

# TPG-196

## Individual TSC Password Reset Request

Complete this form in blue or black ink only.

**Purpose:** Individuals who established an online account with the Department of Revenue Services (DRS), Taxpayer Service Center (**TSC-IND**) and cannot remember their password or their answers to the security questions may use **TPG-196** to request a temporary password to access their account.

### Part 1 - Personal Information (joint filers, see instructions 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. This 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)
				<div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div>
Secondary filer (required for joint accounts)	Last name	First name	Middle initial	Last 4 digits of secondary filer's SSN
				<div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div>
Address	Number and street	PO box	City or town	State
				ZIP code
				<div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px dashed black; width: 20px; height: 20px; display: inline-block;"></div>

### Part 2 - Verification

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

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

2. Enter the tax year of a prior income tax already on file with DRS.

2.		20		
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3. Enter the Federal adjusted gross income (AGI) from income tax return for tax year entered above. Enter amount from Section 2, Line 1.

3.		00		
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### Part 3 - Confirmation Method

Indicate the delivery method DRS should use to send your new temporary password. Select only **one** method and provide any specific information.

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

Email to a different email address. Enter new 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](http://www.ct.gov/DRS) and select **FAQs**.

### How to Submit Request

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

**FAX to: 860-297-4929**

**MAIL to: Department of Revenue Services  
 TPS – TSC Coordinator  
 25 Sigourney Street  
 Hartford CT 06106**

***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	Primary filer's signature	Date	Phone
Keep a copy for your records.	Secondary filer's signature	Date	Phone