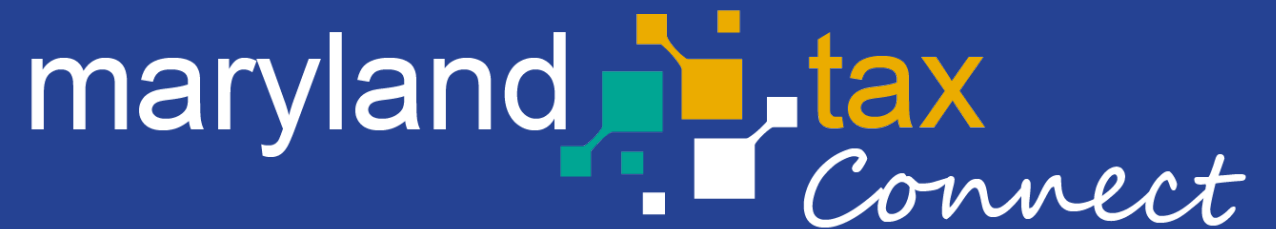


# Maryland Tax Connect

## Government User Registration Guide

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September 2023

# Government User

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The following pages outline the steps for registering as a **Government User** on Maryland Tax Connect.

To access all portal functionality, you must register for a separate Maryland Tax Connect account, which will enable you to view and manage your tax records.



# Register For a Maryland Tax Connect Account

On the Portal homepage select either **Sign-up** or **Register as a Government** from the Quick Links box.

[Log In](#)  
[Forgot User Name?](#)      [Forgot Password?](#)  
New to Maryland Tax Connect? [Sign Up](#)

## QUICK LINKS

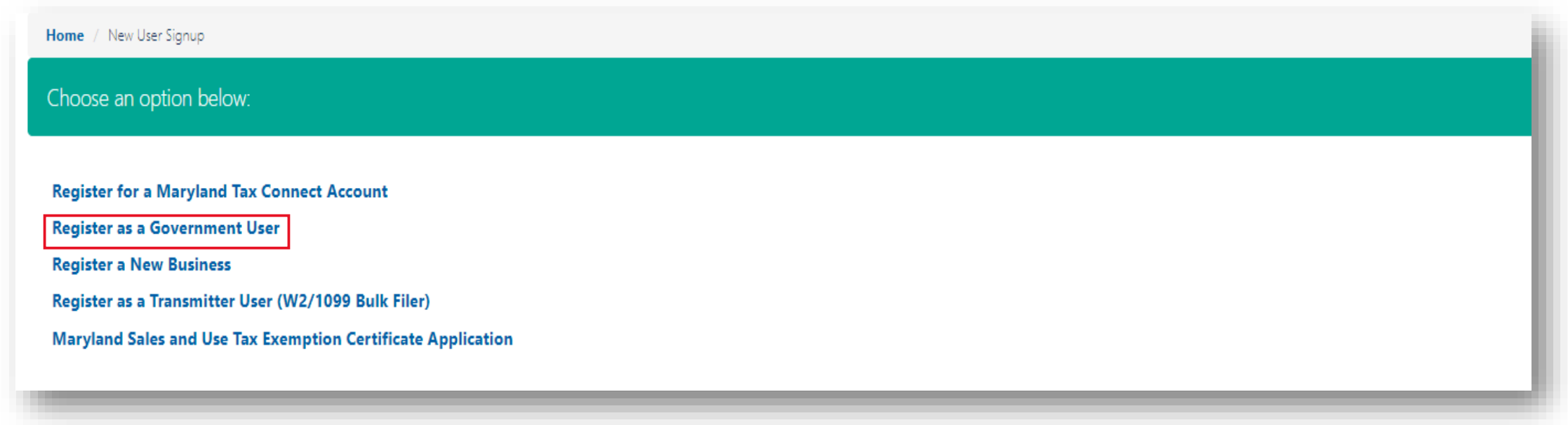
- Register a Business in Maryland
- Register as a Government User
- W2 Bulk Filers
- 1099 Bulk Filers
- Register for a Maryland Tax Connect Account
- Maryland Sales and Use Tax Exemption Certificate Application



# Select a New User Signup Option

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After selecting Signup, you will be redirected to the new user signup page. Choose **Register as a Government User**.

A screenshot of a web application's 'New User Signup' page. The page has a light gray header with a breadcrumb trail 'Home / New User Signup'. Below the header is a teal-colored bar with the text 'Choose an option below:'. Underneath this bar, there is a list of five options in blue text: 'Register for a Maryland Tax Connect Account', 'Register as a Government User' (which is highlighted with a red rectangular border), 'Register a New Business', 'Register as a Transmitter User (W2/1099 Bulk Filer)', and 'Maryland Sales and Use Tax Exemption Certificate Application'.

Home / New User Signup

Choose an option below:

- Register for a Maryland Tax Connect Account
- Register as a Government User**
- Register a New Business
- Register as a Transmitter User (W2/1099 Bulk Filer)
- Maryland Sales and Use Tax Exemption Certificate Application



# Government User Usage Terms

Maryland Tax Connect Users must agree to the Portal Terms of Use. Review and select the checkbox stating you agree to the Terms & Conditions. check the **"I'm not a robot"** box and complete reCAPTCHA. Then click **next** to continue.

Government / Register for secure Services

## Register for Secure Services ?

A Government User is a designated employee of a partnering state agency who is authorized to access Maryland Tax Connect and conduct compliance checks.

\* indicates required field

### Tax Portal Usage Terms


**Privacy Protection**  
COM is committed to respecting users' privacy and security. Please see our Privacy Policy for further information about browsing, security, e-mail use, cookies and more.

**Data Policy**  
By using data made available through Portal, the user agrees to all the conditions stated in the Data Policy.

**Modification or Termination of Service**  
COM reserves the right to modify, discontinue, suspend or terminate access to Portal and to modify these TOU at any time. You will be notified of such changes by through Portal or a notice sent to the contact point listed in your user information. COM will not be liable for any such modification, discontinuation, suspension or termination. You can review the most current version of the TOU on our website at any time.

**Acceptance of Terms of Use**  
You may accept and agree to these TOU of Portal on behalf of a business, organization, agency or yourself by checking "I Agree" below. By checking the "I Agree" Box below you affirm that you have read these TOU, that you have the authority to agree to these TOU on behalf of your business, organization, agency or yourself and that the business, organization, agency or yourself will be bound by these TOU. Before you check the "I Agree" box, please carefully read the terms and conditions contained in this TOU.

\* I agree to the above Terms & Conditions

\* I'm not a robot  reCAPTCHA  
Privacy - Terms

Cancel Next



# User Information

Personal data is required to track your documents and to receive electronic communications. Complete all mandatory fields, then click **Next** to continue.

Register for Secure Services ?

Progress 0%

Enter information to register as a Maryland Tax Connect User to obtain login information.  
This will allow you, the Maryland Tax Connect User, to login and perform transactions.  
If you exit this application prior to submission your information will not be saved.

\* indicates required field

User Information

* First Name:	<input type="text" value="First name"/>	* Proposed User ID:	<input type="text"/>
* Last Name:	<input type="text" value="Last name"/>	* Daytime Phone:	<input type="text" value="xxx xxx xxxxx"/>
Job Title:	<input type="text"/>	Extension:	<input type="text"/>
		Mobile Phone:	<input type="text" value="xxx xxx xxxxx"/>
		* Email:	<input type="text" value="emailD@email.com"/>
		* Confirm Email:	<input type="text" value="emailD@email.com"/>



# Register for Secure Services

Click **Yes** to acknowledge that you are registering as **Government User**. Otherwise select **No** to return to previous page.

The screenshot displays a web interface for registering for secure services. At the top, there is a navigation bar with a menu icon, a user profile icon, a notification bell, a share icon, a 'Translate' button, and a search bar. Below this is a teal header with the word 'Home'. A breadcrumb trail shows 'Government' / 'Register for secure Services'. The main heading is 'Register for Secure Services' with a help icon. A progress bar indicates 50% completion. A teal box contains the text: 'By selecting "Yes", you acknowledge that you are registering as a Maryland Tax Connect user. If you select "No" you will be returned to the previous page.' At the bottom, there are two buttons: a red 'No' button on the left and a blue 'Yes' button on the right, both highlighted with red rectangular boxes.



# Registration Confirmation

Successful registrations will generate a **Confirmation Number**. Print or retain number for future reference.

Home

Government / Register for secure Services

## Register for Secure Services ?

Progress 100%

**Registration Confirmation**

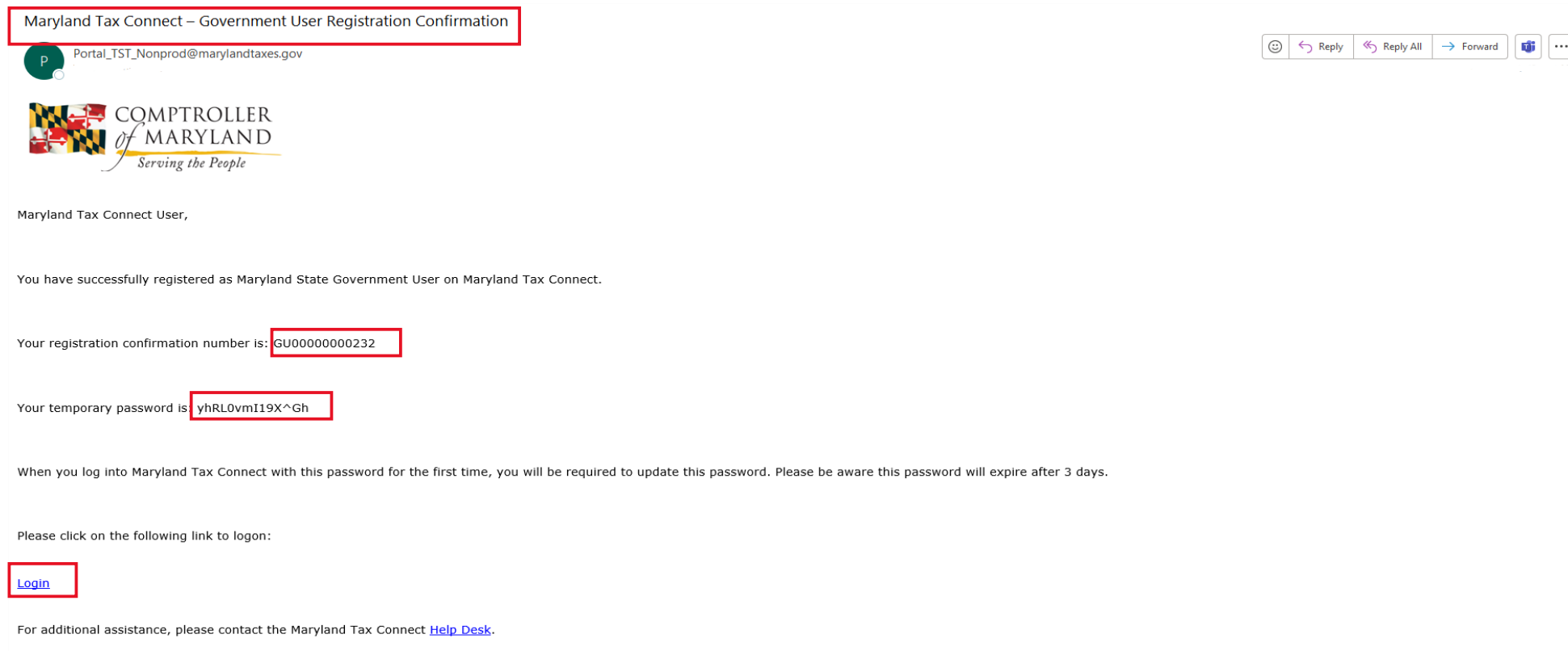
Your registration submission has been confirmed. Your confirmation number is **GU00000000232**. Please record this number for your records or print this page from your browser. You will receive an email with instructions on how to log on and access secure information and services. If you do not receive an email within 24 hours, please contact our [Help Desk](#).





# Government User Registration Confirmation Email

Retrieve your temporary password from the confirmation email and click the embedded **login** link to return to the Maryland Tax Connect homepage.



The screenshot shows an email interface with the following content:

- Subject:** Maryland Tax Connect – Government User Registration Confirmation
- From:** Portal\_TST\_Nonprod@marylandtaxes.gov
- Sender Logo:** The logo for the Comptroller of Maryland, featuring the state flag and the text "COMPTROLLER of MARYLAND Serving the People".
- Salutation:** Maryland Tax Connect User,
- Message:** You have successfully registered as Maryland State Government User on Maryland Tax Connect.
- Registration Confirmation Number:** GU00000000232
- Temporary Password:** yhRL0vmI19X^Gh
- Instructions:** When you log into Maryland Tax Connect with this password for the first time, you will be required to update this password. Please be aware this password will expire after 3 days.
- Action:** Please click on the following link to logon: [Login](#)
- Support:** For additional assistance, please contact the Maryland Tax Connect [Help Desk](#).



# Temporary Password

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**The temporary password provided must be used within 3 days or it will expire,** and you will be prompted to email us at  
MDtaxconnecthelp@marylandtaxes.gov

or

contact Taxpayer Services

**Monday through Friday, 8:30am-4:30pm.  
EDT at 1-800-638-2937 or 410-260-7980**




# Maryland Tax Connect-Home Page

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Log-in to your Maryland Tax Connect using your new **User ID** and **Temporary Password**.

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I'm not a robot  reCAPTCHA  
Privacy - Terms

Log In

[Forgot User Name?](#) [Forgot Password?](#)

New to Maryland Tax Connect? [Sign Up](#)



# Security Questions

After successfully logging in with your **User ID** and **Temporary Password**, you will be prompted to set three security questions. These questions will be used to verify your identity should you need to reset your password or user ID. Click **Save** and continue to next page.

## Registration - Security Questions ?

Thank you for registering for Maryland Tax Connect.  
As part of the registration process, select and answer 3 security questions below.

\* indicates required field

\* Security Question #1

\* Question #1 Answer

\* Security Question #2

\* Question #2 Answer

\* Security Question #3

\* Question #3 Answer

Save



# Change Password

Enter the temporary password from the email into **Current field** and then create a new password that meets the 14-character requirements. Click **Save** and continue to next page.

## Change Password

Thank you for registering for Maryland Tax Connect. Please enter and confirm a new password below. New passwords must be at least 14 characters long and contain an upper case, lower case, number and special character.

\* Current Password

\* New Password

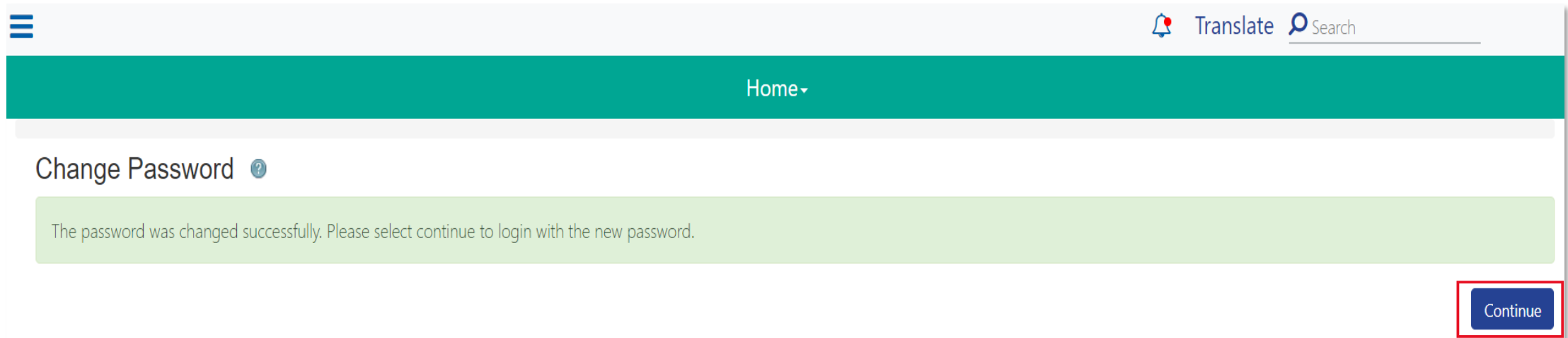
\* Confirm New Password

Save



# Password Update Confirmation

After you have successfully changed your password, you will be redirected to the following page. Click **continue** to complete your new user registration steps.

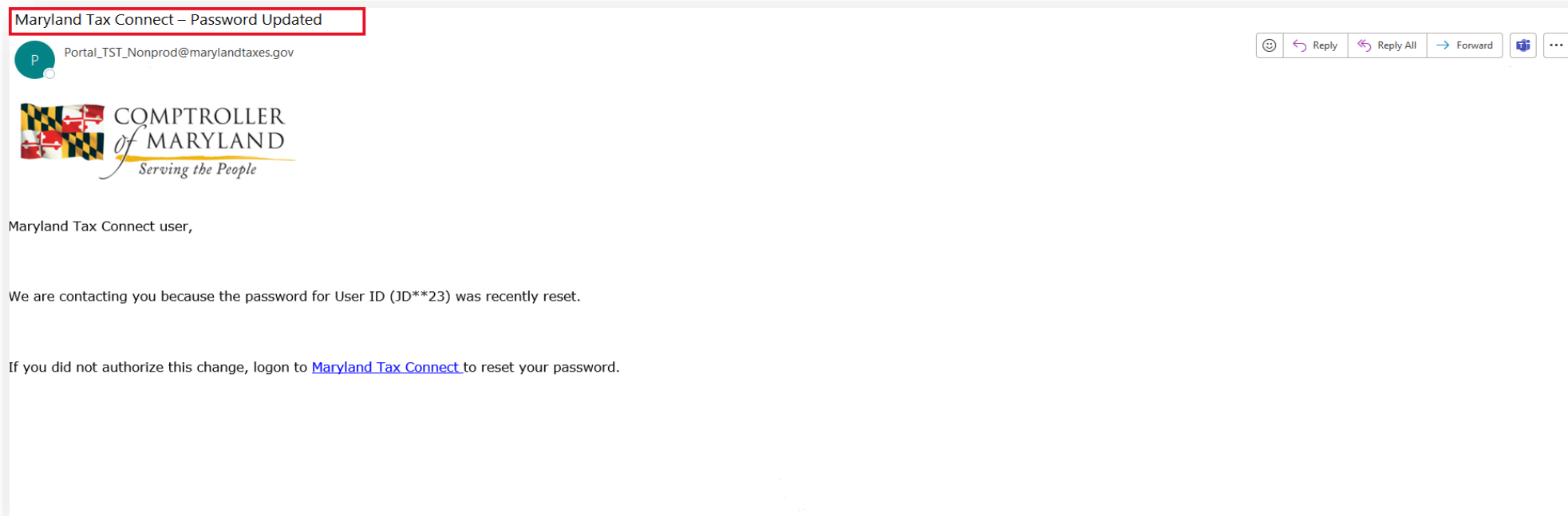


The screenshot shows a web interface with a navigation bar at the top. On the left is a hamburger menu icon. On the right are icons for a notification bell, 'Translate', and a search bar. Below the navigation bar is a teal header with the text 'Home' and a dropdown arrow. The main content area has the heading 'Change Password' with a help icon. A light green message box contains the text: 'The password was changed successfully. Please select continue to login with the new password.' A blue 'Continue' button is located in the bottom right corner of the message box and is highlighted with a red border.



# Password Updated Email

After successfully changing your temporary password, you will receive an acknowledgement email.



# New Account Sign-In

Log-in to your Maryland Tax Connect **Government User Account** using your new **User ID** and **New Password**.

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I'm not a robot

reCAPTCHA  
Privacy - Terms

Log In

[Forgot User Name?](#) [Forgot Password?](#)

New to Maryland Tax Connect? [Sign Up](#)





# Multi-Factor Authentication (MFA)

After every sign-in you will be prompted to enter a one-time use temporary passcode. Retrieve **passcode** from email, check the **"I'm not a robot"** box and complete reCAPTCHA. Then select **Verify** to continue.

Multi Factor Authentication ?

A single use passcode has been sent to your registered email address and will expire in 10 minutes.


\* indicates required field

The email was successfully sent to your inbox with the temporary passcode from NoReply@marylandtaxes.gov

\* Please enter the passcode

Didn't receive a passcode? [Resend passcode](#)

Remember this browser for 15 days.

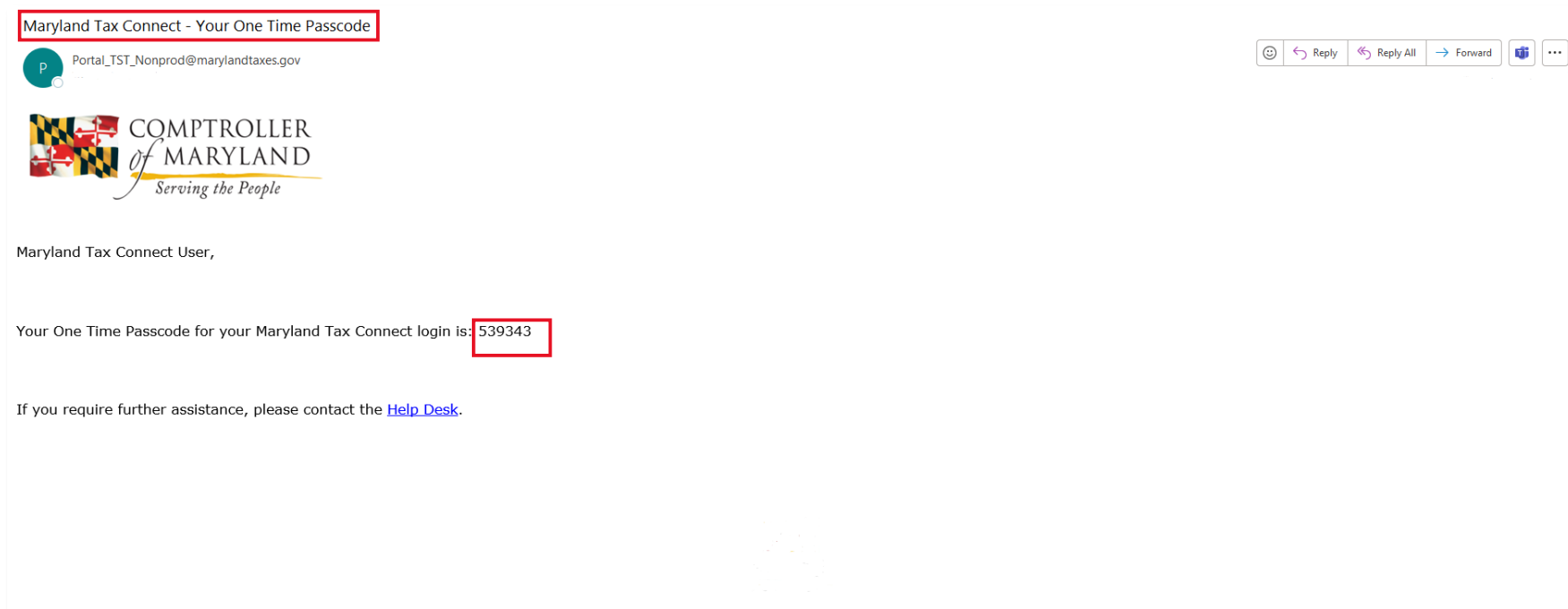
I'm not a robot  reCAPTCHA  
Privacy - Terms

Cancel



# MFA One Time Passcode Email

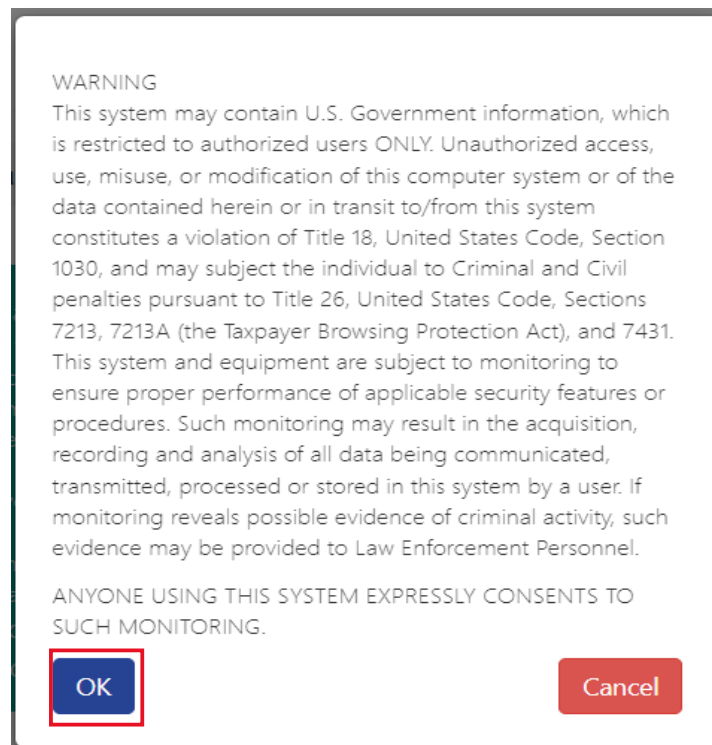
Enter one-time passcode into MFA page. Then click **Verify** to continue.



# Monitoring and Privacy Warning

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After entering MFA, first time users will have to read and accept monitoring statement. Click **Ok** to continue to Government Account home page.



# Government User-Home Page

Once you have completed the registration steps you will be redirected to this page. Review **Authorization information** and follow additional steps to activate your Account.

The screenshot displays the Government User-Home Page. At the top, there is a navigation bar with a hamburger menu icon on the left, and user profile, notification, and share icons on the right. A search bar is also present. Below the navigation bar is a teal header with the text "Home" and "Edit Profile Information". The main content area is divided into two columns. The left column contains a welcome message: "Welcome, Jane" and "You last logged in on Thursday, 10/19/2023 09:16 AM". The right column features two sections: "Contact Information" and "Agency Information", both highlighted with red boxes. The "Contact Information" section displays the user's name "Jane Doe", email "eobeng@marylandtaxes.gov", and ID "GU00000000232". The "Agency Information" section contains a teal notification box with a question mark icon, stating: "In order for you to conduct compliance checks on behalf of a Maryland State agency, you must complete a Governmental access request form. You will be notified via email when access has been granted."



# Authorization Information

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The subsequent pages outline additional steps to activate your Government User Account. All applicants are required to complete the **Governmental User Access request form**.

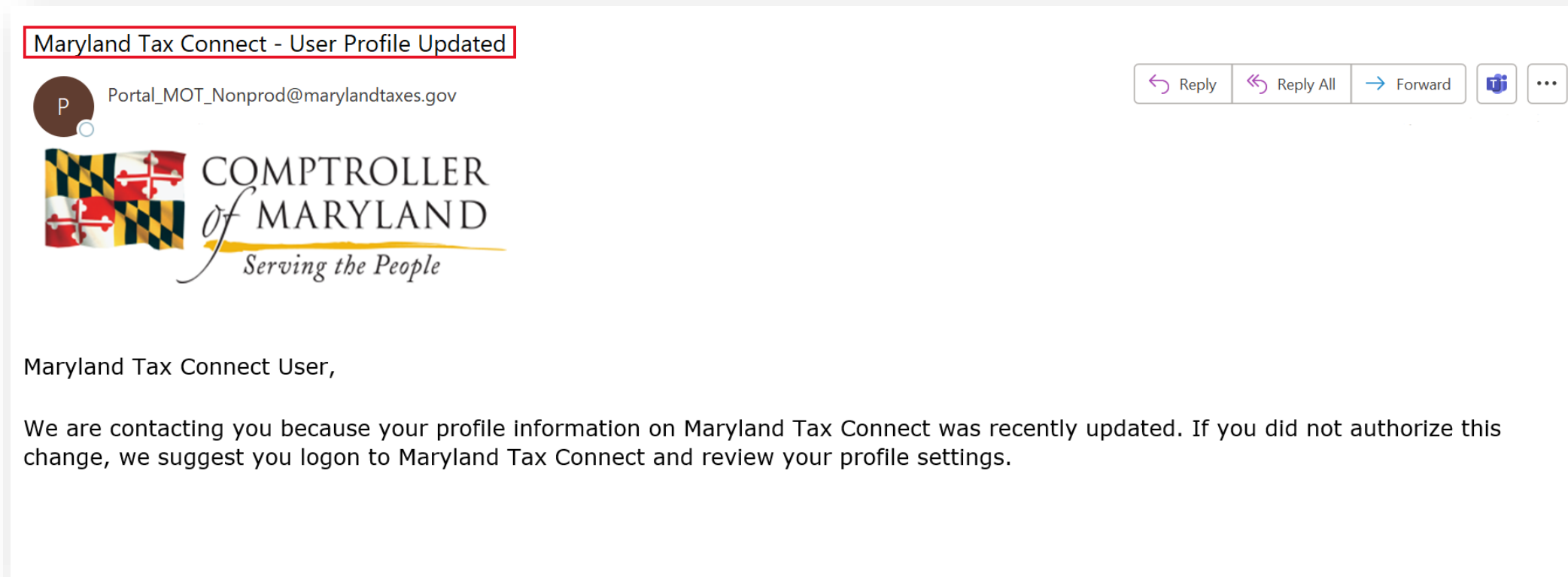
A Customer Service Representative (CSR) will complete the account setup. You will receive an email notification once your account is activated. The email will come from [MTCGovAccess@Marylandtaxes.gov](mailto:MTCGovAccess@Marylandtaxes.gov). If you do not receive an email after **72 hours**, send an email to the same address and include your contact info, confirmation number and user-id.

Once an authorization email is received, log back into Maryland Tax Connect and access your **Government User Account page**.



# User Profile Updated Email

Once access has been granted by the CSR the Government User will receive a Confirmation email- **User Profile Updated**. Return to the **Maryland Tax Connect** Homepage to initiate a Tax Clearance check.



# New Account Sign-In

Log-in to your Maryland Tax Connect **Government User Account** using your new **User ID** and **New Password**.

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I'm not a robot

reCAPTCHA  
Privacy - Terms

Log In

[Forgot User Name?](#) [Forgot Password?](#)

New to Maryland Tax Connect? [Sign Up](#)



# Government User Account-Home Page

Home Screen will now display Contact Information and Agency Information. Users will select **Compliance Check** to conduct a tax clearance check.

The screenshot displays the home page of a government user account. At the top, a teal navigation bar contains three tabs: 'Home', 'Edit Profile Information', and 'Compliance Check'. The 'Compliance Check' tab is highlighted with a red border. Below the navigation bar, the page is divided into two main sections. On the left, a grey box contains a welcome message: 'Welcome, Tim', followed by 'You last logged in on Tuesday, 01/30/2024 01:35 PM'. On the right, there are two stacked panels. The top panel, titled 'Contact Information', shows the user's name 'Tim Doe', email 'PORTALTEST@marylandtaxes.gov', and ID 'GU00000001757'. The bottom panel, titled 'Agency Information', shows the agency name 'CONSUMABLE GRAVEL', address '8200 OWENS WAY, BRANDYWINE, MD 20613, UNITED STATES', and an expiration date of 'No Expiration'. A small blue question mark icon is visible in the top right corner of the Agency Information panel.

Home Edit Profile Information **Compliance Check**

Welcome, Tim  
You last logged in on  
**Tuesday, 01/30/2024 01:35 PM**

**Contact Information**

Tim Doe  
PORTALTEST@marylandtaxes.gov  
GU00000001757

**Agency Information**

**CONSUMABLE GRAVEL**  
8200 OWENS WAY  
BRANDYWINE, MD 20613  
UNITED STATES

**Expiration Date:**  
No Expiration





# Tax Clearance Request

Government User will complete required fields for the Agency they are conducting a **Tax Clearance Request** for and select a **Compliance Check Type** from the drop-down options.

The screenshot shows a web application interface for a 'Tax Clearance Request'. At the top, a teal navigation bar contains the links 'Home', 'Edit Profile Information', and 'Compliance Check'. Below this, the page title 'Tax Clearance Request' is displayed with a help icon and a note '\* indicates required field'. A teal instruction bar reads 'Enter the required information and click Check Compliance.' The form contains three fields: '\* Taxpayer ID Type' with a dropdown menu showing 'FEIN'; '\* Taxpayer ID' with a text input field containing '99-4121245'; and '\* Compliance Check Type' with a dropdown menu. The 'Compliance Check Type' dropdown is highlighted with a red box, and its menu is open, showing two options: 'ATCC FIELD ENFORCEMENT' and 'BOARD OF PUBLIC WORKS'.



# Compliance Status

Government User will select **Check Compliance** to populate results. **Example one:** Board of Public Works (BPW) check with **Control Number** and **Compliant Status**.

Home Edit Profile Information Compliance Check

Tax Clearance Request ? \* indicates required field

Enter the required information and click Check Compliance.

\* Taxpayer ID Type FEIN

\* Taxpayer ID 12-3585497

\* Compliance Check Type BOARD OF PUBLIC WORKS

Check Compliance Clear

<b>Taxpayer Name</b>	WIND WATERS
<b>Compliance Status</b>	Control Number 24-0068-10000 Taxpayer is compliant.



# Compliance Status

Government User will select **Check Compliance** to populate results. **Example two:** Alcohol Tobacco and Cannabis Commission (ATCC) check with **Non-Compliant Status**.

Home Edit Profile Information Compliance Check

Tax Clearance Request ? \* indicates required field

Enter the required information and click Check Compliance.

\* Taxpayer ID Type FEIN

\* Taxpayer ID 82-2270102

\* Compliance Check Type ATCC FIELD ENFORCEMENT

Check Compliance Clear

**Taxpayer Name** STEVE CORRESPONDENCE  
**Compliance Status** Taxpayer is non-compliant.



# WELCOME TO MARYLAND TAX CONNECT!

You have now successfully registered as a Government User  
For additional assistance email us at  
[MDtaxconnecthelp@marylandtaxes.gov](mailto:MDtaxconnecthelp@marylandtaxes.gov)  
or contact Taxpayer Services Monday-Friday, 8:30am-4:30pm. EDT  
at 1-800-638-2937 or 410-260-7980.