***Ticket Portal Presentation***

The Ticket Portal is a Social Security Administration system that allows Employment Networks and State Vocational Rehabilitation agencies to perform transactions in real-time. A preview of the new Ticket Portal, including the queries that can be made and payment features, was presented. A pilot group of ENs has been working with the Social Security Administration (SSA) and Operations Support Manager (OSM) project team to test current functionality in preparation for full transition from the Secure Provider Portal to the new Ticket Portal.

Presentation highlights are listed below.

***Readiness***

* Every user must have suitability clearance.
* Every user must have signed up for a mySSA account with extra security.
* Every user must complete the security awareness training – form SSA222.
* Once those items are complete, you should contact your EN Specialist with the Employment Network Service Branch (ENSB) team or email enservice@ssa.gov. They will need your SSN, SSA222 form, and account username to enroll you in the Ticket Portal. DO NOT SEND YOUR SSN VIA EMAIL.
* Detailed instructions for this process can be found on our website at <https://yourtickettowork.com/web/ttw/ticket-portal>

***Features***

* Real time updates allow you to receive immediate confirmation of your transaction.
* Ticket assignability can be submitted via a batch file or you can check assignability and IMMEDIATELY assign and unassign a ticket.
* Payment Requests will AUTOMATICALLY create a work case in the system that will be shown on a real time Pending Payments List.
* Earnings evidence can be faxed using a fax coversheet and will AUTOMATICALLY associate those earnings to the work case.
* There will be a future messaging capability that will allow you to send a secure message to the helpdesk instead of calling or sending an encrypted email message.
* Future expansion of the current e-pay solutions will provide automated payments.

These are only some of the exciting features of the new Ticket Portal with more to come this spring when the transition from the current Secure Provider Portal will begin. This is part of a larger effort towards consolidating and synchronizing information from various SSA databases.

***Reminders***

* The full transcript and audio from the call are available at <https://yourtickettowork.com/web/ttw/events-archive>.
* The next All EN Payments Call will be held on **Tuesday, April 28** **at 3pm ET**. Join us to get the latest updates on everything related to payments under the Ticket to Work Program.