

# INtax Taxpayer Guide



December 2016

Indiana Department of Revenue

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## Introduction

Welcome to INtax, Indiana's free online tool to manage business tax obligations for Indiana retail sales tax, withholding tax, out-of-state sales tax, gasoline use tax, metered pump sales tax, tire fees, fuel tax, wireless prepaid fees, type II gaming fees, food and beverage tax, county innkeeper's tax, alcohol excise tax, and other tobacco products excise tax.

INtax supports the following tax forms: ST-103, ST-103MP, ST-103P, ST-103CAR, WH-1, WH-3, TF-103, SF-900, SF-401, MF-360, WPC-103, TTG-103, GT-103DR, FAB-103, CIT-103, ALC-W, ALC-FW, ALC-DWS, ALC-M, ALC-PS, (OTP) CT-19, OTP-M, and OTP-PACT.

The *INtax Taxpayer Guide* reviews the many functions of INtax with step-by-step instructions and images of active INtax screens. This guide assumes you already have registered your business with INtax. If you have not registered your business, please view the *INtax QuickStart Guide*, available online at [www.in.gov/dor/4336.htm](http://www.in.gov/dor/4336.htm), and follow its detailed instructions.

Before you begin using INtax, you'll need your username and password. Please make sure you are able to log in to INtax.

# File a return

To file a return using INtax, follow these steps:

**Step 1:** Select **Businesses** (see arrow #1 below) to navigate to the Business Details page.

**Step 2:** For the row of the tax type account for which you want to file a return, select **File** (see arrow #2 below) in the Actions column. For some tax type accounts, you will be asked for additional information to determine which form you want to file.

*Note: Remember to file first and then pay.*

The screenshot shows the TAX.IN.gov website interface. The top navigation bar includes links for Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains a menu with the following items: **BUSINESSES**, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE, and LOGOUT. The main content area is titled "Business Details" and contains a "State Tax ID:" field and a "Primary Address:" field. Below these fields is a light blue informational box with the following instructions:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Below the instructions is a table with the following columns: Account, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. The table contains one row for a "Sales" account with the following details:

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc: 001		Yes	No	Open	Monthly	<a href="#">File</a> <a href="#">Pay</a>

At the bottom of the page, there is a "Provide feedback" section with a link to "Share a few words with us about your experience with INtax." The footer includes the Indiana Department of Revenue logo and the text: "INtax is a product of the Indiana Department of Revenue. Copyright © 2015."

**Step 3:** The following pages may vary depending on the type of return you are filing.

Enter the correct period end date, and then select **Next**.

*Note: This is the last day of the month/year that you have collected tax, not the due date of the return being filed.*

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**BUSINESSES**

- FILE
- FILING HISTORY
- PAY
- PAYMENT HISTORY
- EFT REGISTRATION
- MESSAGES
- SECURITY
- MY PROFILE
- LOGOUT

### File an ST-103 Return

Tax Type: Sales ([View Due Dates](#)) | Location Address: | State Tax ID: | Current Filing Frequency: Monthly

• Provide the period end date and click Next to continue. The due date based on the period end date entered will automatically calculate. If you would like to see a list of past and anticipated future due dates for this account, click the View Due Dates link above.

#### Tax Period

Enter the tax period end date of the return (MM/DD/YYYY):

In accordance with department rules, a business tax closure is required for a business tax closure account. If you are filing your final return for this tax account, refer to form 103 for complete instructions.

ong with appropriate documentation in order to close your account, you must submit the requested documentation. Refer to form 103 for complete instructions.

Cancel | **Next**

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**Step 4:** Enter all return information.

**Step 5:** Check the box (see arrow #1 below) to declare that the amounts are correct, and then select **Submit** (see arrow #2 below).

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### File an ST-103 Return

Tax Type: Sales ([View Due Dates](#)) | Location Address:  
State Tax ID: | Current Filing Frequency:  Monthly  
Tax Period: 03/01/2015 - 03/31/2015 | Return Due Date: 04/30/2015

- Enter the ST-103 line items and verify the accuracy of each.
- Click the following link to view the form instructions, ([Instructions](#))
- If you are in agreement with the line item amounts please click the Submit button.

1. Total Sales	\$0.00
2. Exemptions / Deductions	\$0.00
3. Taxable Sales	\$0.00
4. Total Sales Tax Due	\$0.00
5. Collection Allowance ( <a href="#">Add collection allowance</a> )	\$0.00
6. Use Tax Due	\$0.00
1 ty	\$0.00
est	\$0.00
ment previously made (EFT)	\$0.00
Print Due	\$0.00

I declare under penalties and perjury that the amounts displayed on this page are true, correct, and complete. If there is a balance due, I understand that I am expected to submit payments electronically.

Save

A Return Confirmation page displays after the return has been submitted successfully. To make a payment in INtax, select **Make a Payment** on the confirmation screen.

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### Return Confirmation

Tax Type: Sales ([View Due Dates](#)) | Location Address:  
State Tax ID: | Current Filing Frequency: Monthly  
Tax Period: 06/01/2015 - 06/30/2015 | Return Due Date: 07/30/2015

Thank you! The following return has been submitted. Please print this page for your records. A printable PDF of your return will be available in the INtax filing history of your account.

Document locator number:	
Amount due:	
Submitted by:	
Tax period:	06/01/2015 - 06/30/2015
Return type:	ST-103
Return submission date:	7/21/2015 6:16:17 PM

**Make a Payment**

The document locator number shown above can be used with the Indiana Department of Revenue to reference the filed return, should you have any questions. Confirmation messages for payments and returns will no longer be sent through the INtax secure message center. To verify a return and/or payment has been filed through INtax, select the Filing History or Payment History option from the menu on the left side of the screen. If you have any questions concerning this transaction, please contact the Customer Interaction Center for assistance.

INtax Customer Service  
Indiana Department of Revenue

Taxpayer Information and Assistance: (317) 233-8729

Email: [businessstaxassistance@dor.in.gov](mailto:businessstaxassistance@dor.in.gov)

Hours of Operation:  
Monday - Friday  
8:00 a.m. - 4:30 p.m. Eastern Time

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# Make a payment

To make a payment using INtax, follow these steps:

*Note: If you selected **Make a Payment** from the Return Confirmation page after successfully submitting a return, skip to Step 3.*

**Step 1:** Select **Pay**, then select **Make a Payment** (see arrow #1). If you only have one tax type account registered to your INtax username, skip to Step 3.

Alternatively, for the row of the tax type account for which you want to make a payment, you can select **Pay** (see arrow #2 below) in the Actions column. If you choose this alternative, skip to Step 3.

*Note: Remember to file first and then pay.*

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**BUSINESSES**

**PAY** ▾

- PAY UNDERPAID BALANCES
- **MAKE A PAYMENT**
- PAYMENT HISTORY
- EFT REGISTRATION
- MESSAGES
- SECURITY
- MY PROFILE <
- LOGOUT

**Business Details**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

For more financial details by tax period, click on the underlined account tax type in the list below.  
To file a return for an account, select Pay from the menu or select Pay in the list below.  
To file a return for an account, select File in the list below.

Account ▾	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc: 001		Yes	No	Open	Monthly	<a href="#">File Pay</a>

Page 1 of 1 | 10 | View 1 - 1 of 1

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**Step 2:** Select either the name of the tax type account for which you would like to make a payment, or select **Pay** in the Actions column for the row of the tax type account for which you would like to make a payment.

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**BUSINESSES**

PAY <

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE <

LOGOUT

**Make a Payment - Select Account**

State T Primary Address:

• Click on an account to make a payment.

Account	Address	Registered for EFT	Currently Consolidated	Status	Actions
<a href="#">Food and Beverage</a> Loc: 001 - Delaware		No	No	Closed	<a href="#">Pay</a>
<a href="#">Food and Beverage</a> Loc: 001 - Madison		No	No	Open	<a href="#">Pay</a>
<a href="#">Food and Beverage</a> Loc: 001 - Marion		No	No	Open	<a href="#">Pay</a>
<a href="#">Food and Beverage</a> Loc: 001 - Shelby		No	No	Open	<a href="#">Pay</a>
<a href="#">Sales</a> Loc: 001		Yes	No	Open	<a href="#">Pay</a>

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Back

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**Step 3:** From the dropdown menu, select the period dates for which you would like to make a payment and enter the payment information. Then, select **Continue**.

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**Make a Payment**

Tax Type: [\(View Due Dates\)](#) | Location Address:

State Tax ID: | Current Filing Frequency:

• Select Pay Now for the payment to be submitted immediately for processing, or select Schedule a Payment, to enter the date you would like the payment to be withdrawn.  
• Payments may not be scheduled more than 30 days in advance.  
• If you need to make a payment for a period not listed in the Period Dates field, please contact the department at [317-233-8729](tel:3172338729) for assistance.

Period Dates:

Payment Amount:

Withdrawal Date

Pay Now  
 Schedule a payment for:  (MM/DD/YYYY)

Payment Option

ACH Debit (EFT)   
 Credit Card

Please check with your bank to make sure you do not have a debit block on your account! For more information about debit please [click here](#).

To cancel or modify a scheduled ACH Debit payment after it has been submitted, select Payment History from the left menu and use the action links provided. The transaction must be modified or canceled by 3:45 p.m. Eastern Time the business before the date you requested the funds be debited from your account. NOTE: Credit card transactions may not be modified or canceled after they have been submitted.

**Continue**

**Step 4:** Review the Confirm Payment page to ensure the submitted payment information is correct. Once you have verified the information is correct, select **Submit** to process your payment. If it is not correct, select **Previous** to edit the information.

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**BUSINESSES**  
FILE <  
FILING HISTORY  
PAY <  
PAYMENT HISTORY  
EFT REGISTRATION  
MESSAGES  
SECURITY  
MY PROFILE <  
LOGOUT

**Confirm Payment**

**Tax Type:** Sales ([View Due Dates](#))      **Location Address:**

**State Tax ID:**      **Current Filing Frequency:**  Monthly

- You have selected ACH Debit as your payment option. The following account will be debited. If your bank account is no longer valid, please select EFT Registration from the menu and update your bank information.
- All ACH Debits made before 4:00 p.m. Eastern Time will be processed the next business day.

To process this transaction you must click the Submit button. If you have not already filed a return for this period, you must do so after you submit your payment.

Account	Period	Payment	Bank Account	ABA Number	
Sales Loc:001	08/01/2015-08/31/2015	\$3.00			07/1

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Previous **Submit**

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**Step 5:** A Payment Confirmation page displays after the payment has been submitted successfully. Print this page for your records. If you have not filed the return, select **File Return** from the Payment Confirmation page. Depending on the tax type, INtax may populate the form with information or you may have to choose the form type.

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**BUSINESSES**

FILE <

FILING HISTORY

PAY <

PAYMENT HISTORY

MESSAGES

MY PROFILE <

LOGOUT

**Payment Confirmation**

Tax Type: [\(View Due Dates\)](#) Location Address:

State Tax ID: Current Filing Frequency:

**Thank you! The following payment has been submitted. Please [print this page](#) for your records.**

Payment locator number:

Payment amount:

Tax type:

Location:

Account period:

Payment submitted by:

Payment submitted on:

Payment may be modified until:

Date payment will be withdrawn from your financial institution:

**Do you need to file a return for this tax period?**

**File a Return**

In addition to making this payment, you also must file a tax return for this period. If you have not filed a return for this period, click on the File a Return button. If you do not submit a return, the department will issue a bill based on the best information available.

If you have any questions or comments regarding this transaction, please contact Customer Service for assistance.

INtax Customer Service  
Indiana Department of Revenue

Taxpayer Information and Assistance: [\(317\) 233-8729](tel:3172338729)

Hours of Operation:  
Monday – Friday  
8:00 a.m. – 4:30 p.m. Eastern Time

You may also contact us 24 hours a day, 7 days a week through your secure mailbox by clicking the Messages menu option from within INtax. We will respond to electronic requests at our earliest availability within the working hours listed above.

**Provide Feedback**

Share a few words with us about your experience with INtax, <http://www.in.gov/dor/4537.htm>.

[Return To My Businesses](#)

# Electronic Funds Transfer

Electronic Funds Transfer (EFT) is a fast and secure way for businesses to transfer funds. Businesses using INtax to file returns also are required to register for and submit tax payments by EFT.

*Note: Payment options for alcohol and other tobacco products (OTP) tax types are different. To submit an ACH credit payment for alcohol or OTP taxes, please refer to the electronic funds transfer (EFT) guide online at [www.in.gov/dor/3976.htm](http://www.in.gov/dor/3976.htm). You may make a payment using an electronic check, credit card or debit card by visiting [www.payINgov.com/specialtax](http://www.payINgov.com/specialtax). Convenience fees for these options apply. For more information, visit [www.in.gov/dor/5162.htm](http://www.in.gov/dor/5162.htm) (Alcohol) or [www.in.gov/dor/5168.htm](http://www.in.gov/dor/5168.htm) (OTP).*

To register EFT information, follow these steps:

**Step 1:** From the left navigation, select **EFT Registration**.

**Business Details**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

Financial details by tax period, click on the underlined account tax type in the list below.  
For an account, select Pay from the menu or select Pay in the list below.

- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc: 001		Yes	No	Open	Monthly	<a href="#">File Pay</a>

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**Step 2:** This screen lists your accounts and indicates whether they are registered for EFT. Select the account for which you want to add/register an EFT Profile by selecting **Add**.

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### Maintain EFT Debit - Choose an Account

State Tax ID: Primary Address:

The following lists your business tax accounts and general EFT debit registration information.

- Click on an account to register for EFT debit transactions.

Account	Address	Registered for EFT	Bank Account Number	
<a href="#">County Inkeeper</a> Loc: 001		No	N/A	<a href="#">Add</a>
<a href="#">Sales</a> Loc: 001		No	N/A	<a href="#">Add</a>
<a href="#">Tax Fee</a> Loc: 001		No	N/A	<a href="#">Add</a>
<a href="#">Withholding</a> Loc: 001		No	N/A	<a href="#">Add</a>
<a href="#">Food and Beverage</a> Loc: 001 - Marion		No	N/A	<a href="#">Add</a>

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**Step 3:** Fill in the required information, check the box authorizing the department to debit your account (see arrow #1 below), and select **Submit** (see arrow #2 below) to complete your EFT registration.

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**BUSINESSES**  
FILE <  
FILING HISTORY  
PAY <  
PAYMENT HISTORY  
EFT REGISTRATION  
MESSAGES  
SECURITY  
MY PROFILE <  
LOGOUT

**DEPARTMENT OF REVENUE**  
DOR  
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### Maintain EFT - ACH Debit Registration

**Tax Type:** [View Due Dates](#)      **Location Address:**

**State Tax ID:**      **Current Filing Frequency:** Monthly

• All fields must be completed. The ACH debit registration must be authorized (in the check box below) by a person in the business who is an authorized signatory on the account specified below.  
• Check that your bank account does not have a debit block. A debit block results in your payment being returned to the department as unpaid by your bank. For more information about debit blocks reference the [FAQs](#) page.

#### Bank Information

Bank Account Type:   
Bank Routing Number:   
Bank Account Number:   
Confirm Bank Account Number:

#### Contact Information

EFT Contact Name:   
Email:   
Country Name:   
Address:   
Address Line 2:   
Address Line 3:   
City:   
State:   
Zip:   
First Name:   
Last Name:   
Phone Extension:

Would funds from this transaction originate from a source outside the United States?  
 Yes  No

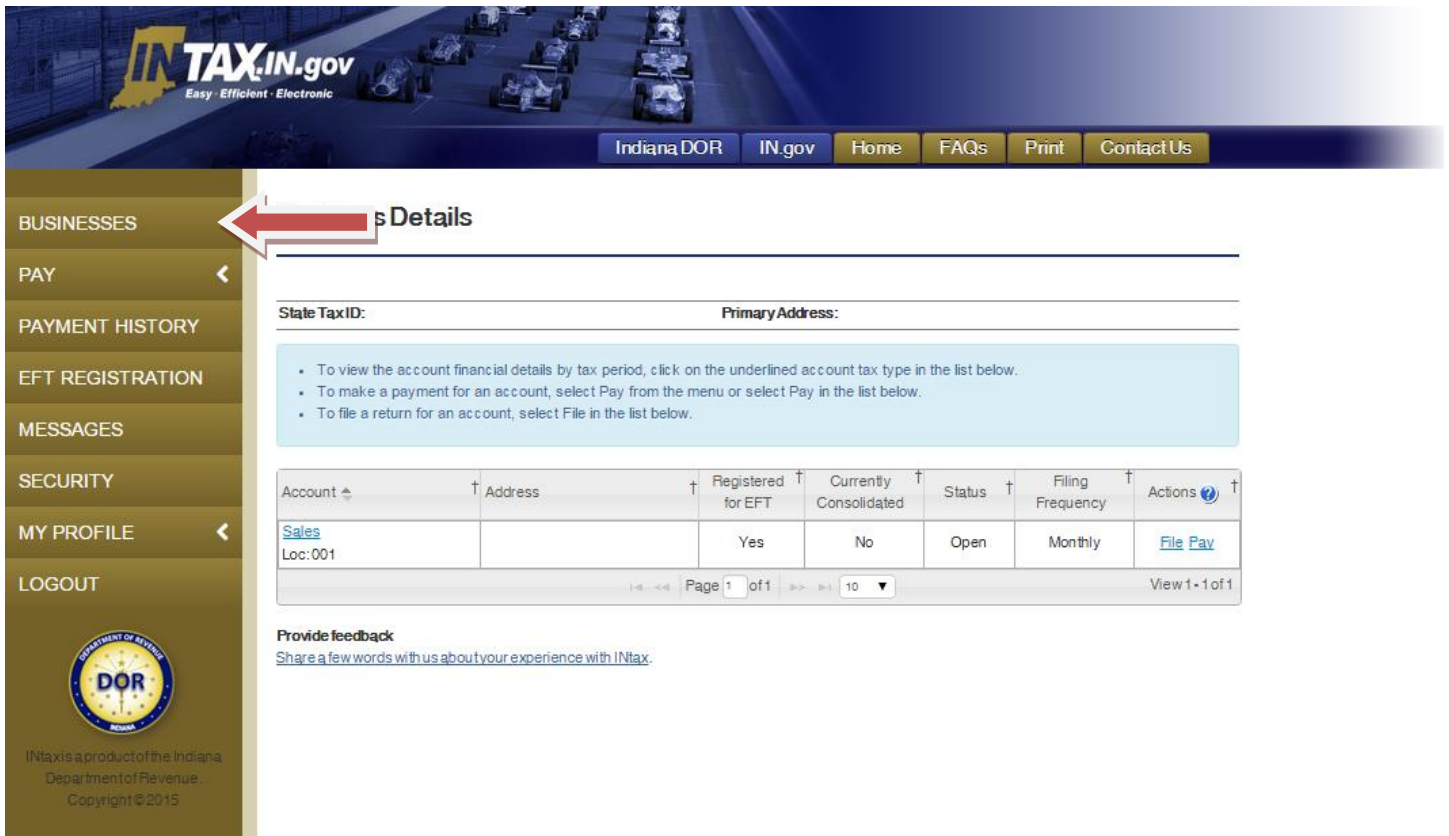
I hereby authorize the Indiana Department of Revenue to present debit entries into the bank account referenced above by Indiana Law. These debts will pertain to Electronic Funds Transfer requests that the taxpayer (or designated service provider on behalf of the taxpayer) has initiated.

Congratulations! You successfully completed your EFT registration for the selected tax type.

# View filing history

To view your filing history, follow these steps:

**Step 1:** Select **Businesses** in the left navigation to view the Business Details page.



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**BUSINESSES** ← Details

PAY <

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE <

LOGOUT

STATE TAX ID: \_\_\_\_\_ PRIMARY ADDRESS: \_\_\_\_\_

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc:001		Yes	No	Open	Monthly	<a href="#">File Pay</a>

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**Step 2:** Next, select the tax type account you want to review.

The screenshot shows the INtax.IN.gov website interface. The header includes the logo and navigation links: Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. A left sidebar contains menu items: BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE, and LOGOUT. The main content area is titled "Business Details" and includes fields for "State Tax ID:" and "Primary Address:". A light blue instruction box contains the following text: "To view the account financial details by tax period, click on the underlined account tax type in the list below. To make a payment for an account, select Pay from the menu or select Pay in the list below. To file a return for an account, select File in the list below." Below this is a table with columns: Amt, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. A red arrow points to the "Sales" link in the first row. The table shows one row with "Sales" (underlined), "Loc:001", "Yes", "No", "Open", "Monthly", and "File Pay" (underlined). The footer includes the Indiana Department of Revenue logo and text: "INtax is a product of the Indiana Department of Revenue. Copyright © 2015".

**Step 3:** The Account Details page displays, and **Filing History** appears in the left navigation. Select **Filing History**.

**Account Details**

Location Address: \_\_\_\_\_  
 Current Filing Frequency: Monthly

- A financial summary is shown for account periods filed with the Indiana Department of Revenue from the date your business signed up to use INtax.
- To file a return for this account, select File from the left menu.
- To make a payment for this account, select Pay from the left menu.

View Periods: From \_\_\_\_\_ To \_\_\_\_\_ Filter  View Underpaid/Delinquent Tax Periods Only *Account information as of 3/17/2015*

Period	Tax	Penalty	Interest	Collection Fees	Payments & Credits	Balance Due	INtax Pending Payments	Period Status
02/01/2015 - 02/28/2015	\$67.81	\$0	\$0	\$0	\$0	\$67.81	\$0	Underpaid
01/01/2015 - 01/31/2015	\$49.70	\$5	\$0.09	\$0	\$49.34	\$5.45	\$0	Underpaid
12/01/2014 - 12/31/2014	\$261.51	\$26.15	\$3.59	\$32.15	\$0	\$323.40	\$0	Underpaid
11/01/2014 - 11/30/2014	\$265.89	\$26.59	\$4.32	\$32.59	\$0	\$329.39	\$0	Underpaid
10/01/2014 - 10/31/2014	\$332.11	\$33.21	\$6.20	\$0	\$0	\$371.52	\$0	Underpaid
09/01/2014 - 09/30/2014	\$297.60	\$29.76	\$6.33	\$0	\$0	\$333.69	\$0	Underpaid
08/01/2014 - 08/31/2014	\$339.12	\$0	\$0	\$0	\$339.12	\$0	\$0	
07/01/2014 - 07/31/2014	\$260.06	\$26.01	\$6.78	\$32.01	\$0	\$324.86	\$0	Underpaid
06/01/2014 - 06/30/2014	\$338.40	\$33.84	\$9.76	\$39.84	\$0	\$421.84	\$0	Underpaid
05/01/2014 - 05/31/2014	\$224.29	\$22.43	\$7.02	\$28.43	\$0	\$282.17	\$0	Underpaid

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Back

**Step 4:** The returns submitted for the tax type account can be sorted by the document locator number, form type, period end date, and submission date. Select one of the column titles (highlighted by the red box) to sort by that category.

You also can select **View PDF Version** (see arrow below) to see PDF versions of the returns you have filed. This is also the page where you can edit or cancel a return that has not yet been submitted for processing. If the **Edit** and **Cancel** options are disabled, the return already has been submitted for processing and cannot be edited or cancelled.

If you need to edit a form after it has been submitted for processing, you must send a message to the department using the INtax messaging center.

**Filing History**

Tax Type: Sales ([View Due Dates](#)) Location Address: State Tax ID: Current Filing Frequency: Monthly

- The Filing History page contains all the forms that have been filed.
- To view the details of the form, click the View PDF link of the form you want to view.
- To filter the payments displayed, click the Filter button after entering your desired date range.

View Periods From: From  To

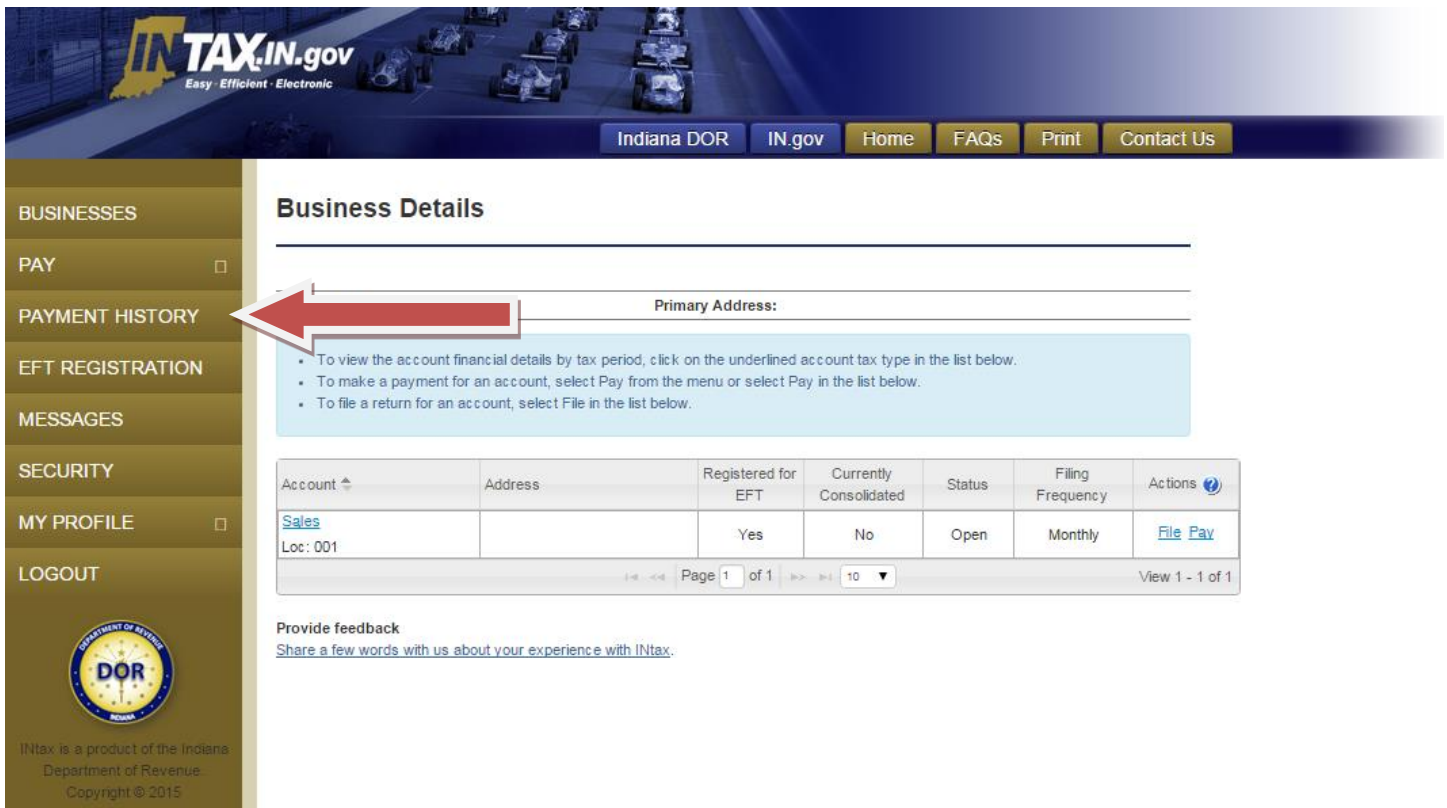
Document Locator Number	Form Type	Period End Date	Submit Date	Filed By	Actions
	ST-103	2/28/2015	3/9/2015		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	1/31/2015	3/9/2015		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	12/31/2014	1/30/2015		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	11/30/2014	1/30/2015		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	10/31/2014	1/30/2015		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	9/30/2014	1/30/2015		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	7/31/2014	1/30/2015		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	8/31/2014	9/4/2014		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	6/30/2014	7/2/2014		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>
	ST-103	5/31/2014	7/2/2014		<a href="#">View PDF</a> <a href="#">Edit</a> <a href="#">Cancel</a>

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# View payment history

To view your payment history, follow these steps:

## Step 1: Select Payment History.



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**BUSINESSES**

- PAY
- PAYMENT HISTORY**
- EFT REGISTRATION
- MESSAGES
- SECURITY
- MY PROFILE
- LOGOUT

**Business Details**

Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

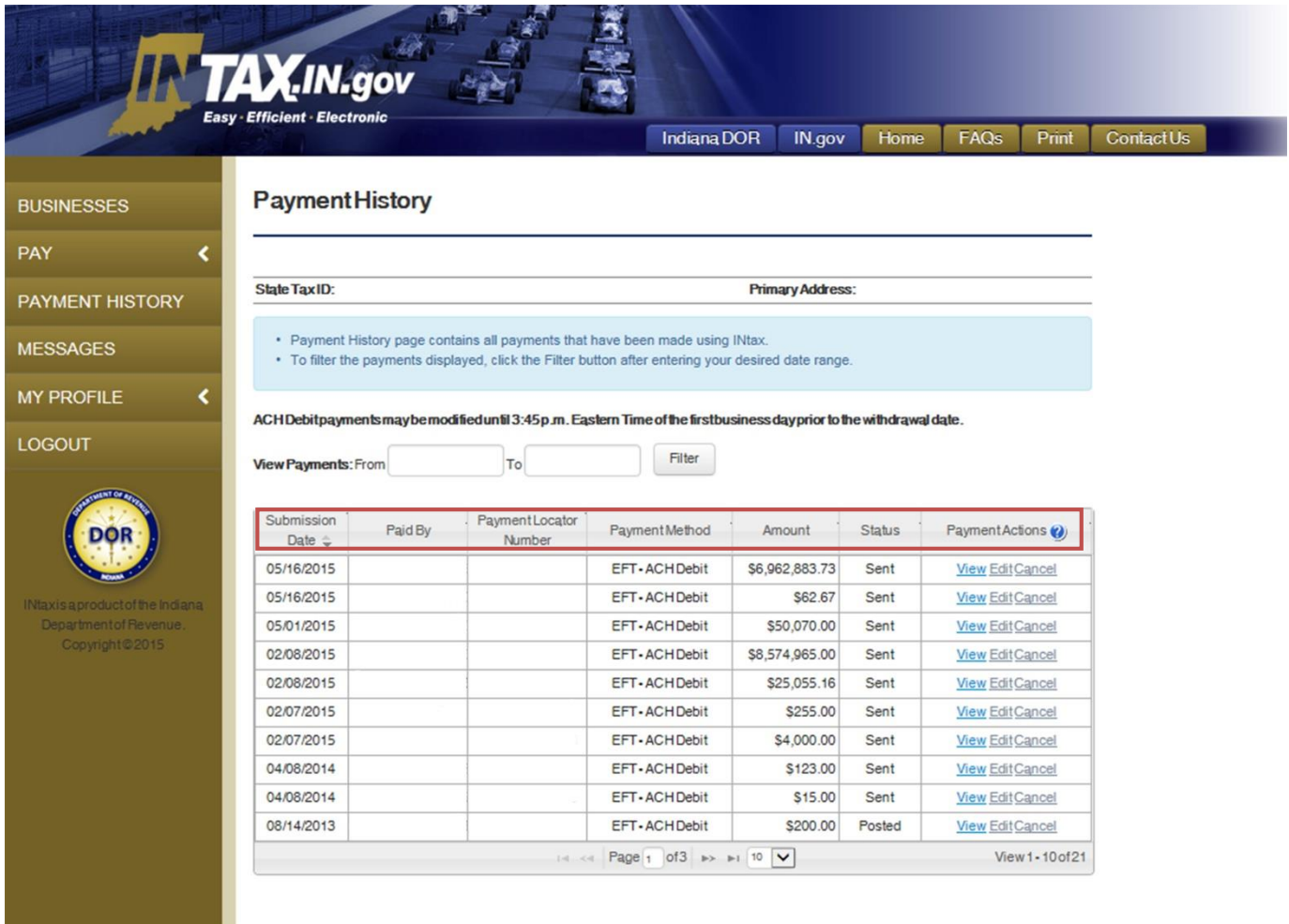
Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<u>Sales</u> Loc: 001		Yes	No	Open	Monthly	<a href="#">File</a> <a href="#">Pay</a>

Page 1 of 1 | 10 | View 1 - 1 of 1

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**Step 2:** The submitted payments can be sorted by the submission date, paid by, payment locator number, payment method, amount, and status. Select one of the column titles (highlighted by the red box) to sort by that category.



**PaymentHistory**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- Payment History page contains all payments that have been made using INtax.
- To filter the payments displayed, click the Filter button after entering your desired date range.

ACH Debit payments may be modified until 3:45 p.m. Eastern Time of the first business day prior to the withdrawal date.

View Payments: From  To

Submission Date	Paid By	Payment Locator Number	Payment Method	Amount	Status	Payment Actions
05/16/2015			EFT-ACH Debit	\$6,962,883.73	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
05/16/2015			EFT-ACH Debit	\$62.67	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
05/01/2015			EFT-ACH Debit	\$50,070.00	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
02/08/2015			EFT-ACH Debit	\$8,574,965.00	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
02/08/2015			EFT-ACH Debit	\$25,055.16	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
02/07/2015			EFT-ACH Debit	\$255.00	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
02/07/2015			EFT-ACH Debit	\$4,000.00	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
04/08/2014			EFT-ACH Debit	\$123.00	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
04/08/2014			EFT-ACH Debit	\$15.00	Sent	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>
08/14/2013			EFT-ACH Debit	\$200.00	Posted	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Cancel</a>

Page 1 of 3 View 1 of 21

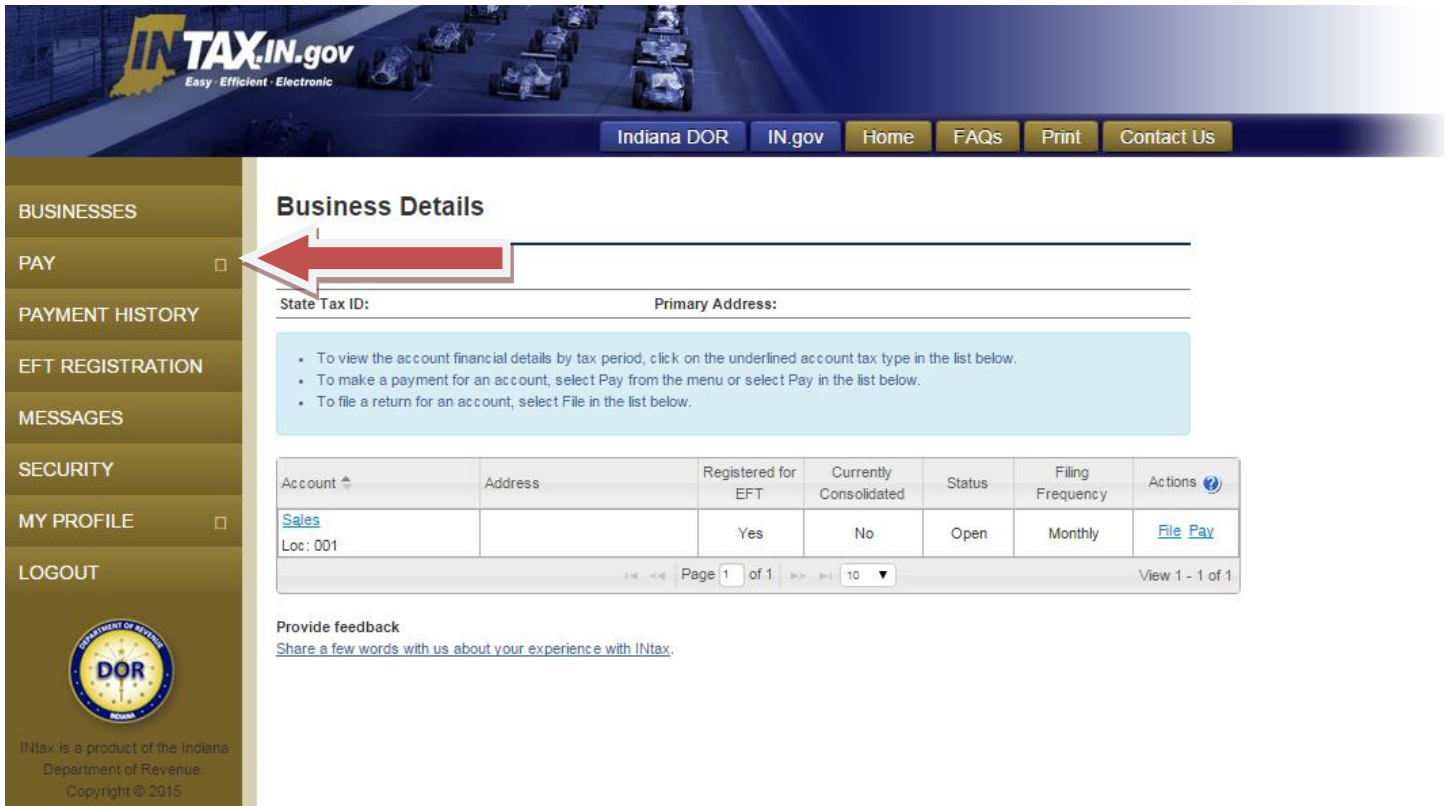
You can edit EFT payments until 3:45 p.m. (Eastern Time) of the first business day prior to the withdrawal date. If the **Edit** and **Cancel** options are disabled, the payment cannot be edited or cancelled. Credit card transactions cannot be edited or cancelled after they are submitted.

*Note: ACH credit, electronic check, credit card and debit card payments for alcohol or other tobacco products (OTP) taxes cannot be edited or cancelled.*

# Pay underpaid periods

To make a payment for an underpaid period, follow these steps:

## Step 1: Select Pay.



The screenshot shows the INtax.IN.gov website interface. At the top, there is a navigation bar with links for 'Indiana DOR', 'IN.gov', 'Home', 'FAQs', 'Print', and 'Contact Us'. On the left side, there is a vertical menu with options: 'BUSINESSES', 'PAY', 'PAYMENT HISTORY', 'EFT REGISTRATION', 'MESSAGES', 'SECURITY', 'MY PROFILE', and 'LOGOUT'. The 'PAY' option is highlighted with a red arrow. The main content area is titled 'Business Details' and contains a form for 'State Tax ID' and 'Primary Address'. Below the form, there is a light blue box with instructions: 'To view the account financial details by tax period, click on the underlined account tax type in the list below.', 'To make a payment for an account, select Pay from the menu or select Pay in the list below.', and 'To file a return for an account, select File in the list below.'. A table lists account details for 'Sales' (Loc: 001), showing it is registered for EFT, not currently consolidated, and has a monthly filing frequency. The table includes columns for Account, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. At the bottom of the page, there is a 'Provide feedback' section with a link to share experience with INtax. The footer indicates 'INtax is a product of the Indiana Department of Revenue. Copyright © 2015'.

## Step 2: Select Pay Underpaid Balances.

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**BUSINESSES**

PAY ▾

- PAY UNDERPAID BALANCES**
- MAKE A PAYMENT

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE <

LOGOUT

**Business Details**

File Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

To view the account financial details by tax period, click on the underlined account tax type in the list below.

- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account ▾	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a>		Yes	No	Open	Monthly	<a href="#">File Pay</a>
Loc: 001						

Page 1 of 1 10 View 1 - 1 of 1

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**Step 4:** A list of the underpaid balances displays with information including tax type and location, the period, and the period balance due. Enter the payment amount for each underpaid period, and then select **Continue**.

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**BUSINESSES**

PAY

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT

  
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### Make A Payment

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- Enter a payment amount in the payment box for the desired accounts and account periods.
- Click Continue to submit a payment.
- If any of the accounts for which you are trying to pay do not have an EFT payment profile, you must complete an EFT registration for that tax account before submitting a payment.

Account ↑	Period	Period Balance	Payment
Sales Loc: 001	07/01/2013 - 07/31/2013	\$340.52	<input type="text" value="\$0.00"/>
Sales Loc: 001	08/01/2013 - 08/31/2013	\$358.66	<input type="text" value="\$0.00"/>
Sales Loc: 001	09/01/2013 - 09/30/2013	\$394.28	<input type="text" value="\$0.00"/>
Sales Loc: 001	10/01/2013 - 10/31/2013	\$357.26	<input type="text" value="\$0.00"/>
Sales Loc: 001	11/01/2013 - 11/30/2013	\$425.38	<input type="text" value="\$0.00"/>
Sales Loc: 001	03/01/2014 - 03/31/2014	\$0.01	<input type="text" value="\$0.00"/>
Sales Loc: 001	05/01/2014 - 05/31/2014	\$281.62	<input type="text" value="\$0.00"/>
Sales Loc: 001	06/01/2014 - 06/30/2014	\$421.01	<input type="text" value="\$0.00"/>
Sales Loc: 001	07/01/2014 - 07/31/2014	\$324.21	<input type="text" value="\$0.00"/>
Sales Loc: 001	09/01/2014 - 09/30/2014	\$332.96	<input type="text" value="\$0.00"/>

Page 1 of 2 View 10

**Continue**

*Note: If an underpaid account is not listed, it may be on the next page. You can navigate between pages at the bottom of the table. Also, you can adjust how many records appear on one page.*



**Step 5:** The Select Payment page shows a list of underpaid accounts for which you have chosen to make a payment. Select your payment option. Review the information and ensure it is correct, then select **Next**.

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**Select Payment**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

Select a payment option and click Next to proceed.

Account	Period	Period Balance	Payment	Remaining Due
Motor Fuel Loc:000	03/01/2014-03/31/2014	\$1,714.56	\$100.00	\$1,614.56
Motor Fuel Loc:000	12/01/2014-12/31/2014	\$286.52	\$100.00	\$186.52

Page 1 of 1 | View 1-2 of 2

**Select Payment Option**

Payment Amount: \$200.00

Payment Option:  
 ACH Debit (EFT)  
 Credit Card

Please check with your bank to make sure you do not have a debit block on your account! For more information about debit block, please [click here](#).

To cancel or modify a scheduled ACH Debit payment after it has been submitted, select Payment History from the left menu and use the action links provided. The transaction must be modified or canceled by 3:45 p.m. Eastern Time the business day before the date you requested the funds be debited from your account. NOTE: Credit card transactions may not be modified or canceled after they have been submitted.

Previous **Next**

**Step 6:** From the Confirm Payment page, you can review the payments one last time. Select **Submit** to process the payment.

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### Confirm Payment

**Tax Type:** Sales ([View Due Dates](#))      **Location Address:**

**State Tax ID:**      **Current Filing Frequency:**  Monthly


- You have selected ACH Debit as your payment option. The following account will be debited. If your bank account is no longer valid, please select EFT Registration from the menu and update your bank information.
- All ACH Debits made before 4:00 p.m. Eastern Time will be processed the next business day.

To process this transaction you must click the Submit button. If you have not already filed a return for this period, you must do so after you submit your payment.

Account ↑	Period ↑	Payment ↑	Bank Account ↑	ABA Number ↑	D ↑

Page 1 of 1    10 ▼

Previous    **Submit**

  
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**Step 7:** A Payment Confirmation page displays after the payment has been submitted successfully. Print this page for your records.

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**BUSINESSES**  
FILE <  
FILING HISTORY  
PAY <  
PAYMENT HISTORY  
MESSAGES  
MY PROFILE <  
LOGOUT

**Payment Confirmation**

Tax Type: [\(View Due Dates\)](#) Location Address:  
State Tax ID: Current Filing Frequency:

**Thank you! The following payment has been submitted. Please [print this page](#) for your records.**

Payment locator number:  
Payment amount:  
Tax type:  
Location:  
Account period:  
Payment submitted by:  
Payment submitted on:  
Payment may be modified until:  
Date payment will be withdrawn from your financial institution:

**Do you need to file a return for this tax period?**

[File a Return](#)

In addition to making this payment, you also must file a tax return for this period. If you have not filed a return for this period, click on the File a Return button. If you do not submit a return, the department will issue a bill based on the best information available.

If you have any questions or comments regarding this transaction, please contact Customer Service for assistance.

INtax Customer Service  
Indiana Department of Revenue

Taxpayer Information and Assistance: [\(317\) 233-8729](tel:317-233-8729)

Hours of Operation:  
Monday – Friday  
8:00 a.m. – 4:30 p.m. Eastern Time

You may also contact us 24 hours a day, 7 days a week through your secure mailbox by clicking the Messages menu option from within INtax. We will respond to electronic requests at our earliest availability within the working hours listed above.

**Provide Feedback**

Share a few words with us about your experience with INtax, <http://www.in.gov/dor/4537.htm>.

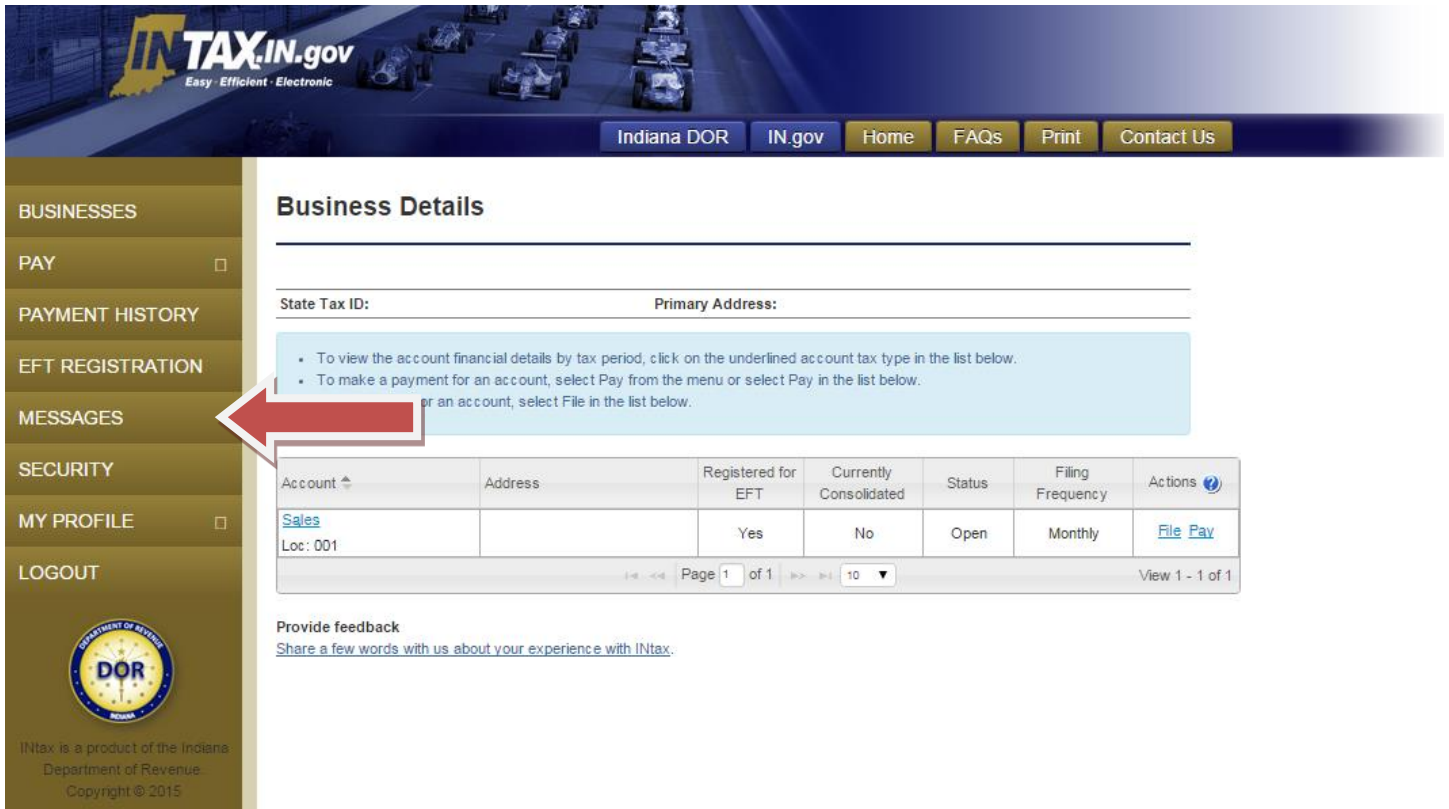
[Return To My Businesses](#)

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# Send and receive messages

To send and receive messages in INtax, follow these steps:

**Step 1:** From any page, select **Messages**.



The screenshot shows the INtax website interface. At the top, there is a navigation bar with links for "Indiana DOR", "IN.gov", "Home", "FAQs", "Print", and "Contact Us". The main content area is titled "Business Details" and includes fields for "State Tax ID:" and "Primary Address:". Below these fields is a light blue informational box with two bullet points: "To view the account financial details by tax period, click on the underlined account tax type in the list below." and "To make a payment for an account, select Pay from the menu or select Pay in the list below." A red arrow points to the "MESSAGES" option in the left-hand navigation menu. Below the informational box is a table with the following data:

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc: 001		Yes	No	Open	Monthly	<a href="#">File</a> <a href="#">Pay</a>

At the bottom of the table, there is a pagination control showing "Page 1 of 1" and "View 1 - 1 of 1". Below the table, there is a "Provide feedback" section with a link to "Share a few words with us about your experience with INtax."

## Step 2: Select Compose Message.

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**BUSINESSES**

PAY

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT

**View Messages**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- Your Inbox tab contains all messages sent from the Indiana Department of Revenue.
- To view a message, click on the Subject line or click View for the message you want to see.
- To delete a message from your Sent Items, click Delete to the right of the message.
- To delete all your inbox messages on this page, click the Delete this page button.

Inbox | Sent Items

You do not have any messages in your Inbox.

Delete this page | Compose Message

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DOR  
INDIANA

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**Step 3:** A Compose Message window appears. You can use the INtax Message Center to make requests regarding your tax accounts. Select the appropriate category from the drop down menu (arrow #1 below) and type a subject for your message in the subject box (arrow #2 below).

**Compose Message**

Date: 6/16/2015 12:37:05 PM

To: Indiana Department of Revenue

From:

Email:

1 → Category:

2 → Subject:

**Step 4:** Type your message in the body of the email (arrow #1 below). Select **Send** (arrow #2 below).

The image shows a 'Compose Message' window with the following fields and elements:

- Date:** 6/16/2015 12:37:05 PM
- To:** Indiana Department of Revenue
- From:**
- Email:** (with a help icon)
- Category:** (dropdown menu)
- Subject:** (text input field)
- Message Body:** A large text area for typing the message.
- Buttons:** 'Close', 'Clear', and 'Send'.

Two red arrows with numbers are overlaid on the form:

- Arrow 1:** Points to the message body text area.
- Arrow 2:** Points to the 'Send' button.

Two light blue informational messages are present:

- Top: "You will receive an email from the department once we have responded to your message."
- Bottom: "Please allow 2-3 business days for the department to respond to your message."

**Step 5:** To confirm your message was sent, select **Sent Items**. This shows a list of messages successfully sent to the department. Please allow two to three business days for the department to respond.

**Sent Messages**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- Your Sent Items tab maintains a copy of every message you've sent to the Indiana Department of Revenue.
- To view a message, click on the Subject line or click View for the message you want to see.
- To delete a message from your Sent Items, click Delete to the right of the message.
- To delete all messages on this page, click the Delete this page button.

Sender	Subject	Date	Actions
	<a href="#">Sales tax return</a>	6/30/2015 8:24 AM	<a href="#">View</a> <a href="#">Delete</a>
	<a href="#">Filing WH-3</a>	6/30/2015 8:22 AM	<a href="#">View</a> <a href="#">Delete</a>

Page 1 of 1 10 View 1 - 2 of 2

Delete this page



**Step 6:** Once the department has responded to your message, an email is sent to the email address on file notifying you a message has been sent to your Secure Message Inbox in INtax. You can view messages the department has sent by selecting **Inbox**.

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**BUSINESSES**  
**PAY** <  
**PAYMENT HISTORY**  
**EFT REGISTRATION**  
**MESSAGES**  
**SECURITY**  
**MY PROFILE** <  
**LOGOUT**

**Messages**

**SI** **ID:** **Primary Address:**

- box tab contains all messages sent from the Indiana Department of Revenue.
- a message, click on the Subject line or click View for the message you want to see.
- message from your Sent Items, click Delete to the right of the message.
- all your inbox messages on this page, click the Delete this page button.

Inbox | Sent Items

**You do not have any messages in your Inbox.**

Delete this page | Compose Message

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# Manage users

From the Security page, you can add and delete users and manage their security rights to the account.

## Add a user

To add a user, follow these steps:

**Step 1:** From any page in INtax, select **Security**.

The screenshot shows the INtax IN.gov website interface. The top navigation bar includes links for Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. A left-hand navigation menu lists various options: BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY (highlighted with a red arrow), MY PROFILE, and LOGOUT. The main content area is titled "Business Details" and contains a table of account information. A light blue informational box is present above the table.

**Business Details**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a>		Yes	No	Open	Monthly	<a href="#">File</a> <a href="#">Pay</a>
Loc: 001						

Page 1 of 1 | 10 | View 1 - 1 of 1

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**Step 2: Select Add User.**

The screenshot shows the INtax.IN.gov website interface. At the top left is the logo for INtax.IN.gov with the tagline "Easy · Efficient · Electronic". To the right of the logo is a navigation bar with buttons for "Indiana DOR", "IN.gov", "Home", "FAQs", "Print", and "Contact Us". On the left side, there is a vertical menu with options: "BUSINESSES", "PAY", "PAYMENT HISTORY", "EFT REGISTRATION", "MESSAGES", "SECURITY", "MY PROFILE", and "LOGOUT". The "SECURITY" option is highlighted. Below the menu is the Indiana Department of Revenue logo and the text "INtax is a product of the Indiana Department of Revenue. Copyright © 2015".

The main content area is titled "Security Details". Below the title are two input fields: "State Tax ID:" and "Primary Address:". Below these fields is a light blue box containing two bullet points:

- To modify a user's privileges/access to your business, click on Privileges.
- To add a new user to the business, click the Add User button to set up their profile and privileges.

Below this box is another light blue box with the text: "No additional users have been added to this business. Please click the 'Add User' button to add users to the business". A large red arrow points down from this text to a blue button labeled "Add User".

**Step 3:** Enter the first name, last name, email address, and contact phone number of the user you wish to add. Select **Continue**.

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**BUSINESSES**

PAY

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT

**DEPARTMENT OF REVENUE**  
**DOR**  
INDIANA

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### Edit User Details

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- Update the contact information using the fields below.
- Please note that First Name, Last Name, Phone Number, and Email address fields are required to successfully submit the form.

User Details	
First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Ext:	<input type="text"/>

**Step 4:** You are able to set specific business level privileges for the user by checking the boxes below.

Select administrative to grant the user complete access. Administrative level privileges include the ability to use INtax as if the user is the business owner, which allows the user to change access for other users.

Users assigned the right to file a return, make a payment, or adjust EFT registration also are assigned the right to look up account periods for your business account.

Once you have assigned the appropriate business level privileges to the user, select **Submit**.

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**BUSINESSES**

PAY

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT

**DEPARTMENT OF REVENUE**  
**DOR**  
INDIANA

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### User Business Privileges

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- This page allows the administrator to apply business level privileges to the chosen user. These privileges will apply to all accounts within the business. You may adjust the rights at the account level by clicking on the Edit Account Privileges button.
- To assign a right to a person for all accounts in this business, check the appropriate boxes by the business and click submit to proceed.

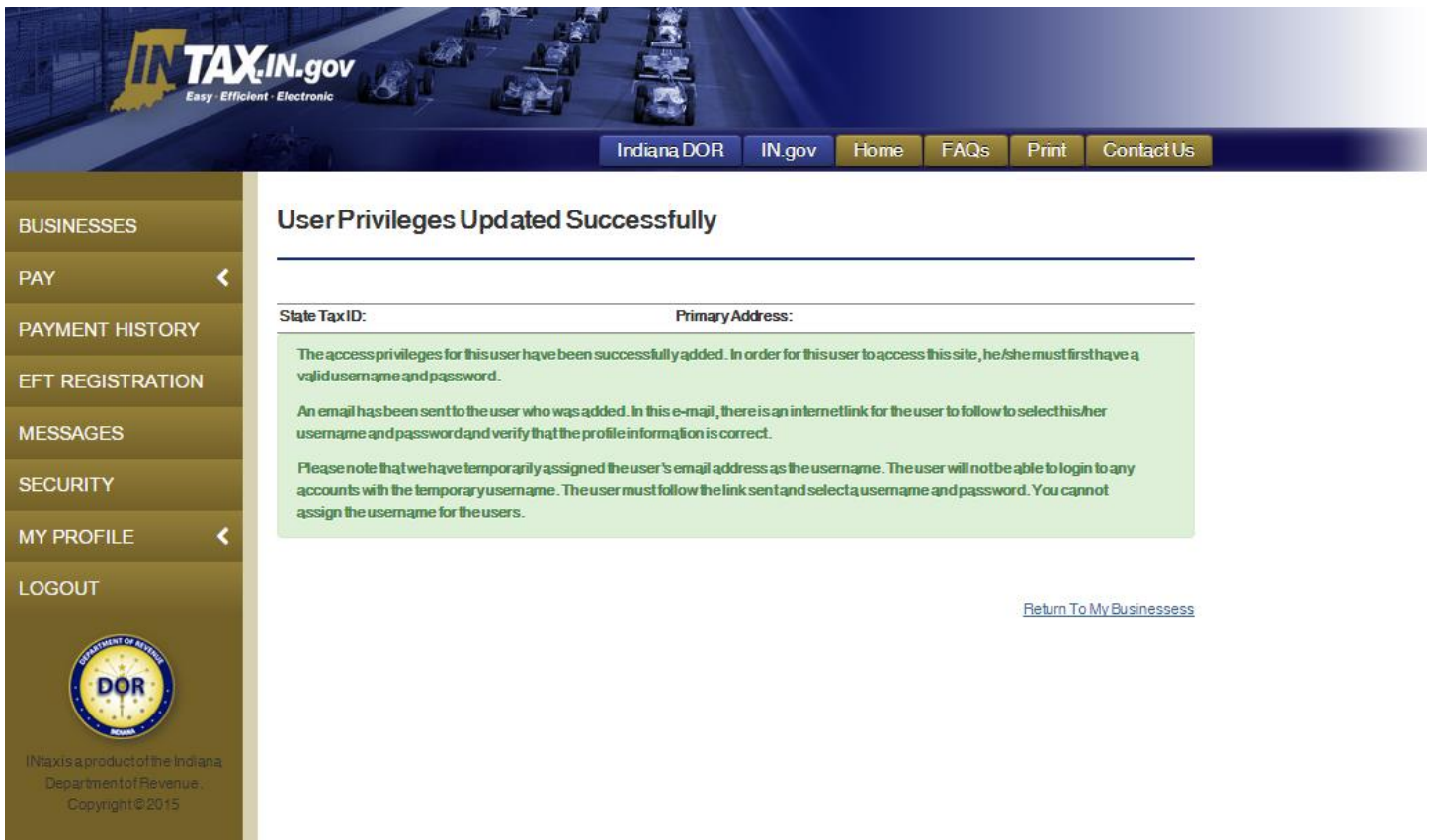
You have selected the option to add a new user to your business.

Business	Administrative	Look Up Account Periods	File A Return*	Make A Payment*	Adjust EFT Registration Information*
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*Users given the right to File a Return, Make a Payment, and/or Adjust Registration, will be given the Look Up Account Periods privilege for the business.

**Step 5:** The next page confirms the user has been added.

INtax sends the newly added user an email containing a link, which allows the new user to access INtax to select his or her own username and password.



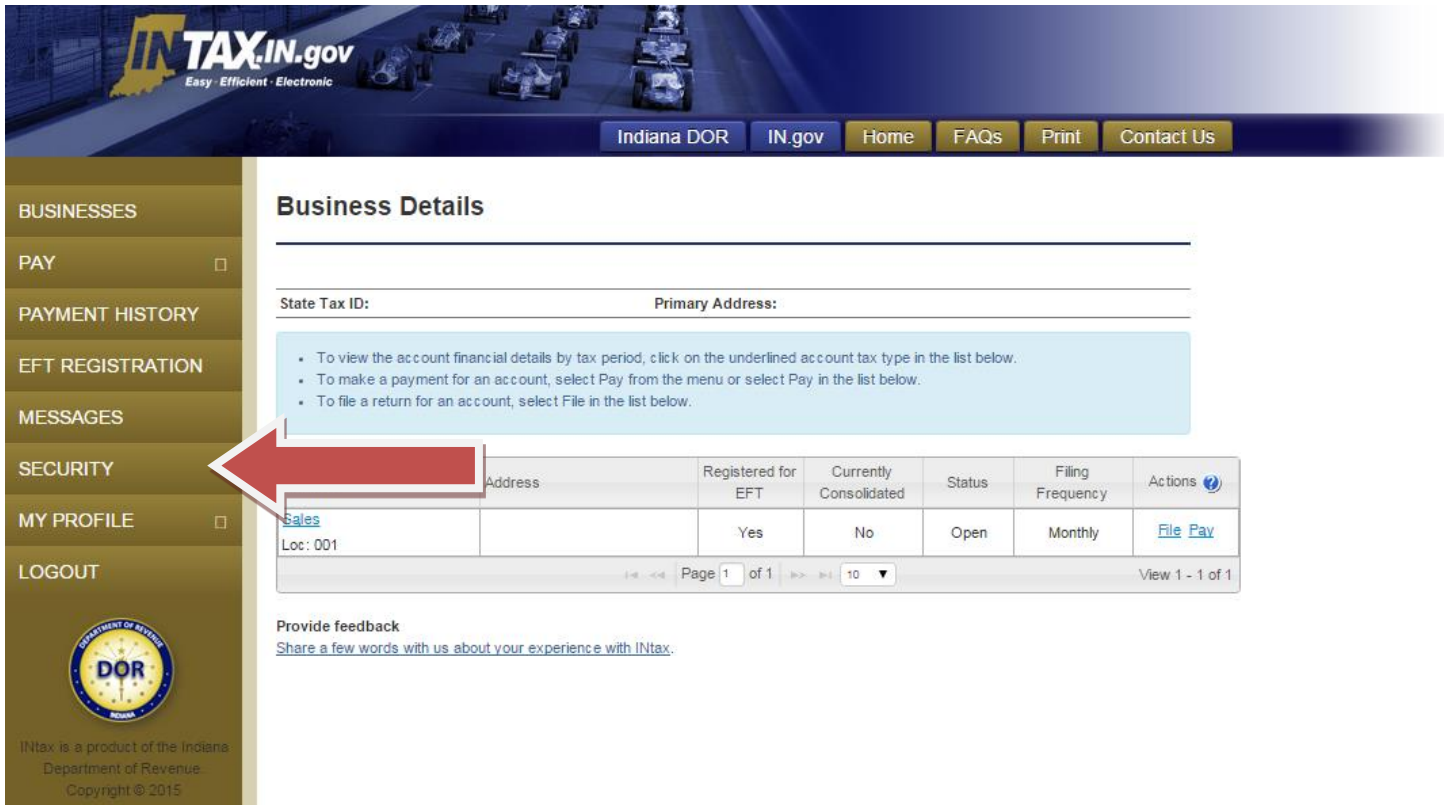
The screenshot shows the INtax website interface. At the top left is the logo for IN TAX IN.gov with the tagline "Easy · Efficient · Electronic". To the right of the logo are navigation buttons for "Indiana DOR", "IN.gov", "Home", "FAQs", "Print", and "Contact Us". On the left side, there is a vertical menu with options: "BUSINESSES", "PAY", "PAYMENT HISTORY", "EFT REGISTRATION", "MESSAGES", "SECURITY", "MY PROFILE", and "LOGOUT". The main content area displays the heading "User Privileges Updated Successfully". Below this heading, there are two labels: "State Tax ID:" and "Primary Address:". A green message box contains the following text: "The access privileges for this user have been successfully added. In order for this user to access this site, he/she must first have a valid username and password. An email has been sent to the user who was added. In this e-mail, there is an internet link for the user to follow to select his/her username and password and verify that the profile information is correct. Please note that we have temporarily assigned the user's email address as the username. The user will not be able to login to any accounts with the temporary username. The user must follow the link sent and select a username and password. You cannot assign the username for the users." At the bottom right of the message box, there is a link that says "Return To My Businesses". At the bottom left of the page, there is a logo for the Indiana Department of Revenue (DOR) and the text "INtax is a product of the Indiana Department of Revenue. Copyright © 2015".

## Adjust a user's privileges

Note: At any time, an administrative user can adjust the business level privileges of other users.

To adjust a user's rights, follow these steps:

### Step 1: Select Security.



The screenshot shows the INtax.IN.gov website interface. The top navigation bar includes links for Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains a menu with the following items: BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY (highlighted with a red arrow), MY PROFILE, and LOGOUT. The main content area is titled 'Business Details' and features a table with columns: Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. A red arrow points to the 'SECURITY' menu item in the sidebar.

**Business Details**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc: 001	Yes	No	Open	Monthly	<a href="#">File</a> <a href="#">Pay</a>

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**Step 2:** Select **Privileges** of the user account for which you want to change privileges.

*Note: You also may delete the user from the Security Details page.*

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**Security Details**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- To modify a user's privileges/access to your business, click on Privileges.
- To add a new user to the business, click the Add User button to set up their profile and privileges.

Username	Email Address	Phone Number	Last Login	Actions
				<a href="#">Privileges</a> <a href="#">Delete</a>

Page 1 of 1 | 10 | View 1 - 1 of 1

[Add User](#)

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**Step 3:** From the User Business Privileges page, you can change a user’s privileges. Once the desired privileges have been assigned, select **Submit** to complete the process.

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**Businesses**

PAY <

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE <

LOGOUT

**User Business Privileges**

State Tax ID: \_\_\_\_\_ Primary Address: \_\_\_\_\_

- This page allows the administrator to apply business level privileges to the chosen user. These privileges will apply to all accounts within the business. You may adjust the rights at the account level by clicking on the Edit Account Privileges button.
- To assign a right to a person for all accounts in this business, check the appropriate boxes by the business and click submit to proceed.

You are currently making changes to:

Business	Administrative	Look Up Account Periods	File A Return*	Make A Payment*	Adjust EFT Registration Information*
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*Users given the right to File a Return, Make a Payment, and/or Adjust Registration, will be given the Look Up Account Periods privilege for this business.

Edit Account Privileges    Cancel    Submit

# Add a business

If you have more than one business, you can add more businesses to your INtax profile. To do so, follow these steps:

*Note: If you are a tax professional managing taxes for a client, please see the Tax Professionals Guide at [www.in.gov/dor/4336.htm](http://www.in.gov/dor/4336.htm).*

**Step 1:** Select **My Profile**, then **Add a Business to My Account**.

The screenshot shows the INtax website interface. At the top, there is a navigation bar with links for Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains a menu with options: BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE (expanded), ADD BUSINESS TO MY ACCOUNT (highlighted with a red arrow), ADD WIRELESS PREPAID, UPDATE CONTACT INFO, CHANGE PASSWORD, CHANGE USERNAME, and LOGOUT. The main content area is titled 'Business Details' and includes fields for State Tax ID and Primary Address. Below these fields is a list of account types with a table showing details for a 'Sales' account. The table has columns for Account, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. The 'Sales' account is listed with 'Yes' for Registered for EFT, 'No' for Currently Consolidated, 'Open' status, and 'Monthly' filing frequency. A 'File Pay' link is visible in the Actions column. Below the table is a 'Provide feedback' section with a link to share feedback.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Lr:001		Yes	No	Open	Monthly	<a href="#">File Pay</a>

**Step 2:** You must complete the registration process for each business you wish to add to your account by answering the questions and verifying the account information. If you need assistance registering a business, please reference the *INtax QuickStart Guide* at [www.in.gov/dor/4336.htm](http://www.in.gov/dor/4336.htm). After you submit the information about your additional business, the department will verify the information. Once the information has been verified, the business appears on your Business Details page.

# Update contact information

Note: If the address listed in your INtax User Profile is not correct, send a message to the department using the INtax Message Center.

To update your phone number, email address, or other contact information, follow these steps:

**Step 1:** Select **My Profile**, then **Update Contact Info**.

The screenshot shows the INtax website interface. At the top, there is a navigation bar with links for 'Indiana DOR', 'IN.gov', 'Home', 'FAQs', 'Print', and 'Contact Us'. The main content area is titled 'Business Details' and includes sections for 'State Tax ID:' and 'Primary Address:'. Below these sections is a table of accounts with columns for Account, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. A red arrow points to the 'UPDATE CONTACT INFO' option in the left-hand navigation menu.

**Business Details**

State Tax ID: Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc:001		Yes	No	Open	Monthly	<a href="#">File Pay</a>

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**UPDATE CONTACT INFO**

**Step 2:** Change the name, phone number, and email address associated with your INtax profile as desired. After you have made your changes, select **Save**.

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**BUSINESSES**  
**PAY** <  
**PAYMENT HISTORY**  
**EFT REGISTRATION**  
**MESSAGES**  
**SECURITY**  
**MY PROFILE** <  
**LOGOUT**

**DEPARTMENT OF REVENUE**  
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### Edit User Details

- Update the contact information using the fields below.
- Please note that First Name, Last Name, Phone Number, and Email address fields are required to successfully submit the form.

User Details	
First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Ext:	<input type="text"/>

Cancel Save

# Change password

To change your INtax password, complete the following steps:

**Step 1:** Select **My Profile**, then **Change Password**.

The screenshot shows the INtax.IN.gov website interface. The top navigation bar includes links for Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar menu is expanded to show 'MY PROFILE' with a dropdown arrow. Under 'MY PROFILE', the following options are listed: ADD BUSINESS TO MY ACCOUNT, ADD WIRELESS PREPAID, UPDATE CONTACT INFO, CHANGE PASSWORD, and CHANGE USERNAME. A large red arrow points to the 'CHANGE PASSWORD' option. The main content area is titled 'Business Details' and contains a table of account information. Below the table is a 'Provide feedback' section with a link to share experience with INtax.

**Business Details**

State Tax ID: Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc:001		Yes	No	Open	Monthly	<a href="#">File Pay</a>

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**Step 2:** Enter your current password in the Old Password field. In the New Password field, enter the new password you would like to use. Reenter the new password in the Confirm Password field to confirm it is typed correctly. Once you have completed these steps, select **Save**.

**Change Password**

- Passwords may not include the characters '<', '>', '\\', ':' and ';' ; must be 6 to 16 characters long, and must contain at least 1 letter.
- Letters in password are case-sensitive.
- For security reasons, your password is not allowed to be your email address, INtax username, or any combination of your first and last name.

**Change Password**

Username:

Old Password:

New Password:

Confirm New Password:

The next page confirms your password change is successful.

**Change Password**

Your password has been changed successfully.

# Change username

If you want to change your username, complete the following steps:

**Step 1:** Select **My Profile**, then **Change Username**.

The screenshot shows the INtax.IN.gov website interface. The top navigation bar includes links for Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left-hand navigation menu is expanded to show 'MY PROFILE', with a red arrow pointing to the 'CHANGE USERNAME' option. The main content area displays 'Business Details' with fields for State Tax ID and Primary Address. Below these fields is a table of account information and a 'Provide feedback' link.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<a href="#">Sales</a> Loc:001		Yes	No	Open	Monthly	<a href="#">File</a> <a href="#">Pay</a>

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**Step 2:** Your current username is displayed. Enter the new username you have chosen in the New Username field.

*Note: If you select a username that is already in use, you will be prompted to enter a different username.*

To confirm the change, enter your current password in the Password to Confirm Change field. Once you've completed these steps, select **Save**. The next page confirms your username change is successful.

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**BUSINESSES**  
PAY <  
PAYMENT HISTORY  
EFT REGISTRATION  
MESSAGES  
SECURITY  
MY PROFILE <  
LOGOUT

**Change Username**

- Usernames must be 6 to 25 characters in length.
- Letters in usernames are not case-sensitive.
- Usernames must begin with a letter, but may contain numbers, underscores, and periods.
- For security reasons, your username must be different than your email address.

Change Username	
Old Username:	<input type="text"/>
New Username:	<input type="text"/>
Password to Confirm Change:	<input type="password"/>

Cancel **Save**

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## Additional information

- *Filing Frequency Status Change:* The department reviews taxpayer accounts annually. Based on these reviews, your filing frequency status might change, which can affect your due dates. To avoid penalty and interest, please review the due dates on your returns.
- *Closing a Business:* To close a business, you must complete Form BC-100 and attach the required documentation. If you do not have the required supporting documentation, you can submit a notarized statement with the form. Form BC-100 is available at [www.in.gov/dor/3489.htm](http://www.in.gov/dor/3489.htm), or you can call the department at (317) 615-2581 to have one mailed to you.
- *Incorrect Information:* If you need to update your contact information, select **My Profile**, and then select **Update Contact Info**. Make the necessary changes, then select **Save**. If the address listed in your INtax User Profile is not correct, send a message to the department using the INtax Message Center. Select **Messages**, and then select **Compose Message**. Be sure to include the TID number of the account to be changed and the correct address.
- *No Tax Is Due:* You must file a return even when you have no tax due, unless your account has been closed. If you do not file a return, the department will issue a tax bill based on the best information available.
- *Due Date:* If the due date on your return falls on a weekend or legal holiday, your payment and return are due on the next business day. For a list of state holidays, visit [www.in.gov/spd/2555.htm](http://www.in.gov/spd/2555.htm).
- *FAQs:* The **FAQs** link at the top of the page provides answers to common questions. If you don't find the information you need and still have a question, you can select the **Messages** link from the left menu navigation to submit a question to the department.
- *Registration Tutorials:* If you have any questions about registering for INtax, please refer to the department's registration video tutorial at [www.in.gov/dor/4821.htm](http://www.in.gov/dor/4821.htm). You also can access the *QuickStart Guide* at [www.in.gov/dor/4336.htm](http://www.in.gov/dor/4336.htm).
- *INtax Phone Line:* If you have a specific question not addressed in the FAQs, guides, or video tutorial, call the INtax phone line at (317) 233-8729.