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## Free File Fillable Forms: Frequently Asked Questions

For more about Free File, go to [www.freefile.irs.gov](http://www.freefile.irs.gov)

### I created a Free File Fillable Forms account in 2011. Why doesn't the Free File Fillable Forms program recognize my username or password?

If you created an account to file your 2010 tax return, you must access your tax return by using the URL or website address that is included in the New Account Confirmation email. You should have received email message from "customer\_servicefreefilefillableforms." Find that message. Then copy and paste the URL or website address from the body of the email into your Internet browser at the top of your web page. Enter the URL and you will be taken to a screen that asks for your username and password to access your account.

### What are Free File Fillable Forms?

The Fillable Forms option is the tool for you if you are comfortable filling out tax forms and schedules without software help. This FREE forms-based program provides you with an experience comparable to paper forms and allows you to [choose the federal income tax forms](#) and schedules you need, fill in your tax information, sign electronically and e-file your return. If you are not comfortable with this method and your income is less than \$58,000, you may want to consider choosing [Free File with free software](#).

### How are Free File Fillable Forms different from tax software?

Unlike most tax software, Fillable Forms is a simple electronic equivalent of paper forms. It provides basic field error checking, but no simplified questions that ask about or explain tax situations, error checking or other features included in most tax software applications. Fillable Forms does only mathematical calculations. It does not calculate taxes, look up taxes in the tax tables, or compute any other line item that might vary based on the information you enter on your form. On the 1040 tax form there are several lines, including tax, standard deductions and certain credits that will not calculate using "Do the Math." You may need to enter amounts on these and other lines of the 1040 tax form, including standard deductions and certain credits, since these will not be calculated.

### How do I create an account?

Select Fillable Forms at the IRS.gov Free File page and continue through to the Fillable Forms screen. Create an account by selecting your own user name and password. Save this information to access your return later. Fillable Forms also requires an e-mail address so that we can send you a confirmation message with your user name and a link to the Fillable Forms.

If you leave the site and need to go back to complete your return, do not return to IRS.gov. Instead, **use the website address you received in the confirmation e-mail message from the Free File Fillable Forms provider**. Follow the prompts to get back to your return.

### If I have started my return and need to come back to complete it, what do I do?

To get back to your return you first need to access your account, and to access your account, you must enter the website address you received in the confirmation email. Once you have started your return, you do not need to go back to the Free File Fillable Forms pages on IRS.gov. The website address is the address of the Fillable Forms provider.

### Can I use Free File Fillable Forms to prepare and e-file my state tax return?

No. If you want to prepare and file your state income tax return, you may want to choose a Free File tax software program or look for other federal and state tax preparation and e-filing options at our [e-file for Individuals](#) page.

### What if I don't get an email acknowledgement within 24 to 48 hours or have problems with my password?

First, verify that the email address is the same as the one used to create your account with Free File Fillable Forms; then, check your spam filter; then, use the "forgot Username/Password" link and follow the instructions; finally, if you continue to have problems, contact us.

### Are there any new Free File Fillable Forms options this year?

There are several new features.

- You can have more than four dependents if you are applying for the [Child and Dependent Care Tax Credit](#).
- There is no limit on the number accounts you can include on your [Schedule B](#).
- There is no limit on the number of transactions you can include on your [Schedule D](#).
- Entry fields are now shaded in grey.

### Do Free File Fillable Forms correctly calculate Schedule C losses?

If the amount on [Schedule C](#) line 29 (tentative profit or loss) results in a loss, the loss will not carry down to line 31 and will not carry over to your Form 1040. To ensure your Schedule C losses are treated appropriately.

- Check the correct box on line 32a or 32b to indicate if your investment is at risk;
- Enter the loss amount on line 31 as a negative amount;
- Click on "Do the Math;"
- Click on "Done With This Form."

Your loss should now carry over to your Form 1040. If you have more than one Schedule C, be sure to follow the above instructions for any Schedule Cs that have a loss.

### How do I activate the "e-file now" button to file my return?

The e-file button will not work if you have entered inconsistent information or if your information is incomplete. Double check to be sure that you have entered all the information correctly. When all your information is correct, the "e-file now" button will work.

### Where can I get more information about Fillable Forms?

Go to our searchable [Free File Fillable Forms FAQs](#) for additional information.