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](mailto:enservice@ssa.gov) | * [VR.Helpdesk@ssa.gov](mailto: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](mailto:enservice@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](mailto:ENService@ssa.gov) or fax it to 410.597.0429. | * Email [VR.Helpdesk@ssa.gov](mailto: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. |