

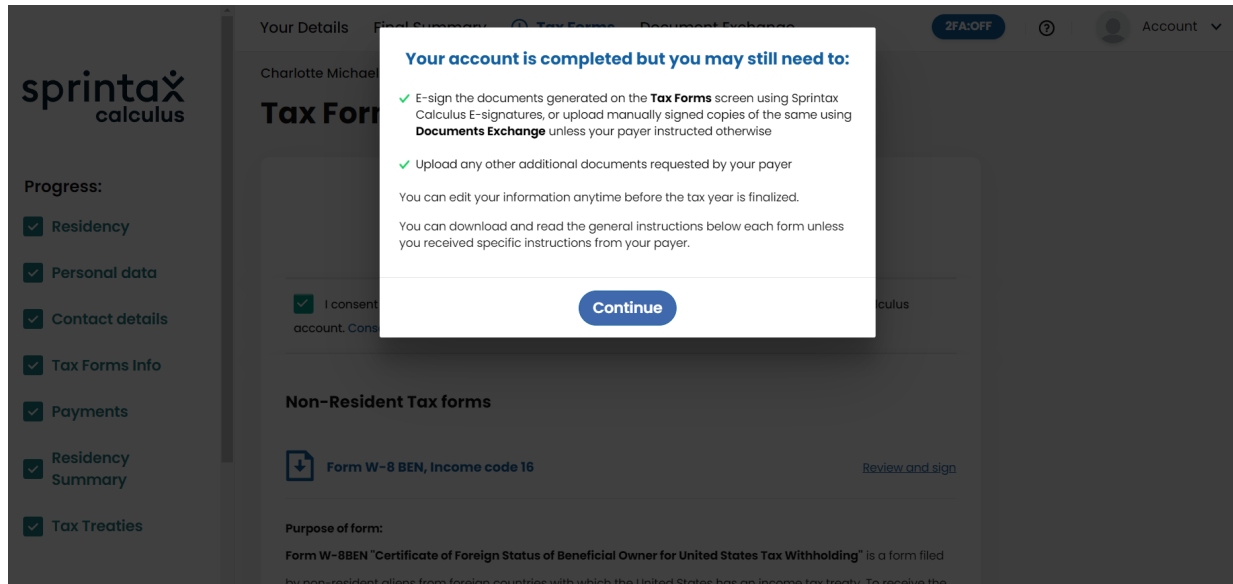


sprintax

Electronic signature and multi-factor authentication guide

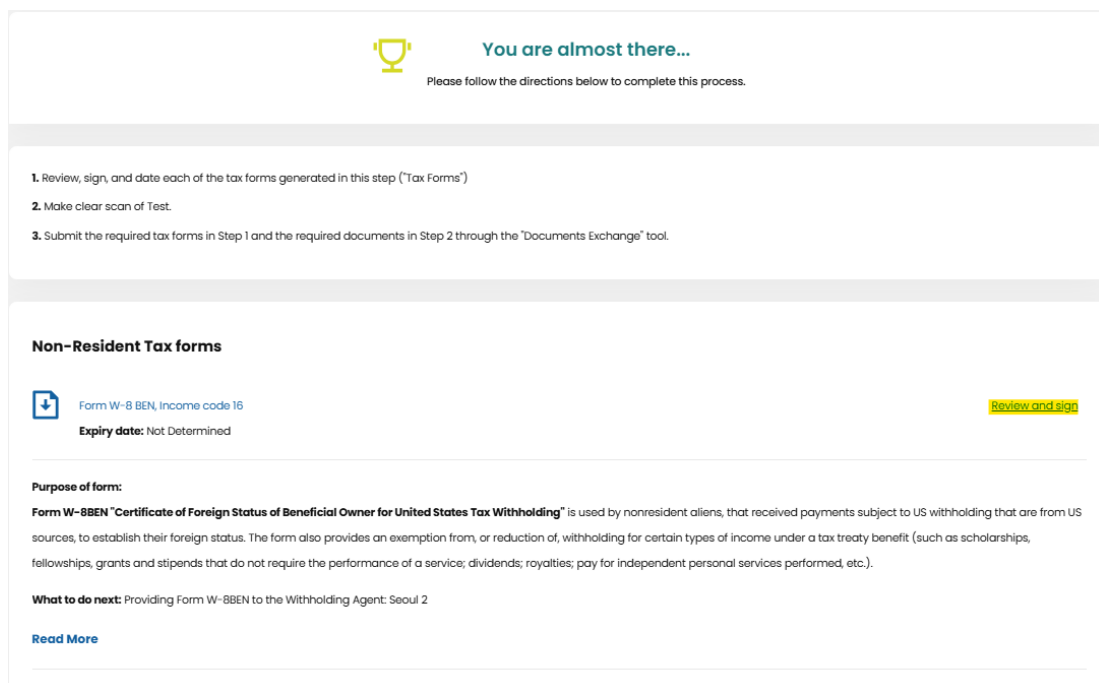
Getting Started

You can only sign documents if your file is complete and you have access to the Tax Forms page:



Step 1 Activate MFA

When you access your Tax Forms page, you will see the form you need to sign with text “Review and sign”. You can click on this link to proceed to the next step.



In the next screen, please click on "Activate".

Enable Two-Factor Authentication



Before you can proceed with e-signing documents, you must first activate Two-Factor Authentication (2FA) for your account. 2FA adds an extra layer of security to your account, ensuring that only you can access it.

- 1. Visit the Sprintax Identity Portal**

Click the 'Activate' button below to be redirected to the Sprintax Identity Portal.

Log in to your account if you are not already logged in.
- 2. Activate 2FA**

On the Sprintax Identity Portal, navigate to the 2FA settings.

Follow the instructions to set up 2FA using your preferred authenticator app.

Next Steps

After activation, click the 'Continue' button to complete the e-signing process.

ActivateContinue

Click on "Add Authenticator +".

Dashboard

Profile

Security

Account Security

We'll use this info to help make sure only you can sign in to your account.

Change password

Update your password to keep your account secure.

Your password must be 12–64 characters long. Spaces and special characters are allowed.

Edit

Authenticator app

Enable two-factor authentication (2FA) for enhanced security on your account.

Two-factor authentication (2FA) is not enabled

Use an authenticator app (e.g., Google Authenticator, Microsoft Authenticator) to generate one-time passcodes for an extra layer of security when verifying your identity during login.

Add Authenticator +

Give a name to your authenticator to be displayed in your Sprintax Identity profile and click "Verify".

Add name to the authenticator

Display name*

Field is required

CancelVerify

Scan the QR code to add your Authenticator or follow the instructions under "Unable to scan" and enter the code from your Authenticator app under the newly added profile and click "Verify".

Setup authenticator app

Use an authenticator app like 1Password, Authy, Google Authenticator, Microsoft Authenticator to generate one-time passcode for an extra layer of security when verifying your identity during login.

Scan the QR code

Use your authenticator app or browser extension to scan.



Unable to scan?

Verify the passcode from your app*

XXXXXXX

CancelVerify

Your new authenticator profile will now be listed under "**Authenticator app**" in your Sprintax Identity account:

Authenticator app

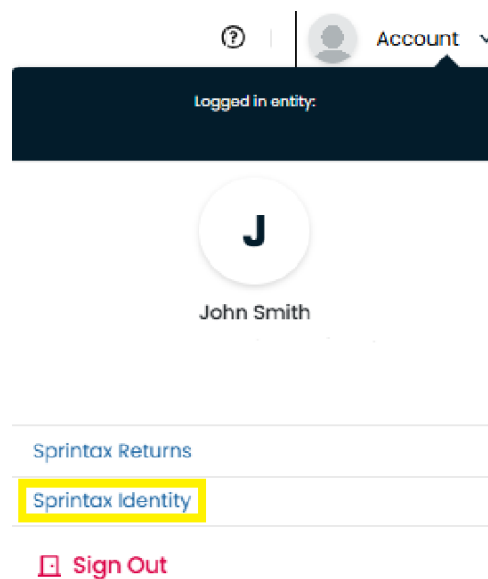
Enable two-factor authentication (2FA) for enhanced security on your account.

Name	Date Added	Status	
Sprintax	24.06.2026	Confirmed	...

Add Authenticator +

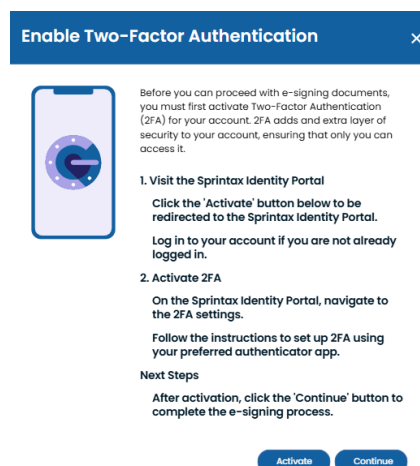
You can activate MFA from the Account menu on the top of your screen at any time, even before your file is complete and have generated forms to e-sign.

Click on "**Account**" in the top right corner and then click on "**Sprintax Identity**".

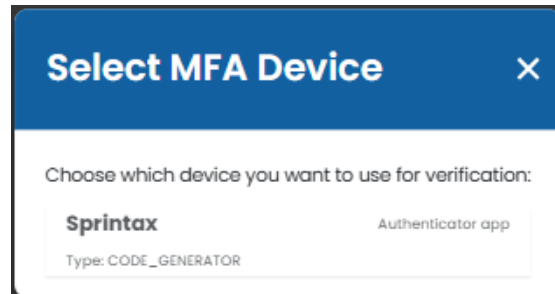


Step 2 E-sign documents

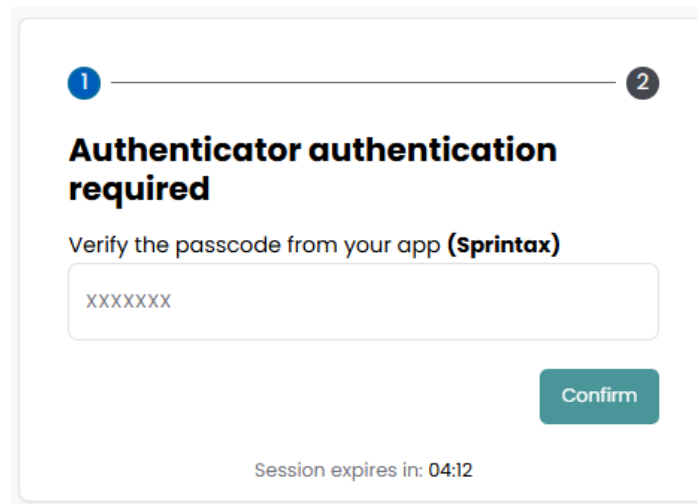
Once you activate MFA you can go back to your Sprintax Calculus account and this time click "**Continue**".



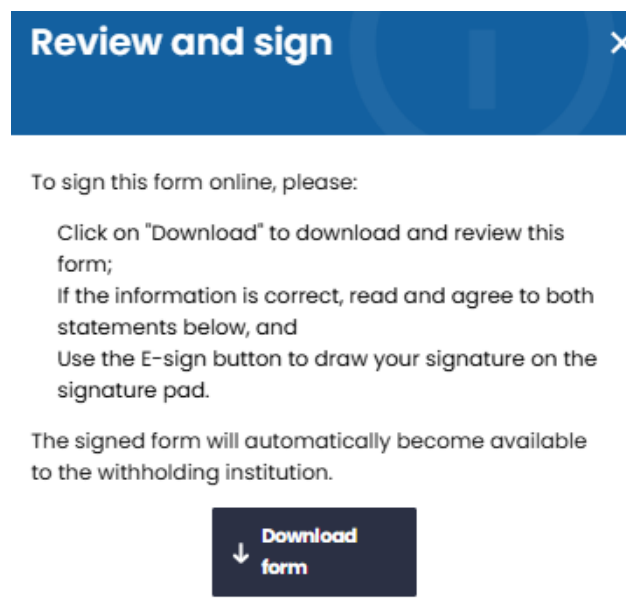
Click on the authenticator account you just created.



In the pop-up window enter the 6-digit code from your Authenticator app for your Sprintax account.



In the next screen click to "Download form" to review for accuracy in your information, click the 2 tick boxes for declaration the information on the form is correct and that you wish to e-sign the document.



☒ Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true, correct, and complete. I further certify under penalties of perjury that:

I am the individual that is the beneficial owner (or am authorized to sign for the individual that is the beneficial owner) of all the income to which this form relates or am using this form to document myself for chapter 4 purposes,

The person named on line 1 of this form is not a U.S. person,

The income to which this form relates is:

- (a) not effectively connected with the conduct of a trade or business in the United States,
- (b) effectively connected but is not subject to tax under an applicable income tax treaty, or
- (c) the partner's share of a partnership's effectively connected income,

The person named on line 1 of this form is a resident of the treaty country listed on line 9 of the form (if any) within the meaning of the income tax treaty between the United States and that country, and

For broker transactions or barter exchanges, the beneficial owner is an exempt foreign person as defined in the instructions. Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner or any withholding agent that can disburse or make payments of the income of which I am the beneficial owner. **I agree that I will submit a new form within 30 days if any certification made on this form becomes incorrect.**

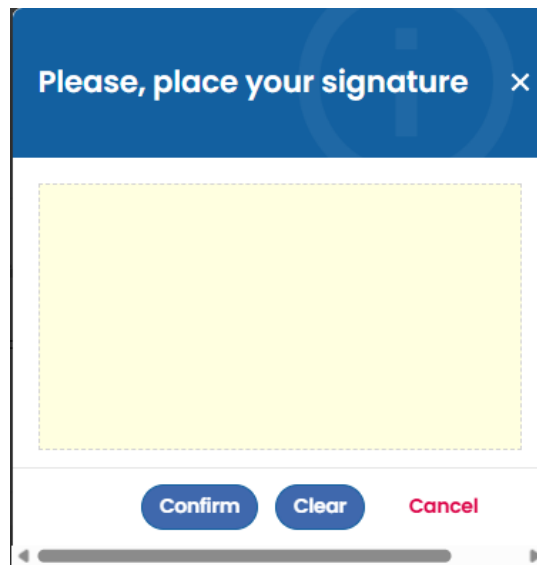
☒ By selecting the "E-sign" button, you agree to sign this tax form electronically. You agree your electronic signature is the legal equivalent of your manual/handwritten signature on this tax form. You further agree that your signature on this document is as valid as if you signed the document in writing. You also agree that no certification authority or other third party verification is necessary to validate your E-Signature. You are also confirming that you are the Sprintax user authorized to sign electronically this document.

E-Sign

Cancel

Click "E-Sign".

Place your signature and click "Confirm".



Form is now e-signed. You can download a copy and keep for your records by clicking on the "Preview" link.

Non-Resident Tax forms



Form W-8 BEN, Income code 16 Signed

Expiry date: 12/31/2029

[Preview](#)

Purpose of form:

Form W-8BEN "Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding" is used by nonresident aliens, that received payments subject to US withholding that are from US sources, to establish their foreign status. The form also provides an exemption from, or reduction of, withholding for certain types of income under a tax treaty benefit (such as scholarships, fellowships, grants and stipends that do not require the performance of a service; dividends; royalties; pay for independent personal services performed, etc.).

What to do next: Providing Form W-8BEN to the Withholding Agent: Seoul 2

[Read More](#)

Disable MFA

If you need to disable MFA, make sure to remove it from both Sprintax Calculus and your authenticator app.

Step 1: Remove MFA from Sprintax

Go to Account > Sprintax Identity > Security.
Locate your authenticator and remove it.

?

Account

Logged in entity:

J

John Smith

Sprintax Returns

Sprintax Identity

Sign Out

Dashboard

Profile

Security

Account Security

We'll use this info to help make sure only you can sign in to your account.

Change password

Update your password to keep your account secure.

Your password must be 12-64 characters long. Spaces and special characters are allowed.

Current password*

New password*

Confirm new password*

Edit

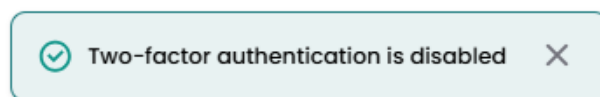
Authenticator app

Enable two-factor authentication (2FA) for enhanced security on your account.

Name	Date Added	Status	
Sprintax	24.06.2026	Confirmed	... Rename Remove

Add App

Once the MFA has been disabled from your Sprintax account you will see a notification in the top right corner confirming it.



Step 2: Remove the Account from Your Authenticator App

Open your authenticator app and delete or remove the Sprintax Calculus account from the app.

This ensures that you can successfully re-enable MFA in the future if needed.

MFA Not Working?

If you are unable to complete MFA, one of the situations below may apply.

Authenticator App Was Deleted

If you deleted the authenticator app from your device without first disconnecting it from Sprintax Calculus, MFA will no longer work.

Reinstalling the app and attempting to reconnect it will not resolve the issue if you have backed up your Authenticator.

What to do:

Contact your institution directly.

They can provide you with a special reset link, valid for 24 hours, to reset your MFA.

You Switched Devices

If you changed phones or tablets, your Sprintax account may still be linked to the authenticator app on your previous device and you have not backed up your Authenticator.

What to do:

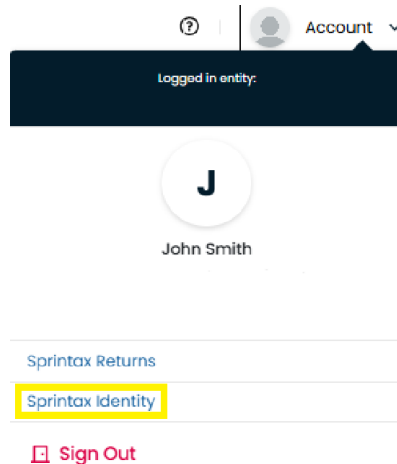
Contact your institution directly.

They will send you a 24-hour MFA reset link so you can set up MFA on your new device.

Setting Up Multi-Factor Authentication Through SMS

You can register your U.S. phone number through Sprintax Identity as well.

1. Log in to Calculus.
2. Click Account in the upper right corner of the screen.
3. Select Sprintax Identity.

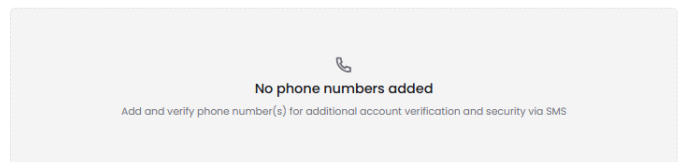


4. On the Identity Server dashboard, select "Security" on the left, scroll to "Phone Number" section and click on "Add phone +".

Phone number

Manage the contact details you use for multi-factor authentication, account verification and security.

Adding your phone number is optional and will not change the scope of services you receive from Sprintax. The mobile number you insert here will be used solely for two-factor authentication (2FA) via SMS. You can discontinue the use of 2FA via SMS at your discretion by responding with STOP to the messages you receive from Sprintax, or by deleting the mobile number from your profile. The phone numbers will not be used for marketing or solicitation, are not sold or shared with third parties for promotional purposes, and are retained only as long as necessary for security or legal obligations.



Add phone +

5. Enter the phone number and click to agree to receive SMS messages.

Enter phone number

Type your phone number then click "Add" to verify it

Phone number *

 +1 United State...

☐ By continuing, you agree to receive SMS messages from Sprintax for account security and two-factor authentication purposes. Message frequency varies. Message and data rates may apply. Reply STOP to opt out, HELP for help.

[Privacy Policy](#) | [Terms and Conditions](#)

Cancel

Add

6. Scroll to the end of the instructions and click "Agree".

How SMS verification & Two-Factor Authentication (2FA) works

To help protect your account, Sprintax uses text messages (SMS) to verify your identity when you sign in. This adds an extra layer of security, even if someone has your password, they won't be able to access your account without the verification code sent to your phone.

What is SMS 2FA?

SMS Two-Factor Authentication (2FA) means you will receive a one-time verification code by text message whenever you:

- Login from a new device or browser
- Reset your password
- Make important account changes
- Enable or manage your security settings

You simply enter the code we text you to confirm it's really you.

Why do I need to verify my phone number?

Your phone number becomes a secure contact point for receiving authentication codes. Verifying ensures:

- You have access to the number
- No one else can use it for your account
- Your Sprintax account stays protected

How to enable SMS 2FA

1. Go to **Security** in your Sprintax account
2. Add your mobile phone number
3. Check the box to consent to SMS authentication
4. We'll send a code to verify the number, enter it to complete setup

Once enabled, you will automatically receive security codes during login when needed.

Cancel

Learn more

Agree

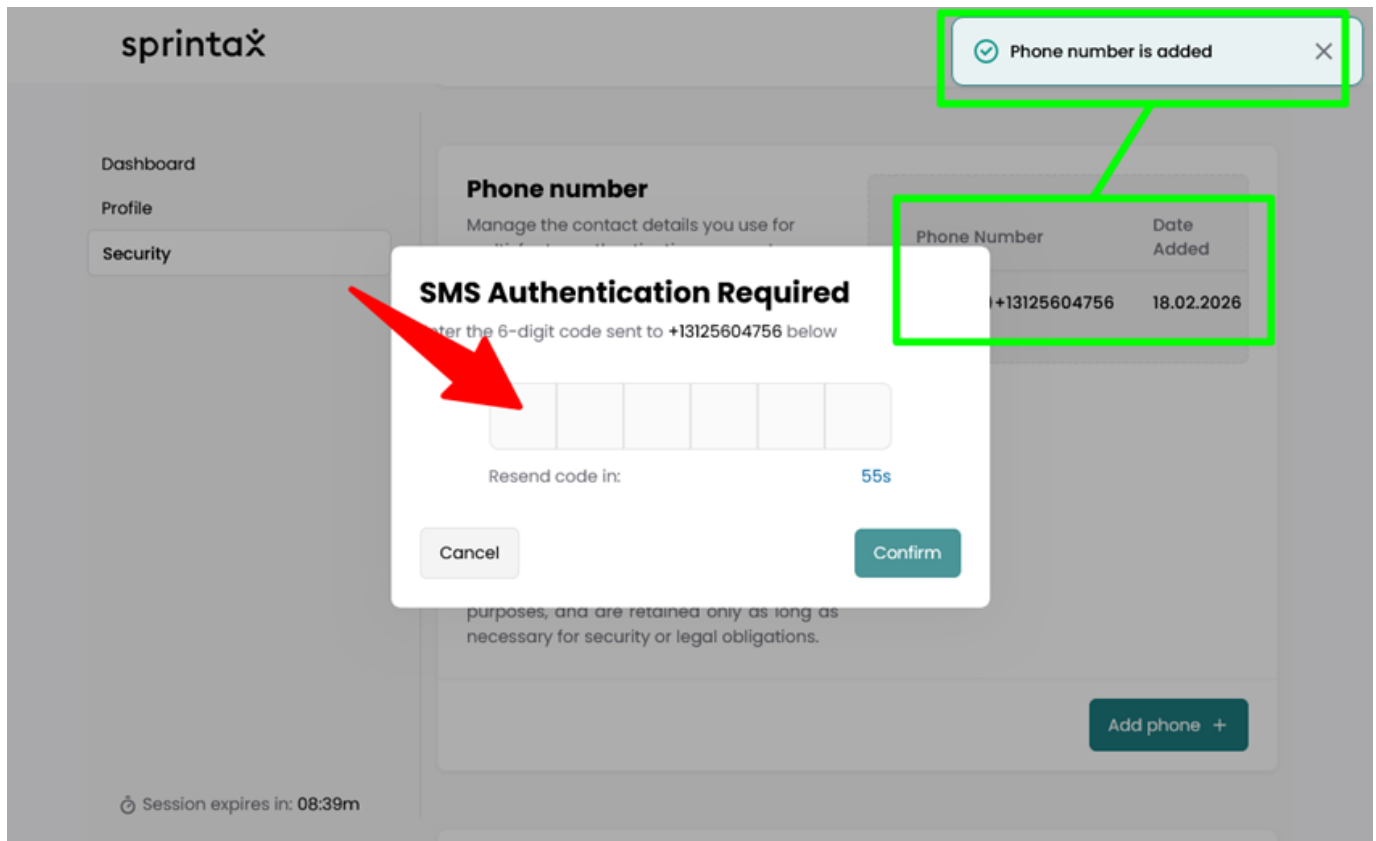
7. Click "Add" to save the phone number.

The screenshot shows the Sprintax user interface with a modal dialog titled "Enter phone number". The dialog instructs the user to "Type your phone number then click 'Add' to verify it". It features a "Phone number" input field with a dropdown menu set to "+1 United States" and the number "3125604756" entered. Below the input field is a checkbox that is checked, with the text: "By continuing, you agree to receive SMS messages from Sprintax for account security and two-factor authentication purposes. Message frequency varies. Message and data rates may apply. Reply STOP to opt out, HELP for help." Links for "Privacy Policy" and "Terms and Conditions" are provided. At the bottom of the dialog are "Cancel" and "Add" buttons. A red arrow points to the "Add" button. In the background, the "Security" section of the dashboard is visible, and a session expiration timer shows "Session expires in: 09:15m".

Phone Number Verification

Once the phone number is added:

- The system will send an SMS containing a 6-digit verification code.
- You need to enter this code in the verification field to confirm your phone number.

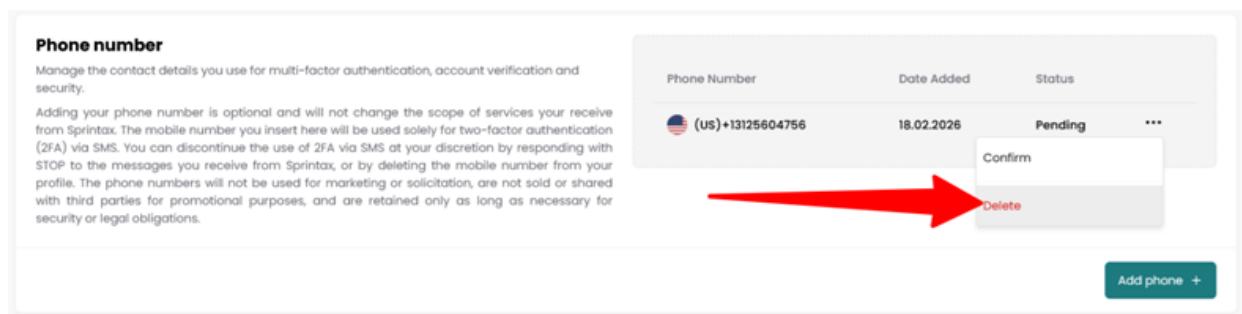


After successful verification, the phone number will appear in the account and can be used for SMS MFA when e-signing tax forms.

Removing a Phone Number

You can remove your phone number at any time:

1. Navigate to the Security section in Sprintax Identity.
2. Click the three dots beside the phone number.
3. Select Delete.



Removing the number will stop the system from sending SMS verification codes to that device.

The logo for Sprintax, featuring the word "sprintax" in a white, lowercase, sans-serif font. The letter "x" is stylized with a small dot above it, resembling a person or a checkmark. The logo is centered on a dark blue background with abstract geometric shapes in lighter shades of blue.

sprintax

Sprintax Inc
415 Lafayette Street
Floor 2
New York
NY 10003