



# Internal Revenue Service

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Automated Enrollment  
For  
ACA Providers  
The Externals Guide

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## 1. About This Guide

### 1.1. Who Should Use This Guide

The IRS developed this guide for the Affordable Care Act Information Returns (AIR) Application's authorized contacts who want to use Automated Enrollment (AE) to enroll A2A Client Application Systems into the IRS Application to Application (A2A) channel.

### 1.2. How to Use This Guide

The purpose of this document is to describe the User Interface (UI) for the AE for ACA Providers Application, hereunto, referred to as AE Application. You may or may not need to read this guide from beginning to end depending on your level of experience with Automated Enrollment. You can reference the table of contents to help locate sections of the guide pertaining to the task you need to complete. Section 3.4 "Getting around Automated Enrollment" also guides you to specific tasks and features, so when you have a question about an AE function, it is easy to locate the answer.

#### 1.2.1. Overview of Contents

This guide provides instructions on how to enroll and maintain A2A Client Application Systems using the Integrated Enterprise Portal (IEP). Its scope is limited to the ACA functionality of the AE Application. However, this guide does not discuss any administrative aspects of the AE Application nor does it discuss how to use the IEP other than the aspects you need to know in order to access the AE Application.

#### 1.2.2. Highlighting

This guide uses the following elements to emphasize key points:

- **Bold**  
Highlight items and indicate specific items from the UI.
- **"Tip, Note, and Important!" Tags**  
Highlight additional information related to the current task or topic.
  - The **"Tip"** tag provides alternative methods of performing a task.
  - The **"Note"** tag explains how the system works or provides information you may use to alter the way you perform a task.
  - The **"Important!"** tag warns when an action could cause critical system errors.

### 1.3. Assumptions

You must have the following to use the AE Application:

- An IEP username and password and your account has the e-Services ACA role
- An understanding of how to access and use the IEP Portal
- The use of Windows 7 or higher and one of the following Web browsers:
  - Internet Explorer 8 or higher

## 2. Automated Enrollment Overview

The AE Application provides a user interface for enrolling and maintaining A2A Client Application Systems for the IRS A2A Channel. It assigns a unique A2A Client Application System ID (ASID) to each Application System enrolled. The IRS A2A Channel uses the ASID and the Application System's X509 certificate to authenticate and authorize access to IRS A2A services. The section below summarizes the functionality of the AE Application.

### 2.1. Features and Functions

Table 2-1 provides a description of the functions available in the AE Application.

**Table 2-1 AE Functions**

Function	Description
enrollAppSystem	AE Application allows you to enroll an A2A Client Application System into the IRS A2A Channel. Each Application System enrolled must be assigned at least one IRS A2A Service and have certificate authentication.
updateAppSystem	AE Application allows you to modify the A2A Client Application System definition. As an example, you can modify an A2A Client Application System to include additional IRS A2A Services or you can inactivate or un-enroll it.
Replace Certificate	AE Application allows you to change the certificate associated to an A2A Client Application System.

## 2.2. Data Attributes

Table 2-2 describes the data elements used in the AE Application.

**Table 2-2 AE Data Elements**

Data Element	Description
TCC	An active Transmission Control Code (TCC) assigned to the Customer's organization
Customer Name	The Legal Name of the Customer's organization associated to the TCC.
Doing Business As	The Doing Business As name of the Customer's organization associated to the TCC.
A2A Client System ID (ASID)	A2A Client System ID (8 characters): This is a unique field assigned to the A2A Client Application System during the enrollment process. The ASID is a combination of the digit '1', TCC + ASID Sequence Number. AE Application prefixes the digit '1' to the created ASID.
ASID Sequence Number	A unique 2-digit sequence number used to create the A2A Client System ID (ASID). Enter a unique value in the range of 00 to 99.
Application System Name	The name assigned to the A2A Client Application System. It is limited to 30 alphanumeric characters.
Description	A description you want to use to identify an A2A Client Application System. It is limited to 50 alphanumeric characters.
Location	The location of the A2A Client Application System This is usually the City and State where an A2A Client Application System resides. It is limited to 30 alphanumeric characters.
A2A System ID Status	The status assigned to the A2A Client Application System. Table 2-4 describes the available statuses for an Application System.
Available Services	The IRS A2A Services that are available for ACA transmitters (see Table 2-3 for a description of the available services).
Selected Services	The IRS A2A Services assigned to an A2A

	Client Application System (see Table 2-3 for a description of the available services).
Credential Type	The authentication method the A2A Client Application System uses when accessing IRS A2A Services. Default to certificate. You cannot change the authentication method.
Certificate File Name	The X509 certificate used to authenticate an A2A Client Application System in the IRS A2A channel.
Certificate Authority	The CA is the trusted entity that issued the digital certificate.
Certificate Expiration	The date the digital certificate is no longer valid.

### 2.3. IRS A2A Services

Table 2-3 describes the list of IRS A2A services for ACA Transmitters.

**Table 2-3 AE Available Services**

Service	Description
IRS-ACASubmitService	Third Party, Issuer, Employer transmits 1094/1095 B/C Information Return to IRS in SOAP Request - IRS returns receipt or SOAP fault in SOAP Response.
IRS-ACAackngService	Third Party, Issuer, Employer requests status/detailed acknowledgement of 1094/1095 B/C Information Return processing from IRS in SOAP Request - IRS returns status/detailed acknowledgement or SOAP fault in SOAP Response.

## 2.4. Allowed Status Changes

Table 2-4 AE Status Matrix summarizes the A2A Client Application System status changes.

**Table 2-4 AE Status Matrix**

Current Status	Request Status	New Status	Action
	new	active	Allowed
active	inactivate	inactive	Allowed
active	un-enroll	deleted	Allowed
inactive	activate	active	Allowed
inactive	un-enroll	deleted	Allowed
disabled	activate	disabled	Disallowed
disabled	un-enroll	disabled	Disallowed

- “Current Status” is the Status of the Application System
- “Request Status” is the status change request
- “New Status” is the Application System status after the status change request completes
- “Action” indicates whether or not you can perform the change

**Note:** AE Application changes the status from new to active after it enrolls an Application System.

**Note:** Un-enrolling the Application System effectively deletes the ASID from the AE Application, and means you cannot update it again, while inactivating an Application System allows you to inactivate and activate as necessary.

**Important!** The AIR Help Desk initiates the disabled status when an Application System violated the policies of the IRS.

**Note:** Once disabled, the Application System cannot access IRS A2A Services; however, the AIR Help Desk has the ability to activate the disabled Application System (see Appendix C) for instructions on how to contact the AIR Help Desk.

### 3. Displaying your ASIDs

You access the AE Application by logging into a secured environment known as the “Integrated Enterprise Portal (IEP)”. This section explains how to launch the AE Application and introduces you to the user interface.

#### 3.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.

#### 3.2. How to Do It

Type <http://www.irs.gov> into your browser. The IRS Home page opens (see Figure 3-1).

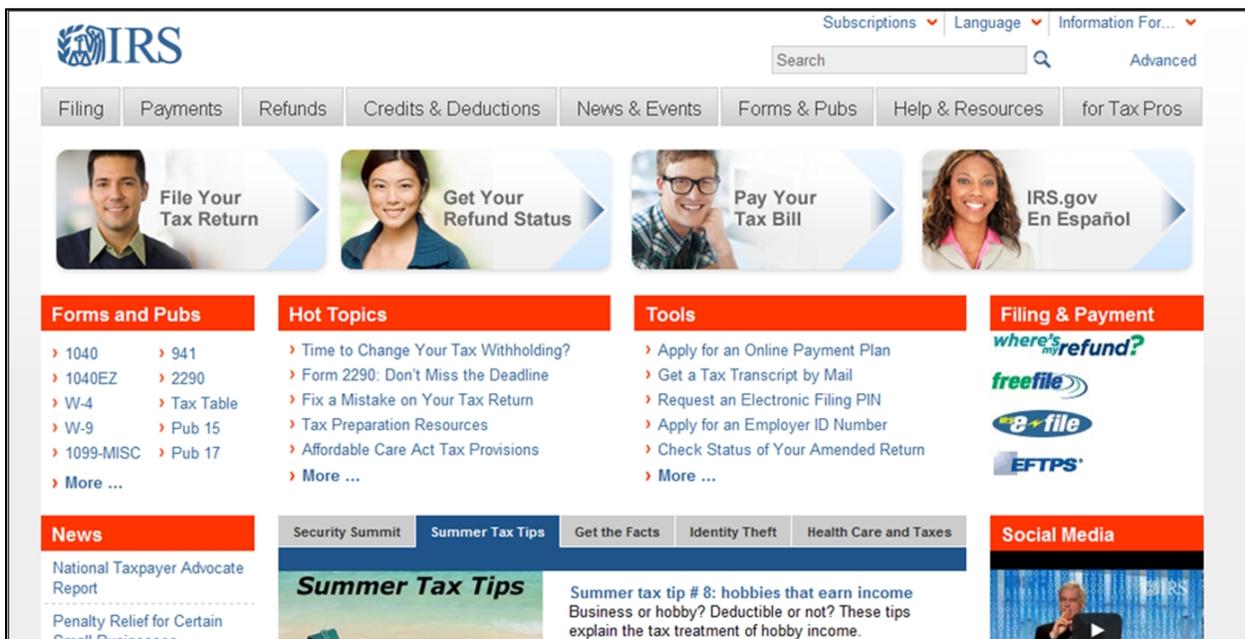
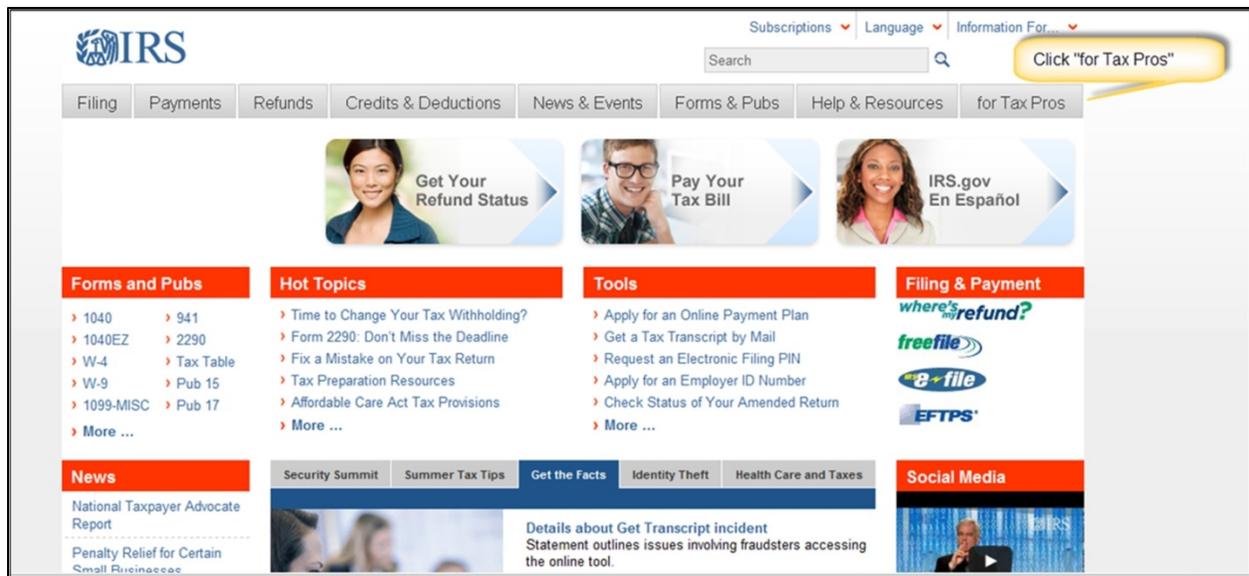


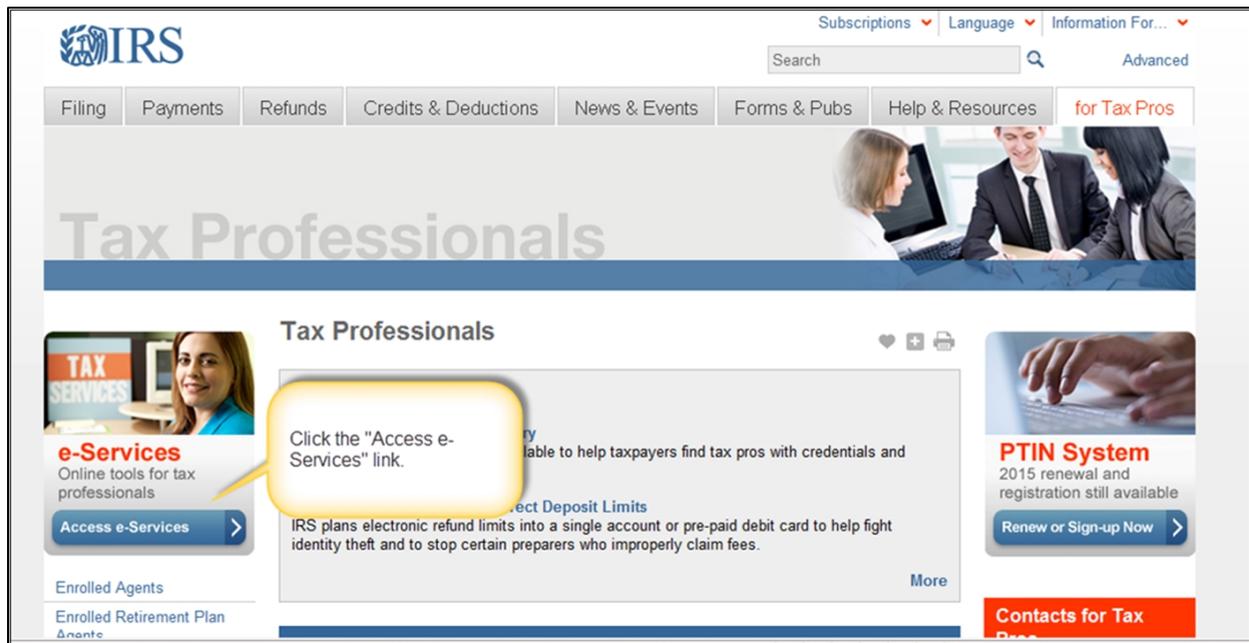
Figure 3-1 IRS Home Page

- Click the “for Tax Pros” heading at the top of the page (see Figure 3-2).



**Figure 3-2 for Tax Pros heading**

- Click the “for Tax Pros” heading at the top of the page. The Tax Professionals page opens (see Figure 3-3).



**Figure 3-3 Tax Professionals Page**

- Click the “Access e-Services” link. The e-Services – Online Tools for Tax Professionals page opens (see Figure 3-4).

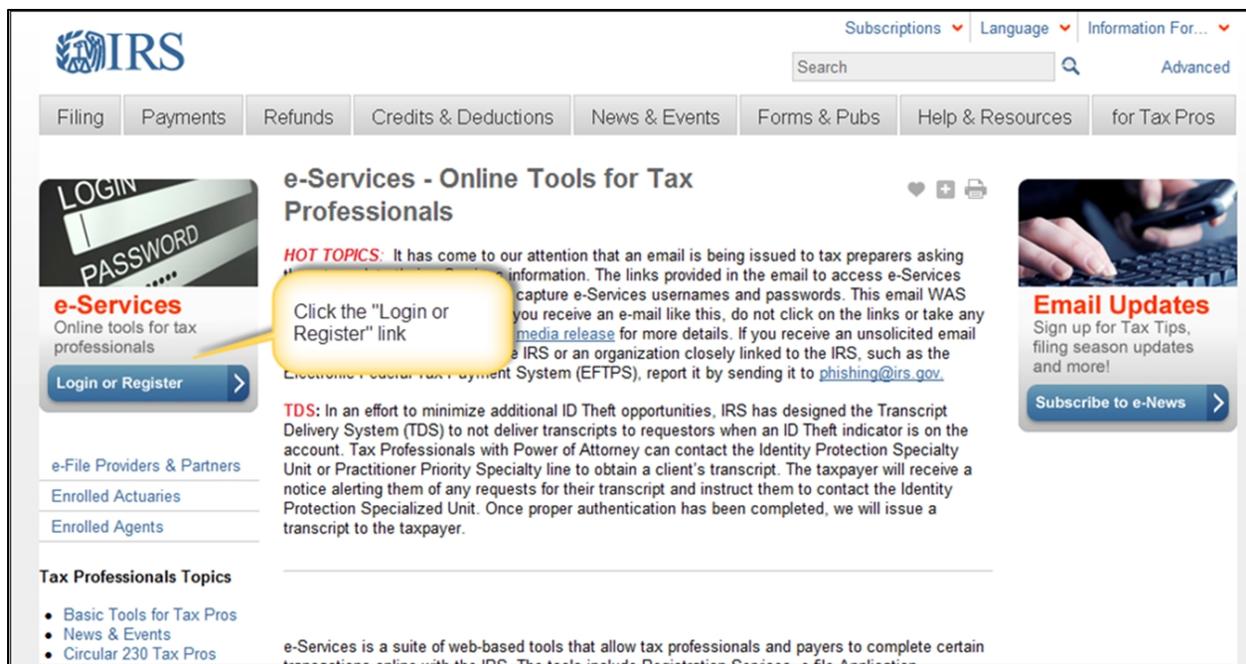
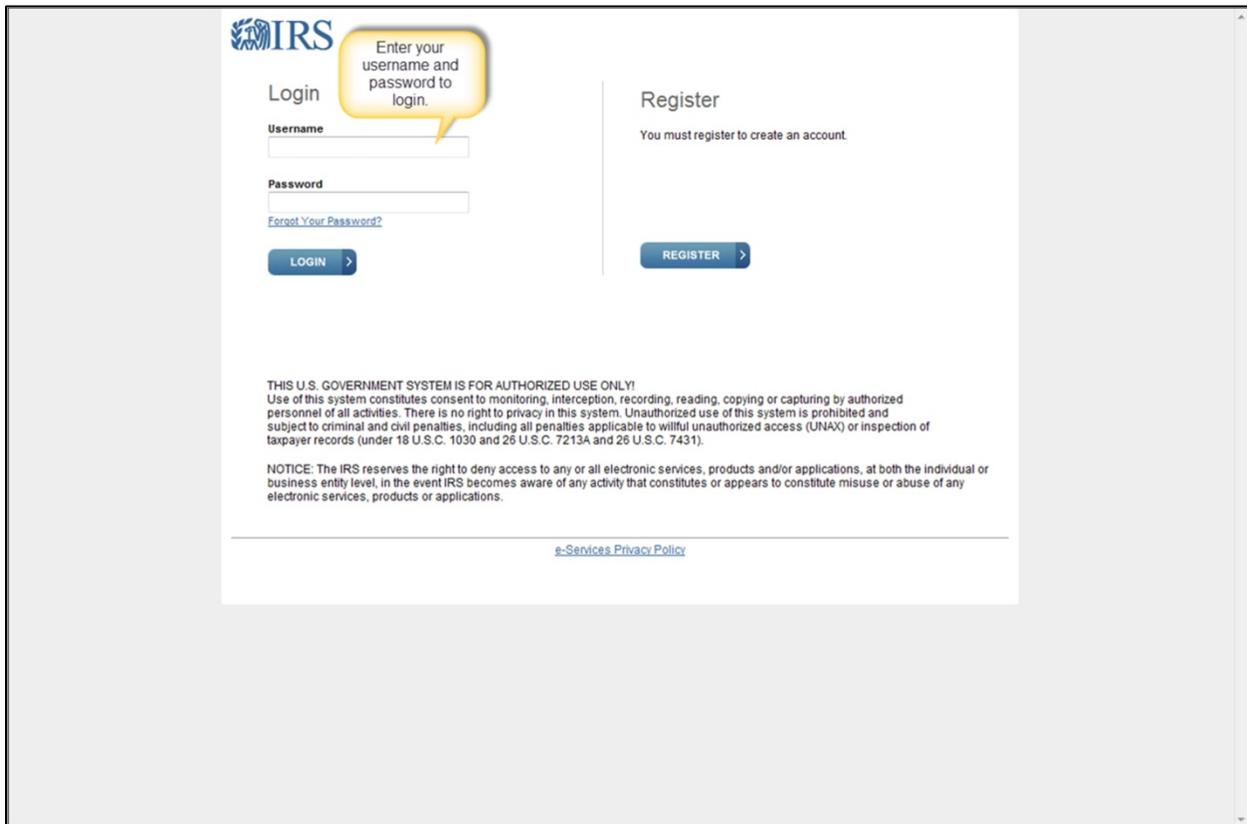


Figure 3-4 e-Services – Online Tools for Tax Professions Page

- Click the “**Login or Register**” link. The login page opens (see Figure 3-5).

### 3.3. Integrated Enterprise Portal Login

**Tip:** You can access the IEP Login Page by directly typing the URL <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser.



**Figure 3-5 IEP Login Page**

- Enter your username and password into the appropriate text fields and click the **Login** button. The IEP personality for ACA Providers selection page opens (see Figure 3-6).

 IRS

## Select Organization

Select the organization you will represent in this session:

Each item below represents an organization for which you are authorized to perform work. By selecting an organization, you are logging in as an authorized user of that organization. You will be able to perform work for only that organization.

- Individual**
- (ACA) WESTERN ESAM SD APP, 123 MAIN ST , AUSTIN, TX, 78759
- (ACA) RAZEIT WRECKING ESAM APP, 123 MAIN ST , AUSTIN, TX, 78759
- (ACA) LAMOUR ESAM APP, 123 MAIN ST , AUSTIN, TX, 78759
- (ACA) LAMI LOVERS ESAM APP, 123 MAIN ST , AUSTIN, TX, 78759
- (ACA) PLACMAN PNTRS ESAM APP, 123 MAIN ST , AUSTIN, TX, 78759
- (ACA) AADGCOMPANY ESAM ALL APP, 123 MAIN ST , AUSTIN, TX, 78759

[e-Services Privacy Policy](#)

**Figure 3-6 IEP Personality Selection Page**

- Select your ACA personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7)



Figure 3-7 IRS e-Services Welcome Page

- Click the “**Application**” link. The A2A Menu Selection Page opens (see Figure 3-8).

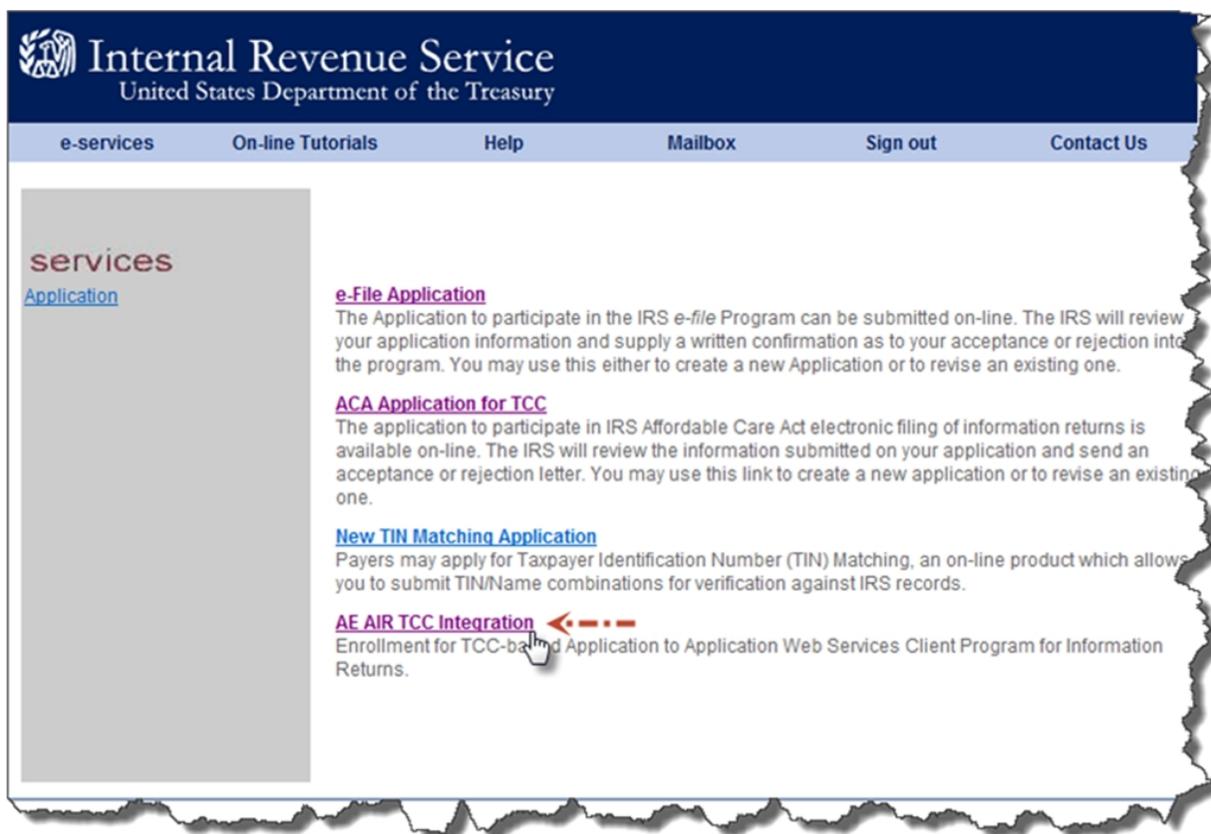


Figure 3-8 A2A Menu Selection Page

- Click the **AE AIR TCC Integration** link to display your A2A Client Application Systems. The AE Application Search Results Page opens (see Section 3.4 Getting around Automated Enrollment)

### 3.4. Getting around Automated Enrollment

The AE Application Search Results page (see Figure 3-9) is the launch pad to all of the features and functions of the AE Application. It displays a list of A2A Client Application Systems for the selected personality. From here, you can enroll and maintain A2A Client Application Systems for your organization.

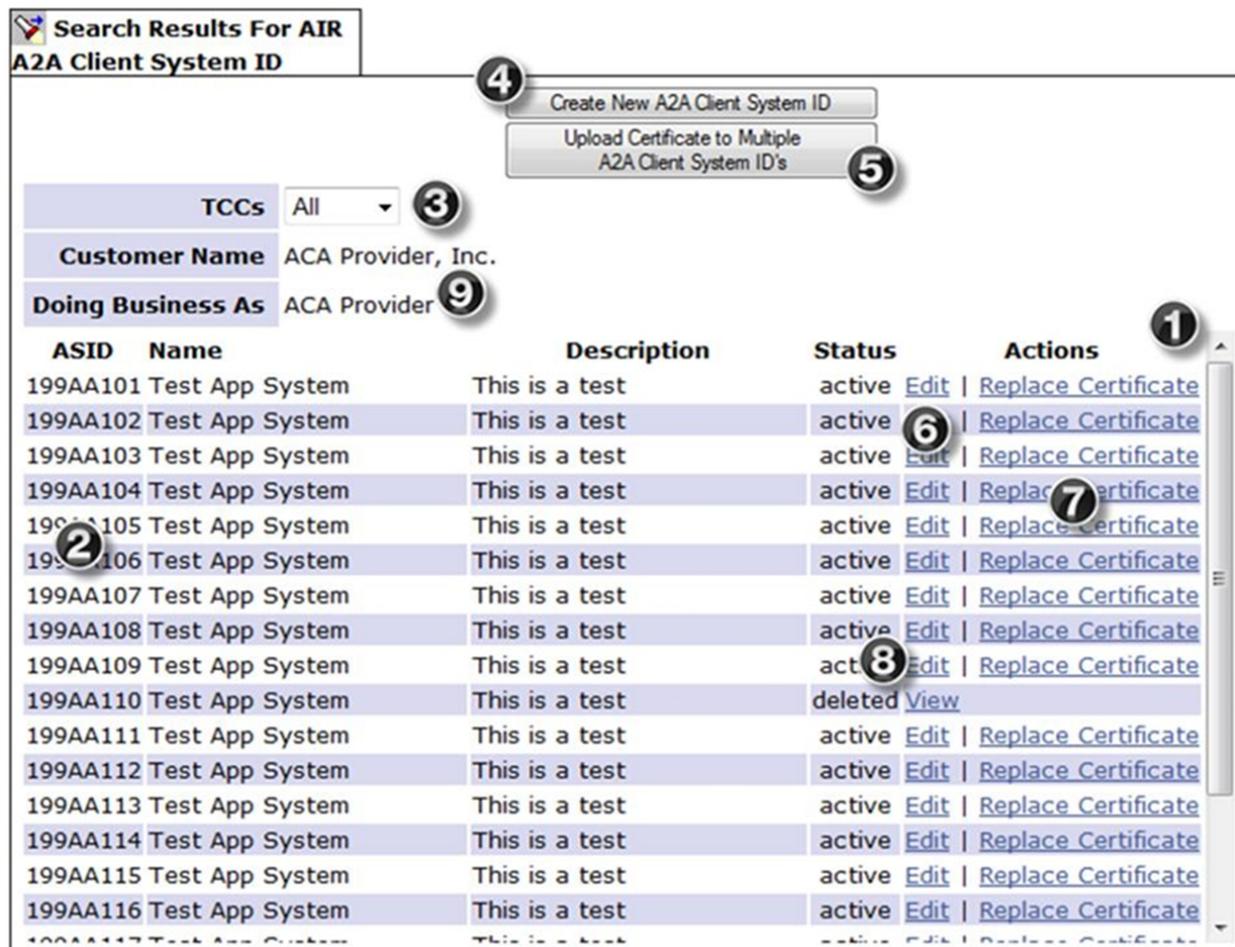


Figure 3-9 AE Application Search Results Page

1	Scroll through the list of Application Systems. The maximum number of records is set to 200.
2	By default, the AE Application sorts the list by TCC.
3	Click the arrow to the right of the <b>TCCs</b> field and select a TCC to filter the list.
4	Click the <b>Create New A2A Client System ID</b> button to enroll a new A2A Client Application System (see Section 4 Enrolling an Application System).
5	Click the <b>Upload Certificate to Multiple A2A Client System ID's</b> button to upload a certificate to many Application Systems in one transaction (see Section 10 Bulk Certificate

	Upload).
6	<p>Click the <b>Edit</b> link to change an A2A Client Application System definition (see Section 5 Updating an Application System). Here you can change the status of the Application System or you can change any of the following Application System attributes:</p> <ul style="list-style-type: none"> <li>• Application System name</li> <li>• Description</li> <li>• Location</li> <li>• Certificate</li> <li>• Services</li> </ul>
7	Click the <b>Replace Certificate</b> link to replace the certificate for an Application System (see Section 9 Replacing a Certificate).
8	Click the <b>View</b> link to display an un-enrolled Application System (see Section 11 Viewing an Un-Enrolled Application System).
9	The AE Application displays your organizations legal name and doing business as (DBA) name provided during the e-file application process

**Note:** In the event of an error displaying your Application Systems, an error page opens (see Figure 3-10). Contact the AIR Help Desk to report the error condition. Refer to Appendix C for additional information.



**Figure 3-10** Error occurred displaying the search results page

## 4. Enrolling an Application System

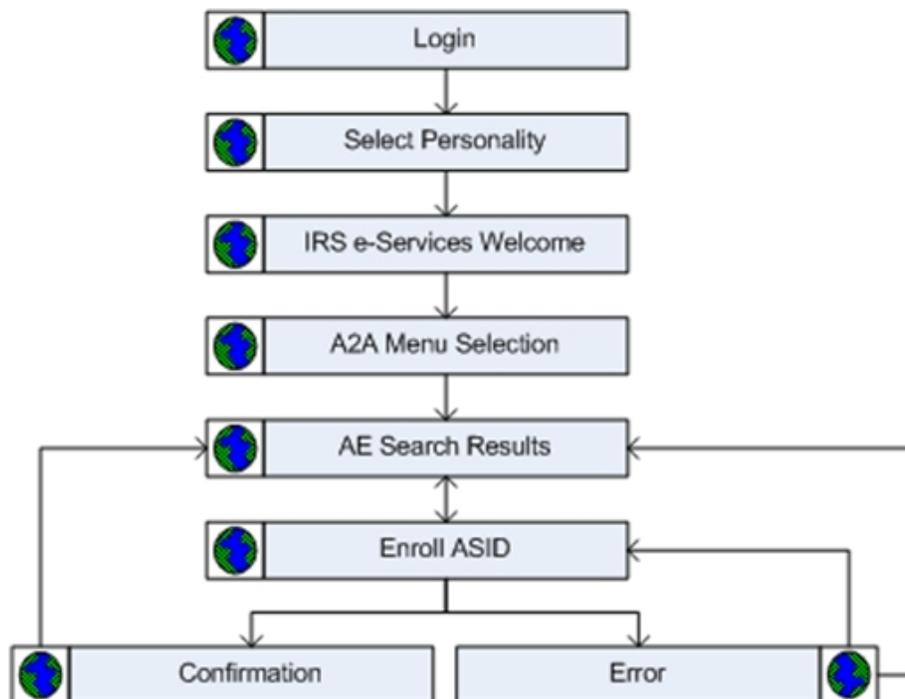
This section describes the actions required to enroll an A2A Client Application System into the IRS A2A Channel.

### 4.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.
- You have a valid X509 certificate accessible from the local system.

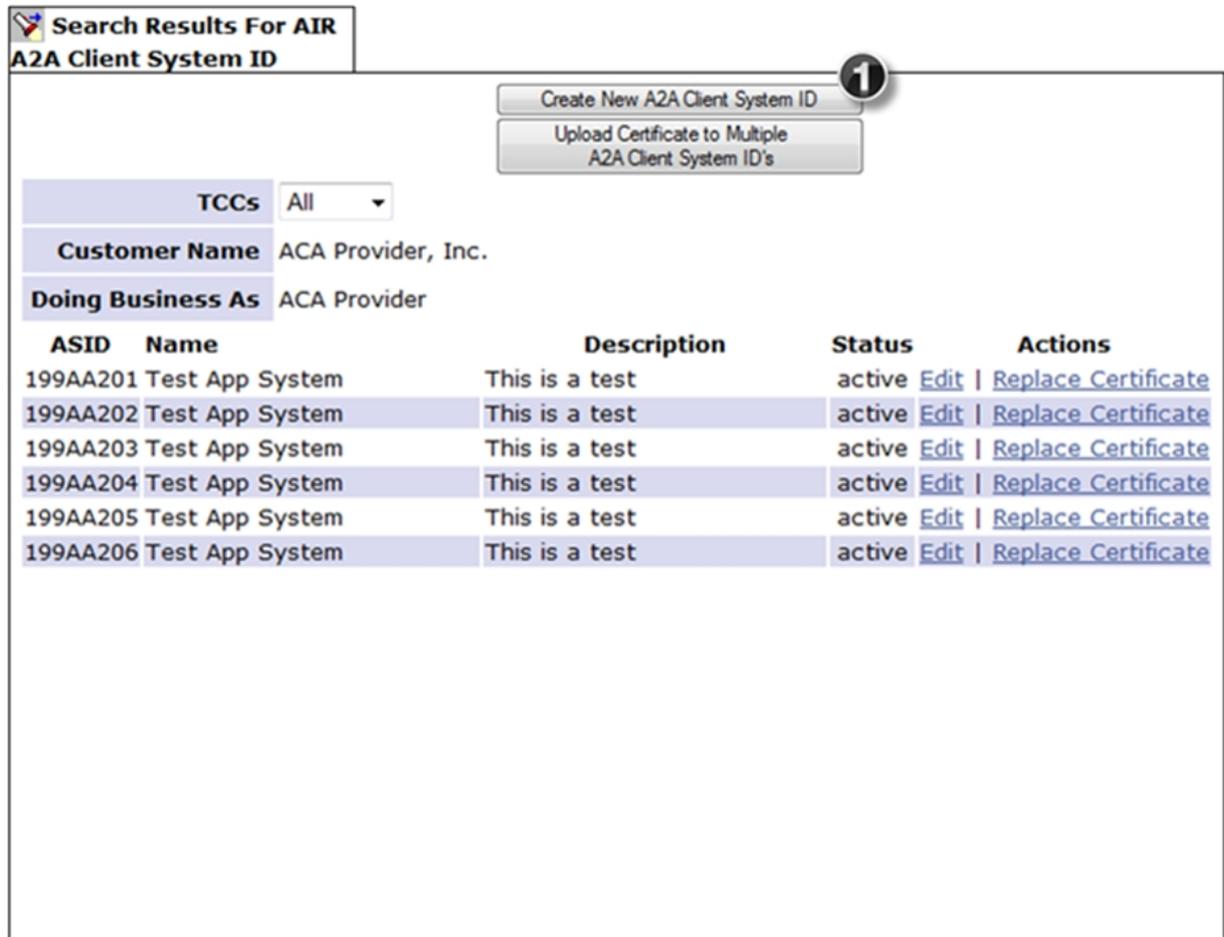
### 4.2. How to Do It

Figure 4-1 depicts the navigation steps to enroll an Application System.



**Figure 4-1 How to Enroll an Application System**

- Type the URL for the IEP Portal Login Page <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser. The Integrated Enterprise Portal Login Page opens (see Figure 3-5).
- Enter your username and password and click the **Login** button. The Personality Selection Page opens (see Figure 3-6).
- Select a personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7).
- Click the “**Application**” link. The A2A Menu Selection Page opens (see Figure 3-8).
- Click the **AE AIR TCC Integration** link. The AE Application Search Results page opens (see Figure 4-2).



**Figure 4-2 Create New A2A Client System ID Button**

**1** Click the **Create New A2A Client System ID** button. The Create New AIR A2A Client System ID page opens (see Figure 4-3).

**Note:** The AE Application displays an ‘**Error Messages**’ page in the event of any error. Refer to Appendix B to obtain information on how to handle AE Application errors.

**Create New AIR A2A Client System ID**

<b>Customer Name</b>	ACA Provider, Inc.		
<b>Doing Business As</b>	ACA Provider		
	<b>TCC</b>	<b>ASID Sequence Number</b>	
<b>A2A Client System ID</b>	99AA2 <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">1</span>	<input type="text" value=""/> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">2</span>	
<b>Application System Name</b>	<input type="text" value=""/> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">3</span>		
<b>Description</b>	<input type="text" value=""/> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">4</span>		
<b>Location</b>	<input type="text" value=""/> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">5</span>		
<b>A2A Client System ID Status</b>	new ▾		
<b>Credential Type</b>	Certificate ▾		
<b>Certificate File Name</b>	<input type="text" value=""/>		Browse... <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">6</span>

For a Credential Type of Certificate - Browse or enter the file name of the certificate to upload. Clicking the Save button below will upload the certificate and save the data.

<b>Available Services</b>	<b>Selected Services</b>
IRS-ACASubmitService <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">7</span> IRS-ACAAckngService	<div style="border: 1px solid black; height: 50px; width: 100%;"></div>
<input type="button" value="Add &gt;&gt;"/> <input type="button" value="&lt;&lt; Remove"/>	

Common Services are available to all authorized A2A Client Systems: Initial Login, Login, and Logout.

To add Services, select your Services choices from the Available Services list above by highlighting them and clicking on the **Add** button.

To remove Services, select your Services choices from the Selected Services list above by highlighting them and clicking on the **Remove** button.

8
 9

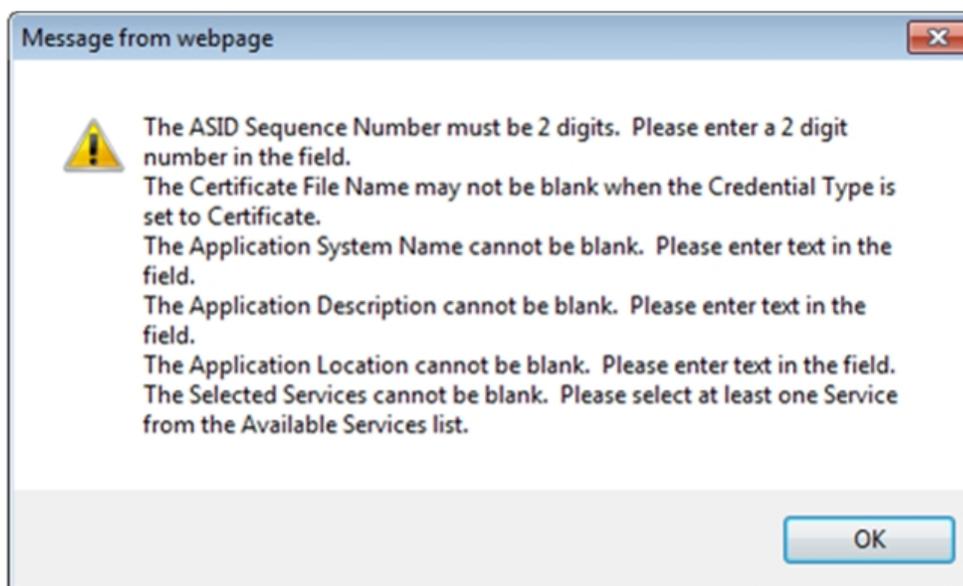
**Figure 4-3 Create New AIR A2A Client System ID Page**

Fill in the form and click **Save** to enroll the Application System, refer to section 2.2 Data Attributes for a description of each field.

<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">1</span>	<b>TCC:</b> Click the arrow to the right of the <b>TCC</b> field and select a TCC from the list.
<span style="border: 1px solid black; border-radius: 50%; padding: 2px;">2</span>	<b>ASID Sequence Number:</b> Enter a unique 2-digit sequence number. Enter a unique value in the range of 00 to 99

3	<b>Application System Name:</b> Enter the name for the Application System.
4	<b>Description:</b> Enter the Description for the Application System.
5	<b>Location:</b> Enter the Location for the Application System.
6	Click the <b>Browse</b> button to select the certificate to assign to this Application System. The certificate must be accessible from the local system.
7	Select at least one IRS A2A Service from the <b>Available Services</b> list and click the <b>Add</b> button. Refer to Table 2-3 for a description of the available services.
8	Click <b>Save</b> , if the request is successful the Confirmation for AIR A2A Client System ID page opens (see Figure 4-5).
9	Click <b>Cancel</b> to return to the AE Application Search Results page.

**Note:** In the event of a data entry error, an error dialog opens (see Figure 4-4). Follow the instructions in the dialog and click **OK** to return to the Create New AIR A2A Client System ID page to correct the error.



**Figure 4-4 A data entry error occurred enrolling an Application System**

### 4.3. Confirmation Page

Figure 4-5 depicts the Application System confirmation page.

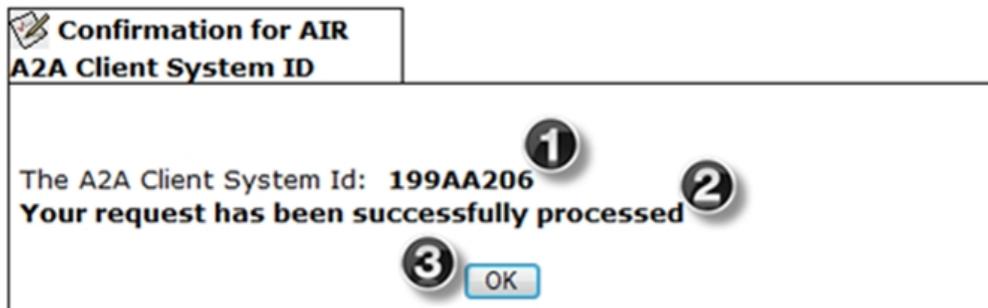


Figure 4-5 Confirmation for enrolling an Application System

❶	The ASID assigned to the enrolled Application System
❷	The Confirmation Message
❸	Click <b>OK</b> to return to the AE Application Search Results page

## 5. Updating an Application System

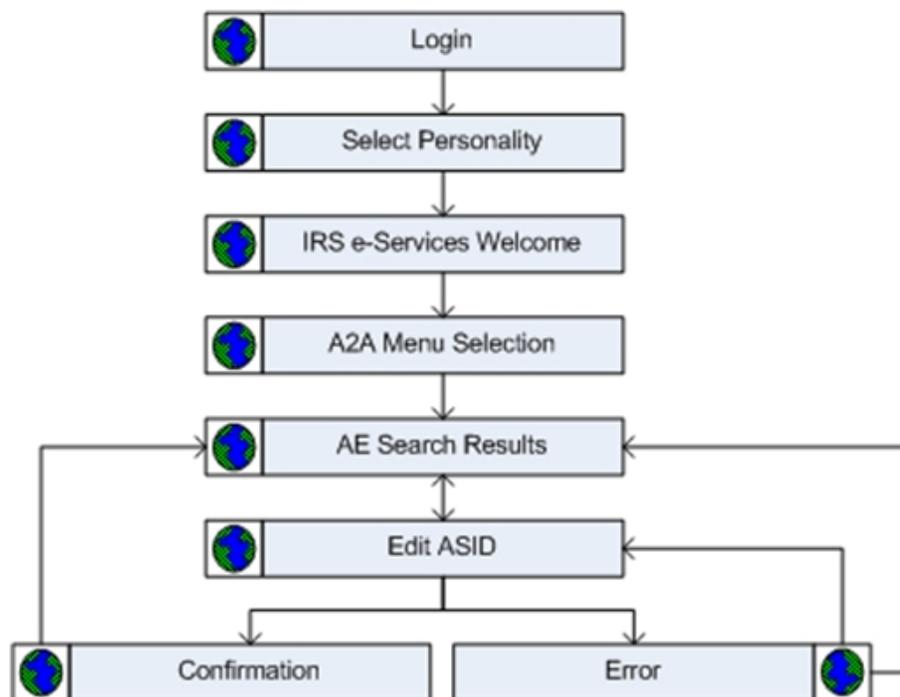
This section describes the actions required to change an A2A Client Application System definition.

### 5.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.

### 5.2. How to Do It

Figure 5-1 depicts the navigation steps to change an Application System.



**Figure 5-1 How to Edit an Application System**

- Type the URL for the IEP Portal Login Page <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser. The Integrated Enterprise Portal Login Page opens (see Figure 3-5).
- Enter your username and password and click the **Login** button. The Personality Selection Page opens (see Figure 3-6).
- Select a personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7).
- Click the “**Application**” link. The A2A Menu Selection Page opens (see Figure 3-8).
- Click the ***AE AIR TCC Integration*** link. The AE Application Search Results page opens (see Figure 5-2).

**Search Results For AIR**  
**A2A Client System ID**

TCCs: All ▾

**Customer Name**: ACA Provider, Inc.

**Doing Business As**: ACA Provider

ASID	Name	Description	Status	Actions
199AA201	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA202	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA203	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA204	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA205	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA206	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>

**1**

**Figure 5-2 Selecting the Application System to update**

**1** Locate the *ASID* and click the *Edit* link under the *Actions* column. The Edit AIR A2A Client System ID page opens (see Figure 5-3).

**Note:** The AE Application displays an ‘**Error Messages**’ page in the event of any error. Refer to Appendix B to obtain information on how to handle AE Application errors.

**Edit AIR A2A Client System ID**

<b>Customer Name</b>	ACA Provider, Inc.
<b>Doing Business As</b>	ACA Provider
<b>A2A Client System ID</b>	199AA206
<b>Application System Name</b>	<input type="text" value="Test App System"/> <span style="float: right;">1</span>
<b>Description</b>	<input type="text" value="This is a test"/> <span style="float: right;">2</span>
<b>Location</b>	<input type="text" value="Some City, ST"/> <span style="float: right;">3</span>
<b>A2A Client System ID Status</b>	active <input type="button" value="v"/> <span style="float: right;">4</span>
<b>Credential Type</b>	Certificate <input type="button" value="v"/>
<b>Certificate File Name</b>	<input type="text" value=""/> <input type="button" value="Browse..."/> <span style="float: right;">5</span>
<b>Current Certificate File Name</b>	<input type="text" value="aca_provider.crt"/>
<b>Current Certificate File Expiration</b>	<input type="text" value="Sun Aug 27 04:33:20 EDT 2017"/>
<b>Current Certificate File Authority</b>	<input type="text" value="CN=Entrust Certification Authority - L1C,OU=(c) 2009 Entr"/>

For a Credential Type of Certificate - Browse or enter the file name of the certificate to upload. Clicking the Save button below will upload the certificate and save the data.

Available Services	Selected Services
	IRS-ACASubmitService IRS-ACAackngService
<input type="button" value="Add &gt;&gt;"/> <span style="float: right;">6</span> <input type="button" value="&lt;&lt; Remove"/> <span style="float: left;">6</span>	

Common Services are available to all authorized A2A Client Systems: Initial Login, Login, and Logout.

To add Services, select your Services choices from the Available Services list above by highlighting them and clicking on the **Add** button.

To remove Services, select your Services choices from the Selected Services list above by highlighting them and clicking on the **Remove** button.

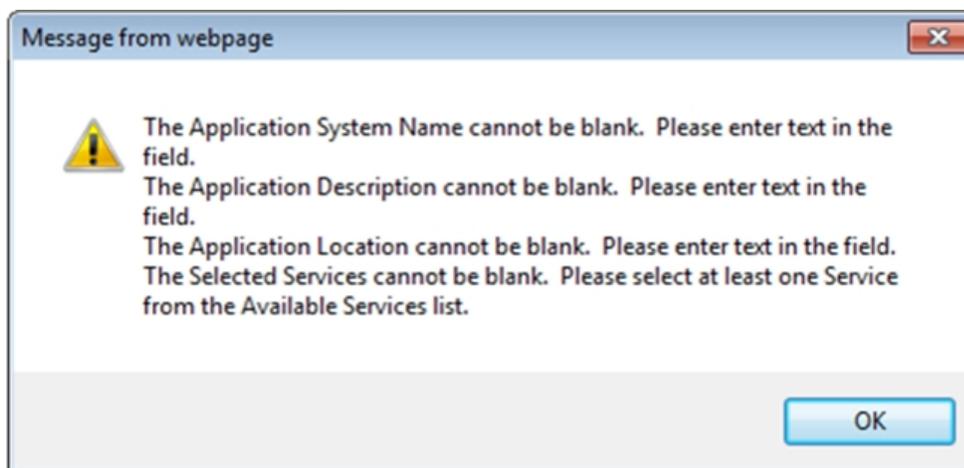
7
 8

Figure 5-3 Edit AIR A2A Client System ID Page

Update the form and click **Save** to change the Application System definition, refer to section 2.2 Data Attributes for a description of each field.

1	<b>Application System Name:</b> If you wish, change the name of the Application System.
2	<b>Description:</b> If you wish, change the description of the Application System.
3	<b>Location:</b> If you wish, change the location of the Application System.
4	If you wish, click the arrow to the right of the <b>A2A Client System ID Status</b> field and select another value from the list. Refer to Table 2-4 AE Status Matrix for a list of allowed status changes for an A2A Client Application System.
5	If you wish, click the <b>Browse</b> button to select a new certificate to assign to this Application System. The certificate must be accessible from the local system.
6	If you wish, change the <b>Selected Services</b> list. To add an IRS A2A Service, select the service from the <b>Available Services</b> list and click the <b>Add</b> button. To remove an IRS A2A Service, select the service from the <b>Selected Service</b> list and click the <b>Remove</b> button.
7	Click <b>Save</b> , if the request is successful the Confirmation for AIR A2A Client System ID page opens (see Figure 5-5).
8	Click <b>Cancel</b> to return to the AE Application Search Results page.

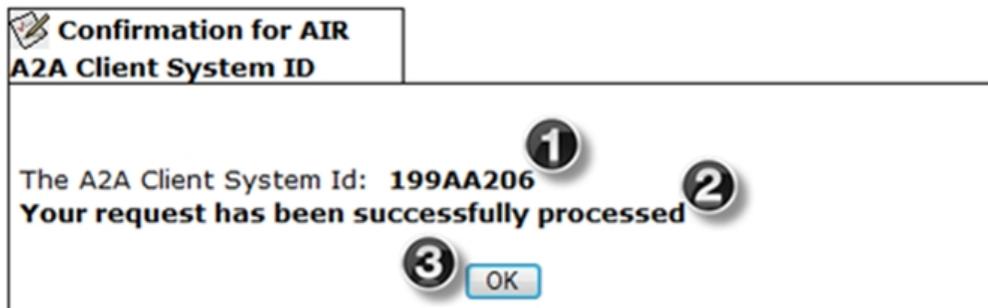
**Note:** In the event of a data entry error, an error dialog opens (see Figure 5-4). Follow the instructions in the dialog and click **OK** to return to the Edit AIR A2A Client System ID page to correct the error.



**Figure 5-4** A data entry error occurred updating an Application System

### 5.3. Confirmation Page

Figure 5-5 depicts the Application System confirmation page.



**Figure 5-5 Confirmation Page for updating an Application System**

❶	The Application System has been updated
❷	The Confirmation Message
❸	Click <b>OK</b> to return to the AE Application Search Results page

**Important!** If you replaced the certificate, the Application System must use the new certificate to access IRS A2A Services.

## 6. Un-Enrolling an Application System

This section describes the actions required to un-enroll an A2A Client Application System from the IRS A2A Channel.

### 6.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.

### 6.2. How to Do It

Figure 6-1 depicts the navigation steps to un-enroll an Application System.

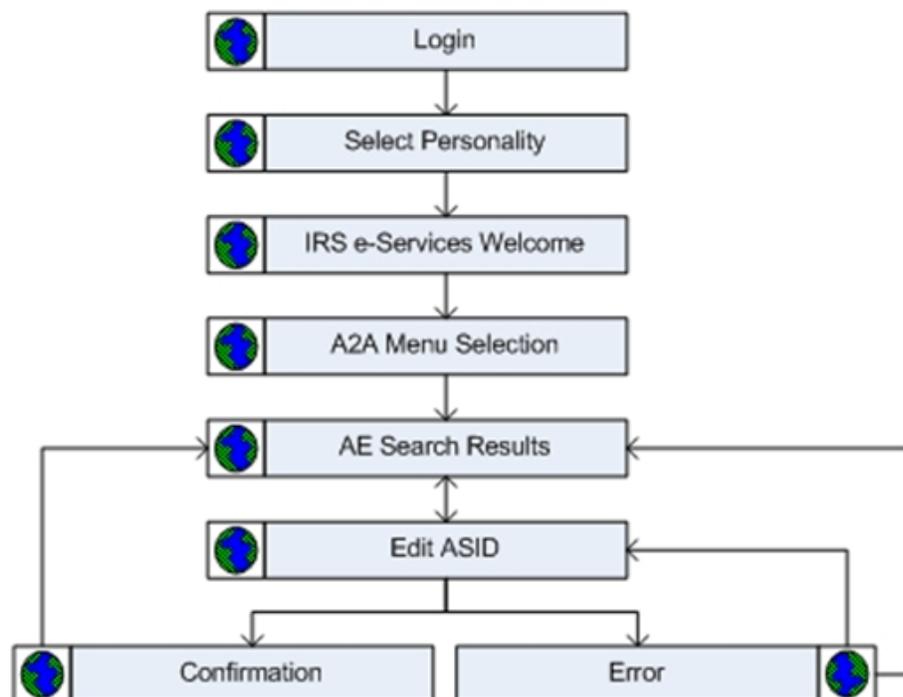


Figure 6-1 How to un-enroll an Application System

- Type the URL for the IEP Portal Login Page <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser. The Integrated Enterprise Portal Login Page opens (see Figure 3-5).
- Enter your username and password and click the **Login** button. The Personality Selection Page opens (see Figure 3-6)
- Select a personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7).
- Click the “**Application**” link. The A2A Menu Selection page opens (see Figure 3-8).
- Click the **AE AIR TCC Integration** link. The AE Application Search Results page opens (see Figure 6-2).

🔍 **Search Results For AIR**  
**A2A Client System ID**

**TCCs** All ▾

**Customer Name** ACA Provider, Inc.

**Doing Business As** ACA Provider

ASID	Name	Description	Status	Actions
199AA201	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA202	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA203	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA204	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA205	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA206	Test App System	This is a test	inactive	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>

1

**Figure 6-2 Selecting the Application System to un-enroll**

1

Locate an active or inactive *ASID* and click the *Edit* link under the *Actions* column. The Edit AIR A2A Client System ID page opens (see Figure 6-3).

**Note:** The AE Application displays an ‘**Error Messages**’ page in the event of any error. Refer to Appendix B to obtain information on how to handle AE Application errors.

✎ **Edit AIR A2A Client System ID**

<b>Customer Name</b>	ACA Provider, Inc.
<b>Doing Business As</b>	ACA Provider
<b>A2A Client System ID</b>	199AA206
<b>Application System Name</b>	<input type="text" value="Test App System"/>
<b>Description</b>	<input type="text" value="This is a test"/>
<b>Location</b>	<input type="text" value="Some City, ST"/>
<b>A2A Client System ID Status</b>	active <span style="border: 1px solid blue; padding: 2px;">un-enroll</span> <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px; font-weight: bold;">1</span>
<b>Credential Type</b>	<input type="text" value="Certificate"/>
<b>Certificate File Name</b>	<input type="text" value=""/> <input type="button" value="Browse..."/>
<b>Current Certificate File Name</b>	<input type="text" value="aca_provider.crt"/>
<b>Current Certificate File Expiration</b>	<input type="text" value="Sun Aug 27 04:33:20 EDT 2017"/>
<b>Current Certificate File Authority</b>	<input type="text" value="CN=Entrust Certification Authority - L1C,OU=(c) 2009 Entr"/>

For a Credential Type of Certificate - Browse or enter the file name of the certificate to upload. Clicking the Save button below will upload the certificate and save the data.

<b>Available Services</b>	<input type="button" value="Add &gt;&gt;"/>	<b>Selected Services</b> IRS-ACASubmitService IRS-ACAACKngService
	<input remove)"="" type="button" value("&lt;&lt;=""/>	

Common Services are available to all authorized A2A Client Systems: Initial Login, Login, and Logout.

To add Services, select your Services choices from the Available Services list above by highlighting them and clicking on the **Add** button.

To remove Services, select your Services choices from the Selected Services list above by highlighting them and clicking on the **Remove** button.

2   3

Figure 6-3 Un-enrolling an Application System

1	Click the arrow to the right of the <b>A2A Client System ID Status</b> field and select “un-enroll”.
---	------------------------------------------------------------------------------------------------------

②	Click <b>Save</b> , if the request is successful the Confirmation for AIR A2A Client System ID page opens (see Figure 6-4).
③	Click <b>Cancel</b> to return to the AE Application Search Results page.

### 6.3. Confirmation Page

Figure 6-4 depicts the Application System confirmation page.

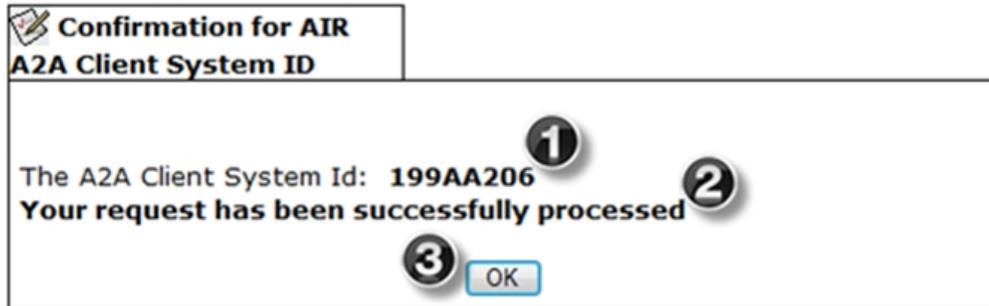


Figure 6-4 Confirmation for un-enrolling an Application System

①	This Application System has been un-enrolled and can no longer access IRS A2A Services
②	The Confirmation Message
③	Click <b>OK</b> to return to the AE Application Search Results page

## 7. Inactivating an Application System

This section describes the actions required to inactivate an A2A Client Application System.

### 7.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.

### 7.2. How to Do It

Figure 7-1 depicts the navigation steps to inactivate an Application System.

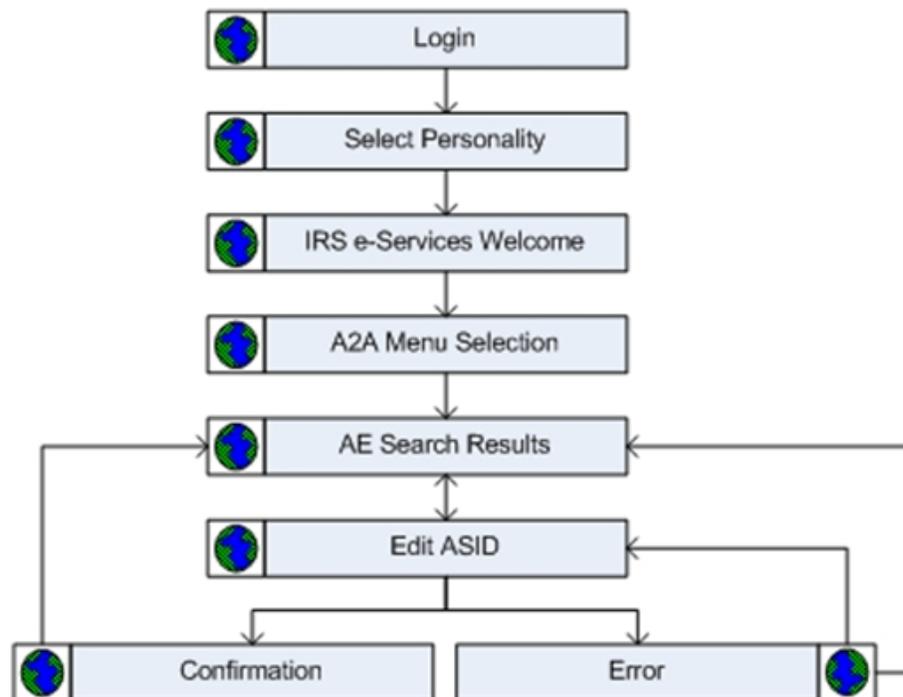


Figure 7-1 How to Inactivate an Application System

- Type the URL for the IEP Portal Login Page <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser. The Integrated Enterprise Portal Login Page opens (see Figure 3-5).
- Enter your username and password and click the **Login** button. The Personality Selection Page opens (see Figure 3-6).
- Select a personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7).
- Click the “**Application**” link. The A2A Menu Selection Page opens (see Figure 3-8).
- Click the *AE AIR TCC Integration* link. The AE Application Search Results page opens (see Figure 7-2).

🔍 **Search Results For AIR**  
**A2A Client System ID**

**TCCs** All ▾

**Customer Name** ACA Provider, Inc.

**Doing Business As** ACA Provider

ASID	Name	Description	Status	Actions
199AA201	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA202	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA203	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA204	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA205	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA206	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>

1

**Figure 7-2 Selecting the Application System to inactivate**

1 Locate an active *ASID* and click the *Edit* link under the *Actions* column. The Edit AIR A2A Client System ID page opens (see Figure 7-3).

**Note:** The AE Application displays an ‘**Error Messages**’ page in the event of any error. Refer to Appendix B to obtain information on how to handle AE Application errors.

✎ **Edit AIR A2A Client System ID**

<b>Customer Name</b>	ACA Provider, Inc.
<b>Doing Business As</b>	ACA Provider
<b>A2A Client System ID</b>	199AA206
<b>Application System Name</b>	<input type="text" value="Test App System"/>
<b>Description</b>	<input type="text" value="This is a test"/>
<b>Location</b>	<input type="text" value="Some City, ST"/>
<b>A2A Client System ID Status</b>	active <span style="border: 1px solid blue; padding: 2px;">inactivate</span> <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px; font-weight: bold;">1</span>
<b>Credential Type</b>	<input type="text" value="Certificate"/>
<b>Certificate File Name</b>	<input type="text" value=""/> <input type="button" value="Browse..."/>
<b>Current Certificate File Name</b>	<input type="text" value="aca_provider.crt"/>
<b>Current Certificate File Expiration</b>	<input type="text" value="Sun Aug 27 04:33:20 EDT 2017"/>
<b>Current Certificate File Authority</b>	<input type="text" value="CN=Entrust Certification Authority - L1C,OU=(c) 2009 Entr"/>

For a Credential Type of Certificate - Browse or enter the file name of the certificate to upload. Clicking the Save button below will upload the certificate and save the data.

<b>Available Services</b>	<input type="button" value="Add &gt;&gt;"/>	<b>Selected Services</b> IRS-ACASubmitService IRS-ACAACKngService
	<input type="button" value=" &lt;&lt; Remove"/>	

Common Services are available to all authorized A2A Client Systems: Initial Login, Login, and Logout.

To add Services, select your Services choices from the Available Services list above by highlighting them and clicking on the **Add** button.

To remove Services, select your Services choices from the Selected Services list above by highlighting them and clicking on the **Remove** button.

2   3

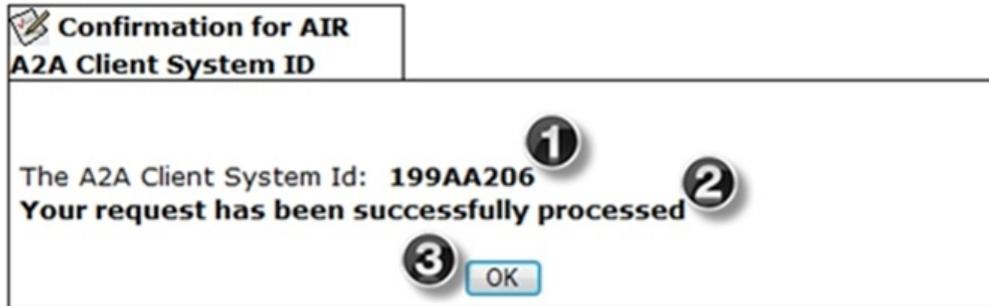
Figure 7-3 Inactivating an Application System

1 Click the arrow to the right of the **A2A Client System ID Status** field and select **inactivate**

②	Click <b>Save</b> , if the request is successful the Confirmation for AIR A2A Client System ID page opens (see Figure 7-4).
③	Click <b>Cancel</b> to return to the AE Application Search Results page.

### 7.3. Confirmation Page

Figure 7-4 depicts the Application System confirmation page.



**Figure 7-4 Confirmation for inactivating an Application System**

①	This Application System has been inactivated and can no longer access IRS A2A Services
②	The Confirmation Message
③	Click <b>OK</b> to return to the AE Application Search Results page

## 8. Activating an Application System

This section describes the actions required to activate an A2A Client Application System.

### 8.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.

### 8.2. How to Do It

Figure 8-1 depicts the navigation steps to activate an Application System.

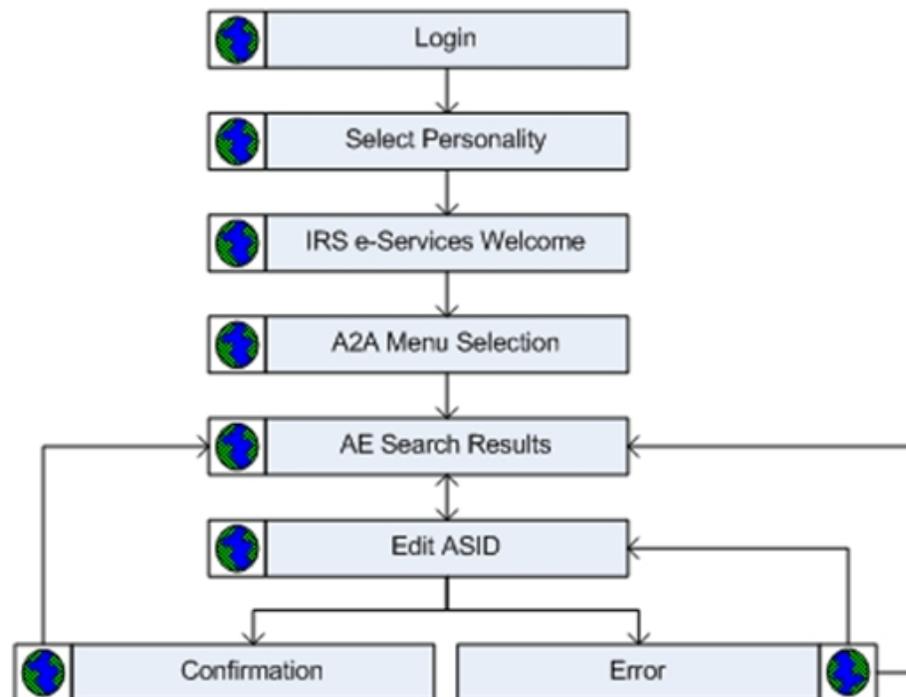


Figure 8-1 How to activate an Application System

- Type the URL for the IEP Portal Login Page <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser. The Integrated Enterprise Portal Login Page opens (see Figure 3-5).
- Enter your username and password and click the **Login** button. The Personality Selection Page opens (see Figure 3-6).
- Select a personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7).
- Click the “**Application**” link. The A2A Menu Selection Page opens (see Figure 3-8).
- Click the *AE AIR TCC Integration* link. The AE Application Search Results page opens (see Figure 8-2).

**Search Results For AIR**  
**A2A Client System ID**

TCCs: All

Customer Name: ACA Provider, Inc.

Doing Business As: ACA Provider

ASID	Name	Description	Status	Actions
199AA201	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA202	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA203	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA204	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA205	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA206	Test App System	This is a test	inactive	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>

**1**

**Figure 8-2 Selecting the Application System to activate**

**1** Locate an inactive **ASID** and click the *Edit* link under the *Actions* column. The Edit AIR A2A Client System ID page opens (see Figure 8-3).

**Note:** The AE Application displays an ‘**Error Messages**’ page in the event of any error. Refer to Appendix B to obtain information on how to handle AE Application errors.

✎ **Edit AIR A2A Client System ID**

<b>Customer Name</b>	ACA Provider, Inc.
<b>Doing Business As</b>	ACA Provider
<b>A2A Client System ID</b>	199AA206
<b>Application System Name</b>	<input type="text" value="Test App System"/>
<b>Description</b>	<input type="text" value="This is a test"/>
<b>Location</b>	<input type="text" value="Some City, ST"/>
<b>A2A Client System ID Status</b>	inactive <span style="border: 1px solid blue; padding: 2px;">activate</span> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">1</span>
<b>Credential Type</b>	<input type="text" value="Certificate"/>
<b>Certificate File Name</b>	<input type="text" value=""/> <span style="border: 1px solid gray; padding: 2px 5px;">Browse...</span> <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">2</span>
<b>Current Certificate File Name</b>	<input type="text" value="aca_provider.crt"/>
<b>Current Certificate File Expiration</b>	<input type="text" value="Sun Aug 27 04:33:20 EDT 2017"/>
<b>Current Certificate File Authority</b>	<input type="text" value="CN=Entrust Certification Authority - L1C,OU=(c) 2009 Entr"/>

For a Credential Type of Certificate - Browse or enter the file name of the certificate to upload. Clicking the Save button below will upload the certificate and save the data.

<b>Available Services</b>	<input type="button" value="Add &gt;&gt;"/>  <input type="button" value="&lt;&lt; Remove"/>	<b>Selected Services</b>
		IRS-ACASubmitService IRS-ACAACKngService

Common Services are available to all authorized A2A Client Systems: Initial Login, Login, and Logout.

To add Services, select your Services choices from the Available Services list above by highlighting them and clicking on the **Add** button.

To remove Services, select your Services choices from the Selected Services list above by highlighting them and clicking on the **Remove** button.

3


4

Figure 8-3 Activating an Application System

- |                                                                                      |                                                                                                   |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <span style="border: 1px solid gray; border-radius: 50%; padding: 2px 5px;">1</span> | Click the arrow to the right of the <b>A2A Client System ID Status</b> field and select activate. |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|

2	If you wish, click the <b>Browse</b> button to select a new certificate to assign to this Application System. The certificate must be accessible from the local system.
3	Click <b>Save</b> , if the request is successful the Confirmation for AIR A2A Client System ID page opens (see Figure 8-4).
4	Click <b>Cancel</b> to return to the AE Application Search Results page.

### 8.3. Confirmation Page

Figure 8-4 depicts the Application System confirmation page.

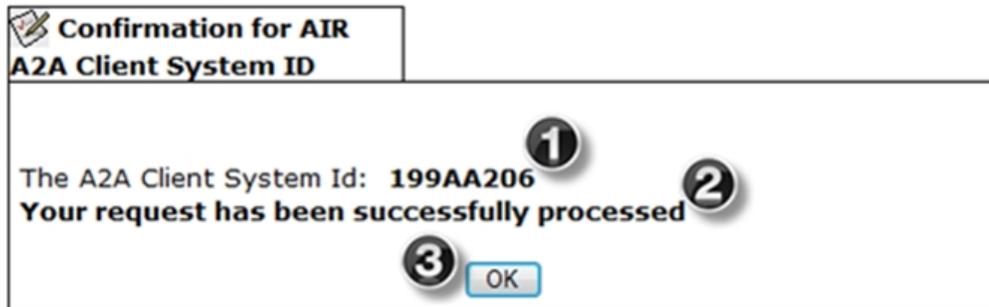


Figure 8-4 Confirmation for activating an Application System

1	This Application System has been activated and can now access IRS A2A Services
2	The Confirmation Message
3	Click <b>OK</b> to return to the AE Application Search Results page

**Important!** If you replaced the certificate, the Application System must use the new certificate to access IRS A2A services.

## 9. Replacing a Certificate

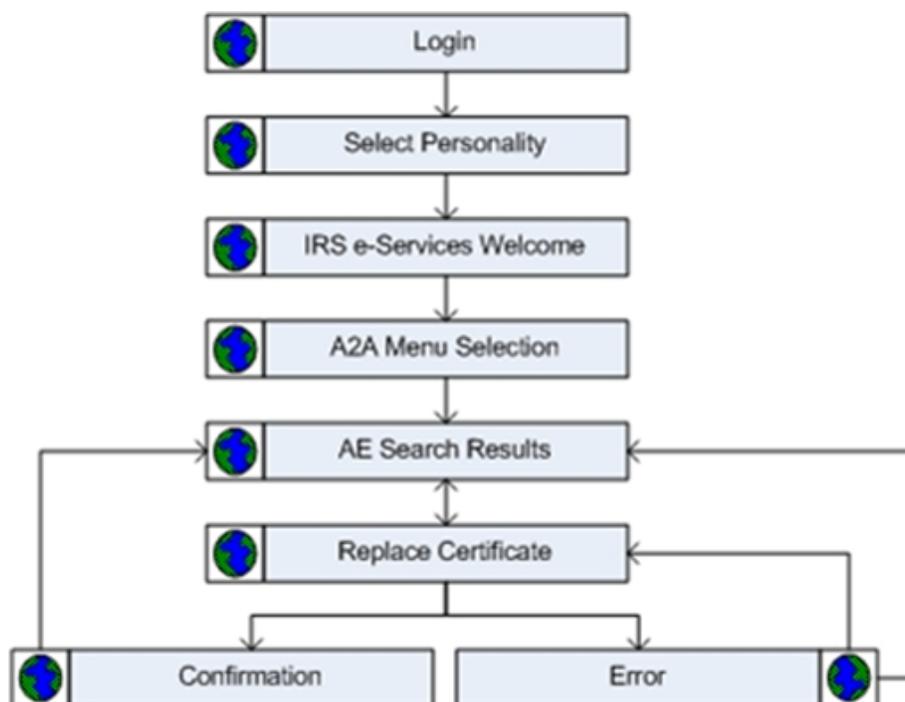
This section describes the actions required to replace the certificate for an A2A Client Application System.

### 9.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.
- You have a valid X509 certificate accessible from the local system.

### 9.2. How to Do It

Figure 9-1 depicts the navigation steps to replace the certificate.



**Figure 9-1 How to Replace a Certificate**

- Type the URL for the IEP Portal Login Page <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser. The Integrated Enterprise Portal Login Page opens (see Figure 3-5).
- Enter your username and password and click the **Login** button. The Personality Selection Page opens (see Figure 3-6).
- Select a personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7).
- Click the “**Application**” link. The A2A Menu Selection Page opens (see Figure 3-8).
- Click the **AE AIR TCC Integration** link. The AE Application Search Results page opens (see Figure 9-2).

🔍 **Search Results For AIR**  
**A2A Client System ID**

**TCCs** All ▼

**Customer Name** ACA Provider, Inc.

**Doing Business As** ACA Provider

ASID	Name	Description	Status	Actions
199AA201	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA202	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA203	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA204	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA205	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA206	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>

1

**Figure 9-2 Replace Certificate Link**

1

Locate the **ASID** and click the **Replace Certificate** link under the *Actions* column. The Replace Certificate page opens (see Figure 9-3).

**Note:** The AE Application displays an ‘**Error Messages**’ page in the event of any error. Refer to Appendix B to obtain information on how to handle AE Application errors.

**Replace Certificate**

<b>Application System ID</b>	199AA206
<b>Application System Name</b>	Test App System
<b>Description</b>	This is a test
<b>Location</b>	Some City, ST
<b>A2A Client System ID Status</b>	active
<b>Certificate File Name</b>	<input type="text"/> <input type="button" value="Browse..."/>
<b>Current Certificate File Name</b>	<input type="text" value="aca_provider.crt"/>
<b>Current Certificate File Expiration</b>	<input type="text" value="Sun Aug 27 04:33:20 EDT 2017"/>
<b>Current Certificate File Authority</b>	<input type="text" value="CN=Entrust Certification Authority - L1C,O"/>

For a Credential Type of Certificate - Browse or enter the file name of the certificate to upload. Clicking the Save button below will upload the certificate and save the data.

**Figure 9-3 Replace Certificate Page**

<b>1</b>	Click the <b>Browse</b> button to select the new certificate. The certificate must be accessible from the local system
<b>2</b>	Click <b>Save</b> , if the request is successful the Confirmation for AIR Replace Certificate page opens (see Figure 9-5).
<b>3</b>	Click <b>Cancel</b> to return to the AE Application Search Results page

**Note:** In the event of a data entry error, an error dialog opens (see Figure 9-4). Follow the instructions in the dialog and click **OK** to return to the Replace Certificate page to correct the error.

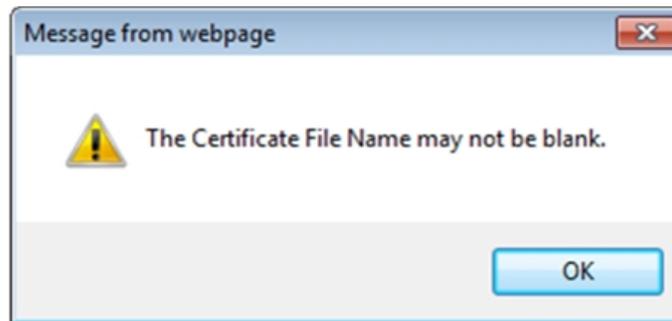


Figure 9-4 A data entry error occurred replacing a certificate

### 9.3. Confirmation Page

Figure 9-5 depicts the Replace Certificate confirmation page



Figure 9-5 Replace Certificate Confirmation

❶	The Application System must use the new certificate to access IRS A2A services
❷	The Confirmation Message
❸	Click <b>OK</b> to return to the AE Application Search Results page

**Tip:** You can also replace the certificate when you change an Application System.

## 10. Bulk Certificate Upload

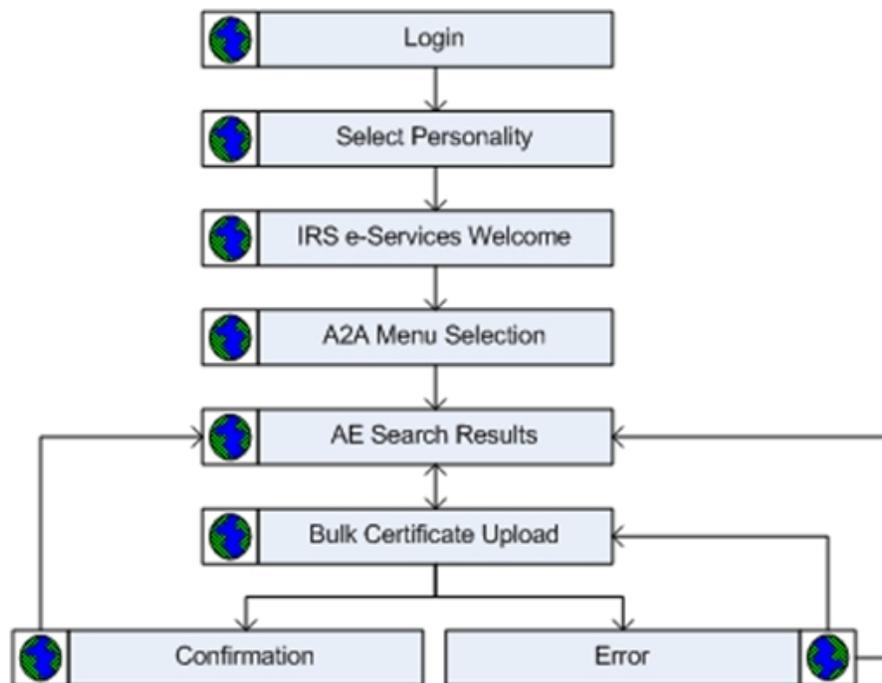
This section describes the actions required to replace the certificate for many A2A Client Application Systems in one transaction.

### 10.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.
- You have a valid X509 certificate accessible from the local system.

### 10.2. How to Do It

Figure 10-1 depicts the navigation steps to do a bulk certificate upload



**Figure 10-1 How to upload a certificate to many Application Systems**

- Type the URL for the IEP Portal Login Page <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser. The Integrated Enterprise Portal Login Page opens (see Figure 3-5).
- Enter your username and password and click the **Login** button. The Personality Selection Page opens (see Figure 3-6).
- Select a personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7).
- Click the “**Application**” link. The A2A Menu Selection Page opens (see Figure 3-8).
- Click the **AE AIR TCC Integration** link. The AE Application Search Results page opens (see Figure 10-2).

🔍 **Search Results For AIR**  
**A2A Client System ID**

**TCCs** All ▼

**Customer Name** ACA Provider, Inc.

**Doing Business As** ACA Provider

ASID	Name	Description	Status	Actions
199AA201	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA202	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA203	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA204	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA205	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA206	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>

**Figure 10-2 Upload Certificate to Multiple A2A Client System ID's Button**

1

Click the *Upload Certificate to Multiple A2A Client ID's* button. The Upload Certificate to Multiple A2A Client System ID's page opens (see Figure 10-3).

**Note:** The AE Application displays an 'Error Messages' page in the event of any error. Refer to Appendix B to obtain information on how to handle AE Application errors.

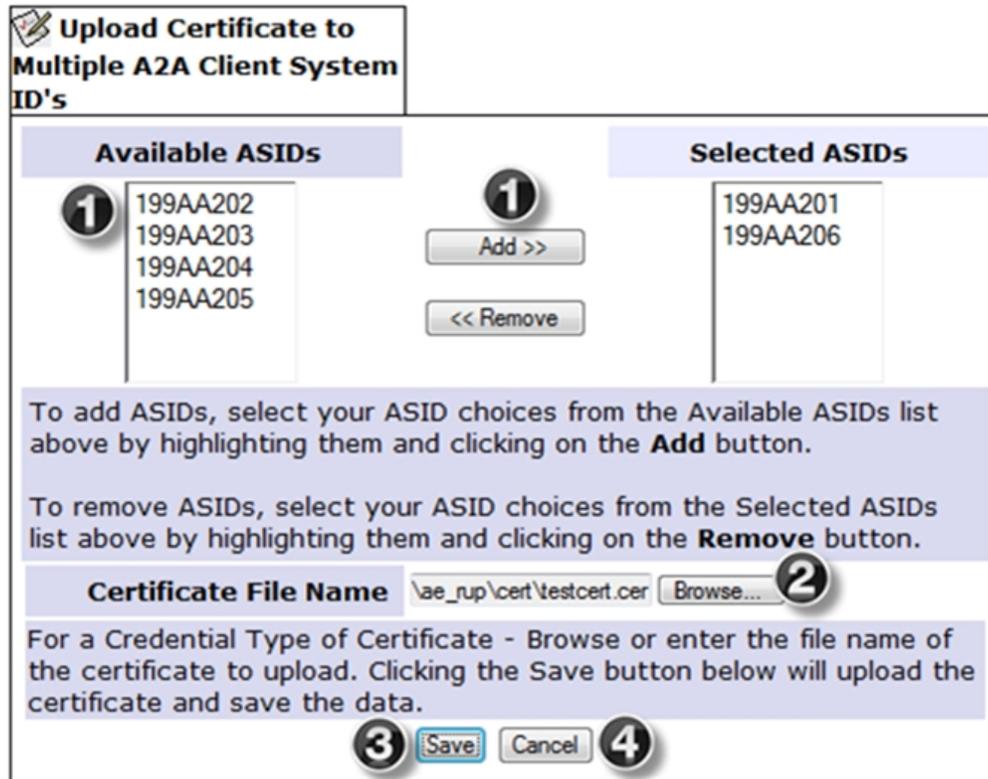


Figure 10-3 Bulk Upload Page

❶	Select one or more ASIDs from the <b>Available ASIDs</b> list and click the <b>Add</b> button.
❷	Click <b>Browse</b> to select the new certificate. The certificate must be accessible from the local system.
❸	Click <b>Save</b> , if the request is successful the Confirmation for AIR Replace Certificate page opens (see Figure 10-5).
❹	Click <b>Cancel</b> to return to the AE Application Search Results page.

**Note:** In the event of a data entry error, an error dialog opens (see Figure 10-4). Follow the instructions in the dialog and click **OK** to return to the Upload Certificate to Multiple A2A Client ID's page to correct the error.

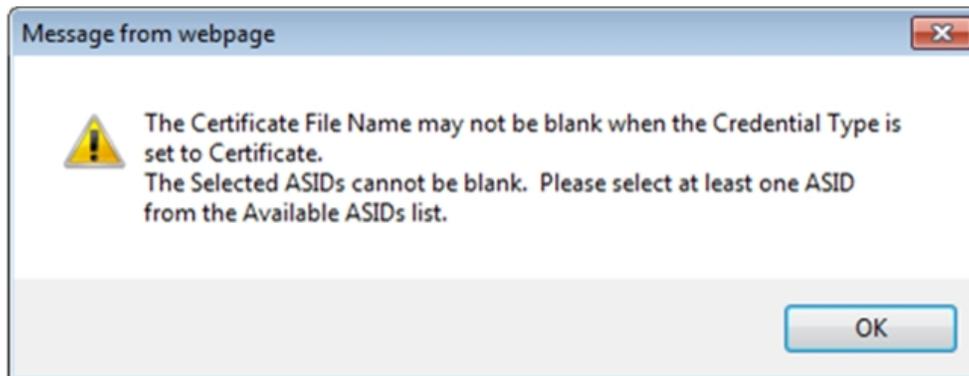


Figure 10-4 A data entry error occurred during a bulk upload

### 10.3. Confirmation Page

Figure 10-5 depicts the Bulk Certificate Upload confirmation page.



Figure 10-5 Bulk Upload Confirmation

1	The Application Systems must use the new certificate to access IRS A2A services
2	The Confirmation Message
3	Click <b>OK</b> to return to the AE Application Search Results page

## 11. Viewing an Un-Enrolled Application System

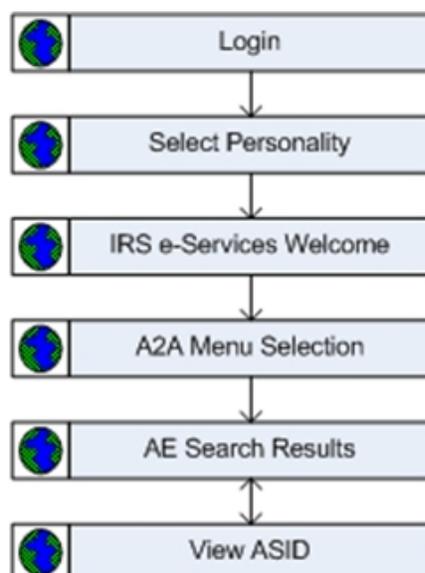
This section describes the actions required to view un-enrolled A2A Client Applications Systems.

### 11.1. Prerequisites

- You have the e-Services ACA role assigned to your IEP user account.

### 11.2. How to Do It

Figure 11-1 depicts the navigation steps to view an un-enrolled Application System.



**Figure 11-1 How to View an un-enrolled Application System**

- Type the URL for the IEP Portal Login Page <https://la.www4.irs.gov/PORTAL-PROD/CRM/signon.html> into the browser. The Integrated Enterprise Portal Login Page opens (see Figure 3-5).
- Enter your username and password and click the **Login** button. The Personality Selection Page opens (see Figure 3-6).
- Select a personality and click the **Submit Selected Organization** button. The IRS e-Services Welcome page opens (see Figure 3-7).
- Click the “**Application**” link. The A2A Menu Selection Page opens (see Figure 3-8).
- Click the **AE AIR TCC Integration** link. The AE Application Search Results page opens (see Figure 11-2).

**Search Results For AIR**  
**A2A Client System ID**

**TCCs** All ▾

**Customer Name** ACA Provider, Inc.

**Doing Business As** ACA Provider

ASID	Name	Description	Status	Actions
199AA201	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA202	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA203	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA204	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA205	Test App System	This is a test	active	<a href="#">Edit</a>   <a href="#">Replace Certificate</a>
199AA206	Test App System	This is a test	deleted	<a href="#">View</a>

**Figure 11-2 Locating an un-enrolled Application System**

	<p>Locate an un-enrolled Application System (an ASID with a <b>deleted</b> status), and click the <b>View</b> link under the <i>Actions</i> column. The View AIR A2A Client System Id page opens (see Figure 11-3).</p>
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**Note:** The AE Application displays an ‘**Error Messages**’ page in the event of any error. Refer to Appendix B to obtain information on how to handle AE Application errors.

**View AIR A2A Client System Id**

<b>Customer Name</b>	ACA Provider, Inc.
<b>Doing Business As</b>	ACA Provider
<b>A2A Client System ID</b>	199AA206
<b>Application System Name</b>	Test App System
<b>Description</b>	This is a test
<b>Location</b>	Some City, ST
<b>A2A Client System ID Status</b>	deleted
<b>Credential Type</b>	Certificate ▾
<b>Certificate File Name</b>	<input type="text"/> <input type="button" value="Browse..."/>
<b>Current Certificate File Name</b>	aca_provider.crt
<b>Current Certificate File Expiration</b>	Sun Aug 27 04:33:20 EDT 2017
<b>Current Certificate File Authority</b>	CN=Entrust Certification Authority - L1C,OU=(c) 2009 Entr

For a Credential Type of Certificate - Browse or enter the file name of the certificate to upload. Clicking the Save button below will upload the certificate and save the data.

<p style="text-align: center; margin: 0;"><b>Available Services</b></p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<input type="button" value="Add &gt;&gt;"/>  <input type="button" value="&lt;&lt; Remove"/>	<p style="text-align: center; margin: 0;"><b>Selected Services</b></p> <div style="border: 1px solid black; padding: 5px; height: 60px;">                     IRS-ACASubmitService                      IRS-ACAackngService                 </div>
-------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Common Services are available to all authorized A2A Client Systems: Initial Login, Login, and Logout.

To add Services, select your Services choices from the Available Services list above by highlighting them and clicking on the **Add** button.

To remove Services, select your Services choices from the Selected Services list above by highlighting them and clicking on the **Remove** button.

1

Figure 11-3 View AIR A2A Client System Id Page

1 Click **Cancel** to return to the AE Application Search Results page

**Appendix A      List of Abbreviations**

A2A	Application to Application
AC	Access Control
ACA	Affordable Care Act
AE	Automated Enrollment
AI	Application Integration
AIR	ACA Information Returns
ASID	A2A Client System ID
Authorized Contact	Registered ACA Provider or other ACA Third Party Transmitter user
CA	Certificate Authority
DBA	Doing Business As
IE	Internet Explorer
IEP	Integrated Enterprise Portal
IRS	Internal Revenue Service
SA	Strong Authentication
TCC	Transmission Control Code
UI	User Interface

## Appendix B Handling Errors

The AE Application displays an error page when an unexpected condition occurs processing your request. If the error is recoverable, the AE Application returns to the previous page where you can provide additional information and retry the request. However, for severe errors, the AE Application aborts your request and returns to the search results page. Follow the instructions on the screen, contact the AIR Help Desk and provide them with the error code and error message. Appendix C provides you information on how to contact the AIR Help Desk.

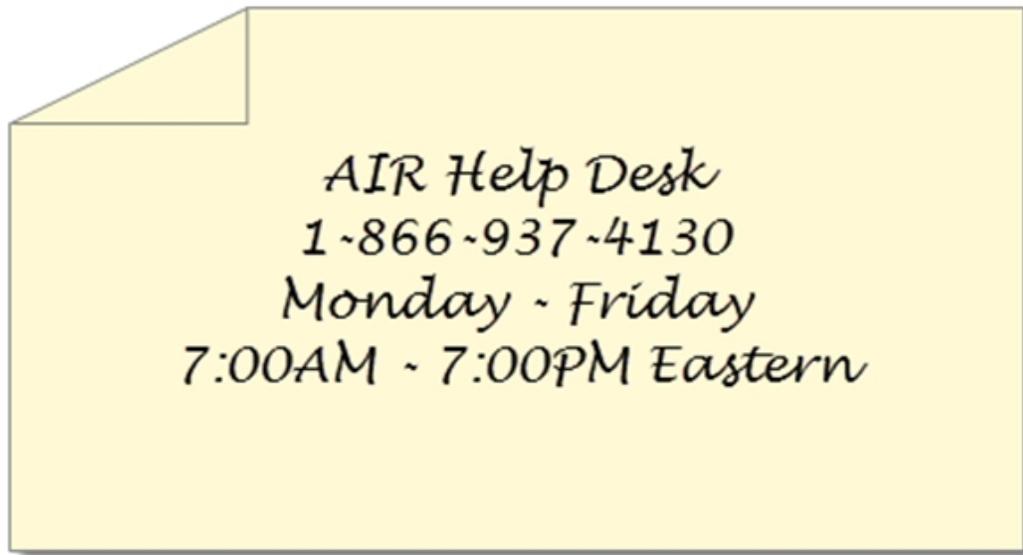
Figure B-1 shows the format of the AE Error page.



Figure B-1 AE Error Page Format

1	The error code, ### represents the numeric error code
2	The error message text describing the error
3	Click <b>OK</b> to close the error page and return to the previous page or the search results page. If the error persists, contact the AIR Help Desk.

## Appendix C      AIR Help Desk



**Figure C-1 Contacting the AIR-Help Desk**

- Provide the error code and describe the action you were performing when the error occurred.
- For example, “I received error code 401 when I attempted to enroll an Application System.”