

Online Services and PAYE LoCall Phone Service

Revised January 2017

1. Online Services

The quickest, easiest and most convenient way for PAYE customers to manage their tax affairs is through Revenue's [myAccount](#).

myAccount is a single access point for all Revenue's secure online services (except ROS) including:

- [PAYE Services: Claim credits and refunds, declare income, submit a return and add your new job or pension](#)
- [Local Property Tax \(LPT\)](#)
- [Home Renovation Incentive \(HRI\)](#)
- [Help to Buy Incentive \(HTB\)](#)
- [MyEnquiries](#)
- [Tax Registrations - Income Tax](#)
- [eTax Clearance](#)
- [Drivers & Passengers with Disabilities](#)
- [Payments](#)

Other services will be made available through **myAccount** in the near future.

Further information on **myAccount** can be found in [myAccount FAQs](#).

2. Online Forms and Leaflets Ordering Service

Forms and leaflets can be downloaded from www.revenue.ie.

Revenue also offers customers a range of options for ordering forms and leaflets online.

The most common forms and information leaflets can be printed or ordered by using the [Order Forms & Leaflets Online](#) service.

Customers can also call our 24-hour Forms and Leaflets ordering line 1890 30 67 06, or + 353 1 702 3050 if calling from outside the Republic of Ireland.

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Alternatively, for forms and leaflets not available online, customers can e-mail their request to custform@revenue.ie. When placing an order, customers must provide their details and the title and quantity of forms and/or leaflets required.

Customers ordering Forms P45 must include the employer's registration number or in the case of an agent, the Taxpayer Advisor Identification Number (TAIN).

3. Regional PAYE LoCall Service

Our Regional PAYE LoCall service operates four 1890 numbers, i.e. one for each Region. Customers can find the appropriate LoCall number to ring based on the area where they live by using the [Contact Locator](#) on www.revenue.ie. To use the contact locator, PAYE customers will need their Personal Public Service Number (PPSN). This LoCall number will also appear on relevant correspondence, for example, Tax Credit Certificates and end of year P21s (Balancing Statements).

Revenue's PAYE LoCall service is available Monday to Friday, 09.30 to 16.00. The LoCall number for each Region is listed hereunder (including information on the counties dealt with in each Region). Any calls remaining in the queue when the lines close in the evening are dealt with before operators log off. Customers are advised that the rates charged for the use of 1890 (LoCall) numbers may vary among different service providers.

Border Midlands West Region Cavan, Donegal, Galway, Leitrim, Longford, Louth, Mayo, Monaghan, Offaly, Roscommon, Sligo, Westmeath	1890 777 425
East & South East Region Carlow, Kildare, Kilkenny, Laois, Meath, Tipperary, Waterford, Wexford, Wicklow	1890 444 425
Dublin Region Dublin (City and County)	1890 333 425
South West Region Clare, Cork, Kerry, Limerick	1890 222 425

Customers ringing from outside the Republic of Ireland should ring + 353 1 702 3011.