Chauffeurs Frequently Asked Questions (FAQs)

1. **How do I log into the permit portal?**

   Chauffeurs drivers will receive a SMS notification containing a link to login to the chauffeur portal and make payment.
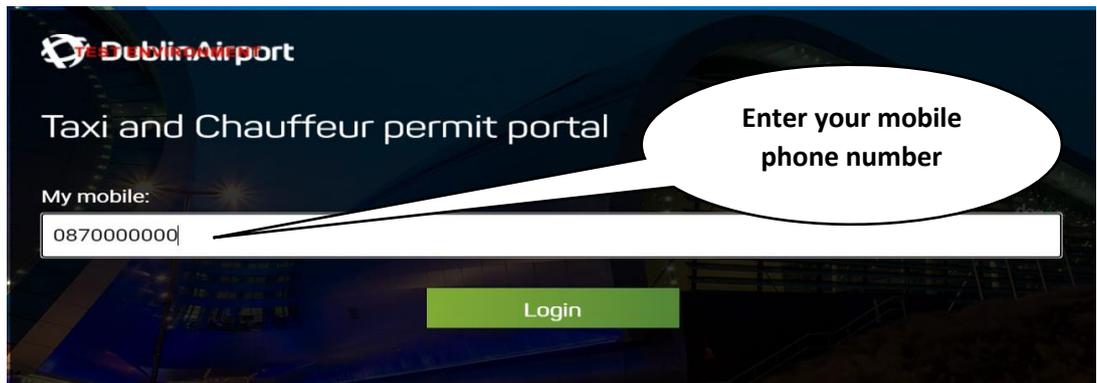
   Alternatively, they can login via a desktop using the link below.

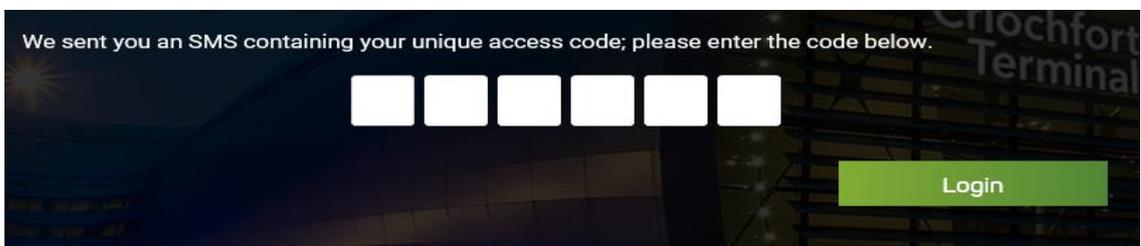   You can access the permit portal from the Dublin Airport website:

   https://www.dublinairport.com/b2b/airport-suppliers/chauffeur-companies
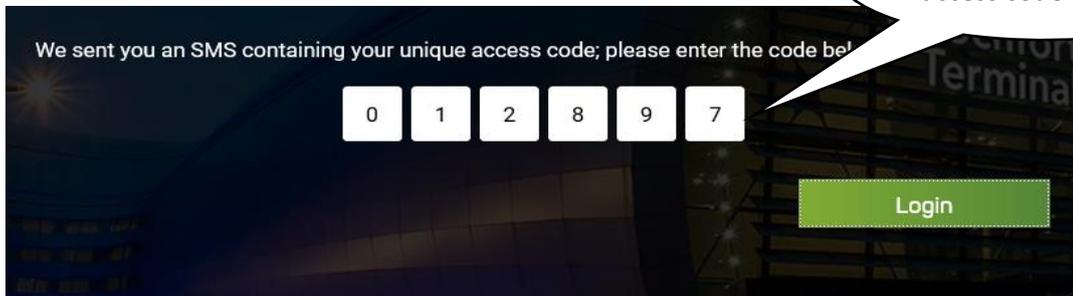
   and select Permit Portal.

   1.1 To log into to the system, you will need to enter your mobile number as registered with your account and click Login.

   1.2 An SMS message will be sent to you containing a 6-digit unique code.

1.3 Please enter 6-digit code and click Login.

> **Enter your 6-digit access code** number

We sent you an SMS containing your unique access code; please enter the code be[low]

| 0 | 1 | 2 | 8 | 9 | 7 |

Login

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

Phone number cannot be changed by the permit holder, only by our Car Parks Team. Please contact Car Parks Team to process the change:
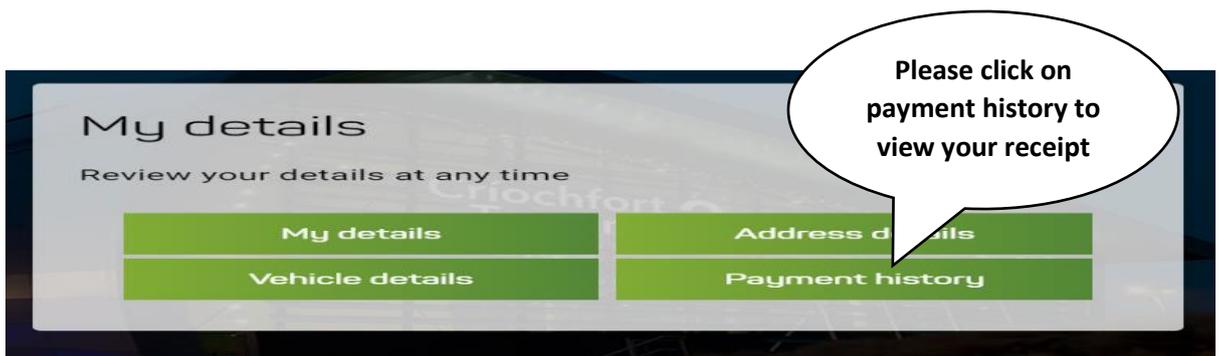
Email: taxiadmin@daa.ie
Phone: 01 9440440

3. Can I use the permit portal on my mobile?

Yes, the permit portal can be accessed on a desktop, laptop, tablet 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.

4. Can I get a payment receipt?

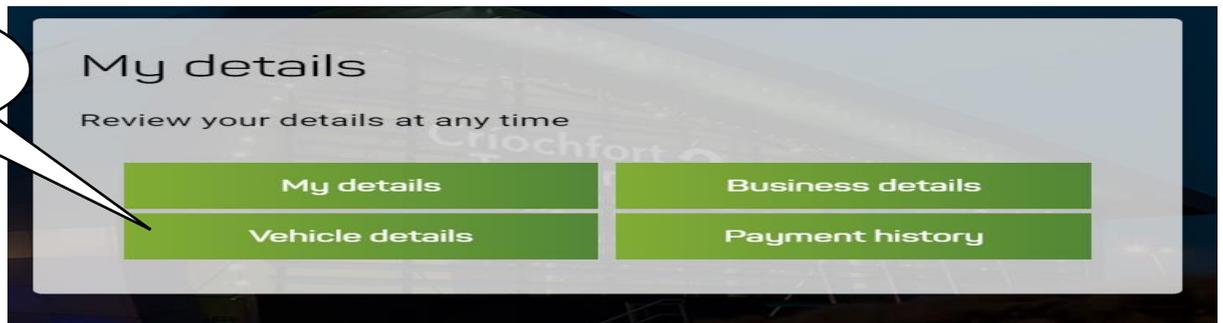Once you have logged into your account, click on payment history. You can now view and print a copy of your VAT receipt.

> **Please click on payment history to view your receipt**

My details
Review your details at any time

My details   Address d[eta]ils
Vehicle details   Payment history

You have the option to click on view receipt or you can download a copy for your records.
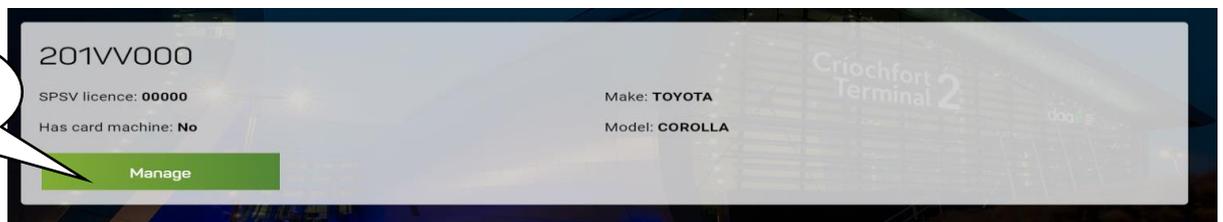
5. Can I replace my vehicle online?

Once you have logged into your account, click on vehicle details. Driver has the option to delete a vehicle or replace a vehicle.
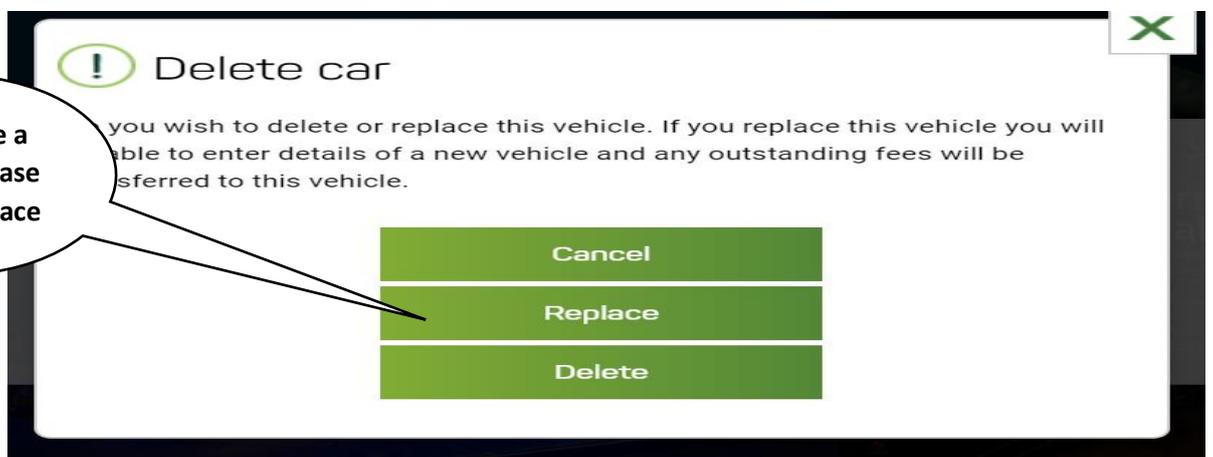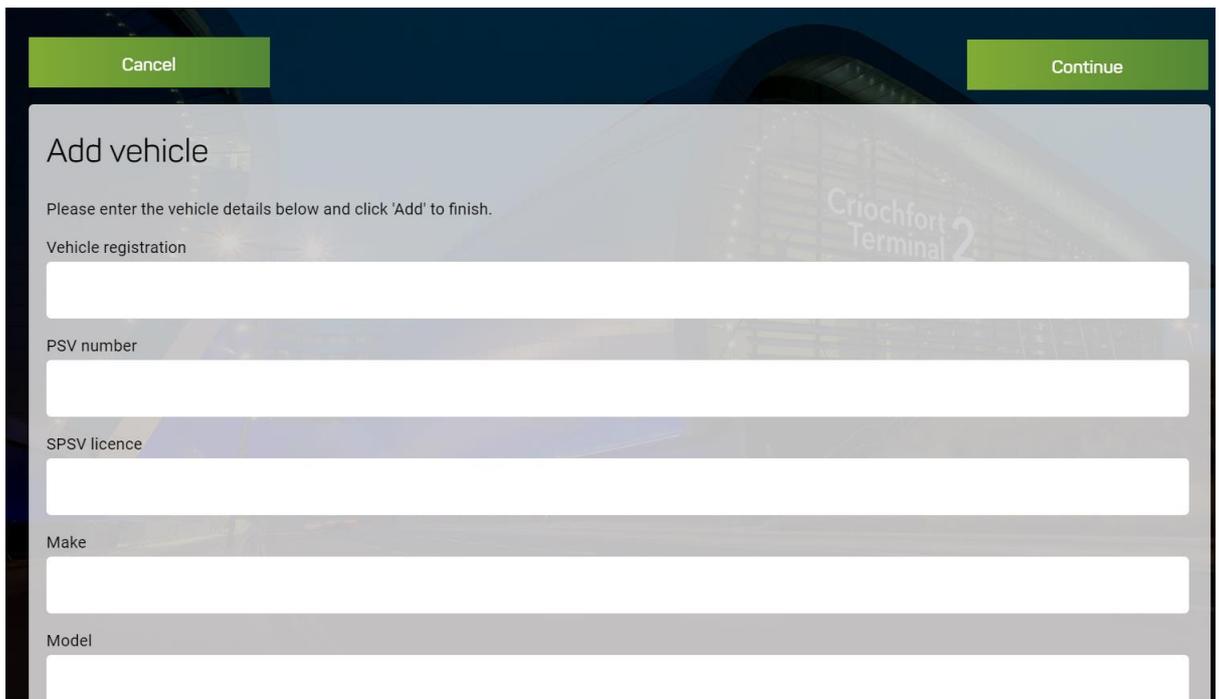
Select vehicle details

My details

Review your details at any time

| My details | Business details |
| Vehicle details | Payment history |

Select Manage

201VV000

SPSV licence: **00000**   Make: **TOYOTA**

Has card machine: **No**   Model: **COROLLA**

Manage

To replace a vehicle please select Replace

(!) Delete car

you wish to delete or replace this vehicle. If you replace this vehicle you will
able to enter details of a new vehicle and any outstanding fees will be
sferred to this vehicle.

Cancel

Replace

Delete

Please enter the new car details and click continue.

Please select delete if you want to remove a vehicle from your fleet.

6. **Where do I go for more information?**
   Web: https://www.dublinairport.com/b2b/airport-suppliers/chauffeur-companies
   Email: taxiadmin@daa.ie
   Ph: 01 9440440