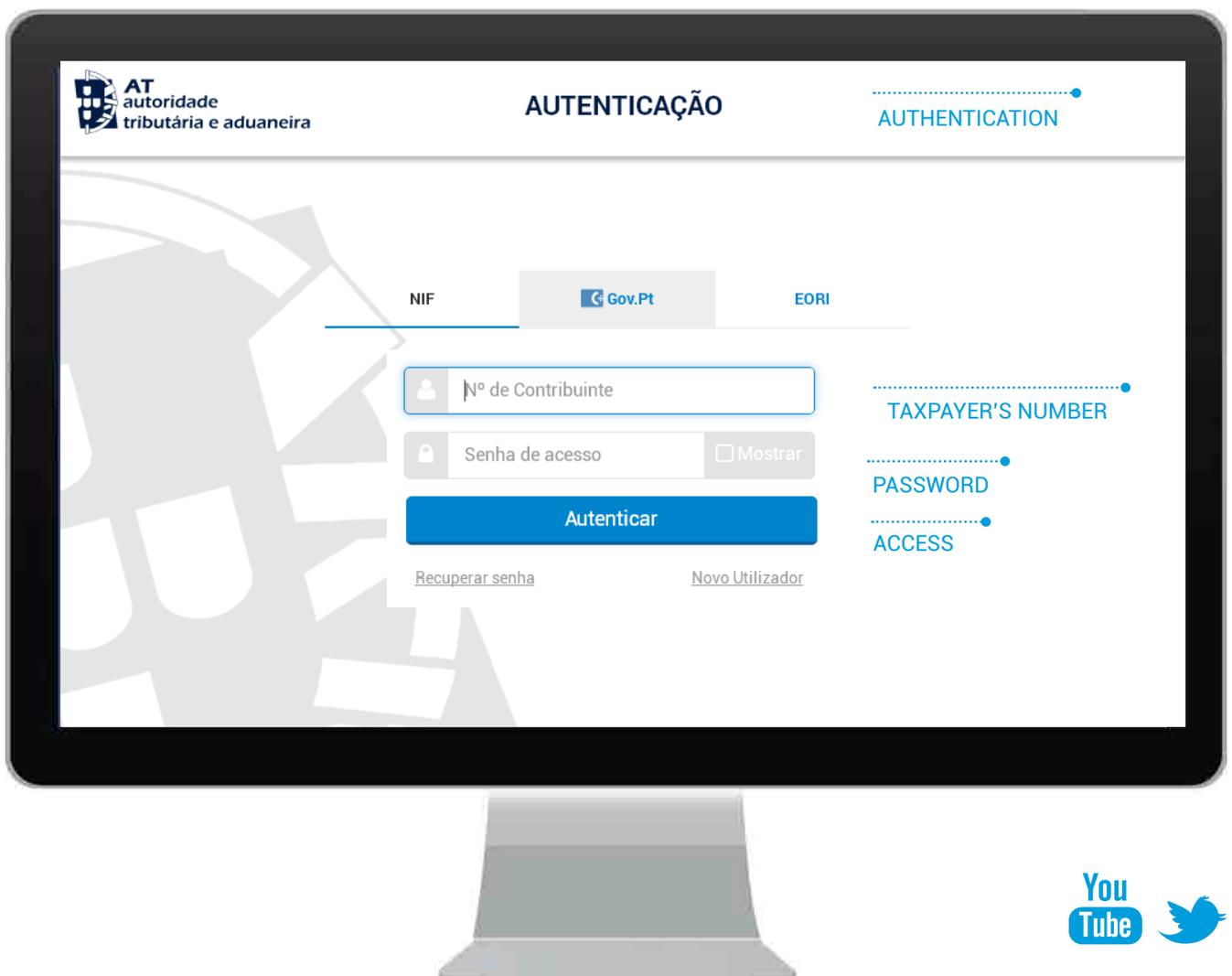


EVERYTHING YOU NEED TO KNOW ABOUT
ACCESSING TO *PORTAL DAS FINANÇAS*
(TAX AND CUSTOMS AUTHORITY WEBSITE)

www.portaldasfinancas.gov.pt



The screenshot shows the AT authentication page. At the top left is the AT logo and text. The main heading is 'AUTENTICAÇÃO' with an English translation 'AUTHENTICATION' to its right. Below this, there are two input fields: 'NIF' (with a 'Gov.Pt' icon) and 'EORI'. Underneath, there are three main sections: 1) 'Nº de Contribuinte' (Taxpayer's Number) with a user icon; 2) 'Senha de acesso' (Password) with a lock icon and a 'Mostrar' (Show) button; 3) A blue 'Autenticar' (Authenticate) button. At the bottom, there are links for 'Recuperar senha' (Recover password) and 'Novo Utilizador' (New User). On the right side of the page, there are three dotted lines with dots at the end, corresponding to the labels 'TAXPAYER'S NUMBER', 'PASSWORD', and 'ACCESS'.

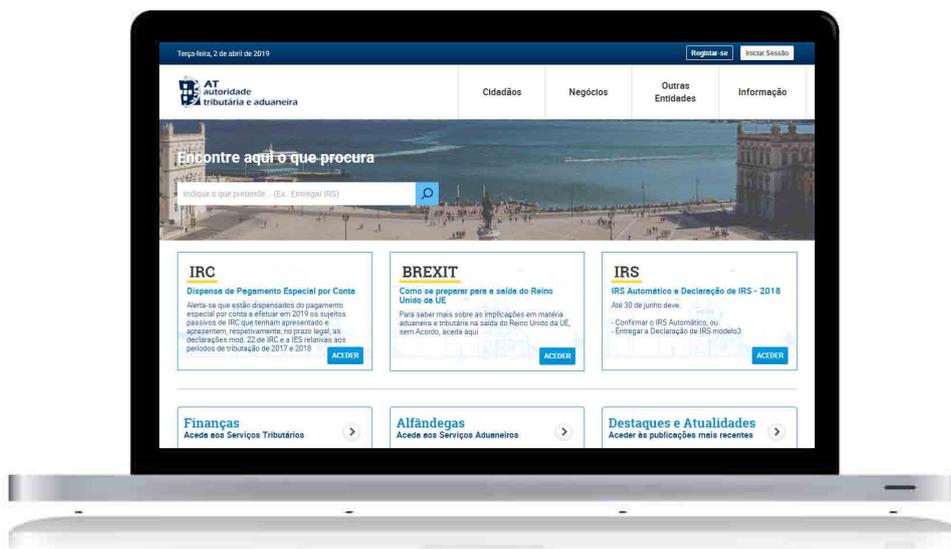
How do I access to the website *Portal das Finanças*?

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

A. Using the password authentication system

or

B. Via Citizen's Card or Mobile Digital Key

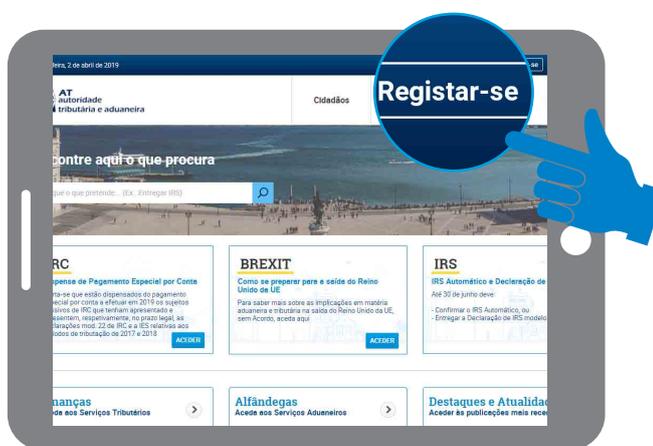


A. USING THE PASSWORD AUTHENTICATION SYSTEM

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 > *Registar-se*



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

 A screenshot of the 'Novo Utilizador' registration form. The form includes the following fields:

- Nº Contribuinte:** Ex: 123456789
- E-mail:** Ex: nome@mail.pt (Optional)
- Telefone:** Ex: 210000000 (Optional)
- Morada Fiscal:** Ex: Rua do Alecrim nº10 (Garanta que a sua morada fiscal está atualizada)
- Pergunta Secreta:** Escolha a pergunta
- Resposta à pergunta:** Ex: os imortais

 A blue 'REGISTAR' button is located at the bottom right of the form. At the bottom, there is a link: 'Já tem conta? FAÇA LOGIN'.

If you fill in the e-mail and telephone fields, two codes will be created as soon as the password is requested:

- 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 [Iniciar Sessão > Dados Pessoais > Dados de Contacto do Portal das Finanças \(Email e Telefone\)](#) after receiving the password to access 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 *Autoridade Tributária e Aduaneira* – AT (Tax and Customs Authority). 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 AT.
- 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 AT 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 AT 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 AT 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 had been transferred

back, for any reason) or contact the call center of AT (217 206 707) to find out what is the situation of your request.

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. If I choose to receive messages (e-mail and sms) what are the advantages I get?

AT 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.

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

Sms messages are only sent to Portuguese telephone numbers.

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: [Iniciar Sessão > 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.

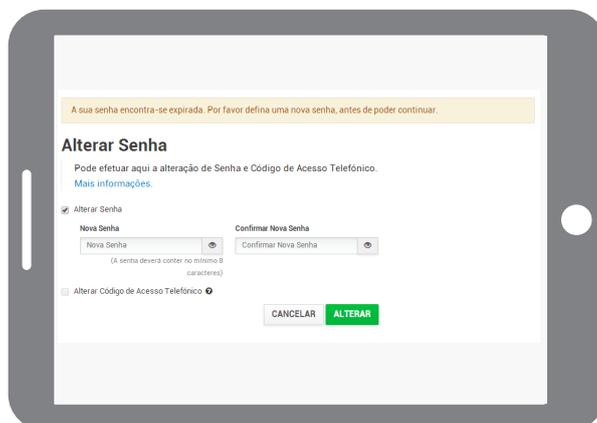
If you choose the option [Carta](#), your old password will be immediately cancelled and a letter containing a new password **will be sent to your fiscal domicile**, within **5 working days** on average.

If you choose the option [Código por SMS](#) (Code by SMS) you will be able to change your password immediately.

After selecting the option *Código por 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.

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.

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



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 AT database**, which is linked to your NIF (tax identification number), to: portal-senhas@at.gov.pt

The subject must mention: **Cancellation of password_NIF _____**

In the e-mail body you must inform:

NIF (tax identification number) :

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: [Registar-se](#) 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 AT database. What shall I do?

For natural persons, it is necessary to go to a local tax office and request the updating of the e-mail address. When there is an urgent need to fulfil in time a tax obligation, the tax office will hand the password at the local (senha na hora) to enable the visualization or modification of the e-mail address on "*Portal das Finanças*", through the option: [Iniciar Sessão](#) > [Dados Pessoais](#) > [Dados de Contacto do Portal das Finanças \(email e telefone\)](#).

For legal persons, the updating of the e-mail address is also carried out in a local tax office, through a declaration of amendment of activity. For legal persons with a certified accountant, it is necessary the signature certified with the official sticker of the accountant.

12. How do I change my password?

On the website *Portal das Finanças*, select the option: [Iniciar Sessão](#) > [Dados Pessoais](#) > [Dados de Contacto do Portal das Finanças \(email e telefone\)](#) > [Alterar Senha](#) and fill in the application form as requested indicating you tax identification number and the current password. Then enter the new password and reenter it.

Please bear in mind that the new password must contain 8 to 16 characters, containing numbers or letters, such as: "AlvarodeCampos", "PraiadadasMacas" 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.

B. VIA CITIZEN'S CARD OR MOBILE DIGITAL KEY

1. 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.

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

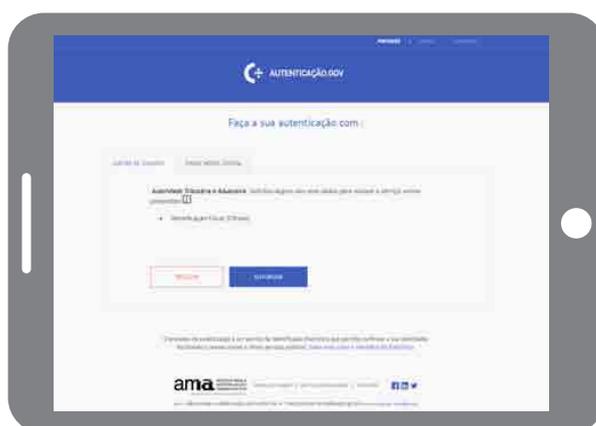
You must previously request the Digital Mobile Key. For further information on how the process is carried out please consult the site www.autenticacao.gov.pt

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 Citizen's Card (the option selected by default is the Digital Mobile Key).or Mobile Digital Key.



You are being directed to the website of AMA: Autenticação.Gov

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 info.portaldocidadao@ama.pt

4. How can I recover the password using the Citizen's Card or the Mobile Digital Key?

At the website *Portal das Finanças*, go to *Autenticação* and click in "*Recuperar Senha*":



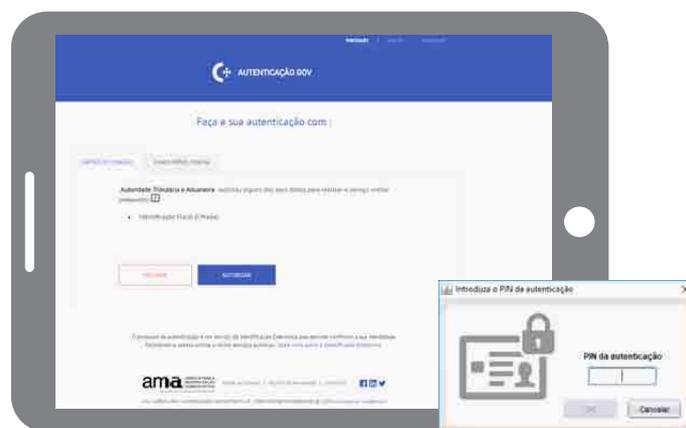
You will be directed to the next page, where there's a link at the bottom to set a new password using the Citizen's Card or the Mobile Digital Key:



You are redirected to AMA's website: *Autenticação.Gov*, where you can choose *Cartão de Cidadão* (citizen's card) or *Chave Móvel Digital* (Mobile Digital Key).

In this example we used the citizen's card

Click in "*Autorizar*" (authorize)

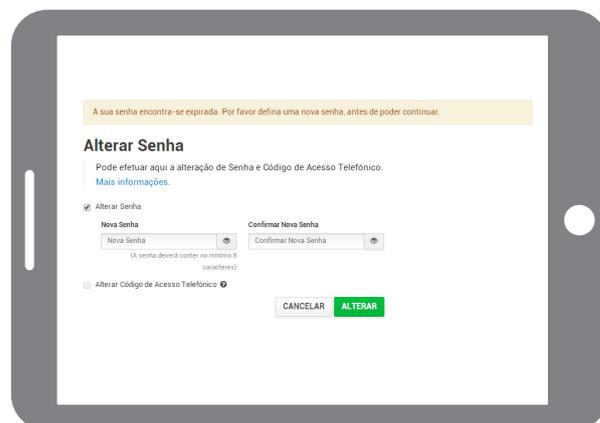


Enter the PIN's number and click in "OK"

You will be redirected to *Portal das Finanças*, where you can redefine your password and/or your Telephone Access Code



When you select the checkbox "*Alterar Senha*", you must enter the chosen password and confirm it.

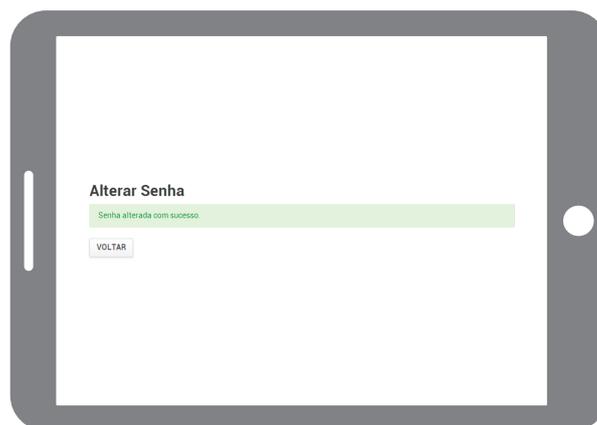


When you select the checkbox "*Alterar Código de Acesso Telefónico*", you must enter the chosen telephone code and confirm it.

After having defined the password and/or code, click in "Alterar".



The system displays a message confirming the success of the operation.



Click in "Voltar".

You will be directed to your personal area "Área Pessoal" on *Portal das Finanças*.



OTHER INFORMATION

Read more at [Portal das Finanças \(www.portaldasfinancas.gov.pt\)](http://www.portaldasfinancas.gov.pt):

- The [Tax calendar](#);
- The [Information leaflets](#);
- The [Frequently Asked Questions \(FAQ\)](#);
- The [Tax System in Portugal page](#).

CONTACT

- [Tax and Customs Call Centre \(CAT\)](#) may be contacted, through no. 217 206 707, every working day from 9:00 a.m. to 7:00 p.m..
- Electronic attendance service [e-balcão](#) at *Portal das Finanças*.
- Go to a [local tax office](#) (choose by [appointment service](#)).