

MyEnquiries: Submitting and Managing Enquiries in myAccount

Part 37-00-36B

Document reviewed October 2025

A more recent version of this manual is available.

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](#) 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

More recent version of this manual is available.

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1 Submitting and managing enquiries (Individuals)

This section describes how an individual can submit and manage their enquiries.

To submit MyEnquiries via ROS, refer to Tax and Duty Manual [Part 37-00-36C](#).

1.1 New Procedures for individuals with only PAYE income

New arrangements were introduced in early 2022 to ensure a more streamlined approach for dealing with enquiries submitted by myAccount customers. When a PAYE customer generates an enquiry, they are required to complete the 'message field box' and Revenue's systems will automatically direct the query to the appropriate team for follow up action. Additional information is included in [paragraph 1.4](#) (Figure 3) of this manual (overleaf).

Customers receive a confirmation message when queries are submitted, and additional information is included in [paragraph 1.11](#) of this manual.

If MyEnquiries is accessed from ROS, the customer needs to select the category "Enquiry relates to" and the sub-category "More specifically". This is shown in [paragraph 1.4](#) (Figure 4).

1.2 Enquiries Record screen

In the Enquiries Record screen in myAccount, you can view, search for, or archive your enquiries and Revenue's replies. You can update an existing enquiry.

The Enquiries Record screen has nine columns, including an option to tick an enquiry to be archived. The other eight columns can be sorted by clicking on the sort option at the top of the column. The Enquiries Record screen is generally sorted by date (the third column) with the most recent enquiry at the top of the list. The Record can be sorted by the other columns, for example by 'Reference', 'Status' or the 'flag'.

To view the details of a specific enquiry, click on the relevant row on the Enquiries Record screen. An enquiry can be 'flagged' as a 'to-do' or 'completed' item.

← Back **Enquiries Record**

Tax Reference Number Tax Reference Type CUST

This screen displays the enquiries you have submitted. Enquiries are dealt with by Revenue in date order and there is no need to further contact us on your open enquiry unless you have additional information to provide.

i Response Times:
 Response times are estimated based on the time taken to respond to other similar enquiries. The days to respond are calculated from the date the enquiry was raised. Response times may not be available for all of your enquiries.

Previous Enquiries

[Archive Checked Enquiries](#) [View Archived Enquiries](#)

Archive	ID Num	Date Raised	Relates to	Specifically	Reference	Response Time if available	Status	Flag
<input type="checkbox"/>	2505-40657	2025/05/08 15:40	PAYE - General		PAYE Other		Completed	
<input type="checkbox"/>	2505-29350	2025/05/07 12:07	Tax Clearance		Tax Clearance Certificate		Revenue Initiated	

Figure 1: Enquiries Record (Individual’s screen)

1.3 Enquiries Record screen – Flag message as a ‘to-do’ item

Enquiries can be marked for follow up by clicking on the grey flag next to the enquiry – this will change the flag to red indicating that the enquiry has been flagged for follow up. When the enquiry is resolved, the flag can be clicked to mark it as complete.

Previous Enquiries

[Archive Checked Enquiries](#) [View Archived Enquiries](#)

Archive	ID Num	Date Raised	Relates to	Specifically	Reference	Response Time if available	Status	Flag
<input type="checkbox"/>	2504-124426	2025/04/17 16:16	Value-Added Tax (VAT)		General VAT Query		Completed	
<input type="checkbox"/>	2505-29350	2025/05/07 12:07	Tax Clearance		Tax Clearance Certificate		Revenue Initiated	

Click to mark complete.

Figure 2: Enquiries Record – Flagged as a ‘to-do’ item

1.4 'Add a new enquiry' screen

The 'Add a new Enquiry' screen opens when you click on the 'Add New Enquiry' button on the 'Enquiries Record' screen. The Tax Reference Number and Tax Reference Type fields are prepopulated with your tax details.

MyEnquiries

[← Back](#) **Add a new enquiry**

Tax reference number

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 enter further detail about your enquiry (up to 2,000 characters)

Figure 3: Add a new Enquiry' (PAYE Individual's screen in myAccount)

MyEnquiries

[← Back](#) **Add a new enquiry**

Tax reference number
09980980M

Tax reference type
CUST

Enquiry relates to * ⓘ
Capital Acquisitions Tax

More specifically * ⓘ
General CAT query

More Info ⓘ

My reference (optional) ⓘ
You should not include a Tax Reference Number or other personal data as part of this reference (see Information tooltip).

Figure 4: Add a new Enquiry' (Non-PAYE Individual's screen in ROS)

1.5 'My reference' field

This field enables you to record a reference name or number to assist you in tracking your enquiries.

You should **not** include a Tax Reference Number or other personal data as part of this reference. The reference used in the 'My Reference' field is included in the email subject line that is sent when Revenue responds to the enquiry. That notification email is sent via standard email and is not encrypted. Revenue cannot guarantee that any personal and sensitive data, sent via standard email, is fully secure. Customers who enter personal data are deemed to have accepted any risk involved.

1.6 For attention of' field

The original function of this field was to assist in directing an enquiry to a particular person or section in Revenue by entering an appropriate email address. This practice has been discontinued and you should only make an entry in this field if you have been explicitly asked to do so by Revenue.

1.7 'Enquiry details' field

You should enter the details of your enquiry in this field. There is a limit in this field of 2,000 characters which should be more than adequate for most enquiries. However, if the limit is exceeded, the detail of the enquiry can be sent as an attachment.

You may receive an error message regarding invalid characters within the Enquiry Details field/text box, "Your message contains an invalid character. Please forward it as an attachment." This can arise if material is prepared in another application, e.g., Word or Excel, and copied into the Enquiry Details text box. If this error message persists you should forward your message as an attachment and enter a note to that effect in the Enquiry Details field.

1.8 'Email address' field

You should enter **your** email address in this field. It will only be used to notify you when there has been activity on your enquiry, such as when your enquiry has been replied to and you are prompted to check your Enquiries Record.

1.9 Attachments

You can attach documents to an enquiry subject to a file size limit of 10MB for individual files. The maximum number of attachments is 10.

The option to attach a file is only available after the 'Enquiry relates to' and "More specifically" fields are populated (when available).

A bin symbol is available after an attachment is added to allow an attachment to be removed if necessary.

The following file types can be attached: pdf, tif, tiff, txt, xls, jpg, jpeg, doc, docx, xlsx, P30, xml, dat, p35, p35L, p45, p453, c35, rct, vt3, f11, pay, 46g, 46gc, i38, transit, int, vie, eus, rom1, sd, f1f, f1, ct1, f35, dwt, cds1, csv, png, pptx, ppt, mht, htm, gif, msg, 0001, xps, odt, html, zip, p12, p12.bac, log, cfg, and 1.

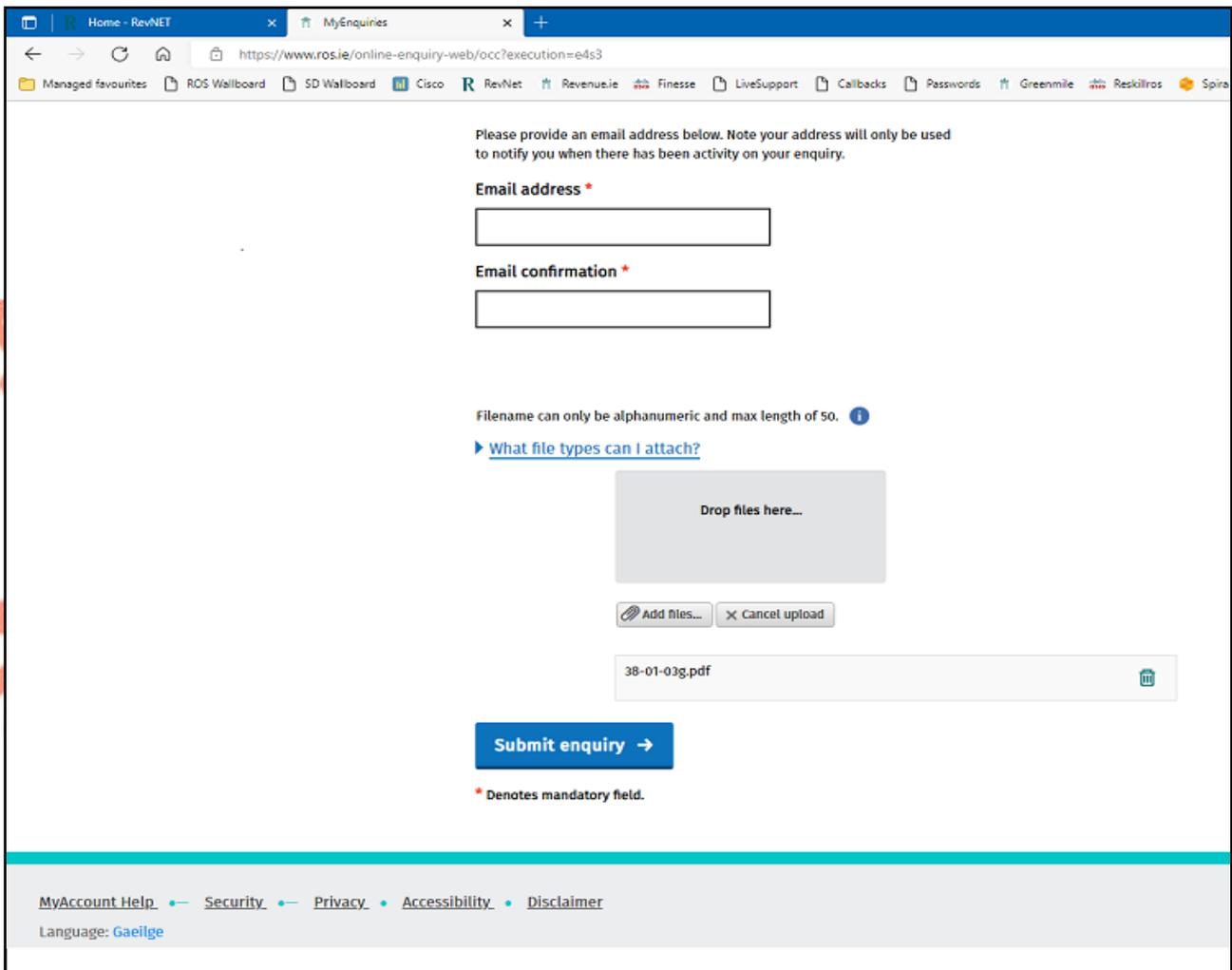


Figure 5: Attachment options on the 'Add a new Enquiry' screen

Note: Users are advised to take care in the file names of attachments. Users should avoid having commas, dots, or other symbols in the file name of the attachment. Incorrectly named attachments could result in the MyEnquiries system not recognising the attachment as an acceptable 'file type' (as above). Trying to upload an incorrect attachment may cause an error in the enquiry and could result in content entered in the enquiry up to that point being lost.

1.10 Submit Enquiry

When you click on 'Submit Enquiry', the enquiry is viewable on your Enquiries Record screen (with a status of 'Received').

This screen displays the enquiries you have submitted. Enquiries are dealt with by Revenue in date order and there is no need to further contact us on your open enquiry unless you have additional information to provide.

Response Times:
Response times are estimated based on the time taken to respond to other similar enquiries. The days to respond are calculated from the date the enquiry was raised. Response times may not be available for all of your enquiries.

Previous Enquiries

[Archive Checked Enquiries](#)

[View Archived Enquiries](#)

Search Previous Enquiry

Archive	ID Num	Date Raised	Relates to	Specifically	Reference	Estimated Response Time if available	Status	Flag
<input type="checkbox"/>	2510-15045	2025/10/02 13:19	PAYE - General	PAYE Other		2-6 working days	Received	▶
<input type="checkbox"/>	2509-13310	2025/09/02 13:27	PAYE - General	PAYE Other			Completed	▶

Figure 6: Enquiries Record screen after submission of enquiry

1.11 Automatic notification that the enquiry was received by Revenue


myAccount

Thank you for contacting Revenue.

We acknowledge receipt of your enquiry and we will respond as quickly as possible.

The status and estimated response time (where available) will be displayed in your Enquiries Record Screen. Click [here](#) for additional details on tracking your enquiry.

[Continue](#)

Figure 7: System generated reply to confirm that a PAYE Enquiry was received

The notification shown above is the standard notification issued for the bulk of enquiries submitted.

1.12 Other automatic notifications

There are processes in place for 'deemed clearance' in three areas of contact:

- Death Case Clearance (as per TDM [Part 46-01-02](#)),
- CGT non-resident clearance (as per TDM [Part 45-01-05](#)), and
- CAT resident distributing deceased's estate to a non-resident beneficiary (as per CAT TDM [Part 2: The Statement of Affairs \(Probate\) Form SA.2](#) paragraph 4.1 and Appendix 1).

While the 'standard notification' may be issued initially, enquiries requesting 'deemed clearance' should generate an additional notification reflecting the 'deemed clearance' categories. Enquiries for 'deemed clearance' need to be submitted as per the guidance in the TDMs, including the use of specific text as part of the request. The 'deemed clearance' notification that is issued is included in the respective, relevant TDMs referenced and linked above.

2 Additional MyEnquiries facilities

2.1 Search function

The Enquiries Record is the list of your enquiries and Revenue replies. The Revenue reply is included on the original enquiry and does not appear separately on the Enquiries Record screen. You can view a specific enquiry by double-clicking on the required row. New unread messages appear in bold. A search facility is available to assist you locate a particular enquiry in the Enquiries Record by entering a key word, e.g. health expenses.

2.2 Archive facility

You can archive an enquiry by selecting the tick-box to the left of the Enquiry ID and clicking on the 'Archive ticked items' button. Once an enquiry is archived it will no longer appear in the Enquiries Record. Archived enquiries can be retrieved by selecting the 'View Archive' tickbox.

2.3 Export facility for enquiry thread

If you click on a particular enquiry on the Enquiries Record screen you are brought to a screen that shows all the interactions relating to that enquiry. The detail of the full enquiry thread can be exported to a PDF document by clicking the 'Save as PDF' button at the bottom of the screen. The PDF can be saved to your own computer (see Figures 8 and 9 overleaf).

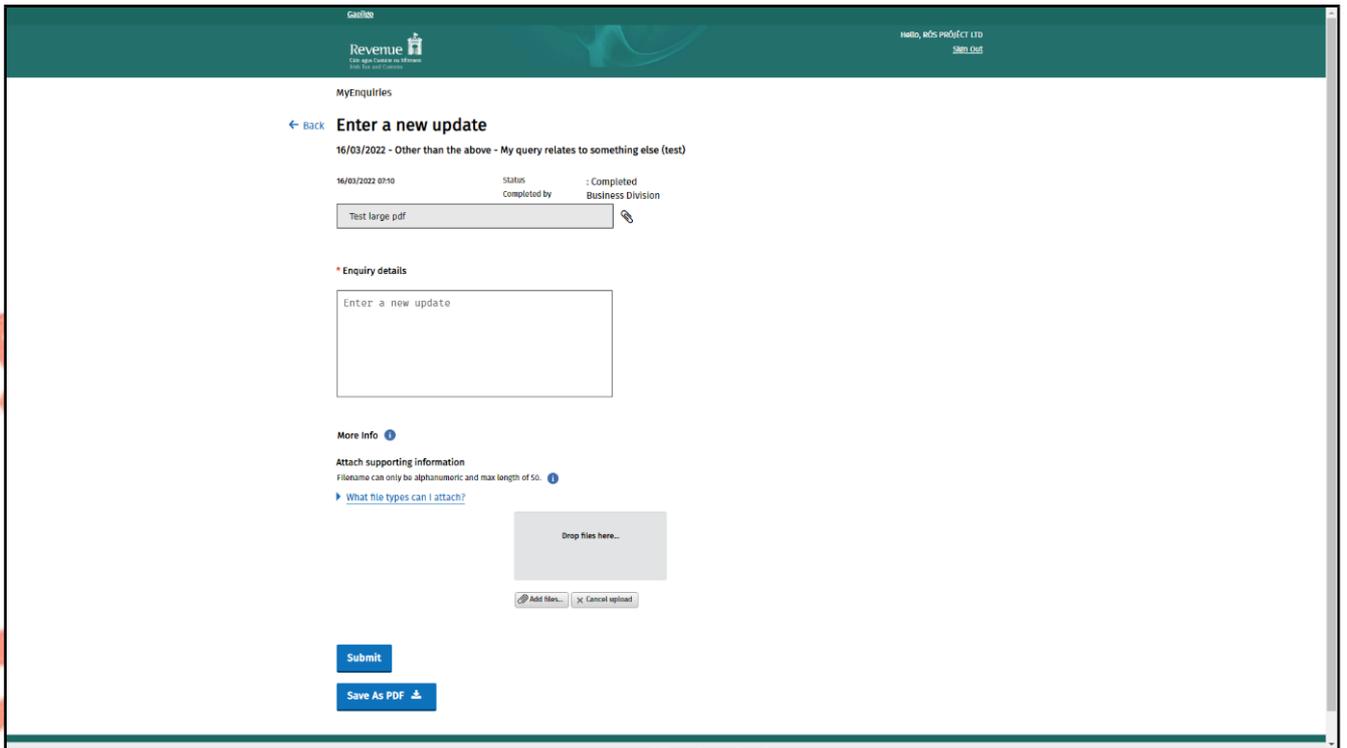


Figure 8: Screen showing enquiry thread

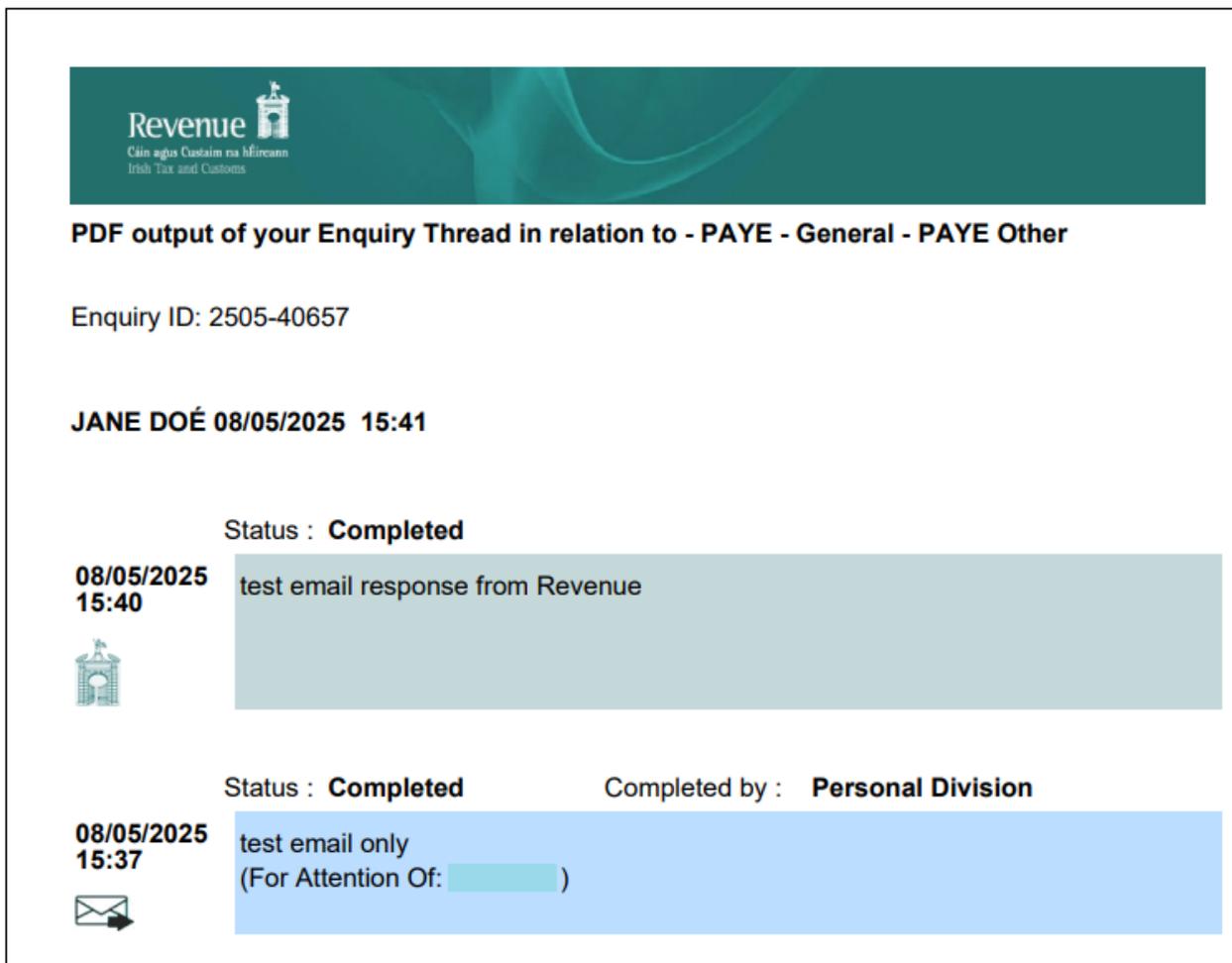


Figure 9: Representation of PDF document

2.4 Notification that a Revenue response has issued

When Revenue issues a response to an enquiry an email will issue to you informing you that a response has issued and can be viewed in the Enquiries Record screen (Inbox) in MyEnquiries. The entry made by you in the 'My reference' field when submitting the original enquiry will be included in the subject line of the email notification.

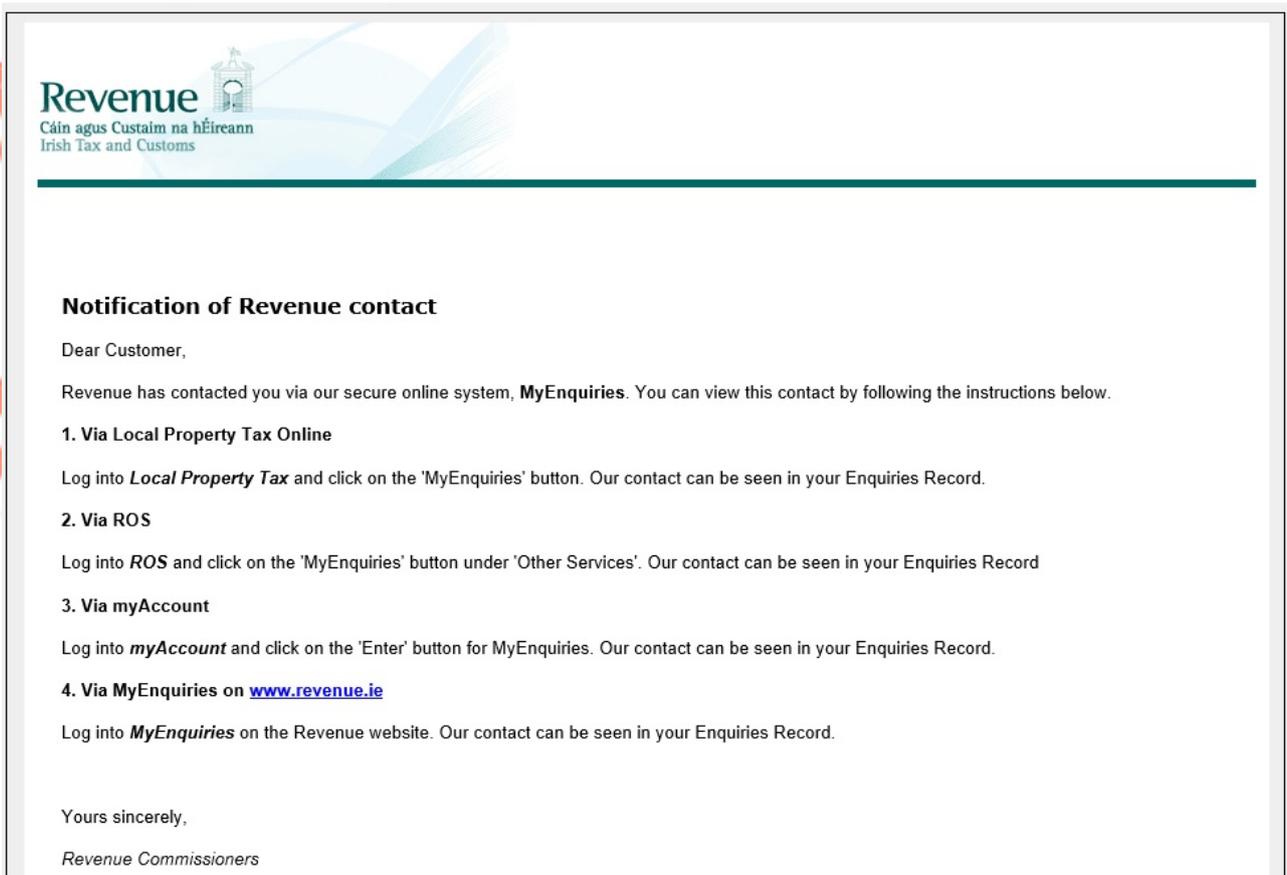


Figure 10: Email informing you that a response has issued

Appendix A: Submitting MyEnquiries through 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 (as per [paragraph 1.4](#) above).