Site Coordinator steps for troubleshooting a tax related issue:

**Step One**
- After researching tax issue on their own using Publication 4012, Publication 17, etc. volunteer preparer seeks assistance from Site Coordinator.

**Step Two**
- Site Coordinator calls IRS VITA Hotline (800)829-8482
- Site Coordinator calls TaxSlayer HelpDesk 1-800-421-6346

**Step Three**
- Site Coordinator calls IRS Relationship Manager Kimberley Brown (510)907-5359
- Site Coordinator contacts coalition lead
- Site Coordinator contacts coalition subject matter experts

Note that the IRS VITA Hotline, TaxSlayer, Relationship Manager, Coalition Lead and Coalition Subject Matter Expert phone numbers are for volunteer use only and should **NEVER** be given to the taxpayer