

FREQUENTLY ASKED QUESTIONS

What is MyFreeTaxes?

United Way partners with H&R Block to provide its Premium online tax filing software to help people easily and accurately file their federal and state taxes through MyFreeTaxes. You can easily access MyFreeTaxes.com from your computer or the palm of your hand, and can file federal and up to three state returns for free.

Who qualifies for the free tax service?

If your household made \$66,000 or less in 2017, you can file your federal and state tax returns for no charge.

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.
- **2016 Adjusted Gross Income, in order to transmit your return.**

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.

Can I itemize deductions?

You can complete any form or schedule in MyFreeTaxes. As long as your household Adjusted Gross Income is below \$66,000, 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 on how to track that refund.

What if I have a tax question?

Is there someone available to help me?

We offer you free customer support, in English and Spanish, from IRS-certified specialists. You can call us or use the chat box to get assistance from a real person in real time. 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 "Get Started."
3. On the page you'll be directed to, read the text at the top of the page, then click "Got it. Let's Go."
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."

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United Way
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More questions? Call the 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.