



# NEW USER GUIDE

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**PLEASE NOTE: this is intended to be a general guide to introduce you to the website features and structure. More detail is provided at [ftwilliam.com](http://ftwilliam.com). At the top of every page you should find links for 'help' and a link to contact 'support' (via email). You can also call us during regular business hours at (800) 596-0714 (we are located in the Central Time Zone). This number can also be found at the bottom of every page in your account.**

# Overview

There are 4 main layers to the website (with a brief list of their main features) as follows:

## Layer 1: Log-in

Logging in allows you to access those features of the website that are part of your ftwiliam.com account subscription



## Layer 2: Select Company page:

Select, add or delete a Company;  
Get technical updates; and  
Upload features



## Layer 3: Select Plan page:

Select, add or delete a plan; and  
Edit Company information



## Layer 4: Edit/Print Menu page:

Convert or clone plans;  
Go to plan sections to edit the checklist;  
Go to documents (amendments, summary plan descriptions, and forms);  
Go to IRS/5500 forms



*Each main page will be covered in more detail below.*

## General ftwilliam.com website features

- ✓ Getting Help: at the top of every page you should find links for 'help' and a link to contact 'support' (via email). You can also call us during regular business hours at (800) 596-0714 (we are located in the Central Time Zone). This number can also be found at the bottom of every page in your account.
- ✓ Update buttons: when you make changes to a checklist, form or user information always make sure to click on the 'update' button to save the changes. You will see that many pages have numerous update buttons - click on any update button to update information for the entire page.
- ✓ Admin Menu: a link to the 'Admin Menu' is provided at the top of every page. It provides the following options:

*Print Blank Checklists*

*Print Blank Adoption Agreements for Prototype-Style Plans*

*Print IRS Letters for Prototype & Volume Submitter Plans*

*Print Compliance List* (provides lists of Safe Harbor, Cross Tested, Hardship Plans, among many others)

*Print List of Deleted Plans*

*Edit Company Profile*

*Edit Divisions* (allows the Master Admin User to setup containers which hold one or more companies (Plan Sponsors))

*Edit User(s)* (designated administrators can set permissions for users, log-in and password information)

*Extract customer retirement plan information* (Creates an excel file with retirement plan information such as Company Name, Plan Type, Custom Language, whether Roth elective deferrals and hardship withdrawals are permitted)

*Extract customer welfare plan information* (Creates an excel file with welfare plan information such as Company Name, Plan Type, Custom Language, whether the plan is a premium conversion account, health care reimbursement account, dependent care account, among others)

*Extract customer non-qualified plan information* (Creates an excel file with non-qualified plan information such as Company Name, Plan Type, Custom Language, whether Matching or ProfitSharing are allowed, among others)

*Mandatory Cash Out Sample Customer Letter*

*Roth 401(k) Sample Customer Letter*

*Roth 401(k) Sample Description*

*Payment Authorization Forms*

*Download 'Tell a Friend' form* (This form is for informing ftwilliam.com that you've referred a friend or colleague to us. If your referral signs up within 60days, ftwilliam.com will give you credit toward your next purchase.)

# 1. Log-in Page

From the home page, www.ftwilliam.com, click on the 'log In' link at the top right of the page. This is your entry to the ftwilliam.com services you have subscribed to. Once you log-in, you will find yourself at the 'Select Company' page. Check the 'Save Password' box if you'd like to save your login information for the next time you log in to your account.



## 2. Select Company Page

At this page you can add, delete and select Companies. In addition, the 'Select Company' page includes links to all our recent technical updates and Upload features (contact support for more information if you are interested in the Upload feature).

Each Company can have multiple Plan documents.

### 'Add Company' button:

When you log in for the first time, you will need to create a Company. You can do this by selecting the 'Add Company' button. After clicking on 'Add Company', you will be required to enter the Company name and EIN (there is an option to do an 'EIN look-up'). By entering the required information, the software will automatically bring up all plan information that had a Form 5500 filed in a prior year. This feature gives you a head start by pre-populating the plan name and all of the company information for you on the plan document side. This information is pulled from the DOL database (this is our *55Autofill* feature).

Sometimes you may have multiple plans that pre-populate, but you only want to prepare one of

them. If this is the case, you may delete those extra plans by selecting your plan name in the drop down list and clicking on the 'Delete Plan' button at the top right of the 'Select Plan' page (shown on the next page).

### 'Delete Company' button:

You may not delete a company unless you've deleted all of the plans for that Company.

Once you have chosen your Company from the drop-down box, click on '**Select Company**' and you will be taken to the 'Select Plan' page



### 3. Select Plan Page

This page has two main functions:

**1. Edit/enter Company and contact information:** some of this information may have been added for you already if you used the *55Autofill* feature. A space is also provided for notes for your own purposes.

**2. Add, delete and select plans:**

If you would like to add a plan, simply click on the '**Add Plan**' button, enter the plan name and click on the checklist type from the list of options (depends on the type of subscription you have at ftwilliam.com). Click on the '**Add Plan**' button at the bottom of the page to complete adding your new plan.

If you want to delete a plan, simply choose the plan in the drop down list and then click the '**Delete Plan**' button.

Once you have selected the Plan you want to work on from the drop-down list, click on '**Select Plan**' and you will be taken to the 'Edit/Print Menu' Page for that plan.

The screenshot displays the 'Select Plan' interface. At the top, there's a navigation bar with 'Home', 'Logout', 'Admin Home', and 'User Info'. Below that, the 'Select Plan' title is followed by a dropdown menu showing '000 Sample IRS-test' and a 'Select view: Controllable' button. A search bar contains '000 Sample IRS-test Cafe' with 'Add Plan' and 'Select Plan' buttons. The main form is divided into two sections: 'Company Information' and 'Contact Information'. The 'Company Information' section has fields for: 1. Name of adopting employer (Plan Sponsor): 000 Sample IRS-test; 2a. Plan Sponsor address line 1: 123 state; 2b. Plan Sponsor address line 2: [blank]; 3. Plan Sponsor city: rockford; 4. Plan Sponsor state: IL; 5. Plan Sponsor zip: 61102; 6. Plan Sponsor phone AC/Number: 424 - 224-2442; 7. Plan Sponsor fax AC/Number: 112 - 0211; 8. Plan Sponsor EIC: 12-3456789; 9. Plan Sponsor fiscal year end: July 31; 10a. Plan Sponsor entity type: S Corporation; 10b. If 10a is "Union", enter name of the representative of the parties who established or maintain the Plan: [blank]; 10c. If 10a is "Other", enter Plan Sponsor entity type: [blank]; 11. State of organization of Plan Sponsor: [blank]; 12a. The Plan Sponsor is a member of an affiliated service group: No; 12b. If 12a is "Yes", list all members of the group (other than the Plan Sponsor): [blank]; 13a. The Plan Sponsor is a member of a controlled group: Yes; 13b. If 13a is "Yes", list all members of the group (other than the Plan Sponsor): [blank]. The 'Contact Information' section has fields for: 21. Contact name: Bob Smith; 22. Contact title: [blank]; 23. Contact education: [blank]. At the bottom, there are 'Print' and 'Cancel' buttons.

## 4. Edit/Print Menu Page

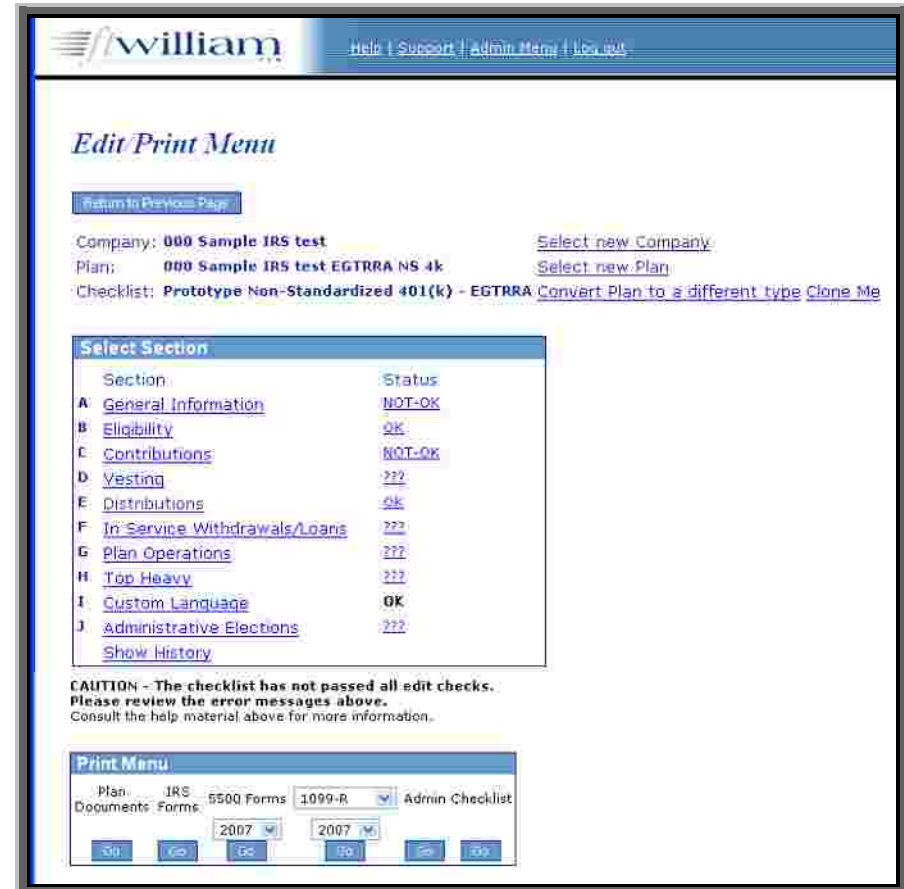
This page has a number of features (Checklist options, Select Section and Print Menu - continued on to the next page):

**1. Checklist options** (located near the top of the page next to the checklist type, 'Prototype Non-Standardized 401(k)' on this page)

- 'Convert Plan to a different type' – This feature is used to convert your checklist to a different checklist type (i.e. Prototype Non-Standardized 401(k) to a Volume Submitter in Prototype format). Once you click on the links to convert your plan type the software will give you a list of the checklist differences.
- 'Clone Me' – If you would like to clone an existing checklist and use it for a new plan you must first select the company and plan which you want to clone. Click on the 'Clone Me' link and you will be taken to the 'Clone Me' menu where you may select a company to clone your plan too. Please remember to first add the company for which you want to a clone a plan for. You cannot clone a plan to a company that doesn't exist.

**2. Select Section:** Here the checklist questions are broken into sections. Each section will show a status of one of the following:

Status symbol	Status meaning
??	The section has not yet been updated with new checklist answers. All sections for a new plan will show as '??'
NOT-OK	There may be a problem with a checklist answer. Click on the NOT-OK link to see the edit checks for that section.
OK	All questions have been answered in this section and no obvious errors have been caught by the edit checks.



Click on a section name to go to that section of the checklist (this takes you to the 'Edit Plan Information Page'). At the 'Edit Plan Information' page, each checklist question will have a context-sensitive help button, click on the button with '??' next to the checklist answer to view the help for that question.

**3. Print Menu.** This menu allows you to select from a number of options:

- *Plan Documents* - links to Adoption Agreements, Basic Plan Documents, Amendments, and forms (such as wage deferral agreements and plan highlights).

Note that the 'Print Plan Documents' page will permit you to print numerous documents or forms at a time in one word document ('print selected documents' button) and that many amendments and the annual notice have a batch feature - click on the link for the 'batch' feature and the help link at the top of the page for more information.

- *IRS Forms* - links to 5300 series (among a number of other IRS forms), PBGC forms and IRS fill-in forms.
- *5500 Forms* - Select the year and click 'Go' to be taken to the 5500 page with schedules, PBGC forms and attachments
- *Admin* - coming soon!
- *Checklist* - this will generate a checklist summary of your checklist answers; a useful tool to take to client meetings and to review answers before printing a final Adoption Agreement.

## Frequently Asked Questions

**Q: When I uploaded my company information it imported a volume submitter in prototype format, how do I change my plan to a different plan type?**

**A:** Once you have selected your company and plan you should be on the 'Edit/Print' page in your account. Near the top of the page there is a link that reads "Convert plan to a different type." Click on this link and choose a new checklist and then click update to save your change. Your plan will be converted a new document and any changes will be reported on the following page.

**Q: Can I set up Default plans? How?**

**A:** Yes. If you would like to set up a default plan you must first select 'ZZZ-Default Plans' from the list of companies on the 'Select Company' page. Once you've selected the default you must then choose from the list of plans on the 'Add Plan' page (i.e. Prototype Non-standardized 401(k)). Choose the type of plan you would like to prepare a default for and then click on the 'Select Plan' button. The following page will bring you to your default checklist. Fill this checklist out the same way you would a normal checklist keeping in mind that these answers are now your default. When you add a new plan to the system (i.e. Prototype Non-standardized 401(k)), the software will automatically pull data from the default plan you created and import it into your brand new checklist.

**Q: How do I print an IRS letter for the pre approved plans?**

**A:** You can print these from two different places. First is from the 'Admin Menu' located at the top of any page in your account. Once you've clicked on 'Admin Menu' you want to click on the link that reads 'Print IRS Letters for Pre-approved Plans' and you will find a list of all the different letters you may print. This same option is available on the 'Print Plan Documents/Admin Forms' page in your account. You will find a link underneath the 'Plan Document' box called 'Print IRS Letters for Pre-approved Plans.'

**Q: Will I be charged each time I make a change to the checklist if I am a pre plan customers?**

**A:** You will not be charged to make changes to your checklist or generate any forms and documents that are not the Adoption Agreement. Because the document is in MS Word you may make minor changes (i.e. name change, spelling) to the version that you saved to your hard drive, but if you've made major changes you should regenerate the document which would incur another charge.

Recommendation: Rather than generating your document immediately after completed the checklist, click on the 'Go' button underneath checklist in the 'Print Menu' box on the 'Edit/Print Menu' page in your account. By clicking on this button you will generate the checklist completed in MS Word. View the checklist before printing your final legal document.

**Q: Can I print a blank checklist or blank adoption agreement?**

**A:** Yes, in your account you will find a link at the top of any page called 'Admin Menu.' Click on Admin Menu and you will see a link for printing blank checklists or blank adoption agreements. By clicking on those links you'll be provided a list of all of our blank checklists and adoption agreements in PDF format.

**Q: I'm trying to delete a company, but every time I click on the delete company button the company is still there. How do I delete?**

**A:** Your company is not deleting because you must first delete all of the plans listed under that company. Once you've deleted all of your plans, you then may delete your company.

**Q: How do I change my plan name?**

**A:** You may change the plan name by clicking on Section A of the checklist and changing your plan name under A. 2a and A. 2b. Once the change is made, don't forget to click the update button to save your changes.