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MFT Partner FAQs

Below are answers to your most frequently asked questions.

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[Getting Started](#)

[What is MyFreeTaxes?](#)

MyFreeTaxes is an online tax filing program that helps people file their taxes for free while getting the assistance they need. Provided by United Way, MyFreeTaxes also connects filers to VITA (Volunteer Income Tax Assistance) programs to have their taxes prepared for them for free. You can easily access MyFreeTaxes.com from your computer, a mobile phone or tablet and can file federal and unlimited state returns for free.

[Why does United Way offer MyFreeTaxes?](#)

United fights for the health, education and financial stability of every person, in every community. We give people the financial education and tools to build a solid foundation that improves their lives and the lives of their children. For millions of Americans, tax refunds and credits are essential to their financial stability and success. That's why United Way helps people save more of their hard-earned money. So far, more than 1.3 million people have used MyFreeTaxes, saving some \$260 million in tax prep fees.

Who sponsors MyFreeTaxes?

MyFreeTaxes is provided by United Way in partnership with the IRS's Volunteer Income Tax Assistance (VITA) program. The self-preparation software we use is provided by TaxSlayer as part of their contract with the IRS VITA program.

MyFreeTaxes's self-preparation software was previously provided by a partnership between United Way and H&R Block.

I'm new or need a refresher on how to promote MyFreeTaxes.

Fantastic! You are in the right place, look through the resources in the 'Get Started' section.

Supports & Data

How do I post a link to MyFreeTaxes on my website?

It depends on how your own website is set up.

If you give your webmaster the MyFreeTaxes logo (<https://www.unitedway.org/myfreetaxes/partners/materials/partner-promotion> (<https://www.unitedway.org/myfreetaxes/partners/materials/partner-promotion>)) and the link www.myfreetaxes.com (<http://www.myfreetaxes.com>), they should be able to make the logo a clickable link to MyFreeTaxes.com.

Please do not try to bypass www.myfreetaxes.com (<http://www.myfreetaxes.com>) and link directly to the filing software. If every user does not start at www.myfreetaxes.com (<http://www.myfreetaxes.com>), they are in danger of getting charged.

MyFreeTaxes isn't loading correctly

The most likely reason MyFreeTaxes might not display correctly is if you have an out-of-date browser. MyFreeTaxes is optimized for multi-channel use for people using computers, mobile devices, and tablets. As a result, up-to-date browsers are very important to use MyFreeTaxes.

Here is the list of supported browsers:

PC: Current versions of Google Chrome, Firefox, Apple Safari and Microsoft Edge

MacOS: Current versions of Google Chrome, and Firefox, Apple Safari and Microsoft Edge

iOS 6+: current versions of Safari and Chrome

Android 4+: Chrome

Government computers may block access to the Partner Login. MyFreeTaxes has designed a special login page for use on government computers:

<http://www.unitedway.org/myfreetaxes/partners/login>

(<http://www.unitedway.org/myfreetaxes/partners/login>).

Who is eligible to file their taxes using MFT?

MyFreeTaxes is available nationwide and includes federal and unlimited state returns for free while avoiding restrictive eligibility criteria. There is no age or geographic limitations. We follow the IRS VITA program guidelines and target filers who generally earn around \$57,000 or less, but filers with incomes over this threshold will not be blocked from using the software and will not be charged any fees. Click [here](https://www.taxslayer.com/tax-tools/federal-forms-for-taxes?rdr=/tax-tools/supported-forms) (<https://www.taxslayer.com/tax-tools/federal-forms-for-taxes?rdr=/tax-tools/supported-forms>) to view the forms included in the MyFreeTaxes self-preparation software provided by TaxSlayer.

What types of returns can a person file on MFT?

Common tax situations covered in MyFreeTaxes include:

- W-2 income
- Self-employment income (Schedule C and 1099)
- Mortgage interest deduction
- Health savings accounts (HSAs)
- Limited interest and dividend income reported on a 1099-INT or 1099-DIV
- Unemployment income
- Student education expenses and credits
- Student loan interest
- Claiming the standard deduction
- Itemized returns
- Earned Income Tax Credit (EIC)
- Child tax credits
- Child and dependent care expenses

- Non-resident returns
- Amended tax returns

For a full list of forms, [see our consumer support page \(https://www.myfreetaxes.com/support/index.html\)](https://www.myfreetaxes.com/support/index.html).

When can someone start filing their return on MFT?

The IRS will begin accepting 2020 tax returns on February 12, 2021.

Can someone file previous years returns?

Our self-preparation software does not have the ability to file past due tax returns. However, we do connect users to VITA programs, who can file returns for the past three years.

Is the MyFreeTaxes software available in Spanish?

The MyFreeTaxes website is currently only available in English. However, the tax software we use does allow returns to be completed in Spanish. A guide for how to access this feature is being produced and will be available on [www.MyFreeTaxes.com \(http://www.myfreetaxes.com\)](http://www.myfreetaxes.com). We also offer Helpline support in both English and Spanish, and interpretation services enable our Helpline to offer support in over 120 other languages too.

Do I need to review a MyFreeTaxes return?

No. MyFreeTaxes is designed to empower individuals to file taxes on their own. MyFreeTaxes partners with the IRS to help people easily and accurately file their federal and state taxes and our Helpline is available to answer filers' questions.

Some of our filers aren't good with computers, so can a volunteer help enter information?

The MyFreeTaxes self-preparation software is only licensed as a self-preparation tool. Only the tax filer should be entering their information unless they have an accommodation for a disability. VITA volunteers should not enter information for MyFreeTaxes clients using the TaxSlayer FSA Remote self-preparation software. One of the goals of MyFreeTaxes is empowerment of the tax filers, to help them gain confidence in their own ability to manage their finances.

MyFreeTaxes also connects all users who prefer to have their return prepared for them to local VITA programs. This ensures users who are not comfortable filing their own taxes or who face technology barriers are able to have their taxes completed for them.

Do partners get access to data?

Yes, MyFreeTaxes offers geographic-level reporting that goes all the way down to the ZIP code level, and can also be aggregated at the city, county, and state levels. The data report function is available during the tax season. Expect the first report to come out in two weeks after the tax season begins.

To protect taxpayer privacy, MyFreeTaxes can only offer disaggregated information if at least 10 people filed in that geography to comply with IRS regulations.

The data fields MyFreeTaxes offers are enumerated below, and are the only fields permitted by the IRS General Counsel:

Number of returns E-filed

Number of EITC returns E-filed

Average EITC Amount E-filed

Average Refund Amount E-filed

Average Age

Per a ruling by the IRS General Counsel regarding MyFreeTaxes, these data fields may only be used for program operations, including fundraising and reporting to donors. **They may not be used for marketing purposes.**

How do I read the data reports?

To protect filer information, we only share data if there are 10 or more filers by zip, county, city, state or United Way area. If a cell is blank, that could mean there are 0-9 filers in that specific geography. If you are looking at the # of e-filers by county and compare to the county's zip codes, the numbers may not add up correctly. Because a zip code has a smaller geography there may be 10 or fewer filers, but when aggregated with the other zip codes for that county, the county would include all.

Can I use the data reports for marketing?

Simply put, no. Per a ruling by the IRS General Counsel regarding MyFreeTaxes, the data may only be used for program operations, including fundraising and reporting to donors.

How can I use the data?

You may use this data for program operations which includes fundraising and reporting to donors. You can also track the number of filers and other data points to track the effectiveness of your program promotion locally.

MyFreeTaxes and VITA

What is the relationship between MFT and VITA?

Volunteer Income Tax Assistance (both in-person and Virtual VITA), Tax Counseling for the Elderly, and Facilitated Self Assistance are three models through which community-based organizations offer free tax filing to eligible tax filers in partnership with the IRS in the US.

MyFreeTaxes is one provider of Facilitated Self Assistance (FSA), where a filer completes their own tax return with access to help from IRS-certified Specialists through the MyFreeTaxes Helpline by chat or phone. Over 100 million Americans are eligible for free tax preparation, but there are not enough volunteers to complete returns at VITA sites. MyFreeTaxes is a low-touch option to expand your organization's free tax preparation outcomes by reaching individuals and families who may not go to a VITA site, who live too far away, or who are out of scope for VITA.

To ensure all MyFreeTaxes users get connected to the free tax filing option that meets their needs, we also connect users to full-service VITA programs. Users who want to access full-service VITA are referred to their local VITA program for in-person support or our partner program, [GetYourRefund \(http://www.getyourefund.org\)](http://www.getyourefund.org), to access full-service VITA online.

If my organization promotes MFT will it take away from VITA?

No! IRS gives VITA credit for each return. Think of MFT as the easy, no cost way to expand your number of filers. Since you get VITA credit for MFT filers, you can use MFT to expand your community impact and boost your VITA results.

Do I need to review a MFT return?

No. MyFreeTaxes is designed to empower individuals to file taxes on their own. Our filing software is powered by TaxSlayer, which guarantees that tax returns are 100 percent accurate. So, don't stress, because anyone who uses MyFreeTaxes is guaranteed to receive the maximum refund they deserve.

Some of our filers aren't good with computers, can a volunteer help enter the info?

The MyFreeTaxes self-preparation software is only licensed as a self-preparation tool. Only the tax filer should be entering their information unless they have an accommodation for a disability. VITA volunteers should not enter information for MyFreeTaxes clients using the TaxSlayer FSA Remote self-preparation software. One of the goals of MyFreeTaxes is empowerment of tax filers, to help them gain confidence in their own ability to manage their finances.

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Still have questions? Email us at partners@myfreetaxes.com (<mailto:partners@myfreetaxes.com>).

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