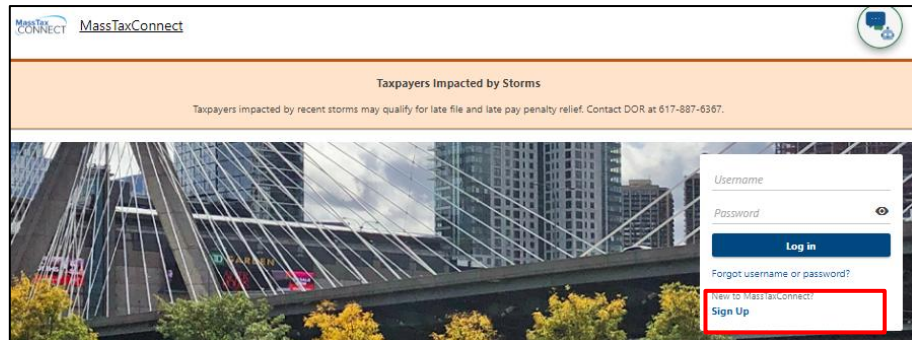


## How to Retrieve your DOR MassTaxConnect Username & Password

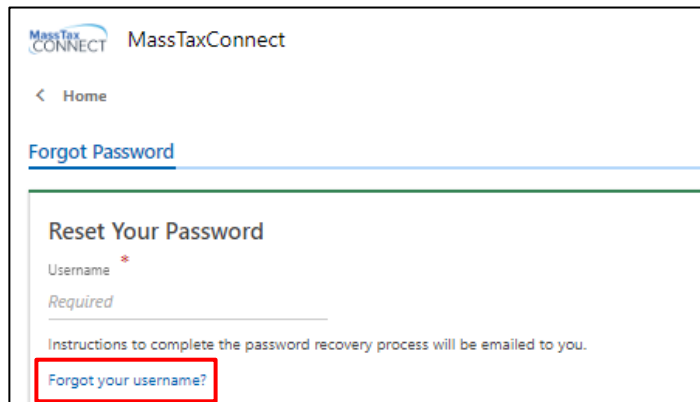
### To Retrieve Username

1. Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>

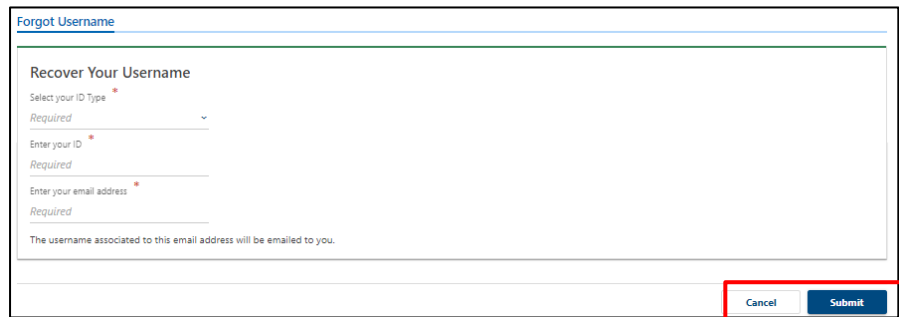
2. Choose **Forgot username or password?**

The screenshot shows the MassTaxConnect website. At the top, there is a banner for "Taxpayers Impacted by Storms". Below the banner is a login form with fields for "Username" and "Password", a "Log in" button, and a link for "Forgot username or password?". A red box highlights the "Forgot username or password?" link.

3. Click **Forgot your username?**

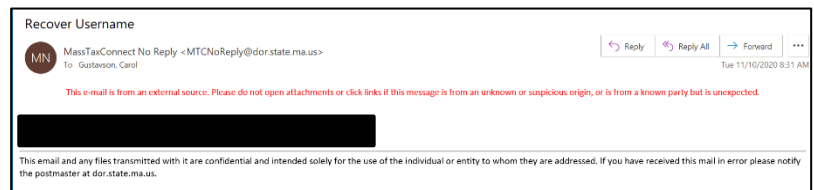
The screenshot shows the "Reset Your Password" page. It has a "Forgot Password" link at the top. Below it, there is a "Username" field with a red asterisk and the word "Required" below it. A message states: "Instructions to complete the password recovery process will be emailed to you." A red box highlights the "Forgot your username?" link.

4. 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 **Submit**.

The screenshot shows the "Recover Your Username" page. It has a "Select your ID Type" drop-down menu with "Required" below it. Below that is an "Enter your ID" field with a red asterisk and "Required" below it. Below that is an "Enter your email address" field with a red asterisk and "Required" below it. A message states: "The username associated to this email address will be emailed to you." At the bottom right, there are "Cancel" and "Submit" buttons, with a red box highlighting the "Submit" button.

5. You should then see a screen confirming that the username email has been sent.

6. 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.

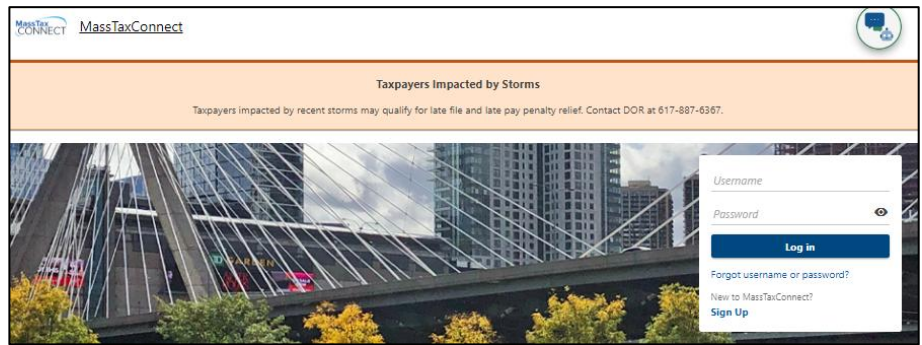
The screenshot shows an email titled "Recover Username" from "MassTaxConnect No Reply" to "Gustavson, Carol". The email body contains a redacted area where the username would be displayed. The email is dated "Tue 11/10/2020 8:31 AM".

7. Return to the MassTaxConnect website and enter the username from the email together with your password in the Log In fields.

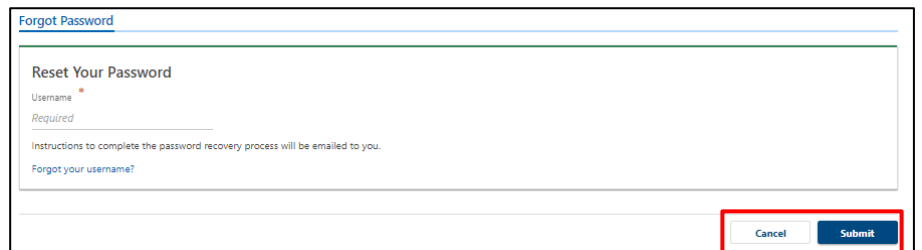
## To Retrieve Password

1. Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>

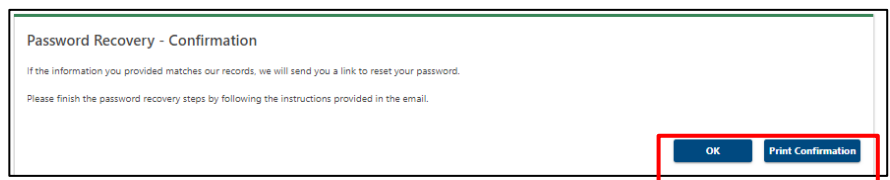
2. Choose **Forgot username or password?**

The screenshot shows the MassTaxConnect website. At the top, there's a banner for "Taxpayers Impacted by Storms". Below that is a login form with fields for "Username" and "Password", a "Log in" button, and links for "Forgot username or password?", "New to MassTaxConnect?", and "Sign Up".

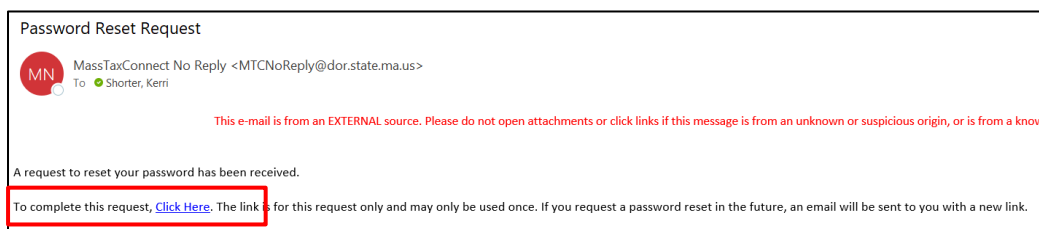
3. Enter your **Username** then click **Submit**.

The screenshot shows the "Forgot Password" form. It has a "Reset Your Password" section with a "Username" field and a "Required" label. Below the field is a message: "Instructions to complete the password recovery process will be emailed to you." and a link "Forgot your username?". At the bottom right, there are "Cancel" and "Submit" buttons, with the "Submit" button highlighted by a red box.

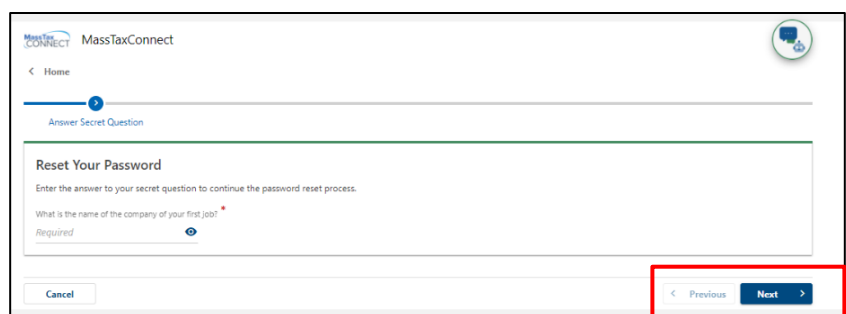
4. You will receive a Confirmation page, click **OK**.

The screenshot shows the "Password Recovery - Confirmation" page. It contains the text: "If the information you provided matches our records, we will send you a link to reset your password. Please finish the password recovery steps by following the instructions provided in the email." At the bottom right, there are "OK" and "Print Confirmation" buttons, with the "OK" button highlighted by a red box.

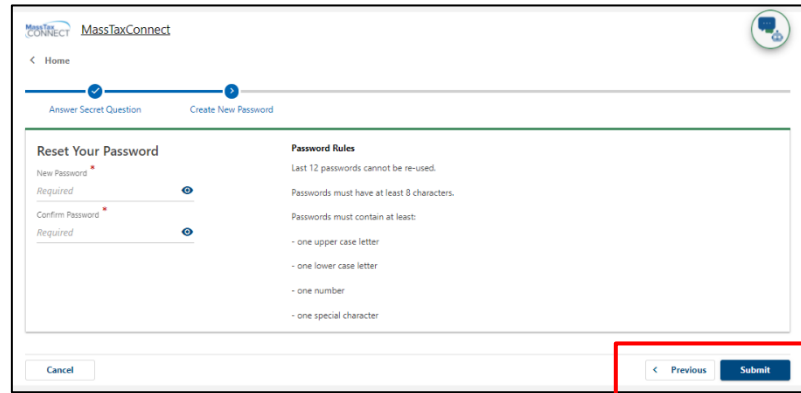
5. Look for the email in your Inbox (similar to the one shown below). The sender is MassTaxConnect No Reply <MTCNoReply@dor.state.ma.us> and the subject is **Password Reset Request**. If it is not in your Inbox, be sure to check your junk/spam folder as well as your Deleted Items folder. The link to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

The screenshot shows an email titled "Password Reset Request" from "MassTaxConnect No Reply <MTCNoReply@dor.state.ma.us>" to "Shorter, Kerri". A red warning message states: "This e-mail is from an EXTERNAL source. Please do not open attachments or click links if this message is from an unknown or suspicious origin, or is from a known contact." Below this, it says "A request to reset your password has been received." and "To complete this request, [Click Here](#). The link is for this request only and may only be used once. If you request a password reset in the future, an email will be sent to you with a new link." The "Click Here" link is highlighted by a red box.

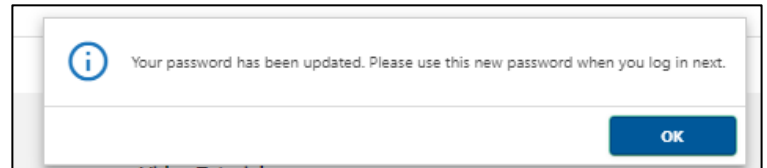
6. Enter the answer to your secret question which was chosen when the account was set up then click **Next**.

The screenshot shows the "Reset Your Password" form. It has a "Answer Secret Question" section with a text input field and a "Required" label. Below the field is a message: "Enter the answer to your secret question to continue the password reset process." At the bottom right, there are "Cancel", "Previous", and "Next" buttons, with the "Next" button highlighted by a red box.

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 message will appear confirming that your password has been successfully updated. Click **OK**.



You will then be returned to the MassTaxConnect homepage. Enter your username and new password and then click “**Log In**”.