

BSO Tutorial

Registration Services

Contains the following lessons:

- ❖ Register User
 - Register User – Wage Reporting (Employer) Services and Organizational Representative Payees **Only**
 - Complete Phone Registration - For Appointed Representatives (AR) and Consent Based Social Security Number Verification (CBSV) **Only**
- ❖ Login
 - Forgot Password - For AR and CBSV **Only**
- ❖ Logout
- ❖ Contact SSA
- ❖ Manage Account
 - View / Edit Account Info
 - Change Password - For AR and CBSV **Only**
 - Disable Account – All Services
- ❖ Manage Services
 - View / Edit Services
 - Remove Access to Services
 - Request New Services
 - Request Services Suite for Employers
 - Request Organizational Representative Payee Suite
 - View Pending Services
 - Re-Request Activation Codes
 - Enter Activation Code(s)
- ❖ Manage Employer Information
 - Add Employer Information
 - Update Employer Information
 - Remove Employer Information

LESSON 1: REGISTER USER – Wage Reporting (Employer) Services and Organizational Representative Payees

Your Business Services Online (BSO) User ID and password is no longer used to access BSO wage reporting or organizational representative payee services. You must use a *ID.me* or *Login.gov* credential to gain access to the BSO application.

Extra security is a required to access the following BSO services:

- Wage file upload
- W-2/W-2C online
- AccuWage online
- Social Security Number Verification Service (SSNVS)
- View wage report name/SSN errors.
- Electronic Representative Payee Report for Organizational Payees

Follow the instructions below to register for a BSO User ID. After completing the steps, you can request to wage reporting services.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

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

Representative payees

For organizational representative payees to file their Representative Payee Report electronically.

[Sign in](#)

[Create account](#)

[Information about being a payee](#)

STEP 2: Select the **Create account** link on the BSO Welcome page from either the **Employers** or **Representative Payees** sections above.

! 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

By signing in or creating an account, you agree to the [Privacy Act Statement and Terms of Service](#).

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. Please use Login.gov or ID.me instead.

[Create an account with Login.gov](#)

[Create an account with ID.me](#)

[Sign in Help and Support](#)

[External Site Disclaimer](#)

STEP 3: Sign in with your ID.me or Login.gov credential. You may use an existing credential; you do not need to create a new one for SSA. You will then have the option to create a new BSO User ID or use an existing one.

LESSON 2: SIGN IN - For Appointed Representatives (AR) and Consent Based Social Security Number Verification (CBSV) Only

Follow the instructions below to register for BSO. After completing the steps, you will receive a User ID and set a password so that you can sign in to BSO and request online services.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

Appointed representatives

For appointed representatives of people with cases pending at the hearings or appeals levels.

[Sign in](#)

[Appointed Representative Services \(ARS\)](#)

[Representing Social Security claimants](#)

[Electronics Records Express](#)

Content Based Verification (CBSV)

For companies that provide banking and mortgage services, process credit checks, provide background checks, satisfy licensing requirements, and provide similar services.

[Sign in](#)

[How to enroll](#)

[Complete phone registration](#)

[Learn more about CBSV](#)

For questions: ssa.cbsv@ssa.gov

STEP 2: For AR and CBSV only select the **Sign in** link on the BSO Welcome page in the appropriate box. The system displays the Sign in to Online Services page.

Screenshot of the Business Services Online (BSO) "Log In to Online Services" page. The page is titled "Business Services Online" and "Log In to Online Services". It features a "New User?" section on the left and an "Existing User?" section on the right. The "Existing User?" section includes fields for "User ID:" and "Password:", a "Log In" button, and a "User Certification" section with a dropdown menu and a checkbox. The page also has a navigation bar at the top and a footer at the bottom.

STEP 3: If you are a **New User**, return to the BSO Welcome page and select the appropriate link for the services you need.

LESSON 2: COMPLETE PHONE REGISTRATION - For AR and CBSV Only

If you started your registration for online services by speaking with an Employer Customer Service representative or completing a form, follow the instructions below to complete your registration.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

Appointed representatives

For appointed representatives of people with cases pending at the hearings or appeals levels.

[Sign in](#)

[Appointed Representative Services \(ARS\)](#)

[Representing Social Security claimants](#)

[Electronics Records Express](#)

Consent Based SSN Verification (CBSV)

For companies that provide banking and mortgage services, process credit checks, provide background checks, satisfy licensing requirements, and provide similar services.

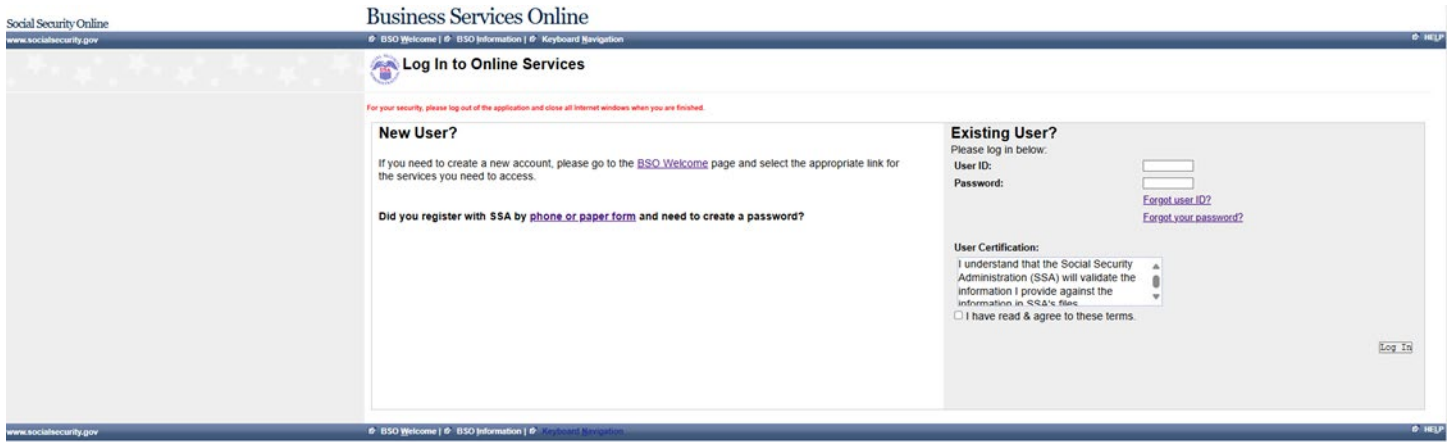
[Sign in](#)

[How to enroll](#)

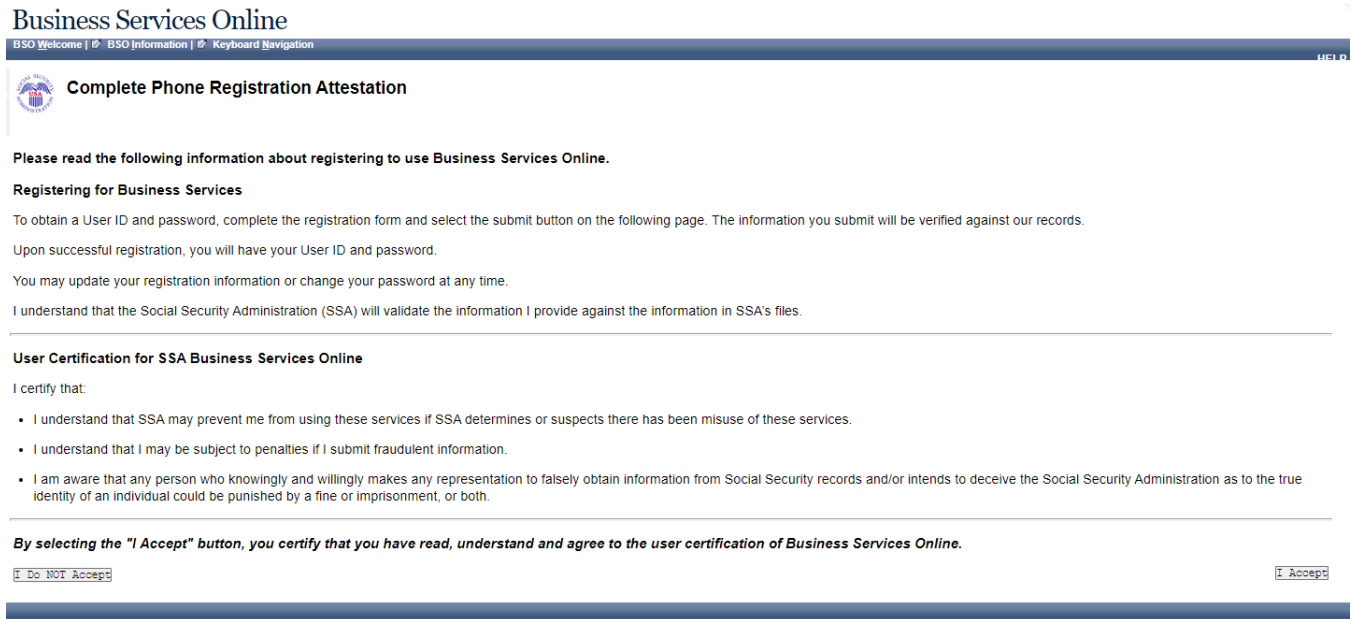
[Learn more about CBSV](#)

For questions: ssa.cbsv@ssa.gov

STEP 2: Select the **Complete Phone Registration** button on the BSO Welcome page. The system displays the sign into Online Services page.



STEP 3: On the “Log in to Online Services” page, under “New User?”, select the link portion: **Did you register with SSA by phone or paper form and need to create a password?** This will take you to the Complete Phone Registration Attestation page. (To return to the BSO Welcome page, select the BSO Welcome link in the page footer.)



STEP 4: Read the conditions stated in the User Certification for SSA BSO section of the page. You must agree to these conditions by selecting the **I Accept** button to proceed. The system displays the Complete Phone Registration page. (Selecting the **I Do NOT Accept** button will display the BSO Welcome page.)



Complete Phone Registration

A User Identification (User ID) and password are required to use Online Services. Your User ID was issued during the registration process. You must now choose your personal password to complete registration.

* Indicates required information

*User ID:

*First Name:

*Last Name:

*Social Security Number:

(If you do NOT have an SSN leave this field blank.)

*Date of Birth

(M M D D Y Y Y Y)

*Enter Password:

Your Password:

- Must contain exactly 8 characters
- Must contain only numbers and letters
- Must contain at least 1 number and 1 letter
- Must not be a commonly used password
- Is not case sensitive

*Re-enter Password:

[Cancel](#)

[Complete Phone Registration](#)

STEP 5: Enter the registration information.

TIPS

- ◆ Fields that are required are marked with a red asterisk (*).
- ◆ Enter your User ID that was given to you when you registered.
- ◆ Do not use punctuation in any field. This includes dashes or slashes in date of birth and social security number.
- ◆ If you do not have a U. S. Social Security Number, leave the SSN field blank.
- ◆ Date of birth must be entered in the format mmddyyyy. For example, if your date of birth is January 1, 1990, you would enter 01011990.
- ◆ 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. Do not share your password with anyone.
- ◆ When you tab off or click out of a field, the system will check the format of what was entered and display a message if it needs to be corrected.

STEP 6: Select the **Complete Phone Registration** button to complete the registration process. The **Log in** to Online Services page will be displayed. (To return to the Business Services Online Welcome page without completing the registration process, select the **Cancel** button.)

LESSON 3: LOGIN - For AR and CBSV Only

Follow the instructions below to sign in to BSO with your User ID and password.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

Appointed representatives

For appointed representatives of people with cases pending at the hearings or appeals levels.

[Sign in](#)

[Appointed Representative Services \(ARS\)](#)

[Representing Social Security claimants](#)

[Electronics Records Express](#)

Content Based Verification (CBSV)

For companies that provide banking and mortgage services, process credit checks, provide background checks, satisfy licensing requirements, and provide similar services.

[Sign in](#)

[How to enroll](#)

[Complete phone registration](#)

[Learn more about CBSV](#)

For questions: ssa.cbsv@ssa.gov

STEP 2: Select the **Sign in** link on the BSO Welcome page. The system displays the Log in to Online Services page.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

Log In to Online Services

For your security, please log out of the application and close all Internet windows when you are finished.

New User?

If you need to create a new account, please go to the [BSO Welcome](#) page and select the appropriate link for the services you need to access.

Did you register with SSA by [phone or paper form](#) and need to create a password?

Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

User Certification:

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

I have read & agree to these terms.

[Log In](#)

www.socialsecurity.gov | BSO Welcome | BSO Information | Keyboard Navigation | HELP

STEP 3: Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log**

In button. The system displays the BSO Main Menu page.

- If you have forgotten your User ID, please call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY, call 1-800-325-0778.
- If you have forgotten your password, select the [Forgot your password?](#) link beneath the Password field. Refer to the Forgot Password lesson in this Tutorial for further guidance.

(To return to the BSO Welcome page, select the BSO Welcome link on the page footer.)

NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.

The screenshot displays two side-by-side panels. The left panel is the 'Social Security Online' interface, showing the user 'JOHN PUBLIC' with User ID 'USERID12' and a 'Logout' button. It features three main sections: 'Manage Account' with a link to 'View / Edit Account Info'; 'Manage Services' with links for 'View / Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Code(s)'; and 'Manage Employer Information' with links to 'Add/Update Employer Information' and 'Remove Employer Information'. The right panel is the 'Business Services Online' 'Main Menu' for 'JOHN PUBLIC', featuring a 'Report Wages To Social Security' link with sub-links for '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', and 'Request an extension to resubmit a wage file'. Both panels include a footer with the website URL 'www.socialsecurity.gov' and contact information: 'Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 5:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.'

LESSON 4: FORGOT PASSWORD - For AR and CBSV Only

Follow the instructions below if you have forgotten your password and wish to get a new one.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

Appointed representatives

For appointed representatives of people with cases pending at the hearings or appeals levels.

[Sign in](#)

[Appointed Representative Services \(ARS\)](#)

[Representing Social Security claimants](#)

[Electronics Records Express](#)

Content Based Verification (CBSV)

For companies that provide banking and mortgage services, process credit checks, provide background checks, satisfy licensing requirements, and provide similar services.

[Sign in](#)

[How to enroll](#)

[Complete phone registration](#)

[Learn more about CBSV](#)

For questions: ssa.cbsv@ssa.gov

STEP 2: Select the **Sign in** button on the BSO Welcome page. The system displays the Log in to Online Services page.

Screenshot of the Social Security Business Services Online (BSO) "Log In to Online Services" page. The page is divided into two main sections: "New User?" and "Existing User?".

New User?

If you need to create a new account, please go to the [BSO Welcome](#) page and select the appropriate link for the services you need to access.

Did you register with SSA by [phone or paper form](#) and need to create a password?

Existing User?

Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

User Certification:

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

I have read & agree to these terms.

[Log In](#)

STEP 3: Under the Existing User? column, enter your User ID. Select the [Forgot your](#)

[password?](#) link under the Password field. The system displays the Forgot Password page. (To return to the BSO Welcome page, select the BSO Welcome link on the page footer.)

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

Forgot Password

Request to replace forgotten password

To select a new password, you must answer three random questions that your previously supplied answers to. If you correctly answer the questions you will be allowed to select a new password.

WHAT IS THE NAME OF THE HOSPITAL YOU WERE BORN? :

WHAT IS YOUR HOMETOWN? :

WHAT IS YOUR ASTROLOGICAL SIGN? :

Choose your new password

Input New Password:

Confirm New Password:

To maintain a secure system, your password needs to meet the following requirements:

- Must contain exactly 8 characters
- Must contain only numbers and letters
- Must contain at least 1 number and 1 letter
- Must not be a commonly used password
- Is not case sensitive

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

STEP 4: The Forgot Password page presents you with the choice of entering and submitting a new password online or requesting a temporary password by mail.

- If you would like to change your password online immediately, continue to Step 5.
- If you would rather receive a temporary password by mail, you do not have to enter anything on the Forgot Password page. Just select the **Request Password by Mail** button and proceed to Step 7.

(To return to the BSO Welcome page, select the **Cancel** button.)

STEP 5: Enter the answers to three security questions randomly selected from the five you chose and answered during registration. Next, enter a new password and confirm that password by entering it a second time. Select the **Submit New Password** button. The system displays the Forgot Password Update Successful page. (To return to the BSO Welcome page without submitting the new password, select the **Cancel** button.)

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

Forgot Password Update Successful

Your forgotten password has been successfully changed.

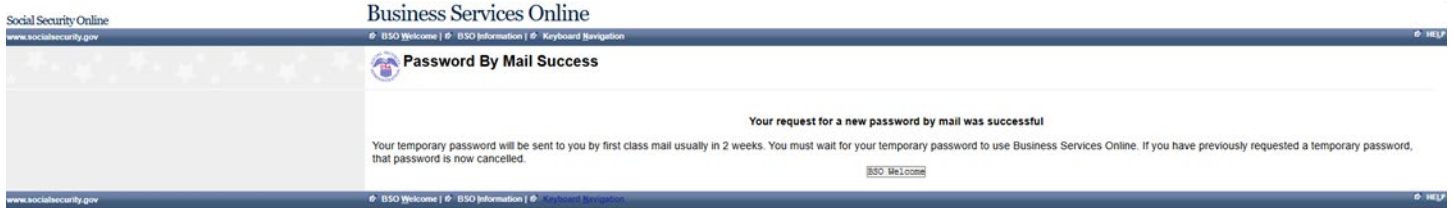
www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

STEP 6: Select the **Log In** button to log in using the new password. Select the **BSO Welcome** button to return to the BSO Welcome page.

STEP 7: If you selected the **Request Password by Mail** button on the Forgot Password page, the system displays the Request Password by Mail page.



STEP 8: Enter your First Name, Last Name, U.S. Social Security Number, and Date of Birth. Select the **Request Temporary Password** button to send the request. The system displays the “Password By Mail Success” page. (To return to the BSO Welcome page without sending the request, select the **Cancel** button.)



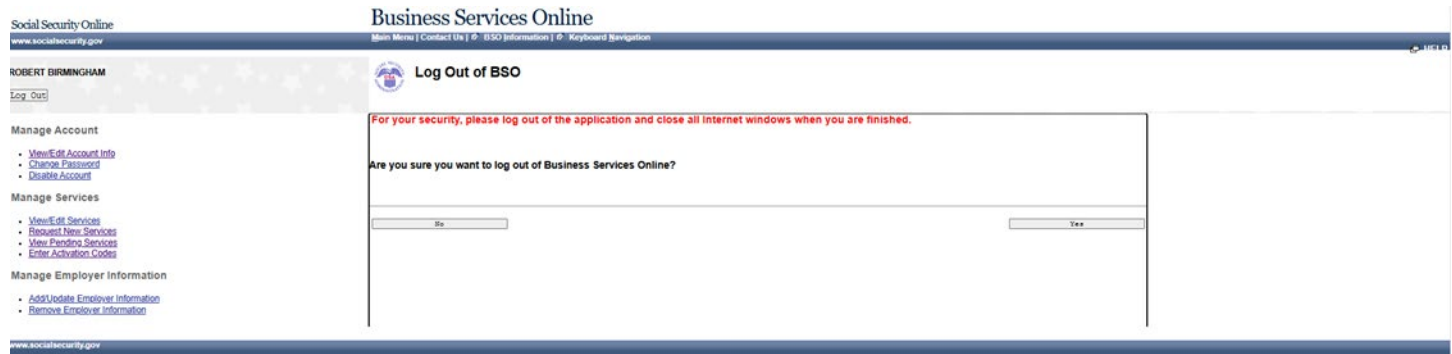
NOTE
Until you receive your new password in the mail, you will not be able to sign in to BSO.

LESSON 5: LOGOUT

Follow the instructions below to log out of BSO.

STEP 1: Select any **Log Out** button where displayed.

The system displays the Log Out of BSO page.



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

LESSON 6: CONTACT SOCIAL SECURITY ADMINISTRATION (SSA)

Please visit <https://www.ssa.gov/employer/empcontacts.htm> to contact SSA.

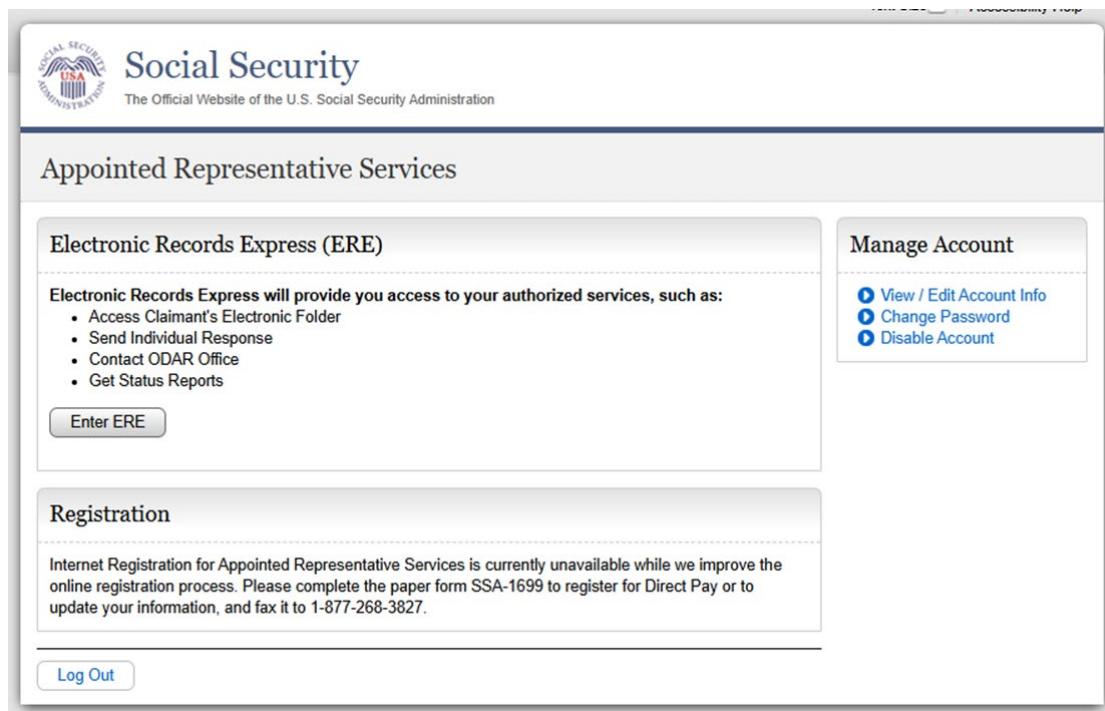
LESSON 7: EDIT ACCOUNT INFORMATION

Follow the instructions below to update your account information.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Sign in** link on the BSO Welcome page.

STEP 3: Under the Existing User? column, enter your User ID and password (AR and CBSV only). Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. For AR, the system displays the Appointed Representative Services page. (To return to the BSO Welcome page, select the **Log Out** link on the page footer.)



STEP 4: Under the Manage Account section of the right navigation panel, select the [View/Edit Account Info](#) link. The system displays the View/Edit Account Information page. (To return to the BSO Main Menu, select the BSO Main Menu link in the second line of the page header.)

RAY LEWIS
User ID: YNSQD2CSC5
[Log Out](#)

View/Edit Account Information

Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

Your account information is displayed below. You may update this information at anytime.

Personal & Contact Information

[Edit Personal Information](#)

Name: RAY LEWIS
Date of Birth: 08-19-1984
SSN: XXX-XX-9603
Country: United States
Home Street Address: 100 RAVENS ROAD
City, State, Zip: BALTIMORE, MD 21462
Daytime Phone Number: (443) 348-1996
Fax Number:
Email: debbie.evans@ssa.gov

Secure Text-enabled Cell Phone Number

[Change Number](#)

Secure Text-enabled Cell Phone Number: (443) 204-6101

Security Questions and Answers

[Edit Security Questions](#)

Question 1: WHAT IS THE NAME OF THE HOSPITAL YOU WERE BORN?
Answer 1: HHH
Question 2: WHAT IS YOUR HOMETOWN?
Answer 2: HHTHHT
Question 3: WHAT IS YOUR ASTROLOGICAL SIGN?
Answer 3: AAA
Question 4: WHAT WAS THE MODEL NAME OF YOUR FIRST CAR?
Answer 4: CCC
Question 5: WHAT WAS YOUR FIRST JOB?
Answer 5: JJJ

[Main Menu](#)

STEP 5: Select the **Edit Personal Information** button to edit personal and contact information. The system displays the Edit Personal & Contact Information page. (To return to the BSO Main Menu, select the BSO Main Menu link in the second line of the page header.)

MICHELE DEBAK
User ID: 6YF3Q7R
[Log Out](#)

Edit Personal & Contact Information

Manage Account

- [View/Edit Account Info](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

* Indicates required information

Personal Information

*Name: MICHELE DEBAK
First Middle Last Suffix

*Date of Birth:

mm/dd/yyyy

Personal Contact Information

*Country: United States

*Home Street Address:

8401 SECURITY BLDG

8000

*City: BALTIMORE

*State: MD

*Zip Code: 21235

Ext.:

*Daytime Phone Number: 234567890

Extension:

*Fax Number:

*Email Address: [Why do you need an email address?](#)

[Cancel](#)

[Update Information](#)

STEP 6: Edit the information you wish to change. Select the **Update Information** button to update the account information. The system displays the Edit Personal & Contact Information – Confirmation page. (Select the **Cancel** button to cancel the update and return to the View/Edit Account Information page. To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)

- MCHELE DEBAK
Her ID: 6YWF3Q7R
[Log Out](#)
- Manage Account
- [View/Edit Account Info](#)
- Manage Services
- [View/Edit Services](#)
 - [Request New Services](#)
 - [View Pending Services](#)
 - [Enter Activation Codes](#)
- Manage Employer Information
- [Add/Update Employer Information](#)
 - [Remove Employer Information](#)

Edit Personal & Contact Information - Confirmation

You have successfully updated your personal and contact information.
Your new information will be displayed on the View / Edit Account Info page.

[Go To the Main Menu](#)

STEP 7: To edit other account information, select the [View/Edit Account Info](#) link under the Manage Account section of the left navigation panel. The system displays the View/Edit Account Information page. (Select the **Go to the Main Menu** button to return to the BSO Main Menu.)

Appointed Representative Services

- MAY LEWIS
Rep ID: YNRQDZCSC5
[Log Out](#)
- Manage Account
- [View/Edit Account Info](#)
 - [Change Password](#)
 - [Disable Account](#)

View/Edit Account Information

Your account information is displayed below. You may update this information at anytime.

Personal & Contact Information

Name: RAY LEWIS
Date of Birth: 08/19/1984
SSN: XXX-XX-9603
Country: United States
Home Street Address: 100 RAVENS ROAD
City, State, Zip: BALTIMORE, MD 21462
Daytime Phone Number: (443) 348-1996
Fax Number:
Email: debbie.evans@ssa.gov

[Edit Personal Information](#)

Secure Text-enabled Cell Phone Number

Secure Text-enabled Cell Phone Number: (443) 204-6101

[Change Number](#)

Security Questions and Answers

Question 1: WHAT IS THE NAME OF THE HOSPITAL YOU WERE BORN?
Answer 1: HHH
Question 2: WHAT IS YOUR HOMETOWN?
Answer 2: HTHHTH
Question 3: WHAT IS YOUR ASTROLOGICAL SIGN?
Answer 3: ASA
Question 4: WHAT WAS THE MODEL NAME OF YOUR FIRST CAR?
Answer 4: CCC
Question 5: WHAT WAS YOUR FIRST JOB?
Answer 5: JJJ

[Edit Security Questions](#)

[Main Menu](#)

STEP 8: Select the **Edit Security Questions** button to edit the five questions and answers used to verify your identity if you forget your password. The system displays the Edit Security Questions page. (To return to the BSO Main Menu, select the BSO Main Menu link in the second line of the page header.)

Appointed Representative Services

- MAY LEWIS
Rep ID: YNRQDZCSC5
[Log Out](#)
- Manage Account
- [View/Edit Account Info](#)
 - [Change Password](#)
 - [Disable Account](#)

Edit Security Questions & Answers

The security questions and answers you select will be used to validate your identity in the event you forget your password.
* Indicates required information

*Question 1: WHAT IS THE NAME OF THE HOSPITAL YOU WERE BORN?	*Answer 1: <input type="text"/>
*Question 2: WHAT IS YOUR HOMETOWN?	*Answer 2: <input type="text"/>
*Question 3: WHAT IS YOUR ASTROLOGICAL SIGN?	*Answer 3: <input type="text"/>
*Question 4: WHAT WAS THE MODEL NAME OF YOUR FIRST CAR?	*Answer 4: <input type="text"/>
*Question 5: WHAT WAS YOUR FIRST JOB?	*Answer 5: <input type="text"/>

[Cancel](#)

[Update Information](#)

STEP 9: Edit the information you wish to change. Select the **Update Information** button to update the account information. The system displays the Edit Security Questions – Confirmation page. (Select the **Cancel** button to cancel the update and return to the View/Edit Account Information page. To return to the BSO Main Menu, select the BSO Main Menu link in the second line of the page header.)

The screenshot shows the 'Edit Security Questions - Confirmation' page on the Social Security Online portal. The page header includes 'Social Security Online' and 'Appointed Representative Services'. The user is identified as 'MAY LEWIS' with Rep ID 'YNE002CSC5'. The main content area displays a confirmation message: 'You have successfully updated your security questions. Your new information will be displayed on the View / Edit Account Info page.' A 'Go to the Main Menu' button is located at the bottom of the confirmation message. The left sidebar contains a 'Manage Account' section with links for 'View/Edit Account Info', 'Change Password', and 'Disable Account'.

STEP 10: Select the **Go to the Main Menu** button to return to the BSO Main Menu.

LESSON 8: CHANGE YOUR PASSWORD – AR and CBSV Only

You can change your password at any time. For security purposes, you are required to change your password at least once every 90 days in order to maintain an active User Identification Number (User ID). Follow the instructions below to change your password.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Sign in** link on the BSO Welcome page.

NOTE

When your password is more than 90 days old, the following message will display at the top of the page:

It has been more than 90 days since your password has been changed. You must change your password to continue with Online services.

The system will then automatically display the Change Password page. (Go to Step 5.)

STEP 3: Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. For AR, the system displays the Appointed Representative Service page. (To return to the Business Services Online Welcome page, select the **Log Out** link in the page footer.)

STEP 4: Select the [Change Password](#) link from the left navigation panel. The system displays the Change Password page.

The screenshot shows the 'Change Password' page on the Social Security Online portal. The page title is 'Appointed Representative Services' and the user is identified as 'RAY LEWIS' with Rep ID 'YNSQDZCSCS'. A notification at the top states: 'Your current password is scheduled to expire: November 26, 2025'. The page contains three input fields: 'Enter Current Password:', 'Enter New Password:', and 'Confirm New Password:'. To the right of these fields, there are instructions: 'For security Purposes, your password will expire and must be changed every 90 days.' and 'Your Password:' followed by a bulleted list of requirements: 'Must contain exactly 8 characters', 'Must contain only numbers and letters', 'Must contain at least 1 number and 1 letter', 'Must not be a commonly used password', and 'Is not case sensitive'. At the bottom of the form, there are 'Cancel' and 'Change Password' buttons. The left navigation panel includes 'Manage Account' with links for 'View/Edit Account Info', 'Change Password', and 'Disable Account'. The footer contains the URL 'www.socialsecurity.gov'.

STEP 5: Enter your current password and new password. Enter your new password again for verification purposes. Your new password:

- ◆ Must contain exactly 8 characters.
- ◆ Must contain only numbers and letters (no special characters)
- ◆ Must contain at least 1 number and 1 character.
- ◆ Is not case sensitive.

STEP 6: Select the **Change Password** button. The system displays the Password Change Successful page. (To return to the BSO Main Menu without changing your password, select the **Cancel** button.)



STEP 7: Select the **Go to the Main Menu** button to return to the BSO Main Menu.

LESSON 7: DISABLE YOUR ACCOUNT

Follow the instructions below to disable your account. When you disable your account, you will no longer be able to use your User ID to access online services.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Sign in** link on the BSO Welcome page.

STEP 3: Under the Existing User? column, enter your User ID and password (**for AR and CBSV only**). Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. For AR, the system displays the Appointed Representative Services page. (To return to the BSO Welcome page, select the **Log Out** link on the page footer.)

The screenshot shows the 'Business Services Online' interface. On the left, there is a navigation menu for 'RAY LEWIS' with options like 'Log Out', 'Manage Account', 'Manage Services', and 'Manage Employer Information'. The main content area is titled 'Disable Account' and contains the following text: 'This function will disable your User ID so that it can no longer be used to access online services. * Indicates required information. *Input Current Password: [text input field]. *Why are you disabling the account? [radio buttons for 'I am no longer authorized...' and 'The account has been compromised...']. A warning icon and text state: 'Your account will be permanently disabled. If you continue you will need to register a new account to access online services.' At the bottom right, there is a 'Disable Account' button.

STEP 4: Under the Manage Account section of the left navigation panel, select the [Disable Account](#) link. The system displays the **Disable Account** page. Enter your password in the Enter Current Password field and select the radio button beside the reason for disabling your User ID. Select the **Disable Account** button.

The screenshot shows the 'Disable Account - Confirmation' page. The main content area displays the message: 'Your account has been successfully disabled. Your account can no longer be used to access online services. You will need to create a new account to login to SSA online services again.' At the bottom center, there is a button labeled 'I'm Done - Log Out'.

STEP 5: The system displays the Disable Account – Confirmation page. (To return to the Business Services Online Main Menu without disabling your user id, select the **Cancel** button.)

NOTE

*If you select the **Disable Account** button, your account will be permanently disabled. You will need to register a new account to access online services.*

STEP 6: Select the **I'm Done – Log Out** button to go to the Social Security Online page.

LESSON 8: REMOVE ACCESS TO BSO SERVICES

Follow the instructions below to remove access to one or more BSO services. Use this option if you no longer need to use a service(s) in BSO.

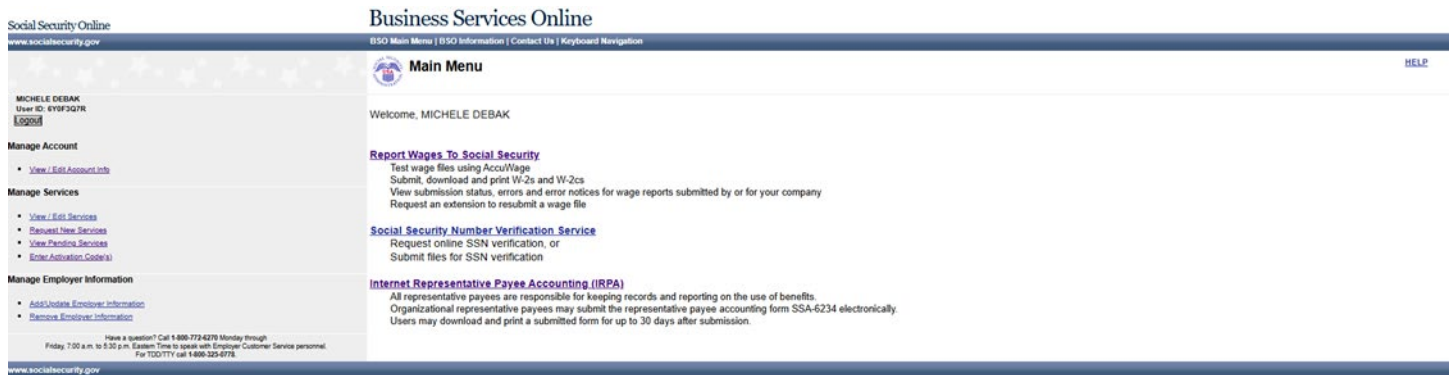
STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Sign in** link on the BSO Welcome page.

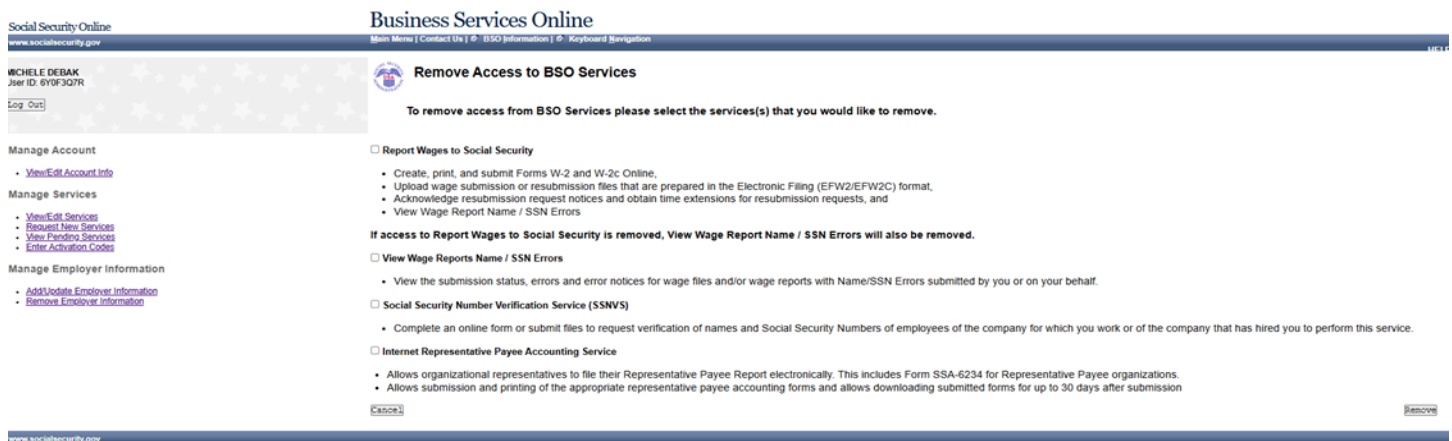
STEP 3: Under the Existing User? column, enter your User ID and password (**for AR and CBSV only**). Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page. (To return to the BSO Welcome page, select the BSO Welcome link in the page footer.)

NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.



STEP 4: Under the Manage Services section of the left navigation panel, select the [View/Edit Services](#) link. The system displays the Remove Access to BSO Services page. This page lists the services to which you currently have access. (To return to the Business Services Online Main Menu, select the BSO Main Menu link in the second line of the page header.)



STEP 5: Select the checkbox(es) of the service(s) you wish to remove and select the **Remove** button. The system displays the Remove Access to BSO Services Successful page. (Select the **Cancel** button to return to the BSO Main Menu without removing any services. To return to the BSO Main Menu, select the BSO Main Menu link in the second line of the page header.)



STEP 6: Select the **Deactivate Another Service** button to return to the Remove Access to BSO Services page. Select the **Cancel** button to return to the BSO Main Menu.

LESSON 9: REQUEST SERVICES SUITE FOR EMPLOYERS AND REPRESENTATIVE PAYEES

Follow the instructions below to sign in to request access to the SSA Services Suite for Employers. Note that the request for this suite can be combined with requests for other services. For guidance in accessing a different service(s), refer to another lesson(s) in this Tutorial that specifically addresses the service(s).

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select “Sign in” from the “Employers” box or “Sign in” from the “Representative Payees” box.

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

Representative payees

For organizational representative payees to file their Representative Payee Report electronically.

[Sign in](#)

[Create account](#)

[Information about being a payee](#)

STEP 3: Select one of the options below to sign in then review and navigate through the next set of screens.

! 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

By signing in or creating an account, you agree to the [Privacy Act Statement and Terms of Service](#).

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. Please use Login.gov or ID.me instead.

[Create an account with Login.gov](#)

[Create an account with ID.me](#)

[Sign in Help and Support](#)

[External Site Disclaimer](#)

NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access. Once the credentialing and authentication process has been completed, current BSO User ID(s) will be associated with your new credential.

By signing in, you agree to the [Privacy Act Statement and Terms of Service](#).

Next

Exit

Privacy Act Statement

Please read the following privacy act statement on collection and use of personal information.

Sections 205 and 1106 of the Social Security Act, as amended, allow us to collect your information, which we will use to verify your identity and register you, your company, or authorized employee(s) to use our Business Services Online (BSO) applications. Providing the information is voluntary, but not providing all or part of the information may prevent access to the BSO suite of services. As law permits, we may use and share the information you submit, including with other Federal or State agencies, our contractors, employers, and others as outlined in the routine uses within System of Records Notice (SORN) 60-0373, available at www.ssa.gov/privacy. The information you submit may also be used in computer matching programs to establish or verify eligibility for Federal benefit programs and to recoup debts under these programs.

[Next](#)[Exit](#)

[OMB No. 0960-0789](#) [Privacy Policy](#) [Accessibility Help](#)

BSO User ID

Please select your User ID and EIN from the list:

[Need a new User ID? Request here.](#)

[Next](#)[Exit](#)

[OMB No. 0960-0789](#) [Privacy Policy](#) [Accessibility Help](#)

Select your User ID and EIN from the list and select “Next” or create a new User ID.



Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

MICHELE DEBAK
User ID: EYF3QZR
[Logout](#)

Manage Account

- [View / Edit Account Info](#)

Manage Services

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

Manage Employer Information

- [Add/Update Employer Information](#)

Have a question? Call 1-800-772-4278 Monday through Friday 7:00 a.m. to 9:30 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-4778.

www.socialsecurity.gov

Business Services Online
Main Menu

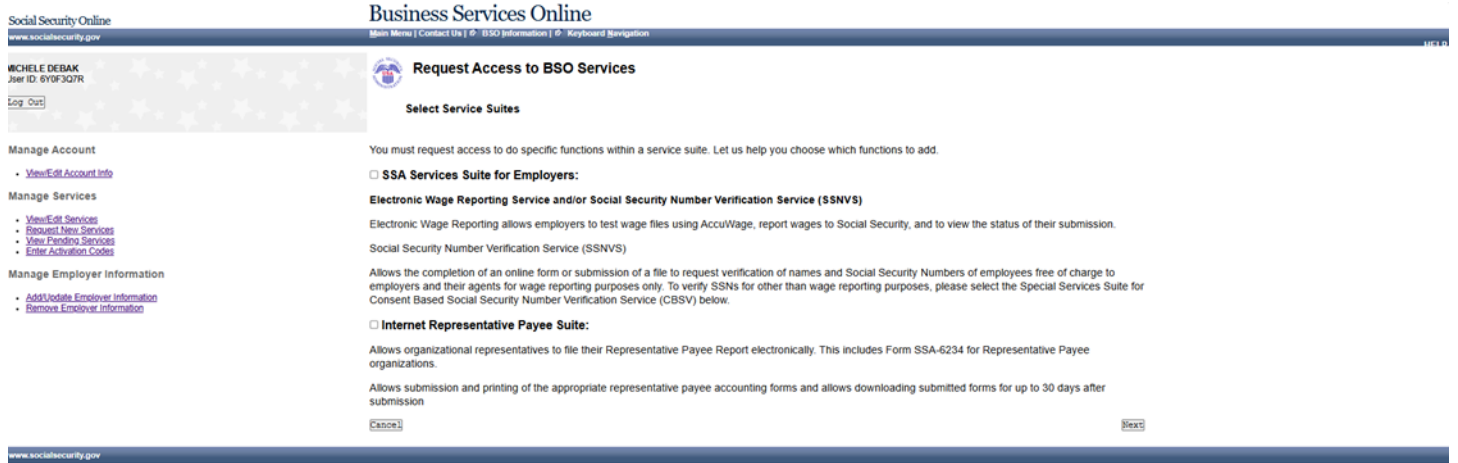
Welcome, MICHELE DEBAK

You currently do not have access to any services. The following options are available to you:

- You can add services to your menu at [Request New Services](#)

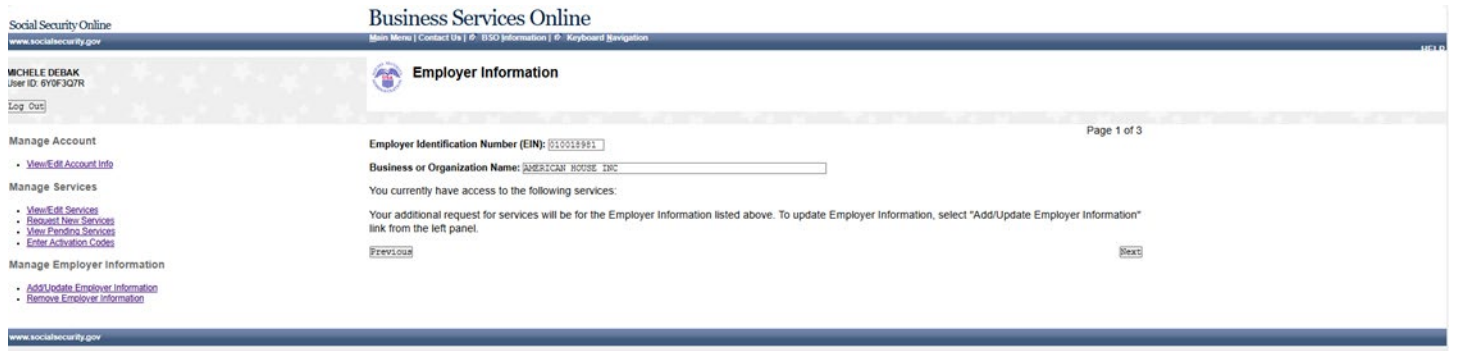
HELP

STEP 4: Select the [Request New Services](#) link in the Main Menu or the left navigation panel. The system displays the Request Access to Services page. (To return to the Business Services Online Welcome page, select the **Logout** button.)



STEP 5: Continue with this lesson if you wish to request access to the Suite for Employers. If a different or additional suite(s) of services is needed, refer to another lesson that specifically addresses requesting that suite.

Check the checkbox saying “SSA Services Suite for Employers:” and select the **Next** button.



Enter the “EIN” and the “Business or Organization Name”. Your additional request for services will be for the Employer Information listed above. Select Next.

NOTE

Information on how to Add/Update Employer Information will be discussed later in the tutorial.

ELEANOR BERARDI

Log Out



Request Access to BSO Services

Page 2 of 3

Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Report Wages to Social Security

Requesting access for the Report Wages to Social Security function will allow you to :

- Test wage files using AccuWage,
- Create, print, and submit Forms W-2 and W-2c Online,
- Upload wage submission or resubmission files that are prepared in the Electronic Filing (EFW2/EFW2C) format,
- Acknowledge resubmission request notices and obtain time extensions for submission requests, and
- View Wage Report status.



Access to the Wage Reporting service involves a more rigorous process and requires pre-authorization from your employer. If access is requested, your employer will be notified via first class mail, usually within 2 weeks. The notice will include an activation code which is needed to activate your request.

Do you want to report wages to Social Security and/or test wage files using AccuWage?

Yes No

In addition, do you want to View Wage Report Name/SSN Errors?

Yes No

< Previous

Next >

STEP 6: If Report Wages is selected, the View Wage Report Name/SSN Errors may also be selected. Select either “Yes” or “No” for both questions above then select the Next button to continue.

NOTE

Access to the wage reporting service(s) involves a rigorous process and requires pre-authorization from your employer. If access is requested, your employer will be notified via first class mail, usually within 2 weeks. The notice will include an activation code which is needed to activate your request.

The screenshot shows the 'Request Access to BSO Services' page for user JOHN PUBLIC. The page title is 'Request Access to BSO Services' and it is 'Page 3 of 3'. The main heading is 'Social Security Number Verification Service (SSNVS)'. Below this, it asks 'Do you want to verify Social Security Numbers Online?'. The text explains that requesting access allows the user to complete an online form or submit files for verification of names and Social Security Numbers. A warning icon and text state: 'Access to the name/number verification service involves a more rigorous process and requires pre-authorization from your employer. If access is requested, your employer will be notified via first class mail, usually within 2 weeks. The notice will include an activation code which is needed to activate your request.' There are radio buttons for 'Yes' (selected) and 'No'. Navigation buttons for '< Previous' and 'Next >' are visible at the bottom.

STEP 7: Request access to Social Security Number Verification Service (SSNVS) by selecting the “Yes”

radio button and the Next button. The system displays the Request Summary page. (To return to the Report Wages to Social Security page of the adding services wizard, select the Previous button at the bottom of the page. To return to the BSO Main Menu without adding services, select Main Menu on the second line of the page header.)


NOTE

The functions listed on your Request Summary page is unique to you and presents only the services which you have requested access.

Social Security Online
www.socialsecurity.gov

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

JOHN PUBLIC
Log Out

 **Request Access to BSO Services**

Request Summary

You have selected the following functions:

- Report Wages to Social Security
- View Wage Report Name/SSN Errors
- Social Security Number Verification Service (SSNVS)

Select the "Confirm" button below to send your access request to the Social Security Administration. If you wish to make changes, use the "<< Previous" button to return to the appropriate page.

<< Previous Confirm

STEP 8: Review the list of functions and select the **Confirm** button to submit your access request. The system will display the Request Access to BSO Services Confirmation page. (To return to the Social Security Number Verification Service (SSNVS) page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the BSO Main Menu without adding services, select **Main Menu** on the second line of the page header.)

ELEANOR BERARDI

Log Out



Request Access to BSO Services Confirmation

Your request for access to the services and tasks listed below was received on September 13, 2022.

Report Wages to Social Security

An activation code has been sent by first class mail to the address we have on record for your employer (WOODLAWN, MD). Once you have received the activation code and activated this service, you may access "Report Wages to Social Security" from the BSO Main Menu page.

View Wage Report Name / SSN Errors

An activation code has been sent by first class mail to the address we have on record for your employer (WOODLAWN, MD). Once you have received the activation code and activated this service, you may view "View Wage Report Name / SSN Errors" from the Wage Reporting menu.

Social Security Number Verification Service

An activation code has been sent by first class mail to the address we have on record for your employer (WOODLAWN, MD). Once you have received the activation code and activated this service, you may access "Social Security Number Verification Service" from the BSO Main Menu page.

Please print this page for your records. [Print](#)

[Main Menu](#)

STEP 9: The confirmation page shows what services were selected. Please print this page for your records. Activation codes will be mailed to the address we have on record for your employer (please note the city and state shown) and are usually received within two weeks. To return to the BSO Main Menu, select the **Main Menu** button.

NOTE

If the activation code(s) do not arrive at the address shown for your employer within two weeks, you may re-request them. Refer to the Re-Request Activation Codes lesson in this Tutorial for guidance.

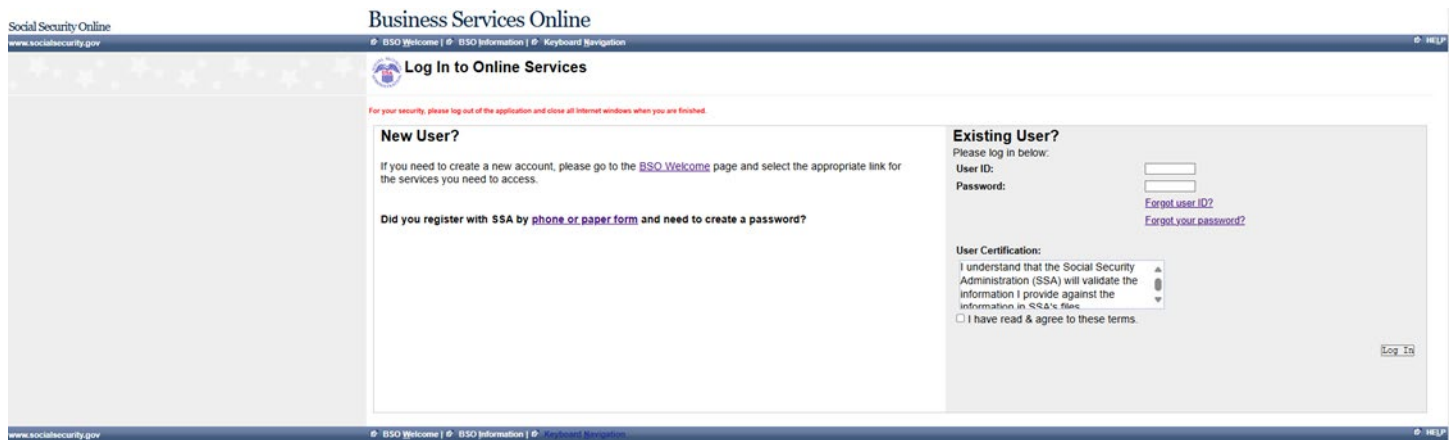
THE REQUEST SERVICES SUITE FOR ATTORNEYS IS NO LONGER AVAILABLE IN BSO. FOR MORE INFORMATION, VISIT SSA.GOV.

LESSON 10: REQUEST INTERNET REPRESENTATIVE PAYEE SUITE

Follow the instructions below to request services in the Internet Representative Payee Suite. Note that the request to this suite can be combined with requests to other services. For guidance in accessing a different suite(s), refer to another lesson(s) in this Tutorial that specifically addresses that service(s).

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Login** link on the BSO Welcome page. The system displays the Log in to Online Services page.



STEP 3: Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the BSO Main Menu page. (To return to the BSO Welcome page, select the BSO Welcome link on the page footer.)

NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.



STEP 4: Under the Manage Services section in the left navigation panel, select the [Request New Services](#) link. The system displays the Request Access to BSO Services page. (To

return to the BSO Welcome page, select the Logout button.)

Social Security Online
www.socialsecurity.gov

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

MICHELE DEBAK
User ID: 6Y0F3Q7R
Log Out

Manage Account
• [View/Edit Account Info](#)

Manage Services
• [View/Edit Services](#)
• [Request New Services](#)
• [View Pending Services](#)
• [Enter Activation Codes](#)

Manage Employer Information
• [Add/Update Employer Information](#)

Request Access to BSO Services

Select Service Suites

You must request access to do specific functions within a service suite. Let us help you choose which functions to add.

SSA Services Suite for Employers:

Electronic Wage Reporting Service and/or Social Security Number Verification Service (SSNVS)

Electronic Wage Reporting allows employers to test wage files using AccuWage, report wages to Social Security, and to view the status of their submission.

Social Security Number Verification Service (SSNVS)

Allows the completion of an online form or submission of a file to request verification of names and Social Security Numbers of employees free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.

Internet Representative Payee Suite:

Allows organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-6234 for Representative Payee organizations.

Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

[Cancel](#) [Next](#)

STEP 5: Continue with this lesson if you wish to request access to the Internet Representative Payee Suite. If a different or additional suite(s) of services is needed, refer to another lesson that specifically addresses requesting that suite.

Check the checkbox saying, “Internet Representative Payee Suite:” and select the **Next** button. The system displays the Internet Representative Payee page of the adding services wizard. (To return to the BSO Main Menu page, select the **Cancel** button.)

Social Security Online
www.socialsecurity.gov

Business Services Online
Main Menu | Contact Us | BSO Information | Keyboard Navigation

MICHELE DEBAK
User ID: 6Y0F3Q7R
Log Out

Manage Account
• [View/Edit Account Info](#)

Manage Services
• [View/Edit Services](#)
• [Request New Services](#)
• [View Pending Services](#)
• [Enter Activation Codes](#)

Manage Employer Information
• [Add/Update Employer Information](#)

Internet Representative Payee

Do you want to complete Form SSA-6234?

If you are an employee of a Representative Payee organization, you may file the SSA-6234 accounting form electronically.

Organizational representative payees may use Business Services Online to submit their accounting form. Users may download and print their submitted form for up to 30 days after submission.

No

Yes, and I am an employee of a Representative Payee organization that administers benefits for several benefit recipients

Support for registration, login, and selecting the IRPA service: Call 1-800-772-6270

[Previous](#) [Next](#)

Page 1 of 1

STEP 6: Request access to complete the forms to file the Representative Payee Report electronically by selecting the “Yes” radio button and the **Next** button. The system displays the Request Summary page. (To return to the Select Access to BSO Services page, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Log Out** on the second line of the page header.)

MICHELE DEBAK
User ID: 6Y9F3Q7R
[Log Out](#)

Request Access to BSO Services

Request Summary

You have selected the following functions:

Internet Representative Payee

Select the "Confirm" button below to send your access request to the Social Security Administration. If you wish to make changes, use the "<< Previous" button to return to the appropriate page.

[<< Previous](#)

[Confirm](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

STEP 7: Select the **Confirm** button to submit your access request. The system will display the Request Access to BSO Services Confirmation page. (To return to the Internet Representative Payee page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the BSO Main Menu without adding services, select **Log Out** on the second line of the page header.)

MICHELE DEBAK
User ID: 6Y9F3Q7R
[Log Out](#)

Request Access to BSO Services Confirmation

Your request for access to the services and tasks listed below was received on August 28, 2025.

Internet Representative Payee

You may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Internet Representative Payee."

Please print this page for your records. [Print](#)

[Main Menu](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

STEP 8: The confirmation screen informs you that you may begin to use this service immediately. To return to the Main Menu, select the **Main Menu** button.

LESSON 11: RE-REQUEST ACTIVATION CODES

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

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Sign in** link for the service you want to access on the BSO Welcome page.

STEP 3: For Employers and Representative Payees: After successful identity verification with Login.gov or ID.me. The system will then navigate you to the BSO Main Menu page. For **AR** and **CBSV** only: Under the Existing User? Column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” Checkbox to proceed. Select the **Log In** button.



NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.



STEP 4: Under the Manage Services section of the left navigation panel, select the [View Pending Services](#) link. The system displays the Re-Request Activation Codes page. This page lists the services for which you are awaiting activation codes.

The screenshot shows the 'Business Services Online' interface. At the top, there is a navigation bar with 'Skip to content', 'Business Services Online', and 'www.socialsecurity.gov'. Below this, the user's name 'ELEANOR BERARDI' and a 'Log Out' button are visible. The main heading is 'Re-Request Activation Codes'. A paragraph explains that users must enter activation codes for requested services and provides instructions on how to re-request codes if they have expired. Three services are listed with checkboxes: 'Report Wages to Social Security', 'View Wage Report Name/SSN Errors', and 'Social Security Number Verification Service (SSNVS)'. Each service has a brief description of what it entails. At the bottom of the list, there are 'Cancel' and 'Re-Request' buttons. The footer of the page shows 'www.socialsecurity.gov'.

STEP 5: The actions you can take at this time will depend on when you last requested access to a service.

- If it has not been at least 10 days since you requested the access to the service(s), you will not be able to re-request your activation code(s) at this time.
- If it has been more than 60 days since you requested the access to the service(s), you will need to re-request access to the service(s) by selecting the [Request Access to BSO Services](#) link in the first paragraph of the current page.
- If it has been between 10 and 60 days since you requested the access to the service(s), you may select the checkbox(es) of the service(s) and select the **Re-Request** button. The system displays the View Pending Services – Confirmation of Activation Code Notice Re-Request page.

(Select the **Cancel** button to return to the BSO Main Menu without re-requesting any activation codes. To return to the BSO Main Menu, select the BSO Main Menu link in the second line of the page header.)

STEP 6: Select the **View Pending Services** button to return to the Re-Request Activation Codes page. To return to the BSO Main Menu, select the **Go to the Main Menu** button.

LESSON 12: ENTER ACTIVATION CODE(S)

Follow the instructions below to enter the activation codes received by you directly or from your employer. Certain services that you requested require you to enter an activation code before you can use the online service.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Sign in** link on the BSO Welcome page. The system displays the Log in to Online Services page.

STEP 3: For **Employers** and **Representative Payees**: After successful identity verification with Login.gov or ID.me. The system will then navigate you to the BSO Main Menu page. For **AR** and **CBSV only**: Under the Existing User? Column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” Checkbox to proceed. Select the Log In button.

NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.



The screenshot shows the Business Services Online Main Menu page. The user is MICHELE DEBAK with User ID 6Y0F3Q7R. The left navigation panel includes sections for Manage Account, Manage Services, and Manage Employer Information. The main content area displays a welcome message and a 'Report Wages To Social Security' section with options to test wage files, submit W-2s, and request extensions. A footer contains customer service contact information.

STEP 4: Select the [Enter Activation Code\(s\)](#) link on the left navigation panel. The system displays the Enter Activation Code(s) page. (Select the **Cancel** button to return to the BSO Main Menu page without activating a service.)

NOTE

If you have more than one activation code to enter, repeat Steps 4 and 5.



The screenshot shows the Business Services Online Enter Activation Code(s) page. The user is MICHELE DEBAK with User ID 6Y0F3Q7R. The page prompts the user to enter an activation code for any service(s) they have requested access to. There is a text input field for the activation code, a 'Cancel' button, and an 'Activate Service(s)' button.

STEP 5: Enter the activation code in the Enter Activation Code field and select the **Activate Service(s)** button. The system displays the Enter Activation Code(s) – Confirmation page. (Select the **Cancel** button to return to the BSO Main Menu page without activating a service.)



STEP 6: Select the **Go to the Main Menu** button to return to the BSO Main Menu page. The activated service will be listed.

LESSON 13: ADD EMPLOYER INFORMATION

Follow the instructions below to add employer information. Employer information is required in order to request certain business services.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Sign in** link on the BSO Welcome page. The system displays the Log in to Online Services page.

STEP 3: For **Employers and Representative Payees**: After successful identity verification with Login.gov or ID.me. The system will then navigate you to the BSO Main Menu page. **For AR and CBSV only:** Under the Existing User? Column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” Checkbox to proceed. Select the Log In button.

NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.

The screenshot shows the Business Services Online Main Menu. At the top, it says 'Social Security Online' and 'Business Services Online'. The user is logged in as MICHELE DEBAK. The left navigation panel has three main sections: 'Manage Account' with a link to 'View / Edit Account Info', 'Manage Services' with links to 'View / Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Code(s)', and 'Manage Employer Information' with a link to 'Add/Update Employer Information'. The main content area says 'Welcome, MICHELE DEBAK' and 'You currently do not have access to any services. The following options are available to you: You can add services to your menu at Request New Services.' There is also a footer with contact information.

STEP 4: Select the [Add/Update Employer Information](#) link from the left navigation panel. The system displays the Employer Information Attestation page. (Select the Logout button to return to the BSO Welcome page.)

NOTE

Certain services require Employer information to have been added before you request the service. If you have not previously added Employer information, the Request Access to BSO Services page is re-displayed with the message “Employer Information is required for the selected suite(s). Please select this link [Add Your Employer Information](#) to continue.” When you select the link, the system displays the Employer Information Attestation page.

MICHELE DEBAK
User ID: 3RG2P5BP

[Log Out](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)



Employer Information Attestation

Please read the following information about entering employer information to request access to BSO services.

Employer Information for Business Services Online.

To request access to BSO services, complete the employer information form and select the submit button on the following page. The information you submit will be verified against our records.

After successfully entering employer information, you will be able to select individual services based upon the suite(s) of services you selected.

You may update your employer information any time.

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

User Certification for SSA Business Services Online

I certify that:

- I am currently employed by the employer associated with my employer information and am authorized to conduct business on behalf of the employer.
OR
- I am the employer of an individual or individuals who work(s) for me in my household.
OR
- I am a self-employed individual.
OR
- I am a volunteer for an organization.
- I understand that SSA may prevent me and/or the company or organization I represent from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information.

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

STEP 5: Read the statements located under the User Certification for BSO heading. You must agree to these terms by selecting the **I Accept** button to proceed. The system displays the Add Employer Information page.

(Selecting the **I Do NOT Accept** button will display again the Employer Information Attestation page with the message in red **“You need to accept these terms and conditions to use BSO services.”**)

(Select the **Cancel** button to return to the BSO Main Menu page. To return to the BSO Welcome page, select the **Log Out** button.)

MICHELE DEBAK
User ID: YJZDHTL6

[Log Out](#)

Manage Account

- [View/Edit Account Info](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)



Add Employer Information

OMB No. 0968-0626
Paperwork Reduction Act

You must have an Employer Identification Number (EIN) to request access to some of the BSO Services. If you are self-employed, you may request limited access without an EIN. [Apply For EIN](#)

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

Information about you, or your business or organization: We will compare this information with our records to verify you are currently employed by the business or organization you represent. Correspondence to your employer will be sent to the address we have on file. Select [this link](#) for more help with completing this form.

- I have an EIN and I am an employee of a business or organization that has an EIN
- I do NOT have an SSN and I work outside the U.S. for a business or organization that has an EIN
- I am Self-Employed with an EIN and receive a W-2 under this EIN
- I am Self-Employed with an EIN and do NOT receive a W-2 under this EIN
- I am Self-Employed and my earnings are reported on IRS Schedule SE (Self-Employment Earnings)
- I am a Household Employer and have an EIN
- I am a Volunteer for an organization that has an EIN

Employer Identification Number (EIN):

(If you do NOT have an EIN then leave this field blank.)

Business or Organization Name:

You may add the name here, but it does not change the name on Internal Revenue Service (IRS) records.

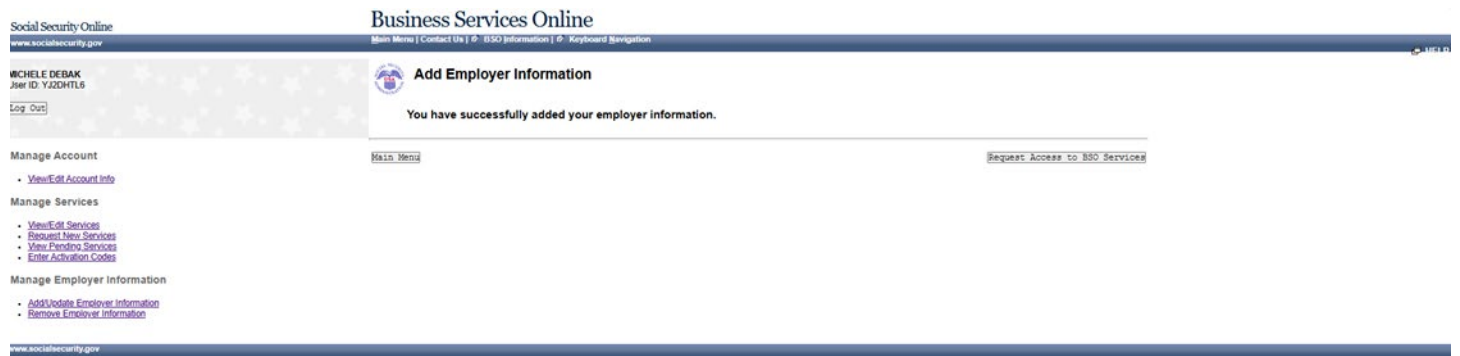
STEP 6: Select the radio button beside the description that best describes you and enter the Employer Identification Number (EIN) and Business or Organization Name.

TIPS

- ◆ Do not enter dashes in the EIN.

- ◆ **If you do not have an EIN, leave the EIN field blank.**

STEP 7: The look-up button may be used to retrieve the name of the business or organization that the IRS has provided to SSA to help you verify that the entered EIN is yours. You may edit the name, but it does not change the name on Internal Revenue Service (IRS) records. Select the **Submit Employer Information** button to process the employer information. The system displays the Add Your Employer Information Successful page. (Select the **Cancel** button to return to the BSO Main Menu page. To return to the BSO Welcome page, select the **Log Out** button.)



STEP 8: Select the **Request Access to BSO Services** button to select services you need to access. The system displays the Request Access to BSO Services page. (Select the **Main Menu** button to return to the BSO Main Menu page. To return to the BSO Welcome page, select the **Log Out** link.)

LESSON 14: UPDATE EMPLOYER INFORMATION

Follow the instructions below to update employer information. To change your Employer Identification Number (EIN) you must first "Remove Your Employer Information" which will deactivate all active services with this employer and then re-request services by selecting the [Request New Services](#) link under the Manage Services section on the left navigation panel.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

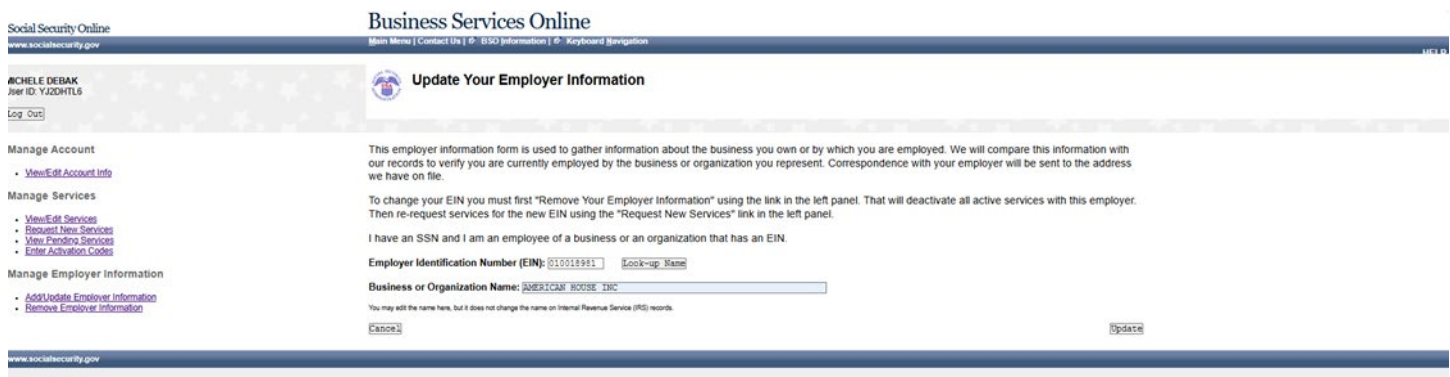
STEP 2: Select the **Sign in** button on the BSO Welcome page.

NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.



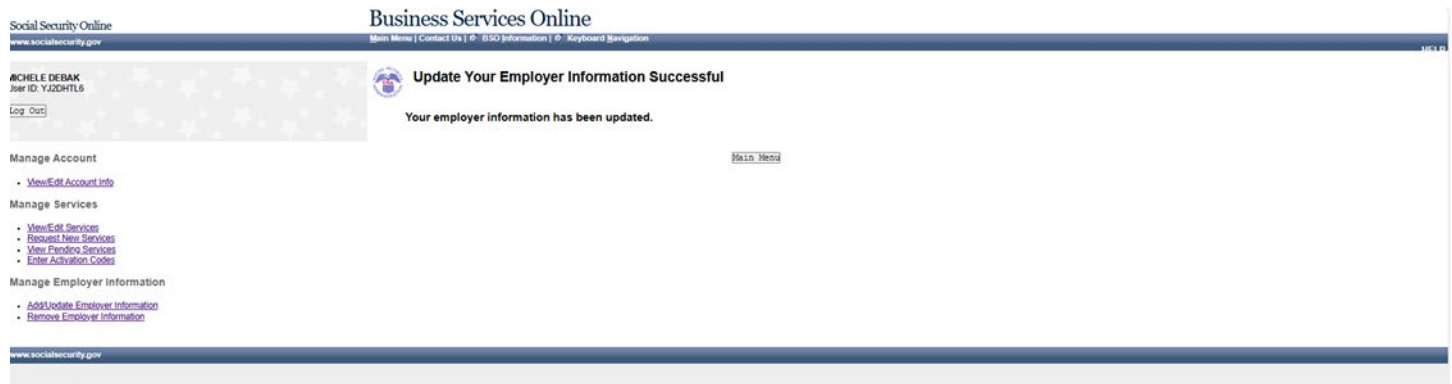
STEP 3: Select the [Add/Update Employer Information](#) link from the left navigation panel. The system displays the Update Your Employer Information page. (Select the Logout button to return to the BSO Welcome page.)



STEP 4: Change any information and select the **Update** to submit the changes. The system displays the Update Your Employer Information Successful page. (Select the **Cancel** button to return to the BSO Main Menu page without submitting any changes).

NOTE

Changing the EIN will deactivate all active services with this employer. To request services for this different employer, select the [Request New Services](#) link under the Manage Services section on the left navigation panel.



STEP 5: Select the **Main Menu** button to return to the BSO Main Menu.

LESSON 15: REMOVE EMPLOYER INFORMATION

Follow the instructions below to remove employer information. Removing this employer information will cause the services for this employer to be deactivated.

STEP 1: Point your browser to the BSO Welcome page: www.socialsecurity.gov/bsowelcome.htm.

STEP 2: Select the **Sign in** button on the BSO Welcome page.

NOTE

The menu selection on your BSO Main Menu is unique to you and presents only the applications and services to which you have access.



STEP 3: Under the Manage Employer Information section of the left navigation panel, select the [Remove Employer Information](#) link. The system displays the Remove Your Employer Information page. (Select the Logout button to return to the BSO Welcome page.)



STEP 4: Select the **Remove Employer** button to submit the changes. The system displays the Remove Your Employer Information Successful page. (Select the **Cancel** button to return to the BSO Main Menu page without removing the employer.)

NOTE

Removing this employer information will cause the listed services to be deactivated.

MICHELE DEBAK

User ID: YJZDHTL6

[Log Out](#)



Remove Your Employer Information Successful

Your employer information has been removed and all access to services associated with that employer has been deactivated.

Select "Request Access to BSO Services" to request access to business services online and add new employer information, if required

[BSO Main Menu](#)

[Request Access to BSO Services](#)

Manage Account

[View/Edit Account Info](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

[Add/Update Employer Information](#)

STEP 5: Select the **Request Access to BSO Services** button to request new services for a different employer. To return to the BSO Main Menu, select the **BSO Main Menu** button.