



INTIME ePOA Access

Instructions for Clients

A client (Business tax or Individual Income tax customer) can grant a tax practitioner access to their INTIME account with an electronic Power of Attorney (ePOA). If needed, more information on POA and ePOA, including frequently asked questions (FAQs), is available on [DOR's website](#).

A tax practitioner will initiate an ePOA access request from their own account in INTIME. Here is what happens next:

If the client has an INTIME account logon:

You will receive an email (to the email address you registered with) advising you to log in to [INTIME](#) to approve the ePOA and account access request from your tax practitioner. The approval process is quick and will provide immediate access to the tax practitioner.

If the client has not yet signed up for access to INTIME:

A letter will be mailed to your legal address on file with DOR that will include instructions on how to sign up and access your INTIME account to approve the tax practitioner's ePOA request. Several INTIME guides and step-by-step instructions (for Individual Income tax or Business tax customers) are available on [DOR's INTIME Tax Center](#) page, if needed.

If the client doesn't have online access to approve the ePOA request:

A letter will be mailed to your legal address on file with DOR. It will provide additional information and instructions on how to complete, sign, and return the enclosed form by mail to authorize the tax practitioner's access request.

Note: When using this method, be sure to check the boxes on the form to approve what ePOA access is approved for specific tax accounts.

Step 1: The client/taxpayer will log in to their own INTIME account and go to the "Requires Attention" (tab) page where they will see the "Open power of attorney request" panel. Click on the "Manage power of attorney access" hyperlink.

The screenshot shows the INTIME web application interface. At the top, it says "Indiana Department of Revenue" and "INTIME Indiana Taxpayer Information Management Engine". The user is logged in as "JOHN SAMPLE". The main navigation bar includes "Favorites", "Summary", "Requires Attention" (highlighted with a red circle), "Settings", and "All Actions". Below the navigation bar, there is a "Filter" input field. The main content area displays two notification cards. The first card is titled "Open power of attorney request" and contains the text "SAMPLE PREPARER has requested power of attorney access to one or more of your accounts." and a link "Manage power of attorney access" which is highlighted with a red arrow. The second card is titled "You have an unread message" and contains the text "Messages sent to you may contain important information about your accounts." and a link "View Messages".

Step 2: The name of the tax practitioner (and the preparer’s company name) and a list of business tax accounts (or tax account(s) for Individual income tax customers) will appear with the options to approve access to all accounts, reject access to all accounts, or provide access to select accounts.

ITIME Indiana Taxpayer Information Management Engine

< SAMPLE COMPANY

Power of attorney access requests
 SAMPLE COMPANY
 00-0000000

Request

Account Information

Approve or reject access for the requested account(s)

SAMPLE PREPARER from SAMPLE PREPARER has requested Power of Attorney access to the following account type(s). Please review the information below and select the appropriate access level and whether or not the access is accepted or rejected.

Account Type	Access Level	Access
Alternative Fuel Decal	File Returns and Make Payments	*
Alcohol	File Returns and Make Payments	*
Aviation Fuel	File Returns and Make Payments	*
Cigarette	File Returns and Make Payments	*
County Innkeeper	File Returns and Make Payments	*

Approve All Reject All

Cancel Previous Submit

Step 3: Confirmation that access has been granted to a tax practitioner will be provided and can be printed (or saved as a PDF) for your records.

ITIME Indiana Taxpayer Information Management Engine

< SAMPLE COMPANY

Confirmation

Your request has been submitted.

Your confirmation number is 0-000-076-048

Please note that your submission may take several days to process.

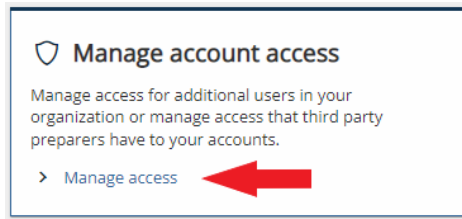
If you have any questions or concerns you may submit a message by clicking "Send a message" under the "All Actions" menu or call us at (317) 232-2240, Monday - Friday, 8:00am - 4:30pm.

Printable View

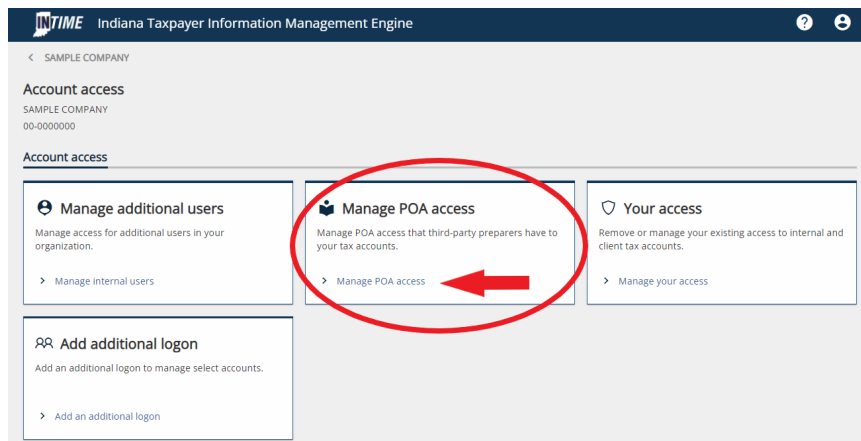
OK

Managing INTIME Account POA Access

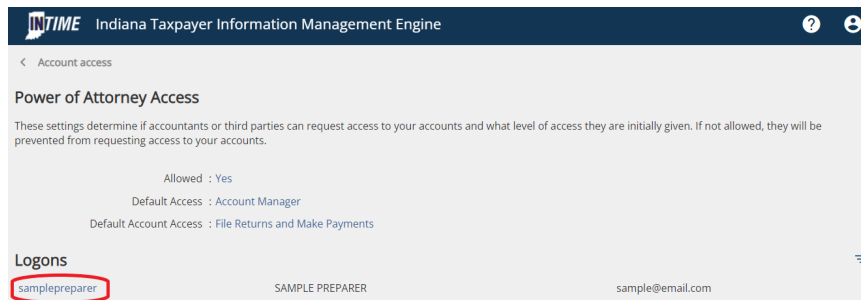
Step 1: To manage tax practitioner access to an INTIME account, go to the "All Actions" (tab) page, locate the "Manage account access" panel, and click on the "Manage access" hyperlink.



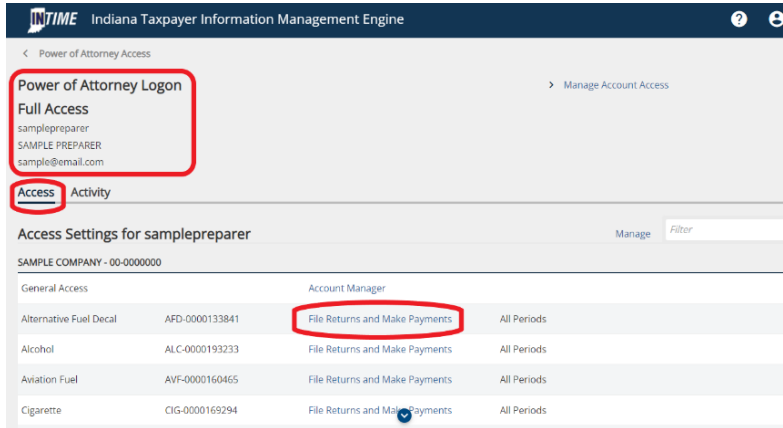
Step 2: To verify, make changes, or revoke ePOA, go to the "Manage POA access" panel and click on the "Manage POA access" hyperlink.



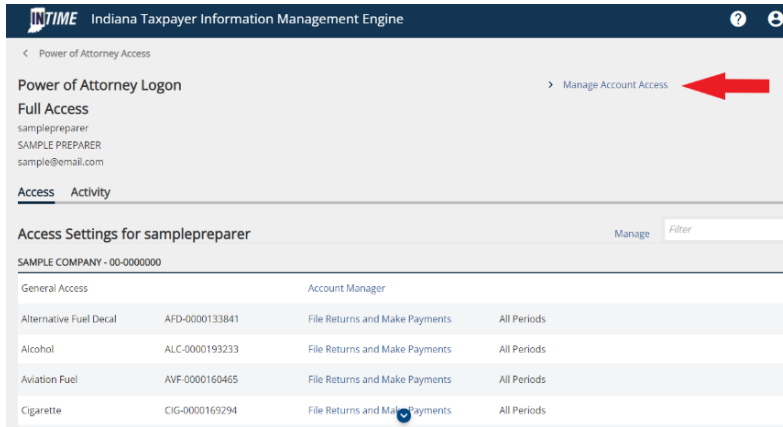
Step 3: This page provides information to verify who has access to your account and what level of access they have. By selecting the tax preparer's name (hyperlinked on the left) you can manage their access to your account on the following screen.



Step 4: This screen will display information about the tax practitioner’s access to your account and the level of access they have to each account.

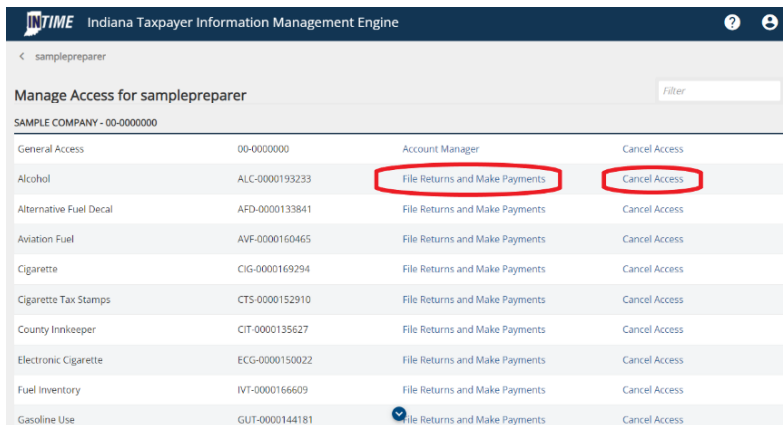


To manage the degree of access to a tax account, click on the “Manage Account Access” hyperlink.



Step 5: On this screen, a client can change the level of access they provide to their tax practitioner for a specific tax account by clicking on the associated (third column) hyperlink.

Level of access options: Information only, File Returns only, Payments only, or File Returns and Make Payments. A client can also revoke access to a specific tax account by clicking the “Cancel Access” hyperlink for that account.



More information on POA and ePOA:

[Power of Attorney Options](#)

[Business Tax Customers](#)

[Individual Tax Customers](#)

[Tax Practitioners](#)

[INTIME Resources](#)