

eFile and Pay – Password Retrieval Process

Introduction

If you **are** enrolled in the Florida Department of Revenue's eServices and have been issued a user ID and password but have forgotten your login information, follow the steps below to retrieve your credentials.

If you **are not** enrolled in eServices and typically log in to the eFile and Pay system using other identification types (such as a Business Partner Number and Certificate Number), do not use the password retrieval portal. Instead, refer to the "Where to locate Tax ID Types" section below for information about these identification types and where to locate them. Then return to the login page and select the option to sign in using your credentials.

Included Tax Categories and Required Tax ID Types

Tax Category	FEIN	Business Partner Number	Reemployment Number	Certificate Number
Communications Services		X		X
Documentary Stamp	X			X
Gross Receipts	X			X
Insurance Premium	X	X		
Motor Fuel (Blender, Exporter, Petroleum Carrier, Wholesaler/Importer)	X	X		
Pollutants	X	X		
Prepaid Wireless		X		X
Reemployment	X		X	
Sales and Use		X		X
Solid Waste		X		X

Where to locate Tax ID Types:

Federal Employer Identification Number (FEIN) – The business' FEIN is provided by the Internal Revenue Service (IRS) and is the primary reference number in all IRS communications.

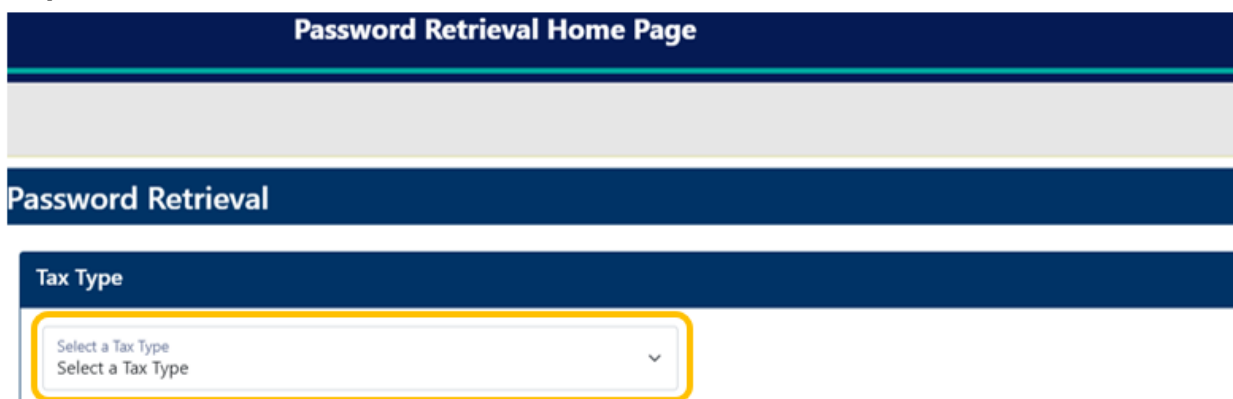
Business Partner Number (BP) – Unique identifier assigned to all registered businesses by the Florida Department of Revenue. This number is located on billing notices, delinquencies, and resale certificates.

Reemployment Number – Unique identifier assigned to all businesses registered with the Florida Department of Revenue for reemployment tax. This number is located on billing notices, delinquencies, and other reemployment tax notifications.

Certificate Number – Unique identifier assigned to all businesses registered with the Florida Department of Revenue. This number is located on the front of your annual resale certificate.

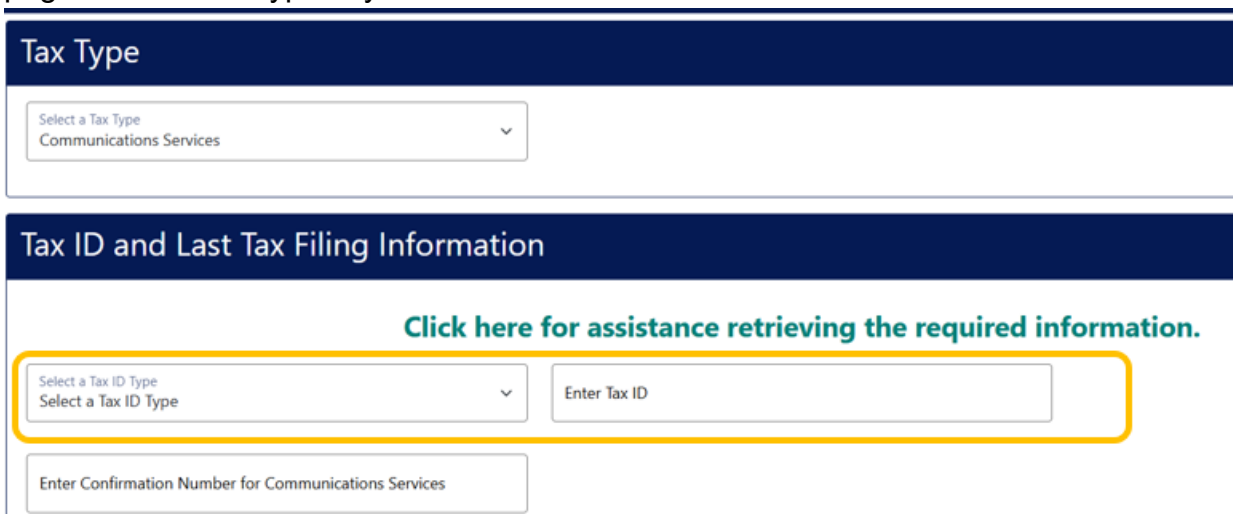
Password Retrieval Steps

1. Select a tax from the **Tax Type** dropdown menu. Note: all fields on this page are required.



The screenshot shows the 'Password Retrieval Home Page' with a dark blue header. Below the header is a light gray bar. The main section is titled 'Password Retrieval' in a dark blue bar. Underneath, there is a 'Tax Type' dropdown menu. The dropdown menu is highlighted with a yellow border and shows the text 'Select a Tax Type' and 'Select a Tax Type' with a downward arrow.

2. Select the first **Tax ID Type** and enter the corresponding **Tax ID**. See the table on page 1 for Tax ID types by tax.



The screenshot shows the 'Password Retrieval' form. The 'Tax Type' dropdown menu is visible, showing 'Select a Tax Type' and 'Communications Services' with a downward arrow. Below this is a section titled 'Tax ID and Last Tax Filing Information' in a dark blue bar. Underneath, there is a link that says 'Click here for assistance retrieving the required information.' Below the link, there is a yellow-bordered box containing two input fields: 'Select a Tax ID Type' (with a dropdown arrow) and 'Enter Tax ID'. Below this box is another input field labeled 'Enter Confirmation Number for Communications Services'.

3. Select an **Additional Tax ID Type** and enter the corresponding **Tax ID**. Two **Tax ID Types** are required for password retrieval.

Tax Type

Select a Tax Type
Communications Services

Tax ID and Last Tax Filing Information

[Click here for assistance retrieving the required information.](#)

Select a Tax ID Type
Business Partner Number

Enter Business Partner Number

Select an Additional Tax ID Type
Certificate Number

Enter Certificate Number

Enter Confirmation Number for Communications Services

4. Enter your **Confirmation Number**. Use the confirmation number provided to you in a prior electronic tax filing for your selected tax type.

Tax Type

Select a Tax Type
Communications Services

Tax ID and Last Tax Filing Information

[Click here for assistance retrieving the required information.](#)

Select a Tax ID Type
Business Partner Number

Enter Business Partner Number

Select an Additional Tax ID Type
Certificate Number

Enter Certificate Number

Enter Confirmation Number for Communications Services

5. Complete the reCAPTCHA and click Submit

Select a Tax ID Type
Business Partner Number

Enter Business Partner Number

Select an Additional Tax ID Type
Certificate Number

Enter Certificate Number

Enter Confirmation Number for Communications Services

If you have any questions, please email Taxpayer Services at fdortaxpayerservices@floridarevenue.com or call (850) 488-6800 during normal business hours (8 a.m.-5 p.m. ET, Monday-Friday).

☐ I'm not a robot

Submit

6. The system will display your User ID and password.

Need Further Assistance?

If you are unable to retrieve your password using this process, or if you are submitting payments to other state agencies, please email Taxpayer Services at fdortaxpayerservices@floridarevenue.com or call (850) 488-6800 during normal business hours (Monday – Friday 8:00 a.m. to 5:00 p.m. ET).

Visit our [eServices page to sign up to File and Pay](#) your taxes electronically or to update your enrollment information.