

**SOCIAL SECURITY'S
FALL 2023
SEMI-ANNUAL
MEETING**

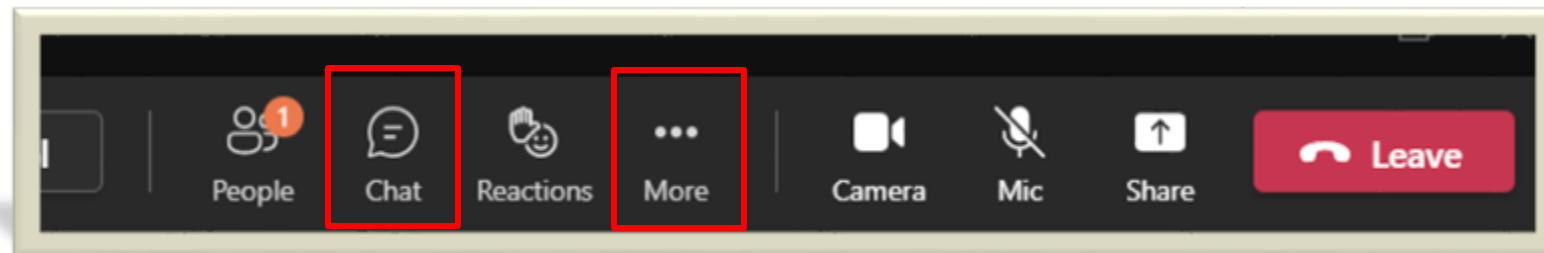
*with IRS and the Wage Reporting
Community*

November 8, 2023



HOUSEKEEPING

- If you have a question or comment, please use the chat window.
- If you need captions, you can find that setting in the 'more' section.



TODAY'S TOPICS

- Welcome/opening statement
- Tax Year 2023
- Busy season reminders
- Activation codes
- Taxpayer First Act-final regulations
- W-2 Online
- Social Security's NEW authentication process for Business Services Online (BSO)
- Upcoming – NEW authorization process for BSO
- Outreach and support
- Q & A
- Closing statement



TAX YEAR 2023

System opens
12/04/2023

DON'T WAIT! Register today! This process may take 2 weeks or more as it includes receiving activation codes in the mail.

New maxes
[COLA Fact Sheet](#)
[\(ssa.gov\)](#)

[What's New in 2024](#)
[\(ssa.gov\)](#)

Your cheat sheet for everything wage reporting!

START EARLY!

We receive our largest volume of calls during December, January, and February!

- *Registration*
- *W-2/W-2c Online*
- *Reconciliation*
- *Electronic Wage Reporting*
- *BSO Activation Code*
- *Self Employed & Household*
- *EFW2/EFW2C*
- *SSN Verification*



**Call before the
busy season
to avoid long
hold times!**

REMINDERS FOR THIRD-PARTY PROVIDERS

If you verify names and SSNs on behalf of your clients, use our free Social Security Verification Service (SSNVS) for wage reporting purposes.

You only need one BSO User ID (even if you represent more than one company).

BSO WAGE REPORTING REMINDERS

Activation codes

- The new process requires that we mail an activation code before you can access our suite of services on behalf of your employer.
- Social Security uses the Internal Revenue Service (IRS) business address on file to mail activation codes.
- We recommend you start the registration and authentication process for BSO before W-2 reporting season in January.
- It can take up to 2 weeks to complete the registration process.



TAXPAYER FIRST ACT

FINAL REGULATIONS ISSUED

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

EMPLOYER WAGE REPORTING JOURNEY (EWRJ)


WAGE FILE UPLOAD APPLICATION

This is the first year the application is available for all users.

Benefits


- Users receive their submission results in 1 minute or less.
- Detailed error information provided.
- User-friendly navigation.
- Self-help features.
- Reduction in initial resubmission notices.

WAGE FILE UPLOAD


 **Social Security** Ben Allen [Sign Out](#)

[EWR Home](#) [File Upload](#) [File Summary](#) [Help](#)

Formatted Wage File Upload

 **This file passed preliminary checks and has been submitted to the Social Security Administration.**

We will notify you if further action is required. You can use the information below to view your status at any time by visiting [Submission Status](#)

 **Print this page as acknowledgement of receipt and proof of filing date.**

Your Wage File Identifier (WFID) has been created and is proof of filing date.

Wage File Identifier (WFID): **OXX00X**

Business Services Online: www.ssa.gov/employer


You will need this WFID to reference this submission in all communications with SSA and Electronic Wage Reporting (EWR) homepage in Business Services Online.

[Print Receipt](#) [Upload New File](#) [EWR Home](#)

File Summary


Status: **RECEIVED** Uploaded on 11/10/2020 at 04:40 PM ET

Total Wages, Tips and Other Compensation Reported	\$2,547,130.18	W-3 Forms Checked	8	File Name	UXG-file1-Success10.txt
		W-2 Forms Checked	566	File Size	293.14 KB

 **Success**

We have finished processing your file and have provided you a Wage File Identifier (WFID). We will notify you if further action is required. Nothing else for you to do!

Formatted Wage File Upload

 **This file failed preliminary checks and has not been submitted to the Social Security Administration.**

[Fix all errors identified below.](#) When ready, upload the entire file again.

Print this page as proof of filing attempt. You will not receive a Wage File Identifier (WFID) until this file passes preliminary checks.

You must fix all errors and upload all reports within 45 days to receive credit for filing on the date we received your original submission. Otherwise, the Internal Revenue Services (IRS) may assess penalties. Visit www.irs.gov to review the IRS penalty information in the General Instructions for Forms W-2 and W-3.

The deadline for initial electronic filing is the last day in January.

For more information, refer to the Errors section of the File Upload Tutorial (linked under Help).

[Print This Page](#) [Upload New File](#)

File Summary

Status: **FAILED FILE CHECK** Uploaded on 05/11/2022 at 04:40 PM ET

Errors Detected	12	W-3 Forms Checked	4	File Name	EFW2_File002_ErrorResults_12errors.txt
		W-2 Forms Checked	47	File Size	30.12 KB


Error Results

These tables have additional features [Learn more](#).

Summary of W-3 Forms with Errors

Showing 4

<input type="checkbox"/>	Employer Name	EIN	Tax Year	W-2 Total	# of Errors
<input type="checkbox"/>	HOUSE & HOME	██████████	2021	15	3
<input type="checkbox"/>	EARNISTENE N BERTA BUILDERS	██████████	2021	15	1
<input type="checkbox"/>	HOUSE & HOME 2	██████████	2021	2	7
<input type="checkbox"/>	JILLS SERVICES	██████████	2021	15	1

 **Errors**

Your file has errors. We detail what needs to be corrected before you resubmit your file. You will not receive a WFID until all errors are fixed and you resubmit the file.

WHAT THE CUSTOMERS ARE SAYING?

“It was the absolute fastest method I have ever experienced in uploading the files.”

“Very easy, user friendly, detailed results, less stressful.”

“Excellent job. Great improvement.”

“Much better UI than the old system.”

REMINDERS



- Include a valid file extension- .txt or .zip.
- Files over 350MB need to be split into smaller files to submit.
- [Electronic W-2 Filing User Handbook \(ssa.gov\)](https://www.ssa.gov)

W-2 ONLINE PILOT



W-2 ONLINE PILOT

Benefits

Simplified navigation.

Modernized, easy-to-read screens.

Box 12 code descriptions.

Plain language instructions.

Additional self-help functionality.

Import and prefill data.
(after first submission)

W-2 ONLINE PILOT

Upcoming Functionality

- W-2C.
- Modernized, easy to read screens.
- Plain language instructions.
- User friendly application.

REGISTRATION AND AUTHENTICATION CHANGES IMPACTING FILING

New Registration and Authentication Process for BSO Employer Services

We made enhancements to increase security for both our Social Security services and our customers.

BSO users must have additional security added to their account to submit W2's and for the following employer services:

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

You will not be able to use the services above without adding enhanced security to your account.

WHY WE
MADE
CHANGES

START AT THE WELCOME PAGE FOR BSO

The screenshot shows the official Social Security website for Business Services Online (BSO). The browser address bar displays <https://www.ssa.gov/bsa/bsowelcome.htm>. The page header includes the Social Security logo, navigation links for Benefits, Medicare, and Card & record, a search bar for SSA.gov, and a link to Español. The main heading is "Business Services Online (BSO)". Below this, a paragraph explains that the Suite of Services allows organizations, businesses, people, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely via the Internet. It notes that users must register and create their own password to access BSO. A link for "Información para el Empleador en Español" is provided. A sidebar on the left lists "Employers" and includes links for reporting wages, viewing submission status, acting on resubmission notices, and verifying Social Security numbers. It also provides links for logging in, creating an account, and employer information, along with a customer support link for wage reporting. A final link for questions is provided: employerinfo@ssa.gov.

<https://www.ssa.gov/bsa/bsowelcome.htm>

An official website of the United States government [Here's how you know](#)

Social Security Benefits Medicare Card & record Search SSA.gov Español

Business Services Online (BSO)

The [Suite of Services](#) allows organizations, businesses, people, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely via the Internet. You must register and create your own password to access BSO.

[Información para el Empleador en Español](#)

Employers

For employers to:

- Report wages
- View submission and report status
- Act on resubmission notices
- Verify Social Security numbers

[Log in](#)

[Create account](#)

[Employer information](#)

[Customer support for wage reporting](#)

For questions: employerinfo@ssa.gov

www.ssa.gov/bsa

HELPFUL TIPS TO CREATE A NEW EMPLOYER SERVICES ACCOUNT

- DON'T WAIT! Register today! This process may take 2 weeks and includes receiving activation codes in the mail.
- To register, you **MUST** start at the BSO Welcome page www.ssa.gov/bso.
- If you have a Social Security Online account, Login.gov, or ID.me account you will need to select the '**Log in**' link.
- If you do not already have a Social Security Online account, Login.gov, or ID.me account, select the '**Create account**' link.
- For assistance with activation codes, review the [Decoding the BSO Activation Codes \(ssa.gov\)](http://ssa.gov).

Employers

For employers to:

- Report wages
- View submission and report status
- Act on resubmission notices
- Verify Social Security numbers

[Log in](#)

[Create account](#)

[Employer information](#)

[Customer support for wage reporting](#)

For questions: employerinfo@ssa.gov

NAVIGATING THE NEW SIGN IN PROCESS

The initial Social Security sign in screen looks the same for a business and personal account. It is important that you start from the BSO Welcome page to access BSO services. You will not be able to access BSO services otherwise.

www.ssa.gov/bsa

NOTE You will no longer use your BSO User ID and password to log into BSO. However, your account still exists and will be available after you verify your identity.

Social Security

Create an Account or Sign In

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

Sign in with LOGIN.GOV

Sign in with ID.me

[Learn more](#)

Sign in with Social Security Username

For accounts created *before* September 18, 2021

[Don't know which option to sign in with?](#)

If you do not have Social Security Online account, a Login.gov, or an ID.me account select **Create an account with Login.gov.**

If you already have a Login.gov or ID.me account, select the **Login.gov** or **ID.me** button to sign in.

If you have an existing Social Security Online account, you can enter it here.

Note: This is ***NOT*** your existing BSO User ID and password.

REQUIREMENTS FOR CREATING AN ONLINE ACCOUNT

You may need the following to create an account:

- A valid email address.
- Your Social Security number (SSN).
- A U.S. mailing address.
- A working mobile device to receive text messages.
- Your driver's license information.
- Your full legal name (as listed on your Social Security card).

You may need to provide financial information such as:

- The last eight digits of a valid credit card (Visa, Mastercard, or Discover card).
- W-2 tax form information.
- 1040 Schedule SE (self-employment) tax form information.

CHALLENGES TO CREATING AN ONLINE ACCOUNT

You may not be able to create a Social Security Online account if you:

- Recently moved.
- Recently changed your name.
- Blocked electronic access to your personal information.
- Placed a freeze on your credit report.

If you are unable to create an account on your own, you can call 1-800-772-1213 or visit your local Social Security office for assistance.

For
registration
issues relating
to the Social
Security online
accounts.

1-800-772-1213

ATTENTION!

SELF-EMPLOYED USERS WITHOUT AN EIN

Self-employed users without an EIN cannot currently register for business services online.

If you do not have an EIN, you will need to mail paper W-2/W-3 and W-2c/W-3c to our Wilkes-Barre Direct Operations Center. Visit the Paper Forms W-2 & Instructions page for address information.

[Paper Forms W-2 & Instructions- www.ssa.gov/employer/paperFormInstr.htm](http://www.ssa.gov/employer/paperFormInstr.htm)

TIPS TO SUCCESSFULLY NAVIGATE THE AUTHENTICATION PROCESS

Slow down! Take your time. Please navigate through the authentication process carefully. A simple keying mistake could cause an authentication error and lock you out of the system.

When uploading images of your driver's license, please be sure to upload a clear picture of the front and back. A blurry picture may cause authentication issues.

Make sure you are using your full legal name that is recorded on your driver's license and Social Security card.

Be prepared to verify your identity and accept the Terms of Service every time you sign in for Business Services

Your personal and business accounts will remain SEPARATE.

CREATE OR SELECT A BSO USER ID

You must start from www.ssa.gov/bsa

After successfully logging in you can:

- Request a new User ID.
- Select an existing one.

The screenshot shows a web form titled "BSO User ID". Below the title is the instruction "Please select your User ID and EIN from the list:". There is a dropdown menu with the text "Select one" and a downward arrow icon, which is circled in green. Below the dropdown is a blue link that says "Need a new User ID? Request here". At the bottom of the form are two buttons: a blue "Next" button and a white "Exit" button with a blue border. Two callout boxes are present: a brown one pointing to the dropdown menu and a grey one pointing to the "Request here" link.

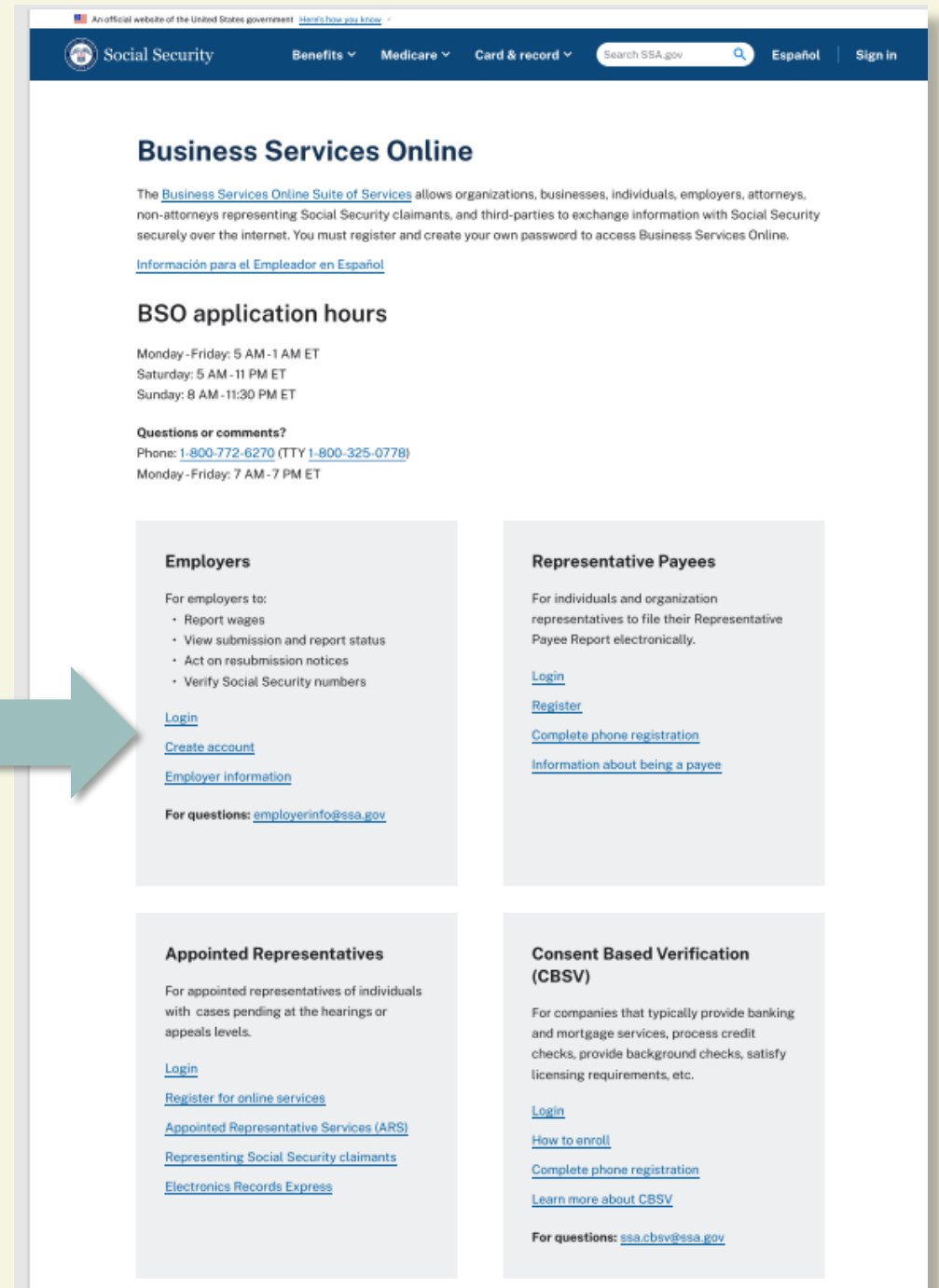
The BSO User ID will not automatically appear. The user must select their User ID and EIN from the drop-down menu. Once the user selects their User ID and EIN, they will be redirected to the BSO Main Menu.

If you are a new registrant or require a new User ID, you can request one here. Once you make a request, you will be redirected to the BSO Main Menu.

BSO WELCOME PAGE

YOU MUST START
HERE FOR EMPLOYER
SERVICES

www.ssa.gov/bso



An official website of the United States government [Learn how you know](#)

Social Security Benefits Medicare Card & record Search SSA.gov Español Sign in

Business Services Online

The [Business Services Online Suite of Services](#) allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. You must register and create your own password to access Business Services Online.

[Información para el Empleador en Español](#)

BSO application hours

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

Questions or comments?
Phone: [1-800-772-6270](tel:1-800-772-6270) (TTY [1-800-325-0778](tel:1-800-325-0778))
Monday - Friday: 7 AM - 7 PM ET

Employers

For employers to:

- Report wages
- View submission and report status
- Act on resubmission notices
- Verify Social Security numbers

[Login](#)
[Create account](#)
[Employer information](#)

For questions: employerinfo@ssa.gov

Representative Payees

For individuals and organization representatives to file their Representative Payee Report electronically.

[Login](#)
[Register](#)
[Complete phone registration](#)
[Information about being a payee](#)

Appointed Representatives

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

[Login](#)
[Register for online services](#)
[Appointed Representative Services \(ARS\)](#)
[Representing Social Security claimants](#)
[Electronics Records Express](#)

Consent Based Verification (CBSV)

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

[Login](#)
[How to enroll](#)
[Complete phone registration](#)
[Learn more about CBSV](#)

For questions: ssa.cbsv@ssa.gov

FIRST TIME USER PATH

SIGN IN WITH [LOGIN.GOV](https://login.gov)



YOU MUST
SELECT THE
'CREATE
ACCOUNT' LINK



An official website of the United States government [Here's how you know](#)

Social Security Benefits Medicare Card & record Search SSA.gov Español Sign in

Business Services Online

The [Business Services Online Suite of Services](#) allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. You must register and create your own password to access Business Services Online.

[Login](#)
[Create account](#)
[Employer information](#)

For questions: employerinfo@ssa.gov

For employers to:

- Report wages
- View submission and report status
- Act on resubmission notices
- Verify Social Security numbers

[Login](#)
[Create account](#)
[Employer information](#)

For questions: employerinfo@ssa.gov

Representative Payees

For individuals and organization representatives to file their Representative Payee Report electronically.

[Login](#)
[Register](#)
[Complete phone registration](#)
[Information about being a payee](#)

Appointed Representatives

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

[Login](#)
[Register for online services](#)
[Appointed Representative Services \(ARS\)](#)
[Representing Social Security claimants](#)
[Electronics Records Express](#)

Consent Based Verification (CBSV)

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

[Login](#)
[How to enroll](#)
[Complete phone registration](#)
[Learn more about CBSV](#)

For questions: ssa.cbsv@ssa.gov

Employers

For employers to:

- Report wages
- View submission and report status
- Act on resubmission notices
- Verify Social Security numbers

[Log in](#)

[Create account](#)

[Employer information](#)

[Customer support for wage reporting](#)

For questions: employerinfo@ssa.gov

SELECTING CREATE AN ACCOUNT
TAKES YOU TO THE SOCIAL
SECURITY SIGN IN SCREEN.



Social Security

Create an Account or Sign In

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

Sign in with  LOGIN.GOV

Sign in with ID.me

[Learn more](#)

Sign in with Social Security Username

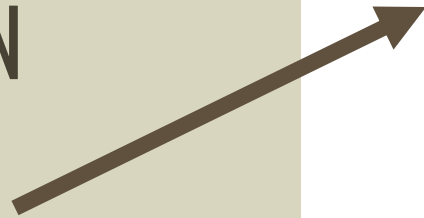
For accounts created *before* September 18, 2021

[Don't know which option to sign in with?](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [contact us](#) to block electronic access to your information at any time, for any reason.

SELECT CREATE AN
ACCOUNT WITH
LOGIN.GOV



Create an Account or Sign In

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

Sign in with  LOGIN.GOV

Sign in with **ID.me**

[Learn more](#)

Sign in with Social Security Username

For accounts created *before* September 18, 2021

[? Don't know which option to sign in with?](#)

FOLLOW THE LOGIN.GOV PROCESS

LOGIN.GOV

SSA is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password Show password

[Sign in](#)

[Create an account](#)

[Sign in with your government employee ID](#)

[Back to SSA](#)

[Forgot your password?](#)

[Security Practices and Privacy Act Statement](#)



LOGIN.GOV

Authentication method setup

Add a second layer of security so only you can sign in to your account.

Keep this information safe. You will be locked out and have to create a new account if you lose your authentication method.

Select an option to secure your account:

- Security key**
Use a security key that you have. It's a physical device that you plug in or that is built in to your computer or phone (it often looks like a USB flash drive). Recommended because it is more phishing resistant. **MORE SECURE**
- Government employee ID**
Insert your government or military ID or DAC card and enter your PIN. **MORE SECURE**
- Authentication application**
Get codes from an app on your phone, computer, or tablet. Recommended because it is harder to intercept than texts or phone calls. **SECURE**
- Text or Voice Message**
Get security codes by text message (SMS) or phone call. Please do not use web-based (VoIP) phone services. **LESS SECURE**
- Backup codes**
We'll give you 10 codes. You can use backup codes as your only authentication method, but it is the least recommended method since notes can get lost. Keep them in a safe place. **LEAST SECURE**

[Continue](#)

[Cancel account creation](#)



LOGIN.GOV

You've verified your identity with Login.gov


We'll share this information with SSA:

- Full name
- Mailing address
- Phone number
- Email address
- Date of birth
- Social Security Number

SSA will only use this information to connect to your account

[Agree and continue](#)

COMPLETE THESE ADDITIONAL STEPS TO FINALIZE THE PROCESS OF VERIFYING YOUR IDENTITY

 Social Security


Next Step

You need to verify your identity to access the requested service.

[Continue](#) [Exit](#)

[Privacy and Security](#)

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

 Social Security

Tell us if you requested an activation code

- This code is different from the security code you just verified.
- Activation codes may be received by text, voice, postal mail, or at an office.

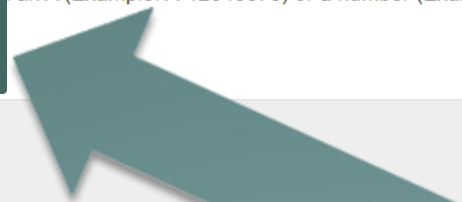
Did you receive an activation code?
This code may begin with an A (Example: A-12345678) or a number (Example: 12345678).

Yes No

[Next](#)

[Privacy and Security](#)

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



Terms of Service

You must be able to verify some information about yourself and:

- Have a valid email address;
- Have a Social Security number;
- Have a U.S. mailing address; and
- Be at least 18 years of age.

You may only create an account using your own personal information. Do not create an account using another person's information or identity, even if you have that person's written permission or are that person's representative payee or appointed representative.

For example, you cannot create an account for another person:

- With whom you have a business relationship;
- For whom you are a representative payee; or
- For whom you are an appointed representative.

You may obtain assistance with creating your account from someone you trust. However, by sharing your personal information with the person assisting you, you accept the risk that the person assisting you may misuse your personal information. A third party, including a representative payee or an appointed representative, may not create an account on your behalf, but you may ask your representative payee or appointed representative to assist you to create your account if you trust the individual.

In order to protect your privacy and prevent fraud, do not share your username and password.

What will we do with your information?

We use the information you give us to verify your identity against our records. We also use an external Identity Services Provider to verify your information against their records. They keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

When you make a verification request to establish your account, our Identity Services Provider may use information from your credit report to help verify your identity. As a result of using information from your credit report, you may see a "soft" inquiry entry on your credit report with the Identity Services Provider, indicating that the Social Security Administration made an inquiry at your request and the date of that request. Soft inquiries do not affect your credit score, and you do not incur any charges related to them. Soft inquiries are displayed in the version of the credit report provided to a consumer and are not reported to lenders. Soft inquiries will not appear on your credit report from other providers. Soft inquiries are generally removed from your credit report after 12 months. Once you have registered for an online account, you will not generate additional soft inquiries by logging in to access our services.

You understand that by checking "I agree to the Terms of Services", you are providing "written instructions" to SSA under the Fair Credit Reporting Act authorizing SSA to obtain information from your personal credit profile or other information from Experian. You authorize SSA to obtain such information solely to provide you access to personally identifiable information and prevent fraudulent transactions.

SSA may need to verify mobile phone data through an external service provided by Boku, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to SSA or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our Privacy Policy for how we treat your data.

What happens if you provide false information or misuse this service?

You may be subject to criminal or civil penalties, or both, if you provide false or misleading statements to sign in or create an account or engage in unauthorized use of this service.

Who is responsible if the device you are using is not adequately safeguarded?

You accept that the responsibility to properly protect any information provided to you by Social Security is yours and that you are the responsible party should any information on or from your computer or other device be improperly disclosed. You agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to you, whether due to your own negligence or the wrongful acts of others.

Social Security is Going "Green"

When you create a my Social Security account, you will no longer receive a paper Social Security Statement in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your Statement online.

If you need a Statement by mail, please follow these instructions.

When you log on to your my Social Security account, you can immediately view, download, or print your Statement. Your online Statement contains the most up-to-date information in our records about your earnings and benefits.


I agree to the Terms of Service.

Next

Exit

SELECT 'I AGREE TO THE TERMS OF SERVICE'
THEN SELECT 'NEXT'

VERIFY YOUR IDENTITY



Social Security


i Next, we need to verify your identity to give you access to online services.

Please tell us who you are

Your Name
As shown on your Social Security card.

First M.I. Last Suffix

Social Security Number (SSN)

- - 

Example: 000-00-0000

Date of Birth

Month Day Year

Home Address
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Street Address Apartment, Suite, Building, Etc.

City/Town State/Territory ZIP Code

Phone Number [Tell me more.](#)

10-digit Number

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

[Privacy and Security](#)

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

! Even if you already received a code by phone, please do this again for your security. [Why another code?](#)

Get your activation code

We will send an activation code to (111) 111-1111 to verify your identity.

Text message and call rates still apply.

How do you want to receive your activation code?

Text Message

Phone Call

[Mail my activation code.](#)

[Next](#)

[Exit](#)

[Privacy and Security](#)

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

CHOOSE HOW YOU WANT TO RECEIVE THE
ACTIVATION CODE

i We sent a text message to 111-111-1111

Please allow up to 2 minutes for the activation code to arrive.

The activation code will **expire** after 10 minutes from the time of your request.

Please enter your activation code

[▼ Having trouble?](#)

Enter the activation code you just received.

Example: A-12345678

Submit Activation Code

Previous

Exit

[Privacy and Security](#)

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

Enter the activation code and select
‘Submit Activation Code’

CHOOSE HOW TO VERIFY YOUR ID



Social Security

Please choose how to verify your ID

Please choose one of the following:

- Take Photos of your ID with a Smartphone**
 - Like depositing a check online.
 - No uploading or emailing is needed.
 - Photos are captured automatically.
- Input your ID & Financial Information**

You'll need **one** of the following:

 - Credit card (last 8 digits) - Visa, Mastercard, or Discover;
 - Social Security benefits amount;
 - W-2 tax form; or
 - 1040 Schedule SE tax form.

[▶ Feedback](#)

Don't have a valid ID? [Answer credit history questions instead.](#)

[▼ How does this help Social Security verify my identity?](#)

[Next](#)

[Exit](#)

[Privacy and Security](#)

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

STEPS TO TAKE PHOTOS WITH YOUR SMART PHONE

Please choose one of the following:

- Take Photos of your ID with a Smartphone**
 - Like depositing a check online.
 - No uploading or emailing is needed.
 - Photos are captured automatically.

1ST RADIO BUTTON PATH



Please review these steps carefully

Step 1. Select the Request Text Message button below. (Rates still apply.)

Step 2. Select the link in the text message to capture photos.

Step 3. Return to this window to finish setting up your account.

[How we protect your information](#)

Request Text Message

Previous



Social Security



Please do not close this window.

You need to finish setting up your account after taking photos.



We sent a text message to (111) 111 - 1111.

Please allow up to 2 minutes for the text to arrive.

The link in the text message will **expire** after 15 minutes from the time of your request.

Please tell us when you have finished taking photos

[^ Hide](#)

- Check your phone's reception and settings.
- You may need to move to a location where your phone can receive a text message.

Still having trouble?

You can [request a new text message](#) or [type your information](#).

Have you taken photos of your ID?

- Yes, I finished taking photos.
- No, I need to type my information instead.

Continue

[Feedback](#)

STEPS TO VERIFY YOUR FINANCIAL INFORMATION

2ND RADIO BUTTON PATH

- Input your ID & Financial Information**
You'll need **one** of the following:
 - Credit card (last 8 digits) - Visa, Mastercard, or Discover;
 - Social Security benefits amount;
 - W-2 tax form; or
 - 1040 Schedule SE tax form.

SELECT NEXT AS YOU
PROVIDE THE REQUESTED
INFORMATION

Social Security

Please enter ID information

What type of ID do you have?

- Drivers License
- Learners Permit
- State-Issued ID Card
- I do not have any of these.
I need to answer credit history questions.

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

Privacy and Security
OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

Social Security

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover
We will not charge your card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

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

Privacy and Security
OMB No. 0960-0789 | [Privacy Policy](#) | [Privacy Act Statement](#) | [Accessibility Help](#)

YOU HAVE SUCCESSFULLY AUTHENTICATED



Social Security



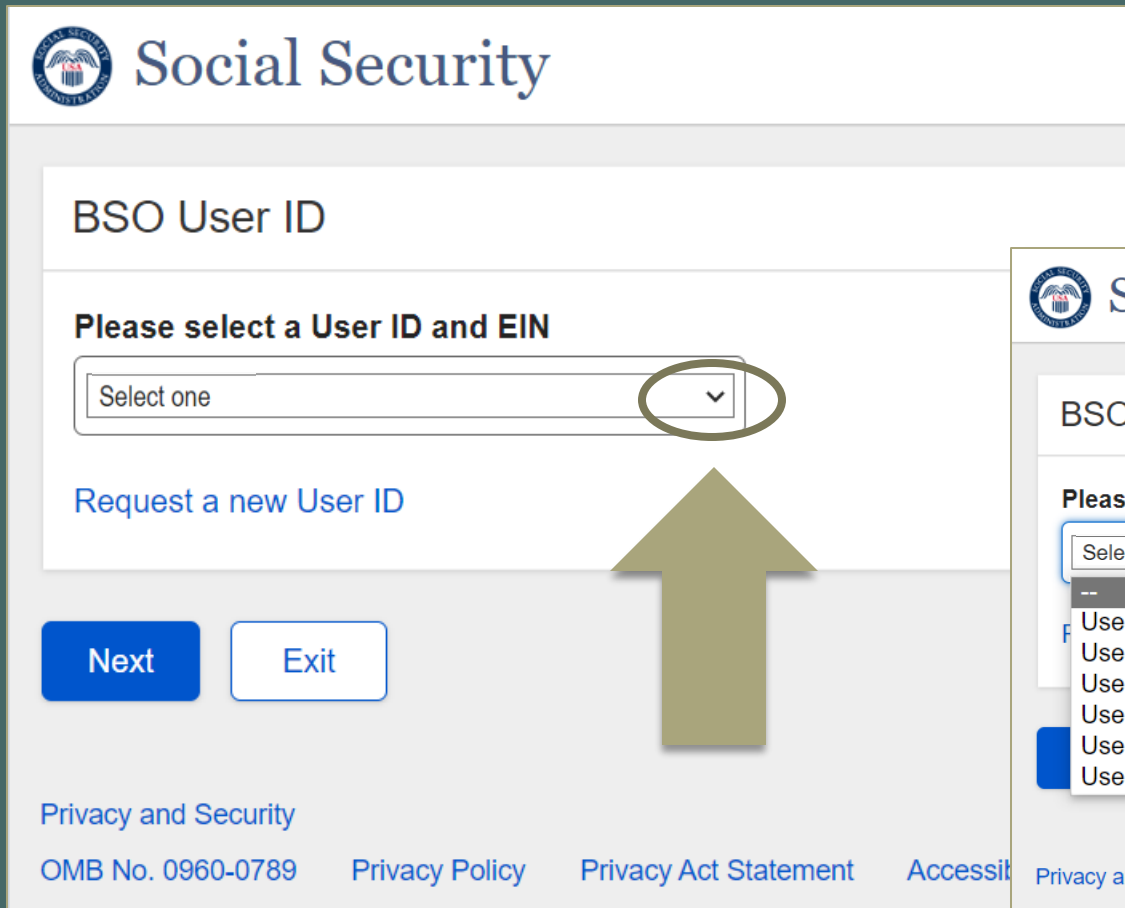
Congratulations! You now have access to secure online services.


Next

[Privacy and Security](#)

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


CHOOSE YOUR EXISTING BSO USER ID BY SELECTING THE DROPDOWN ARROW



 Social Security

BSO User ID

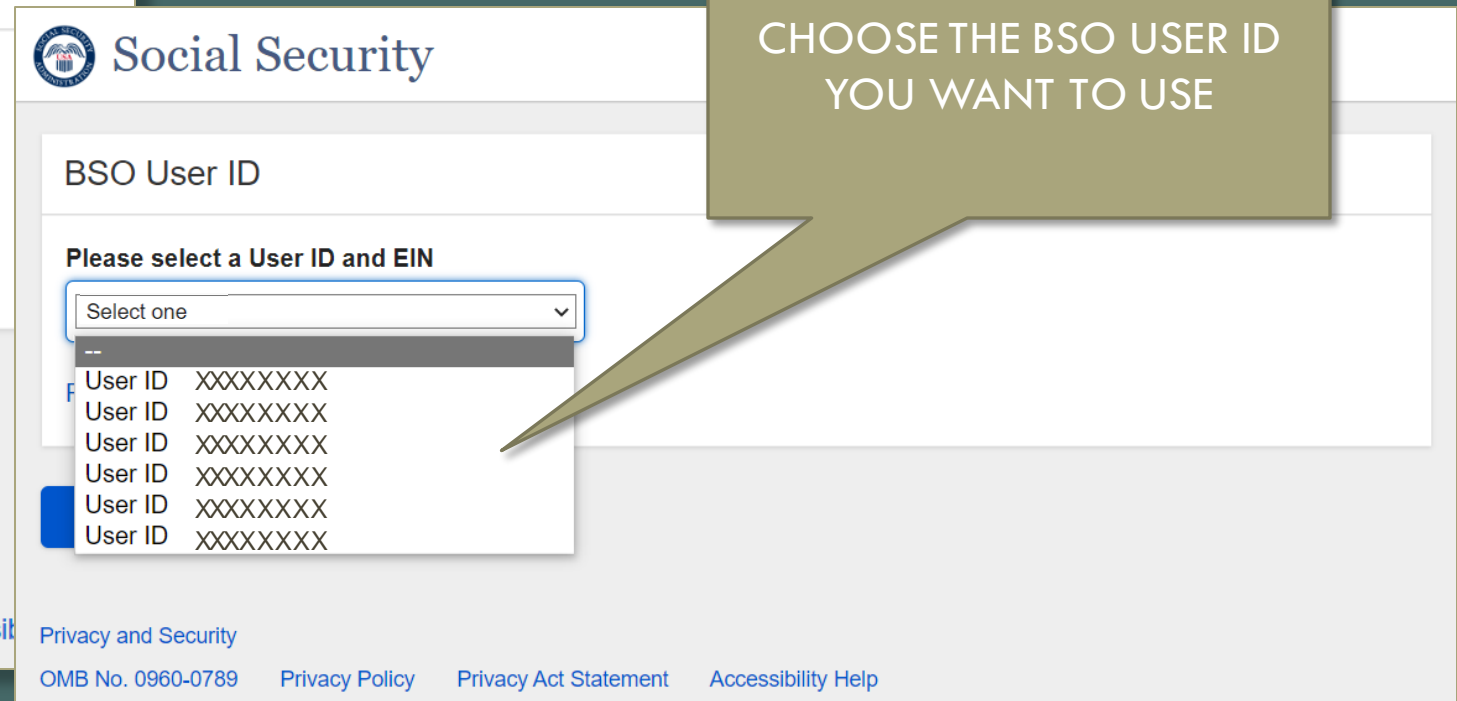
Please select a User ID and EIN


Select one 

[Request a new User ID](#)

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


[Privacy and Security](#)
OMB No. 0960-0789 [Privacy Policy](#) [Privacy Act Statement](#) [Accessi](#)



 Social Security

BSO User ID

Please select a User ID and EIN

Select one 

-
- User ID XXXXXXXX
- User ID XXXXXXXX
- User ID XXXXXXXX
- User ID XXXXXXXX
- User ID XXXXXXXX
- User ID XXXXXXXX

CHOOSE THE BSO USER ID YOU WANT TO USE

[Privacy and Security](#)
OMB No. 0960-0789 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)



Main Menu

[HELP](#)

[Logout](#)

Welcome,
Your password expires on **July 09, 2018**

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](#)

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**.

[Report Wages To Social Security](#)

Test wage files using AccuWage
Submit, download and print W-2s and W-2cs
View submission status, errors and error notices for wage reports submitted by or for your company
Request an extension to resubmit a wage file

[Social Security Number Verification Service](#)

Request online SSN verification, or
Submit files for SSN verification

BSO MAIN MENU

NEW AUTHORIZATION PROCESS



FEATURES OF THE NEW PROCESS:

Registration is simplified. We will mail a single BSO registration code to the employer for the responsible entity officer's registration.

The responsible entity officer can designate others to have access to various BSO services or remove access.

Users will consent to the role assigned to them.

WHAT DOES THIS MEAN FOR YOU?

We are replacing the current registration and authorization process for BSO Wage Reporting. The new process will allow you to fully manage access for your users.

Each employer will designate a Responsible Entity Officer (REO) who has authority to act on behalf of the employer. This person will be responsible for delegating roles within your organization and will be able to provide authorization to third-party users.

NEW AUTHORIZATION PROCESS

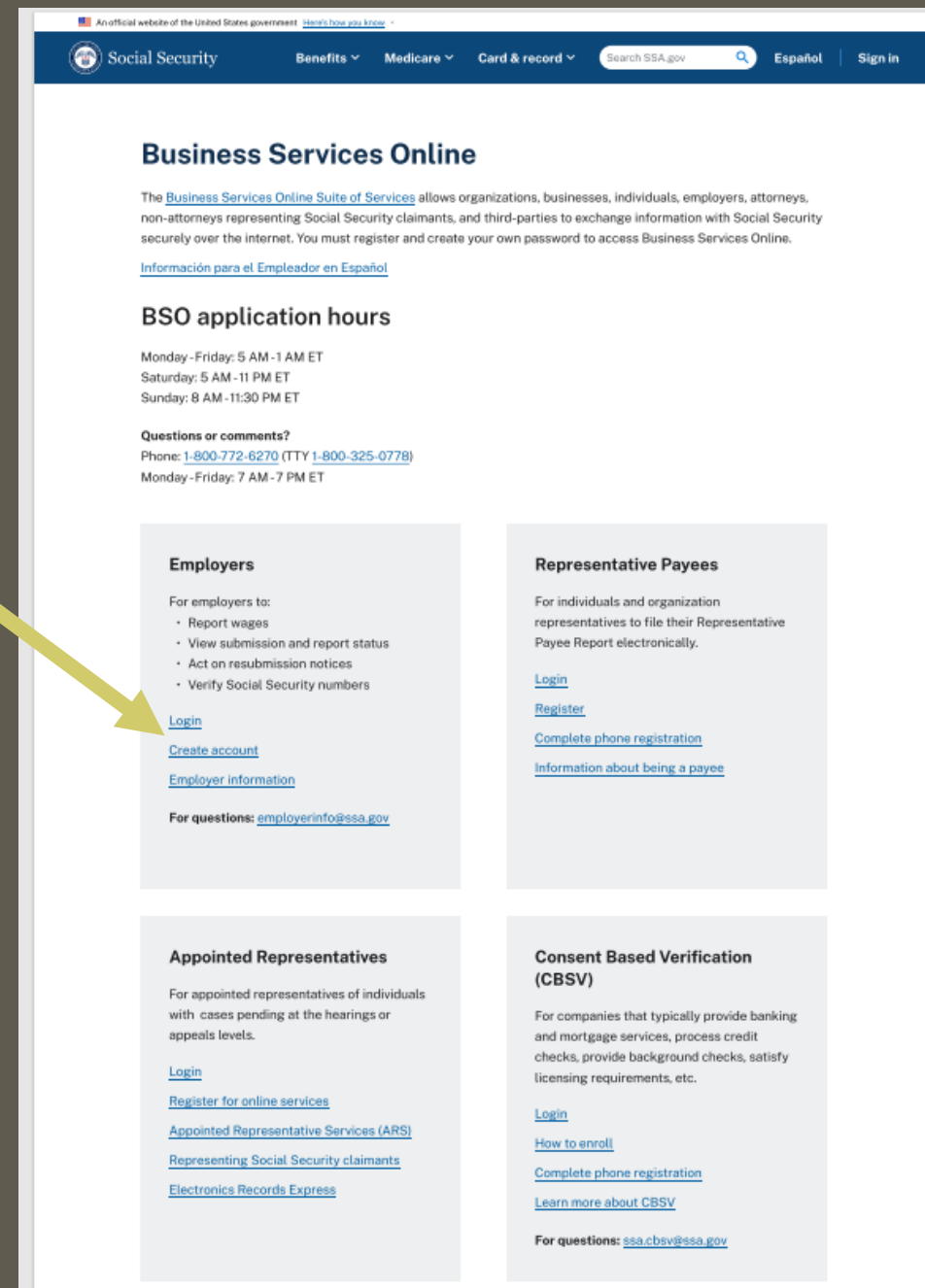
Walkthrough

LOG IN TO BSO

Select the appropriate link

The user (REO applicant) will go to the BSO Welcome page and log in with their existing credential or create a new account.

NOTE: for the limited release, Social Security will provide a URL for participants to use to directly access the new authorization process.



An official website of the United States government [How's your story?](#)

Social Security Benefits Medicare Card & record Search SSA.gov Español Sign in

Business Services Online

The [Business Services Online Suite of Services](#) allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. You must register and create your own password to access Business Services Online.

[Información para el Empleador en Español](#)

BSO application hours

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

Questions or comments?
Phone: [1-800-772-6270](tel:1-800-772-6270) (TTY [1-800-325-0778](tel:1-800-325-0778))
Monday - Friday: 7 AM - 7 PM ET

Employers

For employers to:

- Report wages
- View submission and report status
- Act on resubmission notices
- Verify Social Security numbers

[Login](#)
[Create account](#)
[Employer information](#)

For questions: employerinfo@ssa.gov

Representative Payees

For individuals and organization representatives to file their Representative Payee Report electronically.

[Login](#)
[Register](#)
[Complete phone registration](#)
[Information about being a payee](#)

Appointed Representatives

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

[Login](#)
[Register for online services](#)
[Appointed Representative Services \(ARS\)](#)
[Representing Social Security claimants](#)
[Electronics Records Express](#)

Consent Based Verification (CBSV)

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

[Login](#)
[How to enroll](#)
[Complete phone registration](#)
[Learn more about CBSV](#)

For questions: ssa.cbsv@ssa.gov

RESPONSIBLE ENTITY OFFICER (REO) APPLICANT REGISTERS THEIR ORGANIZATION



An official website of the United States government [Here's how you know](#) ▼

 Social Security

SSA is launching a new process that will require organizations to be registered by a Responsible Entity Officer (REO). Completing this step now will allow an REO to access Business Services Online (BSO) and authorize others to use BSO on behalf of their organizations (including Service Providers) when this functionality becomes available. Each organization can have only one REO. If you are an REO within your organization, please proceed with the registration.

NOTE: You can only register your organization at this time. To access and use services today, select the Back to Business Services Online button below.

[Register Your Organization with EIN](#)

[Back to Business Services Online](#)

User selects the 'Register Your Organization with EIN' button if they want to complete the registration process or selects 'Back to Business Services Online' if they no longer want to register.

ENTER ORGANIZATION DETAILS

The user **MUST** enter the organization's EIN and name as it appears on IRS records.


The system will verify that the EIN and name match before allowing the user to continue.

If the user submits an incorrect EIN/name combination 3 times, they receive a temporary block and must wait 24 hours before trying again.

If the user receives 2 temporary blocks within 7 days, they will receive a permanent block on their account. The user will not be able to proceed with registration.

If there is a duplicate attempt to register an organization, the system will display an error message and provide the user with an option to contact the help desk.

An official website of the United States government [Here's how you know](#) ▼

 Social Security

Register Your Organization with EIN


*** Indicates required information**

*** Employer Identification Number (EIN) of Your Organization**
Please enter the EIN for your organization.

*** Name of Your Organization**
Please enter the name of your organization as referenced in IRS records.

Doing Business As (DBA) Name for Your Organization
Please enter a name your organization is operating under.

An official website of the United States government [Here's how you know](#)

 Social Security Sign Out

Attest as a Responsible Entity Officer for Your Organization

i Responsible Entity Officer: A Definition


The Responsible Entity Officer (REO) is an individual who is authorized by the entity to legally bind the entity, including the ability to execute agreements that are binding and enforceable against the entity. The REO should have the authority to access, authorize disclosure of, and delegate other individuals to have access to, the information available through this Social Security service.

* Indicates required information

* Does your organization have shares or interests traded on a public exchange, or is it registered with the U.S. Securities and Exchange Commission (SEC)?

Yes No

An official website of the United States government [Here's how you know](#)

 Social Security Sign Out

Attest as a Responsible Entity Officer for Your Organization

i Responsible Entity Officer: A Definition

The Responsible Entity Officer (REO) is an individual who is authorized by the entity to legally bind the entity, including the ability to execute agreements that are binding and enforceable against the entity. The REO should have the authority to access, authorize disclosure of, and delegate other individuals to have access to, the information available through this Social Security service.

* Indicates required information

* Does your organization have shares or interests traded on a public exchange, or is it registered with the U.S. Securities and Exchange Commission (SEC)?

Yes No

* Is your organization a corporation or a partnership?

Corporation Partnership

* Are you a principal officer of the corporation?

Yes No

REO ATTESTATION ELIGIBILITY

- The system will display the definition of an REO and ask the user a series of dynamic questions to ensure they meet the criteria.
- If the REO candidate clicks “no” on any of the questions except the first one, they will be disqualified from registering as the REO.

Declaration

* I declare under penalty of perjury that the information I provided herein is true and correct to the best of my knowledge.

I certify that I have the authority on behalf of my organization to access, and authorize disclosure of, the confidential information available through this Social Security service. I understand that anyone who knowingly or willfully seeks or obtains access to personally identifiable information or tax return information, under false pretenses commits a crime and is subject to civil and criminal penalties.

Close

Submit

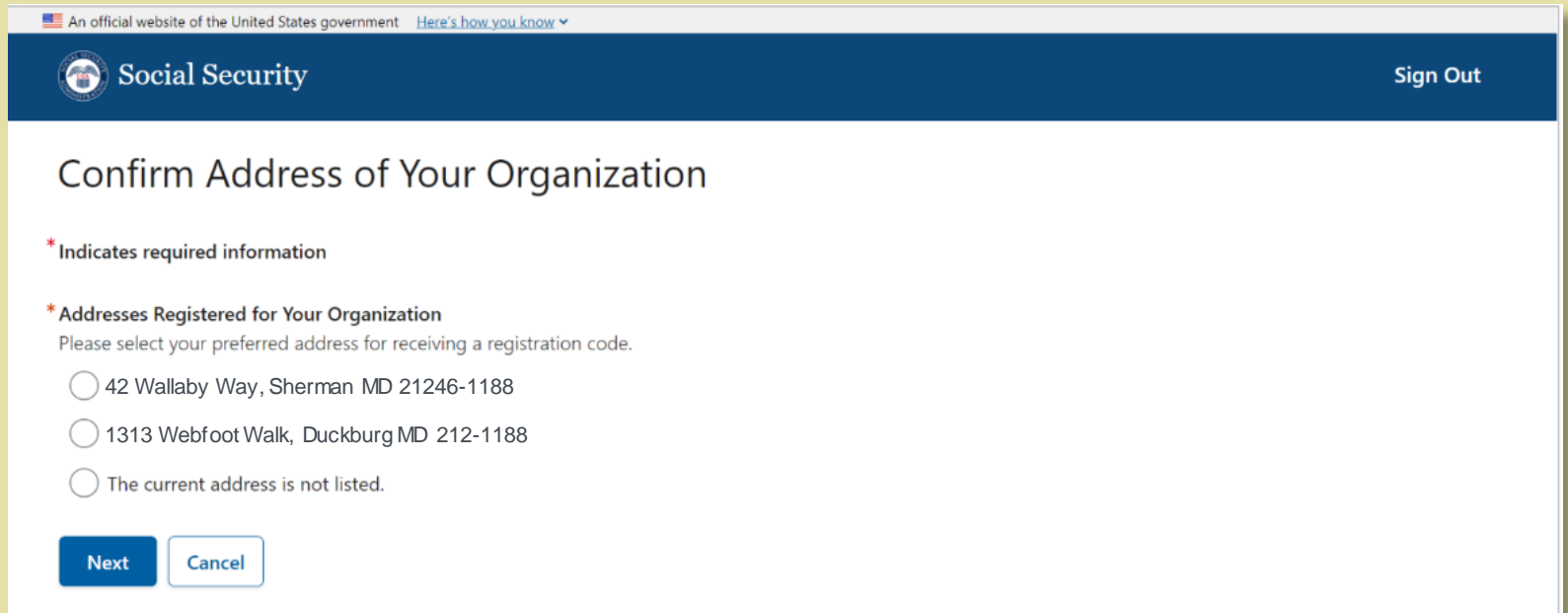
REG ATTESTATION -
CONFIRMATION

- The user must check the attestation box to proceed with the registration.
- If the user selects “close” they will not be able to proceed with registration and will be taken to the previous screen.


CONFIRM ADDRESS OF YOUR ORGANIZATION

The user must select the address for the organization to receive a code in the mail. The address is provided by IRS records.

Sending the code by mail invokes U.S. postal laws and ensures that it arrives to the correct organization.



An official website of the United States government [Here's how you know](#) ▼

 Social Security Sign Out

Confirm Address of Your Organization

*** Indicates required information**


*** Addresses Registered for Your Organization**
Please select your preferred address for receiving a registration code.

- 42 Wallaby Way, Sherman MD 21246-1188
- 1313 Webfoot Walk, Duckburg MD 212-1188
- The current address is not listed.

CONFIRM ADDRESS OF YOUR ORGANIZATION (CONTINUED)

If your organization's current address is not listed, the user will be informed via a pop-up message that the address must be updated with the IRS. They will not be able to proceed with registration. The user will be able to click a link that will take them to the appropriate form needed to complete the address update with IRS.

An official website of the United States government [Here's how you know](#)

 Social Security Sign Out

Confirm Address of Your Organization


* Indicates required information

* Addresses Registered for Your Organization
Please select your preferred address for receiving a registration code.

42 Wallaby Way, Sherman MD 21246-1188


1313 Webfoot Walk, Duckburg MD 212-1188

The current address is not listed.

 **If the current address is not listed, you will need to update the address information with the IRS.**
At this time, you may not be able to proceed with this registration. Once we have received an updated address from the IRS, you will need to sign back in to complete this step. Please refer to the [Form 8822-B at IRS.gov](#).

PROVIDE AND VERIFY WORK EMAIL ADDRESS

An official website of the United States government [Here's how you know](#)

 Social Security


Provide Your Work Email Address


* Indicates required information

* Your Work Email Address
Please enter the email address to receive communications for your organization.

A 1-time verification code will be sent to the email address provided. The user must enter the verification code on the screen displayed and click “submit verification code.”

An official website of the United States government [Here's how you know](#)

 Social Security

 **We sent an email to na*****@gmail.com.**
Please allow up to 2 minutes for the verification code to arrive. The code will **expire** after 15 minutes from the time of your request.

* Indicates required information

* Enter Your Verification Code

Example: V-12345678


[Need another code?](#)

[Incorrect email address?](#)

The user must provide their work email address and select “Next”.

- The user must provide their work phone number (U.S. or international) to be included in their contact information. They have the option to add an alternate phone number as well.
- No activation code is sent to the telephone number.
- The user's phone number can be used as a potential fraud check, if necessary.
- NOTE: The user's email and phone number will be stored in our future customer support application.

An official website of the United States government [Here's how you know](#)

 Social Security

Provide Your Work Phone Number

* Indicates required information

Your Primary Phone Number
Please enter the primary phone number to receive communications for your organization.


U.S. International

*10-digit Number () - Ext.

[+ Add Alternate Phone Number](#)

PROVIDE WORK PHONE NUMBER



 **We will be sending you a letter with a registration code.**

The code helps us verify your identity and improves security of your account. You will need to provide this code only once.

A letter addressed to you will be mailed to:

1313 Webfoot Walk, Duckburg MD 212-1188

Once you receive the letter, please use the code to complete this registration. The letter may take up to 15-20 days to arrive.

[Back to Dashboard](#)

**CONFIRMATION: REGISTRATION
CODE TO BE MAILED**

A confirmation page is displayed letting the user know that a registration code will be mailed to the address they previously selected. The registration is not complete until the user receives and enters the confirmation code. No further action can be taken at this time.

ENTER REGISTRATION CODE

- The next time the user accesses our new authorization process, a dashboard will display with a link to complete the registration for the organization. There will also be a link to register a new organization with a different EIN.
- If the user lost their registration code, they may request a new registration code after waiting 20 days for the code to arrive. Requesting a new code will void the code previously mailed.
- The mailed registration code is valid for 1 year.

The image shows two overlapping screenshots of the Social Security Administration's website. The top screenshot is titled "Complete Registration of Your Organization" and features a blue button labeled "Complete Registration of EIN XX-XXXXXX". Below this button is a link: "Have not received a letter with the registration code? Request a new code". Further down, there is a text prompt: "If you will serve as the REO for another organization, please proceed with the registration process." followed by a button "Register Another Organization with EIN". At the bottom of this section is a button "Back to Business Services Online".

The bottom screenshot is titled "Enter Registration Code". It features an information icon and the text: "For registration code, please refer to the letter we mailed to you. Note that the letter was sent to your organization's address. The letter may take up to 15-20 days to arrive." Below this is a legend: "* Indicates required information". A required field is labeled "*Registration Code" and contains the text "R-". Below the field is an example: "Example: R-12345678". At the bottom of this section is a link: "Have not received the letter with a registration code?" and two buttons: "Next" and "Cancel".



Social Security

Your Registered Organizations

You have successfully registered the following organizations:

EIN XX-XXXXXX

NOTE: You can only register your organization at this time. To access and use services today, select Back to the Business Services Online button below.

If you will serve as the REO for another organization, please proceed with the registration process.

[Register Another Organization with EIN](#)

[Back to Business Services Online](#)

REGISTERED ORGANIZATIONS

Whenever the user logs into the new authorization process, the dashboard will display a list of their registered organizations.

There is an option for the user to register another organization with a different EIN if the user will be serving as their REO.

The user can register all organizations that they meet the REO requirements for.

If the user has any pending EIN registrations, they will be displayed here as well.

ROLL OUT STRATEGY

In July 2023, we completed an initial study of the new authorization process with a small number of employers and organizations.

We will be implementing a new authorization process for Business Services Online (BSO) Wage Reporting. Before rolling out this new process to the entire wage reporting community in the near future, we are working with volunteers for a limited rollout of the new authorization service.

Thank you for helping with
past discovery sessions
and pilots.

Upcoming volunteer opportunities:

- W-2 Online Pilot
 - Paper filers.
 - W-2 Online users.
- New Authorization Process

Email notification and an
alert on the
www.ssa.gov/employer

VOLUNTEER PARTICIPATION OPPORTUNITIES

Prior Wage Reporting Meeting information
[Wage Reporting Information - Prior Issues \(ssa.gov\)](https://ssa.gov)

PRIOR MEETING INFORMATION AND
RESPONSES TO QUESTIONS

CUSTOMER OUTREACH & SUPPORT

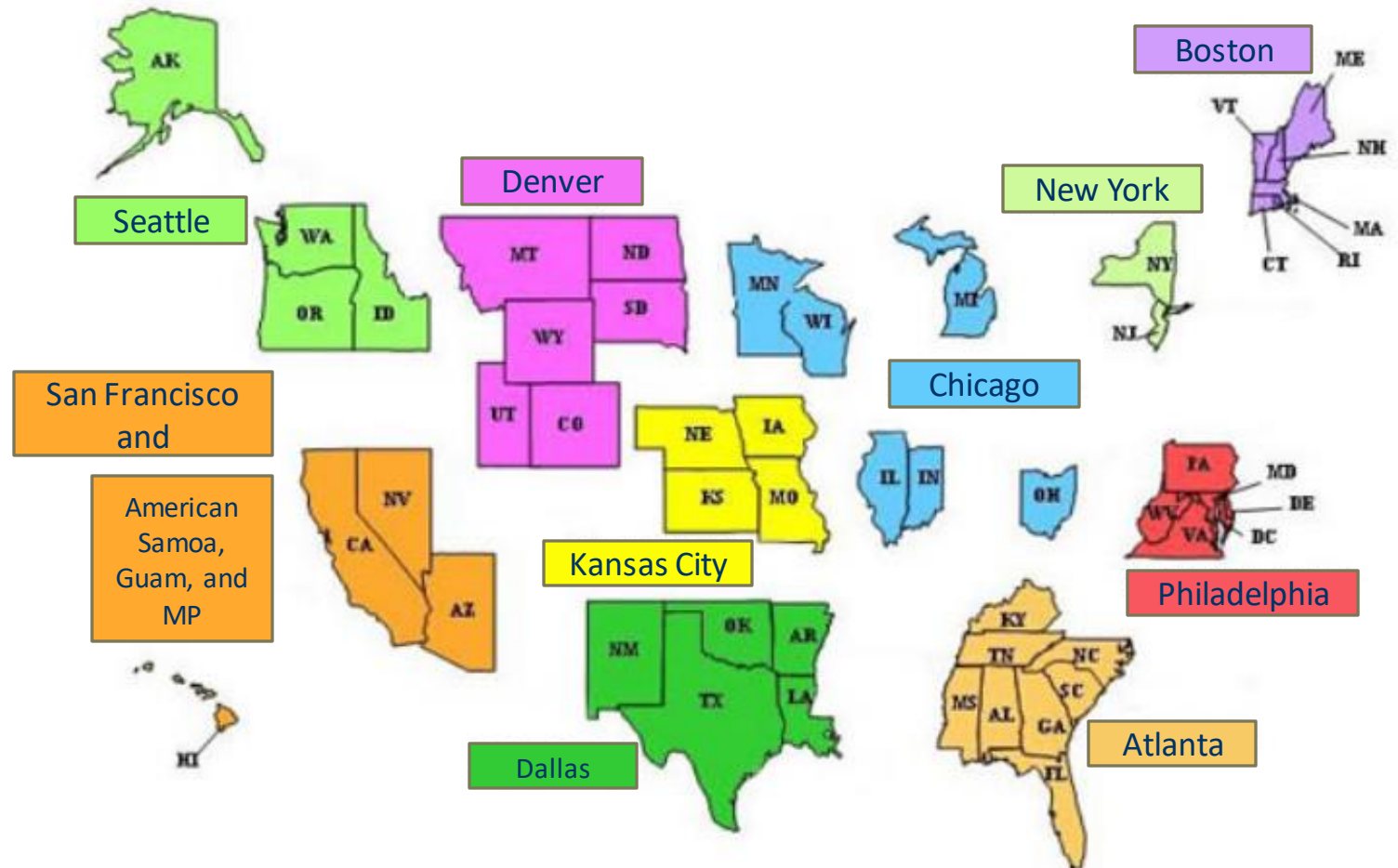
- Employer Website
 - www.ssa.gov/employer
- General Wage Reporting Questions
 - 1-800-772-6270 or
 - employerinfo@ssa.gov
- BSO Technical Help
 - 1-888-772-2970
 - bso.support@ssa.gov
- Redesigned homepage
 - www.ssa.gov/bso
- Customer Support for Wage Reporting
 - www.ssa.gov/employer/empcontacts.htm
- Employer Services Liaison Officers (ESLO)
 - www.ssa.gov/employer/wage_reporting_specialists.htm

There are 10 Social Security regions for the country.

Each region has an Employer Services Liaison Officer (ESLO)

Regions:

Atlanta - Boston - Chicago - Dallas - Denver
Kansas City - New York - Philadelphia - San Francisco - Seattle





Questions?

THANK YOU FOR JOINING US TODAY

This information is current at the time of the presentation, but Social Security policy is subject to change. Please visit [SSA.gov](https://ssa.gov) /BSO for up-to-date information on our programs.

