

November 2023 Wage Reporting Community Meeting

Questions and Answers

1) What if you have a BSO login but you changed jobs?

If you have an existing BSO User ID, you will keep the same BSO User ID and will not need to register for a new one. After logging in, you will have the option to add the new company's EIN to your BSO User ID.

2) Who can we work with directly as we have not been able to use verification services since the change to the system. We have been trying and trying but to no avail.

In order to access Social Security Number Verification Service (SSNVS). You must start the registration process from www.ssa.gov/bso. Scroll down to the Employer box and select either Login or Create account.

You will not be able to use the SSNVS without adding the additional levels of security to your account.

If you are having issues with access and registration, please contact the appropriate support:

[Login.gov Help Center](#)

1-844-875-6446

[ID.me Help Center](#)

Virtual help ONLY

For registration issues relating to BSO accounts.

1-800-772-6270 (TTY 1-800-325-0778)

[National 1-800 #:](#)

For information about Social Security Programs and benefits, please use our automated services by calling:

1-800-772-1213

If you are still having issues with SSNVS after completing the access and registration process, please contact the employer 800 number:

Phone: 1-800-772-6270 (TTY 1-800-325-0778) Monday through Friday, 7 a.m. to 5:30 p.m., Eastern Time

E-mail: employerinfo@ssa.gov

3) I have also looked at the handbook and the links don't look like the site.

Please note that as of March 25, 2023, the registration and log in process has changed. Please be patient as we work to update our site with changes to our videos, tutorials and handbooks that reflect this change.

- 4) I have helped a client set up BSO, however, it asks for all personal info not the business. When we get into SSA it has the owners personal. How do we set up the business info to file the W2's. they have set up Login. gov and able to file 941.**

All BSO users will need a Social Security online account. You can use your personal my Social Security account that was created before September 18, 2021, or an existing Login.gov or ID.me credential. For your protection, you're the only one who can access your personal my Social Security account. If you do not have a Social Security online account or a Login.gov or ID.me credential, you will need to create one from our Social Security Sign in page. This is a new requirement to access BSO employer services.

- 5) We need help with the setup of the new login as employer. Previously we do have a USER ID and password with Business Services online. We setup LOGIN.GOV for paying the taxes however it will not allow us to use it for the BSO. We attempted to used ID.ME but it only takes us to personal information we need to sign in as the EMPLOYER please help.**

Start the registration process from www.ssa.gov/bsa. Scroll down to the Employer box and select either Login or Create account. After you have successfully registered, your business and personal Social Security accounts will use the same credentials but remain separate.

- 6) Yes, they're requiring Personal info (verification to report for the Employer. I'm very concerned as I had identity theft. I now physically have to go into EDD for them to talk to me because of the fraud flagged on my account.**

We are committed to protecting your information and benefits and take this responsibility seriously. That's why we ask you to verify your identity to create a business and personal account. We work with external partners to securely verify your identity. We do this to protect your data while making our online services easy for you to use. To use any of the employer suite of services, all new and existing BSO users will need a Social Security online account with Extra Security. You can use your personal my Social Security account, an existing Login.gov or ID.me credential.

- 7) The website link to BSO is what was used but never found the link to go from personal to business.**

While the sign screens look the same for your personal account and BSO account, the path that they take are very different. The starting location or link that you select to log in is what dictates what services you will see after log in process. This is the log in link that must be used to reach BSO services, <https://secure.ssa.gov/RIL/bsa>.

Even if you are taken back to a sign in screen to sign in again during the authentication process, you must make sure the URL is the same as the one above.

- 8) When will info from the Spring 2023 mtg be posted on the SSA site? I see Fall 2022 Q&A and Mtg Notes. But I don't see Spring 2023. Thank you!**

Our PowerPoint of our slides for the Spring Meeting can be found at [Wage Reporting Community Meetings webpage](#).

- 9) Can more than one individual have a BSO login and be able to report for a given EIN? Meaning can the controller and I both have our own BSO logins, and both have the same EIN 'claimed' on which to report?**

For this type of specific question, we ask that you contact our Employer Reporting Service Center and speak with a representative that can assist you. 1-800-772-6270 (TTY 1-800-325-0778)

Representatives are available Monday through Friday, 7 a.m. to 5:30 p.m., Eastern Time.

- 10) How do you link the personal to business in BSO?**

While the sign screens look the same for your personal account and BSO account, the path that they take are very different. The starting location or link that you select to log in is what dictates what services you will see after log in process. This is the log in link that must be used to reach BSO services, <https://secure.ssa.gov/RIL/bsa>.

Even if you are taken back to a sign in screen to sign in again during the authentication process, you must make sure the URL is the same as the one above.

- 11) None of the TY2023 reporting information that you are referencing on the call today seem to have been updated on the website. Can you provide an ETA when the new documents WILL be available please?**

TY23 wage reporting updates such as the Specifications for Filing Forms W-2 and W-2c (EFW2/EFW2C) and the Electronic Filing handbook is usually updated in December.

- 12) All new to me. We do not use any type of payroll program. Our payroll is done manually as well as the W2 and 1099 NEC. What do we need to be able to upload the employee wages?**

File W-2s/W-2Cs Online - This service offers fast, free, and secure online W-2 filing options to CPAs, accountants, enrolled agents, and individuals who process W-2s (the Wage and Tax Statement) and W-2Cs (Statement of Corrected Income and Tax Amounts). It's a great choice for smaller businesses.

Start your registration process here: [Business Services Online \(ssa.gov\)](https://ssa.gov)

Scroll down to the Employer box and select either Log in or Create account.

- 13) The last option did not work for me. I have a BSO account. Why?**

Start at www.ssa.gov/bsa Scroll down to the Employer box and either Create account or Log in redirect page.

- 14) When I created the BSO for my employer, it in some way appeared to link my personal SSA. I want to be sure I'm not linked with the employer acct in the event I leave the company. Is there information about this?**

While the sign screens look the same for your personal account and BSO account, the path that they take are very different. The starting location or link that you select to log in is what dictates what services you will see after log in process. This is the log in link that must be used to reach BSO services, <https://secure.ssa.gov/RIL/bsq>.

Even if you are taken back to a sign in screen to sign in again during the authentication process, you must make sure the URL is the same as the one above.

15) Once you leave a company, can you UNLINK that EIN from your BSO?

Yes, you are able to disconnect from an EIN.

16) If there is a "soft" check of my credit, why do I have to remove the freeze I currently have?

If you have a security freeze, fraud alert, or both on your credit report, you can still open a Social Security account by temporarily lifting it. To do this, you must:

- 1. Contact our [Identity Services Provider](#) and request that they temporarily lift your security freeze or fraud alert.*
- 2. Create a personal my Social Security account online after lifting the security freeze or fraud alert.*
- 3. Reinstate the security freeze or fraud alert with the Identity Services Provider if needed. When you request a temporary lift of your credit freeze or fraud alert, the Identity Services Provider may automatically reinstate it after your temporary lift expires.*

If you do not want to temporarily lift the credit freeze, you may want to consider creating your account using [ID.me](#) or you can contact your local Social Security office for help creating your account.

ID.me and Login.gov do not perform credit checks, but use credit bureaus to verify your personal information (such as name, address, phone number, etc.) For more information, please visit [ID.me](#) or [Login.gov](#).

17) Have a freeze on my account due to identity theft and once again, I'm the one having to do extra work... and now on behalf of my employer?!

National 1-800 #:

For registration issues relating to the Social Security online accounts. 1-800-772-1213

18) No other resource to submit W-2s?

There are three ways to file W-2s online:

- 1. **Upload a Wage Report** – Upload your files using your own software if it meets the specifications for electronically filing Forms W-2. You also can use our AccuWage test tool to check the accuracy of your wage reports before submitting them.*

2. **W-2 Online** – Complete and print up to 50 Forms W-2 suitable for distribution to your employees. No software is required. **W-2c Online** – Complete and print up to 25 Forms W-2c's suitable for distribution to your employees. No software is required.
3. You also have the option to hire a 3rd party to submit W-2s electronically on your behalf.

19) I own a couple different businesses. Will I be able to upload all company W2's with 1 login?

Yes, if you are registered and have a BSO account with wage reporting services, then start at www.ssa.gov/bso to log in to your BSO account. Once there, you can submit W-2/W-3 information for the additional employer.

20) How can I re-request my BSO activation code for SSNVS that was forwarded to my employer. They should have received the mail months ago, but they don't recall having received it.

Your activation code is mailed to the Employer address we have on record with the IRS. To confirm that address please call our Employer Reporting Service Center at 1-800-772-6270 (TTY 1-800-325-0778).

21) Will the REO have to submit all of their personal information as well?

Personal information is captured during the identity proofing process to assure that the REO is who they say they are. We also capture work related contact information (i.e., work email and work phone number).

22) What do we do if no one has ever updated the EIN addresses with the IRS? I have some OLD EIN letters and if BSO codes are mailed, they'll never get to us...

To confirm that address please call our Employer Reporting Service Center at 1-800-772-6270 (TTY 1-800-325-0778). If an address update is necessary, you should contact IRS to update your business address.

23) Since there is only one REO, what happens when that REO is no longer available and is not able to delegate someone on their behalf? IRS allows for two Responsible Officials in this case.

We plan to include a feature to support the need for an REO to be replaced in a future release.

24) This REO is still a future case right? It hasn't started yet? Right now can more than one person have access to the same EIN?

The REO is not required to report wages for 2023.

25) Do I have to register if I already have a CAF number?

When this new authorization process becomes available, having a CAF number will not exempt you from the need to register your organization. SSA does not recognize IRS CAF numbers as a means to prove that an individual is authorized to act on behalf of the taxpayer in matters concerning the IRS.

26) Will this be different if the organization is a City Government?

Any organization with an EIN will be able to use this new authorization process when it becomes available.

27) If we get locked out and have to wait 24 hours for the lock out to expire, do we have to call SSA to have them unlock us manually? Or does the lock out automatically expire? Thank you very much.

Yes, temporary locks automatically expire at the end of 24-hours. However, you can call or email our Employer Customer Support staff to have a temporary lock removed before the 24-hour period ends.

28) We do payroll for several companies. Do we have to start with applying for each company or can we do it through our company?

Please contact the Employer Reporting Service Center at 1-800-772-6270 (TTY 1-800-325-0778)

Representatives are available Monday through Friday, 7 a.m. to 5:30 p.m., Eastern Time.

29) If the REO leaves the business, how would you go about replacing them. Would that require a call to the help line?

We plan to include a feature to support the need for an REO to be replaced in a future release.

30) We have to call this number to find out if we have to remove our freeze or only if we encounter problems creating the account without unfreezing our account?

For questions referencing a credit freeze please contact: National 1-800 #: For registration issues relating to the Social Security online accounts. 1-800-772-1213

31) Can 1 user / REO report multiple companies wages with one log in?

Yes. When this new authorization process becomes available, authorized users will have the ability to report wages for companies that have not blocked their ability to do so.

32) Currently, do we need to have an REO? Or is this in the future?

The REO is not required to report wages for 2023. However, the REO role will be required in the future, so we do recommend that you identify who that person is in your organization now.

33) What changes are you making to the W-2 online application?

The new features of the W-2 online application are currently being piloted to a limited number of users. These features are not yet available to the general public but include:

- *Simplified navigation.*

- *Modernized, easy-to-read screens.*
- *Box 12 code descriptions.*
- *Plain language instructions.*
- *Additional self-help functionality.*
- *Import and prefill data.*

34) How can I find out more about uploading a test file for W2s?

[AccuWage Online Information \(ssa.gov\)](https://ssa.gov)

AccuWage Online Information - AccuWage Online webpage

35) Which login should we be using if we have a BSO before 2018, does it matter? If we are creating, which login do you prefer?

You must use a Social Security online account, Login.gov, or ID.me credential to gain access to the BSO application.

Start by visiting our [Social Security Sign in page](#)

If you do not have a Social Security online account, a Login.gov or ID.me credential, you will need to create one from our BSO Welcome page. Scroll down and select "Create Account" in the "Employers" box.

36) How would a company OUTSIDE of USA handle a BSO account?

As an ID.me partner, we now accept the [Individual Taxpayer Identification Number \(ITIN\) or a passport](#) as an alternative to an SSN. You can register with ID.me to use BSO with an ITIN or passport regardless of your foreign or domestic address. You may access BSO by creating or using an existing ID.me account.

ID.me is a Single Sign-On provider that meets the U.S. government's most rigorous requirements for online identity proofing and authentication. You will need to sign in or create an account starting at our [Social Security Sign in page](#).

37) Is there a change to the BSO registration process for bulk filers or is the change only for individual employers?

On March 25, 2023, we updated how you sign up for a BSO account for the following services:

- *Wage file upload.*
- *W-2/W-2C online.*
- *AccuWage online.*
- *Social Security Number Verification Service (SSNVS).*
- *View wage report name/SSN errors.*

- 38) How does IRS/SSA want industry to handle the situation where an employer files 25 W-2s on paper for TY 2023 and then learns about the lower e-file threshold? Should the employer file 25 W-2C's on paper and zero out the data and then e-file the W-2s? What should the employer do in this case in order to avoid penalties for not filing electronically?**

The Internal Revenue Service (IRS) has issued final regulations that reduce the electronic filing threshold from 250 W-2s to 10 informational returns, beginning January 2024.

If you're filing 10 or more informational returns (such as Forms W-2 or 1099), electronic filing is now mandatory – unless you secure an IRS waiver or exemption.

- 39) Are the 10 reports per company?**

The Internal Revenue Service (IRS) has issued final regulations that reduce the electronic filing threshold from 250 W-2s to 10 informational returns, beginning January 2024. For more information see: IRS and Treasury issue final regulations on e-file for businesses | Internal Revenue Service

- 40) So, if I am a provider, do I register with BSO for each company or organization that I process payroll for?**

No, you do not need to register each company. You will log in to your personal my Social Security, Login.gov, or ID.me account. Once the credentialing and authentication process has been completed, current BSO User ID(s) will be associated with your new credential.

- 41) I ordered the free w2 forms from the IRS website, but I was surprised that they are all booklet style. I want printable forms; are those available?**

Those forms are from the IRS. For more information, please visit <https://www.irs.gov/publications>.

- 42) We have a payroll service that files our W2 / W3s. How does that affect me having to report 1099s. We would both have a BSO account for the same entity. Will that cause any problems when I go to register the entity?**

The new authorization process is new. Not all the features of the process have been finalized at this time. Once, the features are finalized we will inform the public.

- 43) BSO is currently pretty easy to file W-2's, is there any chance 1099's will be included? And can multiple companies be filed with one REO/user with the new system?**

Forms 1099 are filed through the IRS, not SSA. Visit [E-file Forms 1099 with IRIS | Internal Revenue Service \(irs.gov\)](#) for more information.

44) When will REO registration become a potential requirement?

Currently, we do not have an official date. We are planning to release the improved authorization process in 2024 (sometime after the upcoming filing season).

45) Is there a form that must be used/signed/submitted currently for payroll providers to submit W2's through BSO?

No, there is no form required. You must use a Social Security online account, Login.gov, or ID.me credential to gain access to the BSO application.

Start by visiting our [Social Security Sign in page](#)

If you do not have a Social Security online account, a Login.gov or ID.me credential, you will need to create one from our BSO Welcome page. Scroll down and select "Create Account" in the "Employers" box.

46) We do payroll & submit W2/W3 for about 5 small companies, do we register EIN for each company?

Yes, in the new authorization process (that has not yet been released to the general public) upon completing registration of your organization, you will be able to register another organization or EIN.

47) How can i talk to a real person about making sure I've done all I need to do. I seem to keep going in circles.

Please visit our Customer Support for Wage Reporting page at: <https://www.ssa.gov/employer/empcontacts.htm> for assistance.

48) When can we begin filing W-2s for 2023?

We will begin accepting electronic submissions on December 4, 2023, for Tax Year 2023.

49) We have three companies with EIN's to file W-2's for. Will I be able to file their W-2's under my one ID?

Yes, if you are registered and have a BSO account with wage reporting services, then start at www.ssa.gov/bsa to log in to your BSO account. Once there, you can submit W-2/W-3 information for the additional employer.

50) I am a CPA that reports W-2 for various employers. How do I get access for reporting W-2 for each employer.

If you are registered and have a BSO account with wage reporting services, then start at www.ssa.gov/bsa to log in to your BSO account. Once there, you can submit W-2/W-3 information for the additional employer.

51) I work for an accounting firm that files W-2's for various employers. How do I get access for reporting W-2's for each employer?

In order to report W-2's, you must use a Social Security online account, Login.gov, or ID.me credential to gain access to the BSO application.

Start by visiting our [Social Security Sign in page](#)

If you do not have a Social Security online account, a Login.gov or ID.me credential, you will need to create one from our BSO Welcome page. Scroll down and select "Create Account" in the "Employers" box.

52) I'm sorry, I missed the first 45 minutes of this call due to an appointment. I file the one W-2 (pastor's) for a small church. In past years, I have used my User ID and password. This year will I need to create a new personal account to file the W-2? And do I use my personal email or the church's?

If you have an existing BSO User ID, you will keep the same BSO User ID and will not need to register for a new one. After logging in, you will have the option to add the new company's EIN to your BSO User ID. to get started, visit www.ssa.gov/bsa then scroll down to the Employers box and select either "Log in" or "Create account."

53) So, if we use ADP or Ceridian, we don't need to do this?

Yes, if you hire a 3rd party to submit W-2s electronically on your behalf, this is another option in which to file electronically.

54) How can I disconnect from my employers EIN once I leave the company. Currently, it appears that my personal SSA is linked with my employer.

After you have signed in and accessed BSO. In order to maintain your account information, services status, and employer information, use links at the left of the page. In using them, you can:

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

You would select "Remove your employer information" and then follow the instructions from there.

55) Do Quick Book users will be able to file through them?

You would need to inquire with the developer of the software.