

# myconneCT Information for Individuals



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## DEPARTMENT OF REVENUE SERVICES MISSION STATEMENT

The mission of the Department of Revenue Services is to instill public confidence in the integrity and fairness of tax collection; achieve the highest level of voluntary taxpayer compliance; continuously improve agency performance; contribute to the fiscal and economic well-being of the state; and provide a positive and professional workplace.

## myconneCT Overview

The Connecticut Department of Revenue Services (DRS) online tax filing portal **myconneCT** is a mobile-friendly, safe and secure way to manage your individual account. **myconneCT** provides faster, easier, and more accurate results than paper processing methods. You can use **myconneCT** to view, and make changes to your account, file returns, make payments and communicate with DRS 24 hours a day, 7 days a week.

### Getting Started – Creating a Username & Password

To set up your **myconneCT** account, visit the **myconneCT** home page, [drs.ct.gov/eservices](https://drs.ct.gov/eservices).

- From the **myconneCT** homepage, In the Username and Password panel, click the *Create a Username* hyperlink. Review the username requirements and obtain all necessary information. You will need:
  - Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) and your last name.
  - The Federal Adjusted Gross Income (FAGI) reported on one of your last three Individual Income Tax Returns.
  - Connecticut Driver's License/Connecticut State ID (if applicable).
- Select your Access Type. Enter your SSN or ITIN and Last Name. Click *Next*.
- Select the Individual Income Tax account and enter the FAGI found on **Form CT-1040** or **Form CT-1040NR/PY** from one of your three most recent state tax returns. Click *Next*.
- Enter required profile, phone, and security information. Click *Next*. Review this section and click *Submit* to create the username. Once you have successfully created a username, you will receive a confirmation number.

DRS wants to remind you of the following to keep your tax information secure:

- DRS will not contact you via text message or social media to discuss your tax information.
- When creating a password for **myconneCT**, do not use any personal identifying information.
- Set up a secondary method to confirm your identity when logging into accounts.

### Filing a Return and Making a Payment

For instructions on filing your individual income tax return, visit the **myconneCT** tutorial, [portal.ct.gov/-/media/DRS/myconneCT/Tutorials/-IndividualTutorials/Filing-an-Individual-Income-Tax-Return.pdf](https://portal.ct.gov/-/media/DRS/myconneCT/Tutorials/-IndividualTutorials/Filing-an-Individual-Income-Tax-Return.pdf).

### Frequently Asked Questions (FAQs)

#### 1. How do I file my Connecticut income tax return?

DRS recommends that individual taxpayers file their Connecticut income tax returns electronically. Income tax returns can be filed electronically using commercial tax preparation software or by using **myconneCT**. When you file your tax return electronically, it will be securely transmitted to the Department.

#### 2. What do I need before I file my Connecticut income tax return?

Before you begin to file your return, gather all your records, including all your federal Forms W-2 and 1099, and your completed federal income tax return. You will need the information on your federal return to complete your Connecticut return.

#### 3. Does myconneCT have a “Save and Finish Later” option?

Yes. If at any point you need to discontinue filing your return but wish to save what you have completed so far, click *Save*

*Draft*. You will be required to provide your email and will be given a confirmation code. When you return to **myconneCT**, locate the Submissions group, select *Find Submissions*, and enter your email and the confirmation code. The saved draft will remain available for 30 days before it is automatically discarded.

#### 4. How far can I schedule a future payment on myconneCT?

Most ACH Debit/Direct Payment individual tax payments can be scheduled up to 45 days into the future. Credit card payments cannot have a future payment date.

#### 5. How can I make a payment without logging into myconneCT?

In the Individuals panel of the **myconneCT** home page, click the *Make a Payment or Estimated Payment* hyperlink.

#### 6. How can I search the status of my refund?

- If you are not logged into **myconneCT**, click on the *Where's my refund?* hyperlink in the Individual panel of the **myconneCT** home page and follow the prompts.
- If you are logged into **myconneCT**, click on the *Where's my refund?* hyperlink which can be found by clicking on the *More...* tab and then viewing the Individual Income Tax Refund Status section.

#### 7. How to report a missing or stolen refund?

- Log into **myconneCT**.
- Click the *More...* tab.
- In the Individual Income Tax Refund Status panel, click the *CT-3911 - Report Missing or Stolen Refund* link.

#### 8. How can I learn more about my overdue tax obligations?

Visit **myconneCT** at [portal.ct.gov/DRS](https://portal.ct.gov/DRS). **myconneCT** allows taxpayers to electronically file, pay and manage state tax responsibilities.

#### 9. What actions do I need to take to satisfy my overdue tax obligations?

You must do all of the following by visiting **myconneCT** at [portal.ct.gov/DRS](https://portal.ct.gov/DRS):

- File all of your overdue returns.
- Pay all of your taxes owed.

If you are unable to satisfy your overdue tax obligations, contact DRS at **860-297-5787** Monday through Friday, between 8:30 a.m. and 4:30 p.m. to make a payment arrangement.

#### 10. How can I view letters and billing notices sent from DRS on myconneCT?

Log in to **myconneCT**, open the *More...* menu. Locate the *Correspondence* group and click the *View Letters* hyperlink. Click the corresponding hyperlink you wish to view. The document will open in a new tab in your internet browser. If you wish to print a copy of the document, use the tools available in your browser.

#### 11. How to send a secure message through myconneCT?

- Log into **myconneCT**.
- Open the *More...* menu.
- Locate the Correspondence group and click the *Send Message* hyperlink.
- Select the account, period, message area (e.g. account, return, refund), and category.
- Enter the subject and message. You can also add attachments to your message.
- Once you are satisfied with your message, click *Submit*.

## Helpful Resources



### myconneCT Home Page

Website: [drs.ct.gov/eservices](https://drs.ct.gov/eservices)

### myconneCT Tutorials for Individuals

Website: [portal.ct.gov/DRS/myconneCT/Tutorials#forIND](https://portal.ct.gov/DRS/myconneCT/Tutorials#forIND)

### myconneCT Frequently Asked Questions (FAQs)

Website: [portal.ct.gov/DRS/myconneCT/myconneCT-2/FAQ](https://portal.ct.gov/DRS/myconneCT/myconneCT-2/FAQ)

### Information for Individual Filers

Website: [portal.ct.gov/DRS/Individuals/Individual-Income-Tax](https://portal.ct.gov/DRS/Individuals/Individual-Income-Tax)

### Taxpayer Education Center

Website: [portal.ct.gov/DRS/Videos/CTDRS-Videos](https://portal.ct.gov/DRS/Videos/CTDRS-Videos)



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## Revenue Services

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### DRS Contact Information

Department of Revenue Services  
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Hartford, CT 06103

Phone: **800-382-9463** (CT only) or **860-297-5962**

Website: [portal.ct.gov/DRS](https://portal.ct.gov/DRS)

Email: [DRS@ct.gov](mailto:DRS@ct.gov)