

**Issue: The IP PIN tool is [unavailable until further notice](#).** The IRS is reviewing this tool and looking at further strengthening its security features.

**Information for Affected Taxpayers:**

- Taxpayers who have been issued an IP PIN through a [CP01A Notice](#) should continue to file their tax returns with an IP PIN as they normally would.
- Taxpayers who have lost their IP PINs and need to retrieve their numbers should follow the instructions below.
- Taxpayers seeking to opt into the IP PIN program should file as they normally would, without an IP PIN.

Taxpayers who are IP PIN holders but lost or misplaced their number will need to call the IRS. If they can verify their identity, they will be mailed their IP PIN. If they have moved since Jan. 1, 2016, they must file a paper tax return, which will receive additional scrutiny and take longer to process because we don't normally accept these returns without an IP PIN.

Taxpayers who received a [CP01A Notice](#) that contains their IP PIN but they lost or misplaced it, may call the IRS for specialized assistance at 1-800-908-4490, Mon. – Fri., 7 a.m. - 7 p.m. local time (Alaska & Hawaii follow Pacific Time). They must verify their identity to the assistor. Their IP PIN will be mailed to them at their address of record. The IP PIN should be received in 10 – 14 days after the taxpayer calls to request it.

**Taxpayers know they're assigned an IP PIN if they:**

- Received a CP01A Notice
- Opted-in to receive an IP PIN
- Previously participated in the [IP PIN Pilot Program](#) as a resident of FL, GA or DC
- Tried to e-File their tax return and it was 'rejected' because they didn't include their IP PIN.