

# Most Common EFAST2 Registration, Login, and Filing Errors



## Common Registration and Login Errors:

Error Message	Ways to Correct/Avoid
<p>The e-mail address you provided is already in use (you may have already set up an account). Please click “Login” and use “Forgot User ID” or “Forgot Password” to retrieve your User ID or change your password.</p>	<p>Continue to use the account for which you previously registered:</p> <ul style="list-style-type: none"> <li>• Use the “Forgot User ID” button on the Login page if you need to retrieve your EFAST2 User ID.</li> <li>• Use the “Forgot Password” button on the Login page if you need to change your EFAST2 password.</li> </ul>
<p>Your EFAST2 user account has been locked due to three unsuccessful attempts to enter the correct User ID and password. You may retrieve these pieces of information by using the “Forgot User ID” and “Forgot Password” links below. Please check the email account associated with this account for further information.</p>	<ul style="list-style-type: none"> <li>• Use the “Forgot User ID” button to retrieve your EFAST2 User ID.</li> <li>• Use the “Forgot My Password” button on the Login page to change your EFAST2 password.</li> </ul>
<p>Your EFAST2 account has been temporarily revoked due to three unsuccessful attempts to answer your challenge question. You may re-try to answer your challenge question after twenty (20) minutes. Please check the email account associated with this account for further directions.</p>	<ul style="list-style-type: none"> <li>• Try to login again after 20 minutes.</li> <li>• Alternatively, if you do not wish to continue trying to answer your challenge question, call the EFAST2 Contact Center at 866-GO EFAST (866-463-3278) and request to have your account permanently revoked. Once your account is permanently revoked, you can register for a new account. The new account can be created with the email address of your revoked account.</li> </ul>
<p>Your access has been permanently revoked due to five (5) consecutive temporary lockouts. Please contact the EFAST2 Contact Center at 866-GO-EFAST (866- 463-3278) for assistance.</p>	<p>Register for a new account. The new account can be created with the email address of your revoked account. If you have concerns or questions, call the EFAST2 Contact Center at 866-GO EFAST (866-463-3278).</p>

## Most Common EFAST2 Filing Errors and Warnings

Error Number(s)	Error or Warning Message	Ways to Correct/Avoid
Z-010 Z-011	The plan sponsor's or plan administrator's address provided on Line 2a or 3a of the Form 5500 or Form 5500-SF may be invalid.	The address provided on <b>lines 2a and/or 3a of the Form 5500 or Form 5500-SF</b> is not a verified US Postal Service address. Check that a complete and accurate address has been provided.
Z-003	The plan name on Line 1a of the Form 5500 or Form 5500-SF of this filing submission does not match the plan name provided on last year's return/report.	Verify that the correct plan name has been provided <b>on Line 1a of the Form 5500 or Form 5500-SF</b> . If the plan name has changed since last year's return/report, find the plan name as it appeared on Line 1a of the last return/report and enter that onto Line 4c of the Form 5500 or Form 5500-SF.
I-101 I-101SF	Your filing may be late if the Form 5500 or 5500-SF is received after the due date (or extended due date). If the return is processed with this warning, the DOL or IRS may contact you concerning the late filing.	<p>If an extension was filed, check the appropriate box in Part I of the Form 5500 or Form 5500-SF. If an extension was not filed, or the extension was filed after the plan's normal due date without a timely request for extension having been filed, or the return/report was filed after the extended deadline, attach an explanation of reasonable cause for filing late.</p> <p>If the report is being filed pursuant to the Delinquent Filer Voluntary Compliance program (DFVC), check the box labeled "DFVC program" located in Part I, Line D of the Form 5500 or line C of the Form 5500-SF.</p>
Z-001	The EIN, Plan Number, Form Year and Plan Year Ending dates on this filing submission match a previous filing submission and therefore may be a duplicate submission. If you are attempting to amend a previous submission, please select "an amended return/report" on Line B of the Form 5500 or Form 5500-SF. If a duplicate was submitted in error, no further action is needed, but try to avoid duplicate submissions in the future.	If you are attempting to amend a previous filing, check the "an amended return/report" box on Line B of the Form 5500 or Form 5500-SF. Otherwise, no further action is needed.

Error Number(s)	Error or Warning Message	Ways to Correct/Avoid
P-317	Schedule H, Line 4i is checked "yes," but Schedule of Assets is not attached. If included with your Accountant's Report you must still attach a statement.	Make sure the Schedule of Assets is attached to the filing using the "Schedule of Assets (Held at End of Year)" attachment type label.
P-205	Accountant's Opinion (Attachments/AccountantOpinion) is not attached and an exemption has not been indicated on Schedule H Lines 3d(1) or 3d(2). Review Schedule H Lines 3d(1) or 3d(2) and/or provide an Accountant's Opinion.	Make sure the answers to Schedule H Lines 3d(1) or 3d(2) are correct and/or attach an Accountant's Opinion using the "Accountant's Opinion" attachment type label.
P-204	Accountant's Opinion is not attached and you have assets and/or liabilities on your Schedule H. You must attach an Accountant's Opinion with the required financial information unless you are eligible to claim an exemption.	If assets and/or liabilities are noted on the Schedule H attached to your filing, you must attach an Accountant's Opinion, unless you are eligible to claim an exemption. Make sure the Accountant's Opinion is attached to the filing using the "Accountant's Opinion" attachment type label.
P-227	You must provide a valid Plan Sponsor's User ID and PIN or Administrator's User ID and PIN.	<p>The Form 5500 must contain the electronic signature of the plan administrator or a valid e-signature.</p> <p>If the same person serves as both the plan sponsor and plan administrator, that person only needs to sign as the plan administrator on the "Plan Administrator" line.</p> <p>An electronic signature is a valid EFAST2 User ID and PIN.</p> <p>The Form 5500 and 5500-SF signer(s) must register through the EFAST2 website to obtain an EFAST2 User ID and PIN.</p> <p>The signer(s) user profile must have the "Filing Signer" role checked.</p> <p>The signer(s) must have a User ID in an "Active" status (meaning the signer has completed all registration steps and the ID is not in "Revoked" status).</p> <p>The PIN entered as the signature must be the correct PIN that is associated with the signer's User ID.</p>