



## BSO Tutorial for Tax Year 2008

# Registration Services

Contains the following lessons:

- Registration for [Domestic Registrants](#) and [Foreign Registrants](#)
- [Complete Phone Registration](#)
- Access to BSO Services: [Request](#), [Activate](#), [Re-Request](#), and [Remove](#) Access
- [Login](#) and [Logout](#) Procedures
- [Change](#) and [Forgotten](#) Passwords
- [Update Your Registration Information](#)
- [User ID Deactivation](#)
- [Contact SSA](#)

**LESSON 1: REGISTRATION FOR DOMESTIC REGISTRANTS**

Follow the instructions below to register for a User ID and password if you are a domestic registrant.

**STEP 1:** Point your browser to the Business Services Online (BSO) Welcome page:

[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

**STEP 2:** Select the **Register** button on the Business Services Online Welcome page. The system displays the Registration Attestation page.

Social Security OnlineBusiness Services Online

www.socialsecurity.govBSO Welcome | BSO Information | Contact Us | Keyboard Navigation



## Registration Attestation

[HELP](#)

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

DON'T USE YOUR BROWSER'S BACK BUTTON

**Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.**

**Please read the following information about registering to use Business Services Online.**

Please select the link below to read about SSA's legal authority for collecting information.

[Paperwork Reduction Act Statement](#)

**Registering for Business Services**

To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.

Upon successful registration, you will have your User ID and password.

You may update your registration information or change your password at any time. Your User ID will expire if you do not change your password at least once a year. The system will display your password expiration date. If you provide an e-mail address during the registration process, you will receive an e-mail notification when your User ID is about to expire.

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

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**User Certification for SSA Business Services Online**

I certify that:

- I am currently employed by the employer associated with my registration and am authorized to conduct business on behalf of the employer.

OR

I am registering as the employer of an individual or individuals who work(s) for me in my household.

OR

I am registering as a self-employed individual.

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.

---

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

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**.

www.socialsecurity.govBSO Welcome | BSO Information | Contact Us | Keyboard Navigation

**STEP 3:** Select the **I Accept** button after reading and agreeing to the conditions stated on the Registration Attestation page. The system displays the Registration for the BSO form. (Selecting the **I Do NOT Accept** button will display the Business Services Online Welcome page.)

**STEP 4:** Complete the Registration for Business Services Online form.

Social Security Online  
www.socialsecurity.gov
Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation
BSO HELP

### Registration for Business Services Online

BSO Welcome > Registration

**Online Services Availability**

- Monday-Friday: 8 AM - 1 AM EST
- Saturday: 8 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DONT USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

Please enter Name and SSN as they appear on your Social Security Card. If you do NOT have an SSN then leave this field blank. [More info.](#)

Please enter a U.S. Residence Address. [More Info](#) [More info.](#)

Remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password. [More info.](#)

Choose your password: Your User ID and password are required to access Business Services Online. Your Password must be 8 characters long and be a combination of letters and numbers. Passwords are NOT case sensitive. Do not use special characters. [More info.](#)

Form Approved: OMB No. 0960-0626  
Expiration date: 09/30/2009

Information about you: Since you are requesting a User ID, we will need to gather some information about you. The information you provided will be compared with our records in order to verify your identity. Select [this link](#) for more help with completing this form.

**First Name:**  
 **Middle Name:** (Optional)  
 **Last Name:**  
 **Suffix** (Jr, Sr, II, III, IV): (Optional)  
**U.S. 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):  
**Permanent Address Line 1:**  
**Permanent Address Line 2:** (Optional)  
**City:**  
**Country:** United States  
**State Abbreviation** (for U.S.) / **Province:**  
**ZIP** (for U.S.) / **Postal Code:** **ZIP Extension** (for U.S.): (Optional)  
**Phone Number:**  
**Phone Extension:** (Optional)  
**Fax Number:** (Optional)  
**E-mail:**  
(Needed to notify you about registration and other updates.)

The answers to the five questions below will be required if you forget your password to verify your identity and allow you to select a new password.

Select a Question  
 Select a Question  
 Select a Question  
 Select a Question  
 Select a Question

**Enter Password:** (not case sensitive)  
**Reenter Password:** (not case sensitive)

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.

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

**TIPS**

- **Fields that are not required are marked with (Optional).**
- **An e-mail reminder to change your password will be sent two weeks before your password expires when a valid mandatory e-mail address is provided.**
- **Do not use punctuation in any field. This includes dashes in phone numbers.**
- **The Help button, which is located at the top of each page, links to additional help for each section.**
- **Passwords must be eight characters long and contain numbers and letters. Please remember your password.**

**STEP 5:** Select the **Register** button to process the registration form. The system displays the Successful Registration page for your User ID. (To return to the Business Services Online Welcome page without registering, select the **Cancel** button.)



*If any of your information is incorrect, the system re-displays the Registration for Business Services Online form with a list of any corrections you need to make before you can successfully register. If this occurs, make the necessary corrections and/or make the appropriate selections. Then, select the **Register** button. The system displays the Successful Registration page for your User ID.*

The screenshot shows the 'Successful Registration' page for Business Services Online. The header includes 'Social Security Online' and 'Business Services Online' with navigation links for 'BSO Welcome', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area displays the message 'Your registration request was successful.' and provides the User ID '3E5TG6Y6'. It also includes instructions on how to secure the User ID and when the password will expire (11/25/2008). A yellow warning box states 'DON'T USE YOUR BROWSER'S BACK BUTTON'. At the bottom, there are 'BSO Welcome' and 'Login' buttons, and contact information for customer support.

**Social Security Online** **Business Services Online**  
www.socialsecurity.gov BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

**Successful Registration** [HELP](#)

BSO Welcome > Registration > Successful Registration

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**Your registration request was successful.**

Your User ID for Business Services Online is:

**3E5TG6Y6**

**Please secure this User ID for your future use. You will need this ID and your password to access Business Services Online.**

Your password will expire on **11/25/2008**  
You must change your password before this date to prevent it from expiring.

To request access you must log in and select the "Account Maintenance", "Request Access to BSO Services" options.

BSO Welcome Login

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**.

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

**STEP 6:** Select the **Login** button to continue. The system displays the General Login Attestation page. Refer to [Lesson 8: Login Procedures](#) for information on how to log in to BSO.

(To return to the Business Services Online Welcome page, select the **BSO Welcome** button.)

## LESSON 2: REGISTRATION FOR FOREIGN REGISTRANTS

Follow the instructions below to register for a User ID and password if you do not have an SSN and you have a foreign address.

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

**STEP 2:** Select the **Register** button on the Business Services Online Welcome page. The system displays the Registration Attestation page.

Social Security Online
Business Services Online

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

Registration Attestation
HELP

[BSO Welcome](#) > Registration Attestation

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**Please read the following information about registering to use Business Services Online.**

Please select the link below to read about SSA's legal authority for collecting information.

[Paperwork Reduction Act Statement](#)

**Registering for Business Services**

To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.

Upon successful registration, you will have your User ID and password.

You may update your registration information or change your password at any time. Your User ID will expire if you do not change your password at least once a year. The system will display your password expiration date. If you provide an e-mail address during the registration process, you will receive an e-mail notification when your User ID is about to expire.

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

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**User Certification for SSA Business Services Online**

I certify that:

- I am currently employed by the employer associated with my registration and am authorized to conduct business on behalf of the employer.

OR

I am registering as the employer of an individual or individuals who work(s) for me in my household.

OR

I am registering as a self-employed individual.

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may ban me and/or the company I represent from the use of these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.

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

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**.

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

**STEP 3:** Select the **I Accept** button after reading and agreeing to the conditions stated on the Registration Attestation page. The system displays the Registration for Business Services Online form.

(To return to the BSO Main Menu page, select the **I DO NOT Accept** button.)

**Business Services Online**

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

**Registration for Business Services Online** [BSO HELP](#)

Form Approved: OMB No. 0960-0626  
Expiration date: 09/30/2009

Information about you: Since you are requesting a User ID, we will need to gather some information about you. The information you provided will be compared with our records in order to verify your identity. Select [this link](#) for more help with completing this form.

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

Please enter Name and SSN as they appear on your Social Security Card. If you do NOT have an SSN then leave this field blank. [More info.](#)

Please enter a U.S. Residence Address. [More Info](#) [More info.](#)

Remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we cannot access your password. [More info.](#)

Choose your password: Your User ID and password are required to access Business Services Online. Your Password must be 8 characters long and be a combination of letters and numbers. Passwords are NOT case sensitive. Do not use special characters. [More info.](#)

First Name:

Middle Name:  (Optional)

Last Name:

Suffix (Jr, Sr, II, III, IV):  (Optional)

U.S. 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):

Permanent Address Line 1:

Permanent Address Line 2:  (Optional)

City:

Country:

State Abbreviation (for U.S.) / Province:

ZIP (for U.S.) / Postal Code:  ZIP Extension (for U.S.):  (Optional)

Phone Number:

Phone Extension:  (Optional)

Fax Number:  (Optional)

E-mail:  (Needed to notify you about registration and other updates.)

The answers to the five questions below will be required if you forget your password to verify your identity and allow you to select a new password.

Select a Question

Enter Password:  (not case sensitive)

Reenter Password:  (not case sensitive)

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.

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

**STEP 4:** Complete the Registration for Business Services Online form.

**TIPS**

- **Fields that are not required are marked with (Optional).**
- **An e-mail reminder to change your password will be sent two weeks before your password expires when a valid mandatory e-mail address is provided.**
- **Do not use punctuation in any field.**
- **The Help button, which is located at the top of each page, links to additional help for each section.**
- **Passwords must be eight characters long and contain numbers and letters.**  
**Please remember your password.**

**STEP 5:** Select the **Register** button to process the registration form. The system re-displays the Registration for Business Services Online form with a list of any corrections you need to make before you can successfully register.

**STEP 6:** Select the **Register** button to process the registration form. The system displays the Successful Registration page for your User ID. (To return to the Business Services Online Welcome page without registering, select the **Cancel** button.)

**Social Security Online** **Business Services Online**  
www.socialsecurity.gov BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

**Successful Registration** [HELP](#)

[BSO Welcome](#) > [Registration](#) > Successful Registration

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**Your registration request was successful.**

Your User ID for Business Services Online is:  
**3E5TG6Y6**

**Please secure this User ID for your future use. You will need this ID and your password to access Business Services Online.**

Your password will expire on **11/25/2008**  
You must change your password before this date to prevent it from expiring.

To request access you must log in and select the "Account Maintenance", "Request Access to BSO Services" options.

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**.

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

**STEP 7:** Select the **BSO Welcome** button to exit this page. The system displays the Business Services Online Welcome page.



*If you register without providing a U.S. Social Security Number (SSN), additional authentication will be required before you can use BSO.*

## LESSON 3: COMPLETE PHONE REGISTRATION

New users may have to complete their online registration by speaking with an Employer Customer Service representative. Follow the instructions below to complete your phone registration after speaking with Employer Customer Service personnel.

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

**Social Security Online** **Business Services Online**  
 www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

**Complete Phone Registration** [BSO HELP](#)

BSO Welcome > Complete Phone Registration

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

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

Enter your Social Security number or leave blank if you Do NOT have an SSN.

Your password must be at least 8 characters long and be a combination of letters and numbers. For example, there must be at least 1 letter and 1 number in your password. Passwords are NOT case sensitive. Do Not use special characters.

User ID:

First Name:

Last Name:

U.S. Social Security Number:  (If you do NOT have an SSN leave this field blank.)

Date of Birth (MMDDYYYY):

Enter Password:

Re-enter Password:

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.

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

**STEP 3:** Enter the appropriate fields on the Business Services Online Complete Phone Registration page.



*U.S. SSN may not be a required field, depending on how you intend to register.*

**STEP 4:** Select the **Complete Phone Registration** button. The system displays a message confirming that your phone registration is complete. (To return to the Business Services Online Welcome page without completing the registration process, select the **Cancel** button.)

**STEP 5:** Select the **Login** button to display the Log In to BSO page. Otherwise, select the **BSO Welcome** button to display the Business Services Online Welcome page.

## LESSON 4: REQUEST ACCESS TO BSO SERVICES

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

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bso/bsowelcome.htm](http://www.socialsecurity.gov/bso/bsowelcome.htm).

**STEP 2:** Select the **Login** button on the Business Services Online Welcome page. The system displays the Log In to BSO page.

Social Security Online  
 www.socialsecurity.gov

Business Services Online  
 BSO Welcome | BSO Information | Keyboard Navigation

Log In to BSO [BSO HELP](#)

BSO Welcome > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

[Need to complete your phone registration?](#)

User ID:   
 (formerly referred to as PIN)

Password:  [Forgot your password?](#)  
 (not case sensitive)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

**By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.**

I Accept

Cancel Login

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.

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

**STEP 3:** Enter your User ID and password.

**STEP 4:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** 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.*

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO [Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

### Main Menu

Welcome, PATRICIA ORTALE  
Your password expires on **February 26, 2008**

Account Maintenance

- Request, activate or remove access to services
- Re-request or deactivate access to services
- Change your password

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**.

[LOGOUT](#) | [HELP](#)

www.socialsecurity.gov
BSO [Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**STEP 5:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation



[BSO Main Menu](#) > Account Maintenance Menu

## Account Maintenance

[LOGOUT](#) | [HELP](#)

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

DONT USE YOUR BROWSER'S BACK BUTTON

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**[Request Access To BSO Services](#)**  
 Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**[Deactivate Your User ID](#)**  
 Deactivate your user identification and disable your access to BSO services.

**[Change Your Password](#)**  
 Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**[Update Your Registration Information](#)**  
 Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

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**.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 6:** Select the Request Access to BSO Services link to display the Request Access to BSO Services page.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

**[Request Access To BSO Services](#)**

Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

DON'T USE YOUR BROWSER'S BACK BUTTON

### Request Access to BSO Services

BSO Main Menu > Account Maintenance Menu > Request Access

[LOGOUT](#) | [BSO HELP](#)

**Select Service Suite**

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**  
Allows use of one or more of the following services:

- Reporting Wages to Social Security
- View File/Wage Reports Status, Errors, and Error Notices **without** Name / SSN Errors
- View File/Wage Reports Status, Errors, and Error Notices **with** Name / SSN Errors

AND/OR

**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.

SSA Services Suite for Attorneys:

**Form SSA-1694 Business Taxpayer Information**  
Allows attorneys or authorized representatives to register with Social Security for Form SSA-1694 Request for Business Entity Taxpayer Information and perform the following functions:

- Complete Form SSA-1694 Business Taxpayer Information
- Update Form SSA-1694 Business Taxpayer Information

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**.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 7:** The Employer Services Suite is the first step of the BSO Request Access Wizard and will allow the request of access to the Employer Service Suite of services. Select the checkbox(es) for the service(s) to which you are requesting access.

NOTE

*If you do not see an option for a particular function, you may (1) have access already, (2) have requested access recently, or (3) not have the required permissions to gain access.*

Social Security Administration

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Social Security Online **Business Services Online**

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

 **Request Access to BSO Services** [LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Request Access Page 2 of 4

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Viewing basic submission status provides a limited general status (receipt of submission). For viewing of File/Wage status, Errors and Error Notices with or without Name/SSN Errors, access must be requested on the "Request Access to BSO, View File/Wage Status, Errors and Error Notices" page that follows.

**Report Wages to Social Security**

Do you want to report wages to Social Security?

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

- 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 basic submission status.

Yes

No

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 1-800-325-4778.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 8:** Request access to Report Wages to Social Security by selecting the “Yes” radio button and the “Next” button.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation



## Request Access to BSO Services

[LOGOUT](#) | [HELP](#)

BSO Main Menu > Account Maintenance Menu > Request Access
Page 2 of 3

**Online Services Availability**

- Monday-Friday: 5 AM - 11 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

### View File / Wage Report Status, Errors and Error Notices

View File / Wage Report Status service allows you to view the processing status of wage information submitted by or for your employer. This service also allows you to review any errors the Social Security Administration found in the submitted information, and any error notices the Social Security Administration sent to your employer. You can choose whether the errors and error notices you review include information about Name / SSN errors.

Access to review wage information **with** or **without** Name / SSN errors requires obtaining an activation code which may take up to 2 weeks. The activation notice for reviewing wage information status **without** Name / SSN errors is sent directly to you. Access to review wage information **with** Name / SSN errors involves a more rigorous process and requires preauthorization from your employer. If access is requested **with** Name / SSN errors, your employer will be notified via first class mail to the address we have on record, usually within 2 weeks. The notice will include an activation code which is needed to activate your request. You must then return to the BSO web site and enter the activation code.



I do NOT want any additional Submission Information. Basic Submission Status is included with "Report Wages to Social Security".

I request access to View File / Wage Report Status, Errors and Error Notices **without** Name / SSN errors.

I request access to View File / Wage Report Status, Errors and Error Notices **with** Name / SSN errors.

<< Previous
Next >>

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**.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 9:** Request desired view of File/Wage Report Status by selecting one of the radio buttons and the “Next” button.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation



**Request Access to BSO Services**

[BSO Main Menu](#) > [Account Maintenance Menu](#) > [Request Access](#)

[LOGOUT](#) | [BSO HELP](#)

Page 4 of 5

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**DON'T USE YOUR BROWSER'S BACK BUTTON**

[Proper Use of Social Security Number Verification Service](#)

**Social Security Number Verification Service (SSNVS)**

**Do you want to verify Social Security Numbers Online?**

Requesting access for the Social Security Number Verification Service will allow you to complete an online form or to submit files to request verification of names and Social Security Numbers of employees of the company for which you work or of the company that has hired you to perform this service.

 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.

Yes  
 No

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 1-800-325-4778.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 10:** Request access to Social Security Number Verification Services (SSNVS) by selecting the “Yes” radio button and the “Next” button. The system will display the Request Summary on the Request Access to BSO Services page

Social Security Online **Business Services Online**

www.socialsecurity.gov [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

 **Request Access to BSO Services** [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Request Access

**Request Summary**

**Online Services Availability**

- Monday-Friday: 5 AM - 11 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DONT USE YOUR BROWSER'S BACK BUTTON**

**You have selected the following functions:**

- Report Wages to Social Security
- View File / Wage Report Status, Errors and Error Notices without 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.

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**.

www.socialsecurity.gov [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**STEP 11:** Review the list of functions selected and select the “Confirm” button to confirm the selections. The system displays the Request Access to BSO Services Confirmation page.

Social Security Online
Business Services Online

[www.socialsecurity.gov](#)
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

### Request Access to BSO Services Confirmation

[LOGOUT](#) | [BSO HELP](#)

BSO Main Menu > Account Maintenance Menu > Request Access to BSO Services > Request Access to BSO Services Confirmation

**Your request for access to the services and tasks listed below was received on June 27, 2008.**

Please print this for your records.

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

DON'T USE YOUR BROWSER'S BACK BUTTON

Activation codes add a layer of security to the employer and employee using Business Services Online. If the service you requested requires an activation code, you will not be able to use this service until you receive this code. Activation codes are usually received within 2 weeks.

To enable your services when your activation code arrives, select Account Maintenance from the BSO Main Menu and then select the Activate Access to BSO Services link.

[Proper Use of Social Security Number Verification Service](#)

**Report Wages to Social Security**  
 Your may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Report Wages to Social Security."

**Form SSA-1694 Request for Business Entity Taxpayer Information**  
 Your may begin to use this service immediately. To do that, select "BSO Main Menu" below. Then, on the BSO Main Menu page, select "Form SSA-1694 Request for Business Entity Taxpayer Information."

**View Name and Social Security Number Errors with Name / SSN Errors**  
 Your activation code has been sent by first class mail to the address we have on record for your employer (TEST, MD). Once you have received the code and activated this service, you may access "View Name and Social Security Number Errors with Name / SSN Errors" from the BSO Main Menu page (see activation information at left of this screen).

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

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**.

[www.socialsecurity.gov](#)
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

The confirmation screen shows what functions were selected, which are active immediately and which require activation codes. Activation codes will be mailed and usually received within two weeks.

**STEP 12:** Select the BSO Main Menu button to return to the BSO Main Menu.

## LESSON 5: ACTIVATE ACCESS TO BSO SERVICES

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bos/bsowelcome.htm](http://www.socialsecurity.gov/bos/bsowelcome.htm).

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

Social Security Online  
 www.socialsecurity.gov

Business Services Online  
 BSO Welcome | BSO Information | Keyboard Navigation

Log In to BSO [BSO HELP](#)

BSO Welcome > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

[Need to complete your phone registration?](#)

User ID:   
 (formerly referred to as PIN)

Password:  [Forgot your password?](#)  
 (not case sensitive)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

**By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.**

I Accept

Cancel Login

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.

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

**STEP 3:** Enter your User ID and password.

**STEP 4:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main

Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.) Enter your User ID and password.



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

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

DON'T USE YOUR BROWSER'S BACK BUTTON

### Main Menu

[LOGOUT](#) | [HELP](#)

Welcome, PATRICIA ORTALE  
Your password expires on **February 26, 2008**

**Report Wages**  
Submit, download or process W2s and W2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

**Account Maintenance**  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

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**.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 5:** Select the Account Maintenance link to display the Account Maintenance menu.

**Social Security Online** **Business Services Online**  
www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Account Maintenance** [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > Account Maintenance Menu

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**Request Access To BSO Services**  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**Activate Access To BSO Services**  
Enter activation code(s) to gain full access to requested BSO service(s).

**Remove Access To BSO Services**  
Disable your access to BSO services.

**Deactivate Your User ID**  
Deactivate your user identification and disable your access to BSO services.

**Change Your Password**  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**Update Your Registration Information**  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

[BSO Main Menu](#)

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**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 6:** Select the **Activate Access to BSO Services** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

**Activate Access To BSO Services**  
Enter activation code(s) to gain full access to requested BSO service(s).

The system displays the Activate Access to BSO Services page.

Social Security Online  
www.socialsecurity.gov

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

Activate Access to BSO Services  
LOGOUT | HELP

BSO Main Menu > Account Maintenance Menu > Activate Access

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Please enter the activation code for any service for which you have requested access and received an activation code. Activation codes may only be entered one at a time.

If you have received more than one activation code you will have the option to enter the remaining codes upon the successful or unsuccessful activation of each code entered.

Enter Your activation code: U5W6HBPA

Cancel Activate

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.

www.socialsecurity.gov  
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 7:** Enter the activation code in the Enter Your Activation Code field, and select the **Activate** button. The system displays the Activation Code Approved page. (To return to the BSO Main Menu, select the **Cancel** button.)

Social Security Online **Business Services Online**

www.socialsecurity.gov [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

 **Activation Code Approved** [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > [Activate Access](#) > Activate Access Successful

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

**Your request to View File/Wage Report Status, Errors, and Error Notices has been approved.**

Please select the "Enter Activation Code" button to enter another activation code, or select the "[BSO Main Menu](#)" button to access View File/Wage Report Status, Errors, and Error Notices.

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**.

www.socialsecurity.gov [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**STEP 8:** Select the **BSO Main Menu** link or button to return to the BSO Main Menu. The BSO Main Menu should display the newly activated service. Otherwise, select the **Enter Another Activation Code** link to enter another activation code.

## LESSON 6: 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 Business Services Online Welcome page:  
[www.socialsecurity.gov/bso/bsowelcome.htm](http://www.socialsecurity.gov/bso/bsowelcome.htm).

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

**Social Security Online** **Business Services Online**  
 www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

**Log In to BSO** [BSO HELP](#)

[BSO Welcome](#) > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

[Need to complete your phone registration?](#)

User ID:   
(formerly referred to as PIN)

Password:  [Forgot your password?](#)  
(not case sensitive)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

**By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.**

I Accept

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.

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

**STEP 3:** Enter your User ID and password.

**STEP 4:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO [Main Menu](#) | BSO [Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

**Main Menu** [LOGOUT](#) | [HELP](#)

Welcome, PATRICIA ORTALE  
Your password expires on **February 26, 2008**

**[Account Maintenance](#)**

- Request, activate or remove access to services
- Re-request or deactivate access to services
- Change your password

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**.

www.socialsecurity.gov
BSO [Main Menu](#) | BSO [Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**STEP 5:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online  
www.socialsecurity.gov

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

Account Maintenance [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > Account Maintenance Menu

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DONT USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**Request Access To BSO Services**  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**Re-Request Activation Codes**  
Re-request activation code(s) if you have not received or have misplaced them.

**Remove Access To BSO Services**  
Disable your access to BSO services.

**Deactivate Your User ID**  
Deactivate your user identification and disable your access to BSO services.

**Change Your Password**  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**Update Your Registration Information**  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

[BSO Main Menu](#)

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**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 6:** Select the **Re-Request Activation Codes** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

#### **Re-Request Activation Codes**

Re-request activation code(s) if you have not received or have misplaced them.

The system displays the Re-Request Activation Codes page.

Social Security Online  
www.socialsecurity.gov
Business Services Online

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Select this link for more information regarding the [Proper Use of Social Security Number Verification Service](#)

### Re-Request Activation Codes

[LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Re-Request Activation Codes

You have previously requested access to the services below. If you have not received, or have misplaced your activation code(s), you may re-request them here. If it has not been at least 10 days since you requested the access, 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 access, you will need to re-request access via the [Request Access to BSO Services](#) option.

**View File/Wage Report Status, Errors, and Error Notices with Name / SSN Errors**

- Review the status of wage files and/or wage reports submitted by or for your company.
- Review the errors, including Name/Social Security Number mismatches, found by Social Security in wage files submitted by or for your company, and
- Review error notices, including Name/Social Security Number Mismatch notices, sent by Social Security about wage files submitted by or for your company.

*\*Access to this service involves a more rigorous process and requires pre-authorization from your employer. If it has been 2 weeks since you requested this access and you have not yet received your activation code from your employer, please check with your employer first before re-requesting another activation code.*

**Social Security Number Verification Service (SSNVS)**

- Complete an online form or submit files to request verification of names and Social Security Numbers of employees of the company for which you work or of the company that has hired you to perform this service.

*\*Access to this service involves a more rigorous process and requires pre-authorization from your employer. If it has been 2 weeks since you requested this access and you have not yet received your activation code from your employer, please check with your employer first before re-requesting another activation code.*

Cancel
Re-Request

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 **1-800-325-4778**.

www.socialsecurity.gov
[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**STEP 7:** Select the checkbox (es) of the service(s) you recently requested.

**STEP 8:** Select the **Re-Request** button. The system displays the Re-requested Activation Codes Confirmation page.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Online Services Availability**

- Monday-Friday: 5 AM - 11 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

DON'T USE YOUR BROWSER'S BACK BUTTON

**An activation code enables the functionality associated with the requested BSO service. The activation code also adds an additional layer of security to either the employer or the employee using the service(s). Functionality is not enabled until the registered user activates the service using the activation code(s) received in the mail. Activation codes are usually received within 2 weeks.**

**To enable your services when your activation code arrives, select Account Maintenance from the BSO Main Menu and then select the Activate Access to BSO Services link.**

[LOGOUT](#) | [HELP](#)

## Re-Request Activation Codes Confirmation

BSO Main Menu > Account Maintenance Menu > Request Access to BSO Services > Re-Request Activation Codes Confirmation

**Your re-request was received on Jul 13, 2007.**

Please print this for your records.

**View Name and Social Security Number Errors with Name / SSN Errors**  
 Your activation code has been sent by first class mail to the address we have on record for your employer. (Crofton, MD)

**Social Security Number Verification Service**  
 Your activation code has been sent by first class mail to the address we have on record for your employer. (Crofton, MD)

BSO Main Menu

Re-Request Another Activation Code

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**.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 9:** Select the BSO Main Menu button to return to the BSO Main Menu. Select the **Re-Request Another Activation Code** button to return to the Re-Request Activation Codes page.

## LESSON 7: REMOVE ACCESS TO BSO SERVICES

Follow the instructions below to remove access to BSO services. Use this option if you no longer need to use a service in BSO.

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

Social Security Online  
 www.socialsecurity.gov

Business Services Online  
 BSO Welcome | BSO Information | Keyboard Navigation

Log In to BSO [BSO HELP](#)

BSO Welcome > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

[Need to complete your phone registration?](#)

User ID:   
(formerly referred to as PIN)

Password:  [Forgot your password?](#)  
(not case sensitive)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

**By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.**

I Accept

Cancel Login

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.

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

**STEP 3:** Enter your User ID and password.

**STEP 4:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

Social Security Online
Business Services Online

www.socialsecurity.gov
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**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

### Main Menu

[LOGOUT](#) | [HELP](#)

Welcome, PATRICIA ORTALE  
Your password expires on **February 26, 2008**

**[Report Wages](#)**  
Submit, download or process W2s and W2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

**[Account Maintenance](#)**  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

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**.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 5:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online  
www.socialsecurity.gov

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

Account Maintenance [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > Account Maintenance Menu

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DONT USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**[Request Access To BSO Services](#)**  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**[Re-Request Activation Codes](#)**  
Re-request activation code(s) if you have not received or have misplaced them.

**[Remove Access To BSO Services](#)**  
Disable your access to BSO services.

**[Deactivate Your User ID](#)**  
Deactivate your user identification and disable your access to BSO services.

**[Change Your Password](#)**  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**[Update Your Registration Information](#)**  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

[BSO Main Menu](#)

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**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 6:** Select the **Remove Access to BSO Services** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

**[Remove Access To BSO Services](#)**  
Disable your access to BSO services.

The system displays the Remove Access to BSO Services page.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

DON'T USE YOUR BROWSER'S BACK BUTTON

[LOGOUT](#) | [BSO HELP](#)

### Remove Access to BSO Services

To remove access to BSO Services please select the services(s) that you would like to remove.

- Form SSA-1694 Request for Business Entity Taxpayer Information**  
 Law firms, partnerships, corporations, and multi-member LLCs/LLPs that have attorneys and/or non-attorney representatives as partners or employees who receive direct payment must provide us with taxpayer identification information for that business entity using the Business Taxpayer Information Form. You will be able to:
  - Complete a Business Taxpayer Information Form
  - Update a Business Taxpayer Information Form
- View File / Wage Report Status, Errors, and Error Notices with Name / SSN Errors**  
  - Review the status of wage files and/or wage reports submitted by or for your company,
  - Review the errors, including Name/Social Security Number mismatches, found by Social Security in wage files submitted by or for your company, and
  - Review error notices, including Name/Social Security Number Mismatch notices, sent by Social Security about wage files submitted by or for your company.
- Social Security Number Verification Service (SSNVS)**  
  - Complete an online form or submit files to request verification of names and Social Security Numbers of employees of the company for which you work or of the company that has hired you to perform this service.
- Report Wages to Social Security**  
  - 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 resubmission requests, and
  - View basic submission status.

Cancel
Remove

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**.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 7:** 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.

Social Security Administration

Page 35

The screenshot shows the Social Security Business Services Online (BSO) interface. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background with a blue sidebar on the left. The sidebar contains 'Online Services Availability' with a list of hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). Below the sidebar is a yellow box with the text 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area features a large heading 'Remove Access to BSO Services Successful' and a 'LOGOUT | BSO HELP' link. A breadcrumb trail reads 'BSO Main Menu > Account Maintenance Menu > Remove Access > Remove Access to BSO Services Successful'. The main text explains that the request to remove access to Report Wages, SSNVS, View File/Wage Report Status, Errors, and Error Notices with Name/SSN Errors and Form SSA-1694 Request for Business Entity Taxpayer Information was successful. It also mentions a 'Request Access to BSO Services' option. At the bottom of the main content area, there are two buttons: 'BSO Main Menu' and 'Deactivate Another Service'. A footer section contains contact information: '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.' The bottom navigation bar is identical to the top one.

**STEP 8:** Select the **BSO Main Menu** button to go to the BSO Main Menu. Select the **Deactivate Another Service** button to return to the Remove Access to BSO Services page.

## LESSON 8: LOGIN PROCEDURES

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

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

Social Security Online  
 www.socialsecurity.gov

Business Services Online  
 BSO Welcome | BSO Information | Keyboard Navigation

Log In to BSO [BSO HELP](#)

BSO Welcome > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

[Need to complete your phone registration?](#)

User ID:   
(formerly referred to as PIN)

Password:  [Forgot your password?](#)  
(not case sensitive)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

**By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.**

I Accept

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.

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

**STEP 3:** Enter your User ID and password.

**STEP 4:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

Social Security Online  
www.socialsecurity.gov
Business Services Online

[BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK  
BUTTON**

### Main Menu

[LOGOUT](#) | [HELP](#)

Welcome, JANE DOE  
Your password expires on **March 16, 2008**

**[Report Wages To Social Security](#)**  
Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

**[View File / Wage Report Status with Name / SSN Errors](#)**  
View report status, errors and notice information

**[Social Security Numbers Verification Service](#)**  
Request online SSN verification  
Submit files for SSN verification

**[Account Maintenance](#)**  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

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

www.socialsecurity.gov

[BSO Welcome](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

## LESSON 9: LOGOUT PROCEDURES

Follow the instructions below to log out of BSO.

**STEP 1:** Select any **Logout button** where displayed.

The system displays the Log Out of BSO page.

The screenshot shows the 'Log Out of BSO' page. At the top, there is a red banner with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links: 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area has a white background with a light blue sidebar on the left. The sidebar contains 'Online Services Availability' with a list of hours: Monday-Friday: 5 AM - 1 AM EST, Saturday: 5 AM - 11 PM EST, and Sunday: 8 AM - 11:30 PM EST. A yellow box with black text says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area is titled 'Log Out of BSO' and has a 'LOGOUT | HELP' link. Below the title is a question: 'Are you sure you want to log out of Business Services Online?' with two buttons: 'No' and 'Yes'. At the bottom, there is a footer with contact information: '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.' and a dark blue navigation bar with the same links as the top.

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

## LESSON 10: CHANGE YOUR PASSWORD

Passwords must be changed at least once a year in order to maintain an active User Identification Number (User ID). Follow the instructions below to change your password.



### NOTE

*When you provide your e-mail address, the system will send you an e-mail reminder two weeks before your password expires. Refer to [Lesson 12: Update Your Registration Information](#) for information about entering your e-mail address which is mandatory.*

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

Social Security Online  
www.socialsecurity.gov
Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation



BSO Welcome > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

DON'T USE YOUR BROWSER'S  
BACK BUTTON

Effective October 2007, your  
Personal Identification Number (PIN)  
is now referred to as your User ID.

[Need to complete your phone  
registration?](#)

## Log In to BSO

[BSO HELP](#)

User ID:

(formerly referred to as PIN)

Password:

(not case sensitive)

[Forgot your password?](#)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

***By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.***

I Accept

Cancel

Login

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.

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

**STEP 3:** Enter your User ID and password.

**STEP 4:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

**Social Security Online** **Business Services Online**  
www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Main Menu** [LOGOUT](#) | [HELP](#)

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Welcome, JANE DOE  
Your password expires on **March 16, 2008**

**Report Wages To Social Security**  
Submit, download or process W-2s and W-2cs  
View submission status, acknowledge resubmission notices or  
Request resubmission extensions

**View File / Wage Report Status with Name / SSN Errors**  
View report status, errors and notice information

**Social Security Numbers Verification Service**  
Request online SSN verification  
Submit files for SSN verification

**Account Maintenance**  
Request, activate or remove access to services  
Re-request or deactivate access to services  
Change your password

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

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

**STEP 5:** Select the Account Maintenance link to display the Account Maintenance menu.

**Social Security Online** **Business Services Online**  
www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Account Maintenance** [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > Account Maintenance Menu

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your  
**Personal Identification Number (PIN)**  
is now referred to as your **User ID**.

**Request Access To BSO Services**  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**Re-Request Activation Codes**  
Re-request activation code(s) if you have not received or have misplaced them.

**Remove Access To BSO Services**  
Disable your access to BSO services.

**Deactivate Your User ID**  
Deactivate your user identification and disable your access to BSO services.

**Change Your Password**  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**Update Your Registration Information**  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

[BSO Main Menu](#)

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**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 6:** Select the **Change Your Password** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

**Change Your Password**

Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

The system displays the Change Password page

**Social Security Online** **Business Services Online**  
[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Change Password** [LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Change Password

User ID: K8ETBNH3

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**DONT USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

Your new password is valid for 90 days. You will be forced to change your password during the log in process if your password is older than 90 days.

**Input Current Password:**

**Input New Password:**

**Confirm New Password:**

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

- Online services accounts must have a minimum password length of 8 characters.
- Passwords must consist of both alpha and numeric characters. (Length and numbers but NOT special characters.)
- Passwords are NOT case sensitive.

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**.

[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)



*You must change your password at least once a year in order to keep your User ID active.*

**STEP 7:** Enter your current password and new password. Enter your new password again for verification purposes.

**STEP 8:** Select the **Change Password** button. The system displays the Password Change Successful page.

The screenshot shows the 'Business Services Online' interface. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with 'www.socialsecurity.gov' on the left and 'BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation' on the right. The main content area has a white background with a light blue star pattern. On the left, there is a sidebar with 'Online Services Availability' and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. The main content area displays 'Password Change Successful' in large bold text, followed by 'Your password has been successfully changed.' and a 'BSO Main Menu' button. At the bottom, there is a dark blue footer with 'www.socialsecurity.gov' on the left and 'BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation' on the right. A small text block at the bottom center provides contact information: '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.'

## LESSON 11: FORGOTTEN PASSWORDS

BSO allows you to request a new password if you have forgotten your current password. To reduce the possibility of fraud, the new password will be mailed to the last address you provided. Until you receive your new password in the mail, you will not be able to log in to BSO. This functionality is not available to foreign registrants. Follow the instructions below to request a new password.

**STEP 1:** Point your browser to the Business Services Online Welcome page:

[www.socialsecurity.gov/bso/bsowelcome.htm](http://www.socialsecurity.gov/bso/bsowelcome.htm).

**STEP 2:** Select **Login** link from the Business Services Online Welcome page. The system displays the Log In to BSO page.

**Social Security Online** **Business Services Online**  
[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)

**Log In to BSO** [BSO HELP](#)

[BSO Welcome](#) > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

[Need to complete your phone registration?](#)

User ID:   
(formerly referred to as PIN)

Password:  [Forgot your password?](#)  
(not case sensitive)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

**By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.**

I Accept

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.

[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)

**STEP 3:** Select the **Forgot your password?** link on the Log In to BSO page. The system displays the Forgot Password page.

**STEP 4:** The system will prompt you to enter a new password to replace the forgotten password. If you wish to receive a temporary password by mail, select the **Request Password by Mail** button, and proceed to Step 5. Otherwise, proceed to Step 7.

**STEP 5:** Enter your First Name, Last Name, U.S. Social Security Number, and Date of Birth.

Social Security Online  
www.socialsecurity.gov

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

**Request Password by Mail** [BSO HELP](#)

[Request Password by Mail](#) > Request Password by Mail

You have requested to receive a temporary password by mail to replace your forgotten password.

To request a temporary password, enter your First Name, Last Name, Social Security Number (if you have one) and Date of Birth, then select Request Temporary Password.

First Name:

Last Name:

US Social Security Number:

Date of Birth:

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.

www.socialsecurity.gov

BSO Welcome | BSO Information | Keyboard Navigation

**STEP 6:** Select the **Request Temporary Password** button to send the request. The system displays the Request for New Password Successful page. (To return to the Business Services Online Welcome page without sending the request, select the **Cancel** button.)



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

**STEP 7:** Enter the answers to the three randomly selected security questions that you previously supplied answers to. Next, input a new password and confirm that password by entering it a second time. Select the **Submit New Password** button to send the request.

**STEP 8:** The system displays the Forgotten Password Update Successful page. (To return to the Business Services Online Welcome page without sending the request, select the **Cancel** button.).

Social Security Online  
[www.socialsecurity.gov](http://www.socialsecurity.gov)
Business Services Online

[BSO Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#)

Forgot Password
BSO HELP

[BSO Welcome](#) > [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 YOUR FIRST NEPHEW?:

WHAT IS THE NAME OF YOUR FIRST GIRLFRIEND OR BOYFRIEND?:

WHAT IS THE MIDDLE NAME OF YOUR FATHER?:

**Choose your new password**

Input New Password:

Confirm New Password:

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

- Online services accounts must have a minimum password length of 8 characters..
- Passwords must contain both alpha and numeric characters. (Length and numbers but NOT special characters.)
- Passwords are NOT case sensitive.

Have a question? Call **1-800-772-6278** Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/ITTY call **1-800-325-0778**.

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

**DONT USE YOUR BROWSER'S BACK BUTTON**

If you cannot answer the questions, please select [Request Password by Mail?](#) and you will be asked to enter to enter your First Name, Last Name, Social Security Number (if you have one), and Date of Birth. A temporary password will be sent to you by first class mail usually within two weeks.

Your User ID and password are required to access Business Services Online.

Remember your password. To ensure your privacy, no one else can have access to your password. Social Security can help you start the process over again, but we can not access your password. [More Info.](#)

**STEP 9:** Select the **BSO Welcome** button to return to the Business Services Online Welcome page, or select the **Log In** button to log in using the updated password.

Social Security Online **Business Services Online**  
www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation

 **Forgot Password Update Successful** [BSO.HELP](#)

[BSO Welcome](#) > Forgot Password Update Successful

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**DON'T USE YOUR BROWSER'S BACK BUTTON**

**Your forgotten password has been successfully changed.**

[BSO Welcome](#) [Log In](#)

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 **1-800-325-4778**.

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

## LESSON 12: UPDATE YOUR REGISTRATION INFORMATION

Follow the instructions below to update your registration information.

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

Log In to BSO [BSO HELP](#)

BSO Welcome > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

[Need to complete your phone registration?](#)

User ID:   
(formerly referred to as PIN)

Password:  [Forgot your password?](#)  
(not case sensitive)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

**By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.**

I Accept

Cancel Login

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.

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

**STEP 3:** Enter your User ID and password.

**STEP 4:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.)



**NOTE**

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

**Social Security Online** **Business Services Online**  
[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**Main Menu** [LOGOUT](#) | [HELP](#)

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Welcome, JANE DOE  
 Your password expires on **March 16, 2008**

**[Report Wages To Social Security](#)**  
 Submit, download or process W-2s and W-2cs  
 View submission status, acknowledge resubmission notices or  
 Request resubmission extensions

**[View File / Wage Report Status with Name / SSN Errors](#)**  
 View report status, errors and notice information

**[Social Security Numbers Verification Service](#)**  
 Request online SSN verification  
 Submit files for SSN verification

**[Account Maintenance](#)**  
 Request, activate or remove access to services  
 Re-request or deactivate access to services  
 Change your password

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

[www.socialsecurity.gov](http://www.socialsecurity.gov) [BSO Welcome](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**STEP 5:** Select the Account Maintenance link to display the Account Maintenance menu.

Social Security Online  
www.socialsecurity.gov

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

Account Maintenance [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > Account Maintenance Menu

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

**Request Access To BSO Services**  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**Re-Request Activation Codes**  
Re-request activation code(s) if you have not received or have misplaced them.

**Remove Access To BSO Services**  
Disable your access to BSO services.

**Deactivate Your User ID**  
Deactivate your user identification and disable your access to BSO services.

**Change Your Password**  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**Update Your Registration Information**  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

[BSO Main Menu](#)

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**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 6:** Select the **Update Your Registration Information** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

#### **Update Your Registration Information**

Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

The system displays the Update Your Registration Information form.

Social Security Online
Business Services Online

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 6 AM - 11:30 PM ET

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Please do NOT use your browser's navigation keys during this application. Use of the browser's navigation keys may cause a loss of data.

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

Enter your permanent U.S. Domestic Address or Foreign Address.

### Update Your User Registration Information

[LOGOUT](#) | [BSO HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > Update Your User Registration Information

**First Name:** JANE

**Middle Name:** (Optional)

**Last Name:** DOE

**Suffix (Jr, Sr, II, III, IV):** (Optional)

**U.S. Social Security Number:** XXX-XX-8404

**Date of Birth (MMDDYYYY):** 05031970

**Permanent Mailing Address Line 1:** 1 TEST PLACE

**Permanent Mailing Address Line 2:** (Optional)

**City:** BALTIMORE

**Country:** United States

**State Abbreviation (for U.S.) / Province:** MD

**Zip (for U.S.) / Postal Code:** 21244 **Zip Ext (for U.S.):** (Optional)

**Phone Number:** 4101234567

**Phone Extension:** (Optional)

**Fax Number:** (Optional)

**E-mail:** jane.doe@ssa.gov

You may change the five questions and answers below that are used to verify your identity if you forget your password.

WHAT IS THE NAME OF YOUR FIRST NEPHEW?	SCOTT
WHAT IS THE NAME OF YOUR FIRST NIECE?	LAURIE
WHAT IS THE MIDDLE NAME OF YOUR MOTHER?	LOUISE
WHAT WAS YOUR HIGH SCHOOL MASCOT?	BULLDOG
WHAT WAS THE MODEL NAME OF YOUR FIRST CAR?	BELAIRE

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.

www.socialsecurity.gov
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 7:** Update the information you wish to change.



You can only change the following information:

- Name (First, Middle and Last)
- Suffix
- Date of Birth
- Address
- Zip Code
- City
- State

- Country
- Zip Postal Code
- Zip Ext
- Work Number
- Fax Number
- E-mail Address
- The five questions and answers used to verify your identity if you forget your password.

**STEP 8:** Select the **Update** button to update the registration information. The system displays the Update Your Registration Successful page. (To cancel the update and return to the BSO Main Menu, select the **Cancel** button.)

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

The screenshot shows the Social Security Business Services Online (BSO) interface. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with links for 'BSO Main Menu', 'BSO Information', 'Contact Us', and 'Keyboard Navigation'. The main content area features a large heading 'Update Your Registration Information Successful' and a sub-heading 'Your registration information has been updated.' A button labeled 'BSO Main Menu' is centered below the message. On the left side, there is a sidebar with 'Online Services Availability' and a yellow warning box that says 'DON'T USE YOUR BROWSER'S BACK BUTTON'. At the bottom, there is a footer with contact information and navigation links.

Social Security Online  
www.socialsecurity.gov

Business Services Online

BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

Update Your Registration Information Successful [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > [Account Maintenance Menu](#) > [Update Your Registration Information](#) > Update Your Registration Information Successful

Your registration information has been updated.

[BSO Main Menu](#)

**DON'T USE YOUR BROWSER'S BACK BUTTON**

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**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

## LESSON 13: DEACTIVATE YOUR USER ID

Follow the instructions below to deactivate your User ID.

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

The screenshot shows the 'Log In to BSO' page. At the top, there is a red banner with 'Business Services Online' and a blue navigation bar with 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'BSO HELP'. The main content area is titled 'Log In to BSO'. It includes a 'User ID' input field (formerly referred to as PIN) and a 'Password' input field (not case sensitive). A link for 'Forgot your password?' is provided. Below the input fields, there is a statement: 'I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files. I certify that:'. This is followed by four bullet points of certification:
 

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

 Below the certifications, there is a statement: 'By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.' and a checkbox labeled 'I Accept'. At the bottom of the main content area, there are 'Cancel' and 'Login' buttons. The left sidebar contains 'Online Services Availability' with a list of hours: Monday-Friday: 5 AM - 1 AM EST, Saturday: 5 AM - 11 PM EST, Sunday: 8 AM - 11:30 PM EST. A yellow box with the text 'DON'T USE YOUR BROWSER'S BACK BUTTON' is also present. At the bottom of the sidebar, there is a note: 'Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.' and a link: 'Need to complete your phone registration?'. The footer of the page includes 'www.socialsecurity.gov' and 'BSO Welcome | BSO Information | Keyboard Navigation'.

**STEP 3:** Enter your User ID and password.

**STEP 4:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.)



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

**NOTE**

The screenshot shows the Social Security Business Services Online Main Menu. The page includes the following elements:

- Header:** Social Security Online, Business Services Online, www.socialsecurity.gov, BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation
- Left Sidebar:** Online Services Availability (Monday-Friday: 5 AM - 1 AM EST, Saturday: 5 AM - 11 PM EST, Sunday: 8 AM - 11:30 PM EST), DONT USE YOUR BROWSER'S BACK BUTTON
- Main Content:**
  - Welcome, JANE DOE
  - Your password expires on **March 16, 2008**
  - Report Wages To Social Security**: Submit, download or process W-2s and W-2cs; View submission status, acknowledge resubmission notices or Request resubmission extensions
  - View File / Wage Report Status with Name / SSN Errors**: View report status, errors and notice information
  - Social Security Numbers Verification Service**: Request online SSN verification; Submit files for SSN verification
  - Account Maintenance**: Request, activate or remove access to services; Re-request or deactivate access to services; Change your password
- Footer:** 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; www.socialsecurity.gov, BSO Welcome | BSO Information | Contact Us | Keyboard Navigation

**STEP 5:** Select the **Account Maintenance** link to display the Account Maintenance menu.

Social Security Online  
www.socialsecurity.gov

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

Account Maintenance [LOGOUT](#) | [HELP](#)

[BSO Main Menu](#) > Account Maintenance Menu

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

**Request Access To BSO Services**  
Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

**Re-Request Activation Codes**  
Re-request activation code(s) if you have not received or have misplaced them.

**Remove Access To BSO Services**  
Disable your access to BSO services.

**Deactivate Your User ID**  
Deactivate your user identification and disable your access to BSO services.

**Change Your Password**  
Your password expires on **February 26, 2008** and must be changed before that date to keep your User ID active.

**Update Your Registration Information**  
Update or change your registration information - correct address, phone number, company phone number, or e-mail address.

[BSO Main Menu](#)

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**.

www.socialsecurity.gov [BSO Main Menu](#) | [BSO Information](#) | [Contact Us](#) | [Keyboard Navigation](#)

**STEP 6:** Select the **Deactivate Your User ID** link.

(To return to the BSO Main Menu page, select the **BSO Main Menu** button.)

**Deactivate Your User ID**  
Deactivate your user identification and disable your access to BSO services.

The system displays the Deactivate User ID page.

The screenshot shows the 'Deactivate User ID' page on the Social Security Business Services Online portal. The page has a red header with 'Social Security Online' and 'Business Services Online' logos. Below the header is a navigation bar with links for 'Main Menu', 'Information', 'Contact Us', and 'Keyboard Navigation'. The main content area is titled 'Deactivate User ID' and includes a 'LOGOUT | HELP' link. A breadcrumb trail shows 'BSO Main Menu > Account Maintenance Menu > Deactivate User ID'. The page contains a 'Password' field, a 'Select the reason for deactivating your User ID:' section with two radio button options, and 'Cancel' and 'Deactivate' buttons. A yellow warning box states 'DON'T USE YOUR BROWSER'S BACK BUTTON'. A sidebar on the left provides 'Online Services Availability' and a note about the transition from PIN to User ID. A footer contains contact information and another navigation bar.

Social Security Online  
www.socialsecurity.gov

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

Deactivate User ID  
LOGOUT | HELP

BSO Main Menu > Account Maintenance Menu > Deactivate User ID

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

If you deactivate your User ID you can no longer access Business Services Online.

**This will deactivate your User ID for Business Services Online.**

Password:

Select the reason for deactivating your User ID:

I am no longer authorized to use Business Services Online.  
or  
 This User ID was compromised (e.g., disclosed to an unauthorized person).

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.

www.socialsecurity.gov  
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**STEP 7:** Enter your password in the Password field and select the reason for deactivating your User ID.

**STEP 8:** Select the **Deactivate** button to process the request. The system displays the User ID Deactivated page. (To cancel the request and return to the BSO Main Menu, select the **Cancel** button.)

Social Security Online Business Services Online

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**User ID Deactivated** LOGOUT | HELP

BSO Main Menu > Account Maintenance Menu > Deactivate User ID > Deactivate User ID

**Online Services Availability**

- Monday-Friday: 5 AM - 11 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective as of October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.

**Your Business Service Online User ID has been deactivated.**

BSO Welcome

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**.

www.socialsecurity.gov BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

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

## LESSON 14: CONTACT SOCIAL SECURITY ADMINISTRATION (SSA)

Follow the instructions below to submit a question or statement to the SSA.

**STEP 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

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

Social Security Online  
 www.socialsecurity.gov

Business Services Online  
 BSO Welcome | BSO Information | Keyboard Navigation

Log In to BSO [BSO HELP](#)

BSO Welcome > Login

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM EST
- Saturday: 5 AM - 11 PM EST
- Sunday: 8 AM - 11:30 PM EST

**DON'T USE YOUR BROWSER'S BACK BUTTON**

Effective October 2007, your Personal Identification Number (PIN) is now referred to as your User ID.  
[Need to complete your phone registration?](#)

User ID:   
 (formerly referred to as PIN)

Password:  [Forgot your password?](#)  
 (not case sensitive)

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

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

**By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.**

I Accept

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.

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

**STEP 3:** Check the checkbox saying “I Accept” and select the **Login** button after reading and agreeing to the conditions stated on the Log In to BSO page. This displays the BSO Main Menu page (To return to the Business Services Online Welcome page, select the **Cancel** button.)

**STEP 4:** Enter your User ID and password.



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

Screenshot of the Social Security Business Services Online (BSO) Main Menu. The page features a red header with "Social Security Online" and "Business Services Online". A dark blue navigation bar contains links for "www.socialsecurity.gov", "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The main content area is titled "Main Menu" and includes a "LOGOUT | HELP" link. A yellow box on the left reads "DON'T USE YOUR BROWSER'S BACK BUTTON". The main menu items are:

- Report Wages To Social Security**
  - Submit, download or process W-2s and W-2cs
  - View submission status, acknowledge resubmission notices or
  - Request resubmission extensions
- View File / Wage Report Status with Name / SSN Errors**
  - View report status, errors and notice information
- Social Security Numbers Verification Service**
  - Request online SSN verification
  - Submit files for SSN verification
- Account Maintenance**
  - Request, activate or remove access to services
  - Re-request or deactivate access to services
  - Change your password

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

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

**STEP 5:** Select the **Contact Us** link from the header or footer.

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

The system displays the Contact SSA pop-up window.


**Social Security Online**  
**Business Services Online**  
*Social Security's Business Services Online (BSO)*

BSO Help

*Please note that you may have to close this window in order to resume your BSO session.*

*You can use the File menu to close this window.*

### Contact SSA

Type your question or comment below and select *Send Your Message*. Type your e-mail address and/or phone number with area code in the space provided. Allow one to three days to receive a response. Fields marked with an asterisk (\*) MUST be completed.

**WARNING!** Do not include private information, such as your Social Security Number, in your message. This message will be transmitted via Internet e-mail and could be viewed by a third party.

**Name:** JANE DOE

**E-mail:**   
(example: username@company.com)

**Phone Number:**

Choose BSO Program Questions or Comments for topics such as wage reporting instructions and deadlines, registration, or resubmission notices. Choose BSO Technical Questions or Comments for topics such as communications problems, preparing wage data files, or Accuwage. Choose your region's Employer Services Liaison Officer (ESLO) for general wage reporting concerns.

**Recipient:\***

**Message:\***

*Please note that you may have to close this window in order to resume your BSO session.*

*You can use the File menu to close this window.*

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.  
For TDD/TTY call **1-800-325-0778**.



*Your name, telephone number, and e-mail address should automatically appear in the appropriate fields.*

**STEP 6:** Enter your telephone number in the Phone Number field if it is not populated. If your phone number is in the field, verify that it is correct.

**STEP 7:** Enter your e-mail address in the E-mail field if it is not populated. If your e-mail address is in the field, verify that it is correct.



*You must provide your telephone number and e-mail address.*

**STEP 8:** Select the desired organization in the **Recipient** drop-down menu. This is a required field.

**STEP 9:** Type your message in the Message field. This is a required field.

**STEP 10:** Select the **Send Your Message** button. (Select the Close Browser Window to cancel the message.)

**STEP 11:** Select the **Close Browser Window** button to close the pop-up window and return to the BSO Main Menu.