

# IRS Services Guide



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Department of the Treasury **Internal Revenue Service** [www.irs.gov](http://www.irs.gov)



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# Help for Individual Taxpayer

| If you need help with       | Here's where to find it on <a href="http://www.irs.gov">www.irs.gov</a>  |
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| General tax law information | <p>Search <b>Interactive Tax Assistant</b>, <b>Tax Topics</b> and <b>Frequently Asked Questions</b> to get answers to your tax questions.</p> <ul style="list-style-type: none"><li>• Go to <b><a href="http://IRS.gov/Pub17">IRS.gov/Pub 17</a></b>, Your Federal Income Tax for Individuals, for information about filing your tax return.</li><li>• Use your mobile device to access IRS <b>eBooks</b> for instructions and publications.</li><li>• <b>Taxpayer Bill Of Rights.</b></li></ul> |

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|                                      | <ul style="list-style-type: none"> <li>• Find tax law information in your <b>electronic filing software</b>.</li> <li>• Go to the <b>Let Us Help You</b> page for online tools and resources. If your issue cannot be resolved online, use the toll-free number.</li> </ul> |
| Finding a qualified tax professional | <ul style="list-style-type: none"> <li>• Search <b>IRS.gov/chooseataxpro</b> on IRS.gov to help you locate a qualified tax preparer.</li> </ul>   |
| Preparing a federal tax return       | <p>Find free options on IRS.gov or in your community for those who qualify:</p> <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/FreeFile</b> to find brand name software to prepare and e-file your return for free. The military</li> </ul>                      |

community may also use **MilTax**.

- Go to **IRS.gov/VITA** to find free tax help. Select Free Tax Help on the **IRS2Go** app, or call 1-800-906-9887 to find the nearest location for free tax preparation.
- Go to **IRS.gov/TCE** for free help with your taxes, or call 1-888-227-7669 to find the nearest location for free tax preparation. (TCE is tax help for those who are 60 or older)
- Use **Direct Deposit** when filing your return for a quicker refund. It's fast and safe.

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| Determining the appropriate amount of withholding              | <ul style="list-style-type: none"> <li>Go to the <b>Tax Withholding Estimator</b> tool perform a Paycheck Check up to see if the correct amount of tax is being withheld.</li> </ul>   |
| International tax issues                                       | <ul style="list-style-type: none"> <li>Search the <b>International Taxpayers</b> page.</li> </ul>  |
| An issue that requires face-to-face assistance                 | <ul style="list-style-type: none"> <li>Service is by appointment. <b>Contact Your Local Office</b> lists locations. Call 844-545-5640 for an appointment.</li> <li>Click the <b>Help</b> link at top of the IRS.gov page.</li> </ul> |
| Getting a transcript, a copy of your tax return or information | <ul style="list-style-type: none"> <li>Go to <b>IRS.gov/GetTranscript</b> or <b>Online Account</b>.</li> </ul>   |

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| about your tax return                                     | <ul style="list-style-type: none"> <li>• Call the automated transcript toll-free line: 1-800-908-9946.</li> <li>• Mail in <b>Form 4506-T</b>. (available on IRS.gov)</li> </ul>                          |
| Requesting IRS records through Freedom Of Information Act | <ul style="list-style-type: none"> <li>• Search <b>Freedom of Information</b> to get FOIA guidelines for requesting IRS records.</li> </ul>  |
| Making a tax payment                                      | Go to <b>IRS.gov/payments</b> for optimal ways to pay including online, by phone or with a mobile device using the <b>IRS2Go</b> app. If you prefer to make a cash payment, go to <b>Pay with cash</b> . |

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| <p>What if I can't pay now?</p>           | <ul style="list-style-type: none"> <li>• <b>Learn your options</b> if you can't pay what you owe.</li> <li>• Go to <b>IRS.gov/OPA</b> or <b>IRS.gov/payments</b> for an online payment agreement or other options to pay over time.</li> <li>• Go to <b>IRS.gov/OIC</b> to find the Offer In Compromise pre-qualifier tool to settle for less than you owe.</li> </ul> |
| <p>Checking on the status of a refund</p> | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/refunds</b> for refund status</li> <li>• Select Refund Status on the <b>IRS2Go</b> mobile app</li> <li>• Call the automated refund hotline: 1-800-829-1954</li> </ul>  |



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| Checking the status of an amended return               | <ul style="list-style-type: none"> <li>• Search <b>Where's My Amended Return</b> to check status</li> </ul>  |
| Determining how much you owe                           | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/account</b> to view the amount of tax you owe, payment history and key information from the most current year tax return as originally filed.</li> </ul>   |
| Reconciling advance payments of the premium tax credit | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/aca</b> to determine if you must reconcile advance payments or if you can claim a Premium Tax Credit.</li> <li>• Go to <b>HealthCare.gov</b> for information about the <b>Health Insurance Marketplace</b>.</li> </ul> |

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| Understanding an IRS Notice or Letter or sending documents  | <ul style="list-style-type: none"> <li>• Search <b>understanding your notice</b> to find additional information about your IRS notice or letter.</li> <li>• Use the <b>Document Upload Tool</b> if you need to submit documentation.</li> </ul> |
| Getting an Employer Identification Number (EIN)             | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/EIN</b> to apply for an Online EIN Application.</li> <li>• Available Monday - Friday, 7 a.m. to 10 p.m. Eastern time.</li> </ul>  |
| Getting an Individual Taxpayer Identification Number (ITIN) | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/ITIN</b> to learn more about renewing an expired ITIN and to get an application.</li> </ul>   |

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| Understanding Identity Theft issues and other tax scams | <ul style="list-style-type: none"> <li>• Search <b>Identity Theft</b> for information and videos.</li> <li>• Learn how to recognize and report <b>tax scams</b>.</li> </ul> |
| Obtaining a tax form or publication                     | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/forms-pubs</b>.</li> </ul>  |
| Contacting a local Taxpayer Advocate                    | <ul style="list-style-type: none"> <li>• Search <b>Taxpayer Advocate</b> or call them at 1-877-777-4778 or</li> <li>• TTY/TTD: 1-800-829-4059</li> </ul>                    |
| Understanding Innocent Spouse relief                    | <ul style="list-style-type: none"> <li>• Go to IRS.gov for information on <b>Innocent Spouse</b>.</li> <li>• Call toll-free: 1-855-851-2009.</li> </ul>                     |

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| Keeping up with the latest IRS news and information | <ul style="list-style-type: none"> <li>• IRS <b>social media</b> items for individual taxpayers.</li> <li>• The latest <b>IRS news</b> and information.</li> <li>• For the most current <b>tax tips</b> for taxpayers.</li> </ul> |
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## Help for Tax Professionals

| If you need help with                | Here's where to find it   |
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| General Tax Professional Information | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/for-tax-pros</b> to find tools and information For Tax Pros.</li> <li>• Find Health Care Law information in the <b>ACA Information Center for Tax Professionals.</b></li> </ul> |

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| Handling Identity Theft                             | <ul style="list-style-type: none"> <li>• <b>Publication 5199, Tax Preparer Guide to Identity Theft</b> - Tax preparers play a critical role in helping individual and business clients who are victims of tax-related identity theft.</li> </ul>                             |
| Getting a Preparer Tax Identification Number (PTIN) | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/PTIN</b> to get PTIN requirements and renew or sign up for a PTIN.</li> <li>• Call toll-free: 1-877-613-7846.</li> <li>• International: 1-915-342-5655. (not toll-free)</li> <li>• TTY: 1-877-613-3686.</li> </ul> |
| Getting a Power of                                  | <ul style="list-style-type: none"> <li>• Search <b>POA</b> for information on Form 2848 and Instructions.</li> </ul>   |

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| Attorney<br>(POA)   |   |
| Contacting<br>the<br>Practitioner<br>Priority<br>Service                              | <ul style="list-style-type: none"> <li>• Call toll-free: 1-866-860-4259 for help with a client account issue.</li> </ul>  |
| Keeping up<br>with the<br>latest IRS<br>information<br>affecting tax<br>professionals | <ul style="list-style-type: none"> <li>• Search "<i>Tax professionals and IRS partners</i>" to subscribe to <b>e-News for Tax professionals</b>.</li> <li>• Follow IRS on Twitter at: <b><a href="https://twitter.com/irstaxpros">https://twitter.com/irstaxpros</a></b> and <b>Instagram</b>.</li> <li>• Like IRS on Facebook at: <b><a href="https://www.facebook.com/IRStaxpros">https://www.facebook.com/IRStaxpros</a></b>.</li> </ul> |