



## Quick Tips for Getting Started with Virtual VITA

Your return is prepared by the same IRS-Certified Preparers that you've seen at the Orange County NC Senior Centers. GetYourRefund.Org provides an easy, IRS-approved way for you to send us your data and communicate with your tax preparer team securely.

**Tip #1:** Gather all your tax documents, photo IDs, & social security cards.

**Tip #2:** Start with a cell phone because you'll be asked to upload pictures. Click the Get Started button or go to <https://www.getyourrefund.org/Cash4NC>. When taking photos, use a dark surface and move the camera so the item fills the screen. Avoid glare and shadows. Make sure the photos are in focus!

**Tip #3:** Write down your Client ID # to make it easy to return to the site. When returning to the site, enter your email or cell phone number. The site will send you a 6-digit passcode number via email or text within minutes and you'll need to enter this number to verify your identity.

**Tip #4:** Get technical help 9am-7pm Monday-Friday or Saturdays 9am-noon at 919-589-4599. If we are busy you will be asked to leave a message that includes your Client ID and phone number. Once you have submitted your information, you can text/email with your tax team through the site.

**Tip #5:** Cancel at any time by closing the browser window. If you've completed the Legal Stuff we'll have your information and will contact you by text or email.

**Tip #6:** We'll communicate with you mostly by Email or Text, but we'll need to have two phone calls – as we begin your return and to review the final return. Emails will come from [hello@getyourrefund.org](mailto:hello@getyourrefund.org). Texts and phone calls will come from 1 (415) 639-3361. You can't return calls to this number, but if you enter it into your contacts, you'll recognize our calls.