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Secure Messaging: Contact the IRS through Secure Messaging

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# User Guide

## Welcome to IRS Clean Energy

CONNECT WITH US USING SECURE MESSAGING

The Inflation Reduction Act (IRA) and the Chips and Science Act (CHIPS Act) offer credits for clean energy and manufacturing investments.



### Clean Energy and Semiconductor Manufacturers

#### IRA and CHIPS Credits

Register your intent to make an elective payment or transfer election. You may receive a registration number to use when you file your tax return.

GET STARTED



### Vehicle Manufacturers

#### Clean Vehicle Credits

Manufacturers of electric vehicles (EVs) and plug-in hybrid vehicles (PHEVs) may qualify for clean vehicle tax credits. You must report details for each EV you manufacture.

GET STARTED



### Vehicle Dealers and Sellers

#### Clean Vehicle Credits

Report new and used vehicles that are eligible for a clean vehicle credit under Internal Revenue Code 30D and 25E.

GET STARTED



### Energy Efficient Home Improvement Product Manufacturers

#### Energy Efficient Home Improvement Credit (EEHIC)

Manufacturers of EEHIC eligible products may register as a Qualified Manufacturer (QM). Use this portal to apply as a EEHIC QM, check the status of your application, and maintain your account. QMs are required to report details for every EEHIC product you manufacture.

GET STARTED

#### Related Resources

Select **Connect with Us Using Secure Messaging**

NOTE: If this is your first time using secure messaging, you will need to say **Yes** to accept the terms of Secure Messaging - [IRS Secure Messaging Terms of Service and Rules of Conduct](#).

### Guide Me

Please answer the questions below so we can route you to the right place.

? Enter the Entity's EIN. Do not include dashes (-).

Next

### Answered Questions

1. Enter your Entity's EIN. Do not include dashes (-).
2. Click **Next**.

### Guide Me

Please answer the questions below so we can route you to the right place.

 Enter the Entity's Name

Next

### Answered Questions

 Enter the Entity's EIN. Do not include dashes (-).

123456789

1. Enter your Entity's Name.
2. Click **Next**.

### Guide Me

Please answer the questions below so we can route you to the right place.

-  Which Clean Energy Topic are you contacting us about?
- ☐ Vehicle Dealers and Sellers
  - ☐ Elective Payment Transfer Election
  - ☐ IRC 25C Qualified Manufacturer Registration
  - ☐ Qualified Vehicle Manufacturers

Next

### Answered Questions

-  **Enter the Entity's EIN. Do not include dashes (-).**  
123456789
-  **Enter the Entity's Name**  
Lowes

1. Which Clean Energy Topic are you contacting us about?
2. Select the option that best describes your entity.

Welcome, John000002405 Doe000002405 | Settings | Logout

Inbox 0Sent

|  | From                  | Subject                               | Received            |
|--|-----------------------|---------------------------------------|---------------------|
|  | Secure Message Center | Welcome to Secure Messaging [#535863] | 09/24/2024 09:13 AM |
|  | Secure Message Center | Your case has been closed [#535817]   | 09/17/2024 06:08 PM |
|  | ChipsEmp1 Emp         | New Subject [#535817]                 | 09/17/2024 06:05 PM |
|  | Secure Message Center | Welcome to Secure Messaging [#535817] | 09/15/2024 06:10 PM |

### Secure Messaging Help

[Overview](#)

[Frequently Asked Questions](#)

[Rules of Conduct](#)

[Feedback](#)

### Tax Professionals

If you would like to correspond on behalf of additional taxpayers, you can [submit additional requests](#).

1. Select Welcome Message to open the message.

The screenshot shows the IRS Secure Messaging interface. At the top is the IRS logo and a navigation bar with 'Inbox 0', 'Sent', and 'Message' tabs. The 'Message' tab is active. Below the navigation bar, there are links for 'Back to Inbox', 'Print', and 'Reply'. The 'Reply' link is highlighted with a red rectangular box. The main content area displays a welcome message from the Secure Message Center, dated 09/24/2024 09:12 AM. The message text reads: 'Dear Taxpayer, Welcome to IRS Secure Messaging. You can use this Secure Messaging system to communicate electronically with us about your Clean Energy or IRC 25C Qualified Manufacturer Registration account. Please reply to this message to ask your question and a team member will respond. If you need help, you can check Secure Messaging Help in the upper right of this window or let us know in your reply to this message. IRS IRC 25C Qualified Manufacturer Registration Team'. On the right side, there is a 'Secure Messaging Help' section with links for 'Overview', 'Frequently Asked Questions', 'Rules of Conduct', and 'Feedback'. Below that is a 'Tax Professionals' section with a link to 'submit additional requests'.

IRS

Welcome, John000002105 | Settings | Logout

Inbox 0 Sent Message

< Back to Inbox

Print Reply

Subject: Welcome to Secure Messaging [#535863]

From: Secure Message Center

Received: 09/24/2024 09:12 AM

Attachments:

Dear Taxpayer,

Welcome to IRS Secure Messaging. You can use this Secure Messaging system to communicate electronically with us about your Clean Energy or IRC 25C Qualified Manufacturer Registration account.

Please reply to this message to ask your question and a team member will respond.

If you need help, you can check *Secure Messaging Help* in the upper right of this window or let us know in your reply to this message.

IRS IRC 25C Qualified Manufacturer Registration Team

Secure Messaging Help

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[Rules of Conduct](#)

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Tax Professionals

If you would like to correspond on behalf of additional taxpayers, you can [submit additional requests](#).

## INITIATE REPLY

The Welcome Message will depend on which selection you chose on the ***Which Clean Energy Topic are you contacting us about*** question in Guided Help.

1. Click on **Reply** in the top right of the message box to reply to your Welcome Message



Inbox **0** Sent Reply

[Back to Message](#)

[Attach File](#) **0**

[Send](#)

Subject: Welcome to Secure Messaging [#535863]

From: Secure Message Center

Received: 09/24/2024 09:12 AM

Attachments:

Reply

Message

**B** **I** **U**

Secure Messaging Help

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[Frequently Asked Questions](#)

[Rules of Conduct](#)

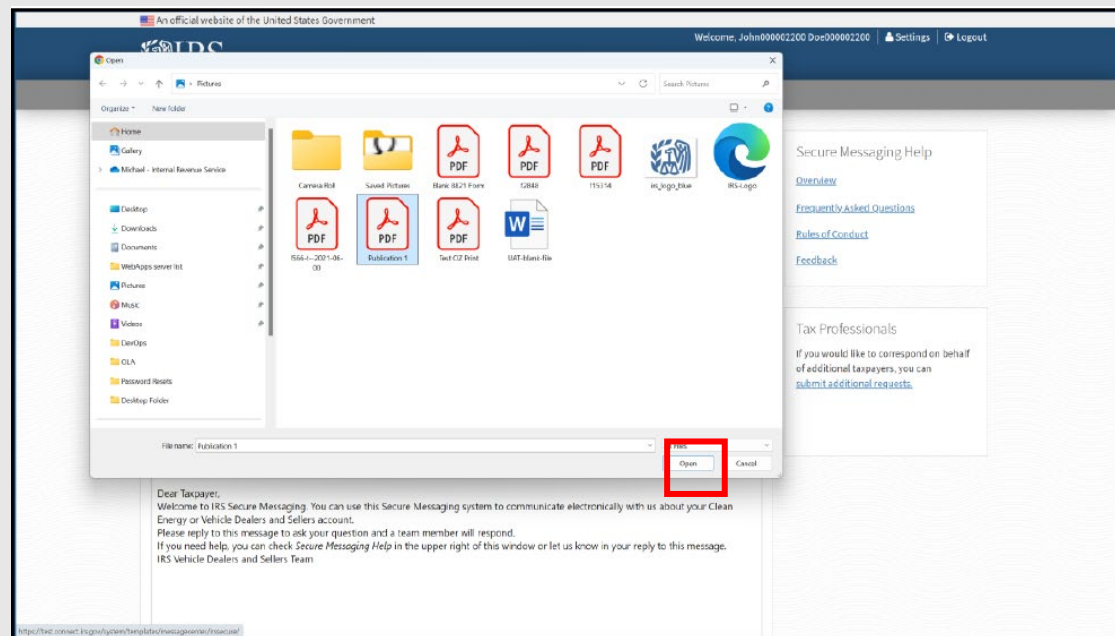
[Feedback](#)

Tax Professionals

If you would like to correspond on behalf of additional taxpayers, you can [submit additional requests](#).

## ENTER REPSONSE AND INITIATE ATTACHMENT

1. Enter **Reply** to welcome message in the message body
2. Click **Attach File**

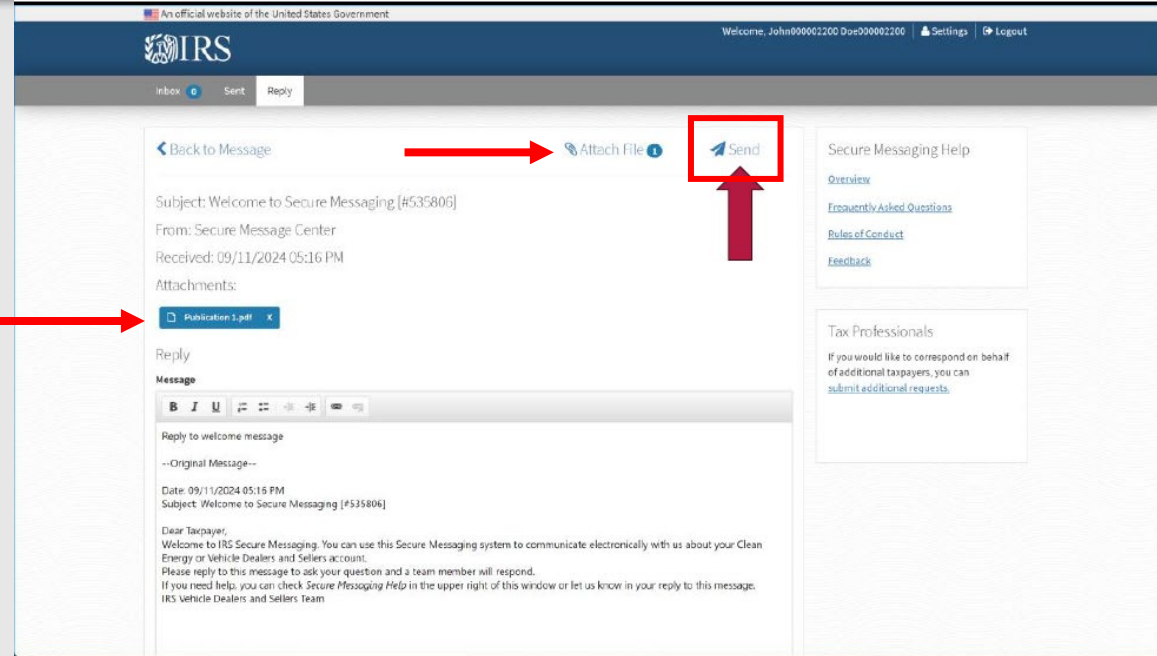


## CHOOSE FILE

1. Select document to be attached
2. Click **Open**

The file upload window should close, and you can see the attachment in secure messaging.

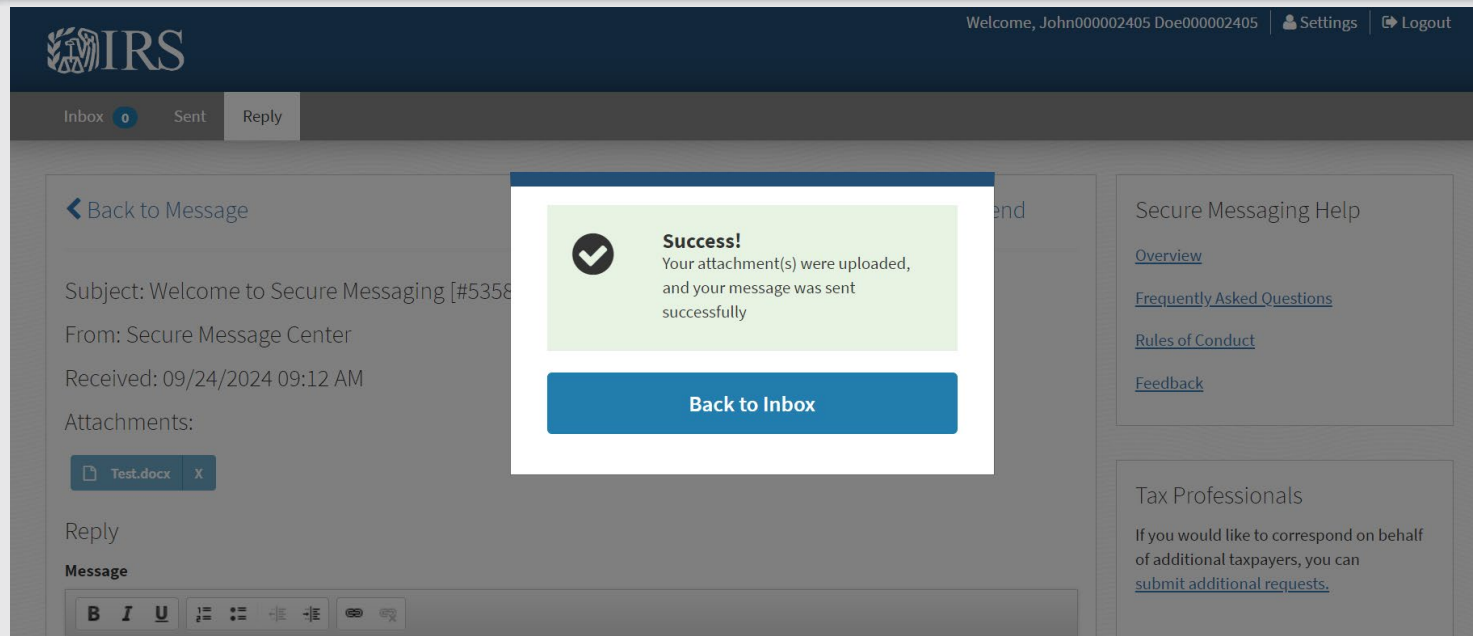
**\* NOTE** – There are restrictions on acceptable file formats when attaching files.



## SEND MESSAGE

### 1. Click **Send**

**\* NOTE** – The attachment is displayed at the top of the message with the name and file type, providing confirmation of the attachment. The **Attach File (1)** at the top of the window indicates the number of files attached.



## SEND SUCCESS

A **Success!** Confirmation window appears.

1. Click **Back to Inbox**, to return to your inbox.

## You Have a New IRS Secure Message

A new IRS Secure Message is available.

[Sign in to view your Secure Message](#)

Alternatively, you can also access Secure Messaging in your IRS [online account](#) using the same login. There, you can:

- view your balance
- make payments
- access your tax records

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Messages may have time-sensitive information. Please log into your account as soon as possible to review your message.

For your [security](#) and [privacy](#), IRS did not share account details in this email. We won't initiate email contact without your consent.

To protect your personal information, please don't reply to this email. It's not secure and we don't monitor replies.

If you have questions about this email, please [contact us](#).

[IRS Privacy Policy](#)

Select ***Sign in to view your Secure Message***

IRS

Welcome, John000002405 Doe000002405 | Settings | Logout

Inbox 0 Sent

| From                  | Subject                               | Received            |
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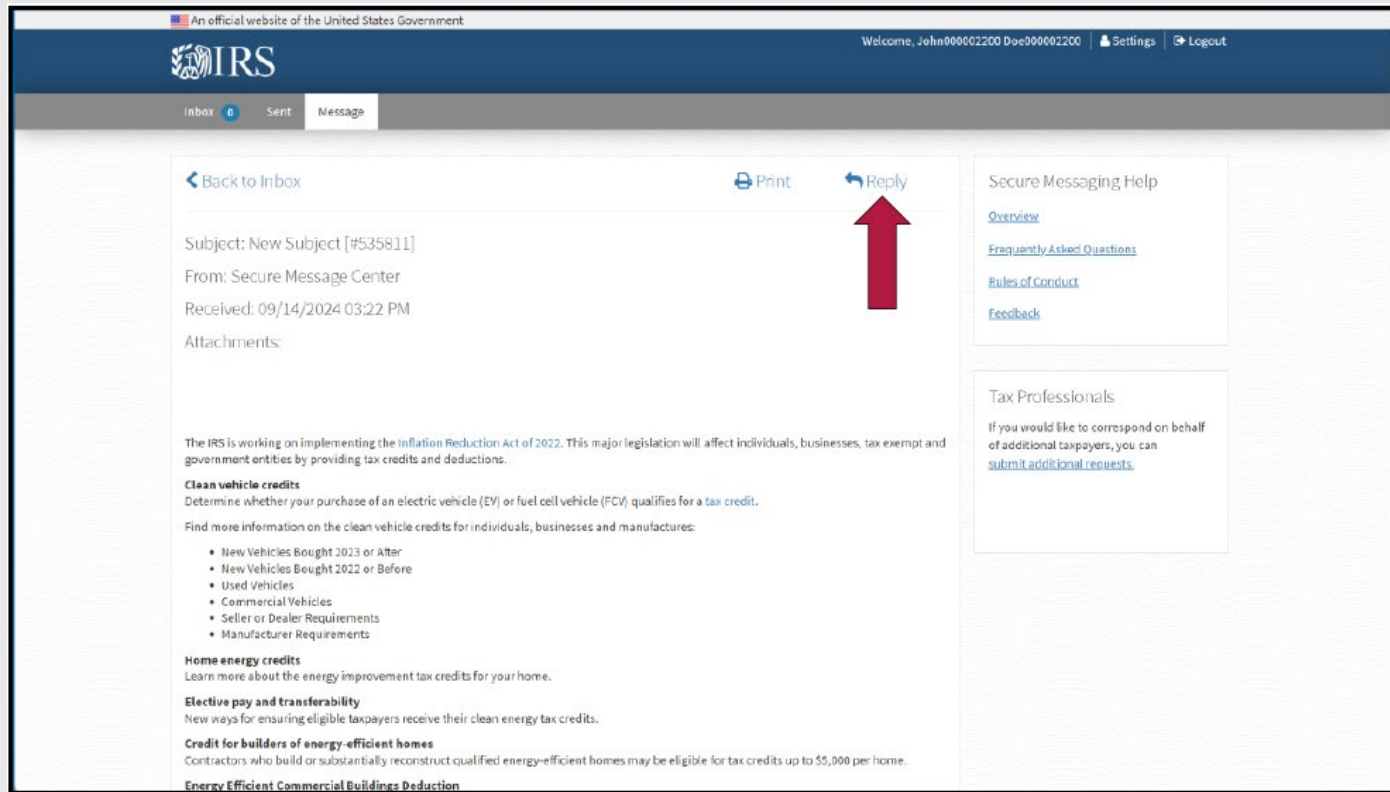
Tax Professionals

If you would like to correspond on behalf of additional taxpayers, you can [submit additional requests](#).

## VIEW YOUR INBOX

Once you have signed in, your Secure Message Inbox will open. (If you do not have a message, hit Refresh in your web browser.)

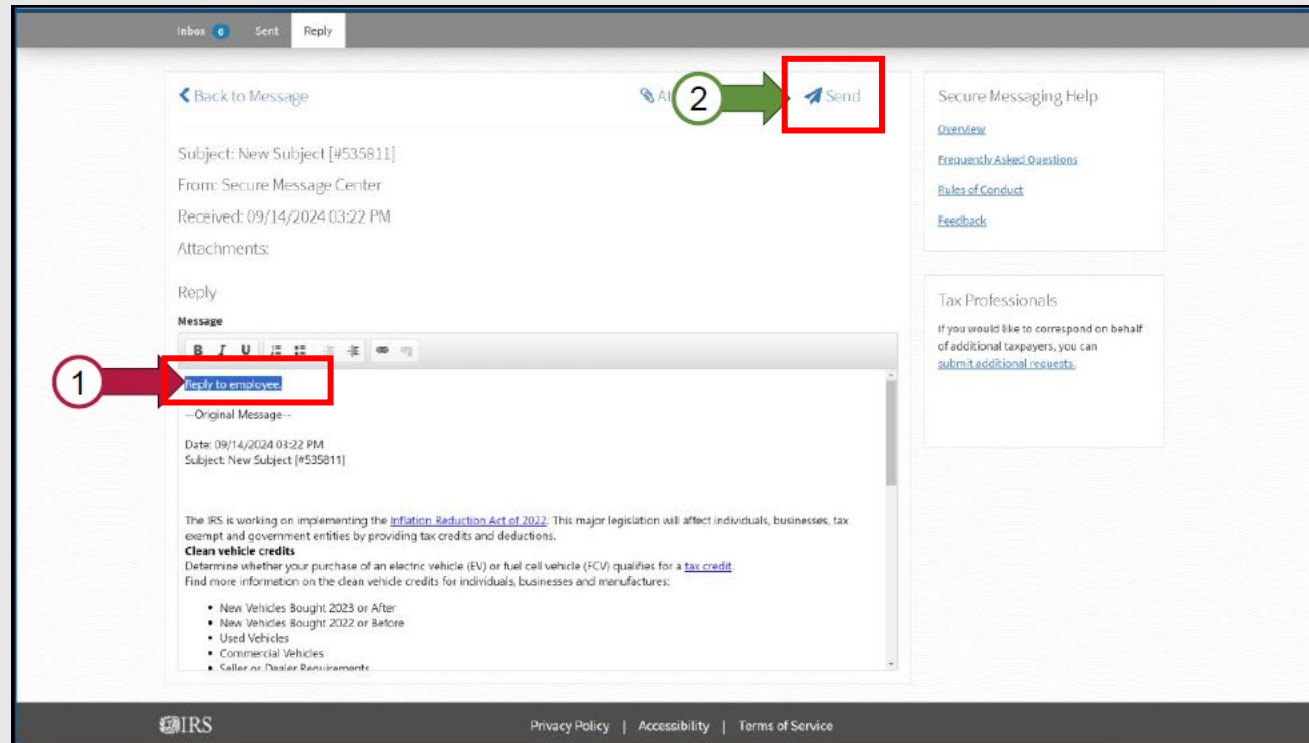
1. Click on the new message to open it



## VIEW YOUR MESSAGE

You can view the message you received from the IRS employee.

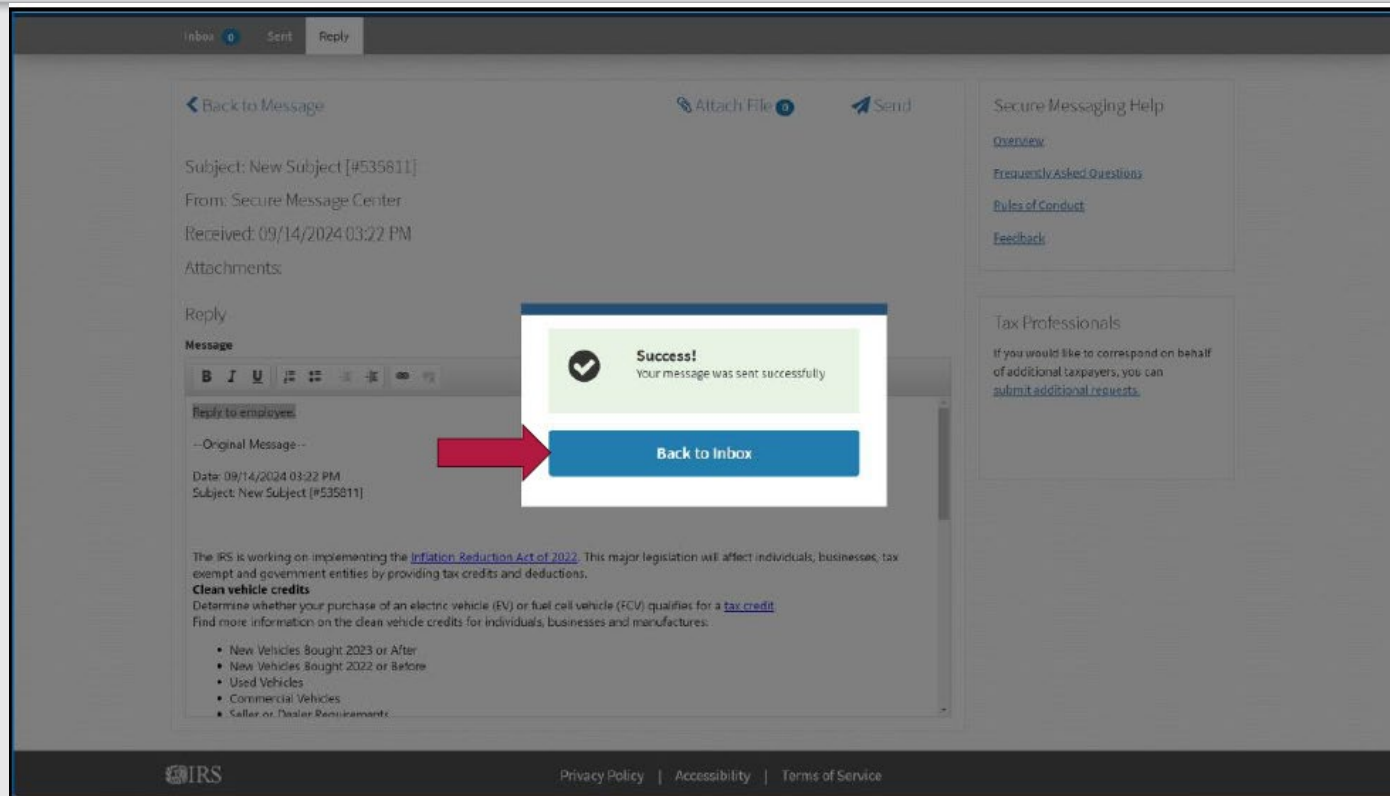
1. Click on **Reply** in the top right of the message box



## REPLY

1. Enter your response
2. Click **Send**

NOTE: Use the paperclip icon to attach a file. File size can be up to 1 GB.



## MESSAGE SENT

A **Success!** confirmation window appears.

1. Click **Back to Inbox**