



APPLYING FOR A CL@ve Pin. ELECTRONIC IDENTIFICATION PIN FOR THE TAX OFFICE

Introduction

This note explains how to register and apply for CL@ve Pin (formerly known as PIN24H) electronic identification through the tax office.

Background

There are a number of ways that the Government, Autonomous Communities and other State Agencies allow people to interact with them, beside the normal face to face, written and telephone calls. Over the last year they have expanded the electronic connections by introducing a series of different ways that they can identify when you access via your computer, tablet or smartphone. In addition to Digital ID that has been in place for a number of years, the Hacienda launched the PIN24H system last year, and there was a similar system called CL@VE launched in September last year which gives access to services of the Government, Social Security, Traffic and the Ministry of the Interior. Hacienda has recently incorporated the PIN24H into the CL@VE system and it is known as CL@ve Pin on their site.

CL@ve Pin

The PIN24H is a system that was introduced last year by the Hacienda. Essentially you register and verify your identity at an approved organisation, and you can then apply via your computer, tablet or smartphone for an ID to access online service where you need to validate you identity. The ID code is valid for 24 hours. In December 2014 the Hacienda incorporated this into the CL@ve Pin system.

Ref: 00/0212

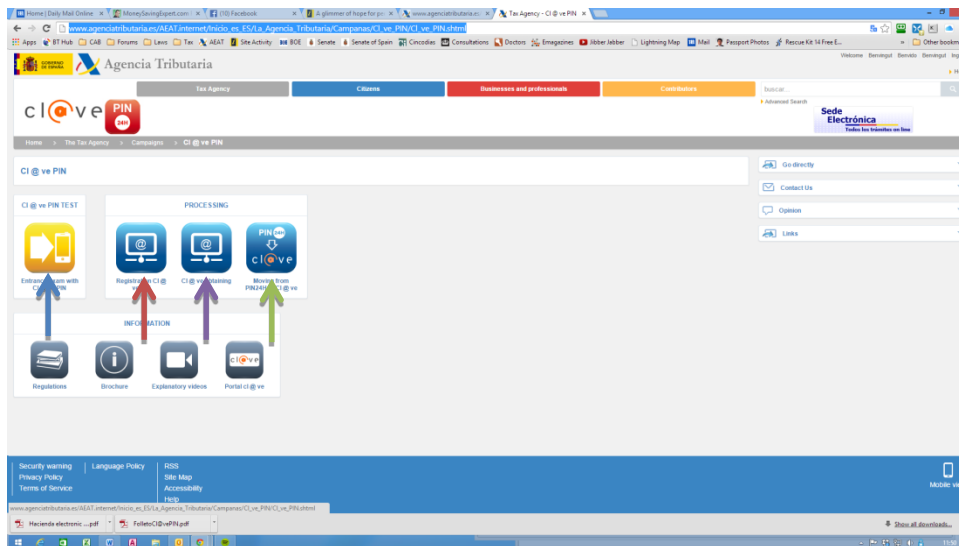
Date: 18/01/15

www.citizensadvice.org.es



[This is a brochure](#) about CL@ve Pin although it is in Spanish. It says that you can just apply at the local tax office, but there are other ways to apply as well. This note describes the online application process.

[This is the main CL@ve/Pin page.](#)



1. Blue arrow – test the CL@ve Pin you receive
2. Red Arrow – This section is the Procedures section shown below
3. Purple Arrow – Complete this section once you are register, and want to request a CL@ve Pin. Note this will be valid for 24 hours.
4. Green Arrow – this section is for when you have previously registered for the previous PIN24H system and want to upgrade to the CL@ve Pin.

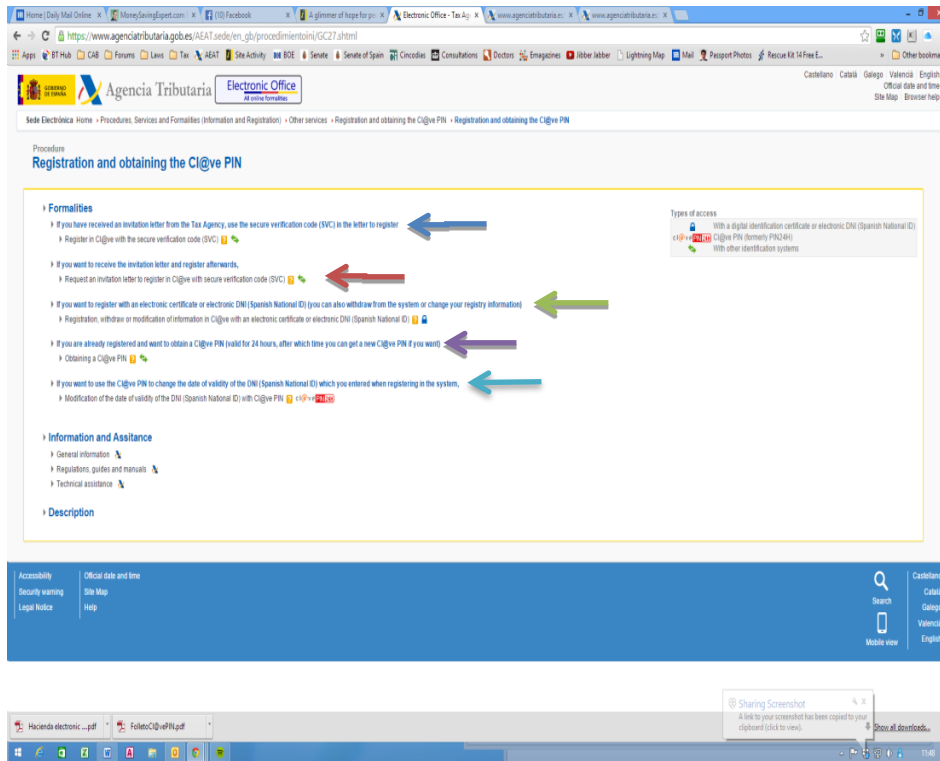
Ref: 00/0212

Date: 18/01/15

www.citizensadvice.org.es



[This is the main](#) procedure screen for accessing online CL@ve Pin procedures (Red Arrow above)



You can apply online, but you have to provide some detail so they can validate your identity. They then send you a secure verification code (SVC) for you to enter online.

1. Blue Arrow – Complete this section once you receive the SVC (secure verification code).
2. Red Arrow – Complete this section to request the SVC and register when you receive it.
3. Green Arrow – complete this section if you want to register with a digital ID.
4. Purple Arrow – Complete this section once you are register, and want to request a CL@ve Pin. Note this will be valid for 24 hours.

Ref: 00/0212

Date: 18/01/15

www.citizensadvice.org.es



This work by Citizens Advice Bureau Spain is licensed under a [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License](http://creativecommons.org/licenses/by-nc-nd/4.0/). Based on a work at <http://www.citizensadvice.org.es>

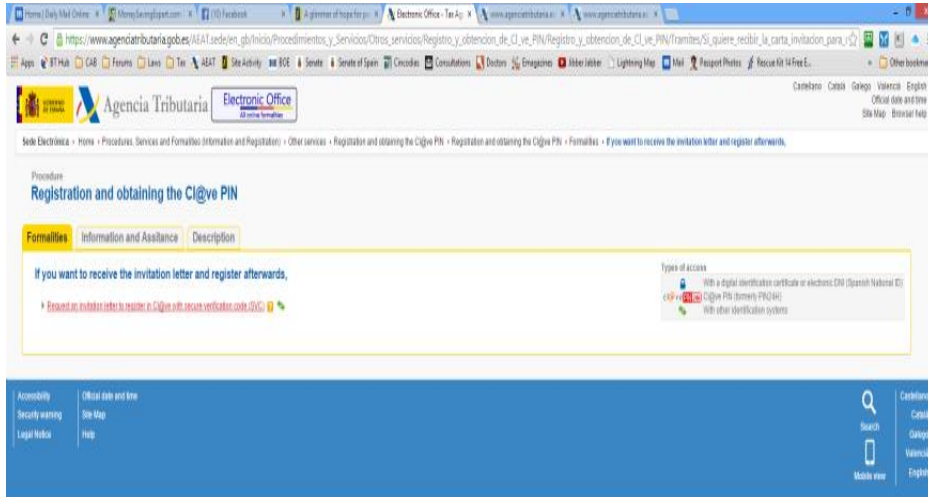
Permissions beyond the scope of this license may be available at [Website Terms & Conditions](#)

CITIZENS ADVICE BUREAU SPAIN

5. Turquoise Arrow –Complete this section if you want to use Pin24H to change the validity date of your DNI.

Most of the screens are the very similar, so the example below is number 2 to request the SVC.

Click the line highlighted in red, and you move to the second screen.



Ref: 00/0212

Date: 18/01/15

www.citizensadvice.org.es

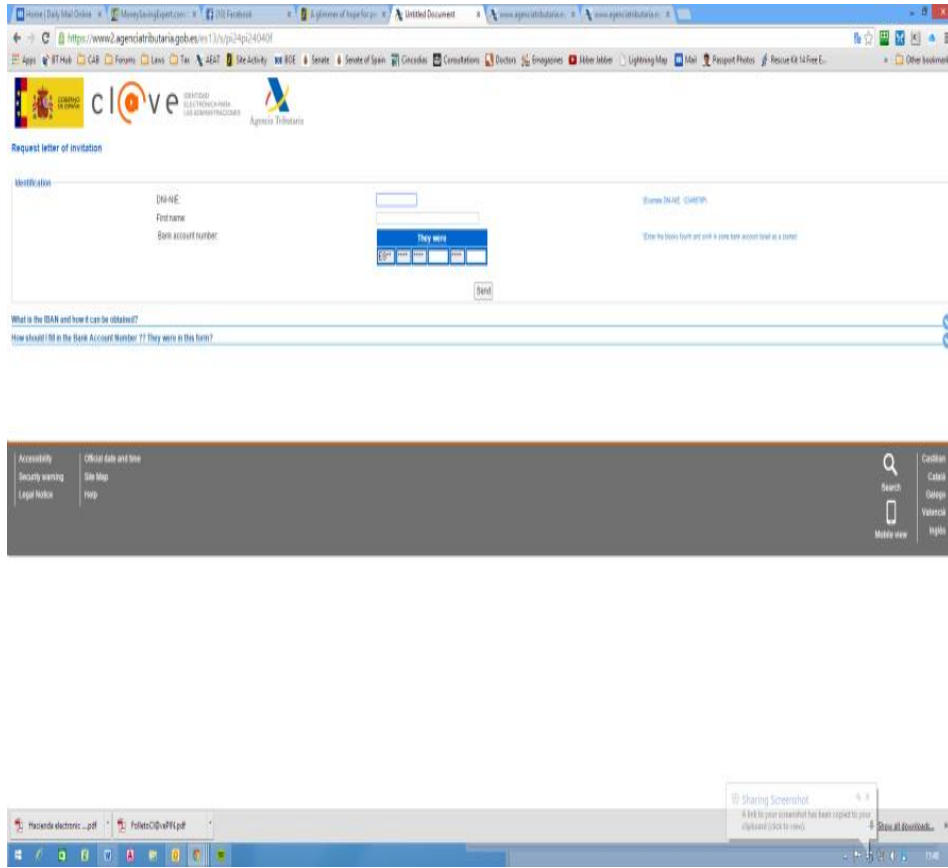


This work by Citizens Advice Bureau Spain is licensed under a [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License](https://creativecommons.org/licenses/by-nc-nd/4.0/). Based on a work at <http://www.citizensadvice.org.es>

Permissions beyond the scope of this license may be available at [Website Terms & Conditions](#)

CITIZENS ADVICE BUREAU SPAIN

Enter your NIE, Surname (note google translate shows it as first name, but it is primer apellido – surname) and the IBAN of your bank account, and press send.



Ref: 00/0212

Date: 18/01/15

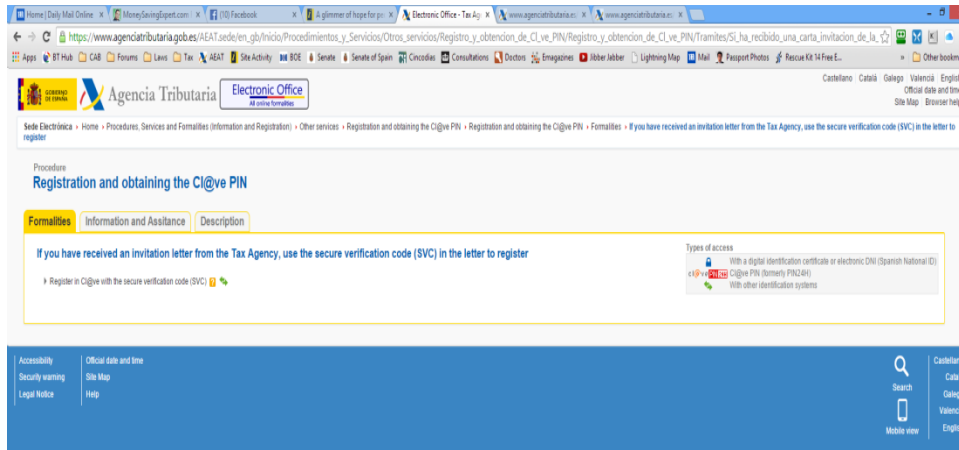
www.citizensadvice.org.es



This work by Citizens Advice Bureau Spain is licensed under a [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License](http://creativecommons.org/licenses/by-nc-nd/4.0/). Based on a work at <http://www.citizensadvice.org.es>
Permissions beyond the scope of this license may be available at [Website Terms & Conditions](#)

CITIZENS ADVICE BUREAU SPAIN

Once you have received the letter with the SVC go back into the main screen above ([click here](#)) and select Number 1 – Blue Arrow, click the first line and it takes you to the second screen.



Ref: 00/0212

Date: 18/01/15

www.citizensadvice.org.es

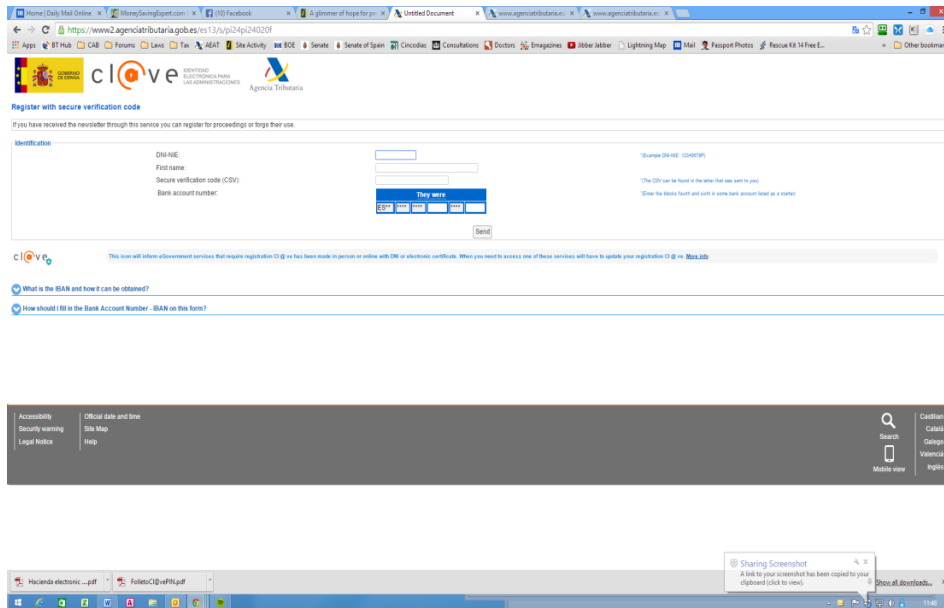


This work by Citizens Advice Bureau Spain is licensed under a [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License](http://creativecommons.org/licenses/by-nc-nd/4.0/). Based on a work at <http://www.citizensadvice.org.es>

Permissions beyond the scope of this license may be available at [Website Terms & Conditions](#)

CITIZENS ADVICE BUREAU SPAIN

Enter the same information as before, NIE, Surname, IBAN plus the code you have received and press send.



The next screen (I will be adding this screen at a later date as I have to wait for the code to be able to access it) will require you to add some personal details such as your mobile phone number, email and validity date of your DNI-NIE.

Ref: 00/0212

Date: 18/01/15

www.citizensadvice.org.es

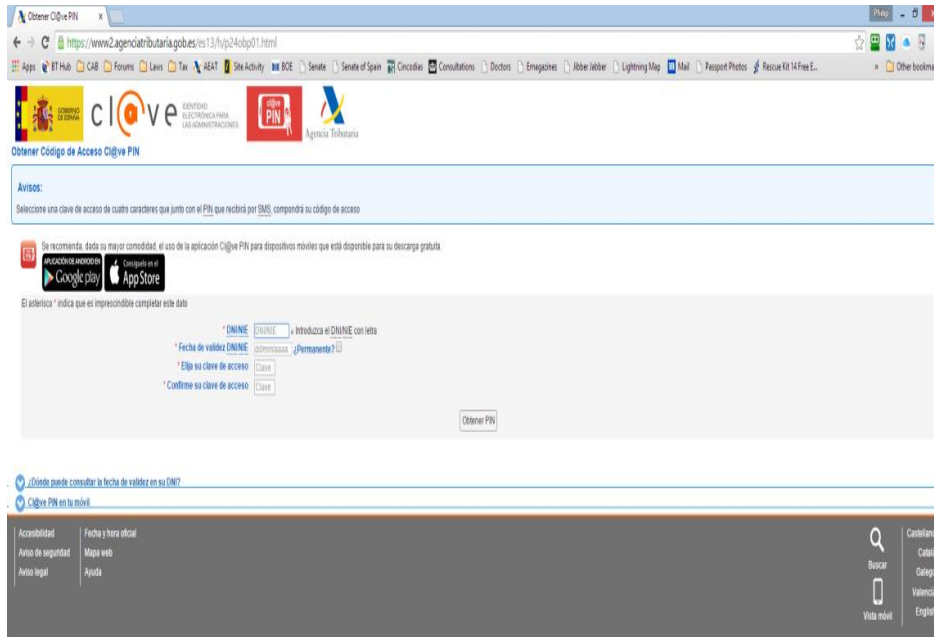


This work by Citizens Advice Bureau Spain is licensed under a [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License](https://creativecommons.org/licenses/by-nc-nd/4.0/). Based on a work at <http://www.citizensadvice.org.es>

Permissions beyond the scope of this license may be available at [Website Terms & Conditions](#)

Obtain a CL@ve Pin

This screen is where you put your CL@ve Pin: Note it will only be valid for 24 hours. Enter your NIE, DNI-NIE validity date, a 4 digit password (can be different every time) twice. You will then receive a 3 digit code on your mobile phone which you use in combination with the password you have just entered when you requested the CL@ve Pin.



By Philip Carroll

18/01/15

<https://www.facebook.com/groups/citizensinspain/>

Ref: 00/0212

Date: 18/01/15

www.citizensadvice.org.es

