

FAQs on EFAST2 Credentials



U.S. Department of Labor
Employee Benefits Security Administration

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Q0: [deleted]

Q1: Who needs to register to use EFAST2?

EFAST2 user credentials belong to the individual who obtains them. They cannot be shared. The following people may need to register for EFAST2:

- Anyone who wants to complete the Form 5500, Form 5500-SF, or Form 5500-EZ and/or the schedules by using IFILE. Check the “Filing Author” and/or “Schedule Author” user type(s) when registering.
- Anyone who needs to register as a pooled plan provider must complete the Form PR using IFILE. Check the “Filing Author” and “Filing Signer” user types when registering.
- All plan sponsors, plan administrators, individuals signing for Direct Filing Entities, and plan service providers who have written authorization to file on behalf of the plan administrator under the EFAST2 e-signature option. Check the “Filing Signer” user type when registering. If an individual is signing a filing as the plan administrator or plan sponsor, that individual only needs to register once.
- Some people who want to transmit completed filings through third-party software. Check the “Transmitter” user type. Contact your third-party software provider to determine if this is necessary.

Registration as a Filing Signer is required for individuals who will be electronically signing filings submitted to EFAST2. Upon registering, you will be issued the following credentials:

- User ID (used to identify you)
- PIN (used as your electronic signature)

Enrolled actuaries and accountants do not need to register as a Filing Signer to manually sign a Schedule SB, Schedule MB, Accountant’s Opinion, or audit report filed with a Form 5500 Series.

Although you provide company information when registering, the credentials are personal and are not linked to a plan.

You do not need to register to access parts of the [EFAST2 website](#) that provide basic public disclosure and reference information.

Q2: How do I register for EFAST2 credentials?

From the [EFAST2 website](#), click **Sign In with Login.gov** and follow the steps to **Sign In** or **Create an Account** at [Login.gov](#). When you return to the [EFAST2 website](#), you can complete your profile and receive your User ID and PIN.

- (1) Click **Sign in with Login.gov** and complete the required registration and/or log in.
- (2) After returning to the [EFAST2 website](#) from [Login.gov](#), you can choose to **Create** an EFAST2 account if an existing account is not found for you.
- (3) On the EFAST2 Registration page, click **Continue**.
- (4) Read and accept the privacy statement.

- (5) On the next screen, provide your profile information and select one or more user types. For example, someone preparing, signing, and submitting a filing through IFILE will choose Filing Author and Filing Signer. After verifying that the information you entered is correct, click **Submit**.
- (6) You will be asked to accept the **PIN Agreement**, which describes the security of your PIN and what to do if your PIN is lost or stolen. You will also be asked to accept the **Signature Agreement** if you will be signing the filing.
- (7) The **Confirmation** page displays your EFAST2 **UserID** and **PIN**, and your EFAST2 registration is complete.

Q3a: I don't have a Login.gov account. What do I need to do?

From the [EFAST2 website](#), click **Sign In with Login.gov** and follow the steps to **Create an Account**.

- (1) On the EFAST2 login page, click **Sign in with Login.gov**.
- (2) On the [Login.gov](#) website, click **Create an Account**.
- (3) Enter an email address. Use the same email address that you use for EFAST2 if you have an existing EFAST2 account. Click **Submit**.
- (4) A message will be displayed to indicate that an email was sent to the given email address.
- (5) From the email, click **Confirm Email Address**.
- (6) On the [Login.gov](#) password page, create a strong password of at least 12 characters, and then click **Continue**.
- (7) On the Authentication Method Setup page, select any option from the list. For example, select the phone method to get security codes by text message (SMS) or phone call. Click **Continue**.
- (8) After adding an authentication method, click **Agree and Continue**.

Q3b: How do I sign in with Login.gov?

From the EFAST2 website, click **Sign In with Login.gov** and follow the steps to Sign In.

- (1) On the EFAST2 login page, click **Sign in with Login.gov**.
- (2) On the [Login.gov](#) website, enter your email address and password and click **Sign In**.
- (3) Enter the requested information on the authentication page and click **Submit**.
- (4) You must accept the Terms of Service to continue.
- (5) If you are logging in for the first time, you will be directed to the **My Profile** page to set up your [Login.gov](#) profile.

Q4: Do I have to use Login.gov to register or log in with EFAST2?

As of January 1, 2023, all new EFAST2 users must use Login.gov to obtain EFAST2 credentials and to log in to the EFAST2 website.

Q5: [deleted]

Q6: [deleted]

Q7: [deleted]

Q8: I don't remember my PIN. How can I retrieve it?

After logging in to the [EFAST2 website](#), you may view or change your PIN and/or profile information by going to **Your Account** and clicking **Profile & PIN**.

Q9: [deleted]

Q10: How can I change the address, email address, or user types on my EFAST2 profile?

If you need to change your EFAST2 profile information, including the user type(s) that are associated with your User ID, first log in to the EFAST2 website.

Once you are signed in, go to *Your Account* in the navigation menu and select *Sign In & PIN Help*. On the profile page, select Change Profile. Don't forget to save your changes when you are finished.

The EFAST2 User ID is a unique, system-generated ID that cannot be changed for an established account.

Q11: [deleted]

Q12: I am not sure if I have already registered. How can I check?

If you are unsure whether you have a Login.gov account, click *Sign In with Login.gov*, and then click *Create an Account* and enter your email address. You will receive an email to continue to create a new account, or an email that indicates that you already have a Login.gov account.

Alternatively, click *Forgot your password*, and enter your email address. If you have a Login.gov account, you will receive an email with a link to Reset your Password. Otherwise, you will receive an email to indicate that there is not a Login.gov account connected to the email address that you entered.

Q13: I work for multiple companies, but the Company Name field will not let me enter both company names. How can I register for all my companies/plans?

The EFAST2 registration process does not provide a way to add multiple companies to a profile, and it is not necessary for you to do so. Although you provide employment information when registering, the credentials are personal and are not linked to a company or plan. The EFAST2 credentials can be used to identify the registrant for multiple years and on multiple filings.

EFAST2 registration allows only one active User ID per valid email account. Each person should need only one active registration.

Q14: What are User Types, and which should I choose?

Each user type has specific filing tasks associated with it. If the registrant will be performing multiple filing tasks, they may select multiple user types.

Filing Author: Filing Authors can complete Form 5500/5500-SF/5500-EZ (including the accompanying schedules and attachments) and Form PR, submit the filing, and check filing status.

Filing Authors cannot sign filings unless they also have the “Filing Signer” role. If you are using EFAST2-approved third-party software instead of IFILE, you do not need to check this box.

Filing Signer: Filing signers are Plan Administrators, Employers/Plan Sponsors, or Direct Filing Entities who electronically sign Form 5500/5500-SF/5500-EZ or Form PR. This role should also be selected by plan service providers that have written authorization to file on behalf of the plan administrator under the EFAST2 e-signature option.

No other filing-related functions may be performed by selecting this user role alone.

Schedule Author: Schedule Authors can complete one or more of the schedules that accompany Form 5500/5500-SF/5500-EZ. Schedules created by a Schedule Author are not associated with a filing. For a schedule created by a Schedule Author to be used in a filing, the schedule must be exported. This exported file will then be imported by the Filing Author to the correct filing.

Schedule Authors cannot initiate, sign, or submit a filing. If the Filing Author is using EFAST2-approved third-party software instead of IFILE, you do not need to check this box.

Transmitter: Transmitters can transmit Form 5500/5500-SF/5500-EZ filings to the EFAST2 system for processing on behalf of others. Transmitters are responsible for the security of all filing information prior to and during its transmission. A Transmitter can be a company, trade, business, or individual.

Third-Party Software Developer: Third-Party Software Developers make Form 5500 Series filing preparation or transmission software. They submit test cases using their software to the EFAST2 Participant Acceptance Testing System (PATS). The PATS Certification Team will then review their submissions and provide feedback or will approve and certify the software. A Third-Party Software Developer can be a company, trade, business, or individual.

Only Form 5500/5500-SF/5500-EZ filings can be completed with a Third-Party Software Developer application. Form PR must be filed using IFILE.

Q15: Do I need to register each year?

No. EFAST2 credentials can be used to identify the registrant for multiple years and on multiple filings. You should only need to register one time.

Q16: Where can I find more information about EFAST2 credentials?

The [EFAST2 website](#) contains links to Frequently Asked Questions, User Guides, and instructions.

Q17: I am the new author/signer for the company and do not know the previous credentials. What do I do?

EFAST2 author/signer credentials are not linked to a specific plan or Employer Identification Number. The credentials belong to the individual who obtains them and are not transferrable.

You can view filings previously submitted for a plan through the [EFAST2 website](#).

Please contact the [EFAST2 Help Desk](#) if you need more assistance.

Q18: Can I delete my account?

Yes. To delete a [Login.gov](#) account, see the [Login.gov website](#).

Q19: Which email can I use for creating an account?

If you have an existing EFAST2 account, it is easiest if you use the same email address when creating your [Login.gov](#) account.

You will need access to that account to complete the [Login.gov](#) account creation.

We do not recommend using a shared email account for registration. EFAST2 registration is not linked to a specific plan or Employer Identification Number. EFAST2 user credentials belong to the person who obtains them and are not transferrable.

Q20: What is Login.gov?

[Login.gov](#) is a shared service that is trusted by Government agencies. With one [Login.gov](#) account, you can access applications from many participating Government partners.

Q21: Where can I get help with Login.gov?

See the [Login.gov website](#).