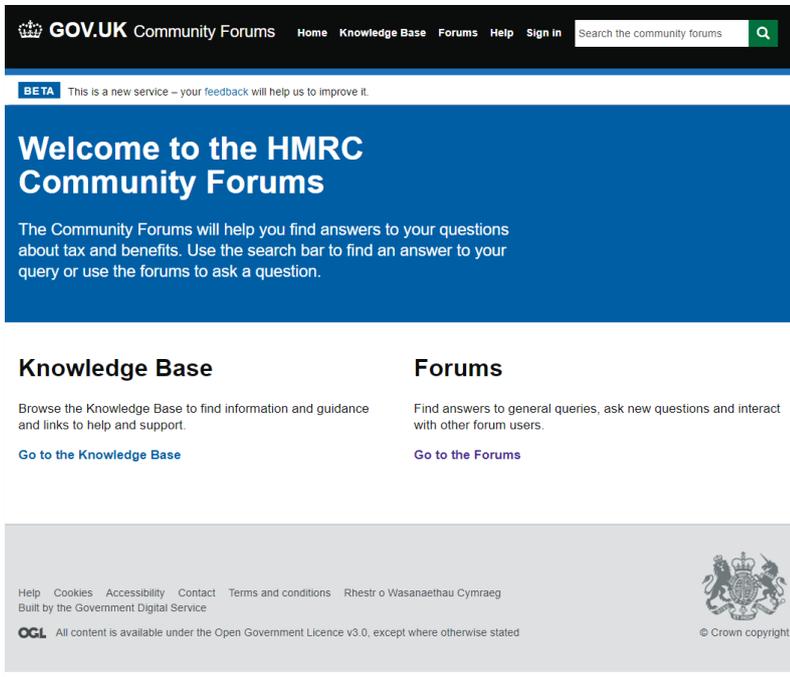


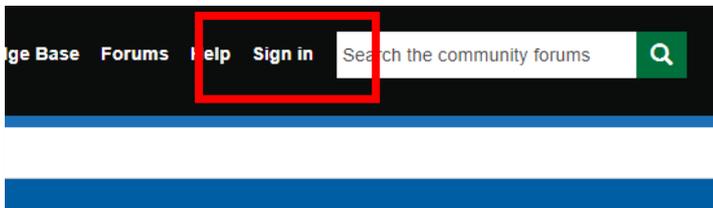
Guidance on how to register for the new service

Welcome to the new Community Forums service.



New Forum registration screens

Go to 'Sign In'

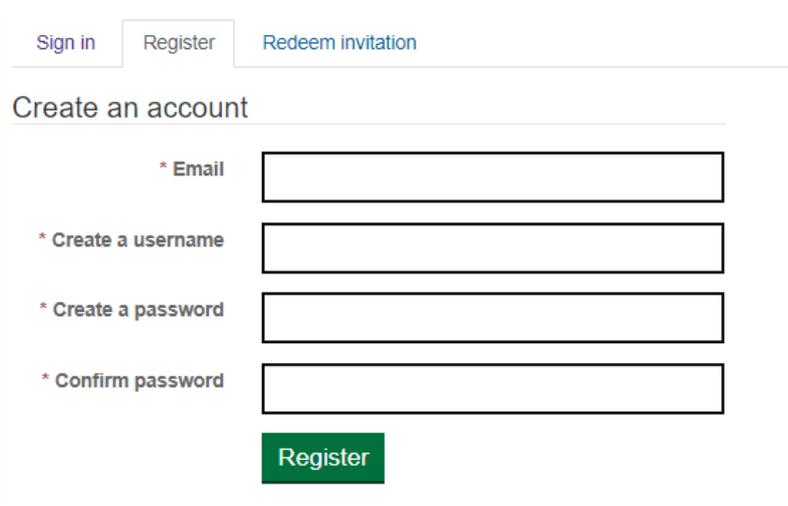


Then click on the 'Register' tab Provide the details requested.

This screenshot shows the registration form. At the top, there are three tabs: 'Sign in', 'Register', and 'Redeem invitation'. The 'Register' tab is highlighted with a red rectangular box. Below the tabs, the 'Sign in' heading is visible. The form contains two input fields: '* Username' and '* Password'. Below these fields is a checkbox labeled 'Remember me?'. At the bottom of the form, there are two buttons: 'Sign in' and 'Forgot your password?'.

Please provide the details requested

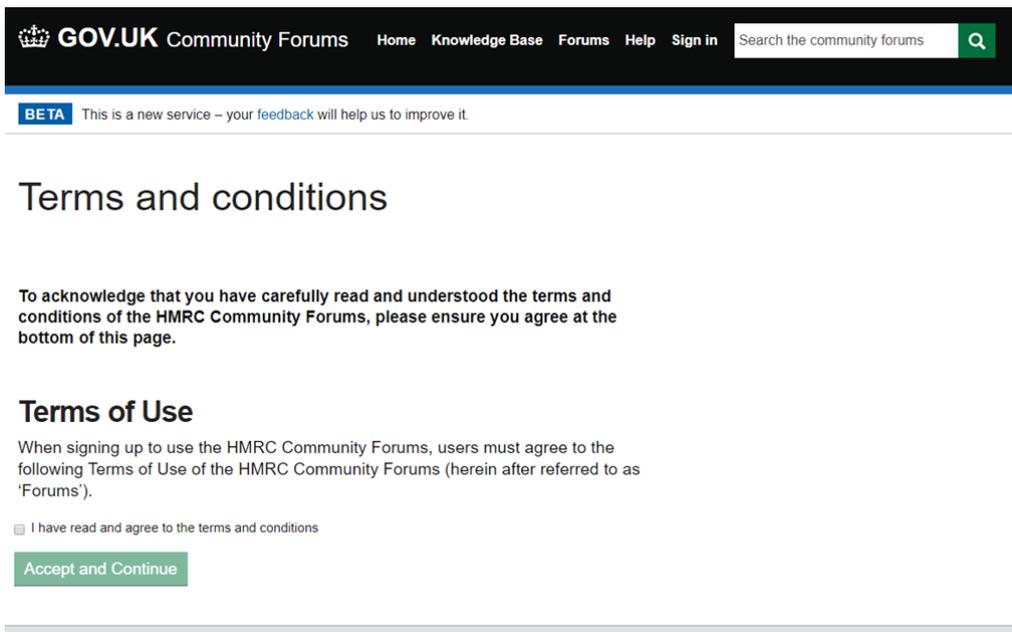
Please note: your password must contain characters from at least three of the following: uppercase, lowercase, numerals or special characters..



The registration form is titled "Create an account" and is located under a navigation bar with "Sign in", "Register", and "Redeem invitation" links. The "Register" link is active. The form contains four required fields, each with an asterisk: "Email", "Create a username", "Create a password", and "Confirm password". Each field is represented by a white rectangular input box. Below the fields is a green "Register" button.

Click '**Register**' you will be presented with the Terms and Conditions screen.

Read the **Terms and Conditions** and scroll to the bottom



The Terms and Conditions screen features a dark header with the GOV.UK logo and navigation links: "Home", "Knowledge Base", "Forums", "Help", and "Sign in". A search bar is also present. Below the header, a blue "BETA" badge is displayed with the text "This is a new service – your feedback will help us to improve it". The main heading is "Terms and conditions". A paragraph states: "To acknowledge that you have carefully read and understood the terms and conditions of the HMRC Community Forums, please ensure you agree at the bottom of this page." Below this is a section titled "Terms of Use" which explains that users must agree to the Terms of Use of the HMRC Community Forums (referred to as 'Forums'). At the bottom of this section, there is a checkbox labeled "I have read and agree to the terms and conditions". A green "Accept and Continue" button is located at the bottom of the page.

Click "**I have read and agree to the terms and conditions**"

Click "**Accept and Continue**"

You will then receive an email confirming you have registered and your username. You do not need to take any action with this e-mail.

Thank you for registering on [HMRC's Online Community Forums](#). You'll now be able to keep your information up to date, post content and let us know how you would like to be contacted by the forum moderation team should we need to.

Your user name is username.

Please make sure you confirm your email address through your profile page.

Our [Knowledge Base](#) has user guides and information on how to find content relevant to you.

Best regards
The HMRC Moderator team



You will be re-directed to your **profile page**

A screenshot of the GOV.UK Community Forums profile page. The page has a dark blue header with the GOV.UK logo and navigation links: Home, Knowledge Base, Forums, Help, Account. A search bar is on the right. Below the header is a blue banner with "BETA" and a message: "This is a new service – your feedback will help us to improve it." The main content area is titled "Profile" and includes a breadcrumb "Home > Profile". On the left, there are three buttons: "Profile", "Change Password", and "Change Email". The main text area contains instructions: "Please provide some information about yourself. The first name and last name you provide will be displayed alongside anything you post on the forums. Your email address and username will not be displayed anywhere on the forums. The agent forums are only accessible to registered tax agents and we will ask you for your professional body and membership number." A red-bordered box highlights a message: "Your email requires confirmation." with a green "Confirm Email" button. Below this is a "Your Information" section with input fields for "First name *" (containing "username"), "Last name", and "E-mail" (containing "your@email.com"). There is a checkbox for "Request agent forums access". At the bottom of this section is a radio button for "You may contact me by Email" and a green "Update" button. The footer contains links for Help, Cookies, Accessibility, Contact, Terms and conditions, and Rhesstr o Wasanaethau Cymraeg. It also includes the OGL logo and text: "All content is available under the Open Government Licence v3.0, except where otherwise stated" and the Crown copyright logo.

You are now required to confirm your email by clicking the **Confirm Email** button

A close-up of the red-bordered box from the profile page. It contains the text "Your email requires confirmation." and a green button labeled "Confirm Email".

Once you have clicked the Confirm Email button you will be taken to the email confirmation page

BETA This is a new service – your feedback will help us to improve it.

Profile

Confirm your email

Change Password

An email has been sent to the email address associated with your profile. Please check your email to complete registration.

Change Email

Email



You will receive an email that you will need to click on the **'Complete Registration'** link or alternatively copy and paste the URL provided into your browser.

Your account requires confirmation. Please click the following link to complete the registration.

[Complete Registration](#)

Or you can copy the following URL and paste it into your web browser.

<https://community.hmrc.gov.uk/en-US/Account/Manage/ConfirmEmail?userId=4375657d-eba8-e911-a812-000d3a7ed588&code=6ALnqKm5Qfng1jlkopFetRjzJAIB22LgyVrDTCjckUu9UNQ1MWBGfo3ErpGY7pF46ImGA96Rdv77smFY6ozO2BK%2FomCxdhWY2oAr0L%2FwI0Skjohq5Yz%2FG503Xc0nTe7C6LFDCC8JEGvpzdyLe68ihE%2BzqzNjYHteqI29xlzOTWac83AL4djab1WNUC23td>

If you believe you received this email in error, please contact Customer Service for assistance.

Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

Best regards
The HMRC Moderator team



You will be returned to the Forum confirmed email address page (below).



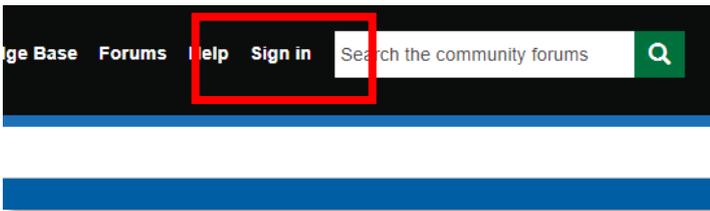
BETA This is a new service – your feedback will help us to improve it.

Confirm your email

Your email has been confirmed successfully. You can now access the Forums using the navigation options at the top of the page.



Now Sign In



You will now be taken to your Profile page (from 'Account' drop down menu)



BETA This is a new service – your feedback will help us to improve it.

Home > Profile

Profile

Profile

Please provide some information about yourself.

Change Password

The first name and last name you provide will be displayed alongside anything you post on the forums.

Change Email

Your email address and username will not be displayed anywhere on the forums.

The agent forums are only accessible to registered tax agents and we will ask you for your professional body and membership number.

Your Information

First name *

username

Last name

E-mail

your@email.com

Request agent forums access

How may we contact you?

You may contact me by Email

Update



Agent Forum Access

The Agent Forum requires you to provide your first and last name which will be shown in your posts.

You should then click the box '**Request agent forums access**', which will open up two further boxes requesting your professional body and membership number.

Your Information

First name *	Last name
<input type="text" value="username"/>	<input type="text"/>
E-mail	<input type="checkbox"/> Request agent forums access
<input type="text" value="your@email.com"/>	

To receive your Agent Forum access confirmation email, please tick the '**You may contact me by Email**' button.

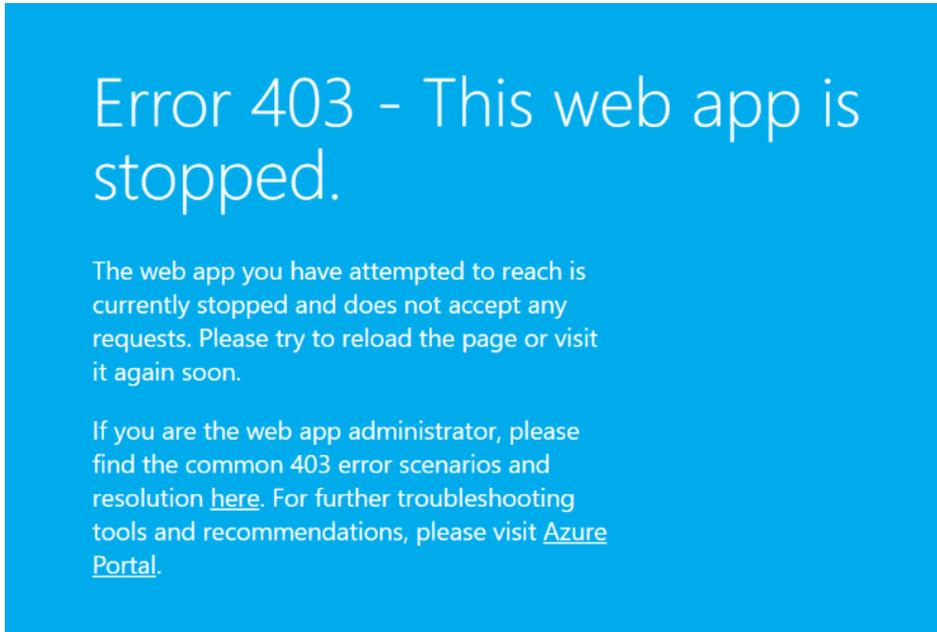
Click '**Update**' which will return you to the profile page. Select '**Home**' on the top menu bar to access both the Customer Forum and Knowledge Base.

We will authorise your application within two working days and confirm by email that you have access to the Agent Forum.

Sign out using the 'Account' tab when you wish to log off.

Known Issue

When using the Agent forum, you may experience the following issue (see screenshot below).



Whilst we work on a permanent fix for this, as a temporary work around please remove “-origin” from the URL e.g.

Error - <https://community-origin.hmrc.gov.uk/en-US/SignIn?ReturnUrl=%2Fforums%2Fagentforums%2F>

Fix - <https://community.hmrc.gov.uk/en-US/SignIn?ReturnUrl=%2Fforums%2Fagentforums%2F>

Removing “-origin” from the URL will fix the issue.