

Reset ROS Login – ROS Administrator

Only the ROS Administrator can use this option. Sub-users who cannot log in to ROS should contact their ROS Administrator to obtain a new Sub-user certificate.

If you are the ROS Administrator and have carried out the troubleshooting steps and are still unable to log in to ROS, you can try to [Reset your ROS Login](#).

On the “Welcome to ROS login reset process” page click on “**Continue**”.

On the following page select “**Yes, I am the ROS Administrator**” and click on “**Continue**”.

Select the appropriate entity you are applying for.

Click “**Continue**” to proceed.

The screenshot shows the 'ROS Login Reset' interface. At the top, there's a teal header with the Revenue logo and the title 'ROS Login Reset'. Below the header, a progress bar indicates four steps: Step 1 (User Status), Step 2 (Authentication), Step 3 (Verification Code), and Step 4 (Download and Save). Step 1 is currently active, highlighted with a yellow circle. Below the progress bar, the text 'Are you applying as:' is followed by five radio button options: 'Individual for your personal Tax', 'Company, association, business or other entity', 'A Tax Agent', 'An LPT Receiver', and 'A Solicitor TAIN'. At the bottom, a blue 'Continue' button is highlighted with a red rectangular box.

Tax Type: Click the dropdown box and select a tax type that the individual or entity has been registered for. Any other tax types that you are registered for will be included automatically.

Please note that PAYE-Emp refers to employers only.

Registration Number: Enter the tax registration number for the individual or entity that you wish to reset the login for. For individuals, this is often the same as PPS number.

(Tax Agents and Receivers will be prompted to enter their TAIN or Receiver Number instead).

If you are an Individual and you wish to reset your ROS Login using myAccount, please refer to the **Resetting the ROS login using myAccount** document, which can be found on the Reset ROS Login section.

Click **"Continue"** to proceed.

Revenue
Chaos again? Contact the Revenue
Irish Tax and Customs

ROS Login Reset

[← Back](#)

Step 1
User Status

Step 2
Authentication

Step 3
Verification Code

Step 4
Download and Save

Enter tax details

Please select the tax type for which you are resetting your certificate, and enter your tax details below:

Tax Type
Please select

Registration Number

Continue

If you continue with this process, your ROS Administrator certificate will be revoked and all ROS access will be suspended. **This will disable all ROS processing** and all access to other systems which require ROS digital certificates, such as Motortrans, Core and Welfarepartners.

Access will not be restored until you successfully download a new Administrator certificate. You may also have to go to the Admin Services tab and restore the sub-user certificates if they remain suspended.

You will be prompted to answer two of the security questions from your profile. You will have three attempts to answer them correctly. If you answer the questions incorrectly on both occasions, you will be blocked from using the Reset ROS Login function until after your next successful login.

Please contact the [ROS Technical Helpdesk](#) for assistance in this instance.

The verification code that you need to complete the Reset ROS Login process will be sent by text (SMS) or email to the mobile number or email address recorded in your Profile tab. The verification code is valid for **one hour**. If the verification code expires before you complete step 3, please repeat the Reset ROS Login process.

Indicate whether you want to receive the verification code by text or by email and confirm the mobile number or email address from your Profile tab. Text messages may be sent to Irish and UK mobile numbers only - please select email if you cannot receive a text.

Click **"Continue"** to proceed.

ROS Login Reset

Step 1
User Status

Step 2
Authentication

Step 3
Verification Code

Step 4
Download and Save

How do you wish to receive your verification code?

☐ Send via SMS to mobile

☐ Send to Email

Continue

If your contact details are out of date, please notify the [ROS Technical Helpdesk](#) and include the registration number.

ROS Login Reset

Step 1
User Status

Step 2
Authentication

Step 3
Verification Code

Step 4
Download and Save

ROS verification code sent

We have sent a verification code to your email. **The code will expire after 1 hour.**

Please keep this window open to retain your progress. For email access via your browser, consider opening a new window or tab to view the code.

Please enter your ROS verification code to continue to reset your login.

Verification Code

Example: GDJRXXXXXX

Didn't receive code yet? [Send again](#)

Continue

When you receive your verification code, enter it on this screen and click on "**Continue**".

Once you accept the terms and conditions you will be brought to the "Application for a Digital Certificate" screen, where you can create a name and password for your new digital certificate.

Then follow the instructions from the Registering for ROS Help section – under the ROS Administrator heading: Step 3 – Download and Save your digital certificate.