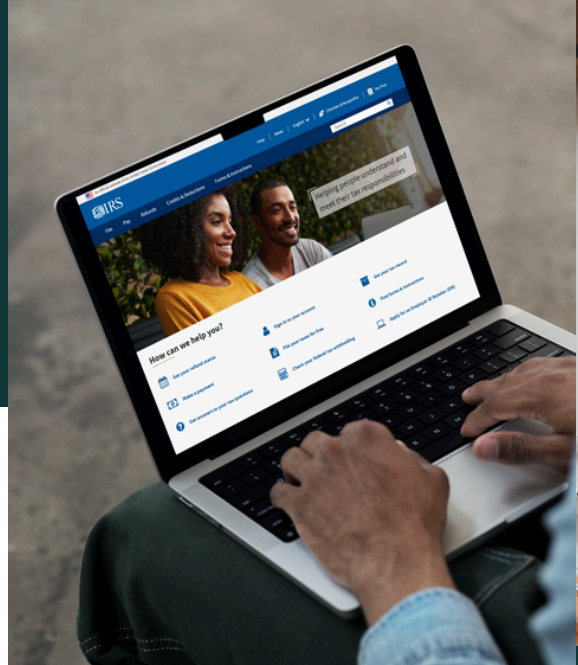


# Access Your IRS Information

[www.irs.gov](http://www.irs.gov)

## Steps:

- Go to [www.irs.gov/your-account](http://www.irs.gov/your-account) and select the “Sign in to your Online Account” button
- Click “Create Account”
- Pass “Secure Access” authentication. Individuals must be able to authenticate their identity to continue to set up an account. See [IRS.gov/secureaccess](http://IRS.gov/secureaccess) for details
- Create a profile



## How to Check the Status of Your Tax Refund

### Federal:

<https://www.irs.gov/wheres-my-refund>

### State (Wisconsin):

<https://www.revenue.wi.gov/Pages/Apps/CheckYourRefund.aspx> **OR**

<https://tap.revenue.wi.gov/RefundStatus/>

## WITH AN IRS.GOV ACCOUNT, TAXPAYERS CAN...



- Access their tax record
- Check the amount they owe
- Make, schedule, or cancel payments
- View payment history, including any scheduled or pending payments
- View or create payment plans
- View digital copies of certain notices or letters from the IRS
- Get an Identity Protection PIN (IP-PIN)
- View any authorization requests from tax professionals

## IRS.GOV ALSO HAS:

- Helpful information regarding tax credits and deductions
- Common tax forms and instructions on how to use them
- Information about free filing options
- Interactive Tax Assistant (ITA) tool



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# Frequently Asked Questions / Topics

## File Your Own Taxes for Free

There are several online free filing options to meet the needs of each taxpayer, including virtual VITA programs and guided self-filing services through the IRS. Scan this QR code to explore free filing options, or visit:

[www.irs.gov/filing/individuals/how-to-file](http://www.irs.gov/filing/individuals/how-to-file)



## What Happens if I Don't File My Taxes?

If you owe nothing or are owed a refund, you do not need to file your taxes (although, you are missing out on getting your money back), and can file anytime in the next three years. However, if you owe money and do not file, the IRS will charge you interest on your unpaid taxes, meaning that you will have to pay more overall. You should file your return and pay as much as you can as soon as possible to reduce your tax debt.

If you're not sure whether you're required to file a return, use the ['Do I Need to File a Tax Return?'](#) tool on the IRS website. Ultimately, the best way to know whether you owe taxes or are owed a refund is to file and find out.

## How Can I Contact the IRS?

Most questions and instructions for what to do in common situations are answered online on the IRS's website. You should be able to access them by entering the question in a search engine and clicking on a result from [irs.gov](http://irs.gov), or by using the IRS's Interactive Tax Assistant at [irs.gov/help/ita](http://irs.gov/help/ita).

If you cannot find an answer to your questions online, you can call the IRS at **1-800-829-1040** OR make an appointment at a local Taxpayer Assistance Center (which you can find at [apps.irs.gov/app/office-locator/](http://apps.irs.gov/app/office-locator/)). There may be long wait times for these services during tax season. Madison office: 1242 Fourier Dr., Suite 200, Madison, WI 53717 (call 844-545-5640 for appointments)

## Are There Tax Scams?

Yes! Taxpayers should be cautious when choosing a tax preparer. Be very careful if it sounds too good to be true. Don't become a victim to any scheme that offers instant wealth or exemption from your obligation to file tax returns and/or pay taxes.

While many tax preparers provide excellent service to their clients, each year some tax preparers file false tax returns, or profit off of their clients' confusion. It is important to know that even if someone else prepares your return, you are ultimately responsible for all the information on the tax return.

In addition, the IRS *will never call you* to demand payment, threaten you with local police action or deportation, or call unexpectedly about a refund. Record the number and hang up.

## Paying a Preparer or Service

Average tax preparation for basic returns is around \$100-\$200. The more complicated your return is or the more forms you need to file, the more the price may go up. It's best to compare prices and read the fine print about any special offers or deals. Make sure you find a tax preparer you trust.

Some agencies offer you a *Refund Advance* the same day you file your return. Understand that this is a loan, and they may be taking a large part of your refund in exchange for getting your money right away.

## When Will I Get My Refund?

The IRS issues most refunds in less than 21 days. Some may take 4-6 weeks or longer if there are further reviews or corrections needed, if it is an amendment, or if it was mailed.

## When Should I Check the Status of My Refund?

You should check your refund online at [irs.gov/wheres-my-refund](http://irs.gov/wheres-my-refund) or by calling **1-800-829-1040** (automated system):

- 24 hours after your return was e-filed
- 4 weeks after mailing your paper return.

You should **contact the IRS** if you haven't gotten your refund and:

- It has been 3 weeks or more since you filed electronically
- It has been more than 6 weeks since you mailed your paper return
- The "Where's My Refund?" tool directs you to contact the IRS.



## Is There a Mobile App that I Can Use?

Yes, **IRS2Go** is the official mobile app of the IRS. Check your refund status, make a payment, find free tax preparation assistance, sign up for helpful tax tips, and more! IRS2Go is available in both English and Spanish. More information can be found at: [irs.gov/help/irs2goapp](http://irs.gov/help/irs2goapp)



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