

## Where to Find Help with IRMS



There are a number of tools available at your fingertips 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...	Use...	Which can be found in...
<ul style="list-style-type: none"> <li>Quick step-by-step instructions for performing common IRMS tasks</li> <li>IRMS field descriptions</li> </ul>	Online Help Performance Support System <b>(PSS)</b>	IRMS by selecting <b>Help &gt; PSS Help</b>
<ul style="list-style-type: none"> <li>Detailed step-by-step instructions for navigating in and using the IRMS systems</li> <li>Window and field descriptions (including screen shots)</li> </ul>	<b>TARP User Guides</b>	<b>TARP Home Page</b> (accessed from <a href="http://www.tax.virginia.gov/external">http://www.tax.virginia.gov/external</a> ) by clicking the <b>User Guides</b> hyperlink
Business processes and how to accomplish a specific task; conceptual overviews of process areas	<b>TARP Procedures</b>	<b>TARP Home Page</b> (accessed from <a href="http://www.tax.virginia.gov/external">http://www.tax.virginia.gov/external</a> ) by clicking the <b>Procedures</b> hyperlink
Forms related to activities with TAX	<b>TARP Forms</b>	<b>TARP Home Page</b> (accessed from <a href="http://www.tax.virginia.gov/external">http://www.tax.virginia.gov/external</a> ) by clicking the <b>Forms</b> hyperlink
Cheat sheets used to locate information at a glance (code explanations, shortcut keys, etc.)	<b>TARP Job Aids</b>	<b>TARP Home Page</b> (accessed from <a href="http://www.tax.virginia.gov/external">http://www.tax.virginia.gov/external</a> ) by clicking the <b>Job Aids</b> hyperlink
Hands-on practice with IRMS tasks	<b>IRMS Training Lessons</b>	TAX's <b>Learning Management System (LMS)</b> ( <a href="https://covkc.virginia.gov/tax/external">https://covkc.virginia.gov/tax/external</a> )
Public policy documents related to all tax types administered by TAX, as well as the Code of Virginia	<b>Laws, Rules &amp; Decisions</b> library	VATAX Online Home page ( <a href="http://www.tax.virginia.gov/external">http://www.tax.virginia.gov/external</a> ) by clicking the <b>Laws, Rules &amp; Decisions</b> hyperlink
Password resets and lock outs	Your <b>Security Administrator</b>	Contact your office's <b>Security Administrator</b> , or the <b>Alternate Security Administrator</b> (if the Administrator is not available)  *You need to login to IRMS at least <u>once every 60 days</u> in order for your account to remain active.
Set-Off processing and administration	TAX's <b>Debt Set-Off Unit</b>	Contact the <b>Set-Off Unit</b> by phone at 804-367-8380
Return processing and administration	<b>TAX Processing Operations Staff</b>	Contact <b>Howard Overbey</b> <ul style="list-style-type: none"> <li><b>Phone:</b> 804-367-1129</li> <li><b>E-mail:</b> <a href="mailto:Howard.Overbey@tax.virginia.gov">Howard.Overbey@tax.virginia.gov</a></li> </ul>
External Entity Secure Message Center (EESMC) questions and technical issues related to retrieving files	<b>TARP User Guides</b>	<b>TARP Home Page</b> (accessed from <a href="http://www.tax.virginia.gov/external">http://www.tax.virginia.gov/external</a> ) by clicking the <b>User Guides</b> hyperlink or contact IRMS Support – External ( <a href="mailto:irms.support@tax.virginia.gov">irms.support@tax.virginia.gov</a> )
IRMS specific questions and issues (not found in other resources)	<b>IRMS Support Mailbox</b>	E-mail to <b><a href="mailto:irms.support@tax.virginia.gov">irms.support@tax.virginia.gov</a></b>

**Please note:** 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.