

HOW TO: Activate your TaxSlayer Software

1. Locate **TWO** emails you should have received from TaxSlayer — one email with the activation link and the second with the activation code. The emails should look like this:

SAMPLE ACTIVATION CODE EMAIL

Subject: User Activation Code
Date: 27 Nov 2016 16:26:44 -0500
From: vita.taxslayerpro.com <support@support.vita.taxslayerpro.com>
To: your.email.address.would.be.here@email.com

User Activation Code

Location: Your Site Name

Please follow this link to create your account:

<https://vita.taxslayerpro.com/myaccount/createUsername.aspx?activationCode=yourcodewouldbehere>

TaxSlayer VITA Support

SAMPLE ACTIVATION LINK EMAIL

Subject: Site Activation Notification
Date: 27 Nov 2016 16:26:50 -0500
From: vita.taxslayerpro.com <support@support.vita.taxslayerpro.com>
To: your.email.address.would.be.here@email.com

Site Activation Notification

The following order was processed for:

Your Site Name

2100 YourSiteStreet Ave

Default Security Code: would.be.mentioned.here

Please click the following URL to activate your site:

<https://vita.taxslayerpro.com/proavalon/Login/CreateUser?uid=yourspecialsitenumberswouldbehere>

Please contact your SPEC relationship manager if you do not know the required site elements needed to activate your site

TaxSlayer VITA Support

- Click on the link in your **Site Activation Notification** email which should open up the following in your web browser. Keep in mind the highlighted notes for filling out this form to create your Administrator username and activate your system:

Create User

Preparer Personal Information

SSN **<— Leave SSN field blank**

First Name

Middle Initial

Last Name

Suffix **<— enter SIDN of the site specifically (get this from your IRS SPEC mgr). Be sure to put the S before your number. Example: S00000000**

PTIN OR SIDN

Default PIN Number **<— enter 98765 as the PIN**

Office Contact?
 Self Employed
 Can view own returns only?
 Required to use Guide?
 Prepares NY returns?
 <— leave all 5 checkboxes unchecked

Login Account

Email Address

Cell Phone Number **<—**

Username **- Username syntax requires letters and numbers ONLY. Do NOT make your username the same as your username for Practice Lab.**

Password **- Password must contain a minimum of 8 characters with at least 1 Uppercase Alphabet, 1 Lowercase Alphabet, 1 Number and 1 Special Character (@\$!%*?&)**

Security Question **- We recommend using **admin** as part of this username. Since all usernames across the nation must be unique, you're welcome to follow the format of this sample username: shcsadmin (SHCS in this sample username is short for Sacred Heart Community Service VITA site)**

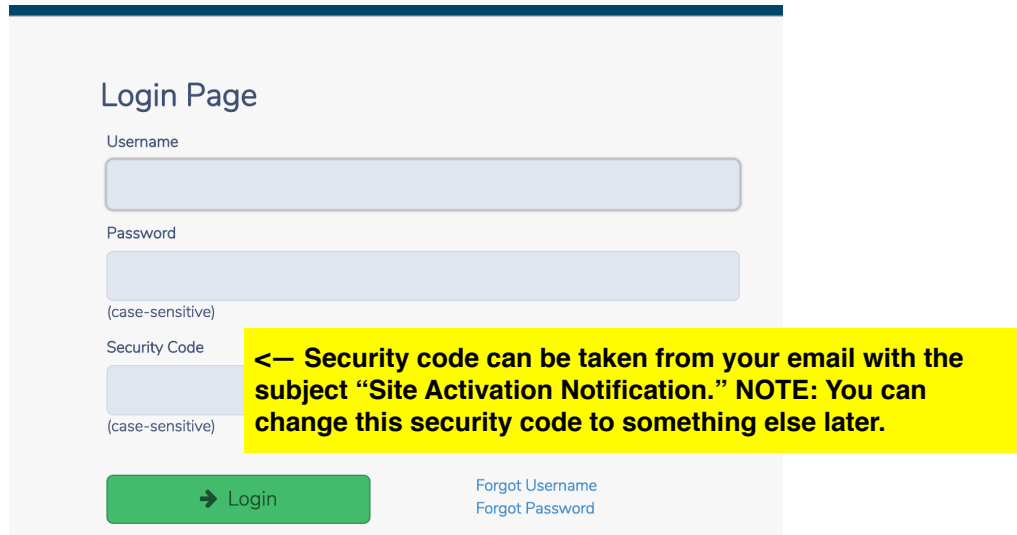
Please Select a Question

Security Answer

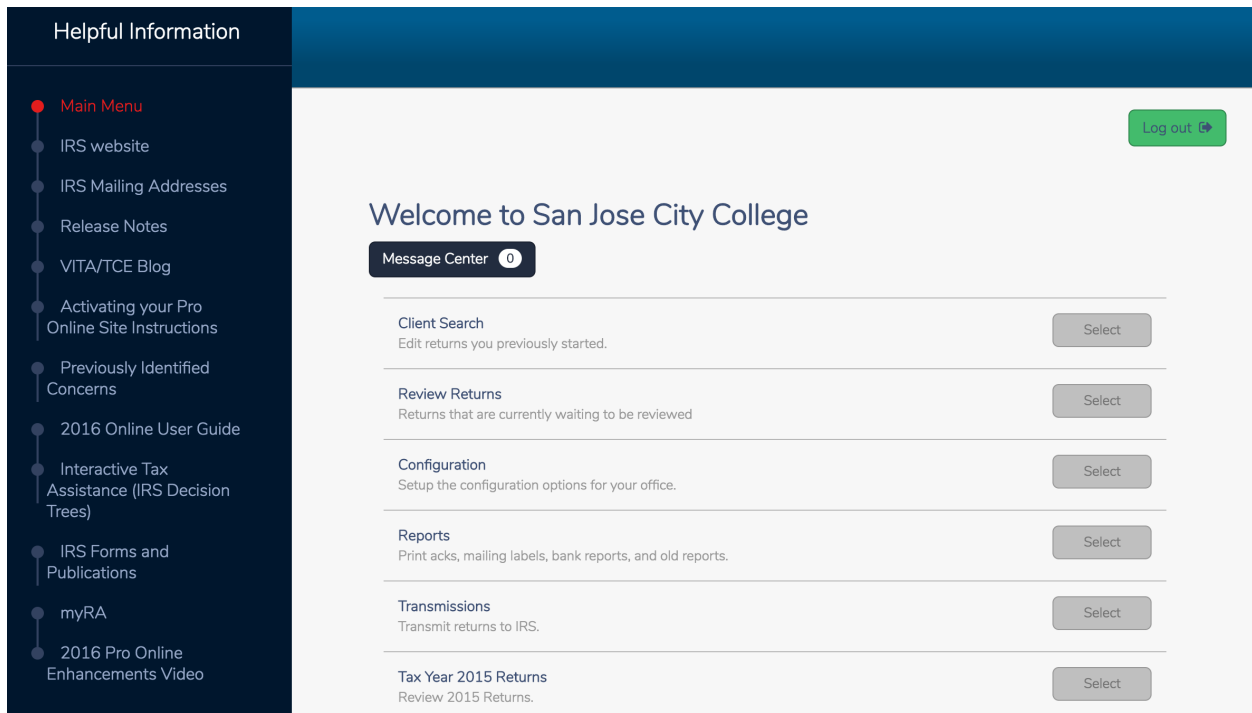
Active

- Once you have completed all of the appropriate fields, click the green **SAVE** button.

4. You should see the following screen and try logging in!



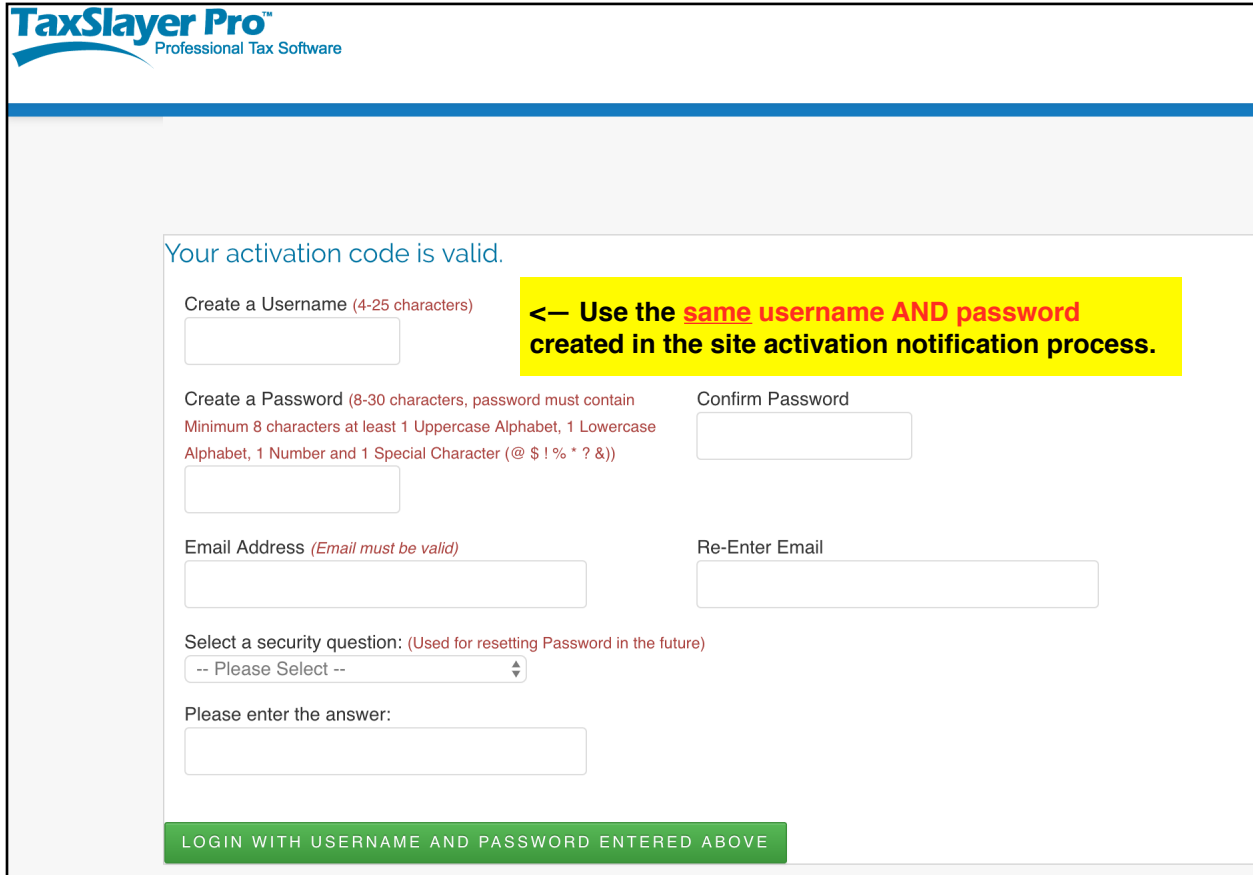
5. You're in (hopefully)! This is the screen you should see (except it should have your own site name, not San Jose City College):



If you do not see the **Configuration, Reports, Transmissions** categories, there was something wrong with your activation. You'll need to call TaxSlayer to resolve this. See the end of this document for what to do if you encountered any issues during your activation.

Feel free to peruse the system and the IRS will talk about its features during TaxSlayer Admin Training. But **DO NOT CREATE A NEW RETURN** for practice because this is the live version.

6. Next, click on the link in your “**User Activation Code**” email that should take you to this screen:



7. Congrats! Your MyAccount page is now active!

=====

In case your activation link did NOT work for the first few steps of this guide, please contact TaxSlayer Support Squad. **This is the link to the TaxSlayer Help Desk Support document:** <http://www.earnitkeepitsaveit.org/wp-content/uploads/2016/11/FY-2017-VITA-TCE-TaxSlayer-Help-Desk-Support.pdf>.

PRE-FILING SEASON HOURS OF OPERATION Telephone: 1-800-421-6346 Email: Support@vita.taxslayerpro.com CHAT SUPPORT: (Available within the software during hours of operation)		
DATES	DAYS	HOURS
Software Delivery End of November 2016 - April 2017	Sunday- Saturday	8:00 AM – 8:00 PM EASTERN STANDARD
November 23, 2016	Wednesday	8:00 AM – 5:00 PM EASTERN STANDARD
November 24 & 25, 2016 Thanksgiving Break	Thursday & Friday	Closed
December 9, 2016	Friday	8:00 AM – 5:00 PM EASTERN STANDARD
December 23 – 26, 2016 Christmas Break	Friday - Monday	Closed
December 31, 2016	Saturday	8:00 AM – 5:00 PM EASTERN STANDARD

You'll need to have your SIDN ready if you're calling (which we recommend doing instead of email when dealing with activation issues specifically).

We hope this guide helps.

Tax Season, here we come!