



ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS ABOUT

NYC-DOF BUSINESS TAX E-SERVICES

1. What is a request?

Anytime you make a change or perform an action on your account, DOF records a request. This request will be processed by our tax system at various times throughout the day. Examples of requests are filing a return, making a payment or registering a taxpayer. To view requests, click the Pending/Completed Requests link.

2. Can I change or cancel a request?

Yes, if a request has not been processed you can change or withdraw a specific request.

3. What is NYC e-Services?

NYC e-Services is a secure resource that allows taxpayers to manage their tax accounts online.

4. What if I don't have an e-mail address?

An e-mail address is required to register for e-Services, file a return, or to make a payment. If you do not have a personal e-mail address, you can sign up for a free account with websites such as Google, Yahoo, or Outlook.

5. Which browser versions does the NYC e-Services website support?

While taxpayers should be able to access NYC e-Services through any modern browser, NYC e-Services is known to support the following browsers: Internet Explorer 9, Google Chrome, Mozilla Firefox 4+, Opera 10+, Safari 5+. For NYC e-Services to function properly, CSS4, Cookies, and JavaScript are required. NYC e-Services does not officially support mobile browsing. While it may function to some extent on mobile browsers, compatibility is varied.

6. What browser options (e.g. cookies) do I need enabled to use this website?

JavaScript, CSS4, and Cookies must be enabled for all browsers. Pop-up blocking must also be disabled, or the site white-listed to accept pop-ups. Internet Explorer Users: The NYC e-Services website requires that the Security Level setting is set to Medium (or higher) in order to ensure proper site functionality.

7. What is causing some features not to function properly when on the NYC e-Services website?

Browser pop-up blockers may cause some problems accessing certain site features. Please ensure that your browser's pop-up blockers are either turned off prior to accessing the NYC e-Services website or that the NYC e-Services URL is added to your pop-up blocker exception list.

8. What can I do to protect my information?

There are three basic things you can do:

1. Do not share your User ID, or account password to anyone else.
2. Be sure your password is difficult to guess and unique to this account (i.e. do not use the same password for e-Services that you use for your email account, network account, etc.).
3. Always log off. Once you have completed your transactions it is important to log off, so you do not leave a "live" session active for someone else to use. If you forget to log off, your account will automatically log off after a certain period of inactivity.

9. How long are saved requests valid?

Saved requests will expire 30 days from the last saved date unless submitted. Saved returns will expire 30 days from the return due date.

10. Is NYC e-Services a secure website?

Yes. NYC eServices was designed using up-to-date security technology to ensure the privacy of your transactions. In addition the login and user authentication areas are designed to assure users that they can access their tax filing information in a secure environment.

11. How do I make a payment?

To make a payment for a specific filing period, locate the filing period on the Account Summary page and select the Pay link. You will have the option to choose between e-Check and Credit Card. For e-Check, Enter the payment effective date (this is the date you want the funds to come out of your bank account), the payment amount, and the payment source. For Credit Card, fill out the required information. You will be brought to a third party website to make a credit card payment. You will receive a receipt number and a reference number. Keep these for your records. To make a payment towards your entire account balance, from the Account Summary page select the Outstanding Balance link. Fill in the information as stated in the paragraph above. To make a payment for the entire customer, from the Customer Summary select Outstanding Balance link.

12. How far into the future can I set up a payment?

Payments can be set up to occur on or before the payment due date.

13. What are my options in making electronic payments?

Electronic payment options include: ACH-Debit (NACHA) – your payment is electronically withdrawn from your bank account on the date specified by DoF. Credit Card – Payments are made through a 3rd party vendor, CPRS, which charges a 2% convenience fee. This fee is charge by OPC and not DOF.

14. Can I void an ACH Payment?

Yes, ACH Payments must be cancelled before 4:00pm EST of the payment date entered.

15. Can I make a payment with a credit card?

Yes, Credit Card payments in DoF e-Services are processed through Citywide Payments & Receivable Services. From the payment screen choose Credit Card. You will fill out information about the payment, click Credit Card Payment. You will be directed to their web site. Note: CPRS, the credit card service provider, charges a convenience fee based upon the amount of the transaction. Please review the information on the site to determine the amount.

16. Can I cancel a credit card payment?

No, Credit card payments are made through Citywide Payments & Receivable Service (CPRS). Once your payment information is submitted, the transaction is complete.

17. Can I save my payment information?

DoF e-Services allows you to store your bank information if you choose. When you are making a payment, enter your bank information and then click save payment source info for future use. Enter a name for your source. You may save multiple payment sources.

18. How do I change my password?

From the Profile screen select the Change Password button. Password Instructions Must be between 8 and 35 characters. Must contain both letters and numbers. Cannot match the username. A password must have 2 numeric values if it begins or ends with a numeric value.

19. What are the rules for creating a DoF e-Services password?

Must be between 8 and 35 characters. Must contain both letters and numbers. Cannot match the username. A password must have 2 numeric values if it begins or ends with a numeric value.

20. What do I do if I forgot my password?

From the login page, click the Forgot my password link. Enter your username, the secret question and answer you used when registering for DoF e-Services. Enter a new password. An email will be sent to you with a new Authentication Code, use it to login for the first time with your new password.

21. What do I do if I forgot my username?

From the login page, click the Forgot my username link. Enter your email that corresponds to your account. An email will be sent to you with your username.

22. Can I change my address?

Yes. From the Names and Addresses tab, select the Edit link next to the address you would like to change. You may change your primary address or your location address. Enter the correct information and click the save button.

23. What is multi-factor authentication?

Multi-factor authentication ensures that a user is who they claim to be thus increasing the security of our electronic data. If you do not select "trust computer", log into your e-Services account from another computer, delete cookies, or switch browsers, the multi-factor authentication process will activate. You will be prompted to Send an authentication code email or Send an authentication code text. This code is delivered within 1-5 minutes of request to the email address or wireless number listed in your TAP profile. You may update your TAP profile at any time while logged into your TAP account. Ensuring your profile information is up to date is essential for us to provide timely electronic assistance.

24. How do I sign up to be a new user?

Click the Sign Up Now link and complete the required fields. You will need your FEIN or SSN and one of the following; previous refund amount, previous payment, letter Id, or return line item for the account you are signing up for. Once you have completed signing up, your Authentication Code and a login link will be emailed to you. You will use your Authentication Code to login for the first time.

25. How do I log in to DoF e-Services?

Enter your DoF e-Services user name and case sensitive password and click the Login button.

26. How do I register a new taxpayer?

Click the taxpayer registration link on the login page. You will need your FEIN or SSN to complete registration.

27. How do I register a new tax preparer?

Click the tax preparer registration link on the login page. You will need your FEIN or SSN to complete registration.

28. Do I need an FEIN to register my business?

FEINs are required for all business types. FEINs are issued through the IRS at the following websites: <http://www.irs.gov/target>, <http://www.irs.gov/>

29. Can I start filling out a return and finish it later?

Yes, if you start filling out your return and would like to complete it at a later time, click the Save and Finish Later button or the Save and Continue Button. The return will be saved and will have a status of stored, this means it is not a submitted request. Click the Change button to finish filling in the return.

30. How do I amend or view a filed return?

From the Account Summary page, click the View Return link for the desired filing period. Click the Amend button and make the necessary changes. Confirm your request the same way you did for the original return.

31. Why can't I print my return?

Make sure that your pop up blocker is turned off. DoF e-Services uses Adobe Reader to open documents that should be printed, if you are having trouble printing, ensure your computer has Adobe Reader. Go to www.adobe.com/products/acrobat/readstep2.html to download the latest version of Adobe Reader. **IMPORTANT:** Paper copies are for users' personal records only, and should not be sent to the Department of Finance.

32. If the due date for filing a return falls on a weekend or holiday, when is the return due?

The return is due the following business day by 12 p.m. (midnight) Eastern Standard Time (EST).

33. How long does it take for my return to update to my account?

Returns will update to your account overnight during business days.