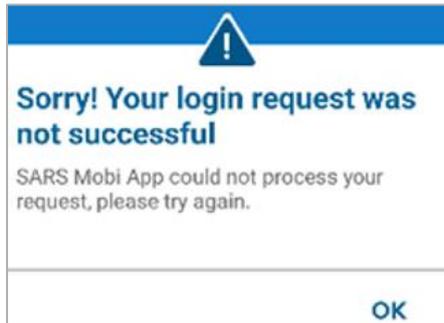


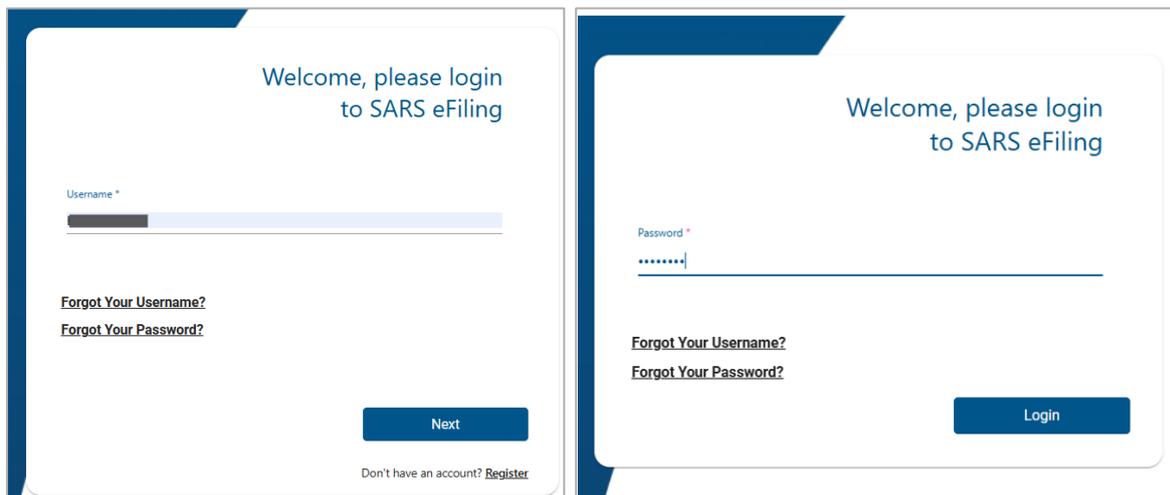
## Workaround for users who may face login issues on the SARS MobiApp

Message that will be displayed when logging onto MobiApp.

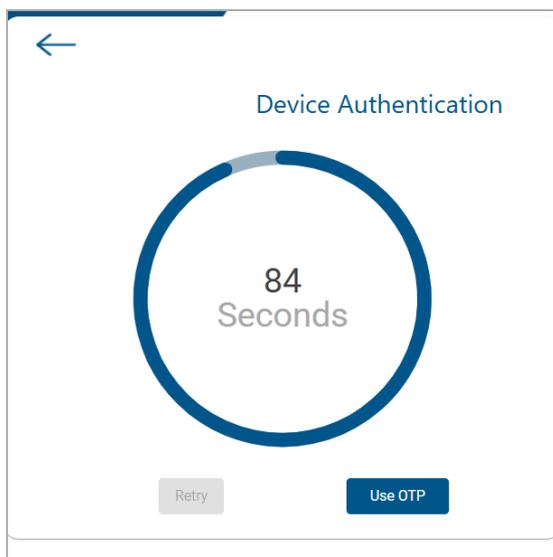


### Work around

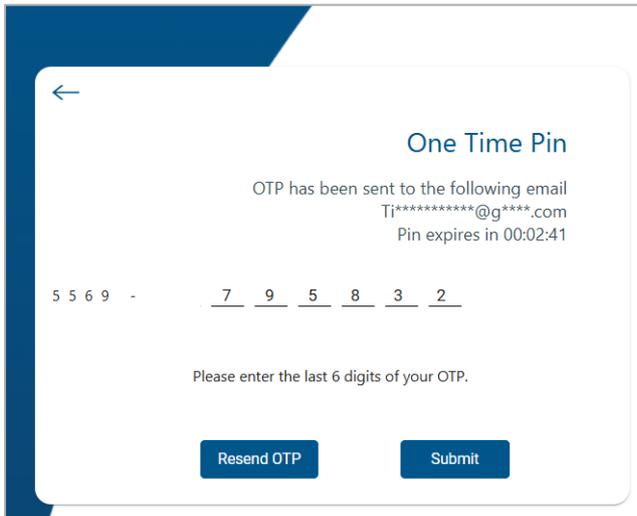
Log onto eFiling website (can be on your mobile device) [www.sarsefiling.co.za](http://www.sarsefiling.co.za), enter the username and password thereafter click on **Login**.



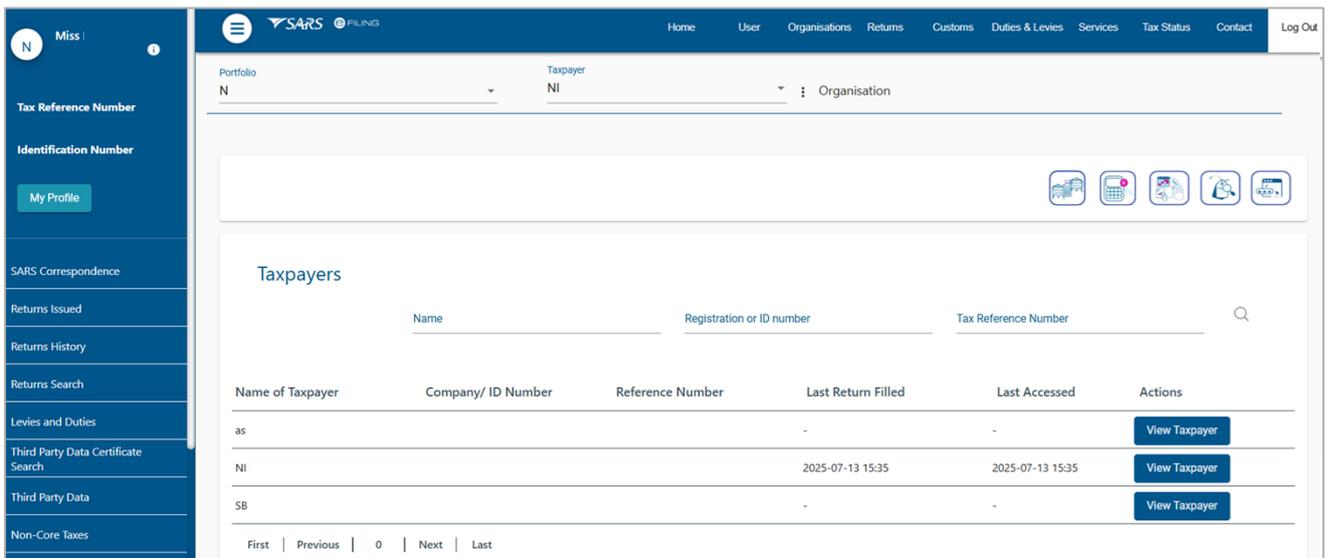
The user is then presented with the Mobile Device Authentication screen.



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

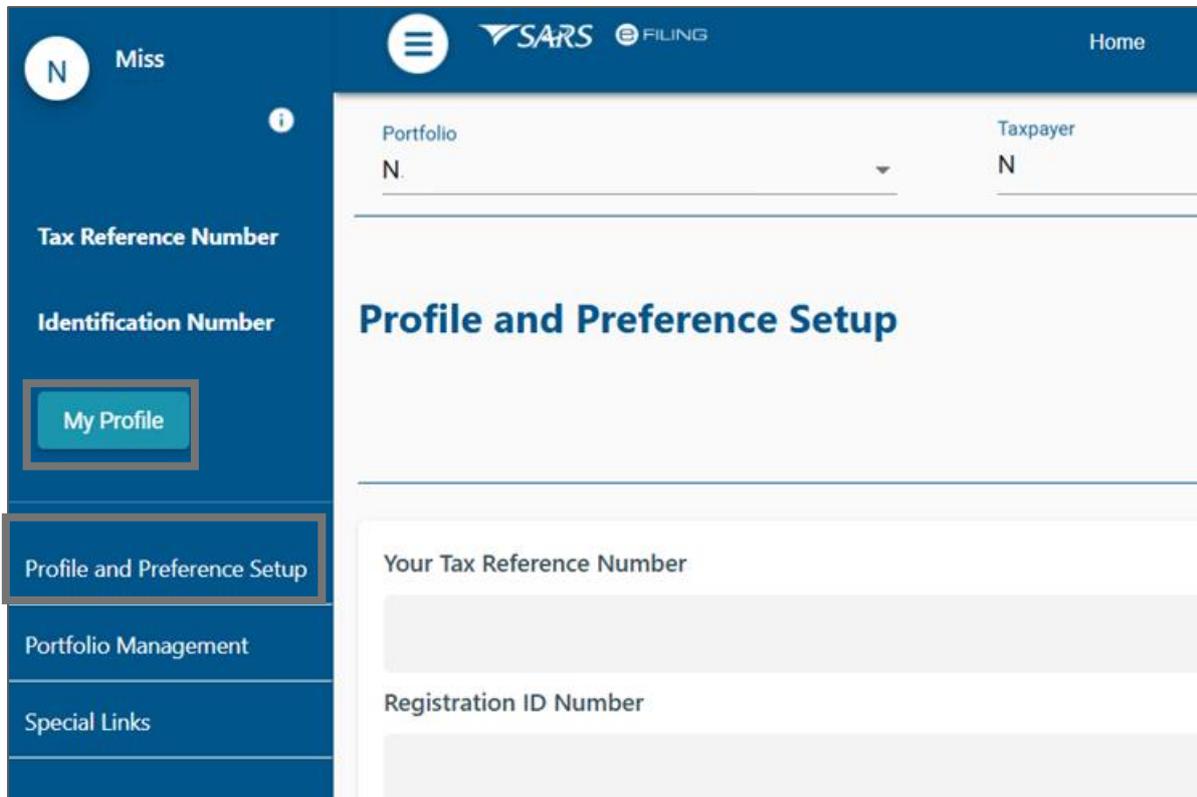


The user is successfully logged into their profile after selecting Submit.



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

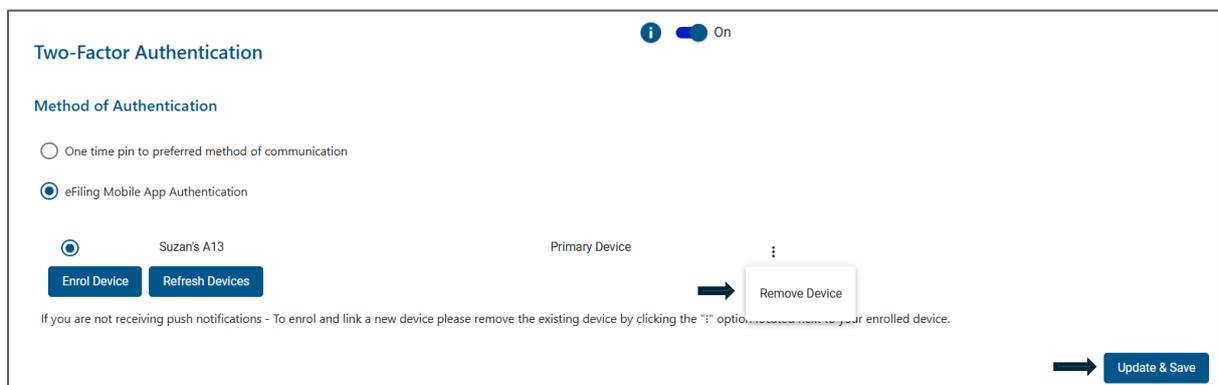
Select “My Profile” and “Profile and Preference Setup” on the left of the screen



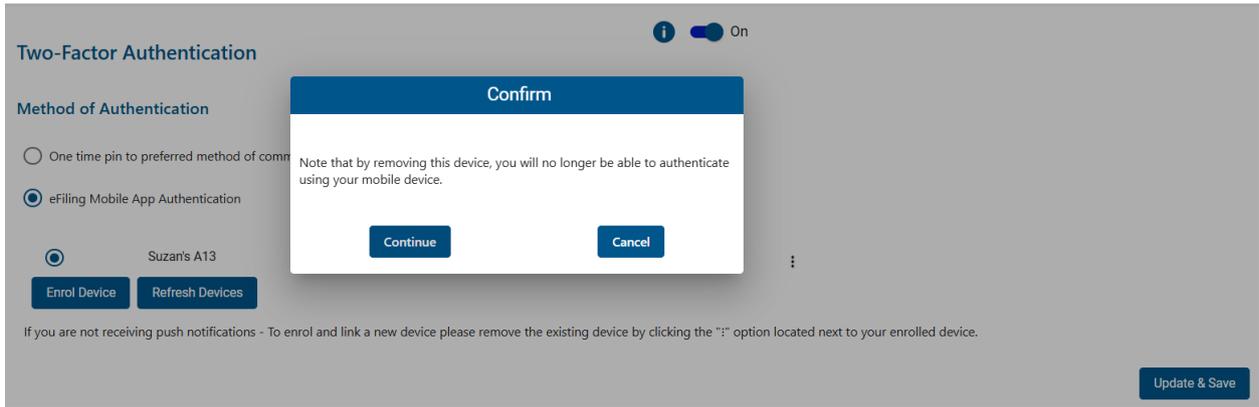
Scroll down the screen to the heading Two-Factor Authentication



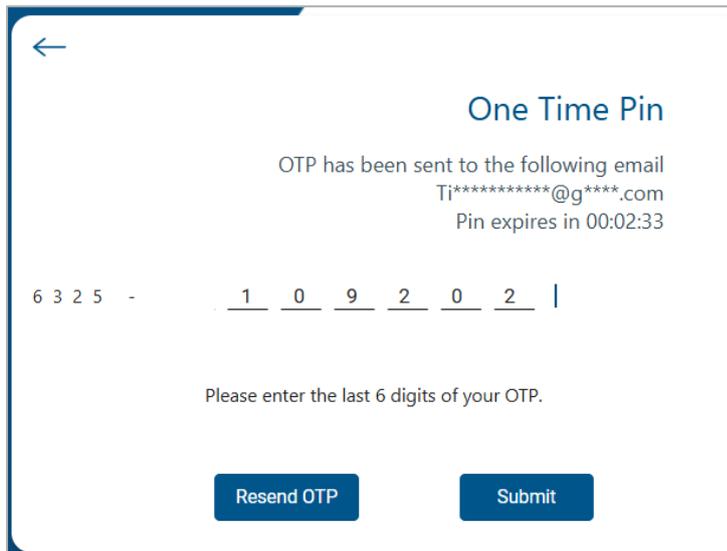
To remove the enrolled device, select the ellipses next to the “Primary Device”. Select Remove Device. Remove the Enrolled device and select OTP as method of authentication. Thereafter select Update and Save



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.



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

