Access to and registering for MyEnquiries

Part 37-00-36A

Document created July 2020

Summary

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

Part 37-00-36	MyEnquiries
Part 37-00-36A	Access to and registering for MyEnquiries
Part 37-00-36B	Submitting and managing Enquiries: the Enquiries Record Screen
Part 37-00-36C	Tracking of Enquiries
Part 37-00-36D	Notifications about Enquiries, including tax clearance and eCG50 applications made via myAccount

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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.

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

Note: 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.

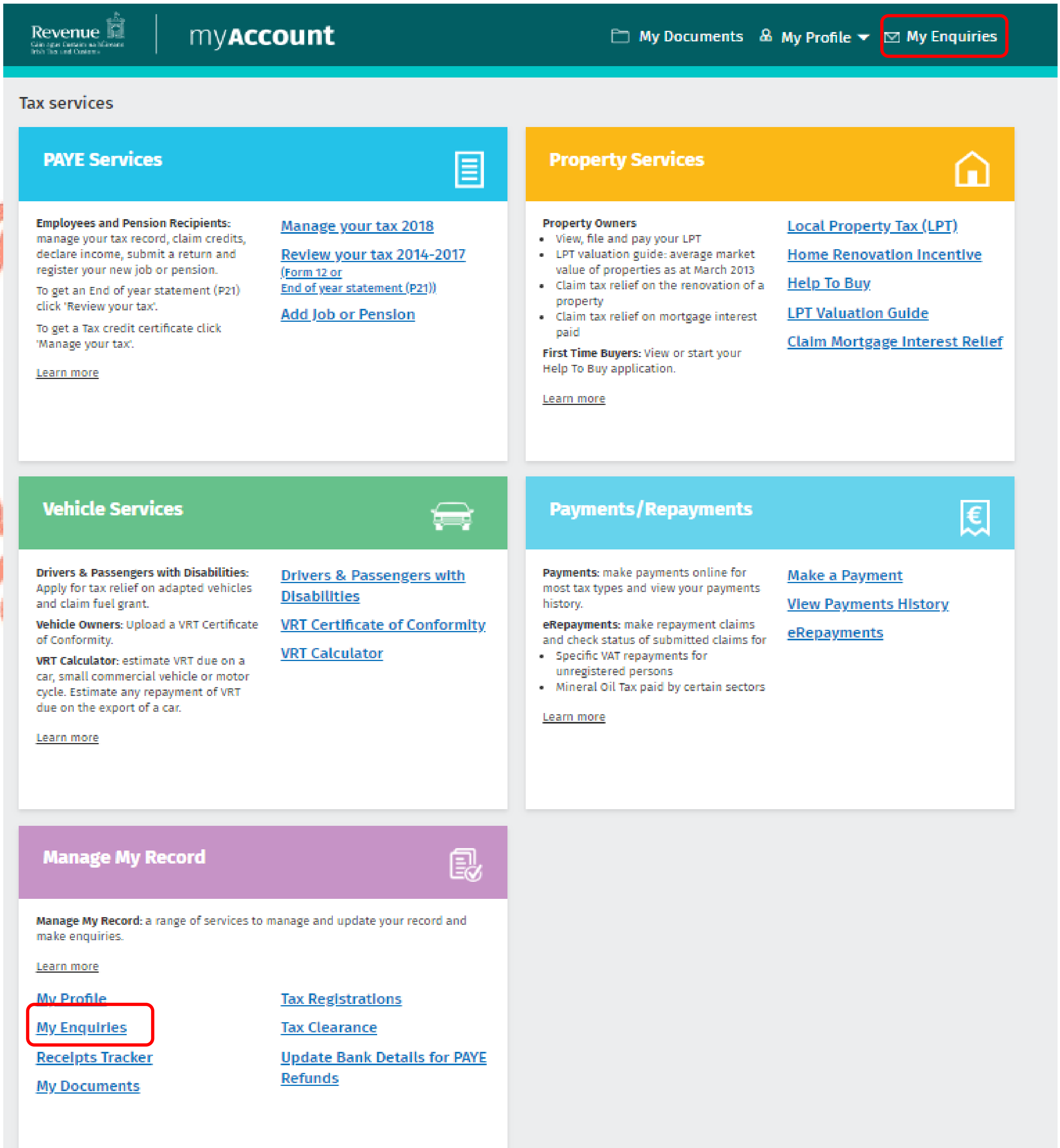

Figure 1: myAccount menu (webpage) showing the two options to access MyEnquiries

Tax and Duty Manual [37-00-36B](37-00-36B) on Submitting and managing Enquiries: the Enquiries Record Screen has further information on how to submit enquiries.

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.

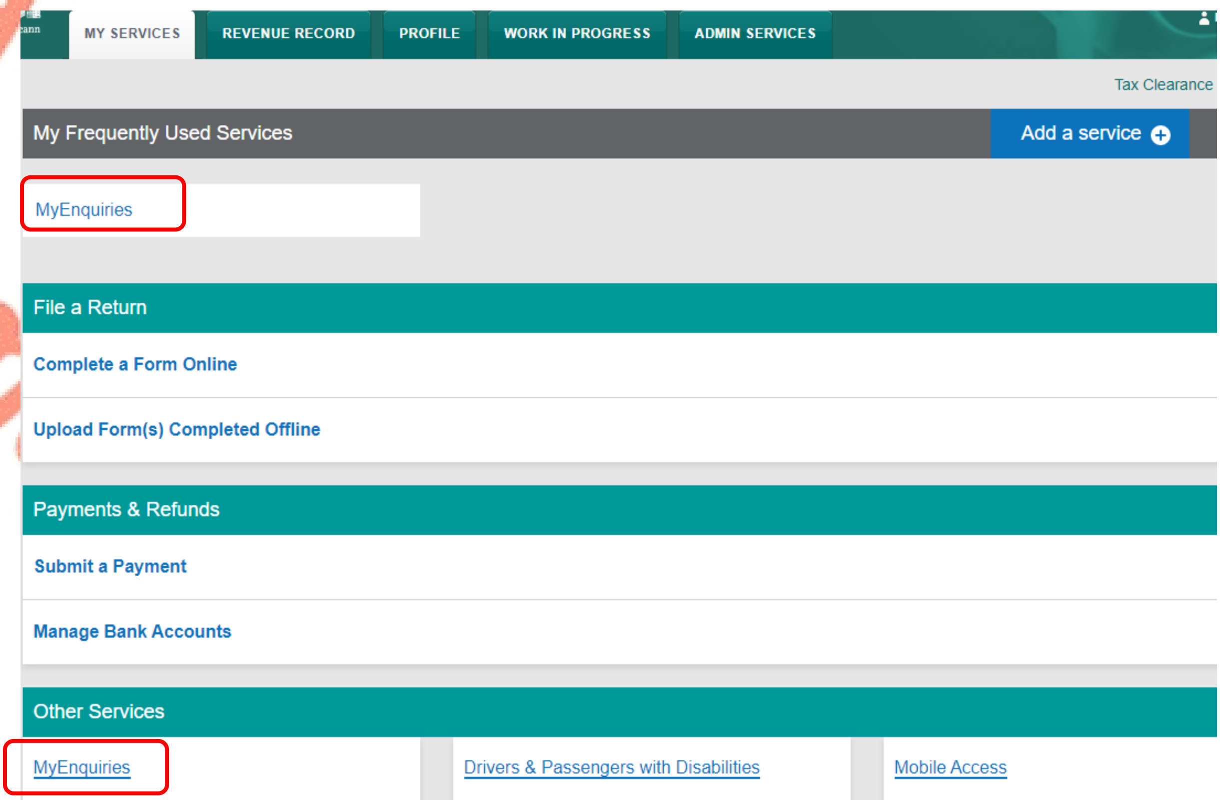

Figure 2: ROS access to MyEnquiries (Individual's screen)

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.

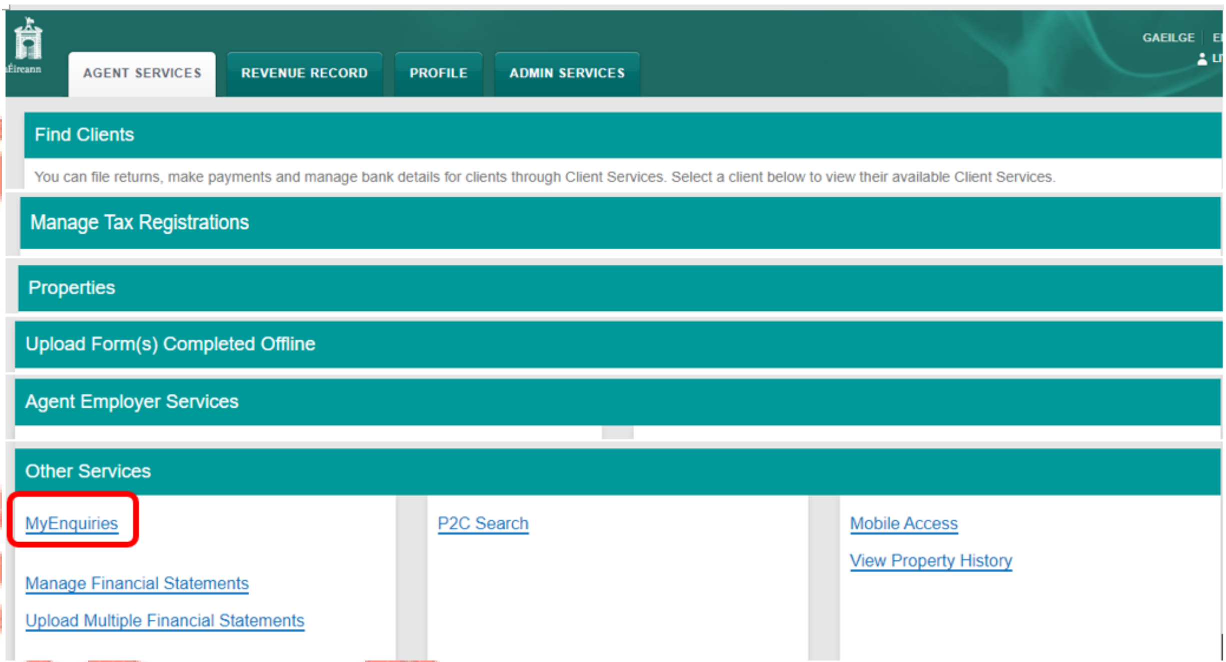

Figure 3: ROS access to MyEnquiries (Agent’s screen)

3.3 ROS Administrator – access and management functions

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.

The ROS Administrator must set up an email address to be used with MyEnquiries. When an email address has been set up, clicking on the MyEnquiries button on the ‘My Services’ (individual) or ‘Agent Services’ (agent) tab redirects the Administrator to the MyEnquiries application.

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.

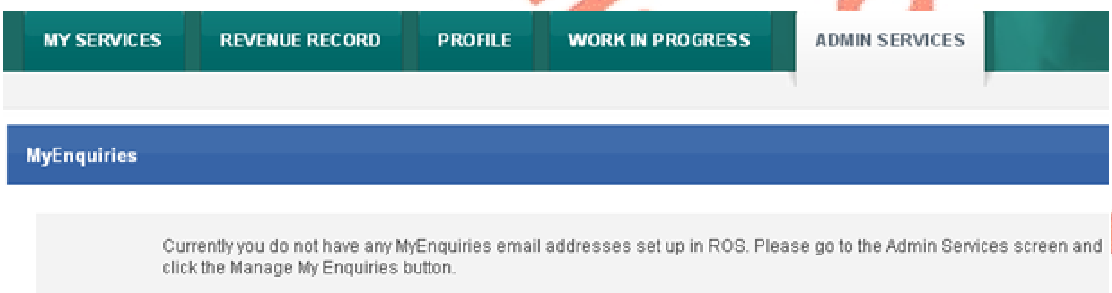

Figure 4: ROS Informational screen

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.

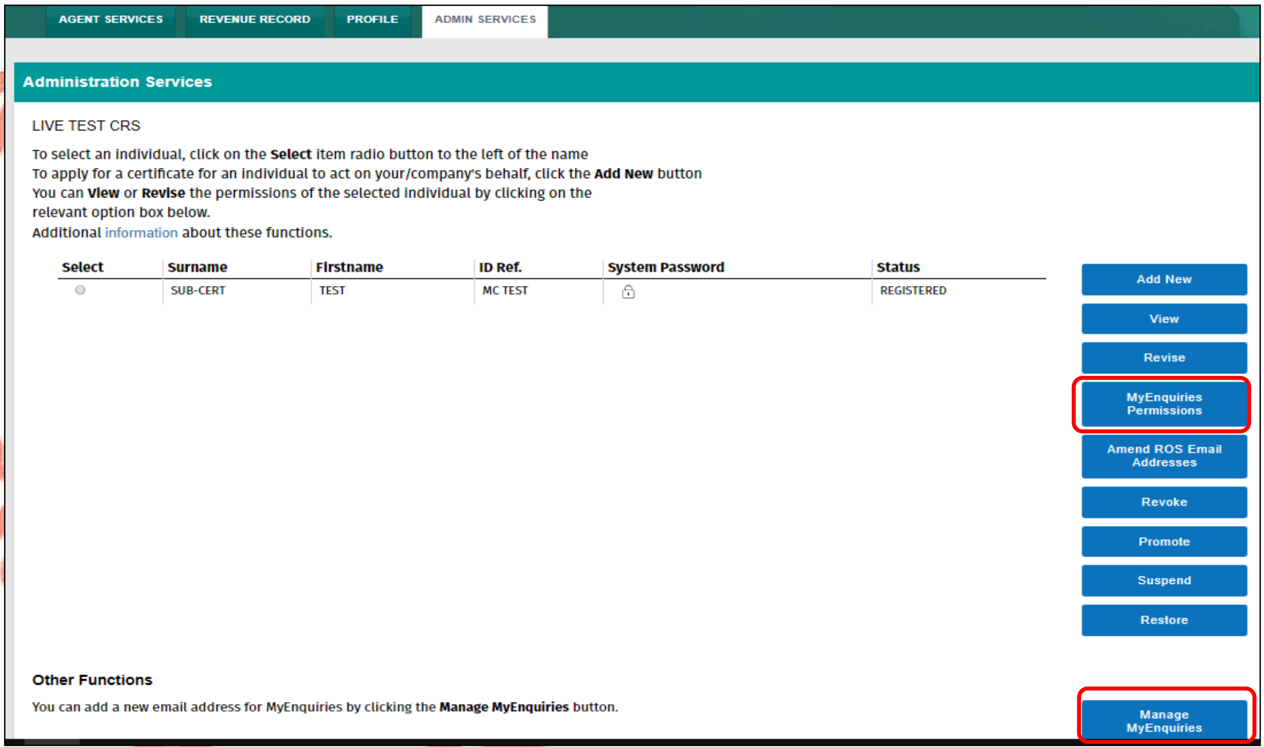

Figure 5: ‘Admin Services’ screen

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:

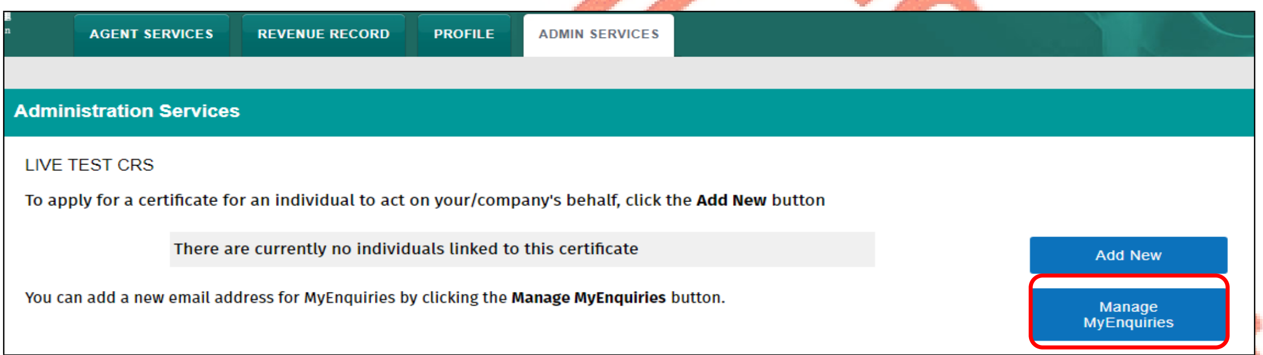

Figure 6: ‘Admin Services’ screen (no sub-users)

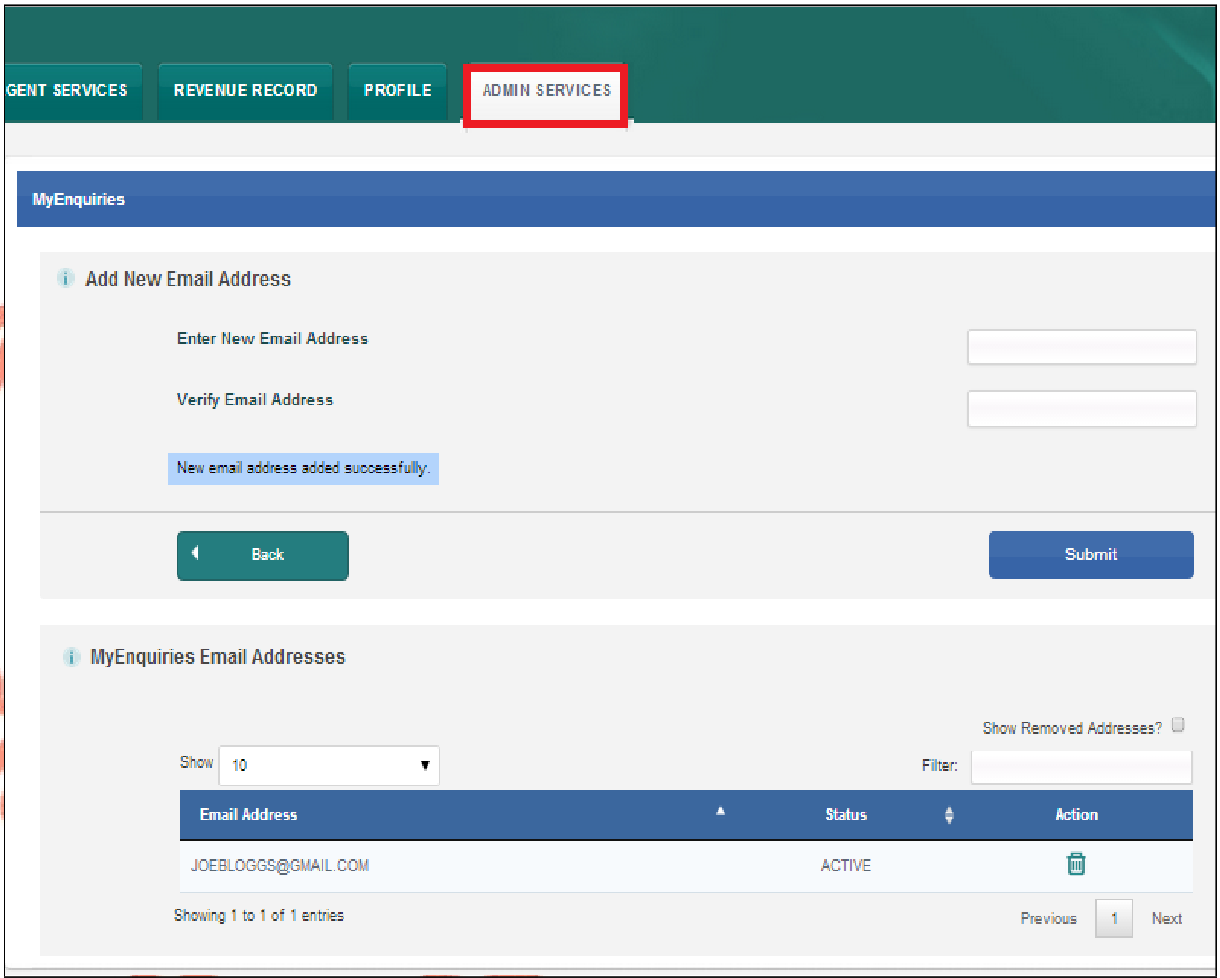

Figure 7: ROS 'Setting up an email address for MyEnquiries' screen

ROS Administrators can set up one or more email address 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.

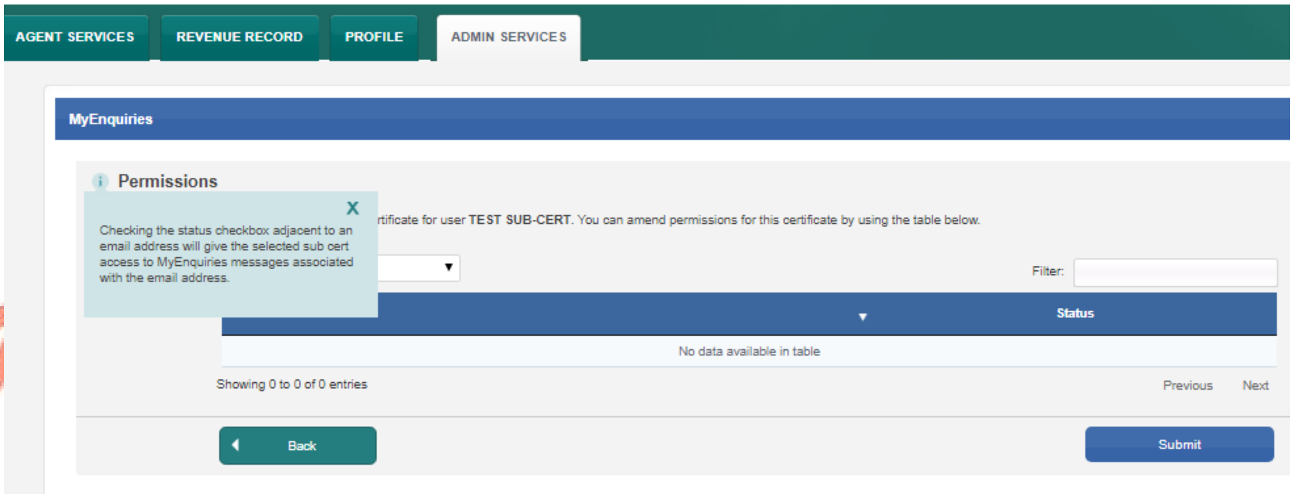

Figure 8: ROS 'Sub-User Access' screen

This links to the 'Permissions' screen.

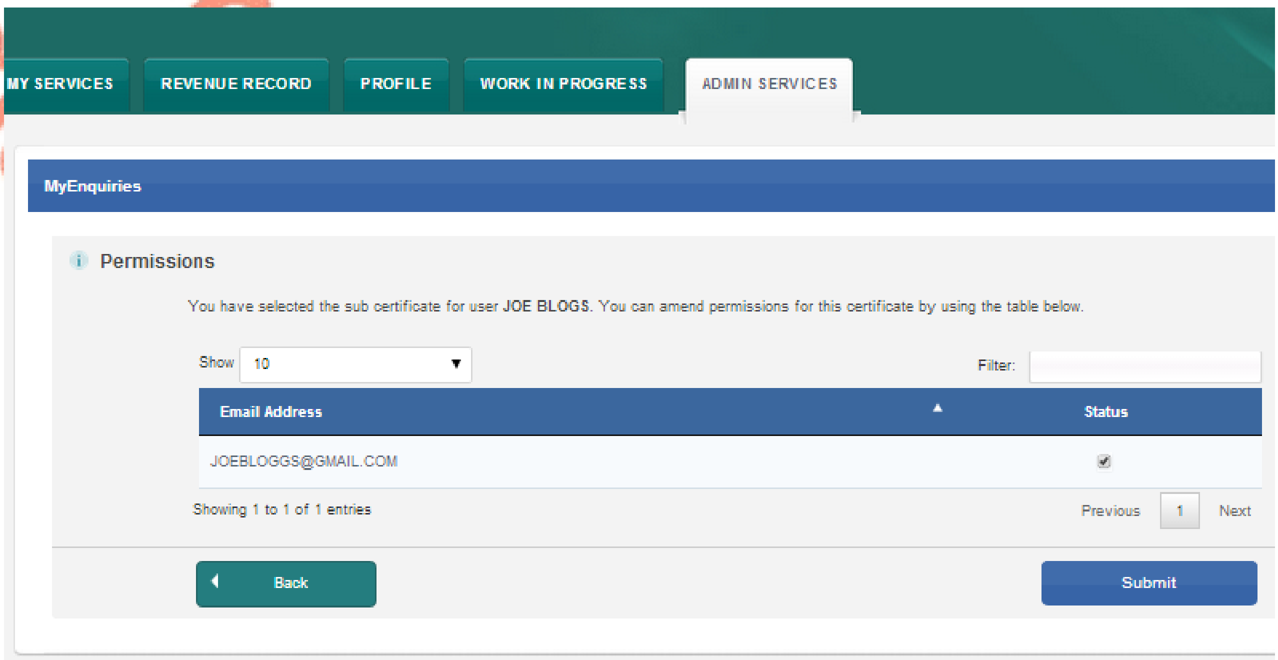

Figure 9: ROS 'Permissions' screen

- 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.

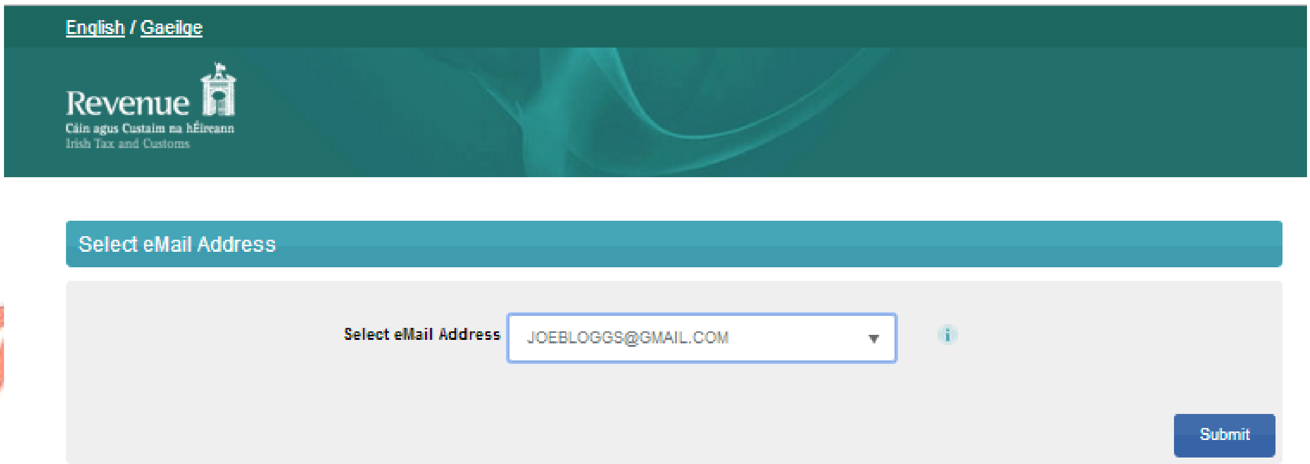

Figure 10: 'Select eMail Address' screen

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 37-00-36B - Submitting and managing Enquiries: the Enquiries Record 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.

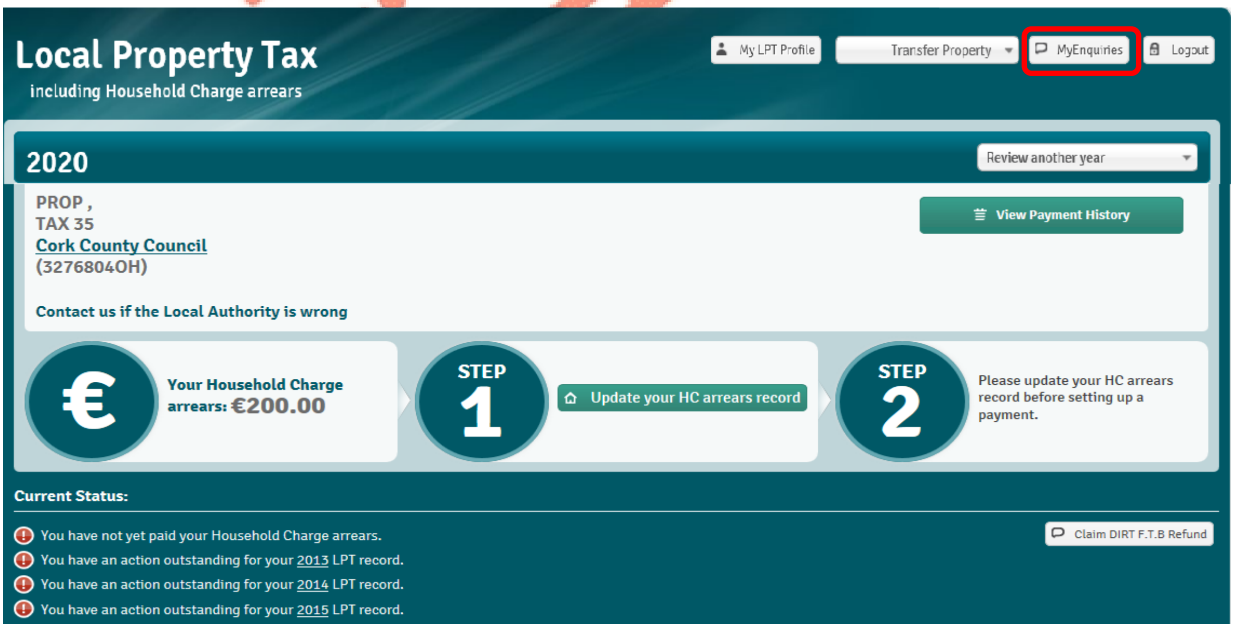

Figure 11: LPT screen

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

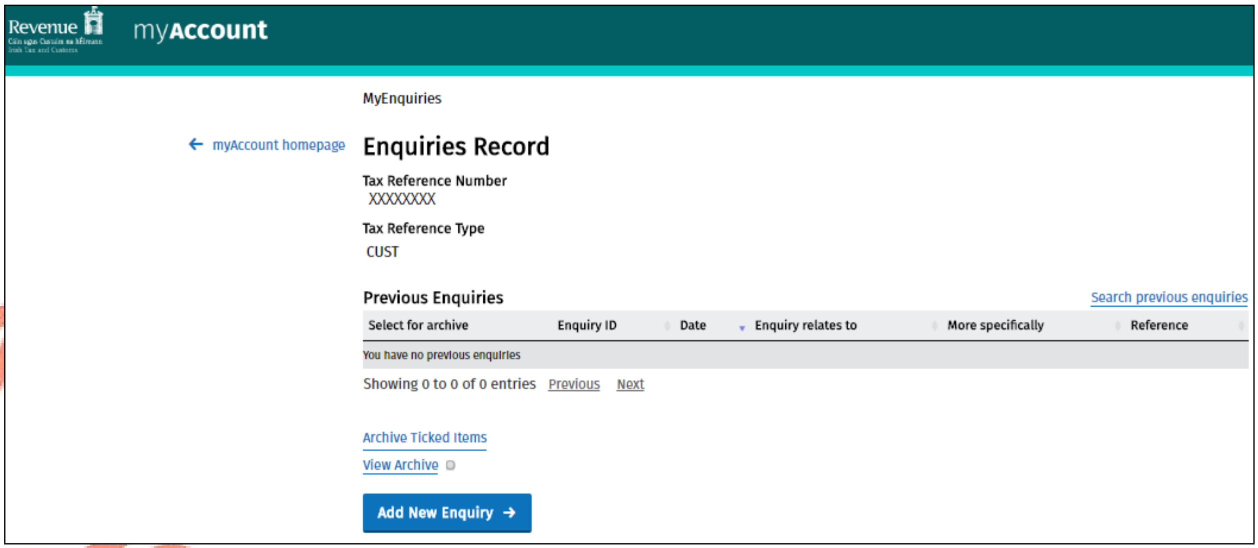

Figure 12: Enquiries Record screen (Inbox)

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 (i) submit general taxation queries, or (ii) seek progress reports on previous enquiries submitted via MyEnquiries (which can be done through the tracking facility as set out in the linked manual 37-00-36C).**

  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).