



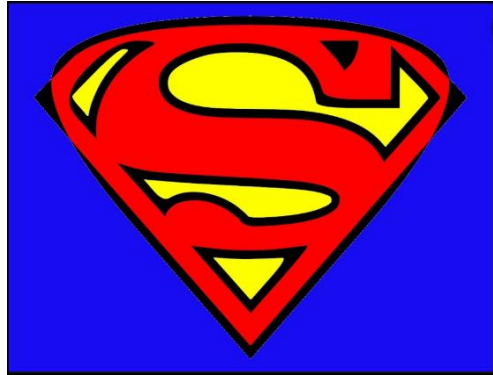
TAX TRANSFORMATION

S U M M I T

NOVEMBER 3-5, 2019

Top 10 Support Issues and How to Overcome Them

Doug Shawver – National Account Support Representative



Super Support

Doug Shawver

Doug Shawver is a National Account Support Representative for SurePrep LLC, a leading provider of tax productivity solutions to U.S. public accounting firms. Doug excels in delivering top-notch assistance to premium clients and in delivering tier 2 support for all firms. Doug joined SurePrep as a member of the support team in 2016.

Doug joined SurePrep with 15 years of customer support experience, over 10 years serving the IT industries.



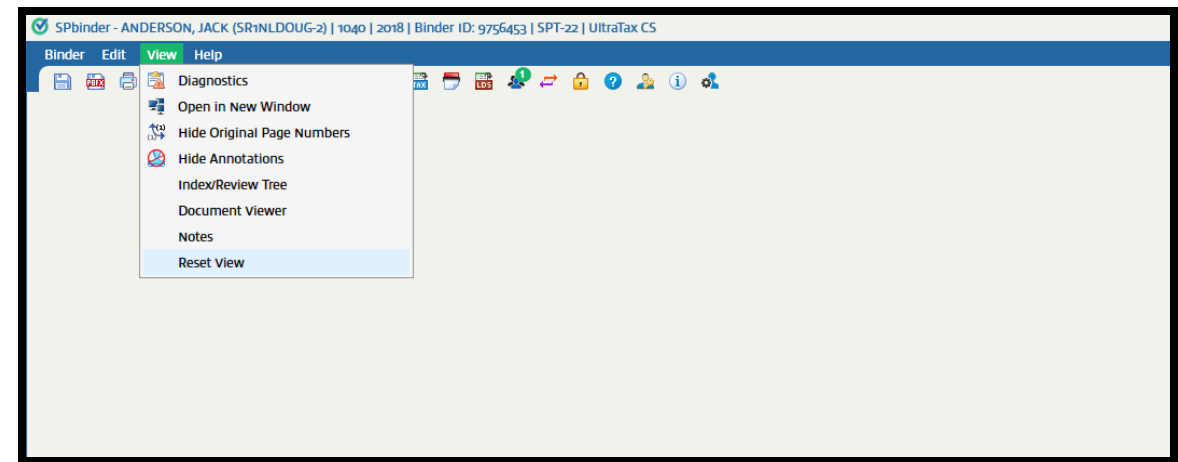
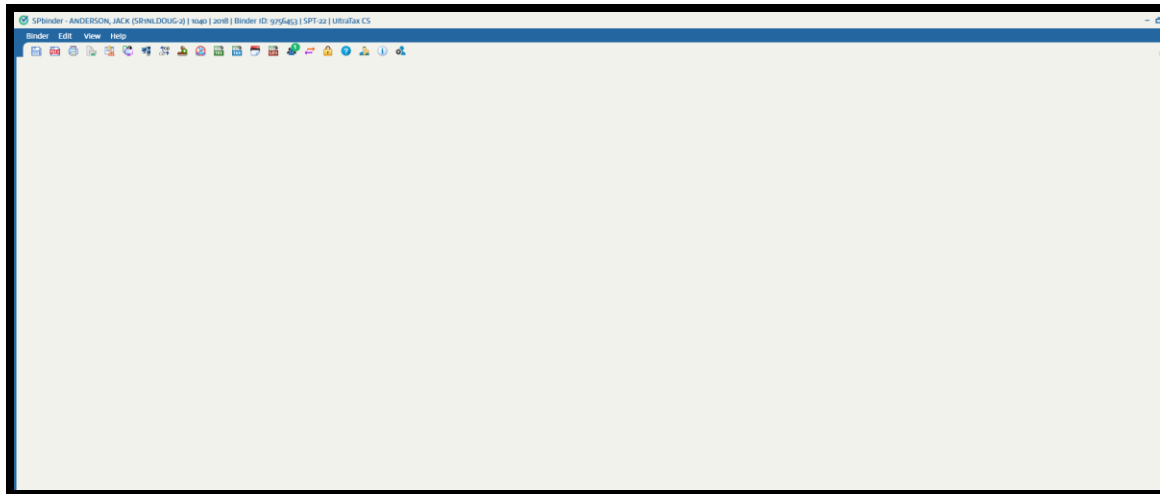
TAX TRANSFORMATION

S U M M I T

NOVEMBER 3-5, 2019

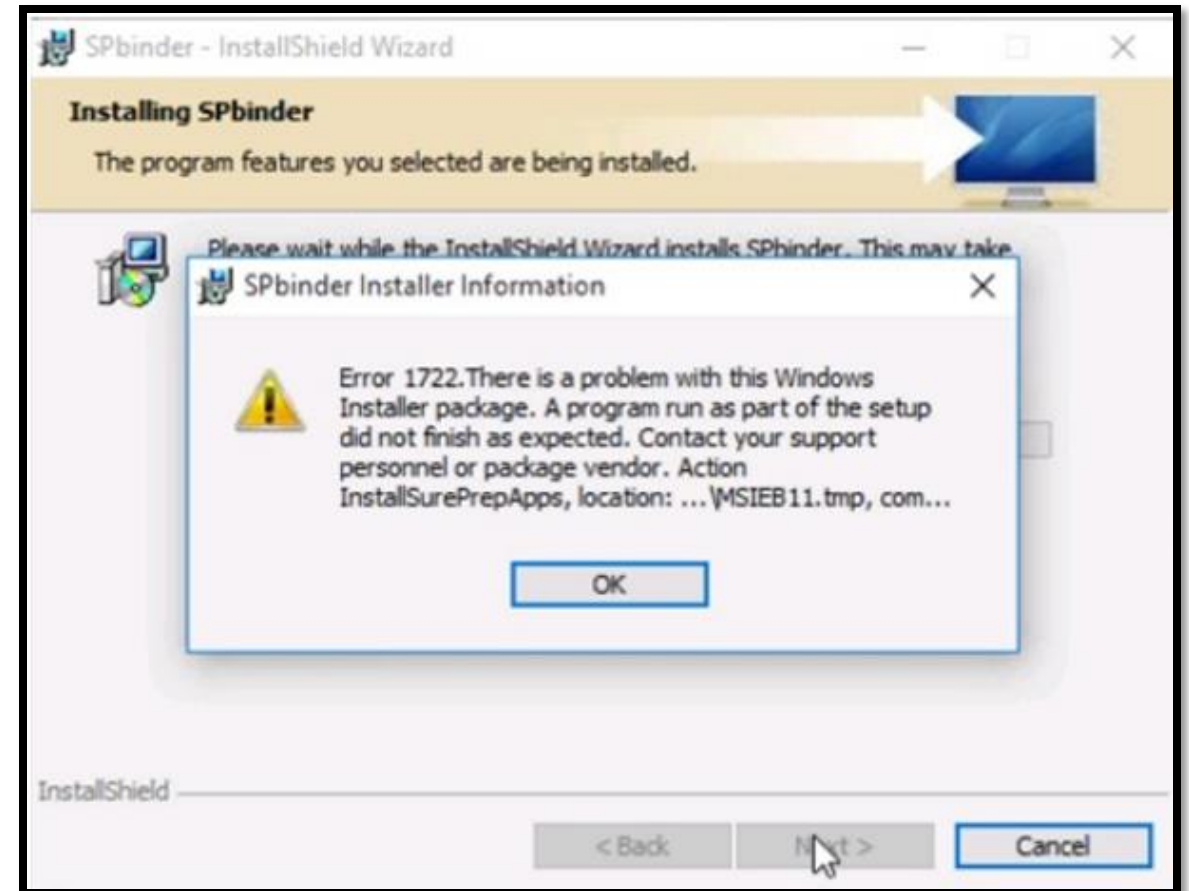
My SPbinder Appears blank.

Click on View | Reset View



TAX TRANSFORMATION
SUMMIT
NOVEMBER 3-5, 2019

I received Error 1722 while installing the SPBinder.exe



Potential Solution



Click on the below link to Download the SPbinder installer link and download the installer file.



<https://production.sureprep.com/pbfxinstaller/spbinder.exe>



Go to Downloads folder, search for the installer file, right click on it and click on "Run as Administrator". Follow the instruction to setup and install the software.



Note:- If we still receive the same error "Error 1722" then we need to turn off the Antivirus and try it.



TAX TRANSFORMATION

S U M M I T

NOVEMBER 3-5, 2019

I am getting
Track Id 123101
while submitting
the binder.

✓ Create New Binder Units Remain

BASIC INFORMATION PROCESSING OPTIONS NOTES OPTIONAL INFORMATION

Select Binder Options

Assign to: Owner: Administrator, Firm Office Location: Select One

Enable these features: Leadsheets: None E-Access

After submission: Create PBFX file Change status to:

Select Binder Template

TEMPLATE NAME	TAX YEAR	TAX SOFTWARE
1040 - SurePrep Predefined	2017	ProSystem fx Tax
1040 - SurePrep Predefined	2016	ProSystem fx Tax
1040 - SurePrep Predefined	2015	ProSystem fx Tax

Select Source Documents

OCR	PAGES	SOURCE DOCUMENT
<input type="checkbox"/>	<input type="checkbox"/>	S:\1040Scan\1040

Convert all Excel files to .xls format (Note: functionality may be lost) Use same path for download Delete Source Documents

Select ProSystem fx Tax return

Select ProSystem fx Tax File Path: S:\wfx32

PROSYSTEM Fx TAX FILE

Enter Client Details

Client ID: Burns

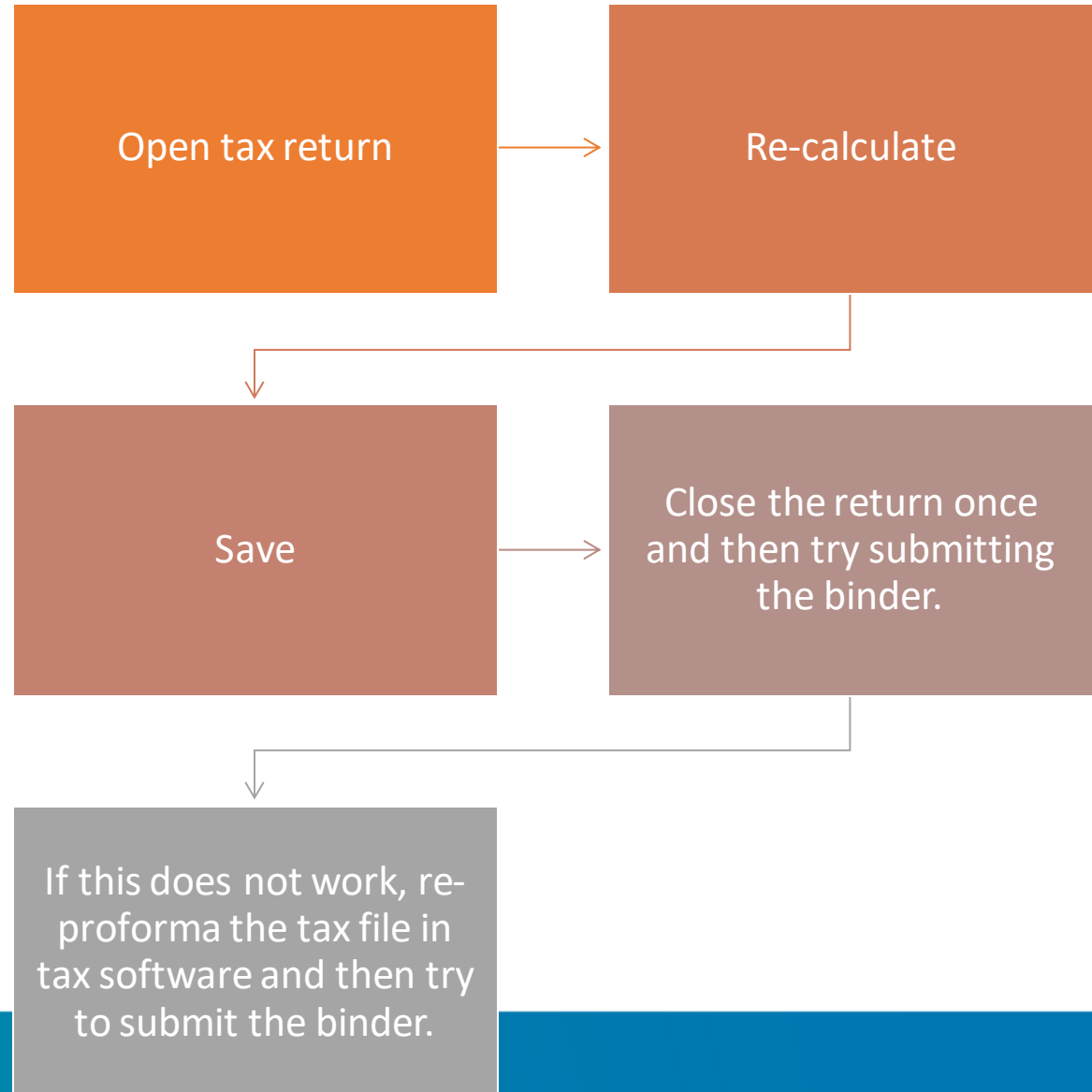
First Name: Last Name: Taxpayer SSN: Filing Status:

✓ SPbinder

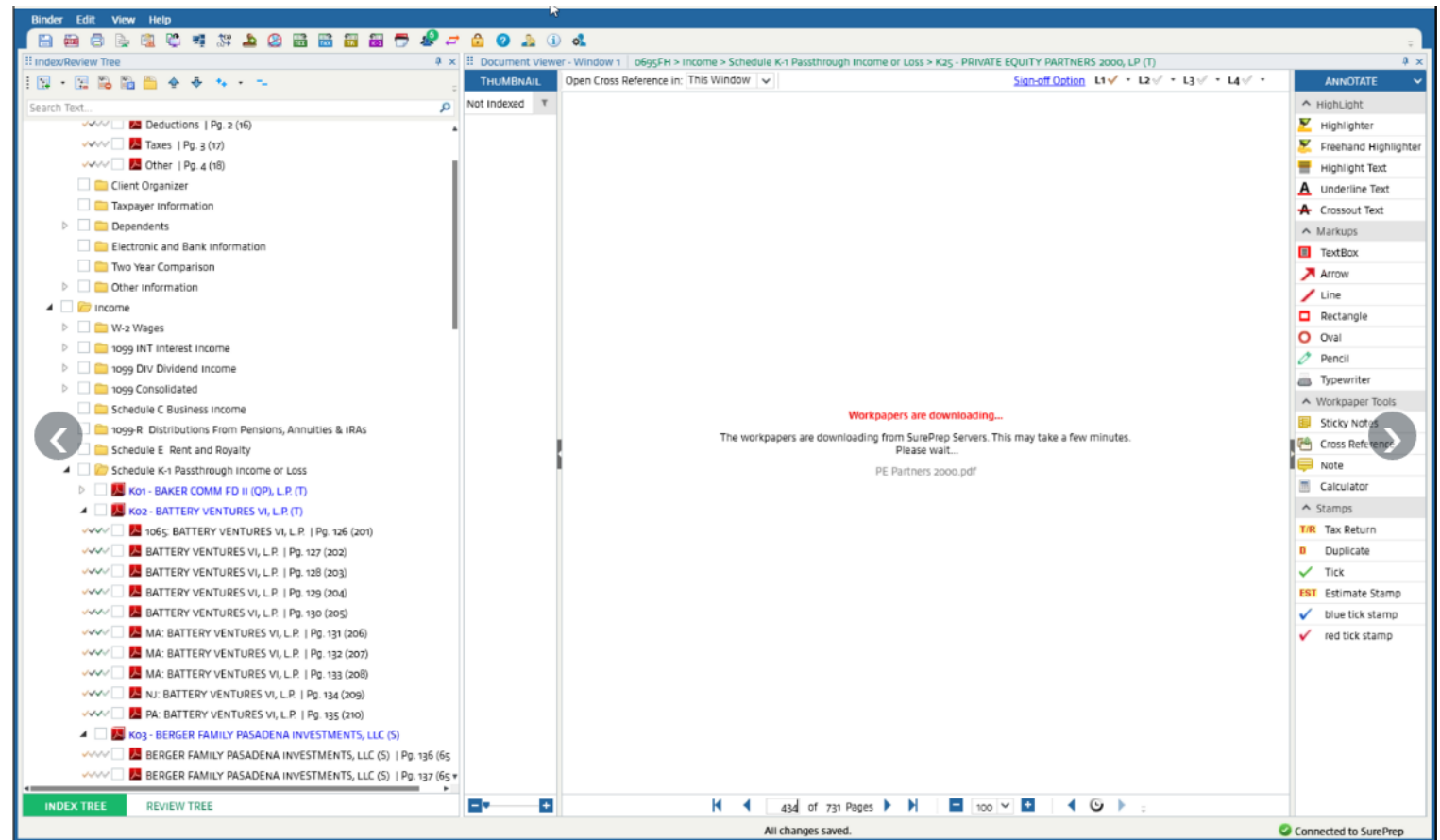
! Track Id-123101 Tax file doesn't attached due to Object reference not set to an instance of an object.

OK

Potential Solution



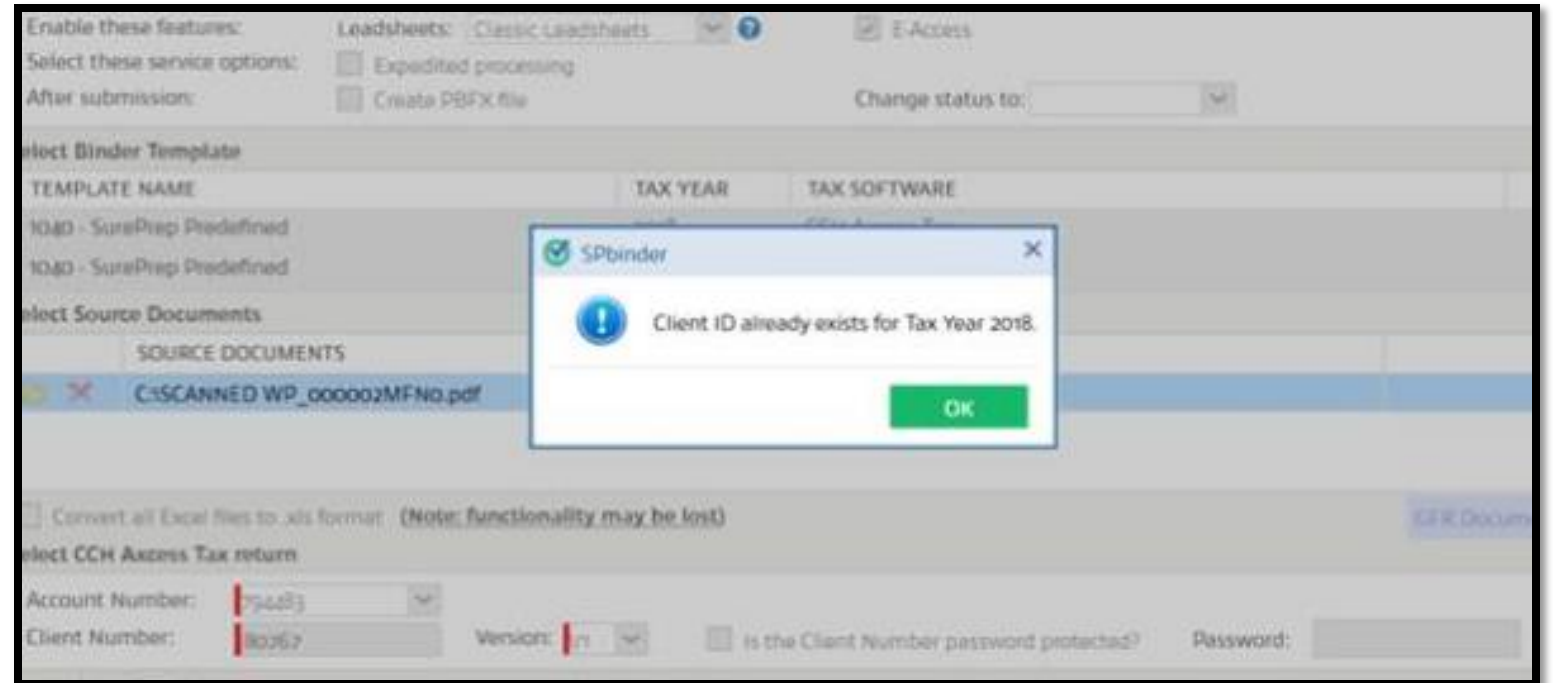
My SPbinder has said 'Workpapers are downloading for a long time now



What is the resolution?

- My SPbinder has said 'Workpapers are downloading' for a long time now
- Try to navigate to other pages.
- Close and reopen binder
- Contact support. Please have you Binder ID ready
- Support may ask for GoToMeeting
- Support will try to force an update.

I am trying to create a binder and I get the following error message. What do I do?



Action taken



CONTACT SUPPORT. PLEASE HAVE YOUR
CLIENT ID, FIRM ID, AND TAX YEAR.



THE BINDER WAS UPLOADED IN ERROR, AND
SUPPORT WILL NEED TO DELETE THE BINDER
THAT WAS UPLOADED IN ERROR.



TAX TRANSFORMATION

S U M M I T

NOVEMBER 3-5, 2019



SPbinder

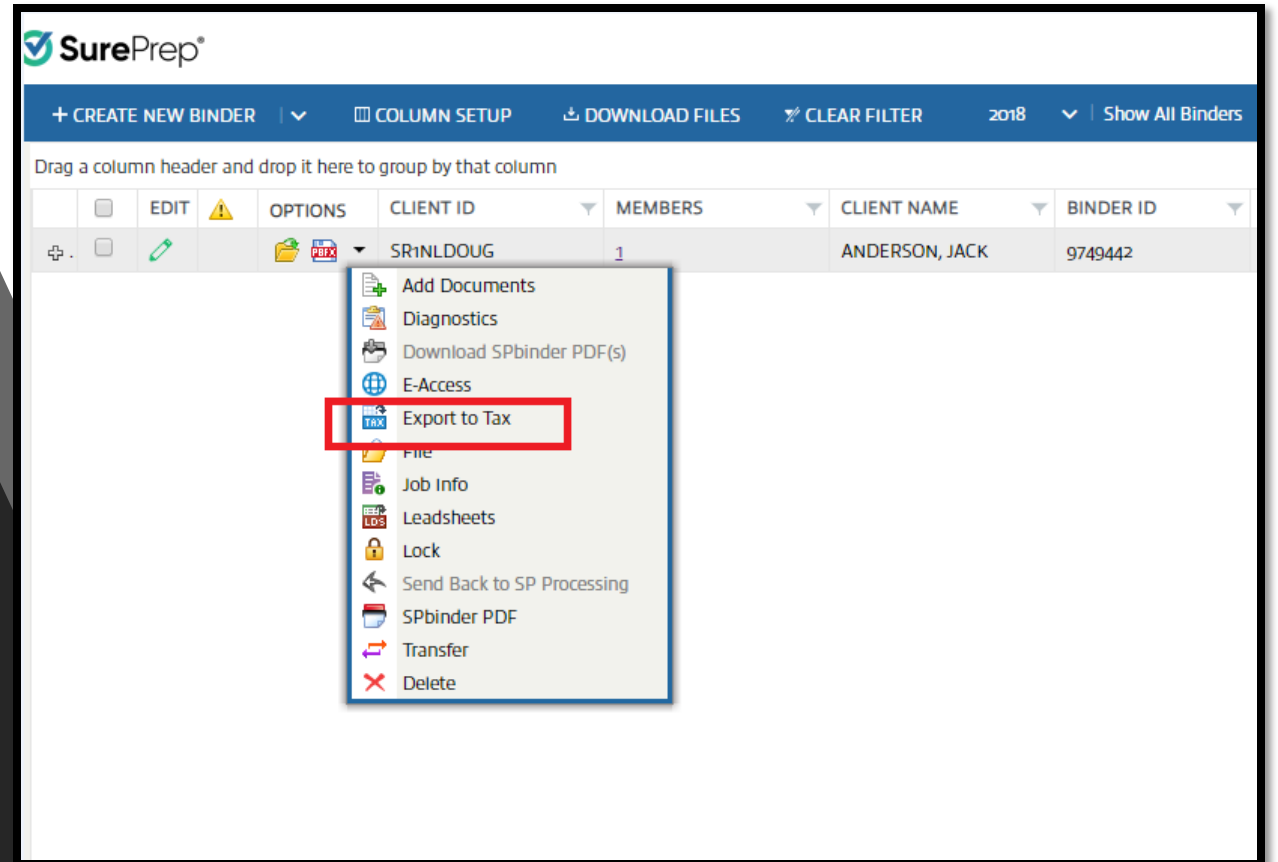


No New data has been identified to export

OK

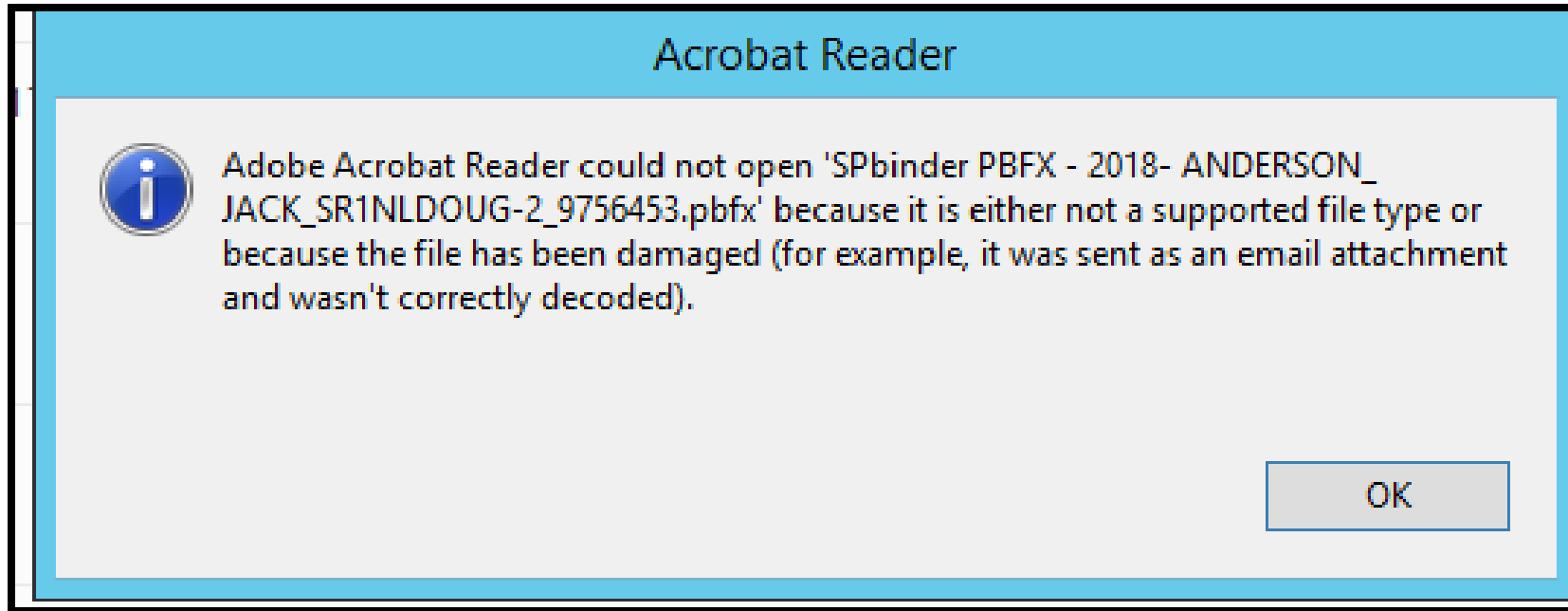
I tried to export to tax and the binder says there is no new data. Why? What if there is no new data in my tax return?

- The system believes SPbinder has already been exported.
- Contact support
- Provide Binder ID number
- Request to update export flag



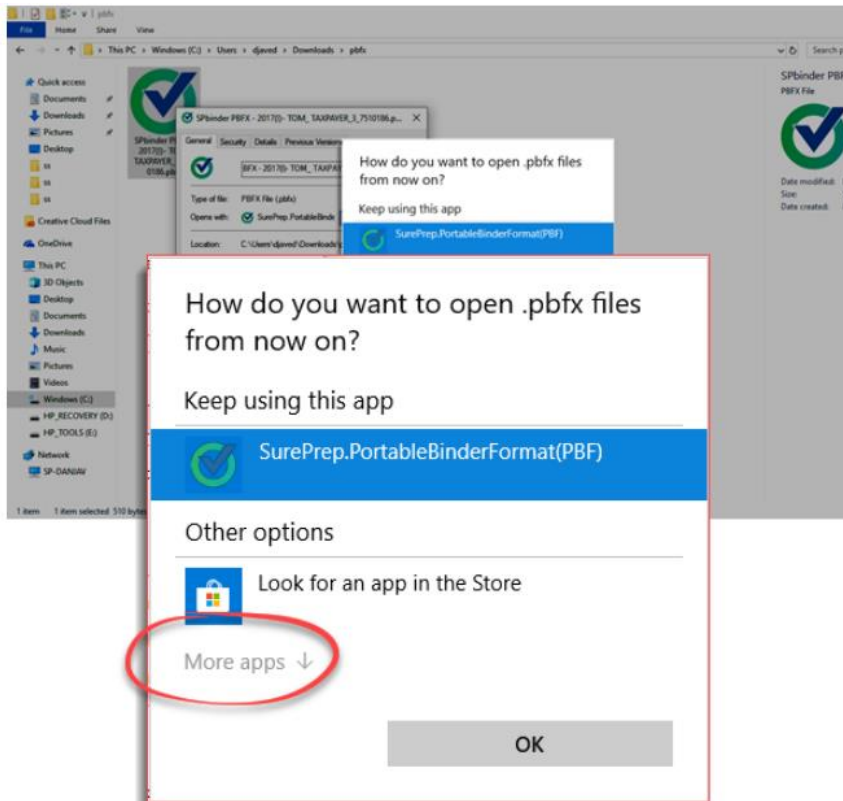
The screenshot displays the SurePrep software interface. At the top, there is a navigation bar with the SurePrep logo and several action buttons: '+ CREATE NEW BINDER', 'COLUMN SETUP', 'DOWNLOAD FILES', 'CLEAR FILTER', and a year selector set to '2018'. Below this is a table with columns for 'CLIENT ID', 'MEMBERS', 'CLIENT NAME', and 'BINDER ID'. A single row is visible with the following data: 'SR1NLDUOG', '1', 'ANDERSON, JACK', and '9749442'. A context menu is open over this row, listing various actions such as 'Add Documents', 'Diagnostics', 'Download SPbinder PDF(s)', 'E-Access', 'Export to Tax', 'File', 'Job Info', 'Leadsheets', 'Lock', 'Send Back to SP Processing', 'SPbinder PDF', 'Transfer', and 'Delete'. The 'Export to Tax' option is highlighted with a red rectangular box.

	EDIT	OPTIONS	CLIENT ID	MEMBERS	CLIENT NAME	BINDER ID
			SR1NLDUOG	1	ANDERSON, JACK	9749442



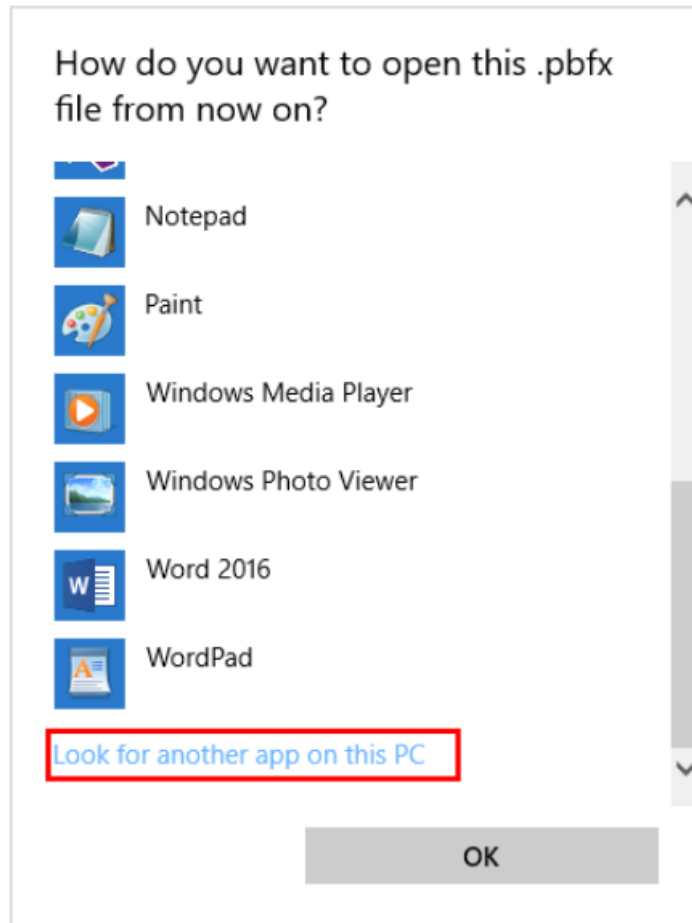
When I open my SPbinder it tries to open in Adobe Acrobat.

- What do I do?



Set PBFX files to open in SPbinder by default

On the Software selection window, click More apps.

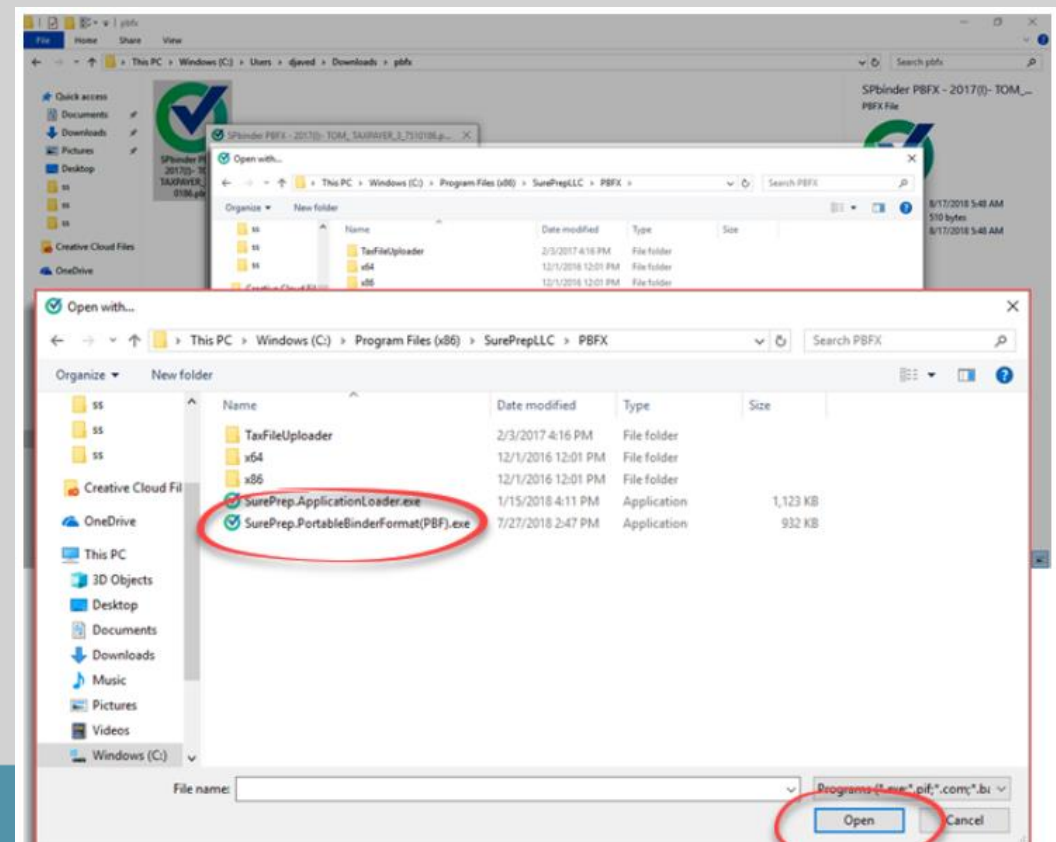


Set PBFX files to open in SPbinder by default

To view additional options. Click Look for another app on this PC.




Set PBFX files to open in SPbinder by default

- When the Open With window appears navigate to the Program Files(x86)|SurePrepLLC|Pbf folder
- Click on the SurePrep.PortableBinderFormat(PBF) and click Open.
- <https://helpcenter.sureprep.com/hc/en-us/articles/219903388-Set-PBFX-files-to-open-in-SPbinder-by-default>
- Contact support



Login failed. Try Again.

Log In

	<input type="text" value="spt-22"/>
	<input type="text" value="dshawver"/>
	<input type="password" value=""/>

[Forgot Password?](#)

 Log In

Copyright © 2017 SurePrep, LLC. All rights reserved.

[Click here for support hours](#)

[Click here for SurePrep system status](#)

I keep getting login failed. Try again. Why can I not login?

Please make sure the following are correct.

- First line- Firm ID
- Second line- Username
- Third line- Password

Smart links:
Ensuring the user connects to the correct Smart Link.

The screenshot displays the TaxPro web application interface. At the top, there is a navigation bar with icons and labels for Overview, Documents, Messages, Tax Returns, Tax Payments, and Invoices. A search icon is located in the top right corner. Below the navigation bar, the main content area is divided into several sections:

- Tax Returns / Tax Payments:** A section with tabs for "Tax Returns" and "Tax Payments". Below these tabs is a "Tax Year" selector showing "2018" and "2019".
- Federal Tax Return:** A section with a sub-header "Federal Tax Return" and a list item "1040 Tax Return" with a sub-note "Uploaded on 04/15/2019 - 08:15 AM".
- Did you know?:** A tip box with a lightbulb icon stating, "You can associate messages with your questionnaire by using the message panel on the Questionnaire page." with a "LEARN MORE >" link.
- Upload Documents:** A section with a blue header "Upload Documents:" and a dashed box containing the text "Drag and drop or click to upload documents".
- Requests from Tax Pro:** A section with a blue header "Requests from Tax Pro" and a sub-note "You have 3 pending requests". Below this is a list item "Sign - 2018 e-file Authorization (5)".
- Smart Links:** A section with a blue header "Smart Links" and a sub-note "Add Smart Link". Below this is a message: "Allow TaxCaddy to safely retrieve your tax documents for you. Here are some examples of accounts that can be linked today!". It features a grid of bank logos: Bank of America, charles-schwab, citibank, Capital One, and US Bank. A "VIEW MORE" link is present. At the bottom of this section, there is a security notice: "We use industry-standard data encryption to ensure the safety of your personal information." with a "LEARN MORE >" link.

A "Support" button is located in the bottom left corner of the main content area.

Smart links:
Ensuring the user connects to the correct Smart Link.

Smart Links ✕









Get Your Tax Documents With Ease!

i Connect your account with over 300 financial institutions and let TaxCaddy retrieve your tax documents for you.

Search for an Institution:

SEARCH ✕


Or select from the list below:


Smart links:
*Ensuring the
user connects
to the correct
Smart Link.*


Smart Links

Please provide us with your login information so that we can fetch your documents for you.



Submit

 [Confirm this is the correct Smart Link institution >](#)



Don't worry – we will only use this information to transfer your tax documents from your institution to your TaxCaddy account.

We use industry-standard data encryption to ensure the safety of your personal information. [?](#)

[LEARN MORE >](#)

Back Cancel


Smart links:
Ensuring the user connects to the correct Smart Link.

The screenshot shows the SunTrust website interface. At the top left is the SunTrust logo. To the right are links for "Open an Account", "Sign On", and a user profile icon. A navigation menu below the logo lists: Personal Banking, Credit Cards, Loans, Mortgages, Small Business, Investing & Retirement, Wealth Management, Corporate & Commercial, and Resource Center. The main banner features an illustration of a hiker with a backpack and a small creature on his back, climbing a mountain and holding a flag with the SunTrust logo. The text on the banner reads: "Destination: Financial Confidence" and "Take The onUp Challenge, and journey through the 7 lands of Confidence Island". A "Start Your Journey" button is positioned below this text. A "Sign On" overlay is open on the right side of the banner, containing radio buttons for "Online Banking" and "Online Cash Manager", a text input field with "John Donut", a password field with dots, a "Remember User ID" checkbox, a "Sign On" button, and links for "Forgot User ID/Password?" and "Sign Up Now".

Smart links:
*Ensuring the
user connects
to the correct
Smart Link.*

Smart Links


Please provide us with your login information so that we can fetch your documents for you.



USERNAME
John Donut

PASSWORD
.....

[Confirm this is the correct Smart Link institution >](#)



Don't worry – we will only use this information to transfer your tax documents from your institution to your TaxCaddy account.

We use industry-standard data encryption to ensure the safety of your personal information. [?](#)

[LEARN MORE >](#)

[Back](#) [Cancel](#)

Onboarding: *First Steps*

TaxCaddy accounts can be created outside of the invitation email. Often times the taxpayer will create a TaxCaddy account using a different email address than the one which was used for the invitation.

When this happens, the taxpayer will not have a connection request from their tax firm. The taxpayer may be expecting the request but cannot locate it, because the account they created was registered using a different email address.

This scenario can be reduced by setting clear instructions with your clients to create their TaxCaddy account directly through the invitation sent to their email.



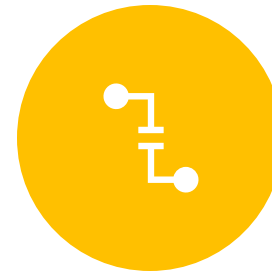
Onboarding: *Invitation* *Example*



YOU SEND THE CLIENT AN
INVITATION TO:
PAT@TAXPAYER.COM



PAT DOESN'T KNOW ABOUT THE
EMAIL AND CREATES A TAXCADDY
ACCOUNT USING THEIR OTHER
EMAIL WHICH IS
PAT1@TAXPAYER.COM



IN THIS SCENARIO YOUR CLIENT
CANNOT LOCATE THEIR
CONNECTION REQUEST.

Questionnaire: *Pre & Post Completion*

Common inquiries regarding the Questionnaire

1. Is my Questionnaire complete?
2. Can I download my Questionnaire?

Process

Taxpayer's may not understand that their Questionnaire is complete because it will remain under the **Tax Pro Requests** section, even though they have answered all the questions. The Questionnaire remains active and can be edited while it is still within the **Tax Pro Requests** section of TaxCaddy.

Taxpayer's may want to download and print their Questionnaire but cannot do so until their tax professional reviews the Questionnaire and selects **File to Tax Documents**, thus making the Questionnaire a static document.

When a tax professional selects **File to Tax Documents**, the Questionnaire will automatically move from the taxpayer's **Requests from Tax Pro** section in TaxCaddy, to their **Uploaded Documents** section, where they can download their Questionnaire and then print from their local machine.

Resolution

Best Practice: Promptly reviewing completed Questionnaires and selecting to **File to Tax Documents**, typically resolves both inquiries.



Questionnaire

The screenshot displays the TaxCaddy Tax Pro web interface. At the top left is the 'TAXCADDY' logo. To its right is a 'Tax Pro' logo. Further right is a navigation menu with 'Overview' (highlighted with a red box), 'Documents', 'Messages', 'Tax Returns', 'Tax Payments', and 'Invoices'. In the top right corner, there is a 'Training Account' dropdown menu and a search icon. Below the navigation bar, there are two tabs: 'Tax Returns' (active) and 'Tax Payments'. Under 'Tax Returns', there is a 'Tax Year' selector with '2018' and '2019' options. The main content area is divided into several sections: 1. 'Did you know?' section with a lightbulb icon and text: 'You can associate messages with your questionnaire by using the message panel on the Questionnaire page.' with a 'LEARN MORE >' link. 2. 'Upload Documents:' section with a dashed box and text: 'Drag and drop or click to upload documents'. 3. 'Requests from Tax Pro' section (highlighted with a red box) with a sub-header 'You have 1 pending requests'. It contains a list item: 'Unanswered - 2018 Qu...' with '37 out of 37 pending' and '37 of 37 remaining'. 4. 'Smart Links' section with an 'Add Smart Link' button and text: 'Allow TaxCaddy to safely retrieve your tax documents for you.' and 'My Linked Accounts' with a 'citi bank' card and an 'ADD NEW' button. 5. 'Recent Uploads' section at the bottom right. On the left side of the main content area, there is a message: 'You don't have a return yet. Sit tight for now and let your tax professional work their magic.' with a document icon.

Questionnaire

The screenshot displays the TaxCaddy Tax Pro web interface. At the top, the navigation bar includes the TaxCaddy logo, a 'Tax Pro' icon, and a menu with 'Overview' (highlighted with a red box), 'Documents', 'Messages', 'Tax Returns', 'Tax Payments', and 'Invoices'. A 'Training Account' dropdown is visible in the top right corner.

The main content area is divided into several sections:

- Tax Returns / Tax Payments:** A header with tabs for 'Tax Returns' and 'Tax Payments'. Below it, a 'Tax Year' selector shows '2018' and '2019'.
- Did you know?:** A blue box with a lightbulb icon containing a tip: 'Did you know that even without any requests from a tax professional, you can still upload tax documents?' with a 'LEARN MORE >' link.
- Upload Documents:** A blue header followed by a dashed green box with the instruction 'Drag and drop or click to upload documents'.
- Requests from Tax Pro:** A blue header with a notification 'You have 1 pending requests'. Below it, a progress bar for 'Complete - 2018 Questi...' shows '0 out of 37 pending' and '0 of 37 remaining'. This section is highlighted with a red box.
- Smart Links:** A blue header with an 'Add Smart Link' button. Below it, text reads 'Allow TaxCaddy to safely retrieve your tax documents for you. My Linked Accounts'. A 'citicbank' logo is shown with an 'ADD NEW' button.
- Recent Uploads:** A blue header at the bottom right.

On the left side of the main content area, there is a message: 'You don't have a return yet. Sit tight for now and let your tax professional work their magic.' accompanied by a document icon with a dollar sign.

Questionnaire

The screenshot displays the SurePrep TaxPro interface. At the top, the logo 'SurePrep' is on the left, and 'Firm ID: SPT-22', 'Anthony Martinez', 'Help Center', and 'TaxCaddy' are on the right. Below this is a navigation bar with 'Overview' and 'Administrative' tabs, and a search box. The main content area features a 'TAX YEAR 2018' dropdown, a 'TA Training Account - PHASE - PROVIDE INFO' status, and several status indicators: '1 SMART LINK', 'NO UNREAD MESSAGES', '3 of 3 REQUESTED ITEMS', '6 DOCS UPLOADED', and '100% OF QUESTIONNAIRE COMPLETED'. A navigation bar below contains 'Documents', 'Questionnaire', 'Messages', 'Tax Returns', 'Tax Payments', 'Invoices', 'Manage Smart Links', 'Unfollow Client', and a user icon. The 'Questionnaire' section is highlighted with a red box, showing 'Tax Questionnaire' and 'Last Updated on 09/25/2019 at 08:08 AM by Anthony Martinez'. A progress indicator shows '100% Complete' and '37 /37 Questions Answered'. To the right, there are buttons for 'File to Tax Documents' and 'Add Questions'. Below this, a 'Messages' section is visible. The questionnaire content shows a question: '1 | You would like to have any overpayment of federal tax refunded?' with the answer 'N/A'.

Questionnaire

The screenshot displays the TaxCaddy Tax Pro user interface. At the top, the navigation bar includes the TaxCaddy logo, a 'Training Account' dropdown, and menu items for Overview, Documents, Messages, Tax Returns, Tax Payments, and Invoices. The main content area is divided into several sections:

- Tax Returns / Tax Payments:** A header with tabs for 'Tax Returns' and 'Tax Payments', and a 'Tax Year' selector currently set to 2018.
- Did you know?:** A tip box with a lightbulb icon stating: 'If you receive a suspicious email about TaxCaddy, forward it to support@taxcaddy.com with "suspicious email" in the subject.' A 'LEARN MORE >' link is provided.
- Upload Documents:** A section with a blue header and a dashed green box containing the text: 'Drag and drop or click to upload documents'.
- Requests from Tax Pro:** A section with a blue header and a green status indicator: 'You have 0 pending requests'. The main text reads: 'There are currently no requests from your tax professional. You may begin uploading documents to tax years using the Upload Documents section above.'
- Smart Links:** A section with a blue header and an 'Add Smart Link' button. It contains a message: 'Allow TaxCaddy to safely retrieve your tax documents for you. My Linked Accounts' and a 'citicbank' icon with an 'ADD NEW' button.
- Recent Uploads:** A section with a blue header listing two documents:
 - Tax Questionnaire:** Questionnaire - Uploaded on 09/25/2019 at 09...
 - KBA - PROD Sign with ID verification:** (KBA - PROD) - Uploaded on 09/25/2019 at 09...

A red rectangular box highlights the 'Requests from Tax Pro' section, and a green circle highlights the 'Tax Questionnaire' entry in the 'Recent Uploads' list.

Questionnaire

TAXCADDY

Tax Pro | Overview | **Documents** | Messages | Tax Returns | Tax Payments | Invoices

Tax Year: 2018 | 2019 | Done Uploading | Smart Links

View Requested Items and Manage Your Documents

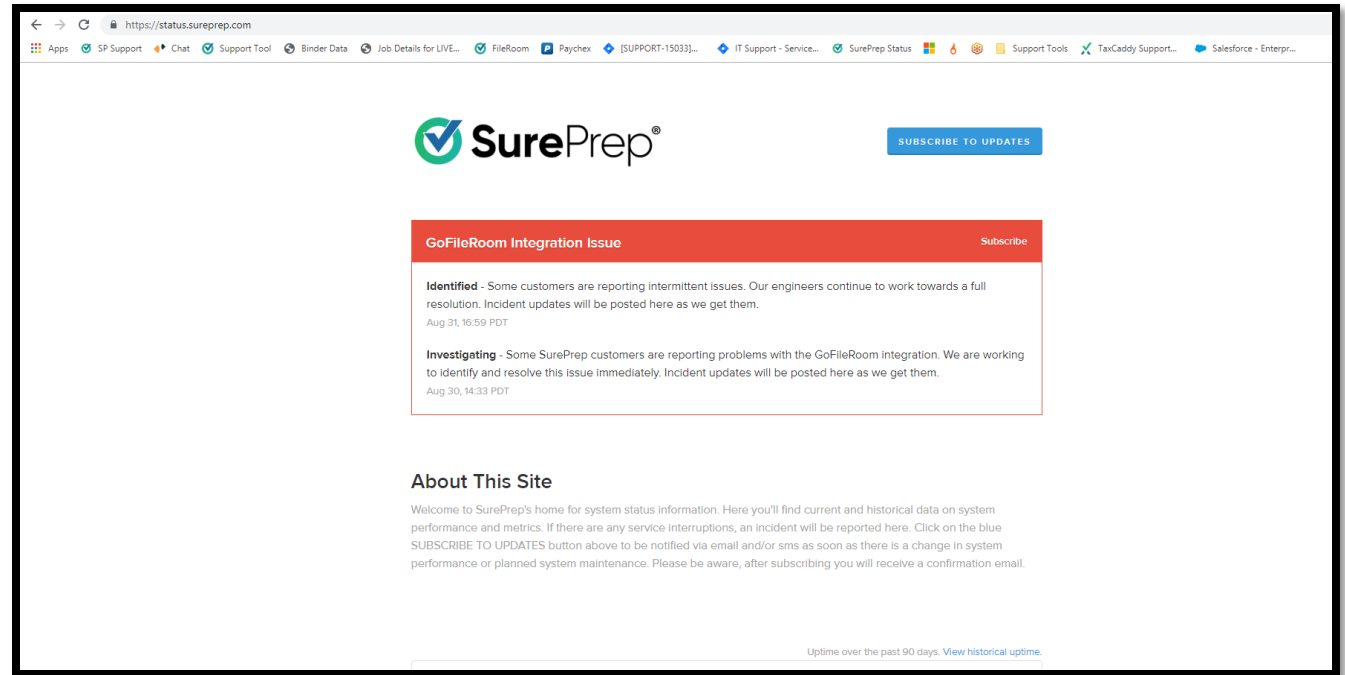
Requested Items (0) | **Uploaded Documents (7)** | Download

Drag and drop or click to upload documents like W-2s, 1099s, 1098s, Schedule K-1s, etc.

<input type="checkbox"/>	Document Name	Uploaded On	Size
<input type="checkbox"/>	Tax Questionnaire	09/25/2019 - 09:29 AM	26 KB

How do I know if SurePrep is having any issues?

- <https://status.sureprep.com/>



The screenshot shows the SurePrep status page in a browser. The browser's address bar displays <https://status.sureprep.com>. The page features the SurePrep logo and a blue button labeled "SUBSCRIBE TO UPDATES". A red header section titled "GoFileRoom Integration Issue" contains two incident reports:

- Identified** - Some customers are reporting intermittent issues. Our engineers continue to work towards a full resolution. Incident updates will be posted here as we get them.
Aug 31, 16:59 PDT
- Investigating** - Some SurePrep customers are reporting problems with the GoFileRoom integration. We are working to identify and resolve this issue immediately. Incident updates will be posted here as we get them.
Aug 30, 14:33 PDT

Below the incident reports is a section titled "About This Site" with the following text: "Welcome to SurePrep's home for system status information. Here you'll find current and historical data on system performance and metrics. If there are any service interruptions, an incident will be reported here. Click on the blue SUBSCRIBE TO UPDATES button above to be notified via email and/or sms as soon as there is a change in system performance or planned system maintenance. Please be aware, after subscribing you will receive a confirmation email."

At the bottom of the page, there is a link: "Uptime over the past 90 days. [View historical uptime.](#)"

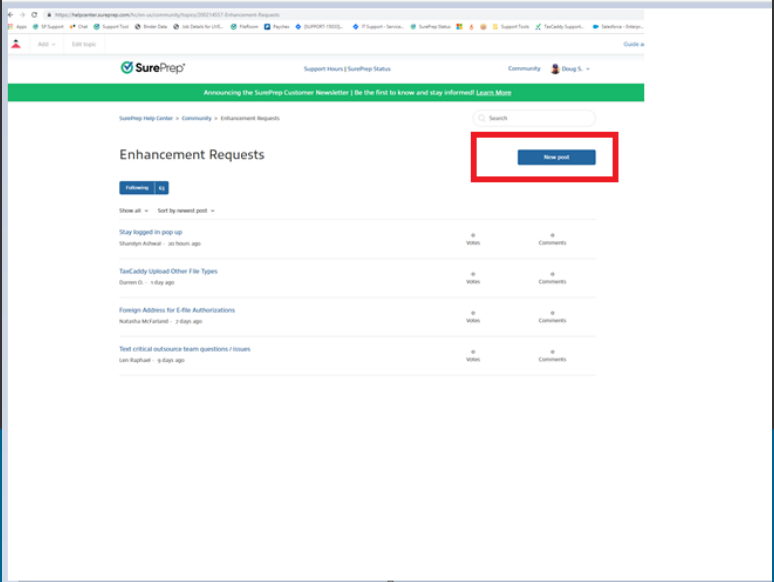
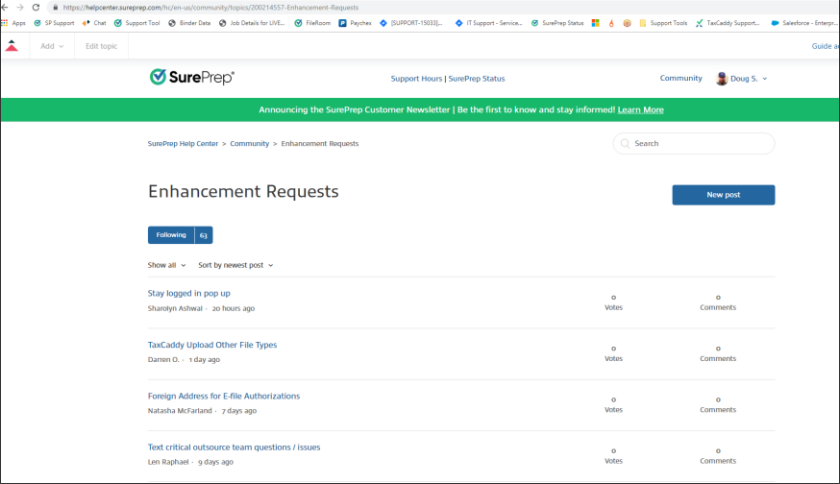
Incidents

- Here you'll find current and historical data on system performance and metrics. If there are any service interruptions, an incident will be reported here.



Enhancement request

- <https://helpcenter.sureprep.com/hc/en-us/community/topics/200214557-Enhancement-Requests>



TAX TRANSFORMATION
SUMMIT
NOVEMBER 3-5, 2019

Enhancement request

- What improvements do you think would benefit your firm or all firms ?

What is your post about?

Title*

Details

Rich text editor toolbar with icons for bold (B), italic (I), bulleted list, numbered list, image, and link. Below the toolbar is a large text area for writing details.

Topic*

Submit

Best Practices

When contacting support please provide your Binder ID, and a description of the issue you are facing.

Provide a screenshot of the reported issue.

E-access

Support access

Q & A



Contact Info

Name: Doug Shawver

Email: douglas.shawver@sureprep.com

Website: <https://corp.sureprep.com/>

Phone: 800-805-8582 Ext 1



TAX TRANSFORMATION
S U M M I T
NOVEMBER 3-5, 2019