

Contents

Registering for Online Services	2
Your Details (Individual)	5
Organisation Details – registering on behalf of a Company	6
Security Details	8
Memorable Questions	9
Forgotten Online Services Login ID or Password	10

Registering for Online Services

Registering for **Online Services** is a quick and easy process.

Go to the Isle of Man Government main website at www.gov.im and click on **Online Services**.



Click on **Login/Register**.



If you already have an IOM Government online account, then you can login as an **Existing User** (e.g. you may already have an account for Income Tax, Company Registry etc.).

If you do not have an account, then select from the **New User** options.

Under the **new user** option there are **two types** of user accounts for **Online Services**.

Existing User?

Login ID:
Password:
Security: Public or shared computer
What's this? Private computer

- Having [problems logging in?](#)

New User?



[Register as an
organisation](#)

Choose this if you are representing a company or business acting on its own behalf. e.g. Limited Company, Partnership, Trust, LLC or as an agent for others.



[Register as an
individual](#)

Choose this type of registration if you want to make transactions of a personal nature or if you are a sole proprietor.

- [I'm still not sure which type of registration I want](#)

Register as an Individual



[Register as an
individual](#)

Choose this if you want to make transactions of a personal nature or if you are a sole proprietor. Or you manage your own agency and wish to make transactions on behalf of others.

Use this option if you are a **sole proprietor** or you act as a **VAT Agent** under your own name for other businesses for the purposes of completing their **VAT returns** and making **payments**. You can also complete your own **VAT returns and payments** if you are VAT registered.

Register as an organisation



Register as an organisation

Choose this if you are representing a company or business acting on its own behalf e.g. Limited Company, Partnership, Trust, LLC. Or you are representing a Business entity that acts as an agent for others and wishes to make transactions on their behalf.

Use this option to represent a **company** that would like to act as a **VAT Agent** for other businesses for the purposes of completing their **VAT returns** and making **payments**. You can also complete your own **VAT returns and payments** if you are VAT registered.

Your Details (Individual)

Complete all the fields on the **Your Details** screen and then click **Next**.

Your Details

Required fields are marked with *.

[View help for this section](#)

Login ID *

Password *

Confirm Password *

Your Name *

Email Address *

Confirm Email Address *

Contact Telephone Number *

Date of Birth *

The Login ID will be your personal identifier with Government and should not be a reference number used by specific services such as Tax Reference or VAT Reference.

This must:

- contain only alpha-numeric characters (letters a-z and numbers 0-9)
- be between 6 and 20 characters
- not contain any spaces or punctuation.

Create a strong password:

- Must be between 9 and 30 characters in length
- Must contain at least one lowercase letter OR uppercase letter
- Must contain at least one number
- Must contain at least one of the following symbols ~!@#\$\$%^&*()_+{}|<>
- ✓ Must **not** contain spaces
- ✓ Must **not** include your login ID

I have read and agree to the [Terms and Conditions](#)

Hint: Login ID – You choose your Login ID; this will be the username you use whenever you log into Online Services.

Organisation Details – registering on behalf of a Company

Complete all the fields on the **Organisation Details** screen using a generic email address and contact number if possible and then click **Next**.

Organisation Details

Welcome to the Government online service. Here you can create a centralised registration to allow you to transact with all of the Isle of Man Government Departments, Boards and Offices.

Please do not use the 'Back' button on your browser during the registration process.

Required fields are marked with *.

This data is required to enable us to securely identify you in the event that you need online services assistance.

Organisation Name *

Email Address *

Confirm Email Address *

Contact Telephone Number *

Cancel

Next

Complete the **Your Details** screen, again use the organisation name and generic contact details and then click **Next**.

Your Details

Required fields are marked with *.

[View help for this section](#)

Login ID *

Password *

Confirm Password *

Your Name *

Email Address *

Confirm Email Address *

Contact Telephone Number *

Date of Birth *

The Login ID will be your personal identifier with Government and should not be a reference number used by specific services such as Tax Reference or VAT Reference.

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- ✓ **Must not** contain spaces
- ✓ **Must not** include your login ID

I have read and agree to the [Terms and Conditions](#)

Previous

Cancel

Next

Hint: Login ID – You choose your Login ID; this will be the username you use whenever you log into Online Services

Security Details

When you log into **Online Services** after your registration is confirmed you will be prompted to enter two letters from the answer to the **Security Question**. There are five questions you can choose from. Click on the drop-down arrow to select the **Security Question** you want to use.

Security Details

Required fields are marked with *.

Security Question

You will be asked to supply two randomly selected characters from your answer to this question each time you login.

[View more help for this section](#)

Security Question *

- What was the first School you attended?
- What was the first car you owned or drove?
- What was the first Company you worked for?
- What is the first name of your Mother's Mother?
- What was the name of the first house you lived in?

Please select a question from the list that you have an appropriate answer for.

Click on the question you want to use from the **options** listed.

Then type your **answer** to your chosen questions in the answer fields.

Security Question

You will be asked to supply two randomly selected characters from your answer to this question each time you login.

[View more help for this section](#)

Security Question *

What was the first car you owned or drove?

Security Answer *

....

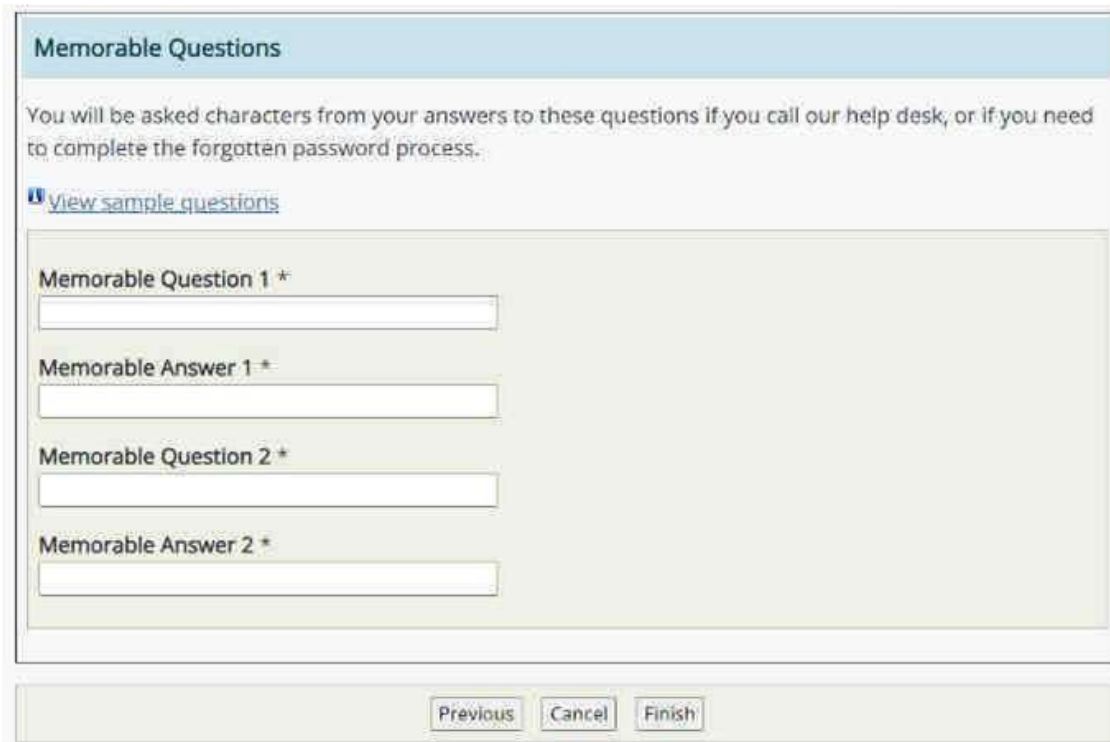
Confirm Security Answer *

....

Please re-type your security answer to reduce the incidence of errors, and to make sure that this is the security answer you require.

Memorable Questions

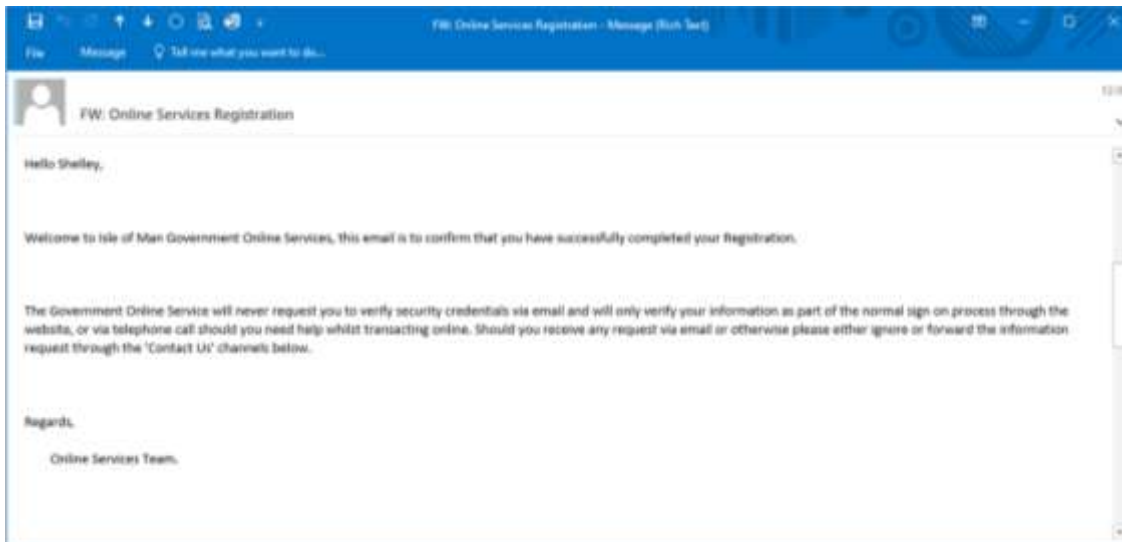
For additional security you must to create two **Memorable Questions** for yourself. Type your **questions** and the relevant **answers** in the fields on the screen and click **Finish**.



The screenshot shows a web form titled "Memorable Questions". Below the title is an explanatory paragraph: "You will be asked characters from your answers to these questions if you call our help desk, or if you need to complete the forgotten password process." A link "View sample questions" is provided. The form contains four input fields: "Memorable Question 1 *", "Memorable Answer 1 *", "Memorable Question 2 *", and "Memorable Answer 2 *". At the bottom of the form are three buttons: "Previous", "Cancel", and "Finish".

Confirmation of registration

Once you hit **Next** you'll receive an automated e-mail to confirm your registration for **Online Services**.



Forgotten Online Services Login ID or Password

If you forget your Login ID or your password you can access **Online Services** Help by going to the **Online Services** homepage and clicking **Help** at the bottom of the screen.



Click **How to manage your details**.

- [Why create an new account](#)
- [How to manage your details](#)
- [Using the secure message service](#)

Click **Online Services Help** then **Show menu** and click **Forgotten Password/Login Details**



Click the **correct option** from the three available and follow the steps to either obtain your **Login ID**, a new **password** or a new **security answer**.

Forgotten login details

If you have locked your account it is likely that you have mistyped or forgotten your password or Security Answer. Please use one of the options below.

If you have any difficulties you can call the helpdesk on (01624) 686111 Mon-Fri 9am-5pm

- [Forgotten Login ID](#)

Once you have answered the security details correctly your login id will be emailed to your email account.

- [Forgotten Password](#)

Once you have answered the security details correctly you will be emailed a new password which you will have to change the next time you log on.

- [Forgotten Security Answer](#)

Not all accounts will have a Security Answer associated with them, so only select this option if you are normally asked for 2 characters from your Security Answer after you have successfully entered your Login Id & Password. Once you have answered the security details correctly you will be emailed a new security answer which you will be requested to change the next time you log on.