Virtual TAP Tax Preparer Checklist

Important Reminder:
DO NOT DOWNLOAD ANY OF THE CLIENT DOCUMENTS, OR MOVE THEM TO YOUR HOME COMPUTER.

☐ **STEP 1.** Open up Google Chrome, and make sure you have two tabs open.
- First tab: Zoho Assist (https://assist.zoho.com/app/home). Log into your Zoho Assist account, and start an Unattended Access Session in the **TP/QR Prep** Group on your assigned computer by clicking the white button "**Connect**"
- Second tab: Freshdesk (https://ladderuptap.freshdesk.com/). Log into Freshdesk and pull up the view for all tickets "**Ready for Tax Prep**"

☐ **STEP 2.** Once your Zoho Assist tab is logged into the computer, look for and open your client's file in the Tap Mobile Hard Drive under the folder labeled "**Virtual TAP Client Documents**":
- One PDF with the client's name and "**FName_Intake Packet**" with contains the client's modified 13614-C, Laddder Up Client Agreement, and Virtual VITA Consent Form.
- Client Case Review notes in a text document ("**Client Name_Notes**"), which is also where you can also add any additional notes or questions for the QR call at the bottom of the document.
- Double check that you can open all of the client's tax and identification documents inside of their client file. **If you have any issues, contact the VE Team at volunteer@goladderup.org or 312-409-1555, ext. 6**

Hint: To quickly move between the client's tax return that is open in ProSeries and the client's documents, use the tool bar on the bottom of the Zoho screen; click the ProSeries icon to see the return, click the folder icon to see all client documents. Click on the Word, PDF, or JPEG icons to view individual documents. Clicking on the same icon twice will toggle you back and forth between the current window and the last one you viewed.

☐ **STEP 3.** Open up ProSeries for the Tax Year the client wishes to prepare.
- Start a new client file by going to the top left-hand corner and clicking *File > New Client*.
- If the client had their return prepared by Ladder Up at a ProSeries site last year, it will be indicated in the client notes, and you can **transfer** their file forward. (See *Mini Manual: Transferring Client Files*)
- Turn CAPS LOCK on.

☐ **STEP 4.** Complete the Federal Information Worksheet using Form 13614-C (IRS Intake Sheet).
- Part I – Personal Information (enter names exactly as they appear on Social Security cards or ITIN letters)
- Part II – Filing Status (See *Mini Manual: Filing Status*).
- Part III – Dependents (See *Mini Manual: Summary of Dependency Requirements* chart). *Note: Remember that qualifying relatives for the EITC do NOT have a support test.
- Part IV – Earned Income Tax Credit (EITC) Information – complete the yes/no questions and check any that apply.
- **Part V – SKIP** (Change the Firm/Preparer Info code to **28** if transferred)
- Part VI – 2019 and 2018 tax returns will all be E-filed if possible. Amendments for any year cannot be e-filed.
  - Identity Protection PIN: If taxpayer or spouse has received an Identity Protection PIN, enter their current tax year PIN here
  - Date PIN Entered: If client is e-filing, you will then be prompted to enter today's date
- **Part VII – SKIP ALL**
- Part VIII – Direct Deposit (if applicable, otherwise leave blank).
  - If a client wants to split their refund into multiple accounts or purchase US Savings Bonds, quick zoom to Form 8888 from this section.
- Part IX – **SKIP ALL** (Ladder Up does not offer Electronic Funds Withdrawal Options to clients)
- Part X – Additional Federal Return Information. Fill in appropriate boxes based on the client's IRS Form 13614-C
  - Skip down and start with "Education Expenses" (check if client or spouse has qualified education expenses)
  - End after filling in response Yes/No for "Credit for Elderly or Disabled")

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- Part XI & XII – **SKIP ALL** (All Virtual VITA clients are full-year IL residents and have already been screened)

☐ **STEP 5.** Save the client's file in the designated site folder on the **Z:\TAP Mobile** drive, **inside the TAP Mobile Folder** and **outside of any of the other individual folders**, by going to the top left-hand corner and clicking *File > Save Client*.

- The ProSeries File Name will default to the first four letters of the taxpayer's last name and the last four digits of their Social Security number/ITIN.
- Make sure you frequently save as you continue to work on the file, so that you do not lose any work if the host computer or your computer unexpectedly crashes, or you are logged out of the remote session.

☐ **STEP 6.** Enter all tax documents provided by the taxpayer from their client file. Double check IRS Form 13614-C to make sure all types of income are accounted for.

- Note that these computers **are online**, so you can use the ***Where Do I Enter*** function within ProSeries!
- Generally, all boxes on tax documents that contain numbers must be entered into ProSeries.

☐ **STEP 7.** Enter any relevant deductions and credits.
Note: ProSeries automatically calculates most credits and deductions. However, you will have to indicate a taxpayer's eligibility for certain credits and deductions.

- For a list of credits and deductions that are in scope and how to enter them, refer to the *ProSeries Tax Manual*
- ProSeries will always take the most advantageous (standard vs itemized) deduction for the taxpayer

☐ **STEP 8.** Address all red errors that have populated on the Federal return.

- ***Note*****: Make sure to select "Taxpayer did not provide ID"** on the Identity Verification Worksheet for taxpayer and spouse. We check this information during other parts of the process. Please do NOT enter this information into the client's return.
- Refer to the *Mini Manual: Form 8867* for help filling out the Paid Preparer's Due Diligence Checklist.

☐ **STEP 9.** Switch over from the Federal to State (Illinois) return by clicking the "ST" button on the top toolbar of ProSeries. Correct any errors that appear.

- IL Property Tax Credit - You will have to enter the Property Identification Number (PIN) of the client's house on Schedule ICR. The PIN is found on the property tax bill or by visiting the County Assessor's website and entering the client's address.
- IL Use Tax – Refer to the Supplemental Intake Form or ask the client if they bought anything for use in Illinois on which they did not pay Illinois sales tax. Enter the total amount of untaxed purchases.
- K-12 Education Expense Credit – Enter qualified expenses on Schedule ICR.

☐ **STEP 10.** Save the client's file a final time, by going to *File > Save Client* one last time. Check to see that it is saved in the designated site folder on the **Z:** drive, **inside the Tax Mobile site folde**r and **outside of any other folders.**

☐ **STEP 11.** Return to your Freshdesk tab, and "**Add Note**" that includes the "**TP Name,**" "**TP Computer #,**" and "**ProSeries File Name**"

☐ **STEP 12.** Close out of the client's file in ProSeries by going to the top left-hand corner and clicking *File > Close Client*. The file you just completed preparing cannot be Quality Reviewed if it is still open on your computer.

☐ **STEP 13. EXECUTE SCENARIO** "**Ready for QR Hub**" in the client's Freshdesk ticket, to indicate that this tax return is now ready for Quality Review.

STUCK? *Detailed step-by-step instructions for ALL of these steps and forms are available online!*
Open up a new tab in Chrome and go to: https://www.goladderup.org/get-involved/tap-volunteering/volunteer-resources/

Contact the VE Team during your session at any time by e-mailing volunteer@goladderup.org
or by calling 312-409-1555, ext. 6