



# HOW TO REGISTER FOR THE USE OF THE SARS MOBIAPP

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## 1 SUMMARY

- a) The SARS MobiApp is one of our digital service platforms that allows you to engage with SARS from anywhere and at any time. What is more, this platform allows you to interact and transact conveniently by making use of your smart phone. This guide will demonstrate how you can register for Personal Income Tax (PIT) or register for making use of the SARS MobiApp in your tax compliance responsibilities.

## 2 INTRODUCTION

- a) Registration is one of the key aspects of tax compliance that every South African individual who earns or profits from some sort of income should adhere to. Registration for income tax allows you to engage with SARS effortlessly regarding your tax compliance responsibilities – particularly when making use of our digital service channels.
- b) The Income Tax Act No. 58 of 1962 details that you are liable for tax levied on all income and profit received (which could include individuals, companies, and trusts). Thus, another complying requirement for individuals is to file/submit their Income Tax (ITR12) return every financial year. Submitting or filing your income tax ITR12 return cannot occur when the registration process of your Personal Income Tax (PIT) has not been finalised. Being registered on the SARS MobiApp allows you to receive your Income tax returns for submission during applicable tax seasons amongst others.

## 3 PREREQUISITES FOR USING THE SARS MOBIAPP

- a) Consider the following for effective use of the SARS MobiApp:
  - i) The SARS MobiApp caters only for individual taxpayers and registered tax practitioners.
    - A) Registered tax practitioners who have linked their client's profile will have full access to it.
  - ii) You must have downloaded the SARS MobiApp on your smart device.
    - A) Ensure that your downloaded SARS MobiApp is always up to date.
    - B) Ensure your device has the latest iOS/Android Operating System Software.
  - iii) Your device must have data or connected to a functioning Wi-Fi system.

## 4 DOWNLOADING THE SARS MOBIAPP

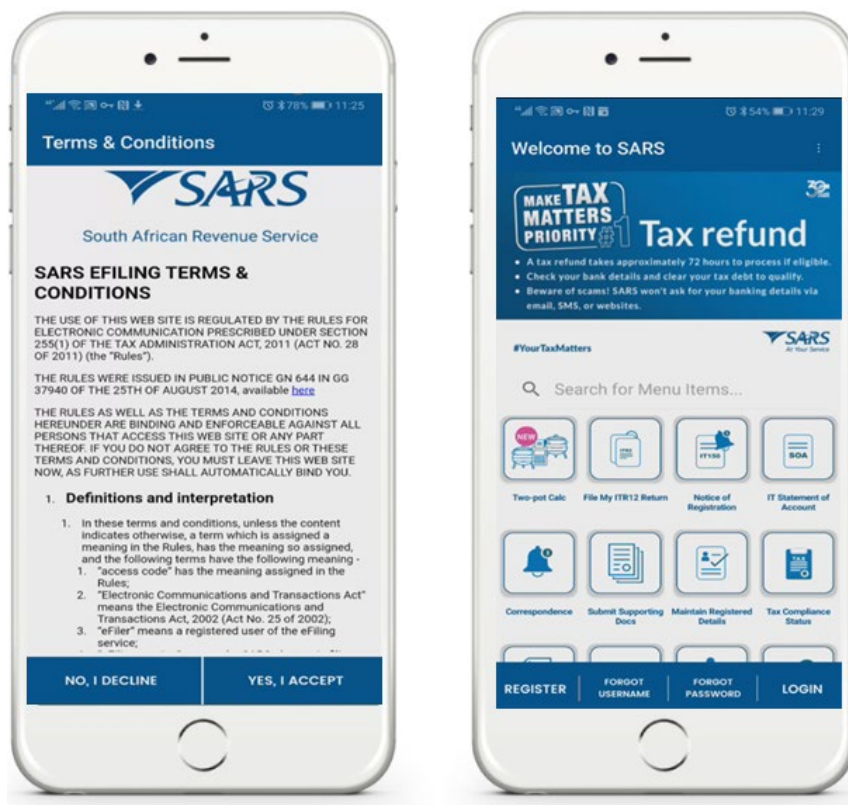
- a) You can easily install the SARS MobiApp from the App Store, Google Play Store, or the Huawei App Gallery.
- b) The following operating systems versions are required for your smart phone/device to enable the downloading of the SARS MobiApp:
  - i) Android – Version 5.0 or Higher
  - ii) Huawei – Version 5.0 or Higher
  - iii) iOS – Version 10 or Higher
- c) To Download:
  - i) Tap on the Google Play Store/Huawei App Gallery/Apple App Store to open the store.
  - ii) Type “**SARS MobiApp**” into the Search box displayed. Once the SARS MobiApp appears as part of the search results, download it to your device.
  - iii) Download and install the App as per requirements of your device. When the installation is complete, the **SARS MobiApp** icon will be displayed on your mobile device's home screen.

**Once downloaded, please ensure that your SARS MobiApp is always up to date.**

- d) Once you have downloaded the **SARS MobiApp**, you will be presented with the Terms and Conditions page. Carefully read all the terms and conditions, and if you agree tap on '**Yes I Accept**', displayed at the bottom of the screen.



- e) Once selected, the **SARS MobiApp Home** screen will be displayed.



## 5 REGISTRATION

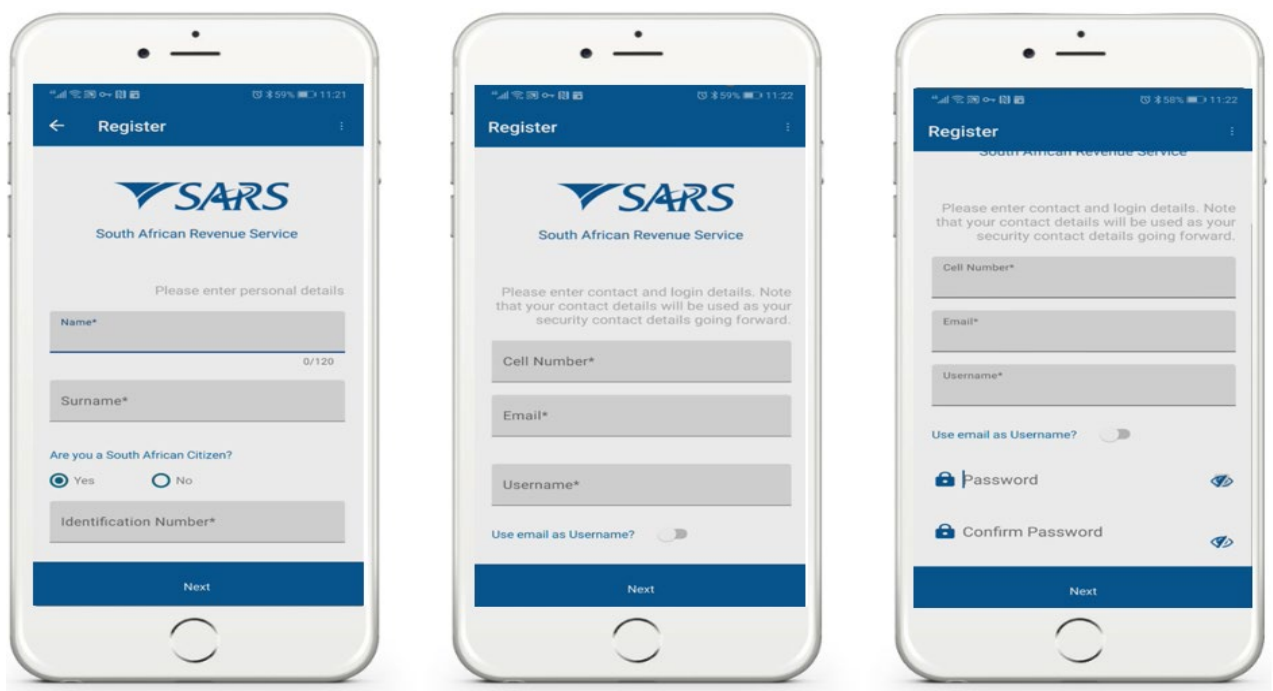
Do note that you may be requested to be biometrically authenticated or referred to the SARS Branch Office.

### 5.1 HOW INDIVIDUALS CAN REGISTER FOR PERSONAL INCOME TAX (PIT)

- a) This section is applicable to individuals who wish to register for Personal Income Tax (PIT) with SARS. This will result in being issued with a Tax Reference Number (TRN) and Notice of Registration.
- b) To Register:
  - i) Tap on the **Register** icon displayed on the bottom of the SARS MobiApp **Home** screen.



- c) This will direct you to the **Register** screens.

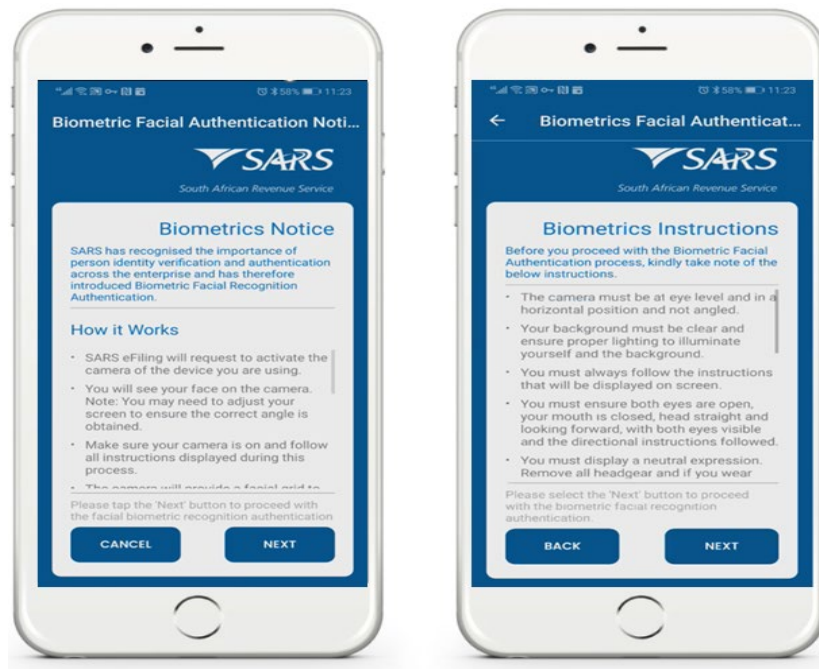




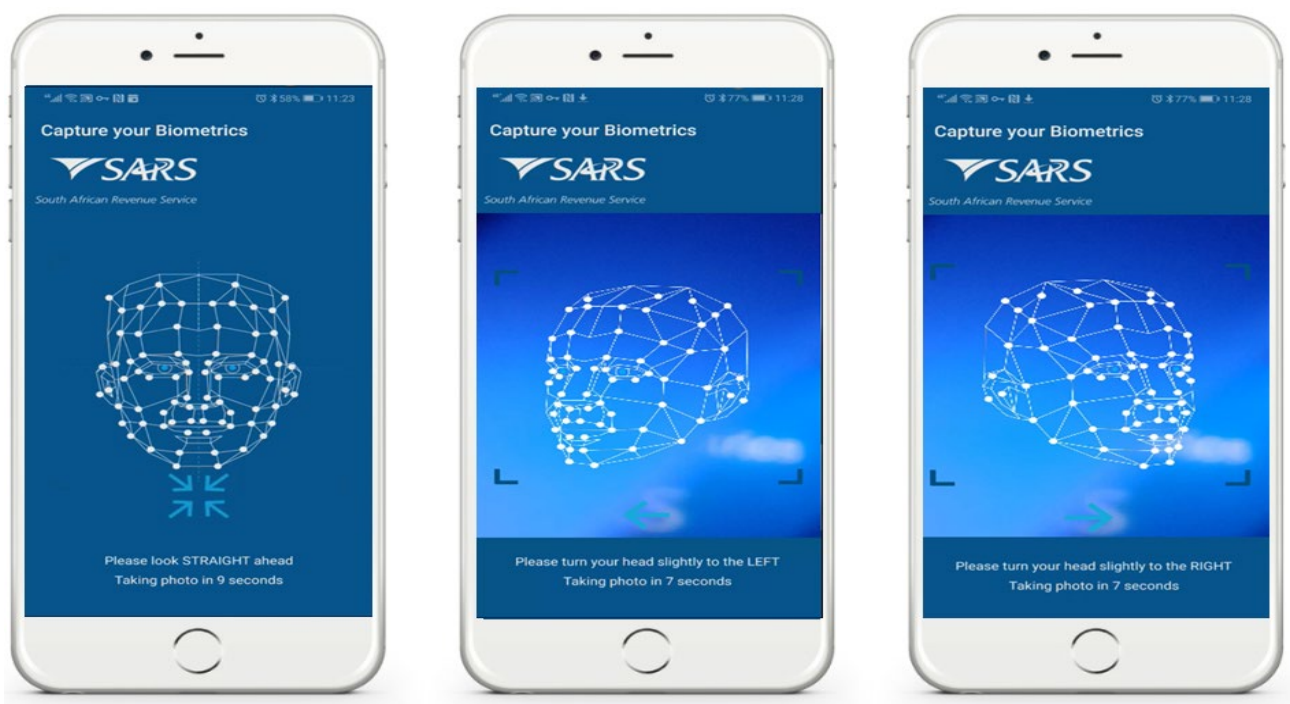
- d) Tap on the required demographic information as displayed on your device.
  - i) Complete the personal information required.
  - ii) Once completed, tap on **Next**.

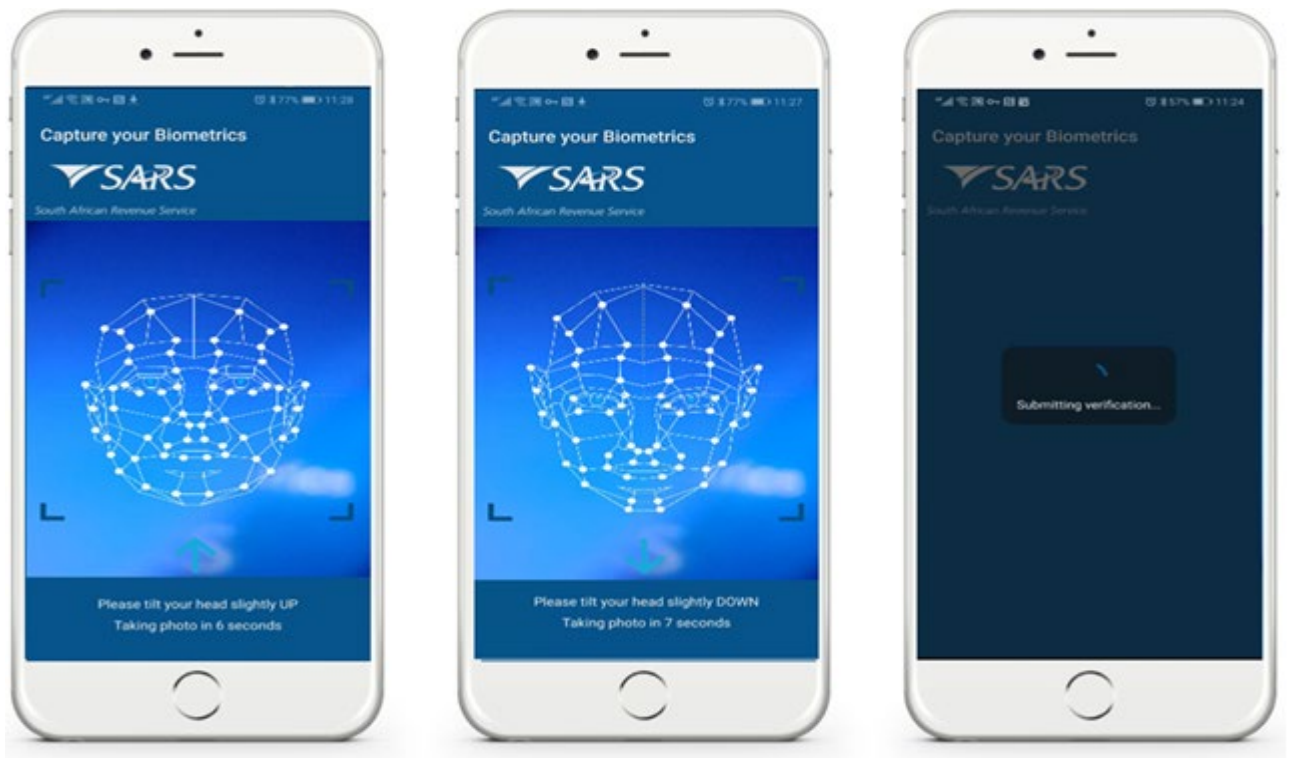
**Take note and safe keep your username and password**

- e) Once all the required information is completed accurately, the following **Biometrics Notice** screen followed by the **Biometrics Instructions** screen might be displayed.



- i) Take note of how the Biometric Facial Authentication works,
  - A) Tap on **Next**.
- b) Your device will commence to capture your Biometric Facial ID,
  - i) Follow the screen prompts as displayed on your device.

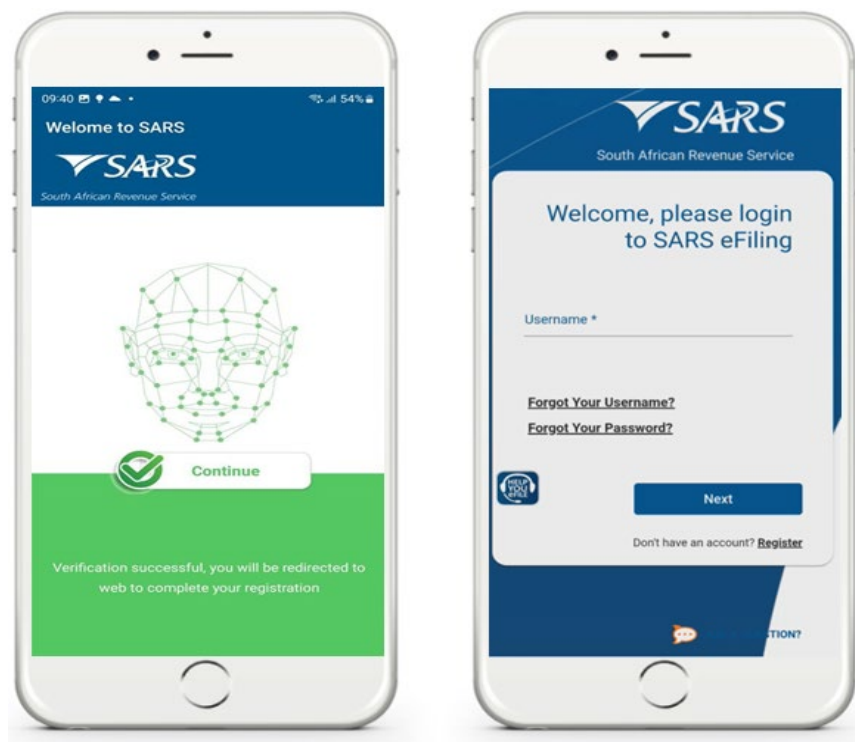





Do note the following:

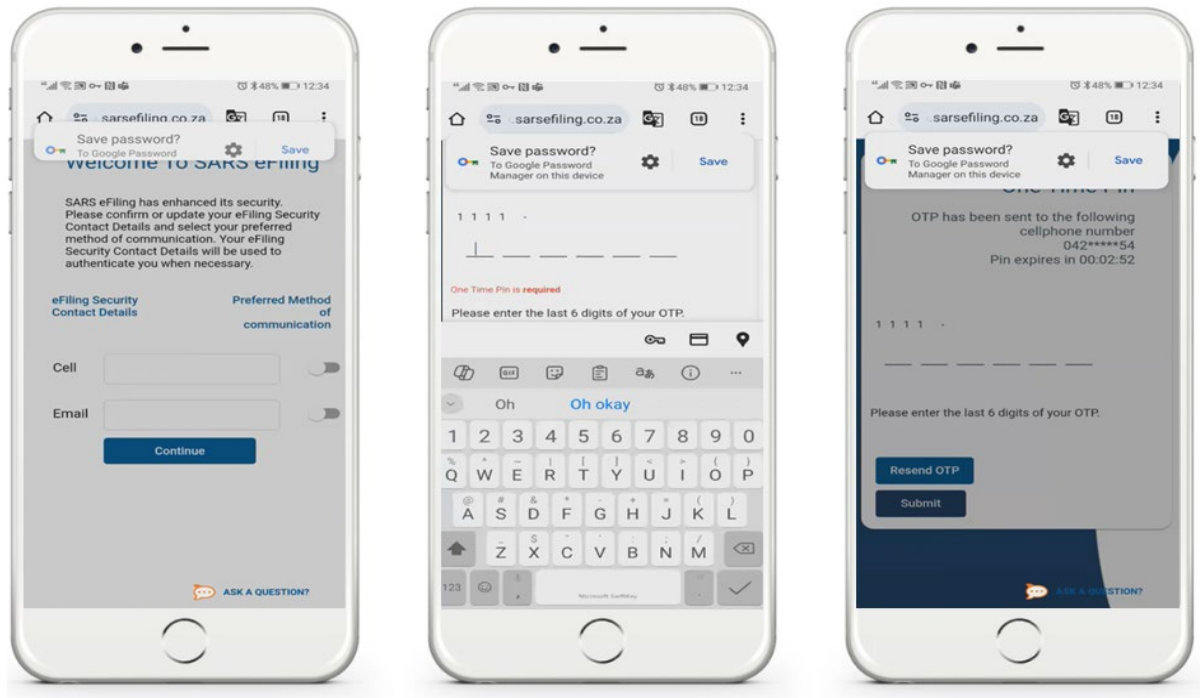
- Ensure that you are in a clear environment where the camera can see you clearly.
- Note that the sequence of the capturing may differ.

- c) Once the biometric ID has been successfully captured, the following screen will be displayed on your device.

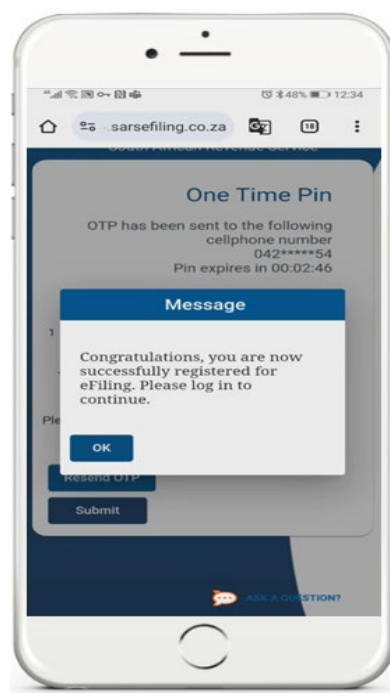


- d) Take note of the message and tap on **Continue**.
- e) The user will then be required to login.

- i) Login by completing your username and password.
- f) Once you have logged in, the screen displayed will require the user to confirm and select their preferred method of communication for eFiling security purposes.
  - i) Select by tapping on  for either Cell Number or Email.
  - ii) Tap on **Continue**.

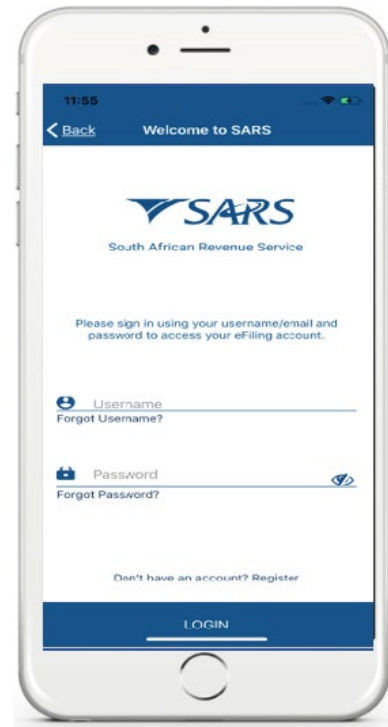


- g) The **One Time Pin (OTP)** screen will be displayed which requires you to complete the last 6 digits of your OTP sent through your preferred method of communication.
- h) Complete the OTP and tap on **Submit**.
- i) Where the OTP completed is correct, a message will be displayed indicating you are now registered for eFiling.

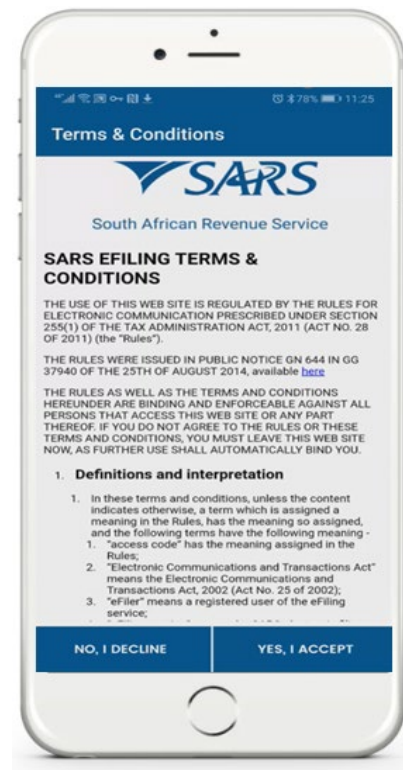




- f) Once successfully registered, login to the SARS MobiApp
  - i) The **Welcome screen** will be displayed.
- j) On the **Welcome** screen.
  - i) Complete your **Username** and **Password**.
  - ii) Once completed,
    - A) Tap on **LOGIN**.



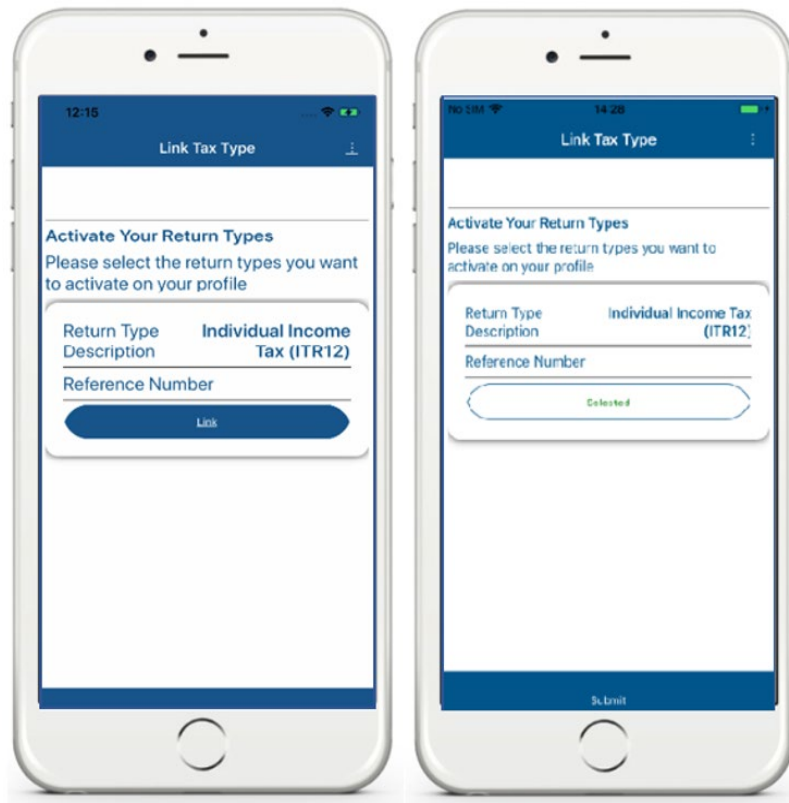
- g) Once you have logged in, you will be presented with the **Terms and Conditions** of using eFiling.



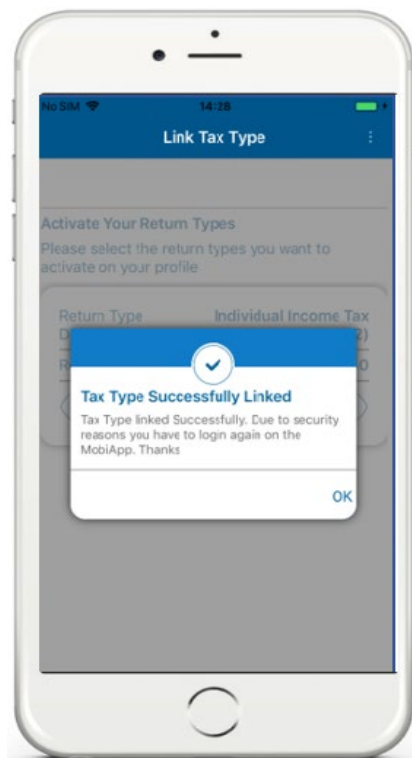
- h) Once you have noted and agree with the SARS eFiling Terms and Conditions,
  - i) Tap on **YES, I ACCEPT**.

**Note that all new registrants will have their newly created PIT number displayed on the Link Tax Type screen.**

- i) You are now required to link your new PIT number to your eFiling profile.
  - i) This is done by activating your Income Tax Return (ITR12) on your profile.
- j) To activate your Income Tax Return (ITR12).
  - i) Tap on **Link**.



- k) Once you have been activated for the submission of the Individual Income Tax Return (ITR12),
  - i) Tap on **Submit**.

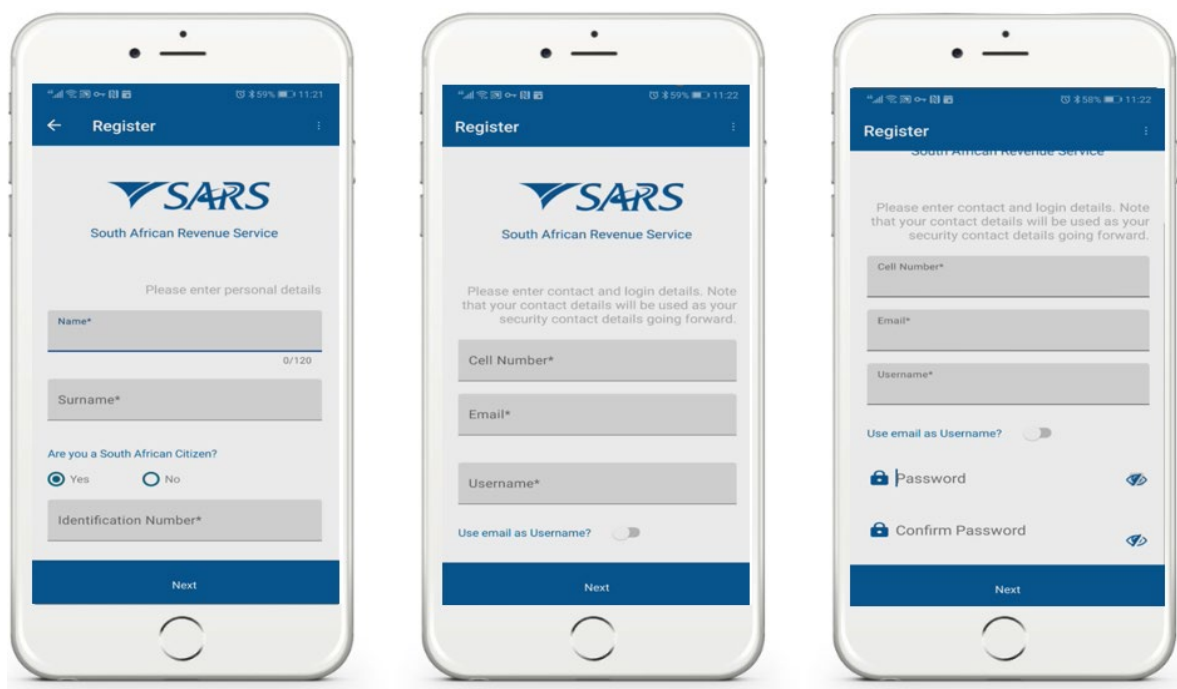


## 5.2 HOW TO REGISTER FOR THE USE OF THE SARS MOBIAPP

- a) This section caters for users who are already registered for income tax with SARS, however, wants to register for the use of the SARS MobiApp. The SARS MobiApp and eFiling are interrelated. This implies that, upon a successful registration on the MobiApp, you will be able to use the username and password to access eFiling as well.
- b) To register for the use of the SARS MobiApp, proceed as follows:



- c) Tap on the **Register** button displayed at the bottom of the SARS MobiApp **Home screen**,  
i) Tap on **Register**.
- d) Once the **Register** button is selected, the user will be directed to the **Register screens**.

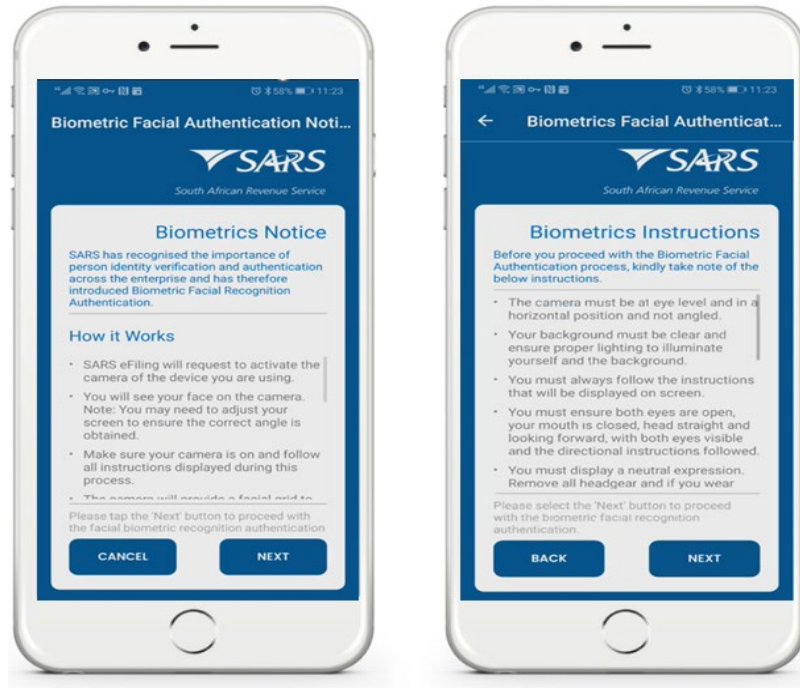


- i) Tap on the required demographic information and complete the personal details required.  
A) **Ensure that you complete your SARS registered details.**

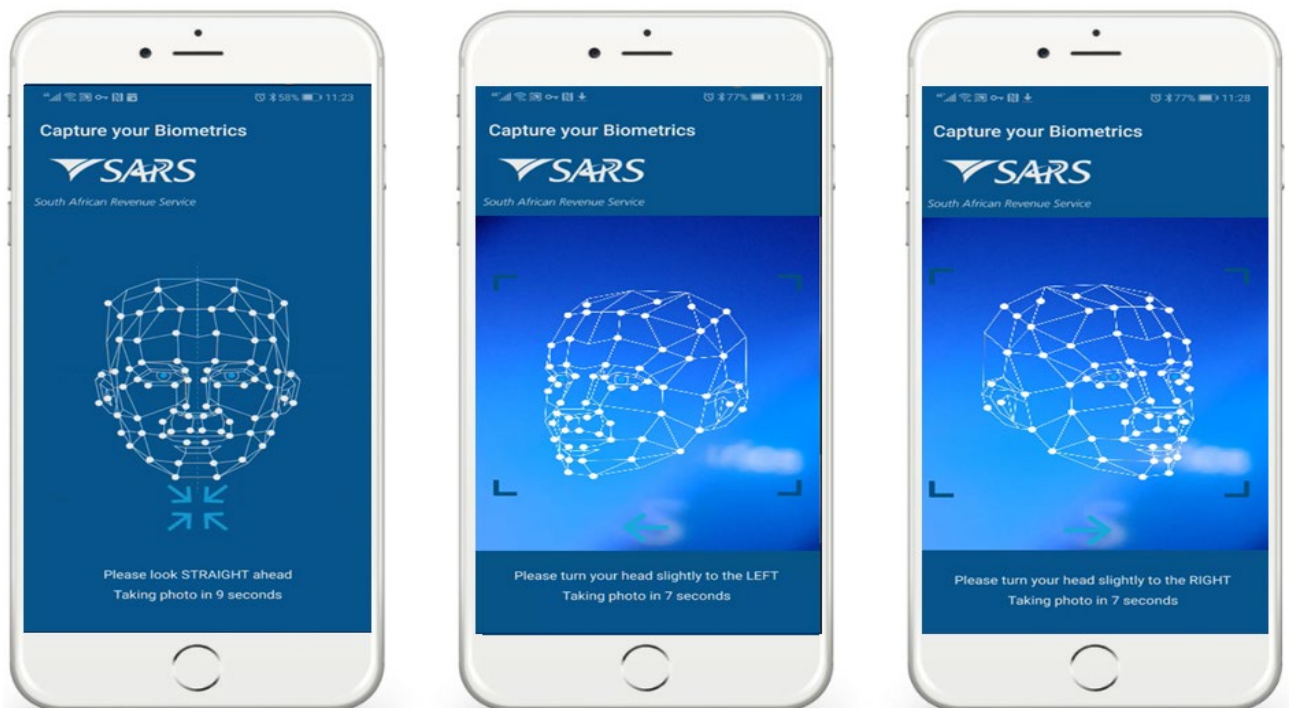
- e) Once all fields have been completed, tap on **Next**.

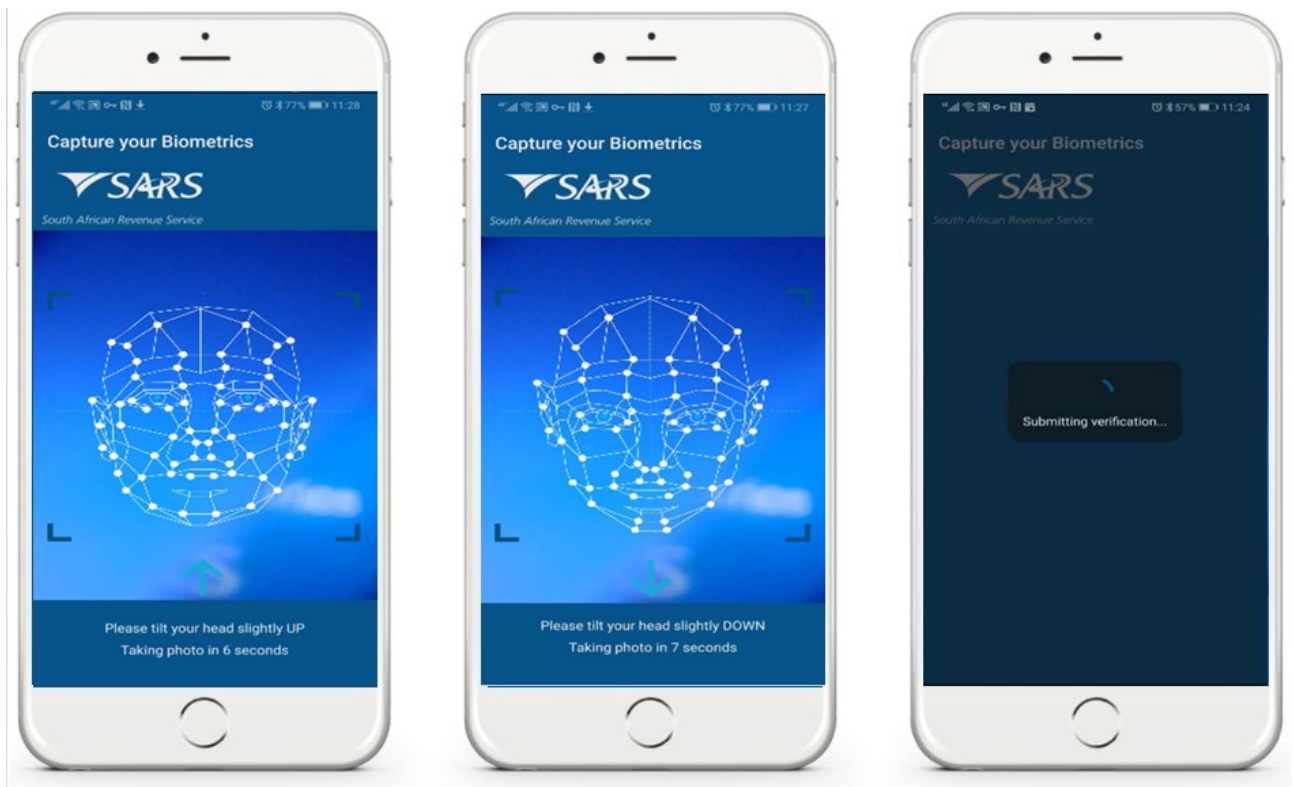
Take note of the username and password for future reference.

- f) Once all the required information is completed accurately, the following **Biometrics Notice** screen followed by the **Biometrics Instructions** screen might be displayed.



- i) Take note on how the Biometric Facial Authentication works,  
A) Tap on **Next**.
- g) Your device will commence to capture your Biometric Facial ID,  
i) Follow the prompts as displayed on your device.

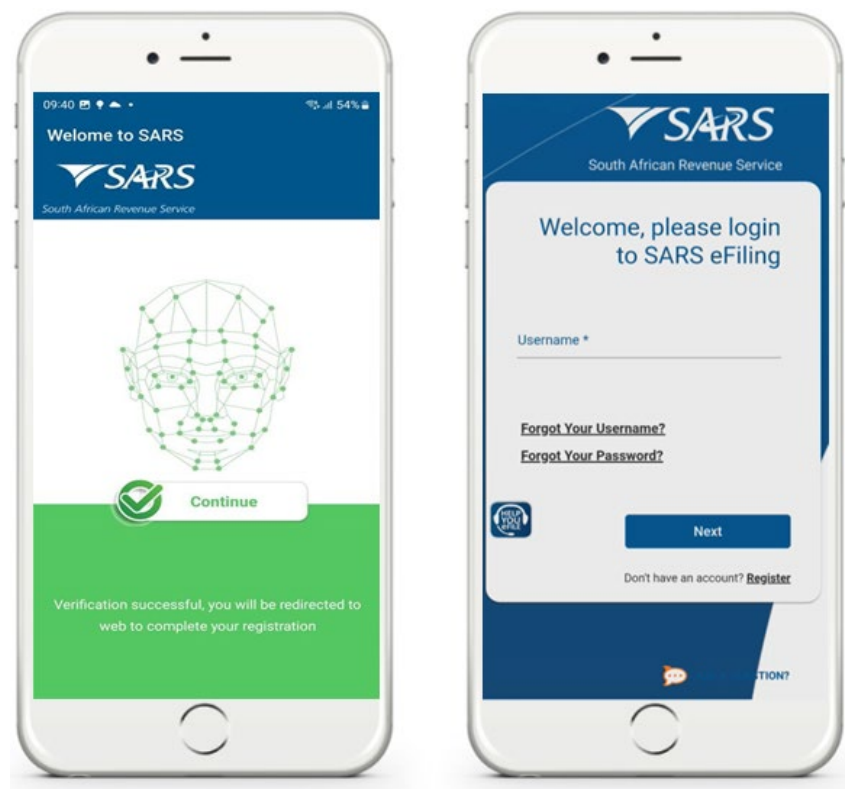




Do note the following:


- Ensure that you are in a clear environment where the camera can see you clearly.
- Note that the sequence of the capturing may differ.

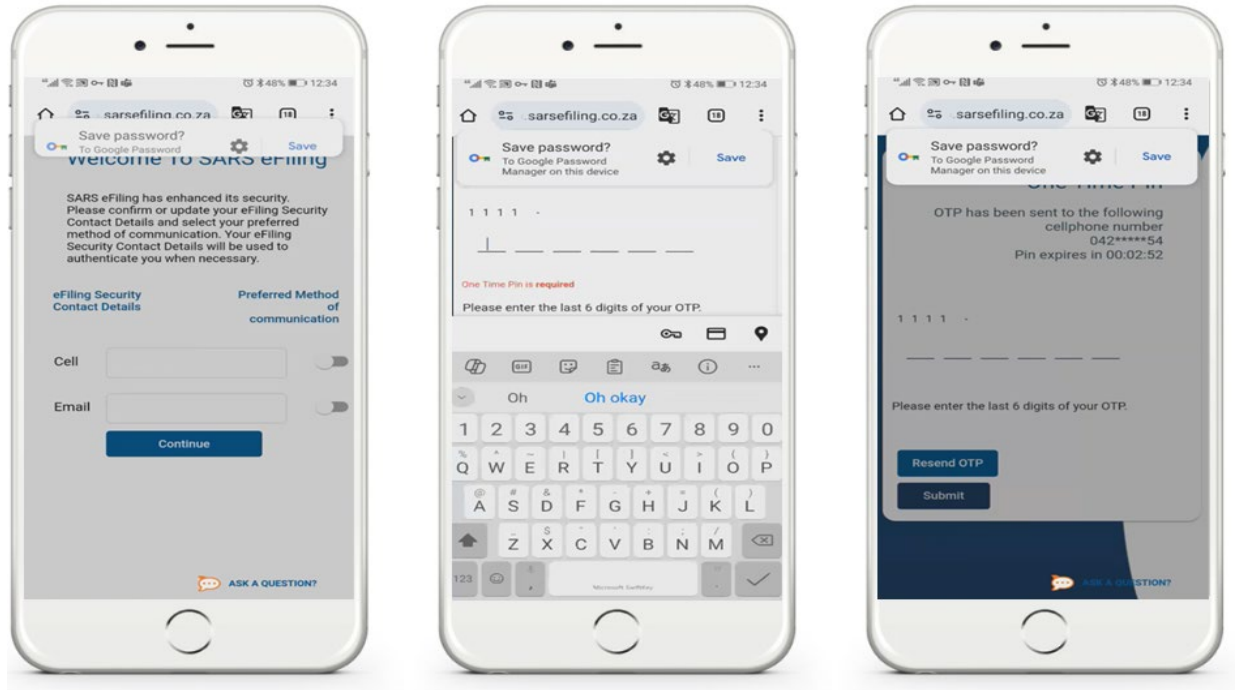
h) Once the biometric ID has been successfully captured, the following screen will be displayed on your device.



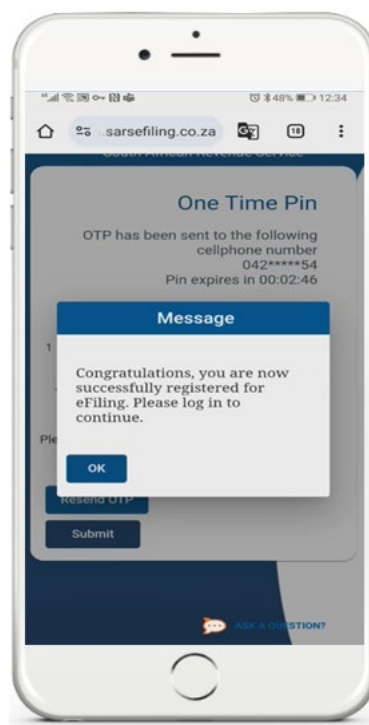
i) Take note of the message and tap on **Continue**.



- j) The user will then be redirected to the eFiling webpage and required to login.
  - i) Login by completing your username and password.
- k) Once you have logged in, the screen displayed will require the user to confirm and select their preferred method of communication for eFiling security purposes.
  - i) Select by tapping on  for either Cell Number or Email.
  - ii) Tap on **Continue**.

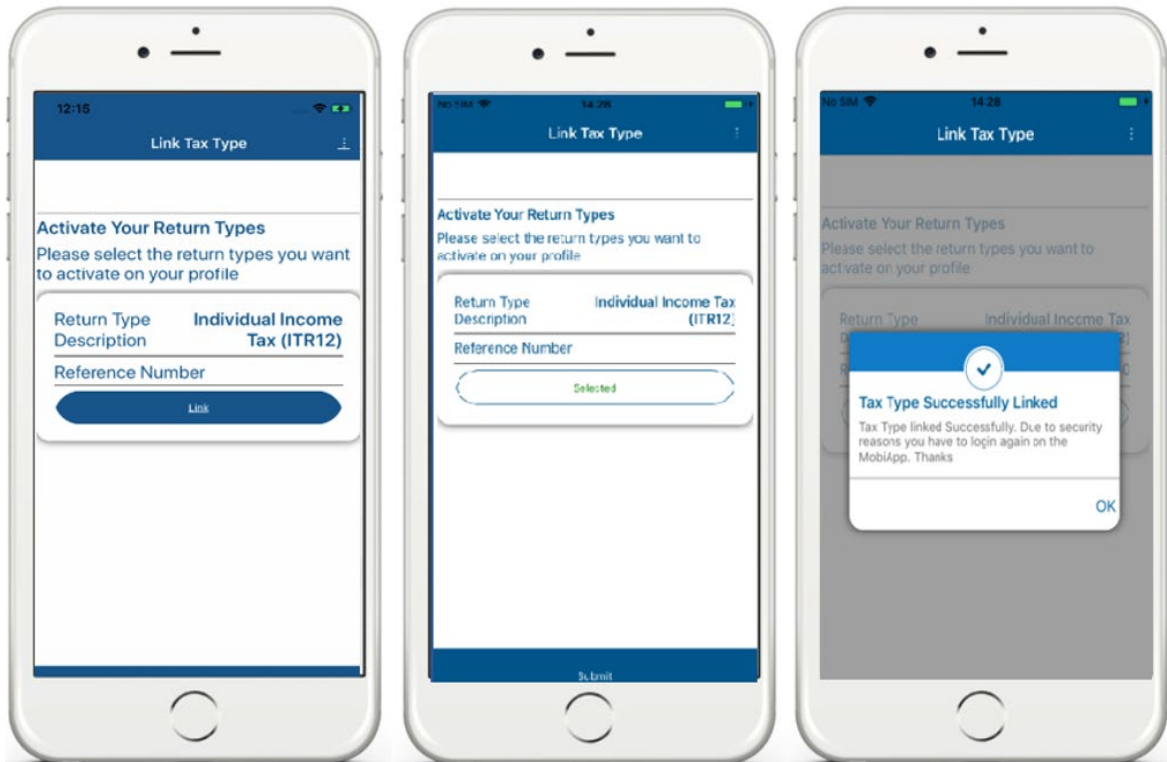


- l) The **One Time Pin (OTP)** screen will be displayed which requires you to complete the last 6 digits of your OTP sent through your preferred method of communication.
- m) Complete the OTP and tap on **Submit**.
  - i) Where the OTP captured is correct, a message will be displayed indicating you are now registered for eFiling.



**Note the following regarding the completion of your registration:**

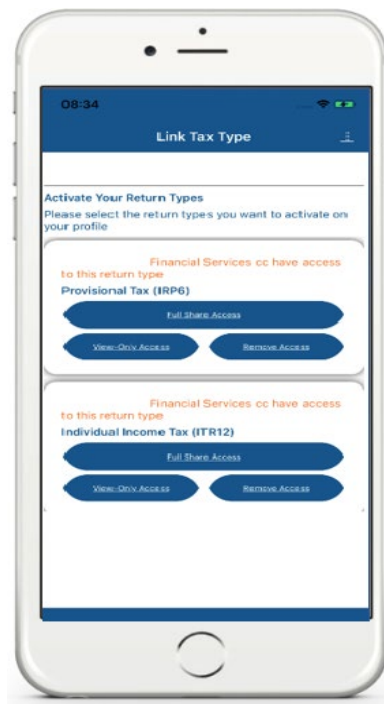
- If you are already an eFiler and have activated your Individual Tax Return by linking it on your eFiling profile, your registration is complete.
- If you are registered for only one tax type, such as Personal Income Tax (PIT), and are not linked to a tax practitioner, your PIT tax type will automatically be linked upon registration thus completing your registration.
- If, however you are not an eFiler or you have more than one tax type registered under your eFiling Profile, upon logging in on the SARS MobiApp, the “Link Tax Type” screen will be displayed on your device, requesting you to activate your Individual Income tax (ITR12).



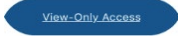
- n) **Activate** your Income Tax Return (ITR12) by tapping on **Link**.
  - i) Select Individual Income Tax (ITR12).
  - ii) Note the pop-up message displayed.
    - A) Tap on **OK**.
- o) Once you have been activated for the submission of the Individual Income Tax Return (ITR12),
  - i) Tap on **Submit**.

### 5.2.1 HOW TO LINK YOUR TAX PRACTITIONER TO YOUR PROFILE



- a) Where you have shared access with a Tax Practitioner, your device will display three access rights buttons for each tax type:



b) The following service icons are for the following use:

- i)  **View-Only Access** – This is used to view the return; however, you will not be able to submit your return.

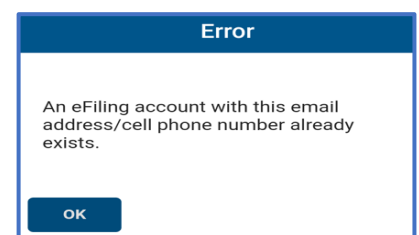
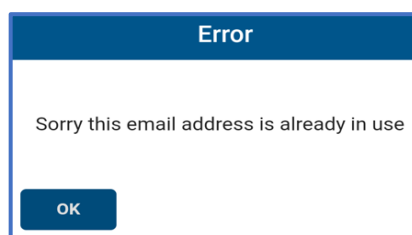
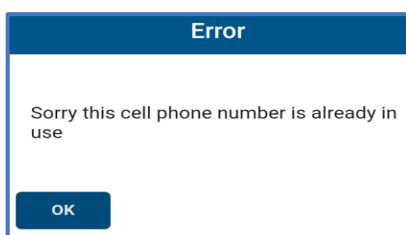
**Note that the MobiApp caters for a user with full shared access only. Users with view-only access will need to log onto SARS eFiling.**

- ii)  **Full Share Access** – This is used to have the same access as your Tax Practitioner.
- iii)  **Remove Access** – The functionality allows the user to revoke the Tax Practitioner's access completely.

## 5.3 HOW TO RESPOND TO ERROR NOTIFICATIONS

### 5.3.1 UPDATING OF SECURITY CONTACT DETAILS

- a) When registering for the use of eFiling with SARS, always ensure that all completed security contact details are accurate and correct. Additionally, when required to upload mandatory supporting documents to complete your eFiling registration process, always ensure that the documentation is correct and not duplicated.
- b) Where SARS detects information such as the cell number or email address completed already exist, as it forms part of an existing eFiling account, one of the following error messages will be displayed:

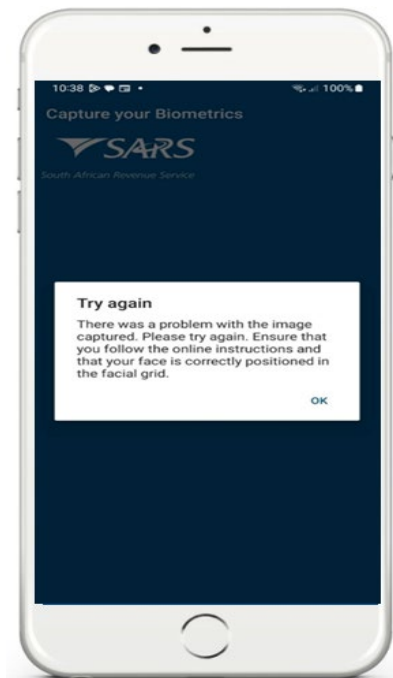


- c) Respond by taking note of the message and clicking on **OK**.

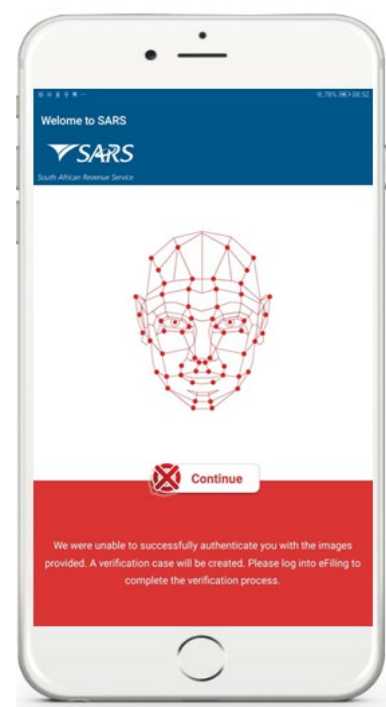
- i) Proceed by completing the appropriate contact details.
- d) However, following various failed attempts when completing the security contact details or uploading supporting documentation, book an appointment to visit one of our SARS Branch's to finalise your eFiling registration.

### 5.3.2 CAPTURING YOUR IMAGE DURING REGISTRATION

- a) When capturing your image for registration purposes, always ensure that your smart phone camera settings is functional. Additionally, follow the prompts displayed on your device and ensure that you are in an environment where your image can be captured accurately.
- b) Where your image was incorrectly captured, the following error message will be displayed.
- c) Respond by taking note of the message and clicking on **OK**.
  - i) Proceed by adhering to the biometric instructions and retry.

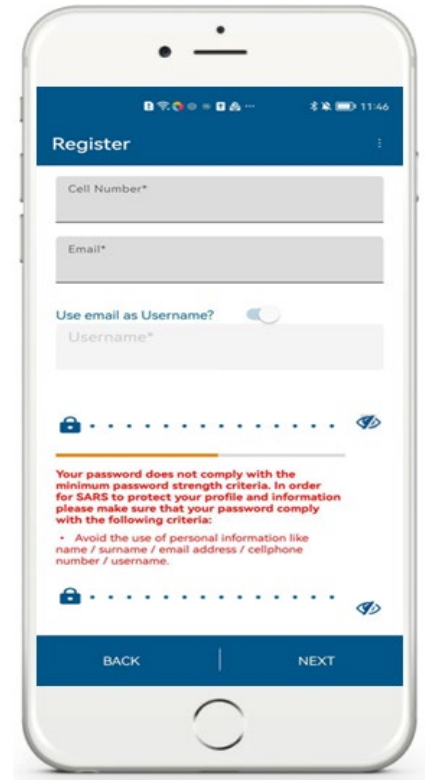


- d) After multiple failed attempts of capturing your image, the following error message will be displayed.
- e) Respond by taking note of the message and tap on **Continue**.
  - ii) Proceed to upload supporting documents as described in section 5.4.



### 5.3.3 COMPLETING INCORRECT PASSWORD CRITERIA

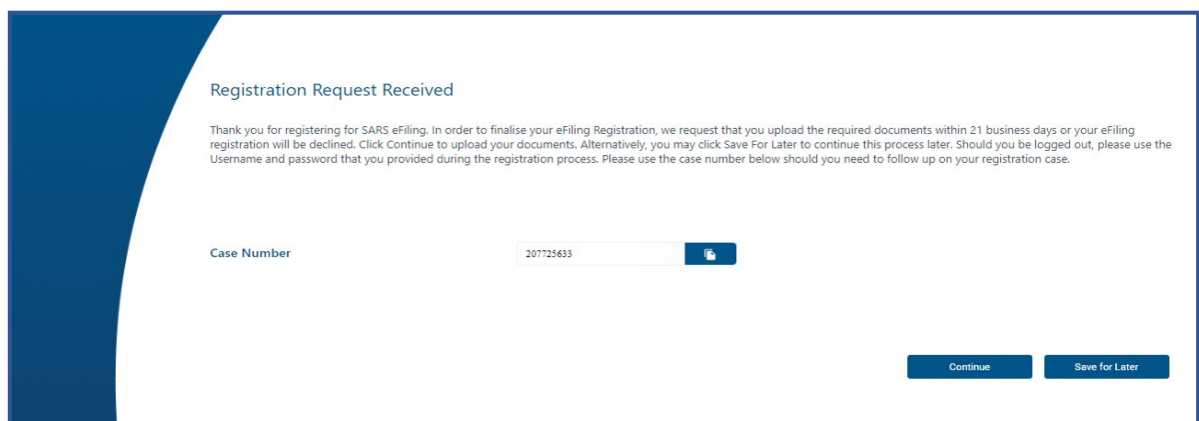
- When completing your new password for the use of logging into your profile, always ensure that the completed created password contains minimum listed password criteria.
- Where the created password does not contain the minimum listed criteria is completed and submitted, the following error message will be displayed:



- Respond by updating the password field with a password which contains all the listed minimum criteria requirements.

### 5.4 HOW TO UPLOAD SUPPORTING DOCUMENTS FOR REGISTRATION PURPOSES

- During the registration process, where SARS was not able to verify you, supporting documents will be required to be uploaded to finalise your registration.
- When supporting documents are required, the **Register** page will be displaying the following screen.



- Click on **Continue**.



**Personal Information**

You do not currently have a record with SARS. In order to gain access to eFiling, we need to know a bit more about you. Please capture the following information for us to process your eFiling registration. Once submitted, you may receive a letter requesting you to submit supporting documents, which you can do online.

Initials\* \*

Unit Number

Complex

Street Number\* \*

Street / Farm Name\* \*

Suburb\* \*

City\* \*

Country\*

Postal Code\* \*

**Submit**

- d) Complete all the mandatory fields.  
i) Once completed, click on **Submit**

13:10 Wed 19 Jun

Welcome to SARS

Register

**Registration Workpage**

**Welcome**

Status:

Awaiting Supporting Documents

Your Tax Reference Number

Registration ID Number

**Case Details**

Case Number	Case Requested Date	
104017207	2019-06-19	<b>Query Status</b>



**Document Details**

Document Type	Status	Upload	View
Upload Registration Documents	Waiting for Documentation to be Uploaded	<b>Upload</b>	



**Close**

- e) Complete all the mandatory fields.
- f) To submit supporting documents, Tap on **Upload**
- i) This will route you to the **Upload Documents Page**. Continue to upload the required document(s) by selecting the applicable selections on your device.
- ii) Take note of the documents that must be submitted, as they will be listed on the correspondence letter received and listed on the **Upload Documents Page**.
- g) When the document has been uploaded, the **Upload Status** of the applicable document will change to 'Converted and stored.'

**Proof of residential address**

Upload Status	Document Name	Upload
Converted and stored	2EA7AA23-74E3-43E9-B6B0-37DD0B53F229.jpeg	 

- h) The icons displayed are for the following use.

	To view the uploaded document.
	To remove/delete the uploaded document.

**Note the following:**

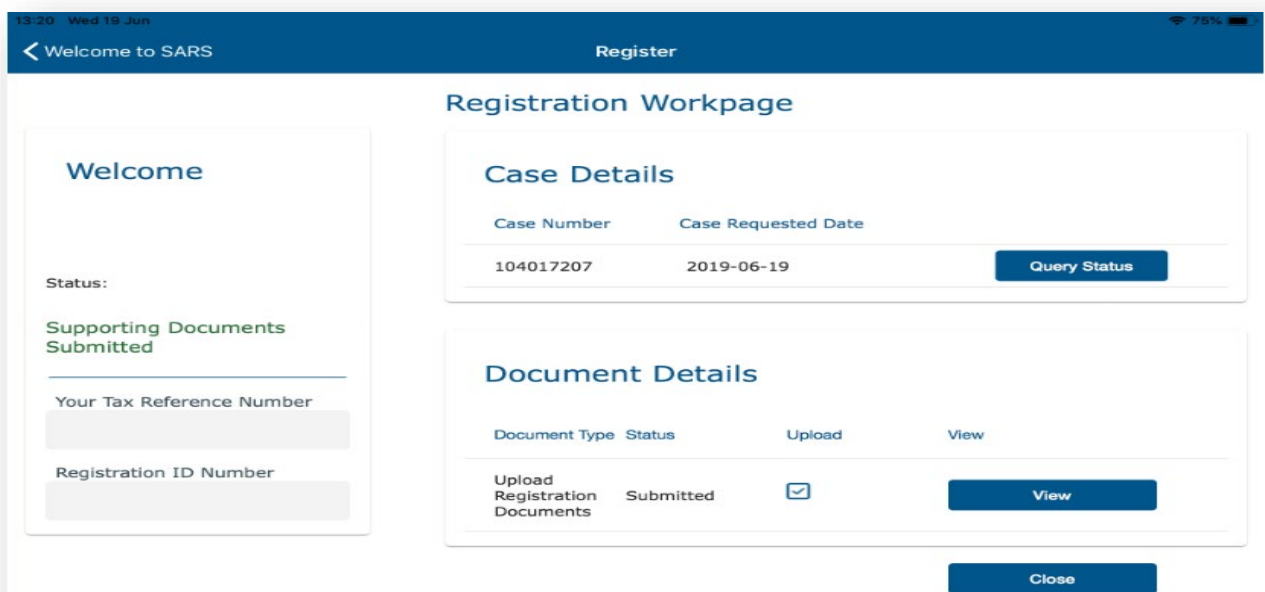
- Ensure that all the required documents are uploaded.
- Ensure that the uploaded documents are correct and not duplicated.

- i) Once all the documents have been uploaded tap on **Submit**.



- j) A pop-up message will be displayed. Take note of the confirmation and if you agree, tap on **Continue**.

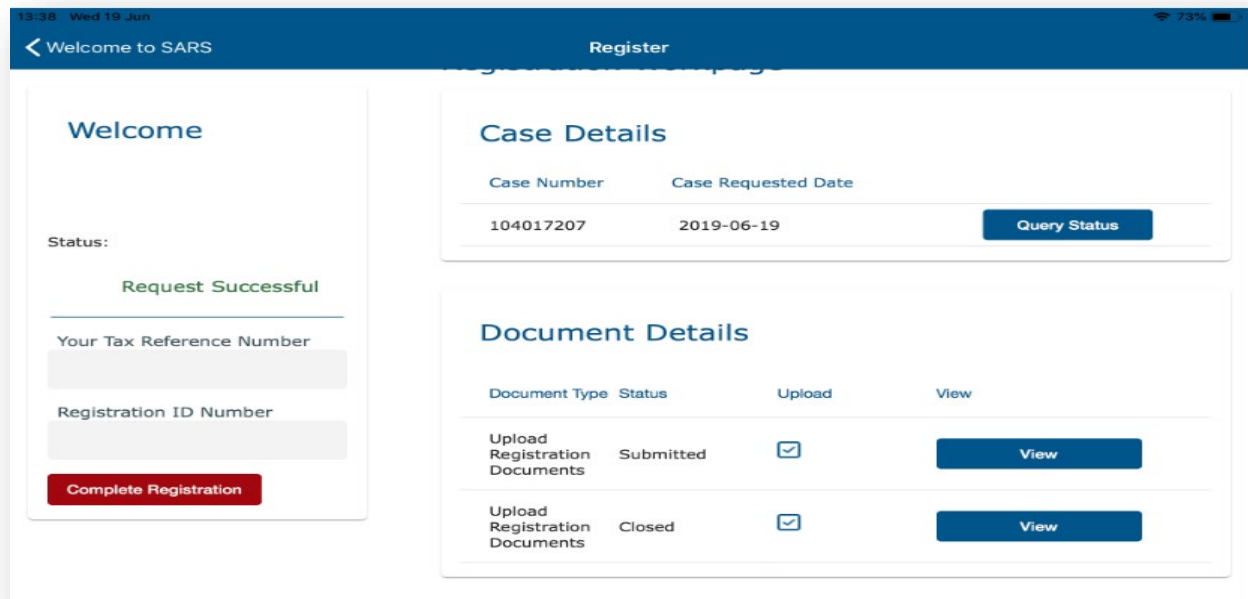
- k) This will result in the documents *Status* changing to Submitted on the **Registration Work** page.



Note that after you have submitted your supporting documents, SARS will process and validate them before your registration is finalised.

Following various failed attempts when uploading supporting documents, upload the documents via the SARS Online Query System (SOQS) available on the SARS website. Alternatively, book an appointment to visit one of our SARS Branches to finalise your eFiling registration.

- l) Once your documents have been validated, the **Complete Registration** button will be displayed on your **Registration Work** page.

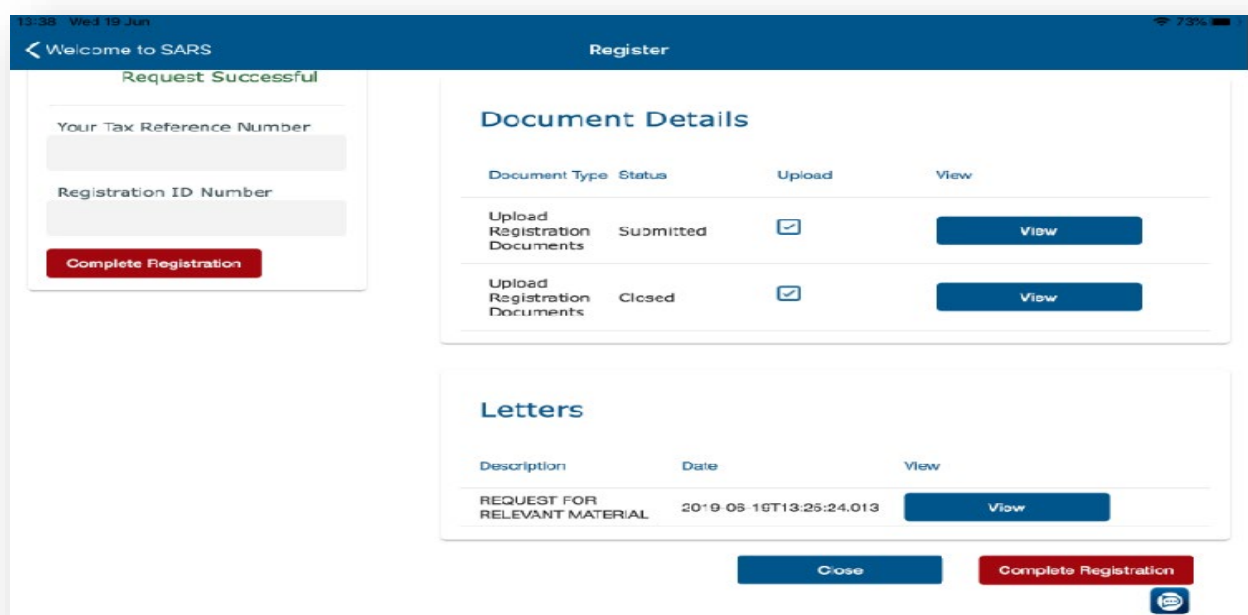


The screenshot shows the 'Register' app interface. On the left, the 'Welcome' section displays 'Status: Request Successful', 'Your Tax Reference Number' (with a greyed-out input field), and 'Registration ID Number' (with a greyed-out input field). A red 'Complete Registration' button is at the bottom. On the right, the 'Case Details' section shows 'Case Number: 104017207' and 'Case Requested Date: 2019-06-19', with a 'Query Status' button. Below this, the 'Document Details' section contains a table:

Document Type	Status	Upload	View
Upload Registration Documents	Submitted	<input checked="" type="checkbox"/>	<a href="#">View</a>
Upload Registration Documents	Closed	<input checked="" type="checkbox"/>	<a href="#">View</a>

- m) Tap on **Complete Registration**



**Complete Registration**

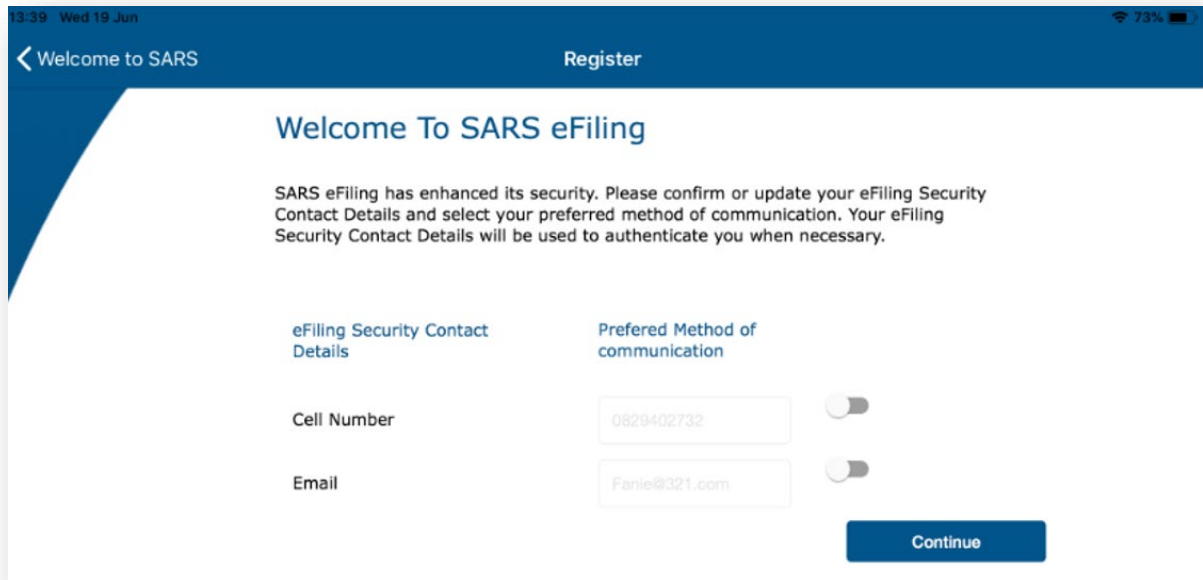


The screenshot shows the 'Register' app interface after tapping 'Complete Registration'. The 'Welcome' section now shows 'Request Successful' and the 'Complete Registration' button. The 'Document Details' section remains the same. Below it, a new 'Letters' section is visible, containing a table:

Description	Date	View
REQUEST FOR RELEVANT MATERIAL	2019-05-16T13:25:24.013	<a href="#">View</a>

At the bottom of the screen, there are two buttons: 'Close' and 'Complete Registration'.

- n) Once tapped, you will be prompted to select your preferred method of communication for eFiling security purposes.
- o) Select by tapping on  for either Cell Number or Email.
- p) Tap on **Continue** 





13:39 Wed 19 Jun 73%

Welcome to SARS Register

## Welcome To SARS eFiling

SARS eFiling has enhanced its security. Please confirm or update your eFiling Security Contact Details and select your preferred method of communication. Your eFiling Security Contact Details will be used to authenticate you when necessary.

eFiling Security Contact Details	Preferred Method of communication
Cell Number	0829402732 
Email	Fanie@321.com 

**Continue**

- q) The **One Time Pin (OTP)** will be displayed and requires you to complete the last 6 digits of your OTP sent through your preferred method of communication.
- r) Complete the OTP and tap on **Submit**. If the OTP completed is correct, a message will be displayed indicating you are now registered for eFiling.



←

## One Time Pin

OTP has been sent to the following cellphone number  
082\*\*\*\*\*32  
Pin expires in 02:45

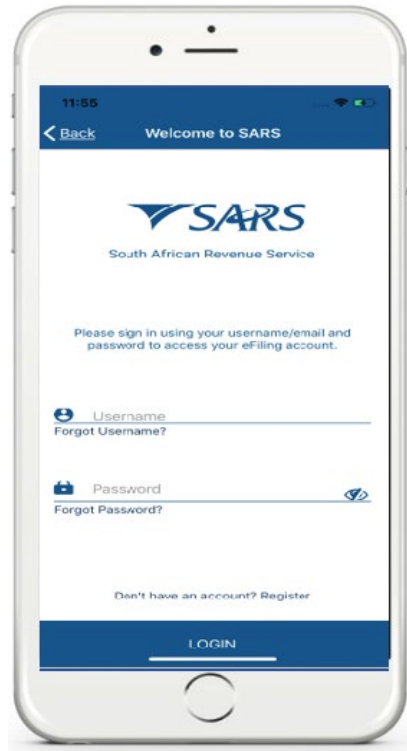
1 1 1 1  
~

1 2 3 4 5 6

Please enter the last 6 digits of your OTP.

**Resend OTP Submit**

- s) Upon completion of your registration, you are now required to login to the MobiApp by making use of your Username and Password.
- t) On the **Welcome** screen
  - i) Complete your *Username* and *Password*.
  - ii) Once completed, tap on **Login**.



## 6 LOGIN AND AUTHENTICATION

### 6.1 HOW TO ENROL YOUR DEVICE

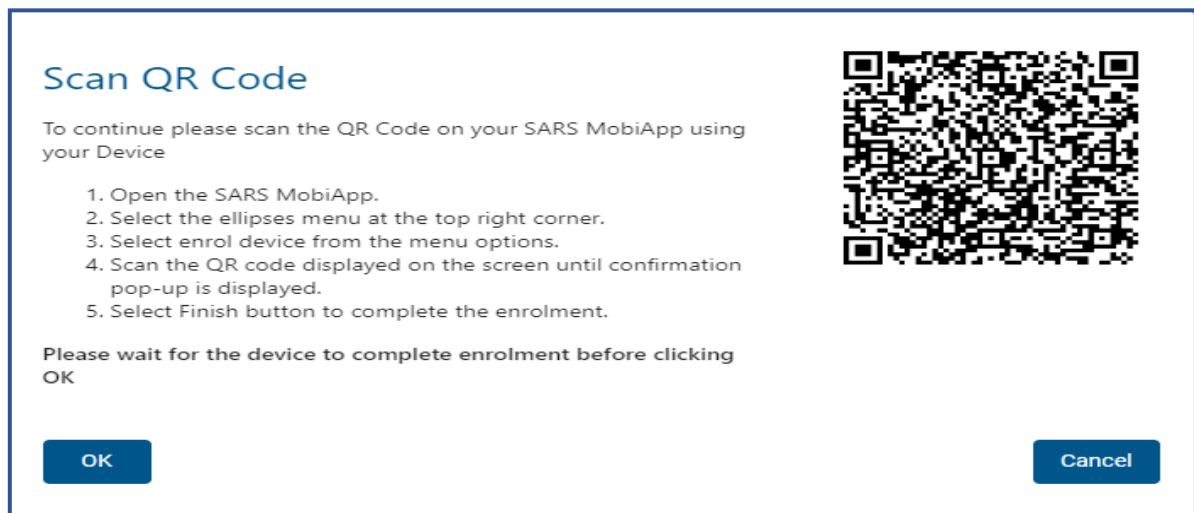
- a) Enrolment involves registering your device for authentication purposes. There are two methods you can select for authentication purposes, these include two-factor and passwordless authentication. Two-factor or passwordless login are not the same. Therefore, one or the other should be selected, as both cannot be enabled at the same time.
- b) Two factor authentication involves options of either receiving a one-time notification for logging in to your eFiling or your MobiApp profile. On the other hand, passwordless authentication involves you logging into your profile without the use of a password. Both these authentication methods require you to enrol your device.

**Do note that where the two-factor authentication has been selected, enrolment will not be required for one time pin option, however, will be required where you have selected the “eFiling Mobile App Authentication” method option.**

- c) To enrol your smart device for authentication purposes, follow the steps below:
  - i) Login to your eFiling profile from your mobile device
  - ii) Click on **My Profile**
  - iii) Click on **Profile** and **Preference Setup**
  - iv) Scroll down and select either **Two-Factor Authentication** or **Passwordless Login**




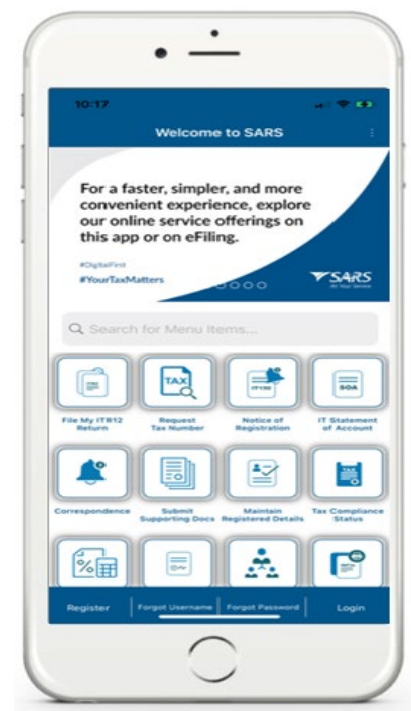
- v) Select **eFiling Mobile App Authentication**.
  - A) The eFiling **Enrol Device** button will be displayed.
- vi) Approve Online Request: Indicate your preferred channel.
  - A) Select either **Email** or **Cell Number**
  - B) Click on **OK**
- vii) Click on the **Enrol Device** button.
  - A) The scan QR **Code pop-up** message will be displayed with guiding steps.
- viii) Read and follow the steps as listed in the pop-up message.



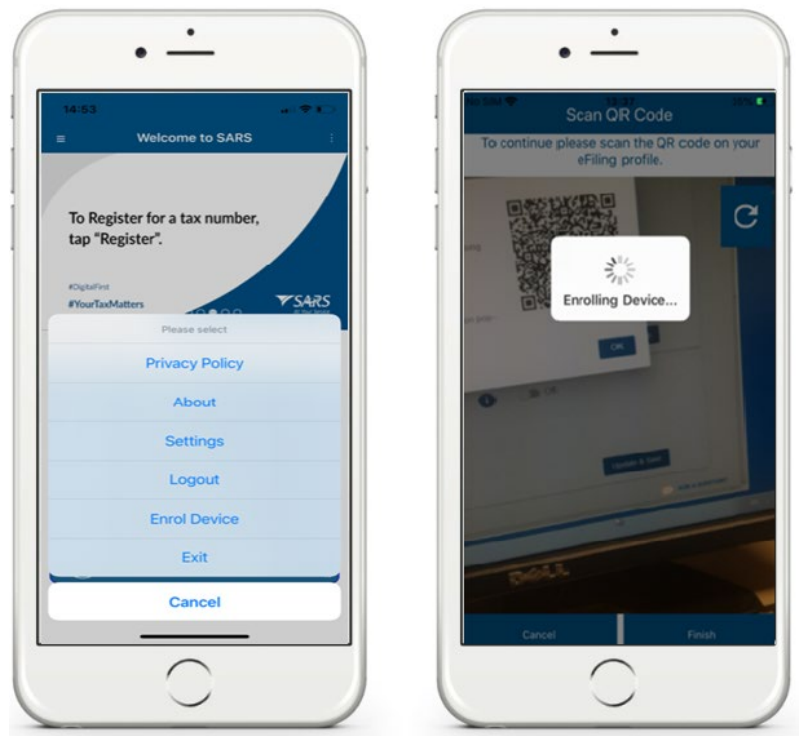
**Note that the “OK” button on this pop-up should only be selected after you have followed steps below to scan the QR Code.**

d) **How to scan the QR Code from your smart device**

- i) Open the SARS MobiApp from your device.
- ii) On the landing page, select the ellipsis  (in the top right corner of your screen) to display various menu options.

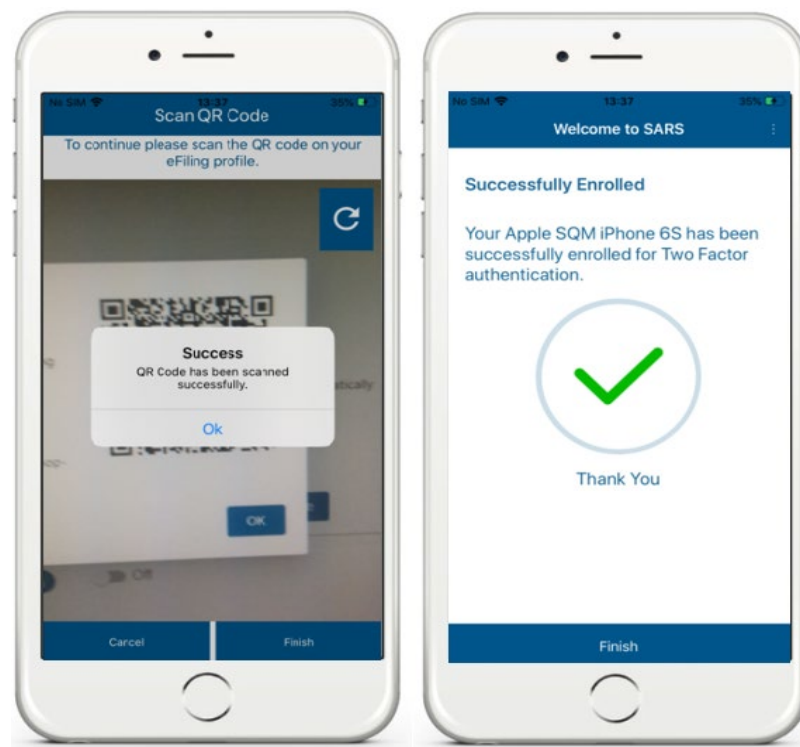


- e) Select **Enrol Device**. The **Scan QR Code** screen will be displayed with your device camera activated.
- f) Scan the **QR code** by focusing your device's camera on the marked square of the pop-up message on your eFiling profile.



- g) A confirmation pop-up message will be displayed indicating that your device has been successfully enrolled.
- h) Click on **OK** on the message and on **Finish** at the bottom of the screen.

**NOTE: Do not close the QR Code on eFiling before completing the enrolment of your device.**



- i) Return to your eFiling profile and select **OK** on the pop-up message.


- j) You will be routed to an authorisation screen, where you will be prompted to select your preferred method of communication. The One-Time-Pin (OTP) will be delivered through your preferred method of communication to finalise your device enrolment process.

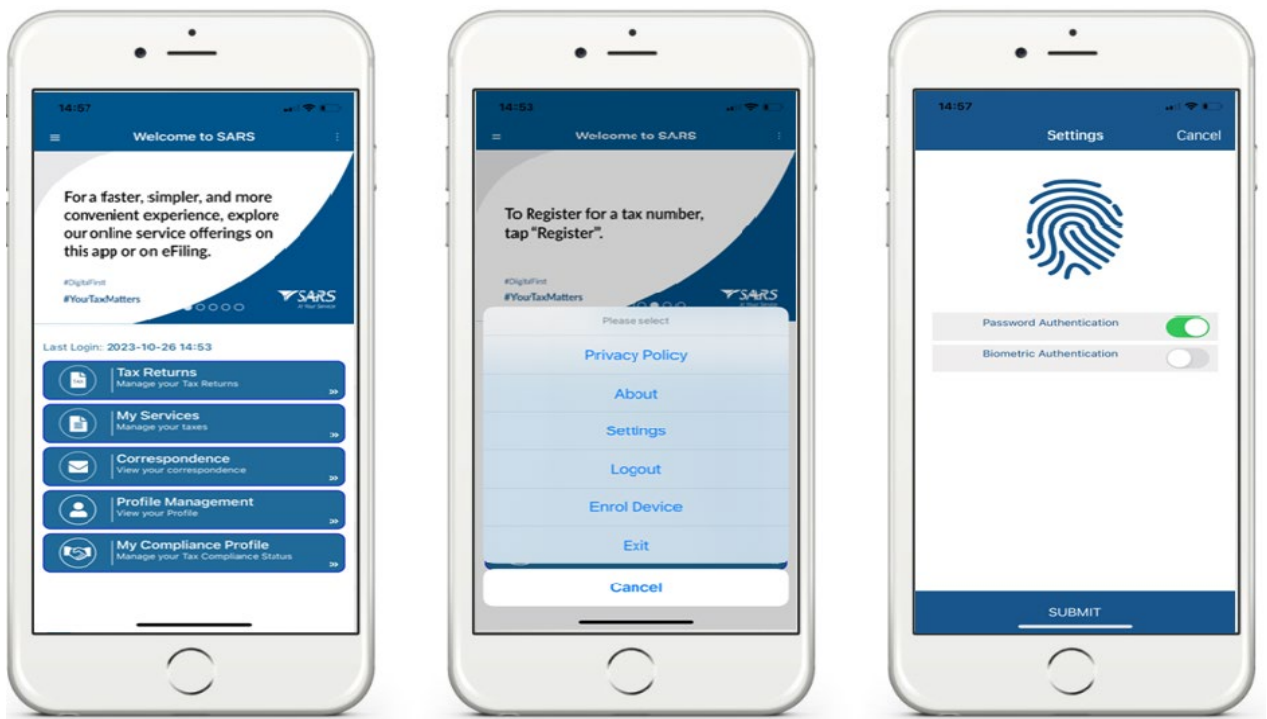
**Note that to make use of these services, your smart device must:**

- Have the SARS MobiApp downloaded and installed.
- Be enrolled as the primary device on your eFiling profile.
- Have a connection to the internet through Wi-Fi or data.

If your internet connection is interrupted, the following message may appear on your smart device:  
*"Please check your network connection and try again".*

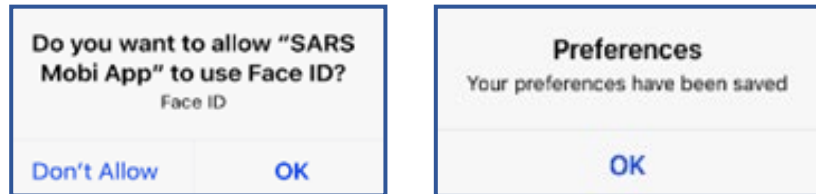
## 6.2 HOW TO SET UP YOUR DEVICE FOR BIOMETRIC AUTHENTICATION

- a) Where you wish to login on the SARS MobiApp by either using your mobile Face ID, Fingerprint or Password, you can do so by setting up the Biometric Authentication function available on the SARS MobiApp.
- b) To set up Biometric authentication proceed as follows:
- Login to your profile. Note that the Landing page will be displayed.
  - Tap on the vertical ellipsis  displayed on the top right side of your device. This will list various service options.
  - Select the **Settings** service option.
- c) This will display the **Settings** screen.



- d) If your Mobile device allows you to enable Biometric authentication, select **'Biometric Authentication.'**
- Once selected, tap on **SUBMIT**.

- e) If your phone has Face ID as part of its settings, you will be prompted to allow SARS MobiApp to use Face ID.
- i) Tap on **Ok**



- f) The preferences will be saved on your device.
- i) Tap on **Ok**

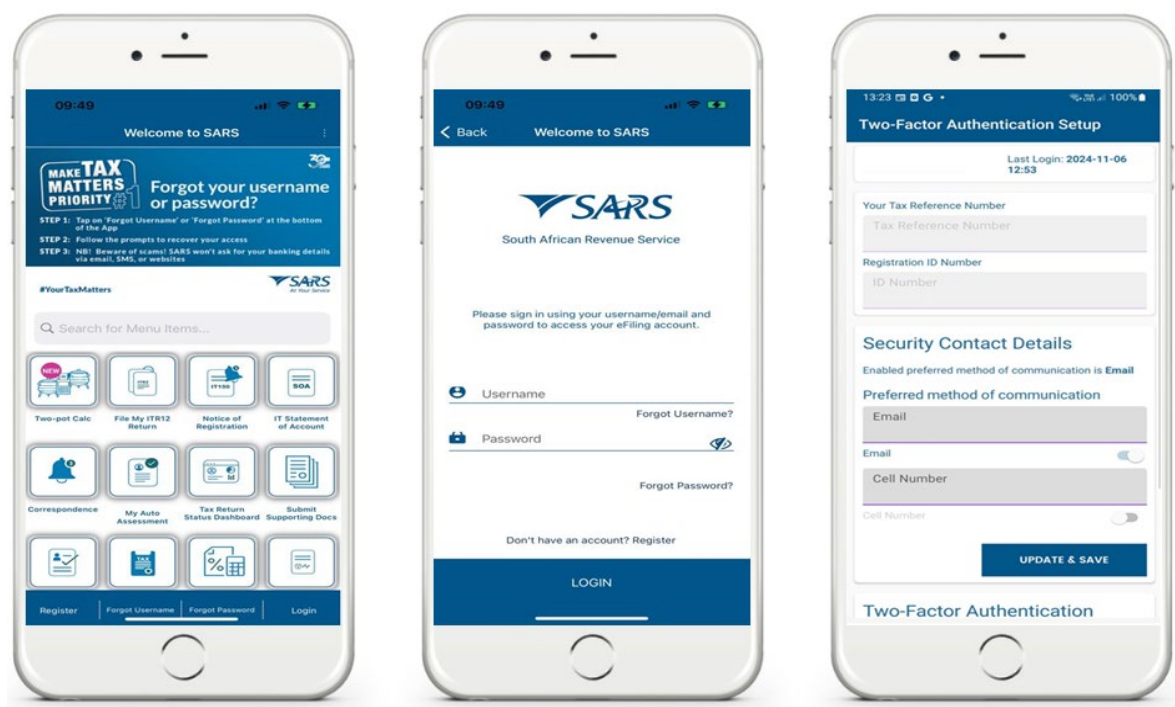
**Note that this function is dependent on the settings of your device. Ensure that you have enabled either fingerprint or Face ID as part of your device settings.**

### 6.3 TWO FACTOR AUTHENTICATION


- a) Two-factor authentication (2FA) implies that you will access your eFiling profile with your username and password. Right after, a push notification will be sent through to your security contact details on your smart device to finalise authentication.

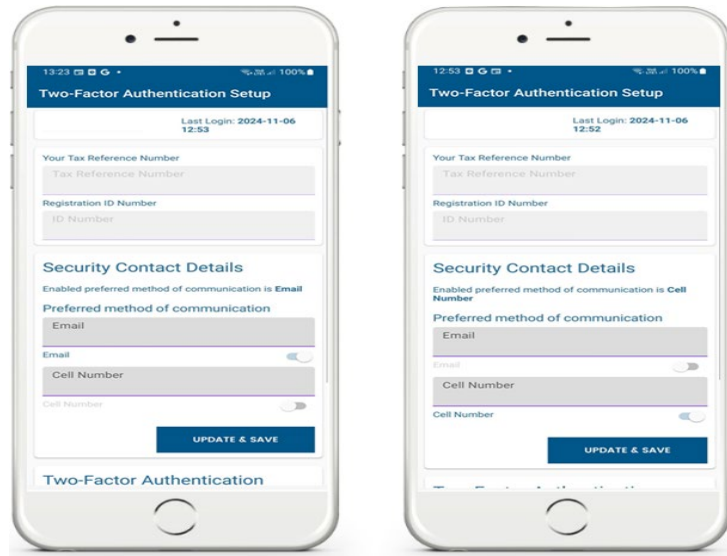
**Do note that for security purposes, all SARS MobiApp users must enable the two-factor authentication method on their device.**

- b) Where the two-factor authentication method has not been enabled on your mobile device, upon you successfully logging in to your profile, the **Two-Factor Authentication Setup** screen will be displayed. Proceed to enable your preferred two-factor authentication method as described in the sections below.



### 6.3.1 HOW TO SELECT YOUR PREFERRED METHOD OF COMMUNICATION

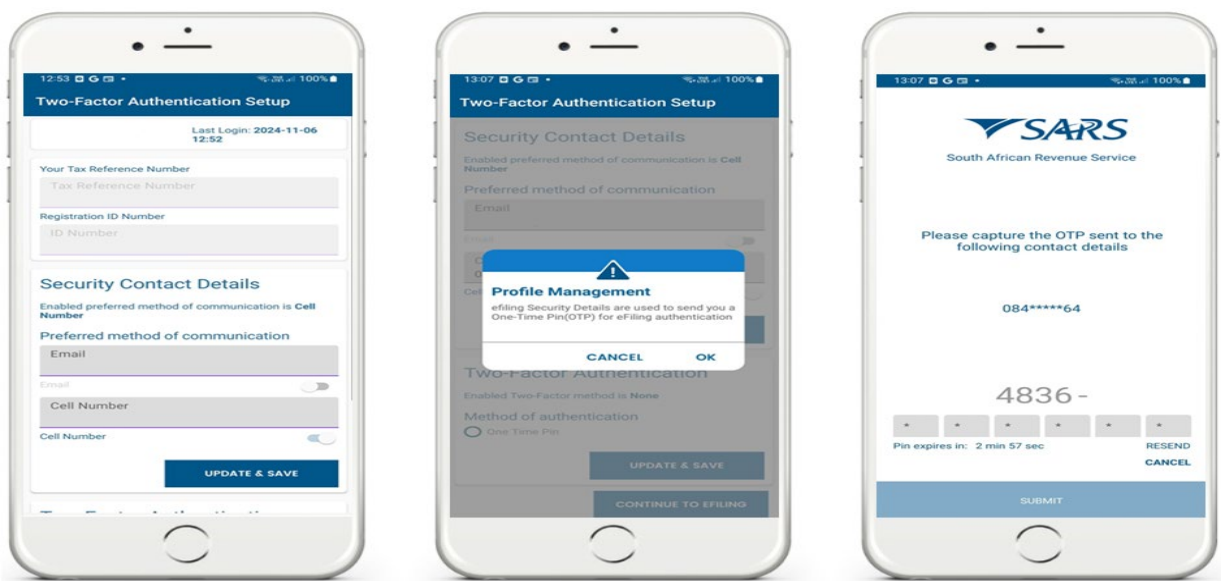
- a) Your preferred method of communication is to finalise your device enrolment process, which will be your selected way in which SARS will notify you when your profile is being accessed on eFiling or the SARS MobiApp. The method of communication includes your contact details namely your email and cell number. This is to ensure that you receive notification whenever your profile is opened.
- b) On the **Two-Factor Authentication Setup** screen the defaulted preferred method of communication (email/cell) will be presented.
  - i) To select/change your desired method of communication (email/cell), select the applicable one by tapping on the  besides the selection of an email or cell number.
  - ii) To update your desired method of communication (email/cell), tap on the fields and complete the updated email/cell.



- c) Once you have made the selection, tap on **UPDATE & SAVE**.

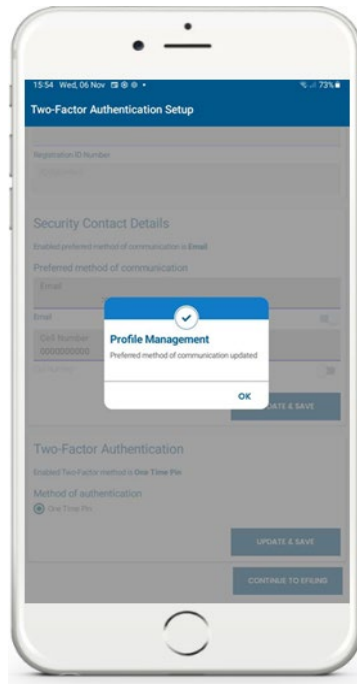
**Note your selected method of communication will be displayed as enabled below “Security Contact Details” heading**

- d) An OTP will be sent through to validate your selection
  - i) Complete the OTP sent through.





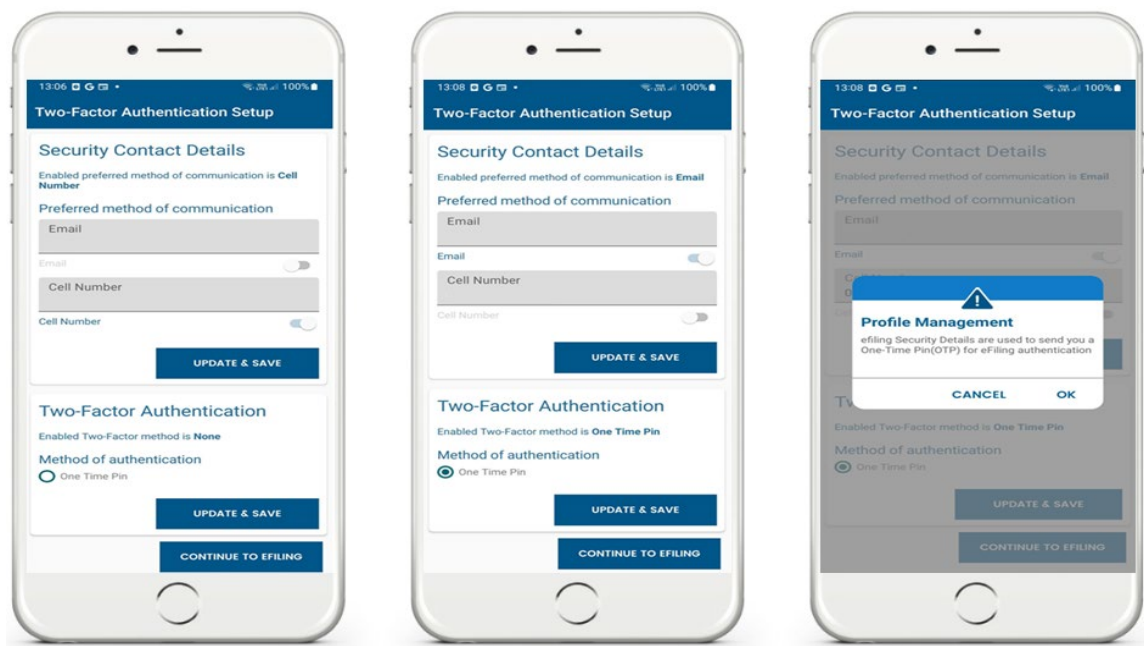
- e) Once the correct OTP was sent through and completed, the following screen will be displayed to notify that your profile information has been updated.



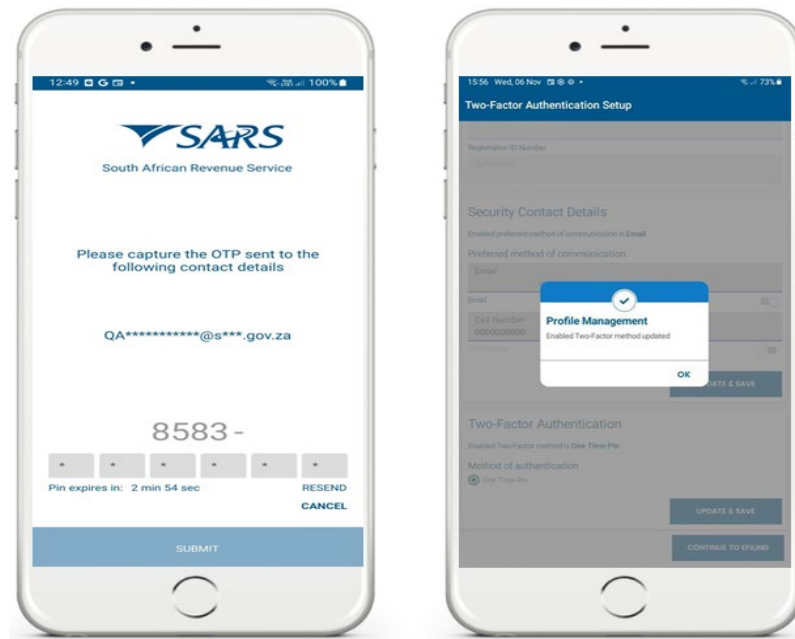
Do note that you can update your contact security details on the **Profile Management** tab on the **Landing page**.

### 6.3.2 HOW TO ENABLE TWO FACTOR AUTHENTICATION VIA THE SARS MOBIAPP

- a) On the Two-Factor Authentication Setup screen, note that there will be **none** for **Method of authentication**.
- i) Tap on the **One-Time-Pin** radio button
  - ii) Tap on **UPDATE & SAVE**



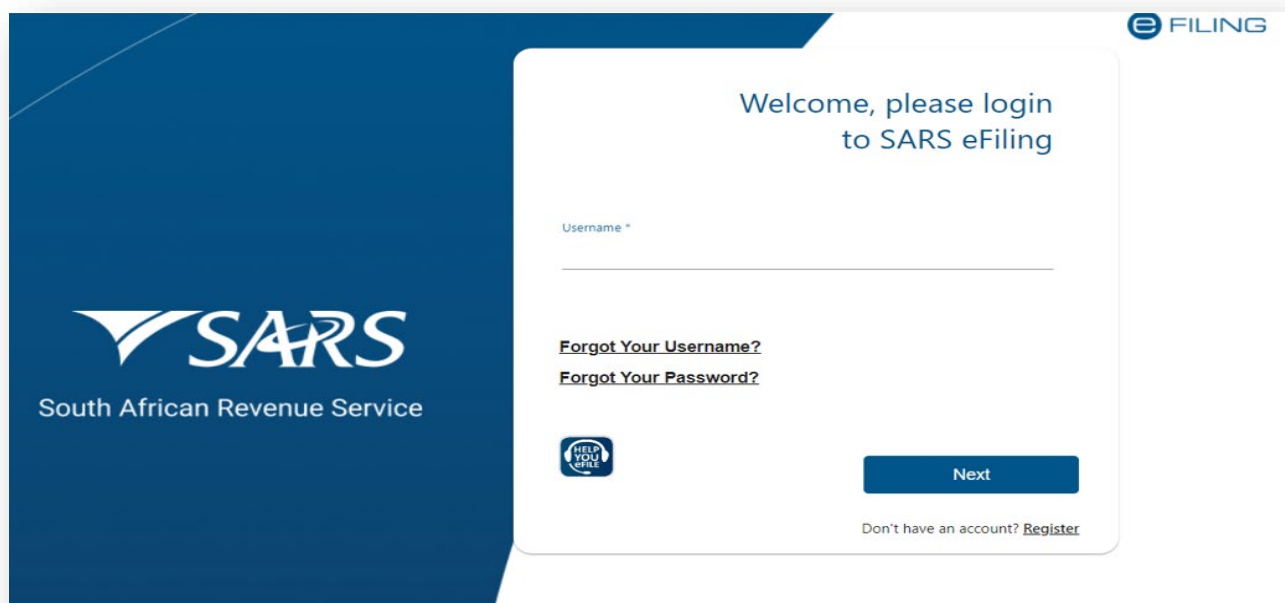
- b) A message will be displayed indicating that an OTP will be sent through for your attention.
  - i) Tap on **OK**.
- c) Complete the OTP sent through.
  - i) Once the OTP has been completed, tab on **Submit**




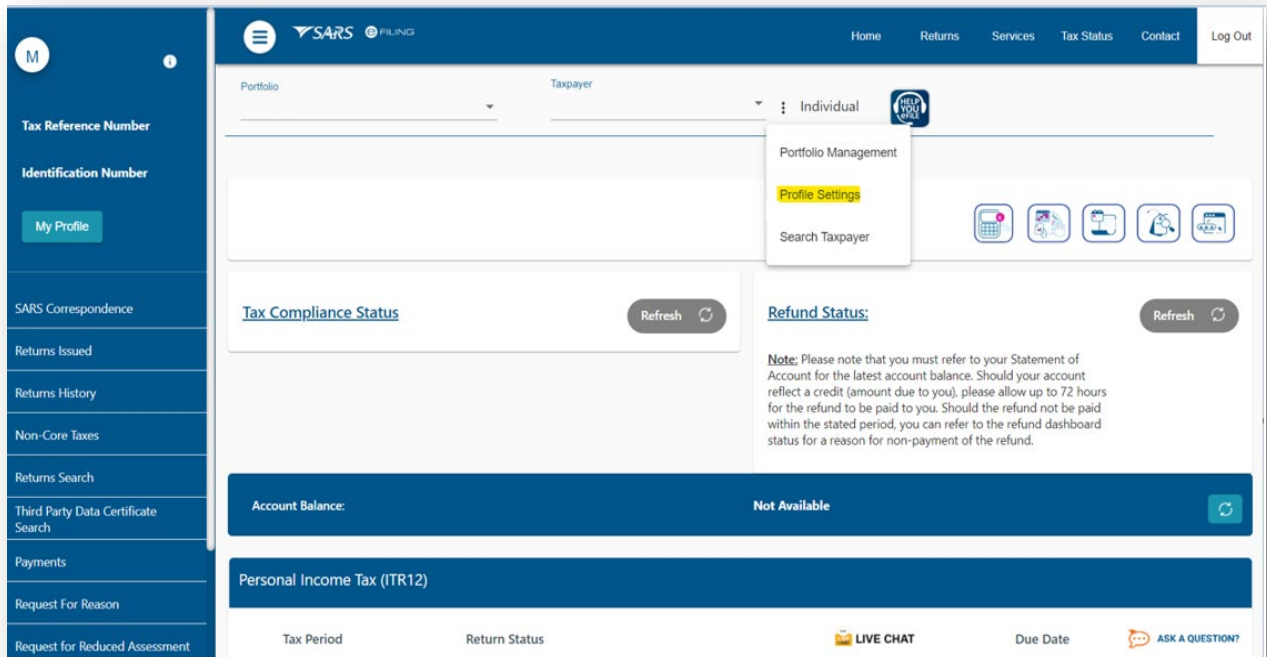
- d) The Two-Factor Authentication method will be enabled.

### 6.3.3 HOW TO ENABLE TWO FACTOR AUTHENTICATION FROM YOUR eFILING PROFILE

- a) To enable the two-factor authentication from your eFiling profile proceed as follows:
  - i) Log into your eFiling profile on the website.

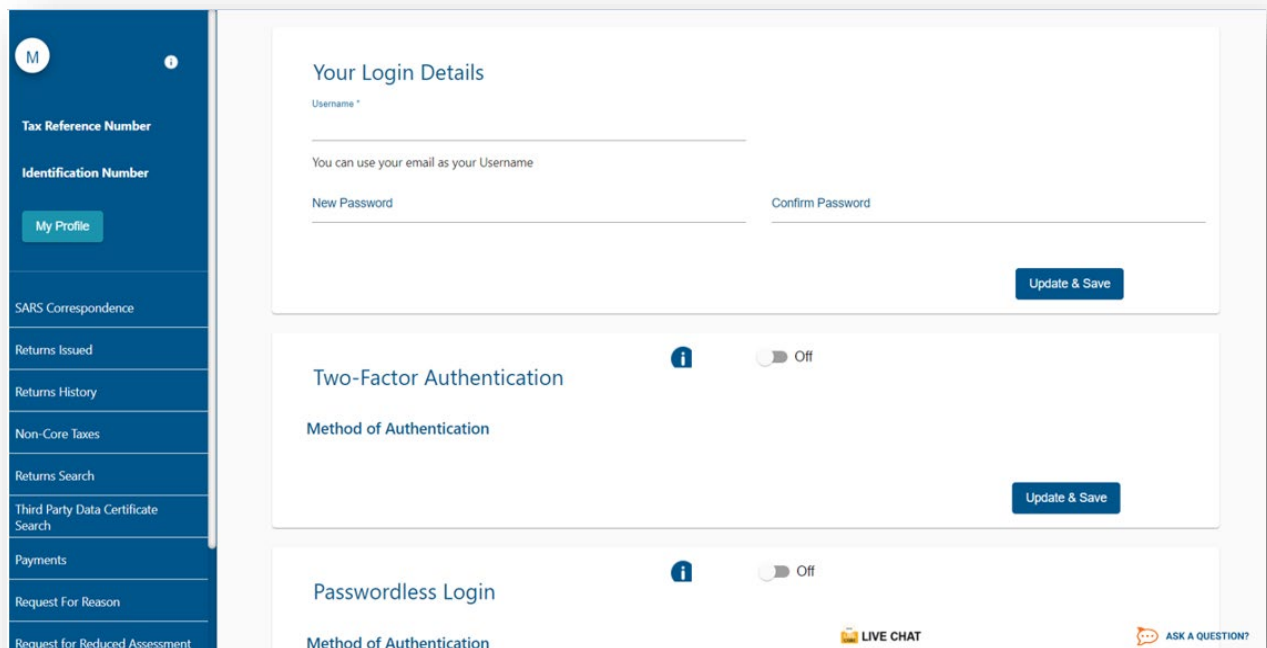


- b) Once you have successfully logged in, click on the *ellipsis icon*  displayed at the top of the screen.
  - i) From the menu list displayed, select **Profile Settings**



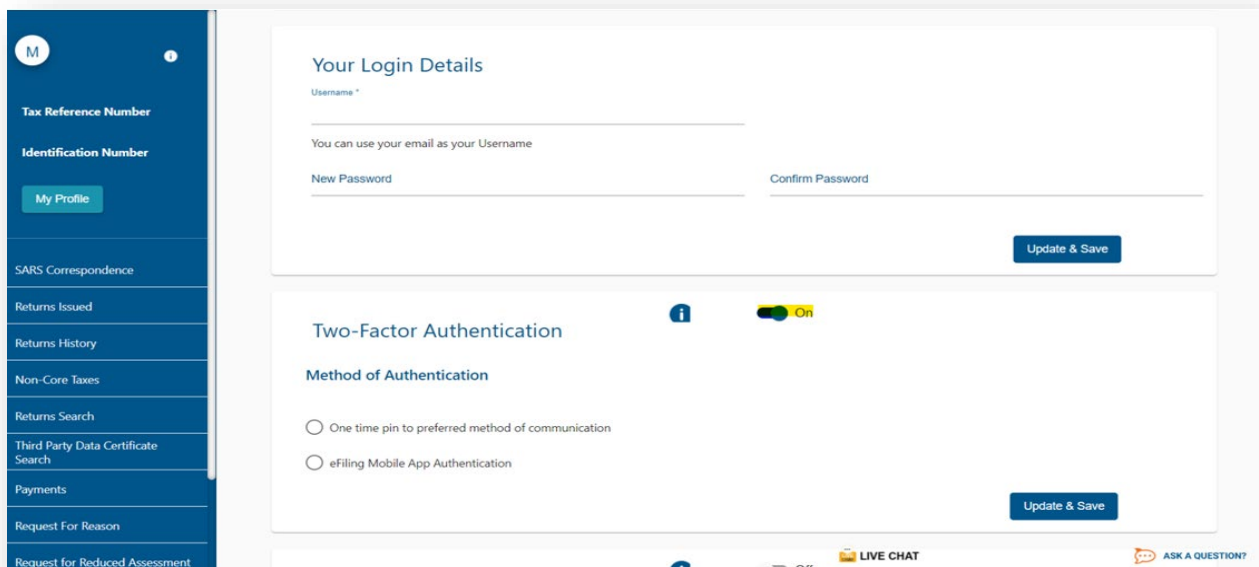
The screenshot shows the SARS Filing dashboard. On the left is a blue sidebar with a user profile icon 'M' and a list of navigation links: Tax Reference Number, Identification Number, My Profile, SARS Correspondence, Returns Issued, Returns History, Non-Core Taxes, Returns Search, Third Party Data Certificate Search, Payments, Request For Reason, and Request for Reduced Assessment. The main content area has a top navigation bar with 'Home', 'Returns', 'Services', 'Tax Status', 'Contact', and 'Log Out'. Below this, there's a 'Portfolio' and 'Taxpayer' section with a dropdown menu open showing 'Individual', 'Portfolio Management', 'Profile Settings' (highlighted in yellow), and 'Search Taxpayer'. The dashboard also features sections for 'Tax Compliance Status' and 'Refund Status', both with 'Refresh' buttons. A 'Note' is displayed regarding account balance and refund status. At the bottom, there's a section for 'Account Balance' (Not Available) and 'Personal Income Tax (ITR12)' with a table for 'Tax Period' and 'Return Status'. A 'LIVE CHAT' button and 'ASK A QUESTION?' link are also present.

- c) Note that the Two-Factor Authentication option will be displayed and turned **Off**.



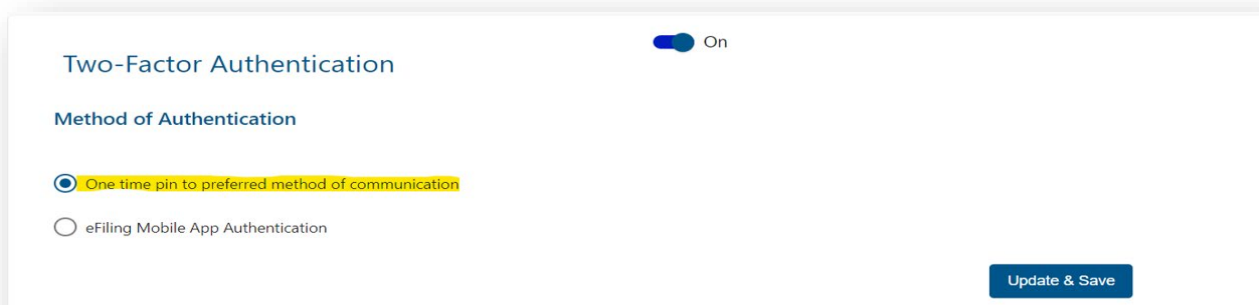
The screenshot shows the 'Your Login Details' page in the SARS Filing system. The left sidebar is identical to the previous screenshot. The main content area has a 'Your Login Details' section with fields for 'Username \*' (with a note 'You can use your email as your Username'), 'New Password', and 'Confirm Password', followed by an 'Update & Save' button. Below this is the 'Two-Factor Authentication' section, which has an information icon, a toggle switch set to 'Off', and a 'Method of Authentication' field with an 'Update & Save' button. The 'Passwordless Login' section is also visible, with an information icon, a toggle switch set to 'Off', and a 'Method of Authentication' field. At the bottom, there are 'LIVE CHAT' and 'ASK A QUESTION?' links.

- d) Turn on Two-Factor Authentication by clicking on 



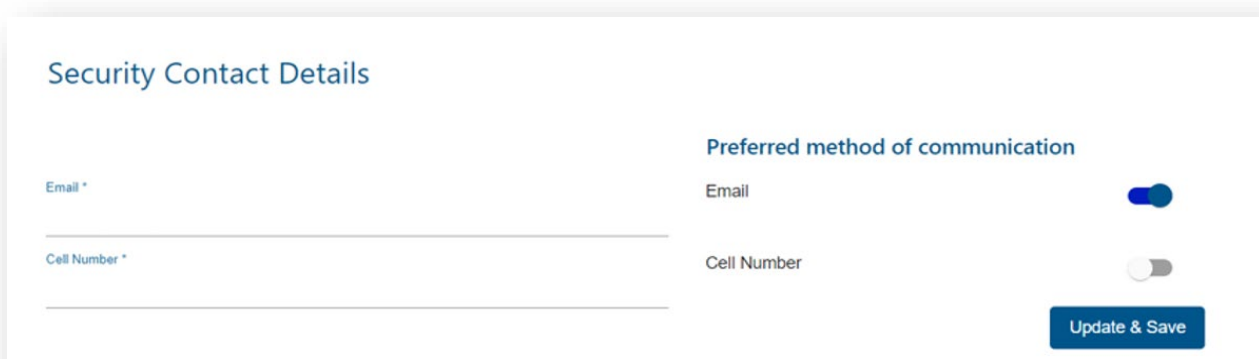
The screenshot shows the SARS eFiling user interface. On the left is a blue sidebar with a user profile icon 'M' and a list of menu items: Tax Reference Number, Identification Number, My Profile, SARS Correspondence, Returns Issued, Returns History, Non-Core Taxes, Returns Search, Third Party Data Certificate Search, Payments, Request For Reason, and Request for Reduced Assessment. The main content area has two sections. The first section, 'Your Login Details', contains fields for Username (with a note 'You can use your email as your Username'), New Password, and Confirm Password, followed by an 'Update & Save' button. The second section, 'Two-Factor Authentication', has a toggle switch set to 'On' and a sub-section 'Method of Authentication' with two radio button options: 'One time pin to preferred method of communication' and 'eFiling Mobile App Authentication'. An 'Update & Save' button is at the bottom right of this section. At the very bottom of the page, there are links for 'LIVE CHAT' and 'ASK A QUESTION?'.

- e) Note that this will display the method of authentication.
- i) Select – One time pin to preferred method of communication.
- f) Click on **Update & Save**




This is a close-up of the 'Two-Factor Authentication' section from the previous screenshot. It shows the 'Method of Authentication' sub-section with two radio button options. The first option, 'One time pin to preferred method of communication', is selected and highlighted with a yellow background. The second option is 'eFiling Mobile App Authentication'. An 'Update & Save' button is located at the bottom right.

- g) Complete the Security Contact Details and select the preferred method of communication.
- i) Do note that the OTP will be sent to the completed Security Contact Details
- h) Click on **Update & Save**



The screenshot shows the 'Security Contact Details' page. It has two main input sections. The first section is for 'Email' with a label 'Email \*' and an input field. The second section is for 'Cell Number' with a label 'Cell Number \*' and an input field. To the right of these inputs is a section titled 'Preferred method of communication' with two toggle switches: 'Email' (which is turned on) and 'Cell Number' (which is turned off). An 'Update & Save' button is at the bottom right.



## Approve Online Request


SARS would like you to approve your online request. Please indicate your preferred channel and click OK to authorize.


Email Cell Number

Your Preferred Contact  
sa\*\*\*\*\*@s\*\*\*.gov.za

**OK**

- i) Click on **OK**
- j) Enter the OTP sent to the security contact details completed earlier.





## One Time Pin

OTP has been sent to the following email  
sa\*\*\*\*\*@s\*\*\*.gov.za  
Pin expires in 00:02:18

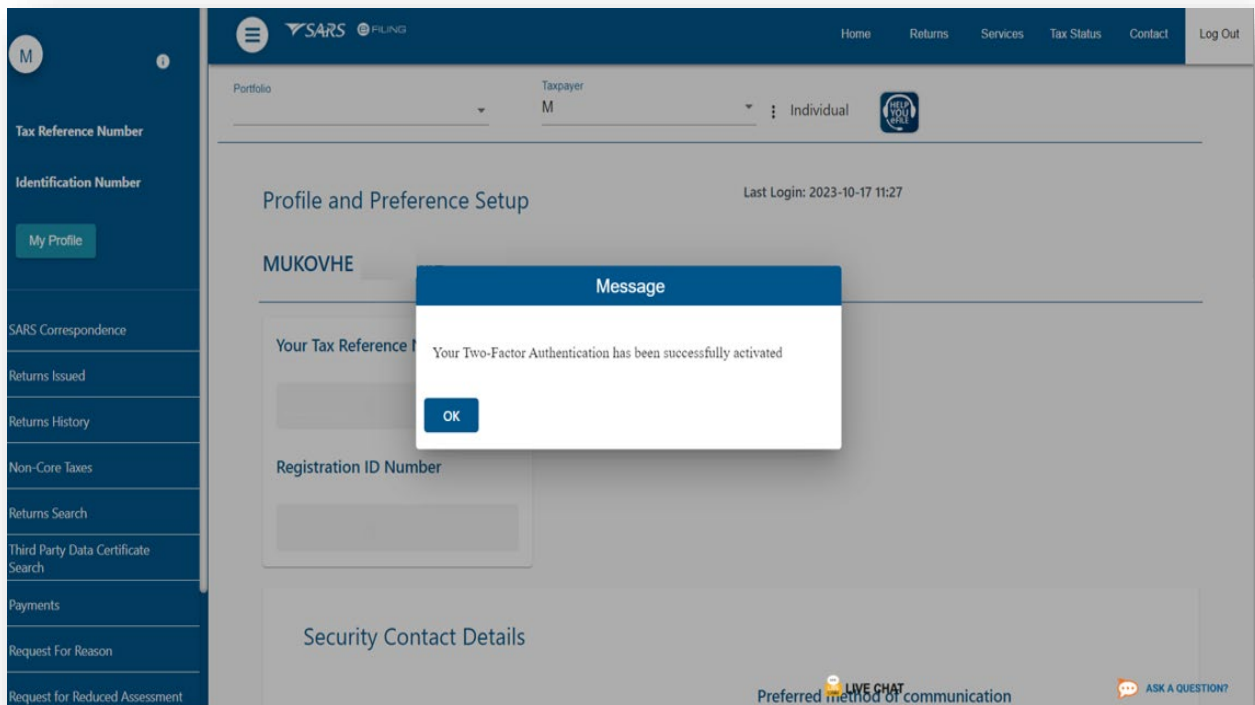
1 1 1 1 -    1 2 3 4 5 6

Please enter the last 6 digits of your OTP.

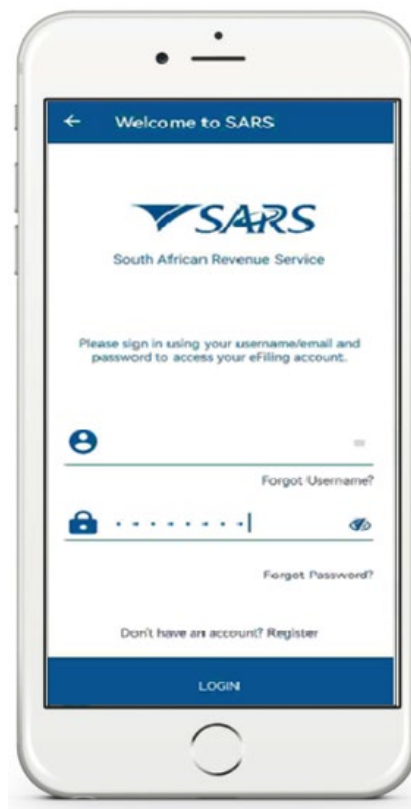
**Resend OTP**    **Submit**

- k) Click on **Submit**
- l) Note that you can request the OTP to be resent where the Pin timer has expired.

- i) To do so, click on Resend OTP
- m) Two-Factor Authentication has been successfully activated.

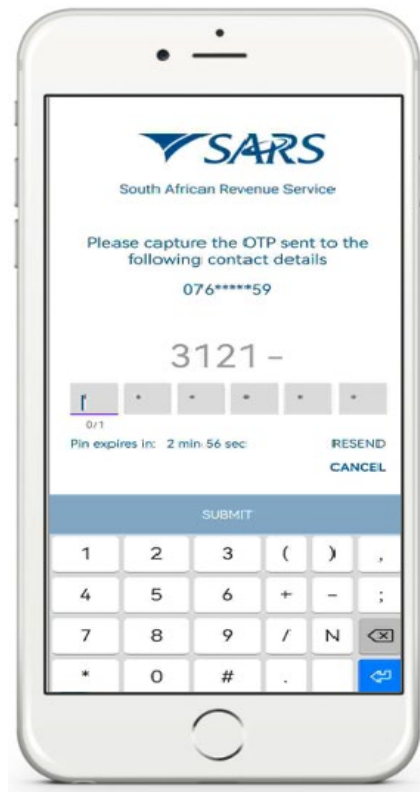


- n) Login to the SARS MobiApp

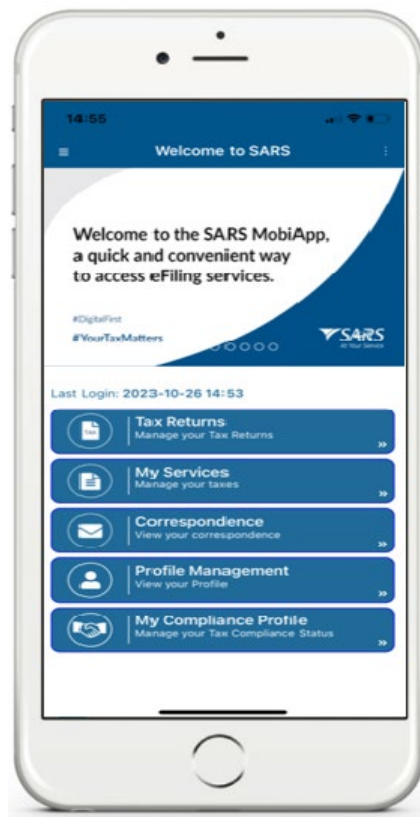


- o) Note that an OTP will be required.

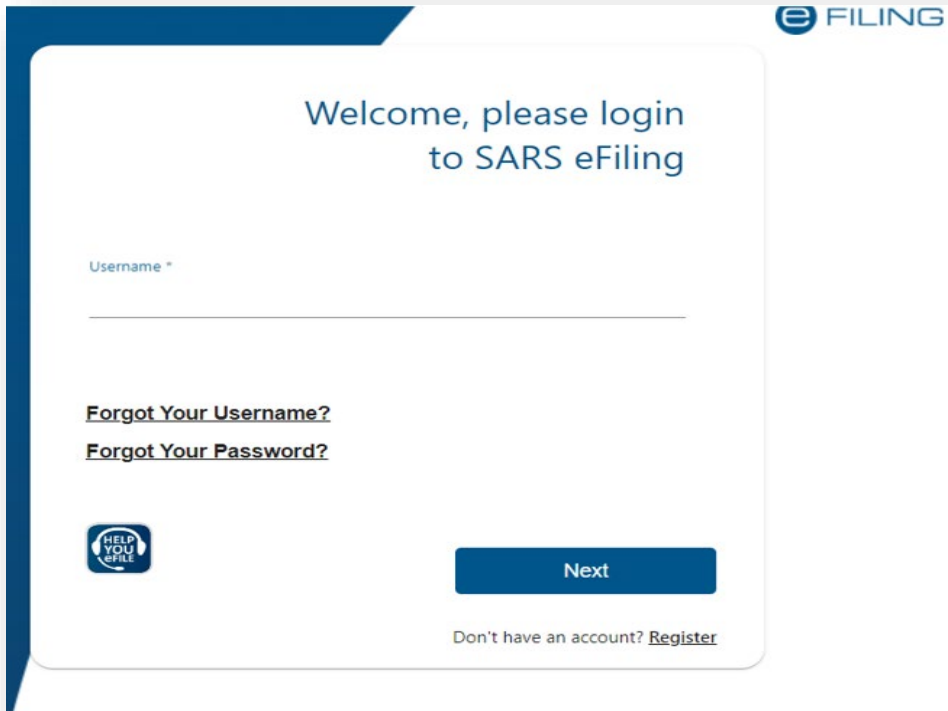




- p) Complete the OTP sent through to your cell phone number.
- q) Once you have successfully completed the OTP, you will be logged into your SARS MobiApp profile.

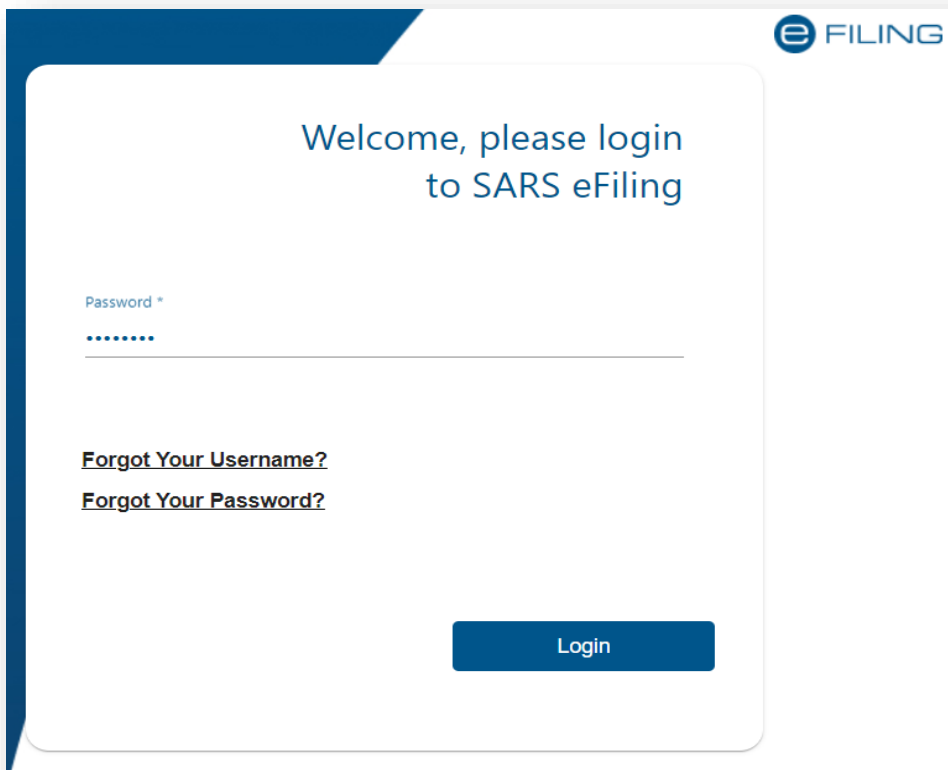


- r) To finalise the enabling process, you have to go back to eFiling.
- i) Login to your eFiling profile



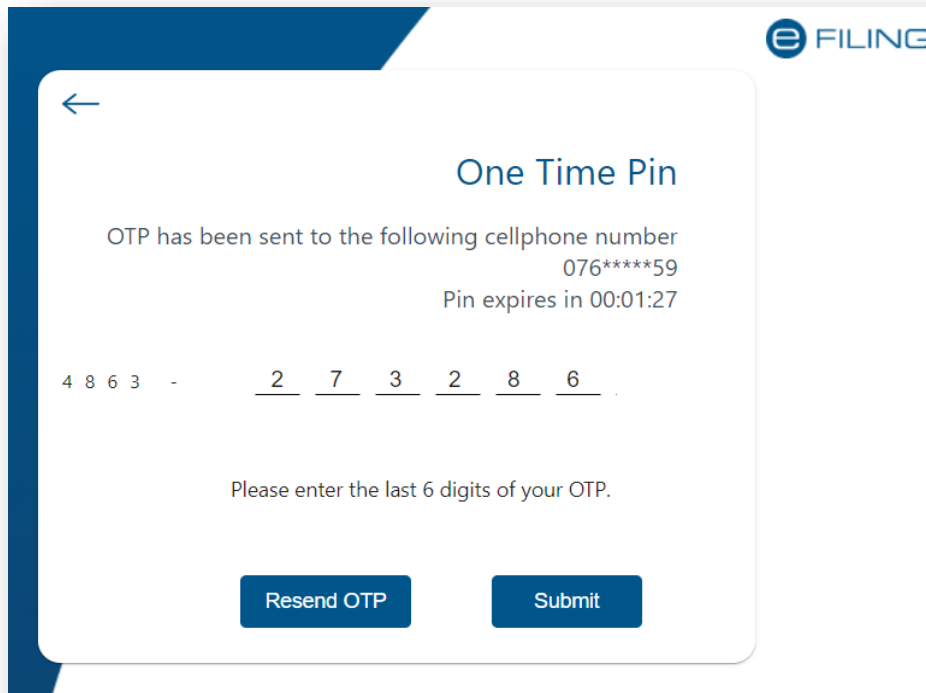
The screenshot shows the SARS eFiling login interface. At the top right is the 'e FILING' logo. The main heading reads 'Welcome, please login to SARS eFiling'. Below this is a text input field labeled 'Username \*'. Under the field are two links: '[Forgot Your Username?](#)' and '[Forgot Your Password?](#)'. To the left of the 'Next' button is a 'HELP YOU eFILE' icon. The 'Next' button is a blue rectangle with white text. At the bottom right, there is a link: 'Don't have an account? [Register](#)'.

- s) Once you have entered your eFiling Password, the OTP will be required.



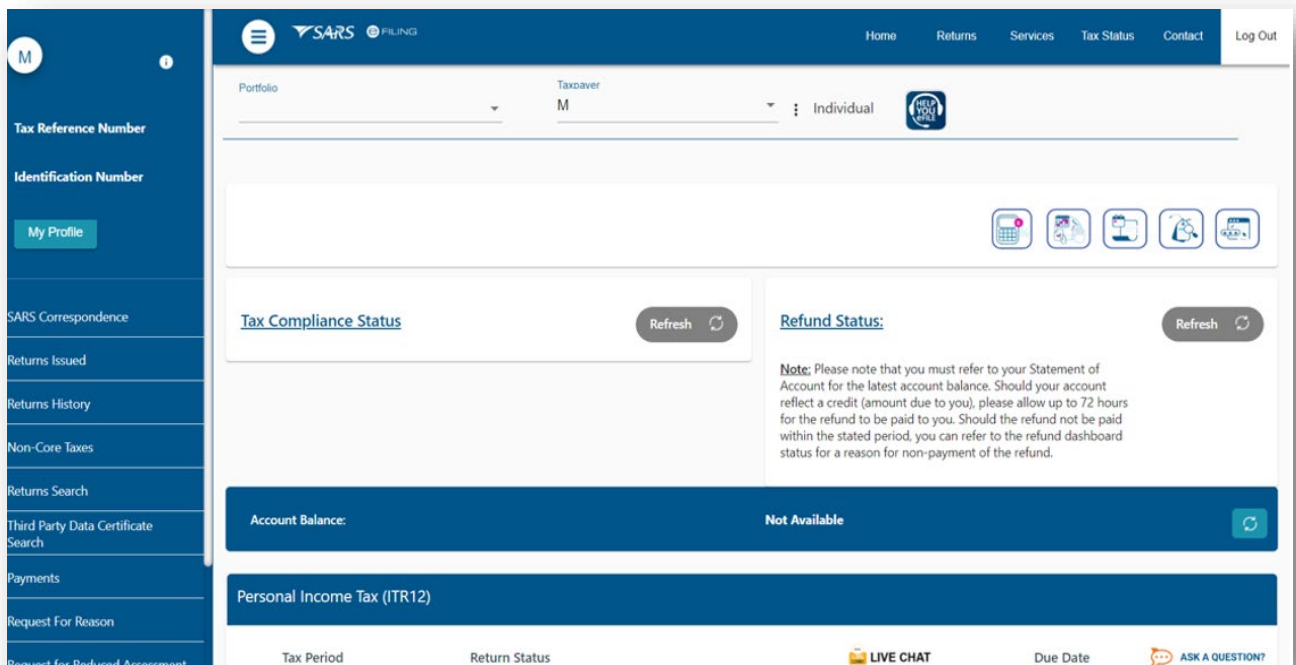
The screenshot shows the SARS eFiling login interface for password entry. At the top right is the 'e FILING' logo. The main heading reads 'Welcome, please login to SARS eFiling'. Below this is a text input field labeled 'Password \*' with masked characters (dots). Under the field are two links: '[Forgot Your Username?](#)' and '[Forgot Your Password?](#)'. At the bottom center is a blue 'Login' button with white text.

- t) To enable and finalise the 2FA, complete the OTP sent through to your security contact details.



The screenshot shows the 'One Time Pin' verification screen in the SARS eFiling system. It features a back arrow at the top left and the 'e FILING' logo at the top right. The main text states: 'OTP has been sent to the following cellphone number 076\*\*\*\*59. Pin expires in 00:01:27'. Below this, a numeric keypad is displayed with the digits '4 8 6 3' followed by a hyphen and then '2 7 3 2 8 6'. A prompt below the keypad says 'Please enter the last 6 digits of your OTP.' At the bottom, there are two buttons: 'Resend OTP' and 'Submit'.

- u) Once completed, click on **Submit**.
- v) Once the OTP has been successfully completed, you will be logged into your eFiling profile.

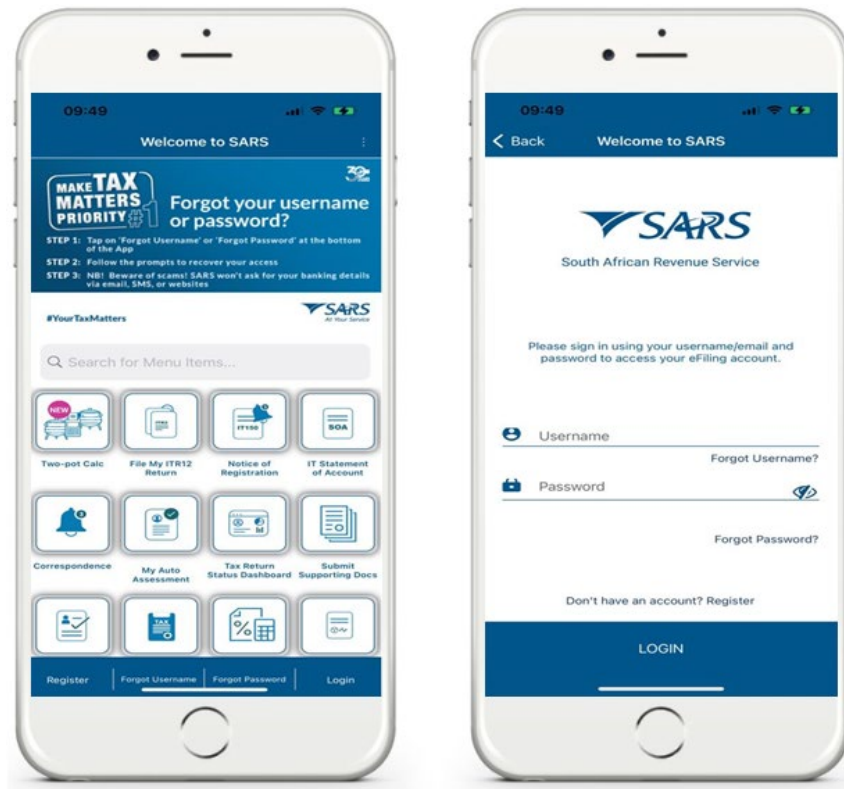


The screenshot shows the SARS eFiling dashboard. The top navigation bar includes 'Home', 'Returns', 'Services', 'Tax Status', 'Contact', and 'Log Out'. The user is logged in as 'Individual' with a 'Taxpayer' of 'M'. The dashboard is divided into several sections: 'Tax Reference Number', 'Identification Number', 'My Profile', 'SARS Correspondence', 'Returns Issued', 'Returns History', 'Non-Core Taxes', 'Returns Search', 'Third Party Data Certificate Search', 'Payments', 'Request For Reason', and 'Request for Reduced Assessment'. The main content area shows 'Tax Compliance Status' and 'Refund Status' with 'Refresh' buttons. A note states: 'Note: Please note that you must refer to your Statement of Account for the latest account balance. Should your account reflect a credit (amount due to you), please allow up to 72 hours for the refund to be paid to you. Should the refund not be paid within the stated period, you can refer to the refund dashboard status for a reason for non-payment of the refund.' Below this, the 'Account Balance' is shown as 'Not Available'. The 'Personal Income Tax (ITR12)' section is also visible. At the bottom, there are links for 'Tax Period', 'Return Status', 'LIVE CHAT', 'Due Date', and 'ASK A QUESTION?'.

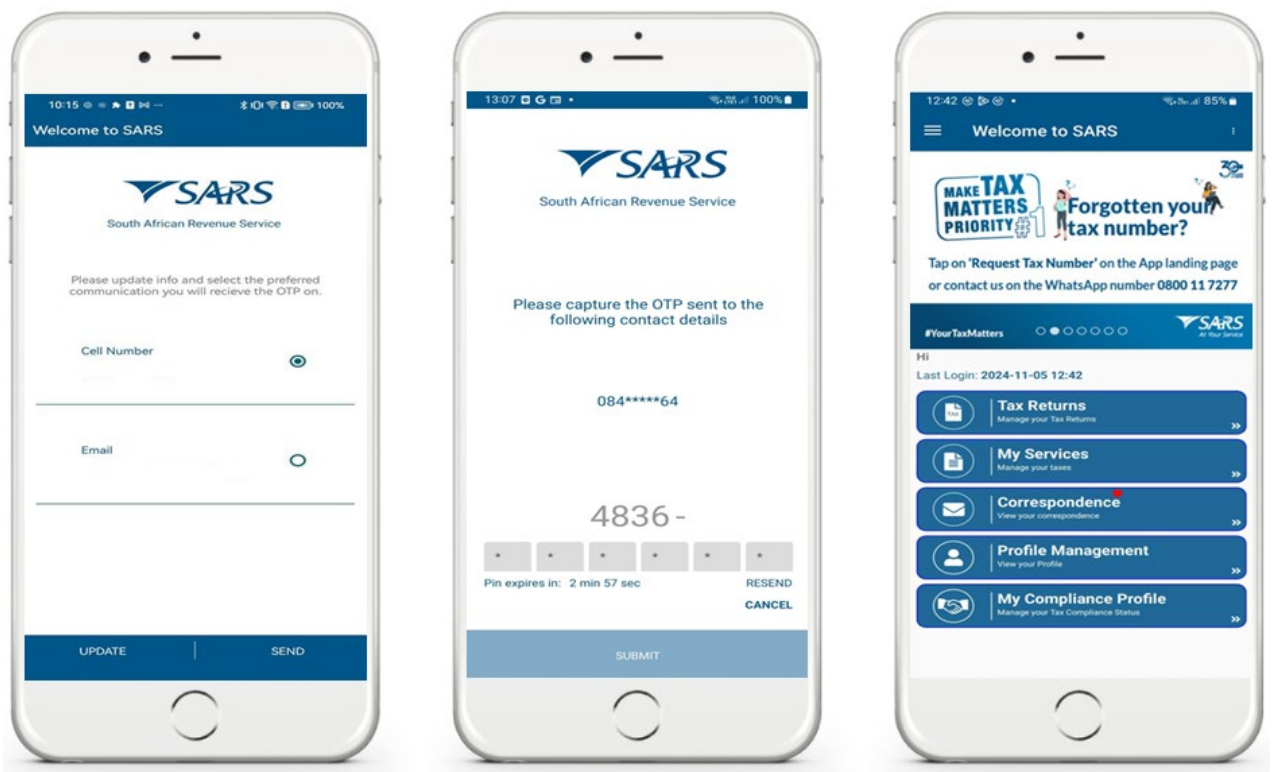
### 6.3.4 HOW TO USE TWO FACTOR AUTHENTICATION

- a) To login to your eFiling profile via the SARS MobiApp, proceed as follows:
  - i) Tap on **Login**.

- ii) Capture your **Username** and **Password**.



- b) Once successfully completed, you will be requested to capture the OTP sent to the contact details displayed.
- i) Complete the OTP sent through.



- c) Once the OTP is successfully completed, you will be routed to the Landing page of your SARS MobiApp.

## 6.4 PASSWORDLESS LOGIN

- a) Your smart device can be used for authentication to access your eFiling profile.
- i) Passwordless authentication implies that you will access your eFiling profile with your username. A push notification will be sent to your smart device.

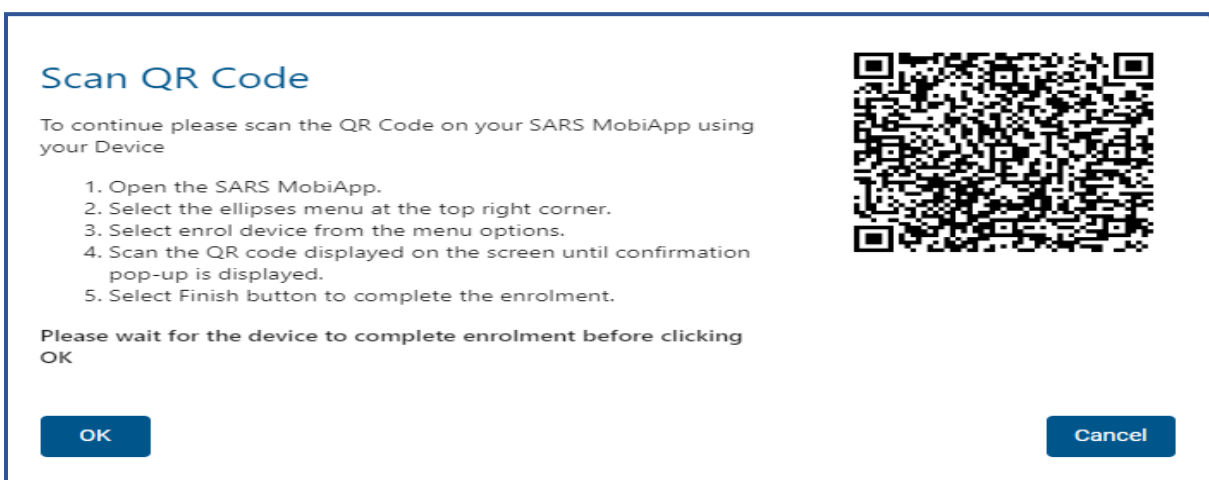
**Note that to make use of these services, your smart device must:**

- Have the SARS MobiApp downloaded and installed.
- Be enrolled as the primary device on your eFiling profile.
- Have a connection to the internet through Wi-Fi or data.

- b) If your internet connection is interrupted, the following message may appear on your smart device: *“Please check your network connection and try again”*.


### 6.4.1 HOW TO ENABLE PASSWORDLESS LOGIN

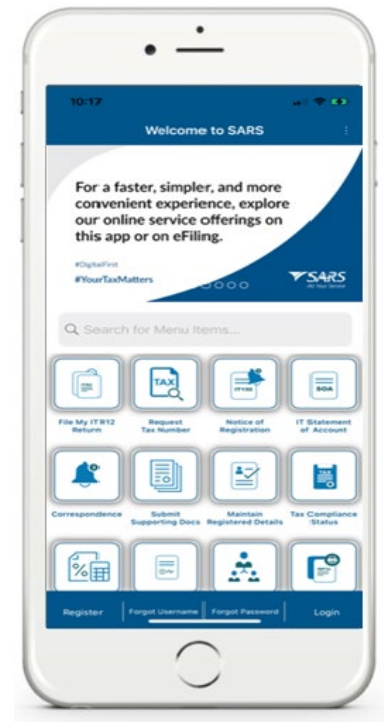
- a) To enable passwordless login on your device, follow the steps below:
- i) Login to your eFiling profile from your mobile device
- ii) Click on **My Profile**
- iii) Click on **Profile** and **Preference Setup**
- iv) Scroll down and select either **Two-Factor Authentication** or **Passwordless Login**
- v) Select **eFiling Mobile App Authentication**.
- A) The eFiling **Enrol Device** button will be displayed.
- vi) Approve Online Request: Indicate your preferred channel.
- A) Select either **Email** or **Cell Number**
- B) Click on **OK**
- vii) Click on the **Enrol Device** button.
- A) The scan QR **Code pop-up** message will be displayed with guiding steps.
- viii) Read and follow the steps as listed in the pop-up message.



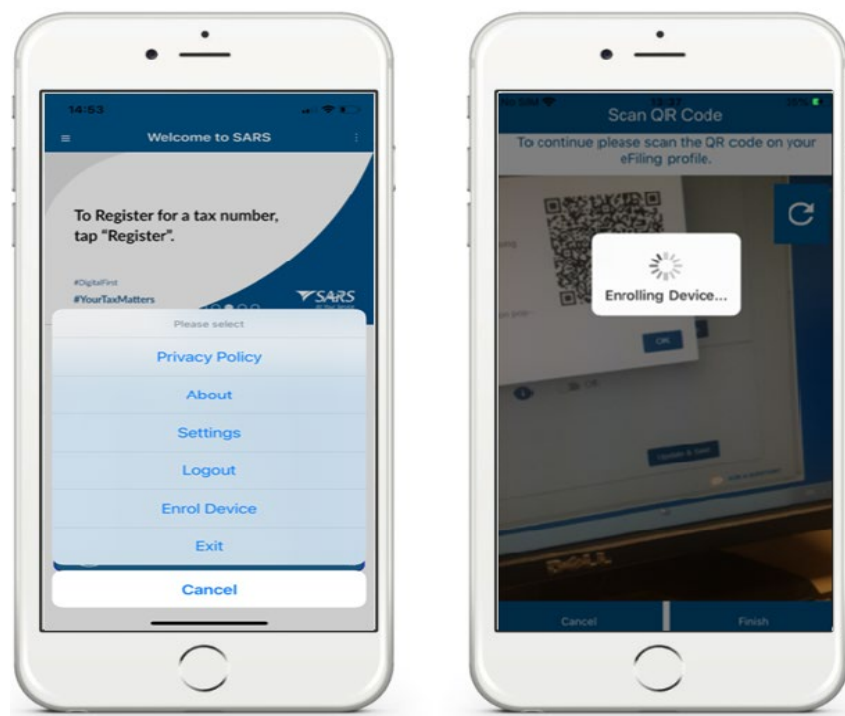
**Note that the “OK” button on this pop-up should only be selected after you have followed steps below to scan the QR Code.**

b) **How to scan the QR Code from your smart device**

- i) Open the SARS MobiApp from your device.
- ii) On the landing page, select the ellipsis  (in the top right corner of your screen) to display various menu options.



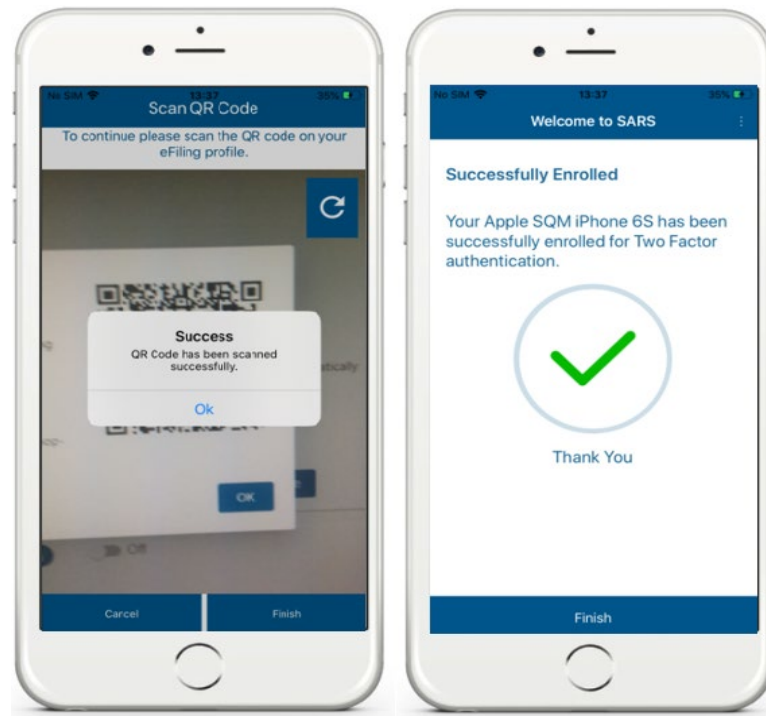
- c) Select **Enrol Device**. The **Scan QR Code** screen will be displayed with your device camera activated.
- d) Scan the **QR code** by focusing your device's camera on the marked square of the pop-up message on your eFiling profile.



- e) A confirmation pop-up message will be displayed indicating that your device has been successfully enrolled.
- f) Click on **OK** on the message and on **Finish** at the bottom of the screen.



**NOTE: Do not close the QR Code on eFiling before completing the enrolment of your device.**



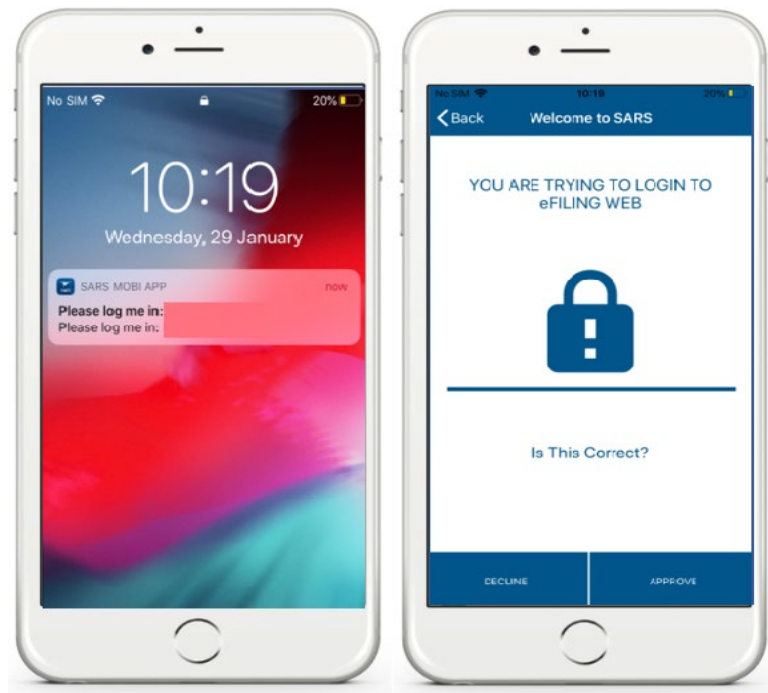
- g) Return to your eFiling profile and select **OK** on the pop-up message.
- h) You will be routed to an authorisation screen, where you will be prompted to select your preferred method of communication. The One-Time-Pin (OTP) will be delivered through your preferred method of communication to finalise your device enrolment process.

#### 6.4.2 HOW TO USE PASSWORDLESS LOGIN

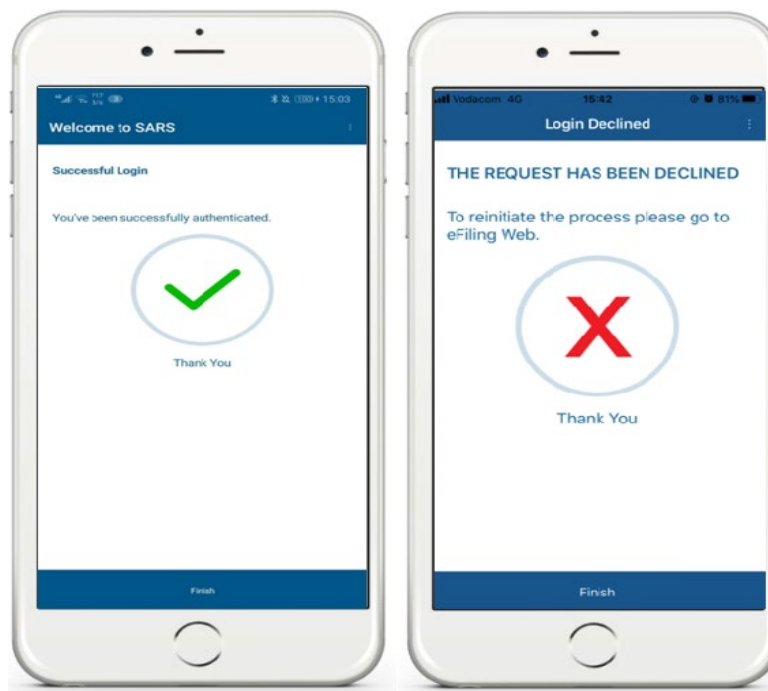
- a) To login to your eFiling profile via the SARS MobiApp, proceed as follows:

**Note: The smart device you intend to use for login authentication should have already been enrolled on your eFiling profile.**

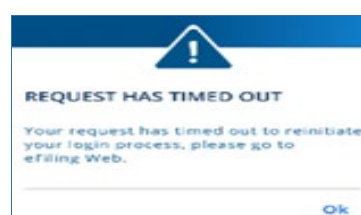
- b) Capture your username on your eFiling profile.
  - i) The system will validate the type of authentication you have chosen, **Two-Factor Authentication** or **Passwordless Login**. (You will be required to capture your password if you chose Two-Factor Authentication.).
- c) A message will be sent to the device linked to your eFiling profile. The message will pop-up on your SARS MobiApp, indicating that you are trying to login to eFiling.
  - i) Tap on the message; the **Welcome to SARS** screen will be displayed.
  - ii) Tap on **Approve** to validate that you are accessing your eFiling profile.
  - iii) Tap on **DECLINE**-to-decline access to your eFiling profile.



- d) The following screen options will be displayed on your smart device as per your option choice.

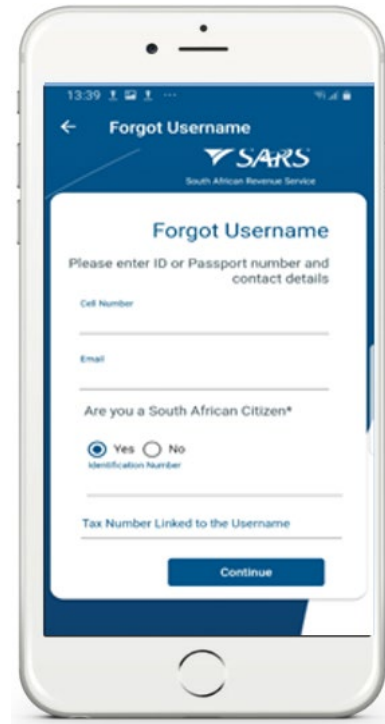


- e) To confirm your selection, tap on **Finish**.
- f) Where you have not responded to the request in time, the following pop-up screen will be displayed on your smart device.
- i) Take note of the message and tap on **OK**.

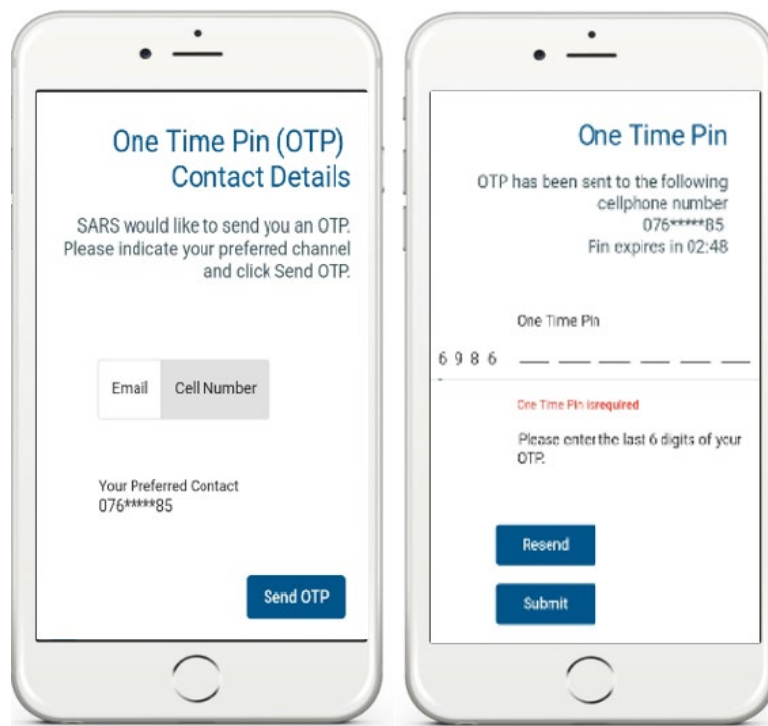


## 6.5 FORGOT USERNAME

- a) If you have forgotten your username, tap on **Forgot Username**.
- b) This will display the **Forgot Username** screen.
- c) Complete the required details as requested on your device. Once completed,
  - i) Tap on **Continue**.



- d) This will direct you to the **OTP Contact Details** screen. Select your preferred channel and tap on **Send OTP**. An OTP will be sent through to your selected channel.
- e) Your device will prompt you to complete the OTP sent through. Complete the OTP as requested and tap on **Submit**. **Note that the OTP expires after a set period. Tap on 'Resend' to resend the OTP, if the displayed time has expired.**

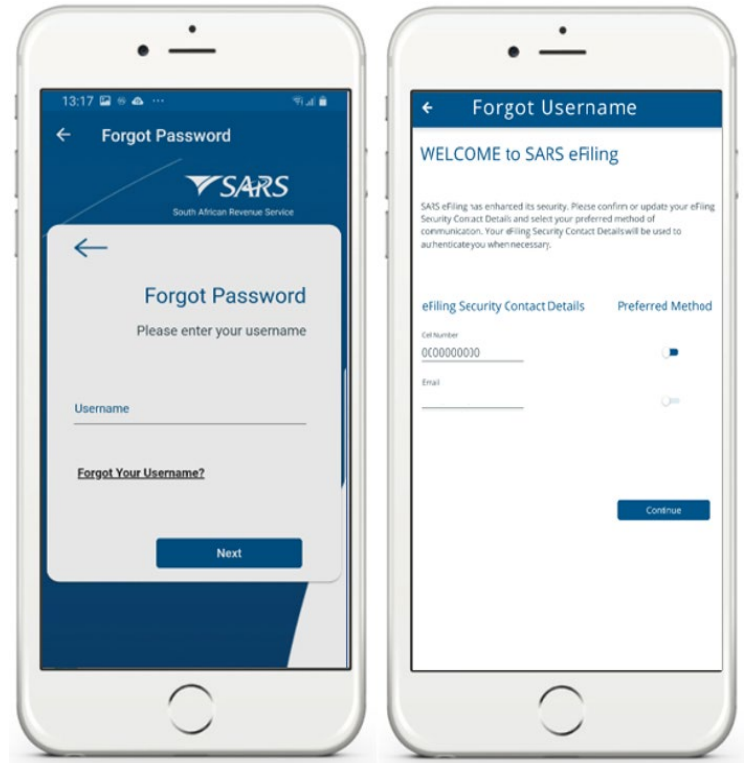


- f) Once completed, you will be presented with your username. Note the screen will prompt you to complete your new password. If you do not want to change your password, close the screen.

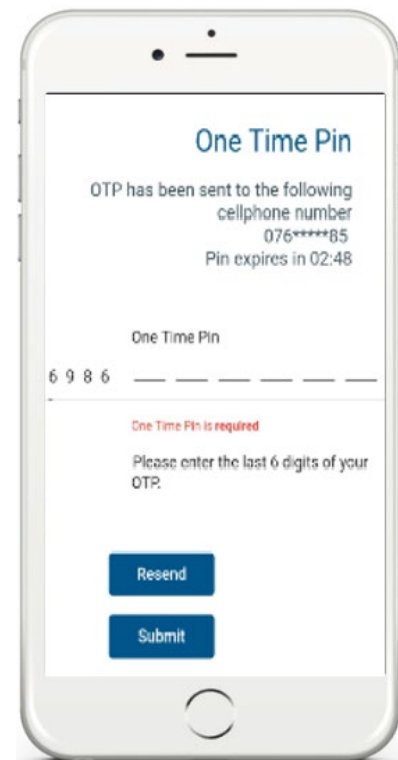
- g) If you want to change your password, complete your new password on the fields stipulated before tapping on **Submit**.

## 6.6 FORGOT PASSWORD

- a) If you have forgotten your password, tap on **Forgot Password**. This will display the **Forgot Password** screen.
- b) Complete your username and tap on **Next**.
- c) This will direct you to the OTP Contact details screen.
- d) Select your preferred channel and tap on **Send OTP**.

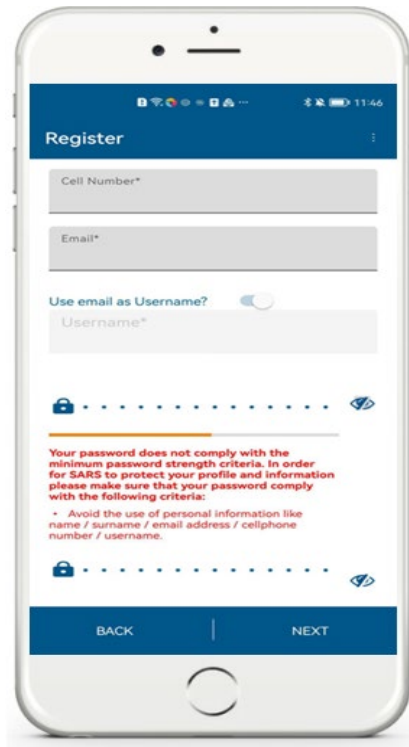


- e) An OTP will be sent through to your selected channel. Your device will request you to complete the OTP sent through to your preferred channel.
- f) Complete the OTP as required and tap on **Submit**.

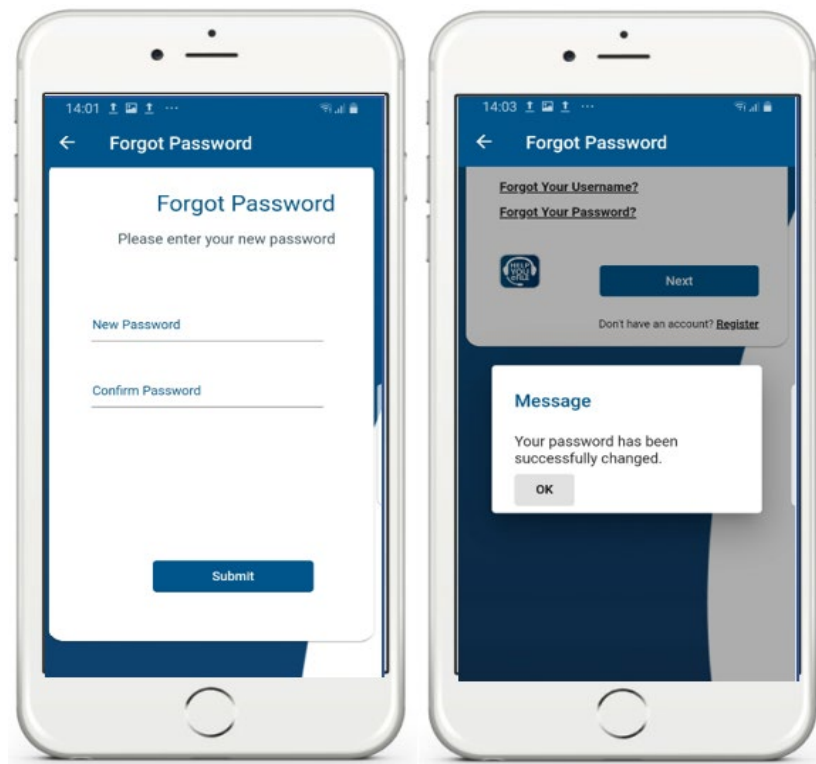


- g) Once completed, you will be presented with a screen to complete your new password.
- i) Complete your new password on the fields stipulated before tapping on **Submit**.

- h) Do note that where you have completed a password that does not meet the minimum prescribed password criteria strength, the following message will be displayed:



- i) Respond by completing the password with the minimum criteria prescribed.
- i) Once submitted, you will receive a message indicating that your password has been successfully changed. Tap on **Ok**.



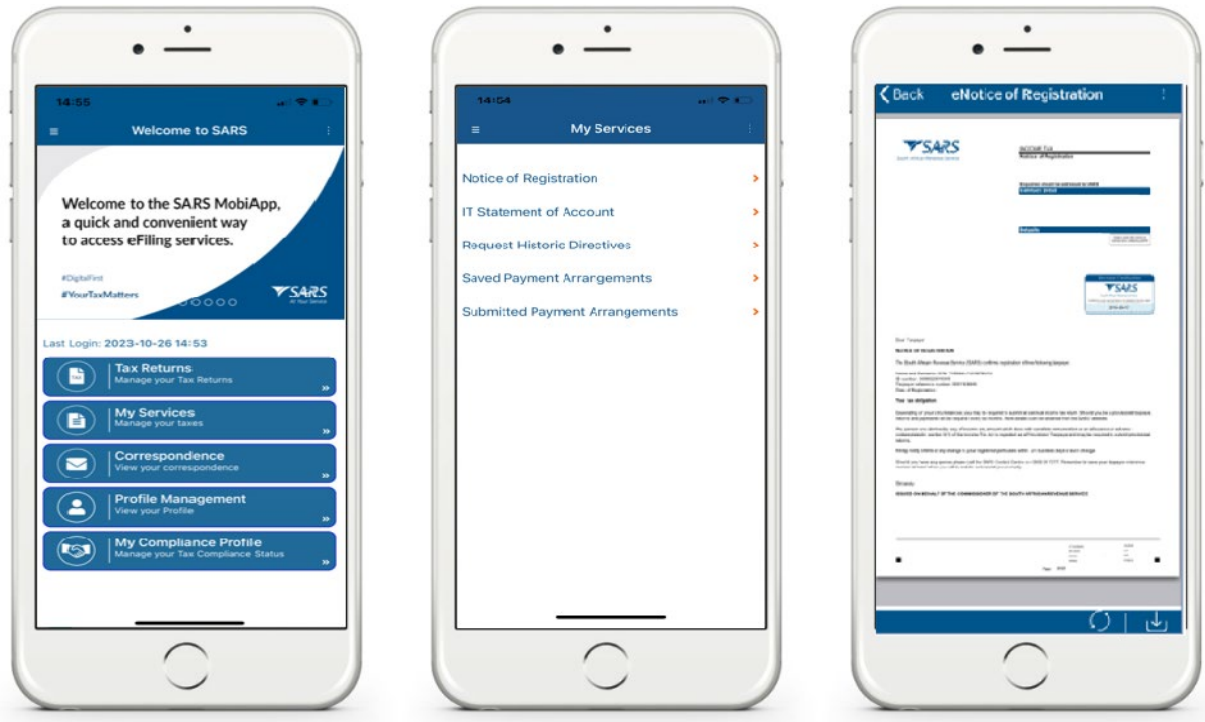
- j) For more details on how to reset your password, refer to the eFiling registration external guide, which is available on the SARS website or view the registration video on the SARS YouTube Channel.



**Note and safe keep your password for future use.**

## 7 HOW TO REQUEST A NOTICE OF REGISTRATION

- a) Once logged in on the MobiApp on the landing page, this will display the **My Services** screen.
- b) Tap on the **Notice of Registration (IT150)** option.
- c) On the Notice of Registration, you will also be able to view your Tax Reference Number (TRN).



- d) Below the **Notice of Registration** screen, the following icon is displayed.



To download the document onto your device.

## 8 DEFINITIONS AND ACRONYMS

Link for centralised definitions, acronyms, and abbreviations: [Glossary A-M | South African Revenue Service \(sars.gov.za\)](https://sars.gov.za/glossary)

### DISCLAIMER

The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.

**For more information about the contents of this publication you may:**

- Visit the SARS website at [www.sars.gov.za](http://www.sars.gov.za).
- Make a booking to visit the nearest SARS branch.
- Contact your own tax advisor / tax practitioner.
- If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277); or
- If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).