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Written by Alicia Posted 24 May 2024 In order to use TaxTim and import your tax certificates directly from your SARS eFiling profile, you will need to be able to login to your SARS profile. If you do not remember your eFiling username and password, here is a short guide to request it: 1. Go to SARS eFiling and click "Forgot Username". 2. Enter your contact details (cellphone number and email address), ID/passport number and tax reference number, and click on "Continue". 3. SARS will send a one-time PIN to your cellphone number. Please enter this number and then click "Submit". 4. Your eFiling username should show in the highlighted box. Remember to take a quick screenshot, or write it down and keep it somewhere safe. You can also reset your password on this page, once done, please click "Submit". If you have changed your contact details since you last registered for eFiling, the above steps might not work. If this is the case, an alternative option would be to go to the SARS website, click on "Contact Us" and then click on "Make an Appointment". Request a callback and once the consultant contacts you, you can ask them to reset your contact details on eFiling. This entry was posted in TaxTim's Blog and tagged SARS & eFiling. Bookmark the permalink. 10 most popular Q&A in this category The Login service enables a registered user of the e-Filing portal to access the e-Filing portal and all the services provided within the portal. There are various methods to login to the e-Filing portal. All the login methods along with credentials to be entered are listed below: Login Method Credentials to be entered Net Banking (e-Filing Vault Higher Security enabled) User ID & Password + Net banking User ID and password for second factor authentication Net Banking (e-Filing Vault Higher Security NOT enabled) Net banking User ID and password Bank/Demat Account EVC (e-Filing Vault Higher Security enabled) User ID (PAN) & Password + Bank EVC for 2nd factor authentication DSC User ID (PAN) & Password + DSC for 2nd factor authentication Login using User ID for CA, TAN User, ERI, External Agency, ITDREIN user User ID & Password Note:The e-Filing Vault Higher Security options provide multi-factor authentication for login and password reset. The process to login when higher security options are chosen, is also provided in this user manual. The new e-filing portal mandates twofactor authentication i.e. in addition to username and password, another authentication through OTP received on e-filing registered primary mobile number / email ID or Aadhaar linked mobile needs to be entered. In order to avoid any hassle for taxpayers, who may not have access to such mobile number/email, the twofactor authentication will be disabled during the initial period. During this period, taxpayers are requested to update their personal mobile number and email ID as primary mobile / email in their profile to ensure smooth login, once two-factor authentication is enabled. 2. Prerequisites for availing this service General Prerequisites Registered user of the e-Filing portal. Valid User ID and Password of e-Filing portal. Using Net Banking You should have linked your PAN with your bank account to login through Net Banking (only Individual users) and you should be registered on e-filing portal. Using DSC Valid and active DSC and DSc should be registered on e-filing portal You should have installed emsigner and it should be running on the system. Plugged in DSC USB token in the machine. DSC procured from a Certifying Authority provider of India. DSC USB token should be a Class 2 or Class 3 certificate. 3. Step-by-Step Guide Refer to the table below for the required method of login: Login using e-Filing Password Refer to section 3.1 Login using Aadhaar OTP (including the case where e-Filing Vault Higher Security option is enabled) Refer to section 3.2 Login using net banking (Including the case where e-Filing Vault Higher Security option is enabled) Refer to section 3.4 Login using DSC (when e-Filing Vault Higher Security option is enabled) Refer to section 3.5 Login for other than taxpayers (CA, ERI, External Agency, TAN users, ITDREIN users) Refer to section 3.6 3.1 Log in using e-Filing Password Step 1: Go to the e-Filing Portal homepage and click Login. Step 2: Enter your PAN in the Enter your User ID textbox and click Continue. Step 3: Confirm your Secure Access Message. Enter your password and click Continue. On successful validation, the e-Filing Dashboard is displayed. For individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar, click on Link Now button, else click Continue. 3.2 Log in using Aadhaar OTP (including the case where e-Filing Vault Option is enabled) Step 1: Go to the e-Filing portal homepage and click Login. Step 2: Enter your PAN in the Enter your User ID textbox and click Continue. Step 3: Confirm your Secure Access Message. Enter your password and click Continue. Step 4: If you already have OTP, select already have OTP on mobile number registered with Aadhaar and go to Step 5. If valid OTP is not available, click Generate OTP and click Continue. Step 5: On the Verify, it's you page, click I Agree to validate my Aadhaar Details > Generate Aadhaar OTP. Step 6: Enter your 6-digit OTP received on your mobile number registered with Aadhaar and click Login. Post successful validation, you will be taken to the e-Filing Dashboard. For individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar, click on Link Now button, else click Continue. 3.3 Log in using Net Banking (including the case where e-Filing vault option is enabled) Step 1: Go to the e-Filing portal homepage and click Login. In case of using Net Banking as a higher security option, enter your user ID, password and click Through Net Banking on the Higher Security Options page and go to Step 3. Step 2: If you have not opted for the e-Filing Vault Higher Security option, click the Net Banking option found at the bottom of the page under Other Ways to Access Your Account. Step 3: Choose the preferred bank and click on Continue. Step 4: Read and understand the disclaimer. Click Continue. Step 5: Log in to your Net Banking account using your Net Banking user ID and password. Step 6: Post login, select the link to the e-Filing portal on the bank's website. You will be taken to the e-Filing Dashboard. For individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar click on Link Now button, else click Continue. 3.4 Log in using Bank Account / Demat Account EVC (when e-Filing Vault Higher Security option is enabled) Step 1: Go to the e-Filing portal homepage and click Login. Step 2: Enter your PAN in the Enter your User ID textbox and click Continue. Step 3: Confirm your Secure Access Message. Enter your password and click Continue. Step 4: Select Bank Account EVC / Demat Account EVC and click Continue. Step 5: If you do not have an EVC, click Generate EVC. You will receive the EVC on your mobile number registered with your bank / demat account. Note: In case you already have an EVC, select already have an EVC. Step 6: Enter the EVC and click Login. Post successful validation, you will be taken to the e-Filing Dashboard. For individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar click on Link Now button, else click Continue. Step 1: Go to the e-Filing portal homepage and click Login. Step 2: Enter your PAN in the Enter your User ID textbox and click Continue. Step 3: Confirm your Secure Access Message. Enter your password and click Continue. Step 4: Select the DSC Option and click on Continue. Step 5: Select New DSC or Registered DSC (as required) and click Continue. Refer to the Register DSC user manual to learn more. Step 6: Select already downloaded and installed emsigner utility and click Continue. Note: You can download and install the utility, using the hyperlink on the bottom of the page. Step 7: On the Data Sign page, choose the Provident Fund Certificate. Enter the Provider Password and click Sign. Post successful validation, you will be taken to the e-Filing Dashboard. For individual users, if PAN is not linked with the Aadhaar, you will see a pop-up message that your PAN is made inoperative as it is not linked with your Aadhaar. To link the PAN with Aadhaar, click on Link Now button else click Continue. 3.6 Login for other than taxpayers (CA, TAN User, ERI, External Agency, ITDREIN user) Step 1: Go to the e-Filing Portal homepage and click Login. Step 2: Enter your user ID in the Enter your User ID textbox and click Continue. Note: The user IDs for different users are mentioned in the table below: Sl. No. User User ID 1 CA ARCA followed by the 6-digit membership No. 2 Tax Deductor and Collector TAN 3 ERI ERI followed by the 6-digit number, 4 External Agency EXTA followed by the 6-digit number, 5 ITDREIN User PAN/TAN of reporting entity followed by 2 alphabets and 3 digits; Step 3: Confirm your Secure Access Message. Enter your password and click Continue. Refer to the table below to proceed further: Log in using e-Filing Password Refer to Section 3.1 Log in using Aadhaar OTP Refer to Section 3.2 Log in using Net Banking Refer to Section 3.3 Log in using Bank Account / Demat Account EVC Refer to Section 3.4 Log in using DSC Refer to Section 3.5 4. Related Topics 1. Do I need my registered mobile number to login to the e-Filing Portal? There are multiple ways to login to the e-Filing portal. It is not required to have the registered mobile number. However, registered mobile number can be useful in case you forget your password. 2. Should my PAN be registered on the e-Filing portal? The PAN entered in the textboxes should be registered in the e-Filing portal. If not, you will see with the following message - PAN does not exist, please register this PAN or try with some other PAN. If the e-Filing account linked to the PAN has been deactivated, please reactivate by reaching out to the helpdesk. 3. Will my account get locked if I enter an incorrect password? Yes, the account will get locked after entering 5 unsuccessful attempts to log in. The account can be unlocked by using Unlock your account functionality or it will automatically get unlocked after 30 minutes. 4. Do I need to link my PAN with Aadhaar to login to e-filing portal? You would be able to login to e-filing portal if your PAN is not linked with Aadhaar, but you will have limited access. It is therefore advisable to link PAN with Aadhaar. 5. Do all banks provide Net Banking facility to login to the e-Filing account? Most of the nationally recognized banks provide this service for their customers. However, to be safe, it is recommended to check the bank's website or contact the bank regarding the same. The list of recognized banks is available on the e-Filing portal after clicking on the Net Banking option. 6. I do not have mobile connectivity for OTP. How can I login to my e-Filing Account? You do not need OTP to login to e-filing portal. In case you have enabled any higher security option from e-filing vault higher security service, you may login with the below methods if any of the below method is chosen for 2nd factor authentication: Bank Account EVC (if you already have EVC), or Demat Account EVC (if you already have EVC), or DSC or Existing Aadhaar OTP. 7. What is e-Filing vault? How does it help me? The e-Filing vault option provides multi-factor authentication for login and password reset. You can choose from multiple options such as bank account EVC, demat account EVC and DSC to provide an extra step of authentication while logging in. 8. What are the Login service improvements on the new portal? In the new e-Filing portal, the captcha has been removed to ensure hassle free login. Secure access message has been added to protect from phishing websites. Additionally, you can set multi-factor authentication using e-vault security. 9. I am an individual taxpayer. What is my user ID for login? The user ID for individuals is PAN. 10. What is the user ID for CA, ERI, External Agency, ITDREIN user and TIM 2.0 user? The user ID for the above users are generated when they register in the e-Filing portal. The respective user IDs are: CA - ARCA followed by the 6-digit number generated during registration ERI - ERI followed by the 6-digit number generated during registration External Agency - EXTA followed by the 6-digit number generated during registration ITDREIN user - user ID generated during registration TIN.2.0 user - TINP followed by the 6-digit number generated during registration 11. What can I do if I think that my e-Filing account has been accessed by some unauthorized person? If you think your e-Filing account may have been compromised or accessed in an unauthorized manner, then you may be a victim of cybercrime. Please report the incident to the concerned police or cyber-cell authorities as a first step. You may file an online criminal complaint / FIR by visiting an initiative of Government of India to facilitate victims / complainants to report cybercrime complaints online. Any information pertaining to the alleged cybercrime will be shared by Income Tax Department with the relevant law enforcement authorities when so summoned under their statutory powers of investigation. As a general precaution, please do not share your login credentials or other sensitive information. 12. Do I need my user ID and password for logging in to the e-Filing portal? For most methods of login, the user ID and password is required for logging in to the e-Filing portal. In cases like Net Banking, the user ID and password is not required. 13. How can I login to the new portal if I do not have access to my e-Filing registered mobile number? You can login to new portal using user ID & password and in case you have enabled login using Aadhaar OTP, ensure that your PAN is linked with Aadhaar and you have access to the Aadhaar linked mobile number to generate Aadhaar OTP and login to e-filing portal. A validated bank account is necessary for credit of refunds The Income Tax Department will never contact you through pop-up window. Do not fall for fake pop ups! How to ... Videos Awareness Videos Brochures Taxpayer Voices Statistics The new and intuitive official website of Income Tax Department which deals with e-Filing of returns/forms and other related functionalities. Posted 31 March 2022 0: I can't get into my SARS eFiling. I do have a new email address but I tried my old e-mail address and that didn't work either. TaxTim Marc said: 31 March 2022 at 17:33 A: Please contact SARS 0800 00 7277 in order to retrieve your username and password. You can also obtain your eFiling username and password by going to the SARS eFiling website and request it online by following these steps: Login to SARS eFiling click on forgot username or click on forgot password and then enter your ID or Passport number and contact details and lastly your tax reference number. Should you not have your tax reference number, you can request it online by following these steps: Visit the SARS website. On the top menu bar, click on "Contact Us". Click on the "Request your Tax number" Complete the form and choose "What's My Tax Number" as the query type SARS will send you your tax number if they were able to verify your credentials. If none of these options work and you have not called SARS yet, it might be the only way to get a person to speak to you at SARS or you can request a callback. Send an SMS to 47277 (SARS) with the information and format described below: Space g. Booking 91120801123456 OR Booking A029999998 A SARS official will call you back to book the appointment on your behalf This SMS service is only available to taxpayers/registered representatives who are registered for Personal Income Tax (PIT). This service is not available to tax practitioners. You might have to wait a day or two, but they will call you. This entry was posted in Tax Q&A and tagged SARS & eFiling. Bookmark the permalink. Since SARS introduced the new eFiling setup, many things have changed on eFiling, including the shared access option. With no actual explanation, there are times when your entire tax number could be sent to the tax practitioner who sent a request to share access to your tax file, if you follow the steps on our OTP blog. We thought we could share this blog to help you regain access to your tax numbers if it should ever happen to you. 1. Login to your SARS eFiling profile: (2. Select the click here button highlighted below: 3. Select the second option Obtain full shared access and then select the Submit button in the right bottom corner. You will then have full shared access to your profile. To access this site, please enable JavaScript in your browser settings or switch to a supported browser such as the latest Chrome, Firefox, Safari or Edge. This pre-login service is available to all taxpayers (except Companies) who want to register on and access the e-Filing portal. The Registration service enables the taxpayer to access and track all tax-related activities. 2. Prerequisites for availing this service Valid and active PAN Valid Mobile Number Valid email ID 3. Step-by-Step Guide Step 1: Go to the e-Filing portal homepage, click Register. Step 2: Enter your PAN under Register as a Taxpayer option and click Validate. In case the PAN is already registered or invalid, an error message is displayed. Step 3: Enter all the mandatory details including Name, DOB / DOI, Gender (if applicable) and Residential Status as per your PAN on the Basic Details page and click Continue. Step 4: After PAN is validated, the Contact Details page appears for individual taxpayers. Enter your Contact Details including Primary Mobile Number, email ID and Address. Click Continue. Step 5: Two separate OTPs are sent to the primary mobile number and email ID mentioned in Step 5. Enter the separate 6 digit OTPs received on the mobile number and email ID and click Continue. Note: OTP will be valid for 15 minutes only. You have 3 attempts to enter the correct OTP. The OTP expiry countdown timer on screen tells you when the OTP will expire. On clicking Resend OTP, a new OTP will be generated and sent. Step 6: Edit the details in the page if necessary and click Confirm. Step 7: On the Set Password page, enter your desired password in both the Set Password and Confirm Password textboxes. Enter your personalized message and click Register. Note: Do not click Refresh or Back. While entering your new password, be careful of the password policy: It should be at least 8 characters and at most 14 characters. It should include both uppercase and lowercase letters. It should have a special character (e.g. @#%\$). Step 8: When you are successfully registered, click Proceed to Login to begin the login process. Note: Log in to the e-Filing portal and update your profile to access all the available services. 4. Related Topics In order to use SARS eFiling, you will need your own tax reference number. If you do not have one, please see how to get a South African tax number. Please follow our step-by-step guide to obtain a tax reference number for yourself via SARS eFiling. Step 1: Please log on to the SARS website (). On the middle right side of the home page is a list of options where you need to select "Register Now" Step 2: The eFiling Registration screen will appear where you need to complete your personal details, then click next Step 3: Complete your contact details along with login details that you would like to use, then click "Next". Step 4: Please read the new security feature and Select Next Step 5: Please read the new security feature and Select Next Step 6: Select the preferred method of communication between you and SARS. The method you select will serve as your eFiling security contact details and will be used to send a One-Time-Pin (OTP) to authenticate you. Step 7: Enter the correct OTP pin number send to you by sms or email address and click "Submit". Step 8: Once you are done the eFiling Login screen will appear meaning your registration was successful. Step 9: You will now need to log on to the SARS eFiling website by using the Username and Password details you entered when completing the registration process on the top right side of the home page, click Next Step 10: The eFiling welcome screen will display the terms and conditions, please read and select the I Accept at the bottom of the screen to continue with the log in process. Step 11: The screen will show your details as entered by you. After you have selected the return type(s), click on Submit to activate your SARS eFiling profile. Step 12: You will then reach the eFiling home page where the display provides a visual summary of your current tax affairs. From here you can request a statement of account or any notices sent by SARS to see if you are up to date with all your tax returns. Step 13: Please note, should you wish to complete your returns through TaxTim you will need to look at the following blog: OTP for eFiling registration for us to be able to assist you. If you have any queries kindly contact us on the helpdesk where one of our Tax consultants is ready to help.

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