



# IRS Services Guide



## Help for Individual Taxpayers

If you need help with	Here's where to find it
General tax law information	<p>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</p> <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 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 <a href="#">IRS.gov</a> to help you locate a qualified tax preparer.</li></ul>
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"><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>
Determining the appropriate amount of withholding	<ul style="list-style-type: none"><li>• Go to the <a href="#">Tax Withholding Estimator</a> tool and 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 <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 <a href="#">IRS.gov</a> page.</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 see if you qualify 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="https://www.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>
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 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 <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 <a href="#">Premium Tax Credit</a></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> 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 <a href="#">Identity Theft</a> 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 <a href="#">Taxpayer Advocate</a> or call them at 1-877- 777-4778 or TTY/TTD: 1-800-829-4059.</li> </ul>
Understanding Innocent Spouse relief	<ul style="list-style-type: none"> <li>• Go to <a href="https://www.irs.gov">IRS.gov</a> for information on <a href="#">Innocent Spouse</a>.</li> <li>• Call toll-free: 1-855-851-2009.</li> </ul>
Low Income Taxpayer Clinic (LITC)	<ul style="list-style-type: none"> <li>• Search for LITC on <a href="https://www.irs.gov">IRS.gov</a></li> </ul>

