

Information about the Minnesota Department of Revenue's Virtual Room: File Submission Rooms

This document contains useful information about what the Virtual Room is. It also will give you some helpful tips for using the Virtual Room for File Submissions and answers some commonly asked questions.

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What is the Virtual Room?

The Virtual Room is used to share information electronically with the Minnesota Department of Revenue for many different reasons. There are two main types of rooms:

- **File Submission Room:** This room type is used when department needs to receive a file from many different people, but the information in the files cannot be shared between the people submitting documents. These rooms only include the “upload” feature.
- **Discussion Room:** These rooms are used by groups of people who all need to share and access the same information. These rooms include all of the features highlighted in this document.

The rest of this document will focus on the File Submission Room type.

How do I start using the Virtual Room?

If you are involved with a process that is going to be using Virtual Room, your department contact will invite you to the room. Once invited, you can activate your Virtual Room account.

Note: If you already have an Audit Room or Virtual Room account, then you will not need to activate. The Login information is the same for all Audit Rooms and Virtual Rooms.

Activating Your Virtual Room Account

Once you receive your invitation email:

1. Select the link in the email to activate your account.

You're receiving this email as follow-up from the Minnesota Department of Revenue. Annie Anderson has invited you to access secure room Sample Audit Room.

[Activate your account](#) to create a password and login to access the room.

If you have any questions, please contact:

Annie Anderson
Phone: (651) 556 - 0000
Email: example.name@state.mn.us



This message and any attachments are solely for the intended recipient and may contain nonpublic/private data. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify the contact named above and immediately and permanently delete this message and any attachments. Thank you.

2. Select Send Code to send an activation code to your email.
3. Enter the activation code into the box on the screen, then select Continue.
4. Create a password for your account.
5. After your password is created, you will be redirected to the login page. Use your email address and your new password to login to Virtual Room.

Accessing the Virtual Room

You can access the Virtual Room by selecting the link in any of the following locations:

- Links within emails sent to you from the Department of Revenue about any Virtual Room
- The link on the Department of Revenue’s Virtual Room webpage.
Go to www.revenue.state.mn.us and type “Virtual Room” into the search box.
- Create a bookmark in your internet browser.

On the login page, type in your email address and password, then select Login.

Enter your Email Address and Password

Email Address:

Password:

[I forgot my password](#)

By logging into this system, you are agreeing that the username and password belong to you only and have not been shared with others.

Creating a Bookmark for Virtual Room

Many people create their own bookmark for accessing the Virtual Room, which can be done two ways:

Use Virtual Room’s “Bookmark Virtual Room” Feature (Recommended Method)

- After you log in to Virtual Room, use the Bookmark Virtual Room button on the Room Selection page to automatically create the correct bookmark in your browser.



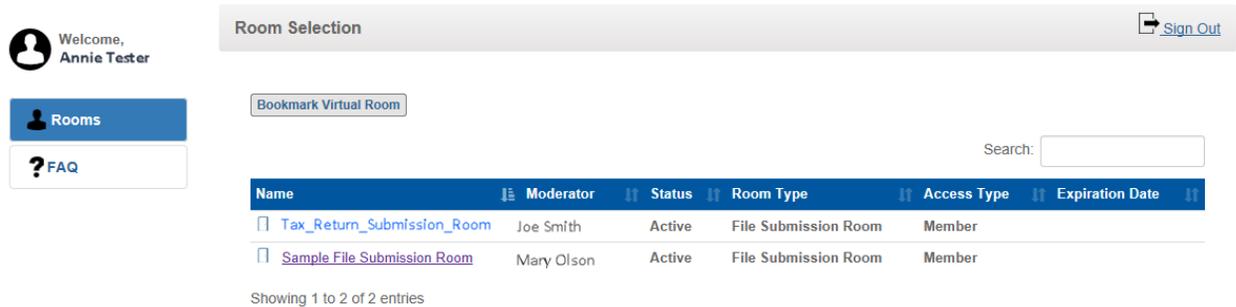
Create your own bookmark

- Using your internet browser’s “create a bookmark” feature, create a bookmark for the Virtual Room.
 - The correct URL to use is:
https://www.mndor.state.mn.us/virtual_room/app/index
- You might need to edit the bookmark in your browser to use the correct URL.
 - The incorrect URL is:
<https://www.mndor.state.mn.us/external/login?service=https%3A%2F%2F.....>

Entering the File Submission Room

To begin using Virtual Room, first select the room you need to enter.

- The Room Name displayed on the Room Selection page will describe the document type.
- Every unique document type will have its own Room.



The screenshot shows the 'Room Selection' page. At the top left, there is a user profile for 'Annie Tester' with a 'Welcome, Annie Tester' message and a 'Sign Out' button. Below the profile are two buttons: 'Rooms' and '? FAQ'. In the center, there is a 'Bookmark Virtual Room' button and a search box. Below these is a table with the following data:

Name	Moderator	Status	Room Type	Access Type	Expiration Date
Tax_Return_Submission_Room	Joe Smith	Active	File Submission Room	Member	
Sample File Submission Room	Mary Olson	Active	File Submission Room	Member	

Below the table, it says 'Showing 1 to 2 of 2 entries'.

Virtual Room Features

If you have questions about your Virtual Room, the contact information for the department representative(s) to answer those questions is provided under the “Contact Info” section of the room.

Submit a File

To submit a file, follow these steps:

1. Enter the room that matches the document you need to submit. For PRISM, enter the Compressed_PRISM room.
2. Select the Upload a File option.
3. Locate the file in your computer and select Upload File.
4. Track your submission’s status. Only files with the status “Completed” have finished processing and been received successfully.

File Status Notices

Error Files and System Responses

If there is an error or any other system feedback available, the File Status will become a hyperlink.

Select the link to download the system response file.

Submission Status

Depending on the document type that is submitted, the file will go through different statuses as it is processed.

- Select the Expand icon to view detailed status history for a submitted file. 
- Select the Minimize icon to close the detailed status history. 

Transaction ID	File name	Date Submitted	Submission Status	Status Date
 atester20180108132731903	valid-submission-v4.zip	01/08/2018 01:11 PM	Received	01/08/2018 01:11 PM
 atester20180108132731903	valid-submission-v4.zip	01/08/2018 01:27 PM	<u>Completed</u>	01/08/2018 01:27 PM

Status	Status Date
Received	01/08/2018 01:27 PM
Validated	01/08/2018 01:27 PM
Parsed	01/08/2018 01:27 PM
Completed	01/08/2018 01:27 PM

 **Download response file**

Submission History

In your Virtual Room, you will see a history of all of the files you have submitted. The File Submission History table shows you the following details for every file:

- Transaction ID
- File name
- Date Submitted
- Submission Status

The status may be different depending on the document type you are submitting. If you have a question about what the status of your file means, contact your department representative.

- Status Date

The date in this column tells you the last time the status changed.

Room: [Sample File Submission Room](#)  Sign Out

[Upload a File](#)

Show entries Filter

Transaction ID	File name	Date Submitted	Submission Status	Status Date
 DOR_201711271132520467	Sample_FileSubmission.txt	11/27/2017 01:25 PM	Received	11/27/2017 01:25 PM

Resetting Your Password

If you forget your password or want to change it for any other reason, follow these steps:

1. Select the "I forgot my password" link on the Virtual Room login page.

2. Type the email address you use to log in to Virtual Room and select Send Code.
3. Check your email for the email sent to you containing a verification code.
4. Enter the verification code from the email into the open webpage.
5. Create your new password.

Once your new password is created, select the link to return to the login page. You can now use your new password to login to the Virtual Room.

Frequently Asked Questions

Can anyone else see the files that I submitted?

No. Only you and staff at the Minnesota Department of Revenue can see the documents that you submit in the Virtual Room.

If you need to see files submitted by other people in your organization, that can be arranged under certain circumstances. Contact your department representative for more information.

I accidentally submitted the wrong file. Can I re-submit it?

Yes and no. You can submit another file at any time. However, there is not a way for you to “pull back” a file that was submitted in error. If you submitted the wrong file, let your department representative know. Their contact information is on the Contact Info section of the Virtual Room.

Other Questions

If you have any questions that were not answered in this document, let your Room Moderator or department representative know. There are many documents available that provide more detailed information about the features of Virtual Room that may be useful to you.