



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.

Sign In

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

Login with MyGovID 

[What is MyGovID?](#)

Login using your Revenue account details

PPS Number

Date of Birth

DD MM YYYY

Password

Or

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](#) →

Hello Finn
Gaeilge [Sign Out](#)

myAccount

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Tax services

PAYE Services

Property and Land Services

Vehicle Services

Payments/Repayments

Manage My Record

Gifts & Inheritances

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Language: Gaeilge

MyEnquiries

Enquiries Record

Tax Reference Number

1830102GA

Tax Reference Type

CUST

Previous Enquiries

[Search previous enquiries](#)

Archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	Status
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You have no previous enquiries

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

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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.

Email address *

Email confirmation *

Filename can only be alphanumeric and max length of 50. [i](#)

▶ [What file types can I attach?](#)

Drop files here...

 Add files...

 Cancel upload

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](#)

MyEnquiries

Enquiries Record

Tax Reference Number

1830102GA

Tax Reference Type

CUST

Previous Enquiries

[Search previous enquiries](#)

Archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	Status
<input type="checkbox"/>	2305-87	2023/08/22 14:46	PAYE employee - Credits/Reliefs	PAYE Services query		Received

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