

Sample article for organizations to use to reach customers (633 word count)

Customize and post the following article on your websites and/or use in other communication vehicles to assist your customers in getting the tax help they need.

Get the tax help you need — when and how you want it

If you need help answering a tax question or researching a tax issue, you can find the answers yourself by simply going online or using a Smartphone. You have several IRS options for getting the tax help you need when you want it.

IRS2Go

You can download the free [IRS2Go](#) mobile app from the iTunes app store or from Google Play and can use it to:

- check your refund status,
- request transcripts of your tax returns or tax account be mailed to you,
- find a free VITA tax prep provider
- watch IRS YouTube videos,
- get IRS news as soon as it's released to the public,
- subscribe to filing season updates or daily tax tips, and
- follow the IRS Twitter news feed, @IRSnews, to get the latest federal tax news, including information about tax law changes and important IRS programs.

1040 Central

Check out [1040 Central](#) on IRS.gov for information that will help you prepare and file your 2013 federal tax return. You'll get access to tax forms and publications, online tools, tax tips, filing season information and more.

Interactive Tax Assistant

You can get quick and reliable answers to your tax questions with the [Interactive Tax Assistant](#). The ITA is a tax law resource that takes you through a series of questions and provides answers to your tax law questions.

Once you select a topic and answer the questions, you'll get answers related to your specific tax issue. The ITA is accurate and efficient, and you can print the answers for your records.

Tax Trails

[Tax Trails](#) can help you find answers to general questions about tax credits, taxable income and other tax topics.

IRS Tax Map

You can use the [IRS Tax Map](#) to search publications and instructions by topic or keyword. This map integrates forms and publications into one research tool and provides single-point access to tax law information by subject. To use the [IRS Tax Map](#) you'll need to click a button that says, "Leave IRS Site - please continue!" The [IRS Tax Map](#) contains official IRS information; it's just delivered from a different government web site.

Copy of Your Transcript or Tax Return

In some situations, such as when you apply for a student loan, mortgage or visa, you may be asked to provide a [copy of your most recent tax return](#). If you don't have a copy, visit IRS.gov to learn how you can get one.

Where's My Refund?

Check the status of your 2013 refund with the [Where's My Refund?](#) tool on IRS.gov or download the IRS2Go phone app and select the Refund Status option. The IRS issues more than 9 out of 10 refunds in less than 21 days. Our phone and walk-in representatives can only research the status of your refund if it's been 21 days or more since you filed electronically, more than six weeks since you mailed your paper return, or if Where's My Refund? asks you to contact us.

Using these applications, you can start checking on the status of your return within 24 hours after we received your e-filed return or four weeks after you mail a paper return. You will also be given a personalized refund date as soon as the IRS processes your tax return and approves your refund. The IRS updates Where's My Refund? every 24 hours, usually overnight, so there is no need to check more often.

Help Yourself

One last tool to help you find the service you need is the [IRS Services Guide](#). It directs taxpayers and practitioners to valuable web and toll free resources to help solve most tax issues.

Remember, IRS.gov is your one-stop federal tax shop. To find more options for getting tax help, visit IRS.gov or watch the [Help Yourself](#) video on [IRS YouTube](#).