

Frequently Asked Questions (FAQs)

1. How do I log in to the permit portal?

You can access the permit portal from the Dublin Airport website: www.dublinairport.com/chauffeur and by clicking <u>Permit Portal</u>

To log into the portal you will need to enter your:

- mobile phone number as registered with your account (drop the first zero)
- password

2. I have forgotten my password, what do I do?

On the main login page click the link, <u>I have forgotten my password</u> and the following screen will appear. Simply enter your mobile phone number and press "Send password reset SMS".

Forgotte	en password
i	If you have forgotten your password we can reset it for you. Just enter your mobile number you registered your account with and we will send you an SMS with an updated password.
Phone Num +353	Enter your mobile number for example 8799999999 (no zero needed)
Send pas	ssword reset SMS

You will receive an SMS with a temporary password that will allow you to log in. You will then be able to reset your password to a password of your choice.

3. What format does my password need to be in?

To protect the security of your account, your password must be:



- ✓ Minimum of 8 characters long, and a maximum of 30 characters;
- Use a combination of upper and lower case letters;
- ✓ Include at least one number and one special character (such as ! or \$ or &)



4. I have a new mobile phone number how do I update my account?

Once you have logged into your account, click on Update my account details

Home > Permits > My account				
New permit			Mr Joe Bloggs	
Apply:	Apply for permits		83000 test⊛chauffeuradmin.le	
Permit history View details of your pa	ermit history here	Click Update my account details	Update my account details	
Link	View permit history			

On the My Account screen, click change login

<i>i</i> You can check	your details under the "My Account" section and make any necessary updates "My account"
Your Details	Account details
Mr	+35383000
First name* Joe Last name* Bloggs	Current Password Click Change login Current Password Enter a new password
	Confirm new password *
Update my account details	

You will then be asked to enter your new mobile number and click Update



An SMS message will be sent to your new mobile number with instructions and a link to verify your new number. Click on the link you receive in the SMS message and enter the password provided. Once you have completed these steps you have verified your new mobile number and can use it to login to your account.



5. Can I use the permit portal on my mobile?

Yes, the permit portal can be accessed on a desktop, laptop, table or mobile.

Depending on the size of the screen device you may find it more convenient to orientate your device to landscape rather than portrait.

- For android devices, we recommend you use Chrome as your browser
- For iOS devices, we recommend you use Safari as your browser

6. Can I view the details of my permit? Can I get a payment receipt?

Once you have logged into your account, click on View permit history

<u>Home</u> > <u>Permits</u> > I	My account	
New permit		
Apply:	Apply for permits	
Permit history View details of your pe	rmit history here	Click View permit history
Link	View permit history	

You can now view the details of your permit and you can print a VAT receipt.

<u>lome</u> > <u>Perm</u>	its > View permit I	history	CI	ick Print rece	ipt	-
Ref: Starts:	DAC0001432 01/06/2017	Reg: Ends:	161-D-1567 31/05/2018	Status: Expires in:	Approved 393 days	You can view a
Duration :	12 months Message of apr	Payment Method: proval sent on 18	Secure Online Payment /04/2017 - On 18/0	Cost:	€1,000.00	permit details and a list of notes or activity
	Permit status changed from Awaiting approval to Order complete - On 18/04/2017 at 11:21					
	Message of suc 18/04/2017 at	cessful applicati 11:05	on with payment red	ceived on 18/04	4/2017 - On	



7. My account has been disabled, what do I do?

If you have entered your password incorrectly three times then for security reasons your account will be disabled. You should contact Chauffeur Administration who will be able to reactivate your account for you.

8. Where do I go for more information?
 Web: www.dublinairport.com/chauffeur
 Email: taxiadmin@daa.ie
 Ph: 01 9440440