Prenger & Profitt, LLC
Retirement Plan Solutions

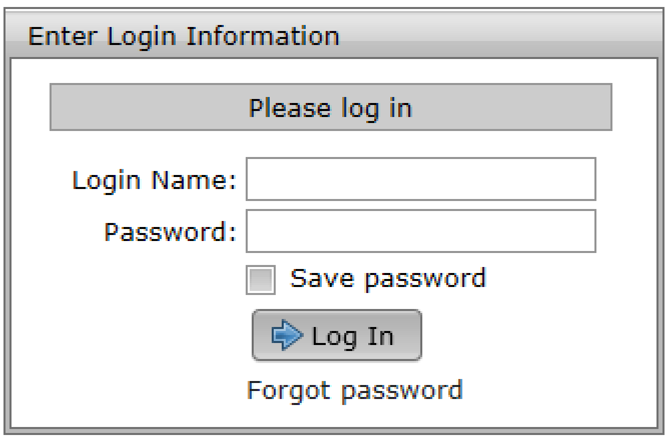
How Do I Access the Portal?

There are three ways to access the portal.

- You receive an invitation via email with a link to the portal website, which may contain your Login name and password.
- You gain access to the portal via a preparer's website, or
- Go to https://www.ftwilliam.com/cgi-bin/WebPortal/WebPortal.cgi?PLID=573b4a1a150388b

How Do I Log into the Portal?

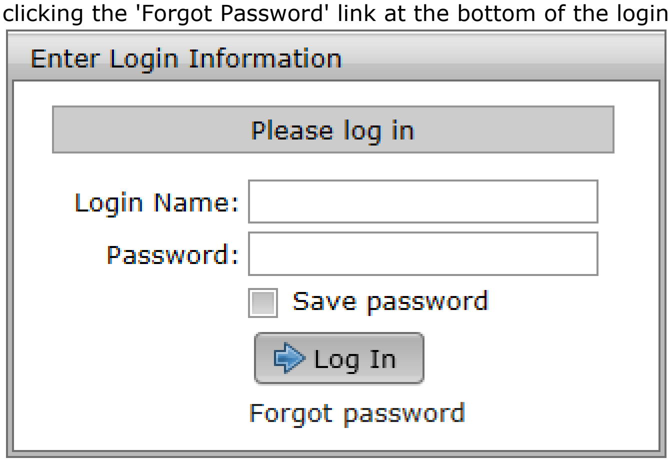
You will need your login name and password to log in. This must be provided to you by your plan administrator.



If you check Save Password, your password will be stored in your browser for the next time you log in. The browser will not store this password securely, so this option is not recommended on public or shared computers.

How Do I Reset My Password?

If you have logged in once before and have forgotten your password, you can reset your password by clicking the 'Forgot Password' link at the bottom of the login form.

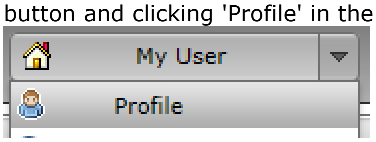


You will then be prompted to enter your account info and answer the security questions you setup.

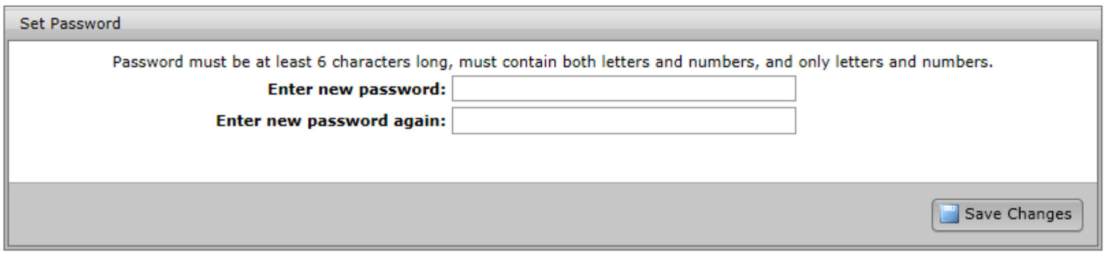
If you have not setup your security questions or have forgotten your answers, you will need to contact your plan administrator to reset your password.

How Do I Change My Password?

1. To change your password, go to the Profile page by clicking the down arrow next to the username button and clicking 'Profile' in the popup menu.

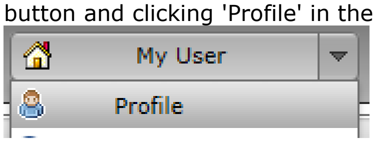


2. Next, enter a new password in the 'Set Password' box and click the 'Save Changes' button in that box to save.

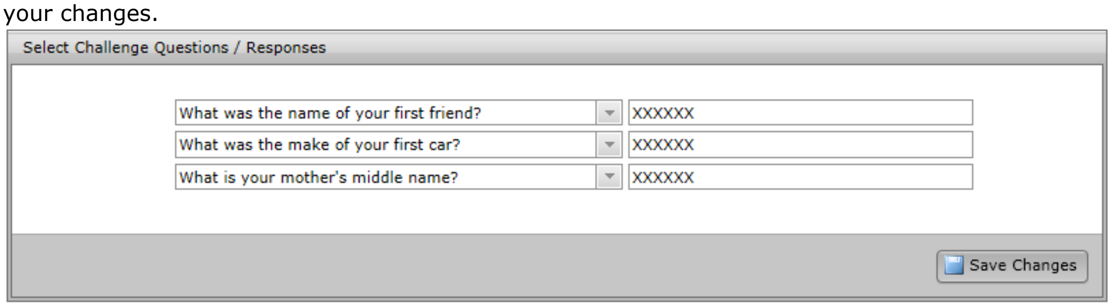


How Do I Change My Challenge Questions?

1. To change your password, go to the Profile page by clicking the down arrow next to the username button and clicking 'Profile' in the popup menu.

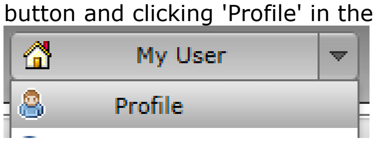


2. Next, select or enter your challenge questions and enter your responses in the 'Select Challenge Questions / Responses' box. You can type your own challenge questions into this box, but you must three unique challenge questions with answers. Click the 'Save Changes' button in that box to save your changes.

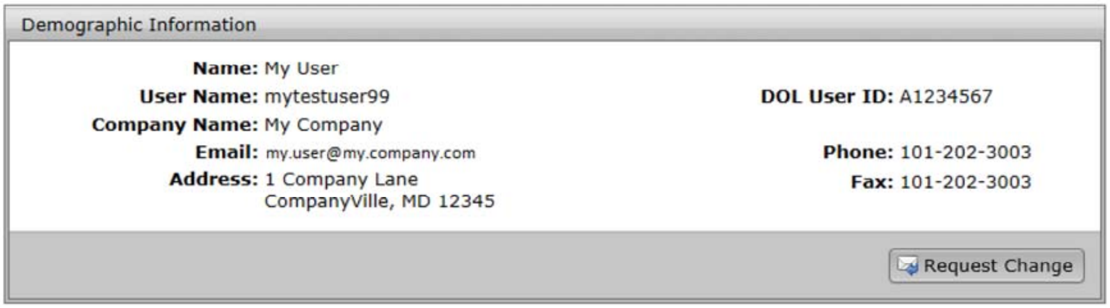


How Do I Change My Name, Email or Demographics?

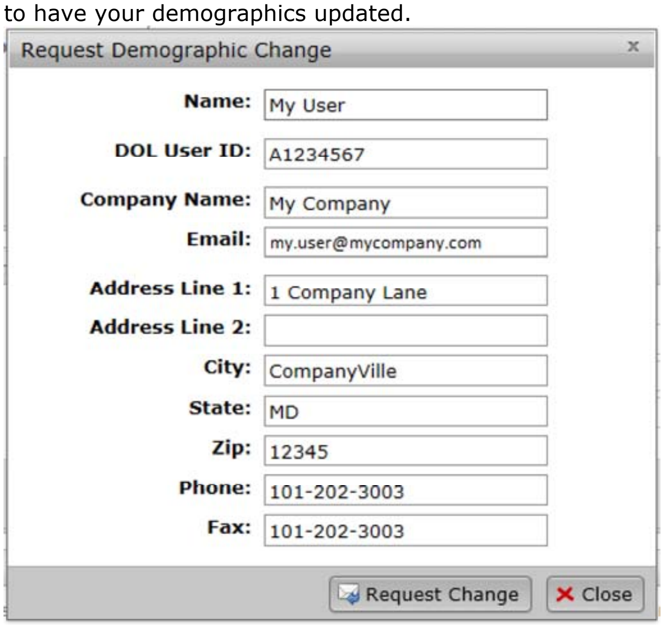
1. To change your password, go to the Profile page by clicking the down arrow next to the username button and clicking 'Profile' in the popup menu.



2. Next, click the 'Request Change' button in the 'Demographic Information' box.

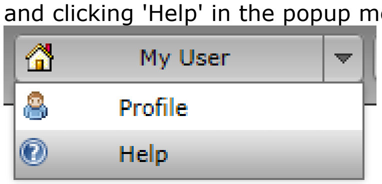


3. Edit your demographic information and click the 'Request Change' button. This will submit a request to have your demographics updated.

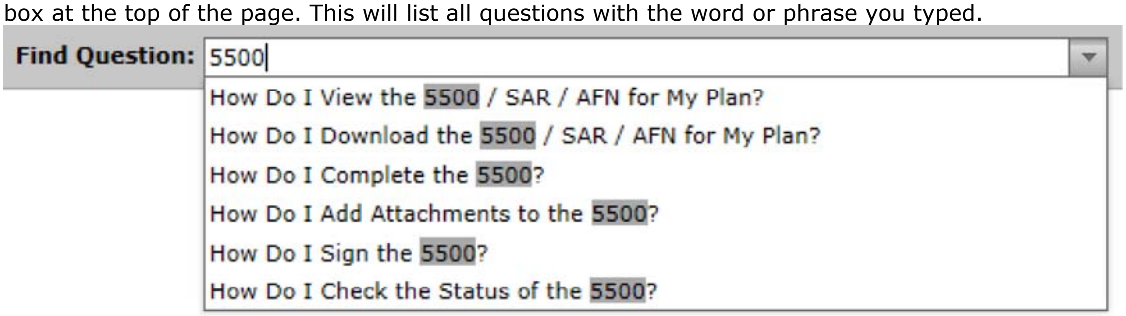


How Do I Find Help on the Portal?

1. You can get to the Help page after logging in by clicking the down arrow next to the username button and clicking 'Help' in the popup menu.



2. In the help window, you can search for the answer to your question by typing it into the dropdown box at the top of the page. This will list all questions with the word or phrase you typed.

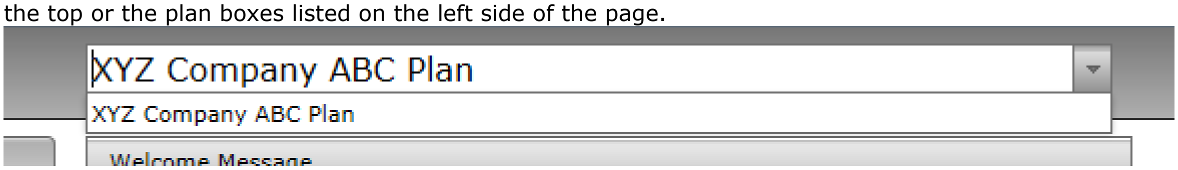


3. Click on the question you are looking for to be taken to that question in the list.
4. You can also see a printable version of this list by clicking the 'Print' button in the upper right corner.

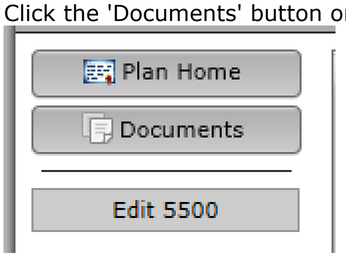
How Do I View the 5500 / SAR / AFN for My Plan?

1. If this is your first time viewing the document, you may view the document by clicking the appropriate 'Print and Review' link in your ToDo list. Otherwise, continue following the instructions below.

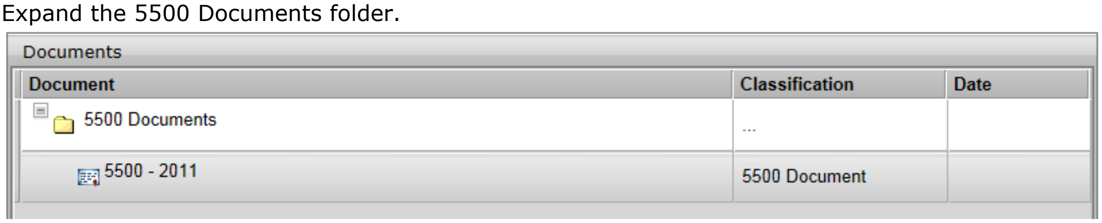
2. If you have access to more than one plan, you must first select the plan from the plan dropdown at the top or the plan boxes listed on the left side of the page.



3. Click the 'Documents' button on the left side of the page.



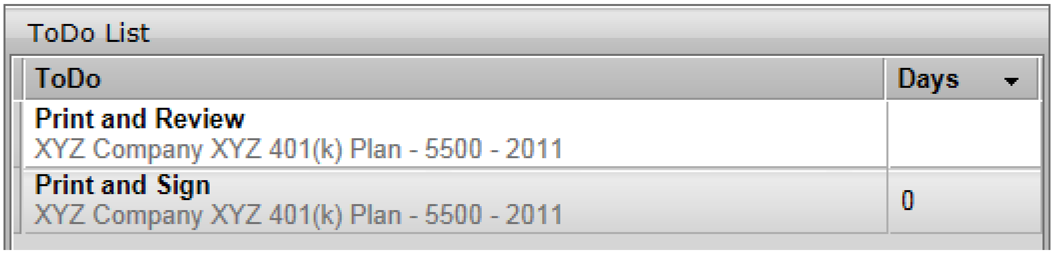
4. Expand the 5500 Documents folder.



5. Click on the document in the folder that you wish to view. For example, clicking on '5500 - 2011' will give you the 5500 for the plan year 2011.

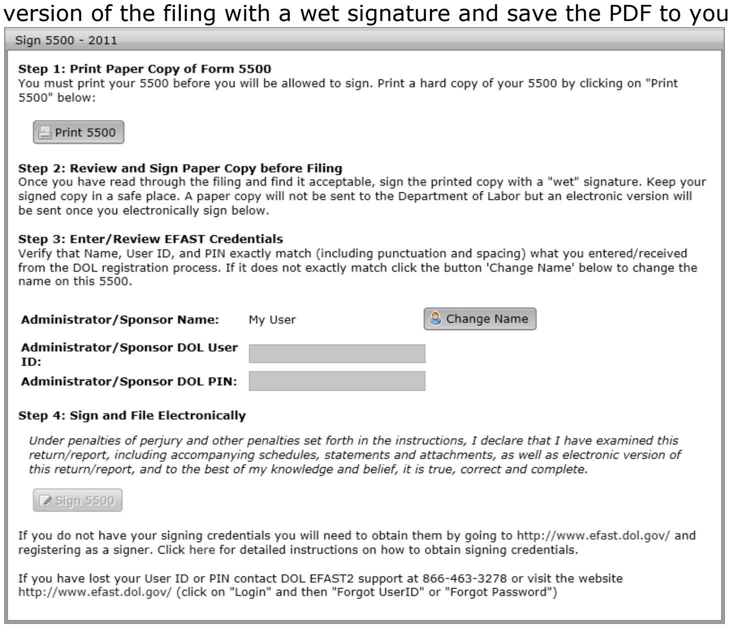
How Do I Sign the 5500?

1. You can sign the 5500 by either clicking the 'Print and Sign' item in your ToDo list for the plan you wish to sign.



2. Or by clicking the 'E-Sign 5500' link / button on the left side of the page. If you have more than one plan, you may need to select your plan from the plan dropdown at the top of the page before clicking the edit link.

3. To complete the signing process, you must first click the 'Print 5500' button before you will be allowed to enter your User ID and PIN to sign the filing. There are also instructions to sign the paper version of the filing with a wet signature and save the PDF to your hard drive.



Sign 5500 - 2011

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:

Print 5500

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: My 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

If you do not have your signing credentials you will need to obtain them by going to http://www.efast.dol.gov/ and registering as a signer. Click here for detailed instructions on how to obtain signing credentials.

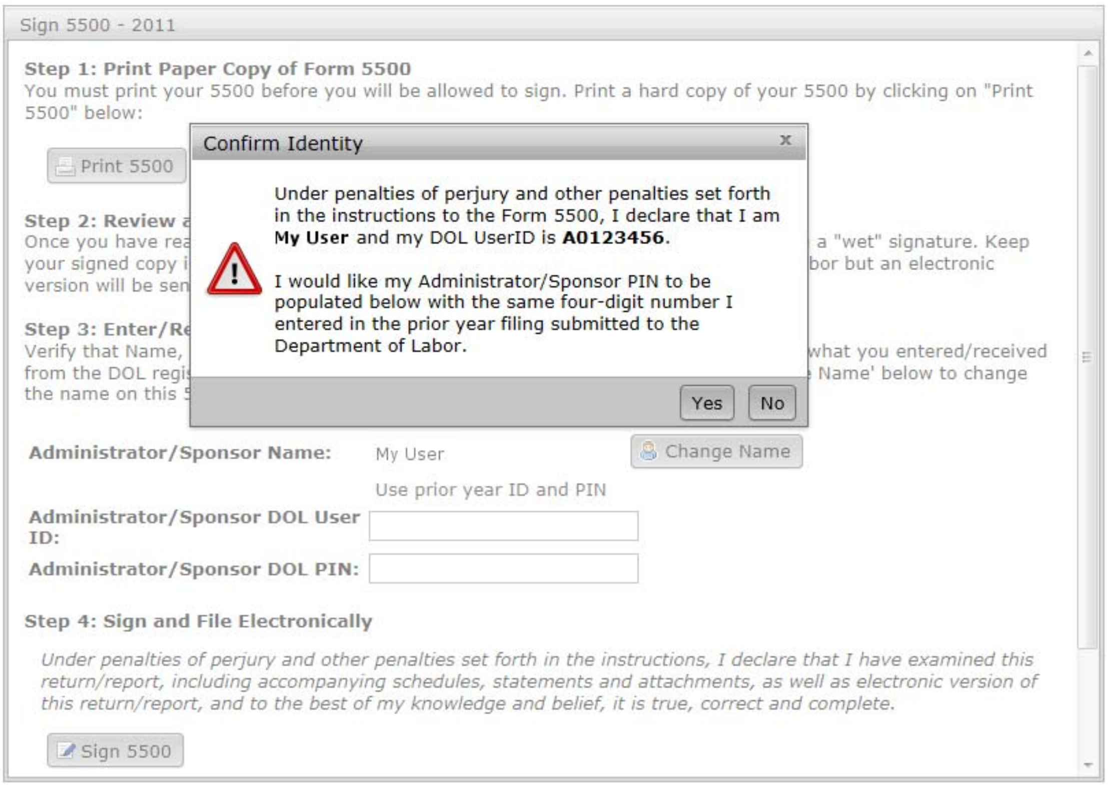
If you have lost your User ID or PIN contact DOL EFAST2 support at 866-463-3278 or visit the website http://www.efast.dol.gov/ (click on "Login" and then "Forgot UserID" or "Forgot Password")

4. Your name, User ID, and PIN must exactly match what you entered / received from the DOL registration process. If your name does not match, you may change it by clicking the 'Change Name' button. Doing so will require that you reprint the 5500 by clicking the 'Print 5500' button.

5. When ready to file, click the 'Sign 5500' button. After signing, you will be shown the [5500 status page](#).

How Do I Sign the 5500 Using a Prior Year User ID and PIN?

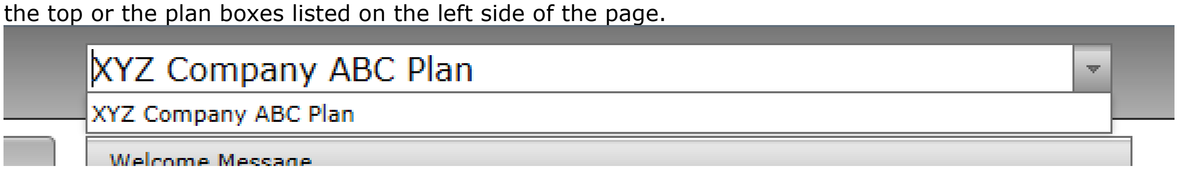
1. See [How Do I Sign the 5500?] to see how access the 5500 signing page and start the signing process.
2. When you reach step 3 of the signing process, click the 'Use prior year ID and PIN' link above the user ID field.
    - Note that the option to use a prior year's user ID and PIN will only be available if there is a prior year accepted filing and the same signer name is used to sign the 5500 for the current / next year.



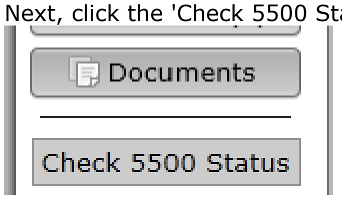
3. You will see an Identity Confirmation box. Click the Yes button to verify that you are the identified signer.
4. When ready to file, click the 'Sign 5500' button. After signing, you will be shown the [5500 status page].

How Do I Check the Status of the 5500?

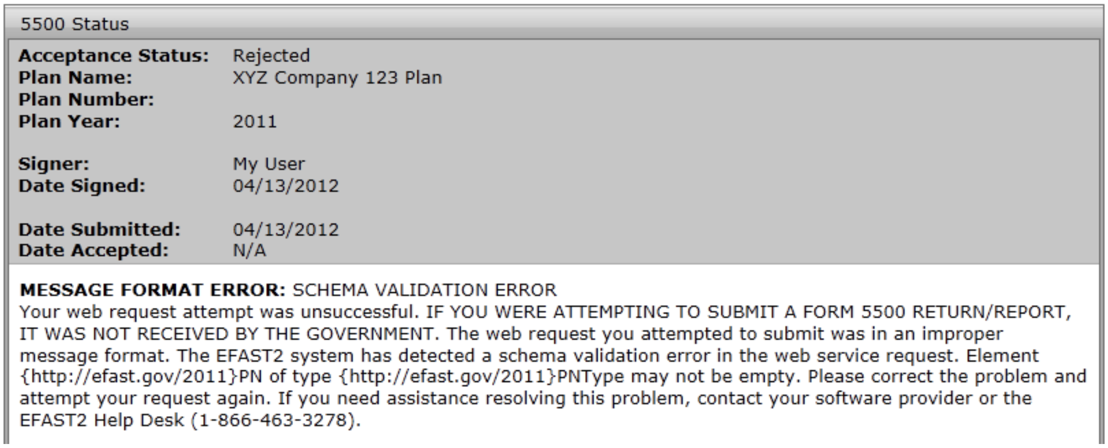
1. Once the 5500 has been filed, you may see the status of the filing.
2. If you have access to more than one plan, you must first select the plan from the plan dropdown at the top or the plan boxes listed on the left side of the page.



3. Next, click the 'Check 5500 Status' link / button on the left side of the page.



4. You will then see a filing like the one shown below.


5500 Status

Acceptance Status: Rejected
Plan Name: XYZ Company 123 Plan
Plan Number:
Plan Year: 2011

Signer: My User
Date Signed: 04/13/2012

Date Submitted: 04/13/2012
Date Accepted: N/A

MESSAGE FORMAT ERROR: SCHEMA VALIDATION ERROR
Your web request attempt was unsuccessful. IF YOU WERE ATTEMPTING TO SUBMIT A FORM 5500 RETURN/REPORT, IT WAS NOT RECEIVED BY THE GOVERNMENT. The web request you attempted to submit was in an improper message format. The EFAST2 system has detected a schema validation error in the web service request. Element {http://efast.gov/2011}PN of type {http://efast.gov/2011}PNType may not be empty. Please correct the problem and attempt your request again. If you need assistance resolving this problem, contact your software provider or the EFAST2 Help Desk (1-866-463-3278).

5. The following are statuses you may see in your filing.

    - **Not Submitted:** Your filing has not yet been signed/submitted. Once signed, the filing status could be changed to 'Submitted', as all filings are automatically submitted once the proper e-signatures have been obtained

    - **Submitted:** Your filing has been submitted to the DOL, but it has not been accepted yet. Next to a 'Submitted' status you'll be given an option to 'Check Acceptance', which you can click in order to check the status of your plan.

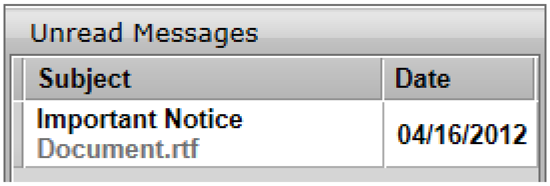
    - **Accepted:** The DOL has accepted the filing.

    - **Not Accepted:** The DOL has not accepted the filing due to the plan not meeting the DOL required edit checks. The software should provide you with a list of the DOL errors. (These errors are also included in the edit checks on the preparation system. So, if your plan has no errors before filing, your filing should be accepted.) The filing is still considered filed but you will likely need to amend the filing.

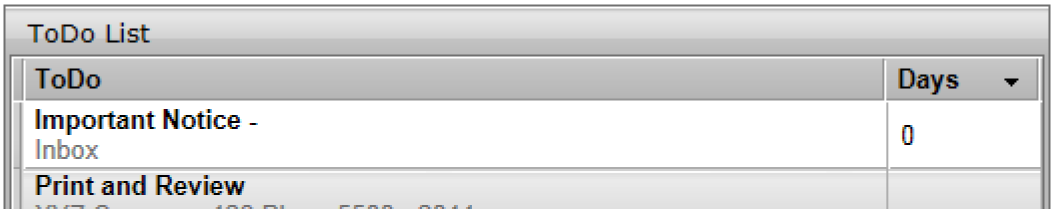
    - **Rejected:** If certain fields are missing, your filing will be rejected. The fields are: plan year end/begin dates, EIN, plan number, and plan name. You will not have the option to amend the filing since it was never filed according to the DOL. Your plan administrator will need to unlock, modify, and allow you to resubmit the plan to the DOL.

How Do I View a Message I Received?

1. If the message you are looking for is one you have not viewed yet, it will show up in your 'Unread Messages' list on the right side of your home page.

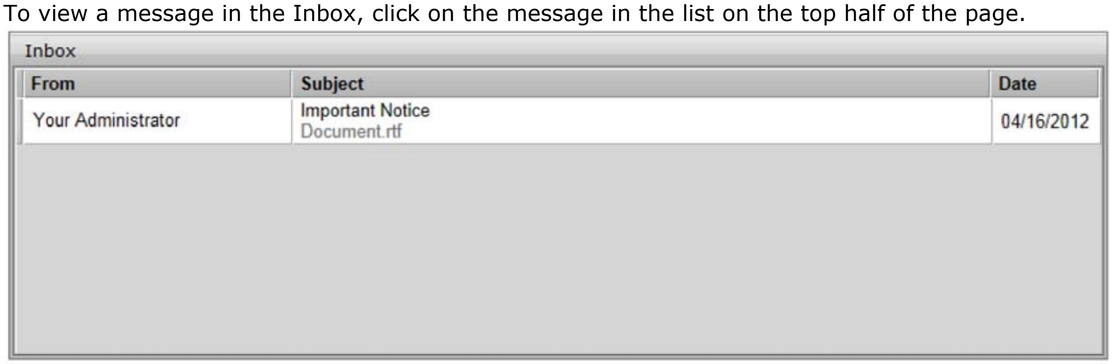


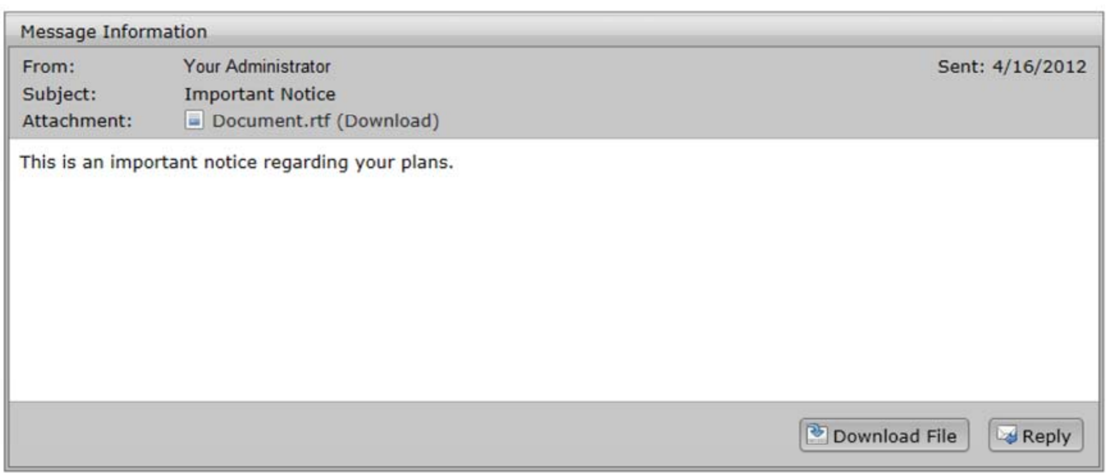
2. If the message has not been viewed yet and your plan administrator has added it to your ToDo list, you may also access the message by clicking on it in your ToDo list.



3. You can also access all the messages you have received by clicking on the Inbox button in the top left side of the page.

4. To view a message in the Inbox, click on the message in the list on the top half of the page.



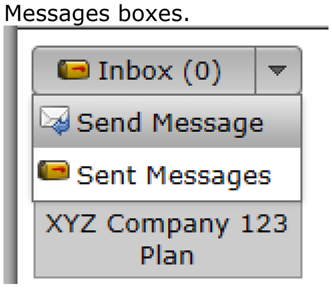


5. After selecting a message, you will see its contents in the lower half the page. Here you can also download any attachments by clicking on the filename in the attachment list or by clicking the 'Download File' button at the bottom. You can also reply to this message by clicking the 'Reply' button.

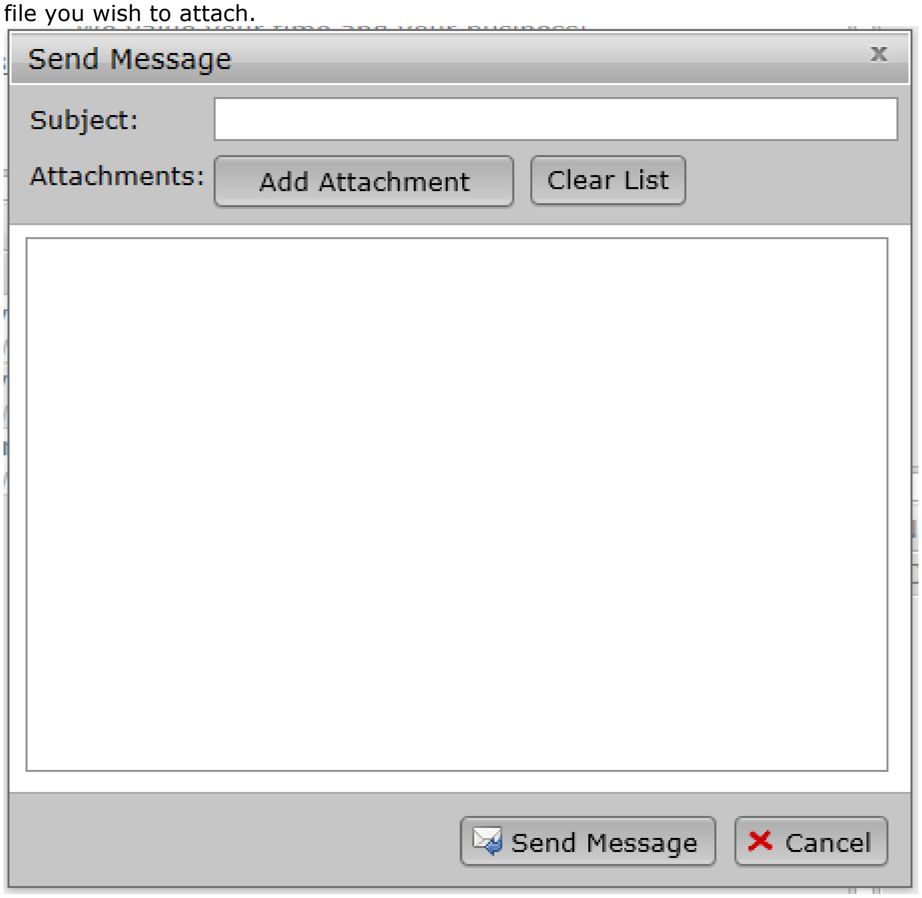
How Do I Send a Message?

1. If you wish to reply to an existing message, click the 'Reply' button in the 'Message Information' pane as described in [How Do I View a Message I Received?](#).

2. If you wish to start a new message, you can do so by clicking on the 'Send Message' menu option accessed by clicking the down arrow on the Inbox or the user name button. You can also send a message by clicking the 'Send Message' button, which is visible while viewing the Inbox or Sent Messages boxes.



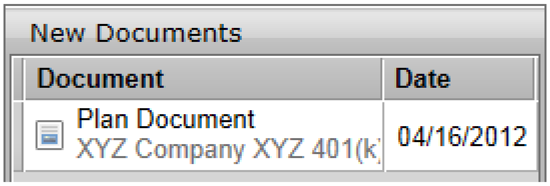
3. In the 'Send Message' window, fill out your subject and add a message by typing text into the box in the middle. You may also add attachments by clicking the 'Add Attachment' button and selecting the file you wish to attach.



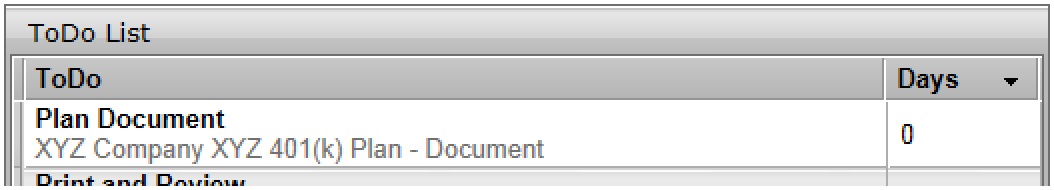
4. Click the 'Send Message' button at the bottom when you're ready to send your message.

How Do I View a Document?

1. If the document you are looking for is one you have not viewed yet, it will show up in your 'New Documents' list on the right side of your home or plan page.

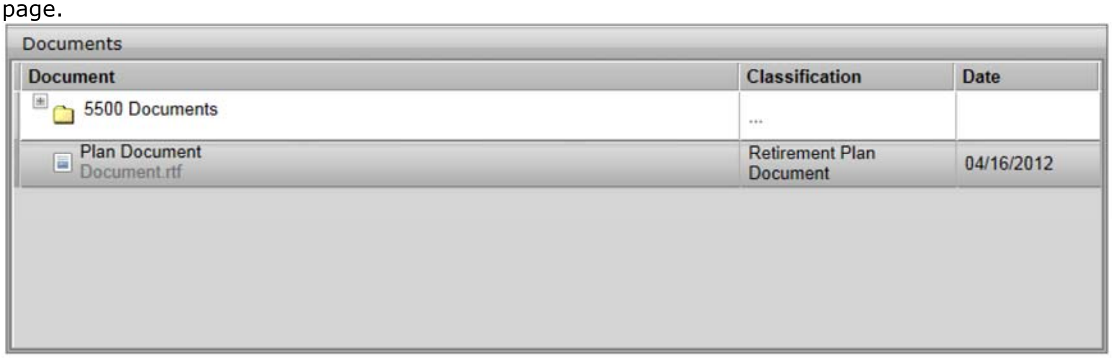


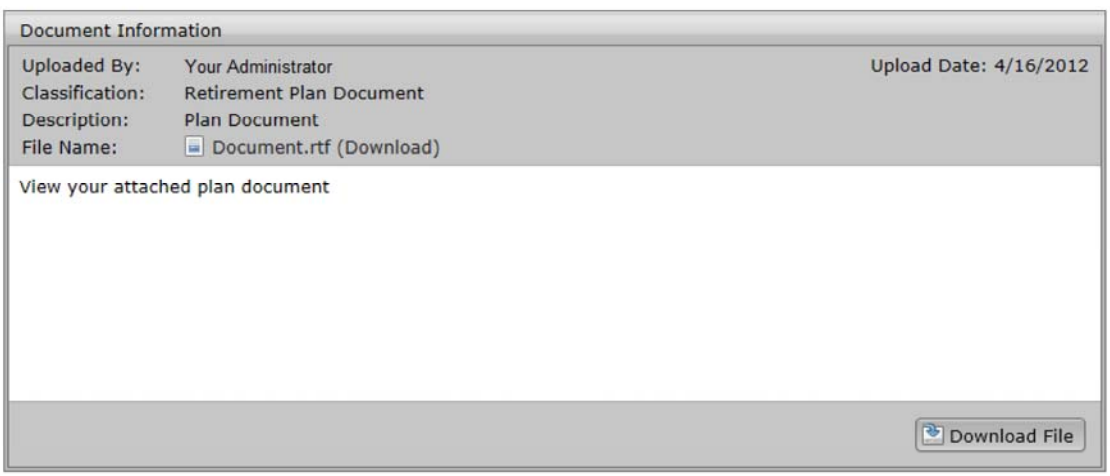
2. If the document has not been viewed yet and your plan administrator has added it to your ToDo list, you may also access the document by clicking on it in your ToDo list.



3. You can also access all the uploaded documents for a plan by selecting a plan from the dropdown at the top of the page and clicking the 'Documents' button on the left side of the page.

4. To view a document in a plan's documents list, click on the document in the list on the top half of the page.





5. After selecting a document, you will see its contents in the lower half of the page. Here you can also download that document's files by clicking on the filename in the attachment list or by clicking the 'Download File' button at the bottom.