

# Unit 5 myAccount

## Scenario 4: Submit a MyEnquiry

Finn submits an enquiry to remove the USC exemption as he predicts his income will exceed €13,000 if he works full time as planned.

The following scenario is designed to mimic a typical user journey in myAccount.

Any updates made using this interactive PDF will not be updated on Revenues records.





#### <u>Gaeilge</u>



#### Sign In

If you have verified My GovID account, you can use your MyGovID details to sign in

Login with MyGovid id

What is MyGovID?

Login using your Revenue account details

PPS Number

Date of Birth

MM YYYY

Password

DD

If you received a temporary password recently, you can use it to sign in here.

#### Forgot Password?

Please keep your sign in details and password secure and never disclose them to anyone

**Learn More** 

Or

Register Now  $\rightarrow$ 

<u>Gaeilge</u> Sign Out



my**Account** 

#### Tax services

#### **PAYE Services**

record for this year and view your

your employer/pension provider.

your Statement of Liability.

or cease your job or pension.

USC if you are out of work.

institution.

Review Your Tax 2019-2022: Complete

your Income Tax Return and request

Update Job or Pension Details: Register



Manage Your Tax 2023: Update your tax Manage Your Tax 2023 current payroll details as submitted by Review Your Tax 2019-2022

> <u>Update Job or Pension Details</u> Claim Unemployment

Repayment 2023 Create a Summary of Your Pay

and Tax Details Claim Unemployment Repayment 2023: Apply for a repayment of Income Tax/ Receipts Tracker

Create a Summary of Your Pay and Tax <u>View your Employment Detail</u> Summary (EDS) documents share with a third party e.g. a financial

#### Property and Land Services



First Time Buyers: View or start your Help To Buy application.

Mortgage Interest Relief: claim interest paid on a loan used to purchase, repair, develop or improve the home.

LPT Valuation Guide: information on average market value of properties as at November 2021

Residential Zoned Land Tax: Register sites, file returns etc.

<u>Learn more</u>

<u>Help To Buy</u>

<u>LPT Valuation Guide</u>

<u>Claim Mortgage Interest Relief</u>

<u>Property Ownership Transfer</u>

Register New Property

<u>Manage Residential Zoned</u> **Land Tax** 

#### **Vehicle Services**

and claim fuel grant.

Details: Create a secure document

(PDF) with your pay and tax details to



Drivers & Passengers with Disabilities: **Drivers & Passengers with** Apply for tax relief on adapted vehicles <u>Disabilities</u>

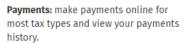
VRT Certificate of Conformity Vehicle Owners: Upload a VRT Certificate of Conformity. VRT Calculator

car, small commercial vehicle or motor VRT EU Leased Vehicle – cycle. Estimate any repayment of VRT due on the export of a car.

VRT EU Leased Vehicle – Leasee: Submit details of lease in advance of registration <u>Learn more</u>

VRT Calculator: estimate VRT due on a

Payments/Repayments



eRepayments: make repayment claims and check status of submitted claims

· Specific VAT repayments for unregistered persons Mineral Oil Tax paid by certain

 Stamp Duty (83D) <u>Learn more</u>

sectors

<u>Make a Payment</u> <u>View Payments History</u>

<u>eRepayments</u>

Manage My Record



Manage My Record: a range of services to manage and update your record and make enquiries.

<u>Learn more</u>

My Profile

Tax Registrations

<u>Trust Register Functions</u> <u>Tax Clearance</u>

Receipts Tracker My Documents <u>Update Bank Details for PAYE</u>

<u>Refunds</u> **Letter of Tax Residence Update Civil Status** 

<u>Upload Supporting Documents</u> **Capital Gains Clearance** 

CAT/IT38 return: File an IT38/CAT return.

> Statement of Affairs (Probate) Form SA.2: Submit a Statement of Affairs (Probate) Form SA.2

Gifts & Inheritances

<u>Learn more</u>

File CAT IT38 Return

Statement of Affairs (Probate)

Form SA.2

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Manage Non-resident

VAT Number Verification

<u>Withholding Tax</u>

Manage Professional Services







## myaccount

MyEnquiries

## **Enquiries Record**

Tax Reference Number 1830102GA Tax Reference Type CUST

### **Previous Enquiries** Search previous enquiries Reference Status Archive Enquiry ID | Date Enquiry relates to | More specifically | You have no previous enquiries Showing 0 to 0 of 0 entries Previous Next **Archive Ticked Items**

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View Archive

Hello Finn <u>Gaeilge</u> Sign Out





## myaccount

MyEnquiries

## Add a new enquiry

Tax reference number

1830102GA

Tax reference type

CUST

My reference (optional)

You should not include a Tax Reference Number or other personal data as part of this reference (see Information tooltip).

For attention of (optional)

**Enquiry details** 

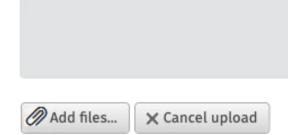
Please provide an email address below. Note your address will only be used to notify you when there has been activity on your enquiry.

mail address *	
mail confirmation *	

Filename can only be alphanumeric and max length of 50.

▶ What file types can I attach?

Drop files here...









## myaccount

Dear Customer,

Thank you for contacting Revenue, we have received your enquiry.

We are receiving a lot of calls and enquiries at the moment. We will respond to your enquiry as soon as we can. No further action is required by you at this time.

If you want to track the progress of your enquiry you can do so by viewing the 'Status' column when you access MyEnquiries. This is available in both myAccount and ROS.

After you click on the enquiry, you will be taken to the "Interactions Screen," where you can see the department that will handle your enquiry.

Click here for additional details on tracking your enquiry.

Continue

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## myaccount

MyEnquiries

## **Enquiries Record**

Tax Reference Number 1830102GA Tax Reference Type CUST

#### **Previous Enquiries** Search previous enquiries Enquiry More Archive Enquiry relates to Date Reference Status specifically 2023/08/22 PAYE employee -PAYE Services 2305-87 Received Credits/Reliefs 14:46 query

Showing 1 to 1 of 1 entries Previous 1 Next



**Archive Ticked Items** 

View Archive

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