### myAccount

## **User Manual**

This document was last updated October 2022

This document should be read in conjunction with the following Tax and Duty Manual: Personal Public Service Number - PPSN Tax and Duty Manual <u>Part 37-00-07b</u>.



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.



### **Table of Contents**

1.	Introduction	3
3.	Issue of Temporary Passwords	3
	3.1 Temporary Password Correspondence	3
5.	Accessing myAccount	5
	5.1 Two-Factor Authentication (2FA)	7
6.	Accessing myAccount using MyGovID	12
8.	Contact Details	12

je Čhj

### 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

	Revenue	my <b>account</b>	
	Dear Customer,		
	Thank you for register	ing for myAccount. Your temporary password is	:
	123456		
	It will remain valid for	1 hour.	
	• Navigate to the r	nyAccount page on the Revenue website.	
	<ul> <li>Select 'Sign in'</li> </ul>	number, date of birth and temporary password.	
	You will then be	asked to set a new password. ned in and ready to use myAccount	
	Important Your password allows	access to your records, so be very careful with	it.
/	Yours faithfully,		
	The myAccount Team.	y to this email as this mailbox is not being monit	ored and
3	you will not receive a r		
	<0 <0		
	Cáin agus Custaim na hÉirean Irish Tax and Customs	an a	
	Irish Tax and Customs		
	igure 2: Sample em	nail	
2	myaccount		Revenue
			Citn agus Custaim na hÉireann Irish Tax and Custorrs
9 DU.	AL AL	AME IDRESS LINE 1 IDRESS LINE 2	
	AD AD AD	DDRESS LINE 3 DDRESS LINE 4 DDRESS LINE 5 DDRESS LINE 6	13 Mar 2008
	AE	UNE 8 AD LINE 9 AD LINE 10	
· · · · ·	Data Carbana		
	Dear Customer, Thank you for registering for myAco	ount. Your temporary password for accessing myAccou	int lis:
	It will remain valid for 21 days from	286224 In the date of this letter. If you do not access myAccou	nt before this password
		n the date of this letter. If you do not access myAccou t for secure online services (excluding ROS) such as P ord.	
	HRI using a single login and passw To use myAccount:	ord.	
	<ul> <li>Go to www.revenue.le/myaco</li> <li>Enter your PPS number, date</li> <li>You will then be asked to set</li> </ul>	ount and click 'Sign in'; of birth and temporary password; a new password:	
	<ul> <li>You are now signed in and re Starting a new job?</li> </ul>	ady to use myAccount.	
	• •	vailable in myAccount, which allows you to register y	our new job or private
		should not use this service to tell us about their new joi	b unless the old job has
		time in Ireland must notify Revenue of their new job	through the Jobs and
	A tax credit certificate will then issu for that job or private pension.	e to you and your employer ensuring that the correct an	nount of tax is deducted
	Important		
		ur records, so be very careful with it. Please dispose of t	his letter securely.
	Yours faithfully, The myAccount Team.		
			4007 +410 738824784-077
F	igure 3: Sample let	ter 🛛 🖌 🛌	1
	•		

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.

	you have a verified MyGovID account, you n use your MyGovID details to sign in Login with MyGovid (권 hat is MyGovID?	Login using your Revenue account details PPS Number Date of Birth
	٥	DD MM YYYY Password If you received a temporary password recently, you can use it to sign in here. Forgot Password? Please keep your sign in details and
		I cause word secure and never disclose them to anyone Learn More Immot a robot
Figure 4:	Sign in/registration page which co	Or Register Now → ontains a number of security features

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

5/



Figure 5: Captcha screen presented at sign-in

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

Two factor authentication adds a layer of security to myAccount; which is the sending of a one-time code to the mobile phone on the customer's record every time he or she logs in to myAccount.

This one-time code needs to be input, in addition to the existing Revenue login credentials, for each login to myAccount. This feature is mandatory to the myAccount login process since 3 September 2022. Customers should select 'Enable (2FA)' as shown in the figure 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

#### Enable (2FA) →

Figure 6: Enable Two-Factor Authentication screen

A customer will need to choose a mobile number and a recovery email address. Customers will be prompted to choose three security questions and select answers. Once this is completed, a verification code is sent by text to the customer's mobile phone which is valid for three minutes. If the customer does not have access to their mobile phone, he or she can choose the option "I don't have access to this phone".

Following this a customer is prompted to confirm the mobile number and a verification code is sent to the recovery email. At this stage there is an option to update the mobile number if needed.

Two-factor Authentication I	Registration		
<b>←</b> Back	What is your mobile number? Enter the mobile number you want to use for Two-factor authentication. We will update your contact details with the number. Country Ireland	is	
enue		Gaeilge	Sign In
vo-factor Authentication			
← Back	Please enter a recovery email.		
	Enter the email address you want to use if you cannot accomobile phone. We will update your contact details with the address. Email address Next →	ess your is email	

	Back Please choose and answer three security of below	question	IS
	<b>Select a question</b> Security questions will be used to recover your account in the event that yo mobile number Please select three security questions below and provide an answer for eac		cess to your
	Question 1 *		
	Select a question 🗸		
	Answer 1 *		
	Question 2 *		
	Select a question 🗸		
	Answer 2 *		
	Question 3 *		
	Select a question 🗸		
	Answer 3 *		
	Register Now →		
ure 9: Security questions	Q. S.		
	3.0		
		0	
			0

Enter Secure L	myAccount Gaeilge Sign In	
	ogin Verification Code	
	Enter Secure Login Verification Code	
	We have just texted you a verification code to **********29. This verification code will be valid for 5 minutes. Please enter it below to securely login	
	Verification Code	
	Verify Code →	
	Send Verification Code Again	
	I don't have access to this phone	
	Please note that if you request a "re-send" too often in a short space of time, you may be blocked from signing in for a period. If the text does not arrive after selecting "Send Verification Code Again', click the link 'I don't have access to this phone'. We will send a code to your recovery email address.	
<u>myAccount Help</u> • Language: <u>Gaeilge</u>	Security • Privacy • Data Protection • Accessibility • Disclaimer •	
	pt to enter 'Verification Code' to gain access	
4		
Câin agus Castain na hÉireann Irish Tax and Custorns	myAccount Gaeilge Sign In	
8 8		
Account Access	s Recovery	
	← Back Please Confirm Your Mobile Number	
	The mobile number you provide below must match the one Revenue has on record for you. This is to verify your identity.	
	We will send a verification code to your recovery email once your mobile number has been verified.	
	Country	
	Ireland ~	
	Mobile number	
	+353	
	Example: +558 871234567 (International format for	
	mobile numbers)	
	Next →	
1		
	Security • Privacy • Data Protection • Accessibility • Disclaimer •	
Language: <u>Gaeilge</u>	Security • Privacy • Data Protection • Accessibility • Disclaimer •	•
Language: <u>Gaeilge</u>	Security • Privacy • Data Protection • Accessibility • Disclaimer • pt to enter a mobile number	
Language: <u>Gaeilge</u>		5

ure 12: Prompt to enter access code received the 26 September 2022 customers can receive their verification code by email.	Enter Secure Login Verifica				
<complex-block></complex-block>		tion Code			
<complex-block></complex-block>		A			
<complex-block></complex-block>		Entor Socuro Login Varification Code			
<complex-block></complex-block>		We have just sent you a verification code to your recover		de will	
		-	/ togin.		
<pre>differences to this phone the the the properties of the sphere of the the phase to the phase</pre>		Verify Code →			
The the tight program of tight pro					
Account the second received in the received their verification code by email. Account of the received their verification code by email. Account second received their verification to use for Two-Factor authentication. We will update your contact details with this email address. Brail address I second receive verification code Act second receive verification code		Please note that if you request a "re-send" too often in a short space of time, you may			
use 12: Prompt to enter access code received access 20: Control to enter access code received their verification code by email. <b>Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email to receive verification code Control to enter email to receive verification code Control to enter email to enter exempt from or not required to be published under the Freedom of formation Act 2014.</b>		send a code to your recovery email address.			
use 12: Prompt to enter access code received access 20: Control to enter access code received their verification code by email. <b>Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email to receive verification code Control to enter email to receive verification code Control to enter email to enter exempt from or not required to be published under the Freedom of formation Act 2014.</b>					
use 12: Prompt to enter access code received access 20: Control to enter access code received their verification code by email. <b>Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email. Control to enter access code receive their verification code by email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email address you want to use for Two-Factor authentication. Control to enter email to receive verification code Control to enter email to receive verification code Control to enter email to enter exempt from or not required to be published under the Freedom of formation Act 2014.</b>	multicount Hole - Counting of the	anu a Data Destaction a Associbility a Distriction			
A ce 26 September 2022 customers can receive their verification code by email   Implement Implement   Implement   Implement Implement   Implement Imple	myAccount Help     Security     Priv       Language:     Gaeilge	acy • Data Protection • Accessibility • Disclaimer •			
<b>Feast</b> Please enter an email. Enter the email address you want to use for Two-Factor authentication. We will update your contact details with this email address.           Email address           Imail address   ure 13: Prompt to enter email to receive verification code           Imail address	wo-factor Authentication	Registration			
Please enter an email. Enter the email address you want to use for Two-Factor authentication. We will update your contact details with this email address. Email address Invext -> ure 13: Prompt to enter email to receive verification code e following material is either exempt from or not required to be published under the Freedom of formation Act 2014.					
authentication. We will update your contact details with this email address. Email address I Next → ure 13: Prompt to enter email to receive verification code e following material is either exempt from or not required to be published under the Freedom of formation Act 2014.					
Next ure 13: Prompt to enter email to receive verification code e following material is either exempt from or not required to be published under the Freedom of formation Act 2014.	← Back	Please enter an email.			
e following material is either exempt from or not required to be published under the Freedom of formation Act 2014.	← Back	Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details wi	or th this email		
e following material is either exempt from or not required to be published under the Freedom of formation Act 2014.	← Back	Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details wir address.	or th this email		
e following material is either exempt from or not required to be published under the Freedom of formation Act 2014.	← Back	Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details wir address.	or th this email		
ormation Act 2014.	<b>←</b> Back	Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details win address. Email address	or th this email		
		Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details win address. Email address 	or th this email		
	ure 13: Prompt to enter en e following material is	Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details win address. Email address ↓ Next → mail to receive verification code	th this email	nder the Freedo	om of
	ure 13: Prompt to enter en e following material is formation Act 2014.	Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details win address. Email address ↓ Next → mail to receive verification code	th this email	nder the Freedo	om of
	ure 13: Prompt to enter en e following material is formation Act 2014.	Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details win address. Email address ↓ Next → mail to receive verification code	th this email	nder the Freedo	om of
	ure 13: Prompt to enter e	Please enter an email. Enter the email address you want to use for Two-Facto authentication. We will update your contact details wind address. Email address ↓ Next → mail to receive verification code	th this email	nder the Freedo	om of

## 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.

[...]