

1. Why am I not seeing the Logout link on left navigation?
When the screen resolution changes to less than 1600x900 the hyperlinks on the left navigation will not appear. You have scroll using the scroll bar to see the Logout hyperlink. Alternatively you can use the "Logout" hyperlink at the top right corner of the page.
2. When I am on Printable Page view, I am not able to take any actions on main browser tab?
When you click "Show Printable Page" the printable view opens in new browser tab. To take any action on the parent tab, you have to close the printable view tab as this is browser print setting.
3. What are allowed email extensions for registering in eFAP application?
4. When I try to open the uploaded filing document on filing confirmation page, why do I see error message "Failed to upload"?
When you open the Filing document from Confirmation page and see this error message, please wait for few minutes as the upload might not be complete.
5. I am locked out from the application after trying to change my password after multiple attempts?
When you are locked out from the application with multiple attempts, please call help desk at 202-551-3327 to reset your password. System automatically resets the password after 24hrs.
6. I registered into eFAP application, I did not get the registration confirmation email?
After clicking the "Register" button, system sends "Registration Verification" email from no-reply@sec.gov. Please look at your SPAM/Junk folder. Please call help desk at 202-551-3327 to check the status of your registration. Please have your registration tracking number when calling help desk.
7. When I drag and drop the files to upload,