The supplied user credentials failed validation for the requested service (1046)

HMRC · https://paiyroll.com/kb/the-supplied-user-credentials-failed-validation-for-the-requested-service-1046/

This error message is from HRMC and will be due to one of the following reasons:

1. Missing RTI credentials

You have not entered credentials in the RTI reports:

- Setup > Report definitions > GB RTI FPS > Update
- Setup > Report definitions > GB RTI EPS > Update

2. Incorrect RTI credentials

The credentials are not valid for the PAYE and Accounts office AO reference. Correct one or the other.

3. Incorrect Company PAYE and/or AO Accounts Office references

Ensure the tax tab on the company is correct: Companies > Update > Tax tab

4. The HMRC RTI server is unable to look up the credentials

Retry your submission at a later time - follow the steps to resend the EPS or FPS in the article Handling pay run errors (exceptions)