



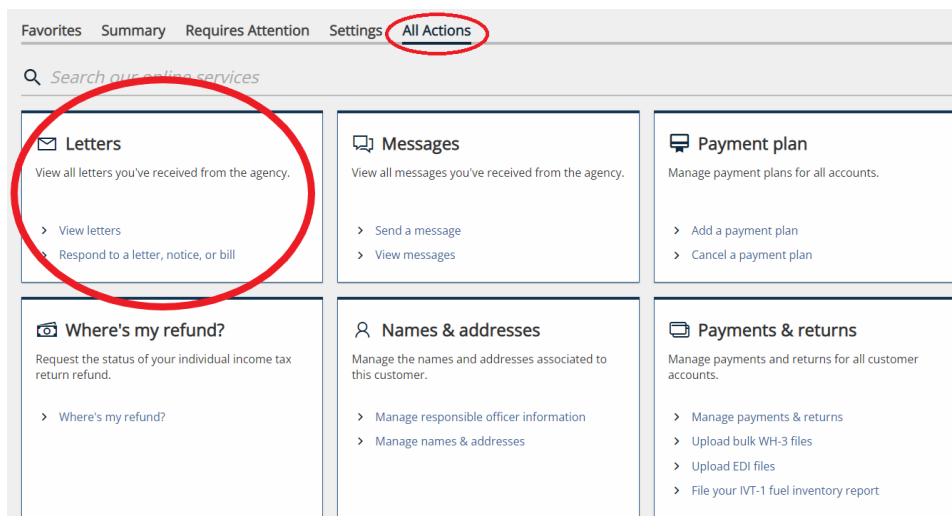
# INTIME Guide to Secure Messaging

## Instructions for Contacting DOR

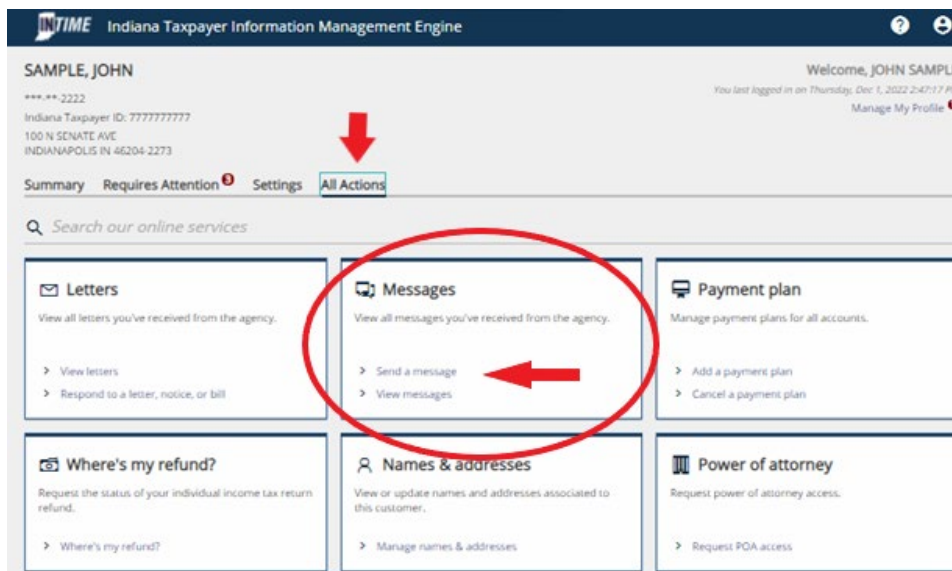
The Indiana Department of Revenue (DOR) provides an easy and efficient way to get a question or issue addressed using [INTIME](#), DOR's e-services portal at [intime.dor.in.gov](http://intime.dor.in.gov).

Log in and get started with INTIME secure messaging by going to the "All Actions" (tab) page.

To contact customer service about correspondence received by mail from DOR, you can respond directly by going to the "Letters" panel and selecting "Respond to a letter, notice, or bill."



For questions on other topics, go to the "Messages" panel and click on "Send a Message."



The next screen will ask, “Who is this message concerning?” Select “This message doesn’t concern a specific individual or business” hyperlink, or select the account related to the question, or issue you have.

From here, you can view, respond to, or create a message. When creating a new message, INTIME will ask for information regarding your question/issue in order to direct it to the appropriate contact.

The screenshot shows the 'Message' selection screen. At the top, it displays the user's name 'JOHN SAMPLE' and email 'example@dor.in.gov'. A progress bar indicates the current step is 'Select Area', with 'Send a Message' completed. Below the progress bar is a 'Select Message Area' section with a search filter. The list includes categories like 'Account', 'Online Services Assistance', 'Returns', 'Payments', 'Notice or Bill Questions', 'Collection & Payment Plans', 'Refund and Utility Exemption', 'Report an Issue', and 'Other'. Each category has a corresponding description of the type of question it covers. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

You can then compose your message with the option to upload an attachment or provide documents, 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.

The screenshot shows the 'Message' composition screen. At the top, it displays the user's name 'JOHN SAMPLE' and email 'example@dor.in.gov'. A progress bar indicates the current step is 'Message', with 'Send a Message' and 'Select Area' completed. Below the progress bar is a 'Message' section with a subject line and a text area. The subject line is labeled 'Subject Required' and the text area is labeled 'Message Required'. Below the message section is an 'Attachments' section with a table for listing attachments. The table has columns for 'Name', 'Description', and 'Size (Kb) Sent'. Below the table, it says 'There are no attachments.' At the bottom, there are 'Cancel', 'Save Draft', 'Previous', and 'Submit' buttons.

The secure message will be relayed to the appropriate contact, 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 there may be a delay during peak periods.

If you haven’t created an INTIME logon yet, see DOR’s [INTIME user guides](#) for instructions on how to set up and navigate your account.