



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 gaining access to the Ticket Portal.

Step	Requirement	Resources	EN Contact Information	VR 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 SSA EN Security and Suitability Guide . Required forms are available at: yourtickettowork.ssa.gov/resources/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 Social Security account with extra security enabled.	Visit ssa.gov/myaccount to create a my Social Security account with extra security enabled.	Contact SSA 1-800-772-1213 (toll-free) 1-800-325-0778 (TTY)	
3	ENs and State VR agency Portal Users must provide SSN and User ID to SSA . ENs must also submit Security Awareness Contractor Personnel Security Certification : When Social Security or TPM refers to the "Security Awareness Training Letter," this is Form SSA-222.	ENs can access the SSA Security Awareness Contractor Personnel Security Certification form at: yourtickettowork.ssa.gov/web/ttw/forms	Email ENService@ssa.gov to let SSA know you have a my Social Security account with extra security enabled and request Ticket Portal access. SSA will contact you to obtain your SSN and User ID. In some instances, SSA may require you to send an encrypted email with your SSN and User ID to ENService@ssa.gov . You must also send Form SSA-222 to the same email address.	Email VR.Helpdesk@ssa.gov to let SSA know you have a my Social Security account with extra security enabled and request Ticket Portal access. SSA will contact you and obtain your User ID and SSN.