



# 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 username.

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

IRS ANNIE AUTHSON Profile Logout

### Child Tax Credit Update Portal

Welcome ANNIE AUTHSON

**Important Message from the IRS**  
The American Rescue Plan Act recently increased the amount of the [child tax credit](#) for most eligible taxpayers. Half the total credit amount will be paid in advance monthly payments, and you will claim the other half when you file your 2021 income tax return.

**Manage Your Advance Payments of the Child Tax Credit**  
Find out if you're eligible to receive advance payments of the [Child Tax Credit](#), 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 [Questions and Answers](#).

[Processed Payments](#)

For more details about advance Child Tax Credit payments, see [Questions and Answers](#). 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](#)

IRS [Privacy Policy](#) [Accessibility](#)

## Ineligible

IRS ANNIE AUTHSON Profile Logout

Home

### Child Tax Credit Update Portal

Welcome ANNIE AUTHSON

**Manage Your Advance Payments of the Child Tax Credit**  
Find out if you're eligible to receive advance payments of the [Child Tax Credit](#), 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 most recently processed tax return or information on file. Get details [about eligibility](#).

Eligibility Status	No, you're not eligible. You will not receive advance payments.
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**Payments**  
If you're eligible, find advance Child Tax Credit payments for 2021 in the Processed Payments section. Payment amounts may change. Get more details [about how we calculate the payment](#).

[Processed Payments](#)

For more details about advance Child Tax Credit payments, see [Questions and Answers](#).

IRS [Privacy Policy](#) [Accessibility](#)



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

ANNIE AUTHSON | [Profile](#) | [Logout](#)

## Unenroll from Receiving Advance Child Tax Credit Payments

**You're choosing to Unenroll from Receiving these Payments**

By choosing to unenroll, you're telling us you don't want to receive advance Child Tax Credit payments.

If your most recent filed tax return was a joint tax return, your spouse will also need to unenroll, if appropriate. Unenrolling is an individual action. If your spouse does not unenroll, they will receive payments for their portion of the advance Child Tax Credit.

For more details about unenrolling from payments, see [Questions and Answers](#).

CANCEL AND RETURN

I UNDERSTAND AND WANT TO PROCEED

[Privacy Policy](#) | [Accessibility](#)



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

ANNIE AUTHSON | [Profile](#) | [Logout](#)

## Unenroll from Receiving Advance Child Tax Credit Payments

**Yes, I Would Like to Unenroll, and I Understand I Can't Enroll Again**

You're agreeing to **not** receive advance Child Tax Credit payments. You will **not** be able to re-enroll.

For more details about unenrolling from the advance payments, see [Questions and Answers](#).

I agree to unenroll, and I understand I can't enroll again.\*

BACK
SUBMIT

[Privacy Policy](#) | [Accessibility](#)



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

ANNIE AUTHSON | [Profile](#) | [Logout](#)

## Unenroll from Receiving Advance Child Tax Credit Payments

Unenroll
Review & Submit
Confirmation

**✔ You've Successfully Submitted Your Request to Unenroll.**

It may take up to 7 days to process your unenrollment request. You do not need to take any action.

For more details about the advance payments, see [Questions and Answers](#).

**Request Submitted**

May 19, 2021

RETURN HOME

[Privacy Policy](#) | [Accessibility](#)



# R1 Functionality: AdvCTC Portal Homepage Unenrollment Processing

ANNIE AUTHSON | [Profile](#) | [Logout](#)

## Child Tax Credit Update Portal

**Welcome ANNIE AUTHSON**

**Important Message from the IRS**

The American Rescue Plan Act recently increased the amount of the [child tax credit](#) for most eligible taxpayers. Half the total credit amount will be paid in advance monthly payments, and you will claim the other half when you file your 2021 income tax return.

### Manage Your Advance Payments of the Child Tax Credit

Find out if you're eligible to receive advance payments of the [Child Tax Credit](#), 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. It may take up to 7 days to process your unenrollment request. For details about eligibility, see [Questions and Answers](#).

<b>Eligible</b>	Yes
<b>Status</b>	Unenrollment Processing Submitted Jul 25, 2021

#### 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 [Questions and Answers](#).

+ **Processed Payments**

For more details about advance Child Tax Credit payments, see [Questions and Answers](#).

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# R1 Functionality: AdvCTC Portal Homepage Unenrollment Confirmed

ANNIE AUTHSON | [Profile](#) | [Logout](#)

## Child Tax Credit Update Portal

**Welcome ANNIE AUTHSON**

**Important Message from the IRS**

The American Rescue Plan Act recently increased the amount of the [child tax credit](#) for most eligible taxpayers. Half the total credit amount will be paid in advance monthly payments, and you will claim the other half when you file your 2021 income tax return.

**Manage Your Advance Payments of the Child Tax Credit**

Find out if you're eligible to receive advance payments of the [Child Tax Credit](#), 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](#).

<b>Eligible</b>	Yes
<b>Status</b>	Unenrolled. You will not receive advance payments. Confirmed Sep 12, 2021

**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 [Questions and Answers](#).

+ Processed Payments

For more details about advance Child Tax Credit payments, see [Questions and Answers](#).

[Privacy Policy](#) | [Accessibility](#)





# 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](#), 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](#).

<b>Eligible</b>	Yes
<b>Status</b>	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 [Questions and Answers](#).

**Processed Payments**

Date	Payment Method	Amount
Aug 8, 2021	Account ending in ****1234	\$1,200.00

For more details about advance Child Tax Credit payments, see [Questions and Answers](#).

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



## Your Profile

### Contact Info

Full Name	ROBIN GRAY
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### 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 me.\*

If you filed jointly, we'll continue to send your spouse their portion of the advance payments of the Child Tax Credit using their payment method on file.

For more details, see [payment information](#).

**SUBMIT PAYMENT INFO**

## How to Change Your Profile 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](#).



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

1 of 2

2 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.

### 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 \*

Enter your 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.



## Your Profile

### Contact Info

Full Name ROBIN GRAY

### Payment Info

[EDIT](#)

#### **i** 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](#).



## 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 [about stopping payments](#).



## 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 [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	<span>ⓘ</span> Unable to Issue Payment <span>✕</span>	\$300.00

**An Error Occured**  
Your payment was returned to us.  
Set up or update your direct deposit information or update your address in [your profile](#).

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 [about stopping payments](#).



## 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](#).

**Processed Payments**

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

Our first attempt to deliver your payment failed. We're reissuing your payment. Do not call the IRS.

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 [about stopping payments](#).



## R2 Functionality: User Profile – Display Bank Name

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### Payment Info

[Edit](#)

To change your bank account information, select Edit.

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**Payment Method**

Direct Deposit

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**Bank Account Info**

Wells Fargo  
Account ending in 1234

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### Bank Account Info

Select Account Type: \*

- Checking
- Savings

Routing Number \*

Enter your routing number (9 digits) without spaces or hyphens.

Show routing number example. [?](#)



## 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: \*

- Direct Deposit
- 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.

#### **i** 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.

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



## R2 Functionality: User Profile – Update Mailing Address

### Contact Info

[Cancel](#)

**Full Name** ANNIE AUTHSON

Change your contact information, then select Submit. If you select Cancel, your changes will not be saved.

#### When Changes Take Effect

Changes you make today will take effect for your payments beginning in the next month.

#### Addresses Allowed

Only U.S. domestic addresses can be updated. If you need to update to a foreign address, complete and mail [Form 8822, Change of Address \(PDF\)](#).

#### 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.

All fields with an asterisk (\*) are required.

#### Your Mailing Address

##### Mailing Address Line 1 \*

Limit of 35 characters total for both Mailing Address Lines.

##### Mailing Address Line 2

Limit of 35 characters total for both Mailing Address Lines.

##### City \*

For a U.S. military base, enter APO, FPO or DPO in the City field.

##### State \*

##### ZIP Code \*

Enter 5 digits

### SSN/ITIN

#### SSN/ITIN \*

Enter your 9-digit Social Security Number (SSN) or individual taxpayer identification number (ITIN).

### Terms of Service

Confirm you understand the following:

I am changing my address on file with the IRS. All IRS mail will be sent to my new address.\*

If you filed jointly, we'll continue to send your spouse mail to their address on file.

For more details, see [address information](#).

**SUBMIT**