# myAccount

# **User Manual**

This document was last updated October 2021



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.



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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 1: Sample text (SMS) message

	Revenue	]
	Dear Customer, Thank you for registering for myAccount. Your temporary password is:	
	123456	
	It will remain valid for 1 hour.	
	To use myAccount:	
	Navigate to the <b>myAccount</b> page on the Revenue website.     Select 'Sign in'	
	<ul> <li>Enter your PPS number, date of birth and temporary password.</li> <li>You will then be asked to set a new password.</li> <li>You are now signed in and ready to use myAccount</li> </ul>	
	Important Your password allows access to your records, so be very careful with it.	
/	Yours faithfully,	
	The myAccount Team. *** Please do not reply to this email as this mailbox is not being monitored and	
	you will not receive a reply.***	
2	Revenue	
	igure 2: Sample email	
	<b>N</b>	_
3. (	myaccount Revenue	
	NAME ADDRESS UNE 1 ADDRESS UNE 2 ADDRESS UNE 3	
	ADDRESS LINE 4 15 Mar 2008 ADDRESS LINE 5 15 Mar 2008 ADDRESS LINE 6	
	AD LINE 6 AD LINE 0 AD LINE 10	
	Dear Customer,	
	Thank you for registering for myAccount. Your temporary password for accessing myAccount is: 286224	
<u> </u>	It will remain valid for 21 days from the date of this letter. If you do not access myAccount before this password expires, you will need to re-register.	
	myAccount is a single access point for secure online services (excluding ROS) such as PAYE Services, LPT and HRI using a single login and password.	
	To use myAccount: - Go to www.revenue.le/myaccount and click 'Sign In', - Enter your PPS number, date of birth and temporary password;	
	<ul> <li>You will then be asked to set a new password;</li> <li>You are now signed in and ready to use myAcoount.</li> </ul>	
	Starting a new job? Jobs and Pensions is a service available in myAccount, which allows you to register your new job or private	
	pension. Customers who are changing jobs should not use this service to tell us about their new job unless the old job has been ceased on Revenue's record.	
	Anyone starting work for the first time in Ireland <u>must</u> notify Revenue of their new job through the Jobs and Pensions service.	
	A tax credit certificate will then issue to you and your employer ensuring that the correct amount of tax is deducted for that job or private pension.	
	Important	
	Your password allows access to your records, so be very careful with it. Please dispose of this letter securely.	
	Yours faithully. The myAccourt Team.	
	dt 45 1984/060	
	Figure 3: Sample letter	0
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## 5. 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.

	gn In	
	PPS Number	
1	Date of Birth	If you have a verified MyGovID account, you can use your MyGovID details to sign in
		Continue with MyGovID
	DD MM YYYY	What Is MyGovID? Or
	Password	Register Now →
~	Temporary passwords can also be used or	If you already have a temporary password, use this to sign in. You do not need to register again.
0	Forgot Password?	<u>9</u>
	Please keep your sign in details and password secure and never disclose them to anyone	
	Learn More	
	I'm not a robot	
	Sign in →	

Figure 4: 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.



## 5.1 Two-factor Authentication (2FA)

myAccount customers can now enable two-factor authentication. Two factor authentication works by adding an additional layer of security to myAccount. Enabling this facility will result in the sending a one-time code to your mobile phone, every time you log in to myAccount. This one-time code needs to be provided, in addition to your existing Revenue login credentials, each time you login to myAccount. To add this feature to the myAccount login process, customers should select 'Enable (2FA) as shown in figure 17, below. Customers should note that it is not mandatory to enable this feature. Customers have the option to bypass this step by selecting 'Skip this step' as indicated below:



# **Enhance Your Account Security**

#### Enable Two-Factor Authentication (2FA)

Two-factor authentication (2FA) works by adding an additional layer of security to your online account. It works by sending a one-time code to your mobile phone each time you log in, which needs to be provided along with your existing Revenue login credentials.

<u>Note:</u> The preferred authentication mechanism for MyAccount is to use <u>MyGovID</u>, which already provides 2FA security. Authentication using Revenue login details should only be used where this is not an option.

#### Learn More



Skip this step

Figure 6: Enable Two-Factor Authentication screen

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[...]

## 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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[...]

## 8. 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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[...]