

MyEnquiries – Priority email address

Since 15 June 2024, MyEnquiries has a facility for users to mark an email address (Enquiries Record) as the Priority Email address for contacts (particularly for contacts initiated by Revenue caseworkers).

1. Permissions and MyEnquiries administration is accessed on the Admin Services tab

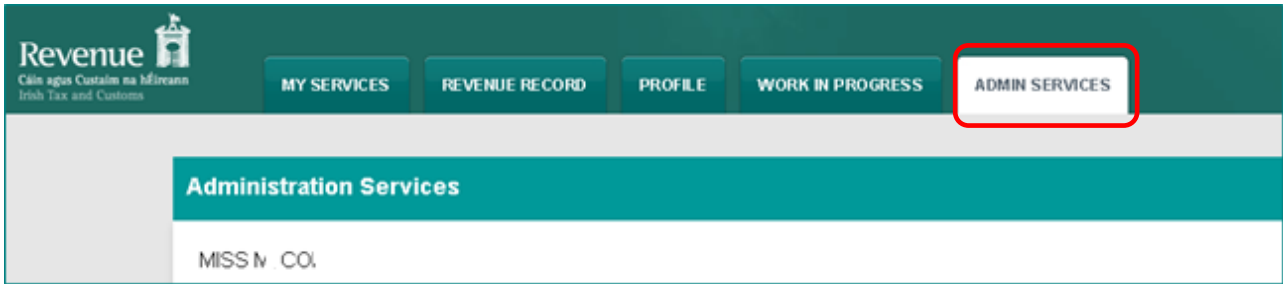


Figure 1 ROS Admin Services tab

2. The MyEnquiries functions are under the 'Other Functions' on that screen. Click on 'Manage MyEnquiries' to access the functionality to update email addresses in MyEnquiries, etc.

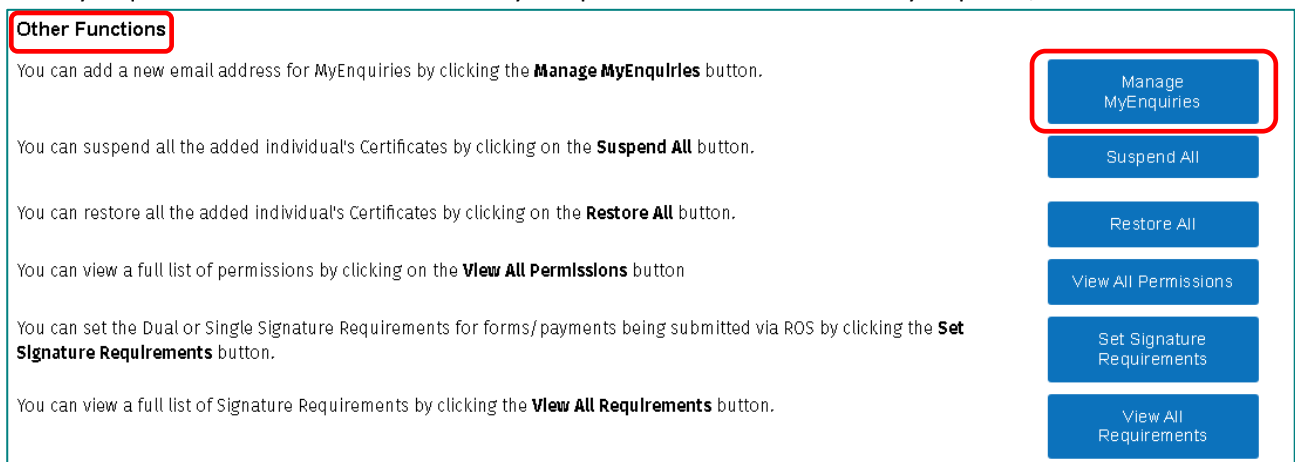


Figure 2 Select 'Manage MyEnquiries'

3. A Priority Email address is the contact email address used by Revenue when initiating correspondence to the Enquiries Record (inbox) in MyEnquiries. Only one email address can be marked as a priority email at a time. If there is only 1 email address, it is automatically the priority email address.

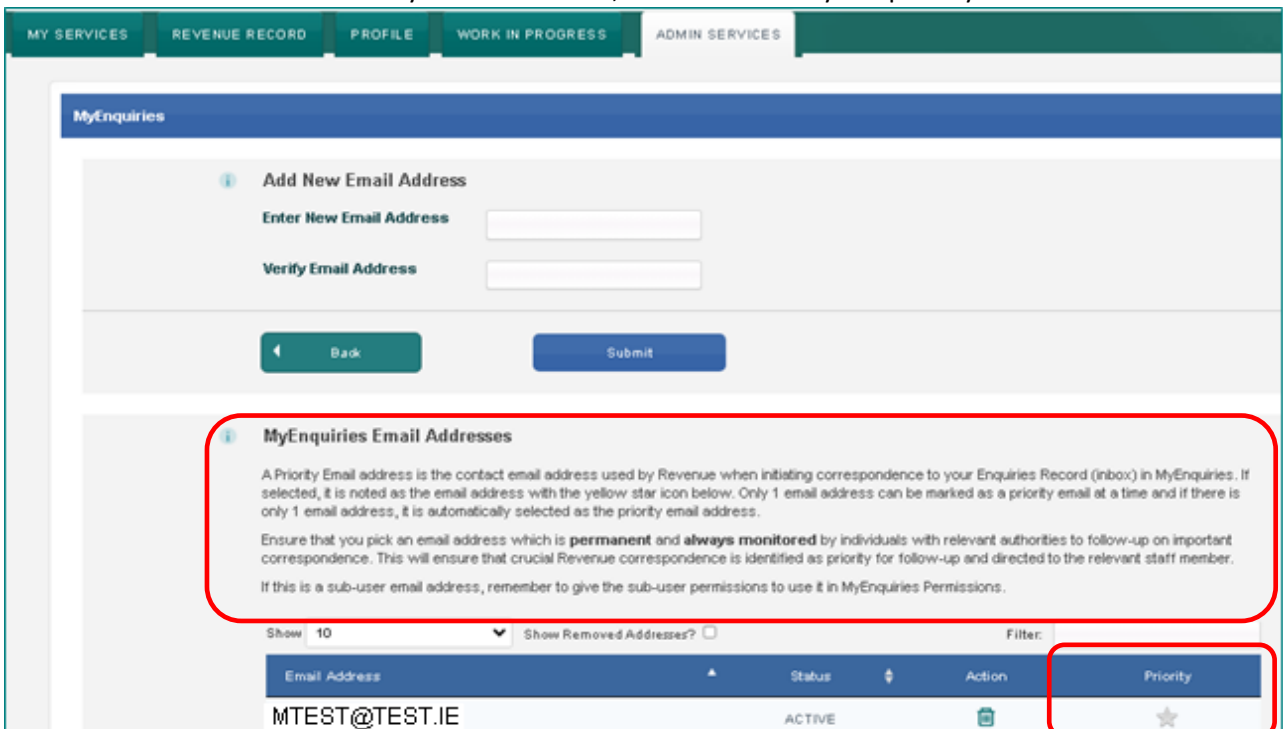
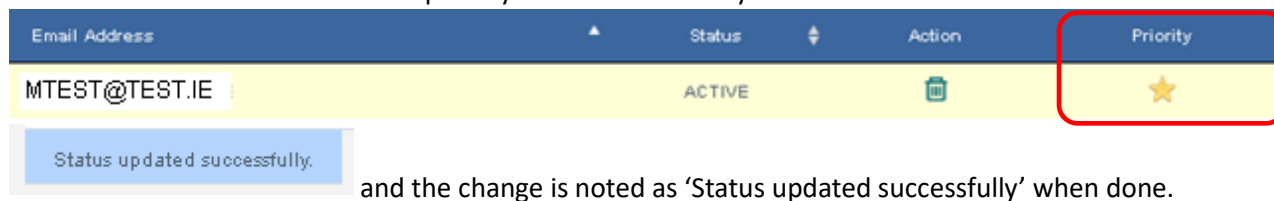


Figure 3 Option to mark an email address as 'Priority'

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4. The email address selected as 'priority' is noted with the yellow star icon below.



and the change is noted as 'Status updated successfully' when done.

Figure 4 Selected 'Priority' email address

MyEnquiries users or ROS administrators are advised to select an email address (Enquiries Inbox) that is always monitored by individuals with relevant authorities to follow-up on important correspondence. This will ensure that crucial Revenue correspondence is identified as priority for follow-up and directed to the relevant staff member.

As per paragraph 3 of the MyEnquiries TDM ([Part 37-00-36A](#)) users can have a 'group' email address which is therefore a 'group' Enquiries Record'. The ROS Administrator is responsible for managing sub-user access to MyEnquiries through the management of email addresses.

If a group email address exists in MyEnquiries, any and all individuals who have access to that shared email (group) address in MyEnquiries can view the same enquiries, Revenue replies and Revenue initiated correspondence. It may be an option, depending on the customer's preference to set the 'group' email address as the 'priority' one; but the decision is a matter for the MyEnquiries user/ROS administrator.

It is not mandatory to select a 'priority' email address, but it assists Revenue caseworkers to direct correspondence (particularly Revenue initiated correspondence) if the priority email address (Enquiries Record) is selected.