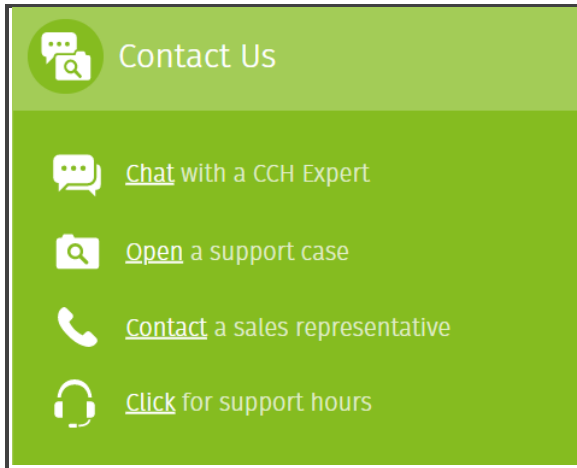


TaxWise® Online Learning Portal

Tax & Accounting

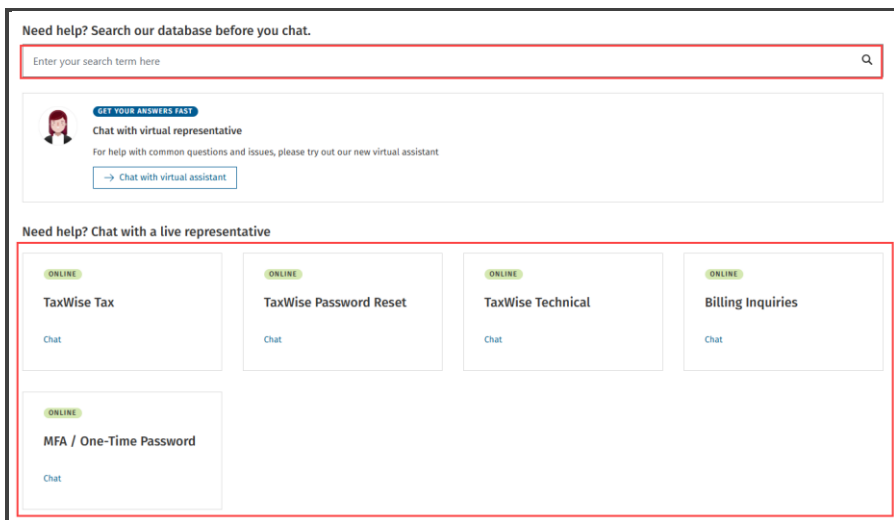
Contact Us

From the Contact Us box, you can chat with a representative, create a case for a Customer Support representative to resolve, contact a sales representative, or find the hours our Customer Support department is available.

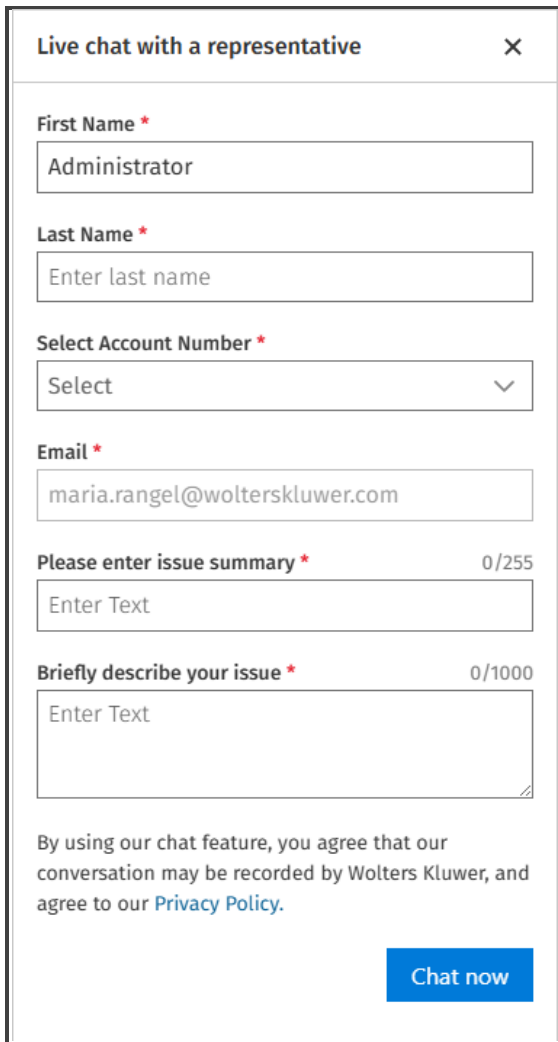


Chat with a CCH Expert

1. Click **Chat with a CCH Expert** to view options to Search the Knowledge Base before you chat, chat with a virtual representative or click the **Chat with a live representative** button for the product you would like assistance with.



- The TaxWise Solution Center displays a dialog box where you can enter your information and your question to begin the chat conversation.



Live chat with a representative ×

First Name *
Administrator

Last Name *
Enter last name

Select Account Number *
Select ▾

Email *
maria.rangel@wolterskluwer.com

Please enter issue summary * 0/255
Enter Text

Briefly describe your issue * 0/1000
Enter Text

By using our chat feature, you agree that our conversation may be recorded by Wolters Kluwer, and agree to our [Privacy Policy](#).


Chat now


- Click **Chat Now**.


Open a Support Case


- Click **Open a Support Case** to begin submitting a question for a support representative to review and then contact you at a specified time to resolve. If you have not already logged in, you will be prompted to do so at this time.
- From the available options, select which best describes your need. Options include Product or Technical Support, Billing & Accounts, Orders & Returns, and Interested in Product or Service.

Which of the following best describes your need?

 Product or Technical Support

 Billing & Accounts

 Orders & Returns

 Interested in a Product or Service

3. For the purpose of this lesson, I selected Product or Technical Support.
4. Displayed you will see the Open a case page. Here you are prompted to:
 - Select your product
 - Enter your account number
 - Select the type of help you need
 - Provide a brief Issue Summary
 - Provide additional detail description about the issue.
5. Once this information has been entered, click **Next**.

Home > Open a support case > Product or Technical Support

Open a case

Describe your issue Contact Details Case Created

Which of the following best describes your need? Product *

Product or Technical Support TaxWise Online

Account Number *

800284

I Need *

Help Using the Product

Technical Support (ex.: installation, configuration, printing)

Brief Issue Summary *

Unable to add form

Detailed Description *

I am having issues locating the input for the 1098T information.

Cancel Next →

6. TaxWise will display a list of links to knowledge base articles that may be helpful in resolving your issue. If none of the articles help answer your question, click **Yes, Create a case**.

Open a case

Describe your issue Suggested Solution Contact Details Case Created

Brief Issue Summary
Unable to add form

Here are the links that might be helpful:

- Where do I enter 1098-T information in TaxWise®?
- How do I enter Form 1098-T information in my TaxWise® Software?
- Taxwise was unable to find a form that matches your criteria
- Why am I not able to locate Form 1099-C for a 1040 return in TaxWise®?
- When adding forms in Taxwise the shortcut is not populating the form

Do you still want to create a new support case?

No, my issue is solved Yes, create a case →

7. Next, provide your contact information, so that we can contact you in regard to your issue. Once the information is complete, click **Open a case**.

Open a case

Describe your issue Contact Details Case Created

Brief Issue Summary
Unable to add form

First Name
Administrator

Last Name *
Rangel

Company / Organization Name *
Mar Financial Services

Phone Number *
US (201) 555-0123

Email Address
maria.rangel@wolterskluwer.com.sfstest

ZIP/Postal Code *
30165

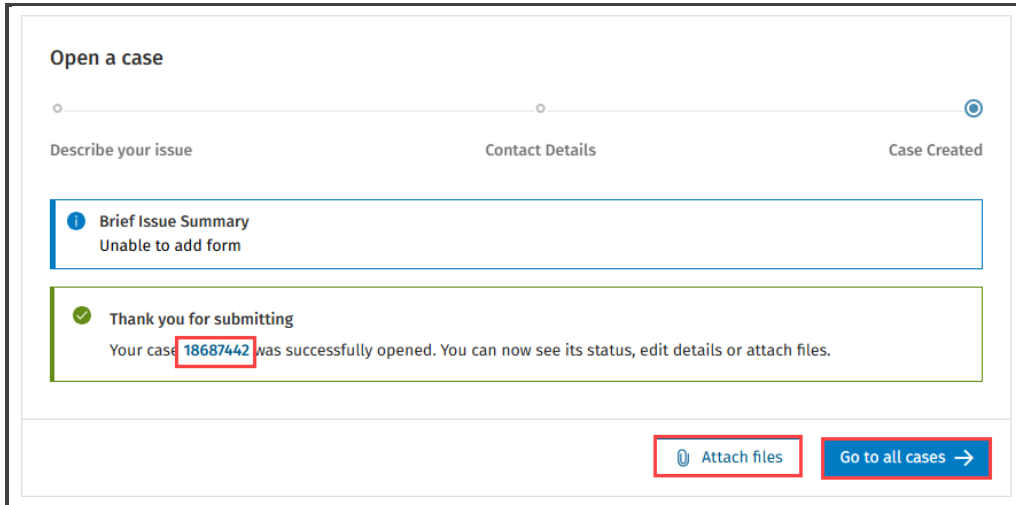
Alternate phone number

Alternate email

Best Time to Contact
After 2:30

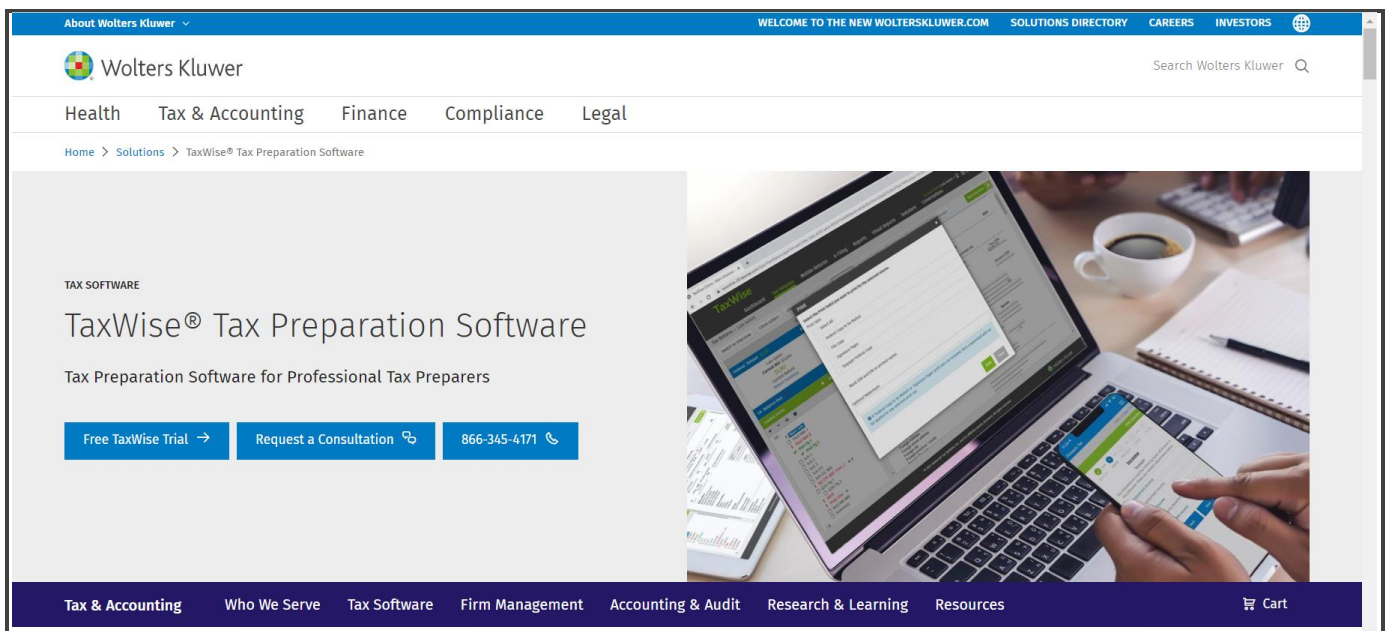
Cancel ← Previous Open a case

8. Displayed you will see a confirmation message that your case successfully opened. You can see its status, edits, its details, or attach files.



Contact a Sales Representative

9. Click the **Contact a sales representative** link to view the phone number where you can reach our sales department, as well as request a demo of a specific software, or register to attend a demo of a program and ask any questions you may have before making your purchase.



Click for Support Hours

1. Click the **Click for Support Hours** link to view the phone number, as well as charts indicating when phone and chat support is available during different times of year.

ATX™ and TaxWise®: Support Hours of Operation

[Send by e-mail](#) [Print](#) [Direct Link](#)

US Small Firms Tax and Accounting Services:
 This article shows the Support Hours of Operation for 2025

- Phone Numbers:
 - ATX: (800) 638-8291
 - TaxWise and TaxWise Online: (866) 641-9473

The tables below show the support availability schedule for the following products:

- ATX
- ATX Pay-Per-Return
- ATX 1040
- ATX MAX
- ATX Total Tax Office
- ATX Advantage
- ATX Payroll Compliance
- TaxWise
- TaxWise Online
- TaxWise Desktop
- CCH iFirm
- CCH iFirm Portal
- CCH iFirm Practice Manager
- Client Accounting Suite

Support Schedule				
Dates		Hours of Operation		
		Monday – Friday	Saturday	Sunday
January 1 – March 9*	Phone	8:00 a.m. – 7:00 p.m.	10:00 a.m. – 2:00 p.m.	Closed
	Chat		10:00 a.m. – 6:00 p.m.	