



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".

COLORADO Revenue Online
Department of Revenue

Welcome, Joe Example
You last logged in on Tuesday, Apr 6, 2021 3:00:18 PM
[Manage My Profile](#)

CUP OF JOE
PEIN00975103
1881 PIERCE ST
LAKEWOOD CO 80214-3503

Account 10 Settings **More...**

Filter

Sales Tax License/Renewal Account
CUP OF JOE
1881 PIERCE ST
LAKEWOOD CO 80214-3503

Account
94622638-005-LIC
Balance
\$0.00

> Make a Payment
> File and View Returns/Payments
> Additional Actions

Sales Tax Account
CUP OF JOE
1881 PIERCE ST
LAKEWOOD CO 80214-3503
[Action Center Items](#)

03/31/2021 Return
Due
04/20/2021

> Upload a Spreadsheet or XML File
> File Return

Account
94622638-004-SLS
Balance
\$0.00

> Make a Payment
> File and View Returns/Payments
> Manage Sales Tax Locations
> Additional Actions



3. Log In and Create a Message

In the Correspondence Menu, Click “Send a Message”.

The screenshot shows the Colorado Revenue Online interface. At the top left, there is a navigation bar with the Colorado Department of Revenue logo and the text "Revenue Online". Below this, there is a breadcrumb trail: "< Work with Someone Else". The main header area includes the user's name "Welcome, Joe Example" and the login time "You last logged in on Friday, Jul 23, 2021 4:22:14 PM", along with a "Manage My Profile" link. A navigation menu at the top contains "Favorites", "Accounts", "Action Center 17", "Settings", and "More...". Below the navigation menu is a search bar with the placeholder text "What are you looking for?". The main content area is divided into six panels. The "Correspondence" panel is highlighted with a green border and contains a red box around the "Send a Message" link. Other panels include "Submissions", "Payments & Returns", "Names & Addresses", "Access", and "Additional Actions".

COLORADO Department of Revenue Revenue Online

< Work with Someone Else

CUP OF JOE

PEIN01015301
1881 PIERCE ST
LAKEWOOD CO 80214-3503

Welcome, Joe Example
You last logged in on Friday, Jul 23, 2021 4:22:14 PM
[Manage My Profile](#)

Favorites Accounts Action Center 17 Settings **More...**

What are you looking for?

Submissions
Search for previous submissions.
> Search Submissions

Correspondence
View correspondence I've received from the Colorado Department of Revenue.
> **Send a Message**
> View Letters
> View Messages

Payments & Returns
Manage payments and returns for accounts of this customer.
> Manage Payments & Returns

Names & Addresses
View or update names and addresses associated to this customer.
> Manage Names & Addresses

Access
Manage access of accounts I have access to.
> View Access
> Manage Access

Additional Actions
Perform additional actions for this taxpayer.
> Submit a Power of Attorney
> Manage My EFT
> View My EFT Account Numbers



4. Select the Account You Are Discussing in Your Message In the "Account" field, select the tax account your message is about.

COLORADO Department of Revenue Revenue Online ?

< CUP OF JOE

Hot Tip - Do NOT use this service if your account is pending a collection action. Please call 303-205-8291, otherwise the collection activity may commence before we can respond.

Message
CUP OF JOE
PEIN01015301

Select Account

Which account is this message concerning? Filter

This message doesn't concern a specific account

Sales Tax	94620408-003-SLS	CUP OF JOE
Sales Tax License/Renewal	94620408-004-LIC	CUP OF JOE
Wage Withholding	94620408-005-WTH	CUP OF JOE

Cancel < Previous **Next** >

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

COLORADO Department of Revenue Revenue Online ?

< CUP OF JOE

Hot Tip - Do NOT use this service if your account is pending a collection action. Please call 303-205-8291, otherwise the collection activity may commence before we can respond.

Message
Sales Tax
94620408-003-SLS
CUP OF JOE

Select Account Select Period

Which period is this message concerning? Filter

This message doesn't concern a specific period

- 09/30/2021
- 06/30/2021
- 03/31/2021
- 12/31/2020
- 09/30/2020
- 06/30/2020
- 03/31/2020

Cancel < Previous **Next** >



6. Select the Reason for Your Message

Select the proper message type for your situation.

COLORADO Department of Revenue Revenue Online

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Hot Tip - Do NOT use this service if your account is pending a collection action. Please call 303-205-8291, otherwise the collection activity may commence before we can respond.

Message
 06/30/2021
 Sales Tax
 94620408-003-SLS
 CUP OF JOE

Select Account Select Period **Select Type**

Select Message Type

- 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
- Reply to DOR Message

Filter

Cancel < Previous Next >

7. Enter a Subject for Your Message

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

COLORADO Department of Revenue Revenue Online

< CUP OF JOE

Hot Tip - Do NOT use this service if your account is pending a collection action. Please call 303-205-8291, otherwise the collection activity may commence before we can respond.

Message Payment Question
 09/30/2021
 Sales Tax
 94620408-003-SLS
 CUP OF JOE

Select Account Select Period Select Type **Message**

Message

* Subject Required

* Message Required



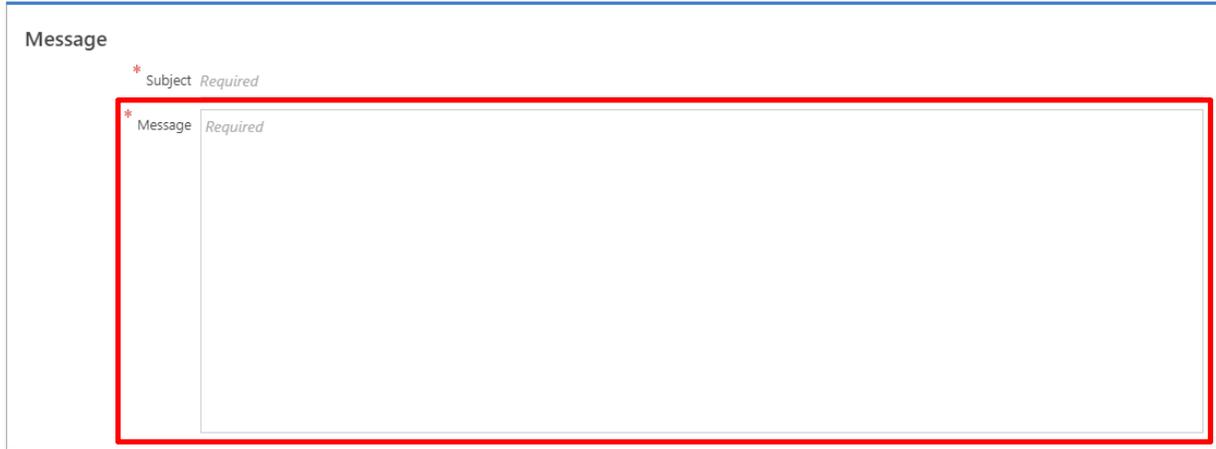
8. Type Your Message

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

Message

* Subject Required

* Message Required



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."

Attachments [Add](#)

Name	Description	Size (Kb)	Sent
There are no attachments.			

[Cancel](#) [Save Draft](#) [< Previous](#) [Submit](#)

