

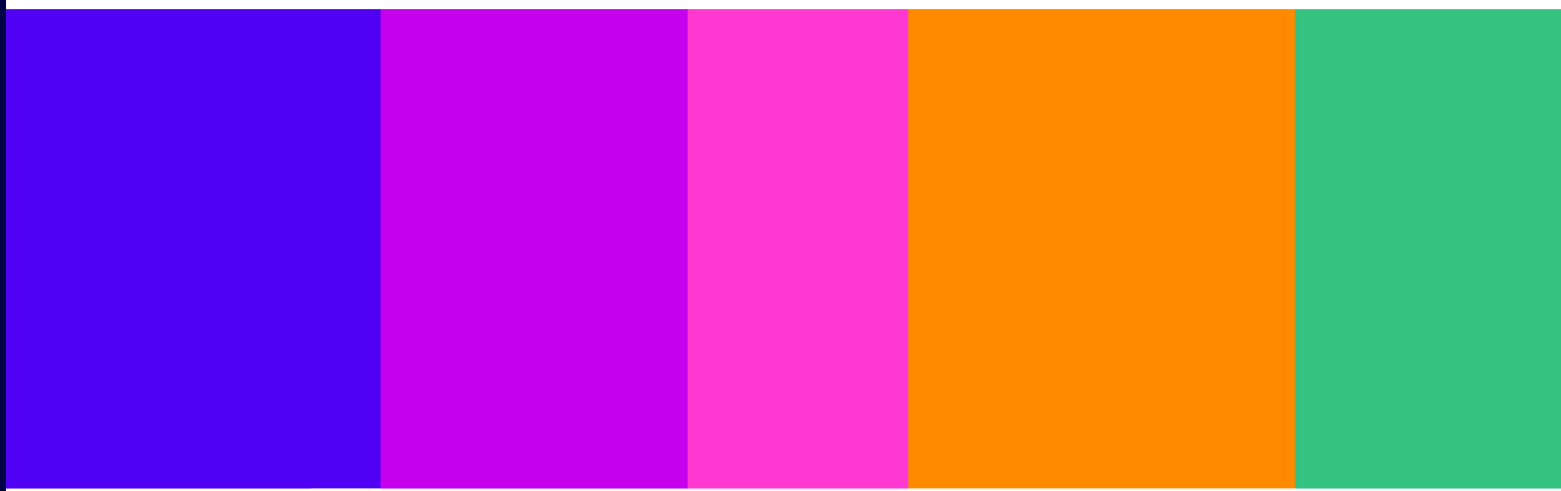


# Ofcom Online Services

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## PRS Outpayments Return: Frequently Asked Questions

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## 1. I have forgotten my password, what should I do?

On the [Ofcom Online Services Portal](#) login page, please click 'Forgotten your password?' and follow the steps to be emailed a link to reset your password. Please note the link can only be clicked once, even if you do not complete the password reset steps after clicking the link. If you have forgotten your password within 24 hours of setting it, please allow 24 hours to pass before using the 'Forgotten your password?' link on the portal.

## 2. I am new to the Ofcom data collection process. How can I register myself on the Ofcom Online Services Portal?

Please email the Ofcom Market Intelligence team ([MID@ofcom.org.uk](mailto:MID@ofcom.org.uk)), providing the following information:

- Full name;
- The organisation for which you are providing data;
- Postal address;
- Telephone number;
- Email address;
- Job title; and
- Whether you should be a Data Submitter or Data Provider (see the [Data Submission User Guide](#) for further information on the difference)

The team will then provide an account for you once they have completed their verification checks. Please note you will not be able to provide data for your organisation unless you have contacted the Ofcom Telecoms Market Intelligence team at [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk) first.

## 3. The Portal will not accept my new password. What should I do?

Your new password must contain a minimum of 14 characters, within which each of the following must be used:

- Uppercase letters
- Lowercase letters
- Numbers 0 through 9
- Special characters such as ~!@#\$%^&\* \_-+=`|\(){}[]:;'"<>.,?/

Your new password should also:

- Avoid using repeating sequences such as '11111111'
- Avoid common patterns such as '12345678' or 'abcdefgh'
- Avoid using obvious words like 'password' or 'ofcom'

4. I have logged on but my submission roles are incorrect, what should I do?

Contact the Ofcom Market Intelligence team at [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk) if you have been given the incorrect role. Guidance on the difference of each role type is provided in the [User Guide](#).

5. My return is not displayed. What should I do?

When the PRS Outpayments Return is opened and becomes available, you will receive an email notification, and the return will appear on the 'Scheduled returns' dashboard in the Ofcom Online Services Portal. If the PRS Outpayments Return does not appear on your 'Scheduled returns' dashboard after the Return has been opened, please contact the Ofcom Telecoms Market Intelligence team at [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk).

6. I am unclear on how to use the Portal. What should I do?

Guidance on how to use the Portal is available in the [User Guide](#). If you are unsure on how to use any parts of the Portal not covered by the User Guide, please contact the Ofcom Telecoms Market Intelligence team at [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk).

7. I have completed the form and submitted the data. How do I know if Ofcom has received this information?

When a form is successfully received, the status of your return on the [Ofcom Online Services Portal](#) will change to 'Submitted'. You will not receive any further reminder notices, therefore confirming that Ofcom has received the data.

8. Will I be able to check the data you received?

Yes. You can view the data submitted at any point, however you cannot edit this data after it has been submitted.

9. Can I resubmit the data if I discover any errors?

If you wish to make any changes to your return after the data has been submitted, please contact the Ofcom Telecoms Market Intelligence team at [MID@ofcom.org.uk](mailto:MID@ofcom.org.uk) who will arrange for the submission to be reopened.