

## Guidance on how to register for Agent Forum service

Link to the community Forums below:

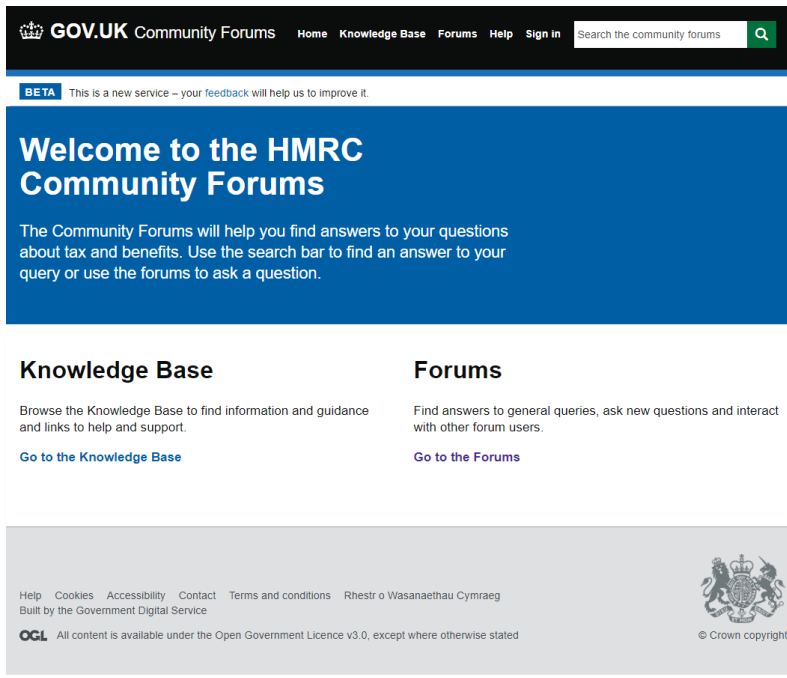
<https://community.hmrc.gov.uk>

Both the Knowledge Base & Customer Forum are immediately available as 'read only'. For access to and interaction with the Agent Forum, please register to it using your email address (not visible on the Portal), own name (Forename & Surname) and whatever your Professional Body is i.e. '**Institute of Chartered Accountants for England and Wales** or **Law Society**' & Registration Number i.e. '**12345**'.

Once your application appears on MS Dynamics 'for approvals' listing, it will be cleared, and you will receive an acknowledgement email.

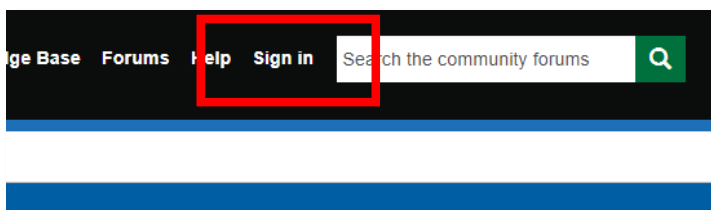
### Registration Procedure screen shots

Welcome to the new Community Forums service.

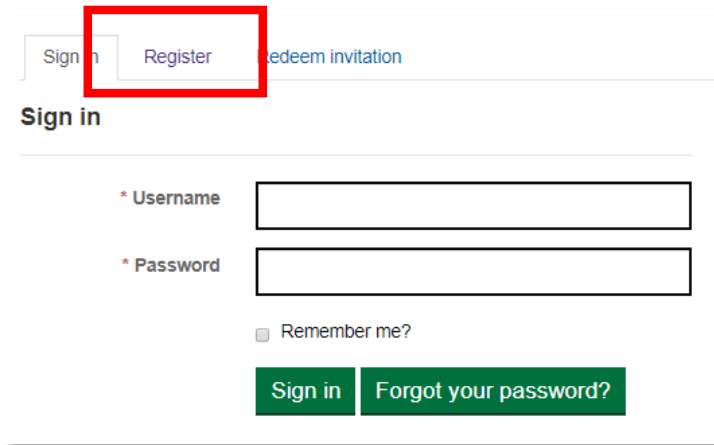


### New Forum registration screens

Go to 'Sign In'



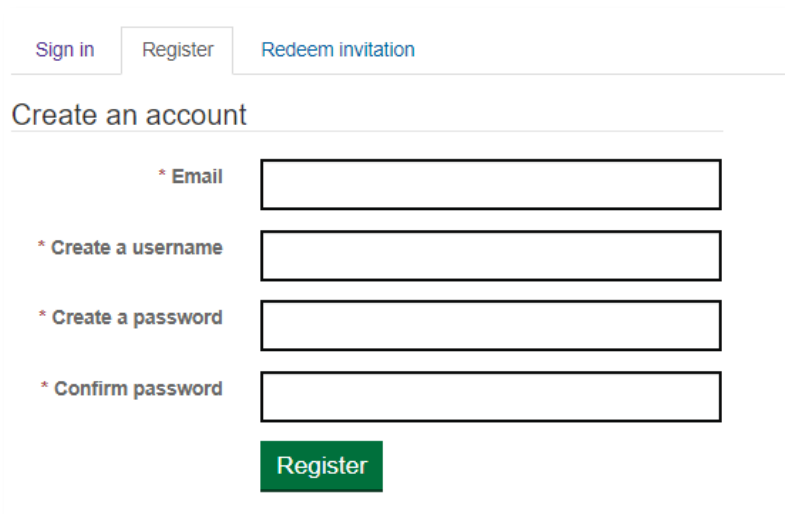
Then click on the **'Register'** tab Provide the details requested.



The screenshot shows a navigation bar with three tabs: 'Sign in', 'Register', and 'Redeem invitation'. The 'Register' tab is highlighted with a red rectangular box. Below the navigation bar, the 'Sign in' section is visible, featuring input fields for '\* Username' and '\* Password', a 'Remember me?' checkbox, and two buttons: 'Sign in' and 'Forgot your password?'.

Please provide the details requested

**Please note:** your password must contain characters from at least three of the following: uppercase, lowercase, numerals or special characters..



The screenshot shows the 'Create an account' page. The navigation bar has 'Sign in', 'Register', and 'Redeem invitation' tabs, with 'Register' being the active tab. The main content area contains four input fields labeled '\* Email', '\* Create a username', '\* Create a password', and '\* Confirm password'. A green 'Register' button is positioned at the bottom of the form.

Click **'Register'** you will be presented with the Terms and Conditions screen.

Read the **Terms and Conditions** and scroll to the bottom



**BETA** This is a new service – your feedback will help us to improve it.

## Terms and conditions

To acknowledge that you have carefully read and understood the terms and conditions of the HMRC Community Forums, please ensure you agree at the bottom of this page.

### Terms of Use

When signing up to use the HMRC Community Forums, users must agree to the following Terms of Use of the HMRC Community Forums (herein after referred to as 'Forums').

I have read and agree to the terms and conditions

Accept and Continue

Click **“I have read and agree to the terms and conditions”**

Click **“Accept and Continue”**

You will then receive an email confirming you have registered and your username. You do not need to take any action with this e-mail.

Thank you for registering on [HMRC's Online Community Forums](#). You'll now be able to keep your information up to date, post content and let us know how you would like to be contacted by the forum moderation team should we need to.

Your user name is username.

Please make sure you confirm your email address through your profile page.

Our [Knowledge Base](#) has user guides and information on how to find content relevant to you.

Best regards  
The HMRC Moderator team



You will be re-directed to your **profile page**

GOV.UK Community Forums Home Knowledge Base Forums Help Account - Search the community forums

BETA This is a new service – your feedback will help us to improve it.

Home > Profile

## Profile

Profile

Change Password

Change Email

Please provide some information about yourself.

The first name and last name you provide will be displayed alongside anything you post on the forums.

Your email address and username will not be displayed anywhere on the forums.

The agent forums are only accessible to registered tax agents and we will ask you for your professional body and membership number.

Your email requires confirmation. [Confirm Email](#)

### Your Information

First name \*  
username

Last name

E-mail  
your@email.com

Request agent forums access

How may we contact you?

You may contact me by Email

[Update](#)

Help Cookies Accessibility Contact Terms and conditions Rhestr o Wasanaethau Cymraeg  
Built by the Government Digital Service

OGL All content is available under the Open Government Licence v3.0, except where otherwise stated

© Crown copyright

You are now required to confirm your email by clicking the **Confirm Email** button

Your email requires confirmation. [Confirm Email](#)

Once you have clicked the Confirm Email button you will be taken to the email confirmation page

**BETA** This is a new service – your feedback will help us to improve it.

Profile

### Confirm your email

Change Password

An email has been sent to the email address associated with your profile. Please check your email to complete registration.

Change Email

Email



You will receive an email that you will need to click on the **‘Complete Registration’** link or alternatively copy and paste the URL provided into your browser.

Your account requires confirmation. Please click the following link to complete the registration.

[Complete Registration](#)

Or you can copy the following URL and paste it into your web browser.

<https://community.hmrc.gov.uk/en-US/Account/Manage/ConfirmEmail?userId=4375657d-eba8-e911-a812-000d3a7ed588&code=6ALnqKm5Qfrg1jikopFetRjzJAIB22LGyVrDTCickU9UNQ1MWBGfo3ErpGY7pF46ImGA96Rdv77smFY6ozO2BK%2FomCxdhWY2oAr0L%2FwI0Skjohq5Yz%2FG503Xc0nTe7C6LFDcct8JEGvpzdyle68ihE%2BzqzNjkYHteqI29xlzOTWac83AL4djab1WNUCZ3td>

If you believe you received this email in error, please contact Customer Service for assistance.

Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Best regards  
The HMRC Moderator team



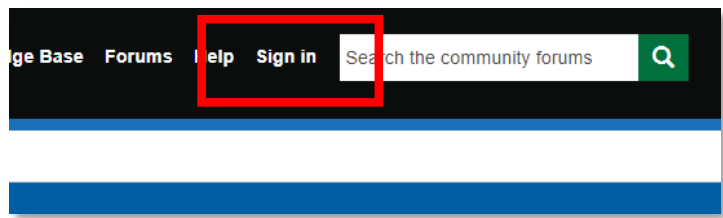
You will be returned to the Forum confirmed email address page (below).

BETA This is a new service – your feedback will help us to improve it.

Confirm your email

Your email has been confirmed successfully. You can now access the Forums using the navigation options at the top of the page.

Now Sign In



You will now be taken to your Profile page (from 'Account' drop down menu)

BETA This is a new service – your feedback will help us to improve it.

Home > Profile

Profile

- Profile
Change Password
Change Email

Please provide some information about yourself. The first name and last name you provide will be displayed alongside anything you post on the forums. Your email address and username will not be displayed anywhere on the forums. The agent forums are only accessible to registered tax agents and we will ask you for your professional body and membership number.

Your Information

First name \* username Last name your@email.com Request agent forums access

How may we contact you?

You may contact me by Email Update

## Agent Forum Access

The Agent Forum requires you to provide your first and last name which will be shown in your posts.

You should then click the box '**Request agent forums access**', which will open up two further boxes requesting your professional body and membership number.

### Your Information

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First name *	Last name
<input type="text" value="username"/>	<input type="text"/>
E-mail	<input type="checkbox"/> Request agent forums access
<input type="text" value="your@email.com"/>	

To receive your Agent Forum access confirmation email, please tick the '**You may contact me by Email**' button.

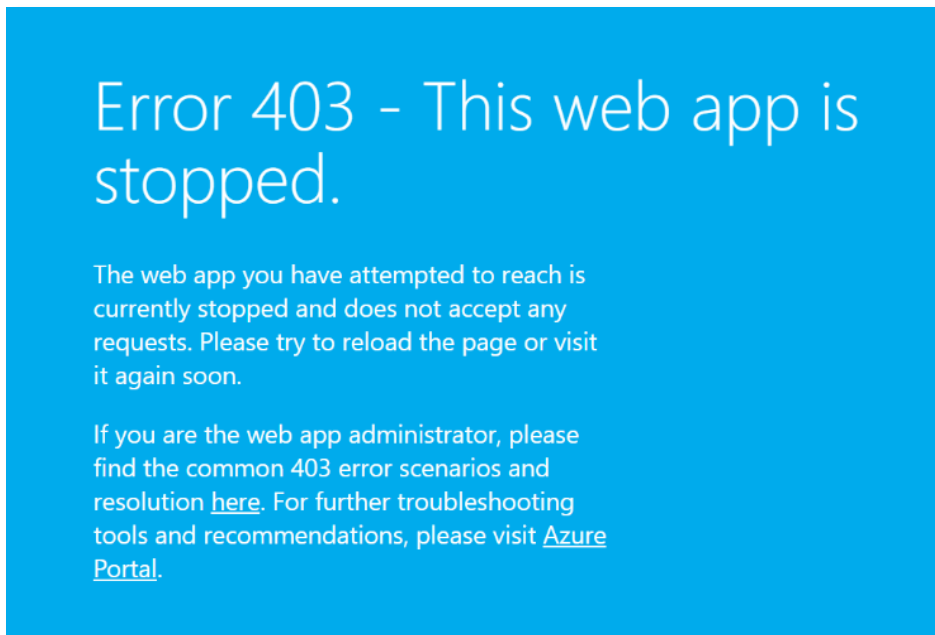
Click '**Update**' which will return you to the profile page. Select '**Home**' on the top menu bar to access both the Customer Forum and Knowledge Base.

We will authorise your application within two working days and confirm by email that you have access to the Agent Forum.

Sign out using the 'Account' tab when you wish to log off.

## Known Issue

When using the Agent forum, you may experience the following issue (see screenshot below).



Whilst we work on a permanent fix for this, as a temporary work around please remove “-origin” from the URL e.g.

*Error* - <https://community-origin.hmrc.gov.uk/en-US/SignIn?ReturnUrl=%2Fforums%2Fagentforums%2F>

*Fix* - <https://community.hmrc.gov.uk/en-US/SignIn?ReturnUrl=%2Fforums%2Fagentforums%2F>

Removing “-origin” from the URL will fix the issue.