

# TPG-196

## Individual TSC Password Reset Request

Complete this form in blue or black ink only.

**Purpose:** If you have established an online account with the Department of Revenue Services (DRS), Taxpayer Service Center (**TSC**) and cannot remember your password, your answers to the security questions, or you no longer use the most recent email address on file with DRS, you may use **TPG-196** to request a temporary password to access your account.

**Part 1 - Personal Information** (joint filers, see *Instructions for Joint Filers*, below)

In order to authenticate your identity, print your name(s) and mailing address exactly as they appear on your last return already on file with DRS for this **TSC** account. Your request will not be processed if the following information is not accurately completed and **clearly** printed.

Primary filer Last name	First name	Middle initial	Last 4 digits of primary filer's Social Security Number (SSN)
_____	_____	_____	____ _
Secondary filer (required for joint accounts) Last name	First name	Middle initial	Last 4 digits of secondary filer's SSN
_____	_____	_____	____ _
Address Number and street	PO Box	City or town	State ZIP code
_____	_____	_____	_____

**Part 2 - Verification**

Your password reset request will not be processed if the following information is not accurately completed and **clearly** printed.

1. Enter your email address (as originally entered in the **TSC**):

2. Enter the tax year of a prior income tax return already on file with DRS.	2.	20__	
3. Enter the Federal Adjusted Gross Income (AGI) from the income tax return for the tax year you entered above. Enter amount from Section 2, Line 1.	3.		00

**Part 3 - Confirmation Method**

Indicate how DRS should send your new temporary password. Select only **one** method below.

Mail to the same mailing address listed in **Part 1 - Personal Information**.

Email to the following email address:

Fax to the following **FAX** number:

**Instructions for Joint Filers**

You must use the SSN and password created by the primary filer to access the **TSC**. The primary filer is generally the first person listed on the joint return.

If you are not the primary taxpayer, we cannot provide you with a password to access the joint account unless both the primary and secondary sign and date **TPG-196**.

If there has been a change in filing status since your last return, you may not be able to file your return using the **TSC**. For additional information, visit the DRS website at [www.ct.gov/DRS](http://www.ct.gov/DRS) and select **FAQs**.

**How to Submit Request**

Submit your completed request using **one** of the following:

**FAX to: 860-297-4761**

**MAIL to: Department of Revenue Services  
 Electronic Commerce Unit  
 PO Box 2937  
 Hartford CT 06104-2937**

***If you are not the primary taxpayer listed above, both primary and secondary filers must sign below.***

**Declaration:** I declare under penalty of law that I have examined this document and, to the best of my knowledge and belief, it is true, complete, and correct. I understand that the penalty for willfully delivering a false return or document to the DRS is subject to a fine of not more than \$5,000, or imprisonment for not more than five years, or both.

Sign Here  Keep a copy for your records.	Primary filer's signature	Date	Phone (     )
	Secondary filer's signature	Date	Phone (     )