

TPG-196

Individual TSC Password Reset Request

Complete this form in blue or black ink only.

Purpose: If you have established an online account with the Department of Revenue Services (DRS), Taxpayer Service Center (**TSC**) and cannot remember your password, your answers to the security questions, or you no longer use the most recent email address on file with DRS, you may use **TPG-196** to request a temporary password to access your account.

Part 1 - Personal Information (joint filers, see *Instructions for Joint Filers*, below)

In order to authenticate your identity, print your name(s) and mailing address exactly as they appear on your last return already on file with DRS for this **TSC** account. Your request will not be processed if the following information is not accurately completed and **clearly** printed.

Primary filer Last name	First name	Middle initial	Last 4 digits of primary filer's Social Security Number (SSN)
_____	_____	_____	____ _
Secondary filer (required for joint accounts) Last name	First name	Middle initial	Last 4 digits of secondary filer's SSN
_____	_____	_____	____ _
Address Number and street	PO Box	City or town	State ZIP code
_____	_____	_____	_____

Part 2 - Verification

Your password reset request will not be processed if the following information is not accurately completed and **clearly** printed.

1. Enter your email address (as originally entered in the **TSC**):

2. Enter the tax year of a prior income tax return already on file with DRS.	2.	20__	
3. Enter the Federal Adjusted Gross Income (AGI) from the income tax return for the tax year you entered above. Enter amount from Section 2, Line 1.	3.		00

Part 3 - Confirmation Method

Indicate how DRS should send your new temporary password. Select only **one** method below.

Mail to the same mailing address listed in **Part 1 - Personal Information**.

Email to the following email address:

Fax to the following **FAX** number:

Instructions for Joint Filers

You must use the SSN and password created by the primary filer to access the **TSC**. The primary filer is generally the first person listed on the joint return.

If you are not the primary taxpayer, we cannot provide you with a password to access the joint account unless both the primary and secondary sign and date **TPG-196**.

If there has been a change in filing status since your last return, you may not be able to file your return using the **TSC**. For additional information, visit the DRS website at www.ct.gov/DRS and select *FAQs*.

How to Submit Request

Submit your completed request using **one** of the following:

FAX to: 860-297-4761

**MAIL to: Department of Revenue Services
 Electronic Commerce Unit
 PO Box 2937
 Hartford CT 06104-2937**

If you are not the primary taxpayer listed above, both primary and secondary filers must sign below.

Declaration: I declare under penalty of law that I have examined this document and, to the best of my knowledge and belief, it is true, complete, and correct. I understand that the penalty for willfully delivering a false return or document to the DRS is subject to a fine of not more than \$5,000, or imprisonment for not more than five years, or both.

Sign Here Keep a copy for your records.	Primary filer's signature	Date	Phone ()
	Secondary filer's signature	Date	Phone ()