

July 25, 2018

## **Tax Commissioner Joe Testa Statement on the Ohio Business Gateway**

The Ohio Department of Administrative Services (DAS) rolled-out a modernized and more secure Ohio Business Gateway (OBG) on July 2.

We know that some tax practitioners and business customers have experienced issues when logging into the new Gateway, primarily because of the new enhanced security system that is in place. One of the critical objectives of the modernization was strengthening its system security.

Both DAS and the Department of Taxation have added staff to our Help Desks and are addressing concerns as quickly as possible.

We're heartened that the Gateway site is functioning well from a technical perspective. More than 515,000 transactions have been conducted, and \$1.5 billion in taxes/fees transmitted since the July 2<sup>nd</sup> opening.

The Department of Taxation, like you, is a customer of the Gateway and its largest user, and we are helping DAS to provide customer assistance to all who need it.

Please note: for persons who we can verify have tried to file/pay a tax obligation by the deadline and have opened an OBG case documenting a problem, the Department of Taxation will not assess a penalty or charge additional interest.

We anticipate that the log-in issues being dealt with will be a short-term, early-on problem. Once customers successfully navigate the enhanced security structure, they should not need help with accessing their accounts in the future.

Thank you for your patience and understanding as we work through this transition period together.

Joe Testa, Ohio Tax Commissioner

### **IF YOU NEED ASSISTANCE, PLEASE CONTACT:**

- Ohio Business Gateway Help Desk: (866) 644-6468
- [Gateway E-Mail Assistance](#)
- Business Taxpayer Assistance: (888) 405-4039
- Tax Practitioner Hotline: **(855) 728-1055**

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