Mark Your Calendars: myPATH Upgrade Coming in December 2026 to Improve Customer Service

The upgrade of the myPATH system will involve a period of roughly four days in December when taxpayers will be unable to access their online accounts. As a result, the department is asking its customers to plan accordingly.

In December 2026, the Department of Revenue is scheduled to implement an upgrade to **my Pennsylvania Tax Hub (myPATH)**, the department's online system where PA taxpayers manage their state tax accounts. As part of the upgrade, taxpayers will see several improvements that will make navigation of the system more intuitive and user-friendly.

The overall layout of myPATH will remain familiar with the following enhancements:

- Clearer navigation
- Progress bars to show where you are in a transaction
- More accessible links and improved readability throughout the account center
- Enhanced log-in security features

As part of this upgrade, myPATH will be temporarily unavailable from **6 p.m. on Thursday, December 10** through **6 a.m. on Monday, December 14.** This time period was selected so that there will be minimal impact to the department's customers. However, the department is encouraging taxpayers and tax practitioners to plan accordingly and work ahead to meet any filing or payment obligations that may fall during this time. Any payments that are pre-scheduled through myPATH prior to this timeframe will be processed as normal.

Additionally, the Department of Revenue's Customer Experience Center (CEC) will be closed on **Friday, December 11** while the myPATH upgrade occurs. This means customers who need assistance over the phone will be unable to reach CEC representatives on this day. Customers are encouraged to visit our Online Customer Service Center for assistance during this time.

Once the upgrade is complete, myPATH users will continue to access all the online services they rely on today. This includes filing returns, making payments, tracking

refunds or rebates, and many other features associated with managing state tax obligations.

To help everyone prepare for the transition, Revenue employees are highlighting the upcoming upgrade during this year's **Tax Seminars**. The seminars, which run through mid-December, are providing tax professionals a chance to see what's coming and ask questions.

myPATH was first launched in 2018 as part of a major modernization project to improve online services for Pennsylvania taxpayers. The project involved moving the majority of taxes and programs the Department of Revenue administers into the new system and decommissioning several prior tax systems that were costly and working on outdated technology. The end result is a tax system that is delivering exceptional customer service and operational efficiencies.