myAccount

User Manual

This document was last updated June 2022

This document should be read in conjunction with the following Tax and Duty Manual:

Personal Public Service Number - PPSN Tax and Duty Manual Part 37-00-07b

Table of Contents

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 Revenue Matching Unit (RMU) will issue by post.

Temporary passwords issued by text or email are valid for one hour from the time sent.
Temporary passwords issued by letter are valid for
- 21 days for addresses within the EU and
- 28 days for all non-EU addresses.

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
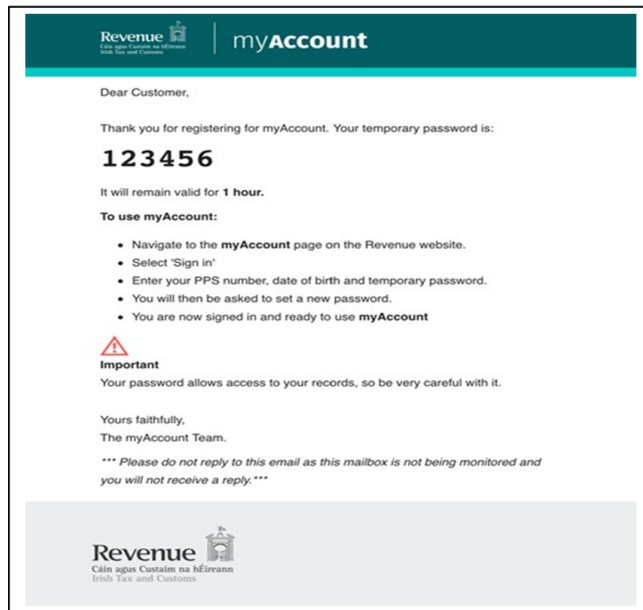
Figure 1: Sample text (SMS) message
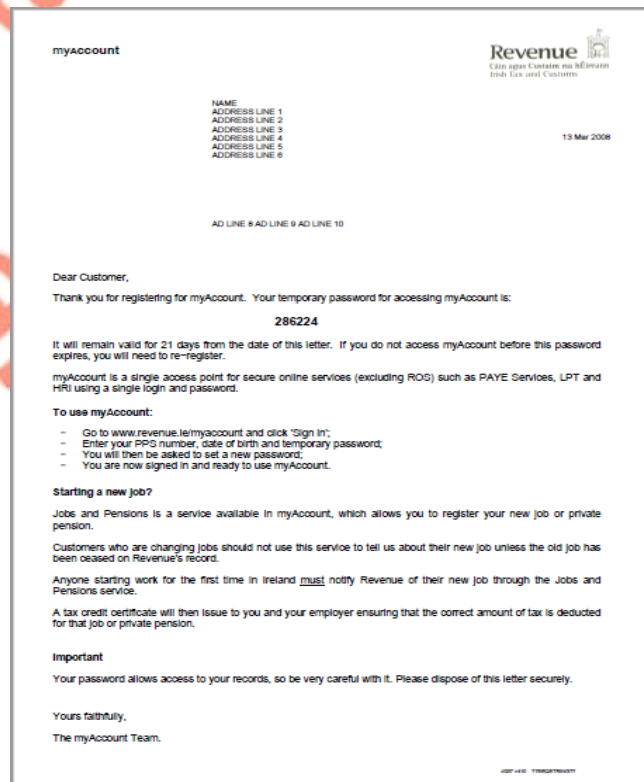
Figure 2: Sample email

Figure 3: Sample letter

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

[...]

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.

Figure 4: Sign in/registration page which contains a number of security features

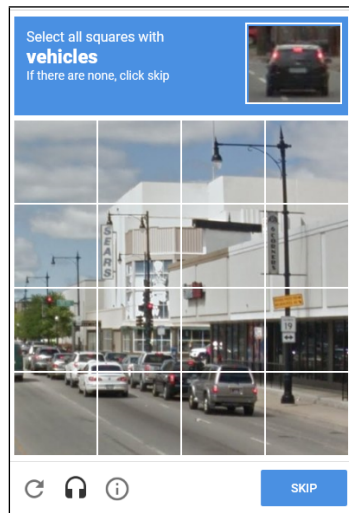On each sign in attempt, customers must complete a Captcha challenge to ensure they are not a robot.

Figure 5: Captcha screen presented at sign-in

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:
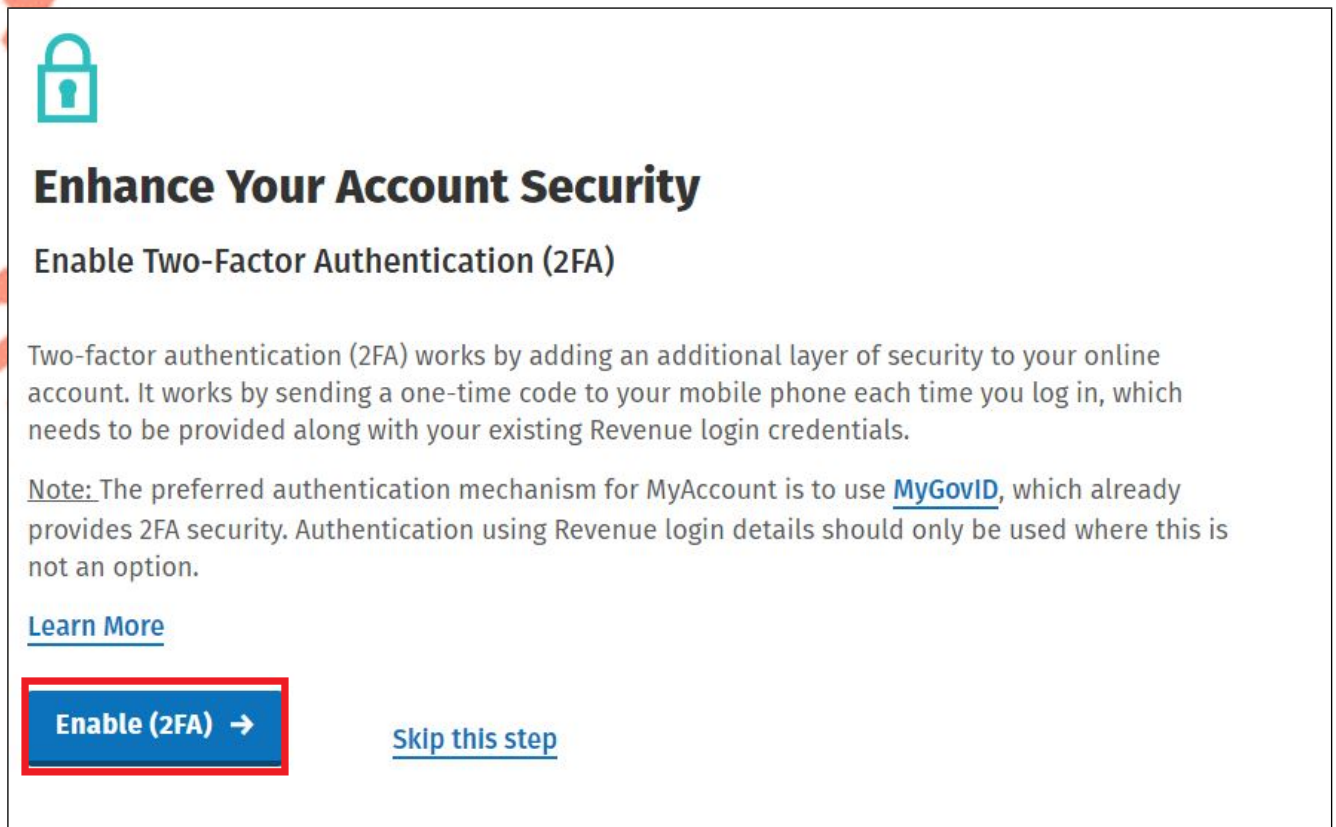

Figure 6: Enable Two-Factor Authentication screen

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

[…]

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.

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

[…]

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.

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

[…]