

Where to Find Help with IRMS

There are a number of tools available online to assist you in the performance of your job. This document lists each IRMS help tool available and what you can find within each tool.

I need to find...	Resource...	Which can be found...
<ul style="list-style-type: none"> Instructions for navigating and using TAX applications like IRMS and EESMC Window and field descriptions for TAX applications (including screen shots) 	TARP User Guides	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
<ul style="list-style-type: none"> Descriptions of TAX business processes Steps to accomplish specific TAX related tasks 	TARP Procedures	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
<ul style="list-style-type: none"> Forms related to TAX activities 	TARP Forms	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
<ul style="list-style-type: none"> Quick reference resources for use on the job 	TARP Job Aids	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
<ul style="list-style-type: none"> Hands-on practice with IRMS tasks 	IRMS Training Lessons	Access TAX's Learning Management System (LMS) https://covkc.virginia.gov/tax/external
<ul style="list-style-type: none"> Public policy documents related to taxes administered by TAX Code of Virginia 	Laws, Rules and Decisions library	Open the TAX website: www.tax.virginia.gov or TAX website for external users: www.tax.virginia.gov/external . Click Laws, Rules and Decisions link on the web page.
<ul style="list-style-type: none"> IRMS password resets and lock outs 	Your Office's Security Administrator	Contact your office's Security Administrator or Alternate Security Administrator. *You need to log into IRMS at least <u>once every 60 days</u> in order for your account to remain active.
<ul style="list-style-type: none"> Return processing and administration 	TAX Processing Operations	Contact Howard Overbey: <ul style="list-style-type: none"> Call: 804-367-1129 E-mail: Howard.Overbey@tax.virginia.gov
<ul style="list-style-type: none"> Set-Off processing and administration 	TAX Debt Set-Off Unit	Call: 804-367-8380
<ul style="list-style-type: none"> External Entity Secure Message Center (EESMC) questions 	TARP User Guides	E-mail irms.support@tax.virginia.gov for the TARP site address applicable to your office.
<ul style="list-style-type: none"> IRMS/EESMC specific questions and issues (not found in other resources) 	IRMS Support	E-mail irms.support@tax.virginia.gov .

IMPORTANT! IRMS will not launch properly if you currently have a pop-up blocker enabled in your Internet browser. Please contact your local Help Desk/IT Support personnel for assistance with disabling your pop-up blocker.