

## EASY FILE

# FREQUENTLY ASKED QUESTIONS

- [“I’m having trouble logging in, can you help me?”](#)
- [“I am having trouble uploading my return, can you help me?”](#)
- [“How can I tell whether I have the latest version of Adobe Reader?”](#)
- [“How do I attach a Supplemental Document \(e.g. W-2, Schedule C, etc.\) return after I have filed it?”](#)

**Q:** [“I’m having trouble logging in, can you help me?”](#)

**A:** Make sure that the correct **Tax ID** and **PIN #** are being entered.

The **Tax ID** is your entire SSN number with the letter “I” at the end using no spaces or dashes. If it is a joint account, it will be the primary SSN on the account. (e.g. 123456789I)

The **PIN#** is a six digit number that was originally provided by mail in a PIN letter sent to the address on file. (e.g. 111222)

You must have received a letter from our office with your original **PIN#**. If you did not receive a **PIN** letter, please call us at (614) 645-7370 and we can mail a **PIN** letter to you. Please understand that to prevent fraudulent activities on taxpayer’s accounts we cannot and will not provide **PIN numbers** over the telephone or send them by e-mail.

If you do not have an account with us, you must first file a paper return for the first year. Your initial return will initiate an account to be set-up in our system.

**Q: “I am having trouble uploading my return, can you help me?”**

**A:** The IR-25E return is specially formatted in **Adobe Reader** and works well with Internet Explorer, however, some web browsers **Chrome, Safari & Fox Fire** attempt to open PDFs using their own reader plug-ins, which will impair functionality within PDF fill-in forms (the specially formatted IR-25E).

In order for the IR-25E form to function properly, we recommend that you download the interactive form (by right-clicking on the link for the form of your choice, e.g. 2015 IR-25E, and choosing “Save Link As or Save Target As” and then open the downloaded form from the location it was saved to on your computer.

If the IR-25E form is not formatted as an **Adobe Reader** document (Version 10 or higher) the form will not calculate properly AND it will not upload to our website. When uploading, you will receive an error message unless the return is formatted as an **Adobe Reader** document.

Please refer to “*Having problems with uploading your return?*” PDF instructions are located at [www.columbustax.net](http://www.columbustax.net). The downloadable PDF provides step-by-step instructions for this process.

**Q: “How can I tell whether I have the latest version of Adobe Reader?”**

**A:** Click on your computers START icon and type the word “adobe” in the SEARCH box. If you have **Adobe Reader** on your computer it will be listed as a program on your computer.

If you do not have the **Adobe Reader** on your computer you may download the latest version from [www.columbustax.net](http://www.columbustax.net)

**Q:** “How do I attach a Supplemental Document (e.g. W-2, Schedule C, etc.) to my return after I have filed it?”

**A:** In order to attach a supplemental document, it must first be saved to your computer in any of the following formats: **PDF, TIFF, PNG, BMP and JPEG.**

Log into Easy File and select **Filing History** (this will provide a list of returns that you have filed). Click on the envelope icon under **Upload Supplemental Docs** for the return to which you want to attach documents. The system will then take you through the steps to choose a file from your computer and to upload it to your return. You will receive a an e-file confirmation number for this upload.