

# Portal Users Experience

02/03/2025 8:36 pm CST

## Form 5330 Portal E-filing Experience

Once a filing is locked and a signer is invited, they can access the portal using the link in the invitation, along with their username and password. Upon their very first login, they will be prompted to answer three challenge questions and set a new password. This password will be used for future logins and signing filings.

### 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?		

**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:**

Once in the portal, the user will select the **E-Sign 5330** link, which will direct them to the **E-File 5330 – Year – Description** screen. If multiple forms need to be e-filed for the plan, they will appear in a list at the top of the screen within the description box.

The screenshot shows the Wolters Kluwer portal interface. At the top, there is a navigation bar with the logo, user name 'A.Demo', and 'Johnny Test' with a 'Log Out' button. On the left, there is a sidebar with navigation links: 'Plan Home', 'Inbox (0)', 'ToDo List (1)', and 'E-Sign 5330' (highlighted with a red arrow). The main content area is divided into sections:

- 5330s to E-File:** A table with a 'Description' column containing '5330 - 2023 -' and '5330 - 2023 - 2nd'.
- E-File 5330 - 2023:** A detailed view of the filing process, including:
  - Step 1: Print Paper Copy of Form 5330:** A message stating the user must print and review Form 5330 before proceeding to Steps 2 through 5. A 'Print 5330' button is provided.
  - Step 2: Choose Payment Method:** Instructions on how to authorize electronic payment by marking box 11a of Form 8453-TE and entering banking information. A warning states that if the user does not select 'Authorize to check box 11a' or provides inaccurate banking information, they must use an alternative method to pay taxes owed. Below this, there are input fields for:
    - Routing Transit Number
    - Bank Account Number
    - Type of Account (set to 'Checking Account')
    - Payment Amount
    - Requested Payment Date
    - Daytime Phone Number
  - Step 3: Print, Review, & Sign Paper Copy of Form 8453-TE.**

There are 5 steps to completing the Form 5330 filing. **Each step must be completed in order, within the same session, for the next step to be enabled.** If the portal user closes the window before completing each step, the software will require them to redo each section.

**NOTE:** We have provided additional guidance for each step in [blue](#) these notes do not appear on the portal users view.

## Step 1: Print Paper Copy of the Form 5330

You are required to print and review Form 5330 before you will be allowed to proceed to Steps 2 through 5. Print a hard copy of your Form 5330 by clicking on **Print 5330** below.

[Print 5330 Button]

\* After selecting print, the Form 5330 will populate in a new window or tab. As long as the client selects the print button, and then without closing any tabs/windows, returns to the e-filing page, they will be able to continue to subsequent steps.

[checkbox] The IRS is authorized to reach out to discuss this filing with the paid preparer in lieu of the filer.

\* This checkbox will only populate if the Form 5330 has the Paid Preparer section completed.

## Step 2: Choose Payment Method

Authorization of electronic payment may be selected by marking box 11a of the Form 8453-TE and entering banking information. Selecting the **Authorize** option below will automatically check box 11a, enable banking information entry, and authorize the IRS to withdraw the amount listed in your Form 5330. The information you provide to facilitate this payment is not stored in the software and cannot be viewed or edited after e-filing. **Please Note:** By selecting Authorize to check box 11a, you agree to the terms provided by the IRS and listed on [Form 8453-TE](#).

**If you do not select Authorize to check box 11a or do not provide accurate banking information, you must use an alternative method to pay any taxes owed.** Manually marking box 11a without entering banking information, providing incorrect payment information, providing incomplete information, or making other errors on one of your forms may result in additional fees/taxes, the IRS drafting the wrong amount from your account, and/or payments not being made to the IRS. **You alone are responsible for ensuring the correct amount of taxes owed are paid to the IRS.**

**Authorize:** ftwilliam.com will transmit my banking information with the e-filing of the Form 5330 for the IRS to process.

Routing Transit Number	<input type="text"/>	Payment Amount	<input type="text"/>
Bank Account Number	<input type="text"/>	Requested Payment Date	<input type="text"/>
Type of Account	<input type="text" value="Checking Account"/>	Daytime Phone Number	<input type="text"/>

**Decline:** will not enter banking information to be transmitted with the e-filing of the Form 5330.

\* Filers must indicate if they authorize or decline the IRS to draft payments from their bank account.

### Note:

- If **Authorize** is selected, all fields must be completed.
  - Payment amount will auto-populate from Form 5330, Part II, Line 19.
  - A Checking or Savings account may be used.
    - Routing numbers: 9 digits.
    - Account numbers: allows up to 17 alphanumeric characters (including hyphens).
  - Future payment dates may be requested, as long as the requested date falls on or before the due date. If past due, the date must match the submission date.

- Phone numbers must contain only numbers, no dashes.
- Banking info is not stored. After submission, payment details are deleted, and only an authorized indicator remains.
- **If payment options are declined, the Filer is responsible for remitting payment outside of the software,** ftwilliam.com is unable to provide guidance for where payments should be sent if not submitted during e-filing.

### **Step 3: Print, Review, & Sign Paper Copy of Form 8453-TE.**

The IRS requires you to physically sign Form 8453-TE (i.e., use a wet signature) to file Form 5330 electronically using ftwilliam.com. Please use the below button to print your Form 8453-TE. If the form is in good order, please physically sign and date the Form. The taxpayer whose signature is listed on the Form 5330 must also sign the Form 8453-TE.

[Print 8453-TE]

\*The software will auto-complete Form 8453-TE with data from Form 5330 and the payment authorization if applicable as noted in Step 2. After selecting "Print," the Form 8453-TE will open in a new window or tab. The client must sign the form, then return to the e-filing page without closing any tabs/windows to continue to subsequent steps.

The signature for this form may be completed by using a digital/electronic signature or by printing and wet signing the form and uploading it as a PDF within the signing process.

For details on digital/electronic signatures, refer to IRS Electronic Signature Program (Section 10.10.1.6.2 and Exhibit 10.10.1-2).

### **Step 4: Upload Physically Signed Form 8453-TE**

Please verify your Name, enter your Title, and use the button in this section to upload an executed version of your Form 8453-TE.

Name:

Title:

[Upload File]

\*The filer name will automatically populate with the Portal User's First and Last name. The user must enter their title (e.g., Officer, Owner, President, CFO), and upload a signed PDF of Form 8453-TE that was downloaded in the prior step.

**NOTE:** Only PDF files will be accepted; other formats or password-protected files will be rejected.

If the form is not signed before uploading, it may cause issues with processing returns or payments, and may require the filer to contact the IRS for guidance.

### **Step 5: Sign and File Electronically**

Please select the **E-File Form 5330** button to electronically file Form 5330, Form 8453-TE, and any applicable attachments with the IRS. If you have authorized electronic payment of your taxes, pressing this button will also transmit the banking data you entered during Step 2 directly to the IRS. As a reminder, the banking information entered during Step 2 will not be stored in the software and will not be available for review after you complete this step.

[E-File Form 5330]

\*After completing step 5, the software will provide a status to the filer.

5330 E-File Status	
<b>Acceptance Status:</b>	Accepted
<b>Plan Name:</b>	ABC Bank
<b>Plan Number:</b>	215
<b>Plan Year:</b>	2023
<b>Plan Year Begin/End Date:</b>	04/01/2023 - 03/31/2024
<b>Filer Name:</b>	Aerith Gainsborough
<b>Date Submitted:</b>	2024-12-03 21:59:56
<b>Section:</b>	C
<b>Payment:</b>	Authorized
<b>Date Accepted:</b>	2024-12-03 22:00:53
<b>SubmissionID:</b>	3999342024337ohk2zsr
<b>ReceiptID:</b>	8QKDD3UK18MHJFXB0PWC077W01RQC8LXW5LD7KJ0XQM9E

## Sponsor Portal- Checking E-File Status

Portal Users are able to check the status of their 5330 filings by selecting the **Check 5330 Status** button on the left side of the screen:

Wolters Kluwer A Demo (View) Aang Log Out

Home | Inbox (3) | ToDo List (0) | Documents | Download 5500 | **Check 5330 Status** | ToDo List

Welcome Message  
**Welcome to the Portal**  
Please select a plan from the top or an option from the left.

Document	Date
No new documents	

Once selected the filing year and description of the forms filed populate in the dropdown menu:

**NOTE:** The wording beside the filing year is the 5 character descriptor entered in the top left corner of the draft 5330 Form.

Select a Year

Please select a year to check the submission status.

- 2023 - ()
- 2023 - (2nd)

After selecting a filing from the dropdown menu, a new window will populate with the filing details:

The screenshot shows the Wolters Kluwer software interface. At the top, there is a header bar with the Wolters Kluwer logo, a search bar containing 'A Demo', and navigation buttons for '(View) Aang' and 'Log Out'. Below the header, there is a sidebar on the left with buttons for 'Plan Home', 'Inbox (3)', 'ToDo List (0)', 'Documents', 'Download 5500', and 'Check 5330 Status'. The main content area displays the '5330 E-File Status' details in a table format.

5330 E-File Status	
<b>Acceptance Status:</b>	Accepted
<b>Plan Name:</b>	A Demo
<b>Plan Number:</b>	001
<b>Plan Year:</b>	2023
<b>Plan Year Begin/End Date:</b>	01/01/2023 - 12/31/2023
<b>Filer Name:</b>	Johnny Test
<b>Date Submitted:</b>	2024-11-22 17:54:59
<b>Section:</b>	C
<b>Payment:</b>	Authorized
<b>Date Accepted:</b>	2024-11-22 17:55:54
<b>SubmissionID:</b>	3999342024326g6mq77g
<b>ReceiptID:</b>	DVDNSJLUKGSXAUX7EAPL58RQVREJH140LK55JW0H2J6W