



## Unit 5

# myAccount

### Scenario 4: Submit a MyEnquiry

Finn submits an enquiry to remove the USC exemption as he predicts his income will exceed €13,000 if he works full time as planned.

The following scenario is designed to mimic a typical user journey in myAccount. Any updates made using this interactive PDF will not be updated on Revenue's records.

## Sign In

If you have verified My GovID account, you can use your MyGovID details to sign in

Login with MyGovID 

[What is MyGovID?](#)

Or

### Login using your Revenue account details

PPS Number

Date of Birth

DD MM YYYY

Password

If you received a temporary password recently, you can use it to sign in here.

[Forgot Password?](#)

Please keep your sign in details and password secure and never disclose them to anyone

[Learn More](#)

Or

[Register Now](#) →



Hello Finn

Gaeilge

Sign Out

Revenue

Cáin agus Custaim na hÉireann  
Irish Tax and Customs

myAccount

My Documents

My Profile

My Enquiries

Tax services

PAYE Services

Manage Your Tax 2024:

Update your tax record for this year and view your current payroll details as submitted by your employer/pension provider.

Review Your Tax 2020-2023:

Complete your Income Tax Return and request your Statement of Liability.

View/Cease Your Job or Pension Details:

View/Cease any jobs/pensions on your record this year.

Claim Unemployment Repayment 2024:

Apply for a repayment of Income Tax/ USC if you are out of work.

Create a Summary of Your Pay and Tax Details:

Create a secure document (PDF) with your pay and tax details to share with a third party e.g. a financial institution.

Receipts Tracker:

Record and manage receipts details and images for your expenses. Health expenses, Nursing Home expenses and Remote Working expenses can be claimed in real-time.

Manage Your Tax 2024

Review Your Tax 2020-2023

View/Cease Your Job or Pension Details

Claim Unemployment Repayment 2024

Create a Summary of Your Pay and Tax Details

Receipts Tracker

Expenses/Benefits

View your Employment Detail Summary (EDS) documents

Property and Land Services

First Time Buyers:

View or start your Help To Buy application.

LPT Valuation Guide:

Information on average market value of properties as at November 2021

Residential Zoned Land Tax:

Register sites, file returns etc.

Learn more

Help To Buy

LPT Valuation Guide

Property Ownership Transfer

Register New Property

Manage Residential Zoned Land Tax

Vacant Homes Tax

Vehicle Services

Drivers & Passengers with Disabilities:

Apply for tax relief on adapted vehicles and claim fuel grant.

Vehicle Owners:

Upload a VRT Certificate of Conformity.

VRT Calculator:

estimate VRT due on a car, small commercial vehicle or motor cycle. Estimate any repayment of VRT due on the export of a car.

VRT EU Leased Vehicle – Leasee:

Submit details of lease in advance of registration

Drivers & Passengers with Disabilities

VRT Certificate of Conformity

VRT Calculator

VRT EU Leased Vehicle – Leasee

Gifts & Inheritances

CAT/IT38 return:

File an IT38/CAT return.

Statement of Affairs (Probate) Form SA.2:

Submit a Statement of Affairs (Probate) Form SA.2

Learn more

File CAT IT38 Return

Statement of Affairs (Probate) Form SA.2

Manage My Record

Manage My Record:

a range of services to manage and update your record and make enquiries.

Learn more

My Profile

Receipts Tracker

My Documents

Letter of Tax Residence

Upload Supporting Documents

Capital Gains Clearance

Registration Status Letter

Tax Registrations

Trust Register Functions

Tax Clearance

Update Bank Details for PAYE Refunds

Update Civil Status

VAT Number Verification

Manage Professional Services Withholding Tax

Payments/Repayments

Payments:

make payments online for most tax types and view your payments history.

eRepayments:

make repayment claims and check status of submitted claims for

Specific VAT repayments for unregistered persons

Mineral Oil Tax paid by certain sectors

Stamp Duty (83D)

Learn more

Make a Payment

View Payments History

eRepayments

myAccount Help

Security

Privacy

Data Protection

Accessibility

Disclaimer

Language: Gaeilge



MyEnquiries

Enquiries Record

Tax Reference Number

9927462M

Tax Reference Type

CUST

Previous Enquiries

[Search previous enquiries](#)

Archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	Status
You have no previous enquiries						

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

[Archive Ticked Items](#)

[View Archive](#) ☐



MyEnquiries

Add a new enquiry

Tax reference number

9927462M

Tax reference type

CUST

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 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 \*

Email confirmation \*

Filename can only be alphanumeric and max length of 50. [i](#)

[▶ What file types can I attach?](#)

Drop files here...

[Add files...](#)

[Cancel upload](#)

Hello Finn

[Gaeilge](#)

[Sign Out](#)



myAccount

Dear Customer,

Thank you for contacting Revenue, we have received your enquiry.

We are receiving a lot of calls and enquiries at the moment. We will respond to your enquiry as soon as we can. No further action is required by you at this time.

If you want to track the progress of your enquiry you can do so by viewing the 'Status' column when you access MyEnquiries. This is available in both myAccount and ROS.

After you click on the enquiry, you will be taken to the "Interactions Screen," where you can see the department that will handle your enquiry.

Click [here](#) for additional details on tracking your enquiry.

[Continue](#)

[myAccount Help](#)

• [Security](#) • [Privacy](#) • [Data Protection](#) • [Accessibility](#) • [Disclaimer](#) •

Language: [Gaeilge](#)



MyEnquiries

Enquiries Record

Tax Reference Number  
9927462M  
Tax Reference Type  
CUST

Previous Enquiries

[Search previous enquiries](#)

Archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	Status
<input type="checkbox"/>	2406-62	2024/08/22 14:31	PAYE employee - Credits/Reliefs	PAYE Services query		Received

Showing 1 to 1 of 1 entries [Previous](#) **1** [Next](#)

[Archive Ticked Items](#)

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