



Frequently Asked Questions (FAQ) on the Electronic File System of AGICOA GmbH

For fundamental information such as registration, login, communication with the Electronic File System (EFS) or downloading of accounting documents, please see the [User Guide](#).

1. How can I change my (initial) password?

After EFS registration, you will receive an email informing you about your EFS access and the initial password. Immediately after your first login, you will be asked to create your own password. The password can be changed later via the menu item "Account".

2. From what time can I retrieve my data from the EFS?

After you have registered with the EFS (→ application form), we will inform you of your distributions by email sent to the indicated email address.

3. How do I organize access and communication for a team/group?

The EFS only provides **one** (1) access for each rightholder/group of companies. If you need access for a group, please create an account for your group and manage this account internally, e.g. by forwarding accordingly.

4. How can I get help?

For general questions regarding the statement of account or the EFS, please contact kontakt@agicoa-gmbh.de.

5. Can I have different access for accounting documents and conflict documents?

Yes it is possible to have an account for accounting documents and another for conflict documents.

6. If I participate in the EFS, can I still get accounting documents by post?

If you decide to participate in the EFS, you will receive information on the distribution **only** via the EFS. It is no longer possible to get a printout of the accounting documents by post as well (see Terms of Use).