



# IRS Form 990-N Electronic Filing System (e-Postcard) User Guide

# Steps for using the Form 990-N Electronic Filing System (e-Postcard)

## REMINDER

An organization cannot file Form 990-N until after the end of its [tax year](#). For example:

- **Calendar Year Filers**

If your organization uses a calendar year (Jan. through Dec.) as its tax year, it must wait until the following January 1 (after the tax year is complete) to file.

- **Fiscal Year Filers**

If your organization uses a fiscal year (for example, Oct. 1 through Sept. 30) as its tax year, it must wait until the following October 1 (after the tax year is complete) to file.

The IRS determines the filing year using the beginning date of the organization's fiscal period.

## NOTE: BEFORE FILING

If technical issues prevent you from registering or filing with the Form 990-N electronic filing system, try the suggestions below. If the problem still exists after trying all the suggestions below, contact IRS Customer Account Services at 877-829-5500 (a toll-free number).

Telephone assistance is also available for individuals with TTY equipment at 800-829-4059.

Take the following steps to prevent problems during the registration and filing processes:

- **Close multiple browsers when registering.**

Errors may occur if you have additional internet browsers open during the registration process. Please close other internet browser windows.

- **Do not use a smart phone to register or file your Form 990-N.**

- **Use correct text characters when registering and filing.**

Ensure that you use only letters, numbers or a hyphen when entering text fields and limit your entries to 35 characters/spaces. These character limits do not apply to password fields. When choosing a password, use only letters, numbers and special characters except the caret (^).

- **Check your spam or junk email folders.**

When registering or requesting a user-identification reminder, check your spam or junk email folders for a response. The email may have been filtered out by your email program.

- **If the suggestions above don't resolve the issue, sign out of the filing system (if logged in), close all programs and shut down your computer. Wait a minute, restart your computer and try again.**

This step is required before calling the Customer Account Services line (877-829-5500) for technical help.

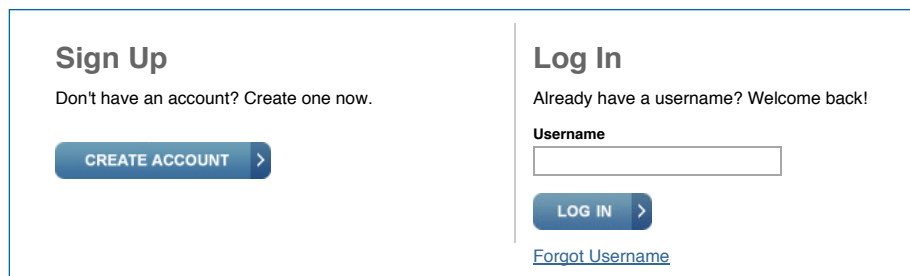
## HOW TO FILE

Open the electronic filing page at <https://www.irs.gov/charities-non-profits/annual-electronic-filing-requirement-for-small-exempt-organizations-form-990-n-e-postcard>.

After reviewing the information provided on the Form 990-N webpage, click the “Electronic Filing System” link under the **READY TO FILE?** header.

**First Time Users:** Select **Create Account**.

**Returning Users:** Enter Username and select **LOG IN**. On the next page, enter your Password and select **Submit**. Skip to **STEP 5** of this user guide. If you did not register with the new system until after February 2016, you must register as a First Time User. Your user name and password from Urban Institute will not work.



The screenshot shows two side-by-side panels. The left panel is titled "Sign Up" and contains the text "Don't have an account? Create one now." and a blue button labeled "CREATE ACCOUNT" with a right-pointing arrow. The right panel is titled "Log In" and contains the text "Already have a username? Welcome back!". Below this is a label "Username" followed by a text input field. Underneath the input field is a blue button labeled "LOG IN" with a right-pointing arrow. At the bottom of the right panel is a blue link labeled "Forgot Username".

## REGISTRATION: FIRST TIME USERS ONLY

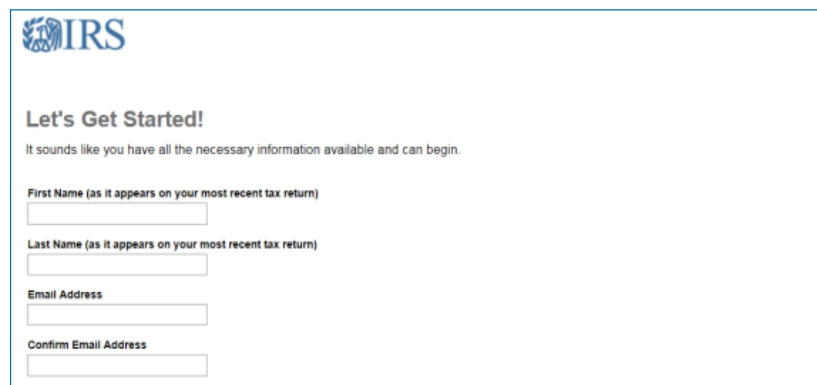
Use your personal information when registering. The login ID and password you are creating are for your personal use - to file the organization’s Form 990-N. With your login ID and password, you may file a Form 990-N for multiple organizations without the need to register for each organization. The login ID and password belong to you, not to the organization for which you are filing.

### STEP 1

Enter your contact information, then select **SEND CODE**.

### USE CORRECT TEXT CHARACTERS WHEN REGISTERING AND FILING.

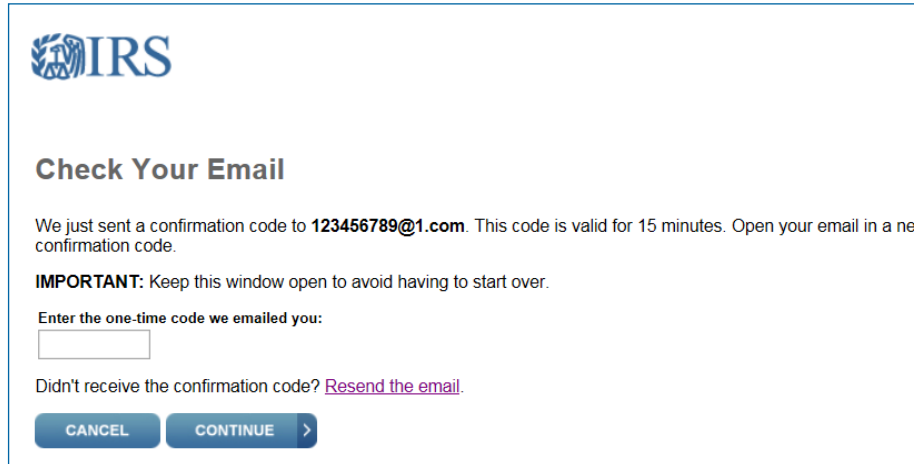
Ensure that you use only letters, numbers or a hyphen when entering text fields and limit your entries to 35 characters/spaces. These character limits do not apply to password fields - except that you cannot use the caret (^).



The screenshot shows the IRS logo at the top left. Below it is the heading "Let's Get Started!" followed by the text "It sounds like you have all the necessary information available and can begin." Below this are four text input fields, each with a label above it: "First Name (as it appears on your most recent tax return)", "Last Name (as it appears on your most recent tax return)", "Email Address", and "Confirm Email Address".

## STEP 2

Enter the confirmation code found in your email, then select **CONTINUE**. If you don't receive an email, check your spam or junk email folder.



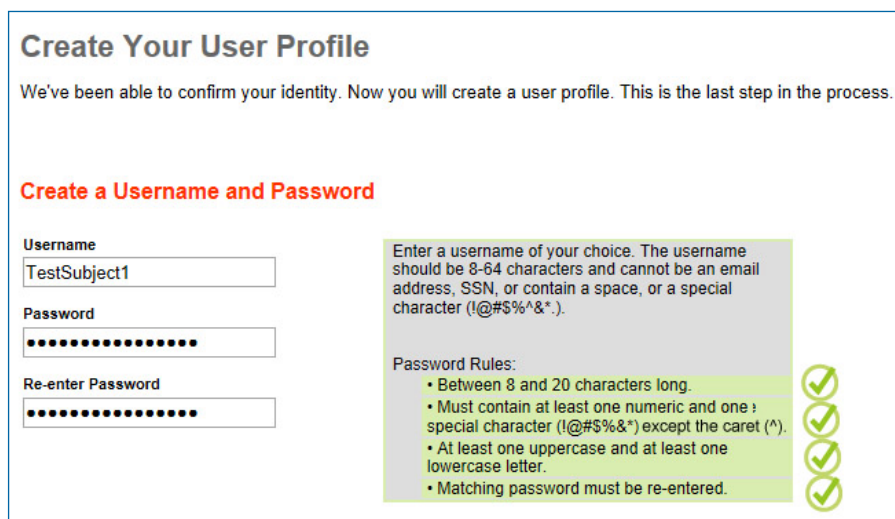
The screenshot shows the IRS logo at the top left. Below it is the heading "Check Your Email". The main text reads: "We just sent a confirmation code to 123456789@1.com. This code is valid for 15 minutes. Open your email in a new confirmation code." Below this is an "IMPORTANT" note: "Keep this window open to avoid having to start over." There is a text input field labeled "Enter the one-time code we emailed you:". Below the field is a link: "Didn't receive the confirmation code? Resend the email." At the bottom are two buttons: "CANCEL" and "CONTINUE" with a right-pointing arrow.

## STEP 3A

Choose a **USERNAME** and **PASSWORD** on the "Create Your User Profile" page.

Username field: Ensure that you use only letters, numbers or a hyphen and limit your entries to no more than 35 characters unless noted otherwise. Periods, slashes and other prohibited characters will cause registration or filing errors. These character limits do not apply to password fields.

Password field: You may use letters, numbers and special characters except the caret (^).



The screenshot shows the heading "Create Your User Profile". Below it is the text: "We've been able to confirm your identity. Now you will create a user profile. This is the last step in the process." The main heading is "Create a Username and Password". There are three input fields: "Username" (containing "TestSubject1"), "Password" (masked with dots), and "Re-enter Password" (masked with dots). To the right of the password fields is a box containing the following text: "Enter a username of your choice. The username should be 8-64 characters and cannot be an email address, SSN, or contain a space, or a special character (!@#\$\$%^&\*)." Below this is the heading "Password Rules:" followed by a list of four rules, each with a green checkmark icon to its right: "Between 8 and 20 characters long.", "Must contain at least one numeric and one special character (!@#\$\$%^&\*) except the caret (^).", "At least one uppercase and at least one lowercase letter.", and "Matching password must be re-entered."

### STEP 3B

Choose a **SITE PHRASE**. This phrase will appear on your login page before you input your password. When you see the phrase you created while logging in, you can be assured you're not on a scam or fake page. You may use spaces within the site phrase.

**Choose a Site Phrase**


Create a phrase that you will recognize when you login






### STEP 3C

Choose a **SITE IMAGE**. This image will appear on your login page before you input your password. When you see your selected image while logging in, you can be assured you're not on a scam or fake page.

**Choose a Site Image**

Select an image that you will recognize when you login

  
[Choose Your Site Image](#)



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### STEP 3D

Choose four challenge questions. These questions may appear when you logon using a new computer or location. When you have selected and answered four questions, select **CONTINUE**.

**Challenge Questions**

**Answer Rules**

- The same answer cannot be used more than once.
- The answer can not be a word or number that is part of the secret question.

Question 1

  
Answer 1  

Question 2

  
Answer 2  

Question 3

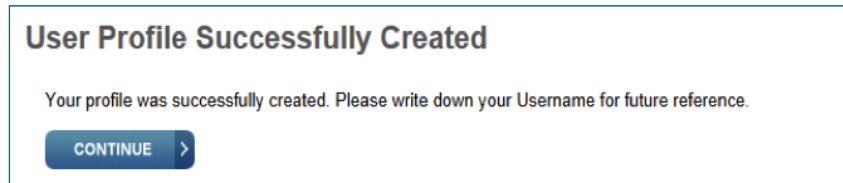
  
Answer 3  

Question 4

  
Answer 4

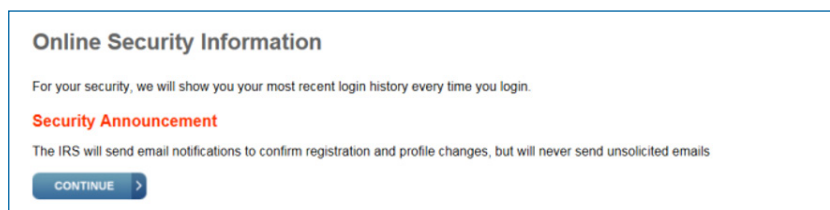
## STEP 4

The “User Profile Successfully Created” page will appear. Select **CONTINUE**.



## STEP 5

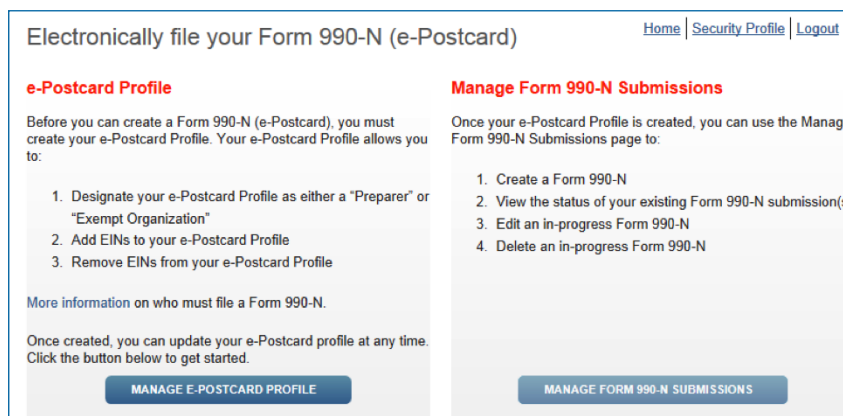
Select **CONTINUE** on the “Online Security Information” page.



## CREATE AN ELECTRONIC FORM SUBMISSION

### STEP 6

Select **MANAGE E-POSTCARD PROFILE** to create a new Form 990-N electronic filing submission.



### STEP 7

From the drop down shown below, select either **Exempt Organization** or **Preparer** in the “User Type” field.

- **Exempt Organization:** Select if you are only completing 990-N for your organization.
- **Preparer:** Select if you expect to help multiple organizations.
  - Example: A preparer can be a paid preparer, such as a CPA, volunteer or someone aiding exempt organizations at a local library. By selecting **Preparer**, you can use your login to add as many organizations as you wish.

After selecting the user type, select **CONTINUE**.

The screenshot shows the 'e-Postcard Profile' page with a progress bar at the top. The progress bar has five segments: 'e-Postcard Profile' (highlighted), 'Select EIN', 'Organization Details', 'Contact Information', and 'Confirmation'. Below the progress bar, there is a red instruction: 'Please select Exempt Organization or Preparer'. Underneath, the 'User Type' dropdown menu is open, showing three options: 'Select One...', 'Exempt Organization', and 'Preparer'. At the bottom of the dropdown menu, there are two buttons: 'PREVIOUS' and 'CONTINUE'.

## STEP 8

Enter an EIN for the organization you're filing for, then click **ADD EIN**. You may also delete EINs already associated with your profile. To continue, select **CREATE NEW FILING**.

The screenshot shows the 'e-Postcard Profile' page with the progress bar. The 'Select EIN' segment is highlighted. Below the progress bar, it says 'You are logged in as: Exempt Organization' with an 'Edit user type' link. There is an 'EIN' input field with 'XX' in the first part and 'XXXXXXXX' in the second part, followed by an 'ADD EIN' button. Below this, there is a section titled 'Currently Associated EIN(s)' with a table. The table has columns for 'EIN', 'Organization Name', 'Date Added', and 'Delete'. The table is currently empty, with the text 'No EINs are currently associated with your ID' below it. At the bottom of this section, there are two buttons: 'DELETE EIN' and 'CREATE NEW FILING'.

## STEP 9

Select the EIN you wish to file for from the drop down menu. Once you have selected the EIN, select **CONTINUE**.

The screenshot shows the 'Select EIN' page with the progress bar. The 'Select EIN' segment is highlighted. Below the progress bar, there is a red instruction: 'Please select the EIN for which you want to file for'. Underneath, there is an 'EIN' dropdown menu with '-Select EIN-' selected. At the bottom of the dropdown menu, there are two buttons: 'MANAGE E-POSTCARD PROFILE' and 'CONTINUE'.

## STEP 10

Complete the "Organization Details" page. If you don't understand the request, click the question mark icon for an explanation. When you have completed each line, select **CONTINUE**.

The screenshot shows the "Organization Details" page. At the top right are links for "Home", "Security Profile", and "Logout". Below these is a progress bar with five steps: "e-Postcard Profile", "Select EIN", "Organization Details", "Contact Information", and "Confirmation". The "Organization Details" step is currently active. The page title is "Organization Details". Below the title is the heading "Electronic Notice-Form 990-N (e-Postcard)". Underneath is the sub-heading "Organization Information". There are three form fields: "For the tax year ending" with a text input and a question mark icon; "Has your organization terminated or gone out of business?" with a dropdown menu and a question mark icon; and "Are your gross receipts normally \$50,000 or less?" with a dropdown menu and a question mark icon.

## STEP 11

Complete the "Contact Information" page. If you don't understand the request, click the question mark icon for an explanation. When you have completed each line, select one of the following:

- **SAVE FILING:** Select if you are missing any requested information. This will allow you to return to complete it later.
- **SUBMIT FILING:** Select when you are sure all required information has been input.

**NOTE WHEN REGISTERING OR FILING:** Text fields cannot exceed 35 characters and must contain only numeric, alpha or hyphen characters unless noted otherwise. Periods, slashes and so on will cause registration or filing errors.

Also, enter website addresses using "www." - not "http://www."

The screenshot shows the "Contact Information" page. At the top right are links for "Home", "Security Profile", and "Logout". Below these is a progress bar with five steps: "e-Postcard Profile", "Select EIN", "Organization Details", "Contact Information", and "Confirmation". The "Contact Information" step is currently active. The page title is "Contact Information". Below the title is the heading "Electronic Notice-Form 990-N (e-Postcard)". Underneath is the sub-heading "Organization Address and Principal Officer Information". There are two form fields: "Organization's legal name:" with a text input; and "DBA Name" with a text input and a question mark icon. Below the "DBA Name" field is a note: "If your organization conducts business using another name (DBA), enter other name." and "\* = required field".

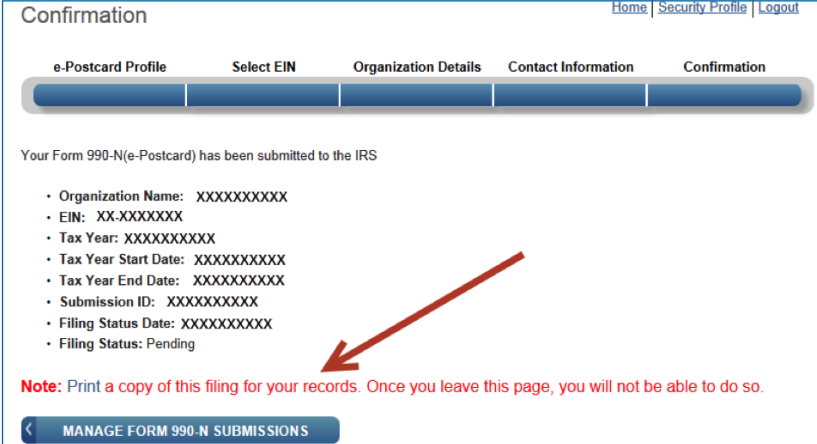


## STEP 12

The filing CONFIRMATION will display the filing status as “Pending.”

Click on the word **PRINT** in the bottom paragraph to print a copy for your records. Once you leave the page, you won't be able to print this filing.

Select **MANAGE FORM 990-N SUBMISSIONS** to view or submit additional filings.



The screenshot shows a web interface titled "Confirmation" with navigation links for Home, Security Profile, and Logout. A progress bar at the top indicates the current step is "Confirmation". The main content area states: "Your Form 990-N(e-Postcard) has been submitted to the IRS". Below this, a list of details is provided: Organization Name: XXXXXXXXXXX, EIN: XX-XXXXXXX, Tax Year: XXXXXXXXXXX, Tax Year Start Date: XXXXXXXXXXX, Tax Year End Date: XXXXXXXXXXX, Submission ID: XXXXXXXXXXX, Filing Status Date: XXXXXXXXXXX, and Filing Status: Pending. A red arrow points to a red "Note" that says: "Note: Print a copy of this filing for your records. Once you leave this page, you will not be able to do so." At the bottom, there is a button labeled "MANAGE FORM 990-N SUBMISSIONS".

## MANAGING FORM 990-N SUBMISSIONS

### STEP 13

On the “Manage Form 990-N Submission” page, your submission will show the status of “Pending.”

- After seven minutes, refresh the page (F5 key for Windows; Command-R for Mac) and the **GET UPDATED STATUS** button will be visible.
- The status will change from pending to accepted or rejected.
- If your submission was rejected, select the **submission ID hyperlink** for additional details.
- After the status is updated, the only valid statuses are “Accepted” or “Rejected.” If your status displays any other text (like “submitted” or “MeF failed”), contact Customer Account Services at 877-829-5500.

## Additional Information

- [Annual Electronic Filing Requirement For Small Exempt Organizations](#) - Form 990-N (e-Postcard)
- [Form 990-N FAQs](#)