



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:

- [How do I use MyRefund?](#)
- [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>

The screenshot shows the homepage of the MyRefund website. At the top, there is a navigation bar with links for IOC Home, My Refund Home, Social media, Contact Us, The Ledger, and The Warehouse. Below the navigation bar is a banner image of a hand holding a stack of US dollar bills. To the right of the image, the text reads "FIND YOUR IL TAX REFUND" in large, bold letters, followed by "STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA". Below the banner, the text says "This is easy." and provides instructions on how to use the service. A form is displayed with the following fields: Social Security Number (with a lock icon), First Name (with a person icon), Last Name (with a person icon), a checkbox for "I confirm that I am the taxpayer listed above.", Email Address (Optional) (with an envelope icon), Mobile Phone Number (Optional) (with a phone icon), and a "Choose Provider" dropdown menu. Below the form is a blue button labeled "Find My Refund". At the bottom of the form, there is a checkbox for "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." and a link for assistance.

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.

This is a close-up view of the search form fields. It shows three input boxes: "Social Security Number" (with a lock icon), "First Name" (with a person icon), and "Last Name" (with a person icon). Below these fields is a checkbox labeled "I confirm that I am the taxpayer listed above.".



A screenshot of a login form. It contains three input fields: a password field with a lock icon and ten dots, a name field with a person icon and the text "Josephine", and an address field with a person icon and the text "Sample". Below these fields is a checkbox with the text "I confirm that I am the taxpayer listed above.".

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

A screenshot of the same login form as above. A blue callout box with a blue border contains the text "Put a check in this box to confirm you are who you claim to be". A blue arrow points from the callout box to the checkbox labeled "I confirm that I am the taxpayer listed above.", which is now checked.

4. 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@illinoiscomptro

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.



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.

••••••••

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

[Back to Top](#)



STATE OF ILLINOIS
COMPTROLLER
LESLIE GEISSLER MUNGER

MyRefund User Guide



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”



The screenshot shows the MyRefund website interface. At the top, there is a navigation bar with links: IOC Home, My Refund Home, Social media, Contact Us, The Ledger, and The Warehouse. Below the navigation bar is a banner featuring a hand holding several \$100 bills. To the right of the hand, the text reads: "FIND YOUR IL TAX REFUND" in large, bold letters, with "IL" in red. Below this, it says "STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA". The main message on the page is: "Congratulations, we have received your income tax return information for tax year 2013! It was processed in our office on 1/13/2014." Below this message, there is a paragraph of text: "If you signed up for direct deposit, you should expect your payment in approximately two business days after the processed date. If you asked for a paper check, you should expect your payment in your mailbox approximately five business days after the processed date."

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.”



The screenshot shows the MyRefund website interface, similar to the first one. The banner features a hand holding several \$100 bills. To the right of the hand, the text reads: "FIND YOUR IL TAX REFUND" in large, bold letters, with "IL" in red. Below this, it says "STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA". The main message on the page is: "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.”**

The screenshot shows the MyRefund website interface. At the top, there is a navigation bar with links: IOC Home, My Refund Home, Social media, Contact Us, The Ledger, and The Warehouse. Below the navigation bar is a banner with a hand holding several \$100 bills. To the right of the hand, the text reads: "FIND YOUR IL TAX REFUND" in large, bold letters, with "IL" in red. Below this, it says "STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA" and includes a small seal of the State of Illinois. Below the banner, the error message reads: "We're sorry we cannot validate your request. Please [try again](#). If this problem persists, please call our Consumer Affairs' Division at 1-855-452-7587. Thank you for your patience."

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.”**

The screenshot shows the MyRefund website interface. At the top, there is a navigation bar with links: IOC Home, My Refund Home, Social media, Contact Us, The Ledger, and The Warehouse. Below the navigation bar is a banner with a hand holding several \$100 bills. To the right of the hand, the text reads: "FIND YOUR IL TAX REFUND" in large, bold letters, with "IL" in red. Below this, it says "STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA" and includes a small seal of the State of Illinois. Below the banner, the confirmation message reads: "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.

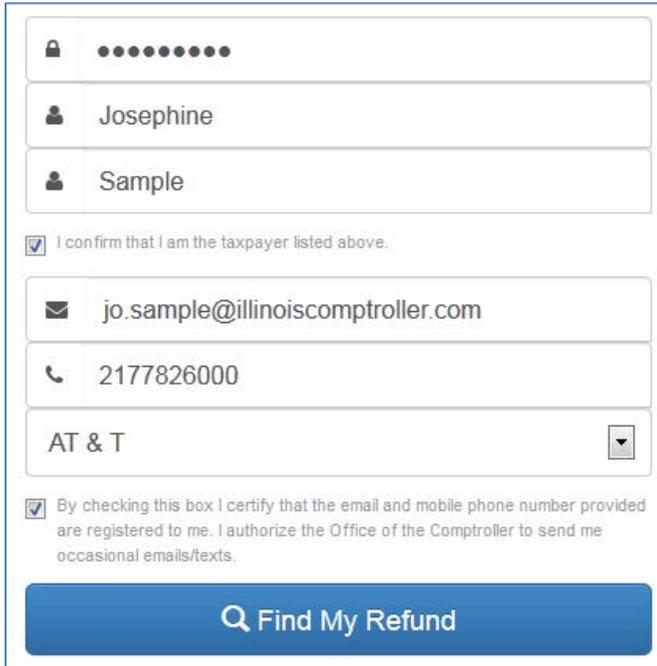
[Back to Top](#)



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 registration or login 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 currently showing "AT & T".
- 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.”



IOC Home My Refund Home Social media Contact Us The Ledger The Warehouse



FIND YOUR IL TAX REFUND
STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA

Congratulations, we have received your tax return information for tax year 2013! It was processed in our office.

[Click the blue text to view information on previously issued tax refunds.](#)

If you signed up for direct deposit, you should expect your payment in approximately two business days after the processed date. If you opted for a paper check, you should expect your payment in your mailbox approximately five business days after the processed date.

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.

[Back to Top](#)



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 screenshot shows a registration form with the following fields and elements:

- Last Name (text input)
- I confirm that I am the taxpayer listed above.
- Email Address (Optional) (text input, highlighted with a blue box and an arrow pointing to it)
- Mobile Phone Number (Optional) (text input)
- Choose Provider (dropdown menu)
- By checking this box I confirm that my contact information (number provided) are registered to me. I agree to receive occasional emails/texts.
- Find My Refund (button)

A blue callout box with white text is overlaid on the form, pointing to the "Email Address (Optional)" field. The text in the callout box reads: "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 #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 an arrow pointing to the Mobile Phone Number field contains the text: "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 filled with "2171234567" and the Choose Provider dropdown menu open. A blue callout box with an arrow pointing to the phone number field contains the text: "If there is a number here...". Another blue callout box with an arrow pointing to the dropdown menu contains the text: "...then select the provider from here." The dropdown menu lists the following providers: AT & T, Boost, Cricket, Sprint, T-Mobile, Verizon, and Virgin Mobile.



- 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

[Back to Top](#)



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:

- 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.
-

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 box and arrow highlighting the email field. The annotation reads: "Provide a valid email address in this field to receive an email notification".

The form elements are:

- 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.
-

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.

The screenshot shows a form with the following fields: an email field containing 'jo.sample@illinoiscomptroller.com', a mobile phone number field labeled 'Mobile Phone Number (Optional)', and a 'Choose Provider' dropdown menu. A callout box with a blue border and text says: 'Provide a valid mobile telephone number in this field to receive an SMS text message notification'. An arrow points from the callout box to the mobile phone number field.

- Select a cellphone carrier.

The screenshot shows the form with the mobile phone number field now containing '2171234567'. The 'Choose Provider' dropdown menu is open, showing a list of carriers: AT & T, Boost, Cricket, Sprint, T-Mobile, Verizon, and Virgin Mobile. A callout box with a blue border and text says: 'If there is a number here...'. An arrow points from the callout box to the mobile phone number field. Another callout box with a blue border and text says: '...then select the provider from here.'. An arrow points from this callout box to the dropdown menu.

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

The screenshot shows the form with the mobile phone number field now containing '2177826000' and the 'Choose Provider' dropdown menu set to 'AT & T'. A callout box with a blue border and text says: 'If you provided information here...'. Two arrows point from this callout box to the mobile phone number field and the 'AT & T' provider selection. Another callout box with a blue border and text says: '...then check the box here to certify it is valid.'. An arrow points from this callout box to the checkbox below the provider selection. The checkbox is checked and has the text: 'By checking this box I certify that the email and mobile phone number provided are accurate and belong to me. I authorize the Office of the Comptroller to send me occasional emails/texts.' Below the checkbox is a search button with a magnifying glass icon and the text 'Q Find'.



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

[Back to Top](#)



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.



FIND YOUR IL TAX REFUND
STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA

Dear Taxpayer:

Thank you for signing up for the email notification through the Illinois Comptroller's Office. We processed your tax return payment on 1/28/14.

If you signed up for direct deposit, you should expect your payment in approximately two business days. If you asked for a paper check, you should expect your payment in your mailbox in approximately five business days.

If you're interested in how the state spends your hard earned money, click [here](#) to see how your money was spent in Fiscal Year 2013.

Sincerely,



Judy Baar Topinka
IL Comptroller

For subscription settings, click [here](#).

Click this link within the email to unsubscribe

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.



Unsubscribe

IOC Home My Refund Home Social media Contact Us The Ledger The Warehouse

✉ Email Address (Optional)

☎ Mobile Phone Number (Optional)

Submit



 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



FIND YOUR IL TAX REFUND 
STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA

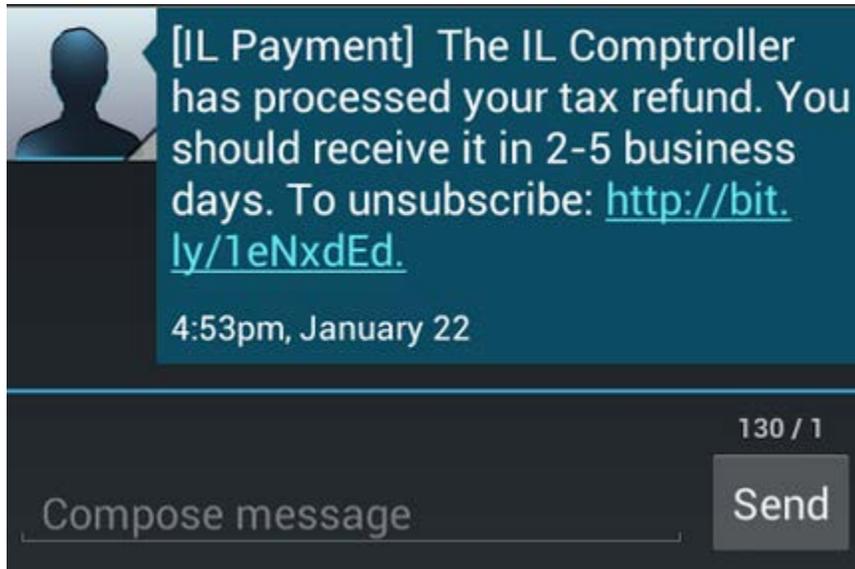
You have been unsubscribed.
[Click here to read our Identity Protection Policy Statement of Purpose.](#)

[Back to Top](#)

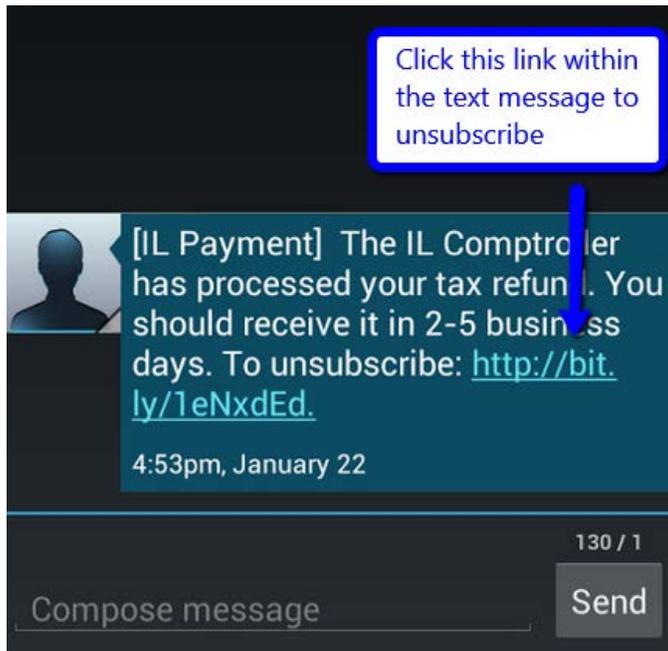


Text message

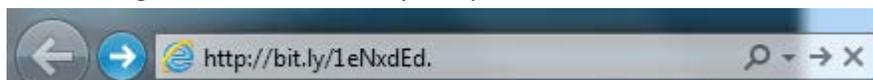
1. Open the text message you received from myrefund@mail.ioc.state.il.us



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.





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

The screenshot shows the top navigation bar with links: IOC Home, My Refund Home, Social media, Contact Us, The Ledger, and The Warehouse. Below the navigation is a banner for "FIND YOUR IL TAX REFUND" by the State of Illinois Comptroller Judy Baar Topinka, featuring an image of a hand holding money. Below the banner is an "Unsubscribe" section with two input fields: "Email Address (Optional)" and "Mobile Phone Number (Optional)", followed by a blue "Submit" button.

This is a close-up of the unsubscribe form. It shows two input fields: "Email Address (Optional)" and "Mobile Phone Number (Optional)". The phone number field contains the text "2171234567". Below the fields is a blue "Submit" button.

- Review the information to make sure it is correct. Click "Submit" to unsubscribe.

This is a close-up of the unsubscribe form with pre-filled information. The "Email Address (Optional)" field contains "jo.sample@illinoiscomptroller.com" and the "Mobile Phone Number (Optional)" field contains "2171234567". Below the fields is a blue "Submit" button.



FIND YOUR IL TAX REFUND
STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA

You have been unsubscribed.

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

[Back to Top](#)