



VITA/TCE Training

Getting Started with TaxSlayer Pro Online

Login and Passwords

Contents

Login and Passwords.....	3
Login	3
Retrieving Your User Name.....	7
Resetting Your Password.....	9
Multi-Factor Authentication (MFA).....	13
When is Multi-Factor Authentication (MFA) Required?	13
Account Verification	14
Index.....	16

Login and Passwords

After completing this topic, you will be able to:

1. Navigate to TaxSlayer Pro Online.
2. List the password requirements.
3. Change your password the first time you log in.
4. Reset your password.
5. Describe and use Multi-Factor Authentication.
6. Describe and use reCAPTCHA.

Login

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

1. Navigate in your web browser to the VITA/TCE Springboard <https://vita.taxslayerpro.com/>.
2. Click **Pro Online**.

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

This TaxSlayer Pro Online system is only for authorized use under the VITA/TCE program. Use of this system constitutes consent to monitoring, interception, recording, reading, copying or capturing by authorized personnel of all activities. Unauthorized use of this system is prohibited. Users of this system agree to the Volunteer Standards of Conduct as listed in Form 13615.

Log in to Pro Web

Enter your username and password below to access your cloud-based tax software.

Username

Password

LOG IN

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

3. In the appropriate boxes, type one of the following:
 - a. The user name and password you received from your site administrator, or
 - b. Your user name and password from the previous year.

TIP: Passwords are case-sensitive. TaxSlayer Pro Online displays a warning if you attempt to enter your password with your CAPS Lock on.

TIP: Click the **Click here to show/hide password** (eye) icon in the password boxes to display the password as you enter it.

4. Click **LOGIN**.

The first time you log in, TaxSlayer Pro Online displays the **Update Password** page:

Update Password

Your password has expired.
Please create a new password to continue.

Create new password

👁

- Must contain one special character (@!%*?&)
- Must contain at least one upper and one lower case letter
- Must contain one number
- At least 8 characters long
- No more than 25 characters long
- New and confirm passwords must match

Confirm new password

👁

UPDATE PASSWORD

Cancel

5. Type a new password.

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

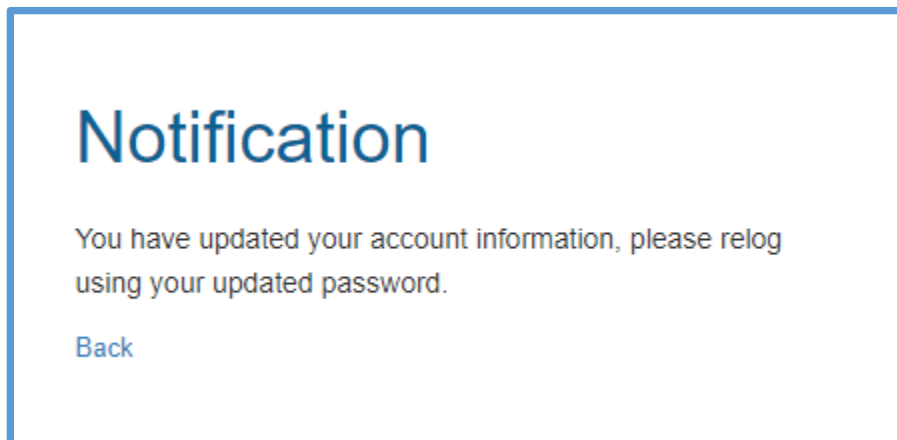
- Minimum of eight (8) characters with at least one (1) of each of the following:
 - 1 upper case letter
 - 1 lower case letter
 - 1 number
 - 1 special character

NOTE: You can only use the following special characters: @ \$! % * ? &

- Remember that passwords are case-sensitive. Make sure you type the password the same way when you log in later.
6. Type the password again for verification.
 7. Click **SUBMIT**.

TIP: Click the **Click here to show/hide password** (eye) icon in the password boxes to display the password as you enter it.

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



8. Click **Back**.

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

Log in to Pro Web

Enter your username and password below to access your cloud-based tax software.

Username

Password

LOG IN

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

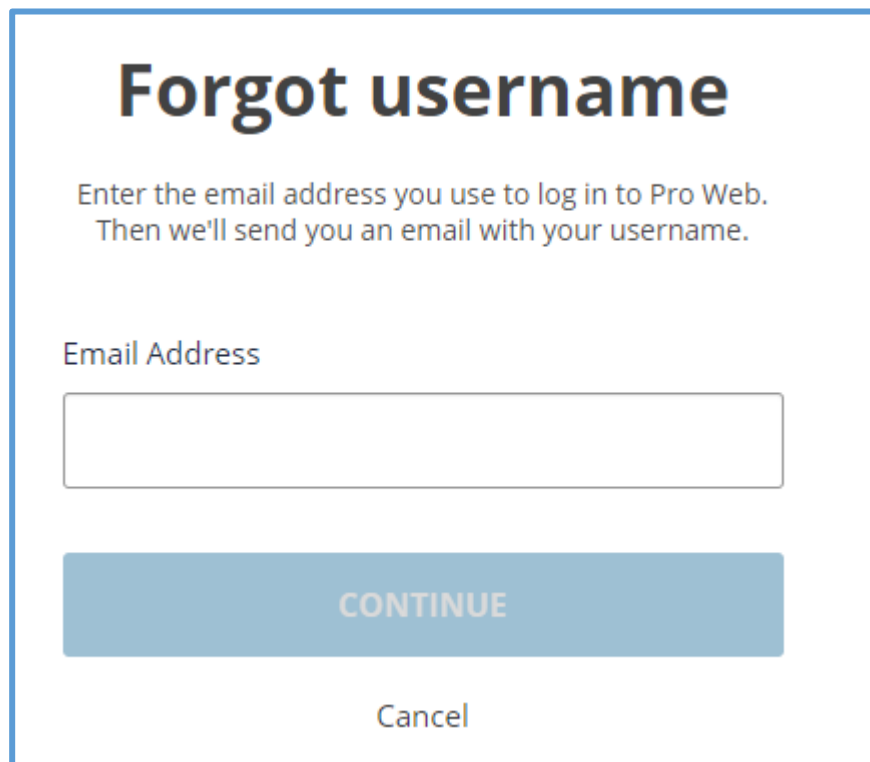
9. Type your user name and **new** password.
10. Click **LOGIN**.

Retrieving Your User Name

If you forget your user name, you can retrieve it from the system. To retrieve your user name, use the following steps from the **Login Page**:

1. Click **Forgot username**.

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



Forgot username

Enter the email address you use to log in to Pro Web.
Then we'll send you an email with your username.

Email Address

CONTINUE

Cancel

2. Type the email address used during the setup for your Preparer account.
3. Click **CONTINUE**.

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

Forgot username

Enter the email address you use to log in to Pro Web.
Then we'll send you an email with your username.

If a username exists, we will send it to
you via the email address you entered.

LOG IN

Enter another email address

TaxSlayer Pro Online sends an email, similar to the following:

Username Reminder

The following **usernames** have been found for: [redacted]

[redacted]Admin

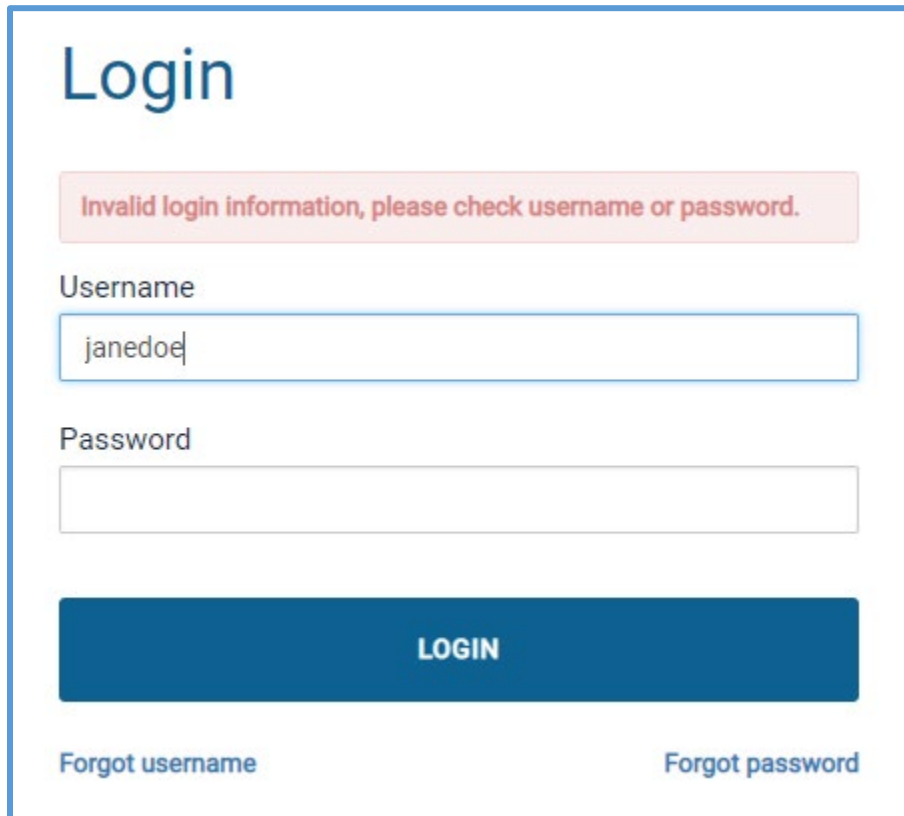
Thank you for choosing TaxSlayer VITA/TCE!

- TaxSlayer VITA/TCE Support

4. On the **Forgot username** page, click **Cancel**.
5. 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 form with the following elements:

- Header:** "Login" in a large blue font.
- Error Message:** A red-bordered box containing the text "Invalid login information, please check username or password."
- Username Field:** A text input field with the label "Username" above it, containing the text "janedoe".
- Password Field:** A text input field with the label "Password" above it, which is currently empty.
- Login Button:** A large blue button with the text "LOGIN" in white capital letters.
- Links:** Two links at the bottom: "Forgot username" on the left and "Forgot password" on the right.

To reset your password, you need your user name. Use the following steps:

1. Click **Forgot password**.

TaxSlayer Pro Online displays the **Reset password** page:

Reset password

Enter your Pro Web username. Then verify your account and create a new password.

Username

CONTINUE


Cancel

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

TaxSlayer Pro Online displays the **Verify Account** page:


Verify Account

Please verify your account using one of the options below.



Send text verification

70*****41



Send email verification

kma*****com

Cancel verification

4. Select a delivery option to receive your verification code.

NOTE: You can receive a verification code to your email. If you have a cell phone number in your preparer information, you can choose either email or text.

5. Click the appropriate delivery option.
6. Retrieve your verification code.
7. Type or paste the verification code in the **Authentication code** box.

Verification code sent

Enter the verification code below.

Code sent to: **70****41**
Please check your phone for your authentication code.

Don't see your code? [Resend it now.](#)

Authentication code

| Enter 6-digit code

Verify

[Select another verification method](#)

8. Click **VERIFY**.

TaxSlayer Pro Online displays the **Update Password** page.

9. Type a new password.
10. Type the password again for verification.
11. Click **SUBMIT**.
12. Click **Back** on the **Notification** page to return to the login page.
13. On the TaxSlayer Pro Online **Login Page**, type your user name and new password, and then click **LOGIN**.

TaxSlayer sends an email, similar to the following:

Account Change Notification

You have successfully updated your account with the username [REDACTED]

Multi-Factor Authentication (MFA)

TaxSlayer Pro Online utilizes Multi-Factor Authentication (MFA) for your login. MFA is an authentication method that uses something other than what you already know to authenticate yourself.

When is Multi-Factor Authentication (MFA) Required?

You must authenticate every fifteen (15) days. In addition, you must authenticate when you do one of the following:


- You log in to a unique device for the first time.
- Your computer is re-imaged.
- You attempt to log in, and fail, three (3) times.
- You click **Forgot Password**.
- You log in with a different browser on the same computer (i.e. log in with Chrome and then open Edge and log in).
- Your browser does not store cookies. In this case, you need to authenticate each time you log in.

Account Verification

When an account verification event is triggered, TaxSlayer Pro Online displays the **Verify Account** page:


Verify Account

Please verify your account using one of the options below.



Send text verification

70*****41



Send email verification

kma*****com

Cancel verification

1. Select a delivery option to receive your verification code.

NOTE: You can receive a verification code to your email. If you have a cell phone number in your preparer information, you can choose either email or text.

2. Click the appropriate delivery option.
3. Retrieve your verification code from your email or text messages.
4. Type or paste the verification code in the **Authorization code** box.
5. Click **VERIFY**.

TIP: You should only click the delivery option one time. TaxSlayer Pro Online generates a new authentication code each time you click a delivery option.

TIP: Do not close your browser session until you enter your authentication code. TaxSlayer Pro Online invalidates the verification code if you close the **Verify Account** page.

Support Tip: If you are a new site administrator for an existing site, send an email to VITA/TCE support at support@vita.taxslayerpro.com with the following information so you can set up your administrative login credentials:

- Subject: New Site Admin
- EFIN
- Site Name
- Site Admin Name (Enter your name here)
- Site Admin Phone (Enter your phone number here)
- Site Admin Email (Enter your email address here)

Once support processes your request, TaxSlayer sends a link to the email address you provided with instructions to create your admin user account for the site.

Index

Address, 7

Password, 3, 4, 5, 6, 9, 12

Reset, 3, 9

Security code, 6

Site administrator, 4, 7

User name, 4, 6, 7, 9, 10, 12