# Document describing reasons why a person may experience difficulties accessing ROS when operating PAYE Modernisation, including guidance to help address such difficulties when encountered.

There are [number of ways to report your payroll to Revenue](#). Most employers/agents are using the direct payroll capability of their payroll packages to successfully report payroll to Revenue. Others are choosing to use the file upload/download option or the manual entry options. Regardless of your preference you, or your payroll agent, will need to have a functioning [ROS digital certificate](#) to interact with Revenue online services.

Based on feedback from employers and agents the following are possible reasons why a person may experience difficulties accessing ROS when operating PAYE Modernisation. Additionally, background information and guidance to help address these difficulties is provided.

1. **Identify if the difficulty rests with the ROS digital certificate or with the payroll package.**

   o   To check if your ROS digital certificate is valid and working use the digital certificate to log into ROS:

     -   If you can successfully login to ROS then the digital certificate is validating you on the Revenue website and the difficulty may rest with how the digital certificate is loaded or used by the payroll package. To resolve these difficulties see items 2 to 6 below.

     -   As a further test to confirm that your digital certificate and ROS are operating correctly you may wish to Log in to ROS with that digital certificate and use the "Request RPNs by Online Form" option to download RPNs for all employees. If you are successfully able to login and download the RPNs then the difficulty may lie with payroll software and you should contact your payroll software supplier.

     -   If you are unable to access your digital certificate or unable to login to ROS then see items 7 to 11 below to resolve these difficulties.

# Difficulties experienced using a payroll package.

2.  **You are unable to locate a digital certificate to import into payroll package**

    o   Most payroll packages that support Direct Reporting allow you to import a copy of the digital certificate into the payroll package. Some of these packages require the digital certificate to be in a file with the extension of .p12

    o   If you are unable to locate your digital certificate then follow instructions for '**Unable to locate the certificate'** in the online document https://www.revenue.ie/en/online-services/support/documents/ros-help/issues-using-ros-certificates-in-payroll-packages.pdf

3.  **Your payroll package displays a "Password not correct" or a "digital certificate is expired" message**

    o   Check that you are importing the correct digital certificate by following the instructions for '**Unable to locate the certificate'** in the document https://www.revenue.ie/en/online-services/support/documents/ros-help/issues-using-ros-certificates-in-payroll.pdf to ensure you are importing the correct certificate.

    o   If you are satisfied that you can log into ROS using the digital certificate and that you have imported the correct digital certificate into your payroll package then you should contact your payroll software supplier.

4.  **You are using an agents' digital certificate (TAIN) and experiencing difficulties including receiving the message "digital certificate does not have appropriate permissions "**

    o   If you are using an agent's digital certificate then you must specify a TAIN. You should contact the payroll provider if this option is not available in your payroll.

    o   Check that digital certificate was imported as an agent digital certificate and that the TAIN was specified when it was imported.  Refer to the payroll software documentation on how to import an agents' digital certificate and reimport the digital certificate and specify your TAIN. You may also need to input your TAIN for each client in your payroll package.

    o   If you are satisfied that you can log into ROS using the digital certificate and that you have imported the correct digital certificate into your payroll package then you should contact your payroll software supplier.

5. **When requesting RPNs the payroll package gives an error such as "Error 400, bad request" or "1014, unauthorised request"**

   o Use the steps set out in item 1 above to confirm that your digital certificated is valid and that you can use the digital certificate to log into ROS.

   o These error messages usually indicate a difficulty with the payroll package and should be referred to your payroll provider

6. **Payroll package warns that the payroll submission was not updated or that a difficulty was encountered in submitting the return to Revenue.**

   o To confirm that Revenue has received your submission you should log into ROS and go to 'View Payroll' on the "Employer Services" tab. There you will be able to review all submissions received by Revenue.

   o If there is a difference between the information received by Revenue and the information sent by your payroll package then refer to your payroll package instructions.

## Difficulties experienced with digital Certificates.

7. **Difficulty experienced by sub-users or linked certificates including certificate permissions**

   o Difficulties experienced by sub-users or with linked certificates can usually be addressed by contacting your ROS administrator to request a replacement sub-certificate.

   o If you are using a ROS sub-user certificate for payroll purposes, log in to ROS and ensure that you can access all the required options online. If you do not have the required access online, ask your ROS administrator to check your certificate permissions. Full instructions are available in How to set up a sub-user for employer services and Sub-user and agent permissions for employer services

8. **The ROS administrator password has been forgotten, or The ROS administrator digital certificate is lost**

   o Follow the ROS instructions to try to "Reset ROS Login" to get a new digital Certificate.

   o If you are unable to reset the ROS login then email roshelp@revenue.ie requesting revoke and re-issue of the certificate. Remember to include your employer registration number. Note that this may take several days and all sub-users (including customs clearance if this applies to you) will be suspended, please contact the ROS Helpdesk for further assistance.

9. **ROS displays the error message - digital certificate is expired,**

   o Follow the ROS instructions to try to "Reset ROS Login" to get a new digital Certificate.

   o If you are unable to reset the ROS Login, you must apply for a replacement digital certificate. Complete Step 1 of Register for ROS ( https://www.ros.ie/ros-registration-web/ros-registration ).
   Note that this can take several days - If you urgently need a replacement ROS digital certificate, please email roshelp@revenue.ie with the details

10. **You can log into ROS but unable to see "Submit Payroll" in the "Employer Services" section**

    o Your digital certificate has successfully logged you in but your access is restricting you from submitting a payroll.

    o If you are a sub-user or using a linked digital certificate contact your ROS administrator

    o If you are not registered with Revenue as an employer then follow the steps to register as an employer. You should also review the information for employers about your tax obligations when you hire and pay employees and when employment ends.

11. **You are unable to log into ROS**

    o If items 7-11 above do not describe your issue then you can get further information on the ROS help site or by contacting the ROS helpline on +353 1 738 3699 or by email to roshelp@revenue.ie