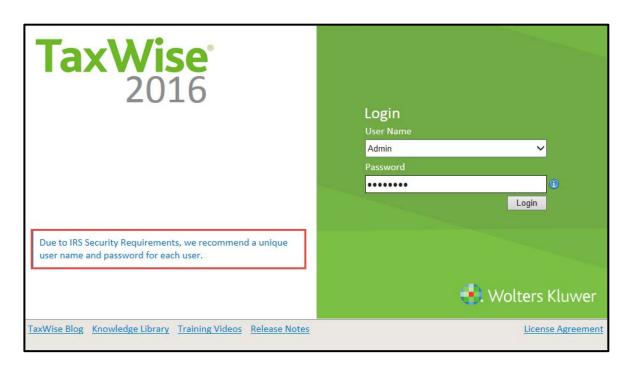# IRS Security Requirements

Due to an increasing need for security, the IRS developed a new set of requirements for tax software providers and tax preparers. To assist you in meeting these requirements, TaxWise has implemented several features to keep your data secure.

User Names and Passwords

TaxWise 2016 requires all users to have unique user names and passwords. The requirements for these passwords are:

- 8-20 characters
- At least 1 upper case letter
- At least 1 lower case letter
- At least 1 number
- At least 1 special character/punctuation

ℹ️ These passwords expire every 90 days.

Forgotten Passwords

If a user forgets his/her password, the account is automatically locked after 5 failed attempts. The admin user can reset other user passwords, but you must log in to the TaxWise Solution Center and request a temporary password.
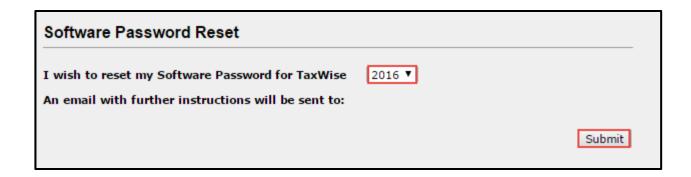
To do this:

1. Log in to the TaxWise Solution Center with your user name, Client ID and password.

2. Click the **My Information** tab.

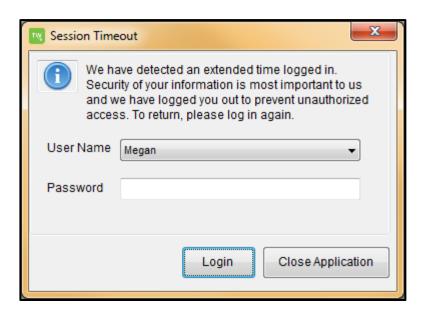3. Click the **Software Password Reset** link on the left side of the page.

4. From the drop-down list, select **2016**, and click the **Submit** button.

Software Password Reset

I wish to reset my Software Password for TaxWise   2016 ▼

An email with further instructions will be sent to:

Submit

5. An email will be sent to the email address on file with further instructions to unlock the account.

Inactivity Timers

To ensure only the authorized user is able to access taxpayer data, users must re-enter login and password credentials after 30 minutes of inactivity.

Session Timeout

ℹ We have detected an extended time logged in. Security of your information is most important to us and we have logged you out to prevent unauthorized access. To return, please log in again.

User Name   Megan ▼

Password

Login   Close Application

ℹ After 24 hours, regardless of activity, TaxWise requires login credentials to continue working.

Additional Resources
- ℹ IRS Publication 4557: Safeguarding Taxpayer Data
- ℹ Protect Your Clients, Protect Yourself