



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	• Search Interactive Tax Assistant, Tax Topics and Frequently Asked Questions to get answers to your tax questions. • 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. • Understand the 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.
One, Big, Beautiful Bill Act	• Search One, Big, Beautiful Bill for the latest provisions, news and notices.
Finding a qualified tax professional	• Search IRS.gov/chooseataxpro on IRS.gov to help you locate a qualified tax preparer. • Learn to recognize red flags when choosing a tax professional.
Preparing a federal tax return	Find free options on IRS.gov or in your community for those who qualify: • Go to IRS.gov/FreeFile to find brand name tax software to prepare and e-file your return for free. You can also find Free File Fillable Forms that are available to all taxpayers, regardless of income. • Go to IRS.gov/VITA to find no-cost tax help. Select Tax Help on the IRS2Go app, or call 1-800-906-9887 to find the nearest location for no-cost tax preparation. The military community may also use MilTax. • Go to IRS.gov/TCE for no-cost help with your taxes, particularly for those who are 60 years of age and older, or call 1-888-227-7669 to find the nearest location for free tax preparation. • Tip: Use Direct Deposit when filing your return for a quicker refund. It's fast and safe.
Determining the appropriate amount of withholding	• Go to the Tax Withholding Estimator tool and perform a Paycheck Checkup to see if the correct amount of tax is being withheld.
International tax issues	• Search the International Taxpayers page.
An issue that requires face-to-face assistance	• Service is by appointment. Contact Your Local Office lists locations. Call 844-545-5640 for an appointment. • Click the Help link at the top of the IRS.gov page.
Getting a transcript, a copy of your tax return or information return documents, and other details about your tax return	• 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	• Search Freedom of Information to get FOIA guidelines for requesting IRS records.
Making a tax payment	• 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.
Having trouble paying a tax bill in full	• Learn your options if you can't pay what you owe. • Direct Pay with bank account. • 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	• 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	• Search Where's My Amended Return to check status.

Securely accessing and viewing your IRS tax information or determining how much you owe	Access your Online Account to see important information when preparing to file your tax return, check your refund, view your account, make a payment and much more.
Reconciling advance payments of the premium tax credit	- 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	Search understanding your notice to find additional information about your IRS notice or letter.
Getting an Employer Identification Number (EIN)	- Go to IRS.gov/EIN for an Online EIN Application. - Available Monday - Friday, 7 a.m. to 10 p.m. Eastern time.
Getting an Individual Taxpayer Identification Number (ITIN)	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	- Search Identity Theft for information and videos. - Learn how to recognize and report tax scams. - Get an IP PIN as a proactive step to protect yourself from tax-related identity theft.
Obtaining a tax form or publication	Go to IRS.gov/forms-pubs.
Contacting a local Taxpayer Advocate	- Search Taxpayer Advocate or call them at 1-877-777-4778 or - TTY/TTD: 1-800-829-4059.
Understanding tax relief for spouses	- Go to IRS.gov for information on Innocent or injured Spouse. - Call toll-free: 1-855-851-2009.
Keeping up with the latest IRS news and information	- Connect with IRS social media items for individual taxpayers. - Find the latest IRS news and the most current tax tips.



Help for Tax Professionals



If you need help with	Here's where to find it
General Tax Professional Information	Go to IRS.gov/for-tax-pros to find tools and information.
Handling Identity Theft	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)	- 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.
Submitting authorizations, viewing clients information and acting on behalf of an individual taxpayer	Go to Tax Pro Account.
Getting a Power of Attorney (POA)	Search POA for information on Form 2848 and Instructions.
Checking your POA/TIA paper processing status	Go to IRS.gov/processingtimes.
Contacting the Practitioner Priority Service	Call toll-free: 1-866-860-4259 for help with a client account issue.
Keeping up with the latest IRS information affecting tax professionals	- Search "Join e-news" to subscribe to e-News for Tax professionals. - Follow IRS on X (formerly Twitter), Instagram, and Facebook.