Changes in Authentication Mechanism for Commissioner for Revenue (CFR) online services

Introduction

As from July 2017, users will experience a change in the way they log onto the Commissioner for Revenue (CFR) online services. This is because the e-ID office will no longer be issuing new digital certificates through the mygov.mt portal after the 30th of June 2017. Furthermore, the current active digital certificates will no longer be supported after August 2017.

This document will illustrate these changes to the authentication mechanism.

Individuals and Sole Traders

Individual taxpayers log onto the CFR Online Services portals using their e-ID account's user name and password only (known as Level 1 authentication). Level 1 authentication will remain essentially unchanged; however, users will be presented with a new-style login screen in which to enter their credentials as shown in Figure 1 below.
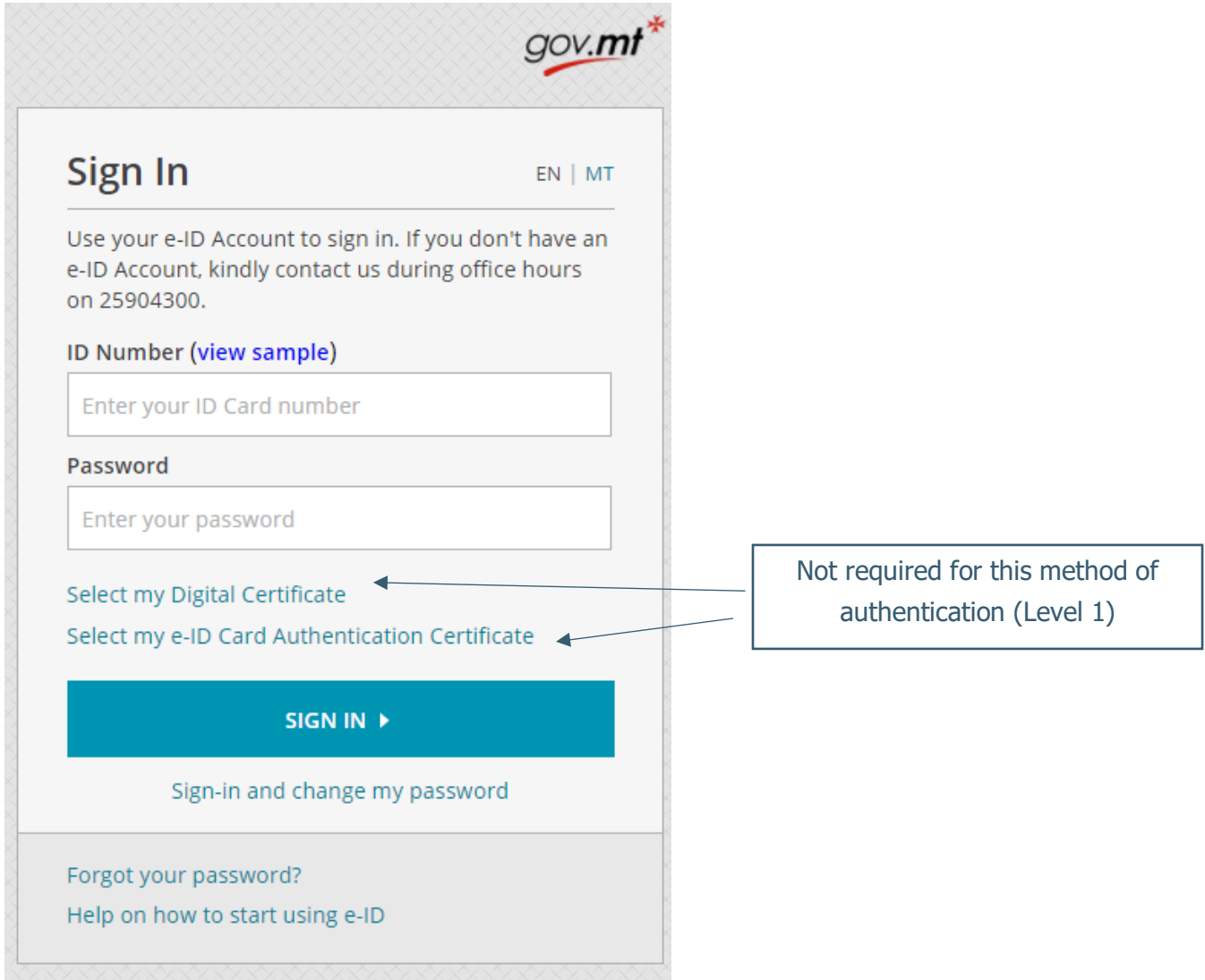

Figure 1: The new e-ID login screen

Tax Practitioners, Employers and Data Providers

This category of users requires stronger level of authentication to access CFR online services. In addition to their e-ID account user name and password, these users are also required to provide a valid digital certificate to be granted access. This is known as 2-Factor authentication and provides an added level of security over and above the e-ID account username and password. Since the current active digital certificates will no longer be supported after August 2017 these are being replaced with the following two methods. Users can choose between "Method 1" using an Authenticator App on their smart-phone or else using the digital certificate stored on their e-ID Cards described below as "Method 2".

Method 1: Authenticator App (Level 2)

This method will require users to install an **authenticator app** to obtain free verification codes that together with the user's e-id account will provide a 2-factor authentication equivalent to "Level 2".

After signing-in with your e-ID account (see Figure 1) you will be prompted to enter a verification code.

The very first time this happens, you will need to set-up an authenticator app on your mobile phone that will provide the free verification codes. Figures 2 and 3 below show the screens that will guide you through this one-time process.
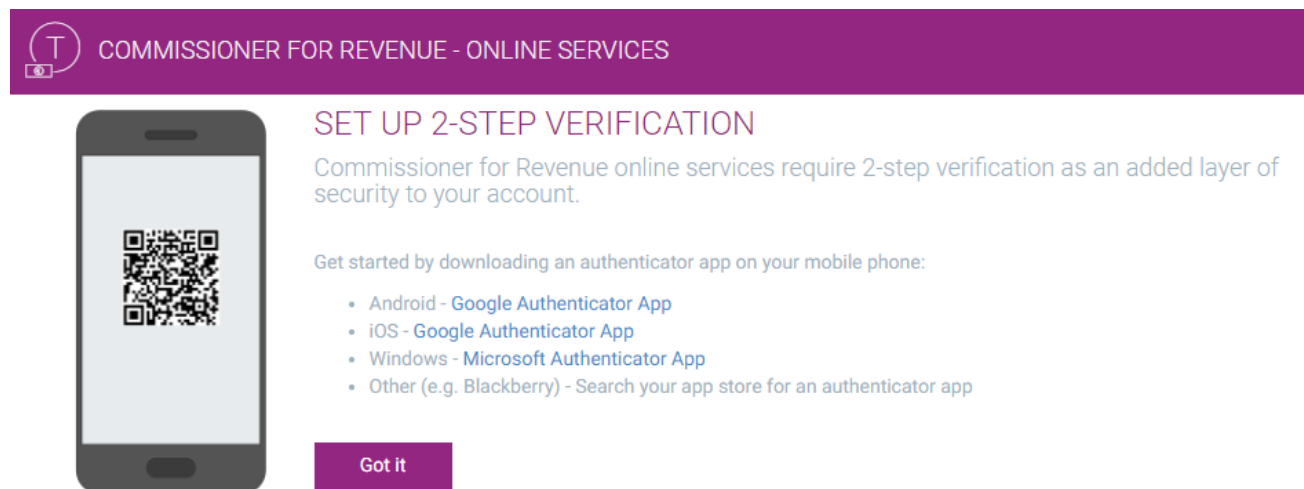

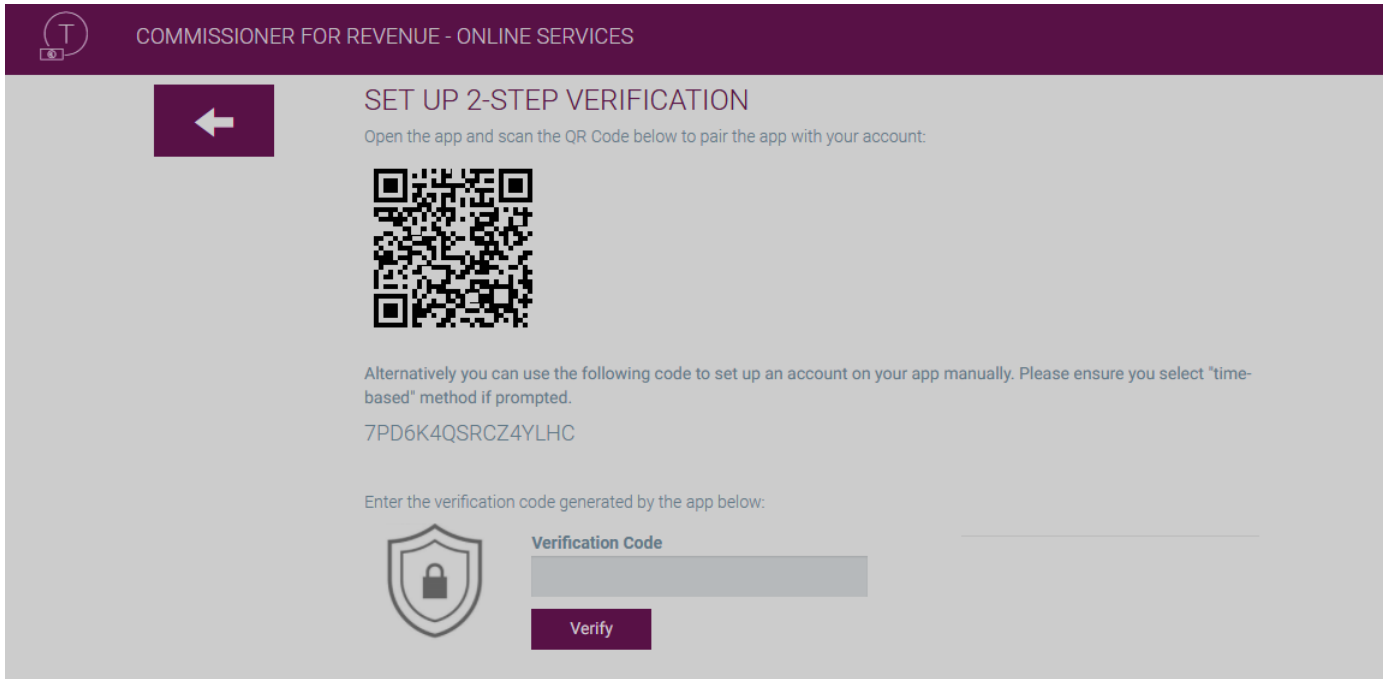*Figure 2: 2-Step Verification Setup*

Figure 3: Pairing the App with CFR Online Services

Future authentication attempts will only prompt you for the verification code as shown in Figure 4.
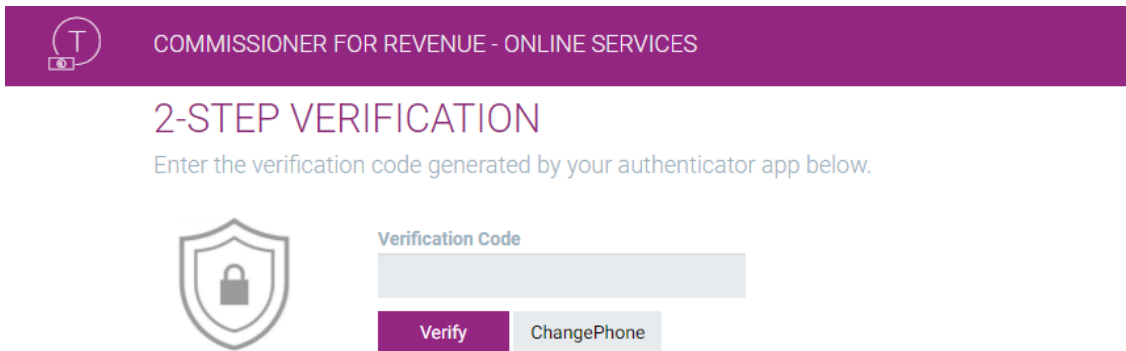

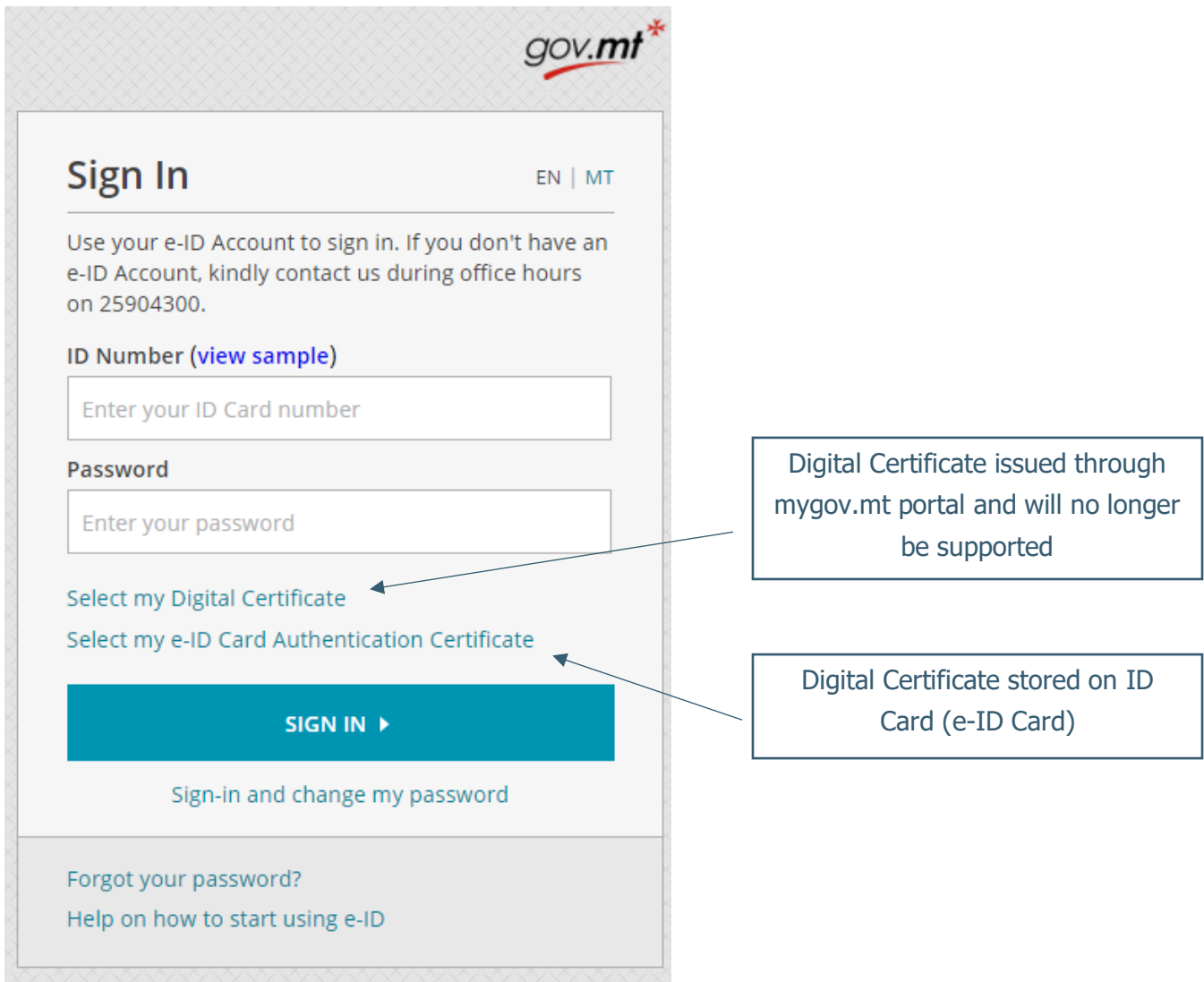*Figure 4: Enter verification code for 2-factor authentication*

The "Change Phone" button allows you to go through the setup process once more if you change your mobile phone or authenticator app.

Please note that although it is possible to set-up or "pair" more than one device to your account, they must all be configured at the same time, using the same barcode/code.

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Method 2: Physical eID Card (Level 3)

Users can also make use of the digital certificate found on their physical eID card instead of the Authenticator app method described in the previous section. This is an even higher level of security as it requires the use of your identity card and a compatible card-reader to access the certificates on the ID card.

To use this method of authentication, choose the link "Select my e-ID Card Authentication Certificate" in the Sign-in screen as shown below.

Please refer to https://identitymalta.com/eidreader/ for further information on how to access and install the digital certificate found on your Identity Card.

For further information

Kindly contact us on 153 or send an e-mail on servizz@gov.mt