

BUSINESS SERVICES ONLINE

Registration and Access to Services Handbook

Social Security Administration
Office of Central Operations
6100 Wabash Avenue
Baltimore, Maryland 21215

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CONTACT INFORMATION

<p><i>Registration and Access to Services Assistance</i></p> <p>For help with registering or access to business services, call:</p> <p>1-800-772-6270 (toll free)</p> <p>or 1-410-965-4241</p> <p>Monday - Friday</p> <p>7:00 a.m. to 5:30 p.m. Eastern time</p> <p>Email: ssa.comments@ssa.gov</p>
<p><i>BSO Technical Assistance</i></p> <p>For technical support such as connection and transmission questions using BSO, call:</p> <p>1-888-772-2970 (toll free)</p> <p>Monday - Friday</p> <p>7:00 a.m. to 5:30 p.m. Eastern time</p> <p>E-mail: bso.support@ssa.gov</p> <p><i>Caution: Do not use your browser's Back, Forward, or Refresh buttons while you are logged in to BSO. This could log you out unintentionally.</i></p> <p><i>Also, see the link at http://www.ssa.gov/privacy.html.</i></p>
<p><i>General Information</i></p> <p>For information about Social Security programs and benefits, call:</p> <p>1-800-772-1213 (toll free)</p> <p>Monday – Friday</p> <p>8:00 a.m. to 7:00 p.m. Local time</p> <p>For TDD/TTY, call 1-800-325-0778 (toll free)</p>

WHAT IS BSO?

[Back to Table of Contents](#)

Welcome to **Business Services Online (BSO)**.

BSO offers internet services for businesses, individuals, employers, attorneys, non-attorneys, and others who exchange information with Social Security. This handbook focuses on registering for BSO.

SYSTEM REQUIREMENTS

To use BSO, you will need:

- Internet access,
- A web browser with 128-bit encryption and cookies enabled, and
- Adobe Acrobat Reader (version 5.0 or higher recommended) if you plan to create Forms W-2 or Forms W-2c online. You will need this software to view and print your forms. For a free copy of Acrobat Reader go to www.adobe.com.

SECURITY

BSO uses Secure Sockets Layer (SSL) communications protocol and 128-bit line encryption to protect your privacy. These technologies prevent eavesdropping and ensure that data is transmitted securely over the Internet.



If your browser supports 128-bit encryption, you should see the phrase '128-bit encryption' or '128-bit cipher strength' when you select Help/About from your browser menu. If it does not, download and open a different browser.

CAUTION: Internet e-mail to or from Social Security does not provide security features. Social Security recommends that you not include private information, such as your Social Security Number, in Internet e-mail messages.



To work with BSO, your browser must be set to accept cookies. This is the default setting for most browsers. If you receive a request to store a file on your computer, select Yes. BSO cookies will be deleted when you close your browser.

BSO APPLICATION HOURS

BSO normally operates during the following hours, including holidays, and may be available at other times as well:

<i>Monday – Friday.....</i>	<i>4:15 a.m. to 1:00 a.m. Eastern Time</i>
<i>Saturday</i>	<i>5:00 a.m. to 11:00 p.m. Eastern Time</i>
<i>Sunday</i>	<i>8:00 a.m. to 11:30 p.m. Eastern Time</i>

General information

For all users to begin using BSO, you must first complete a one-time registration process as described in the [BSO User ID Registration](#) section of this document.

For all registered BSO users, you will be able to select services to access after logging into BSO.

For a list of BSO services go to: <https://www.ssa.gov/bso/services.htm>

Section 1.

Organizational Representative Payees, Employers & Submitters

We updated the registration and authorization process for wage reporting and organizational representative (rep) payee services. Your BSO User ID and password is no longer used to access BSO. You must use an ID.me or Login.gov account to gain access.

The Social Security online application offers a single credential issuance, management, and authentication system that can be used by any individual seeking to conduct business online with the Social Security Administration (SSA).

Registering as a BSO User for organizational rep payee and the following wage reporting services:

- W-2/W-2C Online
- AccuWage Online
- Wage File Upload
- Social Security Number Verification Service (SSNVS)
- View wage report name/SSN error customers

You must register to use BSO. You do not need to re-register every year. **Wage reporting users** will register and log in starting at the [BSO Welcome page](#).

Every BSO user must register personally. **YOU MAY NOT REGISTER ON BEHALF OF ANOTHER PERSON.** Even if you are working on behalf of a client, register as yourself.

Information You Will Need to Register

The information you provide when you register allows us to contact you, if necessary, and to confirm your identity before issuing a User ID.

You may be asked for your:

- Name as it appears on your Social Security card,
- Social Security Number,
- Date of birth,
- Home mailing address,
- Telephone number,
- Fax number (optional), and
- E-mail address.



Your full name, Social Security Number, and date of birth will be verified against Social Security records for user registration.

TIP: By providing an e-mail address when you register, Social Security will be able to send you information such as W-2 News, which is an electronic newsletter that provides important wage and tax reporting updates.

BSO User ID Registration:

When you are ready with the above information, follow these steps to register or log in online for wage reporting services:

1. Go to: www.socialsecurity.gov/bsowelcome.htm. In the Employers section, select either **Sign in** or **Create account**.

Employers

For employers and businesses to:

- Report wages.
- View submission and report status.
- Act on resubmission notices.
- Verify Social Security numbers.

[Sign in](#)

[Create account](#)

[Employer information](#)

[Customer support for wage reporting](#)

For questions: employerinfo@ssa.gov

2. Select one of the options below:

<https://secure.ssa.gov/RIL/BSO>

Social Security

! Your BSO User ID and password can no longer be used to access employer services.
You must sign in with your Login.gov or ID.me account to gain access to employer services.

Sign in or create an account

If you already have a Login.gov or ID.me account, do not create a new one. You can use your existing account to access Social Security services.

Sign in with LOGIN.GOV

Sign in with ID.me

! The Social Security username sign-in option is no longer available.

[Create an account with Login.gov](#)
[Create an account with ID.me](#)
[Sign in Help and Support](#)
[External Site Disclaimer](#)

Privacy and Security
OMB No. 0960-0789 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Create or Choose a BSO User ID for Organizational Rep Payee, Wage Reporting Services and SSNVS:
Select 'Request a new User ID'

Social Security

BSO User ID

Please select a User ID and EIN

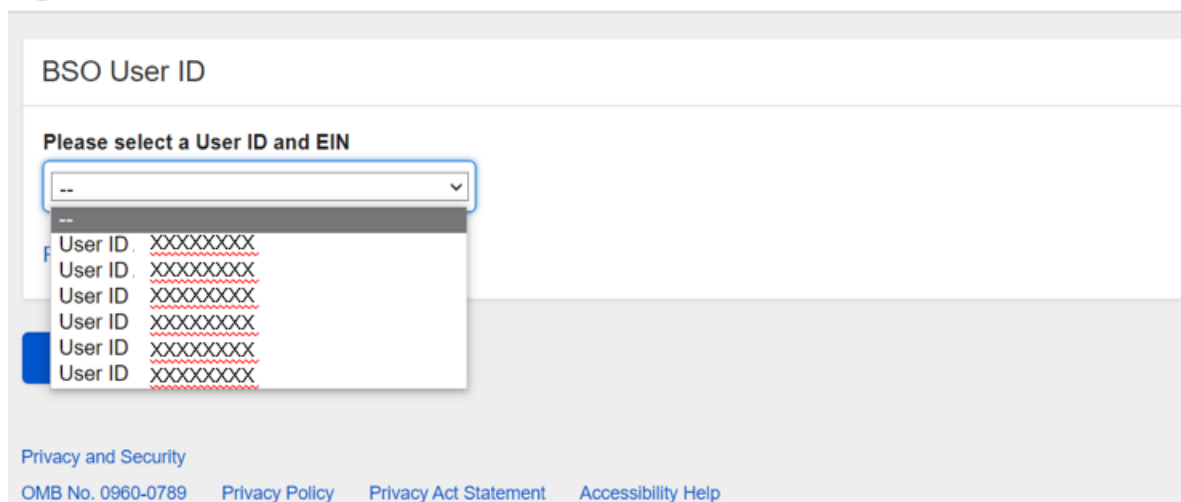
--

[Request a new User ID](#)

Next Exit

Privacy and Security
OMB No. 0960-0789 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Or choose your existing BSO User ID by selecting the dropdown arrow.



After you have created or chosen an existing BSO User ID, you will be redirected to the BSO Main Menu to request or use active services (See Section 3 for more information).

REMINDERS

Forgot Email and/or Password

1. If you cannot remember the password for your **Login.gov** account:
 - Go to: www.socialsecurity.gov/bsowelcome.htm
 - In the box titled, Employers, select Log in
 - On the Social Security Sign In page, select “Sign in with Login.gov”
 - Then select the “Forgot Password” link and follow the password reset process.
2. If you cannot remember the password for your **ID.me** account:
 - Go to: www.socialsecurity.gov/bsowelcome.htm
 - In the box titled, Employers, select Log in
 - On the Social Security Sign In page, select “Sign in with ID.me”
 - Then select the “Forgot Password” link and follow the password reset process.

For organizational rep payee and wage reporting services ONLY, the online registration process consists of four steps that everyone must pass during the registration process.

Steps Include:

1. Verify your identity.
2. Secure your identity.
3. Get your Security Code.
4. Create your account.

For Organizational Rep Payee and Wage Reporting Services ONLY - Existing Registrant with or without an SSN and Existing BSO User ID

Whether you have a foreign or domestic address an SSN can be used but is not required to access our BSO wage reporting services. As an *ID.me* partner, we now accept the Individual Taxpayer Identification Number (ITIN) or a passport as an alternative to an SSN. You can register with ID.me to use BSO with an ITIN or passport regardless of your foreign or domestic address. You may access BSO by creating or using an existing *ID.me* account.

ID.me is a Single Sign-On provider that meets the U.S. government's most rigorous requirements for online identity proofing and authentication. You will need to sign in or create an account at our BSO Sign in page with *ID.me*.

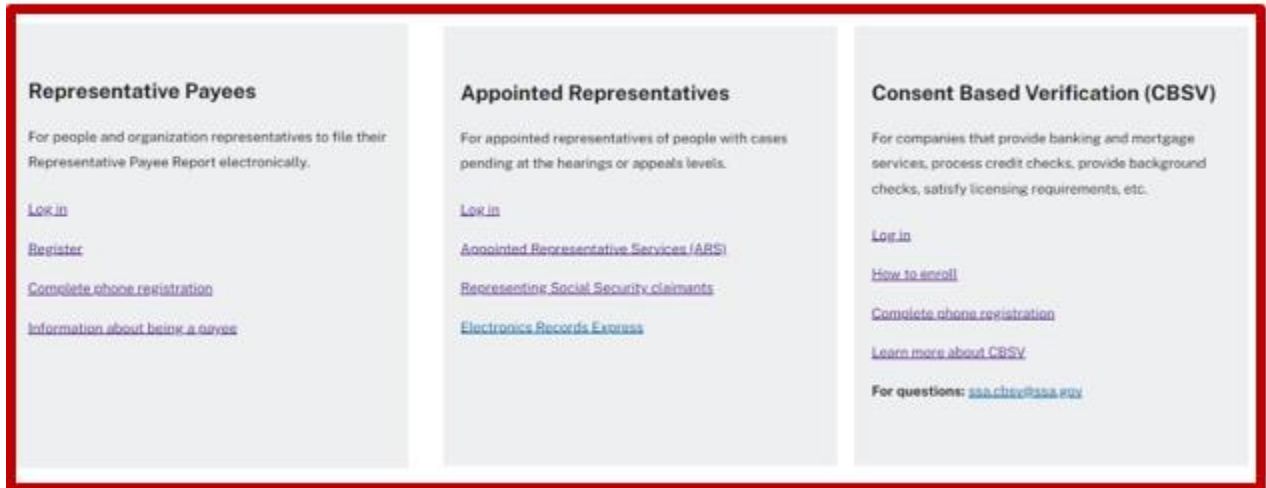
Section 2. Appointed Representatives (AR's) and Consent Based Social Security Number Verification Service (CBSV) customers.

Registering as a BSO User

For access to the AR and CBSV services, you must register to use BSO. You do not need to re-register every year. However, you will be prompted to change your password if you login after 90 days. Passwords will expire after 90 days; you will be prompted to change your password to access BSO services when you log in after your password has expired. The User ID will no longer be deactivated after 365 days of non-use.

Regardless of what services you use, every BSO user must register personally. **YOU MAY NOT REGISTER ON BEHALF OF ANOTHER PERSON.** Even if you are working on behalf of a client, register as yourself.

Start registration at <https://www.ssa.gov/bsowelcome.htm> and choose 'Log in' from the corresponding service.



If you began registering on the phone, choose “Complete Phone Registration” instead. See the “Complete Phone Registration” section below for details.

Information You Will Need to Register for AR’s and CBSV

The information you provide when you register allows us to contact you, if necessary, and to confirm your identity before issuing a User ID.

You will be asked for your:

- Name as it appears on your Social Security card,
- Social Security Number,
- Date of birth,
- Home mailing address,
- Telephone number,
- Fax number (optional), and
- E-mail address.

You will also be asked to create and enter a personal password of your choosing and to select 5 questions used if you forget your password, to help you quickly reset the password. In this Handbook, they are called “Forgot Your Password” questions.



Your full name, Social Security Number, and date of birth will be verified against Social Security records for user registration.

TIP: By providing an e-mail address when you register, Social Security will be able to send you information such as W-2 News, which is an electronic newsletter that provides important wage and tax reporting updates.

If you do not have a Social Security Number because you do not work in the United States, leave the "Social Security Number" field blank. This will let you continue registering without providing this information. If you register without providing a Social Security Number, additional measures will be required before you can use the BSO services.

User ID Registration for AR's and CBSV

When you are ready with the above information, follow these steps to register online:

Go to: www.socialsecurity.gov/bsowelcome.htm

Select the Log in button in one of the boxes titled ***Appointed Representatives or Consent Based Verification***.



If your browser does not support 128-bit encryption, an authorization error message will be displayed when you select the Registration link. In that case, select or download a different browser that does support such encryption.

- Select the ***I Accept*** button to indicate that you have read and understand the user certification statement and agree to its contents. This will open the registration form.
- Provide the requested information on the registration form. Required fields are marked with an "*". Fields without an "*" are optional and may be left blank if they do not apply. For assistance with completing the registration form, select the ***Help*** link.
- When you have completed the registration form, select the ***Next*** button.
- On the next page, select a password and enter it in the Enter Password box and again in the Re-Enter Password box.

☐ See the topic "Your BSO Password" below for details.

- Below the password boxes, you will select 5 questions and answers to be used if you forget your password. Select a question from the Question 1 dropdown list. Then type its answer into the Answer 1 box. Repeat for Questions 2 through 5.



- ☐ *No two selected questions can be duplicates of each other.*
- ☐ *Be sure that when asked to provide the answer, you enter the same answer as you are entering now.*
- ☐ *For further details on how these Forgot Password questions and answers are used, see Option 2 of If You Forgot Your Password, below.*

- After completing the Password and Forgot Password questions, select the ***Next*** button.
- BSO will verify your information against Social Security records and re-display your Registration information on the Review and Submit page. Be sure it is as you want it. If not, select the button for the section where you want to change information:

Edit Personal or Edit Security Information

- Make the changes on the page that will display.
- Read the User Certification statement and check the box at the bottom to agree to it.
- Select the **Submit** button.
- Your system-assigned User ID will display. **Make a note of your User ID because you will need it to log in to BSO.** Unlike your password, this User ID cannot be changed to one you select yourself.
- Select the *Next* button below your User ID. The page for selecting services will display. See ACCESSING BSO SERVICES, below.



If you began registering on the phone, choose “Complete Phone Registration” instead. See the “Complete Phone Registration” section below for details.

CAUTION: *Do not use your browser's Back, Forward, and Refresh buttons while you are completing the registration form. This could unintentionally clear the form.*

Complete Phone Registration for AR's and CBSV

If you began the user registration process by calling the Employer Customer Service Personnel or have been directed to call the Employer Reporting Assistance number during your online registration, you may complete your BSO user registration by selecting your own unique password online. To do that, follow these steps:

- Select the *Complete Phone Registration* button on the BSO Welcome page. The Complete Phone Registration Attestation page will display; read it and select the *I Accept* button to indicate that you have read and understand the user certification statement and agree to its contents. This will open the registration form on which you will need to enter the following information:
 - User ID (provided by the Customer Service Personnel)
 - First and Last Name
 - Social Security Number
 - Date of Birth, and
 - Password (For more information see the "Your BSO Password" section above.)
- Select the *Complete Phone Registration* button at the bottom of the Complete Phone Registration page,
- When the Phone Registration Successful page displays the message “Your phone registration is complete”, you are registered.
 - To Log in and select services, select the *Login* button. (See LOGGING IN, below.)
 - To end the session, select BSO Welcome to return to the BSO Welcome page. Or simply close the current tab of your browser.

Your BSO Password for AR's and CBSV

At the time of registration, **for Appointed Representatives and Consent Based Verification** you must enter your own personal password, following these guidelines:

- Your password must contain any combination of **exactly** eight letters and numbers (e.g., 9580859A or frog2828).
- It must contain at least one number, and at least one letter (not all numbers or all letters).
- Special characters are not allowed.
- Passwords are not case sensitive.

Secure your password and do not share it with anyone.

You do not need to re-register every year. However, you will be prompted to change your password if you log in after 90 days.

Your User ID and Password are both required to log in to BSO.

IMPORTANT: *Your password is for your use only and may not be disclosed to anyone else, including other employees. Exercise caution when using your User ID. Your User ID is the equivalent of your electronic signature and is assigned to you personally - not generically to your company. You are responsible for all actions taken while using your User ID.*

Immediately after registering, you will be able to update your user registration information, request access to the BSO services, deactivate your User ID, change your password, and add/update your employer information.

LOGGING IN for AR's and CBSV

To log in to BSO:

- Go to: www.socialsecurity.gov/bsowelcome.htm
Select the *Login* button. This will open the Log in to Online Services page. On this page you can:
 - Enter your User ID and Password and
 - Agree to an important user certification statement.
- Enter your User ID and password.
 - If you registered for BSO online and now have your User ID and password, enter them in the boxes on the Log In page.
 - If you have received a temporary password in the mail, type your User ID and temporary password. At the prompt, enter the temporary password and then enter your own unique password twice. Use your own User ID even if you are using

- BSO on behalf of another company.
- If you have registered for BSO services with the Customer Service personnel but have not yet selected your password, select the link “Did you register with SSA by telephone or paper form” from the Login Page. This will open the first of a series of pages to select your Password. (For more information see Complete Phone Registration above).
- Check the ***I have read and agree*** check box to indicate that you have read and understood the user certification statement and agree to its contents.
- Select the *Log In* button at the bottom of this screen.
This will open your BSO Main Menu page. The BSO Main Menu page is your point of entry for all BSO services. See the section Using the Main Menu below.

If You Forgot Your Password for AR's and CBSV users:

If you forgot your password, you could request a new one. There are two methods to request a new password - by mail, or by answering three questions out of the five Forgot Your Password questions you previously answered during registration or at login. If you request a new password by mail, a temporary password will be sent to you in the mail. You will not be able to use BSO until you receive your temporary password.

After you request a new password, your old password will no longer work. When you receive your temporary password, you may log in to BSO and will be prompted to change your password. Your password must contain any combination of eight letters and numbers (e.g., 9580859A or frog2828). Special characters are not allowed, and passwords are not case sensitive.

Option 1: To replace a forgotten password by answering Forgot Your Password questions:

- You must provide your User ID to access the *Forgot Your Password* link,
- Select the Forgot your password link below the Password field on the Login page. This will open the Forgot Password page.
- Answer the three questions selected from those that you had previously answered. Answers are not case sensitive but need to match your previous answers.
Enter your new password and re-enter to confirm it. Your password must contain any combination of exactly eight letters and numbers (e.g., 9580859A or frog2828). Special characters are not allowed, and passwords are not case sensitive.
- Select the *Submit New Password* button. This will display a message indicating that your password has been successfully changed. You may now select the *Login* button and log in to BSO with your User ID and your newly changed password.

Option 2: To request a new password by mail:

- You must provide your User ID to access the *Forgot Your Password* link.
- Select the *Forgot Your Password* link to the right of the Password field on the Login page. This will open the *Forgot Password* page.
- Select the *Request Password by Mail* button at the bottom of the screen. This will open the Request Password by Mail page.

- Enter your first name, last name, Social Security Number, and date of birth.
 - Select the *Request Temporary Password* button. This will display a message indicating that your request for a new password by mail was successful. Social Security will send you a temporary password in the mail, usually within two weeks.
- If you require help with requesting a new password, call 1-800-772-6270.

Section 3. Information for all Users

After you have successfully signed in, you will be directed to the BSO Main Menu.

BSO Main Menu

Social Security Online www.socialsecurity.gov	Business Services Online BSO Main Menu BSO Information Contact Us Keyboard Navigation
<div>  Main Menu </div> <hr/> <div> JOHN PUBLIC User ID: USERID12 Logout </div> <div> Manage Account <ul style="list-style-type: none"> View / Edit Account Info </div> <div> Manage Services <ul style="list-style-type: none"> View / Edit Services Request New Services View Pending Services Enter Activation Code(s) </div> <div> Manage Employer Information <ul style="list-style-type: none"> Add/Update Employer Information Remove Employer Information </div> <div> <small>Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer/ Customer Service personnel. For TDD/TTY call 1-800-325-0778.</small> </div>	<div> Welcome, JOHN PUBLIC </div> <div> Report Wages To Social Security <small>Submit, download and print W-2s and W-2cs View submission status, errors and error notices for wage reports submitted by or for your company Request an extension to resubmit a wage file</small> </div>
www.socialsecurity.gov	

USING THE MAIN MENU

The Main Menu, displayed in the wide right panel of the page, lists the BSO services you have access to. Selecting one of those services will display the first page of the corresponding application. If you have no active services, the Main Menu will say so and will display the *Request New Services* link. You can select that link to choose services you need to do your job. At any time, you can select the Request New Services link from the menu to the left of the page. See the section “Accessing BSO Services” below.



If you have used earlier versions of the Registration and Access to Services system, some of the links in the earlier versions of the Main Menu are now contained in the menu at the left of the page.

ACCESSING BSO SERVICES

[Request Access to BSO Services](#)

Once you have registered to use BSO, you will need to request access to BSO services:

- Select the ***Request New Services*** link, under Manage Services from the Main Menu in the left column. A page will open with a description of the available suites of services.
- Use the check box next to each service suite to choose certain services in that suite that best suits the type of business you plan to conduct with Social Security. A ***Request New Services*** wizard will guide you through selecting services. If a service suite requires employer related information, and that information has not been entered a message will display at the top of the page containing a link to enter the additional information on a series of Employer Information pages. These include:
 - User Certification for SSA Business Services Online – Read this information and select ‘I Accept’ if you agree.
 - Add Employer Information page – Select the radio button for the statement that applies to you; then enter the Employer Identification Number (EIN) and name of the business you work for. Check the Third-Party checkbox only if you are working on behalf of another business (EXAMPLE: Payroll company submitting wages for several different corporations. Use your own company’s information – not the information for your client.) See ADD YOUR EMPLOYER INFORMATION, below.
- Once the employer information is submitted, from the Add Your Employer Information Successful page, select the ***Request Access to BSO Services*** button to return to the wizard process.
- At the end of the selection wizard, you will receive confirmation that Social Security has received your request for services. Activation codes(s) will be sent to you or your employer and will usually be received within two weeks. Activation codes will enable you to access the services you have chosen. If you request more than one service, you will receive a separate activation code for each service.

NOTE: The confirmation screen at the end of the selection wizard will indicate which service requests were received.

Users who are already registered and use BSO services may add or change services by selecting the ***Request New Services*** link from the Manage Services menu on the menu located in the left column of most pages.

Add Your Employer Information

After receiving your User ID, the next step is to Request Access to BSO Services. Certain service suites require associated employer information. If you select a service suite from Request Access to BSO Services that requires employer information, a message will appear at the top of your screen containing a link to the Add Your Employer Information page.

Select that link and provide the employer information requested.

Information You Will Need to Add Your Employer Information

Even if you plan to use BSO on behalf of another company, you should provide information about your own company when you enter company information.

You will be asked for the following information:

- Your type of association with the employer.
- Employer Identification Number (EIN).
- Business or Organization Name, and

Self-Employed and No EIN? *If you are self-employed and have an employee(s) working for you, for whom you report wages, you must obtain an EIN from the Internal Revenue Service before registering. For instructions on applying for an EIN, go to the IRS web page: Employer Identification Number (EIN) - How to apply:* <https://www.irs.gov/businesses/small-businesses-self-employed/get-an-employer-identification-number>

When you are ready with the above information, follow these steps to Add Your Employer Information and start your Request to Access BSO Services:

- Select the **Add Your Employer Information** link from the message provided to you in Request New Services link from the **Request Access to BSO Services** page. This will open an important user certification statement (Employer Information Attestation).
- Select the *I Accept* button to indicate that you have read and understand the user certification statement and agree to its contents. This will open the employer information form.
- Provide the requested information on the employer information form. For assistance with completing the employer information form, select the **Help** link.
- When you have completed the employer information form, select the **Submit Employer Information** button. BSO will verify your association with this EIN against Social Security records.
- Once you receive the screen indicating your employer information was added successfully, select the **Request Access to BSO Services** button to continue the process of requesting BSO services.

Activation Code for all users

Once you have requested the BSO services you need, Social Security will send an activation code(s) to you or your employer.

Applications within the BSO suites of services require a higher level of security. Therefore, your employer must approve your using some of these applications.

The following table indicates the type of user, the type of access, and where the activation code will be sent:

If you are a:	And you selected access to:	Then your activation code will be mailed to:
Regular user (Not self-employed, not foreign, not a volunteer registrant)	Report Wages to Social Security	The address SSA has on file for your employer
Regular user (Not self-employed, not foreign, not a volunteer registrant)	View Wage Report status with Name and Social Security Number Errors	The address SSA has on file for your employer.
Regular user (Not self-employed, not foreign, not a volunteer registrant)	Social Security Number Verification Service	The address SSA has on file for your employer.
Self-employed registrant w/ no EIN	Report Wages to Social Security	No activation code will be mailed. Apply with the IRS for an EIN or see how to mail your paper forms W-2/W-3 and W-2c/W-3c's to Social Security's Wilkes-Barre Direct Operations Center.
Self-employed registrant w/ no EIN	View Wage Report status with Name and Social Security Number Errors	Note: View Wage Report status with Name/SSN Errors is not available if you are registered without an EIN. No activation code will be mailed. Apply with the IRS for an EIN or see how to mail your paper forms W-2/W-3 and W-2c/W-3c's to Social Security's Wilkes-Barre Direct Operations Center.
Self-employed registrant w/ no EIN	Social Security Number Verification Service	NOTE: SSNVS is not available if you registered without an EIN. No activation code will be mailed. Apply with the IRS for an EIN or see how to mail your paper forms W-2/W-3 and W-2c/W-3c's to Social Security's Wilkes-Barre Direct Operations Center.
Self-employed registrant w/EIN	Report Wages to Social Security	The address SSA has on file for your employer.
Self-employed registrant w/ EIN	View Wage Report status with Name and Social Security Number Errors	The address SSA has on file for your employer.

Self-employed registrant w/ EIN	Social Security Number Verification Service	The address SSA has on file for your employer.
Registrant (no SSN)	Report Wages to Social Security	The address SSA has on file for your employer.
Registrant (no SSN)	View Wage Report status with Name and Social Security Number Errors	The address SSA has on file for your employer.
Registrant (no SSN)	Social Security Number Verification Service	The address SSA has on file for your employer.
Volunteer registrant	Report Wages to Social Security	The address SSA has on file for your employer.
Volunteer registrant	View Wage Report status with Name and Social Security Number Errors	The address SSA has on file for your employer.
Volunteer registrant	Social Security Number Verification Service	The address SSA has on file for your employer.
Household registrant w/EIN	Report Wages to Social Security	The address SSA has on file for your employer.
Household registrant w/EIN	View Wage Report status with Name and Social Security Number Errors	The address SSA has on file for your employer.
Household registrant w/EIN	Social Security Number Verification Service	The address SSA has on file for your employer.

Add Access to Services

Select the *Request New Services* link, under Manage Services from the Main Menu in the left column. The resulting page will display a description of the suites of services you do not yet have access to. Select the check box next to each service or suite of services you need to add. If you have not yet entered Employer Information and it is required by the service you are adding, you will be prompted to add employer information. Then a *Request New Services* wizard will guide you through your selection of services.

Activate Access to BSO Services:

BSO services require an activation code to be entered prior to first use. Log in to BSO and select the *Enter Activation Code(s)* link under Manage Services on the Main Menu at the left of the page. On the *Enter Activation Code(s)* page, you will enter one activation code and select the Activate Services button. An Enter Activation Code(s) – Confirmation page will display, listing the service activated during this session. If you have another activation code to enter, select the Enter Activation Code(s) link and repeat the process.

After you have activated the requested services, you may begin using your BSO services immediately. You will not have access to those services until they have been activated.

NOTE: You or your employer may receive multiple activation codes (all contained in one notice from Social Security).

Remove Access to BSO Services:

If you no longer require a service in BSO, you may deactivate some or all your access via the *View/Edit Services* link under Manage Services on the Main Menu at the left side of the page. The Remove Access to BSO Services page will display. On that page, you may remove access by checking the box next to the service and selecting the *Remove* button. The Remove Access to BSO Services Successful page will display, listing which service(s) you removed.

You may remove only service(s) to which you have access. If you remove access to any service(s) in error, you must re-request access from the Request New Services link under Manage Services at the left of the page.

Re-Request Activation Codes:

If you have requested access to any BSO service and have not received your activation code(s) from Social Security, select the *View Pending Services* link from the Main Menu page under Manage Services. You may re-request activation code(s) if it has been at least 10 days since you requested access to BSO services. The activation code will expire after 60 days if it has not been used. If it has been 60 days or more since you requested access, you must start over and request access to BSO services using the Request New Services link under Manage Services on the Main Menu at the left of the page.

NOTE: Activation codes are sent directly to your employer. Before re-requesting an activation code, check with your employer to determine whether the activation code(s) has been received.

Update Your Registration Information:

Select the *View/Edit Account Info* link on the Main Menu at the left of the page under Manage Account to change the contact information you provided when you registered. If you require help with updating your contact information, call the Employer Customer Service personnel number at 1-800-772-6270.



The Social Security Number (SSN) entered during initial User Registration cannot be updated on the View/Edit Account Info screen. To update your SSN, you must deactivate your current User ID and re-register to enter new SSN information on the Create a Login Account – Step 1 screen.

Deactivate Your User ID

Select the *Disable Account* link on the Main Menu at the left of the page under Manage Account to deactivate your User ID. You should deactivate your User ID if it is disclosed to an unauthorized party. Prompt User ID deactivation helps to ensure the security of the information you provide to Social Security. You should also deactivate your User ID when you no longer need to use the system because of job change or reassignment.

Deactivating your old User ID does not prevent you from obtaining a new User ID.

Check Status of Pending Services

A pending service is one that has been requested and one of the following situations is still pending:

- The IRS employer address information is missing and must be faxed to Social Security
- An activation code notice was sent, but the user has not received and entered the activation code into the system.

To view which services are pending, select the *View Pending Services* link, under Manage Services from the Main Menu in the left column. The Re-Request Activation Codes page will display, listing all services that are pending.

- If the IRS employer address information is missing, please follow the instructions on the screen and fax the IRS documentation containing an employer address to the number listed.
- If you have not received the activation code for a requested service, or have misplaced it, you can request a new activation code. To do that, check the box to the left of each service for which you need a new activation code. Then select the *Re-Request* button.

Add/Update Your Employer Information

Select the **Add/Update Your Employer Information** link on the Main Menu at the left of the page to add or update the Business or organization name you provided during the Add Your Employer Information process:



The Employer Identification Number (EIN) and your employer association type entered in the Add Your Employer Information screen cannot be updated. You must first Remove Your Employer Information, which will deactivate your current services associated with this employer. After you have removed your employer information, you can return to the Main Menu at the left of the page and select Add/Update Employer Information for your new employer. You must then Request New Services for your newly added employer.

Remove Your Employer Information

Select the **Remove Employer Information** link on the Main Menu at the left of the page to remove your associated employer information and deactivate all services requested under that employer. To request services under a new employer, select the **Request New Services** link from the Remove Your Employer Information Successful page or use the **Request New Services** link from the Main Menu page.

MAINTAINING YOUR ACCOUNT INFORMATION, SERVICES, AND EMPLOYER INFORMATION

To maintain your account information, services status, and employer information, use links at the left of the page. Using them, you can:

- Update your registration information,
- Change your password (for AR and CBSV only),
- Deactivate your User ID,
- Add or Remove access to specific services,
- Check status of pending services (services requested but not yet activated),
- Add/Update employer information, and
- Remove your employer information

LOGGING OUT

Select the *Logout* button at the top left of the page when you are finished using BSO. This will open a page to confirm that you want to end your BSO session. Select *Yes* to exit BSO.

GETTING HELP

Use the *BSO Help* link throughout BSO to view this handbook or other applicable online resources. Selecting the ***BSO Help*** link will open a new browser window in addition to the one you are already using. You may need to manipulate your display to see both browser windows.

To speak with a Social Security representative, see the telephone support numbers at the front of this handbook. For help by e-mail, select *Contact SSA* at the top or bottom of BSO pages or address your e-mail message to bso.support@ssa.gov.

Please be as specific as possible about your question or problem, including details about the Web page you were using, any error messages received, and all other relevant information. Include your phone number so that Social Security can contact you if necessary.

PAPER FORMS W-2 & INSTRUCTIONS

We also offer paper filing as an alternative. For more information, please see:
[Paper Forms W-2 & Instructions \(ssa.gov\)](#)

ALSO, ON THE INTERNET

Visit the Employer Reporting Instructions & Information Page at www.socialsecurity.gov/employer for a wealth of information of interest to filers. Select the [Tutorial](#) link on the BSO Welcome page for a step by step

walk through of BSO. You need Adobe Acrobat Reader (version 5.0 or higher is recommended) to view the BSO tutorial. For a free copy of Acrobat Reader, go to www.adobe.com.

CAUTION: *Social Security recommends that you not include private information, such as your Social Security Number, in Internet e-mail messages.* E-mail spam filters should be set to accept e-mails from the @ssa.gov domain. Otherwise, important notices and responses to inquiries may be unintentionally blocked.