

1. Login Errors (“Invalid username/password”)

Who it affects:

Users who had the **same email** but **different passwords** in Sprintax Calculus and Sprintax Returns.

Resolution:

- The user must select **“Forgot password”** on the [main login page](#) and reset their password.
- The new password will apply across all linked products.

Important notes:

- Accounts with **different emails are separate** and **cannot be merged**.
- An email already in use **cannot be added as a secondary email**.
- Returns accounts with purchases made (of either a tax return or another tax form) in the last **3 years cannot be deleted** (IRS requirement).

2. First Login Name Confirmation

What admins see:

After successfully logging in, admins may be prompted to enter their first and last name.

Why:

For administrator accounts in Calculus, this information was previously stored as a single field. They are now two separate fields; “first name” and “last name”

Key point:

- This is a one-time step only
- No new account is created
- All data and access remain unchanged

3. Managing Accounts & Switching Access

- IS4 now manages access across Calculus, Returns, and Forms.
- Admins with both **admin and user roles** can toggle between them.
- Users may be prompted to select which account or product to enter if they have access to multiple accounts under one email address.

4. MFA Reset & Authenticator

MFA reset:

- Usage of MFA and the MFA reset procedure do not change. The MFA can be reset from the Detail pane in the User list.

Multiple authenticators:

- The MFA setup established before the change remains active and requires no changes on the user side. I.e. codes for the MFA are available in the same authentication app as before the change.

5. SSO Login Issues (Name Mismatch)

Issue:

Some SSO users may fail to log in due to name discrepancies.

Resolution:

- User should log in directly to <https://id.sprintax.com/>
- Update their **first and last name**
- Retry SSO login

Dashboard

Profile

Security

Upload a photo to set as your profile avatar; this will appear across all your Sprink products.



Upload

Personal info

View and update your personal information and account details.

First name *

Ekaterina

Last name *

Elancheva

Date of Birth *

03/11/1993

