

[37-00-36] MyEnquiries - replacing Secure eMail

Created June 2015

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1. Introduction.

Revenue's Secure eMail system is being withdrawn with effect from 13 June 2015 and is being replaced by a new facility called **MyEnquiries**.

All references to Secure eMail on Revenue's website will change to **MyEnquiries**. Existing users of Secure eMail will not be required to register for the new system and can log on using their Secure eMail login, i.e. email address and password.

It is important to note that, unlike Secure eMail, contacts via MyEnquiries can only be initiated by customers. As a result it is not possible for Revenue staff to initiate a contact using MyEnquiries.

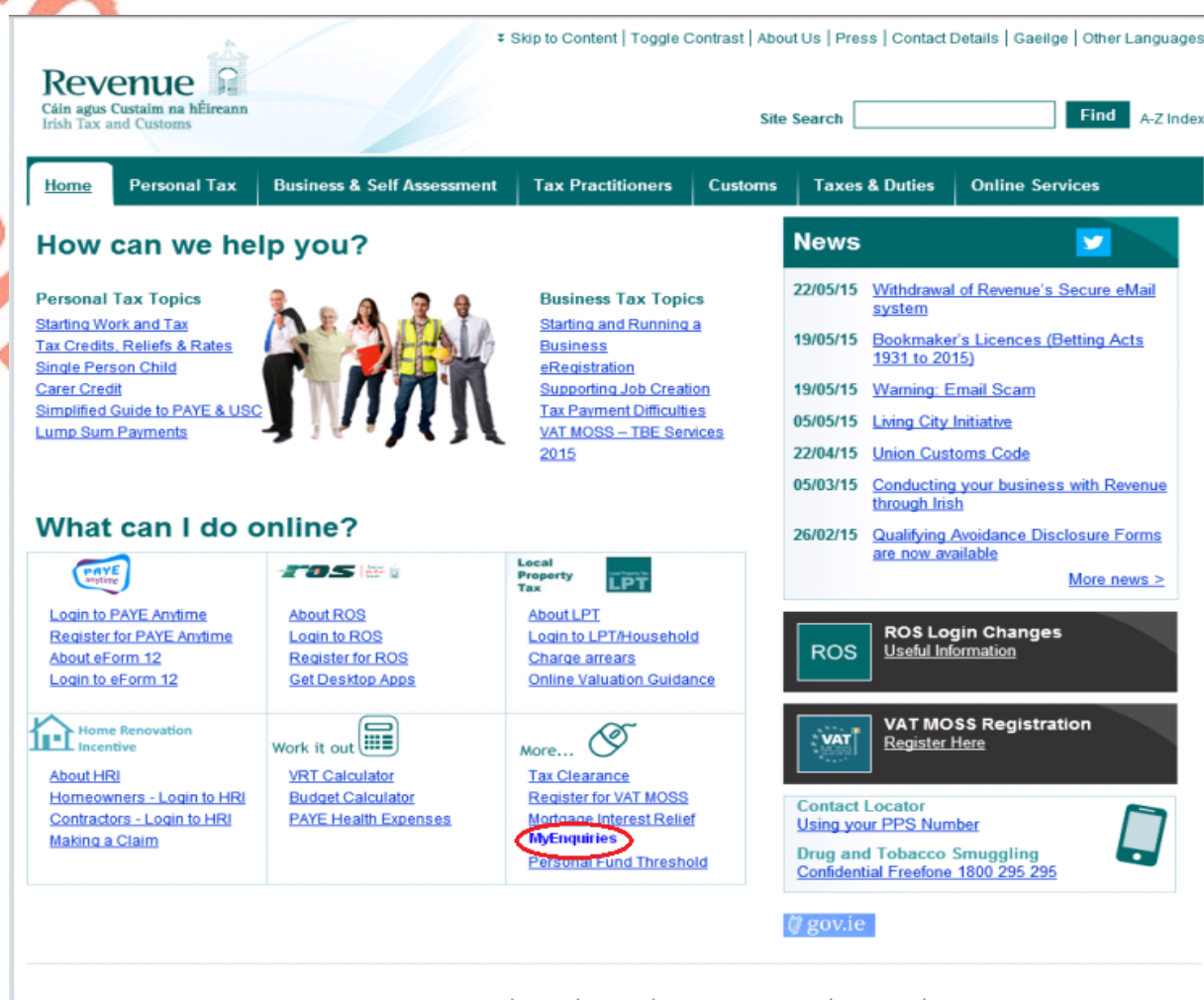


Figure 1 – Revenue Homepage

2. New registrations

New users can register for **MyEnquiries** on www.revenue.ie using the Registration screen below. As with Secure eMail, customers can enter a group email address when registering.



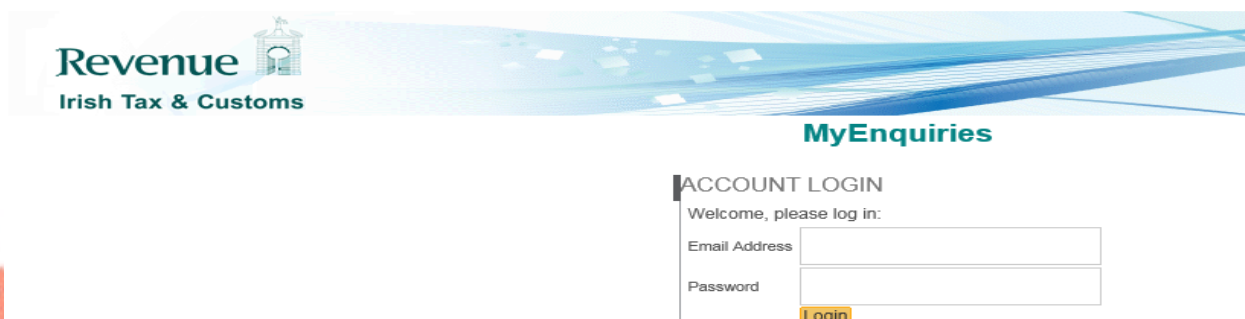
The image shows the 'New User Registration' screen for Revenue MyEnquiries. At the top, there is a header with the Revenue logo and 'Irish Tax & Customs' text. To the right, the 'MyEnquiries' logo is displayed. Below the header, a message states: 'Complete this form to register with Revenue MyEnquiries services. Your password will be posted out to you on registration.' A note on the right indicates '* Denotes mandatory field'. The form itself is titled 'New User Registration' and contains several fields: 'Email Address*', 'Confirm Email Address*', 'Surname*', 'First Name*', 'Contact Telephone Number*', 'Tax Type*' (a dropdown menu currently showing 'VAT'), 'PPSN/Taxpayer Reference Number*', 'Forgot Password Question*' (a dropdown menu showing 'What is your mother's maiden name?'), 'Forgot Password Answer*', and 'Confirm Password Answer*'. A red instruction line reads 'Tax Practitioners/Business users should select tax type VAT'. At the bottom of the form is a 'Submit' button.

Figure 2 - Registration screen

Passwords, comprising a mixture of alphabetic and numeric characters, are posted to new users as this provides a level of authentication. Customers can change their passwords using the 'Edit Profile screen (see Para 5).

3. Login to MyEnquiries

When users click on the 'Login' option on the **MyEnquiries** page on www.revenue.ie, they are brought to the screen below



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MyEnquiries

ACCOUNT LOGIN
Welcome, please log in:

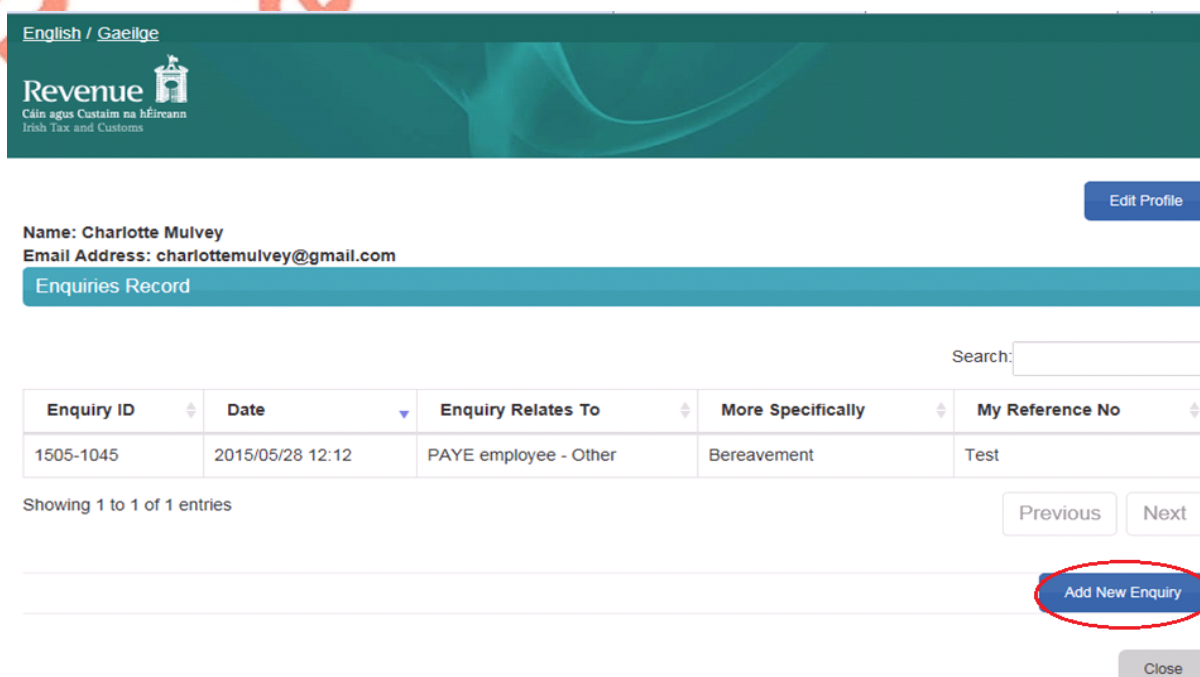
Email Address

Password

Login

Figure 3 - Login screen

When customers login they are brought directly into the '**Enquiries Record**' screen. This screen provides a record of any previous enquiries and Revenue responses and allows customers to submit a new enquiry by clicking on the 'Add New Enquiry' button.



English / Gaeilge

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Edit Profile

Name: Charlotte Mulvey
Email Address: charlottesmulvey@gmail.com

Enquiries Record

Search:

Enquiry ID	Date	Enquiry Relates To	More Specifically	My Reference No
1505-1045	2015/05/28 12:12	PAYE employee - Other	Bereavement	Test

Showing 1 to 1 of 1 entries

Previous **Next**

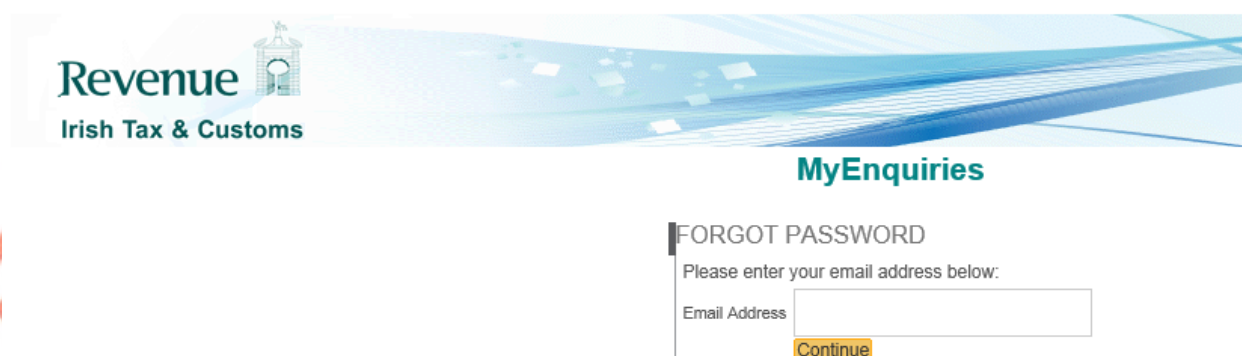
Add New Enquiry

Close

Figure 4 - Enquiries Record screen

4. Forgot Password Screen

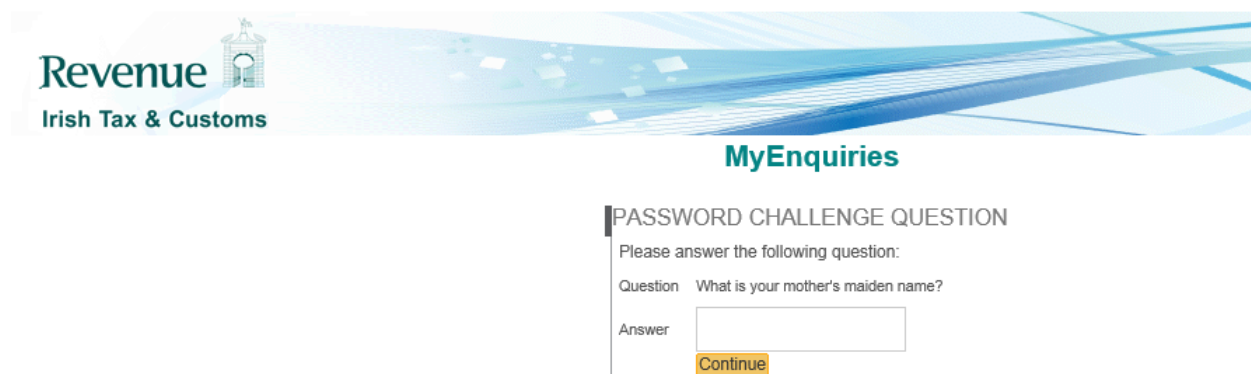
If a customer has forgotten their password they can update it by clicking on 'Forgot Password' link on the **MyEnquiries** page on www.revenue.ie. When they click on this link they are brought to the following screens.



The screenshot shows the Revenue Irish Tax & Customs logo at the top left. The page title is 'MyEnquiries'. The main heading is 'FORGOT PASSWORD'. Below it, the text says 'Please enter your email address below:'. There is a text input field labeled 'Email Address' and a yellow 'Continue' button.

Figure 5 - Forgot Password screen

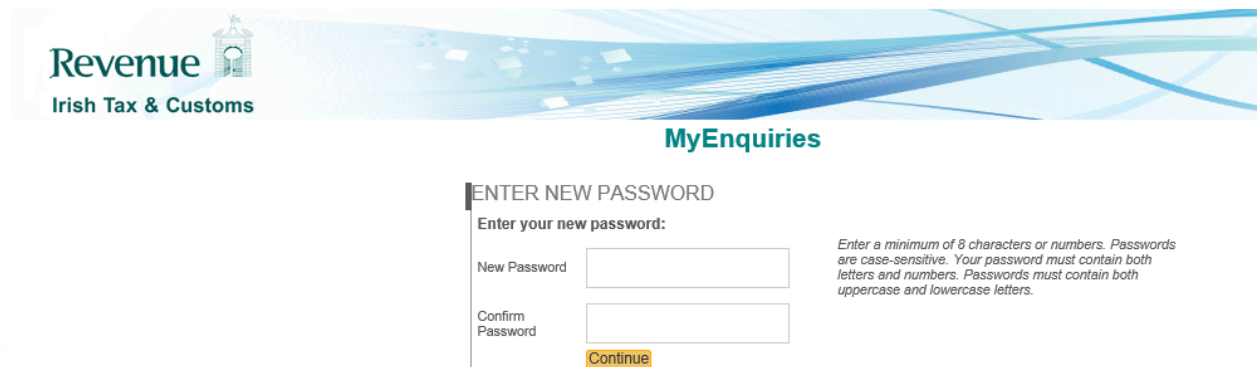
When the customer enters their email address and clicks on the 'Continue' button the Password Challenge screen is displayed. The 'Challenge Question' that is asked of the customer is that supplied by them at the registration stage (see Para 2/Figure 2).



The screenshot shows the Revenue Irish Tax & Customs logo at the top left. The page title is 'MyEnquiries'. The main heading is 'PASSWORD CHALLENGE QUESTION'. Below it, the text says 'Please answer the following question:'. There is a 'Question' field with the text 'What is your mother's maiden name?' and an 'Answer' text input field. A yellow 'Continue' button is at the bottom right.

Figure 6 - Password Challenge Question screen

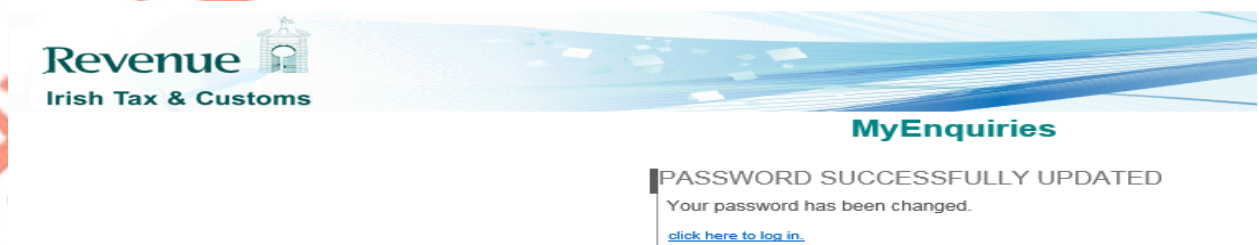
If the customer correctly answers the password challenge question they can update their own password. However, if they enter an incorrect answer they will be presented with the error message 'You did not enter correct answer'. Paragraph 13 includes information to assist with problems with registration, login, forgotten password, etc..



The screenshot shows the 'MyEnquiries' section of the Revenue Irish Tax & Customs website. The main heading is 'ENTER NEW PASSWORD'. Below it, the instruction 'Enter your new password:' is followed by two input fields: 'New Password' and 'Confirm Password'. A yellow 'Continue' button is positioned below the 'Confirm Password' field. To the right of the input fields, a note states: 'Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must contain both uppercase and lowercase letters.'

Figure 7 - Enter New Password screen

After entering and confirming a new password the following screen is displayed.



The screenshot shows the 'MyEnquiries' section of the Revenue Irish Tax & Customs website. The main heading is 'PASSWORD SUCCESSFULLY UPDATED'. Below it, the message 'Your password has been changed.' is displayed. A blue link 'click here to log in.' is provided at the bottom.

Figure 8 - Password Successfully Updated screen

The customer can log into **MyEnquiries** with their new password once it has been successfully updated.

5. Edit Profile Screen

If a customer wishes to change their password and/or 'Challenge Question' they can do so by clicking on the 'Edit Profile' button on the 'Enquiries Record' screen and are brought to the screen below.

The screenshot shows the 'MyEnquiries' section of the Revenue Irish Tax & Customs website. The header includes the Revenue logo and 'Irish Tax & Customs'. The main heading is 'MyEnquiries'. A 'Back to Inbox' button is at the top left. The 'Personal Details' section contains fields for First Name (Joe), Last Name (Biggs), and Email Address (cmulvey@revenue.ie). The 'Password' section has fields for New Password and Confirm Password, with a note: 'Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must contain both uppercase and lowercase letters.' The 'Password Challenge' section has a dropdown for Challenge Question (What is your mother's maiden name?), and fields for Challenge Answer and Confirm Answer. At the bottom, there is a field for the existing password and a 'Save Profile' button.

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MyEnquiries

[Back to Inbox](#)

Personal Details

First Name: Joe

Last Name: Biggs

Email Address: cmulvey@revenue.ie

Password

New Password:

Confirm Password:

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must contain both uppercase and lowercase letters.

Password Challenge

Challenge Question: What is your mother's maiden name?

Challenge Answer:

Confirm Answer:

Please enter your existing password to confirm profile changes.

Password:

[Save Profile](#)

Figure 9 - Edit Profile screen

6. Submitting Enquiries

Customers can view all of their enquiries and Revenue responses on the 'Enquiries Record' screen.

English / Gaelige

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[Edit Profile](#)

Name: Charlotte Mulvey
Email Address: charlottesmulvey@gmail.com

Enquiries Record

Search:

Enquiry ID	Date	Enquiry Relates To	More Specifically	My Reference No
1505-1045	2015/05/28 12:12	PAYE employee - Other	Bereavement	Test

Showing 1 to 1 of 1 entries

[Previous](#) [Next](#)

[Add New Enquiry](#)

[Close](#)

Figure 10 - Enquiries Record screen

Customers can make enquiries by using 'Add New Enquiry', as above. They will be assisted by dropdown lists of categories and related sub-categories (see fields 'My Enquiry Relates To' - 'And More Specifically' in Figure 11 overleaf).

Enquiries are worked in the Integrated Contacts system (iC) (a list of the various dropdown options and their associated iC categories is provided in Appendix A).

6.1. Add a New Enquiry

The following screen opens when the customer clicks on the 'Add New Enquiry' button on the 'Enquiries Record' screen above. The Tax Reference Number and Tax Reference Type fields will be prepopulated with the tax details supplied at registration.

The screenshot shows the 'Add A New Enquiry' form. At the top, there is a 'Back to Inbox' button. The form title is 'Add A New Enquiry'. Below the title, there are two dropdown menus: 'My Enquiry Relates To' (set to 'Other than the above') and 'And More Specifically' (set to 'Expression of Doubt'). Both dropdowns are circled in red. Below these, there is a 'My Reference (optional)' field and a 'For Attention Of (email address) (optional)' field with a 'Contact Locator' link. A checkbox 'Tick this box if you are an agent' is present. The 'Tax Reference Number' is prepopulated with '0000009R' and the 'Tax Reference Type' is 'PAYE'. Below these is the 'Enquiry Details' section with a text area for 'Enter further detail up to 2,000 characters'. At the bottom, there is a section for 'Please provide your email address below. Note your address will only be used to notify you when there has been activity on your enquiry.' with 'Email Address' (char@gmail.com) and 'Email Confirmation' (char@gmail.com) fields. There is also a field for 'Attach supporting information' with a 'Browse...' button and a '+' icon. A note at the bottom left states '* Denotes mandatory field.' and a 'Submit Enquiry' button is at the bottom right.

Figure 11 - Add a new Enquiry

6.2. Agent enquiries

If the customer ticks the 'agent' tick box an additional field appears for their TAIN and the Tax fields are renamed Client Tax Reference Number and Client Tax Reference Type (see screenshot below). The Client Tax Reference Type field has a dropdown populated with a list of relevant tax types e.g. PAYE/IT/VAT etc.

The GCD of the client's Tax Reference Number is retrieved from CRS and used in the location mapping process in iC, i.e. agent's enquiries regarding a particular client are directed to that customer's GCD (unless the enquiry relates to a subject that is dealt with centrally or nationally).

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Irish Tax and Customs

Back to Inbox

Add A New Enquiry

My Enquiry Relates To * Other than the above ⓘ

And More Specifically * Expression of Doubt ⓘ

My Reference (optional) ⓘ

For Attention Of (email address) (optional) ⓘ
[Contact Locator](#)

☒ Tick this box if you are an agent

TAIN * ⓘ

Client Tax Reference Number * ⓘ

Client Tax Reference Type * ⓘ

Enquiry Details
Enter further detail up to 2,000 characters ⓘ

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

Email Address char@gmail.com ⓘ

Email Confirmation char@gmail.com ⓘ

Attach supporting information * ⓘ
Browse... + ⓘ

* Denotes mandatory field.

Submit Enquiry

Figure 12 - Add a new Enquiry (Agent view)

6.3. Attachments

Customers can attach documents to their enquiry subject to a file size limit of 10MB for individual files and the maximum number of attachments is 10.

The following file types are supported: .pdf, tiff, tif, txt, .jpg, .jpeg, .doc, .docx, .xls, .xlsx, .xlsm, .P30, .xml, .zip, .7z, .dat, .p35, .p35L, .p45, .p453, .c35, .rct, .vt3, .fl1, .pay, .46g, .46gc, .i38, .transit, .int, .vie, .eus, .rom1, .sd, .flf, .fl, .ct1, .f35, .dwt, .cdsl, .csv, .png, .log, .cfg, .p12, .p12.bac, p12(1).bac, .html, .pptx, .mht, .htm, .gif, .msg, .0001, .xps and .odt.

6.4. Enquiry Details field

There is a limit of 2,000 characters in the Enquiry Details field.

6.5. Submit Enquiry

When the customer clicks on Submit Enquiry their enquiry will then be viewable on the Enquiries Record screen.

6.6. Notification to customer that response has issued

When Revenue issues a response to an enquiry an email is sent to the customer informing them that a response has issued and can be viewed in their Enquiries Record screen in **MyEnquiries**.

6.7. Search function

When the customer logs in to the system they are presented with a list of their enquiries and Revenue responses on the Enquiries Record screen. They 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 the customer to locate a particular enquiry in the Enquiries Record by entering a key word, e.g. CGT or a partial word, e.g. 'def' (deferral).

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

[...]

13. Problems with registration, login etc.

If customers experience any difficulties in using **MyEnquiries**, they should email MyEnquiries@revenue.ie.

This mailbox is worked by Planning Division who will deal with any enquiries regarding the operation of **MyEnquiries** and will also provide the following services:

- a facility to manually register customers who do not have any Irish tax reference number (non- residents), and
- assistance to customers who have forgotten both their password and the password challenge question. Planning Division will generate a password which will issue to the customer by letter. The customer can then change this password using the 'Edit Profile' button in MyEnquiries.

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

[...]

Appendix A – Dropdown options and associated iC categories.

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
PAYE employee - Credits/Reliefs	<ol style="list-style-type: none"> 1. Dependent Relative Credit 2. Health expenses 3. Home Carer Credit 4. Incapacitated Child Credit 5. Medical Insurance Relief 6. Pension query 7. Rent Tax Credit 8. Single Persons Child Carer Credit 9. Tuition fees 10. Other credit/relief 	
PAYE employee - Other	<ol style="list-style-type: none"> 1. First job in Ireland 2. Changing jobs 3. Starting a new job after returning from abroad 4. Application for Tax Credit Certificate - Other 5. Bereavement. 6. End-of-year review. 7. Marriage/Civil Partnership 8. Query re PAYE Returns 9. Separation/reconciliation. 10. Share Options 11. Unemployment repayment 12. Other PAYE query 	
Income Tax (non-PAYE employee)	<ol style="list-style-type: none"> 1. Income Tax Return 2. Income Tax Query 3. Expression of Doubt 4. ROS - Query re completion of return. 	
Audit/Compliance	<ol style="list-style-type: none"> 1. Capital Acquisitions Tax (CAT) 2. Capital Gains Tax (CGT) 3. Corporation Tax (CT) 4. Employers' PAYE 5. Income Tax (non-PAYE employee) 6. PAYE employee 7. Value-Added Tax (VAT) 8. Relevant Contracts Tax (RCT) 9. Stamp Duty 10. General Audit/Compliance query 	

Capital Acquisitions Tax (CAT) - Inheritance/Gifts	<ol style="list-style-type: none"> 1. Capital Acquisitions Tax - Adverse Possession 2. Capital Acquisitions Tax - Inland Revenue Affidavit 3. Capital Acquisitions Tax - Certificates 4. Capital Acquisitions Tax - Estate Duty 5. Capital Acquisitions Tax - Returns 6. Expression of Doubt 7. Reliefs & Exemptions 9. General CAT query 10. ROS - Query re completion of return. 	
Capital Gains Tax (CGT)	<ol style="list-style-type: none"> 1. Application for Certificate (CG50) - IT/CT 2. Application for Certificate (CG50) - PAYE 3. Capital Gains Tax - Return 4. Expression of Doubt 5. General CGT query 6. ROS - Query re completion of return. 	
Collector-General's	<ol style="list-style-type: none"> 1. Direct Debit 2. Electronic Funds Transfer (EFT) / Giro 3. Enforcement proceedings 4. Payments 5. Tax Relief at Source (TRS) Compliance 6. Tax Relief at Source (TRS) Query 7. Tax arrears 8. General query 	
Corporation Tax (CT)	<ol style="list-style-type: none"> 1. Corporation Tax Return 2. Corporation Tax Query 3. Expression of Doubt 4. ROS - Query re completion of return. 	
Customs	<ol style="list-style-type: none"> 1. Customs & Excise AEP Accounts 2. Economic Operators Registration (EORI) 3. eCustoms - Systems query 4. Classification of Goods 5. General Customs query 6. ROS - Query re completion of return. 	
DIRT	<ol style="list-style-type: none"> 1. First Time Buyer 2. General query - Deposit Interest Retention Tax (DIRT) 	
Employers' PAYE	<ol style="list-style-type: none"> 1. P35 Overpayments 2. P35 Amendments 3. Employer's PAYE - General query 4. ROS - Query re completion of return. 	

Excise	<ol style="list-style-type: none"> 1. Bookmaking 2. Ceased licence 3. Court Certificate 4. Fuel Licence 5. Garda - Data Request 6. Microbreweries - Repayments. 7. Mineral Oil - Repayments 8. Wine on Application 9. Excise Licence - General query 10. C&E Accounts – C&E Payments 11. C&E Accounts – C&E Payments General Enquiries 12. C&E Warrants 13. ROS - Query re completion of return. 	
HC Declaration	<ol style="list-style-type: none"> 1. Payment already made 2. Waiver - Entitled to Mortgage Interest Supplement 3. Waiver - Properties in certain unfinished housing estates 4. Exempt - Owner has left house due to long term infirmity 5. Exempt - Unsold trading stock with no income derived 6. Exempt - Subject to commercial rates wholly used as dwelling 7. Exempt - Vested in Housing Authority including Shared Ownership scheme 8. Exempt - Voluntary or co-operative housing 9. Exempt - Owned by charity or in a discretionary trust 10. Exempt - Vested in Minister of Government or HSE 	
LPT Query	<ol style="list-style-type: none"> 1. Sale/Purchase of Property 2. Other ownership query 3. Payment/Return query 4. Deduction from pay/pension/welfare payment 5. Deferral of payment 6. Exemption 7. Uninhabitable Property 8. Valuation 9. Refund request 10. Change your Local Authority 11. Other LPT Query 12. Agent Query 13. SEPA Monthly Direct Debit 	
Relevant Contracts Tax (RCT)	<ol style="list-style-type: none"> 1. Offsets. 2. RCT 46 3. General RCT query. 4. ROS - Query re completion of return. 	

Retirement Benefits (Large Cases Division)	<ol style="list-style-type: none"> 1. Scheme Accounts 2. Scheme Amendments 3. New Schemes 4. General Query 5. Pensions Authority 6. Personal Fund Threshold (PFTs) 7. ARFs & PRSAs 8. AVCs 9. Permanent Health Benefit Schemes 	
Stamp Duty	<ol style="list-style-type: none"> 1. Stamp Duty Adjudication 2. Stamp Duty Audit 3. Stamp Duty Instrument 4. Stamp Duty Mitigation Application 5. Stamp Duty Payment 6. Stamp Duty Refund Application 7. Stamp Duty Return 8. Stamp Duty Tax No. 9. Stamp Duty - Expression of Doubt 10. General Stamp Duty query 11. ROS - Query re completion of return. 	
Tax Registration/ Cancellation	<ol style="list-style-type: none"> 1. Agent Link - Registration 2. Agent Link - Cancellation 3. Registration (non-company) 4. Registration (company) 5. Registration - Foreign trader (non-company) 6. Registration - Foreign trader (company) 7. Cancellation (non-company) 8. Cancellation (company) 9. Cancellation - Foreign trader (non-company) 10. Cancellation - Foreign trader (company) 11. General registration query 12. ROS - Query re completion of return. 	
Value-Added Tax (VAT)	<ol style="list-style-type: none"> 1. Refund of VAT for diplomatic staff 2. Refund of VAT on aids & appliances for persons with disabilities 3. Expression of Doubt 4. General VAT Query 5. ROS - Query re completion of return. 	
VIMA	<ol style="list-style-type: none"> 1. EMCS 2. Extrastat 3. EU Savings Directive, 4. Intrastat, 5. VAT MOSS 6. VIES 7. ROS - Query re completion of return 	

Vehicle Registration Tax (VRT)	<ol style="list-style-type: none"> 1. Export Refund Scheme (VRT) 2. Repayment of Excise Duty on Fuel for drivers and passengers with disabilities 3. Remission of VRT for drivers and passengers with disabilities 4. General VRT query 5. C&E Accounts – VRT Payments 6. C&E Accounts – VRT Payments General Enquiries 7. ROS - Query re completion of return. 	
Other than the above	<ol style="list-style-type: none"> 1. Change of address 2. Complaint/Request for Local Review 3. Expression of Doubt 4. Registry of Shipping 5. Revenue On-Line Service (ROS) Payments 6. Revenue On-Line Service (ROS) Technical Support 7. Revenue Technical Service 8. Tax Clearance (PAYE employee) 9. Tax Clearance (Business) 10. Tax Clearance (SIPO) 11. Tax Clearance (non-resident) 	

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