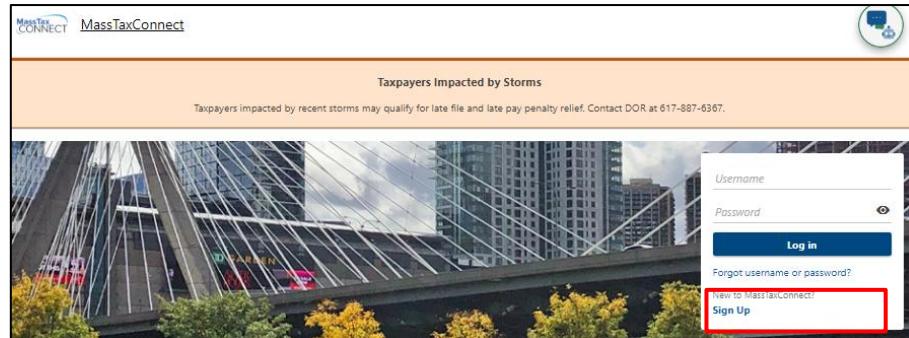


How to Retrieve your DOR MassTaxConnect Username & Password

To Retrieve Username

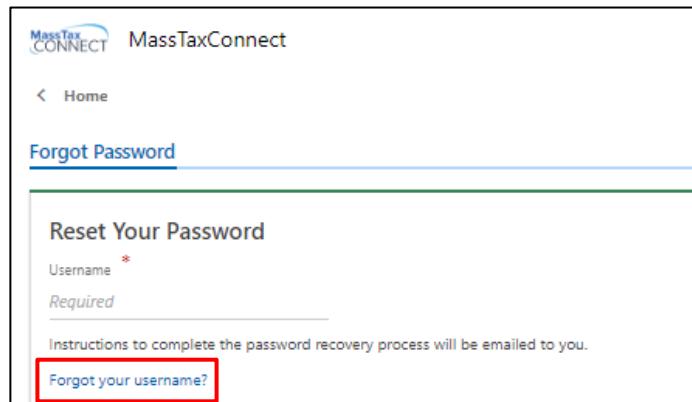
1. Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>

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



The screenshot shows the MassTaxConnect homepage. At the top, there is a navigation bar with the MassTaxConnect logo and a search bar. Below the navigation bar, there is a banner with the text "Taxpayers Impacted by Storms" and a subtext "Taxpayers impacted by recent storms may qualify for late file and late pay penalty relief. Contact DOR at 617-887-6367." Below the banner, there is a large image of a bridge. On the right side of the page, there is a login form with fields for "Username" and "Password", a "Log in" button, and links for "Forgot username or password?" and "Sign Up". The "Forgot username or password?" link is highlighted with a red box.

3. Click **Forgot your username?**

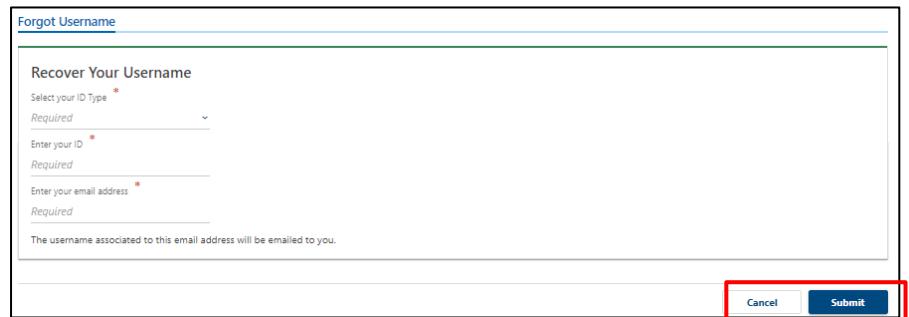


The screenshot shows the "Forgot Password" page. At the top, there is a navigation bar with the MassTaxConnect logo and a "Home" link. Below the navigation bar, there is a section titled "Forgot Password". Within this section, there is a sub-section titled "Reset Your Password" with a field for "Username" marked as required. Below the field, there is a link "Forgot your username?" which is highlighted with a red box. A note below the link states "Instructions to complete the password recovery process will be emailed to you."

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 "Forgot Username" page. At the top, there is a section titled "Recover Your Username" with a dropdown menu for "Select your ID Type" marked as required. Below the dropdown is a field for "Enter your ID" marked as required. Below that is a field for "Enter your email address" marked as required. A note below the fields states "The username associated to this email address will be emailed to you." At the bottom right of the page, there are "Cancel" and "Submit" buttons, with the "Submit" button highlighted with a red box.

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.

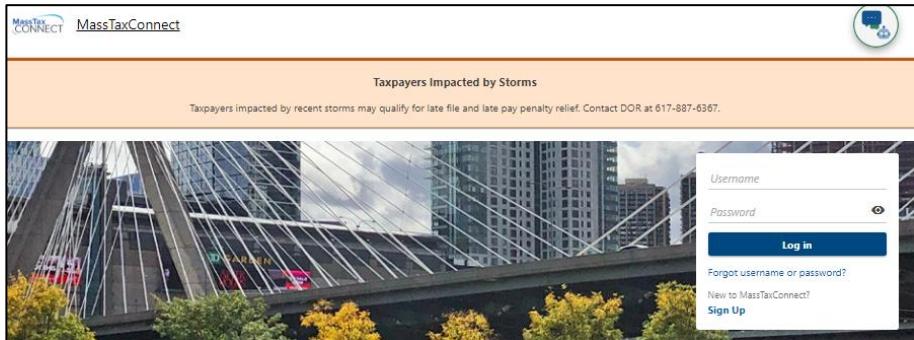


7. Return to the MassTaxConnect website and enter the username from the email together with your password in the **Log In** fields.

To Retrieve Password

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

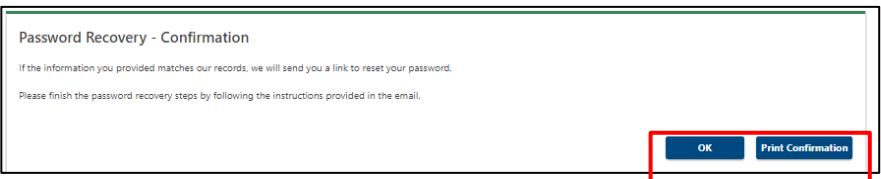
2. Choose **Forgot username or password?**



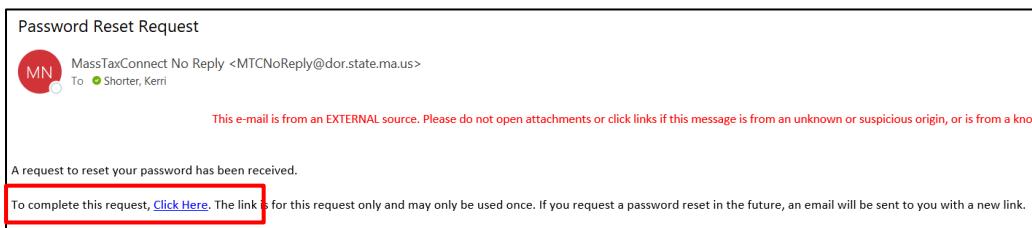
3. Enter your **Username** then click **Submit**.

A screenshot of the 'Forgot Password' page. The form is titled 'Reset Your Password' and has a 'Username' field marked as required. Below the form is a note that instructions will be emailed to the provided address. A 'Forgot your username?' link is also present. At the bottom right are 'Cancel' and 'Submit' buttons, with the 'Submit' button highlighted by a red box.

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



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.



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

A screenshot of the 'Reset Your Password' page. It shows a step navigation with 'Home' and 'Answer Secret Question'. The form asks for the answer to the secret question, specifically 'What is the name of the company of your first job?'. At the bottom right 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**.

MassTaxConnect

Home

Answer Secret Question Create New Password

Reset Your Password

New Password Required

Confirm Password Required

Password Rules

Last 12 passwords cannot be re-used.

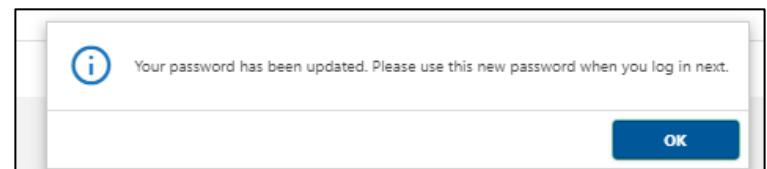
Passwords must have at least 8 characters.

Passwords must contain at least:

- one upper case letter
- one lower case letter
- one number
- one special character

Cancel Previous 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**.