

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 CENTER | SE | 1234JESE |
| WELLS BRANCH RECREATION CENTER | WB | 1234JEWB |
| ACC HIGHLAND ACCELERATOR | HI | 1234JEHI |
| OPERATION LIBERTY HILL | LH | 1234JELH |
| HUTTO PUBLIC LIBRARY | HU | 1234JEHU |
| TAYLOR PUBLIC LIBRARY | TA | 1234JETA |
| We can no longer access data from these former tax sites: CEPEDA BRANCH LIBRARY (formerly LIFEWORKS) ST JOHN VIANNEY CATHOLIC CHURCH | CE SJ | 1234JECE 1234JESJ |

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.