



Sending a Secure Message in Revenue Online

The Taxation Division’s mission is to promote voluntary compliance with all tax laws through information, education, assistance and customer service. Secure messaging is just one of many ways you may contact the Taxation Division for assistance, and it allows for safe and secure sharing of your information. **It is not a chat or instant messaging function.** We aim to answer all contacts as quickly as possible and secure messages are answered by a trained tax examiner in the order in which they are received.

1. Create a Login ID and Password for Revenue Online at Colorado.gov/RevenueOnline.
2. After logging in with your LoginID and Password, click “Send us a message” under “I Want To.”

The screenshot shows the Revenue Online user interface. At the top, there are tabs for 'Logon', 'Settings', 'Alerts', and 'I Want To'. The 'Logon' section shows the user 'XYZCO' with email 'dor_taxtraining@state.co.us' and last login on 07/13/2017. The 'Alerts' section shows a warning for a \$12,170.00 balance and 2 unread letters. The 'I Want To' section lists various actions, with 'Send us a message' highlighted in a red box. Below this, the 'Corporation' section shows details for XYZ COMPANY at 101 SHERMAN ST, DENVER CO 80261-0001. The 'Accounts' section shows a table of accounts with columns for tax type, ID, frequency, company name, address, and balance.

Account Type	Account ID	Frequency	Company Name	Address	Balance
Corporate Income Tax	36114356-002-COR	Annual	XYZ COMPANY	101 SHERMAN ST DENVER CO 80261-0001	\$1,659.00
License Renewal	36114356-005-LIC	Bi-annual	XYZ COMPANY	101 SHERMAN ST DENVER CO 80261-0001	\$0.00

3. In the “Message Type” field, select the proper message type for your situation from the drop down menu.

The screenshot shows the 'Send Message' form. The 'Message Type' dropdown menu is open, showing a list of options: 'A letter or bill I received', 'A lien/judgment or garnishment', 'General question', 'Info requested by Call Center', 'Payment Question', 'Question - different tax type', 'Refund question', and 'Reply to DOR Message'. A red arrow points to the dropdown menu, and a red box highlights the 'Message Type' field and the dropdown options. The form also includes fields for 'Customer', 'Account', 'Filing Period', 'Subject', and 'Message', each with a 'Required' label. 'Submit' and 'Cancel' buttons are at the bottom right.



4. In the "Account" field, select the tax account your message is about.

The screenshot shows a "Send Message" form with the following fields:

- Message Type: Required (dropdown)
- Customer: 36114356 - XYZ COMPANY
- Account: Required (dropdown menu is open, showing a list of tax accounts: 36114356-002-COR - Corporate Income Tax, 36114356-004-SLS - Sales Tax, 36114356-006-WTH - Wage Withholding, 36114357-009-SLS - Sales Tax, 36114357-011-RME - Retail Marijuana Excise Tax, 36114357-012-RMS - Retail Marijuana Sales Tax). A red box highlights this dropdown menu.

Buttons: Submit, Cancel

5. In the "Filing Period" field, indicate which filing period that relates to this message.

The screenshot shows the "Send Message" form with the following fields:

- Message Type: Required (dropdown)
- Customer: 36114356 - XYZ COMPANY
- Account: Required (dropdown)
- Filing Period: Required (text input field, highlighted with a red box)
- Subject: Required (text input field)
- Message: Required (text area)

Buttons: Submit, Cancel



6. In the "Subject" field, enter a title/reason for your message.

The screenshot shows a "Send Message" form with the following fields: "Message Type" (Required), "Customer" (36114356 - XYZ COMPANY), "Account" (Required), "Filing Period" (Required), "Subject" (Required), and "Message" (Required). The "Subject" field is highlighted with a red border. At the bottom right, there are "Submit" and "Cancel" buttons.

7. In the "Message" field, enter a detailed description of the reason for your message. When complete, click "Submit."

The screenshot shows the same "Send Message" form as above. The "Message" field is highlighted with a red border. A red arrow points to the "Submit" button at the bottom right.