Logging on to SETS requires 2 steps:
1. Activating your account
2. Logging on to the portal

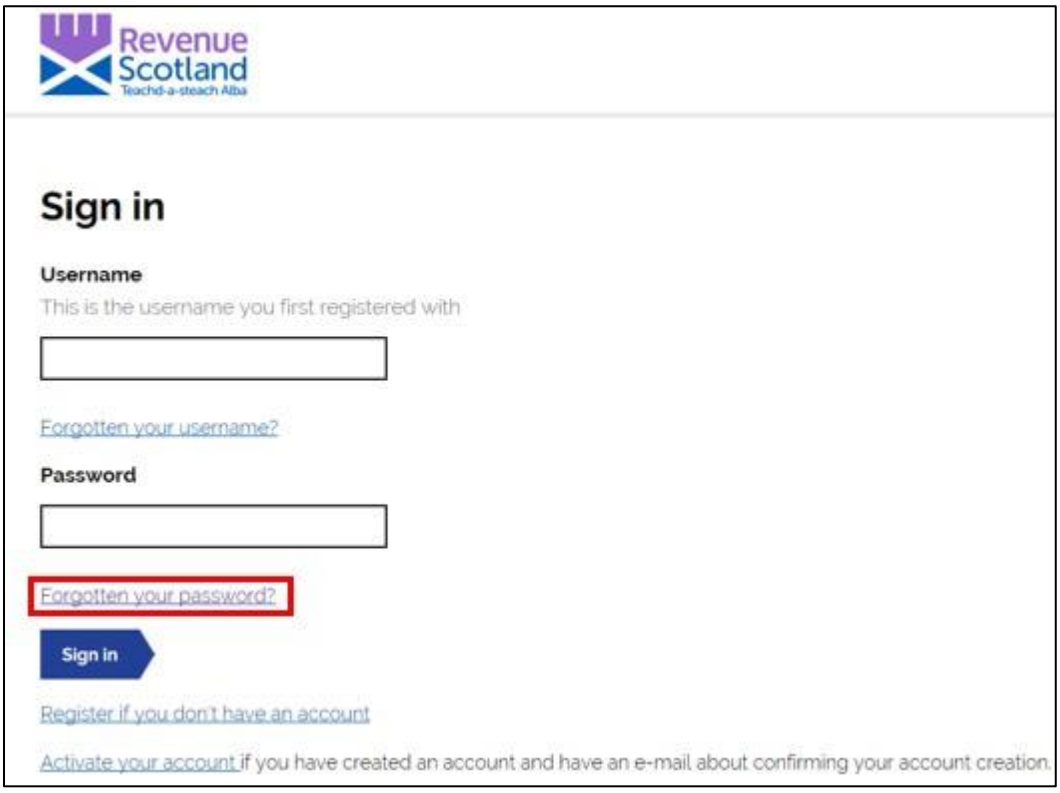
1. Activating your account

The first time you log on to the upgraded SETS, you will need to activate your account. This involves:

1. resetting your password (if you've used the old SETS before) or registering for the portal (if you are a new user of SETS), then
2. receiving an email with instructions, then
3. clicking the link in the email to activate your account

1. Reset your password

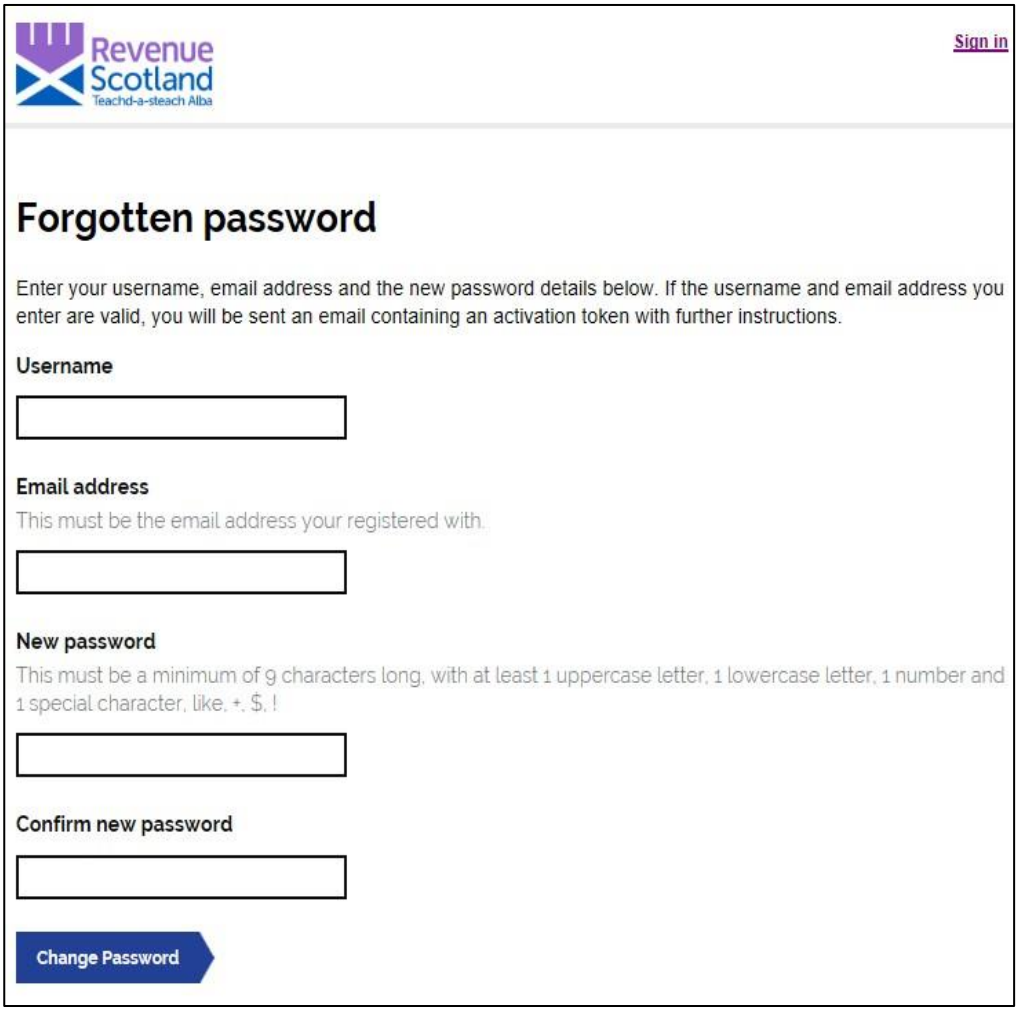
Select 'Forgotten your Password' and follow the prompts, as below.



Please note:

If you try to log in to the upgraded system with your existing Username and Password, you will be asked to reset your password, see step 1 above.

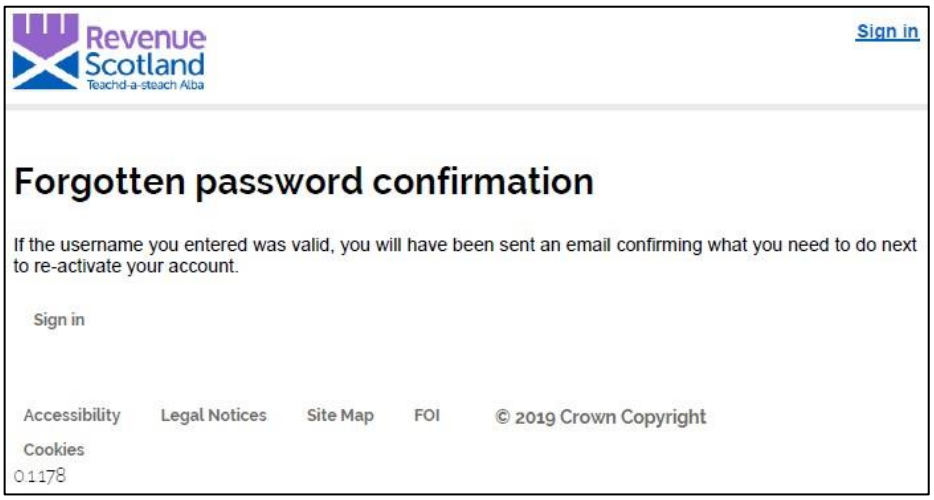
Now enter your Username and email address. These will be the Username and email address that you **currently use to log in to SETS**.



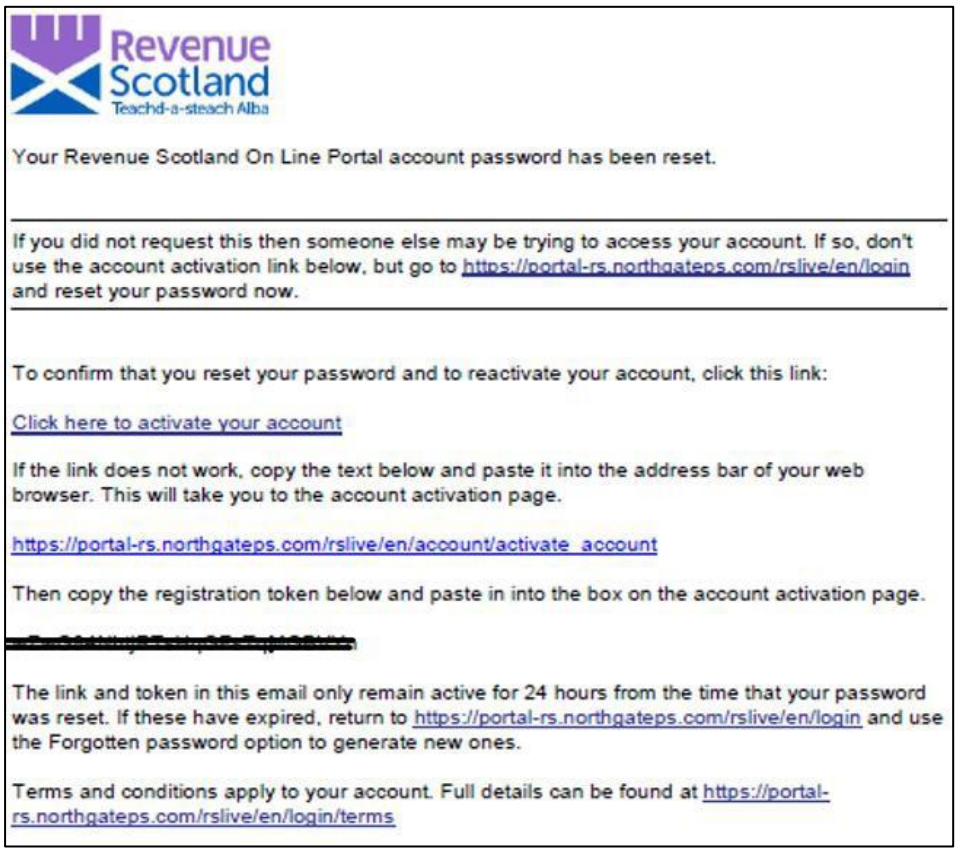
Please note:
Passwords must be :-
- a minimum of 9 characters long
- contain at least 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character
- the following special characters can be used - ! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [\ ] ^ _ ` { | } ~
- we recommend that special characters are used sparingly and not in sequence with each other

Once you have created and confirmed your new password, click the ‘Change Password’ button.

You will then receive confirmation of the change, as below :



2. You will then receive the following email:



Revenue Scotland
Teachd-a-steach Alba

Your Revenue Scotland On Line Portal account password has been reset.

If you did not request this then someone else may be trying to access your account. If so, don't use the account activation link below, but go to https://portal-rs.northgateps.com/rslive/en/login and reset your password now.

To confirm that you reset your password and to reactivate your account, click this link:

Click here to activate your account

If the link does not work, copy the text below and paste it into the address bar of your web browser. This will take you to the account activation page.

https://portal-rs.northgateps.com/rslive/en/account/activate_account

Then copy the registration token below and paste in into the box on the account activation page.

[redacted]

The link and token in this email only remain active for 24 hours from the time that your password was reset. If these have expired, return to https://portal-rs.northgateps.com/rslive/en/login and use the Forgotten password option to generate new ones.

Terms and conditions apply to your account. Full details can be found at https://portal-rs.northgateps.com/rslive/en/login/terms

3. Now follow the instructions in the email.

- click the link in the email to activate your account. This will take you to the account activation page
- once at the account activation page, copy the Registration Token from the email and paste this into the box

If this process doesn't work and you're having a problem activating your account, follow the further instructions in the email.

- copy the underlined https email address into your browser and try again to get to the account activation page
- when at the account activation page, copy and paste the registration token into the 'Token' field.)

Please note:
When copying your registration token, make sure you are only copying the registration token and not picking up any extra spaces at the beginning or end of the token. If a space is included, the token will not be recognised by the system, an error message will be generated and users will be unable to logon.

Once your registration is complete you will see the following notice:

You have now successfully registered, created/updated your password and activated your account.

You can now proceed to log on to the SETS portal – see Step 2, below

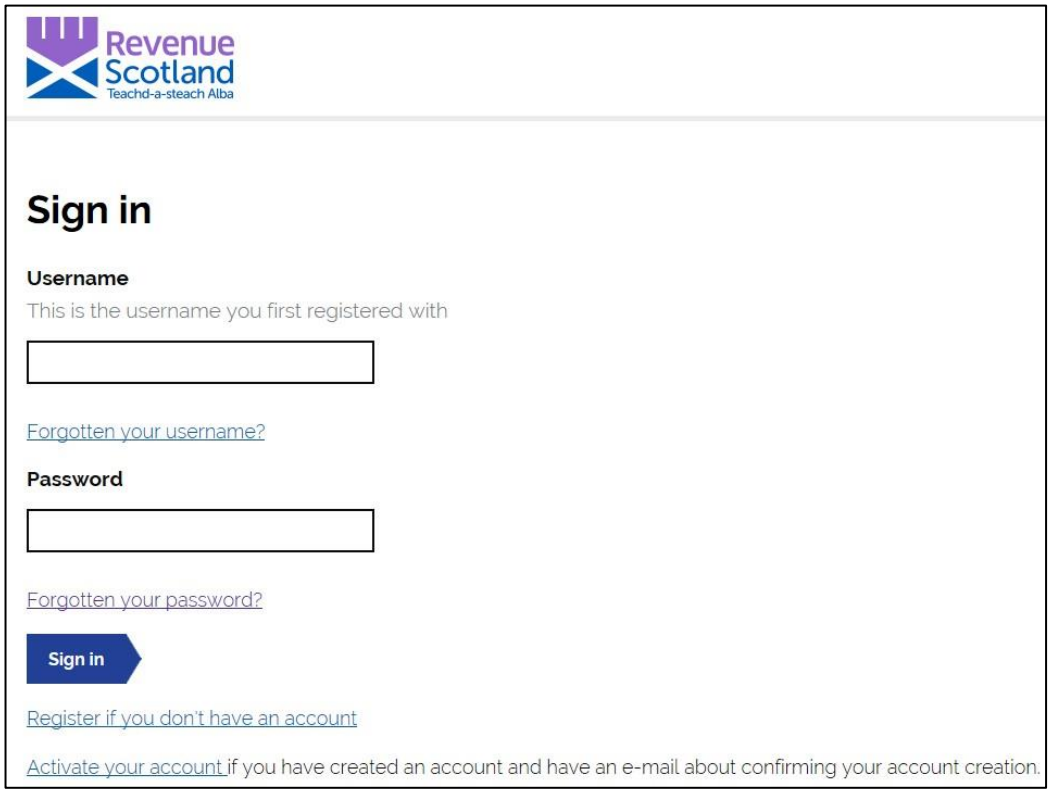
2. Logging on to the portal – business as usual

Please note:
Users must first have activated their account in SETS before trying to log on to the portal. Only once the account is activated should users then trying logging on to the system.

For help in 'activating your account' see Step 1, above.

For users who have forgotten/lost their Usernames or unsure as to what email address is associated with their account, contact the Support Desk for help.

Every time you log in to the system, this 'Sign in' screen will be displayed :



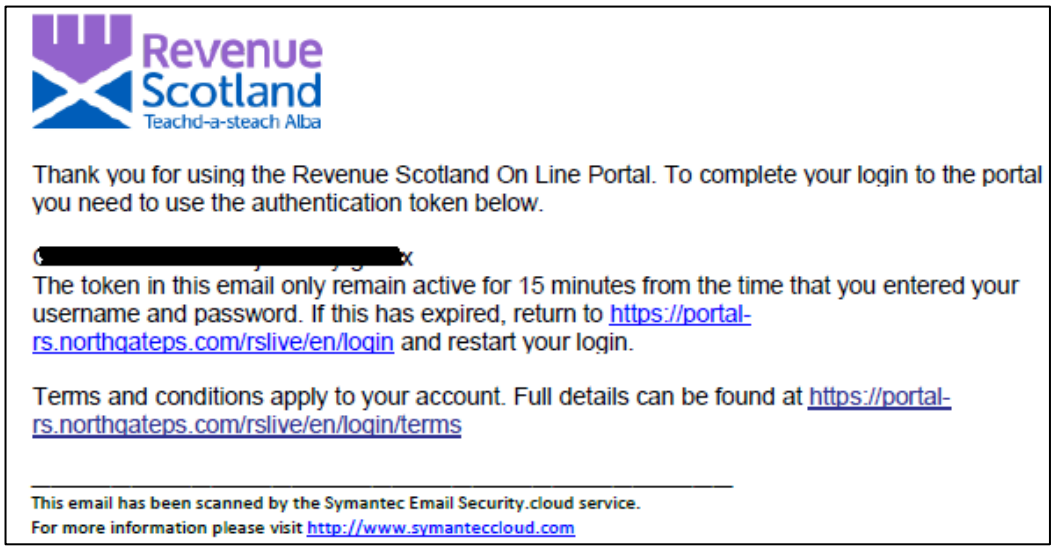
1. Enter your Username and Password, this will then generate an email with an authentication token.

Remember to use the new password that you would have reset as part of the account activation process.

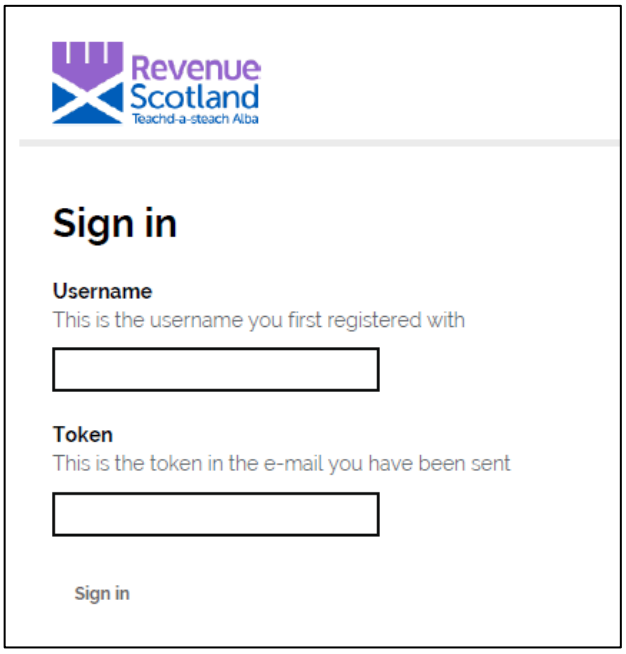
Please note:
The authentication token is part of our Two Factor Authentication process - previously known as a One Time Passcode (OTP).

2. Check your Inbox for an email from Revenue Scotland with the authentication token.

The email and authentication token will look like below:



3. Return to the portal and sign in, using your Username and the newly received authentication token, as below:

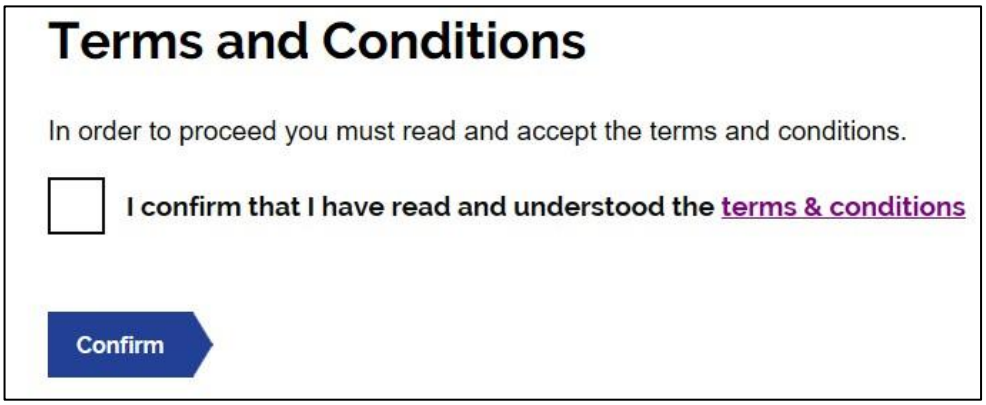


Copy and paste the token into the 'Token' field.

Please note:
Each time you login to your account, you will be also be required to enter an authentication token. A new token will be emailed to you each time you login.

An additional step that all users will have to complete the first time you login to the new SETS is agreeing a new set of Terms and Conditions, see below:

Users will be required to read and agree to these Terms and Conditions before proceeding into the portal. A copy of the new Terms and Conditions can be found on our website.



Tick the box and then click Confirm. This will then take you into the portal.