



IRS Services Guide



Help for Individual Taxpayers

If you need help with	Here's where to find it
General tax law information	<ul style="list-style-type: none"> • Go to IRS.gov and search Interactive Tax Assistant, Tax Topics, Frequently Asked Questions and IRS Tax Map to get answers to your tax questions • Go to the Let Us Help You page for IRS tools, resources and toll free numbers if you need to call • Go to IRS.gov/Pub 17, Your Federal Income Tax for Individuals, for information about recent tax law changes and interactive links to find answers to your questions • Access tax law information using IRS eBooks for mobile devices • Find tax law information in your electronic filing software
Finding a qualified tax professional	<ul style="list-style-type: none"> • Search IRS.gov/chooseataxpro on IRS.gov to help you locate a qualified tax preparer
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"> • 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 for free help with your taxes, or call 1-888-227-7669 to find the nearest location for free tax preparation <p>Note: Use Direct Deposit when filing your return for a quicker refund. It's fast and safe.</p>
International tax issues	<ul style="list-style-type: none"> • Go to IRS.gov and search International Taxpayers page
An issue that requires face-to-face assistance	<ul style="list-style-type: none"> • Service is by appointment. Contact Your Local Office lists locations. Call 844-545-5640 for an appointment. • Go to IRS.gov and search Let Us Help You for other ways to get help.
Getting a transcript or copy of a return	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Go to IRS.gov and search Freedom of Information to get FOIA guidelines for requesting IRS records
Making a tax payment	<p>Go to IRS.gov/payments. You can pay by:</p> <ul style="list-style-type: none"> • Direct Pay (Individuals only – checking or savings account, free) • Debit or credit card • Electronic Federal Tax Payment System • Check or money order, or <p>Download the IRS2Go mobile app to make a payment.</p>
Checking on the status of a refund	<ul style="list-style-type: none"> • Go to 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	<ul style="list-style-type: none"> • Go to IRS.gov and search Where's My Amended Return to check status

Determining how much you owe	<ul style="list-style-type: none"> Go to IRS.gov/account to view the amount of tax you owe, 18 months of payment history or current year tax return information
Reporting health care coverage	<ul style="list-style-type: none"> Go to IRS.gov/aca and learn how to report health care coverage Go to IRS.gov/ITA to determine if you must reconcile advance payments or if you can claim a Premium Tax Credit Go to IRS.gov/ITA to determine if you can claim a coverage exemption or if you must make an Individual Shared Responsibility payment Go to HealthCare.gov for information about the Health Insurance Marketplace Call toll-free 800-919-0452 for more health care related information
What if I can't pay now?	<p>Go to IRS.gov/payments and select online payment agreement.</p> <ul style="list-style-type: none"> Go to IRS.gov/OPA to apply for an Online Payment Agreement to pay your taxes over time Go to IRS.gov/OIC to find the Offer In Compromise pre-qualifier tool to settle for less than you owe
Understanding an IRS Notice or Letter	<ul style="list-style-type: none"> Go to IRS.gov and search understanding your notice to find additional information about your IRS notice or letter
Getting an Employer Identification Number (EIN)	<ul style="list-style-type: none"> Go to 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)	<ul style="list-style-type: none"> Go to IRS.gov/ITIN to learn more about renewing an expired ITIN and to get an application
Understanding Identity Theft issues	<ul style="list-style-type: none"> Go to IRS.gov and search Identity Theft for information and videos
Obtaining a tax form or publication	<ul style="list-style-type: none"> Go to IRS.gov/forms-pubs
Contacting a local Taxpayer Advocate	<ul style="list-style-type: none"> Go to IRS.gov and search Taxpayer Advocate or call them at 1-877-777-4778 or TTY/TTD: 1-800-829-4059



Help for Tax Professionals

If you need help with	Here's where to find it
General Tax Professional Information	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> Go to 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)	<ul style="list-style-type: none"> Go to IRS.gov and search POA for information on Form 2848 and Instructions
Contacting the Practitioner Priority Service	<ul style="list-style-type: none"> Call toll-free: 1-866-860-4259 for help with a client account issue
Keeping up with the latest IRS information affecting tax professionals	<ul style="list-style-type: none"> Go to IRS.gov and search "Join e-news" to subscribe to e-News for Tax professionals Follow IRS on Twitter, at: https://twitter.com/irstaxpros Like IRS on Facebook, at: https://www.facebook.com/IRStaxpros