

REGISTRATION AND VALIDATION FOR PAYE ANYTIME

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1.	Introduction	2
2.	Information about registering for PAYE Anytime	2
3.	Validation of PAYE Registrations	2
3.1	Matched Cases	3
3.2	Unmatched cases	4
3.3	Sensitive Cases	5
3.4	Revenue Staff	5
3.5	Other Issues – Inconsistent Cases, W Numbers, Different Name on Record.....	5
4.	Issue of Revenue PIN	5
5.	Login to PAYE Anytime	5
6.	Blocking Access to PAYE Anytime	7
6.1	Removing the Block to PAYE Anytime	7
7.	Irish Cases	8
8.	Contact Details	8

1. Introduction

Online services for PAYE Customers were first launched in 2005. This has been expanded on and simplified since then and the existing PAYE Anytime system was made available in May 2009.

This instruction sets out the registration process, how customers can login to PAYE Anytime, changing PAYE Anytime PINs and finally how Revenue staff can block (and unblock) access to a PAYE Anytime account.

2. Information about registering for PAYE Anytime

PAYE customers can register for Revenue's online services at PAYE Anytime Registration.

Further information on PAYE Anytime can be found on:

- PAYE Anytime Information on www.revenue.ie
- PAYE Anytime FAQs
- PAYE Anytime [38.06.03]
- PAYE LoCall Phone Services and PAYE Self Service Options [37.0.28].



3. Validation of PAYE Registrations

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[...]

3.1 Matched Cases

If the match is successful the customer will receive an instant message to their email account that the match has been successful and a Revenue PIN will be posted to them within 5 working days (sample text below).



PAYE anytime Registration - Your details have been accepted

You are now successfully registered.

You will receive a Revenue PIN within 5 working days in the post. Using this PIN, you will be able to:

- claim a wide variety of tax credits;
- claim a repayment such as medical expenses, rent paid;
- update your Personal Details;
- track correspondence sent to Revenue; or
- request a review of the amount of tax paid for a previous year.

Thank you for using Revenue PAYE anytime.



Finish

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[...]

3.2 Unmatched cases

If the details entered do not match the customer details on IBI, the customer will receive an instant message to their email account that Revenue is in the process of matching their details. A sample text is below.



PAYE anytime Registration - Your details are being matched

We are now matching the details you have just given us against our records. This is to make sure we have identified you correctly.

Once the match is successful, we will send you a Revenue PIN by post to your permanent address. The PIN will allow you full access to PAYE anytime.

If we need further information we will contact you using the phone or email details that you have provided. In the meantime you don't need to do anything further.

Thank you for using Revenue PAYE anytime.

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[...]

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[...]

3.3 Sensitive Cases

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[...]

3.4 Revenue Staff

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[...]

3.5 Other Issues – Inconsistent Cases, W Numbers, Different Name on Record

4. Issue of Revenue PIN

When the customer's details are matched – either immediately or following a check by the PAYE Registration Matching Unit – a Revenue PIN will be issued by post. The Revenue PIN letter will be printed on secure paper and the PIN will be tamper proof. The expectation is that customers will receive their PIN within 5 working days.

5. Login to PAYE Anytime

Customers can login to PAYE Anytime by selecting 'Login to PAYE Anytime' under the PAYE Anytime logo on www.revenue.ie homepage. The login is a 3-step process.

The PAYE Anytime customer will be asked to:

- (i) enter their PPS number
- (ii) answer a security/validation question, and
- (iii) enter their Revenue PIN.

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[...]

After entering their PPS number and answering the security question, customers will be asked to enter 3 of the 6 digits of their Revenue PIN.

A customer will have 3 attempts to correctly login. If they are unable to login after 3 attempts the account will be locked for 24 hours.

Customers have the option of changing their PIN to something more easily remembered and should be encouraged to do so.

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[...]

6. Blocking Access to PAYE Anytime

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[...]

6.1 Removing the Block to PAYE Anytime

A more recent version of this manual is available.

7. Irish Cases

The registration and login screens are available in Irish and English. If a customer uses the Irish registration screens they will be sent an Irish version of the PIN letter.

If a customer is registered as an Irish case on CRS, they will be able to complete the 3-step login process in Irish and will be presented with their PAYE Anytime information in Irish. If, however, a customer is not registered as an Irish case on CRS, they will only be able to complete 2 of the 3 step process in the Irish login screens as they will be asked to input their Revenue PIN (step 3 of the process) on an English language screen.

Staff should note that customers can update their case profile online – choosing 'Profile' (the 2nd tab), 'Edit Details' and ticking the relevant box to indicate which language they would like to receive their correspondence in. The case details will be updated to CRS overnight.

8. Contact Details

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[...]