

**How to: Request to Have a Return Unlocked:**

This step-by-step guidance provides information on how to request to have a return unlocked to allow data to be added or amended.

To request a return unlock, please complete the following steps:

- i. Once logged in, on the *Home Page* select '**View/Edit Data**'.
- ii. From the list of returns displayed select the return that you require to have unlocked.
- iii. You will then be prompted to select '**View/Edit Returns**'. Select the '**Create a Request**' icon as shown in figure 1.1.



Figure 1.1

- iv. Select the '**Request an Unlock**' option from the drop down menu as displayed in figure 1.2.



Figure 1.2

- v. You will be prompted to select an 'Unlock Reason' from the second drop-down menu. Provide details as to the reason for the unlock request including the fields which may change and select 'Submit', as shown in figure 1.3.

The screenshot shows the 'Submit Return Specific Request' form. The header includes the Central Bank of Ireland logo and the user's name 'John Smith'. The breadcrumb trail is: Home > Data > 06. Annual Return > Returns > 31-Aug-2012 > Add Request. The form fields are: Return Type: 06. Annual Return; Reporting Date: 31-Aug-2012; Revision: 1; Request Type: Request an Unlock; Unlock Reason: Accounts audited subsequent to return-sign off (with a dropdown menu open showing options: Accounts audited subsequent to return-sign off, Keying Error, Misclassification, Reconciliation to other returns, Unauthorised sign-off, and Please unlock this return); Have you consulted with the CBI b...; Additional Details: (empty text area). At the bottom are 'Submit' and 'Cancel' buttons. A sidebar on the left contains instructions and links to guidance notes, user manual, and frequently asked questions.

Figure 1.3

- vi. Once the request is successfully submitted, the screen in figure 1.4 will be shown. It contains a unique request reference code.

The screenshot shows the confirmation screen after submitting a request. The header and breadcrumb trail are the same as in Figure 1.3. The main content area displays: 'Submit Return Specific Request', 'Your request has been submitted.', 'Your request reference code is: CBI0000143', and 'You will also receive an email confirmation shortly.' At the bottom are 'My Requests' and 'Back to Returns' buttons. The sidebar on the left is partially visible.

Figure 1.4

- vii. To view the status of requests, including return unlock requests, select the 'My Requests' button to see the tasks outstanding as detailed in figure 1.5.

The screenshot shows the 'My Requests' page for user John Smith at ABCD Ltd. The page header includes the Central Bank of Ireland logo and name, and a 'Logout' button. The main content area is titled 'My Requests' and contains a table of requests. A red callout bubble points to the last row of the table, indicating that a request just submitted can be seen on the task list.

Reference	Type	Status	Date
<a href="#">CBI0000036</a>	Report a Problem	Closed	11-Oct-2012
<a href="#">CBI0000038</a>	Request an Unlock	Closed	11-Oct-2012
<a href="#">CBI0000046</a>	Request Addition of Return Type	Closed	11-Oct-2012
<a href="#">CBI0000143</a>	Request an Unlock	Open	16-Nov-2012

[Submit a Request](#)

Figure 1.5