The chart below details the tasks individual staff members at Employment Networks (EN) or State Vocational Rehabilitation (VR) agencies must complete before gaining access to the Ticket 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. | * For more information on completing Suitability, review the Suitability Guides for Employment Networks and State VR agencies in the Information Center at <https://yourtickettowork.ssa.gov/web/ttw/resource-documents>
* Required forms are available in the “Forms” section of the “Information Center” at <https://yourtickettowork.ssa.gov/web/ttw/forms>
 | * enservice@ssa.gov
 | * VR.Helpdesk@ssa.gov
 |
| 2 | **Create a my*SSA* Account:** To access the Ticket Portal, each user must have a my*SSA* 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 my*SSA* account and Ticket Portal account. | * For more information on how to create a Social Security account, review training resources at <https://yourtickettowork.ssa.gov/web/ttw/ticket-portal>
 | Contact SSA **toll**-**free** at 1-800-772-1213 (TTY 1-800-325-0778). |
| 3 | **ENs 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 TPM 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. | * Download the SSA Security Awareness Contractor Personnel Security Certification form at <https://yourtickettowork.ssa.gov/web/ttw/forms>
 | * Email ENST at ticketportal@ssa.gov to let SSA know you have access to a mySSA account with the extra security enabled.
* You may send an encrypted email to let SSA know your SSN, User Id and Form SSA-222 to ticketportal@ssa.gov or fax it to 410.597.0429.
 | * 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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