

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/taxi-operations and by clicking [Permit Portal](#)

To log into the system 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”.

Forgotten password



If you have forgotten your password we can reset it for you. Just enter your mobile number you registered your account with and we will send you an SMS with an updated password.

Phone Number

Enter your mobile number for example 8799999999
(no zero needed)

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?

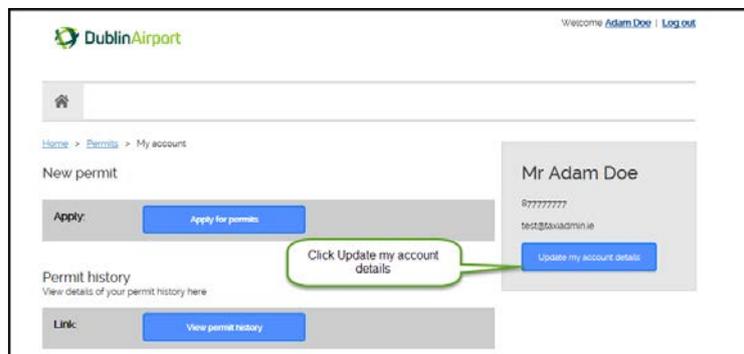
To protect the security of your account, your password must be:



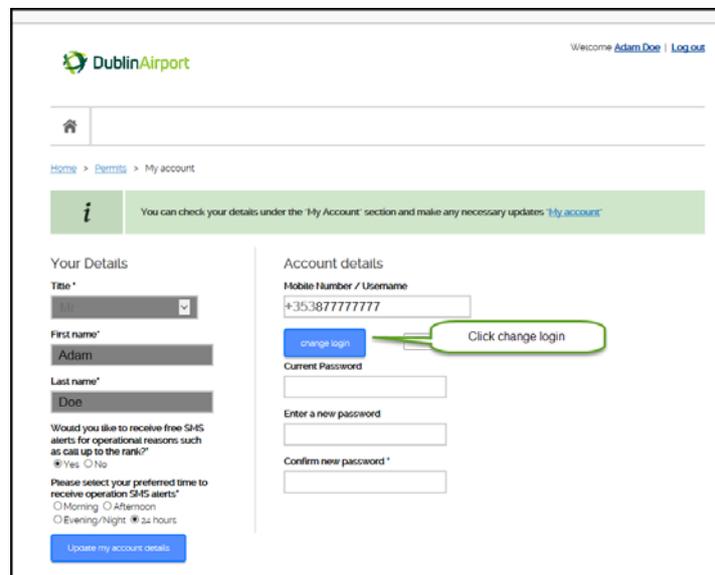
- ✓ Minimum of 8 characters long, and a maximum of 30 characters;
- ✓ Use a combination of upper and lower case letters;
- ✓ Include at least one number and one special character (such as ! or \$ or &)

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

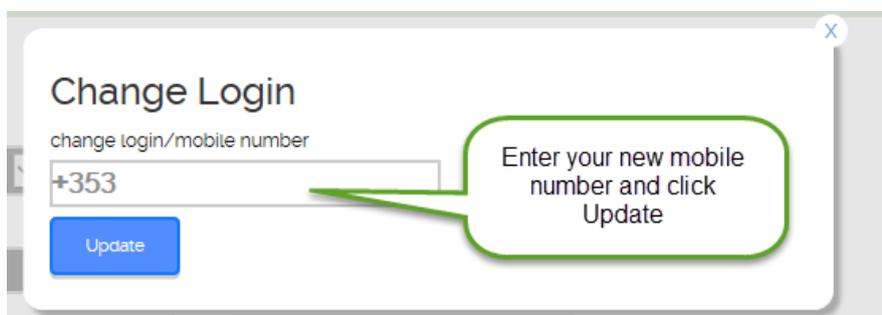
Once you have logged into your account, click on Update my account details



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.

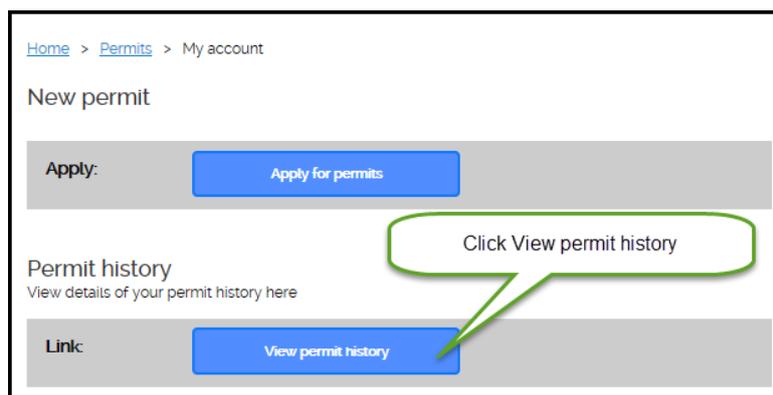
- For android devices, we recommend you use Chrome as your browser
- For iOS devices, we recommend you use Safari as your browser

6. My account has been disabled, what do I do?

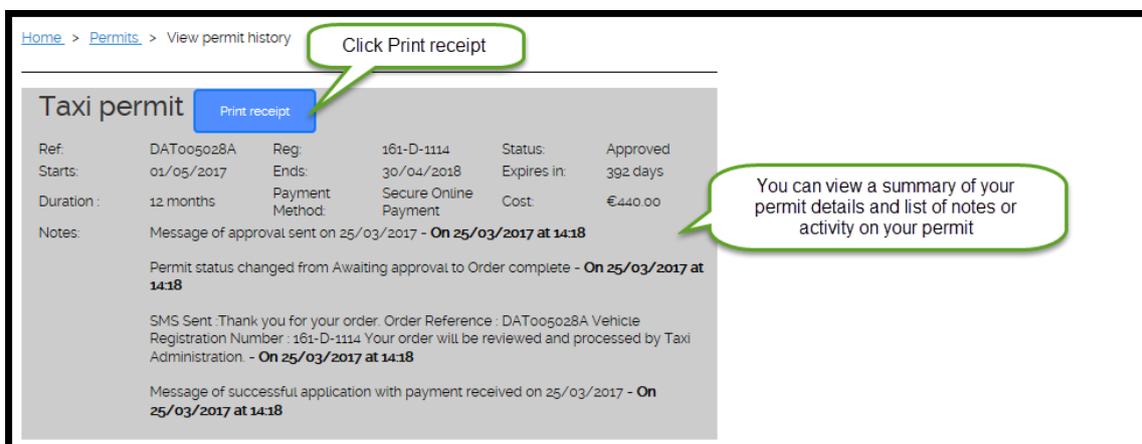
If you have entered your password incorrectly three times then for security reasons your account will be disabled. You should contact Taxi Administration who will be able to reactivate your account for you.

7. 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

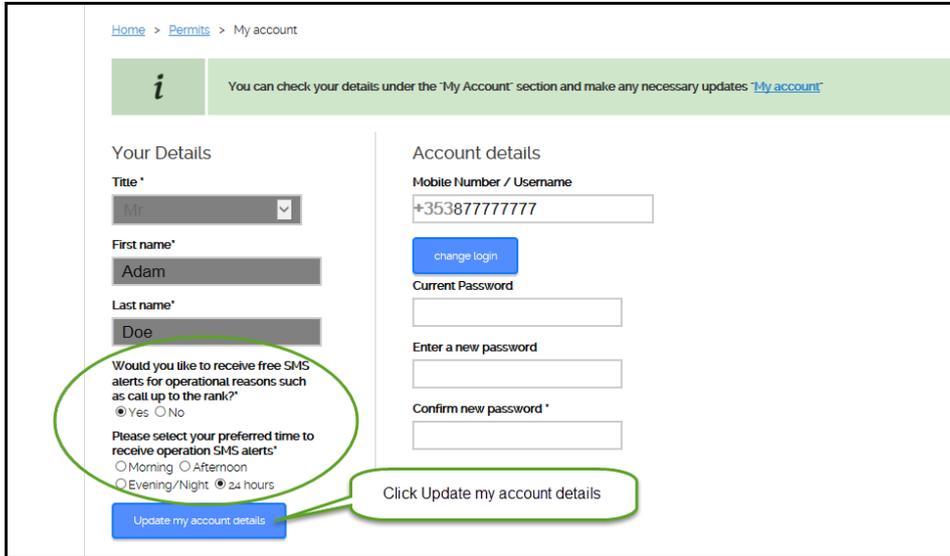


You can now view the details of your permit and you can print a VAT receipt.



8. I had selected to receive operational SMS messages for call up to the rank but now I would like to opt out, how do I do this?

Once you have logged into your account, click on Update my account details.
Under your details section you can update the Operational SMS message preferences.



The screenshot shows the 'My account' page with the following elements:

- Navigation: Home > Permits > My account
- Header: Information icon (i) and text: "You can check your details under the 'My Account' section and make any necessary updates: [My account](#)"
- Section: Your Details
- Form fields: Title (Mr), First name (Adam), Last name (Doe)
- Section: Account details
- Form fields: Mobile Number / Username (+353877777777), Current Password, Enter a new password, Confirm new password
- Buttons: change login, Update my account details
- Callout box: "Would you like to receive free SMS alerts for operational reasons such as call up to the rank?" with radio buttons for Yes (selected) and No. Below it, "Please select your preferred time to receive operation SMS alerts" with radio buttons for Morning, Afternoon, Evening/Night (selected), and 24 hours.

9. I need to update my vehicle details; how do I do this?

Vehicle details cannot be changed by the permit holder, only be updated by Taxi Admin.
Please contact Taxi Admin

10. Where do I go for more information?

Web: www.dublinairport.com/taxi-operations

Email: taxiadmin@daa.ie

Ph: 01 9446333