Tax & Accounting

TaxWise® Online User Guide for Tax Year 2024

Wolters Kluwer

T A X W I S E   O N L I N E

User Guide

November 2024

This User Guide contains information similar to that in the Program Help provided with TaxWise Online. Because this User Guide is published only once at the beginning of the tax season, you should consider using Program Help as your primary resource during tax season. Program Help contains the most up-to-date information on the product.

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Chapter 1

TaxWise Online 2024

TaxWise Online brings the power and ease-of-use of TaxWise Desktop to the user's web browser. The flexibility and convenience of working with tax returns anywhere, anytime makes TaxWise Online the best option for tax professionals and tax preparers who need a powerful tax preparation program combined with the mobility of a web-based product. TaxWise Online utilizes broadband internet to access our secured servers for online return preparation and submission.

System requirements

Browsers Supported:

- Google Chrome®
- Microsoft Edge ™
- Apple Safari®

For the best experience, we recommend using the latest versions of the browsers.

Advantages of TaxWise Online

Reduced tax preparation burden:

- No installation on individual computers - program maintained on Wolters Kluwer servers
- No updating required - program updated by Wolters Kluwer
- No need to backup and restore returns to a central computer for transmission - data already resides at Wolters Kluwer

Improved security:

- No data stored on individual computers - the Wolters Kluwer secured facility stores all data
- Intrusion detection - Wolters Kluwer uses software to reduce threat of hackers

Greater mobility:

- With proper log in credentials, TaxWise Online can be accessed from any device with a broadband internet connection
- Troubleshoot problems remotely
- Immediate availability - nothing to install or download

Tier Pricing

TaxWise Online now allows customers to purchase various tiers for the number of returns you complete.

Tier	Description
100 returns	Pay for preparing 100 Individual (1040) returns. Any returns after the initial 100 will get billed individually at $35 each.
400 returns	Pay for preparing 400 returns, a combination of Individual and Business. Any returns after the initial 400 will get billed individually at $35 per 1040 return and $55 for a business return.
Unlimited returns	Prepare an unlimited number of returns.

Differences between TaxWise Desktop and TaxWise Online

The following table displays the main differences between TaxWise Online and TaxWise Desktop:

TaxWise Online	TaxWise Desktop
Inserts a row on a multi-line statement or worksheet: **Ctrl+I** Removes a row on a multi-line statement or worksheet: **Ctrl+R**	Insert Row: **Alt+Insert** Delete Row: **Alt+Delete**
Prior Year Carry Forward: No preliminary steps. Prompted to carry forward data when starting a new return.	Prior Year Carry Forward: Must carry forward data prior to creating returns.
Printing: Pre-defined form sets, plus the ability to customize federal and/or state print sets.	Printing: Ability to customize print packets
Internet: High-Speed required	Internet: High Speed Recommended
Return Storage: All return are stored on Wolters Kluwer servers.	Return Storage: Local
Updates: Federal, state and module updates apply automatically	Updates: Federal, state and module updates must be downloaded and manually applied to all computers
Client Letter: Unlimited client letters with client letter editor	Client Letter: Wide variety of client letters
Training: Year-round via twonline-training.taxwise.com	Training: Year-round training via the Training user name

The following keyboard shortcuts function the same for TaxWise Desktop and TaxWise Online:

- **F1** - Opens program help
- **F3** - Toggle Estimated for the selected field
- **F8** - Override the selected field
- **F9** - Link to a form

Chapter 2

Access TaxWise Online 2024

To access TaxWise Online 2024, type https://twonline-24.taxwise.com in the address bar of your internet browser and press **Enter**.

TaxWise Online 2024 will be activated approximately November 29, 2024. Prior to the release date, the application will be the 2023 version. You must disable all pop-up blockers to use TaxWise Online.

Create a bookmark in Google Chrome

To create a bookmark in Chrome, use the following steps:

1. Open Google Chrome.
2. Type https://twonline-24.taxwise.com in the address bar of the internet browser and press **Enter**.
3. Click the star button ☆ in the address bar.
4. Enter the name you want the bookmark to display for TaxWise Online.
5. Select the folder where the bookmark should be and click **Done**.

Prior Year URLs

Tax Year	URL
2023	https://twonline-23.taxwise.com/
2022	https://twonline-22.taxwise.com/
2021	https://twonline-21.taxwise.com/

Chapter 3

TaxWise Online training resources

The training site allows users to go through the entire process of creating returns, running diagnostics and more. It is important to use the training site for practice returns so that you do not use the returns you have purchased for the year.

TaxWise Online training site

The TaxWise Online Training Site allows you to create training tax returns which enables you to experience tax preparation before tax season begins. You must log in to the TaxWise Online training website: https://twonline-training.taxwise.com using the same login you use for your TaxWise Online site.

Items available in the Training Site:

- The ability to create and edit tax returns.
- The **Print Return(s)** button is available in the Training Site giving you the ability to step through printing a return. However, when you click **Get Document**, a new browser window will open but no return will be displayed for the Training Site.
- The ability to move returns, delete returns, restore returns, export returns (**Admin** only), and export the return list.
- The ability to print reports.
- The **Admin** or any user with the **Administrator** role has access to **General Settings**. The Training Site and TaxWise Online use the same settings. Any changes to the settings will affect both sites.
- The **Admin** or any user with the **Administrator** role has access to **Return Templates.** Return Templates can be created in the Training Site or you can create them in your TaxWise Online site and then publish them to Training.
- The **Admin** or any user with the **Administrator** role has access to **Manage Users**. Any users created in the Training Site will have access to TaxWise Online.
- The **Admin** or any user with the **Administrator** role has access to **Client Letter Templates**. The Client Letter templates that you create in the Training Site will not be available within TaxWise Online.
- The **Admin** or any user with the **Administrator** role has access to **Security**. This allows you to enter your credentials for CCH iFirm.

  We would recommend not using the integration between TaxWise Online and CCH iFirm in the Training Site because you would be sending training data to CCH iFirm.

- The **Admin** or any user with the **Administrator** role has access to **Send Settings**. If you create custom fields, return stages, return templates and print sets in the Training Site of the Main Office, you have the ability to send those settings to the Training Site of your sub-offices.
- The **Admin** has access to **Partner Verification**.

Items not available in the Training Site:

- e-Filing (including the ability to create an e-File);
- Check Return Status; and
- Print Checks

You must have an EFIN entered on Form 8879 in order to see any errors after running Diagnostics. If you do not have an IRS issued EFIN, you can enter any six digit number in this field for the Training Site.

Accessing the Training Site

1. Type https://twonline-training.taxwise.com in the address bar of the internet browser and press **Enter**.
2. Enter the Client ID, Username, and Password that you use to log into your TaxWise Online site and log in as normal.

   In the top right corner, it will say "Training" so you know what site you are in.

Chapter 4

Log in

In order to begin working in TaxWise Online, you must first log in to the site. The Admin user's initial password will be your **Registration Code** if you are a first time TaxWise Online user. Upon logging in for the first time, you will be prompted to change your password immediately. If you already have a password for Admin, you will use it.

2-Step Verification

2-Step Verification is used for TaxWise Online, the TaxWise Support Site, COM, CCH iFirm, and other Small Firms Solutions.

The 2-Step Verification Process

As we strive to build long-lasting and sustainable partnerships, we continue to assess and leverage technology that aims to help you provide more security to your customers.

In light of this, a rigorous log in process is used called two-step verification. With this log in process, your account has an extra layer of security that makes it more difficult for cybercriminals to access your tax practitioner data.

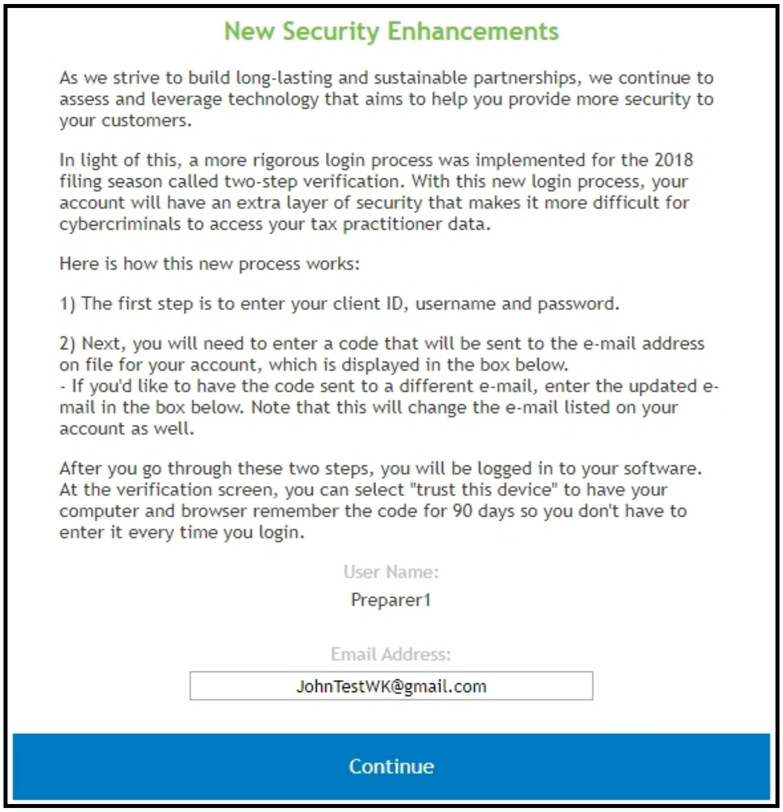
Using 2-Step Verification

To log in using 2-step verification, use the following steps:

1. Enter your Client ID, the User Name, and the password.
   - New admin user - enter your registration code for the password.

     New Admin users will be prompted to change the password following the guidelines shown on-screen. Once you change the password, you should enter your email address and accept the license agreement. You will then be logged in. Follow the steps below for subsequent log ins.

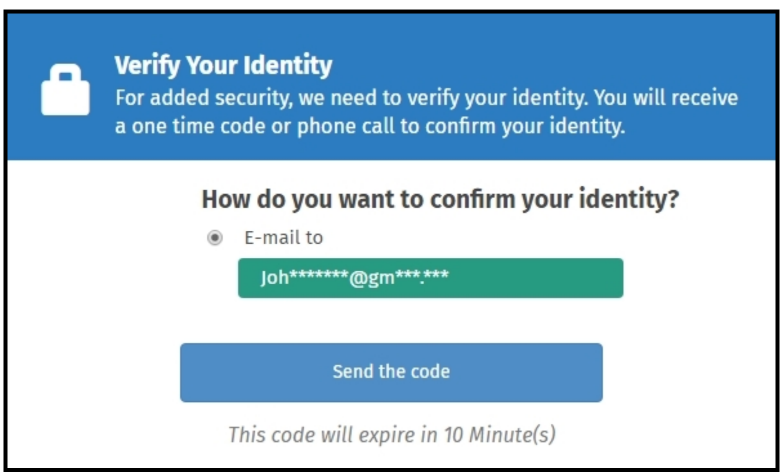
   - New non-admin user - enter the temporary password sent to the email address provided by your Admin when your user was created.
2. The following screen is displayed:
   - New Admin users see this screen on the second log in.
   - New non-Admin users logging in for the first time.
   - When an existing user's (Admin and non-Admin users) email address has been changed.
   - All others skip to step 4.



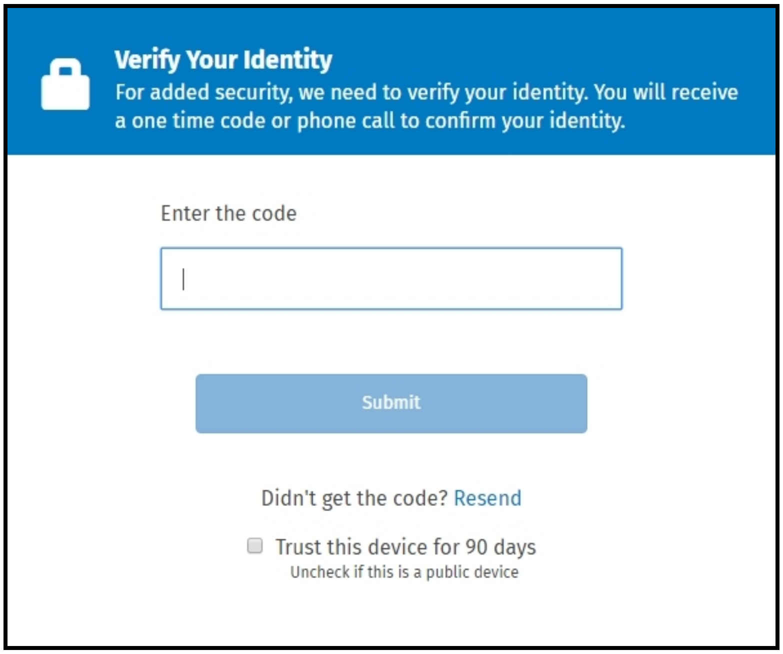
The email address displayed is the one provided by your Admin when your user was created.

3. Verify that the email address shown in the box is the correct email address. Click **Continue**.

   Request a code to be sent to the previously entered email address.



4. Click the **Send the code** button.
5. The code will be sent to your email address and will be valid for 10 minutes.
6. Enter the code in the box shown below:



7. Optional: Select the **Trust this device** check box if you wish. The Trust this device feature is suitable if you often use the same device and/or browser to access the website. It enables the system to remember (for 90 days) the particular device and/or browser you are using, so you do not have to go through the verification process every time you log in to the website. The next time you log in using that device and/or browser, you will bypass the 2-Step Verification page and therefore, not have to enter a code. For security reasons, this feature works for 90 days for each device and/or browser you add. When the 90 days are up, you will need to go through the verification process once again.
8. Click the **Submit** button.
9. If you entered a temporary password, once you enter a valid code, you will be prompted to change your password following the guidelines shown on-screen.

Log in as the Admin user

Each user must have a unique user name and password and can only be utilized on one device at a time. If the same user name and password are logged in at the same time, one user will automatically be logged out of the application.

Refer to the Log in using 2-Step Verification topic.

If you used TaxWise Online in a prior year, you would login using the password used in that prior year. If you do not remember the password, use the **Forget user name or password** link located on the Client Login page.

The **Admin** must log in and accept the license agreement before any other users will be able to login to TaxWise Online.

To log in to TaxWise Online 2024 for the first time as the Admin user, use the following steps:

1. Do one of the following:
   - Type https://twonline-24.taxwise.com in the address bar of the internet browser and press Enter.
   - Double-click the TaxWise Online icon on the desktop.
   - Double-click the internet browser icon, click the **Favorites/Bookmark** button and select TaxWise Online.
2. Enter the **Client ID**.
3. Enter **Admin** in the User Name box.
4. Enter the **Registration Code** or established password in the **Password** box.

   Your Client ID and Registration Code can be obtained from your Site Administrator/Office Manager.

5. Select the **I'm not a robot** check box, and then select all the squares that apply.
6. Click **Verify**.
7. Click **Login**.

Immediately upon your first login, TaxWise Online prompts you to change your password.

8. Enter a new password in the **New Password** box.
9. Re-enter a new password in the **Confirm Password** box.
10. Click **Change Password**.
11. Click **Continue**.
12. Enter your email address and click OK.
13. Read the license agreement and select the **I Agree** check box indicating that you accept the terms of the license agreement.
14. Click **OK**.

Log in as a created user

Each user must have a unique user name and password and can only be utilized on one device at a time. If the same user name and password are logged in at the same time, one user will automatically be logged out of the application.

Refer to the Log in using 2-Step Verification topic.

The **Admin** user must log in and accept the license agreement prior to other users logging into TaxWise Online.

To log in to TaxWise Online 2024, use the following steps:

1. Do one of the following:
   - Type https://twonline-24.taxwise.com in the address bar of the internet browser and press **Enter**.
   - Double-click the TaxWise Online icon on the desktop.
   - Double-click the internet browser icon, click the **Favorites/Bookmark** button and select TaxWise Online.
2. Enter the **Client ID**.
3. Enter the **User Name**.
4. Enter the temporary password sent to the email address provided by your Admin when your user was created in the **Password** box.
5. Select the **I'm not a robot** check box, and then select all the squares that apply.
6. Click **Verify**.
7. Click **Login**.
8. Enter the new password in the **New Password** box.
9. Re-enter the new password in the **Confirm New Password** box.
10. Click **Change Password**.
11. Click **Continue**.

Reset a locked account

When a user fails to provide the correct password in five consecutive attempts, TaxWise Online locks the account. Once the account is locked, you need to reset the password so you are able to log in.

If **non-Admin** users are unable to reset the password, they should contact the **Admin** or a user with the PasswordMaintenance role. After the password has been reset the user will receive an email containing a temporary password. The user will be prompted to change the password following the guidelines shown on-screen.

To reset the **Admin** password, they should click the **Forgot username or password?** link and complete the required information. After the **Admin** password is reset the user will receive an email containing a temporary password. The user will be prompted to change the password following the guidelines shown on-screen.

To unlock the account, use the following steps:

1. Click the **Forgot username or password?** link.
2. Enter the **Client ID** and **User Name** of the locked account.
3. Click **Next**.
4. You will be sent an email containing a temporary password to the email address associated with your user name. You will be prompted to change the password following the guidelines shown on-screen.

Chapter 5

Administrator functions

The **Admin** user name gives the administrator/office manager complete control over TaxWise Online. The following functions are available to any user who is assigned the **Administrator** role:

- Create user names and assign user roles
- Enable override function for user roles
- Import returns from TaxWise Desktop
- Create return templates (Tax Form Defaults) for all user names.
- Lock fields and entries in Return Templates
- Open, edit, print, and if applicable, create and submit e-Files for returns under any user name
- Delete or move tax returns under any user name
- Assign or restrict user privileges
- Set general settings
- Create federal and state print sets
- Send settings to designated offices
- Force preparer(s) to use interview before tax forms
- Clear sent e-File status
- Carryforward return templates

Login As

Login As allows the **Admin** and any user assigned the **Support** role to access their sub-offices without having to log out of the Main Office's site of TaxWise Online.

1. Log in as the **Admin** or any user assigned the **Support** role.
2. Click your name on the top right of the screen and select **Login As**.
3. Locate the office you want to log in as and click **Login**.

   When logged in as a sub-office you will see a ribbon located at the top of TaxWise Online, detailing the office you are logged in as.

4. Click **Back to Main Office**, to return to TaxWise Online for the Main Office.

Multi-office quick view

If you manage multiple offices, you will see dashboard widgets that provide a quick view of the e-Filing status, Bank application status, and Received Fee deposits for all your sub-offices.

Import returns from TaxWise Desktop (Alternative Preparation Solution)

TaxWise Online allows you to import returns that were created and uploaded by TaxWise Desktop to a user name under your client ID.

TaxWise Desktop must be registered with the same EFIN.

To import returns, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click **Tax Returns**.
3. In the **View More Actions** list, click **Import Returns**.
4. From the **Assign to user** list, select the user where you want the return(s) imported.
5. Select the check box(es) beside the return(s) to be imported.
   - For instances where the check box is disabled and the text is in red, hovering over the check box will display a tool tip telling you a return already exist in TaxWise Online for that TIN. See Resolve Import Duplicates for more information.
7. Click **Import**.
8. Click **OK** to confirm the import.
9. Click **Close** on the dialog displaying the status of the import.

Resolve Import Duplicates

If a return already exist in TaxWise Online, you will not be able to import a return with the same SSN from TaxWise Desktop using the above steps. You will need to resolve the import duplicates.

To resolve import duplicates, use the following steps:

1. In the **View More Actions** list, click **Resolve Import Duplicates**.
2. Click one of the following options:
   - **Existing**: This allows you to keeps the existing return in TaxWise Online, but deletes the attempted import from TaxWise Desktop.
   - **Imported**: This deletes the existing return in TaxWise Online and imports the return from TaxWise Desktop.
3. Click **OK** on the confirmation.

Import TaxWise Desktop Data

TaxWise Online allows you to import data from TaxWise Desktop. This data includes Preparer Logins, Preparer Details, Print Packets (Print Sets), Tax Form Defaults (Return Templates), and Employer ID Numbers used to populate W2s and 1099s.

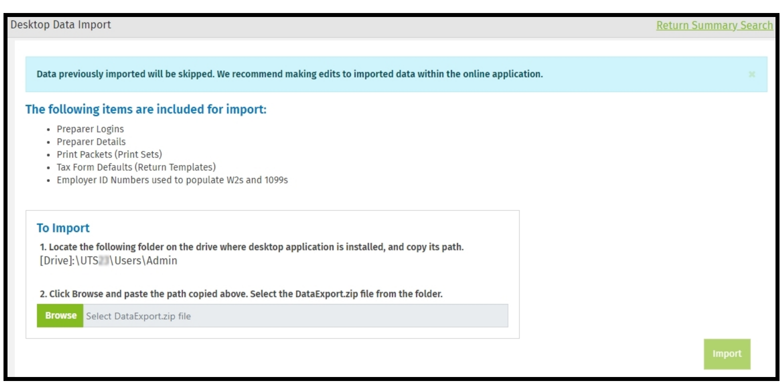
TaxWise Desktop must be registered with the same EFIN.

You must first log in to TaxWise Desktop as the Admin user and create the file by clicking the **Tools** menu, then **Create TaxWise Online Migration File**.

To import returns, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click Administrator on the top right of the screen and select **Import Desktop Data**.

   The **Desktop Data Import Screen** is displayed.



3. To import the file, click the **Browse** button and navigate to **[Drive]:\UTS24\Users\Admin**.
4. Select the **DataExport.zip** file from the folder.
5. Click **Import**.
6. The **Summary of Data Import** displays the number of items imported.

Import returns from competitor conversions

New users can download a conversion utility from the Solution Center to convert your previous year returns to use in TaxWise Online. Once the returns are converted and uploaded to the Solution Center, you will need to import the returns into TaxWise Online.

To import returns, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click **Tax Returns**.
3. In the **View More Actions** list, click **Import Returns**.
4. From the **Assign to user** list, select the user where you want the return(s) imported.
5. Select the check box(es) beside the return(s) to be imported.
   - For instances where the check box is disabled and the text is in red, hovering over the check box will display a tool tip with an explanation of why the return will not import. The tool tips you could see are:
     - **Return Exists** - See **Resolve Import Duplicates** for more information.
     - **Conversion Failed** - For returns where the conversion failed, try converting the returns again and uploading the new returns. If the returns fail to import correctly, contact Customer Support.
6. Click **Import**.
7. Click **OK** to confirm the import.
8. Click **Close** on the dialog displaying the status of the import.

Remove Failed Conversions

Any returns that failed to convert can be removed from the **Import Returns** dialog, by clicking the **Remove Failed Conversions** button.

We suggest writing down the TINs of the returns that didn't convert so you can try to convert and import those returns again. If the import is unsuccessful the second time, contact Customer Support.

Resolve Import Duplicates

If a return already exist in TaxWise Online, you will not be able to import a return with the same SSN from a competitor conversion using the above steps. You will need to resolve the import duplicates.

To resolve import duplicates, use the following steps:

1. In the **View More Actions** list, click **Resolve Import Duplicates**.
2. Click one of the following options:
   - **Existing**: This allows you to keeps the existing return in TaxWise Online, but deletes the attempted import from a competitor conversion.
   - **Imported**: This deletes the existing return in TaxWise Online and imports the return from the competitor conversion.
3. Click **OK** on the confirmation.

General Settings

In the **General Settings**, each user can set up their **User Settings**, which includes their tax preparer and ERO information. The **Admin** or a user with the **Administrator** role will have additional settings they can use to create and edit settings for all users.

User Settings

The **User Settings** function in TaxWise Online allows you to enter Preparer and ERO information including their PTIN that will carry over to all returns. The settings are saved under the user name and are placed into effect on new subsequent returns.

To access your user settings, use the following steps:

1. Click your name on the top right of the screen and select **Settings**.
2. Click **General Settings**.
3. Click **Tax Preparer** or **ERO** in the **User Settings**.

The following table describes each settings function available under the **User Settings** dialog:

Settings	Description
Tax Preparer	Allows you to input information about the tax preparer. You do not need to use this setting if you have the information set in return templates. This feature is for offices using multiple paid preparers.
ERO	Allows you to input information about the Electronic Return Originator. You do not need to use this setting if you have the information set in return templates.

You have the option to override default **Return Template** values with information entered in the **User Settings**.

Administrator Settings

The **Administrator Settings** allow the **Admin** user to create and subsequently edit settings for all users.

You must be logged in as the **Admin** or a user with the **Administrator** role to have access to the Administrator Settings.

To access Administrator Settings:

1. Click your name on the top right of the screen and select **Settings**.
2. Click **General Settings**.

The following table describes each setting's function available under **Administrator Settings**:

Settings	Description
Custom Fields	Allows you to create custom questions associated with the **Preparer Use Form**.
Return Stages	Allows you to create progress levels (stages) that can be assigned to returns.
Print Sets	Allows you to create custom Federal and state print sets or select 'sets' of forms to be printed.
Advanced	Allows you the option to enable the override feature for roles and the option to carry forward the preparer use form.
Carry Forward Templates	Allows you the option to carry forward your return templates from last year.
Salutations	Allows you to create and edit salutations available in the salutation fields of the **Main Information Sheet**.

Create custom fields and pick lists for preparer's use

The **Admin** or a user with the **Administrator** role can create up to 25 questions for use in your office. These questions will be displayed in the **Custom Questions** of the interview or on the **Preparer Use Form (Prep Use)** form inside a tax return.

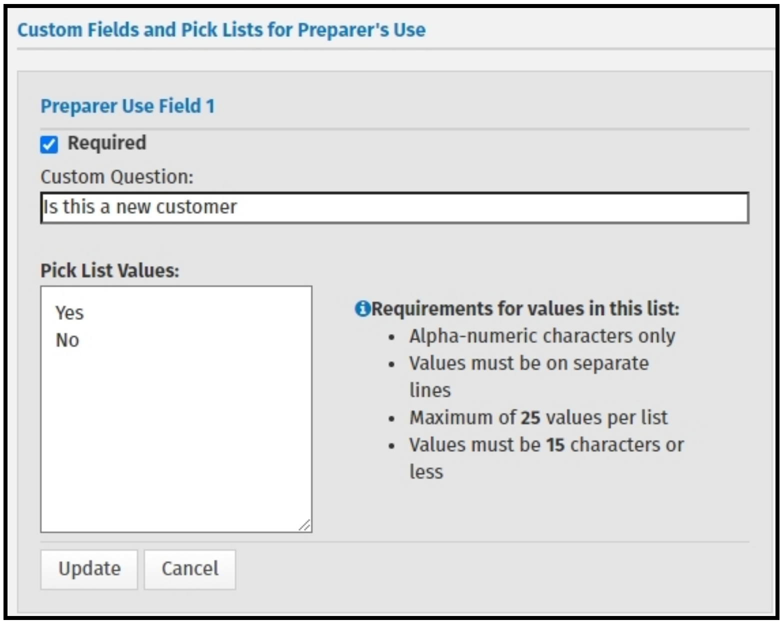
To add or edit preparer use questions, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **General Settings**.
4. Click **Custom Fields** in the **Administrator Settings**.

If the **Check here if using the Preparer Use Form** is selected, the form will be included in every new return.

5. Click the **Edit** button on the row you want to add or edit.
6. You can customize each field as follows:
   - Make a field required by selecting the **Required** check box.
   - Assign a custom question for each field under **Custom Question**.
   - Assign a standard set of values for each field in the **Pick List Values**.

Below is an example of a custom question you might enter:



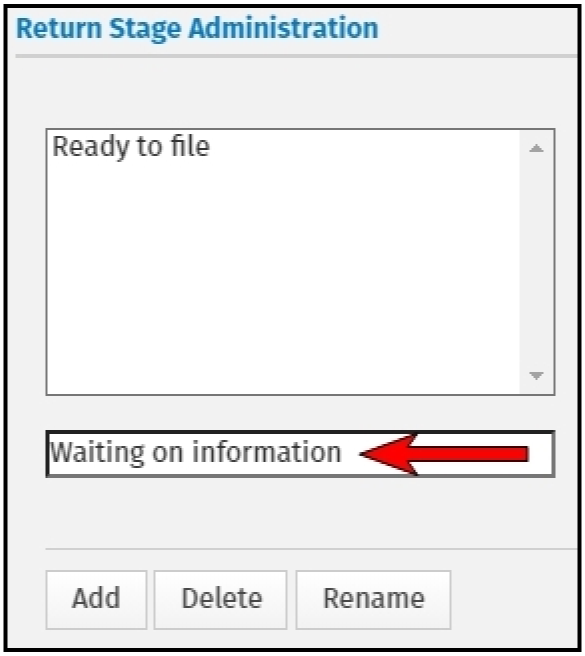
7. Click **Update**.
8. The **Preparer Use Field 1** is now complete. You can add or edit other **Preparer Use** fields by repeating the steps above.
9. Click **Update** to return to the **Admin settings**, or if you are finished, click **Save and Close** to close the **General Settings**.

Create return stages

The **Admin** or a user with the **Administrator** role can create return stages to assign to tax returns in the return list. This list enables your preparers to assign a stage to a return, such as Missing W-2, Missing Spouse Signature, Paid in Full, or whatever meets your business needs.

To create return stages, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **General Settings**.
4. Click **Return Stages** in the **Administrator Settings**.
5. Enter a return stage in the lower field (one return stage at a time).



6. Click **Add**.

You can delete or rename a particular return stage by selecting the desire stage and click **Delete** or **Rename**.

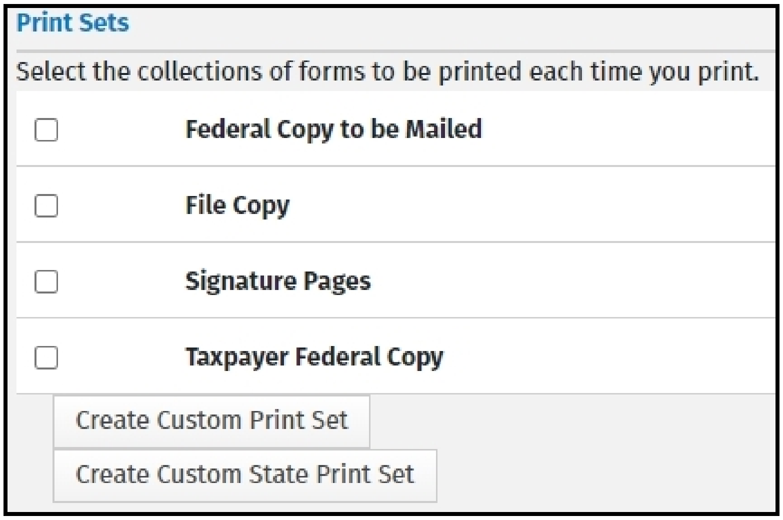
7. To complete the **Print Sets**, click on the **Print Sets** in Administrator Settings.
8. Click **Save and Close** to close the **General Settings**.

Print sets

By default, TaxWise Online prints one copy of each form, schedule, worksheet, statement, and scratch pad in a tax return when you print a return and do not choose any print sets. If this meets your business needs, you do not have to change the default print settings. If this does not meet your needs, you can create your own set to include the forms and the number of each form that you need.

To select a print set(s), use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **General Settings**.
4. Click **Print Sets** in the **Administrator Settings.**



There are four default print sets:

- **Federal Copy to be Mailed** - prints a copy of the Federal return that can be mailed to the IRS.
- **File Copy** - prints all Federal forms in a return.
- **Signature Pages** - prints the main tax forms, disclosure forms and e-file authorization pages.
- **Taxpayer Federal Copy** - packet prints a copy of the Federal return for the taxpayer.

5. Select the check box(es) next to any, all, or none of the print sets desired.

The **Admin** or a user with the **Administrator** role can also customize federal or state print sets. See the Custom Print Sets and State Print Sets sections for detailed instructions.

Custom print sets

If the default of printing one copy of each form, schedule, worksheet, statement, scratch pad, and client letter does not meet your business requirements, you can create a custom print set for your Federal forms.

To create a custom print set, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **General Settings**.
4. Click **Print Sets** in the **Administrator Settings**.
5. Click **Create Custom Print Set**.

6. Enter a name for your **Custom Print Set.**
7. Select a template from the drop-down list that you would like to base your custom print set off.
8. In the **Available Forms** window, select the form(s) you would like to print.

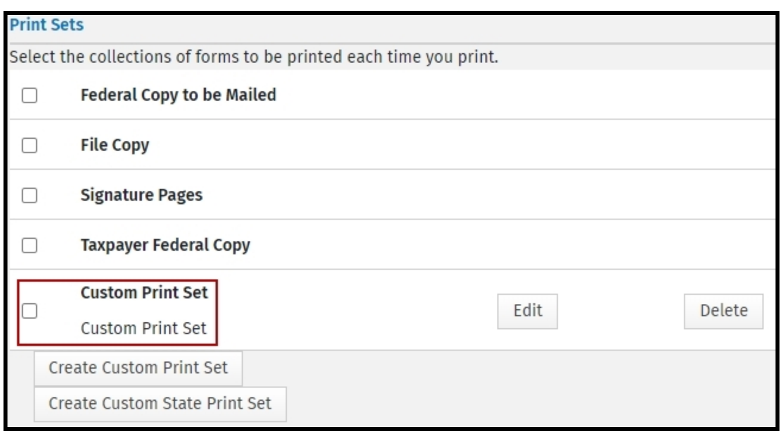
You can select a range of forms by holding the **Shift** key while selecting.

9. Move the selected form(s) to the **Selected Forms** window by clicking the **Add >** button..

Once the desired 'set' of forms is displayed in the **Selected Forms** window, you can determine how many copies of each form to print by selecting the form(s) and clicking **+1 Copy** to add copies or **-1 Copy** to subtract copies. You can also change the print order of your forms by selecting the desired form(s) and clicking or to move the selected form(s) higher or lower in the print order.

10. When you have determined which forms and how many copies of each are to be printed in which order, click **Done**. You can then create more print sets for Federal forms or move on to creating **State Print Sets**. When finished, click **Save and Close**.

The **Print Sets** dialog will now show another option for printing:



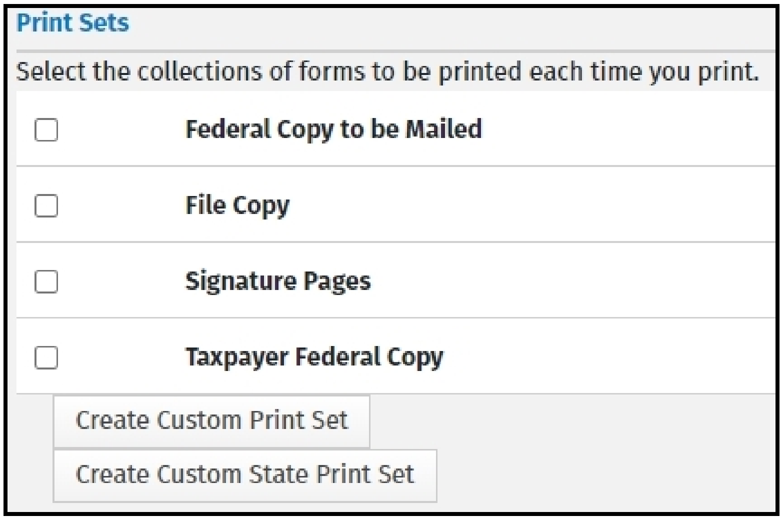
The ERO Defined custom print set can be edited at any time by clicking the **Edit** button.

State print sets

State print sets allow you to create a collection of forms to print for your state returns. The **Admin** or a user with the **Administrator** role can determine which forms and how many of each form to print.

To create a state print set, use the following steps:

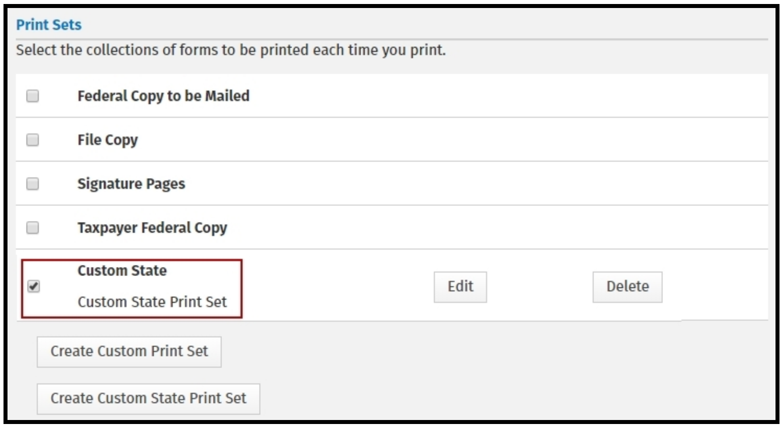
1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **General Settings**.
4. Click **Print Sets** in the **Administrator Settings**.



5. Click **Create Custom State Print Set**.
6. Enter a name for your **Custom State Print Set**.
7. Expand the desired state(s) by clicking the plus (+) icon to the left of the state abbreviation.
8. Select the check box(es) next to the form(s) desired for your state print set or select the check box next to the state abbreviation to include all forms for that state.
9. Move the selected forms from the **Available Forms** window to the **Selected Forms** window by clicking the **Add >** button.

Once the desired 'Set' of forms is displayed in the **Selected Forms** window, you can determine how many copies of each form will be printed by selecting the form(s) and clicking **+1 Copy** to add copies or **-1 Copy** to subtract copies. You can also change the print order of your forms by selecting the desired form(s) and clicking or to move the selected form(s) higher or lower in the print order.

10. When you have determined which forms and how many copies of each are to be printed in which order, click **Done**. You can then create more print sets for Federal forms or state forms. When finished, click **Save and Close**.



Your custom state print set may be edited at any time by clicking the **Edit** button.

Advanced settings

Enable override feature

TaxWise Online allows you the option to enable the override (**F8** or **Ctrl+Enter**) feature for the following roles:

- ReturnPreparer
- Interviewer
- Reviewer
- ReturnPrinter
- ReturnDeleter
- Support
- eSignature
- PasswordMaintenance

If the check box is selected for any of the roles above any user assigned that role will have the ability to override/un-override calculated fields within the tax returns. The administrator and users assigned as a Superuser have the right to override.

Carry Forward the Preparer Use Form

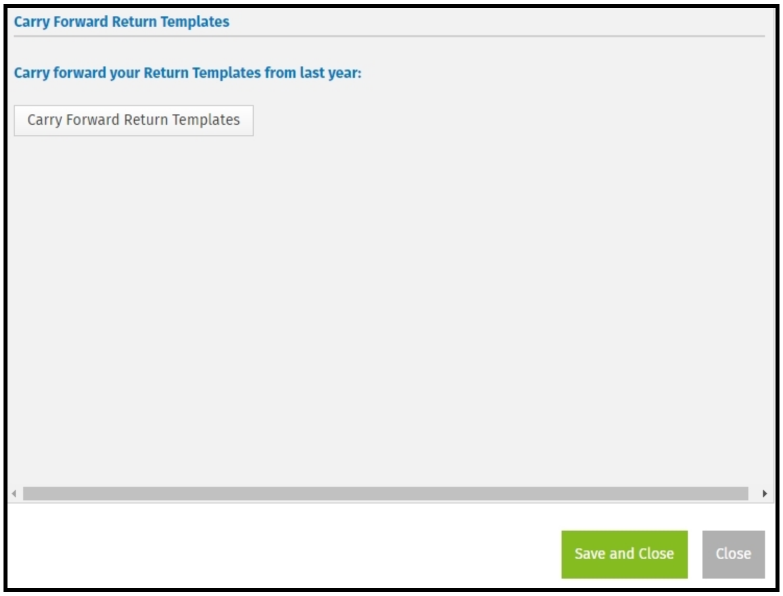
Select this check box to copy the data from the Preparer Use Form during the carry forward process.

Carry Forward Return Templates

TaxWise Online allows you the option to carry forward your return templates from the last year.

To carry forward your templates from last year, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **General Settings**.
4. Click **Carry Forward Templates** in the **Administrator Settings**.



5. Click **Carry Forward Return Templates**.

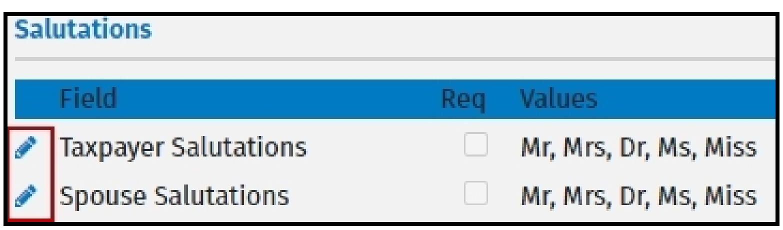
If any templates already exist in the current year of TaxWise Online, you can rename the existing templates from the Return Templates screen by clicking on the name of the template and editing the name on the **Edit Return Template Details** dialog to prevent them from being overwritten.

Add and edit salutations

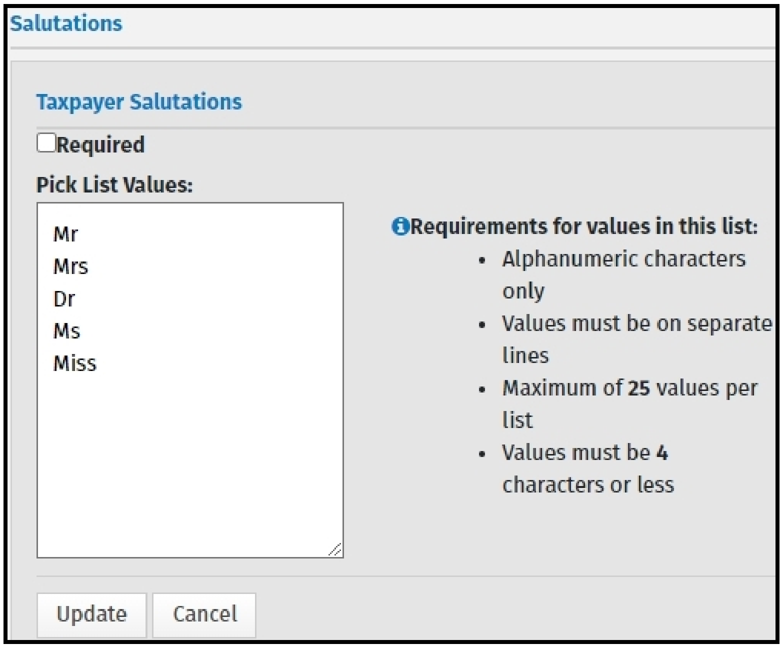
The salutation fields on the **Main Information Sheet** have default values of Mr, Mrs, Dr, Ms, and Miss, which may be selected from the list when preparing a return. The options available in the list are editable.

To edit salutations, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **General Settings**.
4. Click **Salutations** in the **Administrator Settings**.
5. Click the **Edit** button on the row you want to edit.



6. If the salutation should be required for all returns, select the **Required** (Req) check box.
7. Enter the salutations you need in the **Pick List Values** list.



When adding salutations, you must observe the **Requirements for values in this list** rules (listed to the right of the **Pick List Values**).

8. Click **Update** to add the new salutations to the list located on the Main Information Sheet.

Manage Brands

In the **Administrator Settings**, TaxWise Online allows you to select a brand for your users.

This option is only available to the root **Admin**, not a user with the **Administrator** role.

Select the brand you want to use and click **Save and Close**.

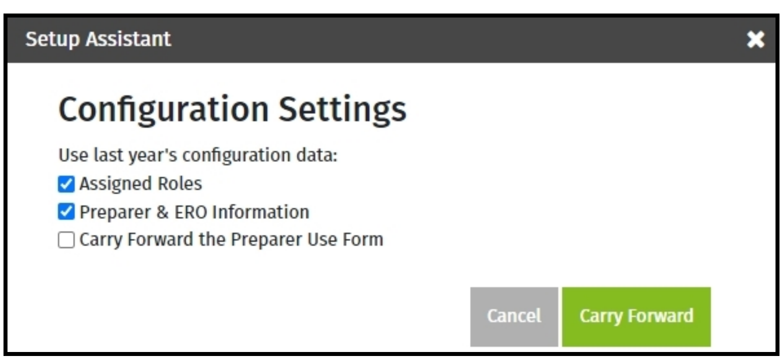
Setup Assistant

TaxWise Online allows you to carry forward data you used last year to help speed up the process of getting started for the new tax season.

The data includes assigned roles, preparer & ERO information, and carry forward the preparer use form.

1. From the Dashboard, click the **Setup Assistant** button.

   The Setup Assistant - Configuration Settings dialog is displayed.



2. Select the check box(es) of the data you wish to carry forward.
3. Click **Carry Forward**.

> If you already have templates with the same name as those you are carrying forward, you can rename existing templates from the Return Templates screen to prevent them from being overwritten, or you can click OK to continue and overwrite the existing template.

Return Templates

Return Templates allow the **Admin** or any user with **Administrator** role or **TemplateManager** role to complete common information that will show in all subsequently created tax returns. Entering information into a return template saves you from re-keying the same information over and over again. This is especially useful for entering prices on the Price Sheet, Preparer Information, and your EFIN on Form 8879.

Create Return Templates

The steps below will walk you through creating a new template, once the template is created you will need to edit, assign and publish the return template.

To create a new return template, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role or **TemplateManager** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Return Templates**.
4. Click **New Template**.
5. Enter a name and description for the template.
6. Select the **Set as default** check box, if you want this to be the default template.
7. If you choose to base this template on an existing template, select the template from the list.
8. Click **Create Template**.

Edit Return Templates

In the return template, you can open any form and enter information that you want to appear in all new returns. Open and close forms just as you would in a regular tax return.

What type of information should be in a Return Template?

You should fill out the Price Sheet. On the Price Sheet, enter the price you charge for each form in the package. TaxWise Online then calculates the tax preparation fee automatically for each return based on the forms used in the return. If you charge by the hour, enter your price per hour. Within each return, you enter the chargeable time and TaxWise Online calculates the fee.

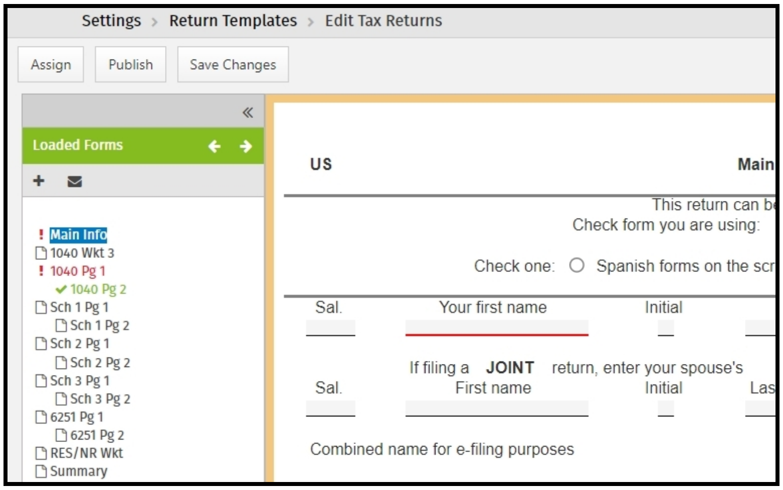
Depending on what is appropriate for your business, you may also want to:

- Main Information Sheet, which allows you to:
  - Exclude or include income from Puerto Rico, depending on your location.
  - Select the check box for no state return or enter a two letter state abbreviation in the resident state box.
  - Define your type of return, such as Bank Products, e-File ONLY, or Paper.
  - Select bank, if applicable.
  - Enter preparer's PIN information.
  - Change third party designee selection.
  - Enter your Paid Preparer information.
- If you are offering bank products, you should enter the SFS technology fee and Service Bureau fee on the application form for your bank. You **must** match the fee amounts that are on your ERO Bank Application. To load the bank forms, select the **Type of Return** on Main Info as **Bank Products** and select your bank.
- Form 8879, which allows you to enter your EFIN and your ERO or preparer information.

Press **Ctrl+Spacebar** to make an entry required.

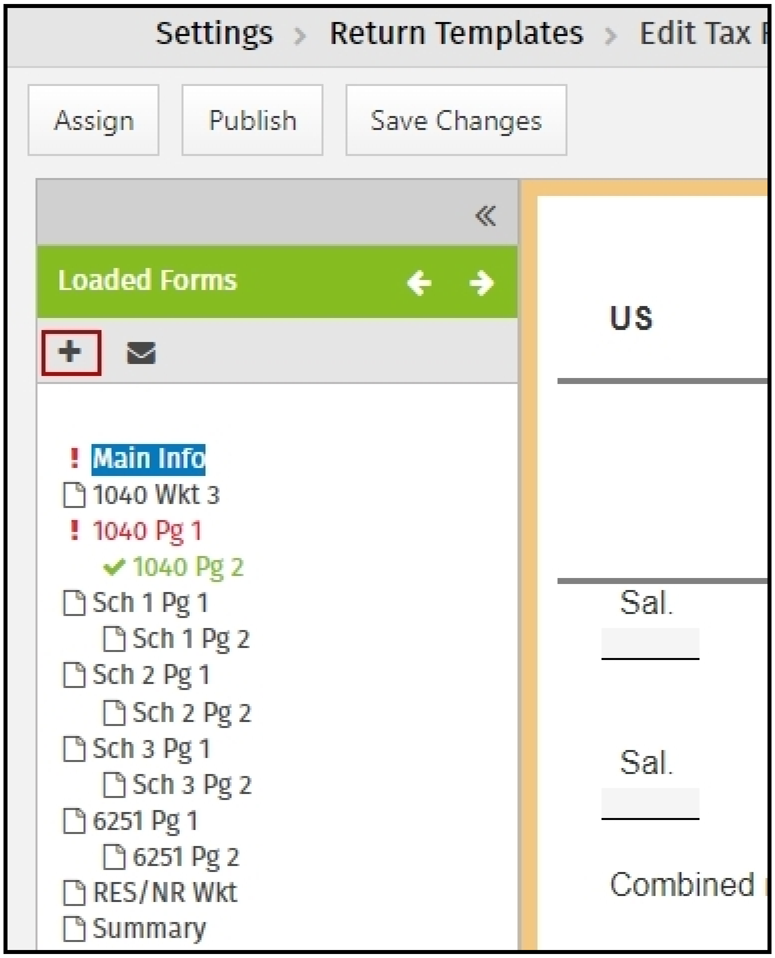
To edit return templates, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role or **TemplateManager** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Return Templates**.
4. Click the **Edit** button on the row you want to edit.



The light orange background indicates that you are in **Return Templates** mode and any changes made to this template will only affect new returns.

5. Click **Add a Form** above the loaded forms to load any additional forms.



6. Click the **Add** button + on the **Add a Form** dialog to select the appropriate form.

   Some forms, such as Form W-2 require users to press **F3** on a direct entry (black underline) field so that the form stays in the template.

   The Preparer Use form cannot be added in templates. It is added when you enter **Custom Fields** in **General Settings**.

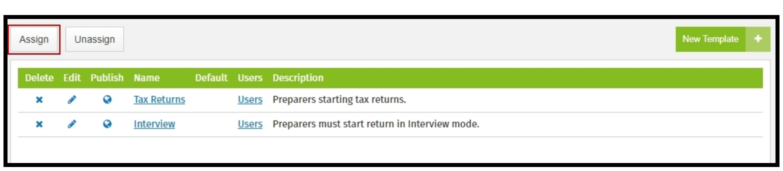
7. After adding the forms needed in your template, click **Save Changes** or **Save and Close**.

Assign Return Template(s) to user(s)

To assign a return template to a user, use the following steps:

If a user is assigned a return template, they will not be able to choose another return template when starting a return.

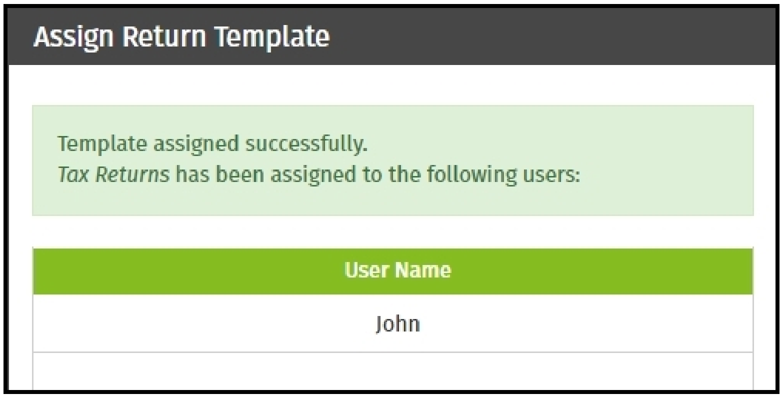
1. Log in as the **Admin** or a user with the **Administrator** role or **TemplateManager** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Return Templates**.
4. Click **Assign**.



5. Select the appropriate return template from the list.
6. Select the check box next to the user to assign the return template.

Click **Select All** to select all users in the list.

7. Click **Assign**.



8. Do one of the following:
   - Click **Assign More** to assign a return template to another user.
   - Click **Close**.

Unassign Return Template(s) to user(s)

1. Log in as the **Admin** or a user with the **Administrator** or **TemplateManager** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Return Templates**.
4. Click **Unassign**.
5. Select the check box next to the user to remove their currently assigned return template.

Click **Select All** to select all users in the list.

6. Click **Unassign**.
7. Do one of the following:
   - Click **Unassign More** to remove the current return template from other users.
   - Click **Close**.

Publish Return Templates

After you create, edit, and assign your return templates, you can publish them to the TaxWise Online Training Site. This allows your preparers to go through the process of creating returns, running diagnostics and more.

If a return template is published to your Training Site, the return template can not be edited from within the Training Site.

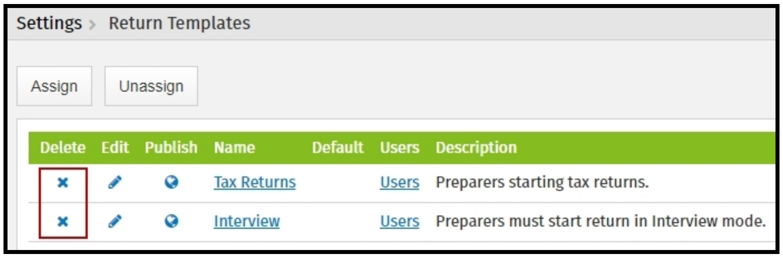
To publish return templates, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role or **TemplateManager** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Return Templates**.
4. Click the **Publish** button next to the template you want to use in the Training Site.

Delete Return Templates

To delete return templates, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role or **TemplateManager** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Return Templates**.
4. Click the **Delete** button located on the row of the template you want to delete.



Lock and unlock Return Template fields

The **Admin** user has the ability to lock and unlock fields or entries in the return templates, by doing one of the following:

- Lock/unlock any field in a return by doing **Ctrl+L** while the field is focused.
- Lock/unlock all fields by clicking the appropriate button in the upper right portion of the form.

Lock/unlock any field or all fields in return templates, and any new return based on the template will have the same fields locked.

Manage users

The management of users is handled by the **User Manager** tool.

- The **Admin** user has full access to this manager module.
- Users with the Administrator role can manage user details but cannot assign the Licensed User Role. Only the Admin can do this.
- A licensed user with only the PasswordMaintenance role can reset user passwords (other than the Admin user) and manage user details (name, email address, active/inactive user) but cannot edit role assignments.

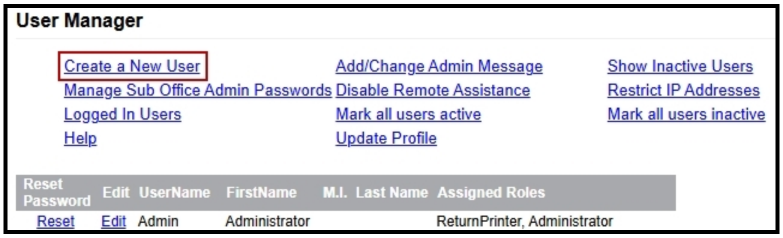
The **User Manager** tasks are:

- **Create and manage users in the system**: Including the assignment of user roles and password resets.
- **Add/Change Admin Message**: The Admin user creates custom messages for users in case their account becomes locked.
- **Show Inactive/Active Users**: Allows the Admin to view the inactive or active users list.
- **Manage Sub Office Admin Passwords**: Allows you to reset the Admin password of a sub-office, if you are designated as the Main Office.
- **Enable/Disable Remote Assistance**: Creates a user account for the TaxWise Customer Care Representative to remotely log in to the system.
- **Restrict IP Addresses**: Allows the Admin to designate the IP addresses that are allowed to use TaxWise Online.
- **Logged In Users**: Allows the Admin user to view the last log in for each user name.
- **Mark all users active**: Allows the Admin user to restore access to TaxWise Online for all users.
- **Mark all users inactive**: Allows the Admin user to deactivate access to TaxWise Online for all users.
- **Help:** Opens a PDF with help for the User Manager tool.
- **Update Profile**: Allows the Admin user to view and update contact information and 2-step verification information.

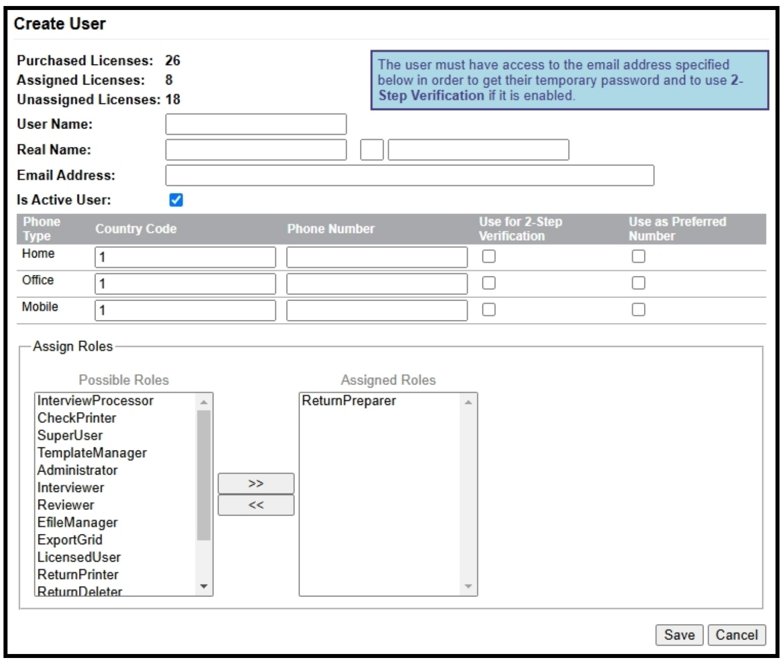
Add new users

To add new users to TaxWise Online, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Manage Users**.



4. Click **Create a New User**.



5. Enter a user name in the **User Name** box. The user names are case-sensitive and should be entered exactly the same way each time.

   All preparers must have their own unique user name.

6. Enter the user's first, middle initial and last name in the **Real Name** box.
7. Enter the user's e-mail address in the **Email Address** box.

   The user must have access to the email address entered in order to get their temporary password and to use 2-step verification, if enabled.

   By default, the check box **Is Active User** is selected.

8. Enter the user's phone number(s) as applicable. Also select the check box to select the number to use for 2-step verification and as the preferred number.

9. Assign user role(s) for the user by selecting the desired user role(s) in the **Possible Roles** window and clicking the **Arrow** button **>>** to move the user role to the **Assigned Roles** window.

   To assign more than one role to a new user, hold down the **Ctrl** key and select each additional role, then click the **Arrow** button **>>** to move the selected roles in the **Assigned Roles** window.

10. Click **Save**.

    User roles can be removed by highlighting the desired role(s) to be removed in the **Assigned Roles** window, then clicking the **Arrow** button **<<** to move them to the **Possible Roles** window.

User roles

The Administrator (Admin) or a user with the Administrator role assigns user roles to each preparer based on which job functions they will perform and which parts of the program they need to access. Some forethought may be required to determine who will do what tasks and what resources they will need access to in order to accomplish them. There are twelve possible roles available for each user and they can be assigned individually or in any combination desired by the Administrator.

The Admin user must assign the **LicensedUser** role to all users in order for them to have access to TaxWise Online. The **LicensedUser** role can only be assigned to as many users as you have purchased (e.g., if you purchased 10 users, only 10 users can have that role and therefore have access to TWO).

To view a list detailing what items are available for each user role, click on the user role to expand the list.

Admin (this is the root administrator)

- Dashboard
- Tax Returns
  - Check Return Status (Return Query)
  - Print Checks
  - Import Interviews (This button will only be available when there are pending interviews to be imported.)
  - Create New Return
  - Print Returns
  - View More Actions > Move Returns
  - View More Actions > Delete Returns
  - View More Actions > Restore Returns
  - View More Actions > Import Returns
  - View More Actions > Resolve Import Duplicates
  - View More Actions > Export Returns
  - View More Actions > Export Returns Status
  - View More Actions > Export Return List
  - eSignature button (inside an open return)
- e-Filing
  - Submit e-Files
  - Print Reject Details
  - Clear Sent e-Files
  - View Acknowledgements
- Reports
- Settings
  - General Settings > User Settings
  - General Settings > Administrator Settings
  - Return Templates

    - Manage Users
    - Client Letter Templates
    - Security
    - Send Settings
    - Partner Verification

Administrator

- Dashboard
- Tax Returns
    - Check Return Status (Return Query)
    - Print Returns
    - Import Interviews (This button will only be available when there are pending interviews to be imported.)
    - View More Actions > Move Returns
    - View More Actions > Delete Returns
    - View More Actions > Restore Returns
    - View More Actions > Import Returns
    - View More Actions > Resolve Import Duplicates
    - View More Actions > Export Return List
- e-Filing
    - Submit e-Files
    - Print Reject Details
    - Clear Sent e-Files
    - View Acknowledgements
- Reports
- Settings
    - General Settings > User Settings
    - General Settings > Administrator Settings
    - Return Templates
    - Manage Users
    - Client Letter Templates
    - Security
    - Send Settings

SuperUser

- Dashboard
- Tax Returns
    - Check Return Status (Return Query)
    - Create New Returns
    - Print Returns
    - View More Actions > Move Returns
    - View More Actions > Delete Returns
    - View More Actions > Restore Returns
    - eSignature button (inside an open return)
- e-Filing
    - Submit e-Files
    - Print Reject Details
    - View Acknowledgements
- Reports
- Settings
    - General Settings > User Settings

ReturnPreparer

- Dashboard
- Tax Returns
  - Check Return Status (Return Query)
  - Create New Return
- Settings
  - General Settings > User Settings

TemplateManager

- Dashboard
- Settings
  - General Settings > User Settings
- Return Templates

EfileManager

- Dashboard
- e-Filing
  - Submit e-Files
- Settings
  - General Settings > User Settings

Interviewer

- Dashboard
- Tax Returns
  - Check Return Status (Return Query)
  - Create New Return (A user assigned the Interviewer role only has the option to "Go to Interview" when creating a new return.)
- e-Filing
  - View Acknowledgements
- Reports
- Settings
  - General Settings > User Settings

Reviewer

- Dashboard
- Tax Returns
  - Check Return Status (Return Query)
  - Create New Returns
  - View More Actions > Move Returns
- e-Filing
  - Print Reject Details
  - View Acknowledgements
- Settings
  - General Settings > User Settings

Support

If your TaxWise Online office has sub-offices, you can assign this role to users giving them access to the Login As feature. Users with this role will be able to log in to the sub-offices without having to log out of the Main Office's site of TaxWise Online.

PasswordMaintenance

A licensed user with only the PasswordMaintenance role can reset user passwords (other than the Admin user) and manage user details (name, email address, active/inactive user) but cannot edit role assignments.

The following user roles must be assigned in addition to one of the following user roles: SuperUser, ReturnPreparer, Interviewer, or Reviewer.

CheckPrinter

This role will have access to the following items along with the items available for the other user role assigned. For example, if you assign the CheckPrinter role and the SuperUser role, you will have the items listed below, plus the items listed above for SuperUser.

- Tax Returns
    - Print Checks

ReturnPrinter

This role will have access to the following items along with the items available for the other user role assigned. For example, if you assign the ReturnPrinter role and the ReturnPreparer role, you will have the items listed below, plus the items listed above for ReturnPreparer.

- Tax Returns
    - Print Returns

ExportGrid

This role will have access to the following items along with the items available for the other user role assigned. For example, if you assign the ExportGrid role and ReturnPreparer role, you will have the items listed below , plus the items listed above for ReturnPreparer.

- Tax Returns
    - View More Actions > Export Return List

InterviewProcessor

This role will have access to the following items along with the items available for the other user role assigned. For example, if you assign the InterviewProcessor role and the SuperUser role, you will have the items listed below, plus the items listed above for SuperUser.

- Tax Returns
    - Import Interviews (This button will only be available when there are pending interviews to be imported.)

ReturnDeleter

This role will have access to the following items along with the items available for the other user role assigned. For example, if you assign the ReturnDeleter role and the ReturnPreparer, you will have the items listed below, plus the items listed above for ReturnPreparer.

- Tax Returns
    - View More Actions > Delete Returns
    - View More Actions > Restore Returns

eSignature

This role will have access to the following items along with the items available for the other user role assigned. For example, if you assign the eSignature role and the ReturnPreparer, you will have the items listed below, plus the items listed above for ReturnPreparer.

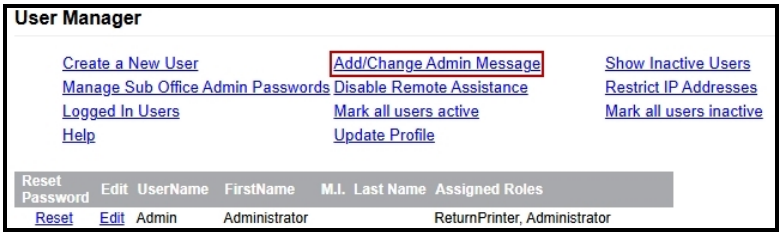
- Dashboard

Create a custom message

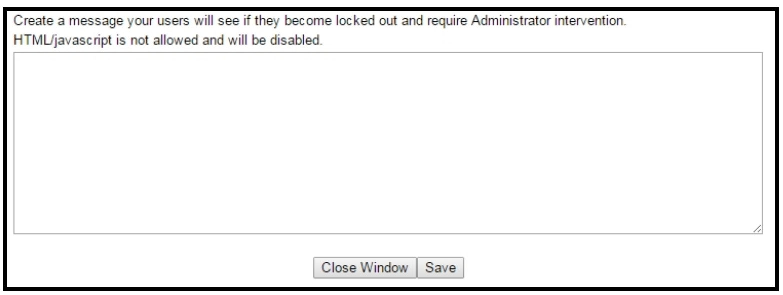
The **Admin** has the ability to create a custom message in the event a user is locked out of the system and requires assistance.

To add or change the Administrator screen message, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Manage Users**.
4. Click **Add/Change Admin Message**.



5. Type a new message or edit the existing message.



6. Click **Save**.

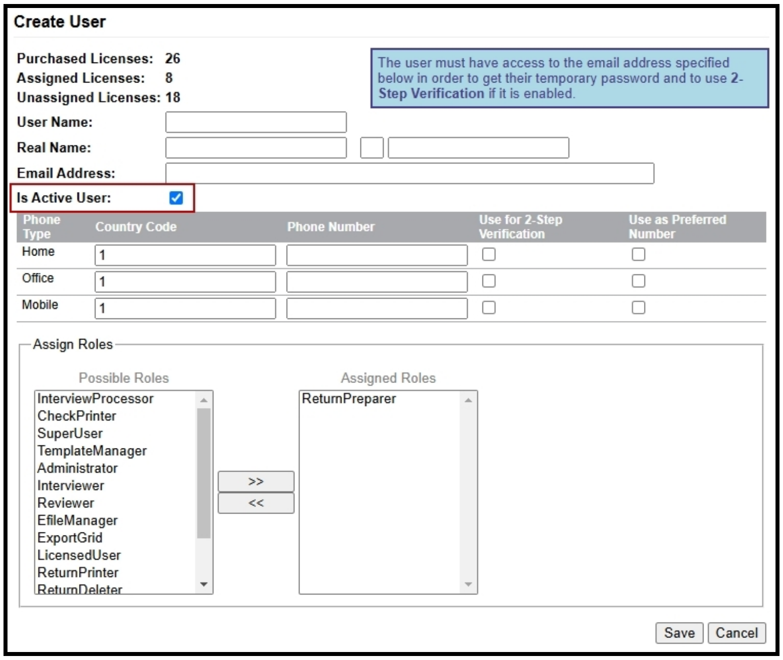
When users attempt to log in to a locked account, they will see the message that was created.

Inactivate a user

The **Admin** or a user with the **Administrator** role should inactivate a user if that user is no longer working in the office. An inactive user no longer has access TaxWise Online. The **Admin** or any user assigned the **Administrator** role can still access the returns created by the inactive user.

To inactivate a user, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Manage Users**.
4. Click **Edit** on the row of the appropriate user.
5. Clear the **Is Active User** check box.



6. Click **Save**.
7. Click **Close**.
8. Click **OK**.

My Profile

The **My Profile** function in TaxWise Online allows non-Admin users to update their email address and phone number for use with 2-Step Verification.

To access My Profile, use the following steps:

1. Click your name on the top right of the screen and select **My Profile**.
2. Enter all applicable information in the spaces provided.
3. Enter your password and click **Save** to save your changes or **Cancel** to exit without saving.

Client letter templates

Predefined client letter templates are included in TaxWise Online. If the predefined templates do not meet your business needs, you can edit them to suit your tax practice.

To create a new client letter template, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Client Letter Templates**.
4. Click **New Template**.
5. Enter a name for your client letter in the **Template Name** box and a brief description in the **Description** box.
6. Do one of the following:
   - Select **Scratch (blank document)** to start with a blank letter.
   - Select **An existing one below** and select a letter from the **Predefined Templates**.
9. Click **Create Template**.
10. In the template you are able to do the following:
    - Add text to the body of the letter.
    - Data fields can be added by double-clicking the field in the **Search variables** section.
    - Use the editor's toolbar to change font size and indent text.

9. Click **Save**.
10. Click **Close**.
11. Click **OK** on the confirmation.

Edit a client letter template

To edit a client letter template, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Client Letter Templates**.
4. Click on the name of the template you want to edit.
5. Make any necessary changes to the letter template.
6. Click **Save**.
7. Click **Close**.
8. Click **OK** on the confirmation.

Delete a client letter template

To delete a client letter template, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Client Letter Templates**.
4. Select the check box on the row of the template you want to delete. To select all templates, select the check box next to **Client Letter Template**.
5. Click **Delete**.
6. Click **Yes** to confirm the deletion.

Share a client letter template

To share a client letter template, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Client Letter Templates**.
4. On the row of the template you want to share, click **Share**.
5. Select the sub-office(s) that you want to share the template with and click **Share**.

> To un-share a letter, use the steps above and click **Un-Share**.

Security

The **Security** page located within **Settings** allows the **Admin** or any user with the **Administrator** role to set up authentication for integrated products.

CCH iFirm

Connect to iFirm

Entering your credentials into the CCH iFirm page opens the line of communication between the CCH iFirm and TaxWise Online application and enables data to be shared.

The following steps will walk you through this process:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Security**.

4. Click **CCH iFirm**.
5. Copy and paste the address from your CCH iFirm account email or enter your site name which is located in your URL before the (.cchifirm.us).
6. Click **Connect to iFirm**. The **Sign in with iFirm** dialog box displays.
7. Enter your CCH iFirm **Username** and **Password**; then, click **Login**. The CCH iFirm login credentials will need to be a general user containing the correct security roles, not the admin login credentials.

   There are two security roles (Client Portal - View and Client Portal - Admin) associated with Client Portal in CCH iFirm. It is recommended to have both of those assigned to this user.

   The **Sign in with iFirm** displays an acknowledgement asking if you want to allow TaxWise Online access to your CCH iFirm account.

8. Click **Yes** to allow access.

Disconnect from iFirm

The following steps will walk you through this process:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Security**.
4. Click **CCH iFirm**.
5. Click **Disconnect from iFirm**.

Send settings

If you have multiple offices, you can create custom fields, return stages, templates, print sets and then send them to your other offices. This will save you time when setting up all your offices.

To send custom fields, return stages, templates, custom print sets, and/or custom state print sets, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Send Settings**.

   The list of sub-offices can be filtered by selecting an item from the list, or entering the EFIN or company name.

4. Do one of the following to select the sub-office(s):
   - To add individual sub-offices, click **Select**.
   - To add all sub-offices, click the **Select All**.
5. Select which item you would like to send from the list in the **Selected offices** section.

   If you choose to send **Templates**, you will need to select the templates to send. You can select the **Default Template** from the list, then select the check box on the row of any additional templates to send.

6. Click **Send**.

Partner Verification

Partner Verification allows you to view information for Bank Products and additional services. These additional services include Versicom and Protection Plus. The options on this page depend on what you are currently enrolled in.

If you are enrolled in a Bank Product the agreed upon fees will be shown on this page and will automatically be displayed within your tax returns. This will prevent users from getting rejects due to mismatched fees. If you are not enrolled in any additional services a link is provided where you are able to learn more about the service.

The Protection Plus Add On Fee can be entered directly on this screen.

To access the Partner Verification information, use the following steps:

1. Log in as the **Admin**. This option is only available to the root **Admin**, not a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Partner Verification**.
4. Review the Settlement Solution provider and fees shown on screen. When finished, click the **Settings** link on the left of the screen.

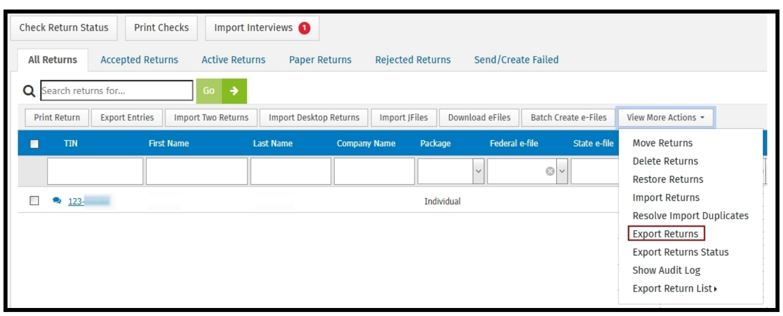
Export returns

TaxWise Online gives you the ability to export your return data and those files can then be used in TaxWise Desktop. The export file will be password protected and encrypted. An email containing the password will be sent to the email address on record for the **Admin**.

The email address for the **Admin** user can be verified in **Settings** > **Manage Users**. Click **Edit** on the row for the **Admin** user name. The email can be changed on this dialog.

To export returns, use the following steps:

1. Log in as the **Admin**. This option is only available to the root **Admin**, not a user with the **Administrator** role.
2. Click **Tax Returns**.
3. In the **View More Actions** list, click **Export Returns**.



4. Select the returns and click **Export**.

   If all returns need to be exported, click **Select All**. To clear all the check boxes, click **Unselect All**.

5. Click **OK** to confirm the export.
6. On the **Export Return Status** dialog, do one of the following:
   - Click **Close** if you want to continue working in TaxWise Online and let the export run in the background. Continue to step 7.
   - Wait till the export completes and click the link to download the export. The name of the zip file will contain a date and time stamp showing when the export was created. If the status of the export is not **Complete**, then click **Close** and start at step 3 again. Continue to step 9.
7. In the **View More Actions** list, click **Export Returns Status**.
8. Click the link to download the completed export. The name of the zip file will contain a date and time stamp showing when the export was created. If the status of the export is not **Complete**, then click **Close** and start at step 3 again.
9. Depending on your browser the steps will vary to open the downloaded files. Double-click on the .zip file and click **Extract all files**.

10. Click **Extract**.
11. From the email that is sent to the email address on record for the **Admin** user in **Manage Users** > **User Manager**, copy the password into the **Password needed** dialog.
12. Click **OK**. If TaxWise Desktop is installed and you want to make the return export data available, continue to step 13. If not, make note of where the files are saved or copy them to a new location.

    If you had documents or images associated to your returns using Vault, you will see a Documents folder in addition to the return files. The Documents folder will contain sub-folders for each return containing the documents or images. These files will not be accessible in TaxWise Desktop.

13. Select and copy all the files in the folder.
14. Browse to the drive where TaxWise Desktop is installed and double-click on the **UTS24** folder.
15. Double-click on the **PROFORMA** folder.
16. Right-click and paste the files.
17. You are now able to complete the carryforward in TaxWise Desktop and start a new return.

The export file that you created will be available in TaxWise Online for 5 days, or until a new **Export Returns** session is initiated. It's available on the **View More Actions** list as **Export Returns Status**.

Chapter 6

TaxWise Online Dashboard

Whether you are the **Admin** user or another user, the Dashboard is the first thing you see when you log in to TaxWise Online. From the Dashboard, you can start a new return, open an existing return, check return status, print checks, print accepted returns, search the knowledge base, link to state tax sites, or link to additional resources.

Use the Dashboard

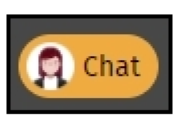
TaxWise Online condenses resources into one central location called the Dashboard.

- **Getting Started** - provides direct access links to Start a New Return, Open an Existing Return, Check Return Status, Print Checks, Print Accepted Returns, and Setup Assistant. The options available will depend on the user role(s) you are assigned.
- **Custom Message** - allows the **Admin** or user with **Administrator** rights to create a custom message to be displayed for all users.
- **Tax Help** - Click the link to request your tax help registration email for CCH® AnswerConnect®.
- **Sub-Office e-Filing Status** - If you manage multiple offices, you will see this dashboard widget that provides a quick view of the e-Filing status for all your sub-offices.
- **Sub-Office Bank Application Status** - If you manage multiple offices, you will see this dashboard widget that provides a quick view of the Sub-Office Bank Application status for all your sub-offices.
- **Received Fee Deposit** - If you manage multiple offices, you will see this dashboard widget that provides a quick view of the Received Fee Deposit for all your sub-offices.
- **Search Knowledgebase** - provides direct access to the Knowledgebase (without having to log in to the Solution Center).
- **State Tax Sites** - provides links to all state tax sites.
- **Additional Resources** - offers links to the blog, chat and hot topics, and TaxWise Insiders.
- **Security Tips** - provides security tips from IRS Publication 5294. When the dashboard is refreshed a different tip will be displayed.

TaxWise Chat

Tax Online provides an option to use chat for online support while using the application.

The **TaxWise Chat** button displays at the top-right corner of the screen while inside and outside a tax return.



Click the button to open the chat window.

Type your question at the bottom of the screen or click any of the links shown to most commonly asked questions.

Chapter 7

Bank Products

This section applies only to TaxWise Online users who have been accepted to participate in a bank product program with one of the participating banks. To apply for the bank product program you must complete the ERO Application on the Solution Center. Be sure to read the procedures guide provided by your bank and know the procedures. You are responsible for understanding and applying the procedures.

ERO Application

To apply for the bank product program you must complete the ERO Application on the Solution Center.

Know Your Bank Procedures

Be sure to read the procedures guide provided by your bank and know the procedures. You are responsible for understanding and applying the procedures.

Access your ERO application

1. Click **TaxWise Hot Topics** in the **Additional Resources** panel of the TaxWise Online Dashboard.
2. Click the **Enroll in bank products** link in the **My Account** section.
3. Log in with your Client ID, User name, and Password.

   The Bank product enrollment page is displayed.

4. Click the **enrollment** link to begin the enrollment process.
5. From this point, follow the on-screen prompts and instructions to complete and submit your ERO application.

Fix rejected bank application

A return with a rejected bank application will display a **Fix** button in the US e-File column of the Return List. You will need to click the **Fix** button to correct the information listed in the acknowledgement on the **Fix Rejected Bank Application** dialog and click **Resubmit Bank App**.

If corrections are made in the fees section of the **Fix Rejected Bank Application** dialog, click the **Update Calculations** button before resubmitting the bank application.

Chapter 8

Tax returns

From beginning to end TaxWise Online is built to save you valuable time, that you can use to be more productive and increase your business. TaxWise Online uses state of the art programming and software tools to minimize the amount of time required to build a return, from getting started to sending off the final product to the IRS.

Return List

TaxWise Online gives you the ability to search, sort and filter the return list for each type of view (All Returns, Accepted, Active, etc.) listed on the **Tax Returns** page.

The view filter offers you the following options:

- All Returns
- Accepted Returns
- Active Returns
- Paper Returns
- Rejected Returns
- Send/Create Failed (allows you to view the returns that failed when creating or submitting the e-File)

Search for returns

TaxWise Online allows you to search for a particular return by SSN/EIN or user name.

To search for a return, use the following steps:

1. Enter the **SSN/EIN** or **user name** in the **Search returns for...** box.

2. Click **Go**.

   TaxWise Online displays any returns matching the entered criteria in the window.

Reorder the columns

To reorder the columns, click the desired column heading and drag it to the new location.

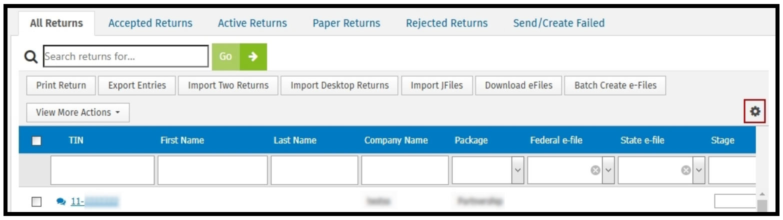
Sort the columns

By default the returns are sorted by the first column, **TIN**. To sort by a different column, click the column heading you want to search by. The returns will be sorted in ascending order. To sort the list in descending order, click the column heading again.

TaxWise Online remembers the last sort option you selected when returning to the return list.

Filter the list

Each column is able to be filtered by typing in the field or selecting an option from the available list. To remove the filters, click the **Gear** button , then click **Clear Filters**.



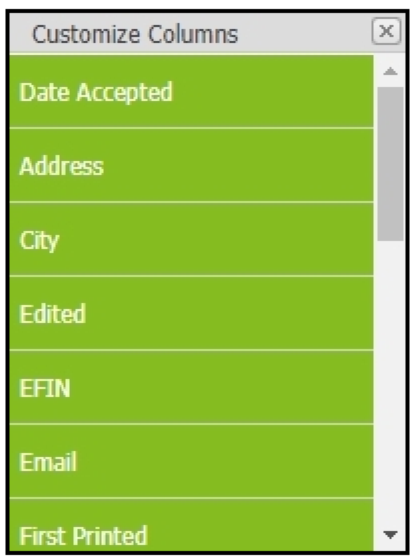
Customize columns

On the return list you have the option to show or hide all the columns, except the **TIN** column. By default, the columns listed are TIN, First Name, Last Name, Company Name, Package, Federal e-File, State e-File, Stage, States, Evening Phone, Username, Source, and eSignature.

The customization of columns has to be done for each tab listed on the **Tax Returns** page. For example, if you want to customize the **All Returns** tab and the **Accepted** tab you will need to select the tab you wish to customize and follow the steps below.

To show additional columns, use the following steps:

1. Click the **Gear** button .
2. Click **Customize Columns**.



3. Select the column name from the box, then drag and drop to the desired location in the return list.
4. Click the **Close** button on the **Customize Columns** box.
5. Click the **X** to close the **Return List Options**.

To hide columns, use the following steps:

1. Click the **Gear** button .
2. Click **Customize Columns**.
3. Select the column name from the return list, then drag and drop to the **Customize Columns** box.

4. Click the **Close** button on the **Customize Columns** box.
5. Click the **X** to close the **Return List Options**.

Include returns from all users

The **Admin** or a user with the **Administrator** role has the option to include returns from all users to be displayed in the return list.

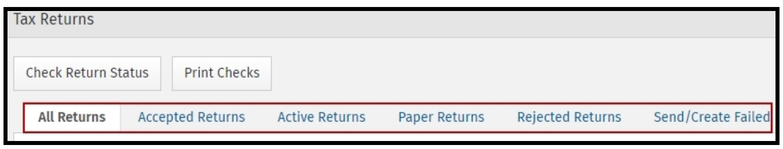
1. Click the **Gear** button .
2. Select the check box to **Include Returns From All Users**.

Export return list

The return list on the **Tax Returns** tab can be exported as a .csv or .xls file.

To export the return list, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role or **ExportGrid** role.
2. Click **Tax Returns**.
3. Select the tab representing the view you want to export.



4. In the **View More Actions** list, click **Export Return List**, then CSV or XLS depending on the type of report you want to create.
5. Depending on your browser, you will be prompted to **Open** or **Save** the file.

Steps in preparing a 1040 tax return

The basic steps for preparing a 1040 tax return are:

1. Start a new return by clicking **New Return** from the **Tax Returns** tab or the **Dashboard**.
2. Enter and re-key the primary SSN for the return in the **Create New Return** dialog box.
3. If you have prior year data for the SSN, TaxWise Online prompts you to load this information into the return after clicking **Go to Tax Forms** or **Go to Interview**.
4. Do one of the following:
   - Click **Use Carry Forward** to load the information into the return.
   - Click **Create New Return** to open the return without the prior year information.

   This is your only opportunity to load prior year data.

5. **Complete the Main Information Sheet (Main Info)**. You must complete this form in every return. If you are preparing Form 1040-SS or Form 1040NR, select the applicable check box at the top of the Main Information Sheet.

   If you are preparing a state return for the client, enter the state abbreviation(s) in the **State Information** section. Up to nine states may be attached to a Federal return.

   If you are offering bank products, and your client wants to take advantage of these offerings, make the appropriate selections. TaxWise Online will load the bank forms into the return.

6. Complete the **Interview Sheet** (optional).

Add this form to your return by:

Clicking the **Add a Form** button above the forms tree.

Type **Interview** in the **Search for:** box.

7. Complete tax forms necessary for the Federal return. First fill in income statements such as W-2s, K-1s, 1099Gs, or 1099Rs. Information carries to the appropriate forms. Fill in state codes and amounts also on W-2's, 1099's and other forms where applicable. Next, fill in other supporting forms and schedules. TaxWise Online transfers totals to Form 1040.
8. Review state forms for completeness and accuracy. If more than one state is involved or if taxpayer and spouse may file separate state returns, open the RES/NR Wkt (Resident/Nonresident Allocation Worksheet), Addl NR Wkt (Additional Nonresident Allocation Worksheet), or PY Res Wkt (Part-Year Resident Allocation Worksheet) to make adjustments between taxpayer and spouse and/or between states.
9. Review all bank forms for completeness and accuracy, if applicable.
10. Review the Price Sheet for accuracy.
11. Once you have entered all information on each form, click the **Diagnostics** button.

    Diagnostics looks for inconsistencies in tax return information and checks for e-filing errors in the package. If there are no e-filing errors you can create the e-file at this time.

12. Make corrections, if needed.
13. Create the e-file. (Can be done at this point or later.)
14. Print the return. (Can be done at this point or later.)

Steps in business tax return preparation

The basic steps for preparing a business tax return are:

1. Start a new return by clicking **New Return** from the **Tax Returns** tab or the **Dashboard**.
2. Select the Return Type (Partnership or S Corporation) from the drop-down list.
3. Enter and re-key the Business EIN for the return in the **Create New Return** dialog box and click **Go To Tax Forms**.
4. If the package does not have a Main Information Sheet, fill in name, address, and other entries at the top of the primary tax form. Otherwise complete the Main Information Sheet. The information you enter on the main form carries to all other applicable forms.
5. If you are preparing state return(s) in the Business and Specialty packages, answer the required question about a state return/estimated tax.

    Once you answer Yes, TaxWise adds the State/Est form to the forms tree. Select the applicable check box on this form for the state you want to file. TaxWise will add the state forms to the return. If estimated tax payments were made, enter this information as well.

6. In the 1120S and 1065 packages, complete the Trial Balance Worksheet, if you have this information and want to use it. Use of the Trial Balance Worksheet is optional.
7. Complete any other tax forms necessary for the return. TaxWise calculates totals from supporting forms and schedules and transfers the information to the primary form for the package.
8. Review the list of forms for incomplete forms and accuracy.
9. Review state forms for completeness and accuracy.
10. Add a Client Letter to the return (optional).
11. Review the Price Sheet for accuracy.
12. In the applicable tax packages, answer the question Do you want to file this return electronically?
13. Once you have entered all information on each form, click the **Diagnostics** button.

14. Diagnostics looks for inconsistencies in tax return information and checks for e-filing errors in the package. If there are no e-filing errors you can create the e-file at this time.
15. Make corrections, if needed.
16. Create the e-file. (Can be done at this point or later.)
17. Print the return. (Can be done at this point or later.)

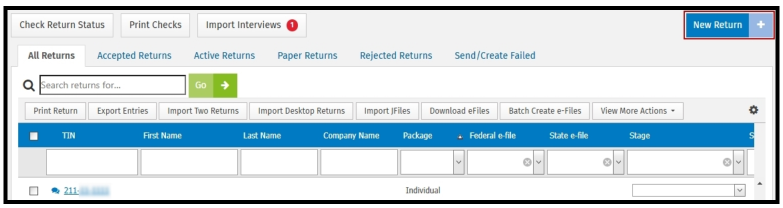
Start a new return

When you start a new return you have the option of starting in the tax forms or the interview depending on the roles assigned to the user. You can easily switch between the Interview and the tax return by clicking either the **Switch to Forms** button or **Switch to Interview** button.

Starting a new return in the Interview mode is only available for Individual returns.

To start a new return using tax forms, use the following steps:

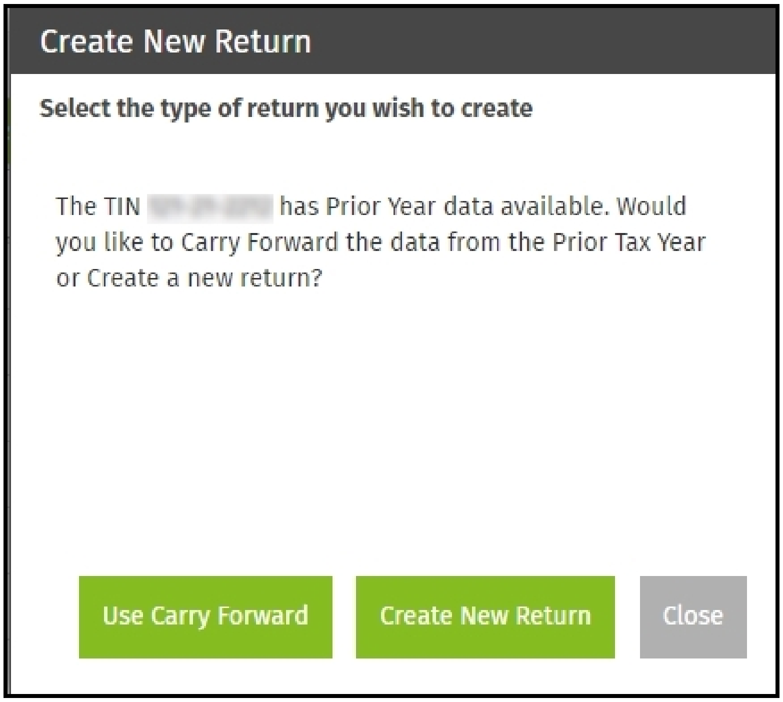
1. Click **Tax Returns**.
2. Click **New Return.**



3. Select the **Return Type** (Individual, Partnership, S Corporation) from the drop-down box.
4. Do one of the following:
   - Enter the primary Social Security number (or Business EIN) for the tax return and press the **Tab** key. Re-enter the **SSN** (or Business EIN) to confirm.
   - For individual returns, if no SSN is available, choose **Apply for ITIN** to create a tax return based on a pending ITIN.
5. Select the Preparer and/or Return Template from the drop-down lists in the Return Options, if applicable.
6. Click **Go to Tax Forms**.

   If no prior year data is available the tax return will open, displaying the Main Information Sheet in the workspace and forms in the forms tree.

7. If prior year data is available for the SSN, TaxWise Online displays a message similar to the following:



8. Do one of the following:
   - Click **Use Carry Forward** to load data into the new return.
   - Click **Create New Return** to start a new return with no prior year data included in the return.

The tax return will open, displaying the Main Information Sheet in the workspace and forms in the forms tree.

Use the Interview Mode

The Interview allows you or your office staff to quickly interview your clients and enter basic information. You can use it to:

- Quickly determine whether a client qualifies for a refund.
- Provide incentives for new customers or price shoppers by offering a free tax interview to get people in your door.
- Answer telephone queries from prospective customers who want an estimate of their refund.

To start a return using the interview process, use the following steps:

1. Click **Tax Returns**.
2. Click **New Return.**
3. Enter the primary Social Security number for the tax return in the SSN box and press the **Tab** key. Re-enter the **SSN** to confirm.
4. Click **Go to Interview**.

There are two ways you can maneuver through the **Interview Wizard**. You can click **Next** or **Previous** or click the links in the left-hand panel. The recommended method is using **Next** and **Previous** to ensure all pages are viewed before finishing.

In the Interview Wizard you can use the Vault button to store documents and files associated to the client's return.

The pages you see in the Interview will depend on how your office is set up. If you are a sub-office that submits interviews to your Main Office, you will see the **Submit Interview** page instead of the **Finish** page. After submitting the interview, your Main Office will complete and e-File the return.

The following table details the sections of the TaxWise Online interview page:

Section	Description
Filing Status	Select the appropriate filing status for the taxpayer. More than one status may apply. Select the one that provides the lowest tax. This screen also allows you to enter additional fees and discounts for your customers.
Personal Info	Enter the taxpayer's (and spouse's, if applicable) name, Social Security Number, date of birth, occupation, date of death (if applicable) and e-mail address. Also indicate if EITC was previously disallowed.
Location	Select whether the taxpayer's home was in the United States for more than half of the year for 2024.
Address	Enter the taxpayer's address, daytime phone number, evening phone number, and mobile phone number for the taxpayer and spouse (if applicable).
Identity Verification	Enter the requested information from the driver's license or state issued identification card for the taxpayer and spouse (if applicable).
Special Processing	If the taxpayer was on active duty military service in a designated combat zone during 2024, select the combat zone from the list. This information is included in the IRS e-File and prints at the top of the 1040 form you file.
General Questions	Answer the general questions for the taxpayer and spouse (if applicable).
Dependents	Indicate if the taxpayer is claiming any dependents.
Dependent List	The Dependent List page displays the information you enter on the Dependent Details page.
Child Care Expenses	Enter the amount the taxpayer paid for each dependent, then click **Edit** to enter the Care Provider's information.
Types of Income	Select the check box(es) for any type of income the taxpayer might have received. To add lines for additional income statements, select the type of income from the drop-down list and click the **Add** button. Enter the income amount, tax withheld and tax ID for the type of income statement.
Assets	If the taxpayer sold or otherwise disposed of any stocks, mutual funds, bonds or other non-business securities, a personal residence, rental property, or property related to a business or farm, including land and equipment, select the appropriate check box(es).
Barter	Indicate if the taxpayer and/or spouse (if applicable) had property sales that involved a barter agreement and/or if installment payments were received for any property sold.
Adjustments	Select any adjustments to income that apply to the taxpayer or spouse, if applicable, for 2024.
IRA Contributions	Enter the amount of IRA or Roth IRA contributions and indicate if the taxpayer or spouse (if applicable) was a full time student.
Student Loan Interest	Enter the amount of qualified student loan interest paid for postsecondary education.
Education Credits	For each eligible student, the taxpayer can only elect to take one of these credits. Refer to IRS Pub 17 for 2024 for more information.
Moving Expenses	Enter the amount of travel and moving expenses.

Section	Description
Alimony	If you made payments to or for your spouse or former spouse under a divorce or separation instrument you may be able to take this deduction. Alimony deductible to the payer is also taxable to the recipient.
Deductions	Select the applicable check box(es) to indicate the types of deductions the taxpayer might have received.
Medical Expenses	Enter the amounts of unreimbursed medical expenses you paid in 2024.
Mortgage Interest	Enter the amount of home mortgage interest from Form 1098 and real estate taxes.
Gifts to Charity	Enter the amount of gifts to charity.
Extra Questions	Select any check boxes that might apply to the taxpayer or spouse, if applicable.
State Return	Select the appropriate button indicating if the taxpayer needs to file a state return.
Select States	For each state the taxpayer needs to file a return for enter the two letter abbreviation.
State Questions	Enter all applicable information for the state questions.
Custom Questions	The custom questions page located in the Interview Wizard are created by the Admin user. These questions allow you and the processing location to gather consistent information for reporting purposes.
Bank Use	Allows the taxpayer (and spouse) the ability to give consent to use their information for bank product determination by entering a PIN.
Bank Disclose	Allows the taxpayer (and spouse) the ability to give consent to disclose their information for their bank product application by entering a PIN.
Results	Allows you to select how the taxpayer wants to file the return (bank product, e-File only or Paper)
Direct Deposit	Allows you to select the type of bank of account and enter the routing transit number (RTN) and bank account nmber (DAN).
Check Interview	After completing the required information, you can click **Check Interview** for any errors and warnings. If any errors or warning are found, click **Go to Diagnostics**, where you can view all errors, select the error and link to the corresponding form to make the corrections.
Print Signature Pages	Allows the tax preparer to print the signature pages required before finishing or submitting the interview. The signature pages must be printed before the **Submit the Interview** button will be available on the **Submit Interview** page.
Finish **Submit Interview**	Click the **Finish** button at the bottom of the page when you have completed the Interview. Click the **Submit the Interview** button to send the interview to your Main Office. Once the interview is submitted and return is filed, you will be able to check the return's e-File status from the Dashboard or by viewing the US e-File and State e-File columns in the return list.

Based on the answers entered in the Interview, TaxWise Online loads the return with all necessary forms. Forms may be added by clicking the **Add a form** button in the **Loaded Forms** pane or you can change any of the answers in the interview (and any accompanying forms) by clicking **Switch to Interview**.

Import Interviews

The **Import Interviews** feature allows offices with sub-offices using the TaxWise Online Interview to process the interview and complete the return. This option is only available to the **Administrator** (**Admin**), a user with the **Administrator** role, or users assigned the **InterviewProcessor** role.

To import interviews, use the following steps:

1. Click **Tax Returns**.
2. Click **Import Interviews**.

   The **Import Interviews** button will only be available when there are pending interviews to be imported.

3. Click the TIN of the interview you wish to process. If the TIN is not available as a link and has the warning button , the return has already been created in TaxWise Online. In order to process the interview the return would have to be deleted.
4. TaxWise Online opens a return with the information completed from the interview.
5. The preparer needs to review the return and complete any necessary information.

Delete an unprocessed interview

To delete an unprocessed interview, use the following steps:

1. Click **Tax Returns**.
2. Click **Import Interviews**.
3. Click **Delete** on the row you want to delete.
4. Click **OK** to confirm the deletion.
5. Click **Close**.

   If a return needs to be completed after an interview is deleted, the sub-office has to resubmit the interview.

Navigate the tax return

The navigational buttons (above the **Forms Tree** or on the left panel when the **Forms Tree** is minimized) are used to help complete a return. Do not use the browser's buttons.

In Google Chrome, you must use the **Tab** button to move from field to field within a tax return.

To hide the browser toolbar, press **F11**.

Option	Description
	Allows you to add additional forms to the active return.
	Allows you to delete forms from the active return.
	Prints a single form from the active return.
	Allows you to add Client Letters to the active return.
	Allows you to capture and store documents and files associated to a client's return.
	Opens the previous form of the active return.
	Opens the next form of the active return.

Understand color coded entries

TaxWise Online uses color coding to identify types of entries on forms.

Option	Description
Green	These entries are calculated by TaxWise Online from information on supporting forms. You cannot type data directly into a calculated entry or delete the calculated value unless you override the calculation.
Black	These entries are non-calculated, and you can type data directly into them.
Red	These entries are required for e-Filing. TaxWise Online marks certain entries as required to assist you with preparing a complete and accurate tax return. You must complete entries for TaxWise Online to check off the form as “complete” on the list of forms in the Tree. When you type data in a required entry, TaxWise Online displays the text in green and converts the entry to a non-calculated entry when you refresh the return.
Blue	These entries are calculated entries that have been overridden by the preparer.

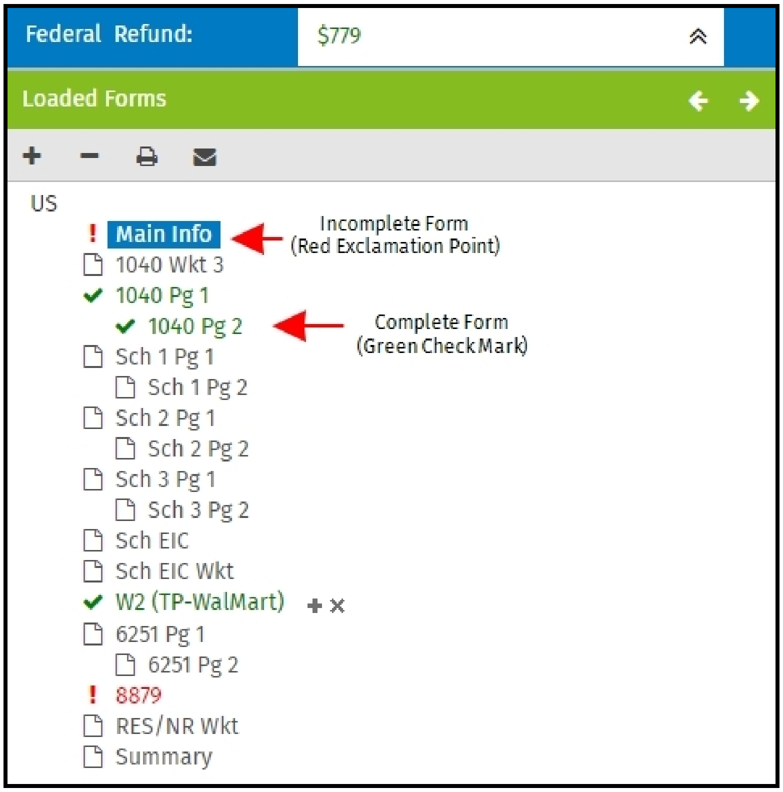
Keyboard Shortcuts

The following table details the keyboard shortcuts available in TaxWise Online:

Command	Description
F1	Opens the TaxWise Online help file.
F3 or Ctrl+Spacebar	Estimates and un-estimates an entry.
F8 or Ctrl+Enter	Overrides an entry (Override rights must be enabled).
F9	Links the current line on the current form to another form.
F11	Hides the internet browser toolbar.
Ctrl+C	Copies the information from an entry box for future placement elsewhere in TaxWise Online.
Ctrl+E	Jumps to next required entry.
Ctrl+I	Inserts a row on a multi-line statement or worksheet.
Ctrl+P	Generates a pdf to print.
Ctrl+R	Refreshes the page if not on a multi-line statement or worksheet.
Ctrl+R	Removes a row on a multi-line statement or worksheet.
Ctrl+V	Pastes information copied from a previous entry box into the current entry box.

Forms Tree

The **Forms Tree** (Loaded Forms section) to the left of the return shows all the forms that are currently loaded for the active return. The icons next to the forms indicate whether a form has been loaded, is complete or needs completion.



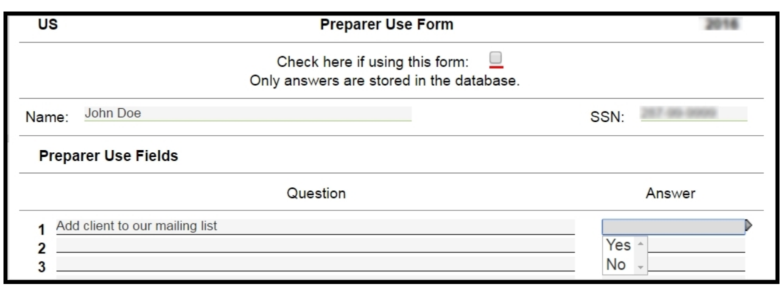
Preparer Use fields in a return

Once the **Admin** or a user with the **Administrator** role has created pick list for use on the Preparer Use form they are available for new and existing returns.

To use the user defined fields, use the following steps:

1. Create a new return or edit an existing return.
2. Select the **Prep Use** form to view the **Preparer Use Fields** section.

If you made the fields required, they will display with a red underline.



3. Click on the appropriate **Answer** field for each custom question.

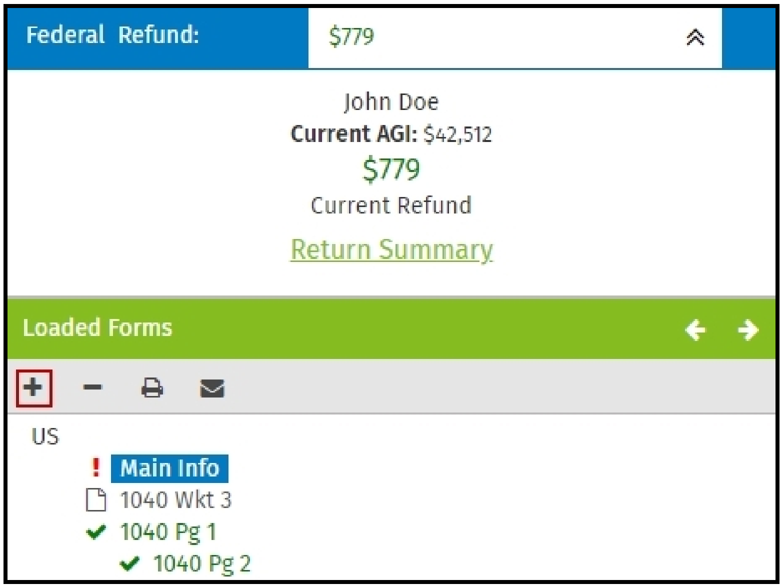
If the field contains a history list, it will change to a drop-down box.

4. Select the appropriate entry.
5. Press **Tab** to move to the next entry.

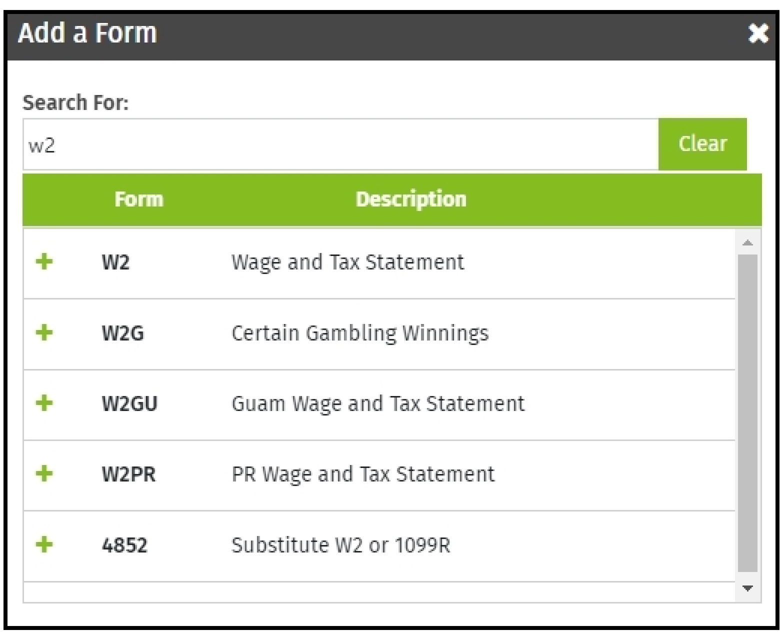
Add forms to a return

To add a form to an open return, use the following steps:

1. Click the **Add** button in the **Loaded Forms**.



2. Do one of the following:
   - Enter the form name, form number or a brief description in the **Search For** box.
   - Click **Show all forms** and scroll through the list to find the form.
3. Click the **Add** button to the left of the form.

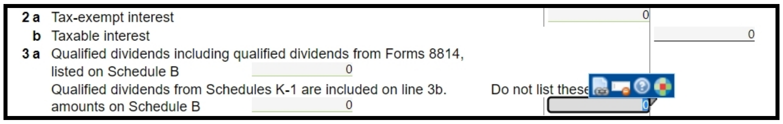


Link Forms

TaxWise Online allows you to link different compatible forms within the return. When available, the **Link** icon appears when an active entry can be linked to another form.

To link forms, use the following steps:

1. Open a return.
2. Go to a field within the return, for example, Form 1040 pg. 1, line 2a.



3. Do one of the following:
   - Press **F9**, or
   - Click the **Entry Link** to display the smart bar, and then click the **Link** button.

4. Select the form to link to from the list of available forms on the **New** tab.

If the form has already been added to the return, click the form in the **Existing** tab.

PDF attachments

As part of the IRS Modernized e-File program, electronically filed returns can be transmitted with certain PDF attachments. On the applicable form of the Federal or state return, if a PDF attachment is required a check box will be highlighted on the form. If a PDF attachment is required and is not attached, you will not be able to create an e-file.

Use Adobe Acrobat or another program to create the required PDF attachment.

To attach a PDF file to a return, use the following steps:

1. Select the check box to indicate an attachment will be uploaded.
2. Click **Select a file to upload**.
3. Navigate to the file to be attached and click **Open**, or simply double-click the file.
4. Click the "**X**" to close the dialog.

Clearing the check box on the form after a PDF has been uploaded will result in the removal of the attachment.

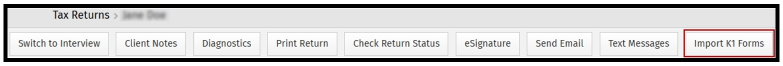
Import K1 Forms

TaxWise Online allows you to import Schedule K-1s from 1065 and 1120S returns into the applicable 1040 return.

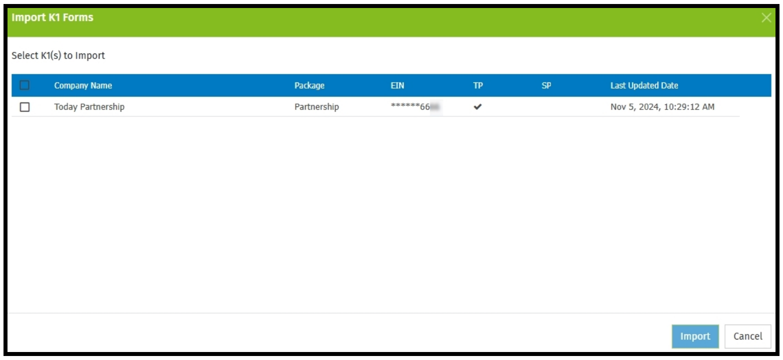
To import K1 Forms, use the following steps:

1. Open the applicable 1040 return from the list of Tax Returns.

2. Click the **Import K1 Forms** button.



3. TaxWise Online displays the Import K1 Forms screen. Select the check box of the K1(s) you wish to import and click the **Import** button.



4. The K1 form is added to the return. Complete any required information on the form.

Vault

TaxWise Online provides a secure, fast way to capture and store the documents and files associated to a client's return. You can use most built-in cameras (or purchase a USB camera from any retailer) to snap pictures of any document presented to you by a taxpayer. You can also import files provided to you electronically (PDFs, pictures, documents). These files are stored securely alongside the return (Loaded Forms), and are managed from within the tax return.

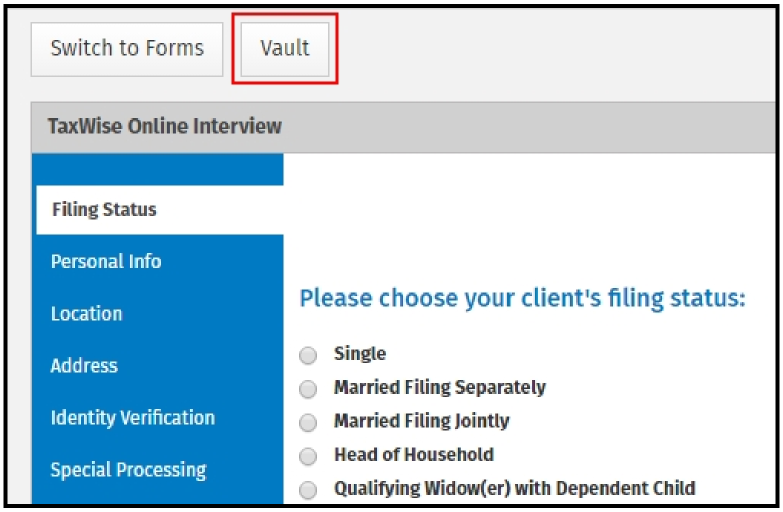
If a return is deleted any stored documents will also be deleted.

The following file types are supported: .xls, .xlsx, .doc, .docx, .pdf, .png, .jpeg, .txt

Snap a photo image using Google Chrome or Microsoft Edge

To snap a image using an USB camera, use the following steps:

1. Do one of the following:
   - Inside a return, click the **Vault** button located in the **Loaded Forms**.
   - Inside an interview, click the **Vault** button.



2. Click **Photo**.
3. Select your camera from the **Set Camera Preference** list. If prompted, click **Allow** to allow TaxWise Online access to your camera.
4. Make sure the document is placed so the camera can take a picture to store.
5. Click **Photo**. The live image is on the left and the photo is on the right.

If necessary, you can move the document beneath the camera around for better placement and click the **Photo** button. Don't continue to step 6 before you have an acceptable image.

6. The file name by default will be a time and date stamp, but you can highlight the default name and enter your own file name.
7. Click **Save**.
8. Click **OK** on the save confirmation.
9. Take any additional photos or click **Close** to exit the **Photograph Documents** dialog.
10. Click **Close** to exit the **Vault** dialog.

The image(s) will be displayed in the **Loaded Forms** of the tax return. If you click on the file in the **Loaded Forms**, it will open in a new browser window.

If the import was performed in the Interview Wizard, you must click the **Switch to Forms** button to see the files in the **Loaded Forms**.

Snap a photo image using Safari

In order to store a photo image using Internet Explorer, you must have Adobe Flash Player installed.

To snap a image using an USB camera, use the following steps:

1. Do one of the following:
   - Inside a return, click the **Vault** button located in the **Loaded Forms**.
   - Inside an interview, click the **Vault** button.
2. Click **Photo**.
3. On the **Photograph Documents** dialog, you will need to click **Allow** to allow TaxWise Online access to your camera.
4. If multiple cameras are detected by your computer, follow the steps below.
   - Right-click in the left panel and click **Settings**.
   - Click on the **Camera** button and select the camera you want to use from the list.

- Click **Close**.

5. Make sure the document is placed so the camera can take a picture to store.
6. Click **Photo**. The live image is on the left and the photo is on the right.

If necessary, you can move the document beneath the camera around for better placement and click the **Photo** button. Don't continue to step 7 before you have an acceptable image.

7. The file name by default will be a time and date stamp, but you can highlight the default name and enter your own file name.
8. Click **Save**.
9. Click **OK** on the save confirmation.
10. Take any additional photos or click **Close** to exit the **Photograph Documents** dialog.
11. Click **Close** to exit the **Vault** dialog.

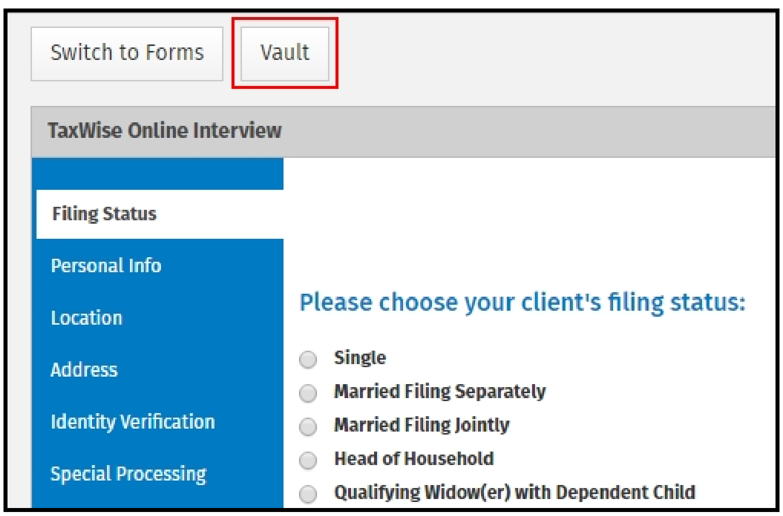
The image(s) will be displayed in the **Loaded Forms** of the tax return. If you click on the file in the **Loaded Forms**, it will open in a new browser window.

If the import was performed in the Interview Wizard, you must click the **Switch to Forms** button to see the files in the **Loaded Forms**.

Importing a file

To store a document by importing a file, use the following steps:

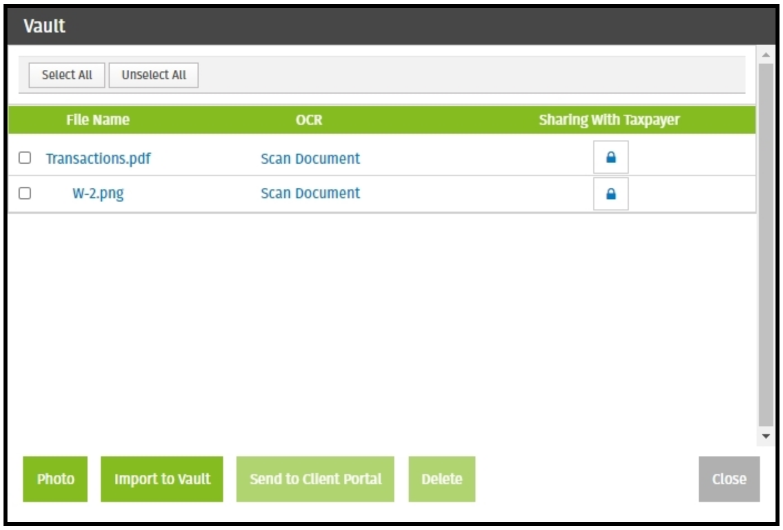
1. Do one of the following:
   - Inside a return, click the **Vault** button located in the **Loaded Forms**.
   - Inside an interview, click the **Vault** button.



2. Click **Import to Vault**.
3. Browse to the location where the file is stored on your computer, select the file and click **Open**.

To select multiple files, click on the first file, and then press and hold the **Ctrl** key. While holding down the **Ctrl** key, click each of the other files you want to select.

4. Click **OK** on the confirmation.



5. Click **Close** or go through the steps again to upload additional files.

   The image(s) will be displayed in the **Loaded Forms** of the tax return. If you click on the file in the **Loaded Forms**, it will open in a new browser window. Depending on the type of file you attempt to open, you will either be prompted to download the file or the file will open in a new browser window.

   If the import was performed in the Interview Wizard, you must click the **Switch to Forms** button to see the files in the **Loaded Forms**.

Send to Client Portal

TaxWise Online has to be connected to CCH iFirm in the Security settings for this option to be available.

For more information, see CCH iFirm Client Portal.

To send files to Client Portal, use the following steps:

1. Do one of the following:
   - Inside a return, click the **Vault** button located in the **Loaded Forms**.
   - Inside an interview, click the **Vault** button.
2. Select the check box before the file name on the row(s) you want to send to Client Portal. To select all the files, click **Select All**.
3. Click **Send to Client Portal**.
4. Click **OK** on the confirmation that the files were sent to Client Portal successfully.

Delete stored files

To quickly delete a file, you can click the **Delete** button located at the end of the file name in the **Loaded Forms** or you can use the following steps to delete multiple files at once.

To delete multiple files, use the following steps:

1. Do one of the following:
   - Inside a return, click the **Vault** button located in the **Loaded Forms**.
   - Inside an interview, click the **Vault** button.
2. Select the check box before the file name on the row(s) you want to delete. To select all the files, click **Select All**.
3. Click **Delete**.
4. Click **OK** to confirm the deletion.

Use the Refund Monitor

The **Refund Monitor**, shown to the left of the return, displays the taxpayer's name, current AGI and the refund or balance due for the active return. These figures change in real time as you update the return with data. Clicking Return Summary will display the Taxpayer Information, Income Information, e-File Status, Rejection History, Fee Summary & Payments, and Client Notes in real time. Below the Federal information, TaxWise Online displays the amount of state refund (or balance due).

The **Refund Monitor** can be hidden from view by clicking the double arrow button in the top right corner.

Return Summary

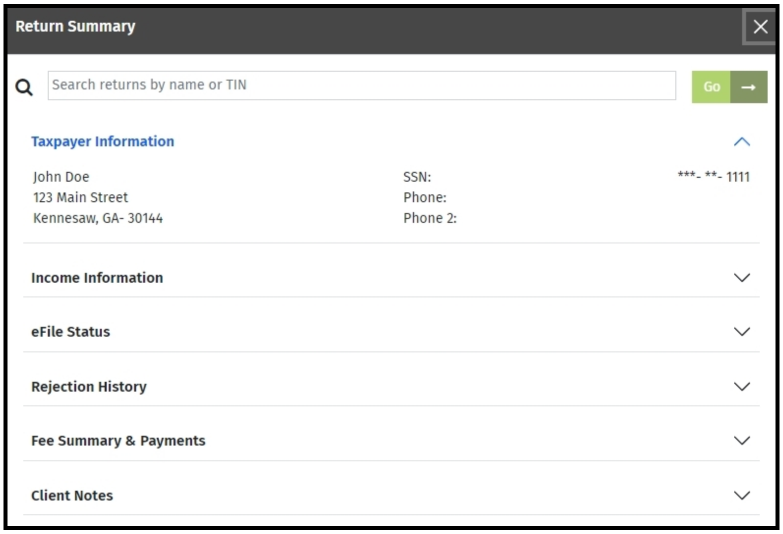
To quickly pull information about a particular return, use the following steps:

1. Open the return.
2. Click **Return Summary** on the **Federal Refund**.

The window displays the following information for the selected return:

- Taxpayer information
- Income information
- e-File status
- Rejection History
- Fee Summary & Payments
- Client Notes

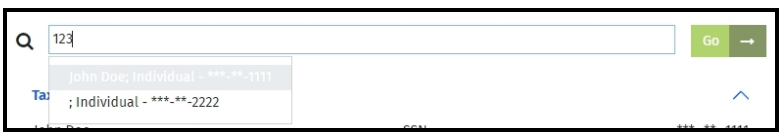
Click each section to expand and view additional information.



Search returns by name or TIN

The **Search returns by name or TIN** section of the **Return Summary** allows you to quickly search for other returns and see the associated return summary.

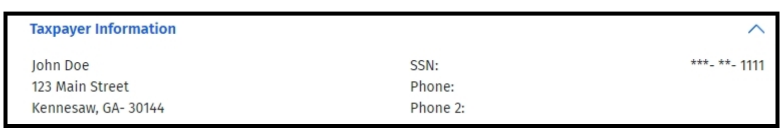
The search is dynamic; as you enter the search criteria, a list of matching returns is displayed, allowing you to select the return you are looking for.



Select the return from the list shown and click **Go**.

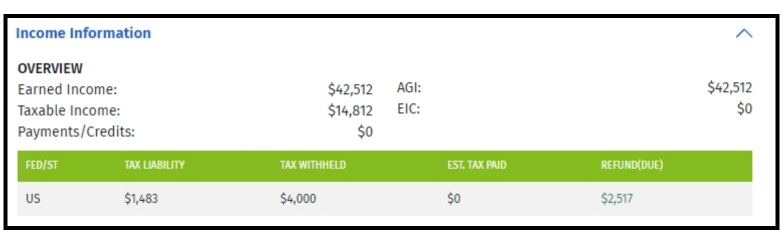
Taxpayer Information

The Taxpayer Information section of the Return Summary displays the name, address, SSN, and phone numbers of the primary taxpayer as entered on the return.



Income Information

The Income Information section of the Return Summary displays an overview of the income, credits, refund, balance due, and more.

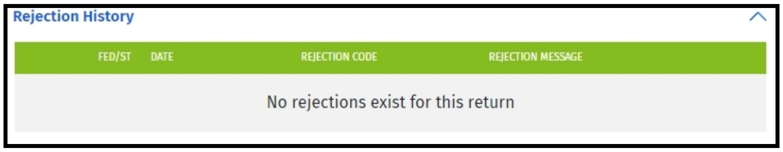


eFile Status

The eFile Status section of the Return Summary displays information relating to the electronic filing of the return.

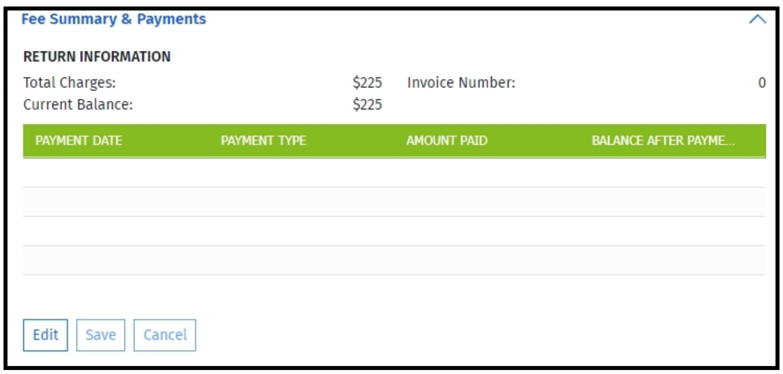
Rejection History

The Rejection History section of the Return Summary displays information relating to Federal and/or State rejections received for the return.



Fee Summary & Payments

The Fee Summary & Payments section of the Return Summary displays charges for the return and allows you to enter payments.



Client Notes

The Client Notes section of the Return Summary displays notes that have already been entered for the return and allows you to enter additional notes as needed.

Return Summary Search

TaxWise Online provides the **Return Summary Search** that allows you search for returns by name or TIN from inside or outside a return.

The search is dynamic; as you enter the search criteria, a list of matching returns is displayed, allowing you to select the return you are looking for. Select one from the list and click **Go**.

TaxWise Online displays the **Return Summary** for that return.

Set the Return Stage

Once return stages are created by the **Admin**, you can change the return stage from the return list.

To select a return stage from the return list, use the following steps:

1. Click **Tax Returns**.
2. On the return list, select the return stage from the **Stage** list on the row of the applicable return.

Client Notes

The Client Notes are a convenient method for recording pertinent information that would not otherwise appear in the taxpayer's return. You can add as many notes as you like to each return.

To open the client notes while the return is open, use the following steps:

1. Click **Client Notes**.
2. Click **Add Note**.

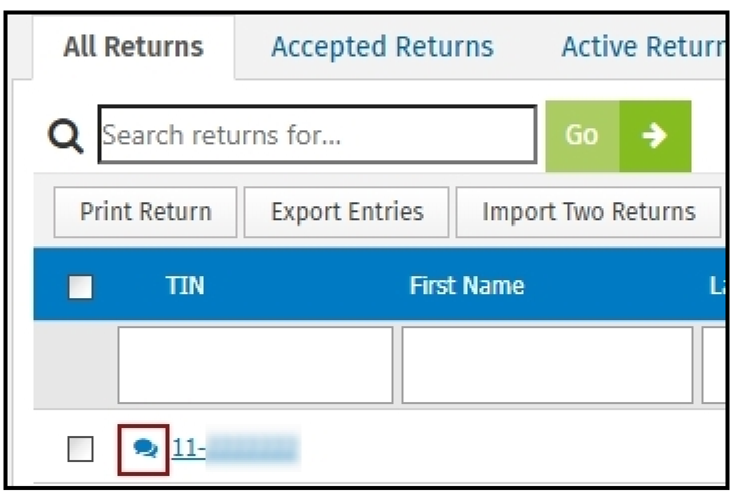
TaxWise Online automatically enters the user name, date, and time.

3. Enter your note and click **Save**.
4. To print the **Client Notes**, click **Print**.
5. To close the **Client Notes**, click **Close**.

Access client notes from the Return list

The **Client Note** button will be to the left of the TIN if a note exists for that tax return.

1. Click the **Client Notes** button.

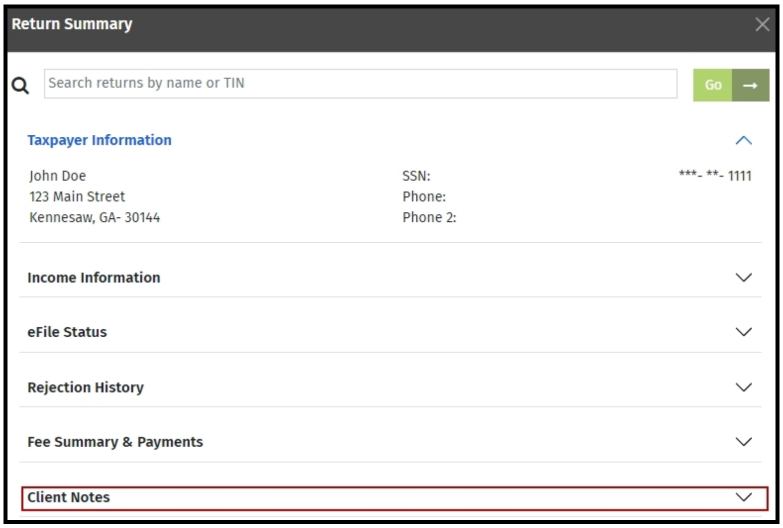


2. To view or add additional notes, click **More**.
3. To add additional notes, click **Add Note**.
4. To print the **Client Notes**, click **Print**.
5. To close the **Client Notes**, click **Close**.

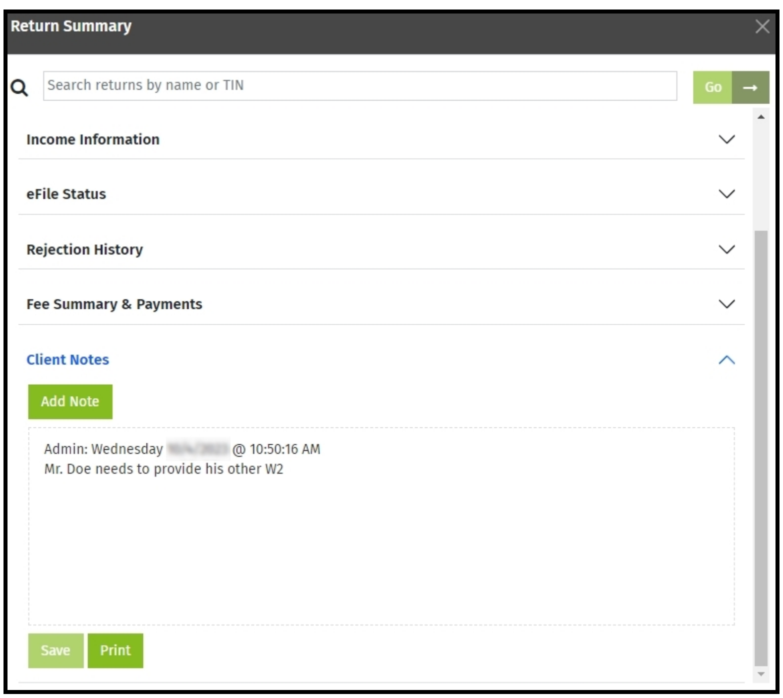
Access client notes from the Return Summary

1. Open the return.
2. Click **Return Summary** on the **Federal Refund**.

3. When the Return Summary displays, expand the **Client Notes** section.



Any existing Client Notes are displayed.



4. To add a new note, click **Add Note**.
5. Enter your note and click **Save**.

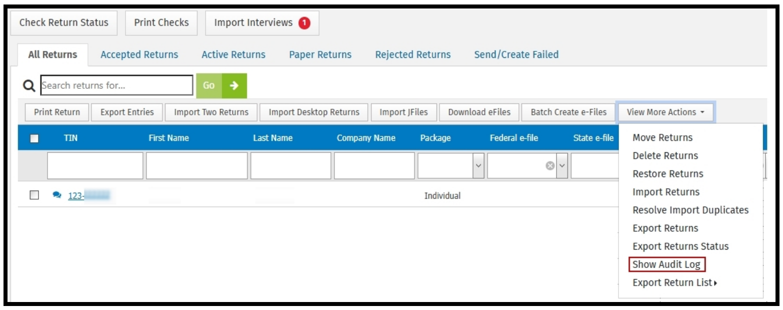
6. To print the **Client Notes**, click **Print**.
7. To close the **Client Notes**, click **Close**.

Audit Log

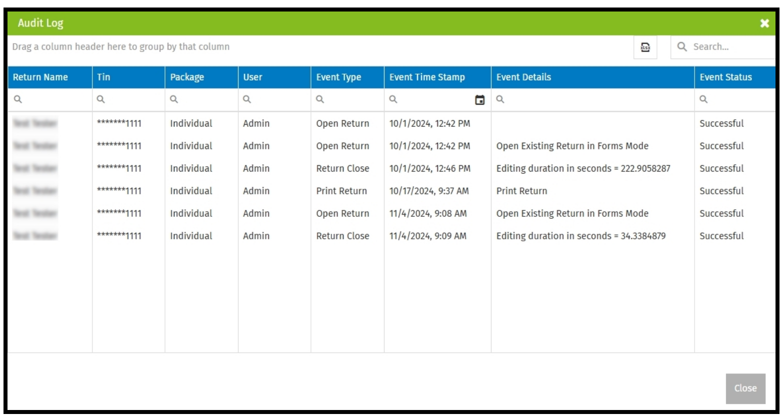
TaxWise Online allows you to view an audit log for returns to see activity surrounding the return.

To view the audit log, use the following steps:

1. Click **Tax Returns**.
2. Select the return(s) for which you wish to view the Audit Log.
3. In the **View More Actions** list, click **Show Audit Log**.



TaxWise Online displays the Audit Log.



4. From the Audit Log screen, you can group by columns, export the audit log to a .xls file, or search for specific information.

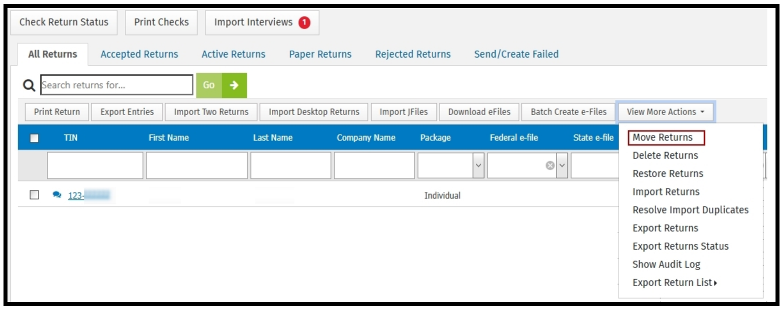
5. Click **Close** to exit the Audit Log.

Move returns

This action allows you to move tax returns from one user to another. When the tax return is moved it is no longer available to the original user. The ability to move returns is only available to the **Admin** or a user with the **Administrator** role, **SuperUser** role or **Reviewer** role.

To move returns to another user, use the following steps:

1. Click **Tax Returns**.
2. In the **View More Actions** list, click **Move Returns**.



3. In the **Select a user** list, select the user where you want the return(s) moved.
4. Select the return(s) and click **Move**.

If all returns need to be moved to the same user, click **Select All**. To clear all the check boxes, click **Unselect All**.

5. Click **OK** to confirm the move.
6. Click **Close**.

Run diagnostics

Once you have completed a return you should run diagnostics to check for errors by clicking **Diagnostics**.

To print the diagnostics, click the **Print diagnostics** button . TaxWise Online will display the **Print** dialog. Make any changes to the print properties if applicable and click **Print**.

The diagnostics screen is divided into four sections:

- Electronic filing errors
- Warnings
- Overridden entries
- Estimated entries

TaxWise Online may not display all sections on every diagnostics report.

Correct electronic filing errors

Electronic filing errors are always a first priority. TaxWise Online displays them in red text on the **Diagnostics** report. The red text is a link pointing to the form and entry that needs correction. When you click the link, TaxWise Online opens the form with the error below the **Diagnostics** report so that the user has a chance to correct the entry. After you correct each error, the return is ready for another **Diagnostics** run.

You must correct all electronic filing errors prior to e-filing the return.

Warnings

Warnings identify possible problems, inconsistencies or suspicious information in the tax's return data.

Warnings can include:

- Missing data that may not be required.
- Data that does not appear consistent with other data in the return.

If a warning is displayed, you should verify that the information in the return is correct. Warnings do not disqualify a return from electronic filing.

Overridden Entries

TaxWise Online identifies overridden entries in the **Diagnostics** report. To go to the form to verify the overridden entry, click the listing for that entry.

As you verify the overridden entries, make sure that they are absolutely necessary. Even though overridden entries do not disqualify a return from electronic filing, they may result in calculation errors.

Estimated Entries

TaxWise Online identifies estimated entries in the **Diagnostics** report. To go to the form to verify any missing information, click the listing for that entry.

Although estimated entries do not disqualify a return from electronic filing, they may cause you to file incorrect information.

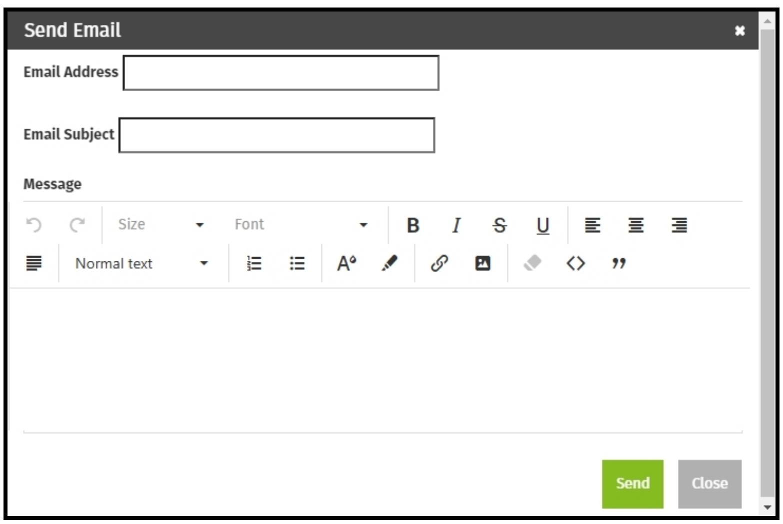
Email Client

TaxWise Online includes the ability to communicate via email with your taxpayer from within the tax return.

To email your taxpayer from within the return, use the following steps:

1. From inside a return, click the **Send Email** button.

   TaxWise Online displays the **Send Email** dialog box.



2. If the email address was entered in the return, it will be entered automatically. If no email address is present in the return, enter the address in the space provided.

   You cannot enter more than one email address in the Email Address field.

3. Enter the subject of your email in the **Email Subject** field.
4. Compose your email to the customer in the **Message** section. One the message has been typed and formatted, click **Send**.
5. TaxWise Online displays the Email Status dialog box confirming that the Email has been sent successfully. Click **Close** to exit.

Notifications

The Notifications feature in TaxWise Online alerts you when certain events happen.

Click (Notifications icon) on the toolbar to view notices for documents that have been uploaded, eFiles and bank applications that have been rejected and eSignature completions.

Notification Service Offering

Enrolled customers can receive certain return information from TaxWise Online that updates their CRM systems with pertinent taxpayer data.

Once customers have signed up and provided us with their URL, they are able to receive the data described below.

Demographic Data Notification Type

Name	Description	Data Type
CustomerId	This is the Hash value of Tax payer' SSN/TIN to generate the Customer_Id	String
ClientId	This is the same client id that is used within TWO. It is just used here to mark what customer this data belongs to.	Integer
ReturnType	Describes what return type data belongs to. (Individual, Partnership, SCorp, CCorp)	String
TaxpayerFirstName	First name of the taxpayer from the return	String
TaxpayerLastName	Lastname of the taxpayer from the return	String
TaxpayerCelPhone	Taxpayer cell phone.	String
TaxpayerHomePhone	Taxpayer home phone number.	String
TaxPayerDOB	Taxpayer Date of Birth	Date
TaxPayerDOD	Taxpayer Date of Death	Date
SpouseFirstName	First name of the spouse from the return	String
SpouseLastName	Last name of the spouse from the return	String
SpouseCellPhone	Taxpayer cell phone.	String
SpouseHomePhone	Taxpayer home phone number.	String
SpouseDOB	Spouse Date of Birth	Date
SpouseDOD	Spouse Date of Death	Date

Json PayLoad:

{

"customerId": "9167dd3b667e920881d826d43958a0fee01b0da1e3b6e01839b2e8c77876",

"clientId": 903111,

"returnType": "Individual, Partnership, SCorp, CCorp",

"taxpayerFirstName": "Test",

"taxpayerLastName": "Test2",

"spouseFirstName": "Test3",

"spouseLastName": "Test4",

"taxPayerDOB": 01-01-2019,

"spouseDOB": 01-01-2019,

"taxpayerCellPhone": "4578787878",

"taxpayerHomePhone": "24561222",

"spouseCellPhone": "4546666",

"spouseHomePhone": "554454545454",

"spouseDOD": 01-01-2019,

"taxPayerDOD":01-01-2019

}

Bank Notification Type

Name	Description	Data Type
ReturnId	This is the Return Id which you are getting notified to.	GUID
ClientId	This is the same client id that is used within TWO. It is just used here to mark what customer this data belongs to.	Integer
Message	A Message that includes what is being changed in Bank Acknowledgements	String
AgencyId	Possible Values can be US , States OR B, K, N, O, EF, F, L, E, UNKNOWN, OHR, PHL, DET, ORLN, ORTM	String
MessageType	Possible Values can be Bank or EFile	String
BankStatus	This is the Bank Status. Possible values can be None Exception Submitted Accepted Rejected Declined Created	String
DisbursementType	Possible values can be Direct Deposit Walmart direct2cash Card	String

Json PayLoad:

{

"BankStatus": "Accepted",

"DisbursementType": "",

"ClientId": “CLIENT_ID”,

"ReturnId": "b23aceb3-42d5-44bf-8290-350a765f04f0",

"Message": "Processed Ack with Return ID b23aceb3-42d5-44bf-8290-350a765f04f0, Bank Status Accepted",

"AgencyId": "F",

"MessageType": "Bank"

}

EFile Notification Type

Name	Description	Data Type
ClientId	This is the Return Id which you are getting notified to.	Integer
ReturnId	This is the same client id that is used within TWO. It is just used here to mark what customer this data belongs to.	GUID
Message	A Message that includes what is being changed in Bank Acknowledgements	String
AgencyId	Possible Values can be US , States OR B, K, N, O, EF, F, L, E, UNKNOWN, OHR, PHL, DET, ORLN, ORTM	String
MessageType	Possible Values can be Creating, CreateFailed, Created, Sending, SendFailed, Sent, EfcRejected, Rejected, Accepted, Paper, InvalidClient, InvalidTransmitter, CustomerDisabled, Multistate	String
EFileStatus	This is the Bank Status. Possible values can be None Exception Submitted Accepted Rejected Declined Created	String
IsExtension	A Boolean value indicating if this record is Extension or not	String
IsAmended	A Boolean value indicating if this record is Amendment or not	String

Json PayLoad:

{

"EFileStatus": "Rejected",

"IsExtension": false,

"IsAmended": false,

"ClientId": ”CLIENT_ID”,

"ReturnId": "f90ca0cc-abb2-42d5-8c5a-7805c79bbec8",

"Message": "Processed Ack with Return ID f90ca0cc-abb2-42d5-8c5a-7805c79bbec8, EFile Status Rejected, Is Extension False, Is Amended False",

"AgencyId": "US",

"MessageType": "EFile"

}

Client Letter

The client letter enables you to print a letter with each tax return. You can add a standard letter, customize an existing client letter or create your own letter to fit your needs.

You must disable all pop-up blockers to use the **Client Letter** feature.

A typical client letter provides the taxpayer with the following information:

- The tax preparer's contact information.
- The taxpayer's contact information.
- The federal refund, balance or amount due.
- Additional instructions about your client's federal and state tax return.

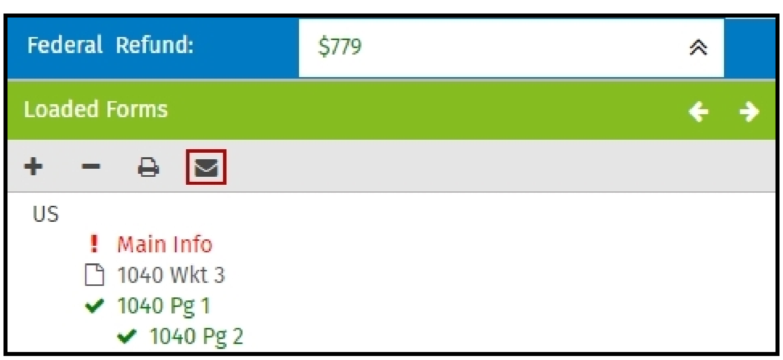
Add a client letter to a tax return

To add a client letter to a return, use the following steps:

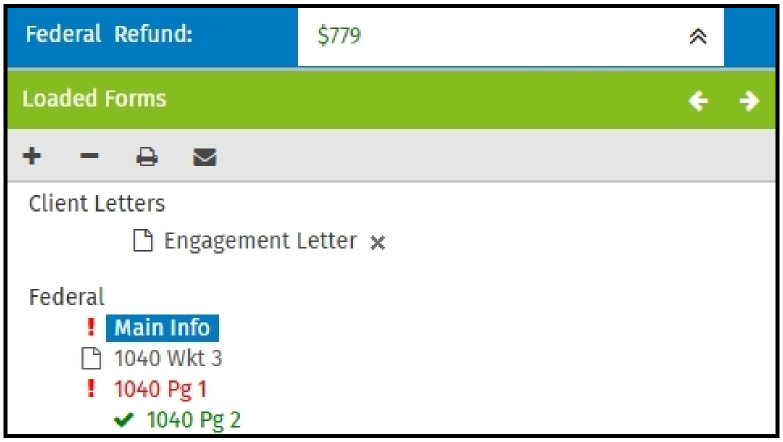
1. Log in as the appropriate user and open a tax return.

   The firm name and address calculate to the client letter from the ERO Information entered on the Main Information Sheet.

2. Click the **Add a client letter** button above the form tree, highlighted below.



3. Select the letter(s) you wish to add from the list by clicking the + button to the left of the letter.
4. Once you have added all the letters you wish to add, click **Close**.
5. The Client Letter(s) are displayed above the forms list in the tree to the left of the return.

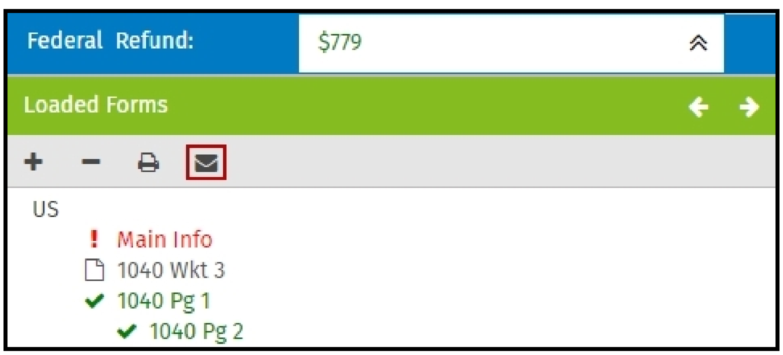


6. Click the name of the letter to view and print it.

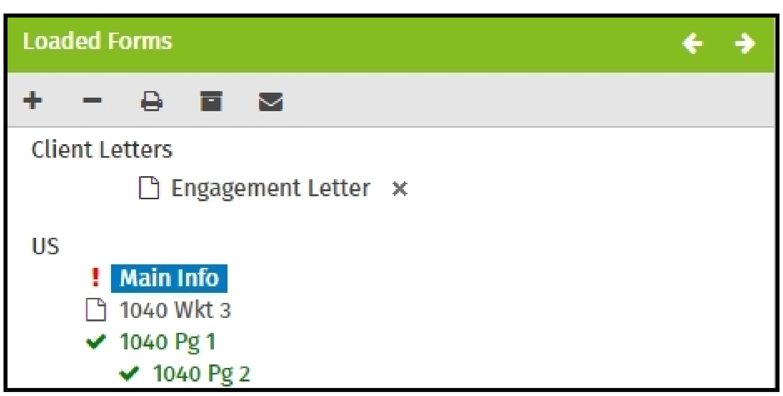
Print a client letter for a tax return

To add a client letter to a return, use the following steps:

1. Open a tax return.
2. Click the **Add a client letter** button in the form tree.



3. Click the + button to select a letter from the **Add a Client Letter** screen.
4. The letter is added to the return. Click **Close** to go back to the tax return.
5. Click the letter in the form tree.



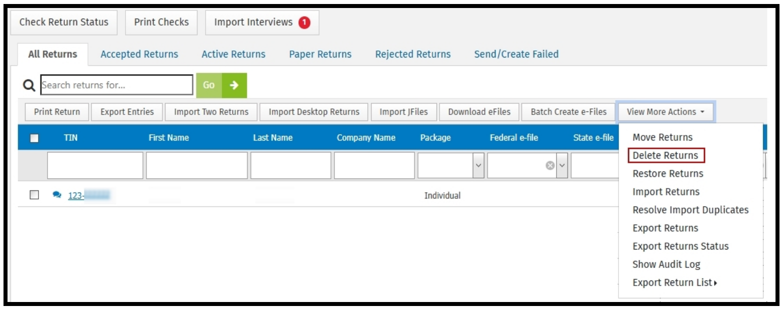
6. Make any changes to the print properties if applicable, and click the print button.
7. Click **Close** to exit out of the Client Letter.

Delete returns

TaxWise Online allows you to delete returns and has the ability to restore returns after deletion.

To delete returns, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role or **ReturnDeleter** role.
2. Click **Tax Returns**.
3. In the **View More Actions** list, click **Delete Returns**.



4. Select the returns and click **Delete**.

   If all returns need to be deleted, click **Select All**. To clear all the check boxes, click **Unselect All**.

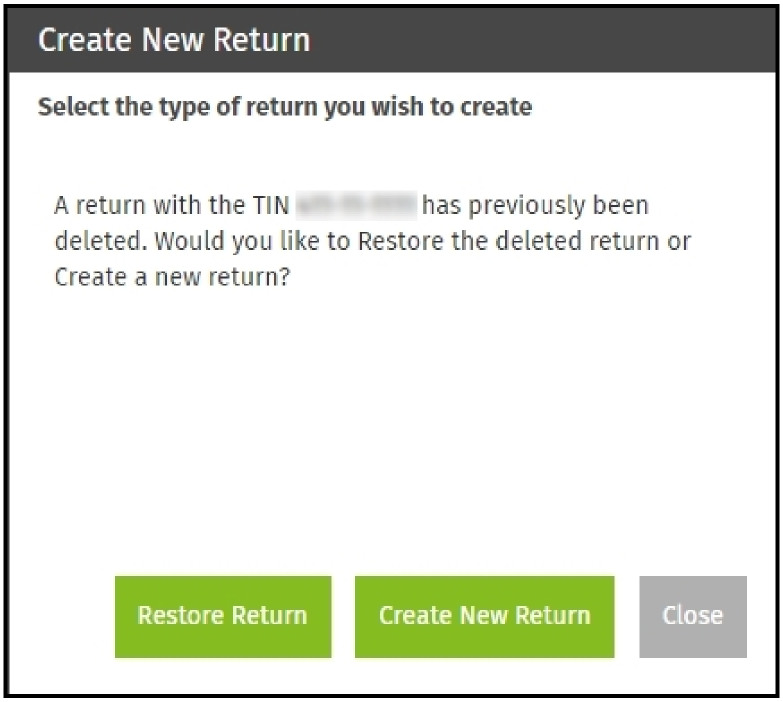
5. Click **OK** to confirm the deletion.
6. Click **Close**.

Restore deleted returns

TaxWise Online gives you the option to restore returns you have previously deleted.

To restore a deleted return, use the following steps:

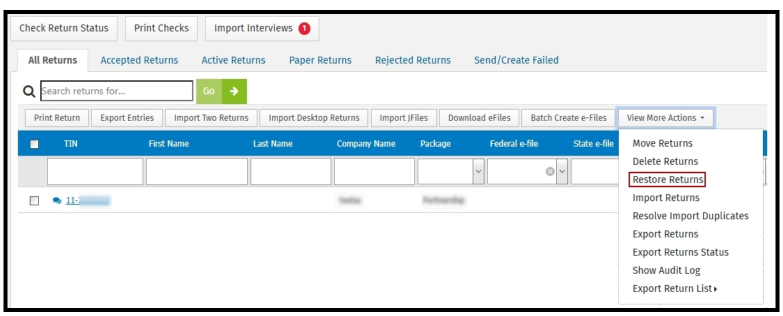
1. Click **Tax Returns**.
2. Click **New Return**.
3. Enter the **Social Security number (SSN)** twice for validation purposes.
4. Click **Go to Tax Forms** or **Go to Interview**.
5. Do one of the following:
   - Click **Restore Return** to bring forward the previously deleted return.
   - Click **Create New Return** to start a blank return.
   - Click **Close** to cancel the process.



Restore multiple deleted returns

To restore multiple returns, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role or **ReturnDeleter** role.
2. Click **Tax Returns**.
3. In the **View More Actions** list, click **Restore Returns**



Within the **Restore Returns** dialog, all previously deleted returns will be displayed.

4. Do one of the following:
   - Click **Select All** to select all returns shown, or
   - Select the check box next to the return(s) you want to restore.
5. Click **Restore**.
6. Click **OK** to confirm the selected returns will be restored.
7. Click **Close**.

Chapter 9

Printing

With TaxWise Online, users can print single forms, sets of forms, or entire returns as well as checks and reports. In this chapter, the different methods that can be used in printing returns are discussed in detail and steps are given for Online Check Printing.

When printing returns (or forms), TaxWise Online creates a PDF that can be printed. Adobe Reader 8.1 or higher is required.

Print Returns

The printing in TaxWise Online provides a user-friendly module to print tax returns in a PDF file. All pop-up blockers should be disabled before attempting to print returns.

Adobe 8.1 or higher is required to print returns.

To print the tax return, use the following steps:

1. Open a tax return.
2. Click **Print Return**.
3. Select the top check box if you wish to print all completed Federal, State, Bank forms, and Client Letters, or select the **Print Sets** you wish to print.
4. Select the check box if you would like to mask the SSN and EIN on the printed output.
5. Enter the watermark you wish you use, if any.
6. Click **Print**.
7. Click **OK** on the message that a pdf is being generated.
8. Do one or more of the following:
    - Click **Send to Client Portal** - A pdf of the return will be uploaded to the taxpayer's Client Portal. See CCH iFirm Client Portal.

    TaxWise Online has to be connected to CCH iFirm in the Security settings for this option to be available.

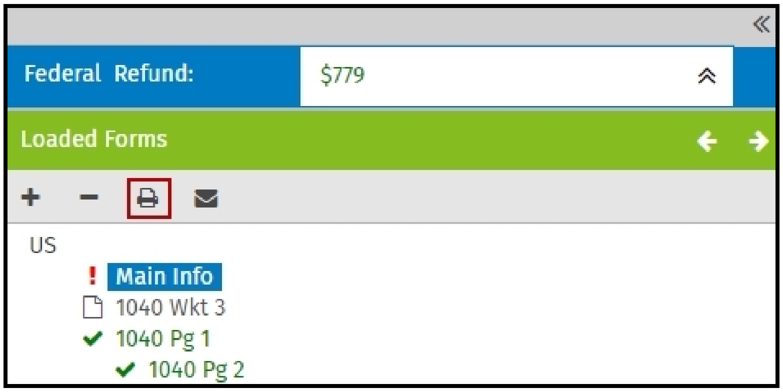
    - Click **Save to Vault** - A pdf of the return will be stored in the **Loaded Forms** of the return.
    - Click **Open PDF** - To view the return in a new browser window. In the new browser window, click the **Print** button.
9. Click **Close** on the **Print Return Complete** dialog.

Print a single form (page)

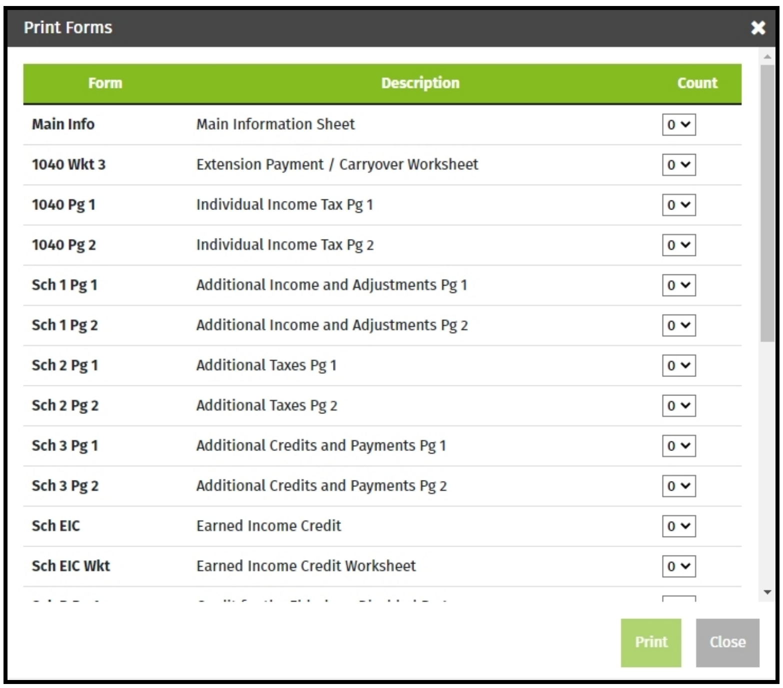
This feature allows you to print an single form (page) while the return is open.

To print a form (page) inside the return, use the following steps:

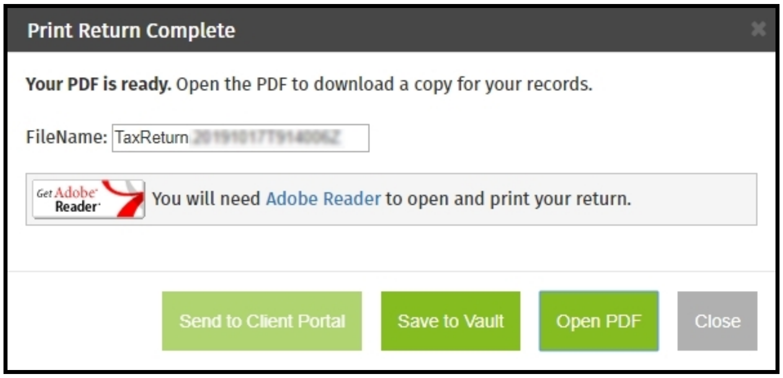
1. Open a return.
2. Click the **Print a Form** button in the **Loaded Forms**.



3. Click the drop-down list to select the number of copies you wish to print on the row of each form you want to print.



4. Click **Print**.
5. Click **OK** on the message that a pdf is being generated.
6. Click **Open PDF** to view the form in your browser.



7. In your browser, click the **Print** button.

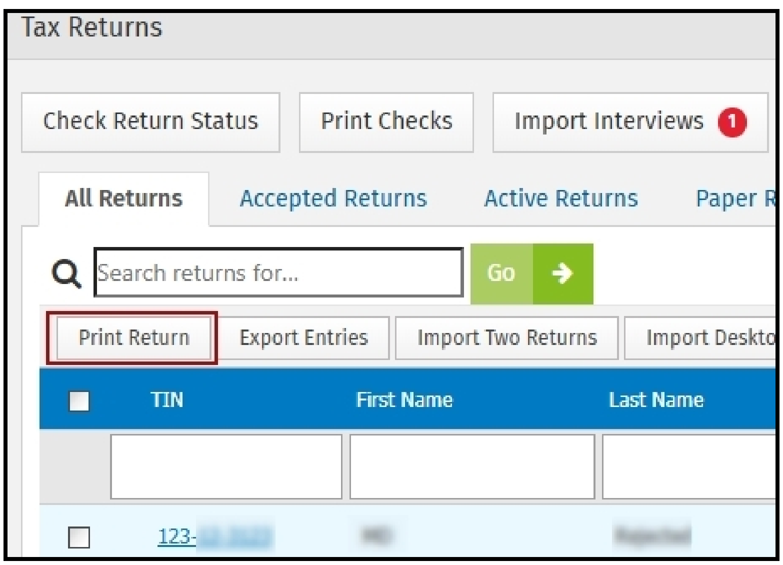
Print returns from the return list

Printing from the return list gives you the option to print a single return or multiple returns at one time. The **Admin** or a user with the **Administrator** role can access all user's returns for printing. Other users can print only their own returns.

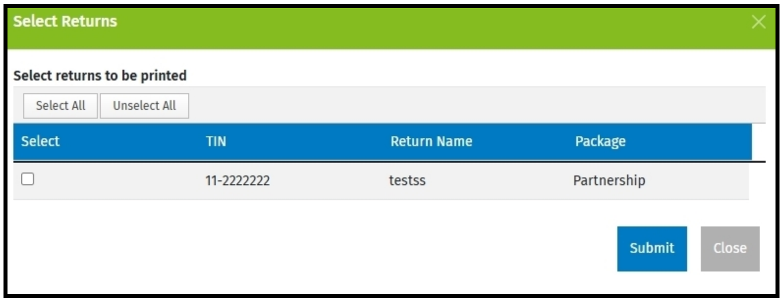
You must be logged in as the **Admin** or a user with the **Administrator**, **SuperUser**, or **ReturnPrinter** role in order to print returns from the returns list.

To print from the return list, use the following steps:

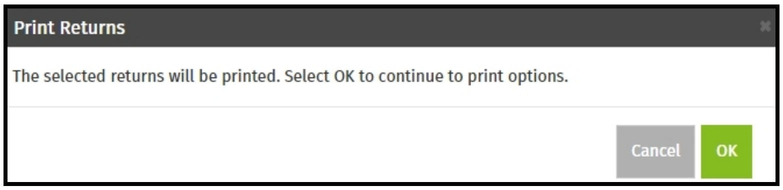
1. Click **Tax Returns.**
2. Verify you are on the correct tab (All Returns, Accepted, Active, etc.).
3. Click **Print Return**.



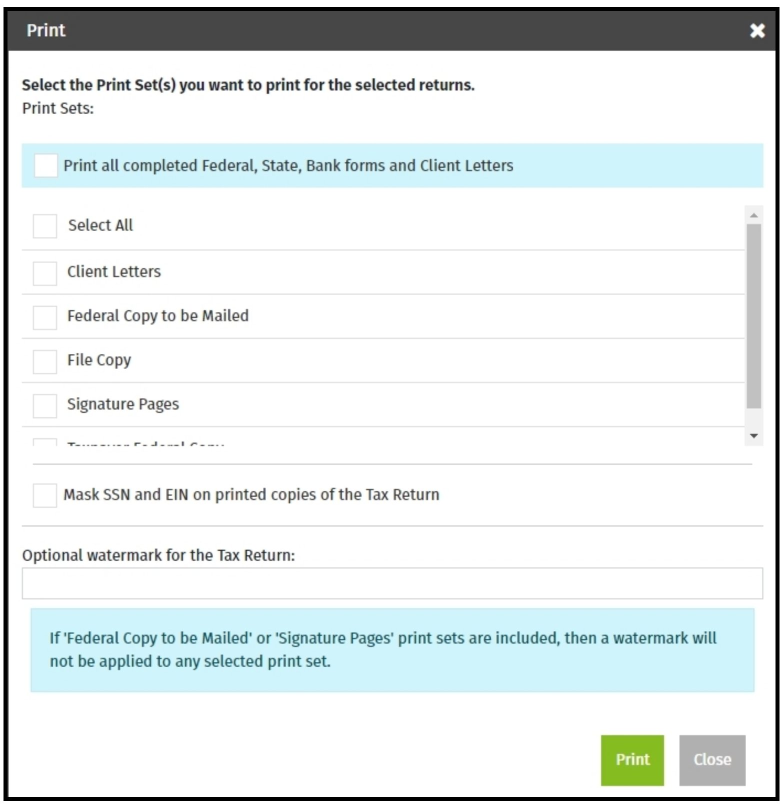
4. Select the check box on the row of the return you want to print. To print all of the returns listed in the grid, click the **Select All** button.



5. Click **Submit**, then click **OK**.



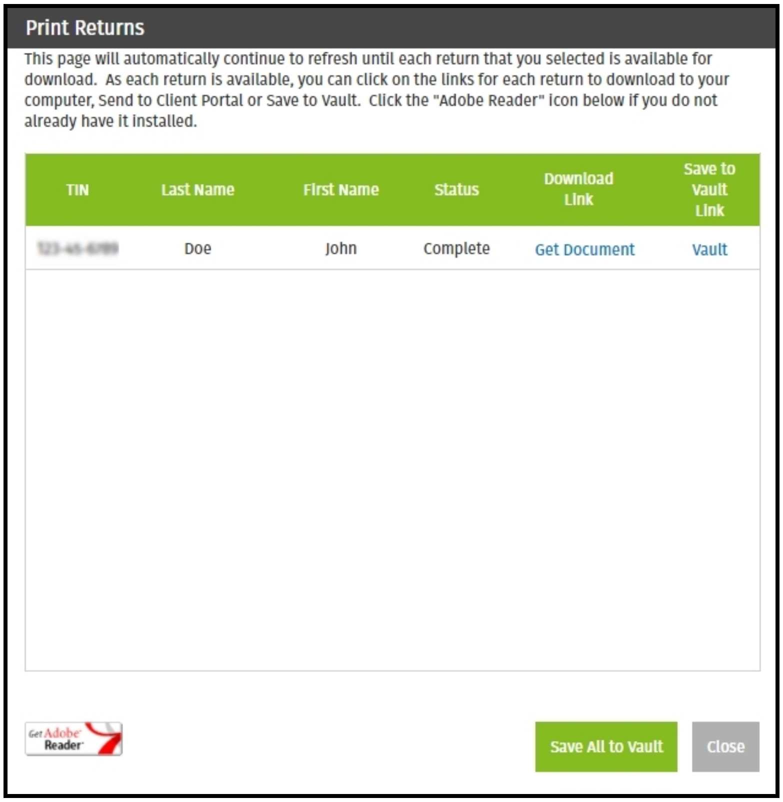
The **Print** window displays:



6. Select the top check box if you wish to print all completed Federal, State, Bank forms, and Client Letters, or select the **Print Sets** you wish to print.
7. Select the check box if you want to mask the SSN/EIN on printed copies.
8. Enter your optional watermark, if applicable.
9. Click **Print**.

   The **Print Returns** page will automatically refresh until each return that you selected is available for download.

10. Click **Get Document**. Each return will open in a new browser window.



11. In your browser, click the **Print** button.
12. In the TaxWise Online window click **Close** to exit **Print Returns**.

Print checks

TaxWise Online provides you with Online Check Printing. This feature allows you to print taxpayer's checks anytime at any place. All you need is a printer and check stock.

The minimum requirements for online check printing are:

- Internet connection (Broadband)
- Authorized user (CheckPrinter role)
- Check stock (Bank agreement)
- Configured laser printer

Make sure your check stock is loaded correctly in your printer.

To print online checks, use the following steps:

1. Log in as a user with check printing rights. The user must have the **CheckPrinter** role in order to have this option available to print checks.
2. Do one of the following:
   - Click **Print Checks** located in the **Getting Started** widget on the **Dashboard**.
   - Click **Print Checks** on the **Tax Returns** page.
3. Enter your login for Online Check Printing if necessary.
4. The Solution Center displays the **Print Checks > Select Checks to Print** page, listing all the available check authorization records.
5. Select the record to print.
6. Click **Next**.
7. Set the check number and click **Next**.
8. Repeat as necessary.

Chapter 10

eSignature

eSignature allows you to stay compliant and keep client information secure by capturing signatures digitally in person or remotely through TaxWise Online.

Use eSignature

Once you have completed a tax return, you can use eSignature to have the taxpayer, spouse, preparer and ERO to electronically sign the tax return. TaxWise Online charges a fee per envelope for the use of eSignature.

The eSignature button is grayed out unless you are logged in as the **Admin** or a user with the **SuperUser** role or **eSignature** role.

1. To create the envelope[1] to be sent for electronic signature, do one of the following:
   - Inside an open return, click **eSignature**.
   - On the Return List (Tax Returns tab), click **Request Signatures**.
2. Select one of the following for the taxpayer and/or spouse (if applicable):
   - **In-Person** - Choose this option if the taxpayer or spouse is physically present in your office and you have verified their identity. They will sign using their smartphone, tablet or other device.
   - **Remote** -Choose this option if the taxpayer or spouse are not physically present and signatures are to be obtained remotely. You must meet certain requirements (see IRS electronic signature rules) to select this option. Before the taxpayer or spouse is able to sign their return remotely they will be asked identification questions in order to verify their identity.
   - **Don't Sign Electronically** - Choose this option if the taxpayer or spouse is not going to sign electronically.
   - **On Preparer's Device** - Choose this option if the taxpayer or spouse is physically present, you have verified their identity and they will sign using your computer or other device.

3. Enter the email address for the taxpayer and/or spouse (if applicable). This is the email address where they will receive an email containing a link to the documents to be signed if **In-Person** or **Remote** is chosen in step 2.

   If the email address was entered on the Main Information Sheet, you will not be able to make any changes to the email address on this dialog. Any changes will have to be made on the Main Information Sheet.

4. Select one of the following for the ERO and/or Preparer:
   - **In Person** - Choose this option if the ERO or Preparer will sign using their smartphone, tablet or other device.
   - **Don't Sign Electronically** - Choose this option if the ERO or Preparer is not going to sign electronically.
   - **On Preparer's Device** - Choose this option if the ERO or Preparer will sign using their computer or other device.

5. Enter the email address for the ERO and/or Preparer. This is the email address where the ERO and/or Preparer will receive an email containing a link to the documents to be signed if **In-Person** is chosen in step 4.

---

[1] An envelope is a package of documents for eSignature. An envelope can contain as few as one document, but generally will contain multiple. An example would be an envelope that has the tax return.

The preparer email address is calculated from **Settings** > **Manager Users**.

The ERO Name must be entered on Form 8879 in the ERO signature field or in **Settings** > **General Settings** > **ERO**.

6. Click **Submit**.

   The **eSignature Summary** dialog box will display showing the status of the envelope[1]. If "**On Preparer's Device**" was selected, click **Sign Now** for each individual.

   If you need to open the eSignature Summary window at any time, click the eSignature status link to the right of the eSignature button on the toolbar.

7. Click **OK**.

Each individual that selected **In Person** or **Remote** will receive an email containing a link to the documents that need to be signed. Once the documents are signed, they will be displayed in Vault.

For information on using a Topaz signature pad with eSignature, click here.

eSignature status

The status of the envelope[2] will be displayed inside an open return and in the return list.

Status	Description
Sent	This status is displayed when the email notification is sent with a link to the envelope to at least one recipient. The envelope remains in this state until all recipients have viewed the envelope.
Delivered	This status is displayed when all recipients have opened the envelope through the AssureSign signing website.
Signed	This status is displayed when the envelope has been signed by all required recipients. This is a temporary state used during processing, after which the envelope is automatically moved to Completed status.
Completed	This status is displayed when the envelope has been completed by all the recipients. The signed tax return will be stored in Vault.
Failed	This status is displayed when at least one recipient fails the authentication check.
Declined	This status is displayed when a recipient declines to sign the documents in the envelope.
Delivery Failed	This status is displayed when AssureSign gets notification that an email delivery has failed.

[1] An envelope is a package of documents for eSignature. An envelope can contain as few as one document, but generally will contain multiple. An example would be an envelope that has the tax return.
[2] An envelope is a package of documents for eSignature. An envelope can contain as few as one document, but generally will contain multiple. An example would be an envelope that has the tax return.

Chapter 11

Tax Help

The Tax Help menu item offers you numerous ways to research tax information using CCH® AnswerConnect from inside or outside a return, earn CPE credits and more!

Master Tax Guide

The Tax Help menu includes access to the U.S. Master Tax Guide powered by CCH® AnswerConnect or CCH® IntelliConnect®. The guide will assist you in preparing tax returns and researching tax items.

To access the Master Tax Guide, use the following steps:

1. Click the **Tax Help** menu.
2. Click **Master Tax Guide** while inside or outside of a return.
3. Enter your CCH® AnswerConnect or CCH® IntelliConnect® **User ID** (email address) and **Password**.

On the log in page, you can set your log in preferences (Remember my User ID, Remember my password, or Log me in automatically).

IRS Publications

The Tax Help menu allows you to access IRS publications for use in preparing returns. For additional information on navigating the IRS Publications, refer to the Help from within CCH® AnswerConnect or CCH® IntelliConnect®.

To access the IRS Publications, use the following steps:

1. Click the **Tax Help** menu.
2. Click **IRS Publications** while inside or outside of a return.
3. Enter your CCH® AnswerConnect or CCH® IntelliConnect® **User ID** (email address) and **Password**.

On the log in page, you can set your log in preferences (Remember my User ID, Remember my password, or Log me in automatically).

Practice Aids

Practice Aids allow you to select from elections, flowcharts, worksheets, checklists, tables, tools and client letters, that aid in tax preparation. For additional information on navigating the Practice Aids, refer to the Help from within CCH® AnswerConnect or CCH® IntelliConnect®.

To access the Practice Aids, use the following steps:

1. Click the **Tax Help** menu.
2. Click **Practice Aids** while inside or outside of a return.

3. Enter your CCH® AnswerConnect or CCH® IntelliConnect® **User ID** (email address) and **Password**.

   On the log in page, you can set your log in preferences (Remember my User ID, Remember my password, or Log me in automatically).

Line Explanations

The Tax Help menu provides line explanations powered by CCH® AnswerConnect or CCH® IntelliConnect® to assist you in the completion of tax returns. Line explanations are only available for the main form (1040). For additional information on navigating the line explanations, refer to the Help from within CCH® AnswerConnect or CCH® IntelliConnect®.

To access the Line Explanations, use the following steps:

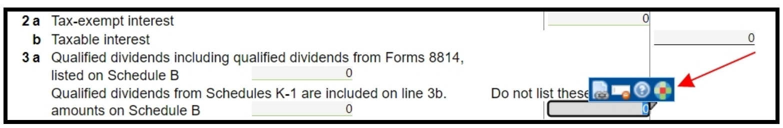
1. Click the **Tax Help** menu.
2. Click **Line Explanations** while inside or outside of a return.
3. Enter your CCH® AnswerConnect or CCH® IntelliConnect® **User ID** (email address) and **Password**.

   On the log in page, you can set your log in preferences (Remember my User ID, Remember my password, or Log me in automatically).

4. Your default Internet browser opens and displays the line explanations.

Accessing Line-Specific Research within Returns

Line specific research help is available for some fields on Form 1040. The research help can be accessed by clicking on the entry link on a field. From the smart bar, click on the Tax Help button. CCH® AnswerConnect or CCH® IntelliConnect® will open in a new window displaying the tax help for that line of Form 1040.



CPE Link

CPE Link offers a multitude of online webinars and self-study courses where you can receive CPE credits.

Click the **CPE Link** menu item and your Internet browser launches the CPE Link page. From the CPE Link page, you can access courses that cover tax preparation, tax laws, and other hot topics.

Tax Book

Tax Online provides a quick option to search **The Tax Book Web Library**.

Press **Alt+T** to launch the Tax Book Search.

The Tax Book Web Library Search displays. Enter the keyword you wish you search for and click Go.

Your internet browser opens a new window allowing you to view the search results.

Chapter 12

CCH iFirm Client Portal

CCH iFirm Client Portal allows you to securely share files with your clients. TaxWise Online and CCH iFirm work together to simplify your office work flow. As a Client Portal subscriber, you have the ability to send tax return PDFs to Client Portal and send files from Vault to Client Portal.

Some of the most-loved features of Client Portal are:

- Sharing documents with your clients
- Automatic notifications when clients upload documents to you
- Integration between TaxWise Online and Client Portal

For information on how to set up your Client Portal in CCH iFirm, see Set up Client Portal.

Send to Client Portal from Vault

Review the following scenarios before sending files from Vault to Client Portal:

Scenario 1: When a contact does not exist in CCH iFirm

When a contact does not exist in CCH iFirm, the contact and portal are created for you when sending files from Vault to Client Portal. When an e-mail address is present on the Main Information page in TaxWise Online, Client Portal automatically sends an invitation e-mail when the files are sent to Client Portal. If no e-mail address is present on the Main Information page in TaxWise Online, you will need to add an e-mail address for the contact in CCH iFirm in order to send an invitation e-mail. See Invite people to a portal and manage invitations.

Scenario 2: When the contact exist in CCH iFirm, but no portal exist

When the contact does exist in CCH iFirm, the portal will be created for you when sending files from Vault to Client Portal. When an e-mail address is present on the Main Information page in TaxWise Online, Client Portal automatically sends an invitation e-mail when the files from Vault are sent to Client Portal. If no e-mail address is present on the Main Information page in TaxWise Online, you will need to add an e-mail address for the contact in CCH iFirm in order to send an invitation e-mail. See Invite people to a portal and manage invitations.

Send tax return PDF to Client Portal

Review the following scenarios before sending PDFs of the tax return to Client Portal:

Scenario 1: When a contact does not exist in CCH iFirm

When a contact does not exist in CCH iFirm, the contact and portal are created for you when sending a PDF of the tax return to Client Portal. An invitation e-mail **will not** be sent from Client Portal. You will need to add an e-mail address for the contact in CCH iFirm in order to send an invitation e-mail. See Invite people to a portal and manage invitations.

Scenario 2: When the contact exist in CCH iFirm, but no portal exist

When the contact does exist in CCH iFirm, the portal will be created for you when sending PDF of the tax return to Client Portal. If an e-mail address is present for that contact in CCH iFirm, Client Portal automatically sends an invitation e-mail when you send a PDF of the return to Client Portal. If no e-mail is present for the contact in CCH iFirm, you will need to add an e-mail address in order to send an invitation e-mail. See Invite people to a portal and manage invitations.

Chapter 13

Working with e-Files

After you have entered all data in the tax return, reviewed all forms, and ensured that each form is complete, you are ready to run diagnostics to check the integrity of the return and create the e-File. Diagnostics also looks for electronic filing errors in both federal and state returns.

Create and submit e-Files

Once the tax return is finished and free of e-File and validation errors, you are ready to submit the tax return to the IRS.

If your office is set up to submit interviews to your Main Office, you will not have the ability to create e-Files. After submitting the interview, your Main Office will complete and e-File the return.

To create and send an e-File, use the following steps:

1. Click **Diagnostics**.
2. Verify that there are no electronic filing errors.
3. Click **Create e-File(s)**. A message will display to let you know the e-File was created. If the return contains any validation errors they will be shown in the diagnostics window. Those errors will need to be corrected before you able to create the e-File.

   The return can be printed by clicking **Print Return**, before or after creating the e-File.

4. Click **Save and Close**.
5. Click **e-Filing**.
6. Click **Submit e-Files**.
7. Select the check box(es) next to the TIN of the tax return you want to e-File. To select all the available e-Files, select the check box in the green header.
8. Click **Continue**.
9. Click **Print** to print a copy of the e-File Report for your records.
10. Click **Continue**.
11. A list will be displayed showing the returns that have been queued for submission.

Linked vs. unlinked state returns

TaxWise Online supports both linked and unlinked state e-Files.

Linked State Returns

Linked state returns (with a seperate e-File created) cannot be submitted until the Federal return is accepted by the IRS.

The linked state e-File is displayed in the **e-File Report** dialog as locked. It cannot be selected and transmitted until the federal return is accepted. The state return becomes available in the **e-File Report** dialog when the federal return is accepted.

If the Federal return is rejected by the IRS, any associated state e-Files are deleted and are removed from the **e-File Report** dialog. Once you correct the return, be sure you recreate the state e-File in addition to the Federal e-File.

Unlinked State Returns

Unlinked state returns can be submitted at any time. The Federal return is not required to be accepted before the state return is submitted for processing.

An example of an unlinked state return is when no Federal return is required to be filed, but the state return is required. You would be allowed to send this unlinked state return without having to send the Federal return.

Important Item to Remember

The state MeF returns are defaulted to the linked condition. However, the ERO/Preparer may elect to send the state as unlinked by making a selection on the state form.

Acknowledgements

Once an e-File has been submitted, the IRS, state and bank will send an acknowledgement to let you know if the return was accepted or rejected and, if rejected, what you can do to correct the return. This chapter discusses acknowledgements, what they mean, and what users can do once they have been received.

View acknowledgements

TaxWise Online allows you to view current federal, state and bank acknowledgements.

You have the option to view acknowledgements under two categories:

- Not Archived - The default view for all acknowledgements.
- Archived - Acknowledgements that you selected to archive.

Acknowledgements are available as soon as the IRS or state acknowledges the return. This could take up to 48 hours.

To view acknowledgements, use the following steps:

1. Click **e-Filing**.
2. Click **View Acknowledgements**.
3. Click the tab of the type of acknowledgement (IRS, State or Bank) you want to view.
4. Click the **Not Archived** tab to view acknowledgements that have not been archived. Click the **Archived** tab to view acknowledgements that have been archived.

   To learn more about archiving acknowledgements, see the section titled **Archiving acknowledgements**.

5. Notice the **Status** column indicating acceptance, rejection, or sent to the IRS for each acknowledgement.
6. Click **Print All** to print the acknowledgement.

The following table displays the information contained in an acknowledgement:

Column	Description
Date	Date of acknowledgement
TIN	Taxpayer's social security number (or Tax Identification Number)
Name	Taxpayer's name
Ack Type	Federal or state acknowledgement
Expected Refund	Displays the refund or balance due

Column	Description
Status	Displays accepted or rejected
e-File ST	Displays the state associated with the ack type
Sig Doc	Displays PIN
Debt Ind	Displays any debt from previous year
EIC Ind	EIC Indicator; displays "Y" if the return contains a completed Schedule EIC
Submission ID	Submission Identification Number assigned by TaxWise Online

View acknowledgements by calendar date

To view acknowledgements using the date filter, use the following steps:

1. Click **e-Filing**.
2. Click **View Acknowledgements**.
3. Enter the starting date in the **From Date** box.
4. Enter the ending date in the **To Date** box.
5. Click **Go**.

The acknowledgements are displayed for the date range selected.

Archive acknowledgements

To archive acknowledgements, use the following steps:

1. Click **e-Filing**.
2. Click **View Acknowledgements**.
3. Click the tab of the type of acknowledgement (IRS, State or Bank) you want to archive.
4. Click the **Not Archived** tab.
5. Select the check box next to the acknowledgement(s) you want to archive.
6. Click **Archive Selected**.

Archived acknowledgements are displayed when you click the **Archived** tab.

To unarchive acknowledgements, use the following steps:

1. Click **e-Filing**.
2. Click **View Acknowledgements**.
3. Click the tab of the type of acknowledgement (IRS, State or Bank) you want to unarchive.
4. Click the **Archived** tab.
5. Select the check box next to the acknowledgement(s) to unarchive.
6. Click **Unarchive Selected.**

Acknowledgements that are not archived are displayed when you click the **Not Archived** tab.

Identify rejected returns

TaxWise Online provides you with several methods of identifying rejected returns.

- The rejected returns can be viewed by printing the acknowledgements,
- The **Check Return Status** button located on the **Dashboard** or **Tax Returns** page can be used for a quick search for

the tax return status, or
- The **Print Reject Details** can be printed to show all returns that are rejected.

To run the Outstanding Rejects report from the Solution Center, use the following steps:

1. Log into the **Solution Center**.
2. Click **My Information**.
3. Click **Reports**.
4. Select the **Outstanding IRS Rejects** report by clicking **Generate** to the right of the report.

After the report is generated you can download the report to be opened or saved.

Correct and resubmit rejected returns

When a return is rejected by an agency (IRS or State), the tax preparer is notified of the rejection via an acknowledgement. An explanation or reason for the reject, or reject code is given in the acknowledgement. There are so many different reasons for a return to be rejected, it is impossible to list them all here.

You can see an explanation and the value that caused the rejection by clicking the **Check Return Status** button located on the Dashboard or Tax Returns page.

State Rejects

Select the state website from the **State Tax Sites** panel on the **Dashboard**. Each state's Department of Revenue website has different features and functions. It is impractical to list the best method of locating rejects for every state's website. A simple search may give the desired results or it may be necessary to call the state's revenue office/department to determine the reason for the reject.

Once the errors have been identified and corrected, the return or e-File must be resubmitted.

Clear sent e-Files

The **Admin** or a user with the **Administrator** role has the ability to clear the status of a sent e-File.

To clear the sent e-Files, use the following instructions:

1. Click **e-Filing**.
2. Click **Clear Sent e-Files**.
3. Select the e-Files and click **Clear e-Files**.

   If all e-Files need to be cleared, click **Select All**. To clear all the check boxes, click **Unselect All**.

Print Reject Details

TaxWise Online gives you the ability to print the details of rejected returns.

To print reject details, use the following the steps:

1. Click **e-Filing**.
2. Click **Print Reject Details**.
3. Do one of the following:
   - Select the check box(es) beside the reject(s) to be printed.
   - Click the **Select All** button to select all rejects displayed.
4. Click **Submit**.
5. Click **OK**.
6. Click **Print**.

Chapter

14

Reports

TaxWise Online includes a variety of reports that can be generated for use in your office.

Print Reports

To access reports, use the following steps:

1. Click **Reports**.
2. Click **Generate** on the row of the report you want to view.

   The status will update to Pending.

3. When the report is complete, the status will change to **Complete**. (This step could take up to an hour)
4. Click the **Excel** button to download the report.

Reports are downloaded into .csv file format. These files can be opened and viewed with MS Excel. Once the file is opened, it can be printed and/or saved as an Excel file.

Chapter 15

Communicating with Textellent

TaxWise Online allows you to communicate with your customers by sending and receiving text messages using Textellent. You must first register with Textellent. See Textellent Settings and Using Textellent for additional information.

Textellent Settings

TaxWise Online allows you to communicate with your customers by sending and receiving text messages using Textellent. You must first connect to Textellent.

To connect to Textellent, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Do one of the following:
   - Click the **Textellent** tab.
   - Click your name on the top right of the screen, select **Settings** and then click **Textellent Settings.**
3. TaxWise Online displays the **Textellent Settings** page. Click **Connect**.
4. Your Internet Browser opens to the **Textellent login** page. Enter your **username** and **password** and click **Login**.

   You must register with Textellent to receive a username and password.

5. A message is displayed asking you to authorize access to between TaxWise Online and Textellent. Click **Authorize** or **Deny**.
6. TaxWise Online displays the **Textellent Settings** page showing that you are now connected.

Using Textellent

Once you have registered with Textellent and connected to it through Textellent Settings, you can begin communicating with your taxpayers by text message.

A phone number MUST be entered in the Cell phone field on the Main Information Sheet before you can text your taxpayer.

To send and receive Text Messages, use the following steps:

1. Open the return of the taxpayer you wish to communicate with.
2. Make sure that the taxpayer's correct cell phone number is entered on the Main Information Sheet.
3. Click the **Text Messages** button.
4. The **Textellent Messaging** window displays. Compose your text in the Enter Your Text field. You have the option to Add Media, send a Canned message, reset the dialog box or Send the text you composed.
5. After you finish communicating with your taxpayer, click the X in the top-right corner to close the messaging window. You can come back to this at any point in time by clicking the **Text Messages** button again.

Chapter 16

TWO Mobile App

Co-Brand Mobile App

TaxWise Online allows you to co-brand the Mobile App so that the site used by your customers has your office information.

To co-brand the Mobile App, use the following steps:

1. Log in as the **Admin** or a user with the **Administrator** role.
2. Click your name on the top right of the screen and select **Settings**.
3. Click **Co-Brand Mobile App**.
4. The **Configure Mobile app** dialog box displays. Select the Main Office or Sub Office that you would like to co-brand and click **Edit**.
5. The **Co-Brand Mobile app** dialog box displays. You should complete all applicable information on each tab (see details below).
6. Once you have finished entering information, click **Update Mobile Site**.
7. The status changes to **Provisioned** once you have saved your information. To change the information you entered, click **Edit**.

Service Bureau Details

The Service Bureau Details tab allows you to enter information about your office and contact information.

Images

The Images tab allows you to upload images for your website logo and/or Mobile app Logo.

Prep Fees

The Prep Fees tab allows you to enter the amounts of fees. Fees entered on this page must match what has been entered on your bank application. If your fees do not match, returns will be rejected.

About & Contact

The About & Contact tab allows you to enter information about your office. It also allows you to configure the information displayed in the Mobile Contact Info.

Customize Home Page

The Customize Home Page tab allows you to configure how your mobile app home page looks. Click each link on the left-hand side of the screen to configure multiple options.

Themes

The Themes tab allows you to select colors to customize your mobile app.

Conversations

The Conversations page is a communication channel between taxpayers and the return preparer, via the mobile application.

Conversations can be sorted by the column headings or you can search for certain conversations.

Chapter 17

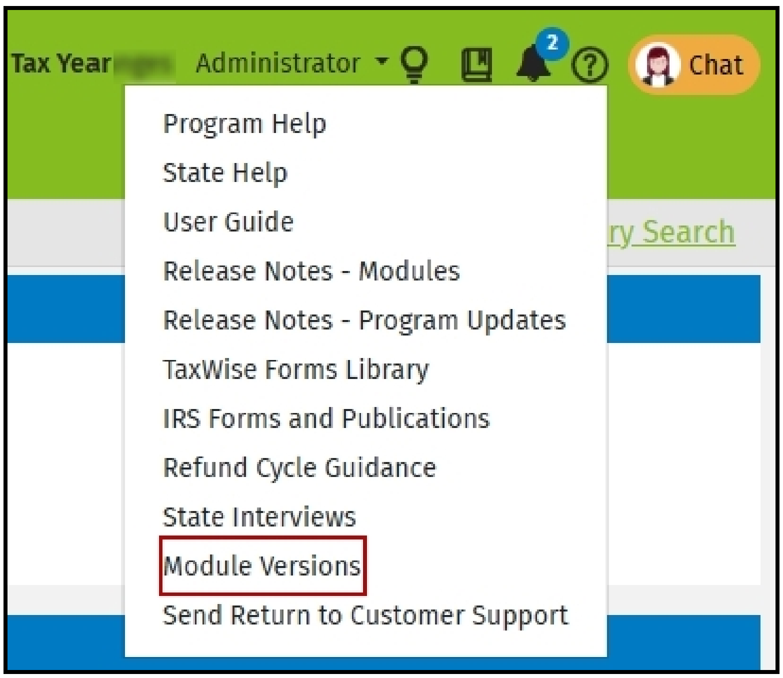
Use the TaxWise Online help

TaxWise Online offers program help, state help, tax form help, and field level context sensitive help. This chapter discusses how to access and use help to solve many different types of issues.

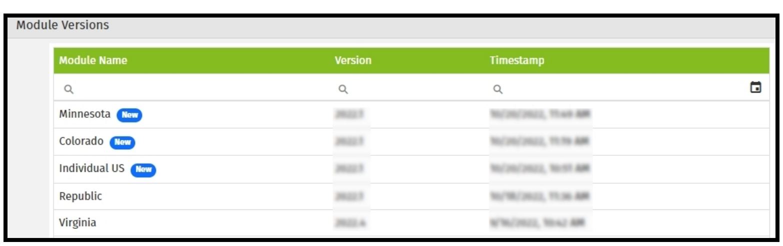
Module Versions

Tax Online allows you to view the versions of each Federal, State and bank module used in your software.

Click the **Help** button on the top right of the screen and select **Module Versions**.

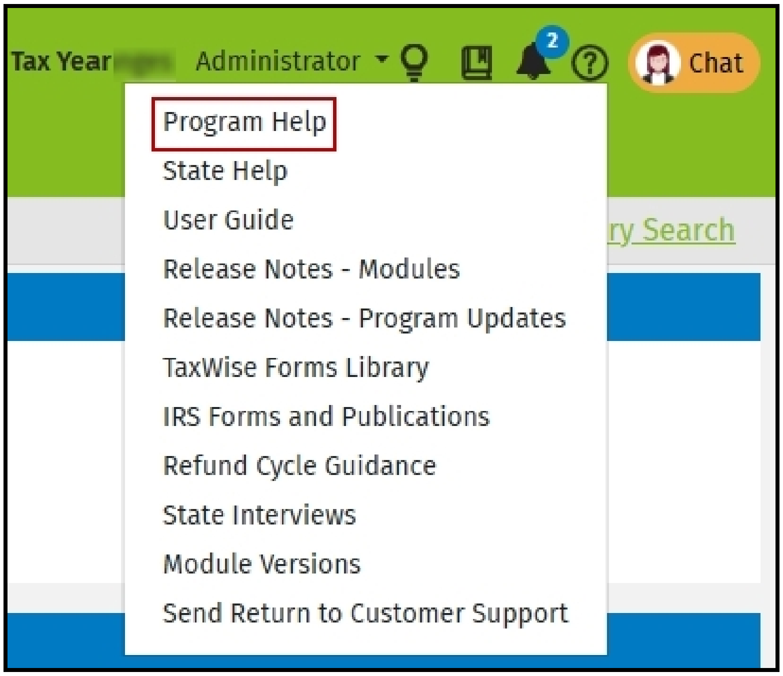


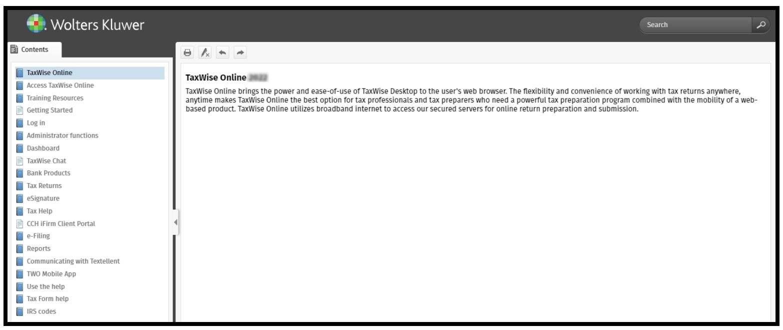
Tax Online displays the list of installed modules, the version and timestamp.



TaxWise Online help

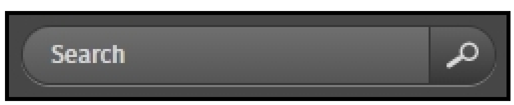
To get help in TaxWise Online, press **F1** or click the **Help** button on the top right of the screen and select **Program Help**.





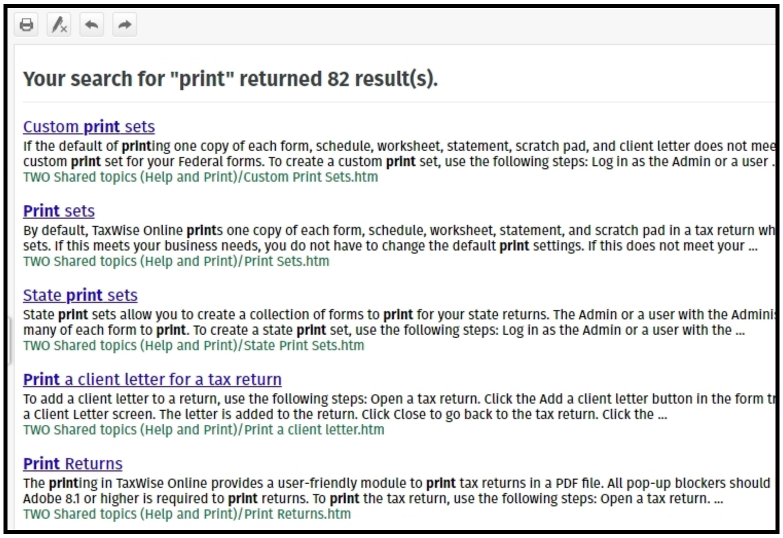
The Help allows you to navigate through topics by clicking through the Table of Contents. You can also enter keywords in the Search bar in the upper-right corner.

Search help



TaxWise Online help allows you to search text in the help files. Click in the **Search** field, then enter any keyword about the topic of interest. TaxWise Online returns a list of every possible match in the help file.

Search results are shown. To view a topic in the list, simply click that topic, and TaxWise Online help displays the information.



All occurrences of the word(s) or phrase searched will be highlighted. To remove the highlighting, click the **Remove Search Highlighting** icon on the toolbar at the top of the screen. To add a search string to your favorites list, simply click the icon next to the **Search** button.

State help

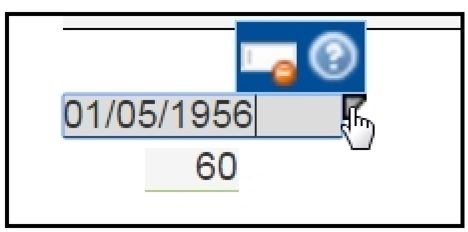
To access the state help files, use the following steps:

1. Click the **Help** button on the top right of the screen and select **State Help**.
2. Do one of the following:
   - On the **Contents** tab, expand the desired state and click on the appropriate form, or
   - Click in the **Search** bar, type the name or abbreviation of the desired state and press enter to display all help references to that state.

Context sensitive help

While working in a return, when the mouse passes over a field, check box, or radio button an entry link will appear to the right for the entry. Clicking the entry link will open a smart bar that displays buttons that can be selected to either open a small window with instructions for the highlighted field or toggle the highlighted field between estimated and un-estimated.

Pictured below as an example is the birth date field found on the Main Information Sheet with the entry link and smart bar displayed:



Clicking the **Help**  button will open a **Entry Help** window with detailed form instructions for the highlighted field in the top, right corner of the active return.

Clicking the **Toggle Estimated**  icon will toggle the highlighted field between estimated and un-estimated.

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