

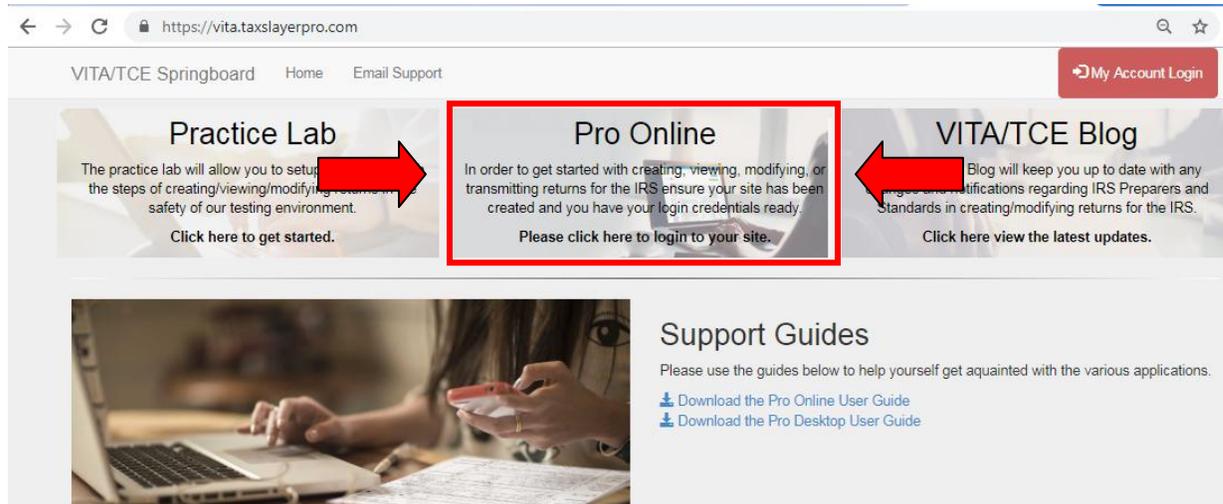
TAXSLAYER LOGIN TIPS

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Where do I go to log in?

1. Go to <https://vita.taxslayerpro.com>.
2. Click the Pro Online option



3. You're in the login page!

Login

Username

Password

LOGIN

[Forgot username](#)

[Forgot password](#)

- ***If you see the following page, you are in the wrong login page:***

Username

Password

Remember me

LOGIN

[Forgot username](#) | [Forgot password](#)

What is my TaxSlayer username?

Your username is the ID found in your badge plus the site code. Example, if my ID is 1234JE:

- 1234JENO - to log in to the North location
- 1234JERR - to log in to the RRPL location
- so on and so on

The site codes are:

- CFC North - NO
- CFC South - SO
- Southeast Health & Wellness Center - SE
- LifeWorks East Office – LW
- Round Rock Public Library – RR
- Asian American Resource Center – AA
- Dropoff – DO

I have never used TaxSlayer before, what is my first time password?

If it's your first time logging in to a site, then your password is Taxes123*

What if I am a returning user and can't remember my password?

No problem, use the ***Forgot password*** function in the log in page. You will either be prompted to:

- Enter the verification code sent to your email or phone number
- Or answer the “What is your favorite sports team?” security question. The answer is Longhorns

Once you've changed your password, logging again.

This is my first time logging in to a site and Taxes123* isn't working!!!

No need to worry, use the ***Forgot password*** function at the log in page. You will either be prompted to:

- Enter the verification code sent to your email or phone number
- Or answer the “What is your favorite sports team?” security question. The answer is Longhorns

Once you’ve changed your password, logging again.

I logged in. Hooray! But I wasn't prompted to reset my password?

It happens, simply use the ***Forgot password*** function. The answer to the security question is Longhorns. Do you have to change the password from Taxes123*? YES! Otherwise anyone can access your account.

I was never asked to enter my phone number for Multi Factor Authentication purposes (aka I want my verification code to be sent to my phone, not email)

You can get your cell phone number added to your account by letting your Site Manager know. They will know how to help you.

The email/phone number used for Account Verification purposes is incorrect

If you your email/phone number for Account Verification purposes is incorrect, then please let your Site Manager know. Also refer to your Site Manager if you would like to change the email/phone number linked to your TaxSlayer account to a different one.

Other Issues

For any other issues, please let your Site Manager know the issue you are having. We definitely want to help you resolve this issue as soon as possible.