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.
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:

New location:
Filing, or making payments:

Previous location:

New location:
**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:

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

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