

Additional FAQs for OneStop users experiencing issues in navigating or using the system:

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1. I cannot find the record in my entity account. What do I do?

Here are some common reasons for this:

1. Logged into OneStop with the wrong email address. Be sure that you are logged into the system with the email that you use to handle your charity's registration matters in OneStop.
2. The email address that you are using to log in is not the record holder in the system.
3. If you are not the record holder in OneStop, the person that is the record holder has not designated the email address that you logged into OneStop with as a designated user.
4. You have multiple entity accounts for the same organization. Click on your name in the upper right hand corner, select switch accounts, and scroll the list for the other entity account(s) with the same name.

2. Duplicate entity accounts

If you have duplicate entity accounts for the same charitable organization, the entity account that has the charity's registration number is the correct entity account to use to file. Your organization's registration status and registration number will appear towards the bottom of your entity dashboard if you are in the correct entity account. To clean up the duplicate entity account name, navigate to the duplicate entity account in which the charity records are not found and change the name of that entity account. To do that, navigate to that empty entity account, click on your name in the upper right-hand corner of the screen and select "Entity Settings" from the dropbox that appears. While in entity settings, you'll be able to change the entity name. Change it to something that indicates that it is not an entity account that you need to use, for example, change the name to "N/A" or "DO NOT USE".

3. Change name on entity account

Navigate to the entity account that you want to change the name of. Then, click on your name in the upper right-hand corner of the screen and select “Entity Settings” from the dropbox that appears. While in entity settings, you’ll be able to change the entity name. Change it to something that indicates that it is not an entity account that you need to use, for example, change the name to “N/A” or “DO NOT USE”.

4. Can’t find records to claim

If you have been made the record holder and need to claim a record in OneStop, but there are no records to claim, be sure that you are logged into the system with the email address that you asked the Office of the Secretary of State to make the record holder. You cannot use a different address from what you told the Office of the Secretary of State to set as the record holder. Reach out to the Secretary of State’s Office if you are logged in correctly.

5. When I go to switch accounts, there is no entity account even though I created one. You should be able to scroll down the accounts list.

If you’ve already created an entity account and attempt to switch accounts but cannot find the entity account, scroll up and down that list. Depending on your browser and how closely you are zoomed in, people sometimes are unable to see that there is a personal account and 1 or more entity accounts to select from when selecting to “Switch Accounts”.

If you did not already establish an entity account, you’ll need to do that before you can scroll to it when switching accounts or claiming a record.

6. I navigate to the green “Actions” but I can only edit my profile instead of generating a renewal application.

This means that the status of your organization is such that you are blocked from generating a renewal application. This is likely because your status in the system is pending, which blocks you from generating a separate renewal application. This could mean that your last application was returned to you for corrections but it was never corrected and resubmitted to us for approval. If you are unsure whether you resubmitted an application that was returned to you for corrections, you can navigate to the entity dashboard and check the status of that application. If it is in draft status, that means you’ve never resubmitted it.

7. I click on the green “Actions” button and select “Complete Renewal Application” but nothing happens.

If you click on “Complete Renewal Application” and it looks like the system is trying to do something but nothing ultimately appears, it means that your web browser blocked the application from opening because of your pop-up blocker settings. Your web browser is blocking pop ups; the renewal application would have opened in a new tab on your browser. DO NOT CLICK IT A 2ND TIME. If this happens, click on “Entity Dashboard”. This will take you back to your dashboard where you will see the form that you started. Click on that form and complete it from there.

8. Why is my status pending? And, how do I fix it?

Your status is pending for a few possible reasons:

1. Your organization attempted to register but never completed its initial registration. To fix this, complete the initial registration. If you’re not sure what is needed to complete your initial registration and reach compliance with the filing requirements, contact the Office of the Secretary of State at dlcharity_sos@maryland.gov.
2. Your organization submitted an application but we have not yet completed review of that application. Await review of the application and stay on the lookout for an email from the OneStop system about whether it was accepted or sent back for corrections to be made. If you file during busy filing periods, it is possible for it to take several weeks for the application to be reviewed.
3. Your organization submitted an application, we have reviewed it and sent it back to you for corrections but the organization has not yet resubmitted it. To fix this, go to your entity dashboard, pick up the applications and make the changes that were mentioned in the email from the OneStop system and resubmit it with those changes.

9. Why do I have an application that is in draft status not yet submitted?

It is likely that you generated multiple applications when you attempted to submit an initial or renewal application. If your registration is current and you have additional unsubmitted draft applications on your dashboard, open each unsubmitted application, scroll to the bottom, and discard it. Do not use those old applications that were started but not needed.

10. Why does my application show a late fee when I’m current?

You’re working on an application that was started before the last time you renewed. Look at the due date in the upper right hand corner of the form. If the due date is old but your registration is current, you are working off an old form. Discard that form and generate a new renewal application.