

Sample article for organizations to use to reach customers (639 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

The IRS offers you several options for getting the tax help you need when and how you want it. Use the online tools and resources to help you file a complete and accurate tax return to avoid any processing delays. You can find them on IRS.gov.

Free File

If you earned \$60,000 or less last year, you are eligible to use [Free File](#) software. If you earned more, you are still eligible for Free File Fillable Forms, the electronic version of IRS paper forms.

Interactive Tax Assistant

The ITA is a tax law resource that asks you a series of questions and provides answers for you immediately on a variety of tax law topics. There are three new topics for 2015.

[Am I eligible for the Premium Tax Credit?](#)

[Am I required to make an Individual Shared Responsibility Payment?](#)

[What is the due date of my federal tax return and am I eligible to request an extension?](#)

Once you answer the questions, you'll get an immediate response to your specific tax issue. ITA is accurate, and you can print the answers for your records. If you use ITA, you'll get the same information IRS representatives would give you, but you won't have to wait in line or on the phone.

Tax Trails

If you don't find what you're looking for with the Interactive Tax Assistant, look for it on [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 information; it's just delivered from a different government website.

Tax Topics

Use IRS [Tax Topics](#) to find general information. Whether you're looking to find out where to get IRS help, information about procedures, or which forms to file you can find it in our comprehensive list of tax topics.

Where's My Refund?

Check the status of your 2014 refund with the [Where's My Refund?](#) tool on IRS.gov or 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.

You can start checking the status of your return within 24 hours of 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. *Where's My Refund?* is updated no more than once every 24 hours, usually overnight, so you only need check once a day.

Pay your taxes

IRS electronic [payment options](#) are the best choice for you to pay your taxes. [Direct Pay](#) allows you to make online payments in a single session from your checking or savings account, without a fee, and with immediate payment confirmation. Direct pay is only for individual taxpayers.

Remember, IRS.gov is your one-stop federal tax shop. To find more options for getting tax help, visit IRS.gov.