



# HOW TO SUBMIT AND MANAGE SERVICE REQUESTS

## Department of Revenue User Guide

This user guide provides step-by-step instructions for users who need to submit and manage Service Requests in MyTaxes. It navigates users through the Service Request menu and through the management and updating of existing Service Requests. This guide applies to MyTaxes users who have created a MyTaxes username, signed into MyTaxes.ky.gov, and linked their login to a taxpayer account.

*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..*



KENTUCKY DEPARTMENT OF  
**REVENUE**

**TEAM  
KENTUCKY.**  
FINANCE AND  
ADMINISTRATION CABINET

## Submit a New Service Request

A Service Request allows a taxpayer to submit a request to update their business information with the Department of Revenue. The following Service Requests are available via the MyTaxes.ky.gov taxpayer portal:

- 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

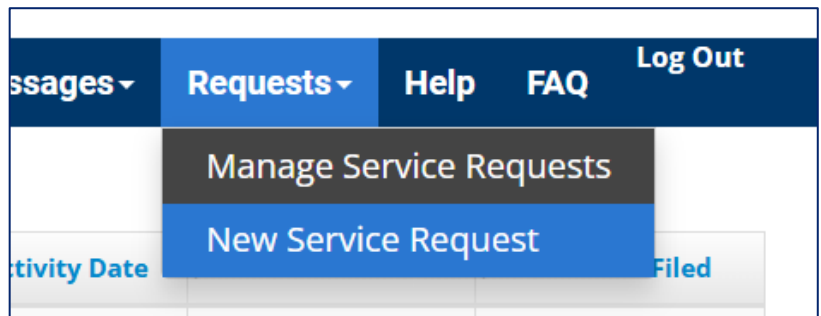
Follow the steps below to navigate to the *New Service Request* page. Please note that each option has different criteria and information required to complete the submission. All fields marked with a red asterisk are required to move forward with the submission.

Once submitted, Department of Revenue staff processes all Service Requests in the order they are received. Instructions on viewing the status of a submitted Service Request and sending updates follow the New Service Request instructions.

1. Log into MyTaxes.ky.gov. Locate the blue Main Menu ribbon near the top of the page.



2. From the *Main Menu ribbon*, select the **Requests** tab then **New Service Request**.



3. On the left side of the page, select the **Taxpayer Name** and associated **Tax Account** for which the Service Request will be submitted.

The screenshot shows the 'Service Request Detail' form with a 'Request Header' section. It includes fields for 'Request Number', 'Request Date' (11/26/2025), 'Requested By' (a text input), '\* Taxpayer Name' (a dropdown menu), and 'Tax Account' (a dropdown menu). A red asterisk indicates that the Taxpayer Name field is required.

4. On the right side of the page, select the **Request Type** from the drop down and enter the *Reason for Request*.

The screenshot shows the 'Request Details' section of the form. It includes fields for '\* Request Type' (a dropdown menu), 'Request Status' (Open), and '\* Reason for Request' (a text input). A red asterisk indicates that both the Request Type and Reason for Request fields are required. A red note at the top right states '\* indicates required field'.

5. The *Request Details* section will expand to allow for required and additional information and attachments to be added to the Service Request. All fields marked with a red asterisk are required.

Once all fields are complete and attachments have been added, select **Save** to complete the Service Request submission.

The screenshot shows the 'Attachments' section. It includes a light blue box with the following text: 'Maximum File Size: 2MB', 'Total number of files uploaded cannot be greater than: 5', and 'Allowable file types are: pdf, .jpeg, .jpg, .gif, .png, .xlsx, .xls, .doc, .docx, .csv, .xml, .zip, .txt'. Below this box are four buttons: '+ Add Files...', 'Start Upload', 'Cancel Upload', and 'Delete'. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Save' button.

6. You will be routed to the *Manage Service Requests* page where a green ribbon should appear to indicate the Service Request has been submitted successfully.

A *Confirmation Number* will be listed in the green ribbon. Please record that number for your records.

**Note:** all Service Requests are worked in the order they are received.

The screenshot shows the 'Manage Service Requests' page. At the top, a green ribbon contains the text: 'Your new service request has been submitted successfully. Confirmation# 40481695'. Below this is the 'Manage Service Requests' heading with a help icon. At the bottom, a light blue box contains the text: 'View or modify existing service requests.'

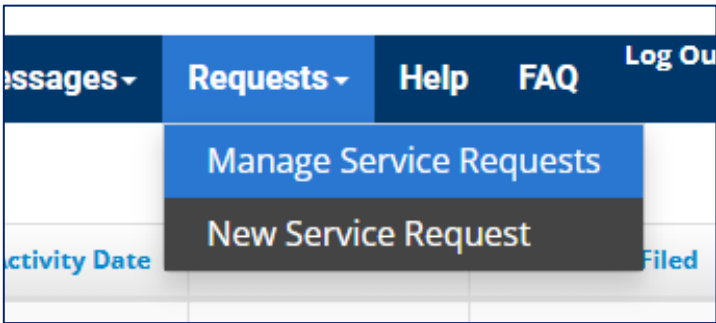
# Manage Service Requests

View updates and communicate with Department of Revenue staff regarding previously submitted Service Requests.

- 1. All *Service Requests* are worked by Kentucky Department of Revenue employees in the order they are received.

To check the status of a *Service Request*, you can review the information on the *Manage Service Requests* page.

To view this page by starting at the main Account screen, select the **Requests** tab from the blue *Main Menu ribbon* near the top, then **Manage Service Requests**.



- 2. On the *Manage Service Requests* screen, you can see at quick glance the status of requests previously submitted. You can also filter the view by choosing a specific **Taxpayer Name** and **Tax Account**, and the **Case Status**.

Manage Service Requests

View or modify existing service requests.

\* Taxpayer Name

Tax Account

Case Status

Open

Filter

Clear

Request Date	Reason for Request	Type	Status	Taxpayer Name	Tax Account	Requested By
11/26/2025	Opening second location with new name	CHANGE ACCOUNT DBA NAME	OPEN			

Showing 1 to 1 of 1 entries

- 3. To communicate with Department of Revenue employees assigned to review and process the Service Request, select the blue hyperlinked **Reason for Request** line in the chart.

Request Date	Reason for Request	Type	Status	Taxpayer Name	Tax Account	Requested By
11/26/2025	Opening second location with new name	CHANGE ACCOUNT DBA NAME	OPEN			

Showing 1 to 1 of 1 entries



4. The *Service Request Detail* will open. All previously submitted information will show and be greyed out to prevent editing.

The screenshot shows the 'Service Request Detail' form. At the top, there is a light blue banner with the text: 'An attachment with additional details supporting your request may be added to this service request.' Below this is the 'Request Header' section. It contains several fields: 'Request Number' (40481695), 'Request Date' (11/26/2025), 'Requested By' (a greyed-out text box), 'Taxpayer Name' (a dropdown menu), 'Tax Account' (a dropdown menu), '\* Request Type' (a dropdown menu with 'CHANGE ACCOUNT DBA NAME' selected), '\* Request Status' (a dropdown menu with 'OPEN' selected), and 'Reason for Request' (a text box with 'Opening second location with new name'). A red asterisk indicates required fields. Below the 'Request Header' is the 'Request Details' section, which includes two checkboxes: 'Employer's Withholding Tax' and 'Consumer's Use Tax'. A red asterisk is also present next to the 'Request Type' and 'Request Status' labels.

5. At the bottom of the page, a *Request Follow Up* section will contain a Message box. Type in all information you want to communicate to the Department of Revenue for review on the previously submitted Service Request, then select **Save**.

The screenshot shows the 'Request Follow Up' section. At the top, there is a red asterisk and the text: '\* Doing Business As (DBA) Name: New Name' followed by a greyed-out text box. Below this is the 'Request Follow Up' section, which contains a 'Message' label and a large text box for entering a message. Below the message box is the 'Request Resolution' section. At the bottom of the form, there are two buttons: 'Cancel' (red) and 'Save' (blue).

6. A green confirmation ribbon will appear to tell you the information submitted has been saved successfully.

Your changes to the existing service request have been saved successfully.

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, from 6:00 AM to 6:00 PM ET.