

# MYTAXES

## HOW TO TROUBLESHOOT MYTAXES

DOR User Guide



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User	Explanation
MyTaxes Users	Users with a MyTaxes username that have previously signed into the MyTaxes website (MyTaxes.ky.gov)





## Reset Password

Follow the steps below to reset your password in **MyTaxes**.



Password Changes/ Resets can only be administered once in a TRUE 24-hour interval. This 24-hour interval does include Customer Contact Center assistance.

(24-Hour Interval Ex. 3pm Tues – 3pm Wed)

1. Type [MyTaxes.ky.gov](http://MyTaxes.ky.gov) in your browser and click the **Log in Now** button across from Log In.

2. Type your MyTaxes Username into **Username** field and click the **Next** button.

3. Click the **Forgot Password/ Not Provided** hyperlink.

4. Click the **Send me an email** button to receive a verification email.





You will receive a verification email with **Account Password Reset** in the subject line.

A password reset request was made for your Kentucky Department of Revenue (DOR) Taxes Dashboard account.

If you made the request:

- Click the link below to reset the password for your username [redacted] or enter the provided code.
- If you are having trouble logging in, contact the Customer Contact Center at [PortalHelp@ky.gov](mailto:PortalHelp@ky.gov) or call 502-764-5555.

If you did not make the request:

- It's possible that someone is trying to gain unauthorized access to your account.
- Contact the Customer Contact Center at [PortalHelp@ky.gov](mailto:PortalHelp@ky.gov) or call 502-764-5555 to secure your account.

5. You have two options to move forward
  - a. Click **Reset Password**
  - b. Copy and paste the 6 digit code into the Reset Password page.

Reset Password

This link expires in 5 minutes.

Can't use the link? Enter a code instead: [input field]

6. Using the password requirements shown on the page, generate a new password by typing it into the **New password** and **Re-enter password** fields.

Reset your uat-ss-ldp-rev.ky.gov 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

New password [input field]

Re-enter password [input field]

- × Passwords must match

Sign me out of all other devices.

Reset Password

7. Click on the **Reset Password** button to automatically log into your MyTaxes account.

Reset Password

