

**Q: What if I don't know the answer to a verification question or get it wrong?**

A: Contact our office and one of our Administration team members will re-upload the return, which should prompt different questions to be answered. If questions are still unknown, we will need a manual signature on the electronic filing forms.

**Q: It is asking for my social security number - is it safe to enter it on this website?**

A: Yes, Safe Send is a secure website. Clients will need to certify their identity this way (for 1040)

**Q: What if I no longer have access to the email it was sent to?**

A: We can re-send to any new email at any time within the 7 year window. Contact our office and one of our Administration team members will update the email address.

**Q: How long can I access my returns via Safe Send?**

A: 7 years, with a provided email link.

**Q: My spouse has recently passed away, and his/her return and e-file forms were sent to his/her email. What should I do?**

A: Call us and have your email updated to be the primary contact. You will then receive a new link to the return.

**Q: Can I print my return from Safe Send for my records?**

A: Yes! A full PDF of your completed return is provided at the end of the e-sign process.

**Q: How will I know if I signed everything correctly and successfully submitted my e-file forms?**

A: A message indicating the return is complete will be present on the Safe Send Home page. If a spouse still needs to sign, it will request that the spouse logs in with their own link to sign.

**Q: How much time after receiving the email to view and sign my return do I have to sign?**

A: Until the return is actually due, however, your invoice with Eder, Casella & Co. may incur service charges depending on when your return was marked as needing your final approval.

**Q: Safe Send is having trouble functioning. What should I do?**

A: Make sure to use Google Chrome, and check security/pop up settings on the device. Laptops and desktops work best to load the screen properly as well. Safe Send does not have a mobile version yet, so that things can load improperly on mobile devices.

**Q: Why am I not getting my access code?**

A: The code is sent after you click the "request access code" button in safe send.

**Q: Why has my spouse not received an email to sign?**

A: The taxpayer listed first on the tax return will need to sign first before the second separate signature email can be generated. Make sure ECC has up to date emails for both you and your spouse. Only one person at a time can receive and sign the return.