

## Intuit Tax Online FAQs

1. Which tax forms and states are covered?
  - a. For tax year 2011, Intuit Tax Online covers 1040 for federal and all states, as well as 1041, 1065, 1120 and 1120S for federal and all states.
  
2. Can I file both electronic and paper returns in Intuit Tax Online?
  - a. Yes. Both e-File and paper filing are available. In order to e-File a return, you must have an EFIN number  
<http://accountant.intuit.com/support/prolinetaxonline/document.aspx?product=PTO&id=INF16370>
  
3. Is my personal information and clients' data safe?
  - a. Intuit Tax Online uses the same technology used by online banks and brokerages to transmit your private data over the Internet. Additionally, electronic filing services are provided through the same system used to submit millions of professional and consumer filed tax returns every year. If you would like to read more about Intuit's security practices, you can read more [here](#).
  
4. What is Intuit's privacy policy?
  - a. Intuit does not share your username and password with anyone. For more information on Intuit's privacy policy, you can read more [here](#).
  
5. Where will my data be backed up with Intuit Tax Online?
  - a. Yes. The data will be stored on Intuit servers, so you can access it at anytime from anywhere. It's stored on firewall protected, redundant servers so your data is safe from hardware and software failures, hackers and viruses.
  
6. How do I get my clients' data if I want to have a personal copy?
  - a. You can save PDF copies of the tax return to your computer.
  
7. Does using Intuit Tax Online necessitate consent under Code Section 7216?
  - a. You may use Intuit's tax preparation products and services to assist you with the preparation and electronic filing of tax returns. "Tax return information" is information that taxpayers provide in order to prepare a tax return using an Intuit tax product. The use and disclosure of tax return information is governed by Section 7216 of the Internal Revenue Code and many state codes and regulations. Intuit discloses or uses tax return information only in accordance with applicable laws, to prepare, assist in preparing, or obtain or provide services in connection with preparing tax returns.  
Our complete privacy policy for Intuit products is available at <http://smallbusiness.intuit.com/small-business/privacy/index.jsp>. The IRS reference addressing 7216 is <http://www.irs.gov/efile/article/0,,id=188398,00.html>.
  
8. Can I convert data from previous professional tax software?

Intuit Tax Online offers comprehensive data conversion services from most other competitive tax programs. Refer to the "It's Easy to Switch" section of our web page.

9. How much does data conversion cost?
  - a. Nothing. Intuit Tax Online data conversion services from many other professional tax software products are free.
  
10. How do I have my data converted to Intuit Tax Online?
  - a. Launch the Intuit Tax Online tax program and select the link for data conversion.
  
11. Why were some of my files not converted?
  - a. Most often, the files were bad or corrupt, missing critical data to the process, password-protected, or locked. These files can be corrected for those issues that apply, and resubmitted. Please resend only those unconverted files back to Intuit.
  
12. How do I find support?
  - a. Intuit Tax Online support can be found at:  
<http://accountant.intuit.com/support/prolinetaxonline/>.