General Information System (GIS) Message

Section 1

Transmittal:	21 TA/DC031
	Upstate and NYC
Date:	May 24, 2021
To:	Subscribers
Suggested Distribution:	Commissioners, TA and SNAP Directors, HEAP Directors, Child Support Directors, Finance Directors, Employment Coordinators, Staff Development Coordinators, Fair Hearing Officers
From:	Alison Maura, Director of Temporary Assistance and HEAP Employment and Income Support Programs
Subject:	Social Security Administration (SSA) Government to Government Services Online (GSO) Registration
Effective Date:	Immediately
Contact Information:	State Supplement Program Policy Bureau: (518) 408-4757
Attachments:	Attachment 1 – GSO Website Registration Form Attachment 2 – Certificate of Authority Form

Section 2

The purpose of this message is to provide updated contacts and instructions for managing user access to the GSO website and replaces GIS 19TA/DC049 dated October 24, 2019. GSO is a mechanism for state agencies to report to SSA the amount of state or local assistance the agencies paid to individuals who are now eligible for Supplemental Security Income (SSI) payments. This GIS details how to register new users, end user access, and request assistance with issues related to registration. Attached are the Certificate of Authority Form and the GSO Website Registration Form needed for the registration process.

To Register a New User for GSO Access:

Step 1

- Complete the GSO Website Registration Form (attachment 1); leave the Organization ID or RID and SSA Sponsor Verification section blank. Check off the State Accounting Worker box.

- Email the completed form in Microsoft Word format (not PDF format) to: NY.eIAR@ssa.gov with a cc to: Abigail.Richardson@ssa.gov and Shueh.Fan@ssa.gov. Requests for the GSO Website Registration Form in Microsoft Word format can be submitted to otda.sm.EISP.eIAR@otda.ny.gov.

Step 2

- Complete the Certificate of Authority Form (attachment 2), entering your county's information into the blue fields at the top of the page.

  Please note: This form must be signed by the social services district Commissioner, Finance Director, TA Director or someone in a similar official position.

- Mail the original completed and signed Certificate of Authority Form (with wet signature) to:

  Social Security/NYRO/CDPS
  Attention: Abigail Richardson
  26 Federal Plaza, Room 4060
  New York, NY 10278

- Email a copy of the signed and scanned Certificate of Authority Form to: Abigail.Richardson@ssa.gov and Shueh.Fan@ssa.gov.

If more than one user is being registered, additional names may be added to the Certificate of Authority Form but a separate GSO Website Registration Form must be completed for each user.

To End a User's GSO Access:

To delete a user from the GSO, the Certificate of Authority Form is required. This form can be used to delete more than one user.

Step 1

- Complete the Certificate of Authority Form (attachment 2), entering your county's information into the blue fields at the top of the page.

  Please note: This form must be signed by the social services district Commissioner, Finance Director, TA Director or someone in a similar official position.

Step 2

- Mail the original completed and signed Certificate of Authority Form (with wet signature) to:

  Social Security/NYRO/CDPS
  Attention: Abigail Richardson
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- Email a copy of the signed and scanned Certificate of Authority Form to: Abigail.Richardson@ssa.gov and Shueh.Fan@ssa.gov.

Assistance Requests:

For existing users with GSO accounts:

- If existing users in the districts are having any problems accessing the GSO website, email an explanation of the issue to: UIT.eData.mailbox@ssa.gov.

- If you need a password reset, email: UIT.eData.mailbox@ssa.gov with your request. Include your GSO account user ID and your email address when requesting a password reset.

- If you forgot your user ID, email NY.eIAR@ssa.gov with a cc to: Abigail.Richardson@ssa.gov and Shueh.Fan@ssa.gov.

For first time users:

- For first time users who have never accessed GSO before and need to establish a new account, complete the above steps to register for GSO access. Do not contact UIT.eData.mailbox@ssa.gov to establish new accounts or to delete old accounts.

Please remember: GSO must be accessed by using the SSA issued user ID every 90 days or access to the system will be terminated.

Additional information regarding Interim Assistance Reimbursement (IAR) and Government to Government Services Online (GSO) Registration can be found in 08-ADM-06.