



SUBMIT AND MANAGE SERVICE REQUESTS

Department of Revenue User Guide



KENTUCKY DEPARTMENT OF
REVENUE

**TEAM
KENTUCKY.**
FINANCE AND
ADMINISTRATION CABINET

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.

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About Service Requests

A Service Request allows a taxpayer to submit a request to update their business information with the Department of Revenue. The following Services 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 an asterisk are required to move forward with the submission.

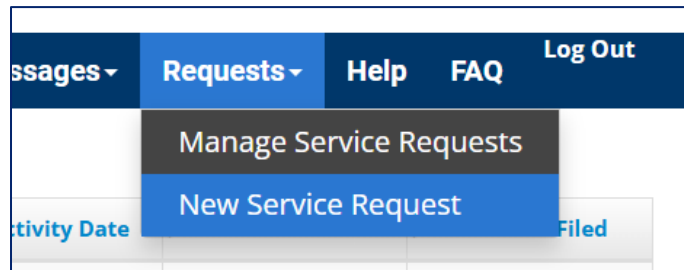
Once submitted, Department of Revenue staff processes all Service Requests in the order they are received. Instructions on viewing the status of a submitted Service Request and sending updates follow the New Service Request instructions.

Submit a New Service Request Instructions

1. Log into MyTaxes.ky.gov. Locate the 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.

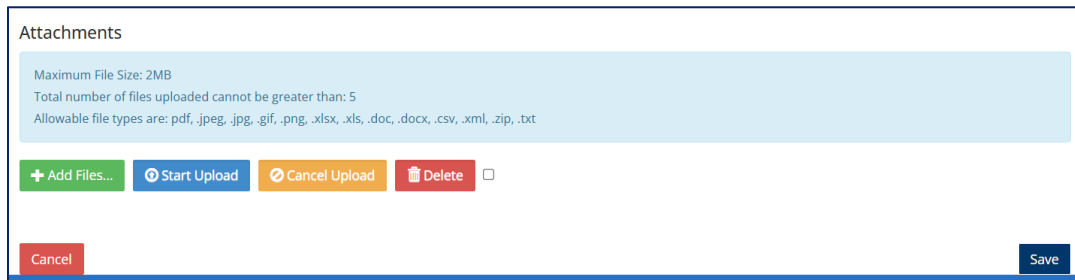
A screenshot of a 'Service Request Detail' form. The title 'Service Request Detail' is at the top with a help icon. Below it is the 'Request Header' section. The form contains the following fields: 'Request Number' (text input), 'Request Date' (text input with value '11/26/2025'), 'Requested By' (text input), '* Taxpayer Name' (dropdown menu), and 'Tax Account' (dropdown menu). The asterisk indicates that the Taxpayer Name and Tax Account fields are required.

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

A screenshot of the 'Service Request Detail' form, focusing on the right side. At the top right, there is a red asterisk followed by the text '* indicates required field'. The form contains the following fields: '* Request Type' (dropdown menu), 'Request Status' (text input with value 'Open'), and '* Reason for Request' (text input). The asterisk indicates that the Request Type and Reason for Request fields are required.

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 an asterisk are required.

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

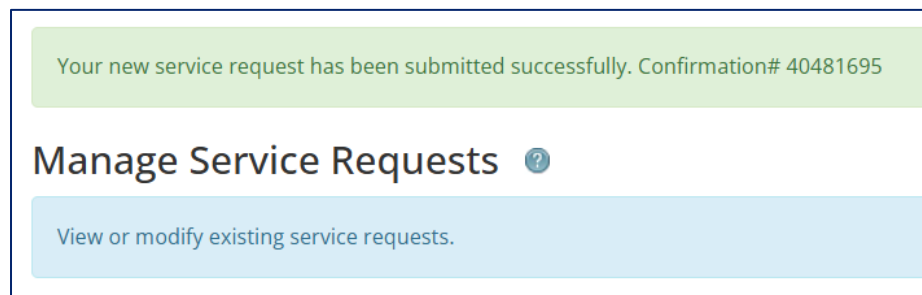


The screenshot shows the 'Attachments' section of a form. It includes a light blue box with the following text: 'Maximum File Size: 2MB', 'Total number of files uploaded cannot be greater than: 5', and 'Allowable file types are: pdf, .jpeg, .jpg, .gif, .png, .xlsx, .xls, .doc, .docx, .csv, .xml, .zip,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

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

A *Confirmation Number* will be listed in the 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 message: 'Your new service request has been submitted successfully. Confirmation# 40481695'. Below the ribbon is the heading 'Manage Service Requests' with a help icon. Underneath is a light blue box with the text: 'View or modify existing service requests.'

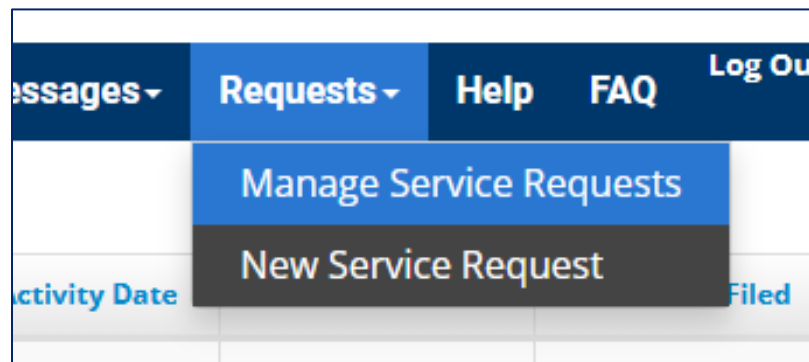
Manage Service Requests Instructions

View updates and communicate with the 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 starting at the main Account screen, select the **Requests** tab from the *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 previously submitted requests. You can also filter the view by choosing a specific **Taxpayer Name** and **Tax Account**, and the **Case Status**.

A screenshot of the 'Manage Service Requests' web page. At the top, there's a header 'Manage Service Requests' with a help icon. Below it, a light blue bar says 'View or modify existing service requests.' To the right, a red asterisk indicates required fields. The filter section contains three dropdown menus: '* Taxpayer Name', 'Tax Account', and 'Case Status' (set to 'Open'). There are 'Filter' and 'Clear' buttons. Below the filters is a table with columns: 'Request Date', 'Reason for Request', 'Type', 'Status', 'Taxpayer Name', 'Tax Account', and 'Requested By'. One row is visible with the date '11/26/2025', reason 'Opening second location with new name', type 'CHANGE ACCOUNT DBA NAME', and status 'OPEN'. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has pagination controls.

- To communicate with the Department of Revenue employees assigned to review and process the Service Request, select the 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

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

Service Request Detail

An attachment with additional details supporting your request may be added to this service request.

* Indicates required field

Request Header

Request Number 40481695

Request Date 11/26/2025

Requested By

Taxpayer Name

Tax Account

* Request Type CHANGE ACCOUNT DBA NAME

* Request Status OPEN

Reason for Request Opening second location with new name

Request Details

☒ Employer's Withholding Tax
 ☐ Consumer's Use Tax

- 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**.

* Doing Business As (DBA) Name: New Name

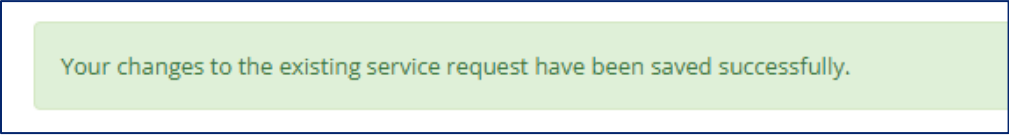
Request Follow Up

Message

Request Resolution

Cancel Save

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

A light green rectangular box with a thin blue border, containing a confirmation message.

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