



## Accessing the Finanças Portal: *how to recover your password via mobile phone*

If you are a user of the Finanças Portal and can not remember your password, you can now retrieve your “*senha*” (access code) via your mobile phone. However, you must call from the number on record with the Portuguese Tax Authority (“*AT*”) and you will replace your previous password.

The “*AT*” has published the procedures that taxpayers must follow to recover their password to access the Portal, as well as to obtain access if registering for the first time. Access can be made by means of an authentication password or the Citizen's Card.

New users should request their password at: *Serviços Tributários > Registar-me* (Tax Services> Register me). You must complete the registration form with your personal data and, as soon as the password is requested, two codes are automatically available:

- a link code for mobile phone, by SMS;
- a link code for e-mail, by e-mail.

These codes must be confirmed in the Finanças Portal at *Cidadãos > Outros Serviços > Confirmação de Email e Telefone* (Citizens> Other Services> Email and Telephone Confirmation), after receiving the password to access the Finanças Portal sent by mail to your fiscal address within of 5 working days.

In this sign-up form, there is a security question in case of loss or forgetting the access password. The correct answer to the security question allows you to recover the password. Taxpayers are also asked to select the options for receiving messages (e-mails and SMS), so that they can receive free information on a regular and personalized basis for timely compliance with tax obligations.



## Keep your address up to date

The password is automatically issued and can not be sent by email or to an address other than the one registered with “AT” records.

If you have changed your fiscal address, you must notify the AT:

- if you have a Citizen Card: you must change the address in person at any service point of the Citizen Card or online through the *Portal do Cidadão*. Following this change, the fiscal address will be updated in the AT;
- if you do not have a Citizen Card: you must change the address through the Finanças Portal or at a local Finanças Office.

Residents of the European Union or the European Economic Area will receive the password at their registered fiscal address. If you have a fiscal representative, it will be sent to your representative in Portugal. If you are resident outside the European Economic Area, the password will be sent to the fiscal address of your fiscal representative in Portugal.

If you do not receive the password within 5 business days, you should contact the nearest Tax Office (password may have been returned) or contact the “AT” Telephone Assistance Centre at 217 206 707.

## Recovering a password by mobile phone

If you forget your password, you can make a recovery request through the option: “*Serviços Tributários > Cidadãos > Consultar > Situação Cadastral Actual > Dados gerais > Recuperar Senha*”

(Tax Services> Citizens> Browse> Current Status> General Data> Recover Password).

When your mobile phone is registered with the AT, there are two options for recovering the password. Both require you to answer your security question:

- if the option “*Carta*” (letter) is chosen, the old password is immediately cancelled and a letter with the new password is sent to your fiscal address within 5 working days;



- if you choose the option “*Código por SMS*” (Code by SMS): the password change is immediate. Enter the registered phone number. You are given the last 3 digits of this number in the field that you must complete. After you have selected “*Recuperar Senha*” (Recall Password), a 5-digit SMS code is sent to your mobile phone. You will have 5 minutes to enter it into the respective field. At this point, you can choose a new access password. Once you click the “*Alterar*” (Change) button, the previous password is immediately cancelled and you can proceed to use the new password.

### **Recovering a password without using a mobile phone**

If you have not registered your mobile phone with the “*AT*”, you will still have to answer the security question. Upon acceptance of this request, the previous password is immediately cancelled and a letter with the new password is sent to your current fiscal address within 5 business days. In cases where the taxpayer does not remember the answer to the security question, he / she should send an e-mail through the same e-mail address that was recorded with the “*AT*”, which is associated with his / her taxpayer number, to: [portal-senhas@at.gov.pt](mailto:portal-senhas@at.gov.pt) with the subject “*Cancelamento de senha*” (Cancellation of password), indicating the “*NIF*” (fiscal number), full name and fiscal address. After receiving confirmation by e-mail that the access password has been cancelled, you must register again in the Finanças Portal, through the option: “*Serviços Tributários > Cidadãos > Consultar > Situação Cadastral Actual > Dados gerais > Novo Utilizador*” (Tax Services> Citizens> Browse> Current Status> General Data> New User) and wait for your new password, which will be sent by post to your current fiscal address tax domicile within 5 working days.