

# Publication 5136

## IRS Services Guide



Publication 5136 (Rev. 01-2022) Catalog Number 67651R  
Department of the Treasury **Internal Revenue Service** [www.irs.gov](http://www.irs.gov)



Visit the Accessibility  
Page on [IRS.gov](http://IRS.gov)

This page is intentionally left blank

<b>Contents</b>	<b>Regular Page</b>	<b>Large Print Page</b>
<b>Help for Individual Taxpayers</b>	1	4
General tax law information	1	4
Preparing a federal tax return	1	5
Making a tax payment	1	8
Checking on the status of a refund	1	9
Determining how much you owe	2	9
Understanding an IRS Notice or Letter	2	10
<b>Help for Tax Professionals</b>	2	12
General Tax Professional Information	2	12

Contacting the Practitioner Priority Service	2	13
-------------------------------------------------	---	----

# Help for Individual Taxpayers

## General tax law information

- Search [Interactive Tax Assistant](#), [Tax Topics](#) and [Frequently Asked Questions](#) to get answers to your tax questions
- Go to the [Let Us Help You](#) page for online tools and resources. If your issue cannot be resolved online, use the toll-free number.
- Go to [IRS.gov/Pub 17](#), Your Federal Income Tax for Individuals, for information about filing your tax return.
- Use your mobile device to access IRS [eBooks](#) for instructions and publications.

- [\*\*Publication 5307\*\*](#), Tax Reform Basics for Individuals and Families
- Find tax law information in your electronic filing software.

## **Finding a qualified tax professional**

- Search [\*\*IRS.gov/chooseataxpro\*\*](#) on [\*\*IRS.gov\*\*](#) to help you locate a qualified tax preparer

## **Preparing a federal tax return**

- Find free options on [\*\*IRS.gov\*\*](#) or in your community for those who qualify:
- Go to [\*\*IRS.gov/FreeFile\*\*](#) to find brand name software to prepare and e-file your return for free
- 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](https://www.irs.gov/tce) for free help with your taxes, or call 1-888-227-7669 to find the nearest location for free tax preparation
- Use Direct Deposit when filing your return for a quicker refund. It's fast and safe.

## **Determining the appropriate amount of withholding**

- Go to the [Tax Withholding Estimator](#) tool perform a Paycheck Check up to see if the correct amount of tax is being withheld.

## **International tax issues**

- Search the [International Taxpayers](#) page

## **An issue that requires face-to- face assistance**

- Service is by appointment. [Contact Your Local Office](#) lists locations.

Call 844-545-5640 for an appointment.

- Click the [Help](#) link at top of the [IRS.gov](#) page.

## **Getting a transcript or copy of a return**

- Go to [IRS.gov/GetTranscript](#)
- Call the automated transcript toll-free line: 1-800-908-9946
- Mail in Form 4506-T (available on [IRS.gov](#))

## Requesting IRS records through Freedom Of Information Act

- Search [Freedom of Information](#) to get FOIA guidelines for requesting IRS records

## Making a tax payment

- Go to [IRS.gov/payments](https://www.irs.gov/payments) for optimal ways to pay including online, by phone or with a mobile device using the [IRS2Go app](#).

## What if I can't pay now?

- Go to [IRS.gov/payments](https://www.irs.gov/payments) and select online payment agreement.
- Go to [IRS.gov/OPA](https://www.irs.gov/OPA) to apply for an Online Payment Agreement to pay your taxes over time
- Go to [IRS.gov/OIC](https://www.irs.gov/OIC) to find the Offer In Compromise pre-qualifier tool to settle for less than you owe



# Checking on the status of a refund

- Go to [IRS.gov/refunds](https://www.irs.gov/refunds) for refund status
- Select Refund Status on the [IRS2Go](#) mobile app
- Call the automated refund hotline: 1-800-829-1954

# Checking the status of an amended return

- Search [Where's My Amended Return](#) to check status

# Determining how much you owe

- Go to [IRS.gov/account](https://www.irs.gov/account) to view the amount of tax you owe, payment history and key information from the

most current year tax return as originally filed.

## **Reconciling advance payments of the premium tax credit**

- Go to [IRS.gov/aca](https://www.irs.gov/aca) to determine if you must reconcile advance payments or if you can claim a [Premium Tax Credit](#)
- Go to [HealthCare.gov](https://www.healthcare.gov) for information about the [Health Insurance Marketplace](#).

## **Understanding an IRS Notice or Letter**

- Search [understanding your notice](#) to find additional information about your IRS notice or letter.

## **Getting an Employer Identification Number (EIN)**

- Go to [IRS.gov/EIN](https://www.irs.gov/ein) to apply for an Online EIN Application
- Available Monday - Friday, 7 a.m. to 10 p.m. Eastern time

## **Getting an Individual Taxpayer Identification Number (ITIN)**

- Go to [IRS.gov/ITIN](https://www.irs.gov/itn) to learn more about renewing an expired ITIN and to get an application

## **Understanding Identity Theft issues**

- Search [Identity Theft](#) for information and videos

## **Obtaining a tax form or publication**

- Go to [IRS.gov/forms-pubs](https://www.irs.gov/forms-pubs)

## **Contacting a local Taxpayer Advocate**

- Search [Taxpayer Advocate](#) or call them at 1-877-777-4778 or
- TTY/TTD: 1-800-829-4059

## **Understanding Innocent Spouse relief**

- Go to [IRS.gov](#) for information on [Innocent Spouse.](#)
- Call toll-free: 1-855-851-2009.

## **Help for Tax Professionals**

### **General Tax Professional Information**

- Go to [IRS.gov/for-tax-pros](#) to find tools and information For Tax Pros
- Find Health Care Law information in the [ACA Information Center for Tax Professionals](#)

## **Getting a Preparer Tax Identification Number (PTIN)**

- Go to [IRS.gov/PTIN](https://www.irs.gov/PTIN) to get PTIN requirements and renew or sign up for a PTIN.
- Call toll-free: 1-877-613-7846
- International: 1-915-342-5655 (not toll-free)
- TTY: 1-877-613-3686

## **Getting a Power of Attorney (POA)**

- Search [POA](#) for information on Form 2848 and Instructions

## **Contacting the Practitioner Priority Service**

- Call toll-free: 1-866-860-4259 for help with a client account issue

## Keeping up with the latest IRS information affecting tax professionals

- Search “*Join e-news*” to subscribe to [\*\*e-News for Tax professionals\*\*](#)
- Follow IRS on Twitter at: [\*\*https://twitter.com/irstaxpros\*\*](https://twitter.com/irstaxpros) and [\*\*Instagram.\*\*](#)
- Like IRS on Facebook at: [\*\*https://www.facebook.com/IRStaxpros\*\*](https://www.facebook.com/IRStaxpros)