

## **Important Update for e-Services Users**

The IRS is committed to protecting taxpayer and tax preparer information and maintaining the security of its systems. As part of that effort, the IRS is strengthening the identity validating process used to access certain self-help tools on IRS.gov.

Starting late October – October 24 is the target date – e-services users will be required to re-register using the Secure Access authentication process. Users must validate their identities through this process before they can access their accounts.

All e-services users will be affected by this change. Those who use e-services for TIN Matching only also must re-register. However, because there is no exchange of sensitive data, TIN Matching will use a more streamlined process.

For details, please see: [Important Update for Your e-services Account](#).

Secure Access is a two-factor authentication process that meets government standards and adds greater protections against attacks by cybercriminals. This is a more rigorous process, and part of a wider effort to protect taxpayers and the tax community. For first-time users, it requires identity proofing, financial verification and an activation code text. Returning users must submit their username/password credentials AND a security code text.

Starting October 24, the IRS also will provide additional staff for the e-Help Desk and provide assistance to those users who are having difficulty passing Secure Access. This assistance may include identity authentication by phone and an activation code by mail which will take five to 10 calendar days for delivery.

The same Secure Access authentication process currently supports Get Transcript Online. E-services users who created a Get Transcript account after June 2016 will have their Secure Access registration automatically migrate to e-services, but they will need to change their passwords on October 24.

It helps to be prepared. Please review [Secure Access: How to Register for Certain Online Self-Help Tools](#) to learn what you need to register successfully.

Users should ensure all credentials and certificates are up-to-date prior to October 24. Those with upcoming filing requirements should consider filing early.

Over the next month we will keep you informed of the next steps involving e-services.

Thank you.