results will not be released until the Requesting Party’s account is restored to a positive cash balance commensurate with the total amount owed for services used. You will be unable to use the service if there are no funds available in your account. If the Requesting Party’s account has been blocked due to insufficient funds the Company will be notified by SSA through email to contact SSA’s Office of Financial Policy and Operations. Until the account balance is resolved, your company will not be able to access any of the CBSV services.

8.1 QUARTERLY STATEMENTS AND END OF YEAR SETTLEMENT

The quarterly statements will be sent during the months of January, April, July and October. These statements will summarize all account activity for the previous quarter including account decrements as the CBSV service is utilized. SSA will reconcile the account at the end of the fiscal year and any funds not utilized in the fiscal year will be refunded to the customer.

9.0 CBSV COMPLIANCE REVIEW AUDIT

Please refer to your company’s CBSV User Agreement for information about the requirements of the CBSV Compliance Review Audit.
10.0 GETTING CBSV HELP AND SUPPORT

10.1 WHAT’S THIS? LINK

The Consent Based SSN Verification screen contains What’s This? links located beside the “Show 10 SSNs at once” and the “Add another SSN to Verify” checkboxes. These links will open a new browser window providing onscreen help.

10.2 CONTACTING SSA

CBSV Hours of Support

CBSV technical support is available during the following hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>7:00 AM to 4:00 PM Eastern Time</td>
</tr>
</tbody>
</table>

For technical support, send emails to: web.service.testing@ssa.gov

- Please make your message as specific as possible, and include:
- Page details (e.g., title, URL, etc.)
- Any error messages received
- A telephone number where we may contact you
- Any other relevant information

Questions about the CBSV service, finances, account balances and the User Agreement may be sent to: SSA.CBSV@ssa.gov

Or if you wish to speak with a representative, please call 888-772-2970.