myAccount

User Manual

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

Revenue Cáin agus Custaim na hÉireann Irish Tax and Customs

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.

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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 Revenue Matching Unit (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

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	Revenue	
	Dear Customer,	
	Thank you for registering for myAccount. Your temp	orary password is:
	123456	
	It will remain valid for 1 hour.	
	To use myAccount:	enue website
	Select 'Sign in' Select and the select and the select 'Sign in'	
	You will then be asked to set a new password	
	You are now signed in and ready to use myA	ccount
	Important Your password allows access to your records, so b	e very careful with it.
X	Yours faithfully	
	The myAccount Team.	
	*** Please do not reply to this email as this mailbox you will not receive a reply.***	is not being monitored and
	<u>84</u>	
	Revenue	
	Irish Tax and Customs	
	igure 2: Sample email	
	_	
	myaccount	Revenue
	NAME	Irish Tax and Customs
	ADDRESS LINE 1 ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4	13 Mar 2008
	ADDRESS LINE 5 ADDRESS LINE 6	
	AD LINE 6 AD LINE 9 AD LINE 10	
	Dear Customer,	
	Thank you for registering for myAccount. Your temporary password to	r accessing myAccount is:
	286224 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 (exclu	ding ROS) such as PAYE Services, LPT and
	nini using a single login and password. To use myAccount:	
	 Go to www.revenue.le/myaccount and dick 'Sign In'; Enter your PPS number, date of birth and temporary password; You will then be asked to set a new password; 	
	You are now signed in and ready to use myAccount. Starting a new lob?	
	Jobs and Pensions is a service available in myAccount, which all pension	ws you to register your new job or private
	Customers who are changing jobs should not use this service to tell been ceased on Revenue's record.	us about their new job unless the old job has
	Anyone starting work for the first time in ireland <u>must</u> notify Reve Pensions service.	nue of their new job through the Jobs and
	A tax credit certificate will then issue to you and your employer ensur for that job or private pension.	ng that the correct amount of tax is deducted
	Important	
	Your password allows access to your records, so be very careful with	t. Please dispose of this letter securely.
	Yours faithfully.	
		4007-446 7788047584077
L F	igure 3: Sample letter	
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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.

Sign in	
PPS Number Pate of Birth D MM YYYY Pasword Comporary passwords can also be used Drogot Password? Please keep your sign in details and pasword secure and never disclose them to anyone Carm More Carm More Composition (Composition) Composition (Composition) Composition) Compo	Total and the set of th

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 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 of a one-time code to your mobile phone, every time you log in to myAccount. This one-time code needs to be input, in addition to the 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.



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 01-738 3691 (+353 1 738 3691 for customers calling from outside the Republic of Ireland) or by mail to RegisterForMyAccount@revenue.ie.

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