

Connecticut Department of Revenue Services Helpful Resources for Taxpayers



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.

Assistance

Walk-In Assistance:

Walk-in assistance is available from a DRS professional at 450 Columbus Boulevard, Hartford, CT. In-person meetings may be scheduled by appointment, weekdays, between the hours of 8:30 a.m. and 4:00 p.m.

To schedule a meeting, contact the DRS Taxpayer Service Center at DRS@ct.gov.

Visit the DRS Walk-In for assistance from a DRS professional to help you:

- Create a **myconneCT** account;
- E-file Connecticut tax returns;
- Make an electronic payment through **myconneCT**;
- File amended Connecticut tax returns;
- File extensions for Connecticut tax returns;
- Register businesses and create a **myconneCT** profile;
- Check the status of a refund;
- Request a Certificate of Good Standing;
- File the Earned Income Tax Credit (EITC) forms and schedules; **and**
- Answer any account questions concerning:
 - Refunds;
 - Bills;
 - Payments;
 - Returns;
 - Wage garnishments; **and**
 - Bankruptcy filing.

Bring the following documents with you for assistance with filing Connecticut income tax returns on myconneCT:

- Government-issued ID;
- Completed federal Form 1040;
- Copies of Forms W-2 and/or 1099;
- Proof of property tax payments (if applicable);
- Other state's income tax returns (if applicable); **and**
- Proof of estimated payments (if applicable).

Note: If filing a joint return, both individuals must be present and show government-issued IDs.

Walk-In Assistance with Filing Connecticut Tax Returns and Payments:

- Log into your **myconneCT** account, click *File Now*.
- Review and choose the applicable tax form you wish to submit.
- Enter all necessary information, sign, and click *Submit*.

Making a Bill Payment (Non-logged In):

- From the **myconneCT** homepage, click the *Make a Payment* hyperlink.
- Enter the Letter ID from the billing notice sent by DRS.
- Enter all required payment information.

Examples of Additional Walk-In Assistance:

- **Form APL-002**, *Appellate Division Protest Form*;
- **Form CT-3911**, *Taxpayer Statement Regarding State of Connecticut Tax Refund*, to report a lost or missing refund;
- **Form DRS-PW**, *Request for Waiver of Civil Penalty*;
- **Form LGL-002**, *Request for Disclosure of Tax Returns or Tax Return Information*;
- Refund Protection Notices;

- Refund Verification Notices; **and**
- Tax Status Letters:
 - **TPG-169**, *Individual Income Tax Status Request*; **or**
 - **TPG-170**, *Business Taxes Status Letter Request*.

Accepted Payments in the Walk-In:

DRS encourages electronic filing of payments using **myconneCT** (log into **myconneCT** and select the *Make a Payment* link). In the event that an electronic payment cannot be made, the following types of payments will be accepted in the Walk-In:

- Checks; **and**
- Money orders.

Made payable to:

Commissioner of Revenue Services

Note: No cash payment(s) will be accepted.

File and pay your taxes online!

myconneCT

Revenue Services

Contact Us:

Remote video conferencing meetings via the Microsoft Teams platform are also available. Taxpayers will receive assistance in the comfort of their own homes from a trained DRS professional.

- Schedule video conference calls a minimum of 2 days in advance to ensure availability of staff.
- Bring all necessary documents to the video conference so a DRS professional can assist.

Send a Secure Web Message:

- Log into **myconneCT**.
- Open the *More...* menu.
- Locate the Correspondence group and click the *Send Message* hyperlink.

By Email:

- DRS@ct.gov (general questions only, no attachments or images or the email will be returned undeliverable)
- Subscribe to e-alerts, visit: portal.ct.gov/DRS/Ealerts/E-News/Subscribe-to-e-alerts.
 - Provide your name and email address.
 - Select *I agree to be emailed*.
 - Click *Subscribe*.

By Phone:

- **860-297-5962**
- **800-382-9463**
- **860-297-4911** (TTY, TDD, and Text Telephone users only, let the 711 relay operator know the number you wish to call and the relay operator will dial it and then communicate using a TTY.)

By Mail:

Department of Revenue Services
450 Columbus Blvd, Ste 1
Hartford, Connecticut 06103

* A safe and secure drop box is also available at street level of the DRS Hartford location for quick drop off of tax documents.

Contact Us Home Page:

Website: portal.ct.gov/DRS/Contact-DRS/Contact/Contact-DRS

Other Helpful Resources



File Your Return on myconneCT

Website: drs.ct.gov/eservices

Information for Individual Filers

Website: portal.ct.gov/DRS/Individuals/Individual-Income-Tax

Refund Protection Program

Website: portal.ct.gov/DRS/Individuals/Individual-Tax-Page/Refund-Protection-Program

myconneCT Frequently Asked Questions

Website: portal.ct.gov/DRS/myconneCT/myconneCT-2/FAQ

Taxpayer Education Center

Website: portal.ct.gov/DRS/Videos/CTDRS-Videos



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