

INTIME Guide to Secure Messaging

Instructions for Contacting DOR

The Indiana Department of Revenue (DOR) provides an easy and efficient way to get a question or issue addressed using <u>INTIME</u>, DOR's e-services portal at <u>intime.dor.in.gov</u>.

Log in and get started with INTIME secure messaging by going to the "All Actions" (tab) page.

To contact customer service about correspondence received by mail from DOR, you can respond directly by going to the "Letters" panel and selecting "Respond to a letter, notice, or bill."

Favorites Summary Requires Attention	Settings All Actions	
Q Search our online services		
🗠 Letters	니다 Messages	😾 Payment plan
View all letters you've received from the agency.	View all messages you've received from the agency.	Manage payment plans for all accounts.
> View letters	> Send a message	> Add a payment plan
Respond to a letter, notice, or bill	> View messages	> Cancel a payment plan
🗇 Where's my refund?	A Names & addresses	Payments & returns
Request the status of your individual income tax return refund.	Manage the names and addresses associated to this customer.	Manage payments and returns for all customer accounts.
> Where's my refund?	> Manage responsible officer information	> Manage payments & returns
	 Manage names & addresses 	 Upload bulk WH-3 files
		> Upload EDI files
		> File your IVT-1 fuel inventory report

For questions on other topics, go to the "Messages" panel and click on "Send a Message."

INTIME Indiana Taxpayer Information Ma	anagement Engine	0 0
SAMPLE, JOHN ***.**.2222 Indiana Taxpaper ID: 777777777 100 N SENATE AVE INDIANAPOLIS IN 46204-2273 Summary Requires Attention Settings All	Actions	Welcome, JOHN SAMPLE You last lagged in an Thursday. Dec 1, 2022 2-2077 PM Manage My Profile 9
Q Search our online services		
M Letters	(Messages	📮 Payment plan
View an inters you ve received inom the agency. View letters Respond to a letter, notice, or bill	Send a message View message	 Add a payment plan Cancel a payment plan
Where's my refund? Request the status of your individual income tax return refund.	Names & addresses View or update names and addresses associated to this sustomer.	Power of attorney Request power of attorney access.
> Where's my refund?	> Manage names & addresses	 Request POA access

The next screen will ask, "Who is this message concerning?" Select "This message doesn't concern a specific individual or business" hyperlink, or select the account related to the question, or issue you have.

From here, you can view, respond to, or create a message. When creating a new message, INTIME will ask for information regarding your question/issue in order to direct it to the appropriate contact.

Send a Message	Select Area			
elect Message Area		Filter		
Account		Question about registration, address updates, ownership changes, etc.		
Online Services Assistance		Question about INTIME or assistance navigating the website		
Returns		Question about a return		
Payments		Question about a payment		
Notice or Bill Questions		Question about a bill or notice I have received		
Collection & Payment Plans		Question about a balance due, payment plan, collections, lien, levy, or garnishment		
Refund and Utility Exemption		Question about a trust-related GA-110L, ST-200, or overpayment refund submission		
Report an Issue		I wish to report an issue or concern		
Other		Question that doesn't fit into any of the other categories		

You can then compose your message with the option to upload an attachment or provide documents, which will be sent securely to DOR once you hit the "Submit" button. It is best to send only one message per issue or question.

	I hav	nges, etc. ve a question about an account punt Question	ounce, on nearly	
Send a Message	Select Area	Message		
/lessage				
* Subject Requ	ired			
achments				
ne	Description		Size (Kb) Sent	
re are no attachments.				

The secure message will be relayed to the appropriate contact, and an email alert will be sent when a response from DOR becomes available in INTIME. Response times vary slightly depending on the subject matter, and there may be a delay during peak periods.

If you haven't created an INTIME logon yet, see DOR's <u>INTIME user guides</u> for instructions on how to set up and navigate your account.