

Instructions for Accessing Free TaxSlayer Software For the Current Tax Year

1. BEFORE YOU BEGIN

Most Important: If your adjusted Gross Income is \$73,000.00 or less **you must start from the link sent to you in the email, otherwise you will be charged for using the software.** The URL in the link is case sensitive.

Creating a TaxSlayer account and **starting a tax return from an incorrect link is an irreversible error.** It cannot be corrected by going back to the correct link. There is no way to correct it other than deactivating the return and then using the correct link for the initial creation of the return. (See next page for how to deactivate it.)

2. Using the Free Software:

When you use the provided link, the first screen you see will show **“Welcome to the TaxSlayer VITA/TCE self-prep kiosk”**. This page will be in black and white, with no color or graphics. Click “continue” to proceed. If you see any other screen, you are not on the correct web page to free file your return – make sure you have used the link in the email.

If you are starting for the first time and get a login screen after clicking “continue” rather than the create account screen, **there is a problem.** You need to deactivate the existing account and start fresh. (See below.)

If you have used TaxSlayer FSA or the commercial taxslayer.com product in previous years and the last time you logged in was **after** 10/20/2021, you will need to deactivate the return and start the return again. (See below)

If you are presented with the Product Picker page, **STOP.** You are not starting the return from the URL we sent via email. Do not pick “Start for Free”, you are starting from the wrong URL. You will need to deactivate the return then login using the correct URL and start the return again. (See next page) **DO NOT use a bookmark or favorite** from last year for this year’s return -- this **will cause a problem** since the TaxSlayer URL redirects as soon as it’s put in a browser.

If you have opened the correct URL but then exit without creating an account, you must close the window (best practice is to close the browser) and start with the correct URL to start the return.

3. Creating a New TaxSlayer Account and Starting the Return:

After using the correct TaxSlayer link, it is recommended that you create your account and enter your personal information in TaxSlayer prior to meeting with the Tax-Aide Assister, as follows:

- a. At Welcome screen choose 'continue'
- b. At Sign In screen choose 'Create account' (it's above the Username in green)
- c. Create your secure account and choose 'continue'
- d. Enter in the TaxSlayer software your filing status and your personal information, including any spouse and dependents' personal information. *Note:* For joint returns, enter the names in the same order as last year's tax return.

4. How To Deactivate a Return:

- a. Log into TaxSlayer.com and from the My Account page, click on Settings, then Transaction History, then Deactivate Tax Return. Select a reason for the deactivation and click on 'Clear Your Return and Restart'. Confirm. You will then be logged out.
- b. Log in using the correct link that was emailed to you. You can use the same username and password that you had before when creating the account.