Forgot Password

**Returning users
that forget their
TSC/BUS password**

Logging in

IMPORTANT: Effective July 1, 2011 Conn. Gen. Stat. § 12-408(1) Connecticut increased the general sales tax rate and added new ones as follows:

- 6.35% on the general sales tax rate
- 7.00% on sales and purchases subject to luxury tax made on or after July 1, 2011
- 9.35% on rental of passenger vehicles up to 30 consecutive days

The TSC has been updated to reflect these changes by clicking on the appropriate tax rate button(s) after logging in as usual.

Enter your CT-Registration number assigned by DRS in the space provided ending in **000 or 001 then press the login button.**

You will need your Connecticut Tax Registration Number (CT REG) to log into the Connecticut Taxpayer Service Center.

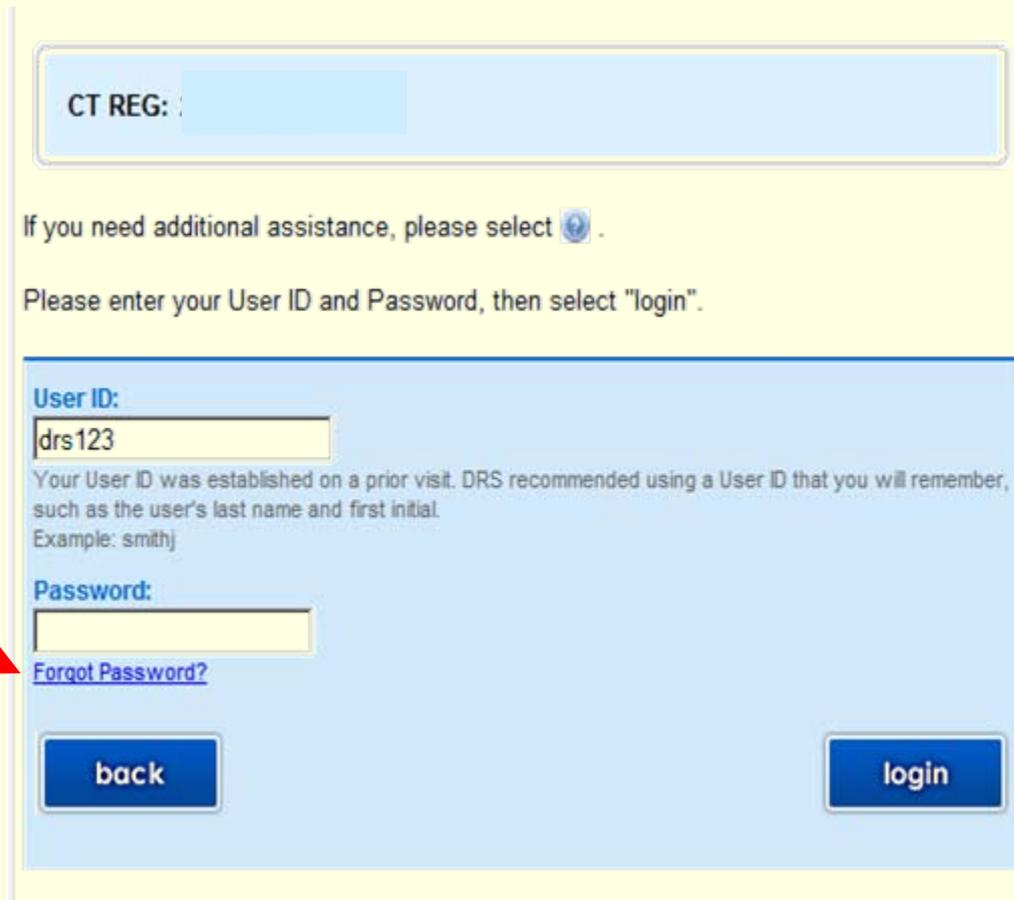**Enter your Connecticut Tax Registration Number (CT REG):**

CT REG:
What is my CT REG
123456789000

(Do not include hyphens.)

login

User ID & Password

You will now be prompted to enter the User ID and password that was set up during your first visit to the TSC/BUS. After 6 failed log in attempts you will be locked out and asked to call DRS. Before getting locked out, enter your user ID and select the "Forgot Password? " link.

CT REG:

If you need additional assistance, please select 🌐 .

Please enter your User ID and Password, then select "login".

User ID:

drs123

Your User ID was established on a prior visit. DRS recommended using a User ID that you will remember, such as the user's last name and first initial.
Example: smithj

Password:

Forgot Password?

back   login

Forgot Password Hints

Answer the two hint questions you created when you set up your TSC/BUS profile and click "next".

Hint: If you do not see the two questions then you entered the wrong user ID.

Please answer both of the hint questions, then click "next". You will be required to re-enter a password on the next page.

What is your mother's maiden name?

smith

What was the name of the city/town where you were born?

hartford

back

next

Update Profile

Your password has been reset by the system administrator. You must change your password and helpful hints to continue.

The Password you create along with your existing User ID will be needed to log into the TSC. Write it down and keep in a safe place.

Scroll down to the Web Password section and create your new password and then confirm by entering it a second time.

─ Web Password ─

You must create a password that is case sensitive and six through ten characters long and contains at least two (2) of the following three (3) character types: letters; numbers; special characters.

Web Password:

Confirm Web Password:

Select save **to get to the TSC/BUS Main Menu**

Remember your new password

I should keep track of my new password so I don't forget it.