

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 or AARP Coordinator (if applicable)

Reporting a Problem:

Phone IRS Computer Support – 1-866-743-5748, select Option 2 for information technology support or email mits.eues.enterprise.service.desk@irs.gov. Do not give this phone number to taxpayers.

E-mail: mits.eues.enterprise.service.desk@irs.gov. State in the e-mail to assign the ticket to the “NEA-VITA group”. Include in the e-mail:

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

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

Helpful Files:

Two folders are included on the computer, “My Documents” icon. One folder, VITA TCE Program Resources, stores documents used in the VITA and TCE programs while the other folder, Computer Operation Resources, stores documents about specific computers on loan.

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. 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 make sure all the above listed items are returned with the computer. Please save the box and packing materials for reuse when returning equipment at the end of filing season. A return UPS shipping label is included for returning the equipment to:

**Internal Revenue Service
Brookhaven Equipment Depot
1040 Waverly Avenue, Stop 800
Holtsville, NY 11742**

For pick up of equipment, call UPS at 1-800-742-5877. Use this number only! If you call any other number, you may be charged a \$10 pickup fee, for which you will not be reimbursed.