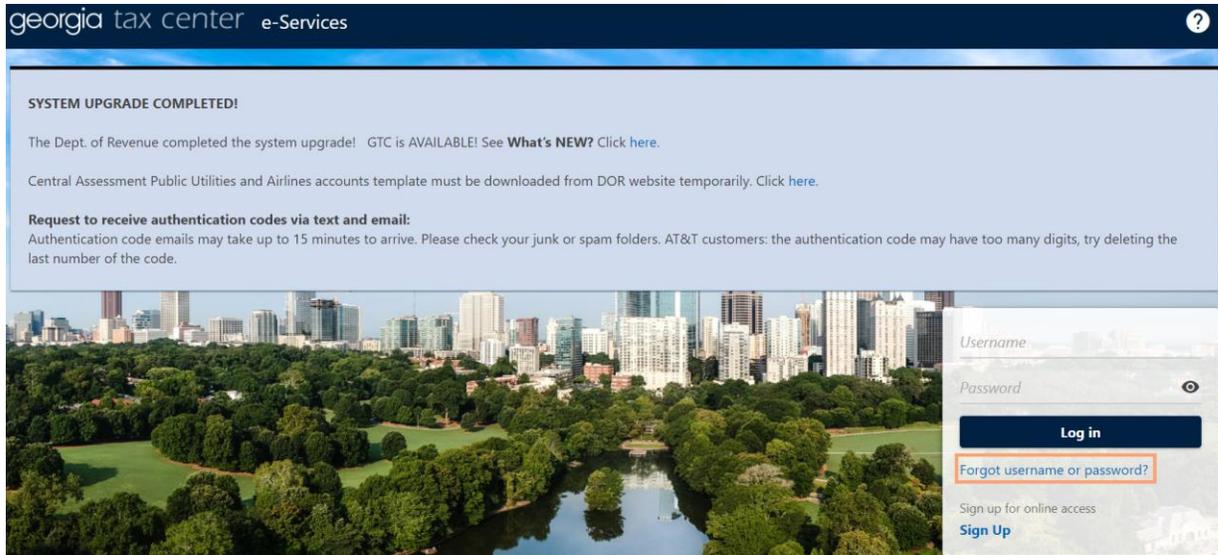


The following documentation provides instructions on how to reset your Georgia Tax Center (GTC) account password.

How to Reset GTC Password:

1. Go to the GTC website at <https://gtc.dor.ga.gov/>.
2. Click the **Forgot username or password?** hyperlink.



3. Enter your GTC username.

NOTE: If the username does not exist or is closed, an error message will appear.

Forgot Password

Reset Your Password

Username !

Username does not exist. Please use the "Forgot Username?" link on the home page to confirm your Username.

Instructions to complete the password recovery process will be emailed to you.

[Forgot your username?](#)

Forgot Password

Reset Your Password

Username !

This Username is closed. Please contact the Department at (877) 423-6711 to re-activate your account.

Instructions to complete the password recovery process will be emailed to you.

[Forgot your username?](#)

4. Click the **Submit** button.

Reset Your Password

Username
[redacted]

Instructions to complete the password recovery process will be emailed to you.
[Forgot your username?](#)

5. A confirmation page will appear with a confirmation number. Keep this information for your records.

< Home

Confirmation

Submission Information

| | |
|---------------------|-----------------|
| Logon | [redacted] |
| Status | Submitted |
| Confirmation Number | [redacted] |
| Submission Title | Forgot Password |
| Submitted | [redacted] |

A link to reset your password has been sent to [redacted].

Please finish the password recovery steps by following the instructions provided in the email.

If you have any questions or concerns, please contact us at 1-877-GADOR11 (1-877-423-6711).

6. You will receive an email from NoReply@dor.ga.gov. Click the link in the email.

NOTE: The link will expire in 60 minutes and can only be clicked once.



This is an official communication sent to you by the Georgia Department of Revenue regarding your Georgia Tax Center account.

The Georgia Department of Revenue has received a request to reset your password.

For security purposes

- This link can only be clicked once, and
- Will expire in 60 minutes
- [Click here](#) to complete the request

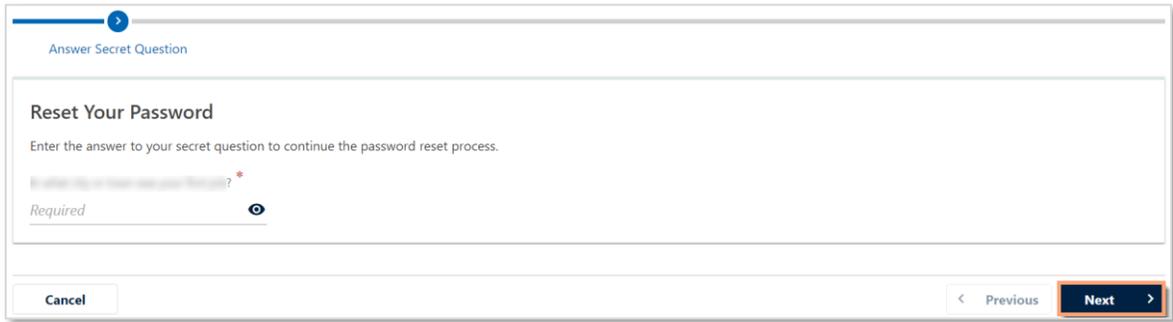
If you have not authorized this request or you have any questions, please contact the Department at 1-877-GADOR11 (1-877-423-6711).

Please do not respond to this email directly, as any response to this email will not be received.

To ensure delivery of future emails, please add NoReply@dor.ga.gov to your address book or approved senders list.

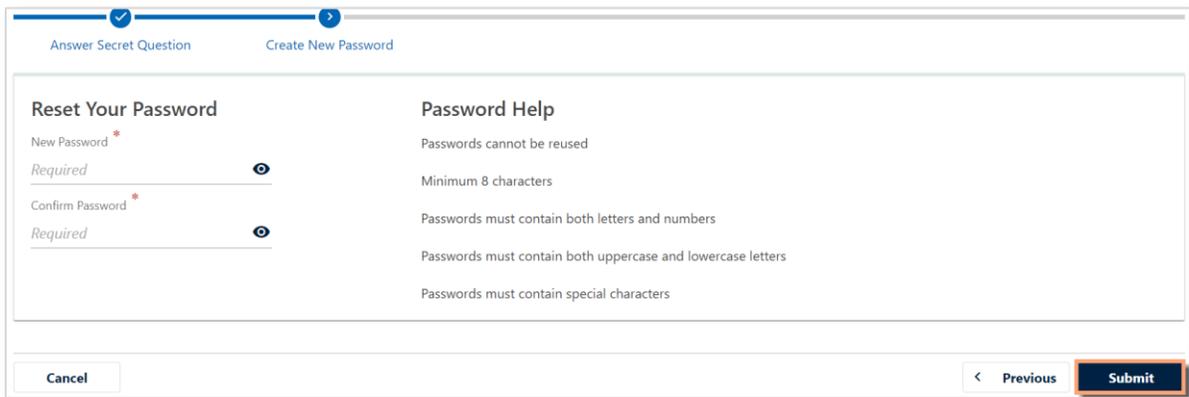
This message is for the named person's use only. It may contain confidential, proprietary, or legally privileged information. No confidentiality or privilege is waived or lost by any mistaken transmission. If you receive this message in error, please immediately delete it.

7. Enter the answer to the secret question associated with the GTC account. Click the **Next** button.



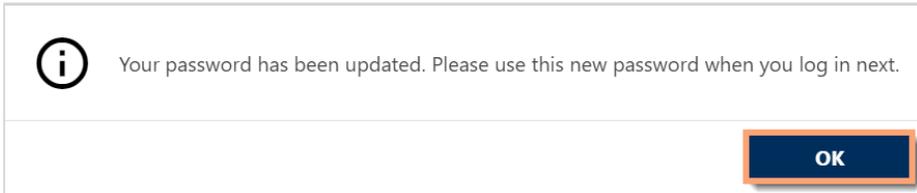
The screenshot shows a web form titled "Answer Secret Question". At the top, there is a progress indicator with a blue circle and a right-pointing arrow. Below the title, the main heading is "Reset Your Password". The instruction reads: "Enter the answer to your secret question to continue the password reset process." There is a text input field with a red asterisk and a "Required" label below it. At the bottom of the form, there are three buttons: "Cancel" on the left, "Previous" in the center with a left arrow, and "Next" on the right with a right arrow. The "Next" button is highlighted with an orange border.

8. Enter and confirm the new password. Click the **Submit** button.



The screenshot shows a web form titled "Create New Password". At the top, there are two progress indicators: a blue circle with a checkmark for "Answer Secret Question" and a blue circle with a right-pointing arrow for "Create New Password". The form is split into two columns. The left column is titled "Reset Your Password" and contains two text input fields: "New Password" and "Confirm Password", both with red asterisks and "Required" labels below them. The right column is titled "Password Help" and lists four requirements: "Passwords cannot be reused", "Minimum 8 characters", "Passwords must contain both letters and numbers", and "Passwords must contain both uppercase and lowercase letters". Below the "Confirm Password" field, there is a note: "Passwords must contain special characters". At the bottom of the form, there are three buttons: "Cancel" on the left, "Previous" in the center with a left arrow, and "Submit" on the right with a right arrow. The "Submit" button is highlighted with an orange border.

A confirmation message will appear. Click the **OK** button to return to the GTC home page and log into your account using the new password.



The screenshot shows a confirmation message box. On the left, there is an information icon (a lowercase 'i' inside a circle). To the right of the icon, the text reads: "Your password has been updated. Please use this new password when you log in next." At the bottom right of the box, there is a blue button with the text "OK" in white, which is highlighted with an orange border.