Welcome to your new online portal
Introduction Guide

First time logging in? Start by registering your account:
The first step to using your new online portal is to register your account by [visiting here].

As an account owner, you should have already received an email with your **Account Code** used for registration.

- Follow the link above, enter your **Account Code** (received previously by email), and then click **Register My Account**. You'll receive a new email to set the password used for logging in with your Account Code.

Frequently asked questions:

- **QR code scanning**
  When you log in for the first time, you may see a QR code. You can scan this code using an authentication app like Google Authenticator to save the login verification code.

  Scanning the QR code is optional. If you prefer, you can click **Continue to Login** and select to receive a verification code by email.

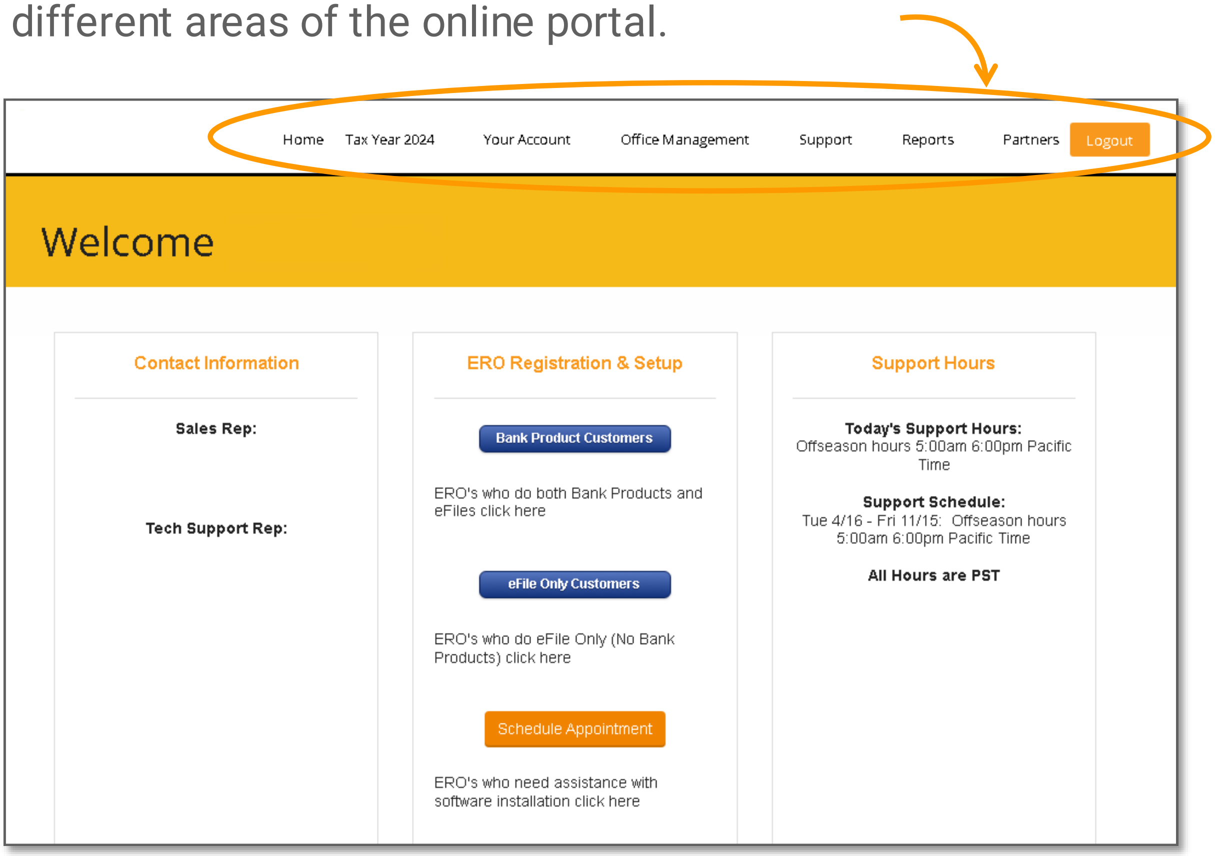
  If desired, you can generate a new QR code by going to Support > Reset 2FA after you log in.

- **Account Code vs User ID as the username**
  The options that are available on the portal will change depending on the type of username being used during login. Account owners should log in using the Account Code as the username. Tax offices may log in using their User ID and will only see information and options that pertain to their office.

- **Additional logins to the online portal**
  Once logged in, you can create additional logins to the online portal (if needed) by navigating to Office Management > Manage Admin Logins.

Navigating the online portal

Use the navigation bar at the top of the page to navigate to different areas of the online portal.



This guide highlights the most important areas of the online portal for the new tax season.

Note: The areas that are available on the online portal may vary depending on your account type and login access level.

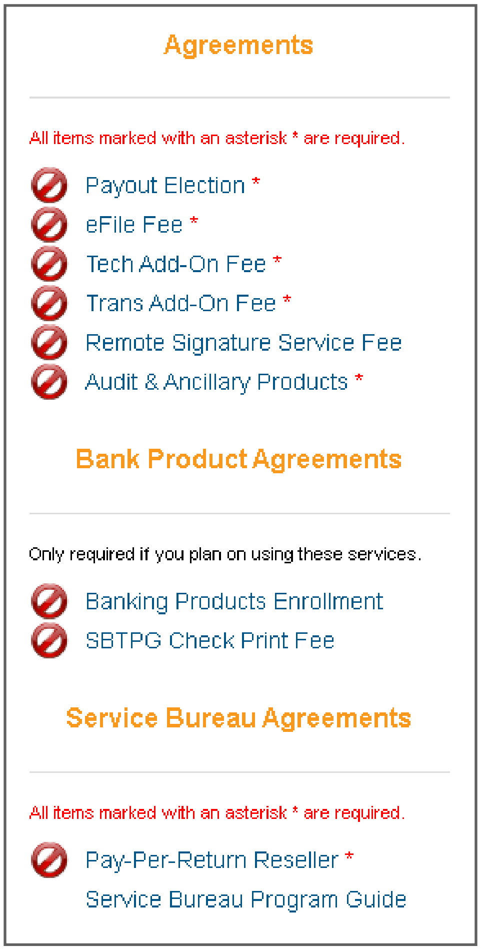
- **Account Owners**: Logging in with your **Account Code** grants full access to the portal, allowing you to manage all the offices under your account. This includes access to the "Your Account" area where you can manage important account-related agreements.

- **Users**: Logging in with a **User ID** limits the online portal to only display specific areas related to the tax office. The "Your Account" area and some Office Management areas are not available to users.

Complete the portal agreements

Navigation path: Your Account > Agreements

As a new account owner, you must complete certain agreements to use the tax software, enable specific features, and access additional services.



- **Agreements**
  This top section must be completed to download and use the software. These agreements allow you to establish the recipient of payouts for add-on fees and provide details about the available add-on fees.

- **Bank Product Agreements**
  Complete these agreements if you plan to offer bank products or enroll with SBTPG (Santa Barbara Tax Products Group).

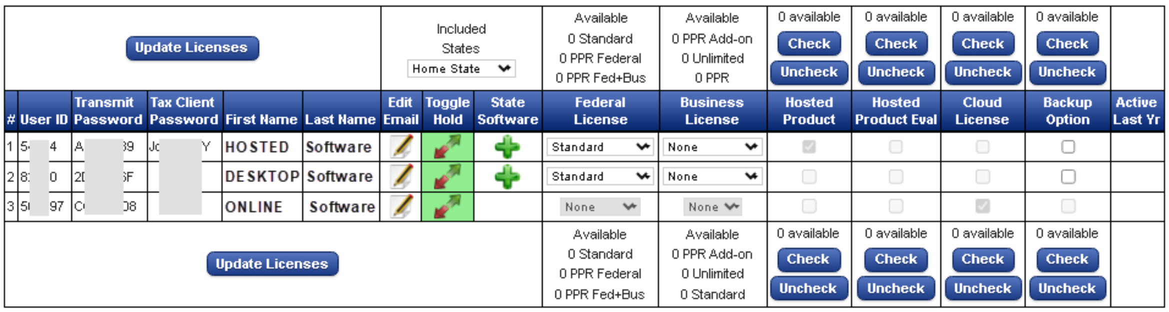
- **Service Bureau Agreements**
  These agreements are only available for service bureau accounts and resellers.

Note: If you plan on using prior-year tax software, make sure to complete any incomplete prior-year agreements as well. You can review prior-year agreements by changing the **Tax Year** near the top-left of the page.

Review your office User IDs

Navigation path: Support > Manage Offices

Manage Offices allows you to view and manage all User IDs assigned to your account, including important password and licensing information.



- **User ID**
  A unique five or six-digit number used to identify each tax office. The User ID is used during the initial setup of the Desktop and Hosted software (Online software excluded). User IDs for Desktop and Hosted software are five digits long, while User IDs for the Online software are six digits long.

  The User ID also serves as a username to the online portal. When logging in with the User ID, information on the portal is limited to display information pertaining to that office.

- **Transmit Password**
  A password used to authenticate your software during initial setup of the Desktop and Hosted software (Online software excluded).

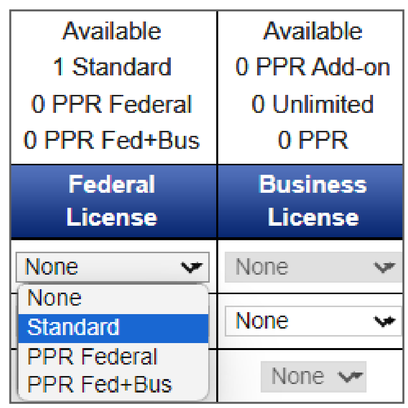
- **Tax Client Password**
  A password used to authenticate the Tax Client application used exclusively for the Hosted software.

- **Edit Email**
  Change the email address associated with a User ID. This email is used when logging into the online portal with the User ID as the username.

- **Toggle Hold**
  Turn a User ID on or off. Turning off the User ID will disable transmission with their software.

- **State Software**
  Send state return packages to the Desktop and Hosted software (Online software excluded).

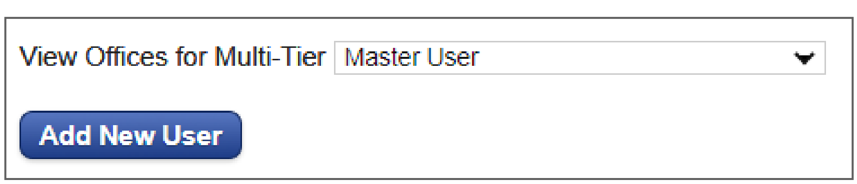
- **Federal License & Business License**
  Assign available software licenses to the Desktop and Hosted software (Online software excluded). Click **Update Licenses** to save your changes.



Service Bureaus:

- **Add New User**
  Click this button to create additional Desktop software User IDs for the account.

- **View Offices for Multi-Tier**
  Select from this menu to view any User IDs that you've assigned as a Multi-Tier office (more information about Multi-Tier offices).



Enroll EFIN with a bank

Navigation path: Office Management > Bank Enrollment

Enrolling your EFIN with a bank product provider allows you to offer valuable financial products to taxpayers, such as refund anticipation loans and tax preparation loans.

- **Enroll a new EFIN**
  Click **Add EFIN** to start the bank enrollment process for a new EFIN.

- Service Bureaus can generate Desktop User IDs for new tax offices by clicking **Add New User**.

- **Enroll an existing EFIN**
  If your EFIN was already transferred to the online portal, click **Add** under the desired bank to start a new enrollment, or **Edit** to continue where you left off.

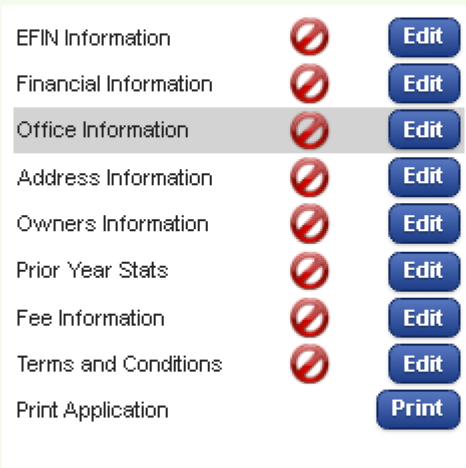
EFIN	User ID	Company	Office Address	City	SBTPG	Refund Adv	Republic	Refundo
0 5	5 8	TRANSFORMING TAX	78 SUGAR STREET	ORLANDO	Add	Add	Add	Add

- **Select your bank once the EFIN is approved**
  Once your EFIN is approved by a bank, go to **Office Management** > **Bank Selection** to select the bank you want to partner with for the season. Selecting the bank will allow the tax software to receive the approval.

- **Validate an EFIN without bank enrollment**
  Navigate to **Office Management > EFIN Validation** to validate your EFIN.

Bank Enrollment Guide:

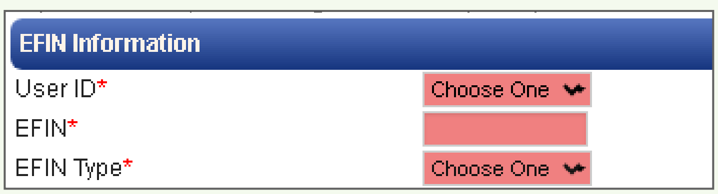
Once you click **Add EFIN** to begin bank enrollment, you'll be prompted to enter information about the EFIN.



- **Complete the sections**
  Complete the different sections on the left side of the page. A **green checkmark** will replace the **red "no" symbol** once a section is complete. Click **Edit** to jump to a section.

- **Save your progress**
  Click **Save** at the bottom of the page to save changes and progress through bank enrollment.

EFIN Information



- **User ID**
  Select the five or six-digit number representing the tax software being used by the office. You can review the User IDs assigned to your account by going to **Support** > **Manage Offices**.

- **EFIN**
  The six-digit Electronic Filing Identification Number assigned to the tax office by the IRS.

- **EFIN Type**
  Select **Master EFIN** if this is the only or primary EFIN for the account.
  Select **Sub EFIN** if it's under a primary EFIN (and Master EFIN has already been enrolled).

EFIN Holder Information

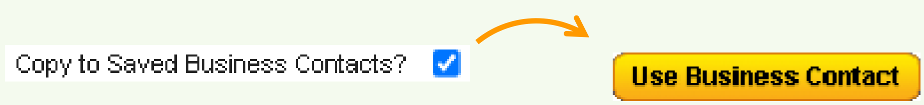
Complete the EFIN Holder Information section with the EFIN owner's information. Match the information as closely as possible to the IRS registration to ensure EFIN validation.

- **Title**
  Enter the desired title (e.g., “Owner”, “CEO”, “Ms.”, “Mr.”, etc.)

- **IRS Tracking Number**
  Optional number issued by the IRS. You can retrieve it from the IRS web portal.

- **What is your EFIN registered under?**
  Select whether the EFIN was registered using the owner's Social Security Number (SSN) or Employer Identification Number (EIN).

- **Copy to Saved Business Contacts? checkbox**
  Select this checkbox if you want to save the information for use on other pages throughout bank enrollment. Once saved, you can click **Use Business Contact** to select the information and complete the enrollment faster.



Note: We recommend that you copy the EFIN holder’s information since this information is usually used on other pages. You’ll find other “Copy to Saved Business Contacts?” checkboxes throughout bank enrollment, but only select them if you want to save new information.

Fee Deposit Information (Financial Information section)

The second page of bank enrollment will capture **Fee Deposit Information** for the EFIN. The bank account entered here will be used when depositing tax preparation fees for bank product-funded tax returns processed by the EFIN.

Create Bank Application

After entering Fee Deposit information, select the bank you'd like to enroll with for the tax season.

- Use the **Create Bank Application** menu to choose your desired bank and then click **Create**.

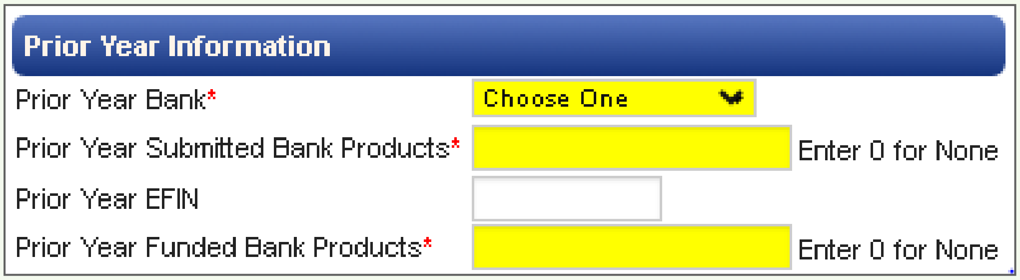
- **Enroll with a different bank**
  If you've already enrolled an EFIN with a bank and would like to enroll the EFIN with another bank, click **Add New App**.

  Note: You can submit your EFIN enrollment to multiple banks and retrieve approvals from multiple banks. However, for the tax software to retrieve the bank approval, you must select the bank you'd like to use for the tax season. Go to **Office Management > Bank Selection** to select your desired bank.

  Service Bureaus: If you plan on offering different banks for different sub-offices, you must have your **Master EFIN** enrolled with the bank prior submitting the sub-EFIN. Click **Add New App** when viewing your Master EFIN to enroll with a different bank if needed.

Prior Year Stats



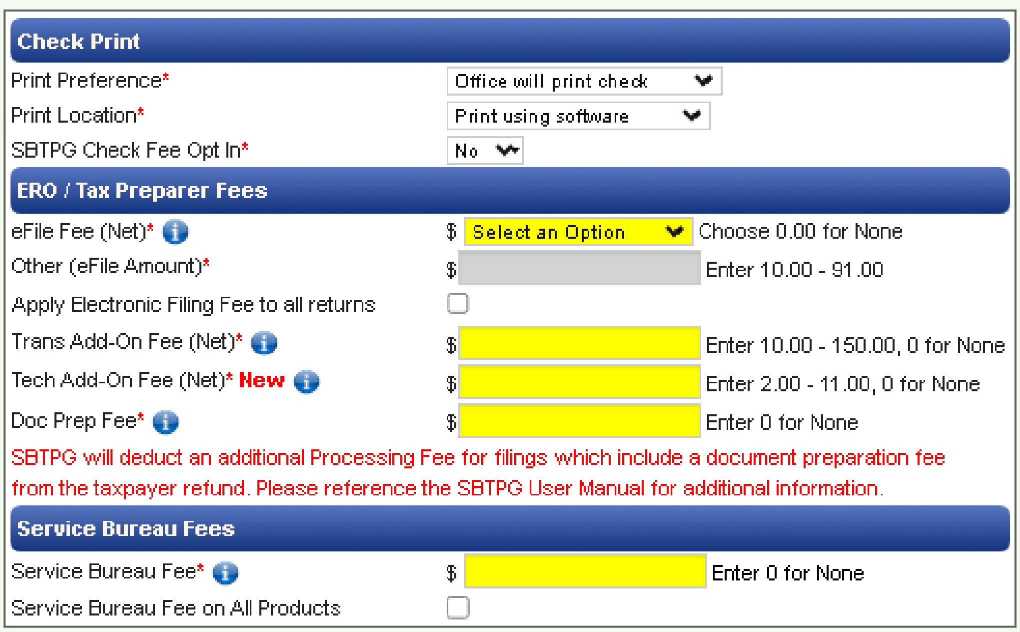
Prior Year Information		
Prior Year Bank*	Choose One	
Prior Year Submitted Bank Products*		Enter 0 for None
Prior Year EFIN		
Prior Year Funded Bank Products*		Enter 0 for None

The **Prior Year Stats** section collects information about the EFIN's bank product history.

- **EFINs that provided bank products last tax season**
  Enter the EFIN's prior year **submitted bank products** and **funded bank products** on this page.

- **New EFINs**
  If the EFIN is new or did not provide bank products the prior year, simply select **None** for **Prior Year Bank**.

Fee Information



Check Print		
Print Preference*	Office will print check	
Print Location*	Print using software	
SBTPG Check Fee Opt In*	No	
ERO / Tax Preparer Fees		
eFile Fee (Net)*	$ Select an Option	Choose 0.00 for None
Other (eFile Amount)*	$	Enter 10.00 - 91.00
Apply Electronic Filing Fee to all returns	☐	
Trans Add-On Fee (Net)*	$	Enter 10.00 - 150.00, 0 for None
Tech Add-On Fee (Net)* New	$	Enter 2.00 - 11.00, 0 for None
Doc Prep Fee*	$	Enter 0 for None
SBTPG will deduct an additional Processing Fee for filings which include a document preparation fee from the taxpayer refund. Please reference the SBTPG User Manual for additional information.		
Service Bureau Fees		
Service Bureau Fee*	$	Enter 0 for None
Service Bureau Fee on All Products	☐	

The **Fee Information** section allows you to modify the add-on fees associated with the EFIN. Available add-on fees may vary depending on your office type and the bank (SBPTG application pictured).

Service Bureaus: Any fees that you've configured under **Manage Default Fees** will automatically transfer to the EFIN's bank enrollment. Sub-EFINs may add-on to your default fees (up to the maximum amount) if the fees are left "unlocked".

Fee Information - Check Print (SBTPG & Republic only)

Check Print	
Print Preference*	Office will print check
Print Location*	Print using software
SBTPG Check Fee Opt In*	No

- **Print Preference** and **Print Location**
  SBPTG and Republic bank will print bank product-related checks through the software by default. If desired, you can change this setting using these menus.

- **SBTPG Check Fee Opt In**
  Opting in to this fee will automatically add a $12 fee to any returns that use a printed bank product-funded check.

- **Printing checks with Refund Advantage and Refundo**
  Check printing options are not available for these banks because they use their own online portal for printing checks.

Fee Information - ERO / Tax Preparer Fees

ERO / Tax Preparer Fees		
eFile Fee (Net)*	$ Select an Option	Choose 0.00 for None
Other (eFile Amount)*	$	Enter 10.00 - 91.00
Apply Electronic Filing Fee to all returns	☐	
Trans Add-On Fee (Net)*	$	Enter 10.00 - 150.00, 0 for None
Tech Add-On Fee (Net)* New	$	Enter 2.00 - 11.00, 0 for None
Doc Prep Fee*	$	Enter 0 for None

SBTPG will deduct an additional Processing Fee for filings which include a document preparation fee from the taxpayer refund. Please reference the SBTPG User Manual for additional information.

- **Entering add-on fee amounts**
  Type or select the add-on fee amount next to each fee. You can type or select "0" (zero) if you do not want to use the add-on fee.

Add-on fee Guide:

eFile Fee
Max. $91.
Fee appears as “Electronic Filing Fee” in bank product-funded tax returns.
May be enabled for non-bank product returns as well by selecting the “Apply to all returns” checkbox.

Trans Add-on Fee
Max. $150.
Fee appears added on to software “Transmission” fee for bank product funded returns only (not available for non-bank product funded returns)

Tech Add-on Fee
Max. $11.
Fee appears added on to software “Technology” fee for all returns (both bank products and non-bank product funded returns)

Service Bureau Fee (only available to Service Bureau accounts)
Max. $99.
Fee appears as “Service Bureau” fee for bank product funded returns.
May be enabled for non-bank product returns as well by selecting the “Apply on all products” checkbox.

Note: The "Doc Prep" fee or "RA Electronic Filing" fee are offered by the banks as add-on fees. These fees are deposited directly to the EFIN's bank account and are not distributed to the account owner.

For more details on each add-on fee, go to Office Management > Agreements.

Use the portal for software setup

The type of software you're using (Single-office Desktop, Multi-office Desktop, Hosted, or Online) will determine the steps required to set up the tax office using the online portal.

This guide covers the essential steps for each software types.

Click on your software type (or scroll down) to get started:

Single-office Desktop software
A step-by-step guide to completing everything that needs to be done on the online portal to start using the Desktop software at your tax office.

Multi-office Desktop software
A comprehensive guide to managing your different Desktop User IDs, setting the Master User ID, configuring Feeder vs Transmit offices, using Multi-Tier options, and more.

Hosted software
Most of the setup is done directly in the software. However, the online portal is used to add logins for anyone that will be using the Hosted software.

Online software
The online software requires minimal setup on the online portal. However, there are features you can activate and revenue opportunities that can be configured on the online portal.

Single-office Desktop software

Follow the steps below to set up your single-office Desktop software using the online portal.

1. **Complete the agreements**
   Navigation path: Office Management > Agreements

   Go to this page to complete the required agreements that allow you to download and use the software.

2. **Submit bank enrollment (or EFIN Validation)**
   Navigation path: Office Management > Bank Enrollment

   Enrollment for the new tax season typically begins during the fall. If you plan to offer bank products like refund anticipation loans, make sure to enroll your EFIN and set your desired add-on fees. If you don't plan to offer bank products, validate your EFIN by going to Office Management > EFIN Validation.

3. **Download the Desktop software**
   Navigation path: Support > Downloads

   The new software is generally available for download in December. You can find important information needed for installation (User ID, passwords) by going to Support > Manage Offices.

Extra things to do:

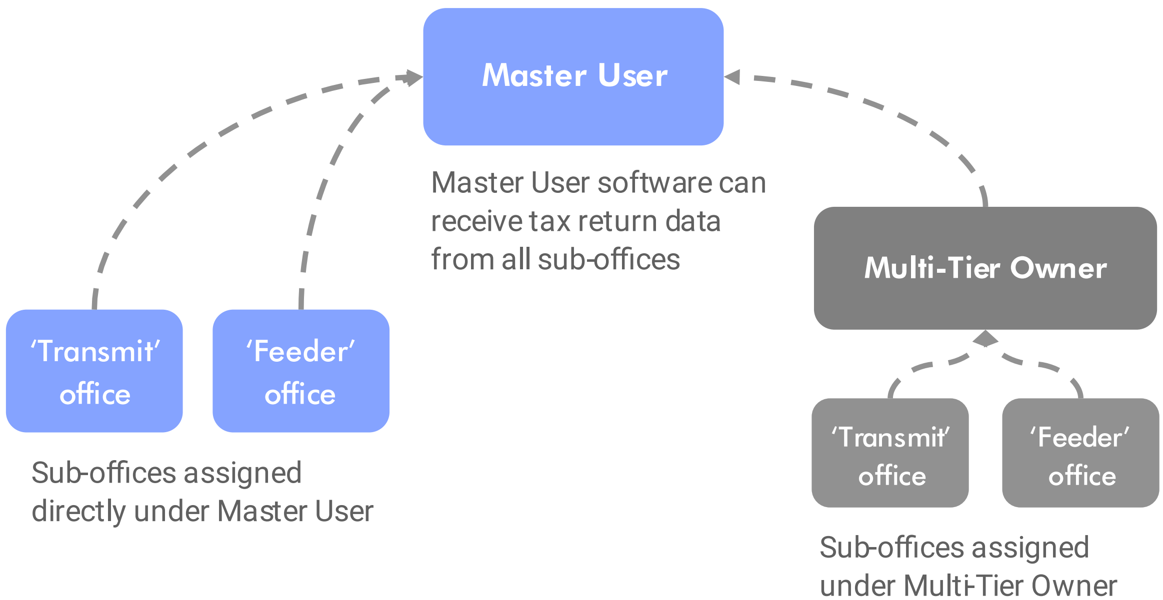
- **Activate TaxPassApp.com**
  Navigation path: Support > Mobile Site Management

- **Set a markup fee for Remote Signatures**
  Navigation path: Support > Manage Remote Sig Markup

Multi-office Desktop software

The online portal is the primary way to manage the different Desktop User IDs assigned to your account.

Illustration of how User IDs may be configured using the online portal:



- Multi-Tier Owner is a User ID that has sub-offices assigned under it. Setting a multi-tier owner may be needed when servicing a franchise of tax offices.
- 'Transmit' offices transmit tax returns to IRS/state with a copy being sent to Master User ID or Multi-Tier Owner (if desired).
- 'Feeder' offices transmit returns to the Master User ID or Multi-Tier Owner for final transmission to IRS/state.

In addition to the areas discussed previously (agreements, bank enrollment, etc.), let's review different areas on the portal that may require your attention (details about each are found on the pages that follow):

1. **Manage Default Fees**
   Navigation path: Office Management > Manage Default Fees
   Manage the add-on fees being used by sub-offices under your account.

2. **Manage Master User**
   Navigation path: Office Management > Manage Master User
   Select which of your User IDs will be used as the Master User ID.

3. **Manage Multi-Tier Offices**
   Navigation path: Office Management > Manage Multi-Tier Owner
   Select the User IDs that will be set as a Multi-Tier Owners and the User IDs that will be managed by the Multi-Tier Owner.

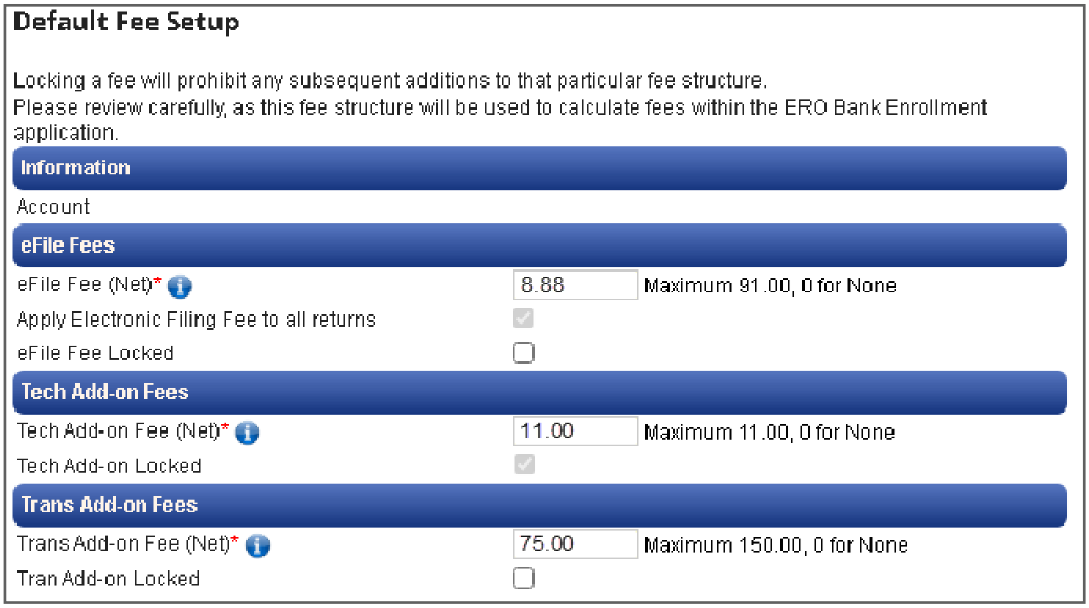
4. **Manage Sub Accounts**
   Navigation path: Office Management > Manage Sub Accounts
   Only available to Service Bureaus that service other Service Bureaus accounts. This page allows you to create and edit sub accounts.

5. **Manage Global Settings**
   Navigation path: Office Management > Manage Global Settings
   Configure settings that can be applied to all of your sub-offices.

6. **Manage EROs/Office Setup**
   Navigation path: Office Management > Manage EROs/Office Setup
   Configure the ERO and Office settings for each User ID being used by your organization.

1. **Manage Default Fees**
   Navigation path: Office Management > Manage Default Fees

   Go to this page to set default fees that will apply to all the sub-offices under your account. These fees are separate from the tax preparation fees set in the software and are paid to the account owner.



Default Fee Setup

Locking a fee will prohibit any subsequent additions to that particular fee structure.
Please review carefully, as this fee structure will be used to calculate fees within the ERO Bank Enrollment application.

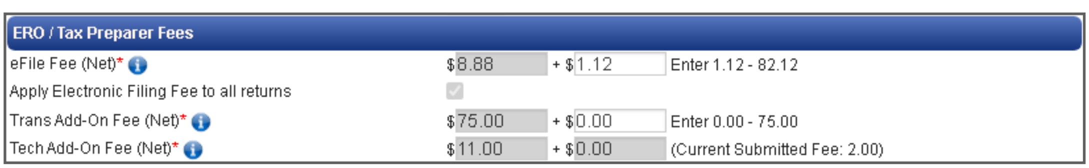
Information		
Account		
eFile Fees		
eFile Fee (Net)*	8.88	Maximum 91.00, 0 for None
Apply Electronic Filing Fee to all returns	☑	
eFile Fee Locked	☐	
Tech Add-on Fees		
Tech Add-on Fee (Net)*	11.00	Maximum 11.00, 0 for None
Tech Add-on Locked	☑	
Trans Add-on Fees		
Trans Add-on Fee (Net)*	75.00	Maximum 150.00, 0 for None
Tran Add-on Locked	☐	

Difference between unlocked and locked fees

Unlocked fees allow the sub-offices to add on top of the default fees set here (until the maximum fee amount is reached). Locked fees prevent sub-offices from increasing the fee line.

If fees are left unlocked, where can sub-offices add-on to the fee?

In most cases, each sub-office may add on to the fee line during bank enrollment for their EFIN. Any fees set on Manage Default Fees will transfer to the bank enrollment fee area:



ERO / Tax Preparer Fees			
eFile Fee (Net)*	$8.88	+ $1.12	Enter 1.12 - 82.12
Apply Electronic Filing Fee to all returns	☑		
Trans Add-On Fee (Net)*	$75.00	+ $0.00	Enter 0.00 - 75.00
Tech Add-On Fee (Net)*	$11.00	+ $0.00	(Current Submitted Fee: 2.00)

Fee distribution to sub-offices

Keep in mind that the account owner will receive the total fee distribution. However, reports are available on the portal to assist with any fee distribution to sub-offices.

Applying fees to all returns/products
Fees typically apply to bank product-funded returns only. However, the eFile fee and Service Bureau fees can also be applied to non-bank product funded returns (using the "Apply to all returns/products" checkbox). The Trans add-on fee always applies to all e-fileable returns.

Fee collection:

- **Bank product-funded returns:** Fees are automatically collected, and add-on admin fees are deducted from the taxpayer's refund.
- **Non-bank product-funded returns:** Fees are collected at the tax office when the taxpayer pays for tax preparation. Add-on admin fees are paid by the ERO.

Multi-Office Owners
Multi-Office Owners have access to their own Manage Default Fees area if logging into the portal with their User ID. Here, Multi-Office Owners can set default fees for any sub-offices assigned to them. Account owners can also manage these fees directly by going to Office Management > Multi-Tier Owners.

Service Bureaus:
Add-on fees may be configured using different areas of the portal depending on the type of account or office being serviced.

- **To set add-on fees for sub-offices directly under the Master User ID:**
  Office Management > Manage Default Fees. Enter the desired add-on fees on this page.
- **To set add-on fees for a Multi-Tier Owner:**
  Office Management > Multi-Tier Offices. You can set add-on fees when you add a new Multi-Tier Owner, or you can click the **Edit icon** under **Edit column**.
- **To set add-on fees for the offices under a Multi-Tier Owner:**
  Office Management > Multi-Tier Offices. Click the **Edit** icon under the **Default Fees column**.
- **To set fees for a Service Bureau sub account:**
  Office Management > Manage Sub Accounts. Click the **Edit** icon next to the desired sub account.

Note: The Manage Default Fees page is only visible to Service Bureau, Multi-Office users and Multi-Tier Owners. Single EFIN users may set these fees during bank enrollment.

2. **Manage Master User**
   Navigation path: Office Management > Manage Master User

   Go to this page to select which of your User IDs will be used as the Master User ID.

   What is the Master User ID?
   The Master User ID Desktop software can be used to receive tax return data from all other sub-offices. Return transmitted from "Feeder" offices are sent to the Master User ID software for final transmission to the IRS/state.

   Can I skip this step?
   This step may be skipped if all your sub-offices will transmit tax returns independently to the IRS/state with their unique EFIN, and you don't need to collect tax return data at a central location (Master User ID software).

   However, a Master User ID must be selected if you plan to transfer return data from one office to another (using a "Feeder" office), or if you plan to share an EFIN between multiple Desktop installations.

   Once a Master User ID is selected, you rarely have to return to this page.

TIP: Want to set up a new Feeder office? Here's a quick breakdown:

1. Make sure to set a Master User ID and review the Global Settings area first.
2. Then, go to Manage EROs/Office Setup.
3. Click to edit an available User ID (or click Add New User if all User IDs are already in use).
4. Complete the first five sections of Manage EROs/Office Setup. Make sure to select "Feeder" in the Transmit field (User ID information section), select the desired Message Delivery options, and note the "Transfer Incomplete Returns" option (Registration Settings) that may be useful to receive tax returns that are in progress at the Master User ID.
5. Go to Manage Databases and make sure the EFIN record is present.
6. Publish the ERO setup and EFIN record.

   Alternatively, you can copy the settings from an already established "feeder" to another. Just make sure to update the new feeder office with its unique name, phone, etc.

   Still confused? Continue reading this guide for detailed information on the steps that were covered above.

3. **Manage Multi-Tier Offices**
Navigation path: Office Management > Manage Multi-Tier Offices

This page is used to set a User IDs as a Multi-Tier Owner, and to assign offices under Multi-Tier Owners.

What is a Multi-Tier Owner?
A Multi-Tier Owner is a User ID that can manage and oversee other sub-offices within your organization. By setting a User ID as a Multi-Tier Owner, the office can then receive tax return data from sub-offices assigned to it.

Can I skip this step?
You can skip this step if all of your sub-offices are independent tax offices and don't need to transfer return data from one office to another.

However, setting a User ID as a Multi-Tier Owner may be necessary if you want to service a franchise of tax offices that need to review their own returns at their own central office software.

- **To set up a User ID as Multi-Office Owner:**
  Click the **green plus** icon under the **Edit** column for the desired

User ID	First Name	Last Name	Multi-Tier Owner	Multi-Tier Name	SB Fee	SB Fee Lock	Parent ID	Edit	Delete	Add
2 1			No			No				

  User ID.

- **To add sub-offices under a Multi-Tier Owner:**
  Click the **green plus/office** icon under the **Add** column for the Multi-Tier Owner.

User ID	First Name	Last Name	Multi-Tier Owner	Multi-Tier Name	SB Fee	SB Fee Lock	Parent ID	Edit	Delete	Add
2 1			Yes	SALES	$20.00	Yes				

Note: Once a Multi-Tier Owner is established, you can "switch" the online portal to view the User IDs assigned to the tier. Use the **View Offices for Multi-Tier** menu to switch on the fly, or navigate to **Office Management** > **Switch Office IDs** to focus on a particular tier.

4. Manage Sub Accounts

Navigation path: Office Management > Manage Sub Accounts

Go to this page to create and edit sub accounts. This option is only available to service bureaus that are servicing others service bureaus or larger enterprises.

What is a sub account?
Sub accounts are secondary accounts that are listed under the primary account. Sub accounts are used when servicing larger tax enterprises that desire to manage their own collection of tax offices.

Can I skip this step?
This step may be skipped (this area will not be available) if your sub-offices all fall under your account and you're not reselling tax software solutions to other service bureaus.

However, if servicing sub accounts, this area allows you edit account related options and manage add-on fees.

- **To add a new sub account:**
  Click **Add New Sub Account** button.

Add New Sub Account

#	Account	Description	SB Fee	SB Fee All	Allow Enrollment	Allow Hold Toggle	Add Licenses	Edit	Jump to
1			$0.00	No	True	True			

- **To edit sub account options:**
  Click the **Edit** icon under the **Edit** column.

  When editing a sub account, you can enable or disable **bank enrollment** and the ability to **hold toggle** (turn User IDs on or off under Support > Manage Offices) for the account. **Service bureaus fees** for the sub account may also be edited here.

- **To access the sub account's online portal:**
  Click the **Jump to** arrow.

5. **Manage Global Settings**
   Navigation path: Office Management > Manage Global Settings

   This page is used when you want to configure settings that apply to all of your offices (or the offices for a Multi-Tier Owner).

Global settings categories:

1. **Group Config** - Create "Groups" to categorize your sub-offices for reporting purposes. These groups are used when running reports from the Master User ID software (or Multi-Tier Owner software).

2. **Billing Schemes** - Create a list of tax preparation fees for 1040 forms used by sub-offices. After creating a billing scheme, you'll be able assign it to offices later on.

3. **Business Billing** - Create a list of tax preparation fees for business/ corporate forms used by sub-offices. You can assign the schemes to offices later.

4. **Access Levels** - Create custom access levels for sub-offices. The default access level set includes "administrator", "preparer", and "manager".

Can I skip this step?
This step may be skipped if you are not using a Master User or Multi-Tier Owner. If you are using a Master User or Multi-Tier Owner, you must visit this page.

Note: If using a Master User or Multi-Tier Owner, you can use the default settings for each global settings category. However, you must **click to view each global setting at least once** in order for the online portal to generate a default setting option. Setting up new groups, billing, and access levels is optional.

6. **Manage EROs/Office Setup**
Navigation path: Office Management > Manage EROs/Office Setup

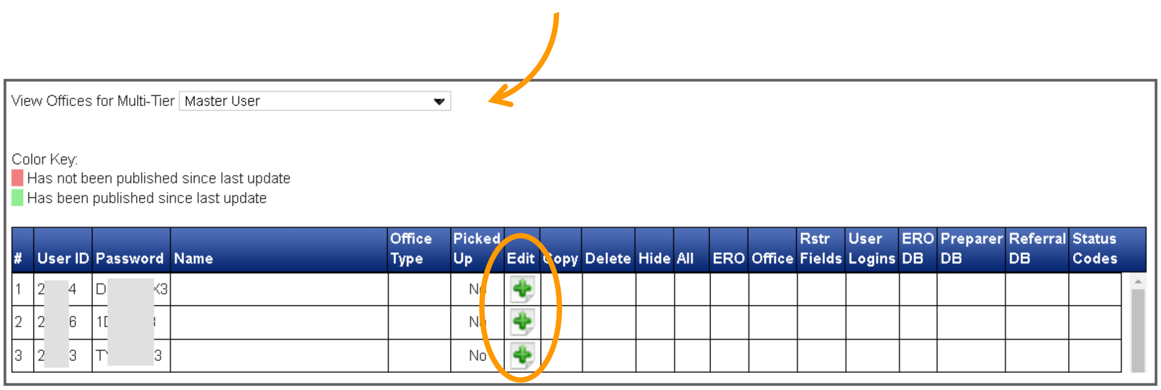
This page will display all of your offices and allow you to edit the software settings for each individual User ID. The settings you configure here will transfer to the software once you click to “Publish” them. Additionally, global settings that were configured previously may be assigned to the offices listed here.

Can I skip this step?
This step may be skipped if you are not using a Master User or Multi-Tier Owner.

However, if using a Master User or Multi-Tier Owner, you must click to edit the User ID being used and configure (at least) the minimum ERO/office setup areas that are required.

To view the offices assigned to a different tier:

- Use the **View Offices for Multi-Tier** list.



To begin the ERO/office setup of a User ID:

- Click the **green plus symbol** (+) under the Edit column for the User ID.

TIP: We recommend starting with your Master User ID. Once the Master User ID has been completed, continue with the setup of any additional sub-offices. Additionally, you can click **Copy** to copy the setup from one sub-office to another sub-office.

Manage EROs/Office Setup Guide:

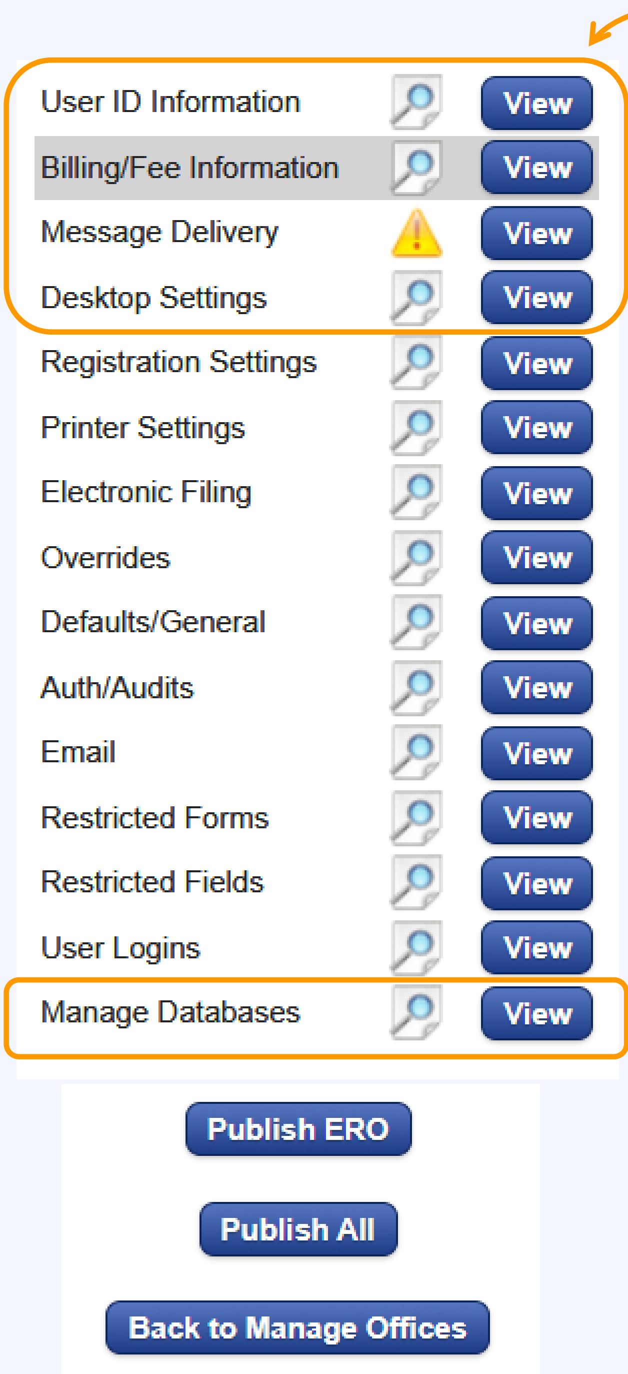
Once you click to edit a User ID on the Manage EROs/Office Setup page, the **User ID Information** page will appear. The User ID Information page allows you to select how the office will transmit tax returns, along with other important options.

- **Transmit Type**
  Select from three transmission types: **Transmit** (allows office to transmit returns directly to IRS), **Feeder** (office transmits returns to Master User/ Multi-Tier Owner), or **Transfer** (non-transmitting office that creates back ups of returns that are then transferred to the transmitting office).

- **Login - Authorization Levels**
  Select from the access levels that were created under Office Management > Global Settings. If not using custom access levels, select **DEFAULT**.

- **Groups**
  Select from the groups that were created under Office Management > Global Settings. If not using custom groups, select **DEFAULT**.

After completing the User ID Information page, the different sections of ERO Setup and Office Setup will appear on the left side of the page.



- **ERO Setup**
  This section includes User ID Information, Billing Fee Information, Message Delivery, and Desktop Settings. Completing these sections is generally required to set up an office.

- **Office Setup**
  This section includes everything in between Registration Settings and User Logins. These office settings may be considered more optional.

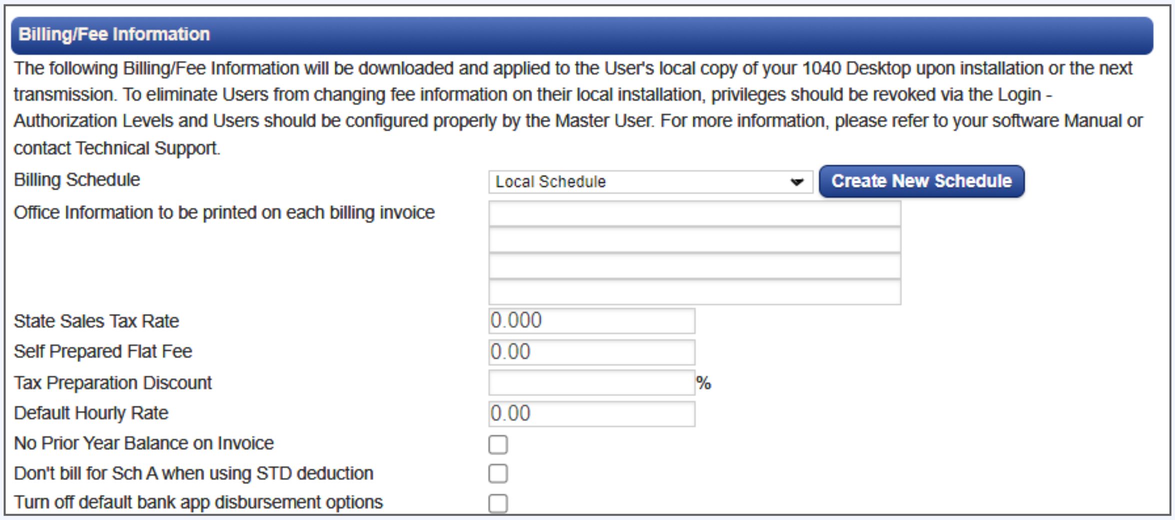
- **Manage Databases**
  This separate section allows you to set up the software with important database information like the EFIN and Preparer records. Setting up an EFIN record is usually required.

- **Publish ERO button**
  Publishes the **ERO Setup** section for the User ID. Publishing information allows the software to receive it during installation or the next program transmission.

- **Publish All button**
  Publishes **ERO Setup**, **Office Setup**, and any **EFIN records** present in Manage Databases for the User ID.

- **Back to Manage Offices button**
  Returns you back to the **Manage EROs/Office Setup** page that lists your User IDs.

Billing/Fee Information


Billing/Fee Information

The following Billing/Fee Information will be downloaded and applied to the User's local copy of your 1040 Desktop upon installation or the next transmission. To eliminate Users from changing fee information on their local installation, privileges should be revoked via the Login - Authorization Levels and Users should be configured properly by the Master User. For more information, please refer to your software Manual or contact Technical Support.

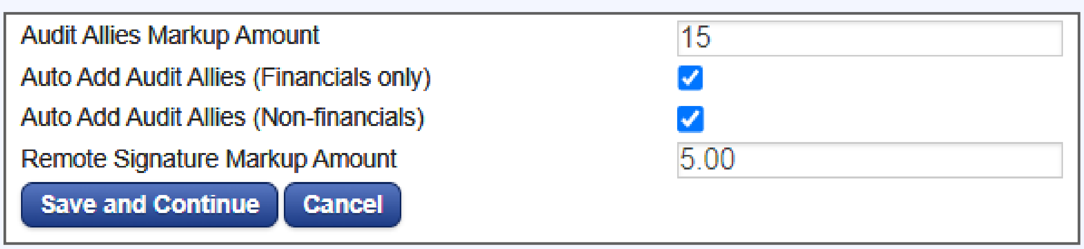
Billing Schedule	Local Schedule — Create New Schedule
Office Information to be printed on each billing invoice	
State Sales Tax Rate	0.000
Self Prepared Flat Fee	0.00
Tax Preparation Discount	%
Default Hourly Rate	0.00
No Prior Year Balance on Invoice	☐
Don't bill for Sch A when using STD deduction	☐
Turn off default bank app disbursement options	☐

Once published, information entered on Billing/Fee Information will transfer to the Desktop software’s Setup > Billing Setup area.

- **Billing Schedule**
  Select the billing schedule/scheme that was created under Office Management > Global Settings. You can also select **Local Schedule** if you want the office to set up its own billing schedule/scheme directly in the software.

- **Review the billing options** on this page and complete/select any that may be useful for the tax office.

- **Ancillary add-on fees**
  If using add-on fees for ancillary products (e.g., audit protection) or a Remote Signature markup, you can configure those fees towards the bottom of the page.

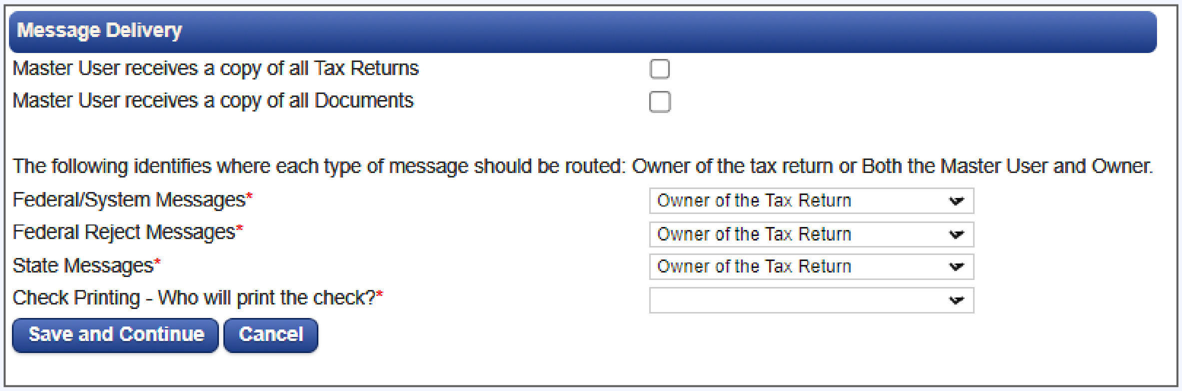


Audit Allies Markup Amount	15
Auto Add Audit Allies (Financials only)	☑
Auto Add Audit Allies (Non-financials)	☑
Remote Signature Markup Amount	5.00

Save and Continue | Cancel

Note: **Auto Add (Financials only)** automatically adds audit protection to all bank product-funded returns. **Auto Add (Non-financials)** does the same for non-bank product-funded returns.

Message Delivery



Message Delivery allows you to configure the tax return data being sent to the Master User and/or Multi-Tier Owner. This page will be inactive if you're editing the Master User ID.

- **Master User receives a copy of all Tax Returns**
  Select this option if you want to receive a copy of all transmitted tax returns at the Master User ID. Once the User ID has transmitted the tax return, the Master User ID will be able to retrieve the copy during its next transmission.

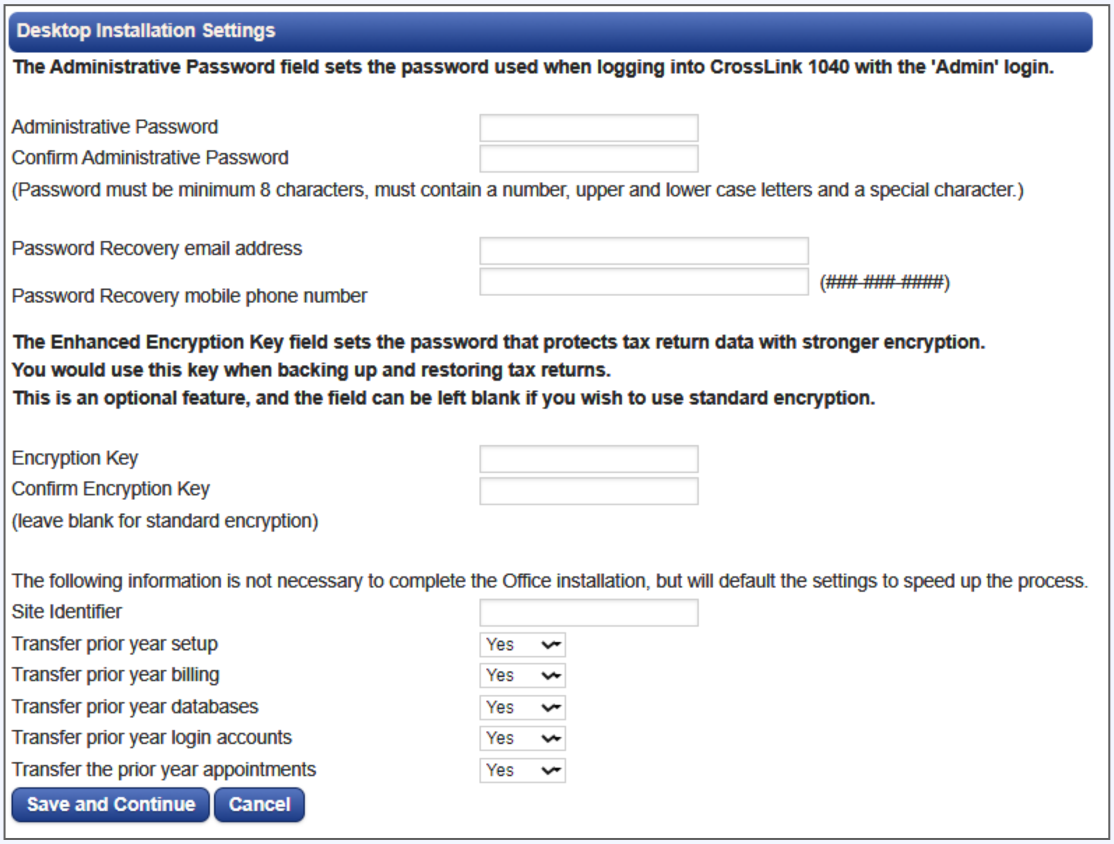
  If editing an office that is assigned to a Multi-Tier Owner, you can also select **Multi -Tier Owner** as an additional recipient for tax return data.

- **Master User received a copy of all Documents**
  Select this option if you also want to receive any electronic documents stored in the return's Document Archive at the Master User ID.

- Use the **Federal/System**, **Federal Reject**, and **State Messages** menus to select the offices that will receive notifications about any tax return rejections. Selecting **Owner of the Tax Return** will only display notifications at the originating office (the User ID being edited). If desired, you can also select **Master User and Owner** to receive notifications at both the Master User ID and the originating office.

- **Check Printing**
  Select which office will print bank product-related checks (applies to SBPTG and Republic Bank only).

Desktop Settings



Desktop Installation Settings

The Administrative Password field sets the password used when logging into CrossLink 1040 with the 'Admin' login.

Administrative Password
Confirm Administrative Password
(Password must be minimum 8 characters, must contain a number, upper and lower case letters and a special character.)

Password Recovery email address
Password Recovery mobile phone number (###-###-####)

The Enhanced Encryption Key field sets the password that protects tax return data with stronger encryption.
You would use this key when backing up and restoring tax returns.
This is an optional feature, and the field can be left blank if you wish to use standard encryption.

Encryption Key
Confirm Encryption Key
(leave blank for standard encryption)

The following information is not necessary to complete the Office installation, but will default the settings to speed up the process.

Site Identifier	
Transfer prior year setup	Yes
Transfer prior year billing	Yes
Transfer prior year databases	Yes
Transfer prior year login accounts	Yes
Transfer the prior year appointments	Yes

Save and Continue | Cancel

Desktop Installation Settings allows to configure options that are normally configured during the initial setup of the Desktop software (right after program installation).

- **Administrative Password**
  If desired, you can enter the administration password that will be used when logging into the software with the "Admin" login. You can also leave this field blank if you prefer to set up the administrative password directly in the software.

- **Encryption Key**
  If desired, enter your preferred encryption key to make tax returns more secure. If used, the office will be required to enter the encryption key when transferring or restoring tax return data.

- **Site ID** is shorthand way to identify the tax office. Think of it as an office nickname.

- **Transfer prior year...**
  These options allows you to select the type of data that will be permitted to be transferred from the prior year software at the office. In most cases, it's best to leave these options selected with "Yes" to allow the transfer of prior year info.

Office Setup Explained:

Now that you've completed the **ERO Setup**, we can go through the remaining **Office Setup** sections. Many of these sections don't require much setup, but you can configure any options that may seem convenient to your setup. We'll also point out any important options for each section.

- **Registration Settings**
  These options transfer to the Desktop software's Setup > Office Setup > Registration tab. **Transfer Incomplete Returns** may be useful to you want to receive incomplete tax returns (returns in progress) at the Master User ID. **Shrink verify List on Enter** is usually preferred since it streamlines the verification process of a tax return.

- **Printer Settings**
  These options transfer to the Desktop software's Setup > Printer Setup area. This page is disabled by default because printer settings are usually managed locally (directly in the software). However, you can select **Enable Printer Setup** to configure printer settings. If using this page, you can also click **Set Print Defaults** to populate the page with the software's default printer settings.

- **Electronic Filing**
  These options transfer to the Desktop software's Setup > Office Setup > E-Filing tab. **Default EFIN** is the EFIN that will automatically populate in tax return created at this User ID. **Generate Taxpayer/Spouse PIN** is also a good time saver to automatically generate the taxpayer's and spouse's PIN in the tax return.

- **Overrides**
  Information entered here will transfer to the Desktop software's Setup > Office Setup > Overrides tab. Completing these fields is optional. Information entered here will be "locked" in the return as an override and will not be editable by preparers at the tax office. Overrides are useful if you want to ensure preparers do not mistakenly (or intentionally) change tax office information in the return. If left blank, the Desktop software will populate the tax return with the EFIN and Preparer database information entered in **Manage Databases**, but the fields will remain editable by preparers.

- **Defaults/General**
  The options selected here will transfer to the Desktop software's Setup > Office Setup > Defaults & General tabs. You can usually leave the default options selected.

- **Auth/Audits**
  The options selected here will transfer to the Desktop software's Setup > Office Setup > Auth/Audits tab. This section allows you to select additional verification options that will apply when the tax office verifies a return for errors. While optional, selecting additional options will make the verification process more comprehensive and ensure preparers are doing their due diligence when preparing returns.

- **Email**
  The information entered here will transfer to the Desktop software's Setup > Office Setup > Email tab. The email entered here will be used when sending emails with the Desktop software. Please note that a Gmail address must be used, and the password entered here is a special "App password" that can be generated in the Google account settings (not that password used when logging into Gmail). This area is usually left blank and configured directly in the software instead.

- **Restricted Forms**
  This area is used to disable the use of tax forms by the tax office. Unless you want to restrict a form from being used by the User ID, you can ignore this section.

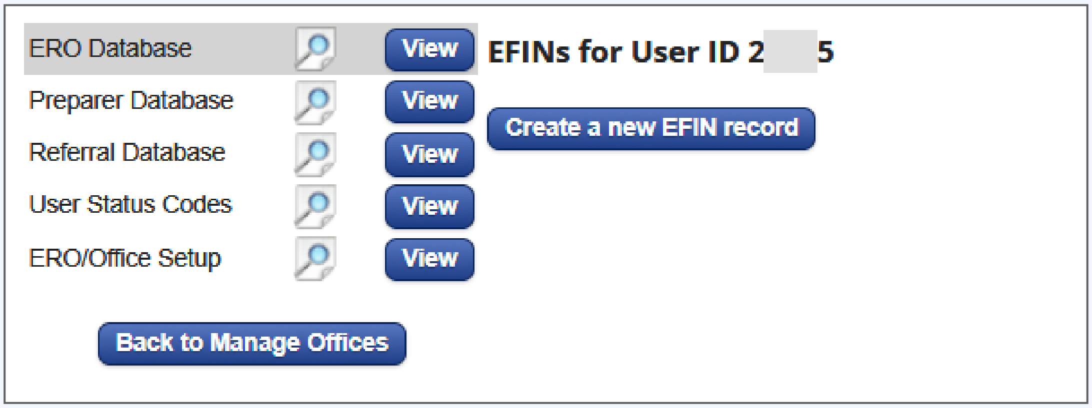
- **Restricted Fields**
  This section is used to disable the use of data entry fields within a tax form. To disable a field, you must first navigate to the field in the software and click the field to display the **Field Name** (appears at the bottom of the software window). Unless you want to restrict the use of a field used by the User ID, you can ignore this section.

- **User Logins**
  The logins created here will transfer to the Desktop software's Setup > Login Accounts area. This section is used to create logins in addition the administrative login being used by the tax office. The administrative login ("Admin" login) configured in **Desktop Settings** does not appear here, but it will be part of the logins received by the User ID.

  Click **Create a new login** to create additional logins. 

  Login ID is the login or username that will be used when logging into the Desktop software. **Login Name** is usually the person's full name.

Manage Databases



The information entered here will transfer to the Desktop software's Database menu and is used to populate important tax office-related data into the tax return.

- **ERO Database**
  Allows you to create an EFIN record that will transfer to the Desktop software's Database > EF Originators area.

  Note: **Creating and publishing an EFIN record for each User ID is required** in order to ensure the office can transmit returns and use bank products (if EFIN is enrolled with bank).

- **Preparer Database**
  Allows you to create paid preparer records that will transfer to the Desktop software's Database > Paid Preparers area. Preparers can be linked to their Login by typing the Preparer Shortcut ID that was used when creating the preparer record.

- **Referral Database**
  Allows your to create a list of referral methods that will transfer to the Desktop software's Database > Referrals area. Preparers at the office can then select the referral method while capturing Client Data in the return. This is optional.

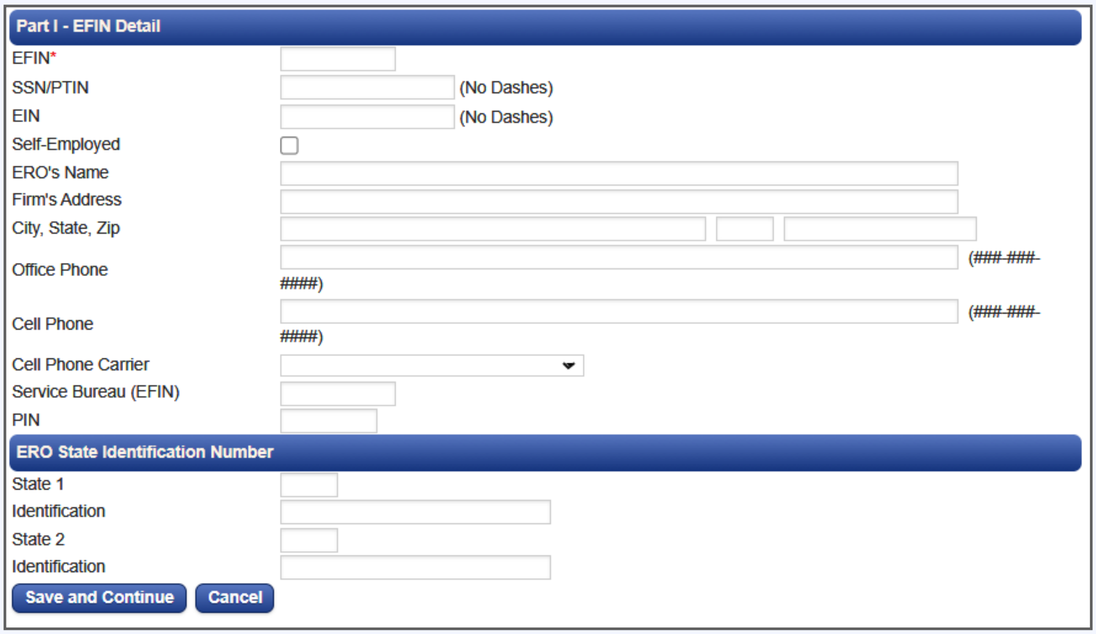
- **User Status Codes**
  Allows you to create a list of unique statuses that will transfer to the Desktop software's Database > User Status Codes area. Preparers at the office can then select the status for the return. This is optional.

- **ERO/Office Setup**
  Returns you back to the ERO/Office Setup sections.

Creating an EFIN record:

- While viewing the **ERO Database** section, click the **Create a new EFIN record** button.

- Fill out the required fields with the necessary information.



Part I - EFIN Detail

EFIN*	
SSN/PTIN	(No Dashes)
EIN	(No Dashes)
Self-Employed	
ERO's Name	
Firm's Address	
City, State, Zip	
Office Phone	(###-###-####)
Cell Phone	(###-###-####)
Cell Phone Carrier	
Service Bureau (EFIN)	
PIN	

ERO State Identification Number

State 1	
Identification	
State 2	
Identification	

Save and Continue Cancel

Note: While the EFIN is the only required piece of information, it's best practice to enter as much information as possible to ensure tax returns are populated with all the appropriate office information. The information entered on this page typically transfers to form 8879 of the tax return.

Publishing an EFIN record:

#		EFIN	ERO's Name	Last Published	Last Updated				
1		1 6	ERO NAME	08/26/24 15:06:02	08/25/24 17:00:03				

- **Publish entire EFIN record**
  Click the blue arrow icon to publish the entire EFIN record (including tax office name, address, etc.) along with bank approval for the office.

- **Publish bank approval only**
  Click the bank icon to just publish only the bank approval for the EFIN (without publishing tax office name, address, etc.). This may be useful if you only entered the EFIN for the EFIN record and don't want to send blank information to the office.

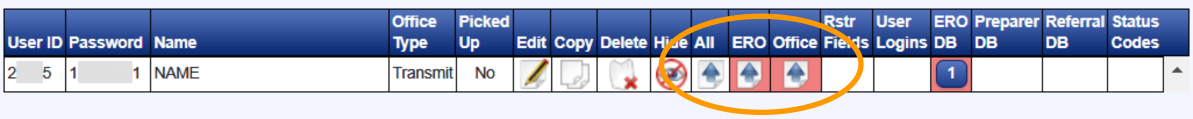
Additional Information about Publishing Data...

Keep in mind that the options you configure throughout Manage EROs/Office Setup will only be received by the User ID after you **publish** the data for the User ID.

Published data will be received by the User ID during the installation of the software or during the next program transmission (if already installed).

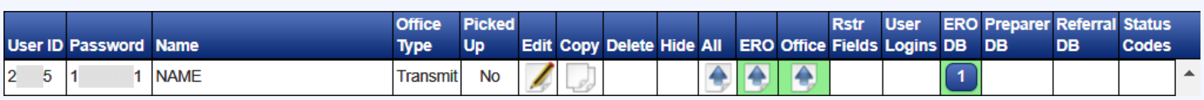
How to publish data for a User ID:

- Click the **blue arrow icons** found on Manage EROs/Office Setup.



- **All** publishes the ERO, Office Setup, and the EFIN record. Alternatively, you can click to publish these items separately.

- Published data will appear **green**. Unpublished data will appear **red**.



- You'll also find buttons to publish ERO, Office Setup, and database information when editing a User ID.

Hosted software setup

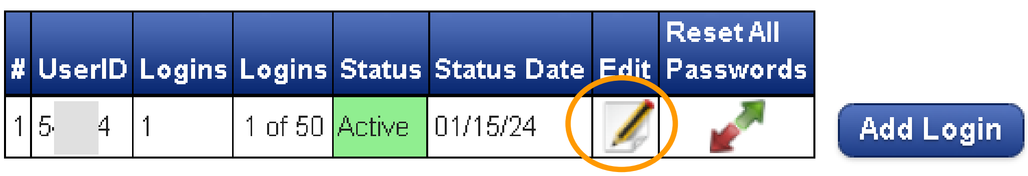
The online portal is the first step to adding logins to the Hosted software. After adding a login on the portal, the user will receive an email to set their Tax Client password and download the Tax Client software (used to connect to the Hosted software).

To start using the Hosted software, complete the setup actions discussed previously (agreements, bank enrollment, etc.), and then begin adding logins:

1. **Manage Hosted Offices**
   Navigation path: Office Management > Manage Hosted Logins

   Go to this page to add logins for the Hosted software.

   - **To add a new login:**
     Click the **Edit** icon for the Hosted User ID. Then click **Add Login**.

     Enter the **first** name, **last** name and **email address** for the new login. The email address entered here will be used for the following steps and as a username when connecting with the Tax Client.

2. **Wait for an email from Support**
   The online portal will generate an automated email for the new login. This process usually only takes a few moments. You can refresh the page to confirm if the email has been sent.

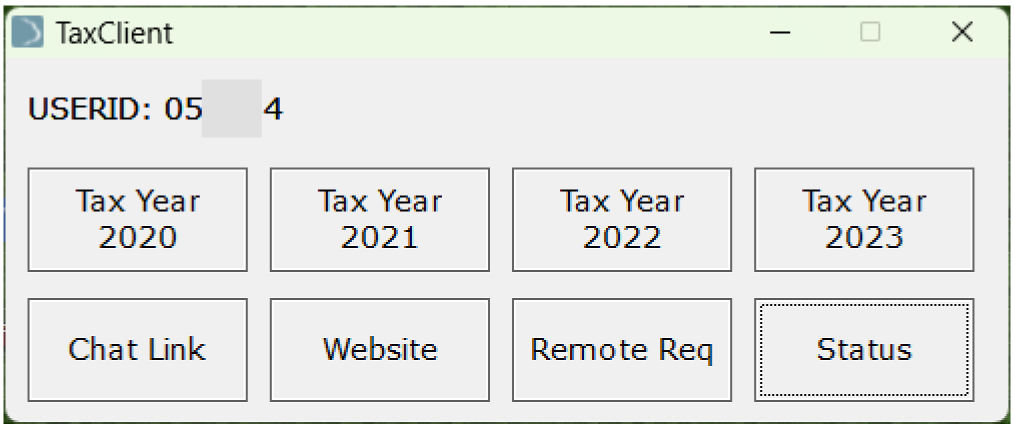
3. **Change your Tax Client password**
   Use the email that was generated to change the password that is used to connect with the Tax Client software.

4. **Install the Tax Client**
The Hosted account owner should have received an email to download the Tax Client installer. Install the Tax Client on to your PC. If desired, you can use the same link to download and install the Tax Client on other computers if you plan on using the Hosted software with multiple PCs.

Note: Click to allow updates when prompted during installation. This will ensure your Tax Client application is up-to-date.

5. **Use the Tax Client to connect to the Hosted software**
The first time you launch the Tax Client, you will be prompted to enter the **User ID** and **Tax Client Password** (both may be found by navigating to Support > Manage Offices).

Tax Client:



- Click the desired **Tax Year** to connect and launch the Hosted software for that year.

- You will be prompted to enter a **Username** and **Password** to connect and launch the tax year. The **username** is the email used when adding the Hosted login to the portal (Step 1). The **password** is configured through the Support email link (Step 3).

Online software setup

Follow the steps below to set up your Online software using the online portal.

1. **Complete the agreements**
   Navigation path: Office Management > Agreements

   Go to this page to complete the agreements that are required to use the software.

2. **Submit bank enrollment (or EFIN Validation)**
   Navigation path: Office Management > Bank Enrollment

   Enrollment for the new tax season usually begins during the fall. If providing bank products, make sure to enroll your EFIN and set your desired add-on fees. If not offering bank products, validate your EFIN by going to Office Management > EFIN Validation.

3. **Browse to the URL to start using the Online tax software**

   The software for the new tax year is generally available for use in December.

Extra things to do:

- **Set a markup fee for Remote Signatures**
  Navigation path: Support > Manage Remote Sig Markup