

2021 GOSYSTEM TAX SUPPORT INFORMATION

SUPPORT NUMBERS

Main Numbers

Dial 1-800-968-0600 to reach the Support Center.

Phone Extensions

The extensions for service and support are listed below. They are listed with delineating dashes because each number routes you to a different support area.

SUPPORT NUMBERS

EXTENSION	AREA
1	Technical or Product Support: software questions including data entry, processing procedures, system configurations, installation and setup, or conversion.
2	Customer Service: software renewals, billing statements, support contracts, product licensing, orders, shipments and/or your account
#	Return to the main menu

GOSYSTEM TAX SUPPORT

PRODUCT	DIAL
GoSystem Tax Applications	1 - 2
1040 Individual, including MyTaxInfo	1 - 2 - 1

PRODUCT	DIAL
1120 Business	1 - 2 - 2
Insurance Returns	1 - 2 - 2 - 1
Other 1120 Returns	1 - 2 - 2 - 2
1065 Partnership	1 - 2 - 3
1041 Estates and Trusts	1 - 2 - 4
990 Nonprofit 5500 Benefit Plans 706 Estate Tax 709 Gift Tax	1 - 2 - 5
Free Requests and System Integration	1 - 2 - 6

CUSTOMER SERVICE

PRODUCT	DIAL
Renewing Your Software/Contracts, Questions about Your Billing Statement or Account	2
All GoSystem Tax RS Customer Service, including Locator Transfers and GoFileRoom	2 - 2

2021 SUPPORT HOURS OF OPERATION

All hours listed are Eastern Time.

Tax Support and Systems Support

WEEKDAYS

DAYS	HOURS
January 4 - January 29	8:30 a.m. - 8:00 p.m.
February 1 - March 5	8:30 a.m. - 9:00 p.m.
March 8 - March 12	8:00 a.m. - 10:00 p.m.
March 16 - April 2	8:30 a.m. - 9:00 p.m.
April 5 - April 14	8:00 a.m. - 10:00 p.m.
April 16 - September 3	9:00 a.m. - 8:00 p.m.
September 7 - September 14	8:30 a.m. - 9:00 p.m.
September 16 - October 1	8:30 a.m. - 8:00 p.m.
October 4 - October 14	8:30 a.m. - 10:00 p.m.
October 18 - December 30	9:00 a.m. - 8:00 p.m.



Our hours are 9:00 a.m. - 6:00 p.m. on January 18.

Our hours are 8:00 a.m. - 12:00 a.m. on March 15, April 15, September 15, and October 15.

SATURDAYS

DAYS	HOURS
February 6 - March 6	9:00 a.m. - 5:00 p.m.
March 13	9:00 a.m. - 8:00 p.m.
March 20 - April 3	9:00 a.m. - 5:00 p.m.
April 10	9:00 a.m. - 8:00 p.m.
September 4 - September 11	9:00 a.m. - 5:00 p.m.
September 25 (Chat Only)	10:00 a.m. - 4:00 p.m.
October 2	9:00 a.m. - 5:00 p.m.
October 9	9:00 a.m. - 6:00 p.m.

SUNDAYS

DAYS	HOURS
March 7	11:00 a.m. - 5:00 p.m.
March 14	9:00 a.m. - 6:00 p.m.
March 21 - March 28	11:00 a.m. - 5:00 p.m.
April 11	10:00 a.m. - 6:00 p.m.
September 12	10:00 a.m. - 5:00 p.m.
October 10	10:00 a.m. - 6:00 p.m.

Early Closings and Holidays

EARLY CLOSINGS

DAYS	CLOSING AT...
January 18	6:00 p.m.
May 28	5:00 p.m.
November 24	5:00 p.m.
December 23	5:00 p.m.
December 31	5:00 p.m.

HOLIDAYS - SUPPORT CLOSED

DAYS	CLOSED ON...
January 1	New Year's Day
May 31	Memorial Day
July 2	Department Holiday
July 5	Company Holiday (Independence Day)
September 6	Labor Day
October 25	Company Holiday
November 25	Thanksgiving Day
November 26	Day after Thanksgiving
December 24	Christmas Eve



We are open for Martin Luther King Day (January 18) and Presidents Day (February 15).

Customer Support

WEEKDAYS

DAYS	HOURS
January 4 - January 29	9:00 a.m. - 7:00 p.m.
February 1 - May 27	9:00 a.m. - 6:00 p.m.
June 1 - June 15	9:00 a.m. - 7:00 p.m.
June 16 - November 19	9:00 a.m. - 6:00 p.m.
November 22 - December 30	9:00 a.m. - 7:00 p.m.



Our hours are 9:00 a.m. - 6:00 p.m. on January 18.

Our hours are 8:00 a.m. - 10:00 p.m. on March 15, April 15, September 15, and October 15.

Early Closings and Holidays

The hours for early closings and holidays are the same as for Tax/Technical Support.

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