Tax Year 2023
1040 Quick Start Guide

Introduction

This Quick Start Guide describes the installation process for the *1040 Desktop Software*. The Quick Start Guide not only contains easy to follow instructions for installing and configuring the software program but also includes other important information about system requirements, configuring your security options, EFIN, preparers, printers and billing schedules plus instructions for transmitting, receiving software updates and much more. An optional Setup Wizard is also available to guide you through the steps required to setup your software.

Please review the updated System Requirements section on page 6, to confirm that your computer or network meets the minimum or recommended requirements.

For additional information, please refer to the Help files of the program, or contact Partner Support.

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Before You Begin Electronic Filing

IRS

To prepare or assist in the preparation of Federal Tax Returns, you must obtain a Preparer Tax Identification Number (PTIN) from the IRS. You must also obtain an Electronic Filing Identification Number (EFIN) from the IRS if you plan to file tax returns electronically. For more information on obtaining a PTIN or EFIN, please visit the IRS website at www.irs.gov.

How to Reach Us

If you require assistance with software installation or other information contained within this guide, please **contact** Partner Support at **206-209-2653**, or email us at help@erosupport.com.

System Requirements

Please review the system requirements for the *1040 Desktop Software*:

Workstation and Standalone Computer		
Operating System	Windows 10, Windows 11	
	Minimum	**Recommended**
Processor	2GHz or faster x86/x64 based CPU	2GHz or faster dual core x86/x64 based CPU
Memory	8GB (32bit), 8GB (64 bit)	16GB or more
Available Disk Space	1GB	250GB or more
Internet Connection	Dial-up Internet	Broadband Internet
Monitor Resolution	1024x768 or higher	
Printer	HP compatible laser printer supporting a Printer Control Language (PCL) or a GDI compatible printer. Please note this is due to bank requirements for properly printing checks.	
Networks		
The network system requirements are the same as the workstation and standalone computer requirements. For best results, the host computer should meet the recommended requirements listed above.		

Installing 1040 Desktop Software

The *1040 Software* may be set up as a standalone installation where the program will be used on one computer for completing and transmitting returns, or as a network installation where returns will be completed on multiple computers within the same office and transmitted from one or more computers on the network.

Whether you are installing on a standalone machine or a network, first install the software using the instructions found in the next section, “Standalone / Network Host Installation.” Instructions for configuring network workstations can be found in the “Workstation(s)” section of this setup guide.

Standalone / Network Host Installation

To install the program to a single computer or network host computer, follow these steps below:

1. Close all applications that are running on your computer.

2. Double-click the installation file. The Windows Installer will begin loading, and the Installation Wizard will open.

3. Follow the on-screen instructions in the Installation Wizard. (**Note**: The Installation Wizard will install the program to the *C:\Xlink24* folder of the hard drive by default. If the program will be installed on a **network server**, change the destination drive letter to that of the network server.)

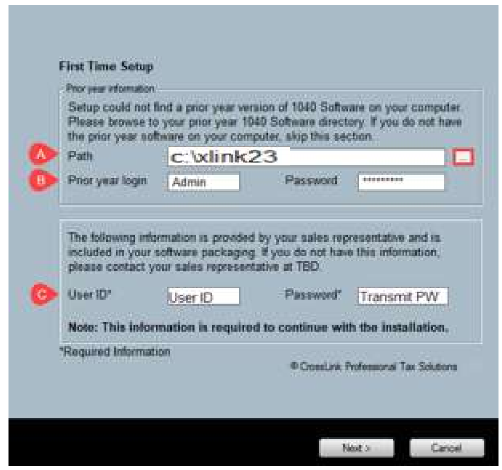
4. When installation is complete, click on **Finish** to open the program and continue to the next section, Configuration Wizard.

Configuration Wizard

When the program is opened for the first time you will be prompted to complete the initial configuration setup.

1. If the 2023 program (TY2022) is installed on the same computer, the prior year path will automatically display in the **Path** field.

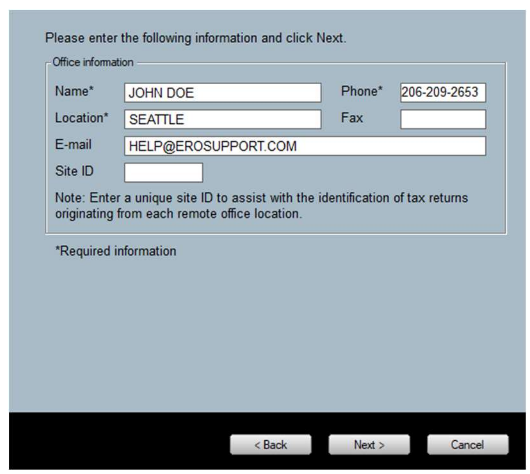
    a. **Click** the ... button on the right to navigate to the path of the prior year program, if necessary. **Note:** If you did not use the 2023 program, or you do not want 2023 information to proforma forward into 2024, leave this field **blank**.

    b. Enter the **Prior Year Login** and **Password** for the prior year program. **Note**: Leave this field **blank** if you did not enter a **Prior Year Path** from the step above.

    c. Enter your **User ID** and **Password** in the fields, then click the **Next** button.

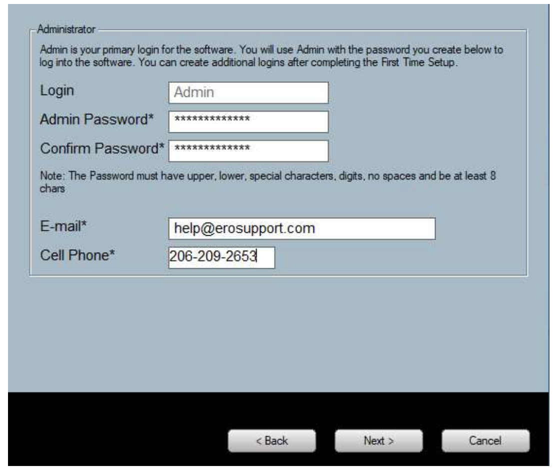
2. Enter required office information, including your **Name** (company name), **Phone**, and **Location** (your city). Enter your **E-mail** and **Site ID**, if desired.

    Note: A **Site ID** is used to manage centralized check printing in multi-office configurations. **Call Partner Support at 206-209-2653** if you have questions about Site ID's.

    Click **Next** to continue.

3. In the **Admin Password** field, type the password you want to use for the Administrator account, and then type it again in the **Confirm Password** field.
   <u>**Important Note**</u>**:** Please choose a password that you can easily recall. You will use this password when logging in to the program for the first time.



4. In the **E-mail** and **Cell Phone** fields, type the e-mail and cell phone information for use with password recovery on your Administrator or "Admin" account.

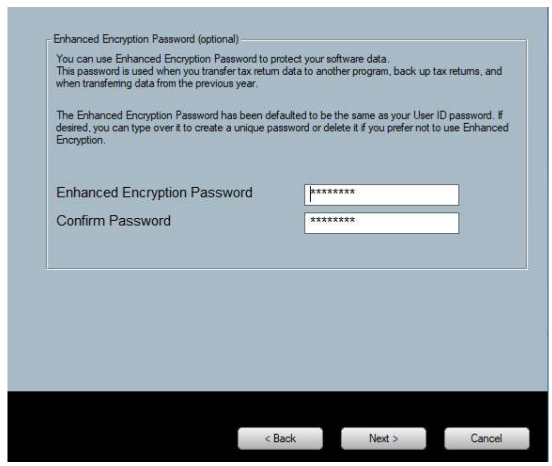
   Click **Next** to continue.

5. Enter a default **Enhanced Encryption Password** <u>(optional)</u>. Continue reading below for more information.

   Note: Adding an Enhanced Encryption Password provides an extra layer of security. Choose a password you are sure to remember, or keep it stored in a safe location.

   CAUTION: Forgotten or lost Encryption passwords can lead to the loss of some or all your data.

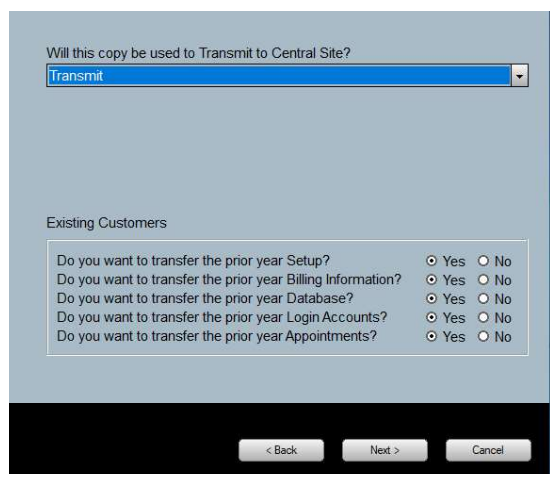
   Click **Next** to continue.



6. The selection for **Will this copy be used to Transmit to Central Site** has been pre-configured and cannot be changed locally. Please call **Partner Support at 206-209-2653**, if changes are desired.

   If you have the 2023 program (TY2022) installed, select **Yes** next to each item you want to proforma forward into the 2024 program.

   Click **Next** to continue.

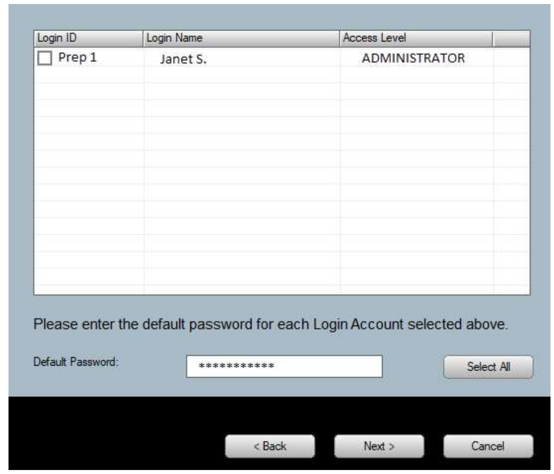


7. The following screen appears if you chose to proforma information from the prior year installation in **step 6** to the current year. If you do not see this screen, proceed to **step 8**.

   Click the box next to each **Login ID** that you wish to proforma forward. Alternatively, click the **Select All** button below to select all the Login ID's.

   Enter the **Default Password** that will be assigned to the Login ID's, and then click **Next**.

   Note: The Default Password will be used as the initial password for each of the selected accounts in the 2024 program.



8. Click **Finish** to launch the program.
   Important Note: If you are installing on a network**, Click *New: I would like to Share the Installation folder across the network*** check box.

Wallet Setup

Before the program starts for the first time, you will be prompted for payment information. Follow the on-screen instructions to complete **Your Wallet**. Completing the Your Wallet screen is required.

What is a Wallet and why should I be using one?

Always having a balance available in your personal account – or Wallet – is required in order to eFile with your tax software. The funds in your Wallet are used to cover the cost of transmitting certain types of tax returns – and are necessary to avoid any interruption to your service throughout the tax season.

Your Wallet balance is also if you plan on using additional features like Remote Signature Service. Funds from your Wallet are also used if you decide to charge an eFile fee on all tax returns.

Accessing and Setting up Wallet

The easiest way to access – and add funds to – your Wallet is directly through your software:

If using a desktop, you can access your Wallet by way of the **Setup** menu – or through the **Setup Wizard**.

Once you've accessed your Wallet, we recommend you start by adding your email address so that you can receive invoices and important notifications regarding your Wallet.

After that, you can load funds to your Wallet by using a credit card, debit card, or bank account:

- If using a credit or debit card, click **Add New Card**;
- If using a bank account, click **Add New ACH**.

Once you've added a card or bank account, click **Reload Balance**, then select a desired amount to load to your Wallet – and then click **Save**. After completing your "balance add", make sure to click **Exit** – or simply close the window.

Why do I incur a $1.00 charge when I first vault my credit/debit card?

This $1 charge represents confirmation of your payment method and is immediately voided. It is simply a transaction used to "save" your payment method on file.

For Automated Clearing House (ACH) vaults, there will be a one penny ($0.01) charge.

Do I have to load a balance to my Wallet or will CrossLink just charge my card for each transaction?

All payments for charges incurred by using the software are processed through the Wallet. How your Wallet balance is loaded is up to you. You can choose to:

- Auto Reload your Wallet;
- Pay-As-You-Go; or
- Reload your Wallet manually.

Auto-Reload will replenish your Wallet using your default payment method whenever your Wallet balance drops below a level that you have selected. You will also choose the reload amount. This is all done at the time you vault your payment method.

Pay-As-You-Go will charge your default payment method whenever your wallet balance is at $0.

If you choose **Manual Reload**, your default payment method will never be charged without your consent. Therefore, you will be responsible for reloading your Wallet balance manually whenever there is an insufficient Wallet balance.

Do I have to load money in advance onto my wallet in order to utilize Remote Signature Service or subscribe to a pay-per-return service?

No. You can set your Wallet to **Pay-As-You-Go** and not preload a balance. However, we recommend you load money onto your Wallet prior to using your software to ensure you are not subject to credit limits or billing issues with your credit card provider. These could result in your service being suspended.

How frequently will I be charged via my Wallet for services rendered?

As applicable, any eFile fee, Technology Fee or Prior Year Fee on Non Refund Transfer returns will be collected prior to a return being transmitted to the IRS. This is done as the return is processed through Central Site. Because charges occur in real time, it is advised that you always have a balance loaded onto your Wallet.

Regarding Remote Signature Service or Ancillary fees on Non Refund Transfer returns, these are accumulated throughout the day and charged one time –typically around 10:00 PM PT.

How can I view transactions that have been charged to my Wallet?

There is a **Transactions** tab in the Wallet section of your portal that you can use to view all transactions against your Wallet. You can also access the **Invoices** tab to view both outstanding and paid invoices, which will include transactions that have taken place.

Is there a way for me to see which return a transaction corresponds to?

Yes. The **Invoices** tab in the Wallet section of your portal will summarize charges against specific returns.

If I have vaulted two credit/debit cards, will I be charged on my second card if the card is declined?

No. We only charge the payment option that you have set as a default.

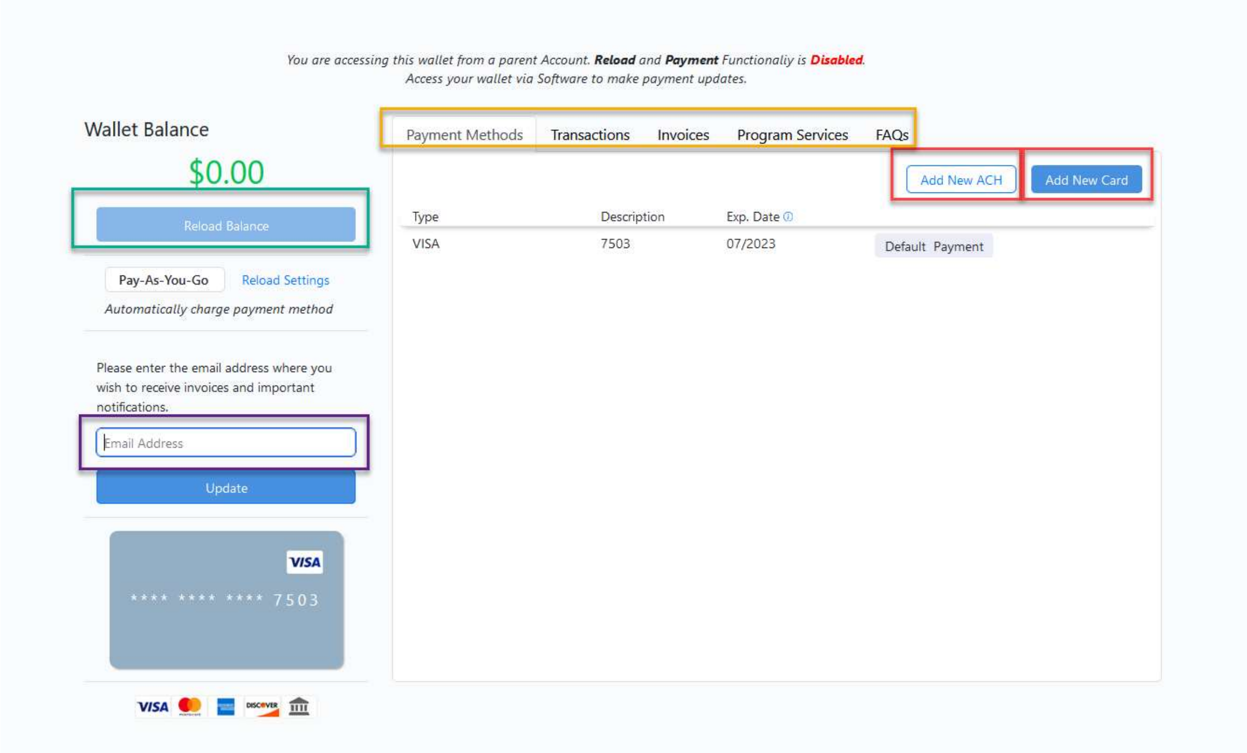
How do I delete a credit/debit card off my Wallet?

After you have vaulted your new credit/debit card, there will be a **Delete** button that you can use to remove the credit/debit card you no longer want on file.

Regarding Remote Signature Service or Ancillary fees on Non Refund Transfer returns, these are accumulated throughout the day and charged one time –typically around 10:00 PM PT.

I received a *Declined* email relating to a Remote Signature Service fee. What happens next?

Remote Signature fees are accumulated throughout the day and charged one time – typically around 10:00 PM PT. If the charge is declined due to insufficient funds, an email is sent and you should access your Wallet to look for any unpaid invoices.



Workstation(s)

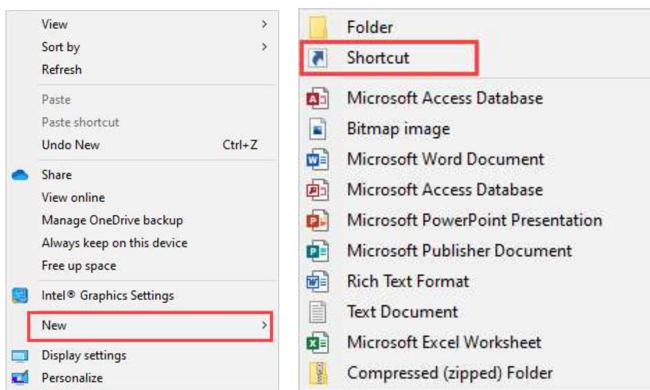
Before beginning, please ensure that you have completed the following:

- Installed the program on a host computer, where the taxpayer data will be stored. See the "Standalone / Network Host" section of this guide for installing on a standalone machine or network host.
- The installation folder is shared on the host computer so it can be written to by each workstation computer. Please call Partner Support if you did not choose to share the folder during installation and you need assistance with sharing the folder.

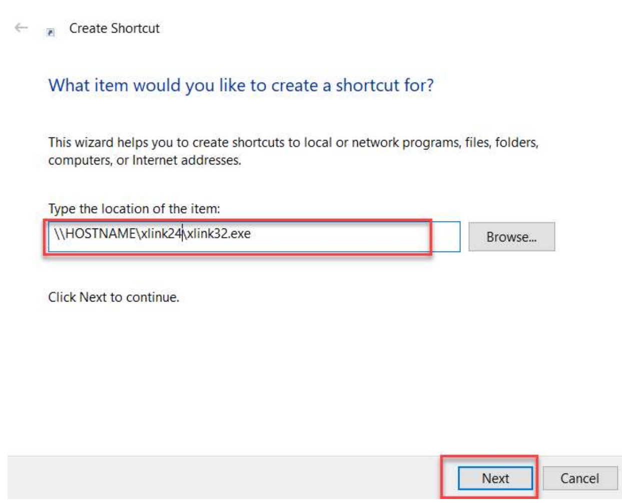
CAUTION: Do not install the program on the workstation. If the program is installed individually on each computer, the data will not be shared between the networked computers.

Begin by creating shortcuts on the workstation computer.

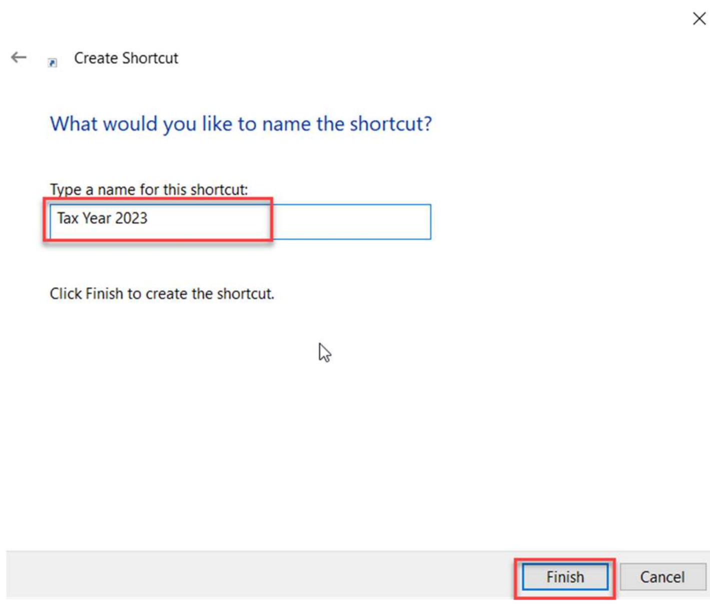
1. From the workstation computer, **right-click** on a blank space of the desktop, then choose **New**, and then **Shortcut**.



2. The Create Shortcut wizard will display. You will be prompted to **Type the location of the item**. Type '**\\HOSTNAME\xlink24\xlink32.exe**' where HOSTNAME is the name of the server computer, and then click **Next**.



3. You will be prompted to **type a name for this shortcut**. Type '**Tax Year 2023'** and **Finish**.



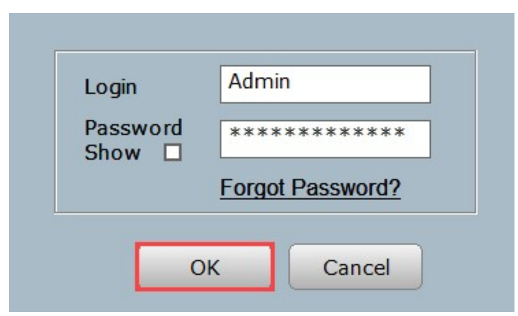
Program Setup

The options in the program are preconfigured to meet the needs of most users. This section covers options that must be configured before you can submit tax returns and other areas that, while not required, could save you time throughout the tax season.

If you proforma the settings from your prior year program when installing the software, many of these settings will be configured with information carried over from that program.

Logging into the program

1. Open the program by double-clicking the 2024 program icon on your desktop.
2. Type **Admin** in the **Login** field.
3. Type the **Password** for the administrator account, and then click **OK**. **Note**: Use the password you configured in **Step 3 on page 8**.

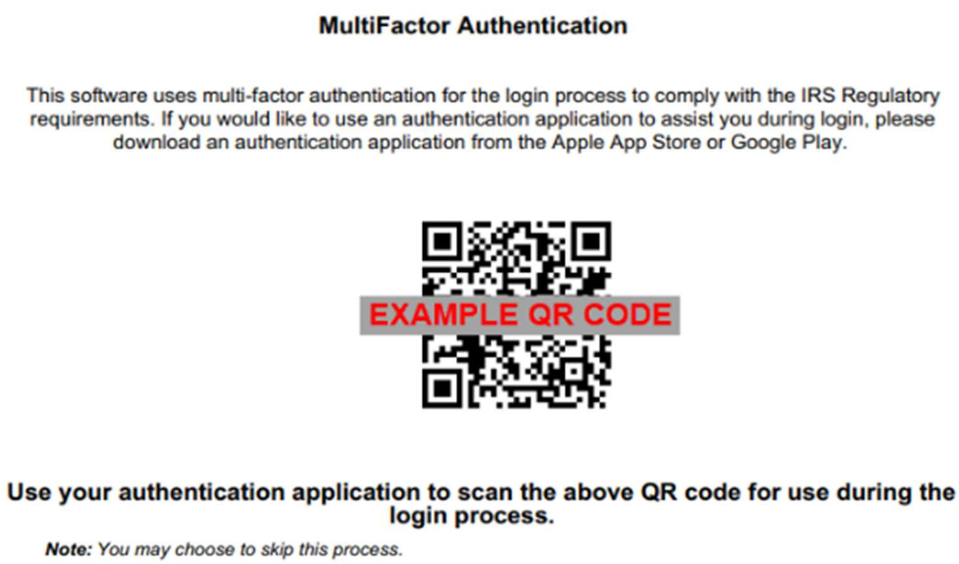


Multi-Factor Authentication (Optional)

After the first time Login, the program will present you with the option to enable **Multi-Factor Authentication** (MFA). MFA is an **optional** extra layer of security you can add to your account to prevent someone from logging in, even if they have your password. This extra security measure requires you to verify your identity using a randomized 6-digit code **each time** you log in to the program. If you want to opt in, follow the steps below, otherwise skip this section.

1. After opting in you will be required to download the Microsoft Authenticator app or another compatible authenticator app . The app creates Multi-Factor Authentication codes and scans the software QR codes necessary for MFA.

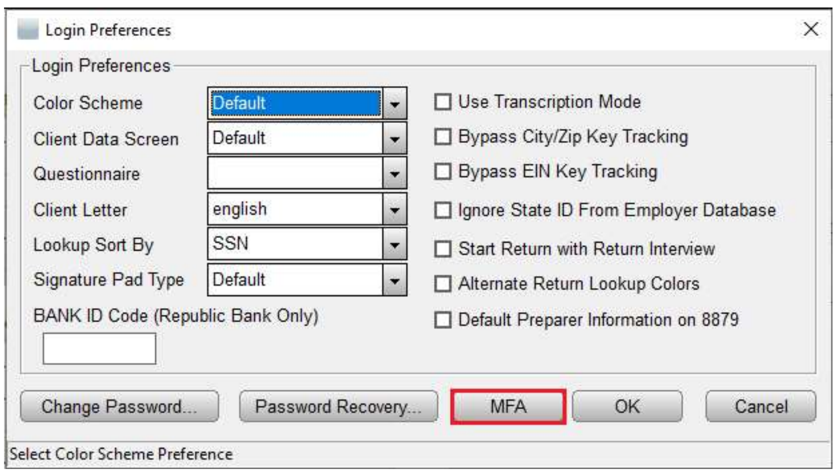
2. Scan the MFA QR code that populates during install to complete the authentication account set up on the downloaded MFA app from your mobile device.



3. Once the Tax Software's QR Code has been scanned and linked to the Authenticator App, the app will begin generating six-digit codes. The code will update every 30 seconds to ensure security (this may vary depending on the Authenticator App chosen).

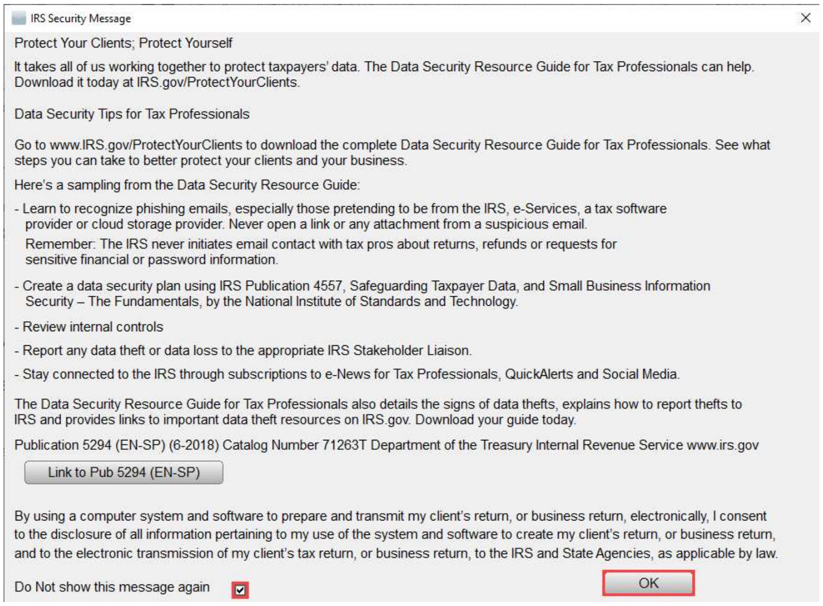
The Tax Software will then provide a **Multi-Factor Authentication** (MFA) code request after the login for any user that has opted in. The generated code will be the one seen on the MFA Application.

Important Note: The Multi-Factor Authentication can be disabled or enabled by clicking Utilities and then User Preferences menu bar. Click the MFA button to initiate the process.



IRS Security Message

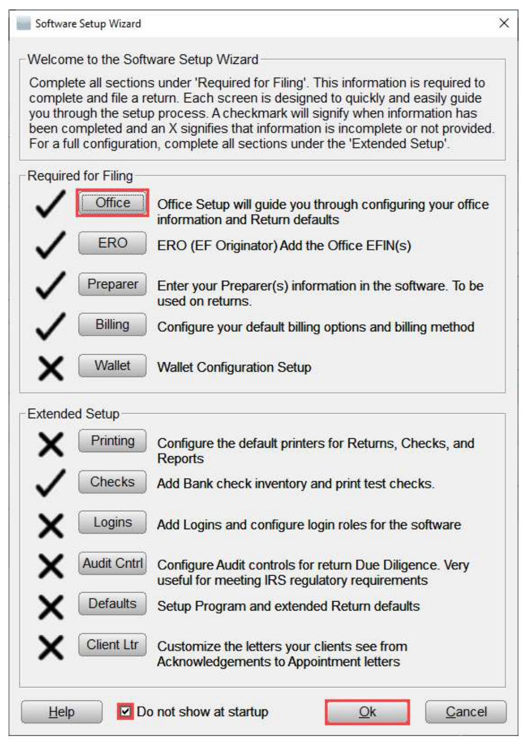
The IRS is requiring all tax software programs to show an IRS Security message upon entry into the software. **Read the message** and then click the **OK** button.



Note: Click the **Do Not show this message again** box if you do not want to see this message each time you log into the program.

Software Setup Wizard (Optional)

The Software Setup Wizard can guide you through the configuration steps required for completing and filing your first tax return. The wizard also includes "**Extended Setup**", to help you configure your printer, checks, additional logins, etc. A checkmark next to a section indicates that configuration for that section is complete.



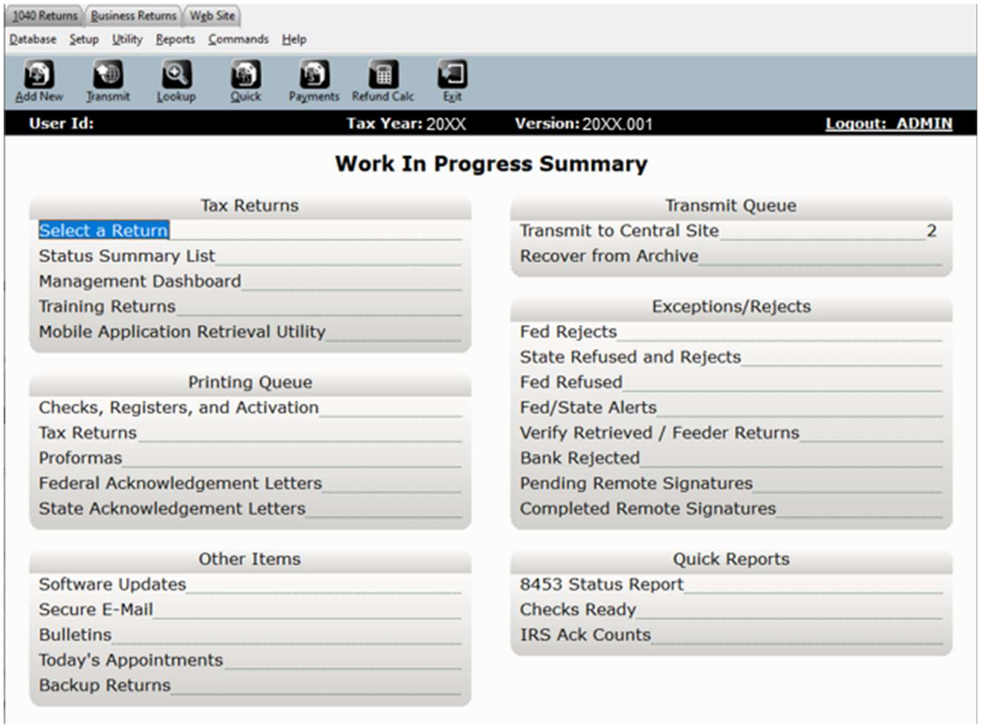
If you want to use the wizard instead of following this guide, begin by clicking on the **Office** button and then work your way downward after completing each section. Use the table of contents at the beginning of this guide to access detailed information about each section in the wizard.

Note: This feature can be disabled by checking the box **Do not show at startup**.

1. To begin configuration without using the wizard, click the **OK** button and then continue reading below.

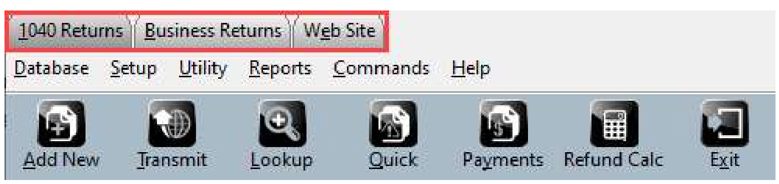
Work In Progress

The program will open to the **Work In Progress Summary (WIP)** screen each time you login to the program.



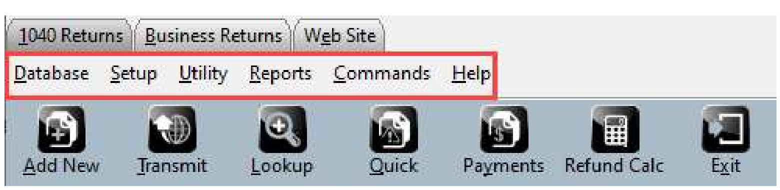
Navigation Tabs

By default, the program will open to the 1040 Returns tab. To access the **Business Return** section of the program or the **Website** section, click the respective tabs.



Menu Bar

The selections available in the **Menu Bar** vary depending on your location inside the program. To access a menu item, click the menu item to open the display list. (**Note**: To access a menu item using only your keyboard, press and hold **ALT** down on your keyboard, and then press the underlined letter in the menu item you wish to open. For example, to open the **Database** menu, press and hold **ALT**, then press the letter **D**.)



Toolbar

Use the **Toolbar** to quickly access frequently used features. Like the menu bar, the tools available are dynamic, and will change depending on your location inside the program.

Information Bar

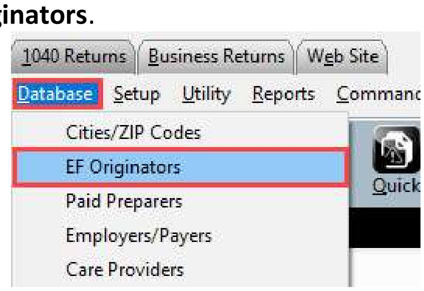
The **Information Bar** contains information relevant to you. The information displayed here varies depending on your location inside the program.

Configuring Your EFIN

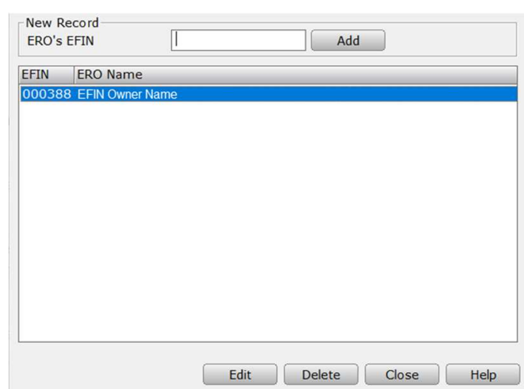
EFIN configuration will print on the Electronic Originator section of *Form 8879*.

To configure your EFIN within the program:

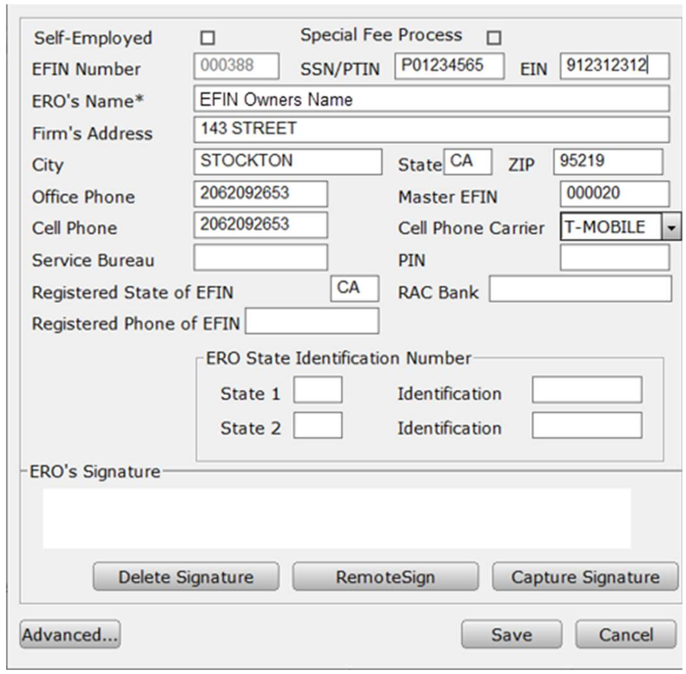
1. Click on **Database**, then **EF Originators**.



2. Type your EFIN in the **ERO's EFIN** field, then click **Add**. If your EFIN is already present in the screen below, double-click on it to access the EFIN record.



3. Complete the required information as you would like it to appear at the bottom of *Form 8879*. Refer to the field definitions below for more information.



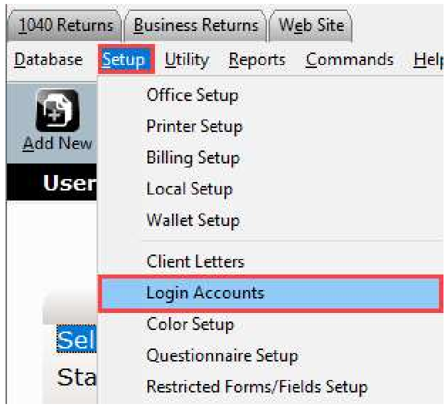
   a. **Self-Employed:** Check if ERO is self-employed.
   b. **Special Fee Process:** Will automatically be checked if the ERO is processing returns in Arkansas, Illinois, Maryland, Maine, or New York. These states require the ERO to charge the same fee for both financial and non-financial products.
   c. **Electronic Filer ID:** ERO's EFIN
   d. **SSN/PTIN:** Enter the EFIN owner SSN or PTIN.
   e. **EIN:** Enter the ERO's EIN/Federal Tax Identification Number.
   f. **ERO's Name:** The ERO's first and last name
   g. **Firm's Address, City, State, Zip:** Enter the items as you would like them to appear on the bottom of the *8879*.
   h. **Master EFIN:** This is auto filled by the Central Site, if applicable.
   i. **Service Bureau:** This is auto filled by the Central Site, if applicable.
   j. **PIN:** Type the 5-digit ERO signature PIN you would like to use on *Form 8879*.
   k. **Registered State of EFIN:** The state in which your EFIN is registered.
   l. **Registered Phone of EFIN:** The phone number listed in your EFIN registration with the IRS.
   m. **RAC Bank:** This is auto filled by the Central Site as the season nears. If the incorrect bank is present here, contact Partner Support.
   n. **ERO State Identification Code:** If you have a State-issued ID number which allows you to prepare returns in that state, enter the two-letter State Code and State ID.
   o. **ERO's Signature**: You can save time by capturing the ERO signature here instead of manually signing each *8879*. **Click** the **Capture Signature** button if you have a supported signature pad installed, then **sign** using the pad. Alternatively, **click** the **RemoteSign** button and follow the on-screen instructions. Contact Partner Support for additional assistance.

Configuring Your Preparer and Login Accounts

In this section, you can create and manage login accounts and their passwords. Create limits or allow access to certain functions of the program for groups of users by using **Access Levels**. It is important for each user to have a unique Login ID and Password and is required if more than one person is preparing returns for the software to operate optimally.

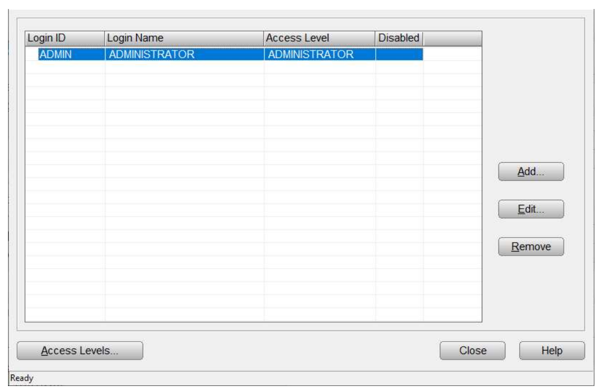
Paid Preparer information will populate to the bottom of Federal Form 1040.

1. From the WIP screen, click **SETUP** in the Menu Bar, then click **Login Accounts** to open the Login Accounts window.



Login Accounts Window

2. From this window you can **Add**, **Edit**, or **Remove** user accounts, and enter the **Access Levels Window**.
    a. Click **Add** to open the Login Preferences window, allowing you to create a new login. If you select an existing user and click **Edit,** the Login Preferences window will open which allows you to change the settings for that user, including the password.
    b. Select a user and click **Remove** to delete the selected user from the system. This cannot be undone. Consider disabling the preparers access to the program in their Login Preferences**.**



    c. Click **Add,** to create a new preparer, then follow the steps below.

Login Preferences Window

In this section, the new and existing users passwords, access levels, and Preparer Shortcut ID can be set or changed along with any of the Login Preferences. **Note:** Once a Login ID is created, it cannot be changed. To create a new user, enter the information below.

Login Detail

a. **Login ID** – The user will enter their ID into the program login box to access the software.
b. **Login Name** – This will be displayed on the WIP (Work in Progress screen) in the software.

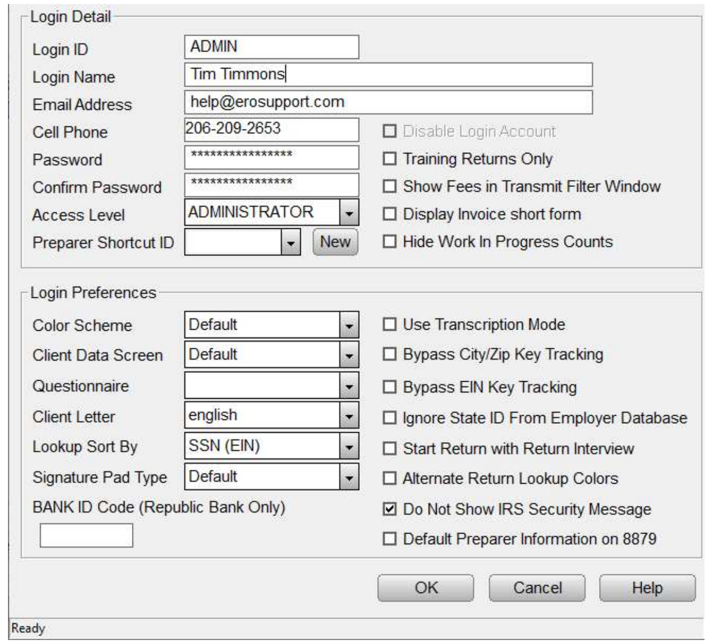
c. **Email Address** – Enter email address for password reset.

d. **Cell Phone** – Enter cell phone number for password reset.

e. **Password** and **Confirm Password** – This is what a user will key into the program login box to access the software after entering their **Login ID.**

f. **Access Levels** – Controls how the user can access certain functions of the program
See instructions below for customizing access levels.

g. **Preparer Shortcut ID** – Allows for selection or creation of a **Preparer Shortcut ID**. If you already have created the Preparer Shortcut ID to use with this login, it can be selected from the drop-down menu. **Note:** If you need to create a new Preparer, enter a unique code in the ID box, then click the **New** button. Refer to the [Adding and Configuring Preparer] section below.



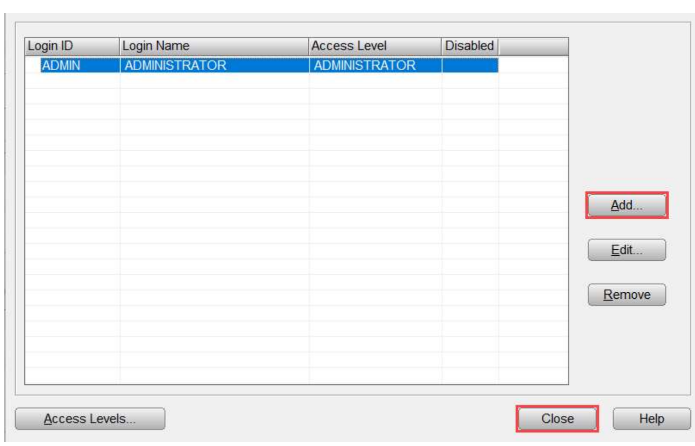
h. Additional checkbox options are available. Hover your mouse over the option for more details.

Login Preferences

i. **Bank ID Code:** Republic Bank preparers, key the Republic Bank Identification Number (RBIN) here.

j. Additional options are available. Hover your mouse over the option for more details.

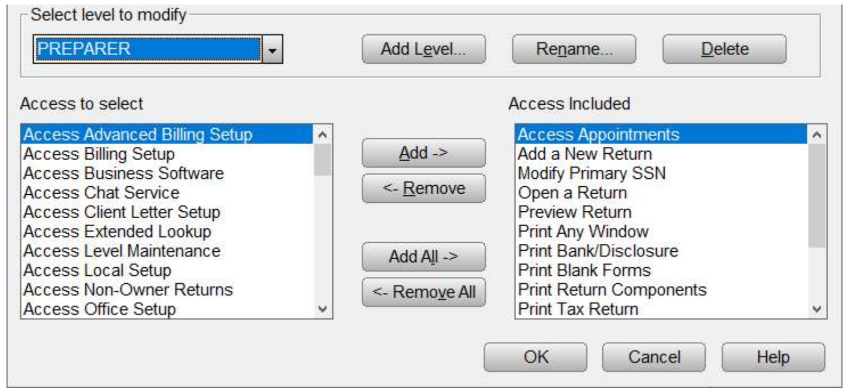
3. Click **OK** to save the user. Click **Add** again on the next window and follow the steps above for any additional users you may need to create.



Access Levels Window

From the Login Accounts Window, click **Access Levels** to open the **Access Levels Configuration** window shown below. In this section, you can create new and modify existing access level groups.

a. **Access Levels Configuration Window** allows for configuration of the selected level *via* the drop-down menu in the top right. After selecting the desired access level, highlight the function(s) from the left side list to add access or the right-side list to remove access. Then click the **Add** or **Remove** buttons to complete the process and customize the access level.

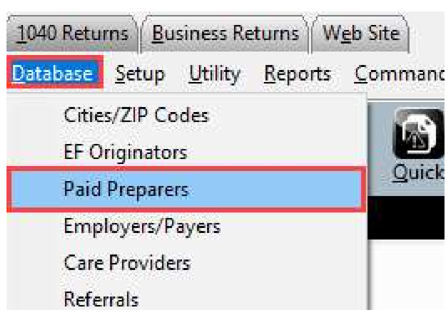


b. To create a new access level, click **Add Level** and enter the new access level name. Follow step A above to customize the new access level.

c. **Rename** will allow you to rename the currently selected access level. **Delete** will remove the access level from the system; this cannot be undone.
Note: The Administrator Access Level cannot be renamed or deleted.

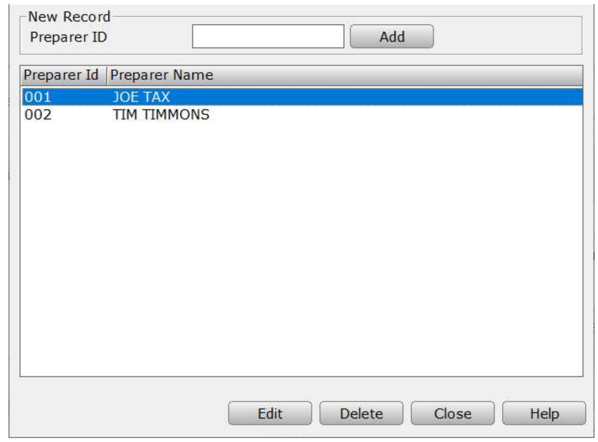
Adding and Configuring Preparer Information

1. Click on **Database**, then **Paid Preparers**.

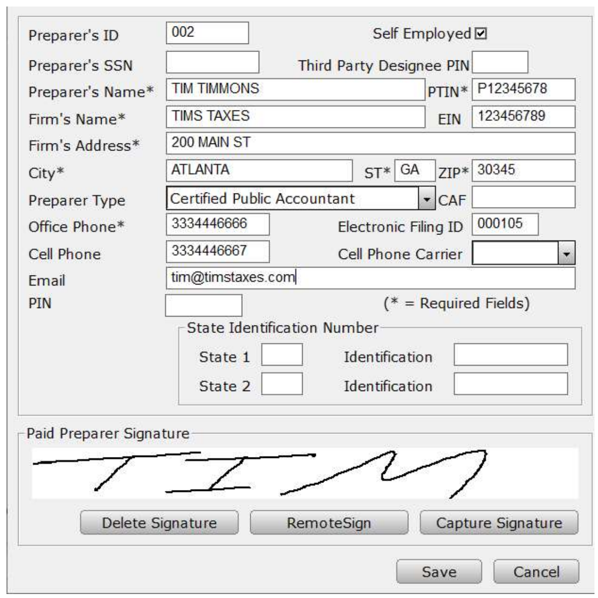


2. Type a Preparer ID in the **Preparer ID** field, then click **Add**. If a Preparer ID is already present in the screen below, double-click it to access the Preparer ID record.

Note: Each preparer must be assigned a Preparer ID. It can be any combination of letters and numbers between 3 and 7 characters.

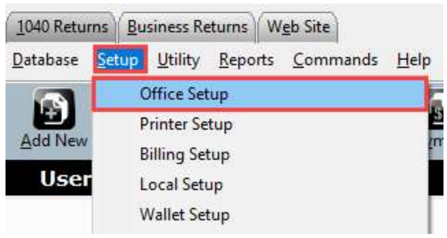


3. Complete the required information as you would like the preparer information to appear at the bottom of Federal *Form 1040*.
   a) If **Self-Employed**, check self-employed option.
   b) Input **Preparer's SSN** (Do not use dashes).
   c) If a **Third-Party Designee PIN** applies, input 5-digit pin to auto-populate to the return.
   d) Input **Preparer's Name**.
   e) Input the **Preparer's PTIN**.
   f) Input the business **EIN**, if applicable.
   g) Input the **Firm's Address, City, State, and Zip**.
   h) Use the drop down to identify the **Preparer Type** of certification.
   i) Input **CAF** number, if applicable.
   j) Input **Office Phone** number.
   k) If the preparer has their own EFIN, input the EFIN in the **Electronic Filing ID** field.
   l) Input **Cell Phone** number (will also be used for Remote Signature, *TextLink*, and SMS).
   m) Use the drop down to select **Cell Phone Carrier** associated with cell phone number.
   n) Input **Email** address.
   o) Input the **PIN**. The PIN is a 5-digit Personal Identification Number chosen by the Paid Preparer to be used on *Form 8879*.
   p) Input **State Identification Number,** use state abbreviation to identify the state associated with State ID.
   q) To establish the **Paid Preparer Signature**, click the **Capture Signature** button if a supported signature pad is installed, then **sign** using the signature pad. Alternatively, click the **RemoteSign** button (a message will be sent to the provided Cell Phone. Follow on screen instructions to complete the process).



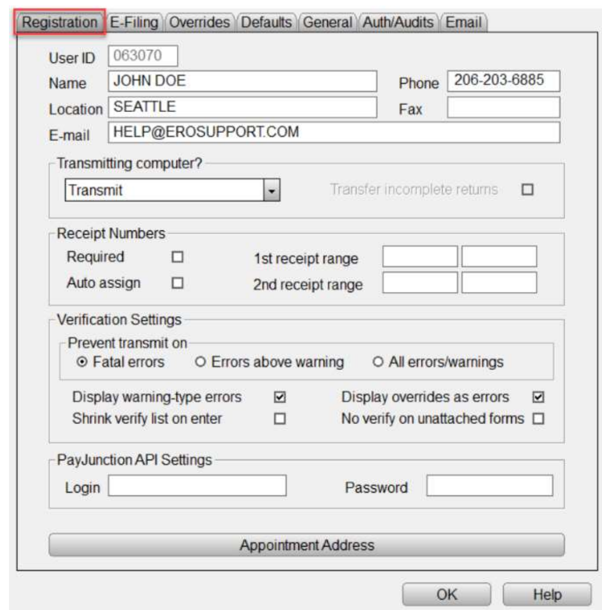
Office Setup

Office setup configuration of the program can be set by clicking **Setup,** then clicking the **Office Setup** menu option.



Registration Tab

Complete the software registration tab by inputting the information described below.
Note: This information may have been carried forward from the prior year.

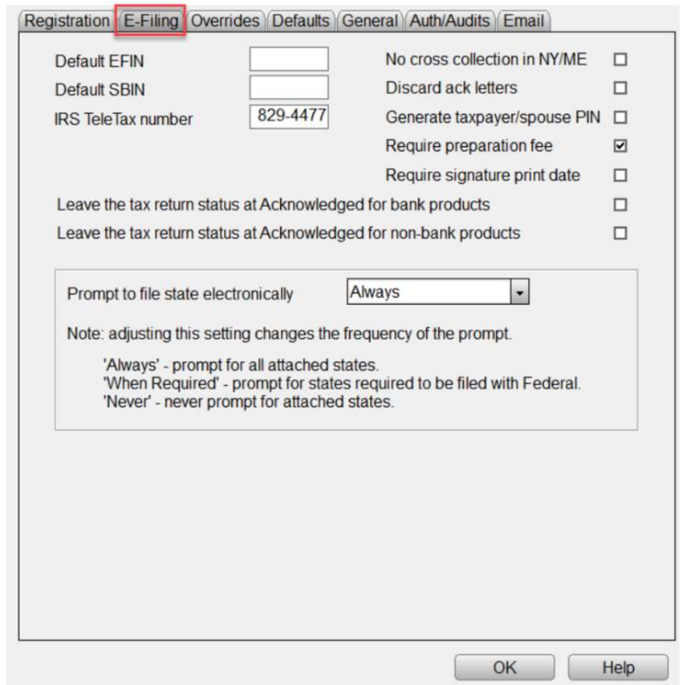


a. Input **User ID** received by the software provider.
b. Input the Company **Name**.
c. Input **Location** address.
d. Input office contact **Phone** number.
e. Input preferred **Email** address.
f. **Transmitting Computer,** Do not change unless instructed to do so by Partner Support.
g. **Transfer Incomplete Returns:** This option will set returns including incomplete returns, to be transferred to the transmitting computer.
h. In the **Receipt Numbers** section, select if receipts will be a requirement, if receipts are to be auto assigned, and set receipt tracking ranges.
i. **Verification Settings** are set to monitor the integrity of a submitted return. Use radio buttons to identify prevention of transmission for fatal errors, warnings, or all errors/warnings.
j. **Shrink Verify List on Enter**: Select this box if you want the Errors on the Verify Error List to disappear as they are remedied during the verification of a Return.
k. **PayJunction API Setting**: If you've signed up with PayJunction to provide merchant/payment services, they will provide you with a login and password to enter here for integration with the software.
l. Click the **APPOINTMENT ADDRESS** button option to add the Firm address to the calendar appointment letter.

E-Filing Tab

Configure E-Filing defaults and tax preparation requirements, including but not limited to, the IRS e-file Signature Authorization and the Electronic Bank Application.

a. Input the location **Default EFIN** (Electronic Filing Identification Number).
b. **Default SBIN** Not required
c. The **IRS TeleTax Number** Pre-defined.
d. If processing returns in NY or ME, **select** the **No Cross Collection in NY/ME** check box.
e. If not sending acknowledgment letters to clients, select the **Discard ACK Letters** check box.
f. Select the **Auto Generate PINs** check box to automatically generate PIN numbers on *Form 8879*.
g. To create a verification return retention message for returns not including preparation fees, select the **Require Preparation Fee** check box.

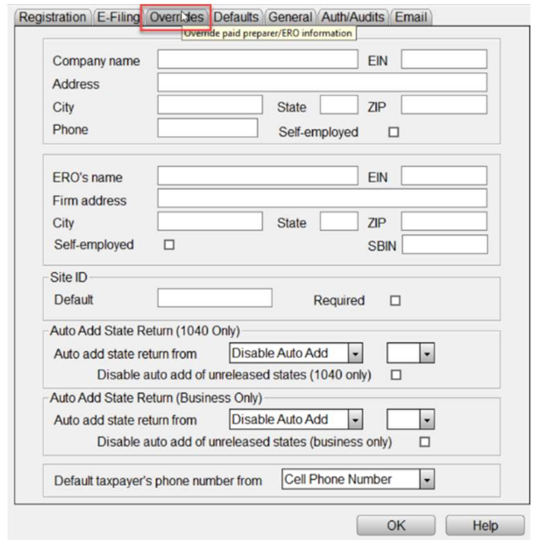


h. Select **Leave the Tax Return Status at Acknowledged for Bank Products** to leave the tax return status of an electronically filed return that has an associated bank product as Acknowledged until the bank product has been funded.
i. Use the drop-down menu option to select when the system will **Prompt to File State Electronically.**

Overrides Tab (Optional)

This tab is optional. Information entered here will always appear in *Forms 1040* and/or *8879* and cannot be altered from within the return.

a. Enter the first set of fields **(Company Name, EIN, Address, City, State, ZIP, and Self-Employed check box)**. This will override other information entered and appear on all *1040forms*.



b. Enter the second set of fields (**ERO'S Name, EIN, Firm Address, City, State, ZIP, Self-Employed check box, and SBIN**) for the information you wish to appear on every *Form 8879* you prepare.

c. Input **State ID**.

d. To activate verification of State ID, Check the **Required** check box.

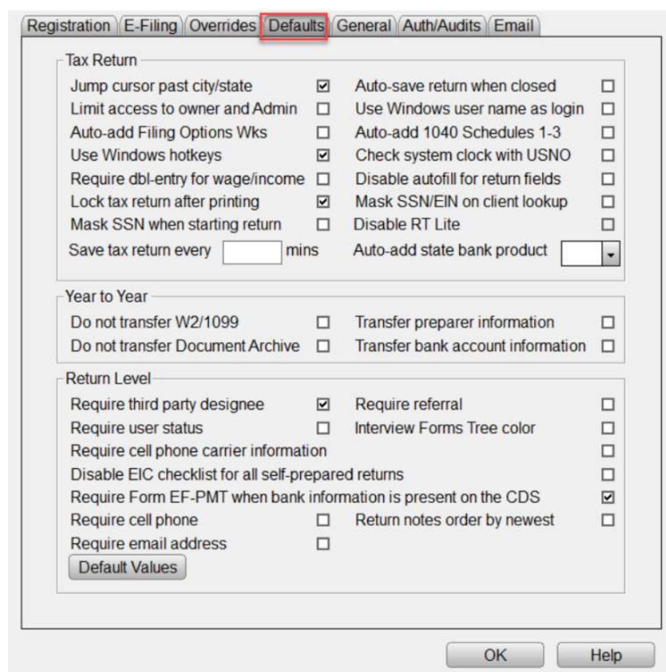
e. Use the **Auto-Add State Return** drop down menu options to automatically add a State Return based on the ERO provided address or the taxpayer residence address from the Client Data Screen.

f. Use the **Default Taxpayer's phone number** drop down menu option to select number utilized for reports.

Defaults Tab (Optional)

Use the **Defaults Tab** to set application-level settings, configure year to year transfer information, and set return-level requirements.

a. Use **Tax Return Settings** to personalize program functions for return processing. Set options by selecting preferred program controls.



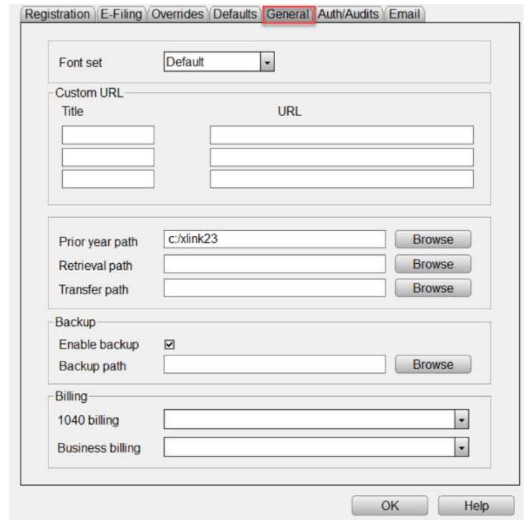
b. **Year to Year Settings** can be configured to exclude transfer information for *W2/1099* and scanned documents. Also, selection can be made to include year to year preparer information.

c. **Return Level Settings** can be configured to require third party designee, user status, and referral information.

d. Click the **Default Values Button** to easily view the list of fields that have default values set, if any. You can easily remove the set values here too.

General Tab (Optional)

The **General Tab** will allow selection of font set, specification of return and backup path, also billing selection.

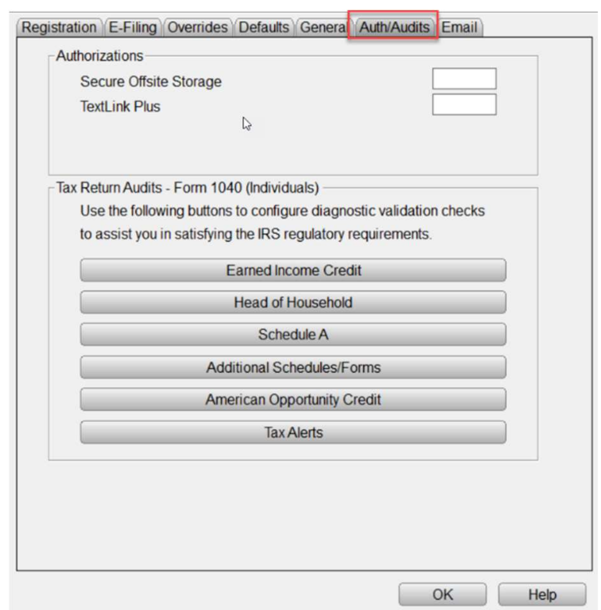


a. Use **Font Set** drop down menu option to configure font size.
b. Add additional Navigation Tabs to the program using the **Custom URL** settings.
c. Set return location path for **Prior Year**, **Retrieval**, and **Transfer** returns.
d. Enable **Backup** by selecting the **Enable Backup** option and specifying the **Backup Path**.
e. Use the **Billing** drop down options to select specified billing schedule for *1040* and Business billing.

Auth/Audits Tab

This section contains authorization codes which enable access to additional program features. Codes are configured automatically during transmission to the Central Site.

Note: Non-transmitting computers must be configured manually by applying credentials from the transmitting location. Contact Partner Support for assistance.



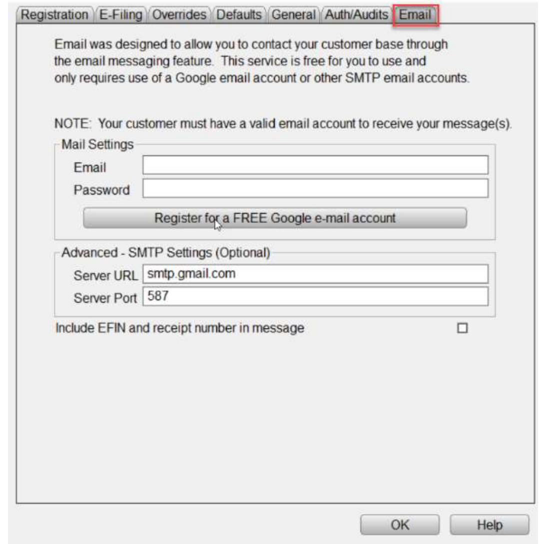
Use the **Tax Return Audits** settings to configure additional diagnostic verifications. Diagnostic verifications assist in meeting IRS regulations and due diligence requirements for a variety of filling situations. Activate as many or as few audits as needed.

a. To activate a tax return audit, click on the corresponding button under the **Tax Return Audit** section. The program will open a window like the one shown on the right.
b. Place a check mark in the box next to each verification rule to be activated.
c. Repeat steps for other audit sections needed in your office setup. You can remove an audit at any time by unchecking the corresponding box.

Email

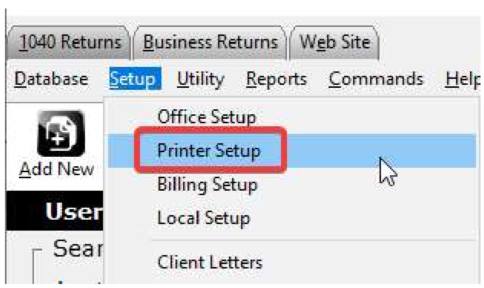
This tab contains the configuration settings necessary for text messaging and sending emails through the software.

a. **Enter you Google Email Address and Password** if you already have a Google email account.
b. If you do not have a Google Email account, **Click Register for a FREE Google e-mail account**. Then follow the on-screen instructions**.**
c. **Advanced-SMTP Settings (Optional)** enter information in this area, if needed for customer server configuration.



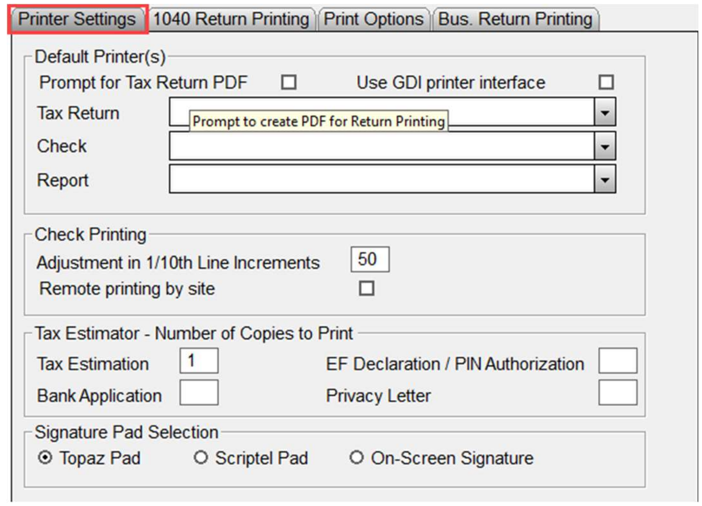
Printer Setup

Printer setup configuration of the program can be set by clicking **Setup,** then clicking **Printer Setup** menu option.



Printer Settings Tab

The settings located on this tab allows for selection of default printers to be used by the program.



a. **Prompt for Tax Return PDF** causes a prompt to appear when printing a return and allows for the tax return to be created as a PDF document**.**
b. **Use GDI Printer Interface** allows the program to use a GDI printer for printing returns.
c. **Tax Return, Check, Report** drop down menus allow selection of a printer for each function.
d. **Check Printing - Adjustments are** done in increments of one-tenth of a line if you need to adjust the text on a check. Increasing the number by one raises the text one-tenth of a line whereas decreasing the number lowers it.
e. **Check Printing - Remote Printing by Site** will enable the ability to print checks at remote sites.
f. **Tax Estimator – Number of Copies to Print** increases or decreases the numbers to the desired number of copies.
g. **Signature Pad Selection** allows the selection of signature pad types.

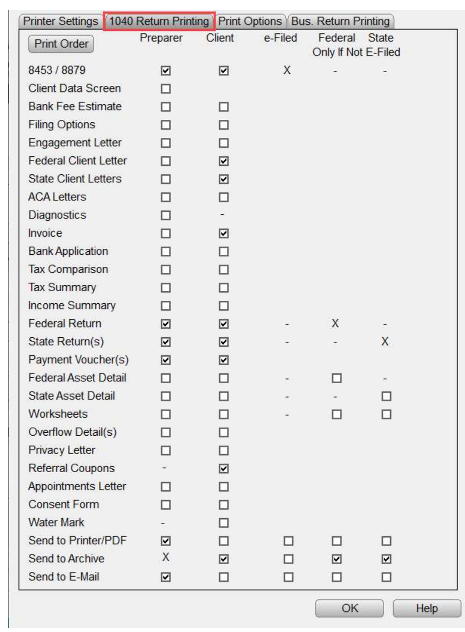
1040 Return Printing Tab

It is possible to print multiple copies of a tax return, as a print packet, with a single click when printing the final tax return. This screen is where print packets are defined.

The column headings on this tab indicate the various components within the packet. Place a checkmark next to each item in the column that you want printed as part of the return packet.

Note: "**Send to Printer**," <u>must be checked</u>, otherwise the forms selected for printing **WILL NOT** be printed.

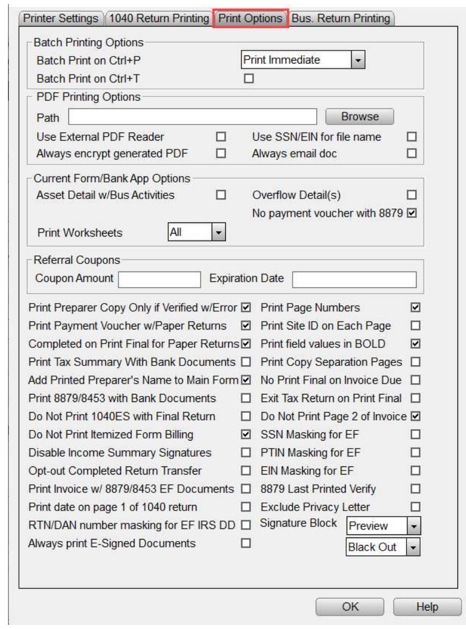
Items denoted with an "**X**" will always print with a return set. A dash (**-**) denotes forms that cannot be printed with a return set.



Print Options Tab

This Tab contains all other print related settings. A description of each setting can be viewed by hovering the mouse cursor over the settings name.

a. **Batch Printing Options** allow you to configure if returns print individually or in a batch.
b. **PDF Printing Options** are used to configure where PDFs are stored, and what options are used in their creation.
c. **Current Form/Bank App Options** control what prints out with an individual form or bank app.
d. **Referral Coupons** section has options to set the coupon amount and expiration date.
e. The remainder of the options can be used to fine tune what is printed with a return based on the office needs.



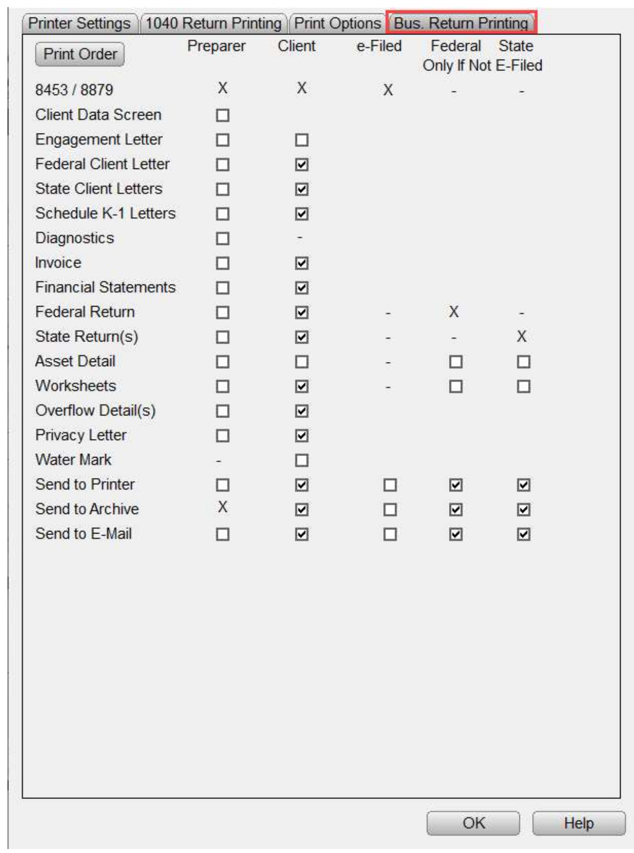
Bus. Return Printing Tab

It is possible to print multiple copies of a tax return, as a print packet, with a single click when printing the final tax return. This screen is where print packets are defined.

The column headings on this tab indicate the various components within the packet. Place a checkmark next to each item in the column that you want printed.

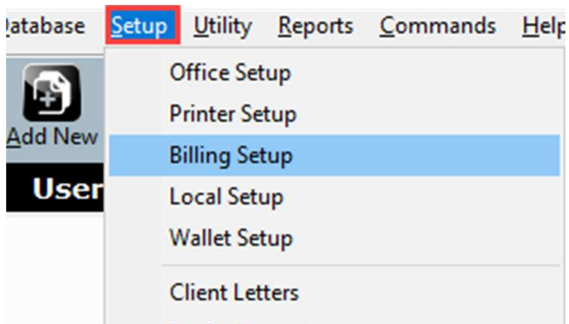
Note: "**Send to Printer**," <u>must be checked</u>, otherwise the forms selected for printing **WILL NOT** be printed as part of the return packet.

Items denoted with an "**X**" will always print with a return set. A dash (**-**) denotes forms that cannot be printed with a return set.



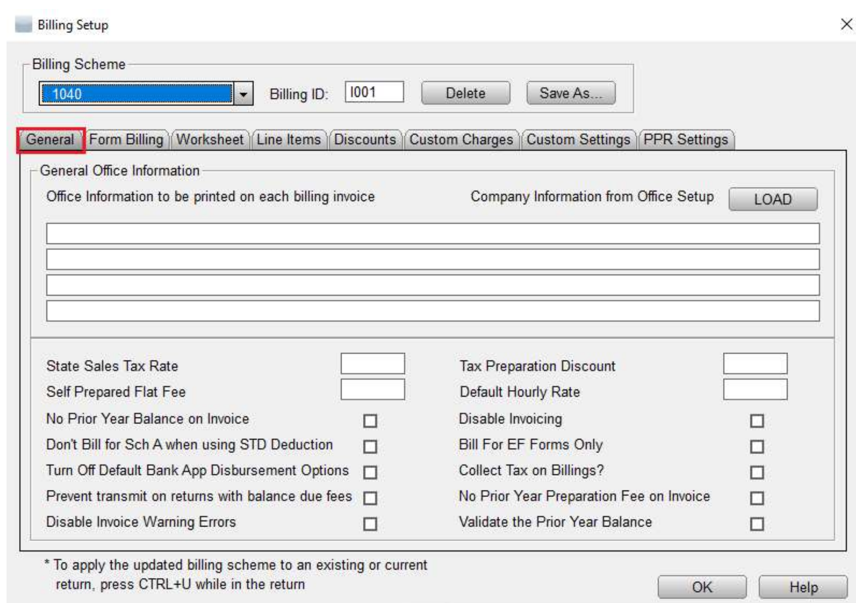
Billing Setup

Billing can be configured by clicking **Setup,** then clicking the **Billing Setup** menu option.



General Tab

In this section, information that will be displayed on the invoice and other billing configuration options are set.



a. **Billing Scheme** is a drop-down menu that allows selections of a billing scheme to edit.

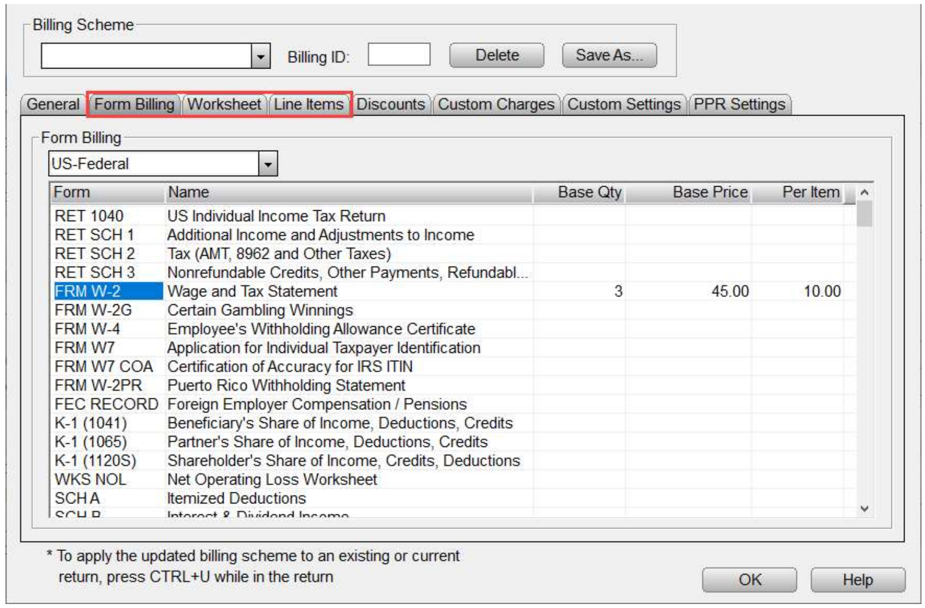
b. **Click Save As…** and enter a scheme name to create a new billing scheme, otherwise **Click OK** to save to a scheme you have already created.

c. **General Office Information** in this section is for entering the business name and location for it to appear on the invoice

d. The main billing settings are below **General Office Information**. They affect how invoicing will occur. Hover the mouse above the input box or check box for a description of the item.

Form Billing, Worksheet, and Line Items Tabs

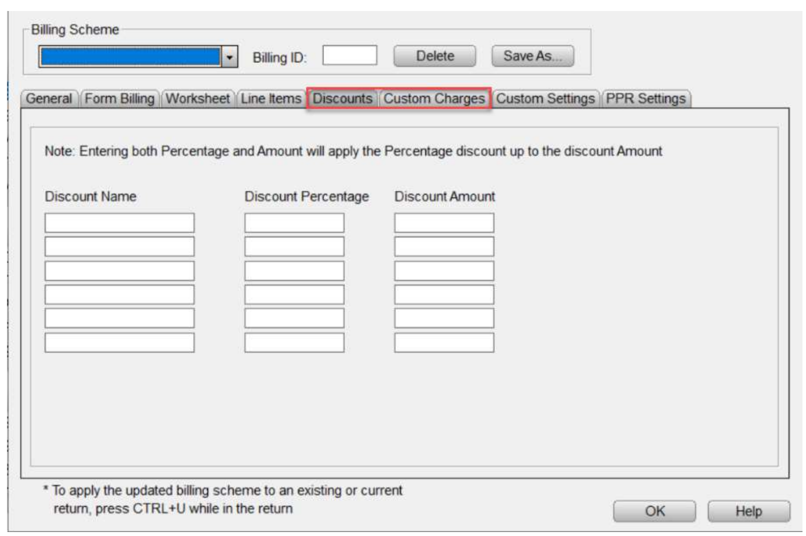
These three tabs set the prices for itemized billing. **All three tabs are configured in the same manner**. Refer to the following guidelines below for any selection of the three tabs.



a. The **Form Billing** drop down box allows selection of US-Federal forms and State forms for itemized billing pricing.
b. Under the **Base QTY** column, enter the number of forms that the **Base Price** amount will include. For example, in the screenshot to the right, a taxpayer with 1, 2, or 3 *W-2's* would be charged a total of $45.00 for all of the *W-2's*. A taxpayer with 4 *W-2's* would be charged $55.00 ($45.00 for 3 *W-2's* and $10.00 for each additional *W-2*.)
c. To charge per form individually, enter an amount in the **Per Item** column only.

Discounts and Custom Charges Tabs

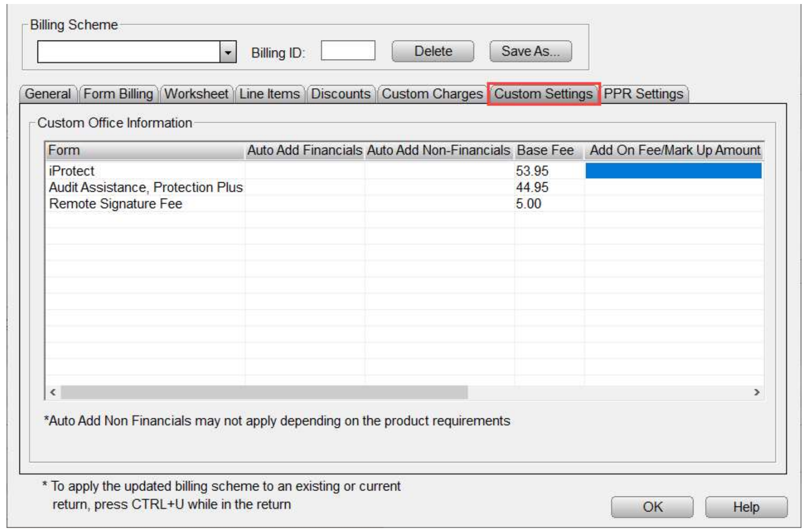
Defining custom discounts and charges can be applied to the invoice in a tax return. The **Discounts** and **Custom Charges** tabs are configured in the exact same manner. Select the desired tab and follow the instructions above to configure itemized billing.



a. **Discounts** - first create a unique name for the discount. Then enter either a discount percentage or a discount amount in dollars.
b. **Custom Charges** are set up in like manner as discounts; however, you can only enter a dollar amount.

Custom Settings Tab

Ancillary products offer value to clients and potential revenue opportunities for the ERO. By including an Add On (Mark Up) to ancillary products, you can increase your revenue with each return. This section covers the ancillary products and services, and how to include an Add On.



a. Place a check mark in the **Auto Add Financials** column to add the ancillary product to each tax return that includes a bank product.
b. Place a check mark in the **Auto Add Non-Financials** column to add the ancillary product to each tax return that does not include a bank product.
c. In the **Add On Fee /Mark Up Amount** column, type the desired Mark Up for each ancillary product.

Important Note: If you have already pre-set configurations for these affiliate partner programs during enrollment, disregard the steps above unless you want to make changes.

Transmitting and Updating

This section will cover how to transmit a return to the IRS, and how to process system updates.

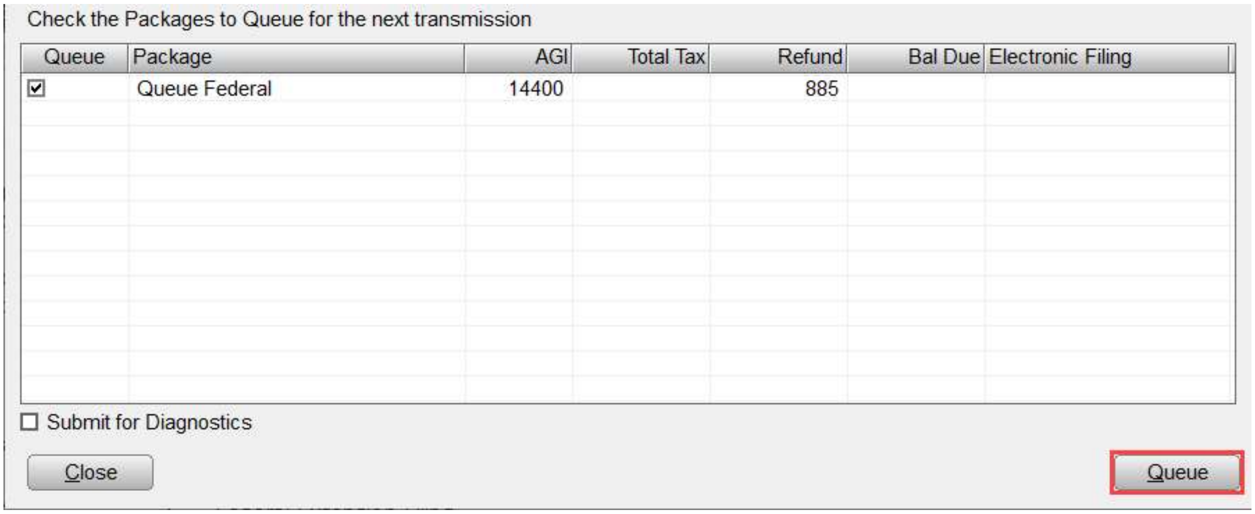
Queueing and Transmitting Returns to the IRS

Following are the steps provided for transmitting Federal and State Returns electronically.

a. While inside a return, verify *Form 8879* is attached and complete.
b. Click the **Queue Button** located in the toolbar.

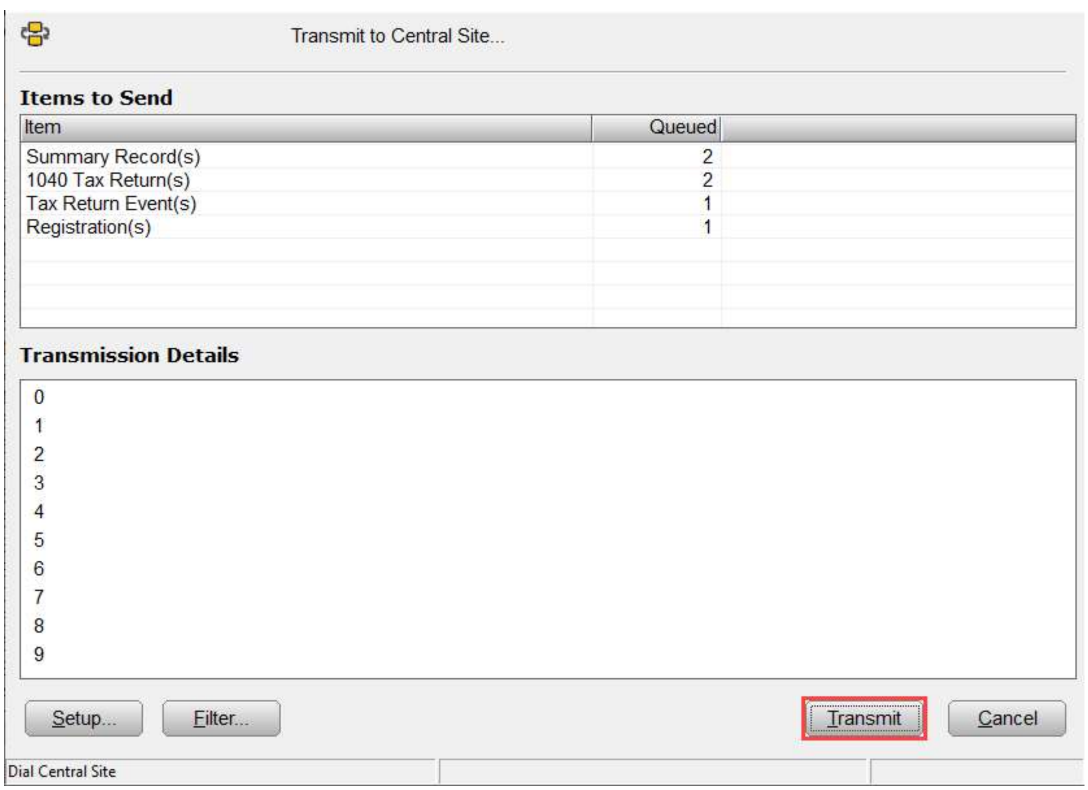
Note: The program verifies the Federal and State Return for errors before transmission. Review any errors in the return. If there are no errors, the "Transmission" dialog appears.

c. The program automatically selects the Federal and State return for transmission if the electronic filing information is completed in each return. Click **Queue**. The program then takes you to the WIP (Work in Progress screen).



d. Click **Transmit** on the toolbar.

e. On the "Transmit to Central Site" or “Transmit to Main Office” dialog, click **Transmit,** and the program sends the Federal and State Tax Return to the Central Site.



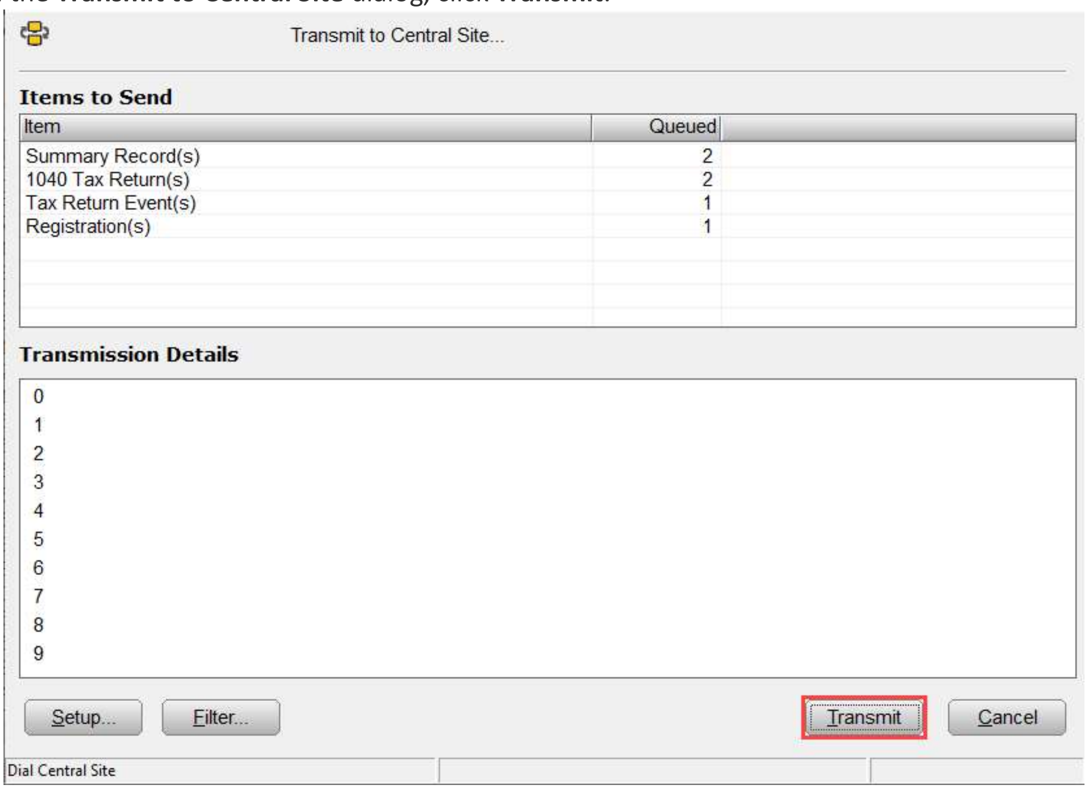
Updating the 1040 software

Steps to Install Updates on a Transmitting Computer:

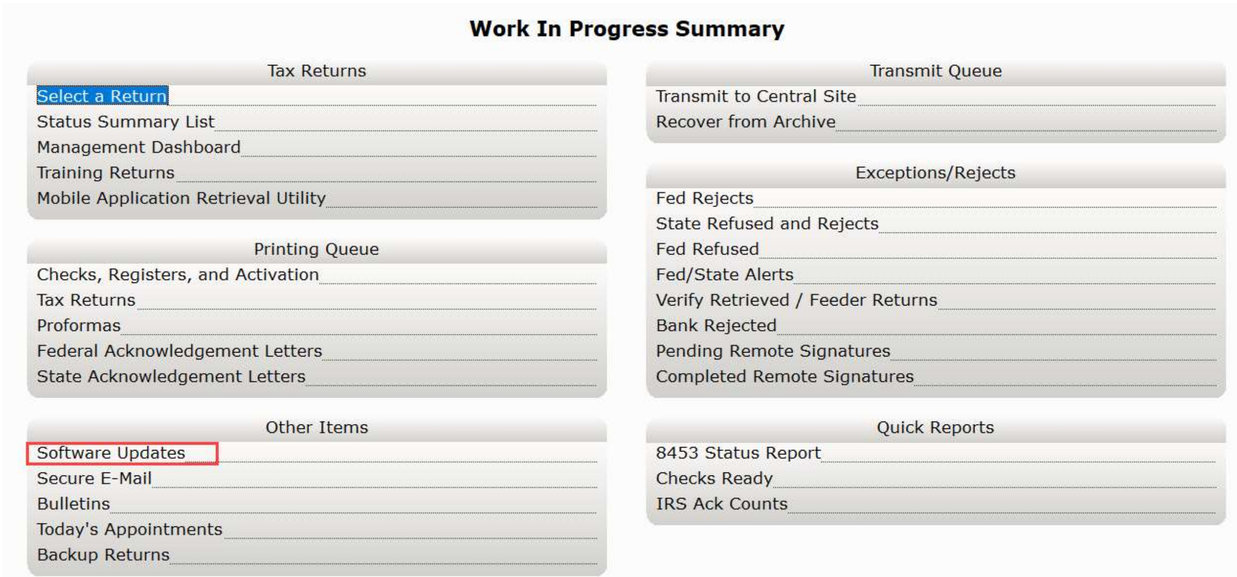
a. If on a network, close the program on all workstation computers.

b. In the program, click **Transmit** on the toolbar.

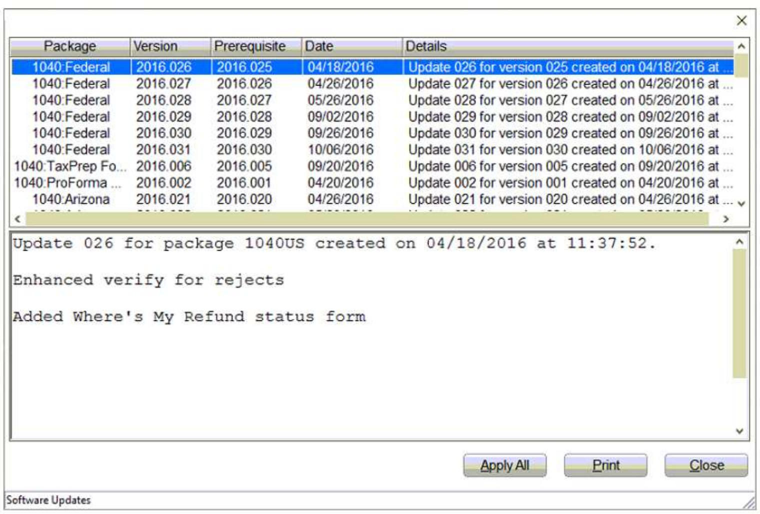
c. On the **Transmit to Central Site** dialog, click **Transmit**.



d. When the transmission is complete, click **Software Updates** on the **WIP** (**Work in Progress** screen). If the link for Software Updates is unavailable, no updates are available for install, and the program is up to date with the features and tax law changes.

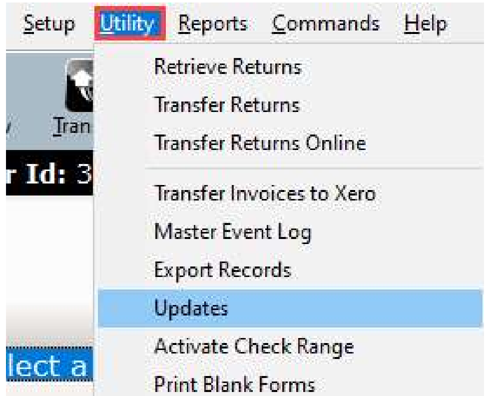


e. Click **Apply All,** and the program installs all available updates.

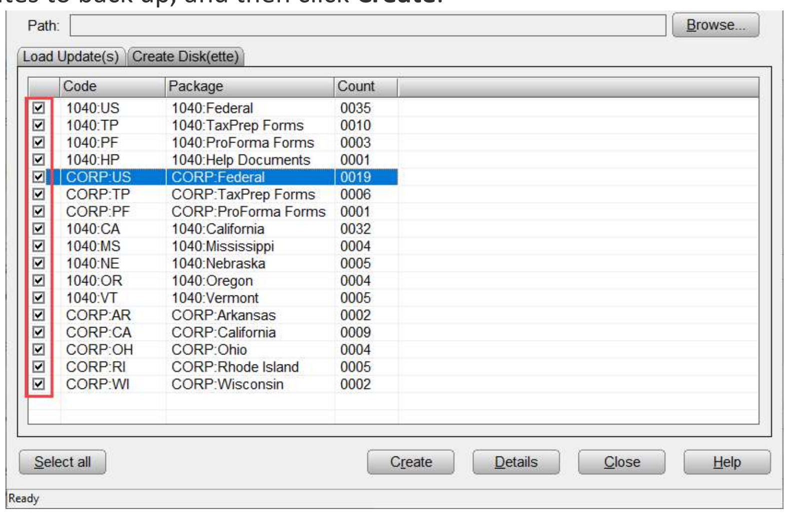


Steps to Install Updates on a Non-transmitting Computer:

a. From a transmitting computer, create a backup disk. To create a backup disk, follow these steps:
b. On the **Utility** menu, click **Updates**.



c. Click **Browse** and choose the location where you want to save the update files. You must back up updates to removable media such as a floppy disk or Flash drive.
d. Select the updates to back up, and then click **Create**.



e. From the non-transmitting computer, insert the backup disk into the USB or disk drive.
f. On the **Utility** menu, click **Updates**.
g. On the **Load Update(s) Tab**, click **Browse**. Browse to the location of the backup disk, and then click **OK**.
h. Select the updates to install, and then click **Load**.

How to Reach Us

If you require assistance, please **contact** Partner Support at **206-209-2653**, or email us at help@erosupport.com.