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## Individual income tax season begins January 29

Wisconsin DOR launches free WisTax e-filing system, joins IRS Free File program

MADISON – The individual income tax filing season begins on Monday, January 29, 2024, and the Wisconsin Department of Revenue (DOR) is ready to help taxpayers with their tax preparation and filing needs.

### What's new!



New this filing season is DOR's [WisTax electronic filing system](#), which is available for free to qualifying taxpayers who completed their federal Form 1040 or 1040-SR. WisTax replaces WI e-file, and plans are in the works to continue expanding this free tax filing service.

Wisconsin is also participating in the IRS Free File program for the first time. Qualifying taxpayers can use a certified Free File software provider to file their federal and Wisconsin returns for free.

Free tax preparation services are also available to qualifying taxpayers through the Volunteer Income Tax Assistance and Tax Counseling for the Elderly volunteer programs, which [DOR helps coordinate](#) with the IRS and participating agencies.

### Tax filing tips:

- Wait for your W-2s and all 1099 documents to ensure accuracy. If you file before you receive all this information, corrections can cause significant delays in receiving your refund. Preparing early allows more time to check work for mistakes before filing that may cause processing delays.
- Don't wait until the last minute; file as soon as you are confident you have all needed documents. Feel the satisfaction of completing this essential task and not having to worry about when to fit "doing taxes" into your busy schedule.
- Watch your mailbox because DOR may send you a letter requesting additional information. A quick response is the best way to avoid delays in processing.
- Peace of mind. Security is an important reason to file early. One method identity thieves use to steal money is to file a tax return in a victim's name and collect their refund. Filing early decreases a thief's window of opportunity.

### IP PIN security

Add an additional layer of security by registering for a [Wisconsin Identity Protection PIN](#) within DOR's My Tax Account (MTA) system. This number functions as a password for your tax return and protects you from thieves trying to steal your tax refund by filing taxes in your name. The Wisconsin IP PIN is specific to the individual requesting it, and once the PIN is registered it must be used on any 2021, 2022 and 2023 Wisconsin tax return or homestead credit claimed filed during the 2023 calendar year.

## Extended Call Center Hours

Similar to past years, DOR's Customer Service Call Center is extending hours to accommodate taxpayers' schedules during this busy time. Call Center tax specialists are available from 7:45 a.m. to 5 p.m. Monday through Thursday throughout January. We will also offer extended hours in April before the individual income tax filing deadline.

## Where's My Refund?

Where's my refund is likely the most frequently asked question DOR employees receive, and it's an important question worthy of a timely answer. DOR's [Where's My Refund tool](#) is the quickest way to get an answer to this question, as it gives taxpayers instant access to the same refund status information call center agents provide.

## MTA for individuals

Individuals can elevate their taxpayer experience by registering for an MTA [personal user account](#). With an MTA personal user account, individuals can manage their income tax and homestead credit accounts, make payments, view letters, and review balances and other account information.

## DOR website has the answers

Individual tax filers are encouraged to visit the DOR website's [Individuals page](#) where they will find the above-mentioned services in addition to the following resources, and so many others to use during the individual income tax filing season:

- Forms and instructions
- Answers to common questions
- Instructional videos
- Taxpayer assistance resources
- Tax credit and other program information
- Quick payment options

