

BSO Tutorial

Registration Services

Contains the following lessons:

- ❖ Register User
 - Register User
 - Complete Phone Registration
- ❖ Login
 - Login
 - Forgot Password
- ❖ Logout
- ❖ Contact SSA
- ❖ Manage Account
 - View / Edit Account Info
 - Change Password
 - Disable Account
- ❖ Manage Services
 - View / Edit Services
 - Remove Access to Services
 - Request New Services
 - Request Services Suite for Employers
 - Request Services Suite for Attorneys
 - Request Internet Representative Payee Suite
 - View Pending Services
 - Re-Request Activation Codes
 - Enter Activation Code(s)
- ❖ Manage Employer Information
 - Add Employer Information
 - Update Employer Information
 - Remove Employer Information

LESSON 1: REGISTER USER

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

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

www.socialsecurity.gov/bsowelcome.htm.

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

The screenshot shows the 'Log In to Online Services' page. The header includes 'Social Security Online' and 'Business Services Online' with navigation links like 'BSO Welcome', 'BSO Information', and 'Keyboard Navigation'. A 'HELP' link is in the top right. On the left, 'Online Services Availability' lists hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). The main content area is divided into two columns. The 'New User?' column explains account creation and lists requirements: personal information, contact information, and password/security questions. It includes a 'Create Log In Account' link and a note about phone/form registration. The 'Existing User?' column has login fields for 'User ID' and 'Password', links for 'Forgot user ID?' and 'Forgot your password?', a 'User Certification' section with a scrollable text area and a checkbox for terms, and a 'Log In' button. The footer repeats the website URL and navigation links.

STEP 3: In the New User? column on the Log In to Online Services page, select the [Create Log In Account](#) link. The system displays the Create a Login Account, Step 1: Provide Information page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

Social Security Online **Business Services Online**

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

Online Services Availability

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

Create a Login Account

Step 1: Provide Information

Create an Account

1. Provide Information
2. Create Password
3. Review and Submit
4. Print User ID

The information you provide will be compared against our records in order to verify your identity.
* Indicates required information

Form Approved: CIVIL No. 0965-0025
Expiration Date: 10/1/2012

Personal Information

*Name:
*First Middle *Last Suffix

*Date of Birth:
mmddyyyy

*Social Security Number (SSN):
xxxxxxxxxx
[Why do I don't have a SSN?](#)

Personal Contact Information

*Country:

*Home Street Address:

*City: *State: *Zip Code: Ext.:

*Daytime Phone Number: Extension:

Fax Number:

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

www.socialsecurity.gov

STEP 4: Enter information in the Create a Login Account, Step 1: Provide Information page.

TIPS

- ◆ Fields that are required are marked with a red asterisk (*).
- ◆ Links to informational pages are indicated with a blue information (i) link. Clicking on the link will display an informational page in a separate window.

- ◆ Do not use punctuation in any field. This includes dashes or slashes in date of birth, social security number, zip code, and phone or fax numbers.
- ◆ Date of birth must be entered in the format mmddyyyy. For example, if your date of birth is January 1, 1990, you would enter 01011990.
- ◆ If you do not have an SSN and work outside the United States for a business or organization that has an Employer Identification Number (EIN), you may leave the SSN field blank.
- ◆ If you live outside of the United States, when you select your country, text areas for you to enter Province and Postal Code information will appear.
- ◆ The Social Security Administration will use your email address to send you any important information affecting Business Service Online users.

STEP 5: Select the **Next** button to continue registering. The system displays the Create a Login Account, Step 2: Create Your Password page. (Select the **Back** button to return to Create a Log In Account, Step 1: Provide Information. To return to the Business Services Online Welcome page without registering, select the **Cancel & Exit** button.)

The screenshot shows the 'Business Services Online' interface. The header includes the Social Security Online logo and navigation links. The main heading is 'Create a Login Account' with a sub-heading 'Step 2: Create Your Password'. On the left, a sidebar lists the steps: 1. Provide Information, 2. Create Password (active), 3. Review and Submit, and 4. Print User ID. The main content area explains that the password will be used for login and provides a list of password requirements: 8 characters, only numbers and letters, at least one number and one letter, and not case sensitive. Below this, there are five security questions, each with a dropdown menu for the question and a text box for the answer. At the bottom, there are three buttons: 'Back', 'Cancel & Exit', and 'Next'.

Business Services Online

Create a Login Account

Step 2: Create Your Password

Your password will be used to log in to online services; your User ID will be provided to you.

* Indicates required information

***Enter Password:**

***Re-enter Password:**

Your Password:

- Must contain exactly **8** characters
- Must contain **only numbers and letters**
- Must contain **at least 1 number and 1 letter**
- Is **not** case sensitive

Security Questions and Answers

The security questions and answers you select will be used to validate your identity in case you forget your password.

***Question 1:**

Select a Question

***Answer 1:**

***Question 2:**

Select a Question

***Answer 2:**

***Question 3:**

Select a Question

***Answer 3:**

***Question 4:**

Select a Question

***Answer 4:**

***Question 5:**

Select a Question

***Answer 5:**

Back **Cancel & Exit** **Next**

STEP 6: Enter a password to use when you log in to Business Services Online. Re-enter the password for confirmation. Your password:

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

STEP 7: Select 5 questions and enter your answers. You will be asked to enter the same answers if you need to change your password later.

- ◆ You may not select the same question more than once.
- ◆ Answers to questions are not case sensitive; they cannot contain any special characters.

STEP 8: Select the **Next** button to continue. The system displays the Create a Login Account, Step 3: Review and Submit page. (Select the Back button to return to the Create a Log In Account, Step 1: Provide Information. To return to the Business Services Online Welcome page without registering, select the **Cancel & Exit** button.)

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELP

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 9 AM - 11:30 PM ET

Create a Login Account

Step 3: Review & Submit

Create an Account

1. [Provide Information](#)
2. [Create Password](#)
3. **Review and Submit**
4. [Print User ID](#)

Please verify that the information you provided is correct.

Personal & Contact Information [Edit Personal Information](#)

Name: **DAVID GEORGE LEIGHTON**
 Date of Birth: **04/09/1944**
 SSN: **027-42-3800**
 Country: **United States**
 Home Street Address: **270 FARMINGTON AVE STE 220**
 City, State, Zip: **FARMINGTON, CT 06032**
 Daytime Phone Number: **(410) 123-0000**
 Fax Number:
 Email: **Srinivasa.R.Dama@ssa.gov**

Security Questions and Answers [Edit Security Information](#)

Question 1: **WHAT IS THE NAME OF YOUR FIRST NEPHEW?**
 Answer 1: **ANSWER1**
 Question 2: **WHAT IS THE NAME OF YOUR FIRST NIECE?**
 Answer 2: **ANSWER2**
 Question 3: **WHAT IS YOUR HOMETOWN?**
 Answer 3: **ANSWER3**
 Question 4: **WHAT IS THE NAME OF YOUR FIRST PET?**
 Answer 4: **ANSWER4**
 Question 5: **WHAT WAS YOUR FIRST JOB?**
 Answer 5: **ANSWER5**

User Certification for Online Services

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

[< Back](#) [Cancel & Exit](#) [Submit](#)

www.socialsecurity.gov

STEP 9: The information you entered on the previous two pages is displayed for your review. To make corrections, select the **Edit Personal Information** button to return to the Create a Log In Account, Step 1: Provide Information page. Or select the **Edit Security Questions** button or the **Back** button at the bottom of the page to return to the Create a Login Account, Step 2: Create your Password page.

STEP 10: After making any corrections, read the conditions stated in the User Certification for Online Services section of the page. You must agree to these conditions by checking the "I Accept" checkbox to proceed. Select the **Submit** button to process the registration. The system displays the Create a Login Account, Step 4: Print your User ID. (Select the **Back** button at the bottom of the page to return to Create a Login Account, Step 2: Create Your Password page. To return to the Business Services Online Welcome page without registering, select the **Cancel & Exit** button.)

The screenshot shows the Social Security Business Services Online (BSO) interface. The top navigation bar includes 'Social Security Online' and 'Business Services Online' with the URL 'www.socialsecurity.gov'. A secondary bar contains 'BSO Welcome', 'BSO Information', 'Keyboard Navigation', and a 'HELP' link. The main content area is titled 'Create a Login Account' and 'Step 4: Print your User ID'. It displays a confirmation message: 'Thank you! You have successfully created a login account. The User ID below has been assigned to you.' followed by the 'User ID: 9LBXFWT5'. Below this, it instructs the user to 'Please secure this User ID for your future use' and provides a link to 'Print a confirmation Receipt'. A 'What's Next?' section explains that the user will need to provide additional information based on the services requested. A 'Next' button is located at the bottom right of the main content area. The left sidebar lists 'Online Services Availability' and a 'Create an Account' progress list with four steps, where '4 Print User ID' is the current step.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELP

Online Services Availability

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

Create an Account

1. Provide Information
2. Create Password
3. Review and Submit
4. Print User ID

Create a Login Account

Step 4: Print your User ID

Thank you! You have successfully created a login account.
The User ID below has been assigned to you:

User ID: 9LBXFWT5

Please secure this User ID for your future use.
You must enter the above User ID and your self-selected Password each time you log in and access online services.
[Print a confirmation Receipt](#)

What's Next?
Now that you've created a log in account for Online Services, you will need to tell us what functions and services you require to do your work.
Depending on the services that you are requesting, you may be required to provide additional information about yourself or the organizations that you represent.

Next

www.socialsecurity.gov

STEP 11: You may click on the [Print a Confirmation Receipt](#) link to print your User ID for your records. You will need your User ID and password to log in to Business Services Online to request services and perform other functions. Refer to other lessons in this Tutorial for guidance.

LESSON 2: COMPLETE PHONE REGISTRATION

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

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

www.socialsecurity.gov/bsowelcome.htm.

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

The screenshot shows the 'Log In to Online Services' page. The header includes 'Social Security Online' and 'Business Services Online' with navigation links like 'BSO Welcome', 'BSO Information', and 'Keyboard Navigation'. The main content area is divided into two columns: 'New User?' and 'Existing User?'. The 'New User?' column contains instructions for creating an account, a list of required information (personal, contact, and security questions), a 'Create Log In Account' link, and a link to 'Need to complete a phone/form registration?'. The 'Existing User?' column has login fields for 'User ID' and 'Password', links for 'Forgot user ID?' and 'Forgot your password?', a 'User Certification' section with a checkbox for terms and conditions, and a 'Log In' button. A sidebar on the left lists 'Online Services Availability' by day and time.

Online Services Availability

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

New User?
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Need to complete a [phone/form registration?](#)

Existing User?
Please login in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

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

☐ I have read & agree to these terms.

STEP 3: In the New User? column of the Log In to Online Services page, select the link portion of Need to complete a [phone/form registration?](#) The system displays the Complete Phone Registration Attestation page. (To return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

Social SecurityOnline

www.socialsecurity.gov


Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

HELP

Online Services Availability

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



Complete Phone Registration Attestation

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.

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

User Certification for SSA Business Services Online

I certify that:

- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.
- 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.

www.socialsecurity.gov

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

The screenshot shows the 'Business Services Online' header with the Social Security logo and navigation links. On the left, 'Online Services Availability' lists hours for Monday-Friday, Saturday, and Sunday. The main title is 'Complete Phone Registration'. A paragraph explains that a User ID and password are required, and users must choose a personal password. A red asterisk indicates required information. The form fields are: * User ID, * First Name, * Last Name, * U.S. Social Security Number (with a note to leave blank if not applicable), * Date of Birth (with a format example MMDDYYYY), * Enter Password, and * Re-enter Password. At the bottom are 'Cancel' and 'Complete Phone Registration' buttons.

Social Security Online
www.socialsecurity.gov

BSO Welcome | BSO Information | Keyboard Navigation

HELP

Online Services Availability

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

Complete Phone Registration

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

* Indicates required information

* User ID:

* First Name:

* Last Name:

* 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:

www.socialsecurity.gov

STEP 5: Enter the registration information.

TIPS

- ◆ Fields that are required are marked with a red asterisk (*).
- ◆ Enter your user id that was given to you when you registered over the phone or in person.
- ◆ Do not use punctuation in any field. This includes dashes or slashes in date of birth and social security number.
- ◆ If you do not have a U. S. Social Security Number, leave the SSN field blank.
- ◆ Date of birth must be entered in the format mmddyyyy. For example, if your date of birth is January 1, 1990, you would enter 01011990.
- ◆ Your password must contain any combination of eight letters and numbers (e.g. 9580859A or frog2828). Special characters are not allowed and passwords are not case sensitive. Do not share your password with anyone.
- ◆ When you tab off or click out of a field, the system will check the format of what was entered and display a message if it needs to be corrected.

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

LESSON 3: LOGIN

Follow the instructions below to log in to Business Services Online with your User ID and password.

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

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 Online Services page.

The screenshot shows the 'Log In to Online Services' page. At the top is a red banner with 'Social Security Online' and 'Business Services Online'. Below the banner is a navigation bar with links: 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and a 'HELP' link. The main content area is titled 'Log In to Online Services' and features a 'Log In' button. On the left, there is a section for 'Online Services Availability' with a list of service hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). The main content area is divided into two columns. The left column is for 'New User?' and the right column is for 'Existing User?'. The 'New User?' section includes instructions on how to create an account, a list of required information (personal, contact, password, and security questions), a link to 'Create Log In Account', and a link to 'Need to complete a phone/form registration?'. The 'Existing User?' section includes fields for 'User ID' and 'Password', links for 'Forgot user ID?' and 'Forgot your password?', a 'User Certification' section with a scrollable text area and a checkbox for 'I have read & agree to these terms.', and a 'Log In' button.

STEP 3: Under the Existing User? column, enter your User ID and password. Read the terms stated under the User Certification heading. You must agree to these conditions by checking the “I have read & agree to these terms.” checkbox to proceed. Select the **Log In** button. The system displays the Business Services Online Main Menu page.

- If you have forgotten your User ID, please 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.
- If you have forgotten your password, select the [Forgot your password?](#) link beneath the Password field. Refer to the Forgot Password lesson in this Tutorial for further guidance.

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

NOTE

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

The screenshot displays the Social Security Business Services Online (BSO) Main Menu. The header features the Social Security Online logo and the Business Services Online title, with navigation links for BSO Main Menu, BSO Information, Contact Us, and Keyboard Navigation. The user's name, KAMALJIT RANDHAWA, is shown at the top left, along with a Logout button. The main content area is divided into two columns. The left column contains a 'Main Menu' section with links for Manage Account (View/Edit Account Info, Change Password, Disable Account), Manage Services (View/Edit Services, Request New Services, View Pending Services, Enter Activation Code(s)), and Manage Employer Information (Add/Update Employer Information, Remove Employer Information). The right column displays a welcome message for KAMALJIT RANDHAWA, stating that the password expires on January 14, 2010. Below this, there are four main service links: Report Wages To Social Security, Social Security Number Verification Service, Form SSA-1694 Request for Business Entity Taxpayer Information, and Internet Representative Payee Accounting (IRPA). Each link is accompanied by a brief description of the service. At the bottom, there is a footer with the Social Security website URL and the same navigation links as the header.

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

KAMALJIT RANDHAWA
Logout

Manage Account

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

Manage Services

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

Manage Employer Information

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

Main Menu

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 14, 2010**

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

[Social Security Number Verification Service](#)
Request online SSN verification, or
Submit files for SSN verification

[Form SSA-1694 Request for Business Entity Taxpayer Information](#)
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

[Internet Representative Payee Accounting \(IRPA\)](#)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

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/TTY call 1-800-325-8778.

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

LESSON 4: FORGOT PASSWORD

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

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

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 Online Services page.

The screenshot shows the 'Log In to Online Services' page. The header includes 'Social Security Online' and 'Business Services Online' with navigation links like 'BSO Welcome', 'BSO Information', and 'Keyboard Navigation'. The main content area is divided into three sections: 'Online Services Availability' on the left, 'New User?' in the center, and 'Existing User?' on the right. The 'Existing User?' section contains fields for 'User ID' and 'Password', links for 'Forgot user ID?' and 'Forgot your password?', a 'User Certification' checkbox, and a 'Log In' button. The 'New User?' section provides instructions for creating a new account and lists required information: personal, contact, and password/security questions. It also includes a link to 'Create Log In Account' and a note about phone/form registration.

Online Services Availability

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

New User?

You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Need to complete a [phone/form registration](#)?

Existing User?

Please login in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

User Certification:

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

☐ I have read & agree to these terms.

STEP 3: Under the Existing User? column, enter your User ID. Select the [Forgot your password?](#) link under the Password field. The system displays the Forgot Password page. (To return to the Business Services Online Welcome page, select the BSO Welcome link on the page footer.)

The screenshot shows the 'Forgot Password' page on the Social Security Business Services Online portal. The page has a red header with 'Social Security Online' and 'Business Services Online' logos. A left sidebar lists 'Online Services Availability' with hours for Monday-Friday, Saturday, and Sunday. The main content area is titled 'Forgot Password' and includes a 'Request to replace forgotten password' section. It instructs users to answer three random questions from their previous registration. The questions are: 'WHAT IS THE NAME OF YOUR FIRST NEPHEW?', 'WHAT IS YOUR HOMETOWN?', and 'WHAT IS THE NAME OF YOUR FIRST NIECE?'. Each question has a text input field. Below the questions is a 'Choose your new password' section with 'Input New Password' and 'Confirm New Password' fields. A list of requirements for a secure password is provided: minimum 8 characters, alphanumeric (no special characters), and case-sensitive. At the bottom, there are three buttons: 'Cancel', 'Request Password by Mail', and 'Submit New Password'.

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

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

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

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

The screenshot shows the 'Forgot Password Update Successful' page. The header and sidebar are identical to the previous page. The main content area has the title 'Forgot Password Update Successful' and a message: 'Your forgotten password has been successfully changed.' Below the message are two buttons: 'BSO Welcome' and 'Log In'.

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

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

The screenshot shows the 'Request Password by Mail' page. The header includes 'Social Security Online' and 'Business Services Online'. The left sidebar lists 'Online Services Availability' with hours for Monday-Friday, Saturday, and Sunday. The main content area states: '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.' Below this is a form with fields for 'First Name', 'Last Name', 'U.S. Social Security Number', and 'Date of Birth (m/d/yyyy)'. At the bottom of the form are two buttons: 'Cancel' and 'Request Temporary Password'.

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

The screenshot shows the 'Password By Mail Success' page. The header is the same as the previous page. The left sidebar is also the same. The main content area states: 'Your request for a new password by mail was successful. Your temporary password will be sent to you by first class mail usually in 2 weeks. You must wait for your temporary password to use Business Services Online. If you have previously requested a temporary password, that password is now cancelled.' Below this text is a button labeled 'BSO Welcome'.

NOTE

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

LESSON 5: LOGOUT

Follow the instructions below to log out of Business Services Online (BSO).

STEP 1: Select any **Log Out** 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 header with 'Social Security Online' and 'Business Services Online'. Below the header, a dark blue navigation bar contains links: 'Main Menu', 'Contact Us', 'BSO Information', 'Keyboard Navigation', and 'HELP'. The user's name 'DAVID LEIGHTON' is displayed on the left. A 'Log Out' button is visible. The main content area asks 'Are you sure you want to log out of Business Services Online?' with 'No' and 'Yes' buttons. On the left side, there is a 'Main Menu' section with links for 'Manage Account' (View/Edit Account Info, Change Password, Disable Account) and 'Manage Services' (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes). Below that is 'Manage Employer Information' with links 'Add/Update Employer Information' and 'Remove Employer Information'. The footer shows the URL 'www.socialsecurity.gov'.

STEP 2: Select the **Yes** button 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 the **No** button.)

LESSON 6: 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.

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

The screenshot shows the 'Log In to Online Services' page. The header includes 'Social Security Online' and 'Business Services Online'. The main content area is divided into three columns. The left column, 'Online Services Availability', lists service hours: Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, and Sunday 8 AM - 11:30 PM ET. The middle column, 'New User?', explains that users must create an account and provides a list of requirements: provide personal information, provide contact information, and create a password and security questions. It includes a 'Create Log In Account' link and a note about phone/form registration. The right column, 'Existing User?', prompts the user to log in with their User ID and Password, with links for 'Forgot user ID?' and 'Forgot your password?'. Below this is the 'User Certification' section, which states that the SSA will validate the user's information and includes a checkbox for 'I have read & agree to these terms.' and a 'Log In' button. The footer contains the website URL and navigation links.

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

NOTE

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

Social Security Online **Business Services Online**

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

KAMALJIT RANDHAWA
Logout

Manage Account

- View / Edit Account Info
- Change Password
- Disable Account

Manage Services

- View / Edit Services
- Request New Services
- View Pending Services
- Enter Activation Code(s)

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Main Menu

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 14, 2010**

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

Social Security Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

Form SSA-1694 Request for Business Entity Taxpayer Information
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

Internet Representative Payee Accounting (IRPA)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

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 1-888-325-8778.

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

STEP 4: Select the [Contact Us](#) link in the page header or footer. The system displays the E-mail a Wage Reporting Expert pop-up window from Electronic Wage Reporting (EWR).

Social Security Online **Electronic Wage Reporting (EWR)**

E-mail a Wage Reporting Expert
[EWR Handbook](#)

Questions for Wage Reporting-Contact SSA

Please note that you may have to close this window in order to resume your BSO session.
Close Browser Window
You can use the File menu to close this window.

Type your Wage Reporting 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.

For Representative Payee Accounting questions, please call 1-800-772-1213 or go to www.socialsecurity.gov/irpa.

Name: KAMALJIT RANDHAWA

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

Phone Number*: 4105843646

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 Accovage. Choose your region's Employer Services Liaison Officer (ESLO) for general wage reporting concerns.

Recipient*: Select your mail recipient...

Message*:

Send Your Message

Please note that you may have to close this window in order to resume your BSO session.
Close Browser Window
You can use the File menu to close this window.

Have a question? Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

STEP 5: Registration Information from the user account is displayed in the Name, E-mail, and Phone Number fields. Verify that the information is correct. The E-mail and Phone Number can be changed for contact purposes only. (Select the **Close Browser Window** button to close the pop-up window without sending a message.)

TIPS:

- ◆ **Fields that are required are marked with a red asterisk (*).**
- ◆ **For Representative Payee Accounting questions, please call 1-800-772-1213 or go to www.socialsecurity.gov/payee.**
- ◆ **Call 1-800-772-6270 Mon. - Fri. 7AM to 7PM Eastern Time to speak with Employer Customer Service personnel if you do not wish to send an e-mail.**

STEP 6: Select the desired organization in the Recipient drop-down box. Type your message in the Message field.

STEP 7: Select the **Send Your Message** button to send the message. (Select the **Close Browser Window** button to close the pop-up window.)

LESSON 7: VIEW / EDIT ACCOUNT INFORMATION

Follow the instructions below to update your account information.

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

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 Online Services page.

The screenshot shows the 'Log In to Online Services' page. At the top is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links: 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'HELP'. The main content area has a light gray background. On the left, under 'Online Services Availability', are the hours: Monday-Friday: 5 AM - 1 AM ET, Saturday: 5 AM - 11 PM ET, and Sunday: 8 AM - 11:30 PM ET. The central area is divided into two columns. The left column, 'New User?', explains that a new account must be created and lists requirements: provide personal information, provide contact information, and create a password and security questions. It includes a link 'Create Log In Account' and a note 'Need to complete a phone/form registration?'. The right column, 'Existing User?', prompts the user to log in with a 'User ID' and 'Password'. It includes links for 'Forgot user ID?' and 'Forgot your password?'. Below this is a 'User Certification' section with a scrollable text area stating that the SSA will validate the user's information and a checkbox for 'I have read & agree to these terms.' A 'Log In' button is at the bottom right of the right column. The footer is a dark blue bar with the same navigation links as the top bar.

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

NOTE

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

The screenshot displays the Social Security Business Services Online (BSO) Main Menu. At the top, a red banner features the Social SecurityOnline logo and the text "Business Services Online". Below the banner, a navigation bar includes links for "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The user's name, KAMALJIT RANDHAWA, is displayed in the top left corner, along with a "Logout" button. The main content area is divided into two columns. The left column contains three sections: "Manage Account" with links for "View/Edit Account Info", "Change Password", and "Disable Account"; "Manage Services" with links for "View/Edit Services", "Request New Services", "View Pending Services", and "Enter Activation Code(s)"; and "Manage Employer Information" with links for "Add/Update Employer Information" and "Remove Employer Information". The right column, titled "Main Menu", lists several services: "Report Wages To Social Security" (with sub-points: Submit, download or process W-2s and W-2cs; View submission status, acknowledge resubmission notices or Request resubmission extensions), "Social Security Number Verification Service" (with sub-points: Request online SSN verification, or Submit files for SSN verification), "Form SSA-1694 Request for Business Entity Taxpayer Information" (with sub-point: Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation), and "Internet Representative Payee Accounting (IRPA)" (with sub-points: File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically; Submit and print representative payee accounting forms; Download submitted forms for up to 30 days after submission). At the bottom, a footer contains contact information: "Have a question? Call 1-800-772-6279 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 1-800-325-8778." The footer also includes the "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation" links.

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

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDHAWA
Log Out

View/Edit Account Information

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

Personal & Contact Information [Edit Personal Information](#)

Name: KAMALJIT RANDHAWA
Date of Birth: 05/03/1970
SSN: XXX-XX-3704
Country: United States
Home Street Address: 1234 ABC DR
City, State, Zip: BALITMORE , MD 21207
Daytime Phone Number: (123) 123-1234
Fax Number:
Email: Srinivasa.R.Dama@ssa.gov

Security Questions and Answers [Edit Security Questions](#)

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?
Answer 1: ANSWER1
Question 2: WHAT IS YOUR HOMETOWN?
Answer 2: ANSWER5
Question 3: WHAT IS THE NAME OF YOUR FIRST NIECE?
Answer 3: ANSWER2
Question 4: WHAT IS THE NAME OF YOUR FIRST PET?
Answer 4: ANSWER3
Question 5: WHAT WAS YOUR FIRST JOB?
Answer 5: ANSWER4

www.socialsecurity.gov

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

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDEHAWA
Log Out

Main Menu

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Edit Personal & Contact Information

* Indicates required information

Personal Information

*Name: KARALJIT RANDEHAWA
First Middle Last Suffix

*Date of Birth: 05031970
mmddyyyy

Personal Contact Information

*Country: United States

*Home Street Address: 1234 ABC DR

*City: BALTIMORE *State: MD *Zip Code: 21207

*Daytime Phone Number: 1231231234 Extension:

Fax Number:

*Email Address: Why do you need an email address? Srinivasa.R.Rana@ssa.gov

Cancel Update Information

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

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDEHAWA
Log Out

Main Menu

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Edit Personal & Contact Information - Confirmation

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

Go to the Main Menu

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

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDHAWA
Log Out

View/Edit Account Information

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

Personal & Contact Information [Edit Personal Information](#)

Name: KAMALJIT RANDHAWA
Date of Birth: 05/03/1970
SSN: XXX-XX-3764
Country: United States
Home Street Address: 1234 ABC DR
City, State, Zip: BALTIMORE, MD 21207
Daytime Phone Number: (123) 123-1234
Fax Number:
Email: Sriniwasa.R.Dama@ssa.gov

Security Questions and Answers [Edit Security Questions](#)

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?
Answer 1: ANSWER1
Question 2: WHAT IS YOUR HOMETOWN?
Answer 2: ANSWER5
Question 3: WHAT IS THE NAME OF YOUR FIRST NIECE?
Answer 3: ANSWER2
Question 4: WHAT IS THE NAME OF YOUR FIRST PET?
Answer 4: ANSWER3
Question 5: WHAT WAS YOUR FIRST JOB?
Answer 5: ANSWER4

www.socialsecurity.gov

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

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDHAWA
Log Out

Edit Security Questions

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

*Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW? *Answer 1: ANSWER1
*Question 2: WHAT IS YOUR HOMETOWN? *Answer 2: ANSWER5
*Question 3: WHAT IS THE NAME OF YOUR FIRST NIECE? *Answer 3: ANSWER2
*Question 4: WHAT IS THE NAME OF YOUR FIRST PET? *Answer 4: ANSWER3
*Question 5: WHAT WAS YOUR FIRST JOB? *Answer 5: ANSWER4

[Cancel](#) [Update Information](#)

www.socialsecurity.gov

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

The screenshot shows the Social Security Business Services Online (BSO) interface. At the top, there is a red header bar with 'Social Security Online' and 'Business Services Online' text, along with navigation links like 'Main Menu', 'Contact Us', 'BSO Information', and 'Keyboard Navigation'. Below the header, the user's name 'KAMALJIT RANDHAWA' is displayed next to a 'Log Out' button. The main content area is titled 'Edit Security Questions - Confirmation' and contains a confirmation message: 'You have successfully updated your security questions. Your new information will be displayed on the View / Edit Account Info page.' A 'Go to the Main Menu' button is located at the bottom of this message. On the left side, there are three menu sections: 'Main Menu', 'Manage Account' (with links for View/Edit Account Info, Change Password, and Disable Account), 'Manage Services' (with links for View/Edit Services, Request New Services, View Pending Services, and Enter Activation Codes), and 'Manage Employer Information' (with links for Add/Update Employer Information and Remove Employer Information). The footer of the page displays the URL 'www.socialsecurity.gov'.

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDHAWA
Log Out

Edit Security Questions - Confirmation

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

Go to the Main Menu

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

www.socialsecurity.gov

STEP 10: Select the **Go to the Main Menu** button to return to the Business Services Online Main Menu.

LESSON 8: CHANGE YOUR PASSWORD

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

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

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 Online Services page.

The screenshot shows the 'Log In to Online Services' page. At the top is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links: 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'HELP'. The main content area has a light gray background. On the left, under 'Online Services Availability', are the hours: Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, and Sunday 8 AM - 11:30 PM ET. The central area is divided into two columns. The left column, 'New User?', explains that a new account must be created and lists requirements: personal information, contact information, and password/security questions. It includes a 'Create Log In Account' link and a link to 'Need to complete a phone/form registration?'. The right column, 'Existing User?', prompts login with fields for 'User ID' and 'Password', and links for 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a scrollable text area containing the terms of use and a checkbox for 'I have read & agree to these terms.' A 'Log In' button is at the bottom right of the right column.

NOTE

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

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

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

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

return to the Business Services Online Welcome page, select the BSO Welcome link in the page footer.)

NOTE

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

Social Security Online
www.socialsecurity.gov

Business Services Online

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

KAMALJIT RANDHAWA
Logout

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Code(s)

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Main Menu

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 14, 2010**

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

Social Security Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

Form SSA-1694 Request for Business Entity Taxpayer Information
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

Internet Representative Payee Accounting (IRPA)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

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/TTY call 1-888-325-8778.

www.socialsecurity.gov

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

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

Social Security Online
www.socialsecurity.gov

Business Services Online

Main Menu | Contact Us | BSO Information | Keyboard Navigation

KAMALJIT RANDHAWA
Log Out

Main Menu

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Change Password

Your current password is scheduled to expire: January 14, 2010

Enter Current Password:

Enter New Password:

Re-enter New Password:

For security Purposes, your password will expire and must be changed every 90 days.

Your Password:

- Must contain exactly 8 characters
- Must contain only numbers and letters
- Must contain at least 1 number and 1 letter
- Must contain is not case sensitive

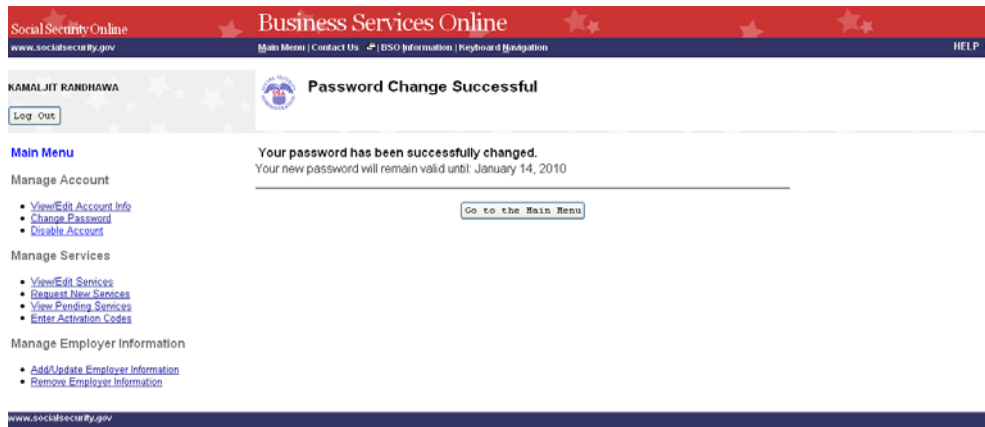
Cancel Change Password

www.socialsecurity.gov

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

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

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



STEP 7: Select the **Go to the Main Menu** button to return to the Business Services Online Main Menu.

LESSON 9: DISABLE YOUR ACCOUNT

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

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

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 Online Services page.

The screenshot shows the 'Log In to Online Services' page. 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: 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'HELP'. The main content area is divided into three columns. The left column, titled 'Online Services Availability', lists service hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). The middle column, titled 'New User?', explains that users must create an account to use the website and provides a list of requirements: provide personal information, provide contact information, and create a password and security questions. It includes a link 'Create Log In Account' and a note 'Need to complete a phone/form registration?'. The right column, titled 'Existing User?', prompts users to log in with their User ID and Password. It includes links for 'Forgot user ID?' and 'Forgot your password?'. Below the login fields is a 'User Certification' section with a scrollable text area containing the terms of service and a checkbox for 'I have read & agree to these terms.' and a 'Log In' button. The footer of the page repeats the navigation links.

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

NOTE

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

Social Security Online **Business Services Online**

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

KAMALJIT RANDHAWA
Logout

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 14, 2010**

Manage Account

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

Manage Services

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

Manage Employer Information

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

Main Menu

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

Social Security Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

Form SSA-1694 Request for Business Entity Taxpayer Information
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

Internet Representative Payee Accounting (IRPA)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

Have a question? Call 1-800-772-6279 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 1-888-325-8778.

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

STEP 4: Under the Manage Account section of the left navigation panel, select the [Disable Account](#) link. The system displays the Disable Account page.

Social Security Online **Business Services Online**

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

KAMALJIT RANDHAWA
Log Out

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

Disable Account

This function will disable your User ID so that it can no longer be used to access online services.
* Indicates required information

* Enter Current Password:

* Why are you disabling the account?
☒ I am no longer authorized to access these services and/or I no longer require these services.
☐ The account has been compromised (ex: unauthorized access or disclosure).

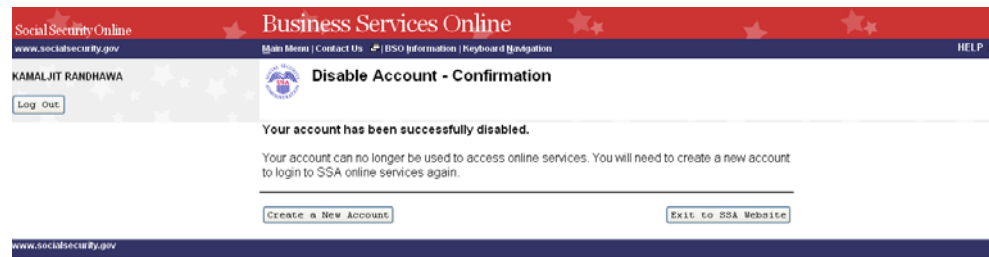
⚠ Your account will be permanently disabled.
If you continue you will need to register a new account to access online services.

www.socialsecurity.gov

STEP 5: Enter your password in the Enter Current Password field and select the radio button beside the reason for disabling your User ID. Select the **Disable Account** button. The system displays the Disable Account – Confirmation page. (To return to the Business Services Online Main Menu without disabling your user id, select the **Cancel** button.)

NOTE

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



STEP 6: Select the **Exit to SSA Website** button to go to the Social Security Online page. To register a new account to access online services, select the **Create a New Account** button.

LESSON 10: REMOVE ACCESS TO BSO SERVICES

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

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

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 Online Services page.

The screenshot shows the 'Log In to Online Services' page. At the top is a red header with 'Social Security Online' and 'Business Services Online'. Below the header is a navigation bar with links: 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and 'HELP'. The main content area is titled 'Log In to Online Services'. On the left, under 'Online Services Availability', there is a list of service hours: Monday-Friday: 5 AM - 1 AM ET, Saturday: 5 AM - 11 PM ET, and Sunday: 8 AM - 11:30 PM ET. The central area is divided into two columns. The left column is for 'New User?' and contains instructions on how to create an account, a list of required information (personal, contact, password and security questions), a link to 'Create Log In Account', and a link to 'Need to complete a phone/form registration?'. The right column is for 'Existing User?' and contains a login form with fields for 'User ID' and 'Password', links for 'Forgot user ID?' and 'Forgot your password?', a 'User Certification' section with a scrollable text area and a checkbox for 'I have read & agree to these terms.', and a 'Log In' button. The footer of the page repeats the navigation links.

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

NOTE

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

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDHAWA
Logout

Manage Account

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

Manage Services

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

Manage Employer Information

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

Main Menu

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 14, 2010**

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

[Social Security Number Verification Service](#)
Request online SSN verification, or
Submit files for SSN verification

[Form SSA-1694 Request for Business Entity Taxpayer Information](#)
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

[Internet Representative Payee Accounting \(IRPA\)](#)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

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/TTY call 1-888-325-8778.

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

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

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Business Services Online
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KAMALJIT RANDHAWA
Log Out

Remove Access to BSO Services

To remove access to BSO Services please select the service(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

☐ **Internet Representative Payee**

- Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.
- Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

☐ **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.

☐ **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 (SSNV5)**

- 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.

www.socialsecurity.gov

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



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

LESSON 11: REQUEST SERVICES SUITE FOR EMPLOYERS

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

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

www.socialsecurity.gov/bsowelcome.htm.

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

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELP

Log In to Online Services

Online Services Availability

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

New User?
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Need to complete a [phone/form registration?](#)

Existing User?
Please login in below:

User ID:

Password:

[Forgot user ID?](#)
[Forgot your password?](#)

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

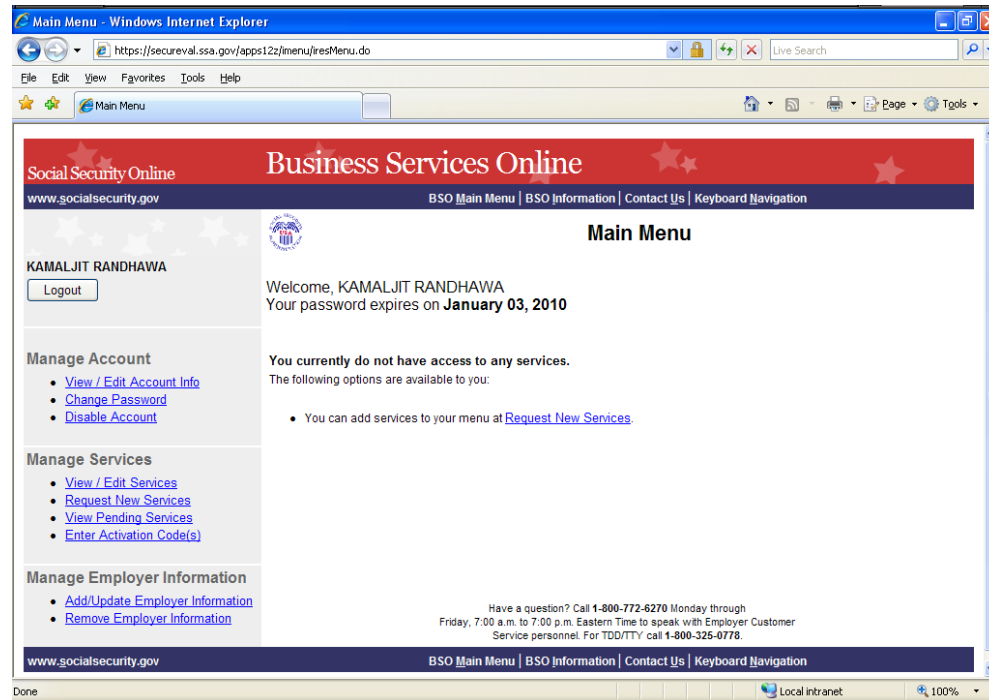
☐ I have read & agree to these terms.

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

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

NOTE

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



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

Social Security Online
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Business Services Online

Main Menu | Contact Us | BSO Information | Keyboard Navigation

KAMALJIT RANDHAWA

Log Out

Main Menu

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

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 Form
- Update Form SSA-1694 Business Taxpayer Information Form

☐ **Internet Representative Payee Suite:**

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

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

Special Services Suite:

☐ **CBSV: Consent Based Social Security Number Verification Service**

In order to complete your registration we must collect your Employer Information. Please check the CBSV box to the left then select the "Next" button below to record your Employer's EIN and Business or Organization name. Note: You will be denied access to CBSV if this information is not provided.

Cancel Next

www.socialsecurity.gov

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

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

- If Employer information has not been entered, the Request Access to BSO Services page is re-displayed with the message "**Employer Information is required for the selected suite(s). Please select this link Add Your Employer Information to continue.**"
- If Employer information has already been entered, the system displays the Adding Services Wizard pages for the suite(s) of services you selected.

(To return to the Business Services Online Main Menu page, select the **Cancel** button.)

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Log Out

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Employer Information

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Employer Identification Number (EIN): 821437743

Business or Organization Name:
TUTORIAL TEST

You currently have access to the following services:

Your additional request for services will be for the Employer Information listed above. To update Employer information, return to "Account Maintenance", "Update Your Employer Information".

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- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

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

www.socialsecurity.gov

Local intranet 100%

STEP 6: The Employer Identification Number (EIN) and Business or Organization name associated to your User ID will be displayed. The services listed are only the ones to which you have access. Select the **Next** button to continue. The system displays the Report Wages to Social Security page of the adding services wizard. (Select the **Previous** button at the bottom of the page to return to the Request Access to BSO Services page. To return to the Business Services Online Main Menu, select **Main Menu** on the second line of the page header.)

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Request Access to BSO Services

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Manage Services

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

Manage Employer Information

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

Report Wages to Social Security

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**

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

www.socialsecurity.gov

STEP 7: Request access to Report Wages to Social Security by selecting the “Yes” radio button and the **Next** button. The system displays the View File/Wage Report Status, Errors and Error Notices page of the adding services wizard. (To return to the Employer Information page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

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Request Access to BSO Services

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Manage Services

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- [Enter Activation Codes](#)

Manage Employer Information

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

View File / Wage Report Status, Errors and Error Notices

View File/Wage Report Status service allows you to view additional submission status of wage information submitted by or for your employer. This additional service also allows you to review any errors the Social Security Administration found in the submitted information, and any error notices the Social Security sent to your employer.

You can choose to view the errors and error notices with or without Name/SSN errors. Access 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.
- The activation notice for reviewing wage information status **with** Name/SSN errors is sent directly to your employer. This access involves a more rigorous process and requires pre-authorization from your employer.

After you receive the activation notice, you may activate this additional service by logging in to the BSO web site and from the "Account Maintenance" menu, select "Activate Access to BSO Services" and enter the activation code.

☐ I do NOT want the additional Submission Information described above. Basic Submission Status is included with "Report Wages to Social Security"

☐ I do want the additional Submission Information described above. I request access to View File/Wage Report Status, Errors and Error Notices without Name/SSN Errors.

☒ I do want the additional Submission Information described above. I request access to View File/Wage Report Status, Errors and Error Notices with Name/SSN Errors

www.socialsecurity.gov

STEP 8: Request the desired view of File/Wage Report Status by selecting one of the radio buttons and the **Next** button. The system displays the Social Security Number Verification Service (SSNVS) page of the adding services wizard. (To return to the Report Wages to Social Security page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

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Request Access to BSO Services

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Manage Services

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Manage Employer Information

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

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.

Warning: 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

www.socialsecurity.gov

STEP 9: Request access to Social Security Number Verification Service (SSNVS) by selecting the “Yes” radio button and the **Next** button. The system displays the Request Summary page. (To return to the View File/Wage Report Status, Errors and Error Notices page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

NOTE

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

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Manage Employer Information

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

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HELP

**Request Access to BSO Services**

[Request Summary](#)

You have selected the following functions:

- Report Wages to Social Security
- View File/Wage Report Status, Errors and Error Notices **with** Name / SSN Errors
- Social Security Number Verification Service (SSNVS)

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

[<< Previous](#)[Confirm](#)

www.socialsecurity.gov

STEP 10: Review the list of functions and select the **Confirm** button to submit your access request. The system will display the Request Access to BSO Services Confirmation page. (To return to the Social Security Number Verification Service (SSNVS) page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

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Manage Employer Information

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

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HELP

**Request Access to BSO Services Confirmation**

Your request for access to the services and tasks listed below was received on September 16, 2009.

Please print this for your records.

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."

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 (**HGJHG, AK**). 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 (**HGJHG, AK**). 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).

[Main Menu](#)

www.socialsecurity.gov

STEP 11: The confirmation page shows what services were selected, which are active immediately and which require activation codes. Please print this page for your records. Activation codes will be mailed to the address we have on record for your employer (please note the city and state shown) and are usually received within two weeks. To return to the Business Services Online Main Menu, select the **Main Menu** button.

NOTE

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

LESSON 12: REQUEST SERVICES SUITE FOR ATTORNEYS

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

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

www.socialsecurity.gov/bsowelcome.htm.

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

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

NOTE

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

The screenshot shows the Social Security Business Services Online (BSO) Main Menu. The page has a red header with the Social Security Online logo and the text "Business Services Online". Below the header is a navigation bar with links: "BSO Main Menu", "BSO Information", "Contact Us", and "Keyboard Navigation". The main content area is divided into two columns. The left column contains a user profile for KAMALJIT RANDHAWA with a "Logout" button, and four sections: "Manage Account" (with links for View / Edit Account Info, Change Password, and Disable Account), "Manage Services" (with links for View / Edit Services, Request New Services, View Pending Services, and Enter Activation Code(s)), and "Manage Employer Information" (with links for Add/Update Employer Information and Remove Employer Information). The right column contains a "Main Menu" section with a welcome message for KAMALJIT RANDHAWA, a password expiration notice for January 03, 2010, and two main service links: "Report Wages To Social Security" (with sub-links for Submit, download or process W-2s and W-2cs; View submission status, acknowledge resubmission notices or; Request resubmission extensions) and "Social Security Number Verification Service" (with sub-links for Request online SSN verification, or; Submit files for SSN verification). At the bottom, there is a footer with the Social Security Online logo and the text "Business Services Online".

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Business Services Online

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KAMALJIT RANDHAWA
Logout

Manage Account

- View / Edit Account Info
- Change Password
- Disable Account

Manage Services

- View / Edit Services
- Request New Services
- View Pending Services
- Enter Activation Code(s)

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 03, 2010**

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

Social Security Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

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

Social Security Online **Business Services Online**

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WILLIAM FIELD Log Out

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Manage Services

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- [Enter Activation Codes](#)

Manage Employer Information

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

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:

- 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

☒ **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 Form
- Update Form SSA-1694 Business Taxpayer Information Form

☐ **Internet Representative Payee Suite:**

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

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

Cancel Next

www.socialsecurity.gov

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

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

- If Employer information has not been entered, the Request Access to BSO Services page is re-displayed with the message “**Employer Information is required for the selected suite(s). Please select this link Add Your Employer Information to continue.**”
- If Employer information has already been entered, the system displays the Adding Services Wizard pages for the suite(s) of services you selected.

(To return to the Business Services Online Main Menu page, select the **Cancel** button.)

Social Security Online **Business Services Online**

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KAMALJIT RANDHAWA Log Out

Employer Information

Page 1 of 2

Employer Identification Number (EIN): 821437743

Business or Organization Name: TUTORIAL TEST

You currently have access to the following services:

- Report Wages to Social Security
- View File/Wage Report Status, Errors and Error Notices **with** Name / SSN Errors
- Social Security Number Verification Service (SSNVS)

Your additional request for services will be for the Employer Information listed above. To update Employer information, return to "Account Maintenance", "Update Your Employer Information".

Previous Next

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STEP 6: Review the employer information displayed.

- If the employer information displayed is incorrect, you may update your employer information by selecting the Add/Update Employer Information link on the left navigation panel.
- If the employer information displayed is correct, select the Next button. The system displays the Complete Form SSA-1694 Business Taxpayer Information Form page of the adding services wizard.

(Select the **Previous** button at the bottom of the page to return to the Request Access to BSO Services page. To return to the Business Services Online Main Menu, select **Main Menu** on the second line of the page header.)

Social Security Online
www.socialsecurity.gov
KAMALJIT RANDHAWA
Log Out

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

Request Access to BSO Services

Page 2 of 2

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

Complete Form SSA-1694 Business Taxpayer Information Form

Do you want to Complete Form SSA-1694 Business Taxpayer Information Form?

Law firms, partnerships, corporations, or multi-member LLCs/LLPs that have attorneys and/or non-attorney representatives as partners or employees who receive direct payments **must** provide us with taxpayer identification information for that business entity using the Business Taxpayer Information Form (Form SSA-1694). You will be able to:

- Complete a Business Taxpayer Information Form
- Update a Business Taxpayer Information Form

☐ Yes

☒ No

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

www.socialsecurity.gov

STEP 7: Request access to Complete Form SSA-1694 Business Taxpayer Information Form by selecting the “Yes” radio button and the **Next** button. The system displays the Request Summary page. (To return to the Employer Information page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

Social Security Online
www.socialsecurity.gov
KAMALJIT RANDHAWA
Log Out

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

Request Access to BSO Services

Request Summary

You have selected the following functions:

Form SSA-1694 Request for Business Entity Taxpayer Information

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

<< Previous Confirm

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

www.socialsecurity.gov

STEP 8: Review the list of services and select the **Confirm** button to submit your access request. The system will display the Request Access to BSO Services Confirmation page. (To return to the Complete Form SSA-1694 Business Taxpayer Information Form page of the adding services wizard, select the **Previous** button at the bottom of the page. To return to the Business Services Online Main Menu without adding services, select **Main Menu** on the second line of the page header.)

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: 'Main Menu | Contact Us | BSO Information | Keyboard Navigation' and a 'HELP' button. The user's name 'KAMALJIT RANDHAWA' is displayed. A 'Log Out' button is visible. The main content area is titled 'Request Access to BSO Services Confirmation'. It states: 'Your request for access to the services and tasks listed below was received on October 21, 2009. Please print this for your records.' Below this is the section 'Form SSA-1694 Request for Business Entity Taxpayer Information', which says: 'You 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."' A 'Main Menu' button is provided. On the left sidebar, there are sections for 'Main Menu', 'Manage Account' (with links: View/Edit Account Info, Change Password, Disable Account), 'Manage Services' (with links: View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes), and 'Manage Employer Information' (with links: Add/Update Employer Information, Remove Employer Information). The footer shows 'www.socialsecurity.gov'.

Social Security Online
www.socialsecurity.gov
KAMALJIT RANDHAWA
Log Out

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

Request Access to BSO Services Confirmation

Your request for access to the services and tasks listed below was received on October 21, 2009.

Please print this for your records.

Form SSA-1694 Request for Business Entity Taxpayer Information

You 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."

Main Menu

www.socialsecurity.gov

STEP 9: The confirmation screen shows what services were selected, which are active immediately and which require activation codes. Activation codes will be mailed to the address we have on record for your employer and are usually received within two weeks. To return to the Main Menu, select the **Main Menu** button.

LESSON 13: REQUEST INTERNET REPRESENTATIVE PAYEE SUITE

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

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

www.socialsecurity.gov/bsowelcome.htm.

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

The screenshot shows the 'Log In to Online Services' page. At the top is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links: 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and a 'HELP' link. The main content area has a light gray background. On the left, under 'Online Services Availability', are the hours: Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, and Sunday 8 AM - 11:30 PM ET. The central area is divided into two columns. The left column, 'New User?', instructs users to create an account and lists requirements: provide personal information, provide contact information, and create a password and security questions. It includes a 'Create Log In Account' link and a note about phone/form registration. The right column, 'Existing User?', asks for login details. It has fields for 'User ID' and 'Password', with links for 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a text area for terms and a checkbox for 'I have read & agree to these terms.' A 'Log In' button is at the bottom right of the form.

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

NOTE

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

Social Security Online Business Services Online

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

Main Menu

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 03, 2010**

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

Social Security Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

Form SSA-1694 Request for Business Entity Taxpayer Information
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

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

Social Security Online
www.socialsecurity.gov
KAMALJIT RANDHAWA
Log Out

Main Menu

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Request Access to BSO Services

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:

- 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

☒ **Internet Representative Payee Suite:**

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

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

Cancel Next

www.socialsecurity.gov

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

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

Social Security Online
www.socialsecurity.gov
KAMALJIT RANDHAWA
Log Out

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

Request Access to BSO Services

Page 1 of 1

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

Internet Representative Payee

Do you want to complete Form SSA-623, SSA-6230 or SSA-6234?

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes the following:

- Form SSA-623 for individual Representative Payees
- SSA-6230 for parents, stepparents and grandparents with minor children in custody
- SSA-6234 for Representative Payee organizations

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

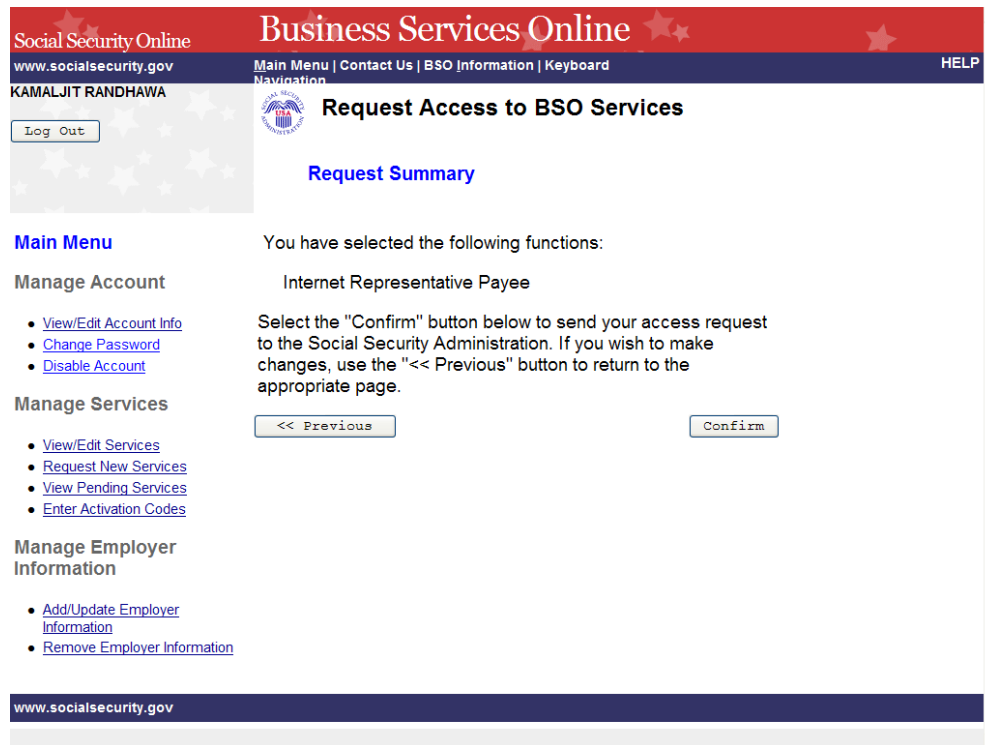
☐ No

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

Support for registration, login, and selecting the IRPA service: Call 1-800-773-6270

www.socialsecurity.gov

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



The screenshot displays the 'Business Services Online' interface. At the top, the header includes 'Social Security Online' and 'Business Services Online'. Below the header, the user's name 'KAMALJIT RANDHAWA' is visible, along with a 'Log Out' button. The main content area is titled 'Request Access to BSO Services' and includes a 'Request Summary' section. On the left, there are three main menu categories: 'Manage Account' (with links for View/Edit Account Info, Change Password, and Disable Account), 'Manage Services' (with links for View/Edit Services, Request New Services, View Pending Services, and Enter Activation Codes), and 'Manage Employer Information' (with links for Add/Update Employer Information and Remove Employer Information). The central text states: 'You have selected the following functions: Internet Representative Payee. Select the "Confirm" button below to send your access request to the Social Security Administration. If you wish to make changes, use the "<< Previous" button to return to the appropriate page.' At the bottom of this section are two buttons: '<< Previous' and 'Confirm'. The footer of the page shows the URL 'www.socialsecurity.gov'.

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

Social Security Online
www.socialsecurity.gov
KAMALJIT RANDHAWA
Log Out

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

Request Access to BSO Services Confirmation

Your request for access to the services and tasks listed below was received on October 21, 2009.

Please print this for your records.

Internet Representative Payee

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

Main Menu

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

www.socialsecurity.gov

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

LESSON 14: 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/bsowelcome.htm.

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

The screenshot shows the 'Log In to Online Services' page. At the top, there is a red header with 'Social Security Online' and 'Business Services Online'. Below the header, a navigation bar contains links: 'BSO Welcome', 'BSO Information', 'Keyboard Navigation', and a 'HELP' link. The main content area is titled 'Log In to Online Services'. On the left, under 'Online Services Availability', there is a list of service hours: Monday-Friday (5 AM - 1 AM ET), Saturday (5 AM - 11 PM ET), and Sunday (8 AM - 11:30 PM ET). The central area is divided into two columns. The left column, 'New User?', explains that a new account must be created and lists the required information: personal information, contact information, and password/security questions. It includes a 'Create Log In Account' link and a note about phone/form registration. The right column, 'Existing User?', prompts the user to log in with their User ID and Password. It includes links for 'Forgot user ID?' and 'Forgot your password?'. Below the login fields is a 'User Certification' section where the user must agree to terms by checking a box. A 'Log In' button is located at the bottom right of the 'Existing User?' section.

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

NOTE

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



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

Business Services Online

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

KAMALJIT RANDHAWA | Log Out

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

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)**

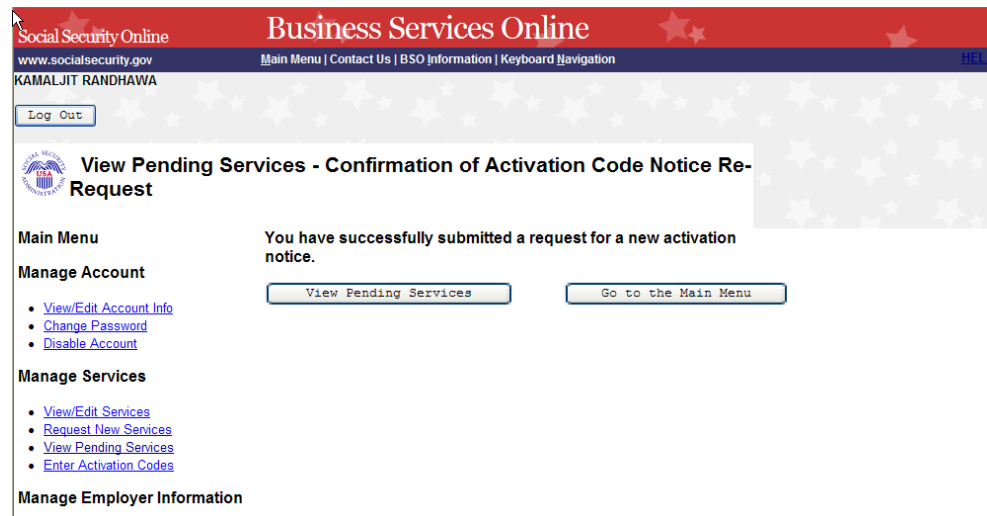
- Complete an online form or submit files to request verification of names and Social Security Numbers of employees of the company for which you work or of the company that has hired you to perform this service.

*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.

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

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

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



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

LESSON 15: ENTER ACTIVATION CODE(S)

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

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

www.socialsecurity.gov/bsowelcome.htm.

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

The screenshot shows the 'Log In to Online Services' page. At the top is a red header with 'Social Security Online' and 'Business Services Online'. Below this is a dark blue navigation bar with links: 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and a 'HELP' link. The main content area has a light gray background. On the left, under 'Online Services Availability', are the hours: Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, and Sunday 8 AM - 11:30 PM ET. The central area is divided into two columns. The left column, 'New User?', explains that a new account is needed and lists requirements: personal information, contact information, and password/security questions. It includes a 'Create Log In Account' link and a link to 'Need to complete a phone/form registration?'. The right column, 'Existing User?', prompts the user to login with a 'User ID' and 'Password' field. It includes links for 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a scrollable text area stating that the SSA will validate the user's information and a checkbox for 'I have read & agree to these terms.' A 'Log In' button is at the bottom right of the 'Existing User?' section. The footer is a dark blue bar with 'www.socialsecurity.gov', 'BSO Welcome | BSO Information | Keyboard Navigation', and a 'HELP' link.

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

NOTE

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



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

NOTE

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

Formatted: Font: Bold

The screenshot shows the 'Enter Activation Code(s)' page of the Social Security Business Services Online. The header includes 'Social Security Online' and 'Business Services Online' with navigation links like 'Main Menu', 'Contact Us', 'BSO Information', and 'Keyboard Navigation'. The user is logged in as 'KAMAL JIT RANDHAWA'. The main content area has a heading 'Enter Activation Code(s)' and a sub-heading 'Enter the activation code for any service(s) for which you have requested access and have received an activation code.' Below this is a text input field labeled 'Enter Activation Code:' and two buttons: 'Cancel' and 'Activate Service(s)'. A left sidebar contains a 'Main Menu' with links for 'Manage Account' (View/Edit Account Info, Change Password, Disable Account), 'Manage Services' (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes), and 'Manage Employer Information' (Add/Update Employer Information, Remove Employer Information).

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

The screenshot shows the 'Enter Activation Code(s) - Confirmation' page. The header is identical to the previous page. The user is still logged in as 'KAMAL JIT RANDHAWA'. The main content area has a heading 'Enter Activation Code(s) - Confirmation' and a sub-heading 'You have successfully activated Social Security Number Verification Service (SSNVS). The service(s) listed are now available from the Main Menu.' Below this is a button labeled 'Go to the Main Menu'. The left sidebar is identical to the previous page.

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

LESSON 16: ADD EMPLOYER INFORMATION

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

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

www.socialsecurity.gov/bsowelcome.htm.

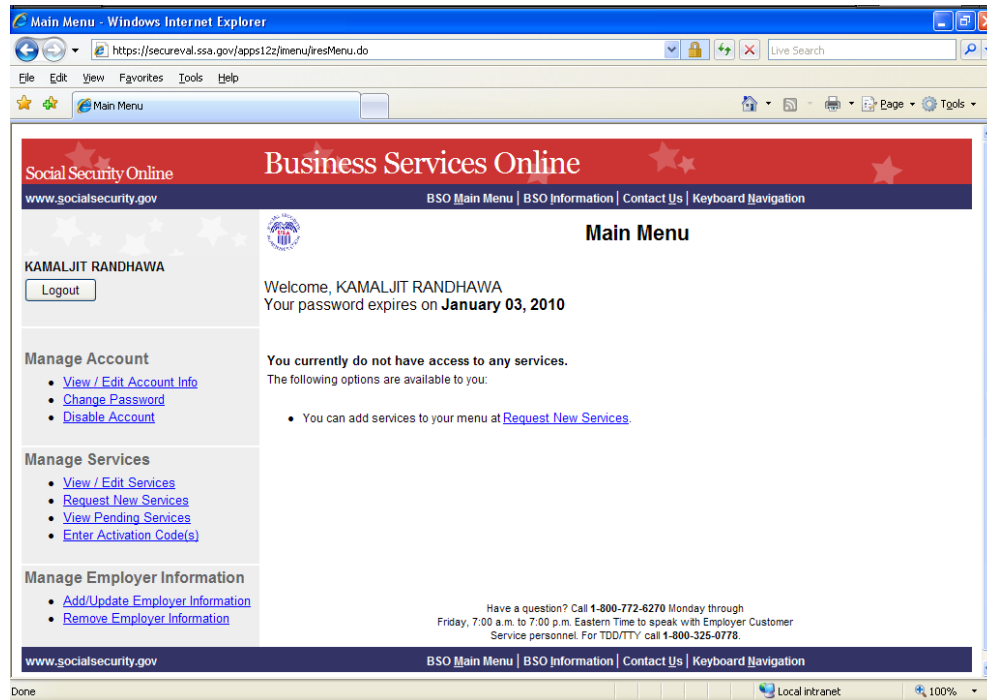
STEP 2: Select the **Log In** button on the Business Services Online Welcome page. The system displays the Log In to Online Services page.

The screenshot shows the 'Log In to Online Services' page. The header includes 'Social Security Online' and 'Business Services Online' with navigation links like 'BSO Welcome', 'BSO Information', and 'Keyboard Navigation'. A 'HELP' link is in the top right. On the left, 'Online Services Availability' lists hours: Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, and Sunday 8 AM - 11:30 PM ET. The main content area is divided into two columns. The 'New User?' column explains that a new account must be created and lists requirements: providing personal information, contact information, and a password/security questions. It includes a 'Create Log In Account' link and a link to 'Need to complete a phone/form registration?'. The 'Existing User?' column prompts login with fields for 'User ID' and 'Password', and links for 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a text area for terms and a checkbox for 'I have read & agree to these terms.', followed by a 'Log In' button. The footer repeats the navigation links.

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

NOTE

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



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

NOTE

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

Social Security Online **Business Services Online**

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

WILLIAM FIELD Log Out

Employer Information Attestation

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

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

Employer Information for Business Services Online.

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

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

You may update your employer information any time.

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

User Certification for SSA Business Services Online

I certify that:

- I am currently employed by the employer associated with my employer information and am authorized to conduct business on behalf of the employer.
OR
- I am the employer of an individual or individuals who work(s) for me in my household.
OR
- I am a self-employed individual.
OR
- I am a volunteer for an organization.

- I understand that SSA may prevent me and/or the company or organization I represent from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my User ID.

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

www.socialsecurity.gov

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

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

(S) elect the **Cancel** button to return to the Business Services Online Main Menu page. To return to the BSO Welcome page, select the **Log Out** button.)


Social Security Online
www.socialsecurity.gov

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

HELP

WILLIAM FIELD
Log Out

Main Menu
Manage Account
• View/Edit Account Info
• Change Password
• Disable Account
Manage Services
• View/Edit Services
• Request New Services
• View Pending Services
• Enter Activation Codes
Manage Employer Information
• Add/Update Employer Information
• Remove Employer Information



Add Employer Information

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

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

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

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

Employer Identification Number (EIN):
 (If you do NOT have an EIN then leave this field blank.)

Business or Organization Name:

Please check the following statement **ONLY** if applicable.

☐ I am a third party submitter registering to do business on behalf of another business or organization.

www.socialsecurity.gov

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

TIPS

- ◆ Do not enter dashes in the EIN.
- ◆ If you do not have an EIN, leave the EIN field blank.

STEP 7: If you are a third party submitter registering to do business on behalf of another business or organization, check the check box beside that statement. Select the **Submit Employer Information** button to process the employer information. The system displays the Add Your Employer Information Successful page. (Select the **Cancel** button to return to the Business Services Online Main Menu page. To return to the BSO Welcome page, select the **Log Out** button.)



STEP 8: Select the **Request Access to BSO Services** button to select services you need to access. The system displays the Request Access to BSO Services page. (Select the **Main Menu** button to return to the Business Services Online Main Menu page. To return to the BSO Welcome page, select the [Logout](#) link.)

LESSON 17: UPDATE EMPLOYER INFORMATION

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

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

The screenshot shows the 'Log In to Online Services' page. The header includes 'Social Security Online' and 'Business Services Online' with navigation links like 'BSO Welcome', 'BSO Information', and 'Keyboard Navigation'. A 'HELP' link is in the top right. On the left, 'Online Services Availability' lists hours: Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, and Sunday 8 AM - 11:30 PM ET. The main content area is divided into two columns. The 'New User?' column explains account creation and lists requirements: provide personal information, contact information, and a password/security questions. It includes a 'Create Log In Account' link and a link to 'Need to complete a phone/form registration?'. The 'Existing User?' column has login fields for 'User ID' and 'Password', with links for 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a text area for terms and a checkbox for 'I have read & agree to these terms.' A 'Log In' button is at the bottom right of the form.

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

NOTE

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

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDHAWA
Logout

Manage Account

- View / Edit Account Info
- Change Password
- Disable Account

Manage Services

- View / Edit Services
- Request New Services
- View Pending Services
- Enter Activation Code(s)

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Main Menu

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 14, 2010**

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

Social Security Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

Form SSA-1694 Request for Business Entity Taxpayer Information
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

Internet Representative Payee Accounting (IRPA)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

Have a question? Call 1-800-772-6279 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 1-888-325-8778.

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

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

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDHAWA
Log Out

Main Menu

Manage Account

- View / Edit Account Info
- Change Password
- Disable Account

Manage Services

- View / Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Update Your Employer Information

This employer information form is used to gather information about the business you own or by which you are employed. We will compare this information with our records to verify you are currently employed by the business or organization you represent. Correspondence with your employer will be sent to the address we have on file.

To change your EIN you must first "Remove Your Employer Information" which will deactivate all active services with this employer and then re-request services from "Account Maintenance", "Request Access to BSO Services."

I have an SSN and I am an employee of a business or an organization that has an EIN.

Employer Identification Number (EIN): 010247307

Business or Organization Name:
KPS NTRAM PERSON

Please check the following the statement below ONLY if applicable

☐ I am a third party submitter registering to do business on behalf of another company.

Cancel Update

www.socialsecurity.gov

STEP 5: Change any information and select the **Update** to submit the changes. The system displays the Update Your Employer Information Successful page. (Select the **Cancel** button to return to the Business Services Online Main Menu page without submitting any changes).

NOTE

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

The screenshot displays the Social Security Business Services Online (BSO) interface. At the top, a red banner contains the text "Social Security Online" and "Business Services Online". Below the banner, a dark blue navigation bar includes links for "Main Menu", "Contact Us", "BSO Information", "Keyboard Navigation", and "HELP". The user's name, "KAMALJIT RANDHAWA", is displayed in the top left corner, along with a "Log Out" button. The main content area features a large blue header with the text "Update Your Employer Information Successful" and a sub-header "Your employer information has been updated." Below this, a "Main Menu" button is visible. The left sidebar contains a "Main Menu" section with links for "Manage Account" (View/Edit Account Info, Change Password, Disable Account), "Manage Services" (View/Edit Services, Request New Services, View Pending Services, Enter Activation Codes), and "Manage Employer Information" (Add/Update Employer Information, Remove Employer Information). The footer of the page shows the URL "www.socialsecurity.gov".

Social Security Online
www.socialsecurity.gov

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

HELP

KAMALJIT RANDHAWA
Log Out

Update Your Employer Information Successful
Your employer information has been updated.

Main Menu

Manage Account

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

Manage Services

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

Manage Employer Information

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

www.socialsecurity.gov

STEP 6: Select the **Main Menu** button to return to the Business Services Online Main Menu.

LESSON 18: REMOVE EMPLOYER INFORMATION

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

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

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 Online Services page.

The screenshot shows the 'Log In to Online Services' page. The header includes 'Social Security Online' and 'Business Services Online' with navigation links like 'BSO Welcome', 'BSO Information', and 'Keyboard Navigation'. A 'HELP' link is in the top right. On the left, 'Online Services Availability' lists hours: Monday-Friday 5 AM - 1 AM ET, Saturday 5 AM - 11 PM ET, and Sunday 8 AM - 11:30 PM ET. The main content area is divided into two columns. The 'New User?' column explains that a new account must be created and lists requirements: provide personal information, provide contact information, and create a password and security questions. It includes a 'Create Log In Account' link and a note about phone/form registration. The 'Existing User?' column prompts login with fields for 'User ID' and 'Password', and links for 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a scrollable text area stating that the SSA will validate information against its files, and a checkbox for 'I have read & agree to these terms.' A 'Log In' button is at the bottom right of the form.

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

NOTE

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

Social Security Online **Business Services Online**

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

KAMALJIT RANDHAWA
Logout

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Code(s)

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Main Menu

Welcome, KAMALJIT RANDHAWA
Your password expires on **January 14, 2010**

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

Social Security Number Verification Service
Request online SSN verification, or
Submit files for SSN verification

Form SSA-1694 Request for Business Entity Taxpayer Information
Submit or update a Business Taxpayer Information form to receive form 1099 for work related to claimant representation

Internet Representative Payee Accounting (IRPA)
File a Form SSA-623, SSA-6230, or SSA-6234 Representative Payee Reports electronically
Submit and print representative payee accounting forms,
Download submitted forms for up to 30 days after submission

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/TTY call 1-888-325-8778.

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

STEP 4: Under the Manage Employer Information section of the left navigation panel, select the [Remove Employer Information](#) link. The system displays the Remove Your Employer Information page. (Select the Logout button to return to the Business Services Online Welcome page.)

Social Security Online **Business Services Online**

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

KAMALJIT RANDHAWA
Log Out

Main Menu

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Remove Your Employer Information

Employer Identification Number (EIN): 821437743

Business or Organization Name:
TUTORIAL TEST

Removing this employer information will cause the following services to be deactivated:

- Report Wages to Social Security
- View File/Wage Report Status, Errors and Error Notices **with** Name / SSN Errors
- Social Security Number Verification Service (SSNVS)
- Form SSA-1694 Request for Business Entity Taxpayer Information

Select "Remove Employer" to remove your employer information and deactivate access to the services listed above.

Cancel Remove Employer

www.socialsecurity.gov

STEP 5: Select the **Remove Employer** button to submit the changes. The system displays the Remove Your Employer Information Successful page. (Select the **Cancel** button to return to the Business Services Online Main Menu page without removing the employer.)

NOTE

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

The screenshot displays the Social Security Business Services Online (BSO) interface. At the top, the header includes "Social Security Online" and "Business Services Online" with navigation links like "Main Menu", "Contact Us", "BSO Information", and "Keyboard Navigation". The user is logged in as KAMALJIT RANDHAWA, with a "Log Out" button. The main content area features a success message: "Remove Your Employer Information Successful" and "Your employer information has been removed and all access to services associated with that employer has been deactivated." Below this, a "Main Menu" section lists options for managing account, services, and employer information. Two buttons are visible: "BSO Main Menu" and "Request Access to BSO Services". The footer shows the URL "www.socialsecurity.gov".

Social Security Online
www.socialsecurity.gov

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

KAMALJIT RANDHAWA
Log Out

Remove Your Employer Information Successful

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

Main Menu

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

BSO Main Menu Request Access to BSO Services

Manage Account

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

Manage Services

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

Manage Employer Information

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

www.socialsecurity.gov

STEP 6: Select the **Request Access to BSO Services** button to request new services for a different employer. To return to the Business Services Online Main Menu, select the **BSO Main Menu** button.