

# 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.

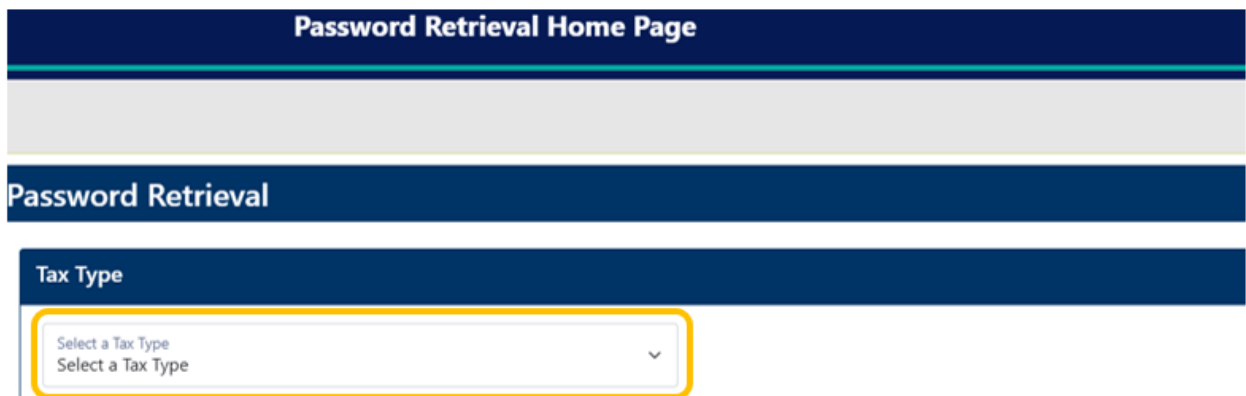
**Business Partner Number (BP)** – Unique identifier assigned to all registered businesses by the Florida Department of Revenue. This number is located on billing notices, delinquencies, and resale certificates.

**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.

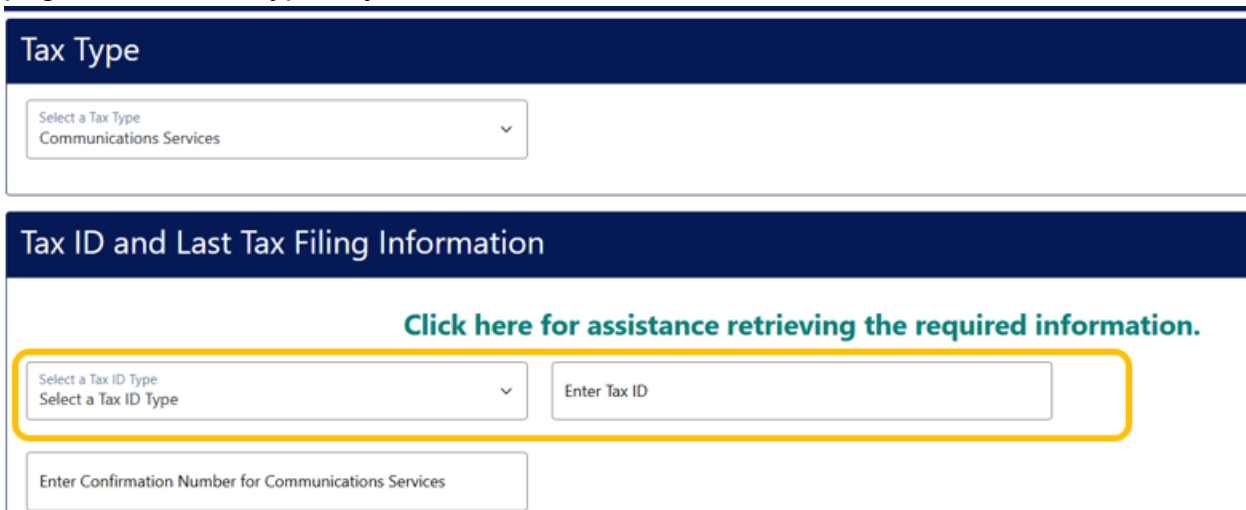
## Password Retrieval Steps

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 'Password Retrieval' section. Under the 'Tax Type' heading, a dropdown menu is highlighted with a yellow border. The dropdown menu contains the text 'Select a Tax Type' and 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 with the 'Tax Type' dropdown menu selected as 'Communications Services'. Below this, the 'Tax ID and Last Tax Filing Information' section is visible. A link with the text 'Click here for assistance retrieving the required information.' is present. The 'Select a Tax ID Type' dropdown menu is highlighted with a yellow border, and the 'Enter Tax ID' text input field is also highlighted with a yellow border. Below these, the 'Enter Confirmation Number for Communications Services' text input field is visible.

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](mailto:fdortaxpayerservices@floridarevenue.com) or call (850) 488-6800 during normal business hours (8 a.m.-5 p.m. ET, Monday-Friday).

<input type="checkbox"/> I'm not a robot		<input type="button" value="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](mailto: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.