



WEST VIRGINIA **STATE TAX DEPARTMENT**

- Kym Lowers, Assistant Director, Revenue Division

MYTAXES: Filing Tips and Issues

❖ Upgrade Implemented June 26, 2021

❖ FAVORITES

❖ VIEWING PERIODS and RETURNS

❖ CONTACT INFORMATION

MYTAXES: Filing Tips and Issues

- Favorites

Establishing favorites will allow users to customize their default view of accounts, while still maintaining access to all accounts. This is especially helpful when there are several closed accounts.

After securely logging into MyTaxes, you are defaulted to a list of all accounts in which you have access to, or may add access to, including accounts that are closed. This is the Summary tab:

TAX INSTITUTE CUSTOMER

11-1111111
1001 LEE ST E
CHARLESTON WV 25301-1725

Welcome, T
You last logged in on W
Need to Update Info

Favorites Summary Action Center ²³ Settings More...

Filter

Business Registration Tax

FAVORITE ACCOUNTS
1001 LEE ST E
CHARLESTON WV 25301-1725

Account

Permanent
2267-0815

Balance
\$0.00

- > [Make a Payment](#)
- > [View Returns and Periods](#)
- > [Send a Message](#)
- > [Name/Location Address Cl](#)

Business Registration Tax

TAX INSTITUTE CUSTOMER
1001 LEE ST E
CHARLESTON WV 25301-1725
Closed on 01-Jan-2004

Account

Permanent
2267-0818

Balance
\$0.00

- > [Make a Payment](#)
- > [View Returns and Periods](#)
- > [Send a Message](#)

Business Registration Tax

TAX INSTITUTE CUSTOMER
1001 LEE ST E
CHARLESTON WV 25301-1725
Closed on 01-Jan-2007

Account

Permanent
2267-0820

Balance
\$0.00



- > [Make a Payment](#)
- > [View Returns and Periods](#)
- > [Send a Message](#)

To establish Favorites, select the Favorites tab and select Manage:

The screenshot shows a user interface for a customer named 'TAX INSTITUTE CUSTOMER'. The page header includes the customer's name, address (11-1111111, 1001 LEE ST E, CHARLESTON WV 25301-1725), and a welcome message with a login timestamp. A navigation bar contains 'Favorites', 'Summary', 'Action Center' (with a notification badge of 23), 'Settings', and 'More...'. Below the navigation bar, a light blue banner displays the text 'You have no favorites' and a blue 'Manage' button with a mouse cursor pointing to it.

Manage by
indicating
your
'favorite'
accounts:

< TAX INSTITUTE CUSTOMER

TAX INSTITUTE CUSTOMER

11-1111111
1001 LEE ST E
CHARLESTON WV 25301-1725

Manage Favorites

Favorite	Type	ID	Name
★	Business Registration Tax	2267-0815	FAVORITE ACCOUNTS
☆	Business Registration Tax	2267-0818	TAX INSTITUTE CUSTOMER
☆	Business Registration Tax	2267-0820	TAX INSTITUTE CUSTOMER
★	Combined Sales & Use Tax	2267-0816	FAVORITE ACCOUNTS
☆	Combined Sales & Use Tax	2267-0819	TAX INSTITUTE CUSTOMER
☆	Combined Sales & Use Tax	2267-0821	TAX INSTITUTE CUSTOMER
★	Corp. Income & Franchise Tax	2267-0817	FAVORITE ACCOUNTS

Your default view for accounts will now only be the accounts you have indicated as a 'favorite':

TAX INSTITUTE CUSTOMER

1-1111111
001 LEE ST E
HARLESTON WV 25301-1725

Welcome, TAX

You last logged in on Wedn

[Need to Update Inform](#)

[avorites](#) [Summary](#) [Action Center](#) ²³ [Settings](#) [More...](#)

3 favorites

Business Registration Tax

FAVORITE ACCOUNTS
1001 LEE ST E
CHARLESTON WV 25301-1725

Account

Permanent

2267-0815

Balance

\$0.00

- > [Make a Payment](#)
- > [View Returns and Periods](#)
- > [Send a Message](#)
- > [Name/Location Address Chan](#)

Combined Sales & Use Tax

FAVORITE ACCOUNTS
1001 LEE ST E
CHARLESTON WV 25301-1725
[Action Center Items](#) ²²

Account

Monthly

2267-0816

Balance

\$131.30

- > [Make a Payment](#)
- > [File, Amend or View Returns](#)
- > [Send a Message](#)

Corp. Income & Franchise Tax

FAVORITE ACCOUNTS
1001 LEE ST E
CHARLESTON WV 25301-1725

Account

Annual

2267-0817

Balance



- > [Make a Payment](#)
- > [View Returns and Periods](#)
- > [Send a Message](#)

All accounts, including 'favorites' & accounts that have not been added for access, are still available in the Summary section:

TAX INSTITUTE CUSTOMER

11-1111111
1001 LEE ST E
CHARLESTON WV 25301-1725

Welcome, T
You last logged in on W
Need to Update Info

Favorites Summary Action Center ²³ Settings More...

Filter

Business Registration Tax FAVORITE ACCOUNTS 1001 LEE ST E CHARLESTON WV 25301-1725	Account Permanent 2267-0815 Balance \$0.00	> Make a Payment > View Returns and Periods > Send a Message > Name/Location Address Cl
Business Registration Tax TAX INSTITUTE CUSTOMER 1001 LEE ST E CHARLESTON WV 25301-1725 Closed on 01-Jan-2004	Account Permanent 2267-0818 Balance \$0.00	> Make a Payment > View Returns and Periods > Send a Message
Business Registration Tax TAX INSTITUTE CUSTOMER 1001 LEE ST E CHARLESTON WV 25301-1725 Closed on 01-Jan-2007	Account Permanent 2267-0820 Balance \$0.00	> Make a Payment > View Returns and Periods > Send a Message

MYTAXES: Filing Tips and Issues

- Viewing Periods and Returns

Viewing Periods and Returns in MyTaxes display different information. Returns will allow you to file a return and see a history of returns, while Periods will display action items, including balances and credits available, per period.

To view returns and periods, select the File, Amend or View Returns link for the desired account:

TAX INSTITUTE CUSTOMER

Welcome, TAX INSTITUTE CUSTOMER
You last logged in on Wednesday, Oct 13, 2021 12:09:00 PM
Need to Update Information? [Manage My Profile](#)

11-1111111
1001 LEE ST E
CHARLESTON WV 25301-1725

[Favorites](#) [Summary](#) [Action Center ²³](#) [Settings](#) [More...](#)

3 favorites [Manage](#)

Business Registration Tax
FAVORITE ACCOUNTS
1001 LEE ST E
CHARLESTON WV 25301-1725

Account
Permanent
2267-0815
Balance
\$0.00

- > [Make a Payment](#)
- > [View Returns and Periods](#)
- > [Send a Message](#)
- > [Name/Location Address Change](#)

Combined Sales & Use Tax
FAVORITE ACCOUNTS
1001 LEE ST E
CHARLESTON WV 25301-1725
[Action Center Items ²³](#)

Account
Monthly
2267-0816
Balance
\$131.30

- > [Make a Payment](#)
- > [File, Amend or View Returns](#)
- > [Send a Message](#)

By default, a list of returns, filed or needed to be filed, are displayed:

< TAX INSTITUTE CUSTOMER

Returns Balance [Make a Payment](#)
Combined Sales & Use Tax **\$131.30**
2267-0816

FAVORITE ACCOUNTS

Returns **Periods**

Returns

Period	Return	Status	
31-Jul-2020	Combined Sales & Use Tax	Late-Processed	View or Amend Return
30-Jun-2020	Combined Sales & Use Tax	Late-Processed	View or Amend Return
31-May-2020	Combined Sales & Use Tax	Late-Processed	View or Amend Return
30-Apr-2020	Combined Sales & Use Tax		File Now
31-Mar-2020	Combined Sales & Use Tax		File Now

Select the
Periods tab
to view
actions
needed for
specific
periods,
including
balances
and credit:

< TAX INSTITUTE CUSTOMER

Returns Balance > Make a Payment
Combined Sales & Use Tax **\$131.30**
2267-0816
FAVORITE ACCOUNTS

Returns **Periods**

Periods

Period	Balance
31-Jul-2020	\$131.30 ▲ Make Payment
30-Jun-2020	\$0.00
31-May-2020	\$0.00
30-Apr-2020	\$0.00 ▲ File Return
31-Mar-2020	\$0.00 ▲ File Return
29-Feb-2020	\$0.00 ▲ File Return

Select the specific period to see additional details:

< Returns

31-Jul-2020 Balance **\$131.30** > [Make a Payment](#)
Combined Sales & Use Tax > [File or Amend a Return](#)
2267-0816
FAVORITE ACCOUNTS

Period

Summary		Period Activity	
Tax	\$92.88	13-Oct-2021	Combined Sales & Use Tax
Penalty	\$29.66		
Interest	\$8.76		
Balance	\$131.30		



WEST VIRGINIA STATE TAX DEPARTMENT

TAXPAYER SERVICES CONTACT INFORMATION:

TAXHELP@WV.GOV

304-558-3333 – GENERAL

304-558-0269 – TAX PRACTITIONER HOTLINE

PERSONAL CONTACT INFORMATION:

KYM.D.LOWERS@WV.GOV

304-558-8672 – DESK

304-993-0940 - CELL