

Pre-screener: all these messages are customizable

Intro text

- Thanks for accepting our invitation, before you start please answer this 2 min questionnaire to see if you qualify for this test.

Tax Professionals (Recruiting 8)

1. Are you a current tax professional that assists taxpayers with submitting taxes or works with taxpayers to resolve disputes with the IRS?
 - YES (qualified)
 - NO (unqualified)
2. Do you regularly read and share tax news and information online?
 - YES (qualified)
 - NO (unqualified)

Taxpayers (Recruiting 8)

1. Did you file a tax return for the tax year 2019?
 - YES (qualified)
 - NO (unqualified)
2. Have you ever had a dispute with the IRS regarding filing a tax return or getting a refund that you were able to resolve on your own?
 - YES (qualified)
 - NO (unqualified)
3. Have you ever had a dispute with the IRS regarding filing a tax return or getting a refund that you were not able to resolve on your own?
 - YES (qualified)
 - NO (unqualified)
4. How likely are you to use the internet to find information or answers to questions about taxes?
 - Very unlikely
 - Unlikely
 - Neither likely nor unlikely
 - Likely (qualified)
 - Very likely (qualified)

Qualified message

Now, you will be directed to the landing page for the online test. You will be recording an online session, so remember to speak your thoughts out loud at all times!

This research is being conducted on behalf of the Taxpayer Advocate Service (TAS), an independent organization within the IRS that advocates on behalf of taxpayers. Your feedback will be taken into consideration as we work to continuously improve our website experience.

We are looking forward to seeing your test results. Thank you for your participation!

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this user study is 1545-1349. Participation in this user study is voluntary, and we estimate the length of the session will be 60 minutes. If you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to:

*Internal Revenue Service
Special Services Section
SE:W:CAR:MP:T:M:S – Room 6129
1111 Constitution Ave. NW
Washington, DC 20224*

Disqualified message

We are sorry, but for this particular project, we are looking for a different user profile.

Please keep an eye out for more invitations from Userlytics, as the next project you receive may be a better match with your profile.