

Signing Via the Portal

11/19/2024 7:13 am CST

Once you would like to invite users to the Portal, you should first lock the filing and add signers under the [Work with Signers/Portal Users](#) link from the "Form 5500 - Year" screen. Once the form is locked and signers have been added for the plan, you will then have links available from the "Form 5500 - Year" screen next to the "Signed Status" indicator near the top of the screen. The link to invite will appear as "Invite [Portal User's Name] to Sign". Click on the link to "Invite [User name] to Sign" and the "Invite Signers/Portal Users" screen will appear with summaries of the user(s) name, username and email.

[Home](#) > [Edit Company](#) > [Edit Plan](#) > [5500](#) > [2022](#) > Invite Portal Users

Invite Portal Users

Email Template: [Edit](#)

Administrator Summary

Email Link: [Click to open email](#)
To Name: Example User
To Username: ExampleUser1234
To Email: [Example.User@email.com](#)

Some email programs may limit the number of characters allowed when creating an email through the "Click to open email" link above. If the link fails to open a new email you can copy the content below and paste it into your preferred email program.

Your 5500 is Ready to Be Signed

Your 5500 is ready for a signature. You can log on at:

<https://www.ftwilliam.com/cgi-bin/sp.cgi?id=PH4CGM7&Year=2022>
You can log in using the following credentials:

Username: ExampleUser1234
Password: Lost password? Use the 'Forgot Password' link on the login screen to reset your password.

Thank You

[Return to Previous Page](#)

[Mark 5500 as 'Invited'](#)

Depending on your email settings, you will have different options to send and review the email:

- "Click to open email" (using Preparer's Email option - shown above)

Click on "Click to open email" and an email will be generated on your desktop from your personal email program (Outlook, Thunderbird, etc.). The email body will be composed from the default templates you created for the "Invite Signers Email" under [Global Email Settings](#) and the custom language (if any) provided for that user. Please note: if you are using a web-based email program (gmail or yahoo) that does not use software loaded onto your computer, this selection will not automatically open a default email. You may copy and paste the text provided into an email message when inviting.

Once you have reviewed the email one last time, you may then click the "Send" button in your email program to invite the user to the portal.

In order for the batch/workflow and the "Signed Status" to record the email being sent, you must click on the button "Mark 5500 As Invited" on the email summary screen.

- "Invite Signers" (server was specified on the "Global Email Settings" screen)

A link is provided to preview the email body by clicking on "Preview." The email body will be composed from

the default templates you created for the "Invite Signers Email" under [Global Email Settings](#) and the custom language (if any) provided for that user. Click on "Invite Signers" to send the Invitation Email to your signer(s).

Once a filing is locked and a signer is invited to sign, they access the portal via the link you send them with their username and password.

When your client logs in to the Portal for the first time, he/she will be prompted to answer three challenge questions and then will be prompted to enter a new password. The password your client enters will be used by your client going forward, for as many years as he/she is logging in and signing filings as your client.

Initial Login

Welcome to the Portal!

Please fill out the following challenge questions and responses to complete your user profile, which will be used in the event you have to click on 'Forgot Password' to reset your password.

Select Challenge Questions / Responses

Please type or select 3 challenge questions and enter your answers.

What was the make of your first car?	Answer 1
What is your favorite secret code?	Answer 2
What is the name of your first pet?	
What was the name of your first friend?	
What is your mother's middle name?	
What is your mother's maiden name?	
What is your favorite number?	
What is your favorite color?	
What is your father's middle name?	
What is the name of your first pet?	
What is the name of your favorite song?	
What is the name of your favorite movie?	
What is the name of your favorite book?	
In which city was your mother born?	
In which city was your father born?	
How many tickets have you received for speeding?	

Save Changes

Password Reset

Welcome to the Portal!

Please enter a new password below.

Set Password

Password must be: At least 8 characters and contain at least number and special character.

Enter new password:

Enter new password again:

Save Changes

You provide a password for your client for the first time he/she logs into the Portal (this is done on the screen where a new portal user is added). Once the portal user has logged in and responded to security questions, the portal password data entry will be replaced with a link to reset the user's password via an email to the user (under "Work with Signers/Portal Users").

Clicking on "Reset Password" will send an e-mail to your client containing a link for him/her to follow. Following this link will automatically log your client into the Portal and he/she will be prompted to enter a new password. Your client also has the option to click on "Forgot Password" on the Portal log in screen to answer his/her challenge questions and create a new password in the instance where he/she no longer remembers his/her password. The "Reset Password" email is sent from a "donotreply@ftwilliam.com" address. Your client should receive the "Reset Password" email within a few minutes of the button being selected, but we do suggest having your client check his/her Junk or Spam folder to verify the "Reset Password" email has not been re-directed to either of those folders.

After clicking on the link to "E-Sign 5500," signers will be taken to the "Sign 5500 - Year" screen shown below.

The signer must first click the link to "Print 5500" before he/she will be permitted to enter his/her DOL User ID and PIN to electronically sign the filing. There are also instructions to sign the paper version of the filing with a wet signature and a suggestion to save the pdf file to the user's hard-drive.

If you are using portal branding and you would like users to send you a copy of the wet signature page, you may want to indicate this or any other specific instructions within your portal branding.

The DOL User ID and PIN fields will not become editable until after "Print 5500" has been selected. If your client logs into the portal to print a copy of the filing, then logs back out without signing, he/she will need to click on "Print 5500" again after logging back into the portal to enable the DOL User ID and PIN fields.

Plan Home

Inbox (0)

ToDo List (2)

Documents

E-Sign 5500

5500s to Sign

Year
2022

Sign 5500 - 2022

Step 1: Print Paper Copy of Form 5500
You must print your 5500 before you will be allowed to sign. Print a hard copy of your 5500 by clicking on "Print 5500" below: **Note:** If you have logged out and back in, you must print the 5500 again to unlock **Step 3**.

[Print 5500](#)

If you do not have your signing credentials you will need to obtain them by going to [EFAST2 Registration](#) and clicking on 'Sign in with LOGIN.GOV'. Click [here](#) for detailed instructions on how to obtain signing credentials.

If you have lost your User ID or PIN contact DOL EFAST2 support at 866-463-3278 or visit [EFAST2 Login](#) (click on "Forgot UserID" or "Forgot Password").

Step 2: Review and Sign Paper Copy before Filing
Once you have read through the filing and find it acceptable, sign the printed copy with a "wet" signature. Keep your signed copy in a safe place. A paper copy will not be sent to the Department of Labor but an electronic version will be sent once you electronically sign below.

Step 3: Enter/Review EFAST Credentials
Verify that Name, User ID, and PIN exactly match (including punctuation and spacing) what you entered/received from the DOL registration process. If it does not exactly match click the button 'Change Name' below to change the name on this 5500.

Administrator/Sponsor Name: Example User [Change Name](#)

Administrator/Sponsor DOL User ID:

Administrator/Sponsor DOL PIN:

Step 4: Sign and File Electronically
Under penalties of perjury and other penalties set forth in the instructions, I declare that I have examined this return/report, including accompanying schedules, statements and attachments, as well as electronic version of this return/report, and to the best of my knowledge and belief, it is true, correct and complete.

[Sign 5500](#)

The "Sign 5500 - Year" page reads as follows:

Step 1: Print Paper Copy of Form 5500

You must print your 5500 before you will be allowed to sign. Print a hard copy of your 5500 by clicking on "Print 5500" below: **Note:** If you have logged out and back in, you must print the 5500 again to unlock **Step 3**.

[Print 5500 Button]

If you do not have your signing credentials you will need to obtain them by going to [EFAST2 Registration](#) and clicking on 'Sign in with LOGIN.GOV. Click [here](#) for detailed instructions on how to obtain signing credentials.

If you have lost your User ID or PIN contact DOL EFAST2 support at 866-463-3278 or visit [EFAST2 Login](#) (click on "Forgot UserID" or "Forgot Password").

Step 2: Review and Sign Paper Copy before Filing

Once you have read through the filing and find it acceptable, sign the printed copy with a "wet" signature. Keep your signed copy in a safe place. A paper copy will not be sent to the Department of Labor but an electronic version will be sent once you electronically sign below.

Step 3: Enter/Review EFAST Credentials

Verify that Name, User ID, and PIN exactly match (including punctuation and spacing) what you entered/received from the DOL registration process. If it does not exactly match click the button "Change Name" below to change the name on this 5500.

Administrator/Sponsor Name: [Change Name Button]

Administrator/Sponsor User ID:

Administrator/Sponsor PIN:

Step 4: Sign and File Electronically

Under penalties of perjury and other penalties set forth in the instructions, I declare that I have examined this return/report, including accompanying schedules, statements and attachments, as well as electronic version of this return/report, and to the best of my knowledge and belief, it is true, correct and complete.

[Sign Button]

If your client receive the below message while attempting to sign, he/she will need to verify his/her User ID and/or PIN are being entered correctly:

Step 3: Enter/Review EFAST Credentials
Verify that Name, User ID, and PIN exactly match (including punctuation and spacing) what you entered /received from the DOL registration process. If it does not exactly match click the button 'Change Name' below to change the name on this 5500.

Administrator/Sponsor Name: Sample Smile 

Administrator/Sponsor DOL User ID: A1234567

* The DOL UserID and/or PIN was

Administrator/Sponsor DOL PIN: 1234

NOT validated by the DOL

Your client will need to log into his/her profile on the DOL's website at <http://www.efast.dol.gov/> and verify the User ID and/or PIN that he/she is using are correct. Once your client has verified his/her DOL User ID and PIN, he/she will need to return to the "Signing Screen," enter his/her DOL User ID and PIN and click "Sign 5500."

Step 3: Enter/Review EFAST Credentials
 Verify that Name, User ID, and PIN exactly match (including punctuation and registration process. If it does not exactly match click the button 'Change Name'.

Administrator/Sponsor Name: Sample User10
[Click here to use prior year ID and PIN](#)

Administrator/Sponsor DOL User ID:

Administrator/Sponsor DOL PIN:

If the portal user has not submitted a filing to the DOL via ftwilliam.com in a previous year, he/she will not see the option to "Click here to use prior year ID and PIN" on the signing screen. Additionally, if the portal user has submitted a filing to the DOL in a prior year via ftwilliam.com, but the spelling of his/her name or his/her username has changed from the prior year, he/she will not see the option to "Click here to use prior year ID and PIN." You will need to ensure your client's username and name exactly match what was used in the prior year in order for him/her to see the "Click here to use prior year ID and PIN" option on the signing screen. If he/she clicks on the link, a window will open that reads:

Under penalties of perjury and other penalties set for in the instructions to the Form 5500, I declare that I am [Signer Name] and my DOL UserID is [User ID]. I would like my Administrator/Sponsor PIN to be populated below with the same four-digit number I entered in the prior year filing submitted to the Department of Labor.

To accept, click "OK," otherwise click "Cancel" and the User ID and PIN will not appear.

To enable or disable this feature, the Master User for the account will need to log into ftwilliam.com, click on the "Wolters Kluwer" logo, select "Administrative Tasks" and from the list, click on "Account Profile." Within the "Portal Options box," he/she will see "Allow 5500 Portal users to auto-populate DOL User ID and PIN from prior year." If this option is changed to "Yes," portal users will see the "Use prior year ID and PIN" feature on the portal signing screen. If the option is changed to "No," portal users will not see this feature on the portal signing screen. After selecting either "Yes" or "No," please be sure to click "Update" below the "Portal Options" box to save the changes that have been made.

Once the signer electronically signs the filing (enters his/her User ID, PIN and clicks on "Sign 5500"), he/she will be taken to a status screen. The status screen, shown below, is an example of a plan that was "Not-Accepted" and will need to be amended to make the corrections. The statuses portal users/signers see are the same as those displayed on the "5500 > [Year]" screen within "Details".

The signer may always log back into the portal to check the status of the filing. The user will see a button as shown below to "Check 5500 Status:"



Once your client clicks on "Check 5500 Status," he/she will see the "Details" of the filing. Portal users may also click on "View as a PDF" to save a copy of the details to his/her hard drive.

Portal users will also have access to a "Portal User Help" guide by clicking on "Help" at the top of the portal screen. You can view the guide by clicking [here](#). Note that the link to the user guide can also be removed by branding the portal if you wish.
