Guidance on how to register for the new service

Welcome to the new Community Forums service.
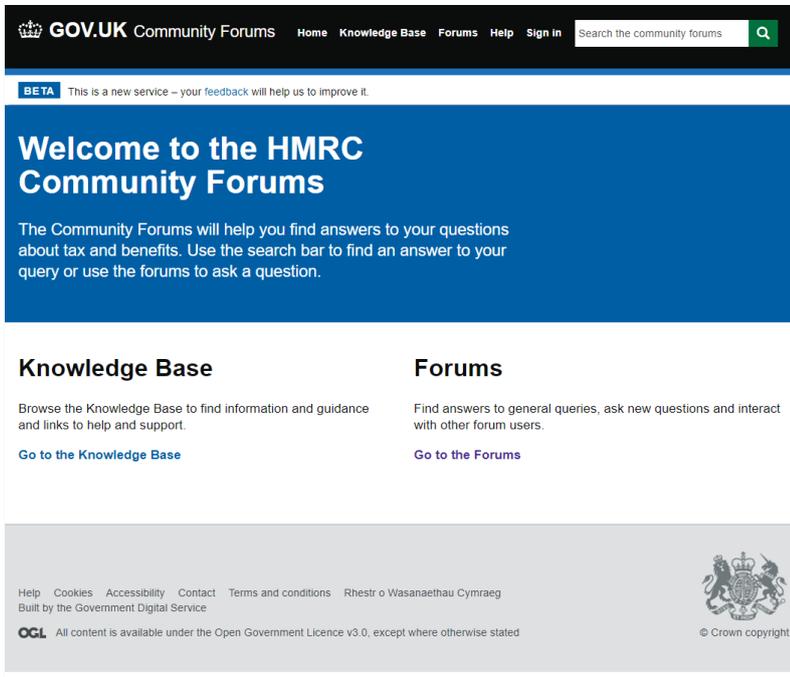
New Forum registration screens

Go to '**Sign In**'
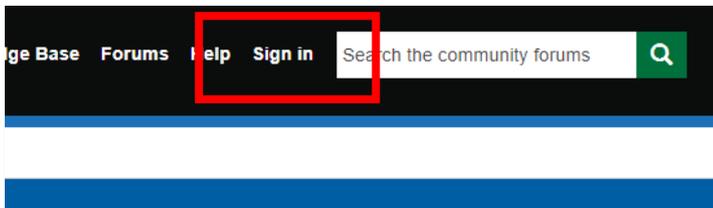
Then click on the '**Register**' tab Provide the details requested.
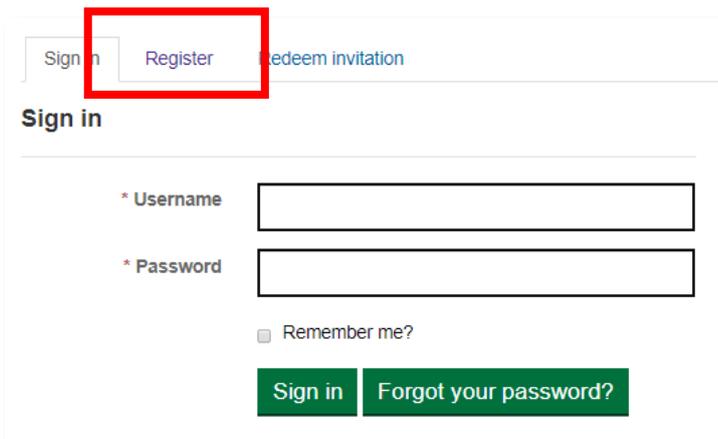
Please provide the details requested

Please note: *your password must contain characters from at least three of the following: uppercase, lowercase, numerals or special characters..*
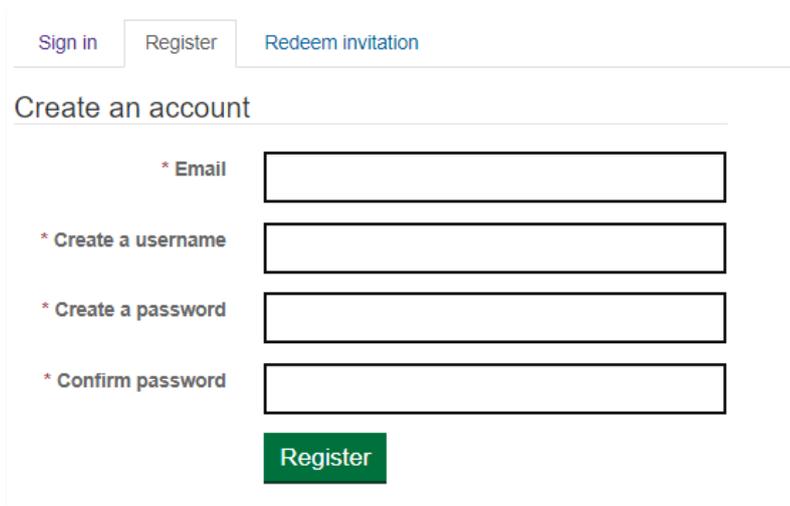
Click '**Register**' you will be presented with the Terms and Conditions screen.

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

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

HM Revenue
& Customs

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

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

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

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-ebe8-e911-a812-000d3a7ed588&code=6ALnqKmSQfrg1IjkopFetRJzJAIB22LGyVrDtCjckUU9UNQ1MWbGfo3ErpGY7pF46lmGA96RdvY7smFY6ozO2BK%2FomCxdhWy2oAr0L%2FwIOSkjohqSYz%2FG503XcOnTe7C6LFDCCt8JEGvpzdyLe68IhE%2BzqzNJkYHteqIZ9xlzOTWac83AL4djab1WNUCZ3td

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).

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.

Help   Cookies   Accessibility   Contact   Terms and conditions   Rhestr o Wasanaethau Cymraeg
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Now **Sign In**
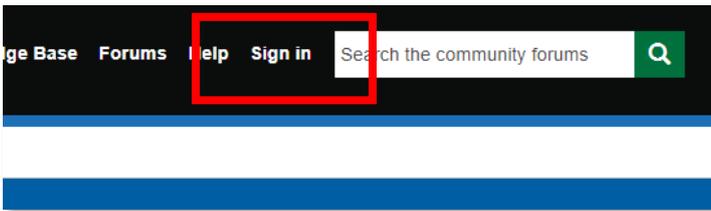
You will now be taken to your Profile page (from 'Account' drop down menu)
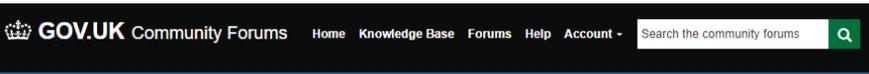
Home > Profile

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

E-mail
your@email.com

☐ Request agent forums access

How may we contact you?

☑ You may contact me by Email

Update

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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.

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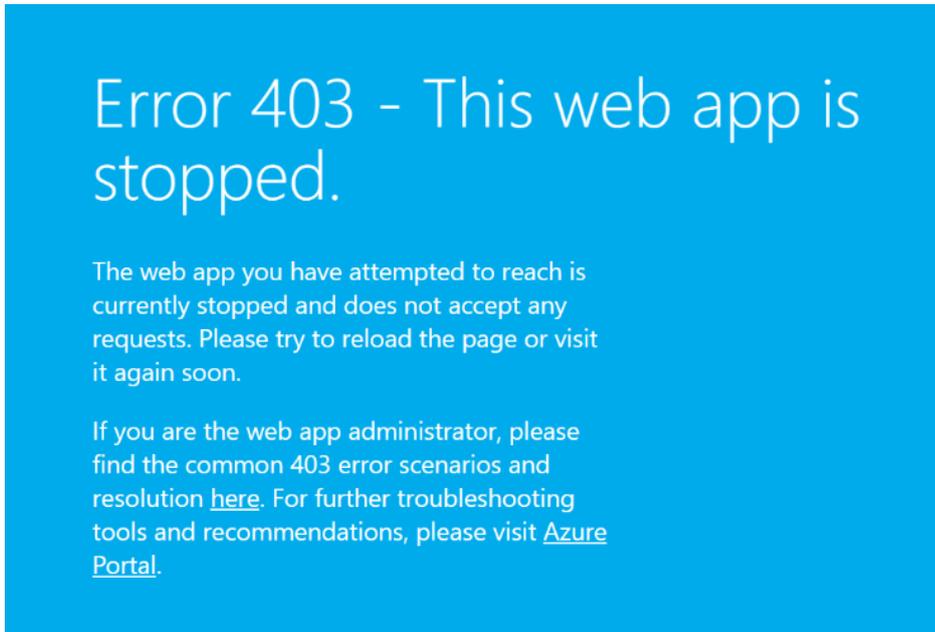
Whilst we work on a permanent fix for this, as a temporary work around please remove "-origin" from the URL e.g.

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.