

R1 Key Functionality

View AdvCTC Eligibility and Enrollment Unenroll from AdvCTC Payments View Processed Payment Amount





Sign In or Create a New Account

If you previously signed up to access an IRS.gov application, you may sign in with your existing IRS

If you're a new user, please create an account with ID.me.

ID.me is our trusted technology partner in helping to keep your personal information safe.

Sign in with an existing account

Sign in with ID.me

Sign in with an existing IRS username

OR

Create a new account

ID.me Create an account

Frequently Asked Questions



♦ What if I Can't Verify My Identity?



♠ What is ID.me?

This U.S. Government system is for authorized use only.

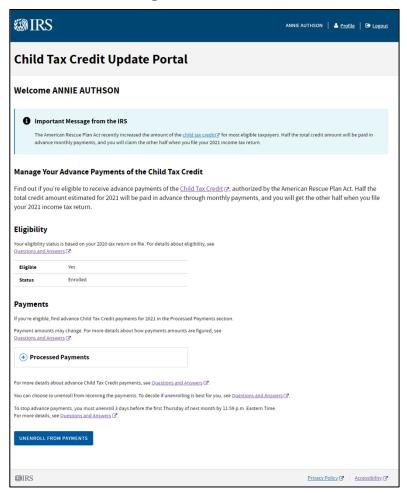
Warning: This system may contain private tax information. By using this system, you consent to the monitoring, recording, and reviewing of your activities in this system. You may only access this system using your own personal information. Any other use of this system is an unauthorized use and is prohibited.

Unauthorized use violates Federal law and may result in criminal or civil penalties under these laws. Examples are penalties for knowingly or intentionally accessing a computer without authorization or exceeding authorized access under 18 U.S.C. 1030, and penalties for the willful unauthorized access or inspection of taxpayer records under 26 U.S.C. 7213A and 26 U.S.C. 7431.

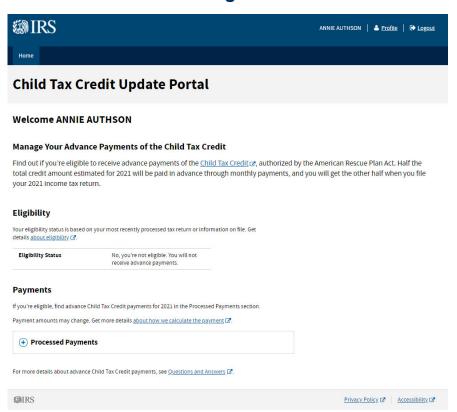


R1 Functionality: CTCUP Home Page Eligible / Enrolled & Ineligible Designs

Eligible / Enrolled

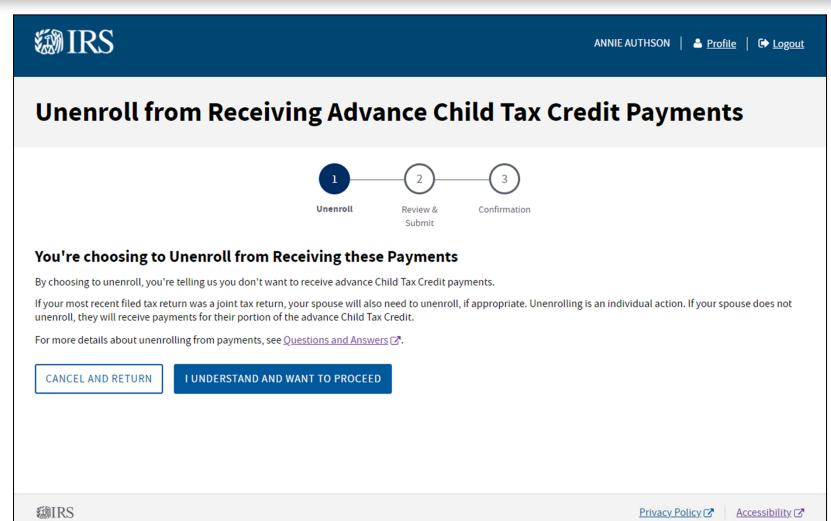


Ineligible



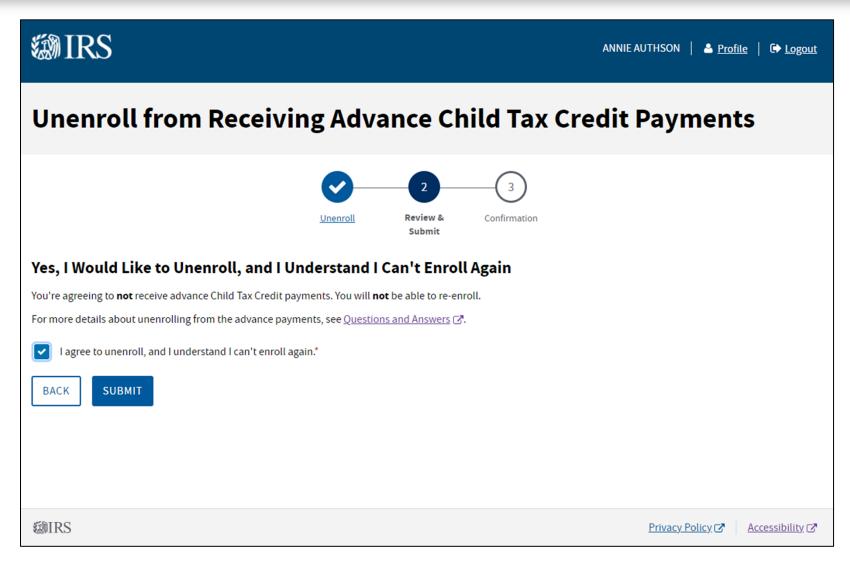


R1 Functionality: AdvCTC Portal Step 1: Unenroll from Receiving AdvCTC Payments



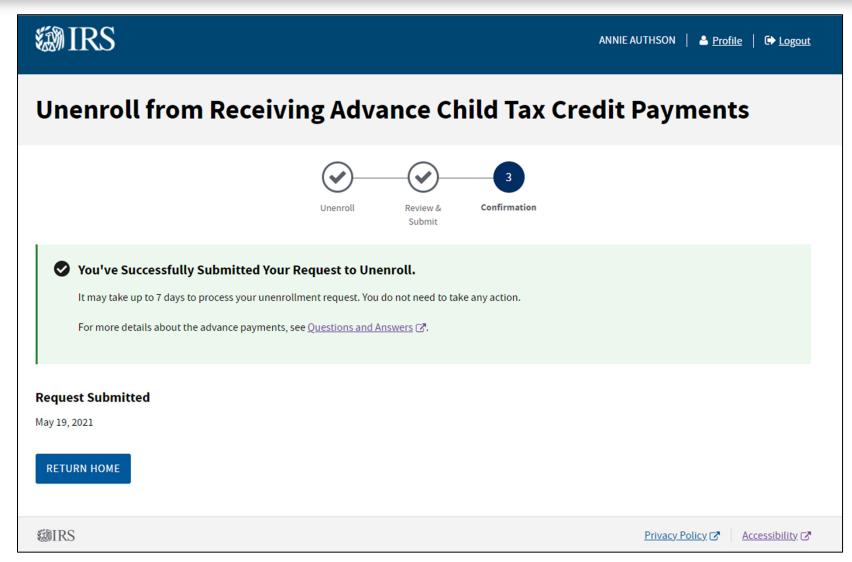


R1 Functionality: AdvCTC Portal Step 2: Unenroll from Receiving AdvCTC Payments



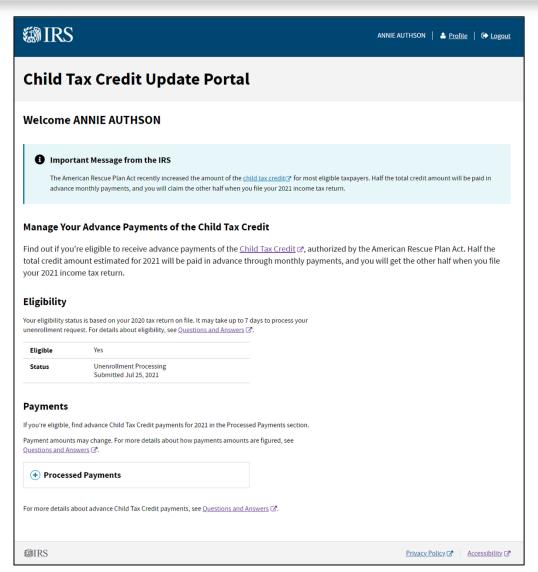


R1 Functionality: AdvCTC Portal Step 3: Unenroll from **Receiving AdvCTC Payments**



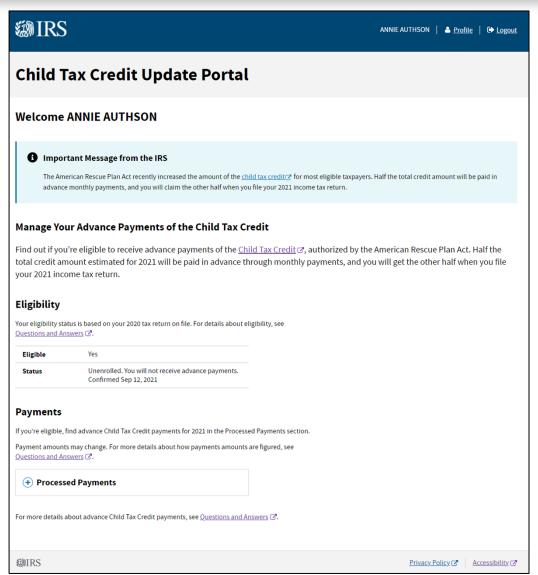


R1 Functionality: AdvCTC Portal Homepage Unenrollment Processing





R1 Functionality: AdvCTC Portal Homepage Unenrollment Confirmed





R1 Functionality: AdvCTC Portal Homepage; Enrolled with a Single Payment Received

Manage Your Advance Payments of the Child Tax Credit

Find out if you're eligible to receive advance payments of the Child Tax Credit 2, authorized by the American Rescue Plan Act. Half the total credit amount estimated for 2021 will be paid in advance through monthly payments, and you will get the other half when you file your 2021 income tax return.

Eligibility

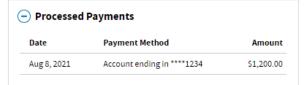
Your eligibility status is based on your 2020 tax return on file. For details about eligibility, see Questions and Answers ☑

Eligible	Yes
Status	Enrolled

Payments

If you're eligible, find advance Child Tax Credit payments for 2021 in the Processed Payments section.

Payment amounts may change. For more details about how payments amounts are figured, see \underline{Q} uestions and Answers \underline{G} .



For more details about advance Child Tax Credit payments, see Questions and Answers 2.

You can choose to unenroll from receiving the payments. To decide if unenrolling is best for you, see Questions and Answers ...

To stop advance payments, you must unenroll 3 days before the first Thursday of next month by 11:59 p.m. Eastern Time. For more details, see Questions and Answers .

UNENROLL FROM PAYMENTS



R1.1 Key Functionality

Update Bank Account



R1.1 Functionality: User Profile – Payment Info Page

Your Profile

Contact Info

Full Name	ROBIN GRAY	

Payment Info

EDIT

To change your bank account information, select 'EDIT'.

Payment Method	Direct Deposit	
Routing Number	012345678	
Account Number	Account ending in 4321	

How to Change Your Profile Information

Update Your Email and Password

To change your email address, password, and other account details, go to your online user profile.



R1.1 Functionality: User Profile – Update Payment Info

1 of 2

Payment Info CANCEL All fields with an asterisk (*) are required. This updated information will be used for your payments beginning next month. Changes made impact your portion of payments only-if you file jointly, your spouse will also need to update their information. Provide your payment method and details, accept terms of service, then select 'SUBMIT PAYMENT INFO'. If you select 'CANCEL' at any time, any new information or changes you make will not be saved. **Payment Method** Direct Deposit **Bank Account Info** Select Account Type: * Checking Savings Routing Number * Enter your routing number (9 digits) without spaces or hyphens. Show routing number example. ? Confirm Routing Number *

2 of 2

Account Number *	
Enter your account number without spaces or hyphens. Show	
account number example.	
Confirm Account Number *	
Terms of Service	
Confirm you understand the following:	
I understand updates I make to this information will apply only to r	me.*
If you filed Jointly, we'll continue to send your spouse their portion of the payments of the Child Tax Credit using their payment method on file.	advance
For more details, see payment information 2.	
SUBMIT PAYMENT INFO	
SUBMIT FATMENT INFO	
How to Change Your Profile Information	
now to change roar r ronte information	

Mailing Address

Check your mailing address on file, and find out how to change it, in your online account ...

Email and Password

To change your email address, password and other account details, go to your online user profile C.



R1.1 Functionality: User Profile - Update Payment Info Error Handling

1 of 2

Payment Info Cancel

Errors have occurred:

Correct the following fields and then select 'SUBMIT PAYMENT INFO':

- 1. Account Type field is required.
- 2. Routing Number field is required.
- 3. Confirm Routing Number field is required.
- 4. Account Number field is required.
- 5. Confirm Account Number field is required.
- 6. "I understand updates I make to this information will apply only to me" is required.

All fields with an asterisk (*) are required.

We'll use this updated information for your payments beginning in August. Changes you make will affect your portion of payments only. If you filed jointly, your spouse can also update their information for their portion of the payments.

Give us your direct deposit information, accept the terms of service then select Submit Payment Info. If you select Cancel at any time, your changes will not save.

2 of 2

Bank Account Info	
Select Account Type: *	
Checking	
Savings	
Error: Account Type field is required.	
Routing Number * Enter your routing number (9 digits) without spaces or hyphens. Show routing number example.	
Error: Routing Number field is required. Confirm Routing Number *	
_	
Error: Confirm Routing Number field is required.	
Account Number * Enteryour account number without spaces or hyphens. Show account number example.	_
Error: Account Number field is required.	
Confirm Account Number *	

Error: Confirm Account Number field is required.



R1.1 Functionality: User Profile – Payment Info Update **Processing**

Your Profile

Contact Info

Full Name ROBIN GRAY

Payment Info

EDIT



1 You Have New Payment Info Processing:

· Direct Deposit: Account ending in 1234

This direct deposit information will be used for your advance payments beginning in August. Until then, your profile will reflect your previous payment details.

There is no need to submit another update or to call - your account will reflect your updated payment details beginning August 2.

Payment Method	Direct Deposit
Routing Number	012345678
Account Number	Account ending in 4321



Your Profile

Contact Info

Full Name

ROBIN GRAY

How to Change Your Profile Information

Update Your Email and Password

To change your email address, password, and other account details, go to your online user profile.



R1.1 Functionality: User Profile – Submission Error

Your Profile

Contact Info

Full Name	ROBIN GRAY
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Payment Info

EDIT

To change your bank account information, select 'EDIT'.

Payment Info Submission Error

We were unable to process your payment info update request. Please try again.

Payment Method	Direct Deposit
Routing Number	012345678
Account Number	Account ending in 4321



Your Profile

Contact Info

Full Name

ROBIN GRAY

Payment Info



Payment info is unavailable at this time.

How to Change Your Profile Information

Update Your Email and Password

To change your email address, password, and other account details, go to your online user profile.



R2 Key Functionality

Update Mailing Address
Update Bank Account Information
Update Payment Method
View AdvCTC Payment Status
View Processed Payment History

R2 Functionality: Display Payment Status (Issued)

Payments

If you're eligible, find advance Child Tax Credit payments for 2021 in the Processed Payments section. We'll send payments to your payment method on file. Update your payment method in your profile.

Payment amounts may change. Get more details about how we calculate the payment ...

Processed Payments			
Date	Payment Method	Status	Amount
Jul 15, 2021	Account ending in ****1234	Issued	\$300.00

For more details about advance Child Tax Credit payments, see Questions and Answers .

You can choose to unenroll from receiving the payments. Find out more about unenrolling from payments ...

To stop advance payments, you must unenroll 3 days before the first Thursday of next month by 11:59 p.m. Eastern Time. Find out more <u>about stopping payments</u> .

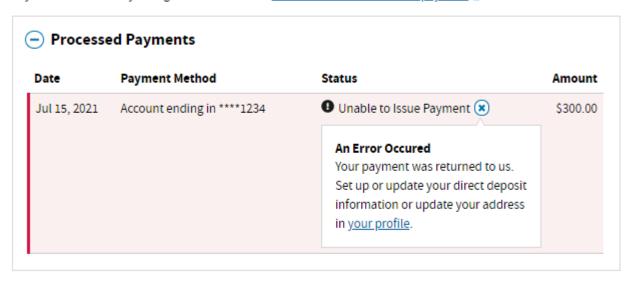


R2 Functionality: Display Payment Status (Reversed)

Payments

If you're eligible, find advance Child Tax Credit payments for 2021 in the Processed Payments section. We'll send payments to your payment method on file. Update your payment method in <u>your profile</u>.

Payment amounts may change. Get more details about how we calculate the payment ...



For more details about advance Child Tax Credit payments, see Questions and Answers ...

You can choose to unenroll from receiving the payments. Find out more <u>about unenrolling from payments</u> 🗹.

To stop advance payments, you must unenroll 3 days before the first Thursday of next month by 11:59 p.m. Eastern Time. Find out more <u>about stopping payments</u> .

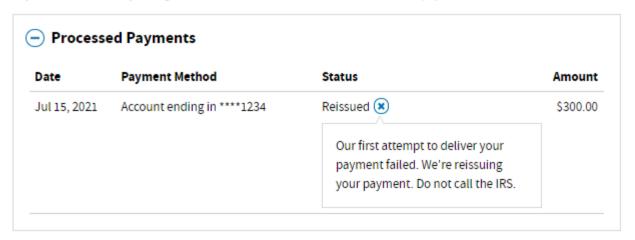


R2 Functionality: Display Payment Status (Reissued)

Payments

If you're eligible, find advance Child Tax Credit payments for 2021 in the Processed Payments section. We'll send payments to your payment method on file. Update your payment method in your profile.

Payment amounts may change. Get more details about how we calculate the payment ...



For more details about advance Child Tax Credit payments, see Questions and Answers ...

You can choose to unenroll from receiving the payments. Find out more about unenrolling from payments ...

To stop advance payments, you must unenroll 3 days before the first Thursday of next month by 11:59 p.m. Eastern Time. Find out more <u>about stopping payments</u> .



R2 Functionality: User Profile – Display Bank Name

Edit

Payment Info

To change your bank account information, select Edit.

Payment Method	Direct Deposit
Bank Account Info	Wells Fargo Account ending in 1234



R2 Functionality: User Profile – Display Bank Name (continued)

Bank Account Info
Select Account Type: *
Checking
Savings
Routing Number * Enter your routing number (9 digits) without spaces or hyphens. Show routing number example.
121000248
Your Financial Institution:



R2 Functionality: User Profile – Update Payment Method

Payment Info Cancel

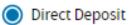
All fields with an asterisk (*) are required.

We'll use this updated information for your payments beginning in August. Changes you make will affect your portion of payments only. If you filed jointly, your spouse can also update their information for their portion of the payments.

Give us your direct deposit information, accept the terms of service then select Submit Payment Info. If you select Cancel at any time, your changes will not save.

Payment Method:

Select Payment Method: *



I don't have a bank account (payments will be sent by mail)



R2 Functionality: User Profile – Update Mailing Address

Contact Info Edit

Only U.S. domestic addresses will be displayed.



Your New Address Is Processing

456 East Elm Street Ocean City, MD 21842

This update will affect your payments beginning in the next month.

This update may take up to 7 days to show in your profile. Do not submit another update or call the IRS.

Full Name	ANNIE AUTHSON
Current Mailing Address	123 14th Street NW Baltimore, MD 21201
	New address processing



R2 Functionality: User Profile – Update Mailing Address

Contact Info	<u>Cancel</u>	
Full Name	ANNIE AUTHSON	
Change your contact informatio not be saved.	n, then select Submit. If you select Cancel, your changes will	
When Changes Take Effect		
Changes you make today will ta	ke effect for your payments beginning in the next month.	
Addresses Allowed		CCN/ITIN
Only U.S. domestic addresses can be updated. If you need to update to a foreign address, complete and mail <u>Form 8822, Change of Address (PDF)</u> 🗗.		SSN/ITIN * Enter your 9-digit Social Security Number (SSN) or individual taxpayer identification number (ITIN).
Joint Filers: Your Updates Affect Only Your Payment		
Your updates will only affect your, and not your spouse's, advance payments. To continue getting combined payments with your spouse, you and your spouse must both update your information on the same day. If you and your spouse do not update your information on the same day, you and your spouse will get separate payments.		
Your Mailing Address		Terms of Service
Mailing Address Line 1 * Limit of 35 characters total for both Mailing	g Address Lines.	Confirm you understand the following:
		I am changing my address on file with the IRS. All IRS mail will be sent to my neaddress.*
Mailing Address Line 2 Limit of 35 characters total for both Mailing Ad		If you filed jointly, we'll continue to send your spouse mail to their address on file.
	Address Lines.	For more details, see <u>address information</u> [2]*.
City * For a U.S. military base, enter APO, FPO or	DPO in the City field.	SUBMIT
	7IP Codo *	

Enter 5 digits