



# 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 <a href="#">Interactive Tax Assistant</a> , <a href="#">Tax Topics</a> and <a href="#">Frequently Asked Questions</a> to get answers to your tax questions <ul style="list-style-type: none"> <li>• Go to <a href="http://IRS.gov/Pub 17">IRS.gov/Pub 17</a>, Your Federal Income Tax for Individuals, for information about filing your tax return.</li> <li>• Use your mobile device to access IRS <a href="#">eBooks</a> for instructions and publications.</li> <li>• Understand the <a href="#">Taxpayer Bill Of Rights</a></li> <li>• Find tax law information in your <a href="#">electronic filing software</a>.</li> <li>• Go to the <a href="#">Let Us Help You</a> page for online tools and resources. If your issue cannot be resolved online, use the toll-free number.</li> </ul>
Finding a qualified tax professional	<ul style="list-style-type: none"> <li>• Search <a href="http://IRS.gov/chooseataxpro">IRS.gov/chooseataxpro</a> on IRS.gov to help you locate a qualified tax preparer</li> <li>• Avoid <a href="#">Ghost Preparers</a></li> </ul>
Preparing a federal tax return	Find <a href="#">free options</a> on IRS.gov or in your community for those who qualify: <ul style="list-style-type: none"> <li>• Go to <a href="http://IRS.gov/FreeFile">IRS.gov/FreeFile</a> to find brand name software to prepare and e-file your return for free</li> <li>• Go to <a href="http://IRS.gov/VITA">IRS.gov/VITA</a> to find free tax help. Select Free Tax Help on the <a href="#">IRS2Go</a> app, or call 1-800-906-9887 to find the nearest location for free tax preparation. The military community may also use <a href="#">MilTax</a>.</li> <li>• Go to <a href="http://IRS.gov/TCE">IRS.gov/TCE</a> for free help with your taxes, or call 1-888-227-7669 to find the nearest location for free tax preparation</li> <li>• Check to see if you're eligible for <a href="#">IRS Direct File</a>, and file online directly with IRS for free.</li> <li>• Use <a href="#">Direct Deposit</a> 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 <a href="#">Tax Withholding Estimator</a> tool perform a Paycheck Checkup 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 <a href="#">International Taxpayers</a> page</li> </ul>
An issue that requires face-to-face assistance	<ul style="list-style-type: none"> <li>• Service is by appointment. <a href="#">Contact Your Local Office</a> lists locations. Call 844-545-5640 for an appointment.</li> <li>• Click the <a href="#">Help</a> link at top of the IRS.gov page.</li> </ul>
Getting a transcript, a copy of your tax return or information about your tax return	<ul style="list-style-type: none"> <li>• Go to <a href="http://IRS.gov/GetTranscript">IRS.gov/GetTranscript</a> or <a href="#">Online Account</a>.</li> <li>• Call the automated transcript toll-free line: 1-800-908-9946</li> <li>• Mail in <a href="#">Form 4506-T</a> (available on IRS.gov)</li> </ul>
Requesting IRS records through Freedom Of Information Act	<ul style="list-style-type: none"> <li>• Search <a href="#">Freedom of Information</a> to get FOIA guidelines for requesting IRS records</li> </ul>
Making a tax payment	<ul style="list-style-type: none"> <li>• Go to <a href="http://IRS.gov/payments">IRS.gov/payments</a> for optimal ways to pay including online, by phone or with a mobile device using the <a href="#">IRS2Go</a> app. If you prefer to make a cash payment, go to <a href="#">Pay With Cash</a>.</li> </ul>
Having trouble paying a tax bill in full	<ul style="list-style-type: none"> <li>• <a href="#">Learn your options</a> if you can't pay what you owe.</li> <li>• <a href="#">Direct Pay</a> with bank account</li> <li>• Go to <a href="http://IRS.gov/OPA">IRS.gov/OPA</a> or <a href="http://IRS.gov/payments">IRS.gov/payments</a> for an online payment agreement or other options to pay over time;</li> <li>• Go to <a href="http://IRS.gov/OIC">IRS.gov/OIC</a> 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 <a href="http://IRS.gov/refunds">IRS.gov/refunds</a> for refund status</li> <li>• Select Refund Status on the <a href="#">IRS2Go</a> 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 <a href="#">Where's My Amended Return</a> to check status</li> </ul>
Securely accessing and viewing your IRS tax information or determining how much you owe	<ul style="list-style-type: none"> <li>• Go to <a href="http://IRS.gov/account">IRS.gov/account</a> to see important information when preparing to file your tax return, check your refund, view your account, make a payment and much more.</li> </ul>

Reconciling advance payments of the premium tax credit	<ul style="list-style-type: none"> <li>Go to <a href="https://www.irs.gov/aca">IRS.gov/aca</a> to determine if you must reconcile advance payments or if you can claim a Premium Tax Credit</li> <li>Go to <a href="https://www.healthcare.gov">HealthCare.gov</a> for information about the <a href="#">Health Insurance Marketplace</a>.</li> </ul>
Understanding an IRS Notice or Letter	<ul style="list-style-type: none"> <li>Search <a href="#">understanding your notice</a> 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 <a href="https://www.irs.gov/ein">IRS.gov/EIN</a> 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 <a href="https://www.irs.gov/ititn">IRS.gov/ITIN</a> to learn more about renewing an expired ITIN and to get an application</li> </ul>
Understanding Identity Theft issues and other tax scams	<ul style="list-style-type: none"> <li>Search <a href="#">Identity Theft</a> for information and videos</li> <li>Learn how to recognize and report <a href="#">tax scams</a></li> <li>Get an <a href="#">IP PIN</a> as a proactive step to protect yourself from tax-related identity theft.</li> </ul>
Obtaining a tax form or publication	<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 <a href="#">Taxpayer Advocate</a> or call them at 1-877-777-4778 or</li> <li>Call 1-877-777-4778 or TTY/TTD: 1-800-829-4059</li> </ul>
Understanding tax relief for spouses	<ul style="list-style-type: none"> <li>Go to <a href="https://www.irs.gov">IRS.gov</a> for information on <a href="#">Innocent or injured Spouse</a>.</li> <li>Call toll-free: 1-855-851-2009.</li> </ul>
Keeping up with the latest IRS news and information	<ul style="list-style-type: none"> <li>IRS <a href="#">social media</a> items for individual taxpayers.</li> <li>The latest <a href="#">IRS news</a> and information.</li> <li>For the most current <a href="#">tax tips</a> for taxpayer</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 <a href="https://www.irs.gov/for-tax-pros">IRS.gov/for-tax-pros</a> to find tools and information For Tax Pros</li> <li>Find Health Care Law information in the <a href="#">ACA Information Center for Tax Professionals</a></li> </ul>
Handling Identity Theft	<ul style="list-style-type: none"> <li><a href="#">Publication 5199, Tax Preparer Guide to Identity Theft</a> - Tax preparers play a critical role in helping individual and business clients who are victims of tax-related identity theft.</li> </ul>
Getting a Preparer Tax Identification Number (PTIN)	<ul style="list-style-type: none"> <li>Go to <a href="https://www.irs.gov/ptin">IRS.gov/PTIN</a> 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>
One-stop access for taxpayer information, active POAs and TIAs, and online POA and TIA requests and status	<ul style="list-style-type: none"> <li>Go to <a href="#">Tax Pro Account   Internal Revenue Service</a></li> </ul>
Getting a Power of Attorney (POA)	<ul style="list-style-type: none"> <li>Search <a href="#">POA</a> 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 "Join e-news" to subscribe to <a href="#">e-News for Tax professionals</a></li> <li>Follow IRS on Follow IRS on <a href="#">X (formerly Twitter)</a> and <a href="#">Instagram</a>.</li> <li>Like IRS on <a href="#">Facebook</a></li> </ul>