

# Publication 5136-A

(Rev. 08-2020)

## IRS Services Guide

### Help for Individual Taxpayers



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



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

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| If you need help with       | Here's where to find it                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| General tax law information | <p>Search <b>Interactive Tax Assistant, 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 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> <li>• Go to <b>IRS.gov/Pub 17</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</li> </ul> |

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|                                      | <p>instructions and publications.</p> <ul style="list-style-type: none"> <li>• <b>Publication 5307</b>, Tax Reform Basics for Individuals and Families</li> <li>• Find tax law information in your electronic filing software.</li> </ul> |
| Finding a qualified tax professional | <ul style="list-style-type: none"> <li>• Search <b>IRS.gov/chooseataxpro</b> on <b>IRS.gov</b> 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.</li> </ul> |

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|                                                   | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/VITA</b> to find free tax help. Select Free Tax Help on the <b>IRS2Go</b> app, or call 1-800-906-9887 to find the nearest location for free tax preparation.</li> <li>• Go to <b>IRS.gov/TCE</b> for free help with your taxes, or call 1-888-227-7669 to find the nearest location for free tax preparation.</li> <li>• Use Direct Deposit when filing your return for a quicker refund. It's fast and safe.</li> </ul> |
| Determining the appropriate amount of withholding | <ul style="list-style-type: none"> <li>• Go to the <b>Tax Withholding Estimator</b> tool and perform a Paycheck Check up to see</li> </ul>                                                                                                                                                                                                                                                                                                                                         |

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|                                                | if the correct amount of tax is being withheld.                                                                                                                                                                                                 |
| International tax issues                       | <ul style="list-style-type: none"> <li>• Search the International Taxpayers 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 <b>IRS.gov</b> page.</li> </ul> |
| Getting a transcript or copy of a tax return   | <ul style="list-style-type: none"> <li>• Go to IRS.gov/GetTranscript</li> <li>• Call the automated transcript toll-free line: 1-800-908-9946.</li> <li>• Mail in Form 4506-T (available on IRS.gov)</li> </ul>                                  |
| Requesting IRS records                         | <ul style="list-style-type: none"> <li>• Search <b>Freedom of Information</b> to get FOIA</li> </ul>                                                                                                                                            |

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| through Freedom of Information Act | guidelines for requesting IRS records.                                                                                                                                                                                                                                                                                                                             |
| Making a tax payment               | <ul style="list-style-type: none"> <li>• 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 app</b>.</li> </ul>                                                                                                                                                                          |
| What if I can't pay now?           | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/payments</b> and select payment plan.</li> <li>• Go to <b>IRS.gov/OPA</b> to apply for an Online Payment Agreement to pay your taxes over time.</li> <li>• Go to <b>IRS.gov/OIC</b> to find the Offer in Compromise pre-qualifier tool to see if you qualify to settle for less than you owe.</li> </ul> |

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| Checking on the status of a refund       | <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> |
| Checking the status of an amended return | <ul style="list-style-type: none"> <li>• Search Where's My Amended Return? 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 taxes owed, payment history and key information from the most current year tax return as originally filed.</li> </ul>                  |
| Reconciling advance payments of          | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/aca</b> to determine if you must reconcile advance</li> </ul>                                                                                                            |

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| the premium tax credit                          | <p>payments or if you can claim a <b>Premium Tax Credit</b></p> <ul style="list-style-type: none"> <li>• Go to HealthCare.gov for information about the Health Insurance Marketplace.</li> </ul> |
| Understanding an IRS Notice or Letter           | <ul style="list-style-type: none"> <li>• Search <b>understanding your notice</b> to find additional information about your IRS notice or letter.</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                  | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/ITIN</b> to learn more about renewing</li> </ul>                                                                                       |

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| Identification Number (ITIN)         | an expired ITIN and to get an application.                                                                                                                     |
| Understanding Identity Theft issues  | <ul style="list-style-type: none"> <li>• Search <b>Identity Theft</b> for information and videos.</li> </ul>                                                   |
| Obtaining tax forms or pubs          | <ul style="list-style-type: none"> <li>• Go to <a href="https://www.irs.gov/forms-pubs">IRS.gov/forms-pubs</a>.</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 TTY/TTD: 1-800-829-4059.</li> </ul>                |
| Understanding Innocent Spouse relief | <ul style="list-style-type: none"> <li>• Go to <b>IRS.gov</b> for information on <b>Innocent Spouse</b>.</li> <li>• Call toll-free: 1-855-851-2009.</li> </ul> |

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| Low Income<br>Taxpayer<br>Clinic (LITC) | <ul style="list-style-type: none"><li>• Search for LITC on <b>IRS.gov</b></li></ul> |
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