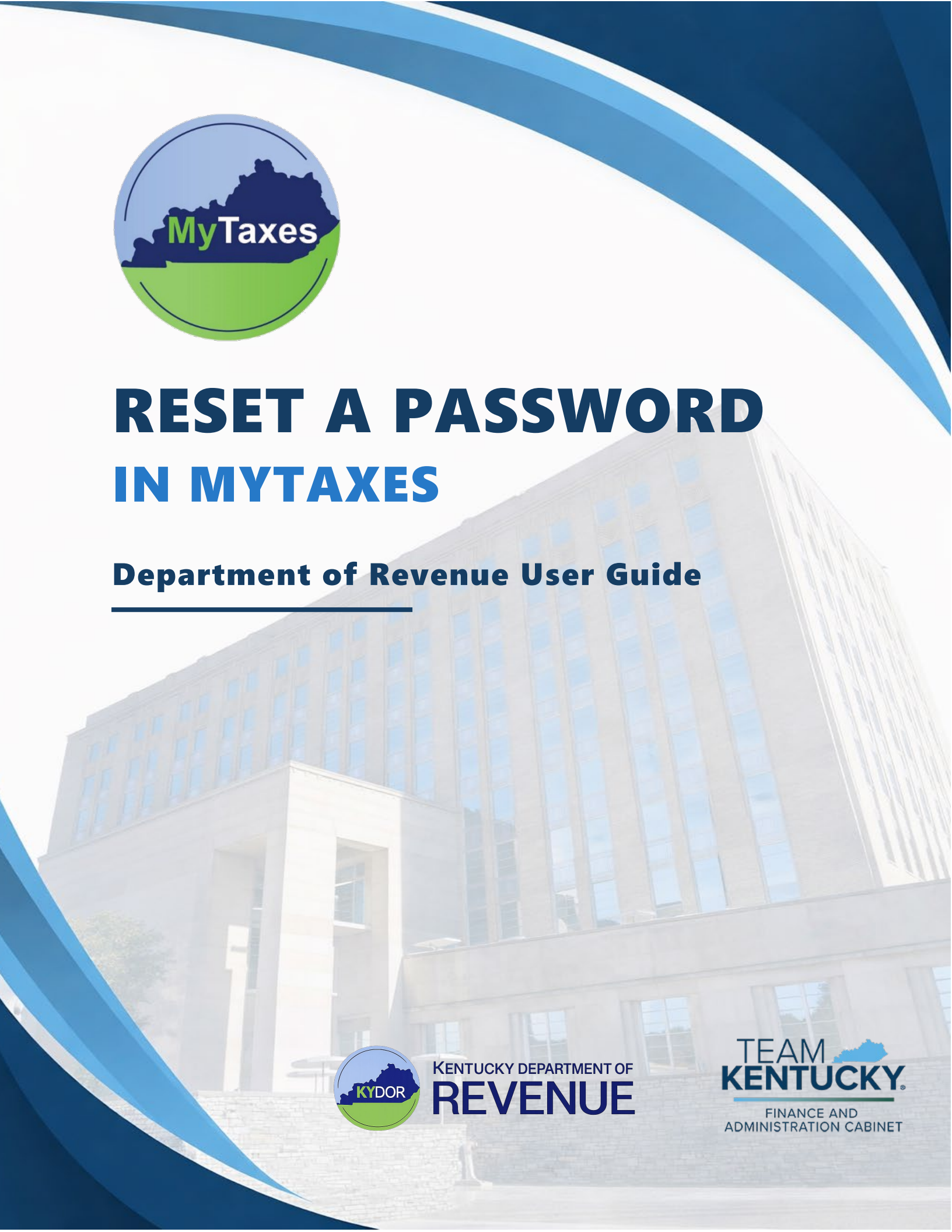
RESET A PASSWORD
IN MYTAXES

Department of Revenue User Guide



KENTUCKY DEPARTMENT OF REVENUE

TEAM KENTUCKY
FINANCE AND ADMINISTRATION CABINET

This guide provides step-by-step instructions for resetting a MyTaxes account password. The guide walks users through the full password reset process, from receiving a verification email to creating and confirming a new password, ensuring continued access to their MyTaxes account. It applies to MyTaxes Users who have already created a MyTaxes username and signed in at MyTaxes.ky.gov and need to securely reset their account password.

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

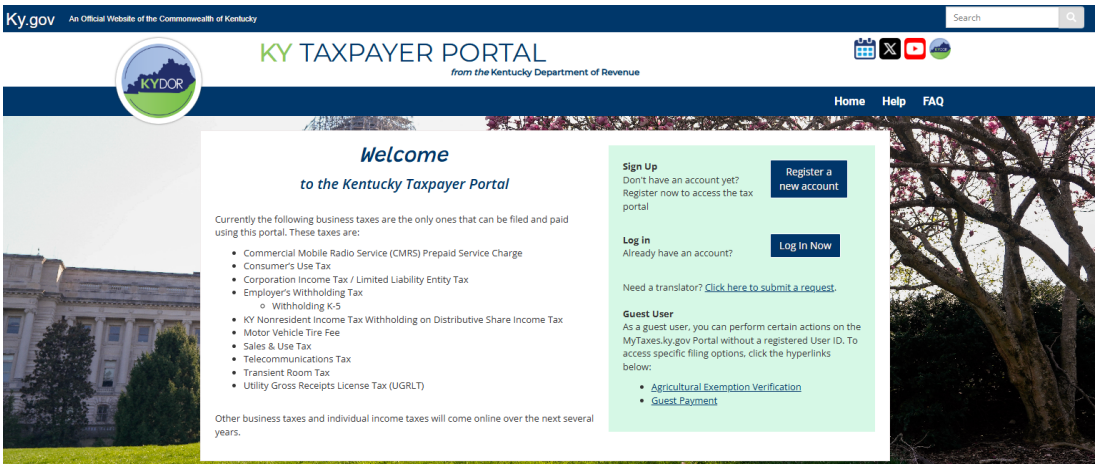
Password Reset Instructions

Follow the steps below to reset a forgotten or expired password in MyTaxes.

Password changes (resets) can only be completed once in a true 24-hour interval. For example, if a password is reset at 3:00 PM ET on Tuesday, it cannot be reset again until after 3:00 PM ET on Wednesday. This 24-hour interval also applies when the Customer Contact Center is assisting with the reset.

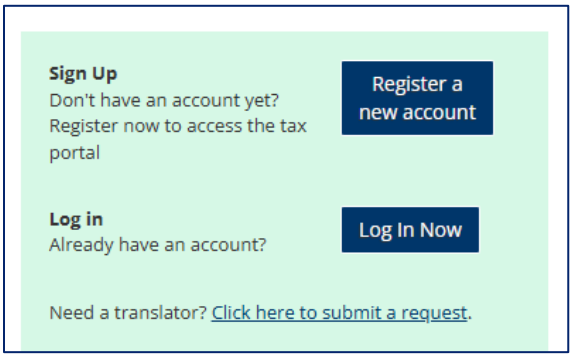
Passwords must be reset every 90 days. Please follow the process below if you are prompted to reset your password.

The Kentucky MyTaxes Taxpayer Portal can be accessed by visiting MyTaxes.ky.gov.

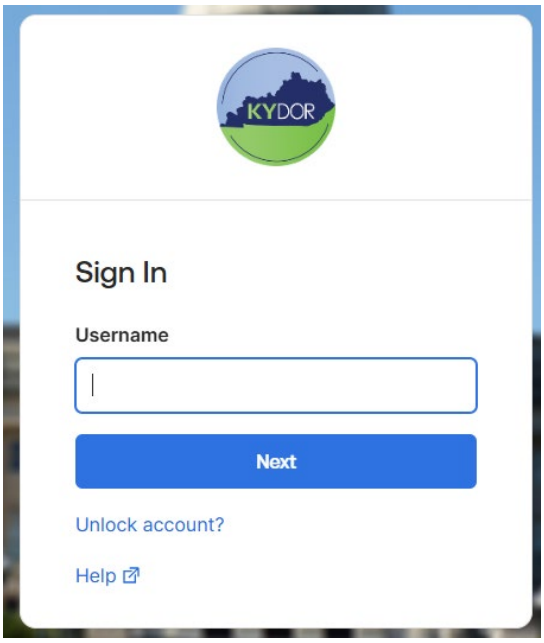


---

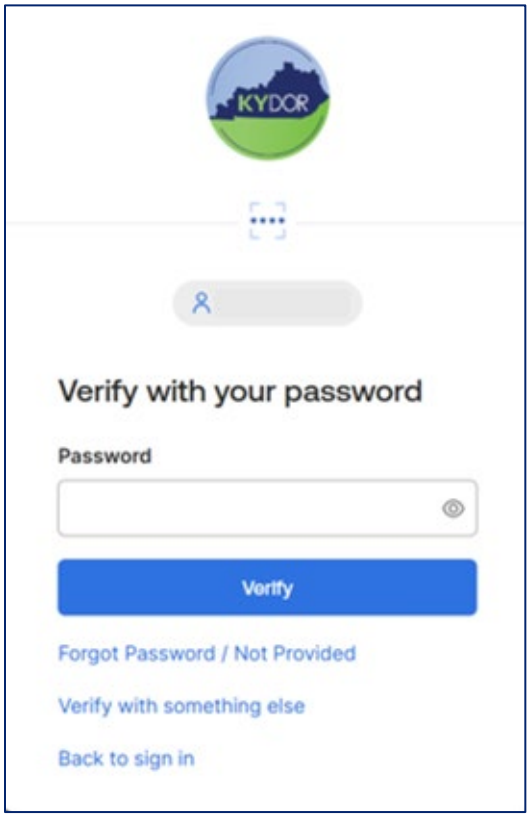
1. Select the **Log In Now** button.



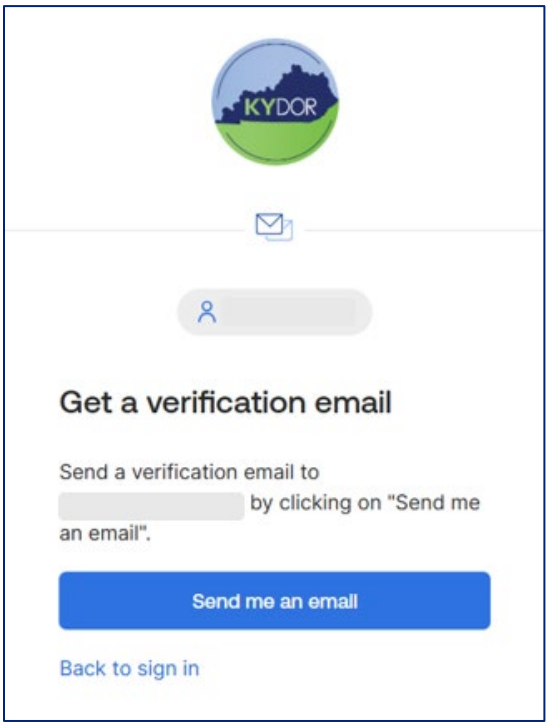
2. Type in your *MyTaxes Username* and click **Next**



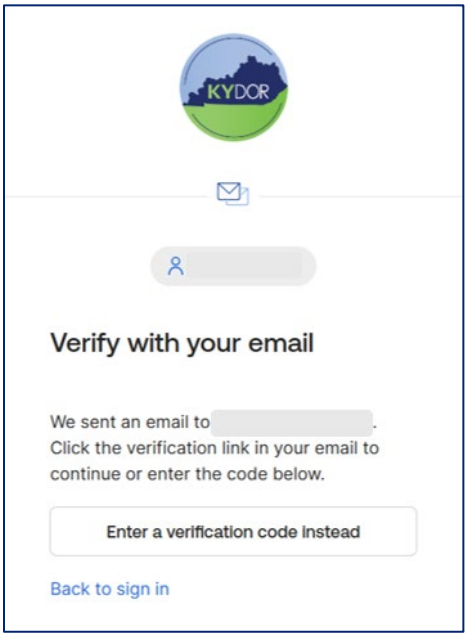
3. Select **Forgot Password / Not Provided**.



4. Confirm you have access to the email address shown, then select **Send me an email**.



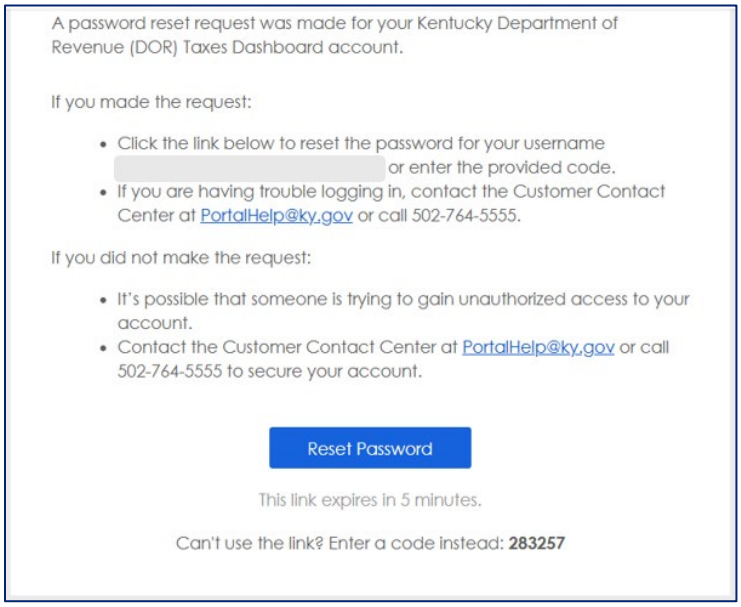
5. The next screen confirms that an email was sent. Visit your email browser or application for the next steps.



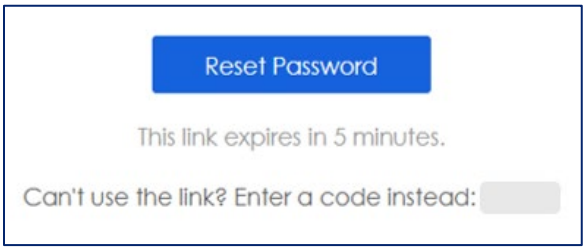
6. Open the email with the subject line "Account Password Reset – KY DOR Taxes Dashboard."

   Note: Be sure to check Spam and Junk folders if you do not see the email in your Inbox.

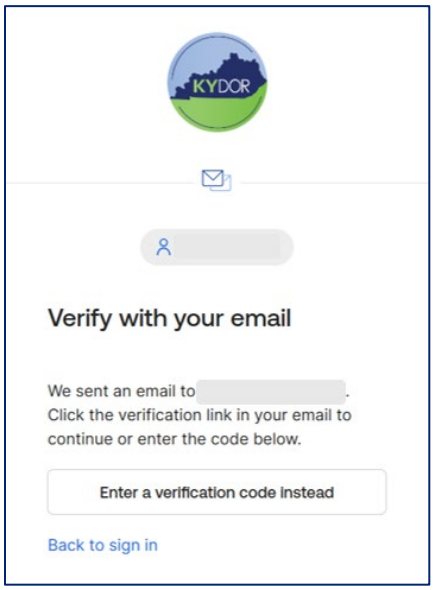
7. Within the email you will find two options to reset the password: a **button to select** or a **code to type**.



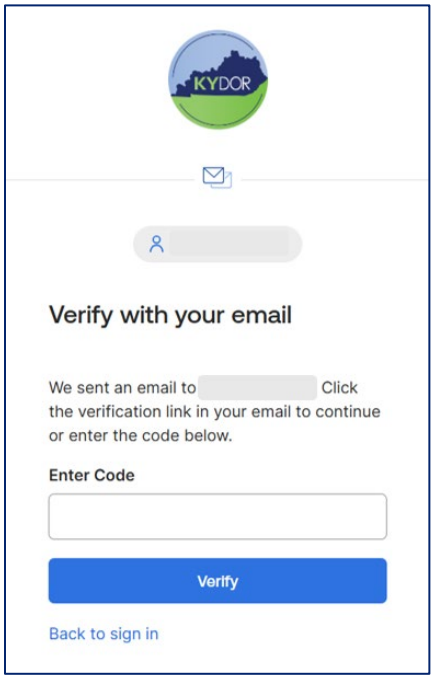
   If you select Reset Password, a new tab will open on your browser to begin the password reset process.



If you choose to type in a code instead, copy down the six-digit code provided in the email then go back to the log in process in your browser and select Enter a verification code instead.



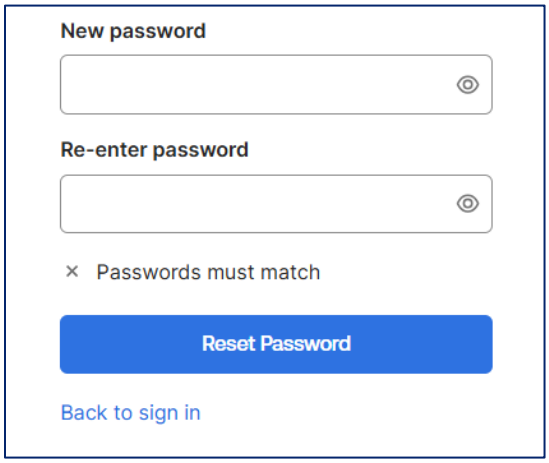
Type in the six-digit code into the space indicated, then select Verify.



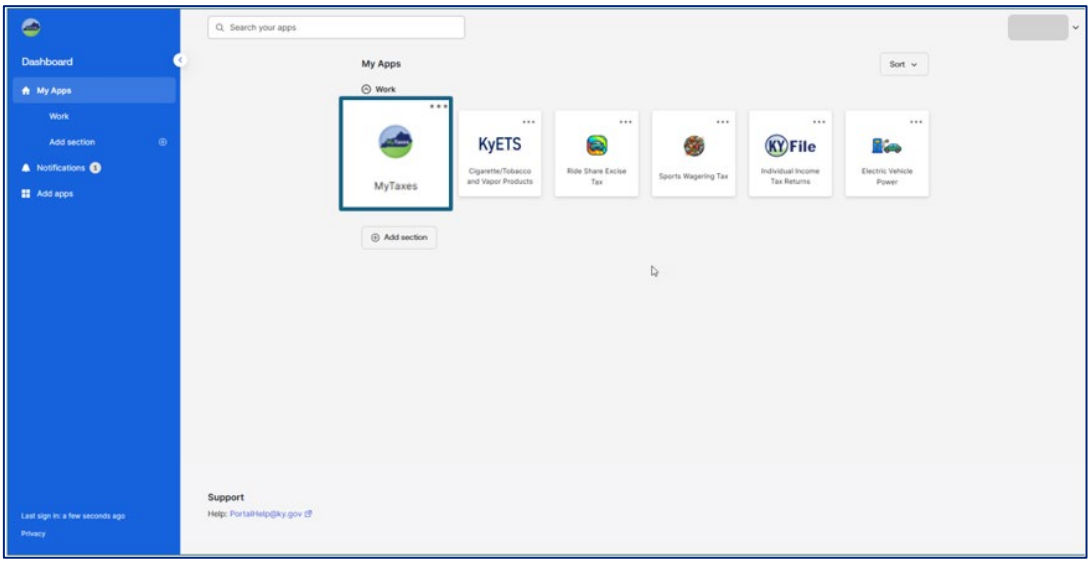
8. You will be prompted to create a password. Follow the requirements listed and type the password in both the *New password* and *Re-enter password* fields, then select **Reset Password**.

   Password Requirements:

   - At least 14 characters
   - A lowercase letter
   - An uppercase letter
   - A number
   - A symbol
   - No parts of your username
   - Does not include your first name
   - Does not include your last name



This completes the Password Reset process. Once you are signed in, you will be on the My Apps dashboard. Select the MyTaxes widget to access your MyTaxes account.

S 

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. Representatives are available Monday through Friday, excluding State Holidays.