

## Instructions for Retrieving Existing Electronic Signature Credentials

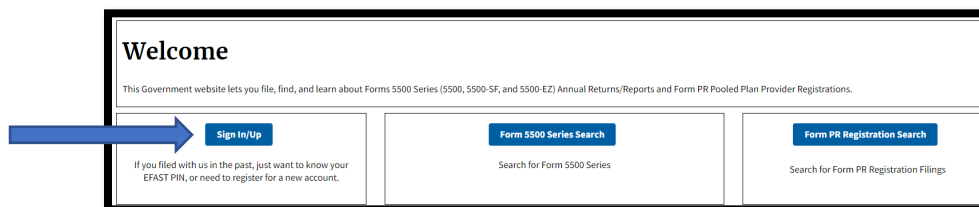
You may have registered for filing electronic credentials but have misplaced or no longer have these credentials since the last time these credentials were used. The following instructions apply if you previously registered for credentials and need to retrieve them for filing purposes.

Our submission software will store credential information for the last filing signer. However, if your company is using a different signer who previously registered and needs credentials, then you may use the following instructions to retrieve those credentials.

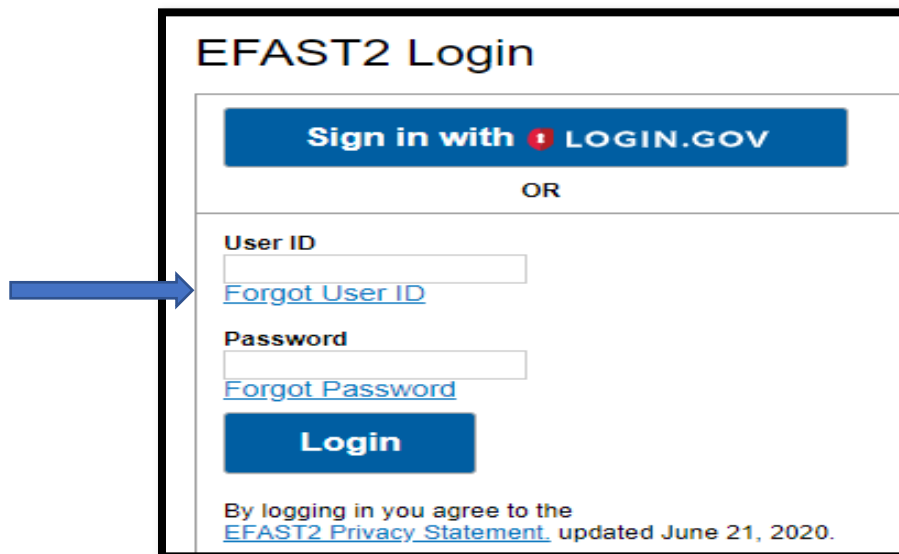
The two items you will need to file your 5500 are your electronic filing credentials, the User ID (begins with “A” following by a seven-digit number) and your four-digit PIN. You will need your Login.gov User ID and Password to retrieve your credentials. The following workflow will show you how to retrieve your electronic credential User ID and PIN.

### Retrieving your User ID

1. Log on to the DOL EFAST 2 Website at [www.efast.dol.gov](http://www.efast.dol.gov)
2. Click on Sign In/Up



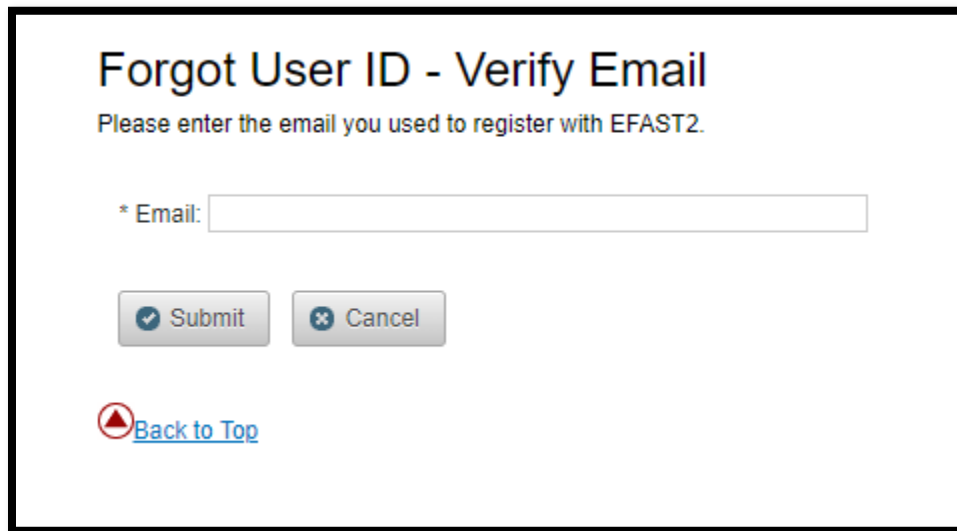
3. If you know your Login.gov User ID proceed to the next section. If you do not know your User ID select Forgot User ID.



### ***Problems with EFAST2?***

*Contact the EFAST2 Help Line at 1-866-GO-EFAST (1-866-463-3278) if you have any problems with the registration process or if your user information becomes lost or stolen.*

4. You will be prompted to enter your email address. This should be the email address you provided when you initially registered for filing credentials. Enter your email address and select Submit.



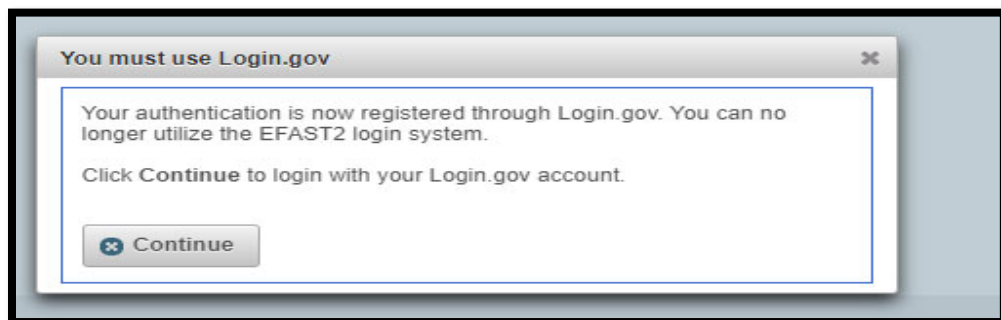
**Forgot User ID - Verify Email**

Please enter the email you used to register with EFAST2.

\* Email:

[Back to Top](#)

5. Select Continue



**You must use Login.gov**

Your authentication is now registered through Login.gov. You can no longer utilize the EFAST2 login system.

Click Continue to login with your Login.gov account.

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6. You will be prompted to type in your email address and password then select Sign In. You will receive a security code from Login.gov, once submitted you will be on the Login.gov account to view your electronic credential User ID and PIN. Select View User ID and PIN.

The screenshot shows the EFAST2 Login.gov sign-in interface. At the top, a blue header states: "EFAST2 is using Login.gov to allow you to sign in to your account safely and securely." Below this is a light blue information box with an 'i' icon, stating: "By logging in you agree to the [EFAST2 Privacy Statement](#) updated June 21, 2020." The form includes two input fields: "Email address" and "Password". Below the password field is a checkbox labeled "Show password". A prominent blue "Sign in" button is centered below the inputs. Below the button, a link "First time using Login.gov?" is followed by a "Create an account" button. At the bottom, there are several links: "Sign in with your government employee ID", "Back to EFAST2", "Forgot your password?", "Security Practices and Privacy Act Statement", and "Privacy Act Statement".

EFAST2 is using Login.gov to allow you to sign in to your account safely and securely.

**i** By logging in you agree to the [EFAST2 Privacy Statement](#) updated June 21, 2020.

Email address

Password

☐ Show password

**Sign in**

First time using Login.gov?

**Create an account**

[Sign in with your government employee ID](#)

[Back to EFAST2](#)

[Forgot your password?](#)

[Security Practices and Privacy Act Statement](#)

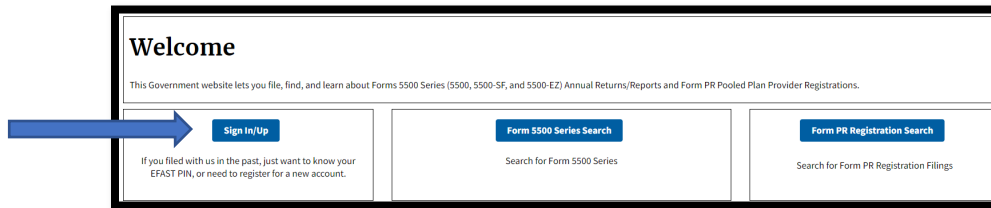
[Privacy Act Statement](#)

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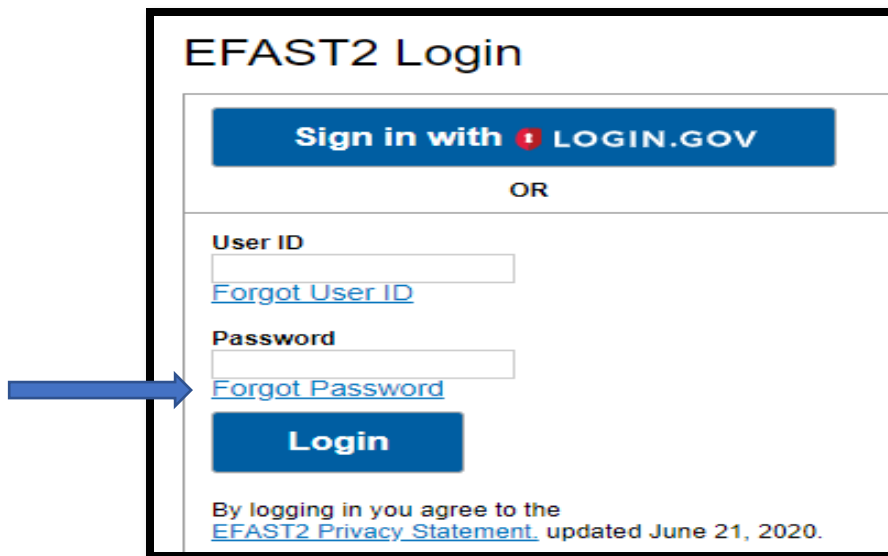
## Retrieving your Password

1. Log on to the DOL EFAST 2 Website at [www.efast.dol.gov](http://www.efast.dol.gov)
2. Click on Sign In/Up



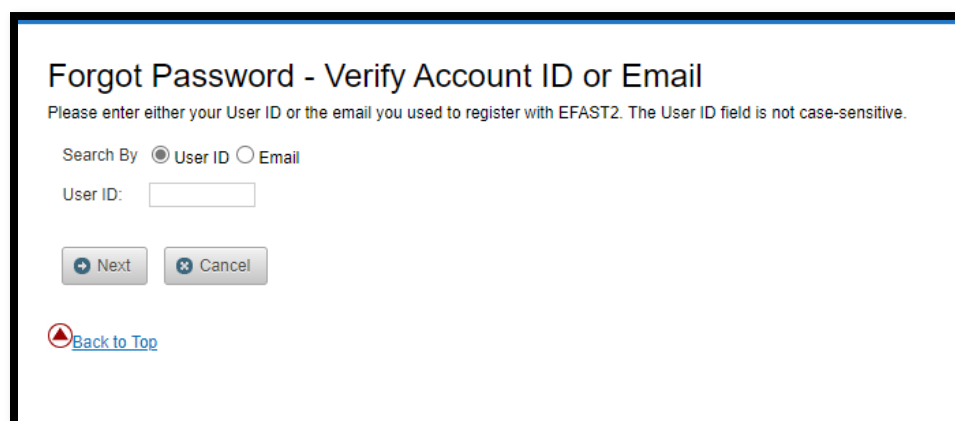
The screenshot shows the 'Welcome' page of the EFAST2 website. It includes a header with the title 'Welcome' and a sub-header explaining the site's purpose. Below this, there are three main sections: 'Sign In/Up', 'Form 5500 Series Search', and 'Form PR Registration Search'. A blue arrow points to the 'Sign In/Up' button, which is located in the first section. The text below the button reads: 'If you filed with us in the past, just want to know your EFAST PIN, or need to register for a new account.'

3. Select Forgot Password.



The screenshot shows the 'EFAST2 Login' page. It features a large blue button labeled 'Sign in with LOGIN.GOV'. Below this button is the word 'OR'. Underneath, there are two input fields: 'User ID' and 'Password'. A blue arrow points to the 'Forgot Password' link located below the 'Password' field. There is also a 'Forgot User ID' link below the 'User ID' field. At the bottom of the login section is a blue 'Login' button. Below the login section, there is a line of text: 'By logging in you agree to the EFAST2 Privacy Statement, updated June 21, 2020.'

4. Enter your User ID and click Next.



The screenshot shows the 'Forgot Password - Verify Account ID or Email' page. It includes a title and a sub-header: 'Please enter either your User ID or the email you used to register with EFAST2. The User ID field is not case-sensitive.' Below this, there is a 'Search By' section with two radio buttons: 'User ID' (selected) and 'Email'. Underneath, there is a 'User ID:' label followed by an input field. At the bottom, there are two buttons: 'Next' and 'Cancel'. At the very bottom, there is a 'Back to Top' link with an upward arrow icon.

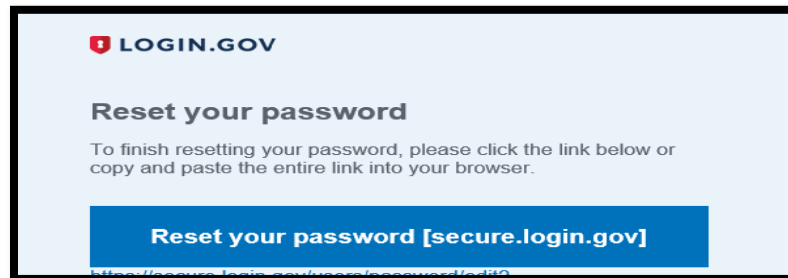
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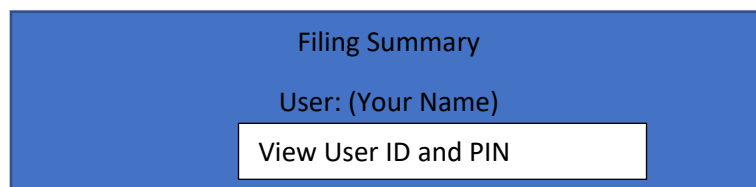
5. Select Continue



6. You will be prompted to enter your email address. This should be the email address you provided when you initially registered for EFAST filing credentials. Enter your email address and select Submit.
7. You will receive an email from Login.gov and will be prompted to Reset your password.



8. Once you have reset your password you will be prompted to re-login to Login.gov. You can now retrieve your electronic credential User ID and PIN from the Filing Summary Page.



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