

SafeSend FAQ

Q: I didn't receive the SafeSend email with the access link for my tax return. What should I do?

A:

- Check your **spam/junk folder**.
- Add noreply@safesendreturns.com as a trusted sender or contact to prevent the emails from being blocked or marked as spam.
- Make sure the email is not being quarantined by any firewall or security program.
- Search your inbox for: noreply@safesendreturns.com
- Try opening your email in a **different browser or device**.
- Access your email through a **desktop app** (e.g., Outlook).
- If you don't receive the code within 10 minutes, **contact us** and we'll resend the email with a new link via SafeSend.

Q: Where do the Knowledge-Based Authentication (KBA) questions come from, and what if I don't know the answers?

A:

The KBA security questions are pulled from **government and credit data sources**. You may be asked about:

- Past addresses
- Vehicle or home purchase dates

If the questions don't apply to you, select the most accurate answer. If you **don't remember** or answer incorrectly, you won't be able to sign electronically. The system will prompt to a manual upload.

• Please Note:

You may not qualify for KBA if the third-party provider lacks sufficient data. This often applies to taxpayers who are: Young, recently moved to the U.S., long-term residents abroad or new citizens

Q: What if I fail the KBA questions and must upload my e-file form(s) manually?

A:

Contact us — we can reset the process. If it fails again, you will need to manually sign the return and **upload the form(s) into SafeSend, or mail, fax, or email** the form(s) back to us.

Q: Can I use any device to sign on SafeSend?

A:

SafeSend works best on a **computer or laptop**. Tablets and phones may not provide optimal performance.

Q: Which browsers are supported for SafeSend?

A:

SafeSend supports the following browsers:

- **Google Chrome** (recommended)
- Firefox
- Microsoft Edge
- Safari

Q: I'm not receiving my access code via email. What should I do?

A:

- Try requesting a **new code** through SafeSend.
- If the issue persists, go to your **profile menu > My Account**, and enter your **cell phone number** to receive the code via text message.
- Still having trouble? **Contact us**, and we can provide the access code directly.

Q: How can I download or print my client copy, vouchers, or estimates?

A:

After signing your e-file authorization forms, click **Download Documents** to save or print them. If your SafeSend link has expired, contact us and we'll send you a new one.

Q: How do I pay my estimates or vouchers from SafeSend?

A:

When you view the payment details in SafeSend, click on the amount due — it will take you to the **IRS or state website** to complete the payment.

Q: What if SafeSend locks me out?

A:

Simply **contact us**, and we'll unlock your return.

Q: What if the page is not loading/freezing or there is some other kind of error?

A:

- Use browsers that support SafeSend and make sure it is up to date.
- Clear your browser cache and make sure there is a stable internet connection.
- If using a mobile device, ensure the link is opening in a web browser app and not inside of an email app.
- Click the final continue button to submit the return.