



## Frequently Asked Questions

**1. *Who should I contact about accessing the portal?***

For portal access please contact [portal@ahpplc.com](mailto:portal@ahpplc.com).

**2. *What if I forget my password?***

If you forget your password, please go to the AHP Portal Login screen and click on [Forgot Password?](#) A temporary password will be emailed to you.

**3. *Is the information I transfer secure?***

Yes. Information transferred through AHP's portal is more secure than information transferred by email. All documents published and uploaded are encrypted to ensure safe transfer.

**4. *Should I password protect documents I upload?***

If you have authorized various individuals to have access to your portal then you need to password protect, and alert AHP to the need to password protect, any documents that you do not want accessed by other users of your portal. Please provide the password to your AHP contact so they can open the file.

**5. *How do I know the document is successfully uploaded?***

Your document will appear as an uploaded document on the document screen.

**6. *I cannot view a document that I uploaded.***

If you cannot view a document immediately after uploading, your upload was not successful. Please try again following the [Full Instructions](#).

If you cannot view a document which was previously uploaded, AHP personnel may have retrieved and unpublished the document. Should you need access to the document, please contact portal support at [portal@ahpplc.com](mailto:portal@ahpplc.com).

**7. *What do we do if one of our authorized users should no longer have access?***

If any of your company's personnel who have access to AHP's portal terminate their employment or should no longer be authorized to use the portal for any other reason, it is your responsibility to notify portal support at [portal@ahpplc.com](mailto:portal@ahpplc.com) to have their access disabled. At the same time, you should change the password.

**8. *What are the system requirements to successfully use the AHP portal?***

In order to enjoy the benefits of the AHP portal, you must have the following:

- ✓ Apple Safari version 5.0 or higher, Google Chrome, Microsoft Internet Explorer version 7.0 or higher, and Mozilla Firefox
- ✓ Internet connection
- ✓ Adobe reader
- ✓ Microsoft Office 2003 or above to view Office documents
- ✓ Microsoft Windows XP or above

**9. *What type of documents can I upload?***

Any type of file can be uploaded. You are encouraged to upload documents necessary for tax preparation, audits, compilations, etc.

**10. *I cannot view documents that have been published.***

Make sure you have the correct software application for the document you are trying to view. For example, Microsoft Word must be installed on your computer to view a Word document.