

FREQUENTLY ASKED QUESTIONS

1. Who should I contact about accessing the Portal?

For Portal access, please contact portal@dbc-llp.com.

2. What if I forget my login and password?

If you forget your password, please go to the Dunbar, Breitweiser & Company, LLP Client Portal Login screen and enter your email address and any character in the password field. Click "Login" and you will be redirected to another screen with a link: [Help! I've forgotten my password](#). Click this link to reset your password through your email or by answering security questions (if you set these up). If you reset through your email, a temporary password will be emailed to you

If you forget your username, please contact Dunbar, Breitweiser & Company, LLP's Portal support by calling (309) 827-0348 or by email at portal@dbc-llp.com.

3. Is the information I transfer secure?

Yes. Information transferred through Dunbar, Breitweiser & Company, LLP's Portal is more secure than information transferred by email. All documents published and uploaded are encrypted to ensure safe transfer.

4. How do I know if my document is successfully uploaded?

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

5. What if 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. If the problem continues, please contact Portal support by emailing portal@dbc-llp.com.

If you cannot view a document which was previously uploaded, Dunbar, Breitweiser & Company, LLP personnel may have retrieved and removed the document from the Portal. Should you need access to the document, please contact Portal support.

Make sure that 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.

6. Does each person at my company need a separate login?

Yes. User names and passwords should be protected. Should additional personnel at your company need access to the documents uploaded on the Dunbar, Breitweiser & Company, LLP Portal, please contact Portal support.

If any of your company's personnel who have access to Dunbar, Breitweiser & Company, LLP's Portal terminate their employment or are no longer authorized to use the Portal for any other reason, it is your responsibility to notify Portal support to have their username and password disabled.

7. What type of documents can I upload?

Word, Excel, PDF, and QuickBooks files can be uploaded.