



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">• Enter ITA into the Search feature on IRS.gov for the Interactive Tax Assistant, a tool that will ask you questions and provide tax law answers• Enter IRS Tax Map or Tax Trails into the Search feature for more detailed information by tax topic• Enter Pub 17 into the Search feature on IRS.gov to get Pub 17: Your Federal Income Tax for Individuals, which features details on tax-saving opportunities, 2014 tax changes and thousands of interactive links to help you find answers to your questions• Enter Tax Topics into the Search feature on IRS.gov or call TeleTax: 1-800-829-4477 for recorded information on a variety of tax topics• Access tax law information in your electronic filing software• Go to IRS.gov and click on the Help & Resources tab for more information• Access tax law information using IRS eBooks for mobile devices
Finding a qualified tax professional	<ul style="list-style-type: none">• Search IRS.gov/choosetaxpro 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 and click on the Filing tab• Enter Free File into the Search feature to use brand name software to prepare and e-file your return for free• Enter VITA into the Search feature, download the free IRS2Go app, or call 1-800-906-9887 to find the nearest Volunteer Income Tax Assistance or Tax Counseling for the Elderly location for free tax preparation• Enter TCE into the Search feature or call 1-888-227-7669 to find the nearest Tax Counseling for the Elderly (AARP Tax-Aide) location for free tax preparation
Finding information about the Health Care Law	<ul style="list-style-type: none">• Go to IRS.gov/aca and click on the Individuals & Families link to learn how the individual shared responsibility provision and premium tax credit affect your tax return• Go to IRS.gov to determine if a Premium Tax Credit can be claimed• Use this online Tool to determine if an Individual Shared Responsibility payment is required• Go to HealthCare.gov to get a Form 1095-A, <i>Health Insurance Marketplace Statement</i>, apply for health care coverage or report changes in circumstances to the Health Insurance Marketplace
Checking on the status of a refund	<ul style="list-style-type: none">• Go to IRS.gov and click on Where's My Refund• Download the free IRS2Go app to your smart phone• 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 click on the Tools tab and select the Where's My Amended Return tool
Making a tax payment	<p>Go to www.IRS.gov and click on the Pay Your Tax Bill icon. Select 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

What if I can't pay now?	Go to www.irs.gov and click on the Pay Your Tax Bill icon. Select, Can't Pay Now? <ul style="list-style-type: none"> • Select Online Payment Agreement to pay your taxes over time • Select Offer In Compromise to settle for less than you owe, if you qualify
Understanding an IRS Notice or Letter	<ul style="list-style-type: none"> • Enter understanding your notice in the Search feature on IRS.gov to find additional information about your IRS notice or letter
Getting a transcript or copy of a return	<ul style="list-style-type: none"> • Go to IRS.gov and enter "Order a Transcript" in the Search box. • Call the transcript toll-free line: 1-800-908-9946 • Mail in Form 4506-T (available on IRS.gov)
Getting an Employer Identification Number (EIN)	<ul style="list-style-type: none"> • Go to IRS.gov and enter EIN in the Search feature to access the 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 and enter ITIN in the Search feature to learn more and to get an application
Understanding Identity Theft issues	<ul style="list-style-type: none"> • Go to IRS.gov and enter Identity Theft in the Search feature for information and videos
Obtaining a tax form or publication	<ul style="list-style-type: none"> • Go to IRS.gov and click on the Forms and Pubs tab
Contacting a local Taxpayer Advocate	<ul style="list-style-type: none"> • Go to IRS.gov and enter Taxpayer Advocate in the Search box 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 and click on the For Tax Pros tab • 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"> • Enter PTIN into the Search feature 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 enter POA in the Search feature for information on Form 2848 and Instructions • Fax: 855.214.7519 for: AL, AR, CT, DE, DC, FL, GA, IL, IN, KY, LA, MA MD, ME, MI, MS, NH, NJ, NY, NC, OH, PA, RI, SC, TN, VT, VA, WV • Fax: 855.214.7522 for: AK, AZ, CA, CO, HI, ID, IA, KS, MN, MO, MT, NE, NV, NM, ND, OK, OR, SD, TX, UT, WA, WI, WY • International Fax: 267.941.1017 or 855.772.3156
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
Obtaining a tax form or publication	<ul style="list-style-type: none"> • Go to IRS.gov and click on the Forms and Pubs tab
Keeping up with the latest IRS information affecting tax professionals	<ul style="list-style-type: none"> • Go to IRS.gov and enter "Join e-news" in the Search feature to subscribe to e-News for Tax professionals • Follow IRS on Twitter, at: http://twitter.com/irstaxpros • Like IRS on Facebook, at: https://www.facebook.com/IRStaxpros
Professional responsibility information	<ul style="list-style-type: none"> • Go to IRS.gov and enter Circular 230 in the Search feature for information on the standards of practice for tax professionals and frequently asked questions