

# IRS Form 990-N (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:** If your organization wishes to file Form 990-N for tax year 2016 and uses a calendar year (Jan. through Dec.) as its tax year, it must wait until January 1, 2017, to file Form 990.
- **Fiscal year:** If your organization wishes to file Form 990-N for tax year 2016 and uses a fiscal year (for example, Oct. 1, 2015 through Sept. 30, 2016) as its tax year, it must wait until Oct. 1, 2016, to file Form 990.

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

## How to file

Open the electronic filing page at <https://sa.www4.irs.gov/epostcard/>.

- First-Time Users: Select GET STARTED.
- Returning Users: Enter User ID and select LOGIN. Skip to STEP 6 of this user guide.

## Registration: first-time users only

### STEP 1

PERSONAL INFORMATION PAGE: Enter your contact information, then select SEND EMAIL CONFIRMATION CODE.

### STEP 2

VERIFY IDENTITY PAGE: Enter the confirmation code found in your email, then select CONTINUE. If you don't receive an email, check your spam/junk email folder.

### STEP 3A

SECURITY PROFILE PAGE: Choose a USER ID and PASSWORD on the Security Profile page.

### STEP 3B

SECURITY PROFILE PAGE: 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/fake page.

### STEP 3C

SECURITY PROFILE PAGE: 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/fake page.

### STEP 3D

SECURITY PROFILE PAGE: 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.

### STEP 4

The USER PROFILE SUCCESSFULLY CREATED page will appear. Select CONTINUE.

### STEP 5

YOUR LOGIN HISTORY PAGE: Select CONTINUE on the "Online Services" page.

## File Form 990-N

### STEP 6

ELECTRONICALLY FILE YOUR FORM 990-N PAGE: Under "e-Postcard Profile," select MANAGE E-POSTCARD PROFILE to create a new Form 990-N electronic filing submission.

### STEP 7

E-POSTCARD PROFILE PAGE: From the drop down, select either Exempt Organization or Preparer in the "user type" field.

- Exempt Organization: Select this if you are only completing 990-N for your organization.
- Preparer: Select this 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.

#### **STEP 8**

**E-POSTCARD PROFILE PAGE:** 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.

#### **STEP 9**

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

#### **STEP 10**

**ORGANIZATION DETAILS PAGE:** Complete the requested information. If you don't understand the request, click the question mark icon for an explanation. When you have completed each line, select CONTINUE.

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

**NOTE WHEN REGISTERING OR FILING:** Text fields cannot exceed 35 characters and must only contain numbers, letters or hyphen characters. Periods, slash, etc. will not be accepted.

#### **STEP 12**

**CONFIRMATION PAGE:** The "Filing Status" field will display 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 the MANAGE FORM 990-N SUBMISSIONS to view or submit additional filings.

Like - Click this link to Add this page to your bookmarks [Share - Click this link to Share this page through email or social media](#) Print - Click this link to Print this page

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#### Manage Form 990-N submissions

#### STEP 13

MANAGE FORM 990-N SUBMISSION PAGE: Your submission will show the status of PENDING.

- After seven minutes, refresh the page (F5 key). The GET UPDATED STATUS button should be visible.
- Select GET UPDATED STATUS to see if your submission was accepted or rejected.
- If your submission was rejected, select the submission ID hyperlink for additional details.

#### Technical assistance

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 of the suggestions below, contact IRS Customer Account Services at 877-829-5500 (a toll-free number).

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

- **Refer to the User Guide instructions (this page).**
- **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.
- **Use correct text characters when registering and filing.**  
Ensure that you use only letters, numbers or a hyphen when entering text fields. This character limit does not apply to password fields.
- **Check your spam/junk email folders.**  
When registering or requesting a user-identification reminder, check your junk/spam email folders for a response. The email may have been filtered out by your email program.
- **If you've lost your User ID or Password, wait until April 25 to request a reminder email or register using a different email address.**  
The User ID and Password reminder process is being updated. You may request a User ID or Password reminder beginning April 25. If you must file before April 25, please register using a different email address or contact IRS Customer Account Services at 877-829-5500 (a toll-free number).
- **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.

Additional information

- [Annual electronic filing requirement for small exempt organizations](#) - Form 990-N (e-Postcard)
- [Form 990-N FAQs](#)