Workaround for users who may face login issues on the SARS MobiApp

Message that will be displayed when logging onto MobiApp.



Work around

Log onto eFiling website (can be on your mobile device) <u>www.sarsefiling.co.za</u>, enter the username and password thereafter click on **Login**.

	Welcome, please login to SARS eFiling	Welcome, please login to SARS eFiling
Username * Forgot Your Username? Forgot Your Password?		Pessword * Forgot Your Username? Forgot Your Password?
	Next Don't have an account? <u>Register</u>	Login

The user is then presented with the Mobile Device Authentication screen.



Select the Use OTP button > the OTP is generated and sent to the selected OTP option either email or cell phone.



The user is successfully logged into their profile after selecting Submit.

N Miss			Home User	Organisations Returns	Customs Duties & Levies Services	Tax Status Contact Log Out
	Portfolio N	Taxpayer ✓ NI		• : Organisation		
Tax Reference Number						
Identification Number						
My Profile) 🚯 🚳 🗔
SARS Correspondence	Taxpayers					
Returns Issued		Name	Registration or ID	number	Tax Reference Number	Q
Returns History						
Returns Search	Name of Taxpayer	Company/ ID Number	Reference Number	Last Return Filled	Last Accessed	Actions
Levies and Duties	as			-	-	View Taxpayer
Third Party Data Certificate Search	NE			2025-07-13 15:35	2025-07-13 15:35	View Taxpayer
Third Party Data	SB			-	-	View Taxpayer
Non-Core Taxes	First Previous 0	Next Last				

How to use OTP for Two-Factor Authentication (switch off mobile app authentication)

Select "My Profile" and "Profile and Preference Setup" on the left of the screen

N Miss			Home
0	Portfolio N	*	Taxpayer N
Tax Reference Number			
Identification Number	Profile and Prefere	ence Setup	
My Profile			
Profile and Preference Setup	Your Tax Reference Number		
Portfolio Management			
Special Links	Registration ID Number		

Scroll down the screen to the heading Two-Factor Authentication

Two-Factor Authentication	1 • • • •
Method of Authentication	

To remove the enrolled device, select the ellipses next to the "Primary Device". Select Remove Device. Remove the Enrolled device and select OTP as method of authentication. Thereafter select Update and Save

Two-Factor Authentication	🚺 🛋 On	
Method of Authentication		
One time pin to preferred method of communication		
eFiling Mobile App Authentication		
Suzan's A13	Primary Device	
Enrol Device Refresh Devices	Remove Device	
If you are not receiving push notifications - To enrol and link a	w device please remove the existing device by clicking the ";" option	
	Update	& Save

Confirmation screen is displayed advising that you will no longer be authenticated using your mobile device and select **Continue**.



The OTP is triggered and sent to the selected email address or cell phone number.

<i>←</i>	
	One Time Pin
	OTP has been sent to the following email Ti*******@g****.com Pin expires in 00:02:33
6325	1 0 9 2 0 2
Plea	ase enter the last 6 digits of your OTP.
	Resend OTP Submit

After selecting the Submit button will the profile be reverted back to username and password.

