

Form 5500 Webinar Q & A (May 28, 2015)

Q1. Please discuss how I may delete a 5500 portal user and replacing/adding a new one as the portal user Help link does not cover that clearly plus trying to work through this is confusing, especially if the employer has multiple plans.

Answer: If you need to delete a portal user from a plan, you will need to remove plan access by doing the following: Form 5500-Year main screen-> Portal Menu box-> Work with Signers/Portal Users-> Select user (if you have more than one user associated with the plan, otherwise your user's profile will display automatically (if you have *ftw*Portal Pro or Express, you will need to select your portal user from the drop-down list and click on "Manage User" to see his/her profile)-> Select plan from the "Tabs for Plan" drop-down list-> Click on "Delete" below "Tabs for Plan" to delete the portal user from the plan-> Confirm you wish to delete the portal user from the plan.

If you need to delete a portal user from your account (and not simply from a plan), you will need to remove all plan access first (see above). Once the user is no longer associated with any plans, click on "Delete" in the upper, right-hand corner of the portal user's profile-> Confirm you wish to delete the portal user from your account. The portal user will be deleted.

Note: If a signer has changed from the previous year and you need to add a new signer, you will either want to delete the previous signer from the plan or change his/her "Signing As" permissions from "Administrator/Sponsor or Admin Only" to "None," before adding your new signer. If an existing user has signing permissions, you will not be able to grant signing permissions to a new signer until the existing user's permissions are updated.

Q2. After running edit checks, if a schedule shows "Not Okay", can this still be filed or not?

Answer: Yes, you can still file even if you receive edit checks. Edit checks that are generated by ftwilliam.com (warnings that start with "FW"), are generally able to be overlooked and your client will not see these edit checks when he/she submits the filing to the DOL. All DOL edit checks should be addressed prior to filing.

Note: ftwilliam.com is now interfacing with the DOL's website when a filing is locked and you may see a "Pre-Validation Warning" message displaying if your filing is receiving any edit checks. This status is coming directly from the DOL and reflects what your filing status would be if filed at that time. If you do receive a "Pre-Validation Warning" message, it is highly recommended that you resolve all possible edit checks prior to you or your client submitting the filing to the DOL.

Q3. If you add a new signer to replace a separated signer, I forget whether the email invitation to the new signer will give the new assigned password. Please confirm now or later in your Q&A's; thanks.

Answer: If you add a brand new signer to your account (one whom has not logged into the portal yet), the password you set up for the new signer will display in his/her Invitation Email.

Q4. Is the SAR in the Documents link?

Answer: If you make the SAR available in a portal user's portal, the SAR will display within the "Documents" folder of the portal.

Q5. Can the TPA "shadow" or see the 5500 client's screen in order to direct the client to click this or that button?

Answer: Yes, there is a "View" button within the "Work with Signers/Portal Users" screen (Form 5500-Year main screen-> Portal Menu box-> Work with Signers/Portal Users-> Select user-> View). When you click on "View," you will be viewing the selected portal user's portal in "View Only" mode. The changes you make within the portal will not be saved and you will not see your portal user "live-clicking" through the portal if you are viewing his/her portal at the same time he/she is logged in.

Q6. Can you create an annual funding notice for a client who has already filed the 5500 for a particular year?

Answer: Yes, you may add an Annual Funding Notice (AFN) from the "Add Schedules" box on the "Form 5500-Year" screen to prepare/complete for your client, even if the 5500 has already been filed.

Note: You will only have the option to either complete a SAR or AFN. You cannot have both added as active forms/schedules.

Q7. Oftentimes there is a delay between the time that I notify my clients that the 5500 is ready to be signed and when it is actually signed. Can the system notify me by email that the client has signed the 5500?

Answer: Yes, you would need to enable Confirmation Emails (WK logo-> Administrative Tasks-> Portal/Workflow-> Global Email Settings-> 5500 tab-> Confirmation Emails-> Yes-> Save Settings). You will then assign an Admin to plan(s) on the "5500 Workflow Grid".

If you do not assign an Admin to the plan on the grid, the Master User on the account will receive Confirmation Emails for plans filed via the portal by default. Two emails will be sent: Submitted and final status (Accepted, Not Accepted or Rejected).

Q8. If the Bring forward prior year signer, and you complete the 5500 and email the invitation to the signer, what is procedure if the signer is no longer employed. Do you have to re-input the new signer info onto the 5500 and re-invite the client after completing the portal user information for the new signer?

Answer: If the signer you brought forward from the prior year is no longer the signer for the filing, you will need to either remove him/her from having access to the plan (see Q1, above), or update his/her signing permissions to "None." You will then need to set up your new signer, provide him/her with signing permissions and invite him/her to sign.

Q9. Is there a way to change how a Form 5500-EZ shows up in the grid? Right now they always appear to be unsigned so that they always give us a "scare" when we are reviewing our Grid.

Answer: Currently there is not a way to change how it displays. There is a column that displays the "EZ Last Printed" date, but there is also a "Unique ID" field that can be edited so that you could enter something like "Mailed X/XX/XX".

Note: We plan to make an update to allow users to check a box to indicate the 5500-EZ was filed. If the box is checked, it would display on the grid as being completed/done.

Q10. If we have 20 or so TPA account managers, can we set it up so each Account manager sees only his or her assigned clients? Also, the TPA division manager can see all of that 10 or so Acct Manager's in her (Division manager's) office?

Answer: Yes, the Master User on the account will be able to set up Divisions and assign users to specific Divisions. Users will have a "Home" Division assignment, but you may also assign "Guest Division" permissions, so those users with "Guest Division" permissions, would be able to see companies outside of their "Home" Division assignment.

<https://www.ftwilliam.com/djKlumIZlvmjgBE599Eo3NuoAeIU5LAzbx2Xs/help/Instructions/Divisions.html>

Q11. How do we turn on confirmation emails?

Answer: You may set up confirmation emails by doing the following: WK logo-> Administrative Tasks-> Portal/Workflow-> Global Email Settings-> 5500 tab-> Confirmation Emails = Yes-> Save Settings. You will then go to the "5500 Workflow Grid" to assign Admins.

If you do not assign Admins to plans on the "5500 Workflow Grid", the Master User on the account will receive the Confirmation Emails for plans filed in the portal by default.

Q12. Hi did I miss the 5500-SUP?

Answer: The 5500-SUP was mentioned briefly at the beginning of the webinar. Unfortunately, we do not have much information at this time, but we will know more after the Form 5500 EFAST2 conference that is taking place in July, 2015. We will pass along additional information as we learn more.

Q13. Is the signer drop-down option available for Form 5500-SF?

Answer 1: Yes, you can add portal users as signers for the Form 5500-SF just like you would for the Form 5500.

Answer 2: Yes, you can use the Local Sign option just like you would the Form 5500 to select "Preparer on behalf of Administrator"; Single Signer; Two Signers; or DFE. **Note:** DFE is only for the Form 5500.

Answer 3: If either Answer 1 or Answer 2 did not appropriately answer the question, please feel free to email support@ftwilliam.com or call 800-596-0714 for more assistance.