

# **myAccount**

## **User Manual**

This document was last updated June 2017

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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.

## 2. Validation of myAccount Registrations

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 with 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

#### Figure 10: Text (SMS) message

Temporary Password SMS (English)  
Registration:  
Your temporary password for myAccount is XXXXXX.  
It will remain valid for 1 hour.  
  
From the myAccount Team

#### Figure 11: Email

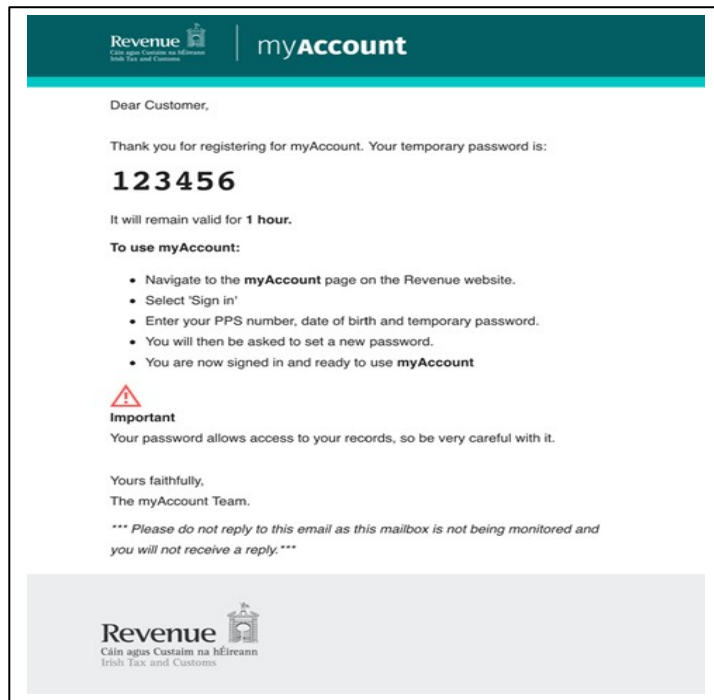


Figure 12: Letter



## 4. Unmatched Cases

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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 1890 272 282 (+ 353 - 1 - 702 3036 for customers outside the Republic of Ireland) or by mail to [RegisterForMyAccount@revenue.ie](mailto:RegisterForMyAccount@revenue.ie).

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[...]



