

Contacting TaxWise Support



Tips for getting the most efficient Customer Service:

Before contacting TaxWise:

- Know your EFIN and Client ID.
- 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 of the primary taxpayer, when checking the status of a return.

Email: customer.support@cchsfs.com

Phone: 1-800-411-6391

CHAT: Chat live with the TaxWise IRS Support Team. They cannot discuss specific taxpayer information, but can help with software related questions. Chat is available from 9:00 a.m. to 6:00 p.m. EST Monday—Saturday during tax season from the internet. Just click on “Chat with Support” on the left side of the TaxWise Support Home page or from your TWO Toolbar.

Blog: Taxwise Desktop users can access the Blog by clicking the **TaxWise Blog** tab in the software or by logging into the Customer Support Site.

TaxWise Online users can access the TaxWise Blog from the TaxWise Online toolbar by clicking on the **TW BLOG** button.

Customer Support Site: <https://support.taxwise.com>

TaxWise Knowledgebase: Accessible from the Customer Support Site or from the TaxWise Online Help Center. The TaxWise Desktop includes a browser tab for easy accessibility

Who Do I Contact?

1. Hardware Problem

- If IRS-loaned equipment, VITA/TCE sites should contact the Enterprise Service Desk (Help Desk) at 1-866-743-5748.
- If partner-owned equipment, contact partner IT function.

2. Software Problem

- If TaxWise software, contact TaxWise Volunteer Support at 1-800-411-6391.
- If operating system software on IRS-loaned equipment, VITA/TCE should contact the Enterprise Service Desk (Help Desk) at 1-866-743-5748.
- If operating system software on partner-owned equipment, contact partner IT function.

3. Rejects:

If unsure how to fix:

- Contact TaxWise Volunteer Support at 1-800-411-6391.
- Contact IRS *e-file* Help Desk for Federal rejects at 1-866-255-0654.
- Contact State *e-file* Help Desk for State rejects.
- If additional training needed, contact IRS SPEC Territory office.

Quick Reference Numbers

Internal Revenue Service

VITA/TCE Hotline (for volunteer use only): 1-800-829-8482 (800-TAX-VITA)

IRS *e-file* Help Desk: 1-866-255-0654

Enterprise Service Desk (Help Desk): 1-866-7HELP4U (1-866-743-5748)

IRS Tax-Help: 1-800-829-1040

Where's My Refund Website: www.irs.gov

IRS Forms and Publications: 1-800-829-3676

IRS Taxpayer Advocate: 1-877-777-4778

IRS Tax-Help for Deaf (TDD): 1-800-829-4059

Social Security Administration: 1-800-772-1213