Smart Phone App
Frequently Asked Questions (and Answers)

Q. Is the app available for iPhone? Android? Windows Phone? Blackberry?
A. At present, the app is available only for the iPhone and Android.

Q. Can I use my personal phone?
A. That is a question for your employer. The app is free and using it does not store any information on the phone.

Q. Can I send a photo from my photo gallery into the app?
A. No. The app requires you take the photo from within the app, so no data is stored on your phone.

Q. Can I submit all missing information via the app?
A. Yes.
.
Q. Is the app secure?
A. Yes. The app requires capture of the information from within itself, so no data is stored on your phone. The data is received at the TaxBreak Credit Processing Data Center and is filed under our security protocols.

Q. What does the app cost?
A. It is FREE!

Q. Can I use the app to screen employees?
A. Not at this time.

Q. Can I use the app to send in a photo the signed TCQ and 8850?
A. No. If these documents are not E-Signed, either a copy of the originals, signed can be emailed to your CRM or the originals with a "wet" signature must be mailed to: Tax Credit Processing Center, P.O. Box 8427, Gadsden, AL 35902 . (Note: if you email TaxBreak a copy, you must maintain the originals.)

Q. I have two locations do I need two logins?
A. No. Your login can be associated with multiple locations.

Q. I don't know my login and/or password. How do I get this information?
A. If you log into our client portal, the app login is the same as your portal login. If you don't log into the client portal, please contact your CRM to get a login for the app.

Q. How up-to-date is the app?
A. The app updates in real-time. As our staff work the pre-qualified employees, requests for missing information are added to the system. Refreshing your app screen, will display any missing information added to the system since the last refresh. The app is the fastest way to see a request for missing information and contains up-to-the-minute accuracy.