



Global Intranet Forum – October 25 & 26, 2017
Karen Downs, Intranet Program Manager

H&R BLOCK



TOP APPS | **TOP DOCS**

- Aim High Every Day
- Block Academy
- Block Stars
- Client Experience Survey
- Coupa
- Email - Outlook Online
- Expense Reports - Certify
- FAMS
- FIN / IMR
- HR Self Service
- Kronos
- Service-Now
- Travel Arrangements
- View Paycheck

[All Applications](#)

NEWS 0 [View All News](#)

CEO PERSPECTIVE ON IRS SECURITY SUMMIT
 Jeff Jones attended his first event this week and shared his thoughts on this important partnership to help protect taxpayers.... [Read More](#)

ALERT: PSIDS FOR NEW HIRES WILL BE SEVEN DIGITS
 We've run out of six-digit People Soft IDs (PSIDs) for new associates which means a change coming this weekend.... [Read More](#)

TAX OFFICE TOUCHPOINT -- LATE OCTOBER EDITION NOW AVAILABLE FOR DGMS
 Follow instructions on Page 1 of the late October edition of Tax Office Touchpoint to create and distribute the message to your offboarded associates by Thursday, Oct. 26.... [Read More](#)

PTIN -- IRS OPENS REGISTRATION/RENEWAL FOR 2018 (SAS, BA)
 By Nov. 30, register for or renew your PTIN and submit it for uploading to PeopleSoft.... [Read More](#)

CONTINUING EDUCATION -- TAX UPDATE LAUNCHES OCT. 27 (SAS/BA)
 If you choose to meet your 3 hours of tax update CE through H&R Block, find and complete the Tax Update (2018 Filing Season) starting Oct 27.... [Read More](#)

PTIN -- IRS OPENS REGISTRATION/RENEWAL FOR 2018 (FR)
 Register for or renew your PTIN at the IRS PTIN Site.... [Read More](#)

CONTINUING EDUCATION -- TAX UPDATE LAUNCHES OCT 27 (FR)
 The course qualifies for 3 CE hours. ... [Read More](#)

[View All News](#)

ALERTS 0 [View All Alerts](#)

Posted on 10/20/17

Block Academy - Certification Errors for Tax Specialists, Senior Tax Specialists

Posted on 10/16/17

BlockWorks -- Direct Debit Screen Issues for State Interviews

Posted on 10/10/17

e-Services Phishing Scam -- Do Not "Sign" New e-Services User Agreement

Posted on 10/09/17

Business Card Ordering Down

e-Services -- IRS Online Application Down

[View All Alerts](#)

NEW & NOTEWORTHY

New Page 09/29/17
New "BlockWorks SiteMap" Index Now Available

Page Update 09/25/17
Remember to Donate to United Way Today

Page Update 09/24/17
How to View My Transcript in Block Academy

[View More](#)

TOP WEBSITES

- [H&R Block](#)
- [H&R Block Newsroom](#)
- [IRS](#)
- [Tax Research Center](#)
- [H&R Block Company Store](#)
- [TheTaxBook WebLibrary](#)
- [Block Talk Blog](#)
- [The Community](#)

[View All Websites](#)

TOP LINKS

- [Office 365](#)
- [Chopping Block Menu](#)
- [Retail Operations Support Toolkit](#)
- [Pay Information & Forms](#)
- [People Center](#)

BLOCKWORKS

Helpful Links

- [BlockWorks User Community](#)
- [BlockWorks Sitemap](#)

BW16 Known Issues Updates

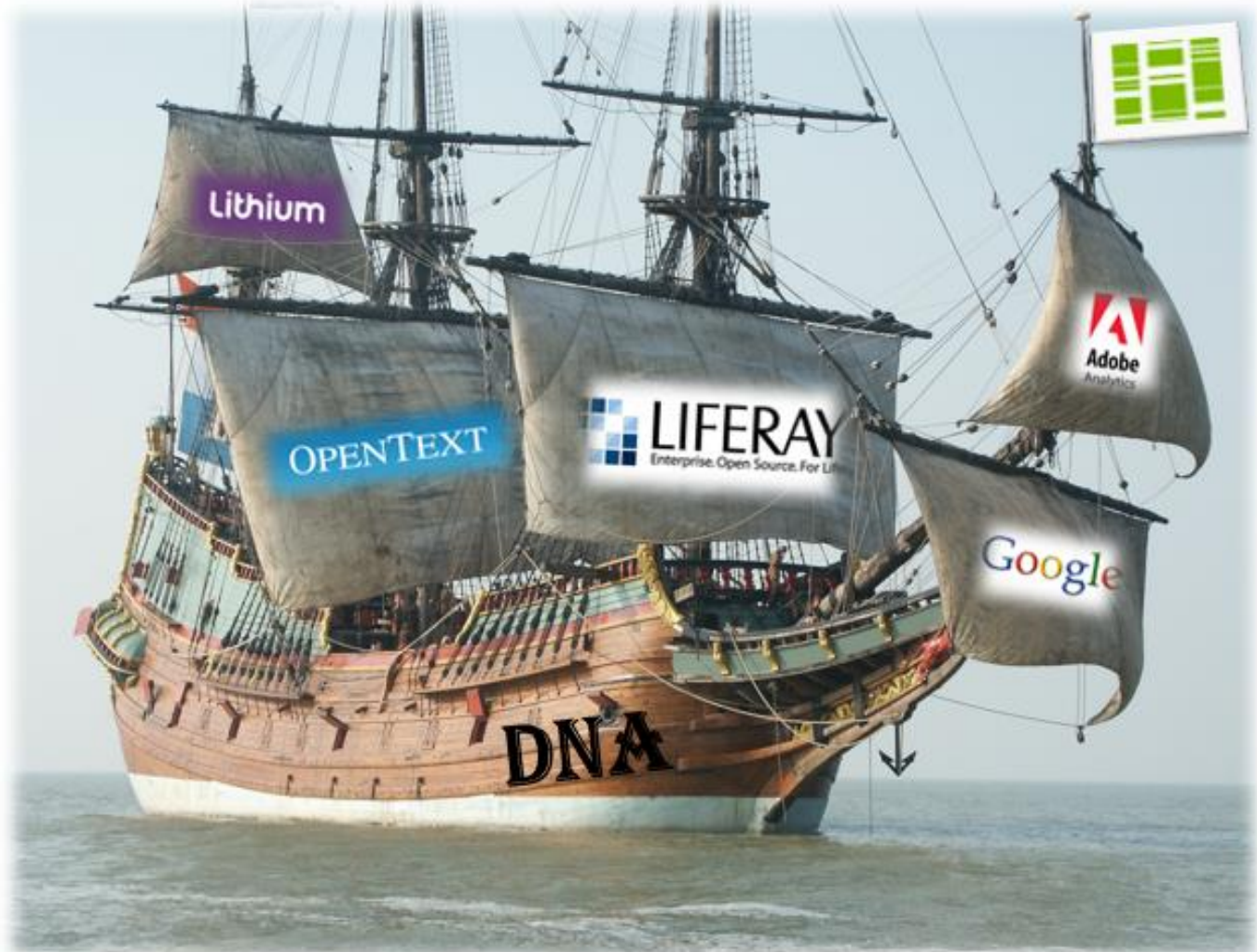
- Oct 9: SC
- May 5: ID, MI, MT, RI
- Apr 27: CO, MD

[View All Known Issues](#)

GET TO KNOW JEFF JONES

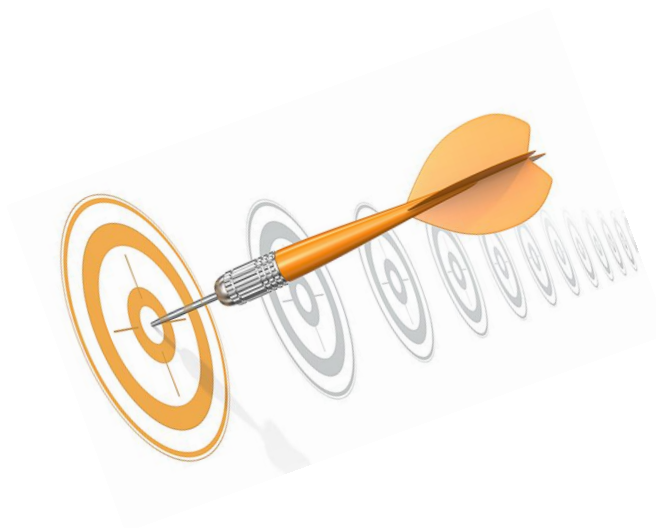
[View More](#)

Intranet Program Platforms



An Intranet Case Study

*How we use measurement to help
Tax Pros get what they need*



About Us...

Within the H&R Block Brand, taxpayers have access to more than 70,000 tax professionals

- Highly skilled associates and franchisors, many of whom work seasonal schedules -- just 4 months out of the year
- Many are highly educated with professional designations – CPAs, Tax Attorneys, Enrolled Agents
- Others are in their “second-career” after an early retirement
- 15 hours of continuing education required annually for all
- ***Majority return every year***

FRI, SEP 30, 2016 01:08 PM NYSE HRB 23.04 +0.39 H&R BLOCK

DNA | Documents, News & Applications

Find people, information, tools and documents

Welcome back, Karen Downs **Tools & Libraries**
 MY ACCOUNT | SIGN OUT APPLICATIONS DOCUMENTS WEBSITES PEOPLE DIRECTORY

WORKSPACE BUSINESS PRIORITIES CAREER & DEVELOPMENT BLOCK INFORMATION DEPARTMENTS COMMUNITIES

SEARCH Results for ITIN

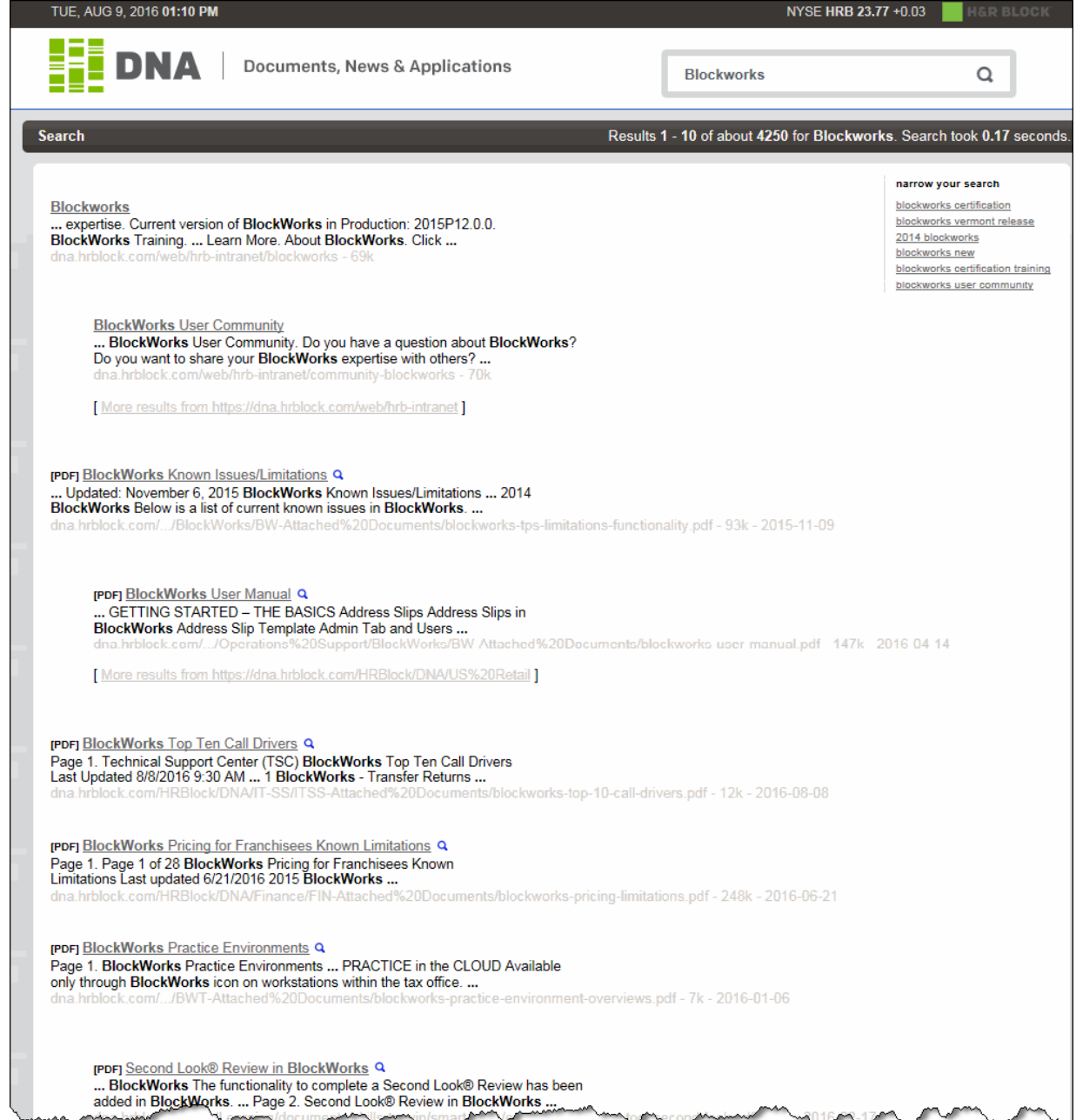
Viewing 1-10 of 1010 results for "ITIN"

Type	Title	Last Updated
	Individual Taxpayer Identification Number (ITIN) ... ITIN. Recent ITIN Tax Law Changes (Important Information for Client Appointments). ... Links to ITIN and CAA DNA pages. ... https://dna.hrblock.com/web/hrb-intranet/itin	09/21/2016
	ITIN Renewal Begins Oct. 1 – Resources Available ... ITIN Renewal Begins Oct. ... Visit the Individual Taxpayer Identification Number (ITIN) Resources DNA page for support resources. ... https://dna.hrblock.com/web/hrb-intranet/news-article?id=AAAAACKZDFY0Q7_66BLD5L_ITIN4SCNR	09/28/2016
	Preseason ITIN Renewal Process Does Not Require a Tax Form W-7 (COA) Optional Any Tax Pro Mail ITIN Renewal Packet ... (COA) Optional Any Tax Pro Tax return Any Tax Pro Mail ITIN Renewal Packet ...	09/27/2016

81% agree:

“I can find the information I need on DNA”

Out of the Box, GSA looks something like this...



TUE, AUG 9, 2016 01:10 PM NYSE HRB 23.77 +0.03 H&R BLOCK

DNA | Documents, News & Applications


Blockworks


Search Results 1 - 10 of about 4250 for Blockworks. Search took 0.17 seconds.

Blockworks
... expertise. Current version of **BlockWorks** in Production: 2015P12.0.0.
BlockWorks Training. ... Learn More. About **BlockWorks**. Click ...
dna.hrblock.com/web/hrb-intranet/blockworks - 69k


BlockWorks User Community
... **BlockWorks** User Community. Do you have a question about **BlockWorks**?
Do you want to share your **BlockWorks** expertise with others? ...
dna.hrblock.com/web/hrb-intranet/community-blockworks - 70k


[More results from https://dna.hrblock.com/web/hrb-intranet]


[PDF] **BlockWorks Known Issues/Limitations** 
... Updated: November 6, 2015 **BlockWorks** Known Issues/Limitations ... 2014
BlockWorks Below is a list of current known issues in **BlockWorks**. ...
dna.hrblock.com/.../BlockWorks/BW-Attached%20Documents/blockworks-tps-limitations-functionality.pdf - 93k - 2015-11-09


[PDF] **BlockWorks User Manual** 
... GETTING STARTED – THE BASICS Address Slips Address Slips in
BlockWorks Address Slip Template Admin Tab and Users ...
dna.hrblock.com/.../Operations%20Support/BlockWorks/BW-Attached%20Documents/blockworks-user-manual.pdf 147k 2016 04 14

[More results from https://dna.hrblock.com/HRBlock/DNA/US%20Retail]

[PDF] **BlockWorks Top Ten Call Drivers** 
Page 1. Technical Support Center (TSC) **BlockWorks** Top Ten Call Drivers
Last Updated 8/8/2016 9:30 AM ... 1 **BlockWorks** - Transfer Returns ...
dna.hrblock.com/HRBlock/DNA/IT-SSI/TSS-Attached%20Documents/blockworks-top-10-call-drivers.pdf - 12k - 2016-08-08

[PDF] **BlockWorks Pricing for Franchisees Known Limitations** 
Page 1. Page 1 of 28 **BlockWorks** Pricing for Franchisees Known
Limitations Last updated 6/21/2016 2015 **BlockWorks** ...
dna.hrblock.com/HRBlock/DNA/Finance/FIN-Attached%20Documents/blockworks-pricing-limitations.pdf - 248k - 2016-06-21

[PDF] **BlockWorks Practice Environments** 
Page 1. **BlockWorks** Practice Environments ... PRACTICE in the CLOUD Available
only through **BlockWorks** icon on workstations within the tax office. ...
dna.hrblock.com/.../BWT-Attached%20Documents/blockworks-practice-environment-overviews.pdf - 7k - 2016-01-06




[PDF] **Second Look® Review in BlockWorks** 
... **BlockWorks** The functionality to complete a Second Look® Review has been
added in **BlockWorks**. ... Page 2. Second Look® Review in **BlockWorks** ...

Our Search Implementation:

SEARCH Results for

ALL
 DOCUMENTS
 NEWS
 APPLICATIONS
 PAGES
 BLOCKWORKS

Viewing 1-10 of 716 results for "Employer Solutions" 1 2 3 4 5 6 7 8 9 10 ►►

Type	Title	Last Updated
	<div style="border: 1px solid blue; border-radius: 15px; padding: 2px 5px; display: inline-block;">Key Match - administratively "forced" link to external applications</div> ★ RECOMMENDED National Employer Solutions https://dna.hrblock.com/web/hrb-intranet/employer-solutions	
	Employer Solutions -- TS18 DNA Submittal Now Live (SaS) ... directly with your employers as outlined in the actions below. District General Mar Actions: Use the Employer Solutions DNA Submittal to	05/19/2017
	EINLOOKUP EINLOOKUP. A, B, C, D, E, F, G, H, I, J, K, L, M. 1, Employer Solutions EIN Lookup File, 2, Updated May, 2017, 3, 4, COLUMN DEFINITIONS ON NEXT ... https://dna.hrblock.com/HRBlock/DNA/Marketing/M-Attached%20Documents/employer-solutions-ein-lookup-file.xls	05/15/2017

1 2 3 4 5 6 7 8 9 10 ►►

Associates can submit specific feedback when they cannot find something

Can't find what you're looking for? Send us your [Search Feedback](#)

And yet, we still hear this in the halls:

***I can't find
anything on DNA!***

Specific Feedback Request

Critical for prioritizing change:

- *What did you try?*
- *What can't you find?*

Helps you determine:

- *Why couldn't they find it?*

DNA Search Feedback


*First Name:


*Last Name:


*Email:

Personal Email:

*Job Title:

*What were you looking for?: 

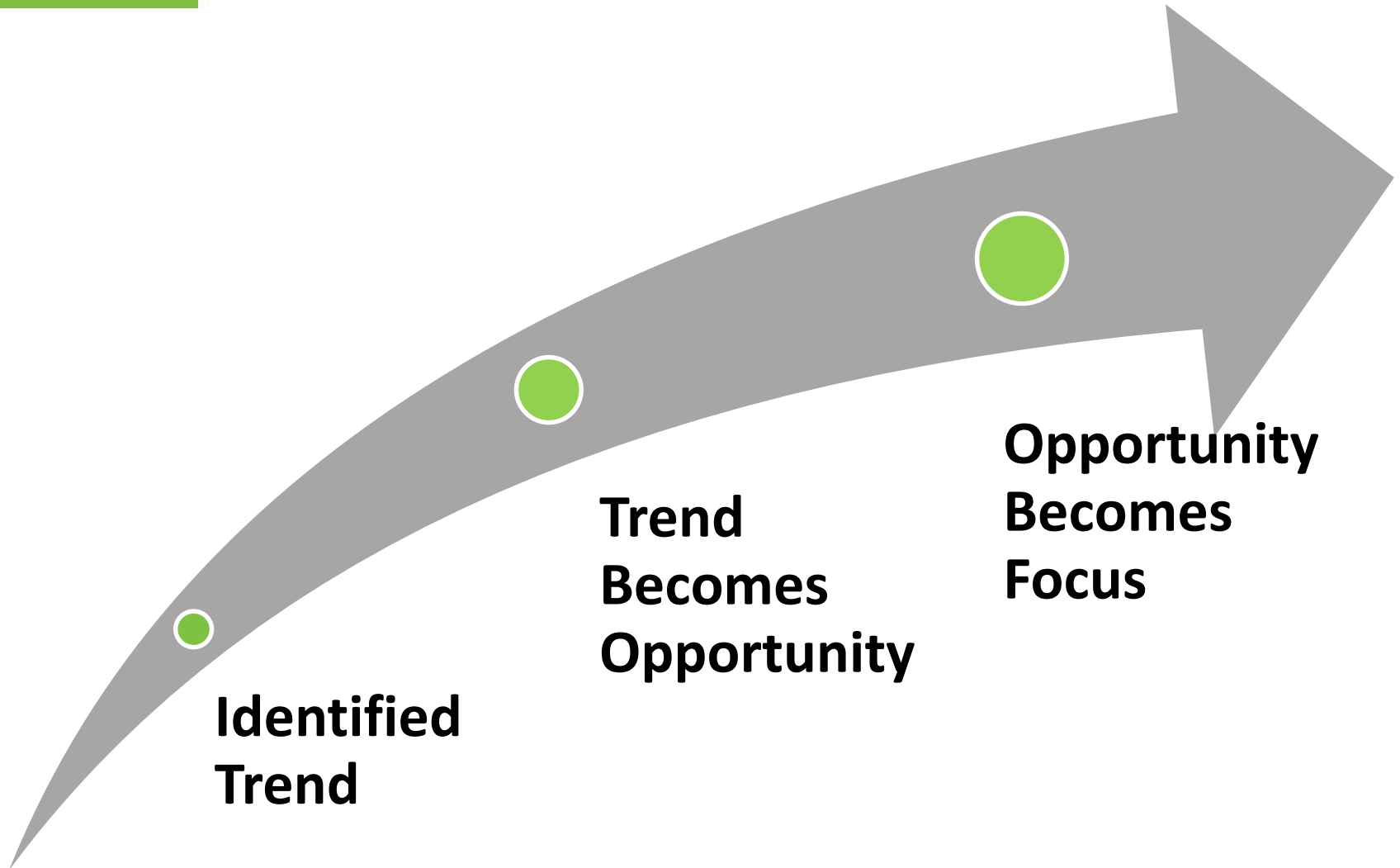
*What search terms or phrases did you try?:
(Up to 100 Characters) 

*What were you expecting to find?:
(Up to 250 Characters) 

40% of the root cause for Search Feedback in Tax Season 2016 was related to a single topic.

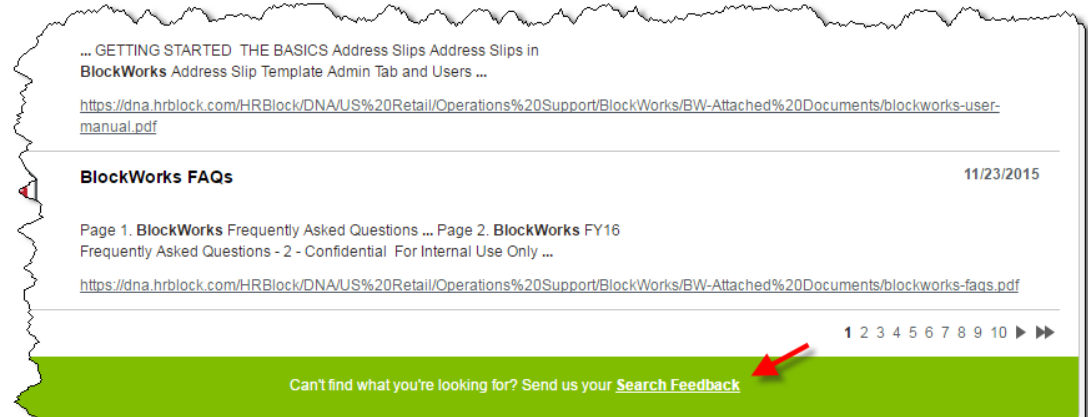
I can't find BlockWorks Information on DNA!

This is where my story begins...



DNA Search Feedback

- *“I’m looking for information on how to scan form 8453 PE into Blockworks.”*
- *“I need step by step instructions on how to amend a 1040 return in BlockWorks as well as a 1041, 1065, 1120, and 1120S cuz it isn't exactly like last year.”*
- *“I’m trying to find the smart tool for 2015 Blockworks 1040X Amended Return.”*



More than Just a Usability Issue...

Associate Frustration

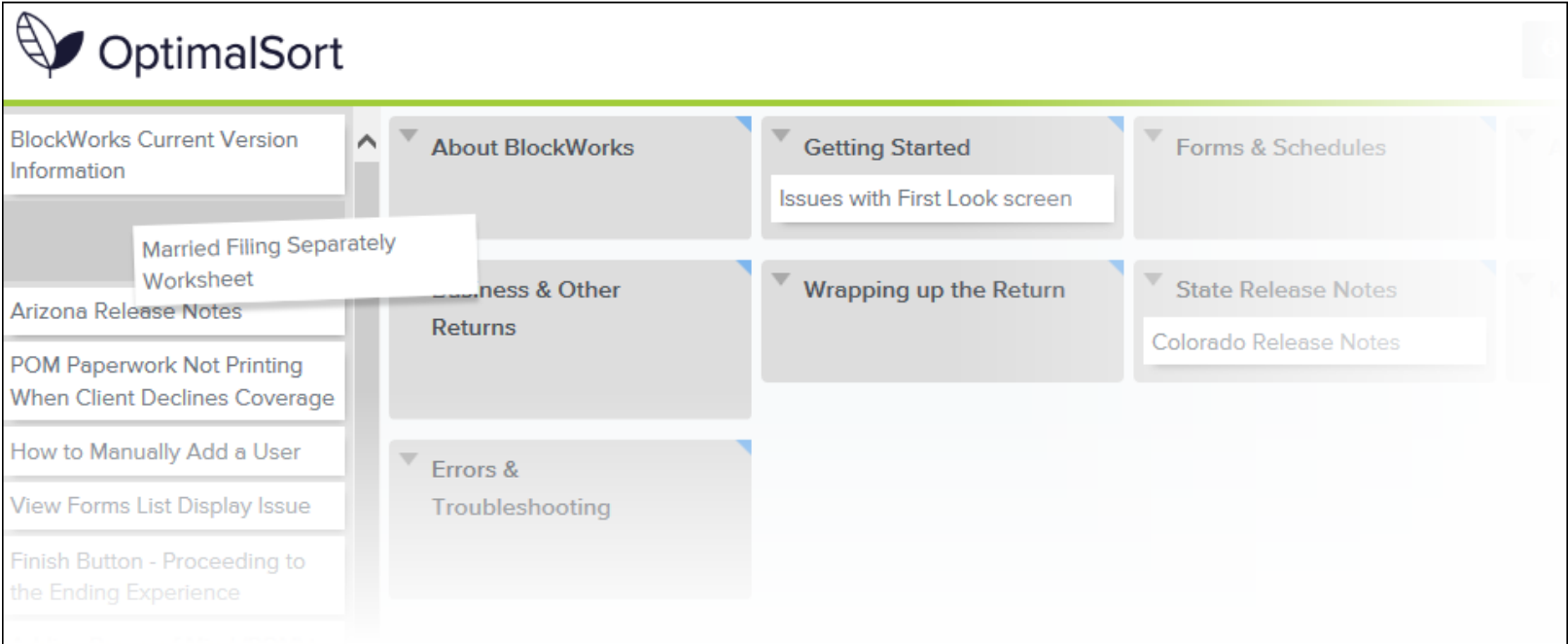
Technical Support Call Driver

- Jan-April: 240k
- May – Dec: 25k
- Of the calls in season (240k) around 43% were regulatory/return-entry driven contacts (the other 57% were technical in nature).

Shared Knowledge Base Problematic

Research

Tax Professionals told us how it should look...



Focus on Alignment

- Staffing Challenges
- Technology Challenges
- Season Readiness Priorities



Leading Indicators...

45% reduction in the number of articles

- High-value content in DNA for the largest user base.

311 page templates created in OpenText

- About half of our tax office associates are “Primary Navigators”
- Includes 257 articles plus 54 “navigation” pages

257 articles migrated in one week

- Limited “pardon our dust” time to less than 2 weeks.

3 BlockWorks Pages in the DNA top 30 during 1st week after launch.

- Case Studies #8
- BlockWorks Main #20
- Practice Navigating #31

Some Early Feedback...

“ Best thing ever.... keep it for ever... No more wasting time trying to get to some office way across town. Great for people who have full time jobs and are not able to go to office during business hours. Best of all snow outside, no problem we can stay home and practice. Love,love love it!!!!”

“ thank you. i needed to know about entering for w7 when there was no social security number.”

“ NO ONE ITEM STOOD OUT.ALL WHERE VERY HELPFUL,EVEN IF YOU KNEW THE ANSEWER,VERY GOOD REFRESHER.”

“All information was very helpful.”

“The help links on bottom right I find very useful”

“I Loved the hint about adding p.1 and p.2 of the 1040 to the flow. I am an ITC instructor and that is how I taught my students.”

19.5% reduction in Tech Support Calls

The screenshot shows the H&R Block DNA website interface. At the top left is the DNA logo with the tagline "Documents, News & Applications". A search bar on the top right contains the text "Find information, tools and documents". Below the navigation bar, a user is logged in as "Karen Downs" with links for "MY ACCOUNT" and "SIGN OUT". A "Tools & Libraries" section includes links for "APPLICATIONS", "DOCUMENTS", "ACRONYMS", and "PEOPLE DIRECTORY". The main navigation bar features a home icon and tabs for "WORKSPACE", "BUSINESS PRIORITIES", "CAREER & DEVELOPMENT", "BLOCK INFORMATION", "COMMUNITIES", "BLOCKWORKS", and "FIELD LEARNING". The "BLOCKWORKS" tab is active, displaying a grid of categories: "ABOUT BLOCKWORKS", "NAVIGATING BLOCKWORKS", "TAX PREPARATION BASICS", "FORMS, SCHEDULES & WORKSHEETS", "ASSET MANAGER", "BUSINESS & OTHER RETURNS", "AFTER THE RETURN", "RELEASE NOTES", and "ERRORS & KNOWN ISSUES". Each category lists specific links such as "Submit an Idea", "How to File", "1041", "1065", "1120 & 1120S", "Other Returns", "Forms Release Schedule", "State Release Notes", "Federal & System Release Notes", "Error Codes", "Diagnostics", "Known Issues", "Practice Errors", "Return Related Errors", and "System Related Errors".

Intranet Content Strategy



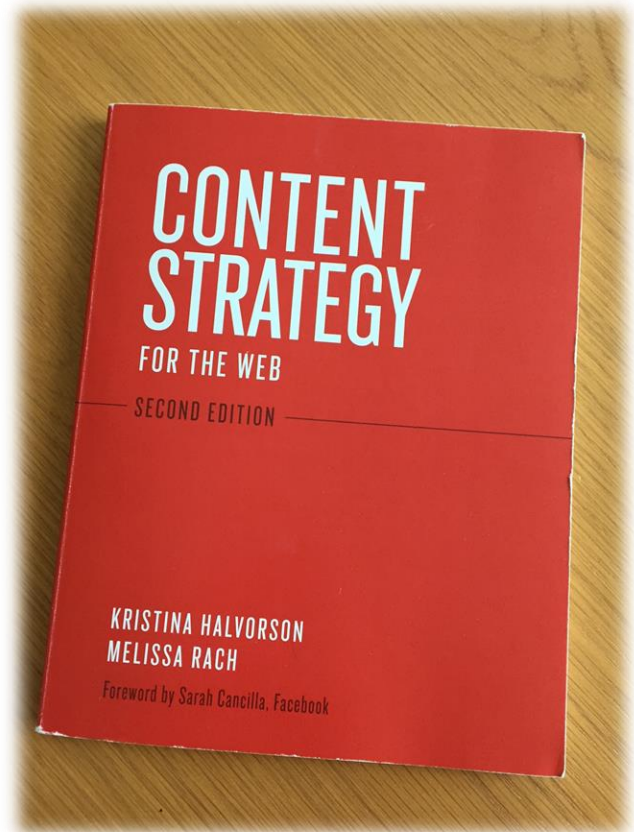
Measuring Associate Perception



1. I am **always** able to find and access the documents, news, applications and communities I need on DNA.
2. Content on DNA is **always** accurate, relevant and up-to-date.
3. I can **easily** see and review what is new or changed on DNA.
4. Overall, I am **highly satisfied** with DNA as my go-to resource for documents, news, applications and communities.
5. I access DNA from my mobile device.
6. Which one of the following best describes your current role at H&R Block?

Content Auditing

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Redil	WHAT IS IT?	Owner Tag	July 1-2 thru Jan 2017	3	202,945	n/a	n/a	n/a	All	Good	Good	Good	Good	Good
2															
3	2	All content...	Internal:gen princ:main			202,945	n/a	n/a	n/a	All	n/a				Page description is
4	G15	All content...	Internal:marketing:temp			103,053	4	18	n/a					July 18, 2017	
5	2.1.16	All content...	Internal:feed aduser:products			102,042	4	48	8	All				June 16, 2017	good page -- consider additional if this page didn't
6	2.1.3	All content...	Internal:aduser:prod main			83,348	4	42	8	All				July 11, 2017	Good page -- remember to fix the page about where you don't have everything
7	2.1.7	All content...	Internal: prod:products			74,538	2	54	8	All				July 19, 2017	Internal menu link in link
8	2.1.6	All content...	Internal: ad:products			68,284	2	34	8	All				May 4, 2017	Incidental management link in link
9	2.1.11	All content...	Internal:gen:products			67,454	3	34	8	All				March 28, 2017	Good page
10	2.1.15	All content...	Internal:gen link:products			65,375	3	68	8	All				June 25, 2017	Good page
11	2.1.2	All content...	Internal:gen:main			54,858	4	78	8	All				June 20, 2017	Good page



DNA Core Content Strategy:

Quick - Contextually Relevant - Inspiring

Part artist/part care-taker:

Does not matter if we create the content or just provide context for our unique audience: tax professionals.

Like a reference book, but fun.

Like a trusty reference book, we'll provide complete, accurate information. But we'll also add a little motivation and encouragement. Reference material never looked this good!

Create and **curate** valuable online resources that **motivate busy** tax professionals to efficiently and effectively **serve and grow** clients.

Specifically for tax professionals.

Tax season happens **fast**. That's why everything we do is intended to help tax professionals (and the associates who support them) succeed.

It's all about the end game.

Our clients expect us to look at their life through tax and find ways to help. In order to do this, content must be accurate, relevant, up-to-date. It must inspire everyday employee engagement.

We aspire to inspire.

Documents, News and Applications (DNA) done right to motivate and encourage associates to learn, take action, and serve clients.

Content Managers

- **Subject Matter Experts**
- ***Super Busy***
- ***“Volunteers”***
- ***They want to do a GREAT job***



Monthly Course Offerings



CMS Training



Best Practices

Quarterly Meeting – Sample Agenda

- **Content Manager Tips & Tricks**
- **DNA Strategy Update**
- **Content Case Studies**
- **What's New**
- **Reminders**
- **Content Manager Recognitions**





DNA Friends of Content Strategy



Content Strategy Summary

- 1. Measure perception**
- 2. Write/review your content strategy**
- 3. Audit content**
- 4. Document & share best practices**
- 5. Recognize content managers**



Popular Features

- Acronyms “wiki”
- Reporting Dashboard with Custom Reports
- “New & Noteworthy”
- Communities
- Applications
- Mobility
- Sitemap Section



ACRONYMS, ABBREVIATIONS & TERMS

Welcome to the official H&R Block Acronyms List. This is a living document of acronyms and terminology relevant to all parts of our company and culture.

H&R Block uses hundreds of acronyms in everyday communication and business. Is the Acronyms List missing something? Associates are welcome to submit new business acronyms, edits, and alternate meanings.

[Submit Acronym Suggestion](#)

Use your browser's find function (Ctrl + f) to search for a particular acronym, or jump to acronyms beginning with:

[Number](#) | [A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#)

[L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

Term	Definition
1040V	Payment voucher that is used to submit payment to the IRS for balance due returns.
401 (k) Plan	Plan whereby employees may elect, as an alternative to receiving taxable cash in the form of compensation or bonus, to contribute pretax dollars to a qualified tax-deferred retirement plan. Employer also may contribute to this account.
403 (b) Plan	Type of retirement account covered in Section 403(b) of the Internal Revenue Code that permits employees of qualifying nonprofit organization to set aside tax-deferred funds, similar to 401(k).
457 Plan	A program that allows public sector employees to defer compensation on a pre-tax basis through payroll deductions, often used as an education savings tool for children.
529 Plan	IRS code section 529 regulates the Qualified Tuition Plans, and State- sponsored Educational Savings Plans.
7216	IRS Regulation that protects taxpayers' right to privacy – prohibiting tax professionals and tax preparation companies from using tax payers' confidential information for purposes not related to tax return preparation without the taxpayers' consent.
8879	IRS Form electronically filed returns. Client signature gives ERO permission to eFile the return. Tax documents with w/holding information must be attached to the 8879.
A&D	Acquisitions and Development - Conversions, Combo Conversions, Refranchise, Company Buy Backs, Company Acquisitions, and Assisted Acquisitions



REPORTING DASHBOARD

Daily Activity

Tax Pro Compensation

Tax Plus Revenue Scorecard

Ready To Serve

Other

Summary:

My Continuing Education Status:

INCOMPLETE

[View Full Report](#)

My Ready to Serve Status:

No Data Available

[View Full Report](#)

To view your complete course transcript, see [Block Academy](#).



My HRB CE Status

Continuing Education Report

INCOMPLETE

HRB CE Plan: 01/01/2017 - 11/30/2017

Name: Karen Downs

PTIN: No PTIN Found

Employee ID: 915890

PTIN Expiration:

Summary

	Federal Tax +AFTR	Tax Update	Ethics
Required	13	3	2
Earned	0	0	0
	+0 Tax Update		
Remaining	13	3	2

Note: Excess Tax Update hours can be applied toward the Federal Tax requirement.

Details

Course Title	Completion Date	Credit Hours
--------------	-----------------	--------------

Data Last Refreshed: 10/22/2017 10:00 PM Central Time

Includes Activity Through: 10/22/2017 05:13 AM Central Time

Looking for additional courses? Visit [Block Academy](#) to browse for training.

You can also [add courses](#) taken outside of H&R Block.

Questions or Problems?

For questions or to report a problem with the information shown here, please contact the OCOE TTS Operations team at

TTSOperations@hrblock.com, or by calling 1-877-880-6222, option 3.



My Ready to Serve Status

INCOMPLETE

RTS Plan: Tax Season 2018

Name: John Smith

Employee ID: 123456

Summary

Hired	Complete
I-9 Status	Incomplete
CE Status	Complete
PTIN Status	Complete

Ready to Work: INCOMPLETE

Ready to Work	Incomplete
Schedule Commitment	Incomplete
Skills Completion Status	Incomplete

Ready to Serve: INCOMPLETE

Details

If you need additional information on how to proceed with hiring, I-9, CE, PTIN, Schedule Commitment, and Skills completions status, please access the link below to access the RTS/RTW Main Page.

<https://dna.hrblock.com/web/hrb-intranet/ready-to-serve>

Data Last Refreshed: 1/30/2017 10:13 AM Central Time
Includes Activity Through: 1/29/2017 5:02 AM Central Time

Keeping Everyone Updated...

NEW & NOTEWORTHY

New Page 09/29/17
New "BlockWorks SiteMap" Index Now Available

Page Update 09/25/17
Remember to Donate to United Way Today

Page Update 09/24/17
How to View My Transcript in Block Academy

[View More](#)

Welcome back, Karen Downs Tools & Libraries
 MY ACCOUNT | SIGN OUT APPLICATIONS DOCUMENTS ACRONYMS PEOPLE DIRECTORY

[HOME](#) WORKSPACE BUSINESS PRIORITIES CAREER & DEVELOPMENT BLOCK INFORMATION COMMUNITIES BLOCKWORKS FIELD LEARNING

NEW & NOTEWORTHY

This page provides a listing of DNA page updates and community posts recently highlighted in the "New and Noteworthy" space on your DNA homepage;

Type	Title	From	Date Added
◀ 1 2 3 4 5 6 7 8 9 10 ▶			
Document	Updated Travel Policy	Policies & Procedures	09/14/17
New Page	Visual Map of Tax Office/Leader Roles - Helpful Resource for New Associates	Service Delivery Roles (Found under Corporate Org Charts)	09/05/17
Page Update	Getting Started with BlockWorks Practice in the Cloud	Practice Environments	08/22/17
New Page	Franchise Convention Details & Registration Now Available	FRANCHISE CONVENTION	08/16/17

Accessing DNA Communities

MON, OCT 23, 2017 10:02 AM

H&R BLOCK



DNA

Documents, News & Applications

Find information, tools and documents



Welcome back, Karen Downs

[MY ACCOUNT](#) | [SIGN OUT](#)



Tools & Libraries

[APPLICATIONS](#)

[DOCUMENTS](#)

[ACRONYMS](#)

[PEOPLE DIRECTORY](#)



[WORKSPACE](#)

[BUSINESS PRIORITIES](#)

[CAREER & DEVELOPMENT](#)

[BLOCK INFORMATION](#)

[COMMUNITIES](#)

[BLOCKWORKS](#)

[FIELD LEARNING](#)

ABOUT COMMUNITIES

[Community Guidelines](#)
[Community Best Practices](#)
[Request a Community](#)

BLOCKWORKS USER COMMUNITY

[DISTRICT GENERAL MANAGER \(DGM\) IDEA CHALLENGE](#)

[FRANCHISEE FORUM](#)

INSTRUCTOR COLLABORATION COMMUNITY

[TAX RESOLUTION SYSTEM \(TRS\) USER COMMUNITY](#)

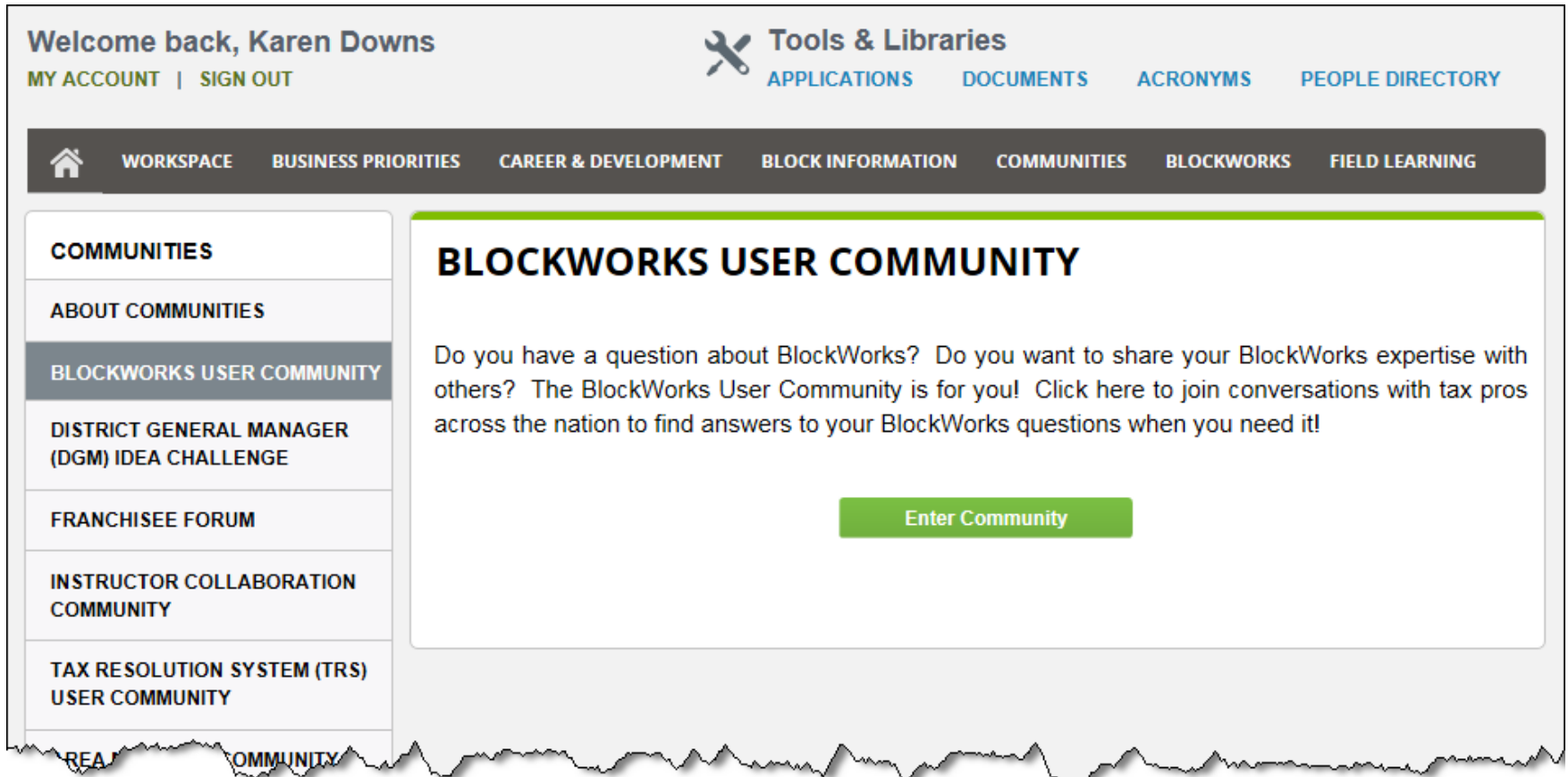
[AREA MANAGER COMMUNITY](#)

SAS: NEED YOUR TAKE ON...

[TAXQUEST COMMUNITY](#)

[DISASTER & CASUALTY LOSS COMMUNITY](#)

Jump page to “bridge” experience between platforms



Welcome back, Karen Downs
MY ACCOUNT | SIGN OUT

Tools & Libraries
APPLICATIONS DOCUMENTS ACRONYMS PEOPLE DIRECTORY

WORKSPACE BUSINESS PRIORITIES CAREER & DEVELOPMENT BLOCK INFORMATION COMMUNITIES BLOCKWORKS FIELD LEARNING

COMMUNITIES

- ABOUT COMMUNITIES
- BLOCKWORKS USER COMMUNITY**
- DISTRICT GENERAL MANAGER (DGM) IDEA CHALLENGE
- FRANCHISEE FORUM
- INSTRUCTOR COLLABORATION COMMUNITY
- TAX RESOLUTION SYSTEM (TRS) USER COMMUNITY

BLOCKWORKS USER COMMUNITY

Do you have a question about BlockWorks? Do you want to share your BlockWorks expertise with others? The BlockWorks User Community is for you! Click here to join conversations with tax pros across the nation to find answers to your BlockWorks questions when you need it!

[Enter Community](#)



DNA COMMUNITIES

Karen Downs

[Sign Out](#)

[My Settings](#)

[Help](#)

[Switch User](#)

[Communities](#) > [BlockWorks User Community](#)

Category

Search

Featured Topics

How to let us know about your BlockWorks issue

Alerts

Juneane Cooper

New Board for Companion Application / Dual Monitor...

Alerts

ADMIN Trevor Johnson

How to create a Topic in the BW User Community

Alerts

ADMIN Trevor Johnson

ACA Silent Returns & FAQ's

Alerts

ADMIN Trevor Johnson

Welcome

Do you have a question about BlockWorks? Do you want to share your BlockWorks expertise with others? The BlockWorks User Community is for you! Get started today and join conversations with tax pros across the nation to find answers to your BlockWorks questions when you need it!

BlockWorks User Community

Boards

Posts

New

Alerts

[Look here for important, need-to-know information about BlockWorks and](#)

Top Kudoed Authors

Sharon Lewis	14
Marie Dembski	10
Ling Nero	7
Kathleen Lucas	7



Welcome back, Karen Downs

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APPLICATIONS

The applications you use to do your job are all here! Find the one(s) you need in the blink of an eye—search by alphabetical order, category or browse all the applications.

Top Applications

Applications A-Z

Mobile Friendly Applications

[ALL](#)[A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)

ABEDIT TOOL

Associates use the ABEDIT Tool to update personal contact information for internal H&R Block systems.

Related Documents

[Training/Reference](#)[Release Notes](#)[Launch Application](#)

AIM HIGH EVERY DAY

Eligible associates use the Aim High tool for planning, managing and reviewing job performance and development.

Related Documents

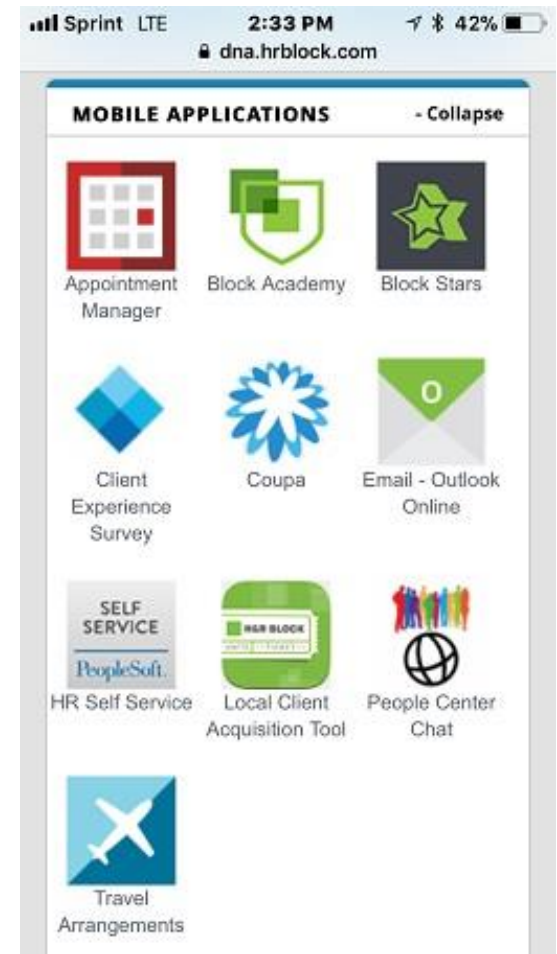
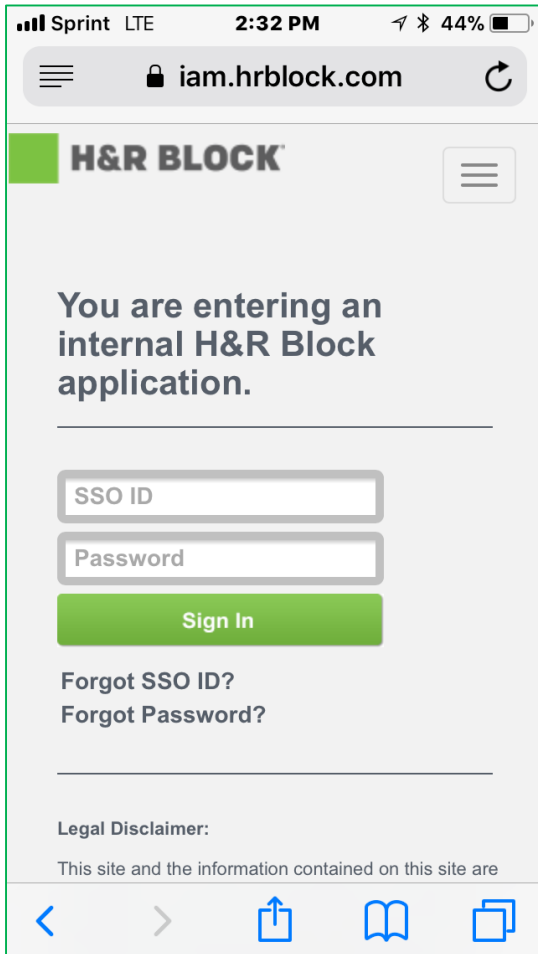
[Training/Reference](#)[Release Notes](#)[Launch Application](#)

APPOINTMENT MANAGER




Related Documents

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Mobile Optimized



Getting to Mobility...

Top Applications	Applications A-Z	Mobile Friendly Applications
 AIM HIGH EVERY DAY Eligible associates use the Aim High tool for planning, managing and reviewing job performance and development.	Related Documents Training/Reference Release Notes	Launch Application
 APPOINTMENT MANAGER Eligible associates use Appointment Manager AM to schedule tax professional appointments and manage related office operations.	Related Documents Training/Reference Release Notes	Launch Application
 BLOCK ACADEMY H&R Block's Learning Management System (LMS), your one-stop portal for all of your training needs. Block Academy is used to register for Instructor-Led Training (ILT), as well as to take online courses and Virtual Classroom Training (VILT).	Related Documents Training/Reference Release Notes	Launch Application

BLOCKWORKS SITEMAP

All BlockWorks-related information is indexed on this page.

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THANK
YOU

