

myAccount

User Manual

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A more recent version of this manual is available

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1. Introduction

The purpose of this manual is to provide information on Revenue's myAccount service, which is not available elsewhere on the Revenue website.

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

[...]

3. 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 using 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.

3.1 Temporary Password Correspondence

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

From the myAccount Team

Figure 10: Text (SMS) message

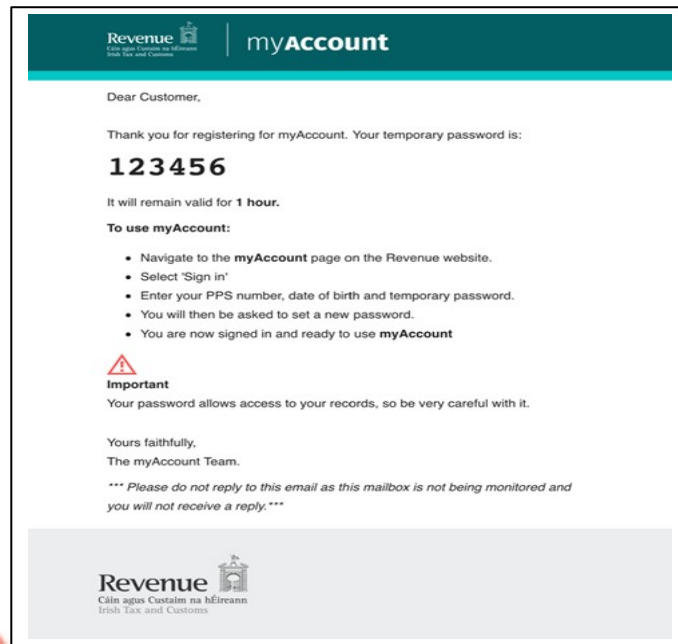


Figure 11: Email

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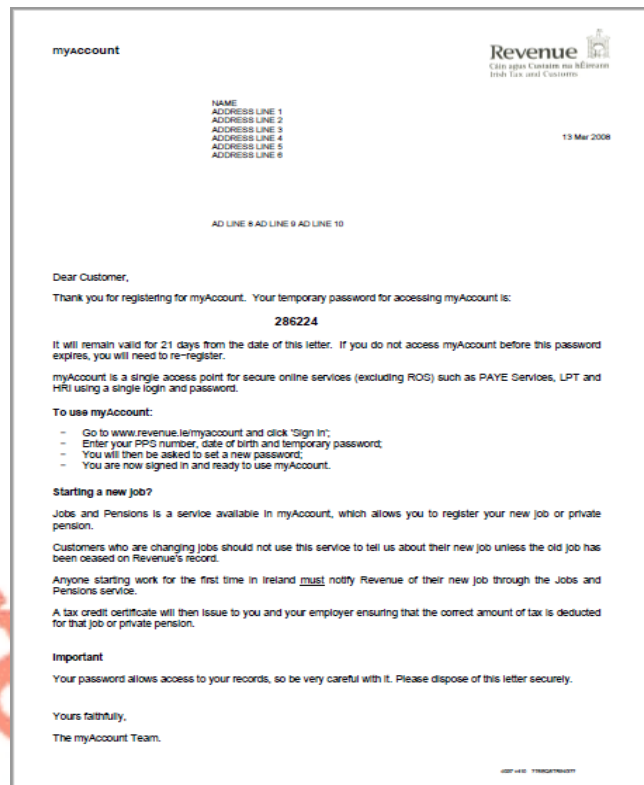


Figure 12: Letter

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[...]

Accessing myAccount

myAccount is accessed from the sign in/registration page which contains a number of security features. Customers are obliged to provide their PPS Number, date of birth and password. The sign in/registration page includes a warning to customers to keep their sign in and password details secure and never reveal them to anyone. The "Learn More" link will bring customers to the Revenue Security page which gives more information about how to stay safe online.

The screenshot shows a 'Sign In' page with a teal header. On the left, there are input fields for 'PPS Number', 'Date of Birth' (split into DD, MM, YYYY), and 'Password'. Below these is a 'Forgot Password?' link. A red oval highlights a security warning: 'Please keep your sign in details and password secure and never disclose them to anyone', with a 'Learn More' link below it. At the bottom left is an 'I'm not a robot' checkbox and a reCAPTCHA logo. A 'Sign In' button is at the bottom. On the right, there is a section for 'MyGovID' with a 'Continue with MyGovID' button, a 'What Is MyGovID?' link, an 'Or' separator, and a 'Register Now' button. Below that, it says 'If you already have a temporary password, use this to sign in. You do not need to register again.'

Figure 14: Sign in/registration page which contains a number of security features

On each sign in attempt, customers must complete a Captcha challenge to ensure they are not a robot.

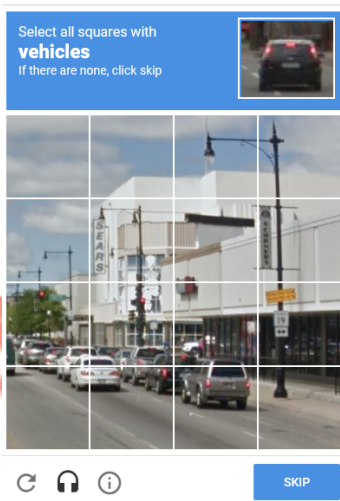


Figure 15: Captcha screen presented at sign in

6. Accessing myAccount using MyGovID

Customers can also access myAccount through MyGovID. Customers must provide consent to the sharing of information from DSP as part of the sign in process.

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[...]

Contact Details

Customers having difficulty registering for myAccount can contact the RMU on 01-702 3036 (+353 1 702 3036 for customers calling from outside the Republic of Ireland) or by mail to RegisterForMyAccount@revenue.ie.

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