



# STATE OF CONNECTICUT DEPARTMENT OF REVENUE SERVICES

450 COLUMBUS BOULEVARD, SUITE 1 • HARTFORD, CT 06103-1837

January 2021

## **DRS Assistance at Taxpayers' Fingertips**

The DRS website (<https://portal.ct.gov/DRS>) has the answer to many state tax questions, including a Frequently Asked Questions page. Taxpayers are also encouraged to call or email DRS with questions specific to their situation. The fastest and easiest way to access state tax forms and instructions is from the DRS website, where these resources can be downloaded and printed.

## **Secure Videoconferencing**

DRS now offers remote assistance, where taxpayers can schedule an appointment and receive real-time DRS tax assistance from the comfort of their own homes, from a trained DRS professional during normal business hours, via the online Microsoft Teams platform. DRS tax examiners are available to schedule appointments with patrons and library staff (to insure technology for the patron is available), at a time that is mutually convenient.

## **State Tax Form and Instruction Requests by Mail**

Upon request, patrons are welcome to contact DRS at the phone number below to request tax forms, booklets, and instructions that DRS maintains in-house, and can mail directly to the patron's home address.

## **Hartford Drop Box**

DRS has also set up a drop box, where patrons can bring hard copies of their state tax payments and documents, available at our main office in Hartford. The drop box is monitored continually, with distribution to appropriate DRS personnel daily.

## **File Your State Return Online**

When ready, the quickest way to file a state income tax return – and the quickest way to receive a tax refund, if one is expected – is online. DRS offers free, electronic filing of individual income tax forms through the DRS **Taxpayer Service Center (TSC)**, which is easy to use and secure, beginning in late January.

## **DRS Contact Information and Resources**

**Normal business hours:** Monday through Friday, 8:30 a.m. to 4:30 p.m.

**Phone** (ask questions and request paper forms by mail):

- 860-297-5962 (from anywhere)
- 800-382-9463 (Connecticut calls outside the Greater Hartford calling area only)
- 860-297-4911 (TTY, TDD, and Text Telephone users only)

Taxpayers may also call 711 for relay services. A taxpayer must tell the 711 operator the number he or she wishes to call. The relay operator will dial it and then communicate using a TTY with the taxpayer.

**Email:** [DRS@po.state.ct.us](mailto:DRS@po.state.ct.us) (general questions only)

**Website:** <https://portal.ct.gov/DRS>

**DRS Drop Box:** Bring to street level building entrance at 450 Columbus Boulevard, Hartford, CT, during normal business hours.

**File your state income tax return online:** <https://portal.ct.gov/TSC> (select *Individual*)