

How to Send a Secure Message in Revenue Online

First, you need to create your Login ID and Password in Revenue Online.

After you have established your [Revenue Online](#) Login ID and Password you may use the Messages service.

Verify your email address

When you first get into your account, you will be on the My Accounts screen.

If you have previously accessed your account in Revenue Online, you should verify your email address by clicking on the **View my Profile** link in the upper right corner of the screen of the Accounts page. This will ensure you receive notifications from the department by email. **View my Profile**, select **Change Profile**.

If you have verified your email address, click on the Messages tab.

The screenshot displays the Revenue Online user interface. At the top left is the Colorado Department of Revenue logo (CDOR). To its right is the 'Revenue ONLINE' logo. Below the logos is a navigation bar with a 'Home' button on the left and 'Help' and 'Log Off' links on the right. A dropdown menu is open, showing options: 'View My Profile', 'Make a Payment', 'Add / Change an EFT Account', 'View My EFT Account Numbers', and 'Submit a Power of Attorney'. Below the navigation bar is a horizontal menu with tabs: 'ACCOUNTS¹', 'HISTORY', 'MESSAGES⁰', 'LETTERS⁰', and 'NAME & ADDRESS'. The 'MESSAGES⁰' tab is highlighted with a green circle and a green arrow pointing down. Below the tabs is a card for 'Indiv Income - Annual' with a value of '0.00' and a yellow alert bar at the bottom that says 'needs attention' with an exclamation mark icon.

You will be in your Inbox.

The screenshot displays the Colorado Department of Revenue online portal for Colorado Steel Inc. The page features a navigation menu on the left with options like Home, Back, and Help. The main content area is divided into sections: ACCOUNTS, HISTORY, MESSAGES, and LETTERS. The MESSAGES section is active, showing an INBOX and OUTBOX. A 'Send Message' link is highlighted with a green circle, and a green arrow points to it from the 'I WANT TO...' section. The footer includes a form field color guide and copyright information.

In the Messages area (shown above) you will see the message you received in your Internet email box when you set up your Revenue Online Login ID and Password. To start writing a message to the department, click on the Send Message link.



Indicate the type of message you are sending by clicking on the down arrow for the Message Type. Click on the down arrow to select from your Accounts and specify the tax account.

Select the Filing Period. Compose your message. When you are ready, click on the Submit button at the bottom of the page.

After you submit your message, a confirmation will appear on your screen (in Revenue Online) that confirms the message has been sent.

You will also receive an email message (to the address on file in your Revenue Online account) stating that we have received the message.

NOTE: Protests CANNOT be submitted through Secure Messaging. If you wish to file a protest, login to your account through Revenue Online and click on your Account ID. Once you are in your account, in the upper right corner under I Want To, select "File a Protest." You can also add Attachments in "File a Protest."

Replies from the Department

When a reply from the department is ready for you to see, you will receive an email message to the address on file in your account. Replies are not sent directly to your email address. You must log in to your Revenue Online account to view responses.

The screenshot displays the Revenue ONLINE user interface. At the top left is the CDOR logo with 'CO' and 'CDOR' text. To its right is the text 'COLORADO Department of Revenue'. At the top right is the 'Revenue ONLINE' logo. A left-hand navigation menu includes 'Home', 'Back', and 'Help'. The main content area has a 'Log Off' link. Below the header, there are sections for 'NAMES AND ADDRESSES' (with fields for Social Security Number and Legal Name) and 'I WANT TO...' (with links for Make a Payment, Add / Change an EFT Account, View My EFT Account Numbers, and Submit a Power of Attorney). A central navigation bar contains tabs for ACCOUNTS¹, HISTORY², MESSAGES¹ (highlighted with a green circle), and LETTERS¹⁸. Below this is a sub-bar with UNREAD¹, INBOX, and OUTBOX. The INBOX section features a table with columns: Posted, Read, Subject, Account ID, Account Type, Period, Urgent, Attach, and Filter. A single message is listed with 'Posted' 11/25/2014, 'Read' checkbox, and 'Subject' 'RE: Statement' (highlighted with a yellow circle). Action links 'Send Message', 'Mark All As Read', and 'Filter' are visible at the top right of the table.

Click on Messages to see the replies in your Inbox. Click on the blue link to view a particular message. There is also a tab for Unread and Outbox (sent items). To reply to the message you are reading, click on the link Reply to Message on the left side of the screen.

You will securely manage your messages to and from the department in your Revenue Online account.