



VITA/TCE Training

Logging In and Configuring TaxSlayer Pro Online

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Login and Passwords

After completing this topic, you will be able to:

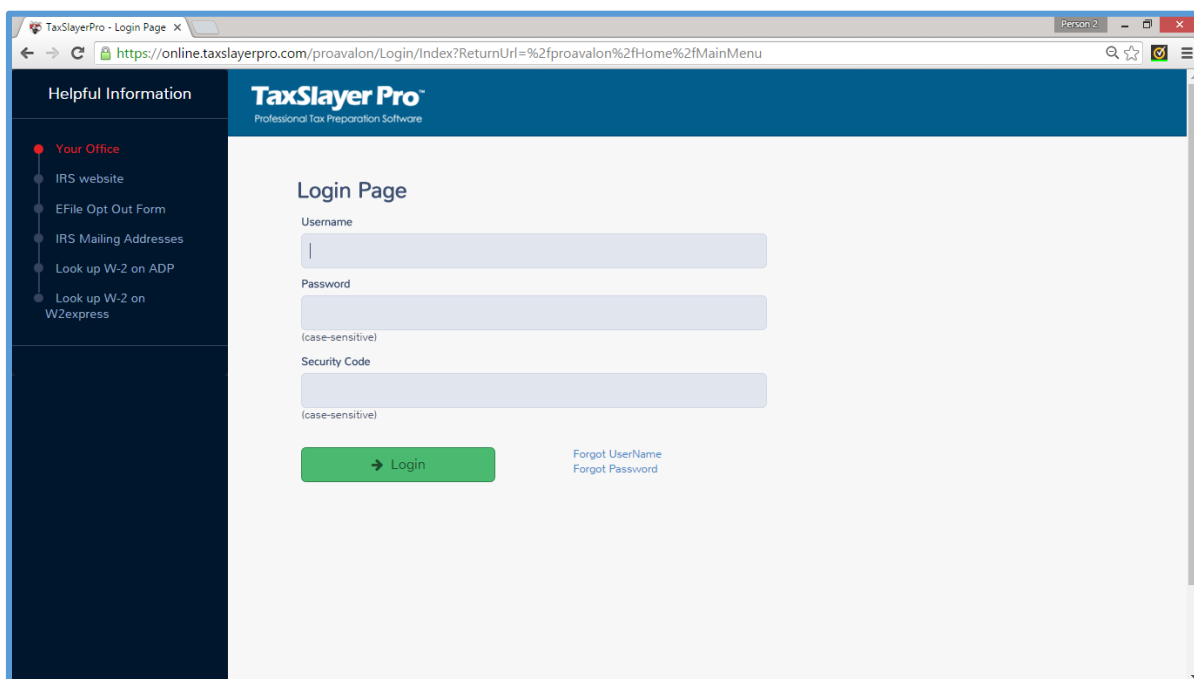
- Navigate to TaxSlayer Pro Online.
- List the password requirements.
- Change your password the first time you log in.
- Reset your password.

Login

When you are ready to begin working in TaxSlayer Pro Online 2016, use the following steps:

1. Navigate in your web browser to TaxSlayer Pro Online.

Your web browser displays the TaxSlayer Pro **Login** page:

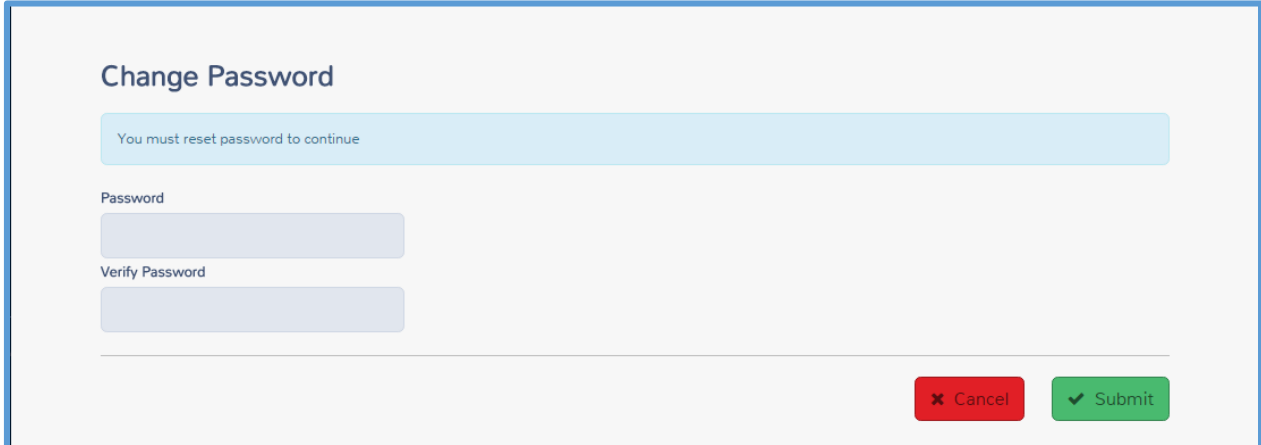
A screenshot of a web browser displaying the TaxSlayer Pro login page. The browser's address bar shows the URL: https://online.taxslayerpro.com/proavalon/Login/Index?ReturnUrl=%2fproavalon%2fHome%2fMainMenu. The page has a dark blue header with the TaxSlayer Pro logo and the tagline "Professional Tax Preparation Software". On the left, there is a "Helpful Information" sidebar with a "Your Office" section containing links to "IRS website", "EFile Opt Out Form", "IRS Mailing Addresses", "Look up W-2 on ADP", and "Look up W-2 on W2express". The main content area is titled "Login Page" and contains three input fields: "Username", "Password" (with a "(case-sensitive)" note below it), and "Security Code" (with a "(case-sensitive)" note below it). Below the input fields is a green "Login" button with a right-pointing arrow, and two links: "Forgot UserName" and "Forgot Password".

2. In the appropriate boxes, type the username and password you received from TaxSlayer Pro or your site administrator.
3. Enter the security code you received from TaxSlayer Pro or your site administrator.

TIP: Passwords and security codes are case-sensitive.

4. Click **Login**.

TaxSlayer Pro Online displays the **Change Password** page:



Change Password

You must reset password to continue

Password

Verify Password

Cancel Submit

5. Type a new password.

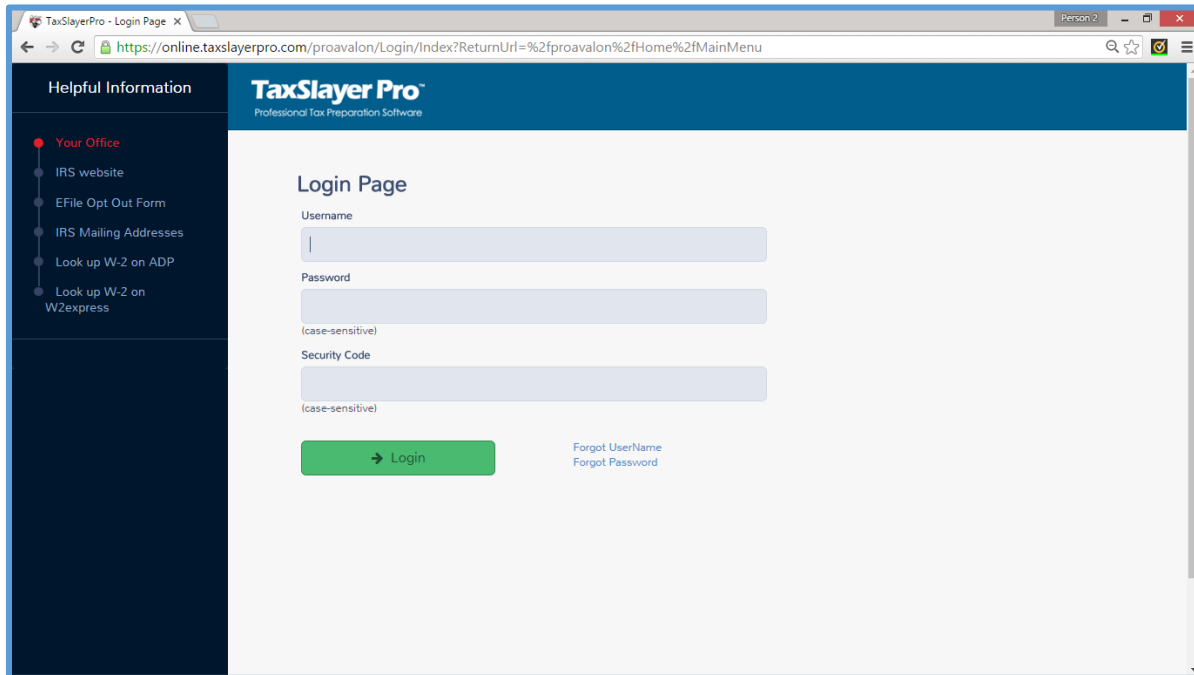
When you create a new password, make sure your password meets the following requirements:

- Passwords should be alphanumeric. Do not use special characters in the password.
- Create a password that contains at least eight (8) characters.
- Remember that passwords are case-sensitive. If you use a combination of upper-case and lower-case letters, make sure you type the password the same way when you log in later.

6. Type the password again for verification.

7. Click **Submit**.

TaxSlayer Pro Online displays the **Login Page**:



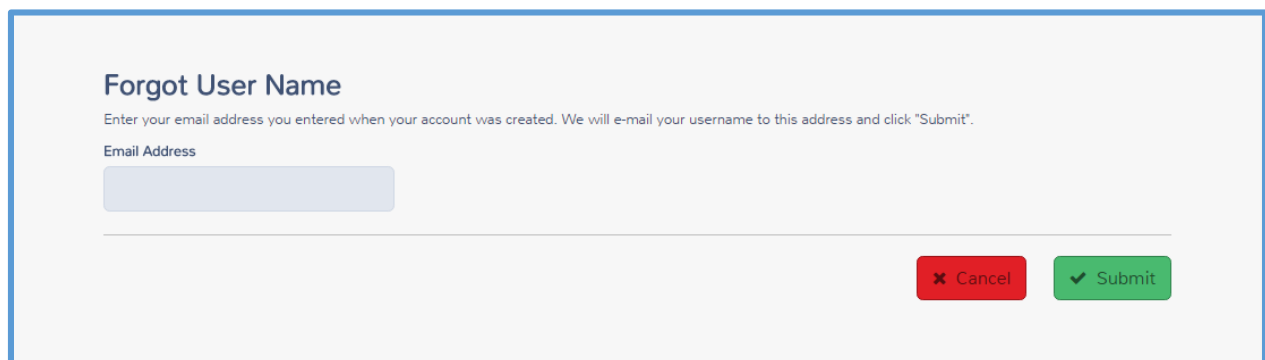
8. Type your user name, **new** password, and your security code.
9. Click **Login**.

Retrieving Your User Name

To retrieve your user name, use the following steps from the **Login Page**:

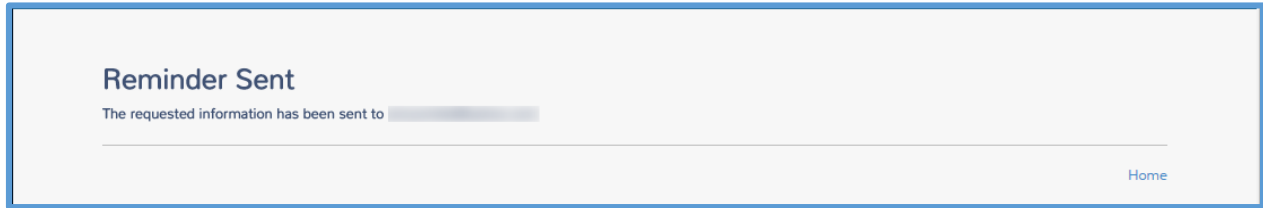
1. Click **Forgot UserName**.

TaxSlayer Pro Online displays the **Forgot User Name** page:

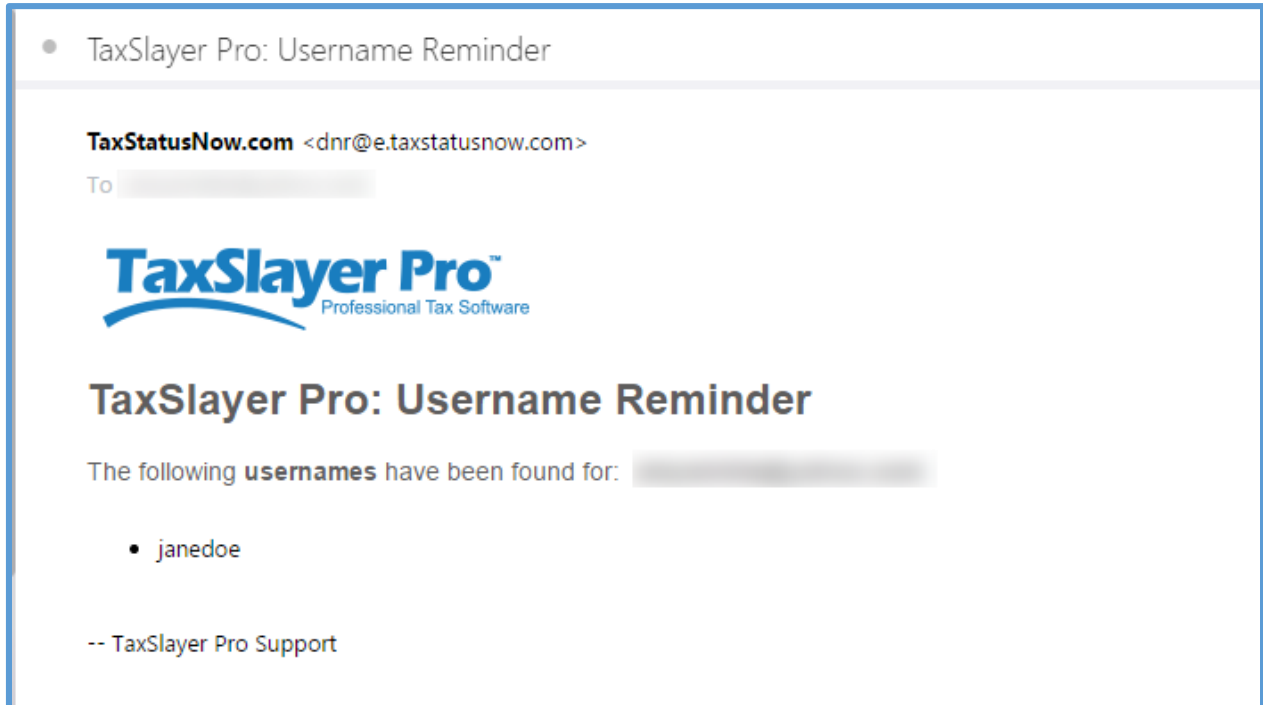


2. Type the email address you or your site administrator used during setup for your Preparer account.
3. Click **Submit**.

TaxSlayer Pro Online displays the **Reminder Sent** page:



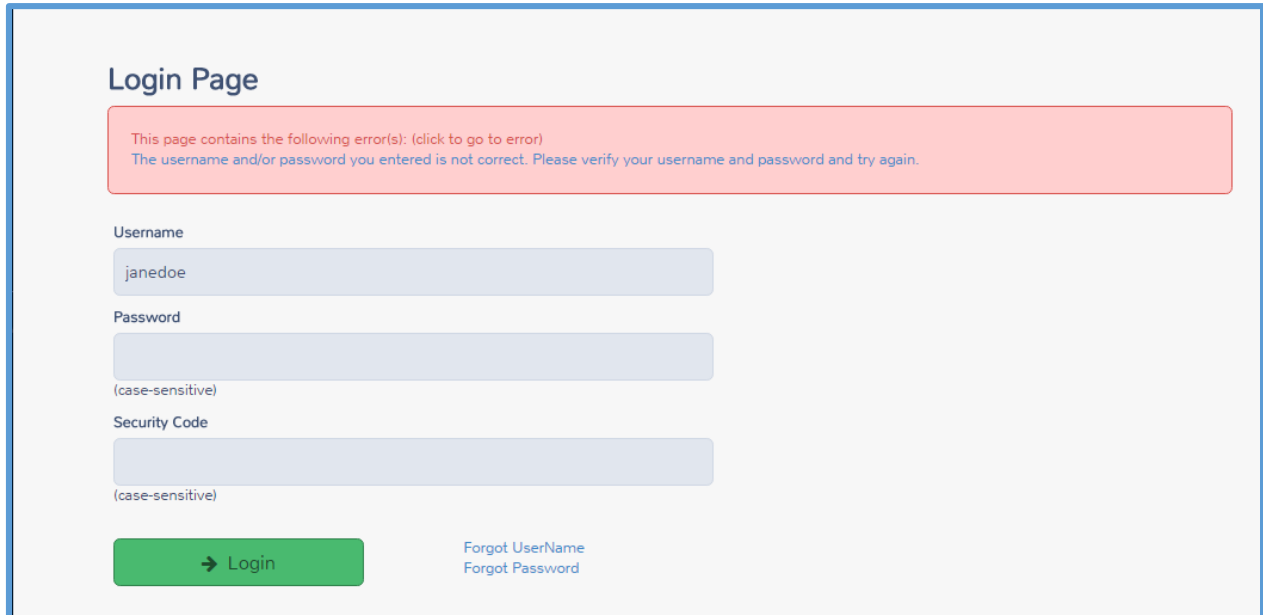
TaxSlayer sends an email similar to the following:



4. On the **Reminder Sent** page, click **Home** to log in.

Resetting Your Password

If you forget your password, you may need to reset it. If you type the wrong password, TaxSlayer Pro Online displays the following message:

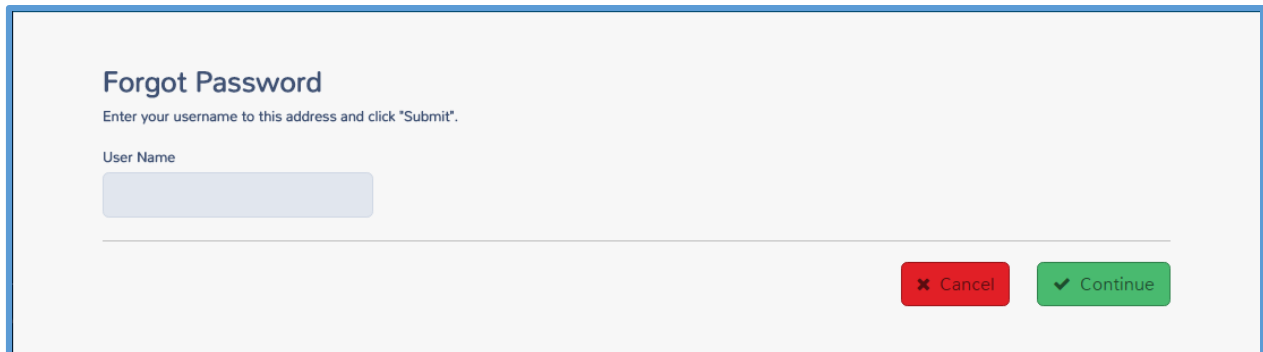


The screenshot shows a 'Login Page' with a red error message box at the top. The message reads: 'This page contains the following error(s): (click to go to error) The username and/or password you entered is not correct. Please verify your username and password and try again.' Below the error message are three input fields: 'Username' with the text 'janedoe', 'Password' (with '(case-sensitive)' below it), and 'Security Code' (with '(case-sensitive)' below it). At the bottom left is a green button with a right arrow and the text 'Login'. At the bottom right are two links: 'Forgot UserName' and 'Forgot Password'.

To reset your password, you will need your user name, and either the answer to your security question or your password. Use the following steps:

1. Click **Forgot Password**.

TaxSlayer Pro Online displays the **Forgot Password** page:



The screenshot shows the 'Forgot Password' page. It has a title 'Forgot Password' and a sub-instruction: 'Enter your username to this address and click "Submit".' Below this is a 'User Name' input field. At the bottom right, there are two buttons: a red 'Cancel' button with a close icon and a green 'Continue' button with a checkmark icon.

2. Type your user name.
3. Click **Continue**.

TaxSlayer Pro Online displays the **Answer Security Question** page:

The screenshot shows the 'Answer Security Question' page. At the top, it says 'Answer Security Question' and 'Enter the answer to your security question to reset your password'. Below this, there is a label 'Security Question: Question' and 'Security Answer:' followed by a text input field. To the right of the input field is a blue button labeled 'Forgot Answer'. At the bottom right, there are two buttons: a red 'Cancel' button and a green 'Submit' button. A horizontal line is positioned above the 'Cancel' and 'Submit' buttons.

Resetting with Security Question

If you know the answer to your security question, use the steps in this section.

4. Type the answer to your security question.
5. Click **Submit**.

NOTE: If you cannot remember the answer to your security question, click **Forgot Answer** to reset using a security code.

TaxSlayer Pro Online displays the **Change Password** page:

The screenshot shows the 'Change Password' page. At the top, it says 'Change Password'. Below this is a light blue message box that says 'You must reset password to continue'. Underneath, there are two text input fields: the first is labeled 'Password' and the second is labeled 'Verify Password'. At the bottom right, there are two buttons: a red 'Cancel' button and a green 'Submit' button. A horizontal line is positioned above the 'Cancel' and 'Submit' buttons.

6. Type a new password.
7. Type the password again for verification.
8. Click **Submit**.

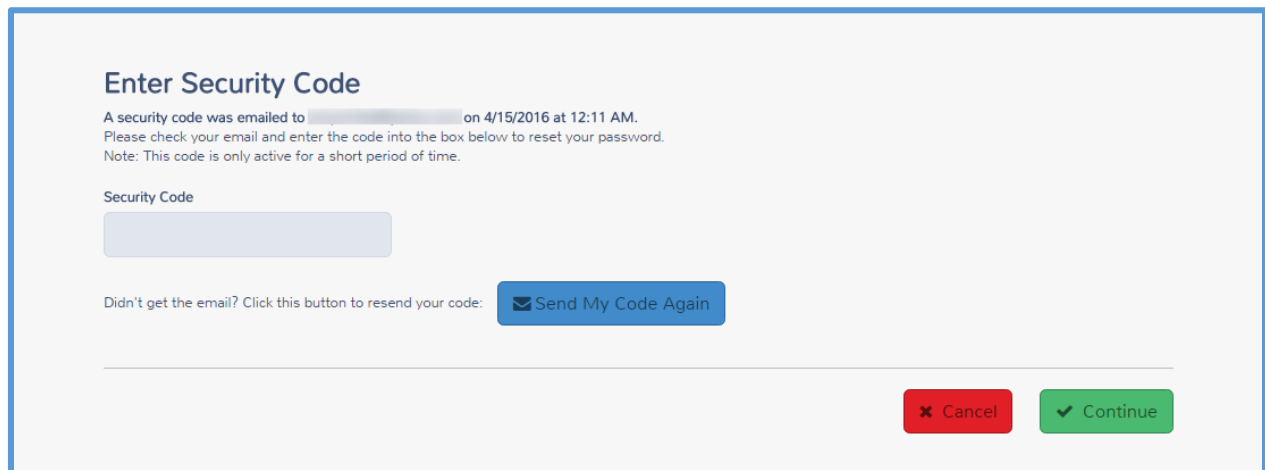
On the TaxSlayer Pro Online **Login Page**, type your user name, new password, and security code, and then click **Login**.

Resetting with Security Code

If you do not remember the answer to your security question, reset your password using the following steps:

1. Click **Forgot Answer**.

TaxSlayer Pro Online displays the **Enter Security Code** page:



Enter Security Code

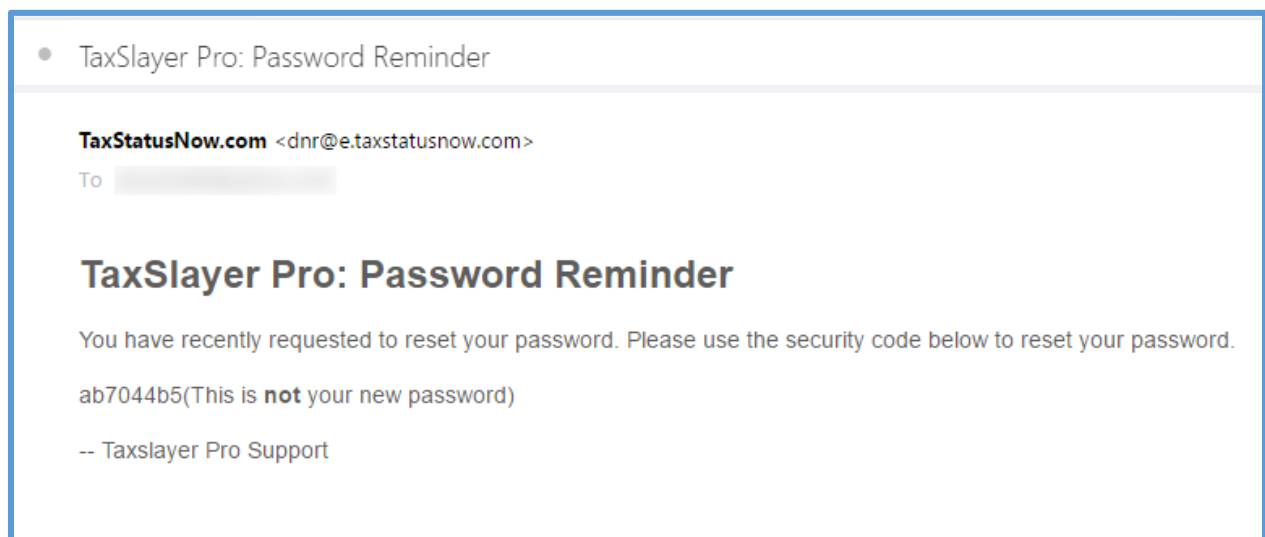
A security code was emailed to [redacted] on 4/15/2016 at 12:11 AM.
Please check your email and enter the code into the box below to reset your password.
Note: This code is only active for a short period of time.

Security Code

Didn't get the email? Click this button to resend your code: [Send My Code Again](#)

[Cancel](#) [Continue](#)

TaxSlayer sends an email to the email address listed on your Preparer account, similar to the following:



TaxSlayer Pro: Password Reminder

TaxStatusNow.com <dnr@e.taxstatusnow.com>

To [redacted]

TaxSlayer Pro: Password Reminder

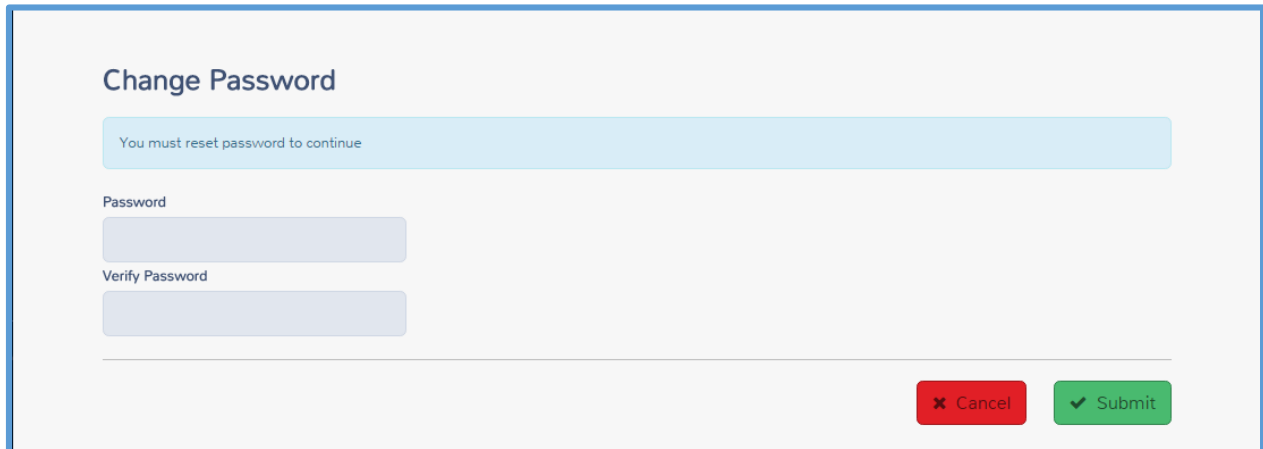
You have recently requested to reset your password. Please use the security code below to reset your password.

ab7044b5(This is **not** your new password)

-- Taxslayer Pro Support

2. Find the security code in the email.
3. Type the security code from the email in the **Security Code** box.
4. Click **Continue**.

TaxSlayer Pro Online displays the **Change Password** page:



Change Password

You must reset password to continue

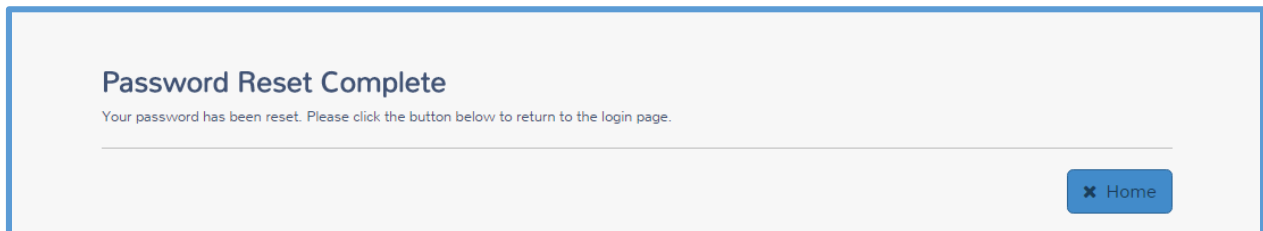
Password

Verify Password

Cancel Submit

5. Type the new password.
6. Type the password again for verification.
7. Click **Submit**.

TaxSlayer Pro Online displays the **Password Reset Complete** page:



Password Reset Complete

Your password has been reset. Please click the button below to return to the login page.

Home

8. Click **Home** to log in to TaxSlayer Pro Online.

Setting up Site Information

After completing this topic, you will be able to:

- Set up your site.
- Set up your EROs.
- Determine the data that carries to the return.

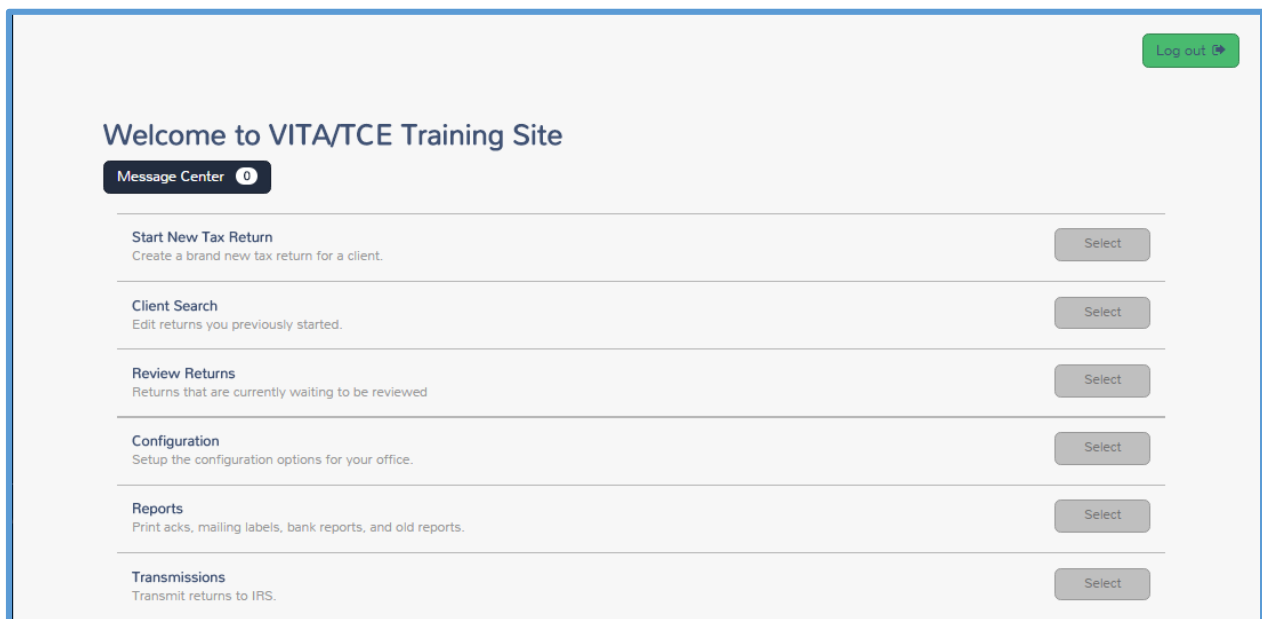
Before you begin using TaxSlayer Pro Online, you need to configure settings. You can set up your site, edit, or delete information for the ERO and preparers. Several items in configuration carry to tax returns so that you only have to enter this information once. This includes items such as the firm/site information.

Setting up Your Site

First, set up your site information. To do so, use the following steps:

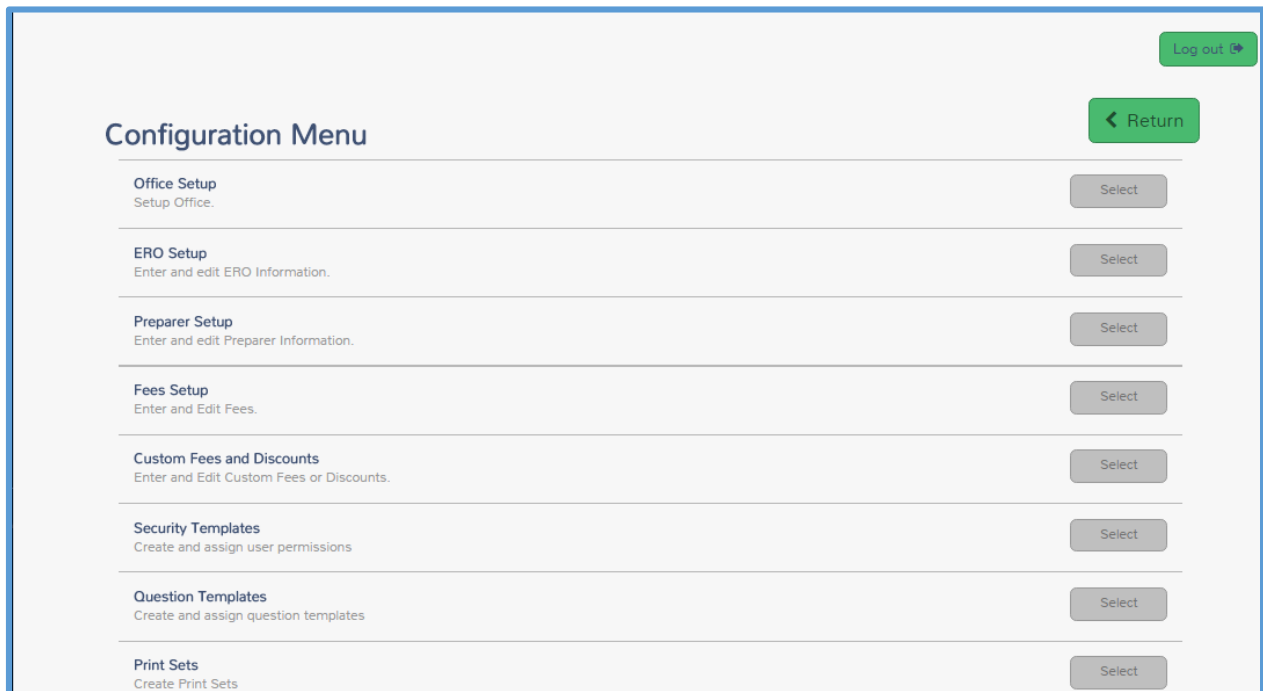
1. Log in to TaxSlayer Pro Online.

TaxSlayer Pro Online displays the **Welcome** page:



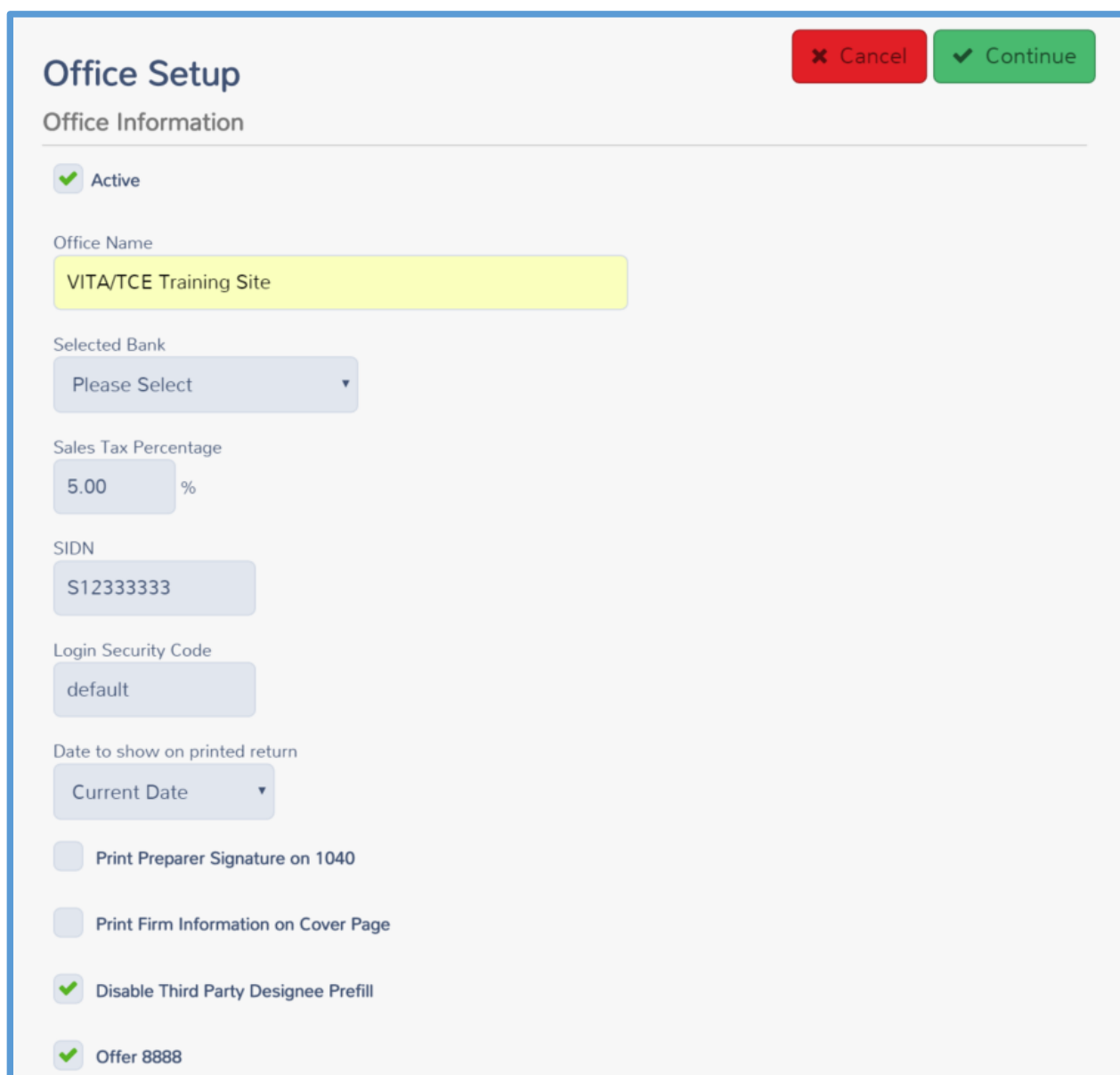
2. Click **Select** on the **Configuration** line.

TaxSlayer Pro Online displays the **Configuration Menu** landing page:



3. Click **Select** on the **Office Setup** line.

TaxSlayer Pro Online displays the **Office Setup** page:



Office Setup ✕ Cancel ✓ Continue

Office Information

Active

Office Name
VITA/TCE Training Site

Selected Bank
Please Select

Sales Tax Percentage
5.00 %

SIDN
S12333333

Login Security Code
default

Date to show on printed return
Current Date

Print Preparer Signature on 1040

Print Firm Information on Cover Page

Disable Third Party Designee Prefill

Offer 8888

4. TaxSlayer populates several boxes on this page based on the information requested by the IRS. Review this information and make changes as needed.
 - a. The default **Login Security Code** will be sent with the administrator login credentials. We recommend you change this code before you add preparers.
 - b. Select **Disable Third Party Designee Prefill**.
 - c. Select **Offer 8888** if your site will be offering split refunds.

5. Scroll to the **Office Addresses** and **Office Phones** sections.

TaxSlayer Pro Online displays the **Office Addresses** and **Office Phones** sections:

The screenshot shows two sections: "Office Addresses" and "Office Phones".

Office Addresses

TYPE	STREET ADDRESS	CITY	STATE	ZIP		
Physical	123 VITA/TCE BLVD	Evans	GA	30809	Edit	Delete

[+ Add](#) Add Address

Office Phones

TYPE	TELEPHONE	EXT		
Business	(706) 555-8482		Edit	Delete

[+ Add](#) Add Phone

6. Click **Add** in the **Add Address** section.

TaxSlayer Pro Online displays the **Office Information** address page:

The screenshot shows the "Office Information" form with the following fields and controls:

- Address Type:** A dropdown menu with "Please Select" as the current selection.
- Street Address:** A single-line text input field.
- Zip Code:** Two separate text input fields separated by a hyphen.
- City:** A single-line text input field.
- State:** A dropdown menu with "Please Select" as the current selection.

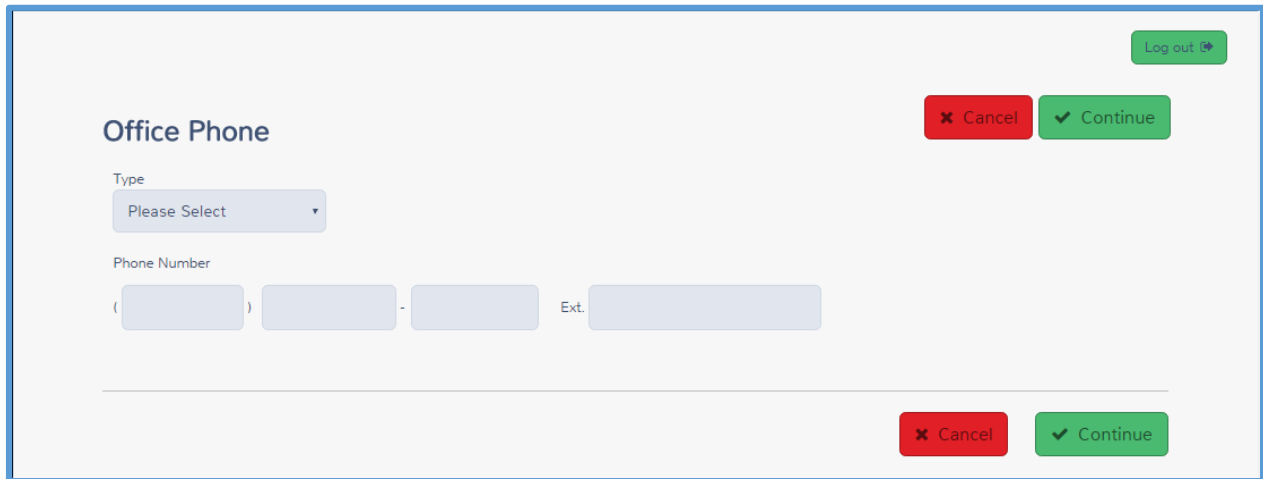
At the top right, there is a "Log out" button. Below the form, there are two buttons: a red "Cancel" button and a green "Continue" button.

7. Select the type of address (either physical, mailing, or shipping) from the **Address Type** drop-down list.

8. Type the street address, Zip Code, and City in the appropriate boxes.

9. Select the state from the **State** drop-down list.
10. When you finish typing the address, click **Continue**.
11. Click **Add** in the **Office Phones** section.

TaxSlayer Pro Online displays the **Office Phone** page:



The screenshot shows the 'Office Phone' configuration page. At the top right, there is a 'Log out' button with a user icon. Below the title 'Office Phone', there are two buttons: a red 'Cancel' button and a green 'Continue' button. The form contains a 'Type' dropdown menu with 'Please Select' as the current selection. Below this is the 'Phone Number' section, which consists of four input fields: a first field for the area code (preceded by a parenthesis), a second field for the main number, a third field for the extension (preceded by a hyphen), and a fourth field for the extension number (preceded by 'Ext.'). At the bottom right of the form, there are two more buttons: a red 'Cancel' button and a green 'Continue' button.

12. Select the type of phone (either home, business, or fax) from the **Type** drop-down list.
13. Type the phone number in the appropriate boxes.
14. Click **Continue**.
15. When you finish reviewing and adding office information, click **Continue**.

Setting up EROs

After you set up your site's information, you need to set up EROs. To do so, use the following steps:

1. Click **Select** on the **ERO Setup** line from the **Configuration Menu** landing page.

TaxSlayer Pro Online displays the **Ero(s) Menu** page:

EFIN	Ero Name	Default	Status
001139	VITA SITE	✓	Active

2. Click **Edit** to make modifications to the pre-populated information.
 - a. Click **Add** if TaxSlayer Pro Online does not display any information.

TaxSlayer Pro Online displays the **Ero Setup** page:

Ero Personal Information

ERO Name

EIN

EFIN

Self Employed

Default

Active

Ero Addresses

+ Add Add Address

Ero Phones

3. Type the **ERO's name** and **EFIN** in the appropriate boxes.

TIP: Do **not** enter information in the **EIN** box or select the **Self-Employed** check box.

4. Select the **Default** check box.
5. Click **Add** in the **Ero Addresses** section.

TaxSlayer Pro Online displays the **Ero Address Information** page:

Log out

Ero Address Information

Continue

Address Type
Please Select

Street Address

Zip Code

City State
Please Select

Continue

6. Select the type of address (either physical, mailing, or shipping) from the **Address Type** drop-down list.
7. Type the ERO's address, Zip Code, and city in the appropriate boxes.
8. Select the state from the drop-down list.
9. Click **Continue**.
10. Click **Add** in the **Ero Phones** section.

TaxSlayer Pro Online displays the **Ero Phone Information** page:

Ero Phone Information

Type
Please Select

Phone Number
() - Ext.

Continue

Continue

11. Select the type of phone (either home, business, or fax) from the **Type** drop-down list.
12. Type the phone number in the appropriate boxes.
13. Click **Continue**.
14. When you finish adding ERO information, click **Continue**.

TaxSlayer Pro Online displays the **Ero(s) Menu** page with the ERO listed:

Ero(s) Menu

View Inactive

EFIN	Ero Name	Default	Status
001111	Jane Doe	✓	Active

+ Add Add ERO

Return

Return

15. When you finish, click **Return**.

Setting up Security Templates

After completing this topic, you will be able to:

- List the pre-defined security templates.
- Determine which security template to use based on the allowed actions.
- Create a new security template.
- Edit an existing security template.
- Assign security templates.

In TaxSlayer Pro Online, use security templates to set the permissions for each preparer. You can use predefined security templates, create your own templates, or edit existing templates as needed.

Predefined Security Templates

In most cases, you need to use the security templates that TaxSlayer Pro Online predefines with your software. You can choose from the following six predefined security templates for each user:

	Administrator	Super User	Return Preparer	Interviewer	Reviewer	e-file Manager
Selects Mark as Ready to e-file check box	X	X	X			
Submit e-file	X	X				X
View acknowledgments	X	X				
Move returns between users	X	X				
Delete returns	X					
Open existing returns	X	X	X	X	X	
Print returns	X	X	X			
Return Query	X	X	X	X	X	
Manage users	X					
Reset user's passwords	X					
Create new return		X	X	X	X	

When you set up users/preparers, you can select the security template. See *Adding Preparers* for information on selecting security templates for users.

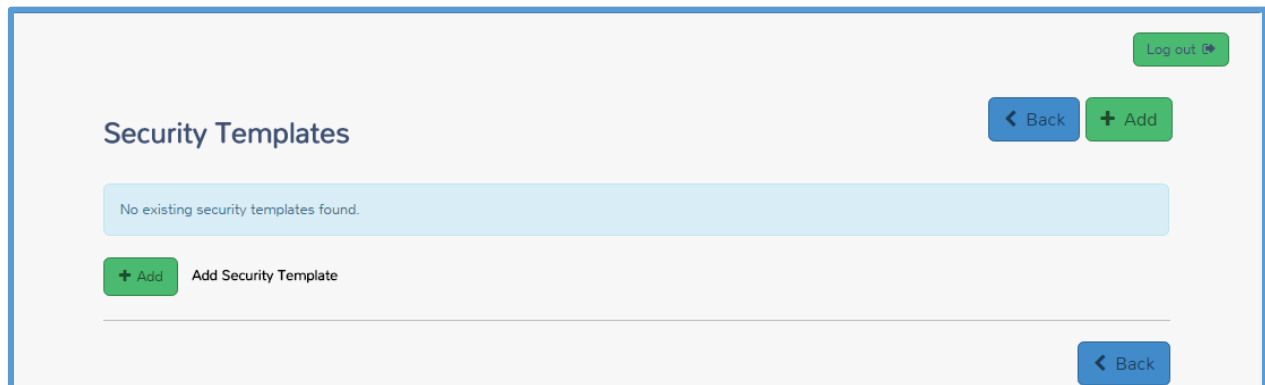
NOTE: You cannot edit the predefined security templates and will not see them listed in your site Configuration. You will be able to select a template from them when setting up users. See *Adding Preparers* for information on selecting security templates for users.

Creating Security Templates

You can create an unlimited number of security templates for your site. To do this, use the following steps from the **Welcome** page:

1. Click **Select** on the **Configuration** line to display the **Configuration Menu** landing page.
2. Click **Select** on the **Security Templates** line.

TaxSlayer Pro Online displays the **Security Templates** page:



3. Click **Add**.

TaxSlayer Pro Online displays the **Add Security Template** page:

Add Security Template Log out Cancel Continue

Template Name

Check item to allow access

Check/Uncheck All

<input checked="" type="checkbox"/> Create Tax Returns	<input checked="" type="checkbox"/> View/Edit Existing Returns	<input checked="" type="checkbox"/> Access Current Year Client List
<input checked="" type="checkbox"/> Access Previous Years Client Lists	<input checked="" type="checkbox"/> Override Return Minimum Preparer Fee	<input checked="" type="checkbox"/> Mark Return Complete
<input checked="" type="checkbox"/> Review Returns and Mark Review Decision	<input checked="" type="checkbox"/> Send Return to IRS	<input checked="" type="checkbox"/> Mark Return for Review
<input checked="" type="checkbox"/> Print Returns	<input checked="" type="checkbox"/> View Client Status	<input checked="" type="checkbox"/> Change Return Preparer
<input checked="" type="checkbox"/> Scanned Documents	<input checked="" type="checkbox"/> Print Return TAA Form	<input checked="" type="checkbox"/> Deactivate Return
<input checked="" type="checkbox"/> Edit Office Setup	<input checked="" type="checkbox"/> View Full SSN	<input checked="" type="checkbox"/> Password Protect Return
<input checked="" type="checkbox"/> Add/Edit Preparers	<input checked="" type="checkbox"/> Add/Edit Fees	<input checked="" type="checkbox"/> Configuration
	<input checked="" type="checkbox"/> Edit ERO Setup	<input checked="" type="checkbox"/> Edit Minimum Preparer Fee
		<input checked="" type="checkbox"/> Change User's Security Template

4. Type a name for your template in the **Template Name** box.
5. Review each item for which you can allow access for this security template. TaxSlayer Pro Online automatically selects each item. If you do **not** want preparers assigned this security template to have access to this item, clear the check box.
6. Click **Continue**.

TaxSlayer Pro Online displays the **Security Templates** page with the new security template listed:

Security Templates Log out Back Add

Template Name	Created By	Date Created	View Users	Assign	Edit	Delete
Example Template	VITA/TCE Training Site	4/14/2016	View Users	+ Assign	Edit	Delete

[+ Add](#) Add Security Template

[Back](#)

7. If you need to add more security templates, click **Add** and follow the same steps for each security template.
8. When you finish adding security templates, click **Back** to return to the **Welcome** page.

Editing Security Templates

After you add security templates, you can edit those templates at any time. Remember, you cannot edit predefined security templates. To edit security templates you created, use the following steps from the **Welcome** page:

1. Click **Select** on the **Configuration** line to display the **Configuration Menu** landing page.
2. Click **Select** on the **Security Templates** line.

TaxSlayer Pro Online displays the **Security Templates** page:

Template Name	Created By	Date Created				
Example Template	VITA/TCE Training Site	4/14/2016	View Users	+ Assign	Edit	Delete

+ Add Add Security Template

3. Click **Edit** for the security template you want to change.

TaxSlayer Pro Online displays the **Edit Security Template** page:

Last Modified: 4/14/2016 9:20:28 AM

Template Name
Example Template

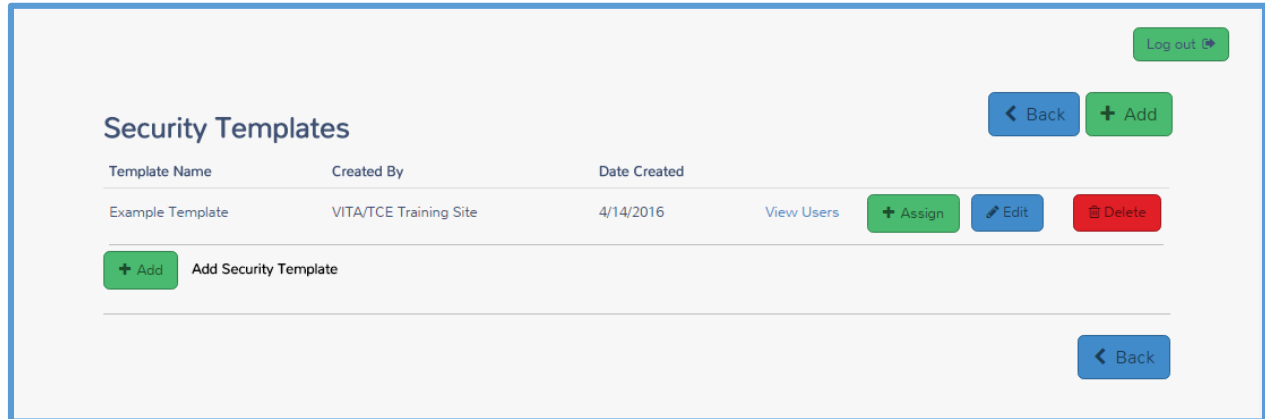
Check item to allow access

Check/Uncheck All

<input type="checkbox"/> Create Tax Returns	<input type="checkbox"/> View/Edit Existing Returns	<input type="checkbox"/> Access Current Year Client List
<input type="checkbox"/> Access Previous Years Client Lists	<input type="checkbox"/> Override Return Minimum Preparer Fee	<input type="checkbox"/> Mark Return Complete
<input type="checkbox"/> Review Returns and Mark Review Decision	<input type="checkbox"/> Send Return to IRS	<input type="checkbox"/> Mark Return for Review
<input type="checkbox"/> Print Returns	<input type="checkbox"/> View Client Status	<input type="checkbox"/> Change Return Preparer
<input type="checkbox"/> Scanned Documents	<input type="checkbox"/> Print Return TAA Form	<input type="checkbox"/> Deactivate Return
<input type="checkbox"/> Edit Office Setup	<input type="checkbox"/> View Full SSN	<input type="checkbox"/> Password Protect Return
	<input type="checkbox"/> Add/Edit Fees	<input type="checkbox"/> Configuration
		<input type="checkbox"/> Edit Minimum Preparer Fee

9. Make any necessary changes to the template. Clear or select any actions.
10. When you finish, click **Continue**.

TaxSlayer Pro Online displays the **Security Templates** page:

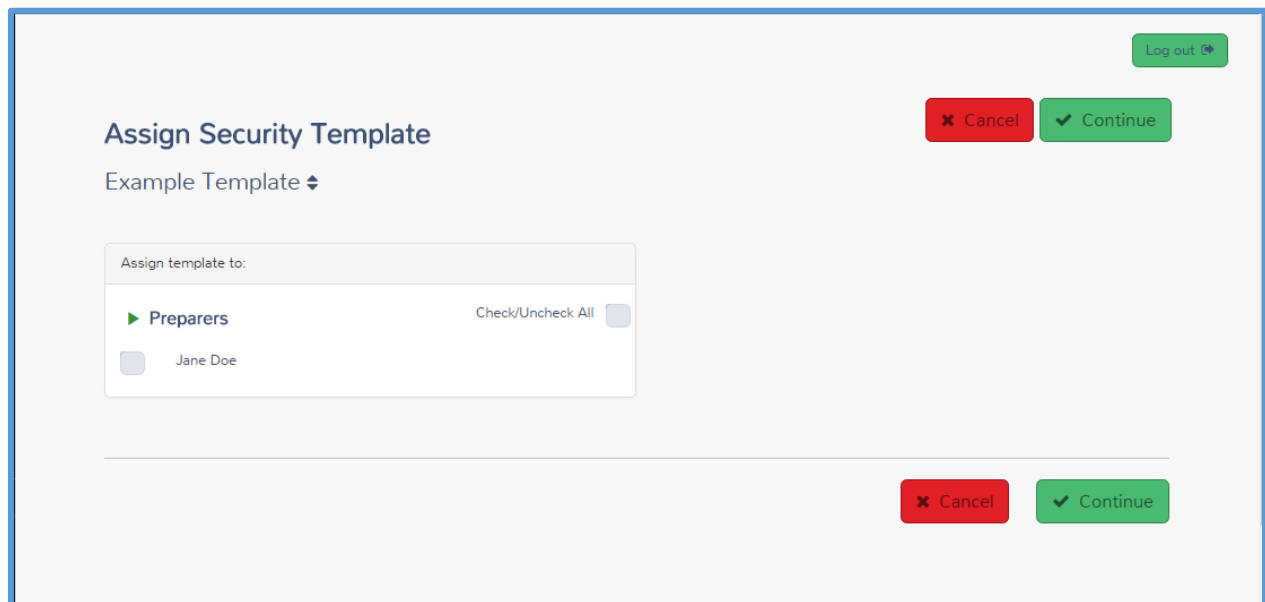


Assigning Security Templates

You should assign security templates while setting up preparers. However, if you already set up a preparer and need to add a security template, you can do so from the **Security Templates** page. To do so, use the following steps:

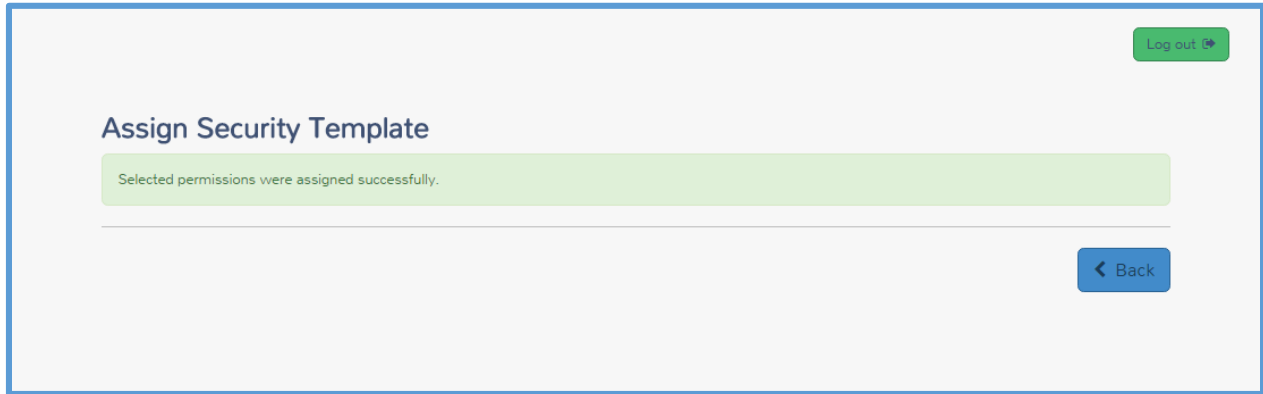
1. On the security template you need to assign, click **Assign**.

TaxSlayer Pro Online displays the **Assign Security Template** page:



2. Select the check box(es) for any preparers to which you want to assign this template.
3. Click **Continue**.

TaxSlayer Pro Online displays a confirmation page:



4. Click **Back** to return to the **Configuration Menu** landing page.

Adding Preparers

After completing this topic, you will be able to:

- Create a user/preparer.
- Assign a security template.
- Control return access.
- List password requirements.

Creating Users

After you configure the information for the office and set up security templates, you need to add preparers. To add preparers for your site, use the following steps from the **Welcome** page:

1. Click **Select** on the **Configuration** line to display the **Configuration Menu** landing page.
2. Click **Select** on the **Preparer Setup** line.

TaxSlayer Pro Online displays the **Preparer(s) Menu** page:

Preparer(s) Menu

Search By: Status: Active

SSN	PTIN	Preparer Name	Status
+ Add	Add Preparer		

Log out

< Return + Add

< Return

3. Click **Add**.

TaxSlayer Pro Online displays the **Preparer(s) Setup Menu** page:

Preparer(s) Setup Menu

Preparer Personal Information

SSN

First Name

Middle Initial

Last Name

Suffix

4. Do **not** type the preparer's Social Security number.
5. Type the preparer's name in the appropriate boxes.
6. Scroll to view the remainder of the personal information.

TaxSlayer Pro Online displays the next section of the page:

PTIN OR SIDN

S12333333

Data Entry Only, no PTIN Required

[Pull from office](#)

Default PIN Number

98765

Office Contact?

Self Employed

Can view own returns only?

Required to use Guide?

Prepares NY returns?

SIDN

7. From the **PTIN OR SIDN** box, click **Pull from office** to have TaxSlayer Pro Online carry the site's SIDN to the preparer.
8. TaxSlayer Pro Online defaults the PIN to 98765 and carries this PIN to all returns created by this preparer.
9. Do **not** select the **Office Contact** or **Self-Employed** check boxes.

Return Access

10. Select the check box to allow the preparer to view only his or her own returns.
11. Check **Required to use Guide?** if you want to restrict the preparer to using the Guide Me feature for data entry.
12. Select **Prepares NY returns?** and select code 09 for **NYTPRIN exempt** as a volunteer tax preparer if you are preparing returns for New York.

Login Setup

13. Scroll to the **Edit Login Account** section.

TaxSlayer Pro Online displays the **Edit Login Account** section:

Edit Login Account

Email Address

User Name

Password

Security Question

Please Select a Question

Security Answer

Active

Security Template

Current Template: *not set*

Please Select

Show Definitions

✕ Cancel

✓ Continue

14. Type the preparer's email address and a unique user name.

NOTE: User names are unique across the platform and are assigned to the site in which they are created. Preparers **cannot** use the same user name used in the Practice Lab environment.

Password Requirements

15. Type a password for the preparer.

TIP: When you create a password for the preparer, make sure that you do not use any special characters (!@#, etc.). Use only letters and numbers and ensure the password contains at least eight (8) characters. This will be the default password for the preparer/user the first time he or she logs in.

16. Select the security question from the drop-down list.
17. Type the answer to the security question. The site administrator will need to give this information to the preparer when they give them the user name and initial password.
18. Select the security template you want this preparer to use from the list.

TIP: If you click **Show Definitions**, TaxSlayer Pro Online displays a new window with the actions for which the security template has permission checked, as shown below:

Security Templates

Example Template ▾

- ✘ Create Tax Returns
- ✘ Access Current Year Client List
- ✘ Override Return Minimum Preparer Fee
- ✘ Mark Return for Review
- ✘ Send Return to IRS
- ✘ View Client Status
- ✘ Print Returns
- ✘ Password Protect Return
- ✘ View Full SSN
- ✘ Edit Office Setup
- ✘ Edit Minimum Preparer Fee
- ✘ Edit ERO Setup
- ✔ View Reports
- ✘ Add or Edit Tags
- ✘ Change Questions and Available Answers
- ✔ View/Edit Existing Returns
- ✘ Access Previous Years Client Lists
- ✘ Mark Return Complete
- ✘ Review Returns and Mark Review Decision
- ✘ Change Return Preparer
- ✘ Deactivate Return
- ✘ Print Return TAA Form
- ✘ Scanned Documents
- ✘ Configuration
- ✘ Add/Edit Fees
- ✘ Add/Edit Preparers
- ✘ Change User's Security Template
- ✘ Print Checks
- ✘ Add or Edit Print Sets

Cancel

19. When you finish adding the information for the preparer, click **Continue**.

TaxSlayer Pro Online displays the **Preparer(s) Menu** page, listing the new preparer:

The screenshot shows the 'Preparer(s) Menu' page. At the top right, there is a 'Log out' button. Below it are 'Return' and 'Add' buttons. A search bar is labeled 'Search By:'. To its right is a 'Status' dropdown menu currently set to 'Active'. Below these elements is a table with the following data:

SSN	PTIN	Preparer Name	Status
	S12312322	Jane Doe	Active

Below the table, there is an 'Add Preparer' button with a plus sign icon. To the right of the table, there is an 'Edit' button with a pencil icon. At the bottom right, there is a 'Return' button.

20. If you need to add other preparers, click **Add** and use the same steps to enter information for the preparer.

21. When you finish adding preparers, click **Return**.

Working with Custom Questions

After completing this topic, you will be able to:

- Configure custom questions and answers.

TaxSlayer Pro Online allows you to set up custom questions that preparers can use to capture data during the return preparation process. You can use the predefined questions or add more questions.

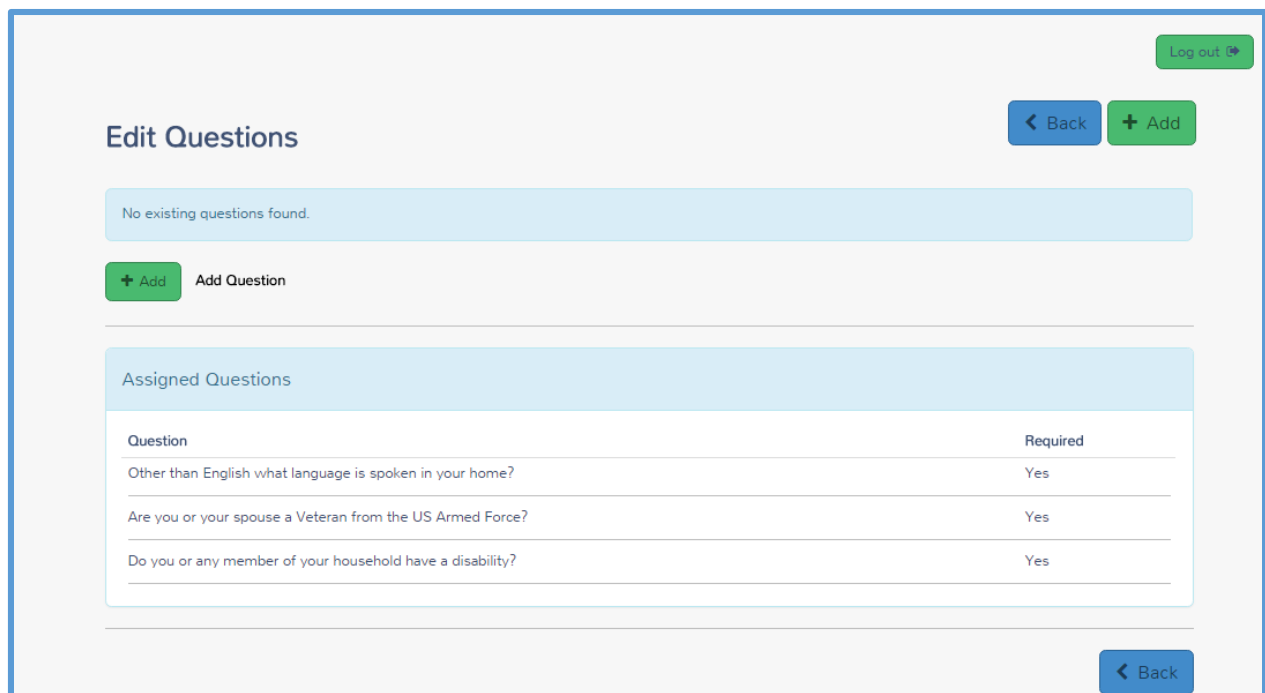
While you can add more questions and answers during tax season, we recommend that you finalize your questions before tax season begins to ensure accuracy of reports.

Adding Custom Questions

To access custom questions from the **Welcome** page, use the following steps:

1. Click **Select** on the **Configuration** line to display the **Configuration Menu** landing page.
2. Click **Select** on the **Question Templates** line.

TaxSlayer Pro Online displays the **Edit Questions** page, listing any custom questions your site has been assigned:



Question	Required
Other than English what language is spoken in your home?	Yes
Are you or your spouse a Veteran from the US Armed Force?	Yes
Do you or any member of your household have a disability?	Yes

3. To add more questions, click **Add**.

TaxSlayer Pro Online displays the **Add Question** page:

The screenshot shows the 'Add Question' interface. It includes a 'Question' input field, an 'Is Required' checkbox, and an 'Available Answers' section with a '+ Add' button to add new answer choices. Navigation buttons for 'Back' and 'Save' are present.

4. Type the question in the **Question** box. You can use up to 75 characters.

5. If you want to require preparers to answer this question, select the **Is Required** check box.

TIP: If you require the answer to a question, the preparer **cannot** mark the return for e-file unless he or she answers the question.

6. Click **Add** in the **Available Answers** section.

7. Type the first answer choice, up to 20 characters.

8. Click **Add** and type the answer choice for up to 25 answer choices.

9. When you finish adding the question and answer choices, click **Save**.

TaxSlayer Pro Online displays the **Edit Questions** page, listing the new question:

The screenshot shows the 'Edit Questions' page in TaxSlayer Pro Online. At the top right, there is a 'Log out' button. Below it are 'Back' and 'Add' buttons. The main content area features a table with the following data:

Question	Required	
Example question	Yes	Edit Delete

Below the table is a green '+ Add' button and the text 'Add Question'. A section titled 'Assigned Questions' contains another table:

Question	Required
Other than English what language is spoken in your home?	Yes
Are you or your spouse a Veteran from the US Armed Force?	Yes
Do you or any member of your household have a disability?	Yes

10. To add more questions, click **Add** and follow the same steps.

Configuring Printing

After completing this topic, you will be able to:

- List the predefined print sets.
- Determine which print sets to use for the taxpayer.
- Create custom print sets.

Predefined Print Sets

TaxSlayer Pro Online contains several print sets that will be presented to the preparer during the print return process. Review these before printing tax returns so you know what forms and how many copies of each form print with each print set. In most cases, you should use the set. TaxSlayer Pro designed this print set to follow the IRS guidelines.

The following print sets will be available for printing the return, but cannot be modified:

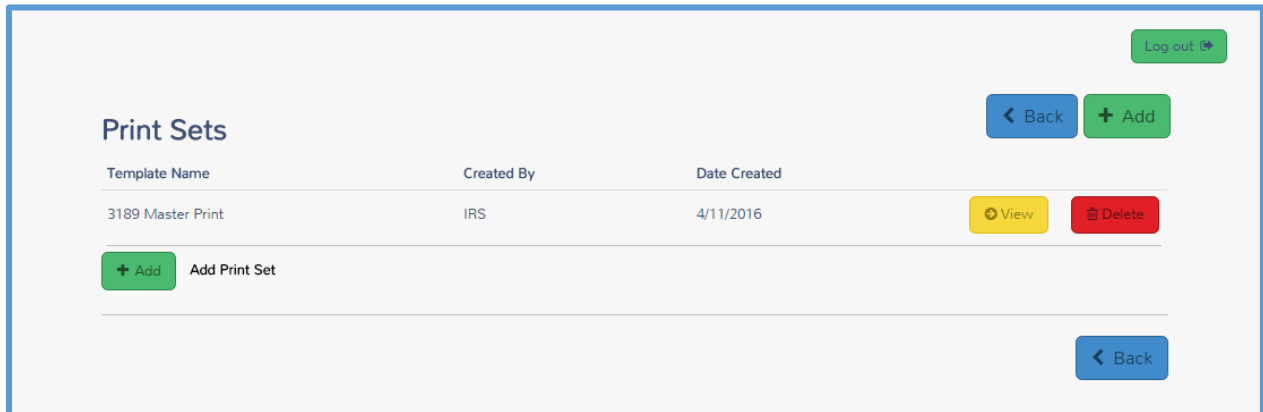
- a) One Copy – Federal and State
- b) Two Copies – Federal and State
- c) Three Copies – Federal and State
- d) One Copy – Federal Only
- e) One Copy – 1040 Only
- f) One Copy – State Only
- g) One Copy – Form 8879 Only
- h) Print Invoice

View the Master Print

To view the contents of the **Master Print** set, use the following steps from the **Welcome** page:

1. Click **Select** on the **Configuration** line to display the **Configuration Menu** landing page.
2. Click **Select** on the **Print Sets** line.

TaxSlayer Pro Online displays the **Print Sets** landing page:



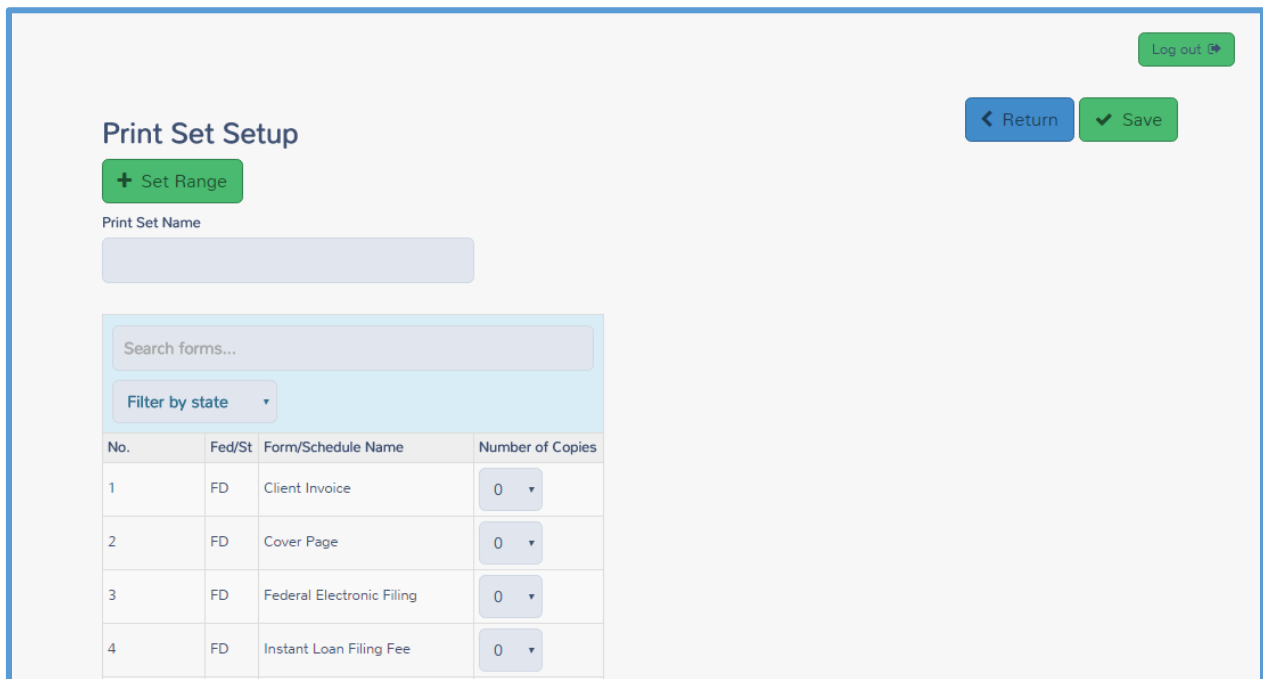
3. To view the **Master Print** set, click **View**. You cannot edit this print set. This print set prints two copies of Form 8879 and one copy of each federal and applicable state return.

Create a Custom Print Set

To create a custom print set, use the following steps from the **Print Sets** landing page:

1. Click **Add**.

TaxSlayer Pro Online displays the **Print Set Setup** landing page:

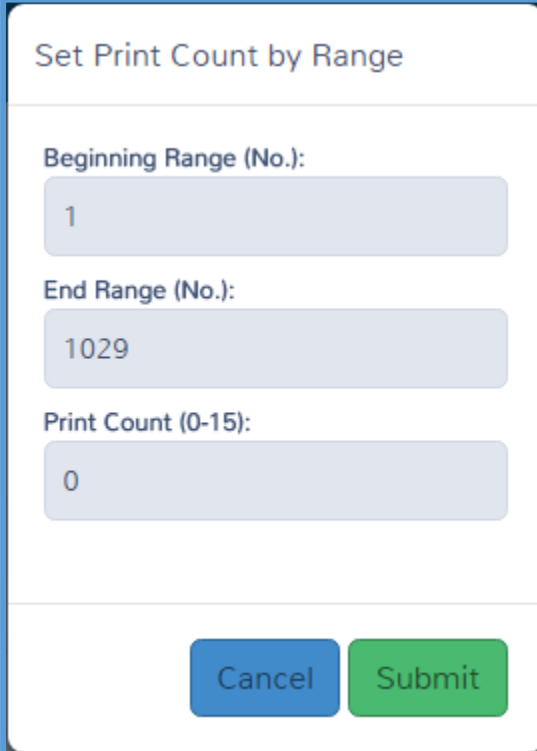


2. Type a name for your print set in the **Print Set Name** box.
3. Change the number of copies for each form you want to include in the print set.

TIP: You can type a form name in the **Search forms** box to search for that form, or filter by federal or state forms.

4. If you want to add multiple forms at the same time, click **Set Range**.

TaxSlayer Pro Online displays the **Set Print Count by Range** window:



The screenshot shows a window titled "Set Print Count by Range". It contains three input fields with the following values:

- Beginning Range (No.): 1
- End Range (No.): 1029
- Print Count (0-15): 0

At the bottom of the window, there are two buttons: "Cancel" (blue) and "Submit" (green).

5. Verify the **Beginning Range** and **Ending Range** boxes. These numbers correspond to the number of the form as displayed in the first column of **Print Set Setup** landing page. You can view the number assigned to each form or schedule to change the range. If you want to change the number of copies of all forms for this print set, leave the range as it is.
6. Type the correct number in the **Print Count** box.
7. Click **Submit**.

TaxSlayer Pro Online displays the new number of copies in the print set:

Print Set Setup

Log out

Return Save

+ Set Range

Print Set Name

Search forms...

Filter by state

No.	Fed/St	Form/Schedule Name	Number of Copies
1	FD	Client Invoice	2
2	FD	Cover Page	2
3	FD	Federal Electronic Filing	2
4	FD	Instant Loan Filing Fee	2

8. When you finish making changes to the print set, click **Save**.

TaxSlayer Pro Online displays the **Print Sets** page, listing the new print set:

Print Sets

Log out

Back Add

Template Name	Created By	Date Created		
Example	VITA/TCE Training Site	4/14/2016	Edit	Delete
3189 Master Print	IRS	4/11/2016	View	Delete

+ Add Add Print Set

Back

9. Click **Add** and follow the same steps for any additional print sets you want to use.

10. When you finish adding print sets, click **Back** to return to the **Configuration Menu** landing page.

Managing Returns

After completing this topic, you will be able to:

- Set up return tags.
- Filter returns by return tags.
- Delete returns.
- Restore returns.
- Add taxpayer notes.
- Send messages.

Working with Return Tags

TaxSlayer Pro Online allows you to set up return tags to manage the status of your returns. You can create a customized list of return tags to manage the status of the return at your site.

Setting up Return Tags

TaxSlayer Pro Online does not have default return tags. You can create these while configuring the site. To add return tags, use these steps from the **Welcome** page:

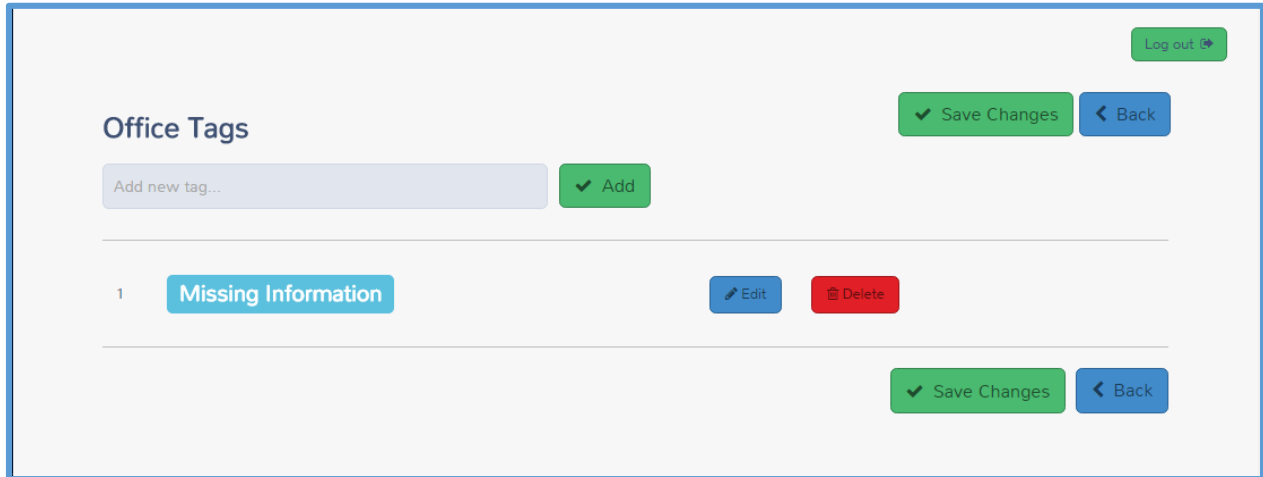
1. Click **Select** on the **Configuration** line to display the **Configuration Menu** landing page.
2. Click **Select** on the **Tags** line.

TaxSlayer Pro Online displays the **Office Tags** page:

The screenshot shows the 'Office Tags' page. At the top right, there is a 'Log out' button. Below that, there are two buttons: 'Save Changes' and 'Back'. The main heading is 'Office Tags'. Underneath, there is a text input field labeled 'Add new tag...' with an 'Add' button to its right. Below the input field, there is a light blue message box that says 'No existing tags.' At the bottom of the page, there are two buttons: 'Save Changes' and 'Back'.

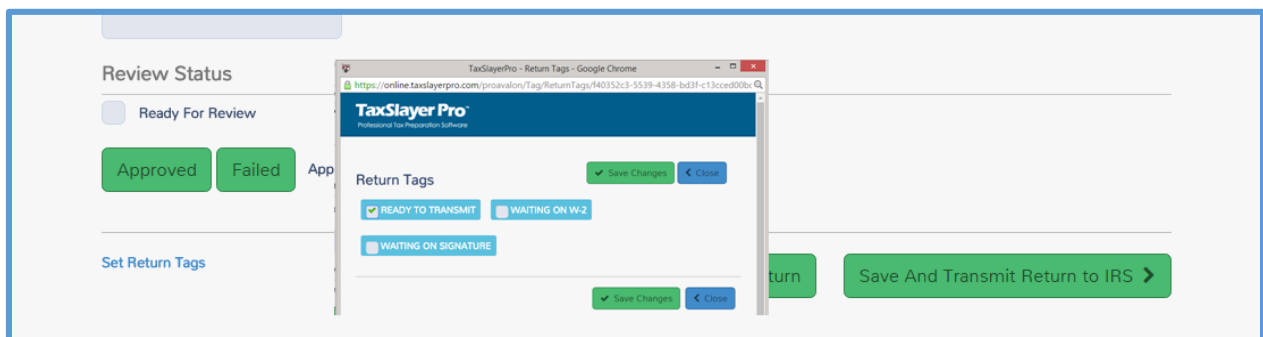
3. Type a tag name in the **Add new tag** box; for example: Missing Information.
4. Click **Add**.

TaxSlayer Pro Online displays the new return tag in the list:

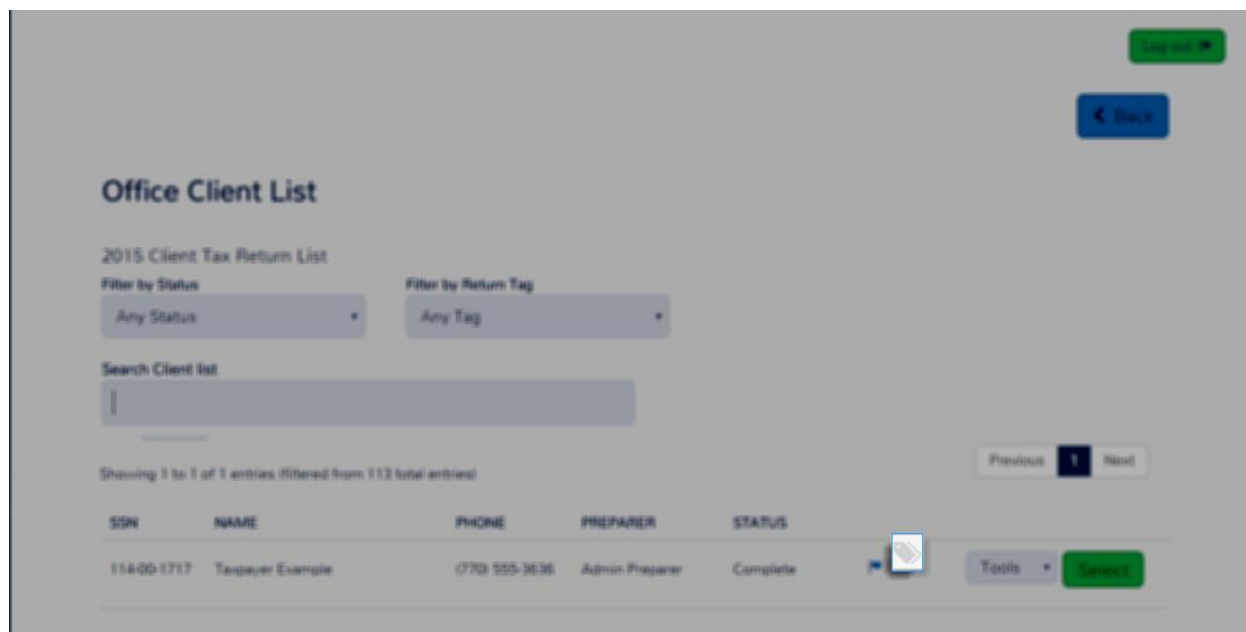


5. Repeat the steps until you add all the return tags you want.
6. When you finish adding return tags, click **Back** to return to the **Configuration Menu** landing page.

When a preparer is working in a return, he or she can designate a return tag on the **Submission** page:



You can also add a return tag by clicking the **Add Tags** icon in the **Office Client List**:



Filtering Returns Using Return Tags

You can filter returns by return tags. When you do this, you can determine any actions that you need to take to complete returns. To filter returns, use the following steps from the **Welcome** page:

1. Click **Select** on the **Client Search** line.

TaxSlayer Pro Online displays the **Office Client List** page:

Office Client List

2015 Client Tax Return List

Filter by Status: Any Status

Filter by Return Tag: Any Tag

Search Client list

Showing 1 to 1 of 1 entries (filtered from 113 total entries)

SSN	NAME	PHONE	PREPARER	STATUS	
114-00-1717	Taxpayer Example	(770) 555-3636	Admin Preparer	Complete	

Tools Select

2. Select the return tag for which you want to search from the **Filter by Return Tag** drop-down list.

TaxSlayer Pro Online displays any returns with the return tag you selected:

Office Client List

2015 Client Tax Return List

Filter by Status: Any Status

Filter by Return Tag: WAITING ON SIGNATURE

Search Client list

Showing 1 to 1 of 1 entries (filtered from 113 total entries)

SSN	NAME	PHONE	PREPARER	STATUS	
114-00-1717	Taxpayer Example	(770) 555-3636	Admin Preparer	Complete	

Tools Select

Deactivating/Deleting Returns

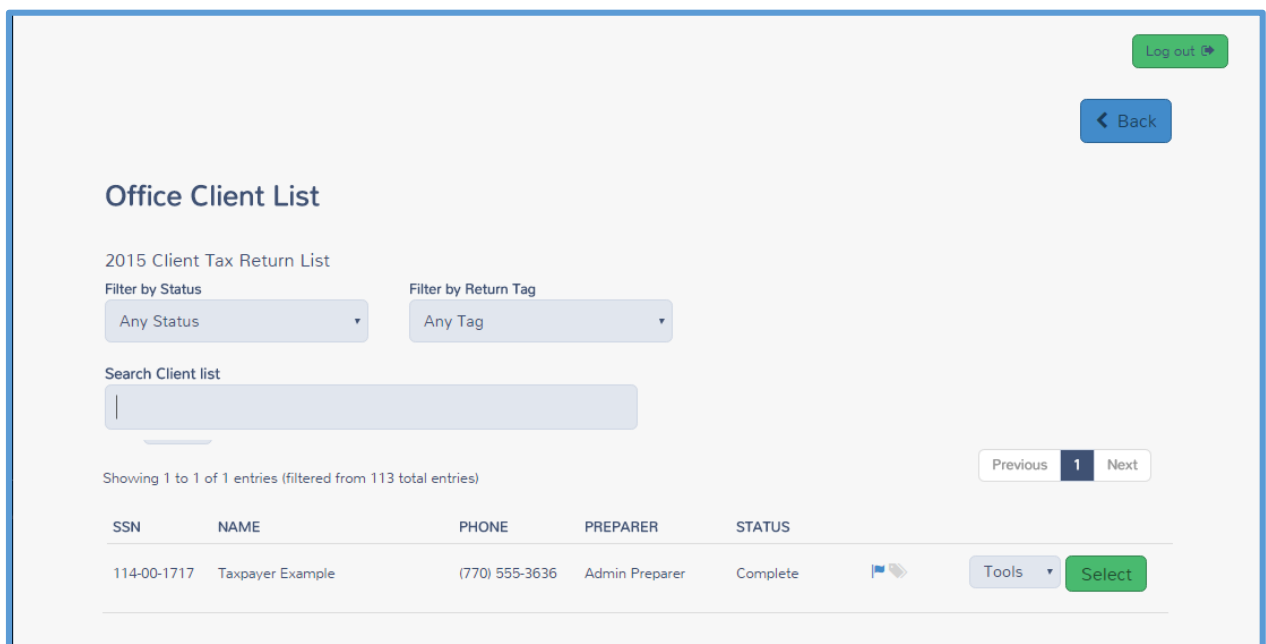
In rare events, you may need to delete a return. You can do this in the **Office Client List**.

TIP: Use this feature with caution. Do not delete a return that you may need later.

When you deactivate a return, TaxSlayer Pro Online makes it unavailable for edits. To deactivate a return, use the following steps from the **Welcome** page:

1. Click **Select** on the **Client Search** line.

TaxSlayer Pro Online displays the **Office Client List** page:

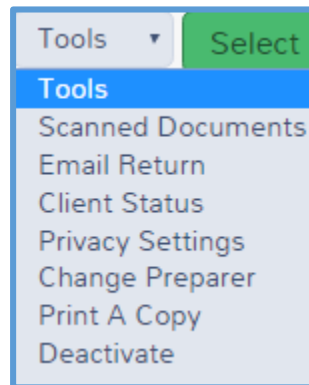


The screenshot shows the 'Office Client List' page. At the top right, there are 'Log out' and '< Back' buttons. The main heading is 'Office Client List'. Below it, there's a sub-heading '2015 Client Tax Return List'. There are two filter dropdowns: 'Filter by Status' (set to 'Any Status') and 'Filter by Return Tag' (set to 'Any Tag'). Below the filters is a search bar labeled 'Search Client list'. Underneath the search bar, it says 'Showing 1 to 1 of 1 entries (filtered from 113 total entries)'. To the right of this text are 'Previous', '1', and 'Next' buttons. Below this is a table with the following columns: SSN, NAME, PHONE, PREPARER, STATUS, and a 'Tools' dropdown menu. The table contains one row with the following data: SSN: 114-00-1717, NAME: Taxpayer Example, PHONE: (770) 555-3636, PREPARER: Admin Preparer, STATUS: Complete. To the right of the table row is a 'Select' button.

SSN	NAME	PHONE	PREPARER	STATUS	Tools
114-00-1717	Taxpayer Example	(770) 555-3636	Admin Preparer	Complete	Select

2. Find the return you want to deactivate.

3. From the **Tools** drop-down list, select **Deactivate**, as shown below:



TaxSlayer Pro Online displays the **Deactivate Return** page, asking you to confirm that you want to deactivate the return:

A screenshot of the 'Deactivate Return' confirmation page. The page title is 'Deactivate Return'. Below the title is a question: 'Are you sure you want to deactivate this return?'. To the right of the question is a dropdown menu with 'No' selected. There are two buttons: a red 'Cancel' button and a green 'Continue' button. A warning message is displayed in a red box: 'Warning: Once a return is deactivated it cannot be reactivated.' At the bottom right, there are again two buttons: a red 'Cancel' button and a green 'Continue' button. A 'Log out' button is visible in the top right corner.

4. Select **Yes** from the drop-down list.

5. Click **Continue**.

TaxSlayer Pro Online deactivates the return and changes the status on the **Office Client List** to **Deleted**:

A screenshot of the 'Office Client List' table. The table has columns for SSN, NAME, PHONE, PREPARER, and STATUS. The first row shows a return with SSN 111-00-1233, NAME Test Return, PHONE (770) 555-1212, and PREPARER Admin Preparer. The STATUS is Deleted. There are navigation buttons for 'Previous', '1', and 'Next' at the top right. The text 'Showing 1 to 4 of 4 entries (filtered from 155 total entries)' is at the top left.

SSN	NAME	PHONE	PREPARER	STATUS
111-00-1233	Test Return	(770) 555-1212	Admin Preparer	Deleted

If you later need to prepare a return for this taxpayer, start a new return. You will need to rekey any information you entered previously.

NOTE: You **cannot** restore any deleted returns.

Adding Taxpayer Notes

You can add notes to a tax return so you can review information later. For example, if you add a **Missing Information** return tag, you may want to add a note to remind you of what information you still need from the taxpayer. You can either add a taxpayer note while in the return or from the return list.

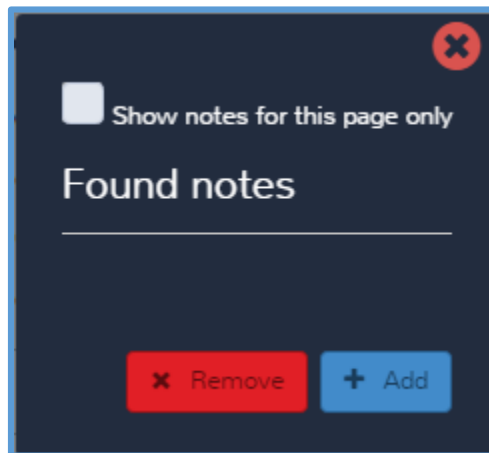
To add a note while in a tax return, use the following steps:

1. Click the **Tools** drop-down list, as shown below:



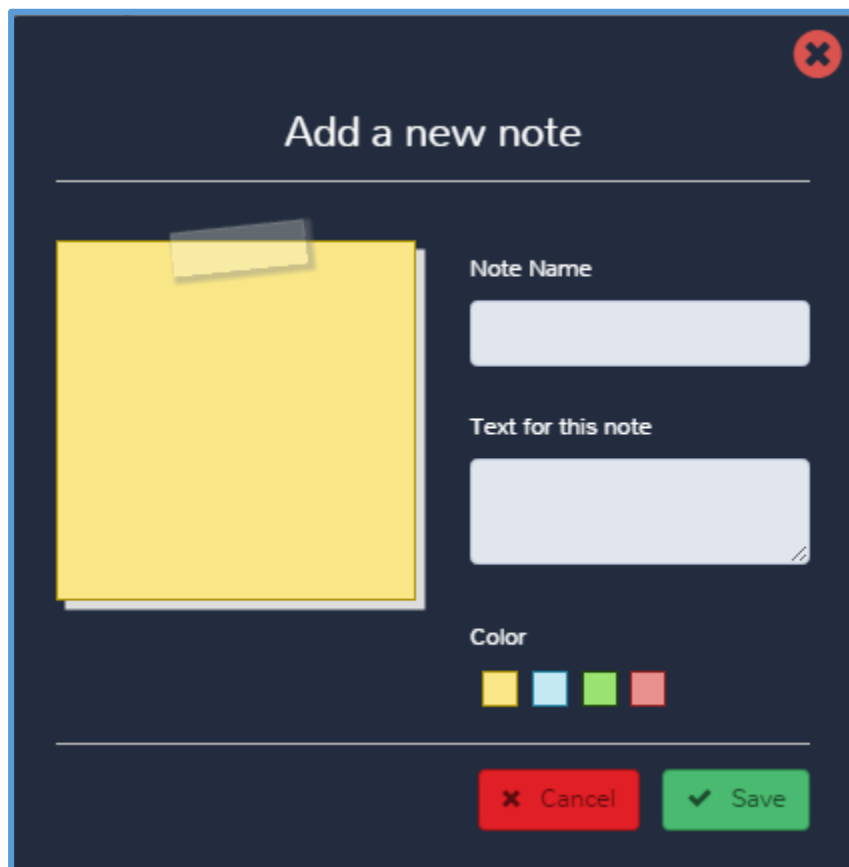
2. Click **Notes**.

TaxSlayer Pro Online displays the **Found Notes** window:



3. Click **Add**.

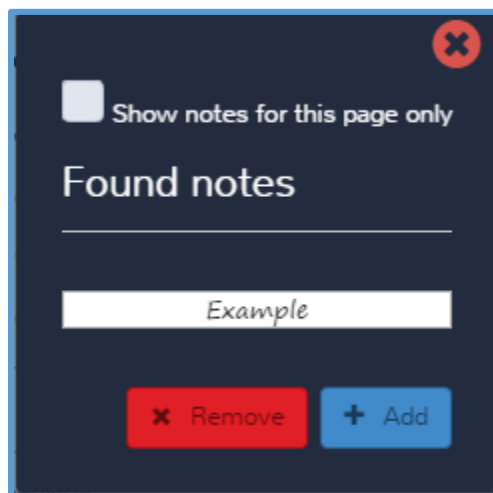
TaxSlayer Pro Online displays the **Add a new note** window:



4. Type a name and the text for the note in the appropriate boxes.

5. Click **Save**.

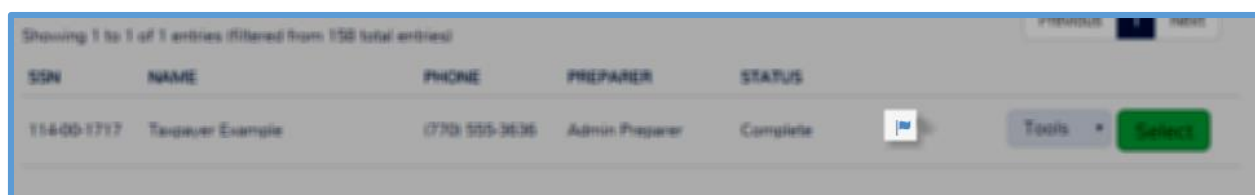
TaxSlayer Pro Online displays the **Found notes** window with the new note listed:



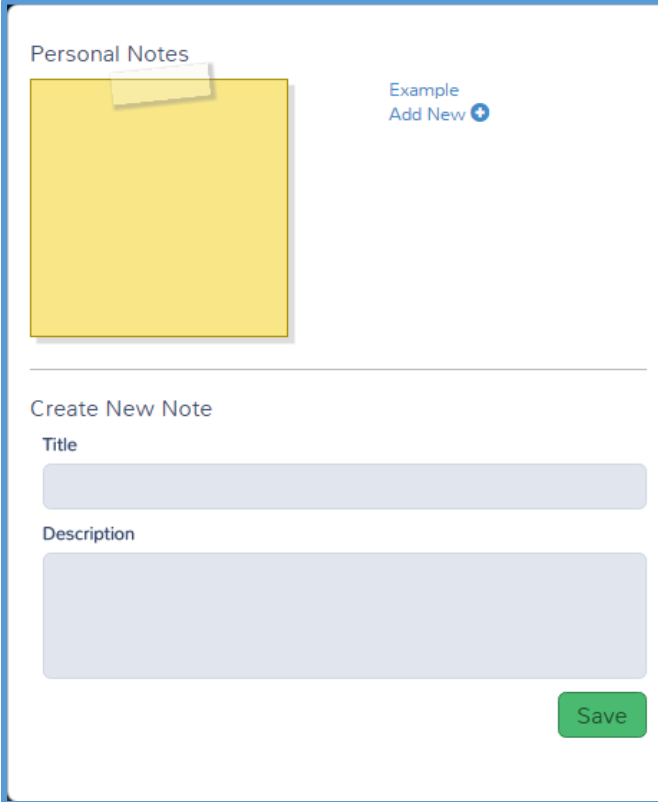
6. If you need to add another note, click **Add** and use the same steps to add the new note.
7. If you need to remove a note, click **Remove**.

If you want to add a note outside of the return, use the following steps from the **Office Client List**:

1. Find the taxpayer in the list.
2. Click the **Edit Notes** icon, as shown below:



TaxSlayer Pro Online displays the **Personal Notes** window:



The screenshot shows a window titled "Personal Notes". At the top left, there is a yellow sticky note icon. To its right, the text "Example" is displayed above a blue button labeled "Add New" with a plus sign. Below this, the section "Create New Note" contains two input fields: "Title" and "Description". A green "Save" button is positioned at the bottom right of the form area.

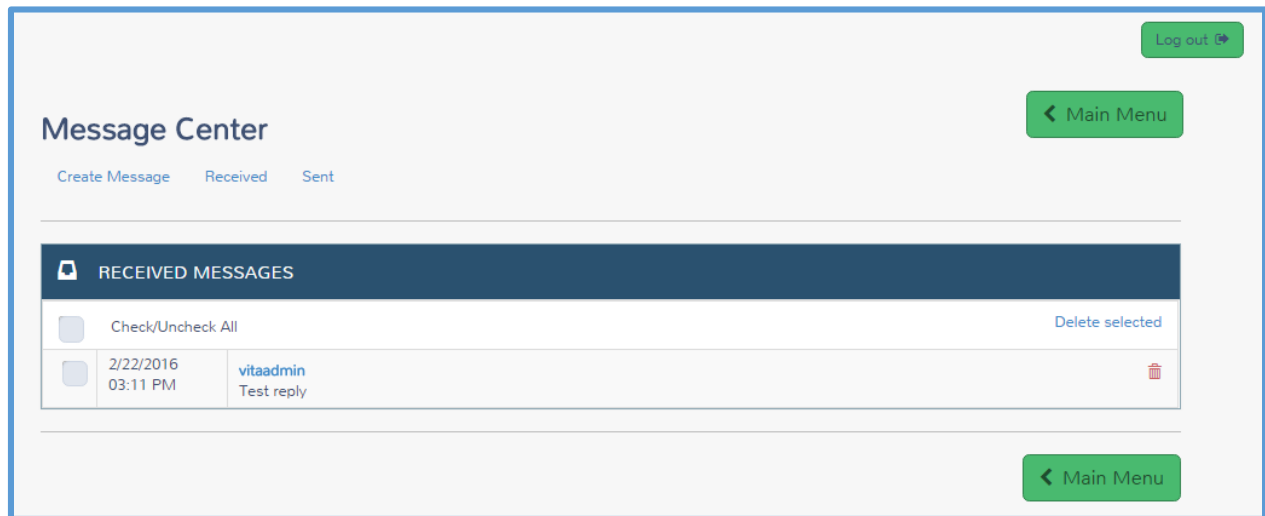
3. Click existing notes (listed at the upper right) to review them. In the screenshot above, the existing note is named **Example**.
4. To add a new note, type the title and description in the appropriate boxes.
5. Click **Save**.
6. If you need to add more notes, click **Add New** and use the same steps to add the new note.
7. When you finish adding notes, click the **X** to close the window.

Sending Messages

You can send a message through TaxSlayer Pro Online to any or all preparers at your site. To do so from the **Welcome** page, use the following steps:

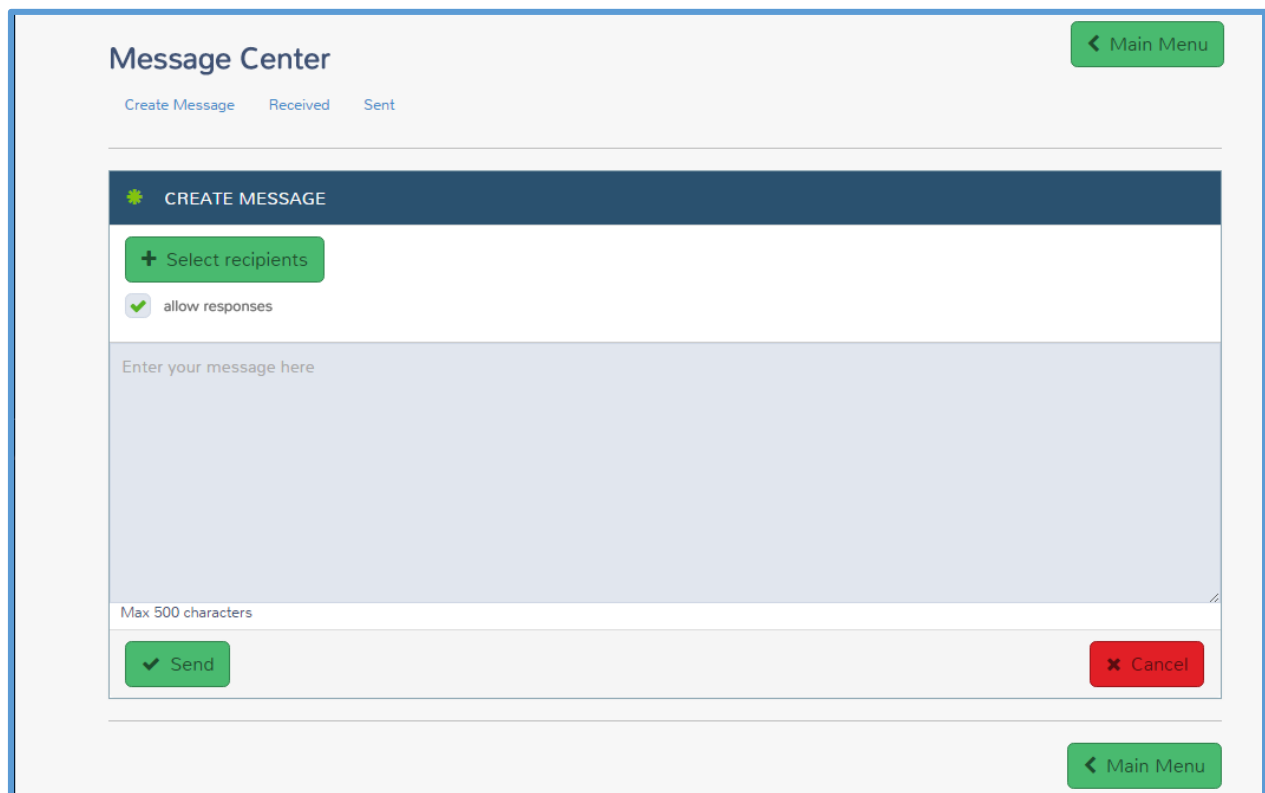
1. Click **Message Center**.

TaxSlayer Pro Online displays the **Message Center** page:



2. Review any received messages in the list.
3. To create a new message, click **Create Message**.

TaxSlayer Pro Online displays the **CREATE MESSAGE** page:



4. Click **Select recipients** and select any other preparers at your site to which you want to send the message.

5. Type the message you want to send in the message box. You can type up to 500 characters.
6. When you finish typing your message, click **Send**.

Working with Reports

After completing this topic, you will be able to:

- Run reports.
- Filter reports.
- Export reports.

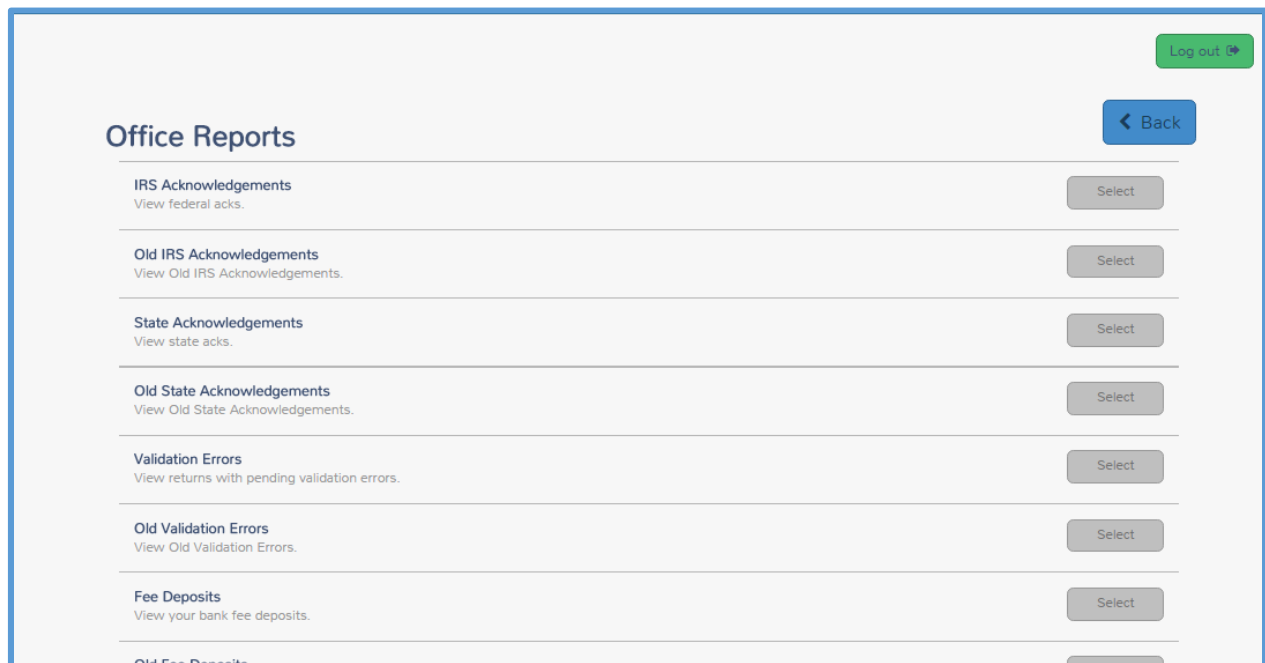
TaxSlayer Pro Online provides several reports that you can run to help manage returns.

Running Reports

To run a report, use the following steps from the **Welcome** page:

1. Click **Select** on the **Reports** line.

TaxSlayer Pro Online displays the **Office Reports** page:



NOTE: TaxSlayer will deliver additional reports to help with the management processes of the site.

2. Click **Select** for the report you want to run. For purposes of this topic, run the **Return Questions** report, but you should use the same steps for other reports.

TaxSlayer Pro Online displays the **Return Questions** page:

Return Questions

Search:

Showing 1 to 8 of 8 entries

#	Primary SSN	Office Name	Are you or your spouse a Veteran from the US Armed Force?	Do you or any member of your household have a disability?	Other than English what language is spoken in your home?
1		VITA/TCE Practice Lab	NO	NO	NONE
2		VITA/TCE Practice Lab	NO	NO	NONE
3		VITA/TCE Practice Lab	YES	NO	NONE
4		VITA/TCE Practice Lab	YES	NO	CHINESE
5		VITA/TCE Practice Lab	NO	YES	TAGALOG
6		VITA/TCE Practice Lab	YES	NO	NONE
7		VITA/TCE Practice Lab	NO	NO	NONE

3. Review the information on the report.

Searching and Sorting

4. To search for information in the report, type the data for which you want to search in the **Search** box. For example, you can search for a Social Security number or sort by answers to questions in this report.
5. Click the column heading to sort by that column.

Printing

6. To print the report, click either **PDF** or **HTML**.
 - a. If you click **PDF**, TaxSlayer Pro Online saves a PDF copy of the report to your computer. Open the file and print using Adobe Reader's tools.
 - b. If you click **HTML**, TaxSlayer Pro Online displays your browser's **Print** page so you can print the report.

TIP: Remember, you must follow all the security, privacy, and confidentiality rules to ensure taxpayer data is stored in a secure location.

Exporting

7. To export the report, click either **CSV** or **Excel**, depending on the format you want to use for the report.

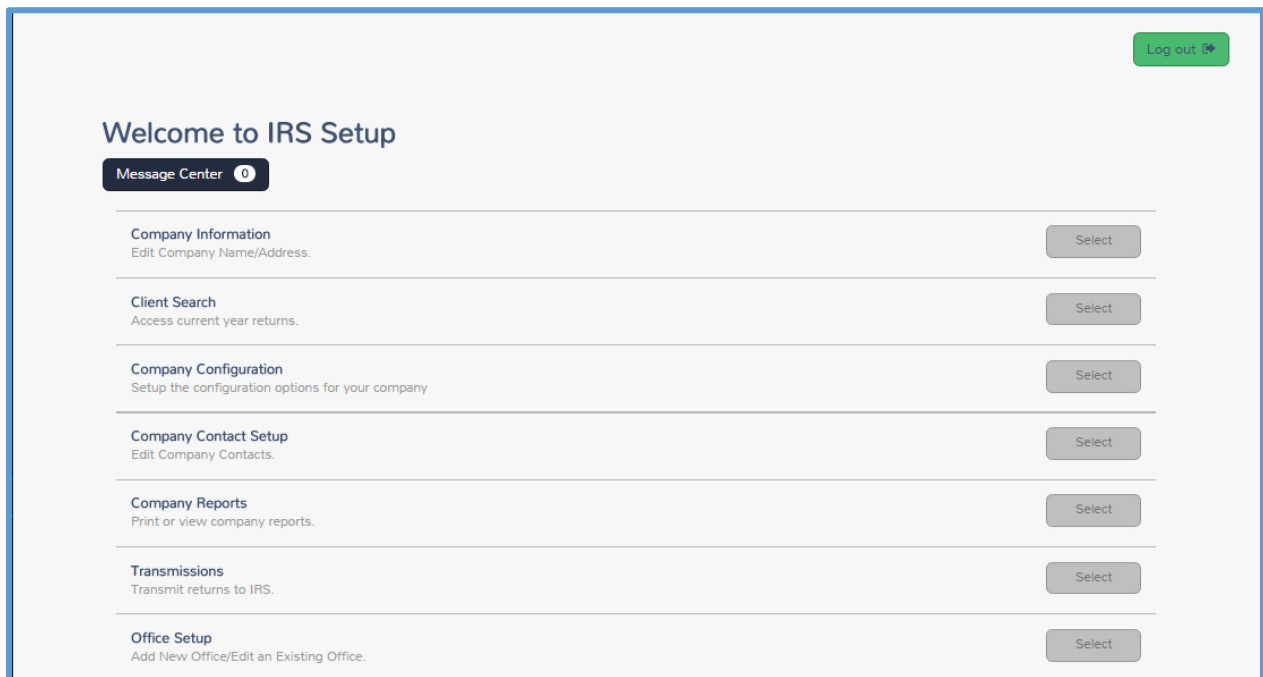
TaxSlayer Pro Online saves the .csv or .xlsx file to your computer. Open the file and use Microsoft's tools to work with the report.

Managing Multiple Sites

After completing this topic, you will be able to:

- Log in as the multi-site administrator.
- List management options.

If you manage multiple sites, your site administrator login allows you access to different features, and your **Welcome** page looks different based on your login profile. Log in to TaxSlayer Pro Online as you would with any other user name, password, and security code. When you log in, TaxSlayer Pro Online displays the **Welcome** page:



Using Multiple Office Features

You can access the same features as any other site. However, as the manager of multiple offices with a Relational EFIN, TaxSlayer Pro Online provides additional features.

Transferring Settings to Offices

When you configure certain settings, you can transfer those to offices. You can transfer the following settings:

- a) Security Templates
- b) Question Templates/Custom Question
- c) Taxpayer Profiles
- d) Print Sets
- e) Return Tags

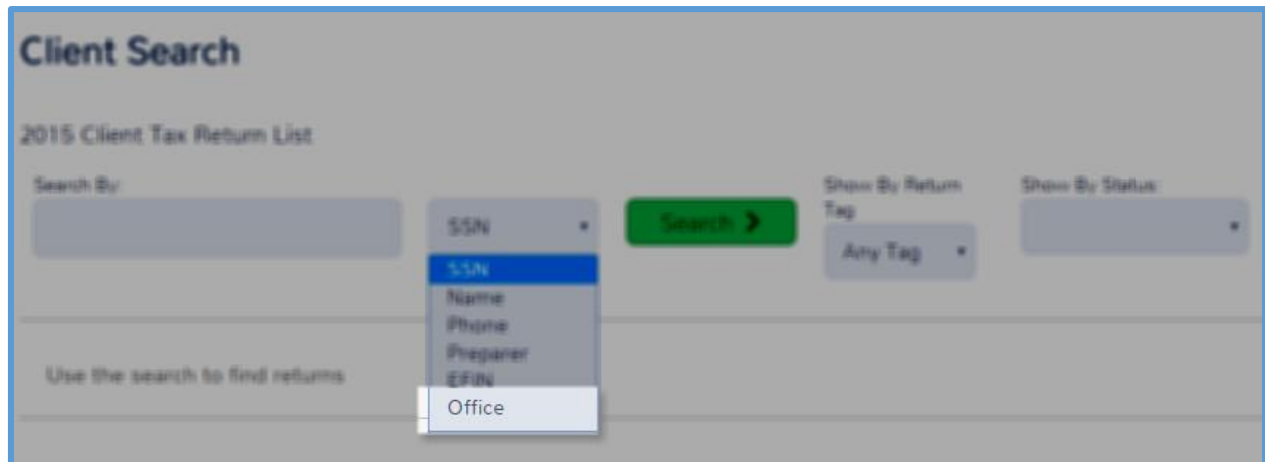
For this example, when you set up custom questions, you can assign the questions to groups or offices, as shown below:

NOTE: This feature is available to **ALL** multi-site administrators.

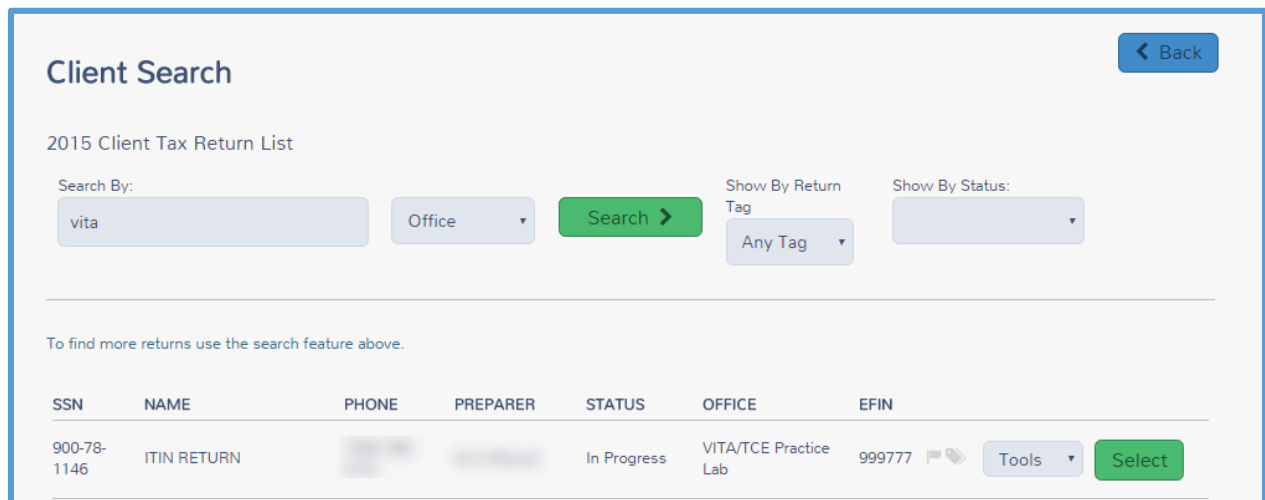
The screenshot displays the 'Assign Questions' configuration page. At the top right, there is a 'Log out' button. Below it are 'Cancel' and 'Continue' buttons. The main heading is 'Assign Questions', followed by 'Default Question Template' with an edit icon. A box labeled 'Questions' contains three items: 'Other than English what language is spoken in your home?', 'Are you or your spouse a Veteran from the US Armed Force?', and 'Do you or any member of your household have a disability?'. Below this is the 'Assign template to:' section, which is divided into 'Groups' and 'Offices'. Under 'Groups', there are two items: 'aarp' and 'Multi Site Admin', both with unchecked checkboxes. A 'Check/Uncheck All' button is located to the right of the 'Groups' header. Under 'Offices', there are three items: 'Multi site 1', 'Multi Site 2', and 'Multi Site 3', all with checked checkboxes.

Searching by Office (Relational EFIN required)

In many features, you can search by office. This way, you can run reports or search for clients in one of your offices. For example, on the **Client Search** page, you can search by office, as shown below:



When you search by an office, TaxSlayer Pro Online displays only returns created by that office:



Accessing Offices (Relational EFIN Required)

You can access each of your offices through the multiple site administration if you are using a Relational EFIN. To do so, use the following steps:

1. Click **Select** on the **Office Access** line.

TaxSlayer Pro Online displays the **Company's Office(s)** page:

Company's Office(s)

Search By:

OFFICE NAME	LOCATION	EFIN	
Multi site 1	ROME, GA	001139	Edit
Multi Site 2	Unknown		Edit
Multi Site 3	Unknown		Edit
Multi Site 4	Unknown		Edit
Multi Site 5	Unknown	555555	Edit
Multi site 6	ROME, GA	555555	Edit
VITA/TCE Practice Lab	Evans, GA	999777	Edit

2. Click **Edit** for the office you want to access.

TaxSlayer Pro Online displays the **Welcome** page for that office:

Welcome to Multi site 1

Message Center 0

- Select Another Office
Use this option to select another office managed by your company. [Select](#)
- Client Search
Edit returns you previously started. [Select](#)
- Review Returns
Returns that are currently waiting to be reviewed [Select](#)
- Configuration
Setup the configuration options for your office. [Select](#)
- Reports
Print acks, mailing labels, bank reports, and old reports. [Select](#)
- Transmissions
Transmit returns to IRS. [Select](#)
- Print Check(s)
Print ERC checks. [Select](#)

3. You can use all of the features for this office just as discussed in the other topics.

4. If you need to select another office to access, click **Select** on the **Select Another Office** line.
5. When you finish working with this office, click **Return** to return to your multiple office **Welcome** page.

Contingency Procedures

After completing this topic, you will be able to:

- Describe the TaxSlayer Pro Online contingency plan.
- Download TaxSlayer Pro's desktop application.

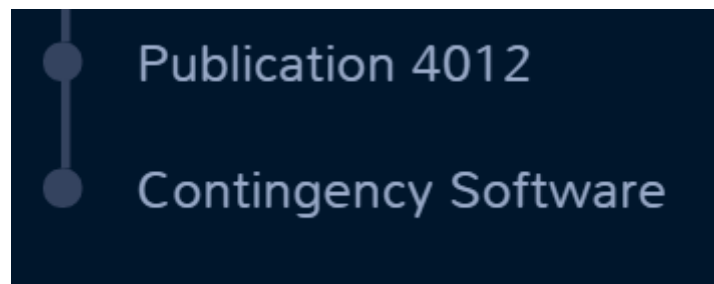
TaxSlayer Pro

TaxSlayer makes a contingency procedure available in the rare event that the web site becomes unavailable. If that happens, you can use TaxSlayer Pro's desktop application to prepare and e-file returns.

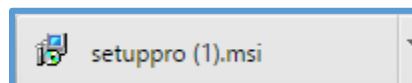
Download the desktop application in advance so that your site does not have any downtime. Do not install TaxSlayer Pro on a network as a contingency plan. Instead, install on a standalone computer with an internet connection.

To download the desktop application, use the following steps:

1. Log in to TaxSlayer Pro Online.
2. Click **Contingency Software**, located as shown below:



TaxSlayer Pro Online begins downloading the setup file:



3. When TaxSlayerPro.com completes the download, click the file.

Windows displays the InstallShield Wizard for TaxSlayer Pro:



4. Complete installation and setup as described in the *Installing TaxSlayer Pro Desktop* section.

TIP: For a complete listing of contingency options, refer to IRS Publication 4396-A, *Partner Resource Guide*.

In order for the TaxSlayer Pro Desktop contingency plan to work successfully, it is important to keep the designated computers updated with the latest desktop software versions. TaxSlayer Pro Desktop automatically updates the first time you open it each day. We recommend that you do this daily or weekly.

If a software system outage necessitates the use of a temporary contingency plan, you can use the installed and updated version of TaxSlayer Pro Desktop to complete any returns you need to prepare during the outage. Sites will be able to work the return completely from the desktop application, including e-filing and getting acknowledgments. The return will remain in the desktop application for the duration of the filing season.

TIP: Returns prepared using the desktop software during a contingency plan will be transmitted from the desktop software. You will also use the desktop software to retrieve any acknowledgement associated with the returns transmitted from the desktop software.

When TaxSlayer Pro Online is available again, use it to prepare new returns and complete any returns you started previously in TaxSlayer Pro Online.

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