



Rhode Island Department of Revenue

Division of Taxation

ADV 2022-03
Tax Administration

ADVISORY FOR TAXPAYERS AND TAX PROFESSIONALS
January 13, 2022

Reminder: How to contact the Division of Taxation

PROVIDENCE, R.I. – In line with Governor McKee’s recent Executive Orders¹ the Rhode Island Division of Taxation reminds taxpayers and the community of the numerous ways they can choose to interact with the Division. As COVID-19 variants continue to emerge and surge, you may choose to limit your in-person interactions. The Division offers a number of alternative options to in-person visits for you to choose from.

The Division continues to operate during its normal business hours and almost all of the services available to you are accessible online or via phone. Understanding that there may be times when you must drop something off in person please use the Division’s drop box, which is located on the first floor of the Division’s offices in the Powers Building, One Capitol Hill, Providence, RI 02908

When visiting the Division’s webpage (<https://tax.ri.gov/>), you will notice a new and improved experience. The recently updated site provides access to many of the most utilized services available to taxpayers, such as filing a return, payments through the Tax Portal,² and checking the status of your refund. It also features a built-in translation option, mobile-friendly formatting, and a useful search function. To learn more about the website update visit: <https://go.usa.gov/xtgYy>.



You can also contact the Division by phone or email. A comprehensive directory of emails and phone numbers is available at: <https://tax.ri.gov/about-us/contact-us>. The Division is ready to help you from 8:30 a.m. to 3:30 p.m. business days. The Division continues to strive, as always, for short waits and timely responses, despite the impacts of the pandemic. The patience and understanding of Rhode Island taxpayers are appreciated more than ever during this difficult time.



¹ On January 6, Governor McKee enacted or extended a number of [Executive Orders](#)
Executive Order 22-01, Allowing Remote Participation in Public Meetings - Enacted
Executive Order 21-87 (Requiring Masks in Schools) - Extended
Executive Order 21-109 (Declaration of Disaster Emergency for New COVID-19 Variants) - Extended

² To learn more about the Tax Portal visit: <https://go.usa.gov/xtgYU>

While alternate options are encouraged, if you do choose to visit the Division in person, including the use of the Division's drop box, please remember that regardless of vaccination status all visitors must wear a mask and maintain social distancing. All visitors must also successfully complete a health-screening. The screening tool can be completed online at <https://selfscreening.ri.gov> or in person at the front desk. Full details on the Division's current office visit protocols can be found at <https://go.usa.gov/xtgrT>.

The Rhode Island Division of Taxation, part of the Rhode Island Department of Revenue, 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 <https://tax.ri.gov/about-us/contact-us>.
