



**ΑΑΔΕ**

Ανεξάρτητη Αρχή  
Δημοσίων Εσόδων

ΥΠΗΡΕΤΟΥΜΕ ΠΙΣΤΑ  
ΔΗΜΟΣΙΟ ΣΥΜΦΕΡΟΝ  
ΚΟΙΝΩΝΙΚΟ ΣΥΝΟΛΟ

# **FAQs about the issuance of TIN & Authentication Key or Authentication Key via videocall with the myAADElive Service**

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## A. GENERAL INFO ABOUT THE myAADElive SERVICE OPERATION

- 1. Q Are myAADE and myAADElive the same Service?**

**A** These are different services of IAPR.  
**myAADE** is the digital portal of IAPR, for all the services provided for citizens and businesses.  
**myAADElive** is the IAPR service through which you can receive, upon request, a TIN and an Authentication Key or only an Authentication Key via videocall.
- 2. Q For which services can I be served by the myAADElive Service?**

**A**

  - For the issuance of TIN & Authentication Key, if you are a Natural Person acting for himself.
  - For the issuance of Authentication Key at your initial registration or re-registration in IAPR's digital services, if you are a Natural Person acting for himself.
- 3. Q In what ways are these services provided by the myAADElive service?**

**A** The myAADElive service serves taxpayers in two ways:

  - Via scheduled appointments.
  - Via the FAA (First Available Agent) service. This is service via Direct videocall with the first service representative available.
- 4. Q In which cases can't I be served by the myAADElive Service?**

**A**

  - 1.** In cases where the required supporting documents have not been attached, as well as in cases where any changes to personal information must precede.
  - 2.** In cases where residence permit is required and doesn't exist or has expired or is not verified by the relevant Department of Immigration and Asylum databases. For the above reasons, other than the Direct Videocall, you are given the possibility of a scheduled digital appointment, in order to collect the necessary supporting documents.
  - 3.** In cases where you are represented by a third party with a simple authorization or by a legal representative (eg parent, tax representative, etc.). The myAADElive service only serves natural persons acting for themselves.
- 5. Q Where can I find instructions to use the myAADElive Service?**

**A** Detailed instructions for use are on the route:  
[www.aade.gr](http://www.aade.gr) > myAADE digital portal > TIN & Authentication Key.

6. **Q Do I need to show any document during the videocall?**  
**A** During the videocall, you need to present only the original identification document (identity card, passport, residence permit).
7. **Q Can I correct my TAXIS registration details through the myAADElive service?**  
**A** No, the service cannot register registry changes. However, you can apply online either yourself or your authorized or legal representative, for the correction of natural person details through the "My Requests" application, from the digital portal myAADE ([myaade.gov.gr](http://myaade.gov.gr)) > My Requests > New Request/Service Category: Taxation > Topic: Registry > Procedure: Changes to natural person details except declaration of death and inheritors.
8. **Q Can I get a TIN reprint - confirmation from your Service via videocall?**  
**A** No, however you can issue a certificate containing your Registration Details through the digital portal myAADE ([myaade.gov.gr](http://myaade.gov.gr)), via the route: Registry & Contact > Registration Certificates > Current Picture of Natural Person > Issuance, or from the myAADEapp for mobile devices via the route: My Wallet > Natural Person Registration Details > Preview
9. **Q How can I schedule an appointment at your service?**  
**A** After submitting the application for issuance of TIN and Authentication Key or Authentication Key, select Appointment via the myAADElive service. The relevant routes are:  
**1. For acquisition of TIN and Authentication Key:**  
myAADE digital portal > TIN & Authentication Key > TIN & Authentication Key > Act for Myself. You submit the application and choose to be identified via videocall with the MyAADElive Appointments (videocall) icon.  
**2. For issuance of Authentication Key:**  
myAADE digital portal > TIN & Authentication Key > Authentication Key > Initial registration or Re-registration > Natural Person > Act for Myself.  
You submit the application and choose to be identified via videocall with the MyAADElive Appointments (videocall) icon.
10. **Q How can I be served by the first available agent at your service?**  
**A** Then submission the application for performance TIN and Authentication Key or Authentication Key, select Immediate Videocall with him first available agent. The relevant routes are:  
**1. For acquisition TIN & Authentication Key:**

myAADE digital portal > TIN & Authentication Key > TIN & Authentication Key > Act for Myself. You submit the application and choose to be identified via videocall with the MyAADElive Direct Videocall icon.

**2. For performance Password:**

myAADE digital portal > TIN & Authentication Key > Authentication Key > Initial registration or Re-registration > Natural Person > Act for Myself.

You submit the application and choose to be identified via videocall with the MyAADElive Direct Videocall icon.

11. **Q** **There is no availability in the appointment booking calendar. How can I make an appointment?**
- A** The appointments of the myAADElive Service open for the next fifteen (15) calendar days from the day of search. Please repeat the procedure until you find an available appointment.  
Alternatively, you can use daily the service through Direct Videocall with the first available agent of the myAADElive service.
12. **Q** **Can I move an appointment to another date?**
- A** Yes, you can reschedule an appointment through the e-mail confirming your reservation, which you received from the myAADElive Service. In the email, in the reservation details, you select the "Rescheduling" icon, then the new date and time and finally "Update Reservation".
13. **Q** **Can I make an appointment before filling in the application for TIN or Authentication Key issuance?**
- A** You can make an appointment only after completing the electronic application for Issuance of TIN & Authentication Key or the request for an Authentication Key, following the steps as described in Question 9.
14. **Q** **How do I cancel an appointment?**
- A** You can cancel an appointment through the e-mail confirming your reservation, which you received from the myAADElive Service.  
At the bottom part of the email where the details of your scheduled appointment are mentioned, you select "Rescheduling" and "Cancel Reservation".
15. **Q** **Is it possible for an employee of your service to book a new appointment for the myAADElive service on my behalf?**
- A** No, the reservation of appointments is done only by the interested citizen electronically, as mentioned above, in Question 9.

16. **Q Can a TIN & Authentication Key or Authentication Key be issued for a minor, through the myAADElive Service?**
- A** The myAADElive service only serves adults acting for themselves. The request to issue TIN & Authentication Key or Authentication Key for minors is submitted exclusively electronically through the myAADE digital portal, by the minor's legal representative who logs into the application using their personal TAXISnet access codes. The application is served through the digital application of the requests and the TIN and/or Authentication Key is sent electronically. The route is: myAADE Digital Portal > TIN & Authentication Key > TIN & Authentication Key > I act as a legal representative.
17. **Q I don't have a camera on my computer. Is it necessary?**
- A** Yes, it is necessary that the device from which you log in has a camera and a microphone because the myAADElive Service is provided via videocall, which is recorded after your consent, for the purposes of proof of identity verification. Alternatively, you can use your mobile phone or other device that has a microphone and camera.
- In the event that you do not have this possibility, you cannot be served by the myAADElive Service and must contact with your physical presence a Tax Office or Tax Service Services or a Tax Procedures and Service Center, selecting to schedule an appointment via the TIN & Authentication Key application or the Authentication Key application.
18. **Q Why won't my camera open to join the videocall?**
- A** Make sure you have downloaded the Microsoft Teams app on the device you're connecting from and that your camera is active. Alternatively, you can try connecting from another device, such as a mobile device, after installing the Microsoft Teams app.
- However, if you have already selected the Direct Videocall service, we recommend you repeat the process. Specifically, you retrieve the TIN & Authentication Key or Authentication Key Issuance application via the "retrieve For Viewing and Scheduling Identification" option and select myAADElive Direct Videocall.
19. **Q My microphone is not working. Is it possible to make the appointment over the phone?**
- A** No, it is necessary that the device from which you connect has a camera and a microphone, because the myAADElive service is provided through a videocall recorded for identity verification and proof of the transaction.
20. **Q Can I also connect via mobile phone or only via PC?**

**A** Yes, you can also connect via mobile phone, provided you have internet access and have downloaded the Microsoft Teams app on the device from which you are connecting.

**21. Q** **How do I join the videocall? Will you call me to connect?**

**A**

- If you have booked a Scheduled Appointment:  
You can log in to the video call by clicking on the icon with the option "Join the meeting", which can be found in the email you received when you confirmed your appointment. The call is then accepted by the relevant employee. You are not called by the Service.
- If you have chosen the Direct Videocall service:  
Click on the "LOGIN" option, located on the right side of your screen, titled "Direct videocall with myAADElive". You will be informed of the estimated wait time and after a brief pre-check of your request, the relevant link will appear on your screen in order to connect you to the next available agent.

**22. Q** **I have made an appointment from abroad where I am, but no one is connecting to the videocall. What is going on?**

**A** You should check the time zone setting you have entered on the device you are connecting from. The time of the videocall is in the time zone (UTC+2:00) Athens, Bucharest.

**23. Q** **If I don't have the appointment confirmation e-mail, can I connect in another way?**

**A** In order to connect to the scheduled appointment, it is necessary to receive the confirmation e-mail. If, for any reason, you have not received the confirmation e-mail, you can either make a new appointment or be connected to the first available representative in the direct videocall service. We draw your attention to the careful completion of your e-mail on the form for booking your appointment.

**24. Q** **Who attends the videocall?**

**A** The videocall is only attended by the person directly concerned, who must be an adult with legal capacity (i.e. not subject to guardianship).

**25. Q** **Can I authorize a third party to log in?**

**A** No, you cannot be represented by an authorized third party in the myAADElive procedure. The legal representative or authorized representative completes the procedure for issuance of TIN & Authentication Key or Authentication Key using their access codes to log into the TIN & AUTHENTICATION KEY application > Act as a legal representative or > Act as an authorized representative, as applicable.

26. **Q Can I be served in a language other than Greek?**  
**A** Yes, the conversation during the videocall can be held in Greek or in English.
27. **Q I don't speak Greek or English. Can I log in with an interpreter with me?**  
**A** No, our Service cannot serve you with an interpreter or translator.
28. **Q What are the identification documents shown during the videocall?**  
**A** The original identification documents presented during the videocall are as appropriate:
- Valid ID: Police ID, Military ID, Security Forces ID, European Union ID, Special Expat ID, etc.
  - Passport valid:  
Attention: Greek citizens resident in Greece are identified exclusively with their police identity card, and foreign residents are identified with their passport, if they do not have a valid Greek identity card.
  - Valid residence permit:  
Third country citizens residing in Greece present the relevant residence permit or the evidence of legal residence in the country in accordance with the legislation in force at the time. This information should be verified in the relevant databases of the Ministry of Immigration and Asylum.
29. **Q I don't have my identification document with me. Can I complete the videocall?**  
**A** No, a prerequisite for completing the videocall is the presentation and recording of the original valid identification document.
30. **Q I am a police officer/port official/firefighter and I have not registered my new identity in the TAXIS Registry. Can I be served by your Service?**  
**A** No, you must first register your new identity card with the competent Tax Office or Tax Procedures and Service Center in order to update your picture in the TAXIS Registry subsystem.
31. **Q I am a third-country citizen resident in Greece. Apart from my passport and the confirmation of submission of the online application for renewal of my residence permit, do I need to show my expired residence permit?**  
**A** Yes, when dealing with public services where third-country nationals present the certificate of application for renewal of an expired residence permit, you must



attach and show both the passport and the (expired) residence permit to be renewed.

- 32. Q My residence permit has expired. Can I complete the videocall?**
- A** Foreign nationals of third countries or stateless persons residing in the country are identified by the number of their valid residence permit. If, at the time of the videocall, the originally issued residence permit has expired and the electronic application for the renewal of the residence permit has been submitted, the accuracy of the data and the validity of the issued electronic certificate must be cross-checked electronically, either through interoperability with the Integrated Information System (IIS) "Migration" of the Ministry of Immigration and Asylum, or through a search in the Electronic File of Third-Country Citizens of the Ministry of Immigration and Asylum. Finally, after showing the expired residence permit and the certificate of renewal of the permit, the transaction can be completed.
- 33. Q Are the applications for TIN & Authentication Key the same or different?**
- A** The application for TIN is also an application for an Authentication Key. However, there is also the independent application for Authentication Key issuance, if there is already a TIN.
- 34. Q By making a new application or correcting my previous application before my scheduled appointment, do I need to book a new appointment?**
- A** You do not need to make a new appointment. You can update your booking details with the new application number. The details of your appointment booking have been sent to the e-mail address you provided and confirmed when you completed your application.
- 35. Q Why doesn't an agent appear though I'm signed in through Microsoft Teams?**
- A** Make sure you are logged in via your booking confirmation email. It is possible that the email has changed compared to the one that originally came during the process of booking the appointment. You must always select the "Join the Meeting" icon in the most recent e-mail you received regarding the reservation of your appointment. Then, the call is accepted by the employee.
- 36. Q Can I change the day and time of a scheduled appointment?**
- A** Yes, we provide you with this option via the <Change appointment> option received via the appointment confirmation email.

- 37. Q What are the working hours of the direct servicing service?**  
**A** Daily from 08.00-14.30 (except public holidays) in time zone (UTC+2:00) Athens, Bucharest.
- 38. Q I am not at home. How can I join the videocall?**  
**A** You can connect from wherever you are, as long as you have internet access, through any device (mobile, tablet, laptop, etc.). You will need to use the Microsoft Teams program which you should already have installed on your device.
- 39. Q Can I call you by phone or at the phone number you are calling me from?**  
**A** No, you cannot call us by phone because the servicing process from the myAADElive Service is exclusively online. You can call the Taxpayer Service Center on +30 213 1621000. However, if the Service needs to contact you for any reason related to the application you submitted, we will call you on the contact number you indicated when you booked your appointment.

## B. TIN & AUTHENTICATION KEY

40. **Q** **Where do I apply for a TIN & Authentication Key?**  
**A** The route for the application is:  
[www.aade.gr](http://www.aade.gr) > Digital portal **myAADE** > **TIN & Authentication Key** > **TIN & Authentication Key** > **Act for Myself**
41. **Q** **Are the applications for TIN & Authentication Key the same or different?**  
**A** The application for TIN is also an application for an Authentication Key. However, there is also the independent application for Authentication Key issuance, if there is already a TIN.
42. **Q** **How can I retrieve and modify my application for TIN & Authentication Key issuance?**  
**A** You can modify your application via the application Retrieval process.  
You follow the route:  
[www.aade.gr](http://www.aade.gr) > **myAADE** digital portal > **TIN & Authentication Key** > **TIN & Authentication Key** > Act for Myself > Retrieval  
The retrieval is carried out by entering the application number and the identification document number and can be done either to modify the application or to choose a different identification method such as:  
a. scheduled appointment  
b. instant videocall with the first available agent  
c. appointment in person at the Tax Office
- If the application needs to be modified/corrected, some options are initialized (the values entered are lost) and the supporting documents originally attached are not displayed, so that they can be filled in and attached again.
- When the application is submitted, it is given a new number, which the system links to the previous one, and a new method of identification is selected. If the application is retrieved only to select another method of identification, all fields and supporting documents remain as they were, no new number is assigned to the application; the method of identification options are just opened.
43. **Q** **When I retrieve the original application, do I have to resubmit all the attached supporting documents?**  
**A** Yes, all the supporting documents must be resubmitted, since the retrieval is done to modify the application.

- 44. Q In the online application to obtain a TIN, on the "General Information" page, do I have to fill in the "Guardianship" field?**
- A** Yes, it is a required field.  
If the taxpayer for whom the TIN is requested is under guardianship, the application can only be submitted by his legal representative who is the guardian or a person authorized by him.
- 45. Q What is the concept of guardianship and what is its purpose?**
- A** Guardianship is the situation in which an adult is placed, when it is court-decided that due to mental or mental disorder, or due to physical disability, he is unable to represent himself.  
The court appoints his guardian who is the legal representative acting on behalf of the guarded party.  
In this case, the application for TIN and Authentication Key issuance can only be submitted by his legal representative who is the guardian or a person authorized by him.
- 46. Q I have a Cypriot identity card. Which number do I enter? Which type of ID do I fill in? In which language do I enter my personal information?**
- A** If your Cypriot identity card was issued before 2015, write the document number on the front of your identity card.  
If your ID card was issued after 2015, write the number shown on the front of the card in the top right-hand corner of the card. It is usually preceded by two letters in Roman characters (CR.... or HT....) in front of the number.  
As for the type of ID, you select European Union ID.  
Your details are written in Greek characters.
- 47. Q How do we cancel the TIN application?**
- A** You cannot cancel the application for TIN.
- 48. Q Will the TIN issuance be granted to me with an official document?**
- A** Yes, the certificate of TIN issuance is sent to you digitally signed by the employee who served you at the e-mail address you provided in your application. The certificate will be sent to you after the completion of the videocall during office hours.
- 49. Q To which e-mail address will the TIN issuance certificate be sent?**

- A** To the e-mail that has been declared and confirmed in the electronic application for obtaining a TIN & Authentication Key.

**50. Q** **What are the supporting documents that must be attached to the digital Application for Obtaining a TIN & Authentication Key for a Natural Person?**

- A** Indicatively, we mention the following, which are submitted on a case-by-case basis:

**Personal information tab**

Identification document

- Greek citizens over the age of 12, residents of Greece: Police ID
- Greek citizens under the age of 12, residents of Greece: Without ID
- Greek citizens, residents abroad (adults and minors):
  - Police ID
  - Service ID
  - European Union ID
  - Passport

**Foreign EU nationals, residents of Greece (adults and minors):**

- European Union ID
- Passport

**Foreign nationals of third countries resident in Greece (adults and minors):**

- Expat ID
- Passport
- Alien birth certificate

AND mandatorily:

- Residence Permit (except in the case of submitting an Expat ID)

**Foreign citizens residing abroad (adults and minors):**

- Expat ID
- European Union ID
- Passport
- Alien birth certificate

**Spouse/Part of cohabitation agreement tab**

- Marriage certificate
- Registry deed of cohabitation agreement
- Certificate of marital status

**Parental care tab**

- Birth certificate

- Certificate of marital status
- A written statement with an original signature from the non-submitting parent that he consents to the issuance of the TIN.

### **Guardianship tab**

- Court Decision

### **Tax representative card**

According to Decision 1069/02-05-2024, the declaration of a tax representative is optional as long as the taxpayer declares that he accepts the notification of all kinds of acts, documents and individual notifications of the Tax Administration to him to be made at the contact details he has declared at the Tax Administration.

- Declaration of Appointment of Tax Representative (required only when the application is submitted by the legal representative)

Power of attorney or Solemn Declaration with an original signature for the appointment of a tax representative in which the details and identification document of the tax representative are written.

If it has been drawn up in a language other than Greek, a Hague Apostille certification and a translation of it are required.

- Declaration of Acceptance of Appointment of Tax Representative (if the application is submitted by the foreign resident for himself)

Solemn declaration of the tax representative either through [gov.gr](http://gov.gr) or through the Citizens' Service Center with a certified original signature, accepting his designation as a tax representative.

51. **Q** **My documents have a Hague Apostille in English. Do they need to be translated into Greek as well?**
- A** Yes, since they have not been drawn up in the Greek language, foreign documents submitted to public Services, including the IAPR Services, should be submitted legally certified, attaching their complete translation in Greek from the competent services, as provided by the law.
52. **Q** **I have a solemn declaration signed by a certified official of Cyprus. Do I also need to have a Hague Apostille?**
- A** Yes, the Solemn declarations drawn up in the territory of the Republic of Cyprus are private documents and in order for them to be presented by the interested parties to the IAPR services, they must first be marked with a Hague endorsement.
- If the visa is in English, its translation into Greek is required.

- 53. Q I have a power of attorney with Hague Apostille with which I appoint a tax representative. At what point do I enter it in the online application to obtain a TIN?**
- A** On the "Related TIN" page, in the "Proof of Document" field, select "Power of Attorney" and as "Document Number", enter the serial number of the Apostille and as "Date of Document", enter the date on which the apostille was issued.
- 54. Q I declare to be married without a spouse's TIN. Do I need to attach any supporting documents?**
- A** Yes, you need to attach a Marriage Certificate in which the data of marriage are mentioned.
- 55. Q Where do I attach the required supporting documents for the TIN & Authentication Key issuance?**
- A** In the last tab of the online Application for Obtaining a TIN & Authentication Key, entitled "Attachments/Declaration of Agreement" - Required supporting documents - File selection.
- 56. Q How do I attach (format and size) the supporting documents to the application?**
- A** The supporting documents are submitted either all together or each one separately.  
You can attach up to 10 files. The maximum size of each attachment is 3MB. The types of files that you can attach are: pdf, png, jpg, jpeg, gif.
- 57. Q I cannot upload the supporting documents to the TIN application. Can I send them by e-mail?**
- A** No, the required per case supporting documents are attached to the digital Application for Obtaining a TIN and constitute an integral part of it.
- 58. Q If I don't have the original power of attorney, can I attach an exact copy of it from a lawyer?**
- A** Yes, it should be stated in the certification that it is an exact copy of the original.
- 59. Q How can I attach multiple files to the application?**
- A** You can attach each file separately or all at once.  
To attach more than one file to your digital application, you only need to select them all at the same time by holding down the CTRL key on your keyboard. Before proceeding to submit the application, check that the files you have selected appear on the left-hand side of the last tab of the application.

60. **Q How can I choose another method of identification?**
- A** From the option Retrieve TIN application → Retrieve to view and program identification, the taxpayer can see the application he submitted again, and select another method of identification. To retrieve the TIN application, filling in the application number and the identification document number is required.
61. **Q While filling out the TIN issuance application, I did not write down the submission number.**
- A** You can look for it in your application confirmation email sent by our service after submission.



## C. AUTHENTICATION KEY

62. **Q** **What is an Authentication Key?**  
**A** According to Decision 1190/2023, any Natural or Non-Natural Person, native or foreign, tax resident of Greece or abroad, who already has a TIN and wishes to use the electronic services of TAXISnet users, submits an electronic registration application on the IAPR website ([www.aade.gr](http://www.aade.gr)). Upon approval of the application, the Authentication Key is sent, a necessary element to complete the registration.
63. **Q** **Where do I apply for an Authentication Key?**  
**A** The route for the application is [www.aade.gr](http://www.aade.gr) > Digital portal myAADE > TIN & Authentication Key section > Authentication Key.
64. **Q** **How is an Authentication Key issued for a Natural Person acting for himself?**  
**A** After completing the online application, the taxpayer can receive the Authentication Key in one of the following ways:
- Automatically, with identification through a credit institution and a mobile telephony provider, without the intervention of an employee, by sending the Authentication key to the taxpayer's mobile phone number and email, or
  - Via direct videocall with an employee of the myAADElive Service, or
  - Via scheduled videocall with an employee of the myAADElive Service, or
  - Via scheduled appointment with physical presence at a Tax Procedures and Service Center, Tax Service Services or Tax Office.
65. **Q** **What do I fill in as username and password in the Authentication Key application?**  
**A** Here you state the desired username and password of the account to be created.  
Desired username: The username should consist of 8-20 Latin or numeric characters. If available, it is assigned upon approval of the application. There is also the option, by pressing the "use suggested username" button, for the application to suggest a standardized username to the user.  
Temporary password: The account password must consist of at least 8 characters, including at least one number, one capital letter, one lower case letter and one special character. This password is considered temporary as, for security reasons, the taxpayer is asked to change it during the process of activating his account. In order to avoid typos, the user is asked to enter this item twice.
66. **Q** **What are the requirements to receive the Authentication Key automatically?**  
**A** The issuance of the Authentication Key in the case of a natural person acting for himself can be done fully automatically, by sending the Authentication Key to the

taxpayer's mobile phone and email, as long as the IBAN of a Greek credit institution and a mobile phone number registered to the name of the taxpayer are declared of to a Greek mobile telephony service provider and at the same time declared to the credit institution.

- 67. Q Can an authorized third party receive the Authentication Key from the myAADElive service?**  
**A** No, the Authentication Key from the myAADElive service is given only to the taxpayer himself (Act for Myself).
- 68. Q I don't have a landline number to fill out in the Authentication Key application. What can I do?**  
**A** You can fill in your mobile phone number in the given field.
- 69. Q I applied for an Authentication Key but I am not receiving the email confirmation code. What should I do?**  
**A** Make sure you have typed in your email correctly. Finally, check your spam email.
- 70. Q How do I apply for re-registration?**  
**A** The "Re-registration" option refers to the case where codes were activated in the past and have been lost and therefore registration and, where appropriate, identification must be done again. This option contains all the stages and has the same conditions for successful processing as the "Initial Registration" option. The route for the application is [www.aade.gr](http://www.aade.gr) > myAADE digital portal > TIN & Authentication Key > Authentication Key > Re-registration.
- 71. Q When will I receive the Authentication Key after the videocall?**  
**A** The Authentication Key is sent immediately. It is recommended that you also check your spam email.
- 72. Q What do I do when I receive the Authentication Key?**  
**A** The taxpayer's account, for which a username, temporary password and Authentication Key have already been set, cannot be used if it is not activated. The activation is done through the Authentication Key application in which taxpayers and/or representatives are guided through the informative electronic messages sent to their email.
- 73. Q How do I activate the UserAccount on TAXISnet?**

**A** The route you follow from the TIN & Authentication Key application is:  
Authentication Key/Account Activation.

To complete the activation of your account, you are required to know:

- the username
- the temporary password,
- the Authentication Key.

**74. Q** **How do I receive the Authentication Key?**

**A** After the end of the videocall with an IAPR agent, the Authentication Key will be sent to you by e-mail to the e-mail address that has been confirmed during the submission of the online registration application.

**75. Q** **What happens if I haven't received the Authentication Key by email?**

**A** The Authentication Key is sent to the e-mail address that has been confirmed during the submission of the online registration application.

You should check both your inbox and spam for the relevant email.

If you still find that you have not received it, then you will have to fill out a new registration application and repeat the videocall process to receive a new email containing a new Authentication Key.

**76. Q** **How can I recover my password if I have forgotten it?**

**A** From the IAPR website ([www.aade.gr](http://www.aade.gr)) > **myAADE** digital portal > **TIN & Authentication Key** section > Select **Authentication Key** > I forgot my password, it is possible to change the password of an account (of a Natural or Non-Natural Person, from whatever application the account was created), provided that you know the username and Authentication Key assigned at the initial registration or re-registration of the taxpayer.

The required data to complete the process are:

- Username
- Authentication Key
- New password and confirmation

**77. Q** **Can I change the email I provided in the Authentication Key application at a later time?**

**A** Yes, you can register and update your contact details, such as mobile and landline phone numbers, e-mail address, etc. through your personal user account in the "myAADE" digital portal of IAPR, in the "Registry & Contact" field.

## D. CONTACT INFORMATION

For questions about the content of the Guide, you can contact:

myAADElive service  
Email: [myaadelive@aade.gr](mailto:myaadelive@aade.gr)

Taxpayer Service Center (KEF)  
Tel: +30 213 162 1000  
Working days from 07:30 to 17:00