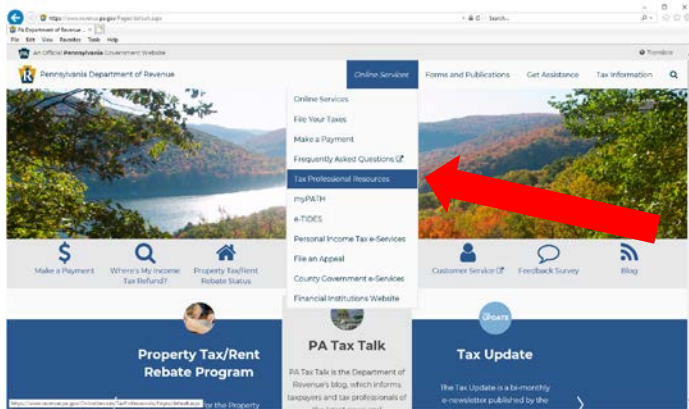


As a practitioner we realize that your time is valuable and having to wait on hold during tax season is not something that you have time to do. To improve customer service, the Department of Revenue set up a Tax Professional Email Channel through our Online Customer Service Center. All you have to do is visit our website, [www.revenue.pa.gov](http://www.revenue.pa.gov) and click the **Online Services** tab at the top.



Then select **Tax Professional Resources**.

Next, you will select **Ask a Question**, from the menu choices.



If you have a profile already, just log in to the secure portal. If you have not created a profile you will be prompted to register.

Customer Support Home Find Answers Submit a Question **My Profile**

## Log in

If you already have an account, enter your username and password. If you did not yet create a password for your account, please select the "Forgot your username or password" link below.

Username (Email Address)

Password

**Log in**

[Forgot your username or need a new password?](#)

### Create an Account

This secure communication channel puts taxpayers directly in touch with the Department of Revenue agents electronically, much like email but without the risk of compromising confidential taxpayer information. To establish secure and direct communication with department representatives, simply create a user account by providing basic information.

**Create a New Account**

Once you are logged in you will see the following screen.

Customer Support Home Find Answers **Submit a Question** My Profile

## Submit a question to our support team.

**Tax Category \***  
 Select a category

**Subject \***

**Question \***

**Attach Documents**  
 Browse...  
**Continue...**

Next, select the category **Tax Practitioner** from the approximately 30 categories. Then just enter your subject, your specific question and feel free to attach any relevant files.

Lastly, you will see a screen that lets you know your question was submitted and you will be provided a reference number.

Customer Support Home Find Answers **Submit a Question** My Profile

## Your Question has been Submitted

Thanks for submitting your question. Use this reference number for follow up: **#150812-000077**

A member of our support team will get back to you soon.

If you need to update your question, click the Your Account tab and select the question to open and update it.

**DISCLAIMER:**  
 Pursuant to the Pennsylvania Code 61 Pa. Code 3.4 and 3.5, this message is intended to supply general information to a taxpayer and should not be relied upon or used in tax appeals. Only written determinations issued by the Department of Revenue, Office of Chief Counsel, to a particular taxpayer based on specific facts are binding on the Commonwealth. Taxpayers and their representatives are reminded that discussion with Department of Revenue employees by telephone, letter, e-mail, or any other exchange of correspondence will not stop the running of time to file an appeal to the Board of Appeals.

Once your question is answered you will receive an email notification, so you can log back into the secure portal and view the response.