

How to update your email address for ROS

To update the ROS Administrator email address:

- Login to ROS on the Administrator digital certificate and update the ROS Administrator contact details on the “**Profile**” tab. This will ensure that you receive certificate renewal reminder emails and can reset your ROS login using email. Click on “**Show**” to expand the list of Secondary Email Addresses and ensure that they are all updated, so that you continue receive email notifications relating to all taxes.

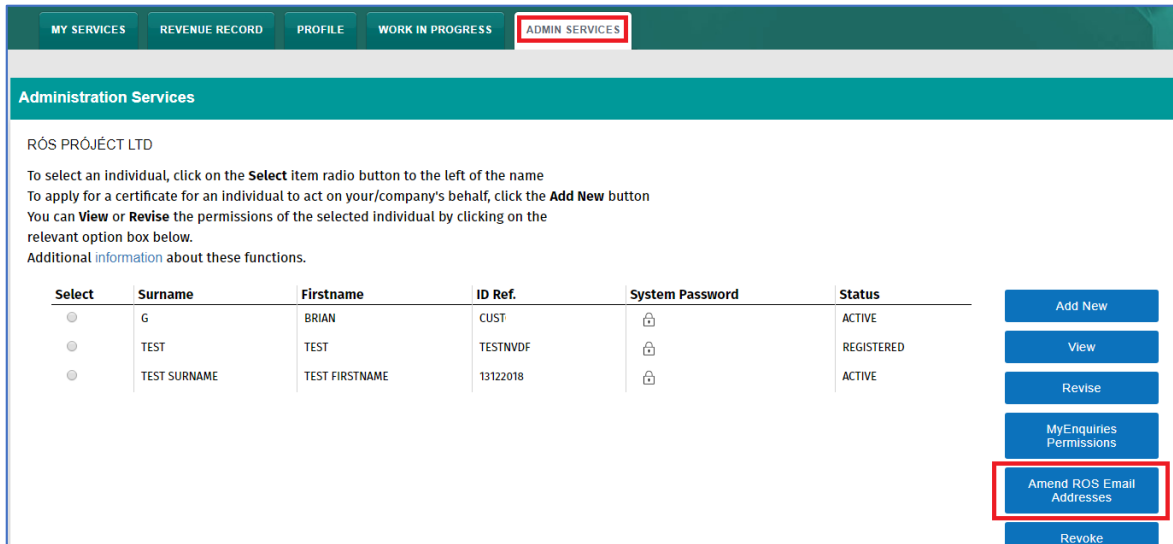
The screenshot shows the ROS Administrator Profile page. The navigation bar includes MY SERVICES, REVENUE RECORD, PROFILE (highlighted), WORK IN PROGRESS, and ADMIN SERVICES. The main content area is titled 'ROS' and contains instructions for updating contact details and security questions. Below this, the 'ROS Administrator Contact Details' section includes fields for Contact Name (ROS), Mobile Number (0871231231), and Other Contact Number (Prefix: 86, Number: 35688). The Official Email Address field is set to roshelp@eircom.net. A 'Show' button is used to expand the Secondary Email Addresses section, which is a table with columns for Tax Type, Tax Regn./Trader No., and Email Address. The table lists three entries, all with the email address roshelp@eircom.net.

Tax Type	Tax Regn./Trader No.	Email Address
PAYE-EMP	35 H	roshelp@eircom.net
PAYE-EMP	95 IE	roshelp@eircom.net
RCT	95 E	roshelp@eircom.net

You could use this opportunity to update the Security Questions in the Profile tab also in case they were set a long time ago and the answers have been forgotten.

To update a Sub-user's email address:

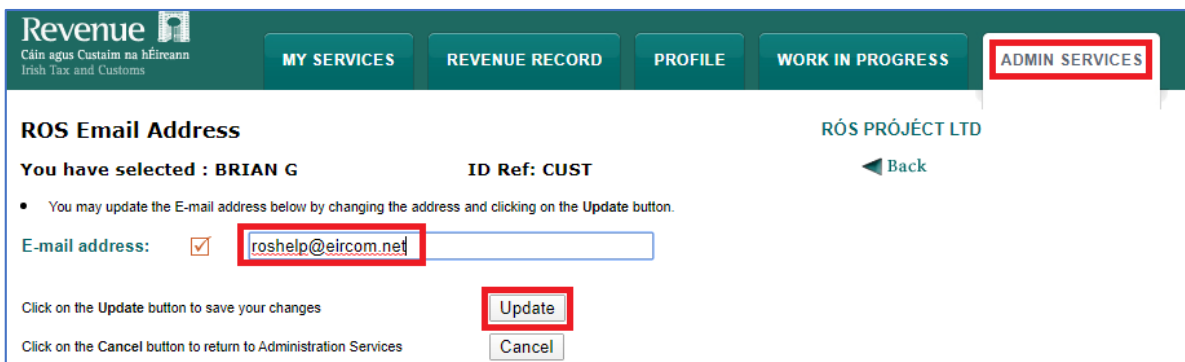
- Login to ROS on the Administrator digital certificate and go to the “Admin Services” tab. Select the sub-user you wish to update on the left. Click on “Amend ROS Email Addresses” on the right.



The screenshot shows the ROS Admin Services interface. At the top, there are navigation tabs: MY SERVICES, REVENUE RECORD, PROFILE, WORK IN PROGRESS, and ADMIN SERVICES (highlighted with a red box). Below the tabs is the 'Administration Services' section for 'RÓS PRÓJÉCT LTD'. Instructions are provided for selecting an individual and applying for a certificate. A table lists sub-users with columns for Select, Surname, Firstname, ID Ref., System Password, and Status. The 'Amend ROS Email Addresses' button is highlighted with a red box.

Select	Surname	Firstname	ID Ref.	System Password	Status
<input type="radio"/>	G	BRIAN	CUST	🔒	ACTIVE
<input type="radio"/>	TEST	TEST	TESTNVDF	🔒	REGISTERED
<input type="radio"/>	TEST SURNAME	TEST FIRSTNAME	13122018	🔒	ACTIVE

Enter the sub-user's new email address and click on “Update” to save.



The screenshot shows the 'ROS Email Address' form for 'BRIAN G' (ID Ref: CUST). The form includes a checkbox for 'E-mail address:' which is checked, and a text input field containing 'roshelp@eircom.net'. Below the input field are 'Update' and 'Cancel' buttons, both highlighted with red boxes. A 'Back' button is also visible.

To add new email addresses for using MyEnquiries:

Please refer to the [MyEnquiries instructions](#).