IRS

Secure Messaging: Contact the IRS through Secure Messaging

User Guide

IRS Secure Messaging

IRS Secure two-way messaging in the IRS ECO Tool enables safe and secure messaging at your fingertips between you and the IRS.

- The User Guide provides guidance on how you contact the IRS and how you receive messages from an IRS employee.

- Secure Messaging was implemented for: Vehicles and Dealers, Elective Payment Transfer Election, IRC 25C Qualified Manufacturer Registration, and Qualified Vehicle Manufacturers.

https://www.irs.gov/help/irs-secure-messaging-help

Select **Connect with Us Using Secure Messaging**

NOTE: If this is your first time using secure messaging, you will need to say **Yes** to accept the terms of Secure Messaging - IRS Secure Messaging Terms of Service and Rules of Conduct.

IRS

Guide Me

Please answer the questions below so we can route you to the right place.

⊘ Enter the Entity's EIN. Do not include dashes (-).

[   ]

Next

Answered Questions

1. Enter your Entity's EIN. Do not include dashes (-).
2. Click **Next**.

IRS

Guide Me

Please answer the questions below so we can route you to the right place.

(?) Enter the Entity's Name

[   ]

Next

Answered Questions

✓ **Enter the Entity's EIN. Do not include dashes (-).**

123456789

1. Enter your Entity's Name.
2. Click **Next**.

IRS

Guide Me

Please answer the questions below so we can route you to the right place.

(?) Which Clean Energy Topic are you contacting us about?

○ Vehicle Dealers and Sellers
○ Elective Payment Transfer Election
○ IRC 25C Qualified Manufacturer Registration
○ Qualified Vehicle Manufacturers

Next

Answered Questions

✓ **Enter the Entity's EIN. Do not include dashes (-).**
123456789

✓ **Enter the Entity's Name**
Lowes

1. Which Clean Energy Topic are you contacting us about?
2. Select the option that best describes your entity.

1. Select Welcome Message to open the message.

IRS

Inbox **0**   Sent   **Message**

◀ **Back to Inbox**   🖶 Print   ↩ Reply

Subject: Welcome to Secure Messaging [#535863]

From: Secure Message Center

Received: 09/24/2024 09:12 AM

Attachments:

Dear Taxpayer,

Welcome to IRS Secure Messaging. You can use this Secure Messaging system to communicate electronically with us about your Clean Energy or IRC 25C Qualified Manufacturer Registration account.

Please reply to this message to ask your question and a team member will respond.

If you need help, you can check *Secure Messaging Help* in the upper right of this window or let us know in your reply to this message.

IRS IRC 25C Qualified Manufacturer Registration Team

Secure Messaging Help

Overview

Frequently Asked Questions

Rules of Conduct

Feedback

Tax Professionals

If you would like to correspond on behalf of additional taxpayers, you can submit additional requests.

INITIATE REPLY

The Welcome Message will depend on which selection you chose on the ***Which Clean Energy Topic are you contacting us about question*** in Guided Help.

1. Click on **Reply** in the top right of the message box to reply to your Welcome Message

3

ENTER REPSONSE AND INITIATE ATTACHMENT

1. Enter *Reply* to welcome message in the message body
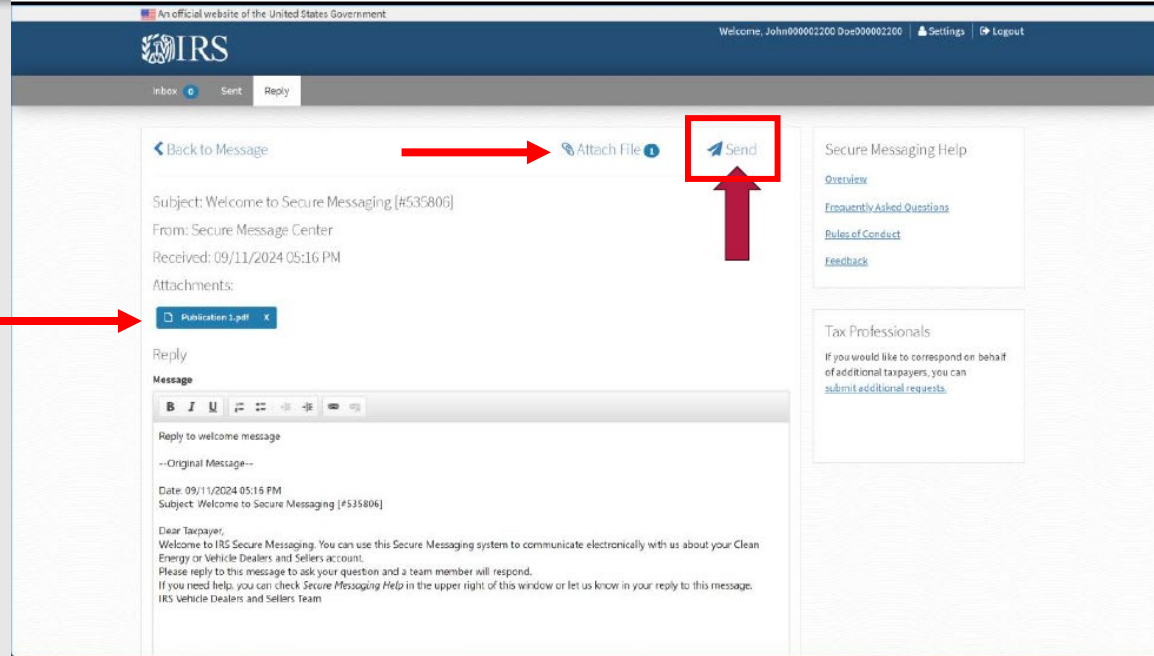2. Click **Attach File**
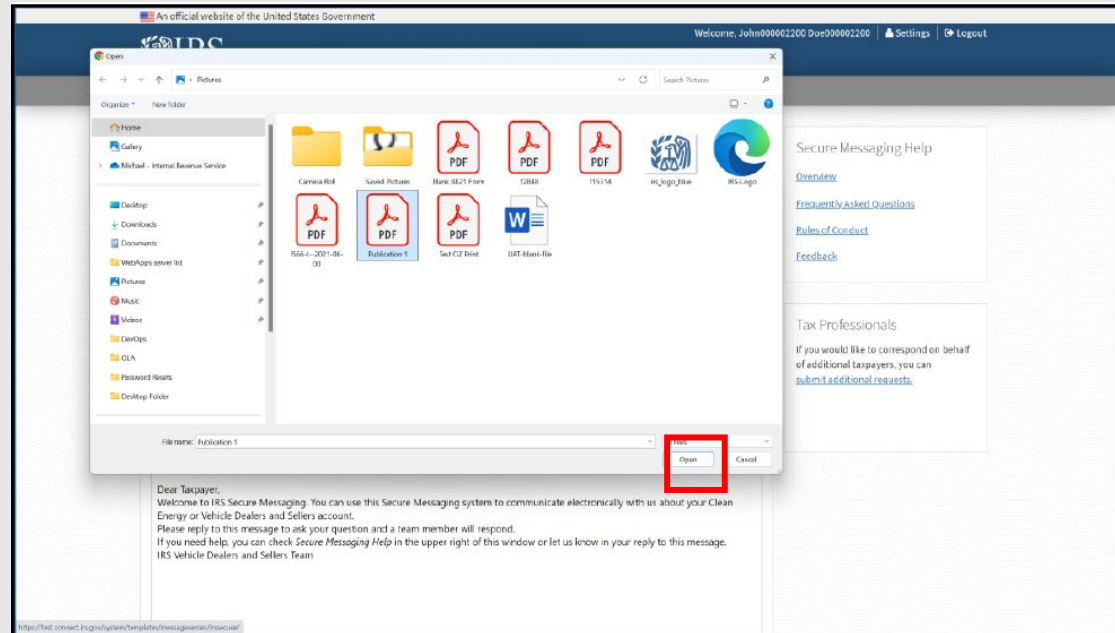
CHOOSE FILE

1. Select document to be attached
2. Click **Open**

The file upload window should close, and you can see the attachment in secure messaging.

* NOTE – There are restrictions on acceptable file formats when attaching files.

SEND MESSAGE
1. Click **Send**

* NOTE – The attachment is displayed at the top of the message with the name and file type, providing confirmation of the attachment. The **Attach File (1)** at the top of the window indicates the number of files attached.
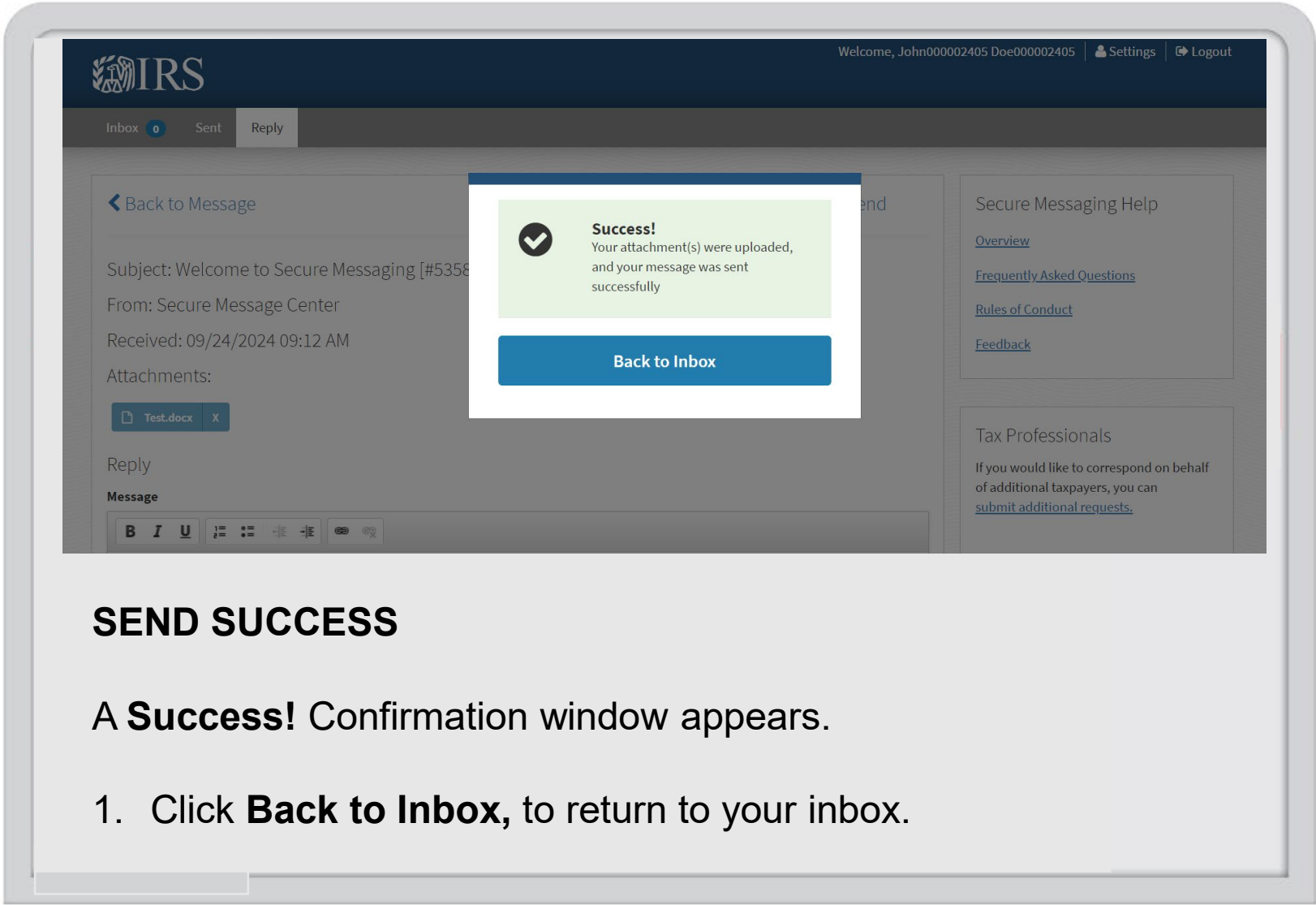
SEND SUCCESS

A **Success!** Confirmation window appears.

1. Click **Back to Inbox,** to return to your inbox.

RETURNED TO INBOX

After sending a message, you are returned to your inbox.

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Secure Messaging: How respond to an IRS email

User Guide

IRS

You Have a New IRS Secure Message

A new IRS Secure Message is available.

Sign in to view your Secure Message

Alternatively, you can also access Secure Messaging in your IRS online account using the same login. There, you can:

- view your balance
- make payments
- access your tax records

Messages may have time-sensitive information. Please log into your account as soon as possible to review your message.

For your security and privacy, IRS did not share account details in this email. We won't initiate email contact without your consent.

To protect your personal information, please don't reply to this email. It's not secure and we don't monitor replies.

If you have questions about this email, please contact us.

IRS Privacy Policy

Select *Sign in to view your Secure Message*

IRS

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 don't have an ID.me account, you must create a new account.

Sign in with an existing account

> Sign in with **ID**.me

— OR —

Create a new account

> **ID**.me Create an account

Frequently Asked Questions

⊕ How do I verify my identity?

⊕ What if I can't verify my identity?

⊕ What is ID.me?

Sign In to Your Account

1. Click **Sign in with ID.me**

VIEW YOUR INBOX
Once you have signed in, your Secure Message Inbox will open. (If you do not have a message, hit Refresh in your web browser.)
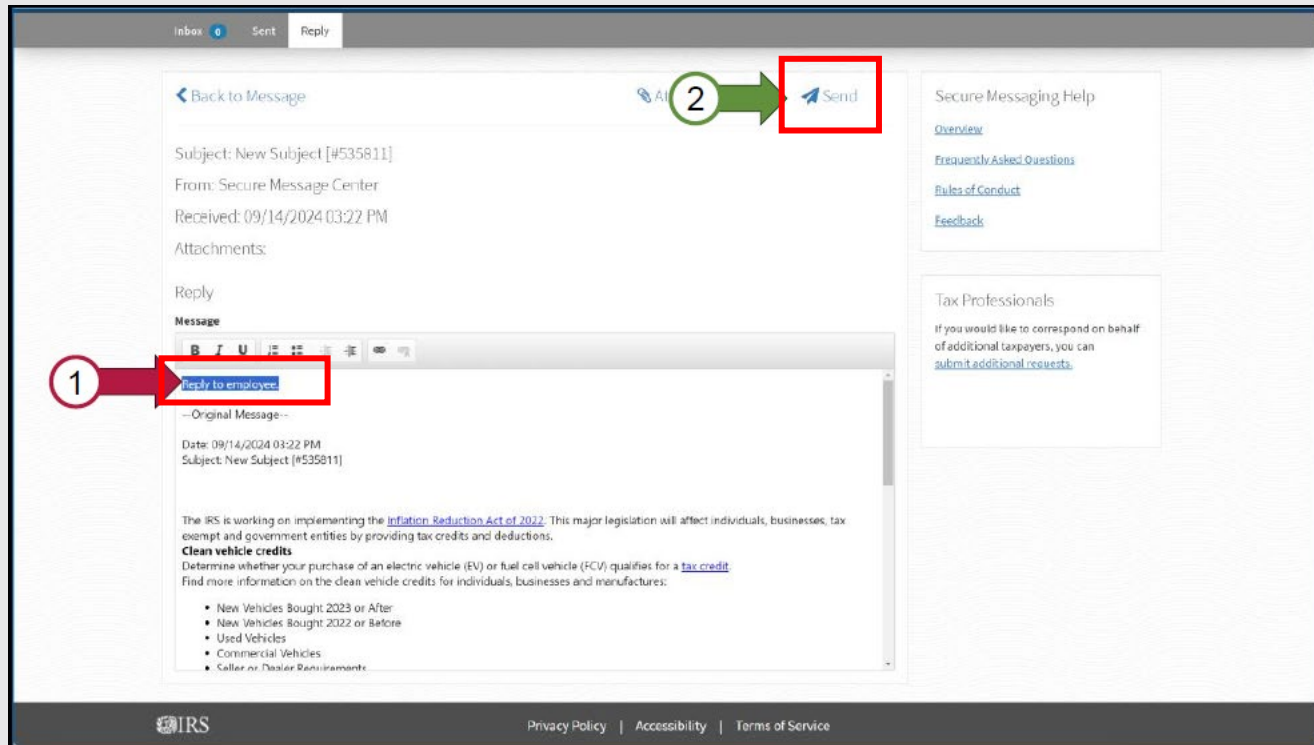
1. Click on the new message to open it

VIEW YOUR MESSAGE

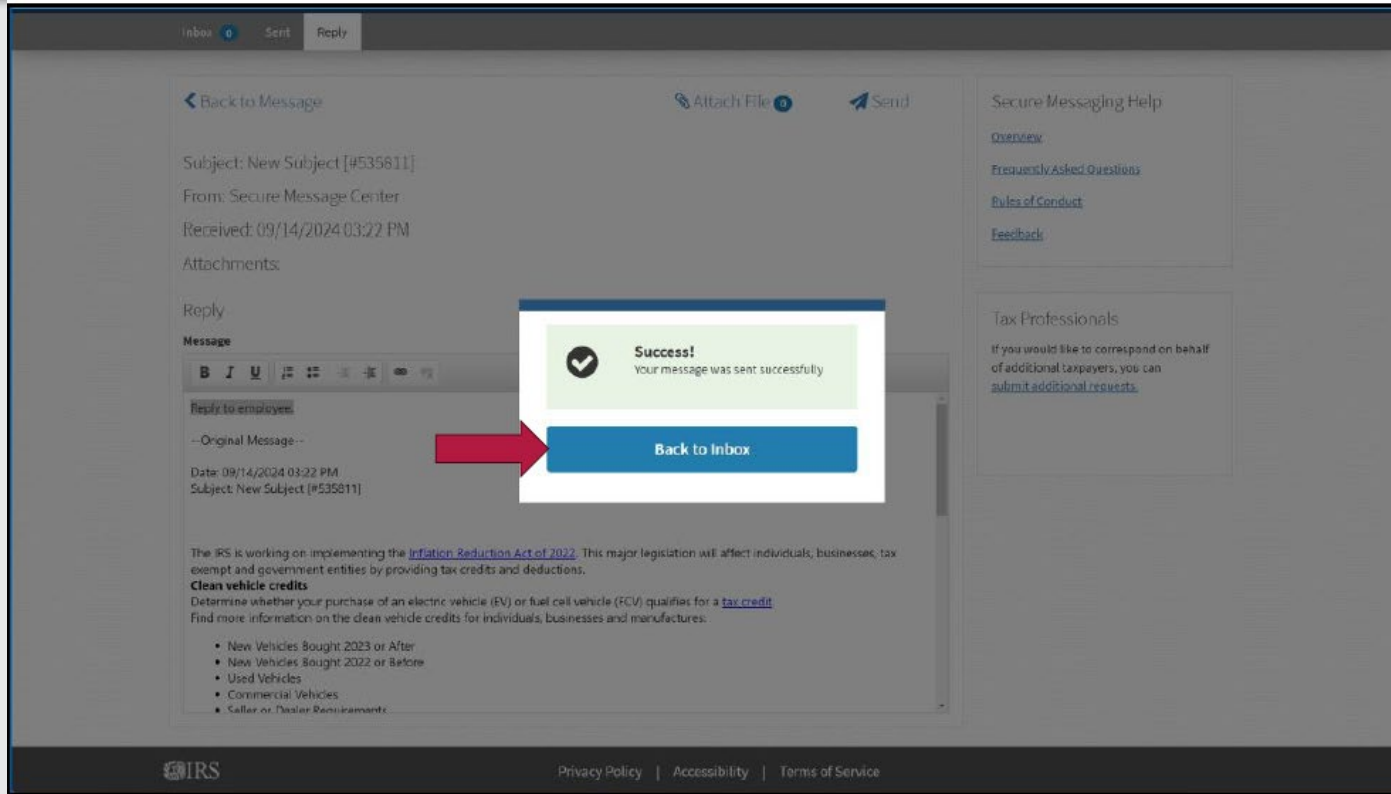You can view the message you received from the IRS employee.

1. Click on **Reply** in the top right of the message box

REPLY

1. Enter your response
2. Click **Send**

NOTE: Use the paperclip icon to attach a file. File size can be up to 1 GB.

MESSAGE SENT
A **Success!** confirmation window appears.

1. Click **Back to Inbox**

VIEW YOUR INBOX

You are back to your inbox. Until your case is closed, you will use the same email thread to correspond with IRS for that case.