# myAccount

# **User Manual**

This document was last updated April 2024

This document should be read in conjunction with the following Tax and Duty Manual:

Part 37-00-07b Personal Public Service Number - PPSN .



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

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	Revenue			
	Dear Customer,			
	Thank you for registering for myAccount. Your temporary password is:			
	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>			
	Your password allows access to your records, so be very careful with it.			
	Yours faithfully,			
	The myAccount Team.			
	you will not receive a reply.***			
0	Revenue			
	Figure 2: Sample email			
3				
myaccount				
		Irish Tax and Customs		
	ADDRESS LINE 1 ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4 ADDRESS LINE 5 ADDRESS LINE 6	13 Mar 2008		
	AD LINE 6 AD LINE 9 AD LINE 10			
Dear Customer,				
Thank you for regist	tering for myAccount. Your temporary password for accessing my	yAccount is:		
It will remain valid f	286224 for 21 days from the date of this letter. If you do not access my	Account before this password		
myAccount is a sing	ed to re-register. gie access point for secure online services (excluding ROS) suc	h as PAYE Services, LPT and		
To use myAccount	t:			
- Go to www.re - Enter your PP	Go to www.revenue.le/myaccount and click 'Sign In';     Enter your PPS number, date of birth and temporary password;			
<ul> <li>You will then t</li> <li>You are now a</li> </ul>	be asked to set a new password; signed in and ready to use myAccount.			
Starting a new job?		teter your new lob or priorio		
pension.	abanding lobe chould not use this sector to fail as sector			
Customers who are	venue's record.	new job unless the old job has		
been ceased on Rev	and ical use first time in ireland must notify Revenue of their n	ew joo mrough the Jobs and		
Anyone starting wo Pensions service.				
been ceased on Re Anyone starting wo Pensions service. A tax credit certifica for that job or private	te will then issue to you and your employer ensuring that the cor e pension.	rect amount of tax is deducted		
been ceased on Re Anyone starting wo Pensions service. A tax credit certifica for that job or privat Important Your password allow	the will then issue to you and your employer ensuring that the cor e pension. ws access to your records, so be very careful with it. Please dispo	rect amount of tax is deducted		
been ceased on Re Anyone starting we Pensions service. A tax credit certifica for that job or private Important Your password allow Yours faithfully.	We will then issue to you and your employer ensuring that the core e pension.	rect amount of tax is deducted		
been ceased on Re Anyone starting wo Pensions service. A tax credit certifica for that job or privat Important Your password allow Yours faithfully, The myAccount Tea	the will then issue to you and your employer ensuring that the cor e pension. ws access to your records, so be very careful with it. Please dispo	rect amount of tax is deducted		
been ceased on Re Anyone starting wo Pensions service. A tax credit certifica for that job or private Important Your password allow Yours faithfully. The myAccount Tea	ate will then issue to you and your employer ensuring that the cor is pension. ws access to your records, so be very careful with it. Please dispo am.	nect amount of tax is deducted		
Figure 3: Sample letter	the will then issue to you and your employer ensuring that the correct pension. ws access to your records, so be very careful with it. Please disponent.	nect amount of tax is deducted		

## 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	
If you have a verified MyGovID account, you can use your MyGovID details to sign in Login with MyGovid id	Login using your Revenue account details PPS Number Date of Birth DD MM YYYY
G	Password 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
	Sign In → Or Register Now →

6/ 1

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Figure 4: Sign in / registration page which contains a number of security features

### 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 5 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.

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rish lax and Customs		<u>Gaeilge</u>	Sign In	
Two-factor Authentication	Registration			
← 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 th number.	is		
	Country			
	Ireland ~			
	Mobile number +353 Example: +353 871234567 (International format for mobile numbers)			
	Next →			
<u>myAccount Help • Security • Priva</u> Language: <u>Gaeilge</u> ure 6 Updating the mobile r	acy • Data Protection • Accessibility • Disclaimer •			
myAccount Help       Security       Privation         Language:       Gaeilge         ure 6       Updating the mobile r         Improvement       Improvement         Comparison       Improvement         Two-factor Authentication       Improvement	acy • Data Protection • Accessibility • Disclaimer • number Int Registration	Gaeilge	Sign In	
myAccount Help • Security • Priva Language: Gaeilge ure 6 Updating the mobile r Revence € Market And	acy • Data Protection • Accessibility • Disclaimer • number Int Registration Please enter a recovery email.	Gaeilge	Sign In	
myAccount Help       Security       Privation         Language: Gaeilge       ure 6       Updating the mobile r         wreating the mobile of the m	acy • Data Protection • Accessibility • Disclaimer • humber Int Registration Please enter a recovery email. Enter the email address you want to use if you cannot accompobile phone. We will update your contact details with the address.	<u>Gaeilge</u> ess your s email	Sign In	
myAccount Help       • Security       • Privation         Language: Gaeilge       ure 6       Updating the mobile r         myAccount Help       • MyAccount       myAccount         ure 6       Updating the mobile r       myAccount         myAccount Help       • MyAccount       myAccount	acy • Data Protection • Accessibility • Disclaimer • humber Int Registration Please enter a recovery email. Enter the email address you want to use if you cannot accombile phone. We will update your contact details with this address. Email address	<u>Gaeilge</u> ess your s email	Sign In	
myAccount Help       Security       Privation         Language: Gaeilge       ure 6       Updating the mobile r         myAccount       myAccount       myAccount         Two-factor Authentication       ← Back	acy • Data Protection • Accessibility • Disclaimer •  number  Int  Registration  Please enter a recovery email.  Enter the email address you want to use if you cannot accombile phone. We will update your contact details with thi address.  Email address	<u>Gaeilge</u> ess your s email	Sign In	
myAccount Help       Security       Privation         Language: Gaeilge       ure 6       Updating the mobile r         Imprecedent       Imprecedent         Two-factor Authentication       Cebec          Charles       Cebec	acy • Data Protection • Accessibility • Disclaimer •	<u>Gaeilge</u> ess your s email	Sign In	
myAccount Help       Security       Privation         Language:       Gaeilge         ure 6       Updating the mobile r         Impactor       Impactor         Two-factor Authentication       c+Back	ax • Data Protection • Accessibility • Disclaimer •	<u>Gaeilge</u> ess your s email	Sign In	
myAccount Help • Security • Priva Language: Gaeilge ure 6 Updating the mobile r MCCCCCC Two-factor Authentication C Back	ary • Data Protection • Accessibility • Disclaimer •	<u>Gaeilge</u>	Sign In	

Please choose your Security Questions         * and Please choose and answer three security questions below         Security questions will be used to recover your account in the event that you have lost access to your mobile number         Please security questions below and provide an answer for each question.         Question 1.*         Select a question         Question 2.*         Select a question         Question 2.*         Select a question         Question 3.*         Select not we set	Please choose your Security Questions         ****       Please choose and answer three security questions below         Select a question       Select a question will be used to recover your account in the event that you have lost access to your mobile number         Please select three security questions below and provide an answer for each question.       Question 1         Select a question       ``         Answer 1*       ``         Question 2*       ``         Select a question       ``         Answer 2*       ``         Question 3*       ``         Select a question       ``         Answer 3*       ``         Image: Thou *       ``         Fgure 3: Security questions       ``	Please choose and answer three security questions         Select a question         Security questions will be used to recover your account in the event that you have lost access to your mobile number         Please select three security questions below and provide an answer for each question.         Question 1*         Select a question         Question 2*         Select a question         Question 3*         Select a question         Answer 2*         Question 3*         Select a question         Answer 3*	Revenue	ount	<u>Gaeilge</u> Sign In	
<pre>**** Please choose and answer three security questions below  Security questions will be used to recover your account in the event that you have lost access to your mobile number Please select three security questions below and provide an answer for each question. Question 1 * Select a question  Answer 1 * Question 2 * Question 2 * Question 3 * Select a question  Answer 3 * Councert a question  Answer 3 *</pre>	<pre>final provide an answer three security questions Security questions will be used to recover your account in the event that you have lost access to your mobile number Please security questions below and provide an answer for each question. Question 1* Select a question Answer 1* Question 2* Select a question Answer 2* Question 3* Select a question Answer 3* Select a question </pre>	<pre>**** Please choose and answer three security questions Select a question Descript questions will be used to recover your account in the event that you have lost access to your mobile number Please select three security questions below and provide an answer for each question. Question 1 * Select a question Answer 1 * Gelect a question Answer 2 * Gelect a question Answer 3 * Select a question Firer 4: Security questions</pre>	Please choose your Sec	irity Questions		
Select a question         Question 1*         Select a question         Question 2*         Question 3 *         Select a question         Answer 2*         Question 3 *         Select a question         Answer 3*         Image: Select a question         Answer 3*	Select a question   Please select three security questions below and provide an answer for each question.   Question 1 *   Select a question   Answer 1 *   Question 2 *   Select a question   Answer 2 *   Question 3 *   Select a question   Answer 3 *   Figure 8: Security questions	Select a question         Question 1*         Select a question         Question 2*         Select a question         Question 3*         Select a question         Question 3*         Select a question	÷	<sup>ack</sup> Please choose and answer three security below	/ questions	
Select a question  Answer 1*  Question 2 *  Select a question  Answer 2 *  Question 3 *  Select a question  Answer 3 *  Figure 8: Security questions	Select a question   Answer1*   Question 2*   Select a question   Answer 2*   Question 3*   Select a question   Select a question   Answer 3*   Figure 8: Security questions	Select a question ↓ Answer 1 * Question 2 * Select a question ↓ Answer 2 * Question 3 * Select a question ↓ Answer 3 * Figure 8: Security questions		Select a question Security questions will be used to recover your account in the event that mobile number Please select three security questions below and provide an answer for e	you have lost access to your each question.	
Question 2 * Select a question ↓ Answer 2 * Question 3 * Select a question ↓ Answer 3 * Figure 8: Security questions	Question 2 * Select a question ↓ Answer 2 * Question 3 * Select a question ↓ Answer 3 * Register Now →	Question 2 •         Select a question         Answer 2 •         Question 3 •         Select a question         Answer 3 •         Image: Security questions		Select a question		
Answer 2 *	Answer 2 *	Answer 2 * Question 3 * Select a question v Answer 3 * Figure 8: Security questions		Question 2 * Select a question		
Select a question ✓ Answer 3 * Register Now → Figure 8: Security questions	Select a question ↓ Answer 3 * Register Now →	Select a question ↓ Answer 3 * Register Now → Figure 8: Security questions		Answer 2 *		
Register Now → Figure 8: Security questions	Register Now → Figure 8: Security questions	Figure 8: Security questions		Select a question   Answer 3 *		
			Figure 8: Security question:	Register Now →		
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						7

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Enter Secure	e Login Verification Code		
	0		
	Enter Secure Login Verification We have just texted you a verification code t	<b>1 Code</b> o **********29. This verificatio	n
	code will be valid for 5 minutes. Please ente	r it below to securely login	
	Verify Code >		
	Send Verification Code Again		
	I don't have access to this phone	of time you may be blocked from signing in for	aperiod
	If the text does not arrive after selecting 'Send Verification Code Again send a code to your recovery email address.	', click the link 'I don't have access to this phone	'. We will
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Since 26 September 2022 customers can receive their verification code by email.

Revenue	nt	<u>Gaeilge</u>	Sign In
Two-factor Authentication F	Registration		
← Back	Please enter an email.		
	Enter the email address you want to use for Two-Factor authentication. We will update your contact details with thi address.	is email	
1	Email address		
	Next →		
Figure 11: Prompt to enter er	nail to receive verification code		

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

### 5.4 Timeout and Pop-up warning message

After 25 minutes of inactivity in myAccount a timeout message will appear (as below). The timeout pop-up message alerts the customer that they will be logged out if their inactivity continues. Five minutes after this message appears the customer will be logged out unless there is activity within the timeframe to reset the timer.

Clicking 'Continue' on the pop-up message does not reset the timer.

By moving to a new screen the customer can reset the timer and prevent the automatic logout when the notified five minute time runs out.

## **Timeout Approaching**

You have been inactive for 25 minutes. You will be logged out in five minutes. Please save your work or move to another page to reset the timer. Continue

Figure 12 Timeout Pop-up Message

The timeout pop-up message is in place to align with <u>WCAG (Web Content Accessibility Guidelines)</u> in section 2.2.6 on Timeouts.

The timeout pop-up applies to myAccount, MyEnquiries and ROS - and includes the Income Tax Return.

## 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.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

