OLA Testing

Email Communications to Provide Meeting Link

Email Script (If they provided their email during the recruitment call)

Subject: Meeting Invite: Online Accounts Usability Study Interview Scheduled for [DATE AND TIME]

Dear [Taxpayer's Name],

I hope this email finds you well. My name is [Your Name] from Pacific Consulting Group. Thank you again for agreeing to share your feedback in the one-on-one interview using Microsoft Teams.

This is your reminder for the online one-on-one recorded interview you have scheduled on [DATE AND TIME].

Please click on the meeting invite below to join the meeting on your scheduled day/time:

[MEETING INVITE LINK]

To access the interview online, please ensure you have the following:

- A computer or laptop
- Internet Access

If you have any questions or have any difficulties accessing the link, please don't hesitate to give us a call at [phone number].

Thank you once again for your time and participation. We look forward to speaking with you during the interview. Please be sure to sign in 10 minutes early so we can help you get set up.

As a reminder, there are certain ground rules that we will follow throughout your session:

For the IRS to speak with the public, we are required to have approval from the Office of Management and Budget. Their approval number for this project is 1545-2290. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: IRS Special Services Section, 1111 Constitution Avenue, NW, SE:W:CAR:MP:T:M:S - Room 6129, Washington, DC 20224.

- *You understand that the information and recording is for research purposes. All the data the IRS collects will be kept private to the extent allowed by law., nor will it appear in any written reports or publications.*
- *Your participation is voluntary, and you don't have to answer every question.*
- *There are no right or wrong answers. If you have any areas of confusion, comments, or questions during our discussion today, please let me know.*
- *This session should last about 60 minutes.*

- *Lastly, you understand and consent to the use of the audio recording and screen sharing*.

Have a good rest of your day!

Best regards,

[NAME]

[SIGNATURE]