

TaxWise® Online Learning Portal

Troubleshooting Tips

Troubleshooting a web-based program like TaxWise Online, is different than troubleshooting an application that is installed and resides on your physical computer. Things to keep in mind when using a web-based application.

- **Internet Connection:** If you are having issue with TaxWise Online make sure that your internet connection is working correctly. Try to access a different site, to help in determining if your internet may be down or slower, or if it is a TaxWise Online Issue.
- **Web Browser:** If you are having an issue with TaxWise Online on your preferred browser, verify that it is one of the supported browsers and try a different web browser. Make sure you are using a supported web browser, and that your browser is up to date.

System Requirements

Supported browsers for TaxWise Online include:

- Google Chrome
- Microsoft Edge
- Apple Safari

For best experiences we recommend:

- Google Chrome
- Screen Resolution of at least 1024 x 768
- Device screen size of at least 7"

Zoom

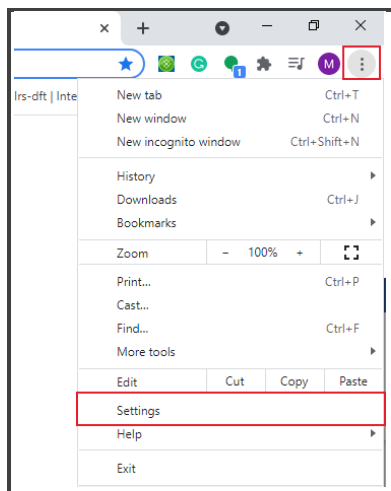
The correct setting for the browser zoom is 100% in TaxWise Online. If the zoom is too high, the page distorts, or sections may be missing. To correct this, go to your browser tools and make sure the zoom is set to 100%.

Delete Cookies and Temporary Files

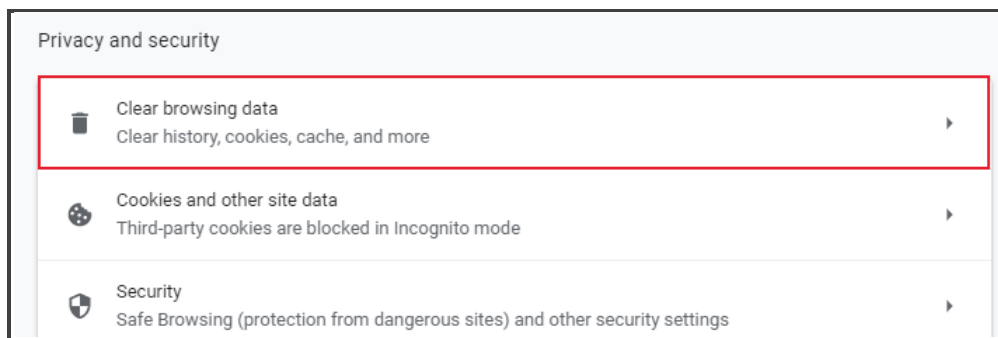
If TaxWise Online is running slowly or a component is not working correctly and your internet speed is functioning normally, delete cookies and temporary files.

To delete these files in Google Chrome:

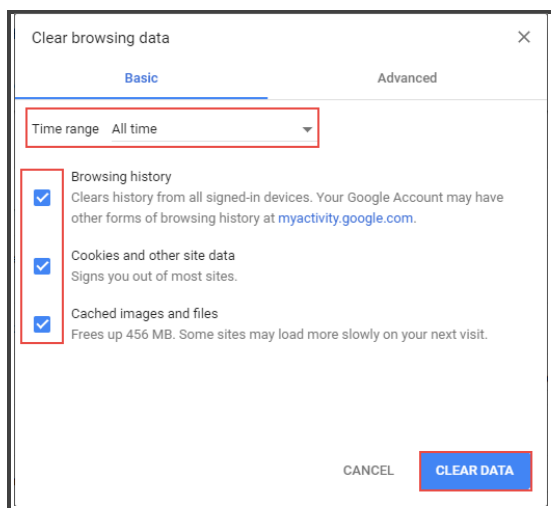
1. Open Chrome. In the top right corner of the browser you will see three dots, which indicates a settings menu. Click the three dots and select **Settings**.



2. Scroll down to the Privacy and Security section, click **Clear Browsing Data**.



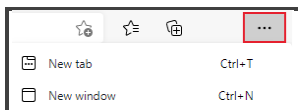
3. Choose **All time** in the Time Range drop-down list. Select the check boxes for **Browsing history**, **Cookies and other site data**, and **Cached images and files**. Click **Clear Data**.



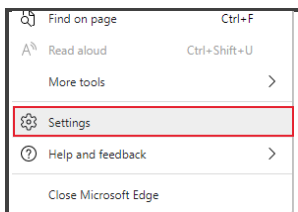
4. Once all the files are deleted, close your browser completely down and then re-open and log back into TaxWise Online.

To delete these files in Microsoft Edge:

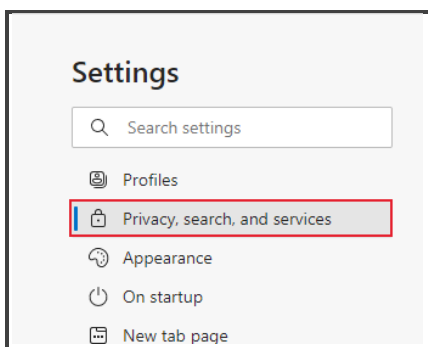
1. Open Microsoft Edge. In the top right corner of the browser you will see three dots, which indicates a settings menu. Click the three dots.



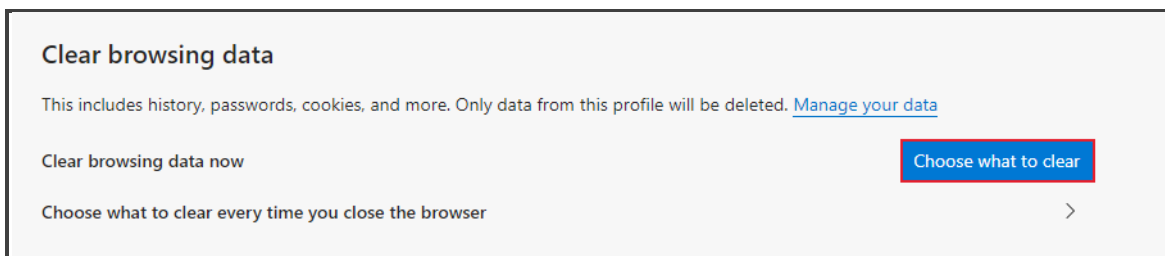
2. Select **Settings**.



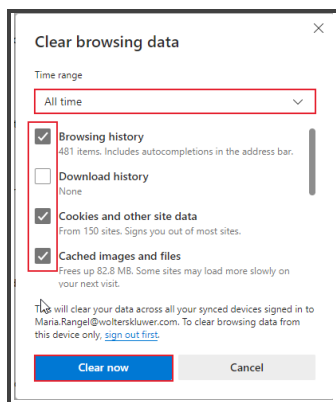
3. From the Settings page, click the **Privacy, search, and services** tab.



4. Scroll slightly to the Clear browsing data section and click **Choose what to clear**.



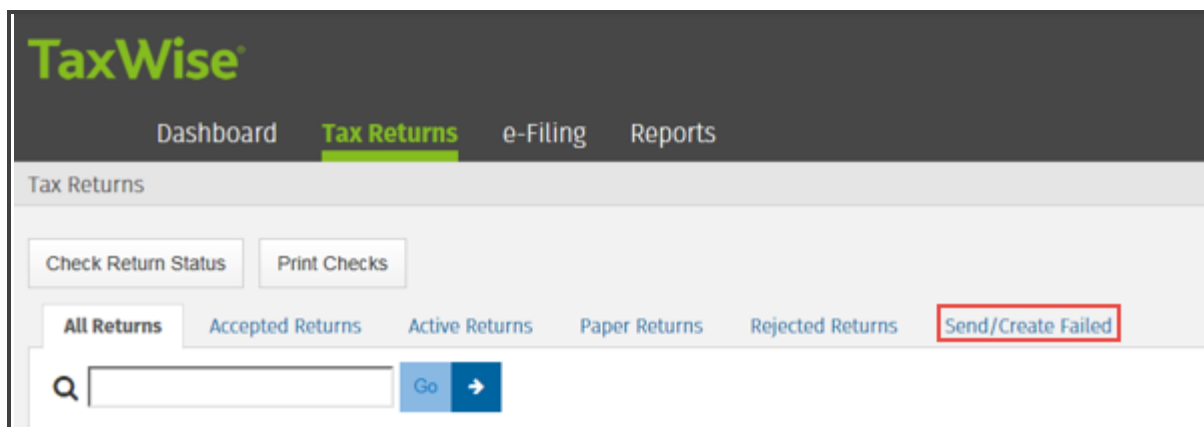
5. From the Clear browsing data dialog box, Choose **All time** in the Time Range drop-down list. Select the check boxes for **Browsing history**, **Cookies and other site data**, and **Cached images and files**. Click **Clear Data**.



6. Once all the files are deleted, close your browser, and then re-open TaxWise Online.

Send/Create Failed

If there is a disruption while transmitting returns, you receive a status of Send/Create Failed for the return(s) that did not go through. There is a Send Failed tab under the Tax Return tab to easily check for returns that did not get transmitted.



If returns are present check for things like special characters in fields, more than 30 characters in payer fields on W2s and 1099s then recreate the e-file and retransmit.