



KENTUCKY DEPARTMENT OF  
**REVENUE**



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## Don't Get Locked Out of Your MyTaxes Account



Once you've successfully logged in to your MyTaxes account, there are a few security measures you should know to ensure a smooth login process in the future.

### Mandatory 90-Day Password Reset

You are required to reset your MyTaxes password every 90 days to maintain account security. The steps to reset your password are listed below.

#### Reset Your MyTaxes Password

1. Type your MyTaxes Username into "Username" field and select the Next button.
2. On the next screen, select the "Password" button as your verification option.
3. On the "Verify with Your Password" screen, select the "Forgot Password/Not Provided" link.
4. Select the "Send Me an Email" button to receive a code to reset your password.
5. Verify that you would like to reset your password.
6. Navigate to your email and select the "Reset Password" link OR select the "Enter a Verification Code Instead" button on MyTaxes and enter the code into the "MyTaxes Enter Code" field.
7. Create a new password to complete the password reset process.

**Note:** Passwords can only be reset once every 24 hours. For example, if you reset your password at 3 p.m. today, you cannot reset your password again until 3 p.m. tomorrow. The Customer Contact Center cannot reset your password before the 24-hour timeframe expires.

[How to Reset Password](#)

### Still Have Questions?

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



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