### 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 Part 37-00-07b.



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 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
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	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 myAccount page on the Revenue website.
	<ul> <li>Select 'Sign in'</li> <li>Enter your PPS number, date of birth and temporary password.</li> </ul>
	<ul> <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>
$\sim$	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	4 *^*
	Revenue
	Figure 2: Sample email
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$\mathbf{O}$	$\checkmark$
	- da
	myaccount Revenue
N.	ADDRESS LINE 1 ADDRESS LINE 2
	ADDRESS LNE 2 ADDRESS LNE 4 ADDRESS LNE 4 ADDRESS LNE 5 ADDRESS LNE 6
	ALAUTEOD LINE 0
	AD LINE 6 AD LINE 9 AD LINE 10
	Dear Customer, Thank you for prelimited on the multiconuct. Your temporary parameter for appareting multiconuct in:
0	Thank you for registering for myAccount. Your temporary password for 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 (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';
	Gold wind technical end social and case Sign in ,     Enter your PS number, date of this and temporary password;     You will them be adked to set a new password;     You will them be adked to a set a new password;     You are now signed in and ready to use myAccount.
	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 faithfully,
	The myAccount Team.
	407-46 1785479407
I	Figure 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
γ.	
3	If you have a verified MyGovID account, you can use your MyGovID details to sign in PPS Number  Login with MyGovId (3) What is MyGovID?
	Date of Birth
3	DD MM YYYY
3	Password
8	If you received a temporary password recently, you can use it to sign in here.
	Forgot Password? Please keep your sign in details and
	password secure and never disclose them to anyone Learn More
	I'm not a robot
	Sign In →
	or Register Now → ure 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)

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 five 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.

Revenue M MyACCOU	nt	<u>Gaeilge</u>	Sign In	
Two-factor Authentication F	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 this number. Country Ireland ~ Mobile number +353 [			
	Next →			
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Language: <u>Gaeilge</u> gure 7: Updating the mobile no	umber nt	Gaeilge	Sign In	
Language: Gaeilge gure 7: Updating the mobile nu Revenue	umber nt		Sign In	

<del>(</del>	<sup>Back</sup> Please choose and answer three security q below	uestio	15
	<b>Select a question</b> Security questions will be used to recover your account in the event that you mobile number Please select three security questions below and provide an answer for each		cess to your
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	Select a question 🗸		
	Answer 1 *		
	Question 2 *		
	Select a question 🗸		
	Answer 2 *		
	Question 3 *		
	Select a question 🗸		
	Answer 3 *		
	Register Now →		
gure 9: Security questions	Q. S.		
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		-	

Enter Secure	Login Verification	Code					
	Er	– nter Secure Login Verif	ication Code				
	We	have just texted you a verification de will be valid for 5 minutes. Ple	on code to **********29. Tl	his verific	ation		
		ification Code	ase enter it below to secur	rety togin			
		/erify Code →					
		nd Verification Code Again on't have access to this phone					
	If the	se note that if you request a "re-send" too often in e text does not arrive after selecting 'Send Verificat					
	send	l a code to your recovery email address.					
						•	
<u>myAccount Help</u>	• <u>Security</u> • <u>Privacy</u> •	Data Protection • Accessibility • Dis	claimer •				
Language: <u>Gaeilge</u>		ification Code' to ask aster	c				
Figure 10: Pro	mpt to enter 'ver	ification Code' to gain acces	S				
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Linin agus cuistainn na ntareann Irish Tax and Customs	myAccount			Gaelige	Sign in		
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Account Acce	ss Recovery			Gaelige	Sign in		
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	Lu Fatar Caarra Lagin	Varification Code		
	Enter Secure Login We have just sent you a ver	ification code to your recovery email	. This code	will
	be valid for 5 minutes. Plea	se enter it below to securely login.		
	Verification Code	7		
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	send a code to your recovery email addres	i.		
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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.

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.

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[...]