

TAXCADDY

CPA User Guide

Welcome to TaxCaddy! This guide will help you get up and running fast.

Contents

Quick Start Guide.....	3
Overview	4
Access TaxCaddy.....	5
Clients I'm following	7
Client Activity.....	8
Unread Messages	9
Client Search.....	9
Client Profiles	10
Follow/Unfollow	10
Tax Documents.....	11
Questionnaire.....	49
Messages.....	58
Tax Return	64
Administrative	72
Client Management	79
Templates.....	118
Document Request List	145
Firm Details	155
Taxpayer view.....	162
Overview	163
Tax Documents.....	175
Messages.....	185
My Return	189
Settings.....	192
Release information.....	196
What's New	196
What's Next.....	196
Past Releases.....	196

Quick Start Guide

Follow these steps to get up and running fast.

1. [Assign user group permissions](#) so users can access TaxCaddy.
2. [Access TaxCaddy](#) via FileRoom.
3. [Upload a firm logo](#). Optionally [edit your firm name](#) to an abbreviated version.
4. Customize the [Invite and Reminder templates](#).
5. [Update client records](#) that are missing info and [add new clients](#).
6. [Invite \(or remind\)](#) your clients to create an account.
7. [Select categories](#) to display when your clients upload documents.
8. [Create Letters templates](#) using the editor or [upload Letters templates](#).
9. Edit the [Questionnaire template](#).
10. [Create Custom Document Request Lists](#).
11. [Send Custom Document Request Lists](#).
12. [Send Letters in bulk](#) (via Client Management)
or [send Letters to an individual client](#) (via Client Profiles).
13. [Send Questionnaires](#).

Wait for your clients to upload documents, fill out questionnaires and send messages. Then follow these steps to review what they've provided, create a binder and upload a tax return.

1. [Message your clients](#).
2. [View and file questionnaire to Tax Documents](#).
3. [Upload any other items to Tax Documents](#).
4. [Create a binder](#) or [add documents](#) to an existing binder.
5. [Upload the return](#).

Overview

The Overview screen gives you a snapshot of what's happening in your account for the selected tax year, including client activity, unread messages, and a list of clients you follow.

The screenshot shows the SurePrep Overview screen for the Current Tax Year - 2016. At the top, there are navigation links for Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the header, there are three main sections:

- Client Activity:** Shows 6 Client Uploaded Documents, 9 Client Signed/Reviewed Documents, 6 Clients Updated Questionnaire, and 0 Clients Approved Return.
- Unread Messages (15):**
 - Joshua Cox: Document Request List. Thank you. (Today - 4 minutes ago)
 - Jack Anderson: Documents to provide. I will receive some of my 1099s late. (Today - 9 minutes ago)
- Clients I'm Following:** A table listing clients followed by Pam Preparer, showing their status (e.g., 3 of 4 documents uploaded, 100% complete).

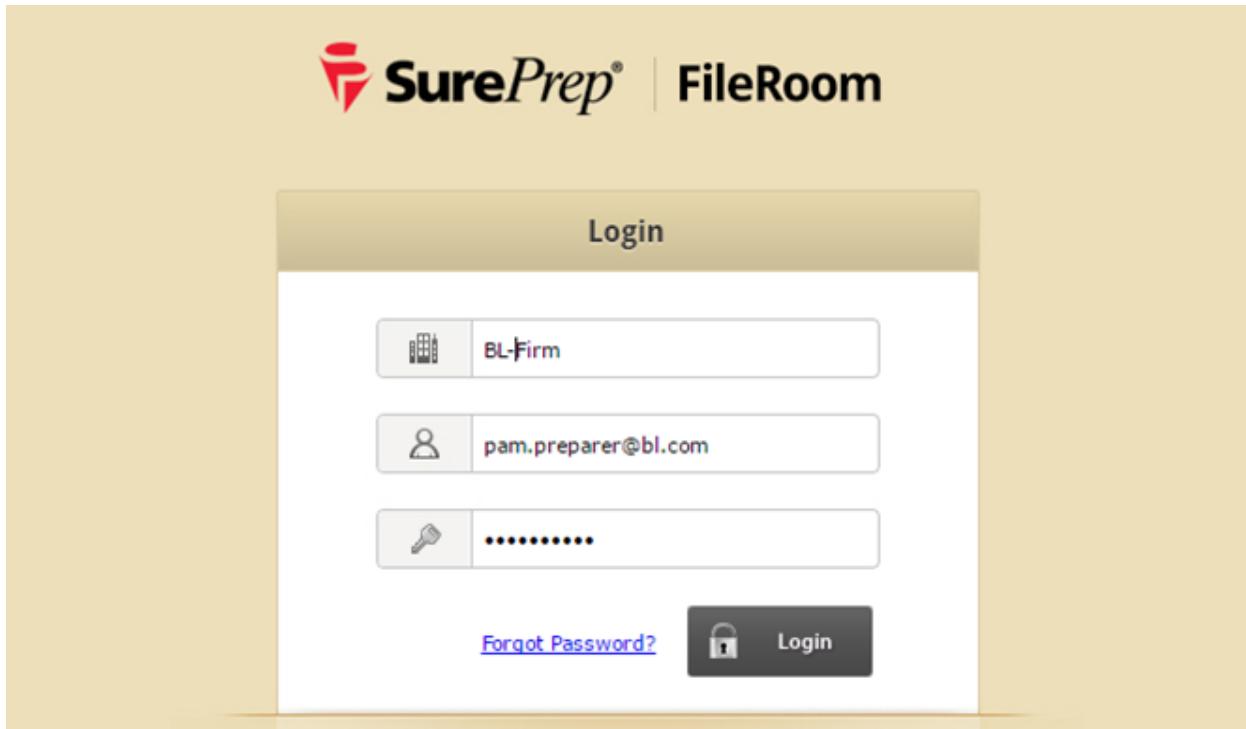
[See more about Overview on the TaxCaddy Help Center.](#)

Access TaxCaddy

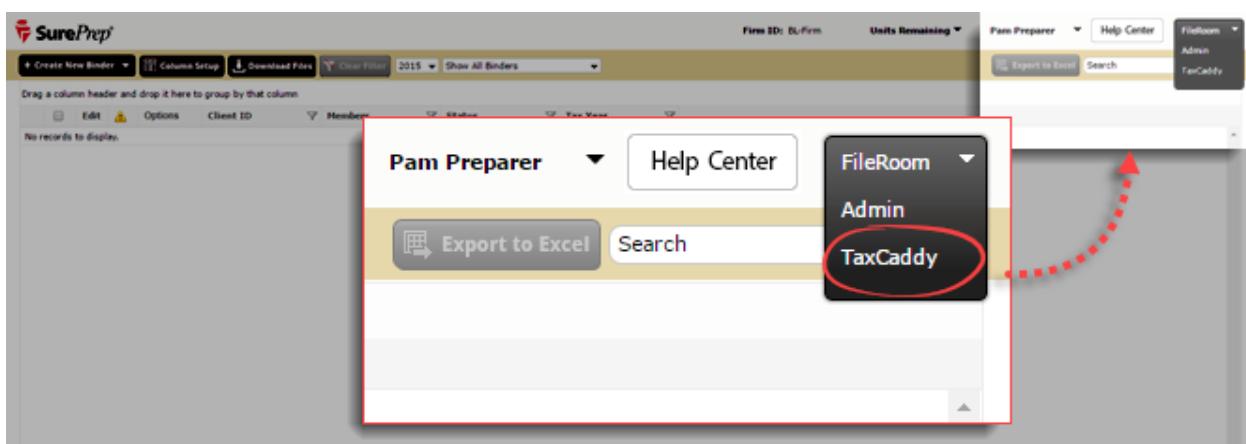
TaxCaddy is accessible through FileRoom, so you don't have to create separate credentials to log in to TaxCaddy. Follow these steps to access TaxCaddy via FileRoom.

Tip: Your firm admin might need to set up permissions first.

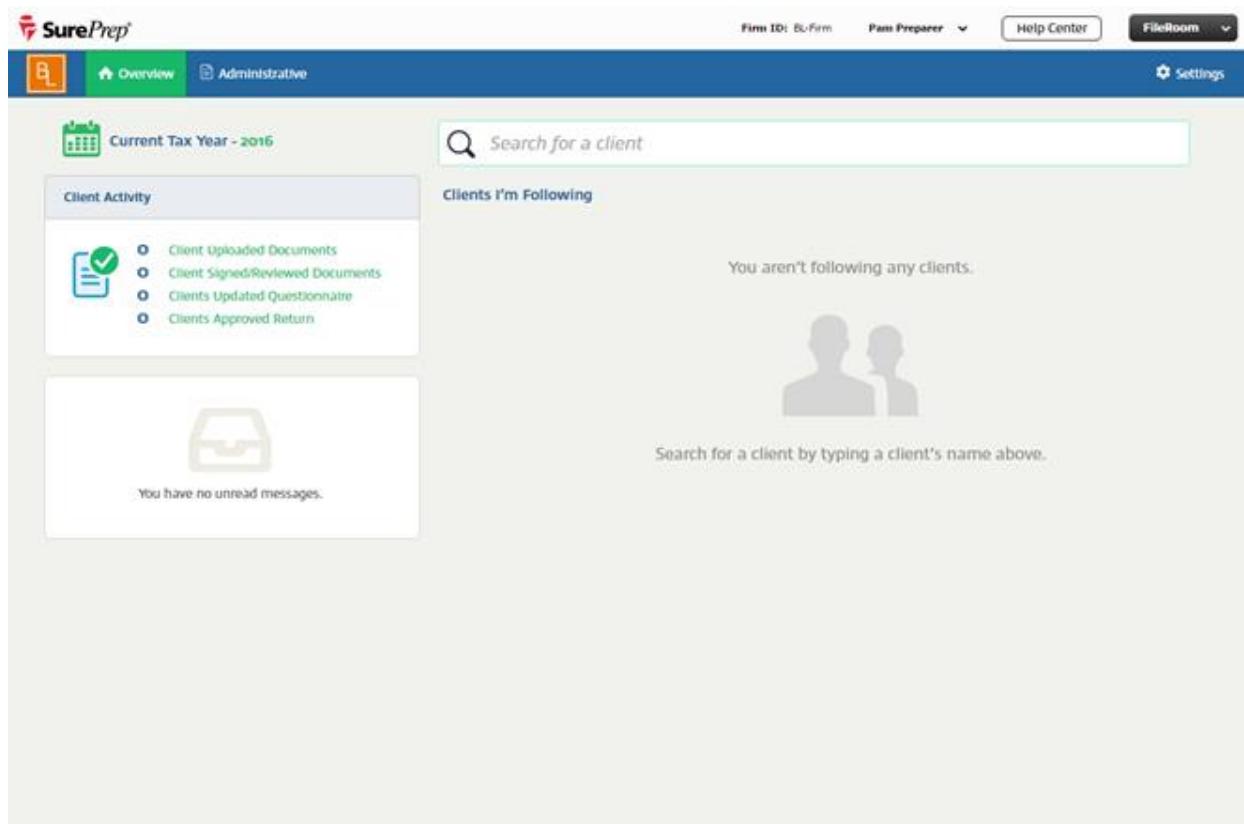
14. Log in to SurePrep FileRoom.



15. On the upper right, point to the drop-down menu and then click **TaxCaddy**.



16. TaxCaddy opens. The SurePrep navigation bar stays at the top, so you can toggle between TaxCaddy and FileRoom as needed.



Go back to [Quick Start Guide](#). Next: [Upload a firm logo](#).

Clients I'm following

The clients you follow appear on the right, with icons indicating the number of unread messages and uploaded documents.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with the SurePrep logo, Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there's a search bar labeled "Search for a client". On the left, there's a sidebar titled "Client Activity" with a checklist icon and four items: Client Uploaded Documents (6), Client Signed/Reviewed Documents (9), Clients Updated Questionnaire (6), and Clients Approved Return (0). Below this is a section for "Unread Messages (2)" with a red arrow pointing from it towards the main "Clients I'm Following" list. The main area is titled "Clients I'm Following" and contains a table with columns for CLIENT and OWNER. The table lists four clients: Anderson, Jack (Pam Preparer), Cox, Joshua (Pam Preparer), Picard, Luke (Pam Preparer), and Stein, Robert (Pam Preparer). Each client row includes icons for unread messages (blue speech bubble), uploaded documents (red clipboard), total documents (blue document), and completion percentage (green clipboard).

CLIENT	OWNER
J A Anderson, Jack	Pam Preparer
J C Cox, Joshua	Pam Preparer
L P Picard, Luke	Pam Preparer
R S Stein, Robert	Pam Preparer

Client Activity

The total number of clients who have uploaded documents or signed/reviewed documents appears on the Client Activity panel. You can filter clients by their activity by clicking an activity type.

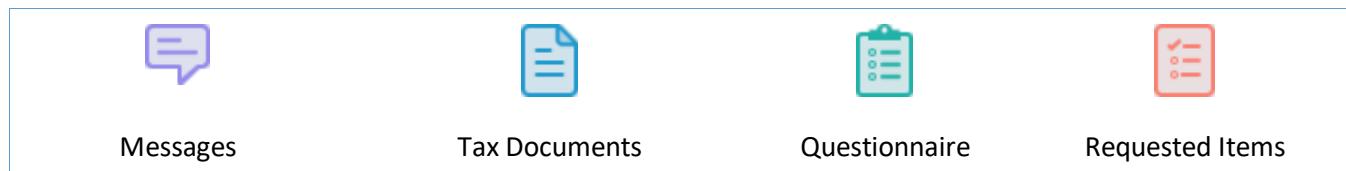
Client Activity

- 6 Client Uploaded Documents
- 9 Client Signed/Reviewed Documents
- 6 Clients Updated Questionnaire
- 0 Clients Approved Return

Unread Messages (15)

Client	Message	Status	Progress
Joshua Cox	Document Request List Thank you	Today - 4 minutes	1/1
Jack Anderson	Documents to provide I will receive some of my 1099s late.	Today - 9 minutes ago	1/14
Ramirez, Claudia	Palm Preparer	1/3	13%
Stark, John	Palm Preparer	3/3	0%
Stein, Robert	Palm Preparer	8/10	0%

Icons represent activity on the account:



Unread Messages

Any threads containing new messages appear under the Unread Messages, with a red badge indicating the number of new messages in the thread. Click a message to open the thread in the client's profile, or point to a message and click Reply to reply to a message from the Overview screen.

The screenshot shows the SurePrep software interface. At the top, there are navigation tabs: 'Overview' (highlighted in green), 'Administrative', 'FileRoom', 'Help Center', and 'Settings'. Below the tabs, the main area displays 'Client Activity' and 'Unread Messages (15)'. The 'Unread Messages' section is highlighted with a red box. It lists two messages:

- Joshua Cox** (Today - 4 minutes ago): Document Request List. Thank you. (Red badge 1)
- Jack Anderson** (Today - 9 minutes ago): Documents to provide. I will receive some of my 1099s late. (Red badge 2)

Client Search

You can search for clients by name using the Search box. By default, only profiles associated with current tax year are displayed.

The screenshot shows the SurePrep software interface. At the top, there are navigation tabs: 'Overview' (highlighted in green), 'Administrative', 'FileRoom', 'Help Center', and 'Settings'. Below the tabs, the main area displays 'Client Search' (highlighted with a red box). The search bar contains the placeholder text 'Search for a client'. To the right, a list of clients is shown:

Profile	Name	Role	Messages	Forms	Completed %
Cox, Joshua	Cox, Joshua	Pam Preparer	1	0 of 0	3 100%
Picard, Luke	Picard, Luke	Pam Preparer	8	10 of 14	1 0%
Ramirez, Claudia	Ramirez, Claudia	Pam Preparer	1	3 of 4	3 13%
Stark, John	Stark, John	Pam Preparer	3	1 of 14	1 0%

Client Profiles

Click a client tile from the Overview screen to access the client's profile. Client Profiles provide detailed information about each client, including name, ID, tax phase, selected tax year, unread messages, requested items, uploaded tax documents, and questionnaire status.

The screenshot shows the SurePrep software interface. At the top, there is a navigation bar with the SurePrep logo, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, Settings, and a search bar. Below the navigation bar, there is a green button labeled "TAX YEAR 2016". The main content area displays a client profile for "Tom Taxpayer - 010 PHASE - GATHER TAX DOCUMENTS". The profile includes icons for unread messages (3), requested items (0 of 0), docs (0), and questionnaire completion (0%). A message at the bottom left says "Client doesn't have any requested items yet." and a "View Full History" link is at the bottom right.

Follow/Unfollow

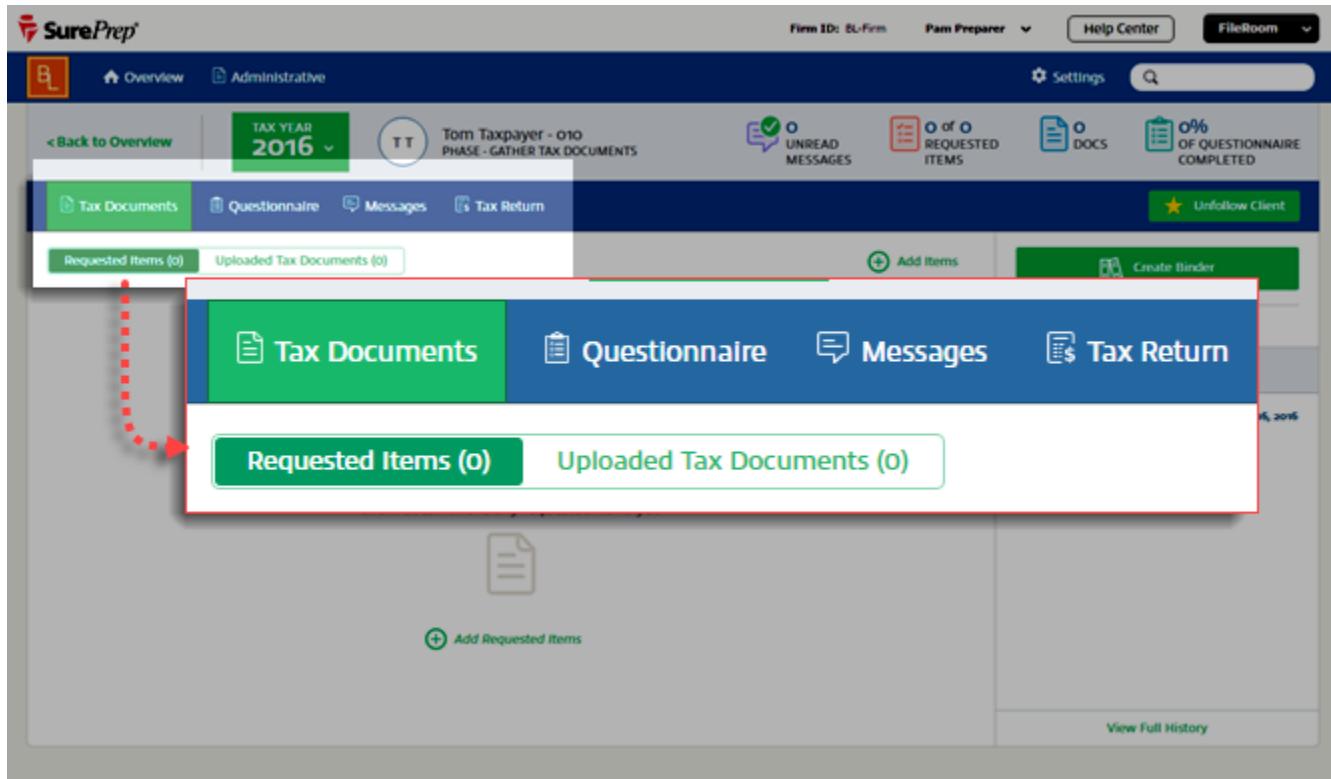
Click the Follow/Unfollow Client button to follow a client. Clients you follow appear on the Overview screen.

The screenshot shows the SurePrep software interface. The top navigation bar and client profile are identical to the previous screenshot. In the center, there is a modal dialog box with a blue header bar containing a yellow star icon and the text "Unfollow Client". Below the header, the word "COMPLETED" is displayed in a blue box. The main content area of the dialog shows a message: "Tom Taxpayer accepted the connection request" dated "MONDAY, NOVEMBER 14, 2016". A red arrow points from the "Unfollow Client" button in the dialog back to the "Follow/Unfollow Client" button in the client profile.

Tax Documents

Tax Documents consists of two sections: Requested Items and Uploaded Tax Documents.

17. Requested Items includes documents you have requested the client sign, review, or upload.
18. Uploaded Tax Documents includes all documents uploaded to the client's account, including those that were not requested items or are uncategorized.



The screenshot shows the SurePrep software interface for tax preparation. At the top, there is a navigation bar with various links like 'Overview', 'Administrative', 'Help Center', and 'FileRoom'. Below the navigation bar, the main area is titled 'Tom Taxpayer - 010' and 'PHASE - GATHER TAX DOCUMENTS'. There are several status indicators: 'UNREAD MESSAGES' (0), 'REQUESTED ITEMS' (0), 'DOCS' (0), and 'OF QUESTIONNAIRE COMPLETED' (0%). The main content area has tabs for 'Tax Documents', 'Questionnaire', 'Messages', and 'Tax Return'. A sub-section for 'Tax Documents' is currently active, showing 'Requested Items (0)' and 'Uploaded Tax Documents (0)'. A red dashed arrow points from the 'Requested Items (0)' button in the main navigation bar down to the 'Requested Items (0)' button in the sub-section. Both buttons are highlighted with a red border. Other visible elements include a 'Create Binder' button and a 'View Full History' link at the bottom right.

View Tax Documents

Tax Documents consists of two sections: Requested Items and Uploaded Tax Documents.

Follow these steps to view Tax Documents.

1. Log in to TaxCaddy.
2. Under **Clients I'm Following**, click a client tile to go to that client's profile.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with the SurePrep logo, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there is a search bar labeled "Search for a client". On the left, there is a sidebar titled "Client Activity" with icons for Client Uploaded Documents (5), Client Signed/Reviewed Documents (3), Clients Updated Questionnaire (0), and Clients Approved Return (0). Below this, there is a section for "Unread Messages (2)". A red arrow points from the "Unread Messages" section down to the "Clients I'm Following" section. The main area is titled "Clients I'm Following" and contains a table with four rows:

CLIENT	OWNER
J A Anderson, Jack	Pam Preparer
J C Cox, Joshua	Pam Preparer
L P Picard, Luke	Pam Preparer
R S Stein, Robert	Pam Preparer

Each row displays the client's initials and name, the owner's name, and various status indicators: a speech bubble icon with a number (e.g., 2, 1, 8, 1), a checklist icon with a progress bar (e.g., 3 of 4, 0 of 0, 10 of 14, 3 of 4), a document icon (e.g., 6, 3, 1, 3), and a clipboard icon with a percentage (e.g., 100%, 100%, 0%, 13%).

3. Click **Tax Documents**. The Requested Items tab is open by default and documents appear under sections titled To Review, To Sign, and To Upload. Click a document under To Review or To Sign to view it.

TAX DOCUMENTS

REQUESTED ITEMS (12)

To Review (1)

DOCUMENT NAME	REQUESTED ON	STATUS
Disclosures CPA Letters	12/02/2016 - 04:13 PM	Awaiting Review

To Sign (1)

DOCUMENT NAME	REQUESTED ON	STATUS
Agreement	12/01/2016 - 02:36 PM	Awaiting Signature

To Upload (10)

DOCUMENT NAME	REQUESTED ON	STATUS
Employer (Taxpayer) W-2 (Wages)	01/20/2017 - 01:22 PM	Not Uploaded

- The document opens in the document viewer. Use the message panel on the right to associate a message thread with this document. When you're done, click **Back to Overview**.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with links for Overview, Administrative, Firm ID: BL-Firm, Pam Preparer, Help Center, and FileRoom. Below the navigation bar, there's a header with the year 2016, the taxpayer name Tom Taxpayer - 010, and the phase GATHER TAX DOCUMENTS. The main area shows a document titled "Agreement" uploaded on 12/01/2016 at 02:36 PM by Pam Preparer. The document content includes "Agreement", "Urna Semper", and the date "September 7, 2016". To the right of the document viewer is a "Messages" panel. The panel has a message from "Semper 1" stating "You haven't sent any messages yet." and a placeholder "Send a message below if you have any questions." A red arrow points from the text "Associate this message with this document" to the "Associate" button in the message panel.

5. Click Uploaded Tax Documents.

The screenshot shows the SurePrep software interface for tax preparation. At the top, there's a navigation bar with links for Overview, Administrative, Firm ID: BU-Firm, Tax Preparer, Help Center, and FileRoom. Below the navigation bar, it displays the Tax Year 2016 and the current phase: "Tom Taxpayer - o1o PHASE - PROVIDE CPA INFO". It also shows 0 unread messages, 1 of 3 requested items, 4 docs uploaded, and 0% of the questionnaire completed. The main content area has tabs for Tax Documents, Questionnaire, Messages, and Tax Return. A sub-menu under 'Tax Documents' shows 'Requested Items (3)' and 'Uploaded Tax Documents (4)'. The 'Uploaded Tax Documents (4)' link is circled in red. Below this, there's a section for 'Moving Expenses (2)' with two items listed: 'Receipt for moving costs' and 'Relocation for work - expenses sheet'. To the right, there's a log of uploaded documents from 'Tom Taxpayer' with timestamps and descriptions. A red box highlights the 'Uploaded Tax Documents (4)' section.

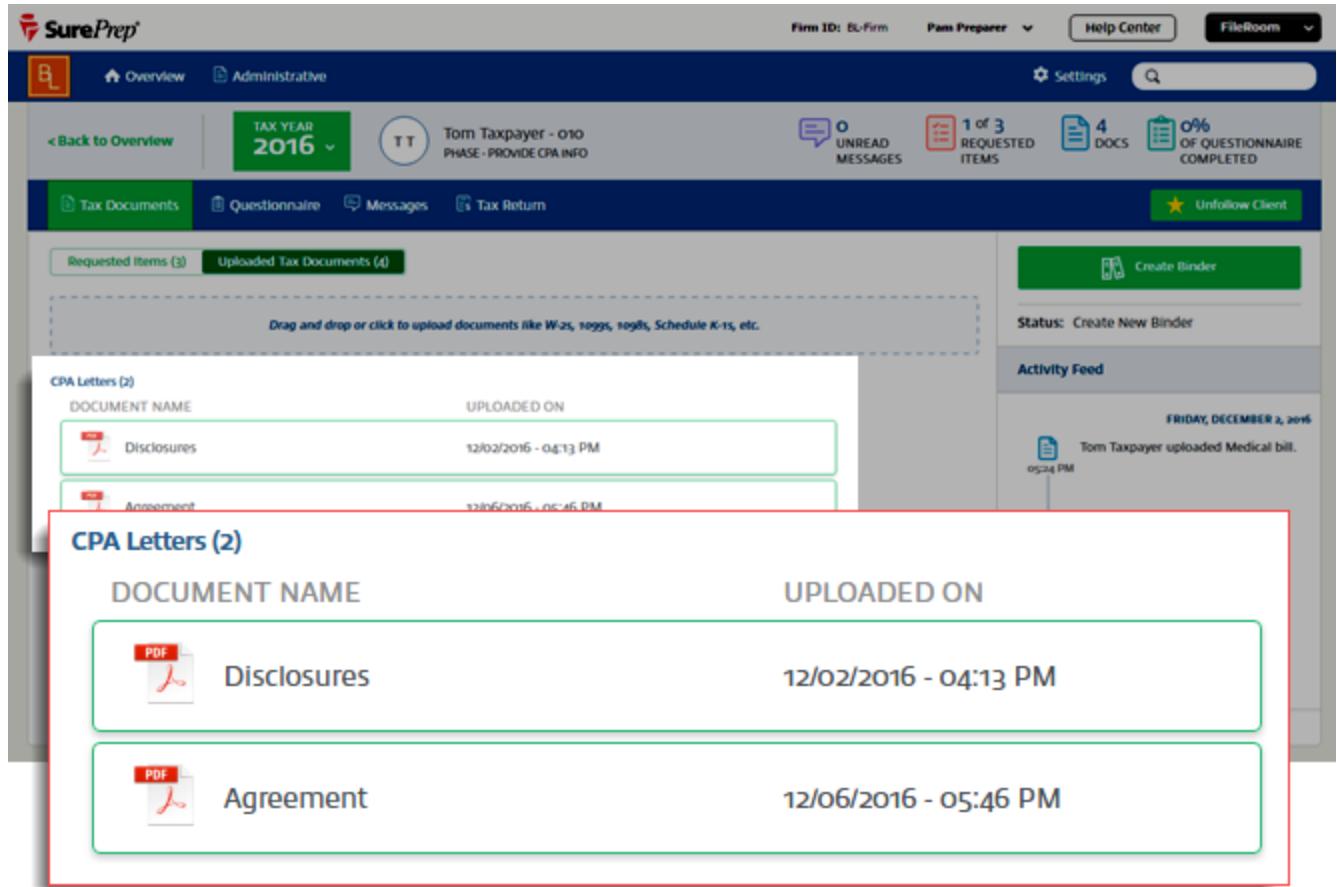
6. The client's tax documents are organized by category. You can click a document to open it in the viewer.

The screenshot shows the SurePrep software interface for tax preparation. At the top, there is a navigation bar with links for Overview, Administrative, Help Center, and FileRoom. The main area displays a client profile for "Tom Taxpayer - o1o" with the phase "PHASE - PROVIDE CPA INFO". It shows 1 unread message, 1 requested item, 4 uploaded documents, and 0% questionnaire completed. Below this, there are tabs for Tax Documents, Questionnaire, Messages, and Tax Return. The current view is on "Tax Documents". Under "Requested Items (2)", there is a placeholder for dragging and dropping documents. Under "Uploaded Tax Documents (4)", there are two items listed: "Medical bill" and "Medical expenses statements", both uploaded on 11/16/2016 at 02:50 PM. A red box highlights this section. To the right, there is a sidebar with a "Create Binder" button and an activity feed showing a recent upload of a medical bill. Below the main document list, there is another section titled "Moving Expenses (2)" with two items: "Receipt for moving costs" and "Relocation for work - expenses sheet", both uploaded on 11/16/2016 at 02:50 PM. This section is also highlighted with a red box.

DOCUMENT NAME	UPLOADED ON
Medical bill	11/16/2016 - 02:50 PM
Medical expenses statements	11/16/2016 - 02:50 PM

DOCUMENT NAME	UPLOADED ON
Receipt for moving costs	11/16/2016 - 02:50 PM
Relocation for work - expenses sheet	11/16/2016 - 02:50 PM

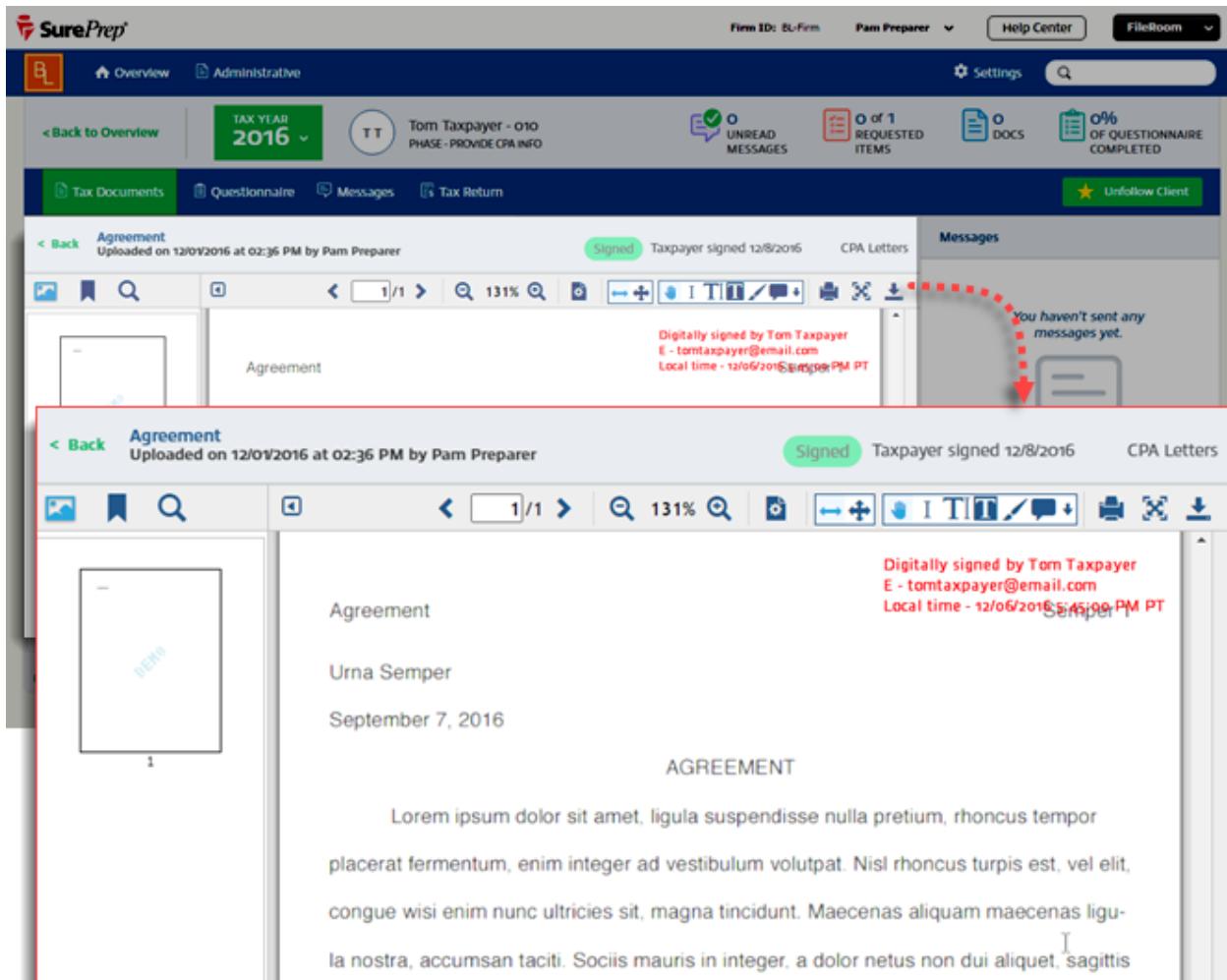
7. Completed To Review or To Sign Requested Items are filed to the clients Uploaded Tax Documents under the CPA Letters category. Click a document in the CPA Letters category to open it in the document viewer.



The screenshot shows the SurePrep software interface for tax preparation. At the top, there's a navigation bar with links for Overview, Administrative, Help Center, and FileRoom. The main area displays a taxpayer profile for "Tom Taxpayer - 010" with a phase of "PROVIDE CPA INFO". It shows 0 unread messages, 1 of 3 requested items, 4 docs, and 0% of questionnaire completed. Below this, there are tabs for Tax Documents, Questionnaire, Messages, and Tax Return. The "Tax Documents" tab is selected, showing two categories: "Requested Items (3)" and "Uploaded Tax Documents (4)". A dashed box highlights the "Uploaded Tax Documents (4)" section, which contains a placeholder text "Drag and drop or click to upload documents like W-2s, 1099s, 1098s, Schedule K-1s, etc.". Below this, the "CPA Letters (2)" section is shown, also highlighted with a red border. It lists two documents: "Disclosures" uploaded on 12/02/2016 at 04:13 PM and "Agreement" uploaded on 12/06/2016 at 05:46 PM. To the right, there's a sidebar with a "Create Binder" button and an activity feed entry from Friday, December 2, 2016, stating "Tom Taxpayer uploaded Medical bill." at 05:41 PM.

DOCUMENT NAME	UPLOADED ON
Disclosures	12/02/2016 - 04:13 PM
Agreement	12/06/2016 - 05:46 PM

8. Documents that were digitally signed or reviewed by a client are stamped in the top right corner of the first page of the document. The stamp is visible to all users.



Upload letters to client profiles (individual taxpayers)

Follow these steps to add a To Review or To Sign Requested Item on an individual client's profile.

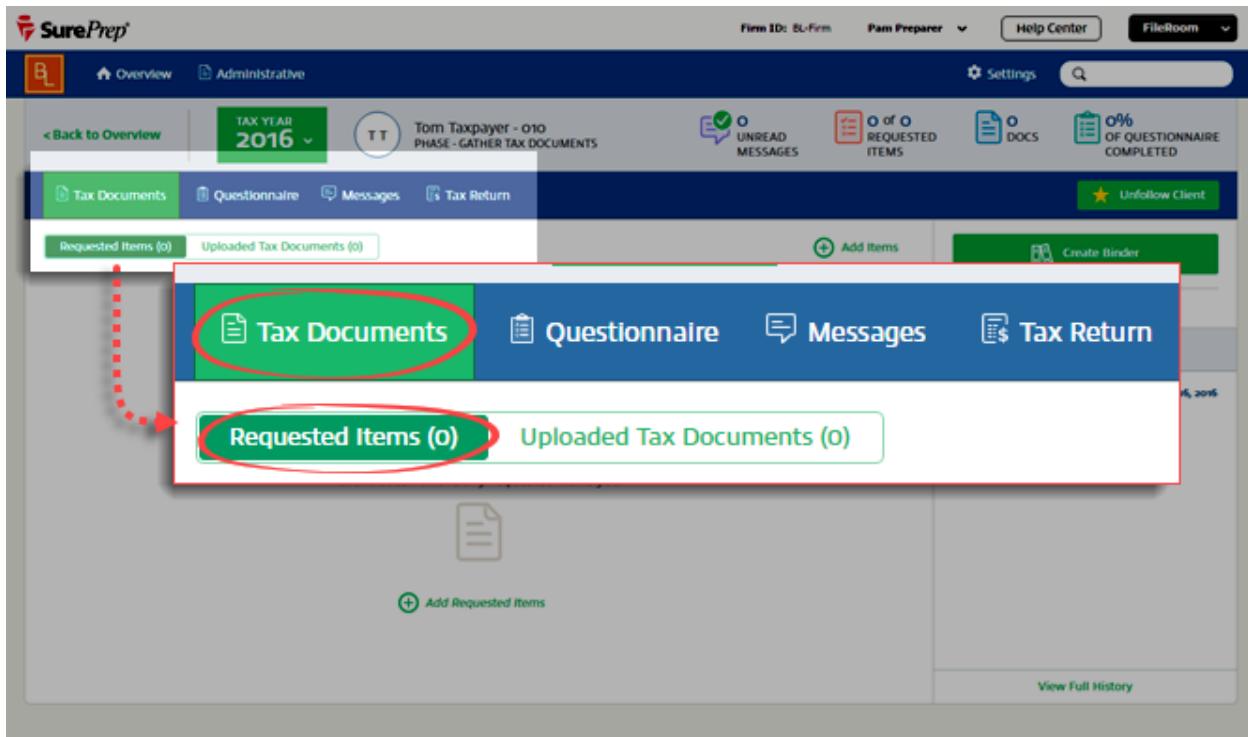
Note: Individual To Upload Requested Items via client profiles are coming soon in a future release.

1. Log in to TaxCaddy.
2. Under **Clients I'm Following**, click a client tile to go to that client's profile.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with the SurePrep logo, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there is a search bar labeled "Search for a client". On the left, there is a sidebar titled "Client Activity" with icons and counts: 5 Client Uploaded Documents, 3 Client Signed/Reviewed Documents, 0 Clients Updated Questionnaire, and 0 Clients Approved Return. Below this is a section for "Unread Messages (2)". A red arrow points from the "Unread Messages" section down to the "Clients I'm Following" list. The main area is titled "Clients I'm Following" and contains a table with four rows. Each row represents a client: Anderson, Jack (Pam Preparer), Cox, Joshua (Pam Preparer), Picard, Luke (Pam Preparer), and Stein, Robert (Pam Preparer). Each row displays the client's name, owner, unread messages count (2, 1, 8, 1 respectively), document status (3 of 4, 0 of 0, 10 of 14, 3 of 4), file count (6, 3, 1, 3), and a progress bar (100%, 0%, 0%, 13%).

CLIENT	OWNER	UNREAD MESSAGES	DOCUMENT STATUS	FILE COUNT	PROGRESS
J A Anderson, Jack	Pam Preparer	2	3 of 4	6	100%
J C Cox, Joshua	Pam Preparer	1	0 of 0	3	100%
L P Picard, Luke	Pam Preparer	8	10 of 14	1	0%
R S Stein, Robert	Pam Preparer	1	3 of 4	3	13%

3. Click Tax Documents and then Requested Items.



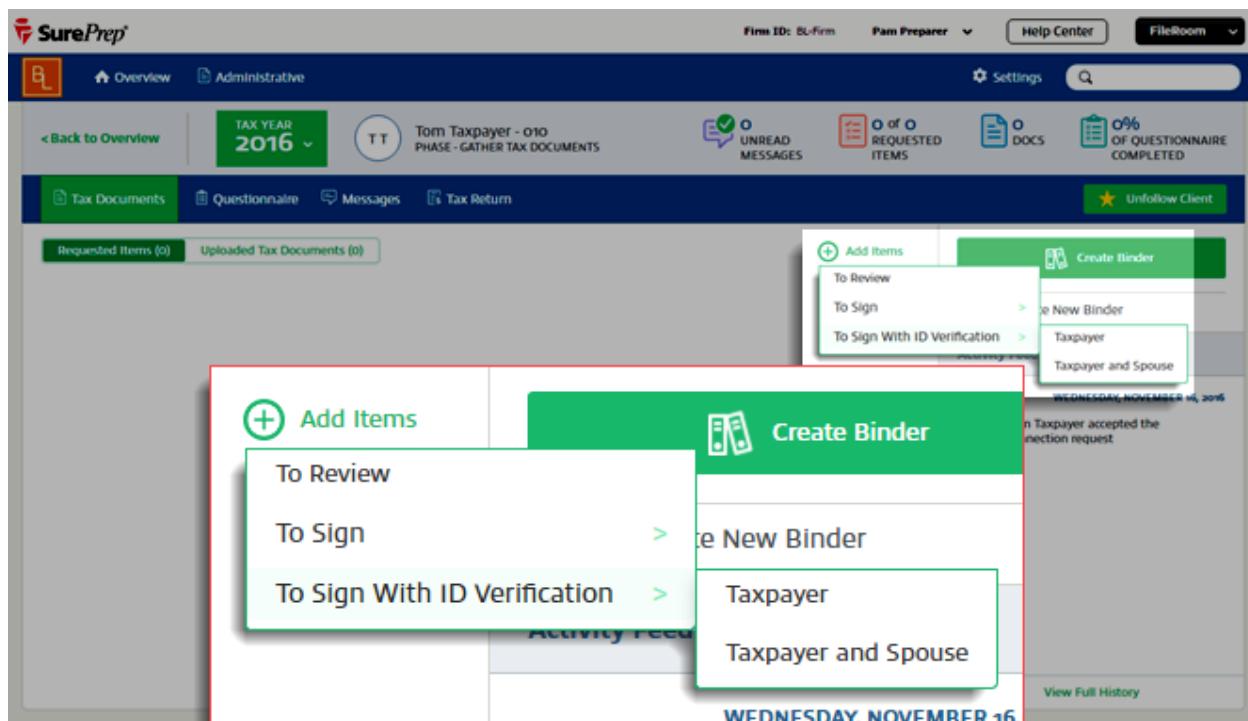
4. Click **+Add Items**. To upload a document for the client to Review, click **To Review**. To upload a document for signature, point to **To Sign** or **To Sign With ID Verification** and then select either **Taxpayer** or **Taxpayer and Spouse**, depending on the signature requirement of the document.

To Review: Client marks document as reviewed using the Mark Reviewed button.

To Sign: Client marks document as signed using the Sign & Accept button and entering their first name as signature capture.

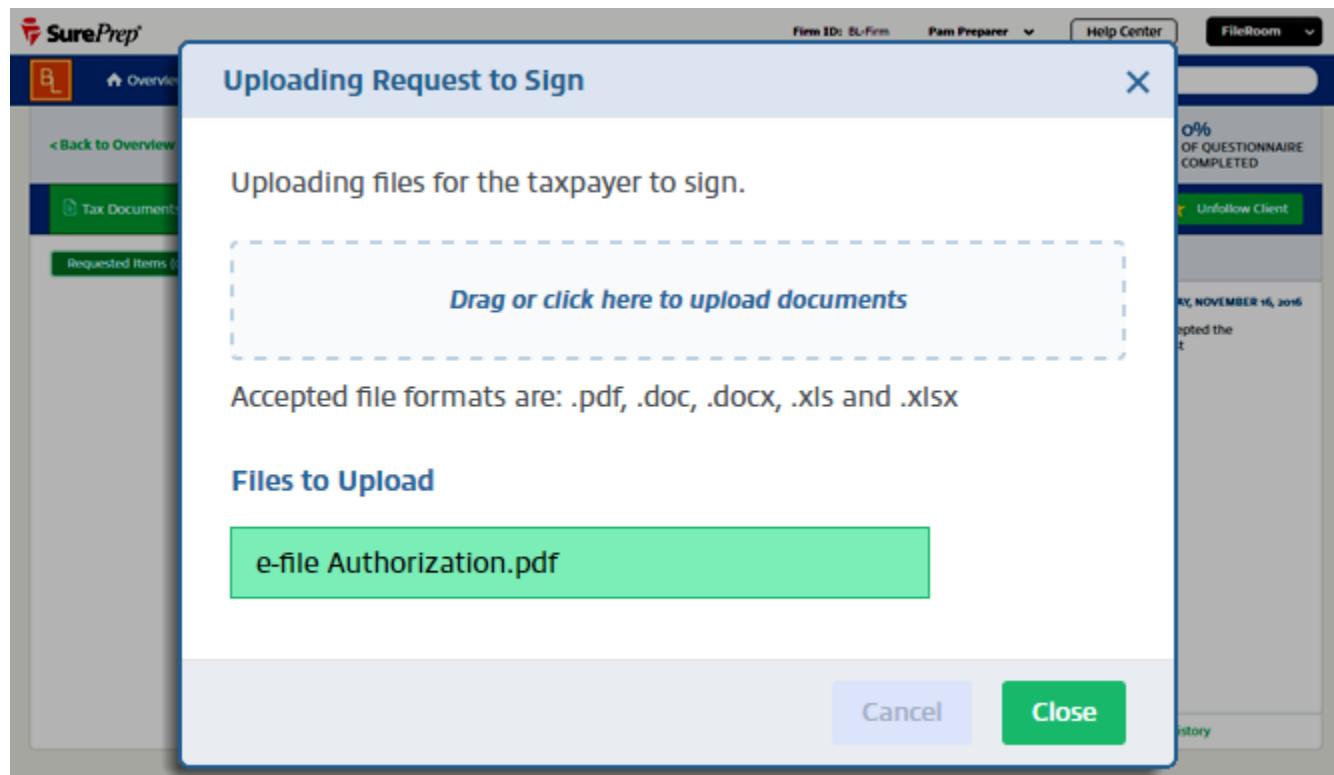
To Sign With ID Verification: Client marks document as signed using the Sign & Accept button, entering their first name as signature capture and then providing information to confirm their identity using knowledge-based authentication. If you have specified that the document requires the spouse's signature, the spouse is prompted to verify their identity using the same KBA process, and may complete their signature process at the same time as the taxpayer. If either the taxpayer or spouse fails the identity verification, both will be required to sign the document manually.

Your client is only prompted to complete ID verification once per session, so they can sign other documents requiring ID verification without completing the knowledge-based authentication (KBA) process again.

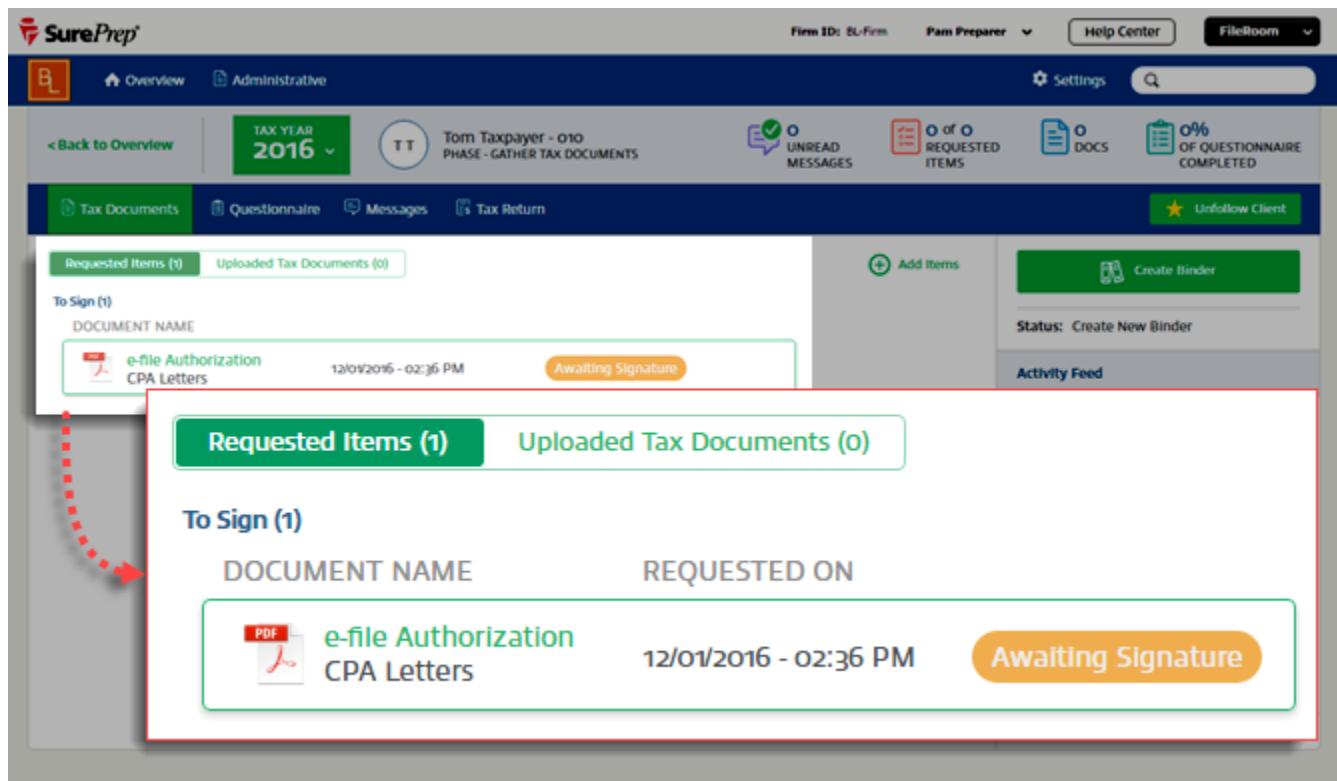


5. Select a file to upload from your device. The file appears under Files to Upload. Click **Close**.

Tip: You can upload fillable PDFs and password-protected PDFs and those features will be preserved.



6. The document appears under To Sign in the client's Requested Items.



The screenshot shows the SurePrep software interface. At the top, there are navigation links: Overview, Administrative, Back to Overview, TAX YEAR 2016, Tom Taxpayer - o1o PHASE - GATHER TAX DOCUMENTS, Settings, Help Center, Firm ID: BU-Firm, Pam Preparer, FileRoom, and a search bar. Below the header, there are several status indicators: UNREAD MESSAGES (0), REQUESTED ITEMS (0), DOCS (0), and QUESTIONNAIRE COMPLETED (0%). The main menu includes Tax Documents, Questionnaire, Messages, and Tax Return. A green button for 'Create Binder' is also present. The central area displays 'Requested Items (1)' and 'Uploaded Tax Documents (0)'. Under 'To Sign (1)', there is one item: 'e-file Authorization CPA Letters' (PDF file, 12/01/2016 - 02:36 PM), which is currently 'Awaiting Signature'. A red arrow points from the left margin towards this item.

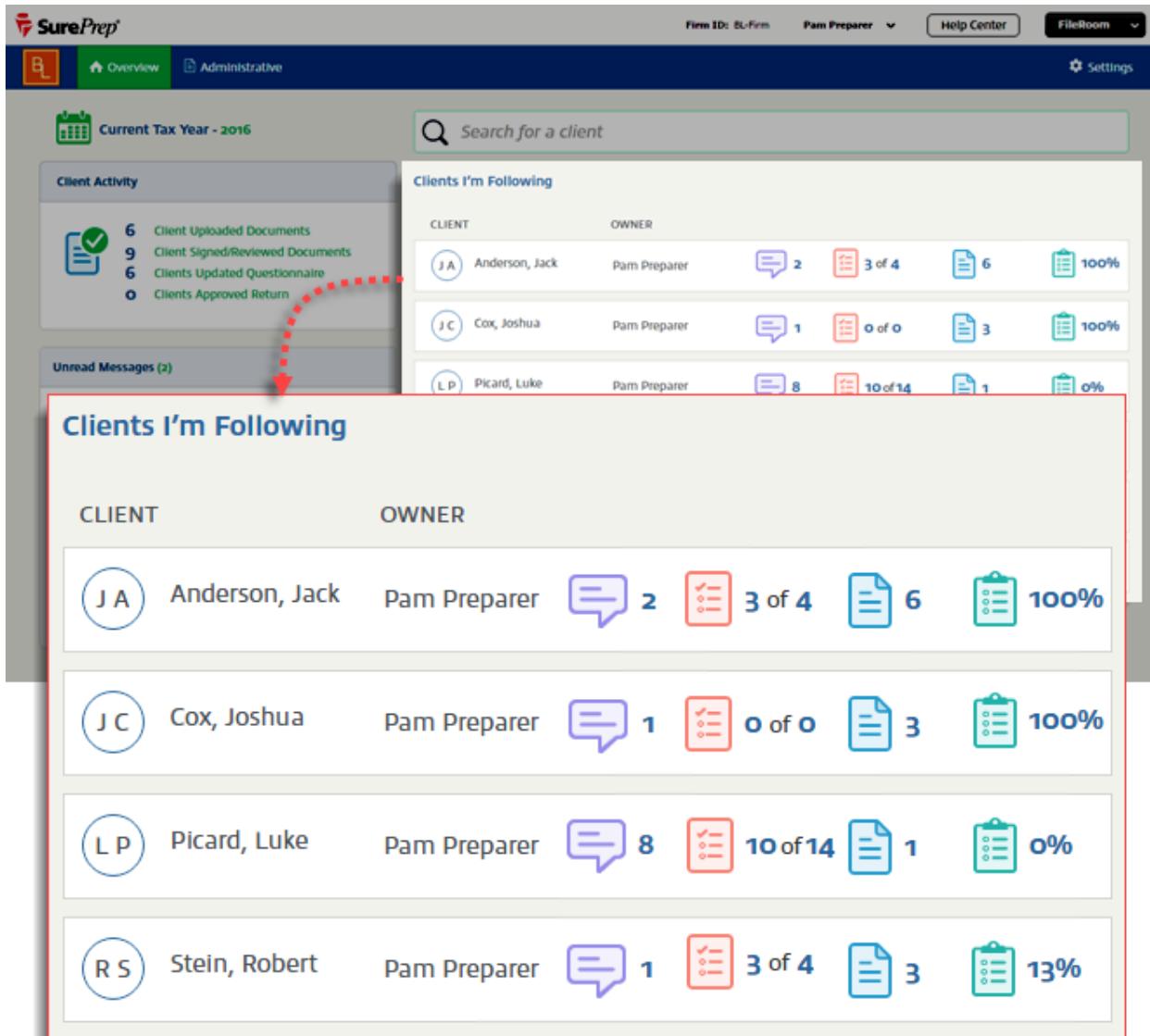


See Taxpayer View: [Signing and reviewing documents](#)

Go back to [Quick Start Guide](#). Next: [Send Questionnaires](#).

Upload tax documents to client profiles (individual taxpayers)
 Follow these steps to upload a document to a client's Uploaded Tax Documents.

1. Log in to TaxCaddy.
2. Under Clients I'm Following, click a client tile to go to that client's profile.



The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with links for Overview, Administrative, Help Center, FileRoom, and Settings. Below the navigation bar, there is a search bar labeled "Search for a client". On the left side, there is a sidebar with a "Client Activity" section showing statistics: 6 Client Uploaded Documents, 9 Client Signed/Reviewed Documents, 6 Clients Updated Questionnaire, and 0 Clients Approved Return. Below this, there is a link for "Unread Messages (2)". The main content area is titled "Clients I'm Following" and contains a table with four rows. Each row represents a client: Anderson, Jack; Cox, Joshua; Picard, Luke; and Stein, Robert. Each row includes the client's name, owner (Pam Preparer), unread messages (2, 1, 8, 1 respectively), document status (3 of 4, 0 of 0, 10 of 14, 3 of 4), and a progress bar indicating completion (100%, 0%, 0%, 13%).

CLIENT	OWNER	MESSAGES	DOCUMENTS	COMPLETION
J A Anderson, Jack	Pam Preparer	2	3 of 4	100%
J C Cox, Joshua	Pam Preparer	1	0 of 0	100%
L P Picard, Luke	Pam Preparer	8	10 of 14	0%
R S Stein, Robert	Pam Preparer	1	3 of 4	13%

3. Click Tax Documents and then click Uploaded Tax Documents.

The screenshot shows the SurePrep software interface for tax preparation. At the top, there's a navigation bar with links for Overview, Administrative, Firm ID: BL-Firm, Tax Preparer, Help Center, FileRoom, Settings, and a search bar. Below the navigation bar, it says "TAX YEAR 2016" and "Tom Taxpayer - O10 PHASE - PROVIDE CPA INFO". There are also status indicators for unread messages (0), requested items (1 of 3), docs (4), and questionnaire completion (0%).

The main content area has tabs for Tax Documents, Questionnaire, Messages, and Tax Return. The Tax Documents tab is currently selected and highlighted with a red oval. Below the tabs, there are two buttons: "Requested Items (3)" and "Uploaded Tax Documents (4)". The "Uploaded Tax Documents (4)" button is also highlighted with a red oval.

On the left, there's a sidebar for "Moving Expenses (2)" with two items: "Receipt for moving costs" and "Relocation for work - expenses sheet", both uploaded on 11/16/2016 at 02:50 PM. On the right, there are three log entries:

- Tom Taxpayer uploaded Medical expenses statement. 05:04 PM
- Tom Taxpayer uploaded Receipt for moving costs. 05:04 PM
- Tom Taxpayer uploaded Relocation for work - expenses. 05:04 PM

At the bottom right, there's a link to "View Full History".

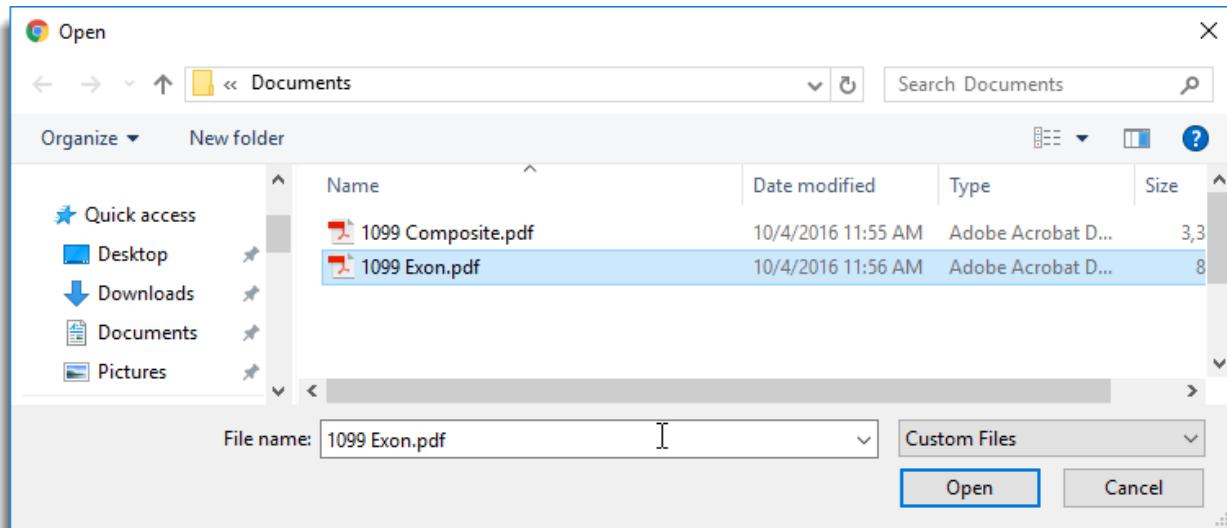
4. Click or drag documents onto the drop zone.

This screenshot is similar to the previous one but focuses on the "Drag and drop or click to upload documents like W-2s, 1099s, 1098s, Schedule K-1s, etc." area. This area is highlighted with a large red dashed box.

The rest of the interface is identical to the first screenshot, showing the Tax Documents tab selected, the "Uploaded Tax Documents (4)" button highlighted, and the same list of uploaded documents and log entries.

5. Use the file picker to select a document(s) to upload.

Tip: This step is skipped when you drag documents to the drop zone.



6. Select a category for the document.

Upload Documents

Select an upload category or click Decide Later.

Search for a Category

[Show All](#)

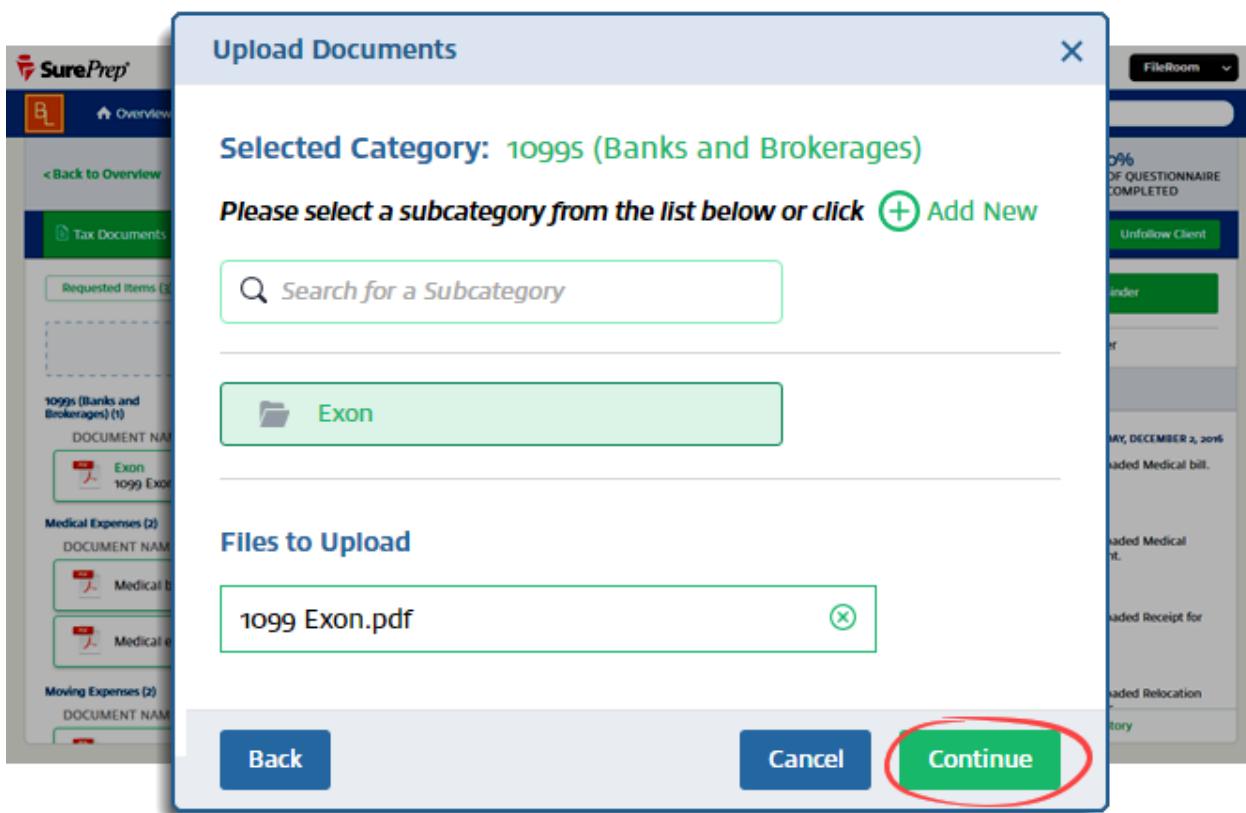
- [1099s \(Banks and Brokerages\)](#)
- [Sch. C \(Business Income\)](#)
- [1099-Q \(Qualified Education Paymen...\)](#)
- [Child Income](#)
- [W-2G \(Gambling Winnings\)](#)
- [Medical Expenses](#)

Files to Upload

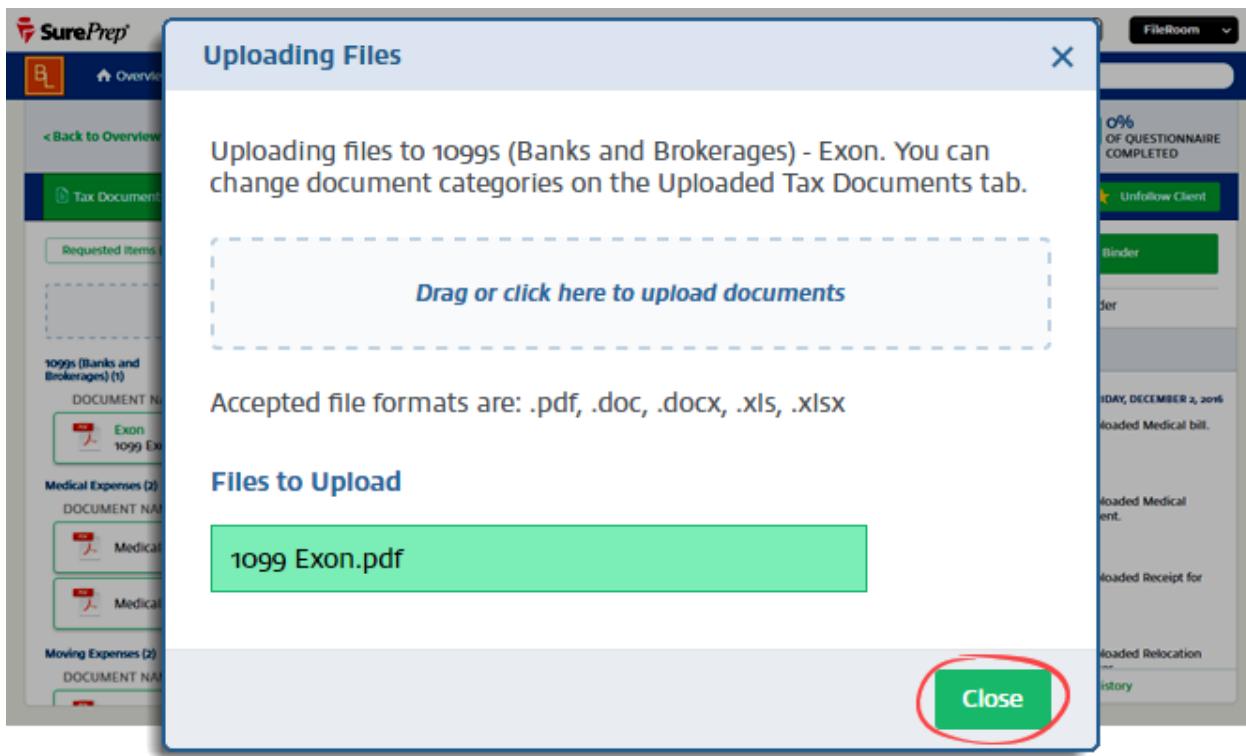
1099 Exon.pdf X

[Cancel](#) [Decide Later](#)

7. Select a subcategory for the document and then click **Continue**.



8. Click **Close**.



19. The document appears in the client's Uploaded Tax Documents, under the selected category.

The screenshot shows the SurePrep software interface. At the top, it displays 'Firm ID: BU-Firm', 'Param Preparer', 'Help Center', and 'FileRoom'. Below the header, there are various status indicators: '0 UNREAD MESSAGES', '5 of 5 REQUESTED ITEMS', '0 DOCS', and '0% OF QUESTIONNAIRE COMPLETED'. The main navigation bar includes 'Overview', 'Administrative', 'Tax Year 2016', 'Tom Taxpayer - O10 PHASE - PROVIDE CPA INFO', 'Messages', 'Tax Return', 'Tax Documents' (which is currently selected), and 'Questionnaire'. Under 'Tax Documents', the 'Uploaded Tax Documents' tab is active. A message box says 'Drag and drop or click to upload documents like W-2s, 1099s, 1098s, Schedule K-1s, etc.' Below this, a table lists one document: '1099s (Banks and Brokerages) (1)' with 'DOCUMENT NAME' 'Exon' and 'UPLOADED ON' '02/07/2017 - 12:22 PM'. To the right, a sidebar shows 'Status: Create New Binder' and an 'Activity Feed' entry for 'FRIDAY, DECEMBER 2, 2016' stating 'Tom Taxpayer uploaded Medical bill'.



See Taxpayer View: [Invite and Connection Request](#)

Go back to [Quick Start Guide](#). Next: [Create a binder](#) or [add documents](#) to an existing binder.

Create a binder using a client's TaxCaddy documents

Follow these steps to create a binder using a client's tax documents gathered in TaxCaddy.

Tip: Documents within the category **Schedule K-1s** will always be moved to the end of the list of documents.

1. Log in to TaxCaddy.
2. Under Clients I'm Following, click a client tile to go to that client's profile.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with the SurePrep logo, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there is a search bar labeled "Search for a client". On the left, there is a sidebar titled "Client Activity" with a list of items: 5 Client Uploaded Documents, 3 Client Signed/Reviewed Documents, 0 Clients Updated Questionnaire, and 0 Clients Approved Return. There is also a section for "Unread Messages (2)". A red arrow points from the "Unread Messages" section towards the "Clients I'm Following" list. The main area is titled "Clients I'm Following" and contains a table with four rows. Each row represents a client: Anderson, Jack (Pam Preparer), Cox, Joshua (Pam Preparer), Picard, Luke (Pam Preparer), and Stein, Robert (Pam Preparer). Each row displays icons for messages (2, 1, 8, 1 respectively), a checklist (3 of 4, 0 of 0, 10 of 14, 3 of 4 respectively), documents (6, 3, 1, 3 respectively), and a progress bar (100%, 100%, 0%, 13% respectively).

CLIENT	OWNER
J A Anderson, Jack	Pam Preparer
J C Cox, Joshua	Pam Preparer
L P Picard, Luke	Pam Preparer
R S Stein, Robert	Pam Preparer

3. Click **Tax Documents** and then click **Uploaded Tax Documents**. The client's tax documents are organized by category.

The screenshot shows the SurePrep software interface for a client named Tom Taxpayer. The top navigation bar includes Firm ID: Bu-Firm, Tax Preparer, Help Center, and FileRoom. Below the navigation is a header with 'TAX YEAR 2016' and 'Tom Taxpayer - O10 PHASE - PROVIDE CPA INFO'. On the right, there are notifications for unread messages (0), requested items (1), 8 docs, and 0% of questionnaire completed. The main menu has tabs for Tax Documents, Questionnaire, Messages, and Tax Return. A sub-menu under Tax Documents shows 'Requested Items (1)' and 'Uploaded Tax Documents (8)'. The 'Uploaded Tax Documents (8)' button is circled in red. The main content area displays categorized tax documents:

- W-2 (Wages) (1)**: Shows a document named 'Rental fees' uploaded on 12/06/2016 at 03:29 PM.
- Moving Expenses (1)**: Shows a document named 'Newport Medical Group medical_bill.png' uploaded on 12/06/2016 at 05:20 PM.
- Medical Expenses (3)**: Shows three documents: 'Preventative' (uploaded 12/06/2016 at 03:25 PM), 'Relocation for work - expenses sheet' (uploaded 12/06/2016 at 03:29 PM), and 'medical_bill.png' (uploaded 12/06/2016 at 05:20 PM).

On the right side, there are two log entries from December 6, 2016:

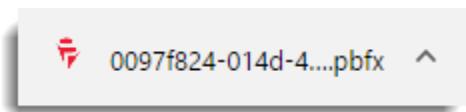
- 12/06/2016 03:29 PM: Tom Taxpayer uploaded medical_bill.png.
- 12/06/2016 03:29 PM: Tom Taxpayer uploaded Relocation for work - expenses sheet.

A green 'Create Binder' button is located in the top right corner of the main content area.

4. Click the **Create Binder** button.

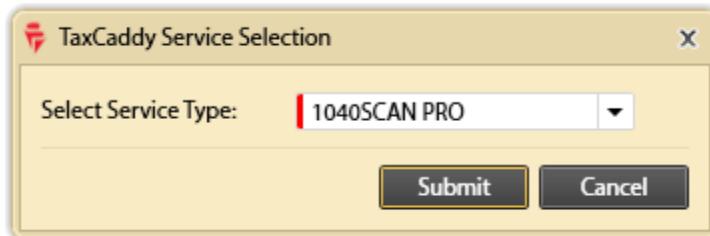
The screenshot shows the SurePrep software interface with the 'Create Binder' dialog box open. The dialog has a green header with 'Create Binder' and a status message 'Status: Create New Binder'. The background shows the same tax document categories and log entries as the previous screenshot, with the 'Create Binder' button highlighted in red.

5. Your browser downloads a PBFx file. Click the file to launch the SurePrep submission screen.



6. Select the service type and then click **Submit**.

Tip: Some firms may have their service selected automatically and bypass this step.



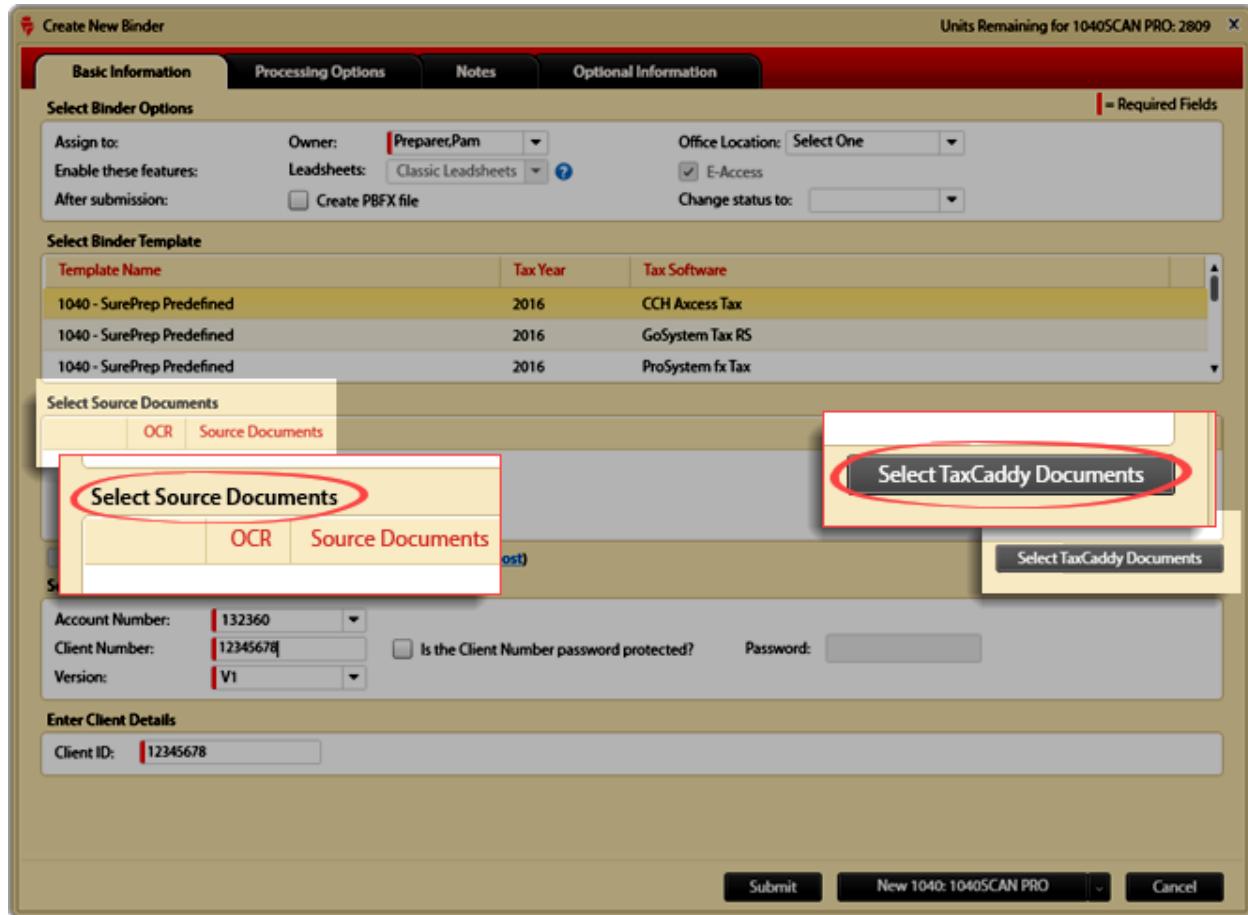
7. The Create New Binder window appears. Under Select Binder template, select the template for your tax software.

The screenshot shows the 'Create New Binder' window with several tabs: Basic Information, Processing Options, Notes, and Optional Information. The 'Basic Information' tab is active. In the 'Select Binder Options' section, fields include 'Assign to:' (Preparer.Pam), 'Owner:' (Preparer.Pam), 'Office Location:' (Select One), 'Enable these features:' (Leadsheets: Classic Leadsheets, E-Access checked), 'After submission:' (Create PBFX file), and 'Change status to:' dropdown. Below these are sections for 'Select Binder Template' and 'Select CCH Axcess Tax Results'. A red box highlights the 'Select Binder Template' section, which contains a table:

Template Name	Tax Year	Tax Software
1040 - SurePrep Predefined	2016	CCH Axcess Tax
1040 - SurePrep Predefined	2016	GoSystem Tax RS
1040 - SurePrep Predefined	2016	ProSystem fx Tax

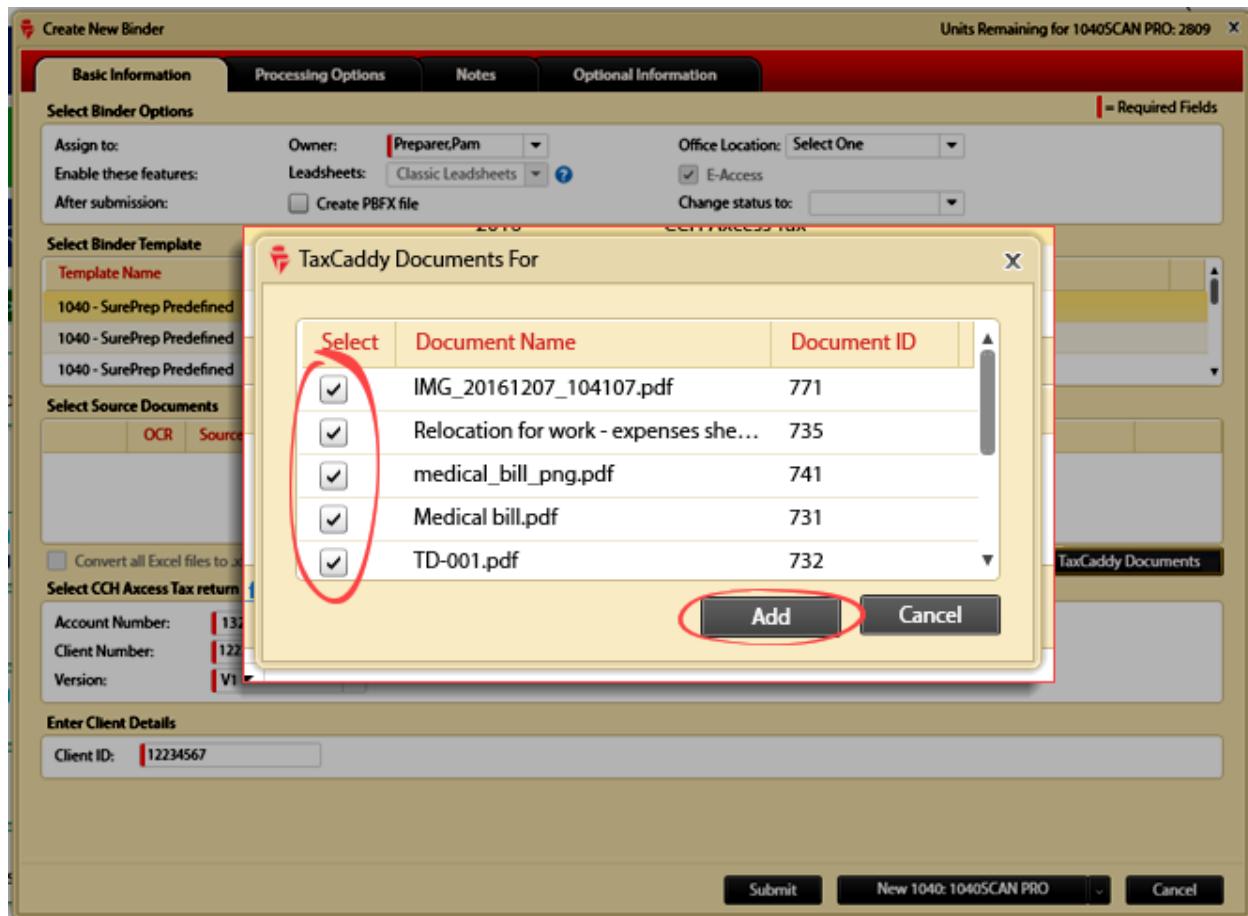
Below the table are fields for 'Select Source Data' (checkboxes for 'Convert all E-Access files to PDF' and 'Convert all E-Access files to XML'), 'Select CCH Axcess Tax Results' (Account Number: 132360, Client Number: 12345678, Version: V1, checkboxes for 'Is the Client Number password protected?' and 'Password:'), and 'Enter Client Details' (Client ID: 12345678). At the bottom are 'Submit', 'New 1040: 1040SCAN PRO' dropdown, and 'Cancel' buttons.

8. Under Select Source Documents, click the **Select TaxCaddy Documents** button.



9. Select the documents to include in the binder and then click the **Add** button.

Tip: Document names are appended with a unique document ID when they are added to a binder. The Document ID appears after the document name and is preceded by an underscore. Document names longer than 45 characters are truncated to allow space for the unique ID.



10. The client's documents are imported from TaxCaddy and the documents are automatically selected to be submitted for OCR (if an OCR SurePrep service was selected).

Tip: Documents within the category **Schedule K-1s** will always be moved to the end of the list of documents.

The screenshot shows the 'Create New Binder' dialog box. In the 'Select Source Documents' section, three files are listed under the 'Source Documents' column:

	OCR	Source Documents
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	C:\IMG_20161207_104107.pdf
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	C:\Relocation for work - expenses sheet.pdf
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	C:\medical_bill.png.pdf

A red box highlights the entire list of selected files, and a red arrow points from the 'Select All' checkbox to this highlighted area.

11. Enter the Tax Client ID and other details to link the client in the related tax software.

Tip: This will be automatically populated in a future release of TaxCaddy.

The screenshot shows the 'Create New Binder' window with several tabs: Basic Information, Processing Options, Notes, and Optional Information. Under 'Basic Information', there are sections for 'Select Binder Options' (Assign to: Preparer, Pam; Owner: Preparer, Pam; Leadsheets: Classic Leadsheets; Office Location: Select One; E-Access checked; Create PBFX file unchecked; Change status to: dropdown menu), 'Select Binder Template' (listing three templates: 1040 - SurePrep Predefined, 2016, CCH Axcess Tax; 1040 - SurePrep Predefined, 2016, GoSystem Tax RS; 1040 - SurePrep Predefined, 2016, ProSystem fx Tax), and 'Select Source Documents' (OCR and Source Documents tabs). A note at the bottom says 'Convert all Excel files to .xls format' with a warning '(Note: functionality may be lost)'. Below this is a section for 'Select CCH Axcess Tax return' with fields for Account Number (132360), Client Number (12345678), Version (V1), and a checkbox for 'Is the Client Number password protected?'. A red arrow points from the 'Enter Client' button on the left to the 'Client Number' field. A red box highlights the 'Select CCH Axcess Tax return' dialog box. At the bottom right are 'Submit', 'New 1040: 1040SCAN PRO', and 'Cancel' buttons.

12. Ensure that all information is correct and then click **Submit**. The binder is created.

The screenshot shows the 'Create New Binder' dialog box with the following details:

- Basic Information Tab:**
 - Assign to: Preparer.Pam
 - Owner: Preparer.Pam
 - Office Location: Select One
 - E-Access checkbox is checked.
 - LeadSheets: Classic Leadsheets
 - After submission: Create PBFX file checkbox is unchecked.
 - Change status to: dropdown menu.
- Select Binder Template:**

Template Name	Tax Year	Tax Software
1040 - SurePrep Predefined	2016	CCH Axcess Tax
1040 - SurePrep Predefined	2016	GoSystem Tax RS
1040 - SurePrep Predefined	2016	ProSystem fx Tax
- Select Source Documents:**

OCR	Source Documents
<input checked="" type="checkbox"/>	C:\IMG_20161207_104107.pdf
<input checked="" type="checkbox"/>	C:\Relocation for work - expenses sheet.pdf
<input checked="" type="checkbox"/>	C:\medical_bill.png.pdf

Convert all Excel files to .xls format. *(Note: functionality may be lost)*
- Select CCH Axcess Tax return:**

Account Number: 132360	<input type="checkbox"/> Is the Client Number password protected?	Password: <input type="text"/>
Client Number: 1234567		
Version: V1		
- Enter Client Details:**

Client ID: 12345678

- Action Buttons:**
 - Submit (button circled in red)
 - New
 - Cancel
 - Submit (button at the bottom left)
 - New 1040: 1040SCAN PRO

13. The binder status is updated to SP Processing while the binder is in processing with SurePrep. Once the binder is no longer in SP Processing you can open the binder by clicking the **Open Binder** button (applicable for opening both verification wizards and SPbinder).

The screenshot shows the TaxCaddy software interface. At the top, there's a navigation bar with links for Overview, Administrative, Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings, and a search bar. Below the navigation bar, the main area has tabs for Tax Documents, Questionnaire, Messages, and Tax Return. The Tax Documents tab is active. In the center, there's a list of uploaded tax documents categorized by type: W-2 (Wages), Moving Expenses, and Medical Expenses. Each category has a table with document names and upload dates. To the right of the document list, there's a sidebar with buttons for Open Binder (highlighted with a red box and circled in red) and Add Documents. Below these buttons, the text "Status: SPProcessing" is displayed. A message on the right side of the sidebar states: "Tom Taxpayer uploaded Relocation for work - expenses sheet." At the bottom right of the sidebar, there's a link to "View Full History".

Go back to [Quick Start Guide](#). Next: [Upload the return.](#)

Add documents to an existing binder

Follow these steps to add documents to an existing binder. Note that the binder must be created through TaxCaddy in order to add documents to the binder through TaxCaddy.

Tip: You can't add additional documents to a binder while the binder is still in SP Processing. Once the binder is no longer in SP Processing, you will be able to add additional documents from the client's Tax Documents tab.

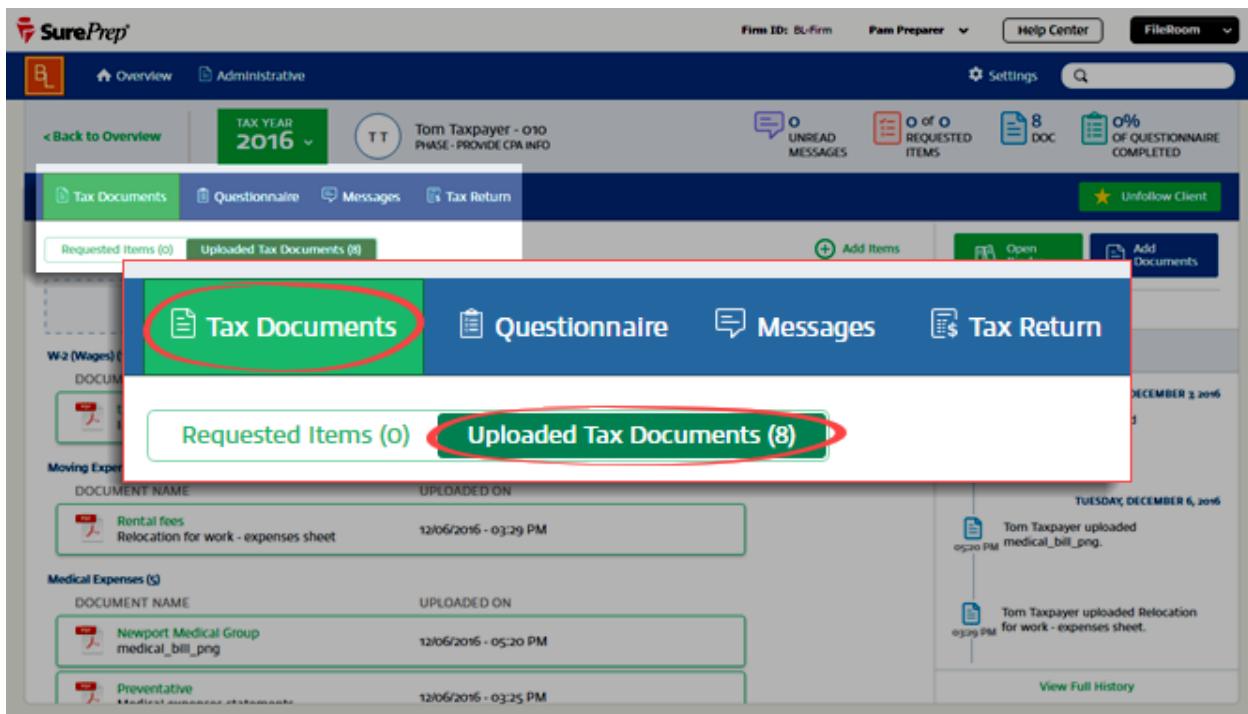
1. Log in to TaxCaddy.
2. Go to a client profile by clicking a client tile on the Overview screen.

The screenshot shows the TaxCaddy SurePrep interface. On the left, there is a sidebar with 'Client Activity' and 'Unread Messages (2)'. A red arrow points from the 'Clients I'm Following' section in the sidebar to the same section on the right, which is highlighted with a red border. The right section contains a table with four rows of client information:

CLIENT	OWNER
J A Anderson, Jack	Pam Preparer
J C Cox, Joshua	Pam Preparer
L P Picard, Luke	Pam Preparer
R S Stein, Robert	Pam Preparer

Each row includes icons for messages (blue speech bubble), documents (red clipboard), and a progress bar (green clipboard with percentage).

3. Click **Tax Documents**.



The screenshot shows the SurePrep software interface for tax preparation. The top navigation bar includes links for Overview, Administrative, Firm ID: BU-Firm, Tax Preparer, Help Center, and FileRoom. The main header displays "TAX YEAR 2016" and "Tom Taxpayer - O10 PHASE - PROVIDE CPA INFO". On the right side, there are status indicators for Unread Messages (0), Requested Items (0 of 0), and Document Count (8 DOC, 0% OF QUESTIONNAIRE COMPLETED). Below the header, a navigation menu offers options like Tax Documents, Questionnaire, Messages, and Tax Return. A sub-menu for "Tax Documents" is open, showing "Requested Items (0)" and "Uploaded Tax Documents (8)". The main content area lists uploaded documents categorized by type: W-2 (Wages) DOCUMENT NAME: Rental fees, uploaded on 12/06/2015 - 03:29 PM; Medical Expenses (5) DOCUMENT NAME: medical_bill.png, uploaded on 12/06/2015 - 05:20 PM; and Preventative DOCUMENT NAME: medical_bill.png, uploaded on 12/06/2015 - 03:25 PM. To the right, a timeline shows activity from December 6, 2016, including file uploads from Tom Taxpayer.

DOCUMENT NAME	UPLOADED ON
Rental fees Relocation for work - expenses sheet	12/06/2015 - 03:29 PM
Medical Expenses (5)	
Newport Medical Group medical_bill.png	12/06/2015 - 05:20 PM
Preventative	12/06/2015 - 03:25 PM

TUESDAY, DECEMBER 6, 2016

- Tom Taxpayer uploaded medical_bill.png.
05:20 PM
- Tom Taxpayer uploaded Relocation for work - expenses sheet.
03:29 PM

[View Full History](#)

4. An icon indicates which icons have already been added to the binder. These documents will not be added to the binder again.

SurePrep

Firm ID: BU-Firm Firm Preparer Help Center FileRoom

Overview Administrative Back to Overview TAX YEAR 2016 Torn Taxpayer - 010 PHASE - PROVIDE CPA INFO

UNREAD MESSAGES 0 of 0 REQUESTED ITEMS 8 DOC 0% OF QUESTIONNAIRE COMPLETED

Tax Documents Questionnaire Messages Tax Return Unfollow Client

Requested Items (0) Uploaded Tax Documents (8)

Add Items Open Binder Add Documents

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

Status: Create New Binder

W-2 (Wages) (1)	
DOCUMENT NAME	UPLOADED ON
tax papers IMG_20161207_104107	12/07/2016 - 10:41 AM

Moving Expenses (1)	
DOCUMENT NAME	UPLOADED ON
Rental fees Relocation for work - expenses sheet	12/06/2016 - 03:29 PM

Medical Expenses (5)	
DOCUMENT NAME	UPLOADED ON
Newport Medical Group medical_bill_png	12/06/2016 - 05:20 PM
Preventative	12/06/2016 - 03:29 PM

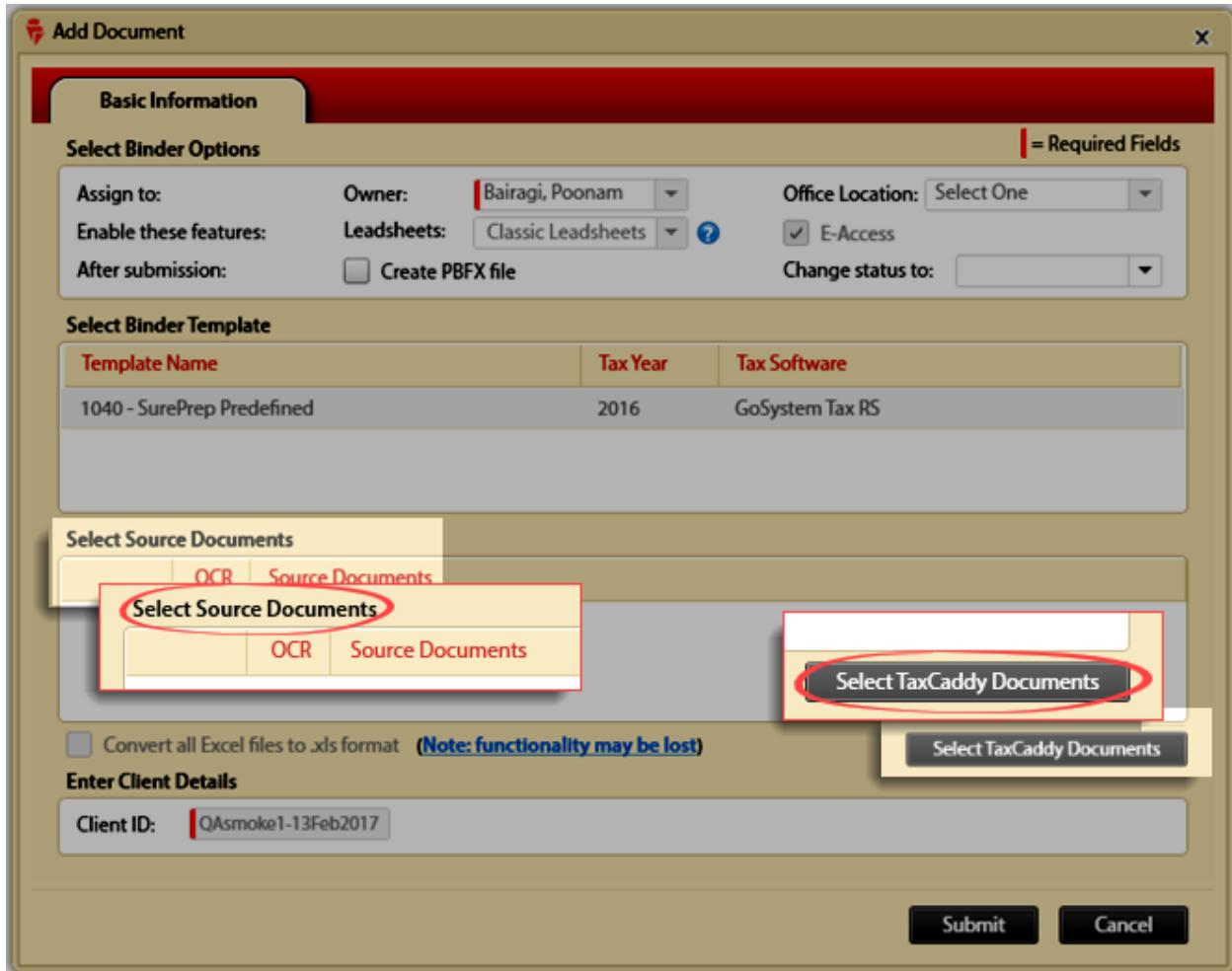
5. Click Add Documents.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: BU-Firm', 'Tax Preparer', 'Help Center', and 'FileRoom'. Below the navigation bar, the main area displays 'TAX YEAR 2016' and 'Tom Taxpayer - O10 PHASE - PROVIDE CPA INFO'. On the left, there are tabs for 'Tax Documents', 'Questionnaire', 'Messages', and 'Tax Return'. Under 'Tax Documents', there are sections for 'W-2 (Wages) (1)', 'Moving Expenses (1)', 'Medical Expenses (5)', and 'Preventative'. Each section lists a document name, its uploaded date, and a preview thumbnail. On the right side, there are status indicators for 'UNREAD MESSAGES' (0), 'REQUESTED ITEMS' (0 of 0), 'DOC' (8), and 'OF QUESTIONNAIRE COMPLETED' (0%). A large red box highlights the 'Add Items' button, which is part of a 'Create New Binder' panel. This panel also contains 'Open Binder' and 'Add Documents' buttons, with 'Add Documents' being circled in red. Below the panel, a message says 'Status: Create New Binder'. At the bottom right of the main area, there's a note about a file upload from 'Tom Taxpayer' and a link to 'View Full History'.

6. Your browser downloads a PBFx file. Click the file to launch the SurePrep submission screen.

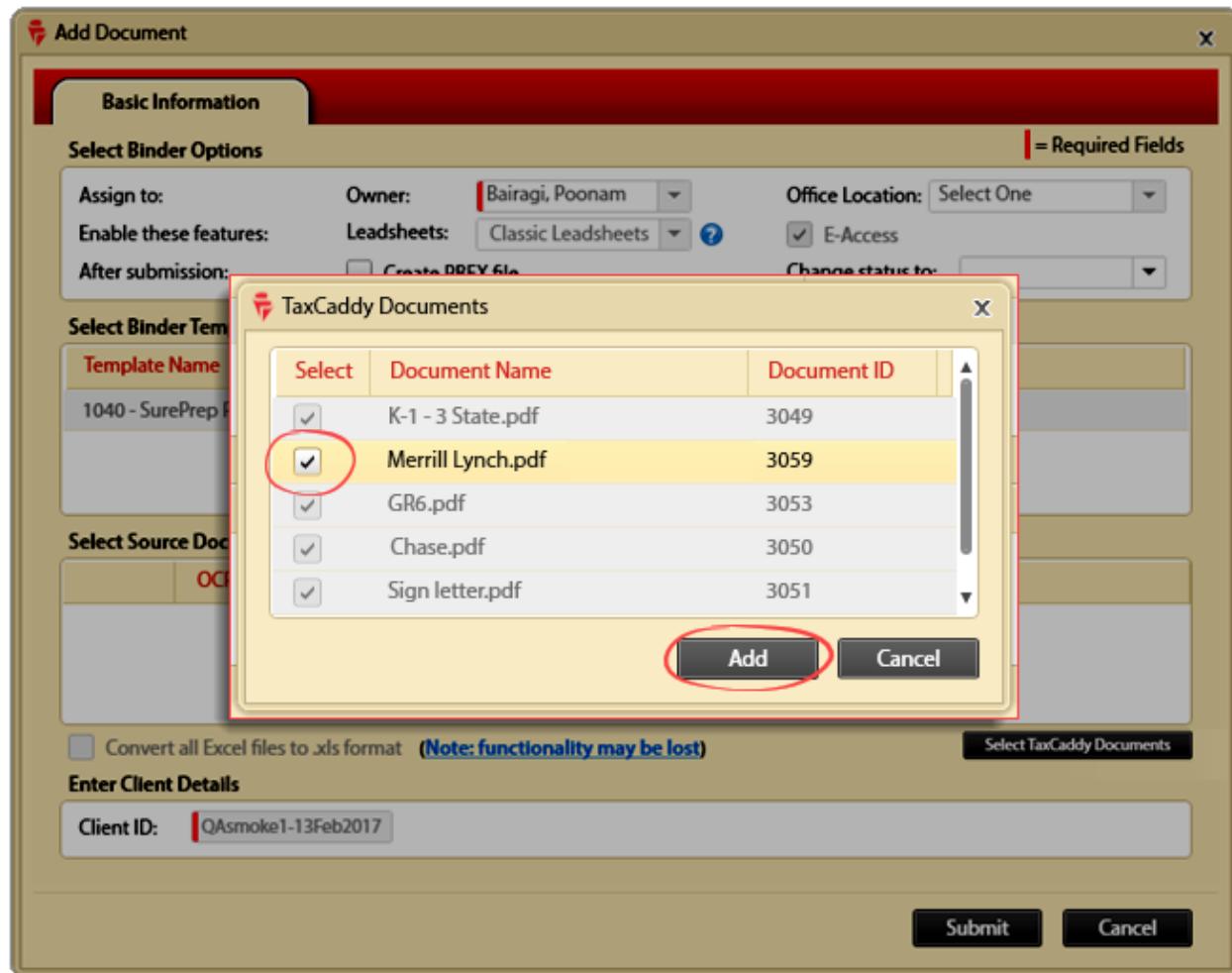


7. The Add Document window opens. Under Select Source Documents, click the **Select TaxCaddy Documents** button.



8. Select the documents to include in the binder and then click the **Add** button. Documents that have already been added to the binder are grayed out and cannot be added again.

Tip: Document names are appended with a unique document ID when they are added to a binder. The Document ID appears after the document name and is preceded by an underscore. Document names longer than 45 characters are truncated to allow space for the unique ID.



9. The client's documents are imported from TaxCaddy. Select the documents to submit for OCR (if applicable).

Tip: Documents within the category **Schedule K-1s** will always be moved to the end of the list of documents.

The screenshot shows the 'Add Document' window with the following details:

- Basic Information:**
 - Assign to: Bairagi, Poonam
 - Owner: Bairagi, Poonam
 - Office Location: Select One
 - Enable these features: Leadsheets: Classic Leadsheets, E-Access (checked)
 - After submission: Create PBFX file (unchecked)
 - Change status to: (dropdown menu)
- Select Binder Template:**

Template Name	Tax Year	Tax Software
1040 - SurePrep Predefined	2016	GoSystem Tax RS
- Select Source Documents:**
 - File path: C:\Merrill Lynch.pdf (selected)
 - Client ID: QASmoke1-13Feb2017

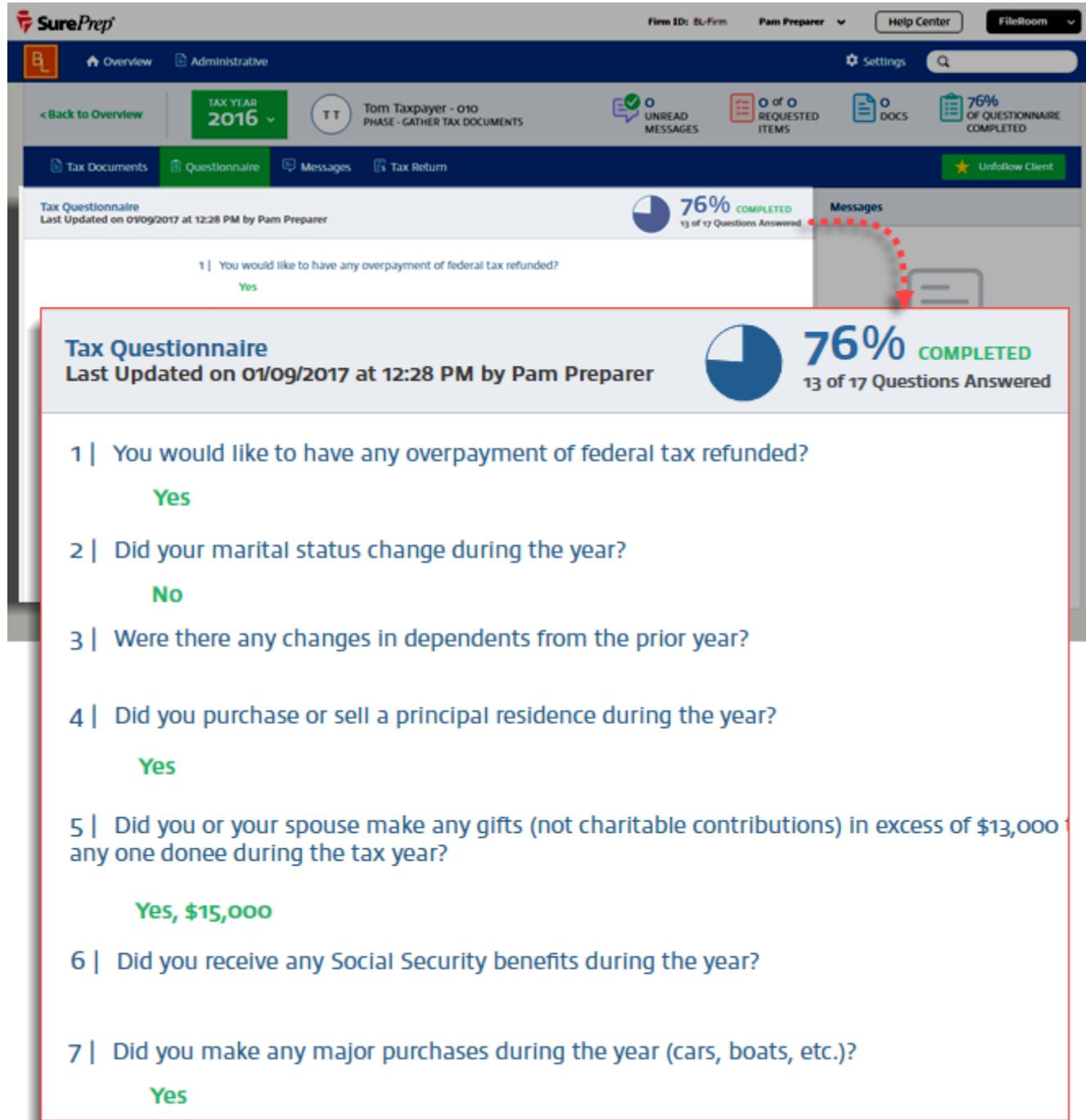
A modal dialog titled "Select Source Documents" is displayed, showing the same list of source documents with the same selection status (checked for C:\Merrill Lynch.pdf).

10. Ensure that all information is correct and then click **Submit**. The documents are added to the binder.

Go back to [Quick Start Guide](#). Next: [Upload the return.](#)

Questionnaire

Questionnaire displays the taxpayer's questionnaire and answers they have provided. The client can also message you about the questionnaire using the Messages panel on the right.



The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom.
- Top Bar:** TAX YEAR 2016, Tom Taxpayer - O10 PHASE - GATHER TAX DOCUMENTS, UNREAD MESSAGES (0), REQUESTED ITEMS (0), DOCS (0), 76% OF QUESTIONNAIRE COMPLETED.
- Navigation:** Overview, Administrative, < Back to Overview, Tax Documents, Questionnaire (highlighted in green), Messages, Tax Return.
- Client Information:** Tax Questionnaire, Last Updated on 01/09/2017 at 12:28 PM by Pam Preparer.
- Completion Status:** 76% COMPLETED, 13 of 17 Questions Answered.
- Messages Panel:** A red dashed arrow points from the 'Messages' link in the top bar to this panel. The panel shows a list of messages related to the questionnaire.
- Questionnaire Content:** A large red box highlights the questionnaire questions and responses.
 - 1 | You would like to have any overpayment of federal tax refunded?
Yes
 - 2 | Did your marital status change during the year?
No
 - 3 | Were there any changes in dependents from the prior year?
 - 4 | Did you purchase or sell a principal residence during the year?
Yes
 - 5 | Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 to any one donee during the tax year?
Yes, \$15,000
 - 6 | Did you receive any Social Security benefits during the year?
 - 7 | Did you make any major purchases during the year (cars, boats, etc.)?
Yes

View client's questionnaire

Follow these steps to view a client's questionnaire.

1. Log in to TaxCaddy.
2. Go to a client profile by clicking a client tile on the Overview screen.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with the SurePrep logo, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there is a search bar labeled "Search for a client". On the left, there is a sidebar titled "Client Activity" with icons and counts: 5 Client Uploaded Documents, 3 Client Signed/Reviewed Documents, 0 Clients Updated Questionnaire, and 0 Clients Approved Return. There is also a link for "Unread Messages (2)". A red arrow points from the "Unread Messages (2)" link down to the "Clients I'm Following" section. The main content area is titled "Clients I'm Following" and contains a table with four rows:

CLIENT	OWNER
J A Anderson, Jack	Pam Preparer 2 messages, 3 of 4 signed, 6 documents, 100% complete
J C Cox, Joshua	Pam Preparer 1 message, 0 of 0 signed, 3 documents, 100% complete
L P Picard, Luke	Pam Preparer 8 messages, 10 of 14 signed, 1 document, 0% complete
R S Stein, Robert	Pam Preparer 1 message, 3 of 4 signed, 3 documents, 13% complete

3. Click Questionnaire.

The screenshot shows the SurePrep software interface for tax preparation. At the top, there's a navigation bar with links for Overview, Administrative, Firm ID: BL-Firm, Pam Preparer, Help Center, and FileRoom. Below the navigation bar, it displays the Tax Year 2016 and the current phase: "GATHER TAX DOCUMENTS". It also shows statistics: 0 unread messages, 0 requested items, 0 docs, and 76% of the questionnaire completed. The main menu bar includes Tax Documents, Questionnaire, Messages, and Tax Return. A red box highlights the "Questionnaire" tab, which is currently selected. Below the menu, there's a list of questions and responses:

- 2 | Did your marital status change during the year?
No
- 3 | Were there any changes in dependents from the prior year?
- 4 | Did you purchase or sell a principal residence during the year?
Yes
- 5 | Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 to any one donee during the tax year?
Yes, \$15,000
- 6 | Did you receive any Social Security benefits during the year?
- 7 | Did you make any major purchases during the year (cars, boats, etc.)?
Yes

To the right, there's a message input field with a placeholder "Type a message..." and a "Send" button. A red arrow points from the left towards the "Questionnaire" tab.

4. Answers the client has provided appear under each question.

SurePrep

Firm ID: BU-Firm Firm Preparer Help Center FileRoom

Overview Administrative Settings Search

TAX YEAR 2016 Tom Taxpayer - 010 PHASE - GATHER TAX DOCUMENTS

UNREAD MESSAGES REQUESTED ITEMS DOCS 76% OF QUESTIONNAIRE COMPLETED

< Back to Overview Tax Documents Questionnaire Messages Tax Return

Tax Questionnaire Last Updated on 01/09/2017 at 12:28 PM by Pam Preparer

76% COMPLETED 13 of 17 Questions Answered

1 | You would like to have any overpayment of federal tax refunded?
Yes

2 | Did your marital status change during the year?
No

3 | Were there any changes in dependents from the prior year?

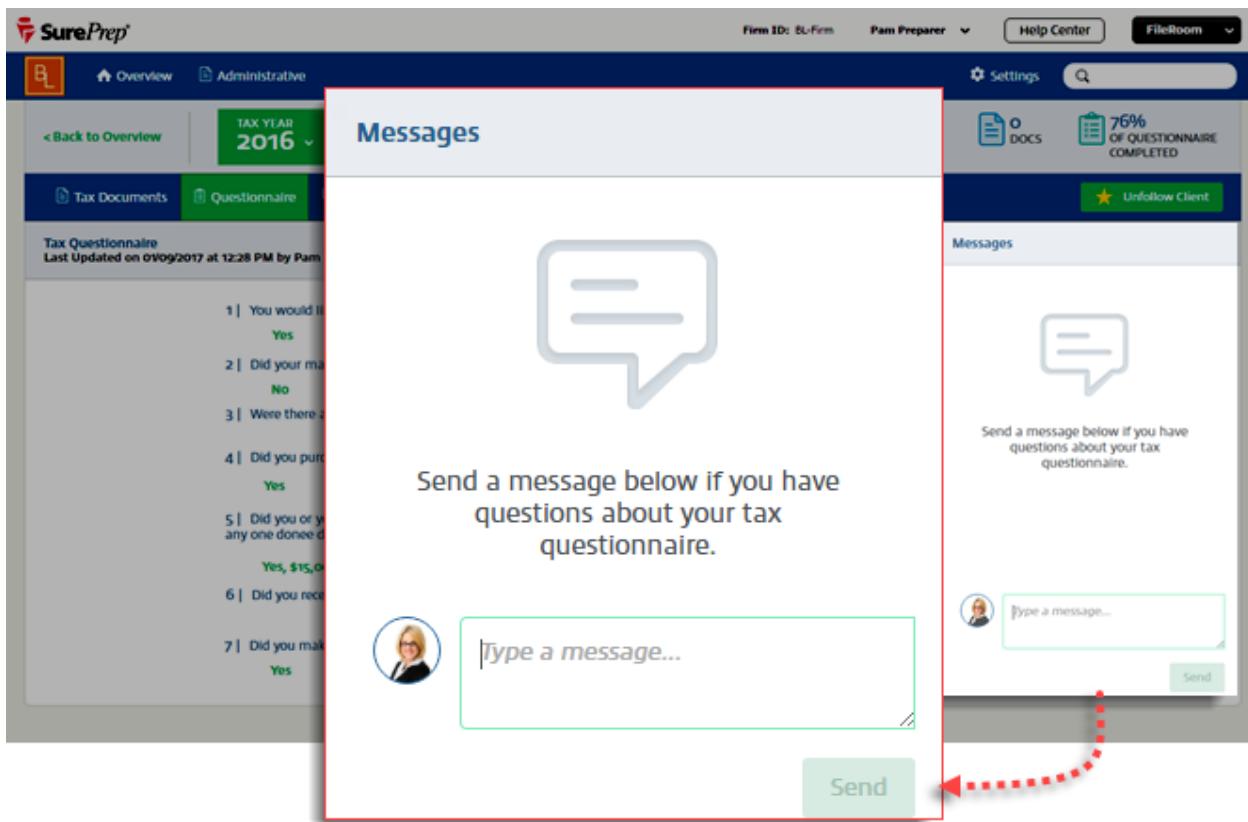
4 | Did you purchase or sell a principal residence during the year?
Yes

5 | Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 to any one donee during the tax year?
Yes, \$15,000

6 | Did you receive any Social Security benefits during the year?

7 | Did you make any major purchases during the year (cars, boats, etc.)?
Yes

5. You can correspond with the client using the Messages panel on the right.



20.

File client's questionnaire to Tax Documents

Follow these steps to file a client's questionnaire to their Uploaded Tax Documents.

1. Log in to TaxCaddy.
2. Go to a client profile by clicking a client tile on the Overview screen.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with the SurePrep logo, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there is a search bar labeled "Search for a client". On the left, there is a sidebar titled "Client Activity" with the following counts: 6 Client Uploaded Documents, 9 Client Signed/Reviewed Documents, 6 Clients Updated Questionnaire, and 0 Clients Approved Return. There is also a notification for "Unread Messages (2)". A red arrow points from the "Clients Updated Questionnaire" count in the sidebar to the "Clients I'm Following" section below. The main area is titled "Clients I'm Following" and lists four clients:

CLIENT	OWNER
J A Anderson, Jack	Pam Preparer
J C Cox, Joshua	Pam Preparer
L P Picard, Luke	Pam Preparer
R S Stein, Robert	Pam Preparer

For each client, there are icons and metrics: a speech bubble icon with "2", a document icon with "3 of 4", a document icon with "6", and a clipboard icon with "100%". Below these, there are additional icons and metrics: a speech bubble icon with "1", a document icon with "0 of 0", a document icon with "3", and a clipboard icon with "100%"; a speech bubble icon with "8", a document icon with "10 of 14", a document icon with "1", and a clipboard icon with "0%"; and a speech bubble icon with "1", a document icon with "3 of 4", a document icon with "3", and a clipboard icon with "13%".

3. Click Questionnaire.

The screenshot shows the SurePrep software interface for tax preparation. At the top, there's a navigation bar with links for Overview, Administrative, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, Settings, and a search bar. Below the navigation bar, it displays the TAX YEAR 2016 and the current phase: PHASE - GATHER TAX DOCUMENTS. It also shows statistics: 0 UNREAD MESSAGES, 0 REQUESTED ITEMS, 0 DOCS, and 100% OF QUESTIONNAIRE COMPLETED. A yellow arrow points from the left towards the Questionnaire tab, which is highlighted with a red oval. The main content area shows a series of questions and responses:

- 2 | Did your marital status change during the year?
No
- 3 | Were there any changes in dependents from the prior year?
- 4 | Did you purchase or sell a principal residence during the year?
Yes
- 5 | Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 to any one donee during the tax year?
Yes, \$15,000
- 6 | Did you receive any Social Security benefits during the year?
- 7 | Did you make any major purchases during the year (cars, boats, etc.)?
Yes

To the right, there's a message input field with a placeholder "Type a message..." and a "Send" button. A small profile picture is next to the message input field.

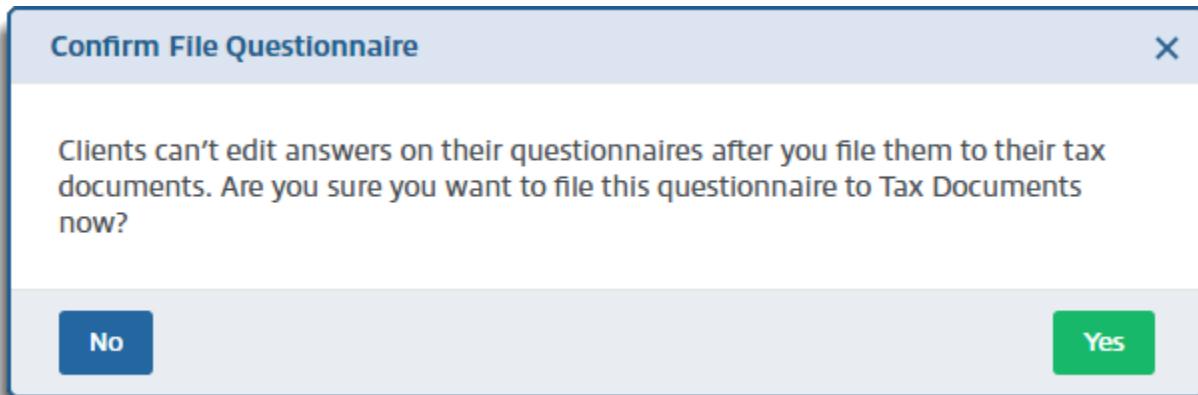
4. The questionnaire progress appears at the top, and answers the client has provided appear under each question. Click **File to Tax Documents**.

Tip: Once you file the questionnaire to Tax Documents, the client won't be able to answer or edit any questions.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: BU-Firm', 'Pam Preparer', 'Help Center', and 'FileRoom'. Below the navigation bar, it says 'TAX YEAR 2016' and 'Tom Taxpayer - 010 PHASE - GATHER TAX DOCUMENTS'. There are icons for 'UNREAD MESSAGES' (0), 'REQUESTED ITEMS' (0), 'DOCS' (0), and '100% OF QUESTIONNAIRE COMPLETED'. Below the header, there are tabs for 'Tax Documents', 'Questionnaire' (which is selected and highlighted in green), 'Messages', and 'Tax Return'. A message on the left says 'Tax Questionnaire Last Updated on 01/09/2017 at 12:28 PM by Pam Preparer'. On the right, there's a progress bar showing '100% COMPLETED 17 of 17 Questions Answered'. A red box highlights the 'File to Tax Documents' button, which is circled in red. A red arrow points from the 'Messages' icon in the header to the 'File to Tax Documents' button. The main content area displays six questions with their answers:

- 1 | You would like to have any overpayment of federal tax refunded?
Yes
- 2 | Did your marital status change during the year?
No
- 3 | Were there any changes in dependents from the prior year?
- 4 | Did you purchase or sell a principal residence during the year?
Yes
- 5 | Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 any one donee during the tax year?
Yes, \$15,000
- 6 | Did you make any major purchases during the year (cars, boats, etc.)?
Yes

21. TaxCaddy asks if you are sure you want to file the questionnaire to Tax Documents. Click **Yes**. TaxCaddy confirms the questionnaire was successfully printed to PDF format.



The questionnaire is filed to the client's Uploaded Tax Documents, under the category Questionnaire.

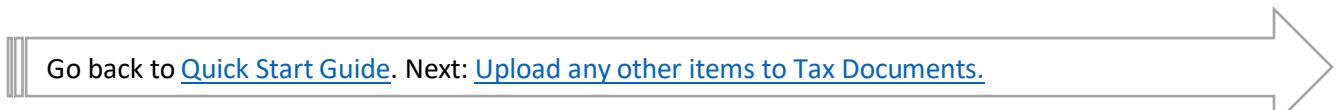
The screenshot shows the SurePrep software interface. The top navigation bar includes "Overview", "Administrative", "Help Center", and "FileRoom". The main area displays a client profile for "Tom Taxpayer - 010 PHASE - GATHER TAX DOCUMENTS". Below the profile, there are tabs for "Tax Documents", "Questionnaire", "Messages", and "Tax Return". The "Questionnaire" tab is selected. A sub-section titled "Questionnaire (1)" shows a single document entry:

DOCUMENT NAME	UPLOADED ON
UltraTax Questionnaire Tax Questionnaire	03/01/2017 - 05:32 PM

On the right side of the screen, there is a sidebar with options like "Create Binder" and "Status: Create New Binder". A status message indicates "Pam Preparer has filed your tax questionnaire to the uploaded tax documents".



See Taxpayer View: [Questionnaire filed to Tax Documents](#)



Messages

The Messages screen contains the message threads between you/the CPA and the taxpayer. Message threads can be associated with specific documents, each version of the return, or the questionnaire.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: 8U-Firm, Pam Preparer, Help Center, FileRoom.
- Top Bar:** Overview, Administrative, TAX YEAR 2016, Tom Taxpayer - 010 PHASE - GATHER TAX DOCUMENTS, UNREAD MESSAGES (0), REQUESTED ITEMS (0), DOCS (0), QUESTIONNAIRE COMPLETED (0%), Back to Overview, Tax Documents, Questionnaire, Messages (highlighted in green), Tax Return, Unfollow Client.
- Message Threads Section:** Message Threads (0). It displays two columns:
 - Left Column:** Tax Documents, Message Threads (0), You don't have any message threads yet, Once you send or receive a message, your message threads will show up here.
 - Right Column:** Questionnaire, No Messages, You haven't sent any messages yet, Start a new message thread by clicking +.
- Bottom Right:** Activity Feed, ER 16, 2016.

Message your clients

The Messages tab on each client profile contains message threads between you (or others from your firm) and the client. You can create new threads on the Messages tab, or associate message threads with specific documents by sending a message from the message panel in document view.

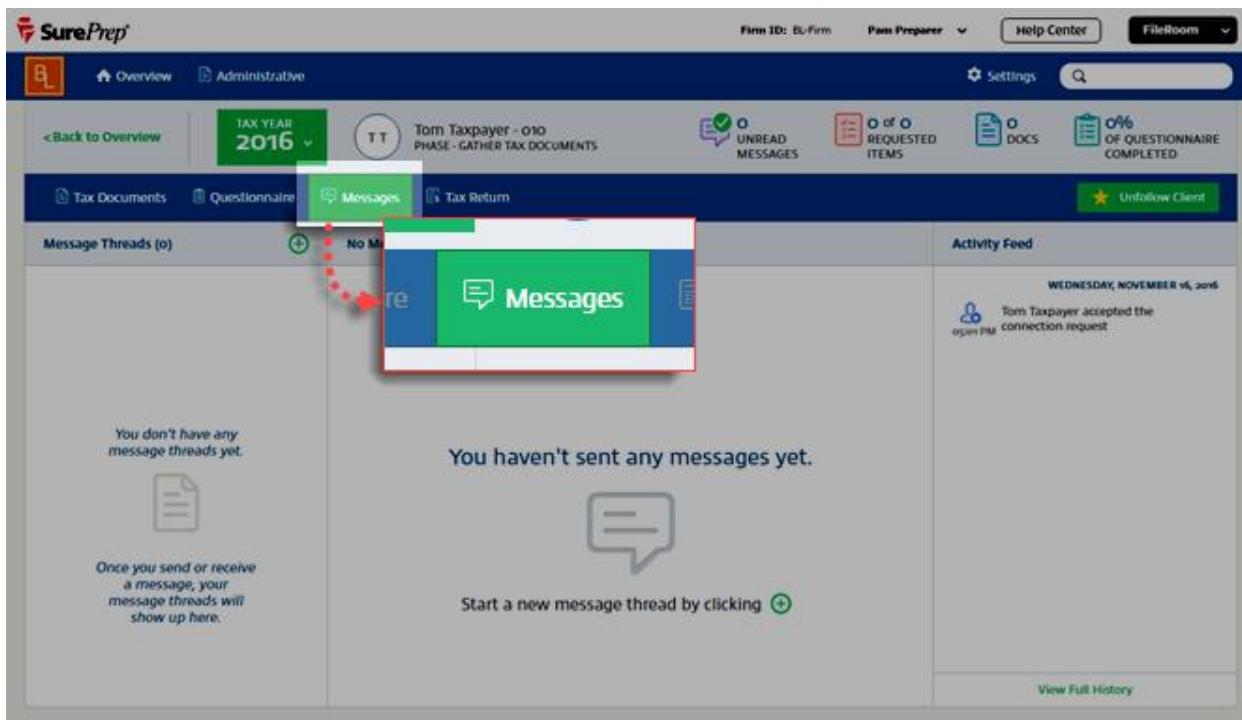
Follow these steps to message a client from the Messages tab on a client profile.

1. Log in to TaxCaddy.
2. Under **Clients I'm Following**, click a client tile to go to that client's profile.

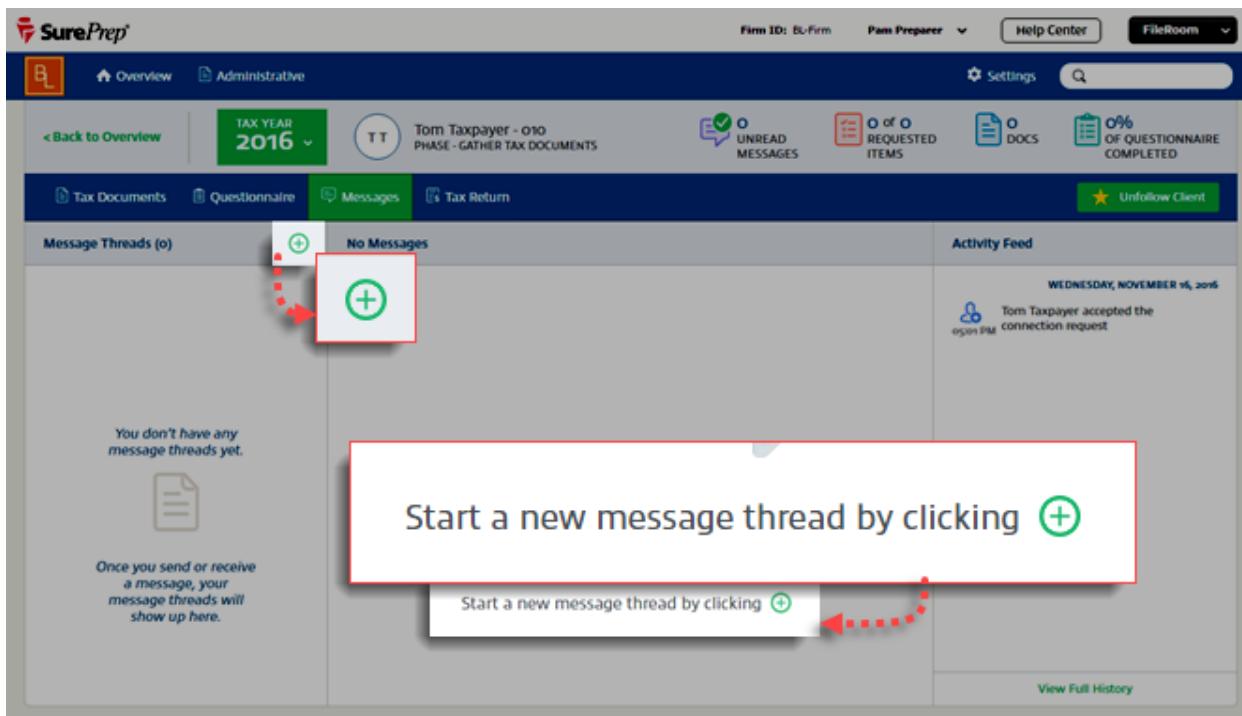
The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with the SurePrep logo, Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there is a search bar labeled "Search for a client". On the left side, there is a sidebar titled "Client Activity" which includes a list of activity items: Client Uploaded Documents (5), Client Signed/Reviewed Documents (3), Clients Updated Questionnaire (0), and Clients Approved Return (0). Below this, there is a link "Unread Messages (2)". A red arrow points from this link towards the main content area. The main content area is titled "Clients I'm Following" and lists four clients: Anderson, Jack; Cox, Joshua; Picard, Luke; and Stein, Robert. Each client entry includes a client icon, name, owner (Pam Preparer), unread messages (2), signed/reviewed documents (3 of 4), uploaded documents (6), and a progress bar (100%). The client entries are enclosed in a red box.

CLIENT	OWNER
J A Anderson, Jack	Pam Preparer
J C Cox, Joshua	Pam Preparer
L P Picard, Luke	Pam Preparer
R S Stein, Robert	Pam Preparer

3. Click **Messages**.



4. You can access an existing thread by clicking it on the Message Threads panel, or create a new thread by clicking the **New** icon (green plus sign).



22. Type your message into the box and then click **Send**. The client is notified that they have a new message from you.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with links for Overview, Administrative, Back to Overview, Tax Year 2016, Firm ID: BU-Firm, Tax Preparer, Help Center, FileRoom, Settings, and a search bar. Below the navigation bar, there are several status indicators: UNREAD MESSAGES (0), REQUESTED ITEMS (0), DOCS (0), and QUESTIONNAIRE COMPLETED (0%). The main content area has tabs for Tax Documents, Questionnaire, Messages (which is selected and highlighted in green), and Tax Return. On the left, there's a sidebar for Message Threads, showing one entry: You, No Subject, New Message. The central part of the screen shows a 'New Message Thread' dialog box with a placeholder 'Enter a subject' and a larger 'Your message' text area. At the bottom right of the dialog are 'Cancel' and 'Send' buttons. To the right of the dialog, there's an 'Activity Feed' section with a recent update: 'WEDNESDAY, NOVEMBER 16, 2016, Tom Taxpayer accepted the connection request at 05:01 PM'.



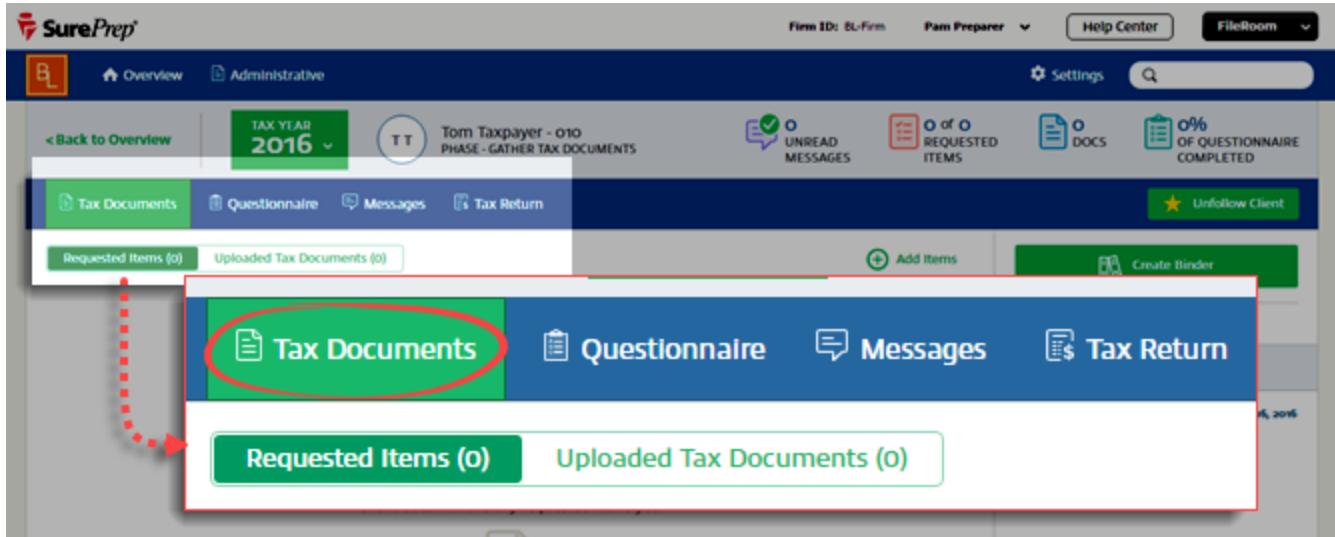
See Taxpayer View: [Messages](#)

Go back to [Quick Start Guide](#). Next: [View and file questionnaire to Tax Documents](#).

Associating messages with documents

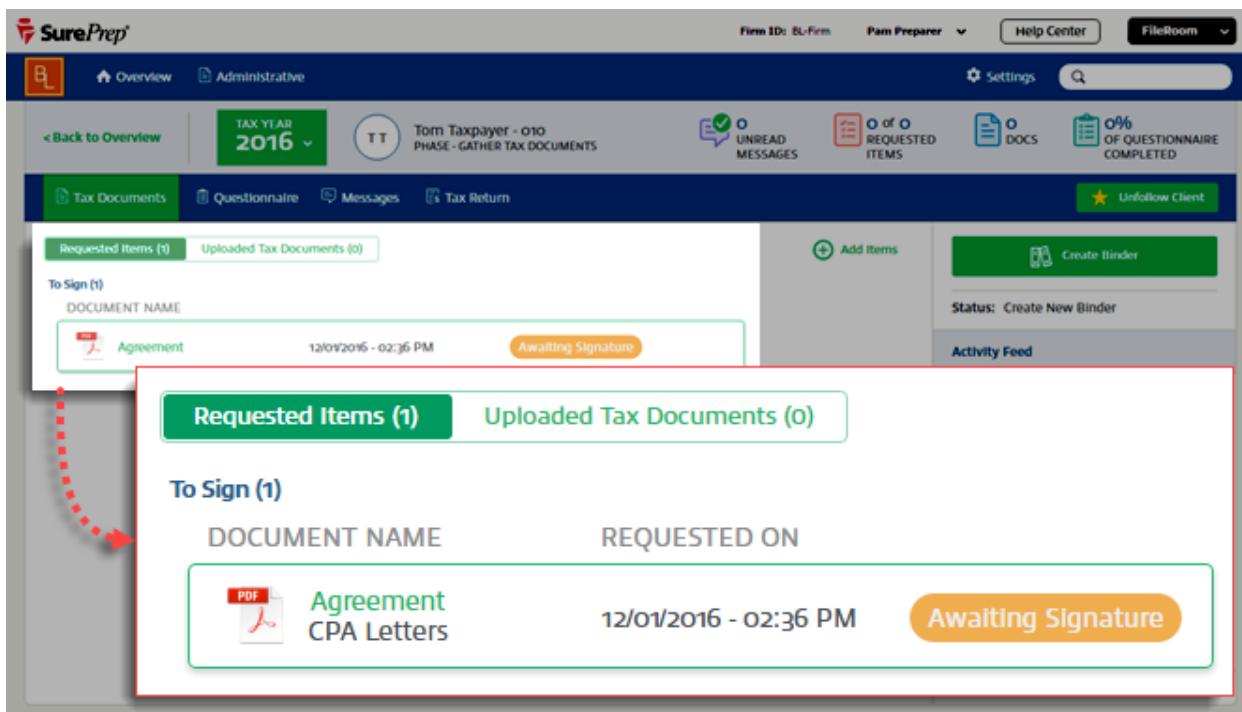
Follow these steps to associate a message thread with a specific document.

- From the client's profile, click **Tax Documents**.



The screenshot shows the SurePrep Tax Caddy software interface. At the top, there is a navigation bar with links for Overview, Administrative, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, Settings, and a search bar. Below the navigation bar, the main area displays a client profile for "Tom Taxpayer - 010" in "PHASE - GATHER TAX DOCUMENTS". The tax year is set to "2016". On the left, there are tabs for Tax Documents, Questionnaire, Messages, and Tax Return. The "Tax Documents" tab is highlighted with a red circle and a red dashed arrow pointing to it from the left. In the center, there are two green buttons: "Requested Items (0)" and "Uploaded Tax Documents (0)". A red box highlights the "Tax Documents" tab and its associated buttons.

- In either **Requested Items** or **Uploaded Tax Documents**, click the item you want to message about.



This screenshot continues from the previous one, showing the "Tax Documents" tab selected. The "Requested Items (1)" section is highlighted with a red box and a red dashed arrow pointing to it from the left. It lists a document titled "Agreement" with a PDF icon, a "DOCUMENT NAME" of "CPA Letters", and a "REQUESTED ON" date of "12/01/2016 - 02:36 PM". To the right of this list is an "Awaiting Signature" button. Below this section, there is another green button for "Uploaded Tax Documents (0)".

23. The document opens in the document viewer. On the message panel on the right, type your message into the box and then click **Send**. The client is notified that they have a new message from you. The thread is associated with the document and any additional messages will appear in both the document view message panel and client profile Messages.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with links for Overview, Administrative, Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings, and a search bar. Below the navigation bar, there are several status indicators: TAX YEAR 2016, Tom Taxpayer - 010 PHASE - GATHER TAX DOCUMENTS, UNREAD MESSAGES (0), REQUESTED ITEMS (0 of 1), DOCS (0), and QUESTIONNAIRE COMPLETED (0%). A green button at the top right says "Unfollow Client".

In the center, there's a document viewer showing an "Agreement" document. The document content is mostly placeholder text like "Lorem ipsum..." and "congue wisi enim nunc ultricies sit. magna tincidunt. Maecenas aliquam maecenas ligula nostra, accumsan taciti. Sociis mauris in integer, a dolor netus non dui aliquet, sagittis". A red box highlights a message input field containing "Hello, this is...". To the right of this field is a green "Send" button. A red arrow points from the "Send" button to a second message input field on the right side of the screen, which also contains "Hello, this is...". This second message field has its own green "Send" button. The right side of the interface is a "Messages" panel with the message "You haven't sent any messages yet." and a small speech bubble icon.



See Taxpayer View: [Messages](#)

Tax Return

Upload your client's prepared tax return on the Tax Return screen.

The screenshot shows the SurePrep software interface for tax preparation. At the top, the firm ID is listed as 'BL-Firm' and the preparer is 'Pam Preparer'. The tax year is set to '2016'. The main navigation bar includes links for 'Overview', 'Administrative', 'Settings', 'Help Center', and 'FileRoom'. Below the navigation, there are status indicators for unread messages (0), requested items (15 of 15), and documents (22). A progress bar shows '100% OF QUESTIONNAIRE COMPLETED'. The current tab is 'Tax Return'. The main content area displays a preview of the tax return document for 'Tom Taxpayer - 010' with the phase 'REVIEW AND FILE'. The document preview shows two pages, labeled 1 and 2, with a QR code. Preparation details include the client name 'Mr. Tom Taxpayer', client code '2016_Ash01', account number '132360', and release number '2016.02050.333.v1'. The preparer is listed as 'Pam Preparer'. The interface includes standard file management tools like upload, download, and search.

Uploading a tax return

Follow these steps to upload a tax return to a client's Return screen.

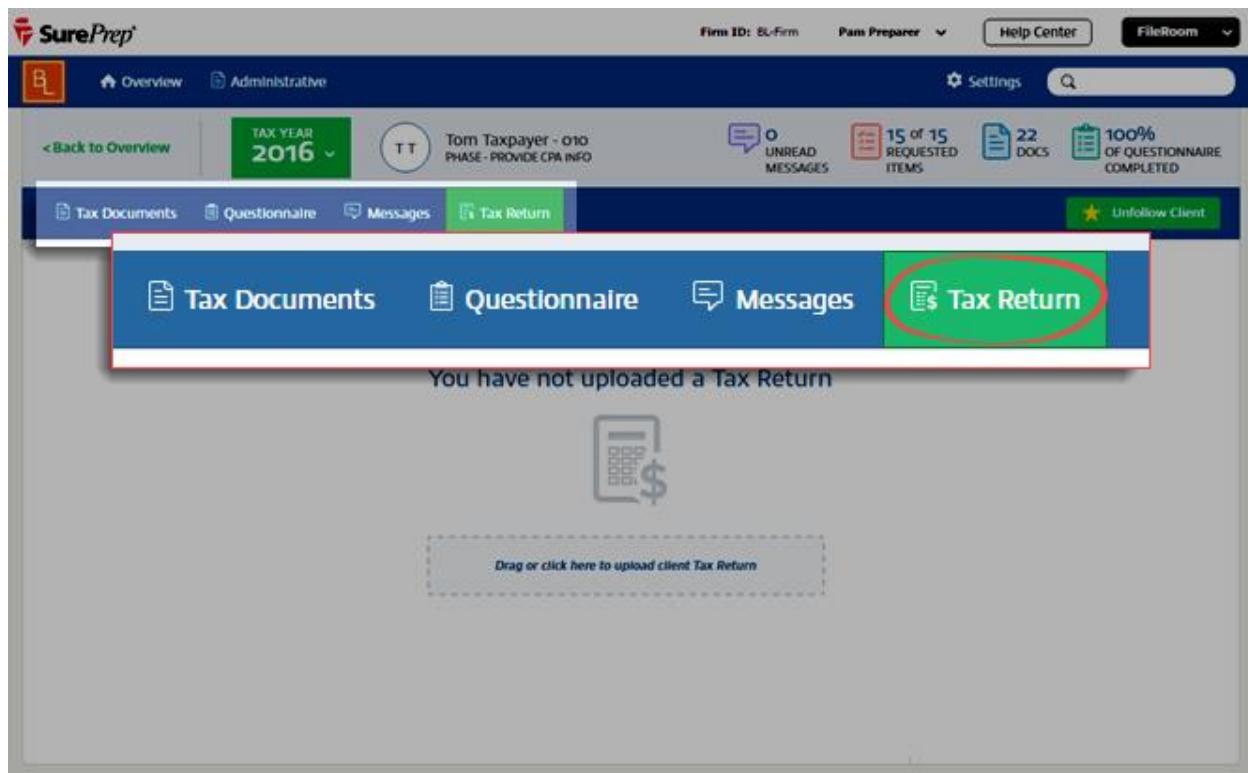
1. Log in to TaxCaddy.
2. Under **Clients I'm Following**, click a client tile to go to that client's profile.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with links for Overview, Administrative, Help Center, FileRoom, and Settings. The main dashboard displays 'Client Activity' with counts for uploaded documents, signed/reviewed documents, updated questionnaires, and approved returns. Below this is a search bar labeled 'Search for a client'. The 'Clients I'm Following' section lists clients with their names, owners, and various activity metrics. A red arrow points from the main 'Clients I'm Following' section to a larger, detailed view of the same section shown in a modal window.

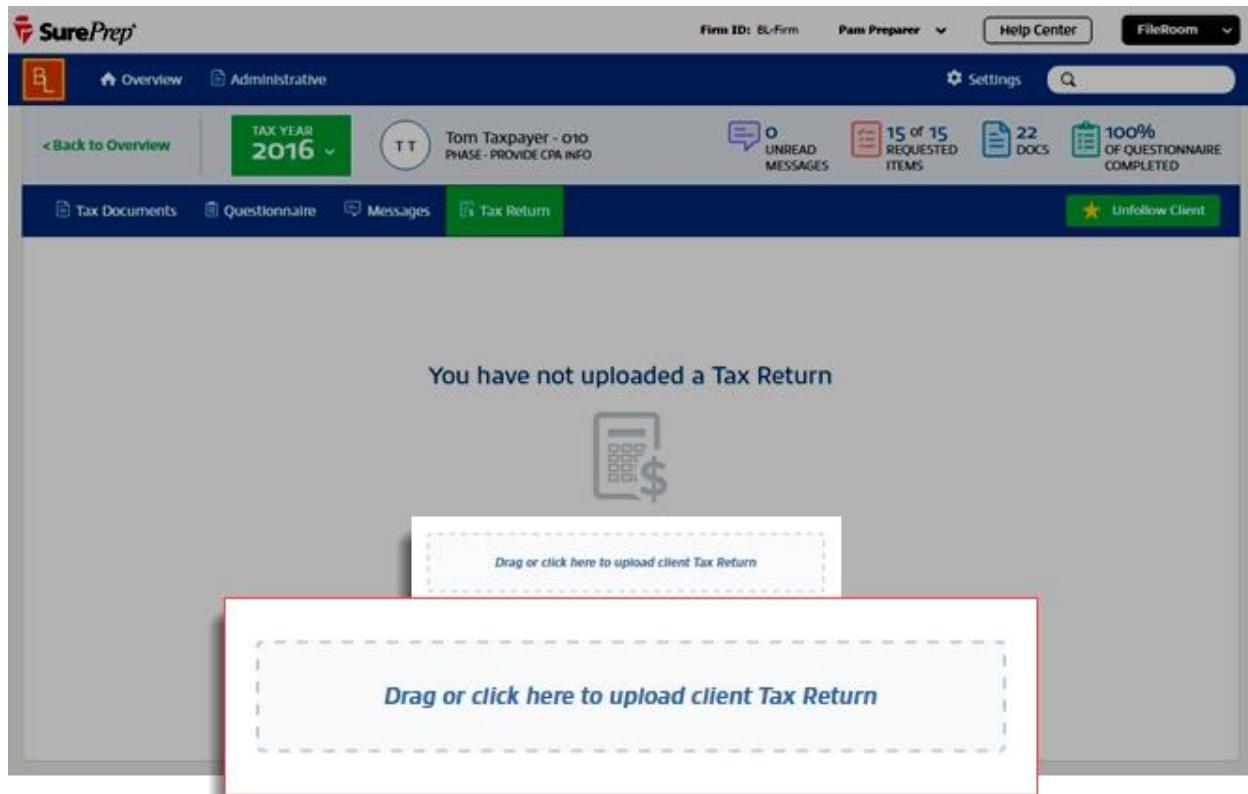
Clients I'm Following

CLIENT	OWNER
JA Anderson, Jack	Pam Preparer
J C Cox, Joshua	Pam Preparer
L P Picard, Luke	Pam Preparer
R S Stein, Robert	Pam Preparer

3. Click Tax Return.



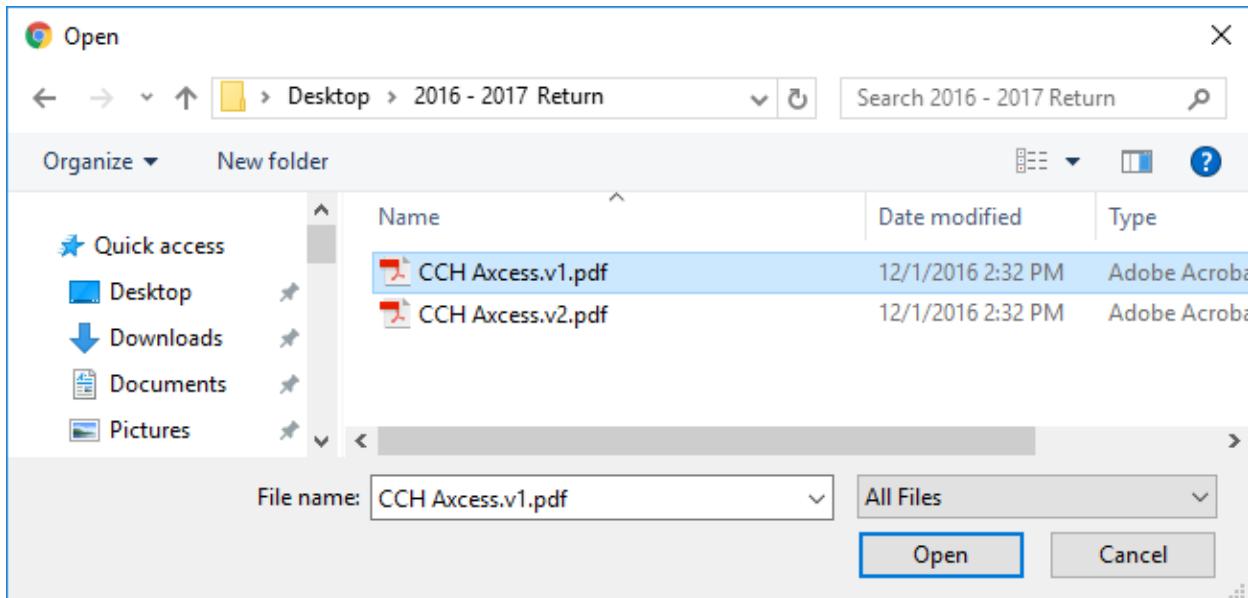
4. If a return has not yet been uploaded for this client, click **Drag or click here to upload client Tax Return**, or drag a file onto the drop zone.



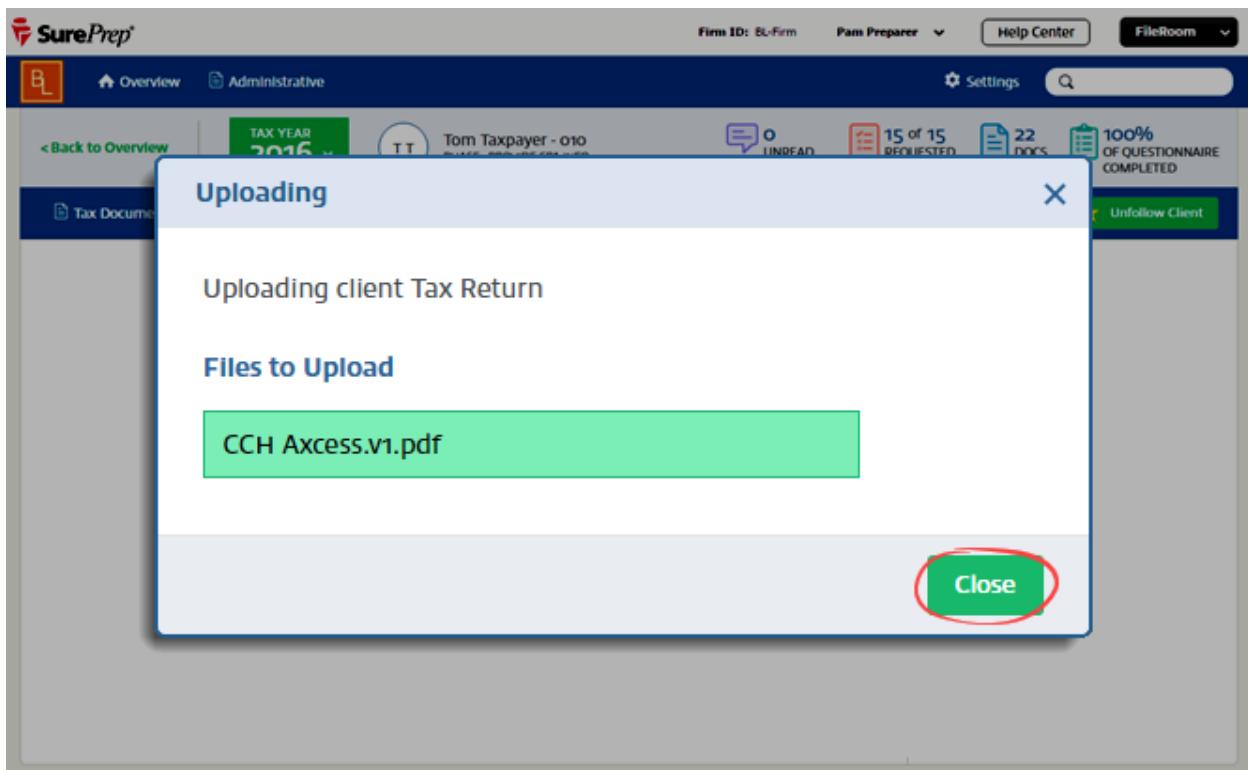
5. If the client already has an uploaded return and you want to upload an updated version of the return, click **Upload New Version**.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with links for Overview, Administrative, Settings, Help Center, and FileRoom. The main area displays a tax return for "Tom Taxpayer - 010 PHASE - REVIEW AND FILE" for the year 2016. The return was uploaded on 03/06/2017 at 04:00 PM by Pam Preparer. A red box highlights the "Upload New Version" button in the toolbar above the document preview. The document itself is titled "2016 Tax Return(s)" and contains information about the preparer (Mr. Tom Taxpayer, Client Code: 2016_Ash01), account number (132360), release number (2016.02050.333.v1), and the preparer's name (Pam Preparer). On the left, there's a sidebar showing thumbnails of other documents labeled 1 and 2.

6. Use the file picker to select a document to upload.

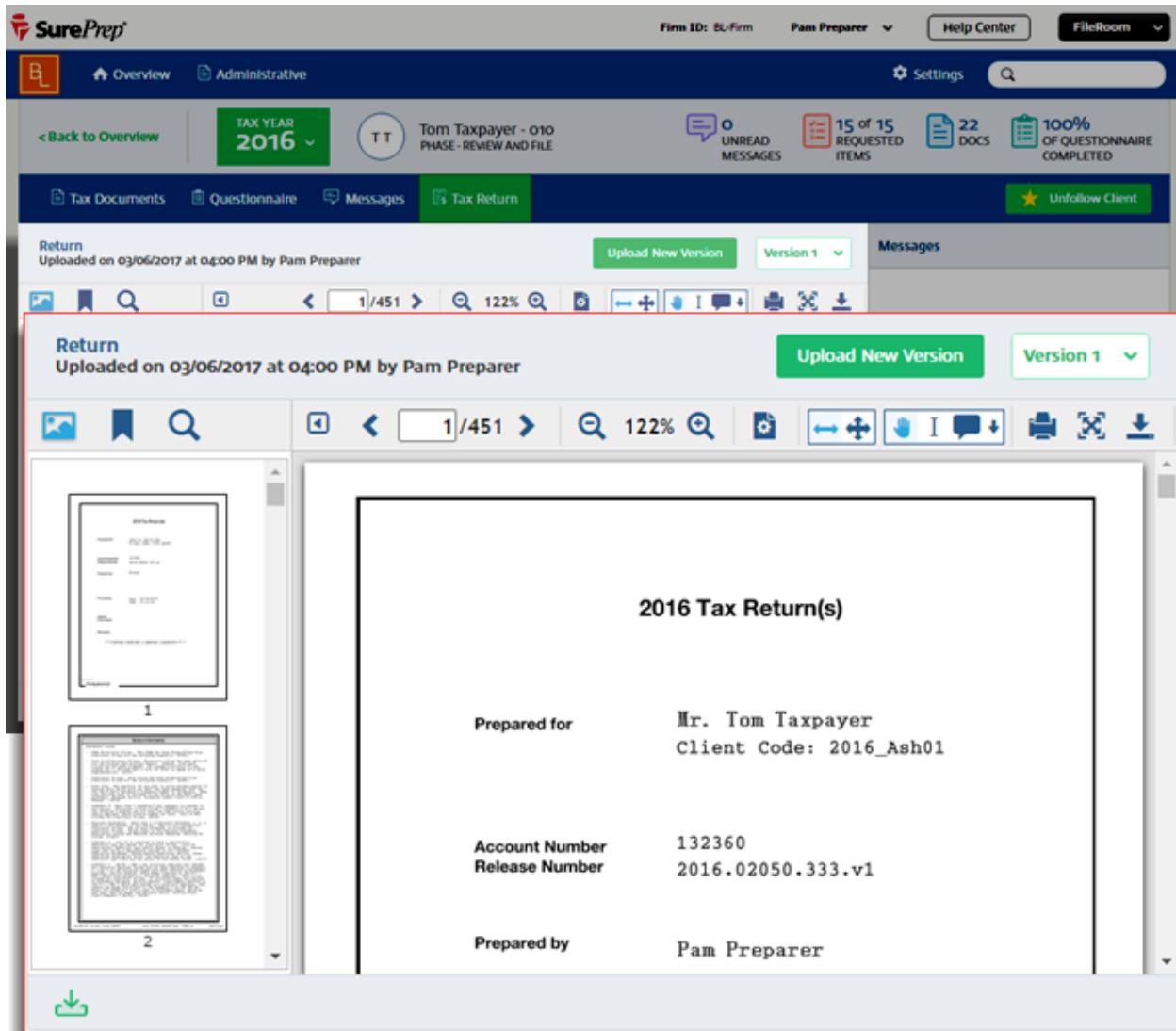


7. After the file uploads, click **Close**.



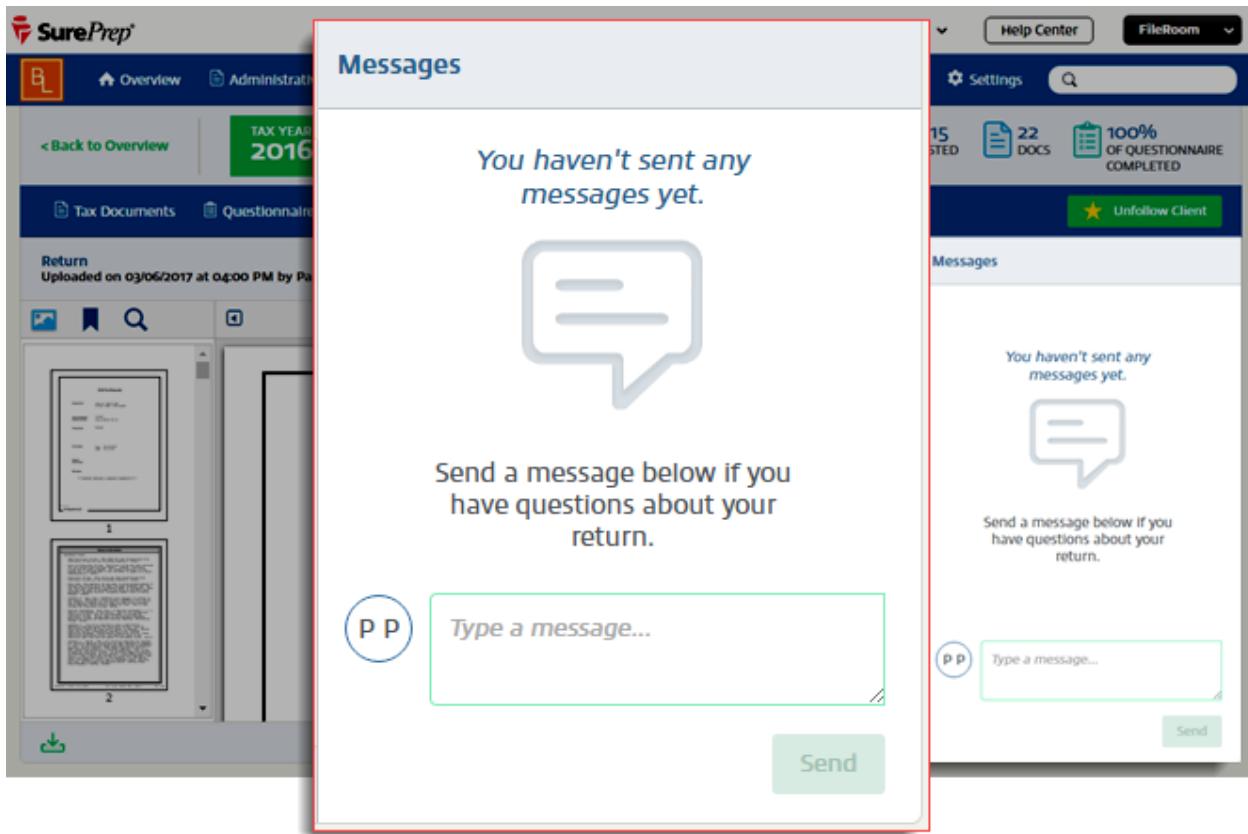
8. The document appears. The upload information and version are indicated in the header. The most recent version is displayed by default, but you can access previous versions using the dropdown.

You can download a client's return by clicking the  download icon on the lower left.



The screenshot shows the SurePrep software interface. At the top, there is a navigation bar with links for Overview, Administrative, Settings, and Help Center. It also displays the Firm ID: BL-Firm, Tax Year: 2016, and a message for Tom Taxpayer - 010 PHASE-REVIEW AND FILE. On the right side, there are icons for Unread Messages (0), 15 of 15 REQUESTED ITEMS, 22 DOCS, and 100% OF QUESTIONNAIRE COMPLETED. Below the navigation bar, there are tabs for Tax Documents, Questionnaire, Messages, and Tax Return (which is selected). A sub-header for 'Return' indicates it was uploaded on 03/06/2017 at 04:00 PM by Pam Preparer. The main content area displays the '2016 Tax Return(s)' document. The document header includes 'Prepared for Mr. Tom Taxpayer' and 'Client Code: 2016_Ash01'. It also lists 'Account Number: 132360' and 'Release Number: 2016.02050.333.v1'. The 'Prepared by' field is listed as 'Pam Preparer'. On the left side, there is a preview pane showing two pages of the tax return, labeled 1 and 2. A red box highlights the download icon at the bottom left of the preview pane.

24. You can associate a message thread with this document by using the message panel on the right. Each version of the return is a separate document with its own associated message thread.



See Taxpayer View: [Viewing tax return](#)

Go back to [Quick Start Guide](#).

Administrative

The Administrative section includes Client Management, Templates, Firm Details, and Document Request List. The Administrative section is accessible on the navigation bar, and each screen within it can be accessed on a subnavigation bar directly below Administrative.

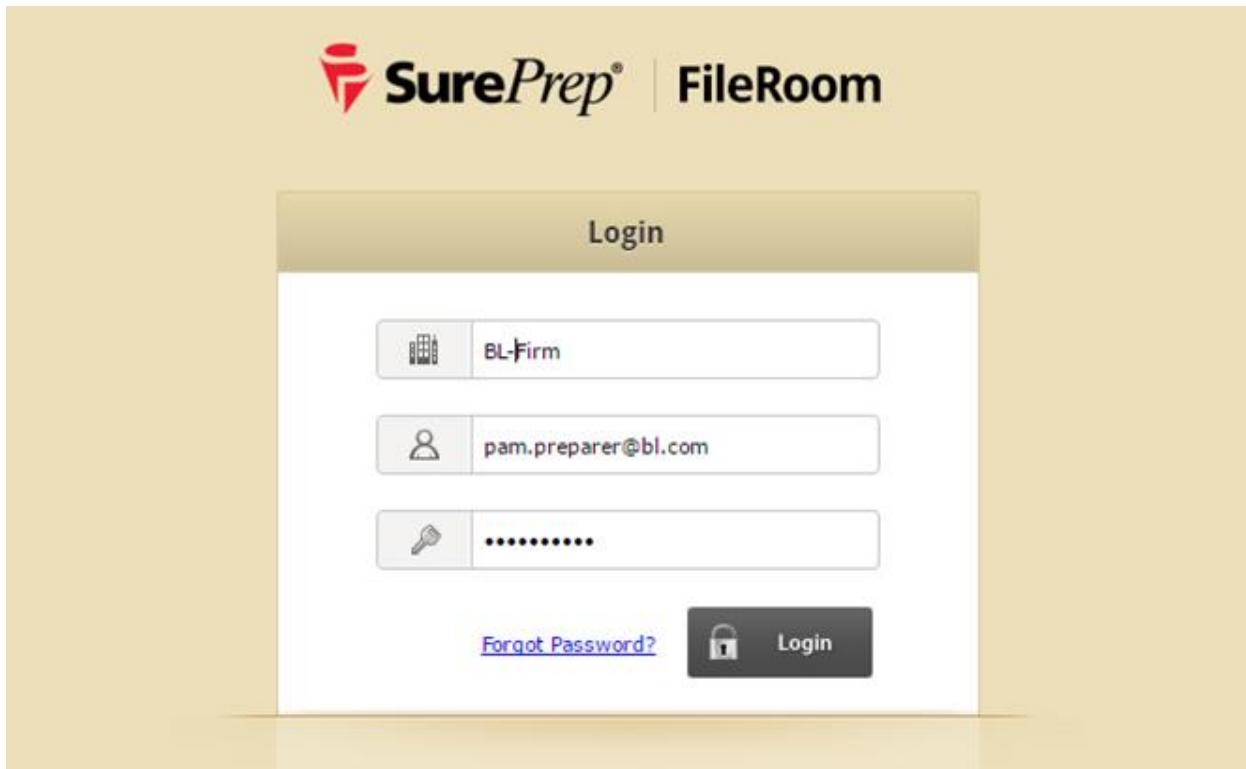
The screenshot shows the SurePrep software interface. At the top, there is a navigation bar with the SurePrep logo, a blue 'Overview' button, a green 'Administrative' button (which is highlighted), and other options like 'Templates', 'Document Request List', and 'Firm Details'. Below this is a secondary navigation bar for the 'Administrative' section, featuring 'Client Management' (highlighted with a red box), 'Templates', 'Document Request List', and 'Firm Details'. The main content area displays a table of client information:

Client ID	Last Name	First Name	Email	Action
JS	Stark	John	starkindustrial@gmail.com	
JA	Andersen	Jack	jack23@yahoo.com	
CR	Ramirez	Claudia	cramirez@aol.com	
DS	Smith	David	davidsmith@yahoo.com	
ER	Roberts	Evelyn	eroberts@email.com	
KS	Santana	Kyle	kyles1955@email.com	

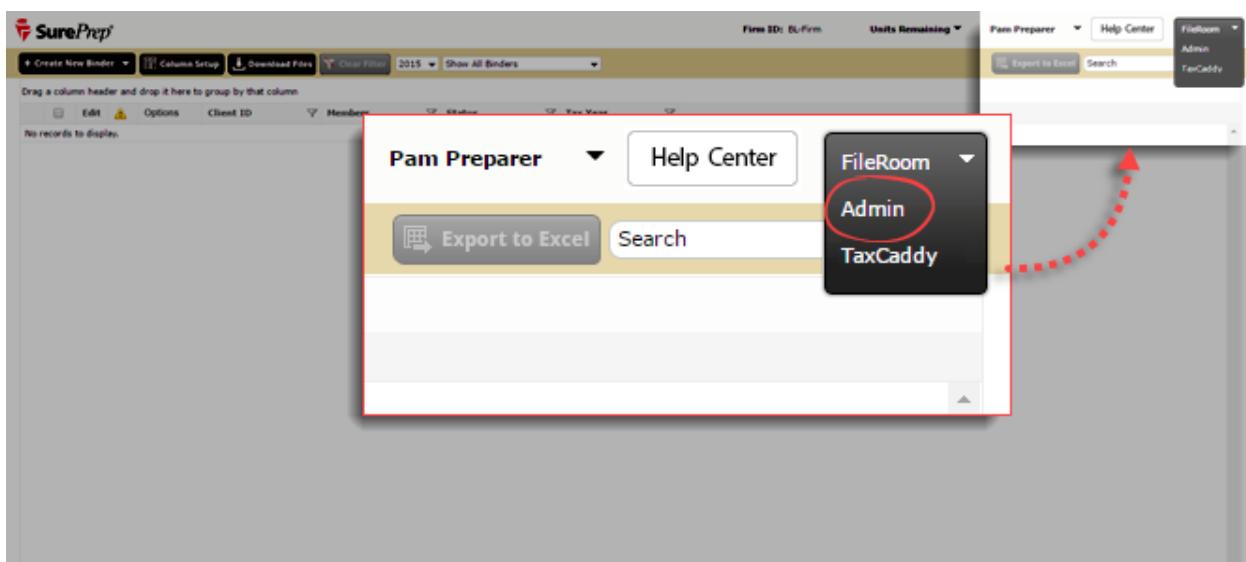
Assign user groups permissions

Follow these steps to configure permissions to allow users to access TaxCaddy, and to allow users with Admin access to have either full access, or access to only Client Management.

25. Log in to SurePrep FileRoom.



26. On the upper right, point to the drop-down menu and then click **Admin**.



27. Click User Group Management.

The screenshot shows the SurePrep software interface with the 'User Management' tab selected. Below it, the 'User Group Management' tab is also visible and highlighted with a red circle. The main area displays a table of user groups with columns for Group Name, Permissions, Assign Users, Sign Off Levels, Created By, Created On, and Modified By. The data in the table includes:

Group Name	Permissions	Assign Users	Sign Off Levels	Created By	Created On	Modified By
Firm System Ad...	Assigned	Assigned 11 User(s)			Dec 05, 2016 09:16:43 PM	
Firm Staff	Assigned	Assigned 2 User(s)				Khan, Zahid
Firm Partner	Assigned	Assigned 1 User(s)				Karnik, Gaurang
Firm Manager	Assigned	Assigned 1 User(s)				Karnik, Gaurang
Firm Administrat...	Assigned	Assigned 0 User(s)				Karnik, Gaurang

28. Click the Edit icon next to the group you want to assign permissions.

The screenshot shows the SurePrep software interface with the 'User Management' tab selected. Below it, the 'User Group Management' tab is also visible. A red arrow points to the 'New User Group' button. The main area displays a table of user groups with columns for Group Name, Edit, and Delete. The data in the table includes:

Group Name	Edit	Delete
Firm System Ad...		
Firm Staff		
Firm Partner		
Firm Manager		
Firm Administrat...		

29. In the Permissions column, click **Assigned**. The permissions dropdown opens.

The screenshot shows the SurePrep software interface for User Group Management. The main window displays a list of user groups with columns for Group Name, Permissions, Assign Users, Sign Off Levels, Created By, Created On, and Modified By. The 'Firm Manager' group is selected, and its details are shown in a modal dialog. The 'Permissions' column for 'Firm Manager' shows 'Assigned'. A dropdown menu is open next to 'Assigned', showing options: 'Select', 'Assign User(s)', and a list of users ('Users', 'User Management', 'User Group Management'). The 'Select' option is highlighted with a red circle. The modal dialog also contains sections for 'User Group' settings, including checkboxes for 'Can be an Owner', 'Allow access to the FileRoom', 'Assign New Owner', 'Assign Members', and 'Account Setup'. Buttons for 'Save' and 'Cancel' are at the bottom.

30. Scroll down to the TaxCaddy section. Under TaxCaddy, select permissions to assign to the group.

Access TaxCaddy: Allows access TaxCaddy. This is required for all users who should have access to TaxCaddy, including those who will have Admin access.

Access to TaxCaddy Admin Allows users access TaxCaddy Admin tab; select sub-permission.

All Tabs (default): Allows access all tabs in the Admin section, including Client Management, Templates, Document Request List, and Firm Details.

Client Management Screen Only: Allows access to only the Client Management screen. Users will not have access to Templates, Document Request List, or Firm Details.

The screenshot shows the SurePrep software interface for User Group Management. The main window displays a list of user groups, including 'Firm System Admin...', 'Firm Staff', 'Firm Partner', 'Firm Manager', and 'Firm Administrat...'. The 'Firm Manager' group is currently selected, and its details are shown in a modal dialog box. The modal dialog has a red border and contains the following information:

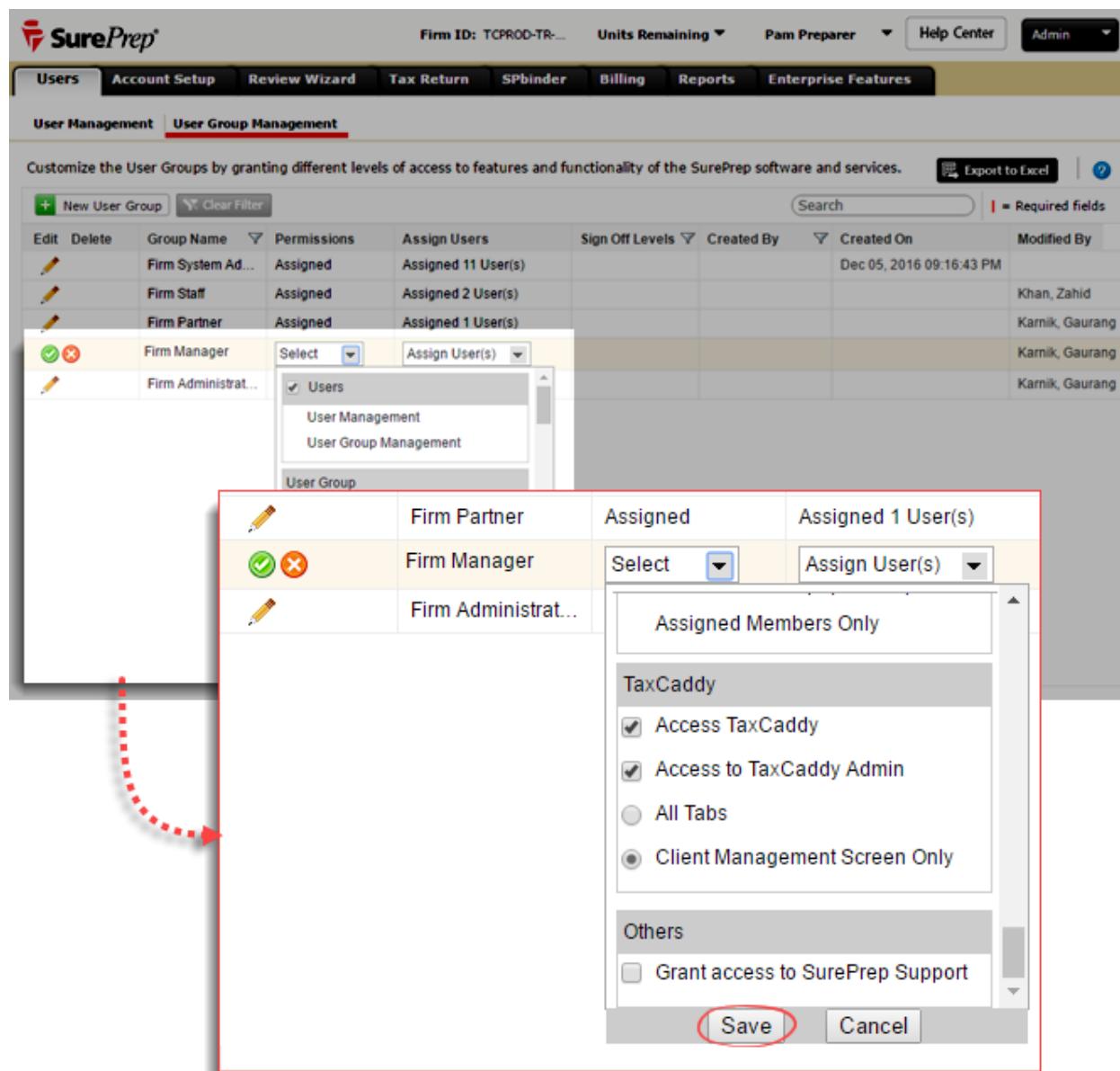
	Firm Partner	Assigned	Assigned 1 User(s)
<input type="button" value="Edit"/>	Firm Manager	Select	Assign User(s)
<input type="button" value="Delete"/>	Firm Administrat...		

Below this, the 'TaxCaddy' permission section is highlighted with a red circle around the 'Access TaxCaddy' checkbox. The permissions listed are:

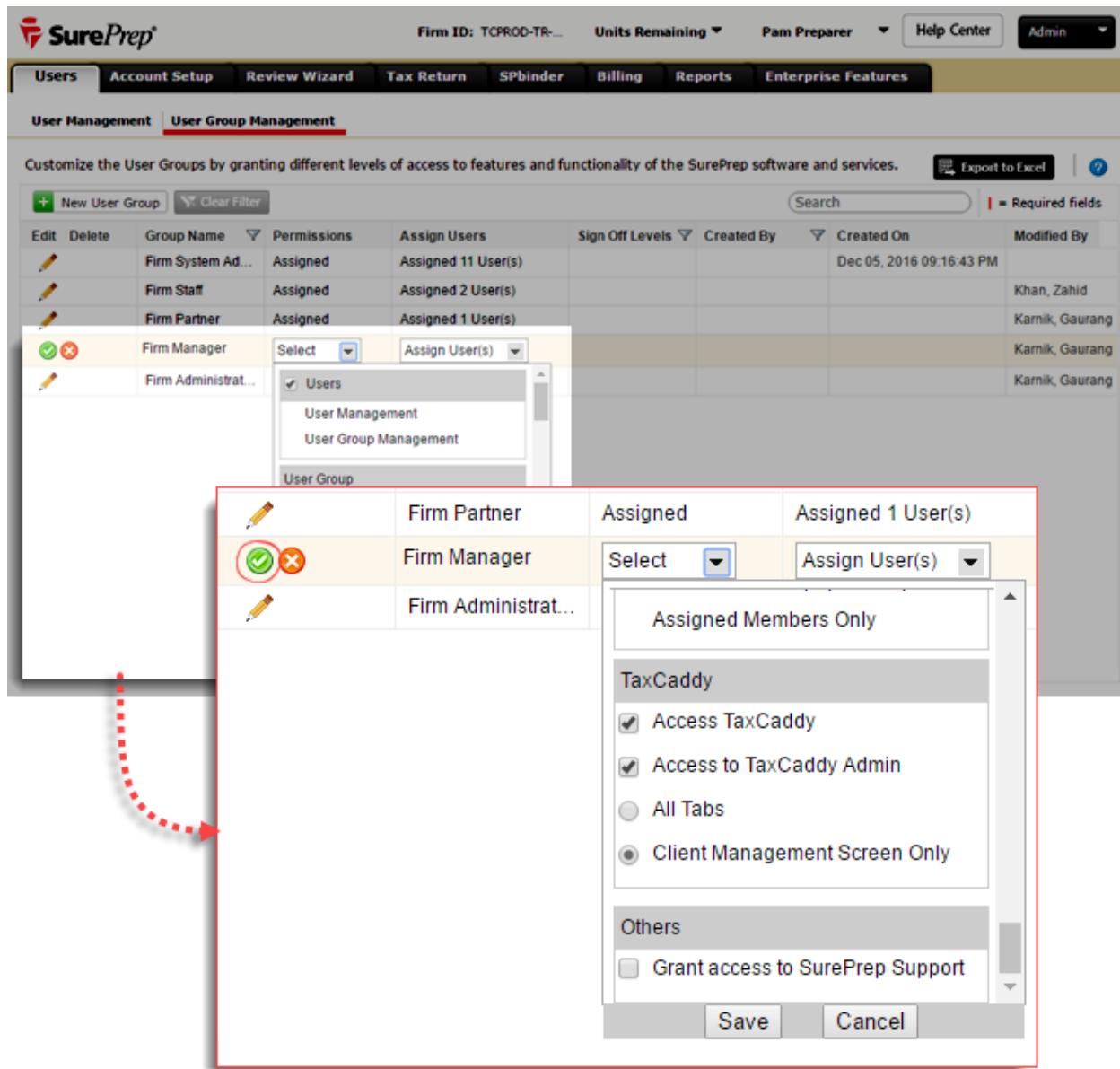
- Access TaxCaddy
- Access to TaxCaddy Admin
- All Tabs
- Client Management Screen Only

At the bottom of the dialog are 'Save' and 'Cancel' buttons.

31. Click **Save** to save changes to the Permissions settings.



32. Click the  Save icon to save all changes to the group.



The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: TCPROD-TR-..., Units Remaining, Tax Preparer, Help Center, Admin.
- Navigation:** Users, Account Setup, Review Wizard, Tax Return, SPbinder, Billing, Reports, Enterprise Features.
- User Management:** Sub-menu selected.
- User Group Management:** Sub-menu selected.
- Table:** Shows user groups and their assigned users and permissions.
- Dialog (highlighted by a red box):**
 - Firm Manager Row:** Assigned, Assigned 1 User(s), Sign Off Levels, Created By, Created On, Modified By.
 - Action Buttons:** Edit, Delete, New User Group, Clear Filter.
 - Assign User(s) Button:** Select, Assign User(s).
 - Sub-menu (Assigned Members Only):**
 - TaxCaddy:** Access TaxCaddy (checked), Access to TaxCaddy Admin (checked), All Tabs (radio button), Client Management Screen Only (radio button).
 - Others:** Grant access to SurePrep Support (checkbox).
 - Buttons:** Save, Cancel.

Go back to [Quick Start Guide](#). Next: [Access TaxCaddy via FileRoom](#).

Client Management

Your clients are automatically imported from SurePrep. View client records, add new clients, send templates and request documents on the Client Management screen.

The screenshot shows the SurePrep Client Management interface. At the top, there's a navigation bar with 'SurePrep', 'Firm ID: Bl-Firm', 'Pam Preparer', 'Help Center', 'FileRoom', and 'Settings'. Below the navigation bar, there are tabs for 'Client Management' (which is selected), 'Templates', 'Document Request List', and 'Firm Details'. A search bar on the right says 'Search for a client...'. The main area has a heading 'I want to manage' with a dropdown menu set to 'Invites'. Below this is a table with columns: '145 OF 545 SELECT ALL', 'INVITE STATUS', 'DATE', 'OFFICE LOCATION', 'CLIENT FIRST NAME', 'CLIENT LAST NAME', 'CLIENT EMAIL', 'CLIENT ID', and 'TAX SOFT'. Two rows of data are visible: one for Robert Stein in Palm Desert, CA, and another for Joshua Cox in Boston, MA. A red box highlights the entire table area, and a red arrow points to the 'CLIENT EMAIL' column for Joshua Cox. At the bottom of the main area, there's a 'TY2016' dropdown, a 'Refresh' button, and an 'Add Client' button.

145 OF 545 SELECT ALL	INVITE STATUS	DATE	OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	CLIENT ID	TAX SOFT
<input type="checkbox"/> R S		Not Invited	Palm Desert, CA	Robert	Stein	robert.stein@gmail.com		
<input type="checkbox"/> J C		Not Invited	Boston, MA	Joshua	Cox	joshcox@gmail.com		

Search client records

You can search all client records by First Name, Last Name, Client ID, or Owner using the Search box on the Client Management screen. Suggestions appear as you type.

The screenshot shows the SurePrep Client Management interface. At the top, there's a navigation bar with tabs for Overview, Administrative, Firm ID: BL-Firm, Pam Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there are buttons for Client Management, Templates, Document Request List, and Firm Details. A search bar at the top right contains the placeholder text "Search for a client...". A red box highlights this search bar. To the left of the search bar, there's a "TY2016" dropdown, a Refresh button, and an Add Client button. Below these, a section titled "I want to manage" has a dropdown set to "Invites". A table lists 145 client invites, each with a small icon, a name, an invite status (Connected), and contact information (City, First Name, Last Name, Email, Phone). A red arrow points from the "Search for a client..." placeholder to the search bar itself.

145 OF 545	SELECT ALL	INVITE STATUS	Boston, MA	Joshua Cox	josncox@gmail.com	69mUX
RS	Connected					1
JC	Connected					1
JS	Connected			John Stark	starkindustrial@gmail.com	344564645
JA	Connected			Jack Andersen	Jack23@yahoo.com	45612224
CR	Connected			Claudia Ramirez	cramirez@aol.com	3434555212
DS	Connected			David Smith	davidsmith@yahoo.com	786787555
ER	Connected			Evelyn Roberts	eroberts@email.com	3243434534
KS	Connected			Kyle Santana	kyles1955@email.com	4534534

Update client records (provide missing info)

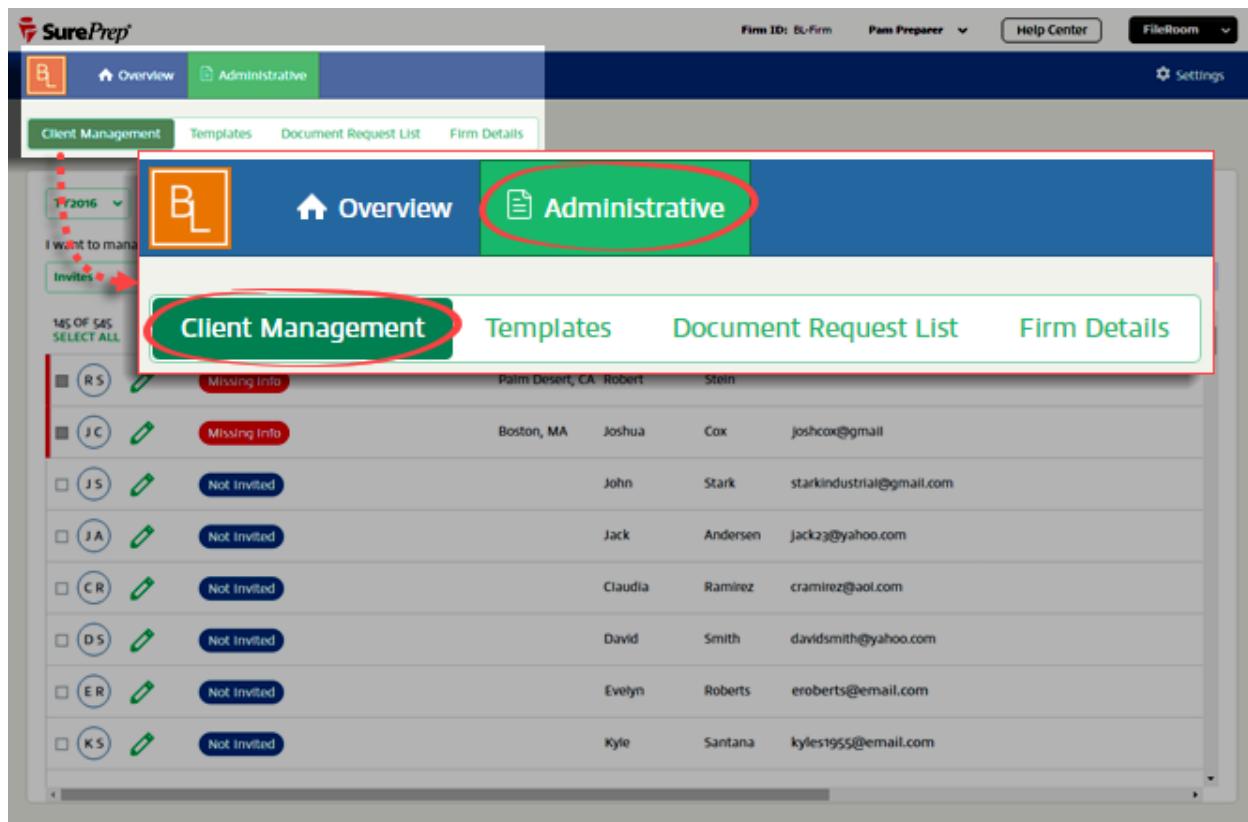
Clients who have the status **Missing Info** cannot be invited to join TaxCaddy because their client record is missing required information. Required client record fields are Email, First Name, Last Name, and Owner. When all required fields are updated with valid information, the client's status changes to **Not Invited** and the client can then be invited to create an account.

Missing Info

Not Invited

Follow these steps to update client information.

1. Log in to TaxCaddy.
2. Click Administrative and then click Client Management.



3. Client status appears on the far left of each client record, and those with the status Missing Info are marked by a red tab on the left side of the client record. Click the Edit icon (green pencil) on a client record you want to update.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with the SurePrep logo, Firm ID: TC-02, sarika arora, Help Center, FileRoom, and Settings. Below the navigation bar, there are tabs for Overview, Administrative, Client Management (which is selected), Templates, Document Request List, and Firm Details. A search bar at the top right says "Search for a client...". In the main area, there's a table of clients with columns for OFFICE LOCATION, CLIENT FIRST NAME, CLIENT LAST NAME, CLIENT EMAIL, and CLIENT ID. Two specific rows are highlighted with a red box and circled with a red arrow: one for RS (Office: Palm Desert, CA; First Name: Robert; Last Name: Stein; Email: stein@sample.com) and another for JC (Office: Boston, MA; First Name: Joshua; Last Name: Cox; Email: joshcox@gmail.com). Both rows have a red tab labeled "Missing Info" next to the edit icon (green pencil). A modal window titled "INVITE STATUS" is overlaid on the table, showing "145 OF 545 SELECT ALL" and two rows of client data with edit icons and "Missing Info" buttons. The "Missing Info" button in the modal is circled with a red circle.

OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	CLIENT ID	TAX SOFT
Palm Desert, CA	Robert	Stein			
Boston, MA	Joshua	Cox	joshcox@gmail.com		
John	Stark	starkindustrial@gmail.com			
Jack	Andersen	jack23@yahoo.com			
Claudia	Ramirez	cramirez@aol.com			
David	Smith	davidsmith@yahoo.com			
Evelyn	Roberts	eroberts@email.com			
Kyle	Santana	kylest1955@email.com			

4. Enter missing information. If necessary, use horizontal scroll to see the rest of the client record fields. Required fields are Email, First Name, Last Name and Owner.

The screenshot shows the SurePrep software interface for managing clients. At the top, there's a navigation bar with 'Firm ID: TC-02', 'sarika arora', 'Help Center', 'FileRoom', and 'Settings'. Below this is a sub-navigation bar with 'Client Management', 'Templates', 'Document Request List', and 'Firm Details'. A search bar says 'Search for a client...'. The main area has a table with columns: 'OFFICE LOCATION', 'CLIENT FIRST NAME *', 'CLIENT LAST NAME *', 'CLIENT EMAIL *', and 'CLIENT ID'. Below this table, a red box highlights the first four fields. A red arrow points from this box to a horizontal scroll bar below it, with the text 'records scroll horizontally' written above the arrow. The scroll bar is located between the first four fields and the last five optional fields. The last five fields are: 'TAX SOFTWARE', 'TAX CLIENT ID', 'TAX SOFTWARE ACCOUNT #', 'TAX SOFTWARE PASSWORD', and 'TAX SOFTWARE VERSION'. The 'TAX SOFTWARE' field contains 'GoSystem Tax RS'. The 'TAX SOFTWARE VERSION' field is empty.

OFFICE LOCATION	CLIENT FIRST NAME *	CLIENT LAST NAME *	CLIENT EMAIL *	CLIENT ID
Palm Desert,	Robert	Stein	robert.stein@gmail.com	
records scroll horizontally				
TAX SOFTWARE	TAX CLIENT ID	TAX SOFTWARE ACCOUNT #	TAX SOFTWARE PASSWORD	TAX SOFTWARE VERSION
GoSystem Tax RS				

5. Click the Save icon (green check mark) to save your changes.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: TC-02', 'sarika arora', 'Help Center', 'FileRoom', and 'Settings'. Below the navigation is a sub-menu with 'Client Management' (highlighted in green), 'Templates', 'Document Request List', and 'Firm Details'. A search bar on the right says 'Search for a client...'. In the main area, there's a table with columns: 'DATE', 'OFFICE LOCATION', 'CLIENT FIRST NAME', 'CLIENT LAST NAME', 'CLIENT EMAIL', and 'CLIENT ID'. A red box highlights a row for 'Robert Stein' with email 'robert.stein@gmail.com' and ID 'TR_566'. On the left, a sidebar shows a list of clients with checkboxes and invite status: 'RS' (Missing Info), 'JC' (Missing Info), 'JS' (Not Invited), 'JA' (Not Invited), 'CR' (Not Invited), 'DS' (Not Invited), 'ER' (Not Invited), and 'KS' (Not Invited). A red box highlights the 'JC' row. A modal window titled '145 OF 545 SELECT ALL' is overlaid on the interface. It contains two rows of client data. The first row has a checkbox, a radio button labeled 'RS', a red 'X' over a green checkmark, and a button labeled 'Missing Info'. The second row has a checkbox, a radio button labeled 'JC', a pencil icon, and a button labeled 'Missing Info'. A red arrow points from the 'JC' checkbox in the sidebar to the 'JC' radio button in the modal.

TAXCADDY

6. The client record status updates to Not Invited. Repeat steps for each client who has the status Missing Info.

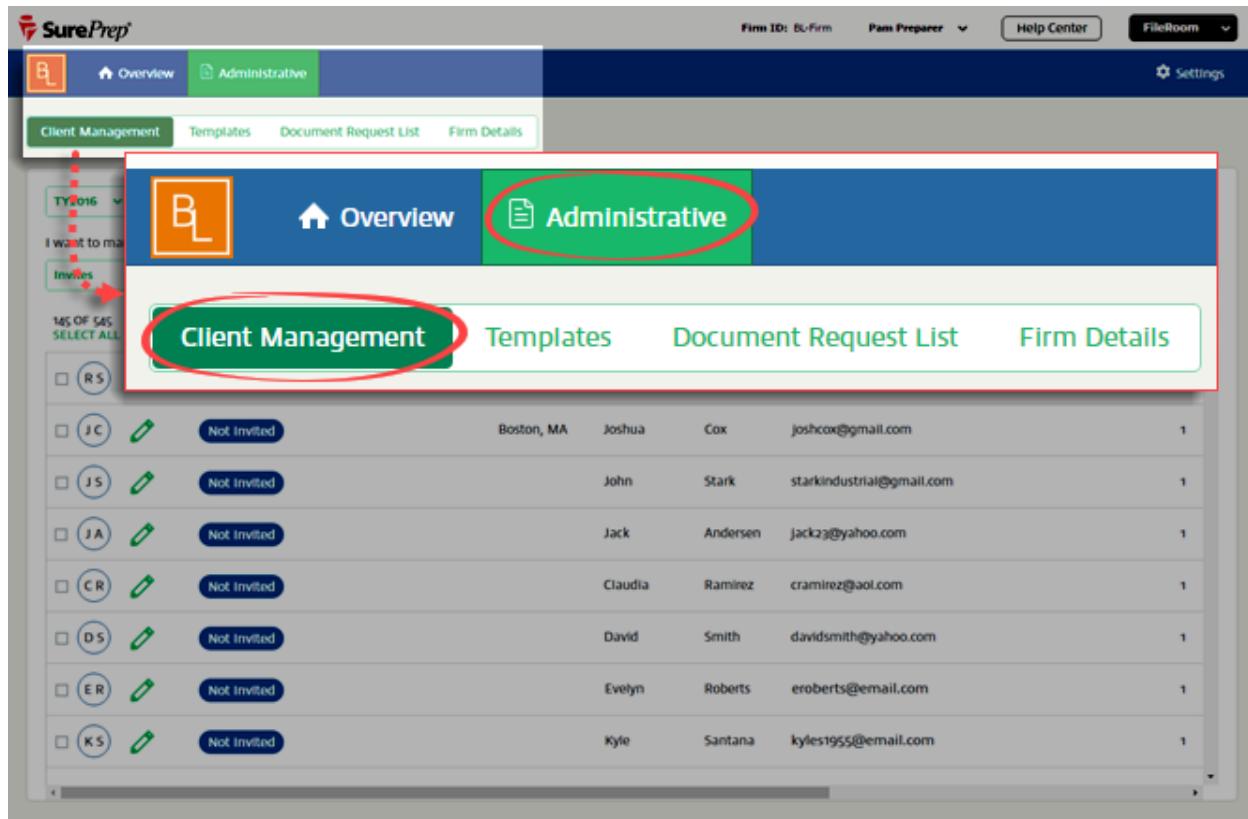
The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Overview' and 'Administrative' tabs. Below that is a secondary navigation bar with 'Client Management', 'Templates', 'Document Request List', and 'Firm Details'. The main area is titled 'I want to manage' and has a dropdown menu set to 'Invites'. A search bar says 'Search for a client...'. On the left, a sidebar lists '145 OF 545' clients with their initials (RS, JC, JS, JA, CR, DS, ER, KS) and 'INVITE STATUS' (Not invited, Missing Info). A red box highlights the 'Not invited' status for client RS. On the right, a larger table shows columns for DATE, OFFICE LOCATION, CLIENT FIRST NAME, CLIENT LAST NAME, CLIENT EMAIL, and CLIENT ID. The 'INVITE STATUS' column contains large buttons: 'Not Invited' (highlighted with a red oval) and 'Missing Info'. A red box also highlights the 'Not Invited' button for client RS. The bottom right corner shows a client's details: Kyle Santana, kyles1955@email.com.

Go back to [Quick Start Guide](#). Next: [Add new clients](#).

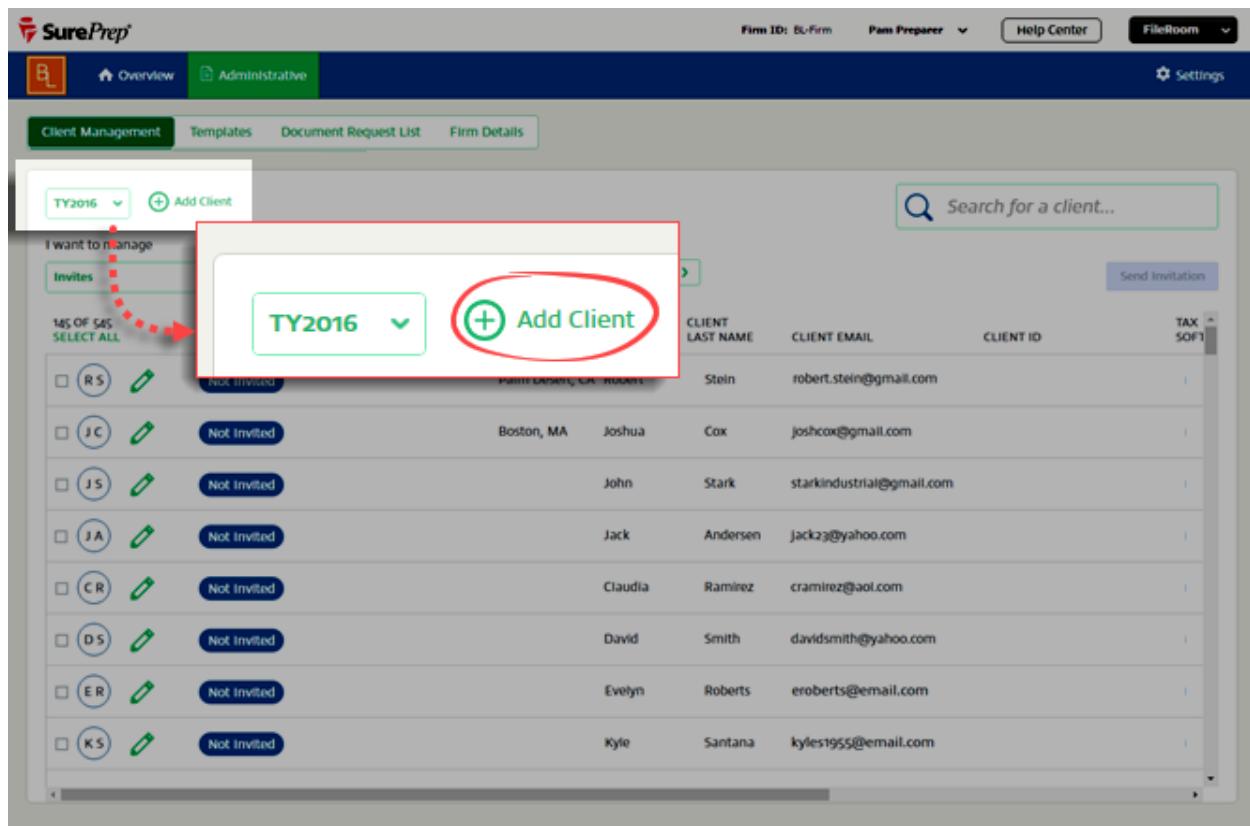
Add new clients

Clients who were not listed in SurePrep last year can be added directly in the Client Management screen. Follow these steps to add a new client.

1. Log in to TaxCaddy.
2. Click Administrative and then click Client Management.



3. Click Add Client.



4. A new editable row appears at the top of the client records list. Enter the new client's information. If necessary, also scroll right to see all fields. Required fields are Email, First Name, Last Name, and Owner.

	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	CLIENT ID
<input type="checkbox"/> LP	Palm Desert, CA	Robert Stein	robert.stein@gmail.com	34454423
<input type="checkbox"/> RS				
<input type="checkbox"/> JC				
<input type="checkbox"/> JS				
<input type="checkbox"/> JA				
<input type="checkbox"/> CR				
<input type="checkbox"/> DS			David Smith	davidsmith@yahoo.com
<input type="checkbox"/> ER	Evelyn	Roberts	eroberts@email.com	
Missing invite				

5. Click the **Save** icon (green check mark) to save the new client record. You may need to scroll left to see the Save icon. The new client is added to the list and the focus moves to the newly added client.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: BU-Firm', 'Pain Preparer', 'Help Center', 'FileRoom', and 'Settings'. Below the navigation bar, the main area is titled 'Client Management' with tabs for 'Overview' and 'Administrative'. Under 'Client Management', there are buttons for 'TY2016', '+ Add Client', and 'Invites'. A dropdown menu for 'Invites' is open, showing '145 OF 545' and a 'SELECT ALL' button. To the right of this dropdown is a 'INVITE STATUS' section with a 'Missing Info' button highlighted by a red circle. The main table lists clients with columns for 'OFFICE LOCATION', 'CLIENT FIRST NAME', 'CLIENT LAST NAME', 'CLIENT EMAIL', and 'CLIENT ID'. One row is selected, showing 'San Francisco', 'Luke', 'Picard', 'luke.picard@email.com', and '45345345345'. Other rows show various clients like 'Albert Stein', 'David Cox', etc.

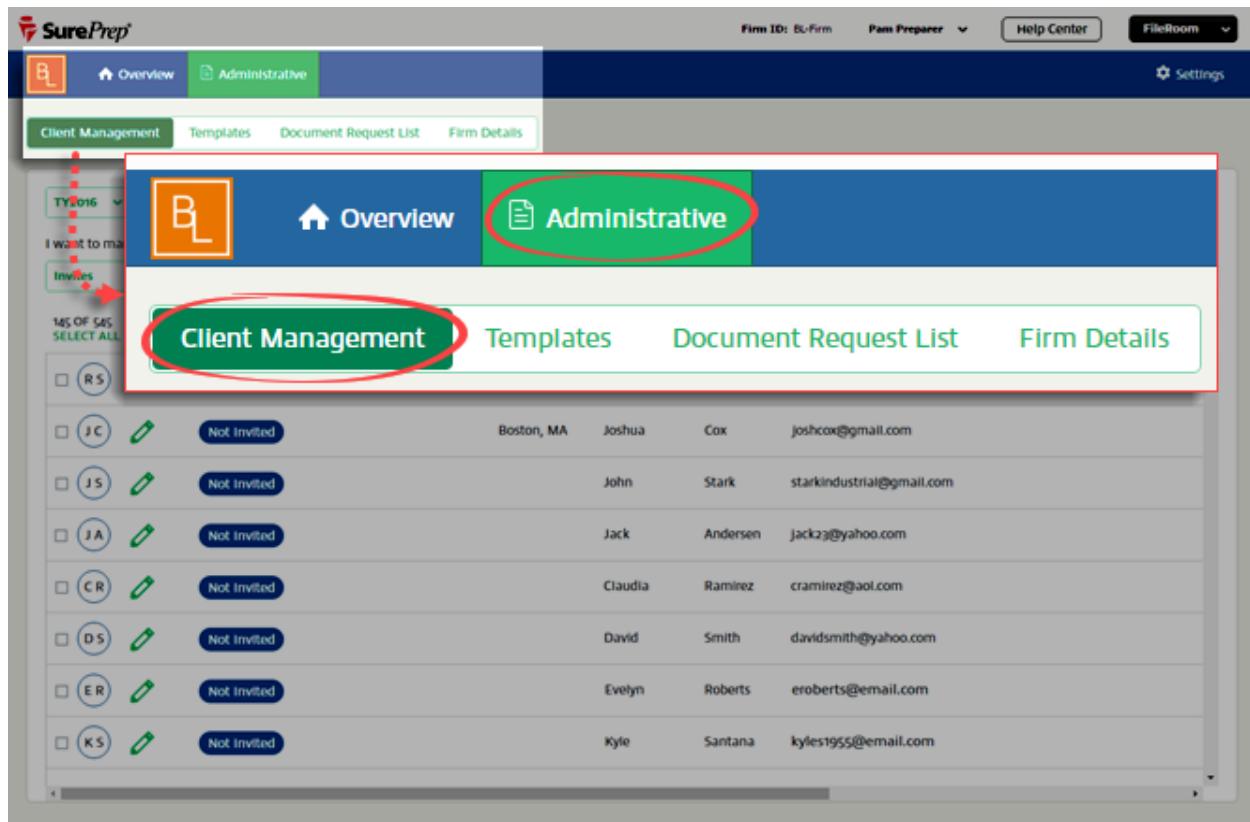
Go back to [Quick Start Guide](#). Next: [Invite \(or remind\) your clients](#) to create an account.

Send Invites and Reminders

You can send the Invite template to clients who have not yet been invited to create a TaxCaddy account. Clients who have already been invited but have not yet created an account can be reminded to do so using the Reminder template.

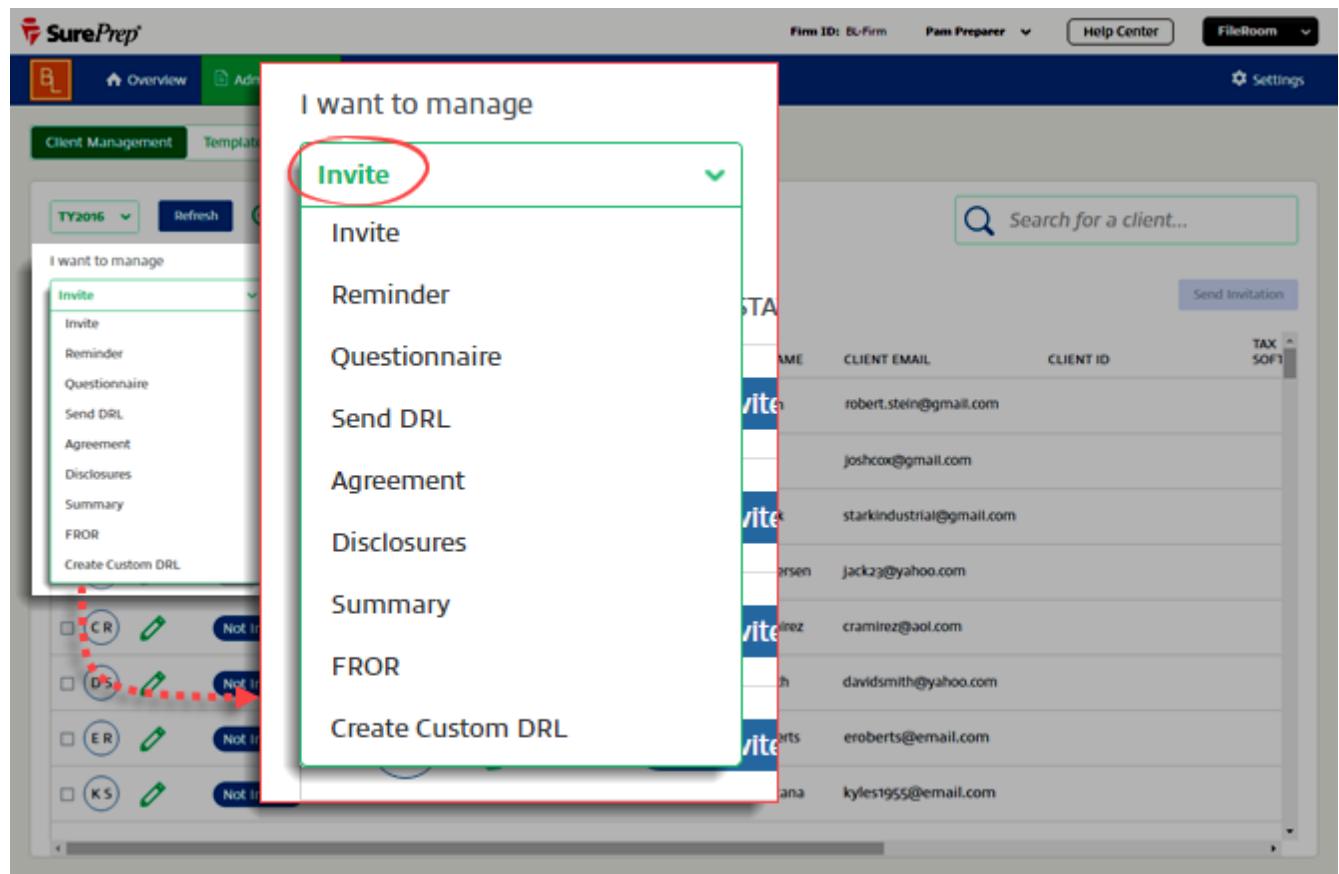
Follow these steps to invite your clients to create a TaxCaddy account.

1. [Log in to TaxCaddy.](#)
2. Click Administrative and then click Client Management.



3. Managing **Invite** is selected by default. To send the Invite template, continue to the next step.

To send the Reminder template, select **Reminder** under **I want to manage**.



4. Invite status determines whether clients are eligible to receive the Invite.

The screenshot shows the SurePrep software interface for managing clients. The main window displays a list of 145 clients out of 545, filtered by 'TY2016'. The 'INVITE STATUS' column is highlighted with a red circle and a red arrow points from it to the same column in a detailed view window. The detailed view shows five clients with their respective invite statuses: Not Invited, Not Invited, Connected, Enrolled, and Missing Info.

	INVITE STATUS	DATE	OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME
<input type="checkbox"/> RS	Not Invited		Palm Desert, CA	Robert	Stein
<input type="checkbox"/> JC	Not Invited		Boston, MA	Joshua	Cox
<input checked="" type="checkbox"/> JS	Connected			John	Stark
<input checked="" type="checkbox"/> JA	Enrolled			Jack	Andersen
<input checked="" type="checkbox"/> CR	Missing Info			Claudia	Ramirez

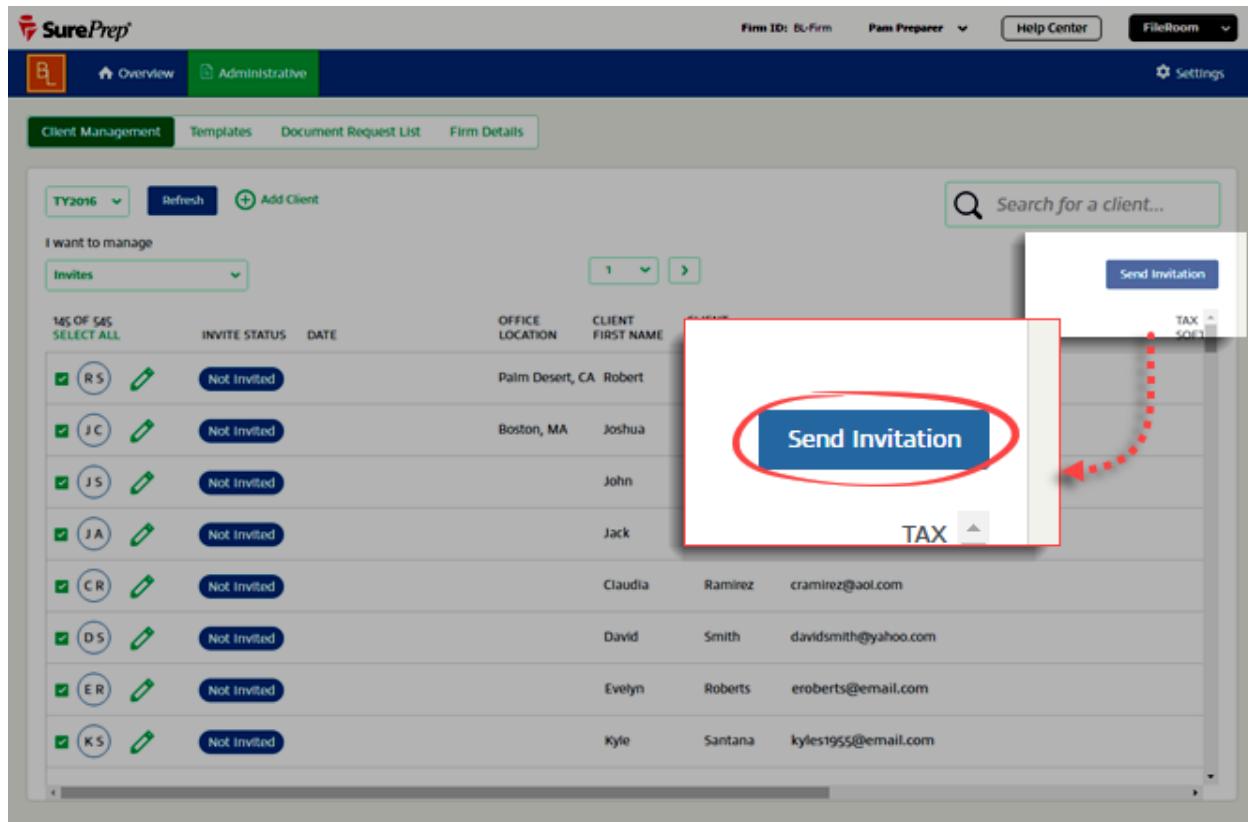
INVITE STATUS	WHAT CAN I SEND?	DESCRIPTION
Missing Info (MISSING INFO)	<ul style="list-style-type: none"> ✗ Nothing, provide missing information to proceed 	Clients with the Invite Status Missing Info cannot be invited to join TaxCaddy because their client record is missing required information in one or more of these fields: Email, First Name, Last Name, Owner.
Not Invited (NOT INVITED)	<ul style="list-style-type: none"> ✓ Invite template 	Clients who are eligible to be invited (all required fields are valid) but who have not been invited, have the status Not Invited . These clients are eligible to receive the Invite template.
Not Enrolled (NOT ENROLLED)	<ul style="list-style-type: none"> ✓ Reminder template ✓ CPA Letters ✓ Questionnaire ✓ 	Clients who have already been invited but have not yet created an account have the status Not Enrolled and can be reminded to create an account using the Reminder template. CPA letter and questionnaires you send will become visible to the client once they accept your connection request.
Enrolled (ENROLLED)	<ul style="list-style-type: none"> ✓ CPA Letters ✓ Questionnaire 	Clients who have created their account but have not accepted your Connection Request have the status Enrolled . These clients must accept the connection request to proceed. CPA letter and questionnaires will become visible to the client once they accept your connection request.
Connected (CONNECTED)	<ul style="list-style-type: none"> ✓ CPA Letters ✓ Document Request List ✓ Questionnaire ✓ Return ✗ Nothing, this client is enrolled with another firm 	Clients who have accepted your Connection Request have the status Connected and you can send CPA letters for review/signature, document requests, questionnaire, and upload returns.
Connected Elsewhere (CONNECTED ELSEWHERE)		Clients who are enrolled in TaxCaddy but connected with a different firm have the status Connected Elsewhere .

5. Click **Select All** to select all clients eligible to receive the selected template. Alternatively, you can select or deselect clients individually using the checkbox on the far left on the client record.

Tip: You can only send the Invite to clients who have the status **Not Invited** and you can only send the Reminder to clients who have the status **Not Enrolled**. [Click here for more on Invite Status.](#)

OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	CLIENT ID
Palm Desert, CA	Robert	Stein	robert.stein@gmail.com	
Boston, MA	Joshua	Cox	joshcox@gmail.com	
	John	Stark	starkindustrial@gmail.com	
	Jack	Andersen	jack23@yahoo.com	
	Claudia	Ramirez	cramirez@aol.com	
	David	Smith	davidsmith@yahoo.com	
	Evelyn	Roberts	eroberts@email.com	
	Kyle	Santana	kylest955@gmail.com	

6. Click the **Send Invitation** or **Send Reminder** button. TaxCaddy confirms the Invite or Reminder was sent to the selected clients. Clients who were sent the Invite template have their status updated to Not Enrolled.



7. If there are multiple pages of client records, select the next page and repeat steps [four and five](#) for each page of clients.

The screenshot shows the SurePrep software interface under the 'Administrative' tab. In the center, there is a list titled 'Client Management' showing 145 of 545 invites. The columns include 'OFFICE LOCATION', 'CLIENT LAST NAME', and 'EMAIL'. A red box highlights a dropdown menu with three options: 1, 2, and 3, suggesting a selection or filtering step. The interface includes various buttons like 'Refresh', 'Add Client', and 'Send Invitation'.

OFFICE LOCATION	CLIENT LAST NAME	EMAIL
Palm Desert, CA - RODERT	Rodert, CA - RODERT	steinerindustrial@gmail.com
Boston, MA	Joshua Stark	starkindustrial@gmail.com
	John Stark	starkindustrial@gmail.com
	Jack Andersen	jack23@yahoo.com
	Claudia Ramirez	cramirez@aol.com
	David Smith	davidsmith@yahoo.com
	Evelyn Roberts	eroberts@email.com
	Kyle Santana	kyles1955@email.com



See Taxpayer View: [Invite and Connection Request](#)

Go back to [Quick Start Guide](#). Next: [Select categories](#) to display when your clients upload documents.

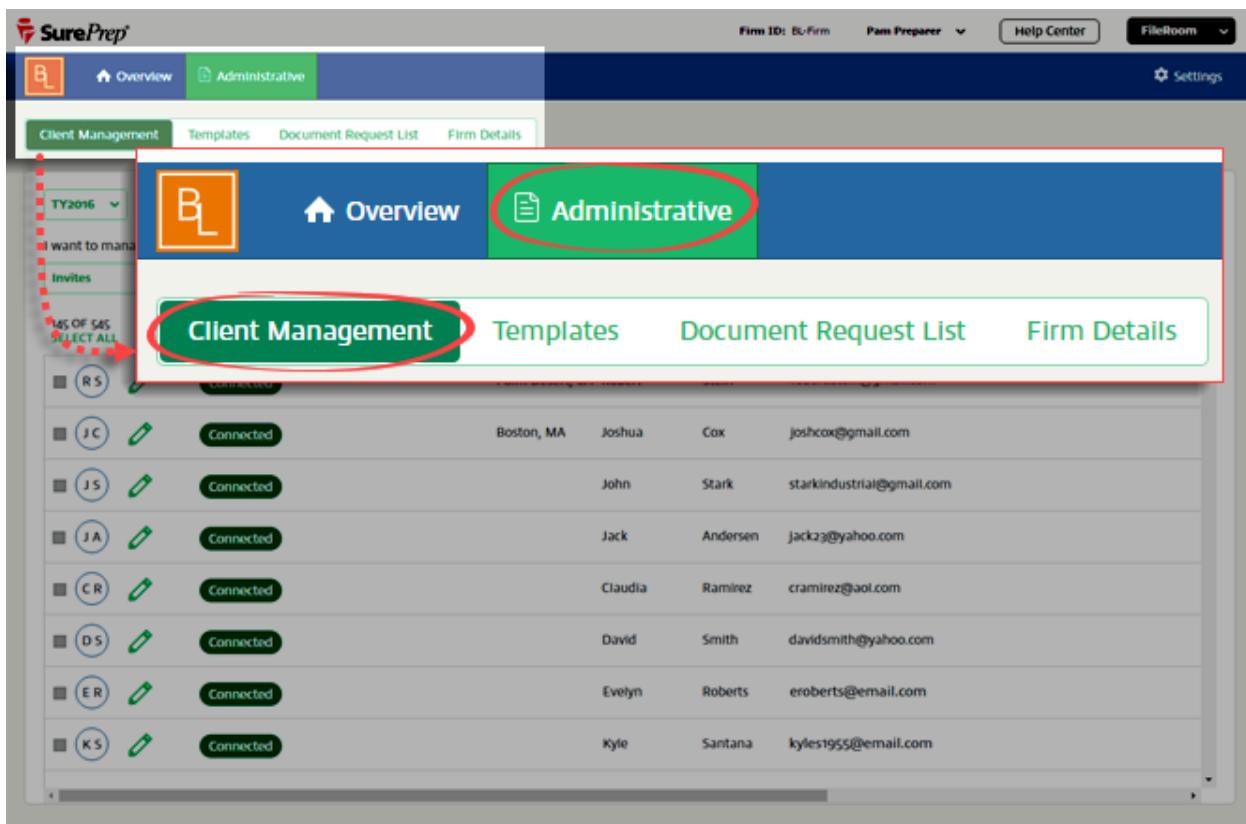
Create Custom DRLs

Follow these steps to create custom document request lists for your clients. (import proforma data)

1. Log in to TaxCaddy.
2. Click **Administrative** and then click **Client Management**.

Note: Client record must have valid information for **Tax Software**, **Tax Client ID** and **Tax Software Account# (CCH Axcess and GoSystem Tax RS only)** filled out in order to create a custom DRL for the client. For CCH Axcess **Tax Software Version** is required. If the **Tax Client ID** requires a password to access the client's tax return from last year, **Tax Software Password** is required.

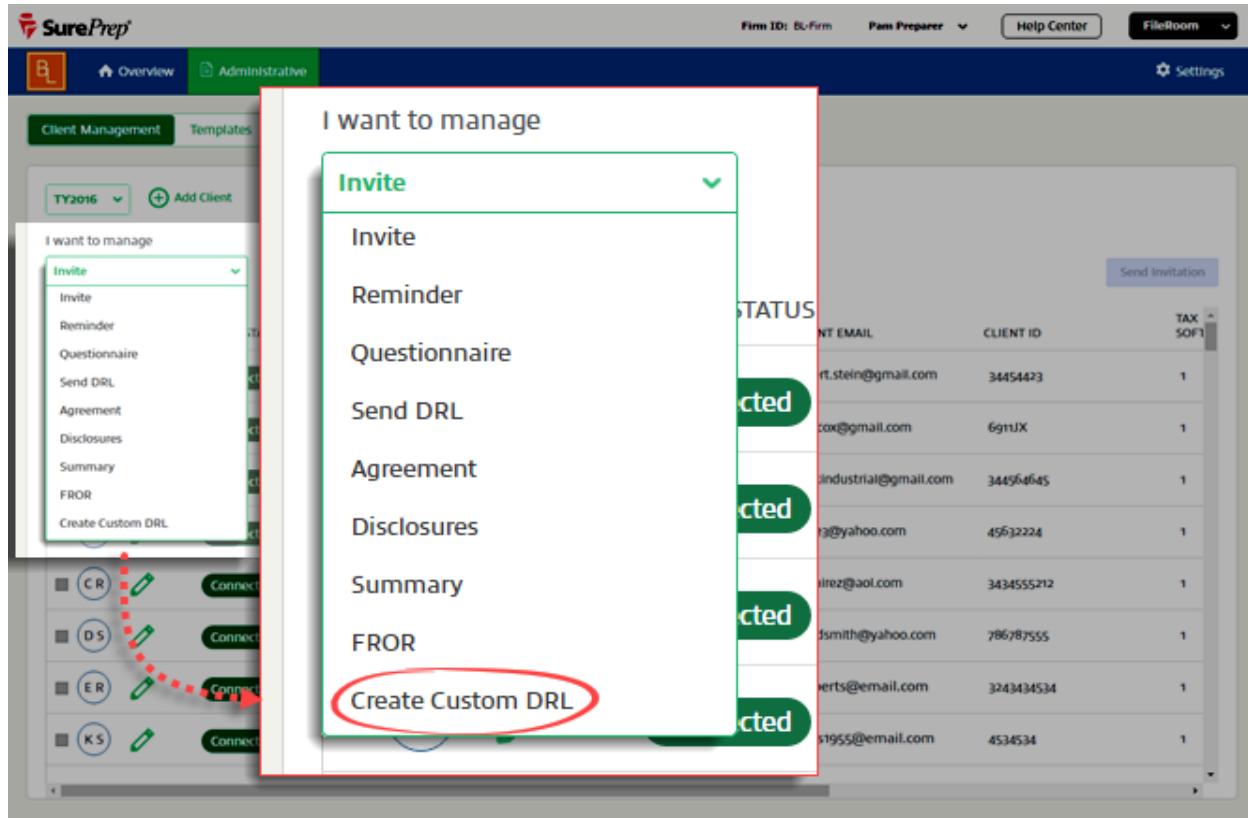
If any of these required fields are missing in the record, then the status will be **Missing Tax Details**. Once everything is filled out, the status changes to **Eligible for Import**. You can edit the client's record by clicking the  **Edit** icon.



The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with tabs for 'Overview' (highlighted in orange), 'Administrative' (circled in red), 'Client Management' (circled in red), 'Templates', 'Document Request List', and 'Firm Details'. Below the navigation bar is a search bar with placeholder text 'Type to search' and a magnifying glass icon. The main area displays a list of client records. Each record includes a small profile picture, initials, a green 'Connected' button, and columns for Name, Firm, and Email. The first record shows 'Boston, MA' in the Firm column. The list continues with other clients like John Stark, Jack Andersen, Claudia Ramirez, David Smith, Evelyn Roberts, and Kyle Santana.

Initials	Name	Firm	Email
RS	Boston, MA	Joshua Cox	joshcox@gmail.com
JC		John Stark	starkindustrial@gmail.com
JS		Jack Andersen	jack23@yahoo.com
JA		Claudia Ramirez	cramirez@aol.com
CR		David Smith	davidsmith@yahoo.com
DS		Evelyn Roberts	eroberts@email.com
ER		Kyle Santana	kyles1955@email.com
KS			

3. From **I want to manage**, select **Create Custom DRL** at the bottom of the list (you may need to scroll to see it).



4. Click **Select All** to select all clients eligible for proforma data import. Alternatively, you can select/deselect clients individually using the checkbox on the far left on the client record.

DATE	OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	CLIENT ID	TAX SOFTWARE
	Palm Desert, CA	Robert	Stein	robert.stein@gmail.com		GoSystem Tax ...
	Boston, MA	Joshua	Cox	joshcox@gmail.com		ProSystem fx T...
		John	Stark	starkindustrial@gmail.com		ProSystem fx T...
		Jack	Andersen	jack23@yahoo.com		ProSystem fx T...
		Claudia	Ramirez	cramirez@aol.com		UltraTax CS (V...)
		David	Smith	davidsmith@yahoo.com		ProSystem fx T...
		Evelyn	Roberts	eroberts@email.com		UltraTax
		Kyle	Santana	kyles1955@email.com		UltraTax

5. Click the **Create DRL** button. TaxCaddy confirms the import was started successfully and the clients' Custom DRL status updates to Completed.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: BU-Firm', 'Pain Preparer', 'Help Center', 'FileRoom', and 'Settings'. Below the navigation bar, there's a sub-navigation bar with 'Overview', 'Administrative', 'Client Management' (which is selected), 'Templates', 'Document Request List', and 'Firm Details'. In the main content area, there's a table with client data. A modal window titled 'Create DRL' is overlaid on the table. The table has columns: CUSTOM DRL STATUS, DATE, OFFICE LOCATION, CLIENT FIRST NAME, CLIENT LAST NAME, and CLIENT EMAIL. The 'CUSTOM DRL STATUS' column contains 'Eligible For Import' for all rows. The 'CLIENT FIRST NAME' column lists names like Robert, Joshua, John, Jack, Claudia, David, Evelyn, and Kyle. The 'CLIENT LAST NAME' column lists Stein, Cox, Stark, Andersen, Ramirez, Smith, Roberts, and Santana. The 'CLIENT EMAIL' column lists email addresses like robert.stein@gmail.com, joshcox@gmail.com, starkindustrial@gmail.com, jack23@yahoo.com, cramirez@aol.com, davidsmith@yahoo.com, eroberts@email.com, and kyles1955@gmail.com. The 'OFFICE LOCATION' column lists locations like Palm Desert, CA and Boston, MA. The 'DATE' column shows dates like 1/1/2016, 1/2/2016, etc. The 'CREATE DRL' button is highlighted with a red box. The 'Create DRL' button is located at the bottom right of the modal window.

CUSTOM DRL STATUS	DATE	OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL
Eligible For Import	1/1/2016	Palm Desert, CA	Robert	Stein	robert.stein@gmail.com
Eligible For Import	1/2/2016	Boston, MA	Joshua	Cox	joshcox@gmail.com
Eligible For Import	1/3/2016		John	Stark	starkindustrial@gmail.com
Eligible For Import	1/4/2016		Jack	Andersen	jack23@yahoo.com
Eligible For Import	1/5/2016		Claudia	Ramirez	cramirez@aol.com
Eligible For Import	1/6/2016		David	Smith	davidsmith@yahoo.com
Eligible For Import	1/7/2016		Evelyn	Roberts	eroberts@email.com
Eligible For Import	1/8/2016		Kyle	Santana	kyles1955@gmail.com

6. If there are multiple pages of client records, select the next page and repeat steps [four and five](#) for each page of clients.

Note: Once Custom DRL is created, the proforma subcategories will appear in the category selection list for the clients you create custom DRLs for.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with tabs like Overview, Administrative, Client Management, Templates, Document Request List, and Firm Details. The Firm ID is set to Bu-Firm and the user is a Tax Preparer. On the left, there's a sidebar for TAX SOFTWARE with options like GoSystem Tax, ProSystem fx T, and UltraTax. The main area displays a list of clients with columns for CUSTOM DRL STATUS, DATE, OFFICE LOCATION, CLIENT LAST NAME, and STATUS. A dropdown menu is open over a client record, showing options 1, 2, and 3. A red box highlights this dropdown and the adjacent 'CLIENT LAST NAME' column.

CUSTOM DRL STATUS	DATE	OFFICE LOCATION	CLIENT LAST NAME	STATUS
Completed	Completed on ...	Palm Desert, CA - Robert	Robert, CA - Robert	Open
Completed	Completed on ...	Boston, MA	Joshua	Open
Completed	Completed on ...		John	Open
Completed	Completed on ...		Jack	Andersen
Completed	Completed on ...		Claudia	Ramirez
Completed	Completed on ...		David	Smith
Completed	Completed on ...		Evelyn	Roberts
Completed	Completed on ...		Kyle	Santana

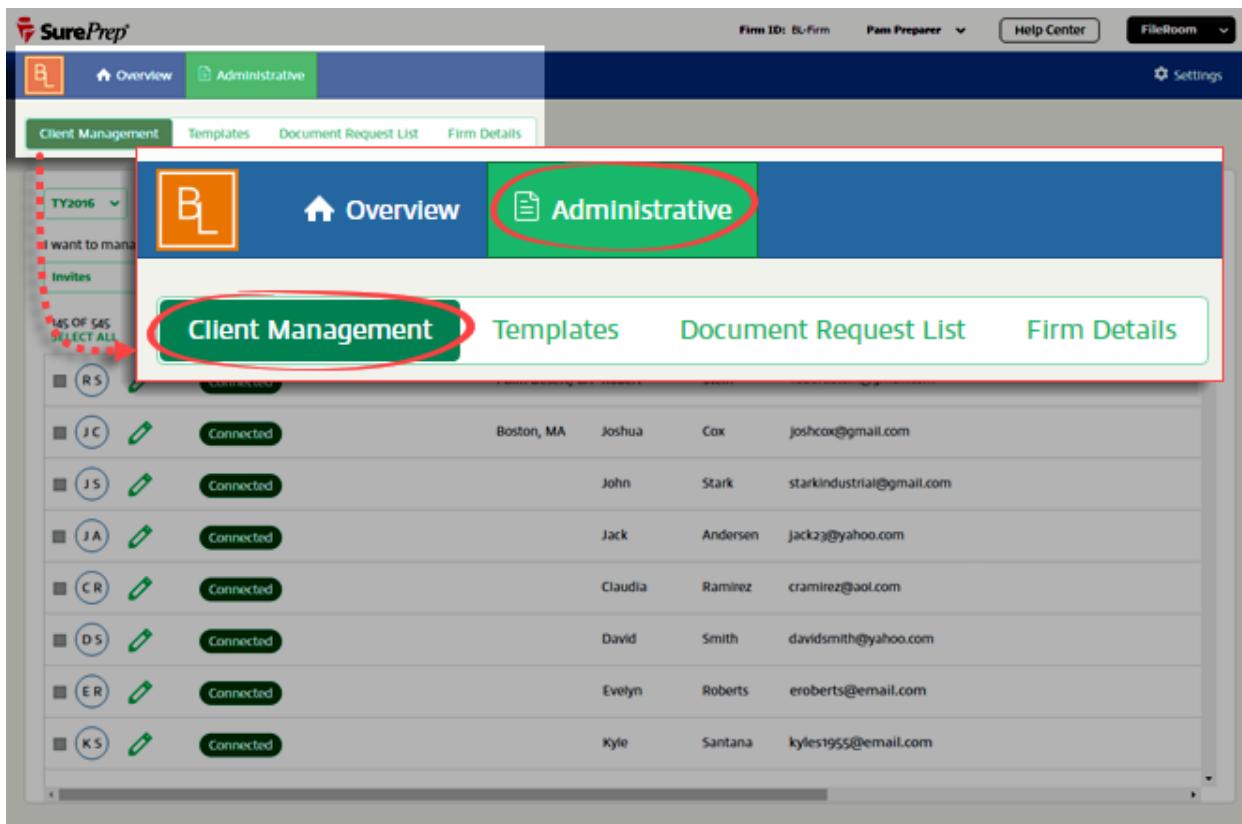
Go back to [Quick Start Guide](#). Next: [Send Custom Document Request Lists](#).

Send Custom DRLs

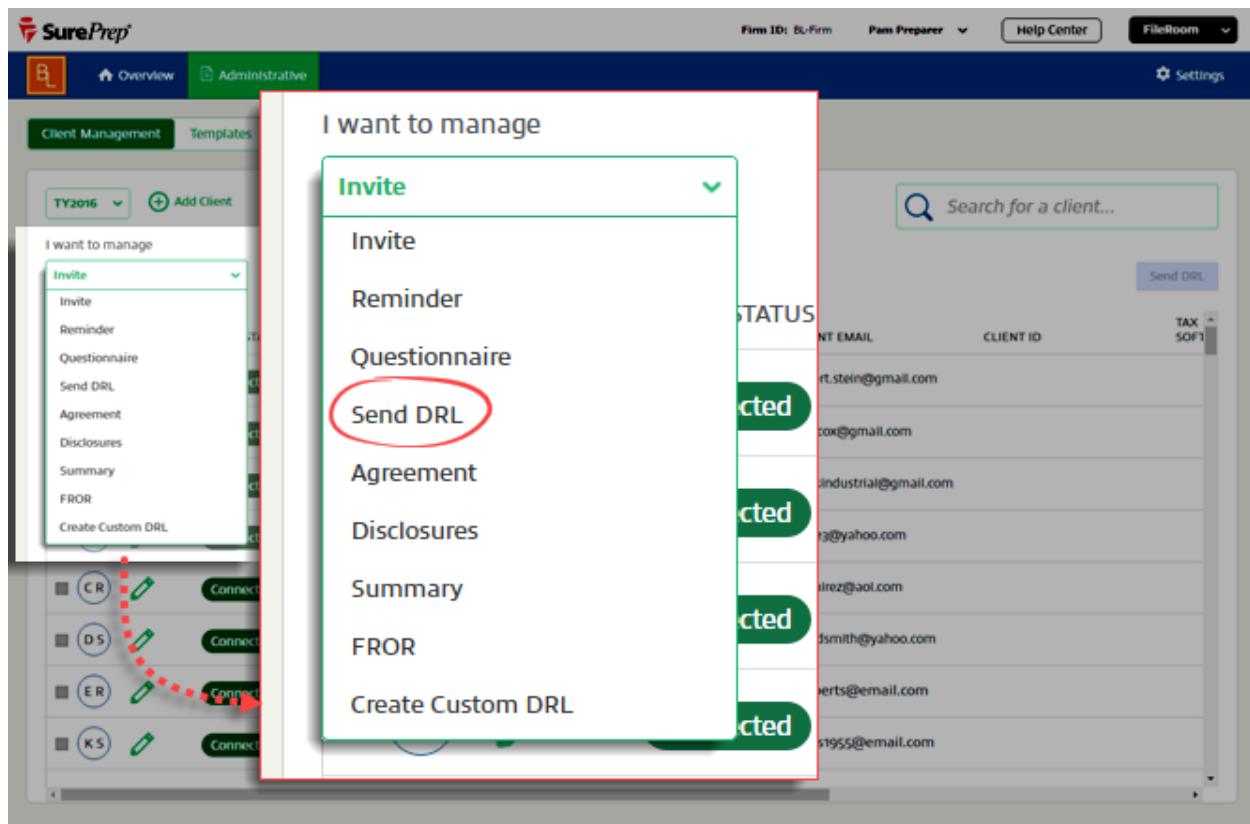
Document Request List are based on your clients' proforma data from last tax year's tax return, as pulled from your tax software. TaxCaddy also includes a Document Request List with predefined categories, and you can add more categories as needed. Follow these steps to send Document Request Lists to your clients.

Tip: You can send the Document Request List to Connected clients, as well as to clients who have been invited but who have not yet created an account.

1. Log in to TaxCaddy.
2. Click Administrative and then click Client Management.



3. Under I want to manage, select Send DRL.



4. Click **Select All** to select all clients eligible to receive the Document Request List. Alternatively, you can select/deselect clients individually using the checkbox on the far left on the client record.

OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	CLIENT ID	TAX SOFTWARE
Palm Desert, CA	Robert	Stein	robert.stein@gmail.com		GoSystem Tax ...
Boston, MA	Joshua	Cox	joshcox@gmail.com		ProSystem fx T...
	John	Stark	starkindustrial@gmail.com		ProSystem fx T...
	Jack	Andersen	jack23@yahoo.com		ProSystem fx T...
	Claudia	Ramirez	cramirez@aol.com		UltraTax CS (Vi...
	David	Smith	davidsmith@yahoo.com		ProSystem fx T...
	Evelyn	Roberts	eroberts@email.com		UltraTax
	Kyle	Santana	kyles1955@gmail.com		UltraTax

5. Click the **Send DRL** button. TaxCaddy confirms the Document Request List was sent to the selected clients.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pass Preparer, Help Center, FileRoom, Settings.
- Breadcrumbs:** Overview, Administrative, Client Management, Templates, Document Request List, Firm Details.
- Filter:** TY2016, Refresh, Add Client.
- Section:** I want to manage, Send DRL.
- Table Headers:** MS OF SALS SELECT ALL, SEND DRL STATUS, DATE, OFFICE LOCATION, CLIENT FIRST NAME, CLIENT LAST NAME, CLIENT EMAIL, SOFTWARE.
- Table Data:** A list of 8 clients with their details and software used. All clients have a status of "Not Sent". The clients are:

MS OF SALS SELECT ALL	SEND DRL STATUS	DATE	OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	SOFTWARE
<input checked="" type="checkbox"/> RS		Not Sent	Palm Desert, CA	Robert	Stein	robert.stein@gmail.com	GoSystem Tax ...
<input checked="" type="checkbox"/> JC		Not Sent	Boston, MA	Joshua	Cox	joshcox@gmail.com	ProSystem fx T...
<input checked="" type="checkbox"/> JS		Not Sent		John	Stark	starkindustrial@gmail.com	ProSystem fx T...
<input checked="" type="checkbox"/> JA		Not Sent		Jack	Andersen	jack23@yahoo.com	ProSystem fx T...
<input checked="" type="checkbox"/> CR		Not Sent		Claudia	Ramirez	cramirez@aol.com	UltraTax CS (Vi...
<input checked="" type="checkbox"/> DS		Not Sent		David	Smith	davidsmith@yahoo.com	ProSystem fx T...
<input checked="" type="checkbox"/> ER		Not Sent		Evelyn	Roberts	eroberts@email.com	UltraTax
<input checked="" type="checkbox"/> KS		Not Sent		Kyle	Santana	kyles1955@email.com	UltraTax
- Modal Window:** A red box highlights the "Send DRL" button in a modal window.

33. If there are multiple pages of client records, select the next page and repeat steps [four and five](#) for each page of clients.

The screenshot shows the SurePrep software interface. In the center, there is a dropdown menu with the number '1' at the top, followed by '2' and '3'. This dropdown is overlaid on a table of client records. The table has columns for 'SELECT ALL', 'SEND DRL STATUS', 'DATE', 'OFFICE LOCATION', 'CLIENT LAST NAME', and 'TAX SOFTWARE'. The first row shows a client named 'Robert, CA' with the status 'Sent'. Other rows show clients like 'Joshua' and 'John' with various office locations and tax software names.

SELECT ALL	SEND DRL STATUS	DATE	OFFICE LOCATION	CLIENT LAST NAME	TAX SOFTWARE
<input checked="" type="checkbox"/>		Sent	Palm Desert, CA	Robert	GoSystem Tax ...
<input checked="" type="checkbox"/>		Sent	Boston, MA	Joshua	ProSystem fx T...
<input checked="" type="checkbox"/>		Sent		John	ProSystem fx T...
<input checked="" type="checkbox"/>		Sent		Jack	UltraTax CS (Vi...
<input checked="" type="checkbox"/>		Sent		Claudia	UltraTax CS (Vi...
<input checked="" type="checkbox"/>		Sent		David	ProSystem fx T...
<input checked="" type="checkbox"/>		Sent		Evelyn	UltraTax
<input checked="" type="checkbox"/>		Sent		Kyle	UltraTax



See Taxpayer View: [Invite and Connection Request](#)

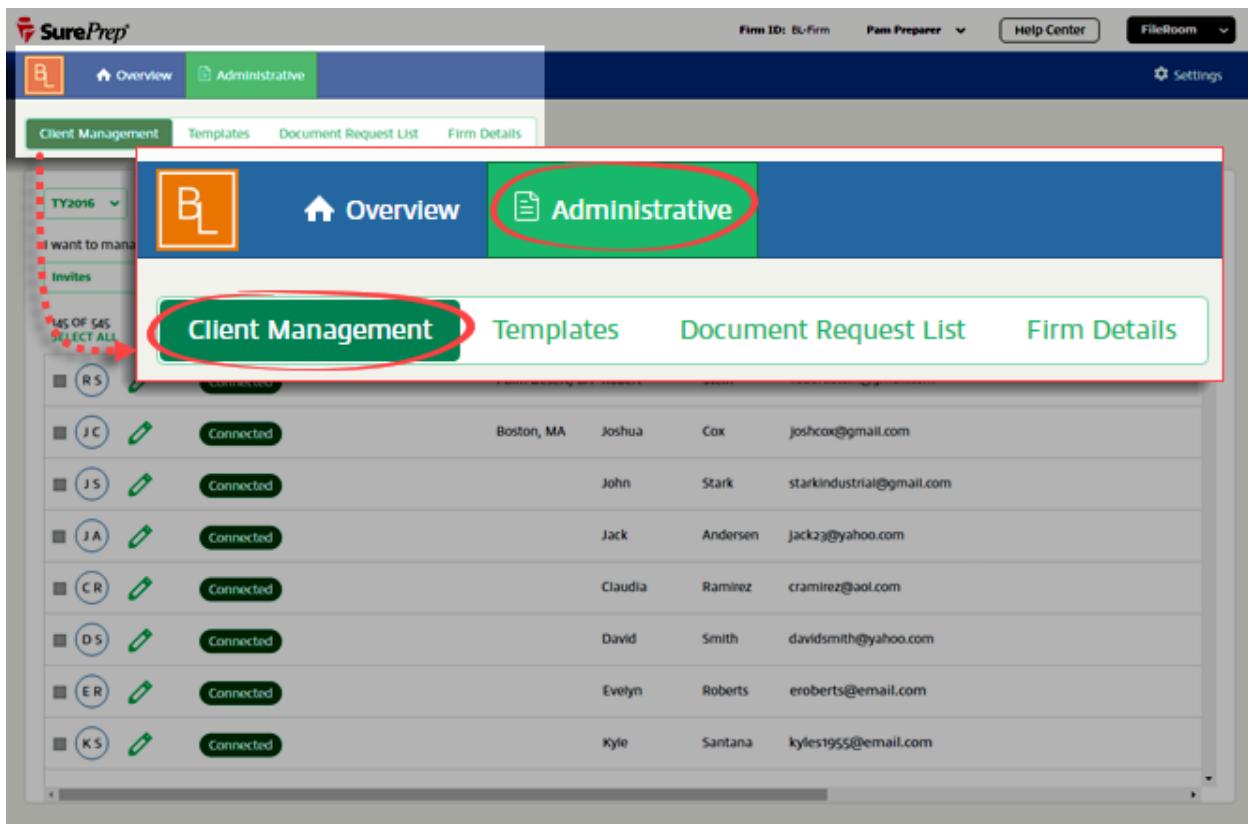
Go back to [Quick Start Guide](#). Next: [Send Letters in bulk](#) (via Client Management).

Send CPA Letters

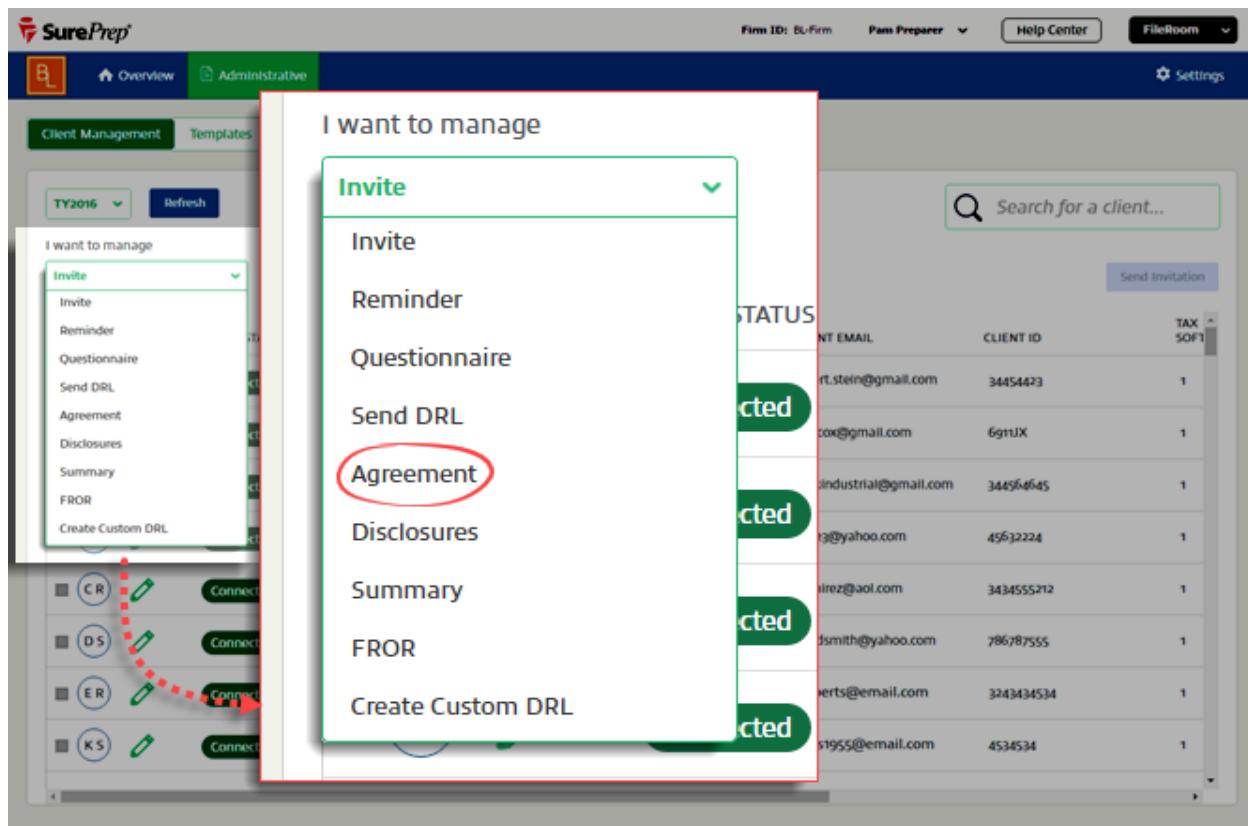
When you send a request for your client to upload, sign or review a document, it is called a Requested Item and appears in the Requested Items section of your client's Tax Documents page. You can upload fillable PDFs as To Sign Requested Item and the information they enter will be available to you when you view the signed document.

Follow these steps to batch-send Letters templates to your clients.

1. Sign in to TaxCaddy.
2. Click Administrative and then click Client Management.



3. From **I want to manage**, select the title of the letter to send.



4. You can send letters to clients who have the status **Not Sent**.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with tabs like 'Overview', 'Administrative', 'Client Management' (which is selected), 'Templates', 'Document Request List', and 'Firm Details'. The main area is titled 'I want to manage' and has a dropdown menu set to 'Agreement'. Below this, there's a table with columns: '145 OF 545 SELECT ALL', 'STATUS', 'OFFICE LOCATION', 'CLIENT FIRST NAME', and 'CLIENT LAST NAME'. The table lists several clients with their status: 'Not Sent' (for Robert Stein and Joshua Cox), 'Not Eligible' (for John Stark), 'Awaiting Signature' (for Jack Andersen), and 'Missing Info' (for Claudia Ramirez). Each row also includes a checkbox, initials in a circle, a pencil icon, and a red button indicating the status.

145 OF 545 SELECT ALL	STATUS	OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME
<input type="checkbox"/> R S	Not Sent	Palm Desert, CA	Robert	Stein
<input type="checkbox"/> J C	Not Sent	Boston, MA	Joshua	Cox
<input checked="" type="checkbox"/> J S	Not Eligible		John	Stark
<input checked="" type="checkbox"/> J A	Awaiting Signature		Jack	Andersen
<input checked="" type="checkbox"/> C R	Missing Info		Claudia	Ramirez

STATUS	DESCRIPTION
Missing Info	Clients with the Status Missing Info cannot be invited to join TaxCaddy because their client record is missing required information in one or more of these fields: Email, First Name, Last Name, Owner. Provide missing information and then send the Invite to proceed.
Not Eligible	Clients who are not eligible to be sent the selected letter because they have not been invited have the status Not Eligible. Send the Invite to proceed.
Not Sent	Client who are eligible to be sent the selected letter, but who have not been sent the selected item, have the status Not Sent. Send the selected letter.

STATUS

Awaiting Review
Awaiting Signature
Awaiting Spouse's Signature

Manual Signature Required

DESCRIPTION

Clients who have been sent the selected Letter but who have not completed the action associate with it (e.g. sign or review) have the status Awaiting Review/Signature/Spouse's Signature. Wait for client to complete items.

If a client fails to verify their identity three times when signing with ID verification, the status becomes Manual Signature Required and they must [download the document](#) and sign it manually. If either the taxpayer or spouse fails the identity verification, both are required to sign the document manually.

Signed **Reviewed**

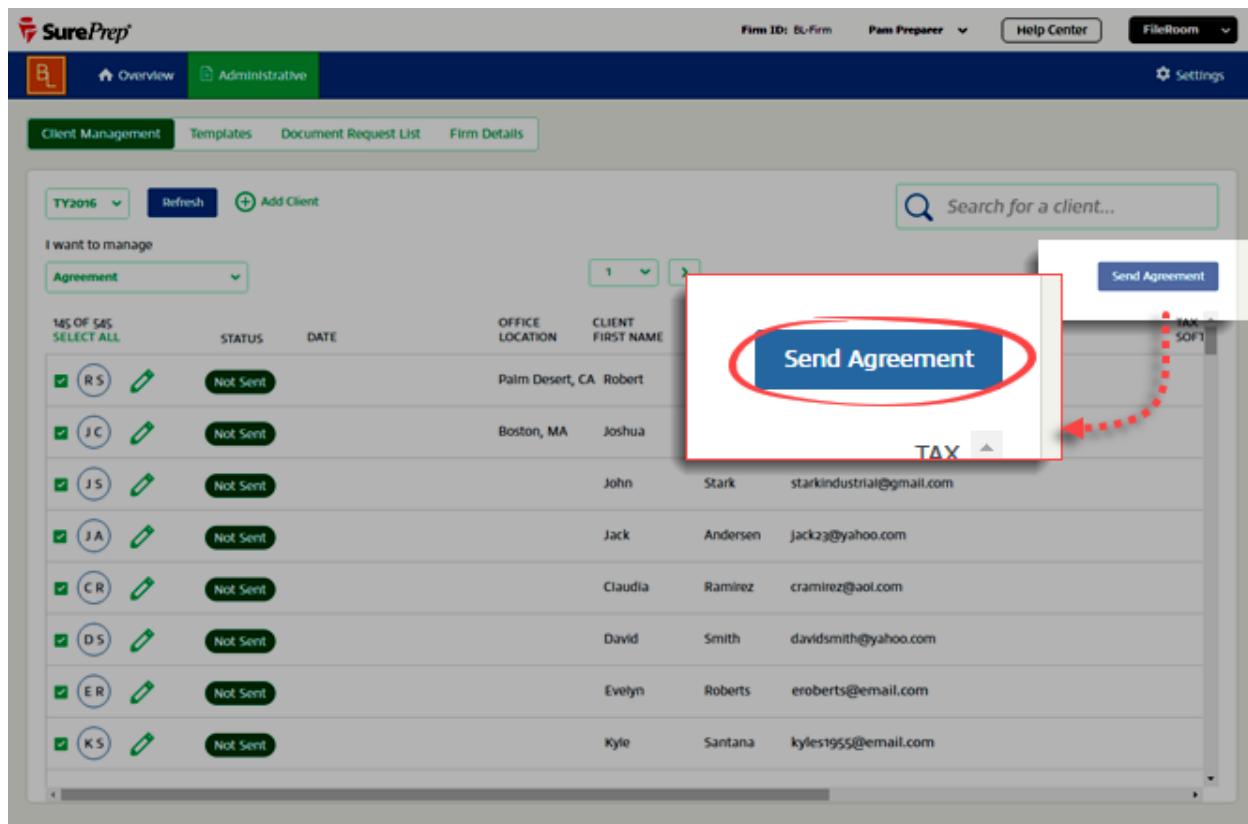
Clients who have completed the action associate with the Letter (e.g. sign or review) have the status Reviewed or Signed. Item is complete, view in Tax Documents

- Click **Select All** to select all clients with the status Not Sent, who are eligible to receive the selected letter. Alternatively, you can select/deselect clients individually using the checkbox on the far left on the client record.

The screenshot shows the SurePrep software interface. At the top, there is a navigation bar with tabs for Overview, Administrative, Firm ID: BU-Firm, Tax Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there is a search bar with the placeholder "Search for a client...". On the left, there is a sidebar with a "Client Management" section containing dropdown menus for TY2016, I want to manage, and Agreement. It also shows a count of 145 OF 545 clients. A red box highlights the "SELECT ALL" button next to this count. A red arrow points from this button to the "SELECT ALL" checkbox in the client list table. The main area displays a table of clients with columns for OFFICE LOCATION, CLIENT FIRST NAME, CLIENT LAST NAME, CLIENT EMAIL, CLIENT ID, and TAX SOFT. Each client row has a green checkmark icon and a red "X" icon. The first few rows show clients: Robert Stein (Palm Desert, CA), Joshua Cox (Boston, MA), John Stark (Boston, MA), Jack Andersen (Boston, MA), Claudia Ramirez (Boston, MA), David Smith (Boston, MA), Evelyn Roberts (Boston, MA), and Kyle Santana (Boston, MA).

OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	CLIENT ID	TAX SOFT
Palm Desert, CA	Robert	Stein	robert.stein@gmail.com	34454423	1
Boston, MA	Joshua	Cox	joshcox@gmail.com	6911JX	1
Boston, MA	John	Stark	starkindustrial@gmail.com	344564645	1
Boston, MA	Jack	Andersen	jack23@yahoo.com	45632224	1
Boston, MA	Claudia	Ramirez	cramirez@aol.com	3434555212	1
Boston, MA	David	Smith	davidsmith@yahoo.com	786787555	1
Boston, MA	Evelyn	Roberts	eroberts@email.com	3243434534	1
Boston, MA	Kyle	Santana	kyles1955@email.com	4534534	1

6. Click the **Send Letter Name** button. TaxCaddy confirms the letter was sent to the selected clients.



7. If there are multiple pages of client records, select the next page and repeat steps [four and five](#) for each page of clients.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: Bu-Firm', 'Pain Preparer', 'Help Center', 'FileRoom', and 'Settings'. Below the navigation bar, there are tabs for 'Client Management' (which is selected), 'Templates', 'Document Request List', and 'Firm Details'. In the main area, there's a search bar with 'Search for a client...' and a 'Send Agreement' button. On the left, there's a sidebar with 'I want to manage' and a dropdown set to 'Agreement'. The main table lists 145 clients, each with a profile picture, name, invite status ('Awaiting Review'), date sent ('Sent on 02/23/...'), office location, and client ID. A red box highlights a dropdown menu with three options: 1, 2, and 3. A red arrow points from the number 3 in the dropdown to the number 3 in the list of clients.

CLIENT ID	NAME	OFFICE LOCATION	DATE SENT	INVITE STATUS
1	John	Palm Desert, CA	Sent on 02/23/...	Awaiting Review
2	Joshua	Boston, MA	Sent on 02/23/...	Awaiting Review
3	Jack	Andersen	Sent on 02/23/...	Awaiting Review
4	Claudia	Ramirez	Sent on 02/23/...	Awaiting Review
5	David	Smith	Sent on 02/23/...	Awaiting Review
6	Evelyn	Roberts	Sent on 02/23/...	Awaiting Review
7	Kyle	Santana	Sent on 02/23/...	Awaiting Review



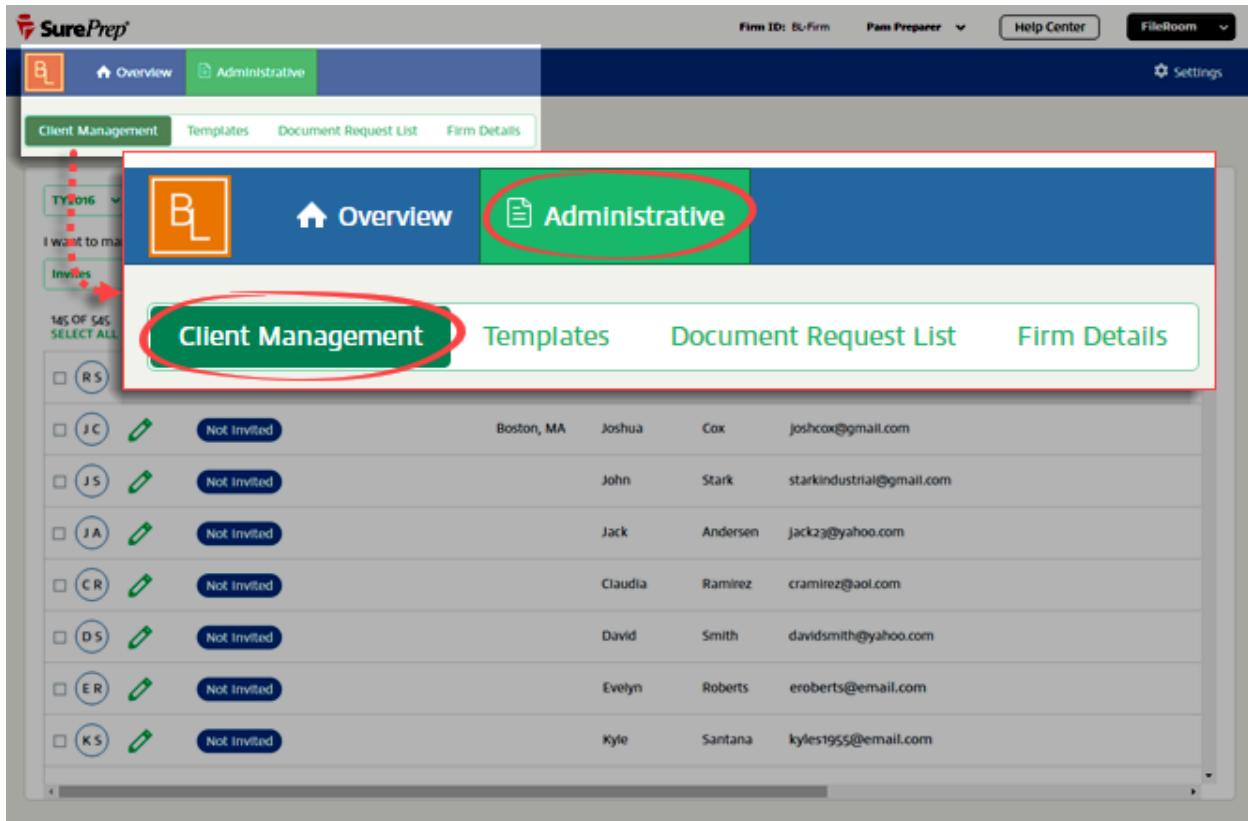
See Taxpayer View: [Signing and Reviewing Documents \(Requested Items\)](#)

Go back to [Quick Start Guide](#). Next: [Send Letters to an individual client](#) (via Client Profiles).

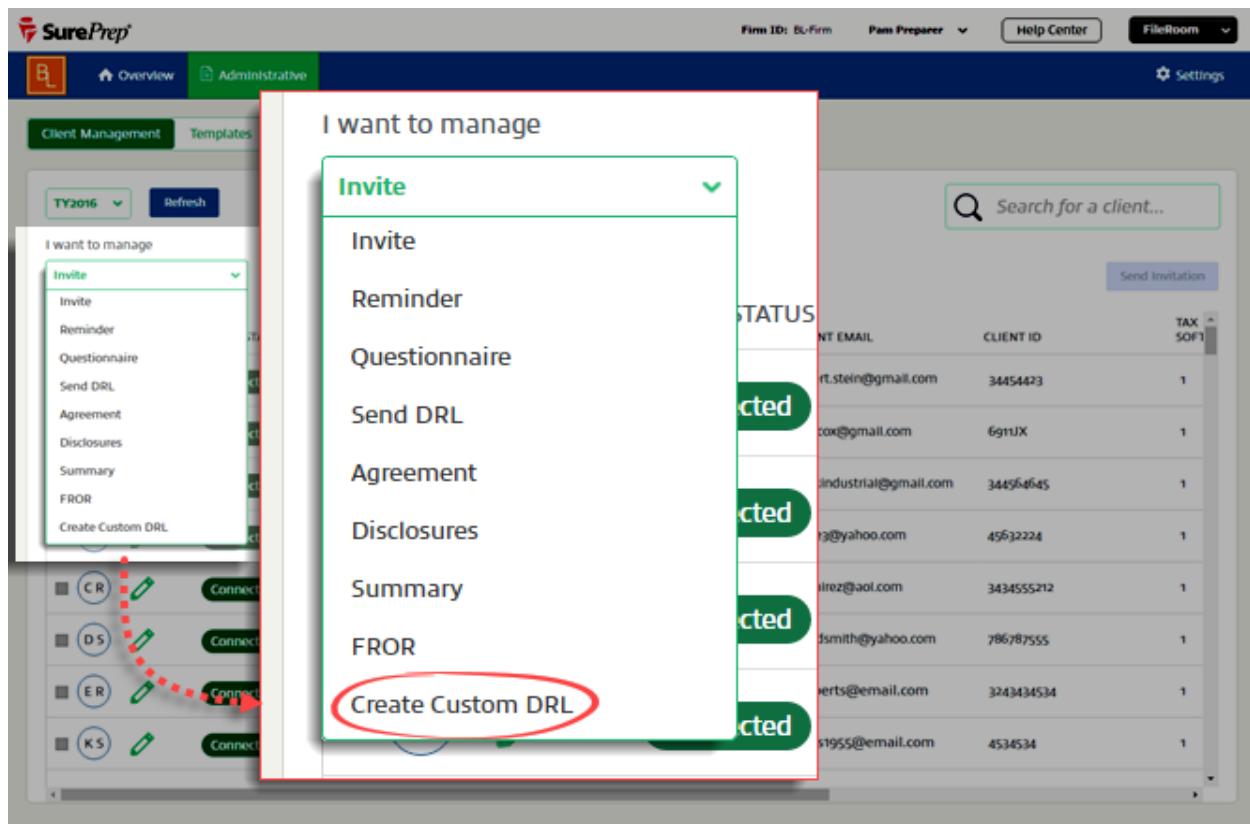
Send Questionnaires

Follow these steps to batch-send the Questionnaire template to your clients.

1. Sign in to TaxCaddy.
2. Click Administrative and then click Client Management.



3. From I want to manage, select Questionnaire.



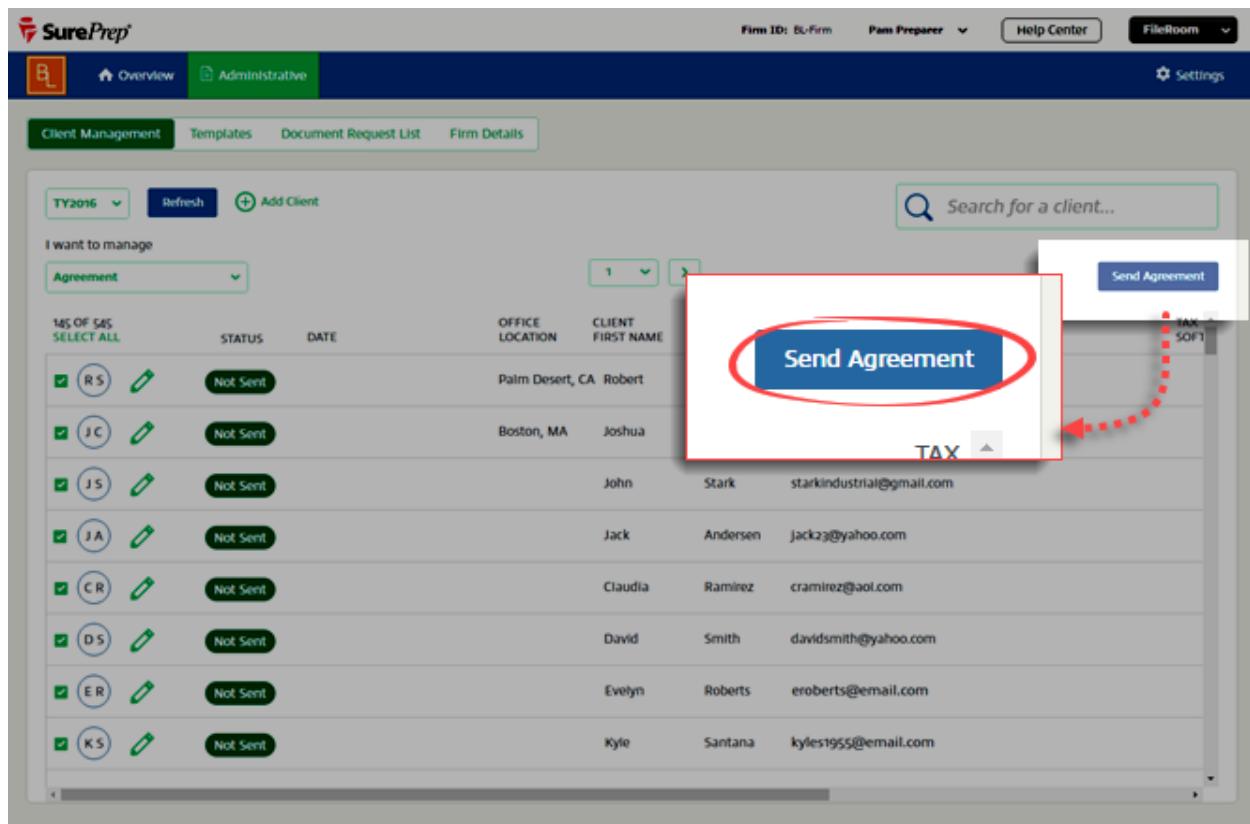
4. Click **Select All** to select all clients eligible to receive the Questionnaire. Alternatively, you can select/deselect clients individually using the checkbox on the far left on the client record.

Tip: You can send letters, questionnaire, or DRL to clients who have the status **Not Sent**.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: BU-Firm', 'Pam Preparer', 'Help Center', 'FileRoom', and 'Settings'. Below the navigation bar, there's a search bar with the placeholder 'Search for a client...'. The main area displays a list of clients with columns for 'OFFICE LOCATION', 'CLIENT FIRST NAME', 'CLIENT LAST NAME', 'CLIENT EMAIL', 'CLIENT ID', and 'TAX SOFT'. On the far left, there's a sidebar with various buttons and checkboxes. A red box highlights the 'SELECT ALL' button in the sidebar, and a red arrow points from this button to the 'SELECT ALL' checkbox in the client list header.

OFFICE LOCATION	CLIENT FIRST NAME	CLIENT LAST NAME	CLIENT EMAIL	CLIENT ID	TAX SOFT
Palm Desert, CA	Robert	Stein	robert.stein@gmail.com	34454423	1
Boston, MA	Joshua	Cox	joshcox@gmail.com	6911JX	1
	John	Stark	starkindustrial@gmail.com	344564645	1
	Jack	Andersen	jack23@yahoo.com	45632224	1
	Claudia	Ramirez	cramirez@aol.com	3434555212	1
	David	Smith	davidsmith@yahoo.com	786787555	1
	Evelyn	Roberts	eroberts@email.com	3243434534	1
	Kyle	Santana	kyles1955@email.com	4534534	1

5. Click the **Send Questionnaire** button. TaxCaddy confirms the Questionnaire was sent to the selected clients.



8. If there are multiple pages of client records, select the next page and repeat the steps for each page of clients.

The screenshot shows the SurePrep software interface. At the top, there are navigation tabs: Overview, Administrative, Client Management (which is selected), Templates, Document Request List, and Firm Details. The Firm ID is listed as BU-Firm. On the left, a sidebar titled "I want to manage" has "Agreement" selected. The main area displays a table of clients with columns: INVITE STATUS, DATE, OFFICE LOCATION, and CLIENT ID. The table contains 10 rows of data. A red box highlights a dropdown menu with three options: 1, 2, and 3. A red arrow points from the number 3 in the dropdown to the number 3 in a red-bordered box on the right side of the screen.

INVITE STATUS	DATE	OFFICE LOCATION	CLIENT ID
Awaiting Review	Sent on 02/23/...	Palm Desert, CA	
Awaiting Review	Sent on 02/23/...	Boston, MA	Joshua
Awaiting Review	Sent on 02/23/...		John
Awaiting Review	Sent on 02/23/...		Jack Andersen
Awaiting Review	Sent on 02/23/...		Claudia Ramirez
Awaiting Review	Sent on 02/23/...		David Smith
Awaiting Review	Sent on 02/23/...		Evelyn Roberts
Awaiting Review	Sent on 02/23/...		Kyle Santana



See Taxpayer View: [Filling out the Questionnaire](#)

Go back to [Quick Start Guide](#). Next: [Message your clients.](#)

Templates

Manage your templates here, including invitations, CPA letters, and questionnaires. TaxCaddy comes with Invite and Reminder templates ready to use, but you can use the built-in editor to customize existing templates or create new templates as needed.

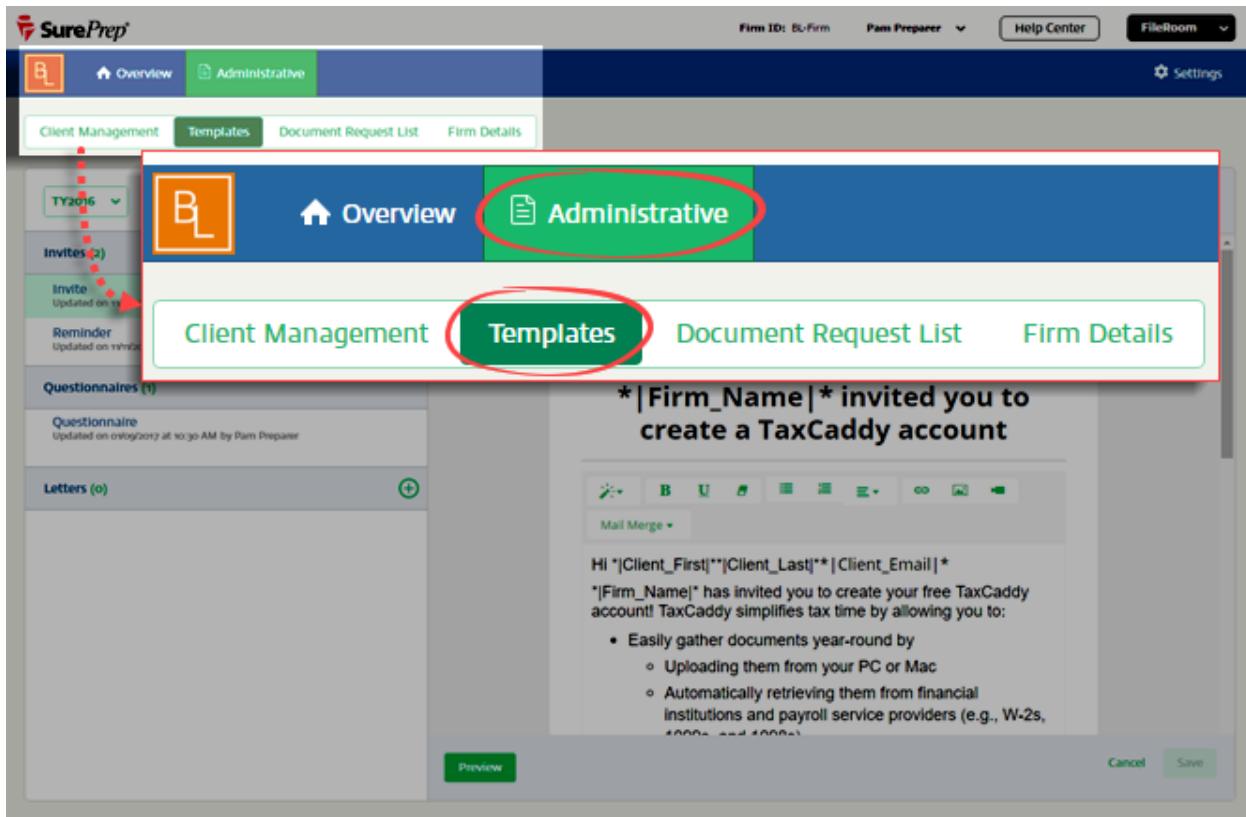
The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: Bl-Firm, Tax Preparer, Help Center, FileRoom, Settings.
- Breadcrumbs:** Client Management > Templates > Document Request List > Firm Details.
- Left Sidebar:** TY2016 dropdown, Invites (2), Questionnaires (1), Letters (0).
- Invites Section:** Invite (Updated on 11/11/2016 at 11:09 AM) and Reminder (Updated on 11/11/2016 at 11:11 AM).
- Questionnaires Section:** Questionnaire (Updated on 09/09/2017 at 10:30 AM by Pam Preparer).
- Letters Section:** A green plus sign button.
- Preview Area:** Subject: *|Firm_Name|* Invited you to create a TaxCaddy account. Updated on 11/11/2016 at 11:09 AM. Preview content:
 - TAXCADDY** logo.
 - *|Firm_Name|* invited you to create a TaxCaddy account**
 - Rich text editor toolbar with icons for bold, italic, underline, etc.
 - Mail Merge dropdown.
 - Text: Hi *|Client_First|**|Client_Last|**|Client_Email|*
|Firm_Name| has invited you to create your free TaxCaddy account! TaxCaddy simplifies tax time by allowing you to:
 - Easily gather documents year-round by
 - Uploading them from your PC or Mac
 - Automatically retrieving them from financial institutions and payroll service providers (e.g., W-2s, 1099s, and 1099s)
 - Buttons: Preview, Cancel, Save.

Invite and Reminder

TaxCaddy comes with client invitation and invitation reminder templates ready to use, but you can customize these templates as desired. Follow these steps to customize the Invite and Reminder templates.

1. Log in to TaxCaddy.
2. Click **Administrative** and then click **Templates**.



3. The Invite template is selected by default and open in the editor on the right. Use the built-in editor to edit the template as desired (i.e. text styles, alignment, etc.). To use Mail Merge, place the cursor where you want to include a mail merge field, click **Mail Merge** and select a merge field.

The screenshot shows the TaxCaddy software interface. On the left, there's a sidebar with 'Client Management', 'Templates' (which is currently selected), 'Document Request List', and 'Firm Details'. Below this is a list of 'Invites' (2) under 'TY2016': 'Invite' (updated on 1/1/2016 at 11:09 AM by Pam Preparer) and 'Reminder' (updated on 1/1/2016 at 11:11 AM by Pam Preparer). Under 'Questionnaires' (1), there's a 'Questionnaire' (updated on 1/1/2016 at 10:30 AM by Pam Preparer). Under 'Letters' (0), there's a '+' button. A red dashed arrow points from the 'Reminder' invite in the sidebar to the 'Mail Merge' editor window on the right.

Mail Merge Editor:

Subject: *|Firm_Name|* Invited you to create a TaxCaddy account
Updated on 1/1/2016 at 11:09 AM

TAXCADDY

|Firm_Name| invited you to create a TaxCaddy account

Mail Merge ▾

Hi *|Client_First|**|Client_Last|**|Client_Email|*
|Firm_Name| has invited you to create your free TaxCaddy account! TaxCaddy simplifies tax time by allowing you to:

- Easily gather documents year-round by
 - Uploading them from your PC or Mac
 - Automatically retrieving them from financial

Preview **Cancel** **Save**

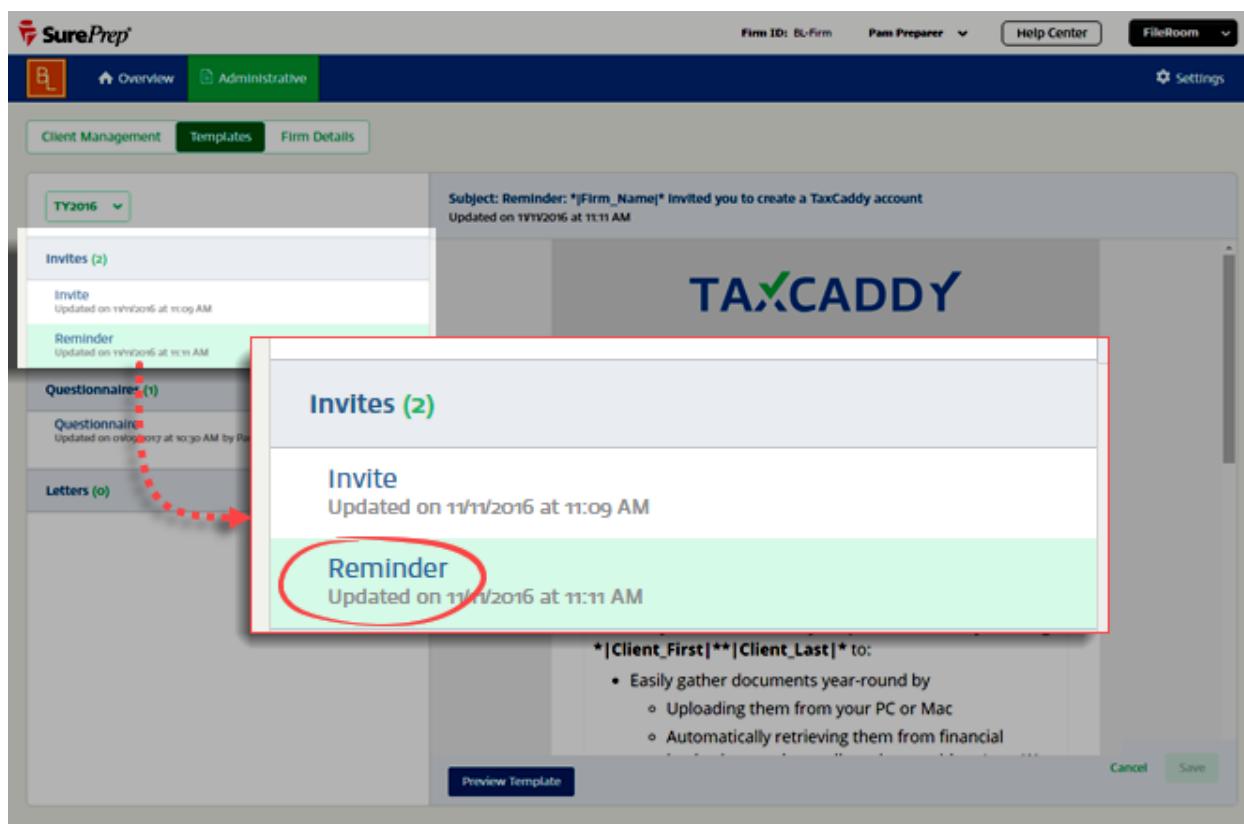
4. To preview the template, including mail merge data, click **Preview**. Note that preview mode displays sample data and does not use data from your clients.

Preview

5. When you're done editing the Invite template, click **Save**. Your changes to the Invite template are saved.

Save

6. Under Invites, click **Reminder**.



7. The Reminder templates opens in the editor. Use the built-in editor to edit the template as desired (i.e. text styles, alignment, etc.). To use Mail Merge, place the cursor where you want to include a mail merge field, click **Mail Merge** and select a merge field.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings.
- Left Sidebar:** Client Management, Templates (selected), Document Request List, Firm Details. A dropdown menu shows 'TY2016'.
- Central Area:** A preview window displays the 'Reminder: *|Firm_Name|* invited you to create a TaxCaddy account' template. The template includes a header with the TaxCaddy logo, a main heading, and a message body with merge fields like *|Client_First|* and *|Client_Last|*. A red arrow points from the sidebar's 'Invites' section to this preview area.
- Bottom Editor Area:** A larger window shows the same template with a red box highlighting the toolbar. The 'Mail Merge' button in the toolbar is circled with a red oval.
- Message Body:** The message body contains the following text:

Hi *|Client_First|*, *|Client_Last|*

|Firm_Name| has invited you to create your free TaxCaddy account! TaxCaddy simplifies tax time by allowing *|Client_First|**|Client_Last|* to:

 - Easily gather documents year-round by
 - Uploading them from your PC or Mac
- Buttons:** Preview, Cancel, Save.

8. To preview the template, including mail merge data, click **Preview**. Note that preview mode displays sample data and does not use data from your clients.

Preview

9. When you're done, click **Save**. Your changes to the Reminder template are saved.

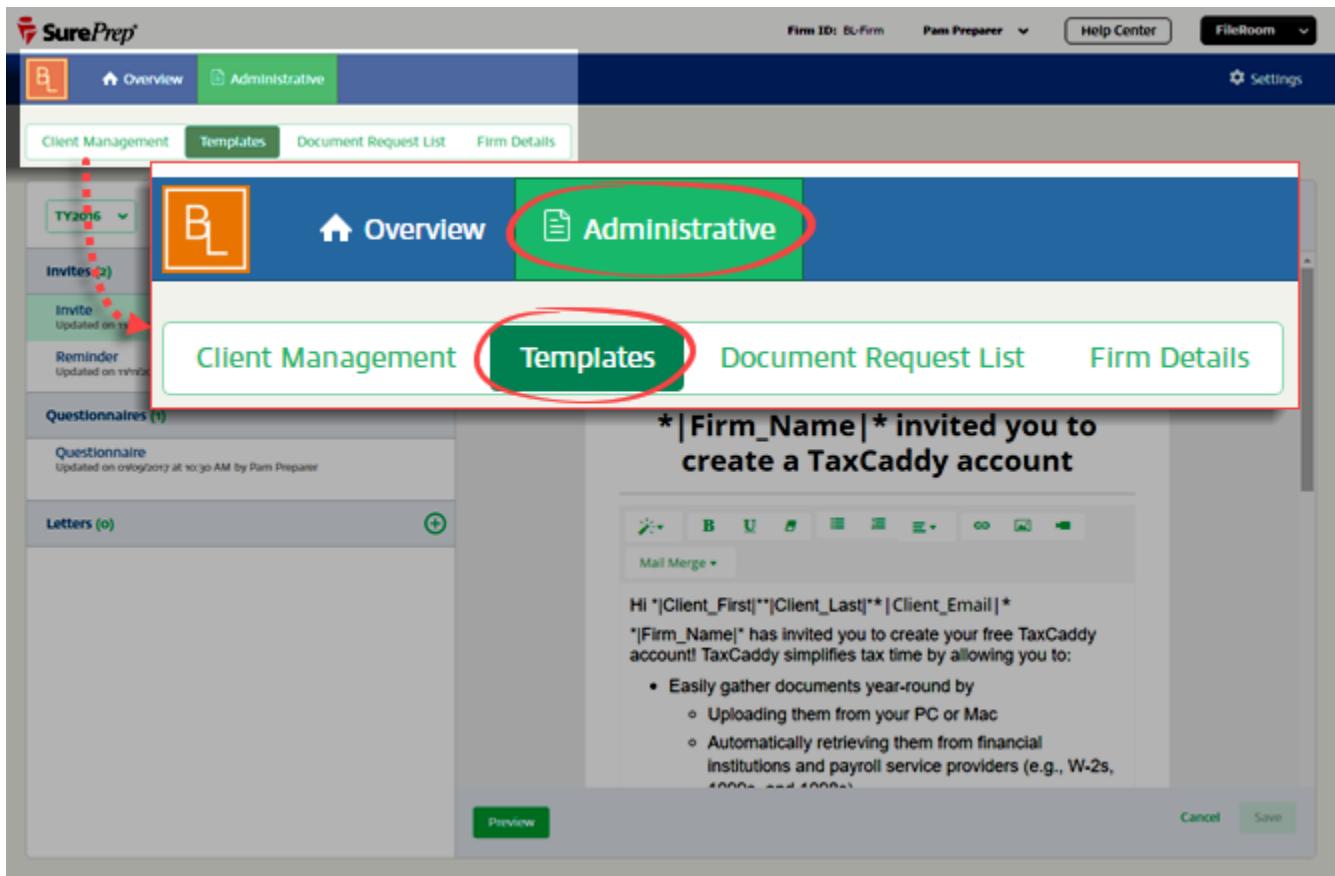
Save

Go back to [Quick Start Guide](#). Next: [Update client records](#) (provide missing info).

Create Letters

Follow these steps to create a Letters template from scratch using the built-in editor.

1. Log in to TaxCaddy.
2. Click **Administrative** and then click **Templates**.

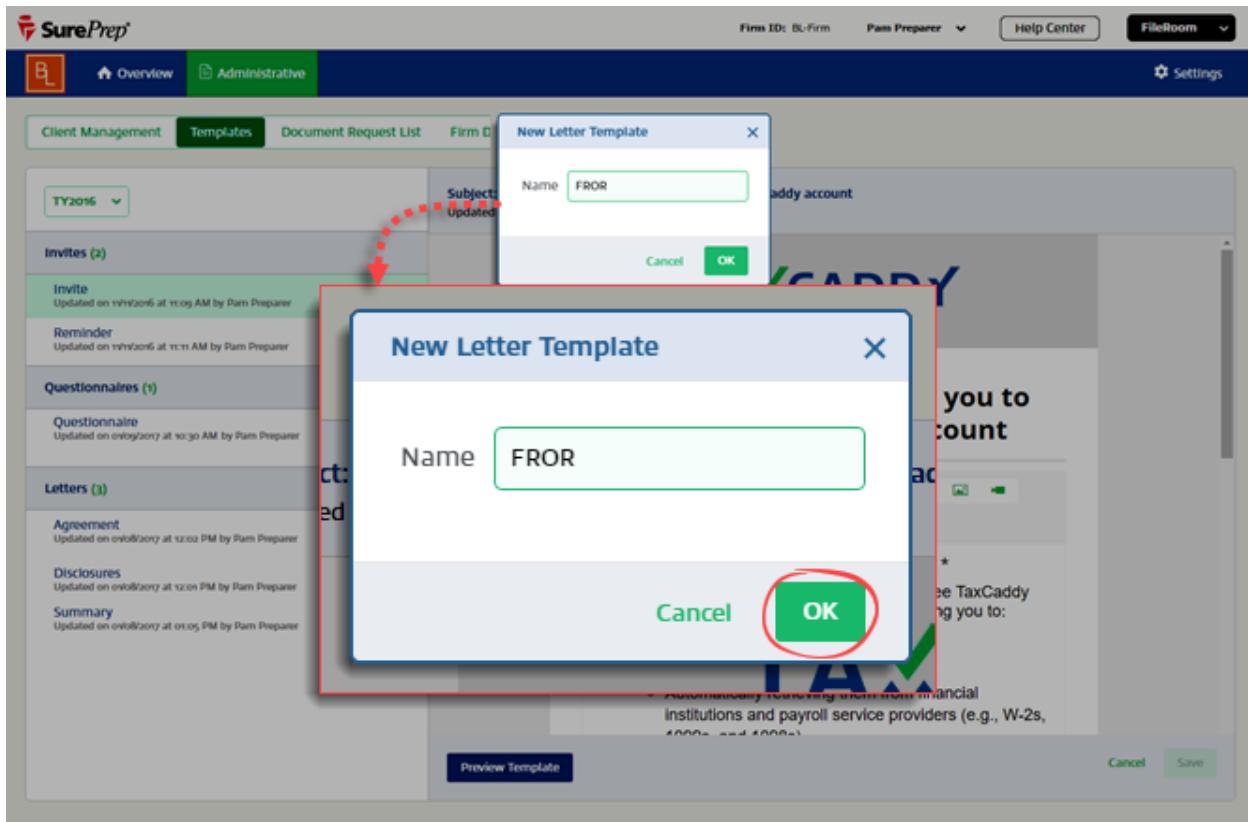


3. Next to Letters, click the **New** icon and then click Create Your Own.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with tabs like Overview, Administrative, Client Management, Templates, Document Request List, Firm Details, and a search bar. The Firm ID is listed as BU-Firm. On the left, there's a sidebar with sections for TY2016, Invites (2), Questionnaires (1), Letters (3), Disclosures, and Summary. The Letters section is highlighted with a red box around the 'Create Your Own' button, which is circled in red. A preview window on the right shows an invitation email from TaxCaddy with the subject: "Subject: *[Firm_Name]* Invited you to create a TaxCaddy account". The main content area shows the following items:

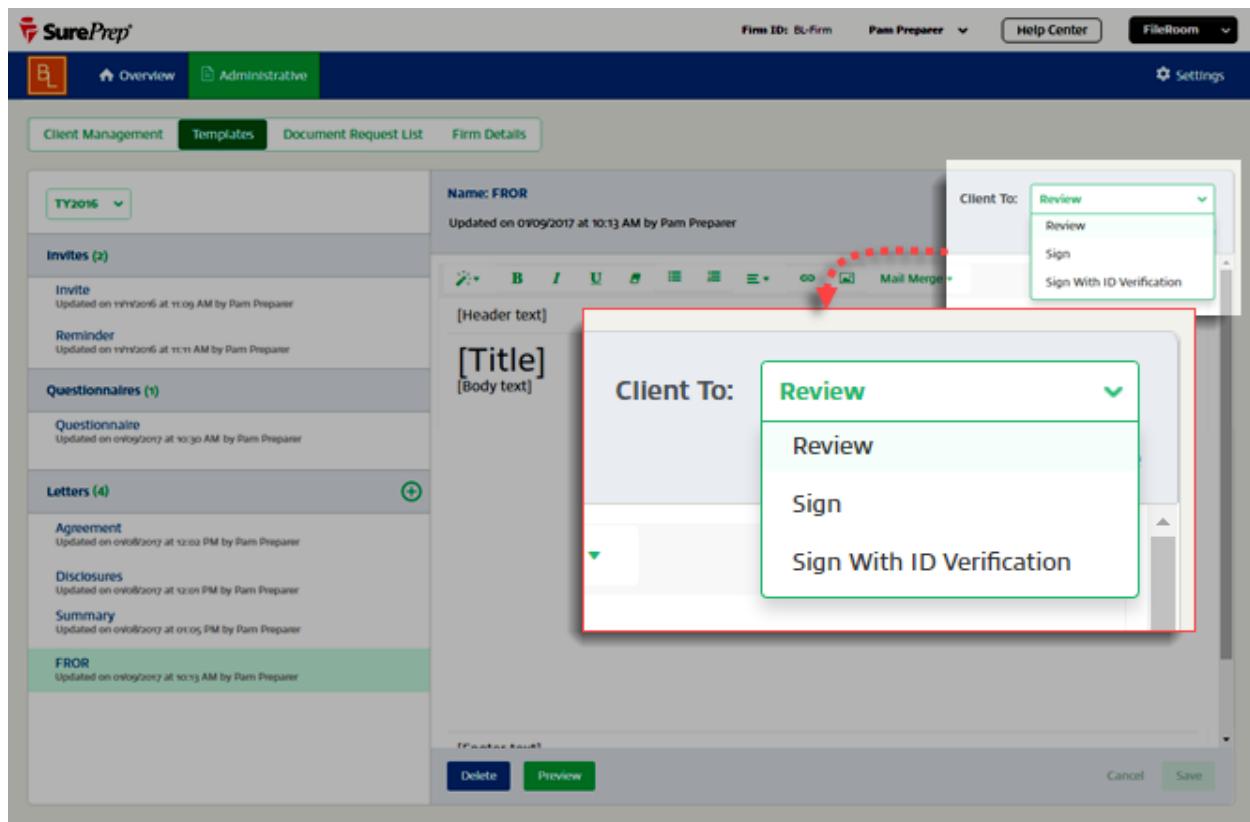
- Letters (3)**
- Agreement**
Updated on 01/08/2017 at 12:02 PM by Pam Preparer
- Disclosures**
Updated on 01/08/2017 at 12:01 PM by Pam Preparer
- Summary**
Updated on 01/08/2017 at 01:05 PM by Pam Preparer

4. Type a name for the new template and click **OK**.

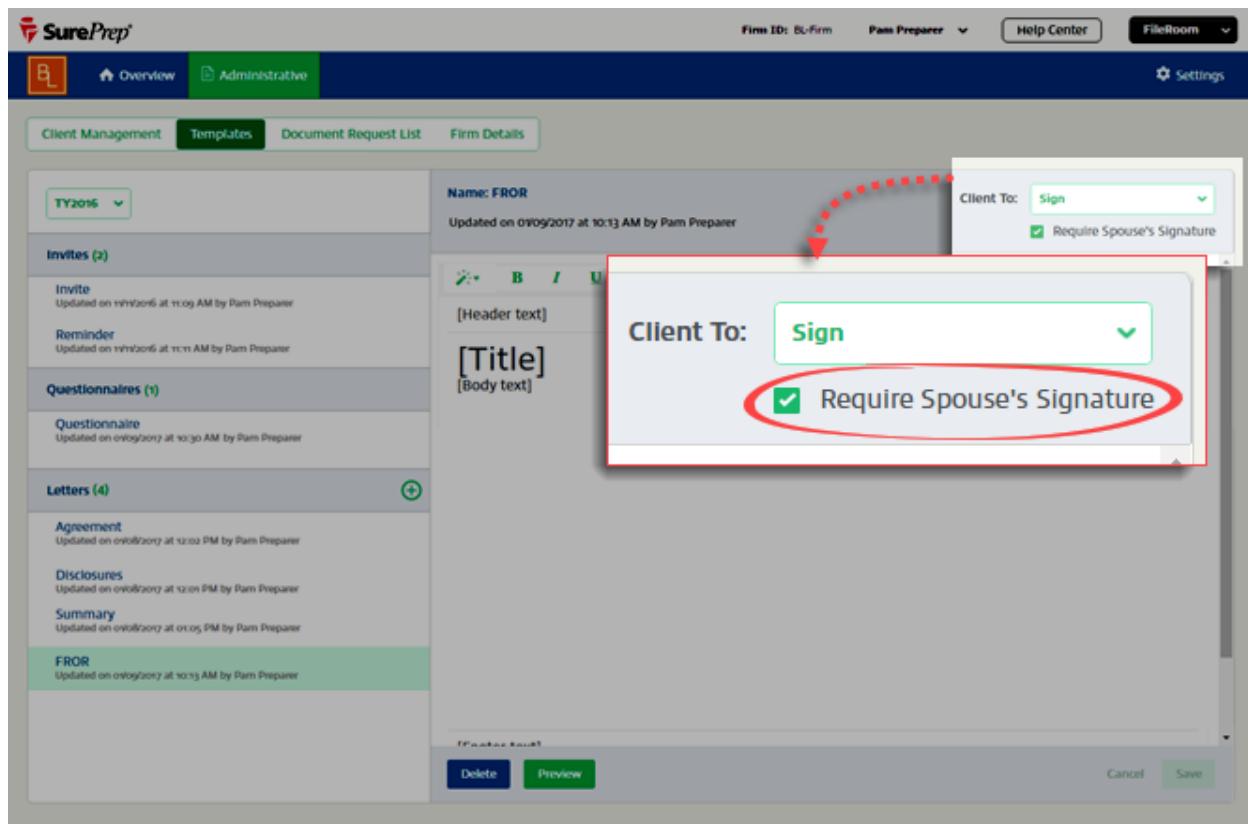


5. From Client To, select either **Review**, **Sign** or **Sign with ID Verification**.

Client to: Review	Client marks document as reviewed using the Mark Reviewed button.
Client to: Sign	Client marks document as signed using the Sign & Accept button and entering their first name as signature capture.
Client to: Sign with ID Verification	Client marks document as signed using the Sign & Accept button, entering their first name as signature capture and then providing information to confirm their identity using knowledge-based authentication.

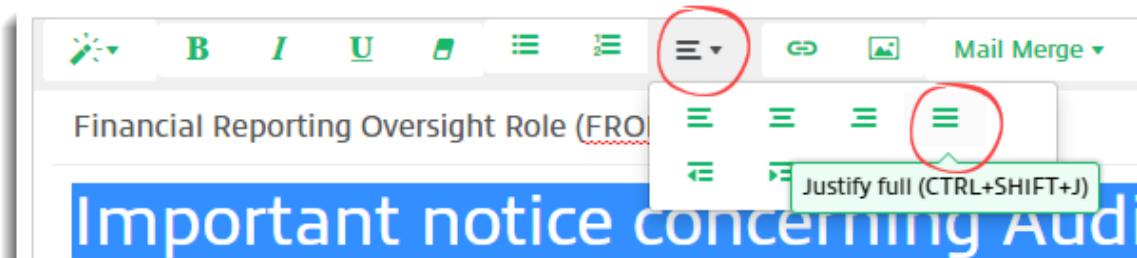


6. For documents that require signature, select whether to also **Require Spouse's Signature**.



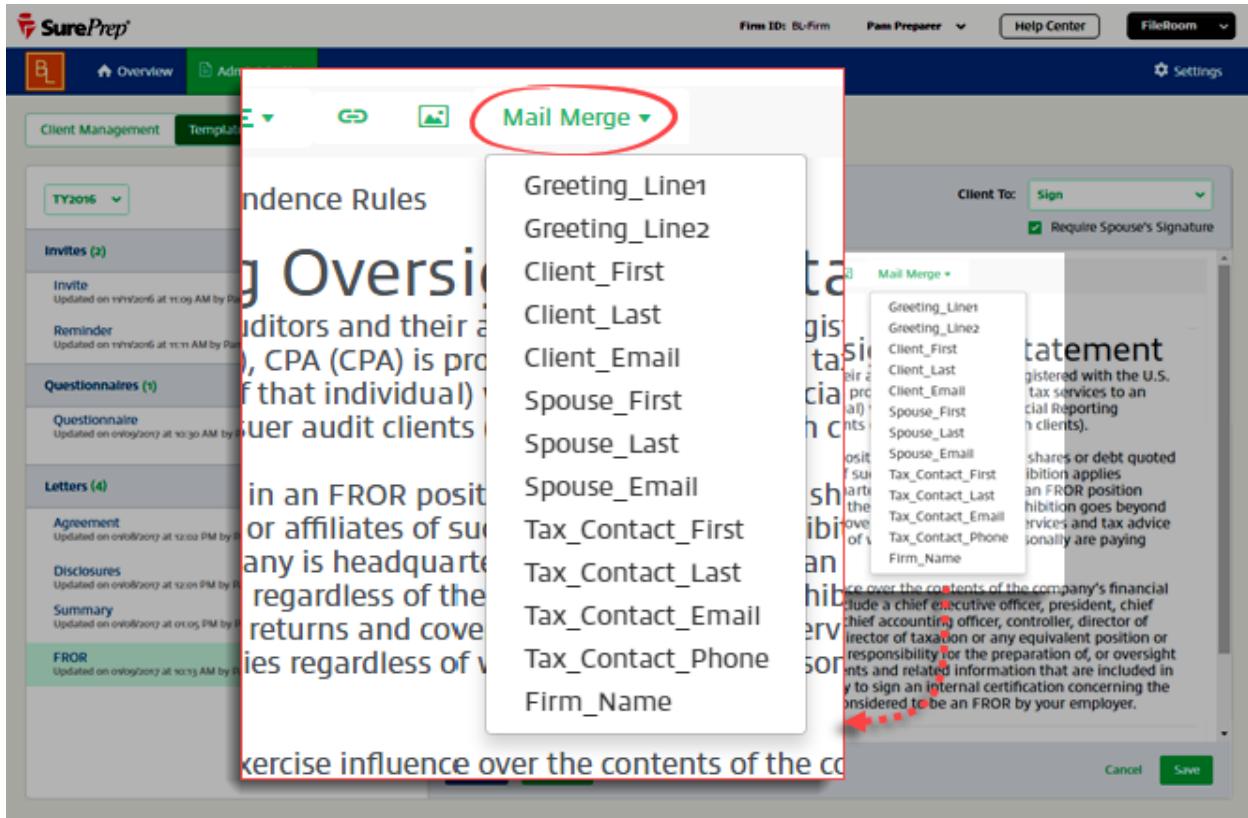
7. Edit the template as desired using the built-in editor.

Tip: For best results, we recommend setting text-alignment to **Justified** in Letters templates.



The screenshot shows the SurePrep software interface. On the left, there's a sidebar with various tabs like 'Overview', 'Administrative', 'Client Management', 'Templates' (which is selected), 'Document Request List', and 'Firm Details'. Below this is a 'TY2016' dropdown and sections for 'Invites' (2), 'Reminder', and 'Questionnaires' (1). A red dashed arrow points from the 'Invites' section towards the central editor window. The main area contains a document titled 'Financial Reporting Oversight Role Statement' with a bold heading and some descriptive text. At the top of this area is a toolbar with standard text editing icons (B, I, U, etc.) and a 'Mail Merge' button. A red box highlights the entire content area of the editor window.

8. To use Mail Merge, place the cursor where you want to include a mail merge field, click **Mail Merge** and select a merge field.

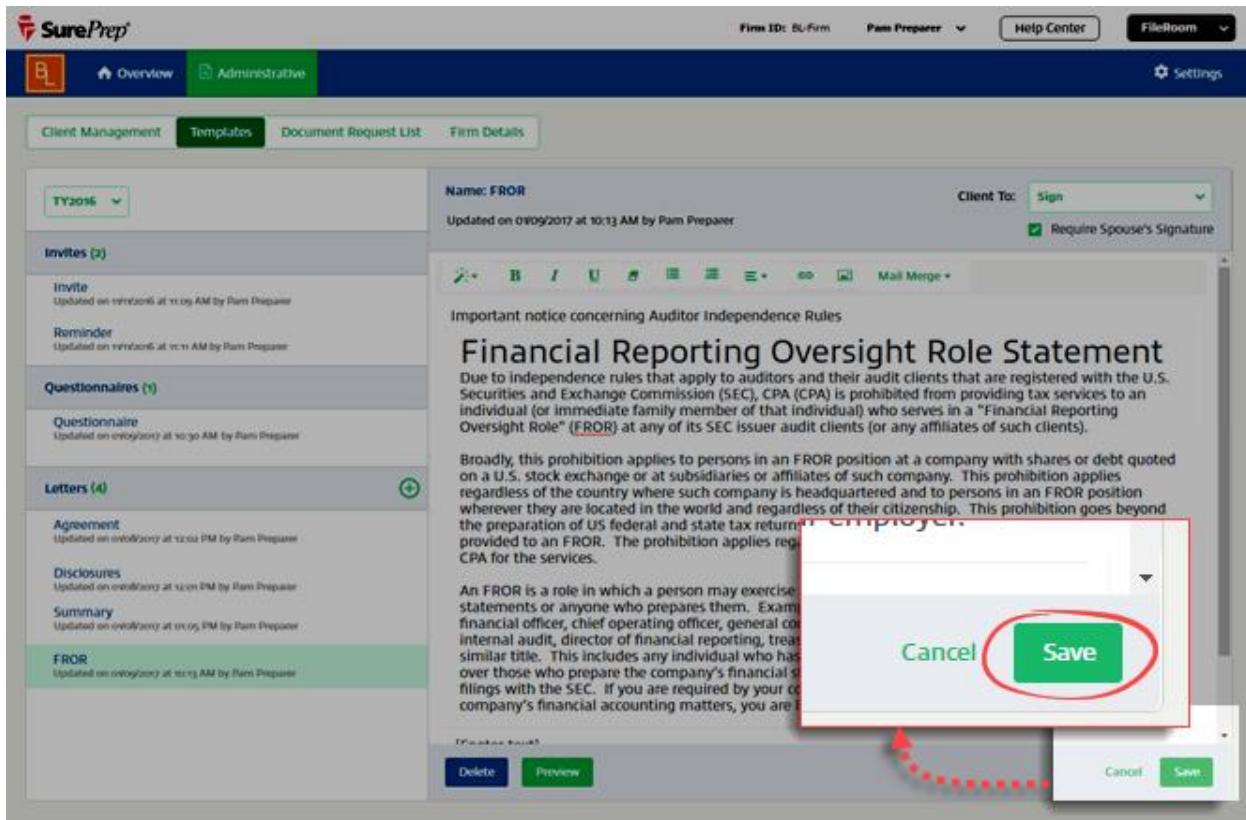


9. To preview the template, including mail merge data, click the **Preview** button.

Tip: Note that preview mode displays sample data and does not use mail merge data from your clients.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with tabs like 'Overview', 'Administrative', 'Client Management', 'Templates' (which is selected), 'Document Request List', and 'Firm Details'. Below this, a sidebar on the left lists categories: 'Invites (2)', 'Questionnaires (1)', 'Letters (4)', and 'FROR' (selected). The main content area shows a document titled 'Financial Reporting Oversight Role Statement'. The document text discusses audit independence rules. A modal window is open over the document, containing a 'Delete' and a 'Preview' button. The 'Preview' button is circled in red. A small callout arrow points from the bottom-left of the modal to the 'Preview' button.

10. When you're done editing the template, click the **Save** button. The template is ready to be sent to clients via the Client Management screen.

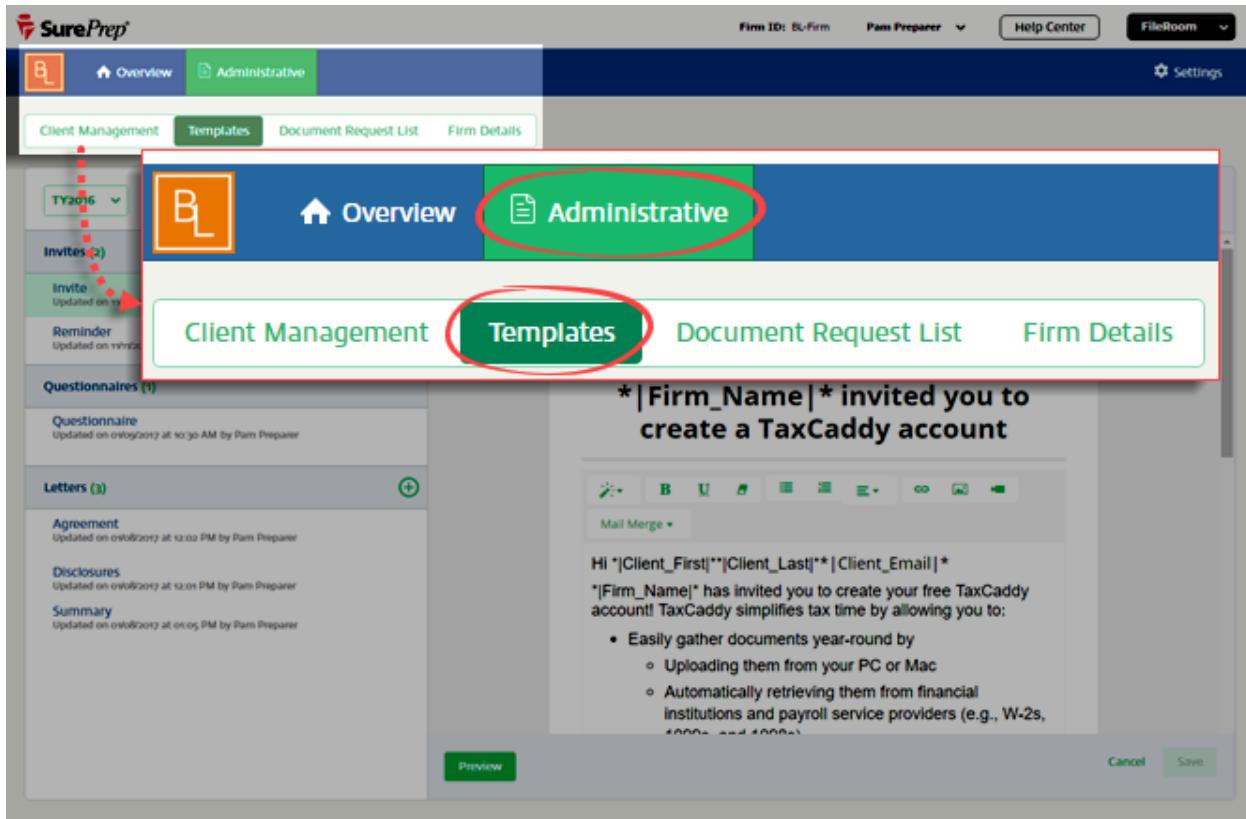


Go back to [Quick Start Guide](#). Next: [Upload Letters templates](#).

Upload Letters

Follow these steps to upload a file as a Letters template.

1. Log in to TaxCaddy.
2. Click **Administrative** and then click **Templates**.

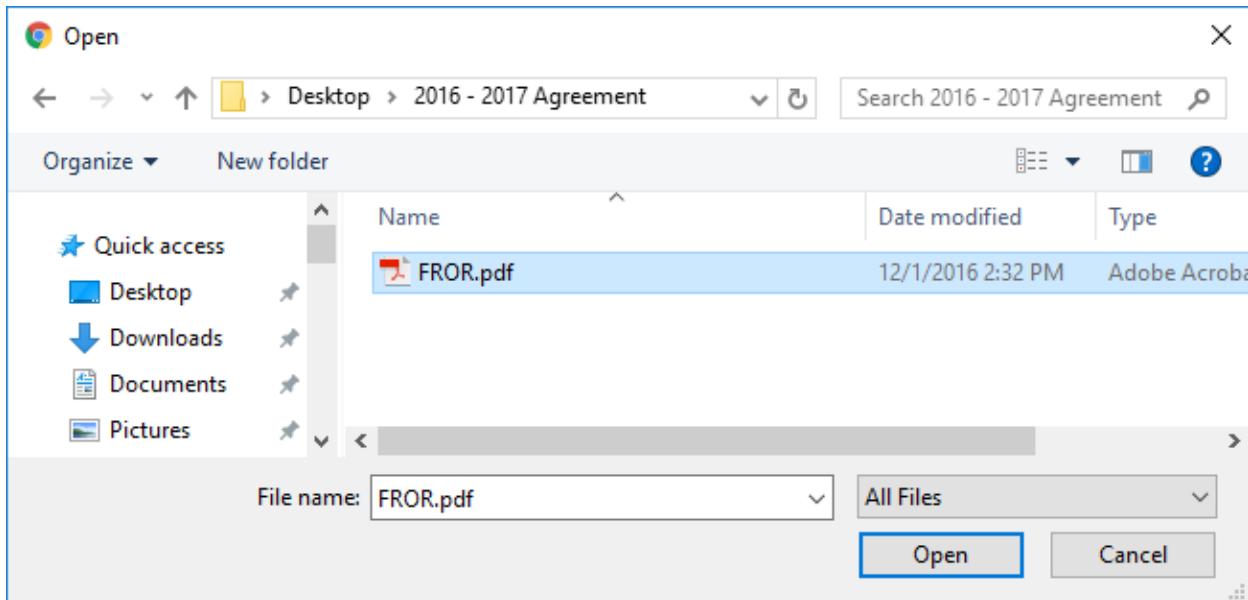


3. Next to Letters, click the **New** icon and then click **Upload a File**.

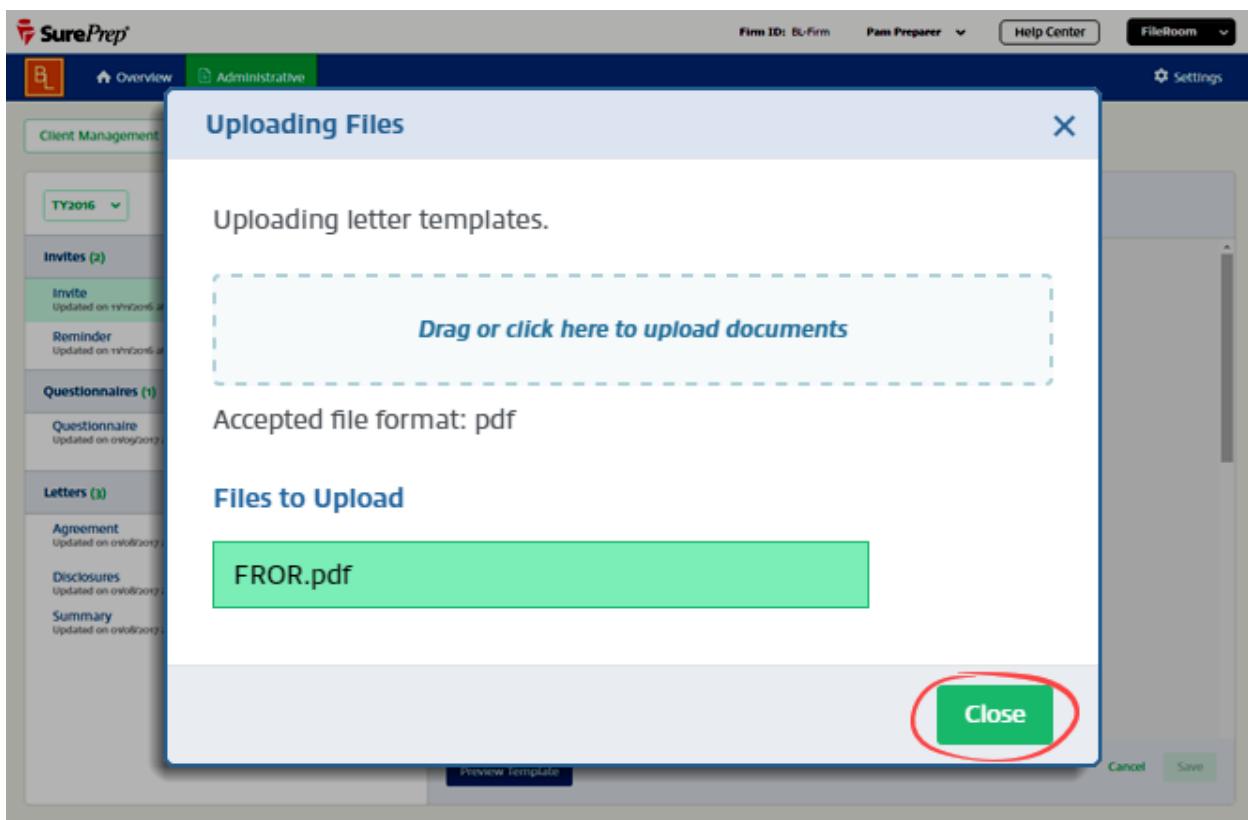
The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with tabs like Overview, Administrative, Client Management, Templates, Document Request List, Firm Details, and a date selector (TY2016). The main area is titled "Subject: *[Firm_Name]* Invited you to create a TaxCaddy account" and shows an invitation message from TaxCaddy. Below this, there are sections for Invites, Questionnaires, Letters, Disclosures, and Summary. The "Letters" section is highlighted with a red box and contains three items: Agreement, Disclosures, and Summary. The "Agreement" item has a green callout box around its "Create Your Own" and "Upload a File" buttons, with the "Upload a File" button specifically circled in red.

- Select a file to upload from your device.

Tip: You can upload fillable PDFs for your clients to fill out.



- When the file upload is complete, click **Close**.



6. The new template appears in the list under Letters. Click the template to view it.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: BL-Firm', 'Pam Preparer', 'Help Center', 'FileRoom', and 'Settings'. Below the navigation bar, there are tabs for 'Client Management', 'Templates' (which is selected), 'Document Request List', and 'Firm Details'. On the left side, there's a sidebar with sections for 'TY2016' (containing 'Invites (2)', 'Questionnaires (1)', and 'Letters (4)'), 'FROR' (containing 'FROR'), and 'FROR' (containing 'FROR'). The main content area shows a list of 'Letters (4)' with the following details:

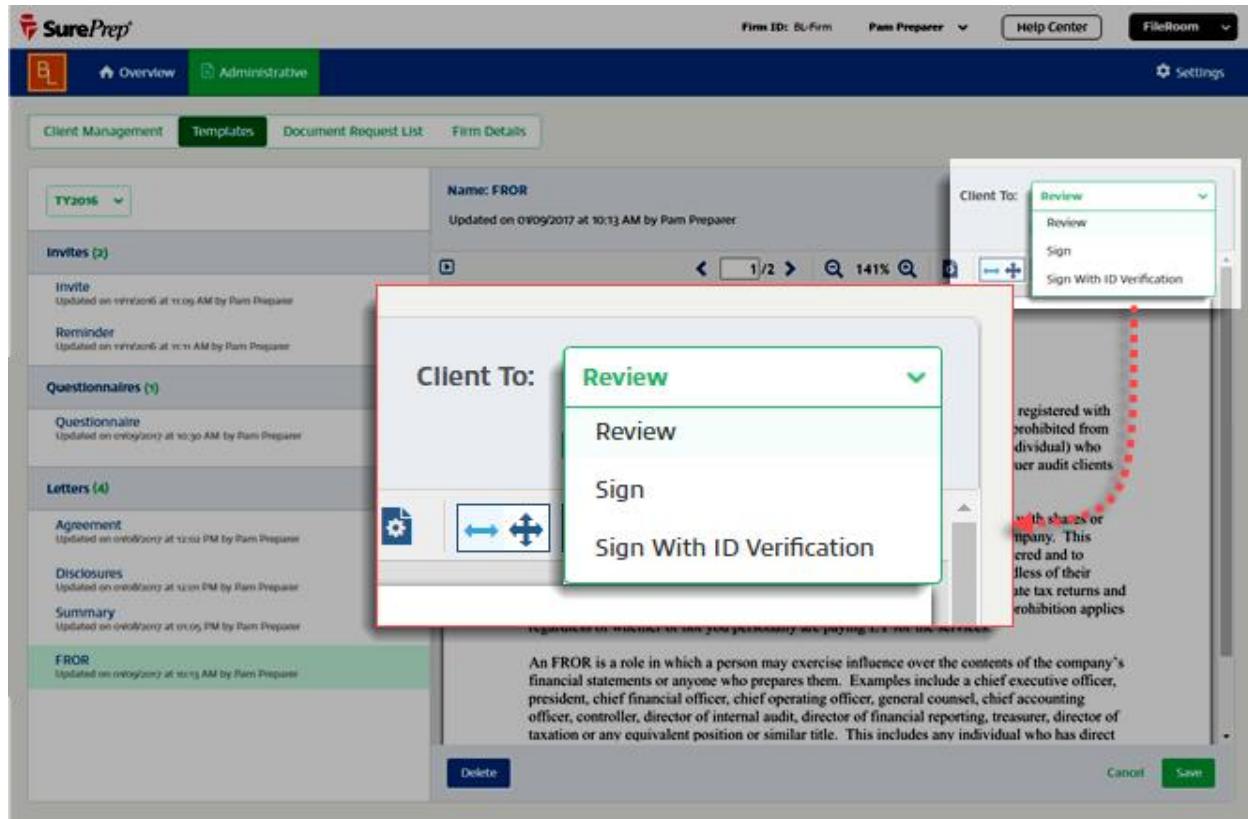
- Agreement**: Updated on 01/08/2017 at 12:02 PM by Pam Preparer
- Disclosures**: Updated on 01/08/2017 at 12:01 PM by Pam Preparer
- Summary**: Updated on 01/08/2017 at 01:05 PM by Pam Preparer
- FROR**: Updated on 01/09/2017 at 10:13 AM by Pam Preparer

A red box highlights the 'Letters (4)' section, and a red arrow points from the 'Letters (4)' section in the sidebar to the same section in the main content area.

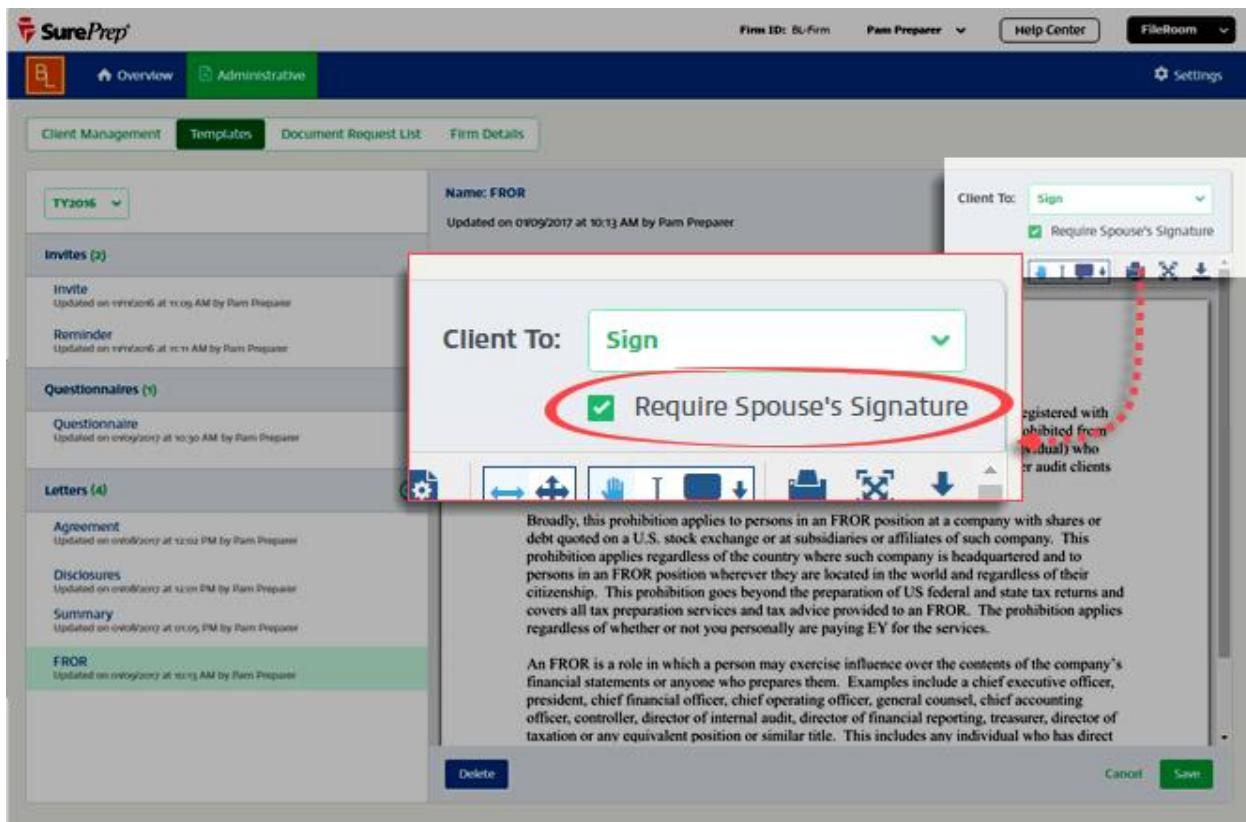
7. From Client To, select either Review, Sign or Sign With ID Verification.

Client to: Review	Client marks document as reviewed using the Mark Reviewed button.
Client to: Sign	Client marks document as signed using the Sign & Accept button and entering their first name as signature capture.
Client to: Sign with ID Verification	Client marks document as signed using the Sign & Accept button, entering their first name as signature capture and then providing information to confirm their identity using knowledge-based authentication.

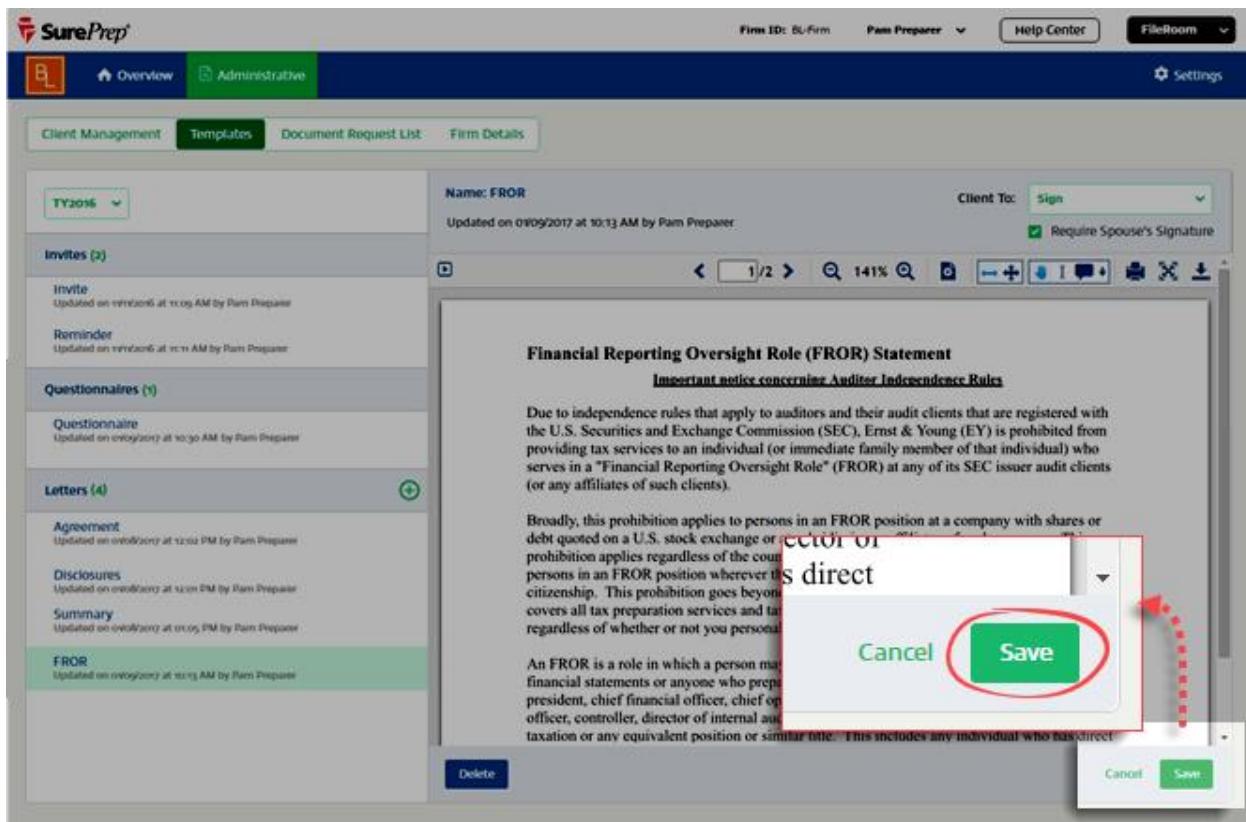
9.



8. For documents that require signature, select whether to also **Require Spouse's Signature**.



9. Click **Save**. The template is ready to be sent to clients via the Client Management screen.



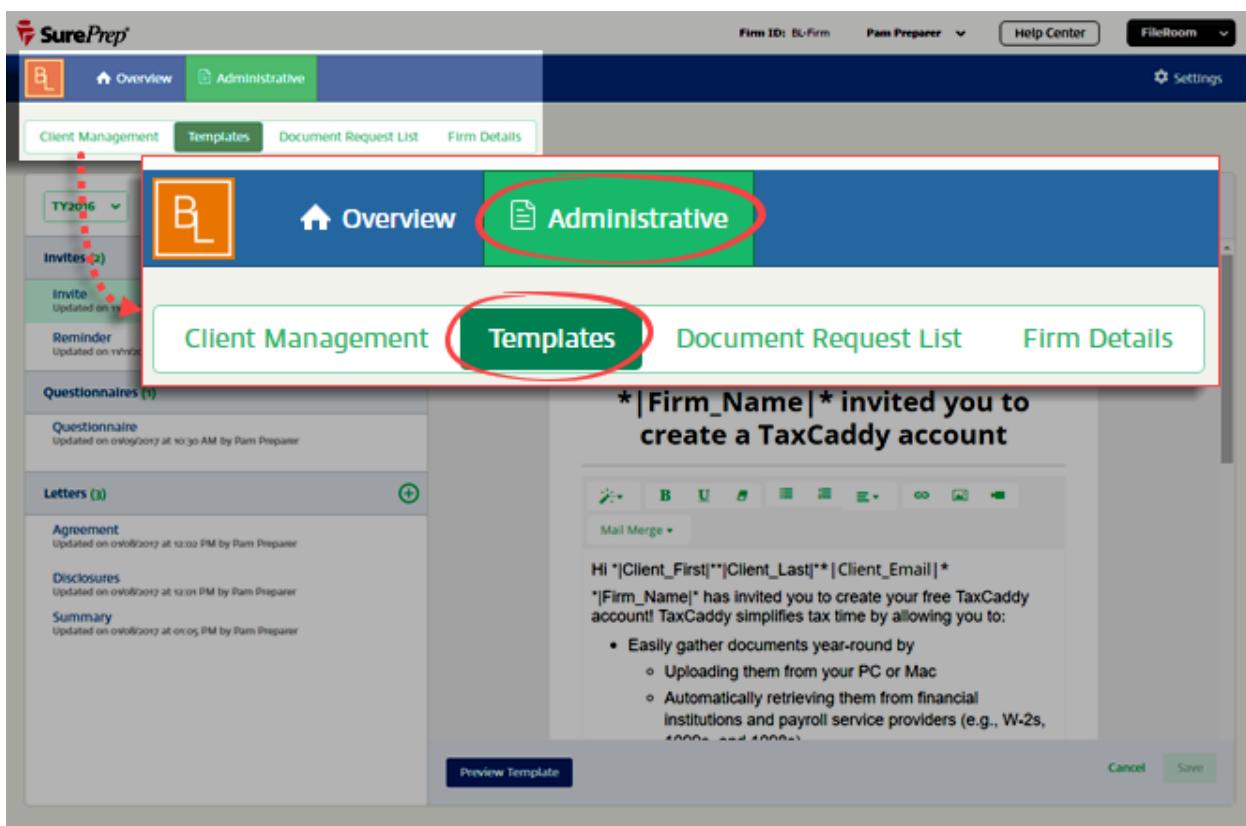
Go back to [Quick Start Guide](#). Next: Edit the [Questionnaire template](#).

Questionnaire

TaxCaddy comes with a Questionnaire template ready to use, but you can customize it as desired. Currently, only one questionnaire template is available. In the future, TaxCaddy will support multiple questionnaire templates. Follow these steps to edit the Questionnaire template.

Tip: Clients you already sent the questionnaire template will not see your changes to the template reflected in their questionnaires. To make changes to questionnaires that have already been distributed to clients, go to the client's profile, click Questionnaire, and then click Add a Question. Each client's questionnaire will need to be edited individually.

1. Log in to TaxCaddy.
2. Click **Administrative** and then click **Templates**.



3. Under Questionnaires, click **Questionnaire**.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with tabs for Overview, Administrative, Client Management, Templates, Document Request List, Firm Details, Help Center, FileRoom, and Settings. The Firm ID is listed as Bu-Firm, and the user is Pam Preparer.

In the main content area, there's a sidebar on the left with categories: Invites (2), Questionnaires (1), Letters (1), Agreement, Disclosures, and Summary. A red box highlights the "Questionnaires (1)" section, which is further expanded to show a single item: "Questionnaire" (Updated on 01/09/2017 at 09:26 AM by Pam Preparer). This specific item is also circled in red. The main body of the screen lists several questions from the questionnaire:

- 1 You would like to have any overpayment of federal tax refunded?
- 2 Did your marital status change during the year?
- 3 Were there any changes in dependents from the prior year?
- 4 Did you purchase or sell a principal residence during the year?
- 5 Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 to any one donee ...
- 10 Can you be claimed as a dependent by another taxpayer?
- 11 Do you have any children under age 19 or a full-time student under age 24 with unearned income in excess ...
- 12 Did you take out a home equity loan this year?

4. The questionnaire template opens in the editor. To add a new question, click **Add New**. Click an existing question tile to edit a question.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with 'Firm ID: Bu-Firm', 'Pam Preparer', 'Help Center', 'FileRoom', and 'Settings'. Below the navigation bar, there are tabs for 'Client Management', 'Templates' (which is selected), 'Document Request List', and 'Firm Details'. On the left, there's a sidebar with sections for 'TY2016' (containing 'Invites (2)', 'Questionnaires (1)', and 'Letters (3)'), 'Agreement', 'Disclosures', and 'Summary'. The main area is titled 'Questionnaire' and shows a list of 12 questions. A red circle highlights the 'Add Question' button in the top right corner of the list area. A red arrow points from the 'Add New' link in the sidebar to the 'Add Question' button.

Question	Action
1 You would like to have any overpayment of federal tax?	
2 Did your marital status change during the year?	
3 Were there any changes in dependents from the prior year?	
4 Did you purchase or sell a principal residence during the year?	
5 Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 to any one donee?	
6 Did you receive any Social Security benefits during the year?	
7 Did you make any major purchases during the year (cars, boats, etc.)?	
8 Did you incur a casualty or theft loss during the year?	
9 Did your address change from last year?	
10 Can you be claimed as a dependent by another taxpayer?	
11 Do you have any children under age 19 or a full-time student under age 24 with unearned income in excess of \$1,000?	
12 Did you take out a home equity loan this year?	

5. Type a question into the box and select the answer type. Answer types can be either a text field or radio buttons that allow a Yes, No or N/A response from the taxpayer. Click **Done** to save the question.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with tabs like 'Overview', 'Administrative', 'Settings', and 'Help Center'. Below the navigation bar, there are sections for 'Client Management', 'Templates', 'Document Request List', and 'Firm Details'. A 'Questionnaire' section is open, showing a list of questions numbered 1 through 5. Question 5 is highlighted with a red box and contains the text: "Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 to any one donee during the tax year? If so, provide the amount." To the right of this question is a 'Done' button, which is also highlighted with a red oval. Other buttons visible include 'Remove', a settings icon, and icons for edit, copy, and delete.

6. To delete a question, click it and then click **Remove**.

The screenshot shows the SurePrep software interface. At the top, there's a navigation bar with tabs like 'Overview', 'Administrative', 'Help Center', and 'FileRoom'. Below the navigation bar, there are sections for 'Client Management', 'Templates', 'Document Request List', and 'Firm Details'. On the left side, there are several categories: 'Invites (2)', 'Questionnaires (1)', 'Letters (3)', 'Disclosures (1)', and 'Summaries (1)'. A red arrow points from the 'Letters' section to the fifth question in the main list. The main list contains five numbered questions. The fifth question is highlighted with a red box and has a red circle around the 'Remove' button. The questions are:

- 1 You would like to have any overpayment of federal tax refunded?
- 2 Did your marital status change during the year?
- 3 Were there any changes in dependents from the prior year?
- 4 Did you purchase or sell a principal residence during the year?
- 5 Did you or your spouse make any gifts (not charitable contributions) in excess of \$13,000 to any one donee during the tax year? If so, provide the amount.

At the bottom right of the highlighted question, there are 'Remove' and 'Done' buttons. The 'Remove' button is circled in red.

Go back to [Quick Start Guide](#). Next: [Create Custom Document Request Lists](#).

Document Request List

TaxCaddy includes a DRL with predefined categories, and you can add additional categories as needed. Predefined categories cannot be edited or removed, but you can select whether to display them in your clients' short list.

The screenshot shows the TaxCaddy SurePrep software interface. At the top, there's a navigation bar with tabs for Overview, Administrative, Firm ID: Bu-Firm, Tax Preparer, Help Center, FileRoom, and Settings. Below the navigation bar, there are more tabs for Client Management, Templates, Document Request List (which is selected and highlighted in green), and Firm Details. The main content area is titled "Document Request List" and has a sub-header "TY2016". On the left, there's a sidebar with a list of predefined categories: W-2 (Wages), 1099s (Banks), Sch. C (Business Income), 1099-R (Retirement), Sch. E (Rents and Royalties), Schedule K-1s, Sch. F (Farm Income), 1099-SSA (Social Security Benefits), 1099-G (Tax Return), 1099-MISC (Miscellaneous Income), 1099-Q (Qualified Retirement Savings Plan), Child Income, W-2G (Gambling Winnings), and Other Gains/Losses. To the right of the sidebar, there's a large red box highlighting the "Document Request List" section. This section contains a heading "Document Request List" with a "TY2016" dropdown menu, an "Add Category" button, and a note: "Below are the categories that appear when they receive their Document Request List. You may add/delete additional categories but you cannot modify the ones that have been predefined for you." Below this note, there are two columns: "PREDEFINED CATEGORIES" and "DISPLAY TO CLIENT EVEN IF PROFORMA DATA DOES NOT EXIST". Each category has a "Yes" and "No" button next to it. The categories listed are: W-2 (Wages), 1099s (Banks and Brokerages), Sch. C (Business Income), 1099-R (Retirement), Sch. E (Rents and Royalties), Schedule K-1s, Sch. F (Farm Income), and 1099-SSA (Social Security Benefits).

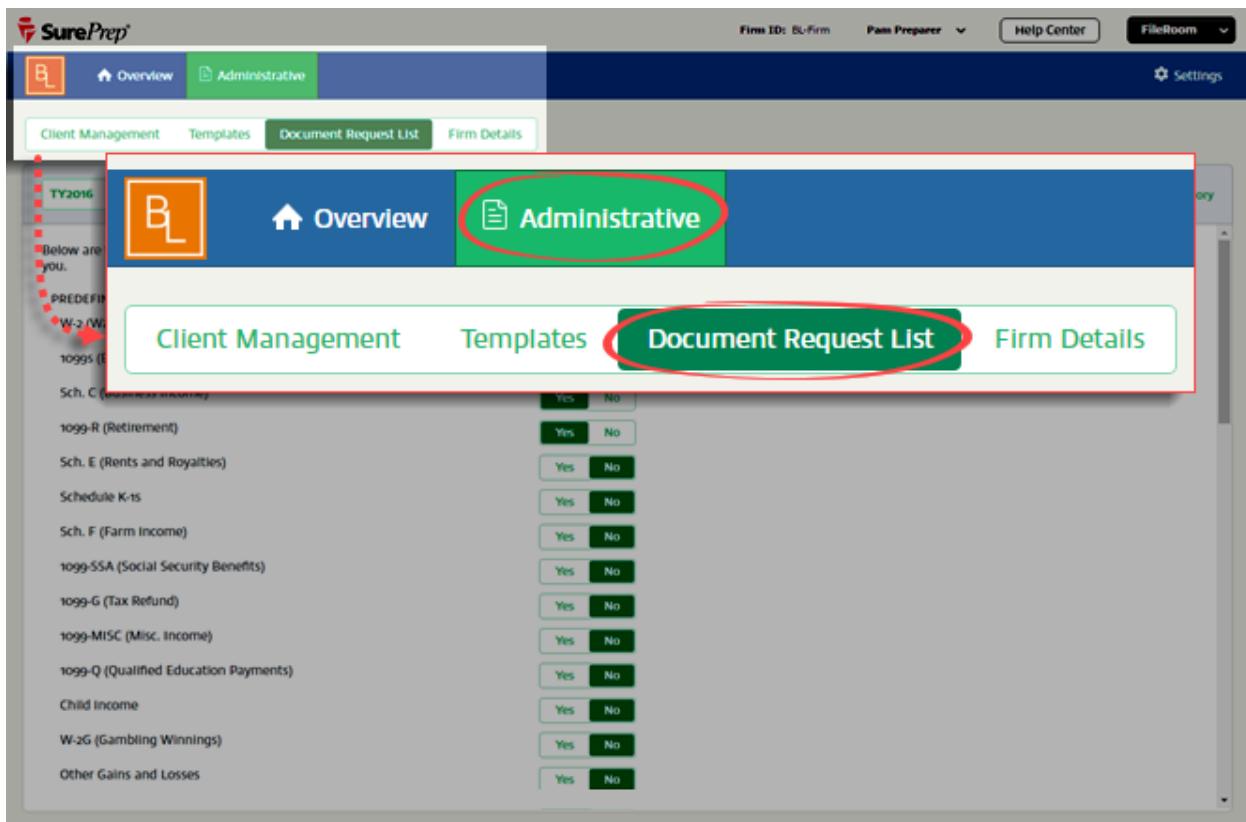
PREDEFINED CATEGORIES	DISPLAY TO CLIENT EVEN IF PROFORMA DATA DOES NOT EXIST
W-2 (Wages)	<input type="button" value="Yes"/> <input type="button" value="No"/>
1099s (Banks and Brokerages)	<input type="button" value="Yes"/> <input type="button" value="No"/>
Sch. C (Business Income)	<input type="button" value="Yes"/> <input type="button" value="No"/>
1099-R (Retirement)	<input type="button" value="Yes"/> <input type="button" value="No"/>
Sch. E (Rents and Royalties)	<input type="button" value="Yes"/> <input type="button" value="No"/>
Schedule K-1s	<input type="button" value="Yes"/> <input type="button" value="No"/>
Sch. F (Farm Income)	<input type="button" value="Yes"/> <input type="button" value="No"/>
1099-SSA (Social Security Benefits)	<input type="button" value="Yes"/> <input type="button" value="No"/>

Edit the Document Request List

TaxCaddy includes a Document Request List with predefined categories, and you can add more categories as needed. Predefined categories cannot be removed or edited, but you can opt to not include them in the short list of categories displayed to your clients. Once these are defined, they appear in the category pick list on the client side.

Follow these steps to view the Document Request List and add edit, or remove your own categories.

1. Log in to TaxCaddy.
2. Click Administrative and then click Document Request List.



3. Predefined categories appear at the top of the list. To change conditions under which these categories are displayed to clients, select Yes or No under **Display to Client Even if Proforma Data Does Not Exist**.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings.
- Breadcrumbs:** Overview, Administrative, Client Management, Templates, Document Request List, Firm Details.
- Document Request List Section:**
 - Title:** Document Request List (TY2016), Updated on 02/15/2017 by Pam Preparer.
 - Add Category:** + Add Category.
 - Description:** Below are the categories that appear when they receive their Document Request List. You may add/delete additional categories but you cannot modify the ones that have been predefined for you.
 - Columns:** PREDEFINED CATEGORIES and DISPLAY TO CLIENT EVEN IF PROFORMA DATA DOES NOT EXIST.
 - Items:**

Category	Display to Client (Yes/No)
W-2 (Wages)	Yes
1099s (Banks and Brokerages)	Yes
Sch. C (Business Income)	Yes
1099-R (Retirement)	Yes
Sch. E (Rents and Royalties)	Yes
Schedule K-15	Yes
Sch. F (Farm Income)	Yes
1099-SSA (Social Security Benefits)	Yes
1099-G (Tax Refund)	Yes
1099-MISC (Misc. Income)	Yes
1099-Q (Qualified Education Payments)	Yes
Child Income	Yes
W-2G (Gambling Winnings)	Yes
- Sidebar:** Shows a list of predefined categories: W-2 (Wages), 1099s (Banks), Sch. C (Business Income), 1099-R (Retirement), Sch. E (Rents), Schedule K-15, Sch. F (Farm Income), 1099-SSA (Social Security Benefits), 1099-G (Tax Refund), 1099-MISC (Misc. Income), 1099-Q (Qualified Education Payments), Child Income, W-2G (Gambling Winnings), Other Gains.

4. User-added categories appear below the predefined categories. To add a new category, click **Add Category**.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings.
- Navigation:** Overview, Administrative (selected), Client Management, Templates, Document Request List (selected), Firm Details.
- Document Request List:** TY2016, Updated on 02/15/2017 at 10:55 PM by Pam Preparer.
- Content:** A list of predefined categories with checkboxes for displaying them to clients. Categories include W-2 (Wages), 1099s (Banks and Brokerages), Sch. C (Business Income), 1099-R (Retirement), Sch. E (Rents and Royalties), Schedule K-1s, Sch. F (Farm Income), 1099-SSA (Social Security Benefits), 1099-G (Tax Refund), 1099-MISC (Misc. Income), 1099-Q (Qualified Education Payments), Child Income, W-2G (Gambling Winnings), and Other Gains and Losses.
- Modal Window:** An overlay titled "Add Category" with a green plus sign icon and the text "Add Category". This window is highlighted with a red box and a red circle around the "Add Category" text.
- Text Overlay:** A red box covers part of the page, containing the text "been predefined for you." and a red arrow pointing towards the "Add Category" button.

5. A new row appears under Added Categories. Enter a name for the category and then press **Enter** to save.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings.
- Breadcrumbs:** Overview, Administrative, Client Management, Templates, Document Request List, Firm Details.
- Document Request List:** TY2016, Updated on 02/15/2017 at 10:55 PM by Pam Preparer.
- Added Categories:**
 - Foreign Bank Accounts (Edit, Yes, No)
 - Foreign Disclosures (Edit, Yes, No)
 - Foreign Investments (highlighted with a red oval)
- DISPLAY TO CLIENT IN ADD DOCUMENT SHORT LIST:**
 - Foreign Disclosures (Edit, Yes, No)
 - Foreign Investments (Yes, No)

6. The new category is added to the bottom of the list, with the display preference set to Yes, which means that it will be displayed to your clients even when no proforma data exists for the client. To change this option, under **Display to Client in Add Document Short List**, select either **Yes** or **No**.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings.
- Breadcrumbs:** Overview, Administrative, Client Management, Templates, Document Request List, Firm Details.
- Document Request List:** TY2016, Updated on 02/15/2017 at 10:55 PM by Pam Preparer.
- Category List:** Other Taxes, W-2 (Household Employee), Other Credits, Child Care Expenses, 1098-T (Education Credits), Tax Payments, Foreign Information, State Information, Prior Year, CPA Letters, IRS Notices, Other.
- Added Categories:** Foreign Bank Accounts, Foreign Disclosures.
- Callout Box (highlighted by a red box and arrow):**

ADDED CATEGORIES		DISPLAY TO CLIENT IN ADD DOCUMENT SHORT LIST	
Foreign Disclosures	Edit	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Foreign Investments	Edit	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

7. To edit a user-added category name, point to the category you want to edit and click **Edit**.

Tip: Only user-defined categories can be edited. Predefined categories can't be edited or deleted.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings.
- Breadcrumbs:** Overview > Administrative > Document Request List.
- Tabs:** Client Management, Templates, Document Request List (selected), Firm Details.
- Document Request List:** Filtered by TY2016. Updated on 02/15/2017 at 10:55 PM by Pam Preparer. Includes a column for 'Display to Client in Add Document Short List' with 'Yes' and 'No' buttons.
- Added Categories:**
 - Foreign Bank Accounts: Edit button circled in red.
 - Foreign Disclosures: Edit button.
- Callout Box:** Shows the 'Added Categories' section again with 'Edit' and 'Display to Client in ADD DOCUMENT SHORT LIST' buttons ('Yes' and 'No').

8. Type the changes into the box and then press **Enter** to save your changes.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings.
- Breadcrumbs:** Overview, Administrative, Document Request List, Firm Details.
- Document Request List:** TY2016, Updated on 02/15/2017 at 10:55 PM by Pam Preparer.
- Category List:**
 - Other Taxes (Yes/No)
 - W-2 (Household Employee) (Yes/No)
 - Other Credits (Yes/No)
 - Child Care Expenses (Yes/No)
 - 1098-T (Education Credits) (Yes/No)
 - Tax Payments (Yes/No)
 - Foreign Information (Yes/No)
 - State Information (Yes/No)
 - Prior Year (Yes/No)
 - CPA Letters (Yes/No)
 - IRS Notices (Yes/No)
 - Other (Yes/No)
- Added Categories:**

Category	Action
Foreign Bank Accounts	Edit
Foreign Disclosures	Edit
- Display Options:**
 - DISPLAY TO CLIENT IN ADD DOCUMENT SHORT LIST (Yes/No)
 - DISPLAY TO CLIENT IN ADD DOCUMENT SHORT LIST (Yes/No)

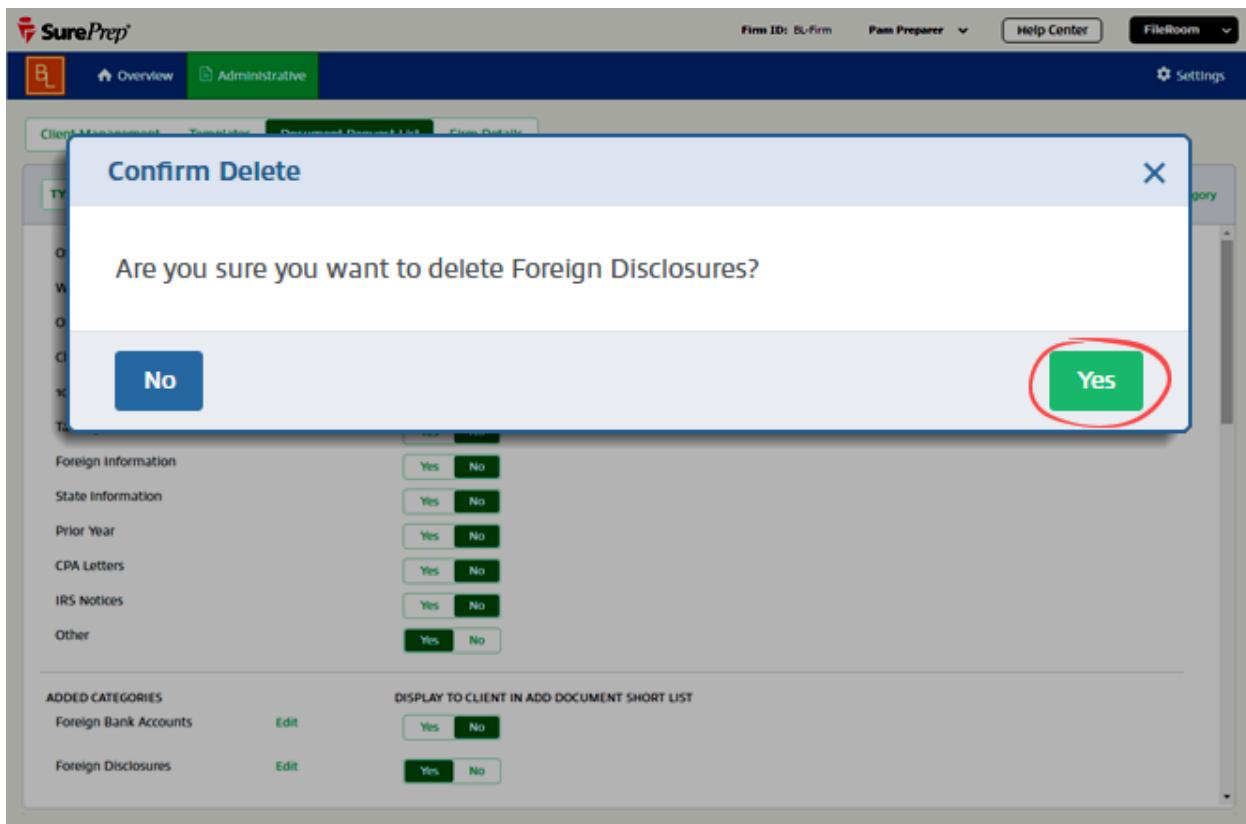
9. To delete a user-defined category, point to the category you want to delete and click **Remove** when it appears.

Tip: You can only delete user-added categories. Predefined categories can't be deleted.

The screenshot shows the SurePrep software interface with the following details:

- Header:** Firm ID: BU-Firm, Pam Preparer, Help Center, FileRoom, Settings.
- Breadcrumbs:** Overview, Administrative, Document Request List, Firm Details.
- Document Request List:** TY2016, Updated on 02/15/2017 at 10:55 PM by Pam Preparer.
- Added Categories:**
 - Foreign Bank Accounts: Edit, Yes, No
 - Foreign Disclosures: Edit, Yes, No
- Callout Box (highlighted by a red arrow):**
 - Added Categories:** Foreign Disclosures, Foreign Investments.
 - Action:** Remove (button circled in red).
 - Confirmation:** DISPLAY TO CLIENT IN ADD DOCUMENT SHORT LIST (Yes, No).

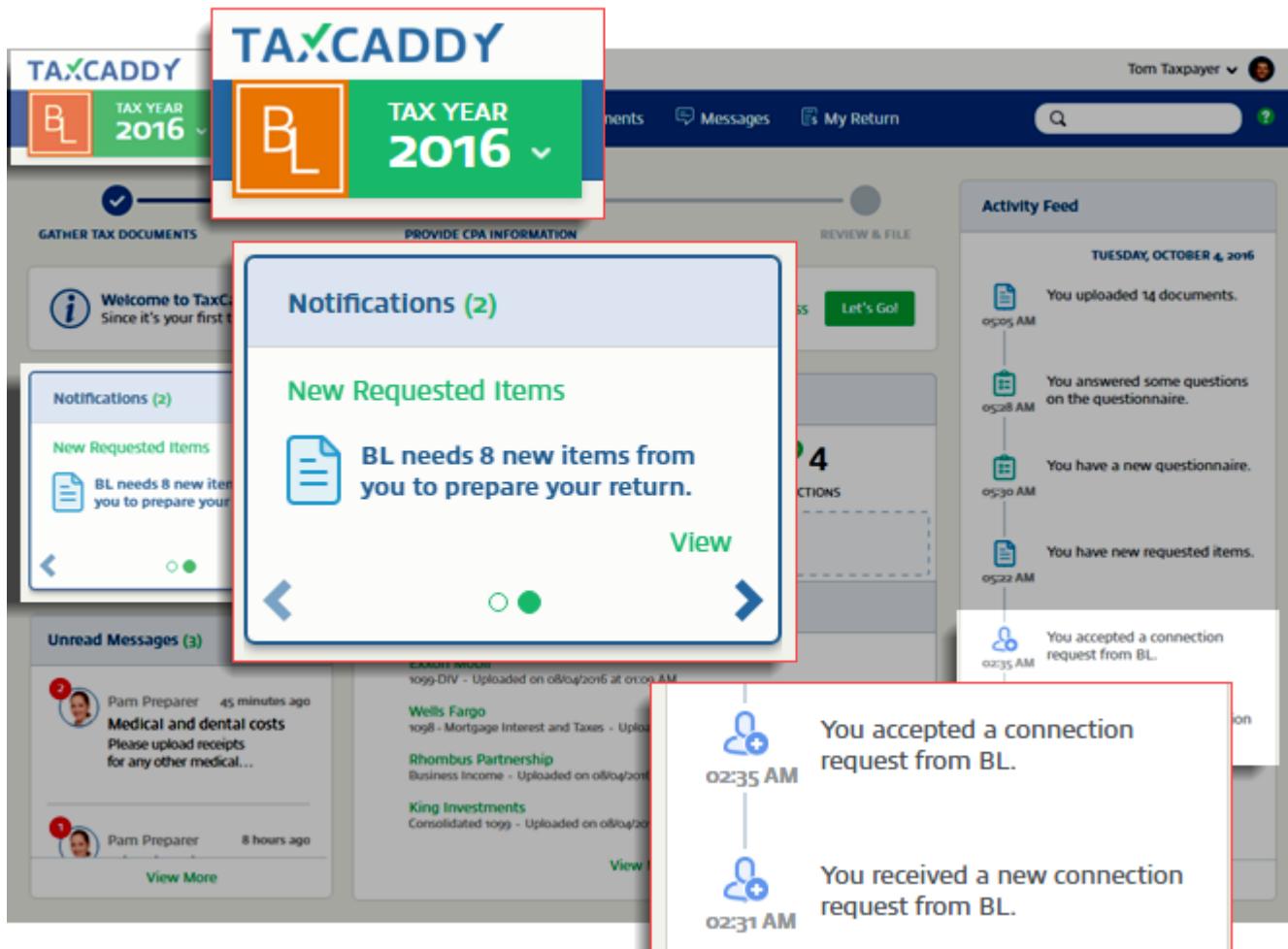
10. TaxCaddy asks if you are sure you want to delete this category. Click **Yes** to confirm.



Go back to [Quick Start Guide](#). Next: [Create Letters templates](#) using the editor.

Firm Details

Your firm name and client-facing logo appear on the taxpayer-facing side of TaxCaddy.

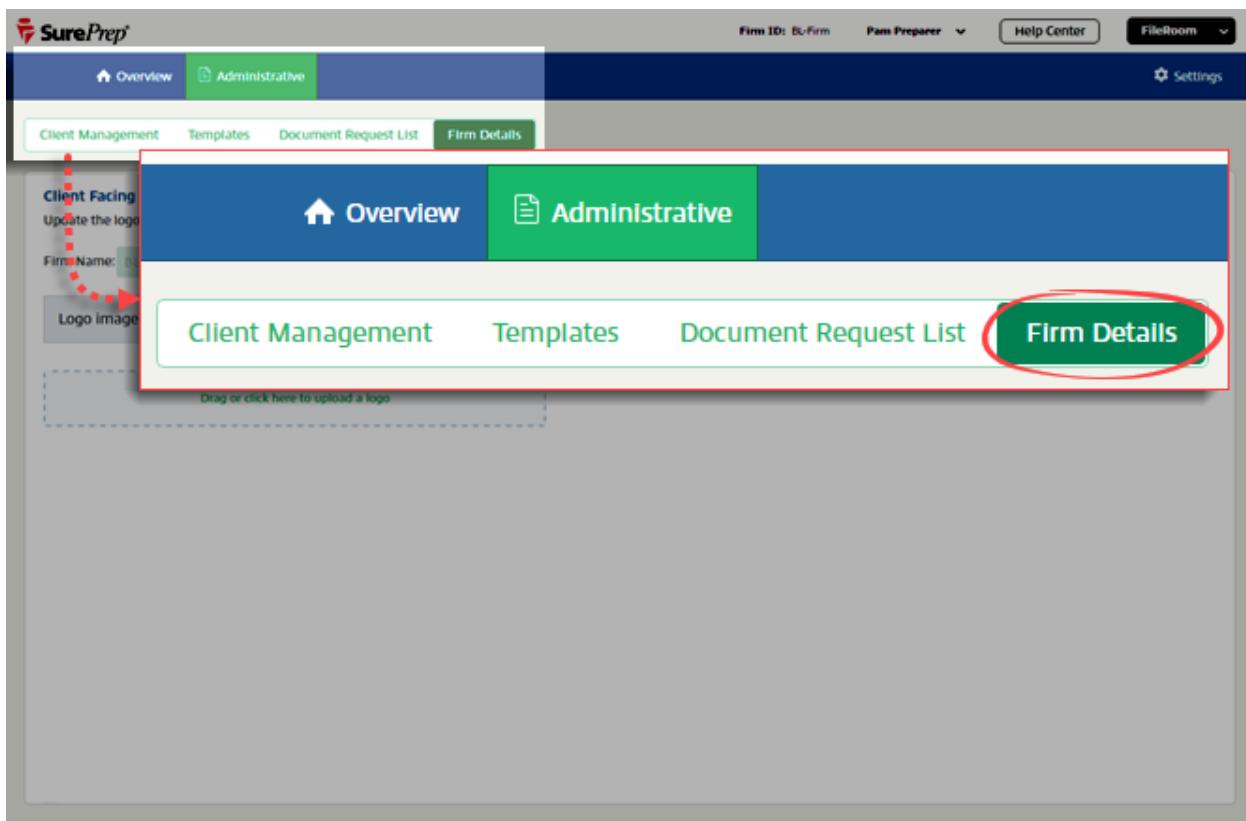


Upload firm logo

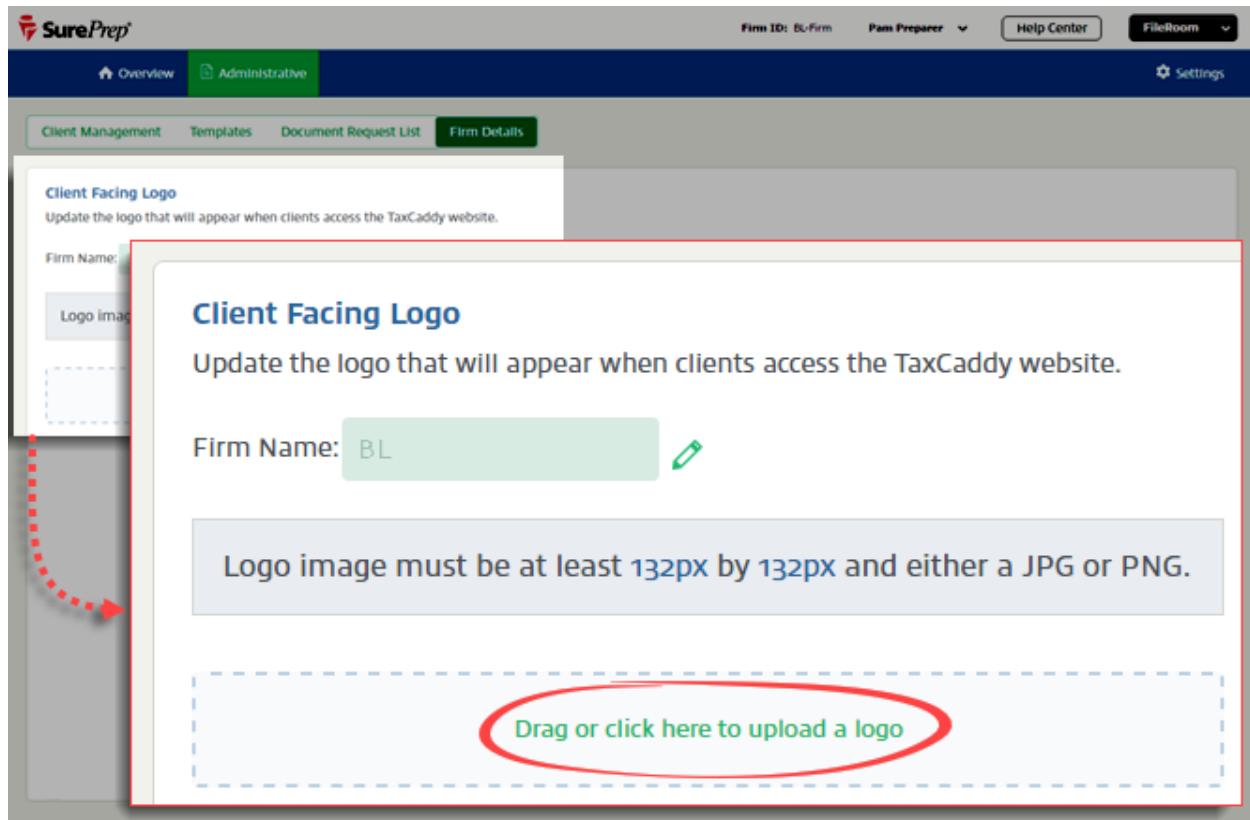
Your client-facing logo appears on the taxpayer-facing side of TaxCaddy. For best results, upload a logo that is square or circular (not rectangular) and at least 132px x 132px.

Follow these steps to edit firm name and upload a logo.

1. [Log in to TaxCaddy.](#)
2. Click **Administrative** and then click **Firm Details**.



3. Drag a file onto the drop zone. Alternatively, you can click **Drag or click here to upload a logo** and browse your device for a file.



- Your logo appears on the page. The logo is saved automatically and instantly reflected in your clients' TaxCaddy accounts. To change an existing logo, drag the new file onto the drop zone.

The screenshot shows the TaxCaddy administrative interface. In the top navigation bar, there are tabs for 'Overview' (highlighted in orange), 'Administrative' (highlighted in green), 'Client Management', 'Templates', 'Document Request List', and 'Firm Details' (highlighted in blue). The 'Firm Details' tab is currently active. On the left, there's a sidebar with sections for 'Client Facing Logo', 'Update the logo that will appear when clients access the TaxCaddy website.', 'Firm Name', and 'Logo image'. A large red box highlights the 'Client Facing Logo' section. Inside this section, the 'Firm Name' field contains 'BL' with a pencil icon to its right. Below it, a message states 'Logo image must be at least 132px by 132px and either a JPG or PNG.' An orange square logo with the letters 'BL' is displayed. At the bottom, there's a dashed blue rectangular area with the text 'Drag or click here to upload a logo'.



See Taxpayer View: [Overview](#)

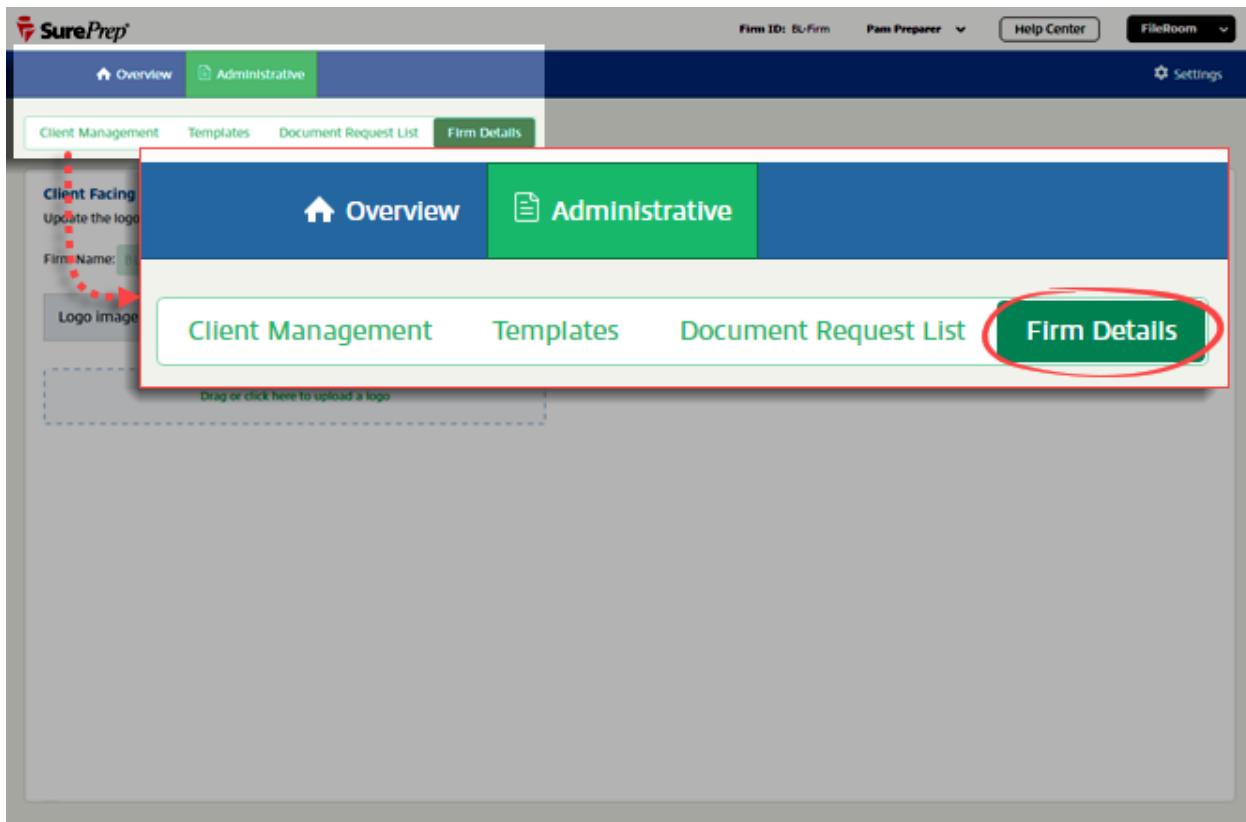
Go back to [Quick Start Guide](#). Next: [Edit your firm name](#) to an abbreviated version (optional).

Edit firm name (optional)

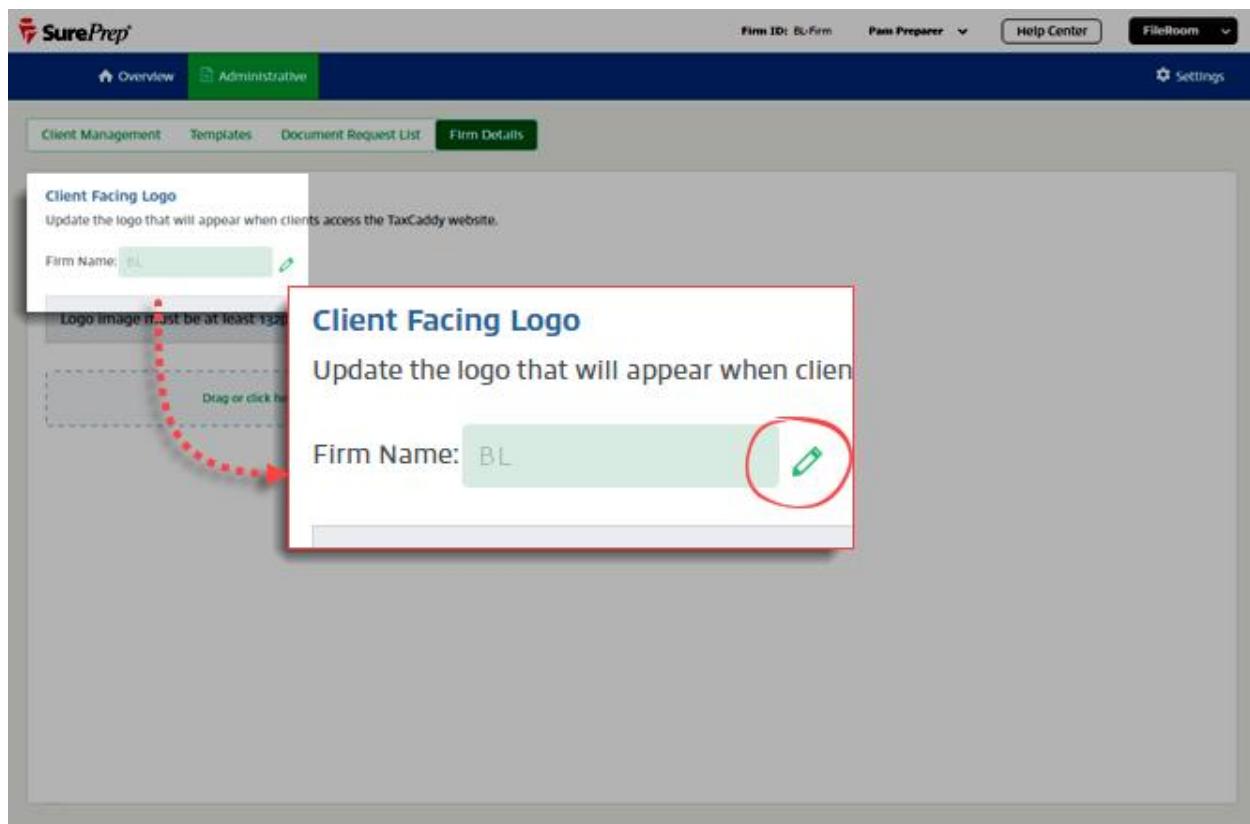
Your firm name is automatically imported from SurePrep, but you can edit it using the Firm Name field. You may want to abbreviate your firm name if it is very long. Changes made to Firm Name are reflected in your templates and in your clients' TaxCaddy accounts.

Follow these steps to edit your firm name.

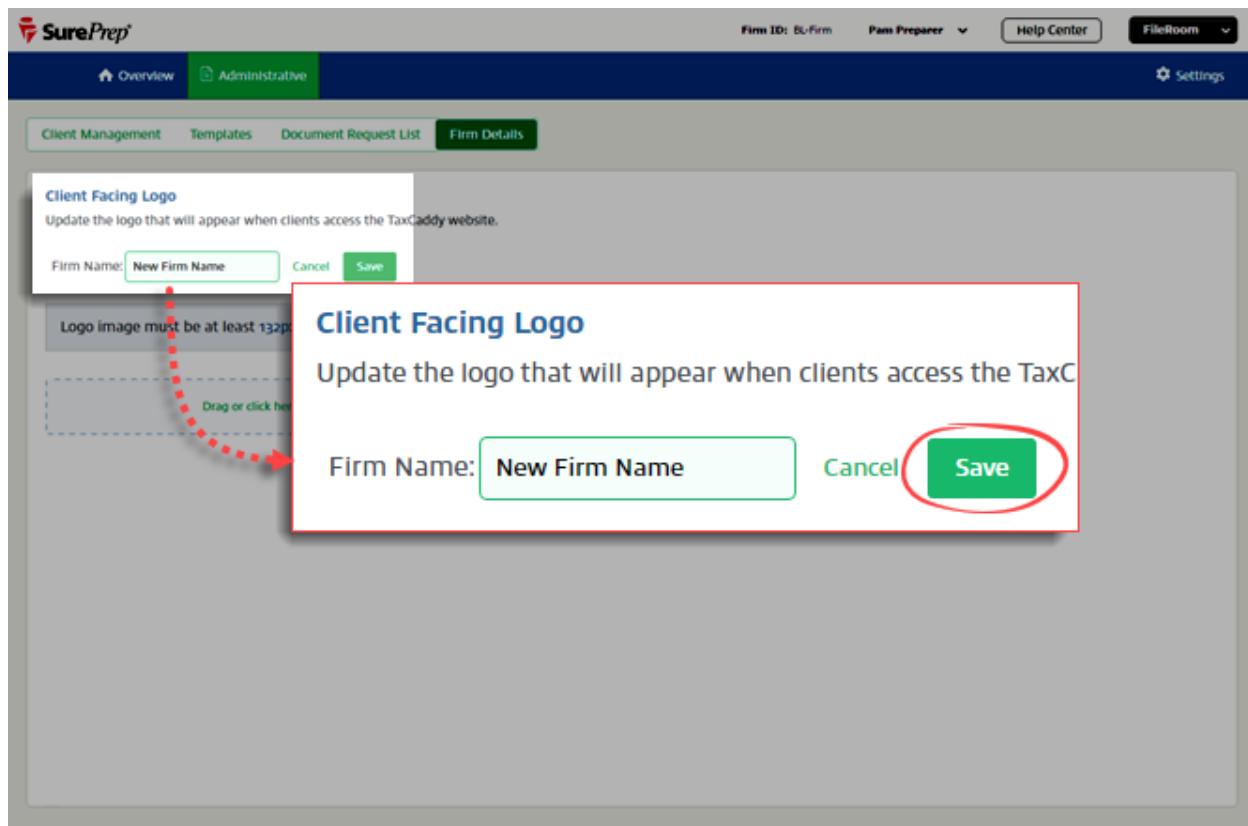
1. [Log in to TaxCaddy.](#)
2. Click **Administrative** and then click **Firm Details**.



3. Click the  Edit icon next to Firm Name.



4. Make changes and then click **Save**.

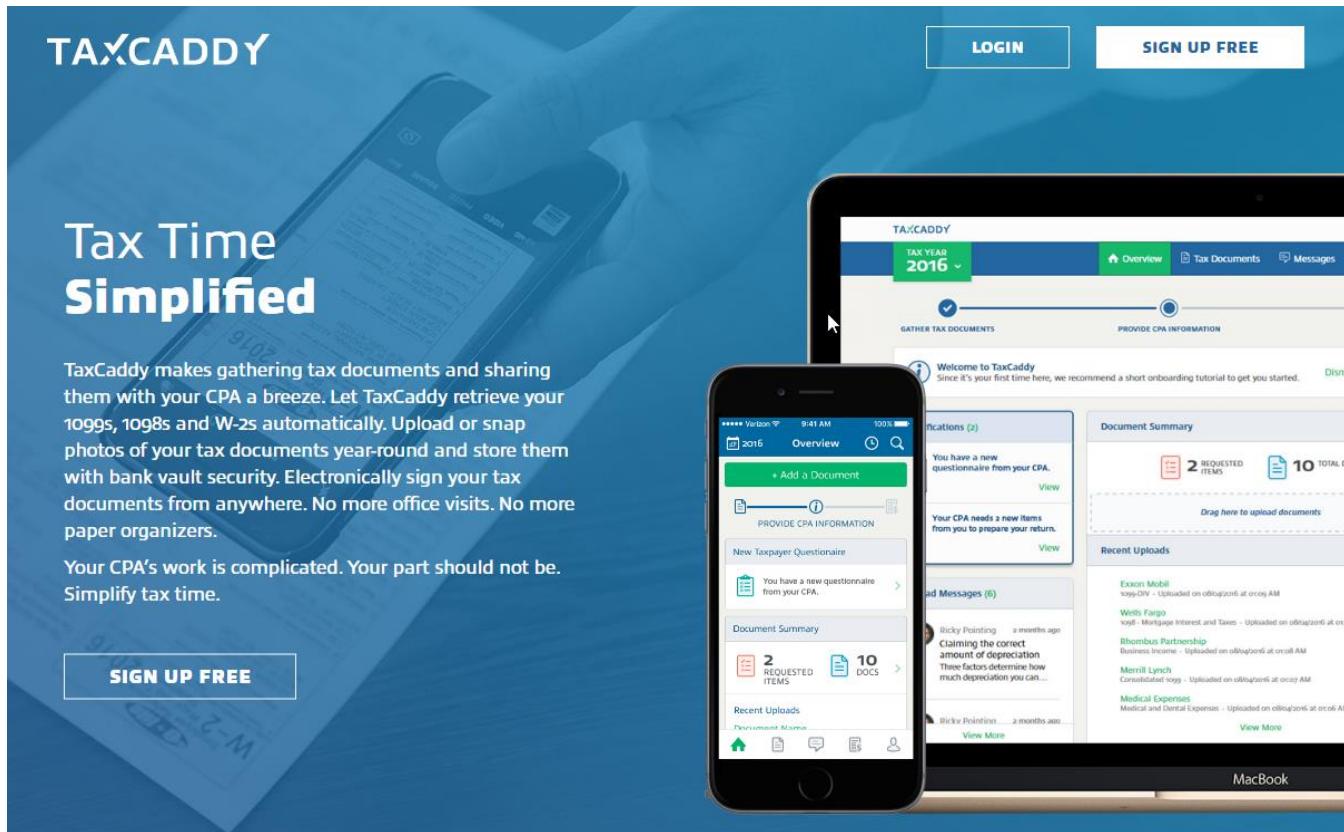


See Taxpayer View: [Overview](#)

Go back to [Quick Start Guide](#). Next: Customize the [Invite and Reminder templates](#).

Taxpayer view

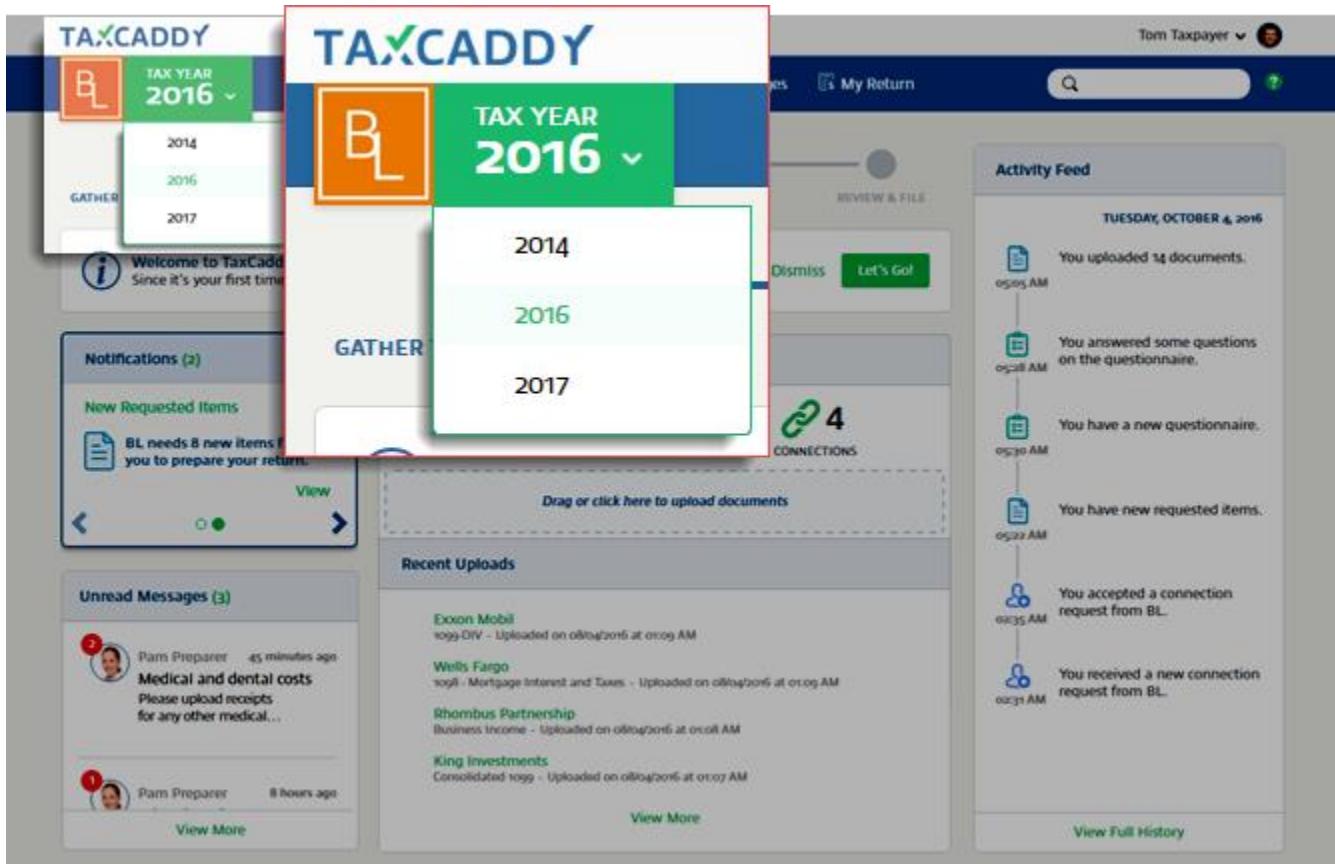
Here's what your clients see on the taxpayer-facing side of TaxCaddy.



Overview

Overview gives your client a snapshot of everything in their account. Here's what your client sees.

1. If your account is connected with your CPA, your CPA's logo appears on the far left of the navigation bar. By default, the tax year is set to the current tax year, but you can access previous or future tax years using the drop-down menu.



2. Navigation to Overview, Tax Documents, Messages, My Return, search bar and the user menu (access Settings here) appears on the top bar.

The screenshot displays the TAXCADDY software interface. At the top, there is a navigation bar with the following items from left to right: TAXCADDY logo, TAX YEAR 2016 dropdown, Overview (highlighted in green), Tax Documents, Messages, My Return, a search bar, and a help icon. Below the navigation bar is another set of tabs: Overview, Tax Documents, Messages, and My Return, also with the Overview tab highlighted in green. A search bar and a help icon are located to the right of these tabs. The main content area is divided into several sections:

- Notifications (2)**: A box containing "New Requested Items" from "BL" with the message: "BL needs 8 new items from you to prepare your return." It includes a "View" button and navigation arrows.
- Document Summary**: Shows 8 REQUESTED ITEMS, 14 TOTAL DOCS, and 4 CONNECTIONS. It includes a "Drag or click here to upload documents" area.
- Recent Uploads**: A list of uploaded documents:
 - Exxon Mobil 1099-DF - Uploaded on 08/04/2016 at 01:09 AM
 - Wells Fargo 1098 - Mortgage Interest and Taxes - Uploaded on 08/04/2016 at 01:09 AM
 - Rhombus Partnership Business Income - Uploaded on 08/04/2016 at 01:08 AM
 - King Investments Consolidated 1099 - Uploaded on 08/04/2016 at 01:07 AM
 A "View More" link is at the bottom of this section.
- Activity Stream**: A vertical column on the right showing recent events:
 - 05:30 AM: You answered some questions on the questionnaire.
 - 05:30 AM: You have a new questionnaire.
 - 05:30 AM: You have new requested items.
 - 05:35 AM: You accepted a connection request from BL.
 - 05:35 AM: You received a new connection request from BL.
 A "View Full History" link is at the bottom of this section.

3. The progress bar tells you where you are in the tax preparation process.

The screenshot shows the TAXCADDY software interface. At the top, there's a navigation bar with 'TAXCADDY' logo, 'TAX YEAR 2016', and user information ('Tom Taxpayer'). Below the navigation bar is a horizontal progress bar divided into three segments: 'GATHER TAX DOCUMENTS' (checkmark), 'PROVIDE CPA INFORMATION' (circle), and 'REVIEW & FILE' (circle). The 'GATHER TAX DOCUMENTS' segment is highlighted with a red border. The main area contains three large boxes: 'GATHER TAX DOCUMENTS' (with a note from 'BL' about 8 new items needed), 'PROVIDE CPA INFORMATION' (showing 8 requested items, 14 total docs, and 4 connections), and 'REVIEW & FILE'. To the right is an 'Activity Feed' section with a timeline of events:

- 09:30 AM: You have a new questionnaire.
- 09:32 AM: You have new requested items.
- 09:35 AM: You accepted a connection request from BL.
- 09:35 AM: You received a new connection request from BL.

At the bottom left, there's a 'Unread Messages (3)' section with a message from 'Pam Preparer' about medical and dental costs. A 'View More' button is at the bottom right of the main content area.

4. Notifications alert you when something in your account needs action.

The screenshot shows the TaxCaddy software interface. At the top, there's a navigation bar with 'TAXCADDY' logo, 'TAX YEAR 2016' dropdown, and user profile 'Tom Taxpayer'. Below the navigation is a progress bar with three steps: 'GATHER TAX DOCUMENTS' (checkmark), 'PROVIDE CPA INFORMATION' (circle), and 'REVIEW & FILE' (grey circle). A welcome message 'Welcome to TaxCaddy' with a 'Dismiss' button and a 'Let's Get Started' button is displayed. On the left, there's a sidebar with 'Notifications (2)' and 'Unread Messages (3)'. The 'Notifications' section shows 'New Requested Items' from 'BL' with a 'View' button. The 'Unread Messages' section shows a message from 'Pam Preparer' about medical costs with a red arrow pointing to it. The main content area has a large 'Notifications (2)' box with 'New Requested Items' from 'BL' needing 3 items. To the right is an 'Activity Feed' for 'TUESDAY, OCTOBER 4, 2016' showing various events like document uploads and connection requests.

Activity Feed

TUESDAY, OCTOBER 4, 2016

- 09:05 AM You uploaded 14 documents.
- 09:07 AM You answered some questions on the questionnaire.
- 09:30 AM You have a new questionnaire.
- 09:32 AM You have new requested items.
- 09:35 AM You accepted a connection request from BL.
- 09:35 AM You received a new connection request from BL.

[View Full History](#)

5. Click the Questionnaire notification to access your questionnaire.

The screenshot shows the TAXCADDY software interface. At the top, there's a navigation bar with links for Overview, Tax Documents, Messages, and My Return. A search bar and a user profile for "Tom Taxpayer" are also at the top. Below the navigation, a banner indicates it's the "TAX YEAR 2016". The main content area is titled "Tax Questionnaire" and shows a status message: "Last Updated on 08/01/2016 at 08:45 AM by Tom Taxpayer". It displays a progress bar showing "82% COMPLETED" with "18 of 22 Questions Answered". A message below states: "In order to prepare your return, this questionnaire must be completed. If you have any questions, please message your CPA in the message panel or use the comment tool provided with each question." There are two buttons: "All Questions" and "Unanswered". Two specific questions are listed:

- 3 | Did you make any large purchases, such as a motor vehicle or boat in 2015? If so, please provide the invoice amount and sales tax paid on the transaction.
- 4 | Did you receive dividend income on shares of stock that you did not own for at least 60 days during the 120-day period beginning 120 days before the ex-dividend date?

6. Document Summary displays the number of requested items, uploaded documents, and Connections. Your recent uploads appear below the document summary.

The screenshot shows the TaxCaddy software interface. At the top, there's a navigation bar with 'TAXCADDY' logo, 'TAX YEAR 2016' dropdown, and links for 'Overview', 'Tax Documents', 'Messages', 'My Return', and a search bar. Below the navigation is a progress bar with three steps: 'GATHER TAX DOCUMENTS' (checkmark), 'PROVIDE CPA INFORMATION' (circle), and 'REVIEW & FILE' (grey circle). A welcome message box says 'Welcome to TaxCaddy' and suggests an onboarding tutorial. To the right is an 'Activity Feed' showing a log of recent user actions: 'You uploaded 14 documents.' at 08:05 AM and 'You answered some questions on the questionnaire.' at 08:07 AM, both on Tuesday, October 4, 2016. The main content area is titled 'Document Summary' and displays three key metrics: 'REQUESTED ITEMS' (8), 'TOTAL DOCS' (14), and 'CONNECTIONS' (4). Below these is a red dashed box containing the text 'Drag or click here to upload documents'. Underneath is a section titled 'Recent Uploads' listing four documents: 'Exxon Mobil 1099-DIV - Uploaded on 08/04/2016 at 01:09 AM', 'Wells Fargo 1098 - Mortgage Interest and Taxes - Uploaded on 08/04/2016 at 01:09 AM', 'Rhombus Partnership Business Income - Uploaded on 08/04/2016 at 01:08 AM', and 'King Investments Consolidated 1099 - Uploaded on 08/04/2016 at 01:07 AM'. A 'View More' link is at the bottom of this list.

[See more about Overview on the taxpayer-facing TaxCaddy Help Center.](#)

Invite and Connection Request

Here's what your clients see in the Invite and Connection Request.

1. Click the **Sign Up Free** button in your Invite or Reminder email.

The screenshot shows an email invitation from TaxCaddy. At the top is the TaxCaddy logo. Below it, the subject line reads "You have been invited to create a TaxCaddy account". The body of the email starts with "Mr. Taxpayer," followed by "BL has invited you to create your free TaxCaddy account! TaxCaddy simplifies tax time by allowing you to:" and a bulleted list of features. After the list, it says "TaxCaddy enables you to do all this from your PC/Mac or mobile phone (native iOS and Android apps coming soon!). Tax time, simplified. Sincerely, Pam Preparer". At the bottom is a green "Sign Up Free" button, and at the very bottom of the email is the TaxCaddy address: "TaxCaddy, 17890 Sky Park Circle, Suite 100, Irvine, CA 92614".

You have been invited to create a TaxCaddy account

Mr. Taxpayer,

BL has invited you to create your free TaxCaddy account!

TaxCaddy simplifies tax time by allowing you to:

- Easily gather documents year-round by
 - Uploading them from your PC or Mac
 - Automatically retrieving them from financial institutions and payroll service providers (e.g., W-2s, 1099s, 1098s)
 - Taking a photo of them with your mobile phone
- Deliver all documents to BL electronically
- Complete questionnaires online
- Review and e-sign documents
- Review and approve your tax return

TaxCaddy enables you to do all this from your PC/Mac or mobile phone (native iOS and Android apps coming soon!).

Tax time, simplified.

Sincerely,

Pam Preparer

Sign Up Free

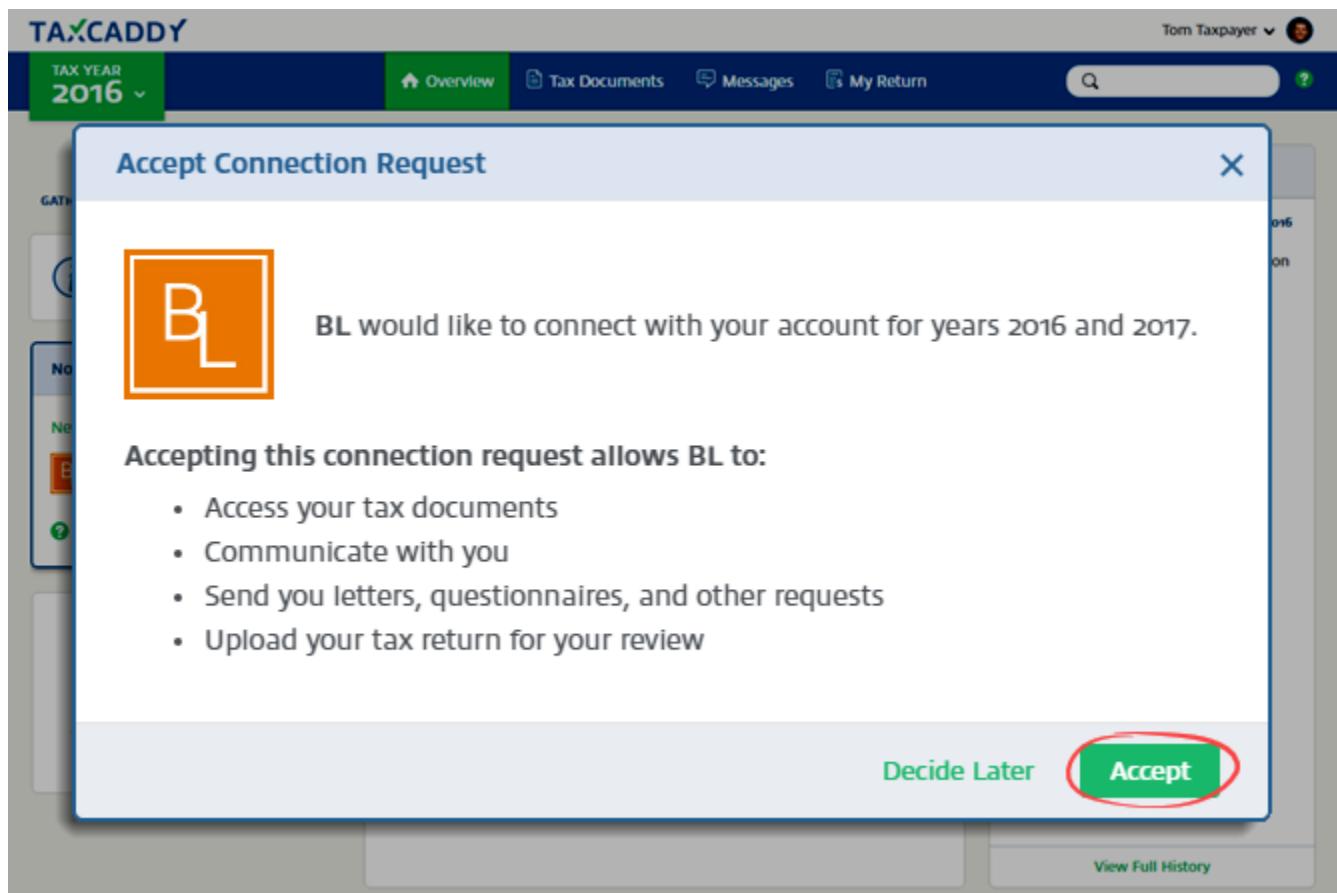
TaxCaddy
17890 Sky Park Circle, Suite 100
Irvine, CA 92614

2. On the New Connection Request notification on the Notifications panel, click **View Request**.

The screenshot shows the TaxCaddy software interface. At the top, there's a navigation bar with tabs for Overview, Tax Documents, Messages, and My Return. A search bar and a help icon are also present. Below the navigation bar, there are three main workflow steps: GATHER TAX DOCUMENTS, PROVIDE CPA INFORMATION, and REVIEW & FILE. The GATHER TAX DOCUMENTS step contains a welcome message and a notifications section. The Notifications section shows one unread item: "New Connection Request" from "BL". A red box highlights this notification, and a red oval highlights the "View Request" button next to it. To the right of the notifications, there's an Activity Feed showing a recent connection request from "BL" on Tuesday, October 4, 2016, at 02:31 AM. A "View Full History" link is at the bottom of the activity feed.

- To accept the connection, click **Accept**. Your CPA is now connected to your TaxCaddy account. You'll receive notifications when your CPA issues a questionnaire and requested items.

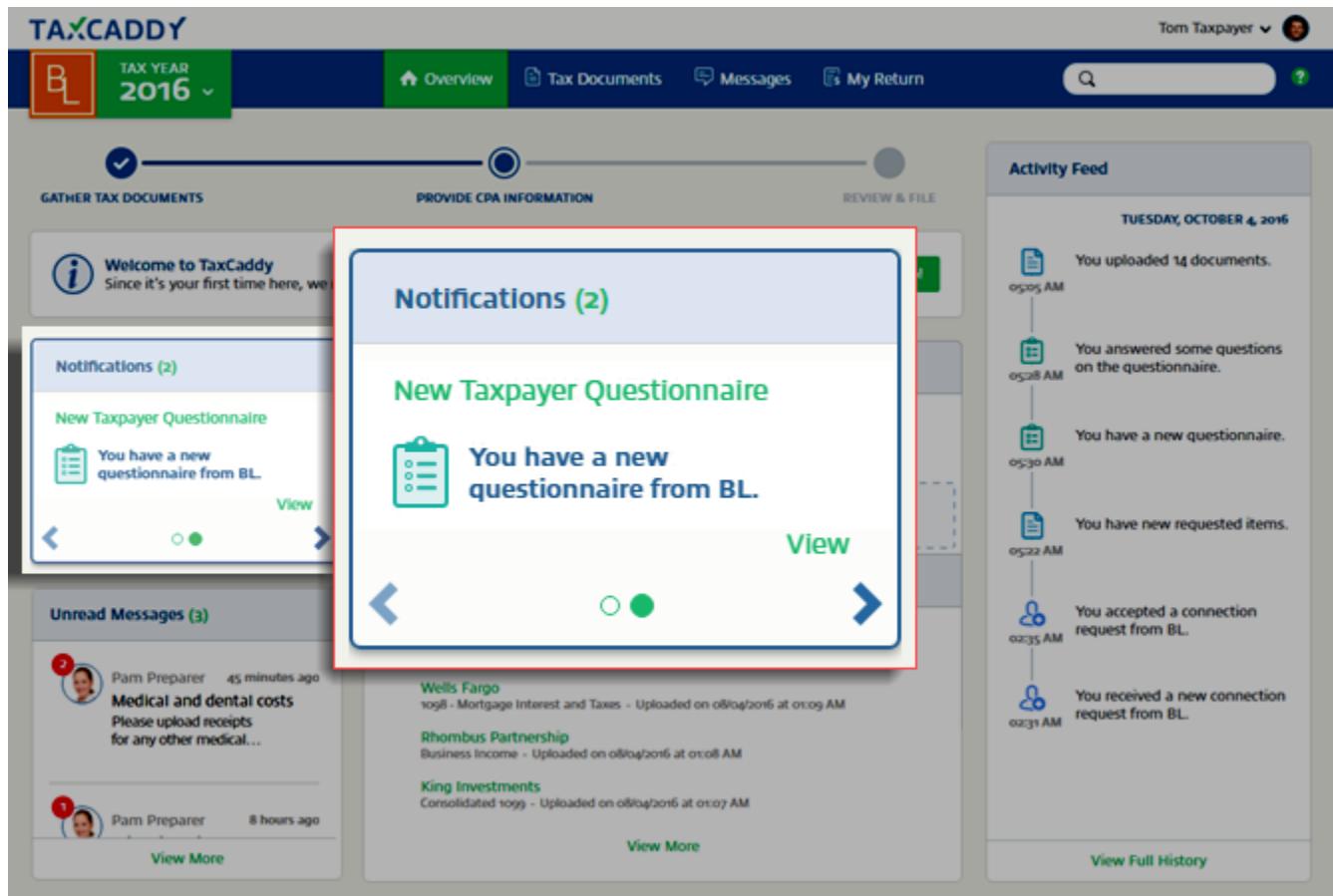
Tip: The client must accept your Connection Request to appear as Connected on the Client Management screen.



Filling out the Questionnaire

Here's what your clients see when filling out the questionnaire.

1. On the Notifications panel, click the arrow until you see the notification that says you have a new questionnaire and then click **View**.



2. Start answering questions. The questionnaire saves your answers automatically, so you can leave the page without losing your progress. Your CPA is automatically notified when you complete the questionnaire.

The screenshot shows the TAXCADDY software interface. At the top, there's a navigation bar with 'TAXCADDY' logo, 'Tom Taxpayer' profile, and a search bar. Below the navigation bar, a green header bar indicates 'TAX YEAR 2016'. The main content area is titled 'Tax Questionnaire' and shows 'Last Updated on 08/01/2016 at 08:45 AM by Tom Taxpayer'. A progress bar on the right shows '82% COMPLETED' with '18 of 22 Questions Answered'. Below the title, a message says 'In order to prepare your return, this questionnaire must be completed. If you have any questions, please message your CPA in the message panel or use the comment tool provided with each question.' There are two buttons: 'All Questions' and 'Unanswered'. Two specific questions are listed:

- 3 | Did you make any large purchases, such as a motor vehicle or boat in 2015? If so, please provide the invoice amount and sales tax paid on the transaction.
- 4 | Did you receive dividend income on shares of stock that you did not own for at least 60 days during the 120-day period beginning 120 days before the ex-dividend date?

CPA files Questionnaire to Tax Documents

Here's what your client sees when you file their questionnaire to Tax Documents.

- Your clients see a notification indicating that you have filed their questionnaire to Tax Documents.

The screenshot shows the TaxCaddy client interface. At the top, there is a navigation bar with tabs for Overview, Tax Documents, Messages, and My Return. A search bar and a help icon are also present. Below the navigation bar, there is a progress bar with three steps: GATHER TAX DOCUMENTS (checkmark), PROVIDE CPA INFORMATION (circle), and REVIEW & FILE (grey circle). A welcome message from TaxCaddy is displayed, along with a 'Dismiss' button and a 'Let's Get Started' button. On the left, there are sections for Notifications (2) and Unread Messages (3). A red arrow points from the 'Unread Messages' section to a specific message from 'Pam Preparer'. This message contains a note about medical and dental costs. In the center, a large box highlights a 'Notifications (2)' section with a 'Questionnaire Filed' message from 'BL just filed your questionnaire to Tax...'. On the right, there is an 'Activity Feed' section showing recent events like document uploads and connection requests. A 'View Full History' button is at the bottom of the activity feed.

- The questionnaire is moved to Tax Documents under the category Questionnaire. Once you file the questionnaire to Tax Documents, the client won't be able to answer or edit any questions.

Tax Documents

Tax Documents is where your clients upload, organize and manage their tax documents. The Tax Documents screen has two views: Requested Items and Uploaded Tax Documents. Here's what your client sees.

1. Documents your CPA needs you to upload, review or sign appear in Requested Items under sections titled To Review, To Sign and To Upload.

The screenshot shows the TAXCADDY Tax Documents interface. At the top, there is a navigation bar with tabs for Overview, Tax Documents (which is selected), Messages, My Return, and a search bar. Below the navigation bar, there are two main sections: "View Requested Items and Manage Your Tax Documents" and "Connections".

View Tax Documents

Requested Items (14) **Uploaded Tax Documents (16)**

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

To Review (1)

DOCUMENT NAME	REQUESTED ON
Disclosures CPA Letters	01/24/2017 - 02:48 PM

To Sign (2)

DOCUMENT NAME	REQUESTED ON
e-file Authorization CPA Letters	01/24/2017 - 02:48 PM
New York State e-file Authorization CPA Letters	01/24/2017 - 02:48 PM

To Upload (5)

DOCUMENT NAME	REQUESTED ON
Taxpayer (75-2148963) W-2 (Household Employee)	01/20/2017 - 12:54 PM
Taxpayer (85-6074122)	

2. The documents you've already uploaded to your account appear in Uploaded Tax Documents.

The screenshot shows the TaxCaddy software interface with a red border around the 'Uploaded Tax Documents' section. At the top, there's a navigation bar with 'TAX CADDY TAX YEAR 2016', 'Overview', 'Tax Documents' (which is highlighted in green), 'Messages', 'My Return', a search bar, and a help icon. Below the navigation is a header with 'View Requested Items and Manage Your Tax Documents' and 'Connections'. The main area has tabs for 'Requested Items (8)' and 'Uploaded Tax Documents (14)'. A large dashed box contains the instruction 'Drag and drop or click to upload documents like W-2s, 1099s, 1098s, Schedule K-1s, etc.' Below this, under 'W-2 (Wages) (1)', is a table with columns 'DOCUMENT NAME' and 'UPLOADED ON'. The first entry is 'Primary income W-2' uploaded on '02/10/2017 - 04:40 PM'. Under '1099s (Banks and Brokerages) (4)', there are four entries in a table with columns 'DOCUMENT NAME' and 'UPLOADED ON'. The entries are: 'Exon 1099 Composite' uploaded on '02/10/2017 - 04:40 PM'; 'Brokerage Accounts Charles Schwab' uploaded on '02/20/2017 - 10:01 AM'; 'Brokerage Accounts Merrill Lynch' uploaded on '02/20/2017 - 10:02 AM'; and 'Exon 1099 Exxon' uploaded on '02/07/2017 - 12:22 PM'.

DOCUMENT NAME	UPLOADED ON
Primary income W-2	02/10/2017 - 04:40 PM

DOCUMENT NAME	UPLOADED ON
Exon 1099 Composite	02/10/2017 - 04:40 PM
Brokerage Accounts Charles Schwab	02/20/2017 - 10:01 AM
Brokerage Accounts Merrill Lynch	02/20/2017 - 10:02 AM
Exon 1099 Exxon	02/07/2017 - 12:22 PM

[See more about Tax Documents on the taxpayer-facing TaxCaddy Help Center.](#)

Signing and reviewing documents (Requested Items)

Here's what your clients see when reviewing or signing documents. [See the related article on the taxpayer facing TaxCaddy Help Center.](#)

When you add new Requested Items for your client, they receive a notification informing them that you need items from them.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with tabs for Overview, Tax Documents, Messages, My Return, and a search bar. Below the navigation bar, a progress bar indicates the user is at the 'GATHER TAX DOCUMENTS' step. A welcome message for a first-time user is displayed. The main area shows a 'Notifications' section with a red box highlighting a message from 'BL' stating 'BL needs 3 new items from you to prepare your return.' There is also a message from 'Pam Preparer' about medical and dental costs. To the right, an 'Activity Feed' shows recent events like document uploads and connection requests. A cursor is hovering over the 'View' button next to the 'New Requested Items' message.

1. Requested Items and appear in the Requested Items view. Click an item to start fulfilling the request.

Note: To Upload Requested Items are coming soon in a future release.

The screenshot shows the TAXCADDY software interface with the following sections:

- Top Navigation:** TAXCADDY logo, TAX YEAR 2016 dropdown, Overview, Tax Documents, Messages, My Return, and a search bar.
- Main Header:** View Requested Items and Manage Your Tax Documents, Connections.
- Section Headers:**
 - View Tax Documents:** Requested Items (8) [highlighted by a red box], Uploaded Tax Documents (14), Upload Docs, and a grid icon.
 - To Review (1):** DOCUMENT NAME: Disclosures CPA Letters, REQUESTED ON: 01/24/2017 - 02:48 PM.
 - To Sign (2):** DOCUMENT NAME: e-file Authorization CPA Letters, REQUESTED ON: 01/24/2017 - 02:48 PM; DOCUMENT NAME: New York State e-file Authorization CPA Letters, REQUESTED ON: 01/24/2017 - 02:48 PM.
 - To Upload (5):** DOCUMENT NAME: Taxpayer (75-2148963) W-2 (Household Employee), REQUESTED ON: 01/20/2017 - 12:54 PM; DOCUMENT NAME: Taxpayer (85-6974123) W-2 (Household Employee), REQUESTED ON: 01/20/2017 - 12:54 PM; DOCUMENT NAME: Taxpayer 1098-E (Student Loan Interest), REQUESTED ON: 01/20/2017 - 12:54 PM; DOCUMENT NAME: Spouse [partially visible].
- Activity Feed:** Tom Taxpayer changed the category of the document Charles Schwab. [with a timestamp of 8 minutes ago].

2. The document opens in the document viewer. If you are satisfied with the document, click **Sign & Accept** or **Review**. If the document requires your spouse's signature but you have not added your spouse as an additional user on your TaxCaddy account, you are prompted to invite your spouse to join TaxCaddy so they can complete signing the document.

For Top Review items, this is the last step. For To Sign items, continue to the next step.

The screenshot shows the TaxCaddy software interface with the following details:

- Header:** TAXCADDY, TAX YEAR 2016, Overview, Tax Documents, Messages, My Return, Search, Tom Taxpayer.
- Document Title:** e-file Authorization, Uploaded on 03/16/2017 at 04:10 PM by Pam Preparer.
- Document Content:**
 - Form 8879 IRS e-file Signature Authorization:** CMB No. 1545-0074, 2016.
 - Submission Identification Number (SID):** 1
 - Taxpayer's name:** Tom Taxpayer, Social security number: 444-33-2222.
 - Spouse's name:** Tina Taxpayer, Spouse's social security number: 555-44-3333.
 - Part I - Tax Return Information – Tax Year Ending December 31, 2016:** Includes lines 1 through 5.
 - Part II - Taxpayer Declaration and Signature Authorization:** Details the declaration, including the right to receive a copy of the return, and authorizes the U.S. Treasury to initiate an ACH electronic funds withdrawal (direct debit) entry to the financial institution account indicated in the tax preparation software for payment of my federal taxes owed by this return, including the amount of estimated tax, and the financial institution to which the payment is to be made in full force and effect until I notify the U.S. Treasury Financial Agent to terminate the agreement.
 - PIN Section:** Taxpayer's PIN: check one box only, Spouse's PIN: check one box only.
 - Buttons:** Decline, Sign & Accept (circled in red).

3. Enter your first name and then click **Submit**.

The screenshot shows the TAXCADDY software interface. At the top, there's a navigation bar with tabs for Overview, Tax Documents, Messages, My Return, and a search bar. Below the navigation bar, a message is displayed: "e-file Authorization Uploaded on 03/16/2017 at 04:10 PM by Pam Preparer". On the right side of the screen, there are CPA Letters and Messages sections. A large central window is titled "Sign Document" and contains the instruction: "To proceed with signing this document, please provide your first name:". Below this, a text input field shows "First Name: Tom". At the bottom right of this window are two buttons: "Cancel" and "Submit", with "Submit" being circled in red. In the background, there are sections for "Taxpayer's PIN: check one box only" and "Spouse's PIN: check one box only", both with checkboxes and input fields. There are also "Decline" and "Sign & Accept" buttons. A message box on the right says "Type a message..." with a "Send" button. At the bottom left of the main window, it says "Awaiting Signature".

- If you are required to verify your identity at the time of signing the document, the Knowledge-based Authentication window appears. Enter the required information and then click **Submit**.

Tip: If the document requires your spouse's signature, your spouse will be prompted to verify their identity using the same knowledge-based authentication process, and may complete their signature process at the same time as you. If either the taxpayer or spouse fails the identity verification, both will be required to sign the document manually.

Knowledge-based Authentication

IRS requires that we verify your identity before you can sign this document. Providing the information below will help verify your identity using knowledge-based authentication.

All fields are mandatory.

First Name	Tom		
Last Name	Taxpayer		
Street	222333 PEACHTREE PLACE		
City	ATLANTA	State	Georgia
ZIP Code	30318		
Last 4 of SSN	****		
DOB (MM/YYYY)	02/1975		

Cancel Submit

Important: If we can't locate an identity record associated with the taxpayer's information, they will see the error message below. In this case, they should [download the document](#) and sign it manually.

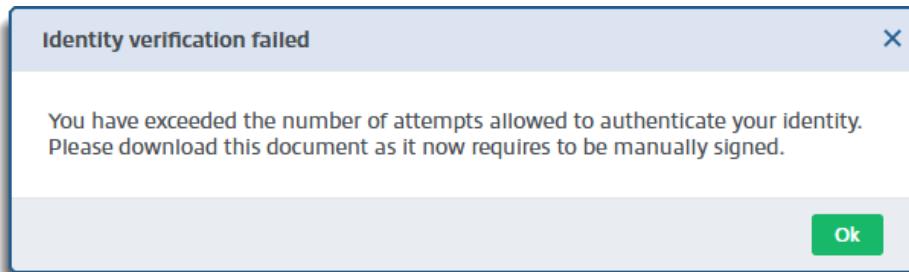


Unable to locate an identity record corresponding to the information given below. Please verify your answers and try again.

5. A knowledge-based authentication question appears. Select the correct answer and click **Next**. Repeat this step until you have answered all four knowledge-based authentication questions.

The screenshot shows the TAXCADDY software interface. At the top, there's a navigation bar with tabs for 'Overview', 'Tax Documents', 'Messages', 'My Return', and a search bar. The 'Tax Year 2016' dropdown is also visible. Below the navigation bar, there's a section titled 'View Requested Items and Manage Your Tax Documents' and a 'Connections' section. A central modal window is open, titled 'Knowledge-based Authentication'. It contains the text: 'Answer the following knowledge-based authentication questions to proceed with signing the document (attempt 1 of 3).'. Below this, a question is asked: 'Between 1979 and 1980, in which State did you live?'. Four options are listed with radio buttons: 'NEW YORK' (selected), 'KENTUCKY', 'OHIO', and 'None of the above'. At the bottom of the modal, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted in green. Below the modal, there's a timeline showing activity: 'Taxpayer 1098-E (Student Loan Interest) 01/20/2017 - 12:54 PM' and 'Tom Taxpayer uploaded the Childcare expenses sheet. View Full History'.

Tip: You are allowed three attempts to correctly answer a set of four questions, after which the document is moved to Uploaded Tax Documents, that status is updated to **Manual Signature Required** and you must [download the document](#) and sign it manually.



6. TaxCaddy confirms you signed the document. The signed document is moved to Uploaded Tax Documents under the category CPA Letters and your CPA is notified that you have signed the document.

View Tax Documents

Requested Items (8) **Uploaded Tax Documents (14)**

Drag and drop or click to upload documents

To Review (1)

DOCUMENT NAME	REQUESTED ON
New York State e-file Authorization CPA Letters	01/24/2017 - 02:48 PM

To Sign (1)

DOCUMENT NAME	REQUESTED ON
New York State e-file Authorization CPA Letters	01/24/2017 - 02:48 PM

To Upload (5)

DOCUMENT NAME	REQUESTED ON
Taxpayer (75-2148963) W-2 (Household Employee)	01/20/2017 - 12:54 PM
Taxpayer (85-6974123) W-2 (Household Employee)	01/20/2017 - 12:54 PM
Taxpayer (75-2148963) W-2 (Household Employee)	01/20/2017 - 12:54 PM
Taxpayer (75-2148963) W-2 (Household Employee)	01/20/2017 - 12:54 PM
Taxpayer (75-2148963) W-2 (Household Employee)	01/20/2017 - 12:54 PM

Connections

Activity Feed

TODAY

- Tom Taxpayer changed the category of the document Charles Schwab. 8 minutes ago
- Tom Taxpayer uploaded the Wells Fargo. 13 minutes ago
- Tom Taxpayer uploaded the Merrill Lynch. 13 minutes ago
- Tom Taxpayer uploaded the Chase. 13 minutes ago
- Tom Taxpayer uploaded the Bank of America. 13 minutes ago
- Tom Taxpayer uploaded the Charles Schwab. 13 minutes ago
- Tom Taxpayer uploaded the Childcare expenses sheet. 13 minutes ago

[View Full History](#)

- Sign other documents that require ID verification in the same login session to skip the knowledge-based authentication steps.

Tip: Remember, documents that require your spouse's signature will require your spouse to complete the same ID verification process.

The screenshot shows the TAXCADDY software interface. At the top, there is a navigation bar with tabs for Overview, Tax Documents, Messages, My Return, and a search bar. The main area is titled "View Requested Items and Manage Your Tax Documents". It displays two sections: "To Review (1)" and "To Sign (1)".

To Review (1):

DOCUMENT NAME	REQUESTED ON
Disclosures CPA Letters	01/24/2017 - 02:48 PM

To Sign (1):

DOCUMENT NAME	REQUESTED ON
New York State e-file Authorization CPA Letters	01/24/2017 - 02:48 PM

Activity Feed:

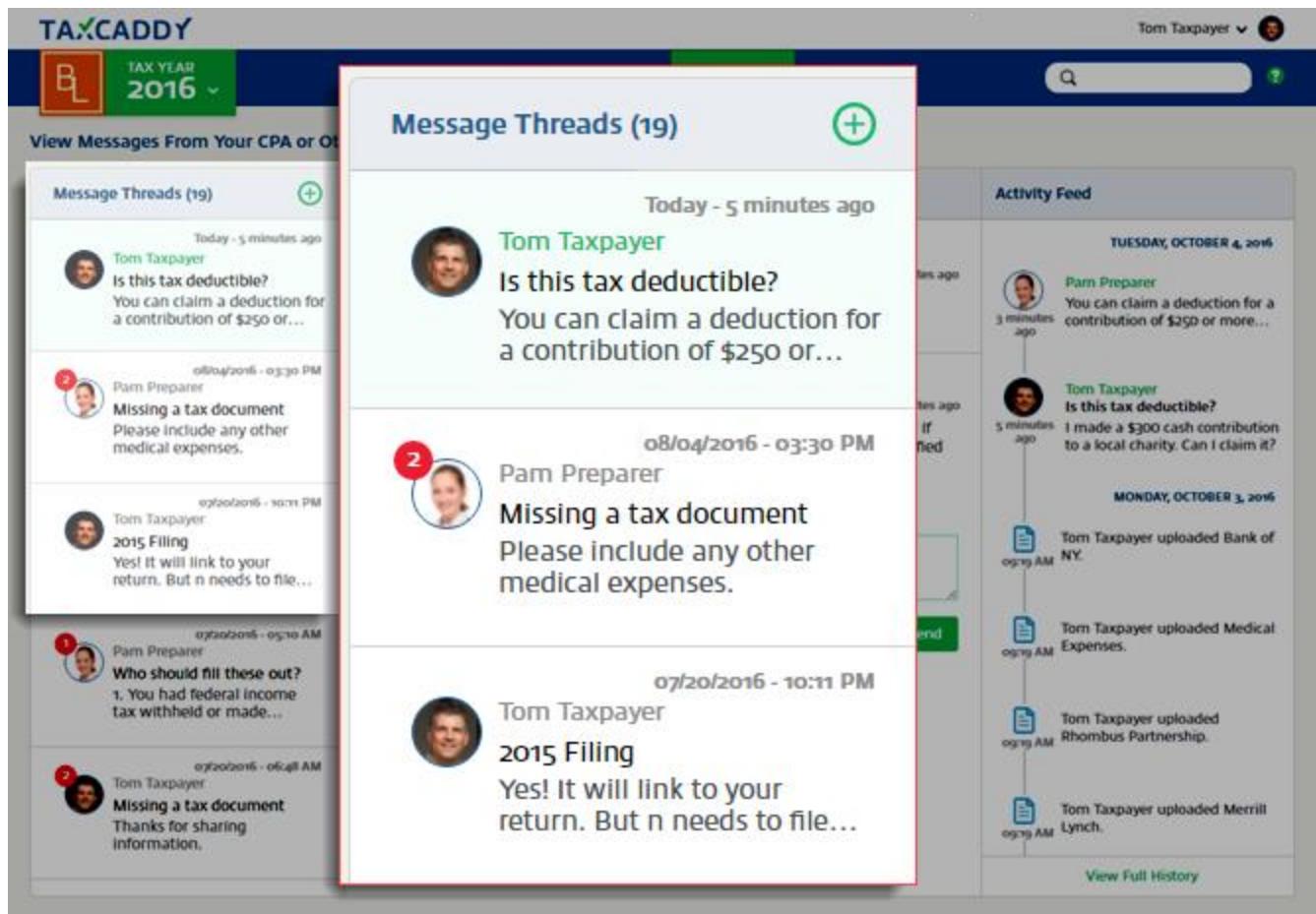
TODAY

- Tom Taxpayer changed the category of the document Charles Schwab. 8 minutes ago
- Tom Taxpayer uploaded the Wells Fargo. 13 minutes ago
- Tom Taxpayer uploaded the Merrill Lynch. 13 minutes ago
- Tom Taxpayer uploaded the Chase. 13 minutes ago

Messages

Messages helps your client keep track of their correspondence with your firm. Here's what your client sees.

1. Click a thread to view messages or click  to create a new thread. The red badge indicates the number of unread messages in each thread.



Message Threads (19)

Today - 5 minutes ago

Tom Taxpayer

Is this tax deductible?
You can claim a deduction for a contribution of \$250 or...

08/04/2016 - 03:30 PM

Pam Preparer

Missing a tax document
Please include any other medical expenses.

07/20/2016 - 10:11 PM

Tom Taxpayer

2015 Filing
Yes! It will link to your return. But n needs to file...

07/20/2016 - 05:10 AM

Pam Preparer

Who should fill these out?
1. You had federal income tax withheld or made...

07/20/2016 - 06:41 AM

Tom Taxpayer

Missing a tax document
Thanks for sharing information.

Activity Feed

TUESDAY, OCTOBER 4, 2016

Pam Preparer
You can claim a deduction for a contribution of \$250 or...

3 minutes ago

Tom Taxpayer

Is this tax deductible?
I made a \$300 cash contribution to a local charity. Can I claim it?

MONDAY, OCTOBER 3, 2016

09:19 AM

Tom Taxpayer uploaded Bank of NY.

09:19 AM

Tom Taxpayer uploaded Medical Expenses.

09:19 AM

Tom Taxpayer uploaded Rhombus Partnership.

09:19 AM

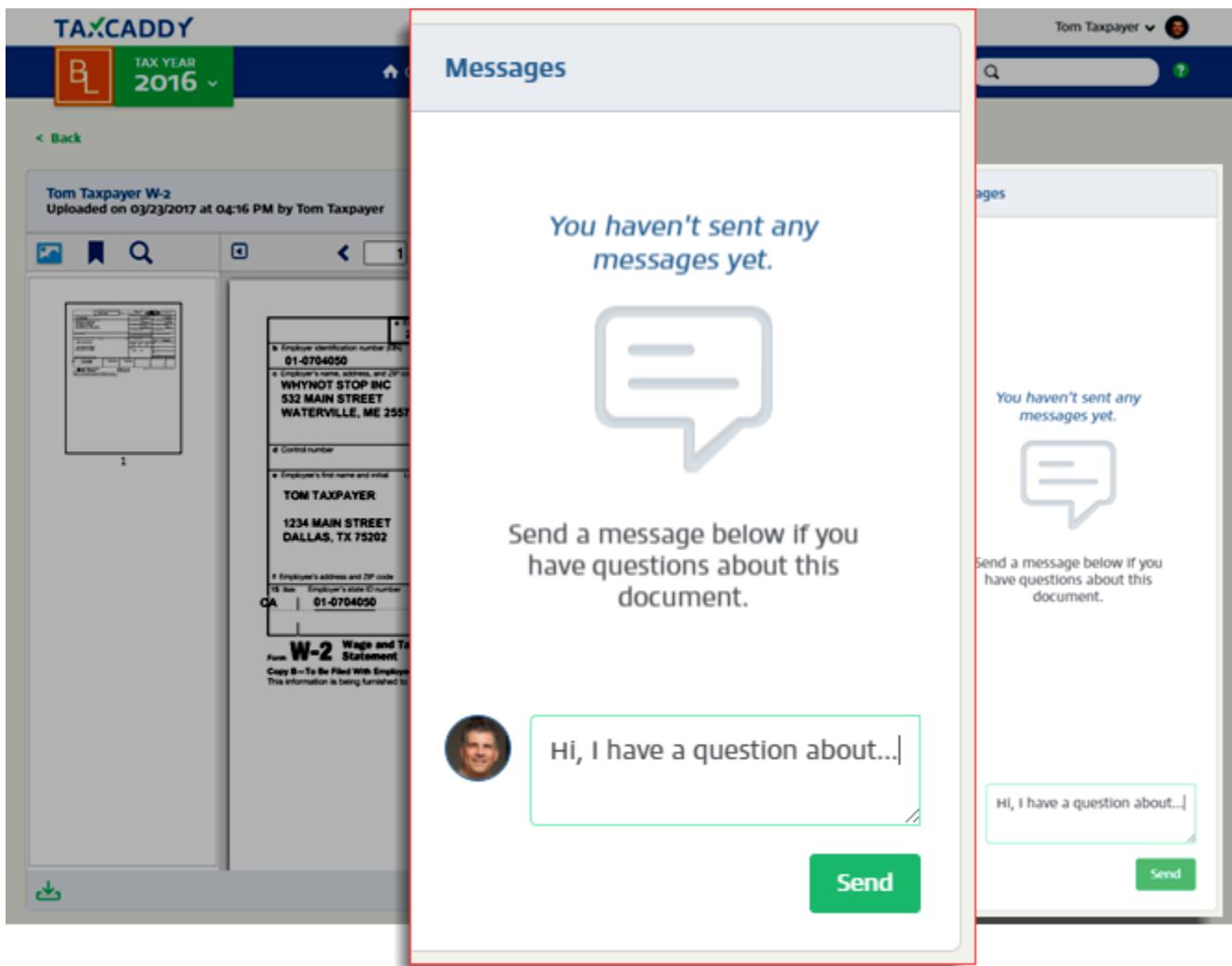
Tom Taxpayer uploaded Merrill Lynch.

[View Full History](#)

- When you open or create a thread it appears in the center panel.

The screenshot shows the TAXCADDY software interface. At the top, there's a navigation bar with tabs for Overview, Tax Documents, Messages (which is selected), and My Return. A search bar and a help icon are also at the top right. The main area is titled "View Messages From Your CPA or Other Service Providers". On the left, there's a sidebar with a "Message Threads (19)" section and a plus sign to add new threads. The main content area displays a conversation between "Tom Taxpayer" and "Pam Preparer".
Tom Taxpayer: Is this tax deductible?
You can claim a deduction for a contribution of \$300.
Pam Preparer: You can claim a deduction for a contribution of \$250 or more only if you have an acknowledgment of your contribution from the qualified organization or certain payroll deduction records.
Tom Taxpayer: Thanks, I'll upload the letter of receipt.
Send button

3. Associate messages with specific documents by messaging from the document's message panel. There are message panels on the questionnaire, each document, and on each version of your tax return.



[See more about Messages on the taxpayer-facing TaxCaddy Help Center.](#)

Viewing messages

All your client's threads are visible in the Message Threads panel, with a red badge indicating the number of unread messages in each thread. They can also create a new message thread here by clicking the **New** icon (green plus sign). When they open a thread or create a new thread, it appears in the center panel.

Message Threads (19)	Questionnaire	Activity Feed
 Tom Taxpayer Questio... Today - 11 minutes ago Yes, please do.	 Tom Taxpayer Questionnaire Can I count my houseboat as a large purchase?	TUESDAY, OCTOBER 4, 2016  0530 AM The questionnaire was completed
 Pam Preparer Missing ... 08/04/2016 - 03:30 PM Please include any other medical expenses.	 Tom Taxpayer Yes, please do.	 0528 AM You have responded to the questions
 Tom Taxpayer 2015 Filin... 07/20/2016 - 10:11 PM Yes! It will link to your return. But n needs to file...	 Reply to this message...	 0522 AM Documents have been uploaded.
 Pam Preparer Who Sho... 07/20/2016 - 05:10 AM 1. You had federal income tax withheld or made...		 0522 AM Request Item has created.
 Tom Taxpayer Form 104... 07/20/2016 - 06:48 AM Thanks for sharing information.		 0522 AM Document upload initiated.

My Return

My Return is where your client will view and approve their tax return.

The screenshot shows the 'My Return' section of the TaxCaddy software. At the top, there's a navigation bar with tabs for Overview, Tax Documents, Messages, My Return (which is selected and highlighted in green), and a search bar. The main area displays a tax return document titled '2016 Tax Return(s)'. The document includes fields for 'Prepared for' (Mr. Tom Taxpayer, Client Code: 2016_Ash01), 'Account Number' (132360), 'Release Number' (2016.02050.333.v1), 'Prepared by' (Pam Preparer), and 'Processing' (Date: 02/18/2017, Time: 05:12:56). On the left side, there's a sidebar with three preview thumbnails labeled 1, 2, and 3, each showing a different page of the tax return. A red box highlights the entire main content area of the interface.

See more about My Return on the taxpayer-facing TaxCaddy Help Center.

Viewing tax return

Your client is notified when you upload a new version of their return.

The screenshot shows the TaxCaddy software interface. At the top, there's a navigation bar with 'TAXCADDY' and 'TAX YEAR 2016'. Below it, three main steps are shown: 'GATHER TAX DOCUMENTS' (with a checkmark), 'PROVIDE CPA INFORMATION' (with a checkmark), and 'REVIEW & FILE' (with a circle). On the left, there's a 'Notifications (2)' box containing a 'New Tax Return' item: 'Draft version 2 is ready for your review.' A 'View' button is next to it. Below this is a message from 'Wells Fargo' and 'Rhombus Partnership'. On the right, there's an 'Activity Feed' section with a heading 'TODAY'. It lists several events: 'Draft version 2 was uploaded for your review by Pam Preparer. 39 minutes ago', 'Draft version 1 was uploaded for your review by Pam Preparer. MONDAY, MARCH 6, 2017 04:00 PM', 'You uploaded 14 documents. TUESDAY, OCTOBER 4, 2016 05:05 AM', 'You answered some questions on the questionnaire. 05:08 AM', 'You completed the questionnaire. 05:30 AM', and 'You have new requested items. View Full History'.

The upload information and version are indicated in the header. The most recent version is displayed by default, but the client can access previous versions using the dropdown.

The screenshot shows the TAXCADDY software interface. At the top, there's a navigation bar with the TAXCADDY logo, a blue bar indicating 'TAX YEAR 2016', and menu items like Overview, Tax Documents, Messages, and My Return. A dropdown for 'Tom Taxpayer' is visible. Below the navigation is a section titled 'View the Status and Details of Your Return'. It displays 'My Return' uploaded on 03/06/2017 at 04:00 PM by Pam Preparer. A 'Version 2' dropdown is shown. The main content area is a large window titled 'My Return' with the same details. This window includes a toolbar with icons for file operations, a page number (1/451), zoom level (113%), and a message center. To the left, there's a sidebar showing thumbnails of other documents labeled 1, 2, and 3. The right side of the main window contains the tax return data:

2016 Tax Return(s)	
Prepared for	Mr. Tom Taxpayer Client Code: 2016_Ash01
Account Number	132360
Release Number	2016.02050.333.v1
Prepared by	Pam Preparer
Processing	Date: 02/18/2017 Time: 05:12:56

Settings

Taxpayers manage their personal information and can reset their password in Settings. [See more about Settings on the taxpayer-facing TaxCaddy Help Center.](#)

1. View your personal information and update your password in Settings.

The screenshot shows the 'Update Your Account Settings' page. At the top, there's a navigation bar with the TaxCaddy logo, the tax year '2016', and links for Overview, Tax Documents, Messages, My Return, a search bar, and a help icon. Below the navigation is a red-bordered box containing the settings form. The form has tabs for Settings, Security, Connections, and Additional User Account, with 'Settings' selected. The 'Info' section contains fields for First Name ('Tom'), Last Name ('Taxpayer'), and Email ('tom.taxpayer@email.com'). There's also a placeholder for a profile picture with a green edit icon. A note says the profile picture should be 85px by 85px and either a JPG or PNG. The 'Password' section contains fields for Current Password (redacted), Update Password ('Pick a password'), and Confirm Password (redacted). At the bottom right are 'Cancel' and 'Save' buttons.

Tom Taxpayer

Update Your Account Settings

Settings Security Connections Additional User Account

Info

First Name: Tom

Last Name: Taxpayer

Email: tom.taxpayer@email.com

Profile picture recommended size is 85px by 85px and either a JPG or PNG.

Password

You will be prompted to log in again after setting your new password.

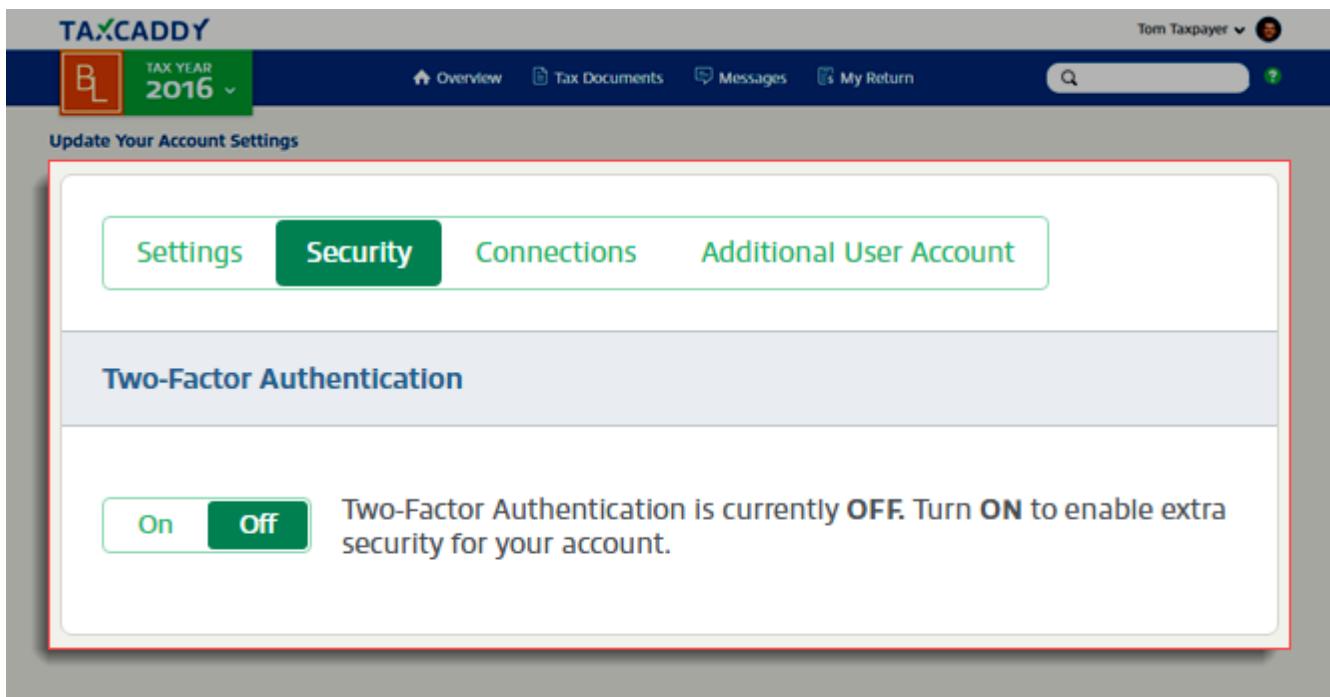
Current Password:

Update Password: Pick a password

Confirm Password:

Cancel Save

- On the Security tab, two-factor authentication helps keep taxpayer accounts secure by prompting the user to enter a security code each time they log in. This feature is enabled by default and we recommend your clients keep it enabled to enhance the security of their account.



- When logging in to TaxCaddy while two-factor authentication is enabled, users can select **Don't ask me for verification again on this computer** to have TaxCaddy remember the device so they don't need to enter the code when logging in on the same device in the future. Two-factor authentication will remain enabled and they will be prompted to enter a code when logging in to TaxCaddy from a different device.

Please enter the code that was just emailed to you:

Don't ask me for verification again on this computer.

[I didn't receive the code, re-send it.](#)

4. Connections with document retrieval accounts create a link between TaxCaddy and your client's financial institution, allowing TaxCaddy to retrieve documents directly from the financial institution instead of the taxpayer having to upload them.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with links for Overview, Tax Documents, Messages, My Return, and a search bar. The 'TAX YEAR 2016' dropdown is also visible. Below the navigation bar, a section titled 'Update Your Account Settings' contains tabs for Settings, Security, Connections (which is highlighted in green), and Additional User Account. Under the 'Connections' tab, it says 'Connections' and '+ Add Account'. Below this, there is a card for 'American Express' which is 'Account Linked' with an 'Edit' button. There is also a 'Remove This Account' link. A larger modal window is open, titled 'Connections'. It includes a message: 'Get Your Tax Documents With Ease! Connect your account with over 300 financial institutions and let TaxCaddy retrieve your tax documents for you.' It has a search bar labeled 'Search for an institution:' and a list of logos for various financial institutions: American Express, Bank of America, Capital One, USAA, Wells Fargo, Chase, PayPal, Citi, Capital One, Discover, Fidelity, and barclaycard.

See these taxpayer-facing TaxCaddy Help Center articles on [Adding Connections](#), [Removing Connections](#) and [Updating Connections](#) for more information.

- Your clients have the option to invite their spouse and one other person to be additional users on their TaxCaddy account. Additional users can upload documents and view all documents uploaded to the account, as well as review, approve and sign certain tax documents uploaded by the CPA.

Important! In order for a spouse or other additional user to join a TaxCaddy account, the additional user must create their account by clicking the link in the additional user invitation email and following that signup process.

If a spouse or other additional user has signed up for TaxCaddy but is not connected to the taxpayer's account, the additional user must create a new TaxCaddy account. They must sign up by clicking the link in the invitation email. The additional user invitation email is automatically generated by TaxCaddy when the taxpayer clicks the **Send Invitation** button following the instructions on the [Adding Additional User Accounts](#) article on the taxpayer-facing TaxCaddy Help Center.

The screenshot shows the TaxCaddy software interface. At the top, there is a navigation bar with the TaxCaddy logo, a 'TAX YEAR 2016' dropdown, and links for Overview, Tax Documents, Messages, My Return, and a search bar. Below the navigation bar, a modal window titled 'Update Your Account Settings' is open. Inside the modal, there are tabs for Settings, Security, Connections, and Additional User Account, with 'Additional User Account' being the active tab. The main content area of the modal is titled 'Add an Additional User'. It contains a note: 'If you have a spouse or other person that should have access to this account, please provide their email so we can send them an invitation.' Below this note are two input fields: 'Additional User's Email Address' and 'Confirm Email'. To the left of these fields is a checkbox labeled 'I do not have a spouse.'. Below the email fields is a section for 'User's Relationship' with buttons for 'Spouse' and 'Other'. At the bottom right of the modal is a green 'Send Invitation' button.

Release information

What's New

Here's what's new since the last release. [Click here to see the release note on the SurePrep Help Center.](#)

- You can now request clients sign documents using knowledge-based authentication to confirm their identity. See updates to these related sections:
 - [Create Letters templates using the editor](#)
 - [Upload files as Letters templates](#)
 - [Individual send letters for signature or review](#)
 - [What your client sees when signing with ID verification](#)

What's Next

Here is what's coming soon in a future release of TaxCaddy.

- Add new questions to individual questionnaire
- Ability for client to mark tax return drafts as approved
- Taxpayers can access their TaxCaddy account using the Android app (early May release)

Past Releases

Here's an overview of what we've released recently. Keep in mind this is not an exhaustive list.

- [A Frequently Asked Questions article is available on the SurePrep Help Center.](#)

CPA side released features

Administrative

- You can now assign user group permissions for allowing Admin users to access either only the Client Management tab, or all Admin tabs.

Administrative > Client Management

- Search clients
- Send questionnaire, DRL and letters in bulk

Administrative > Templates

- Customize a questionnaire for bulk distribution
- Create or upload (PDF) letters for bulk distribution using mail merge

Administrative > Document Request List

- Create customized document request lists

Client Profile > Questionnaire

- Ability to access questionnaire filled out by clients

- File questionnaire to client's tax documents

Client Profile > Tax Return

- [Upload tax returns to client profiles](#)

Binder

- Ability to create new binders from TaxCaddy
- Add documents to existing binders that were created from TaxCaddy
- Open a binder created from TaxCaddy
- [You can now add documents to an existing binder from inside TaxCaddy.](#)
- Documents within the category **Schedule K-1s** will always be moved to the end of the list of documents.
-

Taxpayer side released features

Overview

- Receive notifications for: New Questionnaire, Updated Questionnaire (CPA added additional questions), Questionnaire Progress, and Completed Questionnaire

Overview > Questionnaire

- Access the questionnaire and provide answers; filter to unanswered questions
- Use the questionnaire message panel to send and receive messages regarding the questionnaire

Tax Documents > Requested Items

- Receive request list for uploading document
- Upload Requested Items or mark them as 'Doesn't Apply' or 'Already Provided' if they are provided using a different method

Settings > Document Retrieval Accounts

9. Your clients can now have TaxCaddy automatically retrieve their tax documents from over 300 service providers and financial institutions. See taxpayer-facing TaxCaddy Help Center article [Adding Document Retrieval Accounts](#).

Mobile App Specific

10. Access TaxCaddy using the mobile iOS app: Clients can access their TaxCaddy account via their iOS and Android phone apps and perform all the same tasks available on the TaxCaddy web app including ability to take pictures of documents, answer questions, send messages etc.
11. Sign into the iOS app using thumbprint (Touch ID)