Support: Help during the Tax Season

This document has been created to help you access the correct hardware and technical support from TaxSlayer, AARP Foundation Tax-Aide and the IRS during the tax season. It also includes an escalation process to use if you do not receive a satisfactory response to your issue or problem.

TaxSlayer Support
Contacting TaxSlayer
Before contacting TaxSlayer:
What information will volunteers need to be prepared to provide when they contact TaxSlayer for support?

- o Be at your computer and know your EFIN and SIDN.
- o Write down the exact error message.
- o Describe the exact function you were performing when you received the error.
- o Know the SSN of the primary taxpayer, when discussing problem with a specific return.

Ways to contact TaxSlayer
Email: Support@vita.taxslayerpro.com

Phone: 1-800-421-6346

Online Chat: Available within the software during hours of operation

Blog: https://vitablog.taxslayerpro.com/   One of the features offered in the blog is to subscribe to email alerts when new items are added to the blog. To sign up click on Security Alerts at the top of the Blog website and enter email address in box on left of page.

Rejects:
TaxSlayer Customer Service representatives cannot assist with correcting a rejected return. The representative can only read the existing reject to the volunteer.   If it is a reject that was received due to software issue information will be placed on the TaxSlayer Pro Blog.

Note: Many of the most common rejects involve the taxpayer(s) and their dependents Social Security Number (SSN) and the Employer Identification Number (EIN) that appears on the Forms W2 and Forms 1099. The IRS performs a name match on these numbers that can cause a return to be rejected. Typographical and other errors can often be easily resolved. The Taxpayer may need to be contacted to determine the correct EIN or SSN numbers. Neither the IRS nor TaxSlayer can resolve these rejects.

If unsure how to fix:
Contact IRS *e-file* Help Desk for Federal rejects at *1-866-255-0654*
Contact State *e-file* Help Desk for State rejects.
If additional training needed, contact IRS SPEC Territory office.

Escalation (only escalate if you do not receive a satisfactory response to your issue/problem)
Send a request/ticket though AARP Foundation Tax-Aide OneSupport; use the **Form**: *Tax Software* and **Subtopic**: *Tax Incidents Escalation*, please title the message "*TaxSlayer Escalation*" in the subject field. In the body of the email please describe what happened in detail and explain why you believe the response to be unsatisfactory. If you are sending the message for someone else include their full name and contact information. Every effort will be made to get a resolution to your problem.

Who Do I Contact?

Hardware Problem
If IRS-loaned equipment, contact the Enterprise Service Desk (Help Desk) at *1-866-743-5748*.
If AARP Foundation Tax-Aide Computer or Printer, send e-mail to aarpservice@graceworkz.com
And see "Equipment Repair, Replace and Storage" document on OneSupport website for complete instructions.

Software Problem
Contact the Enterprise Service Desk (Help Desk) at 1-866-743-5748 if you need assistance with operating system software on IRS-loaned equipment.
Submit a OneSupport ticket or send email to taxaide@aarp.org if you need assistance with operating system software on AARP Foundation Tax-Aide owned computers.
Contact TaxSlayer Support at 1-800-421-6346 if you need assistance with TaxSlayer software.

Please note: enhancements to the software will not be addressed by TaxSlayer during the tax season unless it is a tax calculation error which must be resolved. All other suggested enhancements will be retained and tabulated by the National Technology Committee (NTC), and presented to the IRS and TaxSlayer at the end of the tax season.

Other Quick Reference Numbers

Internal Revenue Service (IRS)
☐ **VITA/TCE Hotline** (for volunteer use only): *1-800-829-8482 (800-TAX-VITA)*
☐ **IRS *e-file* Help Desk**: *1-866-255-0654*
☐ **Enterprise Service Desk** (Help Desk): *1-866-7HELP4U (1-866-743-5748)*
☐ **IRS Tax-Help**: *1-800-829-1040*
☐ **IRS Forms and Publications**: *1-800-829-3676*
☐ **IRS Taxpayer Advocate**: *1-877-777-4778*
☐ **IRS Tax-Help for Deaf** (TDD): *1-800-829-4059*
☐ **Social Security Administration**: *1-800-772-1213*
☐ **Where's My Refund Website**: www.irs.gov