

Knowledge Base Article: Resolving Diagnostic Warnings, Diagnostic Errors, and State Validation Errors in Tax Software

The tax software is designed to identify and flag potential issues, errors, or omissions in a tax return. These alerts are categorized as **Diagnostic Warnings**, **Diagnostic Errors**, or **State Validation Errors**. Each serves a specific purpose to ensure accuracy and compliance before filing a tax return.

Navigating and Addressing Issues

To resolve any issues flagged by the software:

1. Click View to access the specific Warning or Error.
2. The software will direct the user to the relevant section of a tax return that requires review or correction.

Types of Messages and Their Meanings

1. Diagnostic Warnings

- **Appearance:** Yellow message box.
- **Purpose:** Alerts the user to potential oversights, reminders, or non-critical issues.
- **Impact:** These warnings do not prevent the user from filing out a tax return.

Example of a Diagnostic Warning:

"There is no value for charitable donations. Consider adding contributions to maximize deductions."

2. Diagnostic Errors

- **Appearance:** Red message box.
- **Purpose:** Indicates a critical issue that needs immediate correction.
- **Impact:** These errors prevent users from filing a tax return until resolved.

Example of a Diagnostic Error:

"Social Security Number is missing or invalid. Please correct this field to proceed."

3. State Validation Errors

- **Appearance:** Black text on a white background.
- **Purpose:** Highlights issues specific to the state tax return.
- **Impact:**
 - Prevents filing of the state tax return.
 - Allows filing of the federal tax return.

Example of a State Validation Error:

"State income tax field is incomplete. Please provide the required information to file the state return."

Tips for Resolving Issues

1. **Review the Message Details:** Click on the error or warning for more information about the issue.
2. **Follow the Navigation:** The software automatically guides the user to the relevant section for correction.
3. **Save Progress Frequently:** Regularly save work to avoid losing updates while addressing errors.
4. **Contact Support if Needed:** For unresolved issues, contact the support team for assistance.