

## MyEnquiries

### Part 37-00-36

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A more recent version of this manual is available



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## 1. Introduction

MyEnquiries is a structured online contact facility that allows customers to securely send and receive correspondence to and from Revenue. (It does not have email functionality, such as cc, out of office, read, read receipt option, etc.)

- PAYE customers can access MyEnquiries through myAccount.
- Business customers can access MyEnquiries through ROS.

### 1.1 Agent enquiries

Agents must access MyEnquiries via ROS if they wish to enquire about their clients' tax affairs.

### 1.2 Revenue Technical Service (RTS)

Customers and agents must submit queries to RTS using MyEnquiries. Further information is contained in the [RTS Guidelines](#).

### 1.3 Customer Service Standards

In accordance with Revenue's Customer Service Standards, queries received through MyEnquiries will be dealt with within 20 working days and 25 working days during peak periods.

## 2. Access to MyEnquiries via myAccount and ROS

### 2.1 myAccount

myAccount is a single access point, with a single login and password, for a number of Revenue's online services including MyEnquiries. See paragraph 7 of this manual for more detailed information about MyEnquiries in myAccount.

You can register for this service on [Register for myAccount](#)

### 2.2 ROS

Business customers who have a ROS digital certificate can access MyEnquiries using the 'My Services' tab under 'Other Services'. See paragraph 6 of this manual for more detailed information about MyEnquiries in ROS.

Business customers who do not have an active ROS digital certificate can either register for myAccount or [register for ROS](#). (Please note that if business customers register for ROS in order to access MyEnquiries they will receive their tax returns and other correspondence electronically rather than in paper format.)

Foreign-based agents who have a TAIN but have no Irish tax reference number can register for ROS using their TAIN (i.e. no tax reference number is required).

### 3. Customers unable to access MyEnquiries via myAccount or ROS

There are some customers who are unable to access MyEnquiries via myAccount or ROS. These include non-residents who are not registered for tax in Ireland and receivers acting on behalf of their clients but who do not have a TAIN. These customers should use the alternative communication methods including standard email, post, phone or fax. Revenue does not recommend sending personal or confidential information by unsecure (standard) email.

### 4. Alternatives to MyEnquiries

In addition to the cohort of customers mentioned in paragraph 3, there are some types of contacts that are not suitable for MyEnquiries, such as third-party data exchanges. At present, the only options for these customers to raise queries are by using standard email, post, phone or fax. **Revenue does not recommend sending personal or confidential information by unsecure (standard) email.**

Other options are

- Transport Layer Security (TLS), which is a Government-wide encryption system that is used to securely send emails. However, this is primarily for high-volume users and is not suitable for individuals or organisations that may contact Revenue a few times a year; and
- Revenue File Transfer System (RFTS), which is a secure facility used by Revenue to exchange files with third parties.

Revenue is exploring the possibility of providing an easy-to-use secure email facility to address many of these issues. Updates will be provided as other solutions are developed.

### 5. Secure eMail

Secure eMail was decommissioned in January 2018 as it was no longer supported. It **can no longer be used** to contact Revenue.

## 6. MyEnquiries in ROS

### 6.1 Link to MyEnquiries (Individuals)

In the case of individual customers, the link to MyEnquiries can be found under the 'My Services' tab in the 'Other Services' section.

Revenue Record: Returns and Payments No current tax clearance certificate. (What's this?)

**MY SERVICES** | REVENUE RECORD | PROFILE | WORK IN PROGRESS | ADMIN SERVICES

**Revenue Record:**

- Open Revenue Record
- You have 4 new documents in your Revenue Record.
- Services:**
  - Manage Tax Registrations
  - Download Pre-populated Returns
  - Manage Financial Statements
  - Secure Upload/Download Service
  - Mobile Access
  - Manage LPT / HC arrears
  - View Property History

**File a Return**

**Complete a Form On-line**  
Select a return you would like to complete now. You will be given the option of filing the return with or without a payment.

Select a tax type...

**Upload Form(s) Completed Off-line**  
Select the type of return from the drop-down list to upload a return completed off-line.

Select a return type...

**Payments & Refunds**

**Submit a Payment**  
You can choose to make a payment or declaration against a registered tax by selecting a payment type from the below drop-down list.

Select a payment type...

**Payment Details**  
You can choose to make and receive payments to and from Revenue using your bank account by means of ROS Debit Instruction and Direct Debit. You can also make payments using MasterCard or VISA debit and credit cards. Certain repayments or refunds can be made by means of Electronic Funds Transfer.

Manage Bank Accounts

**Other Services**

- MyEnquiries

Figure 1 ROS access to MyEnquiries (Individual's screen)

## 6.2 Link to MyEnquiries (Agents)

In the case of agents, the link to MyEnquiries can be found under the 'Agent Services' tab in the 'Other Services' section.

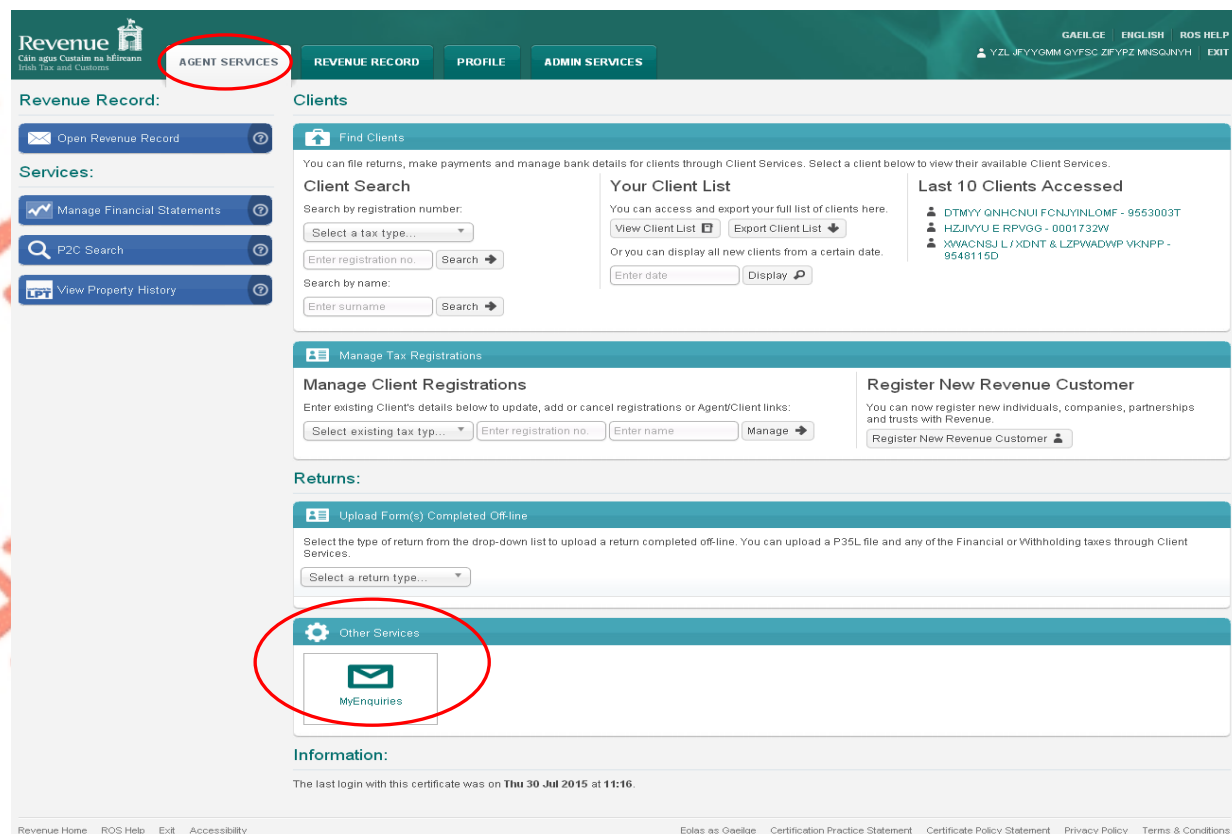


Figure 2 ROS access to MyEnquiries (Agent's screen)

## 6.3 ROS Administrator – access and management functions

### Access

The MyEnquiries icon is always visible to ROS administrators. For 'sub-users' the icon only displays if the user has permissions on an active MyEnquiries email address and have been set up for MyEnquiries by the ROS Administrator.

The ROS Administrator must set up an email address to be used with MyEnquiries. When an email address has been set up, clicking on the MyEnquiries button on the 'My Services' (individual) or 'Agent Services' (agent) tab redirects the Administrator to the MyEnquiries application.

If no email address has been set up, the Administrator receives the following message when they click on the 'MyEnquiries' icon. This message explains how to set up an email address for use with MyEnquiries.

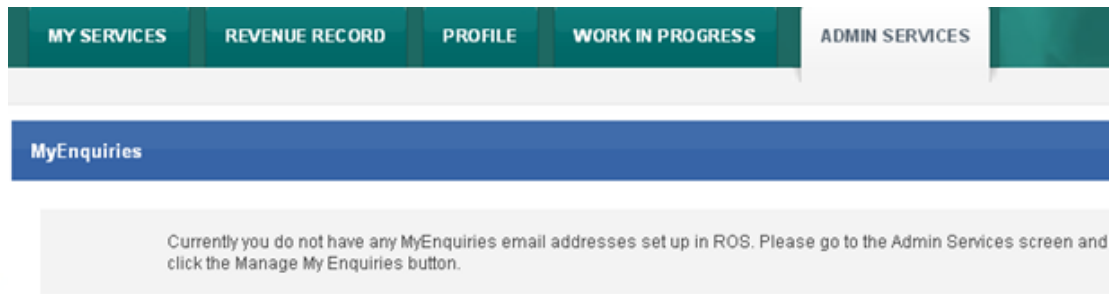



Figure 3 ROS Informational screen

### Management and administration functions

Clicking the 'Admin Services' tab at the top of the screen brings the user to the Administration Services page from where they can access the MyEnquiries administration functions.




**Revenue**  
 Cáin agus Custaim na hÉireann  
 Irish Tax and Customs
 

AGENT SERVICES
REVENUE RECORD
PROFILE
ADMIN SERVICES

## Administration Services CANU

- To select an individual, click on the **Select** item radio button to the left of the name
- To apply for a certificate for an individual to act on your/company's behalf, click the **Add New** button
- You can **View** or **Revise** the permissions of the selected individual by clicking on the relevant option box below.
- Additional [information](#) about these functions.

Select	Surname	Firstname	ID Ref.	System Password	Certificate Password	Status
<input type="radio"/>	TEST	TEST	POIUYTREWQ	🔒	🔒	ACTIVE

**Other Functions**

You can suspend all the added individual's Certificates by clicking on the **Suspend All** button.

You can restore all the added individual's Certificates by clicking on the **Restore All** button.

You can view a full list of permissions by clicking on the **View All Permissions** button

You can add a new email address for MyEnquiries by clicking the **Manage MyEnquiries** button.

Add New
View
Revise
MyEnquiries Permissions
Amend ROS Email Addresses
Revoke
Promote
Suspend
Restore

Suspend All

Restore All

View All Permissions

Manage MyEnquiries

[ROS Help](#) | [Exit](#) | [Accessibility](#)  
[Terms & Conditions](#) | [Privacy Policy](#) | [Certificate Policy Statement](#) | [Certification Practice Statement](#)  
[Eolas as Gaeilge](#)

Figure 4 'Admin Services' screen

The ROS Administrator can grant MyEnquiries access to sub-users by selecting the sub-user and clicking the 'MyEnquiries Permissions' button. Access to MyEnquiries is determined by email address and the tax registration number or TAIN associated with the ROS digital certificate. It is possible to set up more than one email address.

Sub-users who share the same (or group) email address for MyEnquiries can view the same enquiries and Revenue replies. It is the responsibility of the ROS Administrator to manage sub-user access to MyEnquiries through the management of email addresses. Sub-users with Administrator permissions also have access to the 'Admin Services' tab and the MyEnquiries management function buttons.

If no sub-users are set up, the screen looks like this:

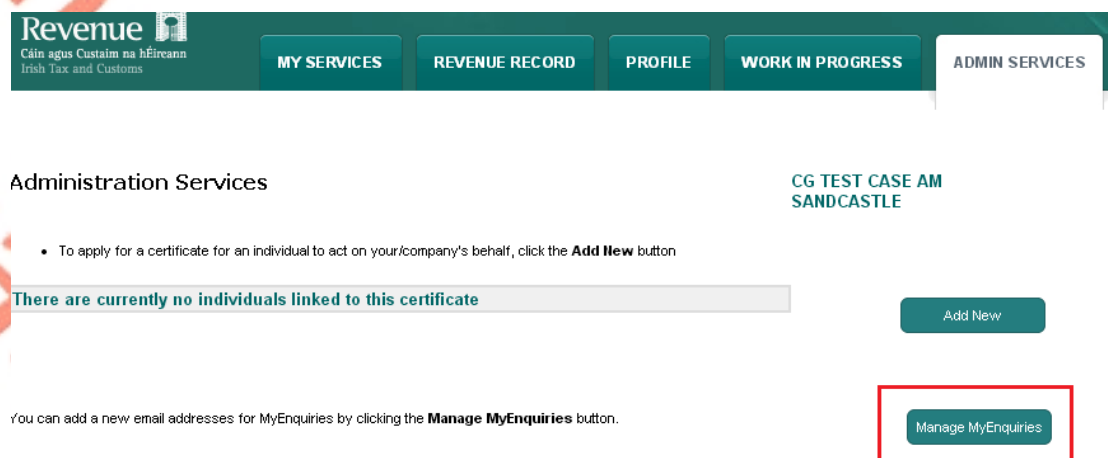


Figure 5 'Admin Services' screen (no sub-users)

**ADMIN SERVICES**

**MyEnquiries**

**Add New Email Address**

Enter New Email Address

Verify Email Address

New email address added successfully.

[Back](#) [Submit](#)

**MyEnquiries Email Addresses**

Show  Filter:

Email Address	Status	Action
JOEBLOGGS@GMAIL.COM	ACTIVE	<a href="#">Action</a>

Showing 1 to 1 of 1 entries [Previous](#)  [Next](#)

Figure 6 ROS 'Setting up an email address' screen

ROS Administrators can set up one or more email address for use with MyEnquiries. Old email addresses can be deactivated but not deleted. The ROS Administrator can access all enquiries submitted under any of the email addresses set up in this way. To set up a sub-user for MyEnquiries, the email address of the sub-user must firstly be set up in 'MyEnquiries Permissions'.

#### 6.4 Sub-User access

ROS Administrators can give sub-users access to MyEnquiries by allowing them access to an email address that has permission to access MyEnquiries. Please note that access is based on email address. If two users are given permission to access MyEnquiries with the same email address, they can view each other's queries, regardless of whether they are an Administrator or a sub-user.

In the 'Admin Services' tab, select the sub-user and click the "MyEnquiries Permissions" button.

Administration Services MR DFGBTBG DFBTRGBTR

- To select an individual, click on the **Select** item radio button to the left of the name
- To apply for a certificate for an individual to act on your/company's behalf, click the **Add New** button
- You can **View** or **Revise** the permissions of the selected individual by clicking on the relevant option box below.
- Additional [information](#) about these functions.

Select	Surname	Firstname	ID Ref.	System Password	Certificate Password	Status
<input checked="" type="radio"/>	TESTER1	ROB	RT001			REGISTERED
<input type="radio"/>	TESTER2	ROBERT	RT002			REGISTERED
<input type="radio"/>	TESTER3	ROBERT	RT003			REGISTERED
<input type="radio"/>	TESTER4	ROBERT	RT004			REGISTERED

Figure 7 ROS 'Sub-User Access' screen

This links to the 'Permissions' screen.

MyEnquiries

**Permissions**

You have selected the sub certificate for user JOE BLOGS. You can amend permissions for this certificate by using the table below.

Show  Filter:

Email Address	Status
JOEBLOGGS@GMAIL.COM	<input checked="" type="checkbox"/>

Showing 1 to 1 of 1 entries Previous  Next

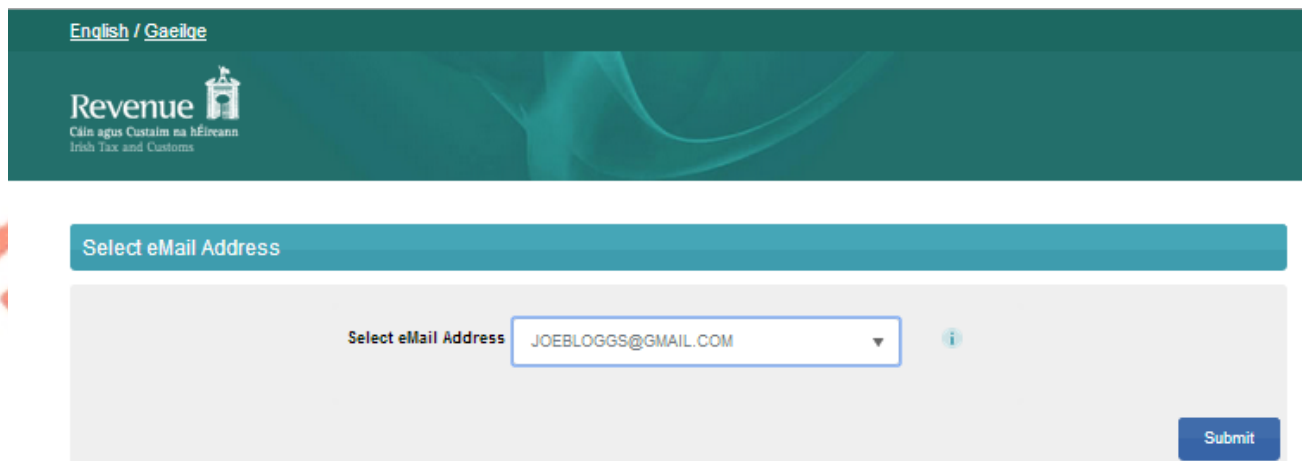
Figure 8 ROS 'Permissions' screen

- Tick the Status box beside the email address the sub-user is using for MyEnquiries (more than one email address can be selected).
- Submit the changes.
- The same process works in reverse – untick the box to remove permissions.

## 6.5 Accessing MyEnquiries

**ROS Administrator:** If more than one email address has been set up in ROS, users have the option to select which of those email addresses they want to use at that time.

**Sub-user:** If the ROS Administrator has set up more than one email address for the sub-user to use with MyEnquiries, they must select the email address they wish to use at that time.



The screenshot shows the 'Select eMail Address' screen. At the top, there is a language selector 'English / Gaeilge' and the Revenue logo with the text 'Cáin agus Custaim na hÉireann Irish Tax and Customs'. Below this is a teal header bar with the text 'Select eMail Address'. The main content area is a light grey box with a label 'Select eMail Address' and a dropdown menu showing 'JOEBLOGGS@GMAIL.COM'. To the right of the dropdown is an information icon. In the bottom right corner of the main content area is a blue 'Submit' button.

Figure 9 'Select eMail Address' screen

The Enquiries Record screen (Inbox) for the selected email address is displayed. Only one email address can be viewed at a time. A user must exit MyEnquiries to select another email address.

An enquiry can be submitted by clicking the 'Add New Enquiry' button which brings up the 'Add a New Enquiry' screen below.

Further information on how to submit enquiries can be found using the links below:

**Individuals:** See [Section 8](#).

**Agents:** See [Section 9](#).

## 7. MyEnquiries in myAccount

MyEnquiries can be accessed from myAccount by clicking on the MyEnquiries link under 'Manage my record'.

The screenshot displays the myAccount website interface. At the top, the Revenue logo is on the left, and navigation links for 'My Documents', 'My Profile', and 'My Enquiries' are on the right. The 'My Enquiries' link is highlighted with a red box. Below the navigation bar, the main content area is divided into several sections:

- Tax services** (header)
- PAYE Services** (blue header): Includes links for 'Manage your tax 2018', 'Review your tax 2014-2017 (Form 12 or End of year statement (P21))', and 'Add Job or Pension'.
- Property Services** (orange header): Includes links for 'Local Property Tax (LPT)', 'Home Renovation Incentive', 'Help To Buy', 'LPT Valuation Guide', and 'Claim Mortgage Interest Relief'.
- Vehicle Services** (green header): Includes links for 'Drivers & Passengers with Disabilities', 'VRT Certificate of Conformity', and 'VRT Calculator'.
- Payments/Repayments** (light blue header): Includes links for 'Make a Payment', 'View Payments History', and 'eRepayments'.
- Manage My Record** (purple header): Includes a 'My Enquiries' link, which is highlighted with a red box, along with other links like 'My Profile', 'Receipts Tracker', 'My Documents', 'Tax Registrations', 'Tax Clearance', and 'Update Bank Details for PAYE Refunds'.

Figure 10 myAccount menu (webpage)

You are brought directly to the Enquiries Record screen (Inbox). You can also access MyEnquiries from the taskbar at the top of myAccount.

See [Section 8](#) for further information on how to submit enquiries.

## 8. Submitting and managing enquiries (Individuals)

This section describes how an individual can submit and manage their enquiries.

### 8.1 Enquiries Record screen

You can view, search for or archive your enquiries and Revenue responses from the Enquiries Record screen. You can also update an existing enquiry.

You can view the details of a particular enquiry by clicking on the relevant row on the Enquiries Record screen.

<input type="checkbox"/>	1702-6	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
<input type="checkbox"/>	1702-5	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
<input type="checkbox"/>	1702-4	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
<input type="checkbox"/>	1702-3	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
<input type="checkbox"/>	1702-2	2017/02/01 15:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	postman
<input type="checkbox"/>	1701-78	2017/01/26 10:54	Corporation Tax (CT)	ROS - Query re completion of return	tst
<input type="checkbox"/>	1701-69	2017/01/11 17:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	ray test test2

Showing 21 to 30 of 143 entries [First](#) [Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) ... [15](#) [Next](#) [Last](#)

[Archive Ticked Items](#)

[View Archive](#)

[Add New Enquiry](#) →

Figure 11 Enquiries Record (Individual's screen)

## 8.2 'Add a new enquiry' screen

The 'Add a new Enquiry' screen opens when you click on the 'Add New Enquiry' button on the 'Enquiries Record' screen. The Tax Reference Number and Tax Reference Type fields are prepopulated with your tax details.

MyEnquiries

[← Back](#) **Add a new enquiry**

Tax reference number

Tax reference type  
CUST

Enquiry relates to \* ⓘ  
PAYE employee - Credits/I\*

More specifically \* ⓘ  
Home Carer Credit

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 enter further detail about your enquiry (up to 2,000 characters)

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

Confirm email address

Attach supporting information  
[▶ What file types can I attach?](#)  
Choose file No file chosen

[+](#)

**Submit enquiry** →

\* Denotes mandatory field.

Figure 12 'Add a new Enquiry' - (Individual's screen)

## 8.3 'Enquiry relates to' and 'More specifically' fields

Dropdown lists of categories and related sub-categories are provided in these fields.

When you select a category from 'Enquiry relates to' the text of the information tooltip changes depending on the category selected.

When you have selected the most suitable category from the list of options under 'Enquiry relates to', you should then select a category under 'More specifically' that best describes the subject matter of your enquiry.



#### 8.4 'My reference' field

This field enables you to record a reference name or number to assist you in tracking your enquiries.

You should **not** include a Tax Reference Number or other personal data as part of this reference. The reference used in the 'My Reference' field is included in the email subject line that is sent to you when Revenue responds to your enquiry. That notification email is sent via standard email and is not encrypted. Revenue cannot guarantee that any personal and sensitive data, sent via standard email, is fully secure. Customers who enter personal data are deemed to have accepted any risk involved.

#### 8.5 'For attention of' field

The original function of this field was to assist in directing an enquiry to a particular person or section in Revenue by entering an appropriate email address. This practice has been discontinued and you should only make an entry in this field if you have been explicitly asked to do so by Revenue.

#### 8.6 'Enquiry details' field

You should enter the details of your enquiry in this field. There is a limit in this field of 2,000 characters which should be more than adequate for most enquiries. However, if you think you may exceed this limit, you can send your enquiry as an attachment.

You may receive an error message regarding invalid characters within the Enquiry Details field/text box, "Your message contains an invalid character. Please forward it as an attachment." This can arise if material is prepared in another application, e.g. Word or Excel, and copied into the Enquiry Details text box. If this error message persists you should forward your message as an attachment and enter a note to that effect in the Enquiry Details field.

#### 8.7 'Email address' field

You should enter **your** email address in this field. It will only be used to notify you when there has been activity on your enquiry.

#### 8.8 Attachments

You can attach documents to an enquiry subject to a file size limit of 10MB for individual files. The maximum number of attachments is 10.

The option to attach a file is only available after the 'Enquiry relates to' and "More specifically" fields are populated.

A minus field is available on the 'Add a new Enquiry' screen to allow you remove an attachment. The minus field only becomes available after a file has been uploaded.

The following file types are supported: pdf, tif, tiff, txt, xls, jpg, jpeg, doc, docx, xlsx, P30, xml, dat, p35, p35L, p45, p453, c35, rct, vt3, f11, pay, 46g, 46gc, i38, transit, int, vie, eus, rom1, sd, f1f, f1, ct1, f35, dwt, cds1, csv, png, pptx, ppt, mht, htm, gif, msg, 0001, xps, odt, html, zip, p12, p12.bac, log, cfg, and 1.

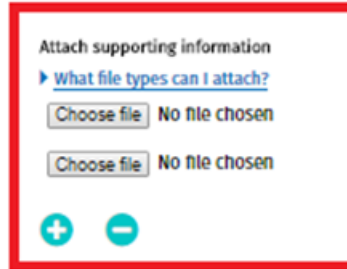


Figure 13 Attachments options on the 'Add a new Enquiry' screen

## 8.9 Submit Enquiry

When you click on 'Submit Enquiry' the enquiry is viewable on your Enquiries Record screen.

## 8.10 Confirmation screen

A confirmation screen appears when you submit an enquiry or interaction.

Dear Customer,

I wish to confirm that your enquiry has been received by Revenue. Queries received through MyEnquiries will be dealt with within 20 working days and 25 working days during peak periods.

Yours sincerely,  
Revenue Commissioners.

**Continue**

Figure 14 Confirmation screen

## 9. Submitting and managing enquiries (Agents)

This section describes how an agent can submit and manage their enquiries.

### 9.1 Enquiries Record screen

You can view, search for or archive your enquiries and Revenue responses from the Enquiries Record screen. You can also update an existing enquiry.

You can view the details of a particular enquiry by clicking on the relevant row on the Enquiries Record screen.

This screen also displays the Client Tax Reference Number (TRN) that was entered when submitting the original enquiry.

[← Back to ROS](#) **Enquiries Record**

Email Address:  
dnoone00@revenue.ie

ros

**Previous Enquiries** [Search previous enquiries](#)

Select for archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	TRN
<input type="checkbox"/>	1702-7	2017/02/24 15:54	Capital Gains Tax (CGT)	Capital Gains Tax - Return	ref	0054558I
<input type="checkbox"/>	1702-6	2017/02/22 09:51	Betting Duty	Bookmaking (Licence Application)	ref 2	6599978B
<input type="checkbox"/>	1702-5	2017/02/21 16:59	Retirement Benefits	General Query	asdf	1305727J

Showing 1 to 3 of 3 entries [First](#) [Previous](#) **1** [Next](#) [Last](#)

Figure 15 Enquiries Record (Agent's screen) - showing TRN field

## 9.2 'Add a new enquiry' screen

The 'Add a new enquiry' screen opens when you click on the 'Add New Enquiry' button on the 'Enquiries Record' screen.

MyEnquiries

[← Back](#) **Add a new enquiry**

**TAIN \***

Client Tax Reference Number \*

Client Tax Reference Type \*

Enquiry relates to \* ⓘ

More specifically \* ⓘ

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 enter further detail about your enquiry (up to 2,000 characters)

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  
TEST@REVENUE.IE

Confirm email address  
TEST@REVENUE.IE

Attach supporting information  
[▶ What file types can I attach?](#)  
Choose file No file chosen

**Submit enquiry →**

\* Denotes mandatory field.

Figure 16 'Add a new Enquiry' (Agent's screen)

## 9.3 'TAIN' field

This field is prepopulated with your TAIN.

## 9.4 'Client Tax Reference Number' and 'Client Tax Reference Type' fields

You should enter the client's tax reference details in these fields (these fields are optional for CAT and Stamp Duty).

You should note that the Client Tax Reference Number from the previous enquiry is retained in that field when you submit multiple enquiries within the same session. However, it can, of course, be overwritten with a new value and will not be retained if you log out and begin a new session.

### 9.5 'Enquiry relates to' and 'More specifically' fields

Dropdown lists of categories and related sub-categories are provided in these fields.

When you select a category from 'Enquiry relates to' the text of the information tooltip changes depending on the category selected.

When you have selected the most suitable category from the list of options under 'Enquiry relates to', you should then select a category under 'More specifically' that best describes the subject matter of your enquiry.

### 9.6 'My reference' field

This field enables you to record a reference name or number to assist you in tracking the enquiries of your clients.

You should **not** include a Tax Reference Number or other personal data as part of this reference. The reference used in the 'My Reference' field is included in the email subject line that is sent to you when Revenue responds to your enquiry. That notification email is sent via standard email and is not encrypted. Revenue cannot guarantee that any personal and sensitive data, sent via standard email, is fully secure. Customers who enter personal data are deemed to have accepted any risk involved.

### 9.7 'For attention of' field

The original function of this field was to assist in directing an enquiry to a particular person or section in Revenue by entering an appropriate email address. This practice has been discontinued and you should only make an entry in this field if you have been explicitly asked to do so by Revenue.

### 9.8 'Enquiry details' field

You should enter the details of your enquiry in this field. There is a limit in this field of 2,000 characters which should be more than adequate for most enquiries. However, if you think you may exceed this limit, you can send your enquiry as an attachment.

You may receive an error message regarding invalid characters within the Enquiry Details field/text box, "Your message contains an invalid character. Please forward it as an attachment." This can arise if material is prepared in another application, e.g. Word or Excel, and copied into the Enquiry Details text box. If this error message persists you should forward your message as an attachment and enter a note to that effect in the Enquiry Details field.

## 9.9 'Email address' field

You should enter your email address in this field. It will only be used to notify you when there has been activity on your enquiry.

## 9.10 Attachments

You can attach documents to an enquiry subject to a file size limit of 10MB for individual files. The maximum number of attachments is 10.

The option to attach a file is only available after the 'Enquiry relates to' and "More specifically" fields are populated.

A minus field is available on the 'Add a new Enquiry' screen to allow you remove an attachment. The minus field only becomes available after a file has been uploaded.

The following file types are supported: pdf, tif, tiff, txt, xls, jpg, jpeg, doc, docx, xlsx, P30, xml, dat, p35, p35L, p45, p453, c35, rct, vt3, f11, pay, 46g, 46gc, i38, transit, int, vie, eus, rom1, sd, f1f, f1, ct1, f35, dwt, cds1, csv, png, pptx, ppt, mht, htm, gif, msg, 0001, xps, odt, html, zip, p12, p12.bac, log, cfg, and 1.

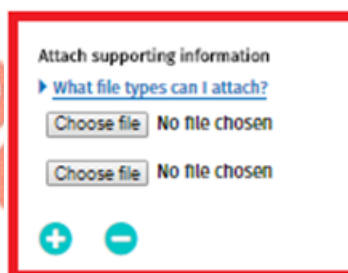


Figure 17 Attachments options on the 'Add a new Enquiry' screen

## 9.11 Submit enquiry

When you click on 'Submit enquiry' your enquiry is then viewable on the Enquiries Record screen.

## 9.12 Confirmation screen

A confirmation screen appears when you submit an enquiry or interaction.

Dear Customer,

I wish to confirm that your enquiry has been received by Revenue. Queries received through MyEnquiries will be dealt with within 20 working days and 25 working days during peak periods.

Yours sincerely,  
Revenue Commissioners.

**Continue**

Figure 18 Confirmation screen

## 10. Facilities common to both agents and individuals

### 10.1 Search function

When you log in to the system you are presented with a list of your enquiries and Revenue responses on the Enquiries Record screen. The Revenue reply is included on your original enquiry, and does not appear separately on the Enquiries Record screen. You can view a specific enquiry by double-clicking on the required row. New unread messages appear in bold. A search facility is available that allows you locate a particular enquiry in the Enquiries Record by entering a key word, e.g. CGT, or a partial word, e.g. 'def' (deferral).


### 10.2 Archive facility

You can archive an enquiry by selecting the tick-box to the left of the Enquiry ID and clicking on the 'Archive ticked items' button. Once an enquiry is archived it will no longer appear in the Enquiries Record. Archived enquiries can be retrieved by selecting the 'View Archive' tickbox.

### 10.3 Export facility for enquiry thread

If you click on a particular enquiry on the Enquiries Record screen you are brought to a screen that shows all the interactions relating to that enquiry. The detail of the full enquiry thread can be exported to a PDF document by clicking the 'Save as PDF' button at the bottom of the screen. The PDF can be saved to your own computer.

Gaeilge

Revenue   
Cair agas Custaim na hÉireann  
Irish Tax and Customs

Hello, null TEST  
[Sign Out](#)

MyEnquiries

[← Back](#) **Enter a new update**

16/01/2017 - Income Tax - Repayment/Refund (16012017\_AF123)

16/01/2017 09:38

\* Enquiry details

Attach supporting information

[▶ What file types can I attach?](#)

No file chosen


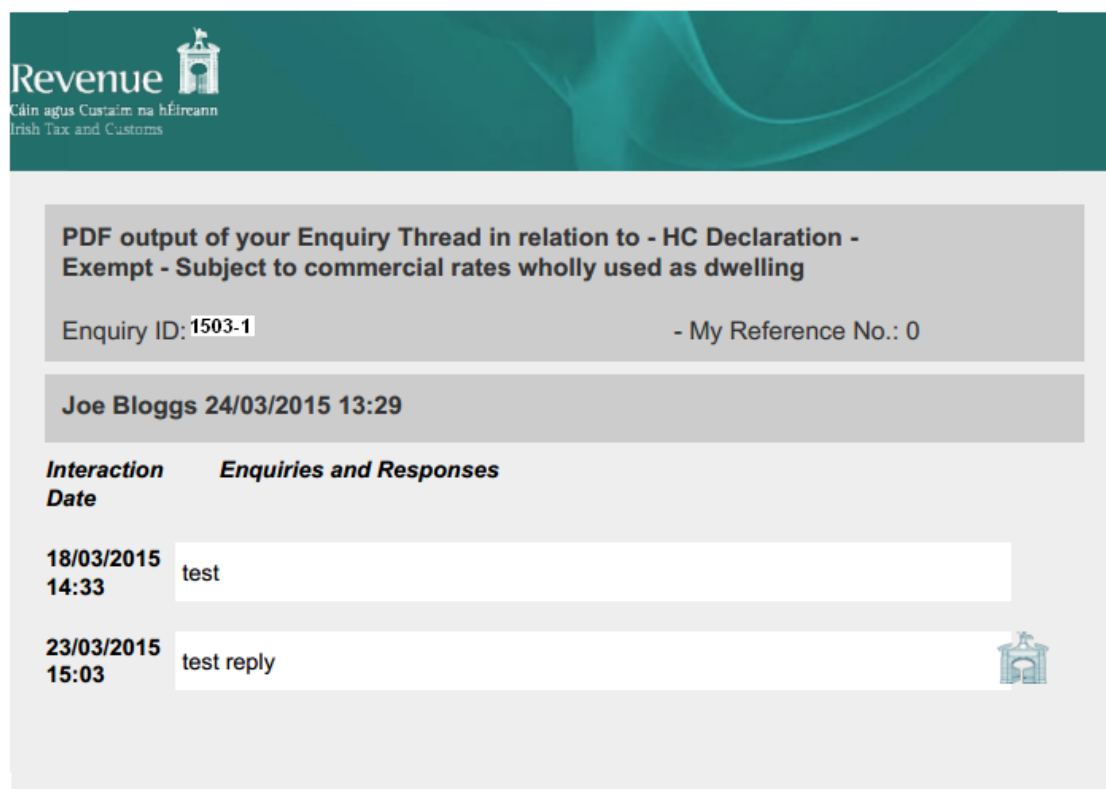


Figure 19 Screen showing enquiry thread





Revenue  
Cáin agus Custaim na hÉireann  
Irish Tax and Customs

**PDF output of your Enquiry Thread in relation to - HC Declaration - Exempt - Subject to commercial rates wholly used as dwelling**

Enquiry ID: 1503-1 - My Reference No.: 0

**Joe Bloggs 24/03/2015 13:29**


<i>Interaction Date</i>	<i>Enquiries and Responses</i>
18/03/2015 14:33	test
23/03/2015 15:03	test reply 

Figure 20 Representation of PDF document

#### 10.4 Notification that a Revenue response has issued

When Revenue issues a response to an enquiry an email will issue to you informing you that a response has issued and can be viewed in the Enquiries Record screen (Inbox) in MyEnquiries. The entry made by you in the 'My reference' field when submitting the original enquiry will be included in this notification.

### 11. Routing of enquiries within Revenue

In most cases enquiries are directed to a customer's local Revenue office based on the Tax Reference Number provided.

If, however, the enquiry relates to a subject that is dealt with centrally, regionally or nationally; then the enquiry is directed to the central, regional or national office. For example, payment or offset queries are directed to the Collector-General's office.

## 12. Tax Clearance applications made via myAccount

If a customer applies for a tax clearance certificate via myAccount, they will receive a confirmation or rejection notification in MyEnquiries.

Notifications about tax clearance display on the Enquiries Record screen as below:

- 'Tax Clearance' displays in the 'Enquiry relates to' column, and
- a sub-category (Tax Clearance Certificate, Tax Clearance Refusal, Tax Clearance Access Number or Tax Clearance Rescinded) displays in the 'More specifically' column.

Customers can obtain further information regarding their tax clearance application by clicking on the tax clearance notification.

## 13. Problems with registration, login etc.

- **MyEnquiries:** If you experience any difficulty in using MyEnquiries you should email [MyEnquiries@revenue.ie](mailto:MyEnquiries@revenue.ie). **Please note that this mailbox should not be used to submit general taxation queries or to seek progress reports on previous enquiries submitted via MyEnquiries.**

Planning Division operate this mailbox and deal with any enquiries regarding the operation of MyEnquiries.

- **myAccount:** If you have any difficulty registering for myAccount you should contact the myAccount Registration Unit as below
  - 01 738 36 91 (Callers from outside the Republic of Ireland should use + 353 1 738 36 91) or,
  - email [RegisterForMyAccount@revenue.ie](mailto:RegisterForMyAccount@revenue.ie).
- **ROS:** If you need technical assistance with using ROS or logging in, you should call the ROS Helpdesk on 01 738 36 99. (Callers from outside the Republic of Ireland should use + 353 1 738 36 99).

## 14. Mapping of MyEnquiries in iC

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 15. Mapping override

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 16. Confidentiality of taxpayer information

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17. Facility for Revenue staff to initiate a contact

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

### 17.1 Email address.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17.2 PPSN / Customer No.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17.3 VAT number.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17.4 TAIN

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17.5 Search results

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17.6 Multiple inboxes

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17.7 Initiating a contact

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17.8 Attachments

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 17.9 Replies to Revenue-initiated enquiries

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

### 17.10 Editing the 'For attention of' field

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

A more recent version of this manual is available.

### 17.11 Search function in iC

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 18. MyEnquiries items in iC

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

### 18.1 Cloning of MyEnquiries items

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 19. Replying to enquiries

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

### 19.1 Standard replies

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]



## 19.2 Use of hyperlinks

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 19.3 Attachments

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 19.4 Consistency in filenames

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 19.5 New Enquiry Thread

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 19.6 Notification that enquiry has been received

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 19.7 Locating enquiries in iC

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 19.8 Archived items

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 20. Setting up new users in iC

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 21. Working items in iC

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## 22. Transport Layer Security (TLS)

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

## Appendix A – Notification emails to customers

### Notification of Revenue correspondence

Dear customer,

We have responded to your recent enquiry. Depending on the system through which you submitted your enquiry you can view our response by following the instructions below.

#### 1. Enquiries submitted via Local Property Tax Online

Log into **Local Property Tax** and click on the 'MyEnquiries' button. Our response can be seen in your Enquiries Record.

#### 2. Enquiries submitted via ROS

Log into **ROS** and click on the 'MyEnquiries' button under 'Other Services'. Our response can be seen in your Enquiries Record.

#### 3. Enquiries submitted via myaccount

Log into **myaccount** and click on the 'Enter' button for **MyEnquiries**. Our response can be seen in your Enquiries Record.

Yours sincerely,

Revenue Commissioners

## Notification of Revenue contact

Dear customer,

Revenue has contacted you via our secure online system, **MyEnquiries**. You can view this contact by following the instructions below.

### 1. Via Local Property Tax Online

Log into **Local Property Tax** and click on the 'MyEnquiries' button. Our contact can be seen in your Enquiries Record.

### 2. Via ROS

Log into **ROS** and click on the 'MyEnquiries' button under 'Other Services'. Our contact can be seen in your Enquiries Record.

### 3. Via myaccount

Log into **myaccount** and click on the 'Enter' button for **MyEnquiries**. Our contact can be seen in your Enquiries Record.

Yours sincerely,

Revenue Commissioners

## Fógra i dtaobh chomhfhreagrais ó na Coimisinéirí Ioncaim

A chustaiméir,

d'fhreagraíomar an fiosrú le déanaí uait. Ag brath ar an gcóras trínar chuir tú an fiosrú isteach, tig leat breathnú ar ár bhfreagra trí dhul tríd na treoracha thíos.

### 1. Fiosruithe curtha isteach trí Cháin Mhaoine Áitiúil ar Líne

Logáil isteach i **gCáin Mhaoine Áitiúil** agus cliceáil an cnaipe 'M'Fhiosruithe'. Feicfear an freagra i dTaifead d'Fhiosruithe.

### 2. Fiosruithe curtha isteach trí ROS

Logáil isteach i **ROS** agus cliceáil an cnaipe 'M'Fhiosruithe' faoi 'Seirbhísí Eile'. Feicfear an freagra i dTaifead d'Fhiosruithe.

### 3. Fiosruithe curtha isteach trí mochúrsaí

Logáil isteach i **mochúrsaí** agus cliceáil an cnaipe 'Cuir Isteach' button le haghaidh **M'Fhiosruithe**. Feicfear an freagra i dTaifead d'Fhiosruithe.

Le dea-mhéinn,  
Na Coimisinéirí Ioncaim

## Fógra i dtaobh teagmhála ó na Coimisinéirí Ioncaim

A chustaiméir,

bhí na Coimisinéirí i dteagmháil leat tríd an gcóras slán ar líne, **M'Fhiosruithe**. Tig leat breathnú ar ár dteagmháil trí dhul tríd na treoracha thíos.

### 1. Trí Cháin Mhaoine Áitiúil ar Líne

Logáil isteach i **Cáin Mhaoine Áitiúil** agus cliceáil an cnaipe 'M'Fhiosruithe'. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

### 2. Trí ROS

Logáil isteach i **ROS** agus cliceáil an cnaipe 'M'Fhiosruithe' faoi 'Seirbhísí Eile'. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

### 3. Trí mochúrsaí

Logáil isteach i **mochúrsaí** agus cliceáil an cnaipe 'Cuir Isteach' button le haghaidh M'Fhiosruithe. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

Le dea-mhéinn,  
Na Coimisinéirí Ioncai

## Appendix B – Accessing MyEnquiries through Local Property Tax (LPT)

### MyEnquiries link from Local Property Tax (LPT)

MyEnquiries can be accessed from LPT by clicking on the 'MyEnquiries' button at the top of your LPT screen.

Figure 21 LPT screen

You will be brought directly to the Enquiries Record screen (Inbox).

Figure 22 Enquiries Record screen (Inbox)

You can submit an enquiry by clicking the 'Add New Enquiry' button which brings you to the 'Add a New Enquiry' screen. See [Section 8](#) for further information on how to submit enquiries.

A more recent version of this manual is available.



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57	LPT	LPT screen
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A more recent version of this manual is available.