## How to update your Client's address on ROS

- By default, only the ROS administrator can update the Client Profile. If a sub-user is to complete these updates, they will need to be given permissions.
- To do this, the ROS administrator needs to login to ROS, go to the "Admin Services" tab, select the sub-ser (on the left) and click on "Revise" (on the right).
- Select "Yes" beside "Amend Address" and click "Confirm" at the bottom of the page.

Permissions on Administration Services					
No: Permission not available, Yes: Permission available					
Service	No	Yes			
Add New	$\checkmark$				
Revise	$\checkmark$				
Amend Email Addresses	$\checkmark$				
Revoke	$\checkmark$				
Inbox Administration	$\checkmark$				
Submit Registration	$\checkmark$				
Amend Address		✓			
Access Direct Debit Instruction	$\checkmark$				
Access Electronic Funds Transfer	$\checkmark$				
Access Secure Upload	$\checkmark$				
Access LPT Agent/Receiver Properties	$\checkmark$				
Access Manage Tax Clearance	$\checkmark$				
Access Verify Tax Clearance	$\checkmark$				
Access DPD System	$\checkmark$				
Access Phased Payment Arrangement	$\checkmark$				
All Administration Services	All No	All Yes			
			Confirm		

• The sub-user should now be able to amend Client's Profile's.



## To update the Client's address:

- Login to ROS and select your client.
- Go to the "Client Profile" tab.

Revenue					
Cáin agus Custaim na hÉireann Irish Tax and Customs	AGENT SERVICES	CLIENT SERVICES	CLIENT REVENUE RECORD	CLIENT PROFILE	WORK IN PROGRES
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File a Retur	n				

- The page opens on the "Official Address" by default. If it is the Official Address that you need to amend, enter your new address in the fields provided.
- If you need to amend the Business Address, click on "I want to update the Client's Business Address".
- If your Client is not based in Ireland, click on "The Client's address is not in the Republic of Ireland" and fill in the details there.
- Once completed, click on "Save" at the bottom of the screen.

Client Details Update	
To update the contact details below, ed * denotes a required field	it the details and click the Save Changes button.
<b>Contact Details</b>	
The Client's address is not in the Repub I want to update the Client's Business A	lic of Ireland ddress
Official Address  I Clear	Additional Details Clear
Address Line 1*	Official Email Address *
Address Line 2 *	Mobile Number *

• Enter your ROS password and then click on "Sign and Submit".

You will get an on-screen acknowledgment:



You will also get a notification to your Client's Inbox.

Revenue	AGENT SERVIC	ES CLIENT SEF	RVICE S CLIENT REVE		IN PROGRESS	/		
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Inbox:	Son	ne documents open ir	n a popup window. Click <u>here</u>	for instructions to enable po	pups for ROS. Please note	that documents cannot be o		
🖂 Inbox Messages	mol	mobile app RevApp or the Microsoft Edge browser.         Items are archived periodically. To view all items, tick 'Include Archive' in the 'Search By' option.         Search by:       Search using Document Type         Cancel Search         Tax Type/Duty/Rep. Oblig. :*       Select         Document Type:*       Include Archive						
Information Services:	nem							
Returns	Sea							
Payments	Tax							
Refunds & Repayments	*de	notes a required field.						
Charges & Payments		Notice No. ≜	Customer Name ≜	Regn./Trader No./Doc ID 🛦	Tax Type/Duty/Rep. Oblig.	≜ Document Type ≜		
Events List				· · · · · · · · · · · · · · · · · · ·		liess Prefile		
Registration Details		$\bowtie$				Address		