

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.

Submit Return Specific Request

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
 Accounts audited subsequent to return-sign off
 Keying Error
 Misclassification
 Reconciliation to other returns
 Unauthorised sign-off
 Additional Details: Please unlock this return

[Submit](#) [Cancel](#)

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.

Submit Return Specific Request

Your request has been submitted.
 Your request reference code is: CBI0000143
 You will also receive an email confirmation shortly.

[My Requests](#) [Back to Returns](#)

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
CBI0000036	Report a Problem	Closed	11-Oct-2012
CBI0000038	Request an Unlock	Closed	11-Oct-2012
CBI0000046	Request Addition of Return Type	Closed	11-Oct-2012
CBI0000143	Request an Unlock	Open	16-Nov-2012

[Submit a Request](#)

Figure 1.5