



Common Customer Account Access Issues

Part 1 – Forgot Password

Part 2 – Not Receiving Password reset Email

Part 3 – Forgot how to access Account using Two-Factor Authentication

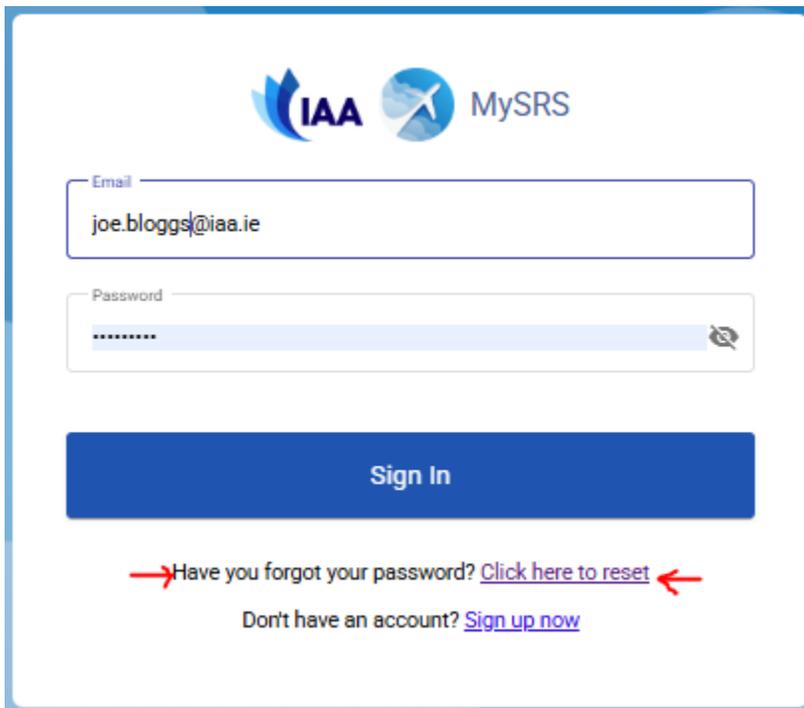
Part 4 – Replaced/Lost Two-Factor Authentication Device (smart phone)

Part 5 – Account shows error message "Customer User Login Name is Pending"

Part 6 – Account shows error message "Your Account is Not Active"

Part 1 – Forgot Password

1. When users forget their password, there is a link available on the Sign In page called **"Click here to reset"**
2. This allows password reset (see screenshot below), when selected you will receive an email to confirm the reset.



The screenshot shows the MySRS Sign In page. At the top, there are the IAA and MySRS logos. Below the logos are two input fields: 'Email' containing 'joe.bloggs@iaa.ie' and 'Password' with masked characters and a visibility icon. A blue 'Sign In' button is positioned below the password field. At the bottom, there is a red arrow pointing to the text 'Have you forgot your password? Click here to reset', and another red arrow pointing to the text 'Don't have an account? Sign up now'.



Part 2 – Not Receiving Password Reset Email

1. When a user does not receive the email after requesting password reset, it is normally because the user account has been automatically locked/made inactive for the following reasons:
 - There were too many failed log-ins OR
 - There were too many failed Two-Factor Authentication attempts.
2. To resolve this issue the user will need to send an email requesting access to their account and for security reasons also provide their correspondence address which was used when setting up their account as follows:
 - a. Send email to mysrssupport@iaa.ie and,
 - b. Request **account unlock** and provide **correspondence address** (example Times Building, 11-12 D'Olier Street, Dublin 2).

Part 3 – Forgot how to access Account using Two-Factor Authentication

1. Two factor authentication is a mandatory requirement for all verified users. When a user forgets how to access their two-factor authentication application or service, for security reasons they need to:
 - a. Send email to mysrssupport@iaa.ie and,
 - b. Request **two factor authentication reset**, advise your **email address** used to set-up your MySRS account and,
 - c. Provide **correspondence address** used to set-up your account (example Times Building, 11-12 D'Olier Street, Dublin 2).
2. When you receive confirmation that your Two-Factor Authentication has been reset:
 - a. Download one of the following apps on your smart phone: 'Google Authenticator' or 'Authy' or 'Microsoft Authenticator' or 'FreeOTP'.
 - b. Sign into your account and setup the two-factor authentication by using the app you have downloaded.
 - c. When setting up two factor authentication you will be shown a QR code to scan using the app on your phone.
 - d. You will be presented 5 password recovery keys – take a photo and save them somewhere safe – they will no longer be available once your 2FA is set-up.
 - e. Please watch this video which summarises two factor authentication set-up:
<https://vimeo.com/510487926>



Part 4 – Replaced/Lost Two-Factor Authentication Device (smart phone)

1. Two factor authentication is a mandatory requirement for all verified users. When a user has lost or replaced their mobile device (smart phone), they will need to **setup a new** two-factor authentication application or service connection, for security reasons the following is required:
 - a. Send email to mysrssupport@iaa.ie and,
 - b. Request **two factor authentication reset**, advise your **email address** used to set-up your MySRS account and,
 - c. Provide **correspondence address** used to set-up your account (example Times Building, 11-12 D'Olier Street, Dublin 2).
2. When you receive confirmation that your Two-Factor Authentication has been reset:
 - a. Download one of the following apps on your smart phone: 'Google Authenticator' or 'Authy' or 'Microsoft Authenticator' or 'FreeOTP'.
 - b. Sign into your account and setup the two-factor authentication by using the app you have downloaded.
 - c. When setting up two factor authentication you will be shown a QR code to scan using the app on your phone.
 - d. You will be presented 5 password recovery keys – take a photo and save them somewhere safe – they will no longer be available once your 2FA is set-up.
 - e. Please watch this video which summarises two factor authentication set-up: <https://vimeo.com/510487926>

Part 5 – Account shows error message "Customer User Login Name is Pending"

1. Users receive this error message when they have completed the first step of setting up their account but have not opened the email which contains the account verification link.
2. Sometimes the email with the verification link is received in your email junk or spam inbox.
3. If you can't find the email with the verification link or the link has expired please send an email to mysrssupport@iaa.ie



MySRS – Customer Account Issues



Part 6 – Account shows error message “Your Account is Not Active”

1. User accounts are automatically set to inactive when too many failed log-ins or incorrect two factor authentication attempts are recorded. To resolve this the user needs to request account reset for security reasons the following is required:
 - a. Send email to mysrssupport@iaa.ie and,
 - b. Request **two factor authentication reset**, advise your **email address** used to set-up your MySRS account and,
 - c. Provide **correspondence address** used to set-up your account (example Times Building, 11-12 D’Olier Street, Dublin 2).