

How to update your Client's address on ROS

- By default, only the ROS administrator can update the Client Profile. If a sub-user is to complete these updates, they will need to be given permissions.
- To do this, the ROS administrator needs to login to ROS, go to the “Admin Services” tab, select the sub-ser (on the left) and click on “Revise” (on the right).
- Select “Yes” beside “Amend Address” and click “Confirm” at the bottom of the page.

Permissions on Administration Services

• No: Permission not available, Yes: Permission available

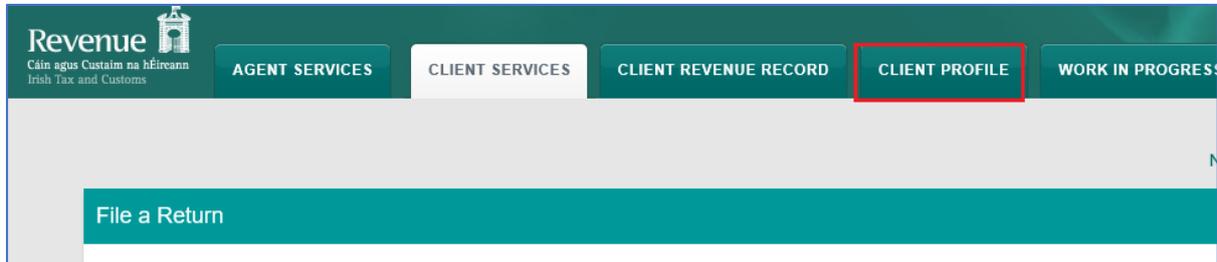
Service	No	Yes
Add New	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Revise	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Amend Email Addresses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Revoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inbox Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Submit Registration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Amend Address	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Access Direct Debit Instruction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access Electronic Funds Transfer	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access Secure Upload	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access LPT Agent/Receiver Properties	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access Manage Tax Clearance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access Verify Tax Clearance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access DPD System	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access Phased Payment Arrangement	<input checked="" type="checkbox"/>	<input type="checkbox"/>

All Administration Services

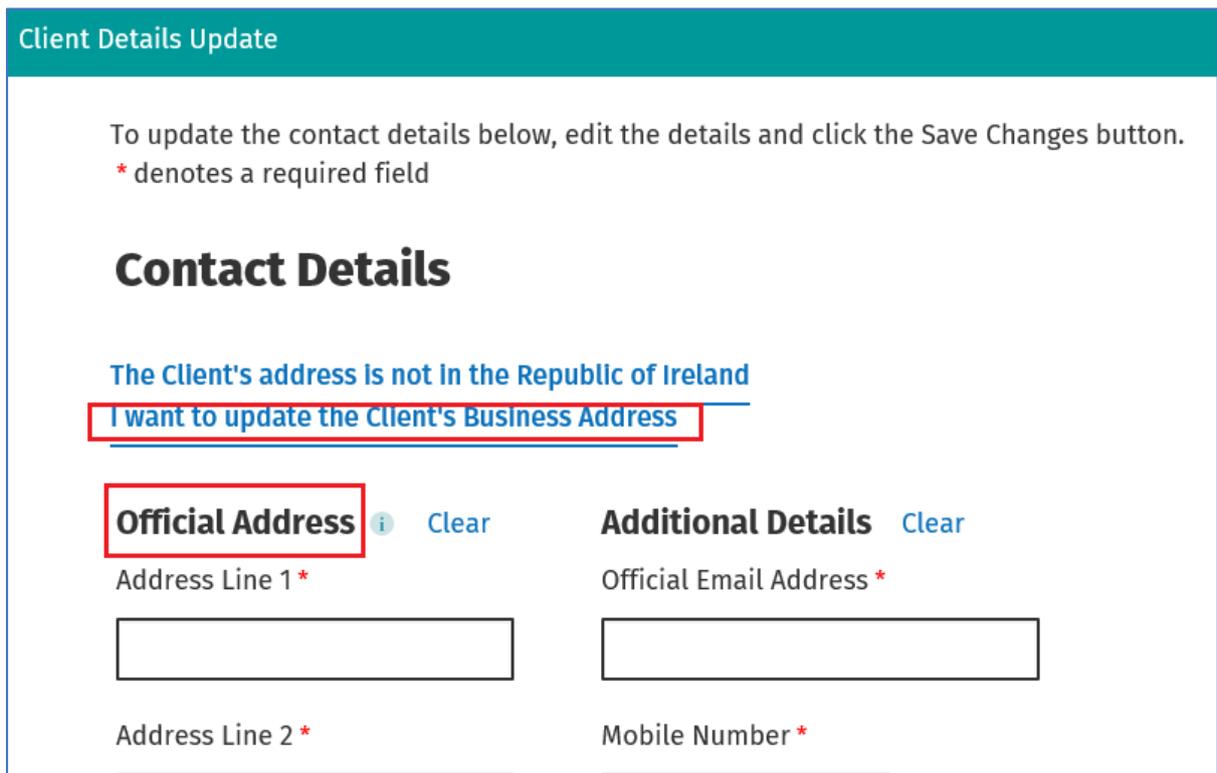
- The sub-user should now be able to amend Client's Profile's.

To update the Client's address:

- Login to ROS and select your client.
- Go to the "Client Profile" tab.

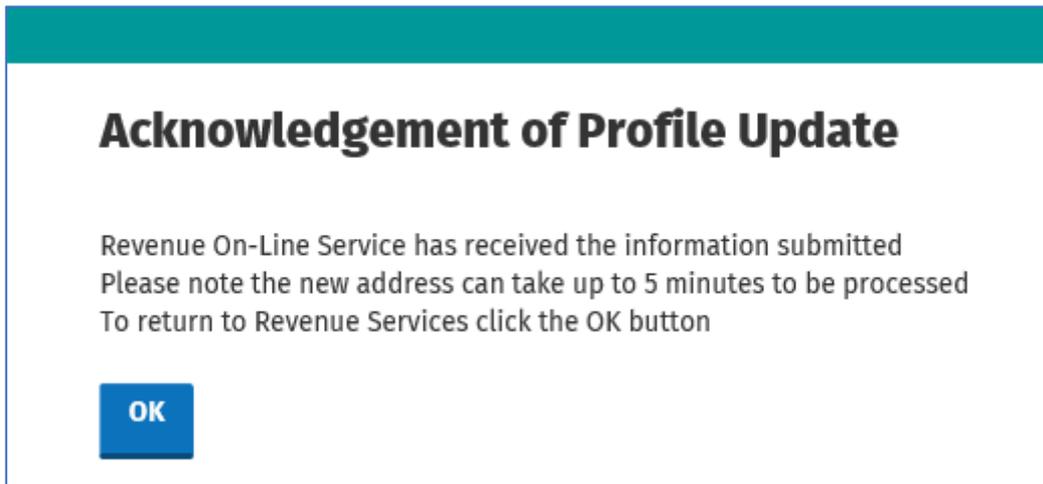


- The page opens on the "Official Address" by default. If it is the Official Address that you need to amend, enter your new address in the fields provided.
- If you need to amend the Business Address, click on "I want to update the Client's Business Address".
- If your Client is not based in Ireland, click on "The Client's address is not in the Republic of Ireland" and fill in the details there.
- Once completed, click on "Save" at the bottom of the screen.

A screenshot of the 'Client Details Update' form. The title 'Client Details Update' is at the top. Below it, a message says 'To update the contact details below, edit the details and click the Save Changes button. * denotes a required field'. The main heading is 'Contact Details'. There are two options: 'The Client's address is not in the Republic of Ireland' and 'I want to update the Client's Business Address' (highlighted with a red box). Below these are two columns: 'Official Address' (highlighted with a red box) and 'Additional Details'. The 'Official Address' column has 'Address Line 1 *' and 'Address Line 2 *' with input fields. The 'Additional Details' column has 'Official Email Address *' and 'Mobile Number *' with input fields. Each column has a 'Clear' link.

- Enter your ROS password and then click on "Sign and Submit".

You will get an on-screen acknowledgment:



You will also get a notification to your Client's Inbox.

