



## eFile & Pay Security



### What's Changing?

Keeping your sensitive data safe requires a partnership between you and the Iowa Department of Revenue (IDR).

Enhanced eFile & Pay security now requires you to practice good cyber hygiene by selecting a unique user ID, a more secure password, and a new password every 60 days.

### Why?

It's required to protect your business and payment information from fraud.

### What does good cyber hygiene look like?

- 1. Change your passwords on a regular basis.** Stale passwords may have been hacked and keep you exposed to threats.
- 2. Stop using passwords and start using passphrases.** Using a series of words makes your password more resistant to hacking. A starting point for a secure passphrase could be a favorite quote or a line from a song.
- 3. Be liberal with character substitutions.** A password can be strengthened by replacing "o" with "0" and "e" with "3" or "a" with "@".
- 4. Use a different password for each website or service.** If one password is compromised that password cannot be used to access other websites.
- 5. Don't share your password.** Each user should have a unique account and login credentials.

### Mission Statement:

The statutory mission of the Iowa Department of Revenue is to serve Iowans and support state government by collecting all taxes required by law, but no more.



## What else do I need to know?

In addition to practicing good cyber hygiene, follow these steps to make sure you can safely file and pay your business taxes:

- Identify who needs to file returns and remit payments on behalf of your business. Make sure that each of these individuals has the following:
  - Their own eFile & Pay account with their own user ID and password to access the system.
  - A [Power of Attorney](#) on file if you wish to grant them permission to contact IDR directly regarding your business taxes.
- Follow the [online instructions](#) available to change your password every 60 days as directed by the eFile & Pay system.

## Questions?

Email: [idr@iowa.gov](mailto:idr@iowa.gov)

Postal Mail:  
Taxpayer Services  
Iowa Department of Revenue  
P.O. Box 10457  
Des Moines, IA 50306-0457

Or call:  
1-800-367-3388  
515-281-3114

TDD - Deaf and hearing assistance: 515-242-5942  
Monday - Friday 8 a.m. to 4:15 p.m.



### Vision Statement

Iowa will be a state where it is easy to understand and comply with tax obligations.

<https://tax.iowa.gov>