



# Sri Lanka Inland Revenue

## -Instructions on TIN/PIN and Staff ID (SSID)/Password Maintenance



S.No.	Scenario	Description	Focus Area
(1)	PIN can be requested via the IRD e-Service Portal	IRD will print and send the PIN Mailer letter via the postal mail. This may take few days. Please wait for the Postal mail to be delivered to your Registered Address.  If the PIN Mailer not delivered within two (2) weeks of requested date, please visit the nearest IRD Office.	This is called <b>system generated PIN</b> .  There is a Guide already published at IRD Portal on <a href="#">how to obtain a PIN to use e-Services</a> .
(2)	PIN can be requested by visiting to the nearest IRD Office	IRD Officer will generate a new PIN and handover the PIN Mailer Letter in a sealed envelope.	
(3)	<b>Multiple PIN requests</b> submitted through e-Service on different days	Please avoid submitting multiple PIN requests through e-Service Portal.  Please wait for the arrival of the latest PIN mailer letter from IRD.  <b>Note that all the previously generated/used PINs can no longer be used once a new PIN requested.</b>	Every PIN Request submission via e-Service Portal will generate a new PIN Mailer letter with a new PIN.
(4)	Access e-Service during very 1 <sup>st</sup> time and after every time a <b>new system generated PIN</b> received	During the very 1 <sup>st</sup> time e-Service access and after every time a new system generated PIN received, <b>system will force to change the generated PIN</b> .  System doesn't allow to proceed to next page without changing the system generated PIN. This is due to security reason that the same system generated PIN cannot be used forever.  Note that there is a minimum PIN requirement and it must be met during the change of PIN.	Once the <b>system generated PIN</b> changed, the <b>new PIN</b> will have to be kept in a Safe place and remember to use <b>this new PIN</b> from this point onwards.
(5)	Once the <b>system generated PIN</b> changed to a <b>new PIN</b>	Once the system generated PIN changed, all the previously generated/used PINs can no longer be used. If all the previously used PINs and system generated PINs entered, the system will reject the Login Access.  Only the <b>new PIN</b> must be used from this point onwards.  If the <b>new PIN</b> remembered and entered correctly, e-Service access will be allowed.	Note that all the previously generated/used PINs cannot be used anymore.
(6)	<b>Staff ID (SSID)</b>	<b>Companies</b> and <b>Tax Agents</b> allowed to request for <b>Staff ID (SSID)</b> via the e-Service Portal in order to allow their Staffs to deal with own Company Tax's matters and Clients' Tax matters. <b>Note that Staff IDs can only be requested via the e-Service Portal.</b>  Authorize Staff ID via the e-Service <b>for every Tax type</b> that the Staff will be handling on behalf-of the Company. Tax Agent must authorize their Staff IDs via the e-Service in order to deal with the Client's Tax matters.  IRD will print and send the SSID Mailer letter via a Postal mail. The SSID Mailer will contain the system generated Password. This may take few days to reach the recipient. Please wait for the Postal mail to be delivered to your Registered Address. If the SSID Mailer not delivered within two (2) weeks of requested date, please visit the nearest IRD Office to obtain the copy of SSID Mailer requested before.  The Staff ID Password will be forced to change during 1 <sup>st</sup> time access. There is a minimum Password requirement and it must be met during the change of Password.  <b>The Company/Tax Agent who had requested the Staff IDs before able to manage the Staff ID Password. It can be changed immediately via e-Service Portal. Note that IRD cannot help with the SSID Request and Password Change.</b>	There are Guides already published at IRD Portal on <a href="#">How to authorize staff or external tax agents to act on your behalf</a> and  <a href="#">How to register as a tax agent</a> .



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S.No.	Scenario	Description	Focus Area
(7)	<b>Change the PIN and SSID Password periodically</b>	<p>Please DO NOT share the PIN with others.</p> <p>Change the PIN and SSID Password periodically i.e. once in every 6-months.</p>	
(8)	<b>Account Lockout</b>	<p>The system will lock the account if an incorrect TIN/PIN or SSID/Password entered five (5) times to access the e-Service. Kindly follow the above instructions to maintain the PIN and SSID Password.</p> <p>SSID Password can be reset by the Company or the Tax Agent owns it. This can be done via the e-Service Portal.</p> <p>When the PIN is locked, kindly follow the S.No. (1) or (2).</p>	<p>Please remember to use the correct PIN and/or SSID Password and store them at a Safe place.</p>
(9)	<b>Already Logged In... Anti-Forgery Token... Issues</b>	<p>Click on the <b>Log Out</b> button once the e-Service activity completed.</p> <p>Clear the Browser Cache, Close all the Opened Browsers and try again.</p> <p>Any browser related issues, the suggestion is to Clear the Browser Cache, close all the Browsers and Open it again.</p> <p>There will be one browser Tab allowed to access e-Service pages. If multiple Tabs opened, the e-Service pages will not work correctly.</p>	<p>Please pay attention to the supported browsers i.e. Internet Explorer v11.0 &amp; above and Chrome.</p>