

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
 - 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.

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Register	negister	Register
SARS	V SARS	Please enter contact and login details. that your contact details will be used as
South African Revenue Service	South African Revenue Service	Security contact details going forv
Please enter personal details	Please enter contact and login details. Note that your contact details will be used as your security contact details going forward.	Email*
0/120	Cell Number*	Username*
Surname*	Email*	Use email as Username?
re you a South African Citizen?		Password
Identification Number*	Username*	
	Use email as Username?	Confirm Password
Next	Next	Next



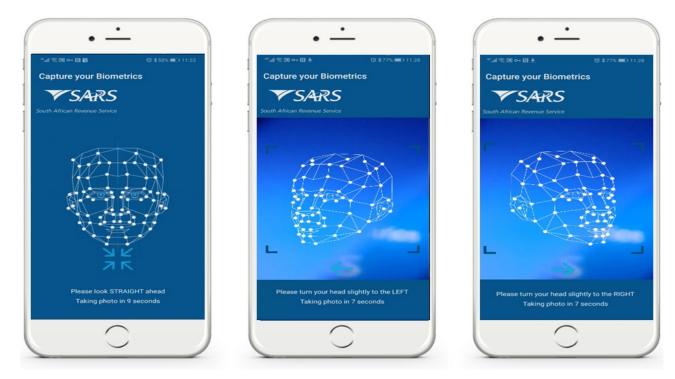
- d) Tap on the required demographic information as displayed on your device.
 - i) Complete the personal information required.
 - ii) Once completed, tap on Next.

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.

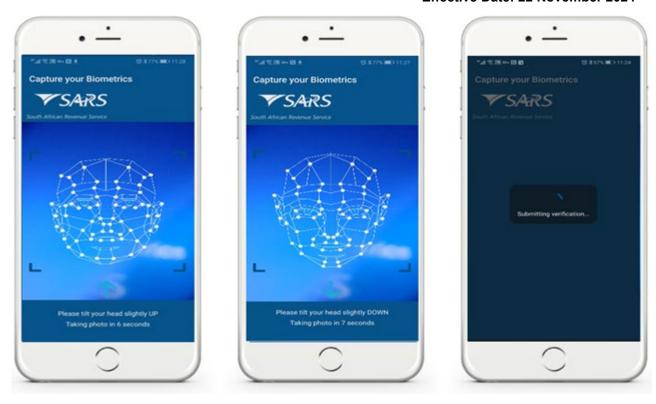
Biometric Facial Authentication Noti	VSAR.
South African Revenue Service	South African Revenue Sen
Biometrics Notice	Biometrics Instruction
SARS has recognised the importance of person identity verification and authentication across the enterprise and has therefore	Before you proceed with the Biometric Facil Authentication process, kindly take note of below instructions.
introduced Biometric Facial Recognition Authentication.	 The camera must be at eye level and in horizontal position and not angled.
How it Works • SARS eFiling will request to activate the	 Your background must be clear and ensure proper lighting to illuminate yourself and the background.
camera of the device you are using.	 You must always follow the instruction that will be displayed on screen.
You will see your face on the camera. Note: You may need to adjust your screen to ensure the correct angle is obtained.	 You must ensure both eyes are open, your mouth is closed, head straight an looking forward, with both eyes visible
 Make sure your camera is on and follow all instructions displayed during this 	and the directional instructions follow • You must display a neutral expression
process.	Remove all headgear and if you wear
The earners will exercise a facial cridita Please tap the 'Next' button to proceed with the facial biometric recognition authentication	Please select the 'Next' button to proceed with the biometric facial recognition authentication.
CANCEL NEXT	BACK NEXT

- 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.



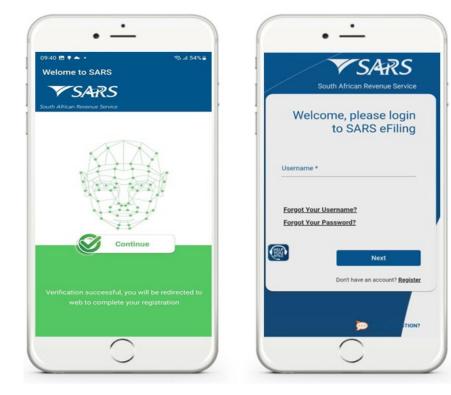
IT-AE-47-G01 – How to register for the use of the SARS MobiApp – External Guide





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**.

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Save password? To Google Password WEICOITIE TO SAKS EFIIIIIG	Save password? To Google Password Manager on this device Save	Save password? To Google Password Manager on this device
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.	1111 · · · · · · · · · · · · · · · · ·	OTP has been sent to the following cellphone number 042****54 Pin expires in 00:02:52
eFiling Security Preferred Method of contact Details of communication	One Time Pin is required Please enter the last 6 digits of your OTP.	1111 -
	~ E 🕈	
Cell	(1) en 😳 🖹 a ₈ (i) …	
Email	Oh Oh okay	Please enter the last 6 digits of your OTP.
Continue	1 2 3 4 5 6 7 8 9 0	
	Q W E R T Y U I O P	Resend OTP
	A S D F G H J K L	Submit
	★ Z X C V B N M	
ASK A QUESTION?	123 🕼 4. Microsoft kurtefey 👘 🗸	
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- 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.

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	2≅ .sarsefiling.co.za	Gr	18	:
	OTP has been sent t cel	Iphone n	lowing umber	
	Messa	ge		
1 Ple	Congratulations, yo successfully registe eFiling. Please log in continue.	red for	ow	
	Submit			
		ASK A C		,
	\frown			

- 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.

12:15 Link Tax Type		No SIM 🌩 Li	nk Tax Type
Activate Your Return Types Please select the return types o activate on your profile	you want	Activate Your Retur Please select the ret activate on your pro	turn types you want to
Return Type Individual Description Tax	Income (ITR12)	Return Type Description Reference Number	Individual Income Ta (ITR12
Reference Number			Colosted
			S. Lmit

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

io SiM 🗢	14:28	-
	Link Tax Type	- I
ctivate You	r Return Types	
		ual Income Tax
016		2)
	pe Successfully Lin	12
reasons	you have to login again . Thanks	
		ок



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:



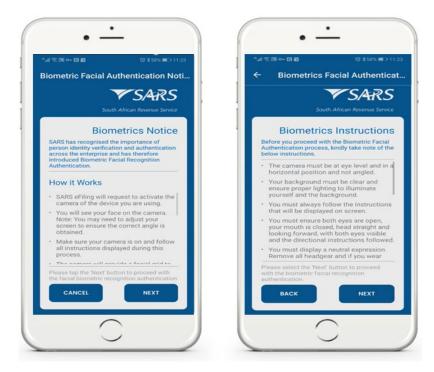
- c) Tap on the **Register** button displayed at the bottom of the SARS MobiApp **Home screen**,
 i) Tap on **Register**.
- d) Once the **Register** button is selected, the user will be directed to the **Register screens**.

・ 		• -
← Register :	Register	*# र छ ⊶ श छ © ≵ 58% ■0 11:22
V SARS	V SARS	Register Sourt Amcan Revenue Service
South African Revenue Service	South African Revenue Service	that your contact details will be used as your security contact details going forward. Cell Number*
Please enter personal details Name*	Please enter contact and login details. Note that your contact details will be used as your security contact details going forward.	Email*
0/120 Surname*	Cell Number*	Username*
Are you a South African Citizen?	Email*	Use email as Username?
Yes No	Username*	Password 🛷
Identification Number*	Use email as Username?	Confirm Password
Next	Next	Next

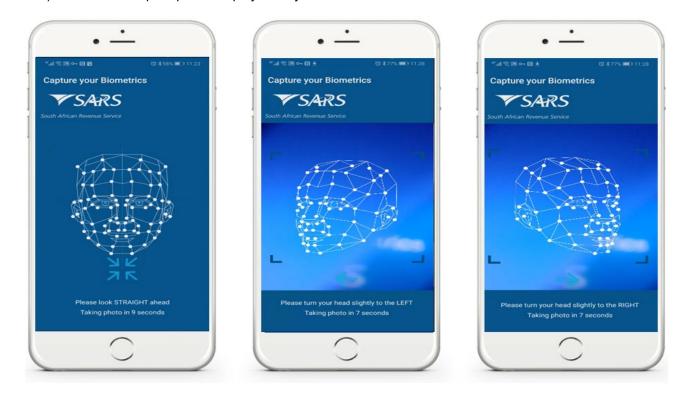
Tap on the required demographic information and complete the personal details required.
 A) Ensure that you complete your SARS registered details.

Take note of the username and password for future reference.

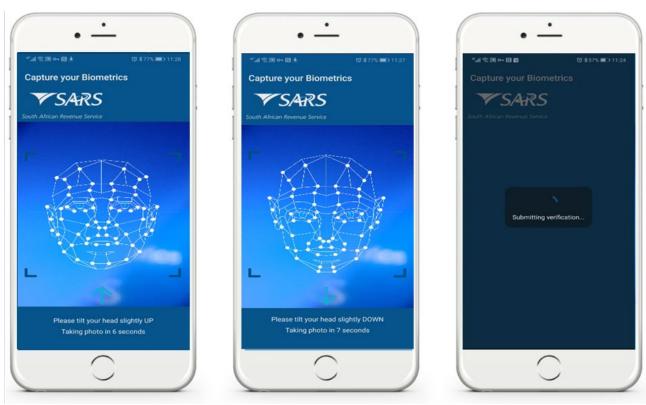
f) Once all the required information is completed accurately, the following **Biometrics Notice** screen followed by the **Biometrics Instructions** screen might be displayed.



- 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.

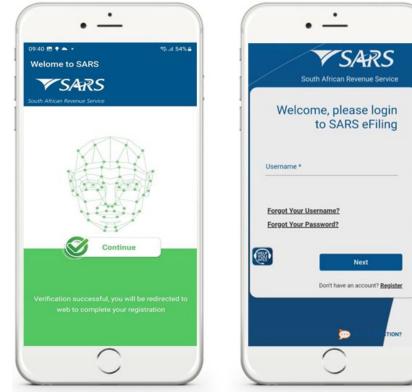






Do note the following:

- 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.
 - Select by tapping on
 Tap on Continue.

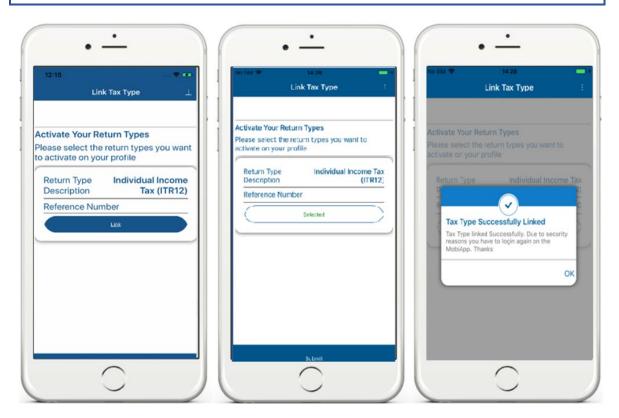
• -	•	• -
"	"네 운)) ~ 립 ŵ 전 \$48% 第〇 12:34	"네 운 湖 아 협 峰 (3 \$48%) 12:34
↑ º= sarsefiling.co.za 📴 💷 :	🟠 😂 sarsefiling.co.za 🔄 💷 🗄	û ≌∋ sarsefiling.co.za 📴 💷 🚦
Save password?	Save password? To Google Password Manager on this device Save	Save password? To Google Password Manager on this device Save
SARS 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.	11111 ·	OTP has been sent to the following cellphone number 042****54 Pin expires in 00.02:52
eFiling Security Preferred Method	One Time Pin is required	
Contact Details of communication	Please enter the last 6 digits of your OTP.	1111 -
	~ E 🕈	
Cell	Ø 🕄 🖹 a _b (i)	
Email	Oh Oh okay	Please enter the last 6 digits of your OTP
Emai	1 2 3 4 5 6 7 8 9 0	Please enter the last 6 digits of your OTP.
Continue		Resend OTP
	QWERTYUIOP	Resend OTP
	ASDFGHJKL	Submit
	★ Ż X C V B N M ≪	
ASK A QUESTION?	123 🔘 🕴 Marmank Suffray	
\frown		

- I) 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.

書面も固め下"		0 *	48% II O 1	12:34
	filing.co.za	<u>S</u>	1	:
	One	Time	e Pin	
OTP has	been sent to cell Pin expir	phone r 042	umber	
	Messag	je		1
successfu	lations, you lly register lease log in	ed for	ow	l
Resena OTP Submit			1	l
	-	ASKA	STION	,

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:



08:34			* ***
	Link Tao	сТуре	
Activate You	Ir Return Types		
Please selec your profile	t the return types	s you want to ac	tivate on
to this ret		ervices cc have	access
	al Tax (IRP6)		
6	Eull Share	Access	
-			
steer	-Only Access	Remove Acc	133
·	Financial S	ervices cc have	access
to this ret	turn type		
Individua	I Income Tax (IT)		
	Full Shore	Access	
View	-Only Access	Remove Acc	
l.			

- 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:

Error	Error	Error
Sorry this cell phone number is already in use	Sorry this email address is already in use	An eFiling account with this email address/cell phone number already exists.
ок	ок	ок

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.

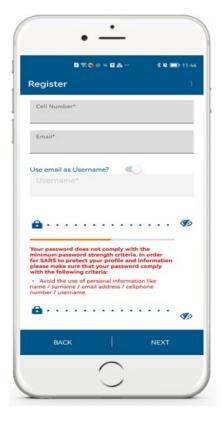


- d) After multiple failed attempts of capturing your image, the following error message will be displayed.
- e) Respond by taking note of the message and tap on **Continue**.
 - ii) Proceed to upload supporting documents as described in section 5.4.



5.3.3 COMPLETING INCORRECT PASSWORD CRITERIA

- a) 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.
- b) Where the created password does not contain the minimum listed criteria is completed and submitted, the following error message will be displayed:



c) 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

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

registration will be declined. Click Continu	g. In order to finalise your eFiling Registration, we request that you uplo	er to continue this process later. Should you be logged out, please use the
Case Number	207723633	Continue Save for Later

c) 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 process your eFiling registration. Once submitted, you may receive a letter requesting you to submit supporting documents, which you can do online.		
Unit Number	Complex Street / Farm Name* *	
Suburb**	Country*	
Postal Code* *	Submit	

d) Complete all the mandatory fields.

i) Once completed, click on **Submit**

13:16 Wed 19 Jun					🗢 76% 🔳)
Welcome to SARS	Registe	r (
	Registration W	orkpage			
Welcome	Case Details	5			
	Case Number	Case Requested Da	ate		
Status:	104017207	2019-06-19		Query Status	
Awaiting Supporting Documents					
Your Tax Reference Number	Document D	Details			
	Document Type St	tatus	Upload	View	
Registration ID Number	Registration D	/aiting for ocumentation to be ploaded	Upload		
				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*.'

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

h) The icons displayed are for the following use.

0	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**.

Welcome to SARS	Register		
	Upload Status Document Name	Upload	
	Converted and stored 2EA7AA23-74E3-43E9-86B0- 37DD0B53F229.jpeg	• •	
	Bank statement not older than 3 months		
	Uplo	Upload	
	Proc It is important that you upload all the documents requested by SARS before you submit in order to eliminate any delays in processing your case. Once submitted you will not be able to add more documents unless you receive a new request from SARS. If you are sure you have uploaded all the documents required, click CONTINUE to submit.	Upload	
	Continue Cancel		
		Back	Submit
			@
			ASK & QUESTION?

- 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 <u>Submitted</u> on the **Registration Work** page.

Welcome to SARS	Register			
	Registration Workpa	ige		
Welcome	Case Details Case Number Case Re	quested Date		
Status:	104017207 2019-0	6-19	Query Status	
Supporting Documents Submitted	Document Details	5		
Your Tax Reference Number	Document Type Status	Upload	View	
Registration ID Number	Upload Registration Submitted Documents		View	
			Close	

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

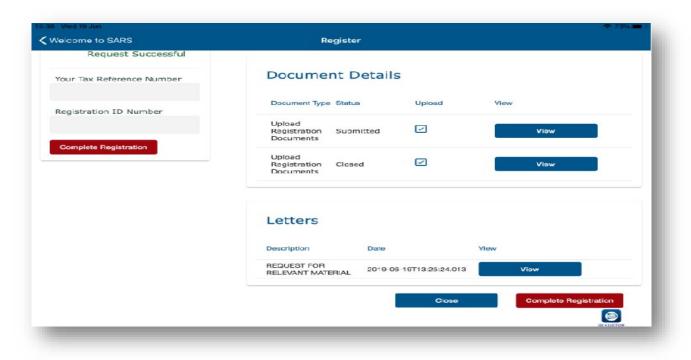
Following various failed attempts when uploading supporting documents, upload the documents via the SARS Online Query System (SOQS) available on the SARS website. Alternatively, book an appointment to visit one of our SARS Branches to finalise your eFiling registration.

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

lelcome to SARS	Register
Welcome	Case Details
	Case Number Case Requested Date
tatus:	104017207 2019-06-19 Query Status
Request Successful	
'our Tax Reference Number	Document Details
Registration ID Number	Document Type Status Upload View
	Upload Registration Submitted View View
Complete Registration	Upload Registration Closed View View

Complete Registration

m) Tap on **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.

Continue

p) Tap on **Continue**

KWelcome to SARS		Register	
	Welcome To SARS	eFiling	
	SARS eFiling has enhanced its se Contact Details and select your p Security Contact Details will be u	preferred method of commun	nication. Your eFiling
	eFiling Security Contact Details	Prefered Method of communication	
	Cell Number		
	Email		
			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.

\leftarrow	
	One Time Pin
	OTP has been sent to the following cellphone number 082****32 Pin expires in 02:45
111	1
1	2 3 4 5 6
	Please enter the last 6 digits o 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**.

C Back	Welcome t	o SARS	* •
Sou	th African Rev	ARS	
passwo	rd to access yo	username/email ur eFiling accoun	
B Usern Forgot Usern			
Pass/ Forgot Pass/			S)
	n't have an acce	ount? Register	
De			

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.

Scan QR Code To continue please scan the QR Code on your SARS MobiApp using your Device	
 Open the SARS MobiApp. Select the ellipses menu at the top right corner. Select enrol device from the menu options. Scan the QR code displayed on the screen until confirmation pop-up is displayed. Select Finish button to complete the enrolment. 	
Please wait for the device to complete enrolment before clicking OK	
ок	Cancel

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

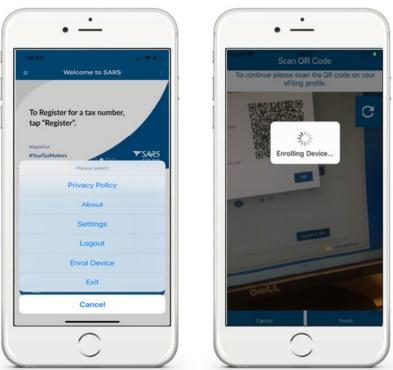
d) How to scan the QR Code from your smart device

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



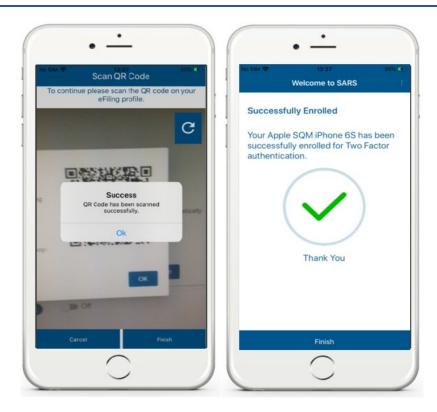
South African Revenue Service Effective Date: 22 November 2024

- 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:
 - i) Login to your profile. Note that the Landing page will be displayed.
 - ii) Tap on the vertical ellipsis displayed on the top right side of your device. This will list various service options.
 - iii) Select the **Settings** service option.
- c) This will display the **Settings screen**.

•	•	•
14:57	14:53	14:57
For a faster, simpler, and more convenient experience, explore	To Register for a tax number,	
our online service offerings on this app or on eFiling.	tap "Register".	
Last Login: 2023-10-26 14:53	- Please select Privacy Policy	Password Authentication Biometric Authentication
Manage your Tax Returns 30 My Services Manage your taxes 30	About Settings	
View your correspondence	Logout	
Profile Management View your Profile 30 IMu Compliance Profile 33	Enrol Device	
My Compliance Profile Manage your Tax Compliance Status 39	Cancel	

- d) If your Mobile device allows you to enable Biometric authentication, select 'Biometric Authentication.'
 - i) 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**

Do you want to Mobi App" to u Face I	se Face ID?	Preferences Your preferences have been saved
Don't Allow	ок	ок

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

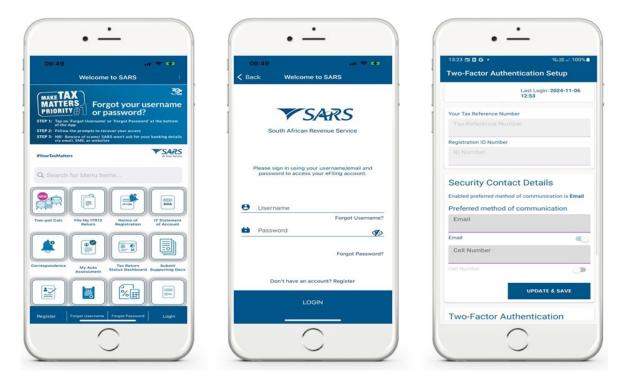
Note that this function is dependent on the settings of your device. Ensure that you have enabled either fingerprint or Face ID as part of your device settings.

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 PREFEERED 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 UPP 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.

			™: 3N at 100% €
wo-Factor Authentica	tion Setup	Two-Factor Authentica	tion Setup
Las 12:1	t Login: 2024-11-06 53	Las 12:	t Login: 2024-11-06 52
our Tax Reference Number	í	Your Tax Reference Number	
		Tax Reference Number	
egistration ID Number		Registration ID Number	
		ID. Number	
Security Contact D nabled preferred method of con Preferred method of com	mmunication is Email	Security Contact D Enabled preferred method of con Number Preferred method of com	mmunication is Cell
Email		Email	
mail	 	Email	
Cell Number		Cell Number	
ell Number	IPDATE & SAVE	Cell Number	•
	tication		IPDATE & SAVE

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

Note your selected method of communication will be displayed as <u>enabled</u> below "Security Contact Details" heading

d) An OTP will be sent through to validate your selectioni) Complete the OTP sent through.

53 D G D · 《记录 100% m	13:07 🖸 G 📼 • 🤫 🕬 🖃 100% 🏚	13:07 🗖 G 🖬 • 🤫 🕷 al 10
vo-Factor Authentication Setup	Two-Factor Authentication Setup	
Last Login: 2024-11-06 12:52	Security Contact Details	SARS
ur Tax Reference Number	Enabled preferred method of communication is Cell Number	South African Revenue Service
Fax Reference Number	Preferred method of communication	
gistration ID Number	Email	
D Number	ina.	Please capture the OTP sent to the following contact details
ecurity Contact Details	Cer Profile Management	
abled preferred method of communication is Cell mber	efiling Security Details are used to send you a One-Time Pin(OTP) for eFiling authentication	084****64
eferred method of communication		
mail	CANCEL OK TWO-Factor Autnentication	
al December 10	Enabled Two-Factor method is None	4836-
ell Number	Method of authentication	1000
Number	O One Time Pin	Pin expires in: 2 min 57 sec RES
UPDATE & SAVE	UPDATE & SAVE	CAN
		SUBMIT
	CONTINUE TO EFILING	SOUMIT



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.

15:54 Wed, 06 No	v 580 ·	% al 73%
Two-Factor Au	thentication Setup	
_		
	ethod of corresumpation in Ermail	
	\odot	
	Profile Management Preferred method of communication	
	Prevened method of commenced	Ca
		OK
	-	MATE & SAVE
One Time Pro		
		UPDATE & SAVE
		CONTINUE TO EFEING
		13

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

Two-Factor Authentication Setup	Two-Factor Authentication Setup
Security Contact Details	Security Contact Details
Enabled preferred method of communication is Email	Enabled preferred method of communication is E
Preferred method of communication	Preferred method of communication
Email	Email
Email	Ernail
Cell Number	
Cell Number	Profile Management efiling Security Details are used to send you One-Time Pin(OTP) for eFiling authenticatio
Two-Factor Authentication	TV. CANCEL OK
Enabled Two-Factor method is One Time Pin	Enabled Two-Factor method is One Time Pin
Method of authentication	Method of authentication
One Time Pin	One Time Pin
UPDATE & SAVE	UPDATE & SAVE
CONTINUE TO EFILING	CONTINUE TO EFIL
	Enabled preferred method of communication is Email Preferred method of communication Email Email Cell Number Cell Number UPDATE & SAVE Method of authentication Cell Nuo-Factor method is One Time Pin Method of authentication Cell Nuo-Factor method is One Time Pin Method of authentication Cell Nuo-Factor Method is One Time Pin Method of authentication

- 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

249 🖸 G 🖬 • 🧠 電話詞 100% 🗎	15:56 Wed, 06 Nov ⊠ ⊗ ● • ♥
	Two-Factor Authentication Setup
South African Revenue Service	Registration (D. Mandon 1977)
	Security Contact Details Enabled prefered method of communication in Email
Please capture the OTP sent to the following contact details	Preferred method of communication
QA******@s***.gov.za	Construction Const
8583 - • • • • • • • • • • • • • • • • • • •	Two-Factor Authentication Indulta The intermediation The The Method of authentication I for The The
SUBMIT	CONTINUE TO EP

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.

		FILING
	Welcome, please login to SARS eFiling	- 1
	Username *	- 1
South African Revenue Service	Forgot Your Username? Forgot Your Password?	- 1
	Next	- 1
	Don't have an account? <u>Register</u>	

- 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**



M				Home Returns	s Services Tax Statu	is Contact Log
	Partfolio	Taxpayer	* i Indi	vidual		
ax Reference Number						
entification Number				Management		
			Profile S	ettings		
My Profile			Search 1	faxpayer		
		-				
RS Correspondence	Tax Compliance Status	R	fresh C Refund S	Status:		Refresh 💭
turns Issued				se note that you must ref	er to your Statement of nce. Should your account	
turns History			reflect a cre	edit (amount due to you),	, please allow up to 72 hours ould the refund not be paid	
on-Core Taxes				stated period, you can rel reason for non-payment	fer to the refund dashboard t of the refund.	
turns Search						
ird Party Data Certificate arch	Account Balance:		Not Available	•		C
yments	Personal Income Tax (ITR1)	2)				
quest For Reason		-				
equest for Reduced Assessment	Tax Period	Return Status		LIVE CHAT	Due Date	ASK A QUESTION

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

on-Core Taxes	Method of Authentication		
eturns History	Two-Factor Authentication		
RS Correspondence		f D Off	
My Profile			Update & Save
dentification Number	New Password	Confirm Password	
ax Reference Number	You can use your email as your Username		
•	Your Login Details		

d) Turn on Two-Factor Authentication by clicking on

•	Your Login Details
Tax Reference Number	Username *
Identification Number	You can use your email as your Username
My Profile	New Password Confirm Password
SARS Correspondence	Update & Save
Returns Issued	👔 🛶 On
Returns History	Two-Factor Authentication
Non-Core Taxes	Method of Authentication
Returns Search	One time pin to preferred method of communication
Third Party Data Certificate Search	eFiling Mobile App Authentication
Payments	Update & Save
Request For Reason	
Request for Reduced Assessment	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**

Two-Factor Authentication		
Method of Authentication		
One time pin to preferred method of communication		
eFiling Mobile App Authentication		
	Update & Save	

- 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

	Preferred method of con	nmunication
Email *	Email	-
Cell Number *	Cell Number	

	FILING
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	
ок	

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

	FILING
\leftarrow	
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 - <u>1 2 3 4 5 6</u>	
Please enter the last 6 digits of your OTP.	
Resend OTP Submit	
	_

- k) Click on Submit
- I) 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.

	Portfolio	Taxpayer • M	🝸 🗄 Individual	
ax Reference Number				
entification Number	Profile and Prefere	nce Setup	Last Login: 2023-10-17 11:27	
Ay Profile	MUKOVHE		_	
		Messa	ge	
S Correspondence	Your Tax Reference t			
rns Issued	Tour lax Reference 1	our Two-Factor Authentication has be	en successfully activated	
New Yorking Street		ок		
rns History		UK		
-Core Taxes	Registration ID Number	r		
irns Search				
l Party Data Certificate				
d Party Data Certificate ch				
Irns Search d Party Data Certificate ch nents uest For Reason	Security Conta	ct Details		

n) Login to the SARS MobiApp

	come to SARS	
South	African Revenue Ser	
Please sign password	in using your username to access your eFiling	vemail and account.
0	Form	ot Username
a	•••••	đ
	Forg	ot Password
	have an account? Regi	istær
Donit		

o) Note that an OTP will be required.

	~	SA	R	S	
	South Afri	can Reve	nue Ser	vice	
Plea	ise captu followin	re the O g conta			he
	C	76****	59		
	2	101			
	3	121	_		
1	•	• •	•		•
0/1 Pin exp	ires in: 2 m	in 56 sec		RE	SEND
				CA	NCEL
1	2	3	()	
4	5	6	+	-	;
7	8	9	/	Ν	$\langle \times \rangle$
	0	#			29

- 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.

14:55			a (🗢 1	
=	Welcome	to SARS		1
a quic	ome to the SA k and conven ess eFiling se	ient way	App,	
#Digits/First		1		
#YourTax	Matters	0000	▼ SAR	S
ast Login:	2023-10-26 14	:53		
	Tax Returns			ж
	My Service Manage your tai	S ves	5	31
	View your corre	lence spondence	i.	30
3	Profile Man			*
1	My Complia Manage your Ta	x Compliance	e Status	>>

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

	Welcome, please login to SARS eFiling	
Username *		
Forgot Your Us	ername?	
Forgot Your Pa	ssword?	
HELP		
PILE	Next	

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

	Welcome, please login	
	to SARS eFiling	
Password *		
•••••		
Forgot Your Us		
Forgot Your Us Forgot Your Pa		
	ssword?	

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

	FILING
←	
One Time Pin	
OTP has been sent to the following cellphone number 076****59 Pin expires in 00:01:27	- 1
4863 - <u>2</u> 7 <u>3</u> 2 <u>8</u> 6	- 1
Please enter the last 6 digits of your OTP.	
Resend OTP Submit	
	_

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

			Home Returns Services Tax Status Contact Log Ou
Tax Reference Number	Portfolio	⊤axbaver ↓ M	🗧 🗄 Individual
Identification Number			
My Profile			
SARS Correspondence	Tax Compliance Status	Re	fresh (C) Refresh (C)
Returns Issued	·		Note; Please note that you must refer to your Statement of Account for the latest account balance. Should your account
Returns History			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
Non-Core Taxes			within the stated period, you can refer to the refund dashboard status for a reason for non-payment of the refund.
Returns Search	Account Balance:		Not Available
Third Party Data Certificate Search	Account balance:		Not Available
Payments	Personal Income Tax (ITR12)		
Request For Reason			
Request for Reduced Assessment	Tax Period	Return Status	LIVE CHAT Due Date 💮 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.

09:49	al 🗢 🕬	09:49	al 🗢 🕰
Welcome to		< Back	Welcome to SARS
MAKE TAX MATTERS PRIORITY	t your username sword?		V SARS
STEP 1: Tap on 'Forgot Username' or 'F of the App STEP 2: Follow the prompts to recover STEP 3: NBI Beware of scams! SARS w via email, SMS, or websites	your access		th African Revenue Service
#YourTaxMatters	TSARS AT THE Server		
Q Search for Menu Items	has a		n in using your username/email and rd to access your eFiling account.
		e Userna	
wo-pot Calc File My ITR12 Return	Notice of IT Statement Registration of Account	Passw	Forgot Username
		Passw	ord
rrespondence My Auto Sta	Tax Return Itus Dashboard Supporting Docs		Forgot Password
Assessment		Do	n't have an account? Register
			LOGIN
	regot Password Login		

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

•	•	•
10:15 ⊕ = ★ D № ··· \$10/ ♥ D 100% Welcome to SARS	13:07 □ G ⊡ • % M at 100% ●	12-42 ⊗ to ⊗ • ≪star.al 85% ■ Welcome to SARS I
South African Revenue Service	South African Revenue Service	MAKE TAX MATTERS PRIORITY Ttax number?
Please update info and select the preferred communication you will recieve the OTP on.	Please capture the OTP sent to the following contact details	Tap on 'Request Tax Number' on the App landing page or contact us on the WhatsApp number 0800 11 7277
Cell Number		PYourTaxMatters PU Contraction HI Last Login: 2024-11-05 12:42
	084****64	Tax Returns Manage your Tax Returns >>>
Email		My Services Manager your taxes *
	4836 -	View your correspondence ***
	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	Profile Management View your Profile My Compliance Profile Manage your Tax Compliance Status 3
UPDATE SEND	SUBMIT	
$\left(\begin{array}{c} \circ \end{array} \right)$	$\left(\begin{array}{c} \circ \end{array} \right)$	(\circ)

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.

Scan QR Code	
To continue please scan the QR Code on your SARS MobiApp using your Device	
 Open the SARS MobiApp. Select the ellipses menu at the top right corner. Select enrol device from the menu options. Scan the QR code displayed on the screen until confirmation pop-up is displayed. Select Finish button to complete the enrolment. 	
Please wait for the device to complete enrolment before clicking OK	
ок	Cancel

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 iii (in the top right corner of your screen) to display various menu options.

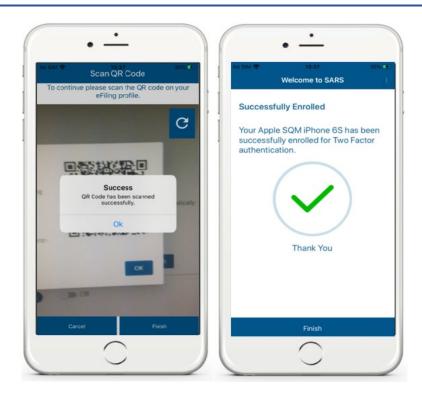


- c) Select **Enrol Device**. The **Scan QR Code** screen will be displayed with your device camera activated.
- d) Scan the **QR code** by focusing your device's camera on the marked square of the pop-up message on your eFiling profile.

14:53 ···· · · · ·	Scan OR Code
Welcome to SARS	To continue please scan the QR code on eFiling profile.
To Register for a tax number, tap "Register".	₹ £rrolling Device
ProurTaxMatters	an per-
Privacy Policy	20
About	0 10.01
Settings	
Logout	
Enrol Device	-
Exit	
Cancel	Contraction of the second s

- 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.
 - 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.



•	•
10:19 Wednesday, 29 January	CBack Welcome to SARS
Please log me in: Please log m	
	Is This Correct?

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

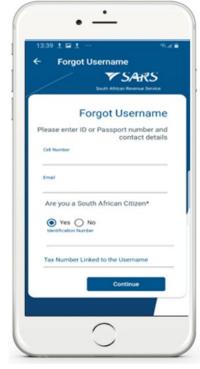
"at ≈ ¹¹⁷ ∞ 30 \$\$ \$\$ (300 + 15.03	all Vodacom 40 15:42 @ 🖬 811
Welcome to SARS	Login Declined
Successful Login	THE REQUEST HAS BEEN DECLINED
You've been successfully authenticated.	To reinitiate the process please go to eFiling Web.
Firsh	Finsh

- 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.

One Time Pin (OTP)	One Time Pin
Contact Details	OTP has been sent to the following cellphone number
SARS would like to send you an OTP.	076*****85
Please indicate your preferred channel and click Send OTP.	Fin expires in 02:48
	One Time Pin
Email Cell Number	6986
Cinal Germander	One Time Fin Isrequired
	Please enter the last 6 digits of yo OTP.
Your Preferred Contact 076****85	
	Resend
Send OTP	Submit

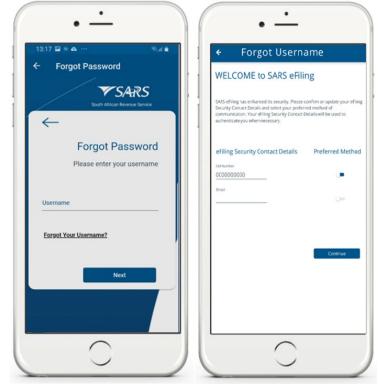
f) Once completed, you will be presented with your username. Note the screen will prompt you to complete your new password. If you do not want to change your password, close the screen.



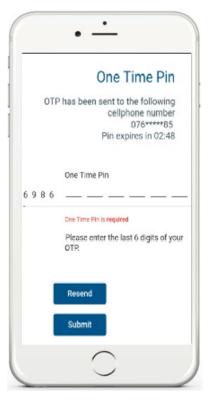
g) If you want to change your password, complete your new password on the fields stipulated before tapping on **Submit**.

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 though 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:

	B ♥ ♥ ● = B & …	\$ ¥ 🖿	D 11:4
Register			
Cell Number	*		
Email*			
Use email as Username		5	
a			S >
minimum pass for SARS to pr please make su with the follow	I does not comply wit word strength criteri otect your profile an ure that your passwor ving criteria: se of personal informa	a. In order d information rd comply	
name / surnam number / usern	e / email address / cel	liphone	
a · · ·			9)
BACK	- 1	NEXT	

- 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**.

14:01 İ 🖬 İ … 🖘 🖘 al 🖬	14:03 ± 🖬 ± … 🖘 🖘
← Forgot Password	← Forgot Password
Forgot Password	Forgot Your Username? Forgot Your Password?
Please enter your new password	Porgot Your Passwordr
	Next
New Password	Don't have an account? Registe
Confirm Password	Message
	Your password has been successfully changed.
	ок
Submit	
J J	

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).

14:55 # 🗢 🐑	14:54 wit 🕈 📖	CBack eNotice of Registration
Welcome to SARS	≡ My Services	1
		SARS accur to Materia
	Notice of Registration	Repared that is at their to different to dif
Welcome to the SARS MobiApp, a quick and convenient way	IT Statement of Account	1
to access eFiling services.	Request Historic Directives	Mainte Josef Alexander
DighaFint WourTaxMatters	Saved Payment Arrangements	754/5
0000 Whatees	Submitted Payment Arrangements >	29-647
Login: 2023-10-26 14:53		The France
Tax Returns		The Bash Alman Rooma Britter (SAR): online replation of the United paper.
Manage your Tax Returns		d autors Weiterstein Rauge autors seiner Uterkänn Rau Jähgenen Tar ist dagenen
My Services Manage your taxes		Descripting of your characterizations and the to equitable to address watched matching and photographic to approximate the sequences from our participants and approximate to approximate the sequences from our participants.
· · · · · · · · · · · · · · · · · · ·		Bug parties are advected any division or guaranticate lines of evolves measured on an advected advect- independent service of a of a service final as a service of the advected advected advected advected advected. Resting only 10000 or guaranticate advected advect
Correspondence View your correspondence		Burkland was need generalized (all her BMC locks) before an URE BUTCT Resolution are participated with the second structure and a second processing.
Profile Management View your Profile		To and y wants on all out of the communication of the source with interactional address of the source of the sourc
View your Profile **		
My Compliance Profile Manage your Tax Compliance Status		
»		·
		Ole Ole
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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: <u>Glossary A-M | South African Revenue Service</u> (sars.gov.za)

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.
- 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).