

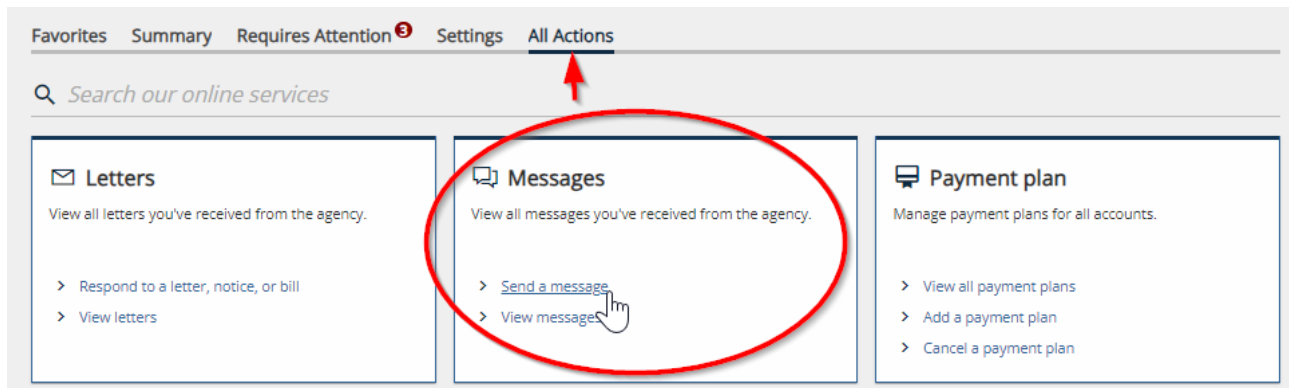


Secure Messaging with DOR

INTIME Quick Guide

The Indiana Department of Revenue (DOR) provides an easy and efficient way to get a question or issue addressed using [INTIME](#), DOR's e-services portal.

Log in to [INTIME](#) and go to "All Actions." Under "Messages," select "Send a message."



When prompted to answer the question "Who is this message concerning," select either "This message doesn't concern a specific individual of business," the account related to your question or the issue.

You can then view, respond to, or create a message. INTIME will ask for information regarding your question/issue in order to direct it to the appropriate person.

Message

Send a Message **Select Area**

Select Message Area

Non-ePOA Tax Practitioner
Tax Practitioner
Account
Online Services Assistance
Returns
Payments
Notice or Bill Questions
Collection & Payment Plans
Refund and Utility Exemption
Bulk Upload Support
Report a System Issue
Other: General tax questions that are not account specific

Filter

Question from a paid tax preparer for a client not in my client list
General question from a paid tax preparer not concerning a specific client
Question about registration, address updates, ownership changes, etc.
Question about INTIME or assistance navigating the website
Question about a return
Question about a payment
Question about a bill or notice I have received
Question about a balance due, payment plan, collections, lien, levy, or garnishment
Question about a trust-related GA-110L, ST-200, or overpayment refund submission
Question about SFTP or Bulk filing via INTIME
I have encountered an issue with INTIME
Question that doesn't fit into any of the other categories

Cancel Previous Next

When composing a message, you can upload an attachment or provide supporting documentation 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.

Message

Question about registration, address updates, ownership changes, etc.

I have a question about an account

Account Question

Send a Message Select Area Message

Message

Subject *

Required

Message *

Required

Attachments

Name	Description
There are no attachments.	

Cancel Save Draft Previous Submit

The secure message will be relayed to the appropriate department, 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 it may take several days to receive a response during peak periods.

To contact customer service about [correspondence received by mail from DOR](#), you can respond directly by going to “Letters” and selecting “Respond to a letter, notice, or bill.”

Favorites Summary Requires Attention 3 Settings **All Actions**

Search our online services

Letters

View all letters you've received from the agency.

- > [Respond to a letter, notice, or bill](#)
- > View letters

Messages

View all messages you've received from the agency.

- > Send a message
- > View messages

Payment plan

Manage payment plans for all accounts.

- > View all payment plans
- > Add a payment plan
- > Cancel a payment plan

Additional [INTIME guides](#) are available.