

What is MyRefund?

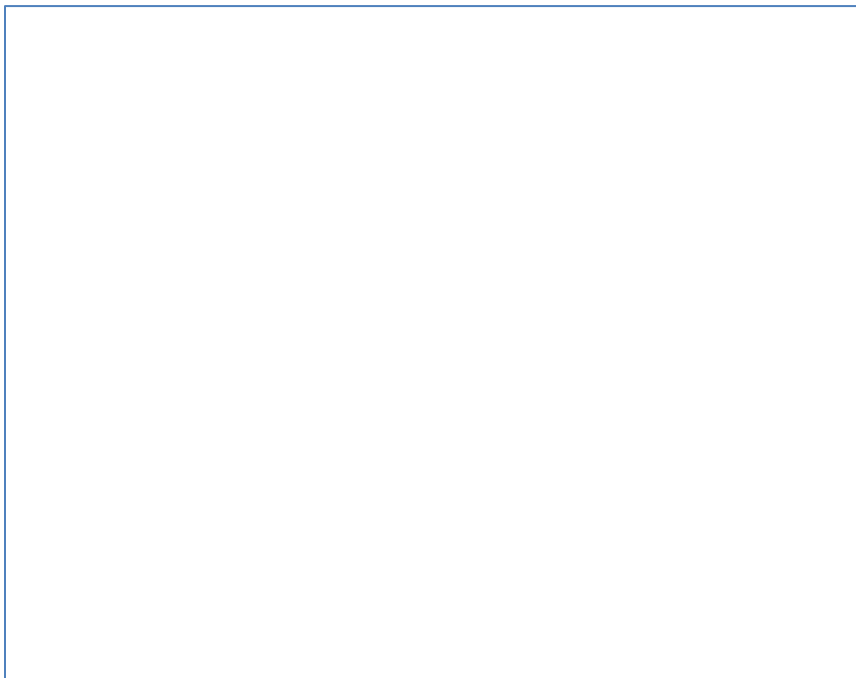
MyRefund is a system that allows Illinois taxpayers to get a better idea of when they should receive their individual state income tax refunds. It also offers taxpayers the opportunity to receive an email or text message when a refund payment has been issued by the Illinois Office of the Comptroller.

This User Guide will outline how MyRefund works, give a tutorial on how to use it, and answer some of the more frequently asked questions. Use the links below to jump to a specific section in this guide:




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- [What results might I get when I search for my refund?](#)
 - [“Congratulations, we have received your income tax return information”](#)
 - [“We have not yet processed your income tax return refund.”](#)
 - [“We’re sorry we cannot validate your request.”](#)
 - [“Thank you for subscribing! We’ll be in touch.”](#)
- [Can I view my past tax year information on MyRefund?](#)
- [Can I be notified when the Comptroller has processed my refund?](#)
 - [From the Main Page](#)
 - [From the Results Page](#)
- [How do I unsubscribe from notifications?](#)
 - [Email](#)
 - [Text message](#)

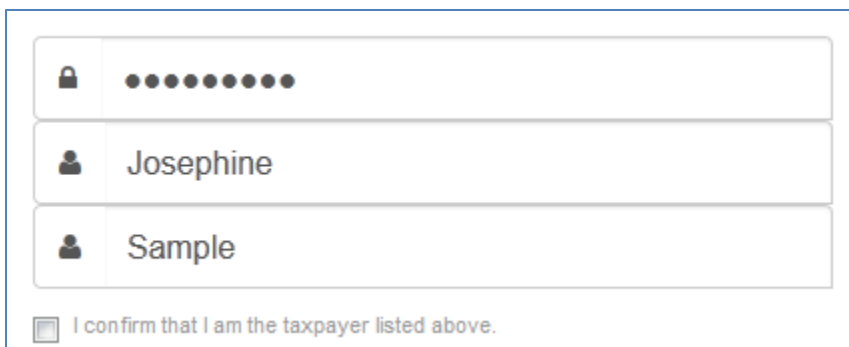
How do I use MyRefund?

1. Navigate to <http://myrefund.illinoiscomptroller.com>



2. Enter your Social Security Number, First Name, and Last Name as it was provided on Form IL-1040. When keying in the Social Security Number, DO NOT include dashes or anything other than the nine numerals.

	Social Security Number
	First Name
	Last Name
<input type="checkbox"/>	I confirm that I am the taxpayer listed above.



••••••••

Josephine

Sample

I confirm that I am the taxpayer listed above.

- Put a check in the box below these text fields to confirm you own the Social Security Number provided.



••••••••

Josephine

Sample

I confirm that I am the taxpayer listed above.

Put a check in this box to confirm you are who you claim to be

- To receive an email and/or text message when your refund has been processed, key in contact information in the corresponding fields labeled “Email Address (Optional)” and “Mobile Phone Number (Optional).” Skip to step 7 if you do not want to receive notifications.

Email Address (Optional)

Mobile Phone Number (Optional)

Choose Provider

By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.

jo.sample@illinoiscomptroller.com

2177826000

Choose Provider

By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.

5. If a mobile number is provided, then please select the device's data service provider from the list in the "Choose Provider" dropdown.

jo.sample@illinoiscomptroller.com

2171234567

Choose Provider

Choose Provider

- AT & T
- Boost
- Cricket
- Sprint
- T-Mobile
- Verizon
- Virgin Mobile

If there is a number here...

...then select the provider from here.

6. If applicable, check the box that certifies the email address, mobile number, and mobile carrier fields are accurate and belong to the taxpayer identified above.

A screenshot of a registration form with several fields and a checkbox. Blue callout boxes with arrows point to specific elements. The first callout box, containing the text "If you provided information here...", has arrows pointing to the email field (jo.sample@illinoiscomptroller.com), the phone number field (2177826000), and the carrier dropdown menu (AT & T). The second callout box, containing the text "...then check the box here to certify it is valid.", has an arrow pointing to the checkbox. Below the form is a blue button with a magnifying glass icon and the text "Find My Refund".

jo.sample@illinoiscomptroller.com

2177826000

AT & T

By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.

...then check the box here to certify it is valid.

Find My Refund

7. Review all of the information provided. If it is correct, click the "Find My Refund" button.

A screenshot of a registration form. It includes a password field with a lock icon and ten dots, a name field with "Josephine", a last name field with "Sample", a confirmation checkbox, and contact information fields (email: jo.sample@illinoiscomptroller.com, phone: 2177826000, carrier: AT & T). At the bottom is a blue button with a magnifying glass icon and the text "Find My Refund".

.....

Josephine

Sample

I confirm that I am the taxpayer listed above.

jo.sample@illinoiscomptroller.com

2177826000

AT & T

By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.

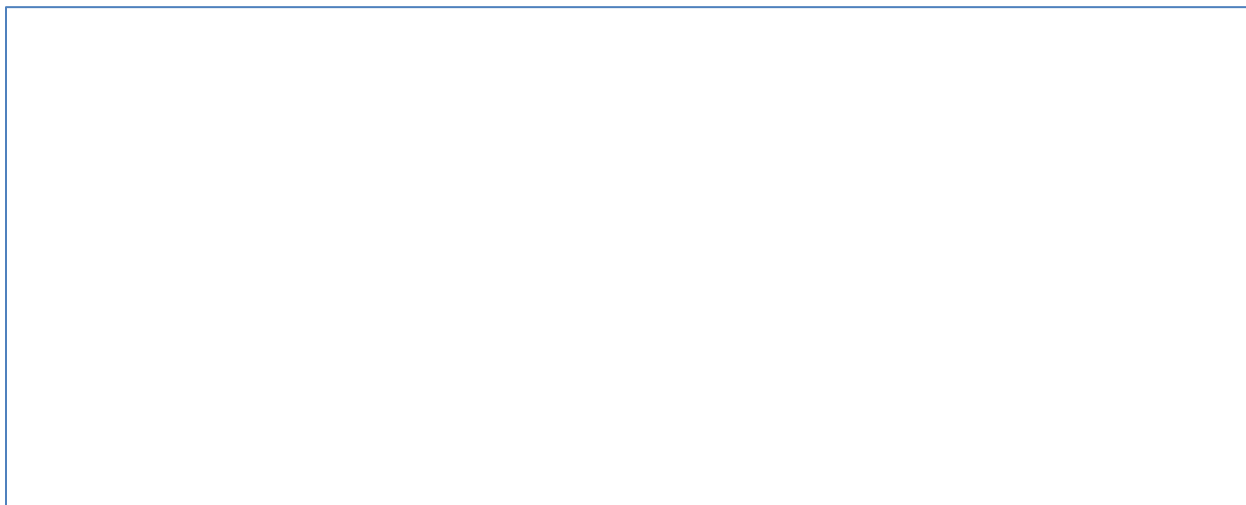
Find My Refund

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What results might I get when I search for my refund?

There are four possible results after you click “Find My Refund.”

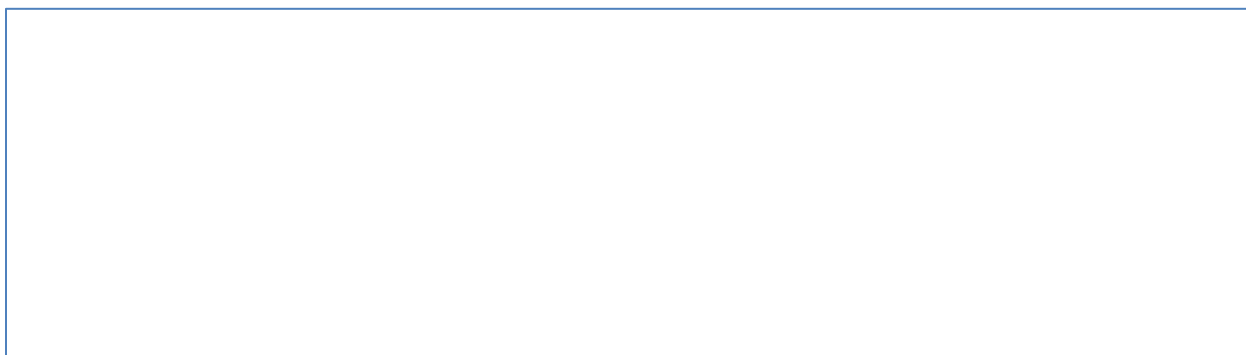
1. **“Congratulations, we have received your income tax return information”**



This page means the Comptroller processed your individual state income tax refund. On this page you can also find the date your refund was processed and when you should expect to receive it.

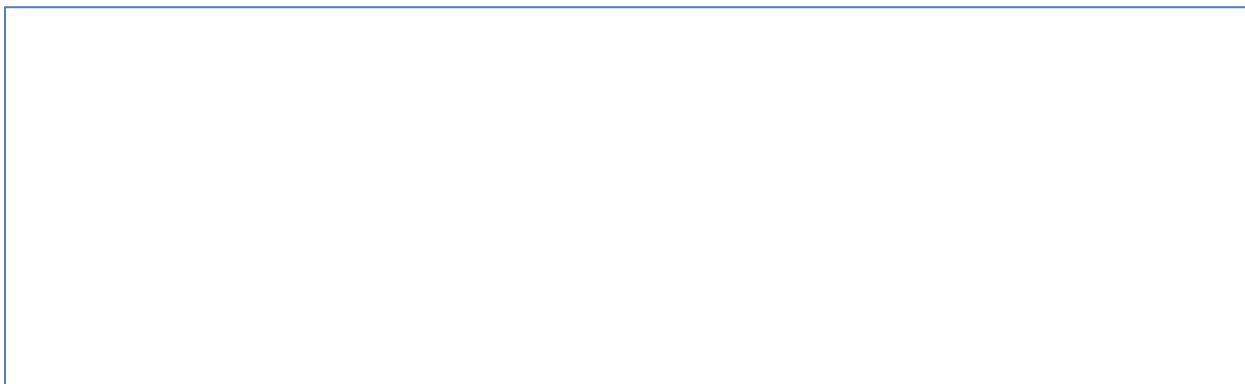
If you received a refund in the last four years, you may also view issue dates from previous tax years. [Click here to skip ahead](#) in the guide and find out how this works.

2. **“We have not yet processed your income tax return refund.”**



If you provided a valid name and Social Security Number on the main page, then you could see this screen. This search result means the Comptroller has not received a tax refund voucher from the Dept. of Revenue to process. If you provided an email address and/or text message on the main page, then you should receive a notification moments after your refund is processed.

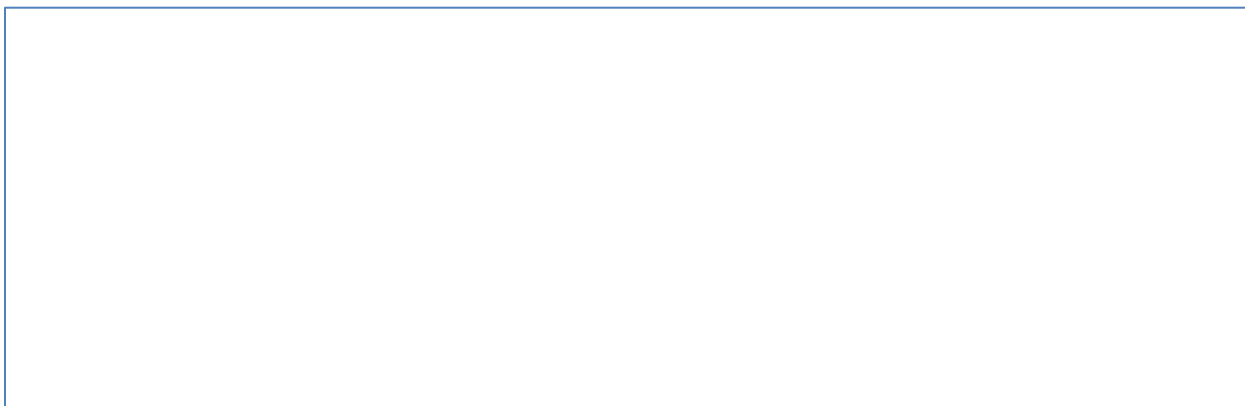
3. **“We’re sorry we cannot validate your request.”**



This message appears when the information provided in the Social Security Number, First Name, and Last Name fields conflict with a record the Comptroller has on file.

Do not panic. More often than not the solution to this problem is to try resubmitting your name and Social Security Number as the first submission may have contained a typographical error.

4. **“Thank you for subscribing! We’ll be in touch.”**



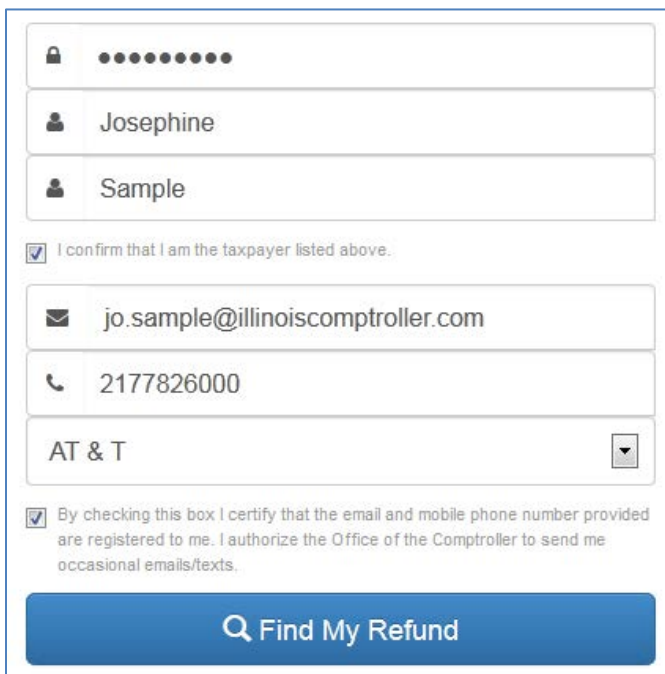
This page appears if you provided an email address and/or mobile phone number after receiving the result of your search. The contact information provided has been added to our system and a notification will be sent when the Comptroller processes your next tax refund.

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Can I view my past tax year information on MyRefund?

If you have received a state income tax refund in recent years, then you have the option of viewing past refund issue dates using MyRefund. Here is how to do it:

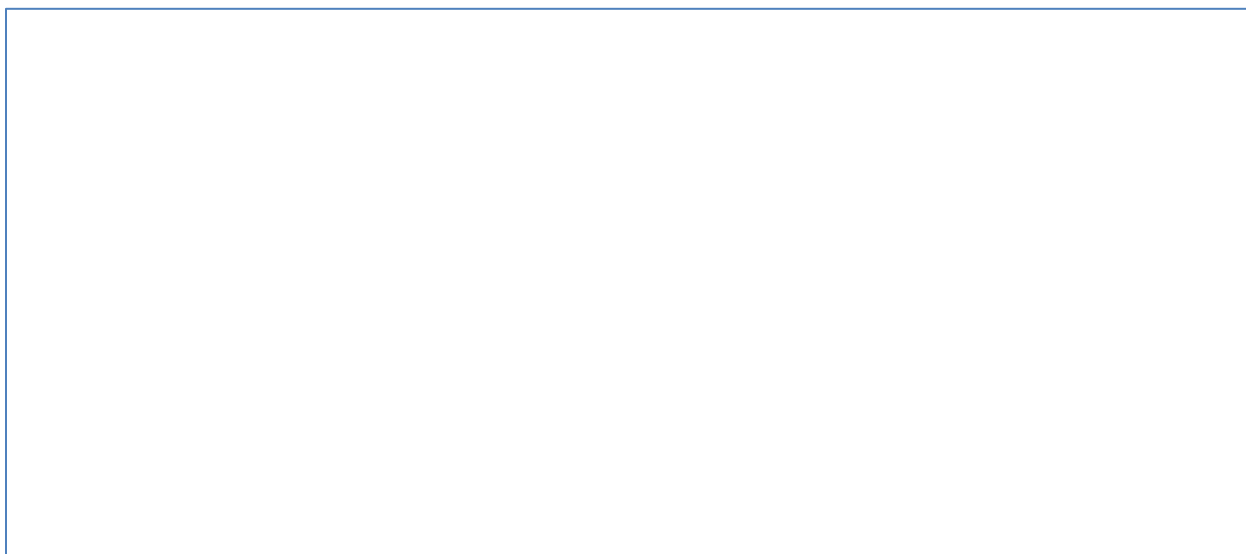
1. Complete the fields on the MyRefund front page. Make sure the Social Security Number is keyed in correctly, and the information provided in the First and last Name fields match what was provided on Form IL-1040. Click the “Find My Refund” button.



The screenshot shows a search form with the following fields and elements:

- A password field with a lock icon and ten dots.
- A first name field containing "Josephine".
- A last name field containing "Sample".
- A checked checkbox with the text "I confirm that I am the taxpayer listed above."
- An email field containing "jo.sample@illinoiscomptroller.com".
- A phone number field containing "2177826000".
- A dropdown menu with "AT & T" selected.
- A second checked checkbox with the text "By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts."
- A blue button with a magnifying glass icon and the text "Find My Refund".

2. If the information matches a refund the Comptroller has issued in the last four years, then a page like this should appear. Click the “here” in “Click here to view tax return information we’ve processed in the past.”



3. A list of dates the Comptroller issued this Social Security Number an income tax refund should appear directly below the link.

Click [here](#) to view tax return information we've processed in the past.

On 4/18/2013 for year 2012.

On 6/12/2012 for year 2011.

The information this feature provides should be used for personal reference. It is not recommended for tax or any other legal purposes.

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Can I be notified when the Comptroller has processed my refund?

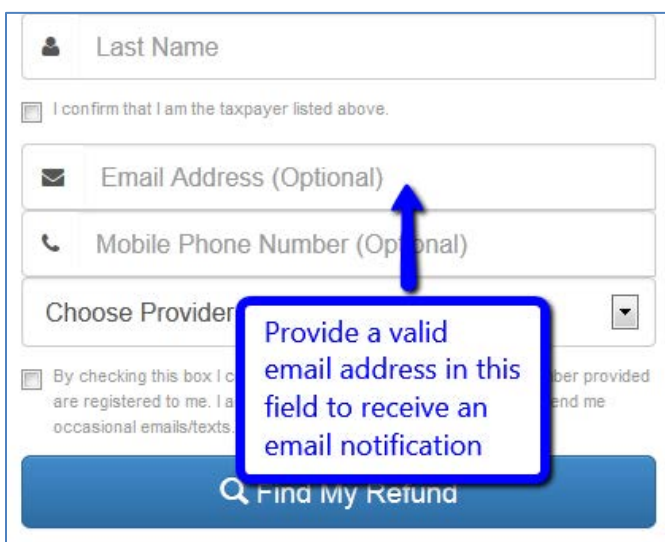
Yes.

In fact, there are two places within MyRefund for you to provide your contact information to receive a notification once your refund has been processed. There is the option of receiving an email notification, a text message notification, or both.

Signing up for this service is easy.

From the Main Page

1. To receive an email notification, enter your email address in the “Email Address (Optional)” field.



The image shows a portion of a web form for registration. It includes a 'Last Name' field, a confirmation checkbox, an 'Email Address (Optional)' field, a 'Mobile Phone Number (Optional)' field, and a 'Choose Provider' dropdown menu. A blue callout box with a white border and a blue arrow pointing to the 'Email Address (Optional)' field contains the text: 'Provide a valid email address in this field to receive an email notification'. Below the form is a blue button with a magnifying glass icon and the text 'Find My Refund'.

Go to the next step to learn how to receive a text message, or else skip ahead to step #4.

- To receive a text message notification, enter a cellphone number in the “Mobile Phone Number (Optional)” field. Please enter the nine-digit mobile phone number without special characters.

The screenshot shows a registration form with the following fields: Last Name, a confirmation checkbox, Email Address (Optional), Mobile Phone Number (Optional), and Choose Provider. A blue callout box with a white background and a blue border points to the Mobile Phone Number field. The text inside the callout box reads: "Provide a valid mobile telephone number in this field to receive an SMS text message notification".

- Select a cellphone carrier.

The screenshot shows the registration form with the Mobile Phone Number field containing the number 2171234567. A blue callout box with a white background and a blue border points to the number. The text inside the callout box reads: "If there is a number here...". Below the number field is the Choose Provider dropdown menu, which is open and shows a list of providers: AT & T, Boost, Cricket, Sprint, T-Mobile, Verizon, and Virgin Mobile. A blue callout box with a white background and a blue border points to the dropdown menu. The text inside the callout box reads: "...then select the provider from here."

- Put a check in the box that certifies the information you just provided is accurate and belongs to the taxpayer identified above.

••••••••

Josephine

Sample

I confirm that I am the taxpayer listed above.

jo.sample@illinoiscomptroller.com

2177826000

AT & T

By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.

Find My Refund

- Review all of the information provided. If it is correct, click the “Find My Refund” button.

••••••••

Josephine

Sample

I confirm that I am the taxpayer listed above.

jo.sample@illinoiscomptroller.com

2177826000

AT & T

By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.

Find My Refund

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From the Results Page

1. If you decide after searching for your tax refund you would like to receive an email or a text message when the Comptroller has processed your refund, the opportunity is afforded you on the search results page.

We have not yet processed your income tax return refund.

You may either check back to this website daily to see if your payment has been processed or we can send you an email and/or text with information about your refund when we process it. Please provide your information below.

The form contains the following elements:

- An input field with an envelope icon and the label "Email Address (Optional)".
- An input field with a telephone icon and the label "Mobile Phone Number (Optional)".
- A dropdown menu labeled "Choose Provider".
- A checkbox with the text: "By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts."
- A blue "Submit" button.

2. To receive an email notification, enter your email address in the "Email Address (Optional)" field.

This image shows a close-up of the form with a blue arrow pointing to the "Email Address (Optional)" field. A blue-bordered callout box contains the text: "Provide a valid email address in this field to receive an email notification".

Go to the next step to learn how to receive a text message, or else skip ahead to step #5.

- To receive a text message notification, enter a cellphone number in the “Mobile Phone Number (Optional)” field. Please enter the nine-digit mobile phone number without special characters.

jo.sample@illinoiscomptroller.com

Mobile Phone Number (Optional)

Choose Provider

By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.

Provide a valid mobile telephone number in this field to receive an SMS text message notification

- Select a cellphone carrier.

jo.sample@illinoiscomptroller.com

2171234567

Choose Provider

Choose Provider

- AT & T
- Boost
- Cricket
- Sprint
- T-Mobile
- Verizon
- Virgin Mobile

If there is a number here...

...then select the provider from here.

- Put a check in the box that certifies the information you just provided is accurate and belongs to the taxpayer identified above.

jo.sample@illinoiscomptroller.com




2177826000

AT & T

By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.

...then check the box here to certify it is valid.

6. Review all of the information provided. If it is correct, click the “Submit” button.

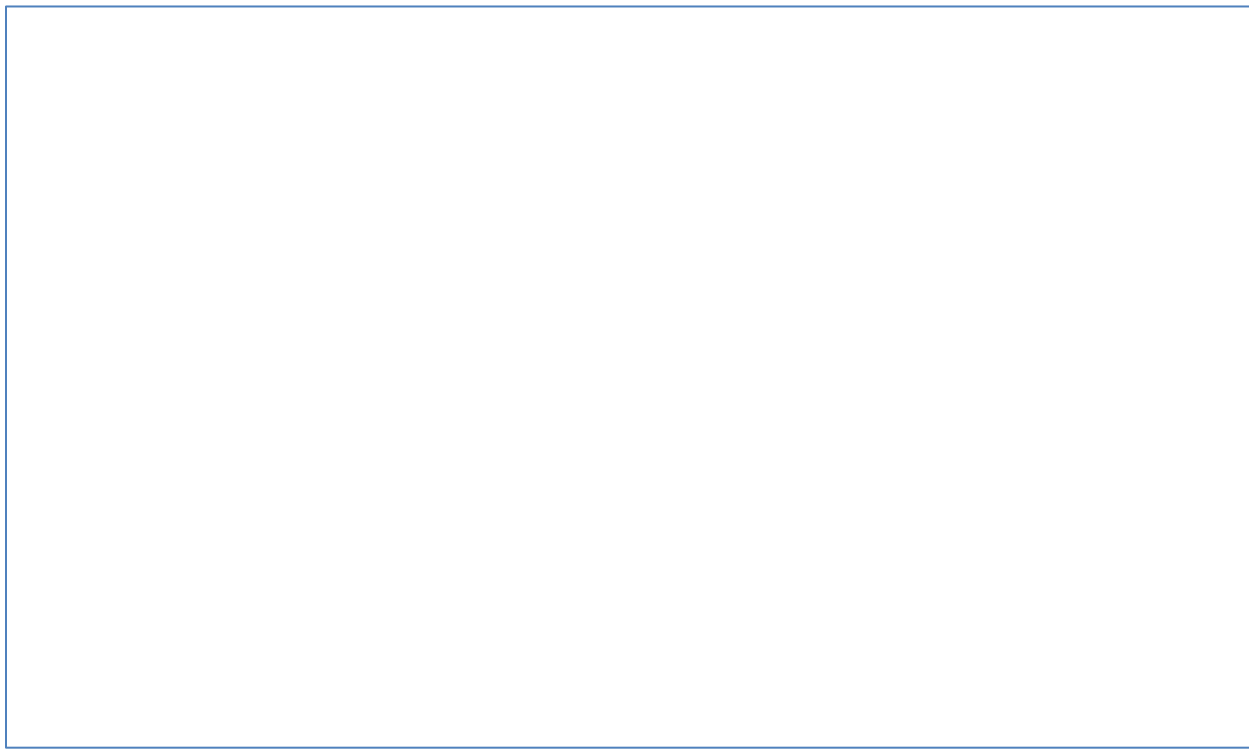
 jo.sample@illinoiscomptroller.com
 2171234567
AT & T 
<input checked="" type="checkbox"/> By checking this box I certify that the email and mobile phone number provided are registered to me. I authorize the Office of the Comptroller to send me occasional emails/texts.
Submit

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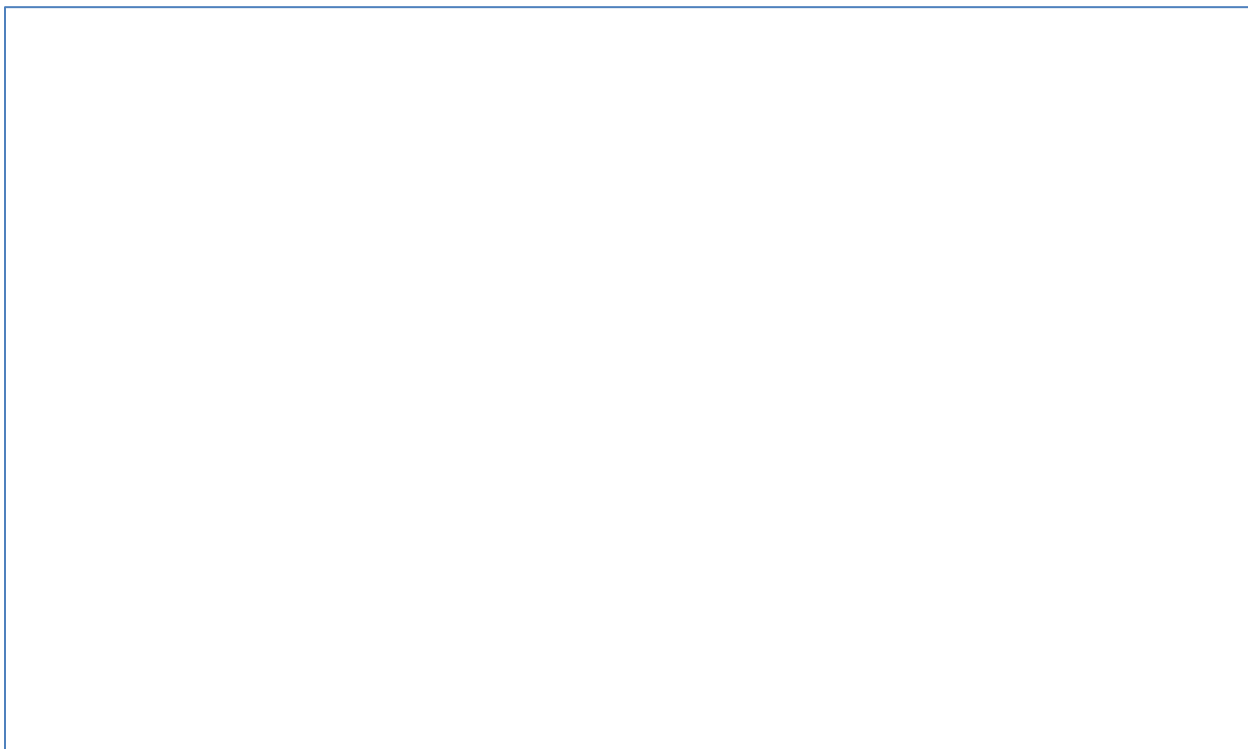
How do I unsubscribe from notifications?

Email

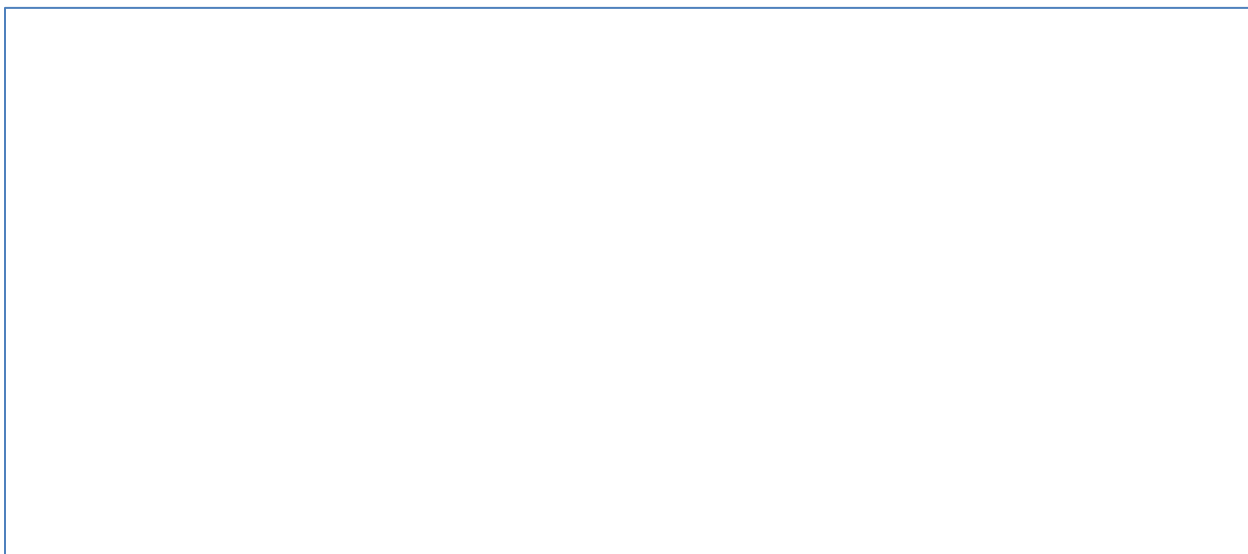
1. Open the message you received from myrefund@mail.ioc.state.il.us



2. Click the link provided at the end of the message. Your computer should open a new window or tab with the desired page.



3. Fill in the empty fields with the contact information you provided us at the time of registration to have it removed from our list.



✉ jo.sample@illinoiscomptroller.com
☎ Mobile Phone Number (Optional)
Submit

4. Review the information to make sure it is correct. Click “Submit” to unsubscribe.

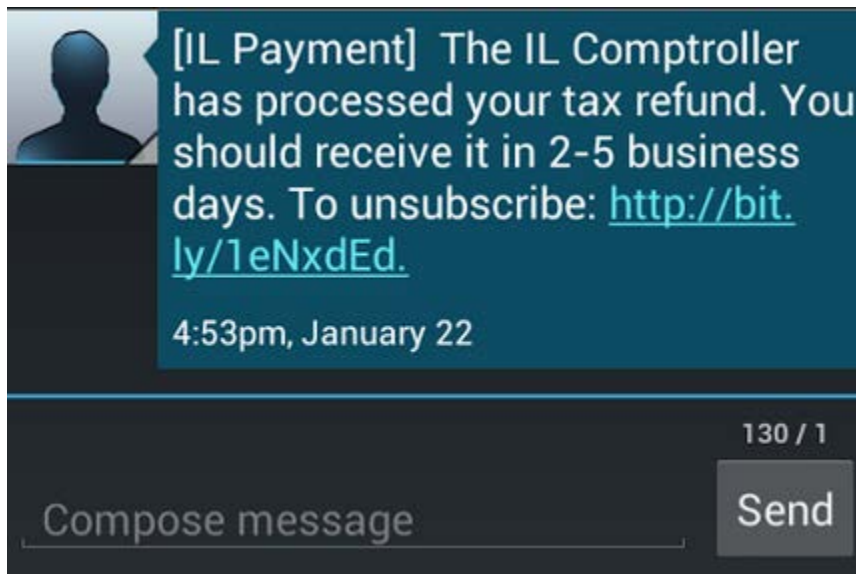
✉ jo.sample@illinoiscomptroller.com
☎ 2171234567
Submit

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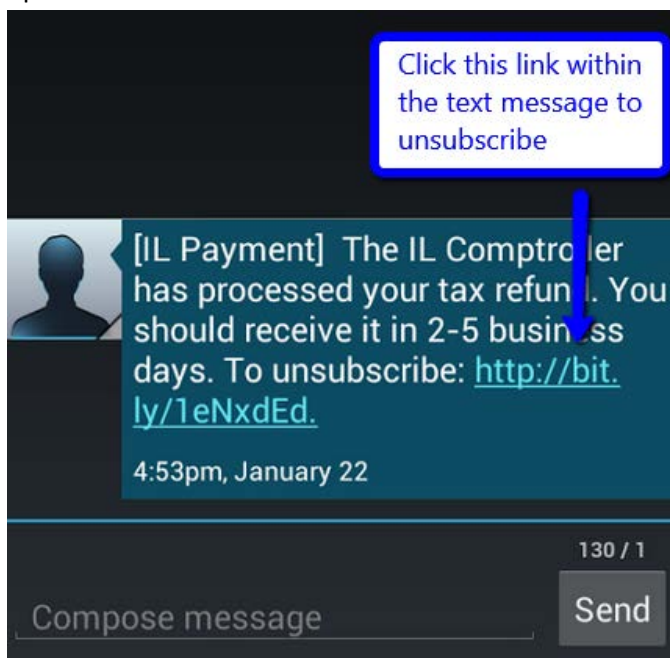
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Text message

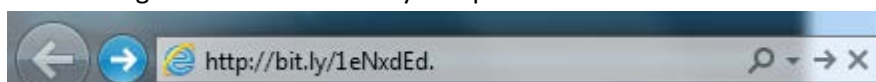
1. Open the text message you received from myrefund@mail.ioc.state.il.us




2. Click the link provided at the end of the message. Your mobile device's default browser should open.




If you do not have a mobile phone with a data package, then transfer the link provided in the text message to the URL bar in my computer's Internet browser.




3. Fill in the empty fields with the contact information you provided us at the time of registration to have it removed from our list.


 Email Address (Optional)

 2171234567|

Submit

4. Review the information to make sure it is correct. Click “Submit” to unsubscribe.

 jo.sample@illinoiscomptroller.com

 2171234567

Submit



You have been unsubscribed.

[Click here](#) to read our Identity Protection Policy Statement of Purpose.

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