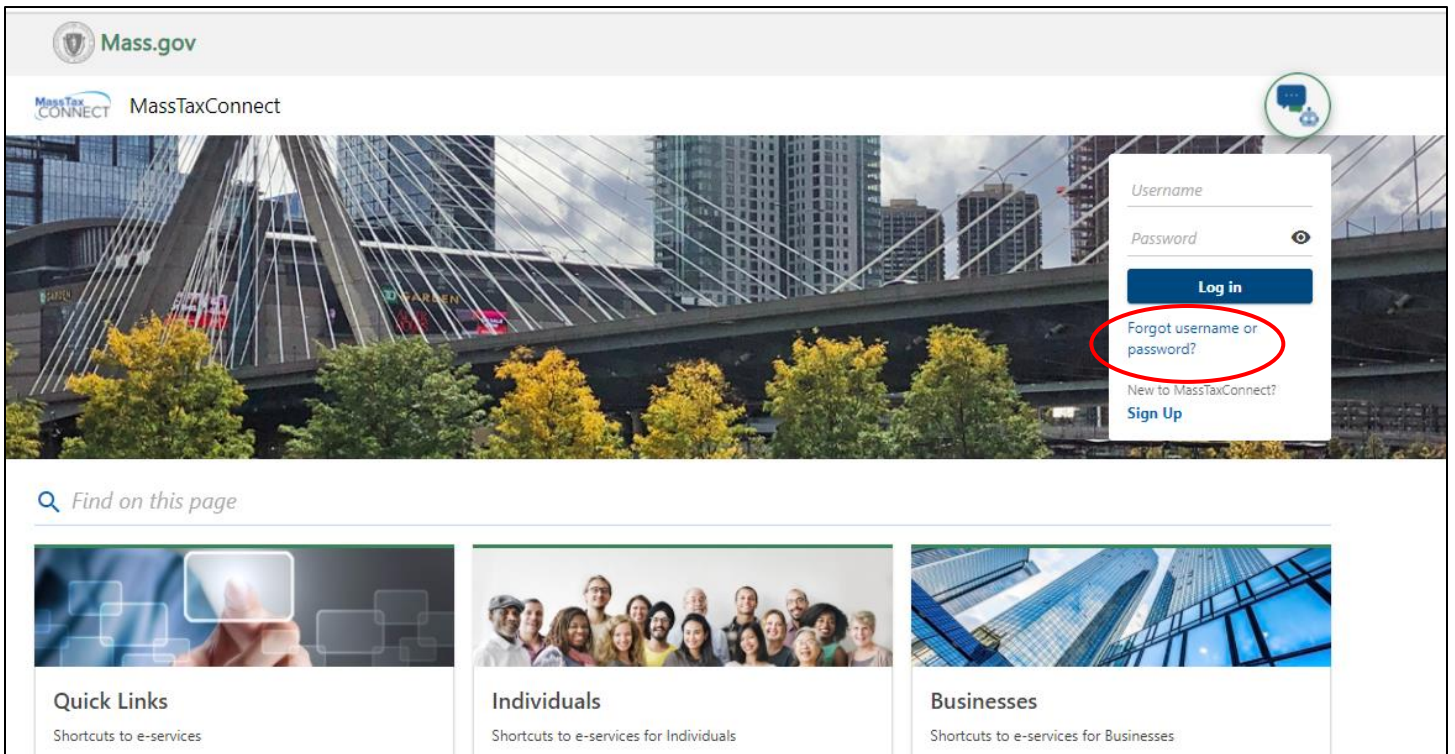


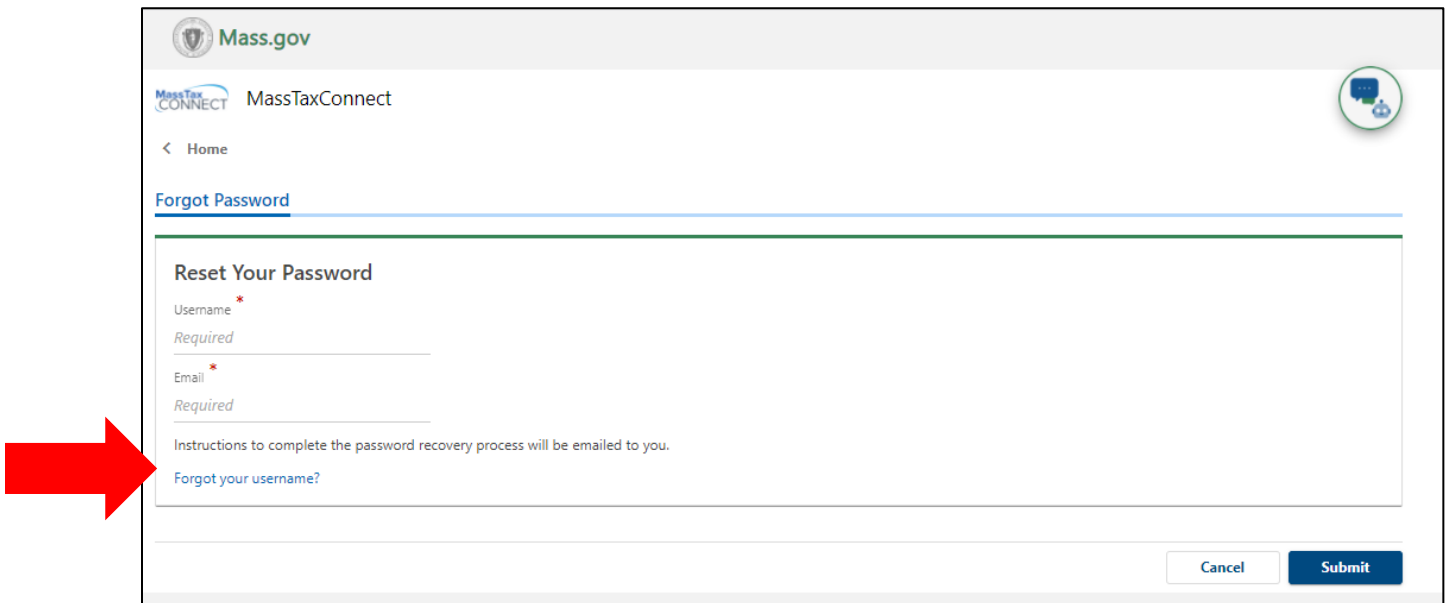
How to Retrieve your DOR MassTaxConnect Username & Password

To Retrieve Username

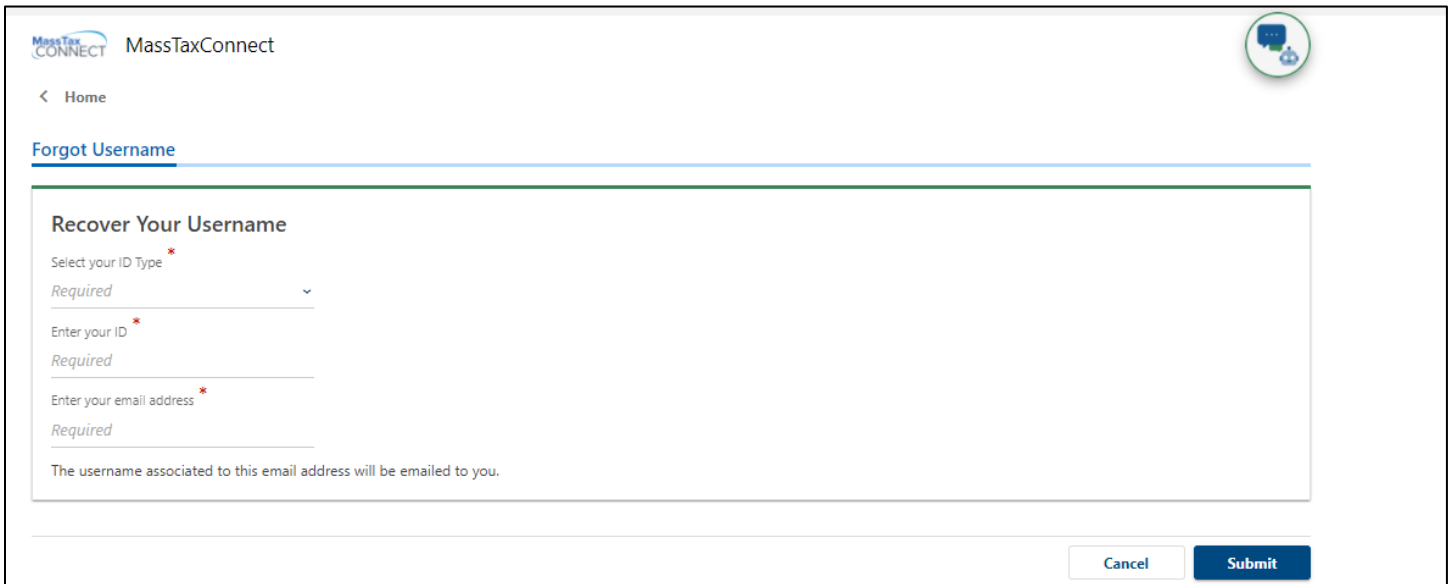
1. Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>
2. Choose “Forgot username or password?”



3. Click “Forgot your username?”

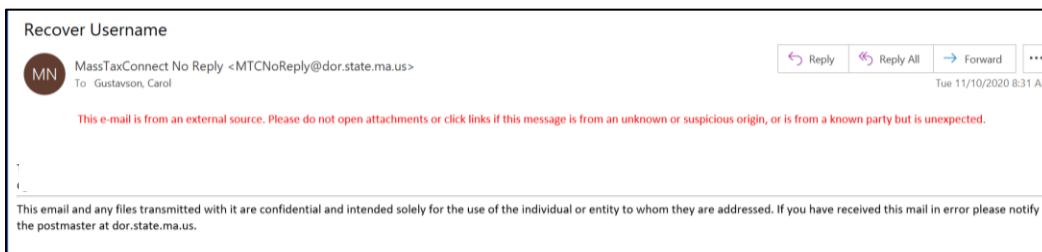


- From the “Select your ID Type” drop-down menu, choose “Federal Employer ID.” In the second field, enter your FEIN. In the third field, enter the email address associated with this account when it was set up. Click “Email Username.”



The screenshot shows the MassTaxConnect website interface. At the top left is the logo and name 'MassTaxConnect'. Below it is a navigation bar with a home icon and the text '< Home'. A blue link 'Forgot Username' is visible. The main content area is titled 'Recover Your Username' and contains three required input fields: 'Select your ID Type' (a dropdown menu), 'Enter your ID', and 'Enter your email address'. A message below the fields states: 'The username associated to this email address will be emailed to you.' At the bottom right of the form are two buttons: 'Cancel' and 'Submit'.

- You should then see a screen confirming that the username email has been sent.
- Look for the email in your Inbox. The sender is MassTaxConnect No Reply <MTCNoReply@dor.state.ma.us> and the subject is “Recover Username.” If it is not in your Inbox, be sure to check your junk/spam folder as well as your Deleted Items folder. The username will be on the second line of the text of the email.

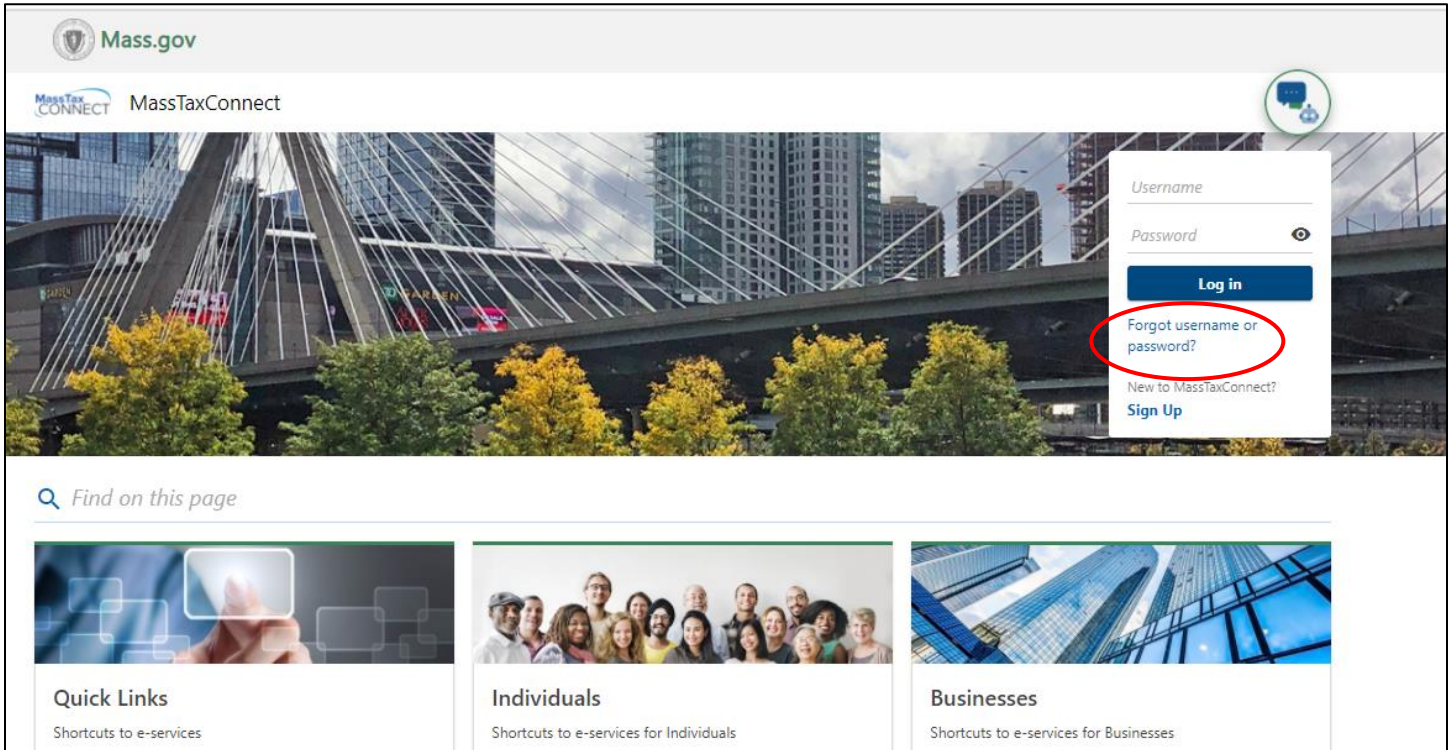


- Return to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/> and enter the username from the email together with your password in the Log In fields.

If you need to retrieve your password, please see instructions in the next section below.

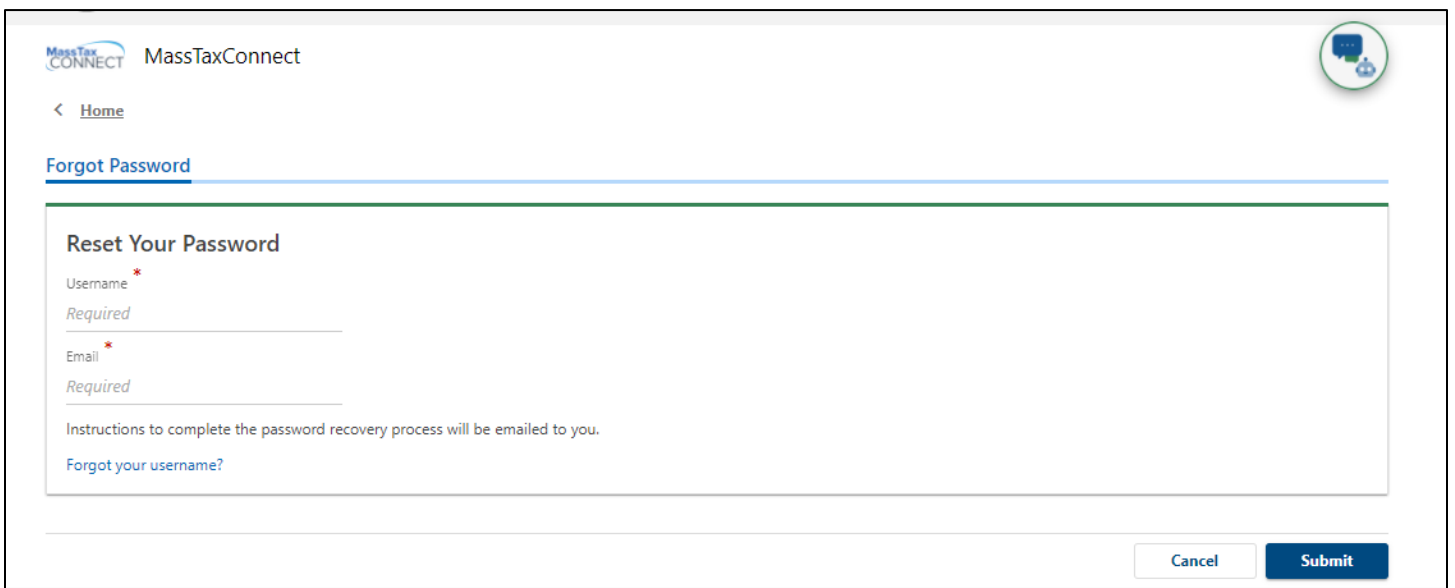
To Retrieve Password

1. Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>
2. Choose “Forgot username or password?”



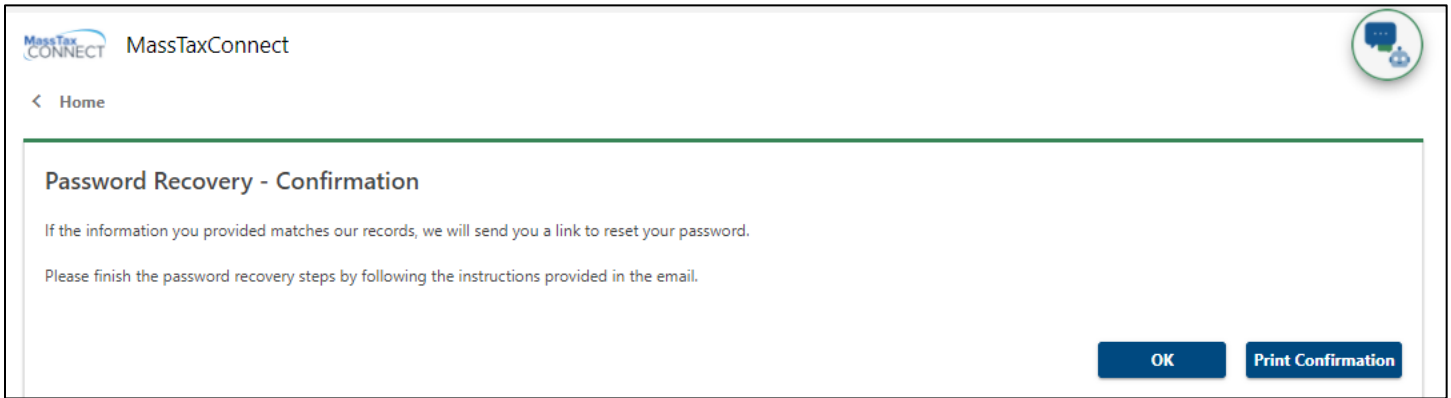
The screenshot shows the Mass.gov MassTaxConnect homepage. At the top left is the Mass.gov logo. Below it is the MassTaxConnect logo. A navigation menu is visible with a search icon and the text "Find on this page". Below the navigation menu are three main sections: "Quick Links" (Shortcuts to e-services), "Individuals" (Shortcuts to e-services for Individuals), and "Businesses" (Shortcuts to e-services for Businesses). A login dropdown menu is open on the right side of the page, showing fields for "Username" and "Password", a "Log in" button, and a link for "Forgot username or password?". The "Forgot username or password?" link is circled in red. Below the login menu is a "Sign Up" link for new users.

3. Enter your Username and Email then click “Submit.”

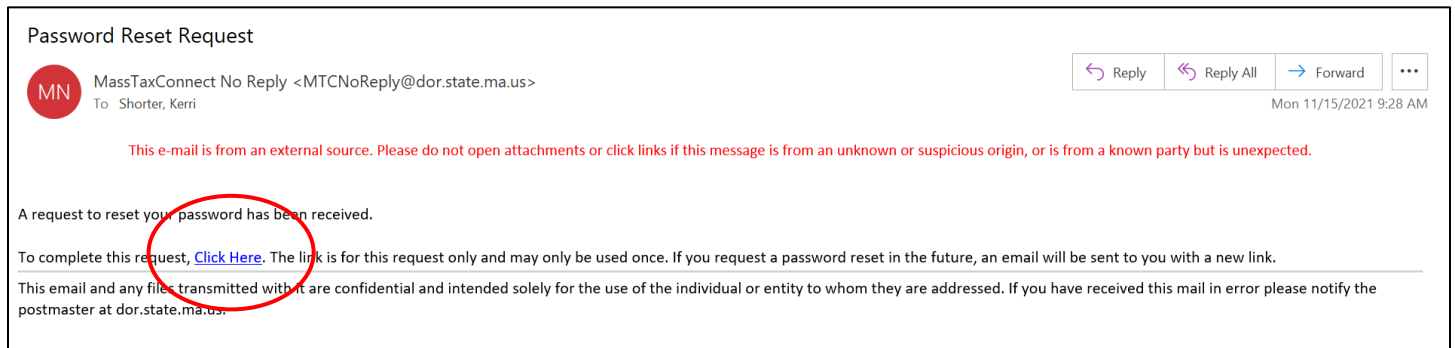


The screenshot shows the MassTaxConnect "Forgot Password" page. At the top left is the MassTaxConnect logo. Below it is a navigation menu with a back arrow and the text "Home". The page title is "Forgot Password". Below the title is a form titled "Reset Your Password". The form has two input fields: "Username" and "Email", both marked as "Required". Below the form is a message: "Instructions to complete the password recovery process will be emailed to you." and a link for "Forgot your username?". At the bottom right of the form are two buttons: "Cancel" and "Submit".

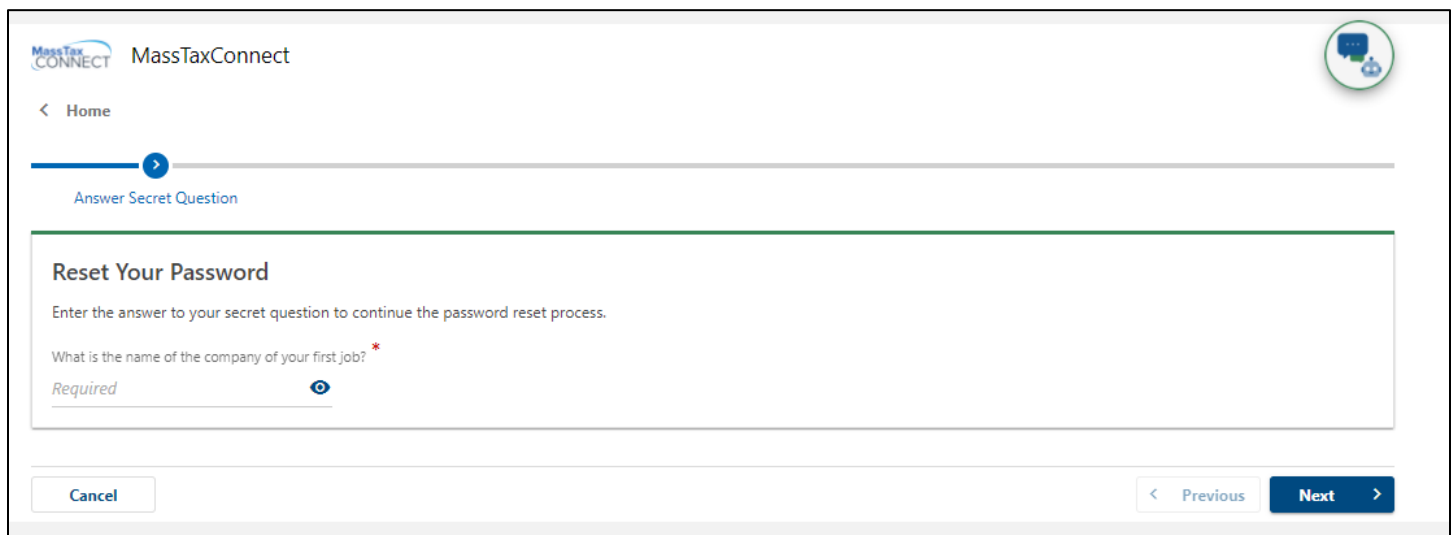
4. Click “OK”



5. Look for the email in your Inbox (similar to the one shown above). The sender is MassTaxConnect No Reply <MTCNoReply@dor.state.ma.us> and the subject is “Password Reset Request.” If it is not in your Inbox, be sure to check your junk/spam folder as well as your Deleted Items folder. The link to reset your password will be on the second line of the text of the email. Click on this link.



6. Enter the answer to your secret question which was chosen when the account was set up then click “Next.”



7. Enter your New Password in the first field and enter it again in the second field to confirm. Be sure to follow the Password Rules. Click “Submit.”

The screenshot displays the 'Reset Your Password' interface on the MassTaxConnect website. At the top, the 'MassTaxCONNECT' logo and 'Home' navigation are visible. A progress bar indicates the current step is 'Create New Password'. The main content area is divided into two sections: 'Reset Your Password' and 'Password Rules'. The 'Reset Your Password' section contains two text input fields: 'New Password' and 'Confirm Password', both with red asterisks and 'Required' labels. The 'Password Rules' section lists the following requirements: 'Last 12 passwords cannot be re-used.', 'Passwords must have at least 8 characters.', and 'Passwords must contain at least: - one upper case letter, - one lower case letter, - one number, - one special character'. A red arrow points from the 'New Password' field to the 'Password Rules' section. At the bottom of the form, there are three buttons: 'Cancel', 'Previous', and 'Submit'.

8. A message will appear confirming that your password has been successfully updated. Click “OK.”
9. You will then be returned to the MassTaxConnect homepage (<https://mtc.dor.state.ma.us/mtc/>). Enter your username and new password and then click “Log In.”