

# 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 SOUTH	DO	1234JEDO
DROP-OFF NORTH	DO	1234JEDO
ROUND ROCK SERVING CENTER	RR	1234JERR
SOUTHWEST HEALTH & WELLNESS	SE	1234JESE
WELLS BRANCH RECREATION CENTER	WB	1234JEWB
CEPEDA BRANCH LIBRARY	CE	1234JECE

## 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.