

ROS Registration Changes (including security questions)

Dear ROS Administrator

Revenue is updating and simplifying the ROS registration process in mid-June. The changes are:

- streamlined screens to make it easier to follow the steps in the registration process,
- a quicker process as your ROS system password is sent by email or text instead of post,
- the addition of security questions in your ROS Profile*, and
- a new Reset ROS Login option to speed up password and/or certificate retrieval.

ROS registration is still a 3-step process but Step 3 'Apply for a ROS digital certificate' is quicker because the ROS system password will be sent by email or text. Customers will be advised that the system password will be valid for 1 hour, and if they cannot complete the process within the hour they can simply re-apply for a system password.

Customers will be asked to update their Profile to include security questions; selecting five security questions from a list of ten. **It is very important to remember the answers you select.**

- For new ROS registrations the update will be requested when they download and save their certificate.
- For existing ROS registrations, you will be asked to update your profile to include five security questions when you next log in to ROS after the changes are in place in mid-June.

We are introducing a new Reset ROS Login option which will allow ROS Administrators to download a new ROS certificate where a ROS certificate is lost or expired, or the password is forgotten. The security questions in your ROS Profile are part of the means of authenticating your ROS identity, and allow you to use the Reset ROS Login option.

To use the Reset ROS Login option, **you must have security questions set up and your contact details must be up to date, including an active email address and mobile phone number.** When you use the Reset ROS Login option, you will be asked to answer two security questions from the five security questions you have selected. If ROS customers provide incorrect answers to the security questions they will have to contact the ROS Technical Helpdesk to re-register for ROS.

ROS sub-certificate users will not be asked to set up security questions as sub-certificate users' passwords are available to their ROS Administrator in the Admin Services tab on ROS.

Further information

Additional information, including videos on the ROS registration process, the Reset ROS Login option and downloading/saving your digital certificate, will be available from mid June on the ROS Help Centre.

Certificate renewals in 2017

You will receive further emails from September onwards regarding ROS registration and ROS Certificate renewals.

*The Security Questions change does not currently apply to ROS Receiver registrations.

Revenue Commissioners