

# Create Sub-Users

The TSC Administrator can  
create sub-user accounts



## What is a sub-user?

If there will be more than one person in your company using the TSC, only **one** person can be designated as the TSC Administrator. The TSC Administrator will have the ability to create other users and provide them with the proper access and capabilities in the system. The TSC Administrator for the business will have the ability to create other “users” within the business and provide these users with different access rights in the **TSC**. For example, the TSC Administrator could designate one user in the business to file returns and another user to make payments.



# How do I add a sub-user?

[www.ct.gov/DRS](http://www.ct.gov/DRS)  
**CONNECTICUT**  
**TSC**  
Taxpayer Service Center

My Secure Mailbox  
Main Menu

**Business Profile**

- [View Registered Tax Types](#)
- [Register For Additional Tax Types](#)
- [Close Business or Tax Types](#)
- [Update Officers](#)
- [Update Address Information](#)

**Administrative Functions**

- [Update Password/Profile](#)
- [Add/Update Users](#)

**Main Menu**

Organization Name: \_\_\_\_\_ INC CT REG: \_\_\_\_\_  
FEIN: \_\_\_\_\_

If you need additional assistance, please select

**File A Return**

- [Withholding Non-Wage](#)
- [Corporation Business Tax](#)

**View Returns & Payment History**

- [View Returns](#)
- [View Processed Payments/Credits](#)
- [View Scheduled Payments/Credits](#)
- [View Cancelled Payments](#)
- [View Account Details](#)
- [View Outstanding Bills](#)

**Select a Payment Option**


- [Make Payment Only](#)
- [Cancel Payment](#)
- [Update Bank Information](#)
- [Make Payment by Credit Card](#)

**Step 1: Log in and Select Add/Update Users**

# Add a sub-user cont.

## Add/Update Users

Organization Name:	CT REG:
	FEIN:

If you need additional assistance, please select  .

User Name User ID Status Date Account Accessed Invalid Login Attempts

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**Step 2: Select**




# Create a sub-user account

Step 3: Enter the new user ID, the sub users name and create a temporary password. You will need to provide your sub-user with this User ID and temporary password which they will use to set up their own TSC profile. **Note: if the sub-ser gets locked out of the TSC they can only be unlocked by the administrator.**

## Taxpayer Service Center - Add User

Organization Name:	CT REG:
	FEIN:

If you need additional assistance, please select .

### User Information

User ID:

DoeJ

The User ID is generated by the user. The User ID may contain letters, numbers, and/or some symbols. Once created, it cannot be changed. Your User ID will be required for all future filings. DRS recommends using a User ID that you will remember, such as the user's last name and first initial. Example: smithj

User Name:

John Doe

Note: To generate a temporary password you can enter a simple alpha-numeric password in the text field OR select this button for a random computer generated password.

Web Password:


abc123

**generate temporary password**

6-10 Alphanumeric and may contain one special character and is case sensitive.

Status:

Active

This user is the Administrator 

# Create a sub-user account cont.

Step 3 continued: Set the access rights for the sub-user. Each tax type listed under your CT registration number will need to be set to one of the five listed Access Levels. The definitions are provided.

In this example the sub-user will have full rights to the Corporation tax on the TSC but will have any rights for the Withholding Non-Payroll tax type.

### User Rights

Users can be assigned specific rights (see below) for each tax type. Select the rights for this user from the drop down box beside each tax type.

Tax Type	Access Level
Corporation	<input type="text" value="File and Pay"/>
Withholding-Non-Payroll	<input type="text" value="No Access"/>


### Access Level Descriptions

<b>No Access</b>	User has no rights for this tax type.
<b>View Only</b>	User has rights to view returns, payments, and cancelled payments.
<b>File Only</b>	User has rights to prepare, save, or submit a return and receive a confirmation. Also able to view history.
<b>Pay Only</b>	User has rights to make a payment, able to cancel a payment and view history.
<b>File and Pay</b>	User has rights to file and pay, cancel a payment and be able to view history.

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[save](#)

# Mission Accomplished!

Once you select  you will need to provide your sub user with their User ID and temporary password . When they log into the TSC using this information they will then be prompted to provide their contact information, create a new password and two password hints.

