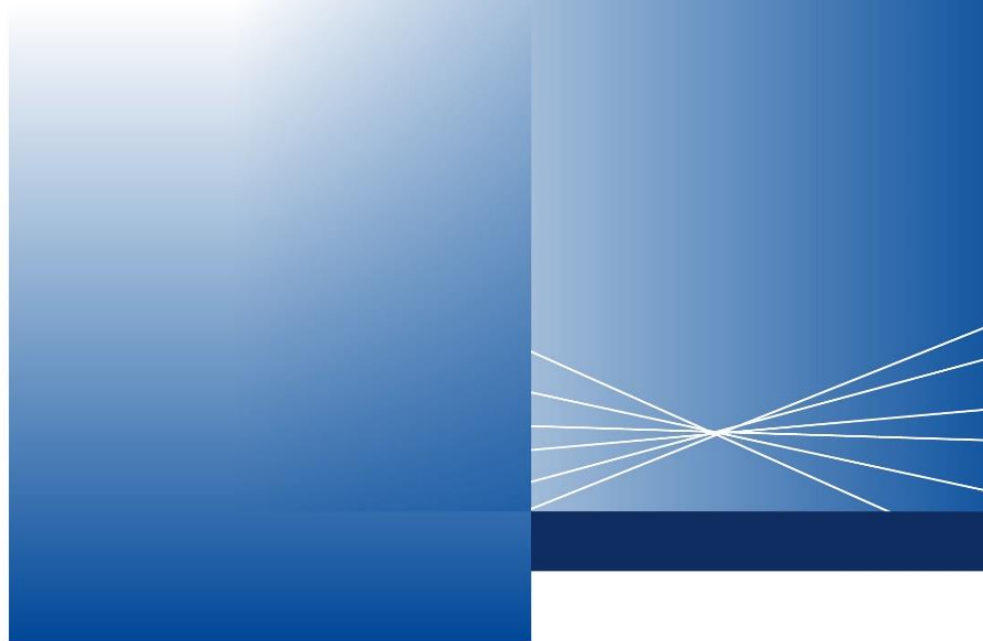




ΑΑΔΕ

Independent Authority
for Public Revenue (IAPR)

SERVING PUBLIC INTEREST
AND SOCIETY AT LARGE



FAQs about the issuance of a TIN and Authentication Key or Authentication Key via video call from the myAADElive service

ATHENS, 30 JUNE 2025

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A. GENERAL INFORMATION ON THE OPERATION OF THE myAADElive SERVICE

1. **Q Are myAADE and myAADElive the same Service?**
A These are different services of IAPR.
myAADE is the digital gate of IAPR, for all the services provided to citizens and businesses.
myAADElive is a service of IAPR through which you can receive, upon request, a TIN and Authentication Key or just an Authentication Key via video call.

2. **Q What services can I use the myAADElive service for?**
A
 - For the issuance of a TIN and Authentication Key, if you are a Natural Person acting for himself.
 - For the issuance of an Authentication Key upon your initial registration or re-registration in the digital services of IAPR, if you are a Natural Person acting for himself.

3. **Q In what ways are these specific services provided by the myAADElive service?**
A The myAADElive service serves taxpayers in two ways:
 - Through scheduled appointments.
 - Through the FAA (First Available Agent) service. This is a service via direct video call with the first available agent of this service.

4. **Q In which cases can't the myAADElive service serve me?**
A
 1. In cases where the required supporting documents have not been attached, as well as in cases where any changes to personal details must be made first. However, if an application for an Authentication Key code has been submitted and the identification document displayed on TAXIS has expired, it is possible to make the change internally by registering the valid identification document and simultaneously showing the original to the camera, in order to correctly and immediately update the taxpayer's profile and then issue the Authentication Key.
 2. In cases where a residence permit is required and it does not exist or has expired or cannot be verified by the relevant databases of the Ministry of Migration and Asylum.
 For the above reasons, in addition to the immediate video call, you are also given the option of a scheduled digital appointment in order to gather the necessary supporting documents.
 3. In cases where you are represented by a third party with simple authorization or by a legal representative (e.g., parent, tax representative, etc.). The myAADElive service only serves natural persons acting for themselves.

5. **Q Where can I find the instructions for using the myAADElive Service?**
A Detailed instructions for use are available on the myAADE digital portal (myaade.gov.gr), in the "TIN & Authentication Key" section.

6. **Q Do I need to show any documents during the video call?**
A During the video call you need to show the original identification document (ID, passport, residence permit).

7. **Q Can I correct information in my TAXIS registry through the myAADElive service?**
A No, the service cannot register changes to registration details.
 The only exception is for Authentication Key issuance requests, where you can change your info yourself by registering a new ID document, which you show to the camera during the video call.
 In addition, you or your authorized or legal representative can request the correction of natural person data electronically through the "My Requests" application, by going to:
 myAADE (myaade.gov.gr) > My Requests > New Request > Service Category: Taxation > Thematic Group: Registry > Procedure: Changes to personal details other than death and inheritors declarations.

8. **Q Can I get a TIN reprint - certificate from your Service via video call?**
A No, however you can issue a certificate containing your Registry details through the digital myAADE portal (myaade.gov.gr), via: Register & Contact > Registry Certificates > Current Image of Natural Person > Issuance or via myAADEapp for mobile devices by going to: My Wallet > Natural Person Registry Details > Preview.

9. **Q How can I make an appointment at your service?**
A Then submission her application for performance TIN and Kleidarithom or Authentication Key select "Appointment" via her service myAADElive". The related routes is:
 - 1. For the issuance of a TIN and Authentication Key:**
 myAADE digital portal (myaade.gov.gr) > TIN & Authentication Key > TIN & Authentication Key > Acting for myself.
 You submit the application and select to be identified via video call by clicking the myAADElive appointment icon (video call).
 - 2. For the issuance of an Authentication Key:**
 myAADE digital portal (myaade.gov.gr) > TIN & Authentication Key > Authentication Key > Initial registration or Re-registration > Natural person > Acting for myself.
 You submit the application and select to be identified via video call by clicking the myAADElive appointment icon (video call).

10. **Q How can I be served by the first available agent in your service?**
- A** After submitting the application for issuing a TIN and Authentication Key or an Authentication Key, select Direct Video Call with the first available agent. The related routes are:
- 1. For the issuance of a TIN and Authentication Key:**
myAADE digital portal (myaade.gov.gr) > TIN & Authentication Key > TIN & Authentication Key > Acting for myself.
Submit the application and choose to identify yourself via video call, in the myAADElive Direct Video Call icon.
- 2. For the issuance of an Authentication Key:**
myAADE digital portal (myaade.gov.gr) > TIN & Authentication Key > Authentication Key > Initial registration or Re-registration > Natural person > Acting for myself.
You submit the application and select to be identified via video call, by clicking the myAADElive Direct Video Call icon.
11. **Q There is no availability in the appointment booking calendar. How can I make an appointment?**
- A** Appointments with the myAADElive service are available for the next fifteen (15) calendar days from the date of your search. Please repeat the process until you find an available appointment.
Alternatively, you can use the daily service via direct video call with the first available myAADElive service agent.
12. **Q Can I reschedule an appointment to another date?**
- A** Yes, you can reschedule an appointment via the booking confirmation email you received from myAADElive. In the email, under the booking details, select the "Reschedule" icon, then the new date and time, and finally "Update booking."
13. **Q Can I make an appointment before completing the application for a TIN or Authentication Key?**
- A** You can make an appointment only after completing the electronic application for the issuance of a TIN & Authentication Key or the Authentication Key application, following the steps as described in question 9.
14. **Q How can I cancel an appointment?**
- A** You can cancel an appointment via the booking confirmation email you received from the myAADElive service.
At the bottom of the message, where your scheduled appointment details are listed, select "Reschedule" and "Cancel Reservation."
15. **Q Is it possible for an employee of your Service to book a new appointment with the myAADElive service on my behalf?**
- A** No, appointments can only be booked electronically by the citizen concerned, as mentioned above in question 9.

16. **Q Can a TIN & Authentication Key or Authentication Key be issued for a minor child through the myAADElive Service?**
- A** The myAADElive service only serves adults, acting for themselves. The request to issue a TIN & Authentication Key or an Authentication Key for minor children is submitted exclusively digitally through the myAADE digital portal, by the minor's legal representative, who connects to the application using their personal TAXISnet codes. The request is served through the digital application of requests and the TIN and/or Authentication Key is sent digitally. The route is: myAADE digital portal (myaade.gov.gr) > TIN & Authentication Key > TIN & Authentication Key > Acting as a legal representative.
17. **Q I don't have a camera on my computer. Is it necessary?**
- A** Yes, it is necessary for the device you will be connecting from to have a camera and microphone because the myAADElive service is provided via video call, which is recorded with your consent for identity verification purposes. Alternatively, you can use your mobile phone or another device that has a microphone and camera. If you do not have this option, you cannot use the myAADElive service and will need to visit a Tax Office or Tax Service in person, selecting to schedule an appointment via the TIN & Authentication Key or the Authentication Key application.
18. **Q Why won't my camera turn on so I can join the video call?**
- A** Make sure you have downloaded the Microsoft Teams app on the device you are connecting from and that your camera is active. Alternatively, you can try connecting from another device, e.g. a mobile phone, after first installing the Microsoft Teams app. However, if you have already selected the instant video call service, we recommend that you repeat the process. Specifically, retrieve the application for your TIN & Authentication Key or Authentication Key via the "retrieve for viewing and scheduling identification" option and select myAADElive direct video call.
19. **Q My microphone is not working. Is it possible to have the appointment over the phone?**
- A** No, the device you use to connect must have a camera and microphone, because the myAADElive service is provided via video call, which is recorded for identity verification and transaction verification purposes.
20. **Q Can I also connect via mobile phone or only from a PC?**
- A** Yes, you can connect via mobile phone, provided you have internet access and have downloaded the Microsoft Teams app to the device you are connecting from.
21. **Q How do I connect to the video call? Will you call me to connect?**

- A**
- If you have booked a Scheduled Appointment:
To connect to the video call, click on the icon with the "Join Meeting" option which is located in the email you received when confirming your appointment. The call is then accepted by the relevant employee. The Service does not call you.
 - If you have selected the Direct Video Call service:
Click on the "ENTER" option on the right side of your screen titled "Direct video call with the myAADElive service." You will be informed of the estimated waiting time and, after a brief pre-check of your request, the message "To connect to the video call, click HERE" in order to chat with a myAADElive service agent.

- 22. Q I have made an appointment from abroad, but no one is connecting to the video call. What is happening?**
- A** You should check the time zone setting you have entered on the device you are connecting from. The time of the video call is in the time zone (UTC+2:00) Athens, Bucharest.
- 23. Q If I don't have the appointment confirmation email, can I connect in another way?**
- A** In order to connect to your scheduled appointment, it is necessary to receive the confirmation email. If, for any reason, you did not receive the confirmation email, we recommend that you check your spam folder.
If you cannot find the e-mail, you can either book a new appointment or be served by the first available agent in the direct video call service.
We draw your attention to carefully filling out your e-mail address in your appointment booking form.
- 24. Q Who is present on the video call?**
- A** Only the person directly concerned may participate in the video call, who must be an adult with legal capacity (i.e., not under legal guardianship).
- 25. Q Can I authorize a third party to connect?**
- A** No, you cannot be represented by a third party with authorization in the myAADElive service process. The legal representative or authorized representative completes the process of assigning a TIN & Authentication Key or an Authentication Key by using their codes to log into the application TIN & AUTHENTICATION KEY > Acting as a legal representative or > Acting as an authorized representative, as applicable.
- 26. Q Can I receive service in a language other than Greek?**
- A** Yes, the conversation during the video call can be conducted in both Greek and English.
- 27. Q I don't speak Greek or English. Can I connect with an interpreter?**
- A** No, our Service does not provide interpreters or translators.

- 28. Q What are the identification documents shown during the video call?**
- A** The identification documents presented in original form during the video call are, as applicable:
- Valid ID: Police ID, military ID
 - Security Forces ID, European Union ID, Special ID Card for Expats, etc.
 - Valid passport:
- Please note: Greek citizens residing in Greece are identified exclusively by their police ID, while residents abroad are also identified by their passport if they do not have a valid Greek ID.
- Valid residence permit:
- Third-country nationals residing in Greece must present their residence permit or proof of legal residence in the country in accordance with the legislation in force at the time. This information must be verified in the relevant databases of the Ministry of Migration and Asylum.
- 29. Q I don't have my identification document with me. Can I complete the video call?**
- A** No, showing and recording the original valid identification document is necessary for completing the video call.
- 30. Q I am a police officer/port officer/firefighter and I have not registered my new identity in the TAXIS Registry. Can I be served by your Service?**
- A** Yes, you can, provided that you have applied for an Authentication Key. A prerequisite is that you show your new identification document and complete the identification process during the video call. If the data from both the IAPR Registry system and your new identity document show that the identification can be completed, the IAPR employee will automatically change your identity document in the TAXIS system, with your consent, during the video call. The Authentication Key is then sent to the email address you provided when submitting your online registration application.
- 31. Q I am a third-country national resident in Greece. In addition to my passport and the confirmation of submission of an electronic application for renewal of a residence permit, do I also need to show my expired residence permit?**
- A** Yes, when third-country nationals interact with public services, when they submit a certificate of application for renewal of a residence permit that has expired, they must also attach and present their passport and the residence permit to be renewed (which has expired).
- 32. Q My residence permit has expired. Can I complete the video call?**
- A** Foreign nationals from third countries or stateless persons residing within the country are identified by their valid residence permit number. If, at the time of the video call, the originally issued residence permit has expired and an electronic application for 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 "Migration" Integrated Information System (IIS) of the Ministry of Migration and Asylum, or through a search in the Electronic File of Third Country Nationals of the Ministry of Migration and Asylum. Finally, after presenting the expired residence permit and the permit renewal certificate, the transaction can be completed.

33. **Q Are the applications for TIN and AUTHENTICATION KEY the same or different?**
A The application for a TIN is at the same time an application for an Authentication Key. However, there is also the independent application for issuing an Authentication Key, if you already have a TIN.
34. **Q If I am making a new application or correcting my previous application before my scheduled appointment, do I need to make a new appointment?**
A You do not need to make a new appointment. You can update your booking details with the new application number. Your appointment booking details have been sent to you in an email to the address you provided and confirmed when you completed your application.
35. **Q Why is there no agent appearing when I'm logged in via Microsoft Teams?**
A Make sure you are logged in using the confirmation email for your appointment. It is possible that the email address has changed from the one you originally used when booking the appointment. Always select the "Join Meeting" icon in the most recent email you received regarding your appointment booking. The call will then be accepted by the employee.
36. **Q Can I change the day and time of a scheduled appointment?**
A Yes, you have this option through the <Modify appointment> option that you receive via the appointment confirmation email.
37. **Q What are the operating hours of the direct service?**
A Daily from 08.00-14.30 (except holidays and public holidays) in time zone (UTC+2:00) Athens, Bucharest.
38. **Q I'm away from home. How do I connect with you on the video call?**
A You can connect from anywhere, as long as you have access to the internet, via any device (mobile, tablet, laptop, etc.). It is necessary to use the Microsoft Teams program, which you should already have installed on your device.
39. **Q Can I call you by phone or on the phone number you are calling me from?**
A No, you cannot call us because the myAADElive service is exclusively online. You

can call the Taxpayer Service Center (KEF) at +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 provided when you made your appointment or we will send you an email to correct your application.

B. TIN AND AUTHENTICATION KEY

40. **Q** **Where do I apply for a TIN and Authentication Key?**
A The route for the application is:
myAADE digital portal (myaade.gov.gr) > **TIN & Authentication Key > TIN & Authentication Key > Acting for myself.**
41. **Q** **Are the applications for TIN and Authentication Key the same or different?**
A The application for a TIN is at the same time an application for an Authentication Key. However, there is also the independent application for issuing an Authentication Key, if you already have a TIN.
42. **Q** **How do I retrieve and modify the application for a TIN and Authentication Key?**
A You can modify your application via the Application Retrieval process.
You follow this route:
myAADE digital portal (myaade.gov.gr) > **TIN & Authentication Key > TIN & Authentication Key > Acting for myself > Retrieval.**
Retrieval is performed by entering the application number and identification document number and can be done either to modify the application or to select a different method of identification, such as:
a. scheduled appointment
b. direct video call with the first available agent
c. appointment with in-person presence at a Tax Office or Tax Service.
- If the application needs to be modified/corrected, some options are reset (the values that had been entered are lost) and the supporting documents that had been initially attached are not displayed, so that they can be completed and attached again.
- Upon submission, the application is assigned a new number, which the system links to the previous one, and a new identification method 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, and only the identification method options are unlocked.
43. **Q** **When I retrieve the original request, will I have to resubmit all the attached supporting documents?**
A Yes, all supporting documents must be resubmitted if the retrieval is for the purpose of modifying the request.

44. **Q In the electronic application for obtaining a TIN, do I need to fill in the "Legal Assistance" field on the "General Information" page?**
A Yes, it is a required field.
 In the event that the taxpayer for whom the TIN is requested is under legal guardianship, the application may only be submitted by his legal representative, who is the legal guardian or a person authorized by him.
45. **Q What is the concept of legal guardianship and what is its purpose?**
A Legal guardianship is the status granted to an adult when a court decides that, due to mental or intellectual disability or physical disability, they are unable to represent themselves.
 The court appoints a legal guardian, who is the legal representative acting on behalf of the person under guardianship.
 In this case, the application for a TIN and Authentication Key can only be submitted by their legal representative, who is the legal guardian or a person authorised by them.
46. **Q I have a Cypriot identity card. What number do I enter? What type of identity card do I enter? In what language do I enter my personal information?**
A If your Cypriot identity card was issued before 2015, enter the document number shown on the front of your identity card.
 If your ID card was issued after 2015, enter the number shown on the front of your ID card, in the upper right corner. Usually, two letters in Latin characters (CR... or HT...) precede the number.
 As the type of ID, select European Union ID.
 Your details are written in Greek characters.
47. **Q How do I cancel the application for a TIN?**
A You cannot cancel your application for a TIN; however, in order for a TIN & the Authentication Key to be issued for you, you must first be identified by an IAPR employee.
48. **Q Will the TIN be issued to me with an official document?**
A Yes, the TIN certificate will be sent to you digitally signed by the employee who served you at the email address you provided in your application. The certificate will be sent to you after the video call has been completed during the Service's operating hours.
49. **Q To which email address will the TIN certificate be sent?**
A To the e-mail that has been declared and confirmed in the digital application for obtaining a TIN and Authentication Key.
50. **Q What are the supporting documents that must be attached to the digital Application for Obtaining a TIN and Authentication Key, for a Natural**

Person?

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

Personal information tab

Identification document

- Greek citizens over 12 years of age, residents of Greece:

- Police ID
- Service ID

It is noted that for minor citizens aged 12 to 18, an identity card is not required.

- Greek citizens under 12 years of age, residents of Greece: no police ID card is required.

- Greek citizens, residents abroad (adults and minors):

- Police ID
- Service ID
- European Union Identity
- Passport

Foreign EU nationals residing in Greece (adults and minors):

- European Union Identity
- Passport

Foreign third-country nationals residing in Greece (adults and minors):

- Expat ID
- Passport
- Birth certificate of a foreigner

AND mandatorily:

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

Foreign nationals residing abroad (adults and minors):

- Expat ID
- European Union Identity
- Passport
- Birth certificate of a foreigner

Spouse tab > part of a civil partnership agreement

- Marriage certificate
- Civil partnership agreement registry deed
- Marital status certificate

Parental care tab

- Birth certificate
- Marital status certificate
- Written statement with an original signature from the non-submitting parent, that he/she consents to the issuance of a TIN.

Legal guardianship tab

- Court judgment

Tax representative tab

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

- Declaration of Appointment of Tax Representative (only necessary 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, which will include the details of the tax representative and his identification document.
If it is written in a language other than Greek, a Hague Notarization - Apostille Stamp and a translation thereof are required.
- Declaration of Acceptance of the Appointment of Tax Representative (if the application is submitted by the foreign resident for himself)
A solemn declaration of the tax representative either via www.gov.gr or from the Citizens' Service Center (KEP) with a certified original signature, by which he accepts his designation as tax representative.

51. **Q My documents bear a Hague Notarization – Apostille stamp in English. Do they need to be translated into Greek as well?**
A Yes, foreign documents submitted to public services, and therefore to IAPR, must be legally certified and accompanied by a complete translation into Greek, provided by the competent authorities in accordance with the law.
52. **Q I have a solemn declaration signed by a certified official in Cyprus. Do I also need a Hague Notarization – Apostille Stamp?**
A Yes, the Solemn Declarations that have been drawn up in the territory of the Republic of Cyprus constitute private documents and in order for interested parties to submit them to the IAPR Services, they must first have been stamped with the Hague Apostille.
If the visa is in English, it must be translated into Greek.
53. **Q I have a power of attorney with a Hague notarization - Apostille stamp, with which I appoint a tax representative. At what point do I enter it in the electronic application for obtaining a TIN?**
A On the “Related TIN” on the “Supporting Document” field, select “Power of Attorney” and enter the serial number of the apostille as the “Document Number” and the date of certification as the “Document Date.”
54. **Q I am declaring myself married without a spouse's TIN. Do I need to attach any supporting documentation?**

A Yes, you need to attach a marriage certificate in which the marriage information is mentioned and it must have been issued within the last six months.

55. Q **Where do I attach the required supporting documents for the issuance of a TIN and Authentication Key?**

A In the last tab of the electronic Application for Obtaining a TIN & Authentication Key, titled "Attachments/ Declaration Agreement" > Required documents > Select files.

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 separately. You can attach up to 10 files. The maximum size of each attachment is 3MB. The file types that you may 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 supporting documents are attached to the digital Application for Acquisition of a TIN and form an integral part of it.

58. 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, simply select them all at once by holding down the CTRL key on your keyboard.
Before submitting your application, check that the files you have selected appear on the left side of the last tab of the application.

59. Q **How can I choose an alternative method of identification?**

A From the option Retrieve application for obtaining a TIN → Retrieve for viewing and scheduling identification, the taxpayer can view again the application he submitted and select an alternative method of identification. To retrieve the TIN application, it is required to type the application number and the number of the identification document, as completed in the original application.

60. Q **While I was filling out the TIN issuance application, I did not write down the submission number.**

A You can look for it in the confirmation email of your application sent by our service after submission.

C. AUTHENTICATION KEY

61. **E What is the Authentication Key?**
A According to Decision 1190/2023, any natural or non-natural person, domestic or foreign, tax resident in Greece or abroad, who already has a TIN and wishes to use the electronic user services of TAXISnet, submits an electronic registration application on the IAPR website (www.aade.gr). Upon approval of the application, the Authentication Key is sent, which is necessary for completing the registration.
62. **Q Where do I apply for an Authentication Key?**
A The path to the application is through the myAADE digital portal (myaade.gov.gr); select: TIN & Authentication Key > Authentication Key.
63. **Q How is an Authentication Key issued for a natural person acting for himself?**
A After completing the electronic application, the taxpayer can receive the Authentication Key in one of the following ways:
 - Automatically, with identification through a credit institution and mobile phone provider, without the intervention of an employee, by sending the Authentication Key to the taxpayer's mobile phone and email, or
 - Through a direct video call with a myAADElive Service employee, or
 - Through a scheduled video call with a myAADElive Service employee, or
 - Through a scheduled appointment with physical presence at the Tax Procedures and Service Center, the Tax Services or the Tax Offices.
64. **Q What do I fill in as username and password in the Authentication Key application?**
A Here you state the desired username and password for 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 possibility, 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 one numeric, one uppercase letter, one lowercase 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 typing errors, the user is asked to enter this element twice.
65. **Q What are the requirements to automatically receive the Authentication Key?**
A The provision 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, provided that an IBAN of a Greek credit institution and a mobile phone registered in his name with a Greek mobile phone service provider and simultaneously registered with the credit institution are declared.

66. **Q Can an authorized third party receive the Authentication Key from the myAADElive service?**
A No, the Authentication Key from the myAADElive service is only sent to the taxpayer himself (Acting for myself).
67. **Q I don't have a landline number to fill in on the Authentication Key application. What can I do?**
A You can fill in your mobile phone number in this field.
68. **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 spelled your email correctly. Also, check your account's spam folder.
69. **Q How can I apply for re-registration?**
A The "Re-registration" option concerns the case where codes were activated in the past and have been lost and therefore registration and, where applicable, identification must be done again. This option contains all the stages and has the same conditions for successful completion as the "Initial Registration" option. The path to the application is through the digital portal myAADE (myaade.gov.gr): TIN & Authentication Key > Authentication Key > Re-registration.
70. **Q When will I receive the Authentication Key after the video call?**
A The Authentication Key will be sent immediately. It is recommended that you also check your spam folder.
71. **Q What should 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 defined, cannot be used unless it is activated.
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.
72. **Q How do I activate my User Account on TAXISnet?**
A The path you follow from the TIN & Authentication Key application is: Authentication Key > Account Activation.
To complete your account activation, you need to know:

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

73. Q How will I receive the Authentication Key?

A After the end of the video call with an IAPR agent, the Authentication Key will be sent to you to the e-mail address that was confirmed when submitting the electronic registration application.

74. Q What happens if I have not received the Authentication Key by email?

A The Authentication Key is sent to the e-mail address that was confirmed when submitting the electronic registration application.
You should check both your inbox and spam folders for the relevant email.
If you nevertheless find that you have not received it, then you will need to complete a new registration application and repeat the video call process to receive a new email containing a new Authentication Key.

75. Q How can I retrieve my password when I have forgotten it?

A Through the myAADE digital portal (myaade.gov.gr) > **TIN & Authentication Key** > **Authentication Key** > **I forgot my password**, the password of an account (Natural or Non-Natural Person, from which application the account was created) can be changed, provided that the username and the Authentication Key that was issued during the taxpayer's initial registration or re-registration are known.
The required information to complete the process is:

- Username
- Authentication Key
- New password and confirmation.

76. Q Can I change the e-mail address I provided in the Authentication Key application at a later time?

A Yes, through the digital portal myAADE (myaade.gov.gr), by selecting "Register & Contact" and entering your personal access codes, you can declare and update your contact information, such as mobile - landline phone, e-mail address, etc.

77. Q My identification document has changed. Can I receive the Authentication Key from your service?

A Yes, you can.
A prerequisite is the presentation of your new identification document and the completion of the identification during the video call. If it appears from the data of both the IAPR Registry system and the new identification document that the identification can be completed, a change of your identification document in the TAXIS system is made by the IAPR employee in-house, following your consent during the video call. The Authentication Key is then sent to the e-mail that was confirmed when submitting your digital registration application.

D. CONTACT DETAILS

For questions regarding the content of this Guide, you can contact:

myAADElive service

Email: myaadelive@aade.gr

Taxpayer Service Center (TSC)

Tel: +30 213 162 1000

Working days from 07:30 to 17:00