

## FREQUENTLY ASKED QUESTIONS

### WHAT IS MYFREETAXES?

MyFreeTaxes is an online tax-filing program brought to you by United Way, powered by H&R Block. It allows you to complete and file your federal and state taxes electronically.

### WHO QUALIFIES FOR THE FREE TAX SERVICE?

If your household made \$64,000 or less in 2016, you can file your federal and state tax returns for no charge.

### WHEN CAN I FILE A RETURN ON MYFREETAXES?

From the launch of tax season on January 23, 2017 through October 15, 2017. Prior year returns cannot be completed on MyFreeTaxes.com.

### WHAT MATERIALS WILL I NEED TO E-FILE?

- Social Security or Individual Taxpayer Identification numbers for each family member and working adult.
- 1095-A if you received a tax credit from the healthcare.gov marketplace.
- Childcare provider name, address and tax ID, if applicable.
- Bank routing and account numbers for checking or savings accounts (if you qualify for refund via secure direct deposit).
- Last year's tax return, if you have it.
- A valid email address.
- W-2s, 1099s, 1098s and other income forms.

### CAN I IMPORT MY FILING DATA FROM LAST YEAR?

Yes, but make sure the imported information is accurate.

### WHAT TYPES OF RETURNS CAN I FILE ON MYFREETAXES?

Federal, all 50 states, and the District of Columbia tax returns can be filed through MyFreeTaxes. A user can file one federal and up to three state returns in one year.

**More questions? Call the free MyFreeTaxes HelpLine at 1-855-698-9435. The helpline operates from 10 a.m. to 10 p.m. ET Monday through Friday and from noon to 9 p.m. ET on Saturdays, excluding Federal Holidays.**

### CAN I ITEMIZE DEDUCTIONS?

You can complete any form or schedule in MyFreeTaxes. As long as your household Adjusted Gross Income is below \$64,000, your return is free.

### WHEN WILL I GET MY TAX REFUND?

The IRS issues most refunds in less than 21 days after receiving your tax return, and you can track your refund status at <https://www.irs.gov/refunds>. If you are eligible for a state tax refund, check with your state's department of revenue for information how to track that refund.

### WHAT IF I HAVE A TAX QUESTION?

### IS THERE SOMEONE AVAILABLE TO HELP ME?

MyFreeTaxes is licensed as a self-preparation tool. If you need additional help or guidance, please call the free MyFreeTaxes HelpLine at 1-855-698-9435.

### HOW DO I GET STARTED?

1. Go to MyFreeTaxes.com.
2. On the left hand side click "FILE FOR FREE" next to the H&R Block logo.
3. Scroll down the page and click "FILE FOR FREE" for a second time under the "GOT IT" text.
4. You will be redirected to an H&R Block screen where you can either click "Sign In" or "Create Account."
5. If you have already created an account, sign in; if you have not created an account select "Create Account."
6. Fill out the necessary information to create your account and make sure you keep your username and password in a safe place.
7. Once you have created an account click "Sign In."