GUEST PAYMENTS

Department of Revenue User Guide

Kentucky Department of Revenue

Team Kentucky
Finance and Administration Cabinet

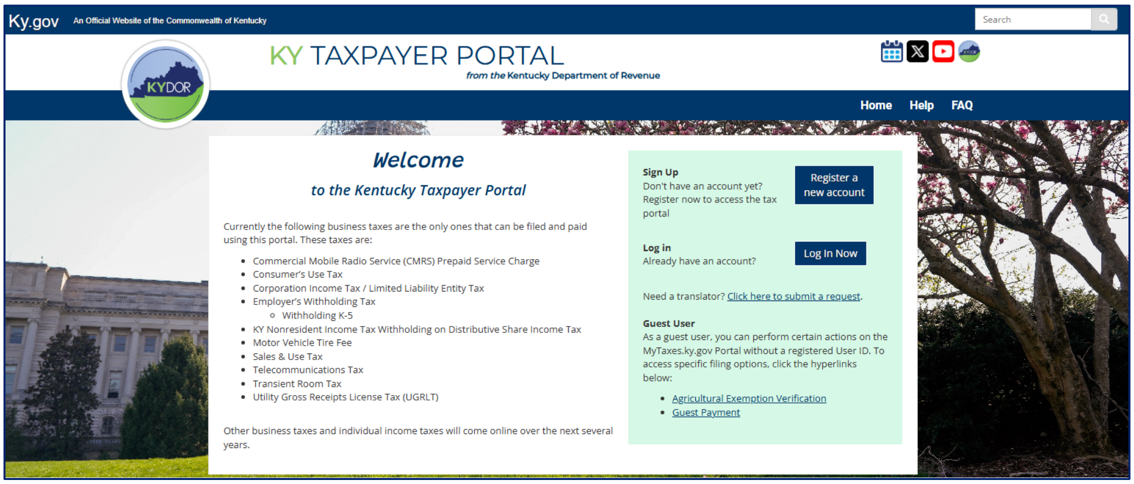
This user guide provides step-by-step instructions for making a Guest Payment in the MyTaxes portal. This guide applies to taxpayers and business representatives who do not wish to sign in or create a MyTaxes username but need to submit a bill payment or multiple debt payment through MyTaxes.ky.gov. The guide walks users through the complete guest payment process, from entering contact information and selecting a payment type to submitting credit / debit card or electronic check payments, ensuring secure and accurate payment submission.

Disclaimer: The information in this presentation is for educational and informational purposes only and does not constitute legal advice. Information is presented as an overall review that is subject to law changes and may not apply to all statutes. Information in this presentation is believed to be accurate as of the date of publication. In the event that any information in this manual is later determined to be in error, this manual cannot be used by taxpayers in supporting a specific position or issue before the Department of Revenue, as it does not constitute statutory or regulatory authority.

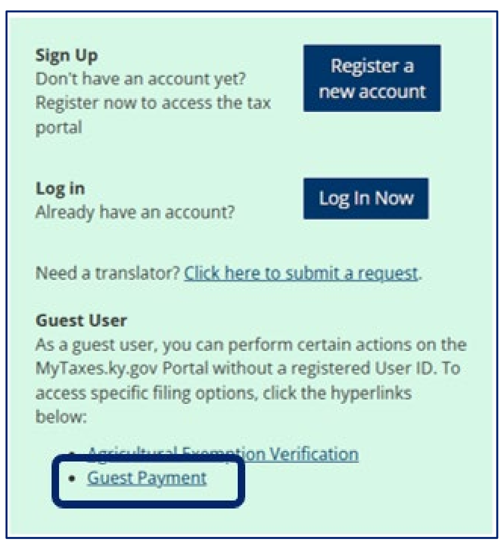
User Guide Last Updated: 07/15/2026

Making a Guest Payment

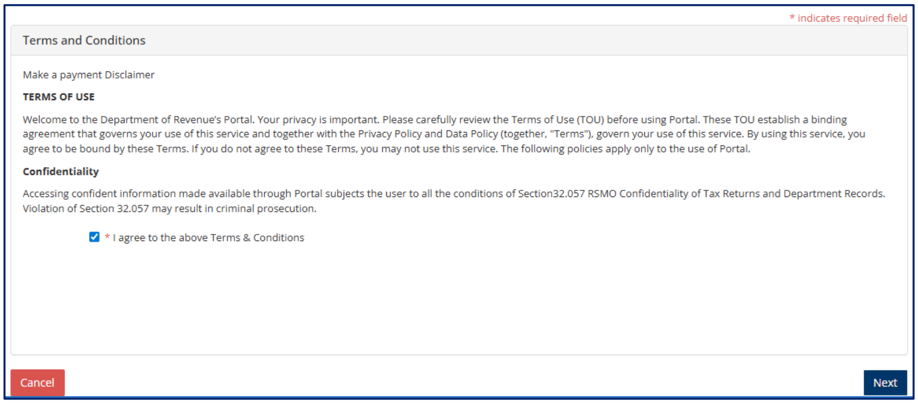
1. Navigate to the Kentucky Taxpayer Portal, MyTaxes by visiting MyTaxes.ky.gov.



2. Select **Guest Payment** under the Guest User heading on the right side of the page.



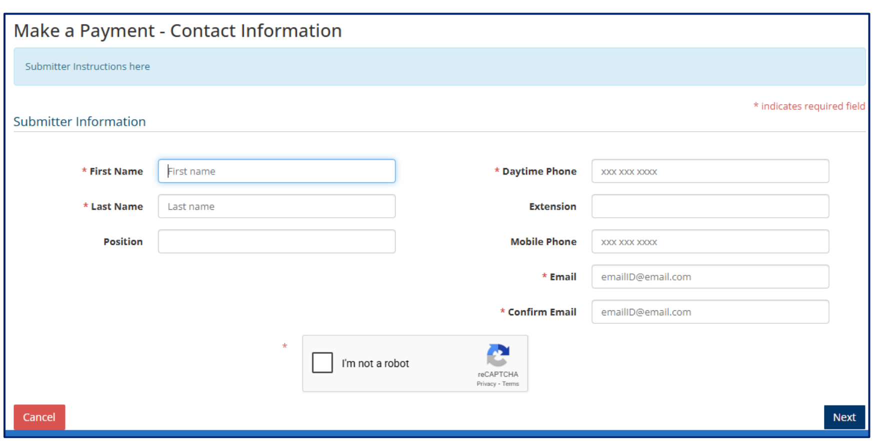
3. Read the Terms and Conditions. If you agree to the Terms of Use and Confidentiality conditions, select **the box** next to *I agree to the above Terms & Conditions*, then select **Next**.



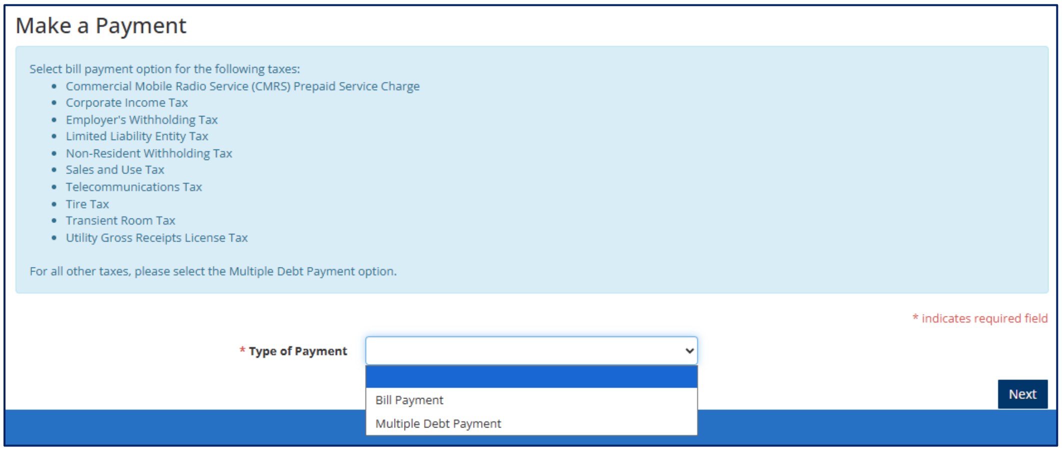
4. Complete the *Make a Payment – Contact Information* page, filling in all required fields marked with an asterisk. Select **the box** next to *I'm not a robot* then select **Next**.

Required fields:

- *First Name*
- *Last Name*
- *Daytime Phone*
- *Email*
- *Confirm Email*



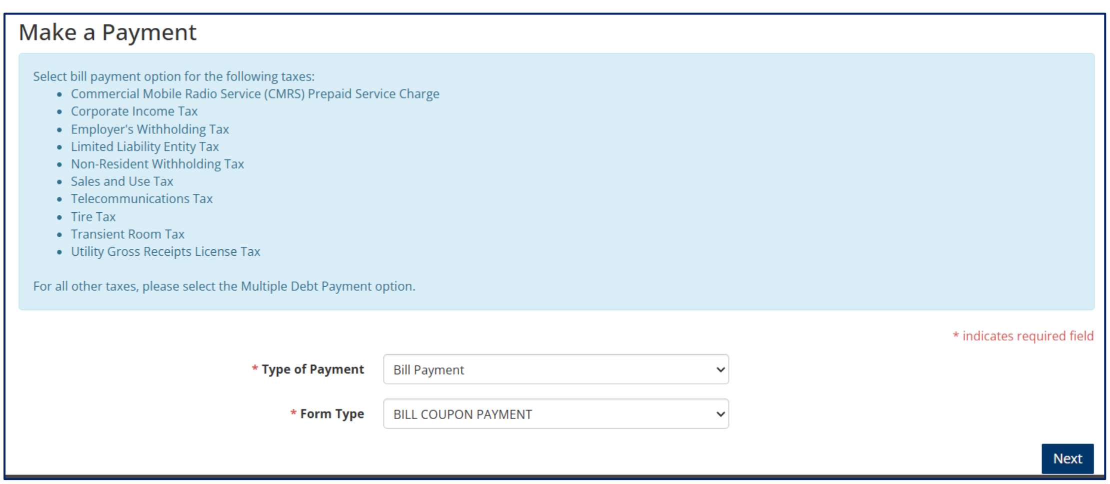
5. Review the options available for making a Guest Payment then choose the *Type of Payment* to be made from the drop-down box, then select **Next**.



To make a bill payment for a single debt for one of the tax account types listed on the screen, please follow the **Bill Payment** steps. To make a Multiple Debt Payment, paying multiple accounts at one time, please proceed to the **Multiple Debt Payment** section below.

Bill Payment

1. After choosing *Bill Payment* from the Type of Payment drop-down, the *Form Type* will auto-populate to Bill Coupon Payment. Select **Next**.



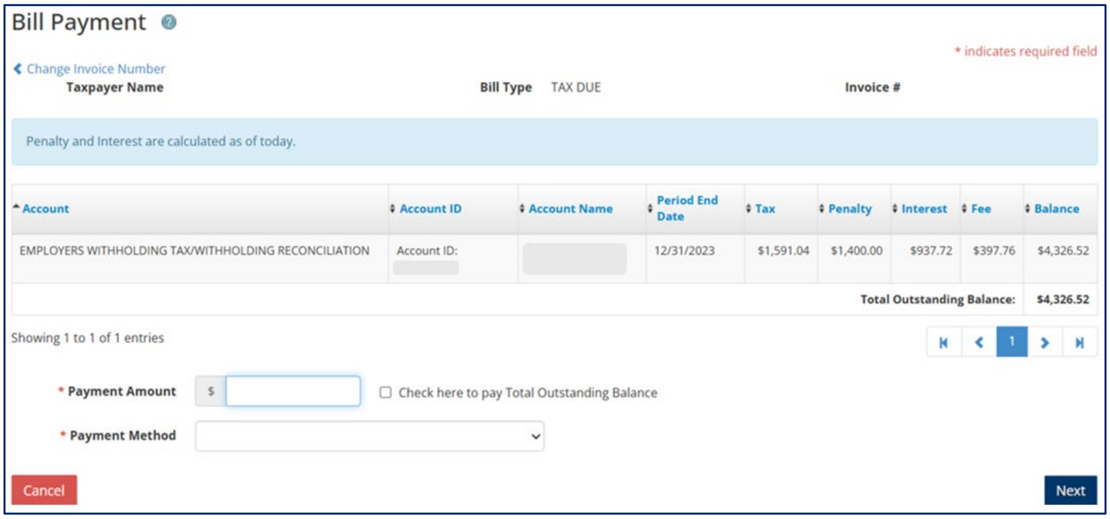
2. Choose the *ID Type* to enter from the drop-down menu, then enter the associated *Identification Number* into the entry field and select **Next**.

   ID Type options are:

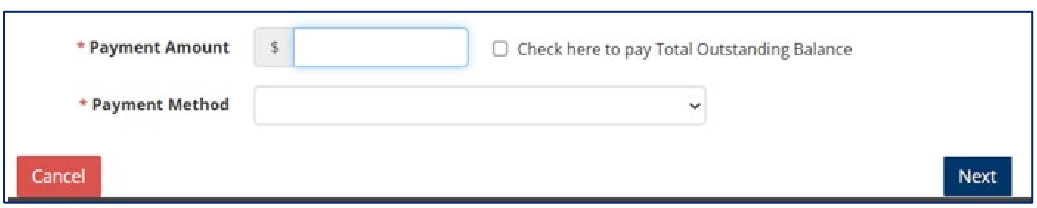
   - *Account Identifier*
   - *Federal Employer Identification Number*
   - *Social Security Number*

3. Enter the *Invoice Number* provided in the billing notice then select **Next**.

4. The Tax Account information will appear, with details about the account, tax, penalty, interest, fee, and balance due.



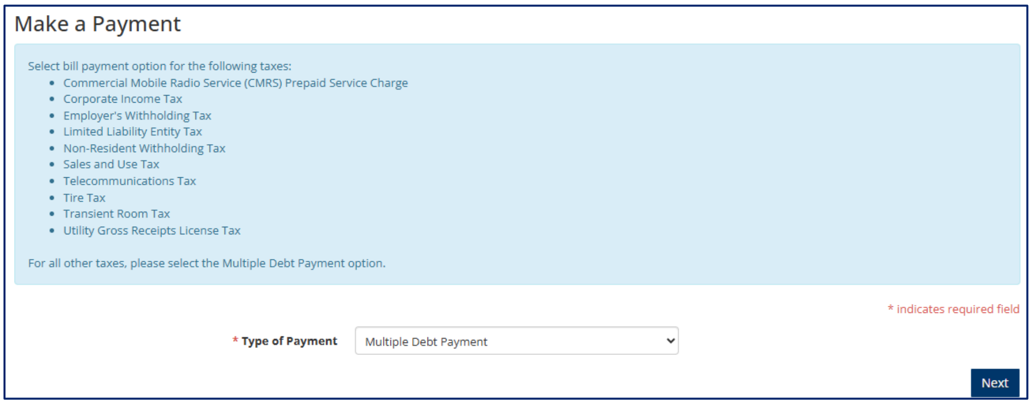
5. Enter the *Payment Amount* or check **the box** to pay the *Total Outstanding Balance*. Choose the *Payment Method* from the drop-down box, then select **Next**.



Payment processing steps continue on page 8.

Multiple Debt Payment

1. After choosing *Multiple Debt Payment* from the Type of Payment drop-down, select **Next**.



Make a Payment

Select bill payment option for the following taxes:

- Commercial Mobile Radio Service (CMRS) Prepaid Service Charge
- Corporate Income Tax
- Employer's Withholding Tax
- Limited Liability Entity Tax
- Non-Resident Withholding Tax
- Sales and Use Tax
- Telecommunications Tax
- Tire Tax
- Transient Room Tax
- Utility Gross Receipts License Tax

For all other taxes, please select the Multiple Debt Payment option.

* indicates required field

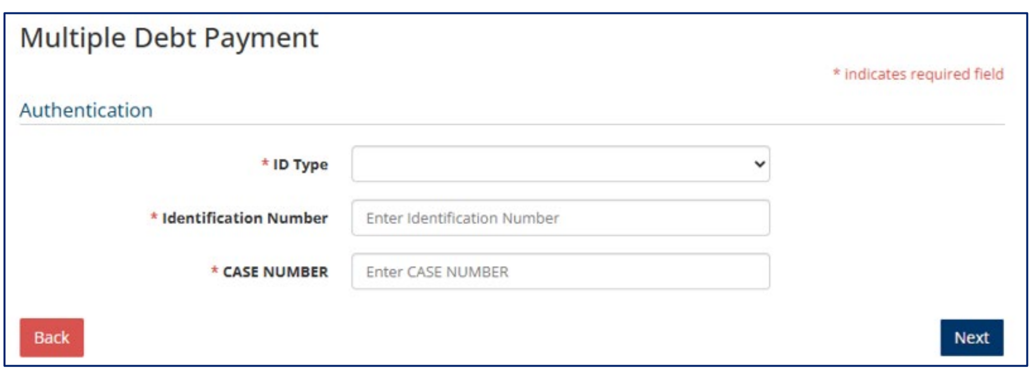
* Type of Payment: Multiple Debt Payment

Next

2. Choose the *ID Type* from the drop-down, then enter the *Identification Number* and *Case Number* and select **Next**.

   ID Options:

   - *Account Identifier*
   - *Legacy ID*
   - *Federal Employer Identification Number*
   - *Social Security Number*



Multiple Debt Payment

* indicates required field

Authentication

* ID Type

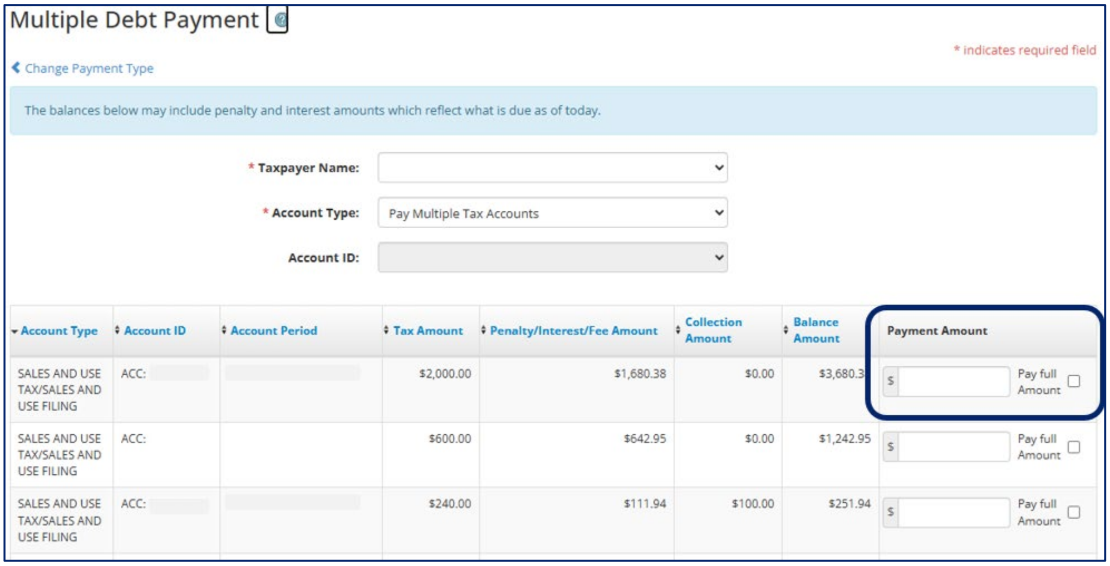
* Identification Number: Enter Identification Number

* CASE NUMBER: Enter CASE NUMBER

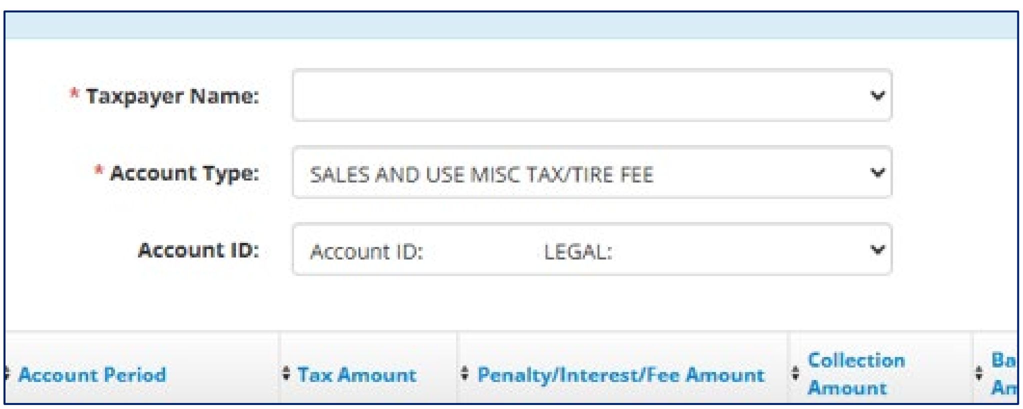
Back

Next

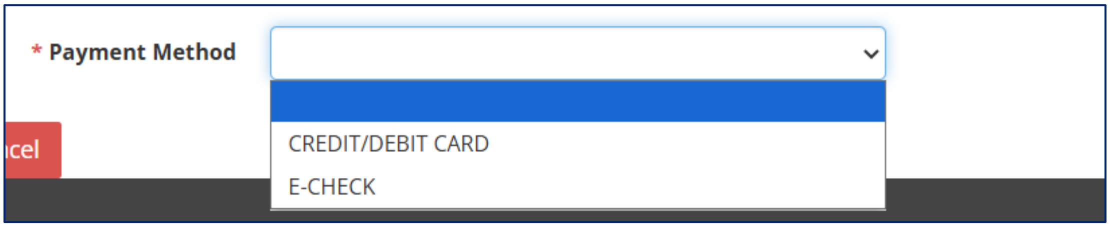
3. The tax accounts will appear in the grid with the option to pay a specific amount or pay the full amount for each line.



4. In the *Account Type* drop-down, the selection can be changed from Pay Multiple Tax accounts, which will display all accounts connected, to individual Account Types, which will display only bills associated with specific account types.



5. Once all payment amounts have been updated, choose the *Payment Method* from the drop-down menu below the Accounts grid, then select **Next**.

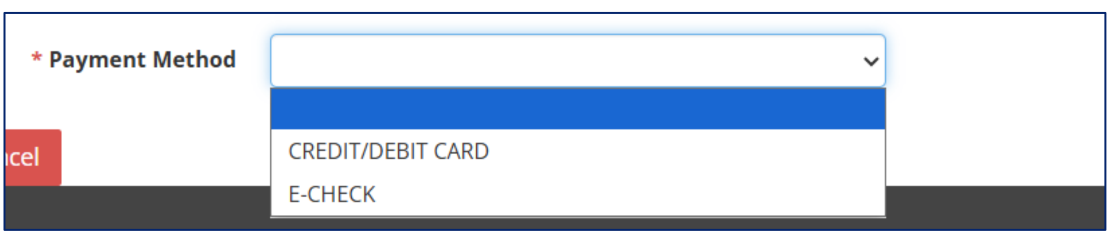


Payment Processing Steps

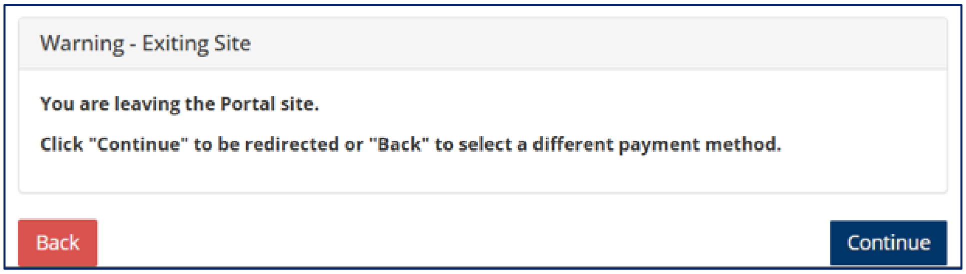
1. Two Payment Methods are available: *Credit / Debit Card* and *E-Check*.

   Note: There is no fee for using an electronic check. A 1.5% convenience fee applies to debit card payments, and a 2.75% convenience fee applies to credit card payments. Visa, Mastercard, Discover, and American Express are accepted. To pay by phone, please call 502-564-5170.

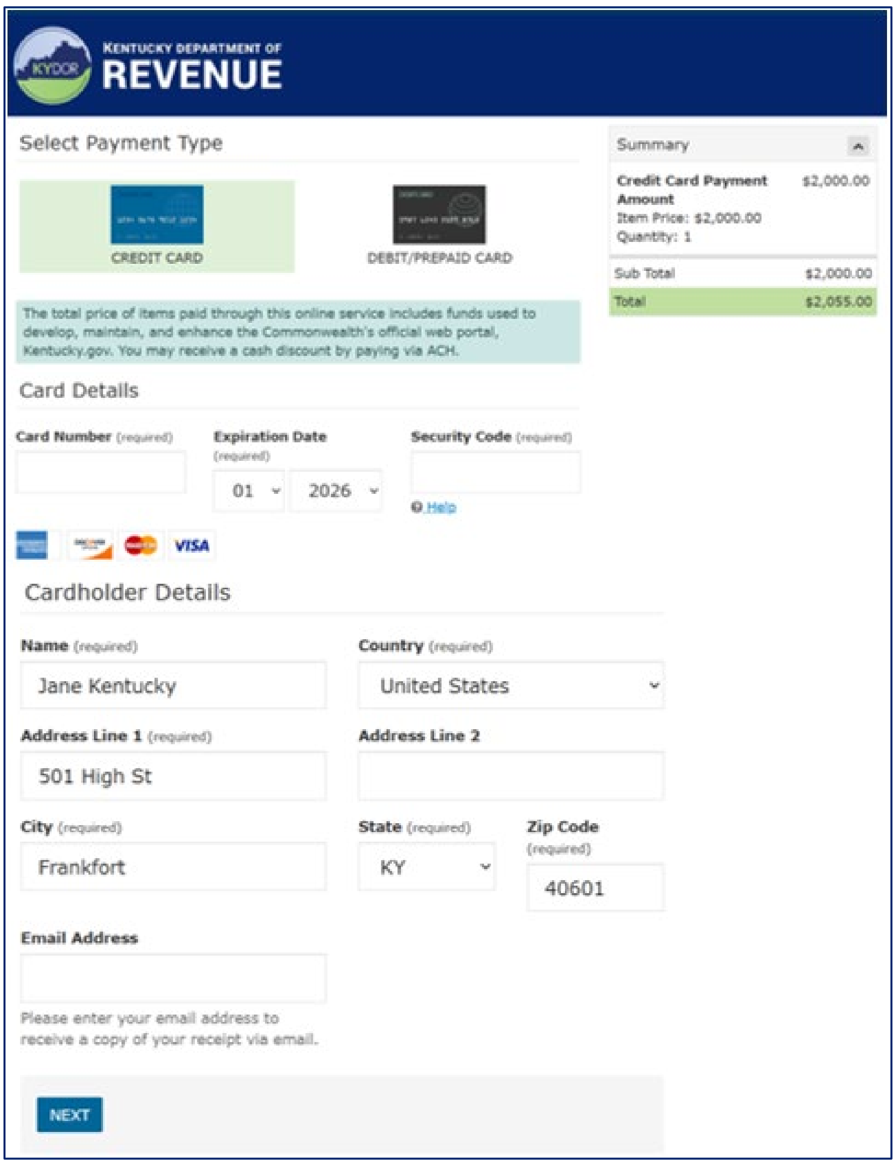
   To pay by *Credit / Debit Card*, please move on to **Step 2**.
   For payment via *E-Check*, please proceed to **Step 6**.



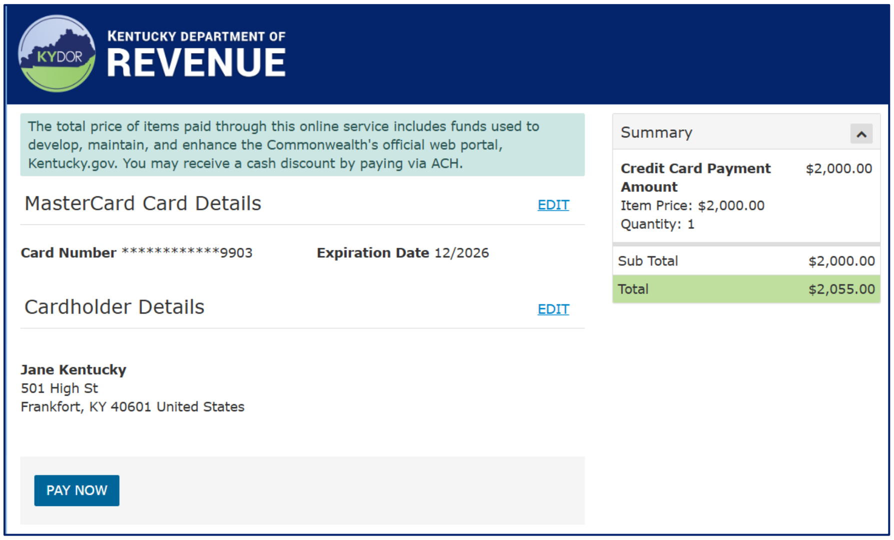
2. If Credit / Debit Card is chosen, you will be directed to the Kentucky Department of Revenue’s payment processing site, leaving the MyTaxes portal. Select **Continue** to proceed with a credit / debit card payment or select **Back** to change your payment method.



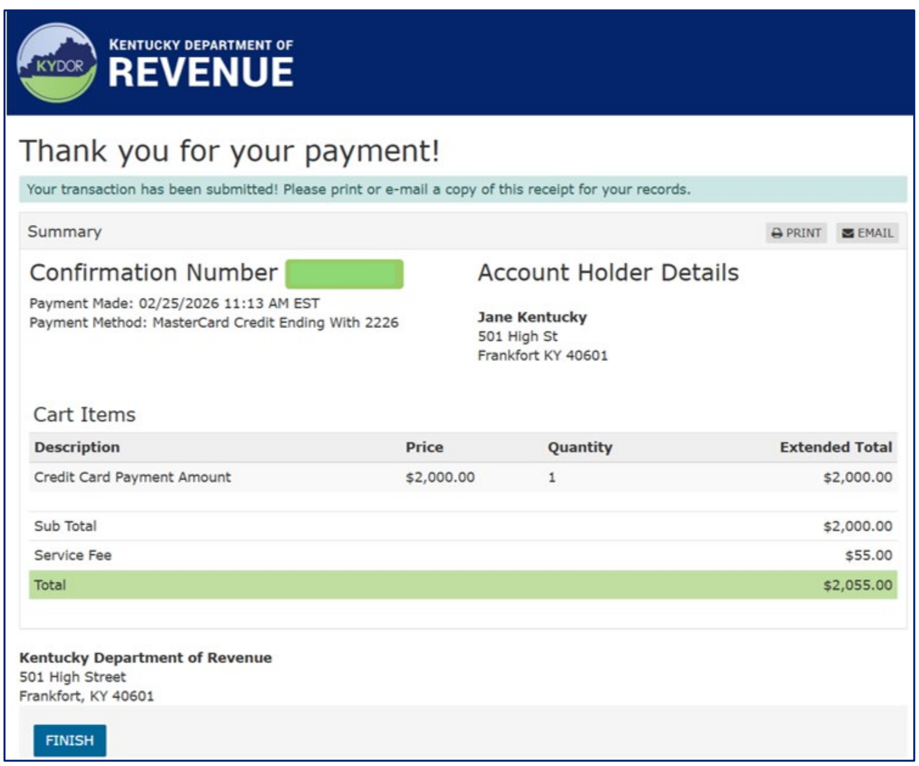
3. On the payment screen, select **Credit Card** or **Debit / Prepaid Card** from the icons at the top of the page, then enter the *Card Details* and the *Cardholder Details* and select **Next**.



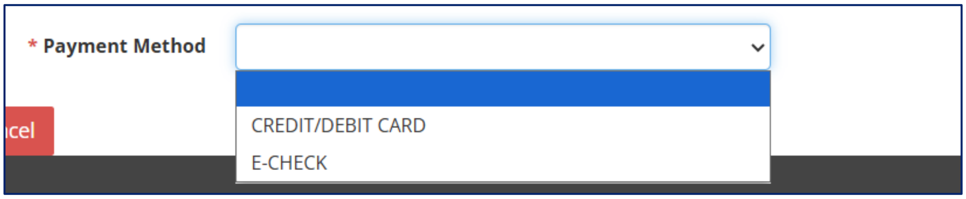
4. The Summary screen will appear. Confirm the details are correct and the total amount to pay is accurate, then select **Pay Now**.



5. The Payment Confirmation page will provide the confirmation number and amount paid. The payment process via Credit / Debit Card is now finished.



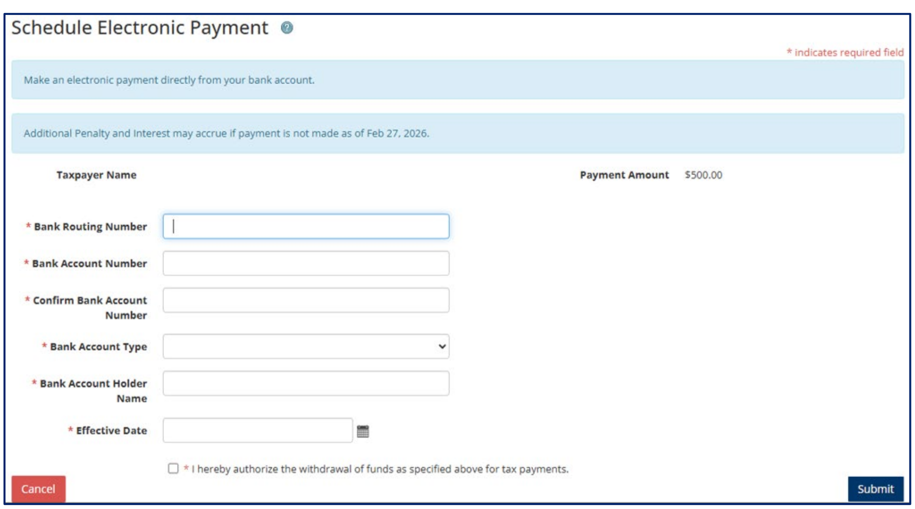
6. If E-Check (Electronic Check) was chosen as the payment method, select **Next**.



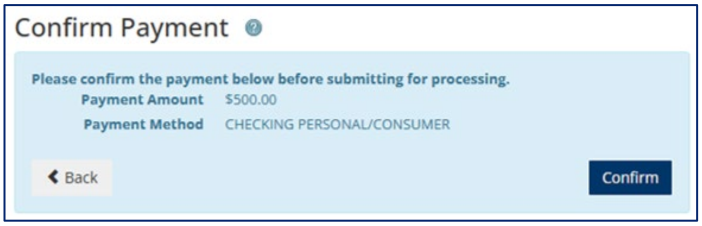
7. On the Schedule Electronic Payment screen, enter the banking information requested and choose the *Effective Date* for which the payment will be withdrawn. Check **the box** to authorize the withdrawal of funds, then select **Next**.

   Banking information required:

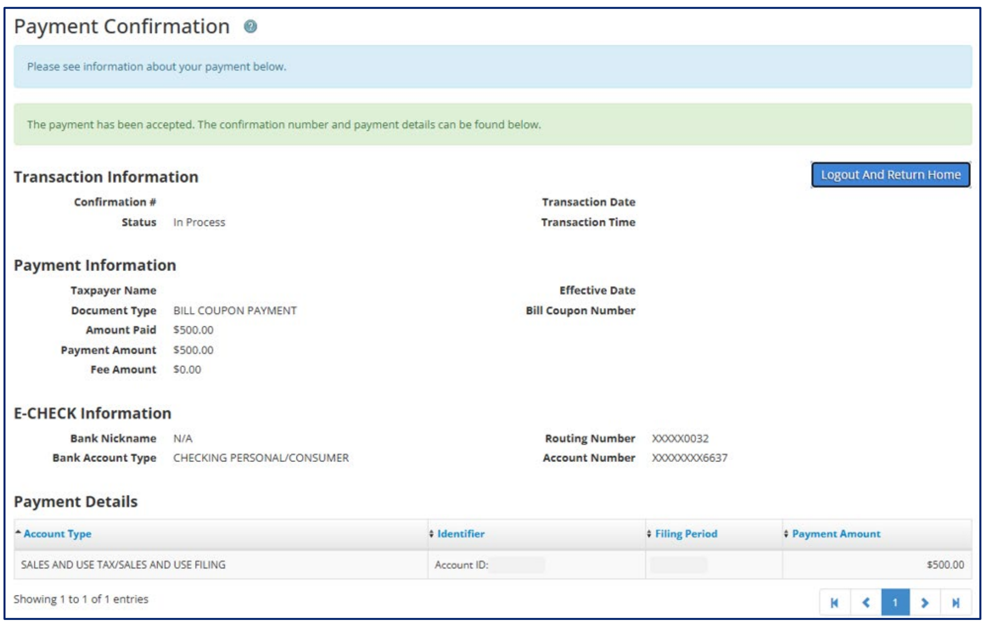
   - *Bank Routing Number*
   - *Bank Account Number*
   - *Bank Account Type:*
     - *Checking Personal / Consumer*
     - *Savings Business / Corporate*
     - *Savings Personal / Consumer*
     - *Checking Business / Corporate*
   - *Bank Account Holder Name*



8. Review the payment information the select **Confirm**. Select **Back** to make edits to the information.



9. Once complete, the Payment Confirmation page will show, providing a confirmation number and payment detail information. The payment process via E-Check is now finished.



Thank you for doing business in Kentucky. For questions on the process contained in this guide or other MyTaxes portal questions, please contact the Kentucky Department of Revenue Customer Contact Center at 502-764-5555 to connect with a representative who can help.