

# TAXSLAYER LOG-IN FAQ

## **What is the URL to log in?**

<https://vita.taxslayerpro.com/ProAvalon/CoreLink/Index?ReturnUrl=%2fproavalon>.

## **What is my TaxSlayer username?**

Your volunteer ID (found in your badge) plus the site code. For example, if your user ID is **1234JE**, your username would be the following depending on which Tax Center site you are volunteering at:

SITE	SUFFIX	EXAMPLE USERNAME
NORTH	NO	1234JENO
SOUTH	SO	1234JESO
DROP-OFF	DO	1234JEDO
ROUND ROCK PUBLIC LIBRARY	RR	1234JERR
SOUTHWEST HEALTH & WELLNESS	SE	1234JESE
WELLS BRANCH RECREATION CENTER	WB	1234JEWB
CEPEDA BRANCH LIBRARY	CE	1234JECE
ACC HIGHLAND ACCELERATOR	HI	1234JEHI
OPERATION LIBERTY HILL	LH	1234JELH
ST JOHN VIANNEY CATHOLIC CHURCH	SJ	1234JESJ
HUTTO PUBLIC LIBRARY	HU	1234JEHU
TAYLOR PUBLIC LIBRARY	TA	1234JETA

## **I have never logged into TaxSlayer before, what is my first time password?**

Taxes123\*

## **I will be volunteering at different Tax Program sites. Can I use the same password for all the different sites?**

Yes!

### **What if I am a returning user and can't remember my password?**

Use the ***Forgot password*** function in the log in page.

You will either be prompted to:

- Enter the verification code sent to your email or phone number; or
- Answer the “What is your favorite sports team?” security question. The answer is **Longhorns.**

Once you have changed your password, log in again.

### **This is my first time logging in to a site and Taxes123\* isn't working!!!**

Use the ***Forgot password*** function in the log in page.

You will either be prompted to:

- Enter the verification code sent to your email or phone number; or
- Answer the “What is your favorite sports team?” security question. The answer is **Longhorns.**

Once you have changed your password, log in again.

### **I logged in. Hooray! But I wasn't prompted to reset my password?**

Simply use the ***Forgot password*** function. The answer to the security question is **Longhorns.**

### **Do I have to change the password from Taxes123\*?**

YES! Otherwise anyone can access your account.

### **I was never asked to enter my phone number for Multi Factor Authentication purposes (aka, I want my verification code to be sent to my phone, not email).**

Your cell phone number can be added to your account. Let your Site Manager know. They will know how to help you.

### **The email/phone number used for Account Verification purposes is incorrect**

If the email/phone number used for Account Verification purposes is incorrect, let your Site Manager know. Also refer to your Site Manager if you would like to **change** the email/phone number linked to your TaxSlayer account to a different one.