

Helplines for Stamp Duty Land Tax Customers

Type of Enquiry	Self Help	Where to get extra Help
Registration for Online Services	Go to HMRC's Online welcome page and follow the instructions onscreen. Check your details match those known to HMRC on SA/CT Statements as appropriate	Online Services Helpdesk 0845 60 55 999
Lost or forgotten password & or User ID	Go to HMRC's Online welcome page and follow the instructions onscreen	Online Services Helpdesk 0845 60 55 999 (STORN required)
How to complete a Stamp Taxes return (Legal)	Consult HMRC's Guidance notes	Stamp Taxes Helpline 0845 603 0135
Return was sent online but a response has not been received	Check HMRC's Service Issues page for known delays	Online Services Helpdesk 0845 60 555 999 (STORN required)
Return was sent online and a 1046 User Credential Authentication failure response was received	Check your User ID, Password & STORN are correct.	Online Services Helpdesk 0845 60 55 999 (STORN required)
Return was sent online and a 3000 'System Error' Failure response was received	HMRC's online system was temporarily unavailable, please try and send the return again	Online Services Helpdesk 0845 60 55 999 (STORN ref required)
Return was sent online and a 5012 Invalid Character failure response was received	Remove the invalid character and send it again.	Contact your software provider
Return was sent online and a 6010 parsing failure response was received	Contact your software provider	Your software provider will consult HMRC if necessary.
Return was sent and SDLT5 Certificate received but some transaction details need to be changed.	Unavailable	Stamp Taxes Helpline 0845 603 0135 (UTRN and info re transaction required)
Replacement of lost SDLT5 Certificate	Unavailable	Stamp Taxes Helpline 0845 603 0135 (UTRN and info re transaction required)
How to pay Stamp Duty	Consult HMRC's guidance notes	Stamp Taxes Helpline 0845 603 0135

Callers to the Online Services Helpdesk will be asked for their Stamp Taxes Online Reference Number (STORN). We cannot accept calls about online services from anyone other than the registered user.