How To Book and Prepare for An Appointment

The SSF Tax Clinic currently offers online appointments only via Zoom.

Please download the **ZOOM Cloud Meeting** app via the Apple Store, Google Play for Android, or by downloading the installation file on your browser for PC prior to your appointment.

Apple: https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307

Android: https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_CA

Windows: https://zoom.us/download

Mac: https://zoom.us/download?os=mac

Step 1: Book Your Appointment

Book an appointment online.

- Select the service that best matches your tax situation.
- Choose an available date and time that works for you.
- Enter your contact information and a brief description of your tax situation in notes.
- Then click "*Book Appointment*"
- There is **NO** payment required.
- Please do not book multiple appointments.

If no appointment times are available, please email **taxclinic@ssfinc.ca** with 2–3 dates and times that work for you. We will do our best to accommodate you. Thank you for your patience.

Once we accept your appointment request, you will receive a confirmation email.

A reminder email will be sent closer to your appointment date with Zoom meeting details and instructions for submitting your documents.

As a heads-up, you have the ability to reschedule or cancel your appointment if needed up to **12 hours** before your scheduled appointment.

Step 2: Providing Documents

Please prepare and email all applicable documents needed to file your tax return to taxclinic@ssfinc.ca

Use the following subject line format:

Date / Time - Full Name

(example: March 3, 2025 10:00 AM - Jane Smith)

Important Information

- If you are more than **15 minutes late**, your appointment may be cancelled.
- If your appointment is delayed or needs to be cancelled by us, we will contact you by email or phone.

Please have all your tax documents ready before your scheduled meeting and sent via email. Thank you.