

How to Log into your Customer Account

You can **only** update the register and submit your annual report through forms in our online portal.

To access the online portal you need a customer account. Your customer account allows you to submit annual reports for your charity and update your charity's details on the register.

If you have a customer account with the Charities Regulator, log in using your login name and password. If you do not know your login name or password or do not have a customer account, follow the 3 simple steps below.



3 simple steps to set up customer account



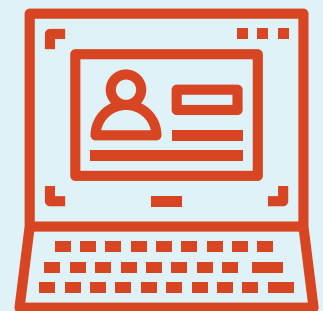
1 Appoint an authorised filer(s)

An authorised filer is the person chosen by the charity to submit forms such as the annual report and to update charity details like your charity's address and to add charity trustees. A letter of approval is required to become an authorised filer, see 3 below. Make sure the right people, have the right access, to the charity's account at the right time.

2 Set up a customer account

The authorised filer needs to now set up a customer account. Visit www.charitiesregulator.ie, go to the login button and create a new account.

The login name, password and email address entered will be connected to the authorised filer's customer account. Keep a record of these very important details. We advise using a general non-personal email address to which more than one appropriate person in your charity has access e.g. info@charity.com.



3 Verify the authorised filer with the Charities Regulator



The authorised filer needs to log into their account and select the 'authorised filer form' through our online portal. They need your registered charity number to select the right charity. They need to submit this online form which must be accompanied by a letter of approval signed by at least one current charity trustee. This form will be verified by the Charities Regulator and we will tell you when you can access your account. The authorised filer can then begin filing your annual report or updating your charity's details.

TOP TIPS!

Know who your authorised filers are, remove access when that person leaves the charity, keep the details up-to-date.

Know your authorised filer's login name, password and email address, keep the details up-to-date and keep a record.



Forgot your password? You can use the 'forgot password' link on the portal. This link will only work if you know and have access to the email address in the authorised filer's customer account as the link to change your password will be sent to it.