

## eZ-Audit Frequently Asked Questions

[What is eZ-Audit?](#)

[Is eZ-Audit required?](#)

[Must I Have a Username and Password to use eZ-Audit?](#)

[What type of software/technology do I need to support eZ-Audit?](#)

[Do I still need to submit a hard copy to ED?](#)

[How do I get an Adobe Acrobat, PDF version of my submissions?](#)

[What if my firewall prevents me from accessing eZ-Audit?](#)

[What should I do if I have been locked out after 3 unsuccessful attempts at login?](#)

[I am ready to submit, but I do not see the "Submit to ED" button. What should I do?](#)

[Who at my school will use eZ-Audit?](#)

[What role should my auditor play in eZ-Audit?](#)

[My auditor or someone other than the Institution Administrator needs access to eZ-Audit. What should I do?](#)

[What is a Letter of Public Status?](#)

[Is training and technical assistance available?](#)

[Helpful Hints](#)

[Questions/Comments](#)

### What is eZ-Audit?

eZ-Audit provides schools with a **paperless single point of submission for financial statements and compliance audits through the web**. It will make the reporting process much easier for you and help FSA better service your needs and the application will be easy to use.

A designee from your school will simply sign on to eZ-Audit, enter summary audit and financial data directly from your report into a web form, attach an electronic version of the report, and hit the submit button. Your submission through eZ-Audit will allow for more rapid and efficient processing by the Department of Education and therefore provide you with more immediate feedback.

### Is eZ-Audit required?

Yes, eZ-Audit is required, effective June 16, 2003.

Please refer to the May 16, 2003 Federal Register Notice at <http://www.ed.gov/legislation/FedRegister/other/2003-2/051603g.pdf> implementing the new electronic process for submitting financial statements and compliance audits electronically to the Department of Education.

## **Must I have a username and password to gain access?**

Yes, users must be registered with eZ-Audit to receive a username and password.

To register, please visit the ez-Audit website at [www.ezaudit.ed.gov](http://www.ezaudit.ed.gov) and click on **Registration Instructions**. Registration instructions can also be found on IFAP at [www.ifap.ed.gov](http://www.ifap.ed.gov). (Go to Publications and click on Audit Guidance)

Please note that users must not share usernames and passwords. A users' access to eZ-Audit can be revoked if it is discovered that username and/or passwords are being shared

Registration is ongoing, so **register now!**

## **Do I still need to submit a hard copy to ED?**

No, ED will no longer need any hard copies from you.

***Please note that if you are Not-For-Profit or Public institution you will need to submit to ED via eZ-Audit and submit a hard copy to the Federal Audit Clearinghouse.***

## **What type of software/technology do I need to support eZ-Audit?**

eZ-Audit is a web-based application so you will not need to load a new application on your computer. You will simply need to ensure that you have an Internet browser – either Netscape 4.76 or 6.2 or Internet Explorer 5.0.

Additionally, you will need to ensure that you have access to Adobe Acrobat writer and a scanner, as your financial statements and compliance audits must be attached in a non-editable pdf format and contain appropriate signatures.

## **How do I get an Adobe Acrobat, PDF version of my submissions?**

Adobe Acrobat must be used to create your PDF attachment. You have several *options* for obtaining Adobe Acrobat:

- Purchase Adobe Acrobat 5.0 software that will allow you to scan paper copies of your submissions and convert them to PDF. (The retail cost of the software is approximately \$250)
- Convert an electronic version of your submission (word, excel, etc) to pdf format using [www.adobe.com](http://www.adobe.com) online. (Adobe provides this conversion capability for \$9.99 for one month with unlimited use.)

- Bring paper or electronic copies of your submissions to your local copying center (Kinkos, etc.) and request that they create a PDF version of your submission. (The cost of this option will vary, however \$30 - \$50 is a reasonable estimate.)
- **For more information on how to create a pdf visit [www.ezaudit.ed.gov](http://www.ezaudit.ed.gov) and click on 'Creating a PDF'.**

### **What if my firewall prevents me from accessing eZ-Audit?**

If you receive an error that does not allow you to access eZ-Audit when you type in the URL from your internet browser, please contact your network administrator and request that he/she do one of the following:

- Open your firewall to allow access to all 165.224.xxx.xxx addresses. This will allow your school access to all ed.gov sites
- Conduct an nslookup on ezaudit.ed.gov which will allow your school access to eZ-Audit

### **What should I do if I have been locked out after 3 unsuccessful attempts at login?**

You must wait **30 minutes** and try again. If **after** 30 minutes you are still unsuccessful please contact the eZ-Audit hotline at 866-263-0780 for assistance.

### **I am ready to submit, but I do not see the "Submit to ED" button. What should I do?**

To see the **"Submit to ED"** button you must have **"submitter"** selected as a user role. The Institution Administrator must go to the Manage Users section to verify the user role. Once "submitter" is selected for the user and saved, the user will now be able to submit. **Please note that if the user is currently logged on they must log out and log in again to see the button.**

### **Who at my school will use eZ-Audit?**

- eZ-Audit **Institution Administrator**, selected by your school, is responsible for:
  - Registering your school with eZ-Audit
  - Providing/managing access to data entry and submission approval personnel, as identified by your school
  - Maintaining security information regarding schools users as required
- eZ-Audit **Data Entry Users**, selected by your school, are responsible for:
  - Entering data into the eZ-Audit system
  - Attaching non-editable, pdf files of audited financial statements and compliance audits

- eZ-Audit **Submission Approvers**, selected by your school, are responsible for:
  - Reviewing the submission prior to “submit”
  - Approving the submission via the “submit” action

### **What role should my auditor play in eZ-Audit?**

You may choose to ask your auditor to serve as a *Data Entry User* of eZ-Audit. This means that your auditor would complete the fields in the system, and attach the audited documents in the non-editable pdf format.

If your auditor is *not* selected as a Data Entry User, you may request that your auditor electronically sends you your financial statements and compliance audits in the non-editable pdf format using Adobe Acrobat.

Please note that attestation of your financial statements and compliance audits will be in the attachments of your documents and that the signature pages must be scanned.

### **My auditor, third-party servicer or someone other than the Institution Administrator has been selected to serve as a data entry and/or submitter. How do they gain access to eZ-Audit?**

Institution Administrators have to the capability to issue usernames and passwords from the Manage Users section in eZ-Audit. When a username and password is issued the user will receive 1 email with the username and 1 email with the temporary password.

*All users are expected to sign and comply with the eZ-Audit system “Rules of Behavior”. The eZ-Audit “Rules of Behavior” can be found on the website, by clicking the 'Registration Instructions'.*

*Please note in particular, that your User-ID or password SHOULD NOT be shared with anyone and SHOULD be changed immediately if you suspect it has been compromised. Non-compliance with eZ-Audit “Rules of Behavior” if discovered, will be enforced through sanctions ranging from a written warning, removal of system privileges or access for a specific period of time, and could potentially result in prosecution under local, State, and/or Federal law.*

### **What is a Letter of Public Status?**

A Letter of Public Status is a letter from an officer of a state or other government entity confirming that the institution is a Public Institution. Please refer to 34 CFR 668.171 (c) for information.

## **Helpful Hints for new users of eZ-Audit**

1. Once you have registered, check your email for your username and temporary password. When typing in your temporary password, we would recommend cutting and pasting (highlight the text only to ensure no extra spaces) it from your email notification – this will prevent any errors in copying the password.
2. When changing your password be cognizant of case sensitivity. Remember to have at least three of the following: Capital letter, lower case, special character, number.
3. Refer to “Steps to Creating a Complete eZ-Audit Submission” and “eZ-Audit Common Submission Errors”. These documents can be found on our website at [www.ezaudit.ed.gov](http://www.ezaudit.ed.gov).

## **Is training and technical assistance available?**

Yes, a “Step-by-Step Guide to Using eZ-Audit” is available online at the eZ-Audit website and on IFAP (Go to Publications Section, click on Audit Guidance).

Technical assistance is also available by calling the eZ-Help Desk at 1-877-263-0780 or by sending an email to [fsezaudit@ed.gov](mailto:fsezaudit@ed.gov).

## **What if I have more questions?**

You can contact the eZ-Audit Help Desk at 1-877-263-0780 or by sending an email to [fsezaudit@ed.gov](mailto:fsezaudit@ed.gov).