Clerks Reference Guide

Business Tax Portal

If you are unsure how your current business license software will work with this portal, please check with your vendor.

Business Tax Portal

Get Started

Get a Logon
- Fill out a Security form
- Email your form to TR3.security@tn.gov
- You will receive your logon information and guide to get in

Forget your Password or logon?
- Email TR3.security@tn.gov

Logging In
- Go to *https://efile.tn.gov/BTP*
- Enter Logon Name
- Enter Password
- Click "Get Security Code"
- When you get the code via email or text, place that code in the box on the logon page. *This can only be used once.*
- Logon

What are these things under the manager heading?
- Business Tax Portal
    - o Register a new business
    - o Issue/renew a license
    - o Change business information
    - o Run reports

- Help
    - o Details on how to do a specific task

- Learning
    - o Watch videos on how to use this portal.
    - o If you've completed a video, go to the completed modules tab to rewatch it

Business Tax Portal

Learning

Videos are here to show you how to use this system. They are arranged in a specific order to be viewed. Select the blue title hyperlink to begin viewing videos.

Video: Basics in the Business Tax Portal
- o   Logging in and navigating.

Video: Register a New Taxpayer
- o   Adding a brand new taxpayer that does not exist in the system.

Video: Add a Location to an Existing Taxpayer
- o   Adding a new business location to an existing taxpayer.

Video: Updating a Business's Information
- o   Changing information such as a mailing address or contact to an existing taxpayer.

Video: Renew Multiple Licenses
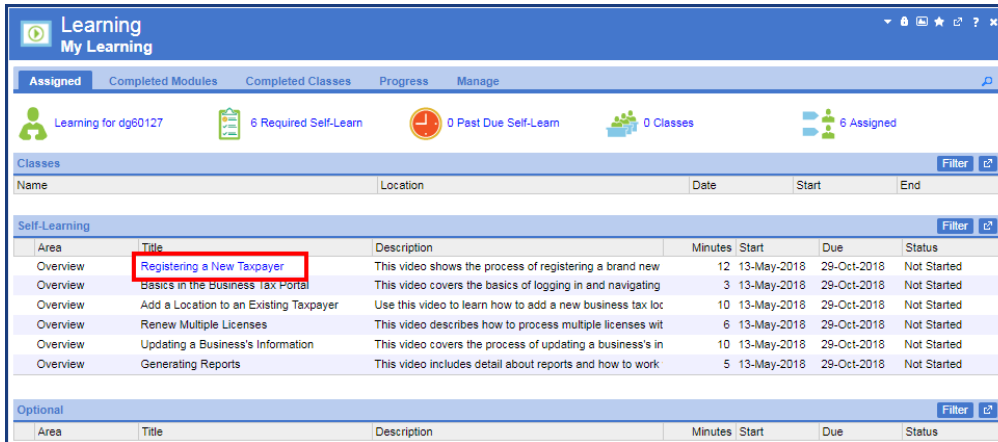- o   How to renew one or many business licenses in your jurisdiction.

Video: Generate Reports
- o   Reports that show various information related to your jurisdiction, as well as transactions performed in the Business Tax Portal.

Business Tax Portal

Watching Learning Videos

Videos should be watched in a specific order. Click the blue hyperlink to watch the first one.

- Begin video playback by selecting the View button. A new browser will open, then you can start the video.
  If you have a pop up blocker enabled, the video may not show up.
  If you are using Google Chrome, you must hit pause/play for audio to begin.

- Once the video is complete return to this screen and select complete.

Business Tax Portal

Help

Unsure how to do something specific?
- Click Help
- Search for what you need
- Select step by step instructions

Print a Help topic
- Go to Help
- Search for an article in your green search bar at the top
- Click enter
- Select the article that most applies
- Click Print in the top right corner

Business Tax Portal

Need to Issue a license?
- Select Business Tax Portal link
- Select Issue/Renew a Single License
- Enter the business' identifying number (SSN, FEIN, etc) in the search bar
- Click the magnifying glass to search, or hit enter
- Did taxpayer come up?

Yes	No
Select that Person/Business	Click Taxpayer not found at the top right

- Complete a registration case from there

For more information, watch the video "Registering a new taxpayer"

Business Tax Portal

Need to Print a License from the registration case?
- Select the Items tab
- Click the business license hyperlink
- Click the CRM tab
- Select the Business License
- At the top of the screen, select Next
- From that dropdown, select Print

For more information, watch the video "Registering a new taxpayer"

Need to renew a single license?
- Select Business Tax Portal link
- Select Issue/Renew a Single License
- Enter the business' identifying number (SSN, FEIN, etc) in the search bar
- Click the magnifying glass to search, or hit enter
- Select business name
- Select the location you would like to renew, then next
- Verify though the information, and issue the license

For more information, look at help topic "renew a single taxpayer"

Need to reprint a single license?
- If the taxpayer has TNTAP, and you have issued the license, they can reprint it from their TNTAP account
  - The Department of Revenue will not allow access to a license that has not been created by the clerk.
- Go to the List of Locations report
- Filter down/ search for the location needed
- Select the license number hyperlink
- Reprint

Need to update an address, or contact info for a business?
- Go to the List of Locations report
- Select the hyperlink for what you want to update (example: Mailing Address)
- Select edit at top right
- Change information, and save

Business Tax Portal

Need to update business information?
- Select Business Tax Portal link
- Select Issue/Renew a Single License
- Enter the business's identifying number (SSN, FEIN, etc) in the search bar
- Click the magnifying glass to search, or hit enter
- Select business name
- When asked if you want to add a location, click no
- Select the location you want to update
- Work through the case, and adjust information needed
    o Examples: Contact Info
- Save, and process

For more information, watch the video "Updating a Business's Information"

Want to renew multiple Licenses?
- Go to Business Tax Licenses
- Click Bulk Renewal
- Filter and search what you need i.e. specific taxpayer, or expiration date
- Select locations you would like
- Select Next at the top, and Save
- Finish by Selecting Next at the top, and Ready to Process
- This will run an overnight job, and the next day you will be able to print them from the print folder. *If you renewed more than 125 licenses, you will see multiple folders. Each folder will contain 125 licenses.*

For more information, watch the video "Renew Multiple Licenses"

Add a location to an existing taxpayer
- Select Business Tax Portal link
- Select Issue/Renew a Single License
- Enter the business's identifying number (SSN, FEIN, etc) in the search bar
- Hit the magnifying glass to search, or hit enter
- Select business name
- Answer the question "Would you like to add a location" with Yes.
- Enter in the information, similar to registering a new account.

For more information, watch the video "Add a location to an existing taxpayer"