

PAYE Modernisation

PAYE PIT Help Desk – User Guide

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Version
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1.0 Release Candidate 2
02/09/2019

Version History			
Version	Change Date	Section	Change Description
0.1	05/03/2018	All	Initial Draft
1.0 Release Candidate 2	24/05/2018	Version	Version changed to 1.0 Release Candidate 2
	02/09/2019	Section 1	Added description of differences between PIT & PIT Next Version
		Section 3	Updated screenshot with new registration page & noted new drop down

Audience

This document is for any software provider who has chosen to build or update their products to allow for PAYE Modernisation.

Document context

This document provides details for accessing and using the PAYE PIT Help Desk – a dedicated online service to support developers/testers conducting PAYE Modernisation public interface testing of their products with Revenue.

Document References	
Reference	Document Link
1. Documents Homepage	Documents Homepage

Abbreviations and Acronyms	
Acronym	Meaning
PIT	Public Interface Testing
PAYE	Pay As You Earn

1. Introduction

Revenue is making available a dedicated Public Interface Test (PIT) environment to enable payroll software developers verify the compatibility of their software packages with PAYE Modernisation changes.

There are two PIT Environments available to software developers, the first PIT environment is a representation of the live environment with functionality kept up to date with the functionality currently available in the live environment. The second PIT environment is the PIT Next Version environment, which will contain upcoming functionality that is pertinent for developers to test their software ahead of the live release.

To support developers and testers through the PIT process, Revenue has provisioned a dedicated online PAYE PIT Help Desk. By using the PAYE PIT Help Desk developers and testers can:

- Notify Revenue of their interest in public interface testing
- Raise and track ticketed queries

This document provides a step by step guide to registering for the PAYE PIT Help Desk and subsequently using it to raise and track queries.

Please note that images used throughout this document are broadly indicative of the final product but may be subject to change.

2. Prerequisites

Logging into the PAYE PIT Help Desk is a two-step verification process requiring the interested developer/tester to have:

- A valid email address
- A smart device installed with Google Authenticator

3. PAYE PIT Help Desk Registration

Interested developers/testers can register for the PAYE PIT Help Desk by completing a short online form available at: <https://revenuehelpdesk.supatools.com/portal/revenueie/register.html>

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

New User Registration

Revenue Public Interface Test Environment

PLEASE ENTER YOUR DETAILS

First name *

Last name *

E-mail *

Company / Business Name *

Business Address *

Tax Reference/VAT Number *


Contact Phone Number *

Software Product Details *

System to be tested in PIT *

This Help Desk is provided by Revenue for the support of Public Interface Testing (PIT) using Revenue's dedicated PIT environments. Neither this Help Desk nor the PIT environments are intended to hold sensitive data, such as personal or customer-related data from live systems.

* ☐ I acknowledge the above and undertake not to submit such data through this Help Desk.

☐ I'm not a robot 

After submitting check your e-mail for confirmation

SUBMIT

Figure 1 New User Registration screen

The information supplied under the 'Company/Business Name' field will be used by Revenue to group users belonging to the same Business/Company together. Users belonging to the same group will have access to each other's queries raised through the PAYE PIT Help Desk¹.

For the purpose of assigning the user to the PAYE PIT Help Desk, PAYE Modernisation should be selected from the drop down for "System to be tested in PIT".

Upon successful completion of the form, the developer/tester will be asked to check the email address inputted on the form for further instructions.

¹ As part of reviewing pending registrations Revenue will not associate a registration with a particular business/company group until it has verified that this is allowed by the business/company.

The screenshot shows a web form for registration on the PAYE PIT Help Desk. A modal window titled "Registration Result" is displayed in the center, indicating that the registration was successful. The modal text reads: "Thank you, registration was successful. Please check your e-mail for further instruction. You may now close this browser tab." There is a "Close" button at the bottom right of the modal. The background form is partially visible and includes the following fields:

- PLEASE ENTER YOUR DETAILS** (Section Header)
- Company / Business Name** (Text input field)
- Tax Reference/VAT Number *** (Text input field with value: 1234567T)
- Contact Phone Number *** (Text input field with value: 01 1234567)
- Software Product Details *** (Text input field with value: Short description of name/version of product under test)
- Product Reseller Name** (Text input field)
- Product Reseller Address** (Text input field)
- ☒ **Select if you require access to PAYE Modernisation testing**
- ☒ **I'm not a robot** (reCAPTCHA widget)
- After submitting check your e-mail for confirmation**
- SUBMIT** (Green button)

Figure 2 Registration Successful

The email instructs the developer/tester to verify their email address through clicking on the supplied link.

Note: Email clients may treat an initial email from the Help Desk as spam so please check spam folders if expected email has not arrived.

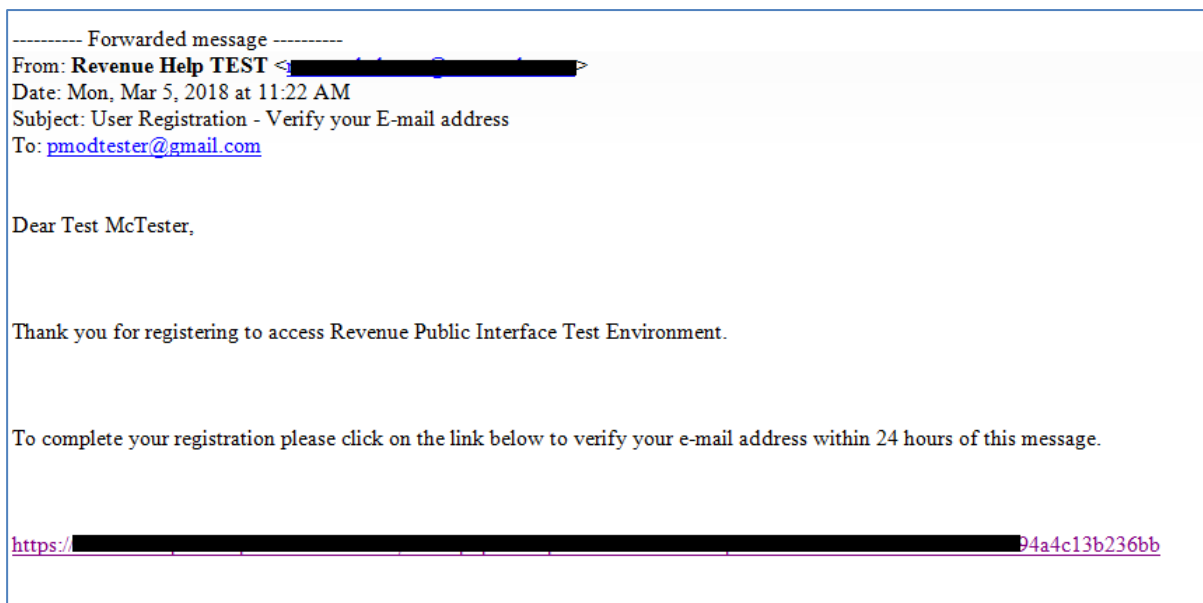


Figure 3 Email Verification

Clicking on the link will present the developer/tester with the following message:

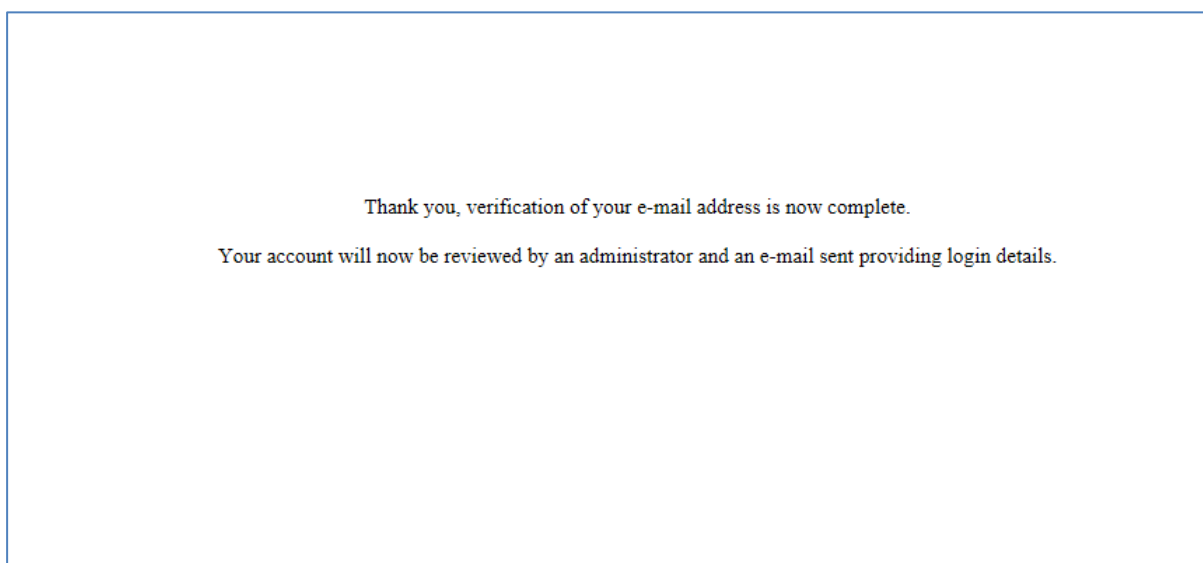


Figure 4 Email successfully verified

At this point in the process Revenue will be alerted of the registration request and will review the supplied registration details before associating the registration with the specified company/business group and activating access to the Help Desk.

The developer/tester will be notified of successful registration by email which will include instructions on how to complete the process and log in to the Help Desk:

From: **Revenue Help TEST** <revenuehelp[REDACTED]>
Date: Mon, Mar 5, 2018 at 11:58 AM
Subject: Revenue Public Interface Test Environment: Your User Account
To: pmodtester@gmail.com

Dear Test McTester,

Your user account to access **Revenue Public Interface Test Environment** is now ready for use!

Two-factor authentication is used, which requires you to download and install the Google Authenticator App to your mobile device.

[Download Google Authenticator for Android](#)

[Download Google Authenticator for iOS](#)

Once installed, use the App to read the QR code available at the following link:

[Click to view and scan your QR Code](#)

Then, you can log into Revenue Public Interface Test Environment as follows:

URL: [https://revenuehelp\[REDACTED\]](https://revenuehelp[REDACTED])

User ID: pmodtester@gmail.com

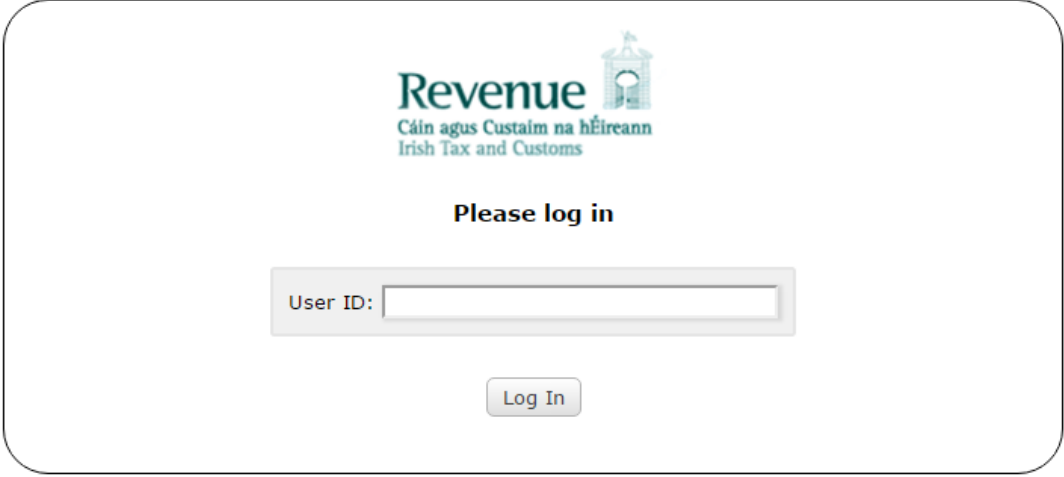
You will then be prompted to enter your Authentication Code.

This e-mail has been automatically generated by Revenue Public Interface Test Environment. Please do not reply.

Figure 5 Login instruction email

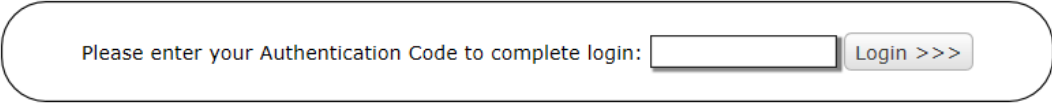
4. Raising and Tracking Queries

To raise a PIT related query the developer/tester must first log into the Help Desk using the email address specified at registration time and the associated code from Google Authenticator



The screenshot shows the Revenue login interface. At the top is the Revenue logo with the text 'Cáin agus Custaim na hÉireann' and 'Irish Tax and Customs'. Below the logo, the text 'Please log in' is centered. Underneath, there is a label 'User ID:' followed by a text input field. Below the input field is a 'Log In' button. At the bottom of the login area, there is a link '[Register]'.

Figure 6 Login with email



The screenshot shows the Google Authenticator code entry interface. It features a rounded rectangular box containing the text 'Please enter your Authentication Code to complete login:'. To the right of this text is a text input field. Further to the right is a button labeled 'Login >>>'.

Figure 7 Enter Google Authenticator code

Upon successful login the developer/tester is presented with the following dashboard view:

TEST DATABASE Revenue Commissioners TEST (HQ) You are logged in as: **Test McTester** USER/revenueie

Logout Search: Go

DASHBOARD

Auto refresh rate: minutes [Refresh Now] ☐ Drag Enabled [Reset]

[Hide | Refresh | Export]

Tickets - All open
No records found

[Hide | Refresh | Export]

Tickets - Resolved in last 30 days
No records found

My Dashboard
New Ticket
My Open Tickets
My Closed Tickets
Logout

Figure 8 PAYE PIT Helpdesk Dashboard

The developer/tester can raise a new query by clicking on the 'New Ticket' icon available in the left hand bar.

This presents the following screen where the developer/tester can supply the details of their query and attach any supporting files:

TEST DATABASE Revenue Commissioners TEST (HQ) You are logged in as: **Test McTester** USER/revenueie

Logout Search: Go

Create Question for Revenue Commissioners TEST (HQ) [Go to end](#)

Ticket No:

Title:

Full Description:

File name: [Back to top](#)

My Dashboard
New Ticket
My Open Tickets
My Closed Tickets
Logout

Figure 9 Raising a query

On saving the query the developer/tester will receive an email receipt including the ticket number for tracking purposes:

From: Revenue Help TEST <revenuehelp@revenue.ie>
Date: Mon, Mar 5, 2018 at 1:46 PM
Subject: Ticket Q0001183 | LOGGED
To: Test McTester <pmotdtester@gmail.com>
Cc: pa@revenue.ie

Good day

Your request has been logged with the Service Desk.

Reference number: Q0001183

Requested for: Test McTester

Title: Connectivity Test Question

Full Description:

Hi,

How many times can I execute CON_LookUp_RPN_REST?

Kind Regards,
Test McTester

We'll be back in touch soon to update you on progress.

To review the progress of your ticket, please [click here](#)

Kind regards
The Service Desk Team

Figure 10 Email receipt

The developer/tester can view the status of their open queries by clicking on the 'My Open Tickets' icon available in the left hand bar:

TEST DATABASE Revenue Commissioners TEST (HQ) You are logged in as: **Test McTester** USER/revenueie

Logout Search: Go

[Back to dashboard](#)

Incident results for view: **Tickets - My Open** Create >> Help

Criteria: Created By = 'me' 1 record found [[Refresh](#) | [Edit Search](#)]

X	Ticket No	Title	Description	Created By	Created Date	Modified Date	Modified By	Type	Status	Action
<input type="checkbox"/>	Q0001183	Connectivity Test Question	Hi, How many times can I execute CON_LookUp_RPN_REST? Kind Regards, Test McTester	Test McTester	Mon, 5 Mar 2018 13:46	Mon, 5 Mar 2018 13:46	Test McTester	Question	New	Edit

[[Quick Search](#)]

☒ Export ☐ Detail PDF Go >>

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Figure 11 My Open Tickets

The developer/tester will only be able to see tickets raised by themselves and those tickets associated with their company/business group.

On resolution of the query or if further information is required, the developer/tester will receive an email notification with the details:

From: Revenue Help TEST <revenue[REDACTED]>
Date: Mon, Mar 5, 2018 at 1:54 PM
Subject: TICKET Q0001183 | RESOLVED
To: Test McTester <pmodtester@gmail.com>
Cc: pa[REDACTED]@revenue.ie

Good day

Description: Connectivity Test Question

Your ticket ID Q0001183 has been resolved.

Resolution Description:

Hi,

You can repeat execution as many times as you like.

Kind regards,

PAYE PIT Support

Figure 12 Resolution notification email

The same information will also be available from within the tool itself:

TEST DATABASE Revenue Commissioners TEST (HQ) You are logged in as: Test McTester USER/revenueie

Logout Search: [] Go

DASHBOARD

Auto refresh rate: 0 minutes [Refresh Now] ☐ Drag Enabled [Reset]

[Hide | Refresh | Export]

Tickets - All open
No records found

[Hide | Refresh | Export]

Tickets - Resolved in last 30 days
Records 1 to 1 of 1

Ticket No	Title	Description	Created By	Created Date	Resolution Description	Resolved By	Date Resolved	Closed Date	Type	Status	Action
#Q0001183	Connectivity Test Question	Hi, How many times can I execute CON_LookUp_RPN_REST? Kind Regards, Test McTester	#Test McTester	Mon, 5 Mar 2018 13:46	Hi, You can repeat execution as many times as you like. Kind regards, PAYE PIT Support	[REDACTED]	Mon, 5 Mar 2018 13:52	Mon, 5 Mar 2018 13:54	Question	Resolved	Edit

My Dashboard
New Ticket
My Open Tickets
My Closed Tickets
Logout

Figure 13 Resolved queries