

How to log in to Self-Serve:

1.) Go to www.ohiobenefits.org

2.) Select the red **Returning TBB Clients** button.

The screenshot shows the homepage of The Ohio Benefit Bank. At the top, there is a navigation menu with links for Home, Available Programs, How do I Apply?, Could I be Eligible?, Requested Documents, Myth Busters, Helpful Links, News and Updates, Benefit Bank Locator, Counselor Resources, Counselor Login, Order FREE OBB, and Marketing Materials. Below the navigation menu is a large banner with a photo of a family and the text "Getting help is easier than you think". Below the banner is a section with the heading "Getting help is easier than you think" and a paragraph of text. At the bottom of this section, there are three buttons: "APPLY NOW!", "File your taxes for FREE today!", and "Returning TBB Clients". The "Returning TBB Clients" button is circled in red. A red arrow points from the text box above to this button.

4.) Enter the login name and password you created and click **Log In**.

The screenshot shows the Self-Serve login page of The Ohio Benefit Bank. The page has a teal header with the logo and tagline "CONNECTING COMMUNITIES TO RESOURCES". Below the header is a "Log In" section with the heading "Log in to The Benefit Bank!". There are two input fields: "Login Name:" and "Password:". Below the "Password:" field is a link that says "Forgot your password?". Below the input fields is a blue "Log In" button. The "Log In" button is circled in red. A red arrow points from the text box above to this button. At the bottom of the page, there is a footer with links for "New here? Create an account" and "Developed by Solutions for Progress, Inc. Technical Assistance Translation Issues Contact Us Privacy Policy Copyright © All Rights Reserved".

TURN PAGE OVER...

How to fix your rejected e-file:

1. Click **My Taxes** button then **E-file Status** under the **E-File Status** heading.
2. Review the errors on your screen and write them down.

Tax Year 2010 E-file Status

<u>Tax Return</u>	<u>Status</u>	<u>Explanation</u>
Federal Return	Rejected	Your 2010 Federal Income Tax Return was rejected by the Internal Revenue Service for the reasons listed below.

<u>Tax Return</u>	<u>Errors</u>
Federal Return	<ul style="list-style-type: none">• IRS records indicate that your name does not match your Social Security Number (SSN).• IRS records could be incorrect.• You entered your date of birth incorrectly.• Your date of birth that you entered as part of your electronic signature does not match data in official IRS records.

3. Click **My Taxes** tab.
4. Click **2010 Taxes** under **This Year's Taxes**.
5. Click **File Now** at the bottom of the next page.
6. Use the errors you've written down to go into the appropriate category of your tax return and make corrections.

For example:

- ✓ [Household Information](#)
(You, your spouse, your children, and other household members)
- ✓ [Federal Taxes 2010: Preliminary information](#)
(Unsupported situations, state of residence)
- ✓ [Federal Taxes 2010: Filing Status and Dependents](#)
(Married Filing Jointly, Head of Household, Single, etc.)
- ✓ [Federal Taxes 2010: Income](#)
(Income reported on Form W-2, self-employment income, interest income, dividend income, etc.)
- ✓ [Federal Taxes 2010: Deductions and Adjustments](#)
(Standard deduction, Itemized deductions, student loan interest deduction, etc.)
- ✓ [Federal Taxes 2010: Credits](#)
(Earned Income Tax Credit (EITC/EIC), Child Tax Credit, education credits, and others)
- ✓ [Federal Taxes 2010: Filing Your Return](#)
(Filing method, refund or payment method, form printing)
- ✓ [2010 Taxes: E-file Submission](#)
(Generating and transmitting your e-file)

My first error lets me know "that your name does not match your Social Security Number". For this error I should click [Household Information](#) to make sure that my name and social security number were entered correctly.

7. Once you have fixed the errors in your tax return, submit your e-file again (make sure you go through all the screens and receive confirmation that you have submitted your return).

If your e-file has been rejected **and the information on the return IS correct beyond any doubt, then the IRS may have the information incorrect. The fastest way to correct the issue is to call the IRS at 1-800-829-1040 or print and mail your return to the IRS with appropriate tax forms attached (see follow-up instructions in the software).