

INTERIM IRM PROCEDURAL UPDATE

DATE: 08/15/2012

NUMBER: WI-21-0812-1504

SUBJECT: eAuthentication/eTranscripts

AFFECTED IRM(s)/SUBSECTION(s): 21.2.1

CHANGE(s):

IRM 21.2.1.35 – Added eAuthentication references.

1. Management Action Reports (MAR) generate when transactions do not post to IDRS due to system/network problems (e.g., IDRS application down) or account conditions beyond design for the following applications:
 - Voice Balance Due
 - VPPIN
 - Refund Inquiry
 - Transcript
 - IRFOF (Internet)
 - On-Line Payment Agreement (Internet)
 - eAuthentication

NOTE: Due to the limitations of the Correspondex Letter System, requests for transcripts for some tax modules containing unique transactions, or more of certain transaction codes than can be generated on the letter, are sent to the MAR for manual processing.

2. The Planning and Analysis (P&A) staff determines who, within the directorate, works the MAR. The MAR Directorate Assignments are as follows:

Action Type	Call Site(s)	Directorate
SB/SE ACS	All Sites	Ogden (SB/SE)
SB/SE AM	All Sites	Memphis (SB/SE)
W&I ACS	Atlanta, Fresno, Ogden	Fresno (W&I)
W&I AM	All Sites	Memphis (W&I)
Internet/IRFOF	All Sites	Philadelphia
Internet/On-Line Payment Agreement	Internet SB/SE	Internet (SB/SE)
	Internet W&I	Internet (W&I)

3. A designated person is required to retrieve the reports on a daily basis and manually input the necessary action that the system failed to generate as indicated on the report, by the next business day. The report may be requested for a specific date.
4. The MAR includes the TIN, MFT, Business Operating Division (BOD) and tax period, along with the needed correction for each application.

NOTE: The BOD dictates which customer response telephone number is used on the taxpayer letters, except for eAuthentication transactions. See paragraph (5)(g) for specifics.

5. MARS Corrective Action Needed:

- a. For full pay and installment agreements (W&I and SB/SE) processing, the paragraph number and fill-in data indicates a manual generation of Letter 3217C, *Installment Agreement Accepted; Terms Explained* or 2273C, *Installment Agreement Acceptance & Terms Explanation*.
- b. For PIN (Memphis W&I and SB/SE) processing, the paragraph letter and fill-in data indicates the manual generation of Letter 2940C, *VRU Request for Personal Identification Number (PIN)*.
- c. For Refund Trace CHKCL (Memphis W&I and SB/SE) processing, refer to IRM 21.4.2.4.16.1, *ICCE Refund Trace Reports*.
- d. For Transcripts (Memphis W&I and SB/SE) processing indicates a request for Form 4506, *Request for Copy of Tax Return* with manual generation of a Letter 2941C, *VRU Request For Form 4506*.
- e. For IRFOF (Philadelphia) refer to IRM 21.4.2.4.17, *Payment Claims and Enhanced Reconciliation (PACER) and Treasury Check Information System (TCIS)*.
- f. For On-Line Payment Agreement (Internet W&I and SB/SE) processing, refer to IRM 5.19.1.5.7.1, *OPA Management Action Reports (MAR)*.
- g. For eAuthentication (Internet W&I) processing, the paragraph letter and fill-in data indicates the manual generation of Letter 2940C, *VRU Request for Personal Identification Number (PIN)*. Use Signature Code "BJ" and telephone number 1-888-841-4648 for eAuthentication 2940C letters.

IRM 21.2.1.62 – New section added for eAuthentication.

1. A new IRS online application debuted on August 13, 2012. The eAuthentication registration process will centralize online activity by requiring users to establish an online account to access all future IRS online services. This will replace the previous system where users were required to authenticate for each action and application.
2. Taxpayers will be required to provide five (5) pieces of information that will be validated against IRS records.
 - o Name

- Social Security Number (SSN) or Taxpayer Identification Number (TIN)
 - Date Of Birth (DOB)
 - Address (last two filed returns)
 - Filing Status (FS)
3. Once the user is authenticated and completes the online process by establishing a user name and password, they can access online services available, including eTranscript, the first new application to make use of the eAuthentication process.
- 4.
- Registration problems
 - Account locked/Login issues
 - Forgotten User ID/password
 - Registration Letter received (2940C)
 - System unavailable/technical difficulties
5. Below is a list of scenarios and the toll free response.

If	Then
<p>During the initial registration process, the taxpayer receives a message that the information they have entered (Name, SSN, DOB, FS, Address) does not match IRS records. "The information you entered does not match our records. Please verify your information and try again."</p>	<p>CSR will authenticate the caller and verify the customer is using the last two filed returns to register. When authenticating, if DOB doesn't match IRS records, perform high risk (two additional questions) and advise caller to:</p> <ul style="list-style-type: none"> ○ Contact SSA to correct their DOB and to advise the lender they are unable to complete the authentication and will need to submit a paper Form 4506-T. <p>NOTE: If their DOB is correct advise the taxpayer to try again in 24 hours and if they still cannot authenticate to go back to their lender and submit a paper form 4506-T.</p>
<p>User account is locked out at <i>initial</i> registration (i.e., users has made 3 unsuccessful attempts to enter ID proofing information on the registration screen) and</p>	<p>CSR will authenticate the caller and verify the customer is using the last two filed returns. When authenticating, if DOB doesn't</p>

<p>receives a lockout message. "We have locked your account because the information you entered does not match the data on your most recent tax return. If you believe you made a mistake when you entered your data, please try again in 24 hours. If your information has changed recently, please try again in 24 hours using your previous information. If you continue to have difficulty, please call our Help Desk at 888-841-4648."</p>	<p>match IRS records, perform high risk (two additional questions) and advise caller to:</p> <ul style="list-style-type: none"> ○ Contact SSA to correct their DOB and to advise the lender they are unable to complete the authentication and will need to submit a paper Form 4506-T.
<p>Return taxpayer account is locked as a result of the following:</p> <ul style="list-style-type: none"> ○ Taxpayer has forgotten their password ○ Taxpayer has attempted to enter password three times and failed ○ Taxpayer receives an online message that the account is locked <p>"Your password is invalid. Please try again." (forgot password link is available) Forgot password screen directs taxpayer to answer 2 challenge questions and hit continue. If the taxpayer enters an answer to a challenge question incorrectly the error states "The information you have entered is incorrect. Please try again." During the password reset, if the user does not answer the security questions correctly on the fourth try, they will receive the following error message: "You have exceeded the number of allowed attempts. In order to access your account you must re-register." (with hyperlink to re-register)</p>	<ul style="list-style-type: none"> a. CSR would remind the customer that the password is case sensitive, has upper and lower case and at least one special character. If that doesn't address the issue, ask the customer if they tried the forgotten password link. b. Locked Account <ul style="list-style-type: none"> ○ CSR will advise caller to wait 60 minutes and make an attempt again, referring the caller to the password self help feature. ○ If caller indicates the information is needed immediately or the caller states he/she does not remember either the password or answers to the self-help questions, the CSR will advise taxpayer to re-register.
<p>Taxpayer has forgotten their User ID. The "Forgot User ID." link is available on the sign-in page. After the taxpayer clicks on the link there is a message directing the taxpayer "To recover your User ID you will have to re-register."</p>	<p>CSR will instruct the caller to re-register by selecting the "Forgot User ID" link on the sign in page. Remind the customer once you have completed entering the information. Select continue and sign in.</p>

<p>If a taxpayer who already has an online account is attempting to access the system but has a Date of Death indicator they will receive the following message: "You successfully created an account but a condition has been identified that is preventing access. Please contact us at 888-841-4648."</p>	<p>CSR will probe to determine the message and authenticate the caller (with high risk). Research to determine if a date of death is on the account. If so, advise the customer to contact SSA at 1-800-772-1213 and notify lender they will need to submit Form 4506-T.</p>
<p>Taxpayer is unable to access the application because they have one or both of the following indicator on their record:</p> <ul style="list-style-type: none"> ○ ID Theft indicator ○ Date of Death ○ Has not filed a tax return in the past 2 years <p>"The information you entered does not match our records. Please verify your information and try again."</p>	<p>CSR will probe to determine where the customer's information is failing. Ask if they are registering in the system for the first time or ask if they registered previously and are coming back in to request a new transcript?</p> <ul style="list-style-type: none"> a. If first time registrant, go to scenario one. b. If customer registered previously, the assistor will authenticate the caller and verify they have filed a tax return in two previous years. <ul style="list-style-type: none"> ○ If no returns on file caller refer caller back to lender. ○ If returns on file determine if there is a date of death on the account (high risk authentication needs to be performed before advising TP and referring to SSA and back to the lender.) <p>If neither of these two issues is the cause of the error message, the assistor will advise that the customer does not meet the systemic criteria for using eTranscripts (Send My Transcripts) and refer the caller back to the lender for 4506-T submission.</p>
<p>The taxpayer is attempting to request a transcript for a year for which the tax return does not exist or has not yet been processed</p>	<p>CSR will authenticate the caller and advise that there is no record of the account. Ask the customer when</p>

<p>(most likely this is being done during the filing season).</p> <p>NOTE: Transcripts are not available if a tax return has not been filed or has not yet been processed. The system will create a "No Record Found" record.</p> <p>Refer to "Tax Year" Help Topic (eTranscripts WF 032) "There was No Record Found for the transcript you requested. Your No Record Found for [YEAR] will be delivered electronically to [MAILBOX NAME (i.e. Lender/Vendor Name)]."</p>	<p>they filed the return if it is within 6 weeks, and then the return has likely not been processed. The system will generate a record of no record filing.</p>
<p>The taxpayer is attempting to request a transcript for a year that does not appear as a selection in the drop-down box.</p>	<p>CSR advises the taxpayer that the eTranscripts application only allows the taxpayer to request their tax account and/or tax return transcript for the current year and prior 3 years. Any other years will need to be requested through other available methods (complete Form 4506-T).</p>
<p>Taxpayer receives a message that their Lender ID does not match our (IRS) records. Refer to eTranscripts WF 041 5x Lender Mismatch. "The Lender ID you have entered does not match our records. Please contact your lender to resolve this issue."</p>	<p>CSR directs the taxpayer to contact their bank.</p>
<p>Taxpayer receives a "Technical Difficulties" error page.</p>	<p>CSR asks the nature of the call.</p> <ul style="list-style-type: none"> ○ CSR directs the taxpayer to try again later.
<p>Taxpayer receives the message "The application is currently unavailable". The taxpayer is provided with a date when the system is expected to be back online. Refer to eTranscripts WF 026 - Unavailable Page.</p>	<p>CSR asks the nature of the call.</p> <ul style="list-style-type: none"> ○ CSR directs the taxpayer to try again on the date provided in the message.

<p>Taxpayer is prevented from successfully completing any of the following due to a technical problem:</p> <ul style="list-style-type: none"> ○ Password Reset function ○ Registration/Account creation ○ Profile Management (Create or Update) 	<p>CSR asks the nature of the call.</p> <ul style="list-style-type: none"> ○ CSR directs the taxpayer to try again later.
<p>Taxpayer has forgotten their Password but not locked out. The "Forgot Password" link is available on the sign-in page. After the taxpayer clicks on the link there is a message directing the taxpayer to "Answer the questions below to change your password." Taxpayer can then enter in their answers to their secret questions.</p>	<p>CSR will instruct the caller to select the "Forgot Password" link on the sign in page. Remind the customer once you have completed entering the information. Select continue then enter in their new password and click save.</p>
<p>Taxpayer received a letter (2940C) notifying them that an online account was created but the taxpayer did not create the account. The letter will read as follows: "Thank you for registering to use IRS online services. If you did not initiate this registration, contact us at 1-888-841-4648, Wednesday through Friday, 7:00 a.m. to 7:00 p.m. local time. Please keep your registration profile data current. We will send you a confirmation email each time you update your profile. Letter 2940C (Rev.10-2011)" or After updating their profile in e-Auth via the profile management link the taxpayer receives an email. The email reads: "We updated your IRS online services profile per your request. We are sending you this email to inform you of the change. We do not require any additional information from you. If you did not request this change or believe your account has been compromised contact us at 1-888-841-4648."</p>	<p>Advise the customer of the reason for the notice. The call is complete if the customer acknowledges creating or updating the account. If the customer is still unsure after hearing the explanation, direct them to the 888-841-4648 number. (No authentication required) "You have received this letter/email because you recently created or updated your IRS account or applied for a mortgage loan."</p>
<p>The taxpayer receives an onscreen message that the transcript they are attempting to request has already been ordered within the last 24 hours. The taxpayer did not make the</p>	<p>Advise the customer of the reason for the message. The call is complete if the customer acknowledges ordering the transcript</p>

<p>previous request. Refer to eTranscripts WF 010 – Duplicate Order Error Page "If you did not request this transcript, or you believe it has been more than 2 business days since you requested it, please contact us at 888-841-4648."</p>	<p>online. If the customer is still unsure after hearing the explanation, direct them to the 888-841-4648 number. (No authentication required) "You have received this message because you have already requested the transcript within the last 24 hours"</p>
<p>If a taxpayer calls stating they are having trouble with their 508 software interfacing with the eAuthentication application.</p>	<p>Refer the taxpayer to the new toll free number. (888-841-4648)</p>