



IRS Services Guide



Help for Individual Taxpayers



If you need help with	Here's where to find it on www.irs.gov
General tax law information	<p>Search Interactive Tax Assistant, Tax Topics and Frequently Asked Questions to get answers to your tax questions.</p> <ul style="list-style-type: none"> Go to IRS.gov/Pub 17, Your Federal Income Tax for Individuals, for information about filing your tax return. Use your mobile device to access IRS eBooks for instructions and publications. Taxpayer Bill Of Rights. Find tax law information in your electronic filing software. Go to the Let Us Help You page for online tools and resources. If your issue cannot be resolved online, use the toll-free number.
Finding a qualified tax professional	<ul style="list-style-type: none"> Search IRS.gov/chooseataxpro on IRS.gov to help you locate a qualified tax preparer.
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"> Go to IRS.gov/FreeFile to find brand name software to prepare and e-file your return for free. The military community may also use MilTax. Go to IRS.gov/VITA to find free tax help. Select Free Tax Help on the IRS2Go app, or call 1-800-906-9887 to find the nearest location for free tax preparation. Go to IRS.gov/TCE for free help with your taxes, or call 1-888-227-7669 to find the nearest location for free tax preparation. (TCE is tax help for those who are 60 or older) Use Direct Deposit when filing your return for a quicker refund. It's fast and safe.
Determining the appropriate amount of withholding	<ul style="list-style-type: none"> Go to the Tax Withholding Estimator tool perform a Paycheck Check up to see if the correct amount of tax is being withheld.
International tax issues	<ul style="list-style-type: none"> Search the International Taxpayers page.
An issue that requires face-to-face assistance	<ul style="list-style-type: none"> Service is by appointment. Contact Your Local Office lists locations. Call 844-545-5640 for an appointment. Click the Help link at top of the IRS.gov page.
Getting a transcript, a copy of your tax return or information about your tax return	<ul style="list-style-type: none"> Go to IRS.gov/GetTranscript or Online Account. Call the automated transcript toll-free line: 1-800-908-9946. Mail in Form 4506-T. (available on IRS.gov)
Requesting IRS records through Freedom Of Information Act	<ul style="list-style-type: none"> Search Freedom of Information to get FOIA guidelines for requesting IRS records.
Making a tax payment	<p>Go to IRS.gov/payments for optimal ways to pay including online, by phone or with a mobile device using the IRS2Go app. If you prefer to make a cash payment, go to Pay with cash.</p>
What if I can't pay now?	<ul style="list-style-type: none"> Learn your options if you can't pay what you owe. Go to IRS.gov/OPA or IRS.gov/payments for an online payment agreement or other options to pay over time. Go to IRS.gov/OIC to find the Offer In Compromise pre-qualifier tool to settle for less than you owe.
Checking on the status of a refund	<ul style="list-style-type: none"> Go to IRS.gov/refunds for refund status Select Refund Status on the IRS2Go mobile app Call the automated refund hotline: 1-800-829-1954
Checking the status of an amended return	<ul style="list-style-type: none"> Search Where's My Amended Return to check status
Determining how much you owe	<ul style="list-style-type: none"> Go to IRS.gov/account to view the amount of tax you owe, payment history and key information from the most current year tax return as originally filed.
Reconciling advance payments of the premium tax credit	<ul style="list-style-type: none"> Go to IRS.gov/aca to determine if you must reconcile advance payments or if you can claim a Premium Tax Credit. Go to HealthCare.gov for information about the Health Insurance Marketplace.

Understanding an IRS Notice or Letter or sending documents	<ul style="list-style-type: none"> • Search understanding your notice to find additional information about your IRS notice or letter. • Use the Document Upload Tool if you need to submit documentation.
Getting an Employer Identification Number (EIN)	<ul style="list-style-type: none"> • Go to IRS.gov/EIN to apply for an Online EIN Application. • Available Monday - Friday, 7 a.m. to 10 p.m. Eastern time.
Getting an Individual Taxpayer Identification Number (ITIN)	<ul style="list-style-type: none"> • Go to IRS.gov/ITIN to learn more about renewing an expired ITIN and to get an application.
Understanding Identity Theft issues and other tax scams	<ul style="list-style-type: none"> • Search Identity Theft for information and videos. • Learn how to recognize and report tax scams.
Obtaining a tax form or publication	<ul style="list-style-type: none"> • Go to IRS.gov/forms-pubs.
Contacting a local Taxpayer Advocate	<ul style="list-style-type: none"> • Search Taxpayer Advocate or call them at 1-877-777-4778 or • TTY/TTD: 1-800-829-4059
Understanding Innocent Spouse relief	<ul style="list-style-type: none"> • Go to IRS.gov for information on Innocent Spouse. • Call toll-free: 1-855-851-2009.
Keeping up with the latest IRS news and information	<ul style="list-style-type: none"> • IRS social media items for individual taxpayers. • The latest IRS news and information. • For the most current tax tips for taxpayers.



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"> • Go to IRS.gov/for-tax-pros to find tools and information For Tax Pros. • Find Health Care Law information in the ACA Information Center for Tax Professionals.
Handling Identity Theft	<ul style="list-style-type: none"> • Publication 5199, Tax Preparer Guide to Identity Theft - Tax preparers play a critical role in helping individual and business clients who are victims of tax-related identity theft.
Getting a Preparer Tax Identification Number (PTIN)	<ul style="list-style-type: none"> • Go to IRS.gov/PTIN 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)	<ul style="list-style-type: none"> • Search POA for information on Form 2848 and Instructions.
Contacting the Practitioner Priority Service	<ul style="list-style-type: none"> • Call toll-free: 1-866-860-4259 for help with a client account issue.
Keeping up with the latest IRS information affecting tax professionals	<ul style="list-style-type: none"> • Search "<i>Tax professionals and IRS partners</i>" to subscribe to e-News for Tax professionals. • Follow IRS on Twitter at: https://twitter.com/irstaxpros and Instagram. • Like IRS on Facebook at: https://www.facebook.com/IRStaxpros.