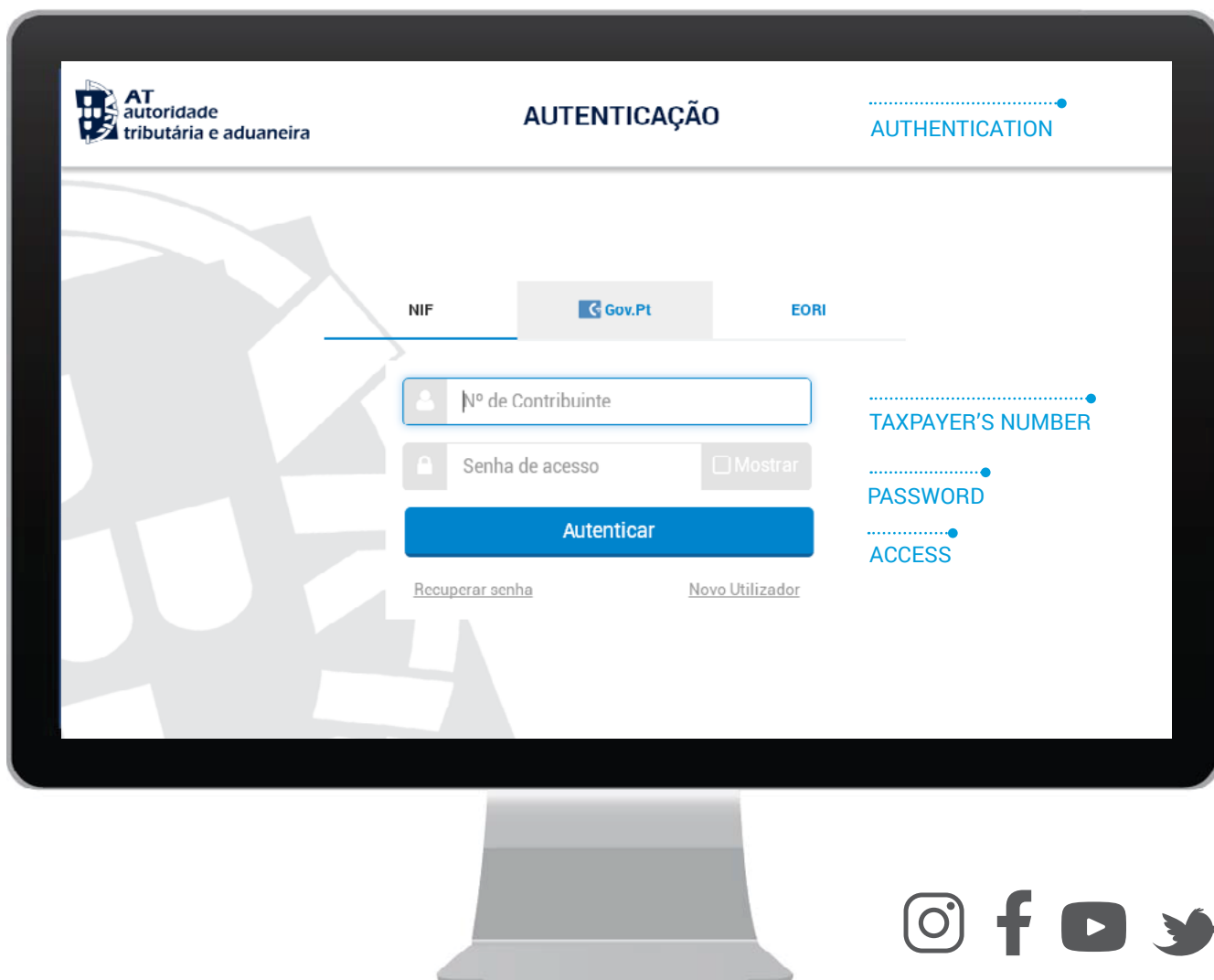


PASSER AU FRANÇAIS | ALTERAR PARA PORTUGUÊS

PASSWORDS FOR PORTAL DAS FINANÇAS

www.portaldasfinancas.gov.pt



The screenshot shows the authentication page of the AT (Autoridade Tributária e Aduaneira) portal. The page is titled "AUTENTICAÇÃO" in Portuguese and "AUTHENTICATION" in English. It features a login form with the following elements:

- Logos:** AT logo and "Gov.Pt" logo.
- Fields:** "NIF" (Taxpayer's Number) and "EORI" (Eurasian Identification Number).
- Input Fields:** "Nº de Contribuinte" (Taxpayer's Number) and "Senha de acesso" (Access Password).
- Buttons:** "Mostrar" (Show) for the password field, "Autenticar" (Authenticate), "Recuperar senha" (Recover password), and "Novo Utilizador" (New User).
- Labels:** "TAXPAYER'S NUMBER", "PASSWORD", and "ACCESS" are listed on the right side of the form.

HOW TO LOGIN?

A. Using TIN and password

or

B. Using Citizen Card or Mobile Digital Key

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A. USING TIN AND PASSWORD

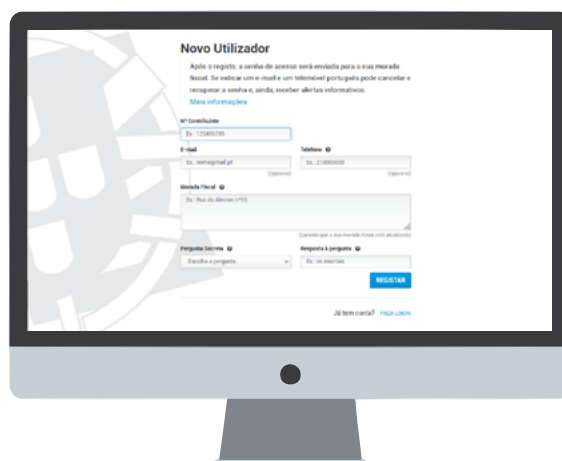
1. How can I get a password for *portal das Finanças*?

If you are a new user, you can request your password at [Portal das Finanças](#) at [Registar-se](#).



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



The password for *portal das Finanças* is sent by post in an envelope-message to your tax domicile, which is normally the place of your usual residence.

Please check if your domicile is updated.



NOTE: If you fill in the e-mail and telephone fields, as soon as you finish the password request, you will automatically receive two codes to give security to your contacts:

- The mobile phone code is sent by SMS;
- The e-mail code is sent by e-mail.

Please **confirm** your contacts, after receiving the password for *portal das Finanças*, in: *Dados Cadastrais - Dados de Contacto - [Email/Telefone](#)*

2. How many days do I have to wait until receiving the password in my tax domicile?

Considering the period for dispatch and post delivery, the average time for receiving the password is **5 working days**.



NOTE: It is important to point out that the change of tax domicile (place of usual residence) is mandatory. How to change the tax domicile:

- If you have a Citizen Card, you can change your address, in person, at any Citizen Card counter or online, at *Portal do Cidadão* (Your tax domicile will be automatically updated in the Tax Administration database);
- If you don't have a Citizen Card, you can change your address at *portal das Finanças*, or in any local tax office.

You must keep your address updated, because the correspondence is always sent to the domicile recorded in the Tax Administration database.

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3. As a resident of the European Union, can I have a password?

Yes. If you are resident in the European Union or in the European Economic Area, the password will be sent to the tax domicile recorded in the Tax Administration database. If you have indicated a tax representative, it will be sent to your representative's tax domicile in Portugal.

4. As a resident outside the European Economic Area, can I have a password?

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

5. Is it possible to send the password by e-mail?

No. The password is **automatically** issued and sent by post. It is not possible to send it by e-mail or even to an address different of the one recorded in the Tax Administration database.

Please make sure that your tax domicile is always updated.

6. Five working days have already passed and I didn't receive the password at my tax domicile. What am I supposed to do?

Passwords are **automatically** sent by ordinary mail to the taxpayers' tax domicile. The delivery is made by post, so loss may occur.

If you did not receive the password within that period, please contact the local tax office of your residence area (the letter/password may have been returned for any reason) or contact our Call Centre (217 206 707) to find out the status of your request.

7. Why is there a security question in the form?

If you lose or forget your password, the correct answer to the security question allows the recovering of the password.

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

Tax Administration sends taxpayers, free of charge, by e-mail and sms (text messages to the mobile phone), in a regular and personalised way, informative messages and support for voluntary compliance.

If you want to benefit from this free of charge service, you must select one or both of the message reception options. The sms are only sent to Portuguese mobile phone numbers.

This kind of messages are merely informative and supportive of voluntary compliance and do not replace notices, notifications and summons which, under the law, must be made by simple letter, registered letter, registered letter with acknowledgement of receipt, by fax or by electronic data transmission to the electronic mailbox, or to your reserved area of the Finance Portal, if you have adhered to the [electronic notifications and citations](#).

9. How can I recover my password?

You can recover your password by typing in the search bar "*Recuperar senha*" or following the path: *Iniciar Sessão* > [Recuperar Senha](#)

9.1 If you know the security question and its answer, chosen at the time of registration, click in "**RECUPERAR SENHA**":

→ [If you have confirmed your mobile phone](#)

If you have already confirmed your phone number, you can recover your password:

- **By letter** (*Carta*). The previous password is cancelled and **a new password is sent to your tax domicile within** an average period of 5 working days; or
- **By SMS Code** (*Código por SMS*), which allows the immediate recovery of the password.

After selecting the option **Código por SMS** you will have to enter the confirmed

phone number. You are given the last 3 digits of this number in the field you will have to fill in.

After choosing “*RECUPERAR SENHA*”, you will receive a 6-digit code on the mobile phone by SMS. You have 5 minutes to insert it in the corresponding field and click on “*ALTERAR*”.

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

Once you click on *ALTERAR*, the previous password is cancelled and the new password is now in use.

→ [If you didn't confirm your phone number](#)

If you didn't confirm your phone number, you will need to select and answer the question you have previously chosen.

When you click on “*RECUPERAR SENHA*” the old password is cancelled and a **letter with the new password will be sent to your tax domicile** within an average period of **5 working days**.

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9.2 If you do not know the security question chosen at the time of registration on *portal das Finanças* or its answer but you know the e-mail address you have indicated when registering:

You must send an e-mail, **from the same e-mail address indicated in the registration**, which is the one associated with your taxpayer number, to:
portal-senhas@at.gov.pt

The subject should include: “***Cancelamento de senha NIF _____***”

In the body of the e-mail, you must indicate:

TIN:

Full Name:

Tax domicile:

After receiving the confirmation that your password has been cancelled, by e-mail, you must re-register on *portal das Finanças*, in the option: “*Registar-se*” and wait for the new password, which will be sent to your tax domicile, by post, within 5 working days on average.



NOTE: Please make sure that your tax domicile is updated.

9.3 If you do not know the security question chosen when registering at *portal das Finanças* or its answer, and you do not have an e-mail address or do not know which e-mail address was indicated when registering:

If you are a natural person, you can update your e-mail address in a local tax office or, if it is urgent because you must fulfil a tax liability, you must send an e-mail **from any e-mail address** to: portal-senhas@at.gov.pt

The subject should include: **"Cancelamento de senha NIF _____"**

In the body of the e-mail, you must indicate:

TIN:

Full Name:

Tax domicile:

You must also attach:

- A scanned copy of the identification document to prove the legitimacy of the request;
- A signed document requesting the cancellation of the password.

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After receiving the confirmation that the password has been cancelled, by e-mail, you must re-register on *portal das Finanças*, in the option: **"Registar-se"** and wait for the new password, which will be sent to your tax domicile, by post, within 5 working days on average.



NOTE: Please make sure that your tax domicile is updated.

9.4. I'm a legal person, how can I recover my password?

In the search bar type **"recuperar senha"**.

Click in **Aceder** on **"Recuperar Senha."**

Insert your TIN, the secret question, its answer and then click in **"Recuperar Senha"**.

The new password is sent automatically, by ordinary mail, within an average period of 5 working days, to the head office of the legal person.

9.5. I'm a legal person, how do I recover my password when starting a business?

If the company was created at the **"Empresa na hora"** counter, a password is automatically generated and sent to the company's head office. If you haven't received it, you must proceed with the recovery proceeding.

You can do this [here](#).

The new password is sent automatically, by ordinary mail, within an average period of 5 working days, to the head office of the legal person.

9.6. I'm a legal person and I forgot the e-mail I indicated when registering at *portal das Finanças*. What should I do to recover my password?

Your certified accountant may submit a declaration of amendment of activity with the new e-mail or new phone via *portal das Finanças*. After that, you will have to confirm the contacts.

This change can also be made in a local tax office, by delivering a declaration of amendment of activity. For legal persons with certified accountant, the declaration must be signed by the accountant and certified with his official sticker.

10. How do I change my password?

On *Portal das Finanças*, in the search bar, type "*Alterar Senha*" and then choose "*Alterar Dados de Acesso*" or follow the path: *Cidadãos > Serviços > Autenticação de Contribuintes > Alterar Dados de Acesso*. Write your tax identification number and current password. Then select "*Alterar Senha*" enter the new password, confirm it, and click in "*ALTERAR*".

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Please note that the new password must contain 8 to 16 characters, and may consist of digits, letters or other special characters. Examples of password are: "*AlvarodeCampos*", "*ParadiseBeach*", "*S3nH4e59u1s174*" or "*April251974*". Passwords consisting only of repetitive groups are not accepted.

When changing the password pay special attention to the configuration of your computer's keyboard, whether you have the uppercase option – Caps Lock – triggered or not, since the characters you are typing are not visible. (e.g.: "*alvarodecAMPOS*" when he intended "*AlvarodeCampos*").

11. What's the advantage of changing my password?

Your password is confidential and guarantees a secure access to your personal data. If you have reasons to believe that someone knows your password, you must change it immediately, as explained in the previous paragraph, and prevent the access to your personal data.

12. I am a legal person, how do I insert my phone and e-mail in the registration data?

If you are a legal person, you can simply present a declaration of amendment of activity. If you have or are required to have a certified accountant, he is able to submit the declaration of amendment of activity, containing this information, with his own password.

B. USING CITIZEN CARD OR MOBILE DIGITAL KEY

1. What are the technical requirements for accessing *portal das Finanças* with the Citizen Card?

You must enter the Citizen Card in the reader provided for this purpose.

For authentication with Citizen Card via Java applet, you must previously install Java and the plug-in appropriated for your browser.

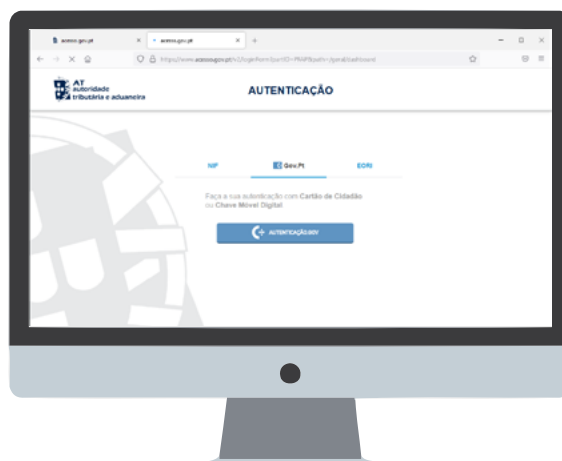
2. What are the technical requirements for accessing *portal das Finanças* via Mobile Digital Key?

Previously, you must request the Mobile Digital Key. For further information about this proceeding, please consult the website www.autenticacao.gov.pt

3. How to proceed?

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In the authentication area of *portal das Finanças*, you must select “Gov.Pt”:



Next, in the area autenticacao.gov, you must select one of two options: authentication with the Citizen Card (*Cartão de Cidadão*) or with the Mobile Digital Key (*Chave Móvel Digital*). By default the selected option is the Mobile Digital Key.

Then you will be directed to AMA’s Authentication.Gov website.

If you have any difficulties with the generic use of the Citizen Card or with the Mobile Digital Key, please contact:

CITIZEN CONTACT CENTRE
300003990 or 210489010
Working days from 9 a.m. to 6 p.m.

BUSINESS CONTACT CENTRE
300003990 or 210489011
Working days from 9 a.m. to 6 p.m.

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

On *portal das Finanças*, go to "*Iniciar Sessão*".

Click in "*Recuperar Senha*".

Then select "*ESCOLHER SENHA*".

You will be directed again to the *AMA's website Autenticação.Gov*, where you can choose Citizen Card or Mobile Digital Key.

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In this example, the Citizen Card was used.

Click in "*Autorizar*".

Enter the authentication PIN 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 check box "*Alterar Senha*", you must enter the chosen password and confirm it:

After selecting the check box "*Alterar Código de Acesso Telefónico*", you must insert the chosen 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 on "*Voltar*".

Authentication is made and you will be directed to your personal area on *portal das Finanças*.



OTHER INFORMATION

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

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

CONTACT

- Electronic attendance service [e-balcão](#) at [portal das Finanças](#).
- [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..
- Go to a [local tax office \(schedule an appointment\)](#).