

- **How do I access Granite Tax Connect?**

Go to www.revenue.nh.gov/gtc and click the link for Granite Tax Connect.

- **I'm a taxpayer, how do I sign up for Granite Tax Connect?**

In order to use Granite Tax Connect you must have previously filed a return, made a payment, or received correspondence from the New Hampshire Department of Revenue Administration for:

- Meals and Rentals Tax
- Medicaid Enhancement Tax
- Nursing Facility Quality Assessment

There will be additional tax programs in the future, so check back for updates.

On the Granite Tax Connect home page, under **Don't have a username?** select **Create One**.

What you will need to continue:

- Email address
- SSN, FEIN or DIN
- Account ID or License Number
- To access your own account, you'll need one of the following items:
 - Letter ID – Located on any recent letter from the Department. The Letter ID printed on the Meals and Rentals License may not be used for account validation.
 - Filing History – A line from your most recent return
 - Recent Payment – One of your last 3 payments to the Department

- **Do I need to create separate usernames/logons for each business that I own?**

No, once you sign up for a logon and add access to one of your accounts you can add access to your other accounts using the following steps:

1. Login to Granite Tax Connect using the email username and password you just set up
2. Access the **More** tab
3. Select the **Primary Access** tab to add access to your own accounts
4. Complete the steps as directed

- **How do I know if I should create a Third Party logon?**

Are you any of the following:

- Tax professional
- Attorney
- Person with power of attorney
- Employee at a tax firm
- Self-employed tax preparer

If yes, you should create a Third Party logon and request access to your client's account.

- **I'm a tax professional, how do I sign up for Granite Tax Connect?**

In order to use Granite Tax Connect the taxpayer must have previously filed a return, made a payment, or received correspondence from the New Hampshire Department of Revenue Administration for:

- Meals and Rentals Tax

- Medicaid Enhancement Tax
- Nursing Facility Quality Assessment

Additional tax programs will be added in the future, so check back for updates.

On the Granite Tax Connect home page, under “**Don’t have a username?**” select **Create One**.

With a **Third Party** Web Logon you can request access to a client's tax account(s).

To complete this online enrollment you will need the following **client information**:

- ID Type
- Account Type
- Account ID/License Number

Once you complete your request, and create your Web Logon, a confirmation message will be sent to the email you provided. The owner of the account you are trying to access will then receive a letter from the Department, including instructions on how to grant the requested access. Once the account owner grants access, you will be notified. If the request is not approved in 90 days, it will be rejected.

- **Is it OK to share my username and/or password with my coworkers or other members?**
No. You should not share your username or your password with anyone. Usernames and passwords are unique to the individual user. Your username and password determines your access roles and rights. Never share your username or your password with anyone.
- **Can I allow third-party access to more than one individual or company on Granite Tax Connect?**
Yes, more than one third party can have access to your accounts. All individuals requesting access will be required to validate their request against your tax information. Once they request access a letter will be sent to you with instructions on how to approve the access request.
- **Can I save my bank account information on Granite Tax Connect for future payments?**
Yes. In the **Settings** tab, next to **Default Payment Channel**, click on the hyperlink that says **None**. Once you are on the **Default Payment Channel** page select **Setup new payment channel** to enter payment information for that account. You can also set an account as your default for making payments through Granite Tax Connect.
- **Can I save my return on Granite Tax Connect and finish it later?**
Yes, you can save your work and complete the return later.
If your computer is idle for several minutes, your session will time out for security purposes and you will lose all of your information. If you are called away while completing the return, click **Save Draft** then select **Save and Finish Later** to avoid this loss of data.
- **Can I make payments through Granite Tax Connect?**
Yes, you can make electronic payments through Granite Tax Connect, even if you filed a paper return.

To make a payment from your Granite Tax Connect account, locate the account and/or filing period and select the **Make a Payment** link.

To make an account or return payment without logging in to Granite Tax Connect, select **Make an Account Payment** from the home screen. To use this payment option, you will need an FEIN/SSN/DIN, the Account Type, Account ID/License Number, and the period you want to make the payment for.

To pay a voucher you have received from the Department without logging in to your account, select **Pay a Voucher Received From the Department** from the home screen. To use this payment option, you need to enter your FEIN/SSN/DIN and the media number from the voucher you received.

You will have the option to pay by ACH debit or credit/debit card. Please note that credit card payments will direct you to a third party vendor site to complete your transaction. If you choose this option, the service provider will charge a service fee equal to 2.30% of your total payment. The Department of Revenue currently accepts Visa, MasterCard, and Discover.

- **My bank blocked my ACH debit payment to the Department, what do I do?**

If there is a debit block on your account, you must provide your bank with the following Company Identification Number: B026000618.

- **Can I stop a payment I made on Granite Tax Connect?**

If the status of an ACH debit payment is pending, you can delete that submission. You can then resubmit your payment with the correct information. If it is no longer pending, the payment has been processed and cannot be deleted. To determine if it's pending, use the **Search Submissions** hyperlink under the **More...** tab. If the payment is pending, select the hyperlink for that payment, and then select **Delete**.

Credit card payments can't be cancelled once your payment information is submitted.

- **How long will it take for my payment to process?**

Payments made from your checking or savings account post within 3 business days of the payment date selected. However, regardless of how long your payment takes to process, your payment is credited to your account as of the selected payment date.

Payments made by credit card will process on the date submitted.

- **How do I file a return on Granite Tax Connect?**

1. Select the **Manage Returns** in the Account panel for the account you would like to file for.
2. Select the **File Now** link next to the period you wish to file a return for.
3. Complete the steps as directed. A confirmation page will display once you have completed the process.

- **How do I file an amended return on Granite Tax Connect?**

1. Select the **Manage Returns** in the Account panel for the account you would like to file for.

2. Select the link that says **View or Amend Return**, then select the **Amend** link on the next page. (If you see “Return Unavailable,” this means that the return was filed pre-Granite Tax Connect.)
3. Complete the steps as directed. A confirmation page will display once you have completed the process.

- **How do I log out of my Granite Tax Connect account?**

In the top right select the Profile icon and select **Log Off**.

- **I forgot my Granite Tax Connect Password, how do I reset it?**

On the Granite Tax Connect home page, under the **Log in** button select the “**Forgot Password?**” link and follow the instructions.

- **I forgot my Granite Tax Connect Username, how do I reset it?**

On the Granite Tax Connect home page, under the **Log in** button select the “**Forgot Password?**” link. On the following page select the “**Forgot your username?**” link and follow the instructions.

- **Why am I not receiving the “Reset Password” email after I requested it?**

If you have not received the “Reset Password” email after a few minutes, you should first look in your spam inbox. If the email is not there then you should update your domain’s spam filter or try whitelisting the DRA email domain of DoNotReply@DRA.NH.GOV. This can be done through your spam filter or domain settings. If you are not a controller of the email domain, or you have an email hosting provider, then you will need to work with your domain controller to update the spam filter or whitelist the DRA email domain.

- **I’m locked out of my Granite Tax Connect account, and I have a new email address, how do I reset my password?**

Please call Taxpayer Services at (603) 230-5920 Monday through Friday 8:00 AM to 4:30 PM.

- **Can I change my username?**

No. Usernames cannot be changed. If you would like to update the email associated to your username select the **My Profile** hyperlink under the Profile icon in the top right corner. Use the **Change Email** hyperlink under the **Profile** tab to update the email address.

- **How do I request a payment plan?**

On the Granite Tax Connect home page under **Applications** select the **Apply for a Payment Plan** link. Complete the steps as directed. A confirmation page will display once you have completed the process.

- **How do I apply for a Meals and Rentals License?**

On the Granite Tax Connect home page under **Applications** select the link **Apply for a Meals and Rentals License**. Complete the steps as directed. A confirmation page will display once you have completed the process.