South African Revenue Service

Effective Date: 16 November 2026

ONLINE TAXPAYER SERVICE

SARS External Guide

HOW TO REGISTER AND LOG IN ON THE SARS MOBIAPP

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1 INTRODUCTION

a) The SARS MobiApp is a digital platform that enables taxpayers to interact and transact with SARS using a smart device. This guide explains how to use the SARS MobiApp to register, access SARS digital services, complete applicable verification and authentication processes, and manage selected profile and account functions.

b) The guide covers the following:

i) Registering for SARS digital access.
ii) Setting up and using Two-Factor Authentication (2FA).
iii) Completing Additional Profile Verification, where required by SARS.
iv) Using the SARS MobiApp to authenticate an eFiling login.
v) Enrolling a device for SARS MobiApp Authentication.
vi) Managing and recovering your account, including your username, password, and Security Contact Details.
vii) Managing Tax Practitioner access.
viii) Accessing selected SARS services available through the SARS MobiApp.

2 BEFORE YOU START

a) Before using the SARS MobiApp, review the information below to determine whether the SARS MobiApp is suitable for the process you want to complete and what you may need before you start.

2.1 WHO CAN USE THE SARS MOBIAPP

a) The SARS MobiApp is intended for individual taxpayers and provides access to selected SARS digital services relating to Personal Income Tax.

b) Individual taxpayers can use the SARS MobiApp to access and manage the available services relating to their Personal Income Tax profile.

c) Tax Practitioners can also use the SARS MobiApp:

i) To access services relating to their own Personal Income Tax profile.
ii) To access supported Personal Income Tax information and services for their clients, where the applicable access rights have been granted.

Note: The SARS MobiApp provides selected services relating to **Personal Income Tax**. The services available will depend on the taxpayer's profile and applicable access rights.

2.2 WHAT YOU NEED BEFORE YOU START

a) Before using the SARS MobiApp, ensure that you have the information and access required for the process you intend to complete.

b) Depending on the service or verification requirement presented, you may need:

i) A supported smart device with internet or mobile-data access.
ii) Your eFiling username and password, where applicable.
iii) Access to your registered email address or cell phone number, where a One-Time PIN (OTP) or other security verification is required.
iv) The information required to complete or update your Personal Income Tax profile.
v) Supporting documents, where requested by SARS.
vi) Banking Details, where presented as part of a verification process.
vii) Access to your device camera where biometric verification or device enrolment is required.

Note: The information and verification requirements presented will depend on the process you are completing. Only complete the requirements displayed on the SARS MobiApp or eFiling, where applicable.

2.3 DOWNLOAD AND INSTALL THE SARS MOBIAPP

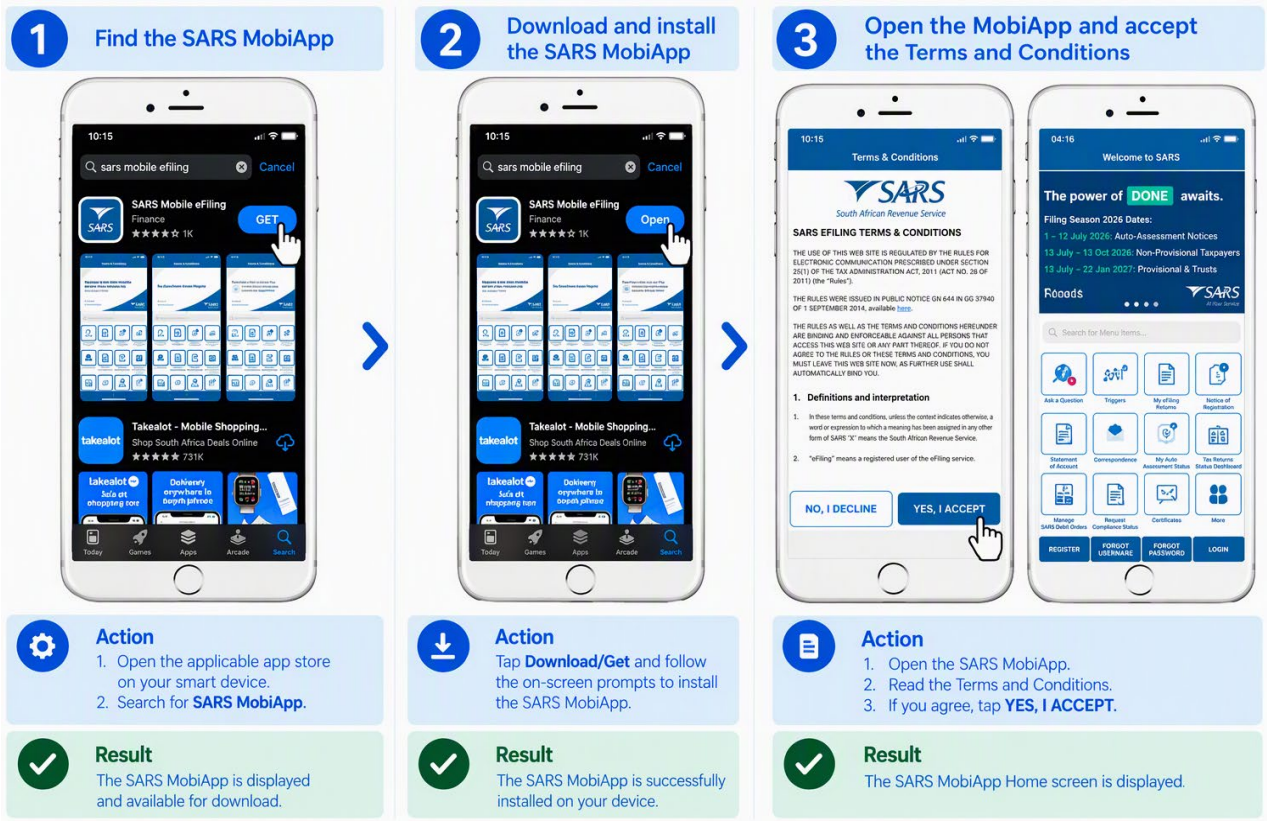
a) The SARS MobiApp is available from the Apple App Store, Google Play Store, and Huawei AppGallery.

b) Before you start:

i) Ensure that your smart device meets the applicable operating system requirements:
   A) Android: version 5.0 or later.
   B) Huawei: version 5.0 or later.
   C) iOS: version 10 or later.

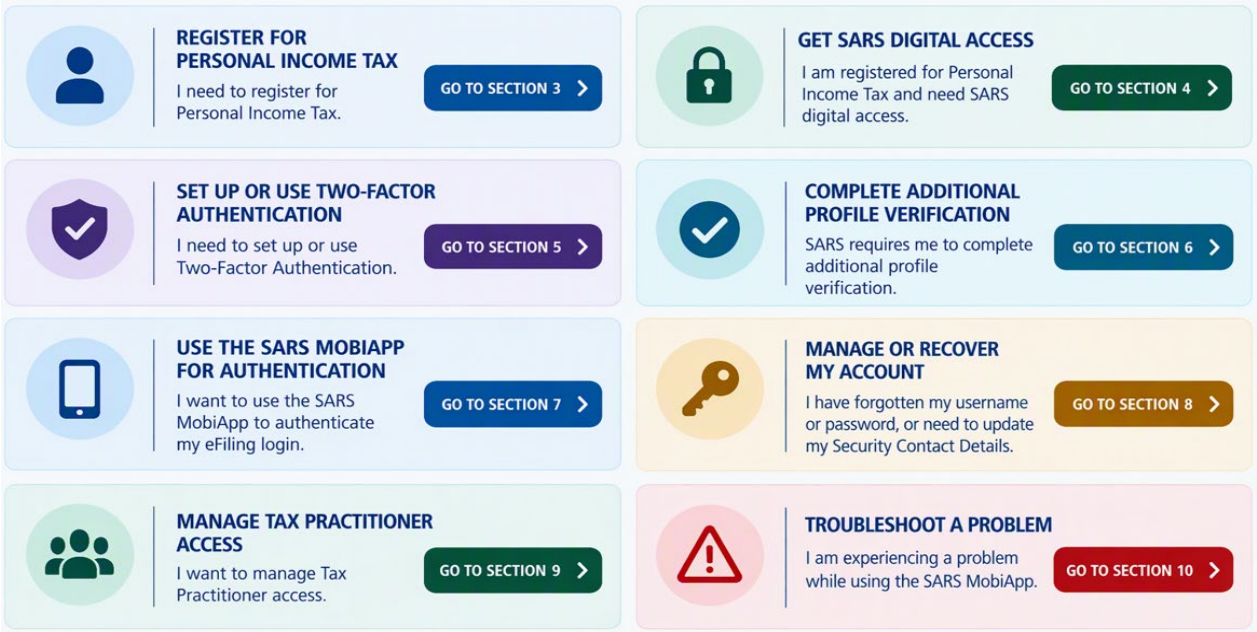
> **Note:** Keep the SARS MobiApp updated to the latest available version.

c) Follow the steps below to **download, install and open** the SARS MobiApp.



2.4 WHICH PROCESS APPLIES TO YOU?

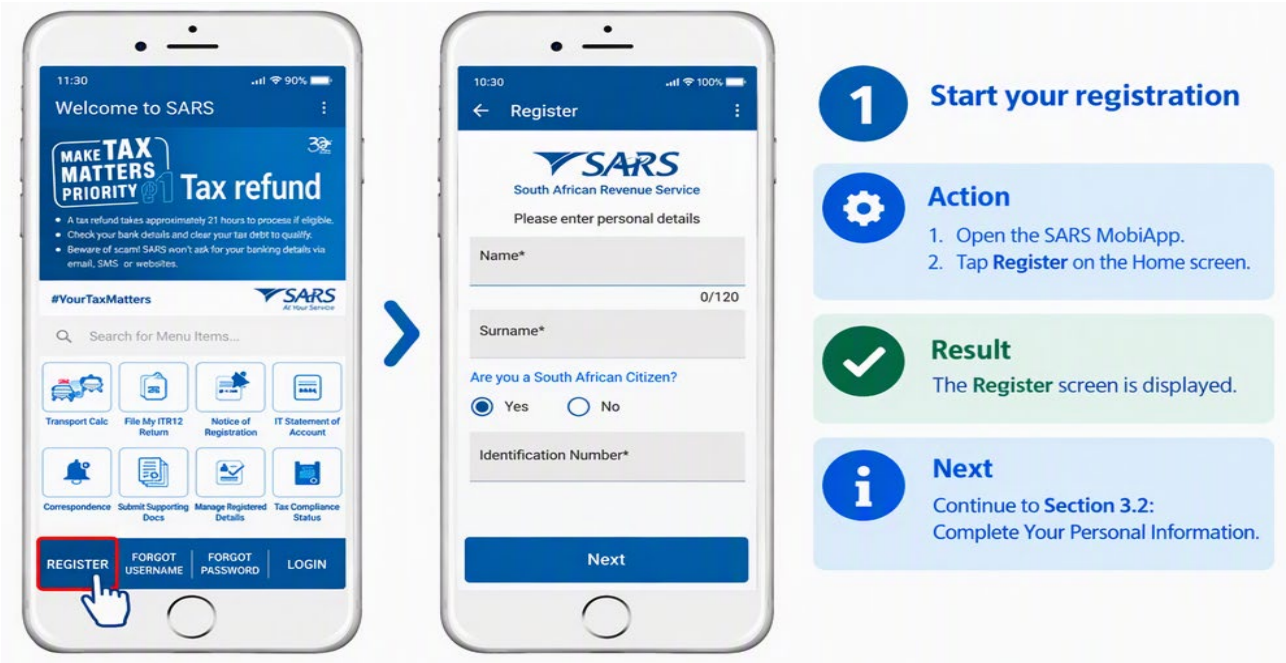
a) Select the option that best matches what you want to do on the SARS MobiApp.



3 REGISTER FOR PERSONAL INCOME TAX

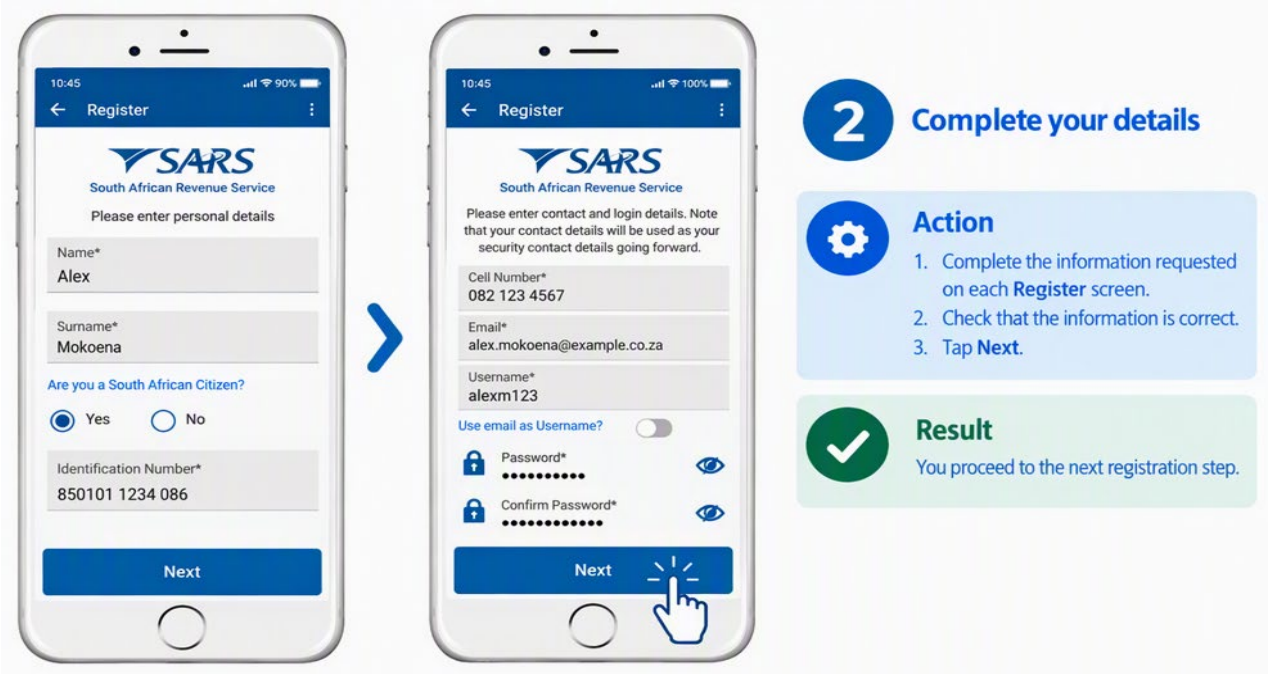
a) If you are not registered for **Personal Income Tax**, you can register through the SARS MobiApp. You must provide personal information and may need to complete additional verification, such as biometric verification or the submission of supporting documents. Once you have registered, SARS will allocate a **Tax Reference Number** to you, and your **Notice of Registration** will be available.

3.1 START YOUR REGISTRATION



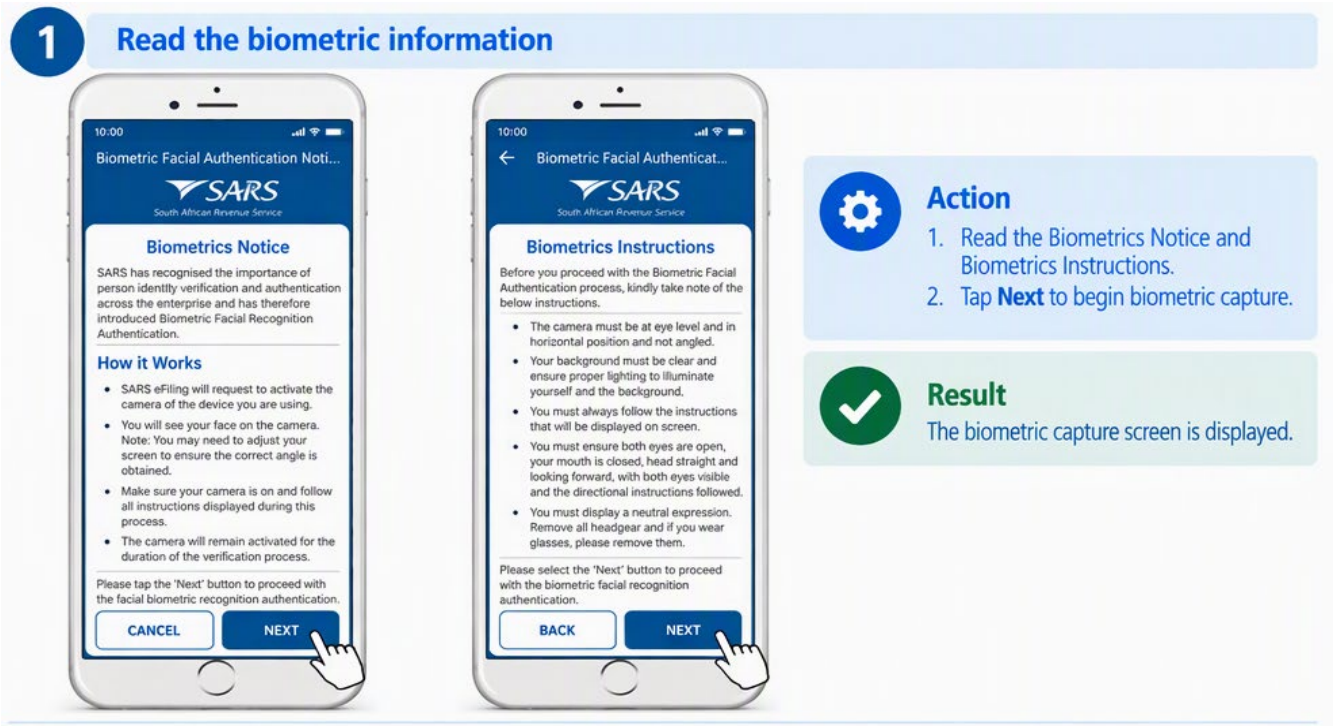
3.2 COMPLETE YOUR PERSONAL INFORMATION

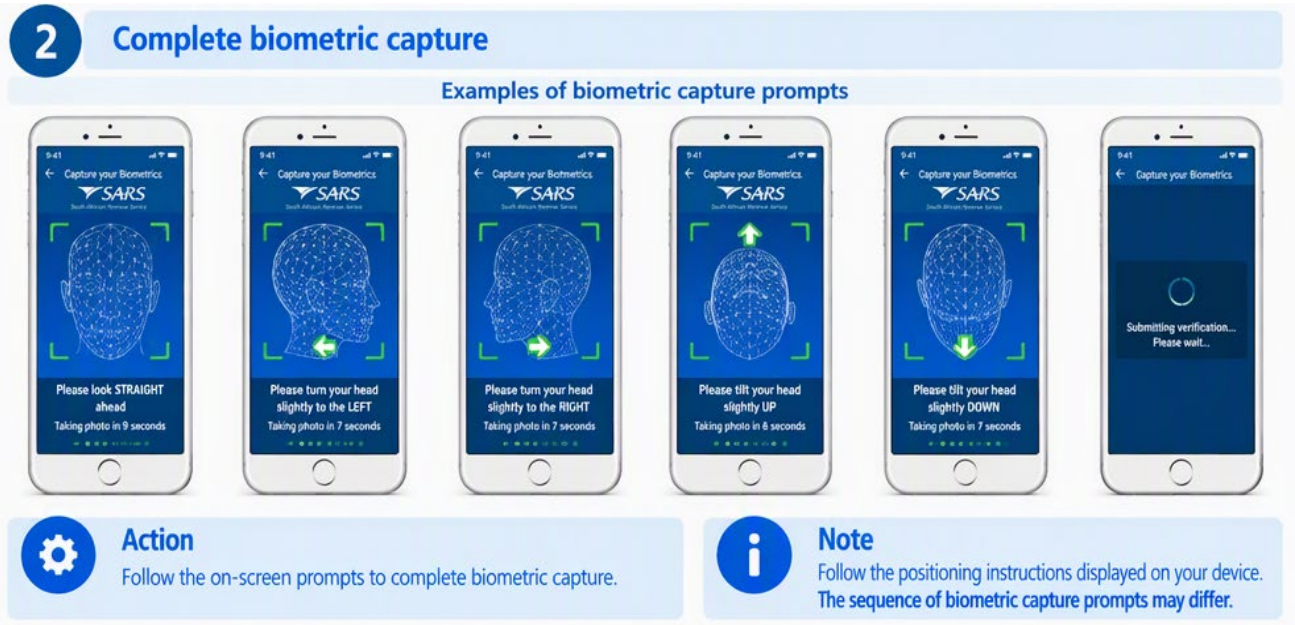
a) Complete the personal information requested during registration. Ensure that the information entered is complete and correct before continuing.

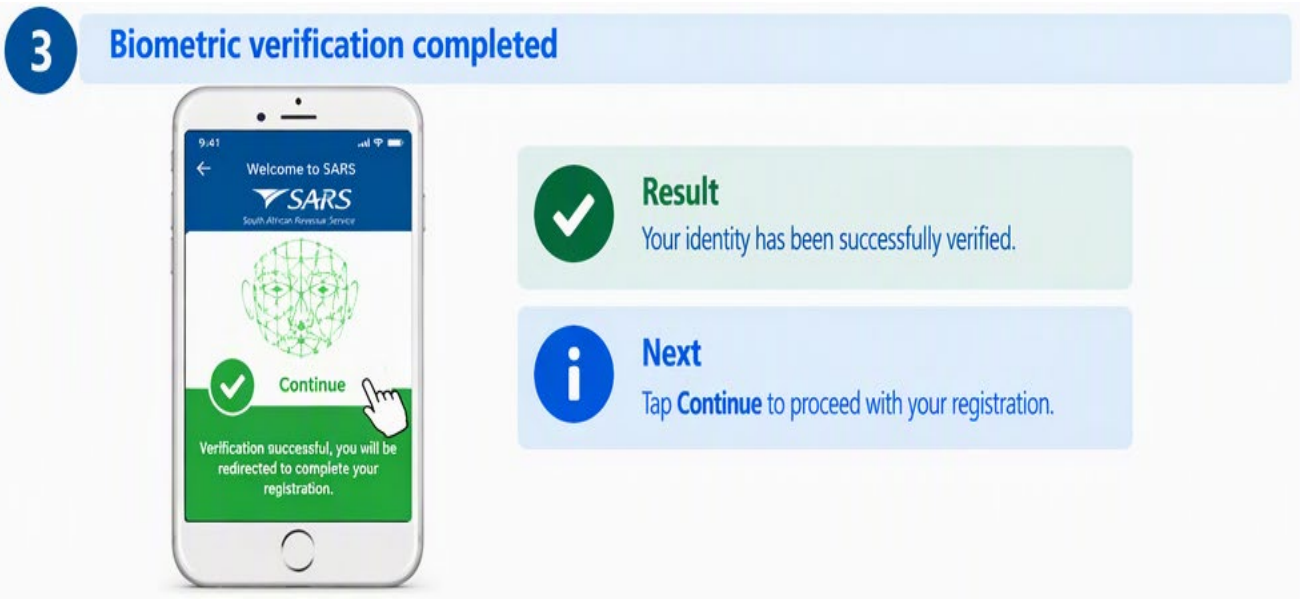


3.3 COMPLETE IDENTITY VERIFICATION, WHERE REQUIRED

a) SARS may require you to complete biometric verification before you can continue with your Personal Income Tax registration. If biometric verification is presented, follow the instructions displayed on your device.







b) Proceed to complete your registration.

c) **Having trouble?**

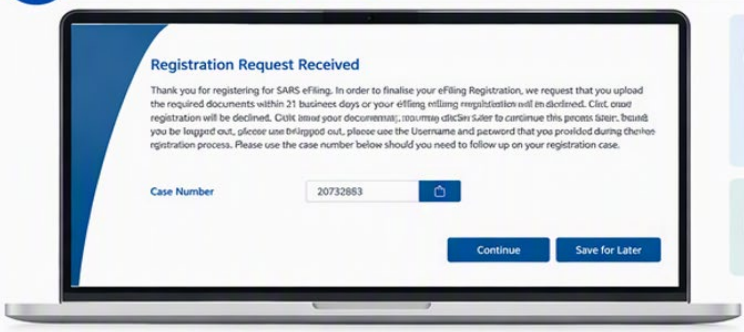
i) If biometric verification is unsuccessful, follow the instructions displayed on your device. You may be required to complete an alternative verification requirement or submit supporting documents.

ii) Refer to **Section 10.1: Biometric Verification**.

3.4 SUBMIT SUPPORTING DOCUMENTS, WHERE REQUIRED

a) Where SARS requires supporting documents to complete your registration, follow the steps below to upload and submit the requested documents.

1 Continue to supporting documents



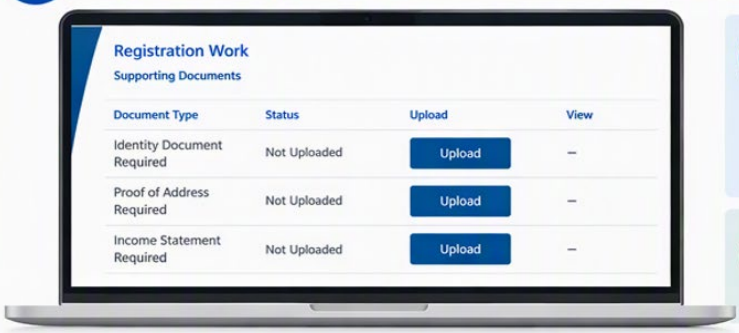
Action

1. Read the information displayed.
2. Tap **Continue** and complete the mandatory information.

Result

The document-upload screen is displayed.

2 Upload the required documents



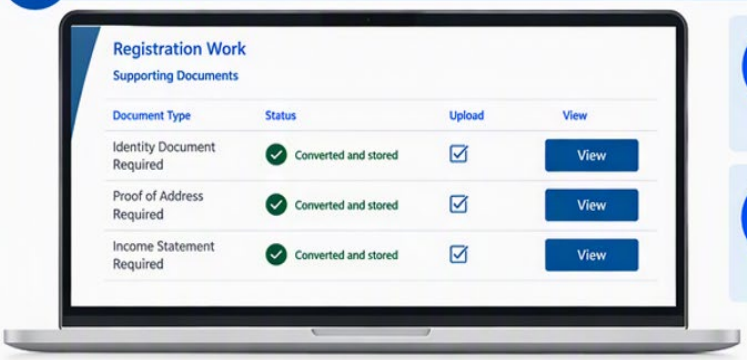
Action

1. Tap **Upload**.
2. Select the applicable document.
3. Upload the document.
4. Repeat for all required documents.

Result

The status of a successfully uploaded document changes to **Converted and stored**.

3 Check your documents



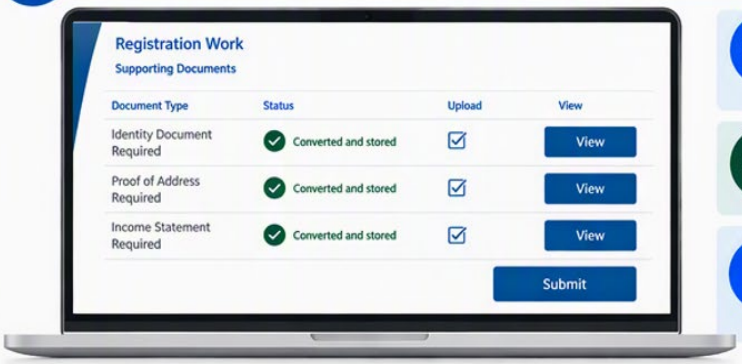
Action

Check that all requested documents have been uploaded successfully.

Note

- Ensure that the documents are correct.
- Ensure that there are no duplicate documents.

4 Submit your documents



Action

Once all required documents have been uploaded, tap **Submit** and follow the confirmation instructions.

Result

The document status changes to **Submitted**.

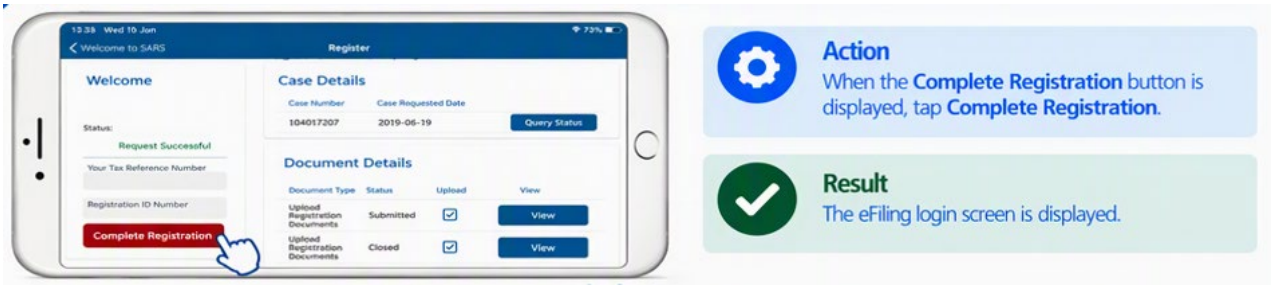
What happens next?

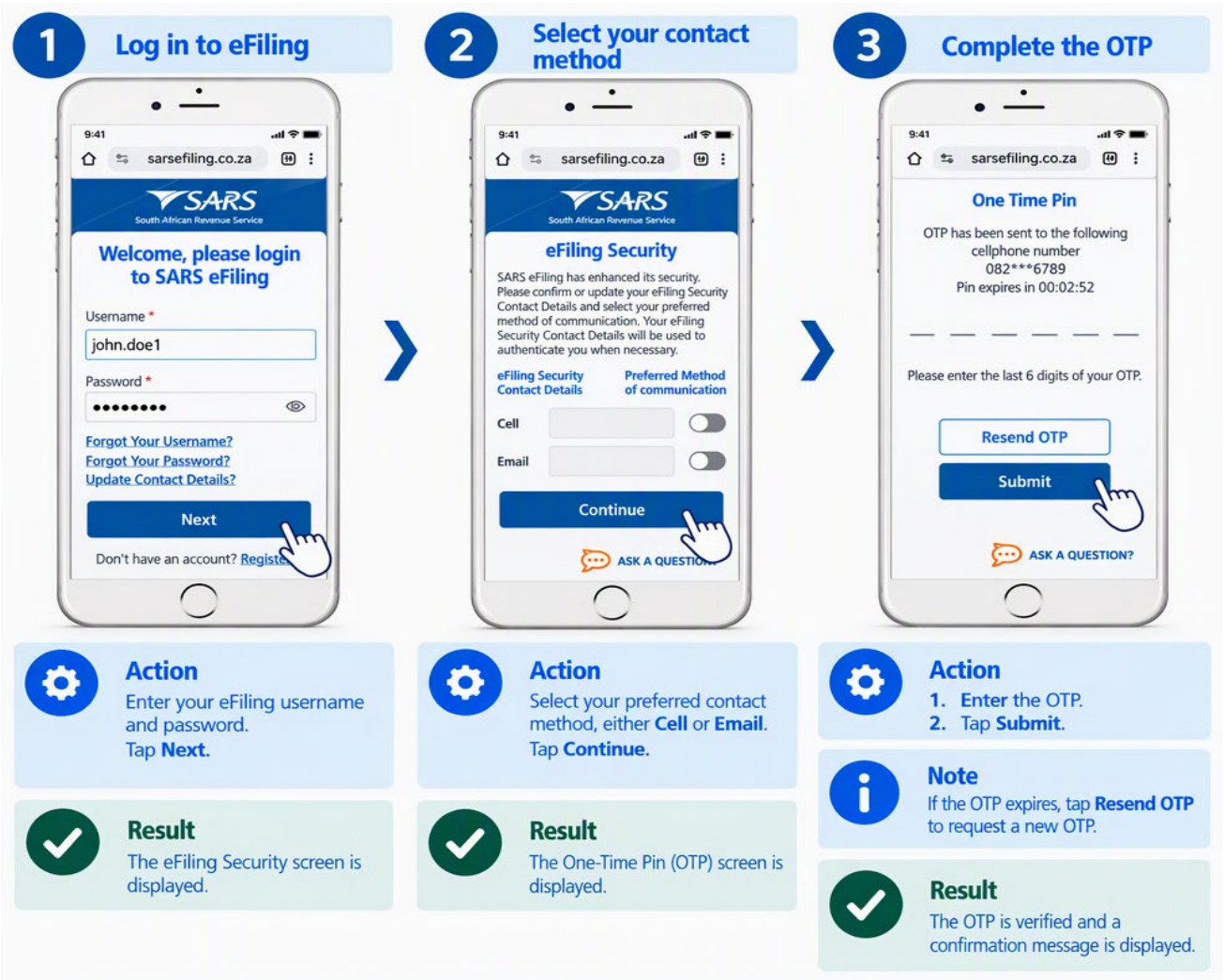
SARS processes and validates the submitted documents before your registration can be finalised.

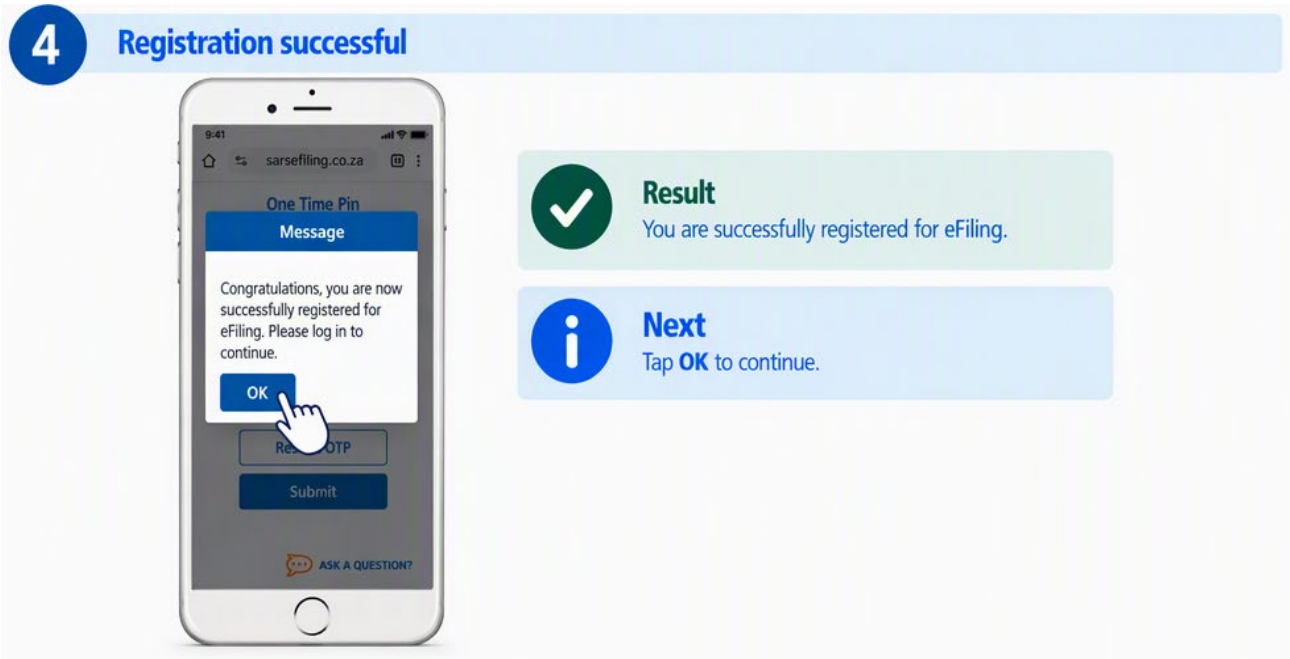
3.5 COMPLETE YOUR REGISTRATION

a) After completing the applicable registration and verification requirements, follow the steps below to complete your registration.

Note: Where supporting documents were required, continue once SARS has validated the submitted documents and the Complete Registration option becomes available.



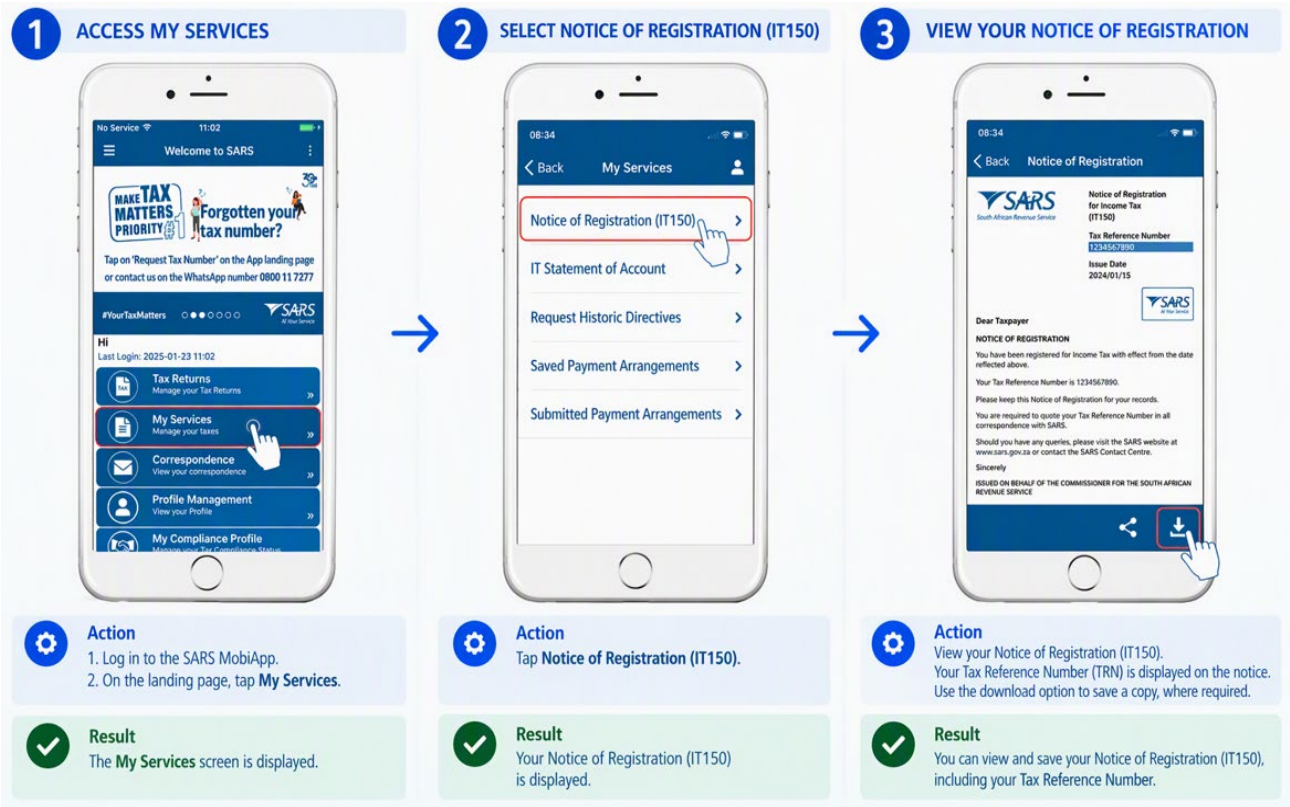




3.6 ACCESS YOUR NOTICE OF REGISTRATION

a) Once your Personal Income Tax registration is complete, SARS will send your Notice of Registration to your email address and your Tax Reference Number to your cellphone number.

b) To access your **Notice of Registration (IT150)**, which displays your **Tax Reference Number**, on the SARS MobiApp, follow the steps below.

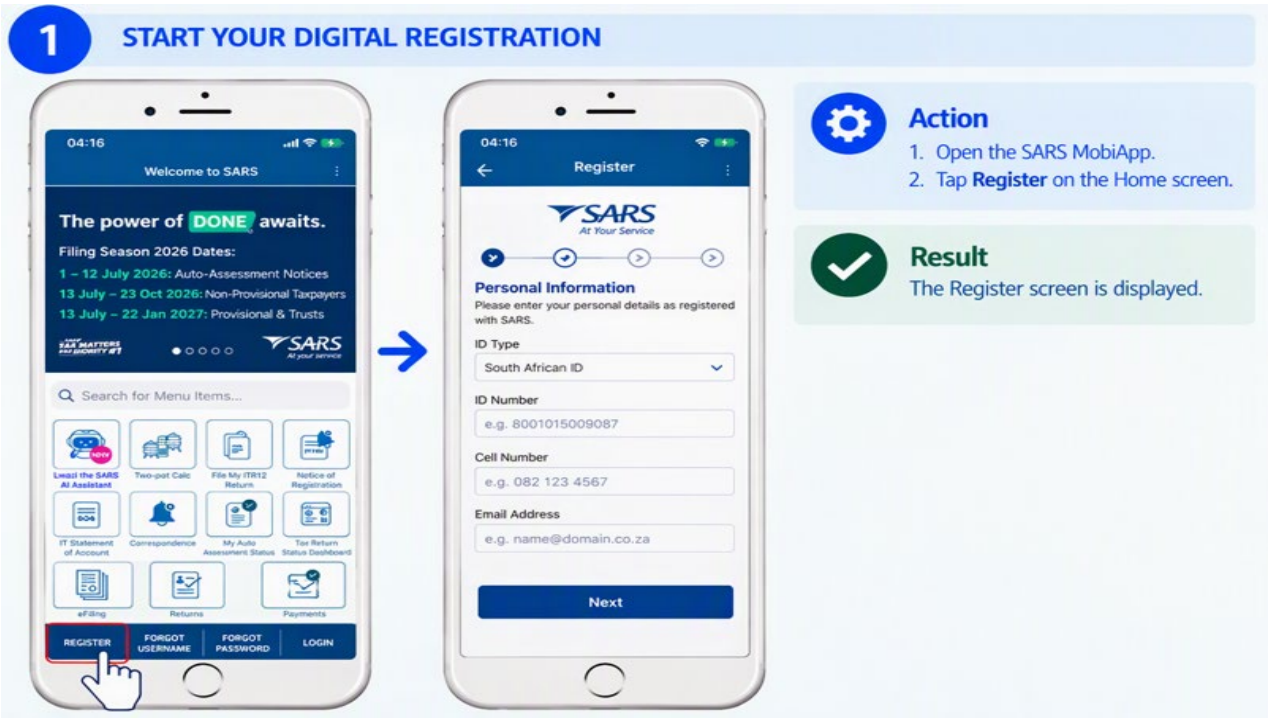


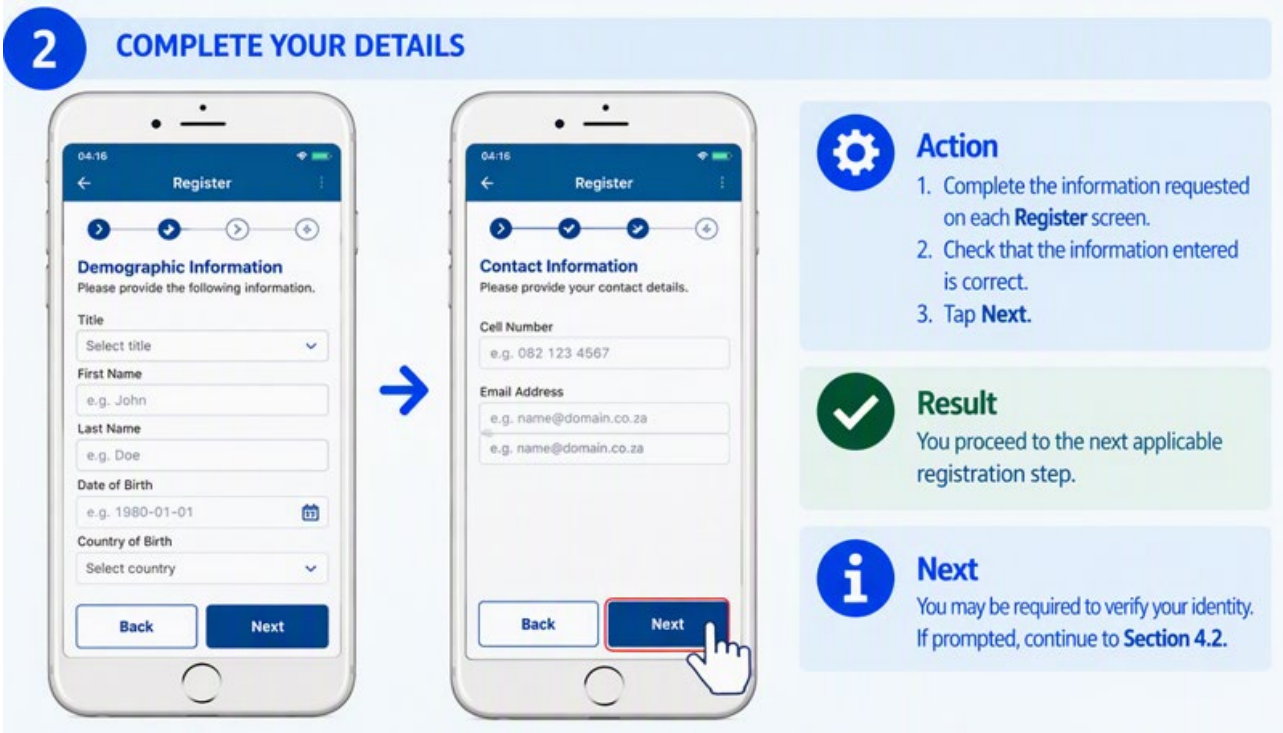
4 REGISTER FOR SARS DIGITAL ACCESS

a) If you are already registered for Personal Income Tax, follow the steps below to register for SARS digital access using the SARS MobiApp.

b) Follow this process to register for digital access and complete any required verification.

4.1 REGISTER FOR DIGITAL ACCESS





4.2 COMPLETE IDENTITY VERIFICATION, WHERE REQUIRED

a) SARS may require you to verify your identity during digital registration. If biometric verification is required, follow the steps in:

i) **Section 3.3: Complete Identity Verification, Where Required**.

4.3 SUBMIT SUPPORTING DOCUMENTS, WHERE REQUIRED

a) SARS may request supporting documents before your digital-access registration can be finalised. If documents are requested, follow the steps in:

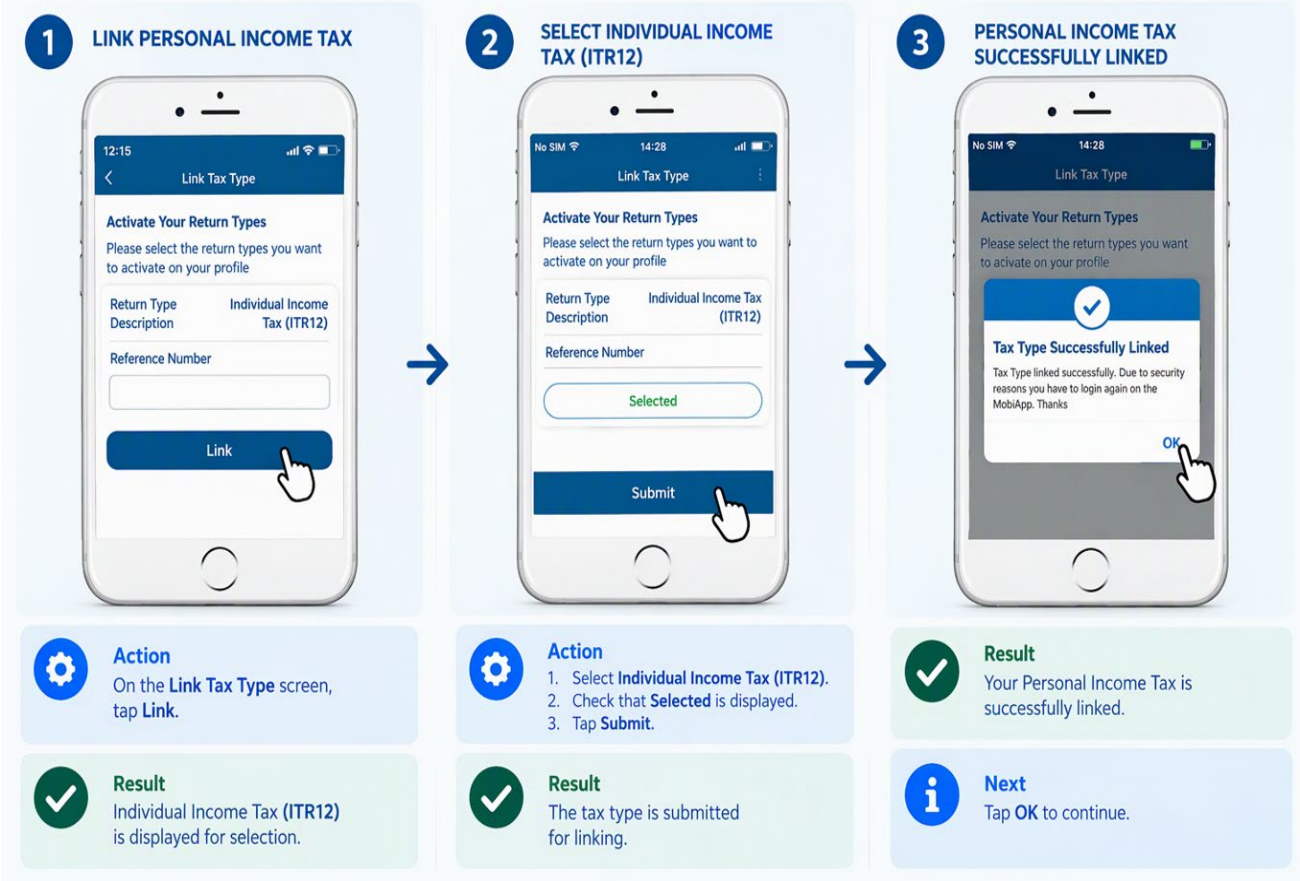
i) **Section 3.4: Submit Supporting Documents, Where Required**.

4.4 ACTIVATE PERSONAL INCOME TAX ON YOUR PROFILE

a) If Personal Income Tax (PIT) has not been activated on your eFiling profile, the Link Tax Type screen may be displayed during digital registration.

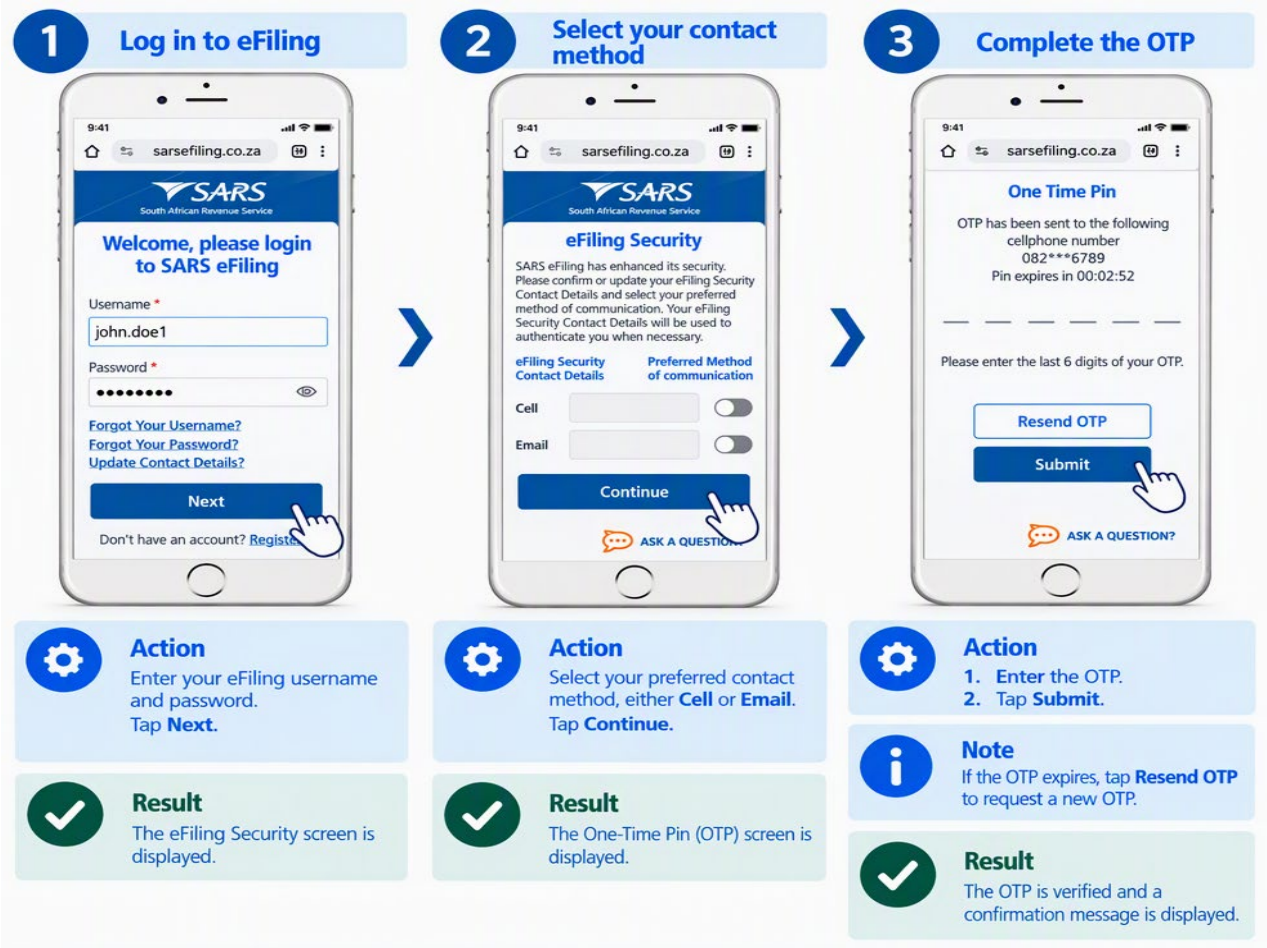
b) Follow the steps below to complete the linking process.

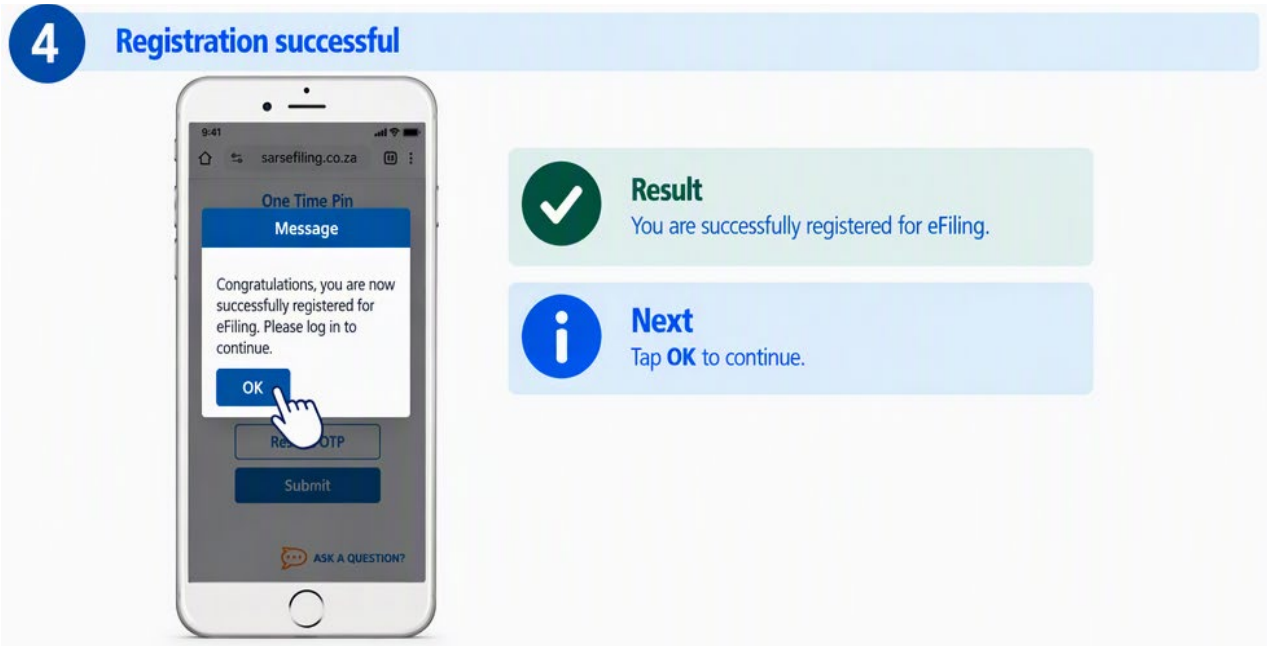
Note: Linking activates your Personal Income Tax (PIT) tax type on the SARS MobiApp and eFiling so that you can submit your Income Tax Return (ITR12).



4.5 COMPLETE YOUR DIGITAL REGISTRATION

a) Once you have completed all applicable registration and verification requirements, you can complete your SARS digital registration.





5 TWO-FACTOR AUTHENTICATION

a) Two-Factor Authentication provides an additional security step when accessing SARS digital services. The SARS MobiApp uses OTP for Two-Factor Authentication, while eFiling offers OTP or SARS MobiApp Authentication.

5.1 UNDERSTANDING TWO-FACTOR AUTHENTICATION

a) Two-Factor Authentication (2FA) is a mandatory security measure that provides an additional layer of protection when accessing SARS digital services. It helps protect your profile by requiring an extra verification step when you log in.

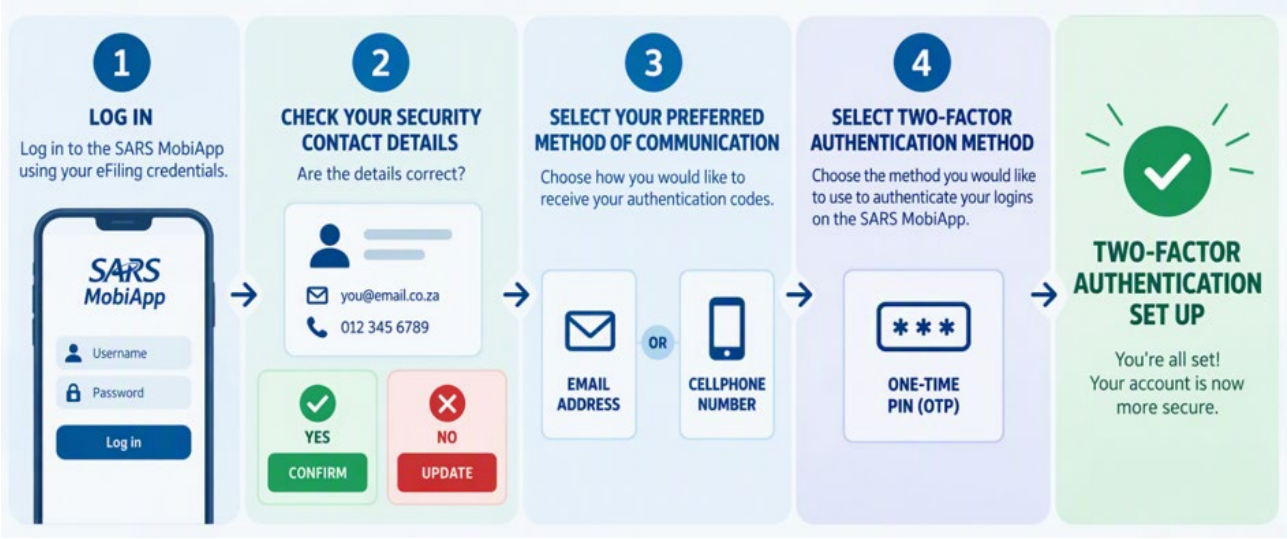
b) As part of the 2FA process, you may need to confirm or update your Security Contact Details, select your preferred method of communication (email address or cellphone number), and choose your preferred Two-Factor Authentication method. On the SARS MobiApp, this method is the One-Time PIN (OTP). On eFiling, an additional method is available.

c) If you have not yet set up 2FA, the SARS MobiApp will prompt you to do so. This involves confirming or updating your Security Contact Details, choosing your preferred method of communication, and selecting the One-Time PIN (OTP). Once 2FA is set up, you will use this method whenever additional verification is required to access SARS digital channels.

Note: Two-Factor Authentication is mandatory.
If prompted during the setup process, confirm that your Security Contact Details are correct or update them before selecting your preferred method of communication and Two-Factor Authentication method.

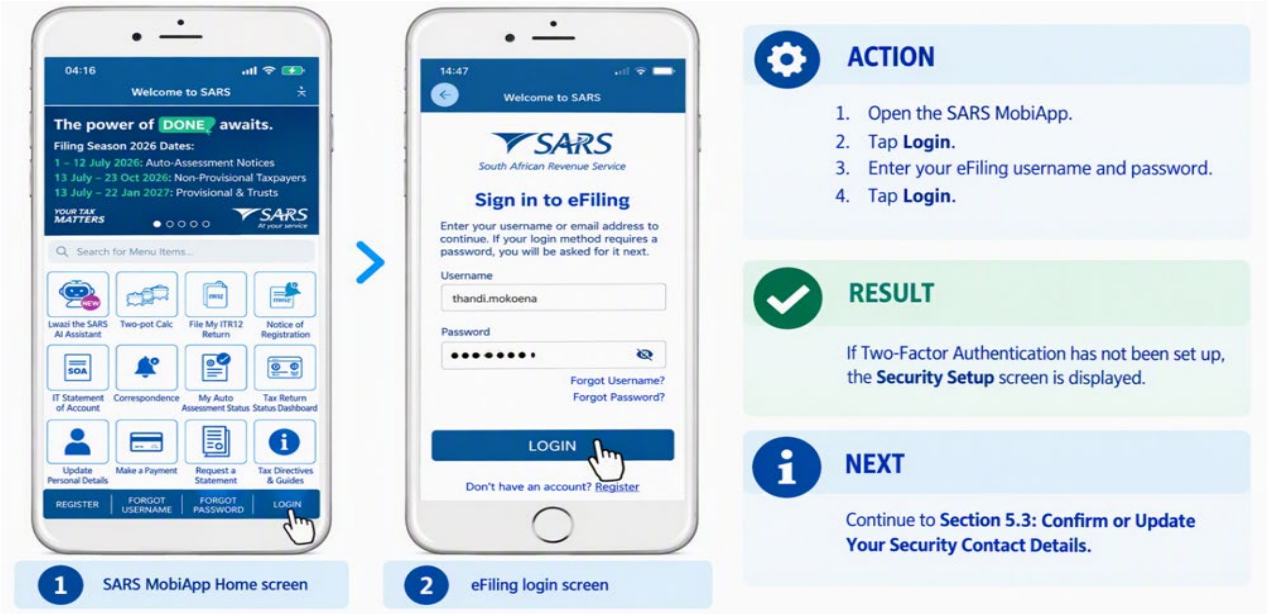
5.2 TWO-FACTOR AUTHENTICATION JOURNEY

a) This section explains how to enable OTP-based Two-Factor Authentication for the SARS MobiApp.



5.3 LOG IN

a) When you log in to the SARS MobiApp, you may be required to complete the Two-Factor Authentication setup process before access is granted.

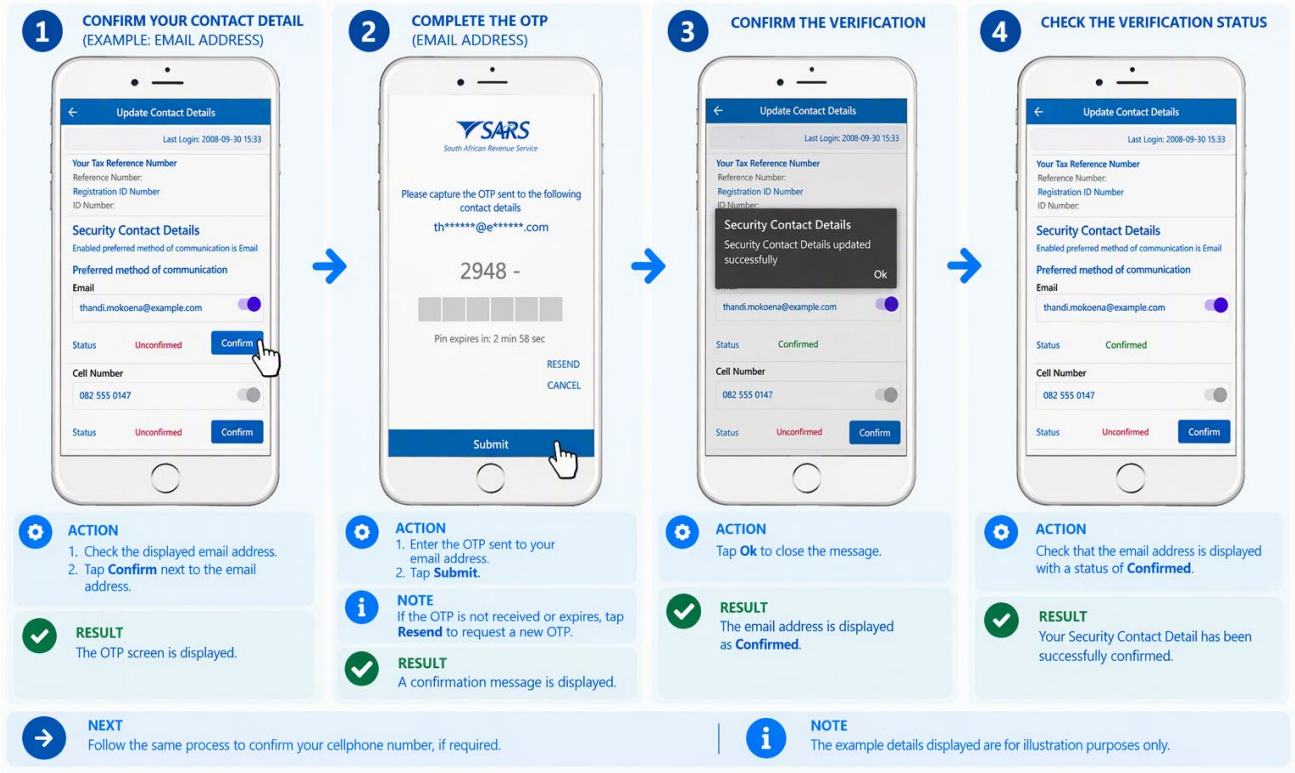


5.4 CONFIRM OR UPDATE YOUR SECURITY CONTACT DETAILS

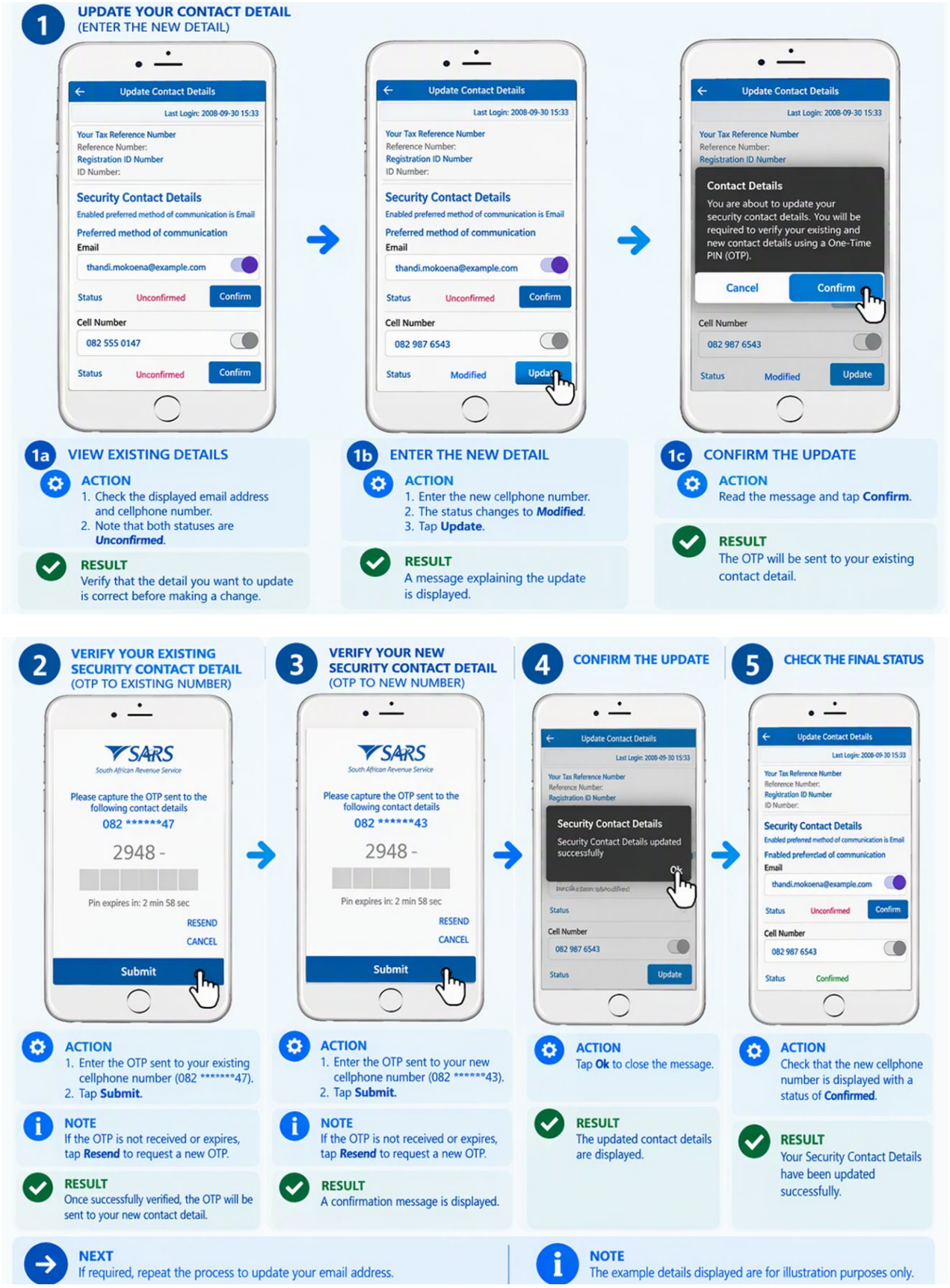
5.4.1 CONFIRM SECURITY CONTACT DETAILS

a) Your Security Contact Details are used as part of the Two-Factor Authentication process. Check that your registered email address and cellphone number are correct before continuing.

i) If your Security Contact Details are correct, confirm the applicable details. If the details are incorrect or have changed, update them before continuing.

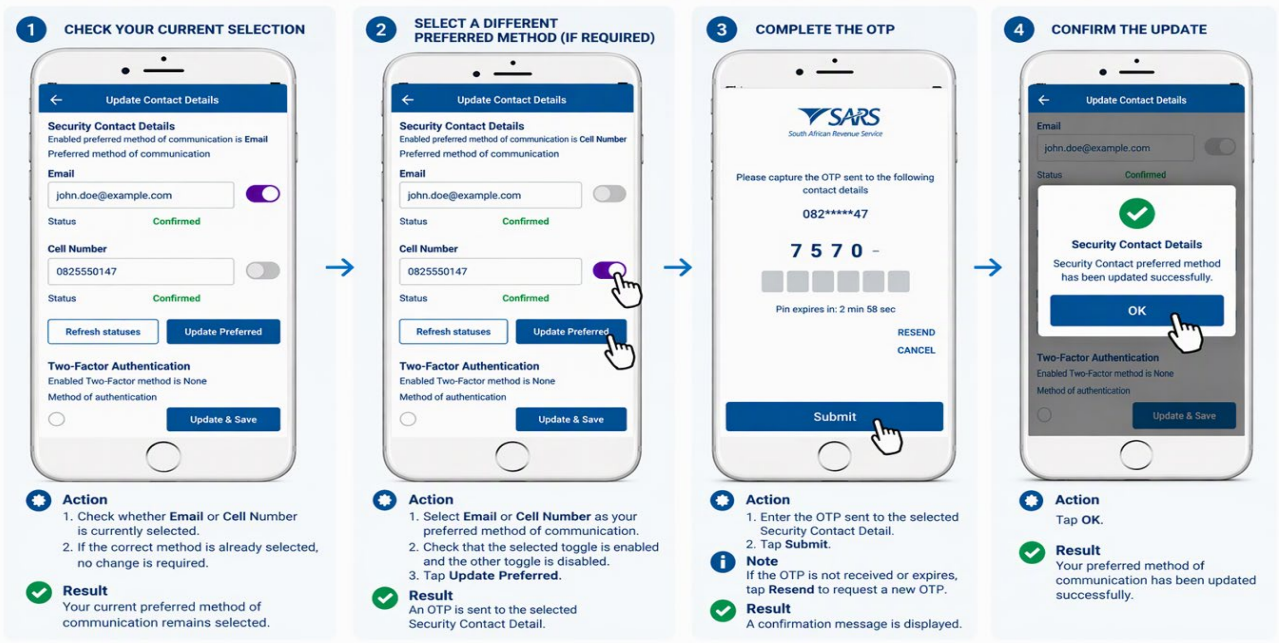


5.4.2 UPDATE SECURITY CONTACT DETAILS



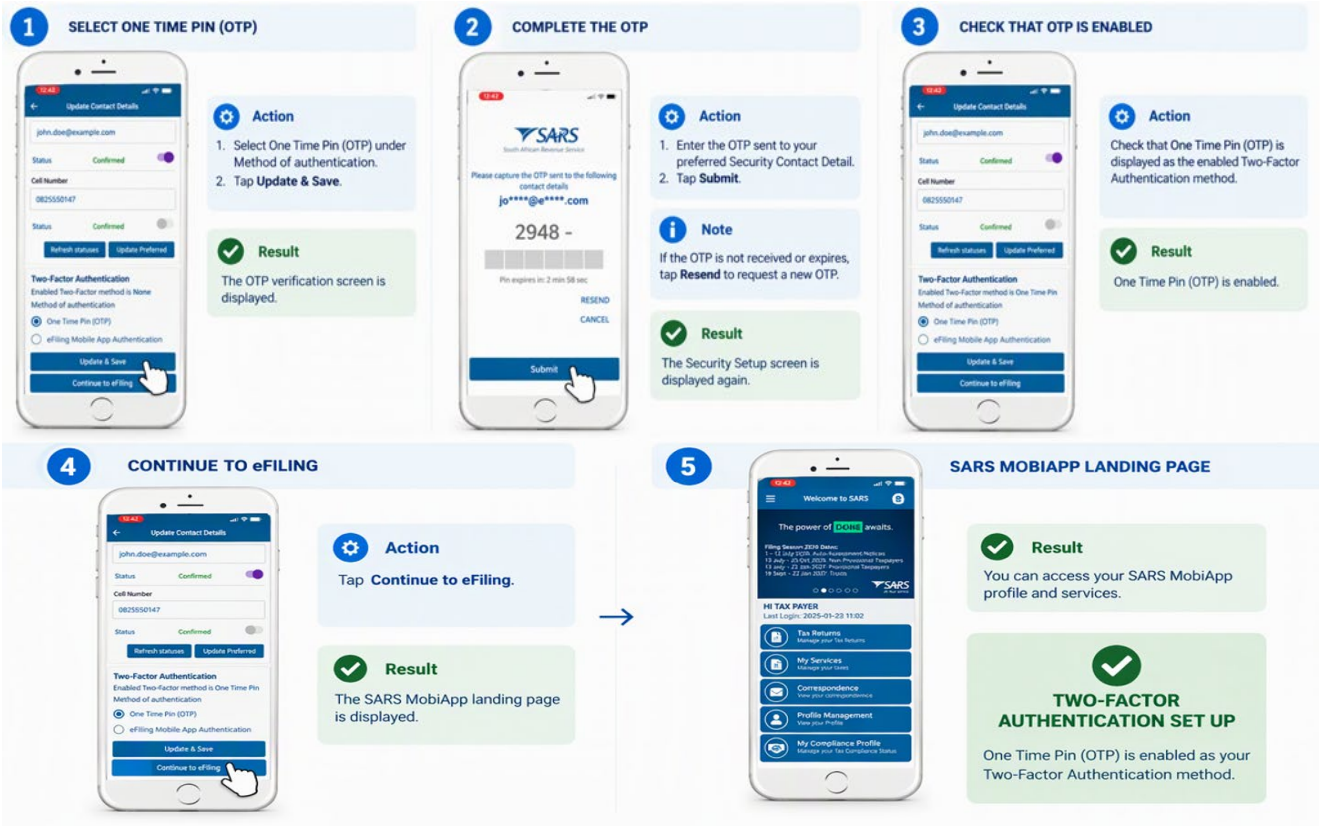
5.5 SET YOUR METHOD OF COMMUNICATION

a) Check or update your preferred method of communication (cellphone number or email address) to receive your One-Time PIN (OTP).



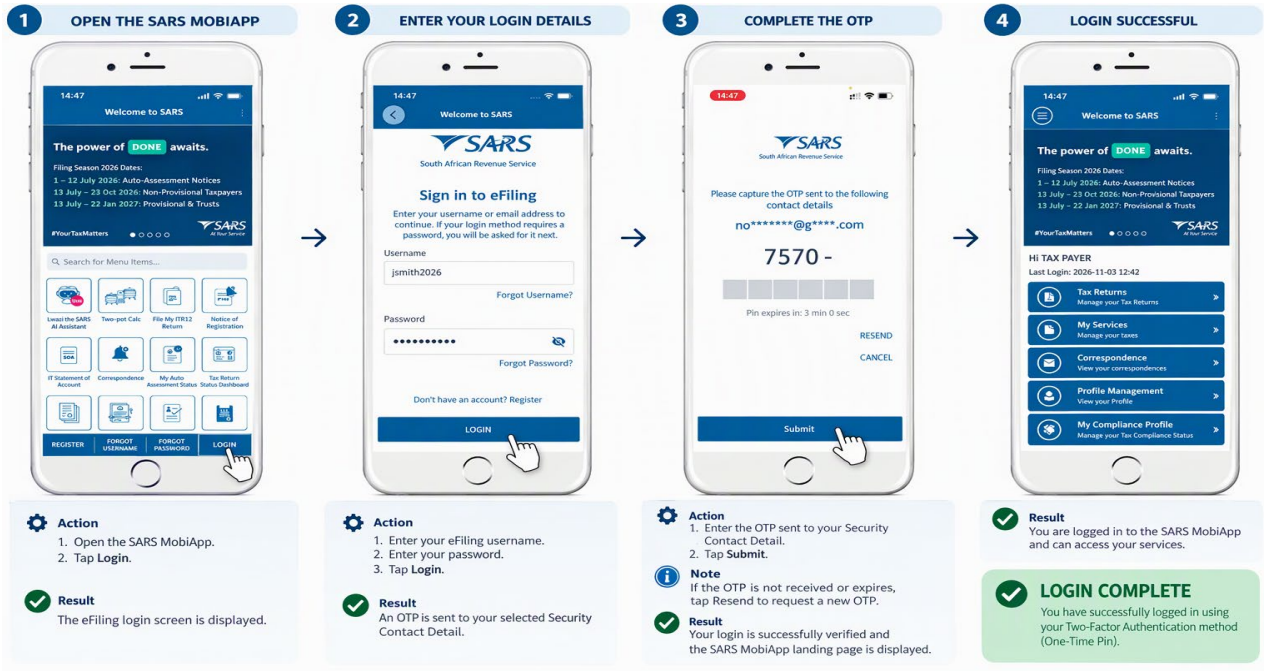
5.6 ENABLE TWO-FACTOR AUTHENTICATION

a) Select One-Time PIN (OTP) as your Two-Factor Authentication method.



5.7 USE TWO-FACTOR AUTHENTICATION ON THE SARS MOBIAPP

a) This section explains how to use OTP when logging in to the SARS MobiApp after Two-Factor Authentication has been enabled.



6 COMPLETE ADDITIONAL PROFILE VERIFICATION, WHERE REQUIRED

a) SARS may require you to complete Additional Profile Verification before you can continue using the SARS MobiApp.

b) Where Additional Profile Verification is required, complete the verification requirements presented on your device.

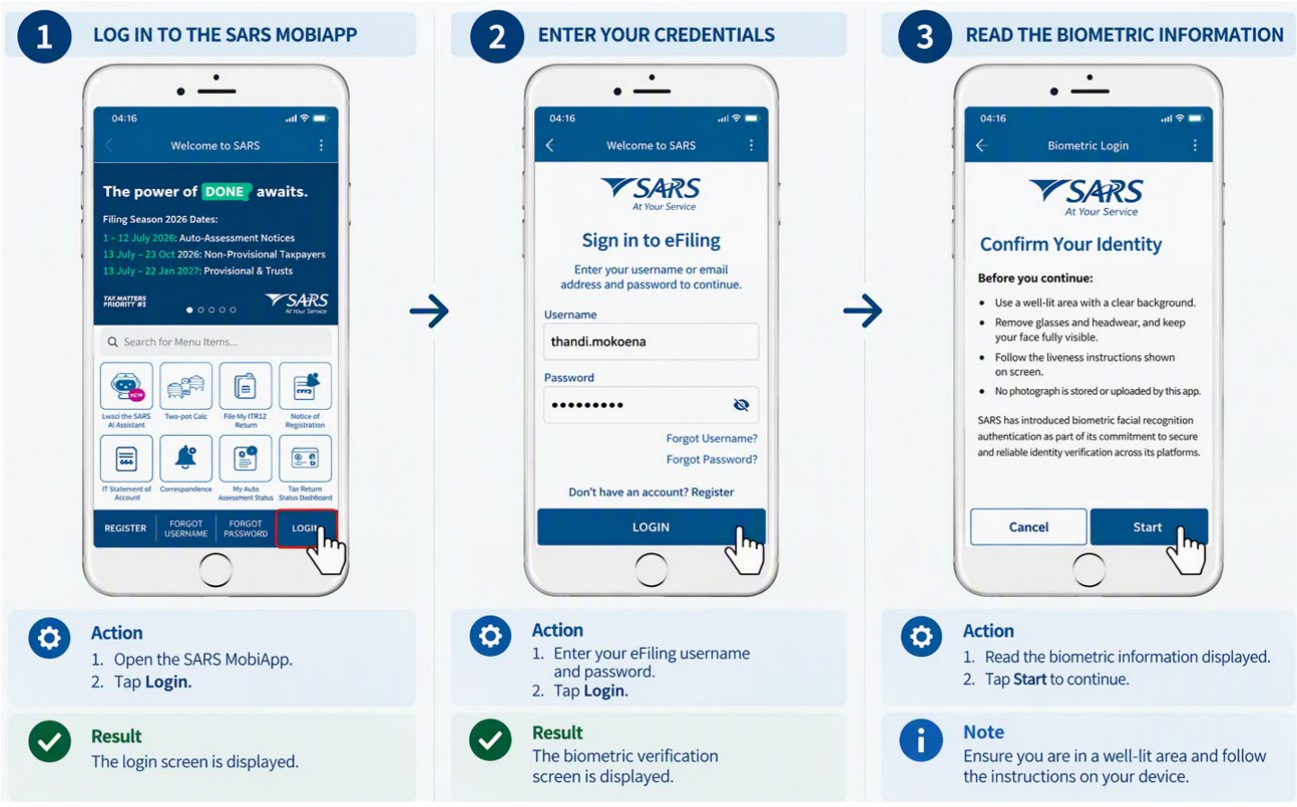
c) The information that you are required to verify or update will depend on the requirements presented for your profile.

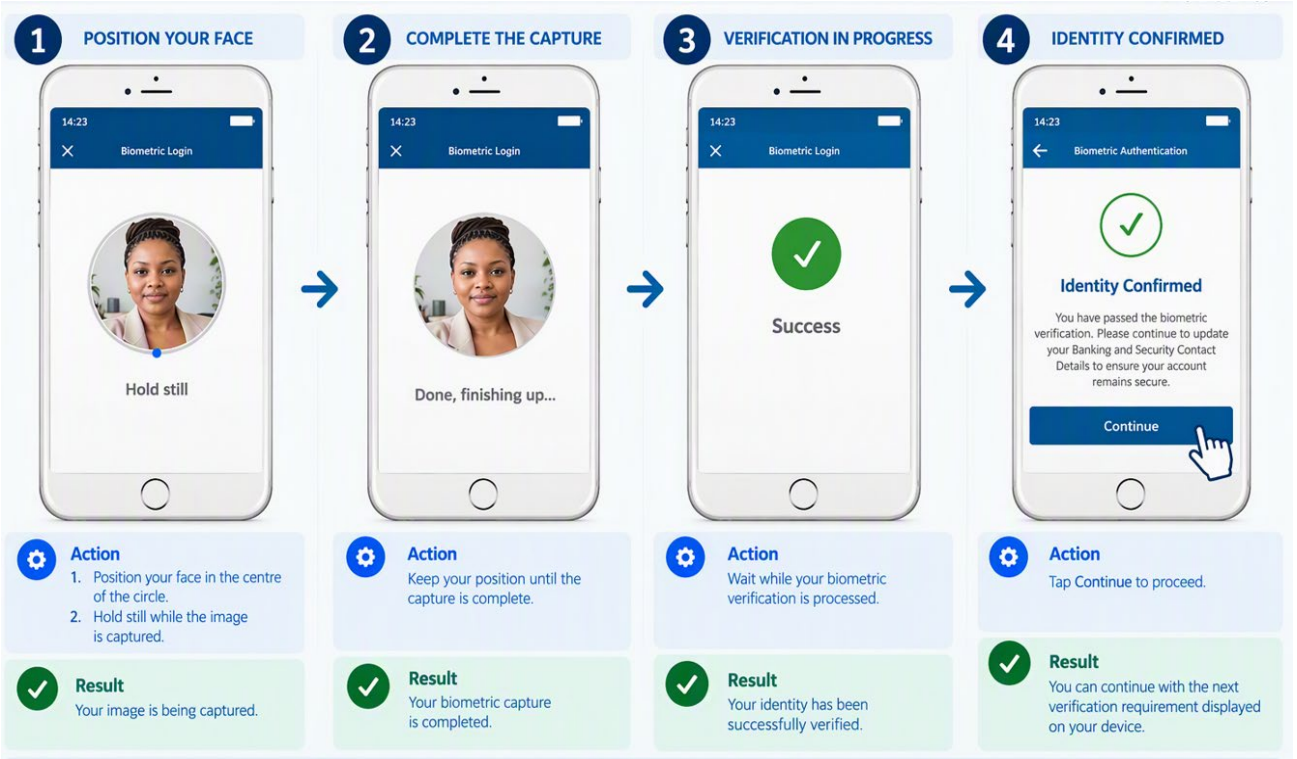
Note: Additional Profile Verification is a security process and is separate from the standard **Two-Factor Authentication** setup process. Complete each verification requirement presented on your device before continuing.

REQUIRED WHERE PROMPTED BY SARS

6.1 COMPLETE BIOMETRIC VERIFICATION

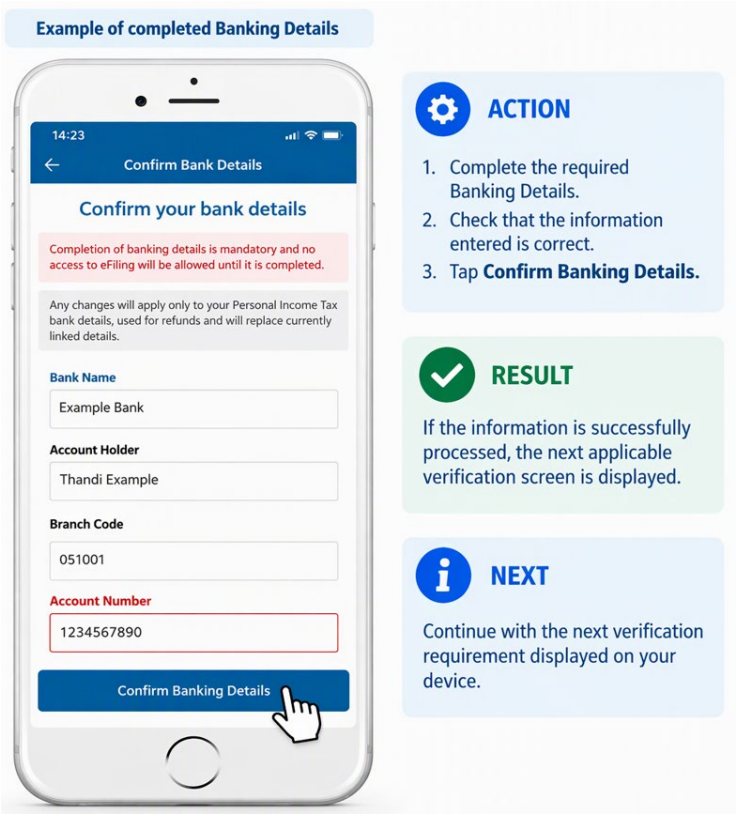
a) Where Additional Profile Verification is required, biometric verification is presented after you log in to the SARS MobiApp. Follow the instructions displayed on your device to complete the verification.





6.2 UPDATE YOUR BANKING DETAILS, WHERE PRESENTED

a) Where Banking Details are presented as part of Additional Profile Verification, complete the Banking Details and verification requirements displayed on your device.

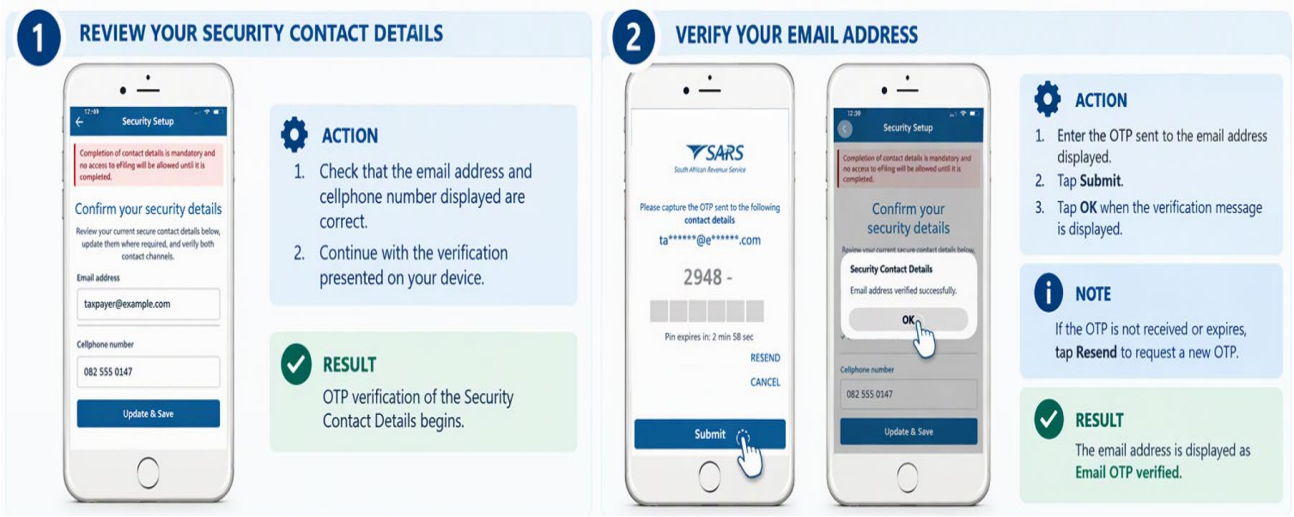


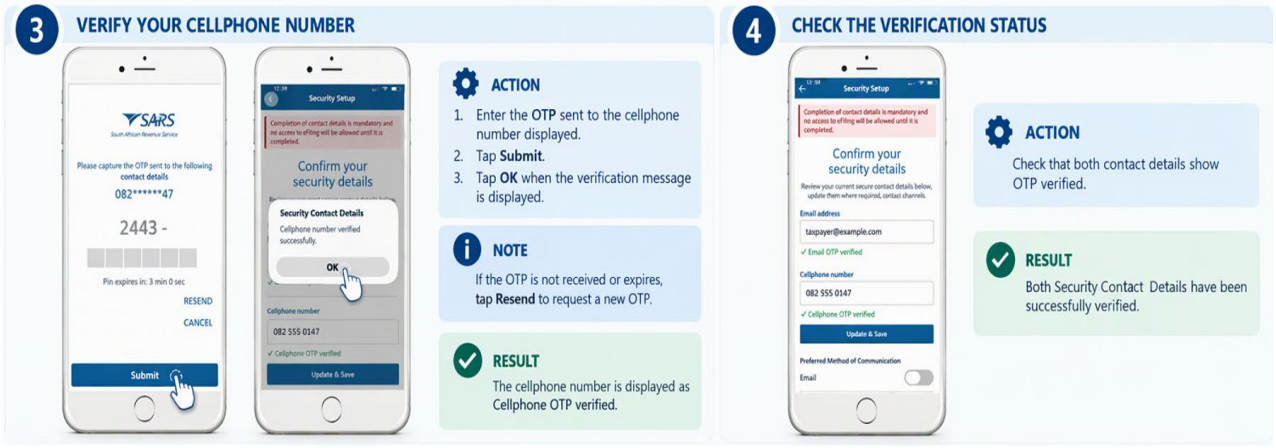
6.3 CONFIRM OR UPDATE YOUR SECURITY CONTACT DETAILS

a) Check the Security Contact Details displayed on your device. If the details are correct, confirm them. If the details are incorrect or have changed, update them before continuing.

6.3.1 CONFIRM YOUR SECURITY CONTACT DETAILS

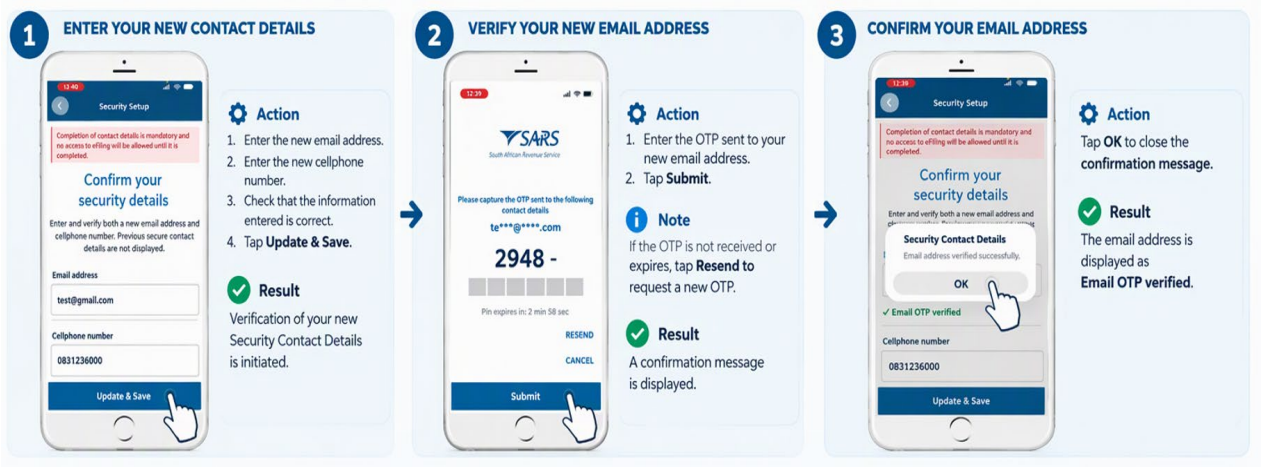
a) Check and confirm the Security Contact Details displayed on your device. The example below illustrates confirmation of a cellphone number.

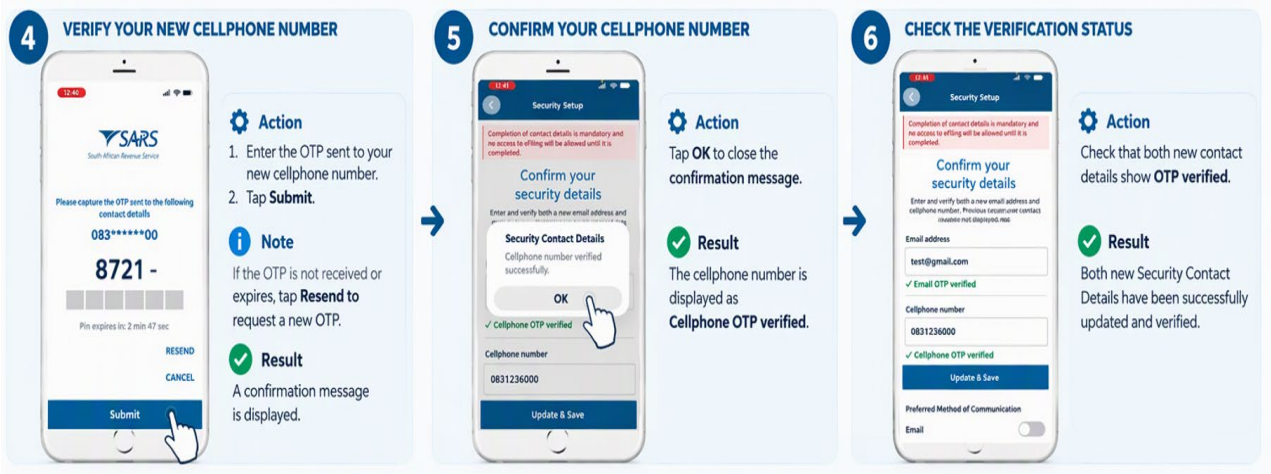




6.3.2 UPDATE YOUR SECURITY CONTACT DETAILS

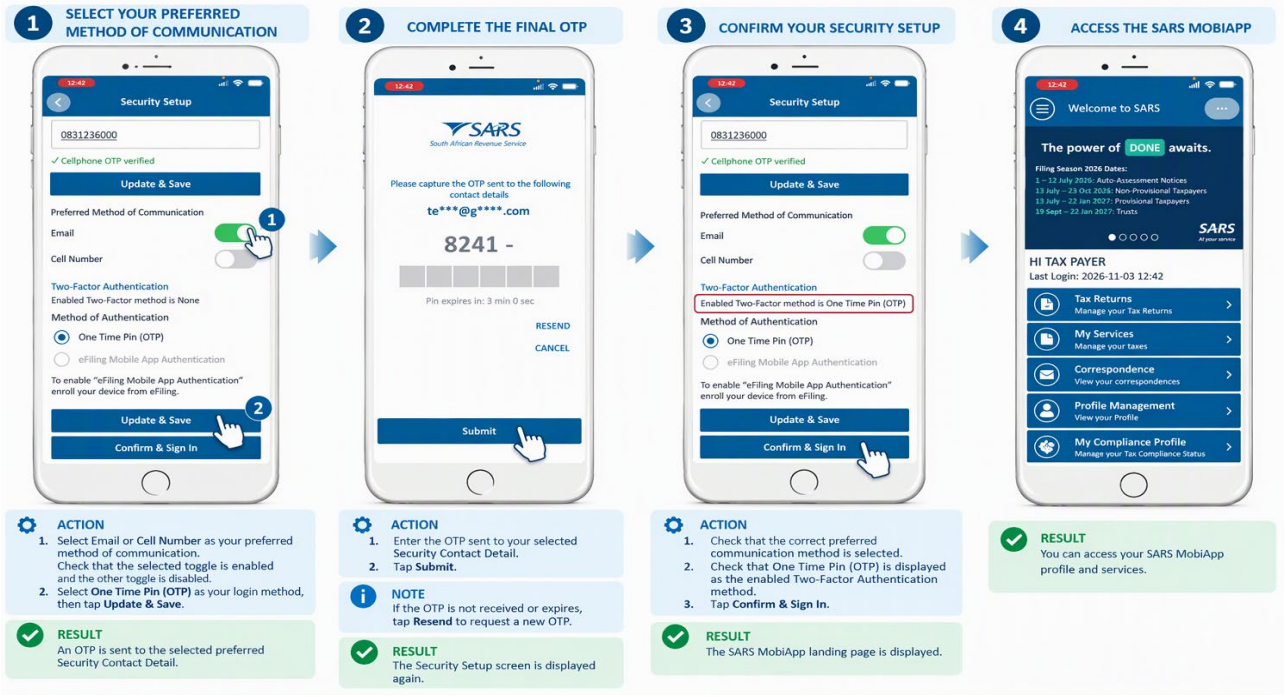
a) If the Security Contact Details displayed on your device are incorrect or have changed, update the applicable details before continuing. The example below illustrates updating a cellphone number.





6.4 SELECT YOUR SECURITY CONTACT AND LOGIN PREFERENCES

a) Select the email address or cellphone number you want to use for security communication, then choose One-Time PIN (OTP) as your login method.

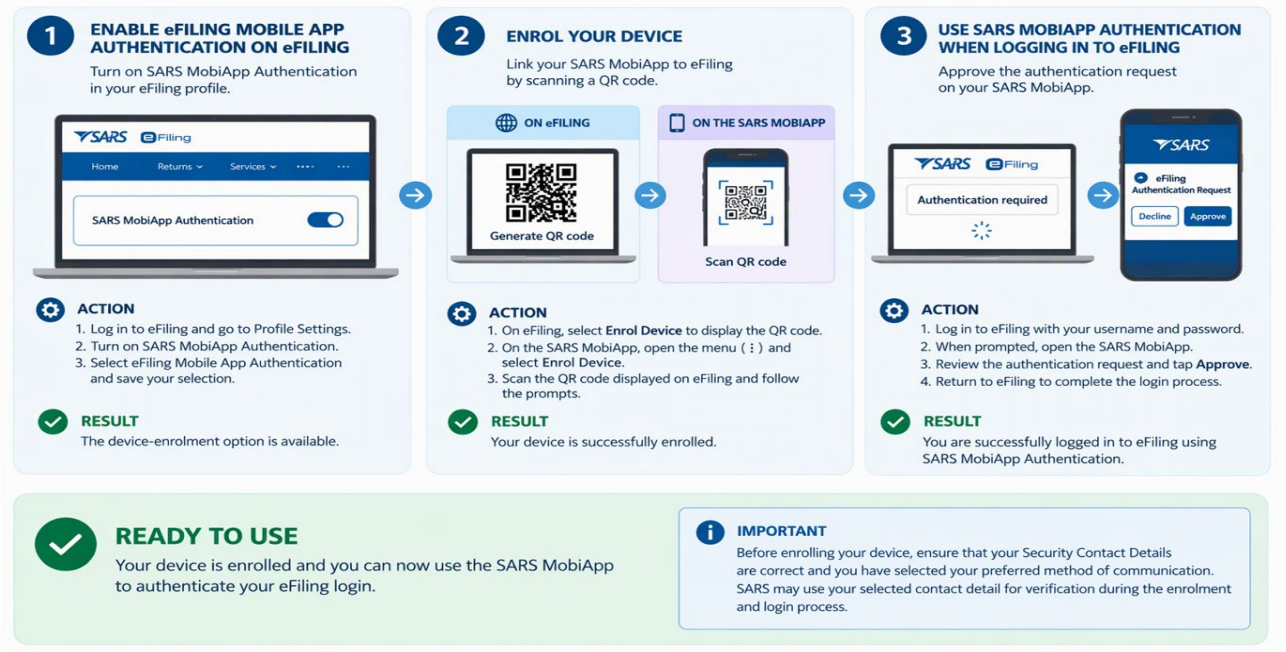


7 USE THE SARS MOBIAPP FOR AUTHENTICATION

a) The SARS MobiApp can be used as an authentication method when accessing your eFiling profile. To use SARS MobiApp Authentication, you must first:

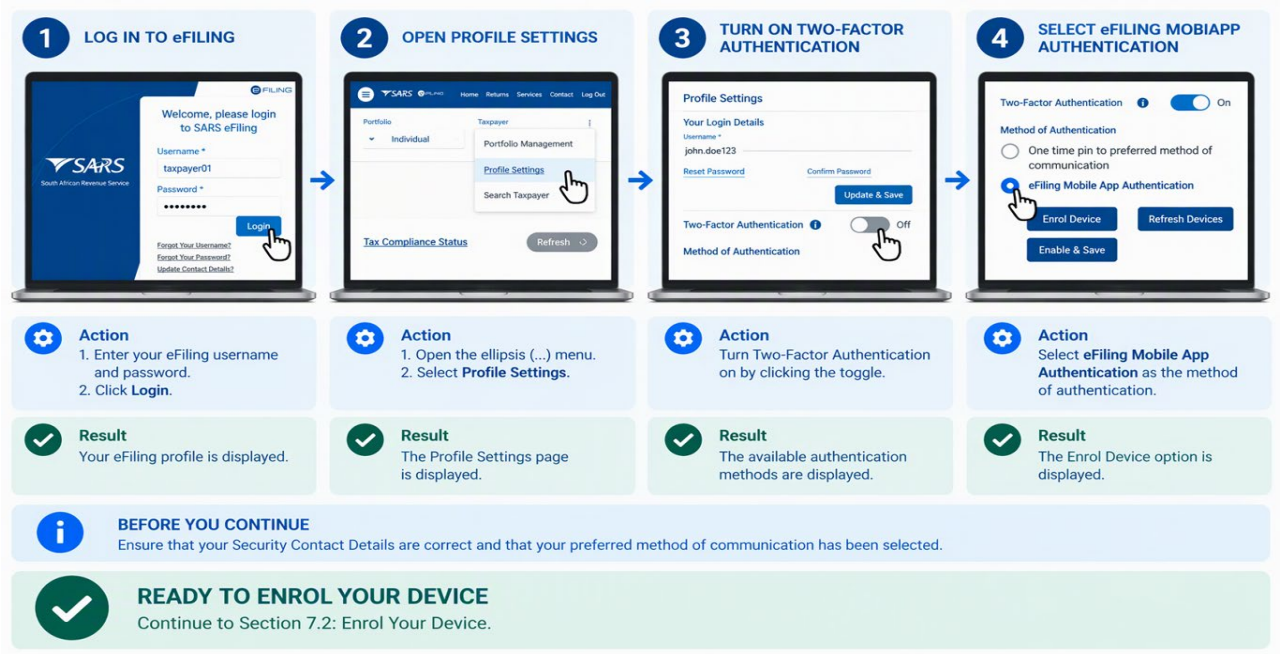
i) Enable eFiling Mobile App Authentication on your eFiling profile.
ii) Enrol the applicable smart device using the SARS MobiApp.

b) Once you have enrolled your device, you can use the SARS MobiApp on that device to approve authentication requests when you log in to eFiling.



7.1 ENABLE SARS MOBIAPP AUTHENTICATION ON eFILING

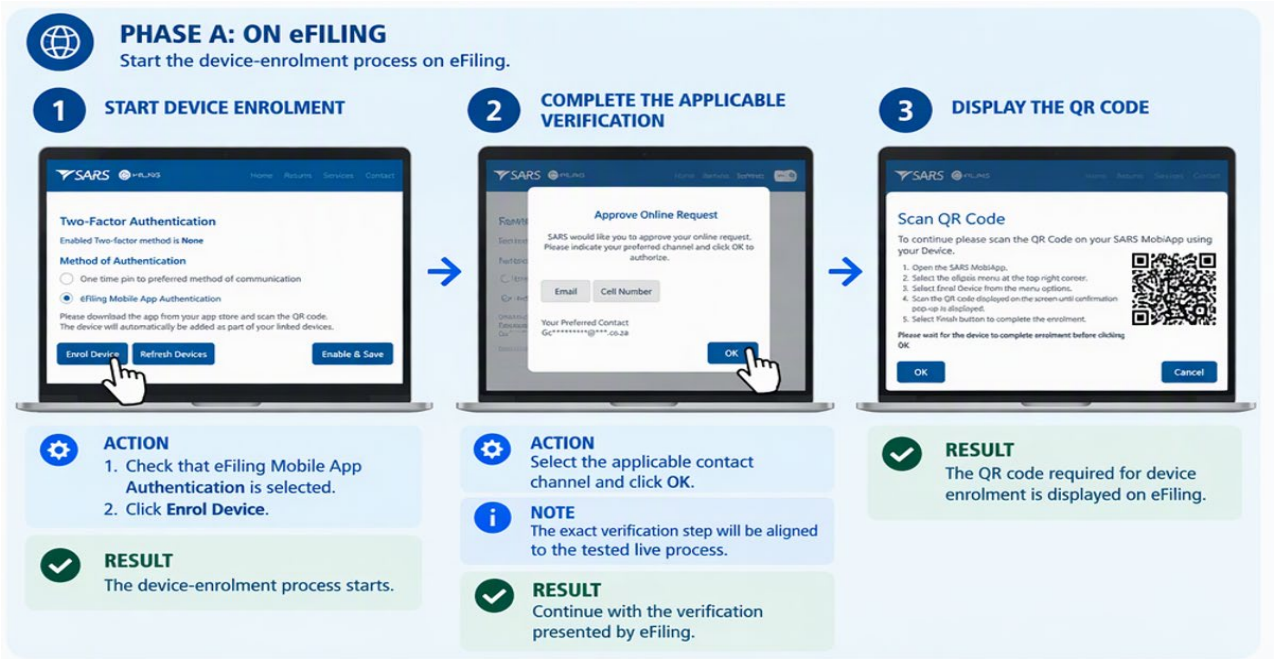
a) To use the SARS MobiApp to authenticate your eFiling login, first enable Two-Factor Authentication on eFiling and select **eFiling Mobile App Authentication** as your method of authentication.

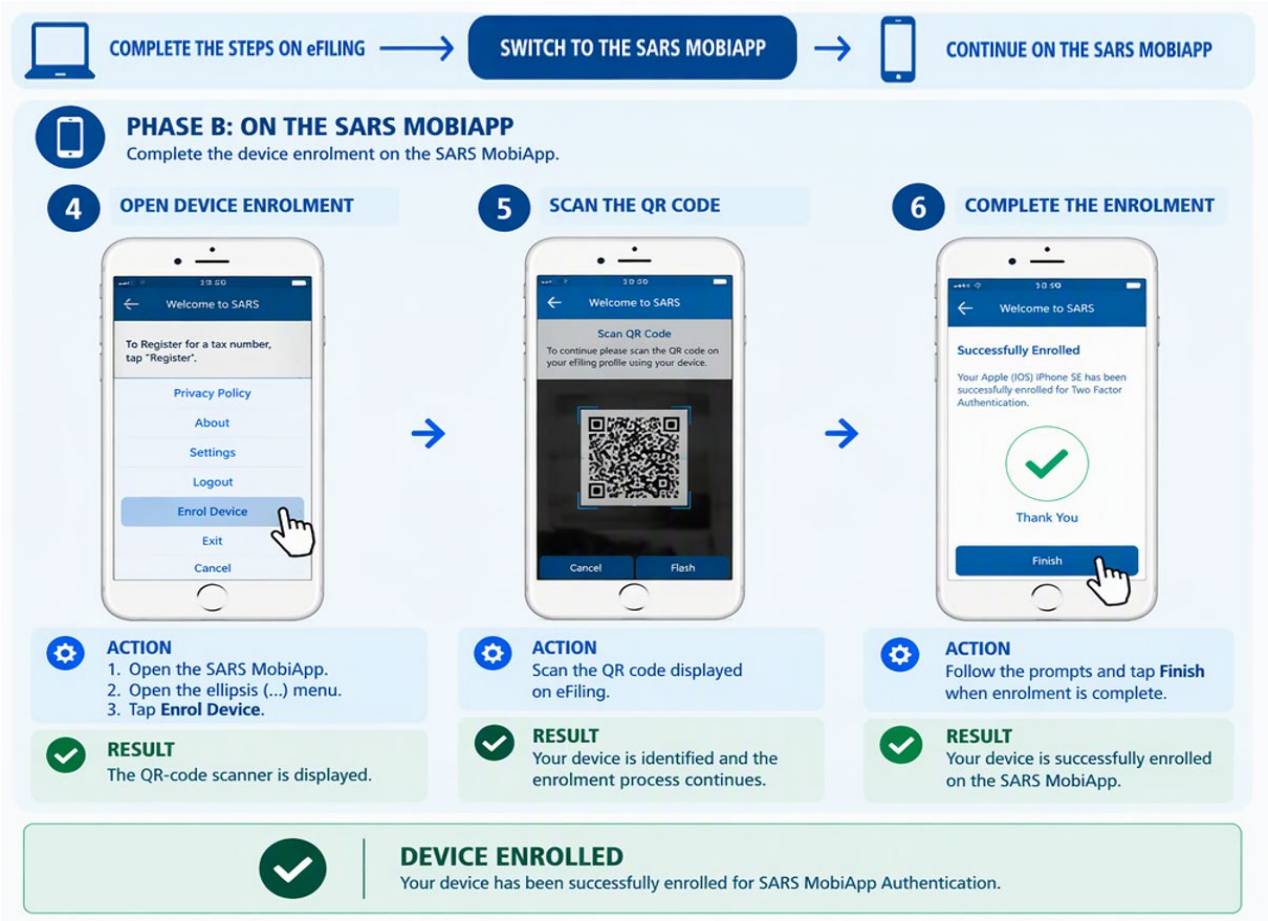


7.2 ENROL YOUR DEVICE

a) Once **eFiling Mobile App Authentication** has been enabled on your eFiling profile, enrol the smart device that you want to use for SARS MobiApp Authentication.

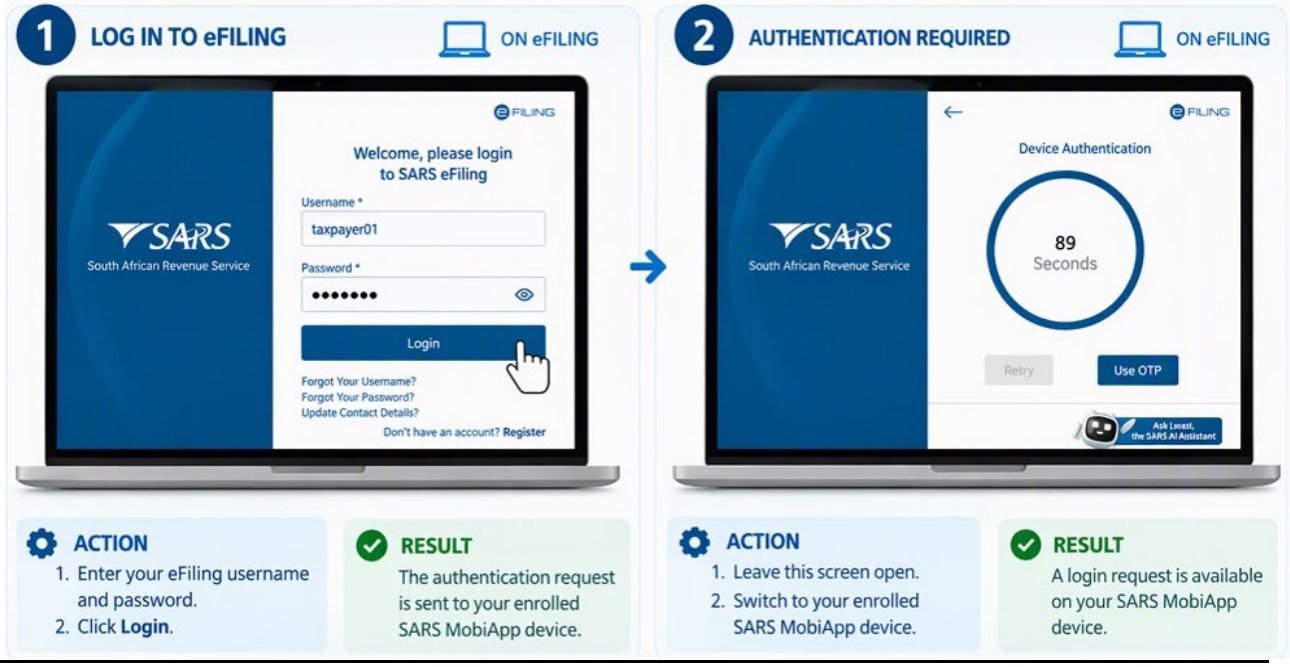
b) Complete the enrolment by displaying the enrolment QR code on eFiling and scanning the QR code using the SARS MobiApp.

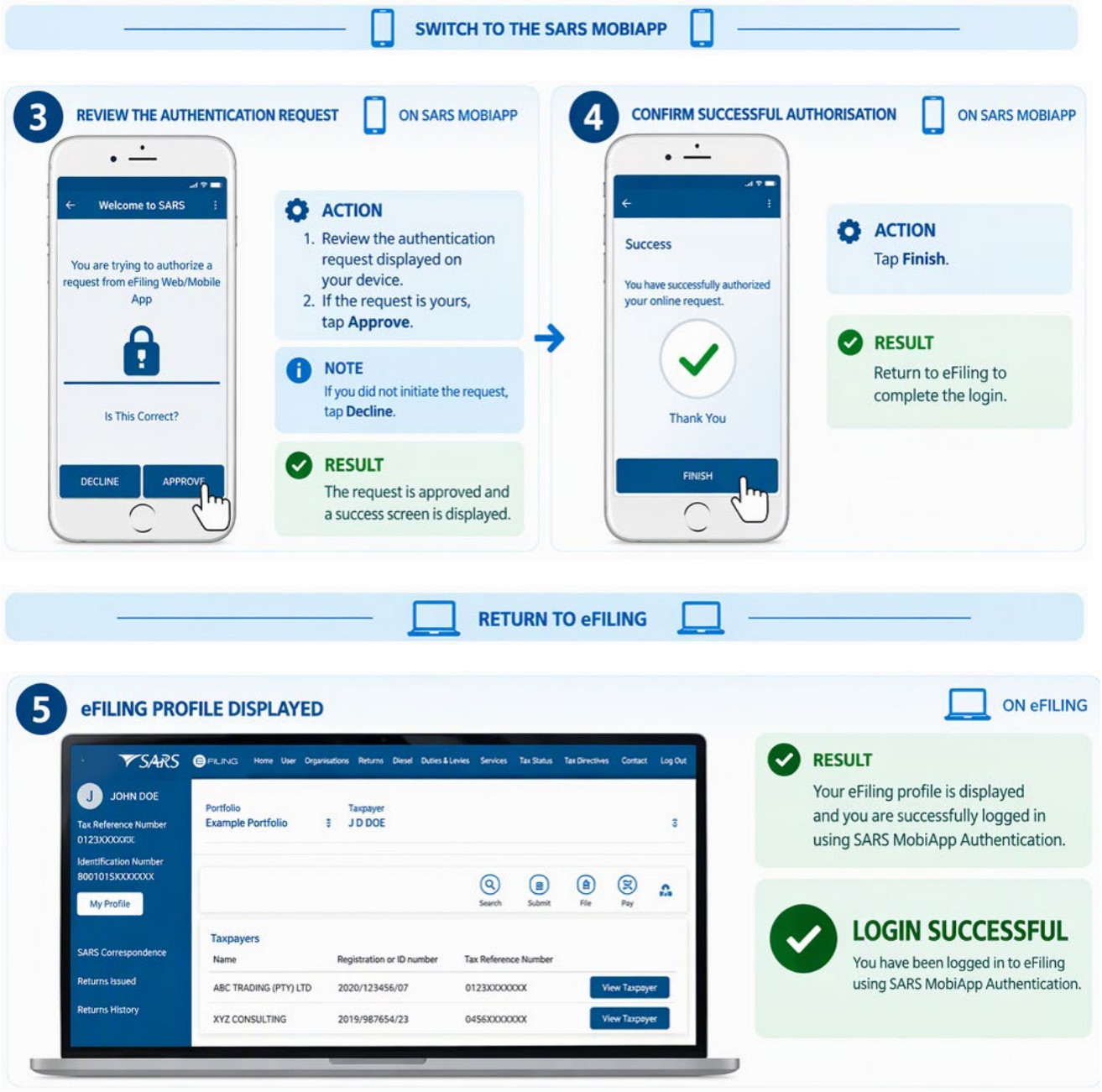




7.3 USE SARS MOBIAPP AUTHENTICATION TO LOG IN TO eFILING

a) Once you have enrolled your device, you can use the SARS MobiApp to authenticate your eFiling login.





8 MANAGE AND RECOVER YOUR ACCOUNT

a) The SARS MobiApp provides account-recovery options where you have forgotten your **eFiling username or password**, or where your **Security Contact Details** need to be updated.

b) Use the process that applies to what you need to do:

i) Recover your username.
ii) Reset your password.
iii) Update your Security Contact Details.

c) Complete any security verification presented on your device before continuing.

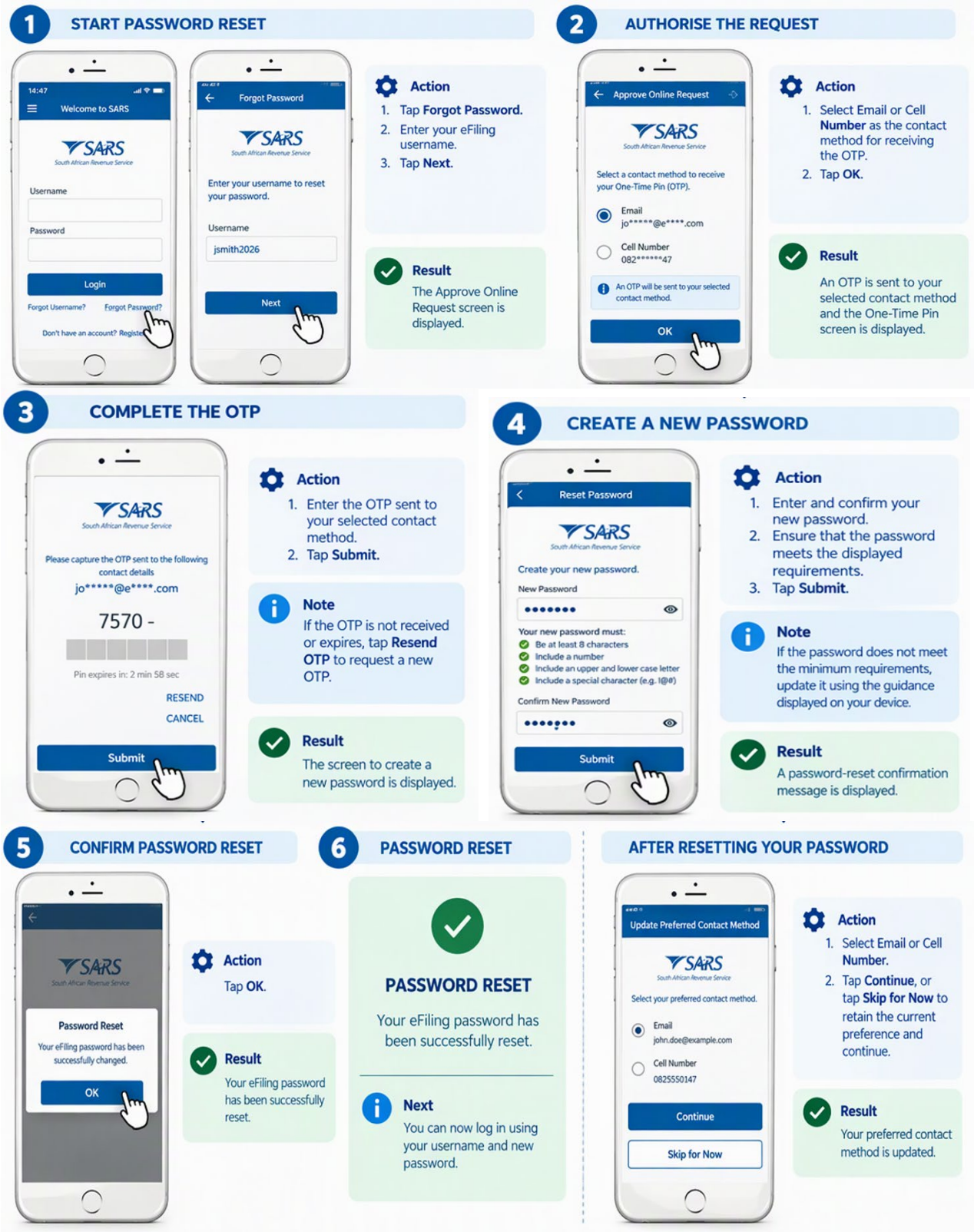
8.1 RECOVER YOUR USERNAME

a) If you have forgotten your eFiling username, use the **Forgot Username** option on the SARS MobiApp to recover it.



8.2 RESET YOUR PASSWORD

a) If you have forgotten your eFiling password, use the **Forgot Password** option on the SARS MobiApp to reset it.

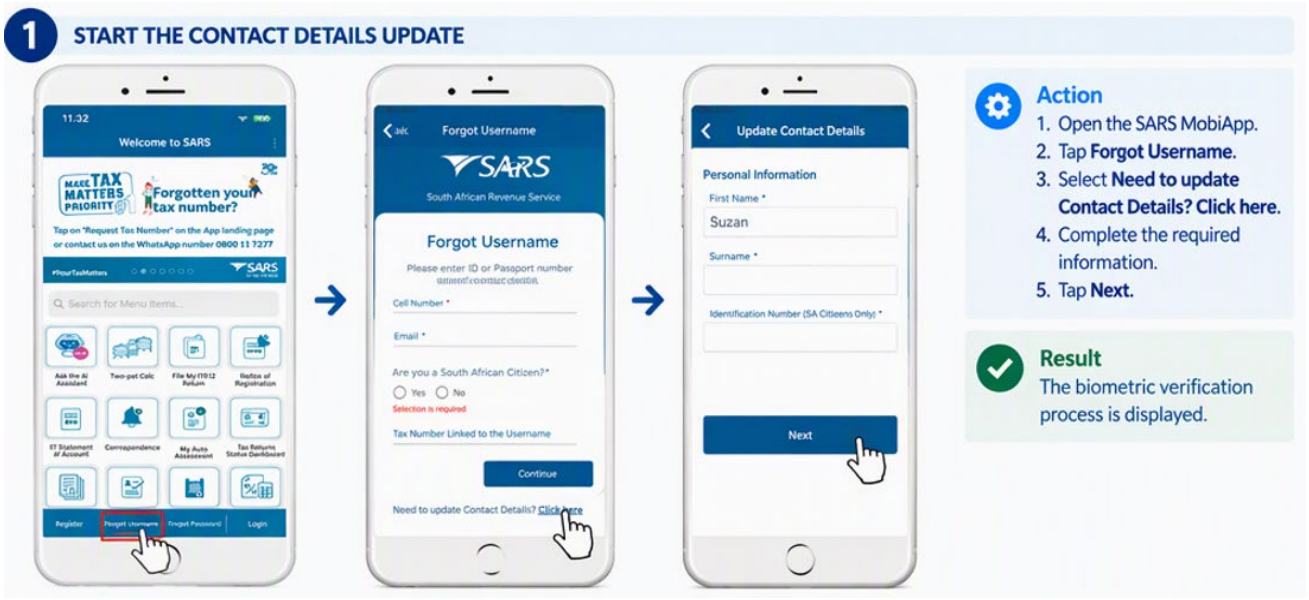


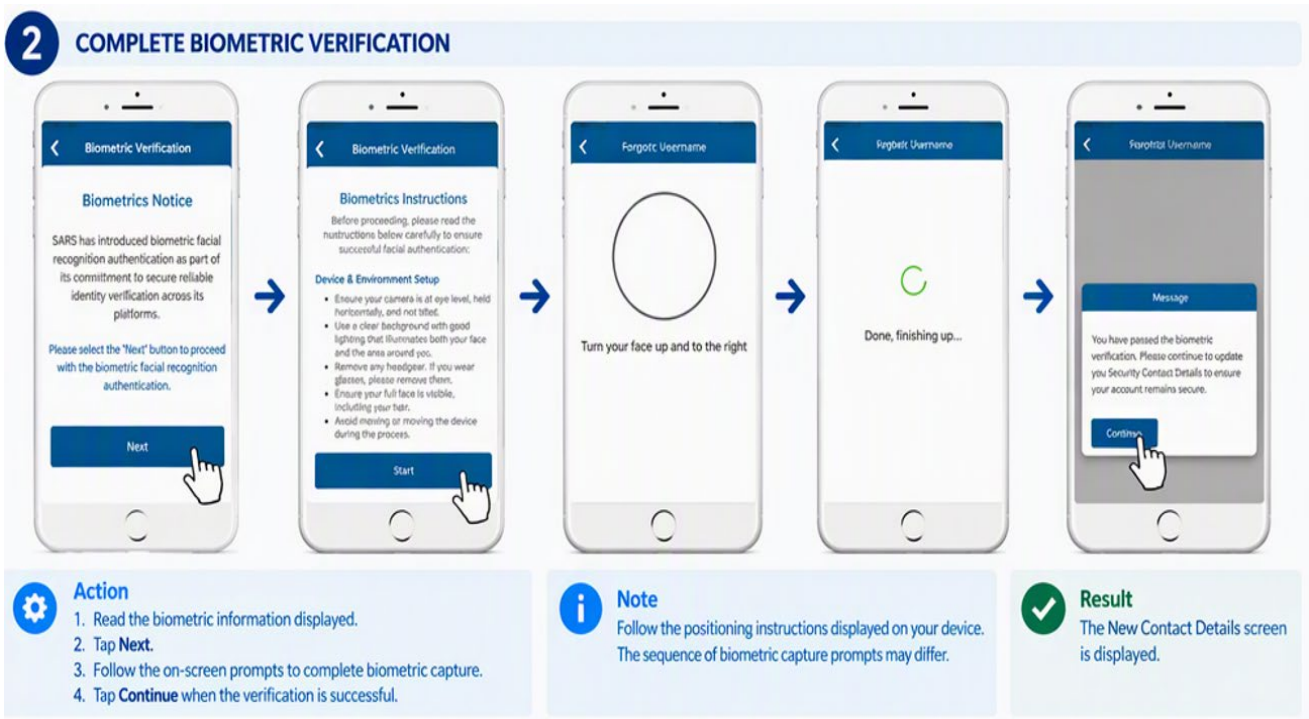
8.3 UPDATE YOUR SECURITY CONTACT DETAILS

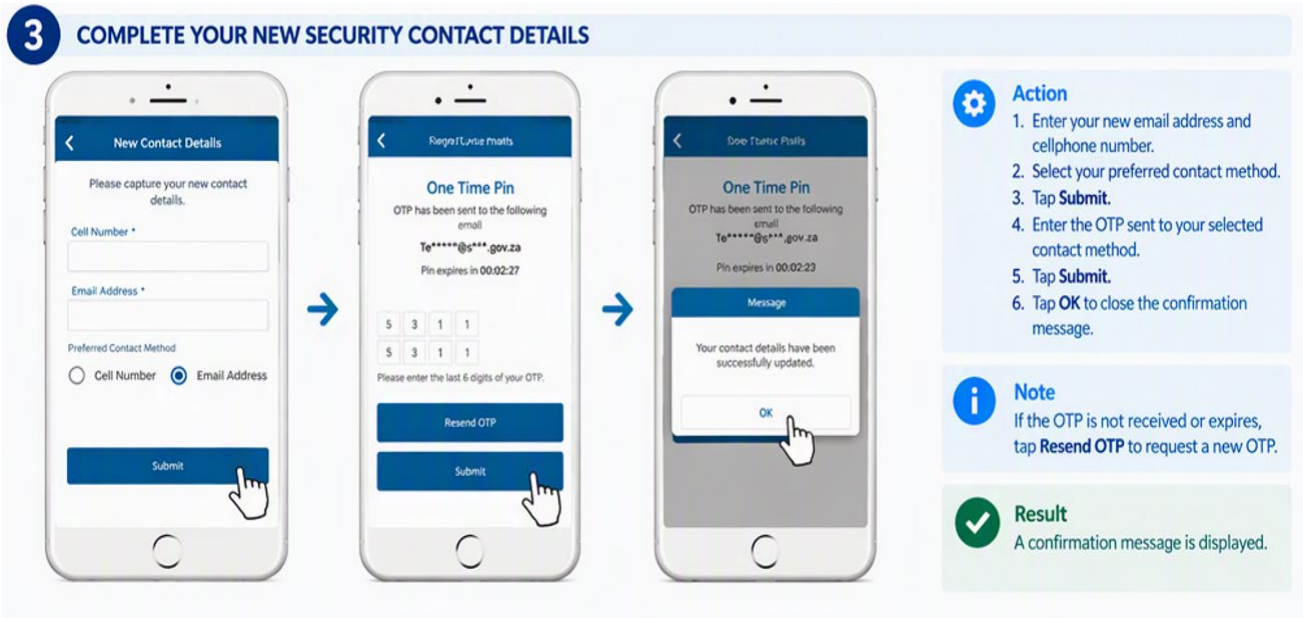
a) If your registered Security Contact Details are incorrect or have changed, you can update them using the SARS MobiApp.

b) To protect your profile, you may be required to complete biometric verification before you can update your Security Contact Details.

c) Follow the steps below to update and verify the applicable Security Contact Details.







9 MANAGE TAX PRACTITIONER ACCESS

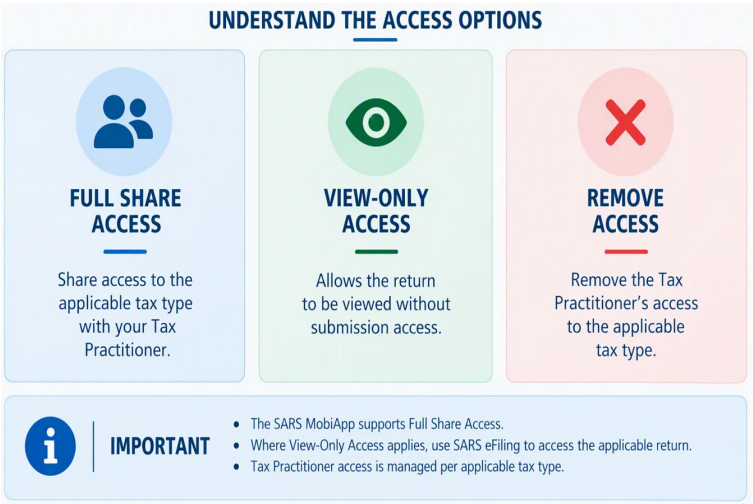
a) Where a Tax Practitioner has access to your Personal Income Tax profile, the SARS MobiApp may display the applicable access options for the relevant tax type.

b) Use this section to understand the available access options and, where applicable, manage the Tax Practitioner's access to the relevant tax type.

9.1 UNDERSTANDING TAX PRACTITIONER ACCESS

a) Where a Tax Practitioner has access to your Personal Income Tax profile, different access options may apply to the relevant tax type.

b) The access option determines the level of access available to the Tax Practitioner. Review the access options below before managing Tax Practitioner access.

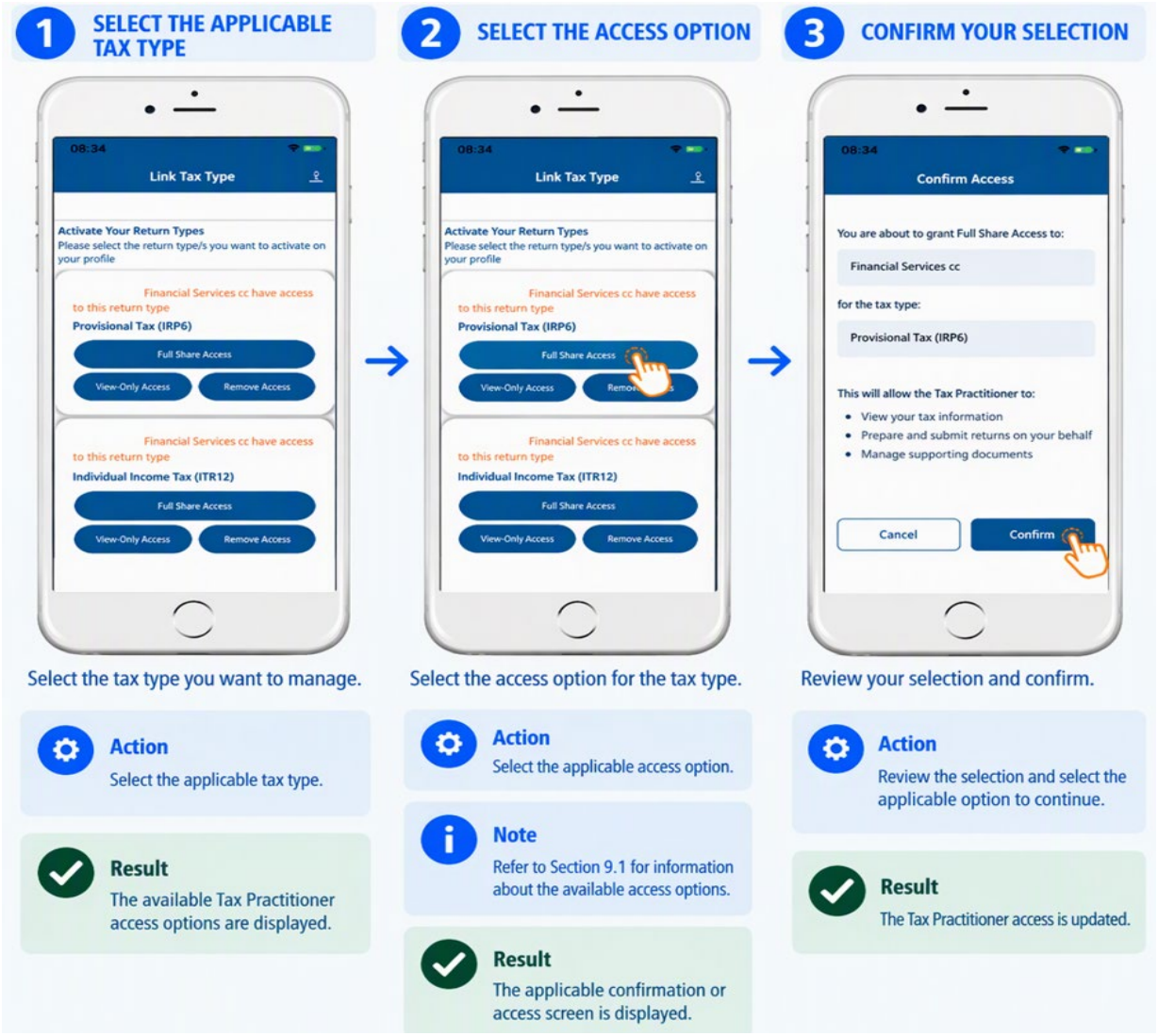


Note: The SARS MobiApp supports **Full Share Access**. Where **View-Only Access** applies, use SARS eFiling to access the applicable return. Tax Practitioner access is managed per applicable tax type.

9.2 MANAGE TAX PRACTITIONER ACCESS

a) Where Tax Practitioner access is available for a tax type, you can manage the applicable access using the SARS MobiApp.

b) Select the tax type and the access option that applies, then review and confirm your selection.



10 TROUBLESHOOTING

a) Use this section if you experience a problem while using the SARS MobiApp or completing a process described in this guide.

b) Follow the guidance displayed on your device and refer to the applicable troubleshooting information below where the process cannot be completed successfully.

10.1 BIOMETRIC VERIFICATION

a) If biometric verification cannot be completed successfully, a message will be displayed on your device.

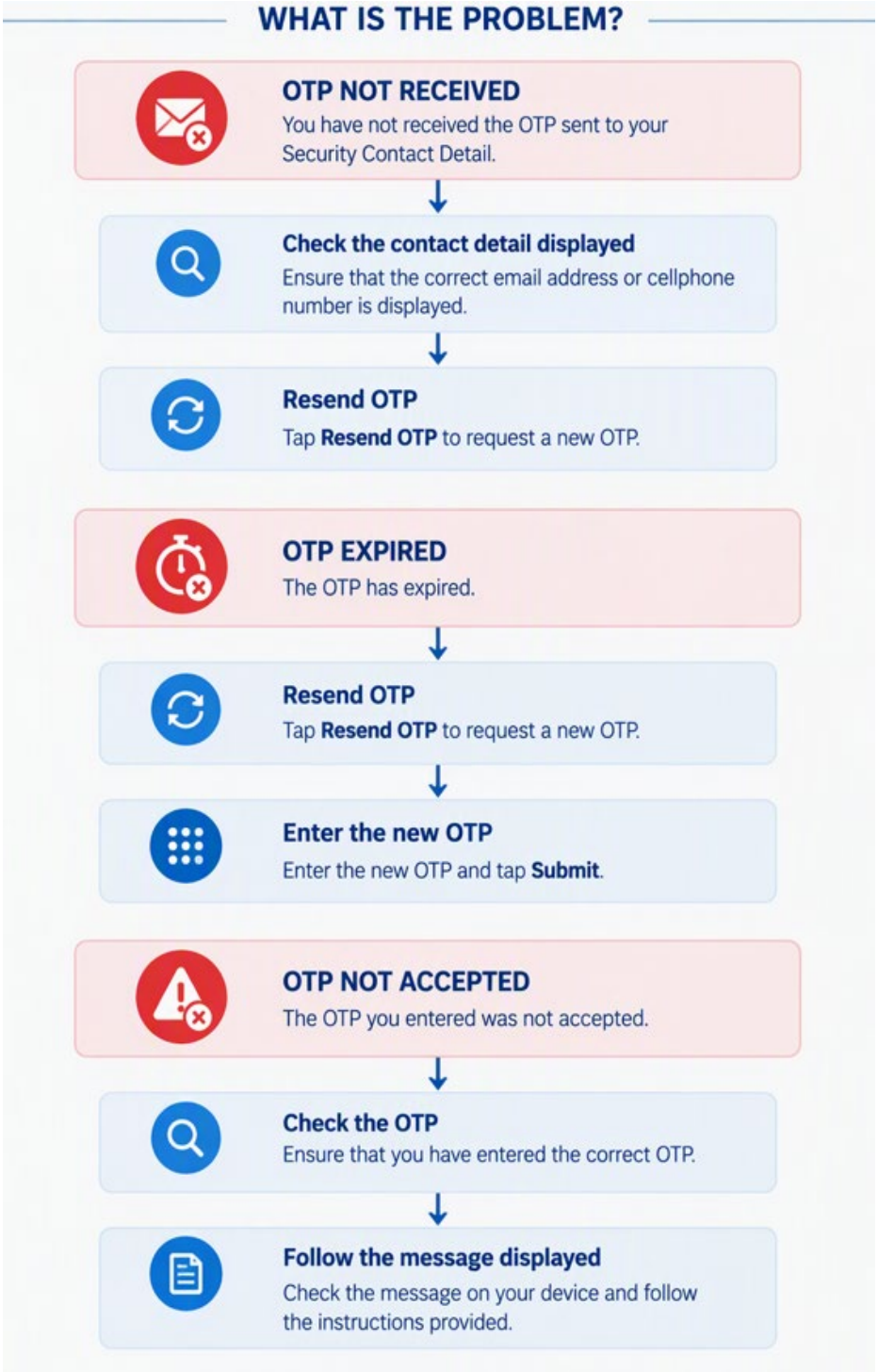
b) Follow the instructions displayed to continue with the applicable verification process.



10.2 ONE-TIME PIN (OTP)

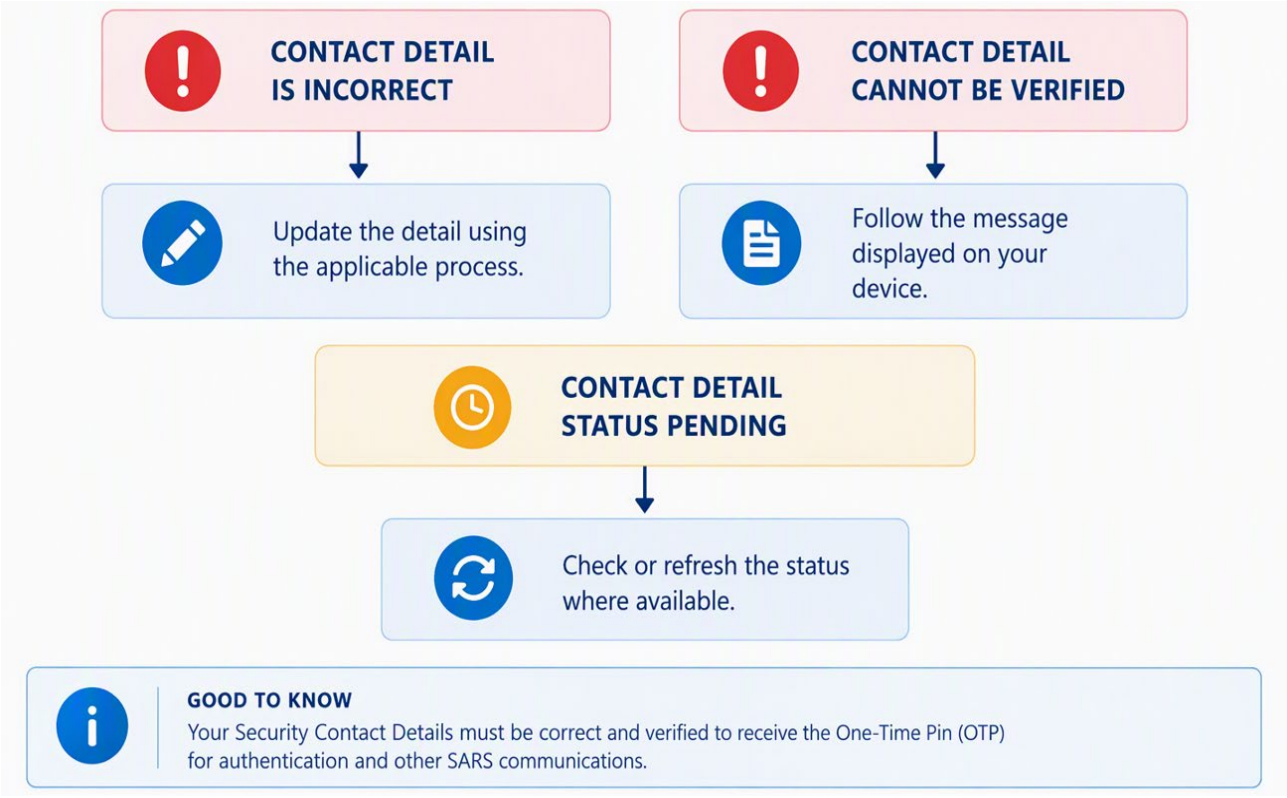
a) Use this section if you experience a problem receiving or completing a **One-Time PIN (OTP)** verification.

b) Follow the guidance below for the problem displayed or experienced on your device.



10.3 SECURITY CONTACT DETAILS

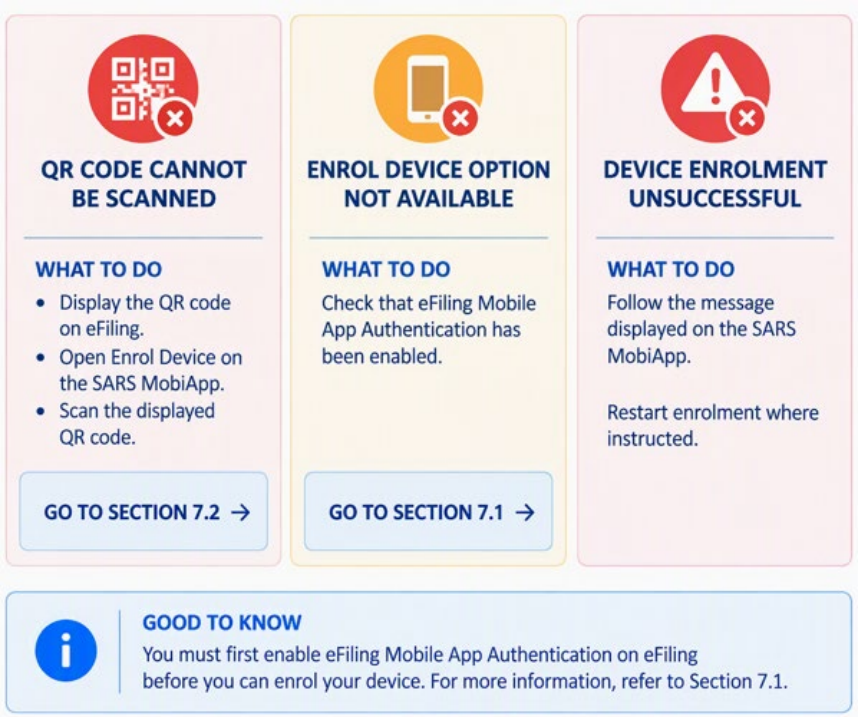
a) Use this section if you are unable to confirm, verify, or update your Security Contact Details on the SARS MobiApp.



10.4 DEVICE ENROLMENT

a) Use this section if you experience a problem enrolling your device for SARS MobiApp Authentication.

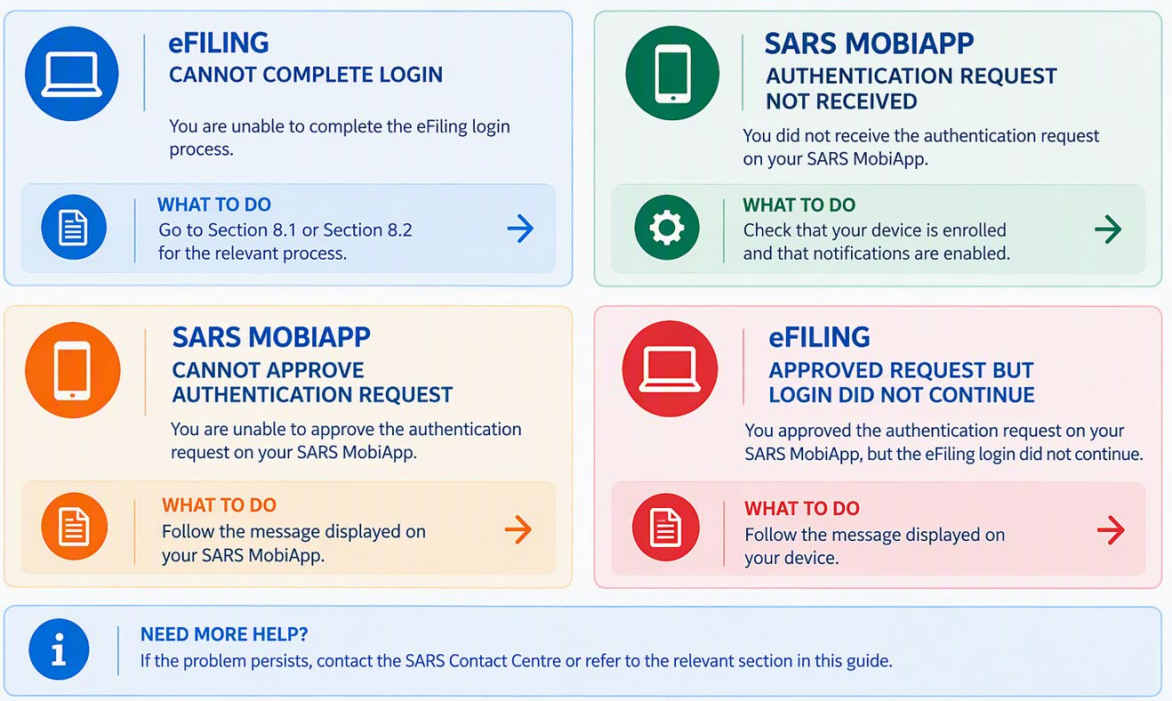
b) Follow the message displayed on eFiling or the SARS MobiApp and use the applicable guidance below.



10.5 LOGIN AND AUTHENTICATION

a) Use this section if you experience a problem logging in to eFiling or completing an authentication request using the SARS MobiApp.

b) Follow the message displayed on eFiling or the SARS MobiApp and use the applicable guidance below.



10.6 FURTHER ASSISTANCE

a) If you are unable to resolve the problem using the guidance provided in this guide or the instructions displayed on your device, contact SARS through an appropriate assistance channel.



11 DEFINITIONS AND ACRONYMS

Glossary A-M | South African Revenue Service (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 or tax practitioner.
- If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277).
- If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 08:00 and 16:00 South African time).