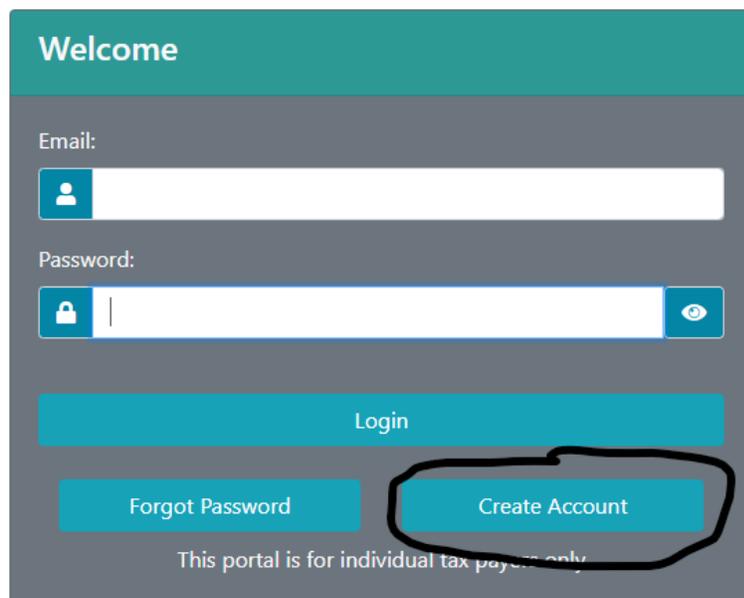


Franklin County Area Tax Bureau

Creating a Taxpayer Portal Account

1. The link to creating a Taxpayer Portal Account can be found on our homepage (www.fcatb.org) or under the Individual Tax Forms webpage. When you click on the link, you will get the screen below. You will have the option to Login or Create Account from the screen below, select Create Account. Note that you will also be able to reset your password if you forget it.

A login and account creation interface. At the top is a teal header with the word "Welcome" in white. Below is a grey background with two input fields: "Email:" with a person icon and "Password:" with a lock icon and a toggle eye icon. Below the fields are three buttons: "Login", "Forgot Password", and "Create Account". The "Create Account" button is circled in black. At the bottom, there is a small line of text: "This portal is for individual tax payers only".

2. Complete the Create Account form that pops up. The only field that is not a required field is the Middle Name, all other fields are required. Your social security number is required in order to link your account to our system. An email and cell phone number are needed for log in verification. If you are filing with your spouse, you will need to check the "Yes" box at the bottom. Note that you will be submitting a separate form for yourself and for your spouse. They will no longer be combined in one form. After completing the form, click Create Account.

Password must be 10 or more characters and contain at least 1 number, upper and lower case character, and one of the following: \$,%!,,@

Welcome

First Name:

Middle Name:

Last Name:

Birth Date:

Tax Id (Social Security#):

Verify Tax Id (Social Security#):

Address 1:

Address 2:

City, State Zip:

User Email:

User Cell Phone:

Filing for a Spouse?*

 Yes

[← Back To Login](#)

[Create Account](#)

3. If you entered a Tax ID/Social Security Number that is already in our system, you will get the screen below. (note that the webpage below continues, but it was cut-off so as not to show personal information). Completing the information being requested will link your account to our system. By linking your account to our system will make it easier for you and allow you to access reports that have been submitted through the portal. If you're not able to link your account, send us an email (general@fcadb.org) so that we can confirm the information and link the accounts. After submitting this information and clicking Create Account, you will be taken to the screen in #4 below if you are including a spouse, or the screen in #5 if it's an individual account. If you have trouble confirming the W2 amount, check the box to bypass the W2 verification. Since your account will not be linked if this is checked, notify us at taxpayer@fcadb.org so we can link your account.

FCATB - Taxpayer Portal.

Create Account

Password must be 10 or more characters and contain at least 1 number, upper and lower case character, and one of the following:
\$,%!,@

Tax Id found. Please provide Zip code and 2024 W2 Amount for verification.

Welcome

W-2 State Earnings (box 16) from 2024 Tax Year:

0

OR Bypass W2 Validation.
You must notify FCATB to link your account:

4. If you checked “Yes” indicating that you will also be filing for your spouse, the below screen will pop up. Complete this portion of the form and click Create Account. To repeat what was said above, you will need to submit a tax return for each person separately. When you go to create a return (Form 531) you will have a dropdown menu to select the taxpayer.

Spouse Tax Id (Social Security#):

Verify Spouse Tax Id (Social Security#):

Spouse First Name:

Spouse Middle Name:

Spouse Last Name:

[← Back To Login](#) [Create Account](#)

5. The screen below will pop up. Complete the form. Passwords must contain one upper case and one lower case letter, at least one number, and one special character. You will have a variety of security questions to choose from. Once all the fields have been filled, select Create Account.

Welcome

Password:

Verify Password:

Security Question 1:

*Must Select

Security Question 2:

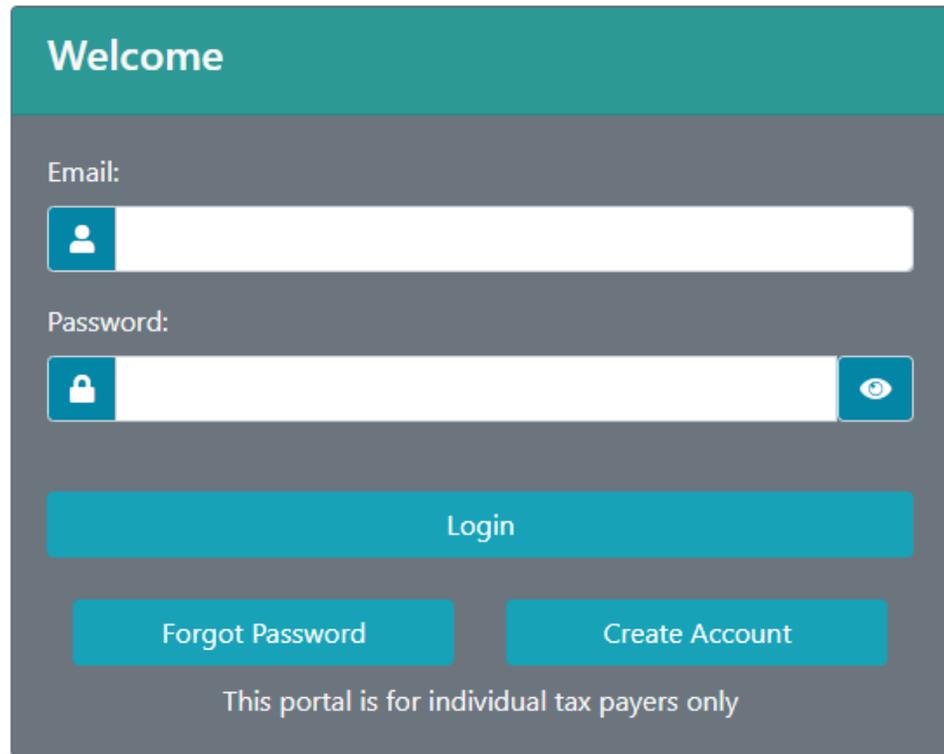
*Must Select

Security Question 3:

*Must Select

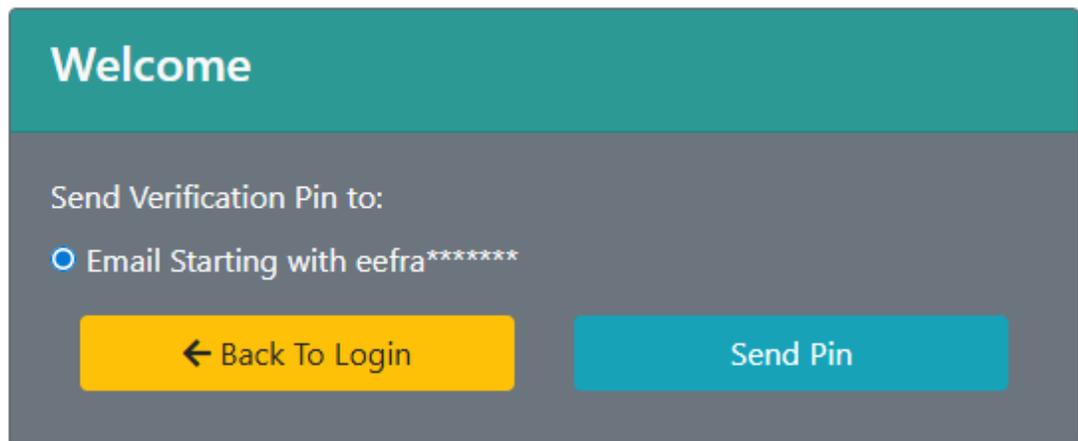
[← Back To Login](#) [Create Account](#)

6. After creating your tax portal account, the Welcome screen below will pop up. Enter the email and password you just created and click Login.



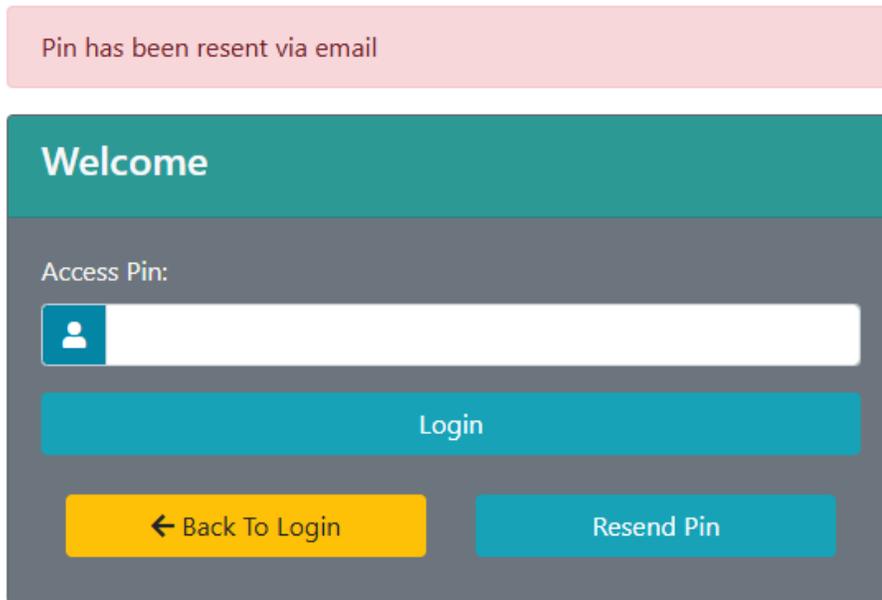
The image shows a 'Welcome' login screen. At the top, there is a teal header with the word 'Welcome' in white. Below the header, the background is a dark grey. There are two input fields: 'Email:' with a person icon on the left, and 'Password:' with a lock icon on the left and an eye icon on the right. Below the input fields is a teal 'Login' button. Underneath the 'Login' button are two smaller teal buttons: 'Forgot Password' and 'Create Account'. At the bottom, there is a line of text: 'This portal is for individual tax payers only'.

7. If you entered the correct email and password, the screen below will pop up. Every time you login, you will be sent a Pin to the email you used to create the tax portal account. After clicking Send Pin, check your email for the pin.

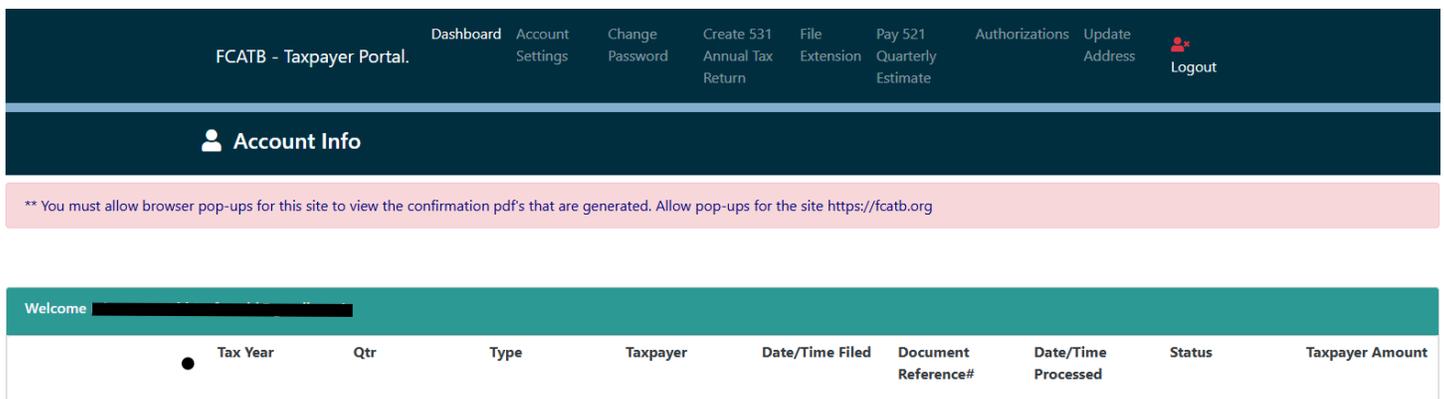


The image shows a 'Welcome' verification screen. At the top, there is a teal header with the word 'Welcome' in white. Below the header, the background is a dark grey. There is a label 'Send Verification Pin to:' followed by a radio button and the text 'Email Starting with eefra*****'. Below this are two buttons: a yellow button with a left arrow and the text 'Back To Login', and a teal button with the text 'Send Pin'.

- After sending the Pin, you will get the screen below. Check your email and enter the Pin provided and click Login.



- If the email and password were entered correctly and the Pin was also entered, you will see the screen below. You are now ready to go. Your name and email will appear in the area that is blacked out below after "Welcome." Notice the different options you have under the Taxpayer Portal. You will be able to (1) check your account settings, (2) change your password, (3) create a 531 annual tax return, (4) file for an extension, (5) submit a 521 quarterly estimate, (6) authorize a tax preparer to access your account and submit reports on your behalf, and (7) change your address.



- You will receive a welcome email from us thanking you for creating a Taxpayer Portal Account.