

This information is accurate as of the date posted, but Social Security policies are subject to change

- **Is the SSA currently accepting new users or consolidators for the EWR Web Service, and what alternatives are available for submitting wage files?**

SSA is currently not accepting new EWR Web Service users/consolidators. Wage File Upload and W2 Online remain available to use through Business Services Online.

- **What types of files can I check with AccuWage Online and are there any technical restrictions?**

AccuWage Online tests wage files for format accuracy. Files must be submitted in **“text format”** and adhere to the Electronic Filing W-2 (EFW2) and Electronic Filing W-2 Correction (EFW2C) guidelines. Additionally, we strongly encourage you to zip your file for efficiency when using AccuWage Online. For technical specifications, please visit the [Specifications for Filing Forms W2 and W2C \(EFW2/ EFW2C\) page](#).

- **Is the new authorization process mandatory this tax year?**

No, it is not mandatory for this tax year.

- **The pilot has ended and I need assistance. Who should I contact?**

Please contact the Employer Reporting Service Center, Social Security's toll-free line to help employers with wage reporting questions, problems, or to report suspicious activity related to annual wage reporting:

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

Monday through Friday, 7:00 a.m. to 5:30 p.m., Eastern Time

E-mail: employerinfo@ssa.gov

- **Is my information safe and secure in my personal *my* Social Security account?**

Yes, the Social Security Administration uses strict security measures to protect your personal information. When you create your personal *my* Social Security account, you must verify your identity and use secure login methods, such as ID.me or Login.gov. We continually monitor the systems for suspicious activity and use encryption to safeguard your data.

Source: [SSA FAQs - Is my information secure?](#)