FAQ MTD Compliance Portal: Getting started

Q: I cannot log in to the MTD Compliance Portal.

You might not be set up as a user yet. Contact your Portal Administrator to see if your user profile has been created.

Q: How do I obtain my log in details?

Once your Portal Administrator has created your user profile, you will be sent a welcome email containing the MTD Compliance Portal's URL, along with your username and an initial password.

Q: I cannot find my welcome email.

Your welcome email will be sent from **donotreply@taxystems.com**
You can search for this in your email folders, to check that it has not gone into your junk folder or been deleted by accident.

If you cannot find your welcome email, contact your Portal Administrator who can reissue it.

Q: Where will I find the URL to access the MTD Compliance Portal?

Your welcome email contains the URL needed to access the portal.

Q: Do I have to have to change my password when I log in for the first time?

Yes. For security purposes the system will prompt you to update your password when logging in for the first time.

Q: What is a "strong" password?

A strong password is between 8 and 16 characters in length and must combine uppercase and lowercase letters, numbers and symbols. Your new password cannot contain your username.

Q: Why do I have to authenticate my login?

The MTD Compliance Portal uses two-factor authentication to confirm the identity of the user. This provides an addition layer of data security.

Q: I have forgotten my username for the MTD Compliance Portal.

Your welcome email contains your username details. Alternatively, you can contact your Portal Administrator, who can provide you with your username.

Q: I have forgotten my password for the MTD Compliance Portal.

Once you have launched the portal, you can reset your password by clicking on the **Forgot your password?** link and following the prompts.

Q: How can I log out of the portal?

Click on the **User icon** in the top right-hand corner of your screen and select on the **Log out** button.

For more information, see the **Getting started guide**.