

# Virginia Department of Taxation

## External Entity Secure Message Center (EESMC) User Guide

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# External Entity Secure Messaging Center

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

Typical EESMC users that interact with Virginia 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 with accessing, navigating and using 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](http://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

Virginia Tax

Welcome to External Entity Secure Messaging Center (EESMC)

EESMC communicate securely with the Department of Taxation.

**File Transfer** Transfer files securely with the Department of Taxation.

**Secure Messaging** Securely and confidentially communicate with the Virginia Department of Taxation.

**Login Instructions:**

**User ID:** Enter your AR User ID.

**Password:** Enter your AR password. The password is case sensitive.

**Login:** After entering the correct AR User ID and Password, click the Login button. [Back](#)

**User Login**

User ID

Password

**Login**

**Important Announcement: New Password Requirements**

[Click here](#) to change your password.

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

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

## Change the Password

The logon provided by Virginia 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 Virginia 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 a password:

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

The screenshot shows the 'User Login' page of the EESMC. The page includes a 'User Login' box with fields for 'User ID' and 'Password' and a 'Login' button. Below the login box is a link 'Click here' to change password requirements, which is circled with a red oval. A black arrow points from the text 'Click the Click here link, located at the bottom of the User Login box.' to this circled link.

**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 **password** into the 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 a new password into the **New Password** field.

Passwords must contain **8-16 characters** using at least 3 of the 4 groups of characters (below). No spaces are allowed.

**Group 1** - Upper Case Letters

**Group 2** - Lower Case Letters

**Group 3** - Numbers

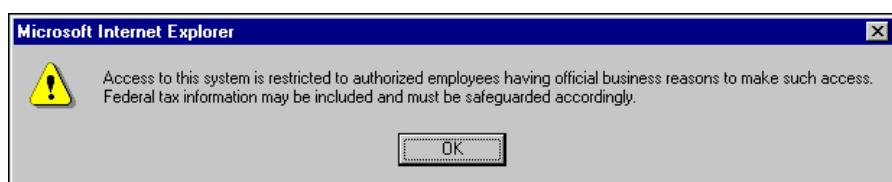
**Group 4** - Special Characters. The following are considered special characters:

/ (Forward Slash)  
, (Comma)  
: (Colon)  
< (Left Angled Bracket)  
> (Right Angled Bracket)  
! (Exclamation Point)  
~ (Tilde)  
@ (At Sign)  
# (Pound Sign)  
\$ (Dollar Sign)  
% (Percent Sign)  
^ (Caret)  
& (Ampersand)  
( (Left Parenthesis)  
) (Right Parenthesis)  
+ (Plus Sign)  
= (Equals Sign)  
? (Question Mark)  
" (Double Quote)  
| (Vertical Bar)  
\ (Back Slash)  
[ (Left Square Bracket)  
- (Minus sign)

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

**Step 7.** Click **OK**.

After the password has been changed, the IRMS application continues opening and a pop- up box appears:



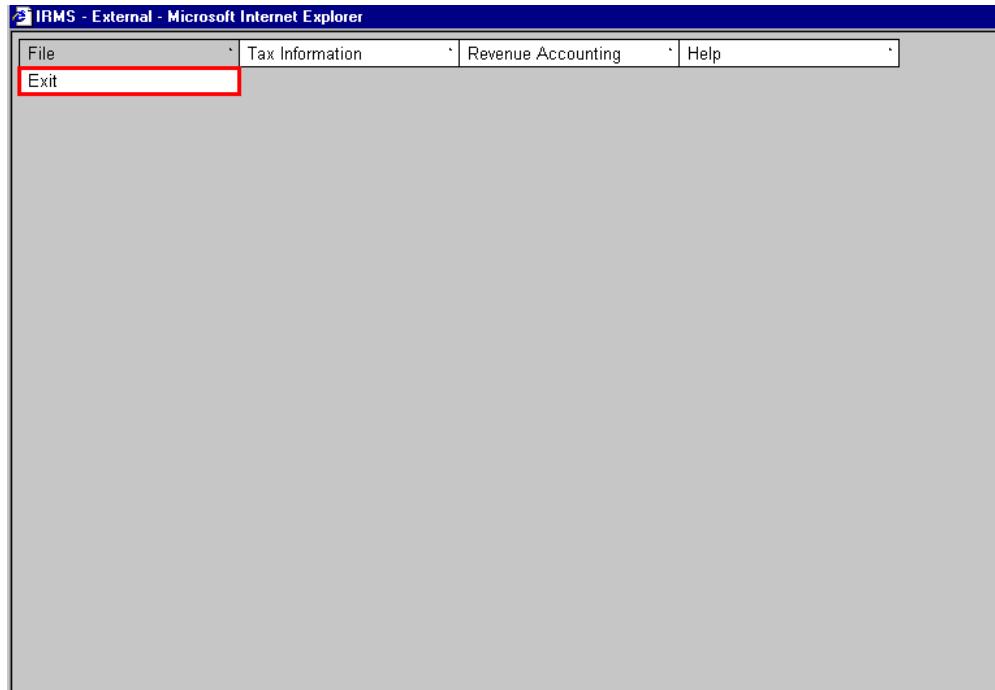
**Step 8.** Click **OK**.

The gray window that appears after the application opens is the IRMS Desktop.

**NOTE:** Access to EESMC will not allow the viewing of screens in IRMS.

**Step 9.**

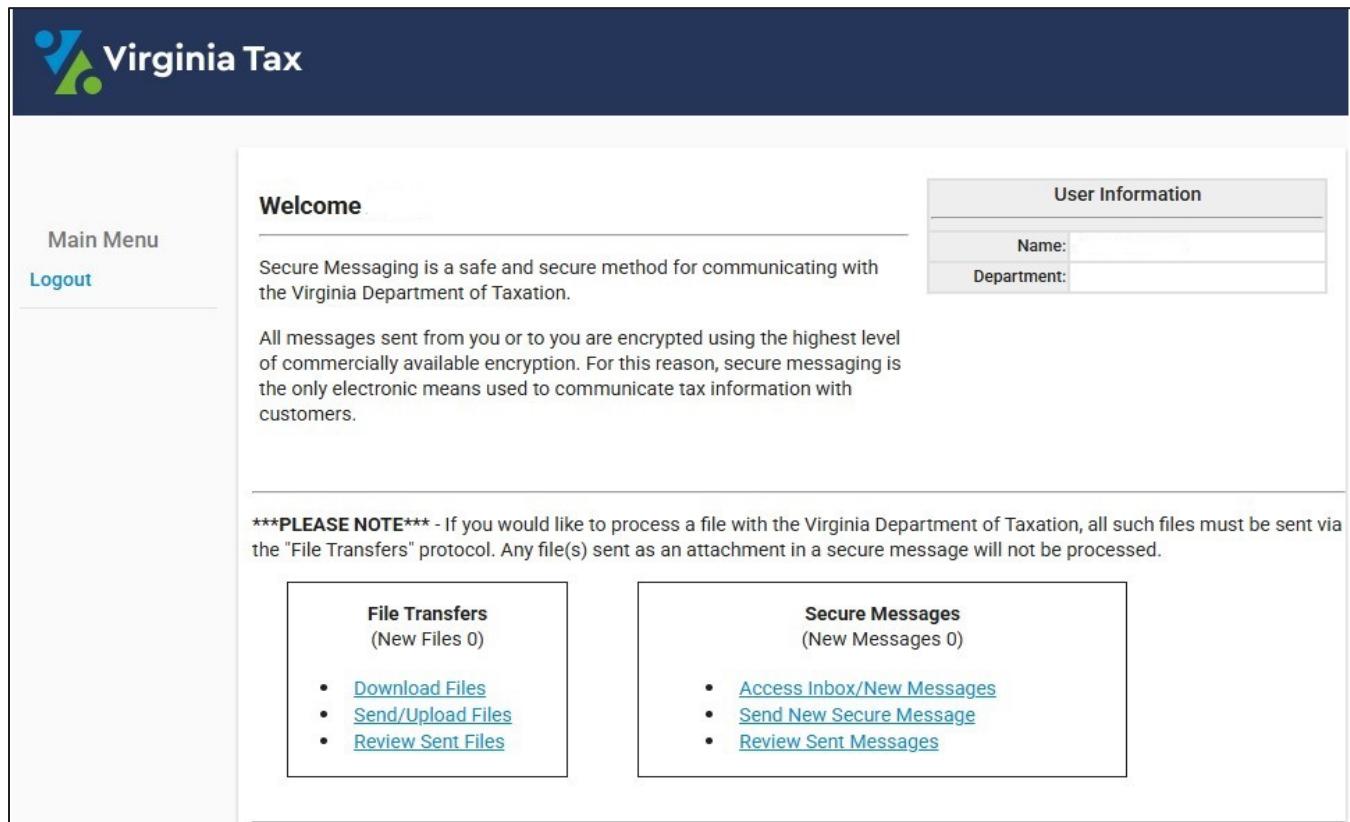
Click the **File > Exit** menu option to close the application.



IRMS closes and the EESMC Welcome Page reappears.

## Navigate the Welcome Window

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



Main Menu

Logout

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.

User Information

Name: \_\_\_\_\_

Department: \_\_\_\_\_

<b>File Transfers</b> (New Files 0)	<b>Secure Messages</b> (New Messages 0)
<ul style="list-style-type: none"><li><a href="#">Download Files</a></li><li><a href="#">Send/Upload Files</a></li><li><a href="#">Review Sent Files</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Access Inbox/New Messages</a></li><li><a href="#">Send New Secure Message</a></li><li><a href="#">Review Sent Messages</a></li></ul>

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 Virginia Tax.
- *Send/Upload New Files* link allows you to send secure files to Virginia Tax.
- *Review Sent Files* link lets you view a list of files that your organization has sent to Virginia Tax in the last year.

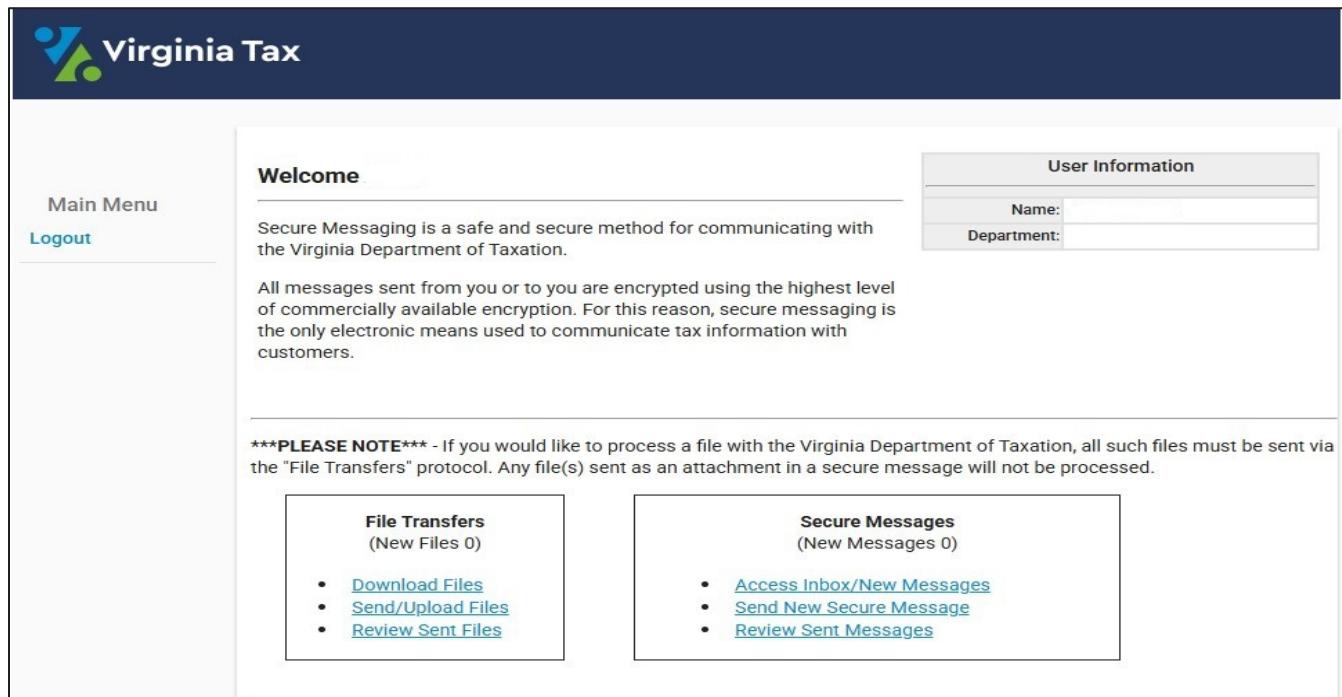
The **Secure Messages** section consists of hyperlinks used to send and review secure messages sent to Virginia Tax.

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

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

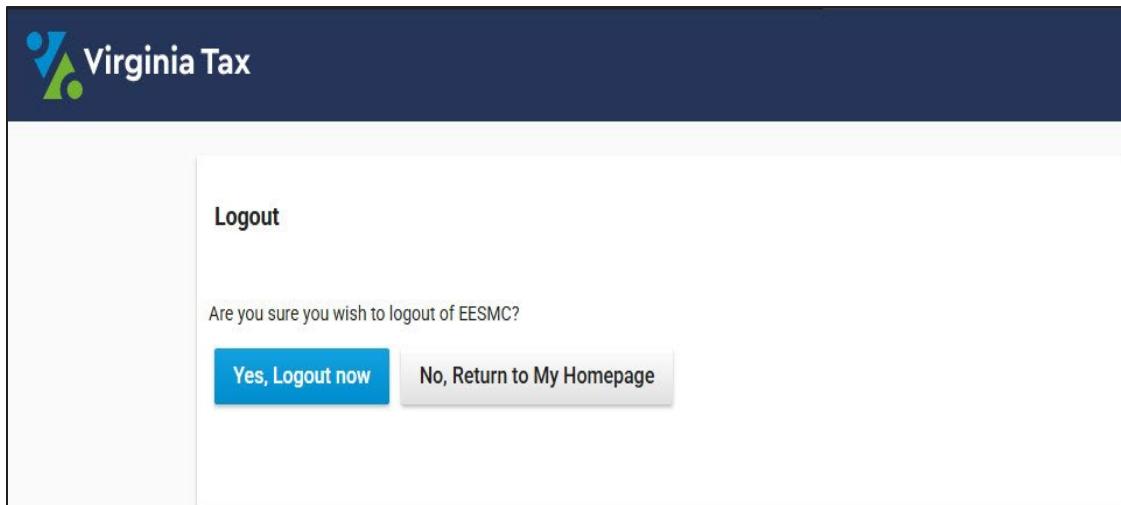
## Logout of EESMC

After you have finished using the EESMC application, you will need to logout of the application. A **Logout** button is found on each panel.



The screenshot shows the EESMC application homepage. The top navigation bar features the "Virginia Tax" logo. The main menu on the left includes "Main Menu" and "Logout". The central content area has a "Welcome" section stating: "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." Below this is a note: "\*\*\*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." Two boxes are present: "File Transfers (New Files 0)" with links to "Download Files", "Send/Upload Files", and "Review Sent Files"; and "Secure Messages (New Messages 0)" with links to "Access Inbox/New Messages", "Send New Secure Message", and "Review Sent Messages". On the right, there is a "User Information" section with fields for "Name" and "Department".

**Step 1.** Click **Logout**. The **Logout** window opens.



The screenshot shows a "Logout" confirmation window. It asks, "Are you sure you wish to logout of EESMC?". It contains two buttons: "Yes, Logout now" (blue) and "No, Return to My Homepage" (grey).

**Step 2.** Click the **Yes, Logout Now** button. A **Confirmation** window opens indicating you have successfully logged out of the EESMC application. The web browser may now be closed.

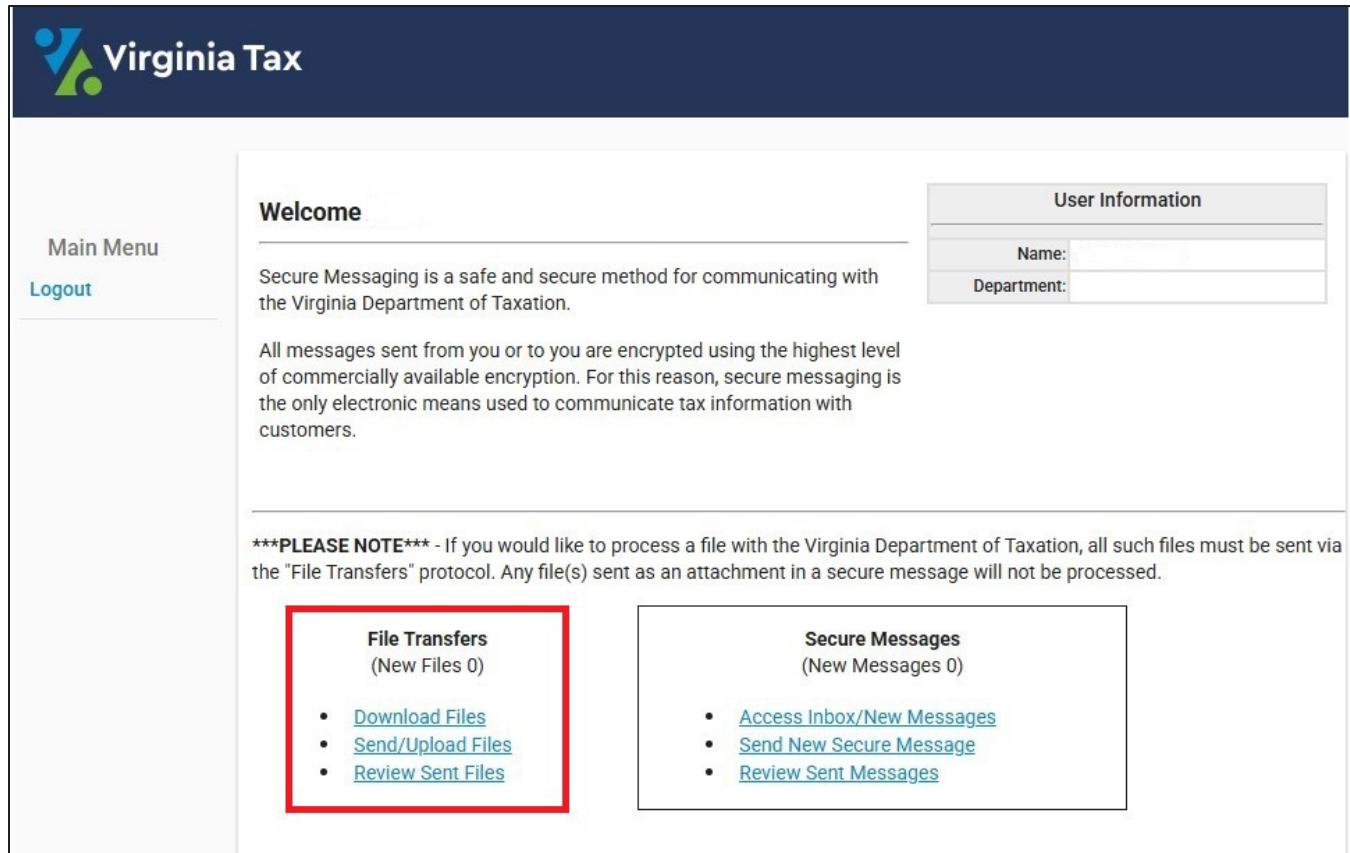
To cancel the logout function and return to the EESMC application, click **No, Return to My Homepage**.

# File Transfers

Located on the **Welcome** window is the **File Transfers** section. In the **File Transfers** section, a *New Files* indicator displays below the heading and identifies how many new secure files have been received from Virginia Tax.

Use the hyperlinks found in this section to:

- Download secure files from Virginia Tax.
- Send/Upload new secure files to Virginia Tax.
- Review Sent Files (sent in the last year).

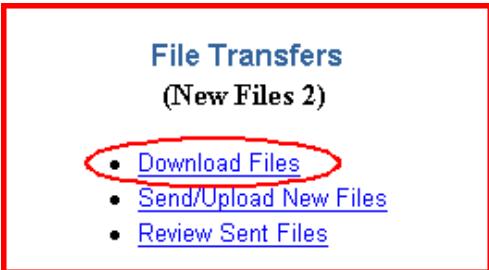


The screenshot shows the Virginia Tax secure messaging interface. The top navigation bar includes the Virginia Tax logo, a Main Menu, and Logout links. The main content area is titled "Welcome" and contains a message about secure messaging. A "User Information" section has fields for Name and Department. Below this, a note states: "\*\*\*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." Two main sections are shown: "File Transfers" (New Files 0) and "Secure Messages" (New Messages 0). The "File Transfers" section is highlighted with a red box and contains three hyperlinks: Download Files, Send/Upload Files, and Review Sent Files.

Note that all messages transmitted to and from Virginia Tax are kept for a year from the date they are sent. It is recommended that in-house procedures for storing/archiving incoming and outgoing files be developed should they be needed for reference/audit purposes after a year.

## Download Files

Step 1. Click *Download Files*.



The **File Inbox** window opens to display a list of all incoming files sent from Virginia Tax in the past 0 days. Incoming files appear as hyperlinks under the **Subject** heading.

Main Menu  
Logout

① **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:	

[Back To My Homepage](#)

**Inbox (132 new)**

#		Subject	Date
1367735754 1	►	<a href="#">Match File (Record Type E)</a>	08/09/2025
1367735376 2	►	<a href="#">Pre-Default Update Contested Date File (Record Type K)</a>	08/09/2025
1367701043 3	►	<a href="#">Match File (Record Type E)</a>	08/08/2025
1367700603 4	►	<a href="#">Pre-Default Update Contested Date File (Record Type K)</a>	08/08/2025
1367662899 5	►	<a href="#">Match File (Record Type E)</a>	08/07/2025
1367613845 6	►	<a href="#">Match File (Record Type E)</a>	08/06/2025
1367589420 7	►	<a href="#">Match File (Record Type E)</a>	08/05/2025
1367589082 8	►	<a href="#">Pre-Default Update Contested Date File (Record Type K)</a>	08/05/2025
1367491737 9	►	<a href="#">Payment Information File (Record Type G)</a>	08/02/2025
1367490839 10	►	<a href="#">Match File (Record Type E)</a>	08/02/2025
1367489957 11	►	<a href="#">Claim Number Assignment File (Record Type C)</a>	08/01/2025
1367448121 12	►	<a href="#">Match File (Record Type E)</a>	08/01/2025

**Step 2.** Click on the **Subject** of an incoming file.

**Read Message**

To create additional message attached to this message, click the "New Follow Up Message" button. Click here to view additional [instructions](#).

**User Information**

Name:	...
Department:	

[Back To My Homepage](#) [Printer-Friendly version of this page](#) [Inbox](#)

From Virginia Department of Taxation  
Subject Text Match File (Record Type E)  
Message Topic  
Date 08/09/2025  
Attachments MATCH-251510000-2025-08-09-04-46-14.TXT

This is to advise you that a file of set-off matches (Record Type E) has been created for you to download.

[Back To My Homepage](#) [Inbox](#)

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

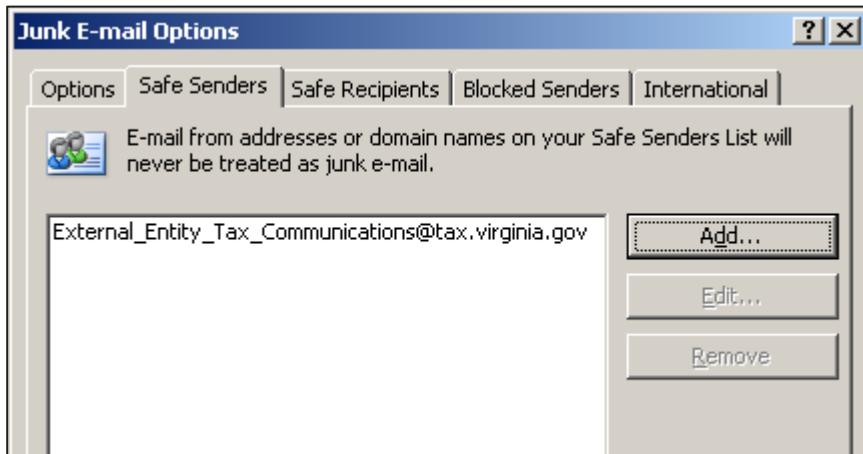
- **From** will always be Virginia Department of Taxation.
- **Subject Text** varies with the file sent but will contain language that identifies the file.
- **Message Topic** identifies the file content. Examples include:
  - Outbound Reports
  - OCA Information
  - Set-off Information
- **Date** represents 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 Virginia Tax, we recommend 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 ensure [External\\_Entity\\_Tax\\_Communications@tax.virginia.gov](mailto:External_Entity_Tax_Communications@tax.virginia.gov) is in the “Safe List” of your email program.



## Send/Upload New Files to Virginia Tax

In the **File Transfers** section of the **Welcome** window, you also have the ability to send files to Virginia 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 Virginia Tax.



**Virginia Tax**

Main Menu  
Logout

**Add/Delete Attachments**

For other instructions, click the ⓘ icon.

User Information

Name:	
Department:	

[Back To My Homepage](#)

**Select File(s) You Wish To Attach**

① Message Topic

① Number of Records

① Submitting Agency CITY OF ALEXANDRIA REVENUE  
ADMINISTRATION DIVISION

① Estimated Payment Total

① Filename :  No file chosen

**Attach File**

**Instructions:**

To attach a file, enter the file location and the file name in the filename box and click "Attach File". For example, if a file is named "ReturnInfo.doc" and is located on your C drive under the "My Documents" folder, enter "C:\My Documents\ReturnInfo.doc" as the filename.

You may also click the "Browse" button to select the file by exploring your files and selecting the appropriate one.

All attached files are displayed in the attached files box. You may detach any of these files by clicking the "Delete" 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** should select *Lottery* to send Virginia Tax a lottery payment file.

**Local Commissioner of Revenue** do not transmit files to Virginia Tax.

#### Local Treasurers:

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

#### Set-off Agencies:

- Select *Offset Information (Match Updates)* to send Virginia Tax certifications, contest updates, and finalization files (Record Type "F").
- Select *Offset Information (New/Update Claims)* to send new claims for submission or to update existing claims (Record Type "B" and "D").

**Collection Agencies** should select *OCA Information* to send Virginia Tax collection/payment file.

**NOTE:** Depending on the *Message Topic* chosen, the fields presented on the screen for file upload may vary.

**Step 3.** Enter the number of records that are contained in the file to be sent in the Number of Records field.

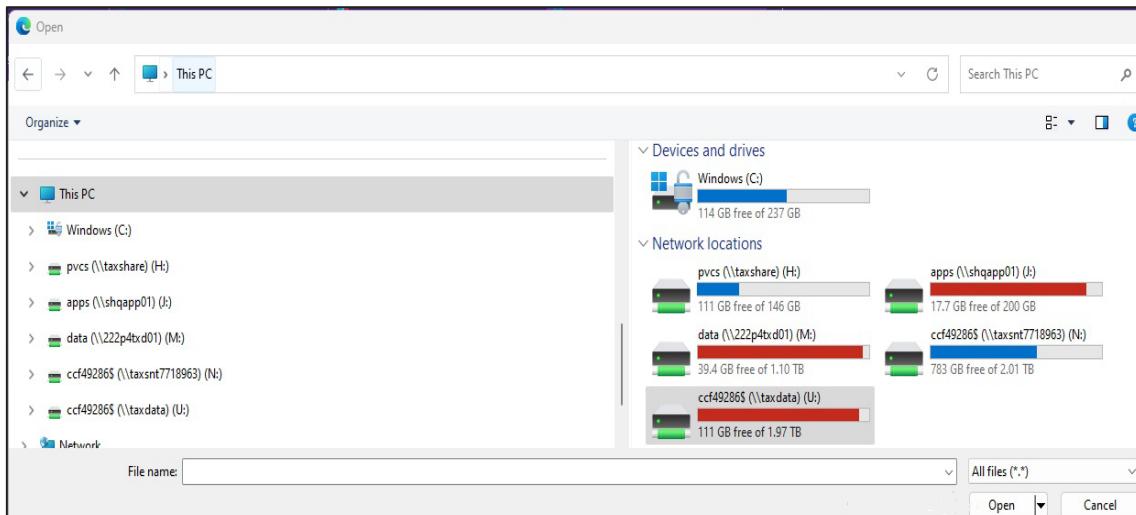
**NOTE:** The name of the Submitting Agency will be pre-populated by the application.

**Step 4.** When uploading Offset Information (New/Update Claim) data, enter the total value (amount) of the claim records (payments/claims, etc.) in the Claim Total field in dollars and cents.

When uploading Local Estimated Payment data, enter the total amount of the estimated payments in the Estimated Payment Total field in dollars and cents.

**Step 5.** Click **Browse** to locate the filepath of the file to be sent.

Based on the version of the computer's operating system, a **Choose file** window similar to the one below will open. Locate the file by browsing through the directories and folders on the workstation.



**Step 6.** Click the *Look in* drop-down to view a list of local and network directories accessible from the computer. Double-click the directory, folder, and any applicable sub-folders in the filepath of the file that you want to transmit.

**Step 7.** Double-click on 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.

**Add/Delete Attachments**

For other instructions, click the *?* icon.

**User Information**

Name: \_\_\_\_\_  
Department: \_\_\_\_\_

[Back To My Homepage](#)

**Select File(s) You Wish To Attach**

① Message Topic

① Number of Records

① Submitting Agency CITY OF ALEXANDRIA REVENUE  
ADMINISTRATION DIVISION

① Estimated Payment Total

① Filename :  LOCEST\_5...017\_002.xlsx

**Attach File**

**Instructions:**

To attach a file, enter the file location and the file name in the filename box and click "Attach File". For example, if a file is named "ReturnInfo.doc" and is located on your C drive under the "My Documents" folder, enter "C:\My Documents\ReturnInfo.doc" as the filename.

You may also click the "Browse" button to select the file by exploring your files and selecting the appropriate one.

All attached files are displayed in the attached files box. You may detach any of these files by clicking the "Delete" button.

**Step 8.** Click **Attach File**.

To attach additional files, repeat **Steps 5 –8**. Once the last file that is to be sent to Virginia Tax is attached, go to **Step 9**.

**Step 9.** Click **Submit**. A **Confirmation** window opens indicating that the 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.

## Review Sent Files

Files that have been sent to Virginia Tax may be viewed in this location.

**Step 1.** Click *Review Sent Files*.



The **Sent Box** window opens.

Virginia Tax

Main Menu

Logout

① **Sent Box**

Listed below are the data files that you have sent using Secure Messaging. Click on the subject to view additional details.

User Information

Name:
Department:

[Back To My Homepage](#)

**Sent Data Files (54 )**

#	Subject	Message Topic	Date
1	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	07/31/2025
2	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	07/31/2025
3	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	07/17/2025
4	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	07/01/2025
5	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	07/01/2025
6	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	06/26/2025
7	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	06/18/2025
8	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	06/18/2025
9	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	06/17/2025
10	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	06/17/2025
11	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	06/11/2025
12	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	06/10/2025
13	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	06/10/2025
14	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	06/05/2025
15	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	06/04/2025
16	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	06/04/2025
17	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	05/30/2025
18	<a href="#">File Upload from EESMC</a>	Offset Information (New/Update Claim)	05/30/2025
19	<a href="#">File Upload from EESMC</a>	Offset Information (Match Updates)	05/27/2025

**Step 2.** Identify the file to be reviewed under the *Subject* heading; click on the associated hyperlink.

The **Read Sent Message** window opens.

The screenshot shows the 'Read Sent Message' window of the Virginia Tax system. The window has a dark blue header with the 'Virginia Tax' logo. On the left, there's a 'Main Menu' and a 'Logout' link. The main area is titled 'Read Sent Message' and contains a table with the following data:

To	Virginia Department of Taxation
Subject Text	File Upload from EESMC
Message Topic	Offset Information (Match Updates)
Date	07/31/2025
Attachments	MATCH-UPDATE-251510000(07-31-2025_12-16-45AM).TXT ▾ MATCH-UPDATE-251510000(07-30-2025_12-16-43AM).TXT ▾

Below the table, a message says 'No message entered.' At the bottom of the window is a 'View Sent Messages' button.

- **To** will always reflect the Virginia Department of Taxation.
- **Subject Text** varies according to the type of file sent, but it will contain language that pertains to the message/information being sent.
- **Message Topic** identifies the message content. Examples include the following:
  - Outbound Reports
  - OCA Information
  - Set-off Information
- **Date** represents the date in month, day, and year sequence (MM/DD/YYYY) the message was sent.
- **Attachments** displays the file name(s).

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

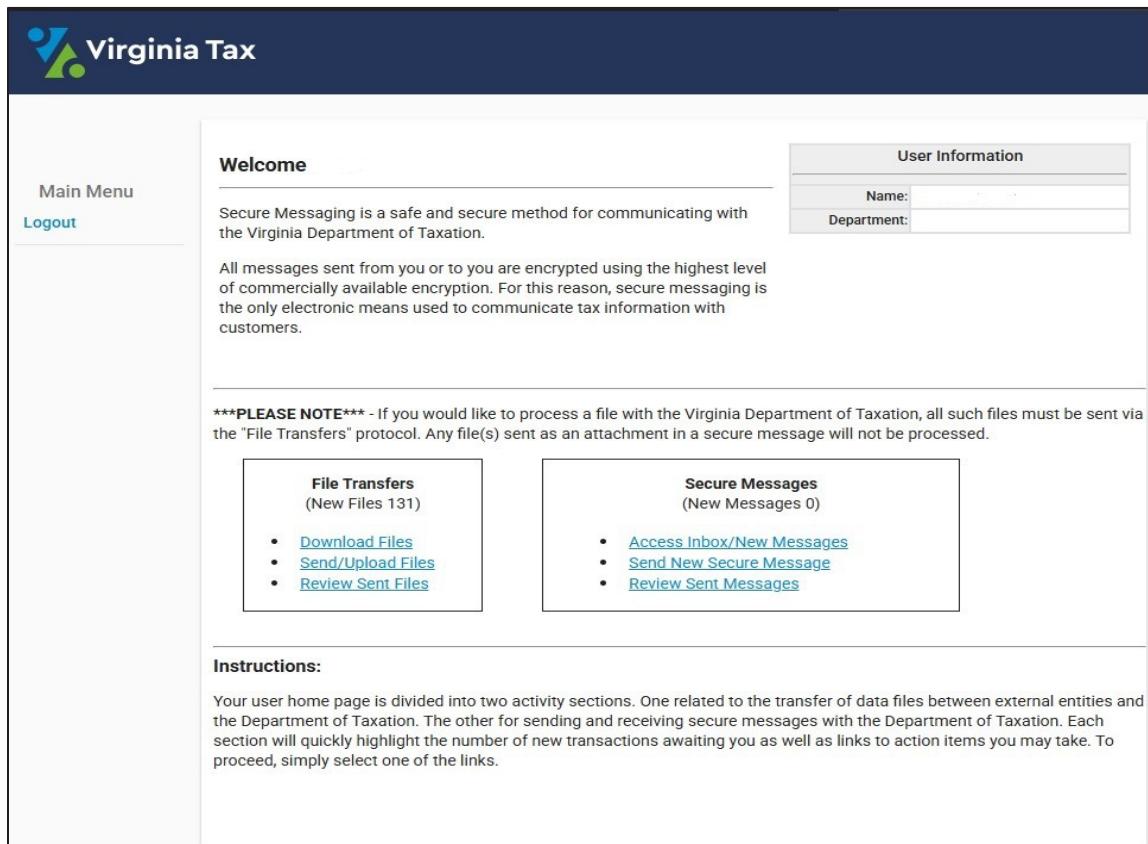
- Click on the red caret ▾ in the **Attachments** field to open the attachment sent to Virginia Tax.
- Click **View Sent Message** to return to the **Sent Box** window.

# Secure Messages

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

- View incoming new messages from Virginia Tax.
- Send a new secure message to Virginia Tax.
- Review secure messages sent to Virginia Tax.

A *New Messages* indicator displays below the heading and identifies how many new secure messages have been received from Virginia Tax.



The screenshot shows the Virginia Tax user interface. At the top, there is a dark blue header with the Virginia Tax logo on the left. Below the header, the main content area has a white background. On the left side, there is a vertical sidebar with "Main Menu" and "Logout" buttons. The main content area features a "Welcome" heading and a "User Information" section with fields for "Name" and "Department". Below these, there is a note about secure messaging and a "PLEASE NOTE" section. At the bottom, there are two boxes: "File Transfers" (with links to Download Files, Send/Upload Files, and Review Sent Files) and "Secure Messages" (with links to Access Inbox/New Messages, Send New Secure Message, and Review Sent Messages). The "Secure Messages" box also displays "New Messages 0".

**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.

**File Transfers**  
(New Files 131)

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

**Secure Messages**  
(New Messages 0)

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

**Instructions:**

Your user home page is divided into two activity sections. One related to the transfer of data files between external entities and the Department of Taxation. The other for sending and receiving secure messages with the Department of Taxation. Each section will quickly highlight the number of new transactions awaiting you as well as links to action items you may take. To proceed, simply select one of the links.

## Access Inbox/New Messages from Virginia Tax

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

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



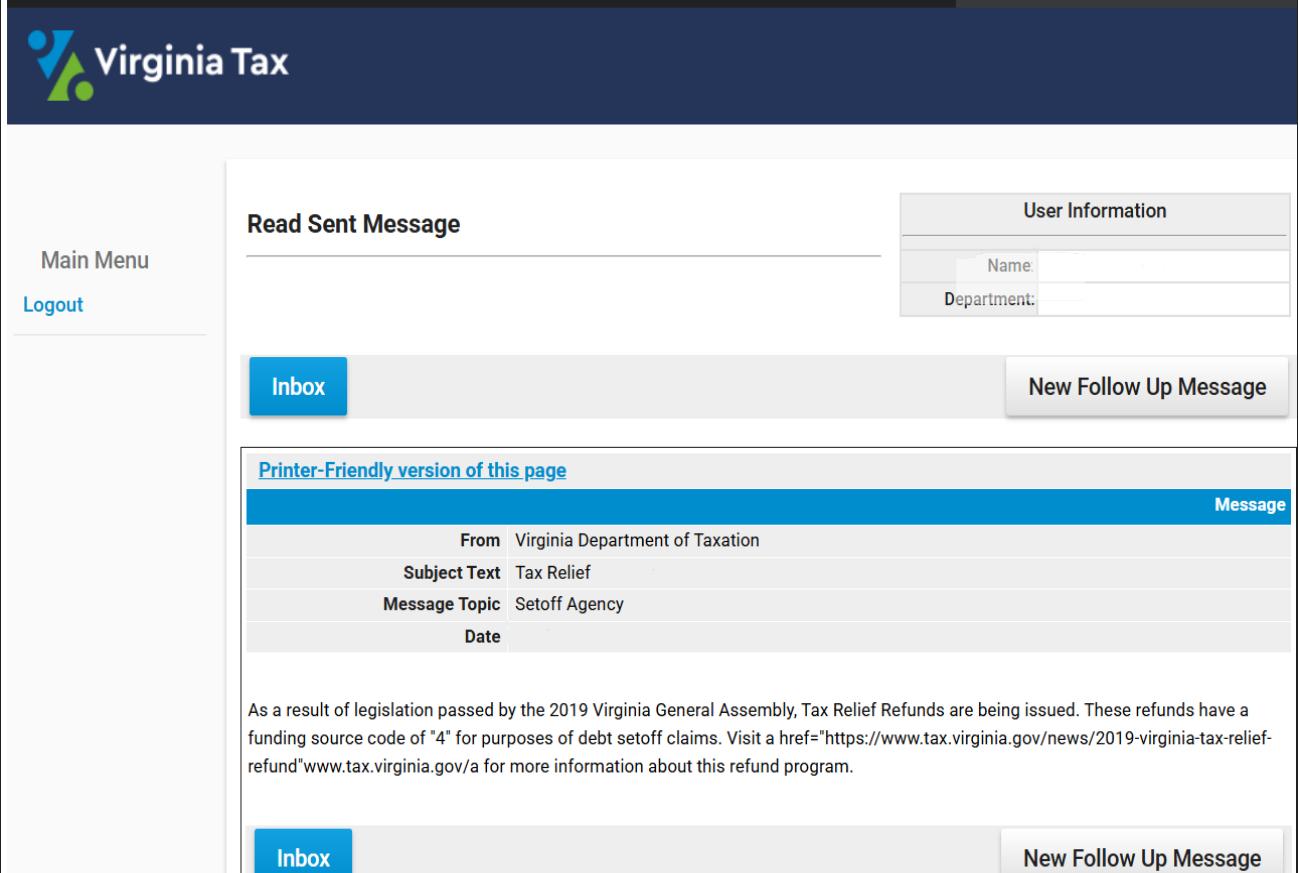
The Inbox window opens displaying a list of all incoming messages.

A screenshot of the Virginia Tax Message Inbox interface. The left sidebar has 'Main Menu' and 'Logout' options. The main area shows a 'Message Inbox' with a message from 'Virginia Department of Taxation'. The 'User Information' section shows 'Name:' and 'Department:'. Below the inbox is a 'Back To My Homepage' link and an 'Inbox (0 new)' message. A table lists one message: '# 1', 'Subject: Tax Relief Refunds', and 'Date: 10/02/2024'.

#	Subject	Date
1	<a href="#">Tax Relief Refunds</a>	10/02/2024

**Step 2.** Click a specific message under the **Subject** heading to open it.

The Read Message window opens.



The screenshot shows the 'Read Sent Message' window. At the top left is the Virginia Tax logo. The left sidebar has 'Main Menu' and 'Logout' buttons. The main area has a 'User Information' section with 'Name:' and 'Department:' fields. Below that are 'Inbox' and 'New Follow Up Message' buttons. A 'Printer-Friendly version of this page' link is at the top. The message details are: From: Virginia Department of Taxation, Subject Text: Tax Relief, Message Topic: Setoff Agency, Date: (unspecified). A message body states: 'As a result of legislation passed by the 2019 Virginia General Assembly, Tax Relief Refunds are being issued. These refunds have a funding source code of "4" for purposes of debt setoff claims. Visit a href="https://www.tax.virginia.gov/news/2019-virginia-tax-relief-refund"www.tax.virginia.gov/a for more information about this refund program.' At the bottom are 'Inbox' and 'New Follow Up Message' buttons.

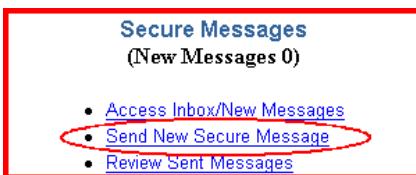
From the **Read Message** window, you can:

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

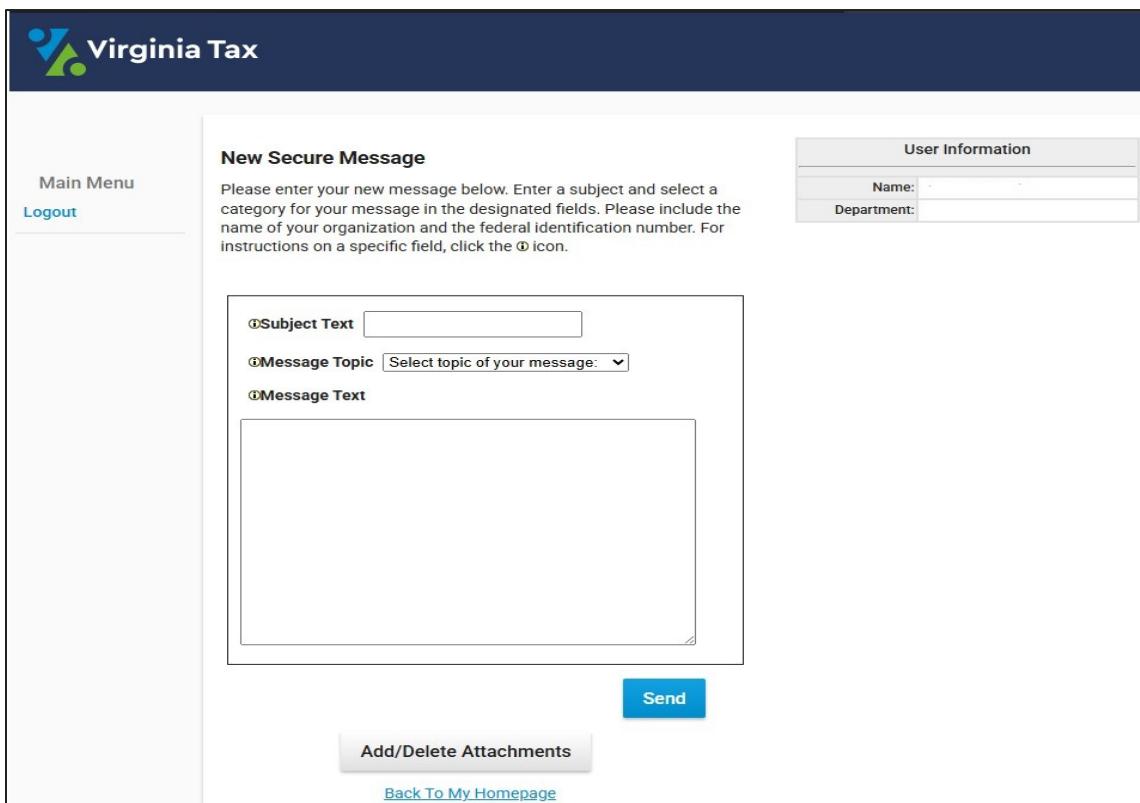
## Send New Secure Message to Virginia Tax

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

**Step 1.** Click *Send New Secure Message*.



The **New Secure Message** window opens.



**New Secure Message**

Please enter your new message below. Enter a subject and select a category for your message in the designated fields. Please include the name of your organization and the federal identification number. For instructions on a specific field, click the  icon.

**User Information**

Name:	
Department:	

**Subject Text**

**Message Topic**

**Message Text**

**Send**

**Add/Delete Attachments**

[Back To My Homepage](#)

**Step 2.** Enter information related to the message in the **Subject Text** window.

**Step 3.** Choose the **Message Topic** from the drop-down menu.

**Step 4.** Key the text of the secure message in the **Message Text** portion of the screen. You can also use this window to attach any support documents that you want to send to Virginia Tax.

**Step 5.** Click on the **Add/Delete Attachments** button to attach supporting documentation such as a Word document, Excel spreadsheet, etc. which is related to your secure message.

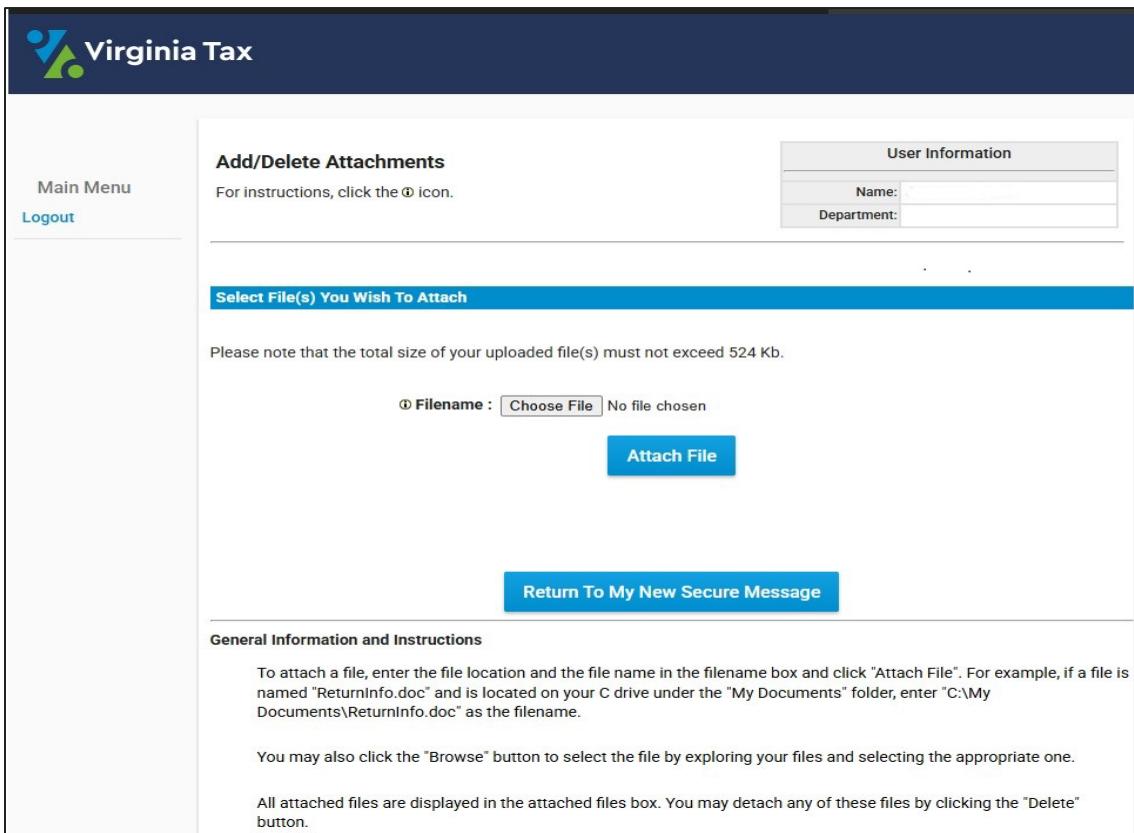
**NOTE: DO NOT ATTACH** data files that require processing to a Secure Message. Files that need to be processed should be sent to Virginia Tax using the **Transmit Secure Files** function.

**Step 6.** Click **Send** to transmit the secure message.

**NOTE:** A Confirmation window will open to validate that the secure message was sent.

## Send Attachments

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



The screenshot shows the 'Add/Delete Attachments' page of the Virginia Tax system. The top navigation bar includes the 'Virginia Tax' logo, 'Main Menu', and 'Logout' links. The main content area has a 'User Information' section with 'Name:' and 'Department:' fields. A central 'Add/Delete Attachments' section contains instructions to click the 'i' icon for help. Below this is a 'Select File(s) You Wish To Attach' section with a note about file size (524 Kb). It includes a 'Choose File' button and an 'Attach File' button. At the bottom is a 'Return To My New Secure Message' button. A 'General Information and Instructions' section provides guidance on attaching files, mentioning the use of 'Choose File' or 'Browse' buttons, and the display of attached files in a box.

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

**User Information**

Name:
Department:

**Select File(s) You Wish To Attach**

Please note that the total size of your uploaded file(s) must not exceed 524 Kb.

**Filename :**  No file chosen

**Return To My New Secure Message**

**General Information and Instructions**

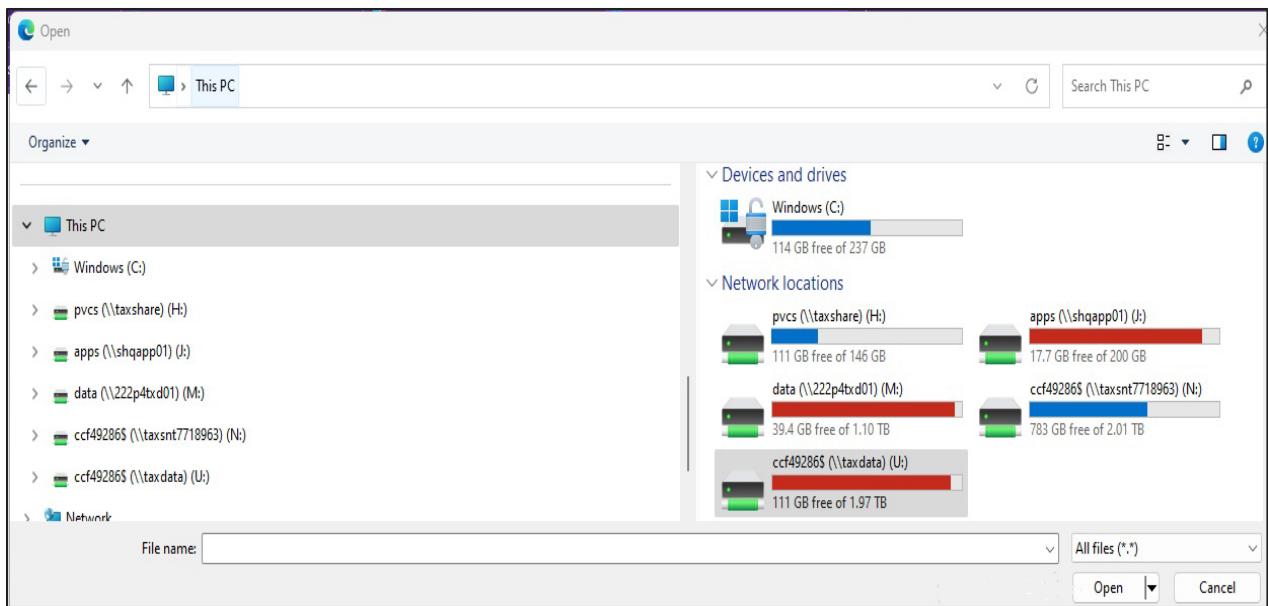
To attach a file, enter the file location and the file name in the filename box and click "Attach File". For example, if a file is named "ReturnInfo.doc" and is located on your C drive under the "My Documents" folder, enter "C:\My Documents\ReturnInfo.doc" as the filename.

You may also click the "Browse" button to select the file by exploring your files and selecting the appropriate one.

All attached files are displayed in the attached files box. You may detach any of these files by clicking the "Delete" button.

**Step 1.** Click **Browse** to locate the filepath of a file to be sent.

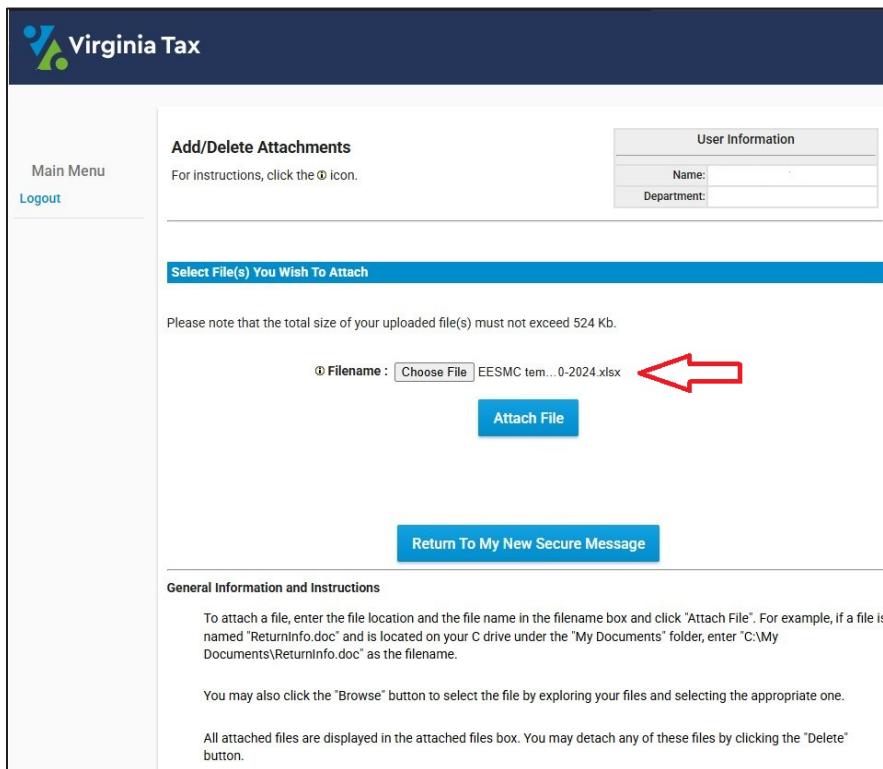
Based on the version of the computer's operating system, a **Choose file** window like the one pictured below opens, which allows the file to be located by browsing through the directories and folders on the workstation.



**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 to be attached.

**Step 3.** Double-click on 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.



Virginia Tax

Main Menu  
Logout

Add/Delete Attachments  
For instructions, click the  icon.

User Information  
Name: \_\_\_\_\_  
Department: \_\_\_\_\_

Select File(s) You Wish To Attach

Please note that the total size of your uploaded file(s) must not exceed 524 Kb.

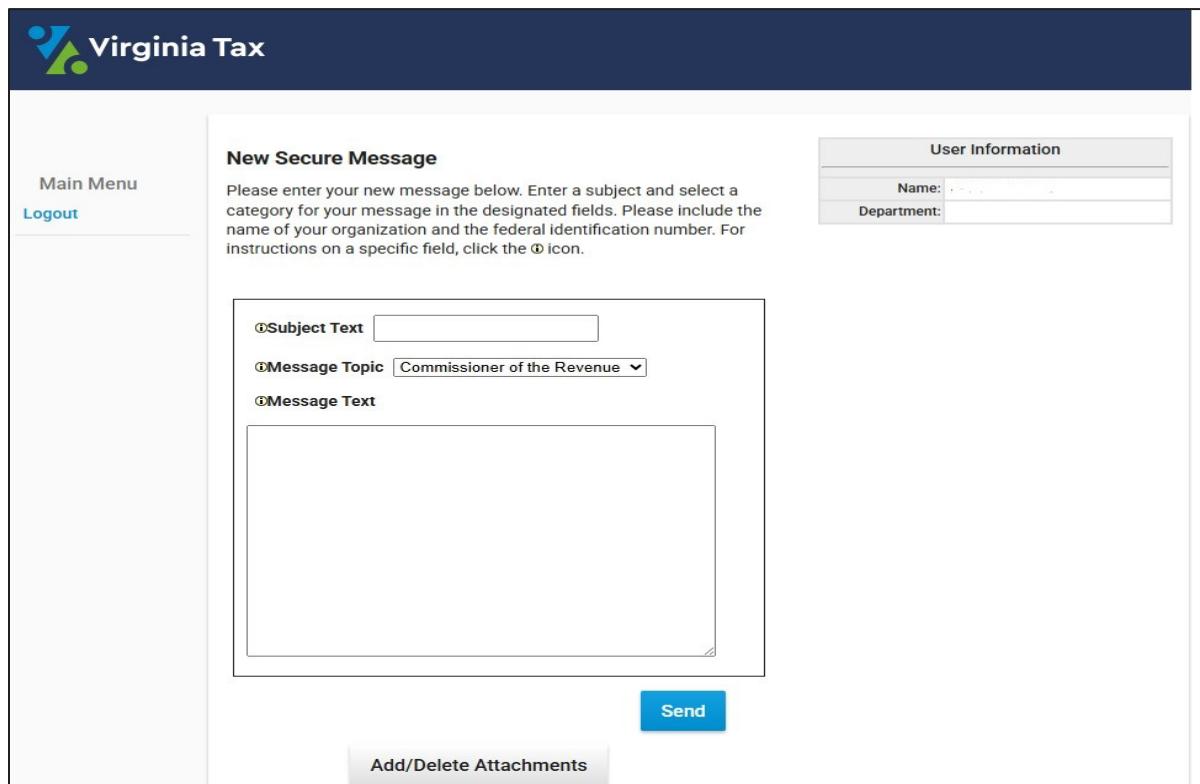
① **Filename** :   

**Attach File**

**Return To My New Secure Message**

General Information and Instructions  
To attach a file, enter the file location and the file name in the filename box and click "Attach File". For example, if a file is named "ReturnInfo.doc" and is located on your C drive under the "My Documents" folder, enter "C:\My Documents\ReturnInfo.doc" as the filename.  
You may also click the "Browse" button to select the file by exploring your files and selecting the appropriate one.  
All attached files are displayed in the attached files box. You may detach any of these files by clicking the "Delete" button.

**Step 4.** Click **Return To My New Secure Message**. The **New Secure Message** window reopens:



Virginia Tax

Main Menu  
Logout

**New Secure Message**  
Please enter your new message below. Enter a subject and select a category for your message in the designated fields. Please include the name of your organization and the federal identification number. For instructions on a specific field, click the  icon.

User Information  
Name: \_\_\_\_\_  
Department: \_\_\_\_\_

① **Subject Text**

① **Message Topic**  

① **Message Text**

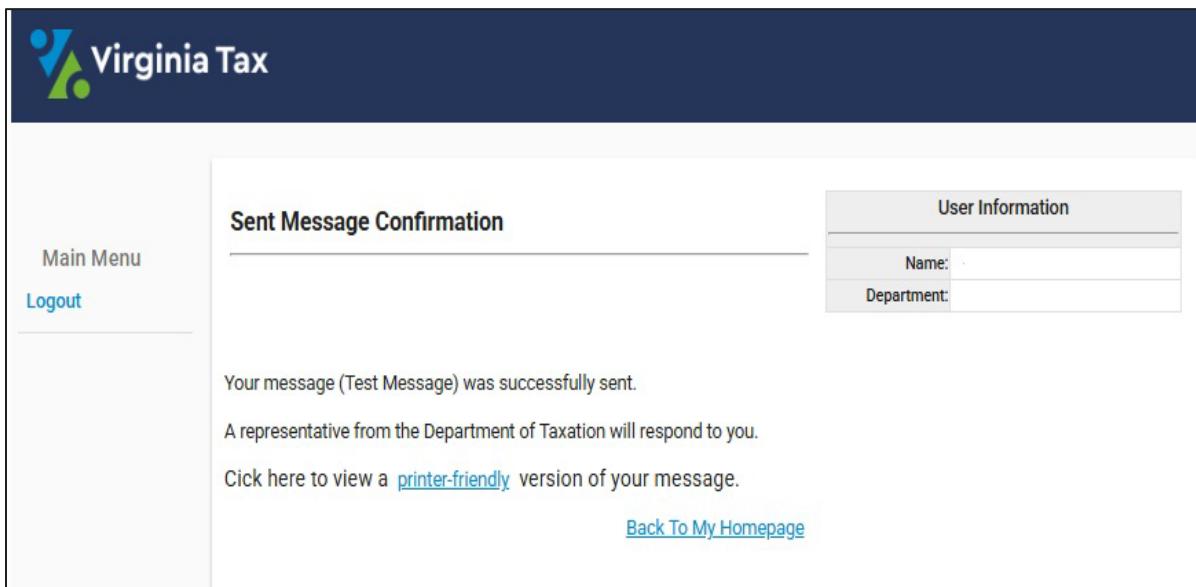
**Send**

**Add/Delete Attachments**

If attaching additional files, click the **Add/Delete Attachments** button and repeat **Steps 1–3**.

**Step 5.** Once the last file has been attached (if applicable), click **Send**.

A **Confirmation** window will open to indicate if the message and attachment(s) were transmitted successfully.



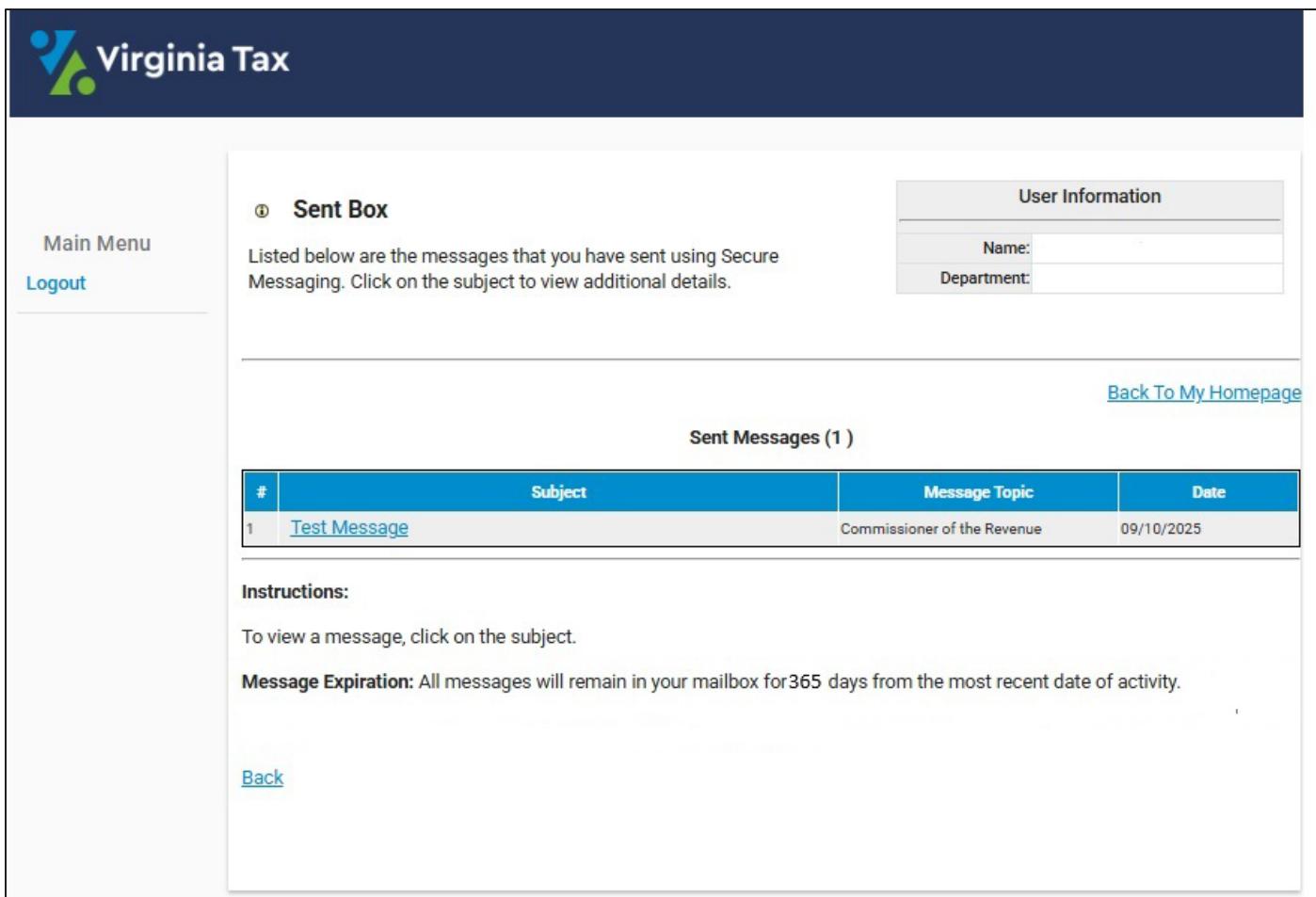
## Review Sent Messages

The EESMC server has functionality to allow messages that have been sent to Virginia Tax in the past year to be viewed. To view Sent messages:

**Step 1.** Click *Review Sent Messages*.



The **Sent Box** window opens.



The screenshot shows the 'Sent Box' window of the Virginia Tax system. At the top, there is a dark blue header bar with the 'Virginia Tax' logo on the left. Below the header, on the left, is a vertical 'Main Menu' with 'Logout' as the only item listed. The main content area has a light gray background. At the top left of the content area, there is a section titled '① Sent Box' with a sub-instruction: 'Listed below are the messages that you have sent using Secure Messaging. Click on the subject to view additional details.' To the right of this, there is a 'User Information' box containing 'Name:' and 'Department:' fields. At the top right of the content area, there is a link 'Back To My Homepage'. Below these, a section titled 'Sent Messages (1)' is shown, containing a table with one message. The table has columns: '#', 'Subject', 'Message Topic', and 'Date'. The single message listed is '# 1 Test Message' with 'Commissioner of the Revenue' as the recipient and the date '09/10/2025'. Below the table, there is an 'Instructions:' section with the text 'To view a message, click on the subject.' and a 'Message Expiration' note stating 'All messages will remain in your mailbox for 365 days from the most recent date of activity.' At the bottom left of the content area, there is a 'Back' link.

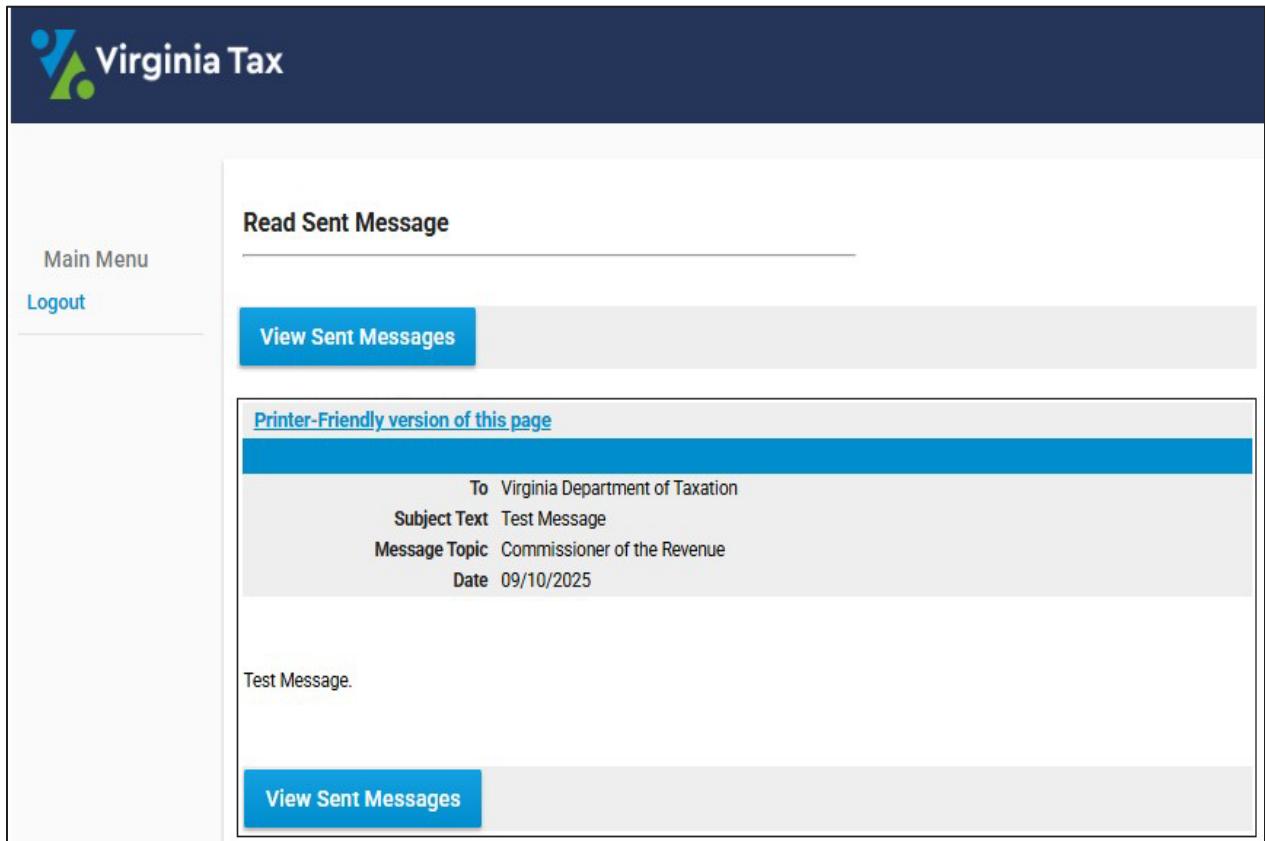
#	Subject	Message Topic	Date
1	<a href="#">Test Message</a>	Commissioner of the Revenue	09/10/2025

**NOTE:** The number which appears after the **Sent Messages** verbiage in parentheses indicates the number of messages which have been sent to Virginia Tax.

**Step 2.** Click on the hyperlink in the “Subject” column in the **Sent Messages** box.

**NOTE:** The number which appears after the Sent Messages verbiage indicates the number of messages which have been sent to Virginia Tax.

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



Main Menu

Logout

**Read Sent Message**

**View Sent Messages**

[Printer-Friendly version of this page](#)

To Virginia Department of Taxation  
Subject Text Test Message  
Message Topic Commissioner of the Revenue  
Date 09/10/2025

Test Message.

**View Sent Messages**