





Votre espace professionnel

# Professional Account FOCUS Guide to

## Online Procedures: Resetting Forgotten Password

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#### Overview

#### 1.1. Purpose of the Guide

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

Users are required to provide an email address and a password to access their account. If they have forgotten their password, they must follow the "Reset forgotten password" procedure.

This Guide<sup>1</sup> sets out the order of the steps of this procedure.

#### 1.2. Target audience

The procedure is for users who have forgotten their password to log into their professional account.

Δ If you are unable to complete this procedure (see section 1.5, Before you get started), you can still set up a new account in expert mode (please refer to the FOCUS Guides "Setting Up a Professional Account in Expert Mode"), then request to replace the principal user for each company directly managed in your old account (please refer to FOCUS Guide "Requesting to Replace the Principal User of a Service (replacement)"), along with any delegations for companies that were managed together with other users (please refer to FOCUS Guides "Designating an Alternate Administrator" and "Designating Delegatees and Viewing Delegations").

#### 1.3. Details of the scope of the procedure

The user can choose whatever new password they like.

It however must be a combination of figures and letters, and be at least 20 characters long. It must be different from the last password used.

Following this procedure, all company details and services in your account can be accessed using your email address and new password.

#### 1.4. Steps in the procedure

This procedure is comprised of one step: "Reset forgotten password"

#### 1.5. Before you get started

To change your password, you must:

- have access to the email address chosen when you initially set up your professional account;
- remember the answer to your security question that you set when you created your professional account.

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

This information is provided in the account registration summary given below. When you have set up your account, you are advised to save or print out the account registration form provided:



impots.gouv.fr



#### **VOTRE ESPACE PROFESSIONNEL**

#### RECAPITULATIF DE VOS DONNEES PERSONNELLES

Vos coordonnées

ROSEMONDE Nom:

Prénom:

N° d'abonné : 20232990000101 Téléphone : 0123456789

Adresse électronique

lila.rosemonde@orange.fr Adresse:

12 avenue de Longchamp 75016 FRANCE

Votre question/réponse de confiance

(indispensable en cas de perte de votre mot de passe)

Question de confiance : Le prénom de votre conjoint(e) ?

Réponse de confiance : Paul

Votre espace professionel : document créé le 26/10/2023 à 13h15mn50s

Your subscriber number Your answer for the security question If you are unable to find this form, you can contact either DGFiP or the support team (see **Chapter 3. Troubleshooting**) who will provide you with your account number, email address and your security question.

However, to ensure secure login to your account, tax authority teams do not have access to the answer to your security question.

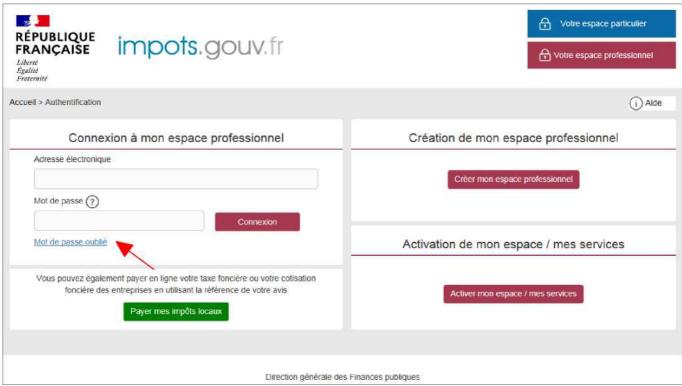
### 2. Resetting forgotten password for the <u>www.impots.gouv.fr</u> website

To begin the procedure, go to the homepage of the <u>www.impots.gouv.fr</u> website.



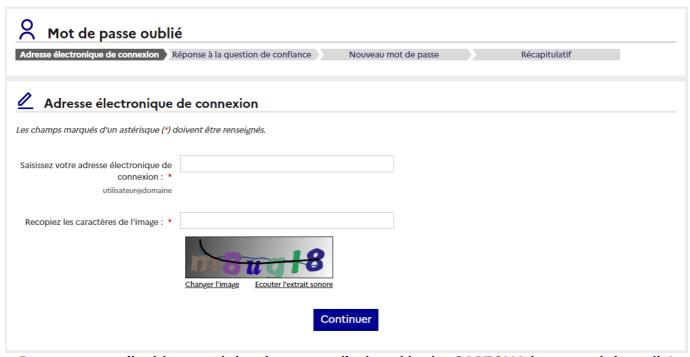
> Click on "Votre espace professionnel"

#### The login page below will then appear:



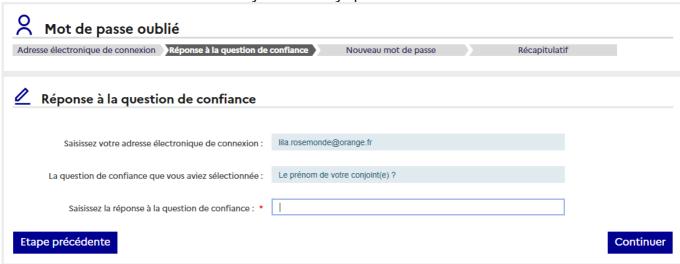
> Click on "Mot de passe oublié"

The screen below will then be displayed:



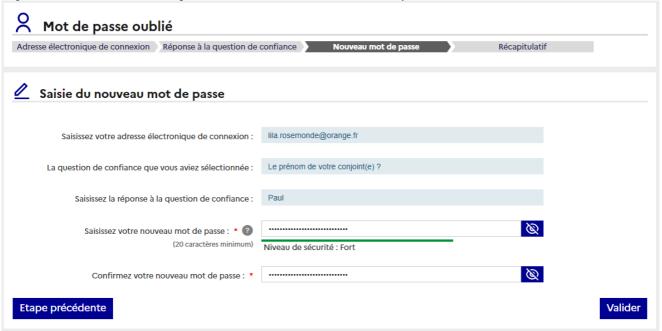
> Enter your email address and the characters displayed in the CAPTCHA image and then click on "Continuer"

You must then enter the answer to your security question.



> Enter the answer to the security question displayed, then click on "Continuer"

If your answer is correct, you will be able to enter a new password:



> Enter and confirm your new password, then click on "Valider"

Your new password must be a combination of figures and letters, with no spaces or diacritics, and be at least 20 characters long.

#### Recommandations pour prévenir des usurpations



- 1 mot de passe différent pour chaque site (limitation des effets en cas d'interception);
- 1 mot de passe différent de ceux utilisés précédemment;
- ne l'envoyez pas par courriel (les messageries électroniques sont cibles de nombreuses tentatives de piratage);
- ne l'écrivez jamais sur quelque support que ce soit (ni fichier ni papier);
- renouvelez vos mots de passe régulièrement (notamment en cas de changement de collaborateur);

Pour faciliter la mémorisation, vous pouvez adopter par exemple la technique de la phrase « Un tien vaut mieux que deux tu l'auras » : 1tvmq2tl'A.

Par ailleurs, il est conseillé de configurer votre navigateur pour qu'il ne se souvienne pas des mots de passe saisis.

**Fermer** 

After having clicked on "Valider", you will be automatically sent to the summary from where you can access online services using your new password.



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Mot de passe oublié

Adresse électronique de connexion Réponse à la question de conflance Nouveau mot de passe Récapitulatif

Votre mot de passe a été réinitialisé avec succès.

Ce mot de passe est valable jusqu'au 05 juin 2026.

Vous allez recevoir un courriel de confirmation.

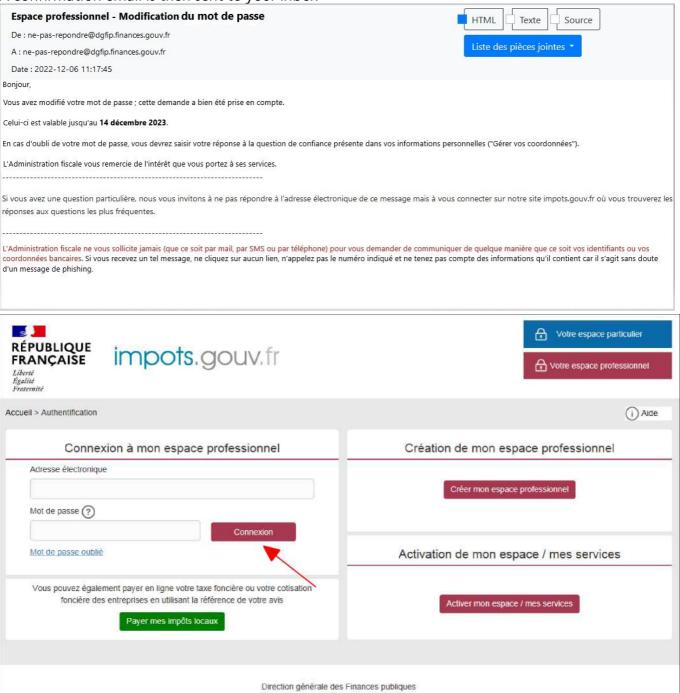
Vous pouvez dès à présent vous connecter à votre espace professionnel.

Accédez à vos services en ligne

Confidentialité Informations personnelles | Accessibilité : non conforme

Quitter

A confirmation email is then sent to your inbox



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

#### 3. Troubleshooting

If you need more information, support for online procedure users 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 <a href="http://www.impots.gouv.fr">http://www.impots.gouv.fr</a> website. Click on "Contact"/"Accéder" > "Professionnel" > "Une assistance aux téléprocédures" > "Par formuel pour une procédure de déclaration en ligne des données" > "Accéder au formuel".