Table of Contents

1.	How do I access AccuWage Online?	2
2.	If I already have access to upload employer wage files, do I need to request additional access?	3
	I am having technical problems accessing my Business Services Online (BSO) account and AccuWage line, is there someone I can call?	3
4.	I am a developer and do not have an account, what are my options?	4
Nu	I requested additional access to view wage report submission error details and to verify Social Security mbers (SSNVS), and am still waiting for the notice containing an activation code to be mailed to my ployer. Do I need to wait to use AccuWage Online?	4
	Does checking my file with AccuWage Online count toward my filing date requirements or considered a omission for the Internal Revenue Service (IRS)?	
7.	What types of files can I check with AccuWage Online and are there any technical restrictions?	4
	It is taking AccuWage Online a long time to test my file. Is there anything I can do to improve the ocessing speed?	4
9.	How do I zip my file?	5
10	Can I test multiple files concurrently using AccuWage Online?	7
11.	Can I open multiple browsers to run more than one session of AccuWage Online simultaneously?	7
12.	I have tested numerous files in AccuWage Online. Where are the results of my tests?	7
13	AccuWage Online found "Alert and Informational" issues; do I need to fix these?	8
	AccuWage Online identified 500 issues (Error, Alert or Informational) and stopped testing my file. How I test the rest of my file for other issues?	
	AccuWage Online identified issues (Critical, Error, and Alert or Informational) in my file, how do I view specific issues?	
16	I need to submit a wage file for a prior tax year; can I still use AccuWage Online?	8
17.	Can I still download the AccuWage Downloadable through SSA?	8
18	Can I still use a previously downloaded version of AccuWage?	9

1. How do I access AccuWage Online?

 a) AccuWage Online can be accessed by logging on to your <u>Business Services Online</u> (BSO) account. You will need to log in with your Social Security Username (BSO), Login.gov or ID.ME username and password.

h)	Select the	'Report	Wages To	Social	Security'	I ink
U)	Select the	Report	wages IU	Social	Security	LIIK

Social Security Online	Business Services Online				
www.socialsecurity.gov	BSO Main Menu BSO Information Contact Us Keyboard Navigation Main Menu				
DAWRB ANALYSTONE Logout Manage Account	Welcome, Your password expires on	Report Wages to Social Security			
View / Edit Account Info Change Password Disable Account	Report Wages To Social Security Test wage files using AccuWage Submit, download and print W-2s and W-2cs View submission status, errors and error notices for wage	ge reports submitted by or for your company			
Manage Services View / Edit Services Request New Services	Request an extension to resubmit a wage file				

c) AccuWage Online is the fourth tab on the Employer Wage Reporting (EWR) Home Page. Select the fourth tab, then select the AccuWage Online link to access the AccuWage Online Home page.

Social Security Online Business Services Online www.socialsecurity.gov BSO Main Meru BSO Information Logout Control Electronic Wage Reporting (EWR) AcccuWage Online	ia 🖌 🗚
Reporting Wages to Social Security Forms W22W3 Online Forms W22W3 Online Market Statementy Journated wage The Lin Kornant correct AccuWage Online AccuWage Online King Contract Corrected Wage and Tax Statementy and EFW2C (W-2C Corrected Wage and Tax Statementy and EFW2C St	E-mail a Wage Recorting Expert Información en Escañol Online Tutorials & Training Wage Recorting Handbook SSN Verification Handbook Online Registration Handbook Online Registration Handbook Online Registration Handbook Online Registration Handbook Other Useful Information • Before You File • Checking SSNs • Uploading Formated Files • Ecr.Other Electronic Filers • Bish Information
Request an Extension to File a Resubmission • You will need information from the Notice to request an extension. • You cannot extend if (a) the file has previously been resubmitted or (b) today is more than 45 days from the date on the Resubmission Notice.	Euclideation Resources Employer Support Links

2. If I already have access to upload employer wage files, do I need to request additional access?

No, AccuWage Online is available to everyone who has a Business Services Online (BSO) account **and** has requested the *"Report Wages to Social Security"* service role. <u>Click here for</u> more information about Business Services Online (BSO).

3. I am having technical problems accessing my Business Services Online (BSO) account and AccuWage Online, is there someone I can call?

Please review the information and links on the <u>Business Services Online</u> and <u>AccuWage</u> <u>Online</u> information pages. If you continue to experience technical difficulties, call 1-888-772-2970 for assistance or contact support via email at <u>bso.support@ssa.gov</u>. For general wage reporting assistance, call 1-800-772-6270 or contact support via email at <u>employerinfo@ssa.gov</u>. Support is available Monday through Friday (except holidays) 7 a.m. to 5:30 p.m. Eastern Time.

4. I am a developer and do not have an account, what are my options?

You can create a <u>Business Services Online</u> (BSO) account and use AccuWage Online even if you do not intend to submit wages. <u>Click here for more information about AccuWage Online</u>.

5. I requested additional access to view wage report submission error details and to verify Social Security Numbers (SSNVS) and am still waiting for the notice containing an activation code to be mailed to my employer. Do I need to wait to use AccuWage Online?

No, AccuWage Online does not require you to wait for the activation code and can be accessed immediately.

6. Does checking my file with AccuWage Online count toward my filing date requirements or considered a submission for the Internal Revenue Service (IRS)?

No, the use of AccuWage Online is not considered a wage submission in any way. It is only a tool to help screen for common format errors to avoid submission rejections and data accuracy problems. You will still need to submit your file to SSA by accessing the *"Report Wages to Social Security"* option within Business Services Online (BSO).

7. What types of files can I check with AccuWage Online and are there any technical restrictions?

AccuWage Online tests wage files for format accuracy. Files must be submitted in "text format" and adhere to the Electronic Filing W-2 (EFW2) and Electronic Filing W-2 Correction (EFW2C) guidelines. Additionally, we strongly encourage you to zip your file for efficiency when using AccuWage Online. For technical specifications, please visit the Specifications for Filing Forms W2 and W2C (EFW2/EFW2C) page.

8. It is taking AccuWage Online a long time to test my file. Is there anything I can do to improve the processing speed?

Yes, your testing experience will take considerably less time if you zip your file. SSA strongly recommends that all wage report submitters zip their files before testing them through AccuWage Online.

9. How do I zip my file?

a) Right click on the text file you wish to zip, place the pointer over WinZip and click Add to Zip file....

🎝 Open 🔹 Print Burn New folder		i · 🗍 💡
Name Da	e modified Type Size WinZip	
TEST.txt 12	Open KB	
	Print Edit Open with Scan for threats	Add to Zip file
E	WinZip Add to Zip file	
	 Encrypt with Check Point File Encryption Restore previous versions Add to recently used Z Zip and E-Mail TEST.zi 	
	Send to 🕑 🦉 Zip and E-Mail Plus	
	Cut Configure	
TEMP	Сору	
_Drive	Create shortcut	
D_Drive	Delete	
Disk	Rename	
\$ (\\s3	Properties	
e		

b) Click the Add button on the pop up box.

File	e Actions	View J	lobs Options	Help	
	New		Favorites	Add Extract Mail Encrypt View CheckOut Wizard V	iew Style
A	Name		Туре	Modified Size Ra Pack Path	2
				Add]
				Add to archive: C:\TEST\TEST\Test.zip New Open	
				Action:Compression	
				Action: Compression Add (and replace) files Current: Legacy (Zip 2.0 Compatible)	
				Split Zip file: Change Compression	
				Don't split	
				Other Size	
				KB Add Button	
				- Options - Arcnive Attributes -	
				Encrypt added files Include only if archive attribute is set	
				Save full path info	
				✓ Include system and hidden files	
Cho	ose "New"	to create	e or "Open" to	oper Add Cancel Help	

c) Click OK in the Add Complete pop Up box.

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Nev	}	Open	Jobs Options	Add	Ex	k tract	Mai		Encrypt	View	CheckOut	Wizard	View Style
A Na	me		Туре	Modified		Size	Ra	Pack	Path				
	est.txt		Text Docu	9/7/2016	9:13	6	0%	6					
				ĺ	Add Co	mplete							×
							Spa Tota Tot	ce Savi al Files al Size Before After (Bytes (0%) : 1 sion: on:	6 Bytes 6 Bytes	compressed.	

d) Exit the WinZip box by selecting the X in the top right hand corner.

WinZip - TEST.zip		
File Actions View Jobs Options Help		
New Open Favorites Add Extract	Mail Encrypt View CheckOut Wizard View Style	
A Name	Type Modified Size Ratio Pack Path	
TEST.txt	Text Docu 12/22/2015 10 515 70% 155	
		Exit out of WinZip
Selected 0 files, 0 bytes	Total 1 file, 515 bytes	•0

e) The new zip file will appear next to your original text file.

🔵 Open 🕞	Print Burn New folder					iii • 🗍 🔞
<u>^</u>	Name	Date modified	Туре	Size		
	TEST.txt	12/22/2015 9:22 A	Text Document	1 KB		
25	🔍 TEST.zip	9/2/2016 10:45 AM	WinZip File	1 КВ		
ii.				N	Zipped File	
TEMP						
Drive						
Drive						
isk						
s (\\s3						
ew						
ld PC.Wc [™]						

10. Can I test multiple files concurrently using AccuWage Online?

No, AccuWage Online tests one file at a time. You cannot submit another file until validation of the previously submitted file is complete.

11. Can I open multiple browsers to run more than one session of AccuWage Online simultaneously?

SSA does not recommend running multiple sessions of AccuWage Online concurrently. AccuWage Online restricts you to one upload at a time, regardless of the number of browsers/sessions running. Running multiple browsers/sessions of AccuWage Online could potentially obstruct testing results.

12. I have tested numerous files in AccuWage Online. Where are the results of my tests?

The test results displayed are of the most recently tested file. Results of previously tested files are not saved or accessible once another file is tested or the user exits the browser, application or BSO.

13. AccuWage Online found "Alert and Informational" issues; do I need to fix these?

All issues should be reviewed and corrected. "*Alert and Informational*" issues will not prevent the file from being able to be submitted to SSA, however, your submission could be returned because of other errors.

14. AccuWage Online identified 500 issues (Error, Alert or Informational) and stopped testing my file. How can I test the rest of my file for other issues?

AccuWage Online stops testing a file when 500 issues (*Error, Alert or Informational*) have been identified. The '*Test Results*' page will display an error message stating the maximum number of issues were encountered. Review and correct the issues summarized on the Test Results page, and then re-test the file.

15. AccuWage Online identified issues (Critical, Error, and Alert or Informational) in my file, how do I view the specific issues?

AccuWage Online offers two methods to view the four types of issues (*Critical, Error, Alert, and Informational*), the '*Test Results*' page and the '*Test Report*' page.

The '*Test Results*' page is an interactive web view that has two main sections containing information. The '*Records*' section (or top section) provides the option to filter records by issue type and displays information for filtered records in a grid showing the records with the issues. Click on a row you would like more information about, and the '*Issue(s)* for Selected Record #' section (or bottom section) will display detailed information about each error found in that row.

The '*Test Report*' page can be saved to your computer, printed, or viewed from the screen and lists all the errors and alerts in an expanded view based on each row of data in the file that contained an issue.

16. I need to submit a wage file for a prior tax year; can I still use AccuWage Online?

Yes, you can use AccuWage Online to test ANY year of your wage file.

17. Can I still download the AccuWage Downloadable through SSA?

No, effective 9/23/17, the AccuWage Downloadable is no longer available due to the download compatibility issues many users experience. SSA recommends using the AccuWage Online application to test your wage files for compatibility with EFW2/EFW2C specifications before submitting to SSA. Click <u>here</u> to get started using the AccuWage Online application.

18. Can I still use a previously downloaded version of AccuWage?

SSA no longer supports the downloadable versions. If you use a previous version, it will not have current tax year edits. We advise you to use AccuWage Online.