



Tax Site Greeter FAQ 2021 Tax Season

1. What do I need to do my taxes?
 - Photo ID for the primary and secondary taxpayer, SSN/ITIN original or copy for everyone on the return, and all 2020 tax documents.
2. Where do I sign in?
 - You must have an appointment this year. If you do have an appointment, please provide us with your name and we will check you in. If you do not have an appointment, we can make one for you.
3. How long will tax prep take?
 - For clients with intake appointments: we have allotted ourselves an hour to complete the intake interview process. You will then leave and your tax return will be prepared virtually at a later time. We will call you when your tax return is completed, and you can receive it electronically or come back in to pick it up.
 - For clients with pick-up appointments: we've allotted 15 minutes to complete your appointment.
4. Can I have my tax return prepared through the Drop Off program?
 - For this tax season, every return is being done through the Drop Off program; that is, that you come in just for the intake interview and for us to scan your documents. Your return is then prepared virtually at a later time. If you can't wait today or don't have an appointment, you can go to www.getyourrefund.org/fc to upload your documents to us virtually.
5. Can I get a copy of my tax return from a previous year?
 - Yes, we can print them for you. We need you to show us your photo ID and write down your social security number.
 - We only print a copy of returns that are marked complete in our system. These can be returns that were e-filed or completed to be mailed as paper returns.
6. How can I make an appointment for taxes?



- We are only offering in-person appointments this year at Prosper Center South, Prosper Center North, and Round Rock Public Library. (You can schedule an appointment by calling 2-1-1 or by visiting prospertaxhelp.org.) Alternatively, you can go to www.getyourrefund.org/fc to upload your documents to us virtually.
- We also have appointments available at Prosper Center South for our Deaf or Hard of Hearing clients who would like an ASL interpreter.

7. What do I do if I need my tax return prepared by the Special Tax Services program?

- If we can confirm the reason the return is out of scope, we can provide you with the direct link to upload your documents to the STS team. (We can alternatively conduct an in-person intake interview and send the scanned documents to the STS team.)
- If we cannot confirm the reason the return is out of scope, you will need to start with our regular tax program (virtually or in person) until we are able to determine whether your return needs to be prepared by the STS team. It is a very tiny team and we have to limit the tax returns they prepare to ones that are strictly out of scope for our general program.

8. How can I get my W-2?

- Your employer should have mailed your W-2 to you or made it available online. (You can reach out to your employer to get another copy of your W-2.) If you are unsuccessful in getting your W-2 from your employer, you should contact the IRS to request your W-2. You can also request a transcript online (<https://www.irs.gov/individuals/get-transcript>).

9. How can I set up a payment plan for IRS?

- You can call IRS or one of our amazing tax volunteers can help with that request. You will need to wait in line for a tax preparer to become available to meet with you.

10. How do I make an appointment for another program (Financial Wellness, College Hub, Health Coverage)?

- When Client Support Specialist/Program Staff are there: They can help schedule an appointment.
- When Client Support Specialist/Program Staff are not there: Hand them a program flyer that has the phone number and email address for the program.