

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](#).

ROS Login Recovery

ROS Login Recovery

This option can be used by ROS Administrators who are experiencing issues logging into ROS due to password problems, lost digital certificate files or an expired digital certificate.

Please ensure that you have followed the instructions [here](#) before you proceed.

If the ROS digital certificate is active (not expired), it will be revoked.

All linked sub-user access, including Customs clearance and web-services, will be unavailable until you successfully download and save a replacement certificate.

To use this option, you must have ROS digital certificate security questions in place [Why are security questions required?](#)

A ROS system password will be sent to the email address or mobile number on record in the ROS Administrator Profile.

Are you applying in your capacity as:

An Individual or Company

A Tax Agent

An LPT Receiver

Select "**An Individual or Company**" unless the registration is for ROS as a Tax Agent or LPT Receiver.

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)

Are you applying in your capacity as:

An Individual or Company

A Tax Agent

An LPT Receiver

To apply for a new password, please enter your appropriate tax registration details here:

Tax Type * [What is this?](#)

Please select ▼

Registration Number * [What is this?](#)

Next →

Click "**Next**" to proceed.

The ROS digital certificate will be **REVOKED**.

ALL ROS linked sub-user **ACCESS**, including Customs clearance and web-services, **WILL BE UNAVAILABLE** until you successfully download a replacement certificate.

You may have to restore the sub-user certificates via the Admin Services tab.

For further assistance, please contact the ROS Technical Helpdesk (email roshelp@revenue.ie or phone 01 738 36 99 or 353-1-7023021 for international callers)

Do you wish to proceed?

← Cancel

Proceed →

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 with 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 two attempts to answer them correctly. If you answer the questions incorrectly on both occasions, you will be blocked from using the Reset ROSLogin function until after your next successful login.

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

[← Back](#)

Step 1
Apply for RAN

Step 2
Apply for your Digital Certificate
(Input RAN)

Step 3
Download and Save your Digital
Certificate

How would you like to receive your system password?

Text

Email

Email address * [What is this used for?](#)

Next →

The system password that you need to complete the Reset ROSLogin process will be sent by text or email to the mobile number or email address recorded in your Profile tab. The system password is valid for **one hour**. If the system password expires before you complete step 3, please repeat the Reset ROSLogin process.

Indicate whether you want to receive the system password 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 "**Next**" to proceed.

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

Your System Password has been sent.

You will receive an email or text with your temporary System Password. This will be valid for 1 hour.

Next Step - When you receive your System Password you should:

1. Click on the "Download and Save your Digital Certificate" button below
2. You will be required to re-enter your registration details.

Download and Save your Digital Certificate →

If you do not receive your System Password after a few minutes

1. Click on the "Resend system password" button below
2. Note: This will invalidate your first system password

Resend system password →

When you receive your System Password, click "**Download and Save your 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.