

# How To Manage Demographic Information



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User	Explanation
MyTaxes Users	Users with a MyTaxes Taxpayer username that have previously signed into the MyTaxes website (MyTaxes.ky.gov) and linked to a Taxpayer Account.



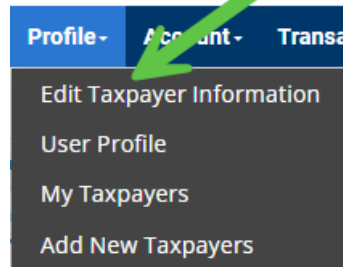


## Update Profile Demographics

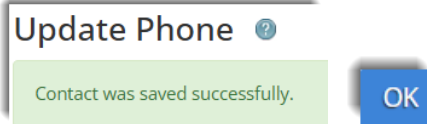
You can update your essential profile details through the Edit Taxpayer Information option in the Profile tab. Kindly adhere to the instructions provided below to complete such tasks.


### Update Mailing Address, Phone Number, or Email Address

1. From the Main Menu, choose the Profile option and then select Edit Taxpayer Information from the dropdown



2. To edit a profile section on the Taxpayer Profile Page, simply click the pencil icon next to what you desire to edit.
3. After updating your profile information, click save to proceed.
4. A green message will confirm that your changes have been successfully saved. Click the OK button to move forward.

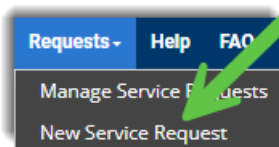


-  For this example, the capture demonstrates updating the profile Phone Number.

## Updating Taxpayer Name

You may change the legal or DBA name of your account by submitting a Service Request from the Request tab. Kindly adhere to the instructions provided below to complete such tasks.

1. From the Main Menu, choose the Request option and then select New Service Request from the dropdown





2. Use the Request Type dropdown field to select Change Account DBA Name or Change Legal Business Name

\* Request Type

CHANGE ACCOUNT DBA NAME

CHANGE FILING FREQUENCY - EMPLOYER'S WITHHOLDING TAX

CHANGE FILING FREQUENCY - SALES AND USE TAX

CHANGE LEGAL BUSINESS NAME

CHANGE TAXING ELECTION

CLOSE ACCOUNT - BUSINESS SOLD

CLOSE ACCOUNT - MERGE OUT OF EXISTENCE


CLOSE ACCOUNT - OTHER

CLOSE BUSINESS

LETTER OF GOOD STANDING/TAX STATUS REQUEST

\* Reason for Request

3. Please provide a concise explanation for your request in the Reason for Request field.
4. Use the Request Details section to answer all applicable questions.

 For this example, the capture demonstrates updating the Legal Name.



**NOTE:**

Please use the Attachments section to upload any necessary or legal supporting documents.

5. After completing all applicable fields, click save to proceed.

Request Details

\* Legal Business Name - New Name

Doing Business As (DBA) Name - New Name

Attachments

Maximum File Size: 2MB  
Total number of files uploaded cannot be greater than 5  
Allowable file types are: pdf, jpeg, jpg, png, xls, doc, docx, csv, xml, zip, txt

+ Add Files... Start Upload Cancel Upload Delete



6. The system will navigate you to the Manage Service Request page. You will see a green message confirming your request submission and the details of your request in the bar below.



**NOTE:**

Please wait 48hrs for your request to be either granted or denied.

Your new service request has been submitted successfully. Confirmation# 4040007

Manage Service Requests

View or modify existing service requests.

\* Taxpayer Name: BRN TESTING 12301 Tax Account: Case Status: Open

Request Date	Reason for Request	Type	Status	Taxpayer Name	Tax Account	Requested By
08/19/2025	Training Purpose	CHANGE LEGAL BUSINESS NAME	OPEN	BRN TESTING 12301		Marcus Barber

