

## Frequently Asked Questions (FAQs)

### 1. How do I log in to the permit portal?

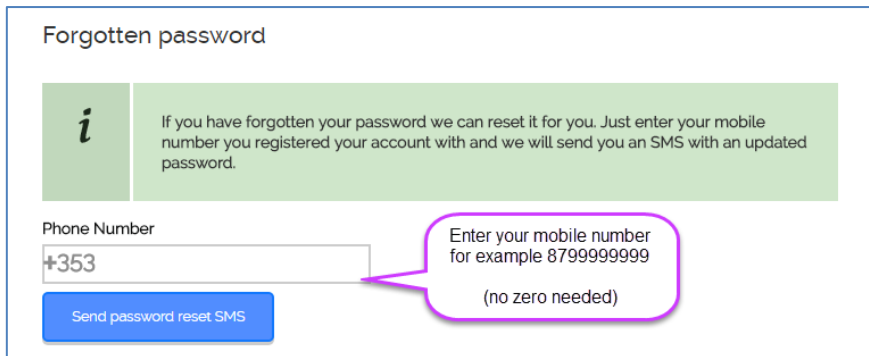
You can access the permit portal from the Dublin Airport website:  
[www.dublinairport.com/chauffeur](http://www.dublinairport.com/chauffeur) and by clicking [Permit Portal](#)

To log into the portal you will need to enter your:

- mobile phone number as registered with your account (drop the first zero)
- password

### 2. I have forgotten my password, what do I do?

On the main login page click the link, [I have forgotten my password](#) and the following screen will appear. Simply enter your mobile phone number and press “Send password reset SMS”.



You will receive an SMS with a temporary password that will allow you to log in. You will then be able to reset your password to a password of your choice.

### 3. What format does my password need to be in?

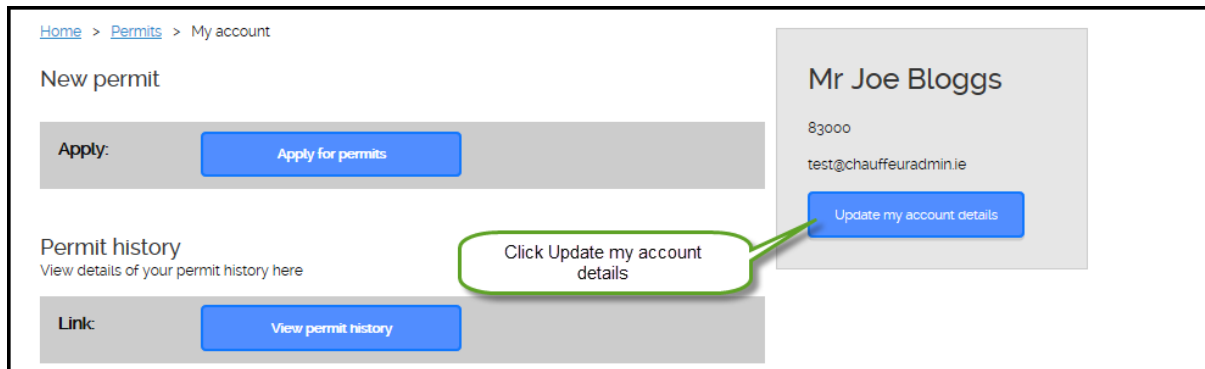
To protect the security of your account, your password must be:



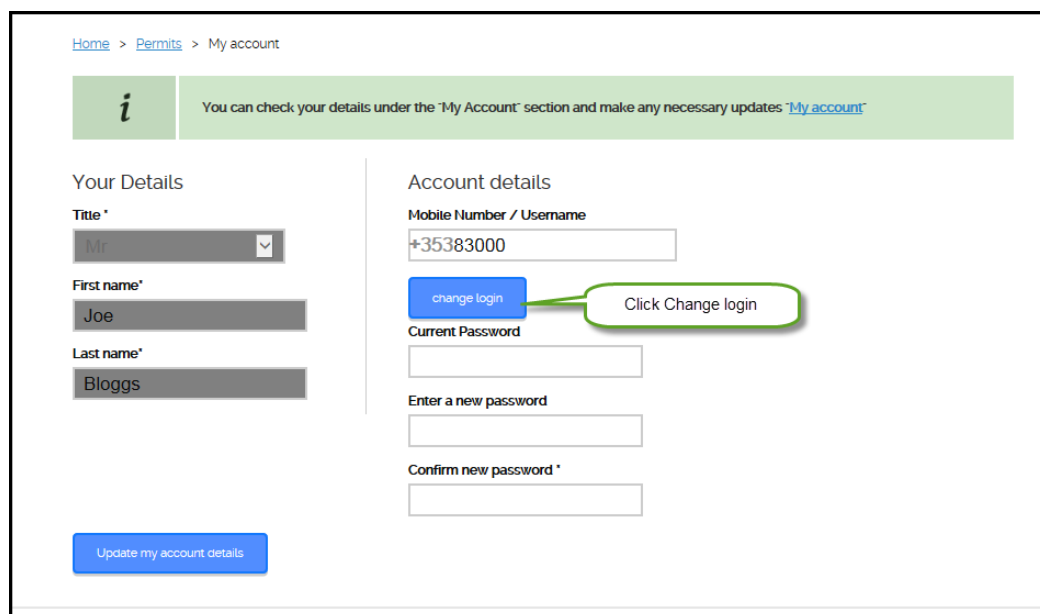
- ✓ Minimum of 8 characters long, and a maximum of 30 characters;
- ✓ Use a combination of upper and lower case letters;
- ✓ Include at least one number and one special character (such as ! or \$ or &)

#### 4. I have a new mobile phone number how do I update my account?

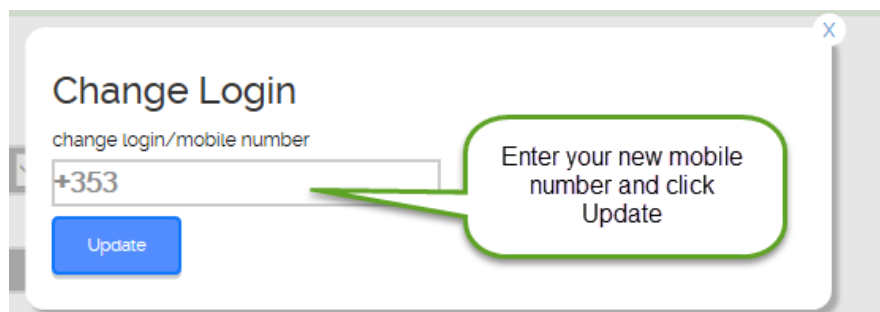
Once you have logged into your account, click on Update my account details



On the My Account screen, click change login



You will then be asked to enter your new mobile number and click Update



An SMS message will be sent to your new mobile number with instructions and a link to verify your new number. Click on the link you receive in the SMS message and enter the password provided. Once you have completed these steps you have verified your new mobile number and can use it to login to your account.

## 5. Can I use the permit portal on my mobile?

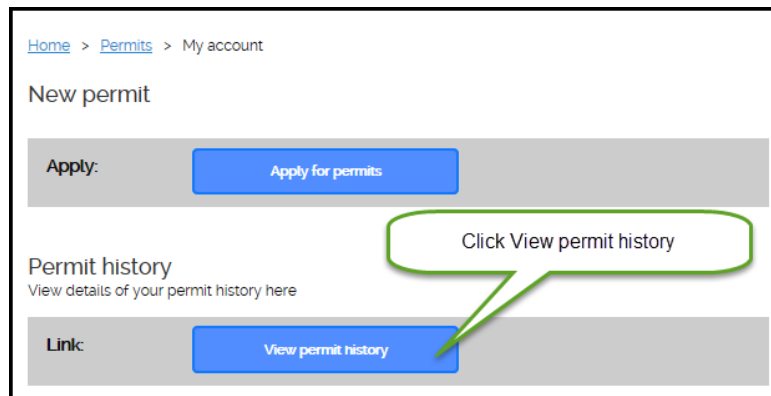
Yes, the permit portal can be accessed on a desktop, laptop, table or mobile.

Depending on the size of the screen device you may find it more convenient to orientate your device to landscape rather than portrait.

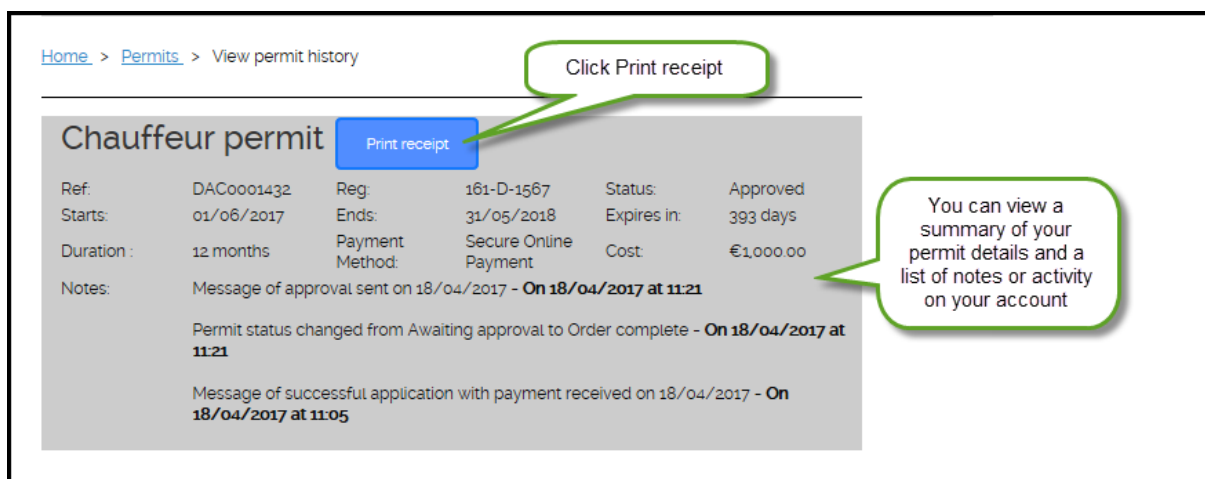
- For android devices, we recommend you use Chrome as your browser
- For iOS devices, we recommend you use Safari as your browser

## 6. Can I view the details of my permit? Can I get a payment receipt?

Once you have logged into your account, click on View permit history



You can now view the details of your permit and you can print a VAT receipt.



## **7. My account has been disabled, what do I do?**

If you have entered your password incorrectly three times then for security reasons your account will be disabled. You should contact Chauffeur Administration who will be able to reactivate your account for you.

## **8. Where do I go for more information?**

**Web:** [www.dublinairport.com/chauffeur](http://www.dublinairport.com/chauffeur)

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

**Ph:** 01 9446333