



## General Information System (GIS) Message

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### Section 1

<b>Transmittal:</b>	23DC074 Upstate and New York City
<b>Date:</b>	October 19, 2023
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, TA and SNAP Directors, HEAP Directors, Child Support Directors, Finance Directors, Employment Coordinators, Staff Development Coordinators, Fair Hearing Officers
<b>From:</b>	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	Social Security Administration (SSA) Government to Government Services Online (GSO) Registration/Managing User Access
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	State Supplement Program Policy Unit: (518) 473-6303
<b>Attachments:</b>	<a href="#">Attachment 1 – GSO Website Registration Form</a> <a href="#">Attachment 2 - Certificate of Authority Form</a> <a href="#">Attachment 3 – GSO Website Account Modification/Deletion Form</a>

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### Section 2

The purpose of this message is to provide updated contacts and instructions for managing user access to the Government to Government Services Online (GSO) website and replaces [GIS 22TA/DC096](#) dated October 21, 2022. GSO is a mechanism for state agencies to report to the Social Security Administration (SSA) the amount of state and 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, modify user access, and request assistance with issues related to registration. Attached are the GSO Website Registration Form, Certificate of Authority Form, and GSO Website Account Modification/Deletion Form.

#### To Register a New User for GSO Access:

##### Step 1

- Complete the fields in the GSO User-Contact Information section at the top of the GSO Website Registration Form (attachment 1). The rest of the form will be completed by the SSA Sponsor.
- Email the GSO Website Registration Form with the completed GSO user- contact information to SSA Sponsors: [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov) with a cc to: [Joy.Clarke@ssa.gov](mailto:Joy.Clarke@ssa.gov). Requests for the GSO Website Registration Form can also be submitted to [otda.sm.EISP.eIAR@otda.ny.gov](mailto:otda.sm.EISP.eIAR@otda.ny.gov).

## Step 2

- Complete the Certificate of Authority Form (attachment 2), entering your district'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, Temporary Assistance (TA) Director or someone in a similar level of authority.

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

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

- Scan and email a copy of the signed Certificate of Authority Form to: [Joy.Clarke@ssa.gov](mailto:Joy.Clarke@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 or Modify a User's GSO Access:**

To delete or modify a user from the GSO, the Certificate of Authority Form and the GSO Website Account Modification/Deletion Form are required (attachment 3). The Certificate of Authority Form can be used to delete more than one user; however, the GSO Website Account Modification/Deletion Form must be completed for each user.

## Step 1

- Complete the Certificate of Authority Form, entering your district'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 level of authority.

## Step 2

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

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

- Scan and email a copy of the signed Certificate of Authority Form to:  
[Joy.Clarke@ssa.gov](mailto:Joy.Clarke@ssa.gov).

## Step 3:

- Email the completed GSO Website Modification/Deletion Form to: [NY.eIAR@ssa.gov](mailto:NY.eIAR@ssa.gov) and cc to: [Joy.Clarke@ssa.gov](mailto:Joy.Clarke@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](mailto:UIT.eData.mailbox@ssa.gov).
- If you need a password reset, email: [UIT.eData.mailbox@ssa.gov](mailto: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](mailto:NY.eIAR@ssa.gov) with a cc to: [Joy.Clarke@ssa.gov](mailto:Joy.Clarke@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 each user for GSO access. Do not contact [UIT.eData.mailbox@ssa.gov](mailto: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 GSO Registration can be found in [08-ADM-06](#).