

FREQUENTLY ASKED QUESTIONS (FAQ'S):

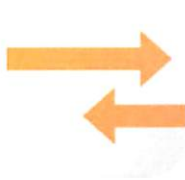
WHAT IS PN SECURE PORTAL?

- The *PN Secure Portal* is a secured portal that is available through our website or mobile app to access copies of your tax returns and other important documents.

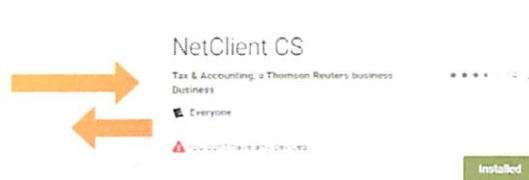
WHAT IS THE NETCLIENT CS APP?

- *NetClient CS* is the Apple Store or Android Store App that allows you to access our *PN Secure Portal* 24/7 on your smartphone or tablet device. You will have the ability to download the documents when and where you want them.

[iPhone – App Store - iTunes](#)



[Android – Google Play Store](#)



WHO WILL SEND ME A WELCOME EMAIL TO REGISTER MY PN SECURE PORTAL?

- To be registered, you will receive a welcome e-mail from cpas@pncpa.biz. Please check your e-mail filters to be sure that they are not blocking this e-mail address.

DO I NEED TO REGISTER MY ACCOUNT?

- Yes, in order to access your documents electronically, you will have to register your account.

WHO SHOULD I CONTACT WITH QUESTIONS ABOUT MY PN SECURE PORTAL OR NETCLIENT CS APP?

- For *PN Secure Portal* questions, call either Norwalk or Sandusky Office and ask for help with your *PN Secure Portal*.

WHAT IS MY USERNAME?

- Your e-mail address is your username by default. If you have multiple emails, and are not sure which e-mail is associated with your account, please contact our office.

I FORGOT MY PASSWORD. HOW DO I RESET MY PASSWORD?

- If you need to reset your account password, please follow the "Forgot Password?" Link at the bottom of the [log-in screen](#).

I RECEIVED AN EMAIL TO SET UP MY ACCOUNT, BUT I DIDN'T ASK FOR THIS ACCOUNT?

- If you do not want to take advantage of the *PN Secure Portal*, but have received the welcome email, please contact our office and we can revoke access to your portal temporarily, or permanently.

MY HUSBAND (WIFE) HAS ACCESS TO THE PN SECURE PORTAL, CAN I HAVE ACCESS TOO?

- If both spouses need access to the same Portal, you can either have separate *PN Secure Portal* accounts, or you can share the username and log in between spouses.

PAYNE NICKLES FILES MY MINOR CHILD'S TAX RETURN, CAN I HAVE ACCESS TO THAT ACCOUNT AS WELL?

- YES! If Payne Nickles files your minor child's tax return, you can have access to multiple accounts all through one Portal. Please be sure to let us know what accounts should all be linked to your *PN Secure Portal*