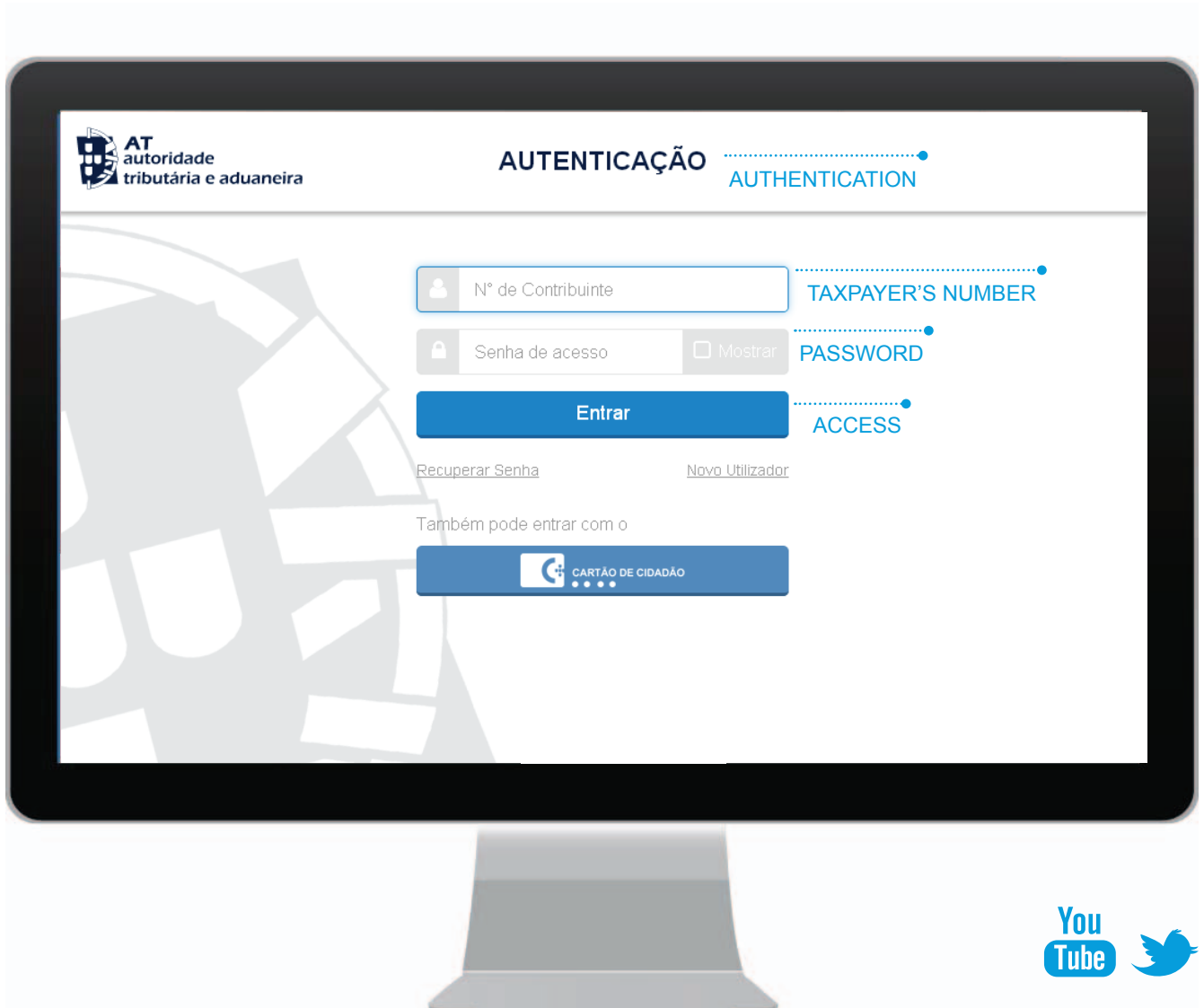


EVERYTHING YOU NEED TO KNOW ABOUT ACCESSING TO *PORTAL DAS FINANÇAS* (TAX ADMINISTRATION WEBSITE)

www.portaldasfinancas.gov.pt



How do I access to the website “Portal das Finanças”?

There are two ways for accessing to the website “Portal das Finanças”:

- A. Using the password authentication system
- B. Via Mobile Digital Key or Citizen’s Card

A. PASSWORDS

1. How do I get the password to access to the website “Portal das Finanças”?

If you are a new user you can request your password on:

www.portaldasfinancas.gov.pt: Servicos Tributarios > Registrar-me



Fill in the application form with your personal data, as requested.

Once the password request is accomplished, two codes are automatically provided:

- for reliability of mobile phone contacts, by SMS;
- for reliability of e-mail contacts, by electronic mail.

These codes can only be confirmed on the website “Portal das Finanças” on [Cidadãos > Outros Serviços > Confirmação de Email e Telefone](#), after receiving the password to access to the website “Portal das Finanças”, which is sent by post, inside an envelope, to your fiscal domicile, which is normally your usual place of residence.

2. How many days will I have to wait until I receive the password in my fiscal domicile?

Given the time of dispatch and distribution by mail, the average time for receiving the password is **5 working days**.

It is important to emphasize the obligation to communicate any fiscal domicile's change to Tax and Customs Authority (TA). How do you do that?

- If you have a citizen 'card, you must change the address, in person, at any attendance desk of the citizen's card or on the website "Portal do Cidadão" (citizen's portal). This change will update your fiscal domicile in TA.
- If you don't have a citizen's card, you must change your address on the website "Portal das Finanças" or at any Local Tax Office.

Therefore you must keep your address updated, since the correspondence is always sent to the fiscal domicile registered on TA database.

3. While residing in the European Union can I obtain the password?

Yes. While residing in the European Union or in the European Economic Area the password will be sent to the fiscal domicile in TA database. If you have nominated a tax representative, it will be sent to the fiscal domicile of your representative in Portugal.

4. Being resident outside the European Economic Area, can I get the password?

Yes. The password will be sent to the fiscal domicile of your tax representative in Portugal.

5. Might the password be sent by email?

No. Password is issued **automatically** and sent **mandatorily** by post, this means it is not possible to send it by e-mail or to a different address than the one registered on TA database.

Please make sure your fiscal domicile is always duly updated.

6. Five working days have already passed and I have not yet received the password in my fiscal domicile. What should I do?

Passwords are sent automatically, by regular post, to the fiscal domicile of taxpayers. Delivery is made by CTT (a mail delivery company) and sometimes correspondence losses occur.

If you haven't received the password within that period, you can contact the Local

Tax Office of your fiscal domicile (the letter/password may have been transferred back, for any reason) or contact the call center of TA (217 206 707) to find out what is the situation of your request.

If necessary, access to the website “Portal das Finanças” and request the issuance of a new password in the option: [Serviços Tributários > Cidadãos > Consultar > Situação Cadastral Actual > Dados gerais > Recuperar Senha](#), by filling in the required fields.

7. Why do I need to place a question of security in the application form?

If you lose or forget your password, the right answer to the security question will let you recover your password.

8. In the same application form I'm also asked to select the options to receive messages (e-mail and sms). What are benefits of those services?

TA sends regularly personal messages to taxpayers, free of charge, by e-mail and sms (text messages to their mobile phone), containing information and support for voluntary compliance, informing them of the need to comply with tax obligations before the end of the legal deadlines.

These communications are part of a strategy of promotion of compliance, providing the necessary information for the fulfilment in time of tax obligations and avoiding unnecessary additional costs (interests on late payments, costs and fines) to taxpayers. The following communications are examples of what is sent:

- processing of reimbursements;
- deadlines for submitting income tax returns;
- advance payments;
- assessment and payment of IUC (tax over vehicle circulation);
- possible cancellation of tax benefits;
- Outstanding invoices on system e-fatura;
- Payment of IMI (tax over real estate) and exemption from payment of IMI attributed to taxpayer's permanent housing or to property with low asset value belonging to taxpayers with low income;
- submission of periodic VAT returns of normal monthly and quarterly regimes;
- Delivery of withholding taxes, electronic invoices submitted at the website “Portal das Finanças” by self-employed workers (recibos verdes) and several warnings in the context of the tax enforcement process.

Therefore, if you would like to benefit from this free of charge service, you must tick one or both options of receiving messages.

Nevertheless, these electronic messages are purely for information and support for voluntary compliance and do not replace notices, notifications and summons which,

according to law, are mandatorily made by post, with no registration, by registered letter, by registered letter with acknowledgement of receipt, by fax, or by electronic data transmission to the electronic mailbox.

9. How do I reset my password?

If you have forgotten your password, you can request a new one through the option: [Serviços Tributários > Cidadãos > Consultar > Situação Cadastral Actual > Dados gerais > Recuperar Senha](#)

9.1 If you have confirmed your mobile phone number

If you have already confirmed your phone number (provided that it is a mobile phone number) you have two options to reset your password. Both of them require the answer to the security question you have previously chosen.

If you choose the option *Carta*, your old password will be immediately cancelled and a letter containing a new password **will be sent to your fiscal domicile**, within **5 working days** on average.

If you choose the option **Código by SMS** you will be able to change your password immediately.

Recuperar Senha

Responda à sua pergunta secreta para recuperar a senha de acesso.
Mais informações.

Nº Contribuinte
100000000

Pergunta Secreta Resposta à pergunta
Qual é a minha cor preferida branco

Escolha o modo de Recuperação de Senha:
 Carta
 Código por SMS

CANCELAR RECUPERAR SENHA

After selecting the option **Code by SMS** you will have to insert the phone number previously confirmed. The last 3 digits of that number will be shown in the field which you must fill in.

Recuperar Senha

Responda à sua pergunta secreta para recuperar a senha de acesso.
[Mais informações.](#)

Nº Contribuinte
 100000000

Pergunta Secreta Resposta à pergunta
 Qual é a minha cor preferida branco

Escolha o modo de Recuperação de Senha:
 Carta Código por SMS

Introduza o nº de telefone fiabilizado
 *****236

CANCELAR RECUPERAR SENHA

After selecting the option “**RECUPERAR SENHA**”, we will send to your mobile phone, by SMS, a **6-digit code**. You will have 5 minutes to insert it in the corresponding field.

Inserir Código

Foi enviada uma mensagem de texto com um código de acesso temporário para *****236. Este código tem uma validade de 5 minutos.

Nº Contribuinte
 100000000

Introduzir o código
 00000

Não recebeu a mensagem?
[Reenviar](#)

CANCELAR CONTINUAR

Then, you will be able to choose a new password.

Alterar Senha

Pode efetuar aqui a alteração de Senha e Código de Acesso Telefónico.
[Mais informações.](#)

Alterar Senha

Nova Senha Confirmar Nova Senha

 (Deverá conter 8 a 16 caracteres)

Alterar Código de Acesso Telefónico

CANCELAR ALTERAR

As soon as you click in the button “**ALTERAR**”, the old password will be immediately cancelled and you will be able to use the new password you have just chosen.

9.2 If you have not confirmed your mobile phone number

If you have not confirmed your phone number, you will need to select and answer the question you have previously chosen.

This new request is accepted and the old password is immediately cancelled, then, a letter containing the new password **will be sent to your current fiscal domicile**, within **5 working days on average**.

10. How should I proceed if I don't remember the answer to the security question?

You shall send an e-mail **through the same e-mail address that was in the TA database**, which is linked to your TIN number, to: portal-senhas@at.gov.pt

The subject must mention: **Cancellation of password - NIF_____**

In the e-mail body you must inform:

TIN:


Full name:

Fiscal domicile:

After receiving the confirmation, by e-mail, that the password has been cancelled, you must do a new register on the website “Portal das Finanças”, through the option: [Serviços Tributários > Cidadãos > Consultar > Situação Cadastral Actual > Dados gerais > Novo Utilizador](#) and wait for the new password, which will be sent to your current fiscal domicile, via CTT, within 5 working days on average.


11. I have forgotten the e-mail I registered on the TA database. What shall I do?

When you need to fulfil in time a tax obligation, you can contact a local tax office and require the updating of your e-mail address or the assignment of a “senha na hora” (you are given a password at the local), to enable you to view or modify your e-mail on the website “Portal das Finanças”, through the option:



[Serviços Tributários > Cidadãos > Consultar > Situação Cadastral Actual > Dados de Contacto Portal das Finanças \(email e telefone\)](#)

12. How do I change my password?



On the website “Portal das Finanças”, select the option: [Serviços Tributários > Cidadãos > Consultar > Situação Cadastral Actual > Dados gerais > Alterar Senha](#) and fill in the application form as requested indicating your tax identification number and the current password. Then enter the new password and re-enter it.


Please bear in mind that the new password must contain 8 to 16 characters, containing numbers or letters, such as: “AlvarodeCampos”, “PraiadasMacas” or ‘25deAbrilde1974’. The national characters as the “ç” or the “õ” are not allowed. On the other hand, passwords constituted only by repetitive groups are not accepted.

When modifying the password please pay attention to the configuration of your computer keyboard (check if the option of capitals — Caps Lock — is on) because you cannot see the characters you are typing. Often we type a capital letter convinced that we have typed a lower case or the opposite (for example, we write “aLVARODEcAMPOS” instead of “AlvarodeCampos”).

13. What is the advantage of changing my password?

Your password is confidential and ensures undoubtedly the security in the access to your personal data. If, for any cause, you have reasons to believe that another person had access to your password, you shall change it immediately, as explained in the previous number, preventing thereby the access to your personal data.


14. My password expired. What do I have to do?



If it expired, you only have to access to the website “Portal das Finanças” and select “Alterar Senha” in the option: [Serviços Tributários > Cidadãos > Consultar > Situação Cadastral Actual > Dados gerais > Alterar Senha](#), and you will get a new password immediately.

B. ACCESS VIA DIGITAL MOBILE KEY OR CITIZEN'S CARD

1. What are the technical requirements for accessing to Portal das Finanças via Digital Mobile Key?



You must previously request the Digital Mobile Key. For further information on how the process is carried out please consult the site www.autenticacao.gov.pt.

2. What are the technical requirements for accessing to *Portal das Finanças* via citizen's card?

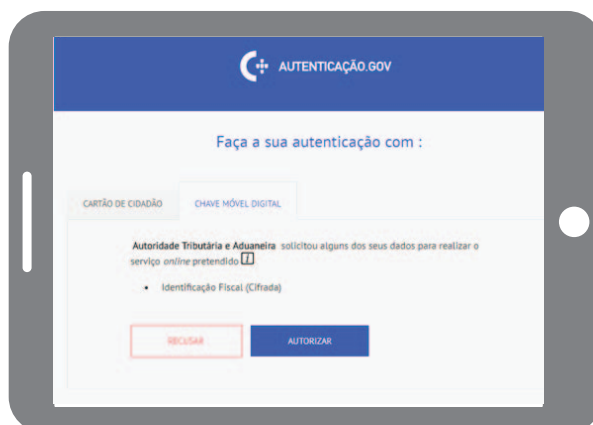
You must insert the Citizen's Card in the reader provided for this purpose.
For the authentication with Citizen's Card through the applet Java, you must previously install Java and the plug-in appropriated for your browser.

3. How to proceed?

In the authentication area of *Portal das Finanças* please select “  Gov.Pt ”:

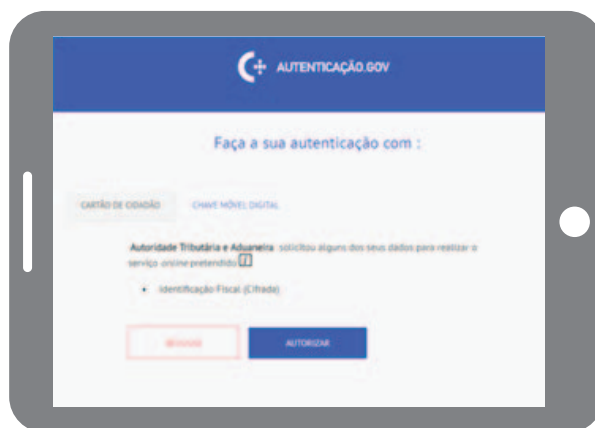


Next, in the area autenticacao.gov.pt, you must select the authentication with Mobile Digital Key or Citizen's Card (the option selected by default is the Digital Mobile Key).

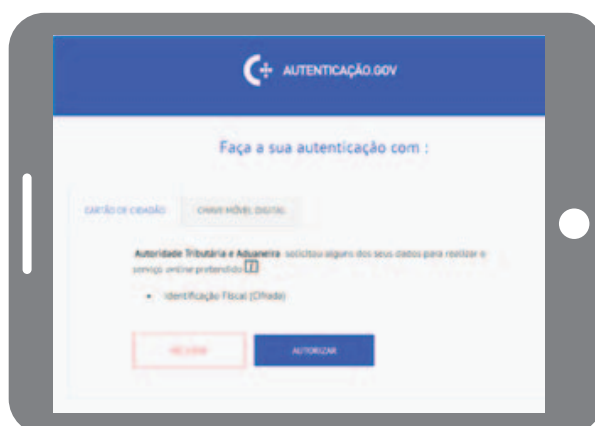


In any case you must authorize the sending of your tax identification number:

Digital Mobile Key



Citizen's Card



If you have any difficulties in the generic use of Digital Mobile Key or of Citizen's Card, please contact the citizen's support center through the phone number of the Agency for Administrative Modernization (A.M.A) - 707 241 107 or send an e-mail to info.portaldocidadao@ama.pt.



FOR FURTHER INFORMATION

Please consult on [Portal das Finanças \(www.portaldasfinancas.gov.pt\)](http://www.portaldasfinancas.gov.pt):

- Information leaflets ([folhetos informativos](#)) on [\(Apoio ao Contribuinte\)](#);
- FAQ Respostas às [questões frequentes \(FAQ\)](#).

CONTACTS:

- Contact the [Call Center \(CAT\)](#) of Tax and Customs Authority, through the number 217 206 707, each working day from 9H00 to 19H00;
- Contact the electronic attendance service [e-balcão](#), on Portal das Finanças;
- Go to a [local Tax Office](#) (attendance by appointment is the best option)