

# myAccount FAQs

---

## Contents

1.	Why do I have to provide a mobile phone number or landline number? .....	2
2.	Why do I have to provide an email address? .....	2
3.	What if I already have an LPT property ID and PIN? .....	2
4.	I'm trying to register for myAccount and I'm getting a message on screen that the PPS number entered cannot access myAccount. Why is this? .....	3
5.	I provided the required information to get my temporary password by email or text but it is being sent to me by post. Why? .....	3
6.	What happens if the time period for inputting the temporary password has lapsed?.....	3
7.	My temporary password didn't arrive?.....	4
	Email:.....	4
	Post: .....	4
8.	What message will I receive when Revenue sends me new correspondence via myAccount?.....	4
9.	Why does a screen pop up asking me to verify my details when I log in to myAccount? .....	5

## **1. Why do I have to provide a mobile phone number or landline number?**

It is necessary to provide a contact number as we may, in some cases, need to contact you regarding your registration request.

Also, it will be necessary to provide a mobile phone number if you want your temporary password by text.

Furthermore, your mobile number is used as part of the forgotten password facility which is available on the myAccount sign in page.

## **2. Why do I have to provide an email address?**

It is necessary to provide an email address as we will, occasionally, send you emails to let you know that there is something new in myAccount. This would include, for example, a response to an enquiry you made (in MyEnquiries) or your new Tax Credit Certificate (in My Documents).

Also, it will be necessary to provide an email address if you want your temporary password by email.

Furthermore, your email address is used as part of the forgotten password facility which is available on the myAccount sign in page.

## **3. What if I already have an LPT property ID and PIN?**

The LPT online system can be accessed from either myAccount or the existing LPT online portal.

If you already have an LPT property ID and PIN, you can log in to your LPT records through the existing LPT system. You cannot access myAccount using your LPT login details.

However, if you are registered for myAccount, you will be able to access your LPT records from myAccount and you will also have access to the other services in myAccount such as PAYE Services.

#### **4. I'm trying to register for myAccount and I'm getting a message on screen that the PPS number entered cannot access myAccount. Why is this?**

myAccount is open to all individuals including PAYE, LPT and Income Tax registered customers.

Since September 2017 myAccount is open to customers who are ROS registered, however, ROS registered customers must file their tax returns on ROS.

If our records hold a date of death for a customer, that customer record will be blocked from accessing myAccount. If our records are incorrect, the customer should contact their Revenue office to have their record updated.

A customer with a W-number (that is a PPS number that includes a 'W' as the second letter, for example 1234567**W**) whose number was updated to a new, distinct PPS number by the Department of Social Protection (DSP), must use the new distinct PPS number from DSP. Please check recent correspondence from Revenue or DSP to confirm your new PPS number.

Please contact your local Revenue office if you require further assistance in accessing myAccount.

#### **5. I provided the required information to get my temporary password by email or text but it is being sent to me by post. Why?**

Where it is possible to verify the information that you provide immediately, a temporary password will be sent to you by email or text. In some instances, it may not be possible to verify the information provided immediately and a temporary password will issue by post instead.

#### **6. What happens if the time period for inputting the temporary password has lapsed?**

If the temporary password is not input during the allotted timeframe (1 hour for temporary passwords sent by email or text and 21 days from the date of the letter for temporary passwords issued by post) you will need to request another temporary password again either by registering for myAccount again or by clicking on the 'Forgot Password' link (for customers already registered for myAccount).

## 7. My temporary password didn't arrive?

### **Text:**

If you haven't received your temporary password after 1 hour, you will have to register again. If you provided a foreign mobile number, it's possible that your mobile network may have blocked receipt of the temporary password text. If you haven't received your temporary password after 1 hour, you should register again and choose to receive your temporary password by email or post.

### **Email:**

If you haven't received your temporary password, first check your spam or junk mail folder. If you still haven't received it after 1 hour, you will have to register again.

### **Post:**

You will need to register again for myAccount.

## 8. What message will I receive when Revenue sends me new correspondence via MyAccount?

An email will issue from our email address, noreply@revenue.ie, to the email address we hold on record for you. This email will give notice that Revenue has sent you new correspondence. The following message will be displayed in the email:



### **Revenue has sent you new correspondence.**

If you are a ROS Business user, please access your ROS Services to view this correspondence in your 'Revenue Record'.

If you are a myAccount user, please access My Documents to view this correspondence in 'Your unread documents'.

## 9. Why does a screen pop up asking me to verify my details when I log in to MyAccount?

If you haven't logged into MyAccount within the past 6 months (or if it's your first time logging into MyAccount), a pop up screen will appear asking you to confirm that your personal details are correct.

You will be asked to confirm that your address, your phone contact number and your email address are correct. If you have provided Revenue with your bank details you will also be asked if they are correct.

This pop-up screen provides you with an opportunity to update your details, if necessary. For example, if you have moved to a new address, if you have a new mobile number, if you have a new email address or if you have a new bank account, you can update the details accordingly.

If you are registered as being married and you change your address you will be advised that your spouse/partner's address will also be updated on their Revenue record. The following message will appear at the bottom of the confirmation screen to notify this:

### **Please note:**

■■■■, you are registered as married to ■■■■ on our Revenue records. Any update to your address fields, including your Eircode, will also update the address details we hold for ■■■■.

Any changes to your email or phone number will remain unique to your record.