W-2 Online
What You Need to Know

Changes Implemented to Business Services Online (BSO)

SSA has the responsibility to ensure everyone's Earnings are accurate and that we efficiently and securely process all wage reports. Accurate earnings are the foundation to all of our benefit programs.

SSA is always looking to modernize our systems and improve our online services. This includes working to improve Business Services Online (BSO), BSO's registration, authentication, and the authorization process.

SSA is working to strengthen BSO's security features that enhance the quality control and integrity of the wage reporting process.

BSO Updates

Activation codes

- Effective September 19, 2022, the registration process for Business Services Online (BSO) changed. After you register initially to use BSO, or for any new BSO service, we will mail an activation code to complete the process. This includes those submitting W-2 and W-2C reports. This extra layer of security is to ensure your information is safe and secure.

- The activation code is MAILED to the employer whose Employer Identification Number you are using, at the employer's business address registered with the IRS. Your employer will usually receive it within two weeks. You cannot report wages to us until you have entered the activation code to complete the registration process.

- We recommend registering for BSO before W-2 reporting season in January. This will ensure you are in compliance before submitting W-2s.

BSO Updates

Self-Employed without EINs

- Currently, we are unable to mail an activation code to new users registering without an EIN. This includes Self-Employed and Household employers. Therefore, you are unable to file electronically.

- 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 (ssa.gov)

BSO Updates

No More Screen Scraping or Scripting in BSO

- We do not allow screen scraping or scripting to upload files or to use W-2 Online. If you previously used these programming techniques to upload your W-2 forms, it will no longer work.

- Reminder: We no longer use our previous Wage File Upload system where you received a receipt but no additional information. Our new Wage File Upload system provides a receipt and an immediate notice whether your file passed our edits or if you must fix any errors. You will receive the results in less than 60 seconds.

Tax Year 2022

- System opened 12/04/2022
- Elimination of Former Wage File Upload
  - The legacy system was retired on 12/04/2022
- Check your password now!
  - If you forget your password it can take up to 10 business days before you receive a new password via USPS. This will ensure you are ready before submitting W-2s.
- New maxes COLA Fact Sheet (ssa.gov)
- What's New in 2023 (ssa.gov)
  - Your cheat sheet for everything wage reporting!

Corrections

Please DO NOT use *MySSA!*

FORMS W-2C/W-3C ONLINE

Forms W-2c/W-3c Online allows users to file online corrections to previously submitted Forms W-2 regardless of the original form of submission. Under the Forms W-2c/W-3c Online tab on the Electronic Wage Reporting home (EWR Home) page, you can:

- Select the Create/Resume Forms W-2c/W-3c Online link to:
    - Enter Forms W-2c for current tax year and prior tax year corrections. Forms W-2c/W-3c Online allows users to correct submitted W-2 Forms reporting wages earned in the past 3 years, 3 months and 15 days.

    - Create, save, print, and submit up to 25 Forms W-2c per submission with a limit of 50 saved/unsubmitted reports. A Form W-3c is created for each W-2c Online report, even if the multiple submissions are for the same Employer Identification Number (EIN).

    - Resume working with unsubmitted Forms W-2c/W-3c.

- Select the Save Submitted Report(s) to Your Computer link to download a printable final PDF version of a wage report corrections created and submitted using Forms W-2c/W-3c Online. The reports are available for download for only 30 days from the date of submission.

Note: Using Forms W-2c/W-3c Online does not relieve employers of the obligation to provide corrected annual wage statements to employees and state/local jurisdictions. Forms W-2c for any tax year must be distributed to employees as soon as they are available.

Plans for IRES

- Starting in Spring 2023, you will need either a ID.me or a Login.gov credential plus your BSO User ID

- We plan for additional enhancements in 2023. We'll keep you informed.

Customer Outreach & Support

- Employer Website
  - Videos

- Employer 800#

- Employer Services Liaison Officers (ESLOs)

- Invite us to your conferences & meetings

Videos

- Register for Business Services Online (BSO)
- Input Activation Codes in BSO (one-time required step to retrieve name and SSN errors)
- Retrieve Name and SSN Errors in BSO
- Fix Errors using W-2c in BSO
- Use the Social Security Number Verification Service (SSNVS)
- Use the Manual Data Entry Method in SSNVS
- Upload an Electronic File in SSNVS
- How to Use

Thank you