

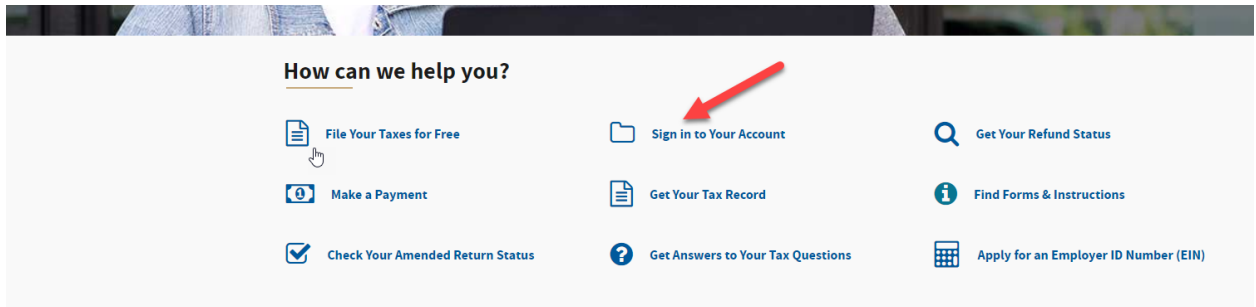
How to Help Client Retrieve IPPIN

We are seeing lots of rejects for IPPIN. We need to help clients get their IPPINs offline so that we can submit their tax return.

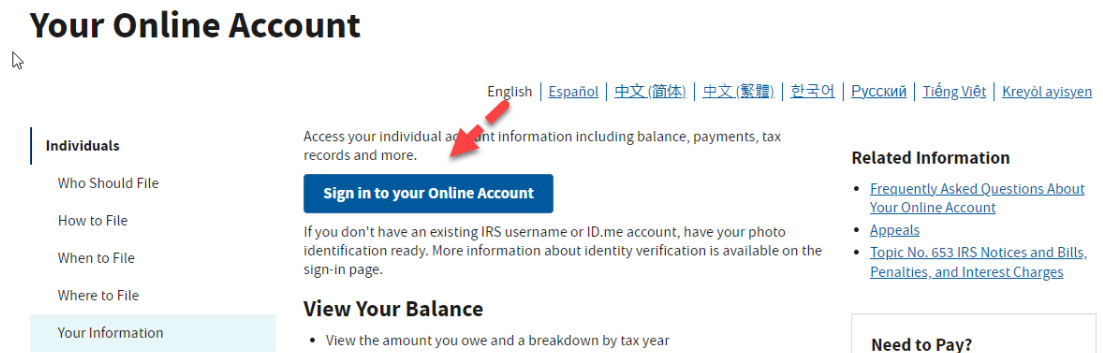
The client **MUST** have an ID.me account to be able to retrieve their IPPIN. If they **DO NOT** please see doc titled **How to Set up an ID.Me Account** on the Learning Center main page highlighted in blue.

The instructions below are how to find a client's IPPIN from within their ID.me account.

1. Go to irs.gov
2. Choose Sign in to Your Account



3. Next, choose Sign in to your Online account



4. Choose Sign in with ID.me (existing account holders)

Sign In or Create a New Account

IRS now offers a sign-in option with ID.me, which offers access to IRS online services with a secure account that protects your privacy.

ID.me is an account created, maintained, and secured by a technology provider.

If you have an existing IRS username, please create an account with ID.me as soon as possible.

Sign in with an existing account

Sign in with **ID.me**



Sign in with an existing IRS username

OR

Create a new account

ID.me Create an account

5. Client enters username and password

The image shows a sign-in form for ID.me. The form is centered on a white background with a light blue header. The header contains the text "Sign in to ID.me" and a link "Create an ID.me account" for new users. Below the header are two input fields: "Email" and "Password". The "Email" field is highlighted with a dashed blue border and a red arrow pointing to it. The "Password" field is also highlighted with a red arrow. Below the input fields is a blue "Sign in" button. Underneath the button is a link "Forgot password". At the bottom, there is a section for social login with the text "OR" and four icons: Facebook, Google, Apple, and LinkedIn.

Sign in to ID.me

New to ID.me?
[Create an ID.me account](#)

Email
Enter your email address

Password
Enter password

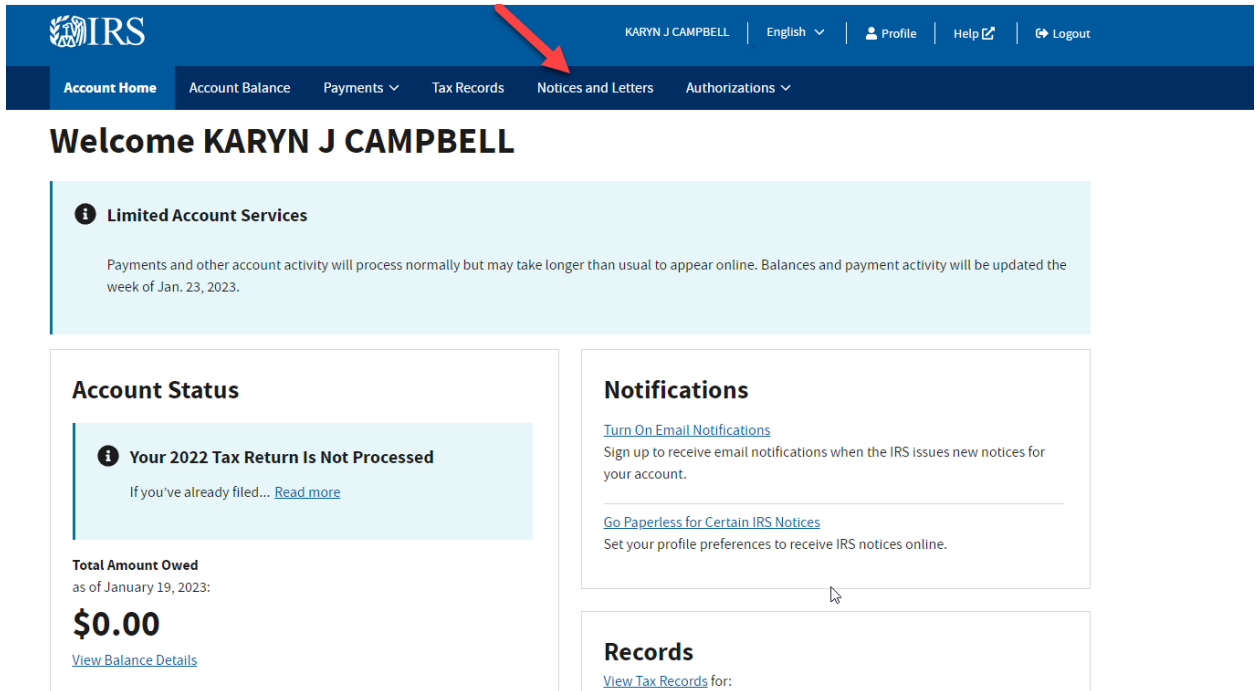
Sign in

[Forgot password](#)

OR

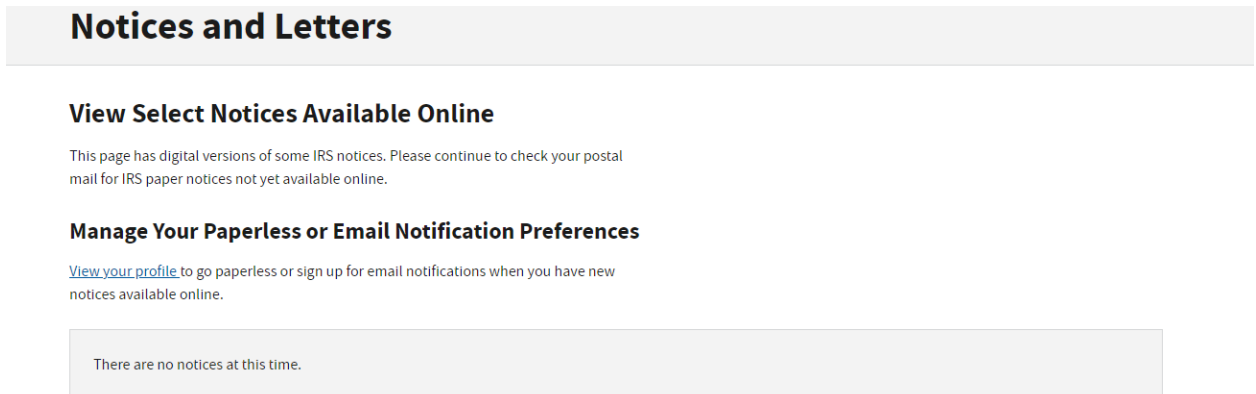
f G Apple in

6. On the main page the client will choose Notices and Letters



The screenshot shows the IRS account page for Karyn J Campbell. The top navigation bar includes the IRS logo, the user's name, language options, and links for Profile, Help, and Logout. Below this is a secondary navigation bar with links for Account Home, Account Balance, Payments, Tax Records, Notices and Letters (highlighted with a red arrow), and Authorizations. The main content area is titled 'Welcome KARYN J CAMPBELL' and contains several sections: 'Limited Account Services' with a notice about processing delays; 'Account Status' showing a 'Your 2022 Tax Return Is Not Processed' message and a total amount owed of \$0.00; 'Notifications' with links to turn on email notifications and go paperless; and 'Records' with a link to view tax records.

7. The client's IPPIN letter will be found here. (In the picture below there is not an IPPIN since this client does not have an IPPIN)



The screenshot shows the 'Notices and Letters' section of the IRS account page. It features a heading 'View Select Notices Available Online' followed by a paragraph explaining that digital versions of some IRS notices are available, while others are still only available via postal mail. Below this is a section titled 'Manage Your Paperless or Email Notification Preferences' with a link to view the user's profile. At the bottom, a grey box contains the message: 'There are no notices at this time.'

*****IF YOUR CLIENT DOES NOT HAVE A LETTER IN THEIR *NOTICES AND LETTERS* SECTION FOLLOW THESE STEPS BELOW!

1. Stay logged in to their ID.me account
2. On the same device they need to open a new window
3. Go to irs.gov/getanippin
4. Here they will see "Here is the Identity Protection PIN"