



KENTUCKY DEPARTMENT OF
REVENUE



The Kentucky Department of Revenue is part of
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Tips From Customer Contact Center Experts



We asked our Customer Contact Center team which MyTaxes login questions come up most often and today we are sharing the answers to these questions directly with you. They might save you from having to make the call.

The Quickest Fix

If you are experiencing an error while trying to navigate MyTaxes, we suggest clearing your cache and cookies and trying again. This step has a high success rate for resolving minor interface issues.

Two-Factor Authentication

When a login triggers an authentication message, **the code will be sent to the email address** associated with your MyTaxes account or your Okta Verify App. Note: You will not receive this code via text message.

Exact Spelling

When referencing your business name in MyTaxes, it is essential to use the exact spelling from the Department of Revenue. This includes commas, periods, and capitalization.

When You Need a Different Account

If you are a transmitter of W2's, you will need a [different MyTaxes account](#).

[Read More FAQs](#)

Still Have Questions?

Call the Customer Contact Center at [\(502\) 764-5555](tel:502-764-5555).



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