



Sending a Secure Web Message

Tutorials

Tutorials to provide assistance with functionality included within **myconneCT**

- > [How do I create a username?](#)
- > [How do I file a Sales Tax return?](#)
- > [More Tutorials](#)

File 1099-MISC

Submit bulk file for 1099-MISC and associated CT-1096.

- > [File 1099-MISC/CT-1096](#)
- > [Find a Submission](#)

Additional Links

Navigate to other relevant DRS Sites

- > [New Business/Need a CT Registration Number?](#)
- > [TSC Homepage](#)



The data you see in this tutorial is completely fictitious. It was made for instructional purposes only. Any resemblance to a real person or business is completely coincidental.

Once you are logged in to **myconneCT**, the Summary page is displayed. Open the **More...** menu.

ABC COMPANY LLC30459035000
1000 MAIN ST
HARTFORD CT 06103-1208

Welcome, Example Name

You last logged in on Wednesday, Oct 28, 2020 5:40:17 PM

[Manage My Profile](#)[Summary](#) [Action Center](#) [Settings](#) [More...](#)

Showing all accounts

[Manage Favorites](#)**Sales & Use**ABC COMPANY LLC
300 N FRONT ST
HARTFORD CT 06120-2916**Return Period Ending On 30-Sep-2020** > [File Now](#)

Quarterly Filer

Due

02-Nov-2020**Account**CT Tax Reg No: 30459035002
Account ID: 0000073738

Balance

\$0.00> [View/File Returns and View Period Detail](#)> [Make a Payment](#)**Sales & Use**ABC COMPANY LLC
1000 MAIN ST
HARTFORD CT 06103-1208**Return Period Ending On 30-Sep-2020** > [File Now](#)

Quarterly Filer

Due

02-Nov-2020

Locate the **Correspondence** group and click the **Send a Message** hyperlink.

ABC COMPANY LLC

30459035000
1000 MAIN ST
HARTFORD CT 06103-1208

Welcome, Example Name

You last logged in on Wednesday, Oct 28, 2020 5:40:17 PM

[Manage My Profile](#)

[Summary](#) [Action Center](#)⁵ [Settings](#) [More...](#)



Submissions

Submissions are items you have submitted online for processing. Common examples include returns and payments.

- > [Search Submissions](#)
- > [Manage Payments & Returns](#)



Taxpayer Updates

Update my taxpayer information.

- > [Manage Names & Addresses](#)
- > [Close Accounts](#)



Correspondence

View electronic messages or letters I've received from the agency.

- > [View Letters](#)
- > [View Messages](#)
- > [Send a Message](#)



File 1099-MISC

Submit bulk file for 1099-MISC and associated CT-1096.

- > [File 1099-MISC/CT-1096](#)



Access

Manage access of accounts I have access to.

- > [View Access](#)

[< ABC COMPANY LLC](#)

Message

ABC COMPANY LLC
30459035000
Select Account

Which account is this message concerning?

[This message doesn't concern a specific account](#)

Sales & Use	30459035001	ABC COMPANY LLC
Sales & Use	30459035002	ABC COMPANY LLC
Withholding	30459035000	ABC COMPANY LLC

[Cancel](#)[< Previous](#)[Next >](#)

Select the account in question.

Note: If you have a general question that does not concern a specific account, click the **This message doesn't concern a specific account** hyperlink.

[< ABC COMPANY LLC](#)

Message

Sales & Use
30459035002
ABC COMPANY LLC



Which period is this message concerning?

[This message doesn't concern a specific period](#)

[31-Dec-2020](#)

[30-Sep-2020](#)

[30-Jun-2020](#)

Select the period in question.

Note: If you have a general question that does not concern a specific period, click the **This message doesn't concern a specific period** hyperlink.

< ABC COMPANY LLC

Message

30-Sep-2020

Sales & Use

30459035002

ABC COMPANY LLC



Select Message Area

Account	I have a question about an account
Payment/Billing	I have a question about a payment/billing
Return	I have a question about a return
Refund	I have a question about a refund
Other	I have a question about something not listed here

[Cancel](#)[< Previous](#)[Next >](#)

Select the message area that is most applicable to your question.

Note: If you have a general question, click the **Other** hyperlink.

< ABC COMPANY LLC

Message

I have a question about a return

30-Sep-2020

Sales & Use

30459035002

ABC COMPANY LLC



Select Message Category

- | | |
|-------------------------------------|------------------------------|
| Filing/Completing the Return | Filing/Completing the Return |
| Issue with Electronic Filing | Issue with Electronic Filing |
| Filing Frequency | Filing Frequency |
| Sales Subject to Tax | Sales Subject to Tax |
| Use Tax | Use Tax |

Cancel

< Previous Next >

Select the message category that is most applicable to your question.
Note: You can use the **Previous** and **Next** buttons to change your selections.

Enter a description of your question in the **Subject** line and write your question(s) in the **Message** field. Click **Submit** once you are done.



Message

Subject Question about filing my Q3 return

Message I did not have any sales in Q3. Am I required to file a return?

Attachments

[Add](#)

Name	Description	Size (Kb)	Sent
------	-------------	-----------	------

There are no attachments.

Cancel

Save Draft

< Previous

Submit

< ABC COMPANY LLC

Message

30-Sep-2020

Sales & Use

30459035002

ABC COMPANY LLC

I have a question about a return

Filing/Completing the Return

myconneCT Question

Confirmation

Confirmation

Your message has been sent.

Once you have successfully submitted your question, you will receive confirmation that your message has been sent.

Click the account name in the top left corner of the window to return to the Account Summary.

Once a representative from the agency responds, you will receive a notification that you have a new message. You can either view the message from the Action Center or your **myconneCT** Inbox. In this example, we will view the message from the **myconneCT** Inbox. Open the **More...** menu to read the agency response.

HARTFORD CT 06103-1208

[Summary](#) [Action Center ⁵](#) [Settings](#) [More...](#)

Showing all accounts

[Manage Favorites](#)**Sales & Use**ABC COMPANY LLC
300 N FRONT ST
HARTFORD CT 06120-2916**Return Period Ending On 30-Sep-2020** > [File Now](#)

Quarterly Filer

Due

02-Nov-2020**Account**CT Tax Reg No: 30459035002
Account ID: 0000073738

Balance

\$0.00> [View/File Returns and View Period Detail](#)> [Make a Payment](#)**Sales & Use**ABC COMPANY LLC
1000 MAIN ST
HARTFORD CT 06103-1208**Return Period Ending On 30-Sep-2020** > [File Now](#)

Quarterly Filer

Due

02-Nov-2020

Locate the **Correspondence** group and click the **View Messages** hyperlink.

ABC COMPANY LLC

30459035000
1000 MAIN ST
HARTFORD CT 06103-1208

Welcome, Example Name

You last logged in on Saturday, Nov 7, 2020 6:01:35 PM

[Manage My Profile](#)

[Summary](#) [Action Center](#)⁵ [Settings](#) [More...](#)



Submissions

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File 1099-MISC

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Access

Manage access of accounts I have access to.

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< ABC COMPANY LLC

Messages

Messages older than 12 months can be found using the search. > [Send a Message](#)

ABC COMPANY LLC

30459035000

[Inbox](#) [Outbox](#) [Archived](#) [Search](#)

Messages

[Archive All](#)

Date	Subject	Account Type	ID	Period	
06-Nov-2020	RE: Question about filing my Q3 return	Sales & Use	30459035002	30-Sep-2020	Archive
28-Oct-2020	Your Sales & Use return is due in 5 days	Sales & Use	30459035002	30-Sep-2020	Archive
28-Oct-2020	Your Withholding return is due in 5 days	Withholding	30459035000	30-Sep-2020	Archive
28-Oct-2020	Your Sales & Use return is due in 5 days	Sales & Use	30459035001	30-Sep-2020	Archive

To read the reply, click the hyperlink in the **Subject** column.

< Messages

Message

30-Sep-2020

Sales & Use

30459035002

ABC COMPANY LLC

I have a question about a return

Filing/Completing the Return

Message

> [Reply](#)

> [Delete Message](#)

Notice

Message

Received: Friday, Nov 6, 2020 6:02:03 PM

Subject: RE: Question about filing my Q3 return

Yes. You must file a zero return for Q3 if you did not have any sales.

Sent: Thursday, Nov 5, 2020 5:55:11 PM

Subject: Question about filing my Q3 return

I did not have any sales in Q3. Am I required to file a return?

From here, you can see the agency response, as well as the original question. If you have a follow-up question, you can click the **Reply** hyperlink in the top-right corner to continue the conversation.



[Click here](#) for more tutorials!