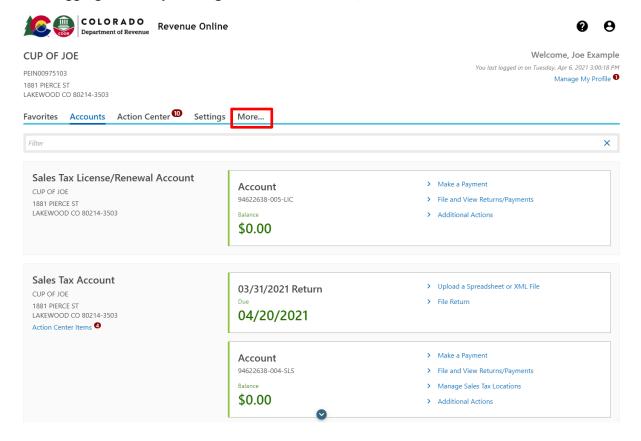# How to Send a Secure Message in Revenue Online

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

Before you can send a secure message, you need to have an account in Revenue Online. If you have not set one up, go to Revenue Online and set up an account. For instructions on how to set up an account, visit the Account Help web page and select the account type you are setting up.
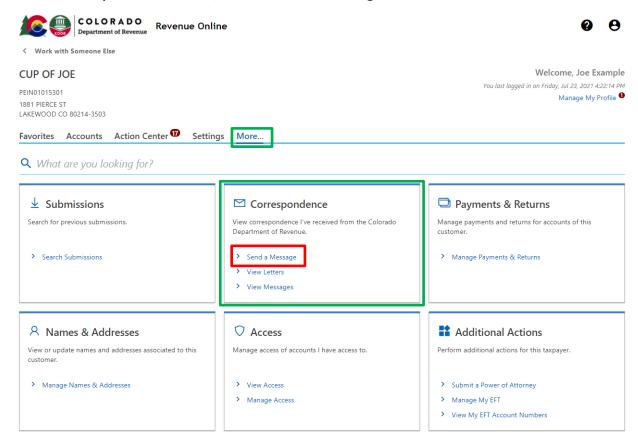
2. Log In and Create a Message

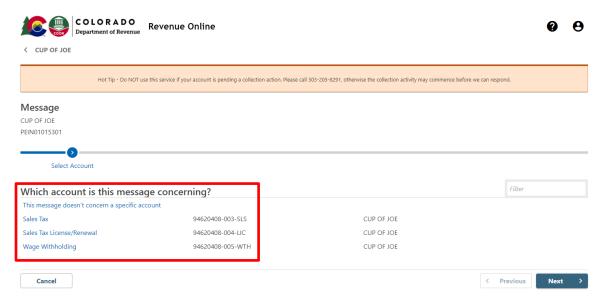After logging in with your Login ID and Password, click "More".

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3. Log In and Create a Message

In the Correspondence Menu, Click "Send a Message".
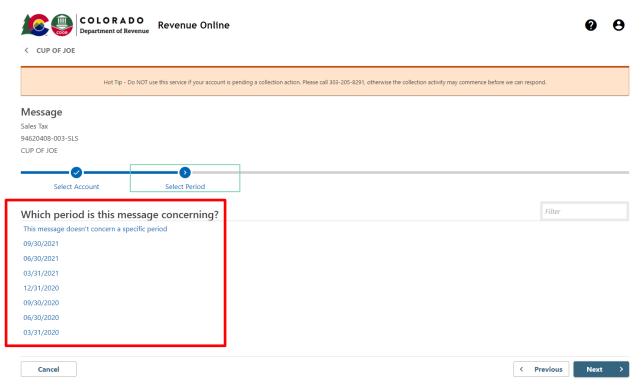
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4. Select the Account You Are Discussing in Your Message

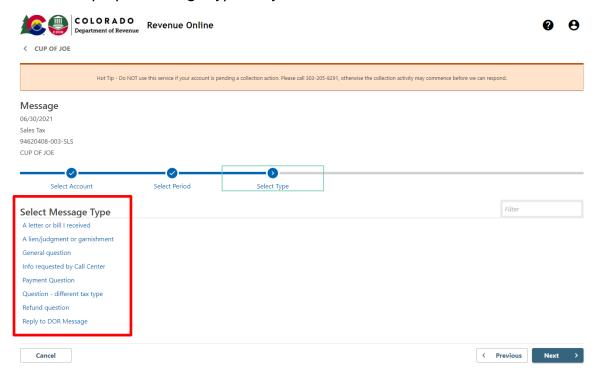In the "Account" field, select the tax account your message is about.

5. Select the Filing Period

In the "Filing Period" field, indicate which filing period that relates to this message.
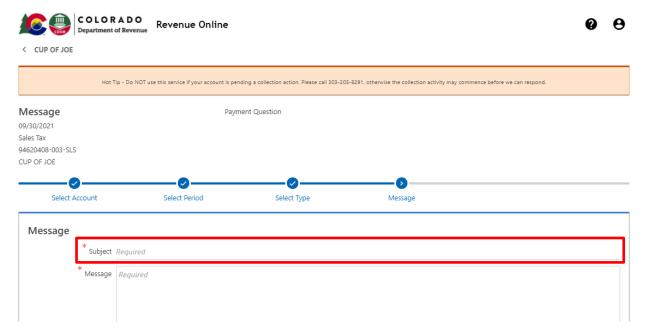
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6. Select the Reason for Your Message
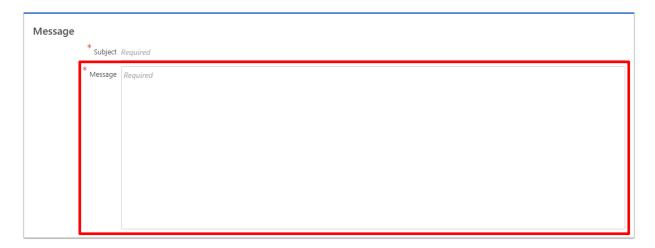Select the proper message type for your situation.

7. Enter a Subject for Your Message
In the "Subject" field, enter a title for your message.

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8. Type Your Message

In the "Message" field, enter a detailed description of the reason for your message.

9. Optional – Add attachments

At the bottom of the screen there is an option to upload attachments by clicking the "Add" hyperlink.

When complete, click "Submit."

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