

IRS Data Book Table 10  
Selected Online Taxpayer Assistance, by Type of Assistance, Fiscal Year 2020

Type of assistance	Number or percentage
<b>Assistance provided through IRS.gov:</b>	
IRS Website usage [1]:	
Number of visits	1,603,938,876
Number of page views	9,225,312,072
Number of downloads [2]	437,094,957
<b>IRS Video Portal views [3]</b>	<b>20,704,541</b>
<b>Electronic transactions, total</b>	<b>780,970,291</b>
Direct Pay settlements [4]	12,507,969
Get Transcript Online [5]	36,421,729
Get Transcript Mail [6]	1,462,033
ID Verify Web tool [7]	249,293
Identity Theft Protection Personal Identification Numbers issued [8]	370,479
Income Verification Express Service [9]	12,316,843
Interactive Tax Assistant [10]	2,735,937
IRS Data Retrieval Tool [11]	17,665,099
IRS2GO active users [12]	14,930,093
Online Account sessions accessed [13]	23,155,678
Online Employer Identification Number applications	5,528,261
Online Installment Agreements [14]	965,418
Tax Withholding Estimator tool [15]	5,654,392
Transcript Delivery System requests fulfilled [16]	137,217,670
"Where's My Refund" inquiries	505,611,474
"Where's My Amended Return" inquiries	4,177,923
<b>Enterprise Taxpayer Self-Assistance Participation Rate (percentage) [17]</b>	<b>90.6</b>

[1] Online assistance is reported as visits, page views, and downloads. A website visit is a session that begins when a user views his or her first web page and ends when the user leaves the IRS.gov Website. Users may access multiple web pages during a single visit to the IRS Website; these are counted as page views. Of the total number of visits and page views, 66 percent of sessions and 60 percent of page views were conducted using a smartphone or tablet. A download is the process of copying a file, such as Form 1040, from the IRS.gov Website to the user's personal computer. Due to the COVID-19 pandemic, IRS.gov experienced increased traffic in part due to the automatic filing extension and the IRS's role in the distribution of Economic Impact Payments funded by the CARES Act. For additional information on the pandemic response, see page X.

[2] In FY 2020, due to the unprecedented traffic to IRS.gov because of the Coronavirus-related tax relief provisions and Economic Impact Payments, it was necessary to suspend the tracking of downloads from April 14, 2020, through April 24, 2020. Therefore, download volumes may be lower than expected.

[3] The IRS Video Portal provides information through audio and video presentations, as well as webinars (web-based seminars) on a variety of tax-related topics.

[4] Represents the total count of payment settlements plus payment reversals.

[5] Taxpayers may access the Get Transcript Online application by visiting the IRS.gov Website and selecting the "Get Your Tax Record" link. Taxpayers are granted access to Get Transcript Online after completing Secure Access eAuthentication. After successfully registering, taxpayers may select available transcripts (tax return, tax account, record of account, wage and income, and/or verification of nonfiling letter) based on the type and year. Transcripts may be viewed online, printed, and/or downloaded. Multiple transcripts may be ordered in one session.

[6] Taxpayers may access the Get Transcript by Mail application by visiting the IRS.gov Website and selecting the "Get Your Tax Record" link. Taxpayers are granted access to Get Transcript by Mail after completing Secure Access eAuthentication. After successfully registering, the taxpayer may order a tax return transcript and/or a tax account transcript based on the type and year. The transcript will be delivered by mail to the address on file with the IRS. The Get Transcript by Mail application was unavailable for a period of time during FY 2020 due to pandemic-related shutdowns.

[7] Represents the number of successful online taxpayer verifications completed. The ID Verify Web tool allows victims of identity theft who have not filed a current return to resolve issues with their accounts online. Taxpayers no longer have to travel to a Taxpayer Assistance Center or call the IRS.

[8] Represents the number of Identity Theft Protection Personal Identification Numbers (IP PINs) issued online only. Additional IP PINs were issued through other means; see Table 9 for information on all IP PINs issued.

[9] Represents the number of transcripts received electronically from registered participants. The Income Verification Express Service (IVES) allows third- or fourth-party businesses (participants) to send requests for transcripts electronically for income verification purposes.

[10] Represents the number of interactions completed using the Interactive Tax Assistant (ITA). The ITA is a tax law resource that takes taxpayers through a series of questions and provides answers to their tax law questions.

[11] The IRS Data Retrieval Tool is an application that allows taxpayers to share their tax return data with the Department of Education Website in order to complete a Free Application for Federal Student Aid (FAFSA) online, and apply for an Income Driven Repayment (IDR) plan online.

[12] Includes the number of users who opened the IRS2GO mobile application at least once during the fiscal year.

[13] Represents the count of total sessions of authorized users accessing the Online Account application. Typically, taxpayers may access their Online Account to view tax payoff amounts, remaining balances for each tax year, 24 months of payment history, and key information from current tax year returns as originally filed. Taxpayers may also access Direct Pay through their Online Account.

[14] Includes the number of individual and business installment agreements established or revised online. It also includes the number of short-term extensions (30, 60, and 120 days) and the number of agreements that required the taxpayer to pay the balance now. For information on all Installment Agreements, see Table 25.

[15] Represents the number of sessions in which a user interacted with the application through to the results screen (i.e., does not include visits that abandon prior to results).

[16] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner's computer through a secure online connection within minutes of the request. Beginning FY 2017, the count changed from counting requests received to actual requests delivered or resolved. The change was made to be consistent with other transcript applications offered.

[17] The percentage of taxpayers using self-assistance tools for their service needs. Beginning FY 2017, IRS replaced the Taxpayer Self-Assistance Rate with a new metric, Enterprise Taxpayer Self-Assistance Participation Rate. The new metric includes established self-service channels such as Where's My Refund, Online Employer Identification Number applications, Interactive Tax Assistant, Where's My Amended Return, Get Transcript Online or by Mail, Federal Student Aid verification, Transcript Delivery System, income verification express service, electronic payments, and online payment agreements. The metric also includes automated calls to the IRS. The metric demonstrates IRS's progress towards providing more service options, and taxpayers' adoption of self-assistance. As new self-assistance applications are provided to the public, they will be added to the methodology.

SOURCES: Online Services, Online Engagement, Operations and Media; Wage and Investment, Strategy and Finance, Program Management Office.

**Selected Online Taxpayer Assistance, by Type of Assistance, Fiscal Year 2019**

Type of assistance	Number or percentage
<b>Assistance provided through the Internet (IRS.gov):</b>	
<b>IRS Website usage [1]:</b>	
Number of visits	650,989,560
Number of page views [2]	3,350,072,964
Number of downloads [3]	362,841,746
<b>IRS Video Portal views [4]</b>	<b>16,395,652</b>
<b>Electronic transactions, total</b>	<b>531,483,065</b>
Direct Pay settlements [5]	11,736,859
Get Transcript Online [6]	20,860,886
Get Transcript Mail [7]	2,544,833
Interactive Tax Assistant [8]	1,197,658
IRS2GO active users [9]	9,981,460
Online Employer Identification Number applications	4,989,903
Online Installment Agreements [10]	1,092,556
Transcript Delivery System requests fulfilled [11]	104,897,634
"Where's My Amended Return" inquiries	5,340,236
"Where's My Refund" inquiries	368,841,040
<b>Enterprise Taxpayer Self-Assistance Participation Rate (percentage) [12]</b>	<b>85.4</b>

[1] Online assistance is reported as visits, page views, and downloads. A website visit is a session that begins when a user views his or her first webpage and ends when the user leaves the IRS.gov website. Users may access multiple webpages during a single visit to the IRS website; these are counted as page views. Of the total number of visits and page views, 51 percent of sessions and 40 percent of page views were conducted using a smart phone. A download is the process of copying a file, such as Form 1040, from the IRS.gov website to the user's personal computer.

[2] In FY 2019, the page view statistics increased relative to 2018 due primarily to the implementation of the Tax Cuts and Jobs Act. Some page views are not included in this official tracking due to a data processing error; this number represents the most conservative count.

[3] In FY 2019, the download statistics increased relative to 2018 due primarily to the implementation of the Tax Cuts and Jobs Act, which included a complete redesign of the Form 1040 and related forms and schedules. As of January 1, 2018, downloads will appear higher than prior periods due to changes in the reporting methodology. Tracking has returned to the methodology utilized prior to March 1, 2013. This method captures downloads that occur through external sites (e.g., directly from search engine results). Previous results only included downloads directly from links on IRS.gov. Because of this change, downloads in FY 2019 and FY 2018 are higher than in previous years.

[4] The IRS Video Portal provides information through audio and video presentations, as well as webinars (web-based seminars) on a variety of tax-related topics.

[5] Represents the total count of payment settlements plus payment reversals.

[6] Taxpayers may access the Get Transcript Online application by visiting the IRS.gov website and selecting the "Get Your Tax Record" link. Taxpayers are granted access to Get Transcript Online after completing Secure Access eAuthentication. After successfully registering, taxpayers may select available transcripts (tax return, tax account, record of account, wage and income, and/or verification of nonfiling letter) based on the type and year. Transcripts may be viewed online, printed, and/or downloaded. Multiple transcripts may be ordered in one session.

[7] Taxpayers may access the Get Transcript by Mail application by visiting the IRS.gov website and selecting the "Get Your Tax Record" link. Taxpayers are granted access to Get Transcript by Mail after completing Secure Access eAuthentication. After successfully registering, the taxpayer may order a tax return transcript and/or a tax account transcript based on the type and year. The transcript will be delivered by mail to the address on file with the IRS.

[8] Represents the number of interactions completed using the Interactive Tax Assistant (ITA). The ITA is a tax law resource that takes taxpayers through a series of questions and provides answers to their tax law questions.

[9] Includes the number of users who opened the IRS2GO mobile application at least once during the fiscal year.

[10] Includes the number of individual and business installment agreements established or revised online. It also includes the number of short-term extensions (30, 60, and 120 days) and the number of agreements that required the taxpayer to pay the balance now.

[11] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner's computer through a secure online connection within minutes of the request. Beginning FY 2017, the methodology changed from counting requests received to actual requests delivered or resolved. The change was made to be consistent with other transcript applications offered.

[12] The percentage of taxpayers using self-assistance tools for their service needs. Beginning FY 2017, IRS replaced the Taxpayer Self-Assistance Rate with a new metric, Enterprise Taxpayer Self-Assistance Participation Rate. The new metric includes established self-service channels such as Where's My Refund, modernized internet employer identification number (mod-IEIN), Interactive Tax Assistant, Where's My Amended Return, Get Transcript Online or by Mail, Federal Student Aid verification, Transcript Delivery System, income verification express service, electronic payments, and online payment agreements. The metric also includes automated calls to the IRS. The metric demonstrates IRS's progress towards providing more service options, and taxpayers' adoption of self-assistance. As new self-assistance applications are provided to the public, they will be added to the methodology.

NOTE: In prior Data Books, the information in this table was presented with Table 9 (previously Table 19) data. As taxpayers increasingly turn to IRS.gov and other online channels for assistance, the online assistance section of the table has grown, and as more online services and metrics are added, they will appear in this table.

SOURCES: Online Services, Online Engagement, Operations and Media; Wage and Investment, Strategy and Finance, Program Management Office.