Welcome to GLACIER Tax Prep! Follow these simple steps to complete your U.S. tax return in an easy and efficient way! We have licensed GLACIER Tax Prep ("GTP") for you to use in preparing your U.S. income tax return. We also use GLACIER Online Tax Compliance Software, in which you have previously completed an Individual Record. You will be able to access GTP by going through GLACIER. To do so, you will simply access GLACIER using your existing UserID and Password and GLACIER will transfer certain data directly into GTP - making your tax return preparation even easier!

What Documents and Information Will You Need BEFORE You Login?

Some of the information you will need for GTP was previously entered in GLACIER and will be transferred over to GTP. Please make sure you have all of your Forms W-2, 1042-S and/or 1099 BEFORE you log into GTP via GLACIER:

You will be asked to enter your "Academic Institution" information; please locate your campus and enter the following information:

KNOXVILLE-  Scott Cantrell Director of CIE  
             865-974-3177

TULLAHOMA-  Scott Cantrell Director of CIE  
             865-974-3177

CHATANOOGA-Eunice Davis International Student Advisor  
             423-425-2110

MARTIN-     Stephanie Butler, DSO  
             731-881-7344

MEMPHIS-    Connie Childs Director of Academic Affairs  
             901-448-8484

Address for all locations     P115 Andy Holt Tower  
                              Knoxville, TN  37996

How Do You Log Into GTP Through GLACIER?

Click on the following web link:  http://www.online-tax.net

If the link does not automatically open, simply open your Internet Browser (preferably Internet Explorer) and enter the website address  http://www.online-tax.net

Click on the GLACIER logo to enter the website. At the login screen, enter the UserID and Password you selected at the time you first accessed GLACIER.
If you cannot remember your access information, please click on the "Forgot Login" link on the Login screen to request that your access information be sent to the email address contained in your Individual Record. Once you have successfully logged in, you may reset your GLACIER login information at any time.

When you get to the menu screen, select "I am ready to complete my tax return via GLACIER Tax Prep". GLACIER will ask you to verify important information before you continue to GTP. Once you verify that all information in GLACIER is correct or you update any incorrect information, you will see the "Welcome to GLACIER Tax Prep" screen.

Please note that if the menu option to complete your tax return is grayed out, you must first complete the information in GLACIER by selecting the first menu option. Once you have completed your information in GLACIER, go back to the menu and select "I am ready to complete my tax return."

How Can You Get Help?

If you have problems logging into GLACIER, click on "Forgot Login". If you need assistance with GTP, click on Help at the top of any screen; More Info will provide specific information relating to the topic on that page. You may also contact the GTP Support Center at support@glaciertax.com; all support questions are handled via email.