H&R Block At Home® Free Tax Filing Service FAQs

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What can I do with H&R Block At Home® Online?

Using a simple interview process to walk quickly through the return process, you can

- complete and electronically file your federal and up to three state tax filings electronically,
- check e-file status,
- rest easy knowing H&R Block is by your side in the rare event of an audit, and
- experience 100 percent accurate calculations or H&R Block pays penalties and interest.

When does the IRS accept tax returns online?

The IRS began processing efile returns on January 30, 2013. If you completed your returns with the H&R Block at Home® service offered through Military OneSource prior to the 30th of January, your files were held in a pending status. Once efile opened, the system automatically submitted the return to the IRS.

When will the H&R Block system be down for scheduled maintenance?

There are no planned down times this year. H&R Block has upgraded their systems so that it should not be necessary.

Who is eligible for this service?

The following are eligible:

- All Active-duty service members of the U.S. Army, U.S. Marine Corps, U.S. Navy, and U.S. Air Force.
- National Guard and members of the Reserve (regardless of activation status), includes members of the Coast Guard Reserve activated as part of the Department of the Navy

under Title 10 authority.
- Spouses and dependent children of the eligible service members, and who are authorized in DEERS.
- A family member who is taking care of the affairs of an eligible service member when the service member is deployed.
- A severely injured service member of one of the services noted above, or a designated family member of a severely injured member who is incapable of handling his or her own affairs. Medically retired individuals are eligible until 180 days past their End of Tour of Service, retirement date, or discharge date.

NOTE: Except as detailed above, United States Coast Guard personnel, spouses and dependent children are not eligible for this service. USCG members should refer to: http://www.uscg.mil/legal/la/Legal_Assistance_Tax_Assistance.asp for tax assistance, and http://legalassistance.law.af.mil/content/locator.php. to locate the nearest installation with VITA resources.

How do I find my W-2?

Please visit https://mypay.dfas.mil/mypay.aspx.

Can I complete my state income tax using H&R Block At Home® at no cost?

Yes. You can file up to 3 state resident returns for each federal return.

When will the IRS begin processing tax returns for the 2012 tax year?

The IRS started processing electronically filed returns on January 30, 2013. Once processing began, you should have received an acknowledgment back from the IRS within 24 to 48 hours.

Can someone at H&R Block At Home® or Military OneSource complete my taxes for me?

No, you must complete the forms yourself online. The H&R Block At Home® online program is easy to use, and technical assistance is available should you need it. For technical assistance, please call 1-800-HRBLOCK (472-5625) and follow the prompts for H&R Block At Home®. In addition, Military OneSource provides free tax counseling should you have any personal tax related questions.

If you have questions about preparing your own tax returns, please call 1-800-342-9647 and ask to speak with a Military OneSource tax counselor. During tax season (January through April), trained tax counselors are available 7 days a week from 7 a.m. to 11 p.m., EST.

How long will it take me to complete the forms?

Completion time will vary from person to person. It is helpful if you gather all necessary tax documents and additional information such as:

- Social Security numbers and date of birth for you, your spouse, and dependents
- child care, education, and adoption costs
- W-2 Forms for all employers for you and your spouse
- investment income forms
- alimony information
- Social Security benefits
- miscellaneous income
- Form 1098-E for student loan interest
- Form 1098 for home mortgage interest
- charitable donations
- medical and dental expenses
- real estate taxes

Do I have to complete my entire return at once or can I save it and return later to finish it?

You do not have to complete your return at one time. You will create your own secure log-on user ID and password which will enable you to save, close, and return as needed. It is important to remember your username and password so you can login to your account at a later time. If you happen to forget your username and password, you may request either one by clicking the "Forgot username and password" links that are available on the product login screen.

Are Military OneSource tax consultants really qualified to help with my return?

Military OneSource tax counselors are qualified to provide tax education. If you require additional assistance, Military OneSource can refer you to the appropriate resources including your nearest installation tax or legal office.

Is the H&R Block At Home® online filing process secure?

The H&R Block At Home® online filing process protects the security and confidentiality of your personal information by using industry-recognized security safeguards. These safeguards include firewalls coupled with carefully developed security procedures to protect your information from loss, misuse, or unauthorized alteration. Whenever sensitive information is asked for, such as credit card numbers, it is encrypted as it is transmitted to the site.

Further, tax return information is not made available to anyone for any marketing purpose and personal information is not sold or rented.

My spouse started to work on our return and asked me to follow up on it. How do I do that?

You must use the user ID and password that your spouse created.

Can I make changes to my return if I have already e-filed it?

If you have e-filed your return and the IRS has accepted it, you need to file a Form 1040X (Amended Return) to make any changes to your return. Note that you cannot e-file the 1040X due to IRS restrictions. You must send a hard copy through the mail.

The H&R Block At Home® program this year has the ability to prepare an amended return through the program. In order to do this, your e-filed return must be accepted. To begin the preparation of an amended return, click the "File an amended return" link located on the Main Menu to begin.

If you have e-filed your return and the IRS has rejected it, your rejection notice should include instructions on how to correct and re-file your return. Make any necessary changes to your return and e-file the return a second time.

What if I need to prepare my 2011, or a return from an earlier year?

H&R Block At Home® through Military OneSource will be available for the tax year of 2012. Military OneSource tax counselors can refer you to the nearest installation as well as provide other resources to assist you in filing previous year returns.

Why should I use H&R Block At Home® instead of IRS free file alliance?

It is clearly your choice. The H&R Block At Home® product offers additional services and Military OneSource can provide additional personal and financial support via consultation with a Military OneSource tax counselor.

 I used an H&R Block office to help me prepare my taxes last year. Can I access that information?

If you used an H&R Block office, H&R Block At Home® Basic online, or H&R Block At Home® desktop software to prepare your taxes for the 2011 tax year, you can transfer your tax information to H&R Block At Home® Basic Online for the 2011 tax year. If you purchased TurboTax software and downloaded it to your computer, you can also transfer 2011 tax year information into H&R Block At Home® for the 2012 tax year.

Do I need to print a copy of my return?

Yes. Print a copy of your completed return for your records. Copies of your return are required in many situations such as student loan applications and mortgage applications. You will be provided with the option to print copies of your return when you complete the return and are ready to file.

How can I pay my taxes owed?

Taxes can be paid to the IRS by personal check, credit card, or electronic funds withdrawal.

What is the timeframe to receive a refund?

Please visit the IRS website and see the Where's My Refund? tool.

Do I have to file my federal and state tax returns at the same time?

Hawaii and Arkansas require residents to e-file their federal and state returns at the same time, while all other states allow you to e-file them together or separately. Although H&R Block At Home® Online allows you to electronically file your state and federal returns separately, we recommend that you e-file them at the same time. If you choose to file them separately, you will have to wait two or three days for an IRS acknowledgement of your federal return before you can e-file your state return.

How long will it take before I know the status of my return?

With e-file improvements, you can know the status of your return within a couple of hours. However, this process can also take up to 72 hours for H&R Block to receive the status of an e-filed return from the IRS. It can then take up to 48 hours before the status is updated in the program. H&R Block will email you when the status has changed. Once the return has been initially e-filed, you can check the status of your return by logging into your H&R Block At Home® online account. Your e-file status will be available on the initial screen when logging in.

Make sure to add the @hrblock.com domain as an accepted address in order to receive your e-file status in your email account..

How do I determine state residency? Is my military pay taxable?

Each state has different rules relating to residency. As a rule, if you are assigned to another state, you will still legally be a "domiciliary" of your home state.

If your home state taxes military pay, you will have to pay those taxes. If you get assigned to another state, you will still legally be a "domiciliary" of your home state. The state to which the military assigns you cannot tax your military pay. If you moonlight, they can tax that pay—just your military pay is exempt. Please contact a Military OneSource tax counselor or your nearest installation tax, legal, or VITA office for more clarification.

I received a tax refund from my state or city last year. Do I have to report this? What is a 1099-G?

If you or your spouse received a state or local income tax refund last year, you will be asked to

report this income. Most issuers will report this income to you on a Form 1099-G. Each state and locality has its own version of the 1099-G. As a result, your 1099-G might not exactly match the information your tax software requires, but it should have the information you need to enter. If you did not receive a 1099-G, use other records you have such as your bank deposit records or statements sent with the funds.

How do I electronically sign my return so I can e-file?

There are multiple options available to you in order to sign your return electronically. One of these options must be used in order to e-file. You can enter:

- your 2012 Adjusted Gross Income (AGI)
- your 2012 Personal Identification Number (PIN) you created when e-filing your 2011 return
- You can also enter both the 2011 AGI and PIN. (Only one of the numbers needs to be correct in order to be accepted)
- You can request a new PIN from the IRS beginning in mid January 2011through the following link: www.irs.gov/individuals/article/0,,id=213471,00.html

You can find both of these numbers listed on your 2011 return.

If you filed:	Your AGI is on:
Form 1040	Line 37
Form 1040A	Line 21
Form 1040EZ	Line 04
First time filer	Enter $0
Amended return	Enter original AGI

If you can't locate this information, you can get it from the IRS by calling 1-800-829-1040.

Your other option is to mail your return. If you choose this option, mailing instructions will be available on your printed return.

Do the military service branches offer any other programs that provide free tax return filing services for me?

Yes. Many installations and some larger commands offer the Military Volunteer Income Tax Assistance (VITA) program. To find a VITA site near you, please click on the attached link: http://legalassistance.law.af.mil/content/locator.php.

Which browsers are compatible with H&R Block At Home® and Military OneSource?

The chart below shows which browsers are compatible with H&R Block At Home® and Military OneSource.

Windows Operating System	Supported Browsers
WinXP	Internet Explorer 6, 7,8 Mozilla Firefox 3.5, 3.6 AOL 9.0, 9.5 Safari 4,5 Google Chrome 5,6
WinVista	Internet Explorer 7, 8 Mozilla Firefox 3.5, 3.6 AOL 9.5 Safari 4,5 Google Chrome 5, 6
Windows 7	Internet Explorer 8 Mozilla Firefox 3.5, 3.6 AOL 9.5 Safari 4, 5 Google Chrome 5, 6
MAC Operating System	**Supported Browsers**
OS 10.4.11	AOL for MAC OS X Mozilla Firefox 3.5, 3.6 Safari 4, 5
OS 10.5x	AOL for Mac OS X Mozilla Firefox 3.5, 3.6 Safari
OS 10.6x	AOL for Mac OS X Mozilla Firefox 3.0 Safari 4, 5
Hardware	**Minimum Requirements**
Win Memory Mac Memory Processor Internet Adobe Acrobat Reader Monitor Printer Speakers & sound card	512 MB or above G3 or G4 128 MB RAM 800 MHz or above 56K or above 5.0.5 or higher 1024x768 , SVGA color monitor Compatible ink jet or laser For videos/Flash animation

TTY/TDD: 1-866-607-6794

En español llame al: 1-877-888-0727

https://www.militaryonesourceeap.org/achievesolutions/en/militaryonesource/