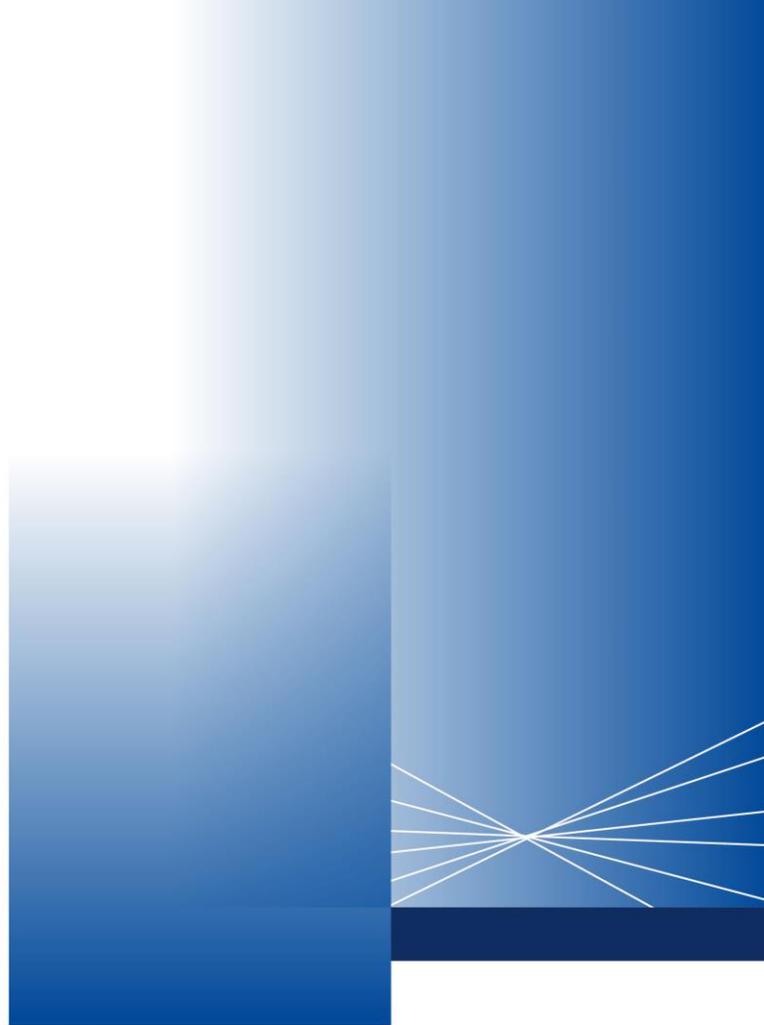




ΑΑΔΕ

Ανεξάρτητη Αρχή
Δημοσίων Εσόδων

ΥΠΗΡΕΤΟΥΜΕ ΠΙΣΤΑ
ΔΗΜΟΣΙΟ ΣΥΜΦΕΡΟΝ
ΚΟΙΝΩΝΙΚΟ ΣΥΝΟΛΟ



FAQs about issuing a Tax Identification Number (TIN) and Authentication Key or Authentication Key through a myAADElive service video call

ATHENS, 24 MAY 2024

- 1. Q Are myAADE and myAADElive the same Service?**

A These are different digital service portals of the IAPR.
myAADE is the IAPR's digital portal, for all services provided to citizens and businesses.
myAADElive is the Entry and Communication Portal with an IAPR representative, through which you can book your digital appointment for service via video call or directly with the first available agent (FAA), or at a later time by scheduled appointment.
- 2. Q What can "myAADElive" serve me for?**

A
 1. For the issuance of a Tax Identification Number (TIN) & Authentication Key, as long as you are an Individual acting for yourself.
 2. To issue an Authentication Key during your initial registration or re-registration in the IAPR's digital services, as long as you are an Individual acting for yourself.
- 3. Q In which cases can I not be served by 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 information must be preceded by the Administrative and IT Support Department of the Tax Office.
 2. In cases where a residence permit is required but does not exist or has expired or has not been posted on the relevant Ministry of Immigration and Asylum websites.

For this reason, in addition to the direct video call, you also have the option to make a digital appointment in order to collect the necessary supporting documents.

In myAADElive Service, you cannot be represented by a third party with a simple authorization, nor by a legal representative (e.g., parent, tax representative, etc.). myAADElive service only serves individuals acting for themselves.
- 4. Q Where can I find instructions for using myAADElive Service?**

A On the home page of the IAPR website in the myAADE option. Then you select the process "TIN & Authentication Key" and enter the "TIN & Authentication Key" application where there are detailed instructions about the "TIN & Authentication Key" and "Authentication Key" applications.
- 5. Q In which cases do I turn exclusively to the Tax Office because I cannot be served by myAADElive Service?**

A Address exclusively the Tax Office:

 - in the case of a residence permit with an indication of asylum,
 - in the case of a residence permit with an indication of temporary protection for

displaced persons from Ukraine,

- in case you do not speak Greek or English and cannot make a video call with a representative of the Tax Administration, as well as

- in case there are deficiencies, or changes are required in the data (gender, surname, name, father's surname, father's name, mother's surname, mother's name, date of birth, place of birth, country of birth, identity data, citizenship)

registered in the Registry system of the Administrative and IT Support Department.

6. Q Do I need to show any document during the video call?

A During the video call, you only need to show the original identification document (identity card, passport, residence permit), in accordance with Decisions A.1185/23-11-2023 and A.1190/1-12- 23.

7. Q Can I correct my TAXIS registration details through myAADElive service?

A No, however, you can request the correction of personal details (gender, surname, name, father's surname, father's name, mother's surname, mother's name, date of birth, place of birth, country of birth, identity data, citizenship) online through the "My Requests" application, by going to: myAADE > My Requests > New Request > Service Category: Taxation > Thematic Group: Register > Procedure: Changes to natural person details except declaration of death and heirs.

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

A No, however, you can issue a certificate containing the Registry details through the digital portal myAADE (www.myaade.gov.gr), by going to: Registry & Contact > Personal Details > Issue.

9. Q How can I make an appointment?

A Upon successful submission of the application for the issuance of TIN & Authentication Key or Authentication Key only, you can choose either:
- instant video call with the first available employee,
- appointment through myAADElive serviceto make a scheduled video call with a representative of the Service at a later date.

The relevant routes are:

1. To issue a TIN & Authentication Key:

myAADE > TIN & Authentication Key > TIN & Authentication Key > I act for myself.

After submitting the relevant initial application, or if you retrieve a pre-existing one, you choose to be identified via a video call by a myAADElive employee by

selecting myAADElive Appointment icon (video call).

2. To issue an Authentication Key:

myAADE > TIN & Authentication Key > Authentication Key > Initial registration or Re-registration > Natural person > I act for myself.

After submitting the application, you choose to be identified via video call by a myAADElive employee by selecting myAADElive Appointment (video call) icon.

- 10. Q** **There is no availability in the appointment booking calendar. How can I make an appointment?**
- A** When you enter myAADElive Service, the appointments for the next fifteen (15) calendar days from the day of the search are presented. Please repeat the process until an available appointment is found. Alternatively, you can choose daily the direct video call procedure with the first available representative of myAADElive service.
- 11. Q** **Can I move an appointment to another date?**
- A** Yes, you can reschedule an appointment via your booking confirmation email that you received from myAADElive Service. In the email, in the reservation details, select the "Reschedule" icon, then the day and time, and finally, press "Update Appointment."
- 12. Q** **Can I make an appointment before filling in the application for TIN or Authentication Key?**
- A** No, appointments can now be booked after completing the online application for TIN or Authentication Key.
- 13. Q** **How do I cancel an appointment?**
- A** You can cancel an appointment via your booking confirmation e-mail received from myAADElive Service.
At the bottom of the message, where your scheduled appointment details are listed, select "Reschedule" and then, "Cancel Appointment."
- 14. Q** **Can an employee of your Service make a new appointment with myAADElive service on my behalf?**
- A** No, appointments can only be arranged by the interested person electronically, as mentioned above in question 9.
- 15. Q** **Can a minor go through the appointment process for TIN issuance alone through myAADElive Service?**

A No, minors cannot go through the process alone. The TIN & Authentication Key or Authentication Key issuance requests for minors is submitted exclusively online through the digital portal, by the legal representative who logs in using their personal TAXISnet access codes, without requiring further identification. Go to: myAADE > TIN & Authentication Key > TIN & Authentication Key > I act as a legal representative.

16. Q **I don't have a webcam. Is it necessary?**

A Yes, it is necessary that the device from which you will connect has a camera and a microphone because the service in myAADElive Service is through a video call recorded after your consent for the purpose of proof of identity verification. Alternatively, you can use your mobile phone or another device which has a microphone and camera.

In the event that you do not have this ability, you cannot be served by myAADElive Service, and you will have to go to the Tax Office in person, choosing to schedule an appointment through the TIN & Authentication Key or Authentication Key application.

17. Q **Why won't my camera open to join the video call?**

A You should first check if you have downloaded the Microsoft Teams app on the device you are connecting from. Then, via link which has been sent to the e-mail that you have registered, you are connected to a myAADElive representative. Make sure your device's camera is activated.

18. Q **What resolution should my camera have?**

A The resolution of the camera should in any case ensure the recording of the identification documents with the required clarity, so that they are easily read and visible by the IAPR representative during the video call, for purposes of identity control and proof of the transaction.

19. Q **My microphone is not working. Is it possible to make the appointment over the phone?**

A No, it is necessary that the device from which you will connect has a camera and a microphone, because myAADElive Service serves you through a video call which is recorded for identity verification and transaction proof purposes.

20. Q **Can I also log in via mobile phone, or only via PC?**

A Yes, you can also connect via mobile phone, provided you have internet access and have downloaded the Microsoft Teams app to that device.

- 21. Q What phone camera should I use?**
A Mobile phones have two cameras, one on the front side and one on the back side of the phone . You decide which one to use. Usually, the one in the back side of the phone has a better resolution.
- 22. Q How does the mobile turn on the external camera?**
A Most phones have the option to "rotate" the camera to the phone's main camera (one in the back side) which also has the best resolution. Usually, there is a spin icon. Alternatively, you can select "video sharing" which rotates the camera to the main one.
- 23. Q Do I also need to apply before making an appointment for an Authentication Key?**
A Yes, the prospective user of IAPR's digital services fills out the registration - re-registration application online, through the myAADE digital portal, by going to: myAADE > TIN & Authentication Key > Authentication Key > Initial registration or Re-registration > Natural person > I act for myself, stating the username and the password they wish to have as a user of the system.
No Authentication Key will be issued without completing the required online application.
After submitting the application, you choose to be identified through a video call by a myAADElive Service employee by selecting the icon myAADElive Appointment (video call) or direct video call with the first available myAADElive agent (FAA).
- 24. Q How do I join the video call? Do you call me to connect?**
A You connect to the video call by clicking on the icon with the option "Join the meeting," which is in the e-mail you received when confirming your appointment reservation. Then, the myAADElive Service employee accepts the call. The Service does not call you.
- 25. Q I have scheduled an appointment from Canada where I am, but no one is connecting to the video call. What is happening?**
A You should check the time zone setting you have registered on the device you are connecting from. The time of making the video call is in time zone (UTC+2:00) Athens, Bucharest.
- 26. Q I can't log in at the appointment time. Could I log in at another time?**

A In case you discover in time that you cannot connect at the scheduled appointment time, you can reschedule it, according to what is stated in question 11.

27. Q **I am outside my house. How do I join you on the video call?**

A You can connect from wherever you are, as long as you have internet access through any device (mobile, tablet, laptop, etc.). You will need to use the Microsoft Teams program, which you should already have installed on your device. After gaining access, open the e-mail you received to confirm your appointment reservation, press the relevant link and select the "Join the meeting" icon.

28. Q **If I don't have the confirmation e-mail, can I log in another way?**

A No, you cannot log in another way. If, for any reason, you did not receive the confirmation email, you will need to make a new appointment. Make sure you correctly typed your e-mail address in the appointment booking form. If it is filled in incorrectly, then you will not be able to connect to the video call.

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

A No, you cannot call us by phone because the service process from myAADElive Service is exclusively online. You can call the Taxpayer Service Center on (+30) 2131621000. However, if the Service needs to contact you for any reason related to your submitted application, we will call you on the contact number you provided when you booked your appointment.

30. Q **Who attends the video call?**

A The video call is attended only by the interested person, who is necessarily an adult with legal capacity (i.e., not placed under court-appointed guardianship).

31. Q **Can I authorize a third party to log in?**

A No, in this process you cannot be represented by a third party with authorization. A legal representative or an authorized representative can only complete the TIN & Authentication Key and Authentication Key issuance by logging in with their codes to the respective application submission apps, without requiring further identification.

32. Q **Can I be served in a language other than Greek?**

A Yes, the conversation during the video call can also be in English.

- 33. Q I don't speak Greek or English. Can I log in with an interpreter with me?**
A No, you cannot use an interpreter or translator in our Service.
- 34. Q What identification documents are required during the video call?**
A The identification documents presented in original during the video call are, as the case may be:
- Valid ID: National ID, military ID, Security Forces ID, European Union ID, Special ID for expats, etc.
 - Valid passport:
Attention: Greek citizens residing in Greece are identified exclusively with their national ID, while foreign residents also with their passport, as long as they do not have a valid Greek identity card.
 - Valid residence permit:
Citizens of third countries residing in Greece must show, in addition to their passport, the relevant residence permit or evidence of legal residence in the country in accordance with the applicable legislation. These details should be posted on the relevant Ministry of Immigration and Asylum websites.
- 35. Q I don't have the original national ID with me. Can the ID photo on my mobile phone or the Gov.gr wallet app be used for my identification?**
A No, due to the special nature of the Service, the identification of the person submitting the application is done by showing the original (in physical form) identification document (ID card, etc.) to the camera.
- 36. Q Since I have attached my ID, why should I show it on camera?**
A The presentation of identification documents to the camera is for the purposes of proof of identity, in conjunction with the confirmation of the data from the databases which the IAPR can access.
- 37. Q I don't have my ID with me. Can I complete the video call?**
A No, a necessary condition for completing the video call is the presentation and recording of the original valid identification document.
- 38. Q I have never updated the Tax Office Registry with my identification document. Can I complete the video call?**
A You cannot complete the video call. Your identification document must have been registered in the Registry system of your Tax Office. If the identification document has changed in relation to the initial Registry update, you cannot complete the

transaction on myAADElive, and you must first make the relevant declaration of change through the D210 form and the process described in Question 7.

- 39. Q Can I be served with a photocopy of the ID?**
A No, valid original identification is required for the video call identification.
- 40. Q I am registered in the Registry with a national ID, but at the moment I have my Greek passport with me. Can I be identified with it?**
A No, to complete the identity verification during the video call, the identification document presented must be the same as the one registered in the TAXIS Registry subsystem.
- 41. Q I am a police officer/port official/firefighter, and I have not registered my new ID card in the TAXIS Registry. Can I be served by your Service?**
A No, you must first register your new ID card with the competent Tax Office, in order for your information to be updated in the TAXIS Registry subsystem.
- 42. Q I am a third-country citizen living in Greece. In addition to the passport and proof of submission of an online application for residence permit renewal, do I also need to show the expired residence permit?**
A Yes, when dealing with third-country nationals/citizens with Public Services, to which they present the certificate of submission of an application for the renewal of an expired residence permit, you should attach and at the same time show the passport and the (expired) residence permit to be renewed.
- 43. Q I have issued documents through Gov.gr. Do I need to show them printed on camera as well?**
A No, as long as the validity of your documents is confirmed by a relevant check. In the event that confirmation is not possible, you must show a certified printout as an exact copy.
- 44. Q My residence permit has expired. Can I complete the video call?**
A Foreign nationals of third countries or stateless persons residing in the country are identified by the number of their valid residence permit.
If, at the time of the video call, the originally issued residence permit has expired, but has been submitted the required electronic application for the renewal of residence permits of all categories (residence permits, residence cards and permanent residence cards), which are granted to citizens of a third country, according to the provisions of Law 4251/2014 and P.D. 106/2007, and the accuracy of the data and the validity of the issued electronic certificate is cross-

checked electronically by the public Services, either through interoperability with the Integrated Information System (IIS) “Immigration” of the Ministry of Immigration and Asylum, or through a search in the Electronic Process of the Third-Country Citizen File of the Ministry of Immigration and Asylum (<https://pf.emigrants.ypes.gr/pf/>), after the expired residence permit has been shown, the transaction can be completed.

- 45. Q Is the application for TIN and for Authentication Key one or separate?**
A The application for a TIN is at the same time an application for an Authentication Key. There is an independent application for the issuance of an Authentication Key if there is already a TIN.
- 46. Q How/where can I find the online application for issuing a TIN & Authentication Key?**
A On the homepage of the IAPR website (www.aade.gr), select “TIN & Authentication Key” in the myAADE section and then again, the “TIN & Authentication Key” option. When entering the application with the “I act for myself” option, the electronic application for issuing a TIN & Authentication Key is displayed, to be completed, without the use of access codes.
- 47. Q What type of characters do I use to complete my application?**
A The taxpayer’s details are filled in with Greek or Latin characters. The details of Greeks and Cypriots with an ID card or passport are written in Greek characters, and the details of foreigners are written in Latin characters. The use of capital letters is recommended.
- 48. Q At what point in the application do I attach the supporting documents?**
A In the last tab of the application entitled “Attachments / Statement of Agreement,” you can select to Attach Files/Supporting Documents.
- 49. Q When making a new application, do I have to make a new appointment?**
A You don't need to arrange a new appointment. You can update your booking details with the new application number. Your booking details have been sent to your email address you provided when booking your appointment.
- 50. Q How can I correct my application?**
A You can correct your application through the Application Retrieval process, as described in question 52. Reschedule or rejoin the instant video call queue with the first available agent (FAA).

51. Q Upon correction of my previous application, is it necessary to arrange a new appointment?

A When you correct the application before the scheduled appointment, you do not need to arrange a new appointment.
When you correct the application at the time of the appointment, the IAPR representative with whom you are making the video call will inform you whether you will need to make a new appointment or if the representative will wait for you to reconnect during the scheduled appointment or at a later time, if possible.

52. Q How can I retrieve and amend the application?

A You can amend your application through the Application Retrieval process.

To proceed to Retrieve your application, you will select the “TIN & Authentication Key” application from the relevant section of myAADE, then “I act for myself” and at the bottom of the page, “Retrieve Application.”

The retrieval is carried out by entering the application number and identification document number and can be done either to modify the application or to choose another method of identification.

If the application needs to be modified/corrected, some options are erased (that is, the values that were entered are lost), and the supporting documents originally attached are not displayed, so the completion and attachment must be done again.

Upon submission of the application, the latter is issued a new number which the system links to the previous one, and a new identification method is selected. If the application is retrieved only for the selection of another identification method, all fields and supporting documents remain as they were, no other number is assigned to the application; the identification method options are just available again.

53. Q When I retrieve the original application, do I have to resubmit all the attached supporting documents?

A Yes, all supporting documents must be reattached if the retrieval is made in order to change the application.

54. Q I had attached my supporting documents in a previous application. Can't you get them back from that one?

A No, all supporting documents must be reattached to your new application.

- 55. Q Are all application fields mandatory?**
A No, you must fill in the necessary fields, as the case may be.
- 56. Q In the online application to issue a TIN, on the "General Information" page, do I have to fill in the "Court-ordered Guardianship" field?**
A Yes, it is a required field.
Select as applicable.
If the court-ordered guardianship field is filled in with the option "YES" about you, you cannot carry on with the process, which is carried out by the court-ordered guardian mandatorily.
- 57. Q What is the meaning of Court-ordered Guardianship and what is its purpose?**
A Court-ordered guardianship is the situation in which an adult is placed, when decided by a court that either due to a mental or intellectual disorder, or due to a physical disability, they are unable to take care of their affairs alone, or when due to promiscuity, drug addiction or alcoholism, they endanger themselves, their spouse, descendants, or ascendants (Article 1666 Civil Code).
The results of court-ordered guardianship start from the publication of the decision (Article 1681 Civil Code). In the Tax Registry, the person in a state of court-ordered guardianship is registered together with the relationship of the court-ordered guardian who is appointed by the court and who is the legal representative acting on behalf and in the name of the assisted party for all legal actions, so that they are legally bound.
- 58. Q When completing the application for issuing a TIN and Authentication Key as a foreign resident, and specifically in the identification information, although I have entered passport information, the application does not allow me to proceed if I do not fill in residence permit information. What do I need to do?**
A The application allows you to proceed only if you fill in the passport details. If, however, it is not possible to complete the application, in the field of the requested residence permit you can repeat the passport data.
- 59. Q I have a Cypriot ID card. Which number do I enter? What type of ID do I provide? In which language do I enter my personal information?**
A If your Cypriot ID was issued before 2015, write down the document number listed on the front of your ID.
If your ID card was issued after 2015, write down the number listed on the front of

the ID card, in the upper right corner. Usually, there are two letters in Latin characters (CR.... or HT....) in front of the number.

For ID type, you select European Union ID. Your details are written in Greek characters.

60. Q How are Cypriots' details written?

A They are written in Greek characters in every case (ID card or passport).

61. Q How do I cancel the TIN application?

A You cannot cancel the TIN application.

The application is automatically deleted from the system, as long as no appointment has been booked.

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

A Yes, the TIN certificate is sent to the e-mail you stated in your application, signed by the employee who served you. The confirmation will be sent to you after the video call is completed or at a later time, within the working hours of the Service.

63. Q To which e-mail will the TIN be sent?

A To the e-mail that has been stated in your online application.

64. Q What supporting documents must be attached to the digital Application for Obtaining a TIN and Authentication Key?

A Indicatively, we mention the following, which are submitted on a case-by-case basis:

The identification document as the case may be (ID card - passport, residence permit, special ID for expats, etc.) in a clear photocopy. For foreign nationals of third countries, in the event that the information is not written in Latin characters, a clear photocopy, translated by the competent Services and bodies, is sent.

Power of attorney or Solemn Declaration with an original signature for the appointment of a tax representative which shall include the tax representative's data and identification document.

If it has been drawn up in a language other than Greek, it needs an Apostille from The Hague and translation thereof.

Solemn statement of the tax representative or from the www.gov.en or by the Citizens' Service Center with a certified original of their signature, with which they accept their appointment as a tax representative.

Marriage/Civil Partnership certificate.

The above refer to Decisions A.1185/23-11-2023 and A.1190/1-12-2023.

- 65. Q What supporting documents are required to be attached to issue a TIN and Authentication Key for a foreign resident?**
- A** The supporting documents required are:
- Power of attorney or Solemn Declaration of a tax representative appointment with an authenticated signature. These documents must include the tax representative's identification details and TIN.
 - Solemn Declaration of the tax representative on acceptance of their appointment.
 - Identification documents (national ID, passport, EU ID, etc.)
- 66. Q I have a Greek ID, a Greek passport and a passport of a foreign country. With which document can I get a TIN?**
- A** For Greek citizens, identification documents are referred to in Question 34. In case you want to declare the citizenship of another country, you shall use the corresponding passport or European Union identity card.
- 67. Q My documents have an Apostille from the Hague in English. Do they need to be translated into Greek as well?**
- A** Yes, the foreign documents that are presented to the Public Services, therefore also to the IAPR's Services, as long as they have not been drawn up in the Greek language, should be presented legally certified with a complete translation into Greek attached by the legally competent persons.
- 68. Q I declare to be married without a spouse's TIN. Do I need to attach any supporting documents?**
- A** Yes, you need to attach a Marriage Certificate or Marital Status Certificate showing the details of the marriage.
- 69. Q I have a solemn declaration signed by a certified official of Cyprus. Does it also need an Apostille from The Hague?**
- A** Yes, Solemn Declarations drawn up on the territory of the Republic of Cyprus are private documents and in order to be presented by the interested parties to IAPR Services, they must first have the Hague Apostille on them. Since the authentication is in English, a Greek translation is required.
- 70. Q I have a power of attorney with The Hague Apostille with which I appoint a tax representative. At what point do I enter it in the online application to**

obtain a TIN?

- A** On the “Related TIN” page, in the “Supporting Document” field, select “Power of Attorney” and enter the serial number of the apostille as “Document Number” and the date of its approval as “Document Date.”

71. Q **Where do I attach the required documents for the TIN and Authentication Key?**

- A** In the last tab of the online Application for Obtaining a TIN & Authentication Key, entitled “Attachments / Statement of Agreement,” you can attach the required supporting documents.

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

- A** The supporting documents are submitted either all together or each separately. You can attach up to 10 files. The maximum size of each attachment is 3MB. File types you can attach are: pdf, png, jpg, jpeg, gif.

73. Q **I can't upload the supporting documents to the TIN application. Can I send them by e-mail?**

- A** No, the supporting documents required on a case-by-case basis are attached to the digital TIN application and are an integral part of it.

74. Q **Can I attach supporting documents in photocopies, from originals or exact copies that I do not have in my hands?**

- A** No, because the supporting documents that you will attach to your application must be presented as originals or exact copies during the video call.

75. Q **If I don't have the original power of attorney, can I attach an exact copy from a lawyer?**

- A** Yes, the ratification should state that it is an exact copy from the original.

76. Q **How do I shrink files, if they are larger than 3 MB?**

- A** You can reduce the size of one or more files by using one of the PDF file compression programs available online.

77. Q **How do I break a large file down into smaller ones so they can be attached?**

- A** You can break a large PDF file down into smaller files by using a suitable program that you can find online.

78. Q How do I convert files that I will attach from another format to PDF?
A You can convert files from other formats to PDF files by using the appropriate file conversion program, which you can find online.

79. Q How can I attach multiple files to the application?
A You can attach each file individually or all at once.
To attach more than one file to your digital application, simply select them at the same time, holding down the CTRL key on your keyboard.
Before proceeding to submit the application, check that the files you selected are displayed on the left side of the last tab of the application.

80. Q What is an Authentication Key?
A The Authentication Key is the code that is necessary in the process of activating the account codes of a new or old user in the electronic services for which access is required through TAXISnet Codes, i.e., the Electronic Government Services.

It is sent to you after the submission and approval of the application for a TIN and Authentication Key, or for those who already have a TIN, the application for registration/re-registration as users in the Electronic Government Services, through the acquisition of TAXISnet codes.

81. Q How can I register for the online services of the Electronic Government Services? How do I get TAXISnet codes?
A The prospective new user of Public Electronic Services fills out the registration application electronically, stating the username and password they wish to have as a user of the system.
From the option “TIN & Authentication Key” on IAPR website’s homepage, select “Authentication Key” and on the next screen “Register” if you are registering for the services for the first time or “Reregister” if you have already registered for the digital services and lost your access codes.

Then select the type of person: “Natural” and on the next page, “I act for myself.” You may also authorize a third-party Natural Person to complete the process on your behalf or submit an application for you as a Legal Representative.
In the cases of representation, no further identification is required and therefore, the myAADElive application is not used.
It is pointed out that the assignment of an Authentication Key to a Non-Natural Person does not require additional identification of the requesting representative, therefore the option of myAADElive Service is not used.

82. Q Can an authorized third party receive the Authentication Key from

myAADElive Service?

- A** No, the TIN and Authentication Key or the Authentication Key from myAADElive Service is assigned only to the taxpayer themself.

83. Q **Where do I apply for an Authentication Key?**

- A** The Authentication Key application is carried out through the IAPR website's homepage, IAPR > myAADE > TIN & Authentication Key > Authentication Key at the online address: <https://www1.aade.gr/gsisapps5/myaade/#!/myklidarithmos>
Alternatively, enter directly:
<https://www1.aade.gr/registration/chooseRegistrationType.htm>

And in the case of the Authentication Key, face-to-face identification is required, and therefore, myAADElive Service can be used, only in the case of an Individual acting for herself/himself.

84. Q **Can I change the e-mail I registered in the Authentication Key application at a later time?**

- A** Yes, through your personal account in the digital portal "myAADE", in the field "Registry & Communication", you can register and update your contact details, such as mobile phone - landline, e-mail etc.

85. Q **Which fields should I fill in the Authentication Key application for the appointment with myAADElive Service?**

- A** All fields marked with an asterisk must be filled in. In case of failure of automatic identification, if you wish to receive the Authentication Key after an appointment with myAADElive Service, you can select the field "The appropriate identification document is not available or there is no mobile phone of a Greek provider and/or an account in a Greek credit institution."
Then you choose your identification method, either through a direct video call with the first available IARP agent (FAA) , or with a scheduled appointment for a video call with an IARP agent .

86. Q **If the process of issuing an Authentication Key through myAADElive Service is not completed, can I contact the Tax Office to receive it or request that it be sent to me electronically?**

- A** The taxpayer has three options for the issuance of an Authentication Key:
- Remotely, electronically. As long as you have a valid and active bank account number (IBAN), in which you are the sole beneficiary or co-beneficiary, and a mobile phone number that is cross-checked through interoperability with the mobile telephony provider where it belongs, the

Authentication Key is sent fully automatically in two parts. The first part via e-mail and the second via SMS.

- By making an appointment to make a video call through myAADElive Service.
- By making an appointment with the Registry of the Administrative and IT Support Department of any Tax Office.

The change of the identification method is carried out by retrieving the application.

87. Q When I reapply for an Authentication Key, do I have to make a new appointment?

A The IAPR representative, with whom you make the video call, will inform you about whether you should make a new appointment or whether the approval process will be completed during your appointment, or at a later time, within the Service's operating hours.

88. Q I don't have a landline to fill in the Authentication Key application. What can I do?

A You can fill in your mobile phone number in that field.

89. Q I applied for an Authentication Key but did not receive the code confirmation e-mail. What do I do?

A Make sure you have typed in your e-mail address correctly. Finally, check your spam mail.

90. Q How do I apply for re-registration?

A In the same way that you fill in the relevant application for registration of a natural person in TAXISnet services, as mentioned above. On the TIN & Authentication Key app, go to: Password > Reregistration.

91. Q How long after the video call will I get the Authentication Key?

A The Authentication Key is sent immediately. However, there may be some delay due to various reasons. It is recommended that you also check your spam mail.

92. Q What do I do when I receive the Authentication Key?

A The Authentication Key is only used to activate the TAXISnet access codes. The Authentication Key e-mail that will be sent to you includes, in addition to the Authentication Key, the link you need to follow, along with the steps and instructions to activate your access codes.

- 93. Q How do I activate the Authentication Key?**
A The Authentication Key is not to be activated. It is used in the activation process of the TAXISnet access codes.
- 94. Q How do I activate the UserAccount on TAXISnet?**
A To activate the account, you need to know three (3) codes:
- the username,
- the password you chose when submitting your application, and
- the Authentication Key.
You then select the “Account Activation” service from the Certification Services.
- 95. Q In how many days must the Authentication Key be activated?**
A The Authentication Key must be activated immediately.
- 96. Q I wish to receive an Authentication Key as a foreign resident, and my information in the Registry is half in Greek and half in English. Can I get an Authentication Key?**
A No, you should first contact the Registry of the Administrative and IT Support Department of the competent Tax Office to update information based on the identification document you will present. Then, fill out the online application for an Authentication Key based on the identification document and make an appointment with our Service.
- 97. Q What do I fill in as username and password in the Authentication Key application?**
A The fields of the online application contain instructions for creating a username and password. Please note that the password is designated as temporary as it will be required for you to change it during the activation process.
Especially for the username, you are given the option of a suggested username, by pressing the button to the right of the relevant field. In any case, you should save your access codes.
- 98. Q Can I set the username and password suggested by the application?**
A It is possible to choose a suggested username. No password is suggested.
- 99. Q Do I have to remember the username and password that I enter in the Authentication Key application?**
A Yes, it is necessary to temporarily note the username and password because they will be requested during the activation process of your TAXISnet account.

- 100. Q I wish to fill out the Authentication Key application for my minor child. What do I enter as the username and password?**
- A** You enter new TAXISnet access codes as username and password. You will use them exclusively for your minor child. Under no circumstances do you enter your own personal TAXISnet access codes.
- 101. Q How will I receive the Authentication Key?**
- A** After the completion of the video call with the IAPR representative, the Authentication Key is sent to the e-mail you entered in the relevant application.
- 102. Q To which e-mail address will the Authentication Key be sent?**
- A** To the e-mail address you entered in the online registration/reregistration application on services that require TAXISnet access codes.
- 103. Q What is provided in cases where I have not received the Authentication Key by e-mail?**
- A** The Authentication Key is sent to the e-mail address that has been confirmed during the submission of the online registration application. You should check both your inbox and spam mail for receiving the relevant e-mail. If you still find that you have not received it, then you will need to complete a new registration application and repeat the video call process to receive a new e-mail containing a new Authentication Key.