



BSO Tutorial for Tax Year 2006

Registration Services

Contains the following lessons:

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

Lesson 1: Registration for Domestic Registrants

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

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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



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

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 PIN 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 PIN and password.

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

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

User Certification for SSA Business Services Online

I certify that:

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

OR

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

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

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

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



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

BSO Help

Registration for Business Services Online

Form Approved: OMB No. 0980-0626

You must have an Employer Identification Number (EIN) to request access to the full range of Business Services Online. If you are self-employed, you may request limited access without an EIN.

[Apply For EIN](#)

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

Quick Help!

- Fields marked with an asterisk (*) MUST be completed.
- Enter Name and SSN as they appear on your Social Security Card
- Do NOT use punctuation in any field. This includes dashes in phone numbers.
- Please do NOT use your browser's navigation keys during this application.
- Use of the browser's navigation keys may cause a loss of data.

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

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

Employer Identification Number (EIN):

Company Name or Business Name: *

Company Phone Number: *

Company Phone Extension:

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

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

Information About You: Since you are requesting a Personal Identification Number (PIN), we will need to gather some information about you. The information you provide will be compared with our records in order to verify your identity. Please enter your Name and SSN as they appear on your Social Security Card. Select this link for more help on filling out this form.

[Registration help](#)

First Name: *
Middle Name:
Last Name: *
Suffix (Jr, Sr, II, III, IV):
U.S. Social Security Number:
Date of Birth (m m d d e e y y): *
Preferred Mailing Address Line 1: *
Preferred Mailing Address Line 2:
City: *

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

Country: *
State Abbreviation (for U.S.) / Province: *
Zip (for U.S.) / Postal Code: * **Zip Ext (for U.S.):**

Work Phone Number: *
Extension:
Fax Number:
E-mail: *

(Needed to notify you about registration and other wage reporting updates.)

Self-select Your Password: Your Personal Identification Number and password are required to access Business Services Online. Your password must be eight characters long and be a combination of letters and numbers. Select this link for more help on filling out this form.

[Registration help](#)

Enter Password: *
Reenter Password: *

Please remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password.

[Registration help](#)

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

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



TIPS

- **Required fields are marked with an asterisk (*).**
- **An e-mail reminder to change your password will be sent two weeks before your password expires when a valid mandatory e-mail address is provided.**
- **Do not use punctuation in any field. This includes dashes in phone numbers.**
- **The BSO Help button, which is located at the top of each page, links to additional help for each section.**
- **Passwords must be eight characters long and contain numbers and letters.**

Please remember your password.

Step 5: Select the **Register** button to process the registration form. The system displays your PIN. (To return to the BSO Welcome Page without registering, select the **Cancel** button.)



*If any of your information is incorrect, the system re-displays the Registration for Business Services Online form with a list of any corrections you need to make before you can successfully register. If this occurs, make the necessary corrections and/or make the appropriate selections. Then, select the **Register** button. The system displays your PIN.*



Your registration request was successful. Your Personal Identification Number (PIN) for Business Services Online is:

T9ZH27P8

Please secure this number for your future use. You will need this number AND your password to access Business Services Online.

Your password will expire on 01/01/2007.

You must change your password before this date to prevent it from expiring.

You can now use your PIN and password. To request access to Business Services Online you must Login and select the Request Access to BSO Services option.

Continue

Exit

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

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

Lesson 2: Registration for Foreign Registrants

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

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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

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 PIN 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 PIN and password.

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

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

User Certification for SSA Business Services Online

I certify that:

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

OR

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- 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.

I Accept

I DO NOT Accept

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



[BSO Help](#)

Registration for Business Services Online

Form Approved: OMB No. 0960-0626

You must have an Employer Identification Number (EIN) to request access to the full range of Business Services Online. If you are self-employed, you may request limited access without an EIN.

[Apply For EIN](#)

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

Quick Help!

- Fields marked with an asterisk (*) MUST be completed.
- Enter Name and SSN as they appear on your Social Security Card
- Do NOT use punctuation in any field. This includes dashes in phone numbers.
- Please do NOT use your browser's navigation keys during this application.
- Use of the browser's navigation keys may cause a loss of data.

Information About You, or Your Company or Business: This part of the form is to gather information about you, or the company you own or by which you are employed. We will compare this information with our records to verify you are currently employed by the company or business you represent. Correspondence with your employer will be sent to the address we have on file, not the address you provide below. Select this link for more help with completing this form.

[Registration help](#)

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

Employer Identification Number (EIN):

Company Name or Business Name: *

Company Phone Number: *

Company Phone Extension:

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

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

Information About You: Since you are requesting a Personal Identification Number (PIN), we will need to gather some information about you. The information you provide will be compared with our records in order to verify your identity. Please enter your Name and SSN as they appear on your Social Security Card. Select this link for more help on filling out this form.

[Registration help](#)

First Name: *
Middle Name:
Last Name: *
Suffix (Jr, Sr, II, III, IV):
U.S. Social Security Number:
Date of Birth (m m d d e e y y): *
Preferred Mailing Address Line 1: *
Preferred Mailing Address Line 2:
City: *

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

Country: *
State Abbreviation (for U.S.) / Province: *
Zip (for U.S.) / Postal Code: * **Zip Ext (for U.S.):**

Work Phone Number: *
Extension:
Fax Number:
E-mail: *
(Needed to notify you about registration and other wage reporting updates.)

Self-select Your Password: Your Personal Identification Number and password are required to access Business Services Online. Your password must be eight characters long and be a combination of letters and numbers. Select this link for more help on filling out this form.

[Registration help](#)

Enter Password: *
Reenter Password: *

Please remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password.

[Registration help](#)

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

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



TIPS

- **Required fields are marked with an asterisk (*).**
- **An e-mail reminder to change your password will be sent two weeks before your password expires when a valid mandatory e-mail address is provided.**
- **Do not use punctuation in any field.**
- **The BSO Help button, which is located at the top of each page, links to additional help for each section.**
- **Passwords must be eight characters long and contain numbers and letters. Please remember your password.**

Step 5: Select the **Register** button to process the registration form. The system re-displays the Registration for Business Services Online form with a list of any corrections you need to make before you can successfully register.

Step 6: Select the **Register** button to process the registration form. The system displays your PIN. (To return to the BSO Welcome Page without registering, select the **Cancel** button.)



The screenshot shows the Social Security Online Business Services Online registration confirmation page. At the top, there is a header with the Social Security Administration logo and the text "Social Security Online Business Services Online" and "Social Security's Business Services Online (BSO)". Below the header is a blue button labeled "BSO Help". The main text reads: "Your registration request was successful. Your Personal Identification Number (PIN) for Business Services Online is: **T9ZH27P8**". Below this, it says: "Please secure this number for your future use. You will need this number AND your password to access Business Services Online." It also states: "Your password will expire on 01/01/2007. You must change your password before this date to prevent it from expiring." At the bottom, it says: "You can now use your PIN and password. To request access to Business Services Online you must Login and select the Request Access to BSO Services option." There are two buttons: "Continue" and "Exit". At the very bottom, there is contact information: "Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778."

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



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

Lesson 3: Complete Phone Registration

Follow the instructions below to log in to BSO with your PIN and password.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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



The screenshot shows the "General Login Attestation" page for Social Security Online Business Services Online (BSO). The page features the Social Security Administration logo and the text "Social Security Online Business Services Online" and "Social Security's Business Services Online (BSO)". Below the header, the title "General Login Attestation" is displayed. The main content area is titled "User Certification for SSA Business Services Online" and contains the following text: "I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that". This is followed by a bulleted list of four conditions: 1. I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN. 2. I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services. 3. I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both. 4. I am the individual authorized to do business under this PIN. At the bottom of the page, there is a statement: "By selecting the 'I Accept' button, you certify that you have read, understand and agree to the user certification of Business Services Online." and two buttons: "I Accept" and "I DO NOT Accept".

General Login Attestation

User Certification for SSA Business Services Online

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



The screenshot shows the Social Security Online Business Services Online (BSO) login page. At the top, there is a logo for Social Security Online and the text "Business Services Online" with a sub-header "Social Security's Business Services Online (BSO)". A "BSO Help" button is located in the top left corner. The main heading is "Business Services Online Login". Below this, there is a prompt: "Type your Personal Identification Number (PIN) and password, then select Login." There are two input fields: "PIN:" and "Password:". Below the input fields, there are two links: "Select this link if you forgot your password." and "Select this link if you need to complete your phone registration." There are "Login" and "Cancel" buttons. At the bottom, there is a contact information line: "Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778."

- Step 4:** Select the **Select this link if you need to complete your phone registration** link. The system displays the Business Services Online Complete Phone Registration page.

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

[BSO Help](#)

Business Services Online Complete Phone Registration

A Personal Identification Number (PIN) and password are required to use Business Services Online. Your PIN was issued during the registration process. You must now self-select your personal password to complete registration.

To self-select a password, enter your PIN, First Name, Last Name, Social Security Number, Date of Birth, EIN and Password (two times) then select Complete Phone Registration.

Personal Identification Number (PIN):

First Name:

Last Name:

U. S. Social Security Number:
(leave blank if you DO NOT have an SSN)

Date of Birth (m d d o c y y s s)

Employer Identification Number (EIN):
(leave blank if you DO NOT have an EIN)

Your password must be eight characters long and be a combination of letters and numbers. For example, there must be at least one letter and at least one number in your password.

Enter Password:

Reenter Password:

Please remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password.
[Select this link to return to the Login page.](#)

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

Step 5: Enter the appropriate fields on the Business Services Online Complete Phone Registration page.



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

Step 6: Select the **Complete Phone Registration** button. The system displays a message confirming that your phone registration is complete. (To return to the BSO Welcome Page without completing the registration process, select the **Cancel** button.)

Step 7: Select the **Continue** button to display the General Login Attestation page. Otherwise, select the **Exit** button to display the BSO Welcome Page.

Lesson 4: Request Access to BSO Services

Follow the instructions below to log in to BSO with your PIN and password.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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



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

General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



BSO Help

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

Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
 Select this link if you need to complete your phone registration.

Login Cancel

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

Step 4: Enter your PIN and password.

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



The menu displayed on your BSO Home Page is unique to you and presents only the applications and services to which you have access.

Step 6: Select the **Request Access to BSO Services** link.

▶ **Request Access to BSO Services**

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

The system displays the Request Access to BSO Services page.



Social Security Online Business Services Online

Social Security's Business Services Online (BSO)

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

[BSO Help](#)

Request Access to BSO Services

Select the option or options that best describe the type of business you plan to conduct with Social Security.

Report Wages to Social Security

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

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

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

Or (The View Name and Social Security Number Errors option also includes the functionality contained in the View File/Wage Report Status, Errors, and Error Notices option.)

View Name and Social Security Number Errors

Access to this 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.

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

Verify Social Security Numbers Online

Access to this 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.

- 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.

Select this link for more information regarding the Proper Uses of the Verify Social Security Numbers Online service.

Form SSA-1694 Request for Business Entity Taxpayer Information

Law firms, partnerships, corporations, and multi-member LLCs/LLPs that have attorneys and/or non-attorney representatives as partners or employees who receive direct payment must provide us with taxpayer identification information for that business entity using the Business Taxpayer Information Form. You will be able to:

- Complete a Business Taxpayer Information Form
- Update a Business Taxpayer Information Form

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

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

Step 7: Select the checkbox (es) for the service(s) to which you are requesting access.



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

Step 8: Select the **Request** button. The system displays the Request Access to BSO Services Successful page. Select the **Cancel** button to return to the BSO Home Page.


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[BSO Help](#)

Your request was received on Monday, January 24, 2006

Request(s)	Activation Code Status
Report Wages to Social Security	You may begin to use this service immediately.
Verify Social Security Numbers Online	Your activation code has been sent by first class mail to your employer.
View File/Wage Report Status, Errors, and Error Notices	Your activation code has been sent by first class mail to you.

An activation code enables the functionality associated with the requested BSO service. The activation code also adds an additional layer of security to either the employer or the Employee using the service(s). Functionality is not enabled until the registered user activates the service using the activation code(s) received in the mail. Activation codes are usually received within 2 weeks.

Thank You For Using BSO.

[Request Additional Access](#)

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.

Step 9: Select the **Continue** button to return to the BSO Home Page. Otherwise, select the **Request Additional Access** link to request access to other BSO services.

Lesson 5: Activate Access to BSO Services

Follow the instructions below to log in to BSO with your PIN and password.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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



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

General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



BSO Help

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

Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
 Select this link if you need to complete your phone registration.

Login Cancel

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

Step 4: Enter your PIN and password.

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



NOTE

The menu displayed on your BSO Home Page is unique to you, and only presents the applications and services to which you have access.

Step 6: Select the **Activate Access to BSO Services** link.

- ▶ **Activate Access to BSO Services**
 Enter activation code(s) to gain full access to requested BSO service(s).

The system displays the Activate Access to BSO Services page.

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

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout

[BSO Help](#)

Activate Access to BSO Services:

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

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

Enter your Activation Code

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

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout

Step 7: Enter the activation code in the Enter Your Activation Code field.

Step 8: Select the **Activate** button. The system displays the Activate Access to BSO Services Successful page. (To return to the BSO Home Page, select the **Cancel** button.)

Step 9: Select the **BSO Home Page** link to return to the BSO Home Page. The menu on the BSO Home Page should display the newly activated service. Otherwise, select the **Enter Another Activation Code** link to enter another activation code.

Lesson 6: Re-Request Activation Codes



Follow the instructions below to re-request activation codes for BSO services. Use this option if you have not received your activation codes from Social Security or if you have misplaced them. You may re-request activation codes if it has been at least 10 days since you requested access to BSO services. If you re-request any activation codes, previously issued codes will no longer be valid.

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

www.socialsecurity.gov/bsowelcome.htm.

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



General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.

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

 BSO Help

Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
 Select this link if you need to complete your phone registration.

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

Step 4: Enter your PIN and password.

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



The menu displayed on your BSO Home Page is unique to you, and only presents the applications and services to which you have access.

Step 6: Select the **Re-Request Activation Codes** link.

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

The system displays the Re-Request Activation Codes page.


Social Security's Business Services Online (BSO)

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

[BSO Help](#)

Re-Request Activation Codes:

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

Report Wages to Social Security

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

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

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

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

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

Step 7: Select the checkbox(es) of the service(s) you recently requested.

Step 8: Select the **Re-Request** button. The system displays the Re-requested Activation Code was Successful page.



Social Security Online Business Services Online

Social Security's Business Services Online (BSO)

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

[BSO Help](#)

Your request was received on Monday, January 24, 2006

Request(s)	Activation Code Status
Report Wages to Social Security	You may begin to use this service immediately.
Verify Social Security Numbers Online	Your activation code has been sent by first class mail to your employer.
View File/Wage Report Status, Errors, and Error Notices	Your activation code has been sent by first class mail to you.

An activation code enables the functionality associated with the requested BSO service. The activation code also adds an additional layer of security to either the employer or the Employee using the service(s). Functionality is not enabled until the registered user activates the service using the activation code(s) received in the mail. Activation codes are usually received within 2 weeks.

Thank You For Using BSO.

[Request Additional Access](#)

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.

Step 9: Select the **Continue** button to return to the BSO Home Page. Select the **Request Additional Services** to go to the Request Access to BSO Services page.

Lesson 7: Remove Access to BSO Services

Follow the instructions below to remove access to BSO services. Use this option if you no longer need to use a service in BSO.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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

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

General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



BSO Help

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

Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
 Select this link if you need to complete your phone registration.

Login Cancel

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

Step 4: Enter your PIN and password.

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



The menu displayed on your BSO Home Page is unique to you, and only presents the applications and services to which you have access.

Step 6: Select the **Remove Access to BSO Services** link.

▶ **Remove Access to BSO Services**
 Disable your access to BSO services.

The system displays the Remove Access to BSO Services page.

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

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout

BSO Help

Remove Access to BSO Services

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

Report Wages to Social Security

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

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

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

Verify Social Security Numbers Online

- 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.

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

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout

Step 7: Select the checkbox(es) of the service(s) you wish to remove.

Step 8: Select the **Remove** button. The system displays the Remove Access to BSO Services Successful page.

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

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

 **BSO Help**

Your request to remove access to Report Wages to the Social Security Administration was successful. If you have removed access in error you may use the Request Access to BSO Services option to re-request access.

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

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

Step 9: Select the **Continue** button to go to the BSO Home Page. Select the **Deactivate Another Service** link to go to the Remove Access to BSO Services page.

Lesson 8: Login Procedures

Follow the instructions below to log in to BSO with your PIN and password.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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

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

General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



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

BSO Help

Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
Select this link if you need to complete your phone registration.

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

Step 4: Enter your PIN and password.

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



The menu displayed on your BSO Home Page is unique to you, and only presents the applications and services to which you have access.

Lesson 9: Logout Procedures

Follow the instructions below to log out of BSO.

Step 1: Select the **Logout** option from the BSO Home Page.

 **Logout**
Exit and return to the BSO Welcome page.

The system displays the BSO Logout page.



Step 2: Select **Yes** to end the current session. (To continue your session and return to the BSO Home Page, select **No**.) The system displays the Customer Satisfaction Survey or the BSO Welcome page.

Lesson 10: Change Your Password

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



NOTE

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

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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



General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



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

BSO Help

Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
Select this link if you need to complete your phone registration.

Login Cancel

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

Step 4: Enter your PIN and password.

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



The menu displayed on your BSO Home Page is unique to you, and only presents the applications and services to which you have access.

Step 6: Select the **Change your Password** link.

► **Change your Password**
Your password must be changed at least once a year in order to keep your PIN active.

The system displays the Change your Password form.


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

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout

[BSO Help](#)

Business Services Online Change Password

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

- You may change your password at any time and as often as you want.

Your password must be eight characters long and be a combination of letters and numbers.

- There must be at least one letter and at least one number in your password. The other six characters may be all letters, all numbers, or any combination of both.

If you received a temporary password in the mail, it must be changed the next time you log in to Business Services Online.

You must change your password at least once every 365 days to prevent your PIN from expiring.

- If you provided a valid e-mail address during the registration process, you will be notified by e-mail when your PIN is about to expire.

Enter Current Password:
 Enter New Password:
 Reenter New Password:

Please remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password.

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

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout



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

Step 7: Enter your current password and new password. Enter your new password again for verification purposes.

Step 8: Select the **Change Password** button. The system displays the Password Change Confirmation page.



The screenshot shows the Social Security Business Services Online (BSO) interface. At the top left is the Social Security Administration logo. To its right, the text reads "Social Security Online" in blue and red, followed by "Business Services Online" in a large, bold, black font. Below this, a blue banner contains the text "Social Security's Business Services Online (BSO)". A navigation bar below the banner includes links for "BSO Home", "BSO Information Links", "Contact SSA", "Keyboard Navigation", and "Logout". On the left side of the page, there is a button labeled "BSO Help" with a small icon. The main content area features a blue heading: "Your Business Services Online (BSO) Password Has Been Changed." Below this heading is a "Continue" button. At the bottom of the main content area, there is a message: "Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778." A second navigation bar at the very bottom of the page repeats the links: "BSO Home", "BSO Information Links", "Contact SSA", "Keyboard Navigation", and "Logout".

Lesson 11: Forgotten Passwords

BSO allows you to request a new password if you have forgotten your current password. To reduce the possibility of fraud, the new password will be mailed to the last address you provided. Until you receive your new password in the mail, you will not be able to log in to BSO. This functionality is not available to foreign registrants. Follow the instructions below to request a new password.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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



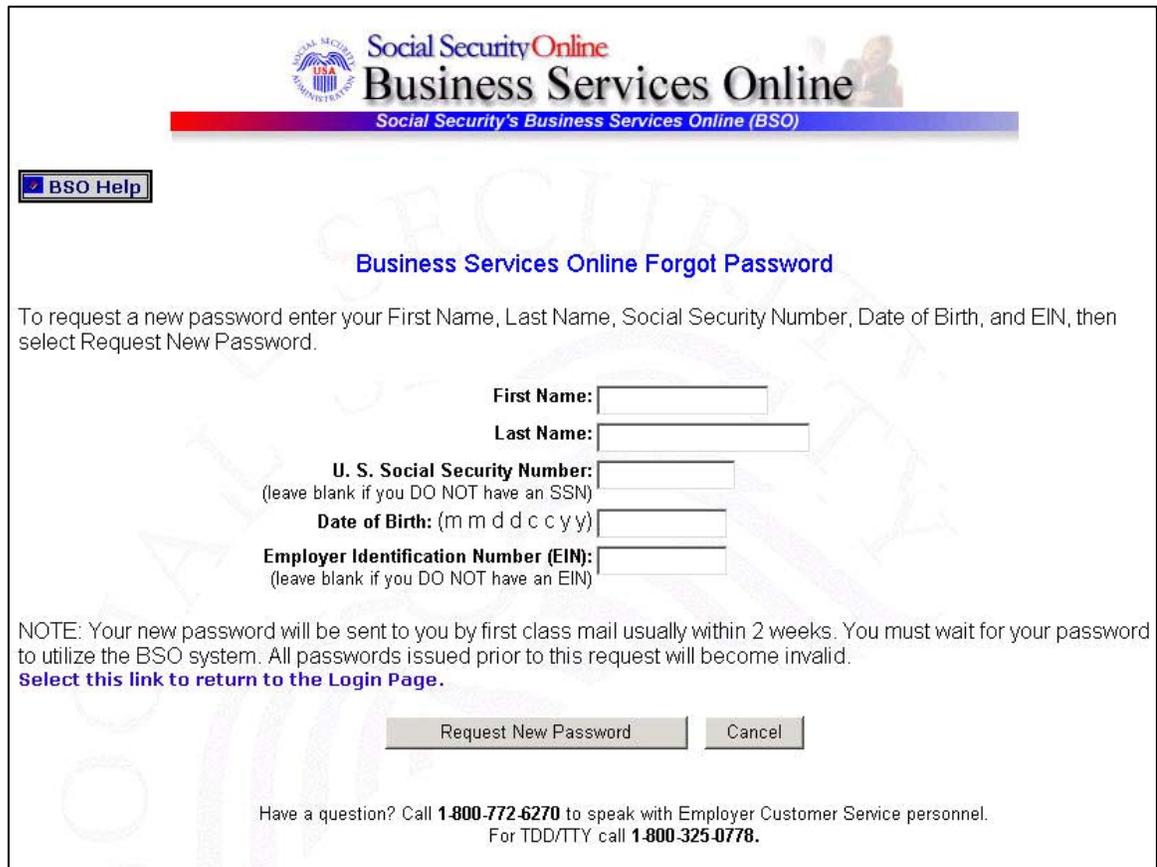
The screenshot shows the "General Login Attestation" page. At the top, there is a header with the Social Security Administration logo and the text "Social Security Online Business Services Online" and "Social Security's Business Services Online (BSO)". Below the header, the page title is "General Login Attestation". The main content area is titled "User Certification for SSA Business Services Online". It contains the following text: "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, there is a list of four bullet points: "I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.", "I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.", "I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.", and "I am the individual authorized to do business under this PIN.". At the bottom of the page, there is a line of text: "By selecting the 'I Accept' button, you certify that you have read, understand and agree to the user certification of Business Services Online." Below this text are two buttons: "I Accept" and "I DO NOT Accept".

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



The screenshot shows the Social Security Online Business Services Online (BSO) login page. At the top, there is the Social Security Administration logo and the text "Social Security Online Business Services Online" with a subtitle "Social Security's Business Services Online (BSO)". A "BSO Help" button is located on the left. The main heading is "Business Services Online Login". Below this, instructions state: "Type your Personal Identification Number (PIN) and password, then select Login." There are two input fields: "PIN:" and "Password:". Below the fields are two links: "Select this link if you forgot your password." and "Select this link if you need to complete your phone registration." At the bottom of the form area are "Login" and "Cancel" buttons. A footer note provides contact information: "Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778."

Step 4: Select the **Select this link if you forgot your password** link on the Business Services Online Login page. The system displays the Business Services Online Forgot Password page.



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

BSO Help

Business Services Online Forgot Password

To request a new password enter your First Name, Last Name, Social Security Number, Date of Birth, and EIN, then select Request New Password.

First Name:

Last Name:

U. S. Social Security Number:
(leave blank if you DO NOT have an SSN)

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

Employer Identification Number (EIN):
(leave blank if you DO NOT have an EIN)

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

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

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

Step 6: Select the **Request New Password** button to send the request. The system displays the BSO Forgot Password Successful page for your new password. (To return to the BSO Welcome page without sending the request, select the **Cancel** button.).



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

NOTE

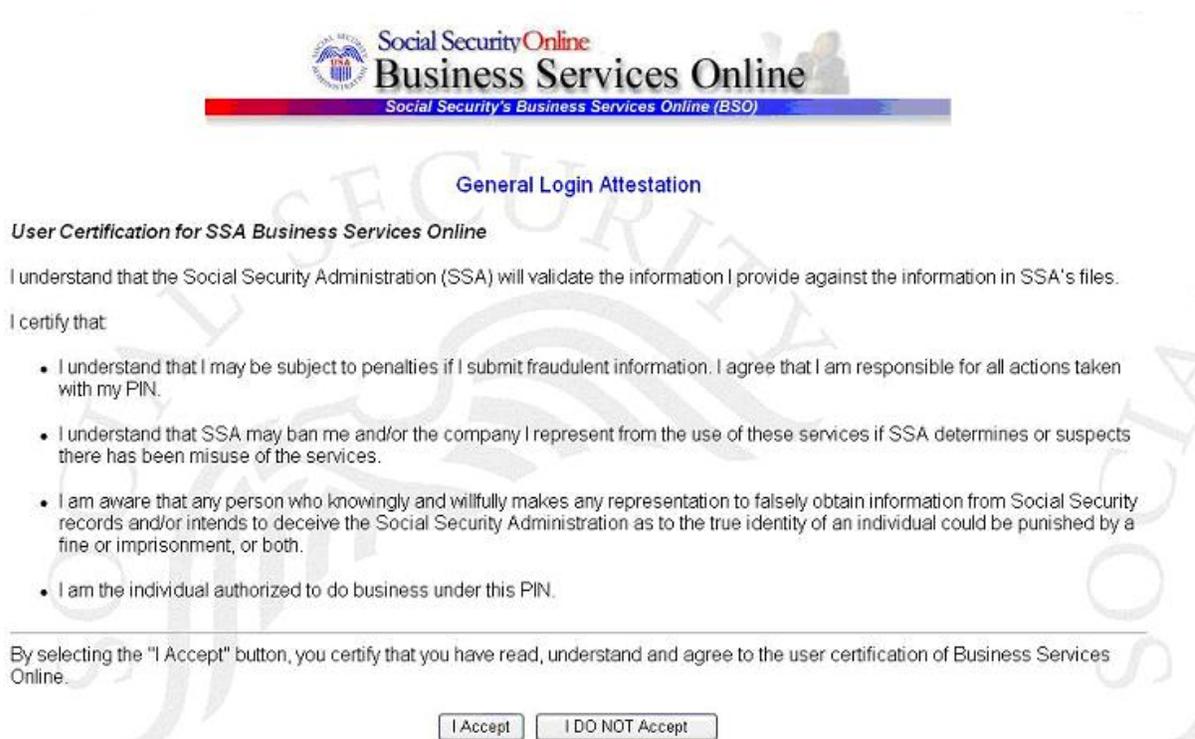
Step 7: Select the **Continue** button to return to the BSO Home Page

Lesson 12: Update Your Contact Information

Follow the instructions below to update your contact information.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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



General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



BSO Help

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

Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
 Select this link if you need to complete your phone registration.

Login Cancel

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

Step 4: Enter your PIN and password.

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



The menu displayed on your BSO Home Page is unique to you, and only presents the applications and services to which you have access.

Step 6: Select the **Update your Contact Information** link.

► **Update your Contact Information**

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

The system displays the Registration for Business Services Online form.



BSO Help

Registration for Business Services Online

Form Approved: OMB No. 0980-0626

You must have an Employer Identification Number (EIN) to request access to the full range of Business Services Online. If you are self-employed, you may request limited access without an EIN.

[Apply For EIN](#)

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

Quick Help!

- Fields marked with an asterisk (*) MUST be completed.
- Enter Name and SSN as they appear on your Social Security Card
- Do NOT use punctuation in any field. This includes dashes in phone numbers.
- Please do NOT use your browser's navigation keys during this application.
- Use of the browser's navigation keys may cause a loss of data.

Information About You, or Your Company or Business: This part of the form is to gather information about you, or the company you own or by which you are employed. We will compare this information with our records to verify you are currently employed by the company or business you represent. Correspondence with your employer will be sent to the address we have on file, not the address you provide below. Select this link for more help with completing this form.

[Registration help](#)

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

Employer Identification Number (EIN):

Company Name or Business Name: *

Company Phone Number: *

Company Phone Extension:

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

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

Information About You: Since you are requesting a Personal Identification Number (PIN), we will need to gather some information about you. The information you provide will be compared with our records in order to verify your identity. Please enter your Name and SSN as they appear on your Social Security Card. Select this link for more help on filling out this form.

[Registration help](#)

First Name: *
Middle Name:
Last Name: *
Suffix (Jr, Sr, II, III, IV):
U.S. Social Security Number:
Date of Birth (m m d d e e y y): *
Preferred Mailing Address Line 1: *
Preferred Mailing Address Line 2:
City: *

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

Country: *
State Abbreviation (for U.S.) / Province: *
Zip (for U.S.) / Postal Code: * **Zip Ext (for U.S.):**

Work Phone Number: *
Extension:
Fax Number:
E-mail: *

(Needed to notify you about registration and other wage reporting updates.)

Self-select Your Password: Your Personal Identification Number and password are required to access Business Services Online. Your password must be eight characters long and be a combination of letters and numbers. Select this link for more help on filling out this form.

[Registration help](#)

Enter Password: *
Reenter Password: *

Please remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password.

[Registration help](#)

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

Step 7: Update the information you wish to change.



You can only change the following information:

- Name
- Suffix
- Date of Birth
- Address
- Zip Code

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

Step 8: Select the **Update** button to update the contact information. The system displays the Update Registration Successful page. (To cancel the update and return to the BSO Home Page, select the **Cancel** button.)



Lesson 13: Deactivate Your PIN

Follow the instructions below to deactivate your PIN.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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

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

General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



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

BSO Help

Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
Select this link if you need to complete your phone registration.

Login Cancel

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

Step 4: Enter your PIN and password.

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



The menu displayed on your BSO Home Page is unique to you, and only presents the applications and services to which you have access.

Step 6: Select the **Deactivate your PIN** link.

 **Deactivate your PIN**
Deactivate your Personal Identification Number (PIN).

The system displays the Deactivate your PIN page.


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[BSO Help](#)

Deactivating Your Personal Identification Number (PIN) for Business Services.

To deactivate your PIN:

- Enter Password
- Select Reason
- Press Deactivate button

Password:

I want to deactivate this PIN because:

I am no longer authorized to use Business Services Online.

OR

This PIN was compromised (e.g., disclosed to an unauthorized person).

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

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

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

Step 8: Select the **Deactivate** button to process the request. The system displays the Deactivated PIN Successful page. (To cancel the request and return to the BSO Home Page, select the **Cancel** button.)


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[BSO Help](#)

Your Business Services Online (BSO) PIN Has Been Deactivated.

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

Lesson 14: Contact Social Security

Follow the instructions below to submit a question or statement to the Social Security Administration.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

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



General Login Attestation

User Certification for SSA Business Services Online

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

I certify that

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am the individual authorized to do business under this PIN.

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

Step 3: Select the **I Accept** button after reading the conditions defined on the General Login Attestation page. The system displays the Business Services Online Login page.



BSO Help

Social Security Online
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Business Services Online Login

Type your Personal Identification Number (PIN) and password, then select Login.

PIN: Password:

Select this link if you forgot your password.
 Select this link if you need to complete your phone registration.

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

Step 4: Enter your PIN and password.

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



The menu displayed on your BSO Home Page is unique to you, and only presents the applications and services to which you have access.

Step 6: Select the **Contact Social Security** link.

 **Contact Social Security**
 Send questions or comments to Social Security.

The system displays the Contact SSA pop-up window.



BSO Help

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

You can use the File menu to close this window.

Contact SSA

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

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

Name: JANE DOE
E-mail:
(example: username@company.com)
Phone Number:

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

Recipient:*
Message:*

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

You can use the File menu to close this window.

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



Your name, telephone number, and e-mail address should automatically appear in the appropriate fields.

Step 7: Enter your telephone number in the Phone Number field if it is not populated. If your phone number is in the field, verify that it is correct.

Step 8: Enter your e-mail address in the E-mail field if it is not populated. If your e-mail address is in the field, verify that it is correct.



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

Step 9: Select the desired organization in the **Recipient** drop-down menu. This is a required field.

Step 10: Type your message in the Message field. This is a required field.

Step 11: Select the **Send Your Message** button. (Select the Close Browser Window to cancel the message.)

Step 12: Select the **Close Browser Window** button to close the pop-up window and return to the BSO Home Page.