Sample article for organizations to use to reach customers (365 word count)

Post the following article on your websites and/or use in other communication vehicles to help your customers learn about the new online tool where they can view their tax account balance and make tax payments.

View Your Tax Account Online

As part of the IRS commitment to improve and expand taxpayer services, a new online tool allows you to view your federal tax account balance online. This new tool is available to individual taxpayers and is rolling out in phases. The first phase, available now, allows you to view your balance, select IRS Direct Pay, debit or credit card, or apply for an installment agreement. If you select a payment option, you'll need to follow the instructions for that option. It's safe, secure and available on the IRS.gov payments page.

Launching in phases gives the IRS an opportunity to gather and evaluate feedback and to improve the customer experience. A key part of the IRS Future State initiative is for taxpayers to have a more complete online experience. Future features will allow a taxpayer to see 18 months of payment history and get tax account transcripts in a single online session.

Before accessing the new online tool, you must authenticate your identity through the Secure Access process. This is a two-step authentication process, which means that if you are a returning user, you must use your credentials (username and password) and request a new security code (sent via text) each time you log in.

If you already have a user name and password from Secure Access for Get Transcript Online or IP PIN, you may use the same username and password. To register for the first time, you must have an email address, a text-enabled mobile phone in your name and specific financial information such as a credit card number or specific loan numbers. You may review the Secure Access process prior to starting registration.

In addition to this new tool where taxpayers can view their balance and make payments, the IRS has several self-service tools and helpful resources available on IRS.gov for individuals, businesses and tax professionals.

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