



# Georgia Department of Revenue

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georgia tax center

Quick Reference Guide



# Georgia Department of Revenue

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## Forgot Password or Username

1. Go to <https://gtc.dor.ga.gov>
2. Click on “Forgot My Password” link
3. Enter your User Name and click on “Next”
4. Answer the secret question and “Submit”
5. You will see a confirmation screen click “Ok”
6. You will receive an email with instructions to reset the password from “No Reply”
7. Click on the link provided in the email
8. Enter the new password and re-enter to confirm.
9. Click on “Forgot my Username” link
10. Enter your email address
11. You will receive an email with the usernames associated with email address



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## Create a New GTC Profile

1. Go to <https://gtc.dor.ga.gov>
2. Click on “Create my username”
3. Click on “Click to set up online access for an existing Taxpayer”
4. Click on “Step 1” and enter all the required information and select next
5. Click on “Step 2” and enter tax specific ID and required information
6. Logon ID must be unique
7. Password must be 8-16 alphanumeric characters with at least 1 number and 1 special character
8. After you have completed this process an authorization code will be sent to the email address you provided Note: Authorization code only valid for the first login.
9. Click on the link in the email to complete the registration process



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## Register a New GA Business

1. Go to <https://gtc.dor.ga.gov>
2. Click on "Register a New GA Business" link under the "Business" column
3. Click on "Click to register your new business" under "Submit your Request"
4. Click on "Step 1" enter required information and click "Ok"
5. Click on "Step 2" completed all required information and click "Ok"
6. Click on "Step 3" enters the required details and click on "Ok"
7. Provide required information on other steps and click "Ok"
8. Provide additional information on other steps including adding a record
9. Create Login ID and Password for GTC and click "Ok"
10. Click "Submit" at the top of the page to continue
11. Click on "Yes" to submit the request
12. You will see a confirmation page, write down number or print for you record  
- The registration is processed you will receive an email from "No Reply" with Login information for GTC and new Georgia Tax Identification Number(s)



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## Add Accounts to My GTC Profile

1. Go to <https://gtc.dor.ga.gov>
2. Enter your GTC User ID and Password and Login
3. Click on "Add Access to another Account"
4. Provide information for the account you want to access in GTC  
All required fields must be completed and click "Submit"
5. You will get a confirmation screen "Are you sure you want to submit this request".
6. Click "Yes" to confirm. You will receive a Confirmation Number, print page or write down number for your records
7. 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"



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## View Multiple Accounts in GTC

1. Go to <https://gtc.dor.ga.gov>
2. Enter your GTC User ID and Password and Login
3. You will see “My Accounts” & “Closed Accounts” on your GTC “Home” page
4. 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”.



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## Make a Payment in GTC

1. Go to <https://gtc.dor.ga.gov>
2. Enter your User ID and Password to Login
3. Select your account number to access "My Accounts" screen
4. Scroll down to "Filing Periods That Require Attention"
5. Click on the "Pay" link
6. Complete the payment information and click on the "Submit" button at the top of the page
7. 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



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## Cancel a Payment in GTC

Users **can only** cancel payments if STILL in Pending Status

1. Go to <https://gtc.dor.ga.gov>
2. Enter your User ID and Password to Login
3. Select the "Requests" link
4. Click on the specific Payment
5. Select "Withdraw"
6. Select "Confirm" to cancel the Payment

Users **cannot** change payments, they can only Cancel Payments



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## Request a Refund in GTC

1. Go to <https://gtc.dor.ga.gov>
2. Enter your User ID and Password to Login
3. Click on specific Account Number (NOTE: You must have a credit displaying in the GTC to proceed)
4. Click on "Request Refund" in the "I want to" section
5. Enter ALL required information and click "Next"
6. From the dropdown select the reason and enter explanation and click "Next"
7. Provide Direct Deposit Information (only if you choose Direct Deposit)
8. Review your request and click "Submit"
9. Select "Yes" if you are sure you want to submit request
10. You will get a confirmation screen – print this page or write down your confirmation number for your records and click "Ok"

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



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## Third Party Registration – Outside a Login

1. Go to <https://gtc.dor.ga.gov>
2. Click the Register third party filer hyperlink under the Business tab
3. Under “Submit Your Request” click to continue
4. 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

5. Enter your Registration Information and click “Next”
6. Continue with required information from each step and click “Next.”
8. Create a GTC Login and “Submit”
9. If Are you ready to submit Click “Yes”
10. Print the confirmation page or write down the number for your records click OK
11. You will receive an email with your temporary password to login to GTC
12. You will be prompted enter new password and complete Profile Information



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## Third Party Registration – Inside a Login

1. Log into GTC at <https://gtc.dor.ga.gov>
2. Under the “I Want To...” click the Register as a Third Party Filer hyperlink
3. Review and accept the message on the screen and click “Submit”
4. The confirmation page will be displayed. Print this page or write down the number for your records

Note: 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



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## Change Your Address

1. Go to <https://gtc.dor.ga.gov>
2. Enter your GTC User ID and Password then click "login"
3. Click on your account number under "My Accounts"
4. Click on your Business Location/Mailing Address found in the "Names and Addresses"
5. Click on "Edit"
6. Enter your corrected/new address and click "Save"
7. Click "Yes" to submit your request
8. Click "Ok" on the confirmation window. Please print page or write down number on this page for your records



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## How to contact Customer Service

1-877- 432-6711  
Monday – Friday  
8:00am – 5:00 pm EST  
Excluding Holidays