



IRS Nationwide
TaxForum

| 2018

Enhancing the Tax Pro Experience:

Navigating the IRS with

Communications and Liaison



IRS

Tax Forum

IRS Nationwide

2018

What are we going to learn?

Communications & Liaison:

- Who we are, what we do and why it matters to you
- Two-way dialog critical to help everyone

You Make the Difference:

- Help improve IRS policies, practices & procedures

"Ways and Means":

- Find resources and tools for you and your clients



IRS

Tax Forum

IRS Nationwide

2018

National Public Liaison

PLMs

IRS Newswire

Planning & Content Development

Nationwide Tax Forums

Social Media

ETAAC

IRSAC

NPL

YouTube

Communications

IRS Tax

Tips

Significant Initiatives

TPIs

NPL Practitioner Meetings

Media Relations

Fact Sheets

C&L

E-News for Tax Pros

Data Breach Assistance

Visual Education & Communication

Twitter

IRS Video

Legislative Affairs

Web Conferences

Outreach

Portal

Disaster Assistance

e-Subscriptions
Communications & Liaison

IMRS

Facebook

Reporting Agent Forums

IRPAC

Stakeholder Liaison



IRS
Tax Forum
IRS Nationwide

2018

YOU & Communications & Liaison

Twitter / Facebook / YouTube

Data Breach Assistance

IRS Video
Portal

Practitioner
Meetings

Reporting
Agent Forums

Issue, Action
& Response

e-Subscriptions

Web
Conferences

Nationwide Tax Forums

Disaster Assistance

**YOU
Are
Here**



Enhancing Your Experience with Communications

- IRS News Releases
- IRS e-Subscriptions
- Social Media – Twitter, Facebook and YouTube
- IRS Video Portal





IRS
Tax Forum

IRS Nationwide

2018

Working with the Media



While you shop for gifts, criminals are shopping for your credit card, financial accounts, SSN and other data to claim fraudulent IRS refunds.

National Tax Security Awareness Week
www.irs.gov/securitysummit





Tax Forum

IRS Nationwide

2018

IRS Newswire

The screenshot shows the IRS website's search results for the keyword "Subscribe". At the top, there is a search bar with "Subscribe" entered and a magnifying glass icon. Below the search bar, there are navigation tabs for "Charities & Nonprofits" and "Tax Pros". A horizontal menu contains "File", "Pay", "Refunds", "Credits & Deductions", and "Forms & Instructions". The search results section is titled "Search Results" and shows "Subscribe" as the search term. A "Sort By" dropdown is set to "Relevance". On the left, a "Filter by..." sidebar lists categories: "General Information (219)", "News (550)", "About IRS (25)", and "Legal Guidance (Authoritative) (2)". The main content area shows "Displaying 1 - 10 of 813" results. The first result is "Subscribe to Updates" with a description: "IRS offers two free e-mail subscriptions dedicated to helping tax professionals stay up-to-date with the latest news." Below this are two sub-links: "Software Development" and "Software Developers". The link "Subscribe to IRS Newswire" is circled in red. Below it is a partial description: "Subscribe to IRS Newswire to get news releases via e-mail from the National Media Relations Office." At the bottom of the results, there is a "News" link.

Keyword: *subscribe*

Subscribe to IRS Newswire

This inset screenshot shows the top portion of the "Subscribe to IRS Newswire" page. It features the IRS logo and a navigation menu with "File", "Pay", and "Refunds". Below the menu, the breadcrumb trail reads "Home > News > Subscribe to IRS Newswire 1". The main heading of the page is "Subscribe to IRS Newswire". A red arrow points from the circled link in the main screenshot to this inset.

IRS.gov – keyword: *subscribe*



IRS
Tax Forum
IRS Nationwide

2018

New Look for IRS News Releases



News Release

Internal Revenue Service
Media Relations Office
Washington, D.C.

Media Contact: 202.317.4000
Public Contact: 800.829.1040
www.irs.gov/newsroom



Fact Sheet



Tax Tip



News Release

Security Alert

Internal Revenue Service
Media Relations Office
Washington, D.C.

Media Contact: 202.317.4000
Public Contact: 800.829.1040
www.irs.gov/newsroom



News Release

Disaster Relief

Internal Revenue Service
Media Relations Office
Washington, D.C.

Media Contact: 202.317.4000
Public Contact: 800.829.1040
www.irs.gov/newsroom



IRS
Tax Forum
IRS Nationwide

2018

Twitter @IRSnews



IRS @IRSnews · 9h

#IRS issues tax relief for areas of #Hawaii following @FEMA disaster declaration.
go.usa.gov/xQJnv #KilaueaEruption



Follow us... <https://twitter.com/IRSnews>



IRS
Tax
Forum

IRS Nationwide

2018

Twitter @IRSenEspanol

IRS en Español @IRSenEspanol

Consejos y noticias en español del IRS. IRS no responde ni almacena mensajes de este sitio. Vea la política de privacidad en go.usa.gov/VgO

Washington, DC
irs.gov/espanol
 Joined May 2009

4,185 Photos and videos

Tweets **Tweets & replies** **Media**

Pinned Tweet

IRS en Español @IRSenEspanol · 30 Nov 2017

#IRS advierte a empresas, profesionales de recursos humanos y de nómina de robos de Formularios W-2 que amenazan la información de los empleadores. #TaxSecurity: irs.gov/cumbredeseguri...

Los criminales hoy se enfocan en empleadores, profesionales de impuestos y de nómina, para robar Formularios W-2 para reclamar reembolsos de impuestos falsos.

Esté alerta y protéjase.

Sistema Nacional de Seguridad Tributaria
www.irs.gov/cumbredeseguridad

7 23 11

Siganos... <https://twitter.com/IRSenEspanol>



Other Informational Materials

- IRS Tax Tips
- e-News for Payroll Professionals
- e-News for Small Businesses

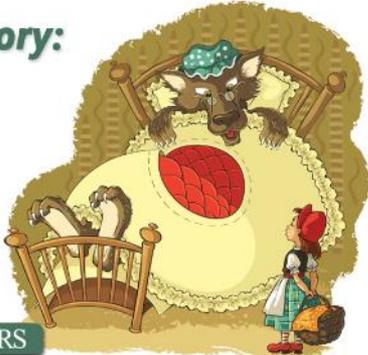


**Watch out
for new
twists on
old scams**

www.irs.gov/alerts 

You've heard the story:
*Con artists claim to be
IRS officials demanding
payment of a bogus
tax bill.*

**Don't fall for it.
Know the tell-tale sign
of a scam.**



www.irs.gov/alerts 



IRS
Tax Forum

IRS Nationwide

2018

IRS Tax Tips

Keyword:
subscriptions
OR
current tax tips

The screenshot shows the IRS.gov homepage. At the top left is the IRS logo. To its right is a search bar with the text 'Search' and a magnifying glass icon. Below the search bar are two buttons: 'Charities & Nonprofits' and 'Tax Pros'. A navigation menu contains links for 'File', 'Pay', 'Refunds', and 'Credits & Deductions'. The main content area features a breadcrumb trail: 'Home > News > IRS Tax Tips > Taxpayers should stay alert because scammers don't take a summer vacation'. The article title is 'Taxpayers should stay alert because scammers don't take a summer vacation' followed by a red star icon. Below the title are language options for 'English' and 'Español'. On the left side, there are three sections: 'What's Hot' with the article title and date 'IRS Tax Tip 2018-85, June 4, 2018'; 'News Releases' with a partial sentence 'While many people take summer vacations, data thieves do not. Phishing emails and telephone scams continue to pop up around the country. The IRS reminds everyone to be vigilant to avoid becoming a victim.'; and 'Multimedia Center' with a partial sentence 'Here are some things for taxpayers to remember so they can keep their personal data safe:'.

English
and
Spanish

...on IRS.gov



IRS
Tax Forum
Nationwide

2018

IRS Tax Tips

SHARE

IRS

IRS Tax Tips June 4, 2018

Useful Links:

- [IRS.gov](#)
- [Help For Hurricane Victims](#)

News Essentials

- [What's Hot](#)
- [News Releases](#)

Issue Number: Tax Tip 2018-85

★ Taxpayers should stay alert because scammers don't take a summer vacation

While many people take summer vacations, data thieves do not. Phishing emails and telephone scams continue to pop up around the country. The IRS reminds everyone to be vigilant to avoid becoming a victim.

125

...IRS e-Subscription



IRS

Tax Forum

IRS Nationwide

2018

Tax Reform Tax Tips

e-News Subscriptions

What's Hot

News Releases, Tax Law Updates, & General Tax Information

News Releases

[IRS Tax Tips](#) - Receive tax information by email from the IRS throughout the year.

Multimedia Center

[Tax Reform Tax Tips](#) - These tips help taxpayers learn about the Tax Cuts and Jobs Act and how it affects them.

Tax Reform Tax Tips

What's Hot

[How the Employer Credit for Family and Medical Leave Benefits Employers](#)

News Releases

Tax Reform Tax Tip 2018-69, May 4, 2018

Multimedia Center

[Tax Reform: Changes to Depreciation Affect Businesses Now](#)

Tax Relief in Disaster Situations

Tax Reform Tax Tip 2018-68, May 3, 2018



IRS
Tax Forum
 IRS Nationwide

2018

Tax Reform on IRS.gov

Tax Reform



Add to favorites OR Bookmark this page

English | [Español](#)

What's Hot

News Releases

Multimedia Center

Tax Relief in Disaster Situations

Tax Reform

Radio PSAs

Major [tax reform](#) was approved by Congress in the [Tax Cuts and Jobs Act](#) (TCJA) on December 22, 2017. The IRS is working on implementing this major tax legislation that will affect both individuals and businesses. We will provide information and guidance to taxpayers, businesses and the tax community as it becomes available. Check this page for updates and resources.

IRS News Releases, Fact Sheets & Statements

[Tax reform allows people with disabilities to put more money into ABLE accounts, expands eligibility for Saver's Credit](#)

IR-2018-139, June 15, 2018 – People with disabilities can now put more money into their tax-favored Achieving a Better Life Experience (ABLE) accounts and may, for the first time, qualify for the Saver's Credit for low- and moderate-income workers, according to the Internal Revenue Service.

[IRS reminder: Second estimated tax payment due June 15: form, publication can help people pay the right amount following law changes](#)

IR-2018-138, June 14, 2018 — With tax reform bringing major changes for the year ahead, the IRS today reminded self-employed individuals, retirees, investors and others who need to pay their taxes quarterly that the second estimated tax payment for 2018 is due on Friday, June 15, 2018.

Consumer Al

www.irs.gov/newsroom/tax-reform
 ...or Keyword: *tax reform*



e-News: for Payroll & Small Biz

The screenshot shows the IRS.gov website interface. At the top left is the IRS logo. Below it are navigation tabs for 'File', 'Pay', and 'Refunds'. A breadcrumb trail reads 'Home > News > e-News Subscriptions'. The main heading is 'e-News Subscriptions'. Underneath, there are three categories of e-news:

- Payroll Professionals**
[E-News for Payroll Professionals](#) – Designed to provide information specifically affecting federal payroll tax returns.
- e-News Businesses**
 - [Country-by-Country Reporting News & Information](#) – Receive news and information updates from the IRS concerning Country-by-Country reporting requirements.
 - [e-News for Small Business](#) – Provides information about IRS small business and self-employed outreach products and programs.
 - [e-File News for Large Businesses](#) – Provides information about IRS large and mid-size corporations' outreach products and programs.

IRS.gov – Keyword: *subscriptions*



IRS

Tax Forum

IRS Nationwide

2018

Social Media

Twitter ~ Facebook ~ YouTube

YouTube Search

Anna Falkenstein
IRS Senior Stakeholder Liaison

**CONTACT THE IRS IMMEDIATELY TO PREVENT
LOSSES AND PROTECT YOUR CLIENTS.**

0:28 / 3:34

What to Do After a Tax Professional Data Compromise



IRS
Tax Forum
IRS Nationwide

2018

Connect with the IRS

The IRS uses social media tools to share the latest information on tax changes, scam alerts, initiatives, products and services. Connect with the IRS through the following social media tools.

IRS2Go

Get quick access to IRS social media, sign up for helpful tax tips, check your tax refund status and make a payment — all with the [IRS2Go mobile app](#). IRS2Go is available in both English and Spanish for Android and iOS mobile devices.

YouTube

Tune in to the IRS YouTube channels. You can watch short, informative videos in English, American Sign Language and Spanish.

Twitter

IRS tweets include various announcements, scam alert and news for tax professionals. Available in English and Spanish.

Facebook

The IRS Facebook pages post useful information for general public in English and Spanish tax professionals.

LinkedIn

The IRS LinkedIn page posts important tax information, updates, and announcements from the IRS.

IRS2Go

- [IRS2GoApp](#)

YouTube

- [IRS Videos](#)
- [IRS Videos ASL](#)
- [IRS Videos Multilingual](#)
- [Taxpayer Advocate](#)

Twitter

- [@IRSnews](#)
- [@IRStaxpros](#)
- [@IRSenESpanol](#)
- [@RecruitmentIRS](#)
- [@YourVoiceAtIRS](#)

Facebook

- [IRS](#)
- [IRS en Español](#)
- [IRS Tax Pros](#)
- [Taxpayer Advocate](#)

LinkedIn

- [LinkedIn](#)

IRS.gov – Keyword: *social media*



IRS

Tax Forum

IRS Nationwide

2018

IRS Video Portal

The screenshot displays the IRS Video Portal interface. At the top left is the IRS logo and the text 'IRS Video PORTAL'. Below this is a navigation bar with tabs for 'Individuals', 'Businesses', 'Tax Professionals' (highlighted with a red box), 'Governments', 'Charities & Non-Profits', and 'Español'. A left-hand menu lists various topics: 'Affordable Care Act', 'Collections', 'Disaster Information', 'Forms', 'IRS Audits', 'IRS Liens', 'IRS Work Processes', 'OPR', 'Resources', 'Return Preparation', and 'Scams and Fraud'. The main content area is titled 'Information for Tax Professionals' and contains the text: 'Use the buttons on the left to view all presentations in a specific category'. To the right of this text is a large photograph of a smiling man with glasses. At the bottom of the page, there is a footer with navigation links: 'All Presentations', 'All Webinars', 'All Phone Forums', 'Privacy Policy', and 'Check System'.

www.irsvideos.gov



Legislative Affairs

- Provides agency perspective on administrative aspects of proposed legislation.
- Works with Congress on tax administration matters.

It may look official, but it's not. The IRS doesn't initially contact taxpayers by email.

Keep an eye out for IRS impersonator scams.

www.irs.gov/alerts



FAKE

From: IRS Refunds <>
 Subject: Communication - 03-28-2018
 Date: March 28, 2018 at
 To:

E-mail sent date: 03/28/2016 , PM

Error message: We have detected some incorrect information on your tax refund account.
 Simply confirm your security by clicking here to be able to receive your refund as usual.

Don't click!

Your Privacy Rights

The IRS is committed to protecting the privacy rights of America's taxpayers. These rights are protected by the Internal Revenue Code, the Privacy Act of 1974, the Freedom of Information Act, and IRS policies and practices. Visit the IRS Electronic Freedom of Information Act Reading Room for more information about these laws. We document much of our internal policy on these laws in [IRM 10.5.1, Privacy Policy](#).

Be vigilant. Be skeptical. *Cybercrooks are adept at mimicking trusted entities, friends and family.*

A phishing email poses as IRS with a hyperlink to a site where your SSN and other information would be stolen.



Internal Revenue Service

Hello

Following recent calculations, We noticed that you are eligible to receive a tax refund for the years 2014, 2015 and 2016.

In order to start the refund procedure, please visit [this link](#) and follow the steps required.

Don't click!

 www.irs.gov/securitysummit

Enhancing Your Experience with National Public Liaison

NPL Practitioner Meetings

Twitter
@IRSTaxpros

1.285 Photos and videos

Joined March 2009

Washington, DC

irs.gov

1.285 Photos and videos

1.285 Photos and videos

e-News for Tax Professionals June 15, 2018

Useful Links:
IRS.gov

Issue Number: 2018-24

Inside This Issue

1. [More ITINs to Expire in 2018](#)
2. [Estimated Taxes; Second Estimated Tax Payment Due June 15](#)
3. [Make the 2018 IRS Nationwide Tax Forums Work for You](#)
4. [Obtain IRS Help Any Time of the Year](#)
5. [Technical Guidance](#)

e-News for Tax Professionals



IRS
Tax
Forum
Nationwide

2018



IRS

Tax Forum

IRS Nationwide

2018

Advisory Groups

IRSAC, IRPAC and ETAAC



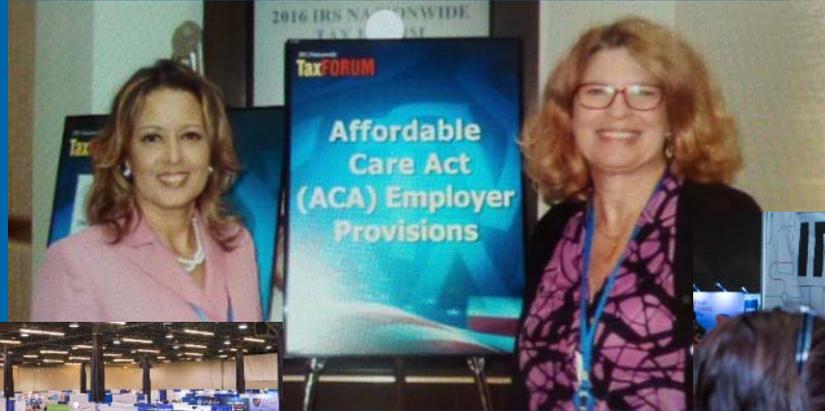


IRS
Tax Forum

IRS Nationwide

2018

Nationwide Tax Forums



...and Reporting Agent Forums, too



IRS

Tax Forum

IRS Nationwide

2018

Enhancing Your Experience with Stakeholder Liaison

Practitioner Liaison Meetings

Tax Practitioner Institutes

Virtual Outreach

Web Conferences

IRS.gov –

Keyword: *webinars*





Stakeholder Liaison

- Supports Significant Initiatives
- Provides Data Breach Assistance
- Participates in Disaster Assistance
- Engages in Ongoing Communication



The Security Summit partnership between the IRS, states and the tax community is helping safeguard taxpayers against identity theft.

www.irs.gov/securitysummit 



Que no le den gato por liebre.
Muchos se hacen pasar por el IRS para robar su información o dinero.

www.irs.gov/alertas 

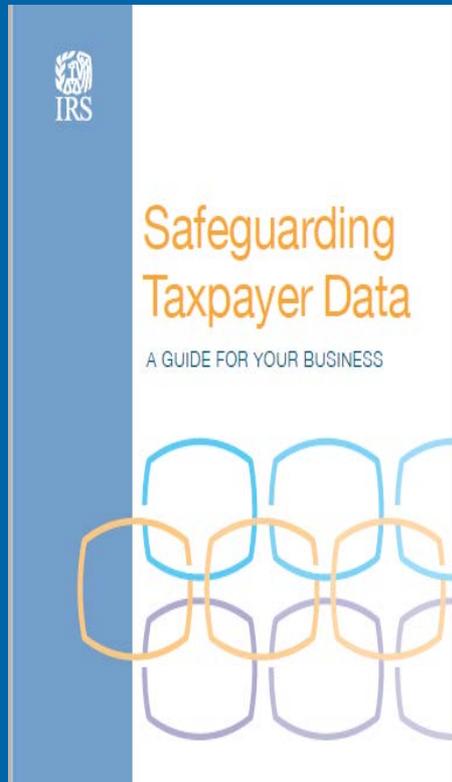


IRS
Tax Forum

IRS Nationwide

2018

Data Theft Information for Tax Pros



After a data breach, there are steps victims may take to protect their financial accounts and identities.

National Tax Security Awareness Week
www.irs.gov/securitysummit

Criminals now target tax pros, payroll pros and employers to get Form W-2 information to file fraudulent tax returns.

Be alert and guard against it.

National Tax Security Awareness Week
www.irs.gov/securitysummit



Tax Forum

IRS Nationwide

2018

Disaster Assistance

IRS

File Pay Refunds Credits & Deductions Forms

Home > [Tax Pros](#) > Disaster Relief Resource Center for Tax Professionals

Disaster Relief Resource Center for Tax Professionals

Keyword:
disaster

IRS

Disaster

Help | News | Language | Charities & Nonprofits | Tax Pro

File Pay Refunds Credits & Deductions Forms & Instructions

Home > [File](#) > [Businesses and Self-Employed](#) > [Small Business and Self-Employed](#) > Disaster Assistance and Emergency Relief for Individuals and Businesses

Disaster Assistance and Emergency Relief for Individuals and Businesses

English | [Español](#)

English
and
Spanish

IRS.gov – Keyword: *disaster*



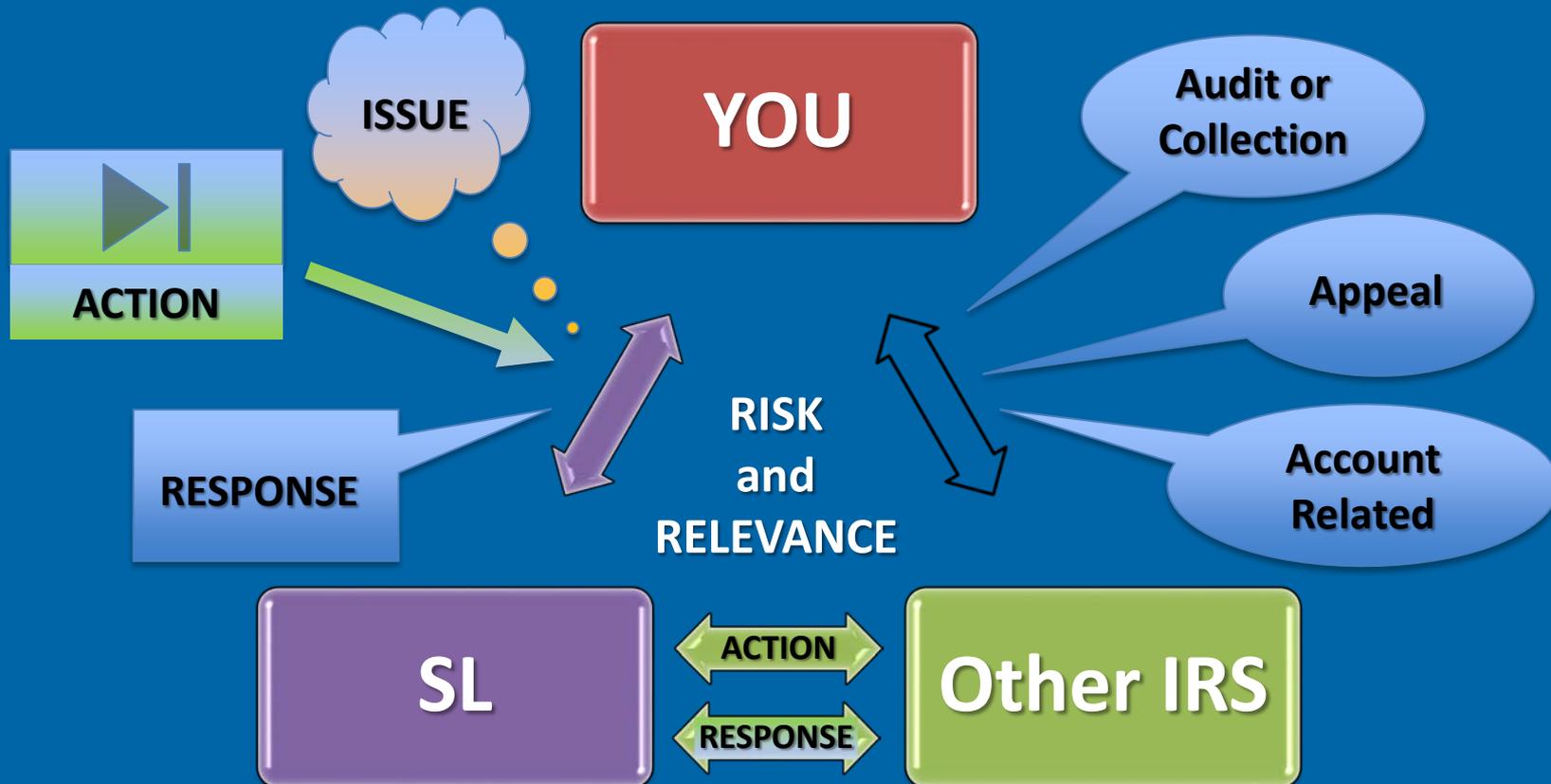
IRS

Tax Forum

IRS Nationwide

2018

Issue, Action & Response





IRS
Tax Forum
IRS Nationwide

2018

Working Together





IRS

Tax Forum

IRS Nationwide

2018

Contact Us

Stakeholder Liaison Local Contacts

The screenshot shows the IRS website interface. At the top left is the IRS logo. To the right are links for Help, News, and Language. Below this is a navigation bar with buttons for File, Pay, Refunds, Credits & Deductions, and Forms & Instructions. The breadcrumb trail reads: Home > File > Businesses and Self-Employed > Small Business and Self-Employed > Stakeholder Liaison Local Contacts. A red arrow points to the final link in the trail. Below the breadcrumb trail, the heading "Stakeholder Liaison Local Contacts" is displayed. Underneath, there are sections for "Individuals" and "International Taxpayers". To the right of these sections, a paragraph of text describes the Stakeholder Liaison program and its purpose.

IRS

Help | News | Language

File Pay Refunds Credits & Deductions Forms & Instructions

[Home](#) > [File](#) > [Businesses and Self-Employed](#) > [Small Business and Self-Employed](#) > [Stakeholder Liaison Local Contacts](#)

Stakeholder Liaison Local Contacts

Individuals

International Taxpayers

Stakeholder Liaison establishes relationships with practitioner and industry organizations representing small business and self-employed taxpayers. We provide information about the policies, practices and procedures the IRS uses to ensure compliance with the tax laws. We also elevate issues that affect tax administration. To establish a relationship with us or report an issue, use this list to find a contact in your state.

Visit IRS.gov – Keyword: *stakeholder liaison*



IRS

Tax Forum

IRS Nationwide

2018

In Summary

Work with Us

- ✓ Partnership – 1 of 6 key themes in the new IRS Strategic Plan
- ✓ Assist in overcoming tax administration challenges
- ✓ Improve IRS policies, practices & procedures

“Ways and Means”

- ✓ Use resources and tools that benefit you and your clients

YOU Make the Difference!

Start Here – Start Now!



IRS

Tax
Forum

IRS Nationwide

2018