



# Account Hub Basics

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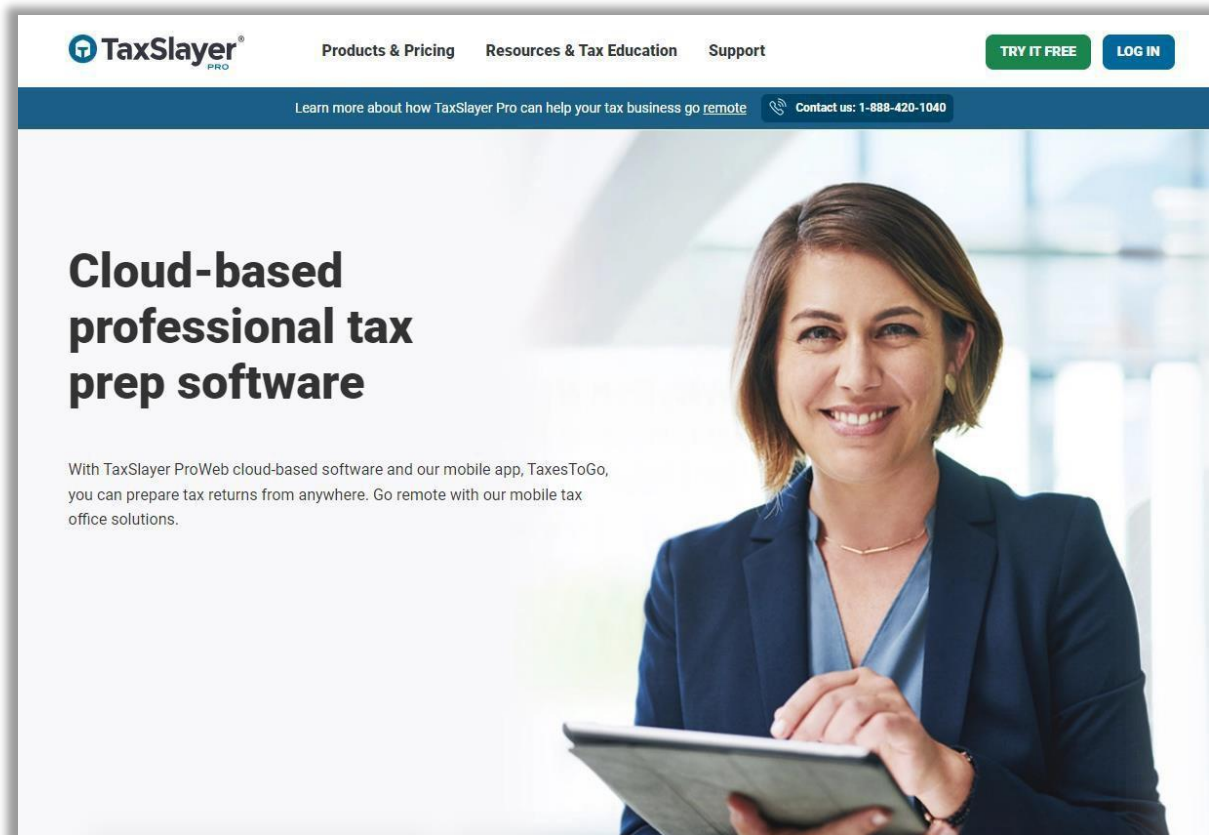
## Welcome to Account Hub

Account Hub is the central resource for your relationship with TaxSlayer Pro. You can stay up to date on alerts, configure company information, complete bank enrollment, and access your TaxSlayer ProWeb account.

If you are using TaxSlayer Pro for Desktop, this is where you will download all supported years of your Desktop program.

If you are using ProWeb or are a desktop Premium subscriber, you can customize the branding for your Taxes to Go app, access Web Reports, and web-based Client Status.

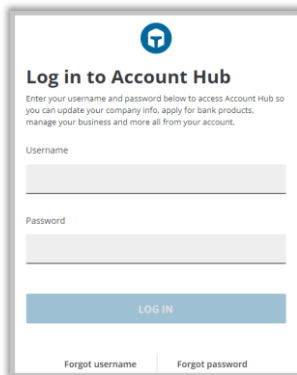
Throughout this document you will find links to knowledgebase articles. These articles make using the TaxSlayer Pro software even easier.



The screenshot shows the TaxSlayer Pro website homepage. At the top left is the TaxSlayer Pro logo. To its right are navigation links: "Products & Pricing", "Resources & Tax Education", and "Support". On the far right of the top navigation bar are two buttons: "TRY IT FREE" and "LOG IN". Below the navigation bar is a dark blue banner with the text "Learn more about how TaxSlayer Pro can help your tax business go remote" and a phone icon followed by "Contact us: 1-888-420-1040". The main content area features a large image of a smiling woman in a blue blazer holding a tablet. To the left of the image, the headline reads "Cloud-based professional tax prep software". Below the headline, a short paragraph states: "With TaxSlayer ProWeb cloud-based software and our mobile app, TaxesToGo, you can prepare tax returns from anywhere. Go remote with our mobile tax office solutions."

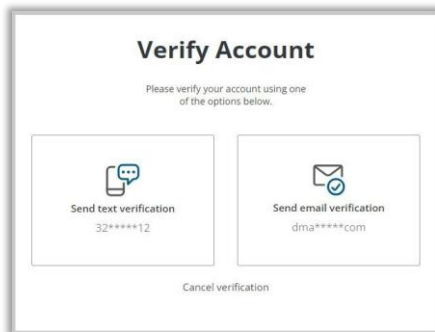
## Logging In

New clients are e-mailed an Activation Code to set up Account Hub on the [TaxSlayer Pro website](#). You will create a unique username and password to be used to log in to your Account Hub in the future.



The screenshot shows a login form titled "Log in to Account Hub". At the top left is the TaxSlayer logo. Below the title is a brief instruction: "Enter your username and password below to access Account Hub so you can update your company info, apply for bank products, manage your business and more all from your account." There are two input fields: "Username" and "Password". Below these fields is a blue "LOG IN" button. At the bottom, there are two links: "Forgot username" and "Forgot password".

TaxSlayer Pro uses Multi-Factor Authentication for additional security. The first method is your username and password. The second method is a security code. Authentication can be done via text or email. Click on the method you prefer. Enter the code into the dedicated field and click **Verify**.



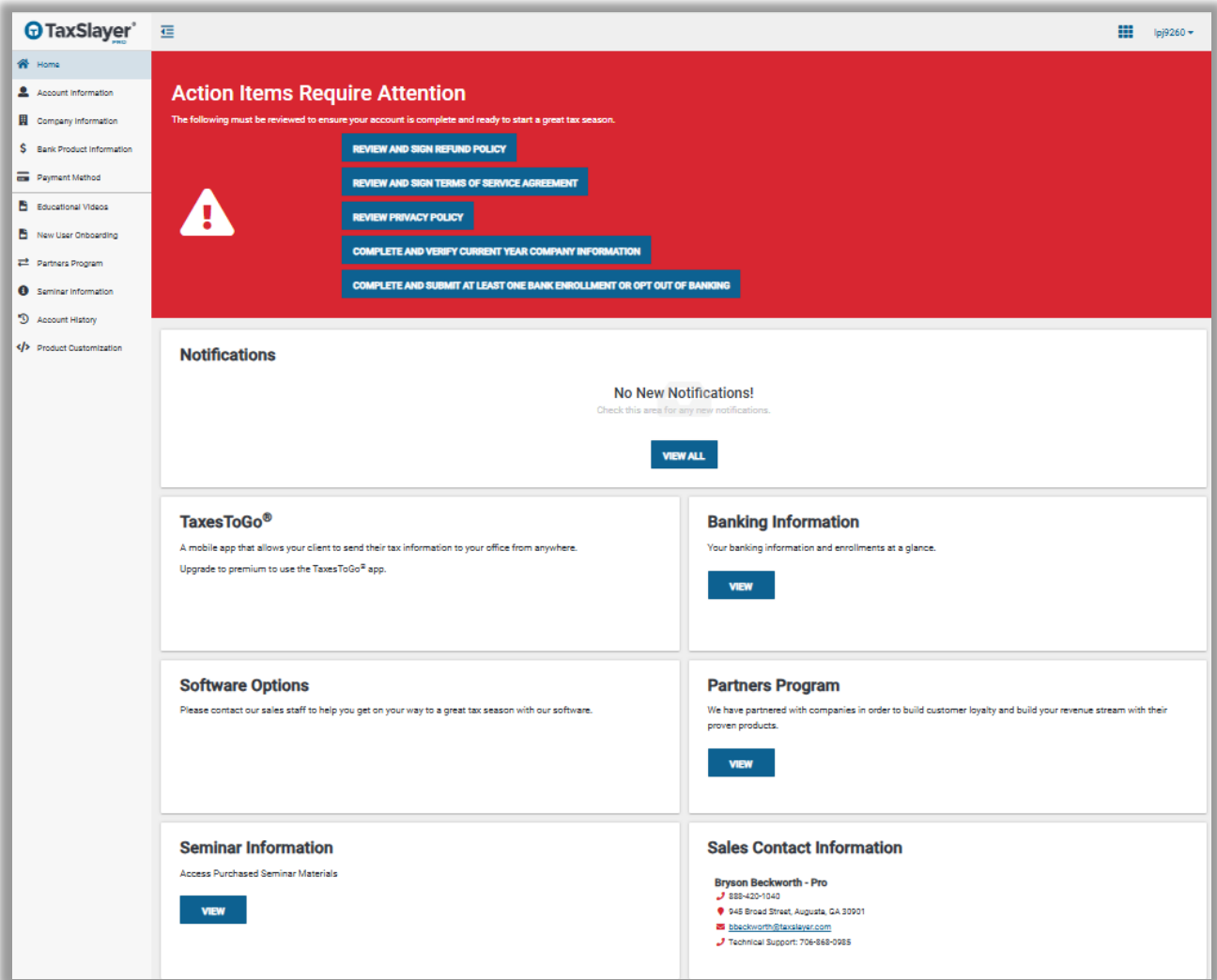
The screenshot shows a verification form titled "Verify Account". The instruction reads: "Please verify your account using one of the options below." There are two options presented in boxes: "Send text verification" with a phone icon and a sample code "32\*\*\*\*\*12", and "Send email verification" with an envelope icon and a sample code "dma\*\*\*\*\*com". At the bottom center is a "Cancel verification" link.

### [Forgot Username or Password](#)

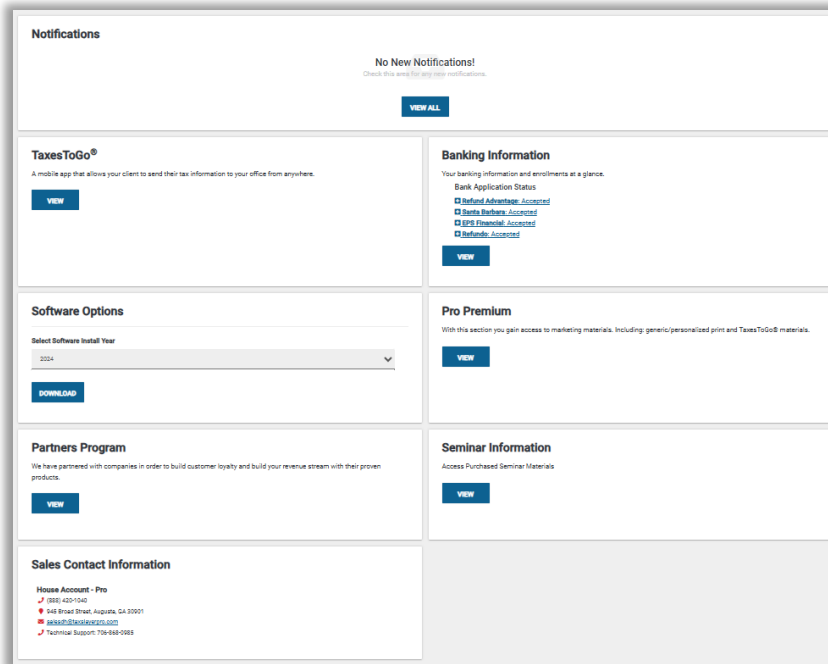
If you have forgotten your username or password, select the Forgot option. Usernames will be emailed, and passwords can be reset with verification. Click the link above for detailed instructions.

# Home Page Overview

The Account Hub home page consists of four sections for easy navigation. The **Sidebar** with links to program features and resources. The **App Switcher**, access to Location Manager, Web Client Status, Pro Web (for TaxSlayer Pro Web customers), Web Reports and the TaxSlayer Pro Website. **Support Tools** a drop-down arrow to access additional tools or sign out of Account Hub. And the **Hub Cards**, are quick link tiles that can be arranged to preference.



## Hub Cards



**Notifications:** This card displays notifications pertaining to your Account Hub.

**Action Items:** These items will display in red and indicate incomplete account information. When purchasing TaxSlayer Pro users must sign all user agreements and either apply for or opt out of using bank products.

**Partners Program:** Provides a brief description of our different partners' services and links to the direct webpages.

**Taxes To Go:** This card is only visible to Premium Customers and links to the configuration of branded Taxes To Go app.

**Pro Premium:** Only visible to Premium Customers. Displays the code required for activation of Desktop Papercut features and configuration of Marketing Materials.

**Software Options:** This card displays the link for new ProWeb user activation or Software Downloads for Desktop users.

**Seminar Information:** This card links to the similarly named item in the left side menu to view the video from the annual seminar.

**Banking Information:** This card links to your bank applications. Here, you can configure or review the status of your applications.

**Sales Contact Information:** This card provides you with the name and contact information of your personal Sales Associate.

[Back to Top](#)

## The Sidebar

Located on the left side of the screen, the Sidebar gives you quick access to configuration items and additional resources listed below.

### Account Information

The username, email address, and phone number listed here are for your Multi-Factor Authentication (MFA). MFA is a security system that requires two methods of authentication to verify your identity when logging in to an online account. The first method is your username and password. The second method is a security code. For information on how to update your MFA, see our knowledgebase article on this subject [here](#).

The screenshot displays a sidebar with three main sections:

- Account Information:** Contains the text "Below is your account information." followed by a horizontal line. Below the line, it lists: "User name: taxslayer", "Customer Id: bf073b0d-1329-428f-b792-fa1b1f85e67e", "Email address" with a text input field containing "user@taxslayer.com", and "Phone number" with a text input field containing "5551234567". At the bottom of this section are two buttons: "UPDATE PASSWORD" and "SAVE".
- Security Management:** Contains the text "Manage security permissions for a user." and a single "VIEW" button.
- Employee Accounts:** Contains the text "There are no employee accounts." and a single "ADD EMPLOYEE ACCOUNT" button.

Each client receives a unique customer ID that can be found on the account information card. This unique ID is assigned by TaxSlayer and is required when setting up your ERO in TaxSlayer ProWeb.

## Account Information cont.

**Employee Accounts setup:** Creating an employee account gives your employees access to the different sections and features within Account Hub. This will create a separate log in from the Admin. You can create as many employee accounts as needed, each with different security settings.

The screenshot shows a form for creating an employee account. It includes the following fields and options:

- User name: Text input field.
- Phone number: Text input field.
- Confirm Phone Number: Text input field.
- Email address: Text input field.
- Confirm Email Address: Text input field.
- Assigned Template: Dropdown menu with "No Template" selected.
- Is Inactive: Checkmark option.
- Password: Text input field with a strength indicator.
- Confirm Password: Text input field.

Below the password field, there are two columns of requirements:

- One lowercase character
- One uppercase character
- One special (@\$!%\*?&)
- One number
- 8 characters minimum
- 25 characters maximum

**Note:** Employee Account logins will give access to Account Hub. These are not logins for TaxSlayer ProWeb to prepare tax returns.

**Security Management:** You can choose to use [Security Templates](#) to help control exactly what sections your employees have access to.

The screenshot shows the "Edit Template" form. It includes the following fields and options:

- Template Name: Text input field with "No Access" entered.
- Is Disabled: Checkmark option.
- Permission List: A list of permissions, each with a checkbox:
  - Allow Access to MyAccount
  - Allow Access to Client Status
  - Allow Access to Account Hub
  - Allow Access to ProWeb
  - Allow Access to modify additional locations
  - Allow Access to modify company configuration
  - Allow Access to download/access software
  - Allow Access to view receipts and rebate information
  - Allow Access to view premium information
  - Allow Access to make modifications to employee accounts
  - Allow Access to make modifications to customization
  - Allow Access to modify fees on bank application
  - Allow Access to Web Reports
  - Allow Access to Customer Portal
  - Allow Access to manage payment methods
  - Allow Access to modify bank application
  - Allow Access to mobile app configuration
  - Allow Access to modify security assignments and permissions
  - Allow Access to view account history information
  - Allow Access to view seminar information
  - Allow Access to view partner information
  - Allow Access to view support tools and functionality
  - Allow Access to view and directly access sub locations

At the bottom right, there are two buttons: "CANCEL" and "SAVE".

## Company Information

The Company Information card displays your company name, EFIN, PTIN and IRS tracking number. To complete your TaxSlayer Pro Account Hub and to electronically file tax returns with TaxSlayer, you must have a valid EFIN and an IRS Tracking Number. Your EFIN and Tracking Number can be obtained by logging into your [IRS e-Services Account](#).

Company Information	Principal/Owner
<p>Your personal company information at a glance.</p> <p>Company Name</p> <input type="text"/> <p>EFIN</p> <input type="text"/> <p>PTIN/SIDN</p> <input type="text"/> <p>IRS Tracking Number</p> <input type="text"/> <p><small>* Your IRS Tracking Number is issued by the IRS and must be obtained by logging into your IRS e-services account and viewing your application landing page.</small></p> <p><b>SAVE</b></p>	<p>Title</p> <input type="text"/> <p>First Name</p> <input type="text"/> <p>Last Name</p> <input type="text"/> <p>Date Of Birth</p> <input type="text"/> <p>Social Security Number</p> <input type="text"/> <p><b>SAVE</b></p>

An alternative contact can be listed here allowing TaxSlayer support agents to assist when the primary is unavailable.

Contact Information			
<b>Primary Contact</b>			
Title	First Name	Last Name	Age Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Alternate Contact</b>			
Title	First Name	Last Name	Age Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>SAVE</b>			

## Company Information cont.

Provide up to three contact phone numbers as well as your primary address and shipping address. The shipping address may not be a P.O. Box.

<p><b>Phone Information</b></p> <p><b>Primary Office Number</b></p> <p>Number <input type="text"/> Extension <input type="text"/></p> <p><b>Alternate Office Number</b></p> <p>Number <input type="text"/> Extension <input type="text"/></p> <p><b>Cell Phone Number</b></p> <p>Number <input type="text"/> Extension <input type="text"/></p> <p><b>Fax Number</b></p> <p>Number <input type="text"/> Extension <input type="text"/></p> <p><b>SAVE</b></p>	<p><b>Mailing Addresses</b></p> <p><b>Year Round Address</b></p> <p>Address Line 1 <input type="text"/></p> <p>Address Line 2 <input type="text"/></p> <p>Zip <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text"/></p> <p><b>SAVE</b></p>			<p><b>Physical Address</b></p> <p>This may not be a PO Box</p> <p>Address Line 1 <input type="text"/></p> <p>Address Line 2 <input type="text"/></p> <p>Zip <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text"/></p>	<p><b>Shipping Address</b></p> <p>This is the address where supplies will be mailed This may not be a PO Box</p> <p>Address Line 1 <input type="text"/></p> <p>Address Line 2 <input type="text"/></p> <p>Zip <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text"/></p>
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To complete this page, provide and confirm your email address. When updating, changing, or renewing, the Company Information Verification must also be completed.

<p><b>Email</b></p> <p>Incorrect email addresses will cause you to miss out on important information concerning your account with the banking partner(s).</p> <p>Email Address <input type="text"/></p> <p>Confirm Email Address <input type="text"/></p> <p><b>SAVE</b></p>	<p><b>Company Information Verification</b></p> <p>I have verified that the information entered for this company is accurate and up-to-date for the 2022 Tax Year.</p> <p>Signature <input type="text"/></p> <p><b>SAVE</b></p>
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## Bank Product Information

You can offer your clients the ability to use a bank product to facilitate payment of both your fees and their refund, as well as allow them to receive a portion of their refund in advance (subject to bank approval). When a client uses a bank product, the bank will deduct your preparation fees from their income tax refund and deposit them into your bank account.

We strongly encourage getting your office set up to offer tax-related bank products as early as possible before the new tax season begins to help avoid unnecessary delays at the beginning of the season.

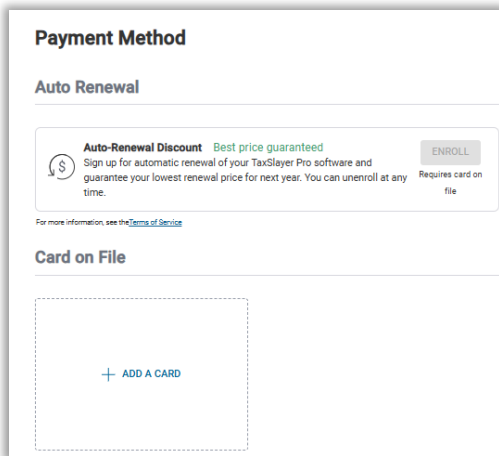
TaxSlayer partners with four different banks. You can apply with any of the banks throughout much of the year. Bank Products may only be applied to current year tax returns.

You may also Choose to Opt-Out of Enrollments if you do not wish to provide Bank Products.

<p><b>Refund Advantage</b></p> <p>To submit your banking information to Refund Advantage you will need to complete their specific application.</p> <p><a href="#">BEGIN APPLICATION</a></p>	<p><b>Santa Barbara</b></p> <p>To submit your banking information to Santa Barbara you will need to complete their specific application.</p> <p><a href="#">BEGIN APPLICATION</a></p>
<p><b>EPS Financial</b></p> <p>To submit your banking information to EPS Financial you will need to complete their specific application.</p> <p><a href="#">BEGIN APPLICATION</a></p>	<p><b>Refundo</b></p> <p>To submit your banking information to Refundo you will need to complete their specific application.</p> <p><a href="#">BEGIN APPLICATION</a></p>
<p><b>Bank Enrollment Preference</b></p> <p>I am not offering bank products for the 2022 tax season.</p> <p><b>Please note: If you have opted out of bank enrollments, locked bank applications will not send unless you opt back into bank enrollment.</b></p> <p><input checked="" type="checkbox"/> Opting out of Enrollments</p>	<p><b>Partner Products</b></p> <p>See which product you are currently enrolled with and edit your preferences.</p> <p><a href="#">VIEW MY PRODUCT</a></p>

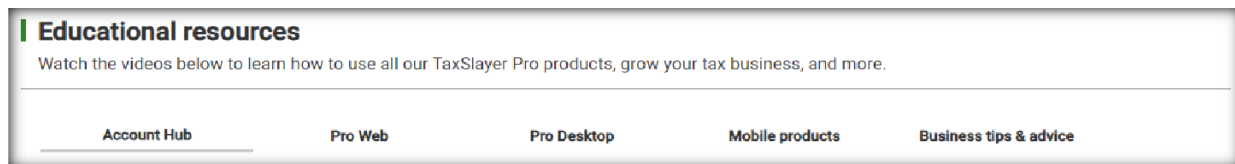
## Payment Method

Enroll in automatic renewal for your TaxSlayer Pro software to secure the lowest renewal price for the upcoming year. You can enroll anytime.



## Educational Videos

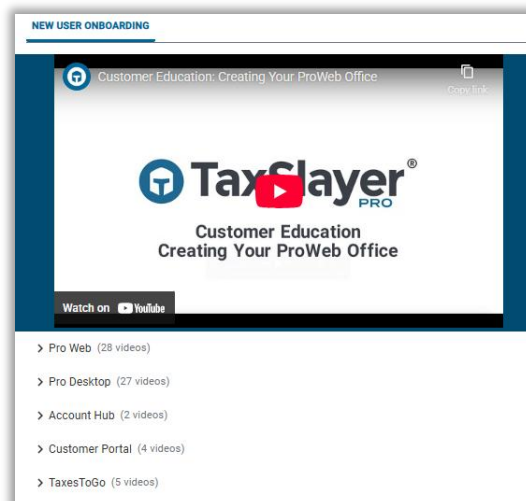
Our tutorial videos cover a range of topics, including setting up your account hub, creating basic returns, and staying up to date with current year tax law changes. These lessons break down program processes and delve into more complex tax law. Additional videos can be found on TaxSlayer Pro’s YouTube channel [here](#).



Additional videos may also be found in [TaxSlayer Pro’s knowledgebase](#) that will help you understand the process of preparing tax returns and using the Premium features.

## New User Onboarding

TaxSlayer has created comprehensive online video training to help new users understand the process of configuring the program to their needs.



## Pro Premium

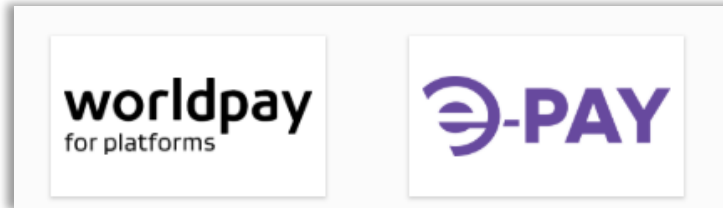
Premium subscribers to TaxSlayer Pro's desktop program have access to PaperCut, a document management system that effectively creates a paperless office where paper and digital documents come together in an efficient, cost-effective, and easy-to-use format. The premium activation code can be found on this card.

The Premium package includes the following features:

- PaperCut provides the ability to scan and save your clients' paper documents as well as e-mail your client an encrypted copy of their tax return. Scanning can be done within the tax return or within PaperCut. For an overview of PaperCut, click [here](#).
- Customer Portal is a secure method for you and your client to exchange documents and send them a copy of their return for their signature.
- TaxesToGo® is our mobile app that your client can use to send images of tax documents, identification, etc., from their smartphone as well as electronically sign their tax return.
- Signature Pad lets you capture client signatures to print on the various forms that require a signature and can accept a digital signature. For supported devices click [here](#).
- Marketing materials that are production-ready print media for your office, including banners, promotional handouts, mailers, and e-mail templates.
- Twilio is a subscription third-party app that allows you to message clients while working in their return. Click [here](#) for more information on Twilio SMS and its setup.
- 2D Barcode Scanning supports the scanning of Form W-2s that contain 2D barcodes. The data contained on the Form W-2 will be captured and automatically filled into the Form W-2 edit menu with the use of any hand-held scanner. For additional information on scanning documents using a 2D Barcode scanner click [here](#).
- The Business Package includes tax returns for the following entity types: 1120 Corporation, 1120-S S Corporation, 1065 Partnership, 1041 Estate and Trust, and 990/990-EZ/990-PF/990-T Exempt Organization, 706 Estate Tax, and 709 Gift Tax.

## Partners Program

TaxSlayer Pro partners with several companies whose products support your business operations as well as provide products you can offer to your clients. To learn more about each program, click **View Offer** on any tile to access the partner's website.



**WorldPay** allows taxpayers to easily pay their tax return balance due with a credit card.

**e-Pay** allows tax professionals to accept Credit, Debit and ACH transactions.



**Audit Maintenance Pro** provides taxpayers who receive IRS correspondence assistance from an Enrolled Agent or CPA throughout the entire audit process.

**SecurelyID** offers your clients identity theft and monitoring protection. SecurelyID comes with a complete suite of tools to monitor, protect, and restore identity.

**Protection Plus** has a team of experienced audit professionals that can provide advice for even the most complicated inquiries with a simple phone call. Protection Plus works directly with the tax preparer and the IRS or state to resolve the matter.



TaxSlayer Pro has partnered with **Latino Tax Pro** to provide our preparers with bilingual tax education. As a TaxSlayer Pro customer, you can receive 20% off all Latino Tax Pro continuing education classes. LTP's Instructor Program is part of a complete Professional Training System that turns your office into a Virtual Training Center where you can train your way and recruit high-quality employees to grow your business.

## Partners Program cont.



**Surgent** offers accounting and financial education ranging from the AFSP to EA Exam reviews. This is an excellent resource for tax professionals with exam prep, professional development, and skill building courses, to help you advance with confidence.



**The TaxBook** is a trusted name in tax research and provides affordable, fast, and accurate online tax research. TaxSlayer Pro customers receive exclusive savings when using our promotional code.

**ERO Cyber Security** offers comprehensive cyber liability protection solution for professional tax preparers, including coverage for security and liability claims, extortion and ransomware, data breaches, and system failures, The ERO Cyber Security website provides online risk management tools, training programs, procedures to reduce risk, and steps to take in case of a breach.

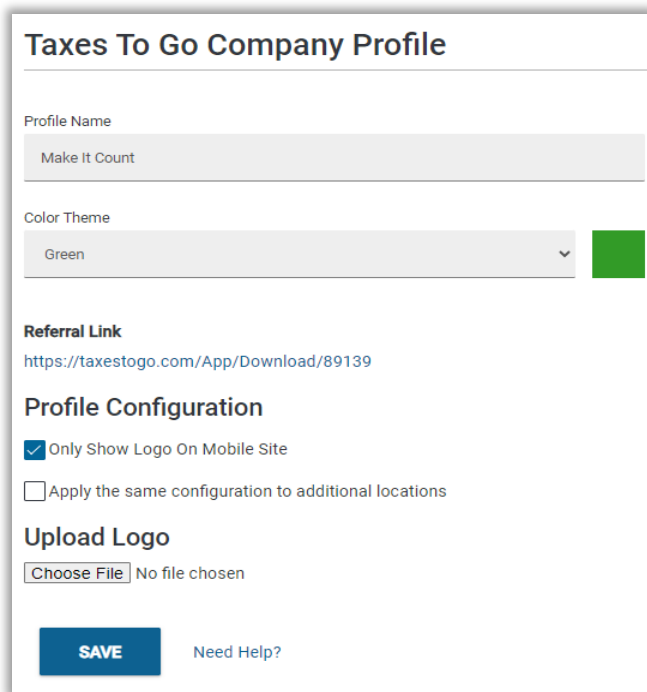


## TaxesToGo®

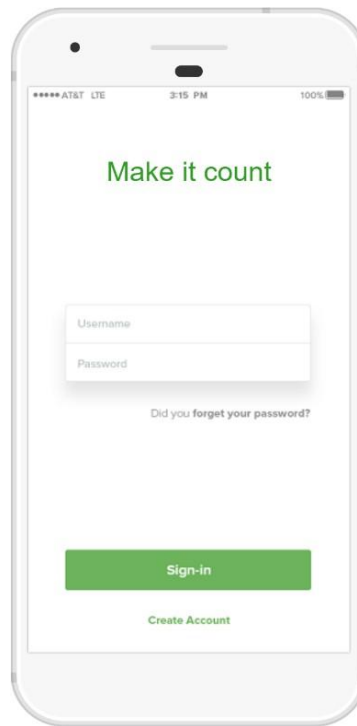
The TaxesToGo® mobile app allows taxpayers to snap pictures of their tax documents and send them to you as well as sign their tax return, without ever stepping foot in your office. The app includes a chat feature that is fully integrated in your tax program so you can always stay in contact with your customers.

TaxesToGo® is available for Android and iOS devices, and you have the option to brand the app with your tax office name and logo. When a client submits their tax info to you via your branded app, you will see their submission in the program and be able to start the return with just a few clicks.

To set up your branding in Account Hub, select the TaxesToGo® tile, complete the information as needed, and select Save. Once you've done that, you will see your referral link.



Branded app setup in Account Hub



What the taxpayer sees if they have used your referral link.

## TaxesToGo® cont.

Your referral link can be sent to your clients or prospective clients by text or e-mail, or it can be posted on your company website. When a client clicks on the referral link, they will be taken to the TaxesToGo® registration page and from there to either the Apple App Store or Google Play to download the app, whichever is appropriate for their device.

Note that the TaxesToGo® mobile app is for your clients, not you. As a tax preparer, you will not download the app. Everything you receive from the app or send to the app will be done within TaxSlayer Pro.

If you have already started your client’s tax return in your program when they register, the taxpayer can still register to use the app. The caveat is that the information they enter when registering must match what’s already been entered in the tax return.

For more information, troubleshooting, FAQs and access to the Preparer’s and Taxpayer’s customized TaxesToGo® Manuals click [here](#).

**Example Logo**

To download your customized app, please enter your Name, Email, Referral Code (if you have one), and phone number below and we'll send you the app via text message straight to your phone.

**Enter Your Phone Number**

**Enter Your Email**

**Enter your First Name**

**Enter your Last Name**

**Enter Your Referral Code**   
*(optional)*

**CONTINUE**

**Example Profile Name**

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Privacy Policy  
Privacy Notice for California Residents  
License Agreement  
Terms of Service

## Account History

<p><b>Refund Policy Agreements</b></p> <p>View the state of each year's Refund Policy Agreement</p> <ul style="list-style-type: none"> <li><a href="#">2019 Refund Policy Agreement - Signed</a></li> <li><a href="#">2018 Refund Policy Agreement - Signed</a></li> <li><a href="#">2021 Refund Policy Agreement - Signed</a></li> <li><a href="#">2020 Refund Policy Agreement - Signed</a></li> <li><a href="#">2022 Refund Policy Agreement - Signed</a></li> <li><a href="#">2023 Refund Policy Agreement - Signed</a></li> <li><a href="#">2024 Refund Policy Agreement - Unsigned</a></li> </ul>	<p><b>License Agreements</b></p> <p>View the state of each year's License Agreement</p> <ul style="list-style-type: none"> <li><a href="#">2020 Software License Agreement - Signed</a></li> <li><a href="#">2021 Software License Agreement - Signed</a></li> <li><a href="#">2019 Software License Agreement - Signed</a></li> <li><a href="#">2022 Software License Agreement - Signed</a></li> <li><a href="#">2023 Software License Agreement - Signed</a></li> <li><a href="#">2024 Software License Agreement - Unsigned</a></li> </ul>
<p><b>Terms of Service Agreements</b></p> <p>View the state of each year's Terms of Service Agreement</p> <ul style="list-style-type: none"> <li><a href="#">2023 Terms of Service Agreement - Signed</a></li> <li><a href="#">2024 Terms of Service Agreement - Unsigned</a></li> </ul>	<p><b>Privacy Policies</b></p> <p>View the state of each year's Privacy Policy</p> <ul style="list-style-type: none"> <li><a href="#">2023 Privacy Policy - Reviewed</a></li> <li><a href="#">2024 Privacy Policy - Needs Review</a></li> </ul>
<p><b>Payment History</b></p> <p>View your account purchase history and retrieve your EFIN validation code to enter into your software.</p> <p><a href="#">VIEW</a></p>	<p><b>Data Security Plan Template</b></p> <p>Download the data security plan template.</p> <p><a href="#">Data Security Plan Template</a></p>

**Refund Policy Agreement:** TaxSlayer Pro detailed refund policy.

**License Agreement:** License Agreement for the use of TaxSlayer Pro software, websites, the TaxesToGo® mobile application, products, tools, and related electronic filing services.

**Terms of Service Agreement:** Terms of Service for the use of TaxSlayer Pro software, websites, mobile application, products, tools, and related electronic filing services.

**Privacy Policy:** The Privacy Policy explains TaxSlayer's collection, use, retention, and security of information about you. It also describes your choices regarding use, access, and correction of your personal information.

**Payment History:** Account purchase history, rebate history and EFIN validation code for TaxSlayer Pro users. TaxSlayer issues rebate checks twice a year to clients. This information is available for you to review on page 3 of their bank application.

**Data Security Plan Template:** The Federal Trade Commission's Safeguards Rule requires professional tax preparers to prepare a "written information security plan" (WISP) describing how they protect customer information. The plan must be appropriate to the firm's size and complexity, the kinds of work it does, and the sensitivity of the customer information that it handles. TaxSlayer Pro has drafted a data security plan template in Microsoft Word format you can use to prepare your own plan. See here for more information about your responsibilities vis-à-vis WISP.

## Software Conversion

If you are new to TaxSlayer Pro's desktop program and have previously prepared tax returns in another desktop tax program, you may be able to convert some of that program's prior year return data to make it available to be pulled forward into the current year's returns prepared in TaxSlayer Pro.

Similarly, if you are new to TaxSlayer ProWeb and have previously prepared tax returns in another desktop tax program, you may be able to convert some of that program's prior year return data to make it available to be pulled forward into the current year's returns in TaxSlayer ProWeb.

Tax returns prepared in another web-based program cannot be converted for use in TaxSlayer Pro.

The TaxSlayer data conversion converts basic biographical information. TaxSlayer provides detailed instructions for conversion of software. Instructions for Desktop users can be found in the Desktop program or in the knowledgebase [here](#).

The screenshot shows a PDF viewer interface with a document titled "ConversionHow...". The document content includes a blue header box with the following text:

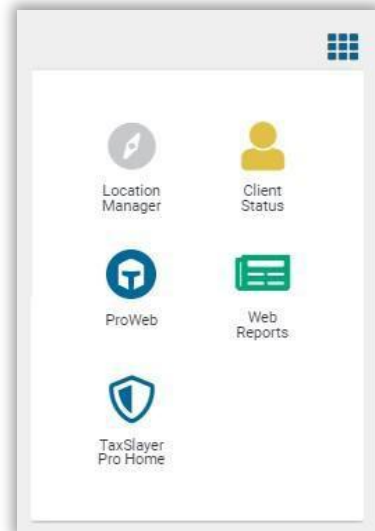
**STEP 1:** Ensure that all returns needing to be converted have been consolidated into a version of your current software on the computer that will be used as the file server by TaxSlayer Pro.

Below the header is a table with the following data:

Software Package	Individual	Business
ATX	Y	N
TaxWise	Y	N
Drake	Y	N
ProSeries	Y	N
Crosslink	Y	N
LaCerte	N	N
OLT	Y	N
TaxAct	Y	N

## App Switcher

The App Switcher is a menu that looks like 9 squares at the top-right of Account Hub. Clicking the App Switcher provides direct passthrough into featured content.



## Location Manager

Affiliates and Multi-Office Users use this tool to manage additional locations, including the office configuration and submission of their bank enrollment applications. More details are provided in Account Hub for Service Bureaus.

## Client Status

Use Client Status to look up the status of electronically filed tax returns. Being on the web it can be accessed from any computer, either via this menu or [here](#) using your Account Hub Credentials. Look up any return, Individual or Business using EFIN, SSN, EIN, Submission ID or Return ID.

## ProWeb Passthrough

Logs the owner directly into ProWeb using their ProWeb credentials.

## Web Reports

This website allows you to run detailed reports on your tax returns. As with Client Status, it can be accessed from any computer, either via this menu or [here](#) using your Account Hub Credentials.

See our knowledgebase article [here](#) for an overview of the available reports as well as links to instructions for each report.

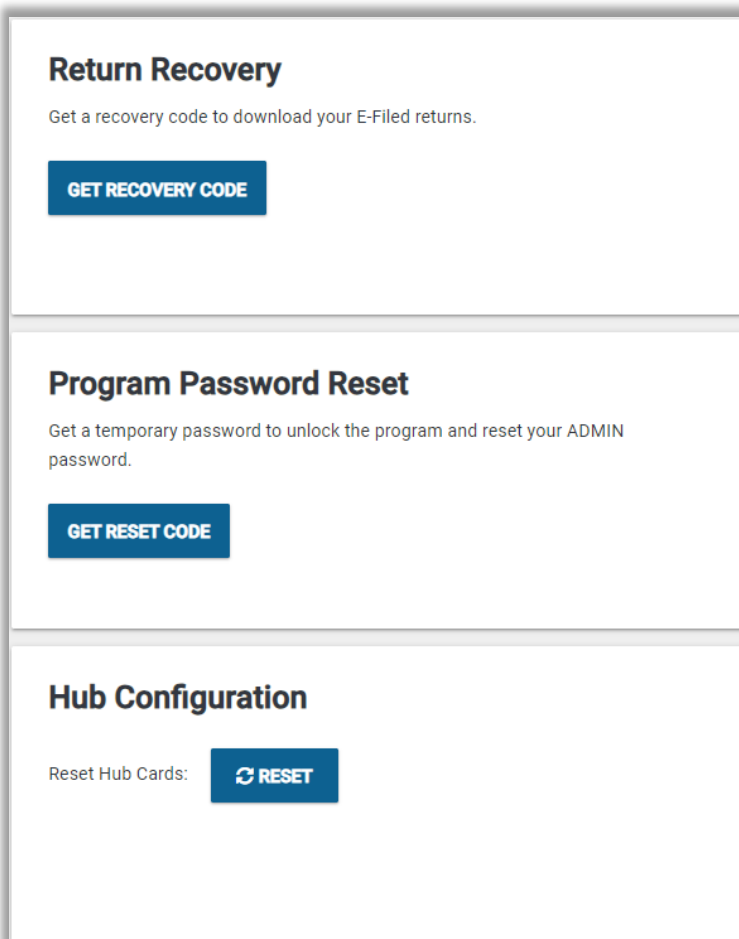
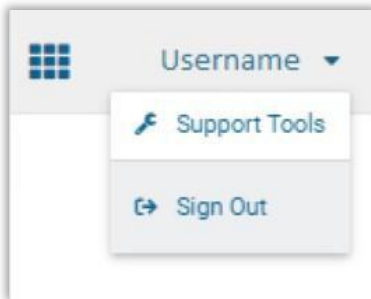
## TaxSlayer Pro Home:

Links to the TaxSlayer Pro Homepage for product information, resources, and support.



## Support Tools

To access Support Tools, use the drop-down arrow in the top-right of Account Hub next to your username.



For TaxSlayer Pro desktop users, our technical support staff use this code when attempting to recover e-filed returns to your client lists. Return Recoveries can take 24-72 hours to verify.

For TaxSlayer Pro desktop users, if the admin account password and security question are both forgotten or unknown, a temporary override can be obtained here.

Resets tiles on the main screen of your Account Hub to their default placement.

## Links to Additional Resources

### [Product Support Center](#)

- [Creating a ProWeb Account](#)
- [Downloading and Installing TaxSlayer Pro for Desktop](#)
- [Tax-Related Bank Products Overview](#)
- [Partner Programs](#)
- [TaxSlayer Premium Overview](#)

### [Seminars](#)

- [New User Online Webinar](#)

### [TaxSlayer Pro Blog](#)

- [Tax Tips](#)
- [Grow Your Business](#)
- [Tax Laws for Preparers](#)

### [Practice Tax Returns](#)

### [IRS Tax Forums](#)