Free File Fillable Forms Tutorial

January 31, 2013

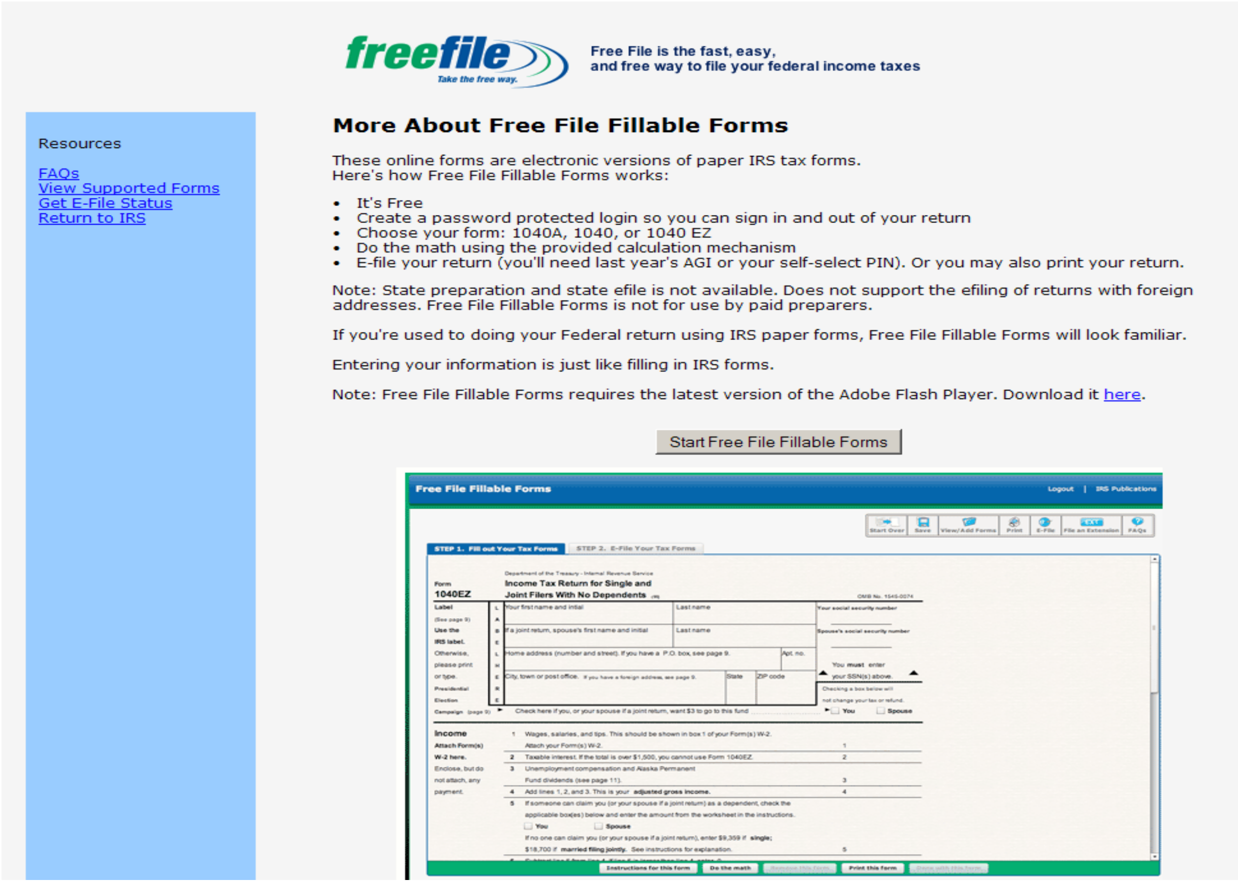


Illustration 1

Above is a screenshot of the provider's Free File Fillable Forms Landing Page. You may reference this screen shot when reading sections of the tutorial.

Table of Contents (TOC)

Purpose (back to TOC)

Free File Fillable Forms is intended to be the electronic equivalent to paper, with the added ability to e-file your return. If you are comfortable filling out paper forms (reading, understanding and following the instructions for the forms), you should find Fillable Forms familiar. Fillable Forms does not support state income tax preparation.

> **Note: If your 2012 Adjusted Gross Income was $57,000 or less you may want to use brand name, interview based, tax software to assist you in preparing your federal return. Use Help Me Find a Free File Company to assist you in identifying a Free File software provider you can use. The tax software from the list of Free File companies is simple to use and guides you through the tax preparation and e-file process. State tax return preparation and e-file is also available. Some companies may charge a fee for state tax returns.**

The tutorial is not:

- A substitute for understanding paper forms and instructions
- A guide on what forms to complete to file an accurate tax return.
- Intended to demonstrate how each supported form and schedule functions

Rather, the purpose of this brief tutorial is to provide a general overview of the program and instructions on how to navigate through the forms and screens.

In order to reduce common math errors, Free File Fillable Forms will perform basic math and populate certain fields with data taken from completed portions of the tax return.

Before starting Free File Fillable Forms, you should review the supported forms and the known Limitations of the program. If you encounter a problem while using the program, you should look for a solution in the searchable FAQs. Links to the supported forms, limitations and searchable pdf document are on the Free File Fillable Forms FAQ page. Finding the answer in the FAQ's is much faster than calling or emailing the IRS support desk for the answer.

Create an Account (back to TOC)

From the IRS.gov Free File Landing Page, select "Use Free File Fillable Forms." Read the Disclaimer and select the "Leave IRS Site" button.

Once at the Fillable Forms Landing Page (Illustration 1) and before selecting the "Start Free File Fillable Forms" button, review the information above the "Start Free File Fillable Forms" button, and then scroll to the bottom of the page to select the links to view the Terms of Service and Privacy information.

Select the "Start Free File Fillable Forms" button and a new page will appear. Review the information on the page before selecting the "Continue" button.

You are considered a "New User" if you have not created an account for the current tax year. If you are a new user, select "Create an Account" on the pop up window. Returning Users will input their User ID, Password, and select the "Sign In" button (Illustration 2).

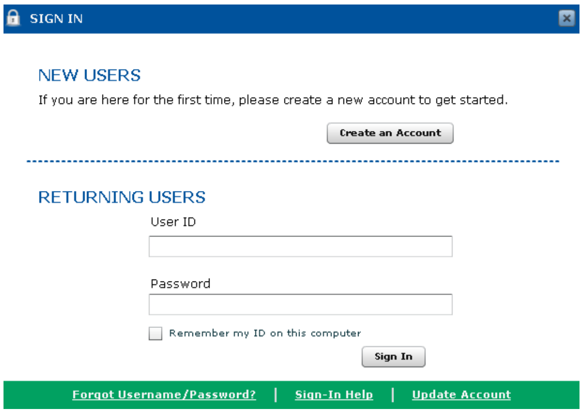


Illustration 2

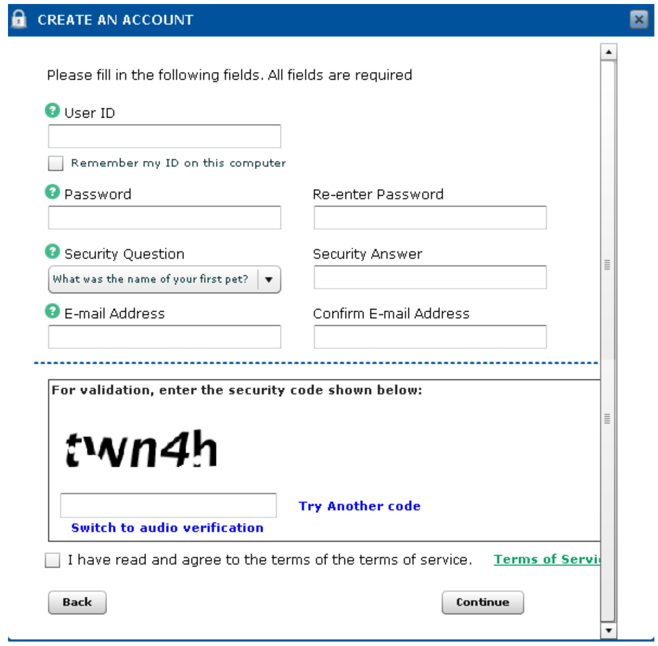


Illustration 3

New users must complete the information shown on the next pop up window (Illustration 3). Before selecting "Continue," make sure to enter a correct email address. The email address entered is used to provide valuable information about your Free File Fillable Forms account and tax return status. You will never receive any marketing related emails.

Starting a Return [(back to TOC)]

Select the "Start 1040," "Start 1040A," or "Start 1040EZ" button. Remember that if you decide to change this form later, all the information you have entered on the return (except your name, address and SSN) will be deleted. If necessary, use the scroll bar to see all of the 1040 forms to select. To [file an extension] (Form 4868) you must first select a 1040 form.

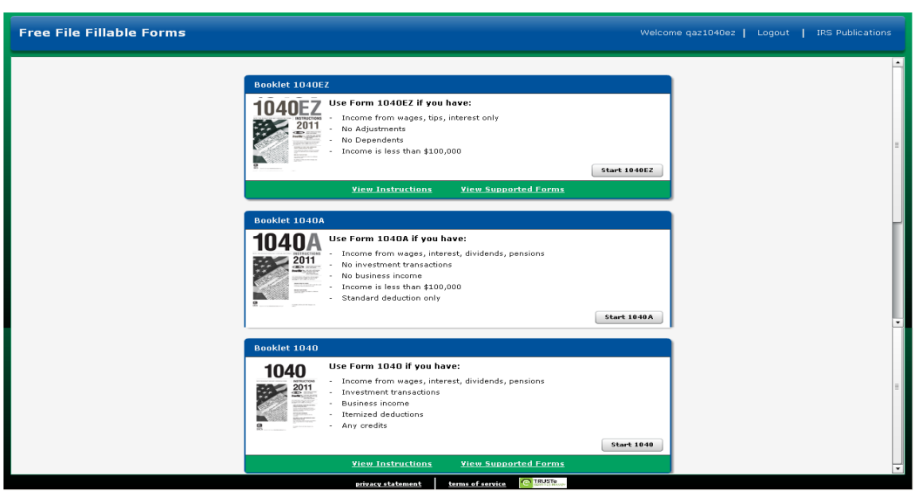


Illustration 4

Step 1 and Step 2 Tabs [(back to TOC)]

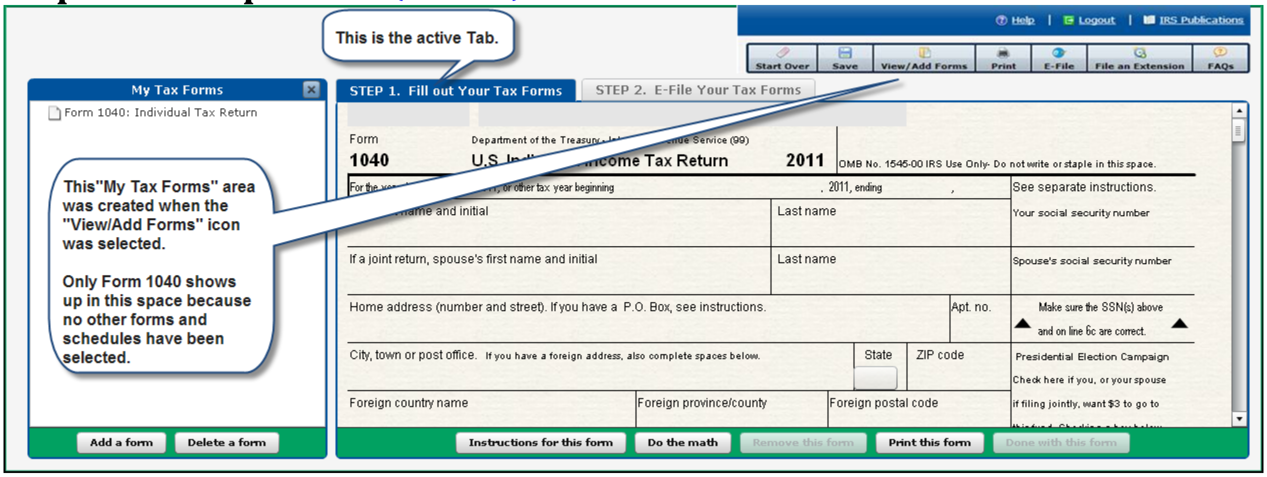


Illustration 5
Screen with Step 1 as active tab

After selecting your main 1040 form, it will open. Notice the two tabs showing in the upper left corner of the Form 1040. Both tabs are always displayed

- "Step 1. Fill Out Your Tax Forms"
  - Step 1 is the default active tab whenever the Free File Fillable Forms account is accessed
  - In Illustration 5, the Step 1 Tab is blue, which indicates that it is the active tab
  - Step 1 is active anytime you are filling out a form or schedule
- "Step 2. E-File Your Tax Forms."
  - Step 2 is the inactive tab shown in Illustration 5
  - Selecting the Step 2 Tab will make it the active tab and open a page for entering all remaining information needed to e-file your return
  - Step 2 contains "add" buttons for your income documents (W-2s and 1099-Rs) and directions for e-filing your return

Illustration 6 shows the Step 2 Tab activated. Greater details about Step 2 are provided in the [Step 2 Components section of this tutorial].

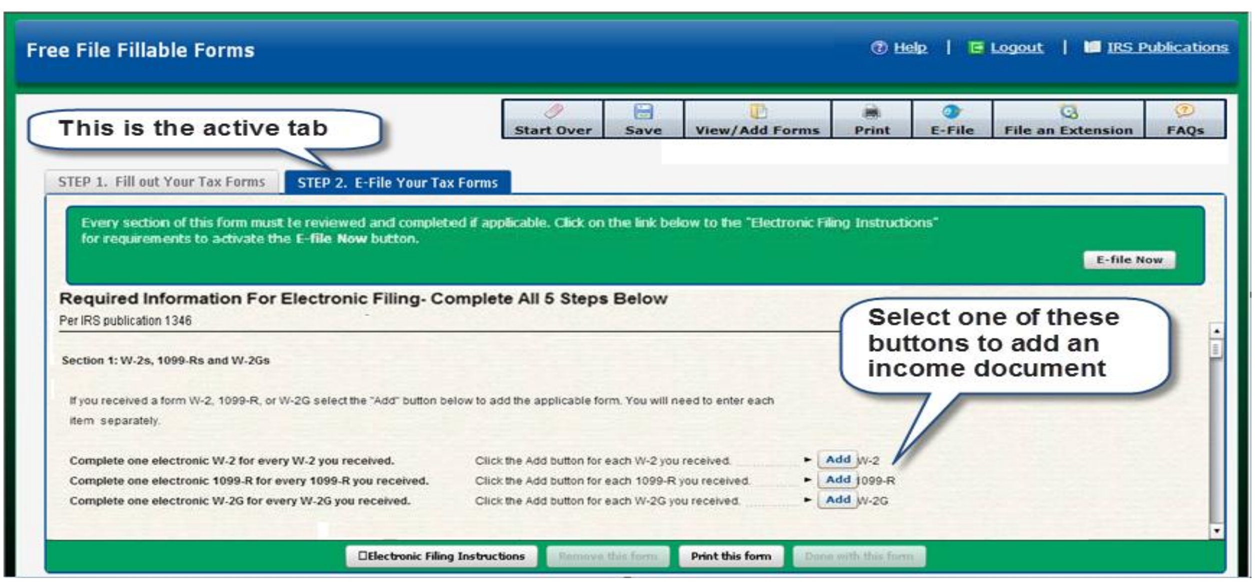


Illustration 6

Buttons and Icons (back to TOC)

While in Step 1 or Step 2, your username, the "Logout" link and the link to IRS publications will appear on the top right of the page. (Illustration 7)

Below Illustration 7 is an explanation of the function of each icon.

Illustration 7

- **Start Over** – Selecting this icon will prompt you to select "Yes" to clear all the data you have entered so far and start over. Selecting this icon will delete all of the information you have entered on all the forms you have started.
- **Save** – Saves the work you have done thus far.
- **View/Add Forms** – Opens a window (shown in Illustration 5) and allows you to (a) See and open forms you have already selected and (b) Choose additional forms. Note: You cannot initiate a W2 or 1099 from this menu; however, W2's or 1099-Rs you have begun will be available from this menu to edit or delete.
- **Print** – Opens a dialog box to enable printing.
- **E-file** – Opens the Step 2 Page
- **File an Extension** –Opens Form 4868 for filing an extension. (Note: You must first enter identifying information (name, address, SSN) on your 1040, 1040A or 1040EZ before selecting this icon.
- **FAQs** – Opens another window, which lists Frequently Asked Questions.

At the bottom of the Step 1 screen, the buttons in Illustration 8 appear.

Illustration 8

- **Instructions for this form** – Will open up another window and display the instructions for the form or schedule you are currently working on.
- **Do the math** – Will perform basic calculations (addition, subtraction, multiplication, division) on certain lines in the form you are currently working on. It may also update figures on your 1040 form, even if you are not currently working in Form 1040. Selecting "Do the math" button often is recommended. Selecting this button will also save your data.
- **Remove this form** – This button is disabled when you in your 1040 form. Selecting the button will remove the form you are currently working on and delete all of the information you put in it.

- **Print this form** – This will print the form that is currently showing in your screen.

- **Done with this form** – This button is disabled when you in your 1040 form. Select this button to save and close the form you are currently viewing and return to your 1040 form.

Navigating Through Free File Fillable Forms (back to TOC)

Use your mouse or pointing device to select the icons and buttons described above. Additionally, us your mouse to scroll through menu items, lists and forms.

> **Important - Do not use your browser's "back" and "forward" buttons to navigate through Fillable Forms.**

You may use your mouse to navigate to areas on the forms; however, using your keyboard's "Tab" key to maneuver forward through the forms will ensure that you do not skip any fields that may require your input.

> **Note**: **Leave blank any area that does not require any data from you. Entering unnecessary data, may cause your return to be rejected**

To go backwards, hold down the "Shift" key and hit the Tab key. You may also use your mouse to move forward and backward.

Tips for entering information in your return

- Begin by completing basic information in your 1040 form. Sequentially complete information on your 1040 form until the 1040 requires you to complete another form/schedule.
- **Do not enter data into any field that is not necessary**. If you have nothing to enter into a line or field, leave it blank.
- If the instructions direct you to enter specific information into a field, you should enter it exactly as instructed (spelling, uppercase, etc.)
- Complete the form or schedule called for by the 1040, then return to your 1040 and pick up where you left off.
- Complete your return sequentially. Do not fill in a form or schedule until it is called for by the 1040 form.

Types of Input Areas (back to TOC)

Examples of Some Input Areas

Illustration 9

- **Blank Fields** – These are usually inside a box or just above an area that is underlined. When the area is selected for input, a white box with a blue perimeter will appear.
  - Input information in these fields by typing.
  - Erase information in these fields by one of the following methods:
    - Backspacing
    - Highlighting and deleting
    - Highlighting and typing in new information
- **Boxes** – These are small boxes, which may require you to "check" one or more of them to provide the required information. When selected for input, the box will have a bright blue line surrounding it. The input for these boxes is generally a "check mark."
  - To put a check mark in the box:
    - Use your mouse, place your cursor on the box and "right click" or
    - Tap the touchpad on your laptop.
  - To remove the check mark from a box
    - Use your mouse and place your cursor on the box and "right click" or
    - Tap the touchpad on your laptop.
- **Radio Buttons** – These are small round circles, which may require you to "fill in" the circle to provide the information. When selected for input, the radio button will have a bright blue line surrounding it. Generally, you may only select one radio button to provide the required information.
  - To fill in the circle:
    - Use your mouse and place your cursor on the circle and "right click" or
    - Tap the touchpad on your laptop.
  - Selecting another radio button for the question will de-select the previous radio button.
  - To remove the input from the selected radio button
    - Tab back to the selected radio button and hit the "Delete" key or
    - Place your cursor on the selected radio button and hit the "Delete" key.
- **Light Grey Areas (Tax Literal or Write-in Areas)** –Read the instructions for the form to determine if you are required to input information into these areas. When the area is selected for input, a white box with a blue perimeter will appear.
  - <u>Do not put any information into these areas unless the form instructions lead you to do so</u>. Incorrect input in these areas will cause a return rejection.
  - Input information into these areas exactly as shown in the instructions.
- **Calculated Fields** – These fields are populated automatically when the required information is in the form and the "Do the math" button is selected.
  - Generally, calculated fields cannot be overridden manually.
  - Calculated field data may always be changed by changing the data used to calculate the field and selecting "Do the math" again.
- **Pre-populated Fields** – These fields are populated with taxpayer identifying information (e.g., Name and SSN). Generally, these fields may not be manually overridden

Adding and Deleting Forms and Schedules (back to TOC)

There are two methods of adding forms (See Illustration 10 below):

- Select the "Add/View Forms" icon in the upper right of the page, which opens the "My Tax Forms" box. This box lists your current forms.
  - At the bottom of the "My Tax Forms" box, select "Add a Form" to bring up the forms menu.
  - Scroll the list to find the form you want and click on it. The form will be added to your list of forms and will display on your screen.
- Use the "Add" button(s), which may appear on the line of the form you are currently viewing.

Note: Income documents (Forms W-2, W-2G and 1099-R) cannot be initially selected using method above. Income documents may only be added by going to the Step 2 tab and selecting their "Add" buttons found on the Step 2 page. However, you may edit an income document using method 1.

Tip – After you have selected your additional form, close the "My Tax Forms" box to allow more room on your screen for the form to display.

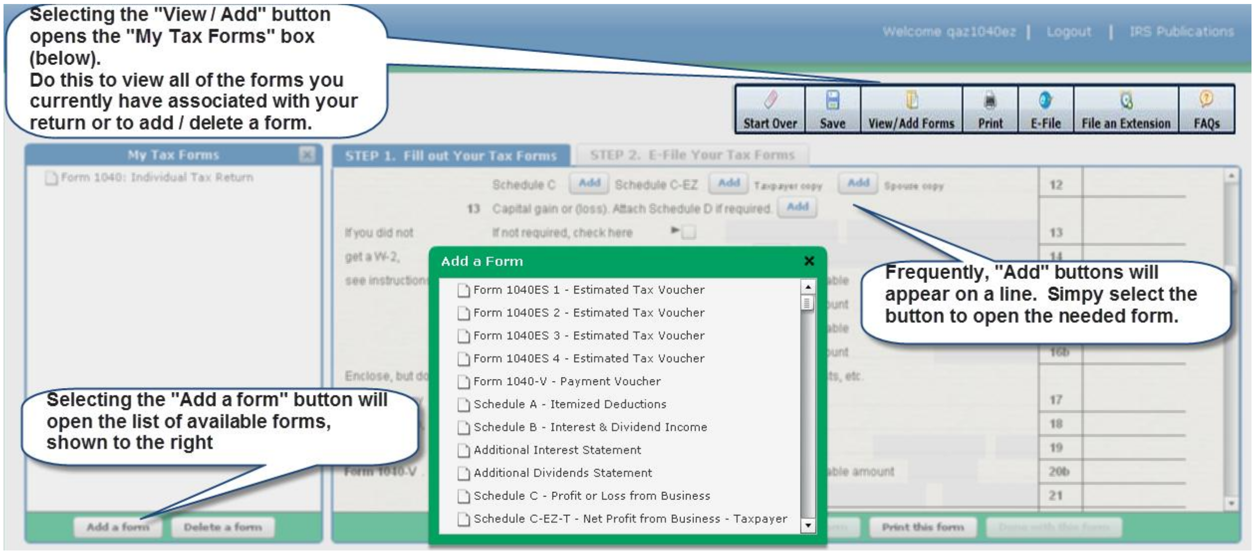


Illustration 10

To add the same form more than once, u se either method to select the form. (Method 1 is shown in Illustration 11). Whichever method you choose, a box will display which shows a previously added form (at the top) and a large "Add another …" button at the bottom. Select the large button at the bottom to add the same form again.

Anytime you have an "added form" open, the previously disabled buttons at the bottom of the page, "Remove this form" and "Done with this form," will be enabled. Illustration 11 shows these buttons enabled when your added form is open.

- "**Done with this form**" will save the information on the form, save the form to your list of forms and open your main 1040 Form
- "**Remove this form**" will delete all the information on that form, remove it from your list of forms and open your main 1040 Form

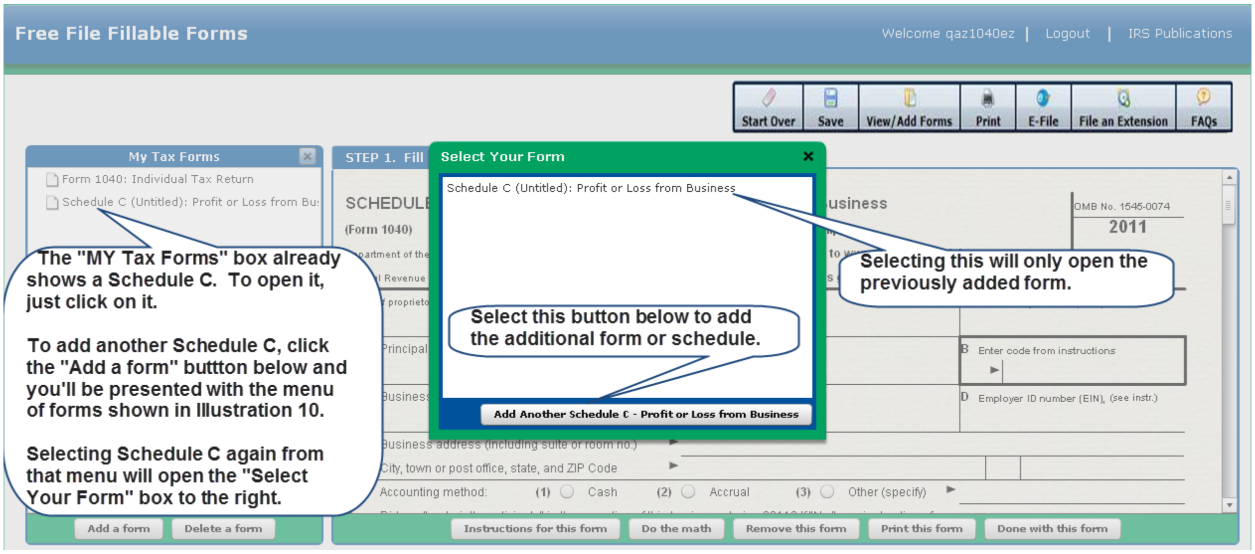


Illustration 11

Deleting Forms from Your Return

If the form you want to delete is presently displayed on your screen, delete it by selecting "Remove this form" as shown in Illustration 11. If the form is not presently displayed on your screen, see Illustration 12 and follow the instructions below:

- Select the Add/View Forms icon from the top right of your screen, which will open the "My Tax Forms" box
- At the bottom of the "My Tax Forms" box, select "Delete a Form" to bring up the "Delete a Form" menu.
- Scroll the list of your forms and click on the form you want to delete.
- A dialog box will appear asking if you are sure. Select "Yes" and the form and all of its information will be deleted from your return.

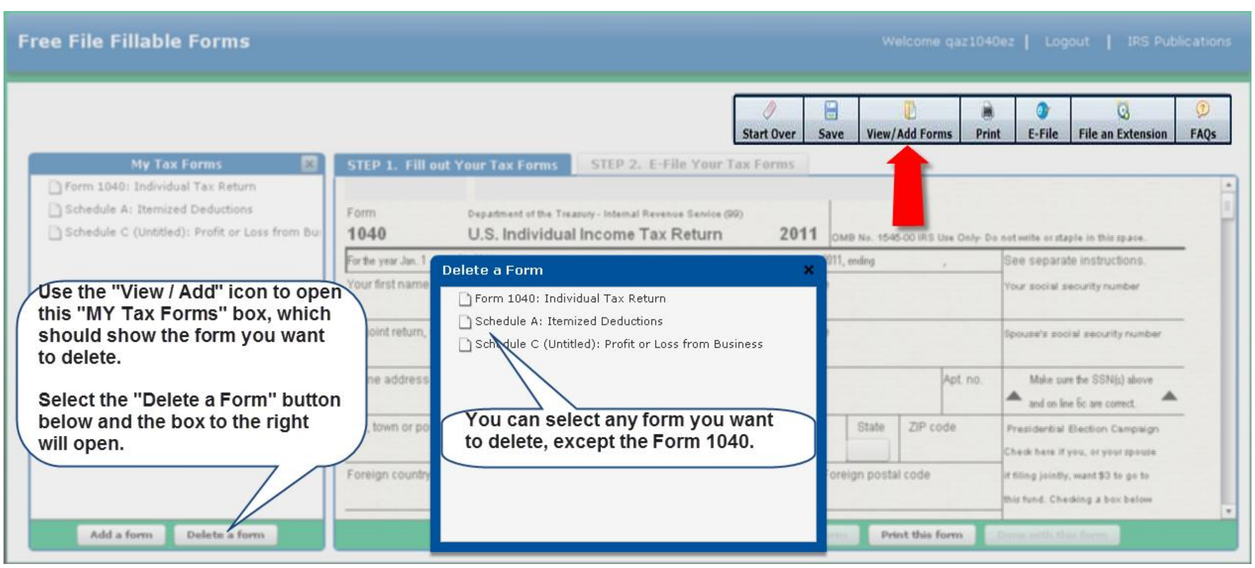


Illustration 12

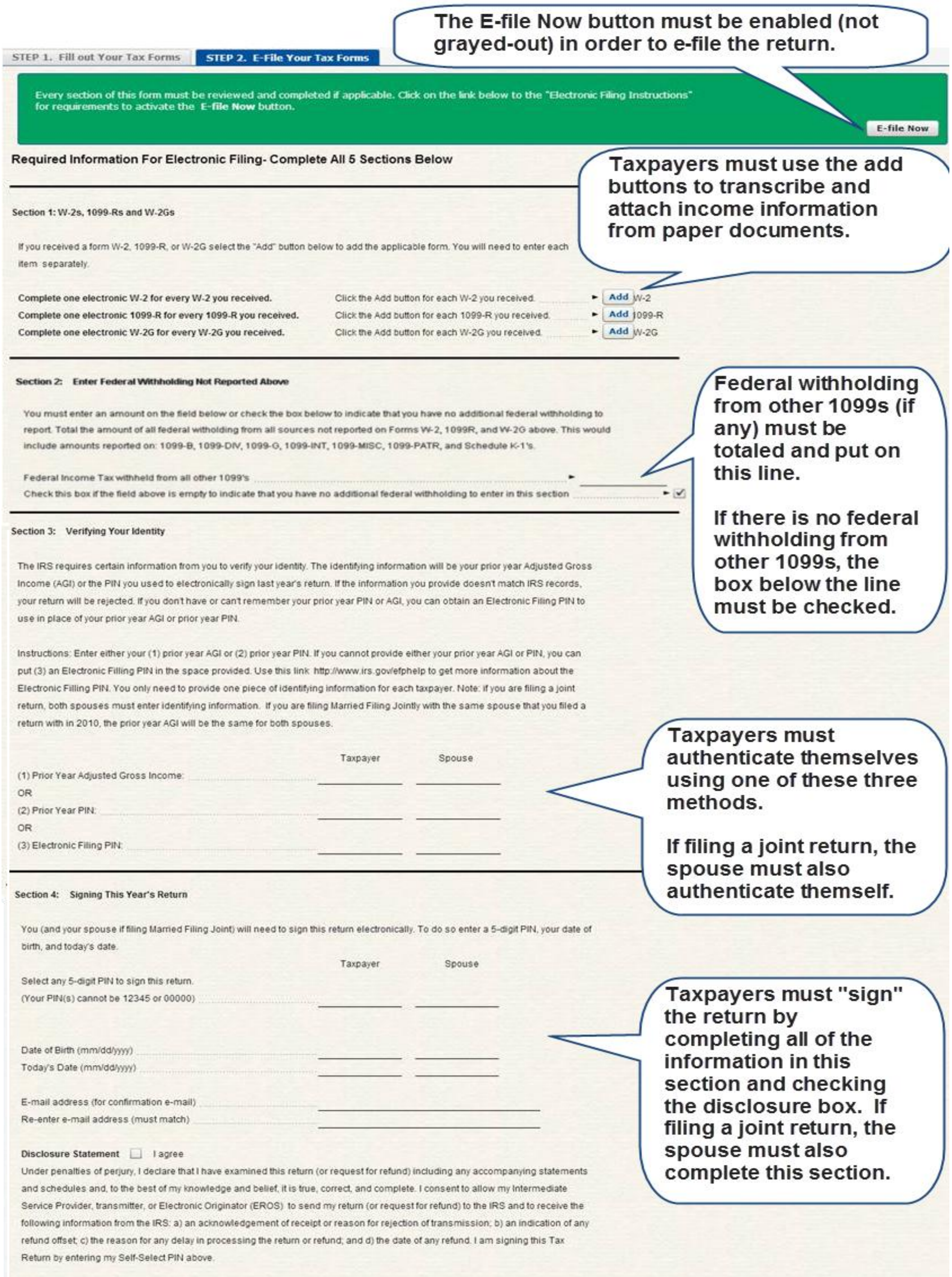
The STEP 2 Page

Sect 1
[Go Back]

Sect 2
[Go Back]

Sect 3
[Go Back]

Sect 4
[Go Back]


The E-file Now button must be enabled (not grayed-out) in order to e-file the return.

STEP 1. Fill out Your Tax Forms | STEP 2. E-File Your Tax Forms

Every section of this form must be reviewed and completed if applicable. Click on the link below to the "Electronic Filing Instructions" for requirements to activate the **E-file Now** button.

E-file Now

Required Information For Electronic Filing- Complete All 5 Sections Below

Taxpayers must use the add buttons to transcribe and attach income information from paper documents.

Section 1: W-2s, 1099-Rs and W-2Gs

If you received a form W-2, 1099-R, or W-2G select the "Add" button below to add the applicable form. You will need to enter each item separately.

Complete one electronic W-2 for every W-2 you received.	Click the Add button for each W-2 you received.	Add W-2
Complete one electronic 1099-R for every 1099-R you received.	Click the Add button for each 1099-R you received.	Add 1099-R
Complete one electronic W-2G for every W-2G you received.	Click the Add button for each W-2G you received.	Add W-2G

Section 2: Enter Federal Withholding Not Reported Above

You must enter an amount on the field below or check the box below to indicate that you have no additional federal withholding to report. Total the amount of all federal witholding from all sources not reported on Forms W-2, 1099R, and W-2G above. This would include amounts reported on: 1099-B, 1099-DIV, 1099-G, 1099-INT, 1099-MISC, 1099-PATR, and Schedule K-1's.

Federal Income Tax withheld from all other 1099's

Check this box if the field above is empty to indicate that you have no additional federal withholding to enter in this section

Federal withholding from other 1099s (if any) must be totaled and put on this line.

If there is no federal withholding from other 1099s, the box below the line must be checked.

Section 3: Verifying Your Identity

The IRS requires certain information from you to verify your identity. The identifying information will be your prior year Adjusted Gross Income (AGI) or the PIN you used to electronically sign last year's return. If the information you provide doesn't match IRS records, your return will be rejected. If you don't have or can't remember your prior year PIN or AGI, you can obtain an Electronic Filing PIN to use in place of your prior year AGI or prior year PIN.

Instructions: Enter either your (1) prior year AGI or (2) prior year PIN. If you cannot provide either your prior year AGI or PIN, you can put (3) an Electronic Filling PIN in the space provided. Use this link http://www.irs.gov/efphelp to get more information about the Electronic Filling PIN. You only need to provide one piece of identifying information for each taxpayer. Note: If you are filing a joint return, both spouses must enter identifying information. If you are filing Married Filing Jointly with the same spouse that you filed a return with in 2010, the prior year AGI will be the same for both spouses.

	Taxpayer	Spouse
(1) Prior Year Adjusted Gross Income:		
OR		
(2) Prior Year PIN:		
OR		
(3) Electronic Filing PIN:		

Taxpayers must authenticate themselves using one of these three methods.

If filing a joint return, the spouse must also authenticate themself.

Section 4: Signing This Year's Return

You (and your spouse if filing Married Filing Joint) will need to sign this return electronically. To do so enter a 5-digit PIN, your date of birth, and today's date.

	Taxpayer	Spouse
Select any 5-digit PIN to sign this return. (Your PIN(s) cannot be 12345 or 00000)		
Date of Birth (mm/dd/yyyy)		
Today's Date (mm/dd/yyyy)		

E-mail address (for confirmation e-mail)

Re-enter e-mail address (must match)

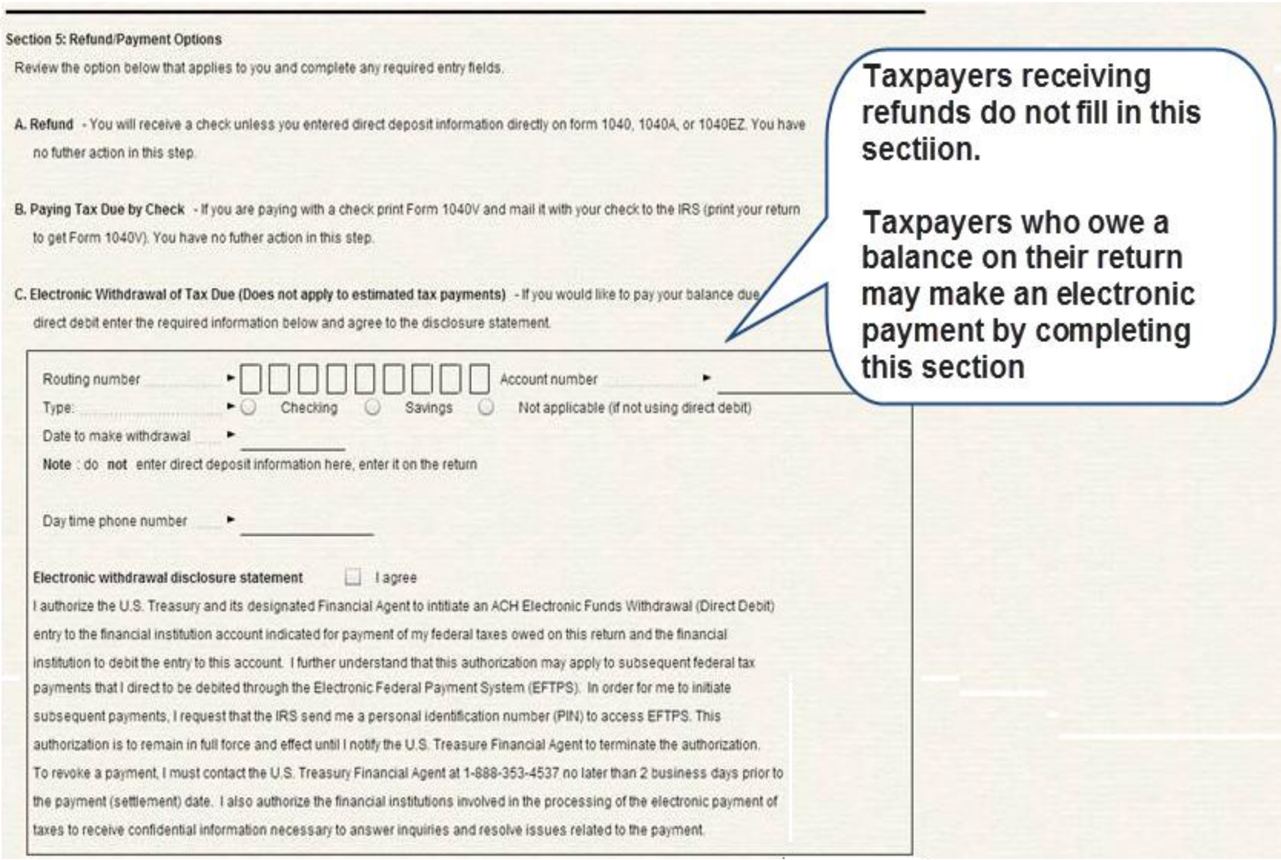
Disclosure Statement I agree

Under penalties of perjury, I declare that I have examined this return (or request for refund) including any accompanying statements and schedules and, to the best of my knowledge and belief, it is true, correct, and complete. I consent to allow my Intermediate Service Provider, transmitter, or Electronic Originator (EROS) to send my return (or request for refund) to the IRS and to receive the following information from the IRS: a) an acknowledgement of receipt or reason for rejection of transmission; b) an indication of any refund offset; c) the reason for any delay in processing the return or refund; and d) the date of any refund. I am signing this Tax Return by entering my Self-Select PIN above.

Taxpayers must "sign" the return by completing all of the information in this section and checking the disclosure box. If filing a joint return, the spouse must also complete this section.

Illustration 13

Sect 5
Go Back


Section 5: Refund/Payment Options

Review the option below that applies to you and complete any required entry fields.

A. Refund - You will receive a check unless you entered direct deposit information directly on form 1040, 1040A, or 1040EZ. You have no futher action in this step.

B. Paying Tax Due by Check - If you are paying with a check print Form 1040V and mail it with your check to the IRS (print your return to get Form 1040V). You have no futher action in this step.

C. Electronic Withdrawal of Tax Due (Does not apply to estimated tax payments) - If you would like to pay your balance due direct debit enter the required information below and agree to the disclosure statement.

Routing number ▸ Account number ▸

Type: ▸ Checking Savings Not applicable (if not using direct debit)

Date to make withdrawal ▸

Note : do not enter direct deposit information here, enter it on the return

Day time phone number ▸

Electronic withdrawal disclosure statement I agree

I authorize the U.S. Treasury and its designated Financial Agent to intitiate an ACH Electronic Funds Withdrawal (Direct Debit) entry to the financial institution account indicated for payment of my federal taxes owed on this return and the financial institution to debit the entry to this account. I further understand that this authorization may apply to subsequent federal tax payments that I direct to be debited through the Electronic Federal Payment System (EFTPS). In order for me to initiate subsequent payments, I request that the IRS send me a personal identification number (PIN) to access EFTPS. This authorization is to remain in full force and effect until I notify the U.S. Treasure Financial Agent to terminate the authorization. To revoke a payment, I must contact the U.S. Treasury Financial Agent at 1-888-353-4537 no later than 2 business days prior to the payment (settlement) date. I also authorize the financial institutions involved in the processing of the electronic payment of taxes to receive confidential information necessary to answer inquiries and resolve issues related to the payment.

Illustration 13 Continued

Step 2 Components (back to TOC)

Although the title of the Step 2 Tab reads "E-file your taxes", Step 2 contains a number of components that are required for you to successfully e-file your return. Step 2 includes:

- Adding income documents and federal withholding
- Authenticating who you are (Required)
- Electronically signing your return (Required)
- Direct debit payments to the IRS

Illustration 13 (above) provides a view of the entire Step 2 Page. Each component will be addressed separately.

Before reviewing the separate components, note two things:

a. The green Banner – States all fields of this form (Step 2) must be completed. What this means is, all areas, which pertain to you, must be completed. If an area does not apply to you, skip it.
b. The "E-file Now" button will remain deactivated until all of the required areas are completed

Section 1: W-2s, 1099s and W2-Gs (back to TOC)

With Free File Fillable Forms, three types of paper income documents need to be electronically input and transmitted with your electronically filed return:

- All W-2 forms
- All W-2G forms
- All 1099-R forms

Select the "Add" buttons next to the income document type, open the document and input your information. Select the "Add" button again to include additional W-2's or 1099-Rs as necessary.

You cannot open a new income document from the "View / Add Forms" icon. You must use the "Add" buttons (seen in the upper right of Illustration 13) to open new income documents and transcribe the information from your paper documents.

Once the income document is opened, place your cursor in the upper left box of the income document and input the information as it is shown on your paper income document. Tab through the income documents as you would any other form. Make sure you put the proper information in the appropriate area. (See Illustration 14)

After entering the information in an income document, select "Done with this form" and you will be returned to the Step 2 screen.

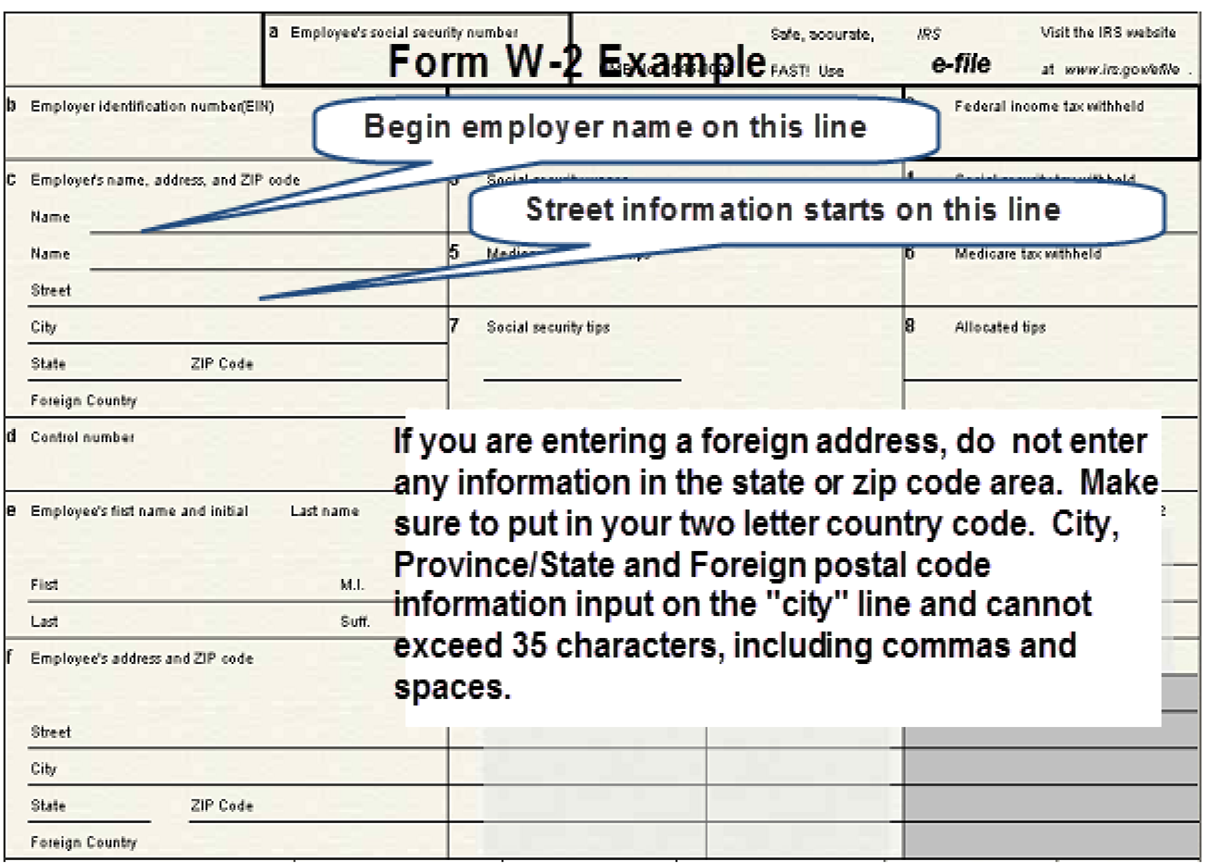


Illustration 14

Section 2: Enter Federal Withholding Not Reported Above (back to TOC)

Only W-2s, W-2Gs and 1099-Rs can be transcribed into an electronic form. If you have federal withholding from a 1099, other than a 1099-R, you must total all of the federal withholding from these "other" 1099s and put that total in the designated area of the Step 2 page. Refer to Illustration 13 (above) for placement of this "other" 1099 withholding.

Section 3: Verifying Your Identity (back to TOC)

There are multiple steps to the authentication process.

- **Your email address**- The authentication section contains an area for you to enter your email address and confirm that you have entered the correct address. (See Illustration 13)
    - It is important that you enter an email address that you regularly access, as the IRS, through customerservice@freefilefillableforms.com, will send important information about the acceptance or rejection of your return to this address.
    - Make sure your SPAM filter settings will allow email from this sender to get to your mailbox.
- **Verifying Your Identity –** The IRS needs you to verify who you say you are. You accomplish this by providing one of your Shared Secrets or by obtaining an Electronic Filing PIN. You need to supply one of these three items:
    - **Prior year PIN –** If you e-filed last year, enter your prior year PIN in the space indicated
    - **Prior year adjusted gross income (AGI) –** If you have your prior year return available, enter your prior year AGI in the space indicated. Use the original AGI amount, not an AGI from an amended return.
    - **Electronic Filing PIN –** If you do not have your prior year PIN or prior year AGI available, follow the instructions to obtain an Electronic Filing PIN and enter it in the space indicated. For more information, Go to Get My Electronic Filing PIN – Help or call 1-866-704-7388

  Note: If you are filing Married Filing Jointly for this return, your spouse must provide identifying information also. Place the require information in the space provided for your spouse.

  Remember, both you and your spouse each need to enter one of identifiers- Prior Year PIN, Prior Year AGI or an Electronic Filing PIN.

Section 4: Signing This Year's Return (back to TOC)

There are four parts to an electronic signature:

- Create a five (5) digit PIN and place that PIN in the space provided
- Enter your Birth Date in the space provided
- Enter today's date (the date you will submit your return) in the space provided

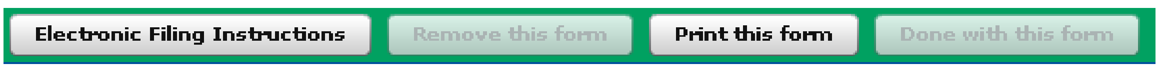
If you are filing as Married Filing Jointly, your spouse must also provide an e-Signature by creating a five (5) digit PIN and his/her birth date and placing the information in the spaces provided.

- **Disclosure Statement –** Read the disclosure statement and click in the box.

After you check the disclosure statement box, the "E-file Now" button will activate; however, you should review a few things before you click that button. One of those items might be the Direct Debit section.

Section 5: Payment Options (back to TOC)

If you owe tax with your return, you can make your payment electronically by following the instructions at the bottom of Step 2. If you plan to make an electronic payment, make sure you complete the information at the bottom of Step 2 before selecting the "E-file Now" button and transmitting your return. If you transmitted before completing the electronic payment section, you will have to mail in your payment.
There are also some buttons at the bottom of the Step 2 tab (shown below).



- **Electronic Filing Instructions –** This button opens a new window that displays general instructions on electronic filing.
- **Remove this form –** This button is disabled under Step 2.
- **Print this form –** Opens up a new window for printing your forms.
- **Done with this form –** This button is disabled under Step 2.

The "E-file Now" Button (back to TOC)

The E-file now button is located in Step 2, on the right side of the green banner. (Illustration 13) The button will not become active until you complete the required information in Step 2. If the E-file now button does not activate, you are missing Step 2 information. Screenshots of the deactivated and activated "E-file Now" button are below.

When you select the "E-file Now" button, your return is transmitted to the software provider and forwarded to the IRS, who reviews it for acceptance or rejection. Only accepted returns are considered as being filed (or e-filed).

Checking Your Return (back to TOC)

Prior to selecting the "E-file Now" button, you should take some time to review your return for accuracy, ensure that all of your forms will be transmitted and print a copy of it.

- Check to make sure you do not have any input errors.
  - Verify all forms and schedules are attached to your return. Here's how:
  - Select the "Print" icon at the top of Step 1 or Step 2. (Illustration 15)

- The list of forms that are displayed in the print dialog box are the forms that are attached to your return that will be transmitted.
- Scroll the entire list to ensure that everything is attached.
- If you return is complete, take this opportunity to print a copy for your records.

  Note: W-2's and 1099's will **<u>not print</u>** as part of the return.

When something is missing from the list of forms to be transmitted, the likely reason is that the missing form was not completed. To complete the missing form:

- Select the View /Add icon and select the form that is missing from the printed documents.
- Review the form for completeness and input any missing information
- Select "Do the Math" before selecting "Done with this form."

Illustration **15**

Transmitting (E-filing) your return (back to TOC)

Once all required information in Step 2 has been input, the "E-file Now" button will be activated. When activated, selecting it will transmit your return and you will receive a notification that your return was successfully transmitted. <u>Successful transmission does not mean you have successfully e-file your return</u>.

Generally, the IRS will email the notice of acceptance or rejection of your return within 2 hours of a successful transmission.

If you do not receive an email from the provider regarding the IRS accepting or rejecting your return within 24 hours, check your SPAM box. If the email is not in your SPAM box, check all other email addresses you may have used. **B**efore calling 1-800-829-1040 and making an inquiry, check your return status by selecting the "Get E-file Status" link on the left hand navigation, just under the FAQs link on the provider's landing page. Enter your Social Security Number and zip code that was on the e-filed return. If the program shows no status, then you have not successfully transmitted your return.

Filing an Extension (Form 4868) (back to TOC)

To file an extension, you must first select a main form (1040, 1040A or 1040EZ, and complete the personal information section (Name, Address and SSN). After the personal information is entered, select the "File and Extension" icon from the menu bar (See Illustration 15). Form 4868 will open. Complete the form. The bottom half of the extension form is the same as the Step 2 Page, from Authentication to Payment. See the tutorial following Illustration 15 on completing the bottom half of the extension.

Other Assistance and Information (back to TOC)

Additional Assistance- The type of issue you have will determine where to receive assistance. Most common questions about Free File Fillable Forms are answered in the searchable FAQ document, located on the Free File Fillable Forms FAQ page.

- Tax Law Question– If you have tax law questions, you can receive online Help with Tax Questions or call the IRS at 1800-829-1040. Hearing impaired taxpayers can call the IRS at 1800-829-4059.
- Don't Remember your Prior AGI – Get your Electronic Filing PIN online or call 1-866-704-7388.
- Fillable Forms Software Question– If the Fillable Forms software does not appear to work properly (e.g., calculation issues, input issues, rejection issues), open the searchable FAQ pdf document on the Free File Fillable Forms FAQ page to find your answer. If your answer cannot be found in that document, email us at irs.gov.website.helpdesk@speedymail.com. Receiving an answer to your emailed question takes approximately five (5) business days.