



# 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> , <a href="#">Frequently Asked Questions</a> and <a href="#">IRS Tax Map</a> to get answers to your tax questions <ul style="list-style-type: none"> <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> <li>• Go to <a href="#">IRS.gov/Pub 17</a>, Your Federal Income Tax for Individuals, for information about filing your 2018 tax return.</li> <li>• Use your mobile device to access IRS <a href="#">eBooks</a> for instructions and publications.</li> <li>• <a href="#">Publication 5307</a>, 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 <a href="#">IRS.gov/chooseataxpro</a> 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 <a href="#">IRS.gov/FreeFile</a> to find brand name software to prepare and e-file your return for free</li> <li>• Go to <a href="#">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</li> <li>• Go to <a href="#">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>• Use Direct Deposit when filing your return for a quicker refund. It's fast and safe.</li> </ul>
International tax issues	<ul style="list-style-type: none"> <li>• Search <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 the very top of the page for ways to get help.</li> </ul>
Getting a transcript or copy of a tax return	<ul style="list-style-type: none"> <li>• Go to <a href="#">IRS.gov/GetTranscript</a></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 <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="#">IRS.gov/payments</a> for optimal ways to pay including online, by phone or with a mobile device using the <a href="#">IRS2Go app</a>.</li> </ul>
What if I can't pay now?	<ul style="list-style-type: none"> <li>• Go to <a href="#">IRS.gov/payments</a> and select payment plan.</li> <li>• Go to <a href="#">IRS.gov/OPA</a> to apply for an Online Payment Agreement to pay your taxes over time</li> <li>• Go to <a href="#">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="#">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>

Determining how much you owe	<ul style="list-style-type: none"> <li>Go to <a href="https://www.irs.gov/account">IRS.gov/account</a> to view the amount of taxes owed, payment history, key information from the most current year tax return as originally filed</li> </ul>
Reporting health care coverage	<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 <b>Premium Tax Credit</b></li> <li>Go to <a href="https://www.irs.gov/ITA">IRS.gov/ITA</a> to determine if you have qualifying health coverage or a coverage exemption for all 12 months in the year, can check the box on the front of your tax return or if you report an <b>Individual Shared Responsibility</b> payment for months without coverage in 2018.</li> <li>Go to <a href="https://www.healthcare.gov">HealthCare.gov</a> for information about the <b>Health Insurance Marketplace</b>.</li> <li>Call toll-free 800-919-0452 for more health care related</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 <a href="https://www.irs.gov/EIN">IRS.gov/EIN</a> 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 <a href="https://www.irs.gov/ITIN">IRS.gov/ITIN</a> 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 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>



## 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 <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 <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>
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 "Join e-news" 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>