



IRS Services Guide



Help for Individual Taxpayers

| If you need help with | Here's where to find it on www.irs.gov |
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| 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 the Let Us Help You page for online tools and resources. If your issue cannot be resolved online, use the toll-free number. • 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. • Find tax law information in multiple languages on IRS.gov. • Call 1-833-553-9895 for help in languages other than English and Spanish. |
| 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 • 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 • <i>Use e-file and Direct Deposit when filing your return for a quicker refund. To open an online bank account visit the FDIC website.</i> |
| Determining the appropriate amount of withholding | <ul style="list-style-type: none"> • Go to the Tax Withholding Estimator to determine 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 1-844-545-5640 for an appointment. • Click the Help link at top of the IRS.gov page. |
| Getting a transcript or copy of a return | <ul style="list-style-type: none"> • Go to IRS.gov/GetTranscript • 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 | <ul style="list-style-type: none"> • Go to IRS.gov/payments for optimal ways to pay including online, by phone or with a mobile device using the IRS2Go app. |
| What if I can't pay now? | <ul style="list-style-type: none"> • Go to IRS.gov/payments and select online payment agreement. • Go to IRS.gov/OPA to apply for an Online Payment Agreement to pay your taxes 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 |

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| 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 Online Account (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 or certain notices.. |
| 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. |
| Economic Impact Payment or Recovery Rebate Credit | <ul style="list-style-type: none"> • Go to Economic Impact Payment if you did not receive a payment or if did not receive the full amount of the first or second Economic Impact Payments . You may be eligible to claim the Recovery Rebate Credit. |
| Understanding an IRS Notice or Letter | <ul style="list-style-type: none"> • Search understanding your notice to find additional information about your IRS notice or letter. • Submit Form 1040, Schedule LEP to request IRS written communications in a language other than English. |
| 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 | <ul style="list-style-type: none"> • Search Identity Theft for information and videos |
| Requesting an Identity Protection PIN | <ul style="list-style-type: none"> • Search IP PIN |
| Obtaining a tax form or publication | <ul style="list-style-type: none"> • Go to IRS.gov/forms-pubs. Braille and other formats are also available |
| 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 information on social media | <ul style="list-style-type: none"> • Subscribe to the IRS on YouTube, Twitter and Instagram. • Like the IRS on Facebook |



Help for Tax Professionals

| If you need help with | Here's where to find it |
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| 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 |
| 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 |
| 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 |