



# IRS Services Guide



## Help for Individual Taxpayers

If you need help with	Here's where to find it on <a href="http://www.irs.gov">www.irs.gov</a>
General tax law information	Search <b>Interactive Tax Assistant</b> , <b>Tax Topics</b> and <b>Frequently Asked Questions</b> to get answers to your tax questions <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 instructions and publications.</li> <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 IRS.gov to help you locate a qualified tax preparer</li> </ul>
Preparing a federal tax return	Find free options on IRS.gov or in your community for those who qualify: <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> <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 perform a Paycheck Check up to see if the correct amount of tax is being withheld.</li> </ul>
International tax issues	<ul style="list-style-type: none"> <li>• Search the <b>International Taxpayers</b> 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 IRS.gov page.</li> </ul>
Getting a transcript or copy of a return	<ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/GetTranscript</b></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 through Freedom Of Information Act	<ul style="list-style-type: none"> <li>• Search <b>Freedom of Information</b> to get FOIA guidelines for requesting IRS records</li> </ul>
Making a tax payment	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> .
What if I can't pay now?	<ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/payments</b> and select online payment agreement.</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 settle for less than you owe</li> </ul>
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 <b>Where's My Amended Return</b> 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 tax you owe, payment history and key information from the most current year tax return as originally filed.</li> </ul>
Reconciling advance payments of the premium tax credit	<ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/aca</b> to determine if you must reconcile advance payments or if you can claim a <b>Premium Tax Credit</b></li> <li>• Go to <b>HealthCare.gov</b> for information about the <b>Health Insurance Marketplace</b>.</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 Identification Number (ITIN)	<ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/ITIN</b> to learn more about renewing an expired ITIN and to get an application</li> </ul>
Understanding Identity Theft issues	<ul style="list-style-type: none"> <li>• Search <b>Identity Theft</b> for information and videos</li> </ul>
Obtaining a tax form or publication	<ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/forms-pubs</b></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</li> <li>• TTY/TTD: 1-800-829-4059</li> </ul>
Understanding Innocent Spouse relief	<ul style="list-style-type: none"> <li>• Go to IRS.gov for information on <b>Innocent Spouse</b>.</li> <li>• Call toll-free: 1-855-851-2009.</li> </ul>



## 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"> <li>• Go to <b>IRS.gov/for-tax-pros</b> to find tools and information For Tax Pros</li> <li>• Find Health Care Law information in the <b>ACA Information Center for Tax Professionals</b></li> </ul>
Getting a Preparer Tax Identification Number (PTIN)	<ul style="list-style-type: none"> <li>• Go to <b>IRS.gov/PTIN</b> to get PTIN requirements and renew or sign up for a PTIN.</li> <li>• Call toll-free: 1-877-613-7846</li> <li>• International: 1-915-342-5655 (not toll-free)</li> <li>• TTY: 1-877-613-3686</li> </ul>
Getting a Power of Attorney (POA)	<ul style="list-style-type: none"> <li>• Search <b>POA</b> for information on Form 2848 and Instructions</li> </ul>
Contacting the Practitioner Priority Service	<ul style="list-style-type: none"> <li>• Call toll-free: 1-866-860-4259 for help with a client account issue</li> </ul>
Keeping up with the latest IRS information affecting tax professionals	<ul style="list-style-type: none"> <li>• Search "<i>Join e-news</i>" to subscribe to <b>e-News for Tax professionals</b></li> <li>• Follow IRS on Twitter at: <a href="https://twitter.com/irstaxpros">https://twitter.com/irstaxpros</a> and <b>Instagram</b>.</li> <li>• Like IRS on Facebook at: <a href="https://www.facebook.com/IRStaxpros">https://www.facebook.com/IRStaxpros</a></li> </ul>