MyEnquiries

Part 37-00-36

Document last updated June 2018

Table of Contents

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.

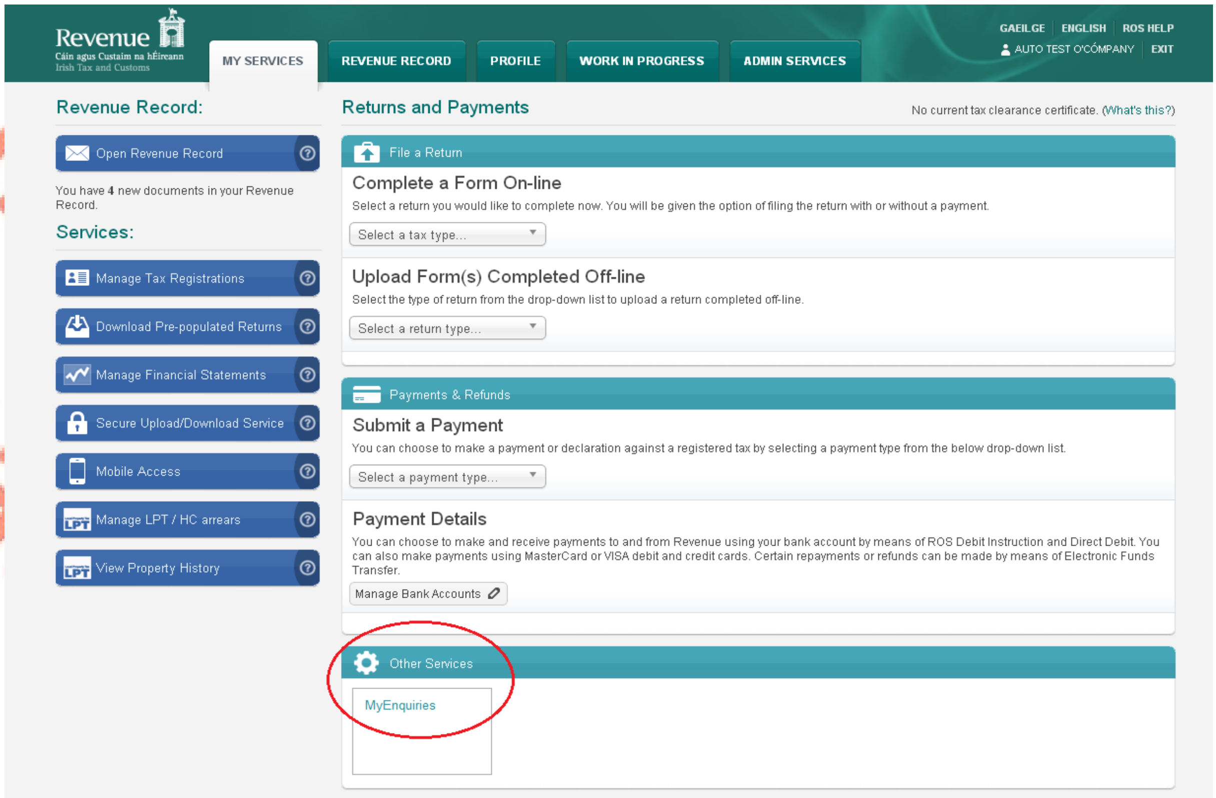


Figure 1 ROS access to MyEnquiries (Individual's screen)

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.

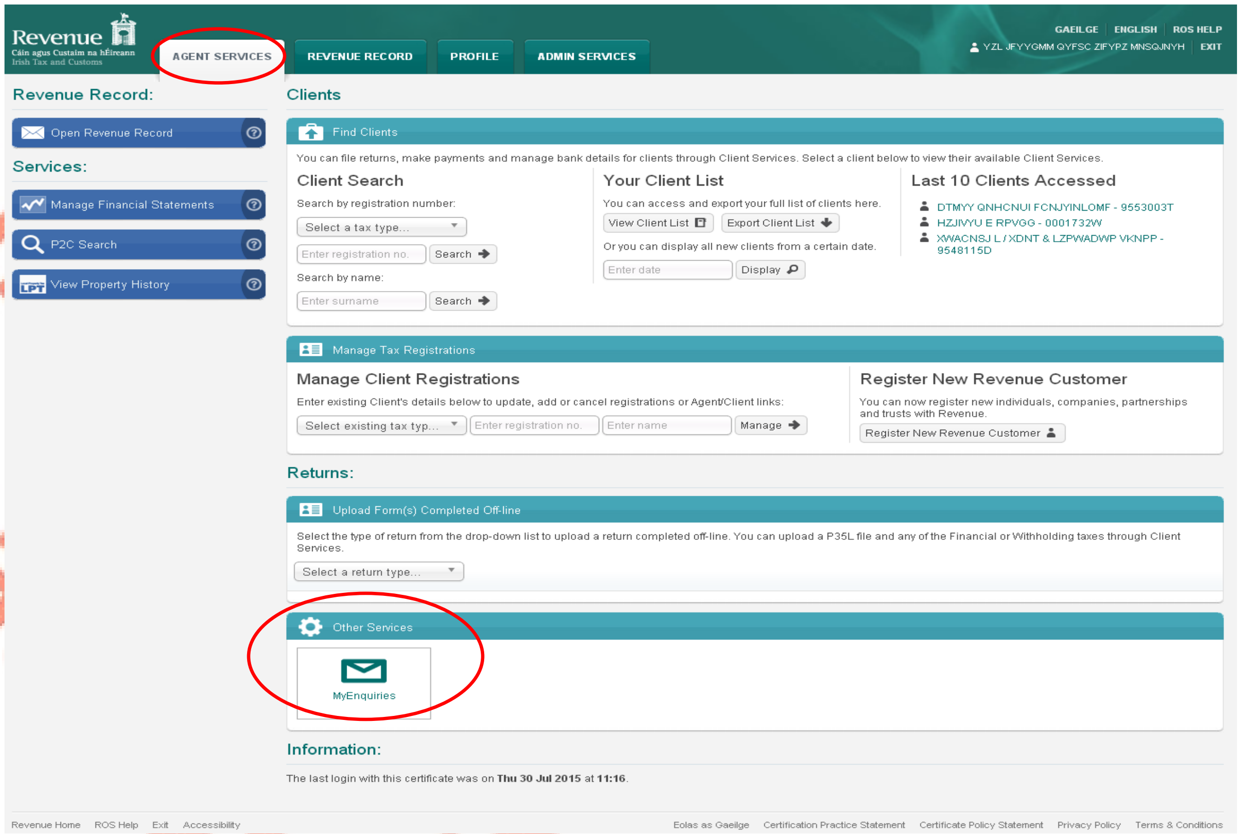


Figure 2 ROS access to MyEnquiries (Agent’s screen)

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.

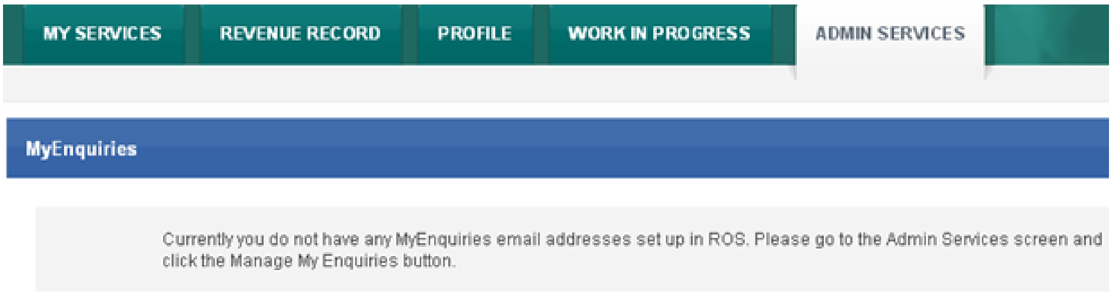


Figure 3 ROS Informational screen

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.

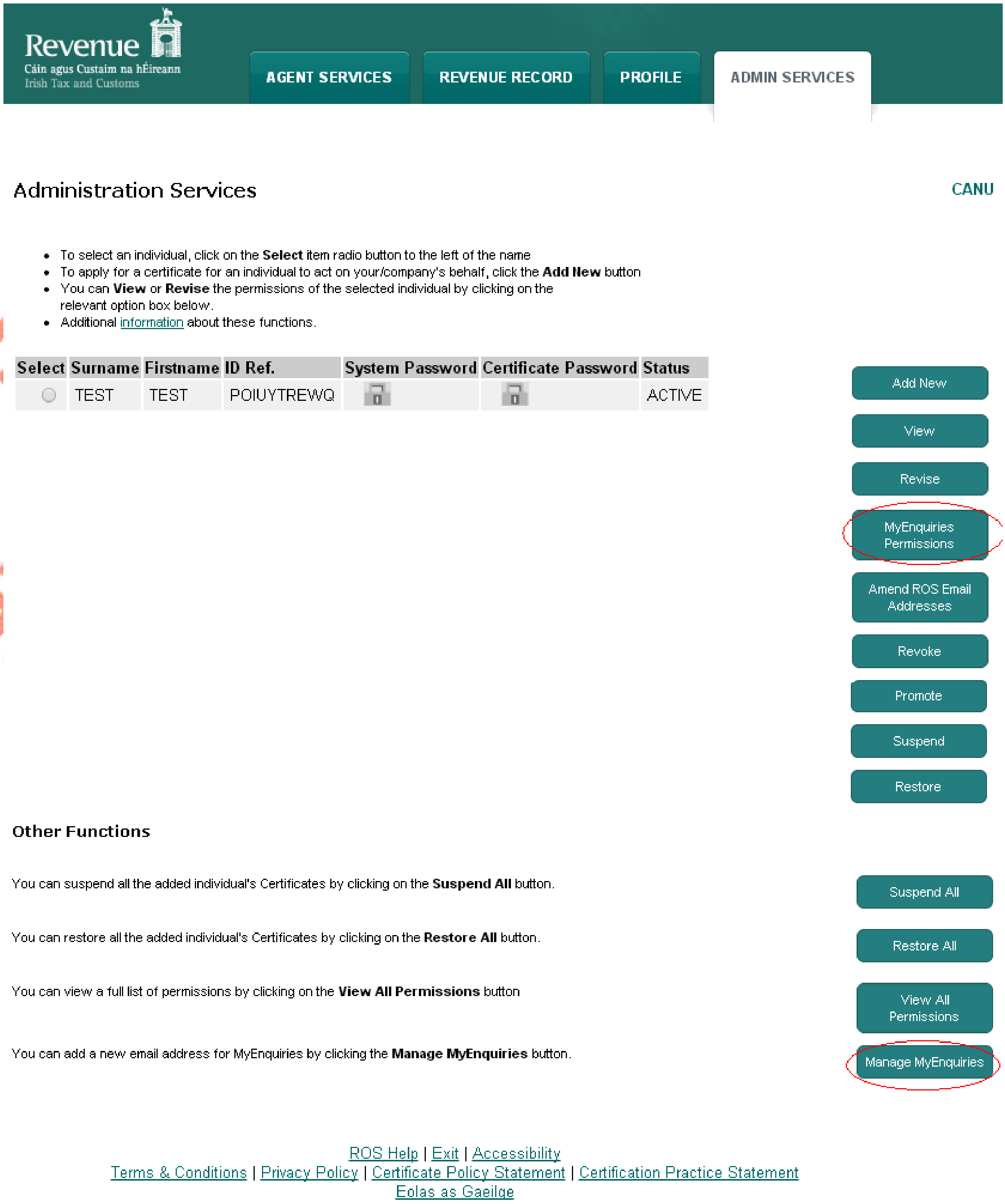


Figure 4 'Admin Services' screen

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:

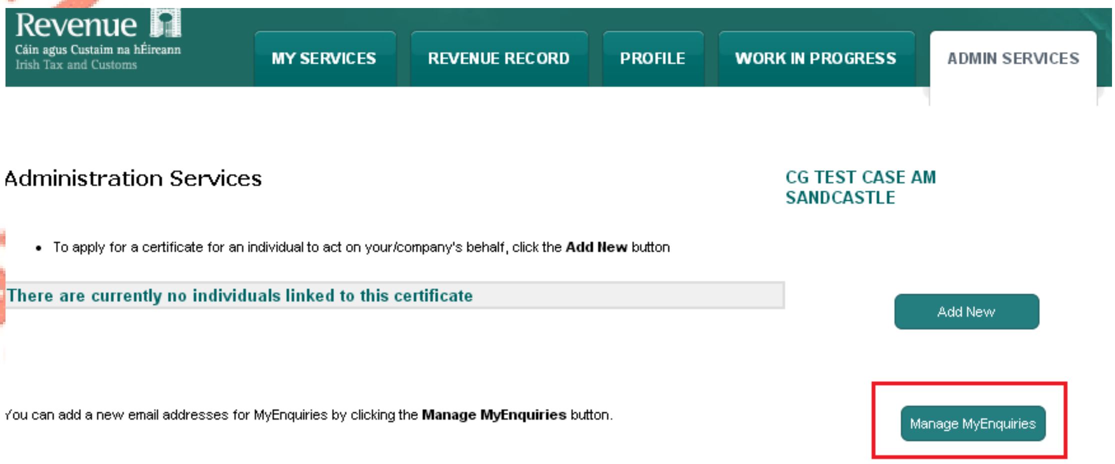


Figure 5 ‘Admin Services’ screen (no sub-users)

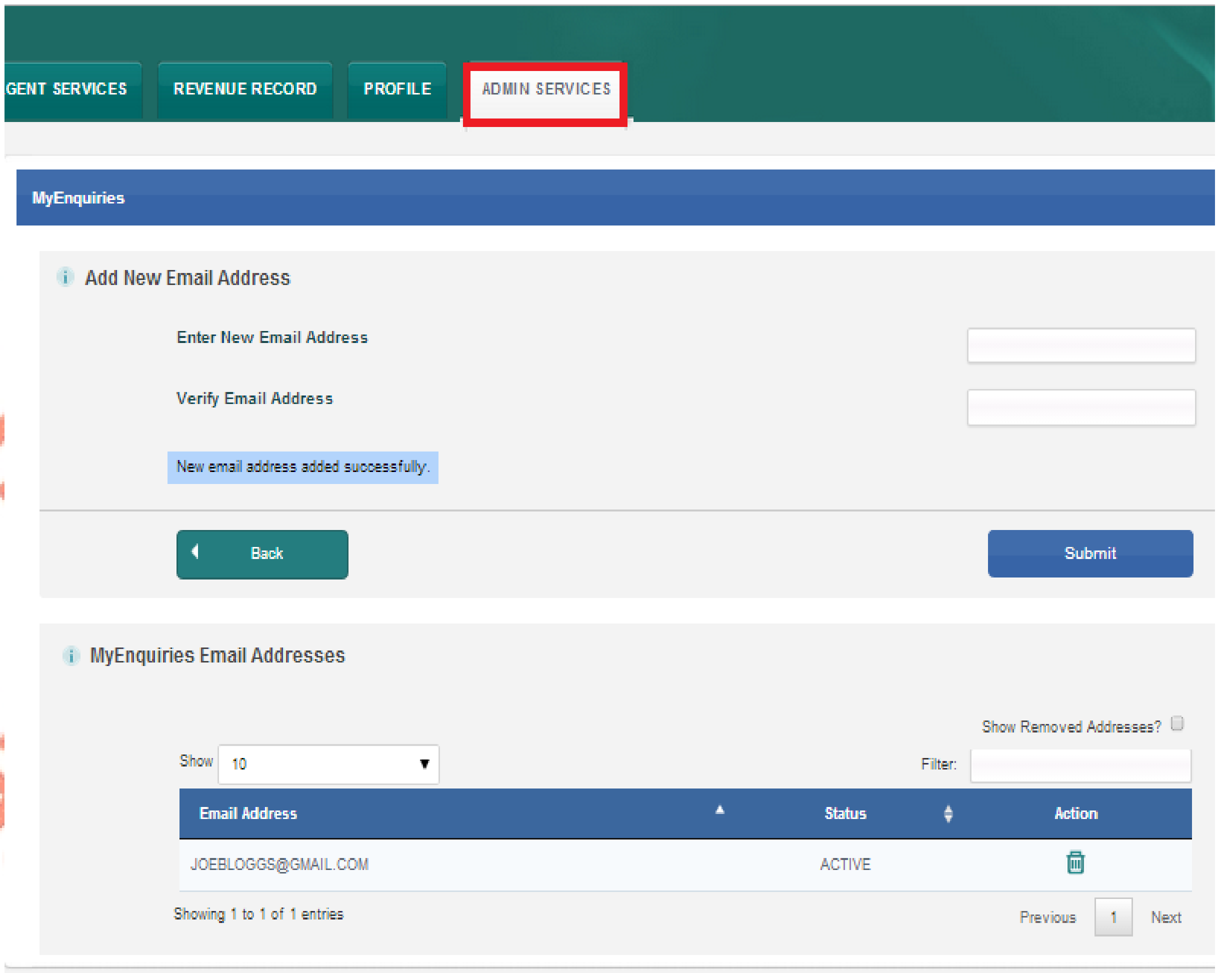


Figure 6 ROS 'Setting up an email address' screen

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.

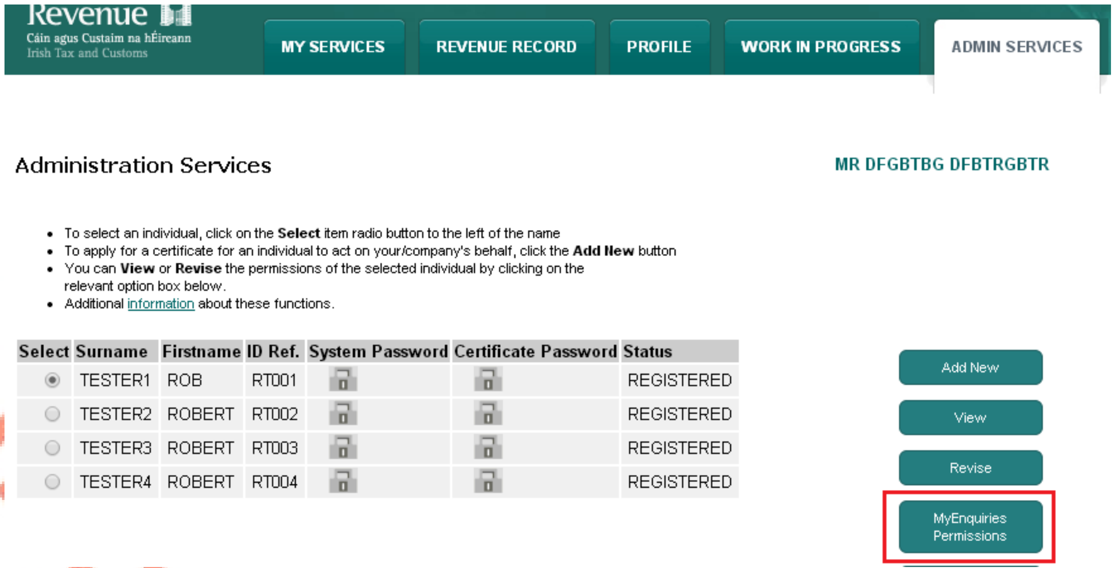


Figure 7 ROS ‘Sub-User Access’ screen

This links to the ‘Permissions’ screen.

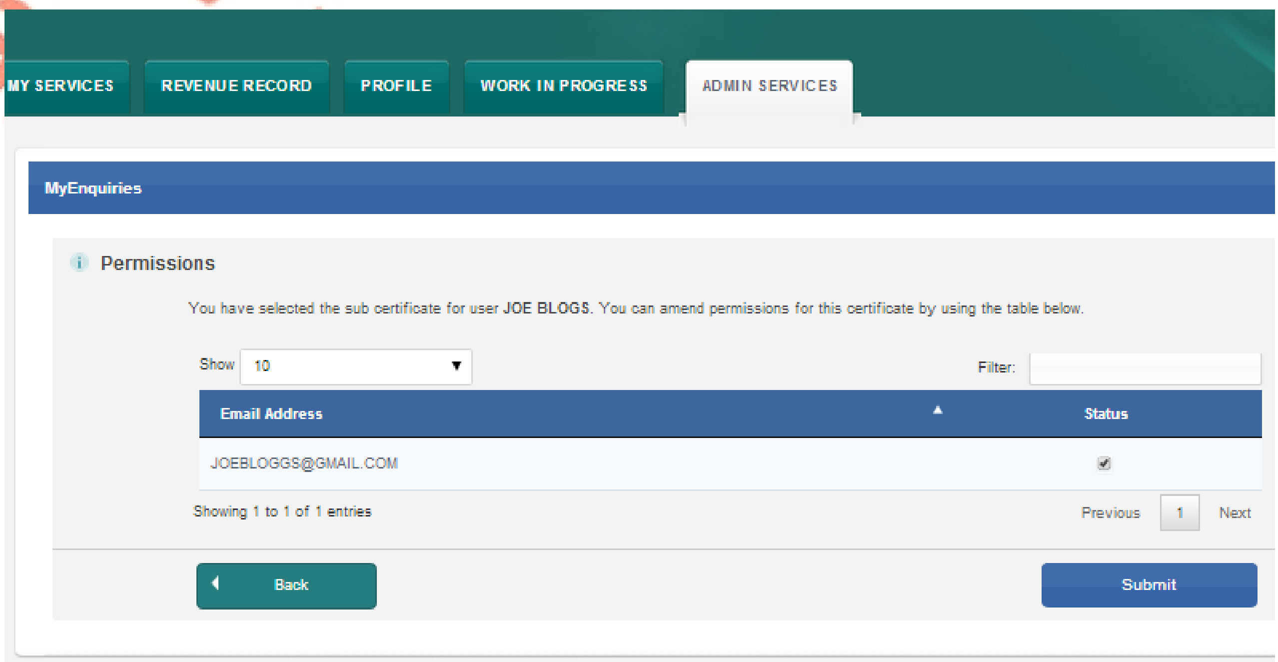


Figure 8 ROS ‘Permissions’ screen

- 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.

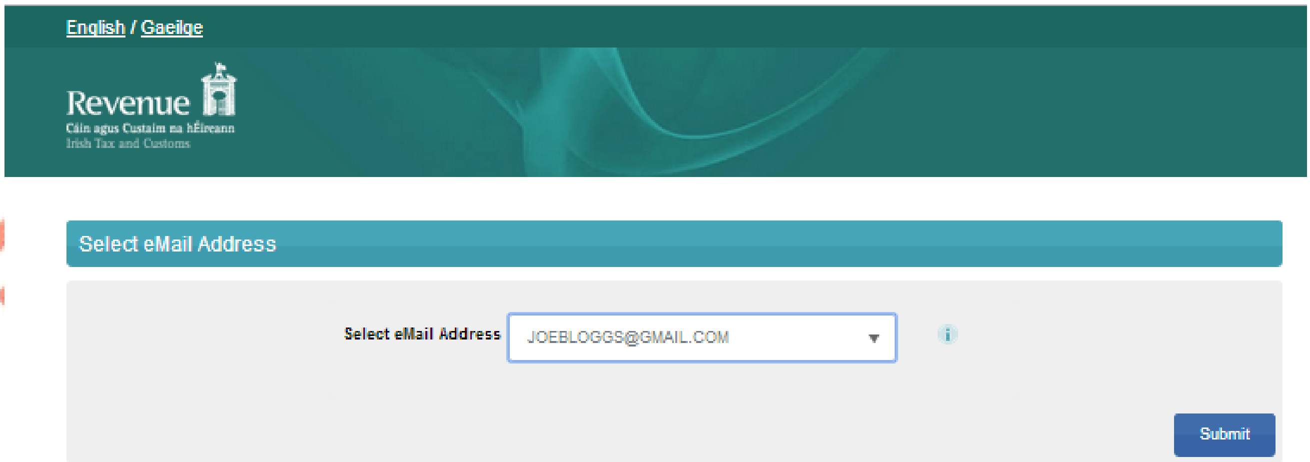


Figure 9 ‘Select eMail Address’ screen

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’.

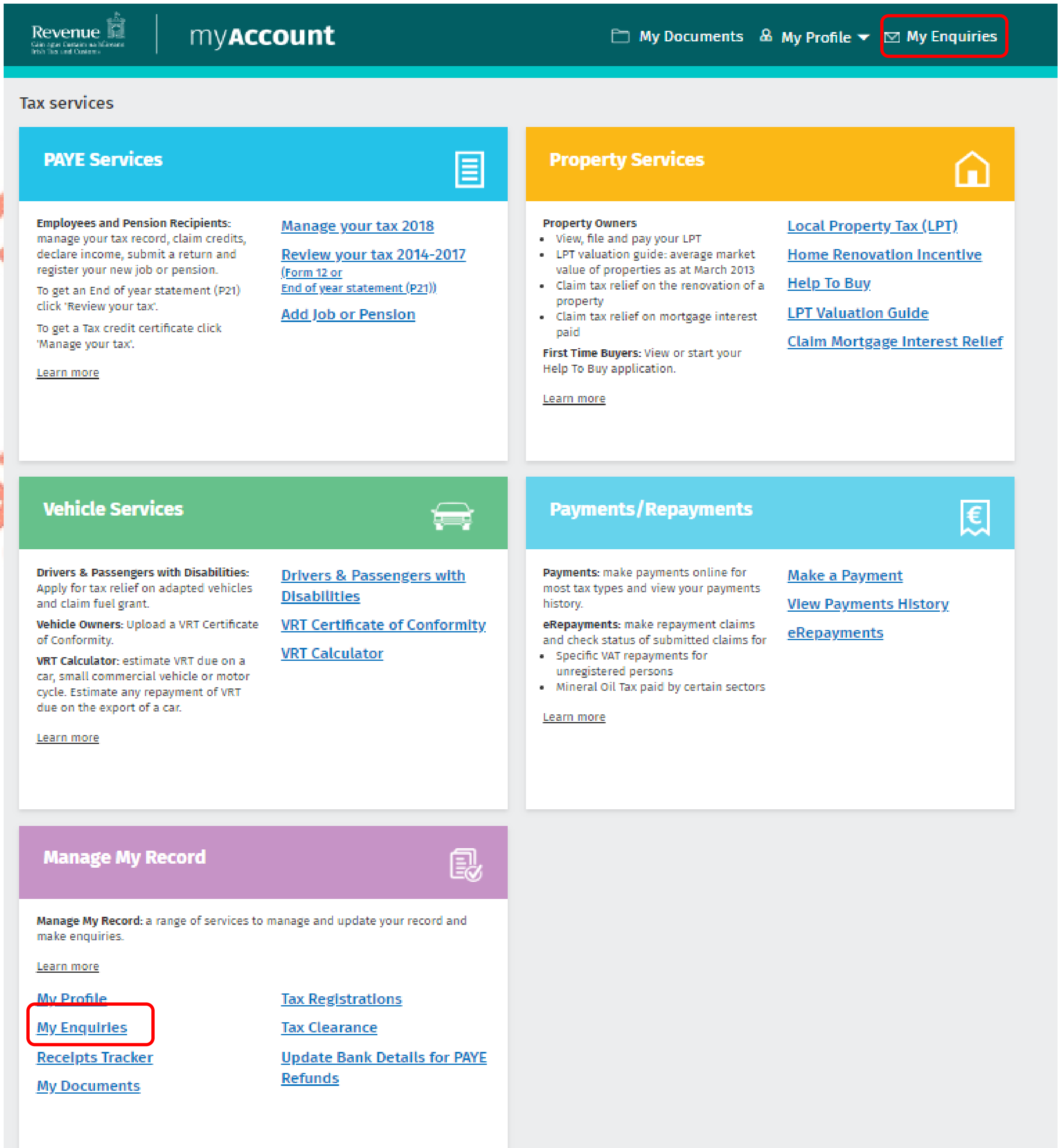


Figure 10 myAccount menu (webpage)

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.

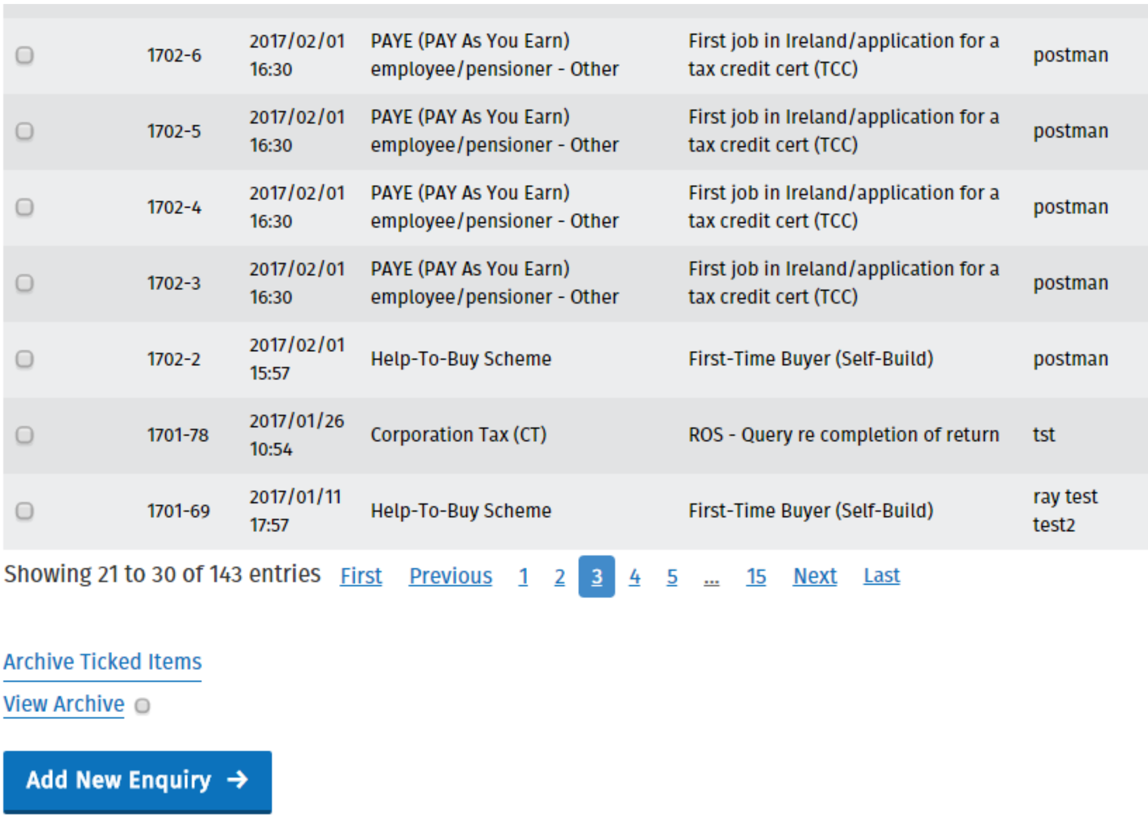
8. Submitting and managing enquiries (Individuals)

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.

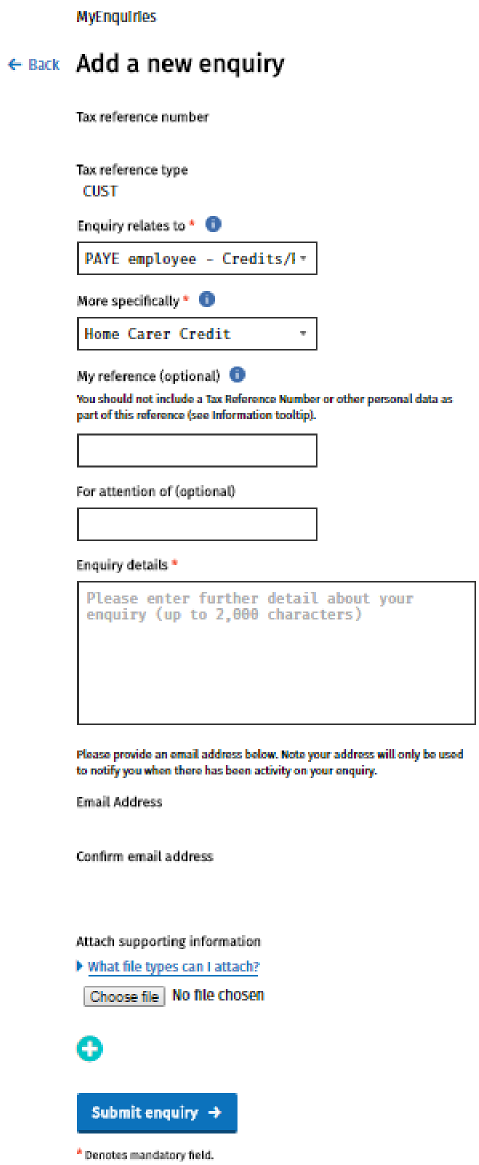


☐	1702-6	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-5	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-4	2017/02/01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

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.

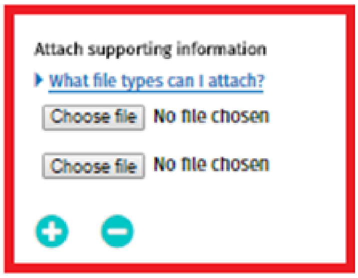


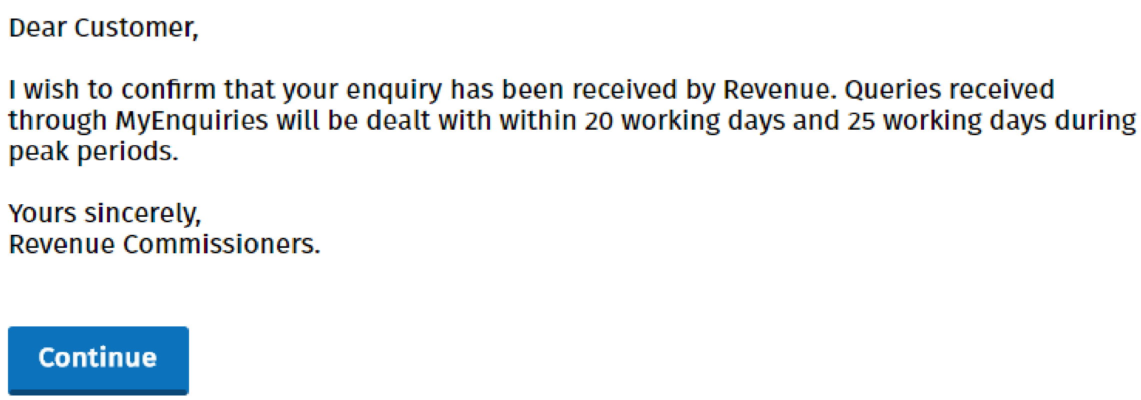
Figure 13 Attachments options on the 'Add a new Enquiry' screen

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.

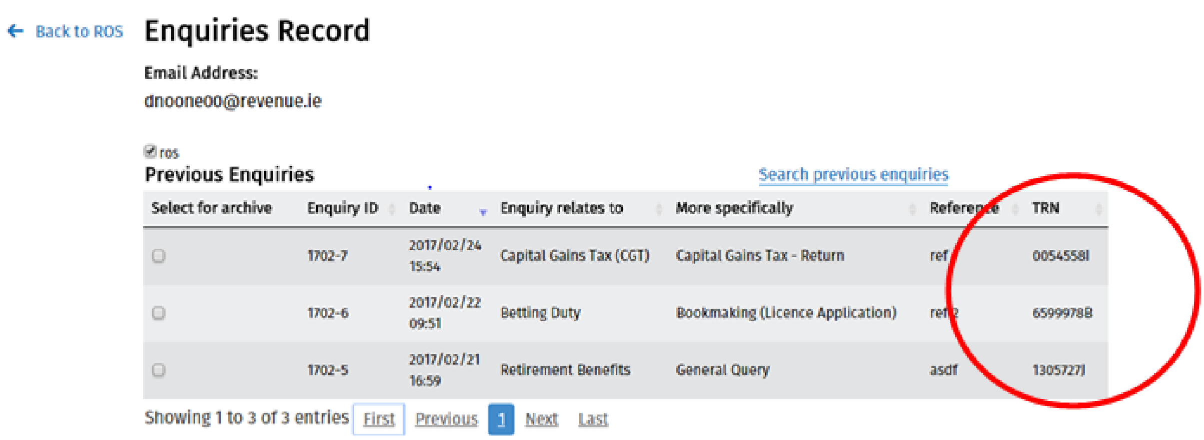


Figure 15 Enquiries Record (Agent's screen) - showing TRN field

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.

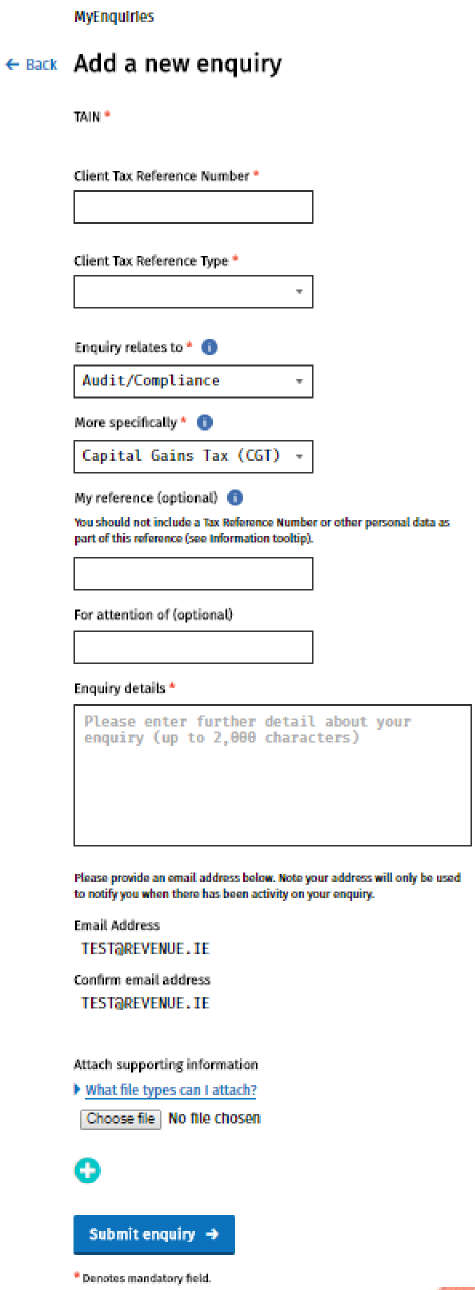


Figure 16 'Add a new Enquiry' (Agent's screen)

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.

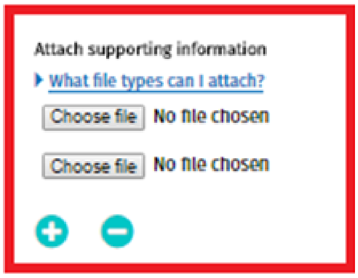


Figure 17 Attachments options on the 'Add a new Enquiry' screen

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.

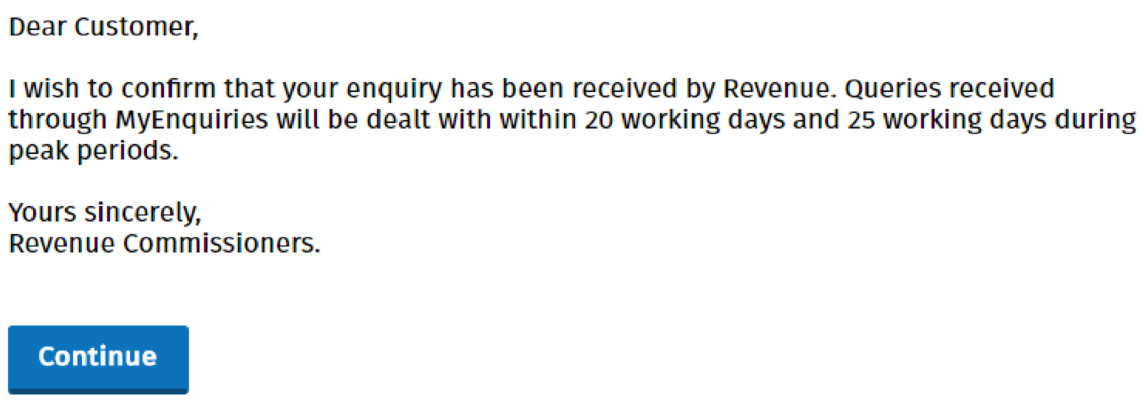


Figure 18 Confirmation screen

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.

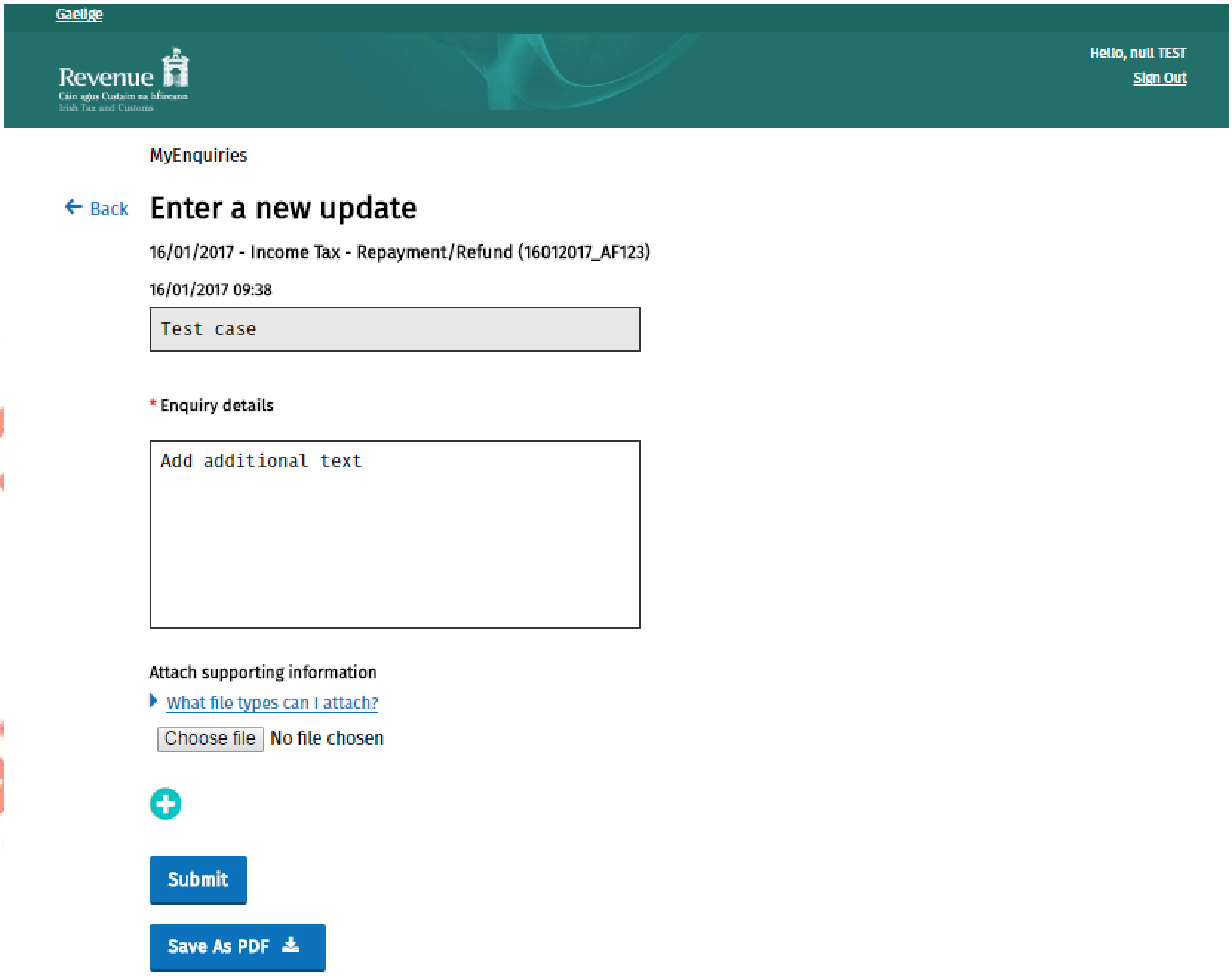
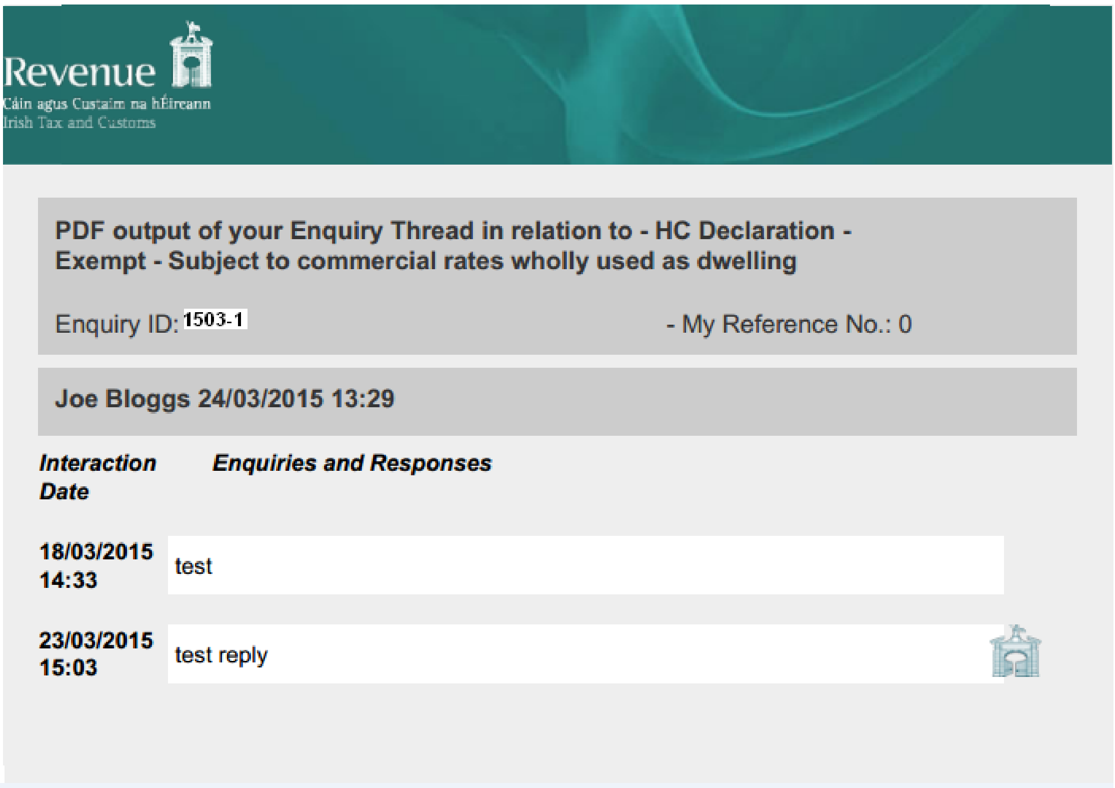


Figure 19 Screen showing enquiry thread



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

Interaction Date	***Enquiries and Responses***
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. **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.
- **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.

[…]

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.

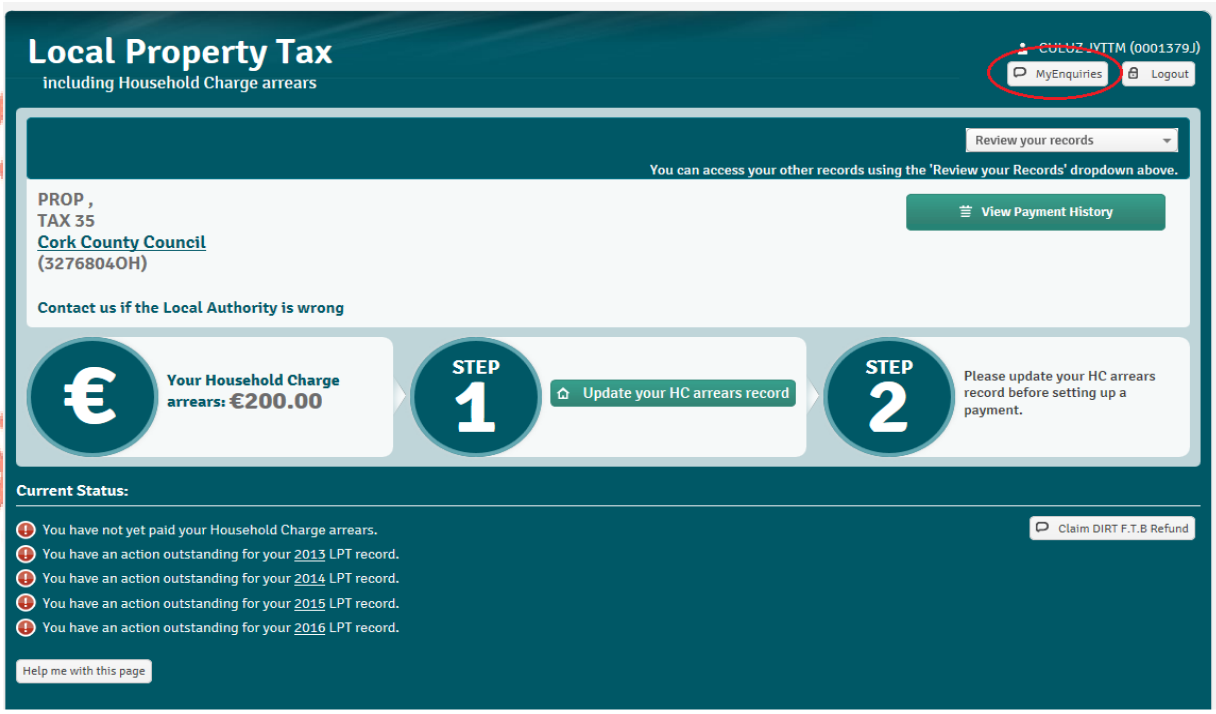


Figure 21 LPT screen

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

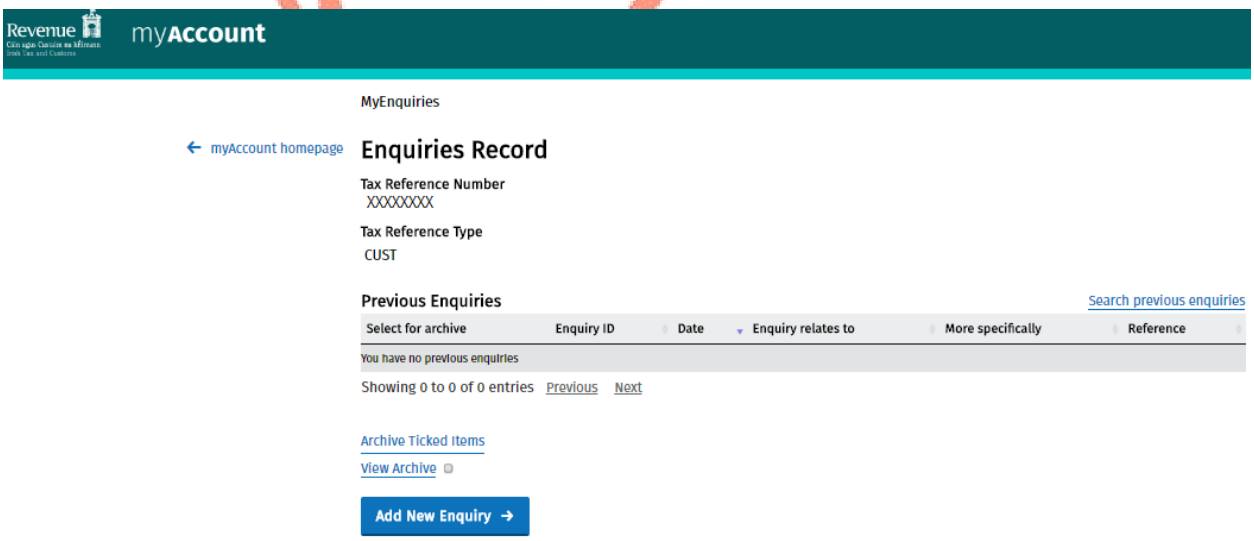


Figure 22 Enquiries Record screen (Inbox)

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.

Appendix C – Index of figures (screenshots)

26	iC	Error message – no Inbox found for email address
27	iC	Search by PPSN/Customer No.
28	iC	Error message – no Inbox found for PPSN/Cust No.
29	iC	Search by VAT number
30	iC	Error message – no Inbox found for VAT Number
31	iC	Search by TAIN
32	iC	Error message– no Inbox found for TAIN
33	iC	Populated 'Customer MyEnquiry Inbox' with 'Redisplay List' button
34	iC	Warning message when Secure Email Inbox selected
35	iC	Selection of MyEnquiries inbox
36	iC	Selection of MyEnquiries Inbox of type WEB –warning message
37	iC	Attach File(s) screen
38	iC	New Enquiry – Initiated by Revenue with Attached files
39	iC	Main iC screen (showing newly created enquiry)
40	iC	'New Enquiry – Initiated by Revenue' (showing 'For attention of' field)
41	iC	Enquiry screen
42	iC	Set the Enquiry 'For attention of' field screen
43	iC	Information and History for Correspondence screen
44	iC	'Find' screen
45	iC	Enquiry (as shown in iC)
46	iC	Enquiry (as shown in iC) – Reply button
47	iC	'Enquiry Reply' screen
48	iC	Maintenance Menu
49	iC	Standard Reply Maintenance
50	iC	Standard Reply Maintenance (New template)
51	iC	New Enquiry screen showing hyperlink button and text
52	iC	Attach File(s) screen
53	iC	Message for invalid file extension

54	iC	Enquiry screen with menu option ‘Save As New Enquiry Thread’
55	iC	Enquiry screen showing ‘Save As New Enquiry Thread’ area
56	iC	Enquiry screen showing item that has been archived
57	LPT	LPT screen
58	LPT	Enquiries Record screen (Inbox)