

# Frequently Asked Questions

## What technology will I need?

You will need to fill out the survey on a smartphone or computer. You will also need access to WiFi, as well as a working phone number and email address.

## What forms will I need to fill out the survey?

The survey will ask you to submit pictures of all relevant tax forms and receipts for 2019, and a photo ID.

Examples include:

- Wages
- Retirement income
- Social Security benefits
- Unemployment income
- Self-employment income
- Interest & dividend income
- Tuition statement
- Car tax payment
- Real estate tax payment
- Child care payments
- Personal business expenses
- Access Health CT insurance

If you are filing with a spouse and/or dependent(s), please upload all relevant documentation for them, too.

## How much time will the process take?

Please give yourself at least 30 minutes to complete the survey, depending on your comfort with technology.

Appointments will take up to 1 hour.

## What will I need for my phone appointment?

All relevant tax forms and receipts for 2019, as well as the Social Security cards of yourself, your spouse, and any dependents. If you think you'll receive a refund, please also have your bank account information on hand.

## When are appointments being offered?

On an initial trial basis appointments are offered:

Tuesday from 10am to 12pm

Wednesday from 10am to 12pm

Thursdays from 10 am to 4pm

# Still need help filing taxes?

OUR CERTIFIED IRS VOLUNTEERS ARE READY

## VITA is going virtual!

Sign up for a free phone appointment here:

<https://form.jotform.com/200751255209146>

## Why is this happening?

To reduce the spread of coronavirus, all sites in Lower Fairfield must close. To maintain some level of service, we are offering virtual tax assistance to those who still need to file.

## How will this work?

1. Complete the online intake survey at the top of this page. The survey will ask you to:
  - Fill out basic personal information,
  - Upload pictures of your tax forms, and
  - Choose an appointment time.
2. A VITA preparer will call you at your appointment time and complete your return with you over the phone or via video link. A second VITA preparer will check their work before filing.

## Who is eligible for Virtual VITA?

At this time, VITA can only assist people who are filing their current year 2019 taxes. Also, we can only help those with either a smartphone or computer and reliable WiFi.

If you need to amend a tax return that has already been filed, or need to file taxes for 2018 or earlier, please try using <https://www.myfreetaxes.com/>.