

## Using your Government Gateway Credentials in a Secure and Appropriate Way

When you register for Stamp Taxes Online you receive credentials for the Government Gateway. You're given an ID and a password.

Once you've enrolled for and activated the Stamp Taxes service you can then set up more 'administrators' and 'assistants'. Both Administrators and Assistants can file returns however, Administrators have additional rights to add or delete other users within your organisation, please choose the correct role for the user. It is important that everyone who uses the Stamp Taxes Online Service on behalf of the organisation that has enrolled have their own unique log on ID and password.

There are several reasons for this:

- It is more secure than sharing an ID and password
- It gives greater control over who can submit on behalf of your organisation or firm
- If someone leaves their ID can be deleted by another Administrator
- If there are problems each unique user (whether they are an administrator or assistant) can contact the Online Service Helpdesk and will be recognised as an authorised submitter for that STORN (Stamp Taxes Online Reference Number)
- The Online Service Helpdesk can also search for submissions for each unique user ID

To set up additional Administrators and or Assistants:

- Login to the Government Gateway
- Select 'Manage Administrators' or 'Manage Assistants'
- Select 'Add Administrator' or 'Add Assistant'.

HMRC does not recommend you share any IDs or passwords; not only is this insecure but also causes difficulty when identifying if a caller to our Online Help Desk is someone we can speak to.

If you do share IDs and passwords then this is at your own risk!

Remember; when you contact the Online Service Helpdesk you will be asked for your Stamp Taxes Online Reference Number (STORN).

Exceptionally, if you do not have your STORN handy, you will be asked to confirm the Unique Tax Reference Number (UTR) used to register for Stamps Online and other information held about your firm to verify your identity.