



MANAGE DEMOGRAPHIC INFORMATION

Department of Revenue User Guide



KENTUCKY DEPARTMENT OF
REVENUE

**TEAM
KENTUCKY.**
FINANCE AND
ADMINISTRATION CABINET

This user guide provides step-by-step instructions for updating taxpayer profile information in MyTaxes. Users will learn how to manage and maintain their account details, including updating profile demographics, changing their mailing address, phone number, or email address, and submitting a request to update a taxpayer name. 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.

User Guide Last Updated: 09/16/2026

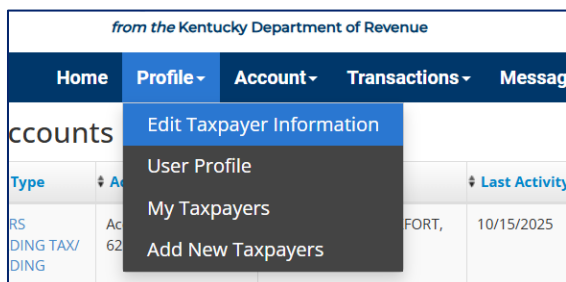
Updating Profile Details

Taxpayers can update their essential profile details, including Mailing Address, Phone Number, and Email Address, by following the steps below.

1. Once logged into the Kentucky Taxpayer Portal, locate the Main Menu ribbon near the top of the screen.



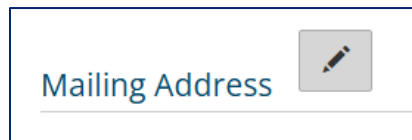
2. From the Main Menu ribbon, select the Profile tab then select Edit Taxpayer Information.



3. From the Taxpayer Profile screen, you can edit the Mailing Address, Phone Number, or Email Address associated with the account. The pencil icon next to each of the headings will allow you to submit the information for updating.

A screenshot of the "Taxpayer Profile" screen in the KY Taxpayer Portal. The page title is "Taxpayer Profile" with a pencil icon. Below it is the section "Taxpayer Entity Information" with fields for "Taxpayer Name", "Legal Name", "State of Incorporation / Registration", and "Date of Incorporation / Registration". To the right is the "Mailing Address" field with a pencil icon. Below these are the "Phone Number" and "Email Address" fields, each with a pencil icon. The "Phone Number" field has sub-fields for "Daytime Phone", "Extension", and "Foregin Phone".

4. To edit the Mailing Address, select the pencil icon.



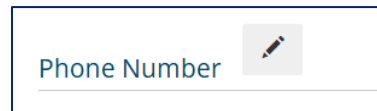
5. Type in the new Mailing Address information. Red asterisks indicate fields where information is required to complete the request. The Begin Date is the date for which the address change will be effective. Select Save to finish the submission.

A screenshot of the "Update Address" form. The title "Update Address" is at the top left, with a red asterisk and a help icon. A red note at the top right says "* indicates required field". A light blue banner below the title states "This address will be updated for every account that uses the address." The form contains several fields: "Address Type" (MAILING), "Country" (UNITED STATES), "Attention" (empty), "Address Line 1" (501 HIGH ST), "Address Line 2" (empty), "City" (FRANKFORT), "State" (KENTUCKY), and "Zip Code" (40601-2103). There are also "Begin Date" and "End Date" fields with date pickers. At the bottom left is a red "Cancel" button, and at the bottom right is a blue "Save" button.

6. A green ribbon will appear to indicate the address was saved successfully. Select OK to navigate back to the Taxpayer Information page. Address changes are effective immediately in the MyTaxes taxpayer portal.

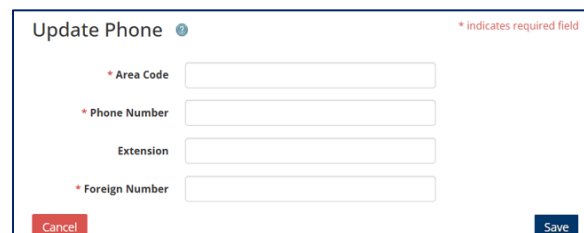
A screenshot of the "Update Address" form showing a success message. The title "Update Address" is at the top left, with a red asterisk and a help icon. A red note at the top right says "* indicates required field". A green banner below the title contains the text "Address was saved successfully." At the bottom right is a blue "OK" button.

7. To edit the phone number, select the pencil icon next to the Phone Number heading.



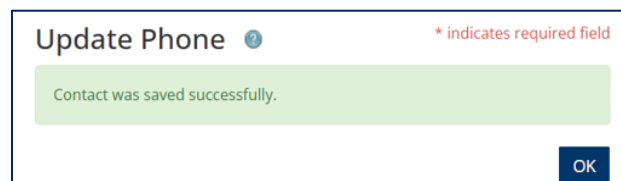
A rectangular box containing the text "Phone Number" in blue. To the right of the text is a small grey square icon containing a black pencil, indicating an edit function.

8. Type in the Area Code and the Phone Number in their respective fields, then select Save.



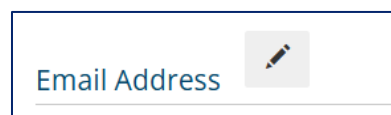
A form titled "Update Phone" with a help icon. It contains four input fields: "Area Code", "Phone Number", "Extension", and "Foreign Number". The "Area Code", "Phone Number", and "Foreign Number" fields are marked with a red asterisk, indicating they are required. A red "Cancel" button is on the bottom left, and a blue "Save" button is on the bottom right. A red note at the top right states "* indicates required field".

9. A green ribbon will appear to indicate the address was saved successfully. Select OK to navigate back to the Taxpayer Information page. Phone number changes are effective immediately in the MyTaxes taxpayer portal.



A form titled "Update Phone" with a help icon. A green ribbon message at the top states "Contact was saved successfully." A blue "OK" button is located at the bottom right. A red note at the top right states "* indicates required field".

10. To edit the Email Address, select the pencil icon next to the heading.

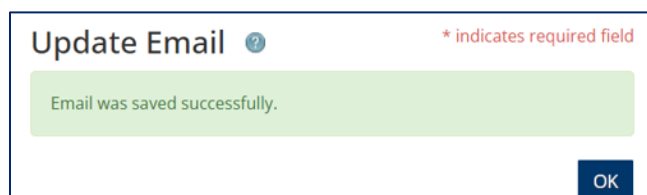


A rectangular box containing the text "Email Address" in blue. To the right of the text is a small grey square icon containing a black pencil, indicating an edit function.

11. Type in the email address in both fields, then select Save.



12. A green ribbon will appear to indicate the email address was saved successfully. Select OK to navigate back to the Taxpayer Information page. Email address changes are effective immediately in the MyTaxes taxpayer portal.



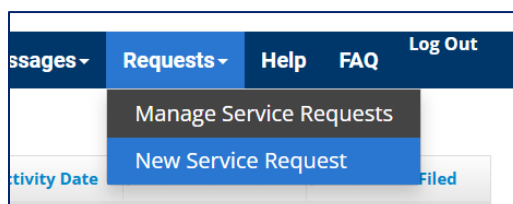
Updating Taxpayer Name

Taxpayers may request to change the legal or DBA (doing business as) name of their account by submitting a Service Request following these steps.

1. 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 name will be updated.

The screenshot shows the 'Service Request Detail' form with the 'Request Header' section. It includes fields for 'Request Number', 'Request Date' (11/26/2025), 'Requested By' (m il), '* Taxpayer Name' (M/ SH), and 'Tax Account'.

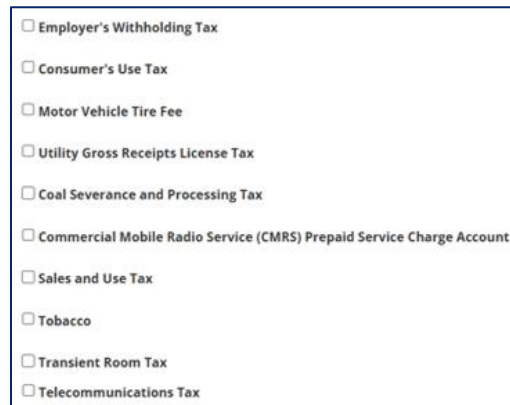
4. On the right side of the page, select the Request Type from the dropdown and type in the Reason for Request.

The screenshot shows the 'Request Type' dropdown menu and the 'Reason for Request' text input field. A red asterisk indicates a required field. The 'Request Status' is shown as 'Open'.

5. From the Request Type dropdown, select either Change Account DBA Name or Change Legal Business Name. Then enter a brief statement about the Reason for Request.

The screenshot shows the 'Request Type' dropdown menu with the following options: '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', and 'CLOSE ACCOUNT - BUSINESS SOLD'. The first two options are highlighted with yellow boxes.

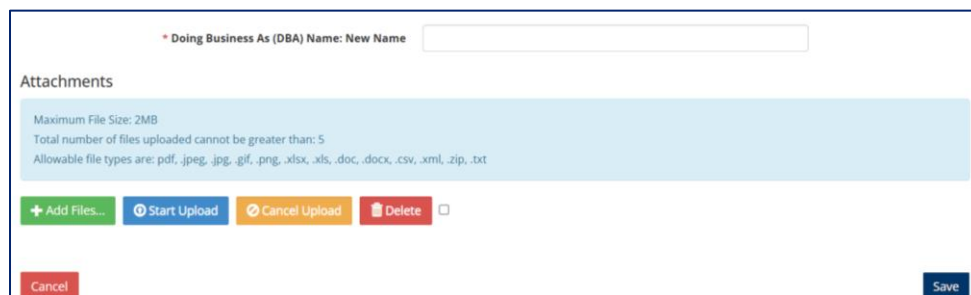
6. If Change Account DBA Name was selected: Once the Request Type has been selected, the Request Details section below will expand. Select the box next to the tax account/s for which the name change will apply. You can select more than one tax account type if necessary. Some tax account types may not be available to all users.



A list of tax account types, each preceded by an unchecked checkbox:

- ☐ Employer's Withholding Tax
- ☐ Consumer's Use Tax
- ☐ Motor Vehicle Tire Fee
- ☐ Utility Gross Receipts License Tax
- ☐ Coal Severance and Processing Tax
- ☐ Commercial Mobile Radio Service (CMRS) Prepaid Service Charge Account
- ☐ Sales and Use Tax
- ☐ Tobacco
- ☐ Transient Room Tax
- ☐ Telecommunications Tax

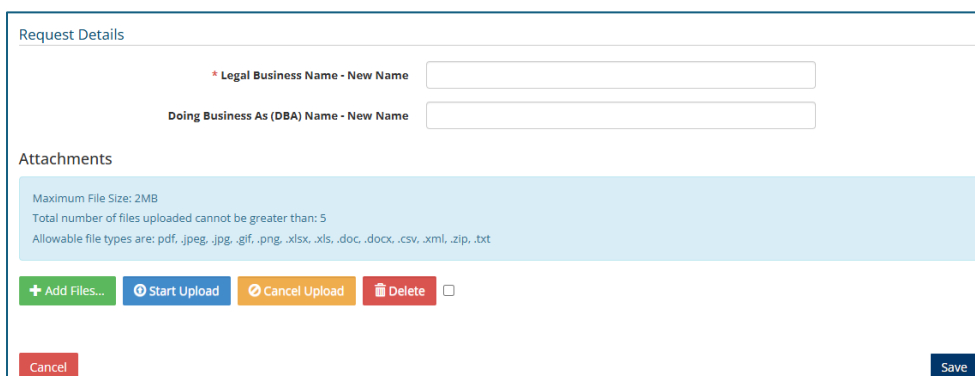
7. At the bottom of the list, type the DBA Name in the available box. Attach any relevant files or supporting legal documents using the Add Files and Start Upload buttons. Once all required fields have been completed and attachments added, select Save.



The screenshot shows a form section with the following elements:

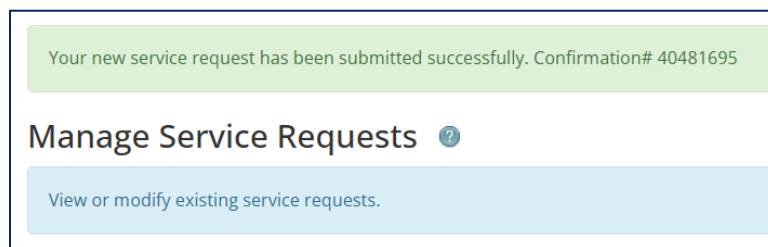
- A label: *** Doing Business As (DBA) Name:** New Name
- A text input field for the DBA name.
- A section header: **Attachments**
- A light blue box containing the following text:
 - Maximum File Size: 2MB
 - Total number of files uploaded cannot be greater than: 5
 - Allowable file types are: pdf, jpeg, jpg, gif, png, xlsx, xls, doc, docx, csv, xml, zip, txt
- A row of buttons: **+ Add Files...** (green), **Start Upload** (blue), **Cancel Upload** (orange), **Delete** (red), and a checkbox.
- A **Cancel** button at the bottom left and a **Save** button at the bottom right.

8. If Change Legal Business Name is selected: Once the Request Type has been selected, the Request Details section below will expand. Type in the new legal name into the Legal Business Name – New Name. If applicable, type the new DBA name into the Doing Business As (DBA) Name – New Name field. Attach any relevant files or supporting legal documents using the Add Files and Start Upload buttons. Once all required fields have been completed and attachments added, select Save.



The screenshot shows a 'Request Details' form. It has two text input fields: 'Legal Business Name - New Name' (marked with a red asterisk) and 'Doing Business As (DBA) Name - New Name'. Below these is an 'Attachments' section with a light blue background. It contains 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'. There are four buttons: '+ Add Files...' (green), 'Start Upload' (blue), 'Cancel Upload' (orange), and 'Delete' (red) with a trash icon. A 'Cancel' button is at the bottom left, and a 'Save' button is at the bottom right.

9. You will be routed to the Manage Service Requests screen, 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.



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

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. Representatives are available to assist Kentuckians Monday through Friday, excluding State Holidays.