



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 for individuals: [IRS online account site](#).
- 2) Click “Sign in or create account” and then choose “Create an account” if you are a new user.
- 3) Create or sign in with an ID.me account. The IRS uses ID.me for identity verification. You will be prompted to either sign in to an existing ID.me account or create a new one. You will need:
 - An email address
 - A strong password
 - A mobile phone number (for multi-factor authentication)
- 4) Verify your identity. To protect your information, ID.me requires identity verification. The IRS allows two methods:
 - a) Self-service verification (upload a government-issued photo ID and take a live selfie), or
 - b) Live video call with an ID.me agent
- 5) Complete your IRS profile. Once verified, you will finish setting up your IRS profile. After this, you can immediately access your account dashboard.
- 6) Remember to store your username and password safely for the next time you logon.

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) Remember to store your username and password safely for the next time you logon.