



## **Lancaster County Tax Collection Bureau**

*1845 William Penn Way*

*Lancaster, PA 17601*

*Phone (717) 569-4521*

*[www.lctcb.org](http://www.lctcb.org)*

# **Tax Preparer Instructions for Setting Up and Using the Individual Online E-filing Application**

Revised: January 3, 2011

## What's New for Tax Year 2011

The following lists some of the new functionality in the Tax Preparer module of the 2011 individual online eFiling.

- **Automatic Recall of Taxpayer Information from Year to Year** - eFiling now remembers your taxpayer's address and income history from year to year. Enter the taxpayer the first time in the system and each year thereafter the address, W2 and other income information will be recalled automatically to expedite the filing of the return. This recall function will also work for taxpayer's returns processed through eFiling last year.  
See Entering, Saving and Printing Tax Returns.
- **Restrict Preparer Rights** – now you can restrict the rights of the tax preparers in your organization so they can only prepare returns and not submit them to LCTCB. You decide which of your preparers are allowed to process returns through submission and which ones can only enter data.  
See Tax Preparer Maintenance and Workflow.
- **Workflow** – tax returns in process can now be transferred from one preparer to another within your organization. Among other uses, data entry only preparers can transfer returns to others to complete the review and submission process.  
See Tax Preparer Maintenance and Workflow.
- **PDF Tax Return Documents** – printing tax returns now generates a .pdf document that can be printed or saved. This requires a .pdf print/view software such as the free Adobe Reader software be installed.  
See Entering, Saving and Printing Tax Returns.

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## Accessing the LCTCB Tax Preparer Online Filing Website

1. The following URL will be used to directly access the LCTCB individual e-filing application:

<https://lctcb.localtaxonline.org/eFilingEntry/eitintroduction.aspx>

The screenshot shows the 'LCTCB Lancaster County Tax Collection Bureau - TEST' website. The page title is 'FINAL EARNED INCOME AND NET PROFITS TAX RETURN'. A message states: 'Thank you for visiting the Lancaster County Tax Collection Bureau e-file site. This site has been designed to allow taxpayers to electronically file their Final Earned Income and Net Profits Tax Returns.' There are links for 'Download Extension Form' and 'Download Instructions'. A navigation bar has 'Individual Returns' and 'Tax Preparers' tabs. The 'Tax Preparers' tab is active. The page is divided into three steps: 'STEP 1: ENTER YOUR SOCIAL SECURITY NUMBER AND YOUR PIN NUMBER' with input fields for 'Social Security Number' and 'PIN'; 'STEP 2: TYPE THE SECURITY CODE DISPLAYED BELOW INTO THE BOX' with a 'Type the Code Shown' field and a security code image showing '590875', plus a link 'Click here if you are having trouble reading this code.'; and 'STEP 3: REVIEW THE INFORMATION AND INSTRUCTIONS' with a checkbox 'CHECKING THIS BOX INDICATES I HAVE READ THE INFORMATION AND INSTRUCTIONS' and a link 'Information and Instructions'.

2. Select the **Tax Preparers** tab

The screenshot shows the same website as the previous image, but with the 'Tax Preparers' tab selected. The 'LOGON :' section has radio buttons for 'EXISTING USER' (selected) and 'NEW USER'. Below is 'STEP 1: ENTER USER NAME AND PASSWORD FOR EXISTING USERS'. There are two login boxes: 'TAX PREPARER' with 'User Name' and 'Password' fields, and 'ADMINISTRATOR' with 'User Name', 'Password', and links for 'Forgot username' and 'Forgot password'. 'STEP 2: TYPE THE SECURITY CODE DISPLAYED BELOW INTO THE BOX' follows, with a 'Type the Code Shown' field and a security code image showing '800547', plus a link 'Click here if you are having trouble reading this code.'.

## Registering for a Tax Preparer Account

Before using the Tax Preparer application, an account must be created and approved by LCTCB. Each account will consist of an administrator and one or more tax preparers.

**Administrator** – The administrator of the account files the registration for approval and sets up and maintains the organization account and all user accounts for the organization. The administrator can create and modify tax preparers as necessary. The administrator can also deactivate a tax preparer login in the event that person leaves the employ of the organization.

**NOTE:** *The administrator will not be able to prepare and submit tax returns under the administrator login. To be able to submit tax returns, the administrator must also set themselves up as a tax preparer for the organization.*

**Tax Preparer** – Each organization can have one or more tax preparers set up in its account. Each tax preparer created by the administrator will have a unique User ID and password.

### To register and setup a Tax Preparer organization account:

1. On the Tax Preparer tab, select **New User**.

The screenshot shows a registration form with four steps:

- Step 1: Enter user name and password for existing users**. This step contains two side-by-side boxes. The left box is for a **TAX PREPARER** and the right box is for an **ADMINISTRATOR**. Each box has fields for **User Name** and **Password**.
- Step 2: Type the security code displayed below into the box**. This step features a text input field labeled "Type the Code Shown" and a CAPTCHA image displaying the code "375188". A link "Click here if you are having trouble reading this code." is provided next to the CAPTCHA.
- Step 3: Review the Information and Instructions**. This step contains a box with the heading "INFORMATION AND INSTRUCTIONS" and a checkbox labeled "CHECKING THIS BOX INDICATES I HAVE READ THE [INFORMATION AND INSTRUCTIONS](#)".
- Step 4: Click submit to continue**. This step contains a **Submit** button.

2. Do not enter any information in the logon boxes. Enter the displayed CAPTCHA number in the **Type the Code Shown** field.

3. Review the Information and Instructions, click the checkbox acknowledging you have read them and click **Submit**.

LCTCB Lancaster County Tax Collection Bureau - TEST

FINAL EARNED INCOME AND NET PROFITS TAX RETURN

Logout Download Instructions

TAX PREPARER ORGANIZATION INFORMATION

EIN \* SSN PTIN P

Organization Name \* Contact Name \* Phone Number \* ( ) - Ext Fax Number ( ) -

Physical Address Use Different Mailing Address

Address 1 \* Address 2 \* City \* State \* PA Country \* USA Zip Code \* -

Address 1 Address 2 City State Sele Country Zip Code -

Continue

4. Complete all the information on the registration page. Please enter a valid physical location address. If you receive mail through a PO Box or at another address, use the Different Mailing Address fields to enter that information. When finished, click **Continue**.

Logout

TAX PREPARER ORGANIZATION INFORMATION

EIN/SSN 234567891 Organization Name STEVE'S TAX SERVICE Contact Name STEVE Phone Number (717) 569 - 4521 Ext 622 Fax Number ( ) -

Physical Address Use Different Mailing Address

Address 1 1845 WILLIAM PENN WAY Address 2 City LANCASTER State PA Country USA Zip Code 17601 -

Address 1 Address 2 City State PA Country USA Zip Code -

Edit Show Active Preparers Only


PREPARERS ADD A NEW PREPARER

To file tax returns at least one Preparer must be added. Finish Registration

5. You can continue to enter your Tax Preparers at this time or click Finish Registration to start the approval process. The process for setting up Tax Preparers is documented in the next section. Skip to that section if you want to add tax preparers before exiting. The next steps document the process of finishing the registration which you can kick off after entering your tax preparers. Click **Finish Registration**.

**NEW ORGANIZATION REGISTRATION**  
**USER NAME \***   
**EMAIL ADDRESS \***   
**PLEASE CONFIRM YOUR EMAIL ADDRESS \***

6. Enter a **User Name** for the Administrator. This will be the User Name you must use to access the administrator functions of the application after the organization is approved.
7. Enter and confirm the administrator email address. Click **Continue**.

 **Lancaster County Tax Collection Bureau - TEST**  
**FINAL EARNED INCOME AND NET PROFITS TAX RETURN**  
Tax Year  
[Download Extension Form](#)  
[Download Instructions](#)  
  
You are now registered. A confirmation email has been sent to your email address.  
[Login Page](#)

8. You will receive an email confirming your registration request similar to the following at the email address entered in Step 5:

Your organization registration for the Electronic Filing system has been received and is being processed.

Once your application has been approved, you will receive an email notification with a link that will allow you to activate your account.

9. Registrations will be reviewed and approved by the LCTCB administrator. When the registration for the organization is approved, an email similar to the following will be sent to the email address provided in Step 5:

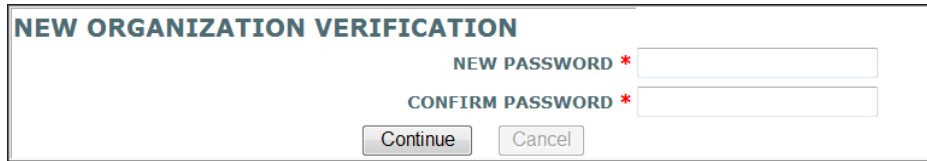
Please click on the following link to confirm the email address for your eFiling organization:

<http://lancastereitentry.rba.com/Preparer/Validate.aspx?id=b21cc319-3f84-47c8-8dc4-9525f0e3d50c>

Once you have clicked this link, you will be required to assign a password for your account.

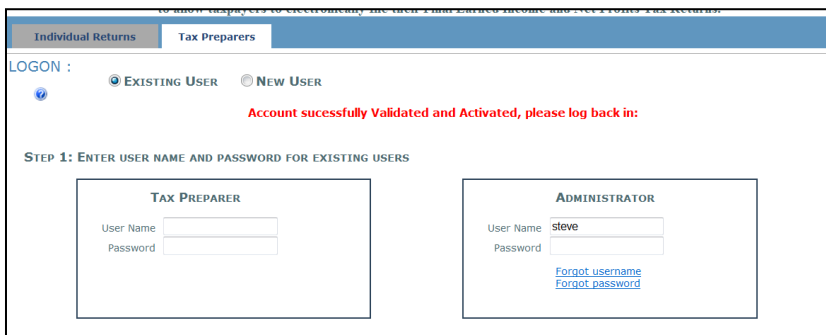
Please note that this link will remain active for only 24 hours. Failure to activate your account in this timeframe will require you to contact the Tax Office to complete the registration process.

10. You will have 24 hours to respond to the link and activate your registration. When you click the link, you will receive the following dialogue box to establish your administrator password. The password you create here is the password to use along with the administrator User Name you created in Step 5.



A dialog box titled "NEW ORGANIZATION VERIFICATION" in blue text. It contains two input fields: "NEW PASSWORD \*" and "CONFIRM PASSWORD \*", both with red asterisks. Below the fields are two buttons: "Continue" and "Cancel".

11. Enter and confirm the administrator password you want to use and click **Continue**.



A screenshot of the "Tax Preparer" LOGIN screen. The page has a blue header with "Individual Returns" and "Tax Preparer" tabs. Below the header, it says "LOGON :" followed by radio buttons for "EXISTING USER" (selected) and "NEW USER". A red message states: "Account successfully Validated and Activated, please log back in:". Below this, it says "STEP 1: ENTER USER NAME AND PASSWORD FOR EXISTING USERS". There are two login boxes: "TAX PREPARER" and "ADMINISTRATOR". The "ADMINISTRATOR" box has "User Name" set to "steve" and a "Password" field. Below the "ADMINISTRATOR" box are links for "Forgot username" and "Forgot password".

12. Your account is now activated and you can login as the administrator or, if you have already created tax preparers, they can login and begin filing tax returns.



## Tax Preparer Maintenance and Workflow

This section will demonstrate how to create and edit tax preparers in your organization and how to use the workflow function for transferring tax returns to other users.

### Creating Tax Preparers

Before using the Tax Preparer application to process tax returns, the administrator must create at least one tax preparer of record. The tax preparer can prepare and/or submit tax returns based on the permissions given by the administrator. The application also allows a tax preparer to save a partially completed tax return to be completed at a later time.

#### To create a Tax Preparer for the organization account:

1. Logon to the application using the administrator User Name and password in the Administrator logon box.

The screenshot shows a web form titled "TAX PREPARER ORGANIZATION INFORMATION". It contains two main sections: "Organization Information" and "Physical Address". The "Organization Information" section includes fields for EIN/SSN (234567891), Organization Name (STEVE'S TAX SERVICE), Contact Name (STEVE), Phone Number (555-555-5555), Fax Number, Last Login Date (02/14/2011), Last Login Time (02:01 PM), User Name (STEVE), Password (\*\*\*\*\*), and Email Address (MAIL@MAIL.COM). There are "Edit User Name", "Edit Password", and "Edit Email" links. The "Physical Address" section includes fields for Address 1 (47 TAX BUREAU LANE), Address 2, City (LANCASTER), State (PA), Country (USA), and Zip Code (17601). There is a checkbox for "Use Different Mailing Address" and another set of address fields. At the bottom, there is a "Show Active Preparers Only" checkbox and a blue bar with "PREPARERS" and "ADD A NEW PREPARER" buttons.

2. Click **ADD A NEW PREPARER**.

The screenshot shows a web form titled "TAX PREPARER INFORMATION". It contains fields for Organization Name (JAKES TAX SERVICE), Internal ID, and Name (with a red asterisk indicating it is required). There is a checkbox for "Can Submit Returns". At the bottom, there are "Continue" and "Cancel" buttons.

- Enter any type of internal ID you may want to use such as employee number (optional) and the name of the tax preparer (required). If you want the Tax Preparer to be able to submit tax returns to LCTCB, check the **Can Submit Returns** checkbox. To allow the Tax Preparer to only prepare returns but not submit them to, leave the box unchecked. When finished, click **Continue**.

### NEW PREPARER REGISTRATION

**USER NAME \***   
**NEW PASSWORD \***   
**CONFIRM PASSWORD \***

- Create a User Name and Password for the tax preparer and click **Continue**.

[Logout](#)

#### TAX PREPARER ORGANIZATION INFORMATION

EIN

SSN

PTIN

Organization Name

Contact Name

Phone Number (  )  -  Ext

Fax Number (  )  -

Last Login Date

Last Login Time

User Name  [Edit User Name](#)

Password  [Edit Password](#)

Email Address  [Edit Email](#)

☐ Use Different Mailing Address

Physical Address

Address 1

Address 2

City

State  Country

Zip Code  -

Address 1

Address 2

City

State  Country

Zip Code  -

[Edit](#)

☒ Show Active Preparers Only

PREPARERS					ADD A NEW PREPARER	
User Name	Preparer Name	Internal ID	Activated	Deactivated		
SADIE	SADIE SMITH	12/22/2011			<a href="#">Deactivate</a>	<a href="#">Impersonate</a>
JAKEG	JAKE GREGORY	12/22/2011			<a href="#">Deactivate</a>	<a href="#">Impersonate</a>

- Continue to set up your tax preparers or click **Logout** to exit the application.

## Editing Tax Preparers

The administrator can edit any information in a tax preparer record except for the Organization Name. There is also a field for entering tax preparer specific notes.

### To edit Tax Preparer records:

1. Logon to the application using the administrator User Name and password in the Administrator logon box.

**TAX PREPARER ORGANIZATION INFORMATION**

EIN: 123456789  
SSN: 111 - 11 - 1111  
PTIN: P  
Organization Name: DEC2012 TEST  
Contact Name: STEVE  
Phone Number: (555) 555 - 5555 Ext:   
Fax Number: ( ) - -  
Last Login Date: 12/22/2011  
Last Login Time: 01:45 PM  
User Name: DEC2012 [Edit User Name](#)  
Password: [Edit Password](#)  
Email Address: STEVEB@LCTCB.ORG [Edit Email](#)  
Physical Address:   
Address 1: 123 MAIN ST  
Address 2:   
City: LANDISVILLE  
State: PA Country: USA  
Zip Code: 17594 -   
Use Different Mailing Address:   
Address 1:   
Address 2:   
City:   
State: PA Country: USA  
Zip Code: - -  
[Edit](#)  
☒ Show Active Preparers Only

PREPARERS		ADD A NEW PREPARER		
User Name	Preparer Name	Internal ID	Activated	Deactivated
SADIE	SADIE SMITH	12/22/2011	<a href="#">Deactivate</a>	<a href="#">Impersonate</a>
JAKEG	JAKE GREGORY	12/22/2011	<a href="#">Deactivate</a>	<a href="#">Impersonate</a>

2. All tax preparers for the organization are listed at the bottom of the screen. To completely deactivate a user logon, find the tax preparer you want to edit and click **Deactivate** to the right of their name. The user is removed from the Preparers list as shown below.

☒ Show Active Preparers Only

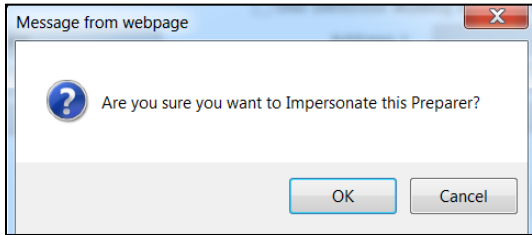
PREPARERS					ADD A NEW PREPARER	
User Name	Preparer Name	Internal ID	Activated	Deactivated		
JAKEG	JAKE GREGORY		12/22/2011	<a href="#">Deactivate</a>	<a href="#">Impersonate</a>	<div>New Print New screen Console. Click</div>

3. To view all preparers both active and inactive for your organization, uncheck the **Show Active Preparers Only** box.

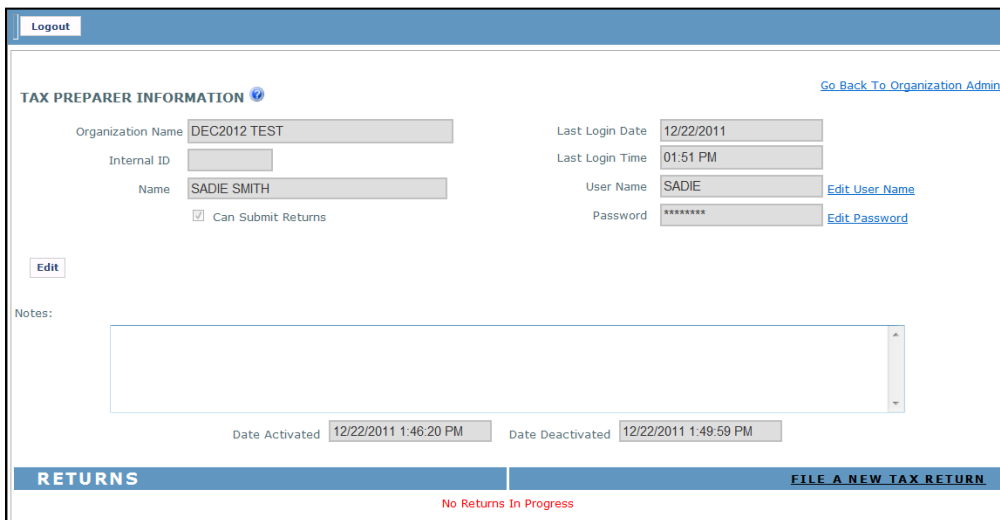
☐ Show Active Preparers Only


PREPARERS					ADD A NEW PREPARER	
User Name	Preparer Name	Internal ID	Activated	Deactivated		
SADIE	SADIE SMITH	12/22/2011	12/22/2011	<a href="#">Activate</a>	<a href="#">Impersonate</a>	
JAKEG	JAKE GREGORY	12/22/2011		<a href="#">Deactivate</a>	<a href="#">Impersonate</a>	

4. You can now re-activate the user at any time by clicking **Activate**.
5. To edit specific information for a tax preparer, find the tax preparer you want to edit and click **Impersonate** to the right of their name.



6. Click **OK**.



7. From here you can do any of the following:
  - a. Click **Edit**  to change the Internal ID, the Name or to add or remove the ability of the tax preparer to submit returns.
  - b. Click **Edit User Name** to change the User Name.
  - c. Click **Edit Password** to change the password.
  - d. Click **Continue Return** to assume processing of any incomplete returns saved under this User Name.
  - e. Click **Go Back to Organization Admin** to return to the administrator screen.

## Using Workflow

Tax preparers, or the administrator when impersonating a tax preparer, can transfer unfinished tax returns to any other user in the organization. This feature can be used to:

- Transfer a return to another preparer for completion or review.
- Tax preparers that are not permitted to submit tax returns can transfer the return to another tax preparer authorized to submit the return.
- If a tax preparer leaves the organization, the administrator can impersonate the tax preparer and distribute all unfinished returns to other users.

### To transfer tax returns to other users:

1. Login using your tax preparer ID or, if an administrator, log in and impersonate the tax preparer.
2. At the bottom of the tax preparer screen, all saved and unsubmitted tax returns display as shown below.

RETURNS			FILE A NEW TAX RETURN		
Taxpayer Name	Taxpayer SSN	Tax Year			
ATP THREES	XXX-XX-3333	2011	<a href="#">Continue Return</a>	<a href="#">Transfer Return</a>	<a href="#">Delete</a>
ATP FOURS	XXX-XX-4444	2011	<a href="#">Continue Return</a>	<a href="#">Transfer Return</a>	<a href="#">Delete</a>

3. Click **Transfer Return** on the line of the return you want to transfer.

**Transfer Return in Progress**

Return ID: 32

Return user name: ATP THREES

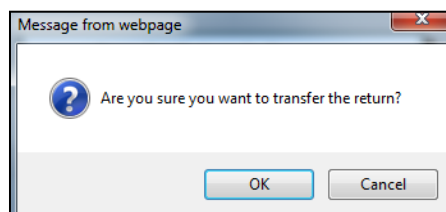
SSN: 333-33-3333

Tax Year: 2011

Select the preparer to transfer this return to:

Jake gregory  
samuel jones  
debra devay

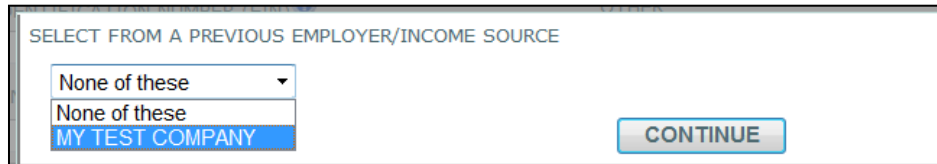
4. Select the name of the user you want to receive the return and click **Transfer**.



5. Click **OK**.
6. The return is removed from display under this user and appears in the list of the new user's tax returns.

## Entering, Saving and Printing Tax Returns

*If you have previously submitted a taxpayer's return through eFiling, each year thereafter you only need to enter the social security number and the system will bring in the taxpayer's name, last address and all the income types and W2's from the prior return. For example, if you are entering a new return for a taxpayer you had filed through eFiling and clicked to Add a W2, you will see the following list of W2s entered in the prior return:*



SELECT FROM A PREVIOUS EMPLOYER/INCOME SOURCE

None of these

None of these

MY TEST COMPANY

CONTINUE

*Select the company and the system recalls the FEIN, name and address of the employer. Just enter the wage amounts and Save to finish entering the W2. This saves a great deal of data entry from year to year.*

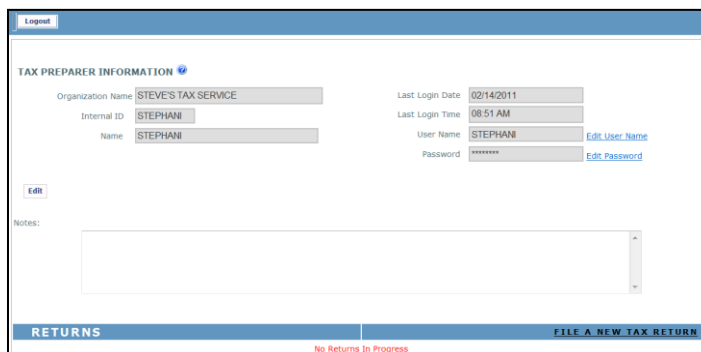
Tax returns can only be entered using tax preparer logons. There is no option to enter tax returns under the administrator logon.

During the tax return entry process, the tax return can be saved at any time after entering name and residency information and prior to submitting the final return to LCTCB.

**NOTE: BEFORE YOU SUBMIT THE RETURN TO LCTCB, MAKE SURE YOU HAVE PRINTED A COPY OR SAVED IT TO A PDF FILE FOR YOUR RECORDS.**  
*Once a return is submitted to LCTCB, it is no longer accessible for editing or viewing in the Tax Preparer application. This is a security feature that sweeps the submitted returns from the database.*

### To enter a tax return:

1. Logon to the tax preparer application with a tax preparer user name and password.



Logon

TAX PREPARER INFORMATION

Organization Name: STEVE'S TAX SERVICE

Internal ID: STEPHAN

Name: STEPHAN

Last Login Date: 02/14/2011

Last Login Time: 08:51 AM

User Name: STEPHAN

Password: [masked]

Edit User Name

Edit Password

Logon

Notes:

RETURNS

FILE A NEW TAX RETURN

No Returns In Progress

2. At the bottom right, click **FILE A NEW TAX RETURN**.

LCTCB Lancaster County Tax Collection Bureau - TEST

FINAL EARNED INCOME AND NET PROFITS TAX RETURN

Start Over Logout

WHAT TAX YEAR ARE YOU FILING FOR?

FILING TAX YEAR 2010 CURRENT TAX YEAR 2010

TAX FORM SELECTION

SHOULD I FILE THE SHORT FORM TAX RETURN OR LONG FORM?

THE SHORT FORM HAS BEEN DESIGNED TO ALLOW TAXPAYERS A QUICK METHOD TO FILE THEIR TAX RETURNS. IF YOUR PERSONAL SITUATION MEETS THESE TESTS, YOU SHOULD USE THE OPTION TO FILE A "SHORT FORM" TAX RETURN. ALL OF THE FOLLOWING CONDITIONS MUST BE MET TO FILE A SHORT FORM TAX RETURN:

- 1) TAXPAYER IS A SINGLE INDIVIDUAL OR A TAXPAYER FILING A JOINTED TAX RETURN WITH HIS/HER SPOUSE.
- 2) TAXPAYER (SINGLE) OR TAXPAYER AND HIS/HER SPOUSE DID NOT MOVE DURING THE CALENDAR YEAR AND LIVED AT AN ADDRESS WITHIN THE JURISDICTION OF LANCASTER COUNTY TAX COLLECTION BUREAU. NON-RESIDENTS MUST USE THE LONG FORM.
- 3) ALL SOURCES OF INCOME TO THE TAXPAYER MUST BE REPORTED ON A FORM W-2.
- 4) YOU ARE NOT CLAIMING AN OUT OF STATE CREDIT. TO CLAIM AN OUT OF STATE CREDIT YOU MUST FILE A PAPER RETURN.
- 5) NO PHILADELPHIA WITHHOLDING CREDIT(S) DUE TO TAXPAYER OR TAXPAYER AND HIS/HER SPOUSE.
- 6) YOU ARE NOT CLAIMING ANY QUARTERLY PAYMENTS OR CREDIT FROM A PRIOR YEAR TAX RETURN.

IF YOU DO NOT MEET ALL OF THE CONDITIONS TO FILE A SHORT FORM TAX RETURN, PLEASE SELECT THE OPTION TO FILE A "LONG"

3. Enter the tax year, select the proper Form type for the return being filed and click **Start Return**. Continue processing the return with the appropriate selections based on the taxpayer's information and documents.

**To save a tax return before completion and return later:**

1. At any time after proceeding past the taxpayer information and taxpayer residency screens, you can save the tax return.

Save and Continue Return Later

2. To discontinue processing of a return, click

Logout

TAX PREPARER INFORMATION

Organization Name STEVE'S TAX SERVICE

Internal ID STEPHANI

Name STEPHANI

Last Login Date 02/14/2011

Last Login Time 08:51 AM

User Name STEPHANI

Password \*\*\*\*\*

Edit User Name

Edit Password

Notes:

RETURNS

Taxpayer Name	Taxpayer SSN
STEVE TPTEST	XXX-XX-1111

Continue Return Delete

FILE A NEW TAX RETURN

3. All saved returns in process are listed under the tax preparer information screen. To resume processing, click **Continue Return**. To remove a return, click **Delete**.

## To print and save a tax return:

1. When you finish a return and submit it to LCTCB, the following screen displays:

The screenshot shows a web interface for the 'FINAL EARNED INCOME AND NET PROFITS TAX RETURN' for 'Tax Year 2010'. At the top right, there are links for 'Download Extension Form' and 'Download Instructions'. Below the title bar, there are 'Start Over' and 'Logout' buttons. A red message states 'Your return has been successfully submitted!'. To the right of this message is a button labeled 'Print Return and Payment Voucher'. Below the message is a section titled 'SUMMARY OF EARNED INCOME AND NET PROFITS TAX' for 'TAX YEAR 2010' with a 'RETURN ID: 912'. It also shows the submission date and time: 'SUBMITTED: MONDAY, FEBRUARY 14, 2011 9:14:46 AM'. The taxpayer information is listed below: TAXPAYER NAME (JAKE TESTTP2), SPOUSE NAME, ADDRESS (123 BANK BARN LN), CITY (LANCASTER), STATE (PA), ZIP (17602), and COUNTRY (USA).

2. Each submitted return is time stamped and given a unique Return ID, both displayed at the top of the form. Depending on the type of return you will see one of the following options:
  - a. **Print Return and Payment Voucher** – this option will display with all returns that generate a balance due from the taxpayer. A voucher is printed at the bottom of the form that should be detached and mailed to LCTCB with the payment.
  - b. **Print Return** – this option will display with all returns that have either a taxpayer refund due or have no payment/no refund due.
3. Click **Print Return** or **Print Return and Payment Voucher**. There will be a slight delay as the report is generated and you will then see a new tab in your web browser similar to the following:

The screenshot shows a notification box with a 'Favorites' button and an 'eReporting File Download' button. Below these buttons, it says 'Your file is ready. [Download now](#)'.

*NOTE: To be able to view the file, you will need to have some type of PDF reader such as Adobe Reader installed on your computer.*

4. Click **Download now**.
5. **Open** or **Save** the generated pdf file.
6. To finish, click **Logout** to exit the application or **Start Over** to begin a new return.

*NOTE: If you don't see the Download now message you may need to change the settings in your web browser to allow pop-ups from the eFiling application.*