







# 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

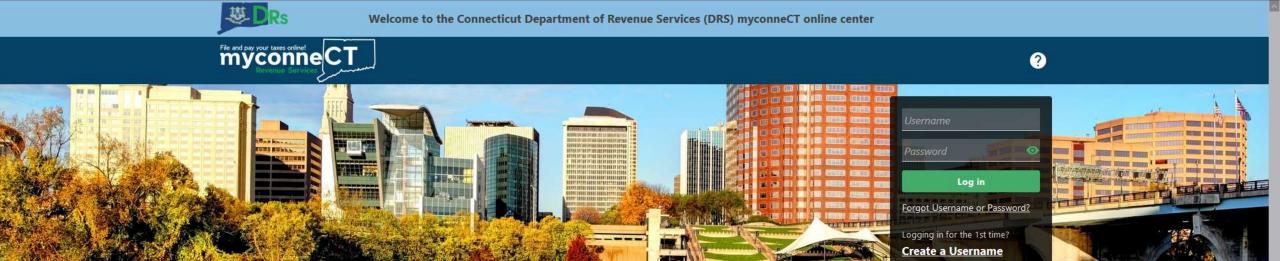
#### **Additional Links**

Navigate to other relevant DRS Sites

- New Business/Need a CT Registration Number?
- > TSC Homepage

DRS Home CT.gov Home Feedback/Questions

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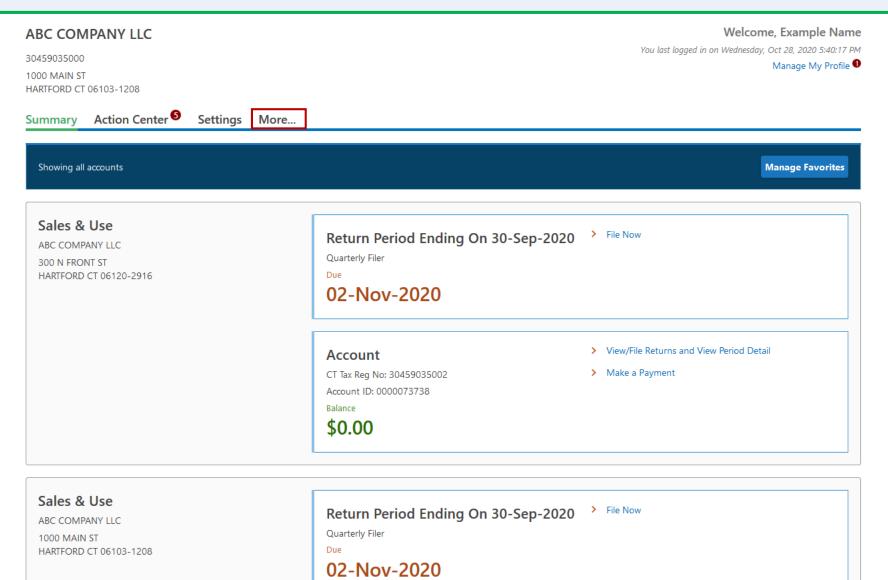
The data you see in this tutorial is completely fictitious. It was made for instructional purposes only. Any resemblance to a real person or business is completely coincidental.







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











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

#### ABC COMPANY LLC

Welcome, Example Name

30459035000

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

1000 MAIN ST HARTFORD CT 06103-1208 Manage My Profile 1

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

- 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

< Previous

Next

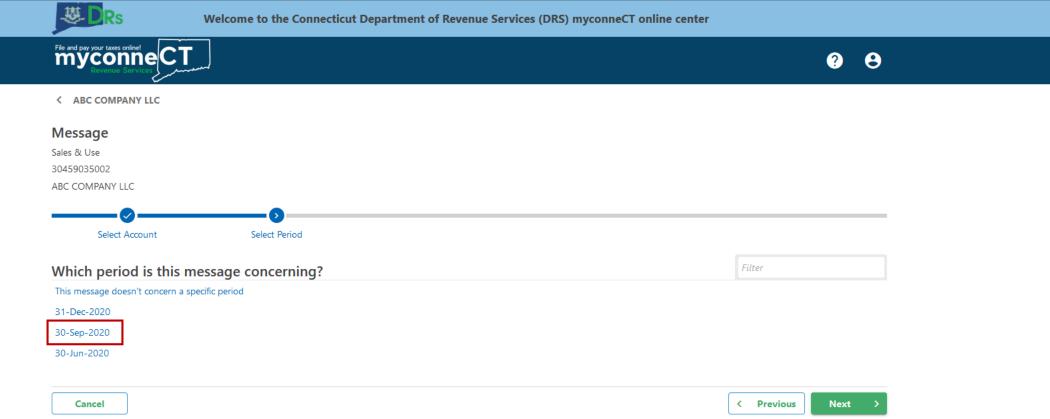
# Select the account in question.

30459035000

Withholding

Cancel

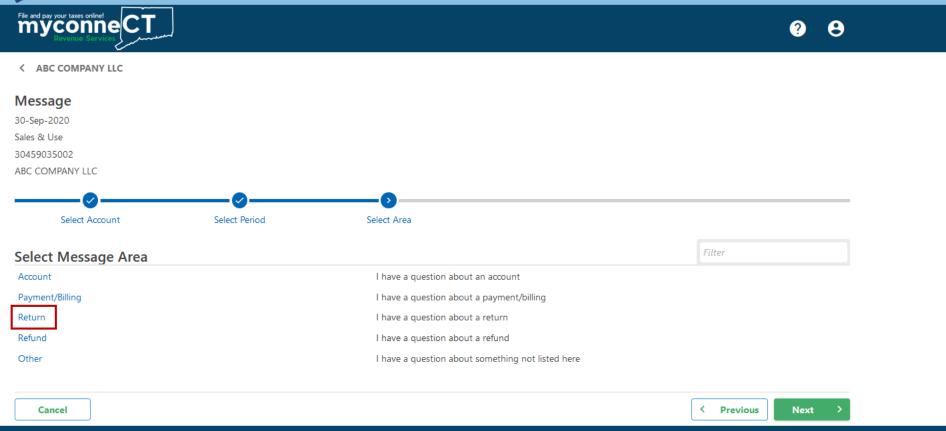
**Note:** If you have a general question that does not concern a specific account, click the **This message doesn't concern a specific account** hyperlink.



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.

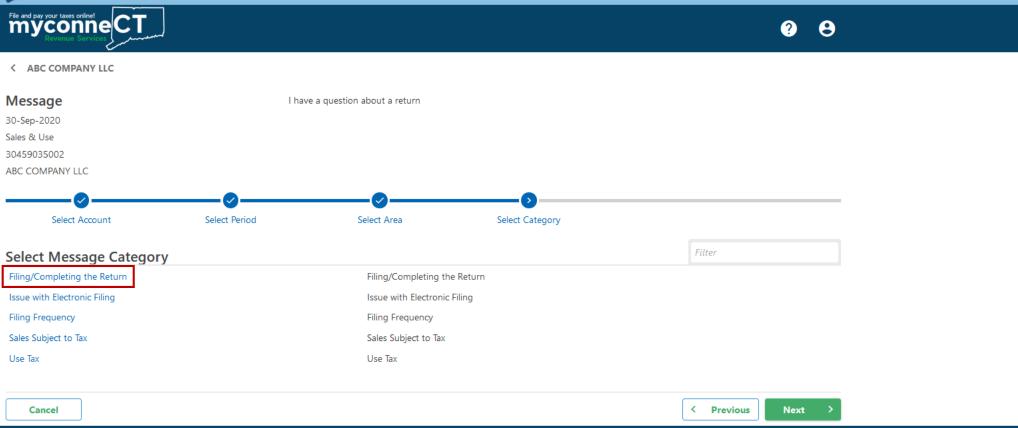




Select the message area that is most applicable to your question.

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

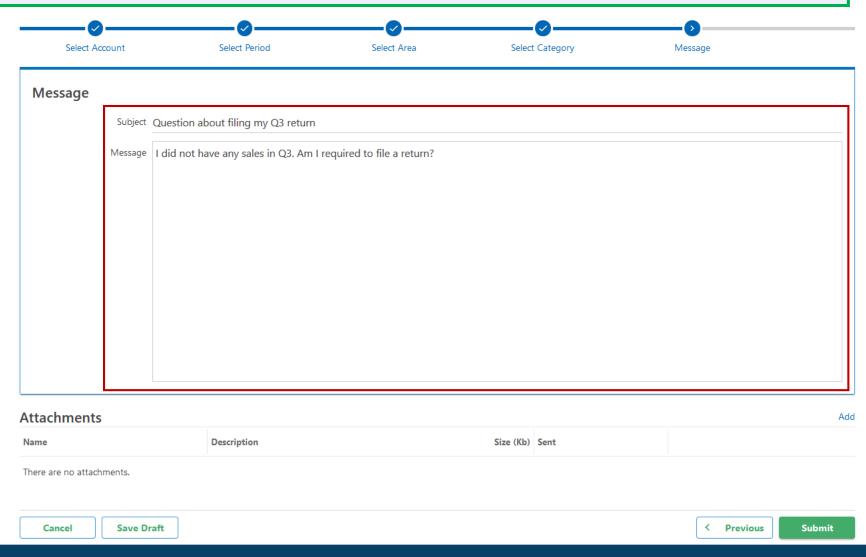




Select the message category that is most applicable to your question.

**Note:** You can use the **Previous** and **Next** buttons to change your selections.

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









< 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

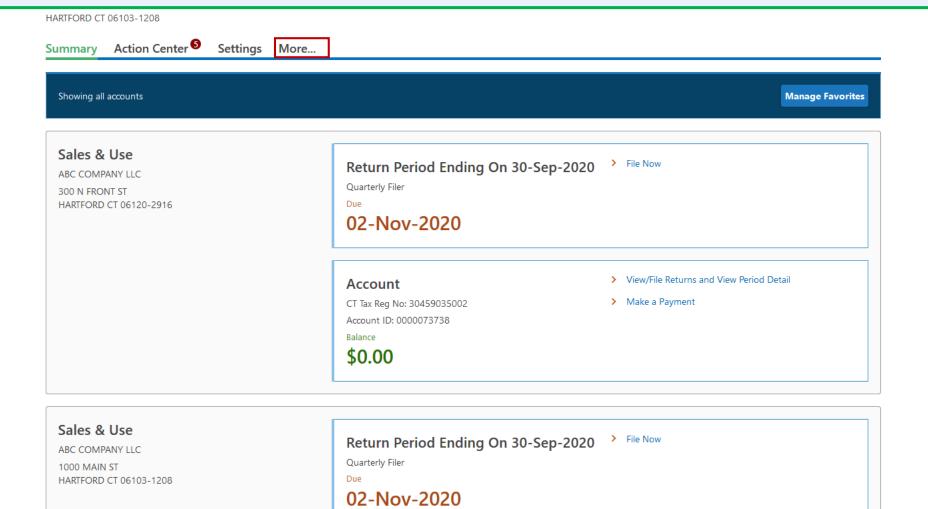
#### Confirmation

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.











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

#### ABC COMPANY LLC

Welcome, Example Name

30459035000

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

1000 MAIN ST HARTFORD CT 06103-1208 Manage My Profile 0

Action Center 5

Settings More...



#### Submissions

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- > Manage Payments & Returns



## **Taxpayer Updates**

Update my taxpayer information.

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> File 1099-MISC/CT-1096



#### Access

Manage access of accounts I have access to.

View Access









< 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					Filter
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.





Password

Log in

Forgot Username or Password?

Logging in for the 1st time?

Create a Username



DRS Home CT.gov Home Feedback/Questions

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