Topic	ITI Position		Revenue Response
Engaging with Revenue through secure email	**A number of issues were brought to our attention by members in relation to the secure email facility. Of particular priority are points 1 to 4 below.**	**An upgrade to the secure e-mail facility would be useful to rectify the issues identified. This would in turn encourage its use.**	
	1. Where an email is sent to Revenue through the secure email with a request for a "read receipt" no notification issues to say that the email has been read. Therefore the agent needs to contact Revenue to confirm receipt.		**1.** Users can request a 'read receipt' by ticking the *'Send me a receipt when a recipient has opened this email'* tick box when submitting their email. This facility has been tested and is working correctly. See attached extract from website.
	2. It is not possible to print a copy of an email before it is submitted to Revenue, this would be useful for agents' sign-off procedures. At the moment you have to wait until the submitted email is copied back to your inbox, open the email and login to view and print.		**2.** This would require a system development and will be noted for consideration as regards feasibility etc., for any future developments. For information however, provided the entire e-mail fits on a single page, users can currently select "File -> Print" on their browser and this will print the whole screen for them.
	3. When you send an email via secure email it is not possible to identify to whom in Revenue the email has been sent**.**		**3.** The secure email system is not able to do this. It only looks to see if '@revenue.ie' is in the email address but cannot distinguish individuals from groups.
	4. In instances where secure email is not working it would be useful if users were alerted to this on the login page.		**4.** If there is a problem with the system Revenue's technicians are alerted immediately and service is normally resumed within 10 – 15 minutes. To put a message on the system as proposed would take longer than simply resolving the issue itself.
Additional feedback from members included:	**5.** It would be helpful if the secure email facility could retain email addresses, as is the case with other email packages such as Outlook.		**5.** This would require a system development and will be noted for consideration as regards feasibility etc., for any future developments. For information however if the user is using Mozilla Firefox or Google Chrome as their browser, the 'To' field will remember all previous email addresses (this will not apply however for Internet Explorer).
	6. It would be useful if it were possible that the client's tax number and the district's email address would automatically populate the "to" box, of the email.		**6.** This is not possible. The email system does not have the ability to lookup people's details.

ITISecureEmailIssuesResponse.doc

Extract from Website (revenue.ie) re. Secure email procedures

You are only able to send emails to Revenue email addresses.

To:

Cc:

Bcc:

Subject:

Attachments (none)

To add or remove attachments, click on Attachments. In the popup window,
select the file(s) to attach or select and remove attachments you have already added.

Message:

☐ Send me a read receipt when a recipient has opened this email.
You will receive a copy of this email after clicking the send button.

Compose your email by entering:

- the email address of the Revenue Official/Revenue Group in the **'To:'** box, and the **'Cc:'** and **'Bcc:'** where required.

- the subject of the email in the 'Subject:' bar.

- an attachment if required. (A Secure Email has a limit of 10MB in size)

- the text of your message in the **'Message:'** box.

- tick the **'Send me a read receipt when a recipient has open this email'** if you require a read receipt. By default this is unselected.

Click on **'Send'** to send and encrypt the email.

After the secure email message has been sent (submitted), users will receive an acknowledgement from the Revenue website that a secure email was sent. Users should also note that a copy of the email that has been sent by secure mail will be copied to your own inbox, however, it may take a short while for the message to appear in your inbox.