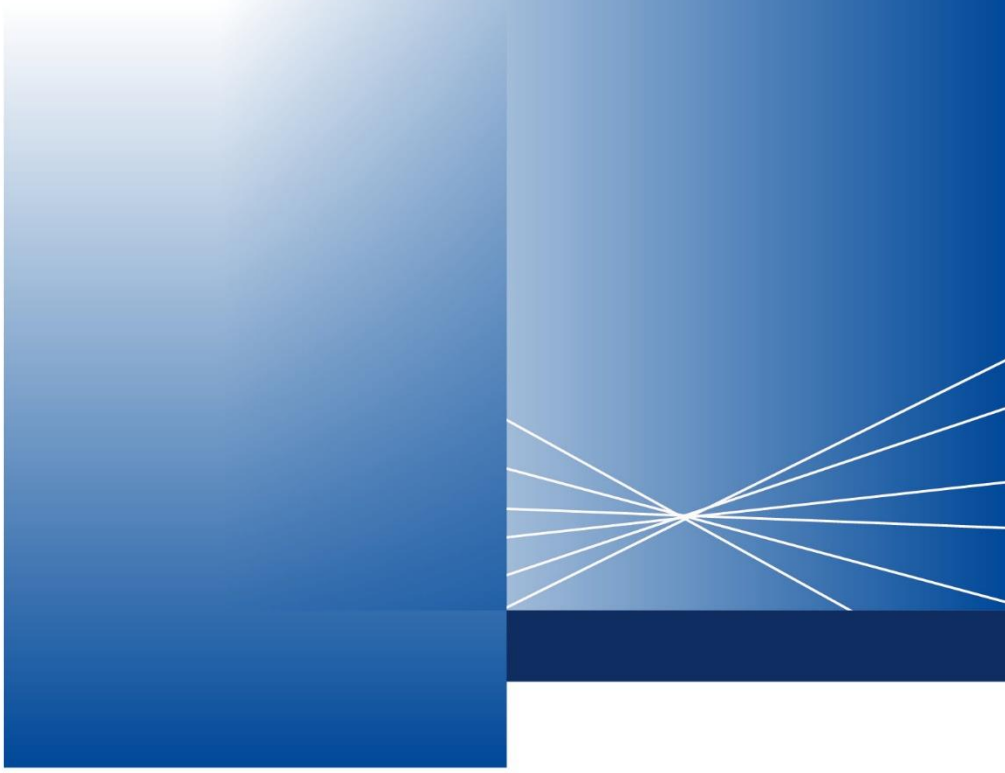
ΑΑΔΕ
Independent Authority
for Public Revenue (IAPR)

SERVING PUBLIC INTEREST
AND SOCIETY AT LARGE



# FAQs for the issuance of TIN and Authentication Key or Authentication Key via video call from myAADElive service

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## A. INFORMATION ON THE OPERATION OF myAADElive SERVICE

**1. Q** **Are myAADE and myAADElive the same service?**

**A** They are different services of the IAPR.
**myAADE is** the IAPR's digital portal, for all the services provided to citizens and businesses.
**myAADElive** is the IAPR service through which you may receive, upon request, TIN and Authentication Key or only authentication Key via video call.

**2. Q** **What services myAADElive provide?**

**A**
- The issuance of a TIN and Authentication Key, provided you are acting as Natural Person acting for yourself.
- The issuance of an Authentication Key at your initial registration or your re-registration in the digital services of the IAPR, provided you are acting as Natural Person acting for yourself.

**3. Q** **In what ways are these specific services provided by myAADElive service?**

**A** Tax payers are served through myAADElive in two ways:
- Scheduled appointments on specific day and time
- FAA (First Available Agent) service. This is a service via direct video call with the first agent 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 details must precede. However, when you successfully submit the relevant form for the issuance of your Authentication Key and the validity of your identification document registered is expired, the taxpayer's identification element will be updated in TAXIS, during the videocall, with the display of a valid identification document on the camera, as long as the completion of the identification is possible. The aim is to update correctly and immediately the taxpayer's data and subsequently issue the Authentication Key.
2. In cases when a residence permit is required and it is absent or is expired or is not verified by the relevant databases of the Ministry of Migration and Asylum. For the aforementioned reasons, in addition to the immediate video call, you are also given the option to schedule a digital appointment in order to gather the necessary supporting documents.
3. When represented by a third party with simple authorization or by a legal representative (e.g., parent, tax representative, etc.). myAADElive service only serves natural persons acting for themselves.

**5. Q** **Where can I find the instructions for myAADElive service?**

**A** Detailed instructions are provided on the official site of the IAPR (www.aade.gr) >select **EN** to use English Version.
Then select the following route: Tax Identification Number (AFM) & Authentication Key > Welcome to TIN & Authentication Key app.

**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 my registry information in TAXIS through the myAADElive service?**

**A** No, the service cannot update information to the Registry.
With the exception of the request for an authentication key, where there is the possibility of adjustment on the authority's initiative, by registering the new identification document, provided the identification document is shown to the camera during the video call.
Additionally, you or your authorized or legal representative can update your personal information electronically through the "My Requests" application, as follows:
www.aade.gr > select EN > My Requests > New Request > Service Category: Taxation > Thematic Group: Registry > Procedure: Changes in personal details except for declaration of death and heirs.

**8. Q** **Can I get a TIN reprint - certificate from your Service via video call?**

**A** No, however, you can issue a certificate with your Registry details through myAADE digital portal (www.aade.gr > select EN), as follows:
Registry & Contact > Registry Certificates > Current Personal Information> Issuance
or via myAADE app for mobile devices, as follows:
MyWallet > Natural Person Registration Details > Preview.

**9. Q** **How can I make an appointment at your service?**

**A** After submitting the request for the issuance of TIN and Authentication Key or Authentication Key select "Appointment via the myAADElive service".
The relevant routes are:

1. **For TIN and Authentication Key:**

Official site of IAPR (www.aade.gr) > select EN to use English Version >Tax Identification Number (AFM) & Authentication Key > Welcome to TIN & Authentication Key app >TIN & Authentication Key > Act for myself.
Submit the application and select to identify yourself via video call by clicking on myAADElive appointment (video call) icon.

**2. For Authentication Key:**
Official site of IAPR (www.aade.gr) > select EN to use English Version >Tax Identification Number (AFM) & Authentication Key >Welcome to TIN & Authentication Key app > Authentication Key > Initial registration or re-registration > Natural Person >Act for myself.
Submit the application and select to identify yourself via video call by clicking on myAADElive appointment (video call) icon.

**10. Q How can I be served by the first available representative in your service?**

**A** After submitting the request for the issuance of a TIN and Authentication Key or Authentication Key, select Direct Video call with the first available agent.
The relevant routes are:

**1. For TIN and Authentication Key:**
Official site of IAPR (www.aade.gr)> select EN to use English Version>Tax Identification Number (AFM) & Authentication Key >Welcome to TIN & Authentication Key app>TIN & Authentication Key> Act for myself.
Submit the application and select to identify yourself via video call by clicking on myAADElive Direct Video Call icon.

**2. For Authentication Key:**
Official site of IAPR (www.aade.gr)> select EN to use English Version>Tax Identification Number (AFM) & Authentication Key >Welcome to TIN & Authentication Key app>Authentication Key> Initial registration or re-registration > Natural Person > Act for myself.
Submit the application and select to identify yourself via video call by clicking on 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 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 for 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 “Reschedule" icon, then the new date and time, and finally "Update booking."

**13. Q Can I make an appointment before completing the electronic form for a TIN or an Authentication Key?**

**A** You can make an appointment only after the completion of the electronic application for the Issuance of TIN & Authentication Key or Authentication Key, following the steps described in question 9.

**14. Q** **How can I cancel an appointment?**

**A** You can cancel an appointment via the booking confirmation email which you received from the myAADElive Service.
At the bottom of the message where your scheduled appointment details are listed, select "Reschedule" and "Cancel Booking."

**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, appointments can only be booked electronically by the citizen concerned, as mentioned above in question 9.

**16. Q** **Can a TIN & Authentication Key or an Authentication Key be issued to a minor child through myAADElive Service?**

**A** myAADElive service only serves adults, acting for themselves.
The request for issuance of TIN & Authentication Key or Authentication Key to 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 path to follow is:
myAADE Digital Portal (www.aade.gr > select EN)>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.
In case of absence of a camera, you cannot use myAADElive service and will need to visit a Tax Office (DOY)/Tax Procedures and Service Center (KEFODE) or Tax Services (YFE) in person, after having scheduled an appointment through the electronic form for TIN & Authentication Key or Authentication Key.

**18. Q** **Why is my camera not working, so I can connect to 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 provides assistance 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 also 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 join the video call, click on the icon labeled "Join Meeting" in the email you received when your appointment was confirmed. 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" will appear on your screen so that you can 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) Athens, Bucharest.

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

**A** In order to log in 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 email, 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 filling in your correct email address on your appointment booking form.

**24. Q Who is 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 issuing a TIN & Authentication Key or an Authentication Key by logging in, with their codes, to 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 both in Greek and English.

**27. Q I don't speak Greek or English. Can I connect with an interpreter?**

**A** No, you cannot be served with an interpreter or translator in myAADElive service.

**28. Q Which identification documents are to be presented during the video call?**

**A** The identification documents presented in original form during the video call are, as applicable:
• Valid identity card: ID card, Hellenic Army ID card, Navy, Hellenic Police ID card, European Union ID card, Special ID for Aliens of Greek Descent etc.
• Valid passport:
Please note: Greek citizens residing in Greece are identified exclusively by their ID card, while those residing 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 a prerequisite 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, provided that you have applied for an authentication key.
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, an update of your identification document in the TAXIS system is made by the IAPR employee with your consent, during the video call. The Authentication Key is then sent to the email that was confirmed when submitting your electronic form.

**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 deal with public services, to which they submit the certificate of application for renewal of a residence permit that has expired, they must also attach and present their passport and the (expired) residence permit to be renewed.

**32.** **Q** **My residence permit has expired. Can I complete the video call?**

**A** Third country nationals or stateless persons residing in Greece 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 Integrated Information System (OIS) "Migration" 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 residence 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 TIN is simultaneously an application for an Authentication Key. However, for TIN holders, there is separate application for Authentication Key.

**34. Q** **If I submit a new application or correct 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 are sent to in an email to the email you provided and confirmed when you completed your application.

**35. Q** **Why is there no agent appearing while I am logged in via Microsoft Teams?**

**A** Make sure you are logged in via your booking confirmation email. It is possible that the email is different to the one you originally received during the appointment booking process. You will always select “Join meeting” in the most recent email you received regarding your appointment booking. Then, the employee accepts the call.

**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 appears in the appointment confirmation email.

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

**A** By selecting the relevant routes, taxpayers can view the application they submitted and select an alternative method of identification.

- **For Tax Identification Number (TIN) and Authentication Key (kleidarithmos):**
  www.aade.gr > select language EN > Tax Identification Number (AFM) & Authentication Key >TIN&Authentication Key>Act for myself>Retrieve TIN application (the application number had been sent to the email you declared upon submission) > Retrieve for viewing and scheduling identification> Select identification method. To retrieve the TIN application, the application number and the identification document number, as entered in the original application, are required.
- **For Authentication Key (kleidarithmos):**
  www.aade.gr > select language EN > Tax Identification Number (AFM) & Authentication Key > Authentication Key > Retrieve Pending Application (the application number had been sent to the email you declared upon submission) > Fill the mandatory fields > Submit> Choose either to schedule an appointment or to have a meeting through direct videocall with the First Available Agent.

**38.** **Q** **What are the operating hours of the direct service?**

**A** Daily from 08.00 to 14.30 (except holidays and public holidays) in the time zone (UTC+2) Athens, Bucharest.

**39.** **Q** **I am away from home. How do I connect on the video call?**

**A** You can connect from anywhere, as long as you have internet access, via any device (mobile, tablet, laptop, etc.). It is necessary to use the Microsoft Teams app, which you must previously install on your device.

**40.** **Q** **Can I call you by phone or on the number you are calling me from?**

**A** No, you cannot call us back on the number we called you from because the myAADElive service is exclusively online. However, you can contact us:

- **By phone:** At 1521 (toll-free), weekdays from 07:00 to 20:00
- **Digitally:** On my1521 (24/7), by selecting:
  **Registry Issues > Natural Persons' Registry/ Registry of Legal Persons > Registration**

However, if the Service needs to contact you for any reason related to the application you have submitted, we will call you on the contact number you provided when you booked your appointment or we will send you an email.

## B. TIN AND AUTHENTICATION KEY

**41. Q** **Where do I apply for a TIN and Authentication Key?**

**A** The route to the application is:
Official site of IAPR (www.aade.gr) > select EN to use English Version > Tax Identification Number (AFM) & Authentication Key > Welcome to TIN & Authentication Key app > TIN & Authentication Key> Act for myself.

**42. Q** **Are TIN and AUTHENTICATION KEY applications the same or different?**

**A** The application for TIN is simultaneously an application for an Authentication Key. However, for TIN holders, there is also the separate application for the issuance of an Authentication Key.

**43. Q** **How do we retrieve and modify the application for a TIN and Authentication Key?**

**A** You can modify your application through the Application Retrieval process.
Go to:
Official site of the IAPR (www.aade.gr) > select EN to use English Version > Tax Identification Number (AFM) & Authentication Key > Welcome to TIN & Authentication Key app>TIN & Authentication Key > Act for myself > Retrieve.
Recovery 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 in person at a Tax Office or Tax Services.

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 originally attached are not displayed, so they should be completed and attached again.

When the application is submitted, a new number is assigned, 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 other number is assigned to the application, and only the identification method options are opened.

**44. Q** **When I retrieve the original application, will I have to resubmit all the attached supporting documents?**

**A** Yes, all supporting documents must be resubmitted when the retrieval is for the purpose of modifying the application.

**45. Q** **In the electronic application for a TIN, on the "General Information" page, do I need to fill in the "Legal Guardianship" field?**

**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.

**46. 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 tax identification number and key code can only be submitted by their legal representative, who is the legal guardian or a person authorized by him.

**47. 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 should be written in Greek characters.

**48. Q** **How do we cancel the application for a TIN?**

**A** You cannot cancel your application for a TIN, however, in order to have your TIN and Authentication Key issued, you must first be identified by an employee of the IAPR.

**49. Q** **Will the TIN be issued to me with an official document?**

**A** Yes, the TIN issuance certificate will be sent to you digitally signed by the employee who served you, to the email address you provided in your application. The certificate will be sent to you after the video call is completed during the Service's operating hours.

**50.** **Q** **To which email address will the TIN issuance certificate be sent?**

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

**51.** **Q** **What are the supporting documents that must be attached to the digital application for a TINand Authentication Key, for a Natural Person?**

**A** We 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:
ID CARD, if issued

- Greek citizens under 12 years old, residents of Greece: not required

- Greek citizens, non-residents (adults and minors):
- ID CARD
- HELLENIC ARMY/ NAVY/ AIR FORCE/ HELLENIC POLICE/ COAST GUARD/ FIRE BRIGADE ID CARD
- EUROPEAN UNION ID CARD
- PASSPORT

**Foreign EU citizens, residents of Greece (adults and minors):**
- EUROPEAN UNION ID CARD
- PASSPORT

**Foreign third-country nationals, residents of Greece (adults and minors):**
- SPECIAL ID FOR ALIENS OF GREEK DESCENT
- PASSPORT
- FOREIGNER'S BIRTH CERTIFICATE

AND mandatorily:
- Residence Permit (except for holders of SPECIAL ID FOR ALIENS OF GREEK DESCENT)

**Foreign nationals, non-residents (adults and minors):**
- SPECIAL ID FOR ALIENS OF GREEK DESCENT
- EUROPEAN UNION ID CARD
- PASSPORT
- FOREIGNER'S BIRTH CERTIFICATE

**Spouse tab > party of a civil partnership agreement**
- Marriage certificate
- Civil partnership agreement registry deed
- Marital status certificate

**Parental care provider tab**

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

**Legal guardianship tab**

- Court decision

**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 declared to the Tax Administration.

- Declaration of Tax Representative Appointment (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, stating the details of the tax representative and his identification document.
If it is written in a language other than Greek, it requires a Hague Notarization-Apostille and a translation.

- 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 from www.gov.gr or from the Citizens' Service Center (KEP) with a certified original signature, by which he accepts his appointment as tax representative.

**52. Q** **My documents have a Hague Notarization - Apostille in English. Do they need to be translated into Greek as well?**

**A** Yes, foreign documents submitted to public services, and therefore to the IAPR, must be legally certified and accompanied by an official translation into Greek, provided by the competent authorities in accordance with the law.

**53. Q** **I have a sworn solemn declaration signed by a certified official in Cyprus. Do I also need a Hague Notarization - Apostille?**

**A** Yes, the solemn declarations drawn up in the territory of the Republic of Cyprus are private documents and, in order to be submitted by the interested parties to the IAPR Services, they must first bear the stamp of the Hague Convention (Apostille).
If the document validation is in English, it must be translated into Greek.

**54. Q** **I have a power of attorney with a Hague notarization - Apostille, 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 Person's TIN" page, on the "Proof of Relation Document" field, select "Power of Attorney" and enter the Apostille serial number as the " Proof of

Relation Document Number" and the date of validation as the "Proof of Relation Document Date".

**55.** **Q** **I am declaring myself 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 marriage details are mentioned.

**56.** **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 TIN & Authentication Key, entitled "Attachments/ Declaration of Agreement"> Required supporting documents > Select files.

**57.** **Q** **How do I attach (format and size) the supporting documents to the application?**

**A** The supporting documents are submitted either altogether or each 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.

**58.** **Q** **I cannot upload the supporting documents to the TIN application. Can I send them by e-mail?**

**A** No, the required, as the case may be, supporting documents are attached to the digital application for TIN and constitute an integral part of it.

**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, 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.

**60.** **Q** **When I filled out the application for a TIN, I did not note the submission number.**

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

## C. AUTHENTICATION KEY

**61. Q** **What is an Authentication Key?**

**Q** 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 Digital 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:
Official site of IAPR (www.aade.gr) > select EN to use English Version > Tax Identification Number (AFM) & Authentication Key > Welcome to TIN & Authentication Key app> Authentication Key> Initial registration or re-registration > Natural Person> Act for myself.

**63. Q** **How is an Authentication Key assigned to 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 Greek 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
- Via a direct video call with a myAADElive Service employee, or
- Via a scheduled video call with a myAADElive Service employee, or
- Through a scheduled appointment with physical presence at the Tax Procedures and Service Center at the Tax Services (YFE) or at the Tax Offices (DOY).

**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 option, by pressing the "Use of a recommended 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 alphabetic, one lowercase alphabetic and one special character. This password is considered temporary, as the taxpayer is asked to change it during the process of activating his account, for security reasons. In order to avoid typing errors, the user is asked to enter it twice.

**65.** **Q** **What are the requirements to automatically receive the Authentication Key?**

**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, provided that an IBAN of a Greek credit institution and a mobile phone registered in his name with a Greek mobile telephony 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 assigned 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. Finally, 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 official site of IAPR (www.aade.gr) > select EN to use English Version.
Then select the following route: Tax Identification Number (AFM) & Authentication Key > Welcome to TIN & Authentication Key app > Authentication Key app > Re-registration > Natural Person > Act for myself

**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 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 defined, cannot be used unless it is activated.
Activation is done by 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 app > Activate Account
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 at the email 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 email address that was confirmed when submitting the electronic registration application.
You should check both your inbox and spam folders for the relevant email.
However, if you have not received it, you will need to complete a new registration application and repeat the video call process so that a new email containing a new Authentication Key is sent.

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

**A** Through the official site of the IAPR (www.aade.gr)> select **EN** to use English Version **> Tax Identification Number (AFM) &** Authentication Key **> Welcome to TIN & Authentication Key app > Authentication Key app > Forgot my password.** Then the password of an account (Natural or Non-Natural Person, from whichever application the account was created) can be changed, provided that the username and the Authentication Key that was assigned during the taxpayer's initial registration or re-registration are known.
The required information to complete this process is:

- Username
- Authentication Key
- New password and confirmation.

**76.** **Q** **Can I change the email address I declared in the Authentication Key application at a later time?**

**A** Yes, through the digital portal myAADE (www.aade.gr > select EN), by selecting 'Registry & Contact', by entering your personal codes, you can declare and update your contact details, such as mobile - landline phone number, email address, etc.

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

**A** Yes.
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, an IAPR employee will update your identification document in the TAXIS system, following your consent during the video call. The Authentication Key will then be sent to the e-mail that was confirmed when submitting your digital registration application.

## D. CONTACT DETAILS

For more information or clarifications, you can contact the **my1521**Taxpayer Service of the IAPR:

- **By phone:** At **1521** (toll-free), weekdays from 7:00 to 20:00
- **Digitally:** On my1521(24/7), by selecting: **Registry Issues> Registry of Natural Persons/ Registry of Legal Persons > Registration**

# ANNEX A – VERSION & REVISION DETAILS

**Preparation and Review Details**

*Directorate for Service Provision (DEXY)*

**Version History**

*Table 1. Version History*

| Version History | | |
|---|---|---|
| **Version** | **Date** | **Description** |
| 1.0 | 24/05/2024 | Initial Version. |
| 2.0 | 24/10/2024 | Revised Version: Revision of the FAQ of the manual, reduction in the number of questions from 103 to 77 and addition of Section D with contact details. |
| 2.1 | 30/06/2025 | Revised Version: Deletion of FAQ 58, addition of FAQ 77 and update of the answers to questions 5, 16, 30, 40, 42, 47, and 54. |
| 2.2 | 15/01/2026 | Revised Version: Update of the answers to questions 39 and 54, and update of the contact details in Section D. |
| 2.3 | 09/06/2026 | Revised Version: Correction of a typographical error in question 38 and alignment of the manual with the current template. |
| 2.4 | 26/06/2026 | Revised Version: Transfer of question 59 to Section A as question 37, along with modification of its answer. Renumbering of the Q&A accordingly, based on the above change. Amendment of the answers to questions 62 and 69. |