



# IRS 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>• Go to <a href="https://www.irs.gov">IRS.gov</a> and search <b>Interactive Tax Assistant</b>, <b>Tax Topics</b>, <b>Frequently Asked Questions</b>, <b>Tax Trails</b> and <b>IRS Tax Map</b> to get answers to your tax questions</li><li>• Go to <a href="https://www.irs.gov/pub/irs-soi/17soi17">IRS.gov/Pub 17</a>, Your Federal Income Tax for Individuals, for information about recent tax law changes and interactive links to find answers to your questions</li><li>• Access tax law information using IRS <b>eBooks</b> for mobile devices</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="https://www.irs.gov/chooseataxpro">IRS.gov/chooseataxpro</a> on <a href="https://www.irs.gov">IRS.gov</a> to help you locate a qualified tax preparer</li></ul>
Preparing a federal tax return	<p>Find free options on <a href="https://www.irs.gov">IRS.gov</a> or in your community for those who qualify</p> <ul style="list-style-type: none"><li>• Go to <a href="https://www.irs.gov/filing">IRS.gov/Filing</a> to find information on filing your taxes</li><li>• Go to <a href="https://www.irs.gov/freefile">IRS.gov/FreeFile</a> to find brand name software to prepare and e-file your return for free</li><li>• Go to <a href="https://www.irs.gov/vita">IRS.gov/VITA</a> to find free tax help. Select Free Tax Help on the <a href="https://www.irs.gov/irs2go">IRS2Go</a> app, or call 1-800-906-9887 to find the nearest location for free tax preparation</li><li>• Go to <a href="https://www.irs.gov/tce">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></ul> <p><b>Note:</b> Use Direct Deposit when filing your return for a quicker refund. It's fast and safe.</p>
Reporting health care coverage	<ul style="list-style-type: none"><li>• Go to <a href="https://www.irs.gov/aca">IRS.gov/aca</a> and learn how to report health care coverage and what Form 1095-B, Health Coverage and Form 1095-C, Employer-Provided Health Insurance Offer and Coverage mean to you</li><li>• Go to <a href="https://www.irs.gov/ita">IRS.gov/ITA</a> to determine if you must reconcile advance payments or if you can claim a <b>Premium Tax Credit</b></li><li>• Go to <a href="https://www.irs.gov/ita">IRS.gov/ITA</a> to determine if you can claim a coverage exemption or if you must make an <b>Individual Shared Responsibility</b> payment</li><li>• Go to <a href="https://www.healthcare.gov">HealthCare.gov</a> to get a Form 1095-A, <i>Health Insurance Marketplace Statement</i>, apply for health care coverage or report changes in circumstances to the <b>Health Insurance Marketplace</b></li></ul>
Getting a transcript or copy of a return	<ul style="list-style-type: none"><li>• Go to <a href="https://www.irs.gov/gettranscript">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 <a href="https://www.irs.gov">IRS.gov</a>)</li></ul>
Checking on the status of a refund	<ul style="list-style-type: none"><li>• Go to <a href="https://www.irs.gov">IRS.gov</a> and click on <b>Where's My Refund</b></li><li>• Call the automated refund hotline: 1-800-829-1954</li><li>• Select Refund Status on the <a href="https://www.irs.gov/irs2go">IRS2Go</a> mobile app</li></ul>
Checking the status of an amended return	<ul style="list-style-type: none"><li>• Go to <a href="https://www.irs.gov">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	Go to <a href="https://www.irs.gov/payments">IRS.gov/payments</a> . You can pay by: <ul style="list-style-type: none"> <li>• <b>Direct Pay</b> (Individuals only – checking or savings account, free)</li> <li>• <b>Debit or credit card</b></li> <li>• <b>Electronic Federal Tax Payment System</b></li> <li>• <b>Check or money order</b></li> </ul> Download the IRS2Go mobile app to make a payment.
What if I can't pay now?	Go to <a href="https://www.irs.gov/payments">IRS.gov/payments</a> and select online payment agreement. <ul style="list-style-type: none"> <li>• Go to <a href="https://www.irs.gov/opa">IRS.gov/OPA</a> to apply for an Online Payment Agreement to pay your taxes over time</li> <li>• Go to <a href="https://www.irs.gov/oic">IRS.gov/OIC</a> to find the Offer In Compromise pre-qualifier tool to settle for less than you owe</li> </ul>
Understanding an IRS Notice or Letter	<ul style="list-style-type: none"> <li>• Go to <a href="https://www.irs.gov">IRS.gov</a> and enter <b>understanding your notice</b> in the Search box 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>• Go to <a href="https://www.irs.gov">IRS.gov</a> and enter <b>Identity Theft</b> in the Search box for information and videos</li> </ul>
Obtaining a tax form or publication	<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>• Go to <a href="https://www.irs.gov">IRS.gov</a> 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 <a href="https://www.irs.gov/for-tax-pros">IRS.gov/for-tax-pros</a> to find tools and information For Tax Pros</li> <li>• Find Health Care Law information in the <a href="#">ACA Information Center for Tax Professionals</a></li> </ul>
Getting a Preparer Tax Identification Number (PTIN)	<ul style="list-style-type: none"> <li>• Enter <b>PTIN</b> into the Search box 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 <a href="https://www.irs.gov">IRS.gov</a> and enter <b>POA</b> in the Search box for information on Form 2848 and Instructions</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 <a href="https://www.irs.gov/forms-pubs">IRS.gov/forms-pubs</a></li> </ul>
Keeping up with the latest IRS information affecting tax professionals	<ul style="list-style-type: none"> <li>• Go to <a href="https://www.irs.gov">IRS.gov</a> and enter "Join e-news" in the Search box to subscribe to <b>e-News for Tax professionals</b></li> <li>• Follow IRS on <b>Twitter</b>, at: <a href="https://twitter.com/irstaxpros">https://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 <a href="https://www.irs.gov">IRS.gov</a> and enter <b>Circular 230</b> in the Search box for information on the standards of practice for tax professionals and frequently asked questions</li> </ul>