MyTaxes

MANAGE

DEMOGRAPHIC INFORMATION

Department of Revenue User Guide

KYDOR 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.

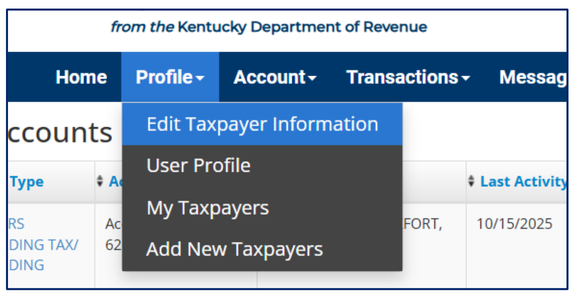
User Guide Last Updated: 09/16/2026

Updating Profile Details

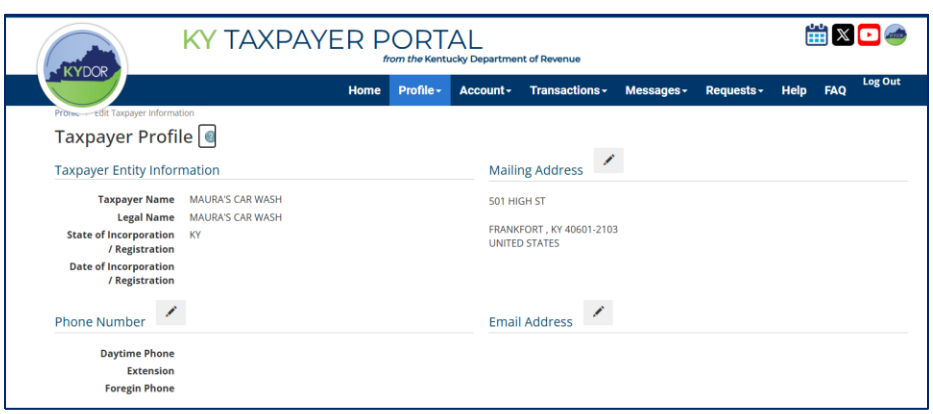
Taxpayers can update their essential profile details, including Mailing Address, Phone Number, and Email Address, by following the steps below.

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.

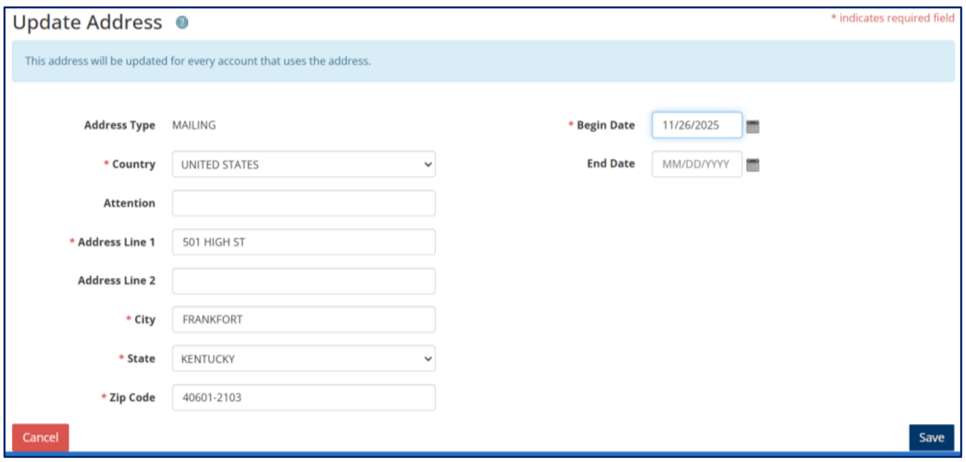


3. From the Taxpayer Profile screen, you can edit the Mailing Address, Phone Number, or Email Address associated with the account. The pencil icon next to each of the headings will allow you to submit the information for updating.

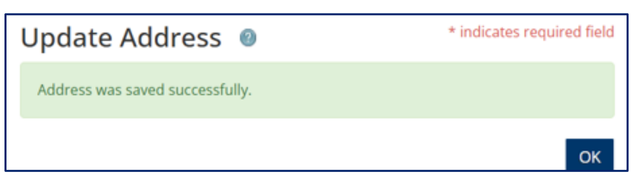


4. To edit the Mailing Address, select the pencil icon.

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.



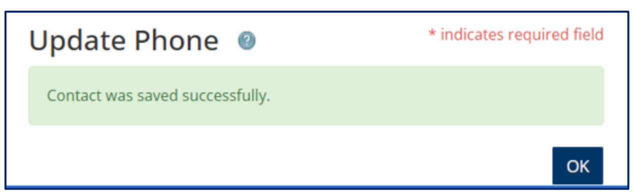
6. A green ribbon will appear to indicate the address was saved successfully. Select OK to navigate back to the Taxpayer Information page. Address changes are effective immediately in the MyTaxes taxpayer portal.



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

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

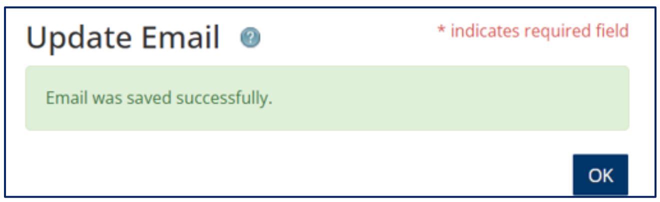
9. A green ribbon will appear to indicate the address was saved successfully. Select OK to navigate back to the Taxpayer Information page. Phone number changes are effective immediately in the MyTaxes taxpayer portal.



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

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.

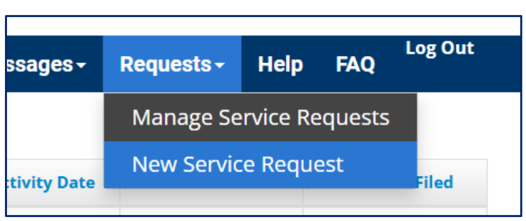


Updating Taxpayer Name

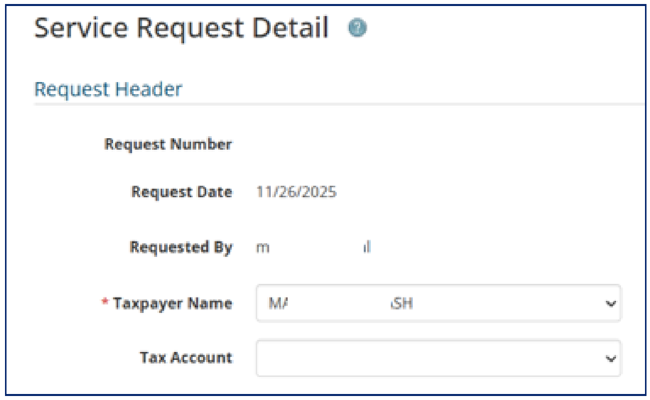
Taxpayers may request to change the legal or DBA (doing business as) name of their account by submitting a Service Request following these steps.

1. Locate the blue Main Menu ribbon near the top of the page.

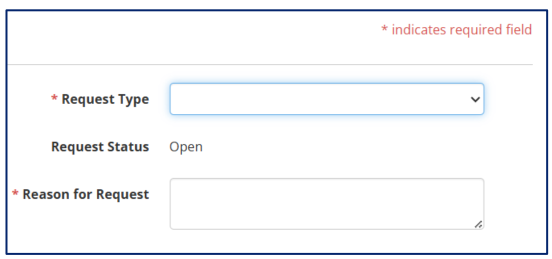
2. From the Main Menu ribbon, select the Requests tab, then New Service Request.



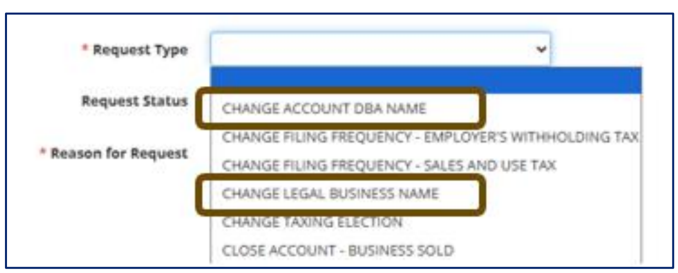
3. On the left side of the page, select the Taxpayer Name and associated Tax Account for which the name will be updated.



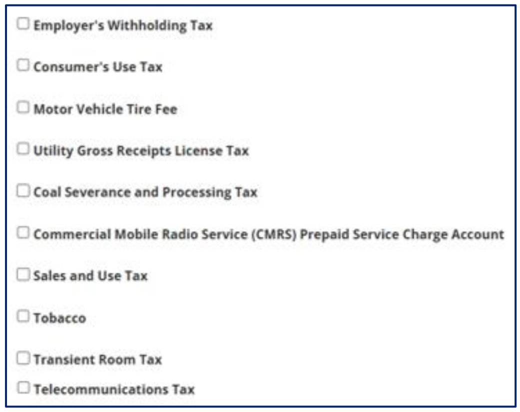
4. On the right side of the page, select the Request Type from the dropdown and type in the Reason for Request.



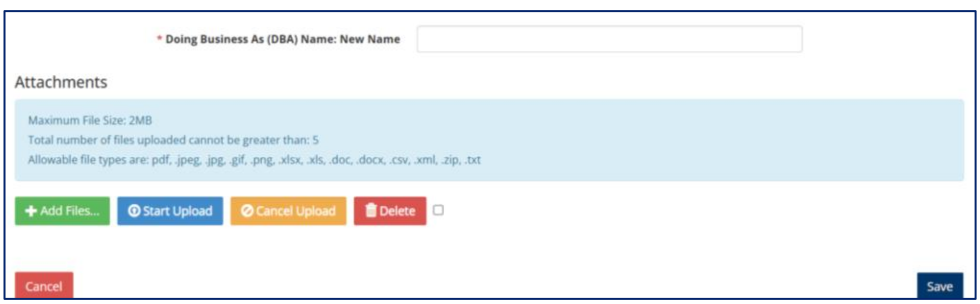
5. From the Request Type dropdown, select either Change Account DBA Name or Change Legal Business Name. Then enter a brief statement about the Reason for Request.



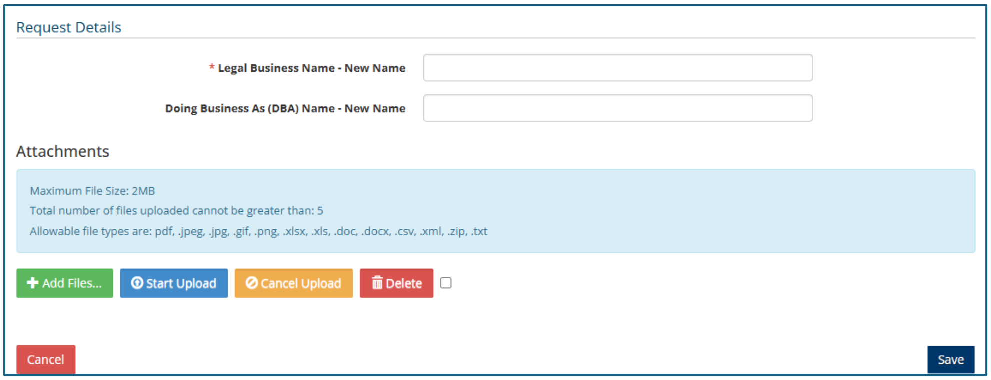
6. If Change Account DBA Name was selected: Once the Request Type has been selected, the Request Details section below will expand. Select the box next to the tax account/s for which the name change will apply. You can select more than one tax account type if necessary. Some tax account types may not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



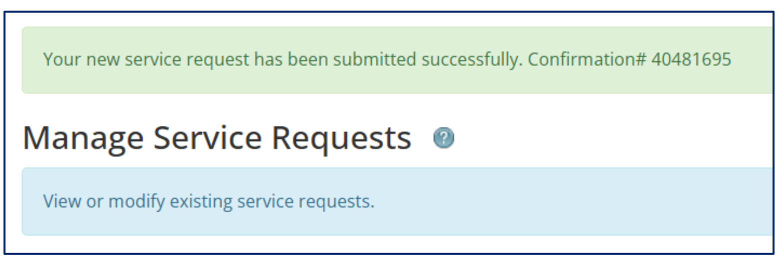
7. At the bottom of the list, type the DBA Name in the available box. Attach any relevant files or supporting legal documents using the Add Files and Start Upload buttons. Once all required fields have been completed and attachments added, select Save.



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.



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.



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.