

Instructions for Creating Online Accounts – IRS and Massachusetts

Note that biometric identity verification is required to create the IRS account. Alternatively, you may choose to verify your identity during a live, virtual interview with an agent.

IRS

- 1) Visit the [IRS online account site](#).
- 2) Select “Sign-in to your Online Account.”
- 3) Select “Create a New Account.”
- 4) Enter in your email address, create a password and check the “I Accept” box.
- 5) Select “Continue”, then Confirm your email address.
- 6) Choose an option to secure your account.
 - To verify your identity, select “Self-Service.”
 - Note: You will need to upload a picture of your ID (license, passport, etc.) via a smartphone or a picture from your current device.
- 7) Check the box, “I acknowledge...and agreed to these terms” box.
- 8) Upload the requested images through your smartphone.
- 9) Confirm that your information is correct and submit.
- 10) Once verified, you will be sent back to the IRS website.
- 11) Your new account is now set-up. You will be able to make payments and view your tax records.
- 12) Remember to keep your username and password for your next log in.

Massachusetts

- 1) Visit [the Massachusetts Tax Connect site](#).
- 2) Under the log in box select “Sign Up”.
- 3) Select “Create My Logon”. [If you have not previously filed a tax return in Massachusetts select “Register an Individual” and follow the prompts].
 - a. Select the bubble “I am an individual who has previously filed taxes in the state of Massachusetts”.
 - b. Select “ID Type” and fill in the corresponding information, then select “Personal Income Tax” from the drop-down menu.
- 4) For information to provide, select “A tax return amount OR a tax refund amount...”
 - a. Follow the instructions to provide the applicable amount from one of your previously filed Massachusetts income tax returns.
- 5) Enter in your personal information to create your profile, select “Next”, then create a username, password and security question, then select “Next”.
- 6) Check the box to “Create your MassTaxConnect Online Profile”, select “Next”.
- 7) Agree to the “Terms of Use”, then select “Next”.
- 8) Review your information, then select “Submit”.
- 9) Print a copy of your confirmation.