![Virginia Tax logo]

Where to Find Help with IRMS

There are several online resources to assist you in the performance of your job. This document lists each IRMS help tool available and what you can find within each tool.

I need to find…	Resource	Location
▶ Instructions for navigating and using Virginia Tax applications like IRMS and EESMC. ▶ Window and field descriptions for Virginia Tax applications (including screenshots).	TARP User Guides	Access **Locality TARP user guides** at www.tax.virginia.gov/tarp/locality/systems
▶ Descriptions of Virginia Tax business processes. ▶ Steps to accomplish specific Virginia Tax related tasks.	TARP Procedures	Access **Locality TARP procedures** at www.tax.virginia.gov/tarp/locality/procedures
▶ Forms related to Virginia Tax activities	TARP Forms	Access **Locality TARP forms** at www.tax.virginia.gov/tarp/locality/forms
▶ Quick reference resources for use on the job	TARP Job Aids	Access **Locality TARP job aids** at www.tax.virginia.gov/tarp/locality/job-aids
▶ Hands-on practice with IRMS tasks	IRMS Training Lessons	Access **Commonwealth of Virginia Learning Center** (VLC): https://covlc.virginia.gov/
▶ Public policy documents related to taxes administered by Virginia Tax ▶ Code of Virginia	Laws, Rules, and Decisions Library	Access **Laws, Rules, & Decisions** at www.tax.virginia.gov/laws-rules-decisions
▶ IRMS password resets and lock-outs	Your Office's Security Administrator	Contact your office's **Security Administrator** or Alternate Security Administrator. You must log into IRMS at least once every 60 days to keep your account active.
▶ Return processing and administration	Tax Processing Operations	Contact **Richard Price** Phone: 804.367.8216 Email: richard.price@tax.virginia.gov
▶ Set-Off processing and administration	Debt Set-Off Unit	Contact the **Debt Set-Off Unit** Phone: 804.367.8380
▶ External Entity Secure Message Center (EESMC) questions	TARP User Guides	Contact **IRMS Support** Email: irms.support@tax.virginia.gov
▶ IRMS/EESMC specific questions and issues (not found in other resources)	IRMS Support	Contact **IRMS Support** Email: irms.support@tax.virginia.gov

IMPORTANT! IRMS will not launch properly if you currently have a pop-up blocker enabled in your Internet browser. Please contact your local Help Desk/IT Support for assistance with disabling your pop-up blocker.