

## **Helpful Hints to Electronic Filing and Registration**

### ***1. When I file a W-2 or W-2C online, do I need to send a W-3 or W-3C separately?***

No, W-3 or W-3c will be automatically created and filed when you file Forms W-2/W-2c through Business Services Online.

### ***2. Will the new registration process affect my personal **my Social Security** account?***

No, the new BSO account set up or log in process does not affect your personal **my Social Security** account. After successful registration and authentication, you will be redirected to the BSO main menu. You must start the process at [www.ssa.gov/bsa](http://www.ssa.gov/bsa) and select the *Log in* or *Create account* link.

### ***3. If I leave the business connected with my EIN, will I be able to take my BSO User ID with me to another company or will I have to re-register for a new BSO User ID?***

Yes, if you have an existing BSO User ID, you will keep the same BSO User ID and will not need to register for a new one. After logging in, you will have the option to add the new company's EIN to your BSO User ID.

### ***4. Why do I have to add extra security to my BSO account?***

We have enhanced our security features to comply with industry standards and to make the website more secure for online services to protect your information and the information you are submitting to us. We've added second level authentication and advanced proofing to the registration and authentication process for your safety. To access certain online services, you must upgrade your account.

### ***5. If I begin my registration from [www.ssa.gov](http://www.ssa.gov), will I get to the BSO main menu?***

No, the Social Security sign in page will look similar, but you must start at the redesigned BSO homepage at [www.ssa.gov/bsa](http://www.ssa.gov/bsa). After successfully registering or signing in, you will have the option to create a new, or select your existing BSO User ID. After that you are redirected to the BSO Main Menu.

### ***6. How do I navigate from [www.ssa.gov](http://www.ssa.gov) to get to the redesigned BSO welcome homepage?***

Starting from [www.ssa.gov](http://www.ssa.gov), scroll down to the bottom of the page to the **Services for** heading. Select *Employers & businesses*.

From the Employer W-2 Filing Instructions & Information page, select the Business Services Online link on the right side of the page.

Scroll down the next page to the Employer box and choose either *Log in* or *Create account*.

### ***7. I'm having trouble signing in and I need to access BSOs employer services, who do I contact?***

Please visit our customer support for wage reporting page at [www.ssa.gov/employer/empcontacts.htm](http://www.ssa.gov/employer/empcontacts.htm). The appropriate customer support contacts are listed under the heading *Access and Registration*.

***8. Do I need to file a W-2 or W-3 when I did not pay any employees for the year?***

No, if no wages were paid to an employee for the year, employers do not need to file a W-3 and W-2.

***9. How do I know my electronic file was processed?***

Employers and third parties may view the submission status within BSO on the Electronic Wage Reporting (EWR) homepage. Employers select “View Employer Report Status.” Third parties select “View Submission Status.” The status will show “received” and then “complete” when the file is successfully processed. Additional statuses are “duplicate”, “reject”, “delete”, “in process” and “return”. Once completed, it will provide W-3 information. For additional information, please visit the [Business Services Online Tutorial page](#).

***10. Where can I find more information about Wage File Upload?***

The wage file upload application processes your file and provides results in real-time. You will receive a receipt right away letting you know if it is successful. If unsuccessful you will receive error messages. For more information on Wage File Upload there are a variety of options:

- [tutorial](#)
- [infographic](#)
- [video](#)
- training package [pdf](#) [ppt](#)

***11. I recently sent W-2s using W-2 Online, but I forgot to save copies on my computer. How can I get this information?***

Employers and third parties can get copies of W-2s for up to 30 days after submission. Go to the BSO Employer Website for detailed instructions located in the [User Handbook for Tax Year 2022, Electronic W-2/W-2C Filing](#) section.

***12. How do we correct the W-3/W-2s filed under an incorrect EIN? Can we do this with a W-3c?***

A single W-3C alone cannot correct an incorrectly reported EIN. Please click the link below for specific instructions. - [EFW2C TAX YEAR 2018 V.1, 2.3.2, PAGE 9 - EIN CORRECTION](#)

***13. Do I need to register each year for a NEW User ID?***

No, the BSO User ID never expires. The User ID stays with the person who registered. If they leave to work for another employer, they can update the new employer information in their BSO account a new User ID. We encourage you to keep your User ID in a safe place.

***14. I recently discovered I missed sending a W-2 when I filed. How do I send the additional W-2 to Social Security?***

We recommend filing the missing W-2 to Social Security through W-2 Online. We will create the W-3 for you and add this to what you already sent for the given Tax Year.

***15. I started entering my W-2s Online, but then had to log off. How do I find the W-2s I started or do I need to start over?***

Visit the same tab in BSO you used to create the W-2s online. Select the link “Create/Resume Forms W-2/W-3 Online” to obtain to your list to continue entering your W-2s.

***16. When I file W-3/W-2s with the Social Security Administration, do I need to send anything to the IRS?***

Employers and third parties submit W-3/W-2 information to SSA, and we forward that information to the IRS. The IRS maintains a website that may assist you in what requirements are for your State at: [State Government Websites - irs.gov](http://irs.gov).

***17. Do I need to send a W-3c/W-2c form to the Social Security Administration when correcting an employee’s address?***

No, do not send a W-3c/W-2c form to SSA when correcting an employee’s address. If you filed a Form W-2 with SSA containing an incorrect address for the employee, but all other information on the W2 was correct, do not file Form W-2c with the SSA merely to correct the address. Issue a corrected Form W-2c to the employee, showing the correct address in Box I and all other corrected information. More information can be found in the [General Instructions for Forms W-2 and W-3 \(2018\) Pg. 26](#)

***18. Do you forward Local and State information to the IRS or State government when I file W-3/W-2s with SSA?***

No, SSA forwards W-3/W-2 information only to the IRS. We do not forward any information to the State. The IRS maintains a website that may assist you in contacting your State about how to file. Please visit: [State Government Websites - irs.gov](http://irs.gov). --BSO HANDBOOK 2017 PG 8. 3.1.1, User Handbook for Tax Year 2017 'State and Local Data

***19. How do I correct an SSN or Name when entered incorrectly on the W-2?***

Employers and third parties can file a W-2c to correct the SSN or name incorrectly

entered on a W-2 using W-2c online. When completing the W-2c for the affected employee, enter boxes D through I. Do not fill in Boxes 1-20. Give a copy of the corrected form to your employee for their records.

***20. Do I need to file a W-3c/W-2c with the SSA to correct Boxes 15 through 20 – State/Local tax information?***

No, employers and third parties do not file W-3c/W-2c forms with SSA to correct Boxes 15 through 20 – State/Local tax information. Give your employee(s) Copy B and send the appropriate copy to the State and/or local agency. The IRS maintains a website that may assist you in contacting your State about how to file; please visit: [State Government Websites - irs.gov](#). BSO HANDBOOK 2017 PG 8. 3.1.1, User Handbook for Tax Year 2017 'State and Local Data'

***21. I am a terminating my Business. What should I do?***

Go to [Specifications for Filing Forms W-2 and W-2c \(ssa.gov\)](#) Section 2.3 Terminating a Business for more information.

***22. I need to change or add information for BOX 12A on the W-2C, but the code I need to use is not available in the drop down menu within W-2c.***

If the code is not available within the drop down menu of the W-2c application, a correction is not necessary with SSA and IRS. Codes not displayed in the drop down box are not stored, processed, or transferred. They are only for the paper form that the employee receives. For the employee's records, you will need to make a pen and ink change to the Box 12 correction as the W-2C will not add it. [EFW2C, Section 16.0 Appendix G –Paper Form W-3C/W-2C boxes and EFW2C format fields cross reference](#)

***23. How do I make a correction to show a zero-dollar amount on a W-2c?***

If any item shows a dollar amount change and one of the amounts is zero, enter "-0-". Do not leave the box blank.