

Secure Portal Frequently Asked Questions

What is Secure Portal?

Secure portal is an email service designed to allow taxpayers a secure interface to interact with State of Michigan Department of Treasury auditors. Secure Portal is specifically for taxpayers to securely send files containing Personal Identifiable Information (PII).

What Do I Need to Setup an Account?

Taxpayers need to have a valid email address; the email address will be used in creating the Secure Portal account, as well as for receiving emails in case of a forgotten password.

How do I Setup an Account?

Taxpayers will receive a request to make a Secure Portal account from a State of Michigan's Department of Treasury auditor. The auditor will also provide a digital key which is an 8-character password used to authenticate the creation of the account. Follow the steps below for creating the account:

1. Navigate to <https://treas-secure.state.mi.us/TCBPortal/>
2. Click 'Register New Account'.
3. Enter the key supplied by the auditor into the 'Key' field.
4. Enter your Federal tax Identification Number (FEIN) into the 'Account ID' field.
5. From the dropdown, select your tax type.
6. Click 'Submit'.



The screenshot shows the 'New Registration' form for the Michigan Department of Treasury Tax Compliance Bureau. The form is titled 'New Registration' and includes the instruction 'Please enter your Key and Account ID:'. It features three input fields: 'Key', 'Account ID', and 'Tax Type' (a dropdown menu). Below the fields are 'Submit' and 'Reset' buttons, and a 'Back' link. The footer contains navigation links for 'About Treasury', 'Michigan.gov Home', 'Contact Us', 'State Web Sites', 'FAQ', 'Sitemap', 'Policies', and 'Michigan News', along with a copyright notice for 2001-2014 State of Michigan.

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7. To continue the registration process, fill in all required fields in the 'New Registration' form:
- First Name
 - Last Name
 - UserID (Unique username)
 - Password
 - Passwords MUST be at least 6 characters long, contain at LEAST 1 uppercase letter, at LEAST 1 lowercase letter, and a number.
 - Email address
 - Please use an active email address; the email address provided will be used in case you need to retrieve a forgotten password.
 - Phone number (In ###-###-#### format)
 - Address 1 (Your current street address)
 - Address 2 (Optional)
 - City (Your current resident city)
 - State (Select from the dropdown your current state residence)
 - ZIP (Your current ZIP code)
 - Security Question #1
 - Select from the dropdown a question; once selected, enter your answer into the 'Answer' field. This will be used in case you forget your password.
 - Security Question #2
 - Select a different question from the dropdown; once selected, enter your answer into the 'Answer' field.
 - Click 'Submit'
 - Any required fields not filled in will be marked with a **RED** asterisk (*)

The screenshot shows the 'Update Profile' form for the Michigan Treasury Tax Compliance Bureau. The form includes the following fields and options:

- Michigan.gov Home | Treasury Home | Sitemap | Contact Us | FAQ | Forms | Michigan Treasury Online (MTO)
- Home | Logout
- Treasury Tax Compliance Bureau
- Update Profile
- First Name: *
- Last Name: *
- UserID:
- Password:
- Re-type Password:
- EMail: *
- EMail2: (optional) *
- Phone: (###) ###-#### *
- Address 1: *
- Address 2: (optional) *
- City: *
- State: *
- Zip: *
- Province:
- Foreign-Postal Code:
- Country:
- Fax: (optional)
- Security Question #1: *
- Answer: *
- Security Question #2: *
- Answer: *
- SAVE | Cancel

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How do I Upload Documents for My Auditor?

1. Navigate to <https://treas-secure.state.mi.us/TCBPortal/>
2. Enter your username, password, and the unique CAPTCHA (Above the User ID field) and click 'Submit'.

The screenshot shows the login page for the Michigan Department of Treasury's Tax Compliance Bureau. It features a header with the state seal and navigation links. The main content area includes a 'Taxpayer Login' section with fields for 'User ID' and 'Password', a 'Submit' button, and a 'Forgot Password' link. To the right, there is a 'Register as a New User' link and a note about adding additional tax types. A 'Click here for Secure Portal Instructions' link is also present.

For a new email:

1. Click 'New Message' in the top header.
2. Click 'select an account' and choose the account you want to send a message to
3. The 'Contact' field will automatically populate if the account selected has only one contact. If there are more than one contacts, you will need to manually select a contact.
4. Drag desired file(s) into the 'Drop files here' field OR
5. Click 'Select File' and use the file explorer popup to navigate to the file(s) you want to send
6. Click 'Upload'
7. Once the upload process completes, click 'Send'

The screenshot shows the 'New Message' form in the secure portal. It includes a header with the state seal and navigation links. The form has fields for 'Account' (set to 'Tiny Pear Tree (1715GP) Discovery') and 'Contact' (set to 'State of MI'). Below these is a rich text editor for the message body. An 'Attachments' section contains a 'Drop files here' area and a 'Select File' button. At the bottom, there are 'Send', 'Cancel', and 'Clear' buttons. A list of attachment restrictions is provided at the bottom of the page.

For a Reply:

1. Select the message from the inbox you want to reply to
2. Click 'Reply' at the bottom of the page.
3. Drag desired file(s) into the 'Drop files here' field OR
4. Click 'Select File' and use the file explorer popup to navigate to the file(s) you want to send.
5. Click 'Upload'
6. Once the upload process completes, click 'Send'.

The screenshot shows the email interface. The top part displays the 'New Message' form with a 'New Message' button highlighted. Below this is an email inbox table with columns for 'From', 'To', 'Subject', and 'Date'. A single message is listed: 'McLear, Sharon mclear, sharon Tiny Pear Tree (1715GP) 7/21/2021 11:27:09 AM'. Below the inbox is the details of the selected message, showing the sender (Sharon McLear), recipient (mclear, sharon), subject (Tiny Pear Tree (1715GP)), and message content ('This is a test.'). There are also links for 'Reply', 'Details', and 'Print', along with instructions for printing.

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What Type of File(s) Can I Send?

The following file types are supported:

7z csv doc docx gif gz gzip htm html jpg jpeg pdf png
qbw qdf rar rtf tar tif tiff txt xls xlsx xml zip

How Many Files Can I Send?

You can upload up to 8 files per email. The total of **ALL** the files cannot exceed 800mb.

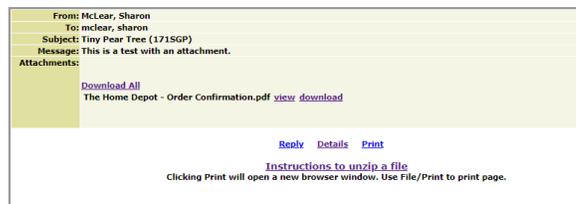
How do I view or download attachments from my Auditor?

1. Navigate to <https://treas-secure.state.mi.us/TCBPortal/>
2. Enter your username, password, and the unique CAPTCHA (Above the User ID field) and click 'Submit'.
3. Select the message from the inbox containing the file attachments.
4. Find the attachment you want to view or download and click 'View' or 'Download'
5. To download all attachments, click 'Download All'
 - a. All attached files will be put into a ZIP file on the computer under 'Downloads'.



For Instructions on how to unzip files:

6. Click "Instructions to Unzip a File"
7. For additional information on how to unzip a file:
 - **For Apple devices:** See instructions on Apple's support page here: [Apple Support](#)
 - **For Apple computers:** See instructions on Apple's support page here: [Apple Support](#)
 - For Windows 10: See instructions on Windows Support page here: [Windows Support](#)
 - **For 7-Zip:** See instructions on 7-ZIP's support page here: [7-Zip Support](#)



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What Happens If I Forget My Password?

1. Navigate to <https://treas-secure.state.mi.us/TCBPortal/>
2. Enter the unique CAPTCHA (Above the User ID field) and click 'Forgot Password'.
3. Enter the answers you provided to your two security questions.
4. Click 'Submit'.

You should receive a message stating "Your password has been sent to the email registered to this account."

You will be prompted to change your password the next time you login.

If you don't remember the answers to the security questions, please contact your auditor through another means, for assistance.

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Treasury Tax Compliance Bureau

Forgot Password

User ID:

Please answer security questions below:

1.
Answer:

2.
Answer:

Invalid User ID or security questions not setup.

Submit Reset Back

*Required fields

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How Do I Update My Information?

1. Navigate to <https://treas-secure.state.mi.us/TCBPortal/>
2. Enter your username, password, and the unique CAPTCHA (Above the User ID field) and click 'Submit'.
3. Click 'Profile' in the top header.
4. Enter all changes, once complete, click 'Save' at the bottom of the page

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Home Logout

Treasury Tax Compliance Bureau

Update Profile

First Name:

Last Name:

UserID:

Password:

Re-type Password:

EMail:

EMail2: (optional)

Phone:

(###) ###-####

Address 1:

Address 2: (optional)

City:

State:

Zip:

Province: Select Province

Foreign-Postal Code:

Country: USA

Fax: (optional)

Security Question #1: What is your high school mascot

Answer:

Security Question #2: What is your high school mascot

Answer:

SAVE Cancel

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How Do I Add Accounts?

1. Navigate to <https://treas-secure.state.mi.us/TCBPortal/>
2. Enter your username, password, and the unique CAPTCHA (Above the User ID field) and click 'Submit'.
3. Click 'Additional Accounts' in the top header.
4. Enter the key number (Provided by your auditor), account number, and tax type for additional accounts and click "Submit".



The screenshot shows the Michigan Department of Treasury TCB Portal. At the top, there is a navigation bar with links for Michigan.gov Home, Treasury Home, Sitemap, Contact Treasury, FAQ, Forms, and Online Services. Below this is a header for the Treasury Tax Compliance Bureau. The main content area is titled 'Additional Account' and contains a form with the following fields: 'Key:', 'Account #:', and 'Tax Type:'. The 'Tax Type:' field is a dropdown menu. Below the form are 'Submit' and 'Reset' buttons. At the bottom, there is a 'Back to Inbox' link and a footer with various policy links and a copyright notice for 2001-2014 State of Michigan.