

SOCIAL SECURITY'S WEBINAR SERIES

NEW ACCESS AND REGISTRATION FOR BUSINESS
SERVICES ONLINE

REGISTRATION
AND
AUTHENTICATION
CHANGES
AFFECTING FILING

Our **NEW** Access and
Registration for
Employer Services
Business Services
Online (BSO)

WHAT DOES THIS MEAN FOR YOU?

BSO users must now authenticate their identity to submit W-2'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 authenticating.

WHY FILE ELECTRONICALLY?

Filing W-2s electronically is free, fast, and secure!

January 31 is the filing deadline for BOTH electronic and paper forms W-2.

For more information please visit:

<https://www.ssa.gov/employer/firstFilers.htm>

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 visit:

<https://www.ssa.gov/employer/taxpayer.html>

**FINAL REGULATIONS
ISSUES**

Taxpayer First Act

START THE ACCESS
AND REGISTRATION
PROCESS FOR BSO
BEFORE W-2
REPORTING SEASON
IN JANUARY

It can take up to 2
weeks to complete the
registration process.



USERS WITH A FOREIGN ADDRESS WITH OR WITHOUT A SOCIAL SECURITY NUMBER

Foreign Address without SSN

At this time, if you are a registrant with a foreign address and do not have an SSN, you will not be able to file your W-2/W-3 reports electronically. Instead, you will need to mail paper Forms W-2/W-3 and W-2c/W-3c to the Wilkes-Barre Direct Operation Center (WBD OC).

Please visit

<https://www.ssa.gov/employer/paperFormInstr.htm>

for address information.

Foreign Address with SSN

If you are a registrant with a foreign address and have an SSN, you may be able to access our BSO wage reporting services by creating or using an existing ID.me account. Access to the BSO application requires multifactor authentication. ID.me is a Single Sign-On provider that meets the U.S. government's most rigorous requirements for online identity proofing and authentication.

To register, you must start at

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

In the "Employers" box select the 'Create account' link to verify your identity with ID.me.

Attention! Self-Employed users without an Employer Identification Number (EIN)

Self-employed users without an EIN cannot currently register for BSO.


If you do not have an EIN, you will need to mail paper W-2/W-3 and W-2c/W-3c to our WBDIOC.

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)

https://www.ssa.gov/bsowelcome.htm

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

 Social Security [Benefits](#) [Medicare](#) [Card & record](#) [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 reestrate](#)

For questions: employerinfo@ssa.gov

www.ssa.gov/bsowelcome.htm

START AT THE
BSO WELCOME
PAGE

HELPFUL TIPS TO CREATE A NEW EMPLOYER SERVICES ACCOUNT

DON'T WAIT! Register today! This process includes receiving activation codes in the mail and it would take up to 2 weeks.

Use this option if you are:

- an Employer,
- an employee submitting on behalf of your employer,
- a sole proprietor,
- a volunteer or,
- a 3rd party who submits on behalf of other companies

Employers

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For questions: employerinfo@ssa.gov

To register, you **MUST** start at the BSO Welcome page www.ssa.gov/bs0.

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

A screenshot of the Social Security sign-in page. At the top left is the Social Security Administration logo and the text "Social Security". Below this is a section titled "Create an Account or Sign In". There are three main options: "Create an account with Login.gov" (with a blue link icon), "Sign in with LOGIN.GOV" (a blue button with a red shield icon), and "Sign in with ID.me" (a green button). Below these is a "Learn more" link. At the bottom, there is a blue button for "Sign in with Social Security Username" and a note: "For accounts created *before* September 18, 2021". A help link "Don't know which option to sign in with?" is at the very bottom.

NOTE You will no longer use your BSO User ID and password to log in to BSO.

However, your account still exists and will be available after you verify your identity.

Your employer will not have access to your personal information.

Start here: www.ssa.gov/bsa

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 (unless using ID.me).
- 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.

IF YOU ARE HAVING DIFFICULTY WITH ACCESS AND REGISTRATION


- Login.gov Help Center
 - 1-844-875-6446
- ID.me Help Center
 - Live virtual help
 - <https://help.id.me/hc/en-us>
- National 1-800 #:
 - For registration issues relating to the Social Security online accounts.
 - 1-800-772-1213

TIPS TO SUCCESSFULLY NAVIGATE THE AUTHENTICATION PROCESS


NOTE: your personal and business accounts will remain SEPARATE.




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.



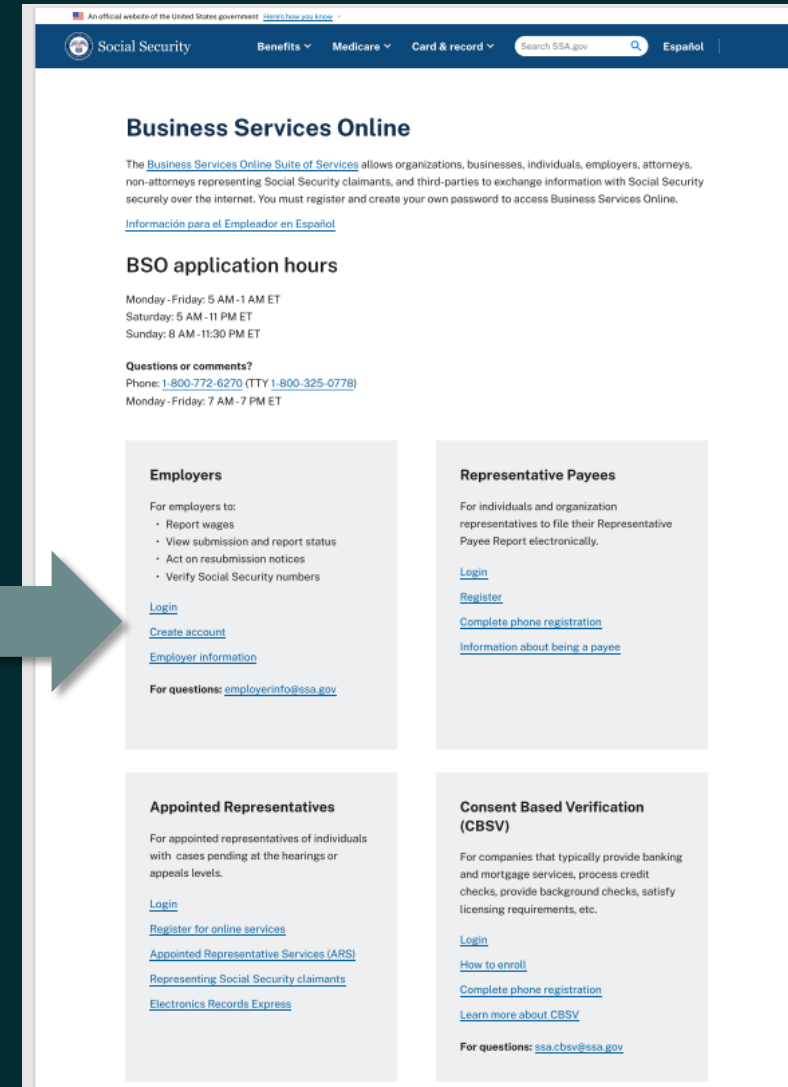
Make sure you are using your full legal name that is recorded on your driver's license and Social Security card.



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

BSO WELCOME PAGE

YOU MUST START
HERE FOR
EMPLOYER
SERVICES



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

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

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
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- 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

www.ssa.gov/bso

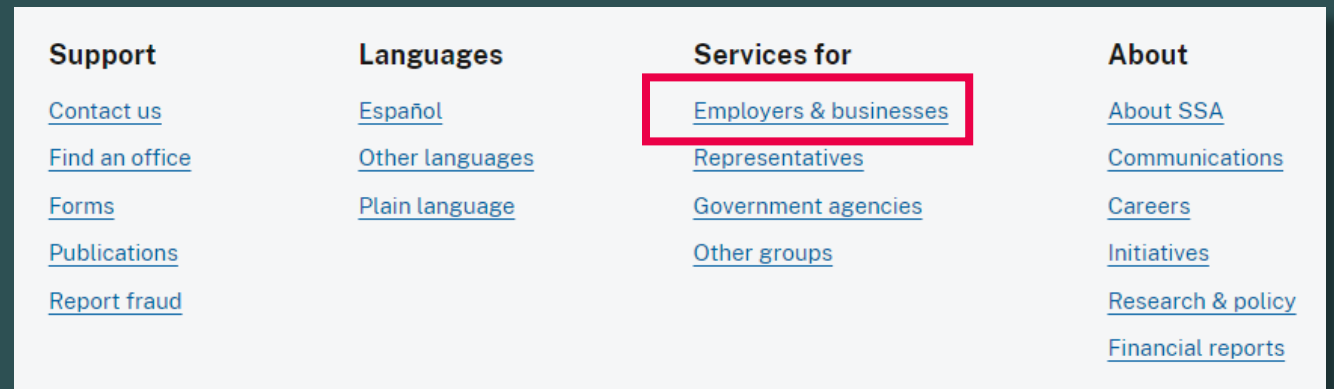


FIRST TIME USER PATH

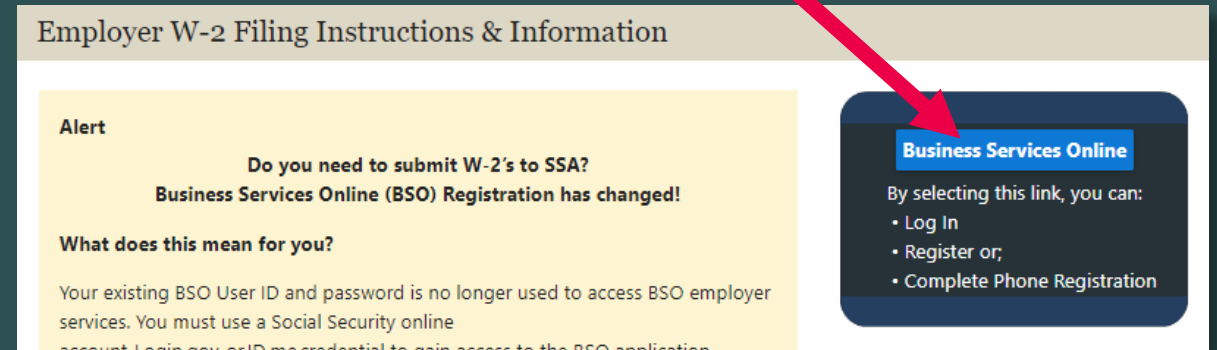
SIGN IN WITH [LOGIN.GOV](https://login.gov)

STARTING FROM SSA.GOV HOMEPAGE

Step 1: On the Social Security Administration (SSA) homepage (www.ssa.gov), in the "Services for" section at the bottom of the page, select the Employers & businesses link.



Step 2: On the Employer W-2 Filing Instructions & Information page, select the Business Services Online button. The system will display the Business Services Online page



SELECT THE
'CREATE ACCOUNT'
LINK



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

For questions: employerinfo@ssa.gov

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

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[Create account](#)
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[Log in](#)

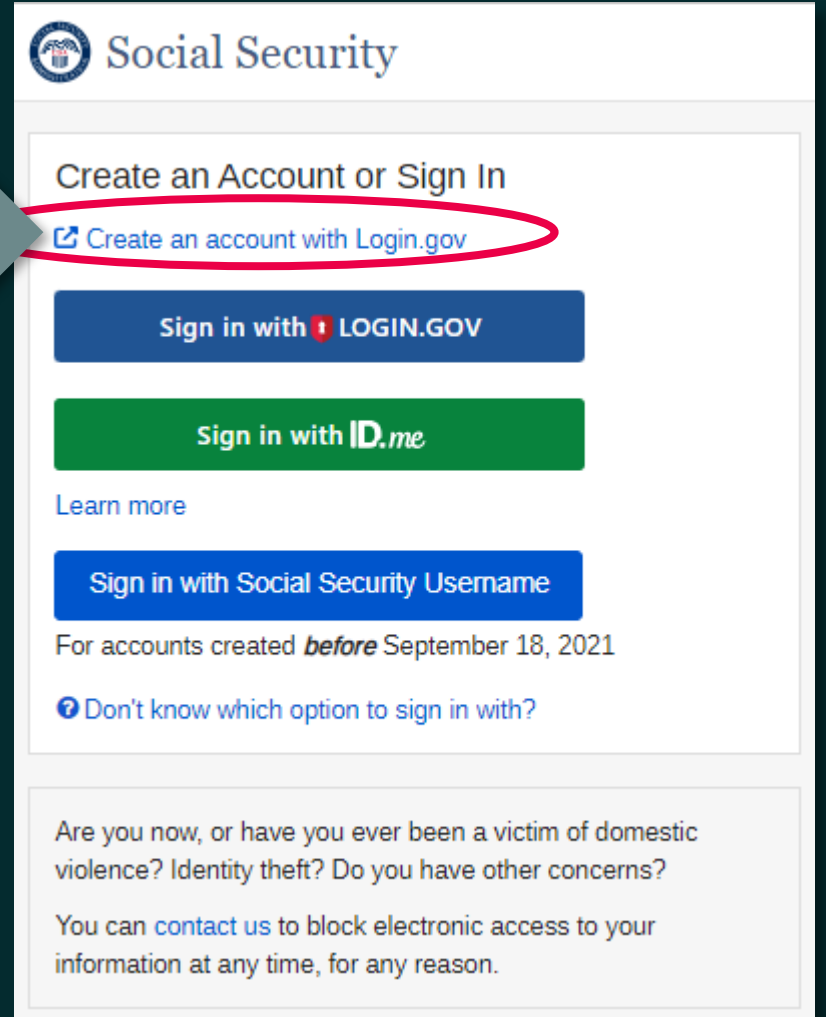
[Create account](#)


[Employer information](#)

[Customer support for wage reporting](#)

For questions: employerinfo@ssa.gov


Select Create an account
with Login.gov




 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.

Note: If you already have a Social Security account, Login.gov, or ID.me account, please sign in with one of those options.

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 PIN or CAC 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.

[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

[Privacy and Security](#)

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

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.

If you have a *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

[▶ Feedback](#)

[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](#)

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

[v Having trouble?](#)

Enter the activation code you just received.

Example: A-12345678

Submit Activation Code

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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](#)

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STEPS TO TAKE PHOTOS WITH YOUR SMART PHONE

1ST RADIO BUTTON PATH

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.

 Social Security

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.

i 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

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.

2ND RADIO BUTTON PATH

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](#)

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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](#)

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YOU HAVE SUCCESSFULLY AUTHENTICATED



Social Security




Congratulations! You now have access to secure online services.

Next

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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](#)

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 Social Security

BSO User ID

Please select a User ID and EIN

Select one 

-
- User ID XXXXXXXXX
- User ID XXXXXXXXX
- User ID XXXXXXXXX
- User ID XXXXXXXXX
- User ID XXXXXXXXX
- User ID XXXXXXXXX

CHOOSE THE BSO USER ID YOU WANT TO USE

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Main Menu

[HELP](#)

[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](#)

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.

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

[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

FOR MORE INFORMATION, VISIT:

HOW TO NAVIGATE BSO
ACCESS AND REGISTRATION

[HTTPS://WWW.SSA.GOV/EMPLOYER/NAVIGATE.HTM](https://www.ssa.gov/employer/navigate.htm)

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.

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.

CUSTOMER OUTREACH & SUPPORT

For assistance with the credential and identity verification process

- Employer Website
 - www.ssa.gov/employer
- Login.gov Help Center
 - 1-844-875-6446
- ID.me Help Center
 - Live virtual help
 - <https://help.id.me/hc/en-us>
- For registration issues relating to the Social Security online accounts.
 - 1-800-772-1213

CUSTOMER OUTREACH & SUPPORT

If you have questions about a W2/W3 submission or any other wage reporting service **outside of registration**

Employer Reporting Service Center
1-800-772-6270 (TTY 1-800-325-0778)

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

THANK YOU

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

