

Agent e-linking FAQs

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The information in this document is provided as a guide only and is not professional advice, including legal advice. It should not be assumed that the guidance is comprehensive or that it provides a definitive answer in every case.

1. Can I use my MyGovID to log into myAccount?

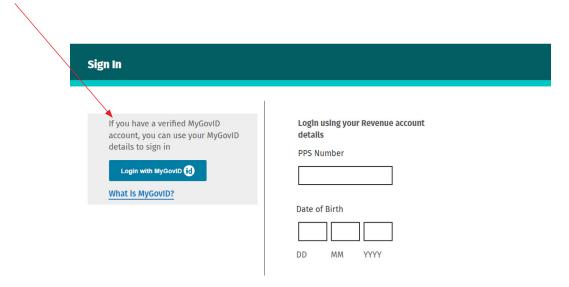
Yes, you can use MyGovID to sign into myAccount by following these steps, either:

i. Log in directly from the <u>MyGovID</u> homepage by scrolling down and selecting the Revenue icon and using your MyGovID credentials as directed.



OR

ii. Go to the Revenue **myAccount** page selecting the option to 'Login with MyGovID' on the left-hand side. Log in using your MyGovID details.



Please also see **Use MyGovID to access myAccount** for further information.

2. Why am I receiving an error message when attempting to log in to myAccount with my MyGovID credentials?

Please confirm that you are progressing to the correct log in screen as outlined in FAQ question 1, if you are still experiencing issues with your MyGovID please contact the MyGov support team on

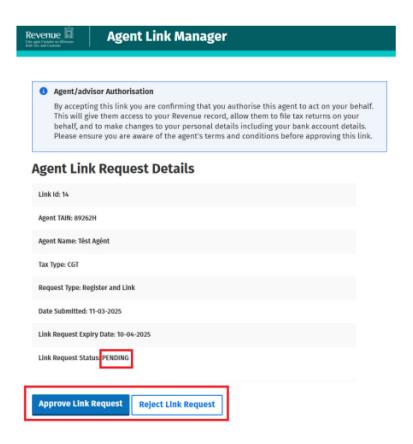
- Local 071 967 2616
 or
- LoCall 0818 927 999 from Mon-Fri between 9:15AM and 5PM.

Alternatively, you can register for a Revenue myAccount password following the registration steps **here**.

3. What do I do when my agent advises me that they have sent me a link request?

You do not need to wait for a confirmation email from Revenue to Approve or Reject the link request.

Once your agent has advised you that the link request has been sent, you can log in and accept the link request as directed on the **Agent and advisor e-linking** page.



4. If my agent has sent in an agent link request on Friday evening, when can I approve it?

The agent link request will appear straight after the agent has sent it to you in your myAccount enquiries record or ROS inbox, except on Friday evenings after 10pm and through the weekend when it will not appear until Monday morning.