

Access to and registering for MyEnquiries

Part 37-00-36A

Document last updated August 2024

Note: This manual is currently subject to review and may not reflect up-to-date position.

Most recent version.



Summary

Guidance relating to specific aspects of registering for and using MyEnquiries is available in linked manuals:

[Part 37-00-36](#) MyEnquiries

[Part 37-00-36B](#) MyEnquiries: Submitting and Managing Enquiries in myAccount

[Part 37-00-36C](#) MyEnquiries: Submitting and Managing Enquiries in ROS

[Part 37-00-36D](#) MyEnquiries: Tracking of Enquiries

[Part 37-00-36E](#) MyEnquiries: Notifications about Enquiries

Note: This manual is currently subject to review and may not reflect up-to-date position. Most recent version.

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1 Access to MyEnquiries via myAccount, ROS or LPT

1.1 myAccount

myAccount is a single access point, with a single login and password, for Revenue's online services for PAYE customers. You can register for this service on [Register for myAccount](#).

See paragraph 2 of this manual for more detailed information about MyEnquiries in myAccount.

1.2 ROS

Business customers who have a ROS digital certificate can access MyEnquiries using the 'My Services' tab under 'Other Services'.

Business customers who do not have an active ROS digital certificate can [register for ROS](#). (Please note that if business customers register for ROS in order to access MyEnquiries they will receive their tax returns and other correspondence electronically rather than in paper format.)

Foreign-based agents/advisors who have a TAIN but have no Irish tax reference number can register for ROS using their TAIN (i.e., no tax reference number is required).

See paragraph 3 of this manual for more detailed information about MyEnquiries in ROS.

1.3 MyEnquiries link from Local Property Tax (LPT)

MyEnquiries can be accessed from LPT by clicking on the 'MyEnquiries' button at the top of the LPT screen.

See paragraph 4 of this manual for more detailed information about MyEnquiries in LPT.

2 MyEnquiries in myAccount

MyEnquiries can be accessed in myAccount by:

- clicking on the MyEnquiries link under 'Manage my record', or
- clicking on MyEnquiries in the taskbar at the top right of myAccount (see Figures 1 and 2 overleaf).

You are brought directly to the Enquiries Record screen (Inbox).

The email address contact information in myAccount can be updated in the 'MyProfile' screens by clicking on 'MyDetails' and updating the 'Contact details'. Notifications about replies to Enquiries are sent to the email address on a customer's record.

Refer to Tax and Duty Manual (TDM) [Part 37-00-36B](#) for further information on how to submit enquiries via myAccount.

Revenue
Cáin again. Cúiteam na hÉireann
With Tax and Customs

myAccount

My Documents My Profile **My Enquiries**

If you have recently changed banking provider and you wish to update the bank account used for PAYE tax refunds, select 'My Profile' > 'My Details'. Your current bank account details will be displayed, and you should click on 'Edit' to amend the details.

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

Property Owners

- View, file and pay your LPT
- LPT valuation guide: average market value of properties as at November 2021
- Claim tax relief on the renovation of a property
- Claim tax relief on mortgage interest paid

First Time Buyers: View or start your Help To Buy application.
[Learn more](#)

[Local Property Tax \(LPT\)](#)
[Home Renovation Incentive](#)
[Help To Buy](#)
[LPT Valuation Guide](#)
[Property Ownership Transfer](#)
[Register New Property](#)
[Vacant Homes Tax](#)

Figure 1: myAccount menu (webpage) showing the two options to access MyEnquiries

Manage My Record

Manage My Record: a range of services to manage and update your record and make enquiries.
[Learn more](#)

[My Profile](#)
[My Enquiries](#)
[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](#)
[Manage Non-resident Landlord Withholding Tax](#)

Gifts & Inheritances

CAT/IT38 return: File an IT38/CAT return.
[File CAT IT38 Return](#)

Statement of Affairs (Probate) Form SA.2: Submit a Statement of Affairs (Probate) Form SA.2
[Statement of Affairs \(Probate\) Form SA.2](#)
[Learn more](#)

Figure 2: myAccount menu (webpage) showing the two options to access MyEnquiries (cont'd)

3 MyEnquiries in ROS

3.1 Link to MyEnquiries (Individuals)

In the case of individual customers, the link to MyEnquiries can be found under the 'My Services' tab in the 'Other Services' section.

Note: customers can add ROS services to 'My Frequently Used Services' and MyEnquiries is also accessible from there.

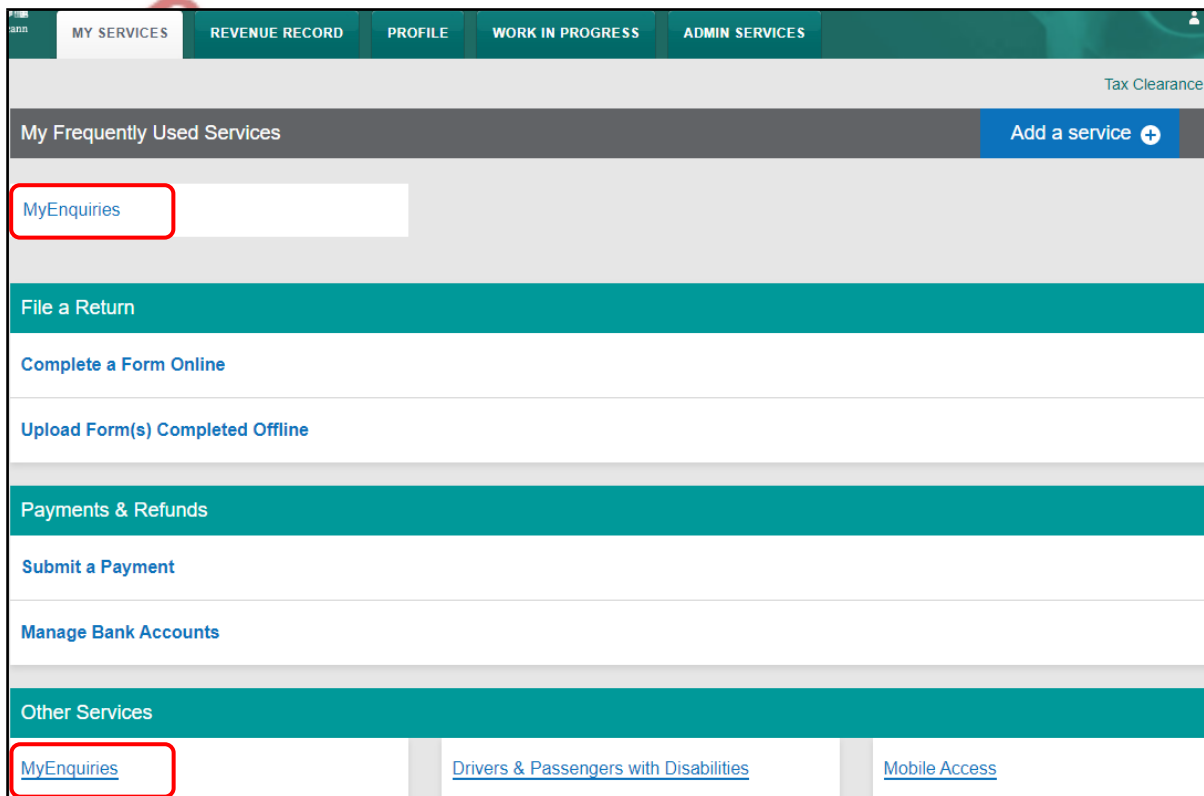


Figure 2: ROS access to MyEnquiries (Individual's screen)

3.2 Link to MyEnquiries (Agents/Advisors)

Agents and advisors can access the link to MyEnquiries in the 'Agent Services' tab and then in the 'Other Services' section.

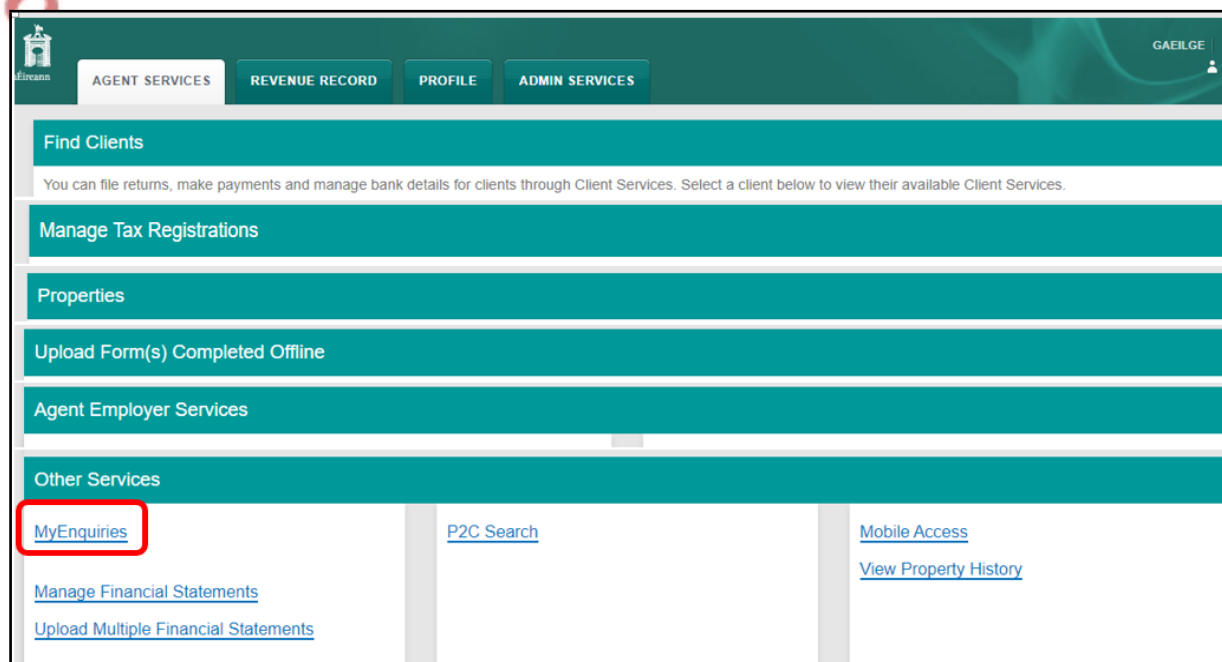


Figure 3: ROS access to MyEnquiries (Agent's TAIN screen)

3.3 ROS Administrator – access and management functions

3.3.1 Access

The MyEnquiries icon is always visible to ROS administrators. For 'sub-users' the icon only displays if the user has permissions on an active MyEnquiries email address and have been set up for MyEnquiries by the ROS Administrator.

For 'sub-users' the icon only displays if the sub-user has been given permissions on an active MyEnquiries email address by the ROS Administrator. Sub-user MyEnquiries access is managed from Admin Services tab using the Manage My Enquiries Permissions option.

If no email address has been set up, the Administrator receives the following message when they click on the 'MyEnquiries' icon. This message explains how to set up an email address for use with MyEnquiries.

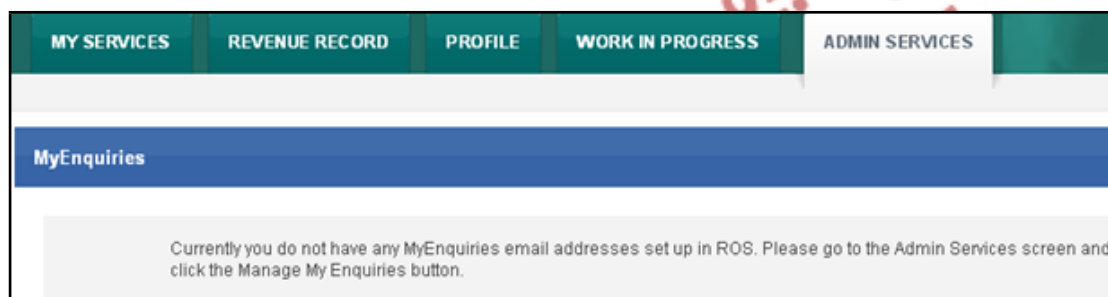


Figure 4: ROS Informational screen

3.3.2 MyEnquiries auto-registration for new ROS Registrations

MyEnquiries access is automatic for ROS Administrators.

When a ROS Administrator carries out Step One of the ROS registration process, a contact email address must be entered. That email address will be added as an active MyEnquiries email address.

The ROS Administrator can subsequently login to their MyEnquiries application, via My Services' tab (individual) in the 'Other Services' section, Figure 3 or 'TAIN Services' (agent/advisors) tab in the 'Other Services' section, Figure 4.

This email will automatically activate MyEnquiries if it is not already active. It will enable the ROS Administrator to select that email address when using MyEnquiries without needing to add it through the Admin Services tab, see below Figure 8.

Sub-user access is not automatic and must be managed by the ROS Administrator.

3.3.3 Priority Email address

Since 15 June 2024, MyEnquiries has a facility for ROS customers/agents to mark an email address (Enquiries Record) as the Priority Email address for Revenue-initiated correspondence.

As ROS users can register multiple email addresses (including 'group' email addresses), it is up to the customer/agent to select the 'priority' email address; it is expected that the email address selected will be one that is always monitored by individuals with relevant authorities to follow-up on important correspondence. This will ensure that crucial Revenue correspondence is identified as priority for follow-up and is directed to the relevant staff member.

The ROS user can set the priority email address via the 'Admin Services' tab in the 'Manage MyEnquiries' section. Only one email address can be selected as a priority email at a time. If there is only one email address, it is automatically selected as the priority email address. When selected, it is marked as the one with a yellow star, see below Figure 6.

MyEnquiries

Add New Email Address

Enter New Email Address

Verify Email Address

MyEnquiries Email Addresses

A Priority Email address is the contact email address used by Revenue when initiating correspondence to your Enquiries Record (inbox) in MyEnquiries. If selected, it is noted as the email address with the yellow star icon below. Only 1 email address can be marked as a priority email at a time and if there is only 1 email address, it is automatically selected as the priority email address.

Ensure that you pick an email address which is **permanent** and **always monitored** by individuals with relevant authorities to follow-up on important correspondence. This will ensure that crucial Revenue correspondence is identified as priority for follow-up and directed to the relevant staff member.

If this is a sub-user email address, remember to give the sub-user permissions to use it in MyEnquiries Permissions.

Show: 10 ☐ Show Removed Addresses? Filter:

Email Address	Status	Action	Priority
ABC@DC2.IE	ACTIVE		☆
ABC@DCE.IE	ACTIVE		★
FBJDB@HDHD.DD	ACTIVE		☆
ROSHHELP@REVENUE.IE	ACTIVE		☆

Figure 5: ROS screen showing the priority email address.

[MyEnquiries in myAccount only shows one address for the customer so this update applies only to ROS customers.]

3.3.4 Management and administration functions

Clicking the 'Admin Services' tab at the top of the screen brings the user to the Administration Services page from where they can access the MyEnquiries administration functions.

Administration Services

LIVE TEST CRS

To select an individual, click on the **Select** item radio button to the left of the name
 To apply for a certificate for an individual to act on your/company's behalf, click the **Add New** button
 You can **View** or **Revise** the permissions of the selected individual by clicking on the relevant option box below.
 Additional [information](#) about these functions.

Select	Surname	Firstname	ID Ref.	System Password	Status
<input type="radio"/>	SUB-CERT	TEST	MC TEST		REGISTERED

Other Functions

You can add a new email address for MyEnquiries by clicking the **Manage MyEnquiries** button.

Buttons on the right: Add New, View, Revise, **MyEnquiries Permissions** (highlighted), Amend ROS Email Addresses, Revoke, Promote, Suspend, Restore, **Manage MyEnquiries** (highlighted).

Figure 6: 'Admin Services' screen

The ROS Administrator can grant MyEnquiries access to sub-users by selecting the sub-user and clicking the 'MyEnquiries Permissions' button. Access to MyEnquiries is determined by email address and the tax registration number or TAIN associated with the ROS digital certificate. It is possible to set up more than one email address.

Sub-users who share the same (or group) email address for MyEnquiries can view the same enquiries and Revenue replies. It is the responsibility of the ROS Administrator to manage sub-user access to MyEnquiries through the management of email addresses.

Sub-users with Administrator permissions also have access to the 'Admin Services' tab and the MyEnquiries management function buttons.

If no sub-users are set up, the screen looks like this:

Administration Services

LIVE TEST CRS

To apply for a certificate for an individual to act on your/company's behalf, click the **Add New** button

There are currently no individuals linked to this certificate

You can add a new email address for MyEnquiries by clicking the **Manage MyEnquiries** button.

Buttons on the right: Add New, **Manage MyEnquiries** (highlighted).

Figure 7: 'Admin Services' screen (no sub-users)

ADMIN SERVICES

MyEnquiries

Add New Email Address

Enter New Email Address

Verify Email Address

New email address added successfully.

[Back](#) [Submit](#)

MyEnquiries Email Addresses

Show Filter:

Show Removed Addresses? ☐

Email Address	Status	Action
JOEBLOGGS@GMAIL.COM	ACTIVE	

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

Figure 8: ROS 'Setting up an email address for MyEnquiries' screen

ROS Administrators can set up one or more email addresses for use with MyEnquiries. Old email addresses can be deactivated but not deleted. The ROS Administrator can access all enquiries submitted under any of the email addresses set up in this way. To set up a sub-user for MyEnquiries, the email address of the sub-user must first be set up in 'MyEnquiries Permissions'.

3.4 Sub-User access

ROS Administrators can give sub-users access to MyEnquiries by allowing them access to an email address that has permission to access MyEnquiries.

Please note that access is based on the email address. If two users are given permission to access MyEnquiries with the same email address, for example a group email address, they can view each other's queries regardless of whether they are an Administrator or a sub-user.

In the 'Admin Services' tab, select the sub-user and click the "MyEnquiries Permissions" button.

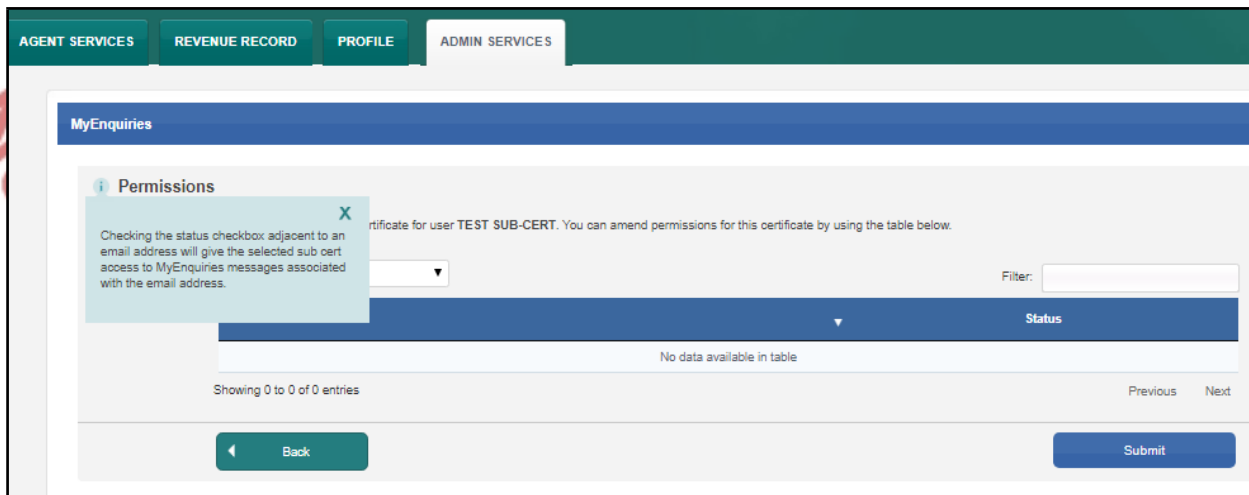


Figure 9: ROS 'Sub-User Access' screen

This links to the 'Permissions' screen.

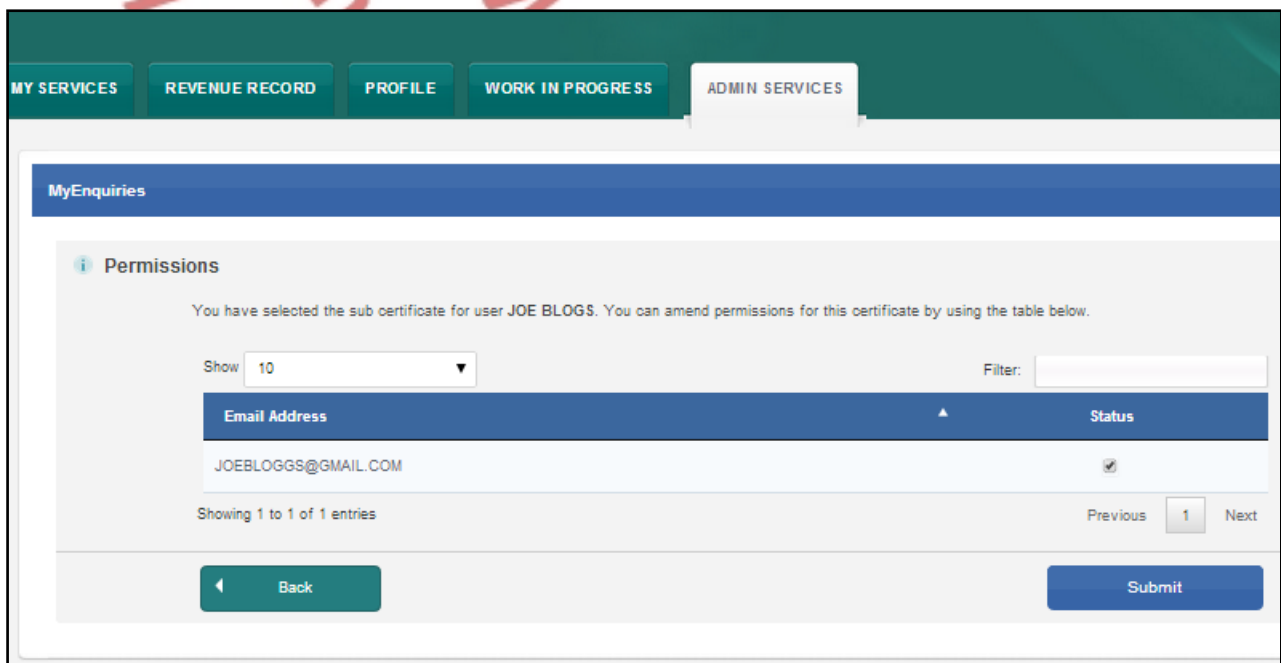


Figure 10: ROS 'Permissions' screen

- Tick the Status box beside the email address the sub-user is using for MyEnquiries (more than one email address can be selected).
- Submit the changes.
- The same process works in reverse – untick the box to remove permissions.

3.5 Accessing MyEnquiries

ROS Administrator: If more than one email address has been set up in ROS, users have the option to select which of those email addresses they want to use at that time.

Sub-user: If the ROS Administrator has set up more than one email address for the sub-user to use with MyEnquiries, they must select the email address they wish to use at that time.

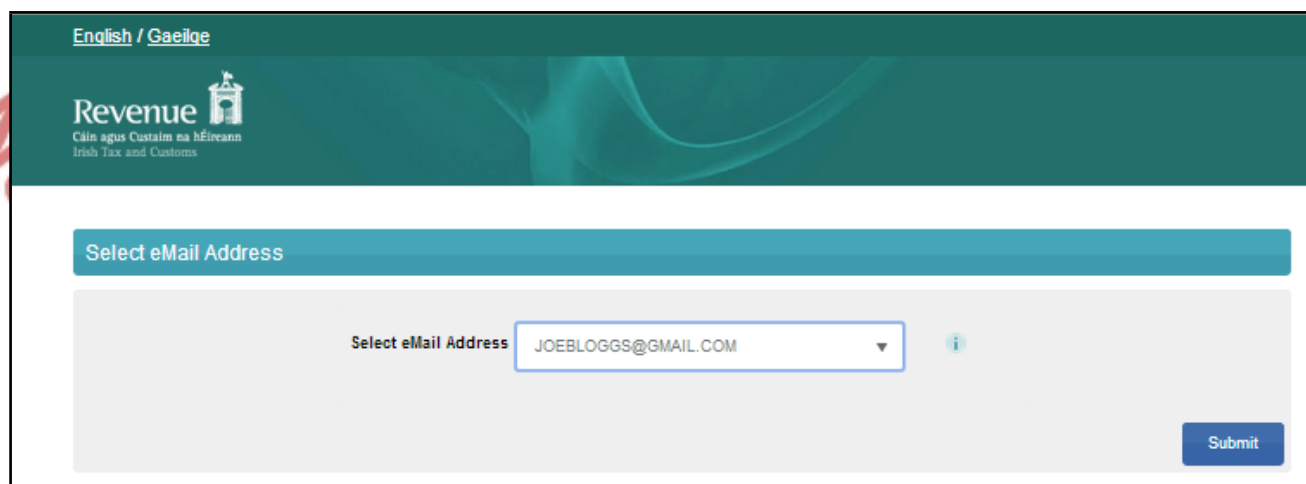


Figure 11: 'Select eMail Address' screen

The Enquiries Record screen (Inbox) for the selected email address is displayed. Only one email address can be viewed at a time. A user must exit MyEnquiries to select another email address.

An enquiry can be submitted by clicking the 'Add New Enquiry' button which brings up the 'Add a New Enquiry' screen below.

Further information on how to submit enquiries can be found in the Tax and Duty Manual [Part 37-00-36C](#) MyEnquiries: Submitting and Managing Enquiries in ROS

3.6 Removing email addresses

Email addresses may be deactivated by removing them from the list of Email Addresses in the Manage My Enquiries option. This is done by clicking the bin symbol. The email address is hidden, not deleted. **However, customers must note that the enquiry inbox/enquiries raised under an email address that has been removed are no longer visible.** To view those enquiries, the email address must be restored.

An email address may be restored by ticking the checkbox "Show removed email addresses" and then clicking the circular arrow to the right of the required email address.

When an email address is deactivated, this is highlighted to Revenue staff replying to active enquiries or initiating enquiries.

Figure 12: 'Remove eMail Address' screen

4 MyEnquiries accessed from Local Property Tax (LPT)

MyEnquiries link from Local Property Tax (LPT)

MyEnquiries can be accessed from LPT by clicking on the 'MyEnquiries' button at the top of your LPT screen.

Figure 13: LPT screen

You will be brought directly to the Enquiries Record screen (Inbox).

Revenue **myAccount**

MyEnquiries

[← myAccount homepage](#) **Enquiries Record**

Tax Reference Number
XXXXXXX

Tax Reference Type
CUST

Previous Enquiries [Search previous enquiries](#)

Select for archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference
You have no previous enquiries					

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

[Archive Ticked Items](#)

[View Archive](#) ☐

[Add New Enquiry →](#)

Figure 14: Enquiries Record screen (Inbox)

You can submit an enquiry by clicking the 'Add New Enquiry' button which brings you to the 'Add a New Enquiry' screen.

5 Problems with registration, login etc.

- **MyEnquiries:** If you experience any difficulty in using MyEnquiries you should email MyEnquiries@revenue.ie. Please note that this mailbox should not be used to
 - submit general taxation queries, or
 - seek progress reports on previous enquiries submitted via MyEnquiries (which can be done through the tracking facility as set out in the linked manual [Part 37-00-36D](#)).

Personal Division operate this mailbox and deal with any enquiries regarding the operation of MyEnquiries.

- **myAccount:** If you have any difficulty registering for myAccount you should contact the myAccount Registration Unit as below

phone: 01 738 36 91

(callers from outside the Republic of Ireland should use + 353 1 738 36 91)

Email: RegisterForMyAccount@revenue.ie.

- **ROS:** If you need technical assistance with using ROS or logging in, you should call the ROS Helpdesk on 01 738 36 99.
(Callers from outside the Republic of Ireland should use + 353 1 738 36 99).