



Free File Software Account Information

You will need this information to log in to your account in the future.

Software Name: _____

Username: _____

Password: _____

Question 1: _____

Question 2: _____

Question 3: _____

How to check the status of your tax return

Within 48 hours, check your email or text messages to confirm that your return is accepted. You'll receive notifications when:

- your return is submitted successfully (from both the IRS and New York State); or
- your return is rejected.

If your return is rejected, check your email for instructions about how to fix and resubmit your return. If you'd like help, return to the tax assistance site where you prepared your returns.

If you don't receive a message from the IRS or New York State, log in to the account you created when you submitted your returns to be sure you successfully filed.

How to check the status of your refund

Federal refund

- call 1 800 829-1954; or
- visit www.irs.gov, select *filing status*, select *Where's my refund?* and then enter the exact amount of your refund.

New York State refund

- visit www.tax.ny.gov and select *CHECK YOUR REFUND*; or
- log in to your NYS Online Services account; or
- call 518-457-5149.

Have at hand the following information when you call or go online:

- your Social Security number;
- your filing status (for your IRS return); and
- the exact amount of the refund you're claiming.

