

HMRC's online services are also known as the 'Government Gateway'.

A Government Gateway ID and password are needed to log in and access HMRC's online services.

This guide will help you set up your Government Gateway ID and password.

There are 21 steps - so set aside plenty of time, find any documents you might need in advance, answer the questions carefully and do not close your browser until the end.

1. Go to the Government Gateway sign in page https://www.tax.service.gov.uk/bas-gateway/sign-in?continue_url=/account&origin, scroll to the bottom and click 'Continue to your account'. Then click on 'Create sign in details':



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Information for Universal Credit customers

To confirm your identity for your Universal Credit application, enter your Government Gateway details.

If you cannot confirm your identity with Government Gateway, you can [sign back in to your Universal Credit account](#) and confirm your identity another way.

You do not need to call Universal Credit or Government Gateway. We will contact you if we need any more information.

Sign in using Government Gateway

Government Gateway user ID


This could be up to 12 characters.

Password

Sign in

[Create sign in details](#)

2. Enter your email address and press the green 'Continue' button



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Enter your email address

This will only be used to send you security updates or if you need to recover your sign in details.

To confirm it is your email address we will send you a code.

Email address

[Continue](#)

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3. Leave the HMRC web page open and go to your email program.

Hint: use another browser tab if using a web-based email such as gmail

Find the email from HMRC (it can take a couple of minutes to arrive and it may be in your spam, junk or promotions folder). Make a note of the 6 character code:



Government Gateway <no-reply@access.service.gov.uk>

To: [REDACTED]

Tue, 5 May at 10:52 ★

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You have requested a code you can enter on the Government Gateway screen to confirm your email address.

Your confirmation code is:

KCZRRC

If this email account is not shared, and you did not request this code, you need to contact HMRC.

From Government Gateway

This is an automatic email - please don't reply.



4. Enter the 6 character code in the box and press the green 'Confirm' button



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Enter code to confirm your email address

We have sent a code to: [REDACTED]

If you use a browser to access your email, you may need to open a new window or tab to see the code.

Confirmation code

For example, DNCLRK

KCZRRC

[▶ I have not received the email](#)

Confirm

5. Success! Press the green 'Continue' button.



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Email address confirmed

This will enable us to help you get the most from this service.

Continue

6. Enter your full name and press the green 'Continue' button.



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What is your full name?

Continue

7. Create a strong, memorable password following the criteria given below, enter it in both boxes and press the green 'Continue' button

Hint: save the password in your browser if prompted to help you remember it later.



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Create a password

Your password must:

- ✓ be between 8 and 12 characters
- ✓ have at least one number (0 to 9)
- ✓ have at least one letter
- ✓ not contain special characters

Password

Confirm your password

Continue

8. Press the green 'Continue' button.



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Set up recovery for your sign in details

You need to set up a recovery word so that you can get back into Government Gateway if you forget your password.

Continue

9. Choose a memorable word, type it in the box and press the green 'Continue' button.

Hint: make a note of this word for later should you forget your other details.



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Set up a recovery word

Make a note of this word in case you need it in the future.

The word must:

- ✓ be between 6 and 12 characters
- ✓ not contain spaces or special characters
- ✓ not contain numbers

Recovery word

Continue

10. Your Government Gateway user ID is shown on the screen, and it will be emailed to you. Press the green 'Continue' button.

Hint: make a note of the number and keep it somewhere safe - you will need this, and the password created above to log in to HMRC's online services later.

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Your Government Gateway
user ID is:

[Redacted user ID]

We have sent it to [Redacted email address]


You will need your user ID and your password each time you sign in to Government Gateway.

Continue

11. Choose 'Individual' as the account type you are creating

Hint: if you are following this guide to access the Self-employed Income Support Scheme grant, it is you, the individual, who will be claiming the grant whether you are self-employed or a partner in a partnership.

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Choose the type of account you need

- Individual**
Includes personal tax account, tax credits, Self Assessment and Child Benefit
- Organisation**
Includes limited companies, partnerships, charities, trusts and estates
- Agent**
Includes accountants acting on behalf of clients, payroll bureau and bookkeepers

[Continue](#)

[Get help with this page.](#)

12. Press the green continue button to set up more security details to help secure your account.

Choose whichever method suits you best, we will select Text message in this example, before pressing the green 'Continue' button.




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How do you want to get access codes?

- Text message**
Get codes sent to a mobile phone.
- Voice call**
Get codes by automated message to a UK mobile or landline.
- Authentication app for smartphone or tablet**
Get codes generated by an authentication app on your mobile device such as a smartphone or tablet.

Continue

13. Choose the appropriate answer and press the green 'Continue' button:



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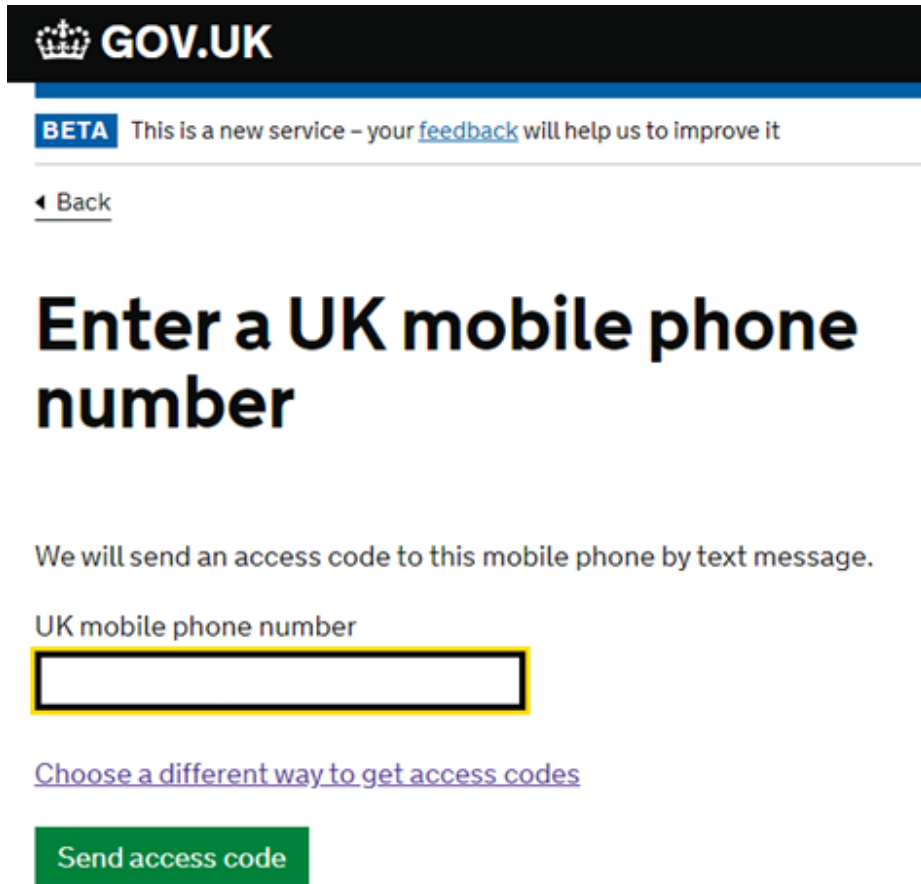
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Is this a UK mobile phone number?


Yes No

[Continue](#)

14. Enter your mobile number and press the green 'Send access code' button.



The screenshot shows the GOV.UK website interface for entering a mobile number. At the top, there is a black header with the GOV.UK logo and a blue bar indicating a BETA service. Below this, there is a 'Back' link. The main heading is 'Enter a UK mobile phone number'. A text box is provided for the mobile number, highlighted with a yellow border. Below the text box, there is a link to 'Choose a different way to get access codes' and a green button labeled 'Send access code'.

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Enter a UK mobile phone number

We will send an access code to this mobile phone by text message.

UK mobile phone number

[Choose a different way to get access codes](#)

[Send access code](#)

15. After a short delay the code will be sent – type it in the box and press the green 'Continue button.



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Enter the access code

We have sent a 6 digit access code to +4 [REDACTED]

It may take a few minutes to arrive

Access Code

Problems with this code? [Try another option](#)

[Continue](#)

16. Press the green 'Continue' button.



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You've set up additional security


Every time you sign in we will request an access code.

If you've set up more than one security preference you'll be able to choose how you get the access code.

Continue

17. HMRC will now attempt to verify who you are. Press the green 'Continue' button.

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 HM Revenue & Customs

We just need to confirm who you are


We're going to ask you some security questions based on information HMRC hold on you.

This is to help protect your data.

[Continue](#)

18. Complete the boxes with your personal information and press the green 'Continue' button.



 HM Revenue & Customs

Confirm your identity

Enter your details

This is to help us confirm who you are, so we know what questions to ask you.

First name

Last name

National Insurance number

It's on your National Insurance card, benefit letter, payslip or P60.
For example, QQ123456C

[I do not know my National Insurance number](#)

Date of birth

For example, 31 3 1980

Day Month Year


Continue

19. HMRC will then offer you a number of options based on information held about you on their database, including from your payslips or P60 if you have a job, your passport if you have one, or from data held on your credit file – such as the name of a credit provider.

Choose the best option for you, and press the green 'Continue' button. We selected payslips for this guide.

Hint: If you are unable to answer any of the questions, you will be given contact details for HMRC by pressing the 'I can't answer questions on any of these options link'.

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Confirm your identity

Choose a way for us to identify you


- Payslips
It needs to be a payslip from the last 3 months
- Multiple choice security questions
For example, select your credit card provider from a list
- Passport questions
You need a valid UK passport
- P60
You'll need your most recent P60


Continue

[I can't answer questions on any of these options](#)

20. Follow the steps as shown on screen for your chosen option, and press the green continue button after completing each stage.

Hint: If you do not have the information, press the 'I don't have that information' link and it will take you back to the previous step to try another option.

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Confirm your identity | Question 1 of 2

Your National Insurance payments

How much National Insurance is shown in the 'Deductions' section on one of your recent payslips? Do not use the 'year to date' figure.

Enter the exact amount, including pence. For example 139.40

▶ [Where to find how much National Insurance you paid](#)

[Continue](#)

[I don't have that information](#)

21. Success! If you can answer the questions, you will be presented with this screen, where you should press the green 'Continue' button which will take you to your Government Gateway account.



We have confirmed your identity

You can now sign in to your personal tax account

[Continue](#)

[Is there anything wrong with this page?](#)