Illinois Department of Revenue

MyTax Illinois Help Guide

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MyTax Illinois Help Guide

General Information

What is MyTax Illinois and how do I access it?

MyTax Illinois, available at mytax.illinois.gov, is a free online account management program offered by the state of Illinois to provide a centralized location for users to file returns, renew licenses, register for accounts, make payments, review correspondence, and generally manage their accounts. MyTax Illinois is utilized by the Illinois Department of Revenue (IDOR), the Illinois Department of Employment Security (IDES), and the Illinois Liquor Control Commission (ILCC). A user must create a logon to access most MyTax Illinois features, but some functions are available without creating a logon.

Individuals: Most users of MyTax Illinois are individuals filing returns and making payments for Illinois Individual Income Tax. The option to file an Illinois individual income tax return without a MyTax Illinois logon is improved and now available for taxpayers who file a simple return. To file a non-login return, the user must have submitted a previous year Form IL-1040, Illinois Individual Income Tax Return with IDOR. See MyTax Illinois Functions below for additional standards to file a non-login return. To create a logon for MyTax Illinois, the user must have previously filed a Form IL-1040. We encourage individuals to take the time to create a logon for MyTax Illinois as doing so allows the user to access more functionality. Logon users may file an original Form IL-1040 and access a host of features explained in MyTax Illinois Functions below.

Businesses: To be able to create a logon for MyTax Illinois, a business must already have been registered with one of the Illinois state agencies listed above. If you need to register your business, you can do so using MyTax Illinois by selecting "Register a New Business (Form REG-1)" in the Register panel on the MyTax Illinois homepage and complete Form REG-1, Illinois Business Registration Application. Once you receive the email confirming your registration has completed processing, the next day you can then select "Sign Up" on the MyTax Illinois homepage to create your logon. Contact our Central Registration Division at **217 785-3707** or by email at **rev.mytaxhelp@illinois.gov** for information or assistance with registering your business.

MyTax Illinois also contains other features that can be used without creating a logon, such as looking up tax rates. For lists of these features, go to mytax.illinois.gov and use the "Individuals" or "Searches" panel.

How do I know if I am eligible to activate a MyTax Illinois logon?

To create a MyTax Illinois logon, you must
- already be registered with IDOR, IDES, or ILCC to do business in Illinois if you are a business or have a recent history of filing individual income tax returns if you are an individual;
- have a tax account type currently available in MyTax Illinois; and
- know the specific business or individual identification information required for activation.

Will I have a separate MyTax Illinois logon for each type of return I file?

No. Activation is based on your Social Security Number (SSN) if you are a sole proprietor or your Federal Employer Identification Number (FEIN) for all other businesses. This means that all the tax types under your FEIN or SSN will be accessible through one MyTax Illinois logon. If you get a new FEIN, you will need to re-register your business which will require you to sign up for a new MyTax Illinois logon.

If there is not yet an active MyTax Illinois logon for the business, you will be considered the "Master User." The master user has the ability to allow access to others.

How often does IDOR process information from MyTax Illinois?

IDOR transfers most requests only once a day. However, "Maintain Locations" requests and changes that the master user initiates for logon purposes (*e.g.* adding new logons or adjusting settings and passwords for existing logons) occur within a minute or two. Requests that are retrieved only once a day will have a status of "Pending" at the time they are made (*e.g.* payments or a tax return). Requests will have a status of "Completed" once they are retrieved. It takes up to five business days for balances to be updated in MyTax Illinois after payment requests are completed.

Can I view notices that IDOR issues to me using MyTax Illinois?

Yes. Many notices issued by IDOR are available to view, download, and print from your logon in MyTax Illinois. Logon to MyTax Illinois and select the "Action Center" section to view your letters.

Note: When viewing letters in MyTax Illinois, the letter will open in a new browser window. To allow pop-ups in your browser, see your browser's help menu for instructions. If you see a screen that says "Retrieving your letter…" and has a countdown, select the link that says "If your letter does not open automatically, click here."

Will I have to install any new software programs on my computer to use MyTax Illinois?

MyTax Illinois supports current versions of Microsoft Edge, Google Chrome, Mozilla Firefox, Safari, and Opera. These are the minimum browser versions necessary to support all of the features and functions of the website. Mobile browsers may display MyTax Illinois but are not supported at this time.

In order to print copies of returns for your records, you will need a current version of Adobe Reader.

Other PDF readers may print copies of returns for your records, but they are not supported at this time. If you are unsure if the updated browser versions are compatible with your computer or are not comfortable performing these functions, check with a computer service provider for assistance.

What can I do if MyTax Illinois does not appear to be responding when I try to view letters, print returns, or select the help link?

Some actions in MyTax Illinois require pop-ups to be enabled in your browser. For example, the Help Menu will open in a new browser window to display help options. Or, if you are trying to view returns, letters, and documents, they will open in a new browser window. To allow pop-ups in your browser, see your browser's help menu for instructions.

Note: If you see a screen that says "Retrieving your letter…" and has a countdown, select the link that says "If your letter does not open automatically, click here."

If you have successfully enabled pop-ups in your browser and are still having trouble accessing these MyTax Illinois features, you can call us at 1 800 732-8866 or 217 782-3336 or email us at **rev.mytaxhelp@illinois.gov**.

[Creating a Logon](#)

[Individual Income Tax](#)

What is a Letter ID?

A Letter ID is a unique set of letters and numbers used to identify each letter issued by IDOR. To obtain access to an Individual Income Tax account through MyTax Illinois, you are required to enter a Letter ID from a letter that was issued within the last 90 days from your Individual Income Tax account. Common letters that can be used to activate your logon include:

- Return Correction Notice
- Notice of Tax Due
- Notice of Deficiency
- Notice before Collection
- Examiner's Report
- Notice of Proposed Tax Due
- Certain IDOR Collections notices

If you do not have a letter that meets these criteria, you can request a Letter ID be mailed to you using the "Request a Letter ID" link under the "Individuals" panel on the MyTax Illinois homepage.

What if my Letter ID does not work?

For joint filers, the Letter ID will only activate a logon for the taxpayer listed first on the letter (*i.e.*, the primary spouse). Individual Income Tax filers who file their returns jointly and who would like to file returns or respond to notices should activate a MyTax Illinois logon under the person listed as the primary taxpayer. The letter must be issued within the last 90 days. If your letter is greater than 90 days old or is otherwise invalid, you can request a new letter ID under the "Individuals" panel on the MyTax Illinois homepage. Note that some categories of letters, for example, a letter that contains "Identity Verification" in the letter title, cannot be used to activate a logon.

If you have any questions about activating a MyTax Illinois logon using a Letter ID, contact us at **rev.mytaxhelp@illinois.gov** or call Taxpayer Assistance at **1 800 732-8866**.

How do I Request a Letter ID to activate my logon?

If you do not have a recent notice issued to you by IDOR from which you can obtain a Letter ID, then you can select the link "Request a Letter ID" under the "Individuals" panel on the MyTax Illinois homepage. You must have previously filed a tax return with IDOR in order to activate a logon. We will send a letter to the mailing address we have on file for you.

Do I have to activate a MyTax Illinois logon to file my Form IL-1040, Individual Income Tax Return?

No. You do not have to activate a MyTax Illinois logon to file your current year Form IL-1040, Individual Income Tax Return. For more information, see File Form IL-1040, Individual Income Tax Return, on MyTax Illinois.

Note: Make sure to have your adjusted gross income amount from your prior year return filed in Illinois, a valid Illinois Driver's License card, or a valid Illinois State Identification card.

If you have a MyTax Illinois logon, you can logon and choose the "File a Return" option.

Why won't MyTax Illinois or other tax preparation programs accept my driver's license or state ID information?

Your driver's license or state ID information must be entered exactly as it appears on your card issued by the Illinois Secretary of State. Your 12-character license or state ID number starts or ends, respectively, with the first letter of your last name. Make sure you do not enter any punctuation after your middle initial, and do not enter an invalid suffix (valid suffixes are Sr, Jr, I, II, III, IV, etc. and are not Mr. or Ms.).

Examples of common entry errors:
- Using a Middle Name when only a Middle Initial is shown
- Using a Middle Initial when a full Middle Name was shown
- Using a different weight from what is shown
- Using a Suffix when none is shown
- Not using a Suffix when one is shown
- Typos

Why won't MyTax Illinois accept my Prior Year Adjusted Gross Income (AGI)?

If your Prior Year AGI doesn't match the Prior Year AGI on the IDOR production file, there may be:

1. No prior year return on file with IDOR. (Historic Filer). This may be because:
- The prior year return was rejected.
- The prior year return was filed under an incorrect SSN/ITIN.
- The prior year return was received but was unable to be processed.
- The prior year return had a notice issued regarding verification of identity, and no response to that notice was received by IDOR.
- the ID is too new and is not yet in IDOR's system

2. A change or correction was made to the return by the taxpayer or IDOR after the original filing.

Business

What are my options to activate my logon?

Once your business is registered with IDOR, IDES, or ILCC, you can activate your MyTax Illinois logon. Allow 24 hours from your registration confirmation email before activating a logon for MyTax Illinois.

To activate a logon for business, select the taxpayer ID type. You can use one of the following options to validate the activation:
- Owner/Officer or Responsible Party Social Security Number
- PIN previously issued by IDOR (used for certain electronic filing methods, such as Webfile and third-party tax software, separate from MyTax Illinois)
- Account Activity validation

This activation process is to help ensure only individuals who are authorized by their organization gain access to a business's tax information.

What should I do if I cannot activate my logon?

If you have not previously completed Form REG-1-O to provide owner/officer information or if that information has since changed, you may not be able to activate your logon without first providing updated information to IDOR. If your business has previously activated a MyTax Illinois logon under another user, this can also prevent you from activating a logon. For assistance, email **rev.mytaxhelp@illinois.gov**.

Two-Step Verification Guide

Why do I need to use a Security Code to sign into my MyTax Illinois logon?

The security code is a security enhancement to help protect your logon. When you first set up two-step verification, you can choose to receive this code by email to an address you provide, by using an authenticator app, or via text message. A new code will be provided to you by the method you select each time you log in to MyTax Illinois. You may need to remove trusted browsers via Two-Step Security. You do not need a new code every time you logon to MyTax Illinois if you save a trusted browser.

Note: If you choose to verify using an authenticator app, you may want to set up a secondary method to get your code. If you change phones, you will need to reconnect the authenticator app to MyTax Illinois.

This two-step verification ensures that only one user will have access to a username and password. If you have multiple users in your organization who need to logon to MyTax Illinois, see Additional Logons below. If you are a tax professional who uses MyTax Illinois to access your client accounts, see Third-Party Access below.

If you would like to set up a secondary method, such as a second email address, to verify your MyTax Illinois logon, you can do so under "Manage My Profile."

If you did not receive your security code:

- If you requested your code by email, check your Spam and Junk folders. You may also need to check with your IT department to ensure you are able to receive emails from **rev.donotreply@illinois.gov**.
- If you can no longer use the method you have set up for receiving your security code, contact us at **rev.mytaxhelp@illinois.gov** or call Taxpayer Assistance at **1 800 732-8866** and select the appropriate tax type from the menu.

MyTax Illinois Functions

Individual Income Tax Login Functions - Require a MyTax Illinois Logon

File, view, or amend a return

In most cases, MyTax Illinois users can logon to file returns for any of the last three tax years. However, if the original return was filed using a paper return, or if the taxpayer is changing his or her filing status (*e.g.*, from married filing jointly to married filing separate), then the taxpayer must file Form IL-1040-X using a paper return.

To file a return: Logon to MyTax Illinois. (Joint filers — logon to the primary taxpayer.) Select "File a Return," and choose the year of the return you wish to file.

To view a return: Logon to MyTax Illinois. (Joint filers — logon to the primary taxpayer.) Select "View more account options." Then, under the panel for "Periods and Submissions," select "View account periods." Select the tax filing period you wish to view. Then, select the hyperlink for the processed return in the Period Activity Panel.

To amend a return: Logon to MyTax Illinois. (Joint filers — logon to the primary taxpayer.) Select "View more account options." Then, under the panel for "Periods and Submissions," select "View account periods." Select the tax filing period you wish to amend. Select "File or Amend a Return," and then choose the link "Amend."

Make a payment

You can make payments in a number of ways using MyTax Illinois, and you can do so using checking or savings accounts. To pay assessed balances, you can use "Manage Payments and Returns." To make estimated and extension payments (*i.e.*, IL-1040-ES and IL-505-I payments), choose "View more account options," and use the links for estimated and extension payments. If you are filing a tax return with a payment due, you will have the option to include payment information when filing the return.

Note: Payment requests submitted in MyTax Illinois take three to five business days to fully post and for the balance to be updated.

Respond to a notice

You can use your MyTax Illinois logon to respond to some notices. Select "View more account options," and then "Respond to a notice" in the "Letters and Messages" panel.

Select "respond" in the row of the notice to which you would like to respond. Responses in MyTax Illinois are immediately logged. You can view your submitted responses in MyTax Illinois by selecting "View more account options" and then "View Account Messages" in the "Letters and Messages" panel. The response will be in the

Outbox tab in Messages. IDOR reviews these responses on a first in, first out basis. Once your correspondence is reviewed, we will mail you a notice explaining the outcome of the review. You can view this notice in MyTax Illinois by selecting "View more account options" and then "View Account Letters" in the "Letters and Messages" panel. While you are not actively being billed for any balance corresponding to the notice during the time that you are waiting for a review of your correspondence, a balance due may still display in MyTax Illinois.

Respond to an examination

For certain notices issued to taxpayers by the Federal State Exchange Unit at IDOR, we allow the taxpayer the option of sending a response using MyTax Illinois. To send a response to such a notice, logon to MyTax Illinois, and select "More Account Options" for the account type for which the notice was sent. Under the panel "Account Options," select the link "Respond to an Examination."

See your Examination notice for specific instructions. For assistance with how to respond to an examination, contact **rev.fseu@illinois.gov** or **217 782-7962**.

Respond to an audit

For certain audit notices issued to taxpayers by IDOR, we allow the taxpayer the option of sending a response using MyTax Illinois. To send a response to such a notice, logon to MyTax Illinois, and select "More Account Options" for the account type for which the notice was sent. Under the panel "Account Options," select the link "Respond to Audit."

See your audit notice for specific instructions. You can contact your auditor with questions or assistance with how to respond to a notice.

Request an Installment Payment Plan Agreement

You can use your MyTax Illinois logon to submit Form CPP-1, Installment Payment Plan Request, electronically, when certain conditions are met.

Logon in to MyTax Illinois, and select "More…." Under the panel "Payments and Returns," choose "Set up a Payment Installment Plan with IDOR." For assistance with your payment plan, contact **rev.payplan@illinois.gov**, **217 785-8556**, or the number on your most recent collection notice.

Note: You must have a balance due that is actively in collection with IDOR to use MyTax Illinois to submit your payment plan request. If you have only received your final notice of tax due from IDOR or if you have not yet been billed for any outstanding balances, you cannot use MyTax Illinois to submit your request for a payment plan.

Business Login Functions - Require a MyTax Illinois Logon

File or amend a return

To file a return: Logon to MyTax Illinois. Next to the account type for which you wish to file, select "File a return." Then you can select the period of the return you wish to file.

To amend a return: Logon to MyTax Illinois. Next to the applicable account type for which you wish to file an amended return, select "View more account options." Then, under the panel for "Periods and Submissions," select "View account periods." Select the tax filing period you wish to amend, select "File or Amend a Return," and then choose the link "Amend." Certain returns may require you to amend using a paper form, depending on the return type and how the original return was filed.

Note: Business Income Tax returns cannot be filed or amended in MyTax Illinois. See the instructions for the applicable tax type for more information on filing your return in MyTax Illinois.

Make a payment

You can make payments in a number of ways using MyTax Illinois, and you can do so using checking or savings accounts. To pay an outstanding assessed balance, you can use "Manage Payments and Returns" on the Summary screen in MyTax Illinois or you can select the applicable item on the Action center screen.

For other types of payments, certain account types offer links to make specific payments types (*e.g.*, "Make an IL-501 Payment" for Illinois Withholding Income Tax). To direct a specific type of payment for a particular tax reporting period select "More account options" and then "View Account Periods." After selecting the period for which you need to make a payment, select "Make a Payment" and indicate the type of payment you want to make, along with the payment details.

If you are filing a tax return with a payment due, you will have the option to "Proceed to payment" after submitting the return request. MyTax Illinois also offers the option to "pay by mail" for several payment types. This will generate a voucher that you can print and mail with your payment.

Note: Payment requests submitted in MyTax Illinois take three to five business days to fully post to your account and for the balance to be updated.

Renew a license or certificate

MyTax Illinois can be used to renew certain licenses and certificates and to submit associated payments. Your request must be completed during the renewal period for your license or certificate. See your renewal notice for specifics.

For questions on your license renewal, contact **rev.mytaxhelp@illinois.gov** or the appropriate division:

IFTA License — **rev.ifta@illinois.gov** or **217 785-1397**

Liquor License — **ilcc@illinois.gov** or **217 782-2136** (Springfield) or **312 814-2206** (Chicago)

Cigarette/Tobacco license — **rev.crd@illinois.gov** or **217 785-3707**

Bingo/Pull Tab/Charitable Gaming License — **rev.bptcg@illinois.gov** or **217 558-7425**

Respond to an audit

For certain audit notices issued to taxpayers by IDOR, we allow the taxpayer the option of sending a response using MyTax Illinois. To send a response to such a notice, logon to MyTax Illinois, and select "More Account Options" for the account type for which the notice was sent. Under the panel "Account Options," select the link "Respond to Audit."

See your audit notice for specific instructions. You can contact your auditor with questions or assistance with how to respond to a notice.

Respond to a Business Income Tax (BIT) or Withholding Income Tax (WIT) notice

You can use your MyTax Illinois logon to respond to some notices. Next to the BIT or WIT account type, select "View more account options," and then "Respond to a notice" in the "Letters and Messages" panel.

Select "respond" in the row of the notice to which you would like to respond. Responses in MyTax Illinois are immediately logged. You can view your submitted responses in MyTax Illinois by selecting "View more account options" and then "View Account Messages" in the "Letters and Messages" panel. The response will be in the Outbox tab in Messages. IDOR reviews these responses on a first in, first out basis. You can view responses in MyTax Illinois by selecting "View more account options" and then "View Account Letters" in the "Letters and Messages" panel. While you are not actively being billed for any balance corresponding to the notice during the time that you are waiting for a review of your correspondence, a balance due may still display in MyTax Illinois.

Request an Installment Payment Plan Agreement

You can use your MyTax Illinois logon to submit Form CPP-1, Installment Payment Plan Request, electronically, when certain conditions are met.

Logon to MyTax Illinois, and select "More…" Under the panel "Payments and Returns," choose "Set up a Payment Installment Plan with IDOR." For assistance with payment plan, contact **rev.payplan@illinois.gov**, **217 785-8556**, or the number on your most recent collection notice.

Individual Income Tax Non-login Functions - Do not require a MyTax Illinois Logon

Respond to a notice requesting Identity Verification

If you receive a notice from IDOR requesting identity verification, you can respond securely using MyTax Illinois. From the MyTax Illinois homepage, use the panel "Identity Verification" to respond to an Identity Verification Quiz, Identity Verification Code, or Identity Verification Documents notice.

Note: You may need to scroll down the page, or enter "identity verification" in the search box, to find the "Identity Verification" panel.

IL-PIN inquiry

An Illinois personal identification number (PIN) is assigned to you when you file your first IL-1040. First-time filers will not have an IL-PIN assigned until after IDOR receives and processes that first return. To file your Illinois individual income tax return for the first year, you will need to either complete and mail a paper IL-1040 or file through a tax preparer or third-party electronic software. After filing the first year, you will be able to create a MyTax

Illinois logon. You may look up your Illinois PIN using your Illinois Driver's license or Illinois state ID or using the Adjusted Gross Income (AGI) from your most recently filed Illinois tax return. The IL-PIN is used to activate a MyTax Illinois logon, file an IL-1040, make a MyTax Illinois payment, or request a Letter ID.

Refund inquiry
From the panel "Inquiries for Individuals," you can use the "Where's my refund?" link to check on the status of a current year refund. For questions about prior year refunds, amended returns, or refunds resulting from correspondence with IDOR, contact Taxpayer Assistance at **rev.ta-iit@illinois.gov** or **1 800 732-8866** for assistance.

Non-login payments
Individuals can make estimated, extension, and return payments without a logon for the current tax year. Individuals also can make return and balance due payments without a logon for the liabilities reported for the two previous tax year's returns. To make payments for liabilities reported on returns for tax years greater than three years old, you will need to activate a MyTax Illinois logon. To make a non-login payment, use the link "Make an IL-1040, IL-1040-ES, or IL-505-I payment" located under the "Individuals" panel on the MyTax Illinois homepage. You will be provided with a confirmation code for your payment. Save this code for your records. The code, along with the email address you provide, will allow you to retrieve a record of your payment (using "Retrieve a return, application, or payment" in the "Submissions" panel.) This confirmation code is _not_ emailed to you.

Non-login returns
The option to file a current year Form IL-1040, Illinois Individual Income Tax Return, without having a MyTax Illinois logon (non-login option) is improved and available for taxpayers meeting the following standards:
- You filed a previous year IL-1040
- You are a full year resident of Illinois*
- You are not claiming:
  - taxable income or additions except for your Adjusted Gross Income or any tax-exempt interest from the federal 1040
  - subtractions except for social security income, retirement income, Illinois Income Tax overpayment, military pay, U.S. interest, contributions to a 529 plan such as "Bright Start" or "Bright Directions" with the account number, or exemptions
  - non-refundable credits except for property tax credit or K-12 education expense credit
  - payments or refundable credits except for Illinois withholding from W-2, W-2G, 1099-G, 1099-INT, or 1099-R, estimated payments, or Earned Income Credit

To file a return without a MyTax Illinois logon: Under the "Individuals" panel on the MyTax Illinois homepage, select "File a 2023 IL-1040." Follow the instructions to complete your return.

***Note**: Part-year residents and nonresidents are unable to use the MyTax Illinois program. You will need to file using tax prep software or a paper Form IL-1040, Individual Income Tax Return, and Schedule NR, Nonresident and Part-year Resident Computation of Illinois Tax. However, as a nonresident or part-year resident, you can create a MyTax Illinois logon to check your balance and view correspondence. See the IL-1040 Alternate Filing Methods web page for more information.

Look up estimated and extension payments
You can look up your current estimated payments, extension payments, and any credit you have requested to be carried forward to the current tax year using the link "Look up my estimated/extension payment" in the "Inquiries for Individuals" panel on the MyTax Illinois homepage.

1099-G lookup
You can retrieve your Form IL-1099-G as issued by IDOR using the link "Look up my Form 1099-G" under the panel "Inquiries for Individuals" on the MyTax Illinois homepage. This inquiry will only return Forms 1099-G issued for tax overpayments by IDOR in the current year. The prior three years of Forms 1099-G can be accessed by activating a MyTax Illinois logon (see "Letters").

Note: Form 1099-G is issued only to taxpayers who have elected to itemize their federal return in the prior year and who have an overpayment of $10 or more.

Forms 1099-G issued by other government agencies, such as IDES, must be retrieved from the issuing agency.

1098-F lookup

You can retrieve your Form IL-1098-F as issued by IDOR using the link "Look up my Form 1098-F" under the panel "Searches" on the MyTax Illinois homepage. This inquiry will only return Forms 1098-F issued by IDOR in the current year. Form 1098-F reports payments owed by a taxpayer as a result of a court order, settlement agreement, or other assessment that became, or will become, binding on or after January 1 of the reporting year.
Note: Form 1098-F is not a notice of tax due or bill.

Submit an IDOR power of attorney

You can use MyTax Illinois to submit a Power of Attorney for IDOR. From the MyTax Illinois homepage, under the "Additional Services" panel, select "Submit an IDOR Power of Attorney."

This request should only be submitted for tax types administered by IDOR. You must submit Form IL-2848, Form IL-56, or the Multi-State Power of Attorney form, and any supporting documents for either as one attachment. See the Power of Attorney Information web page for additional guidance.

For Individual Income Tax, use the taxpayer's Social Security Number (SSN) for the ID number. For joint filers, submit your request under the primary taxpayer's SSN and select "Yes" for joint return. Then provide the secondary filer's SSN and name.

You will be notified by email when the power of attorney has been added to the taxpayer account, which typically takes one to three days.

Volunteer Emergency Worker Credit Application and Lookup

You can apply for and lookup a Volunteer Emergency Worker Credit under the "Individuals" panel on the MyTax Illinois homepage. For more information, see the Volunteer Emergency Worker Credit web page.

Businesses Non-login Functions - Do not need a MyTax Illinois Logon

Electronic W-2 and 1099 Transmittal Programs

You can bulk upload W-2's and 1099's under the "Non-Login Return or Report" panel on the MyTax Illinois homepage. For more information, see the Electronic W-2 and 1099 Transmittal Programs web page and PUB-110.

Verify a registered business

This feature allows a user to confirm whether a business is currently registered with IDOR using the business's Illinois Account ID, Federal Employer Identification Number, or a license number. This feature is particularly helpful when a user needs to confirm the accuracy of an Illinois Account ID to document transactions such as sales for resale.

Tax Rate Finder

This feature allows a user to search for the rates of various taxes applicable to an Illinois local government (*i.e.*, county or municipality). The tax rate finder has two types of searches:

- Users can search by the name of the county or municipality to find an applicable rate. This type of search is used by Illinois retailers to verify the tax rate at an Illinois retail sales location.
- Users can search for local tax rates associated with an address. This type of search is used by remote retailers and marketplace facilitators to verify the tax rate at a specific delivery destination address as required under the Leveling the Playing Field for Illinois Retail Act.

Do *not* use Search by Address if you are an Illinois retailer verifying the rate for a retail sales location in Illinois.

Verify a sales tax exemption number

This feature allows a user to confirm whether the sales tax exemption ("E") number issued to an organization by IDOR is active. IDOR issues exemption numbers only to those organizations that have demonstrated that they are not for profit and organized and operated exclusively for charitable, religious, educational, or governmental purposes. This verification feature is useful for retailers needing to confirm whether a customer claiming an exemption from Illinois sales and use tax is eligible to make that claim and to properly document the exempt sales in the retailer's business records.

Submit an IDOR power of attorney

You can use MyTax Illinois to submit a Power of Attorney for IDOR. From the MyTax Illinois homepage, under the "Additional Services" panel, select "Submit an IDOR Power of Attorney."

This request should only be submitted for tax types administered by IDOR. You must submit Form IL-2848, Form IL-56, or the Multi-State Power of Attorney form, and any supporting documents for either as one attachment. See the Power of Attorney Information web page for additional guidance.

For businesses, use the taxpayer's Federal Employee Identification Number (FEIN), if one exists. For sole proprietors who do not have a FEIN, use the taxpayer's Social Security Number (SSN) for the online submission.

You will be notified by email when the power of attorney has been added to the taxpayer account, which typically takes one to three business days.

File a zero wage report (IDES Form UI-3/40)

This feature allows a user to submit a zero wage report (IDES Form UI-3/40) to IDES. A "zero" wage report is one which the user has no liability to report but which is still required to be submitted. The non-login zero wage report allows users to satisfy this requirement easily and efficiently.

1098-F lookup

You can retrieve your Form IL-1098-F as issued by IDOR using the link "Look up my Form 1098-F" under the panel "Searches" on the MyTax Illinois homepage. This inquiry will only return Forms 1098-F issued by IDOR in the current year. Form 1098-F reports payments owed by a taxpayer as a result of a court order, settlement agreement, or other assessment that became, or will become, binding on or after January 1 of the reporting year.
Note: Form 1098-F is not a notice of tax due or bill.

View Audit Discrepancies and Respond to an Audit Information Request

Certain letters from IDOR's Audit Division require the taxpayers to view specific questions and information requests in MyTax Illinois. To review the specific questions and information requested, select "Respond to an Audit Inquiry" under the "Submit Response to IDOR Notice" panel on the MyTax Illinois homepage and enter the logon code provided on the letter you received. You will be required to answer a security question before viewing the Audit questions. After reviewing the request, taxpayers can respond or submit documentation.

Using MyTax Illinois

What is the difference between "Requests" and "Correspondence" in MyTax Illinois?

"**Requests**" are user submissions from MyTax Illinois, such as a tax return, payment, or update to account information. Most requests will display a confirmation number and an option to print a confirmation of your request.

"**Correspondence**" is the location for communications to you from IDOR and consists of "**Messages**" and "**Letters.**"

The "**Messages**" tab is similar to an email inbox. IDOR uses this feature to send one-way communications to you, and "Messages" serves as your inbox for these communications. You cannot reply to these messages.
The "**Letters**" tab contains copies of correspondence mailed to you by IDOR. This tab is helpful if you lose or misplace a piece of correspondence. In addition, if you set up your tax preparer as a secondary or third-party user, they will have access to the correspondence without the hassle of delivery.
Note: Second or third-party users will only have access to "Letters" under the accounts they are authorized to access.

How do I review my submitted requests?

Logon users of MyTax Illinois can select "More…" from the main summary screen and then "Search submissions." You can also view requests by account type by selecting "View more account options" and then "View account submissions."

Users who have submitted non-login requests in MyTax Illinois can review those requests using "Retrieve a return, application, or payment" in the Submissions panel on the MyTax Illinois homepage.

How do I cancel or withdraw a request?

Some requests can be canceled or withdrawn while they are still in a pending status. To cancel a request, locate your request in the Submissions (see "How do I review my submitted requests?" above), and select your request. Choose the option "Withdraw" to cancel a return submission request, or if the request is for a payment, choose "Cancel." This will delete (cancel) this request. While many tax return requests can be edited and then resubmitted, payments cannot be edited.

If you need to correct a payment request, you may cancel the request if the payment status is "pending." If the submitted payment status is something other than "pending," you may not cancel the payment.

Closing and opening tax accounts

You can use MyTax Illinois to add new tax registrations. Logon to MyTax Illinois, choose "More…," and then under the "Registration Information" panel, select "Register for New Tax accounts." You can also select "Reopen Closed Accounts" if you need to register again for a tax account type that you had previously closed.

To request to close a tax account, next to the account on the Summary screen, choose "More account options," and under the "Account Maintenance" panel, choose "Request to close account."
Note: Businesses registered as Sole Proprietors must contact Central Registration for assistance in registering for additional tax accounts.

For questions about opening and closing tax accounts, contact **rev.mytaxhelp@illinois.gov** or Central Registration at **rev.crd@illinois.gov** or **217 785-3707**.

[MyTax Illinois User Management](#)

How do I allow others third-party access or additional logons?
Third-party access
Third-party access enables another trusted user, such as a tax preparer, who has his or her own MyTax Illinois logon to have access to your accounts. The master of a MyTax Illinois logon can allow or revoke this access and control which tax accounts the third party can access. A tax preparer with third-party access can logon to MyTax Illinois using the preparer's own username and password to access client accounts all in one location. **Note:** Third-party access is not available for accounts administered by IDES.

In order to allow third-party access, you must have activated your own MyTax Illinois logon. To allow third parties the ability to request access to your accounts, after logging in, select "Manage my Profile" and then "More…," and then in the panel labeled "Access," select "Manage third party access." From this screen, you can indicate that you would like to allow third party access. You will also see which third parties currently have access to your accounts.

A tax preparer needing to request third-party access to another user's account must logon using his or her MyTax Illinois logon and go to "More…." From this screen, under the panel "Access," you can select "Add Access to an Existing Tax Account." You will be required to enter different security information depending on the type of account you are adding.

Additional logons
Some organizations may have multiple users who need to access MyTax Illinois for different purposes. Each user should have his or her own username and password. The first user to activate a MyTax Illinois logon for the organization becomes the Master logon holder. This user has the ability to add and delete additional logons and to control what those users can see and do within MyTax Illinois.

To manage secondary logons for your logon, select "Manage my profile," then "More…," and then in the "Other Users" panel, select "Manage Additional Logons." From this screen the Master on the logon can control whether additional logons will be allowed, see other logons, and create new usernames and passwords for additional users.

What if the person who created MyTax Illinois access is no longer with the business?
If you have the Master username and password for your logon, you can logon to MyTax Illinois and go to "Manage My Profile." This will allow you to update the email address, profile owner name, authentication method, password, and secret question associated with your master logon.

If you do not have access to the master logon, and the master logon originator is no longer with your organization, contact **rev.mytaxhelp@illinois.gov** or Central Registration at **rev.crd@illinois.gov** or **217 785-3707** for assistance.