1046 Authentication Error
Troubleshooting guide for non-agent users

taxcalc®

Before you begin you'll need...
1. Your HMRC User ID and Password for a Government Gateway account.
2. A note pad and pen or a text editor on your computer.

Start

Go to the **Government Gateway** website and sign in using your **HMRC User ID and Password**.

✓ **I'm signed in**   ✗ **Sign in failed**

Click next to continue past the security stage.

Which logo do you see?

👑 **GOV.UK** → **Self Assessment** should appear as the **first item on the list**, along with the UTR you are trying to file against.

HM Revenue & Customs

Click **Activate** or **Access online services** towards the bottom.

✗ **UTR not displayed** → You need to enroll. If you are not sure how, contact the **HMRC online services helpdesk**.

✓ **UTR displayed** → Make a note of the UTR displayed.

Is the **applicable service** shown in the list? → ✗ **Service not shown**

✓ **Service shown**

Make a note of the UTR displayed.

This could be for one of two reasons.

Your credentials don't match what HMRC are expecting. You should **reset your details** using the on-screen links.

You have attempted to login 3 or more times. **Wait 3 hours before trying again** as your account will be blocked.

If the 1046 error is displayed when clicking on 'File online' in TaxCalc, **click Re-submit**.

If you have any further questions visit the **HMRC website** or contact the **HMRC online services helpdesk**.

Enter your HMRC User ID into the TaxCalc field.

Tick the **show password on entry** box.

All details are correct but submission still fails. Contact the **HMRC online services helpdesk** to ensure there is no block on your account.

Enter your HMRC password into the TaxCalc field.

Click File online → ✗ **Online filing failed**