



# What's New? 2021

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Following are brief descriptions of some of the updates and enhancements to the Drake Tax program and Drake Software's peripheral programs, along with changes to tax forms and tax laws made by the IRS. For a more complete look at these changes and how they affect you and your business, consult the 2021 Drake Tax Manual, available on CD (for those with Drake Software's CD service) and from the Drake Software Support website. Log in to your User Account (**Support. DrakeSoftware.com**) and click **Support > Documents > Manuals** tab, or, from the **Home** window toolbar of your Drake Tax program, click **Support > Manual & Online Resources**, sign in to your User Account, and click **2021 Drake Tax Manual**.

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## Important IRS Changes



### NOTE

Unless otherwise stated, all changes are effective for the 1040 package only.

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# New Forms & Schedules

## Form 1116

### **PACKAGES:** — Foreign Tax Credit —

**1040**  
**1041**

Schedules B, Foreign Tax Carryover Reconciliation Schedule, and C, Foreign Tax Redetermination Schedule, have been added for Form 1116.

## Form 461

### **PACKAGES:** — Limitation on Business Losses —

**1040**  
**1041**  
**990**

Previously discontinued, Form 461 has been revived for tax year 2021.

The Tax Cuts and Jobs Act (TCJA) added a limitation on the amount of losses from trades or businesses that taxpayers can claim each year; the CARES Act removed that limitation.

The TCJA limits deductions to only those deductions or losses that do not exceed income and gains by more than \$262,000 (\$524,000 for married taxpayers filing a joint return); excess deductions and losses are treated as part of the Net Operating Loss that is carried to next year.

See Form 461 Instructions and IRS Publication 536 for more information.

## Form 7203

### — S Corporation Shareholder Stock and Debt Basis Limitations —

Replacing the Shareholder's Adjusted Basis Worksheet ("Wks K1S Detail Adj Basis" in View/Print mode), Form 7203 is now generated to figure potential shareholder limitations of the S corporation's losses, deductions, and other items that can be deducted on the shareholder's return.

Form 7203 is generated if an entry is made on either the **Basis Wkst** or **Basis Wkst (cont.)** tab of screen **K1S**. If there are amounts required to be carried forward to Drake Tax 2022, the second page of the former Shareholder's Adjusted Basis Worksheet is produced.

## Form 8879-TE

### — IRS e-File Signature Authorization for Tax-Exempt Entity —

#### PACKAGE:

990

Form 8879-TE replaces the now-retired Form 8879-EO. Form purpose and functionality remains the same, with the addition of lines for Forms 5227, 5330, and 8038-CP.

## Form 8915-F

### — Qualified Disaster Retirement Plan Distributions and Repayments —

Replacing the now-retired 8915-E, Form 8915-F is used to report the withdrawal of retirement plan funds on the grounds of a federally declared disaster (2020 disasters onward) and pay the tax on the distribution (or repay the distribution itself) over the course of three years.

Use the new screen **915F** to report distributions withdrawn for eligible disasters taking place in 2021. To report distribution and repayment amounts on a previously reported 2020 disaster, use screen **915X** (available from the **Adjustments** tab of the **Data Entry Menu** or by clicking the **Form 8915-F – Prior-year Distributions and Repayments** link on screen **915F**). If the client's 2020 return was filed using Drake Tax, distribution and repayment information from the 2020 Form 8915-E is updated automatically to screen **915X**.

## Form 9000

### — Alternative Media Preference —

In an increasing effort at inclusivity, the IRS created Form 9000, allowing taxpayers with print disabilities (those with reading difficulties or the inability to read) to receive communications from the IRS in an accessible non-print, or enhanced-print, format.

From the corresponding drop list on the **PRNT** screen, select the format in which the taxpayer wishes to receive future IRS communications. The options are **Standard Print**, **Large Print**, **Braille**, **Audio File (MP3)**, **Plain Text File (TXT)**, and **Braille Ready File (BRF)**.

A standard print IRS notification is issued with each alternative communication format.

## Schedule K-2

### PACKAGES:

1120S  
1065

### — Partners’/Shareholders’ Pro Rata Share Items – International —

In prior years, line 16 of Schedule K for Form 1065 (line 14 for Form 1120-S) was used to report foreign transactions, requiring that statements be attached. Beginning in tax year 2021, items of international tax reference are reported on Schedule K-2. Largely, Schedule K-2 is an informational form, where all foreign pro rata share items are listed.

Instead of entering foreign transactions on screen **KFT** (now retired due to Schedule K-2), this information should be entered on the relevant Schedule K-2 screen; these screens are accessed from the new **K, K-1, K-2, K-3** tab of the **Data Entry Menu**. Refer to the main Schedule K-2 screen, **K2**, for information on where to report specific types of transactions and links to applicable screens.

The screenshot displays a software interface with a top navigation bar containing the following tabs: General, K,K-1,K-2,K-3, Assets-Sales-Recapture, Credits, Other Forms, Foreign, Miscellaneous, and States. The 'K,K-1,K-2,K-3' tab is selected. Below the navigation bar, there are two main sections. The left section lists various screens: 'K Schedule K Partners' Distributive Share', 'BAS Business Activity Statement Allocation', 'K-1/K-3 Information' (with a sub-link 'K1 Schedule K-1 Partner Information - (4)'), 'K1G Global Supplemental Information', '179A 179 Sale Allocations', and 'OWN Partner Ownership Changes'. The right section is titled 'K-2 Information - International' and lists the following items: 'K2 K-2, Main Form Information', 'K2I Part I Other Current Year Information', 'II1 Part II, Section 1 - Gross Income', 'II2 Part II, Section 2 - Deductions', 'III1 Part III, Section 1 - R&E Expenses', 'III2 Part III, Sections 2 and 3 - Interest Exp/FDII', 'III4 Part III, Section 4 - Foreign Taxes', '4R Part III, Section 4 - Foreign Taxes, Reductions', 'III5 Part III, Section 5 - Other Tax Information', 'IV Part IV, Sections 1, 2 and 3 - Info for Form 8993', 'V Part V Distributions from Foreign Corporations', 'VI Part VI Section 951(a)(1) and 951A Inclusions', 'VII1 Part VII, Sections 1 and 2 - PFIC, QEF and QEC', 'VIII Part VIII Section 960 Information', 'IX Part IX, Sections 1 and 2 - BEAT Information', 'X Part X, Sections 1 and 2 - Foreign Partners' Character', 'X3 Part X, Section 3 - Allocation and Apportionment', and 'XI Part XI Section 871(m) Covered Partnerships'.

Once items of international tax reference are entered, the necessary Schedule K-2 pages are produced in View/Print mode. All Schedules K-2 are e-filed as attached PDFs with 1120-S and 1065 returns.

## Schedule K-3

### PACKAGES:

1040  
1120S  
1065

### — Partner’s/Shareholder’s Share of Income, Deductions, Credits, etc. —

When Schedule K-2 is generated in either the 1120S or 1065 package, a copy of Schedule K-3 is produced for each partner or shareholder. This schedule is a breakdown of the partner’s or shareholder’s portion of foreign transaction income, deductions, credits, etc., indicating on which forms the receiving partner or shareholder should report his or her share of foreign income.

Use the K-1/K-3 Export feature in View/Print mode to export Schedule K-3 data into an existing client return. When exported into an individual return, the following Schedule K-3 data flows to a new **1116** screen:

- Gross income (Part II, Section 1)
- Deductions (Part II, Section 2)
- Foreign taxes (Part III, Section 4)



## NOTE

The K-3 Export feature is available only for 1040 returns.

The tax return preparer should review Schedule K-3 and determine if other reported amounts are relevant to the individual's or entity's return. The preparer must enter any other data deemed necessary on the applicable screen of Drake Tax.

## Updated Forms & Schedules

### Form 4797

#### — Sales of Business Property —

The IRS has added two new lines to the top of Form 4797 related to partial dispositions.

When the new **Include gain/loss on Form 4797, line 1b or 1c** check box is marked on screen **4797**, the total gain (loss) flows to its respective line. (This same check box can also be selected in the **If Sold** section of screen **4562** if the preparer does not duplicate the asset on the **4797** screen.) If the preparer wants to override the program's calculation, he or she may use either **Print this amount on Form 4797, line 1b (1c)** field on screen **4797**.

### Form 7202

#### — Credits for Sick/Family Leave for Certain Self-Employed Individuals —

Form 7202 has been expanded from one to three pages, with two sections each dedicated to sick leave and family leave, separated by the date the leave was taken (January 1, 2021 – March 31, 2021 and April 1, 2021 – September 30, 2021).

Screen **7202** has been reworked to mimic the updated Form 7202. Enter data exactly as it would be on the form. For line items requiring a list of applicable days in which the taxpayer could not work, select any **Days** link on the screen. Per IRS instructions, up to 10 dates can be entered for each relevant line.

**Form 7202 - Credits for Sick Leave and Family Leave for Certain Self-Employed Individuals**

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**Part I - Credit for Sick Leave for Certain Self-Employed Individuals (January 1, 2021, through March 31, 2021)**

**4b** List each day included on line 4a:

**6b** List each day included on line 6a:

**Part III - Credit for Sick Leave for Certain Self-Employed Individuals (April 1, 2021 through September 30, 2021)**

**38b** List each day included on line 38a:

**40b** List each day included on line 40a:

## Form 8582

### PACKAGES:

**1040**  
**1041**

### — Passive Activity Loss Limitations —

The section “Commercial Revitalization Deductions From Rental Real Estate Activities” and Part III of the 2020 version of Form 8582 have been removed for tax year 2021; additionally, the form has been expanded from four to nine parts. While data entry remains unaffected regarding Form 8582, the manner in which the associated worksheets are generated has changed.

Previously, a worksheet (“Wks 8582[#]”) was produced for certain lines. The expansion of Form 8582 eliminates the need to generate these worksheets unless the number of line items on a part exceeds the space provided. Refer to the appropriate worksheet in View/Print mode for a breakdown of the data that could not fit on the form itself.

## Form 8962

### — Premium Tax Credit (PTC) —

While the form itself changed little for the 2021 tax year, there are fewer eligibility restrictions, allowing a larger pool of taxpayers to take advantage of the PTC. The percentage of the premium

that the PTC covers has also increased.

In 2020, in order to be eligible for the PTC, one's household income was capped at 400% of the poverty level; as of 2021, there is no upper limit.

If at any time during 2021 the taxpayer received, or was approved to receive, unemployment payments, the taxpayer's household income, for the purposes of calculating the PTC, is considered no greater than 133% of the federal poverty line (in respect to the taxpayer's family size). Unlike 2020, where a poverty line of 133% or lower signified the lowest percentage of the premium needing to be paid out of pocket, for tax year 2021, any taxpayer at or below 150% of the federal poverty line is responsible for 0% of his or her eligible health insurance premium.

## Schedules 1 – 3

### — Form 1040, U.S. Individual Income Tax Return —

Apart from the increase of the Standard Deduction (\$12,550 Single/MFS, \$25,100 MFJ/QW, \$18,800 HOH), the 2021 tax year brought few changes to Form 1040. Of these changes, Schedules 1-3 have been expanded from one to two pages, and data entry for screens 3 – 5 has been updated to accommodate these changes.

## Schedule 8812

### — Credits for Qualifying Children and Other Dependents —

The Additional Child Tax Credit (ACTC), Child Tax Credit (CTC), and Other Dependent Credit (ODC) are now calculated using the reworked Schedule 8812.

Standards for claiming the CTC have changed:

- *(2021 only)* The credit has been increased to \$3,000 per child for those over the age of 5 and has been expanded to include children under the age of 18; the credit has been increased to \$3,600 per child under the age of 6.
- The original phaseout from prior years still applies to the first \$2,000 for each qualifying child, starting when modified AGI is above \$200,000 (\$400,000 for MFJ)
- Additional credit amounts added for tax year 2021 (\$1,000 for ages 6-17, \$1,600 for ages less than 6) phase out if modified AGI exceeds:
  - \$75,000 (Single/MFS)
  - \$112,500 (HOH)
  - \$150,000 (MFJ/QW)

- Bona fide residents of Puerto Rico are now eligible for the CTC and ODC

Another change brought about by the American Rescue Plan Act was the advance payments of the Child Tax Credit. These payments, in amounts of up to \$300 per month per child, were received from July to December of 2021. Taxpayers will receive IRS Letter 6419, which reports how much Advance Child Tax Credit was paid to them during 2021.

Values from IRS Letter 6419 must be entered on screen **8812** to reconcile the calculated CTC and, if necessary, calculate a payback.

## Schedule EIC

### — Earned Income Credit —

EIC eligibility requirements have been expanded for tax year 2021, allowing more low- to moderate-income taxpayers to take advantage of the credit as long as their maximum AGI (based on the number of children and filing status) falls below the following thresholds:

Children	Single, MFS, QW, HOH	MFJ
0	\$21,430	\$27,830
1	\$42,158	\$48,108
2	\$47,915	\$53,865
3+	\$51,464	\$57,414

Previously available to eligible individuals between ages 25 and 65 only, taxpayers 19 or older may now qualify for the EIC—there is no upper age limit. Students can now qualify at 24 years of age, and qualifying “foster” or “homeless youth” can begin taking the credit at 18.

Taxpayers can now earn up to \$10,000 in investment income (up from \$3,650 in 2020) and still be eligible for EIC.

## e-File Mandates

### **PACKAGE:**

**990**

All 990 returns (990, 990-EZ, 990-PF, and 990-T), must now be e-filed.

Private foundations reporting required liability information for tax imposed under Chapter 42 of Form 4720 (Schedules A – F, J, or N) must file this form electronically. Filers who do *not* meet this criteria may paper-file Form 4720 and mail it to the appropriate address.



## Child and Dependent Care Credit Changes

The Child and Dependent Care Credit is now a refundable credit if the taxpayer's principal place of abode is in the U.S. for more than six months. A question related to this is located at the top of screen **2441**. This is a required field.

As of tax year 2020, the maximum amount of childcare expenses the taxpayer could claim was \$3,000 for one child and \$6,000 for two or more children. This amount has been increased to \$8,000 for one child and \$16,000 for two or more children for the 2021 tax year.

The percentage of qualifying expenses used to calculate the credit has been increased from 35% to 50%. The new 50% phaseout does not begin until the taxpayer's AGI exceeds \$125,000; for tax year 2020, the phaseout of 35% began when AGI exceeded \$15,000.

Once AGI exceeds \$125,000, the percentage of qualifying expenses the taxpayer can claim is gradually reduced from 50% to 20% until an AGI of \$183,000. Taxpayers with an AGI of more than \$183,000 but not exceeding \$400,000 are able to use 20% of qualifying expenses. This percentage is once again reduced from 20% to 0% for AGIs exceeding \$400,000 or equal to \$438,000. Taxpayers with an AGI of more than \$438,000 are not eligible for the Child and Dependent Care Credit.

The maximum amount that can be contributed to a Dependent Care Flexible Spending Account, and the amount of tax-free employer-provided dependent care benefits, has been increased from \$5,000 to \$10,500. This increase is for the 2021 tax year only.

## Cash Charitable Contributions

Last year, eligible taxpayers could claim an additional deduction of up to \$300 (\$150 for Married Filing Separately filers) for charitable contributions when claiming the standard deduction. This limit has been increased to \$600 (\$300 for Married Filing Separately) for tax year 2021. Charitable contribution amounts should be entered on the **Gifts to Charity** section of federal screen **A**; eligible deductions flow to line 12b, "Charitable contributions..." of Form 1040.

The repositioning of the "Charitable contributions" line on Form 1040 (line 10b for tax year 2020, now line 12b) removes charitable contributions from any calculation that uses MAGI. For tax year 2021, instead of reducing AGI, charitable contributions are now used to reduce taxable income.

## Net Operating Loss (NOL) Adjustments

### 80% Taxable Income Limitation

For tax year 2020, an NOL could offset up to 100% of taxable income; for tax years beginning January 1, 2021, NOLs can offset up to 80% only. Carryforwards from tax year 2017 can offset up to 100% of taxable income, while carryforwards from tax years 2018 – 2020 are subject to the new 80% limitation.

### NOL Carryback No Longer Allowed

#### — Form 1139, Corporation Application for Tentative Refund —

The special five-year carryback rule for NOLs incurred in 2018, 2019, and 2020, brought about by the CARES Act, has expired. NOLs may now be carried back up to two years only when pertaining to farming or insurance company (other than life insurance company) losses. If an NOL does not fall under the category of farming or insurance, it can be carried forward only.

## Corporate Limit for Charitable Contributions

### PACKAGE:

1120

Corporations can now apply an increased corporate limit of 25% of taxable income for cash contributions made to eligible charities during the 2021 calendar year; this is an increase from the prior-year limit of 10%.

These elections are claimed on screen **DED** by entering data in the applicable line 19 field, where the computation is later broken down on the Contribution Limitation/Carryover Worksheet (“Wks Contrib 25%” in View/Print mode).

Charitable contributions expenses for qualifying disaster relief efforts made from December 31, 2019, to February 26, 2021, are limited to 100% of the corporation’s taxable income. Eligible disaster contributions are entered on line 19, **Disaster contributions**, of screen **DED**.

All excess eligible charitable contribution deductions can be carried forward for up to five years.

## Expansion of Allowable Meal Expenses

### **PACKAGES:**

**1040**  
**1120**  
**1120S**  
**1065**  
**990**

The Consolidated Appropriations Act of 2021 creates a temporary exception to the Section 274(n) 50% limitation for business expenses paid or incurred after 2020 and before 2023 for food or beverages provided by restaurants. Entities meeting the criteria can elect to deduct 100% of eligible purchases by entering the cost of qualified meals in the **Meals 100% allowed**, line 15, field on screen **DED** (1120, 1120S, and 1065 packages) or line 14, **Other Deductions**, of screen **81** (990 package—for 990-T returns only).

See IRC § 274(n) and Notice 2021-25 for further information.



### **NOTES**

- (for 1040 package) For eligible employees completing Form 2106, Employee Business Expenses, enter qualifying expenses on line **5b** of screen **2106**.
- (for 1040 and 1041 packages) Enter qualifying expenses for self-employed individuals on line **24** of screen **C**.
- (for 1120S and 1065 packages) Enter qualifying expenses on screen **8825**, line 15, **Other (list)**.

## New and Updated Screens

### **C and E (Schedules C and E)**

### **PACKAGES:**

**1040**  
**1041**

Schedule C (E) Comparison worksheets (“Comparison Sch C (E)” in View/Print mode) can now be generated in Drake Tax for ease of comparing current- and prior-year figures of Schedules C and E. If the return was updated from Drake Tax 2020 and had a 2020 Schedule C or E included, these worksheets are generated by default. For returns created in Drake Tax 2021, or to modify existing prior-year values, navigate to screen **C** (or **E**), select the **Prior Year Compare** tab, and edit data as needed. To suppress these comparison worksheets, delete the **Prior Year Compare** screens. (Press CTRL+D.)

## DD1 (Preparer Due Diligence)

Additional questions have been added to each tab of screen **DD1** to help the preparer collect more thorough information from the taxpayer to aid in preparing the return. Screen **DD1** is not required unless the check box **Require due diligence assistance screens to be completed** is marked from **Setup > Options, Administrative Options** tab.

## EIC (Earned Income Credit)

A new screen **EIC** is available in Drake Tax 2021. Some data fields previously located on screen **8812** have been moved to screen **EIC** because they no longer pertain to Schedule 8812.

Prior-year earned income (PYEI) from tax year 2019 (*not* 2020), now on screen **EIC**, can be used to calculate EIC for tax year 2021. If the 2019 earned income entered on screen **EIC** is greater than the 2021 earned income, the program compares calculations using 2019 and 2021 earned income and uses the more beneficial of the two to grant the taxpayer the higher EIC.

## EF, PIN, and PMT

Check boxes have been added to screens **EF**, **PIN**, and **PMT** to indicate whether the amended 1040 return being filed is the original **1040-X**, the **2nd Amended Return**, or the **3rd Amended Return**. Before the preparer transmits an individual amended return, the appropriate box must be marked on screen **EF**, screen **PIN**, and screen **PMT** (if applicable).

## PPP (Paycheck Protection Program)

### PACKAGES:

1040  
1120  
1120S  
1065  
1041  
990

In tax year 2020, eligible expenses paid with funds from a Paycheck Protection Program (PPP) loan could be deducted, even if the loan had been forgiven. Taxpayers who did not claim these eligible expenses on their 2020 tax return can make a new safe harbor election under Rev. Proc. 2021-10 to claim eligible deductions on their 2021 tax return as long as the 2020 return was timely filed (including extensions).

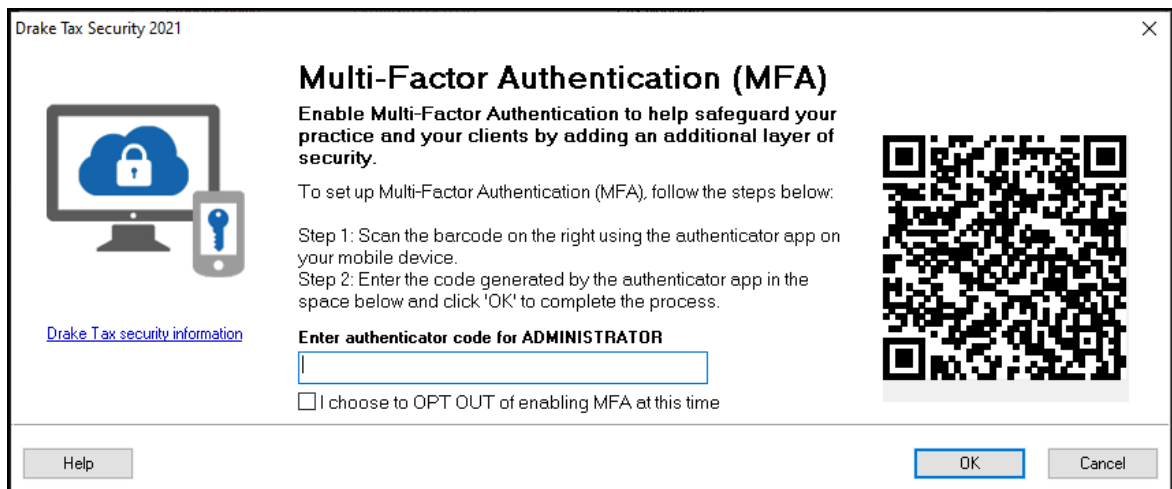
As PPP loan funds can be used for many things, the preparer must determine where to enter the adjustment for eligible expenses in Drake Tax. After entering PPP expenses, complete screen **PPP** to generate the required election statement “Revenue Procedure 2021-20.” For Drake Tax 1040 and 1041 packages, access this screen through screen **ELEC** by clicking the **PPP Loan – Rev. Proc. 2021-20** link; for 1120, 1120S, 1065, and 990 packages, preparers can access this screen by typing **PPP** in the selector field on the **Data Entry Menu**.

# General Program Updates

## Additional MFA Requirements

Multi-factor authentication (MFA) is now active by default for administrator and preparer accounts beginning with Drake Tax 2021.

When the primary administrator logs in to Drake Tax 2021 for the first time, a **Multi-Factor Authentication (MFA)** window appears. From here, the admin may either proceed with MFA by scanning the QR code using his or her authentication app and following the on-screen directions or opt out of MFA by selecting the corresponding box. For more information on downloading and setting up a multi-factor authenticator for a firm, see [Knowledge Base article 15895: “Multi-Factor Authentication for Drake Tax \(Drake18 and Future\).”](#)



### — Disabling MFA —

Only the primary admin (that is, the user who logs in to Drake Tax as “ADMIN”—*not* a user with administrative rights) can disable MFA for Drake Tax users.

By default, MFA is activated when a preparer is added to Drake Tax unless the **Disable Multi-Factor Authentication (MFA)** is marked on the **Preparer Setup** window.

The primary admin can disable MFA from **Setup > Preparer(s)**; from there, MFA can be turned off for *all* preparers (click **Security > Disable MFA for ALL preparers**) or on a per-preparer basis. (Click the desired preparer and mark the **Disable Multi-Factor Authentication (MFA)** check box.)

## New e-Signature Indicator in View/Print



Drake-generated documents and forms that can be uploaded to and electronically signed using Drake Portals are now indicated in the forms tree of View/Print mode with an overlaying “pen” icon (figure left), making it easier to find and submit eligible documents to the preparer’s portal.



### NOTE

Certain documents, such as the client engagement letter, do not indicate e-sign eligibility by default. The indicator for these documents must be activated from the document’s respective setup location.

For example, to turn on the e-signature indicator for client engagement letters, from the **Home** window of Drake Tax, go to **Setup > Communications Editor > Open > Individual Engagement Letter**, and once the **Client Communications Editor** screen has been refreshed, click **Setup > Page Layout**, and mark the **Use E-Sig on Engagement letters** check box.

## Update Prior-Year State Form Print Order

When updating **General Settings** from Drake Tax 2020 to Drake Tax 2021 using the Setup Assistant (found on the **Home** screen of Drake Tax by clicking **Help > Setup Assistant**), one can now select to update **Form Print Order- States**.



### NOTE

Select this option only when necessary. The process of updating state form print order may take several minutes, as the program updates the order of *all* state forms from *all* states.

## Claim FTC without Filing Form 1116

Located at **Setup > Options > Calculation & View/Print** tab, a new setup option has been added to allow the preparer to make the election to claim the Foreign Tax Credit (FTC) directly on Form 1040, Schedule 3, without filing Form 1116, for all qualifying returns. This election is available to taxpayers with less than \$300 of foreign taxes paid (\$600 for MFJ), who only have “passive category income,” and who had all the income and any foreign taxes paid on it reported

to them on a qualified payee statement (such as Form 1099-DIV, Form 1099-INT, and Schedule K-1).

Other restrictions apply, and unused FTC cannot be carried forward if this election is made. See the instructions for Form 1116 before marking this option.

To override this option on a per-return basis and either produce or suppress Form 1116 for a single return, from the **ELEC** screen, make a selection from the **Election to claim Foreign Tax Credit without filing Form 1116** drop list.

## Restrict Access to Same-Firm Returns

An option has been added to **Setup > Options > Administrative Options** to prevent preparers from accessing returns prepared outside of their respective firm. Mark the **Allow preparer access to same-firm returns only** check box to activate this restriction. When this option is active, a preparer can access a return only if the **Firm #** on screen **1** matches the preparer's **Firm** in **Setup > Preparer(s)**. A message is generated if unauthorized preparers attempt to open returns that do not belong to their firm; all returns still appear in the preparer's Client Status Manager (CSM) and are included in applicable reports.

The primary administrator and any preparer with admin rights are not restricted by this setup option.

## Enhancements to Practice Management

### EOM Merge with Support Site

Drake Software customers now manage their account information and apply for bank products through their User Account, accessed at the usual Support website: *Support.DrakeSoftware.com*. Sign in with your username and password to perform all management tasks at one website with one login.



#### NOTE

The Enterprise Office Manager (EOM) has been retired.

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Once you are signed in, make selections from the blue sidebar menu to:

- View and edit your account information, passwords, serial numbers

- Apply for bank products
- Apply for Protection Plus Audit Assistance
- Sign up for Merchant Credit Card Processing
- Enter direct deposit information and add-on fees
- Find Accounts
- Access your EF Online Database
- Manage EFINs
- Manage Sub-Offices
- Edit User Info

## Drake Portals Enhancements

New features for Drake Portals are covered in brief in this document. To learn more about Drake Portals enhancements for tax season 2021, refer to Chapter 13 of the *2021 Drake Tax User's Manual*.

Some of the most significant changes include:

- **Multi-User Portal Access** — With preparer permission, clients with different logins can now access another client's portal, able to see and access all portal information that the owner can.
- **Preview PDFs and Images** — View PDFs or image files without having to download them.
- **New FAQ Section**
- **View e-Sign Balance** — Preparers can now view their number of Purchased and Used e-sign events directly from their portal.
- **Quick Client Navigation** — Use the new Quick View sidebar to easily jump from one client folder to another.
- **Update Message Notification Frequency** — Change how often the client and preparer receive emails about new activity within the client's portal.
- **View Client KBA Activity** — Preparers can now directly view the KBA status of a client's signature document.
- **Additional Questionnaires**