



Help for Individual Taxpayers

If you need help with	Here's where to find it
General tax law information	 Enter ITA into the Search feature on www.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 to get Pub 17: Your Federal Income Tax for Individuals, which features details on tax-saving opportunities, 2013 tax changes and thousands of interactive links to help you find answers to your questions 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 www.IRS.gov and click on the Help & Resources tab for more information
Preparing a federal tax return	 Find free options on IRS.gov or in your community for those who qualify Go to <u>www.IRS.gov</u> and click on the Filing tab Enter <u>Free File</u> into the Search feature to use brand name software to prepare and e-file your return for free Enter <u>VITA</u> 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 <u>TCE</u> into the Search feature or call 1-888-227-7669 to find the nearest Tax Counseling for the Elderly location for free tax preparation
Checking on the status of a refund	 Go to <u>www.IRS.gov</u> 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	 Go to <u>www.IRS.gov</u> and click on the Tools tab and select the <u>Where's</u> <u>My Amended Return</u> tool
Making a tax payment	Go to <u>www.IRS.gov</u> and click on the Payments tab and select: • Pay by <u>Debit or credit card</u> • Pay by <u>Electronic Funds Withdrawal</u> • Pay by <u>Electronic funds transfer</u> • Pay by <u>Check or money order</u>
	 Instructions for additional payment options Enter <u>OPA</u> into the Search feature to get an Online Payment Agreement application Enter <u>EFTPS</u> into the Search feature to make recurring payments Enter Payment Plan into the Search feature to get a payment plan or <u>Installment Agreement</u>

Understanding an IRS Notice or Letter	 Enter <u>understanding your notice</u> in the Search feature on <u>www.IRS</u> <u>.gov</u> to find additional information about your IRS notice or letter
Getting a transcript or copy of a return	 Go to <u>www.IRS.gov</u> and enter "<u>Order a Transcript</u>" 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)	 Go to <u>www.IRS.gov</u> and enter <u>EIN</u> in the Search feature to access the <u>Online EIN Application</u>
Getting an Individual Taxpayer Identification Number (ITIN)	 Go to <u>www.IRS.gov</u> and enter <u>ITIN</u> in the Search feature to learn more and to get an application
Understanding Identity Theft issues	 Go to <u>www.IRS.gov</u> and enter <u>Identity Theft</u> in the Search feature for information and videos 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.
Obtaining a tax form or publication	 Go to <u>www.IRS.gov</u> and click on the <u>Forms and Pubs</u> tab Call toll-free at1-800-829-3676 Visit a <u>Taxpayer Assistance Center</u> near you
Contacting a local Taxpayer Advocate	• Go to <u>www.IRS.gov</u> and enter <u>Taxpayer Advocate</u> 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	 Go to <u>www.IRS.gov</u> and click on the <u>For Tax Pros</u> tab
Getting a Preparer Tax Identification Number (PTIN)	 Enter <u>PTIN</u> 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)	 Go to <u>www.IRS.gov</u> and enter <u>POA</u> 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	Call toll-free: 1-866-860-4259 for help with a client account issue
Obtaining a tax form or publication	 Go to <u>www.IRS.gov</u> and click on the <u>Forms and Pubs</u> tab Call toll-free: 1-800-829-3676
Keeping up with the latest IRS information affecting tax professionals	 Go to <u>www.IRS.gov</u> and enter "<i>Join e-news</i>" in the Search feature to subscribe to <u>e-News for Tax professionals</u> Follow IRS on <u>Twitter</u>, at: <u>http://twitter.com/irstaxpros</u> Like IRS on <u>Facebook</u>, at: <u>https://www.facebook.com/IRStaxpros</u>
Professional responsibility information	• Go to <u>www.IRS.gov</u> and enter <u>Circular 230</u> in the Search feature for information on the standards of practice for tax professionals and frequently asked questions