

# VITA/TCE Computer Loan Program

## Guidance and Resources

For password assistance, please refer to your Laptop Ship Week Notification Letter or contact your local SPEC Relationship Manager (RM) or AARP Coordinator (if applicable)

### Reporting a Problem:

Phone IRS Computer Support – **1-866-743-5748**, select **Option 2** for information technology support to open a ticket. **Do not give this phone number to taxpayers.**

Request ticket assignment to the NEA-VITA group and provide the following:

- › Your name, mailing address, phone number and email address
- › Name of original recipient
- › Barcode and serial number

If all of the above is not provided, it will delay the handling of your request.

### Helpful Information:

Refer to the following publication for information on the Computer Loan Program.

- › [\*\*Publication 4473, Computer Loan Program – Welcome Package\*\*](#)

### Helpful Numbers:

- › **Volunteer Assistor's Hotline – 1-800-829-VITA (8482)** – Provides tax law assistance to volunteers working in the VITA or TCE programs. Do not give this number to taxpayers.
- › **IRS Taxpayer Assistance Line – 1-800-829-1040** – This number may be given to taxpayers who have questions about tax law or their account.
- › **TaxSlayer Support – 1-800-421-6346** or email [support@vita.taxslayerpro.com](mailto:support@vita.taxslayerpro.com) – Use this number to obtain help with loading TaxSlayer software, using the program, and transmitting tax returns. You must have your EFIN. Do not give this number to taxpayers.

***This computer is loaned in support of VITA (Volunteer Income Tax Assistance) and TCE (Tax Counseling for the Elderly) programs. It is the property of Internal Revenue Service.***

The following items are included with the computer. All items must be returned with the computer.

### Contact IRS Customer Support for missing or damaged items.

- › Power Cord – some power cords are in two pieces; both pieces should be present.
- › Battery – this is generally already in the computer. Prior to turning the computer on, **please charge the battery by plugging the computer into a power outlet for 24 hours.**
- › Network connecting cord – computers include internal networking and a connecting cord is furnished in the event the equipment will be networked.
- › Computer carry bag.

### Returning the Computer:

› Please save the box and packaging materials for reuse when returning computers to the Depot at the end of the filing season. A UPS pre-paid shipping label is included in the original shipment for returning the computers to:

Internal Revenue Service  
VITA/TCE Depot  
1040 Waverly Avenue, M/S 800  
Holstville, NY 11742

› Send an email to: [vitadepot@irs.gov](mailto:vitadepot@irs.gov) to request a **pre-paid** shipping label or packaging material. To schedule pickup of laptops, call UPS at **1-800-742-5877** or access their website at [www.ups.com](http://www.ups.com). All fees are charged to the IRS mail account. Record the bar code(s) and UPS tracking number(s) and provide them to your SPEC RM to assist with research in the event a return shipment is lost.