

# Frequently Asked Questions (FAQs)

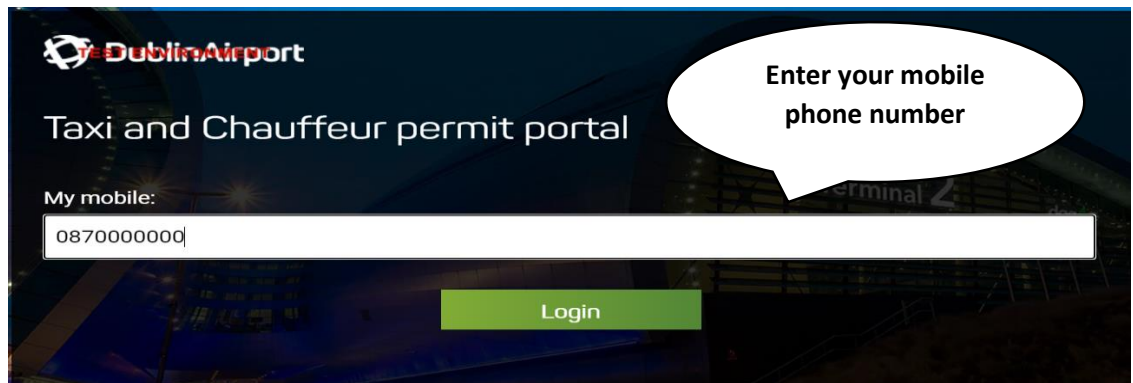
## 1. How do I log into the permit portal?

You can access the permit portal from the Dublin Airport website:

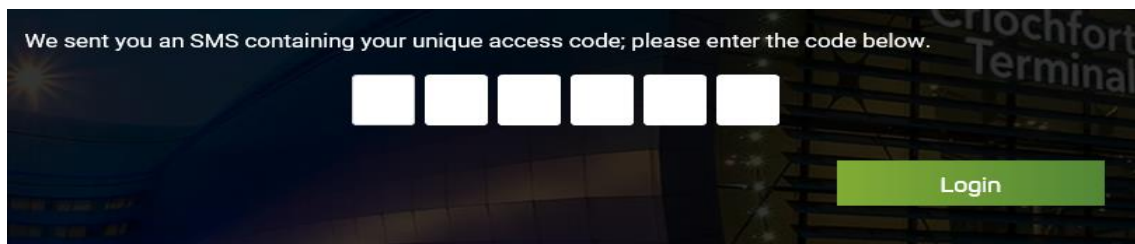
[Taxi Operations at Dublin Airport](#)

and select [Permit Portal](#).

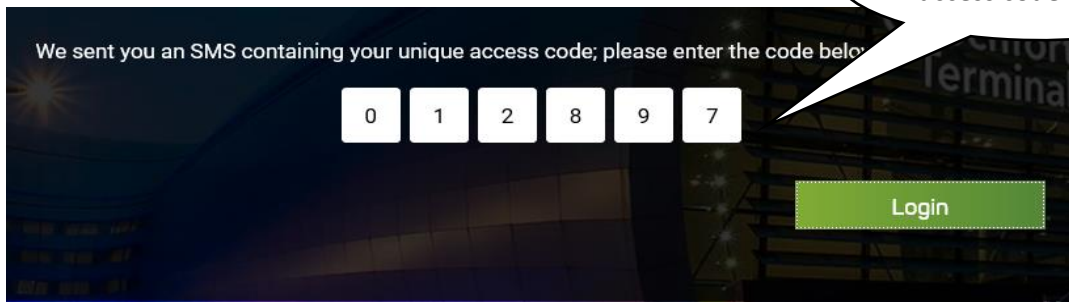
1.1 To log into to the system, you will need to enter your mobile number as registered with your account and click Login.



1.2 An SMS message will be sent to you containing a unique 6-digit code.



1.3 Please enter 6-digit code and click Login.



**2. I have a new mobile phone number; how do I update my account?**

Phone number cannot be changed by the permit holder, you will need to contact taxi administration.

You can contact them by email or phone

**Email:** [taxiadmin@daa.ie](mailto:taxiadmin@daa.ie)

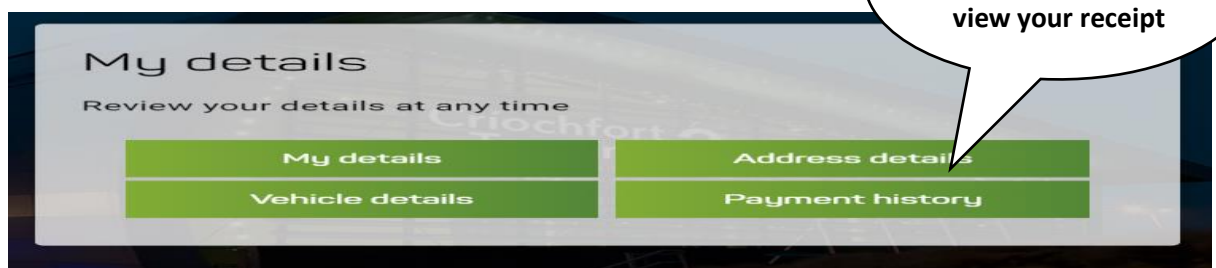
**Phone:** 01 9446333

**3. Can I use the permit portal on my mobile?**

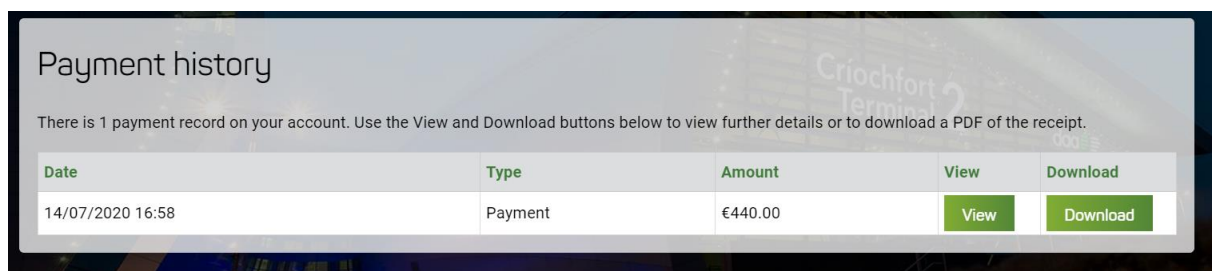
Yes, the permit portal can be accessed on a desktop, laptop, tablet or mobile. Depending on the size of the screen on your device you may find it more convenient to view the portal on landscape as opposed to portrait.

**4. Can I get a receipt for my payment?**

Once you have logged into your account, click on payment history. You can now view and print a copy of your VAT receipt.



You have the option to click on view receipt or you can download a copy for your records.



Payment Receipt		
<div style="border: 1px solid black; padding: 5px; display: inline-block;">Daa Taxi 1 Main Street Dublin</div>		Taxi Administration Office daa plc Clive House National Technology Park Plassey, Limerick
Payment breakdown		€357.72
2022/23 Taxi permit – annual fee		
Sub total		€357.72
VAT@23%		€82.28
Grand Total		€440.00
Paid by Mastercard on 23/07/2020 07:21 Transaction reference 2020DAAC1595485290196989		
Vehicles: 201XX0000		

### 5. Where do I go for more information?

**Web:** [Taxi Operations at Dublin Airport](#)

**Email:** [taxiadmin@daa.ie](mailto:taxiadmin@daa.ie)

**Ph:** 01 9446333