



Please print. Use BLOCK LETTERS.

**Purpose of this form:** This form is used solely to unlock or reset a password. To update your e-mail address, go into eFile & Pay, and on the Main Menu Screen, choose "Change a Profile." To update your business information, please complete the Request for Change, Correction, or Cancellation of Tax Permit form on our Web site, [www.iowa.gov/tax](http://www.iowa.gov/tax).

**Section 1: Action Requested (check one)**

**Unlock Password:** Check if you know your password, but simply have been locked out of the eFile & Pay system.

**Reset Password:** Check to delete the existing password and allow the user to create another password.

**Section 2: eFile & Pay Information**

To unlock or reset your password, please provide the following information:

Business eFile Number (BEN): \_\_\_\_\_ Permit Number: \_\_\_\_\_

Primary User's Telephone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Primary User's Full Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Section 3: Authorization**

By completing and faxing this form, you authorize the Iowa Department of Revenue to respond by telephone or e-mail indicating the password has been unlocked or reset.

Signature of Authorized Person: \_\_\_\_\_

Print Name of Authorized Person: \_\_\_\_\_

Position/Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Note:** This form must be signed by the business owner, responsible party, or person with Power of Attorney. In the case of a partnership, one signature must be that of a partner. In the case of a club or society, one signature must be that of the chairman or secretary.

**Fax this form to: 515-242-6487, ATTN: Taxpayer Services.**

**NOTE:** If your eFile & Pay Access Request form is received by noon, central time, Monday thru Friday, our goal is to e-mail or call you the same business day. Otherwise, your request will be processed the following business day.