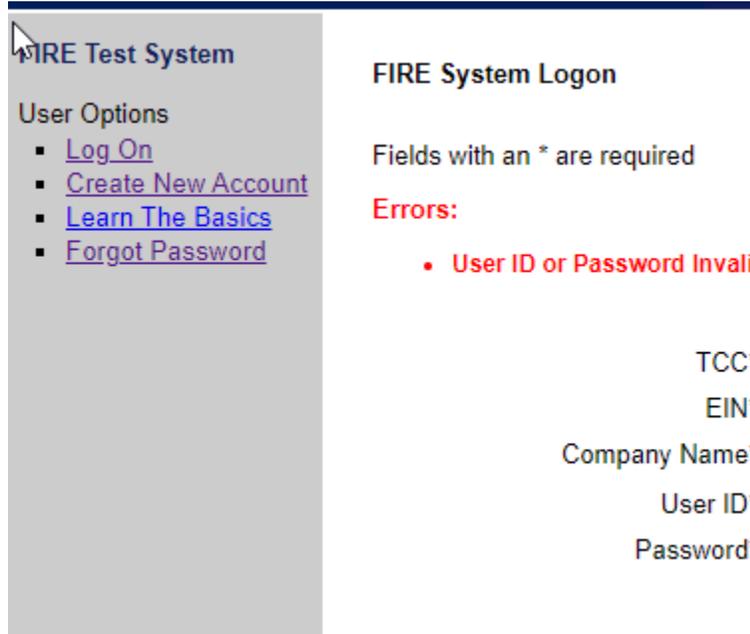


Fire Login Troubleshooting Tips

If the issue is the UserID or Password (screen 1), try to “Create New Account” or call the IRS at 866-455-7438 to have password reset

- *After creating a new account, the FIRE site will force you off and require login with the new Login information.*



Screen 1

If the username has a special character, the IRS will require the UserID to be changed (FIRE does not allow special characters). The FIRE site will require you login in again with that new ID you created and enter all the information in the fields

Hints:

- *the IRS does not allow any punctuation in the Company Name (screen 2),*
- *Some user had success by trying the following modifications*
 - o *If your Company name has a number like 1st, try spelling out “First”*
 - o *If your Company name starts with “The” drop it as part of the Company name*
 - o *If your Company has a “PA” drop it as part of the name*
 - o *If your Company name is similar to “John A Smith Attorney at Law PLLC” and just enter the Company name “John A Smith”*
 - o *If you received the Penalty letter 972CG, that will show the company name the IRS has on file*
 - o *If you filed an extension in a previous year, review the Company Name on the printed extension*
 - o *Has the company name changed since you applied for the original Transmitter Control Code (TCC)? Try the old Company name.*
 - o *Refresh your browser or try a different browser*

- if the Transmitter has the original letter from the IRS with the TCC, that will show the Company Name
- Do not enter a "hyphen" in the EIN field
- Confirm all the information is correct, TCC, EIN, User ID and Password
- The IRS is not consistent with the format; since the Company names are entered via human entry, it can vary

If the company name is the issue, you'll see the message "Information provided is not correct." Try the hints above or **call the IRS to have them provide the name in their system – 866-455-7438**

Internal Revenue Service
United States Department of the Treasury

FIRE Test System

User Options

- [Log On](#)
- [Create New Account](#)
- [Learn The Basics](#)
- [Forgot Password](#)

FIRE System Logon

Fields with an * are required
Information provided is not correct.

TCC* []

EIN* []

Company Name* []

User ID* []

Password* []

You will need a User ID and Password to begin

Screen 2