



Guide on using the enhanced SSS website

To our valued SSS Members and Employers:

In our continuing effort to bring social security services closer to you, the SSS has been enhancing its facilities and introducing new programs to further improve its service delivery.

One of these service delivery channels is the SSS Website and its various online services. We aim to spare you the time and effort in going to our branch offices for basic inquiries, or to file loan applications. Our goal is to provide you greater convenience and enable you to transact with SSS even beyond regular office hours.

In line with this, we invite you to visit the enhanced SSS Website (www.sss.gov.ph) and register at My.SSS portal.

Through the My.SSS portal of the enhanced SSS Website, you can submit salary loan applications and maternity notifications online, view and print your social security records, set appointments with your servicing branch and download forms. If you are an employer, you can view and download your employer records and submit transaction reports online. And if you are also a household employer, you can use the My.SSS portal to submit the collection list of your househelper/s.

This handbook will provide you a step-by-step, easy to understand guide on how you can register at My.SSS and enjoy the full benefits of online services. It is fast, easy and free!

Thank you for your support and continued trust and confidence in your SSS.


EMILIO S. DE VITO
President and Chief Executive Officer

My.SSS
A GUIDE ON THE USE OF THE ENHANCED SSS WEBSITE

1. What is My.SSS?

My.SSS is an online service portal of the enhanced SSS Website that allows SSS members and employers exclusive access to their social security records and to submit transactions online.

2. Why is it important to register at My.SSS?

Registration is necessary to ensure information security and to prevent identity theft. For individual members, they must designate their preferred user ID and password upon registration. For employers, they must designate their own user ID upon registration but the system-generated password is being sent to them via email upon successful registration.

3. Who can register at My.SSS?

- Employed members who have been reported by an employer for coverage to the SSS and individual members such as self-employed, voluntary, overseas Filipino worker (OFW), including non-working spouse who have at least one (1) month posted contribution can register at My.SSS.
- Household employees/employers
- Employers

4. What if the household employer has an existing SS number but has not been reported for coverage either as employed/self-employed/voluntary/OFW/non-working spouse member and has no contribution payment, can he/she register at My.SSS?

No. A household employer even with an existing SS number but has not been reported for coverage either as employed/self-employed/voluntary/OFW/non-working spouse and has no contribution payment cannot yet register in the SSS website as household employer and avail of the online services.

5. How will I register if I am already separated from my employer?

If you are separated from your employer and have not paid premium contributions under self-employed or voluntary coverage thereafter, then you should follow the last update on your SSS membership. For registration purposes, you will need to input the employer ID of the latest employer who reported you for coverage.

6. Is there a fee for registration at My.SSS?

None. Registration at My.SSS is free of charge.

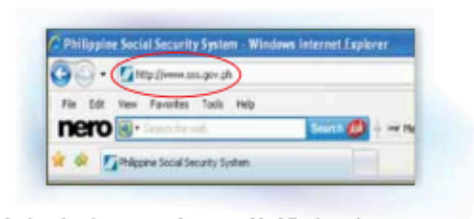
7. What are the minimum requirements to access My.SSS?

- Personal Computer with Internet connection
- Microsoft Windows 95 and above operating system versions
- Microsoft Internet Explorer versions 6.0 and 7.0

ONLINE REGISTRATION PROCEDURE FOR INDIVIDUAL MEMBERS

1. How does a member register at My.SSS?

- a. To register, go to the SSS Website at <http://www.sss.gov.ph>

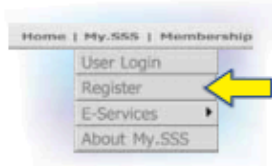


- b. To begin registration, user may choose any of the following options:

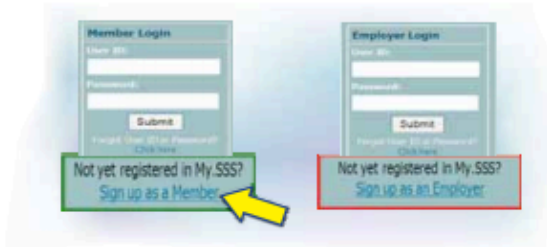
- Click on **Register Now** button,



- Click on Register in the My.SSS tab, or



- Click the link, Sign up as a Member.

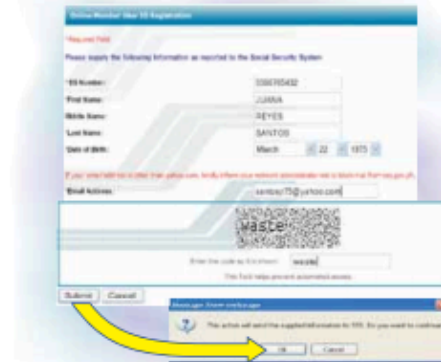


- Select appropriate type of user.

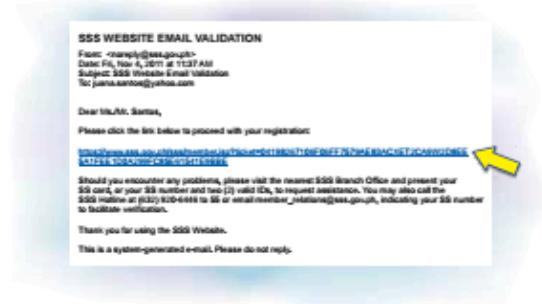


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- Supply the required information in the Online Member User ID Registration
- Submit the page and wait for the email-reply from SSS.



- Upon receipt of the email from SSS, click the given link to proceed with the next phase of the registration process.



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- g. Supply all the required information in the Online Member User ID Registration and Accept the Terms of Service.

- h. Submit the page and wait for the email from SSS regarding the outcome of the registration.

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SS Number	Type in the correct 10-digit SS number with no space or dash (-)
First, Middle and Last Names	If with SS ID card, should follow format appearing on the card
Date of Birth	Click on the month, day and year
Mother's maiden name	Field can accommodate up to a maximum of forty (40) characters
Address	Address 1: House/Lot/Block Number and Street Name Address 2: Barangay/Subdivision/Municipality City or Province
Postal Code	Please enter the correct 4-digit postal code that will serve as basis for determining your SSS servicing branch
Contact Number	Mobile phone or landline
Email Address	Email account must be valid and active. If your email address is other than yahoo.com, gmail.com and hotmail.com, kindly inform your network administrator not to block email from sss.gov.ph
Preferred User ID	Length is between 8-20 characters; no special characters allowed except underscore; can be alphanumeric but first character must be alphabetic.
For employed member	Type in the correct 10-digit Employer ID number with no space or dash (-). Encode Branch Code or three zeros (000)
For retirement Pensioner	Savings account number where monthly pension is being deposited by SSS or Check number of any pension received.
For Self-Employed/Voluntary Member/Non-Working Spouse/Overseas Contract Worker/Househelp	Supply the following information in the field for SBR No./OTC: If mode of payment is through the bank or over-the-counter (OTC) at an SSS branch – the SBR No./OTC Validation No. entered in the system must have six (6) digits only. For example, if the validation number is T#14000096, disregard some zeros and just encode 140096. • If mode of payment is through Bayad Center, SM Department Store, Ventaja Remittance Company or I-Remit – the SBR No./OTC Validation No. entered in the system must have six (6) digits only.

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	<ul style="list-style-type: none"> If mode of payment is through Auto-Debit Arrangement (ADA) – just encode six zeros (000000) in the field for SBR No./OTC.
Randomly-generated Text (Captcha)	Enter the code as it is shown. The code must be entered to ensure that an individual, not a computer program, is registering in the SSS website.
Terms of Service	Accept the Terms of Service by clicking the box. The text for the Terms of Service can be viewed by clicking the phrase "Terms of Service" found at the bottom of the page.

2. If the registrant has no middle name, what will he/she encode in the field for middle name?

The field for middle name is no longer a required field so the member may opt to leave it blank.

3. What will I do if my complete name exceeds the allowable number of characters?

We suggest that if you already have the SS Card, then you should follow the format of your name as it appears on your card. In its absence, you may call the SSS Hotline at 920-6446 to 55. The SSS Hotline serves callers from Monday to Friday (except during holidays) from 8:00 a.m. to 5:00 p.m. You may also seek assistance from the nearest SSS branch office or find us on Facebook at Philippine Social Security System.

4. Does successful submission of the registration information mean automatic registration at My.SSS?

No. The information submitted to SSS shall be validated and registration will only be considered successful if all the information provided matches SSS records. If the system finds discrepancies or if the required format is not followed, then the attempt at registration fails and the member will receive notification through email.

5. Can I immediately use my designated user ID and password for log-in?

No. You have to wait for the confirmation email from SSS that your registration was successful before your designated user ID and password can be used for log-in.

6. If I have already received my password, how can I access My.SSS?

Go to the SSS website at <http://www.sss.gov.ph> and locate the appropriate box for Member Log-in wherein you will encode your user ID and password. In the My.SSS portal, you can download and print your social security records, set appointment with your SSS servicing branch and submit transactions online. You will be able to view your membership details, employment history, loan status, contribution payments and benefits availability and loan/benefit eligibility.

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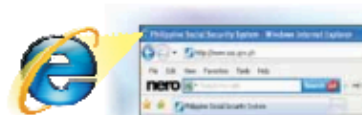
7. Can My.SSS be accessed after office hours or even abroad?

Yes. My.SSS can be accessed anytime and anywhere provided you have Internet access and a compatible browser. Just type www.sss.gov.ph in the web browser address space.

ADVANTAGES OF My.SSS FOR MEMBERS

1. What can My.SSS do for me?

My.SSS provides you greater convenience enabling you to transact with the SSS even beyond regular office hours. You can download and print your social security records, set appointment with your SSS servicing branch and submit transactions online. The SSS Website is best viewed using Internet Explorer.



As a member, you can inquire about your contributions, membership information, benefits, and loan records as follows:

a. For contributions and membership information

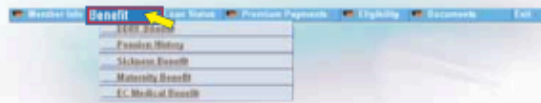
- After logging-in to your account, select from the Main Menu the Online Inquiry tab. Mouse over Member Info and choose from the information available namely: actual premiums, member details, employment history, SSS ID Card and SSS Servicing Branch.



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b. For benefits

- After logging-in to your account, select from the Main Menu the Online Inquiry tab. Mouse over Benefit and choose from among the information available namely: disability, death, retirement and funeral, pension history, sickness benefit, maternity benefit, and EC medical benefit.



c. For loans

- After logging-in to your account, select from the Main Menu the Online Inquiry tab. Mouse over loan status to verify your loan status. Aside from the loan status, the user may also view the statement of account and loan repayments by navigating through the page.



d. To verify if qualified to avail of benefits or loans

- After logging-in to your account, select from the Main Menu the Online Inquiry tab. Mouse over Eligibility to verify if you are qualified to avail of certain benefits or loan privileges. You may likewise click Documents to view the requirements for benefits and loan applications.



e. To inquire about the requirements needed in filing a claim

- After logging-in to your account, select from the Main Menu the Online Inquiry tab. Mouse over Documents and select the type of benefit to display the checklist of documents required in filing the claim.



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2. How will I print the information I need?

To print the information displayed on the screen, scroll down the page by sliding the vertical bar downward. Click on Printable version and execute the print command by clicking on the print icon found on the lower right portion of the page.

ONLINE SUBMISSION OF MEMBER TRANSACTIONS

1. What type of transactions can I do online as a member?

A Member who is registered at My.SSS can submit the following transactions online: a) salary loan application; b) SS Form H-3 (Household Helper's Contribution Collection List); and c) maternity notification [for voluntary, self-employed, Overseas Filipino Worker (OFW) and Non-Working Spouse (NWS) members only]. For employed members, submission of maternity notification is done by the employer through the employer's My.SSS account.

2. How can I submit Salary Loan application through the SSS website?

After logging-in to the Member account, select from the Main Menu the Transactions tab and click Salary Loan Application. The details of the loan eligibility will be displayed. Read the terms and conditions carefully and click on "I agree to the Terms and Conditions" button if you wish to submit your salary loan application. Click the appropriate button to either print, submit or cancel the transaction.

For employed members, salary loan applications submitted online will be directed to the employer's My.SSS account for certification, hence, the employer should also have an SSS Web account



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SALARY LOAN APPLICATION

Joana Santos de la Cruz
 ID: 00000000-0
 Voluntary Member
 Contributions (in Branch)

Loanable Amount: P 24,000.00
Payment Mode: Check Period

Your salary loan check will be sent via registered mail to your mailing address below.

A piece of your salary loan will be deducted from your salary.

If you do not wish your current address, click **Update Profile** in the Main Menu to correct your mailing address.

☐ Agree to the Terms and Conditions

Print **Submit** **Cancel**

SALARY LOAN APPLICATION

Joana Santos de la Cruz
 ID: 00000000-0
 Voluntary Member
 Mailing Address

Application Ineligible for the following reason(s):
 * No six (6) contributions for the last 12 months. Last Paid Contribution considered: 00-0000

Print **Back to main**

3. What will happen to my salary loan application submitted online if my employer fails to certify?

If the salary loan application submitted online is not certified by your employer within three (3) days, the application automatically expires. You will need to re-submit an application if the previous application has expired.

4. How will I know the status of my salary loan application?

You will be notified through email about the status of your salary loan application.

5. How will I receive the proceeds of my approved salary loan application?

If your salary loan is approved, the salary loan check will be sent via registered mail to the address indicated in your My.SSS profile. For employed members, the check will be sent via registered mail to the employer's address.

6. How can I submit my maternity notification through the SSS website?

After logging-in to the member account, select from the Main Menu the Transactions tab and click on Maternity Notification. Fill-in the required information in the maternity notification screen that will be displayed. Click the appropriate button to either print, submit or cancel your transaction.

Welcome to My.SSS!

Joana Santos de la Cruz
 ID: 00000000-0
 Voluntary Member
 Mailing Address

TRANSACTIONS

Maternity Notification

MEMBER MATERNITY NOTIFICATION

Joana Santos de la Cruz
 ID: 00000000-0
 Voluntary Member
 Mailing Address

Please enter required information

Expected Date of Delivery: [Date Picker]
Number of Delivery Attempts (same as this notification): [Text Field]
Date of Last Delivery (Maximum): [Date Picker]

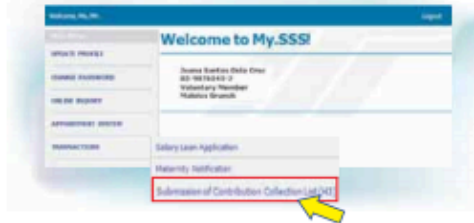
Print **Submit** **Cancel**

7. If I am currently employed, can I use the online submission facility for maternity notification?

No. If you are currently employed, maternity notification should be submitted online through your employer's My.SSS account.

8. How can I submit the contributions collection list for my household helper/s?

After logging-in to the member account, select from the Main Menu the Transactions Tab and click Submission of Contribution Collection List (H3). Click the appropriate link to either Download R3 File Generator, Create Collection List Online, Upload Collection Lists or Edit Previously Submitted Collection List. Click the appropriate button to either save, submit or cancel the transaction.



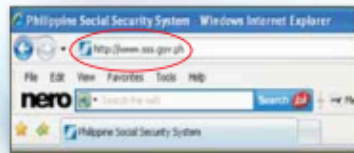
9. Will the SSS provide any document as proof of the transaction I submitted online?

Yes. A transaction number shall be issued as proof of the transaction submitted online. You may copy the number, print the acknowledgment page itself or refer to the email notification sent to you.

ONLINE REGISTRATION PROCEDURE FOR EMPLOYERS

1. How does an employer register at My.SSS?

- a. To register, go to the SSS Website at <http://www.sss.gov.ph>



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- b. To begin registration, user may choose any of the following options:

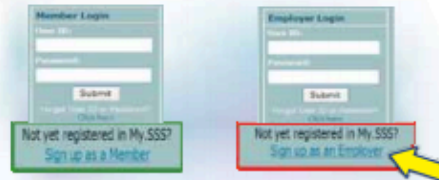
- Click on **Register Now** button,



- Click on **Register** in the **My.SSS** tab, or



- Click the link, **Sign up as an Employer**.



- c. Select appropriate type of user.



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- d. Supply the required information in the Online Employer User ID Registration.
- e. Submit the page and wait for the email from SSS regarding the outcome of the registration.

- f. Upon the receipt of the email from SSS, click the given link to proceed with the next phase of the registration process.

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- g. Supply all the required information in the Online Employer User ID Registration.

- h. Submit the page and wait for the email from SSS regarding the outcome of the registration.

- i. To complete the registration process, the SSS servicing branch will need to validate the submitted information on the employer authorized signatory.
- j. Employer registration is successful once the SSS servicing branch confirms/approves the employer authorized signatory. An email will be sent to the employer containing the company user ID and password.

2. What are the information required in the registration as an employer?

Employer ID	Type in the correct 10-digit SS number with no space or dash (-). Employer ID number can be seen in the Registration Plate, in the SS Form R-1 (Employer Registration Form), or in the certificate of registration issued by SSS.
Employer Branch Code	Put 000 (three zeros) if you have no branch office

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