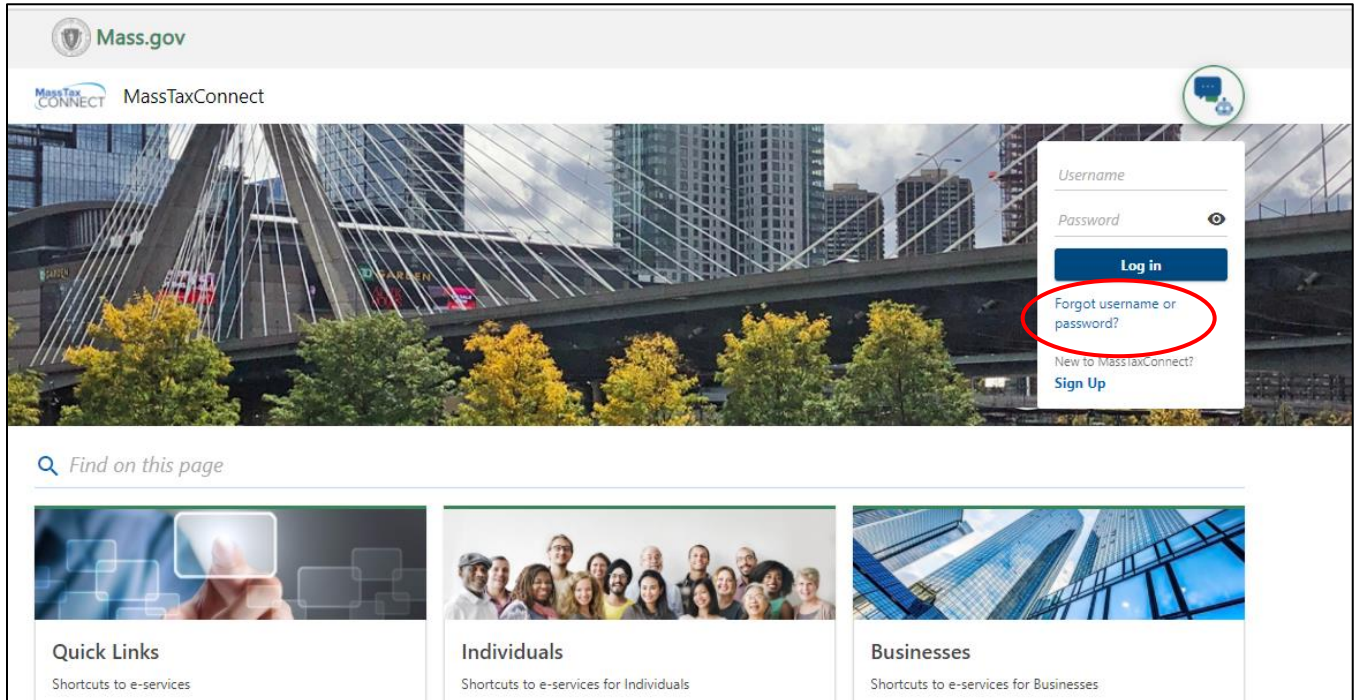


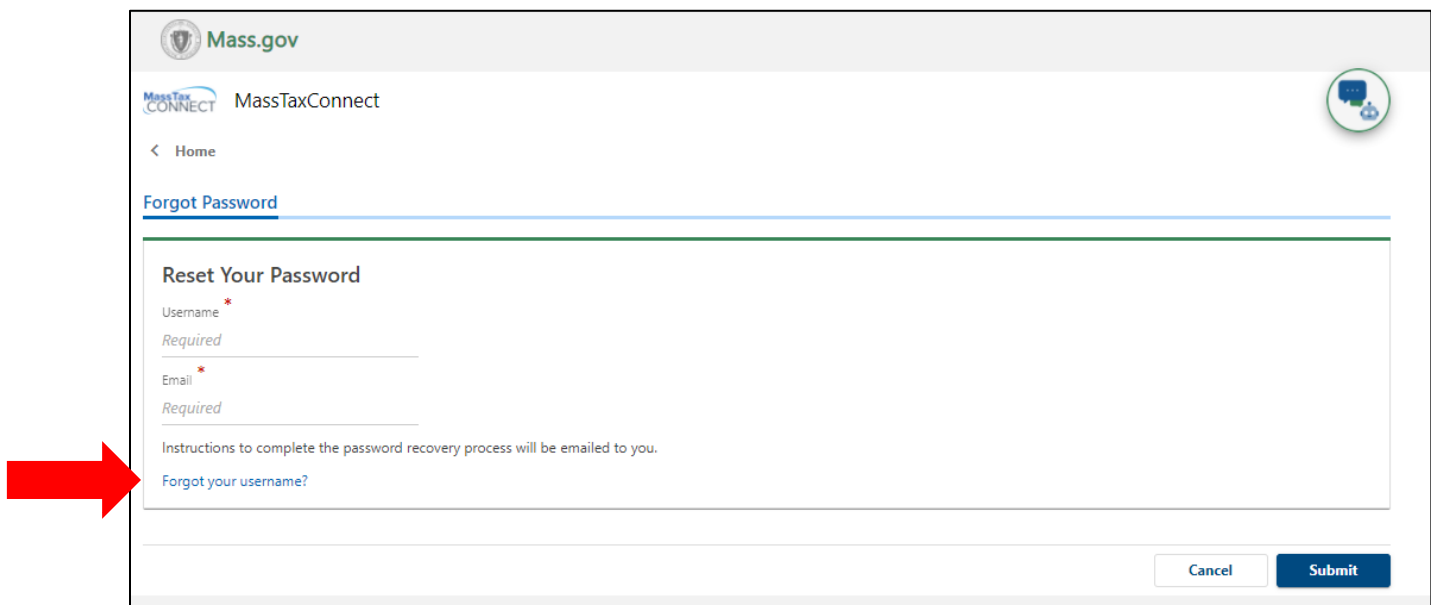
How to Retrieve your DOR MassTaxConnect Username & Password

To Retrieve Username

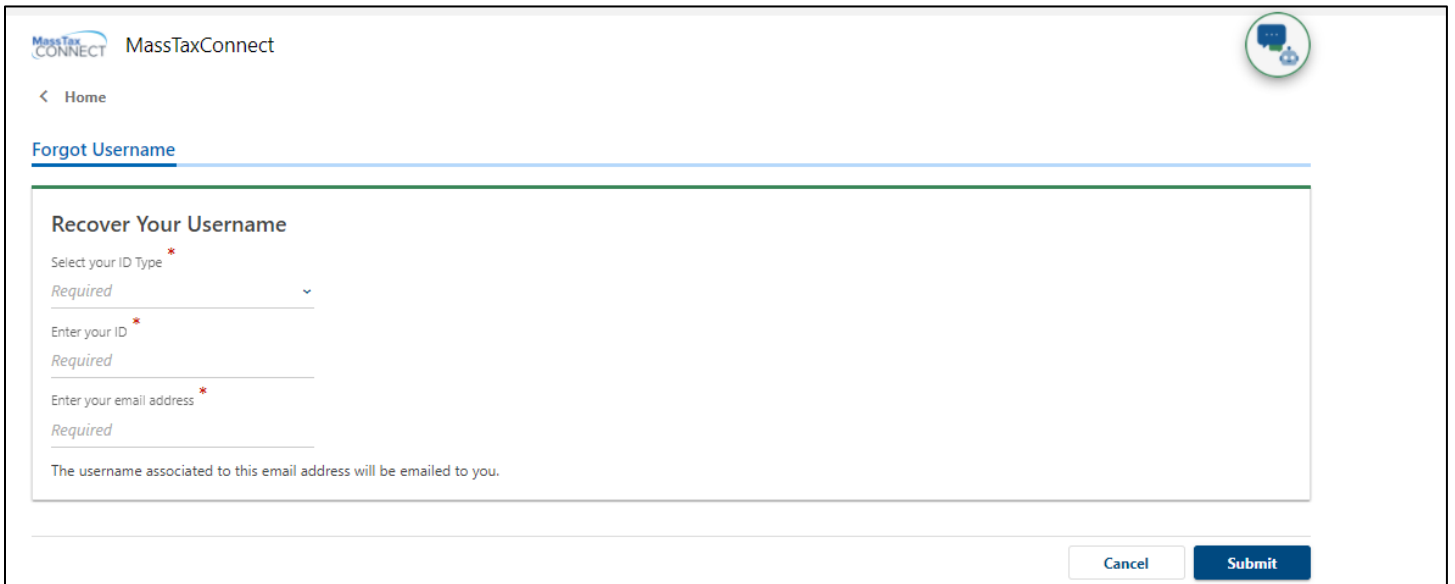
1. Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>
2. Choose “Forgot username or password?”



3. Click “Forgot your username?”

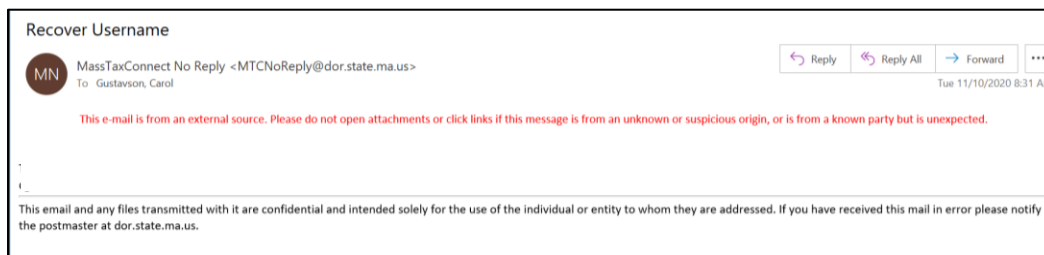


- From the “Select your ID Type” drop-down menu, choose “Federal Employer ID.” In the second field, enter your FEIN. In the third field, enter the email address associated with this account when it was set up. Click “Email Username.”



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'. Below the fields is a message: '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.

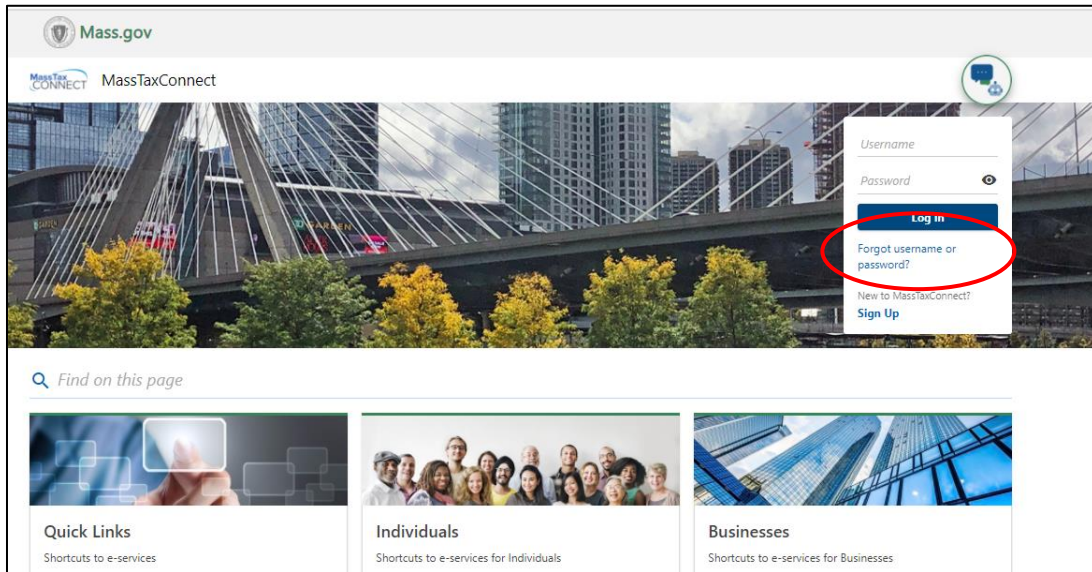


- Return to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/> and enter the username from the email together with your password in the Log In fields.

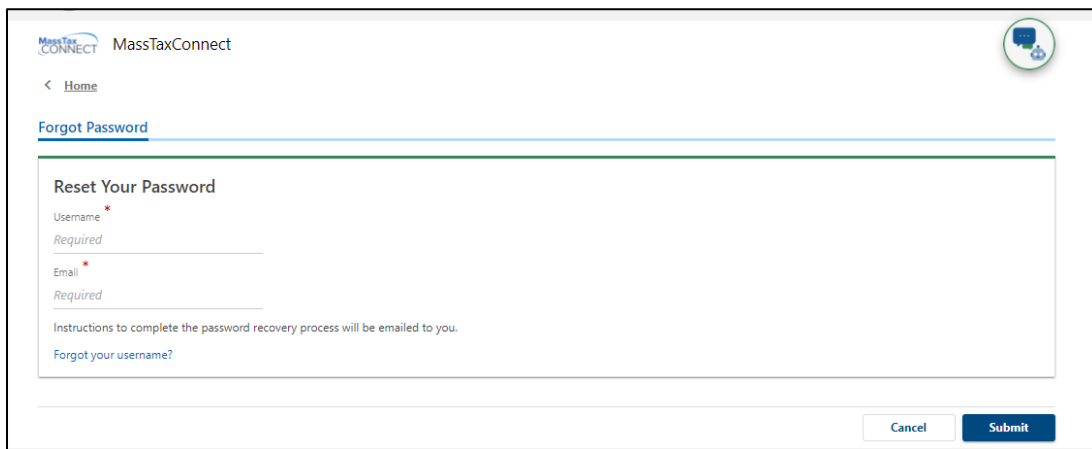
If you need to retrieve your password, please see instructions in the next section below.

To Retrieve Password

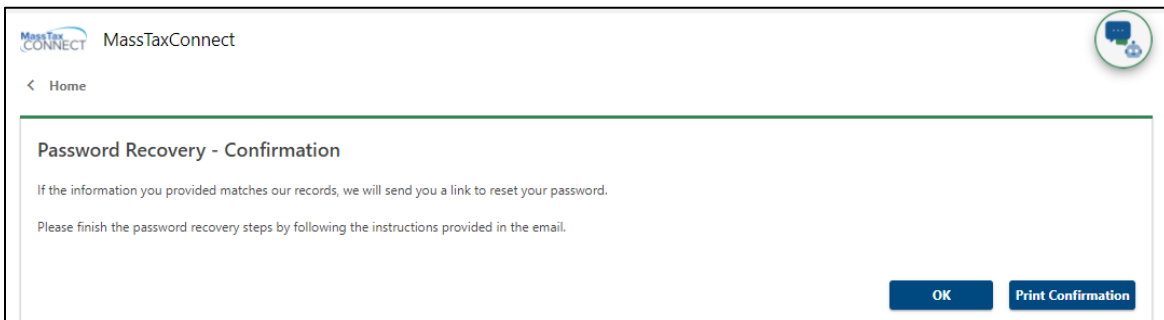
1. Navigate to the MassTaxConnect website at <https://mtc.dor.state.ma.us/mtc/>
2. Choose “Forgot username or password?”



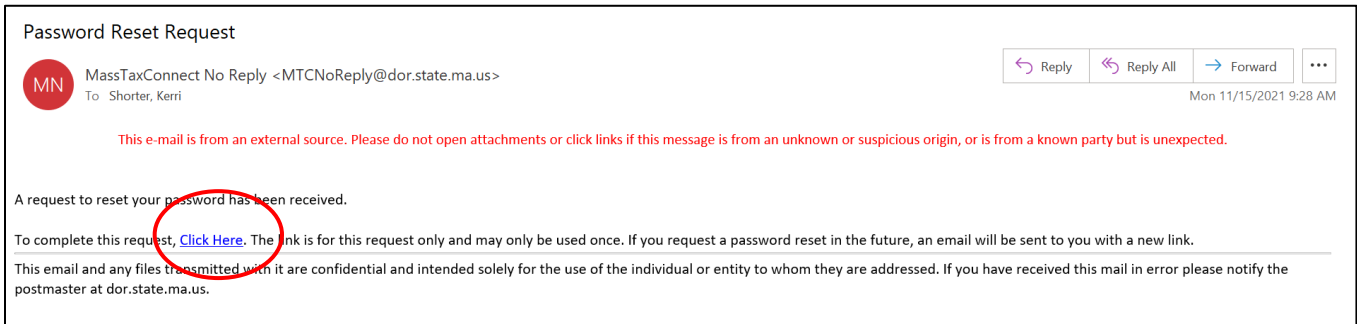
3. Enter your Username and Email then click “Submit.”



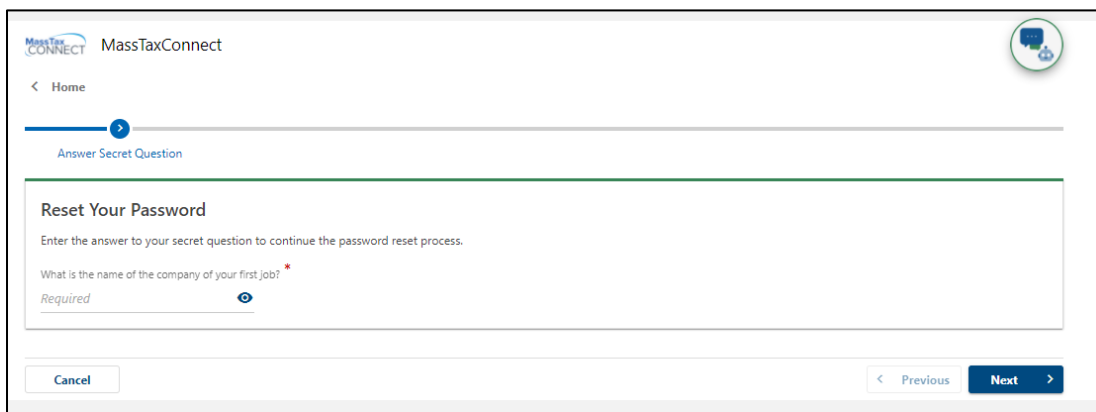
4. Click “OK”



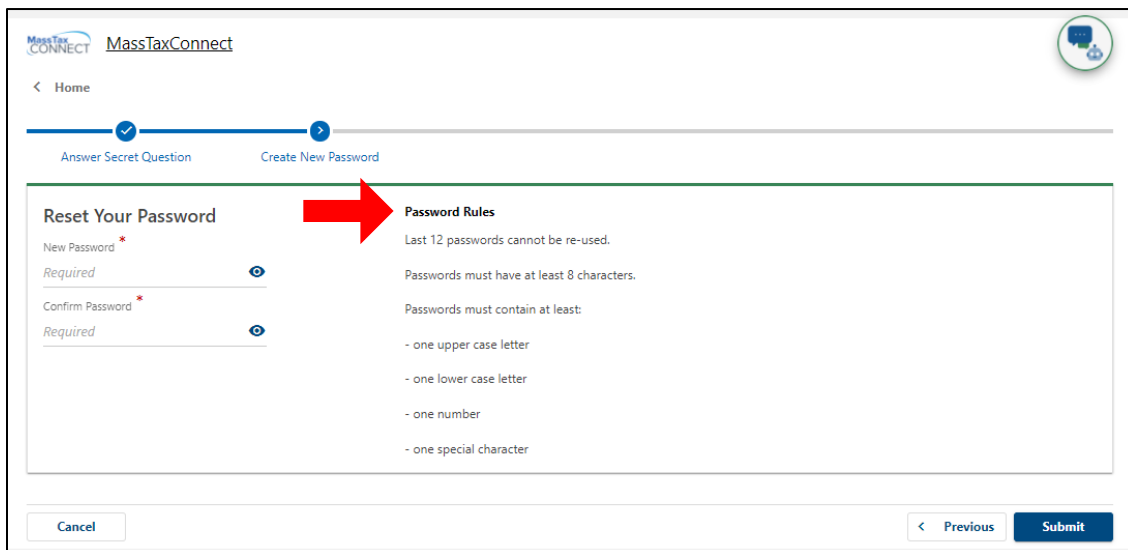
- Look for the email in your Inbox (similar to the one shown above). The sender is MassTaxConnect No Reply <MTCNoReply@dor.state.ma.us> and the subject is “Password Reset Request.” If it is not in your Inbox, be sure to check your junk/spam folder as well as your Deleted Items folder. The link to reset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



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



- 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.”



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.”