GTP User Account Instructions

1. **If you used GTP last year**, simply enter your User ID and password. If you do not remember your User ID or password, select “Forgot Login” 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**, select “Create New Account”. Be sure to remember your password and User ID as you will use them to access GTP in the future.

3. If you need to modify or reprint your tax return, you can access **GTP via the iSTART system** using 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 User ID with anyone. Please use a valid and current email address. If you forget your password and User ID, it can only be retrieved by you through 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 User ID you selected when you initially established your GTP User Account. In subsequent tax years, you may access 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.**

**Please refer to the ISSS Income Tax page for more information on taxes in the U.S**