



11 February 2025



Dear 

Thank you for your request made under the Official Information Act 1982 (OIA), received on 14 January 2025. You requested the following:

*Could you please tell me what percentage of MyIR users choose to login to their account using RealMe vs with a passkey vs using their UserID and password that has been set up directly through MyIR.*

Inland Revenue's system currently captures statistical data on RealMe and UserID/password combinations used by customers to login to their myIR accounts, but not for passkey logins. Passkeys were only introduced as a login method for myIR accounts on 25/26 October 2024.

While 6,340 customers have set up passkeys as a login method since 25/26 October 2024, Inland Revenue cannot accurately determine whether passkeys were used instead of the other two login options from October 2024 onwards. Additionally, the system has recorded 31,174 sessions by 5,659 distinct web logins from customers who have chosen passkeys as a login option since that date. However, we cannot guarantee that customers proceeded to use the passkey to login to their myIR accounts past that point.

As Inland Revenue's system does not currently capture comprehensive statistical data on passkey logins, we cannot report specifically and accurately on the percentage of myIR account users who have chosen to login using a passkey. Therefore, I am refusing your request for this information under section 18(g) of the OIA as the information is not held by the department and we have no grounds for believing that the information is either held by or more closely related to the functions of another agency.

Regarding your request for login data to myIR using RealMe vs UserID/password combinations, the information is provided below. To ensure the most up to date calculations, I have interpreted your request to cover a period during the past tax year from 1 April 2024 to 30 September 2024 (up to the introduction of passkeys in October 2024).

Between 01 April 2024 and 30 September 2024, the number of myIR accounts logons using RealMe or a UserID/password combination is recorded as follows:

- Total number of myIR logins: 36,967,620 sessions by 8,764,172 distinct web logins.
- Number of myIR logins who used RealMe: 2,155,386 or 5.83%.
- Number of myIR logins who used UserID and password: 34,812,234 or 94.17%

### Right of review

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: [commissionerscorrespondence@ird.govt.nz](mailto:commissionerscorrespondence@ird.govt.nz).

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

If you choose to have an internal review, you can still ask the Ombudsman for a review.

### Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website ([ird.govt.nz](http://ird.govt.nz)) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



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