

RevApp and the Receipts Tracker

Part 38-06-06

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Contents

1	Background	4
2	Accessing RevApp.....	4
3	RevApp Homepage	5
4	Accessing myAccount	5
5	Accessing ROS	6
5.1	Downloading a ROS Mobile Certificate.....	6
5.2	About the ROS Mobile Certificate	8
6	Accessing Receipts Tracker & MyEnquiries	8
7	Receipts Tracker	9
7.1	Receipts Tracker Overview.....	9
7.2	Receipts Categories.....	9
7.3	RevApp Version of Receipts Tracker	10
7.3.1	Saving to Revenue Storage.....	11
7.3.2	Not Saving to Revenue Storage	11
7.3.3	Changing your Saving Preference	11
7.4	Web Version of Receipts Tracker.....	12
8	Calculators and Tools.....	12
9	Menu Options	12
10	Security Features.....	14
11	Trouble Shooting.....	14
11.1	Download issues	14

11.2 Usage Issues.....14

11.3 Technical Support14

12 Appendix 115

13 Appendix 217

1 Background

RevApp is a free mobile app, provided by Revenue, to help customers manage their affairs on the go.

It provides customers quick and easy mobile access to:

- **myAccount:** services for individuals;
- **ROS:** services for self-employed and business customers;
- **Receipts Tracker:** the easy way to record and manage receipts for your expenses;
- **MyEnquiries:** contact facility that allows customers to securely send and receive correspondence to and from Revenue;
- **Calculators and tools:** online tools to help customers calculate taxes such as Local Property Tax and Vehicle Registration Tax.

2 Accessing RevApp

RevApp is available to download free from the Apple App Store, Google Play and Windows App Store.

The initial download is 17MB. It is available on both smart phones and tablets with the following operating systems:

- Android 4.4 onwards;
- Windows 8.1 and Windows 10;
- iOS 8 onwards.

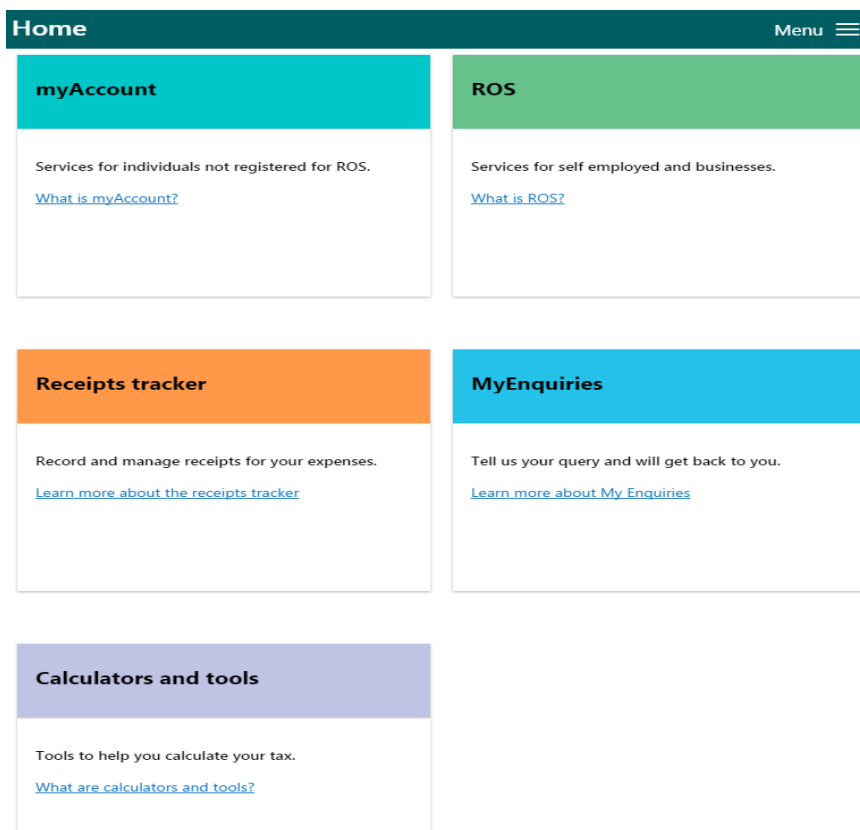
Customers will need internet access to use the app. It is advisable that customers connect to WiFi, particularly when using Receipts Tracker to save images of receipts. The image below is the RevApp icon which will appear on mobile devices after download:



3 RevApp Homepage

myAccount, ROS, Receipts Tracker, MyEnquiries and Calculators and Tools are accessible from the RevApp homepage.

Figure 1: RevApp homepage – tablet view



4 Accessing myAccount

To use myAccount in RevApp, customers must first register for myAccount. Once registered, customers can sign in to myAccount using their PPS number, date of birth and password.

Figure 2: myAccount sign in

← Back Cancel X

myAccount sign in

PPS number
1332227P

Date of birth
1 1 1970

Password
.....

Sign in →

[Forgot password](#)

[Not yet registered? Register now](#)

Customers who are not registered for myAccount or who have forgotten their myAccount password can register or retrieve their password by clicking on the links at the bottom of the sign in screen.

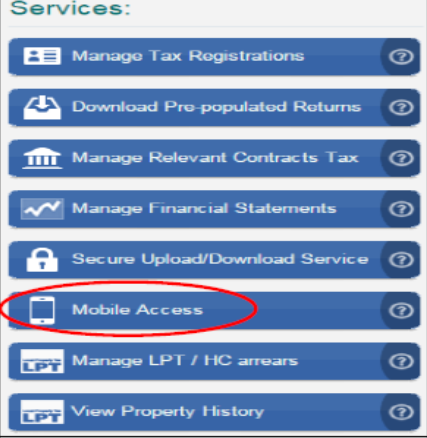
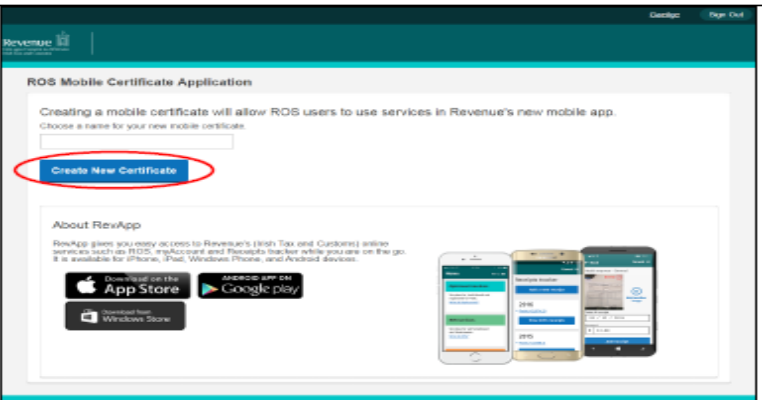
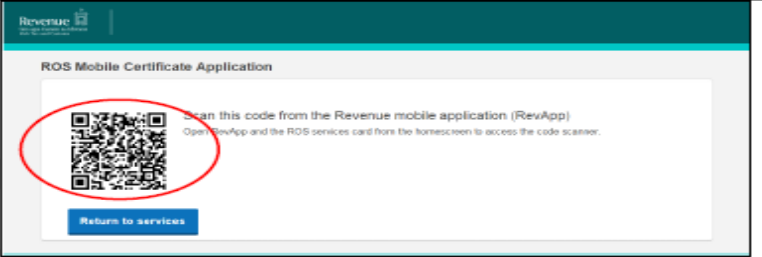
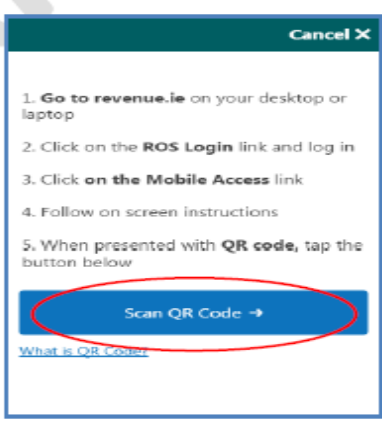
5 Accessing ROS

When customers click on ROS for the first time in RevApp, they will be prompted to download a ROS mobile certificate.

To download a ROS mobile certificate, customers must be registered for ROS and have an active ROS administrative certificate on their laptop or desktop computer.

5.1 Downloading a ROS Mobile Certificate

To download a ROS mobile certificate, customers should complete the following steps:

<p>1. Go to www.revenue.ie on their desktop or laptop</p>		
<p>2. Click on the ROS login link and log in</p>		
<p>3. Click on 'Mobile Access' in the 'Services' menu</p>	 <p>Services:</p> <ul style="list-style-type: none"> Manage Tax Registrations Download Pre-populated Returns Manage Relevant Contracts Tax Manage Financial Statements Secure Upload/Download Service Mobile Access Manage LPT / HC arrears View Property History 	
<p>4. From the ROS Mobile Certificate Application screen, enter a name for the Mobile Certificate. Customers will then be prompted to enter a new password for the certificate and then click on 'Create New Certificate'.</p>	 <p>ROS Mobile Certificate Application</p> <p>Creating a mobile certificate will allow ROS users to use services in Revenue's new mobile app. Choose a name for your new mobile certificate.</p> <p>Create New Certificate</p> <p>About RevApp</p> <p>RevApp gives you easy access to Revenue's (ish Tax and Customs) online services such as RDS, iAccount and Receipts Issuer when you are on the go. It is available for iPhone, iPad, Windows Phone, and Android devices.</p> <p>Download on the App Store Get it on Google play Windows Store</p>	
<p>5. Scan the QR code on your laptop or desktop screen from within RevApp on your mobile device by clicking 'Scan QR Code'.</p>	 <p>ROS Mobile Certificate Application</p> <p>Scan this code from the Revenue mobile application (RevApp). Open RevApp and the ROS services card from the homescreen to access the code scanner.</p> <p>Return to services</p>	
 <p>Cancel X</p> <ol style="list-style-type: none"> Go to revenue.ie on your desktop or laptop Click on the ROS Login link and log in Click on the Mobile Access link Follow on screen instructions When presented with QR code, tap the button below <p>Scan QR Code →</p> <p>What is QR Code?</p>		

Where customers need to download a replacement ROS mobile certificate for the same device, they should go to 'Menu' and click on 'Download ROS certificate' (see figure 7 in section 9).

5.2 About the ROS Mobile Certificate

Mobile certificates can only be created by the administrative certificate via the 'Mobile Access' service in ROS, by following the steps outlined in section 5.1.

A mobile certificate is a sub-administrative certificate - it has similar permissions to the administrative certificate by default. The only difference being that the mobile certificate cannot create other mobile certificates.

The mobile certificate can be promoted by the administrative certificate to an administrative certificate through 'Admin Services' in ROS. Customers may wish to do this if they want to do all their business on ROS via their mobile device. If the mobile certificate is promoted, the administrative certificate will be demoted.

If the main certificate expires or is revoked, the mobile certificate will also expire or become revoked.

The mobile certificate is stored in the app's internal browser. This means that the certificate will be lost if RevApp is deleted or the app data is manually deleted¹.

A unique mobile certificate is required for each mobile device. There is no limit on the number of mobile certificates customers can download.

6 Accessing Receipts Tracker & MyEnquiries

To access Receipts Tracker and MyEnquiries, customers will be prompted to sign in using either their ROS or myAccount sign in details, whichever is relevant to the customer.

Figure 3: Sign in method

Cancel X

Choose sign in method

myAccount
Services for individuals not registered for ROS.

ROS
Services for self employed and businesses.

¹ Deleting the app data is a manual process and involves deleting the files associated with the app from the memory of your mobile device.

7 Receipts Tracker

7.1 Receipts Tracker Overview

Receipts Tracker is a new service which allows customers to record and manage receipts for their expenses.

This service is available within RevApp. A web version of Receipts Tracker is also accessible through myAccount and ROS from desktop or laptop computers. The only difference between the RevApp version of Receipts Tracker and the web version is that you have the option to save or not to save your details to Revenue storage using the RevApp version (see section 7.3.1 for further details).

If you choose to save to Revenue storage, the RevApp version and web version of Receipts Tracker will be in sync. Your receipts details will also be available on your annual income tax return (Form 11 or Form 12) to help you complete it.

Images of receipts can also be uploaded and saved to Revenue storage. Customers can take a picture of the receipt from within the app or can upload an image from the mobile device's camera roll. If using the web version of Receipts Tracker, you can upload an image from your files. Customers also have the option to skip this step.

If customers save to Revenue storage and the image of the receipt is clear, readable and complete, they no longer have to keep the original receipt for six years.

Agents cannot access the Receipts Tracker. However, customers can download their receipts details and/or images in PDF format when they access the Receipts Tracker by logging into myAccount via www.revenue.ie. Customers can then send this PDF to their agent if they wish.

7.2 Receipts Categories

Receipts details can be recorded under the following categories and sub categories of expenses:

Category	Sub categories				
Health	General	Dental (non routine)	Nursing home	Dental and health expenses refunded	Nursing home fees refunded
Rental	Repairs	Interest	Other expenses	Capital expenditure	
Trade	Expenses	Capital expenditure			
Other	Professional Services Withholding Tax	Pension	Tuition fees	Other receipts	Documentation

Customers will be asked to enter the following details in relation to each expense added:

- Date;
- Description;
- Amount.

The amount of each expense entered will be added to the summary total available on the Receipts Tracker homepage. A breakdown of receipts by category is also available from the homepage.

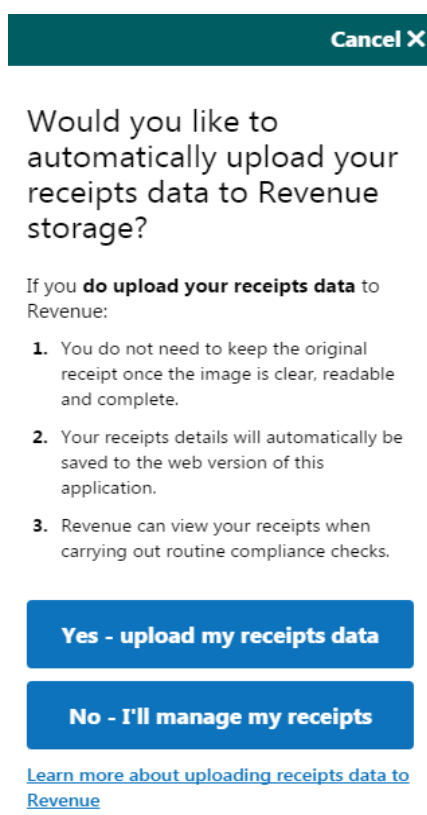
Expense details added can be viewed, edited or deleted.

If customers intend on deleting the image of a receipt, they should get a replacement of the original receipt before deleting.

7.3 RevApp Version of Receipts Tracker

On first use, customers using Receipts Tracker in RevApp will be asked whether or not they want to save their receipts details and images to Revenue storage.

Figure 4: Saving receipts data to Revenue storage



Cancel X

Would you like to automatically upload your receipts data to Revenue storage?

If you **do upload your receipts data** to Revenue:

1. You do not need to keep the original receipt once the image is clear, readable and complete.
2. Your receipts details will automatically be saved to the web version of this application.
3. Revenue can view your receipts when carrying out routine compliance checks.

Yes - upload my receipts data

No - I'll manage my receipts

[Learn more about uploading receipts data to Revenue](#)

7.3.1 Saving to Revenue Storage

If customers choose to save their receipts details and images to Revenue storage, they:

- Do not have to keep their original receipt. However, they must be satisfied that the image is clear, readable and complete.
- Can have their receipts checked by Revenue, where any of their claims or returns have to be verified, without Revenue having to first contact them.
- Will have their receipts details appear on their Form 11 or Form 12 to help them when they are completing these returns.
- Will have their Receipts Tracker information in RevApp automatically in sync with the web version of Receipts Tracker. This means that, if a customer loses his/her mobile device, he/she will still have access to the receipts details and images in the web version.

7.3.2 Not Saving to Revenue Storage

Customers who choose not to upload their receipts details and images to Revenue storage:

- Must keep their original receipt for six years.
- Will not have details or receipts entered in the Rev App version of Receipts Tracker available in the web version and vice versa i.e. they will not be in sync. This means that Revenue will not be able to provide customers with details of their expenses on their Form 11 or Form12.
- Will lose all details and images entered in the event their mobile device is lost or changed.

7.3.3 Changing your Saving Preference

Customers can change their preference at any time by clicking on either:

- ‘Do not save anymore’, or
- ‘Save now’

on the Receipts Tracker home page in RevApp, whichever is relevant.

If customers have been saving to Revenue storage and stop saving, any receipts details and images already saved will remain saved to Revenue storage. If customers change their preference, to delete receipts details and images previously saved to Revenue storage, they must also delete them from the web version of Receipts

Tracker. Customers should get a replacement of the original receipt before deleting receipts. Future receipts details entered in the RevApp version of Receipts Tracker will not be available to view in the web version.

If customers have not been saving to Revenue storage and start saving, receipts details and images already entered in the RevApp version of Receipts Tracker will all be uploaded to Revenue storage. Customers uploading a large volume of receipts may want to connect to WiFi.

7.4 Web Version of Receipts Tracker

When customers use the web version of Receipts Tracker, receipts details and images will automatically be saved to Revenue storage.

This means that they do not have to keep the original receipt once satisfied that the image is clear, readable and complete. It also means that Revenue can check these receipts without contacting the customer directly if we need to verify any of claims or returns.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

8 Calculators and Tools

This section provides access to the following:

- **LPT Valuation Guide:** provides a guide to average market values of properties in a given locality and offers an indicative valuation band for properties depending on the type, age and location of the property. It does not provide market values for individual properties.
- **LPT Calculator:** allows customers to calculate the amount of LPT due on a property for any period.
- **VRT:** calculates the Open Market Selling Price for VRT purposes and the amount of VRT payable in respect of certain vehicles that are held on the Revenue database.

9 Menu Options

The menu for RevApp is accessible at the top right hand corner of the homepage. See Figures 6 and 7 below.

Figure 6: Access to the menu on the homepage

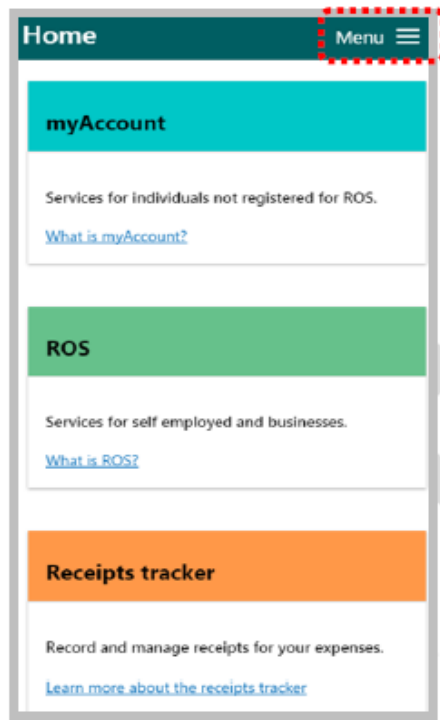
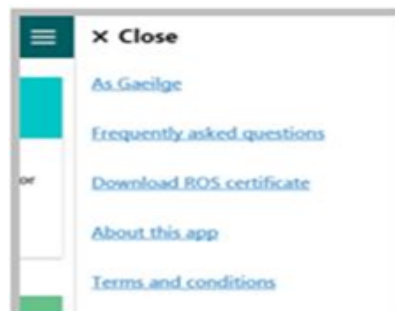


Figure 7: Options in the menu



Customers who wish to use RevApp in Irish can select 'As Gaeilge' from the menu. Their preference will be saved for future use of the app.

Information about RevApp, terms and conditions of use and frequently asked tax-related questions are accessible from the menu.

A new ROS mobile certificate can also be downloaded from the menu.

10 Security Features

Access to myAccount, ROS, Receipts Tracker and MyEnquiries will require the customer to sign in using the relevant sign in details.

All communications between RevApp and Revenue are encrypted and protected to industry best practice.

When customers switch between apps or if the phone is locked, customers will be automatically logged out and will have to re-enter their sign in details.

Customers should, of course, take normal data protection and security precautions e.g. password protect their mobile device.

11 Trouble Shooting

11.1 Download issues

Customers experiencing difficulty downloading RevApp should check that they have:

- Internet connection;
- Available storage (at least 117MB);
- A supported operating system (Android 4.4 + /Windows 8.1/Windows 10/iOS 8 +);
- Correct login details for the relevant app store.

11.2 Usage Issues

Usage issues and suggested solutions are outlined in [Appendix 1](#).

A list of error codes and the message displayed to the customer are provided in [Appendix 2](#).

11.3 Technical Support

If customers experience difficulty using RevApp, they can contact Revenue Online Service Helpdesk on 1890 201 106 or email roshelp@revenue.ie.

12 Appendix 1

Usage issues and possible solutions

1. The sync of data between Revenue and the customer's device has failed (Error code A005, A007, A009 – see [Appendix 2](#))

Possible reason:

- Lost or poor internet connection;
- Mobile data plan limit exceeded;
- Insufficient storage available;
- Revenue mobile service is down.

Solution:

- Ask the customer to verify the below and try again:
 - Internet connection;
 - Storage available (**Android**: Settings > Storage; **iOS**: Settings > General > Storage; **Windows Phone**: Storage Sense).
- Check on test device that upload/download of receipts works as expected;
- If problem persists, contact the Live Support team.

2. The customer cannot attach a picture to the receipt

Cause:

- RevApp has no access to the camera/photos

Solution:

– iOS

1. Open the Settings app
2. Tap on the “RevApp” icon
3. Switch on the access to “Photos” and “Camera”.

– Android (6.0+)

1. Open the Settings app
2. Tap “Apps” under the Device heading
3. Tap on the “RevApp” icon
4. Tap “Permissions”
5. Switch on the access to “Photos/Media/Files” and Camera.

– Windows Phone

1. Tap “Start”
2. Tap “Settings”
3. Tap “Privacy”
4. Select the feature (Camera/Photos) and switch it on for the RevApp.

3. App freezes/exits when downloading receipts as PDF

Cause:

– The user is trying to export a large amount of receipts. The PDF generation temporarily consumes a lot of the device’s memory.

Solution:

- Option 1: If the customer has selected multiple categories, select just one and try again
- Option 2: Do not include images
- Option 3: Go to the Receipts tracker web application to download the receipts.

4. Customer cannot see the receipts uploaded from the RevApp version of Receipts Tracker on the website and viceversa

Cause:

– The customer has chosen not to save their receipts details and images to Revenue storage.

Solution:

1. Open the RevApp
2. Tap “Receipts tracker”
3. Log in
4. Tap “Save now”
5. Note: It is recommended to be connected to the WiFi when using the Receipts tracker

5. RevApp freezes

Solution:

– Customer can completely exit the app by completing the following steps:

– iOS

1. Double tap the Home button. Located at the bottom of the screen.
2. Swipe the RevApp to send it off the top side of the screen.

– Android

1. Tap the Recent Apps button. Located at the bottom of the screen next to the “Back” and “Home” buttons – it looks like two overlaid rectangles.
2. Swipe the RevApp to send it off the side of the screen.

– Windows Phone

Version 8.1: Press the Back button at the bottom of the screen.

Version 10:

1. Press and hold the Back button at the bottom of the screen.
2. Either press the “X” on the RevApp or swipe it down toward the bottom of the screen.

13 Appendix 2

Error Codes

Error Code A001

Message Displayed:

Please try again in a few minutes. If the problem persists, please contact the ROS Helpdesk on 1890 201 106 with the following error code: A001

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A002

Message Displayed:

Please try again in a few minutes. If the problem persists, please contact the ROS Helpdesk on 1890 201 106 with the following error code: A002

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A003

Message Displayed:

Unfortunately, there is a problem with the details given, please contact the ROS Helpdesk on 1890 201 106 with the following error code: A003

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A004

Message Displayed:

Something went wrong. The receipts have not been synced successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 1890 201 106 with the following error code: A004

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A005**Message Displayed:**

Something went wrong when processing your receipts. Please try again later. If the problem persists, contact the ROS Helpdesk on 1890 201 106 with the following error code: A005

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A006**Message Displayed:**

Something went wrong. Please try again in a few minutes. If the problem persists, please contact the ROS Helpdesk on 1890 201 106 with the following error code: A006

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[...]

Error Code A007**Message Displayed:**

Something went wrong when uploading the receipts images. Please try again later. If the problem persists, contact the ROS Helpdesk on 1890 201 106 with the following error code: A007

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[...]

Error Code A009**Message Displayed:**

Something went wrong. The receipts have not been synced successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 1890 201 106 with the following error code: A009

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A010

Message Displayed:

Something went wrong. The receipt images have not been updated successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 1890 201 106 with the following error code: A010

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A011

Message Displayed:

Something went wrong. The receipt has not been saved successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 1890 201 106 with the following error code:

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A012

Message Displayed:

Something went wrong. The receipts have not been synced successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 1890 201 106 with the following error code: A012

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Error Code A013

Message Displayed:

Something went wrong. The receipts have not been synced successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 1890 201 106 with the following error code: A013

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]