Portal FAQs

How do I get to the portal?

You can get to the portal by using the link that is emailed to you OR by going to our webpage **www.mletax.com** and clicking on "Customer Portal" at the bottom of the page.

How do I get access to the portal?

You can request a portal log in during your tax appointment OR contact us by phone at 859-371-6523.

Do I need to tell my advisor when I have uploaded to the portal?

No. An alert will be emailed to MLE each time you add new documents to your portal account. To streamline the preparer process of obtaining your documents from the portal it is preferred that your documents be uploaded in only one PDF.

How will my advisor know when my taxes are ready to be completed?

You will be asked each time you upload if your upload is complete or if you still have more documents to upload. Waiting to upload all at one time on the same day is our preference.

When I click on a document, why isn't it opening in the portal?

In order to be secure, your document will download to your computer to be opened.

Why don't I see all my previous tax returns in the portal?

Starting in 2020, we upload your tax return copy ONLY if you request it during your appointment or when you drop off your tax information.