



# 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"><li>• Enter <b>ITA</b> into the Search feature on <a href="http://www.irs.gov">www.irs.gov</a> for the <b>Interactive Tax Assistant</b>, a tool that will ask you questions and provide tax law answers</li><li>• Enter <b>IRS Tax Map</b> or <b>Tax Trails</b> into the Search feature for more detailed information by tax topic</li><li>• Enter <b>Pub 17</b> into the Search feature to get Pub 17: Your Federal Income Tax for Individuals, which features details on tax-saving opportunities, 2013 <b>tax changes</b> and thousands of interactive links to help you find answers to your questions</li><li>• Call TeleTax: 1-800-829-4477 for recorded information on a variety of tax topics</li><li>• Access tax law information in your electronic filing software</li><li>• Go to <a href="http://www.irs.gov">www.irs.gov</a> and click on the <b>Help &amp; Resources</b> tab for more information</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="http://www.irs.gov">www.irs.gov</a> and click on the Filing tab</li><li>• Enter <b>Free File</b> into the Search feature to use brand name software to prepare and e-file your return for free</li><li>• Enter <b>VITA</b> into the Search feature, download the free <b>IRS2Go</b> 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</li><li>• Enter <b>TCE</b> into the Search feature, download the free <b>IRS2Go</b> app or call 1-888-227-7669 to find the nearest Tax Counseling for the Elderly location for free tax preparation</li></ul>
Checking on the status of a refund	<ul style="list-style-type: none"><li>• Go to <a href="http://www.irs.gov">www.irs.gov</a> and click on <b>Where's My Refund</b></li><li>• Download the free <b>IRS2Go</b> app to your smart phone</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>• Go to <a href="http://www.irs.gov">www.irs.gov</a> and click on the Tools tab and select the <b>Where's My Amended Return</b> tool</li></ul>
Making a tax payment	<p>Go to <a href="http://www.irs.gov">www.irs.gov</a> and click on the <b>Payments</b> tab and select:</p> <ul style="list-style-type: none"><li>• Pay by <b>Debit or credit card</b></li><li>• Pay by <b>Electronic Funds Withdrawal</b></li><li>• Pay by <b>Electronic funds transfer</b></li><li>• Pay by <b>Check or money order</b></li></ul> <p>Instructions for additional payment options</p> <ul style="list-style-type: none"><li>• Enter <b>OPA</b> into the Search feature to get an Online Payment Agreement application</li><li>• Enter <b>EFTPS</b> into the Search feature to make recurring payments</li><li>• Enter Payment Plan into the Search feature to get a payment plan or <b>Installment Agreement</b></li></ul>

Understanding an IRS Notice or Letter	<ul style="list-style-type: none"> <li>• Enter <b>understanding your notice</b> in the Search feature on <b>www.IRS.gov</b> to find additional information about your IRS notice or letter</li> </ul>
Getting a transcript or copy of a return	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and enter “<b>Order a Transcript</b>” in the Search box.</li> <li>• Call the transcript toll-free line: 1-800-908-9946</li> <li>• Mail in Form 4506-T (available on IRS.gov)</li> </ul>
Getting an Employer Identification Number (EIN)	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and enter <b>EIN</b> in the Search feature to access the <b>Online EIN Application</b></li> </ul>
Getting an Individual Taxpayer Identification Number (ITIN)	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and enter <b>ITIN</b> in the Search feature to learn more and to get an application</li> </ul>
Understanding Identity Theft issues	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and enter <b>Identity Theft</b> in the Search feature for information and videos</li> <li>• Contact the Identity Protection Specialized Unit at 1-800-908-4490 if you believe you’re at risk due to a lost/stolen purse or wallet, questionable credit card activity or credit report, etc.</li> </ul>
Obtaining a tax form or publication	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and click on the <b>Forms and Pubs</b> tab</li> <li>• Call toll-free at 1-800-829-3676</li> <li>• Visit a <b>Taxpayer Assistance Center</b> near you</li> </ul>
Contacting a local Taxpayer Advocate	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and enter <b>Taxpayer Advocate</b> in the Search box 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 <b>www.IRS.gov</b> and click on the <b>For Tax Pros</b> tab</li> </ul>
Getting a Preparer Tax Identification Number (PTIN)	<ul style="list-style-type: none"> <li>• Enter <b>PTIN</b> into the Search feature 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>• Go to <b>www.IRS.gov</b> and enter <b>POA</b> in the Search feature for information on Form 2848 and Instructions</li> <li>• 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</li> <li>• 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</li> <li>• International Fax: 267.941.1017 or 855.772.3156</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>
Obtaining a tax form or publication	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and click on the <b>Forms and Pubs</b> tab</li> <li>• Call toll-free: 1-800-829-3676</li> </ul>
Keeping up with the latest IRS information affecting tax professionals	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and enter “<i>Join e-news</i>” in the Search feature to subscribe to <b>e-News for Tax professionals</b></li> <li>• Follow IRS on <b>Twitter</b>, at: <a href="http://twitter.com/irstaxpros">http://twitter.com/irstaxpros</a></li> <li>• Like IRS on <b>Facebook</b>, at: <a href="https://www.facebook.com/IRStaxpros">https://www.facebook.com/IRStaxpros</a></li> </ul>
Professional responsibility information	<ul style="list-style-type: none"> <li>• Go to <b>www.IRS.gov</b> and enter <b>Circular 230</b> in the Search feature for information on the standards of practice for tax professionals and frequently asked questions</li> </ul>