

Revitalized Website Launched November 18, 2021
New features to increase functionality; all previous content preserved



PROVIDENCE, R.I. – The Rhode Island Division of Taxation has launched its redesigned website on November 18, 2021. While the web address remains the same (<http://www.tax.ri.gov/>), Rhode Island taxpayers will notice big changes on the Division’s website. This collection of website improvements will continue the Division’s work of engaging with and assisting Rhode Island taxpayers through education and access to helpful resources.

The site features a built-in translation option, mobile-friendly formatting, and an intuitive interface that utilizes a central toolbar at the top of the screen.

The website update follows the launch of Rhode Island’s Taxpayer Portal (<https://www.taxportal.ri.gov>) and provides a seamless way for taxpayers to access the portal, register their business, file and pay, and read newsletters, reports, and advisories all in one easy to navigate location, among providing further resources for individuals, businesses, and software developers.

To assist taxpayers with the transition to the updated site, the Division has compiled the below guide highlighting some of the most used site features to help web visitors navigate the new site. In addition to the online payment portal, notable improvements include an improved search function, consolidated guidance resources and services provided by the Division, and an easy to use About Us section with directions, phone and email directory, address, and hours. These updates will ensure a more streamlined user experience.

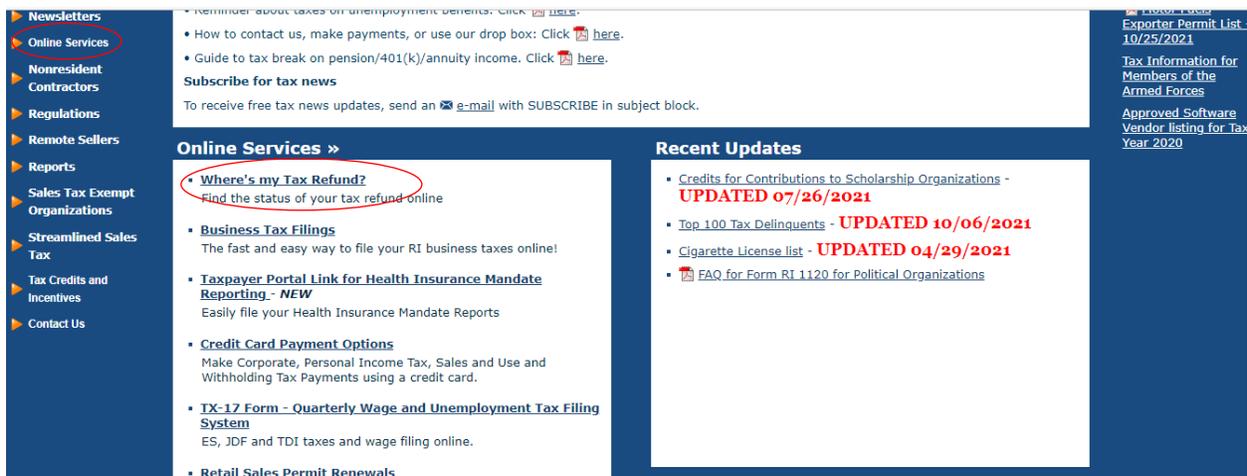
Guide to Accessing Frequently Used Functions – RI Division of Taxation Website

ONLINE SERVICES

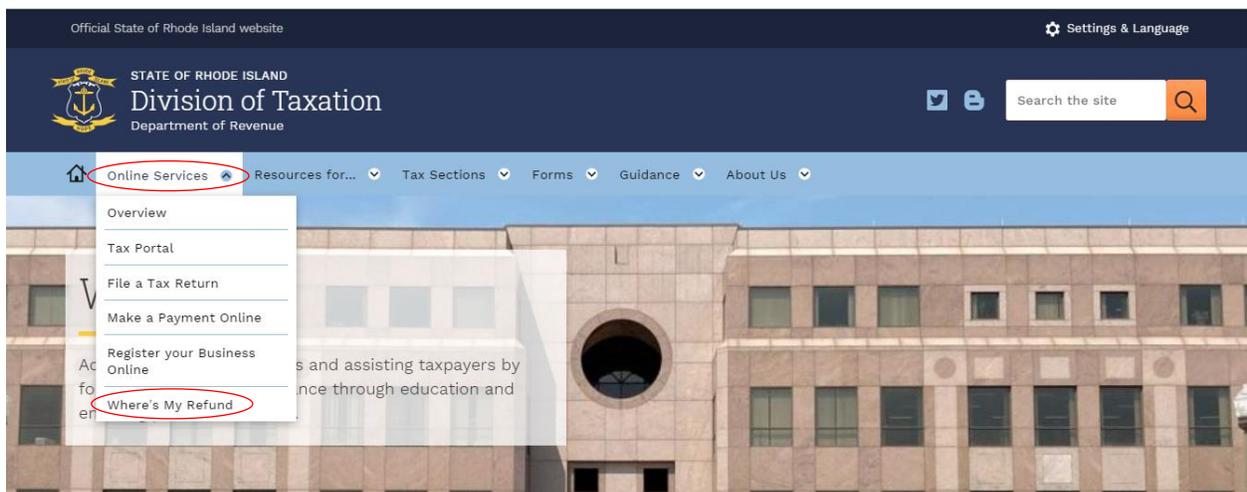
Online Services, such as “Where’s my refund,” registration, and filing and making payments, remain in the “Online Services” section, but are accessed through a simple drop-down menu for each service. Below you will find the previous location for these services along with the new location on the revamped website (launched on November 18, 2021):

“Where’s my refund”

Previous location:



New location:



Registering a business:

Previous location:

The screenshot shows the Rhode Island Department of Revenue website. On the left is a dark blue navigation menu with items like Newsletters, Online Services (circled in red), Nonresident Contractors, Regulations, Remote Sellers, Reports, Sales Tax Exempt Organizations, Streamlined Sales Tax, Tax Credits and Incentives, and Contact Us. The main content area has a white background with a blue header. It features two columns: 'Online Services »' with links to 'Where's my Tax Refund?', 'Business Tax Filings', 'Taxpayer Portal Link for Health Insurance Mandate Reporting - NEW', 'Credit Card Payment Options', 'TX-17 Form - Quarterly Wage and Unemployment Tax Filing System', and 'Retail Sales Permit Renewals'; and 'Recent Updates' with links to 'Credits for Contributions to Scholarship Organizations - UPDATED 07/26/2021', 'Top 100 Tax Delinquents - UPDATED 10/06/2021', 'Cigarette License list - UPDATED 04/29/2021', and 'FAQ for Form RI 1120 for Political Organizations'. A footer contains 'Contact Us | Related Links | Privacy Policy | RI.gov' and several official seals.

New location:

The screenshot shows the Rhode Island Division of Taxation website. The header includes the state logo, 'STATE OF RHODE ISLAND', 'Division of Taxation', and 'Department of Revenue'. A search bar is on the right. A navigation menu is visible with 'Online Services' circled in red. A dropdown menu is open under 'Online Services', listing 'Overview', 'Tax Portal', 'File a Tax Return', 'Make a Payment Online', 'Register your Business Online' (circled in red), and 'Where's My Refund'. The background features a photograph of a large, multi-story building.

Filing, or making payments:

Previous location:

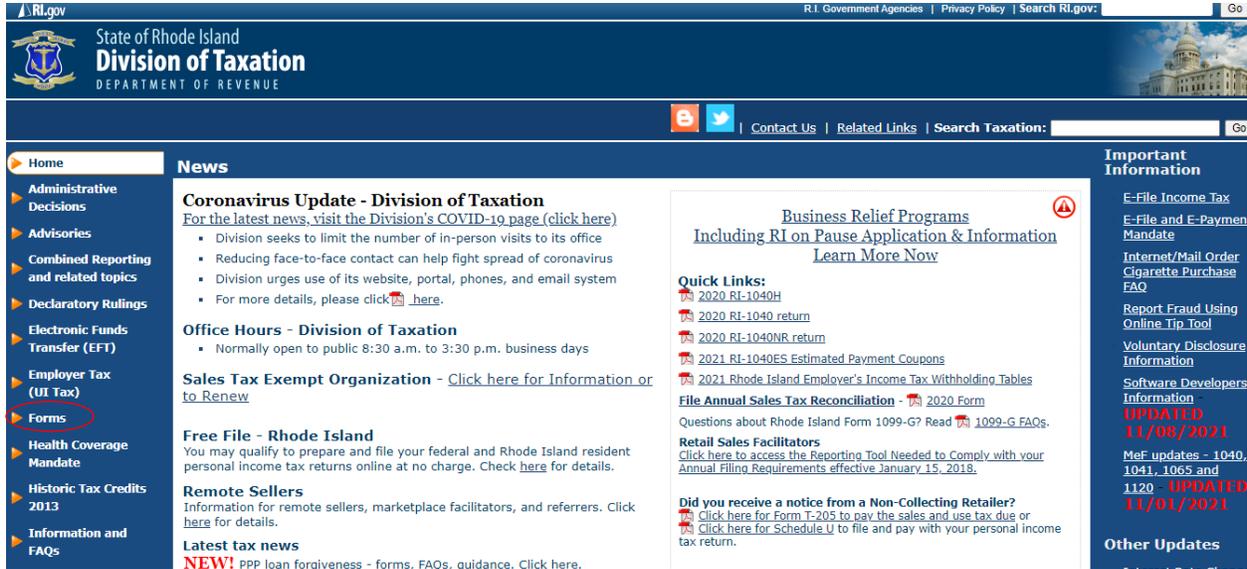
The screenshot shows the Rhode Island Department of Revenue website. On the left is a navigation menu with items like Newsletters, Online Services, Nonresident Contractors, Regulations, Remote Sellers, Reports, Sales Tax Exempt Organizations, Streamlined Sales Tax, Tax Credits and Incentives, and Contact Us. The 'Online Services' menu item is circled in red. The main content area is divided into two columns. The left column is titled 'Online Services »' and contains several links: 'Where's my Tax Refund?', 'Business Tax Filings' (circled in red), 'Taxpayer Portal Link for Health Insurance Mandate Reporting - NEW', 'Credit Card Payment Options', 'TX-17 Form - Quarterly Wage and Unemployment Tax Filing System', 'Retail Sales Permit Renewals', and 'More...'. The right column is titled 'Recent Updates' and lists: 'Credits for Contributions to Scholarship Organizations - UPDATED 07/26/2021', 'Top 100 Tax Delinquents - UPDATED 10/06/2021', 'Cigarette License list - UPDATED 04/29/2021', and 'FAQ for Form RI 1120 for Political Organizations'. At the bottom, there are links for 'Contact Us', 'Related Links', 'Privacy Policy', and 'RI.gov', along with a '508 APPROVED' logo.

New location:

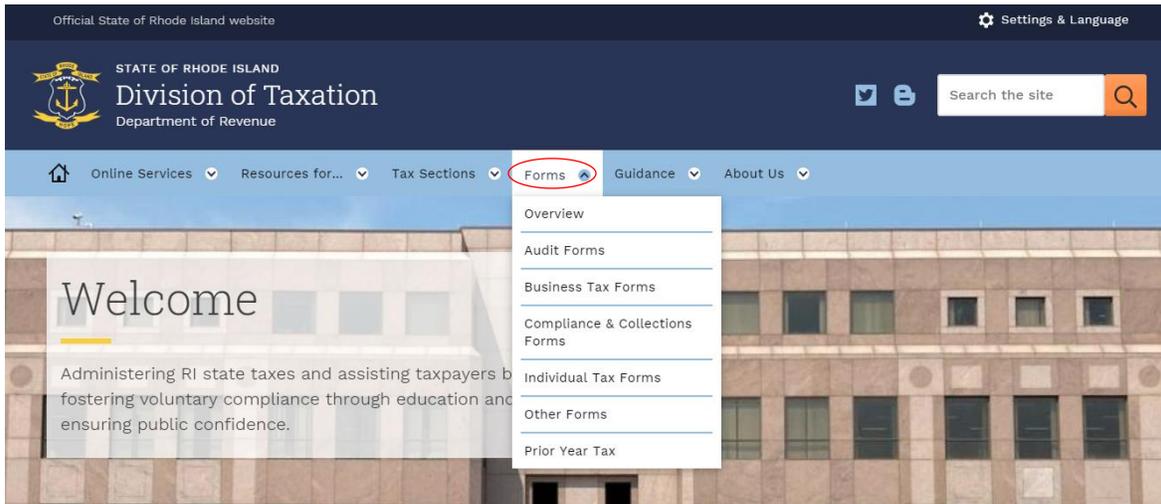
The screenshot shows the Rhode Island Division of Taxation website. The header includes the state logo, 'STATE OF RHODE ISLAND', 'Division of Taxation', and 'Department of Revenue'. A search bar is located in the top right. The main navigation bar contains 'Online Services' (circled in red), 'Resources for...', 'Tax Sections', 'Forms', 'Guidance', and 'About Us'. A dropdown menu is open under 'Online Services', listing 'Overview', 'Tax Portal', 'File a Tax Return' (circled in red), 'Make a Payment Online' (circled in red), 'Register your Business Online', and 'Where's My Refund'. The background of the page features a photograph of a large, multi-story building.

FORMS

Forms *were* located in the sidebar on the left, 1/3 of the way from the top:



Forms *are now* conveniently organized by category and located in a drop-down menu at the top of the screen:



GUIDANCE

Guidance including advisories, newsletters, declaratory rulings, reports, and administrative decisions *was* spread out under separate headings in the sidebar on the left:

The screenshot shows the website for the State of Rhode Island Division of Taxation. The top navigation bar includes links for Home, Administrative Decisions, and Advisories. The main content area features several news articles, including a Coronavirus Update, Office Hours, Sales Tax Exempt Organization, Free File - Rhode Island, and Remote Sellers. A sidebar on the right contains links for Important Information and Other Updates.

This guidance *is now* available in the drop-down menu under “Guidance”:

The screenshot shows the website for the State of Rhode Island Division of Taxation. The navigation menu includes links for Online Services, Resources for..., Tax Sections, Forms, Guidance, and About Us. The Guidance dropdown menu is open, showing a list of items: Overview, Administrative Decisions, Advisories, Declaratory Rulings, Information and FAQs, Newsletters, Notices, Regulations, Reports, COVID-19, and Health Coverage Mandate. A search bar is visible in the top right corner.

RESOURCES

Resources for individuals and businesses *were* found in separate headings in the sidebar on the left, with resources for software developers on the right:

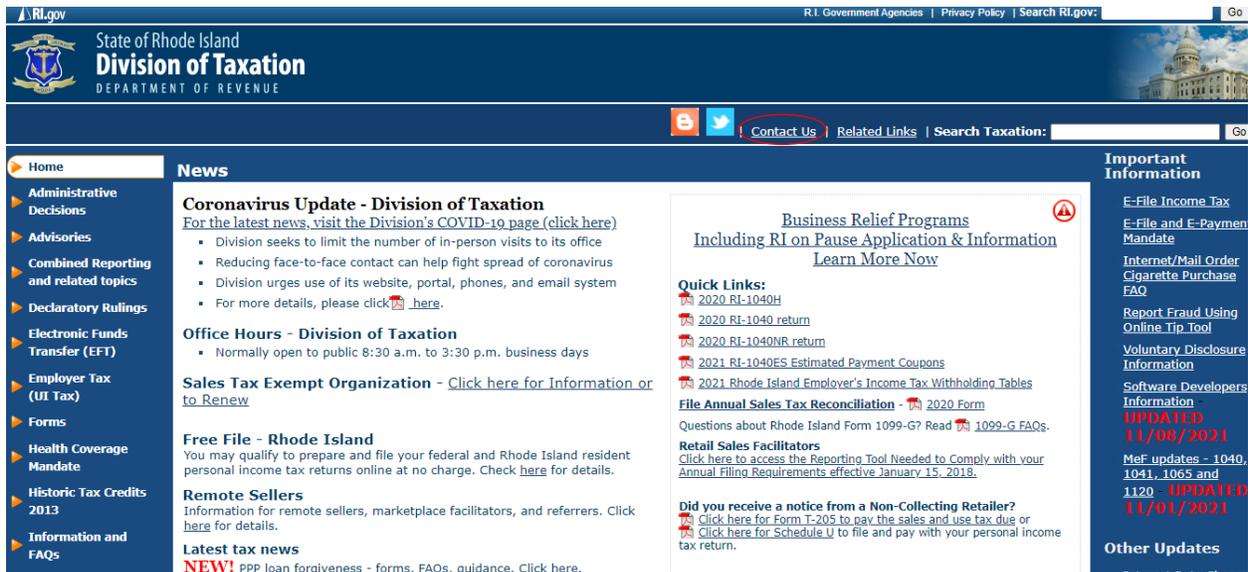
The screenshot shows the homepage of the State of Rhode Island Division of Taxation. The header includes the RI.gov logo, the State of Rhode Island seal, and the text 'Division of Taxation DEPARTMENT OF REVENUE'. A search bar and navigation links like 'Contact Us' and 'Related Links' are present. The main content area is divided into several sections: 'News' with a coronavirus update, 'Business Relief Programs', 'Office Hours', 'Sales Tax Exempt Organization', and 'Free File - Rhode Island'; 'Online Services' with links for tax refunds, business filings, and health insurance reporting; 'Recent Updates' with information on scholarship credits, tax delinquents, and cigarette licenses; and 'Important Information' on the right with links for e-file, payment mandates, and software developer information. A sidebar on the left contains various service categories, with 'Employer Tax (UI Tax)' circled in red. A second screenshot below shows the 'Resources for...' dropdown menu, which is also circled in red, listing 'Overview', 'Individuals', 'Businesses', and 'Software Developers'.

Now, resources for various stakeholders *are now* in the “Resources for” section.

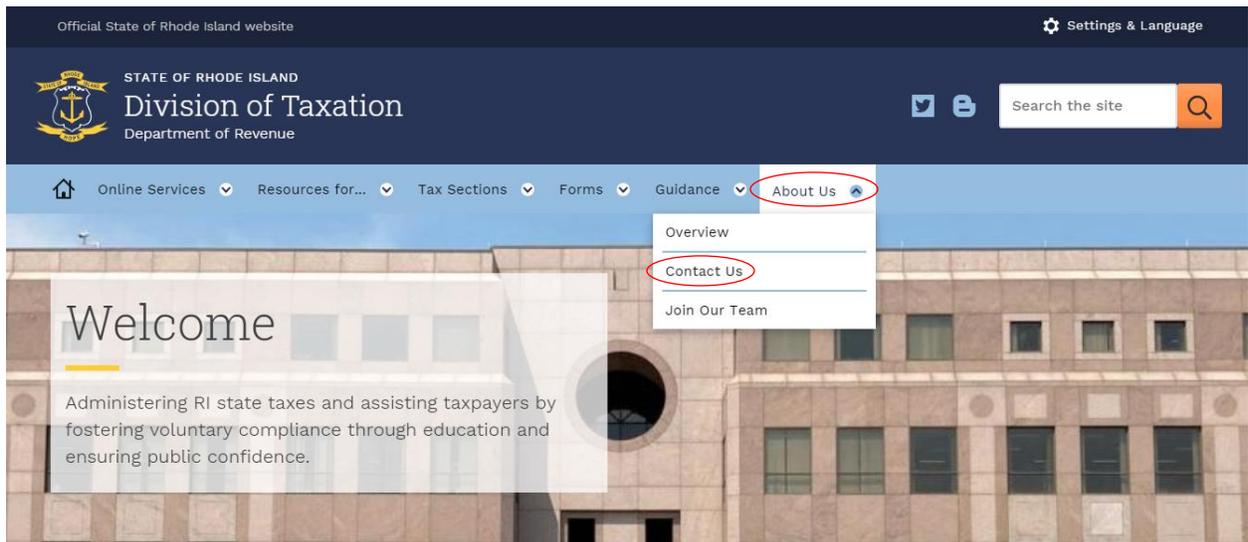
This screenshot shows the 'Resources for...' dropdown menu on the website. The menu is open, showing four options: 'Overview', 'Individuals', 'Businesses', and 'Software Developers'. The 'Resources for...' text in the navigation bar is circled in red. The background of the page features a large image of a building and a 'Welcome' message from the Division of Taxation, which states: 'Administering RI state taxes and assisting taxpayers by fostering voluntary compliance through education and ensuring public confidence.'

CONTACT INFORMATION

Contact information for the Division *was* found by clicking a link at the top of the page near the search bar on the right:



Contact information *can now be* found in the “About Us” drop-down menu under “Contact Us” and there you can find the Division’s address, hours, directions, and a directory of phone numbers and e-mail addresses.



The Rhode Island Division of Taxation invites all Rhode Island taxpayers and other stakeholders to visit the new website and explore the features and functions available to them.

(Please note: The new website is best viewed in the Microsoft Edge browser. Internet Explorer users will not experience all the benefits of the redesign.)

The Rhode Island Division of Taxation office is open to the public from 8:30 a.m. to 3:30 p.m. business days. For more information, contact the Division of Taxation at (401) 574-8829 or see <http://www.tax.ri.gov/contact>
