



Commonwealth of Kentucky

# One Stop Link My Business User Guide

## Link My Business

Release 1.6  
May 2019

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# 1 Introduction

This functionality allows a business registered with the Office of the Secretary of State and/or the Department of Revenue to set up access to the business in One Stop.

The individual who completes the “Link My Business” process will automatically become the Registration Administrator for the business. As part of the process, the individual may nominate one or more One Stop Business Administrators. These roles have the following functions in One Stop:

Role	Authorization	User Guide
Registration Administrator	The Registration Administrator role has authority to manage all aspects of the business, including tax account information; however, the Registration Administrator may <u>not</u> invite or remove access to other individuals.	See the <a href="#">One Stop Manage My Business</a> user guide
One Stop Business Administrator	The Business Administrator role has authority to manage access for a business; he/she may <u>not</u> view or update other business information and will <u>not</u> see the business in the ‘My Businesses’ grid on the “Dashboard” unless he/she also has another role.	See the <a href="#">Organization Management in KOG</a> user guide

Note: Once the One Stop Business Administrator accepts the nomination, he/she may invite access to other individuals who need the ability to view or update information for the business and/or specific tax accounts.

## 2 Link My Business

When you select the 'Link My Business' link on the "Dashboard," the "Link My Business" page appears.

**Link My Business**

Linking your business allows you to utilize the KY Business One Stop portal for a previously registered business/tax registration. To link your business, use the form below to provide the Commonwealth Business Identifier (CBI) and the business name exactly as they appear on the correspondence you received concerning the KY Business One Stop. If you do not know your CBI or Security Token, click [here](#) to request it.

As part of the "Link My Business" process you are required to assign at least one (1) business administrator for your business. This administrator can assign security roles to other users, such as an accountant, which will allow them to perform various functions within the organization. Only the One Stop business administrator(s) can grant, approve, withdraw or revoke access to the "manage a business" function.

Only the One Stop Business Administrator(s) can invite or remove access to manage a business. An email will be sent to the individual(s) you have designated as One Stop Business Administrator(s) : it is their responsibility to follow the instructions in the email to gain KOG roles.

**Step 1: Provide Business Information**

CBI Number  Business Name  Security Token

Enter all information exactly as it appears on the CBI Letter you received. If you do not know what to enter, click [here](#) to request it.

*For questions about obtaining access to your tax accounts, you may call the Department of Revenue, Kentucky Business One Stop Help Line at 502-564-5053.  
For questions about obtaining access to your account to make changes to your business registration with the Secretary of State, call 502-564-3490.*

[Continue](#)

You need the Commonwealth Business Identifier (CBI) Number, the Business Name and a Security Token to continue.

### Note

If you do not have the CBI from the Commonwealth, use the click 'here' link to request it – one link appears at the end of the first paragraph; another appears beneath the CBI Number text box. See Section 3 Request CBI.

You may return to the "Dashboard" at any time by clicking the 'Go Back to Dashboard' button at the top of the page.

### 2.1 Provide Business Information

**Step 1: Provide Business Information**

CBI Number  Business Name  Security Token

Enter all information exactly as it appears on the CBI Letter you received. If you do not know what to enter, click [here](#) to request it.

[Continue](#)

Enter the 'CBI Number', 'Business Name' and 'Security Token' exactly as provided by the Commonwealth.

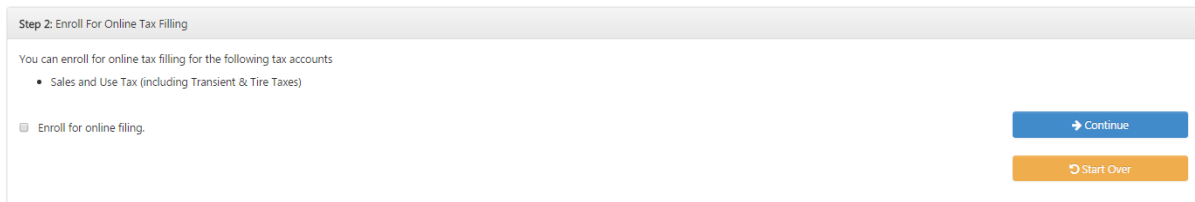
Click the 'Continue' button.

If the information you entered is not valid, One Stop will display an appropriate error message.

## 2.2 Enroll for Online Tax Filing

If the business is enrolled in online filing for tax accounts available through One Stop, this section will not be displayed. Go to Section 2.3 Assign One Stop Business Administrators.

If the business is not enrolled, the page expands for you to elect online filing for the listed tax accounts.



Step 2: Enroll For Online Tax Filing

You can enroll for online tax filing for the following tax accounts

- Sales and Use Tax (including Transient & Tire Taxes)

☐ Enroll for online filing.

[Continue](#)

[Start Over](#)

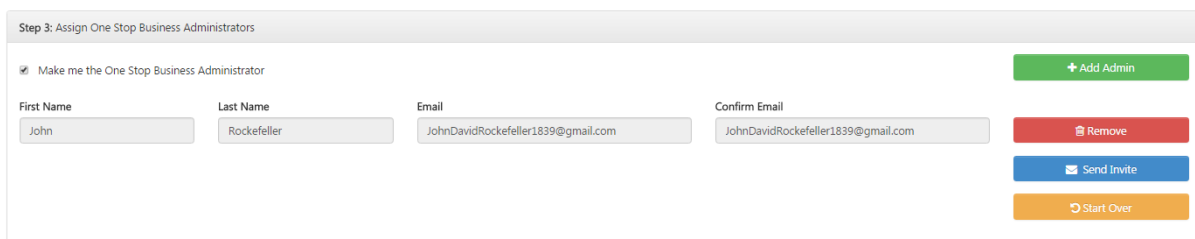
To enroll in online filing, click the “Enroll for online filing” check box. In this example, the business’ Sales and Use Tax account (including Transient & Tire taxes if applicable) is eligible for online filing.

Click the ‘Continue’ button.

Note: The ‘Start Over’ button clears the entries and returns you to “Provide Business Information.”

## 2.3 Assign One Stop Business Administrators

The page expands for you to nominate one or more individuals to act as One Stop Business Administrators. The One Stop Business Administrator manages security for the business; he/she may invite and remove access to other individuals. (Please reference the Organization Management in KOG user guide for instructions on how to invite/remove access.)



Step 3: Assign One Stop Business Administrators

☒ Make me the One Stop Business Administrator

First Name	Last Name	Email	Confirm Email
John	Rockefeller	JohnDavidRockefeller1839@gmail.com	JohnDavidRockefeller1839@gmail.com

[Add Admin](#)

[Remove](#)

[Send Invite](#)

[Start Over](#)

One Stop assumes you will be a One Stop Business Administrator and fills in the first row with your information. (You also will become the Registration Administrator for the business.)

You may click the ‘Remove’ button to remove yourself if you do not plan to handle security for the business; however, you must nominate someone as One Stop Business Administrator to continue.

To nominate another individual as One Stop Business Administrator, click the 'Add Admin' button. One Stop expands the page and prompts you for the individuals first and last name, email address and email address confirmation.

Enter the requested information.

You may nominate as many individuals as you want for this role. You also may remove an individual at any time by clicking the 'Remove' button to the right of the entry.

#### Note

One Stop advises that a business have more than one Business Administrator to manage security. If, at any time, no Business Administrator is available, you may use the "Link My Business" process to nominate a new one.

Once you are satisfied with your selections for the One Stop Business Administrator, click the 'Send Invite' button.

Note: The 'Start Over' button clears the entries and returns you to "Provide Business Information."

## 2.4 Invitation Sent

When you click the 'Send Invite' button, the page expands to confirm that One Stop sent invitation(s).

One Stop notifies each individual you identified. Nominated individuals have thirty days to complete the confirmation process if they have not already created their user accounts.

If you want to link another business or assign additional One Stop Business Administrators, click the 'Link Another' button. One Stop returns you to "Provide Business Information."

When you are finished, click the 'Go to Dashboard' button.

## 2.5 Access Granted Email

When you are given the role of Registration Administrator and/or One Stop Business Administrator, One Stop will send you an email that includes the name of the business and the role(s) assigned.

If you do not already have a user account, the invitation will be available for 30 days. Follow the instructions in the email to accept the nomination.

### 3 Request CBI

When you click the ‘click here’ link to request a CBI, the “Request Commonwealth Business Identifier (CBI)” page appears.

Request Commonwealth Business Identifier (CBI) [Go Back to Dashboard](#)

**Step 1: Provide Business Information**

First Name: John

Last Name: Rockefeller

Email: JohnDRockefeller1839@yahoo.com

Telephone Number: (201) 555-5555

Business Name:

Do you have SOS Organization Number? ☐ Yes ☐ No

[Clear](#) [Continue](#)

The steps for this process vary depending on whether the business is registered only with the Office of the Secretary of State (SOS) and/or has tax accounts assigned by the Department of Revenue (DOR).

Business information on file with the Secretary of State’s office is considered public information. As a result, One Stop is unable to ask you questions that can be used to immediately authenticate you as authorized to access the business’s information. You must request that the Commonwealth mail a letter containing the CBI, Business Name and Security Token to the principal office address on file with the Office of the Secretary of State. Once you have the letter, you may go through the “Link My Business” process (see Section 2) to gain access to the business in One Stop.

Information about the business’s tax accounts is considered confidential. As a result, One Stop is able to ask you a series of questions that can be used to immediately authenticate you as authorized to access the business’s information.

- If you are able to answer the questions successfully, One Stop will take you to the “Link My Business” page and populate the CBI, Business Name and Security Token. You may gain immediate access to the business in One Stop by completing the “Link My Business” process (see Section 2).
- If you are unable to answer the questions or the Commonwealth does not have sufficient information on file to ask questions, you still may request that the Commonwealth mail a letter containing the CBI, Business Name and Security Token. Once you have the letter, you may go through the “Link My Business” process (see Section 2) to gain access to the business in One Stop.

If – at any time – One Stop determines that the Commonwealth does not have sufficient information on file to authenticate you, One Stop will offer you the option to request that the Commonwealth mail you a letter containing the CBI, Business Name and Security Token.



You may return to the “Dashboard” at any time by clicking the ‘Go Back to Dashboard’ button at the top of the page.

## 3.1 Provide Business Information

One Stop populates your first name, last name and email for you.

Step 1: Provide Business Information

First Name John	Last Name Rockefeller	Email JohnDRockefeller1839@yahoo.com
Telephone Number (201) 555-5555	Business Name	

Do you have SOS Organization Number? ☐ Yes ☐ No

Clear

Continue

Enter your telephone number and the business's name.

- If the business is registered only with the Office of the Secretary of State, click ‘Yes’ and proceed to the next section, Section 3.2 Business registered only with Secretary of State.
- If the business is registered only with the Department of Revenue, click ‘No’ and skip to Section 3.3 Business registered only for taxes.
- If the business is registered with both the Office of the Secretary of State and the Department of Revenue, click ‘Yes’ and skip to Section 3.4 Business registered with both.

Clicking the ‘Clear’ button clears any entries you have made thus far.

## 3.2 Registered only with Secretary of State

When you answer ‘Yes’ (you have an organization number on file with the Secretary of State), the page expands to prompt you for the organization number.

SOS Organization Number

Enter the organization number and click the ‘Continue’ button.

### 3.2.1 Request Received

If the organization number is valid, One Stop notifies you that your request has been received and approved.

**Step 2: Request Received**

Your request has been received and approved. A letter containing your Commonwealth Business Identifier (CBI) will be mailed to the business address on file. If you do not receive the correspondence within two weeks, please contact the Kentucky Business One Stop Help Line, Division of Registration at 502-564-5053.

[← Go Back to Dashboard](#)

One Stop will send a letter containing the CBI and Security Token to the principal office location on file with the Secretary of State. If you do not receive the letter within two weeks or your request is not approved, please contact the Kentucky Business One Stop Help Line, Division of Registration at 502-564-5053.

Click the 'Go Back to Dashboard' button to return to the One Stop home page.

### 3.3 Registered only with Department of Revenue

When you answer 'No' (you do not have an organization number on file with the Secretary of State), the page expands to prompt you for tax account information.

<b>Tax Type</b>	<b>Tax Account Number</b>
<input type="text" value="-- Select Tax Type--"/>	<input type="text"/>

Select one of the following tax types for which the business has an active tax account: Consumer's Use Tax, Corporation Income Tax, Employers Withholding Tax, Limited Liability Entity Tax, or Sales Use Tax. Enter the business's tax account number for the selected tax type.

Click the 'Continue' button.

#### 3.3.1 Additional Business Information – FEIN on file

If the business has a FEIN on file with the Department of Revenue, the page expands for you to enter it.

<b>Step 2: Additional Business Information</b>	
FEIN <input type="text"/>	
<a href="#">↶ Previous Step</a> <a href="#">→ Continue</a>	

Enter the FEIN. Click the 'Continue' button.

Clicking the 'Previous Step' button returns you to the previous step to correct information entered in error.

##### 3.3.1.1 Tax amount verification

If One Stop has sufficient information on file to authenticate you, One Stop expands the page to pose a security question. If One Stop does not have sufficient information on file,

One Stop will offer an option for you to request that the Commonwealth mail you a letter with the business's CBI and Security Token.

Security questions vary slightly based on the tax type you selected. For example, One Stop may ask you to enter the tax amount for a specific filing period.

**Note** If the correct response is zero dollars, do not accept the default but enter zero again.

Answer the security question. Click 'Submit Request.'

Clicking the 'Previous Step' button returns you to the previous step to correct information entered in error.

If you answered the security question correctly, One Stop displays the "Link My Business" page with the CBI number, Business Name and Security Token already populated. See [Section 2 Link My Business](#) for instructions on how to complete the process.

If you did not answer the security question correctly, One Stop displays an error message.

You have three attempts to answer the question correctly. If you use up your three attempts, One Stop will lock down the business for 48 hours. You may try again to request the CBI and Security Token after 2 days.

You still have the option to have the Commonwealth mail you the CBI. Just check the box next to 'Send the CBI via mail' and click the 'Submit Request' button. One Stop notifies you that your request has been received and approved.

One Stop will send a letter containing the CBI and Security Token to the mailing address for the tax account you provided. If you do not receive the letter within two weeks or your request is not approved, please contact the Kentucky Business One Stop Help Line, Division of Registration at 502-564-5053.

### 3.3.2 Tax Amount Verification – no FEIN on file

If the business does not have a FEIN on file with the Department of Revenue but One Stop has sufficient information on file to authenticate you, One Stop expands the page to pose a security question. If One Stop does not have sufficient information on file, One Stop will offer an option for you to request that the Commonwealth mail you a letter with the business's CBI and Security Token.

The screenshot shows a web form titled "Step 2: Tax Amount Verification". Below the title, it says "Tax Amount for Filing Period December 2012". There is a text input field with a dollar sign icon and the value "0.00". To the right of the input field are three buttons: "Previous Step" (orange), "Submit Request" (blue), and "Go to Dashboard" (light blue).

Security questions vary slightly based on the tax type you selected. For example, One Stop may ask you to enter the tax amount for a specific filing period.

**Note** If the correct response is zero dollars, do not accept the default but enter zero again.

Answer the security question. Click 'Submit Request.'

Clicking the 'Previous Step' button returns you to the previous step to correct information entered in error.

If you answered the security question correctly, One Stop displays the "Link My Business" page with the CBI number and business name already populated. See [Section 2 Link My Business](#) for instructions on how to complete the process.

If you did not answer the security question correctly, One Stop displays an error message.

The screenshot shows a web form titled "Step 3: Tax Amount Verification". Below the title, it says "Tax Amount for Filing Period December 2015". There is a text input field with a dollar sign icon and the value "568.00". Below the input field, there is a red triangle icon and the text "Incorrect Amount." Below that, there is a checkbox labeled "Send the CBI via mail." To the right of the input field and error message are three buttons: "Previous Step" (orange), "Submit Request" (blue), and "Go Back to Dashboard" (light blue). A red error message is displayed above the "Submit Request" button: "You have exceeded the number of valid attempts".

You have three attempts to answer the question correctly. If you use up your three attempts, One Stop will lock down the business for 48 hours. You may try again to request the CBI after 2 days.

You still have the option to have the Commonwealth mail you the CBI and Security Token. Just check the box next to 'Send the CBI via mail' and click the 'Submit Request' button. One Stop notifies you that your request has been received and approved.

**Step 4: Request Received**

Your request has been received and approved. A letter containing your Commonwealth Business Identifier (CBI) will be mailed to the business address on file. If you do not receive the correspondence within two weeks, please contact the Kentucky Business One Stop Help Line, Division of Registration at 502-564-5053.

[Go Back to Dashboard](#)

One Stop will send a letter containing the CBI and Security Token to the mailing address for the tax account you provided. If you do not receive the letter within two weeks or your request is not approved, please contact the Kentucky Business One Stop Help Line, Division of Registration at 502-564-5053.

## 3.4 Registered with both SOS and DOR

When you answer 'Yes' (you have an organization number on file with the Secretary of State), the page expands to prompt you for the organization number.

SOS Organization Number

Enter the organization number and click the 'Continue' button.

### 3.4.1 Additional Business Information – Tax Accounts

If the organization number is valid, the page expands to prompt you for tax account information.

**Step 2: Additional Business Information**

By providing the requested information you may gain immediate access to your business information.

Tax Type

Tax Account Number

[Previous Step](#)

[Continue](#)

Select one of the following tax types for which the business has an active tax account: Consumer's Use Tax, Corporation Income Tax, Employers Withholding Tax, Limited Liability Entity Tax, or Sales Use Tax. Enter the business's tax account number for the selected tax type.

Click the 'Continue' button.

### 3.4.2 Tax Amount Verification

If One Stop has sufficient information on file to authenticate you, One Stop expands the page to pose a security question. If One Stop does not have sufficient information on file, One Stop will offer an option for you to request that the Commonwealth mail you a letter with the business's CBI and Security Token.

Security questions vary slightly based on the tax type you selected. For example, One Stop may ask you to enter the tax amount for a specific filing period.

**Note** If the correct response is zero dollars, do not accept the default but enter zero again.

Answer the security question. Click 'Submit Request.'

Clicking the 'Previous Step' button returns you to the previous step to correct information entered in error.

If you answered the security question correctly, One Stop displays the "Link My Business" page with the CBI Number, Business Name and Security Token already populated. See [Section 2 Link My Business](#) for instructions on how to complete the process.

If you did not answer the security question correctly, One Stop displays an error message.

You have three attempts to answer the question correctly. If you use up your three attempts, One Stop will lock down the business for 48 hours. You may try again to request the CBI after 2 days.

You still have the option to have the Commonwealth mail you the CBI. Just check the box next to 'Send the CBI via mail' and click the 'Submit Request' button. One Stop notifies you that your request has been received and approved.

**Step 4: Request Received**

Your request has been received and approved. A letter containing your Commonwealth Business Identifier (CBI) will be mailed to the business address on file. If you do not receive the correspondence within two weeks, please contact the Kentucky Business One Stop Help Line, Division of Registration at 502-564-5053.

[← Go Back to Dashboard](#)

One Stop will send a letter containing the CBI and Security Token to the mailing address for the tax account you provided. If you do not receive the letter within two weeks or your request is not approved, please contact the Kentucky Business One Stop Help Line, Division of Registration at 502-564-5053.