



RESET A PASSWORD IN MYTAXES

Department of Revenue User Guide



KENTUCKY DEPARTMENT OF
REVENUE

**TEAM
KENTUCKY.**
FINANCE AND
ADMINISTRATION CABINET

This guide provides step-by-step instructions for resetting a MyTaxes account password. The guide walks users through the full password reset process, from receiving a verification email to creating and confirming a new password, ensuring continued access to their MyTaxes account. It applies to MyTaxes Users who have already created a MyTaxes username and signed in at MyTaxes.ky.gov and need to securely reset their account password.

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

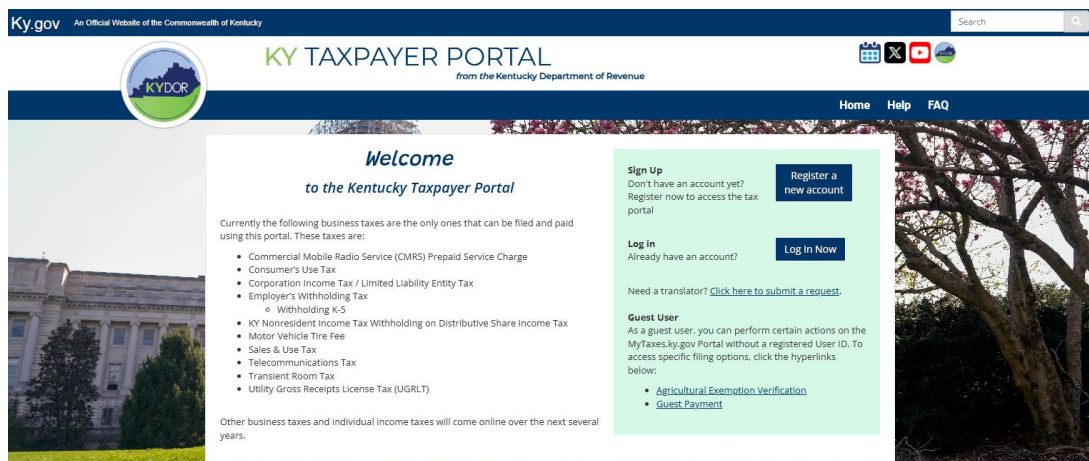
Password Reset Instructions

Follow the steps below to reset a forgotten or expired password in MyTaxes.

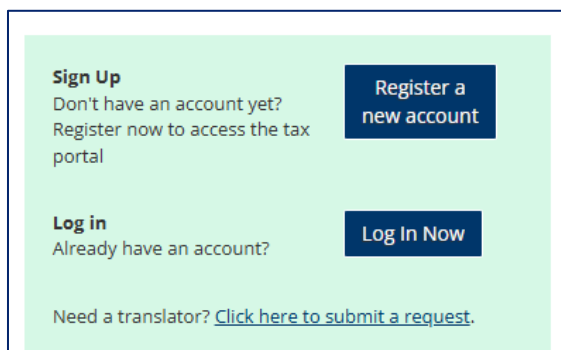
Password changes (resets) can only be completed once in a true 24-hour interval. For example, if a password is reset at 3:00 PM ET on Tuesday, it cannot be reset again until after 3:00 PM ET on Wednesday. This 24-hour interval also applies when the Customer Contact Center is assisting with the reset.

Passwords must be reset every 90 days. Please follow the process below if you are prompted to reset your password.

The Kentucky MyTaxes Taxpayer Portal can be accessed by visiting MyTaxes.ky.gov.



1. Select the **Log In Now** button.



2. Type in your *MyTaxes Username* and click **Next**



Sign In

Username

Next

[Unlock account?](#)

[Help](#) 

3. Select **Forgot Password / Not Provided.**



...



Verify with your password

Password

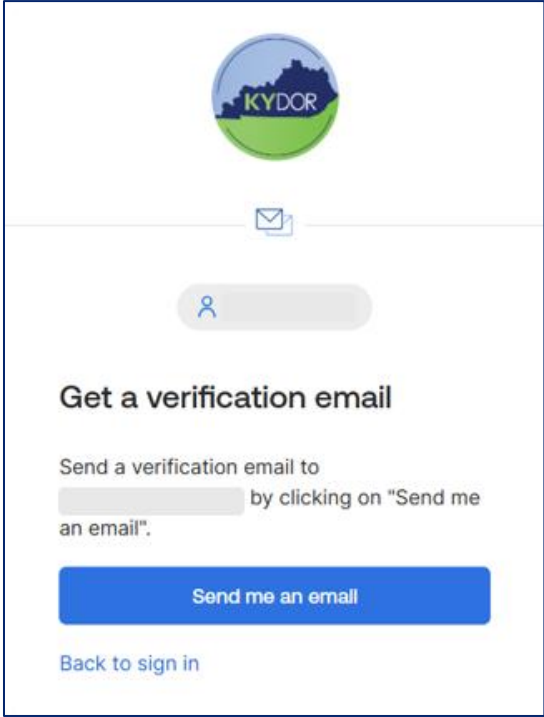
Verify

[Forgot Password / Not Provided](#)

[Verify with something else](#)

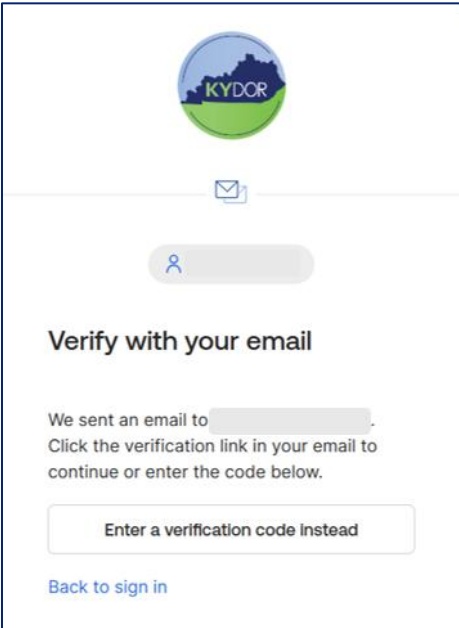
[Back to sign in](#)

4. Confirm you have access to the email address shown, then select **Send me an email.**



The screenshot shows a web interface for the KYDOR system. At the top is the KYDOR logo, which consists of a blue circle containing a green landscape with a city skyline and the text 'KYDOR' in blue. Below the logo is a small envelope icon. Underneath is a grey rounded rectangle containing a blue person icon. The main heading is 'Get a verification email'. Below this, the text reads: 'Send a verification email to [redacted] by clicking on "Send me an email".' A large blue button with the text 'Send me an email' is centered below the text. At the bottom left, there is a blue link that says 'Back to sign in'.

5. The next screen confirms that an email was sent. Visit your email browser or application for the next steps.



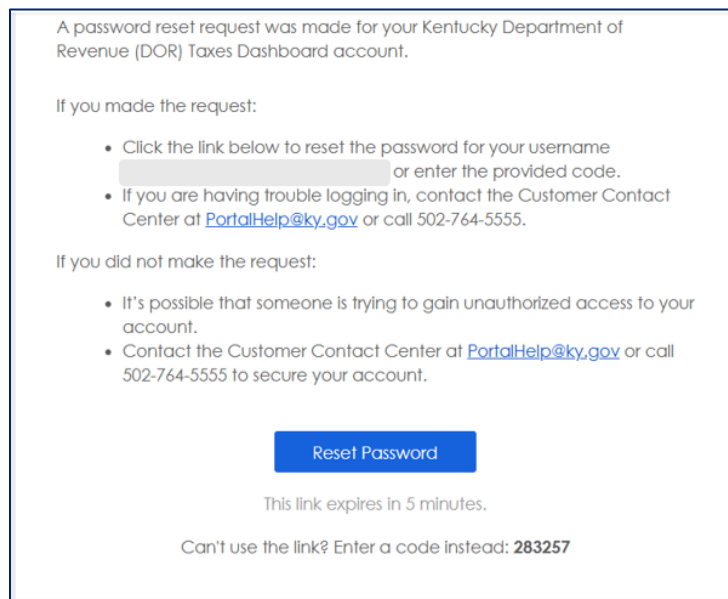
The screenshot shows a web interface for the KYDOR system. At the top is the KYDOR logo, which consists of a blue circle containing a green landscape with a city skyline and the text 'KYDOR' in blue. Below the logo is a small envelope icon. Underneath is a grey rounded rectangle containing a blue person icon. The main heading is 'Verify with your email'. Below this, the text reads: 'We sent an email to [redacted]. Click the verification link in your email to continue or enter the code below.' A white button with a grey border and the text 'Enter a verification code instead' is centered below the text. At the bottom left, there is a blue link that says 'Back to sign in'.

6. Open the email with the subject line "Account Password Reset – KY DOR Taxes Dashboard."

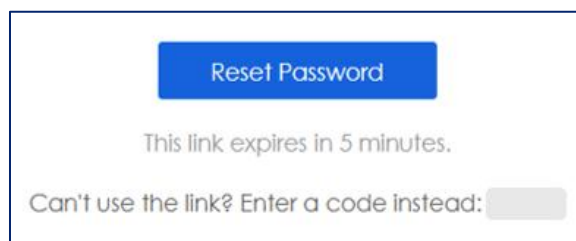
Note: Be sure to check Spam and Junk folders if you do not see the email in your Inbox.



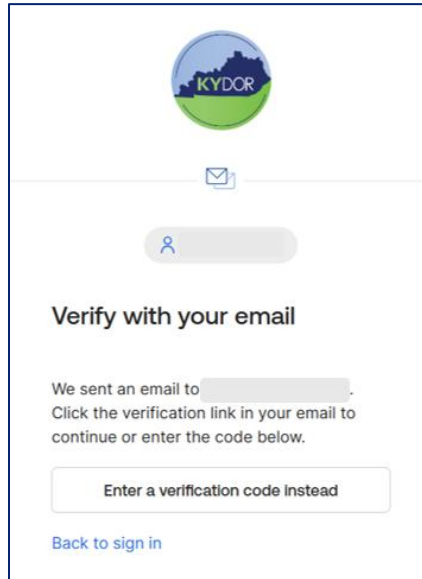
7. Within the email you will find two options to reset the password: a **button to select** or a **code to type**.



If you select Reset Password, a new tab will open on your browser to begin the password reset process.

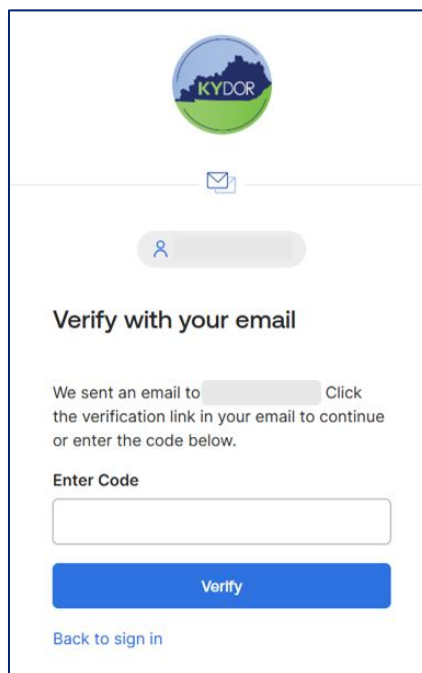


If you choose to type in a code instead, copy down the six-digit code provided in the email then go back to the log in process in your browser and select Enter a verification code instead.



The screenshot shows the KYDOR login interface. At the top is the KYDOR logo. Below it is an email icon. A user icon is visible in a grey box. The main heading is "Verify with your email". Below this, it says "We sent an email to [redacted]. Click the verification link in your email to continue or enter the code below." There is a button labeled "Enter a verification code instead" and a link "Back to sign in" at the bottom.

Type in the six-digit code into the space indicated, then select Verify.

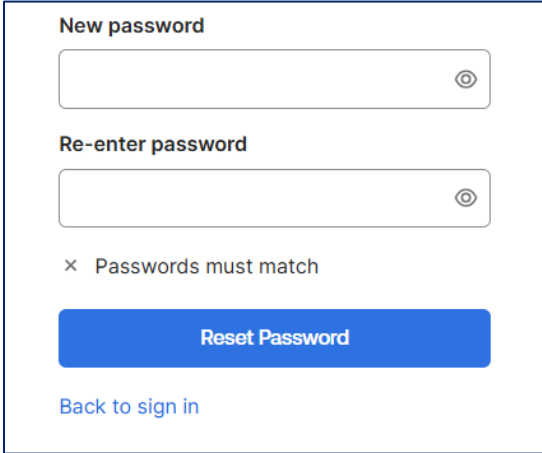


This screenshot is similar to the previous one but includes an input field for the verification code. It shows the KYDOR logo, email icon, and user icon. The heading "Verify with your email" is present. The text "We sent an email to [redacted]. Click the verification link in your email to continue or enter the code below." is followed by the label "Enter Code" and a text input field. Below the input field is a blue button labeled "Verify". At the bottom is a link "Back to sign in".

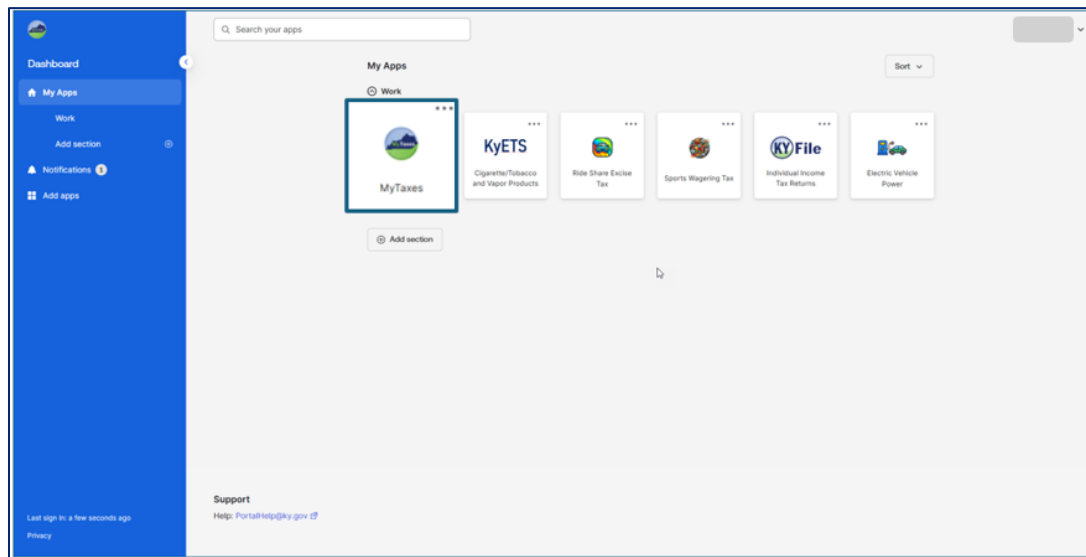
8. You will be prompted to create a password. Follow the requirements listed and type the password in both the *New password* and *Re-enter password* fields, then select **Reset Password**.

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

A screenshot of a password reset form. It features two input fields: 'New password' and 'Re-enter password'. Each field has a small eye icon on the right side, indicating a toggle for password visibility. Below the second field, there is a red error message that reads '× Passwords must match'. At the bottom of the form, there is a blue button labeled 'Reset Password' and a blue link labeled 'Back to sign in'.

This completes the Password Reset process. Once you are signed in, you will be on the My Apps dashboard. Select the MyTaxes tile to access your MyTaxes account.



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.