

myAccount

User Manual

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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.

[...]

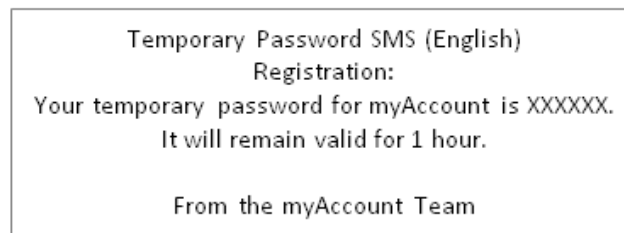
3. Issue of Temporary Passwords

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 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 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 10: Text (SMS) message

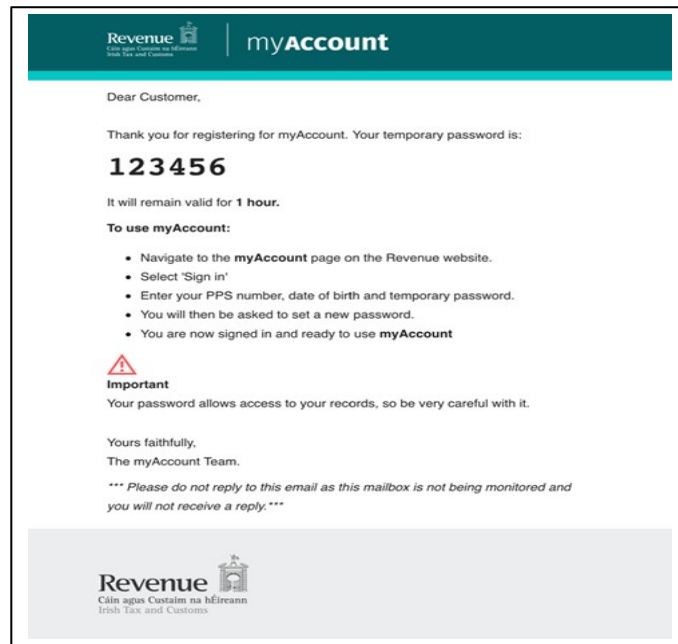


Figure 11: Email

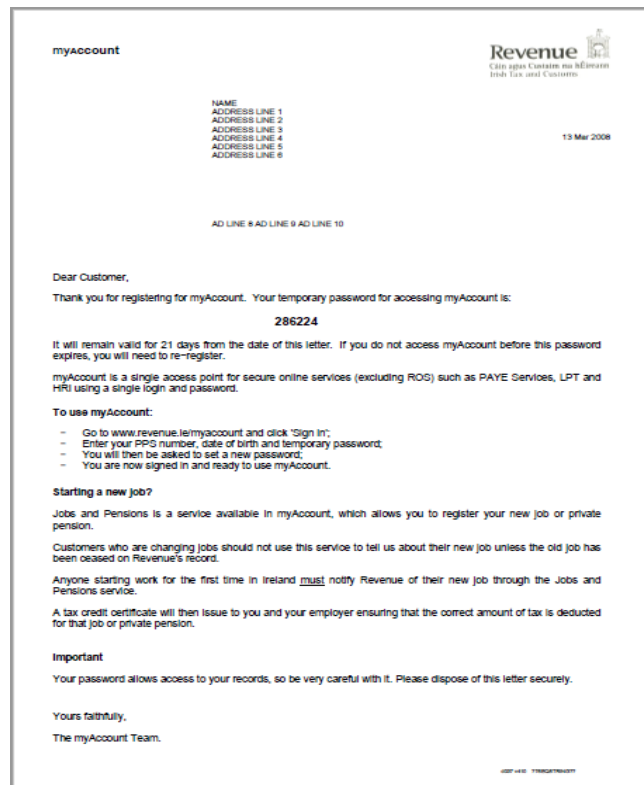


Figure 12: Letter

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[...]

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.

The image shows a 'Sign In' page with a teal header. On the left, there are input fields for 'PPS Number', 'Date of Birth' (split into DD, MM, YYYY), and 'Password'. Below the password field, it says 'Temporary passwords can also be used' and has a link for 'Forgot Password?'. A red oval highlights a security warning: 'Please keep your sign in details and password secure and never disclose them to anyone' with a 'Learn More' link. At the bottom left is a CAPTCHA box with 'I'm not a robot' and a 'Sign In' button. On the right, there are options to 'Continue with MyGovID', 'What Is MyGovID?', 'Or', 'Register Now', and a note about temporary passwords.

Figure 14: Sign in/registration page which contains a number of security features

On each sign in attempt, customers must complete a Captcha challenge to ensure they are not a robot.

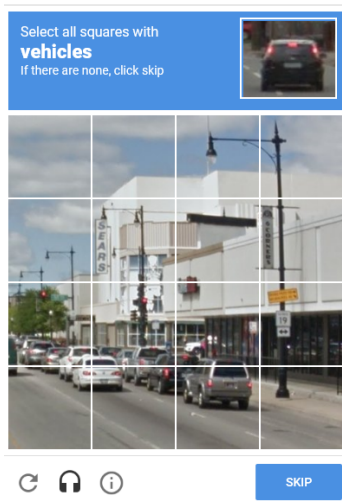


Figure 15: Captcha screen presented at sign in

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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[...]

Contact Details

Customers having difficulty registering for myAccount can contact the RMU on 01-702 3036 (+353 1 702 3036 for customers calling from outside the Republic of Ireland) or by mail to RegisterForMyAccount@revenue.ie.

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[...]

