
Georgia Tax Center Help Guide

[Georgia Tax Center](#) [1] (GTC) is the online system for Georgia taxpayers to file, pay, and manage their tax accounts. This help guide provides quick instructions for some of the most common tasks, such as signing up for access, resetting your password and requesting a refund.

Sign Up for Online Access with GTC

To create a new profile in GTC:

- Go to the [Georgia Tax Center](#) [1]
- Click on **Create my username**
- Click on **Click to set up online access for an existing Taxpayer**
- Click on **Step 1** and enter all the required information and select **next**
- Click on **Step 2** and enter tax specific ID and required information
- Login ID must be unique
- Password must be 8-16 alphanumeric characters with at least 1 number and 1 special character
- After you have complete this process an authorization code will be sent to the email address you provided. Note: Authorization code is only valid for the first login.

- Click on the link in the email to complete the registration process

Forgot/Reset Password or Username in GTC

- Go to the [Georgia Tax Center](#) ^[1]
- Click on **Forgot My Password** link
- Enter your User Name and click on **Next**
- Answer the secret question and **Submit**
- You will see a confirmation screen click **OK**
- You will receive an email with instructions to reset the password from ?No Reply?
- Click on the link provided in the email
- Enter the new password and re-enter to confirm
- Click on **Forgot my Username** link
- Enter your email address
- You will receive an email with the usernames associated with email address

[More Password Help](#) [2]

[Password Reset Video Tutorial](#) [3]

Sign up for Notifications from GTC

Taxpayers can choose to receive notifications when a return is filed using their Social Security number.

- Log into the [GTC](#) [1]
- Click "Account ID" next to your Individual Income Tax account
- Click "Opt-in/out of Notifications" under the I WANT TO? menu in the upper, right-hand corner of the screen
- Select Yes to opt-in / Select No to opt-out
- Click "Submit" at the top of the screen.
- Click "Yes" on the popup window to confirm you want to submit the request
- A confirmation page will be displayed

Check Account Balance in GTC

Taxpayers can check the balance of their accounts registered with GTC.

- Log into the [GTC](#) [1]
- In the bottom part of the screen, click the ?Account ID? next to the Tax Account you want to see the balance
- The account payment history will be displayed

Change Your Address in GTC

- Go to the [Georgia Tax Center](#) [4]
- Enter your GTC User ID and Password then login
- Click on your account number under ?My Accounts?
- Click on your Business Location/Mailing Address found in the ?Names and Addresses?
- Click on **Edit**
- Enter your corrected/new address and click **Save**
- Click **Yes** to submit your request
- Click **Ok** on the confirmation window. Please print page or write down number on this page for your records

Add Accounts to GTC Profile

- Go to the [Georgia Tax Center](#) [1]
- Enter your GTC User ID and Password to login
- Click on **Add Access to another Account**

- Provide information for the account you want to access in GTC. All required fields must be completed and click **Submit**
- You will get a confirmation screen ?Are you sure you want to submit this request?
- Click **Yes** to confirm. You will receive a Confirmation Number. Print the page or write down the number for your records
- Once the request is processed (about 5 min.) the account will be added under the appropriate account?s tab. Either ?My Accounts? or ?Other Taxpayers Account?

View Multiple Accounts in GTC

- Go to the [Georgia Tax Center](#) ^[4]
- Enter your GTC User ID and Password and Login
- You will see ?My Accounts? & ?Closed Accounts? on your GTC ?Home? page
- You can select the account you want to view by clicking on the **Account ID** hyperlink(s)

You can also view your account/accounts by clicking on the ?My Accounts? on the left side under ?Navigation

Register New Georgia Business

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Go to the [Georgia Tax Center](#) [4]

- Click on **Register a New GA Business** link under the ?Business? column
- Click on **Click to register your new business** under ?Submit your Request?
- Click on **Step 1** enter required information and click **Ok**
- Click on **Step 2** completed all required information and click **Ok**
- Click on **Step 3** enters the required details and click on **Ok**
- Provide required information on other steps and click **Ok**
- Provide additional information on other steps including adding a record
- Create Login ID and Password for GTC and click **Ok**
- Click **Submit** at the top of the page to continue
- Click on **Yes** to submit the request
- You will see a confirmation page, write down number or print for your record. Once the registration is processed you will receive an email from ?No Reply? with Login information for GTC and new Georgia Tax Identification Number(s)

Make a Payment

- Go to the [Georgia Tax Center](#) [1]
- Enter your User ID and Password to Login
- Select your account number to access ?My Accounts? screen
- Scroll down to ?Filing Periods That Require Attention?
- Click on the **Pay** link
- Complete the payment information and click on the **Submit** button at the top of the page
- You will receive a confirmation number at the completion of this process Print page or write down this confirmation number for your records

NOTE: Payments made after 3pm EST may be processed the next business day

Cancel a Payment

Users can only cancel payments STILL in Pending Status

- Go to the [Georgia Tax Center](#) [4]
- Enter your User ID and Password to Login
- Select the **Requests** link
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Click on the specific Payment

- Select **Withdraw**
- Select **Confirm** to cancel the Payment

Users cannot change payments, they can only Cancel Payments

Request a Refund (GTC)

A paper check will be issued if Direct Deposit information is not provided

- Go to the [Georgia Tax Center](#) ^[4]
- Enter your User ID and Password to Login
- Click on specific Account Number (NOTE: You must have a credit displaying in the GTC to proceed)
- Click on **Request Refund** in the ?I want to? section
- Enter ALL required information and click **Next**
- From the dropdown select the reason and enter the explanation and click **Next**
- Provide Direct Deposit Information (only if you choose Direct Deposit)
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Review your request and click **Submit**

- Select ?Yes? if you are sure you want to submit request
- You will get a confirmation screen ? print this page or write down your confirmation number for your records and click **OK**

Third Party Registration ? Inside a Login

- Log into the [Georgia Tax Center](#) ^[4]
- Under ?I Want To?? click the Register as a Third Party Filer hyperlink
- Review and accept the message on the screen and click **Submit**
- The confirmation page will be displayed. Print this page or write down the number for your records
Your account should update within 10 minutes

Note: NAICS code accepted for associated with third party filers are:

- 541211 - Offices of Certified Public Accountants
- 541213 - Tax Preparation Services
- 541214 - Payroll Services
- 541219 - Other Accounting Services

Third Party Registration ? Outside a Login

- Go to the [Georgia Tax Center](#) ^[4]
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Click the **Register third party filer** hyperlink under the Business tab

- Under "Submit Your Request?" click to continue
- Complete the Confirm Eligibility screen and click **Next**

Note: NAICS code accepted for associated with third party filers are:

541211 - Offices of Certified Public Accountants

541213 - Tax Preparation Services

541214 - Payroll Services

541219 - Other Accounting Services

- Enter Registration Information and click **Next**
- Continue with required information from each step and click **Next**
- Create a GTC Login and **Submit**
- If ready to submit, click **Yes**
- Print the confirmation page or write down the number for your records click **Ok**
- You will receive an email with your temporary password to login to GTC
- You will be prompted to enter new password and complete Profile Information

Need More Help with GTC?

Need more help?

Check out [Georgia Tax Center Info.](#) ^[5]

Can't find your answer online?

Contact Customer Service:

Monday - Friday

8:00 am - 5:00 pm EST (excluding holidays)

[877-432-6711](tel:877-432-6711) ^[6]

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