

Virginia Department of Taxation



External Entity Secure Messaging Center (EESMC) User Guide

March 2014

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EXTERNAL ENTITY SECURE MESSAGING CENTER (EESMC)

The External Entity Secure Messaging Center (EESMC) provides authorized users the ability to send messages and transfer files with the VA Department of Taxation (TAX) through a secure environment.

Typical EESMC users that interact with TAX include:

- Department of Lottery
- Local Commissioners of the Revenue
- Local Treasurers/Directors of Finance
- Set-off Agencies (State Agencies, Local Offices, Courts)
- Outside Collection Agencies (OCA's)

The purpose of this document is to assist you with accessing, navigating and using the EESMC. In addition to the general information contained in this User Guide, detailed instructions have also been built into each EESMC window to provide help online.

Logon to EESMC

To access the EESMC logon window:

- Step 1.** Type www.tax.virginia.gov/external in the *Address* field of your Internet browser.
- Step 2.** Select the **Log on to EESMC** link.

The **Welcome to External Entity Secure Message Center (EESMC)** window opens. The EESMC User ID and Password are the same as your IRMS User ID and Password.

The screenshot shows the EESMC User Login interface. At the top, there are navigation links: VA TAX Home, Other Agencies, Contacts, and Privacy. The main heading is 'Welcome to External Entity Secure Messaging Center (EESMC)'. Below this, a message states: 'EESMC communicate securely with the Department of Taxation.' A list of features is provided: 'File Transfer - Transfer files securely with the Department of Taxation.' and 'Secure Messaging - Securely and confidentially communicate with the Virginia Department of Taxation.' To the right is a 'User Login' form with two input fields: '1. User ID' and '2. Password', a 'Login' button, and a link: 'Click here to change your password.' Below the form, 'Login Instructions' are listed: 'User ID: Enter your AR User ID.', 'Password: Enter your AR password. The password is case sensitive.', and 'Login: After entering the correct AR User ID and Password, click the Login button. (Back)'

- Step 3.** Enter your *User ID* and *Password*.

- Step 4.** Click **Login**.

Change the Password

The logon provided by TAX consists of a User ID and *temporary* password, which allows you to logon to both the EESMC application and IRMS application. The first time you access either application, you will be prompted to change your temporary password to your own personal password. Once changed, you will be required to change your personal password every 60 days. This section provides the steps for:

- Creating a personal password from the temporary password provided by TAX
- Changing your personal password every 60 days



IMPORTANT: If you are an IRMS user, please see the *IRMS User Guide, Chapter 2: IRMS Introduction and Navigation* for the steps for changing your password. The following steps only apply to EESMC users that do not use the IRMS application.

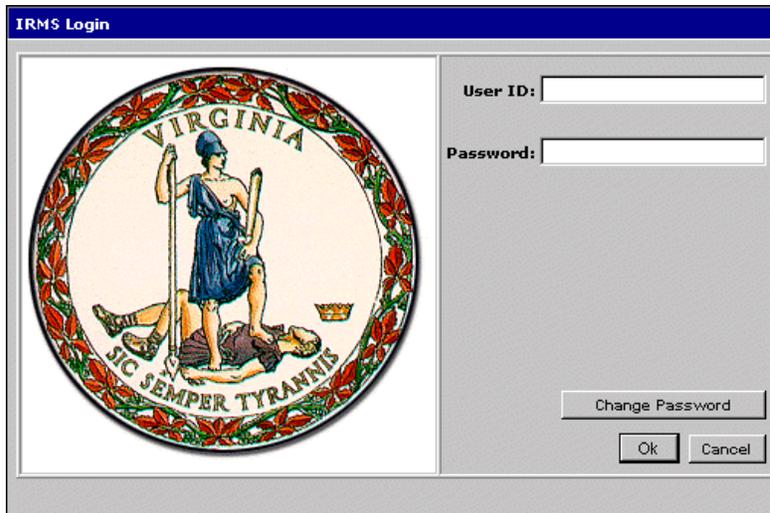
To change your password:

Step 1. Open the Welcome to External Entity Secure Messaging Center (EESMC) page.

A screenshot of the Virginia External Entity Secure Messaging Center (EESMC) user login page. The page has a blue header with navigation links: "VA TAX Home", "Other Agencies", "Contacts", and "Privacy". The main content area is white with a blue sidebar on the left containing the "Virginia EXTERNALS DEPARTMENT OF TAXATION" logo. The main heading is "Welcome to External Entity Secure Messaging Center (EESMC)". Below the heading is a paragraph: "EESMC communicate securely with the Department of Taxation." To the left of the login box is a list of services: "File Transfer" and "Secure Messaging". On the right is a "User Login" box with two input fields: "1. User ID" and "2. Password", and a "Login" button. At the bottom of the login box is a link: "Click here" to change your password. A red arrow points from the "Click here" link to the "Secure Messaging" text in the list.

Step 2. Click the **Click here** link, located at the bottom of the User Login box.

The IRMS application launches and a login box appears.



NOTE: While you will not have access to any data in IRMS, you will need to access the IRMS system each time you change your EESMC password.

Step 3. Type your User ID and temporary/current personal into IRMS Login box.

Step 4. Click Change Password.

The IRMS Login box expands, allowing you to enter a new password and to verify it.



Step 5. Type your new password into the **New Password** field.

Any password entered must be between 8 – 16 characters in length. Additionally:

- The first character of the password must be a letter.
- Password must contain at least one number. *Example: we8there*
- Passwords are case-sensitive.

Step 6. Re-type your new password into the **Verify Password** field.

Step 7. Click **Ok**.

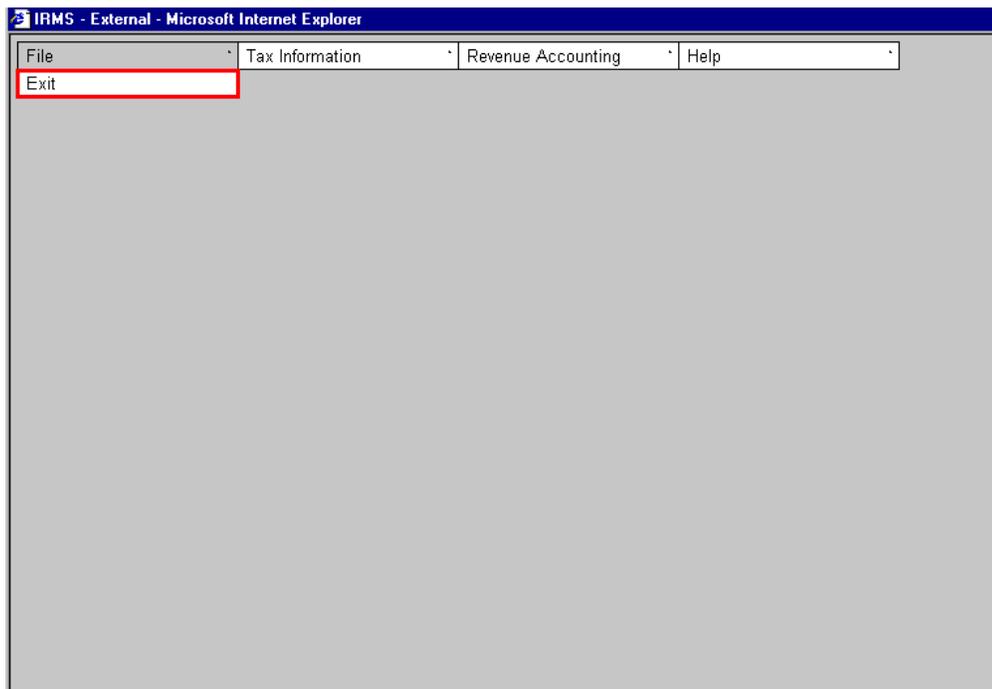
After you have changed your password, the IRMS application continues opening and a pop-up box appears:



Step 8. Click **OK**.

The gray window that appears after the application opens is the IRMS Desktop. Since you will only access IRMS to change your password, your EESMC access will not allow you to access screens in this application.

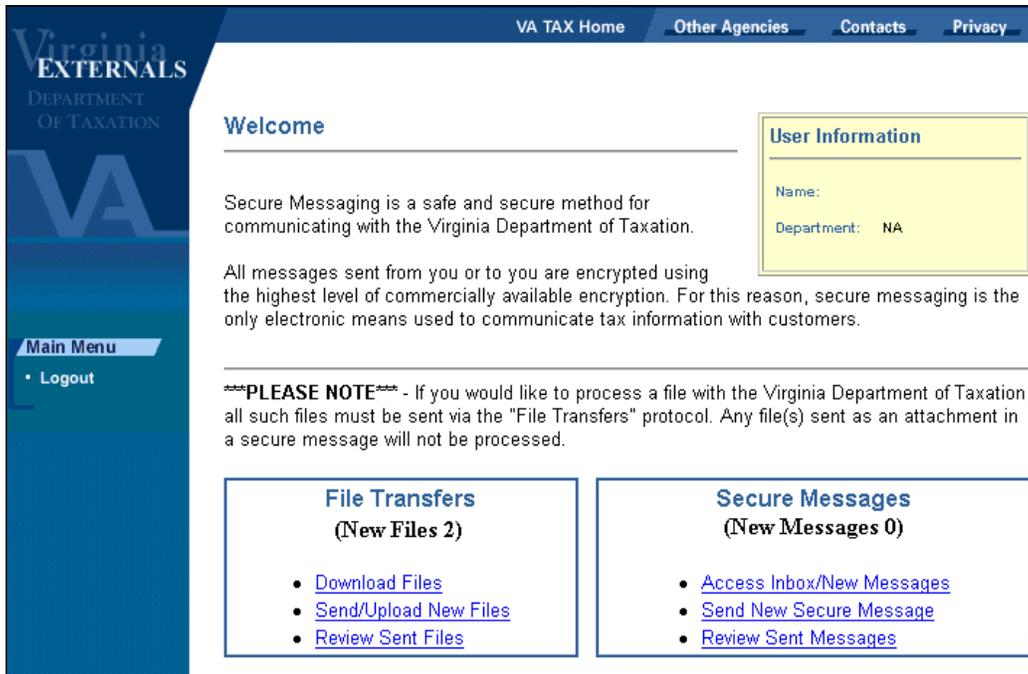
Step 9. Click the **File > Exit** menu option to close the application.



IRMS closes and the EESMC Welcome Page reappears.

Navigate the Welcome Window

After successfully logging on to the EESMC application, the **Welcome** window opens.



The **Welcome** window is divided into two sections.

The **File Transfers** section consists of hyperlinks for transmitting and receiving secure files:

- *Download Files* link is used to receive secure files from TAX.
- *Send/Upload New Files* link allows you to send secure files to TAX.
- *Review Sent Files* link lets you view a list of files that your organization has sent to TAX in the past 30 days.

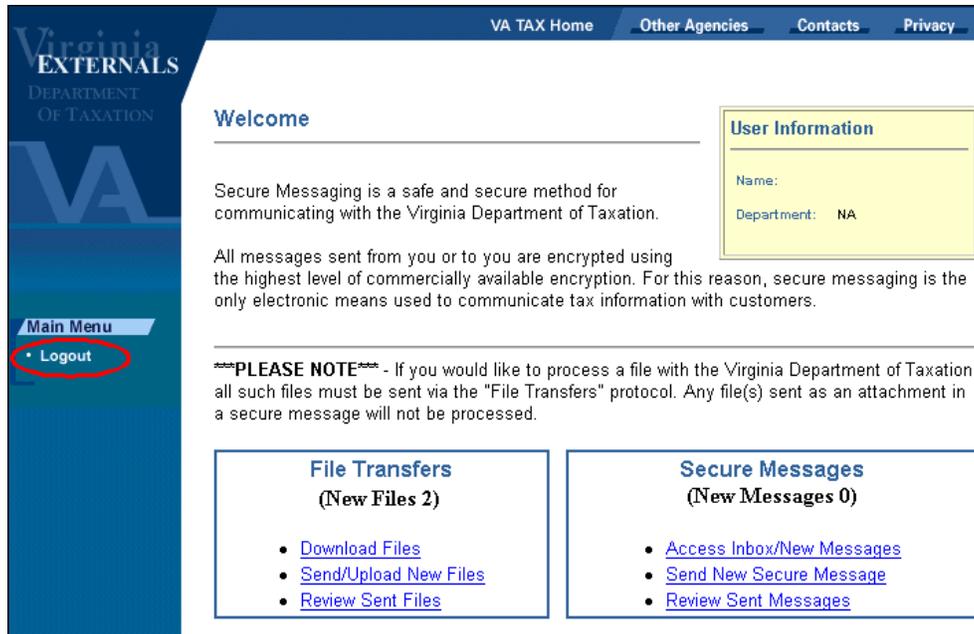
The **Secure Messages** section consists of hyperlinks used to send and review secure messages sent to TAX.

- *Access Inbox/New Messages* link allows you to view incoming secure messages from TAX.
- *Send New Secure Message* link is used to create secure messages to send to TAX.
- *Review Sent Messages* link lets you view a list of secure messages sent to TAX in the past 30 days.

Navigating the **Welcome** window consists of clicking the hyperlinks in the **File Transfers** and **Secure Message** sections.

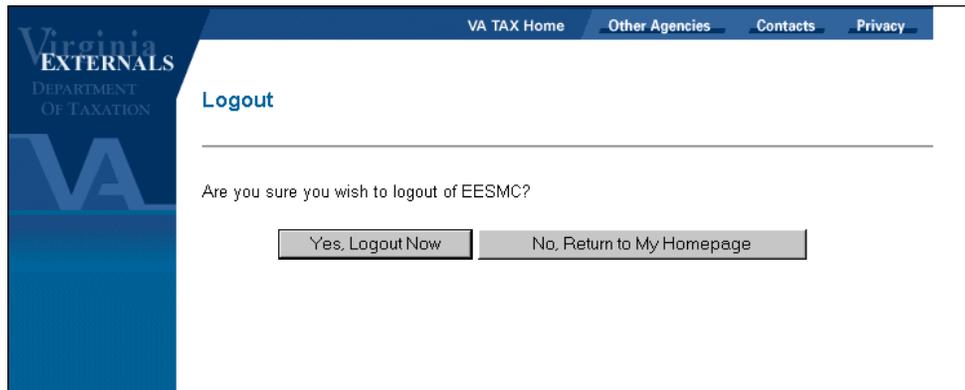
Logout of EESMC

After you have finished using the EESMC, you will need to logout of the application. Located in every window is a **Logout** button.



Step 1. Click **Logout**.

The **Logout** window opens.



Step 2. Click the **Yes, Logout Now** button. A **Confirmation** window opens indicating you have successfully logged out of the EESMC. You can now close your web browser.

To cancel the logout function and return to the EESMC application, click **No, Return to My Homepage**.

SECURE FILES

Located on the **Welcome** window is the **File Transfers** section. Use the hyperlinks found in this section to:

- Download secure files from TAX
- Transmit secure files to TAX
- Views files sent to TAX in the past 30 days

Virginia
EXTERNALS
DEPARTMENT
OF TAXATION

VA TAX Home Other Agencies Contacts Privacy

Welcome

Secure Messaging is a safe and secure method for communicating with the Virginia Department of Taxation.

All messages sent from you or to you are encrypted using the highest level of commercially available encryption. For this reason, secure messaging is the only electronic means used to communicate tax information with customers.

PLEASE NOTE - If you would like to process a file with the Virginia Department of Taxation, all such files must be sent via the "File Transfers" protocol. Any file(s) sent as an attachment in a secure message will not be processed.

File Transfers
(New Files 2)

- [Download Files](#)
- [Send/Upload New Files](#)
- [Review Sent Files](#)

Secure Messages
(New Messages 0)

- [Access Inbox/New Messages](#)
- [Send New Secure Message](#)
- [Review Sent Messages](#)

Main Menu
• Logout

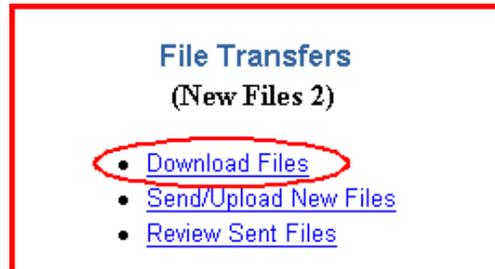
User Information
Name:
Department: NA

Note that all messages transmitted to and from TAX are kept for 30 calendar days from the date sent. We recommend developing in-house procedures for storing/archiving incoming and outgoing files should you need to reference files after 30 days.

Download Secure Files Sent from TAX

In the **File Transfers** section, a *New Files* indicator displays how many incoming secure files you have received from TAX. To access these new files and download them:

Step 1. Click *Download Files*.



The **File Inbox** window opens to display a list of all incoming files sent from TAX in the past 30 days. Incoming files appear as hyperlinks under the **Subject** heading.

Virginia
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OF TAXATION

VA TAX Home Other Agencies Contacts Privacy

File Inbox

Listed below are all the data files that have been sent to you from the Virginia Department of Taxation.

User Information
Name:
Department: NA

[Back To My Homepage](#)

Inbox (2 new)		
#	Subject	Date
	Claim Number Assignment File (Record Type C)	05/28/2005
	Match File (Record Type E)	05/28/2005

[Back To My Homepage](#)

Instructions:

New messages are indicated by the "▶" symbol.

The "☐" symbol shows that there are additional messages in the history of a given message. By clicking on this symbol, you may view the subjects of the previous message(s) and the respective sent date(s).

Message Expiration: All messages will remain in your mailbox for 30 days from the most recent date of activity. For example, if you first sent a message to the Department on 05/31/2005, and then sent a follow up message attached to that message on 06/15/2005, these messages would not be deleted until 07/15/2005.

Step 2. Click the Subject of an incoming file.

The **Read Message** window opens, allowing you to download the incoming file.

The screenshot shows the 'Read Message' interface. At the top, there are navigation links: 'VA TAX Home', 'Other Agencies', 'Contacts', and 'Privacy'. The left sidebar contains the 'Virginia EXTERNALS DEPARTMENT OF TAXATION' logo and a 'Main Menu' with a 'Logout' link. The main content area is titled 'Read Message' and includes a 'User Information' box with fields for 'Name' and 'Department: NA'. Below this is a 'New Follow Up Message' button and a 'Back To My Homepage' link. The message details are displayed in a table:

From	Virginia Department of Taxation
Subject Text	Match File (Record Type E)
Message Topic	Offset Information (Match Update)
Date	05/28/2005
Attachments	Match251039000.txt

Below the table, it says 'No message entered'. At the bottom of the message area, there is another 'View All Messages in Thread' link and a 'Back To My Homepage' link.

- *From* will always be Virginia Department of Taxation.
- *Subject Text* varies with the file sent, but will contain language that identifies the file.
- *Message Topic* identifies the file content. Examples include:
 - Federal Schedule C Information
 - Outbound Reports
 - OCA Information
 - Set-off Information
- *Date* represents the date the message was sent.
- *Attachments* list the file name.

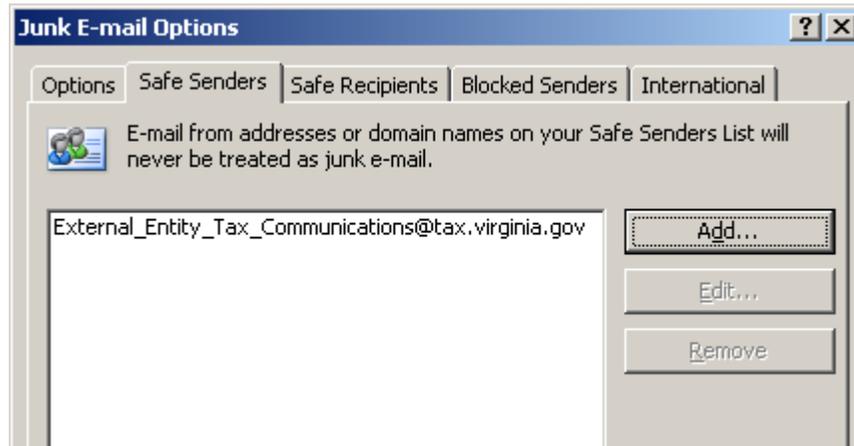
From the **Read Message** window, you can:

- Click the red caret in the *Attachments* field to open the incoming file. Once opened, you can save the incoming file from the application used to launch the file.
- Click **Back to My Homepage** to return to the **Welcome** window.

When downloading files, be sure that the workstation receiving incoming files has enough free disk space for the download. If you expect to receive large files from TAX, we recommended your hard drive have at least 20 GB of free disk space. A high-speed Internet connection (broadband, T1 etc.) is also recommended to speed up the file transfer process.



Note: When the Department of Taxation sends a file to your organization, it will send an email to notify you that the file is available. To prevent your spam blocker from blocking these emails, please put External_Entity_Tax_Communications@tax.virginia.gov into the “Safe List” of your email program.



Transmit Secure Files to TAX

In the **File Transfers** section of the **Welcome** window, you also have the ability to send files to TAX. To send a file:

Step 1. Click *Send/Upload New Files*.



The **Add/Delete Attachments** window opens, which allows you to enter the filepath of the file to be transmitted to TAX.

The screenshot shows the VA External Entity Secure Messaging Center interface. At the top, there are navigation links: "VA TAX Home", "Other Agencies", "Contacts", and "Privacy". On the left, the "Virginia EXTERNALS DEPARTMENT OF TAXATION" logo is displayed, along with a "Main Menu" containing a "Logout" link. The main content area is titled "Add/Delete Attachments" and includes a help icon and text: "For other instructions, click the icon." To the right, a "User Information" box shows "Name:" and "Department: NA". Below this is a "Back To My Homepage" link. A "Message Topic" dropdown menu is set to "Select topic of your message:". The "Select File(s) You Wish To Attach" section includes a warning: "Please note that the total size of your uploaded file(s) must not exceed 300 MB." It contains three fields: "Number of records:" (empty), "Submitting Agency:" (set to "NA"), and "Filename:" (empty) with a "Browse..." button. An "Attach File" button is positioned below these fields. At the bottom, a table with columns "File Name", "Size", "Record #", and "Delete" shows "No Files Attached". Below the table, it displays "Total Size: 0 bytes" and a "Submit" button.

Step 2. Select a *Message Topic* from the list of drop-down options available.

When selecting a *Message Topic* from the dropdown:

Department of Lottery will select *Lottery* to send TAX your lottery payment file.

Local Commissioner of Revenue will not transmit files to TAX.

Local Treasurers:

- Select *Local Estimated Payment Information* to send TAX estimated tax payments collected in your local office.
- Select *Local Uncollectible* to send TAX your annual uncollectible receivables.

Set-off Agencies

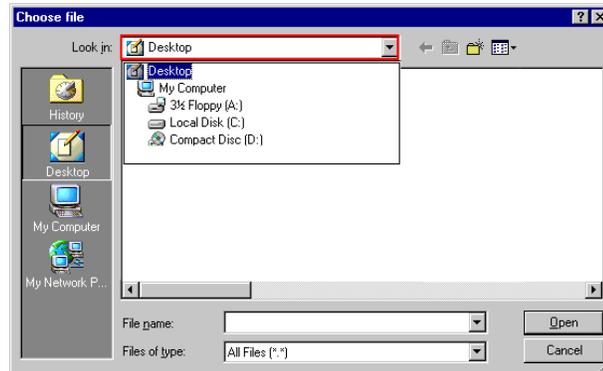
- Select *Offset Information (Match Updates)* to send TAX your certifications, contest updates, and finalizations files (Record Type “F”).
- Select *Offset Information (New/Update Claims)* to send TAX your new claims for submission or to update existing claims (Record Type “B” and “D”).

Collection Agencies will select *OCA Information* to send TAX your collection/payment file.

Step 3. Enter the number of records that are contained in the file you are about to send in the *Number of records* field.

Step 4. Click **Browse** to locate the filepath of the first file to send.

Based on the version of your computer's operating system, a **Choose file** window similar to the one pictured below opens, which allows you to locate your file by browsing through the directories and folders on your workstation.



- Step 5.** Click the *Look in* drop-down to view a list of local and network directories accessible from your computer. Double-click the directory, folder, and any applicable sub-folders in the filepath of the file that you want to transmit.
- Step 6.** Double-click the file after locating it. The **Choose file** window closes and the **Add/Delete Attachment** window re-opens with the *File name* populated the directory path of the selected file.

Select File(s) You Wish To Attach

Please note that the total size of your uploaded file(s) must not exceed 300 MB.

① **Number of records:**

① **Submitting Agency:** NA

① **Total Claim Amount:** \$

① **Filename:**

File Name	Size	Record #	Delete
No Files Attached			

Total Size: 0 bytes

- Step 7.** Click **Attach File**.
- To attach additional files, repeat **Steps 3 –7**. After you have attached the last file to send to TAX, continue with **Step 8**.
- Step 8.** Click **Submit**. A **Confirmation** window opens indicating that your file was transmitted successfully.

NOTE: If the number of records entered does not match the number of records on the file an error message will appear and the file will not be accepted.

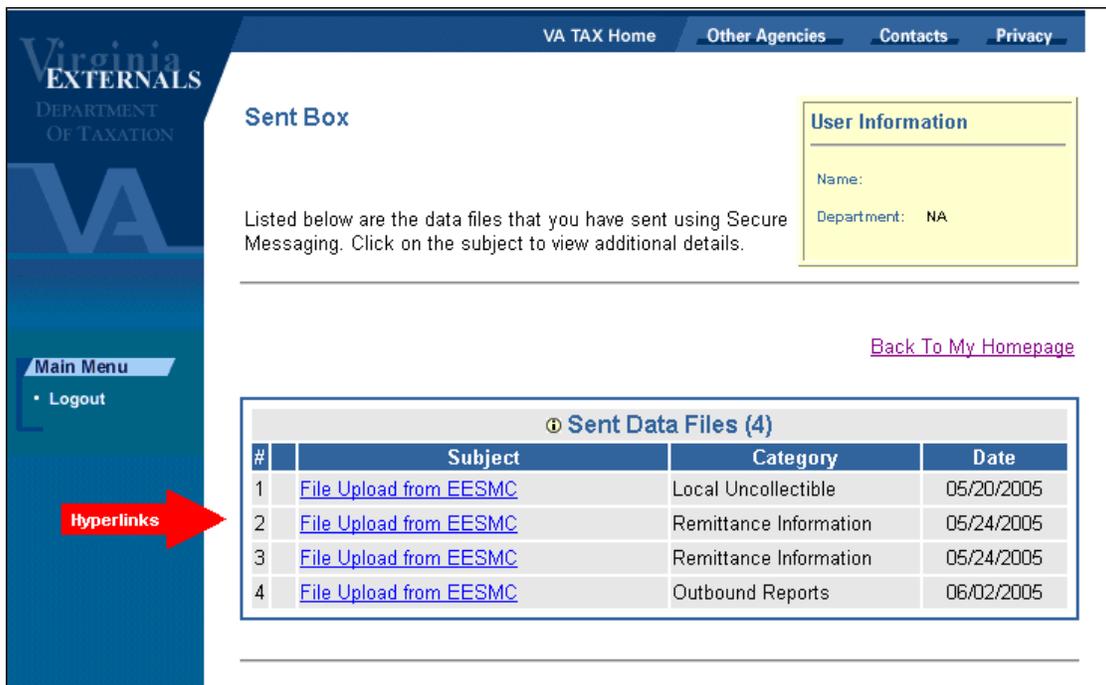
View Files Sent to TAX

The EESMC also provides you the ability to view files that you have sent to TAX in the past thirty days. To view these files:

Step 1. Click *Review Sent Files*.

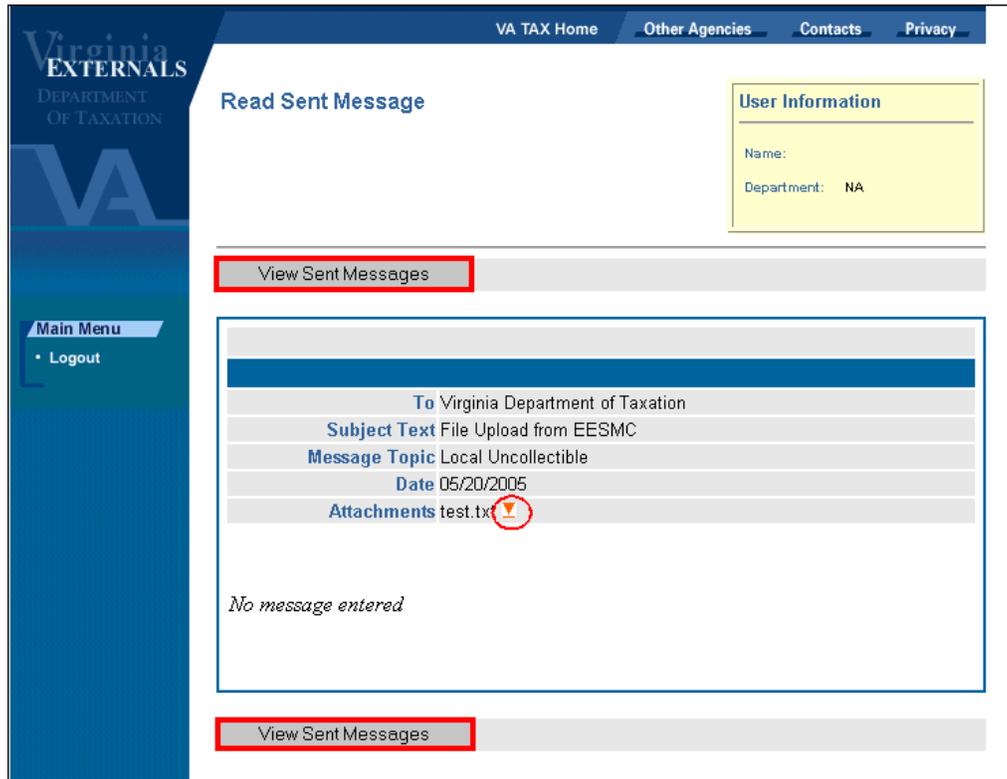


The **Sent Box** window opens.



Step 2. Click the Subject of a sent file that you want to view.

The **Read Sent Message** window opens.



- *To* will always be Virginia Department of Taxation.
- *Subject Text* varies with the file sent, but will contain language that is specific to the purpose of the message.
- *Message Topic* identifies the message content. Examples include:
 - Federal Schedule C Information
 - Outbound Reports
 - OCA Information
 - Set-off Information
- *Date* represents the date the message was sent. This message will be retained in your Inbox for 30 calendar days before it is purged.
- *Attachments* list the file name(s).

From the **Read Sent Message** window, you can:

- Click the red caret in the *Attachments* field to open the attachment that was sent to TAX.
- Click **View Sent Message** to return to the **Sent Box** window.

SECURE MESSAGES

The **Secure Message** section of the **Welcome** window consists of a list of hyperlinks that allow you to:

- View incoming messages from TAX
- Send secure messages to TAX
- Review secure messages sent to TAX in the past 30 days

The screenshot shows the 'Welcome' page of the Virginia EXTERNALS DEPARTMENT OF TAXATION Secure Messaging Center. The page features a blue header with navigation links: 'VA TAX Home', 'Other Agencies', 'Contacts', and 'Privacy'. The main content area includes a 'Welcome' section with text explaining secure messaging and a 'User Information' box showing 'Name:' and 'Department: NA'. A 'Main Menu' sidebar on the left contains a 'Logout' link. A 'PLEASE NOTE' section states that files must be sent via the 'File Transfers' protocol. At the bottom, there are two boxes: 'File Transfers (New Files 2)' with links for 'Download Files', 'Send/Upload New Files', and 'Review Sent Files'; and 'Secure Messages (New Messages 0)' with links for 'Access Inbox/New Messages', 'Send New Secure Message', and 'Review Sent Messages'. The 'Secure Messages' box is highlighted with a red border.

Virginia
EXTERNALS
DEPARTMENT
OF TAXATION

VA TAX Home Other Agencies Contacts Privacy

Welcome

Secure Messaging is a safe and secure method for communicating with the Virginia Department of Taxation.

All messages sent from you or to you are encrypted using the highest level of commercially available encryption. For this reason, secure messaging is the only electronic means used to communicate tax information with customers.

*****PLEASE NOTE***** - If you would like to process a file with the Virginia Department of Taxation, all such files must be sent via the "File Transfers" protocol. Any file(s) sent as an attachment in a secure message will not be processed.

File Transfers
(New Files 2)

- [Download Files](#)
- [Send/Upload New Files](#)
- [Review Sent Files](#)

Secure Messages
(New Messages 0)

- [Access Inbox/New Messages](#)
- [Send New Secure Message](#)
- [Review Sent Messages](#)

Main Menu
• Logout

Send Secure Messages to TAX

From the **Secure Message** section of the **Welcome** window, you can send secure messages to TAX. To send a message:

Step 1. Click *Send New Secure Message*.



The **New Secure Message** window opens.

A screenshot of the "New Secure Message" window. The window has a blue header with "VA TAX Home", "Other Agencies", "Contacts", and "Privacy" links. The main content area is titled "New Secure Message" and includes a "User Information" box with "Name:" and "Department: NA" fields. Below this is a "Subject Text" input field, a "Message Topic" dropdown menu with the text "Select topic of your message:", and a "Message Text" text area. At the bottom right is a "Send" button. Below the "Send" button is an "Add/Delete Attachments" button and a "Back To My Homepage" link.

Use the window to enter a *Subject*, *Message Topic*, and the text of your secure message. You can also use this window to attach any support documents that you want to send to TAX.

- *Subject Text* varies with the file sent, but will contain language that is specific to the purpose of the message.
- *Message Topic* identifies the message content. Examples include:
 - Federal Schedule C Information
 - Outbound Reports
 - OCA Information
 - Set-off Information
- *Text* is used for entering the content of your secure message..

Using the **Secure Message** window:

The screenshot shows the 'New Secure Message' interface. At the top, there are navigation links: 'VA TAX Home', 'Other Agencies', 'Contacts', and 'Privacy'. The page title is 'New Secure Message'. Below the title, there is a yellow box for 'User Information' containing 'Name:' and 'Department: NA'. The main form area has three sections: 'Subject Text' with a text input field, 'Message Topic' with a dropdown menu labeled 'Select topic of your message:', and 'Message Text' with a large text area. At the bottom of the form, there is a 'Send' button and an 'Add/Delete Attachments' button. A 'Back To My Homepage' link is located below the buttons. On the left side, there is a 'Main Menu' with a 'Logout' link. The Virginia EXTERNALS DEPARTMENT OF TAXATION logo is in the top left corner.

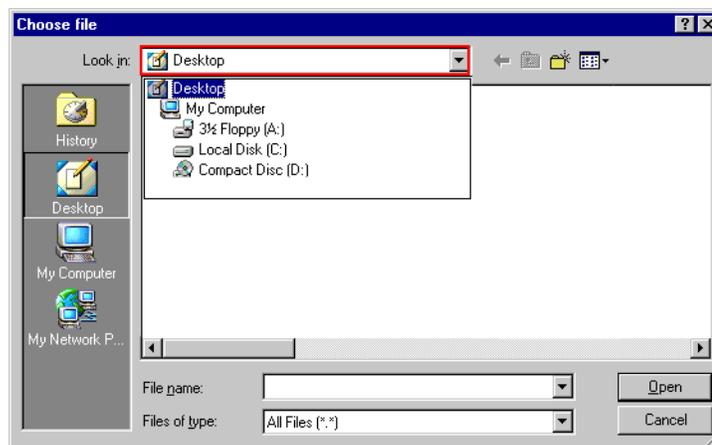
- Step 2.** Type the subject of your message in the *Subject Text*. The *Subject Text* varies with the file sent, but will contain language that is specific to the purpose of the message.
- Step 3.** Select a *Message Topic* from the list of drop-down options available.
- Step 4.** Enter the content of your secure message in the *Message Text*. At this point, you have two options:
- Click **Add/Delete Attachments** if you want to attach a support documentation file, like a word processing document or spreadsheet, that is related to your secure message.
- NOTE:** Do not attach the data files that you regularly transmit to TAX. Use the **Transmit Secure Files** to send these data files.
- Click **Send** without attaching a file. A **Confirmation** window opens to verify your secure message was successfully sent.

Send Attachments

If you opted to send an attachment, the **Add/Delete Attachments** window opens.

Step 1. Click **Browse** to locate the filepath of the first file to send.

Based on the version of your computer's operating system, a **Choose file** window similar to the one pictured below opens, which allows you to locate your file by browsing through the directories and folders on your workstation.



Step 2. Click the *Look in* drop-down to view a list of local and network directories accessible from your computer. Double-click the directory, folder, and any applicable sub-folders in the filepath of the file that you want to attach.

Step 3. Double-click the file after locating it.

The **Choose file** window closes and the **Add/Delete Attachment** window shows the **Filename field** with the filepath of the selected file.

VA TAX Home Other Agencies Contacts Privacy

Virginia EXTERNALS DEPARTMENT OF TAXATION

User Information
Name:
Department: NA

Add/Delete Attachments For other instructions, click the ⓘ icon.

Select File(s) You Wish To Attach

Please note that the total size of your uploaded file(s) must not exceed 300 MB.

Submitting Agency: NA

Filename: C:\My Files\test_file.xls Browse...

Attach File

File Name	Size	Record #	Delete
No Files Attached			

Total Size: 0 bytes

Return To My New Secure Message

Step 4. Click **Return to My New Secure Message**.

The **New Secure Message** window reopens:

VA TAX Home Other Agencies Contacts Privacy

Virginia EXTERNALS DEPARTMENT OF TAXATION

User Information
Name:
Department: NA

New Secure Message

Please enter the necessary information below. Enter a subject and select a topic for your message in the designated fields. For instructions on a specific field, click the ⓘ icon.

Subject Text

Message Topic: Select topic of your message:

Message Text

Send

Add/Delete Attachments

[Back To My Homepage](#)

To attach additional files, click the **Add/Delete Attachments** button and repeat **Steps 5–9**. After you have attached the last file:

Step 5. Click **Send**. A **Confirmation** window opens indicating that your message and attachment(s) was transmitted successfully.

View Messages Sent to TAX

The EESMC gives you the ability to view messages you have sent to TAX in the past thirty days. To view them:

Step 1. Click *Review Sent Messages*.

Secure Messages
(New Messages 0)

- [Access Inbox/New Messages](#)
- [Send New Secure Message](#)
- [Review Sent Messages](#)

This opens the **Sent Box** window.

The screenshot shows the 'Sent Box' interface. At the top, there are navigation links: VA TAX Home, Other Agencies, Contacts, and Privacy. The main content area is titled 'Sent Box' and includes a 'User Information' box with fields for Name and Department (NA). Below this is a table of sent messages. A red arrow labeled 'Hyperlinks' points to the subject links in the table.

#	Subject	Category	Date
1	Test Message 1		05/20/2005
2	Test Message 2		05/20/2005

Step 2. Click the Subject of sent message that you want to view.

The **Read Sent Message** window opens, displaying the text of the message sent to TAX.

The screenshot shows the 'Read Sent Message' window. The header includes 'VA TAX Home', 'Other Agencies', 'Contacts', and 'Privacy'. The left sidebar contains the 'Virginia EXTERNALS DEPARTMENT OF TAXATION' logo and a 'Main Menu' with a 'Logout' link. The main content area displays the following message details:

To	Virginia Department of Taxation
Subject Text	Test Message 1
Message Topic	
Date	05/20/2005
Attachments	test.txt 

Below the message details, the text 'test 1' is displayed. At the bottom of the window, there is a 'View Sent Messages' button.

From the **Read Sent Message** window, you can:

- Click the red caret  in the *Attachments* field, if a document was attached to the secure message sent to TAX.
- Click **View Sent Message** to return to the **Sent Box** window.

View Incoming Secure Messages from TAX

From the **Secure Message** section of the **Welcome** window, you can read incoming secure messages from TAX. To read a message:

Step 1. Click *Access Inbox/New Messages*.



The Inbox window opens displaying a list of all incoming messages within the past 60 days.

VA TAX Home Other Agencies Contacts Privacy

Virginia EXTERNALS
DEPARTMENT OF TAXATION

Message Inbox

Listed below are all the messages that have been sent to you from the Virginia Department of Taxation.

User Information

Name:

Department:

[Back To My Homepage](#)

Inbox (2 new)		
#	Subject	Date
1	Notification for account 01	08/25/2005
2	Notification for account 02	08/29/2005
3	Notification for account 03	08/29/2005

[Back To My Homepage](#)

Main Menu

- Logout

Step 2. Click the **Subject** of a message to open it.

The **Read Message** window opens.

The screenshot shows the 'Read Message' window. At the top, there are navigation links: 'VA TAX Home', 'Other Agencies', 'Contacts', and 'Privacy'. The left sidebar contains the 'Virginia EXTERNALS DEPARTMENT OF TAXATION' logo and a 'Main Menu' with a 'Logout' link. The main content area is titled 'Read Message' and contains the following text: 'To create additional message attached to this message, click the "New Follow Up Message" button. Click here to view additional [instructions](#).' Below this text are two buttons: 'Back To My Homepage' and 'New Follow Up Message'. A yellow box on the right is labeled 'User Information' and contains fields for 'Name:' and 'Department:'. Below the buttons is a section titled 'Printer-Friendly version of this page' which contains a message header with the following details: 'From: Virginia Department of Taxation', 'Subject Text: Notification for account 01', 'Message Topic: OCA Information', and 'Date: 08/25/2005'. The message body contains the text 'This is a test message.' At the bottom of the window, there are two more buttons: 'Back To My Homepage' and 'New Follow Up Message'.

From the **Read Message** window, you can:

- Click **Back to Homepage** to return to the Welcome Page
- Click the **New Follow Up Message** button to send a secure message back to TAX.
- Click **Printer-Friendly version of this page** to print a hardcopy of the message.