eFAP FAQs

The following questions apply to registered users (i.e., non-SEC users) only:

1. How do I change my password?

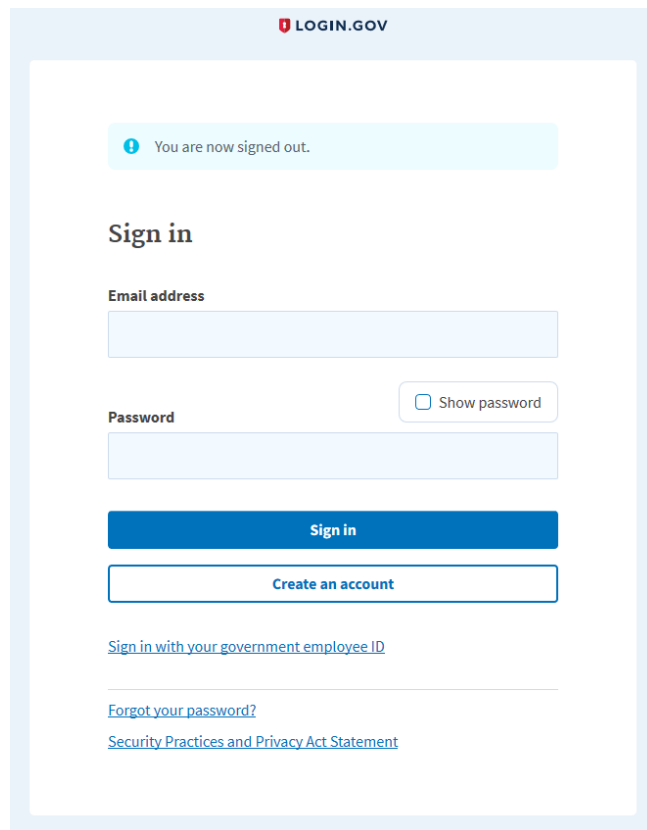   Please refer to login.gov's site on how to [change your password](#).

2. What happens if I forget my password?

    If you don't know or forget your password, the "Forget your password?" link is on the login.gov sign-in page. Please refer to login.gov's site for further information on [forgot my password](#).

3. During eFAP registration using Microsoft Internet Explorer 11, I encountered an error. What should I do?

    We found that Internet Explorer (IE) 11 has intermittent issues during eFAP registration. We recommend that users use Google Chrome or Microsoft Edge. If you want to continue using IE 11, please perform the following steps:

    - Explicitly logout from to the http://login.gov. If you successfully logged out, you should see the login.gov screen below.
    - Fully clear IE's cache. [See the User Manual for instructions on clearing cache.]
    - Close all IE11 tabs and windows.
    - Try again.

4. Can I bookmark the eFAP Acceptance Disclaimer page for a future sign in?

No. The eFAP System does not allow user to login with bookmarked page. Please access eFAP through the link on SEC.gov or click https://www.sec.gov/eFAP.

5. What are the allowed email extensions for registering in the eFAP application?

eFAP with login.gov allows you to register with any email extension; however, the email address you use to register for eFAP must be the same email address you provided, or will provide, to the Securities and Exchange Commission (SEC) Office of the Secretary.

The following questions apply to all eFAP users:

6. Why am I not seeing the Logout hyperlink on the Left Navigation Toolbar?

When the screen resolution changes to less than 1600x900, the hyperlinks on the Left Navigation Toolbar will not appear. In order to see the Logout hyperlink, you need to scroll the page using the scroll bar until the Logout hyperlink appears. Alternatively, you can use the Logout hyperlink at the top right corner of the page.

7. When I am on the Printable Page view, why I am not able to take any actions on the main browser tab?

When you click "Show Printable Page," the printable view opens in a 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.

8. While uploading files, what should I do if I get an error?

Other than missing the drop box when dropping files (as described in another FAQ), one error that could result during the file upload process is the "Please verify your upload data" error. In this case, one or more of your files experienced a failure during the process. Click the "x" that corresponds to the failed file upload to remove the file and try uploading that file again. (See screenshots below.)
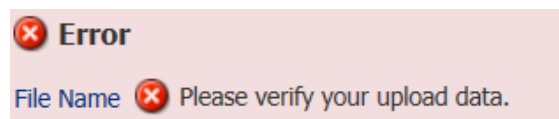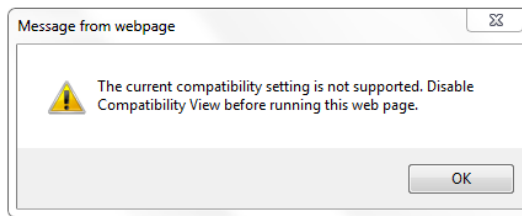

Error message that could appear during file upload.

For files that "Failed" the upload, clicking the "x" in the final column will remove the file. Then repeat the file upload.

9. I received the compatibility pop-up message below when I tried to go to the eFAP site using Internet Explorer. How do I address this?

Click the OK button in the pop-up window to close it. Click the Tools icon on the top right corner of Internet Explorer and select Compatibility View settings.
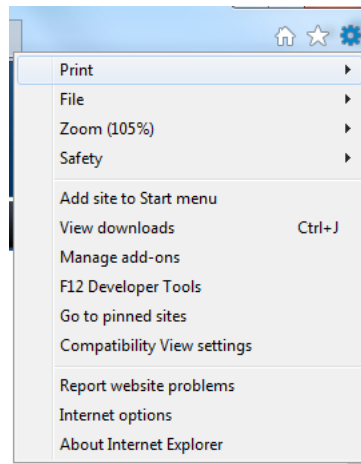
The "Compatibility View Settings" window will appear with the check box corresponding to "Display intranet sites in Compatibility View" checked. Click this box to uncheck it, and then click the Close button. Proceed to the eFAP site.