





Votre espace professionnel

Managing **Professional Accounts**

Editing the Contact Details of Your Professional Account

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1. Overview

1.1. Purpose of the Guide

Professional users of the tax authorities' online procedures can access their online services from their account.

A professional account is held by the individual whose contact details are provided when setting up the account. They may be subsequently changed by following the procedure for managing contact details.

This Guide¹ sets out the order of the steps for changing your contact details in your professional account.

1.2. Target audience

This procedure is for any user with a professional account.

1.3. Details of the scope of the procedure

As email addresses are one of two login details (the other being passwords), they cannot be directly changed through this procedure. To do so, please refer to the FOCUS Guide "<u>Changing the Login Email</u> Address or Password".

Δ When setting up an account and making any subsequent changes relating thereto, remember to keep a record of the contact details (by printing and/or saving the contact details file generated in pdf format).

Some of the information detailed on the summary sheet (subscriber no., security question and corresponding answer) must be provided for carry out certain specific operations (resetting a forgotten password for example).

1.4. Steps in the procedure

This is a three-step procedure:

- Log into your professional account
- Edit your contact details
- Save and/or print out your account information summary sheet

1.5. **Before you get started**

The user must log into their account with their email address and password.

¹ All FOCUS Guides can be found on the www.impots.gouv.fr website under "Votre espace professionnel" > "Aide".3

2. Accessing your professional account on the www.impots.gouv.fr website

To begin the procedure, go to the homepage of the www.impots.gouv.fr website.



> Click on "Votre espace professionnel"

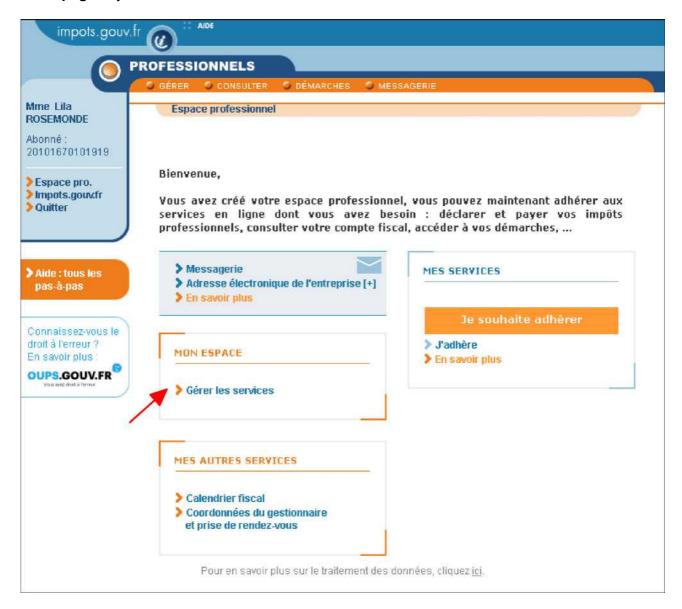
The login page below will then appear:



> Enter your email address and password and then click on "Connexion"

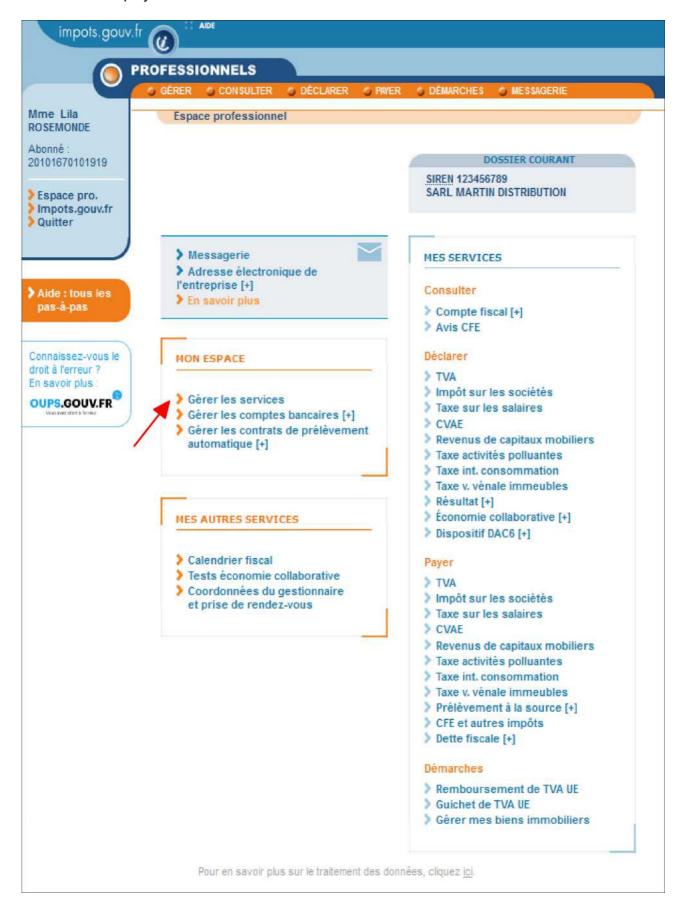
Your professional account's homepage will then be displayed. A different homepage will appear depending on whether you have access to one, several or no companies.

Homepage 1: you have access to **no services**.



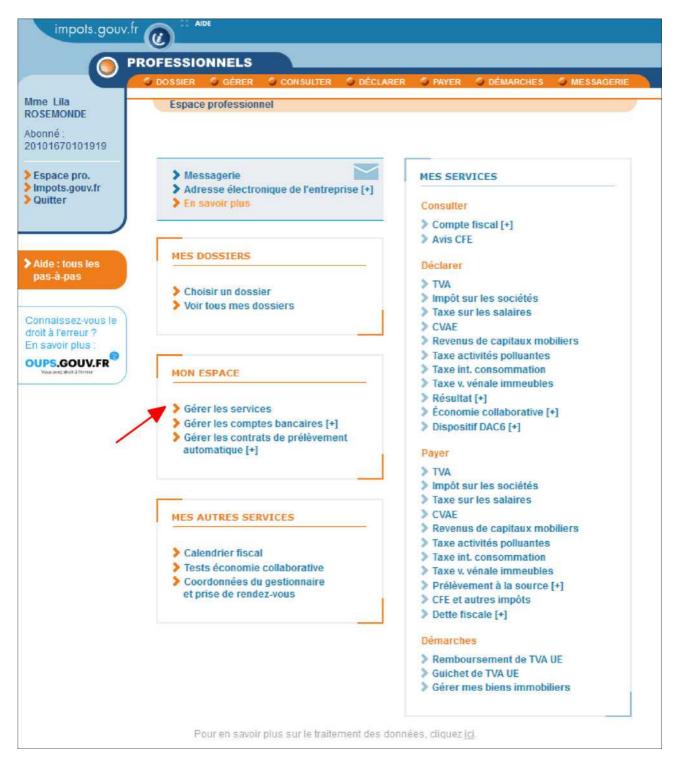
> Click on "Gérer les services"

Homepage 2: you have access to services for **one company**; the company in question and the related services are displayed.



> Click on "Gérer les services"

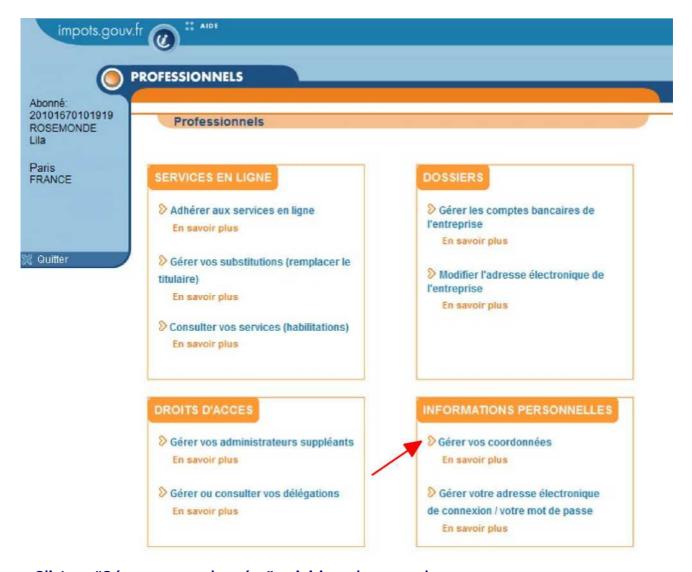
Homepage 3: you have access to services for several companies.



> Click on "Gérer les services"

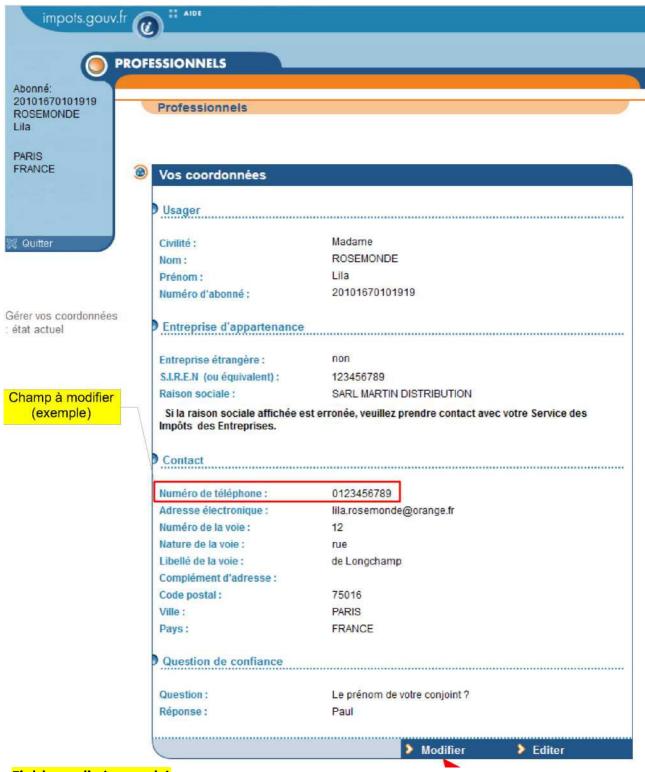
3. Editing your contact details

For all cases, after clicking on "Gérer les services", the following window will appear:



> Click on "Gérer vos coordonnées" to initiate the procedure

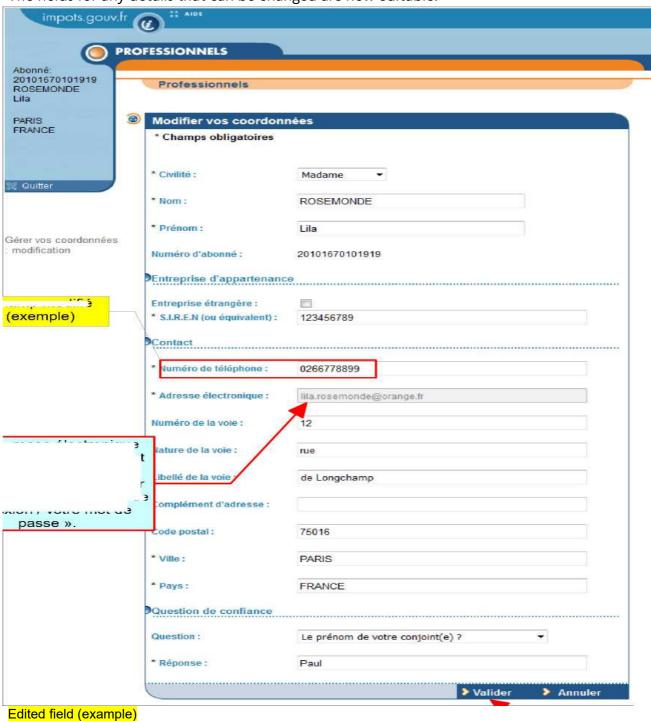
Your up-to-date contact details are then displayed:



Field to edit (example)

> Click on "Modifier"

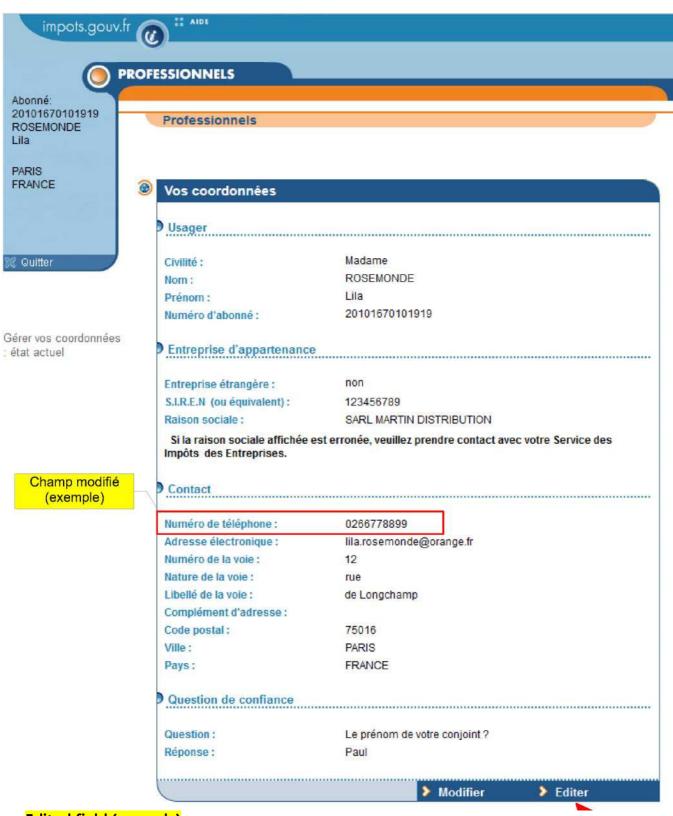
The fields for any details that can be changed are now editable:



Please note: As the email address is a part of the login, it cannot be changed through this procedure, but rather through the "Manage your login email address/password" procedure.

> Make your desired edits to the information and then click on "Valider"

Summary of contact details, post edit:



Edited field (example) > Click on "Éditer"

 Δ You must keep a record of the summary information for your account; you will need it to carry out specific operations (resetting a forgotten password, changing login details etc.).



Δ END OF THE PROCEDURE: the changes made to your contact details have been saved.

4. Troubleshooting

If you need more information, <u>support for online procedure users</u> is available via two channels:

- ✓ Hotline on 0809 400 210 (free service + carrier's charges) from 8am to 7.30pm, Monday to Friday
- ✓ Online form on the http://www.impots.gouv.fr website. Click on "Contact"/"Accéder" > "Professionnel" > "Une assistance aux téléprocédures" > "Par formuel pour une procédure de déclaration en ligne des données" > "Accéder au formuel".