



Electronic Wage Reporting System

AccuWage Online 2025 Help Guide

For Official Use Only

02/11/2025

Contents

1. Introduction	4
2. Acceptable File Extensions	4
3. Zipped Files	4
4. Sessions	6
5. Wage Report Criteria	6
6. AccuWage Online User Profile	6
7. Using AccuWage Online with Assistive Devices	6
8. Browser Recommendations	6
9. Starting the Application	7
10. AccuWage Online Home Page	8
11. Test Results Page	9
12. Starting the Test	11
13. File Upload	12
14. Validation in Progress	13
15. Completed Tests	14
16. View/Print HTML Test Report	18
17. Keyboard Shortcuts	20
18. Return to EWR Home Acknowledgement	20
19. Correcting Issues	21
20. Exiting AccuWage Online	21
21. System Error	22
22. Troubleshooting	22
23. Glossary of Terms	23

List of Figures

Figure 1:Error Your Unzipped file is too large.....	5
Figure 2: Error Your Session has timed out.....	5
Figure 3: Electronic Wage Reporting (EWR) Home Page	7
Figure 4: AccuWage Online Home Page.....	8
Figure 5: Test Results Screen.....	9
Figure 6: Issue Level Descriptions	10
Figure 7: File Dialog box – Choosing the Wage Report to Test.....	11
Figure 8: File Upload is in Process.....	12
Figure 9: Validation in Progress.....	13
Figure 10: Completed Test- no issues found.....	14
Figure 11: Completed Test- Critical.....	15
Figure 12: Completed Test - Error, Alert or Informational	16
Figure 13: Completed Test - Maximum Number of Issues.....	17
Figure 14: Test Report.....	18
Figure 15: Test Report screen – print options.....	19
Figure 16: Return to EWR Home Acknowledgement	20
Figure 17: Test Failed due to an unexpected system error	22

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

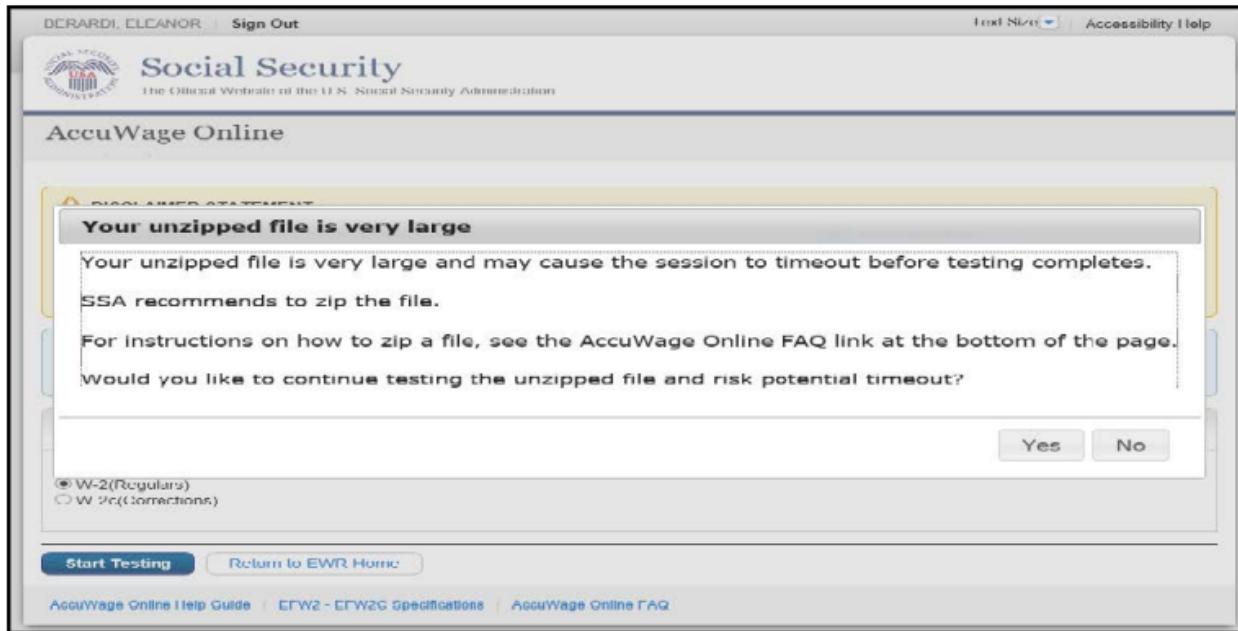


Figure 1: Error Your Unzipped file is too large.

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.

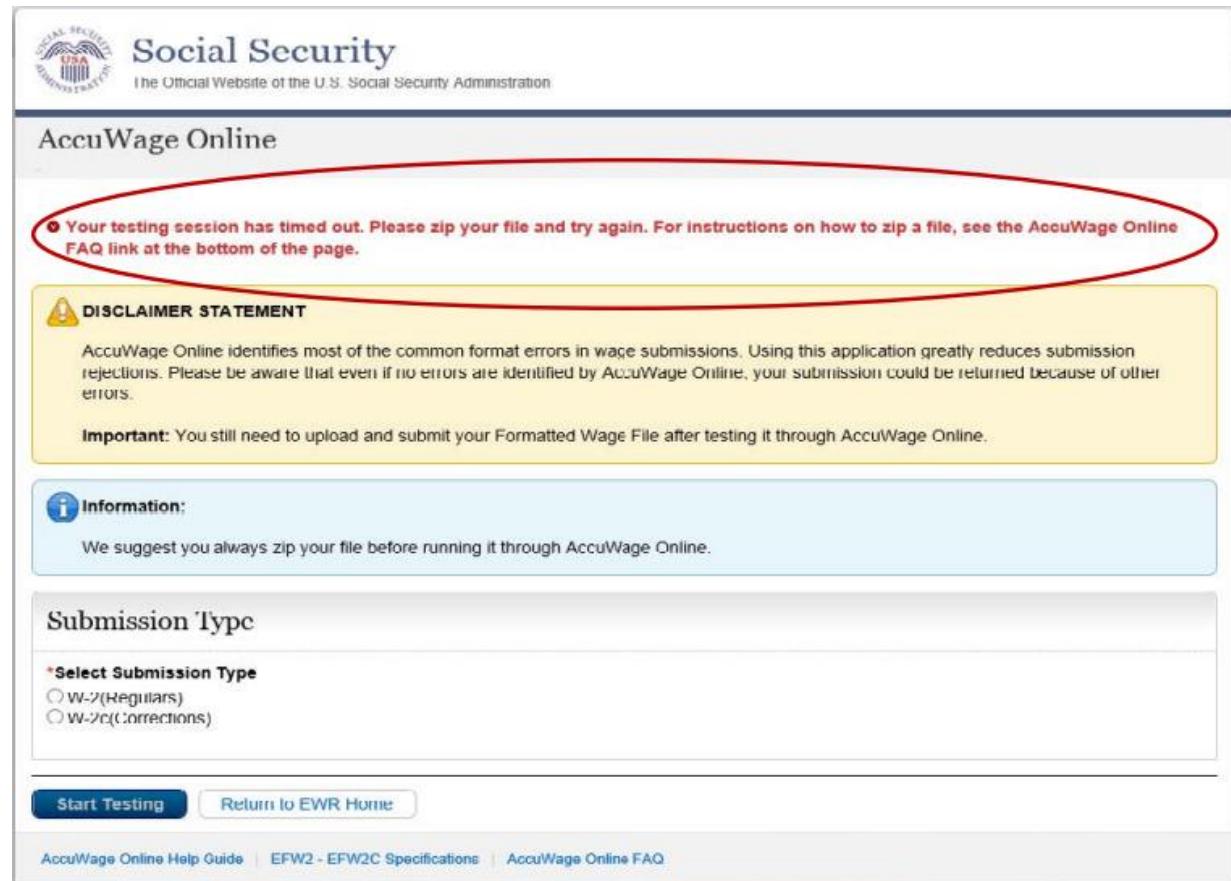


Figure 2: Error your session has timed out.

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.

Social Security Online Business Services Online
www.socialsecurity.gov BSO Main Menu | BSO Information | Logout

Electronic Wage Reporting (EWR)

Reporting Wages to Social Security

AccuWage Online
AccuWage Online is a free internet application offered by the Social Security Administration that enables you to check EFW2 (W-2 Wage and Tax Statement) and EFW2C (W-2C Corrected Wage and Tax Statement) formatted wage files for format correctness before submitting them to SSA.

- EFW2/EFW2C Specifications
- AccuWage Online Help Guide
- AccuWage Online FAQ

AccuWage Online Link

AccuWage Online

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

Submission Status

Check report status, errors, and notice information for previously submitted wage reports (Forms W-2/W-3).

Employer Report Status

View Employer Report Status
Check wage report status or view errors for reports submitted for your company by a third party.

Resubmission Notice

Did you receive a Resubmission Notice? You may use the following links to resubmit your formatted wage file or request a one-time 15-day extension of the deadline:

Resubmit your Formatted Wage File

- Upload your wage in an EFW2/EFW2C formatted file
- The required file format is described in the [Specifications for Filing Forms W-2 and W-2c \(EFW2/EFW2C\)](#)
- You will need the WFID from your original filing, which can be found on your Resubmission Notice.

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.

E-mail a Wage Reporting Expert
Información en Español

Online Tutorials & Training

- Wage Reporting Handbook
- SSN Verification Handbook
- Online Registration Handbook
- Online Tutorial
- FAQs - General Employer

Other Useful Information

- Before You File
- Checking SSNs
- Uploading Formatted Files
- For Other Electronic Filers
- General Info about Wage Filing
- IRS Information
- Publication Resources

Employer Support Links

Have a question? Call 1-800-772-8270 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



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

The screenshot shows the AccuWage Online Test Results Page. At the top, the Social Security logo and the text "The Official Website of the U.S. Social Security Administration" are displayed. Below this, the heading "AccuWage Online" is shown. A yellow box contains the message: "Important: You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online." On the left, a sidebar has two buttons: "File Status" and "Records". A box labeled "Issue(s) for Selected Record" points to the "Selected Record" section. The main content area starts with a summary: "File name: 2.10_Test Report_Non-Critical Issues Found.txt", "File has run 100% Complete", and "11 Record(s) Tested, 4 Records(s) with Issue(s)". A box labeled "Issue Level Descriptions" points to the "Issue Level Descriptions" link in the summary. Another box labeled "Filters record(s) by level" points to the filter options below the summary. A table titled "Records" shows a single record with 1 issue. The table has columns: "Record", "Issues", and "Record Data". The "Record Data" column contains the text: "RE20150 1231231235 EMPLOYER NAME EMPLOYER AGENT FOR NAME EMPLOYER NAME LOCATION ADDRESS S DELIVERY ADDRESS CITY CITY CITY CITY MD1234512340 R 0". A box labeled "Issue(s) for Selected Record # 2" points to the "Issue(s) for Selected Record # 2" section. This section shows a table with columns: "Level", "Reference", "User Entry", and "Description". The "Description" for the alert level entry states: "The date entered is for a previous tax year. Please check that the earnings are for the year being reported." At the bottom, there are several buttons: "Test Another File", "View/Print Test Report", "Return to EWR Home", and "View/Print Test Report" (repeated). A link "AccuWage Online Help Guide | EFW2 - EFW2C Specifications | AccuWage Online FAQ" is also present.

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

Critical: 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.

Error: 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.

Alert: AccuWage will not stop processing the file for an Alert. It is highly recommended you fix each Alert received on your file.

Info: 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.

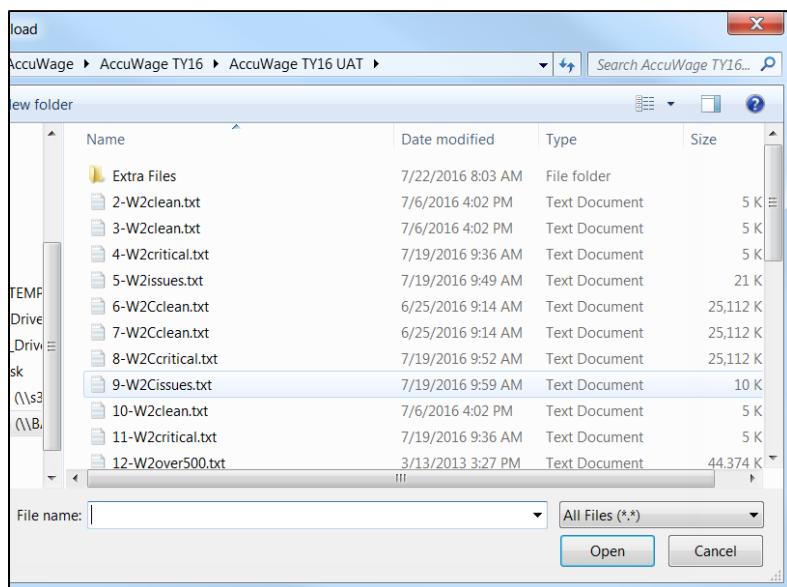


Figure 7: File Dialog box – Choosing the Wage Report to Test

13. File Upload

BERARDI, ELEANOR | [Sign Out](#) Text Size  | [Accessibility Help](#)

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

AccuWage Online

DISCLAIMER STATEMENT

AccuWage Online identifies most of the common format errors in wage submissions. Using this application greatly reduces submission rejections. Please be aware that even if no errors are identified by AccuWage Online, your submission could be returned because of other errors.

Important: You still need to upload and submit your file through AccuWage Online.

Information:
We suggest you always zip your file before running it.

Submission Type

***Select Submission Type**

W-2(Regulars)
 W-2c(Corrections)

 File upload is in progress, please wait...

[Start Testing](#) [Return to EWR Home](#)

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

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

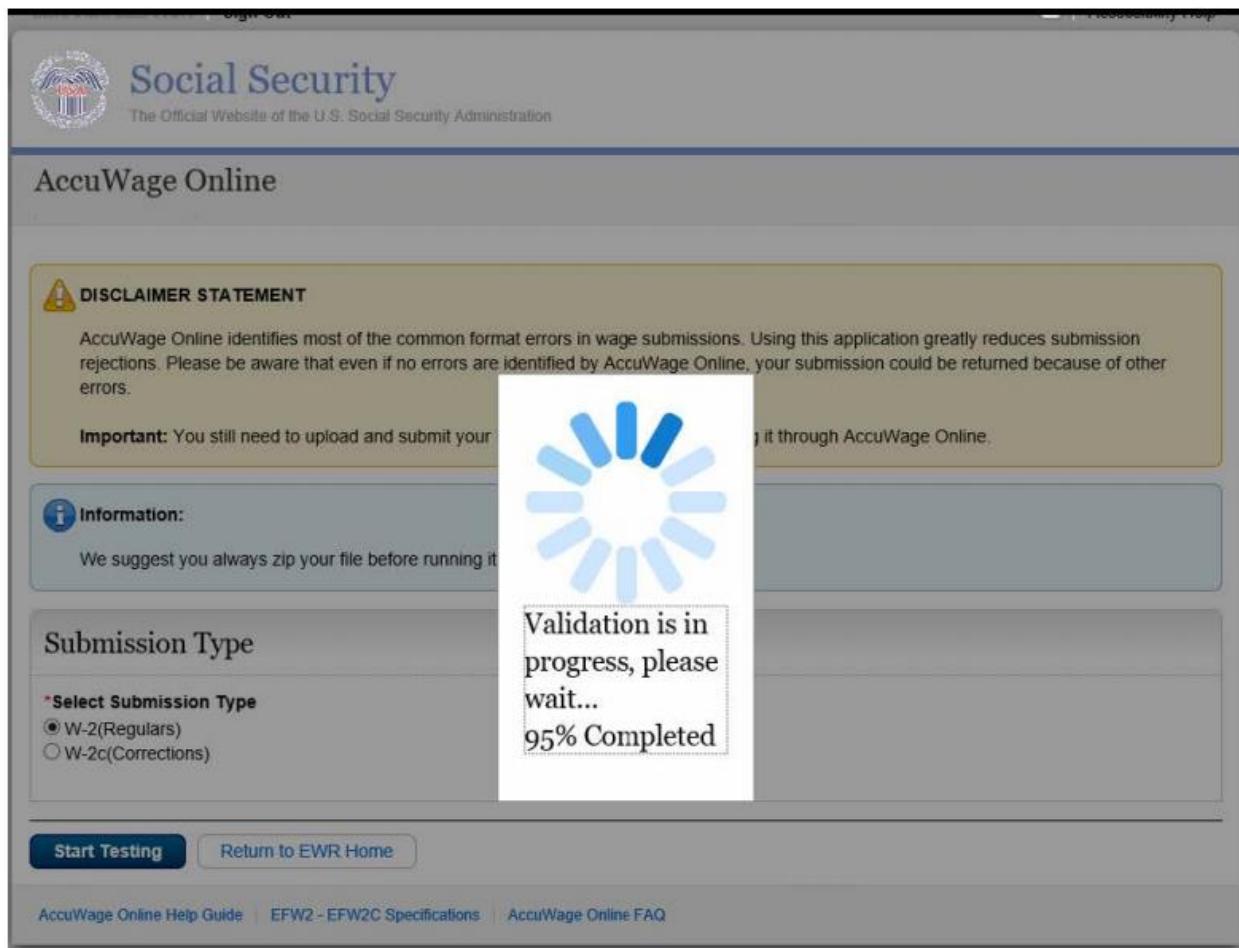


Figure 9: Validation in Progress

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 shows the Social Security AccuWage Online Test Report page. At the top, the Social Security logo and the text "Social Security" and "The Official Website of the U.S. Social Security Administration" are displayed. Below this, the title "AccuWage Online" is shown. A yellow callout box contains the text: "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 content area is titled "Test Report" and contains the message: "Testing Completed 100%. There were no issues found. You may use the "Return to EWR Home" button to submit the wage report." Below this message is a list of test results: "6 Record(s) tested", "0 Record(s) with Issues", "0 Issue(s) found", "Generated from: RA_RE_RW_A48030.txt", and "Generated on: 06/13/2019". At the bottom of the page are two buttons: "Test Another File" (in a blue box) and "Return to EWR Home". A footer links to "AccuWage Online Help Guide", "EFW2 - EFW2C Specifications", and "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.

The screenshot shows the Social Security AccuWage Online Test Results page. At the top, the Social Security logo and the text "Social Security" and "The Official Website of the U.S. Social Security Administration" are displayed. Below this, the title "AccuWage Online" is shown. A yellow banner contains the message: "Important: You still need to upload and submit your Formatted Wage File after testing it through AccuWage Online." The main content area is titled "Test Results" and shows the following information:
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)

The "Records" section contains a table with the following data:

Record	Issues	Record Data
1	1	RA129632562PIN45PIN 0 98COMPANYNAME COMPANY NAME COMPANY NAME COMPANY COMPANYNAMELOCATION ADDRESS DELIVERY ADDRESS CITY CITY CITY CITY MD12345 Z SUBMITERLOCATION ADDRESS SUBMITER DELIVERY ADDRESS CITY CITY CITY CITY MD12345 Z 00410111222212345 ACCUWAGE@SSA.GOV A

The "Issue(s) for Selected Record # 1" section contains a table with the following data:

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.

At the bottom of the page are three buttons: "Test Another File", "View/Print Test Report", and "Return to EWR Home". Below these buttons, a footer links to "AccuWage Online Help Guide", "EFW2 - EFW2C Specifications", and "AccuWage Online FAQ".

Figure 11: Completed Test- Critical

- 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 S D E L I V E R Y A D D R E S S S C I T Y C I T Y C I T Y C I T Y C I T Y M D 123451234 SUBMITTER NAME SUBMITTERNAME SUBMITTERNAME SUBMITTE N A M E S U B M I T E R L O C A T I O N A D D R E S S S U B M I T E R D E L I V E R Y A D D R E S S S C I T Y C I T Y C I T Y C I T Y C I T Y M D 123451234 CONTACT NAME CONTACT NAME 00000410111222212345 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 S D E L I V E R Y A D D R E S S S C I T Y C I T Y C I T Y C I T Y C I T Y M D 123451234N R 0
3	2	RW123123123FIRST N A M E MIDDLE N A M E LAST NAME LAST NAMES RLOCATION A D D F E S S D E L I V E R Y A D D R E S S S C I T Y C I T Y C I T Y C I T Y M D 123451243 0000022222000011111000022222000011111000044444400000111110000222222

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 S D E L I V E R Y A D D D R E S S C I T Y C I T Y C I T Y C I T Y M D 123451234 SUBMITTER NAME SUBMITTERNAME SUBMITTERNAME SUBMITTE NAMESUBMITERLOCATIONADDRESSSUBMITTERDELIVERYADDRESSCITYCITY CITY CITYCITYMD123451234 CONTACT NAME CONTACT NAME 0000041011122212345 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 S D E L I V E R Y A D D D R E S S C I T Y C I T Y C I T Y C I T Y M D 123451234N R 0
3	2	RW123123123FIRST N A M E MIDDLE N A M E LAST NAME LAST NAMES RLOCATION A D D F E S S D E L I V E R Y A D D D R E S S C I T Y C I T Y C I T Y C I T Y M D 123451243 0000022222000011111100000222220000111111000004444440000011111100000222222

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.

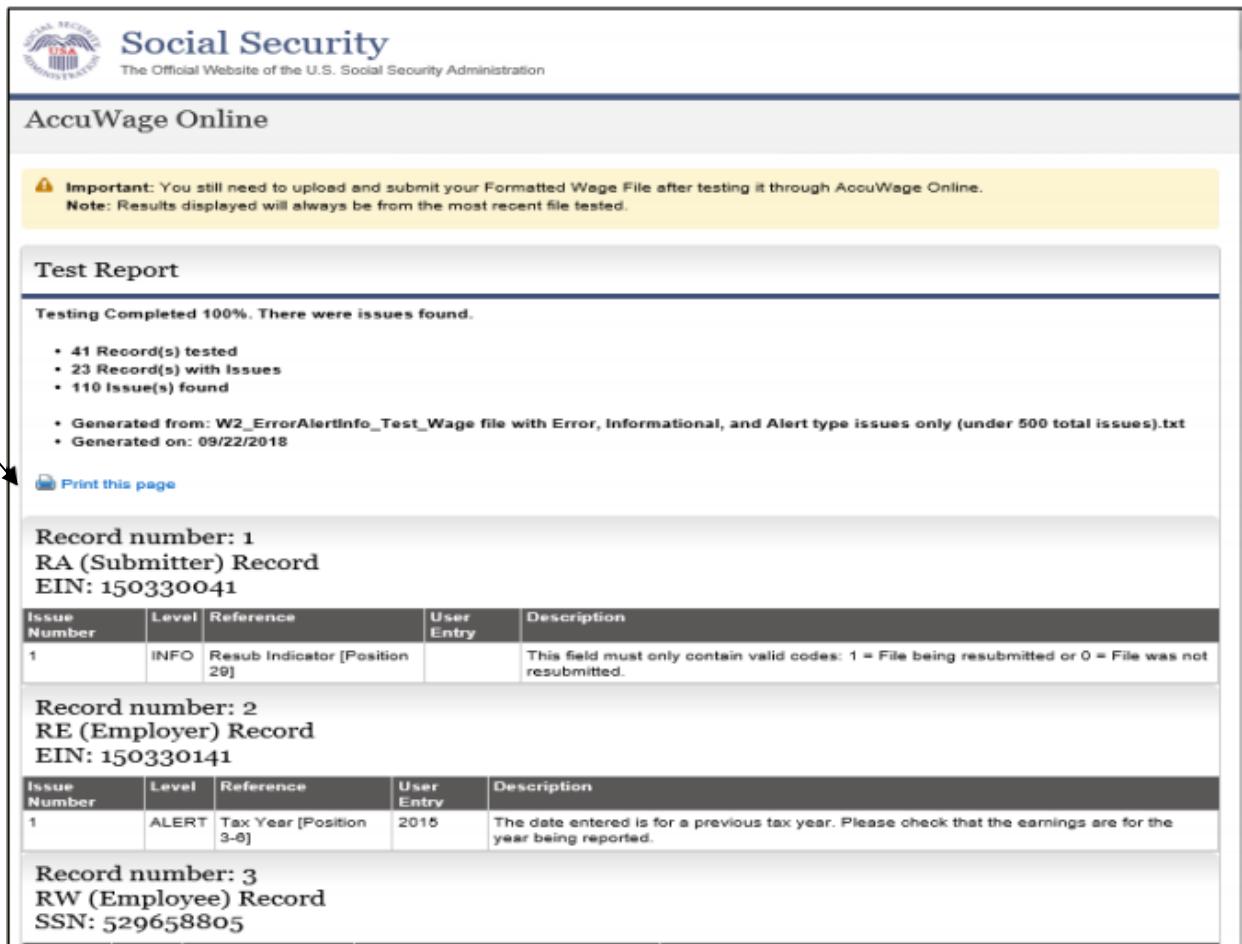
Record number: 2
RE (Employer) Record
EIN: 150330141

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

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

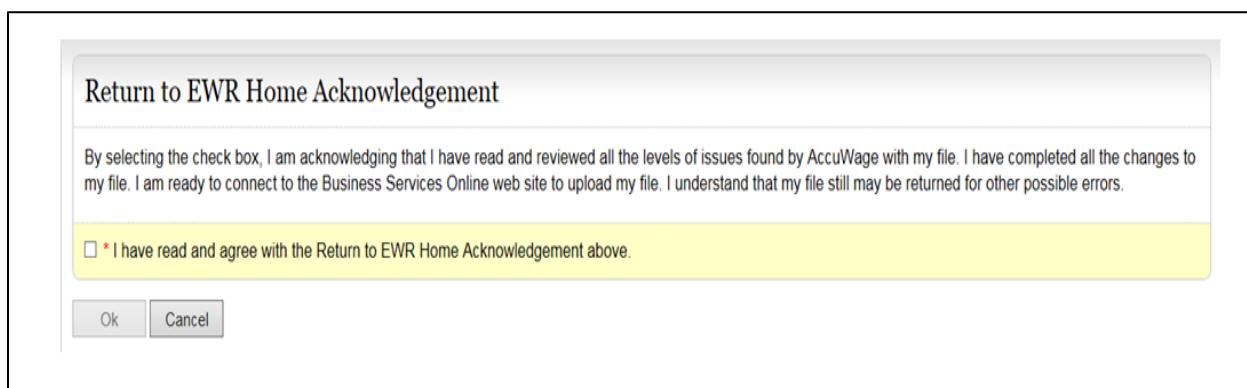


Figure 16: Return to EWR Home Acknowledgement

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

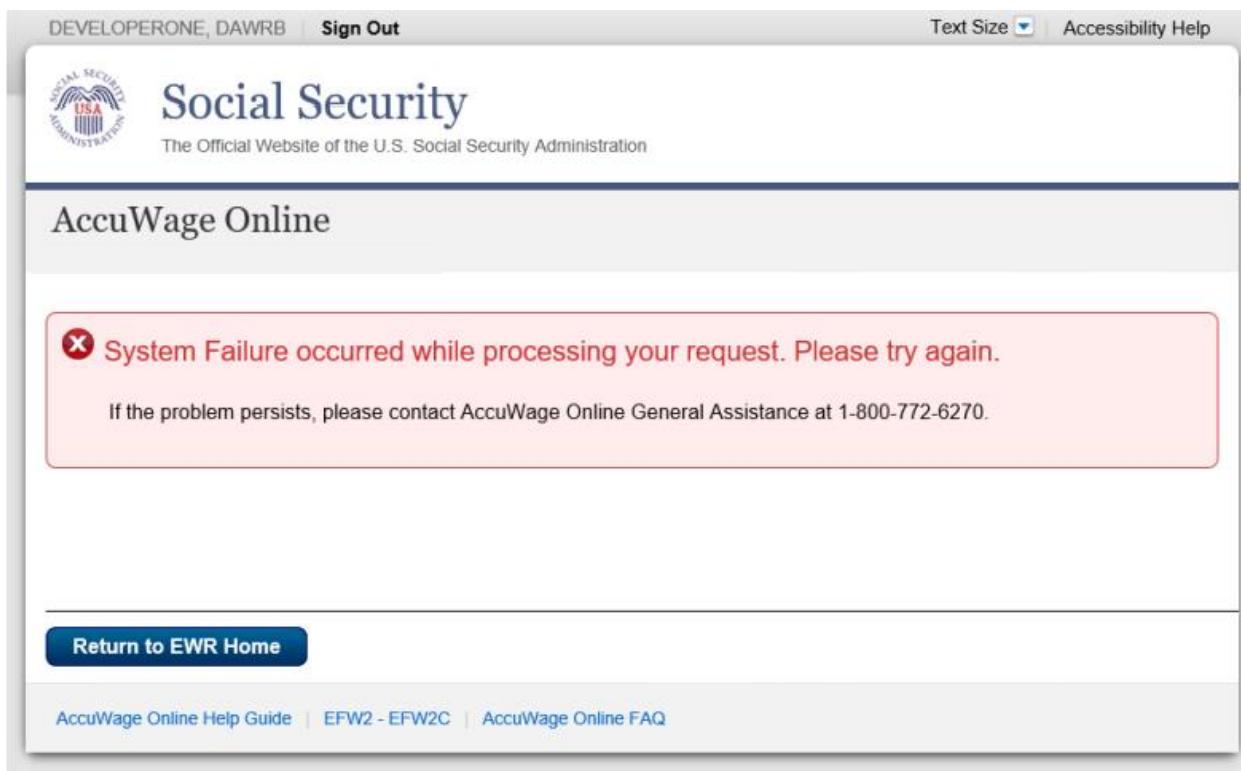
Critical issues immediately terminate testing and must be corrected before continuing. They are shown in the File Status display located at the top of the Test Results page. Critical issues can be corrected by following the steps described in the Suggested Steps for Correcting Issues Caused by Missing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



The screenshot shows a web page from the Social Security Administration's AccuWage Online system. At the top, there is a navigation bar with links for 'DEVELOPERONE, DAWRB' and 'Sign Out', and options for 'Text Size' and 'Accessibility Help'. The main header 'Social Security' is displayed, along with the sub-header 'The Official Website of the U.S. Social Security Administration'. Below this, the page title 'AccuWage Online' is shown. A red error box contains the message: 'System Failure occurred while processing your request. Please try again.' It also includes a note: 'If the problem persists, please contact AccuWage Online General Assistance at 1-800-772-6270.' At the bottom of the page, there is a blue button labeled 'Return to EWR Home' and a footer with links to 'AccuWage Online Help Guide', 'EFW2 - EFW2C', and 'AccuWage Online FAQ'.

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.