# Correcting an SSN

An employee may experience the need for an SSN update if they are issued a new number or if an error was made upon the original entry.  SSNs must be kept up to date.

**It is important to note that before making any formal changes appropriate documentation should be reviewed.  Review all instructions below.

## Steps needed to update an SSN

Department or Division HRS Updates:

- View original Social Security (SS) card and make copy of card
- Update Modify A Person with correct SSN
- Send ticket to UWSS to request corrected W-2s
- Upload a copy of the SS card to Madison OHR Benefits BOX (include EMPL #) for State Group Health (SGH) and/or Wisconsin Retirement System (WRS), if applicable. *Benefits staff will update Employee Trust Funds (ETF).

Employee Updates:

- Update Glacier, if applicable
- Update I-9, if applicable
- If student employee, they will need to contact the Registrar to verify SSN as well

Department or Division & Employee Updates:

- If multiple netID records: someone within the HR department needs to generate a linking key by following the steps here: https://kb.wisc.edu/iam/page.php?id=46865

    Employee:

    - Once HR completes the linking key, then EE will need to link their records together.  Employee can link records together by following the steps in Knowledgebase 44831:  kb.wisc.edu/iam/internal/44831

**Once resolved, properly dispose of SSN information**