



Ticket Portal: Requirements for Access

The chart below details the tasks individual staff members at Employment Networks (EN) or State Vocational Rehabilitation (VR) agencies must complete before transitioning to the Ticket Portal from the Secure Provider Portal.

Step	Requirement	Resources	EN Contact Information	State VR agency Contact Information
1	Clear Suitability: All individuals at Employment Networks and State VR agencies that will be accessing the Ticket Portal must gain a Suitability clearance.	<ul style="list-style-type: none">For more information on completing Suitability, review the Suitability Guides for Employment Networks and State VR agencies in the Information Center at https://yourtickettowork.com/web/ttw/resource-documentsRequired forms are available in the "Forms" section of the "Information Center" at https://yourtickettowork.com/web/ttw/forms	<ul style="list-style-type: none">ENs contact enservice@ssa.gov.	<ul style="list-style-type: none">State Vocational Rehabilitation (VR) agencies contact VR.Helpdesk@ssa.gov
2	Create a mySSA Account: To access the Ticket Portal, each user must have a mySSA account with extra security enabled. You can create an account and add extra security to existing accounts by visiting http://ssa.gov/myaccount/ . You will need a cell phone with texting capability for the verification process for your mySSA account and Ticket Portal account.	<ul style="list-style-type: none">For more information on how to create a Social Security account, review the New Ticket Portal resources on the "Resource Documents" page of the "Information Center" at https://yourtickettowork.com/web/ttw/resource-documentsView tutorials on how to successfully complete this step at https://www.youtube.com/user/TTWServiceProvider/feed	Contact SSA toll-free at 1-800-772-1213 (TTY 1-800-325-0778).	
3	Employment Networks and State VR agencies must provide SSN and User ID. ENs must also submit Security Awareness Contractor Personnel Security Certification: When Social Security or the OSM refer to the "Security Awareness Training Letter" this is Form SSA-222, more commonly referred to as the SSA Security Awareness Contractor Personnel Security Certification. It is the certification referenced in the Agency Specific clause Federal Information Security.	<ul style="list-style-type: none">Download the SSA Security Awareness Contractor Personnel Security Certification form at https://yourtickettowork.com/documents/855575/855829/SSA-222.pdf/66683389-50c2-45b7-8567-37150ff3c7f4	<ul style="list-style-type: none">Email your ENSB Specialist directly or email enservice@ssa.gov to let SSA know you have access to a mySSA account with the added security enabled.Your ENSB Specialist will contact you to get SSN and User ID. Email the Form SSA-222 to ENService@ssa.gov or fax it to 410.597.0429.	<ul style="list-style-type: none">Email VR.Helpdesk@ssa.gov to let Social Security know that you have a mySSA user ID.A SSA representative will contact with you and obtain your username and SSN.



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