GTP User Account Instructions

1. **IF you used GTP last year**, simply enter your UserID and Password. If you do not remember your UserID and Password, select “Forgot Login” to receive an email with a link to reset your login information. The email will be sent instantly. If you do not receive it, please be sure to check your spam filter.

2. **IF you did not use GTP last year and this is your FIRST time logging into GTP this year**, select “Create New Account”. Create your GTP User Account by selecting a UserID and Password. Be sure to remember your Password and UserID as you will use them to access GTP if you need to login again.

3. If you need to modify or reprint your tax return, simply access **GTP via Sunapsis** at [https://sunapsis.illinois.edu/](https://sunapsis.illinois.edu/) using the Password and UserID you selected at the time you created your GTP User Account. Do not create a new account. To ensure that your information remains private and secure, **DO NOT** share your Password or UserID with anyone. Please use a valid and current email address. If you forget your Password and UserID, it can only be retrieved by you via an email to the email address in your GTP User Account. Your email address or any of your information will not be sold or shared with any third party.

**What if I have trouble logging in?** If you experience any issues while trying to set up your GTP User Account or login again, please select “Having Trouble Logging In” for assistance.

**For how long is my GTP User Account accessible to me?** Each time you return to GTP, you will use the Password and UserID you selected when you initially established your GTP User Account. In subsequent tax years, you may again access to your GTP User Account to retrieve a copy of past tax returns and to enter the new tax year’s information.

**How Can I Get Help?** If you have questions about GTP:

- Select **FAQ** at the top of any screen;
- Click on **More Info** at the side of data entry screens to get specific information relating to the topic on that screen.
- Contact the GTP Support Center via the **Help** link at the top of any screen if you have a technical issue or question. You may then send a question, along with encoded information about your situation directly to the GTP Support Center. They will send a response to the email address in your GTP Record.

Please note that **ALL questions are handled via the GTP’s Help link since no phone calls regarding GTP Support are accepted.**

**IMPORTANT:**
- If you use GLACIER Tax Prep, you cannot file your US tax return electronically – you must print your return and submit it via US mail.
- If you are owed a refund, the earliest you will receive your refund is 6-8 months after April 18th.
- GLACIER Tax Prep cannot be used to complete a State income tax-return. Please follow this link to the ISSS website [Frequently Asked Questions – Income Tax](https://sunapsis.illinois.edu/) and read question 11 – “How do I prepare my state taxes?”