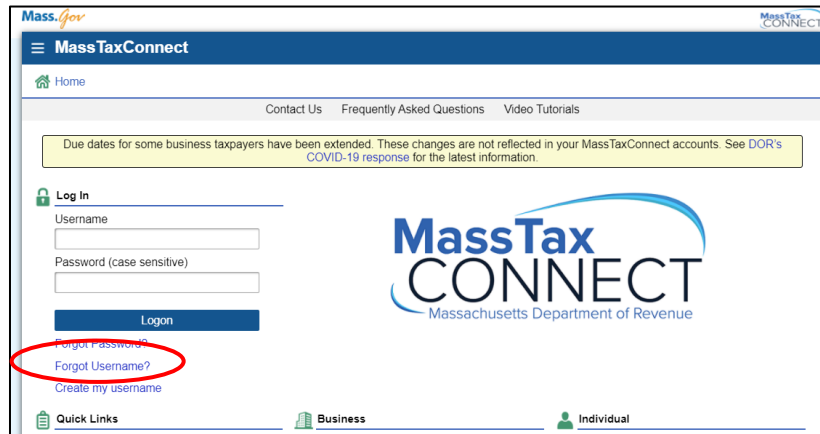


How to Retrieve your DOR Mass Tax Connect Username & Password

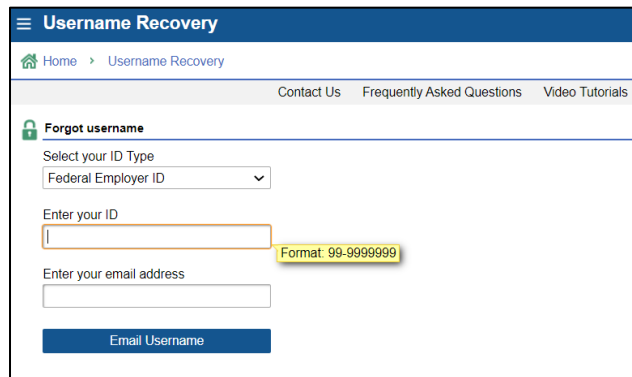
To Retrieve Username

1. Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>
2. Choose “Forgot Username?”



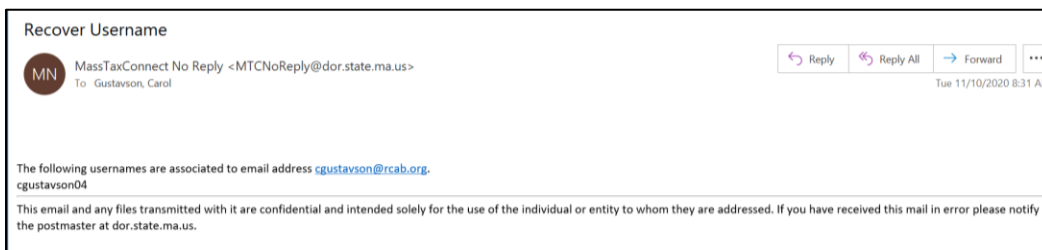
The screenshot shows the MassTaxConnect website interface. At the top, there is a navigation bar with 'Home', 'Contact Us', 'Frequently Asked Questions', and 'Video Tutorials'. Below this is a yellow notification banner about extended due dates for business taxpayers. The main content area features a 'Log In' section with fields for 'Username' and 'Password (case sensitive)', and a 'Logon' button. Below the login fields are three links: 'Forgot Password?', 'Forgot Username?' (circled in red), and 'Create my username'. To the right of the login fields is the 'MassTax CONNECT' logo and the text 'Massachusetts Department of Revenue'. At the bottom, there are 'Quick Links' for 'Business' and 'Individual'.

3. From the “Select your ID Type” drop-down menu, choose “Federal Employer ID.” In the second field, enter your FEIN. In the third field, enter the email address associated with this account when it was set up. Click “Email Username.”



The screenshot shows the 'Username Recovery' page. The 'Forgot username' section is highlighted. It contains a 'Select your ID Type' dropdown menu with 'Federal Employer ID' selected. Below this is an 'Enter your ID' field with a yellow tooltip that says 'Format: 99-9999999'. There is also an 'Enter your email address' field and an 'Email Username' button.

4. You should then see a screen confirming that the username email has been sent.
5. Look for the email in your Inbox. The sender is MassTaxConnect No Reply <MTCNoReply@dor.state.ma.us> and the subject is “Recover Username.” If it is not in your Inbox, be sure to check your junk/spam folder as well as your Deleted Items folder. The username will be on the second line of the text of the email.

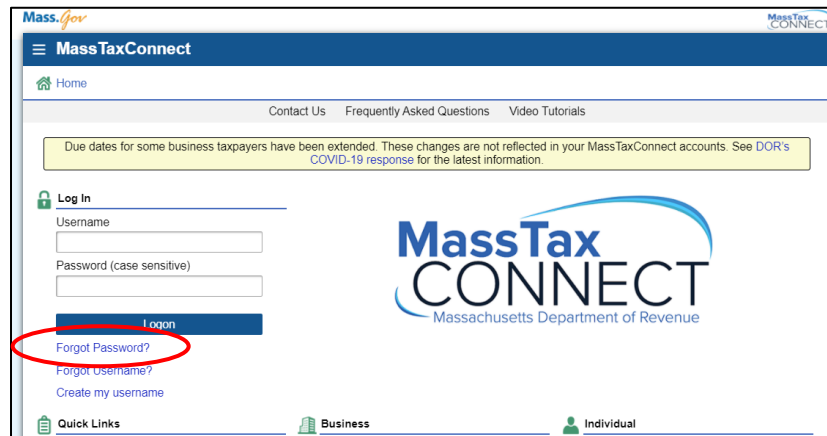


- Return to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/> and enter the username from the email together with your password in the Log In fields.

If you need to retrieve your password, please see instructions in the next section below.

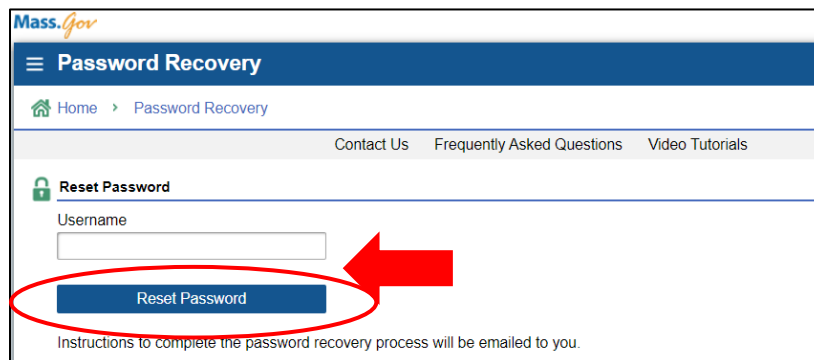
To Retrieve Password

- Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>
- Choose “Forgot Password?”



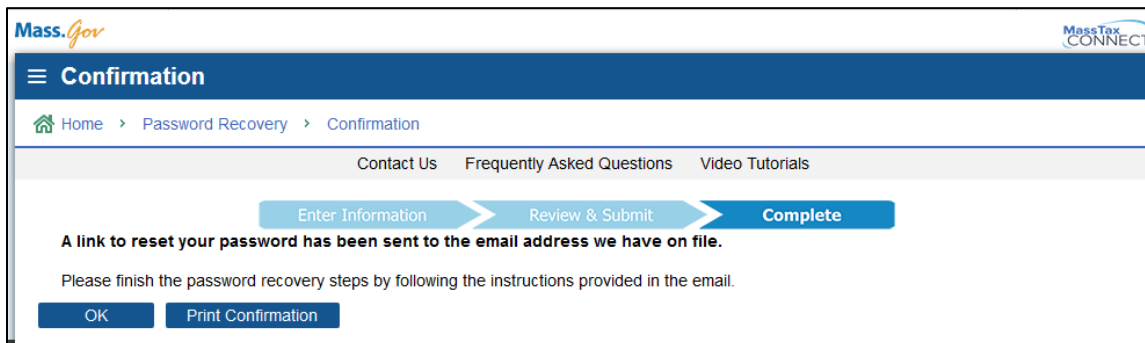
The screenshot shows the MassTaxConnect website's login page. At the top, there is a navigation bar with 'Home', 'Contact Us', 'Frequently Asked Questions', and 'Video Tutorials'. Below this is a yellow banner with a message about extended due dates for business taxpayers. The main content area features a 'Log In' section with fields for 'Username' and 'Password (case sensitive)', and a blue 'Log In' button. Below the login fields, the link 'Forgot Password?' is circled in red. Other links include 'Forgot Username?' and 'Create my username'. The MassTaxConnect logo and 'Massachusetts Department of Revenue' are displayed on the right. At the bottom, there are 'Quick Links' for 'Business' and 'Individual'.

- Enter your Username and click “Reset Password.”



The screenshot shows the 'Password Recovery' page on the MassTaxConnect website. The page title is 'Password Recovery'. Below the navigation bar, there is a 'Reset Password' section with a 'Username' input field. Below the input field, the 'Reset Password' button is circled in red, and a red arrow points to it from the right. Below the button, a message states: 'Instructions to complete the password recovery process will be emailed to you.'

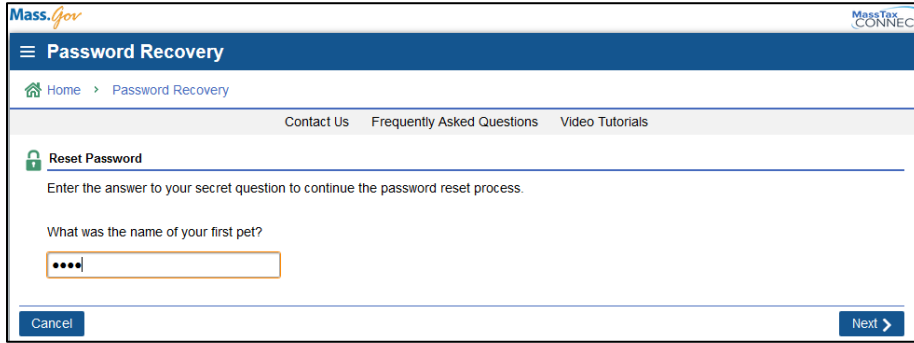
- Press “OK” to confirm that you want the Password Reset to be emailed to you.



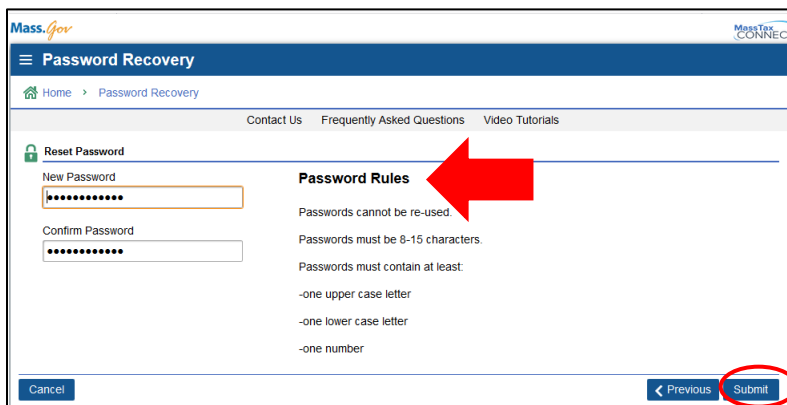
The screenshot shows the 'Confirmation' page on the MassTaxConnect website. The page title is 'Confirmation'. Below the navigation bar, there is a progress indicator with three steps: 'Enter Information', 'Review & Submit', and 'Complete'. Below the progress indicator, a message states: 'A link to reset your password has been sent to the email address we have on file. Please finish the password recovery steps by following the instructions provided in the email.' At the bottom, there are two buttons: 'OK' and 'Print Confirmation'.

- Look for the email in your Inbox (similar to the one shown above). The sender is MassTaxConnect No Reply <MTCNoReply@dor.state.ma.us> and the subject is “Password Reset Request.” If it is not in your Inbox, be sure to check your junk/spam folder as well as your Deleted Items folder. The link to reset your password will be on the second line of the text of the email. Click on this link.

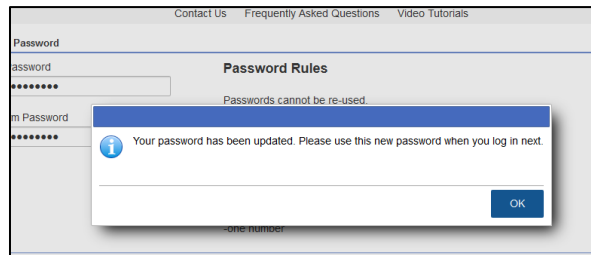
6. The link will bring you to the “Password Recovery” page. Enter the answer to the secret question which was chosen when the account was set up and press “Next.”



7. Enter your New Password in the first field and enter it again in the second field to confirm. Be sure to follow the Password Rules. Click “Submit.”



8. A pop-up window will appear confirming that your password has been successfully updated. Click “OK.”



9. You will then be returned to the MassTaxConnect homepage (<https://mtc.dor.state.ma.us/mtc/>). Enter your username and new password and then click “Logon.”

