



# *Electronic Wage Reporting System*

## **AccuWage Online 2024 Help Guide**

*For Official Use Only*

12/02/2024

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## 1. Introduction

AccuWage Online enables Annual Wage Report (AWR) submitters to test the accuracy of their wage reports prior to sending them to the Social Security Administration (SSA) for processing. AccuWage Online checks both W-2 and W-2C wage reports to ensure they comply with Publication 42-007: Specifications for Filing Forms W-2 Electronically (EFW2) or Publication 42-014: Specifications for Filing Forms W-2C Electronically (EFW2C). AccuWage Online generates a Test Report listing all issues found in the wage report. Wage reports cannot be edited using AccuWage Online. The submitter can create a new EFW2/EFW2C file or correct the existing EFW2/EFW2C file that generated the issues. The wage report can be repeatedly retested until all issues are corrected.

**IMPORTANT:** AccuWage Online identifies many, but not all, wage report issues. For example, AccuWage Online does not verify names and Social Security Numbers (SSNs). The likelihood of submission rejection, though not eliminated, is greatly reduced when using this application.

## 2. Acceptable File Extensions

Wage files must be plain text (.txt) or plain text zipped (.zip) format.

AccuWage Online does **NOT** accept the following file extensions:

- .pdf, .bin, .lib, .exe, .dll

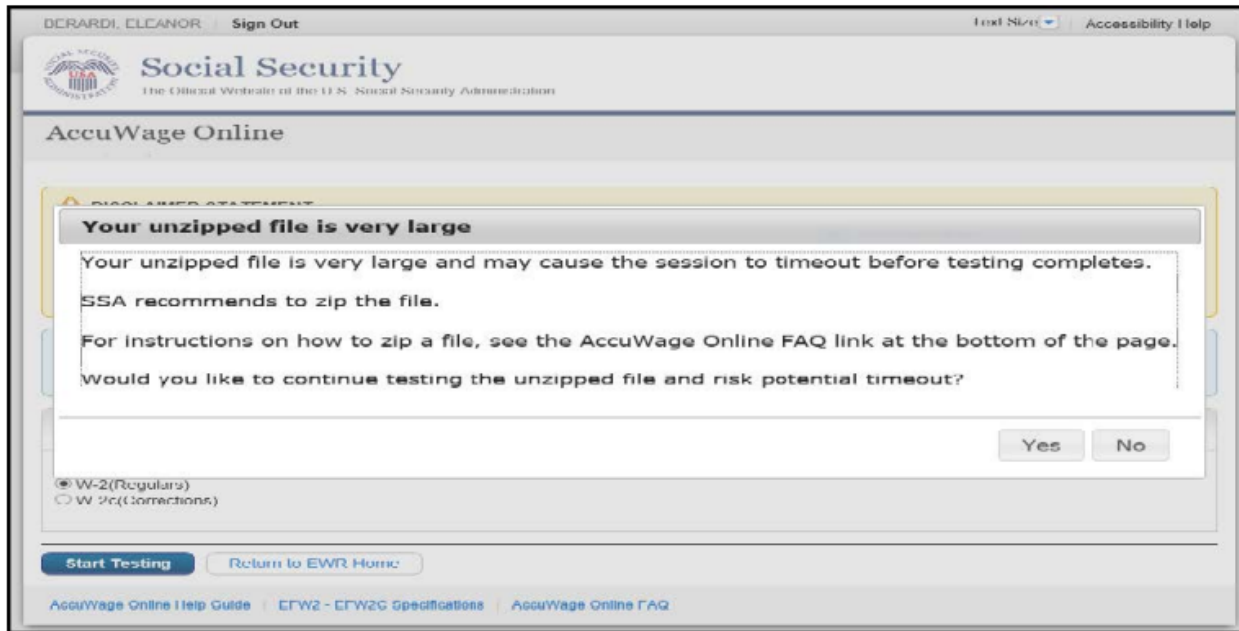
If your file is in one of the formats that is listed above, please convert it to plain text before attempting to test it through the application. Remember to zip your file for optimal performance.

## 3. Zipped Files

SSA strongly recommends that all wage report submitters zip their files before running them through AccuWage Online to reduce the risk of session timeout and incomplete testing. Your testing experience will take considerably less time if you zip your file. For instructions on how to zip your file, please see the [FAQ](#).

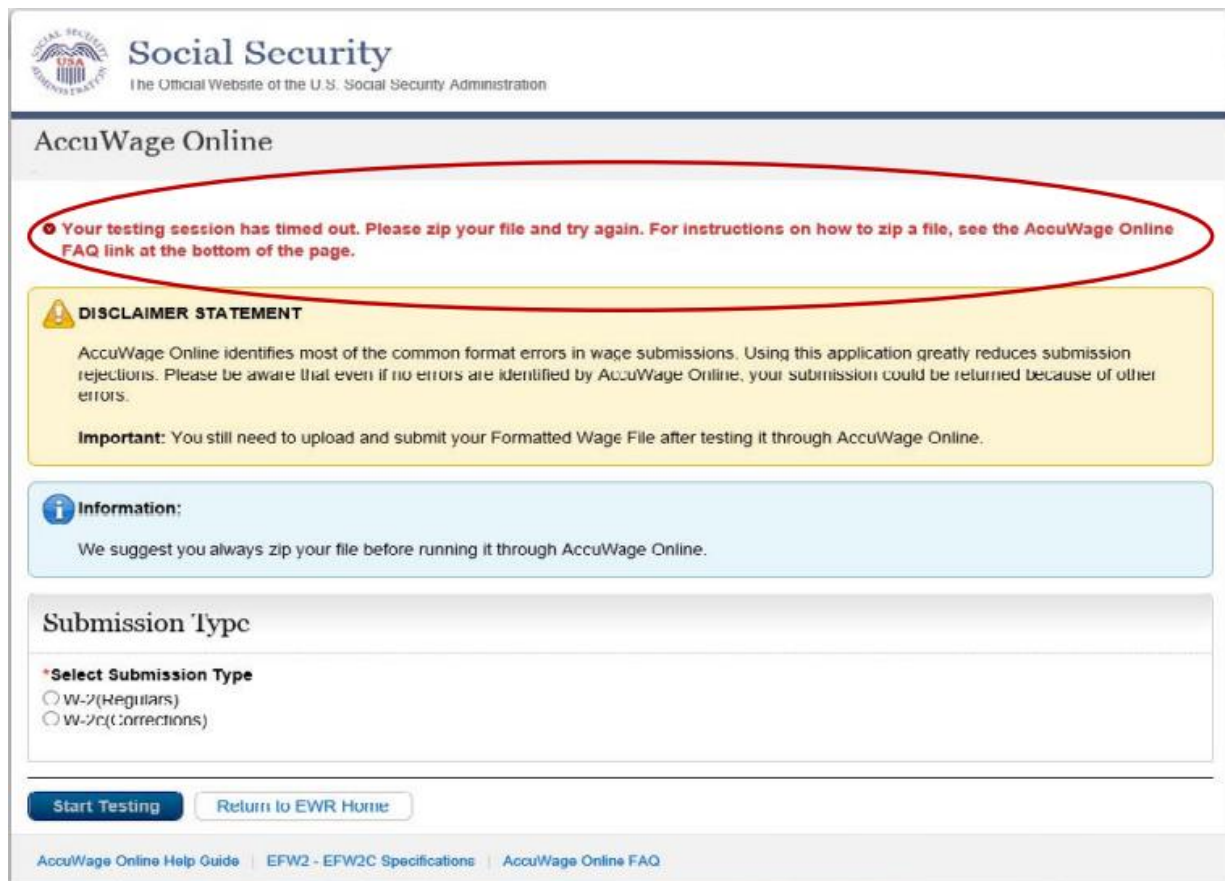
If you upload a large, unzipped file (more than 100MB or 100000 KB), you will receive the following alert:

- If you select Yes – upload and testing continues
- If you select No – returns user to the AccuWage Online home page



**Figure 1: Error Your Unzipped file is too large.**

If you select **Yes** – upload and testing continues and you will get the following error if your file is too large and causes a time out.



**Figure 2: Error your session has timed out.**

## **4. Sessions**

AccuWage Online can only test one file per session. A session occurs each time a file is tested through AccuWage Online. If AccuWage Online is already open in a browser window, opening another window with AccuWage Online will not start a new session. If the file validation is in progress on the first window and you try to upload another file through a second window simultaneously, AccuWage Online will display an error message and disable the 'Start Testing' button on the second window. In order to test the second file, please wait until the first file has completed processing. We do not recommend having more than one window open on your browser with AccuWage Online at a time.

## **5. Wage Report Criteria**

Wage reports must be in the EFW2/EFW2C format. If you need assistance with this, please see <https://www.ssa.gov/employer/EFW2&EFW2C.htm>

## **6. AccuWage Online User Profile**

In order to use AccuWage Online to test your wage reports, you must have a valid Business Services Online (BSO) Social Security Username (BSO), Login.gov or ID.ME username and password with the employer services profile. For instructions on registering for a Social Security Username, Login.gov or ID.ME username and password, please see the [FAQ](#).

## **7. Using AccuWage Online with Assistive Devices**

Section 508 of the Rehabilitation Act requires Federal agencies to make their electronic and information technology accessible to people with disabilities.

SSA recommends that people using assistive devices and keyboard-only users navigate the AccuWage Online application using the keyboard shortcuts rather than command buttons.

## **8. Browser Recommendations**

SSA recommends the following browsers for optimal testing experience:

- Chrome
- Firefox
- Edge

## 9. Starting the Application

AccuWage Online can be accessed by logging on at Business Services Online (BSO) <https://www.ssa.gov/employer/> and going to the Employer Wage Reporting (EWR) home page. You will need to log in with your Social Security Username (BSO), Login.gov or ID.ME username and password. Once you are on the Employer Wage Reporting home page, AccuWage Online is the fourth tab as shown below. Select the AccuWage Online link to go to the AccuWage Online Homepage.

The screenshot shows the 'Electronic Wage Reporting (EWR)' page. At the top is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a navigation bar with 'Forms W-2/W-3 Online', 'Forms W-2c/W-3c Online', 'Upload Formatted Wage File', and 'AccuWage Online'. An arrow points from a box labeled 'AccuWage Online' to the 'AccuWage Online' tab. Another arrow points from a box labeled 'AccuWage Online Link' to the 'AccuWage Online' link in the 'Reporting Wages to Social Security' section. The page content includes sections for 'Reporting Wages to Social Security', 'Submission Status', 'Employer Report Status', and 'Resubmission Notice'. A right sidebar contains links for 'E-mail a Wage Reporting Expert', 'Información en Español', 'Online Tutorials & Training', 'Other Useful Information', and 'Employer Support Links'. At the bottom, a footer provides contact information: 'Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778'.

Figure 3: Electronic Wage Reporting (EWR) Home Page

## 10. AccuWage Online Home Page

The screenshot shows the AccuWage Online Home Page. At the top is the Social Security Administration logo and the text 'Social Security The Official Website of the U.S. Social Security Administration'. Below this is a header 'AccuWage Online'. A yellow box contains a 'DISCLAIMER STATEMENT' and an 'Important' note. A blue box contains 'Information: We suggest you always zip your file before running it through AccuWage Online.' The main section is titled 'Submission Type' and contains a 'Select Submission Type' section with two radio buttons: 'W-2(Regulars)' (selected) and 'W-2c(Corrections)'. Below this are two buttons: 'Start Testing' (blue) and 'Return to EWR Home' (white). At the bottom is a navigation bar with links: 'AccuWage Online Help Guide', 'EFW2 - EFW2C Specifications', and 'AccuWage Online FAQ'. Callout boxes point to these elements: 'Select Submission Type' points to the radio buttons; 'Start Testing' points to the 'Start Testing' button; 'Return to EWR Home' points to the 'Return to EWR Home' button; 'AccuWage Online Help Guide' points to the first link in the navigation bar; 'EFW2-EFW2C Specifications' points to the second link; and 'AccuWage Online FAQ' points to the third link.

**Select Submission Type**

**Start Testing**

**Return to EWR Home**

**AccuWage Online Help Guide**

**EFW2-EFW2C Specifications**

**AccuWage Online FAQ**

**Figure 4: AccuWage Online Home Page**

- **Select Submission Type:** Select the Submission Type (W-2 or W-2c) of the report you intend to test, then click the 'Start Testing' button in the bottom left-hand corner of the application. The 'Start Testing' button will be disabled until a Submission Type is selected.
- **Return to EWR Home:** This button will take the user to an acknowledgement pop up which reminds the user they are leaving their AccuWage Online session and returning to the EWR Home page.
- **AccuWage Online Help Guide:** This link will open the PDF version of the AccuWage Online Help Guide.
- **EFW2-EFW2C Specifications:** This link will take the user to the EFW2-EFW2C Specifications guides.
- **AccuWage Online FAQ:** This link will open the PDF version of the AccuWage Online FAQ document.



## 11. Test Results Page

**Social Security**  
The Official Website of the U.S. Social Security Administration

**AccuWage Online**

**Important:** You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online.

**File Status**

**Test Results**

File name: 2.10\_Test Report\_Non-Critical Issues Found.txt  
**File has run 100% Complete**  
 11 Record(s) Tested, 4 Records(s) with Issue(s)

**Records**

**Issue Level Descriptions**

**Filters record(s) by level**

Filter record(s) by level: [Issue Level Descriptions](#) ☐ Critical (0) ☐ Error (14) ☒ Alert (1) ☐ Info (7)

Record	Issues	Record Data
2	1	RE20150 1231231235 EMPLOYER NAME EMPLOYER AGENT FOR N A M E EMPLOYER NAMELOCATION A D D R E S SDELIVERY A D D R E S SCITYCITY CITY CITYCITYMD123451234o R 0

**Issue(s) for Selected Record**

**Issue(s) for Selected Record # 2**

Level	Reference	User Entry	Description
ALERT	Tax Year [Position 3-6]	2015	The date entered is for a previous tax year. Please check that the earnings are for the year being reported.

**Test Another File** **View/Print Test Report** **Return to EWR Home**

**View/Print Test Report**

[AccuWage Online Help Guide](#) | [EFW2 - EFW2C Specifications](#) | [AccuWage Online FAQ](#)

**Figure 5: Test Results Screen**

**File Status:** When the Test Results page appears, the message displaying the status of the file will also display. Most times, it will display as “File has run 100% Complete” to show that the entire file was tested. If a critical issue is found, it will display as “Testing failed due to Critical Error on Record #” to show that the file stopped processing due to a critical issue and the entire file was not tested.

**Records:** The top portion of the Test Results page will display how many records have been tested and how many of those records have issues. It contains the following columns:

- Records - displays number of records that have an issue(s)
- Issues - displays the numbers of issues in that record
- Record Data - displays the data in the record

**Issue(s) for Selected Record:** The bottom portion of the Test Results page will display the detailed information for the record selected. It contains the following columns:

- Level - displays which type of issue is present
- Reference - displays the field name
- User Entry - display the field data found on the record
- Description - displays the detailed message for the issues found

**Test Another File:** This button will return the user to the AccuWage Online Home page to test another file.

**View/Print Test Report:** This button will take the user to the Test Report page which lists all issues for all reports containing issues.

**Issue Level Descriptions:** This link will display a pop up that lists each issue level with its description.

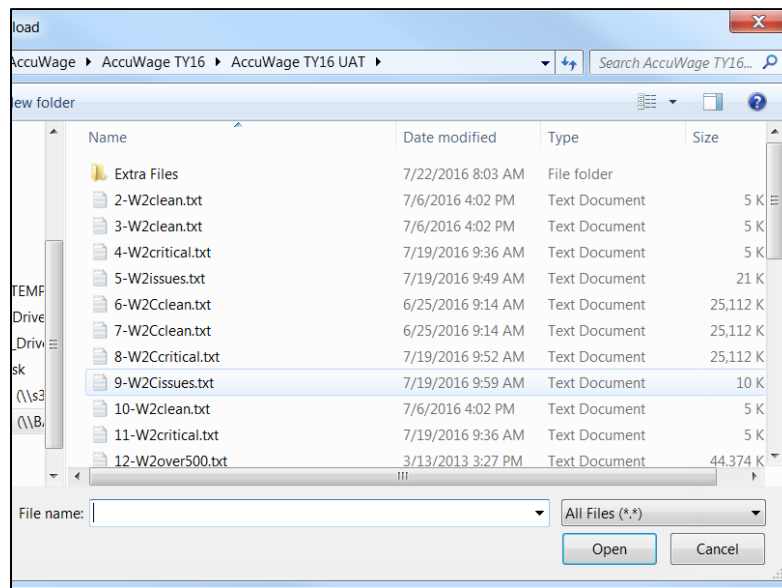
AccuWage Online	
Issue Level Descriptions	
<b>Critical:</b>	AccuWage will stop processing the file when a Critical error is found. This would be a record sequencing error, record length error or over the error limit. It is mandatory to fix these issues before proceeding to the Business Services Online (BSO) webpage to upload the file.
<b>Error:</b>	AccuWage will not stop processing the file for an error, however, it is mandatory to fix this issue before proceeding to the Business Services Online (BSO) webpage to upload the file.
<b>Alert:</b>	AccuWage will not stop processing the file for an Alert. It is highly recommended you fix each Alert received on your file.
<b>Info:</b>	AccuWage will not stop processing the file for an Informational. It is highly recommended you fix each Informational received on your file.

**Figure 6: Issue Level Descriptions**

**Filter record(s) by level:** There are four different issue levels a wage report may contain. After a wage report is tested, if any issues were found, the issues found will be checked along with the count of each issue level. The default filter displays all four issue levels, however, simply unchecking particular categories will remove it from the Issues for Selected Record section. It does not remove the issue from the file. The filter shows all issues for the entire wage report, not by record. For record-level information, select the particular record under the 'Record Data' column for which you would like to see more detail.

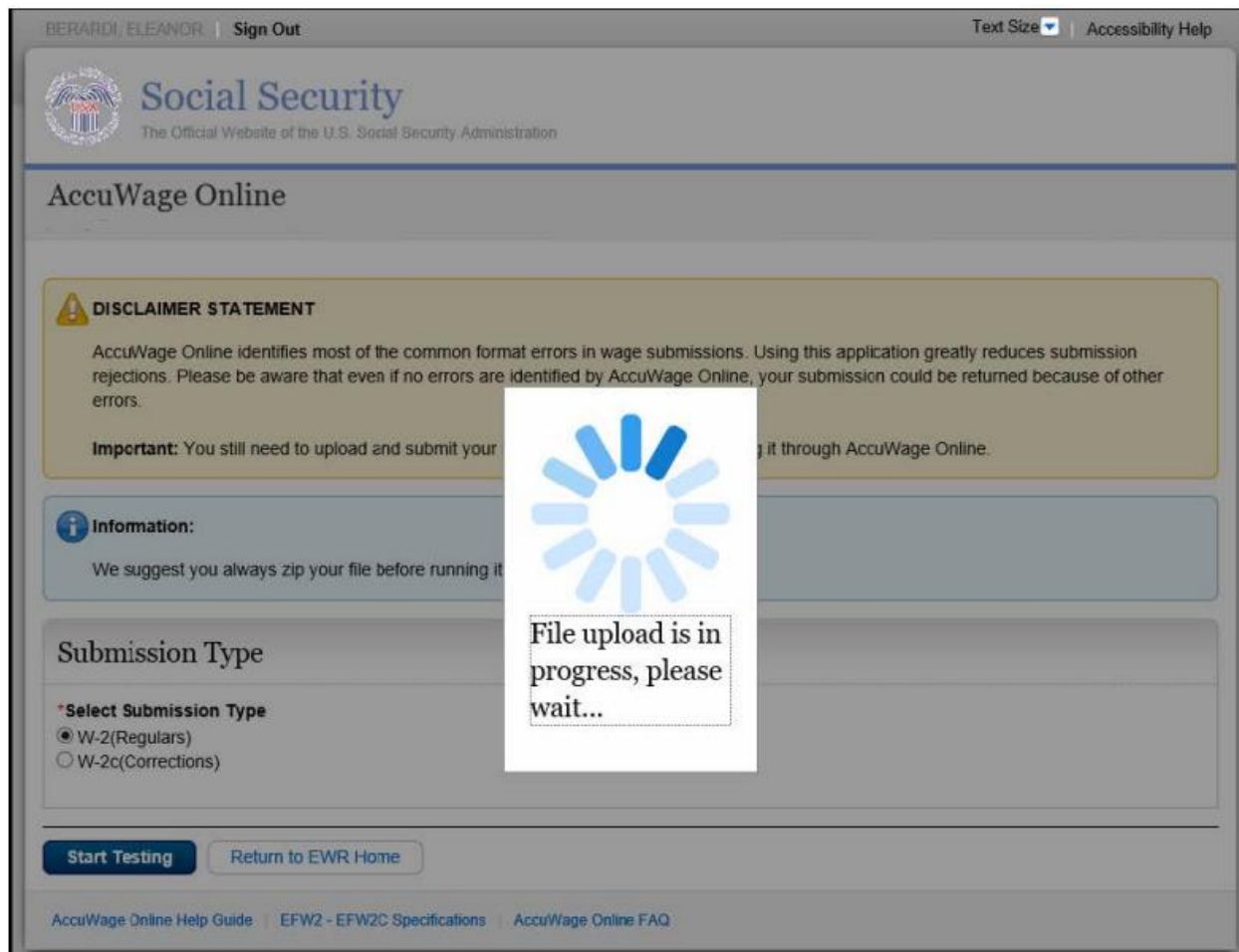
## 12. Starting the Test

- 1) Select either W-2 (Regulars) or W-2C (Corrections) depending on which type of wage report is being tested.
- 2) Click the 'Start Testing' button in the lower left-hand corner of the Home page.
- 3) The 'Choose File to Upload' dialog box will appear.
- 4) Select the location where the wage report is stored.
- 5) Locate the folder/directory where the wage report is stored.
- 6) Double click the wage report when it appears.
- 7) Click the 'Open' button or double-click the file name to open the wage report.



**Figure 7: File Dialog box – Choosing the Wage Report to Test**

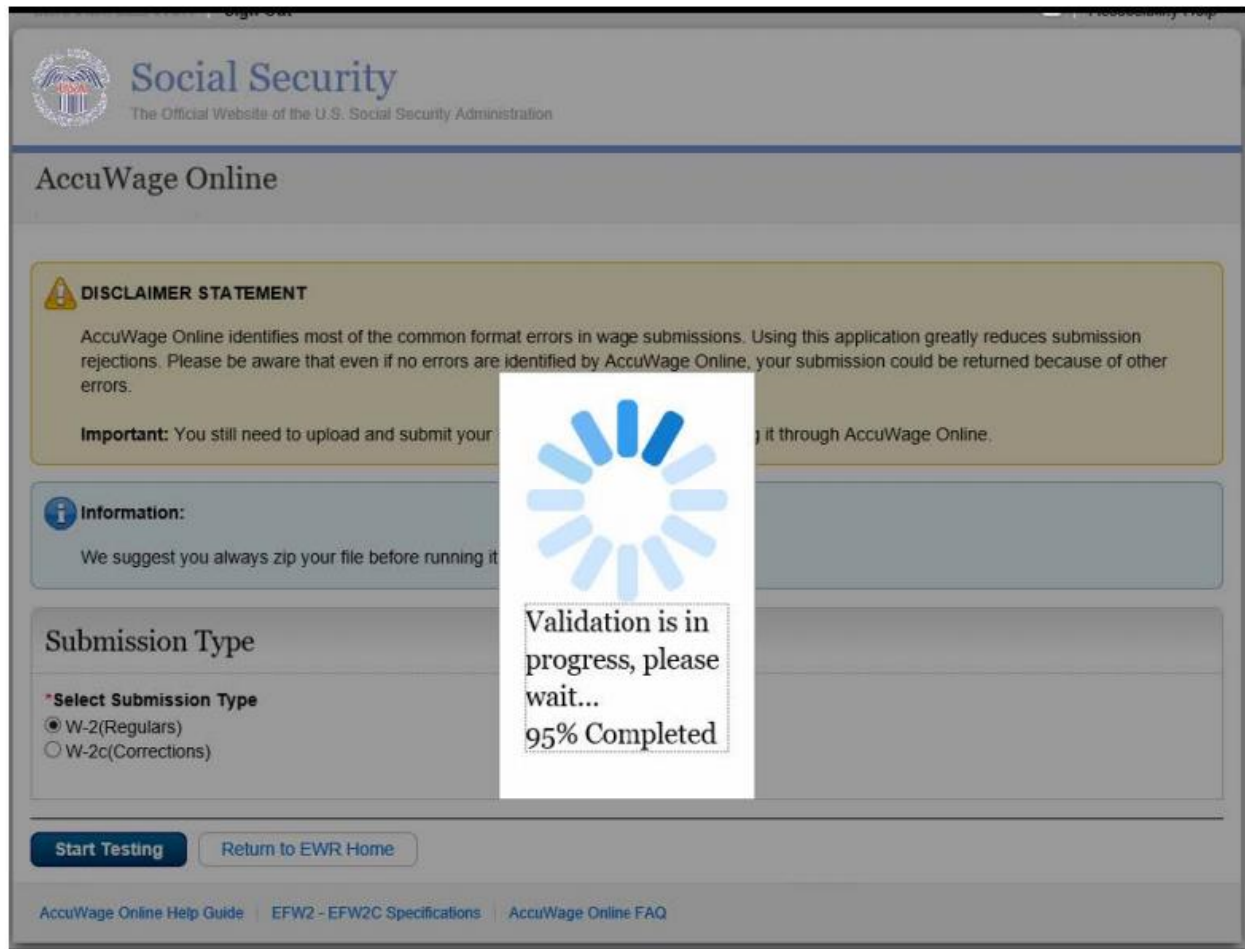
### 13. File Upload



**Figure 8: File Upload is in Process**

After the wage report has been selected in the 'Choose File to Upload' dialog box, the wage report will be uploaded to AccuWage Online for testing.

## 14. Validation in Progress

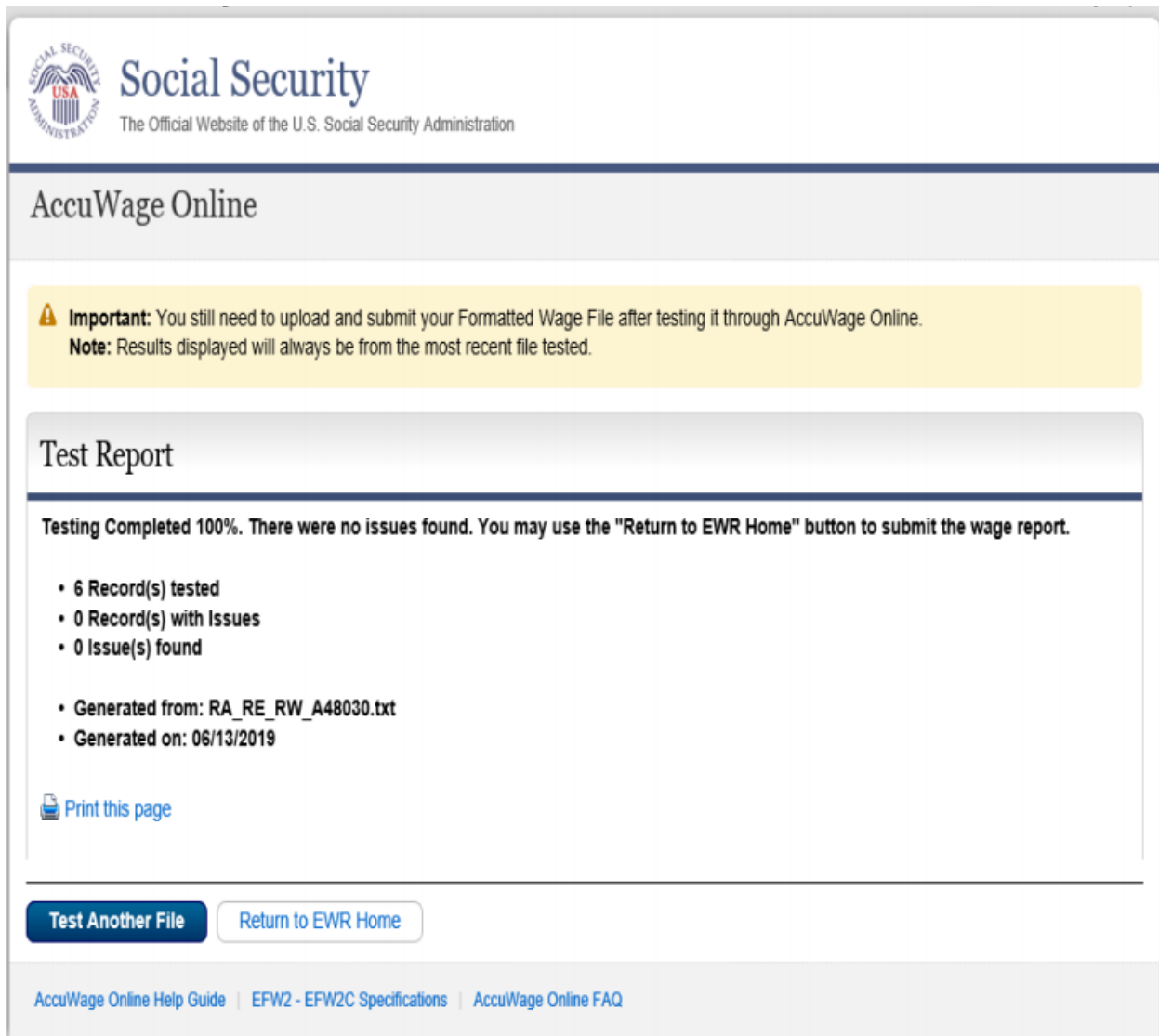


**Figure 9: Validation in Progress**

After the wage report has been uploaded to AccuWage Online, the application will begin validating the wage report. The percent validated will display as shown above.

## 15. Completed Tests

- 15.1 If the submitted wage report is 100% correct, the Test Report page will display stating there were no issues found.



The screenshot displays the Social Security Administration's AccuWage Online interface. At the top, the Social Security logo and the text "The Official Website of the U.S. Social Security Administration" are visible. Below this, the "AccuWage Online" header is present. A yellow warning box contains an important message: "Important: You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online. Note: Results displayed will always be from the most recent file tested." The main section is titled "Test Report" and contains the following text: "Testing Completed 100%. There were no issues found. You may use the 'Return to EWR Home' button to submit the wage report." Below this, a bulleted list shows the test results: "6 Record(s) tested", "0 Record(s) with Issues", and "0 Issue(s) found". It also lists the file source as "Generated from: RA\_RE\_RW\_A48030.txt" and the date as "Generated on: 06/13/2019". A "Print this page" link is provided. At the bottom, there are two buttons: "Test Another File" and "Return to EWR Home". The footer includes links to "AccuWage Online Help Guide", "EFW2 - EFW2C Specifications", and "AccuWage Online FAQ".

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The Official Website of the U.S. Social Security Administration

### AccuWage Online

**Important:** You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online.  
**Note:** Results displayed will always be from the most recent file tested.

### Test Report

Testing Completed 100%. There were no issues found. You may use the "Return to EWR Home" button to submit the wage report.

- 6 Record(s) tested
- 0 Record(s) with Issues
- 0 Issue(s) found

• Generated from: RA\_RE\_RW\_A48030.txt  
• Generated on: 06/13/2019


[Print this page](#)

[Test Another File](#) [Return to EWR Home](#)

[AccuWage Online Help Guide](#) | [EFW2 - EFW2C Specifications](#) | [AccuWage Online FAQ](#)


**Figure 10: Completed Test- no issues found**

- 15.2 If the submitted wage report contains a critical issue, the Test Results page will display stating testing stopped due to a critical error.



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AccuWage Online

 **Important:** You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online.

Test Results

File name: 3201\_RA\_LessThan512.txt  
**Testing stopped due to Critical Error on Record # 1**  
1 Record(s) Tested, 1 Records(s) with Issue(s)

Records

Filter record(s) by level: ☒ Issue Level Descriptions ☒ Critical (1) ☐ Error (0) ☐ Alert (0) ☐ Info (0)

Record	Issues	Record Data
1	1	RA129632562PIN45PIN 0 98COMPANYNAME COMPANY NAME COMPANY NAME COMPANY COMPANYNAMELOCATION A D D R E S SDELIVERY A D D R E S SCITYCITY CITY CITYCITYMD12345 Z SUBMITERLOCATIONADDRESSSUBMITERDELIVERYADRESSCITYCITY CITY CITYCITYMD12345 Z 00410111222212345 ACCUWAGE@SSA.GOV A

Issue(s) for Selected Record # 1

Level	Reference	User Entry	Description
CRITICAL	Record Length	510	Must be 512 bytes for EFW2 files. This condition may also be generated if the previous record is greater than 512 bytes or if there is a Carriage Return/Line Feed within a record.

Test Another File

View/Print Test Report

Return to EWR Home

AccuWage Online Help Guide

EFW2 - EFW2C Specifications

AccuWage Online FAQ

Figure 11: Completed Test- Critical

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- 15.3 If the submitted wage report contains any other issue levels (Error, Alert or Informational), the Test Results page will display stating testing was 100% complete.

DEVELOPERONE, DAWRB

Sign Out

Text Size


Accessibility Help



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AccuWage Online

 **Important:** You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online.

Test Results

File name: Alert-Info-Only.txt  
File has run 100% Complete  
9 Record(s) Tested, 8 Records(s) with Issue(s)

Records

Filter record(s) by level: [Issue Level Descriptions](#) ☐ Critical (0) ☒ Error (9) ☒ Alert (2) ☒ Info (4)

Record	Issues	Record Data
1	1	RA721234563PIN45PIN 0 x COMPANYNAME COMPANY NAME COMPANY NAME COMPANY COMPANYNAMELOCATION A D D R E S SDELIVERY A D D R E S SCITYCITY CITY CITYCITYMD123451234 SUBMITTER NAME SUBMITTERNAME SUBMITTERNAME SUBMITTE NAMESUBMITTERLOCATIONADDRESSSUBMITTERDELIVERYADDRESSCITYCITY CITY CITYCITYMD123451234 CONTACT NAME CONTACT NAME00000410111222212345 vijay@gmail.com 4101234567 A
2	5	RE20146721234563123123123b EMPLOYER NAME EMPLOYER AGENT FOR N A M E EMPLOYER NAMELOCATION A D D R E S SDELIVERY A D D R E S SCITYCITY CITY CITYCITYMD123451234N R 0
3	2	RW123123123FIRST N A M EMIDDLE N A M ELAST NAME LAST NAMES RLOCATION A D D F E S SDELIVERY A D D R E S SCITYCITY CITY CITYCITYMD123451243 0000022222000001111110000022222000001111110000044444000001111110000022222

Issue(s) for Selected Record # 1

Level	Reference	User Entry	Description
INFO	Software Code [Position 36-37]	x	This field must only contain a valid value of 98 or 99.

Test Another File

View/Print Test Report

Return to EWR Home

[AccuWage Online Help Guide](#) | [EFW2 - EFW2C](#) | [AccuWage Online FAQ](#)


Figure 12: Completed Test - Error, Alert or Informational



- 15.4 If the submitted report contains over 500 total issues (Error, Alert or Informational), the Test Results page will display stating the maximum number of issues were encountered. AccuWage Online stops testing the wage report when 500 issues have been found. Please fix the issues and re-test the wage report.


DEVELOPERONE, DAWRB | [Sign Out](#)

Text Size | [Accessibility Help](#)



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AccuWage Online

 **Important:** You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online.

Test Results

File name: Alert-Info-Only.txt  
File has run **100% Complete**  
9 Record(s) Tested, 8 Records(s) with Issue(s)

Records

Filter record(s) by level: [Issue Level Descriptions](#) ☐ Critical (0) ☒ Error (9) ☒ Alert (2) ☒ Info (4)

Record	Issues	Record Data
1	1	RA721234563PIN45PIN 0 x COMPANYNAME COMPANY NAME COMPANY NAME COMPANY COMPANYNAMELOCATION A D D R E S SDELIVERY A D D R E S SCITYCITY CITY CITYCITYMD123451234 SUBMITTER NAME SUBMITTERNAME SUBMITTERNAME SUBMITTE NAMESUBMITERLOCATIONADRESSSUBMITERDELIVERYADRESSCITYCITY CITY CITYCITYMD123451234 CONTACT NAME CONTACT NAME00000410111222212345 vijay@gmail.com 4101234567 A
2	5	RE20146721234563123123123b EMPLOYER NAME EMPLOYER AGENT FOR N A M E EMPLOYER NAMELOCATION A D D R E S SDELIVERY A D D R E S SCITYCITY CITY CITYCITYMD123451234N R 0
3	2	RW123123123FIRST N A M EMIDDLE N A M ELAST NAME LAST NAMES RLOCATION A D D F E S SDELIVERY A D D R E S SCITYCITY CITY CITYCITYMD123451243 0000022222000001111110000022222000001111110000044444000001111110000022222

Issue(s) for Selected Record # 1

Level	Reference	User Entry	Description
INFO	Software Code [Position 36-37]	x	This field must only contain a valid value of 98 or 99.

Test Another File

View/Print Test Report

Return to EWR Home


[AccuWage Online Help Guide](#) | [EFW2 - EFW2C](#) | [AccuWage Online FAQ](#)

Figure 13: Completed Test - Maximum Number of Issues


## 16. View/Print HTML Test Report

The Test Report can be viewed, printed or saved. The Test Report includes:

- File Status message
- Number of records tested
- Number of records with issues
- Total number of issues found
- Name and path of wage report file being tested
- Date test was performed
- Record number
- Issue number
- Level
- Name of field containing errors (Reference)
- Data in field containing errors (User Entry)
- Complete error description

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AccuWage Online


 **Important:** You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online.  
**Note:** Results displayed will always be from the most recent file tested.

Test Report

Testing Completed 100%. There were issues found.

- 41 Record(s) tested
- 23 Record(s) with Issues
- 110 Issue(s) found

- Generated from: W2\_ErrorAlertInfo\_Test\_Wage file with Error, Informational, and Alert type issues only (under 500 total issues).txt
- Generated on: 09/22/2018

 [Print this page](#)

Record number: 1  
RA (Submitter) Record  
EIN: 150330041

Issue Number	Level	Reference	User Entry	Description
1	INFO	Resub Indicator [Position 29]		This field must only contain valid codes: 1 = File being resubmitted or 0 = File was not resubmitted.

Record number: 2  
RE (Employer) Record  
EIN: 150330141

Issue Number	Level	Reference	User Entry	Description
1	ALERT	Tax Year [Position 3-6]	2015	The date entered is for a previous tax year. Please check that the earnings are for the year being reported.

Record number: 3  
RW (Employee) Record  
SSN: 529658805

Figure 14: Test Report

## 16.1 Print the HTML Test Report

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### AccuWage Online

**Important:** You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online.  
**Note:** Results displayed will always be from the most recent file tested.

#### Test Report

Testing Completed 100%. There were issues found.

- 41 Record(s) tested
- 23 Record(s) with Issues
- 110 Issue(s) found

• Generated from: W2\_ErrorAlertInfo\_Test\_Wage file with Error, Informational, and Alert type issues only (under 500 total issues).txt  
• Generated on: 09/22/2018

[Print this page](#)

**Record number: 1**  
**RA (Submitter) Record**  
**EIN: 150330041**

Issue Number	Level	Reference	User Entry	Description
1	INFO	Resub Indicator [Position 29]		This field must only contain valid codes: 1 = File being resubmitted or 0 = File was not resubmitted.

**Record number: 2**  
**RE (Employer) Record**  
**EIN: 150330141**

Issue Number	Level	Reference	User Entry	Description
1	ALERT	Tax Year [Position 3-6]	2015	The date entered is for a previous tax year. Please check that the earnings are for the year being reported.

**Record number: 3**  
**RW (Employee) Record**  
**SSN: 529658805**

Figure 15: Test Report screen – print options

There are two ways to print the Test Report:

1. Select the Print this page link. A window will appear asking what pages you want to print.
2. Use the print feature in your browser.

## 16.2 Saving the HTML Test Report – Edge and Chrome

To save the Test Report:

- 1) Click on the three dots located in the top right corner of the browser page, place the cursor over More tools in the menu and then select Save page as from the menu.
- 2) Enter the file name and select the file destination.
- 3) Click “Save” to save the Test Report to the desired location.

## 16.3 Saving the HTML Test Report – FireFox

To save the Test Report:

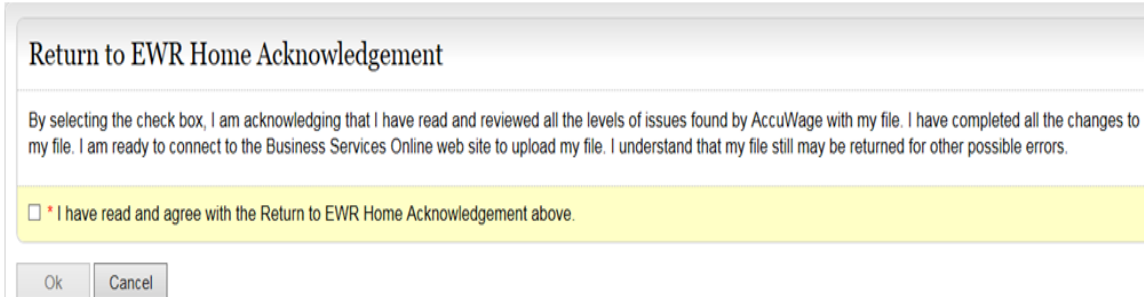
- 1) Go to Tools located under the browser menu, select File then Save As from the drop-down menu.
- 2) Enter the file name and select the file destination.
- 3) Click “Save” to save the Test Report to the desired location.

## 17. Keyboard Shortcuts

Below is a list of the keyboard shortcuts per browser:

Control	Edge	FireFox	Chrome
W-2 (Regulars) Radio Button	ALT + W	ALT + SHIFT + W	ALT + W
W-2C (Corrections) Radio Button	ALT + C	ALT + SHIFT + C	ALT + C
Start Testing	ALT + N	ALT + SHIFT + N	ALT + N
Test Another File	ALT + L	ALT + SHIFT + L	ALT + L
View Tested Results	ALT + R	ALT + SHIFT + R	ALT + R
View/Print Test Report	ALT + P	ALT + SHIFT + P	ALT + P
Return to EWR	ALT + U	ALT + SHIFT + U	ALT + U
OK	ALT + O	ALT + SHIFT + O	ALT + O
Cancel	ALT + C	ALT + SHIFT + C	ALT + C

## 18. Return to EWR Home Acknowledgement



**Return to EWR Home Acknowledgement**

By selecting the check box, I am acknowledging that I have read and reviewed all the levels of issues found by AccuWage with my file. I have completed all the changes to my file. I am ready to connect to the Business Services Online web site to upload my file. I understand that my file still may be returned for other possible errors.

☐ \* I have read and agree with the Return to EWR Home Acknowledgement above.

Ok Cancel

**Figure 16: Return to EWR Home Acknowledgement**

The user must check the “I Agree” box before the “OK” button is enabled. This message acknowledges that the user has reviewed all the levels of issues found by AccuWage Online and

they have completed all changes to their wage report. The user is ready to connect to the Business Services Online website to upload their wage report.

## **19. Correcting Issues**

AccuWage Online only tests wage reports and cannot be used to update or modify the original wage report. You must make corrections to the original report.

### **19.1 Suggested Steps for Correcting Issues Caused by Missing or Incorrect Data**

- 1) View issue messages in the Issue(s) for Selected Record Detail list or View/Print HTML Test Report.
- 2) Determine which fields need to be changed.
- 3) Access the original file to correct the original data.
- 4) Test again with AccuWage Online software using the amended file.

### **19.2 Suggested Steps for Correcting Critical Issues**

Critical issues immediately terminate testing and must be corrected before continuing. They are shown in the File Status display located at the top of the Test Results page. Critical issues can be corrected by following the steps described in the Suggested Steps for Correcting Issues Caused by Missing or Incorrect Data section above.

## **20. Exiting AccuWage Online**

There are two options for exiting AccuWage Online listed below. After you have closed AccuWage Online all data is erased. AccuWage Online does not store any data.

- Click the 'Return To EWR' button located at the bottom of the webpage. This will return you to the Employer Wage Reporting webpage.
- Click the 'Sign Out' button located at the top right-hand side of the webpage. This will end the entire Employer Wage Reporting Session.

## 21. System Error

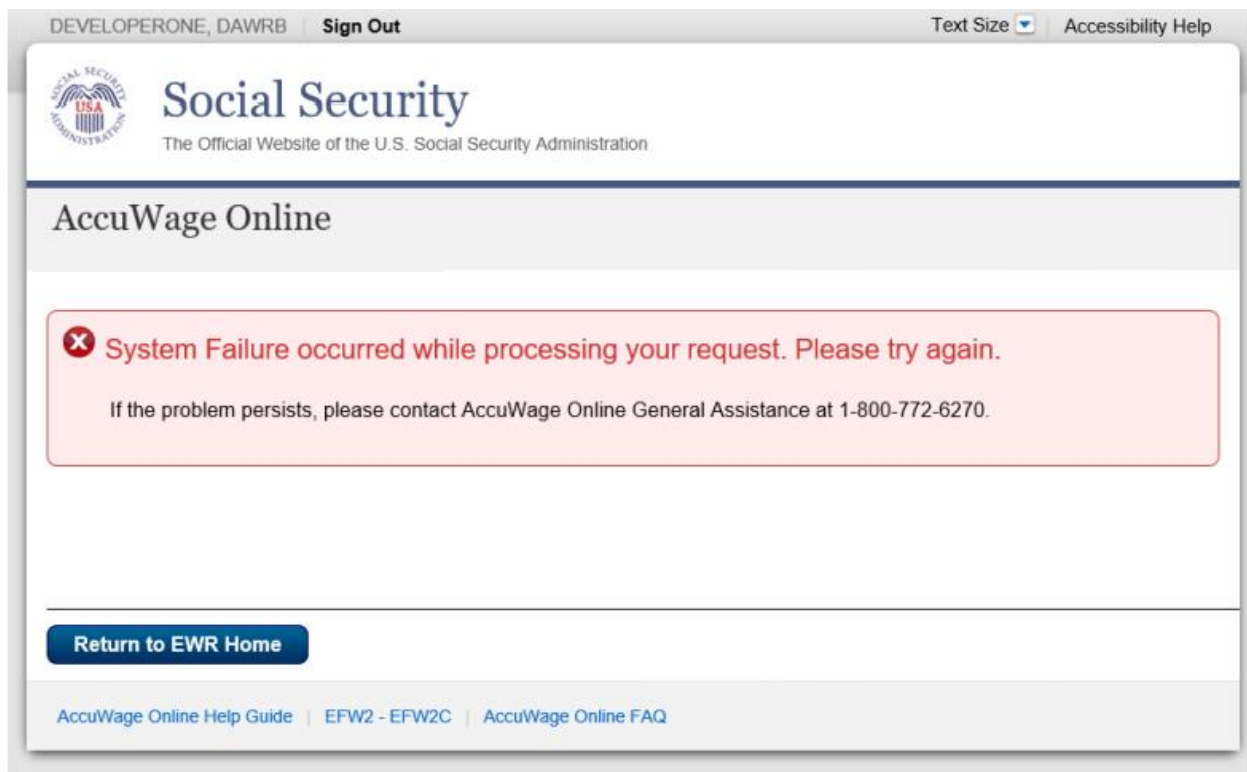


Figure 17: Test Failed due to an unexpected system error

This message will appear if there is an unexpected system error.

## 22. Troubleshooting

For issues related to file uploads, browsers, files extensions, etc., please refer to the [FAQ](#). If you still cannot resolve your issue, please contact the [AccuWage Help Mailbox](#)

## **23. Glossary of Terms**

### **AccuWage Online**

The name of the application used to test EFW2 and EFW2C wage reports.

### **Agent**

An organization authorized to submit wage and tax reports for one or more employers.

### **Alert**

An issue type received on the Test Results screen that will not stop processing. It is highly recommended that each Alert is reviewed and corrected, if appropriate, before proceeding to the Business Services Online (BSO) webpage to upload the file.

### **AWR**

Annual Wage Reporting. The process by which employers report the earnings and taxes of their employees.

### **BSO**

Business Services Online. An online service for employers to submit wage data directly to SSA using a PC with an Internet connection.

### **Character**

A letter, number or punctuation symbol.

### **Critical**

An issue type received on the Test Results screen caused by an incorrectly formatted record sequence, record length or over the error limit that causes AccuWage to immediately stop testing a wage report. You must correct this issue type before continuing to use AccuWage.

### **Error**

An issue type received on the Test Results screen that will not stop processing of the wage file, however, it is mandatory to fix this issue before proceeding to the Business Services Online (BSO) webpage to upload the file.

### **EFW2**

A publication distributed by SSA containing specifications for the Electronic Filing of W-2 information.

### **EFW2C**

A publication distributed by SSA containing specifications for the Electronic Filing of W-2c Information.

### **HTML**

Hypertext Markup Language for publishing hypertext on the World Wide Web.

### **Informational**

An issue type received on the Test Results screen that will not stop processing of the wage file. It is highly recommended that each informational issue is reviewed and corrected, if appropriate, before proceeding to the Business Services Online (BSO) webpage to upload the file.

**Internet**

An international network of public or private networks that can be used by employers or submitters to download the AccuWage application.

**SSA**

The Social Security Administration.

**SSN**

Social Security Number. A nine-digit number assigned by SSA.

**Submitter**

A person, organization or reporting agent submitting wage reports to SSA.

**Wage Report**

Annual W-2 or W2-C wage and tax reports submitted to SSA for processing.