

How to reach the Division of Taxation during tax-filing season

Agency lists website links, phone numbers, email addresses, payment methods

PROVIDENCE, R.I. – Amid tax-filing season, the Rhode Island Division of Taxation provides the following at-a-glance contact information for taxpayers, tax professionals, and others.

“Although we all continue to deal with the effects of the coronavirus (COVID-19) pandemic, the Division of Taxation continues to operate and continues to serve taxpayers, tax professionals, and other stakeholders,” said Rhode Island Tax Administrator Neena Savage. “Many of our forms, instructions, and services – including filing and payment methods – are online and easily accessible,” she said.

“We continue to encourage taxpayers to use our email system, telephone system, portal, website, and various other online services to communicate with the Division, instead of in-person visits,” she said. “This is in keeping with the State of Rhode Island’s continuing effort to limit the spread of the coronavirus.”

DIVISION’S WEBSITE

The following table includes some of the Division’s most frequently used web addresses.

Rhode Island Division of Taxation – frequently used web addresses*	
Main website	http://www.tax.ri.gov/
Coronavirus webpage	http://www.tax.ri.gov/COVID/
Forms and instructions	http://www.tax.ri.gov/taxforms/
Rhode Island Free File program	http://www.tax.ri.gov/misc/efile.php
Personal income tax refund status	https://www.ri.gov/taxation/refund/
Taxpayer portal	https://taxportal.ri.gov/
Payments via credit card, debit card	http://www.tax.ri.gov/misc/creditcard.php
Employer tax	http://www.uitax.ri.gov/
Detailed list of contact information	http://www.tax.ri.gov/contact/
Division of Taxation blog, for latest news	http://rhodeislandtax.blogspot.com/
Division of Taxation on Twitter	https://twitter.com/RhodeIslandTax

* Various methods are available for making electronic filings and payments, such as tax-preparation software, the [Division’s portal](#), and [credit card or debit card](#). (Not all methods accept all filings/payments. A third-party charge applies to payments by credit card/debit card.)

DIVISION PHONE NUMBERS, EMAIL ADDRESSES

Although the Division's office is open during its normal business hours, the Division still encourages taxpayers, tax professionals, and others to avoid visiting the office due to the pandemic. Instead, use email and phones to contact the agency.

The following table includes some of the most frequently used phone numbers and email addresses.

Rhode Island Division of Taxation – key phone numbers, email addresses*		
Personal income tax	(401) 574-8829 (option #3)	Tax.Assist@tax.ri.gov
To request forms and instructions	(401) 574-8970	Tax.Forms@tax.ri.gov
Sales/use tax, cigarette tax	(401) 574-8955	Tax.Excise@tax.ri.gov
Collections	(401) 574-8941	Tax.Collections@tax.ri.gov
Taxpayer portal	(401) 574-8484	TaxPortal@tax.ri.gov
Corporate and business taxes	(401) 574-8935	Tax.Corporate@tax.ri.gov
Estate tax	(401) 574-8829 (option #8)	Tax.Estate@tax.ri.gov
Sale of real estate by nonresident	(401) 574-8829 (option #4)	Tax.Nonres713@tax.ri.gov
Health insurance mandate**		Tax.IndMandate@tax.ri.gov
Employer taxes (including UI, TDI)	(401) 574-8700	
Registering a business	(401) 574-8938	Tax.Registration@tax.ri.gov
Main phone number	(401) 574-8829	

* Phones are typically staffed from 8:30 a.m. to 3:30 p.m. business days.
** Also known as individual mandate.

PAYMENT METHODS

Keep in mind that payments may be made electronically, and returns may be filed electronically. Following are some examples.¹

- ✓ **Software:** If you use tax-preparation software, or your tax preparer does, the software may offer the option to authorize the Division to withdraw the required amount directly from your bank or credit union account. If so, please schedule the withdrawal, or “direct debit”, several business days in advance of the deadline, to avoid any possible delays.
- ✓ **Portal:** Individuals, businesses, tax professionals, and others may use the Division of Taxation's taxpayer portal to make online payments. Payments for nearly all Rhode Island state taxes – including individual and business taxes – can be made via the portal: <https://taxportal.ri.gov/>.
 - Please note: Your security is important to us. To gain access to the taxpayer portal as a first-time user, you must first obtain a PIN. If you are interested in

¹ The Division continues to issue tax refunds and still accepts paper filings and payments by check via the United States Postal Service and via private delivery service.

using the taxpayer portal and obtaining a PIN, please contact the Division by phone at (401) 574-8484 or by email: taxportal@tax.ri.gov.

- Once you have your PIN, go to the portal's home page and click on the "Create a New User" link in order to create a new user account and register as a user. (To go directly to the "Create a New User" section: <https://go.usa.gov/xsDd9>.) As part of the registration process, you'll use your PIN to link your portal account with the Division.
- To view the taxpayer portal's user guide: <https://go.usa.gov/xsDd5>. If you have questions about the taxpayer portal, contact the Division at (401) 574-8484 or email: taxportal@tax.ri.gov.

State of Rhode Island
Division of Taxation
DEPARTMENT OF REVENUE

HOME

Member Sign In

User ID
Please Enter User ID

Password
Password

SIGN IN

Customer support is available weekdays between 8:30am - 3:30pm at 401-574-8484 or you can e-mail support at taxportal@tax.ri.gov at any time.

Scheduled maintenance will be done Friday, January 22nd, from 6:30 PM - 9:30 PM. During this time the system will be unavailable. Please plan accordingly.

Sign In - Do you have a Taxpayer Portal User ID and Password?

- Yes, I Sign into the online services for the Taxpayer Portal.
 - Use the **Member Sign In** section to the left to access your account.
- No, I am a first time user to the Rhode Island Taxpayer Portal and do not have a

Popular Services

- Tax Forms
- Administrative Decisions
- Advisories
- Where's My Refund
- Business Registration
- Reports
- Regulations

Use the Rhode Island Division of Taxation's taxpayer portal to make payments quickly, securely, and easily (see screenshot above).

- ✓ **Bill Pay:** Your bank or credit union may let you use its online "bill pay" feature, which generates a check that your bank or credit union mails to the Division of Taxation. If you use "bill pay", include as much information as possible -- and complete the transaction several business days in advance of the deadline -- so that the amount can be promptly and properly credited to your account. That way, you can avoid incurring late charges. Also make sure that the payment goes to the following address, not to a post office box: Rhode Island Division of Taxation, One Capitol Hill, Providence, R.I. 02908.
- ✓ **Debit Card:** You can pay your balance due by using a debit card or credit card. A third-party provider charges a fee for the service. For more information, use the following link: <http://www.tax.ri.gov/misc/creditcard.php>.

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State of Rhode Island
Division of Taxation
DEPARTMENT OF REVENUE

Home > Credit Card Payments

Credit Card Payments
CREDIT CARD PAYMENTS

Another option for making payments is to use the Rhode Island Division of Taxation's website, which allows payments by debit card or credit card easily and securely (see screenshot above).

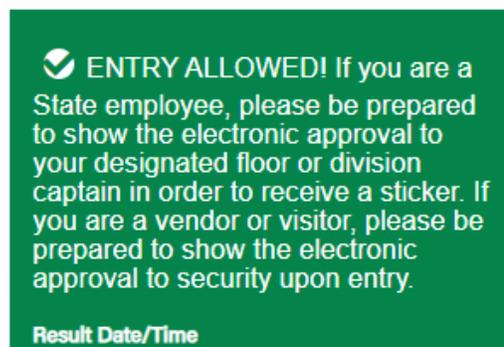
- ✓ **Pay by Check:** You still have the option to pay by check. If you do, be sure that your check is accompanied by a payment voucher. That way, your payment will be properly and promptly credited to your account. If you use tax preparation software, or your preparer does, you may use the voucher provided by the software program. Or use the Division's voucher. Vouchers, forms, instructions, and other documents are available via the following link: <http://www.tax.ri.gov/taxforms/>.

VISITING THE OFFICE

Virtually all services the Division provides are available via the agency's phone system, website, email system, and portal. But if you must visit the Division's office (located at One Capitol Hill, diagonally across Smith Street from the State House), use the State of Rhode Island's self-screening tool ahead of time.

The COVID-19 self-screening application is a critical tool to ensure a safe and healthy environment for everyone who enters a State facility. Before visiting the Division's office, use the following steps:

- **Step one:** If you are unfamiliar with the online self-screening tool, please read the handy user's guide: <https://go.usa.gov/xf8Ad>
- **Step two:** Go to the tool's website, enter the required information, and answer the required questions: <https://selfscreening.ri.gov/>
- **Step three:** If you selected "no" to all of the symptoms and questions, you will receive a green approval screen to enter the building (see partial screenshot on this page). If you selected "yes" to one or more of the symptom/screening questions, you will be denied access to the building.



DROP BOX

If you plan to visit the Division only to drop something off, please use the Division's drop box, which is located on the first floor. Many taxpayers and tax professionals use the Division's drop box to drop off a variety of items, including (but not limited to) the following:

- Documents related to the sale of Rhode Island real estate by nonresidents.
- Responses to the Division's request for additional information, such as copies of your Form W-2 wage statements, Forms 1099, or copies of another state's tax returns.²
- Requests for transcripts.
- Form for changing your address or changing your name (Form RI-COI).
- An application for a letter of good standing (or documents related to an existing application for a letter of good standing).

² Please drop off copies of such documents; keep the originals for your records. If you are responding to the Division's written request for documentation, please include a copy of the Division's letter; keep the original for your records.

MASK MANDATE; SOCIAL DISTANCING

Even if you are visiting the Division only to use the Division's drop box, you must successfully complete the self-screening application and receive a green approval first. Also, all visitors must wear a mask and maintain social distancing. Wear a cloth face covering when entering and exiting the Powers Building (where the Division is located), and in all common areas.



For the latest information about office visits amid the pandemic, please use the following links:

- <https://health.ri.gov/>
- <https://covid.ri.gov/>
- <https://covid.ri.gov/covid-19-prevention/wearing-masks>

The Rhode Island Division of Taxation office is open to the public 8:30 a.m. to 3:30 p.m. business days. To learn more, see the agency's website: www.tax.ri.gov, or call (401) 574-8829.
