# What to do if you have questions regarding your SETC status



## How to get SETC support from Self Employed Credits or the IRS

### 1 Go to https://app.selfemployedcredits.com/login

**A** Go to your **SEC customer portal** and log in using the email on file from your SETC application. Once you enter your email and fill in the captcha code, click the blue "Send me a link" button.

**B** Please check the email you received and either click the blue "Login" button to automatically login or copy and paste the code into your browser's "Login Code" box.
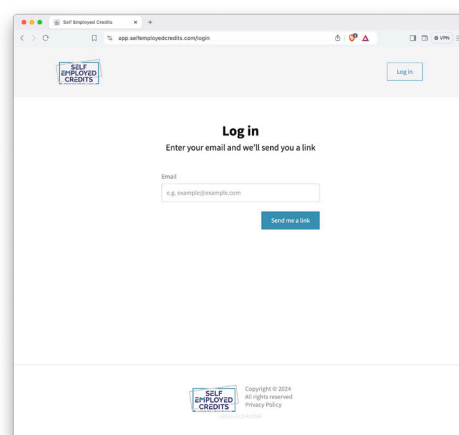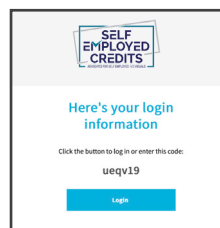


### 2 Customer support

**SETC Status:** Once logged in, you have the power to see the details of your application. Available details include the following:

1) Individual info
   [including credit amount]
2) USPS tracking numbers
3) Credit progress
4) Activity log
5) Support tickets
6) Return and customer tracking updates
   [including links to view on IRS and USPS websites]



### 3 Submit support ticket

As an SEC customer, you can submit a support ticket through your SEC Customer Portal. Self Employed Credits (SEC) will contact you about your support ticket within two business days. This is the best method of contact.