HM Revenue & Customs

Change to HMRC's online system access: action required by 14th December 2018

As you may be aware HMRC is currently replacing Government Gateway with a new platform that is more secure, has additional functionality, and is fit for the future.

We've already done much of the work and the new platform is already serving more than 7.5 million users. We remain on track to decommission the current Government Gateway by March 2019.

We are now at the point where we need to migrate a number of services that you and your fellow agents use - **you may need to take action before Friday 14th December to retain your access.**

Please ensure anyone in your company who accesses HMRC's online systems is aware of this change and their responses are co-ordinated as appropriate by Friday 14th December.

What does this mean for me?
If currently you and your team access HMRC systems using the Government Gateway, entering your credentials each time, then you will not be affected and you do not need to do anything.

However we're aware that a number of agents currently use their own systems to run background logins so their teams are logged in to HMRC systems in an automated way, you may call this silent login.

As we continue to improve security for agents we will be removing this functionality altogether and users will need to enter their Government Gateway credentials on the new platform each time they wish to access an HMRC system.

However, to soften the impact of this change, we are able to extend your automated access on an interim basis but will need some information from you in order to do so.

What do I need to do?
If currently you and your team access HMRC systems using the Government Gateway, entering your credentials each time, then you will not be affected and you do not need to do anything.

However if you currently use a background log in - so your access to HMRC systems is automated without the need to enter user credentials - then you'll need to send us some user details by Friday 14th December so we can offer you an interim solution.

What details should I send you?

Please email agent.login@hmrc.gsi.gov.uk the full names, email addresses and Gateway ID credentials of anyone wishing to use HMRC online systems so we can ensure their access isn't disrupted.

We will add these users to a secure access list and send you a new website address (url). You'll need to amend your systems to point to this link as soon as you receive it.

You will need to have made this change by Friday 11th January 2019 or your access via automated login will be broken.

Once you have made this change you will be able to continue accessing HMRC systems using an automated method but only on an interim basis. HMRC has not yet set a date for removing this functionality altogether. We will be consulting with agent professional bodies and other stakeholders before agreeing a date, and will give you as much notice as we can.

We encourage you to start considering how you will need to change your working processes in readiness for the removal of automated access. If you build your own software then we strongly advise that you do not develop any further solutions that use this functionality as HMRC will not be supporting it in the future and you could lose access to HMRC's services.

Further information
In consultation with the Professional Bodies' Group we have created a question and answer set providing further information, you can view it at [Agent automated login: Q&A](#).

Yours sincerely,