

## Instructions for Retrieving Existing Electronic Signature Credentials

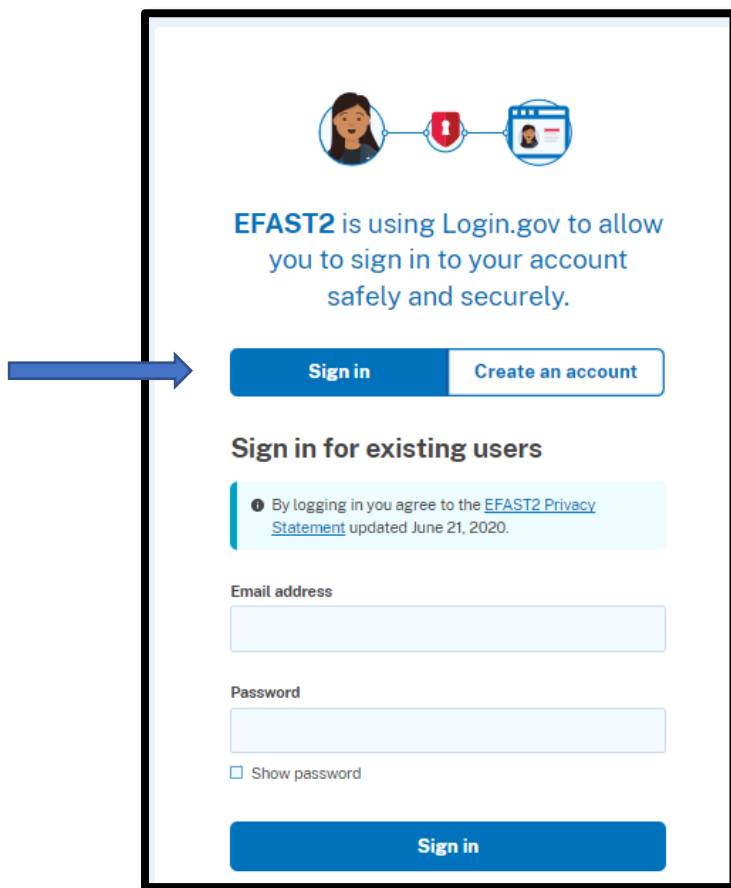
You may have registered for filing electronic credentials but have misplaced or no longer have these credentials since the last time these credentials were used. The following instructions apply if you previously registered for credentials and need to retrieve them for filing purposes.

Our submission software will store credential information for the last filing signer. However, if your company is using a different signer who previously registered and needs credentials, then you may use the following instructions to retrieve those credentials.

The two items you will need to file your 5500 are your electronic filing credentials, the User ID (begins with “A” following by a seven-digit number) and your four-digit PIN. You will need your Login.gov User ID and Password to retrieve your credentials. The following workflow will show you how to retrieve your electronic credential User ID and PIN.

### Retrieving your Password and User ID

1. Log on to the Login.gov Website at [secure.login.gov](https://secure.login.gov)
2. Click on Sign In



The screenshot shows the EFAST2 Login.gov sign-in interface. At the top, there are three icons: a person, a shield with a red exclamation mark, and a computer monitor. Below the icons, the text reads: "EFAST2 is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" and "Create an account". A blue arrow points to the "Sign in" button. Below the buttons, the text reads: "Sign in for existing users". There is a light blue box with a warning icon and the text: "By logging in you agree to the EFAST2 Privacy Statement updated June 21, 2020." Below this, there are two input fields: "Email address" and "Password". There is a checkbox labeled "Show password". At the bottom, there is a blue "Sign in" button.

### ***Problems with EFAST2?***

*Contact the EFAST2 Help Line at 1-866-GO-EFAST (1-866-463-3278) if you have any problems with the registration process or if your user information becomes lost or stolen.*

3. Select Forgot Password.

EFAST2 is using Login.gov to allow you to sign in to your account safely and securely.

[Sign in](#) [Create an account](#)

**Sign in for existing users**

By logging in you agree to the [EFAST2 Privacy Statement](#) updated June 21, 2020.

Email address

Password

Show password

[Sign in](#)

[Sign in with your government employee ID](#)

[Back to EFAST2](#)

[Forgot your password?](#)

4. You will be prompted to enter your email address. This should be the email address you provided when you initially registered for EFAST filing credentials. Enter your email address and select Continue.

**Forgot your password?**

Don't know your password? Reset it after confirming your email address.

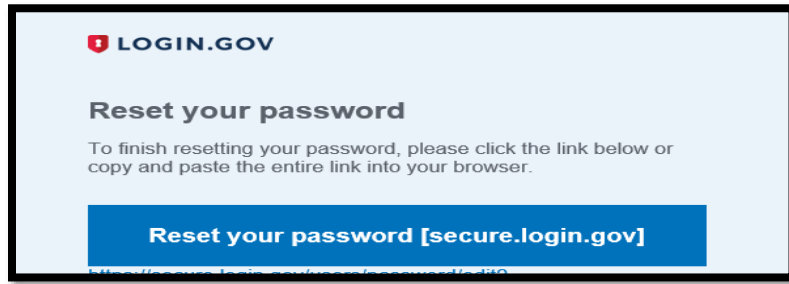
Email address

[Continue](#)

***Problems with EFAST2?***

*Contact the EFAST2 Help Line at 1-866-GO-EFAST (1-866-463-3278) if you have any problems with the registration process or if your user information becomes lost or stolen.*

5. You will receive an email from Login.gov and will be prompted to Reset your password.



6. Now that you have reset your password you will be prompted to re-login to Login.gov. You can now retrieve your electronic credential User ID and PIN from the Filing Summary Page.

***Problems with EFAST2?***

*Contact the EFAST2 Help Line at 1-866-GO-EFAST (1-866-463-3278) if you have any problems with the registration process or if your user information becomes lost or stolen.*