

## Before installing TurboTax

- Ensure your system has the minimum system requirements:
    - Mac operating system (OS) of 8.6 - 9.x or Mac OS X (10.1 or greater)
    - 70 MB of available hard disk space
    - 32 MB of RAM
    - 28.8 Kbps or faster modem, or direct Internet connection (required to use online features)
  - You will need to use either a Macintosh compatible laser or inkjet printer to print your return.
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## Installing the TurboTax program

- 1 Close all open programs, then put the TurboTax CD into your CD-ROM drive.
  - 2 Follow the on-screen instructions to install the program.
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## Troubleshooting techniques

- Can I use a different installation folder?

To change the default installation folder during the installation process, click the **Select Folder** button, then select the folder you want to use. Do not install your current TurboTax program in a previous year's TurboTax folder!

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## Getting Help

### Service and Support

Free, Internet-based help is available at <http://www.turbotaxsupport.com>. This Web site provides real-time service and support through FAQs and an Internet chat that is available during tax season 24 hours a day, seven days a week.

To speak to a TurboTax representative, visit <http://www.turbotaxsupport.com> and click **Go to phone**.

### Tax and Program Help

To get help with tax-related questions, click **Need Help?** from within the TurboTax program, then select **Tax Help**. The Tax Help menu provides a variety of help options.

**Frequently Asked Questions** provide answers to the most common tax and program questions. Throughout the EasyStep Interview, the Frequently Asked Questions provide you with tax tips and other useful information about the tax topic you're currently working on.

The **Talk to a Tax Advisor** service offers live, one-on-one help from an Intuit tax professional. Click this link at any time during your EasyStep Interview.

In the event of an audit, you can have a tax professional represent you. To access the **Audit Defense** service, follow the steps in your TurboTax program under the Filing section.

### Sales & Returns

**SALES:** Visit the on-line Intuit shop at: <http://www.shop.intuit.com>

**RETURNS:** Intuit, Inc., Returns Department, PO Box 190004, Greenville, SC 29390-9004