

Assistants – activating their account

Go to Online Services and enter the Login ID and Password your employer created for you and click Login.

Existing User?

Login ID:
Password:

Security: Public or shared computer
[What's this?](#) Private computer

- Having [problems logging in?](#)

Enter the letter your employer gave you from the confirmation screen when they created your assistant account into both boxes on the Security Details screen and click Next.

Security Details

What is the first name of your Mother's Mother?

Please enter characters 2 and 4.

Character 2: *

Character 4: *

For your added security, please do not let anyone know the details you use to access online services. When you've finished, always 'log off' from online services and, if you're in a public place, close your browser.

[View help for this section](#)

Complete the Memorable Facts screen, creating 2 memorable questions and answers for yourself.

Enter Memorable Facts

[View sample memorable questions](#)

Date of Birth DD/MONTH/YYYY *

Memorable Question 1

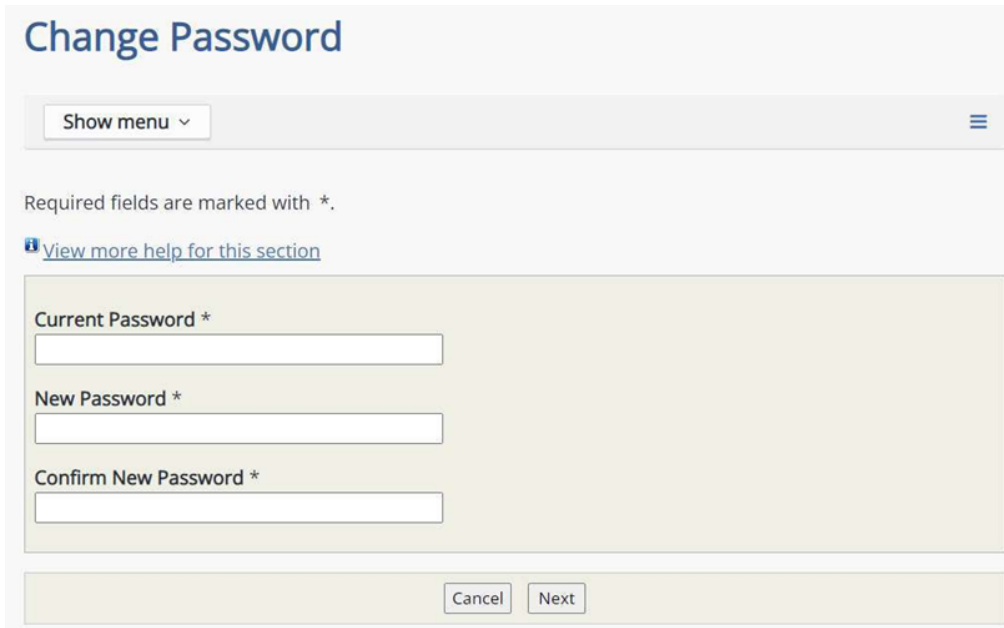
Memorable Answer 1

Memorable Question 2

Memorable Answer 2

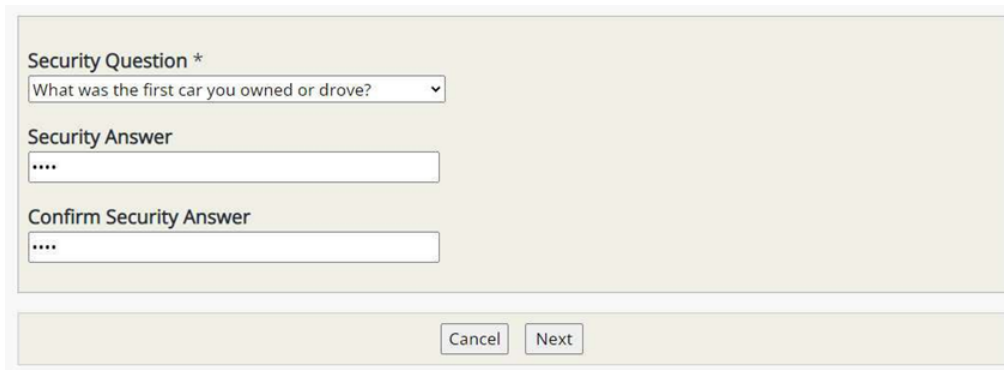
Hint: Don't forget to make a note of your memorable questions and answers as you will need them if you accidentally lock yourself out of your Online Services account.

Change your password from the one created by your employer and click Next.



The screenshot shows a web form titled "Change Password". At the top left, there is a "Show menu" button with a downward arrow. At the top right, there is a hamburger menu icon. Below the title, a note states "Required fields are marked with *". A link "View more help for this section" is provided. The form contains three text input fields: "Current Password *", "New Password *", and "Confirm New Password *". At the bottom of the form, there are two buttons: "Cancel" and "Next".

Choose the Security Question you want from the dropdown list. Then type your answer in the Security Answer field and the Confirm Security Answer field and click Next.



The screenshot shows a web form for selecting a security question. It features a dropdown menu labeled "Security Question *" with the selected option "What was the first car you owned or drove?". Below this are two text input fields: "Security Answer" and "Confirm Security Answer", both containing four asterisks to indicate masked text. At the bottom of the form, there are two buttons: "Cancel" and "Next".

Read through the Terms and Conditions of Use and click Accept.

Terms and Conditions of Use



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In these terms and conditions 'we' and 'us' mean the Isle of Man Government. References to the Isle of Man Government in these terms and conditions include, where appropriate, references to any Department or Statutory Board (as defined in the Interpretation Act 1976) and to any person or body of persons holding office under the Crown in right of the Isle of Man.

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Accept

Decline

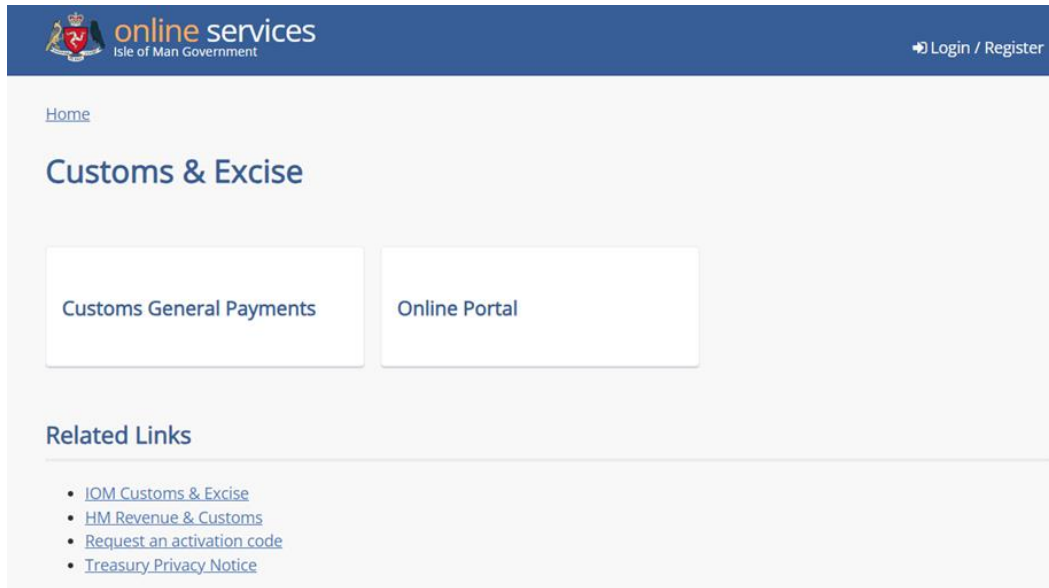
From the Online Services homepage, scroll down to the Customs & Excise window and click on it.

online services
Isle of Man Government

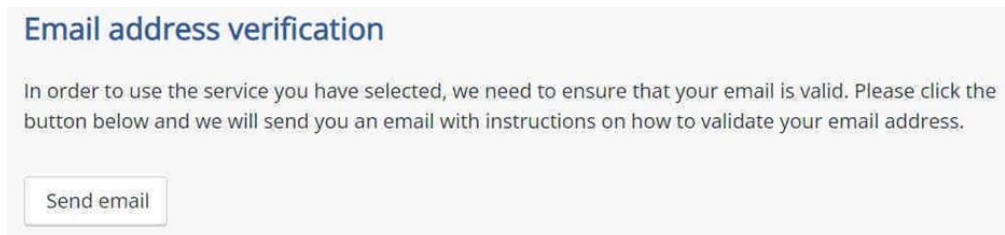
Login / Register

Births, Deaths & Marriages Register and order certified copies of certificates	Electoral Register Register as a New Elector	Manx Utilities Pay your electricity & water bills, invoices and security deposits
Cattle Passports Registering cattle births, deaths and movements on and off holdings	Fishing Licences Buy Reservoir, Coarse and Other Waters fishing licences	Planning Applications Search for planning applications and submit objections or comments
Civil Legal Aid Calculator	Freedom of Information Search and Create Freedom of Information requests	Rates Payments Pay your rate demand easily and securely online
Companies Registry Search, view and purchase company documents.	Income Tax Includes submission of Tax returns and making payments	Social Security Apply for benefits
Covid Testing Order tests kits or report test results	Invoice Payments Pay for Government Invoices issued by the Finance Governance Division	Vehicles & Driving Includes vehicle tax, parking fines, drive & vehicle test applications
Customs & Excise Submission of VAT returns and EC Sales Lists and making payments	Job Search Search for jobs and receive notifications on newly advertised jobs	Vaccines and Boosters Apply for a booster or vaccine

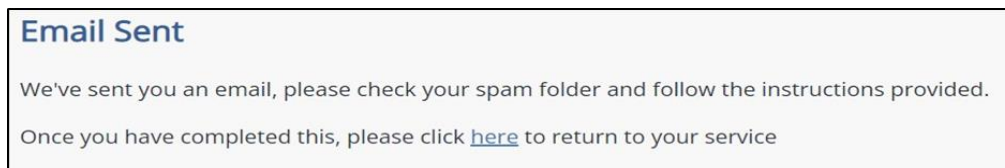
Click on Online Portal.



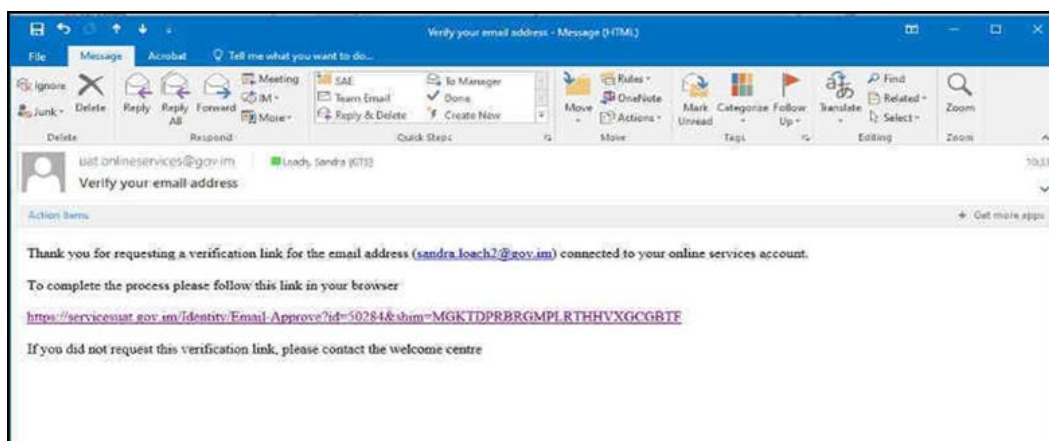
You'll then be prompted to verify your e-mail address; click on Send email.



You'll see this onscreen message after you click Send email.



When you receive your verification e-mail, click on the link contained within it to verify your e-mail.



All being well, you should see an automated message in a new window in your web browser to confirm that your e-mail address has been successfully verified.

Email address verification

You have successfully verified your email address, please close this tab and continue using online services.

Click back on the open tab on your web browser and click on the link in the Email Sent screen.

Email Sent

We've sent you an email, please check your spam folder and follow the instructions provided.

Once you have completed this, please click [here](#) to return to your service

Click Approve.

Approve claims for service:

In order to use the VATRMS service, the following information must be provided to the department responsible for the service

acname [Sally Agent Ltd]	The name associated with the account the user belongs too
username [Sally Agent]	The user name i.e. full name typed into online services at registration
email	The email address against the user
phone [01624123456]	The phone number against the user
dob [1980-02-15]	Users date of birth as entered at registration

This will then take you to the Online Portal homepage. You will have no clients visible until they have been allocated to you by the main account holder.



Hi Pippin

Taxpayers associated with your user account are displayed below. Select a taxpayer from the list below to view their account.

Your Registered Taxpayers

Click the view link to select a taxpayer.

Search:

Taxpayer	TIN
Mr Rubeus Loach	100-1012-348
Pippins Payroll People	100-1012-586

Showing 1 to 2 of 2 entries

Previous 1 Next

Messages

You have no unread messages.

[View Inbox](#)