



You are a few simple steps away from completing your U.S. federal tax forms in an easy and efficient way! Your institution has licensed **GLACIER Tax Prep** (which replaces CINTAX) to assist you in this process. Following is some information to assist you in getting started.

What documents and information do I need to have available BEFORE I login to GLACIER Tax Prep?

- Passport;
- Visa/Immigration Status information, including Form DS-2019 (if J status) or Form I-20 (if F status);
- Social Security Number or Individual Taxpayer Identification Number (if you have been assigned one);
- U.S. Entry and Exit Dates for current and all past visits to the U.S.; and
- Forms W-2, 1042-S and/or 1099 (if you received any).

How do I access GLACIER Tax Prep? You can access **GLACIER Tax Prep** from any computer with internet access from anywhere in the world! Simply go to www.glaciertax.com.

- **IF you used CINTAX last year**, simply enter your UserID and Password. If you do not remember your UserID and Password, select "Forgot Login" to receive an email with a link to reset your login information. The email will be sent instantly. If you do not receive it, please be sure to check your spam filter. Once you have successfully logged into **GLACIER Tax Prep**, you will be prompted to enter the one-time use Access Code assigned to you by your **GLACIER Tax Prep** Primary Contact. You **must** have a new Access Code for this new tax year.
- **IF you did not use CINTAX last year and this is your FIRST time logging into GLACIER Tax Prep this year**, select "Create New Account." You will then be prompted to enter the one-time use Access Code assigned to you by your **GLACIER Tax Prep** Primary Contact. Create your **GLACIER Tax Prep** User Account by selecting a Password and UserID. Be sure to remember your Password and UserID as you will use them to access **GLACIER Tax Prep** if you need to login again.
- If you need to modify or reprint your tax return, simply access **GLACIER Tax Prep** at www.glaciertax.com, using the Password and UserID you selected at the time you created your **GLACIER Tax Prep** User Account;. **Do not create a new account**. To ensure that your information remains private and secure, **DO NOT** share your Password or UserID with anyone. Please use a valid and current email address. If you forget your Password and UserID, it can only be retrieved by you via an email to the email address in your **GLACIER Tax Prep** User Account. We do not sell or share your email address or any of your information with any third party.

What if I have trouble logging in? If you experience any issues while trying to set up your **GLACIER Tax Prep** User Account or login again, please select "Having Trouble Logging In" for assistance.

For how long is my GLACIER Tax Prep User Account accessible to me? You may use the one-time use Access Code only initially to set up your **GLACIER Tax Prep** User Account. Each time you return to **GLACIER Tax Prep**, you will use the Password and UserID you selected when you initially established your **GLACIER Tax Prep** User Account. In subsequent tax years, you may again access to your **GLACIER Tax Prep** User Account to retrieve a copy of past tax returns and to enter the new tax year's information. **Please note that for each new tax year, you must obtain a new Access Code to reactivate your GLACIER Tax Prep User Account if you wish to complete a tax return for the new year.** A new Access Code may be obtained from your institution (if it has purchased a **GLACIER Tax Prep** Group Use License) or directly from **GLACIER Tax Prep** by purchasing an Individual License.

How can I get help? If you have questions about your assigned *Access Code*, contact your **GLACIER Tax Prep** Primary Contact. If you need assistance with **GLACIER Tax Prep**, from the main menu, select FAQ or HELP from any screen to find an answer to your question or send an email to the **GLACIER Tax Prep** Support Center at support@glaciertax.com. **All support questions are handled via email. No phone calls regarding GLACIER Tax Prep Support are accepted.**

We hope you find GLACIER Tax Prep simple to use and easy to understand!