

my**Account**

## User Manual

This document was last updated April 2017

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## 1. Introduction

The purpose of this manual is to provide information on Revenue's myAccount service. myAccount is a single access point for all Revenue's secure online services (except ROS) including:

- [PAYE Services](#)
- [Local Property Tax \(LPT\)](#)
- [Home Renovation Incentive \(HRI\)](#)
- [MyEnquiries](#)
- [Tax Registrations](#)
- [Payments](#)
- [Receipts Tracker](#)
- [VRT Certificate of Conformity](#)
- [Drivers and Passengers with Disabilities](#)

It is the quickest, easiest and most convenient way for customers to manage their tax affairs.

## 2. Information about myaccount

myAccount can be accessed using a customer's MyGovID verified account or alternatively they can register for myAccount directly.

The myAccount registration process is now updated so customers not currently registered with Revenue (referred to as unknown customers) can register for myAccount.

Any individuals who are not registered for [ROS](#) can register for myAccount. This mainly includes:

- PAYE taxpayers
- LPT taxpayers
- Income Tax registered customers who do not have an active digital certificate for ROS
- Individuals who are starting work for the first time in Ireland.

Further information on myAccount can be found on:

- [myAccount information](#) on [www.revenue.ie](http://www.revenue.ie)
- [myAccount FAQs](#)

## 3. PAYE Anytime Registered Customers

Customers who are registered for PAYE Anytime will be able to access myAccount using their PAYE Anytime PIN as this PIN acts as a temporary password for myAccount (see Section 6 below).

Customers who are registered for PAYE Anytime but have forgotten their PAYE Anytime PIN

should click the **'Forgot Password'** link on the **'Sign-in'** screen to myAccount to obtain a new temporary password for myAccount. Customers will need to provide their PPS number, date of birth and either their mobile number or email address. Where the information provided matches the details held on Revenue's records, we will send a new temporary password immediately by either text or email. Where it is not possible to verify this information immediately, the customer will have to register for myAccount.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

#### 4. Registering for myaccount

Customers commencing the myaccount registration process will be prompted to provide their PPS number. This is to establish whether the customer is known to Revenue.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Known customers will be given the option of receiving their temporary password by post, email or text. However, unknown customers can only receive their password by post.

The following information (known as soft fact data) must be provided on registration:

- PPS number
- Date of birth
- Mobile number or landline number
- Email address
- Home address.

In addition, where a known customer provides two of the following pieces of information (known as hard fact data) and we can verify this information immediately, we will send a temporary password by either text or email:

- Irish driving licence number
- Information from his/her P60
- Details from Income Tax notice of assessment or acknowledgement of self assessment.

Where it is not possible to verify hard fact data immediately or where the customer provided soft fact data only, the temporary password will issue by post.

## 5. Validation of myAccount Registrations

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[...]

## 6. Issue of Temporary Passwords

Where the information provided by the customer is verified a temporary password will issue by text, email or post as appropriate. Registrations finalised by the RMU will issue by post.

Temporary passwords issued by text or email are valid for 1 hour from the time sent and 21 days from the date of the letter when sent by post.

Where customers sign in to myAccount for the first time with their temporary password they will have to create a new password. This password must be a minimum of 6 characters and a maximum of 100 characters.

### 6.1 Temporary Password Correspondence

Figure 10: Text (SMS) message

Temporary Password SMS (English)  
Registration:  
Your temporary password for myAccount is XXXXXX.  
It will remain valid for 1 hour.  
  
From the myAccount Team

Figure 11: Email

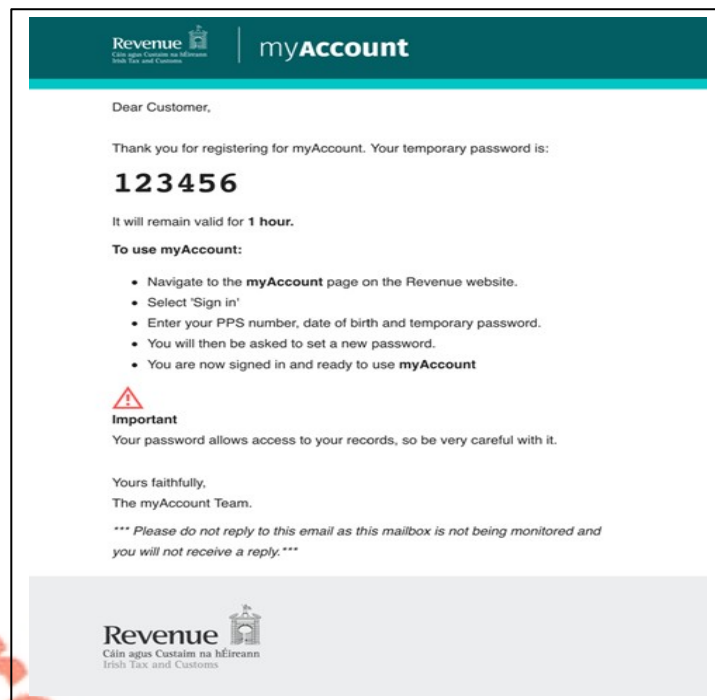


Figure 12: Letter





## 7. Unmatched Cases

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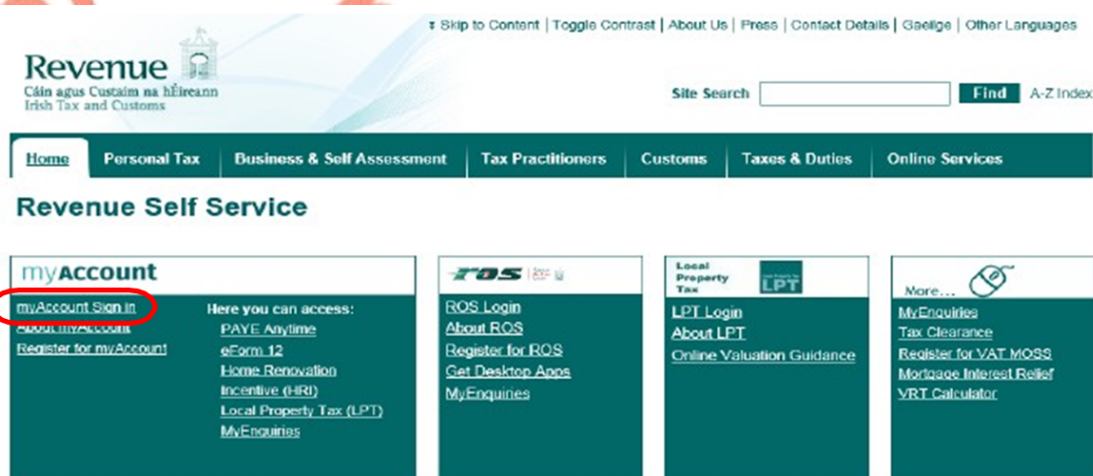
[...]

## 8. Accessing myAccount

### 8.1 Sign in to myAccount

Once registered, customers can sign in to myAccount by clicking on the 'myAccount Sign in' link on [www.revenue.ie](http://www.revenue.ie). Customers will have to input their PPS number, date of birth and myAccount password.

Figure 14: Homepage of website



### 8.2 Forgot Password

Customers who have forgotten their myAccount password can obtain a new temporary password by clicking on the '**Forgot Password?**' link on the '**Sign-in**' screen to myAccount, which is accessed by clicking on the myAccount Sign in link.

Customers will need to provide their PPS number, date of birth and either their mobile number or email address. Where the information provided matches the details held on Revenue's records, we will send a new temporary password immediately by either text or email. Where it is not possible to verify this information immediately, the customer will have to register again for myAccount.

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[...]

## 10. Contact Details

Customers having difficulty registering for myAccount can contact the RMU on 1890 272 282 (+ 353 - 1 - 702 3036 for customers outside the Republic of Ireland) or by mail to [RegisterForMyAccount@revenue.ie](mailto:RegisterForMyAccount@revenue.ie).

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[...]



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