AARP Tax-Aide ERO Training

- **Objectives** (Be able to):
  - Use TaxWise to transmit tax returns
  - Receive and respond to acknowledgements and rejects
  - Update TaxWise on ERO and EFC computers
  - Manage tax return e-files and paperwork
  - Maintain security of taxpayer data

Assumptions

- You have been a TaxWise EFC
- You will not be running TaxWise on a network
- You will transmit all returns prepared with your EFIN
- You will transmit and receive Acknowledgements from home
- You have a broadband internet connection (or access to one)

There is no single right way!

- Discuss preferred or recommended ways
- Describe good practices
- Provide references for options

What EROs Get

- From IRS Andover – EFIN letter
  - New EFIN: 4 to 6 weeks after applying
  - Changed/Renewed EFIN: December
- From CCH – December
  - TaxWise CD
  - Registration Code
- TaxWise User Manual
- Access to web site downloads, knowledge base, etc.

Taxwise Software Package

- CD
- EFIN
- Registration Code
- Client ID number

- Make copy of letter and save separately

Customer Support Tab

- Links to TW support
- Need client id
- Password ADMIN
- You create password

What EFC's Need

- TrueCrypt
- TaxWise 2010
  - Unique DCN
  - New Jersey
  - Periodic updates
- Printer drivers
- Wireless printer network setup (optional)
- Passwords

Agenda

- Site operations
- Transmit returns
- Acks, Rejects and ERO paperwork
- TaxWise Updates
- Reports, Utilities, Tech Tips and Good Practices
- Post-season

Start your computers!

- computers
  - Login:
  - Password:
  -
- All computers – Caps Lock recommended

USERS

- ADMIN
- Training
- Guest
- Site name(s)
- Password first 3 to prevent EFC errors

Let’s see what we can find

- 1. find EFIN on your machine
- 2. find DCN
- 3.printer default

- TOOLS-UTILITY/SETUP-SETUP OPTIONS

LOG INTO any USER

- NOW WE CAN PLAY

ERO Module 1 – Site Operations

In the Tax-Aide Program

…training is the brains

…counseling is the heart & soul

…transmitting is the voice

SITE PROCEDURES

- **Assure SIDN is setup on all computers**
- **Assure DCN has a different start number for each computer**
- **Quality review each return**

Data Retention – What & Why

- One electronic copy of the return <u>may</u> be retained for an additional year
- Returns prepared with retained data should have fewer errors and take less time

Data Retention

- IRS now allows us to keep data for year
- Do not need permission of Taxpayer

Quality Review

Do your clients a favor: send them out the door with a return without errors!

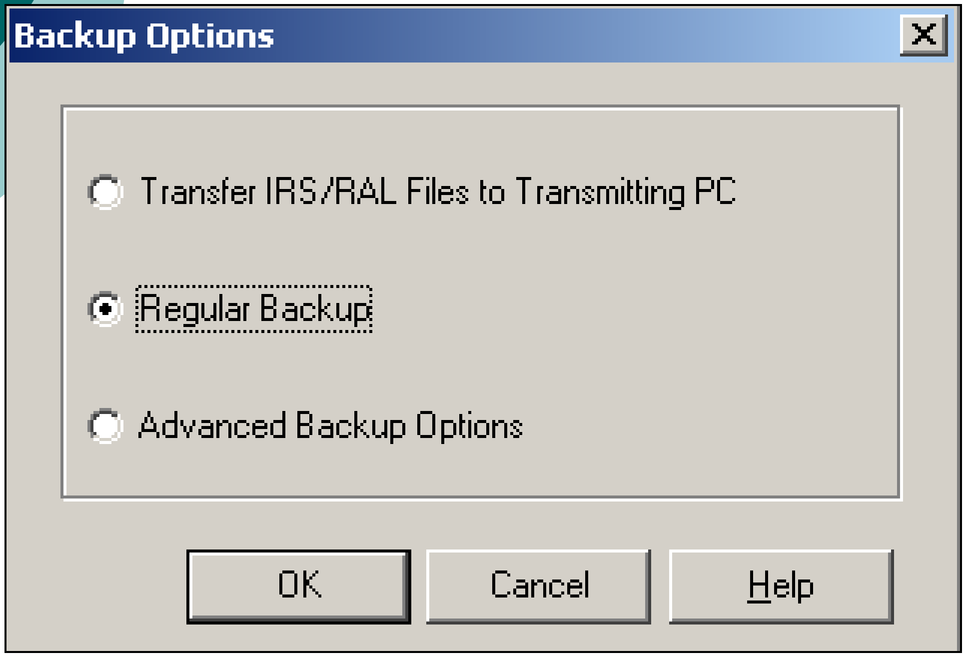
- Tax return review – required by IRS
- E-file review – prudent to minimize rejects
- Review on computer –reviewer should have TaxWise training
- Review data on paper –W-2, 1099s and other statements

AARP Tax-Aide

Backing up returns

- **Backup can be done to a Flash Drive**
- **A folder on the backup media for each EFC is recommended**

TaxWise offers three methods of Backup



- Transfer IRS/RAL files to transmitting PC
  - This method is not recommended
- Regular backup
  - Recommended method
- Advanced backup options

Backing up returns

- Stop and play with back ups

- One flash drive, multiple EFCs

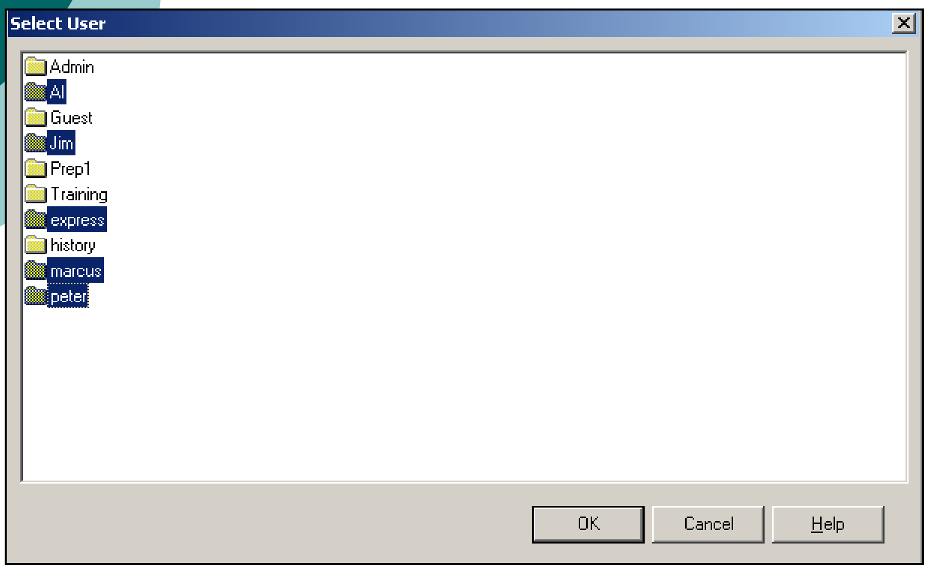
My thumbdrive folders

- Carla
- Maria
- Steve
- Complete (ACCEPTED RETURNS I NO LONGER NEED TO LOOK AT)

LETS MAKE FOLDERS

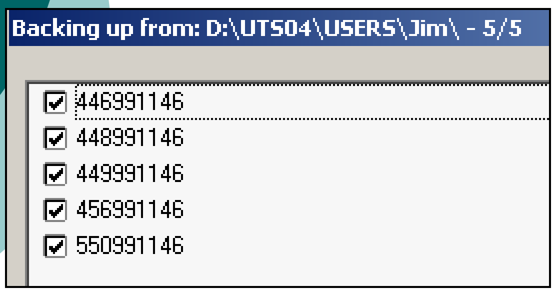
- INSERT THUMBDRIVE
- SCREEN WILL APPEAR SHOWING WHAT'S ON DRIVE
- RIGHT CLICK ON SCREEN
- NEW
- FOLDER
- NAME IT
- MAKE 3 FOLDERS

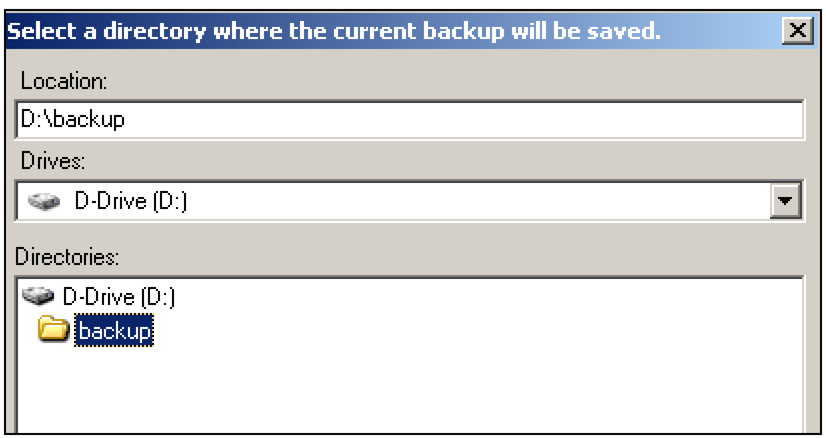
Regular Backup backs up tax returns and all related files (Recommended)



- Log in as the appropriate user
- Open the ***Tools*** menu
- Select ***Backup to Disk***
- Select ***Regular Backup***
- Click ***OK***
- Select the user name(s) whose returns you want to backup
- Press ***Enter*** or Click ***OK***

The next step is selecting the returns





- Select the returns from each user name
  - Click the ***Select All*** button to backup all returns
- Press ***enter*** or click ***OK***
- Select the drive and/or directory for backup
  - If you are using floppy disk, remember to number the disks
- Press ***enter*** or click ***OK***
- Click ***OK*** on the Backup Complete confirmation box

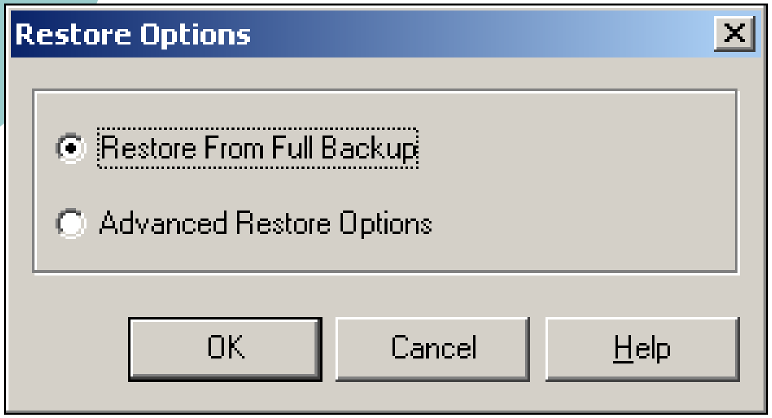
Security of Backup files

- 2 files, encrypted
- Files always have the same names: will erase previous backups
- May be emailed (not recommended)
- Delete at the end of the season

RESTORE

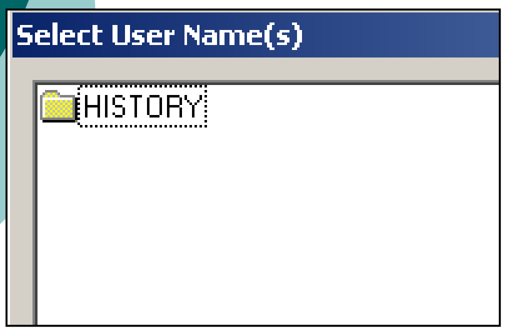
- From flash to your computer

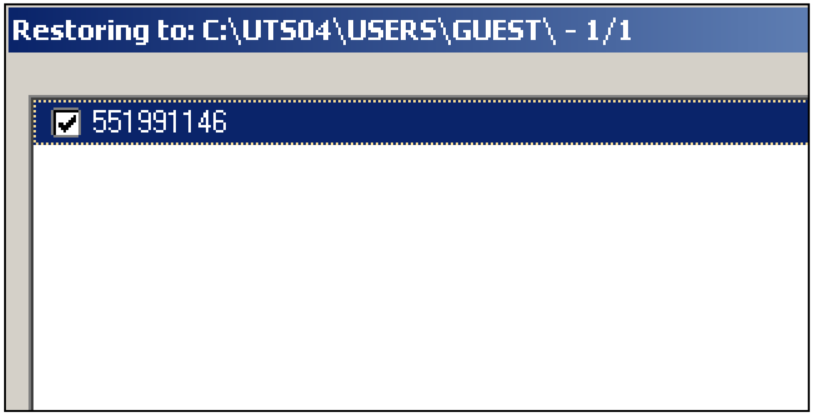
Restore from Full Backup restores returns to the active user name



- Login with the appropriate user name
  - Returns will not restore to Admin
- Open the ***Tools*** menu
- Select ***Restore from Disk***
- Select ***Restore from Full Backup***
- Click ***OK***

Selecting the returns to Restore from Full Backup





- Select the drive that contains your backup
- Select the user name(s) to restore returns from
  - The user name must be on the computer you are restoring to
- Click ***OK***
- Select the returns to restore
  - Restores to active user
- Click ***OK***

Erase Returns when Appropriate

- Delete returns from EFC computer when no longer needed.
- Don’t erase returns until they exist in a second place.
- Transmitted returns can be deleted from backup disk.
- Accepted returns can be deleted from preparing computer if saved elsewhere.

Deleting Returns from EFC Computer

- Tools/Utility Setup/File/erase efiles

- Another way: for you!
- Tools/Utility Setup/File/Taxwise Explorer/user
- Highlight returns/action/delete

Security Note

- Deleting a return does not remove all taxpayer data.
- A summary of the tax return remains in the TaxWise database even after the return is deleted.

Questions

Comments

ERO (Transmitter) Training Module 2

Getting Ready to Transmit

Transmitting Computer

- Set DCN to unique starting number
- Use the same computer to transmit returns and receive ACKs all season
  - Required for complete TaxWise database
  - Contact UTS if computer fails

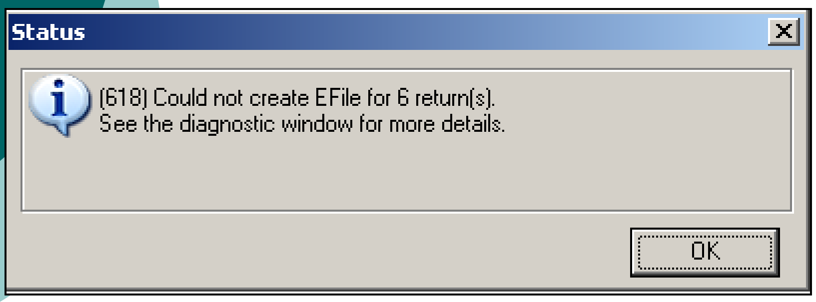
Before you transmit

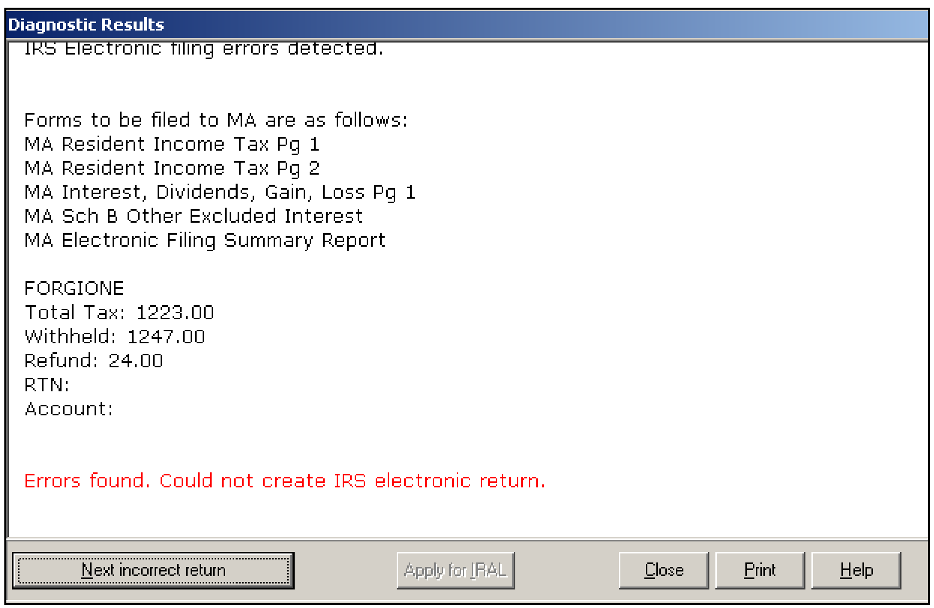
- **Verify desired returns restored**
  - **match Site Sign-In Sheet**
  - **match signature documents**
- **Verify signature documents (DCN, SIDN & site name) and backup forms (W-2's, 1099's etc.)**

Make IRS e-files

- Recommended before each transmitting session
- Runs diagnostics without opening returns
- Ensures current e-file before transmitting
- **Tools/Make IRS e-files**
- Select the returns individually or with **Select All**

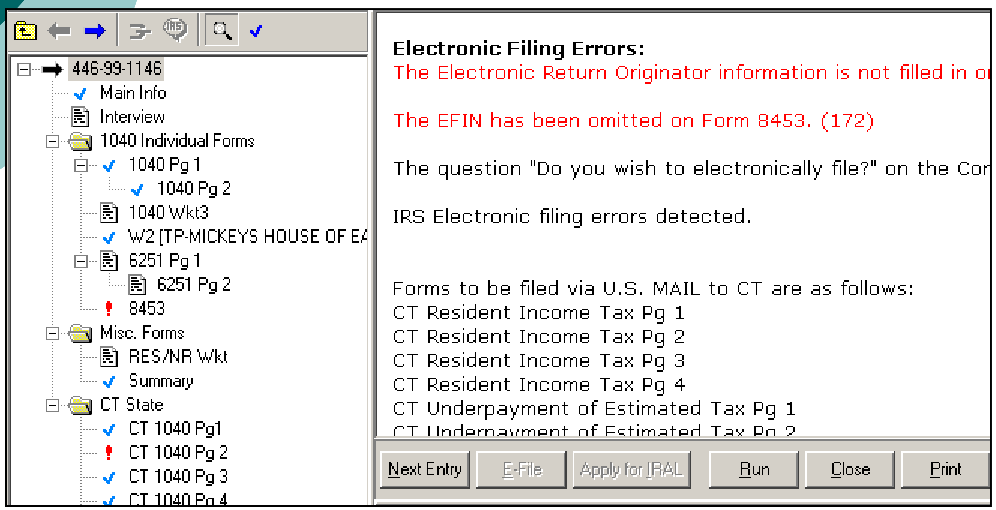
TaxWise runs diagnostics on all returns selected





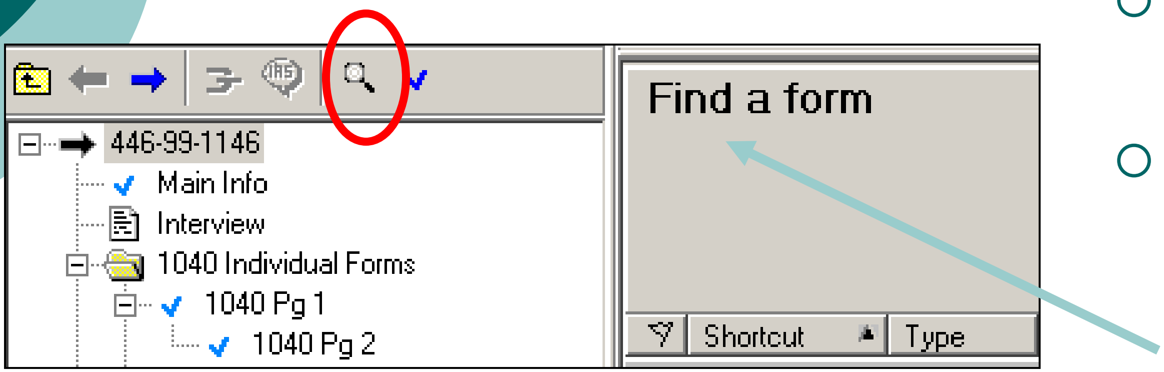
- **Status message will appear if returns have e-file errors**
- **Click *OK***
- **Review the errors in the *Diagnostics Results* window**
  - **Errors found. Could not create IRS electronic return**
  - **IRS Electronic return is created and stored on disk**

Make IRS e-files does not allow the user to correct e-file errors



- **Must open the return to correct any e-file errors**

Creating the e-file from Inside the Tax Return (Generally done by QR)



- Log in as the appropriate user
- Open the completed return
- Run Diagnostics
  - Press ***F10*** from the Forms list
  - Click on the ***diagnostics*** icon
  - Press ***Ctrl-D***
  - Will be covered in a later session
- Click the ***E-file*** button

Ready to Transmit

Questions

Comments

ERO (Transmitter) Training Module 3

Transmitting

THE PROCESS

- Fed/St to CCH
- CCH to IRS
- Fed ok? Then State sent on
- Fed –bad- both held back
- Acknowledgement sent to ERO
- Fix bad and resend both

IRS Federal/State e-file program

- State return is sent with the Federal return to the IRS
- Federal return is accepted
  - IRS makes the state e-file available for the state
- Federal return is rejected
  - State e-file is not available for the state
  - Must file the state again when the Federal is re-sent

Federal Accepted, NJ Rejected

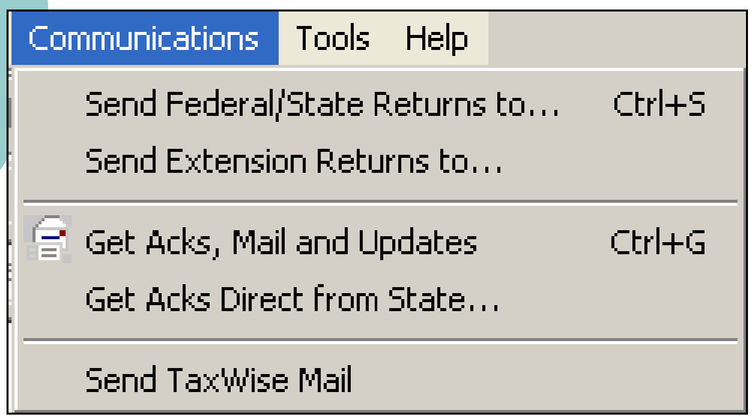
- The New Jersey return can be corrected and retransmitted electronically
- Alternatively, the New Jersey return can be mailed

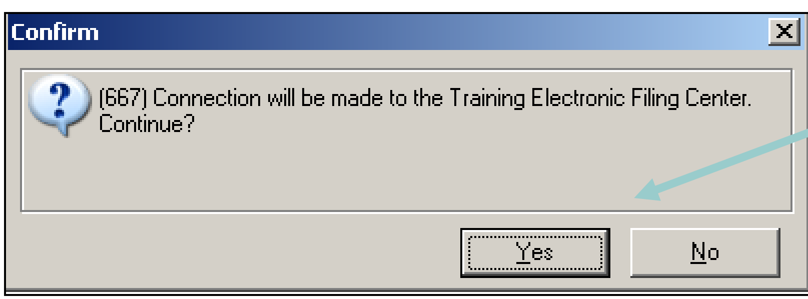
Things to do before you transmit e-files to CCH

- Create the e-file for one or more returns
- Internet connection must be active if transmitting via the Internet
- Printer must be turned on and ready to print the Declaration Control Report (DCR)!

AARP Tax-Aide

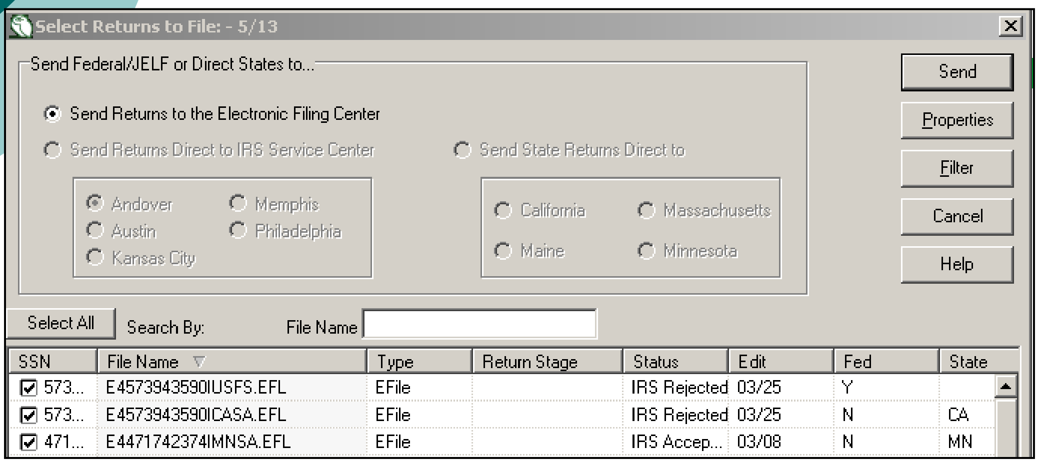
Transmitting your Federal and State returns to the TaxWise Electronic Filing Center





- **Login with the appropriate user name**
  - **Users assigned to the Training Group will transmit to the Training Electronic Filing Center**
- **Open the *Communications* menu**
  - **Will display a warning box if the user is assigned to the Training group**
- **Select *Send Federal/State Returns to…***
  - **Shortcut *Ctrl-S***

Selecting returns to send to the Electronic Filing Center



- Transmission destination defaults to ***Send Returns to the Electronic Filing Center***
- **Select the returns to send**
  - **Only displays eligible e-files**
- ***Select Returns to file*** **window opens**
- **Click *Send***

Caution

- It is possible to have a file ready to transmit
- But you are missing completed paperwork
- DO NOT EFILE

Review the Declaration Control Report before transmitting

Ver. 3

Declaration Control Report

TaxWise 2004

KIMS 2001 SOFTWARE

5/27/2005

9:58:38AM

EFIN: 991146

Contact name & number: KIM MANUEL 706-232-8423

TIN	Name	Refund	Prep Fee	Bnk/Prd	ST	PIN	Form 8453	Audit Shield	SVC CTR	DCN	Fed
471-74-23		$1,388.00			MN		X			00-991146-00001-5	
The above return was omitted EFIN in 1040: , EFIN in summary: 991146											
018-26-31		($151.00)	$0.00				X		PHI	00-991146-02002-5	X
406-56-11		($4,167.00)	$0.00			X			PHI	00-991146-02052-5	X
031-60-93		($851.00)	$0.00				X		PHI	00-991146-04034-5	X
573-94-35		($174.00)	$0.00				X		PHI	00-991146-09081-5	X

Grand Totals:

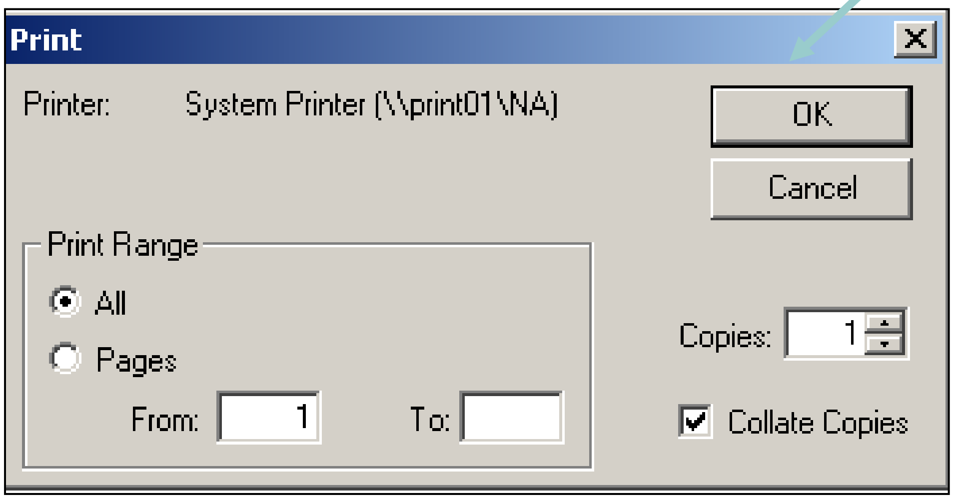
Total number of returns included in this transmission: 4

Returns submitted for Philadelphia Service Center: 4

1 PIN return(s) submitted

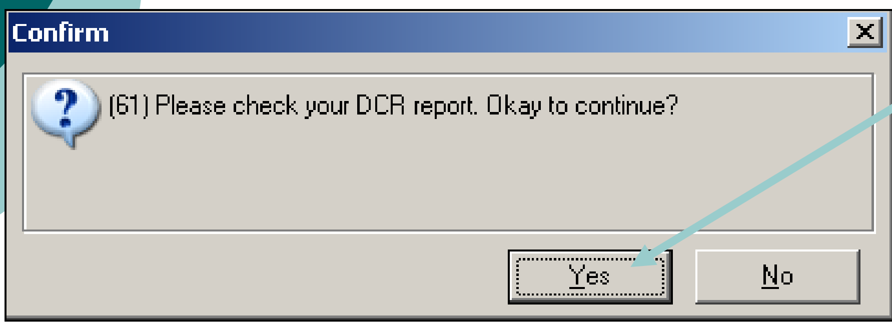
- **Things to look for:**
  - **Refund/Balance due amount is correct**
  - **Number of returns correct**
  - **Returns on DCR match those ready to send**
  - **Returns omitted due to batching errors (Error 189)**
  - **State return indication correct**
  - **Verify signed signature documents for each return**

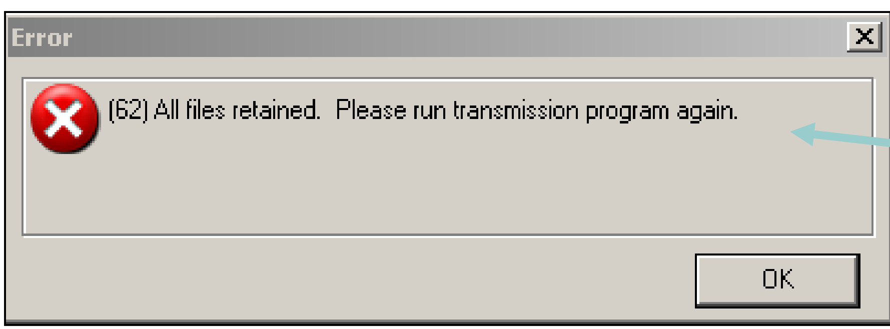
Print the Declaration Control Report (DCR)



- Click the ***Printer*** icon
- Click ***OK*** to print
  - Click ***Cancel*** to quit the printing process
- Verify the DCR printed
- Close the DCR window
  - Click the ***X*** in the upper right corner of the window

Answer *Yes* or *No* to send the transmission



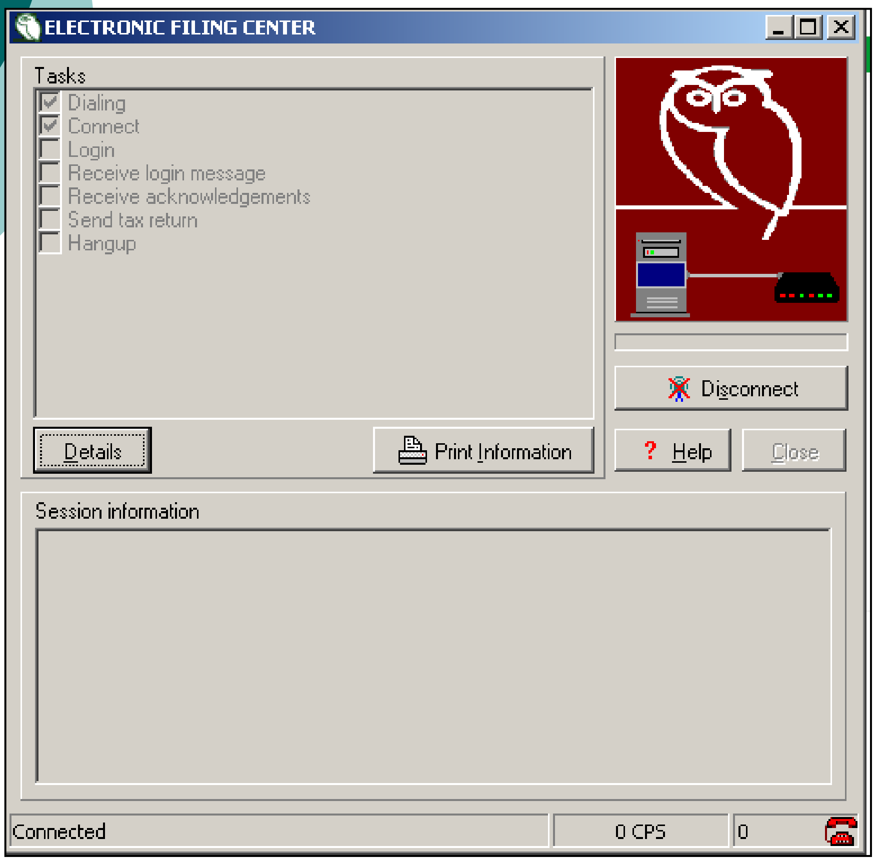


- Click ***Yes*** if the information on the DCR is correct
  - The transmission process will begin
- Click ***No*** if the information on the DCR is not correct
  - Cancels the transmission
  - E-files remain on your system to correct and resend

LETS TRY IT

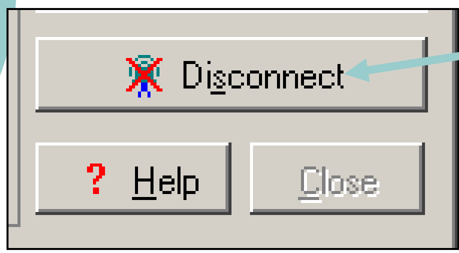
- 1. COMMUNICATIONS
- 2.SEND FED/ST
- PICK ONES WANT/SELECT ALL
- 3.SEND
- 4.UP COMES DCR REPORT
- 5.REVIEW IT
- 6.ARE YOU CONNECTED TO PRINTER?
- 7.IF SO PRINT DCR otherwise STOP

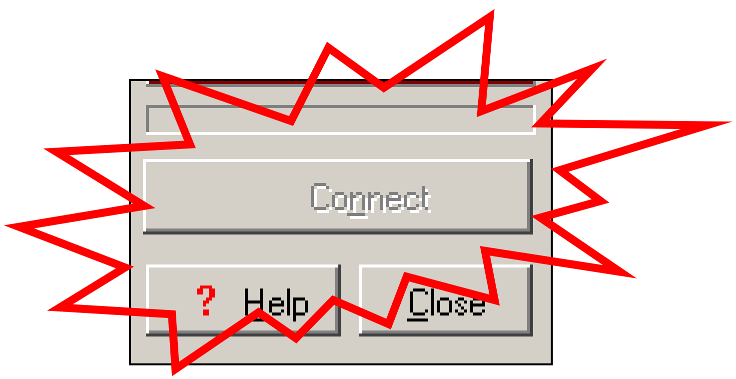
The communication process begins after clicking *Yes* to verify your DCR information



- **Automatically initiates the communication session**
- **Communication progress will be displayed**
  - **Blue progress bar**
- **Communication results will be displayed**

Cancel the Transmission at any time

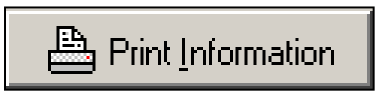


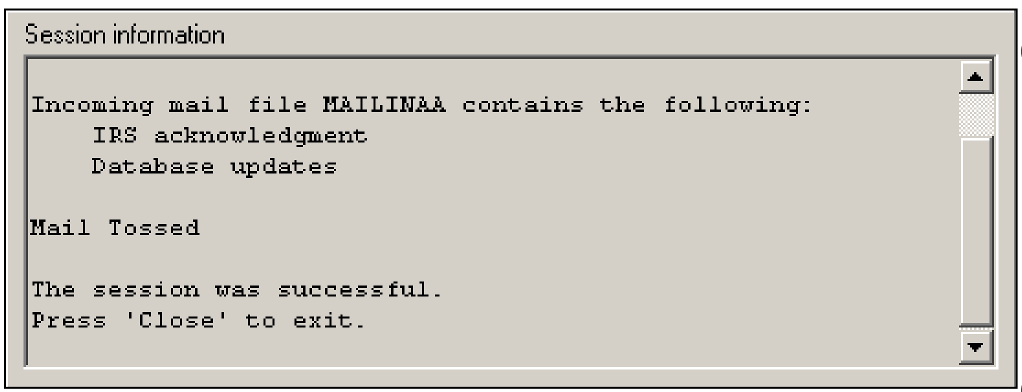


- Click the ***Disconnect*** button at any time to stop the transmission
- ***Disconnect*** button will change to ***Connect*** when the transmission is finished
  - ***Connect*** button will be disabled
- Click ***Close*** if session was successful

Note: TaxWise erases the electronic file once the transmission is successful.

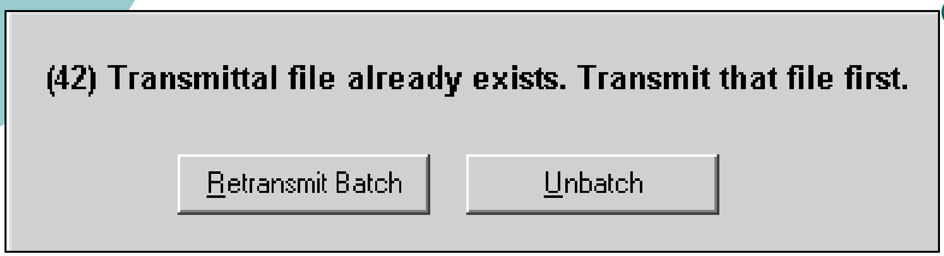
Review the *Session Information* for transmission messages





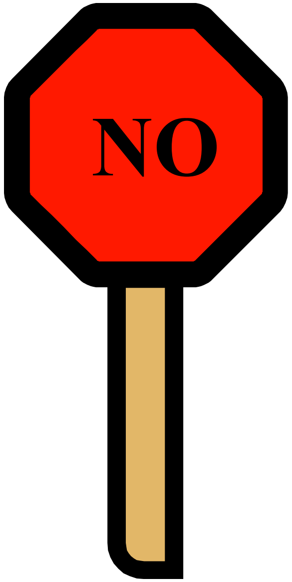
- **Displays transmission messages**
- **Identifies the files you are picking up**
- **Indicates if you do not pick up any files**
  - ***No Mail to Toss***
- **Indicates if your communication session was successful**

Troubleshooting Tip: What should I do if my communications session is not successful?



- **Click *Connect* to try again**
  - **TaxWise will try to resend the transmission**
- **Click *Close* to try again at a later time**
  - **TaxWise stores the transmittal file**
- **Will be prompted to send the transmittal file the next time you click *Send Federal/State Returns to.***
  - **Click *Retransmit Batch* to send the transmittal file**
  - **Click *Unbatch* to remove the transmittal file**

Troubleshooting Tip: Can CCH stop a return that I filed by mistake?



- **CCH cannot stop returns that have been electronically filed**
- **E-files are automatically placed into a transmittal file to send to the IRS**
- **Correct mistakes if the IRS rejects the return**
- **File a 1040X if the IRS accepts the return**

8189 Guidelines: Transmitting Returns

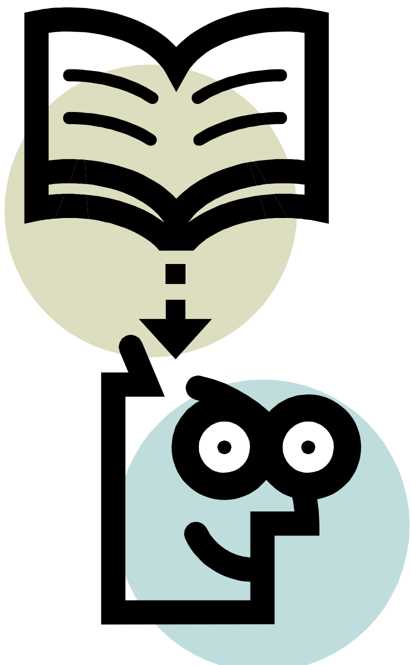
AARP Tax-Aide

- **The ERO must submit returns to CCH as soon as possible**
  - **Must be submitted within 3 calendar days from completion of return**
  - **Return is not complete until both taxpayers have signed and should not be transmitted till have both signatures**
- **Review the DCR for any errors**
- **Print the DCR**

Form 8879

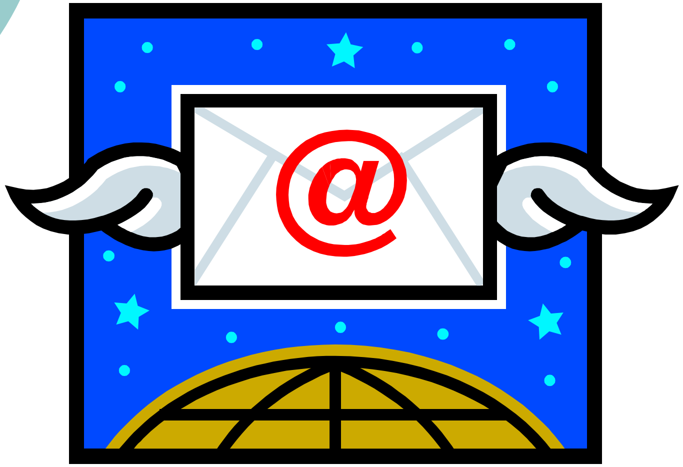
- 2 copies
- Top line
- Both copies signed

What is the *Training Electronic Filing Center?*



- **Year round training tool**
- **Gives preparers the opportunity to experience tax season all year**
- **Simulates IRS acknowledgements**
  - **Accepted returns**
  - **Rejected returns**

Training Electronic Filing Center Requirements



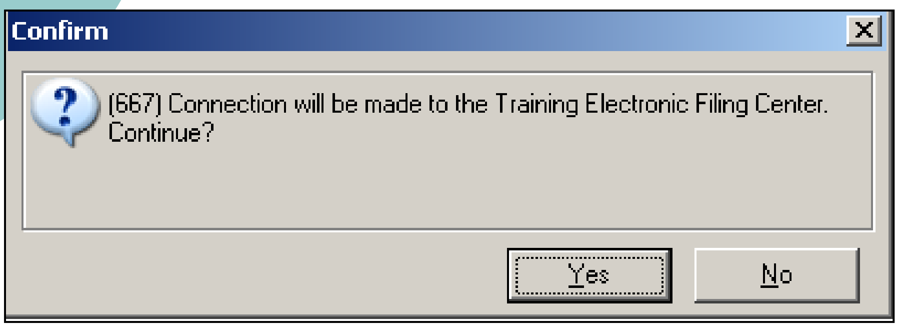
- *Requirements:*
  - Must be logged in as the Training User or any user assigned to the Training Group
  - Must have internet access
  - Must use TaxWise 2009 prior to December 10th
  - Must use TaxWise 2010

    after December 10th
- *Recommendations:*
  - Access to a printer to print out DCR and Acknowledgement reports

Experience both Accepted and Rejected returns

- ***IRS Accepted*** acknowledgement for returns in which the primary SSN starts with an even number (0, 2, 4, 6, 8)
- ***IRS Rejected*** acknowledgement for returns in which the primary SSN starts with an odd number (1, 3, 5, 7, 9)
  - Rejects codes are random and not related to the return information
  - Rejected returns will never be accepted because the primary SSN is an odd number

Transmitting to the Training Electronic Filing Center



- Login as the Training User or any user assigned to the Training Group
- Create a return
- Create an e-file
- Open the ***Communications*** menu
- Select ***Send Federal/State Returns***
- Click ***Yes*** on the confirmation box

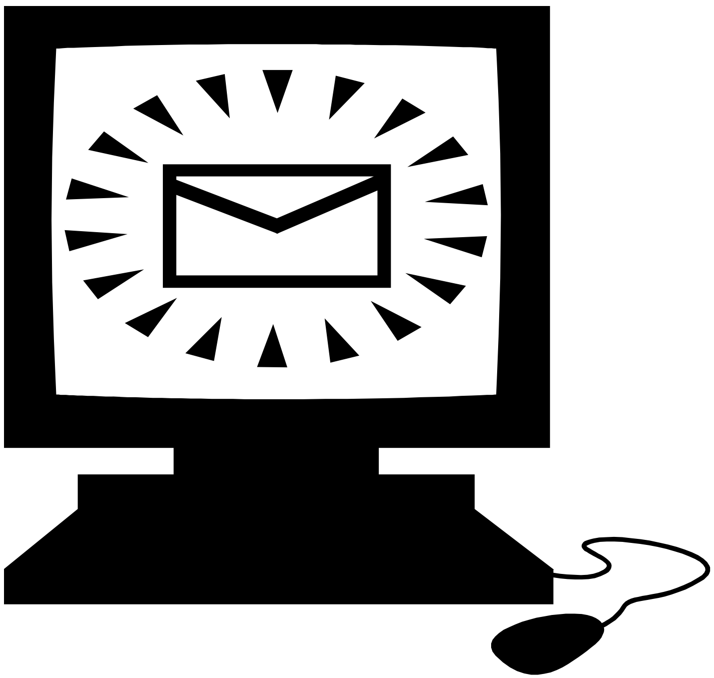
Lesson Summary: Transmitting

- **In this lesson we have covered:**
  - **The life cycle of an e-file**
  - **Electronic filing of New Jersey returns**
  - **Checks to make before transmitting**
  - **Sending returns to UTS**
  - **The Training Electronic Filing Center**
- **What questions do you have?**

ERO (Transmitter) Training Module 4

Acknowledgements & Email

Communications from TaxWise



- Acknowledgements are posted to your UTS Electronic Mailbox
- ***IRS***
  - IRS Acknowledgment
- ***ST***
  - Fed/State e-file Ack
- ***EMAIL***
  - TaxWise Mail

Availability of Acknowledgements

- **Federal: 6 to 48 hours after returns transmitted**
- **NJ: 1 to 7 days after Federal ACK**
- **Have printer ready**
- **Request from Communications menu**
- **Email will download at same time**
- **Available acknowledgements (ACK) and email will automatically download when transmitting e-files**

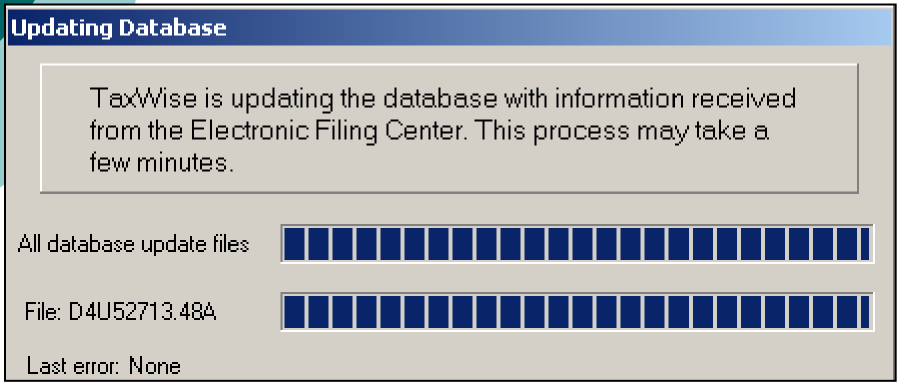
GETTING ACKNOWLEDGEMENTS

AARP Tax-Aide

- Communications/Get Acknowledgements/
- Get
- Connects to site
- Up comes list
- False/True
- One or more than one can be checked
- Gives summary then ask for "details"

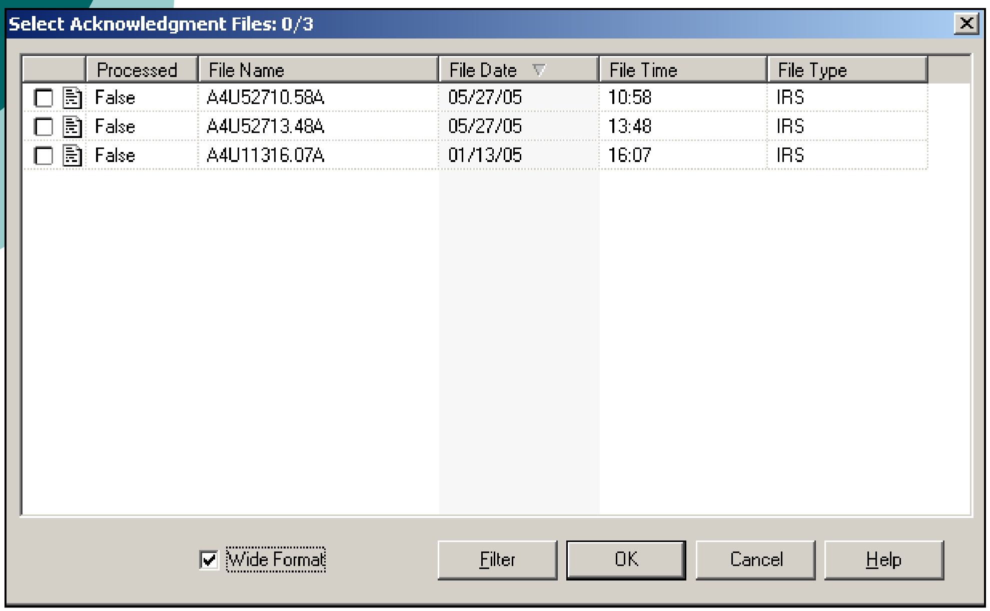
- Print Fed Acks
- Attach 8879s to Ack and save
- State Acks no need to print, still IMPORTANT

Database acknowledgements will automatically process



- Automatically process when the communications window is closed
- Receive database updates frequently

Select acknowledgement window lists the available acknowledgement files



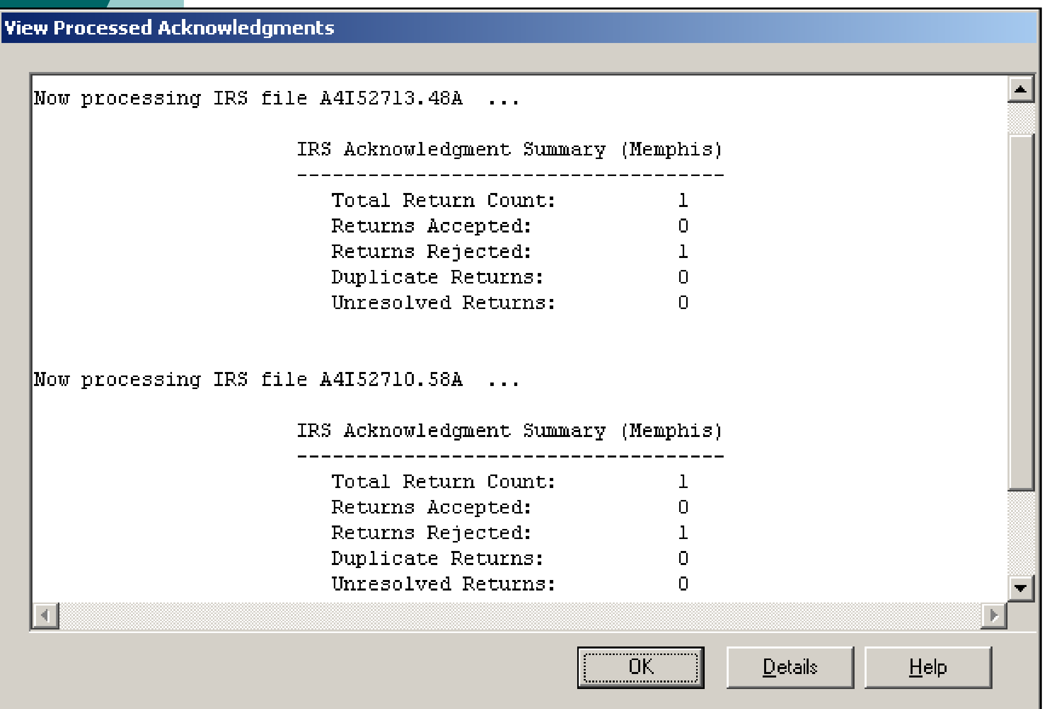
- Defaults to Wide Format
- Defaults to show only unprocessed acknowledgements
- Select the files you want to process
- Click ***OK***

Note: You should process and print all acknowledgements.

FORGOT TO PRINT ACKNOWLEDGEMENT

- Go to “REPORTS”
- ACKNOWLEDGEMENTS
- this list all, just pick by date and print

A summary of each acknowledgement file appears on your screen



- **List a brief summary of what each acknowledgement files contains**
  - **Total returns in file**
  - **Total returns accepted**
  - **Total returns Rejected**
- **Click the *Details* button to display the full acknowledgement**
  - **Allows you to print your acknowledgement**

Show and tell

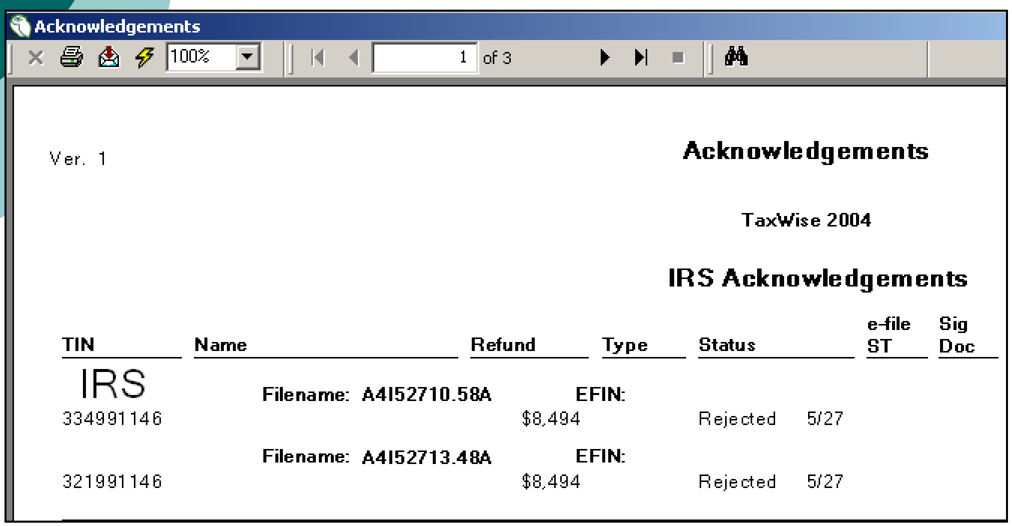
- View one report
- Summary then need detail
- Print
- Or choose several reports, details, and print

- Email from CCH

REJECT REPORT

- FROM ACK SCREEN, CLICK THE "REJECT" BUTTON TO DISPLAY THE REASONS FOR ANY REJECTED RETURNS
- CLICK THE PRINT BUTTON TO PRINT THE REJECT REPORT

Print your Acknowledgements



- Click the ***Printer*** icon
- Click ***OK*** to print
  - Click ***Cancel*** to quit the printing process
- Close the Acknowledgement window
  - Click the ***X*** in the upper right corner of the window
- Click ***OK*** on the ***View Processed Acknowledgements*** window

3189 Guidelines: Acknowledgements

- **Print all Acknowledgement Reports**
  - **This will print the reject details**
  - **Save the Acknowledgement report for end of season reporting**
- **Verify acceptance of Federal and New Jersey returns**
  - **Compare to DCR report**
  - **The DCR report can be shredded once all returns have been accepted**
- **Retain Forms 8879 with W-2's and 1099's for year end submittal to IRS**

Detailed Reject information prints with the IRS acknowledgement

TIN: 321-99-1146 DCN: 991146-00009
Form reference: 10401040 Copy number: 1 Sequence number: 175
Error code: 504

Dependent's SSN (SEQ 0175, 0185, 0195, 0205, 0215) of Form 1040/1040A and corresponding Dependent Name Control (SEQ 0172, 0182, 0192, 0202, 0212) must match data from the IRS Master File.

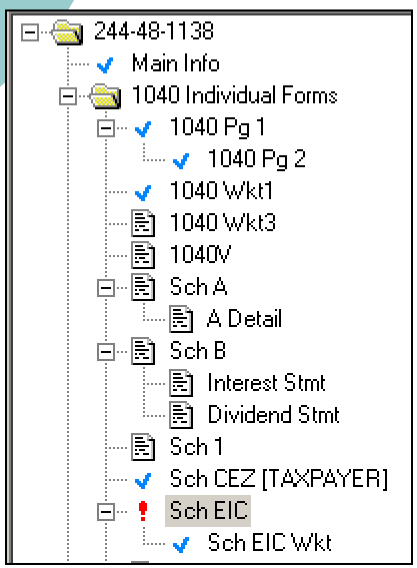
TAXWISE CORRECTION SUGGESTION:
Verify the Dependent's Last Name and Social Security Number information, HIGHLIGHTED IN RED on the MAIN INFO, with the actual Social Security Card. If the actual card matches your TaxWise entry exactly, have Taxpayer contact the Social Security Administration at 1-800-772-1213 to correct the Social Security Administration records.
It takes approximately two weeks for this information to be updated in the IRS's files as well. You can then re-transmit the return electronically.

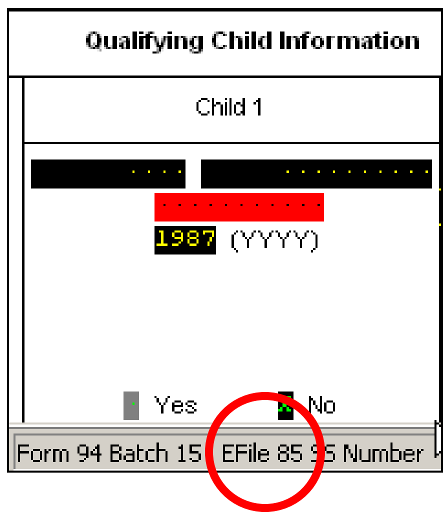
- **Detailed reject information contains:**
  - **TIN (Social Security Number)**
  - **DCN**
  - **Form Reference**
  - **Copy Number**
  - **Sequence Number**
  - **Error Code**
  - **IRS description from the 1345A**
  - **TaxWise Correction Suggestion**

MAJOR REASONS FOR REJECTS

- **INCORRECT SOCIAL SECURITY NUMBERS**
- **MISSPELLED NAMES**
- **LAST NAME USED ON RETURN DOES NOT MATCH SOCIAL SECURITY RECORDS**
- **INCORRECT EINs**
- **INCORRECT EMPLOYER OR PAYER NAMES**

Fixing the Rejected Return in TaxWise





- Open the rejected return
- Form containing the error will have a red exclamation point (**!**)
- The rejected entry is typically in red

FIXING REJECTS Continued

AARP Tax-Aide

- ERROR CODE INDEX & FIELD NUMBERS FOUND IN PUB 1345A
- CONTACT TAXPAYER BY PHONE OR BY LETTER TO GET CORRECT INFORMATION
- FIX THE ERROR
- RUN DIAGNOSTICS AND CREATE AN E-FILE RETURN
- IF THE RETURN DOES NOT INVOLVE MAJOR CHANGES, RETRANSMIT THE RETURN

REJECTS REQUIRING NEW SIGNATURES &/OR PINS

- **CHANGES THAT ARE MORE THAN**
  - **$50 TO "TOTAL INCOME" OR "AGI"**
  - **$14 TO "TOTAL TAX," "FEDERAL INCOME TAX WITHHELD," REFUND," OR "AMOUNT YOU OWE."**

SUGGESTED METHOD

- 1. CALL TAXPAYER
- 2.FIX ERROR (ones that involve $ changes)
- 3.create efile and resubmit
- 4.print out new return for taxpayer to replace old one, new 8879s to be signed MUST DO!!!
- 5. meet at site for quick signing

REJECTS THAT MUST BE PAPER FILED

- CHANGE IN NAME
- CHANGE IN SSN
- ANOTHER TAXPAYER HAS CLAIMED THE SAME DEPENDENT

Resend the return after reject corrections are complete

- Fix the reject
- Run Diagnostics
- Create a new e-file
- Transmit the return

STATE RETURN REJECT

- Fix the error
- State e-file help if needed
- Resend efile
- Will be a state stand alone
- FYI cannot do a NJ stand alone without Federal return except when correcting error

IRS Record Keeping Guidelines

- **The following should be kept *confidential and in a secured location* until the end of tax season.**
  - **One signed Form 8879 for each return transmitted with one copy of Forms W-2/1099**
  - **Master backup disk with all electronically transmitted returns**
  - **Copy of IRS Acknowledgement Report for transmitted federal returns**

Questions

Comments

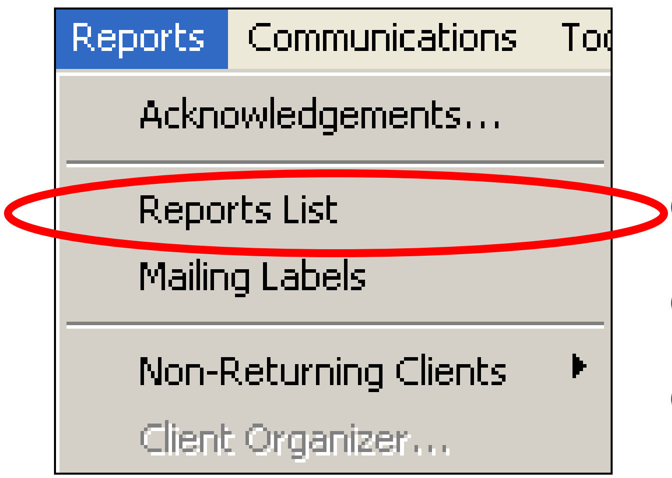
ERO (Transmitter) Training
Module 5

Reports

Lesson Overview:
TaxWise Management Reports

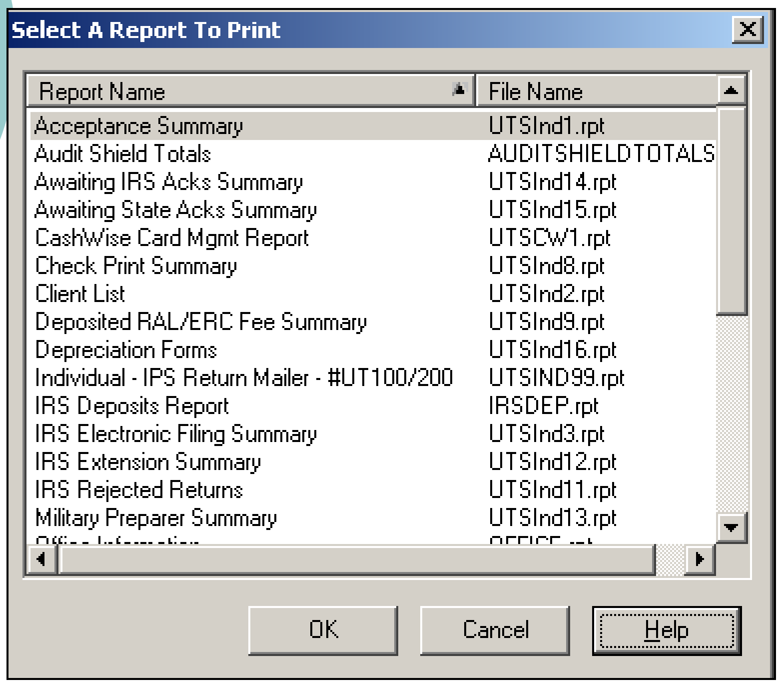
- **In this lesson we will:**
  - **Learn how to run a TaxWise report**
  - **Learn how to filter and sort the report**
  - **Discuss typical reports**
    - **IRS Electronic Filing Summary**
    - **Preparer Field Values**
  - **Learn how to print reports**

Steps for running a TaxWise report



- Login as the appropriate user
  - Users assigned to Training do not have access to reports
- Open the ***Reports*** menu
- Select ***Reports List***
- Highlight the desired report
- Press ***Enter***
- Click ***OK*** on ***Report Criteria*** window

Use Help to determine which reports to use at your site



- Click the ***Help*** button on ***Select a Report to Print***
- Click the ***1040 Report Descriptions*** link

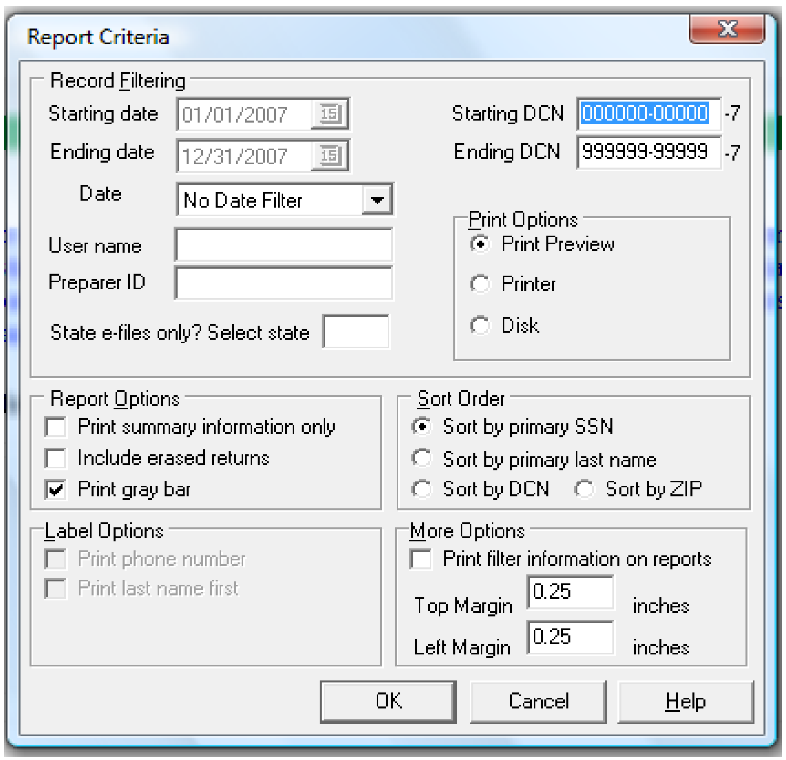
See Also

1040 Report Descriptions

TYPICAL REPORTS REQUIRED

- **IRS Electronic Filing Summary**
  - **Print and send to IRS Newark at end of season**

Specify the Report Criteria



- Normally use defaults
- Filter by DCN if multiple EFINs or to isolate computers
- Can change sort field

IRS Electronic Filing Summary

Ver. 1

IRS Electronic Filing Summary

9/5/2007
4:57:03PM

TaxWise 2006

Filename	Name	E-File Status	Date Sent	Date Acked	DCN
Preparer EFIN: 227923					
6I021888.888	WILSON	NOT TRANS			227923-50000
6I028888.888	BROWN	NOT TRANS			227923-50003
6I111111.111	JONES	NOT TRANS			227923-00001

Total e-files:	3
Total e-files Not Sent:	3
Total e-files Resent or Awaiting Ack:	0
Total e-files Accepted:	0
Total e-files Rejected:	0

Print and send to IRS Newark with 8879s, taxpayer forms and e-file backups

AARP Tax-Aide

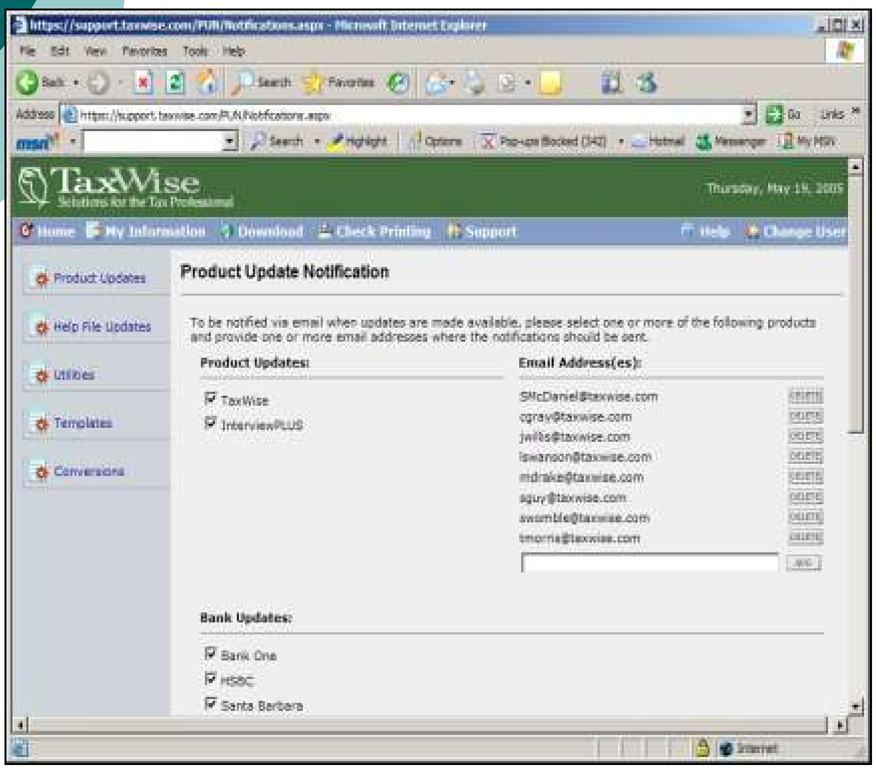
Lesson Summary: TaxWise Management Reports

- **In this lesson we have covered:**
  - **Running a TaxWise report**
  - **Report criteria**
  - **Examples of reports**
  - **Printing a report**

ERO (Transmitter) Training
Module 6

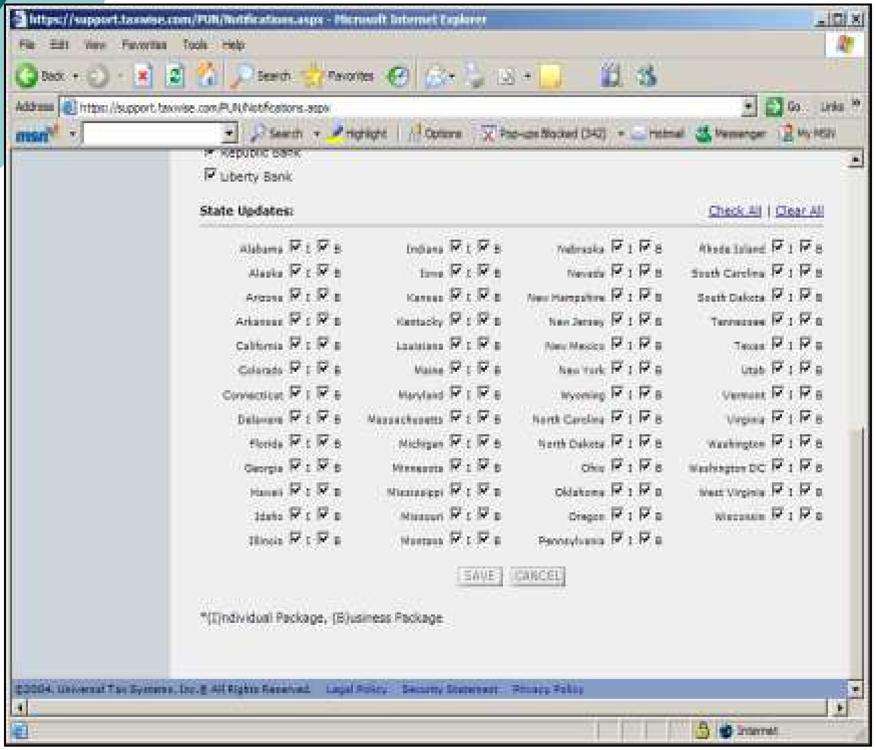
TaxWise Updates

Receive an email notification when a Federal or State update has been released



- Each email address submitted with IRS orders are automatically signed up for the following notifications
  - TaxWise
  - Resident State
- Click the ***Notify me by e-mail when my products are updated*** link

Select the States for which you want to receive initial release and update notifications

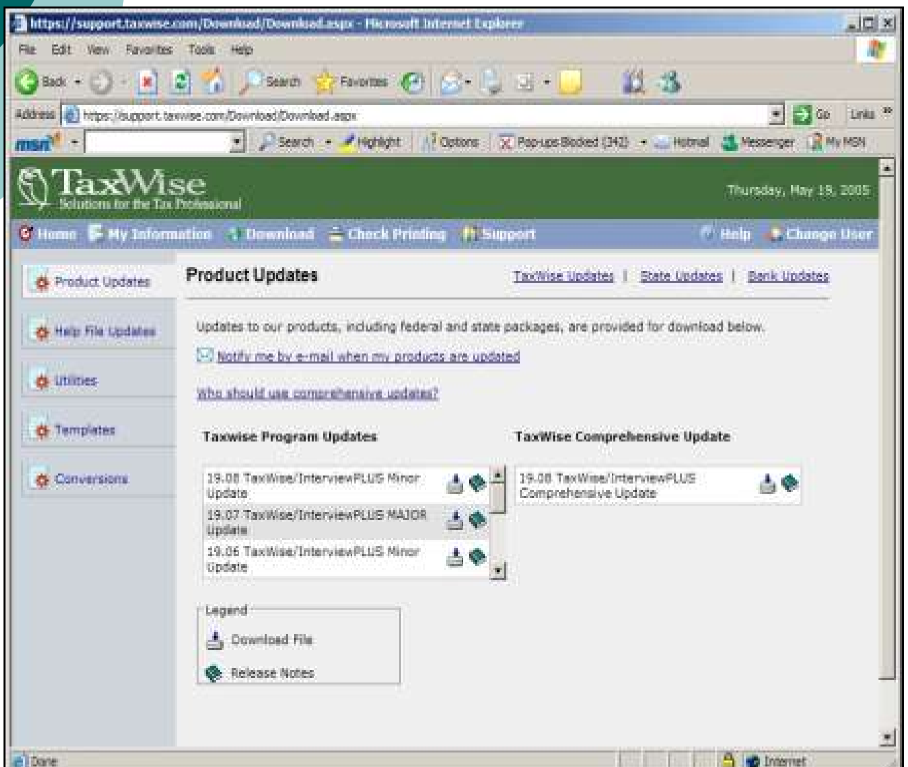


- Click to place check mark next to New Jersey
- Scroll to the bottom of the page and click ***Save***

Update Files

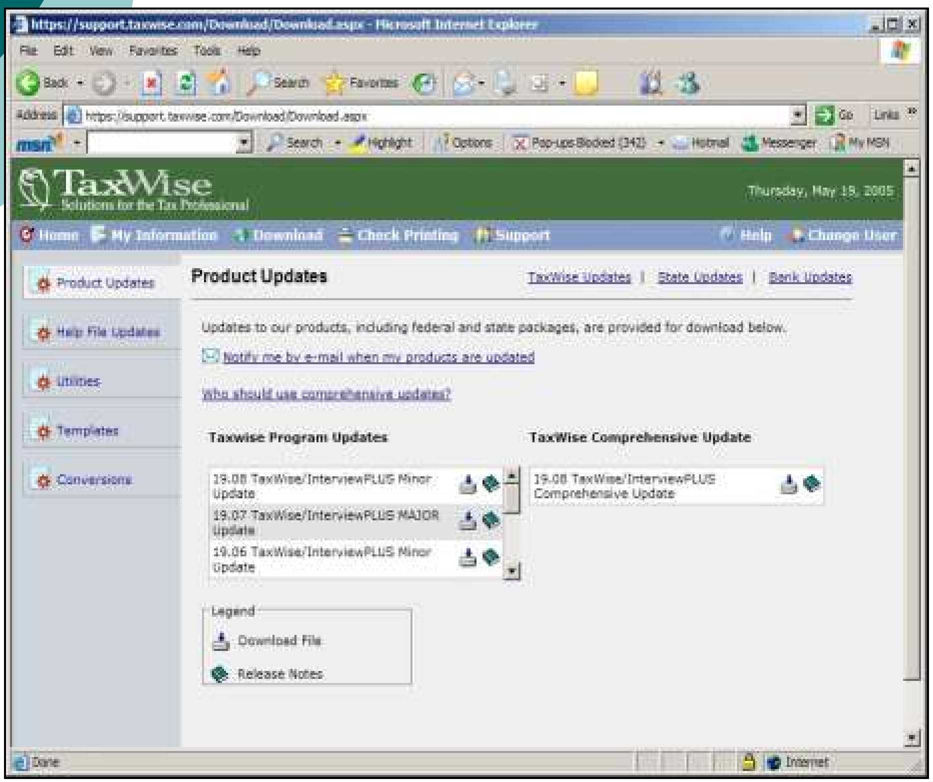
- Federal updates are usually several MB
- Downloading from the TaxAide web site with a broadband internet connection is recommended
- Libraries usually have high speed internet access that can be used to download to a flash drive
- If using a dial-up connection, download during the night

Get the latest versions of TaxWise Customer Support tab



- Click ***Download*** from the ***Home*** page
- ***TaxWise Program Updates*** gives the ability to update one version at a time
- ***TaxWise Comprehensive Updates*** include all updates in one download
- View readme files prior to downloading

Select the appropriate Federal Update to download



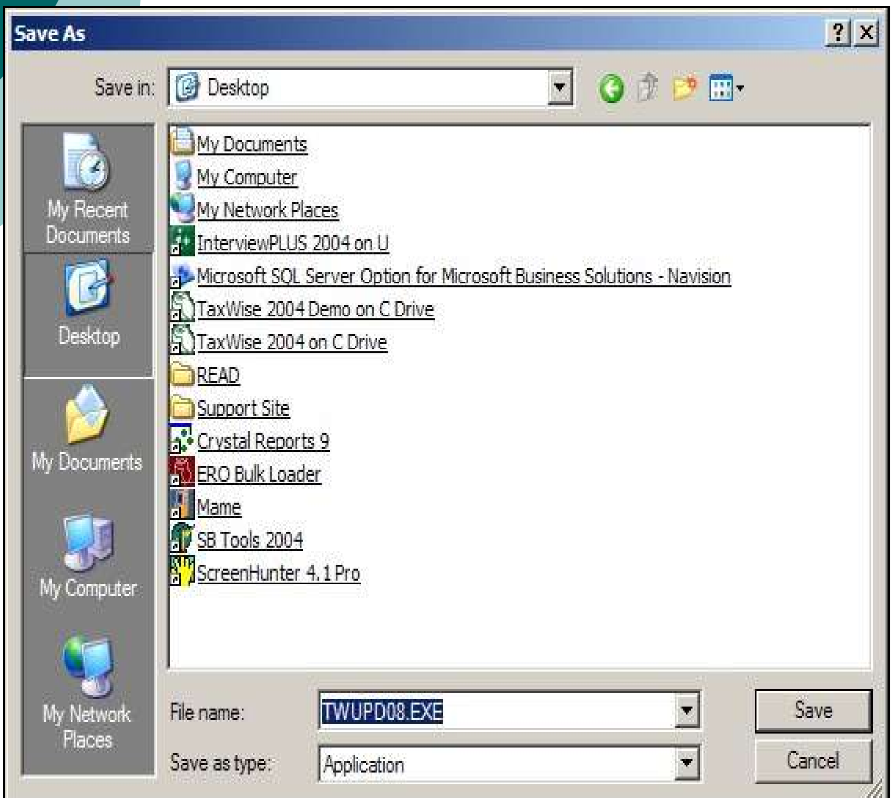
- Click the ***download*** icon to begin downloading
- Each time the federal program is updated, it will be listed on the ***TaxWise Updates*** screen

Note: Clicking the release notes icon will allow viewing of what is included and/or fixed.

The File Download dialog box will display after selecting the update

- ***Open*** Option:
  - Allows the installation of the module without saving the installation file to the hard drive
- ***Save*** Option
  - Requires the installation file to be saved to the hard drive/flash before the module can be installed

If the option to save was selected, a ***Save As*** dialogue box will be displayed



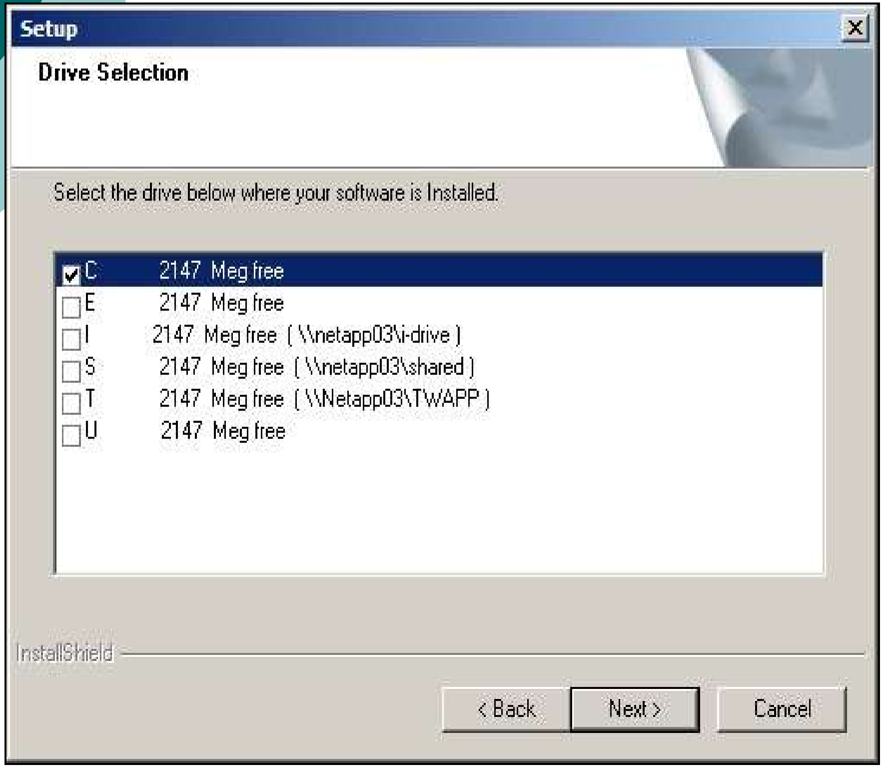
- Select the destination for the installation file
  - Remember where the file is being saved so it will be easy to locate once the state module is ready to be installed
- Double-click on the installation file to install the module

Note: The desktop is the most common location to save a file. **Do not save to the UTS09 folder.**

The installation has easy to follow on-screen instructions

- Simply click ***Next*** to continue.

The installation will give a list of drives available to install the module

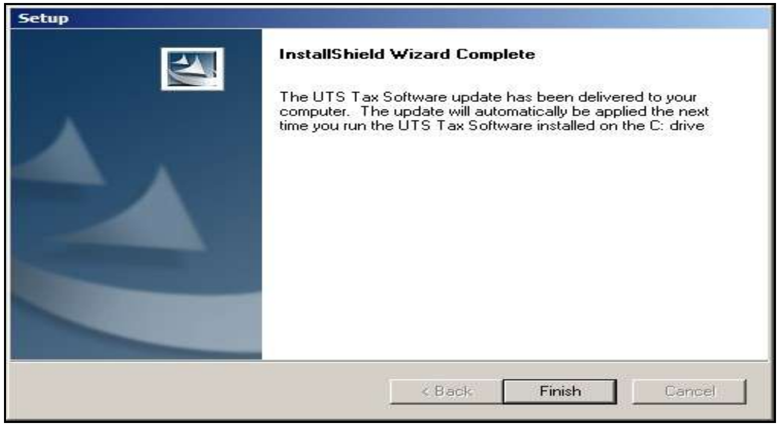


- Select the drive where TaxWise is installed
- If the drive is encrypted, it must be mounted

Finishing Up

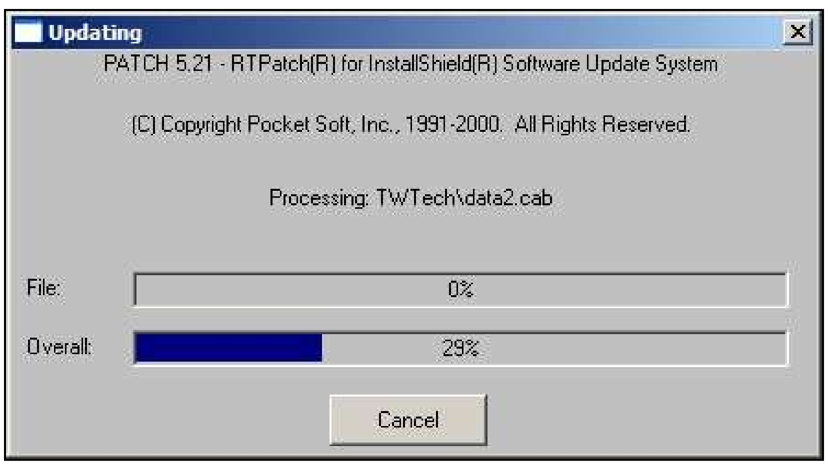
- The Update has been installed
- The update will automatically apply **the next time TaxWise is opened**
- Click ***Finish*** to continue

Viewing the Readme notes



- Once the Federal update has been installed, the associated readme notes will automatically open
  - Program changes
  - Laser forms
  - New tools and options
- Close Readme and click ***Finish*** to close the update wizard.

Open TaxWise to apply the Federal update



- Click ***Yes*** to continue with the update process
- View the update's progress

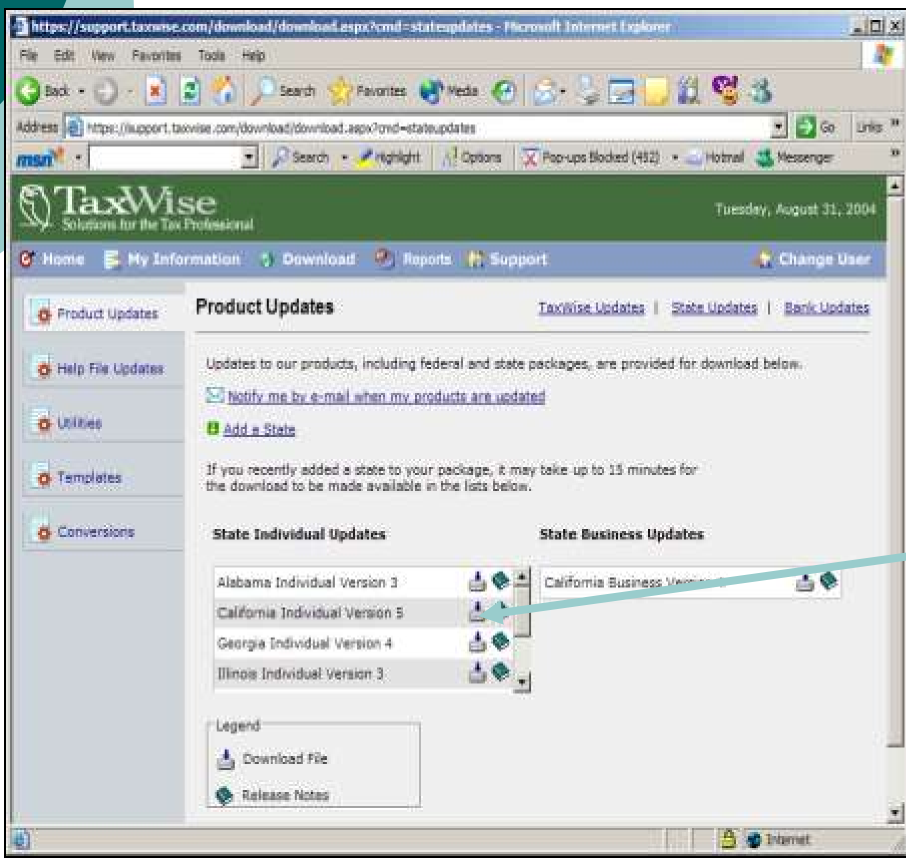
The TaxWise update is now complete

- Once the update is complete, a pop up will list both the previous version and the newly updated version
- Click ***OK*** and TaxWise will automatically open

Download state files for initial installation and state updates

- Click the ***State Updates*** link to access state downloads
- The latest version of the state is always available
  - All state versions are combined in the update

Select the appropriate state module to download from the ***State Updates*** sub-page



- Click the ***Release Notes*** icon to view important information about the state update
- Click the ***Download*** icon to begin the download process

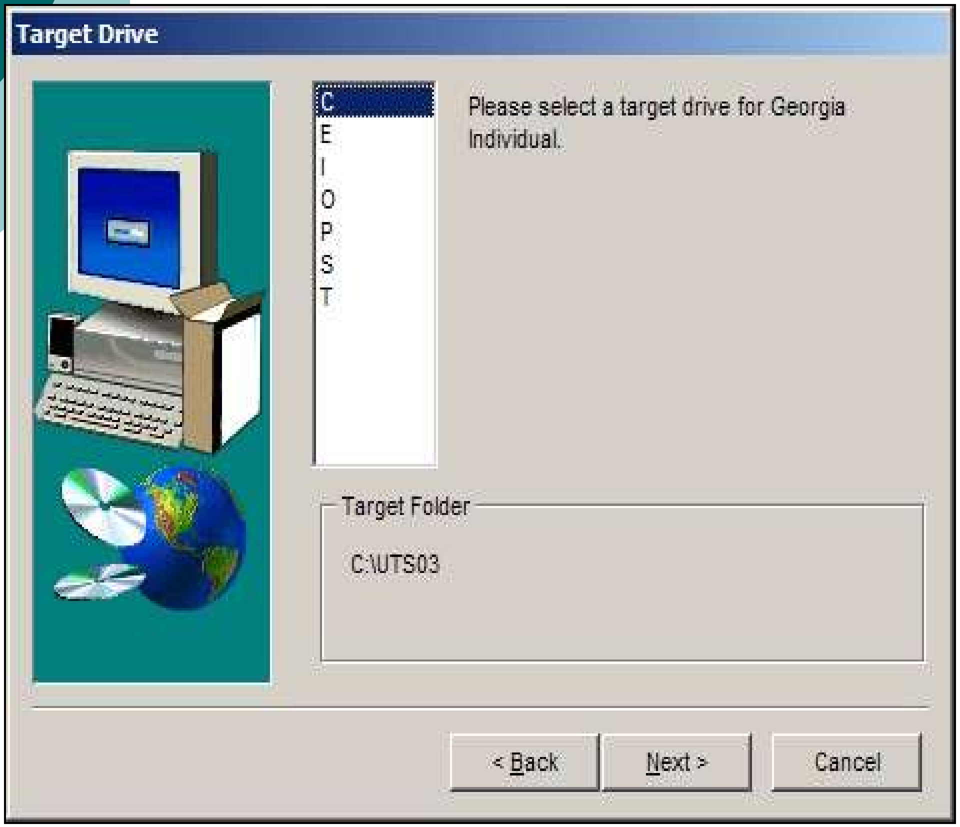
The State Installation has easy to follow on-screen instructions

- Simply click ***Next*** to continue

There are two options given during the installation of the state module

- ***Make a state flash***
  - Allows the user to put the state module on a disk which can be used to install the state on non-networked and/or non-connected computers
- ***Install XX Individual to this computer***
  - Installs straight to the computer

Select a target drive for the state

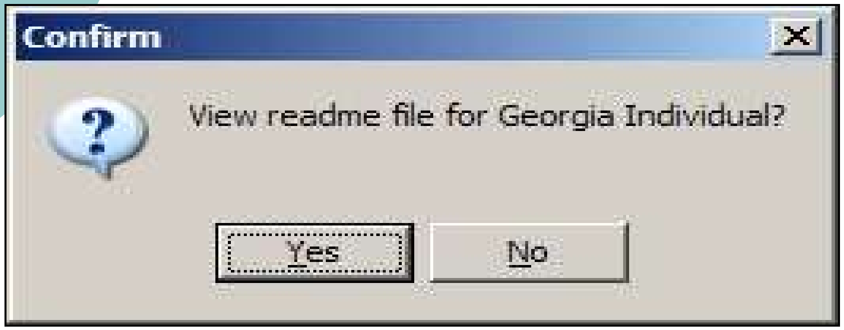


- Select the drive where TaxWise is installed
- If the drive is encrypted, it must be mounted
- Only one drive can be selected at a time

A confirmation box will appear once the installation has been completed

- The location where the state module was installed will be listed in the confirmation box
- Click ***OK*** in the confirmation box
  - Continue for other setup options
  - Exit the installation
- Continuing will allow creation of an installation diskette/flash

Release notes can be viewed after the installation has been completed

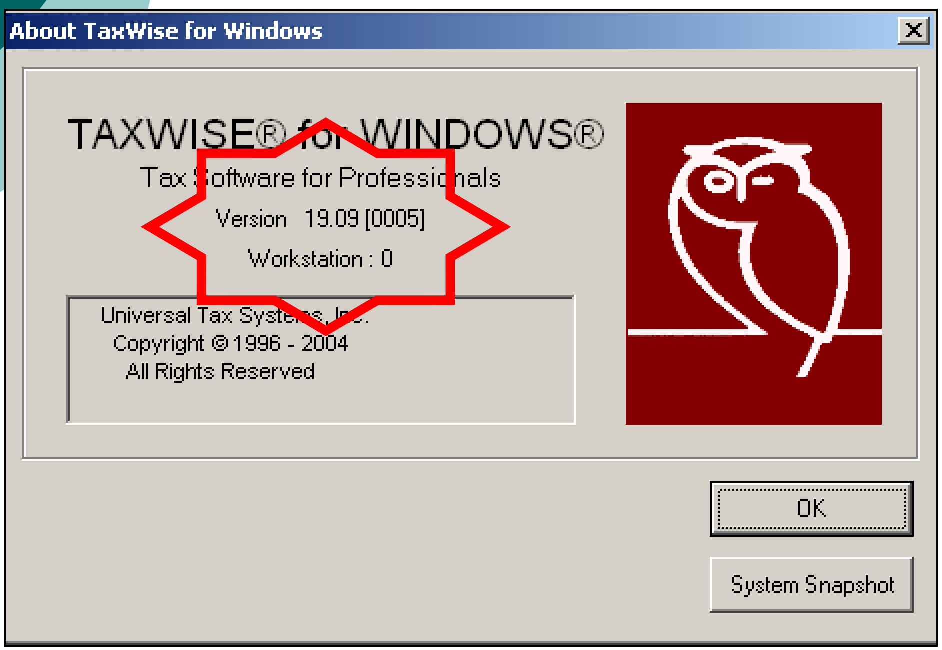


- An option to view additional information about the state module will be available via a ***readme file***

Updating EFC Computers

- Federal updates and state modules can be installed by saving the update to a flash drive and opening the update file on the EFC computer
- Alternately, updates can be transferred between computers using the **Tools** menu

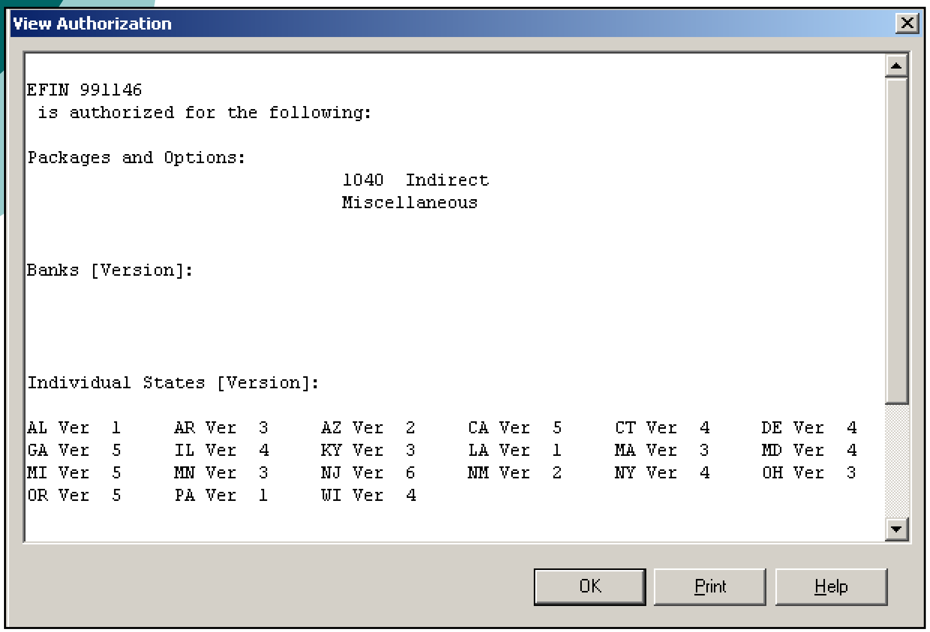
Troubleshooting Tip: How can I tell if TaxWise updated to the correct version?



- Open TaxWise
  - You do not have to log in
- Open the ***Help*** menu
- Select ***About TaxWise***
- Verify the version number
- Click ***OK***

Note: You must complete this process on all stand alone computers.

Troubleshooting Tip: How can I tell if the State installed or updated completely?



- Open the TaxWise Utility Program
- Open the ***Setup*** menu
- Select ***View Authorization***
  - Packages and Options
  - Individual States (Version)
  - Pay Per Return Authorization

Other Updates

- TaxWise Help, Federal Help and Utility updates are sometimes posted on the TaxWise web site.
- These updates can be downloaded and installed like the Federal and state updates

Quick Recap: Federal and State Installation Transfer and Updates

- **Quick look at what we have covered:**
  - **Receive email notification of updates**
  - **Download Federal Update**
  - **Download State Files**
  - **Install Federal Updates from flash**
  - **Install State(s) and State updates from flash**

- **What questions do you have before continue?**

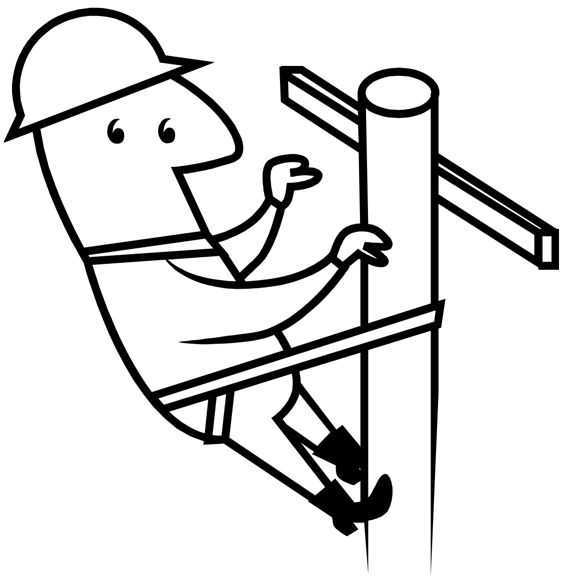
ERO (Transmitter) Training Module 7

Utility Program

Module 7 Overview: TaxWise Utility Program

- **In this lesson we will cover:**
  - **Learn how to use TaxWise Explorer to manage your TaxWise files**
  - **Learn how to copy Tax Form Defaults to disk**
  - **Learn how to use Utility File Menu**
  - **Learn how to send TaxWise customer support a tax return using Compose/Send message**

TaxWise Utility handles setup, file maintenance, software updates, and e-mail



- **Steps to opening the TaxWise Utility Program**
  1. **Login as *Admin***
  2. **Open the *Tools* menu**
  3. **Select *Utilities/Setup Options***
- **TaxWise Utility has the following menus**
  - » **File**
  - » **Communication**
  - » **Tools**
  - » **Setup**
  - » **Help**

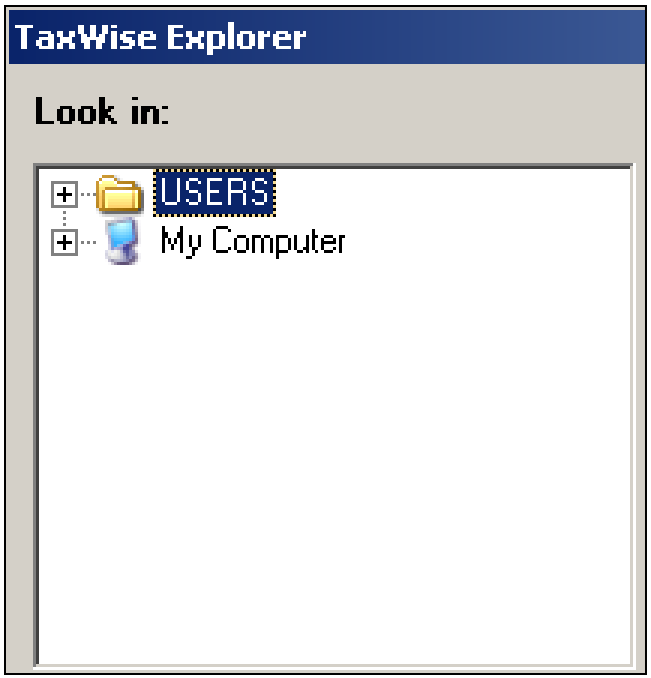
The Site Administrator can use TaxWise Explorer to manage files

- The ***Admin*** user has access to files in all user directories
- All other users can only access files belonging to the active user
- Locating TaxWise Explorer from the Utility Program
  - Open the ***File*** menu
  - Select ***TaxWise Explorer***

Actions that are available for file management in TaxWise Explorer

- ***Copy Files to Another User*** -- Use this action to copy Tax Form Defaults, Form Print Defaults, and History lists from one user to another.
  - You cannot copy tax returns to another user.
- ***Delete Files*** -- Use this action to delete tax returns and other files.
  - The file cannot be restored.
- ***Move Files to Another User*** -- Use this action to move tax returns and other files from one user to another.

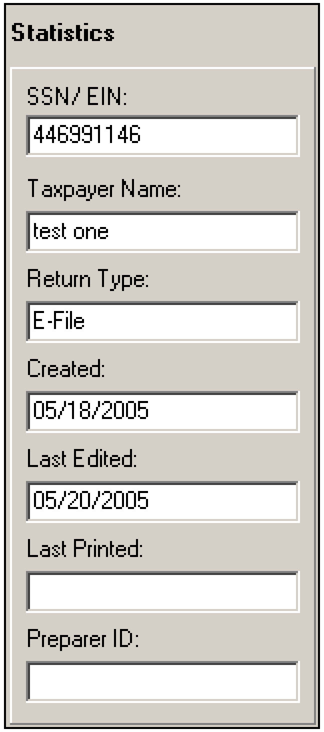
Use the *Look in* box to find the file or files you want to select



- **Expand the folder or drive to show subdirectories**
  - **Click the plus sign (+)**
- ***Admin* user can select files in any folder or drive**
- **Other user names can only select files from their own user name**

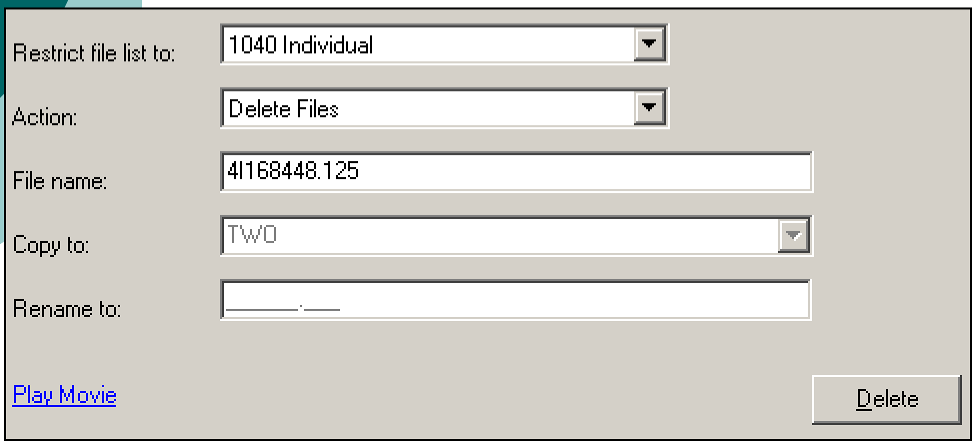
Statistical information displays for the highlighted return

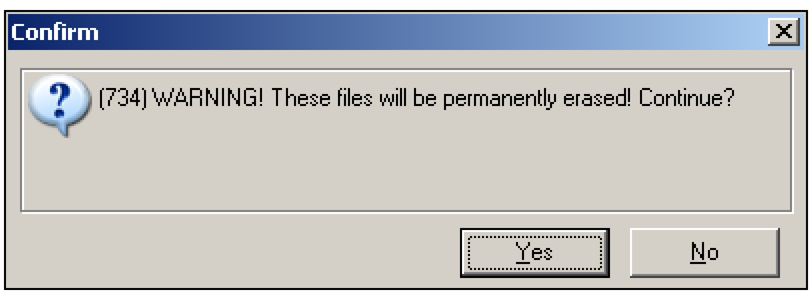
File name	Package
414446991.146	1040 Individual
414448991.146	1040 Individual
414449991.146	1040 Individual



- **SSN/EIN**
- **Taxpayer Name**
- **Return type**
- **Date created**
- **Date last edited**
- **Date last printed**
- **Preparer ID**

Use TaxWise Explorer to delete returns

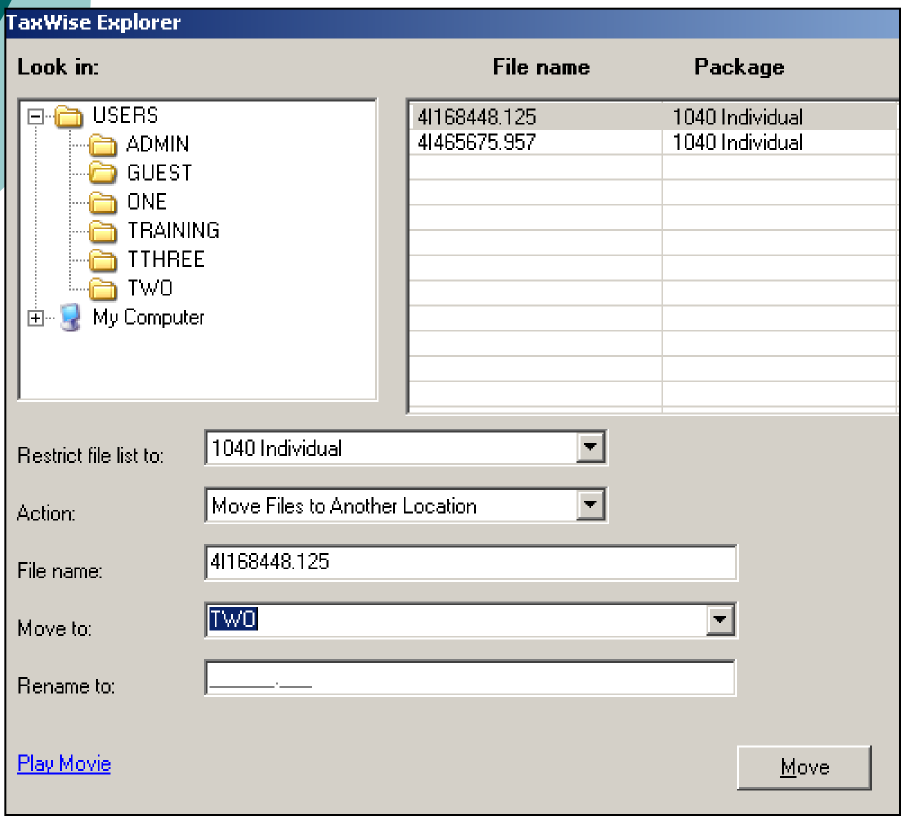




- **Select user name**
- **Select file name**
- **Select Action *Delete files***
- **Click the *Delete* button**
- **Click Yes on Confirmation box**

Note: You cannot recover deleted files or returns. Make sure you have a backup before deleting returns.

Move returns from one user name to another user name



- Select user name
- Select file name
- Select Action ***Move files to Another User***
- Select a user name
- Click the ***Move*** button

Quick Recap: TaxWise Explorer

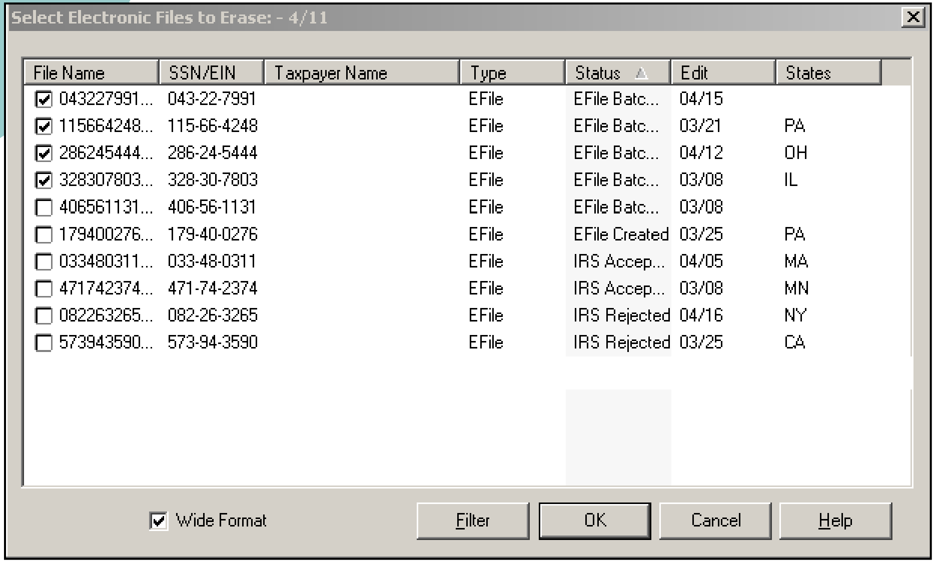
- **Quick look at what we have covered:**
  - ✓ **Copy files to another user**
  - ✓ **Delete returns and files**
  - ✓ **Move returns to another user**

- **What questions do you have before we continue?**

REMINDER

- A good EFC can help you maintain their own computer
- Teach then how to update using desktop icon
- Teach then to delete files after they are accepted.
- Keep them out of ADMIN

Remove tax return e-files that were created by mistake



- Open the ***File*** **menu**
- **Select *Erase e-files…***
- **Select the e-files to erase**
- **Click *OK***
- **Re-create an e-file by opening the return and running Diagnostics or by using *Make IRS e-file***

Quick Recap: Utility Program

- **Quick look at what we have covered:**
  - **Learned how to use TaxWise Explorer to manage your TaxWise files**
  - **Learned how to use some of the Utility File Menu**
- **What questions do you have before we continue?**

TC Module 8:
Technical Tips and Good Practices

In this lesson we will cover:

- Passwords
- TrueCrypt Auto start
- Managing E-files
- Restricting EFC access
- Display Resolution
- How to be prepared when you call TaxWise Customer Support

Security Vulnerabilities

- Equipment possession
  - Unattended during site setup, operation or end of day pack up
  - In sight in vehicles
- Password compromise
  - Access restriction depends on password
  - Providing the password removes the barrier
  - Why bother to encrypt if the password is provided?

Passwords

- Required for
  - computer operating system (all users)
  - Encryption software
  - Taxwise
- Can be remembered by computer users (should not be written down)

Security Note

- If passwords are written, they should not be on the computer, in the computer case or on anything that goes into the computer case (like the volunteer's name tag)
- Good idea for **you** to keep passwords of all EFCs if they differ

Backing up returns should be part of your daily routine

- Backup returns on a daily basis
- If something happens to your computer, this is your only way to recover your tax returns

Managing E-files

- Tracking returns from preparation to delivery to IRS (Cradle to grave)
  - EFC to ERO
  - CCH/IRS/NJ accept/reject
  - Mail if cannot be e-filed
- Goal: **Don't misplace any returns!**

Managing E-files – Considerations

- Electronic copy of return and associated paper
- Extra paper – avoid if possible
- Self-checking (Audit) – needed
- EFC burden – minimize

Managing E-files – Options

- TaxWise reports
  - Track & audit
  - No additional data entry or paper
- TaxWise Users
  - Add Users for “Complete”
  - Move returns accepted by IRS <u>and</u> NJ from site user to Complete user

Managing E-file Paper – Options

- 8879 plus withholding documents for each return
- File folders for
  - Ready to transmit
  - Awaiting ACK
  - Accepted (Federal and NJ) – holding until sent to IRS

User Names & Passwords

Recommendations:

- User for each e-file site
- User(s) for completed returns
- Same password for Admin, Training & Guest (consider deleting the Guest user) on all district computers, known to EROs only
- Passwords in CAPS

Tips for getting the most efficient Customer Service

- Know your EFIN
  - Must enter prior to being transferred to a Customer Service Representative
- Be at your computer
- Write down the exact error message
- Describe the exact function you were performing when you received the error
- Know the SSN when checking the status of a return

Module 8 Summary:
Technical Tips and Good Practices

- **In this lesson we have covered:**
  - **TaxWise Use**
  - **Passwords**
  - **Managing E-files**
  - **Being prepared when you call TaxWise Customer Support**

- **What questions do you have ?**

ERO (Transmitter) Training
Module 9

Post-Filing Season Procedures

Lesson Overview: Post-Filing Season Procedures

- **In this lesson we will cover:**
  - **Transferring data for storage**
  - **Destroying data records**
  - **Completing a backup of electronically filed returns**
  - **Deleting Taxpayer data**

Records Transfer

- To IRS Newark by April 30
  - Acknowledgements
  - Signature and withholding documents
  - Backup with all e-files
  - <u>You will never see these records again!</u>
  - Note: some EROs send this data monthly
- If retaining taxpayer data, to TCS by April 30 (Gary Broughton)
  - Backup of returns authorized for retention
  - <u>Data will be returned to TC by end of year</u>

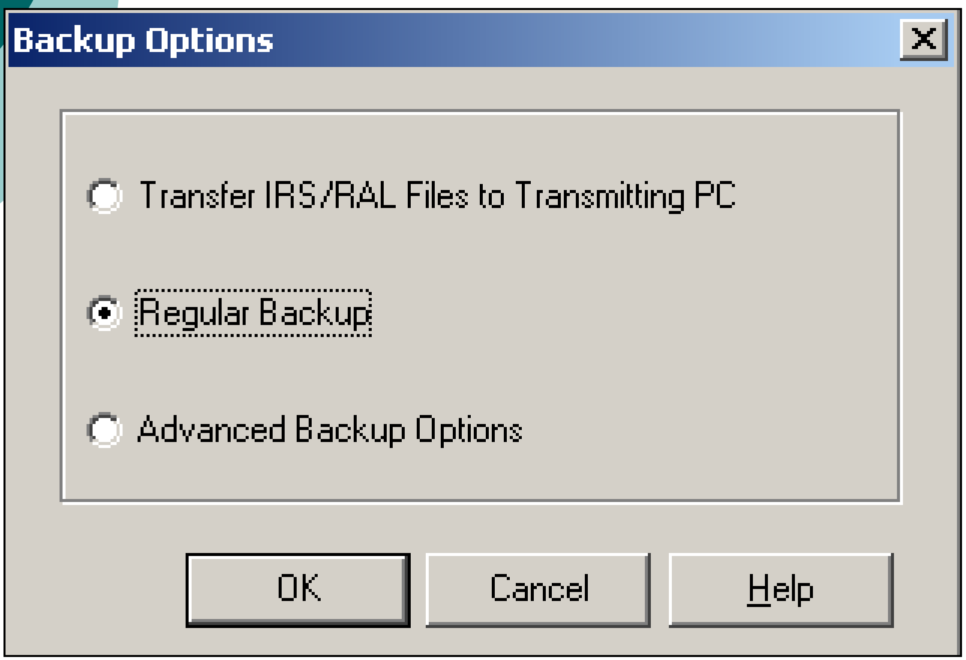
Packaging for shipment

- Package securely to prevent damage or loss
  - CD mailer
  - Padded mailer for flash drives
  - Durable envelope
- Return address on flash drive

Data disposal

- All records (paper and electronic) with taxpayer data not transferred should be destroyed by April 30
- Shred DCNs, tracking sheets, logs
- Cut CDs and floppy disks
- Delete files on flash drives
- Remove data from computers per IRS and AARP directions

Post-Filing Season Backups



- For IRS: Complete backup of all returns electronically filed
- For TCS: backup of returns authorized for retention
- Use Regular Backup
- Test the backup prior to removing your TaxWise software

DELETE ALL RETURN DATA FROM COMPUTERS

- **Run a disk wipe program for all IRS computers.**
- **Follow TCS directions to delete all taxpayer data from personal and/or AARP computers.**
- **Optional for AARP and personal computers: Download TPClear from http://www.aarp.org/tavolunteers/**

Lesson Summary: Post-Filing Season Procedures

- **In this lesson we have covered:**
  - **Transferring data for storage**
  - **Destroying data records**
  - **Completing a backup of electronically filed returns**
  - **Deleting Taxpayer data**

- **What questions do you have?**

References

- IRS Pub 3189 – Volunteer e-file Administrator Guide
- TaxWise (year) User Manual
- AARP Tax-Aide Technology Management Guide
- IRS Pub 1345 – Electronic Filing Handbook

Multiple EFINs

- When you are transmitting for more than one site
- You must use a transmit efin so that your database can sort the data properly
- Acquired through Taxwise
- Set up with your TC