

SSA's Spring 2024 WRC Live Chat Q&A's

1. What parts of the name are verified using SSNVS?

Please review the https://www.ssa.gov/employer/ssnvs_handbk.htm Social Security Number Verification Service (SSNVS) Handbook for details on what part of the name is verified.

2. If we do a W-2C to correct an SSN, we only need to correct one year, not all prior years?

That is correct, if only correcting a name and SSN error, you only must correct the most recent year in error for your employee. But that is only the case if it was the same error in the name and SSN for every year it was wrong.

3. We are not receiving the activation code if someone signs up for an activation code. The person is receiving it directly and we cannot see who has signed up for services as some may not be authorized.

An activation code is a one-time code that we issue to help verify your identity and provide access to secure services for individual account setup and access to business services. There are 2 activation codes that can be requested:

1. Individual: You can receive this code by text, email, or USPS to your home address.
2. Business: The BSO activation code for access to wage reporting services is only delivered by USPS and sent to your employer address we have on file with the IRS. For more information on the BSO activation code review the [BSO Registration and Access to Services Handbook](#). Upon verification, the Employer Reporting Service Center at 1-800-772-6270 (TTY 1-800-325-0778) can answer any questions about who requested access for a particular EIN/Employer.

4. Will the new registration process combine the Social Security and the IRS accounts?

No, your Social Security account will be separate from your IRS account. For Business Services Online start at www.ssa.gov/bsa.

5. Would we be able to get a list of people who have requested access to services for our company?

Upon verification, the Employer Reporting Service Center at 1- 800-772-6270 (TTY 1-800-325-0778) can answer any questions about requested access for a particular EIN/Employer.

6. I have a letter from SSA requesting the original or corrected wages on a past trustee who has passed away. How do I find this information?

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.

7. Will I get BSO activation mail at my personal address outside of US?

The BSO activation code letter is sent to the address we have on file for your employer from the IRS. For more information, please visit [the Registration and Access to Services Handbook](#) and to verify the address we have on file, call 1-800-772-6270.

8. If a person doesn't have either an ID.me account or a Login.gov account, can that person use either service to update from Username/Password or is that person required to use Login.gov?

Yes, a person can use either Login.gov or ID.me to update their username/password by starting at www.ssa.gov/bsa. If you wish to transition your username/password account, we ask that you enter your username/password and follow the transition screens to a Login.gov account. You always have the option to create an account with ID.me by selecting the sign in with ID.me button on the sign in screen. Once you create an account with login.gov or ID.me, you should use this account to access our employer and Business online services.

9. Why do I have to use my personal information?

We are committed to protecting your information and benefits and take this responsibility seriously. That's why we ask you to verify your identity using personal information 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 also use an existing Login.gov or ID.me credential.

10. If an Employee asks for a copy of the W-2 form, can we provide a copy of the W-2 form print on regular paper?

Yes, a copy of a W-2 can be printed and provided to an employee on regular paper.

11. What is the proper procedure if we inadvertently submitted a W-3 and W-2 with incorrect EIN, 1 character of the EIN is wrong?

Please review the [EFW2C Section 2.3.2 How to Correct an EIN](#).

12. Are we required to do a W-2C if the name is incorrect, but the SSN is correct?

Yes. Visit [About Form W-2, Wage and Tax Statement](#) for Internal Revenue Service instructions for when a name is incorrect, but the SSN is correct.

13. Is the current info being discussed, regarding W-2s and W-2Cs, part of a pilot program only?

Yes, at this time, the modernized W-2 and W-2C online application is available to a limited number of pilot participants.

14. If there are corrections to box 14-20 only, the W-2C is only provided to the employee, correct?

Please view the ELECTRONIC W-2/W-2C FILING User Handbook for Tax Year 2023 for more information [bsoewrug.pdf \(ssa.gov\)](#).

15. Can there be more than one Responsible Entity Officer (REO) per organization?

No. Only one REO is allowed per organization at this time. We are analyzing the need for multiple REOs as multiple Entity Business Administrators can be assigned to the organization for delegation purposes.

16. When do you anticipate that the Modernized W-2 correction functionality to be available to everyone?

A date has not yet been determined. Please check our [Employer W-2 Filing Instructions & Information \(ssa.gov\)](#) website periodically for future updates.

17. I'm a First Time Filer, do you have suggestions or tips on how to get started?

We have information for First Time Filers which can be found at [Employer W-2 Filing Instructions & Information - First Time Filers \(ssa.gov\)](#). We also have a [HelpfulHintsEFiling.pdf \(ssa.gov\)](#) guide located on our [Employer W-2 Filing Instructions & Information \(ssa.gov\)](#).

18. As an authorized representative, in the registration for the personal info I used my personal credit card, can I go back and use my employer's credit card issued to the manager with his name?

No. You have to use a personal credit card as the information being verified for the credential is your personal information, not information tied to your employer. The BSO account itself is verifying your employer's information. The information is not stored, only verified during the creation of the credential. So, there wouldn't be anything to go back and change.

19. I work for a company, and I'm the person responsible for submitting all forms to the Social Security Administration, IRS, and state. I already have a login.gov account, but what happens if I leave this job? Do I need to deactivate my account because it's tied to this company?

No. After you sign in to and access BSO, use the links to the left of the manage services page to maintain your account information, services status, and employer information. You can do a variety of things including removing your employer information.

Select, "Remove your employer information" and then follow the instructions from there.

20. For the REO, how would we designate them?

REOs are not designated. REO's are identified based on their role in the organization, and they must register the organization. Once registered, the REO can assign Entity Business Administrators to manage the delegation to others within the organization.