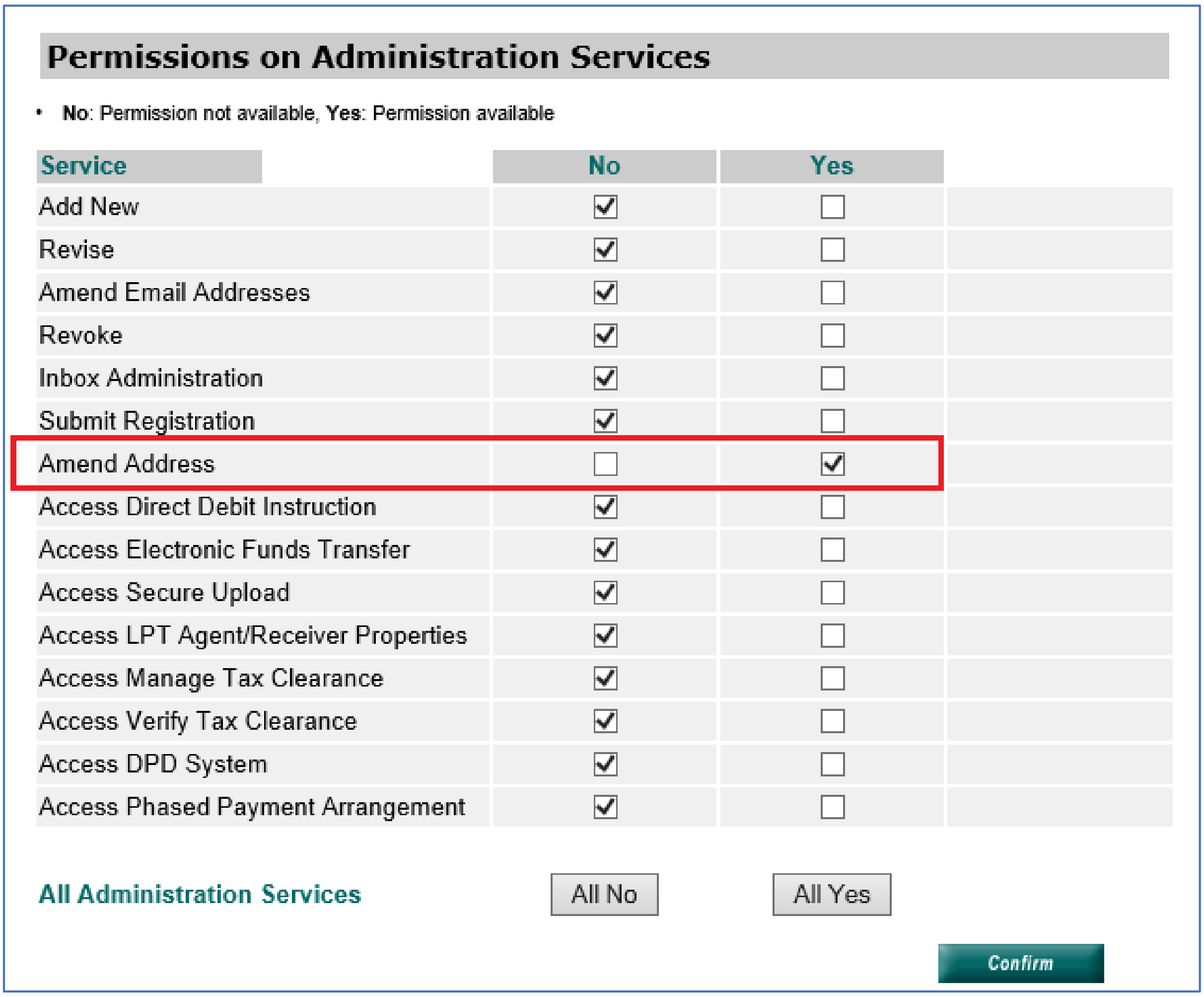
How to update your Client's address on ROS

- 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	✓	
Revise	✓	
Amend Email Addresses	✓	
Revoke	✓	
Inbox Administration	✓	
Submit Registration	✓	
Amend Address		✓
Access Direct Debit Instruction	✓	
Access Electronic Funds Transfer	✓	
Access Secure Upload	✓	
Access LPT Agent/Receiver Properties	✓	
Access Manage Tax Clearance	✓	
Access Verify Tax Clearance	✓	
Access DPD System	✓	
Access Phased Payment Arrangement	✓	

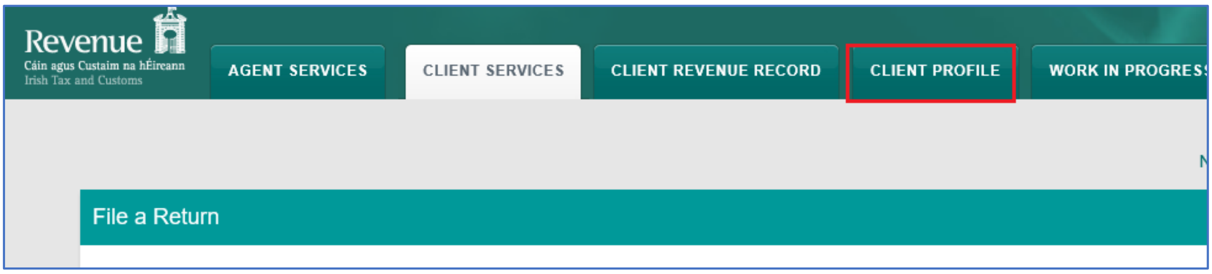
All Administration Services — All No — All Yes

Confirm

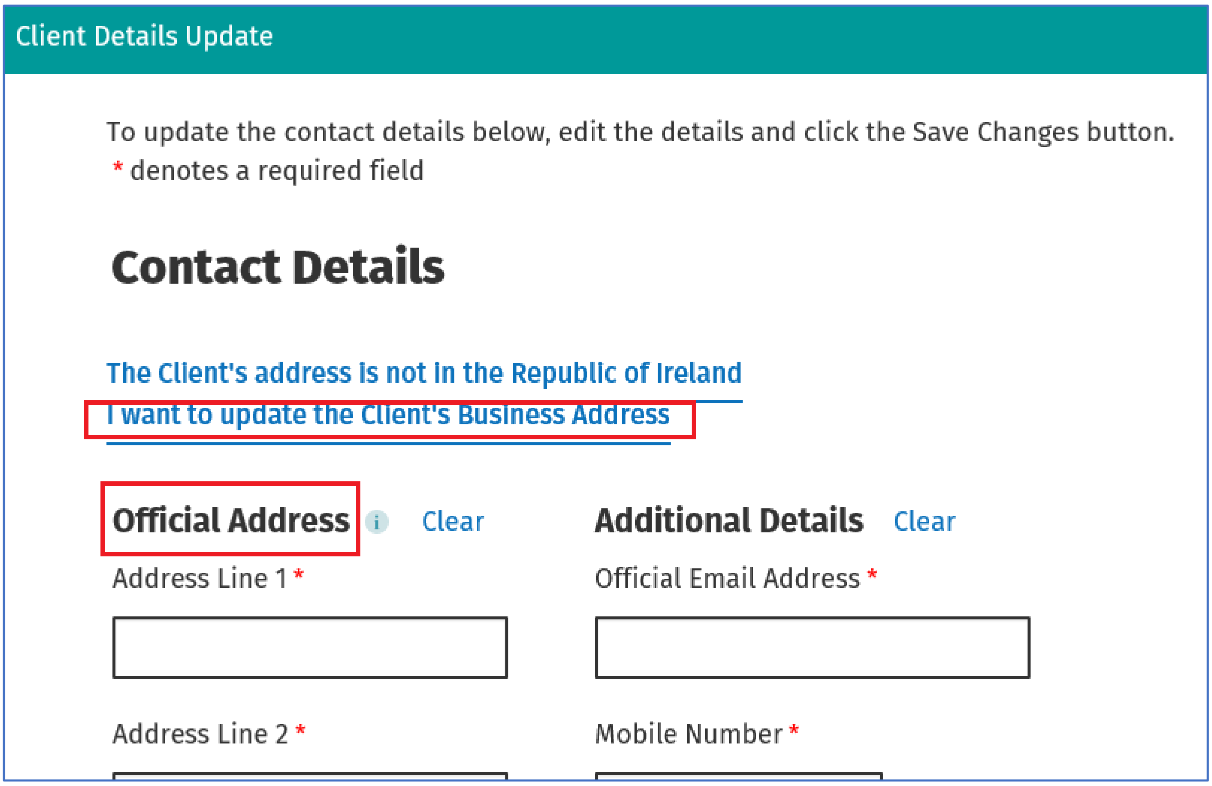
- The sub-user should now be able to amend Client's Profile's.

To update the Client's address:

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

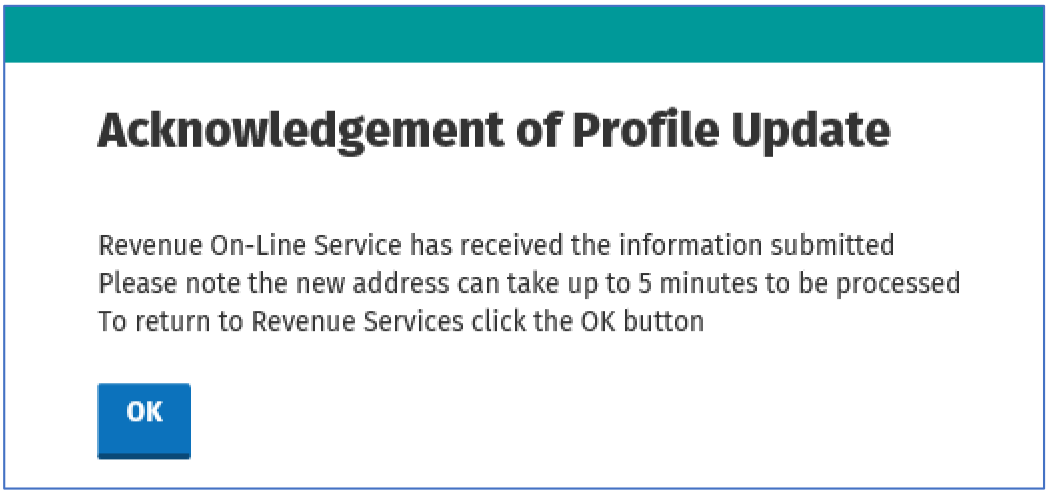


- The page opens on the "**Official Address"** by default. If it is the Official Address that you need to amend, enter your new address in the fields provided.
- If you need to amend the Business Address, click on "**I want to update the Client's Business Address**".
- If your Client is not based in 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.



- 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.