



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's 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 the purpose of 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 tax seasons amongst others.

3 PREREQUISITES FOR USING THE SARS MOBIAPP

- a) Consider the following for effective use of the SARS MobiApp:
 - i) The SARS MobiApp caters only for individual taxpayers and registered tax practitioners.
 - A) Registered tax practitioners who have linked their client's profile will have full access to it.
 - ii) You must be a registered SARS income taxpayer who is liable for the submission of an Income Tax (ITR12) return.
 - A) For more information on how to register refer to the SARS website www.sars.gov.za
 - iii) 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
 - iv) 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



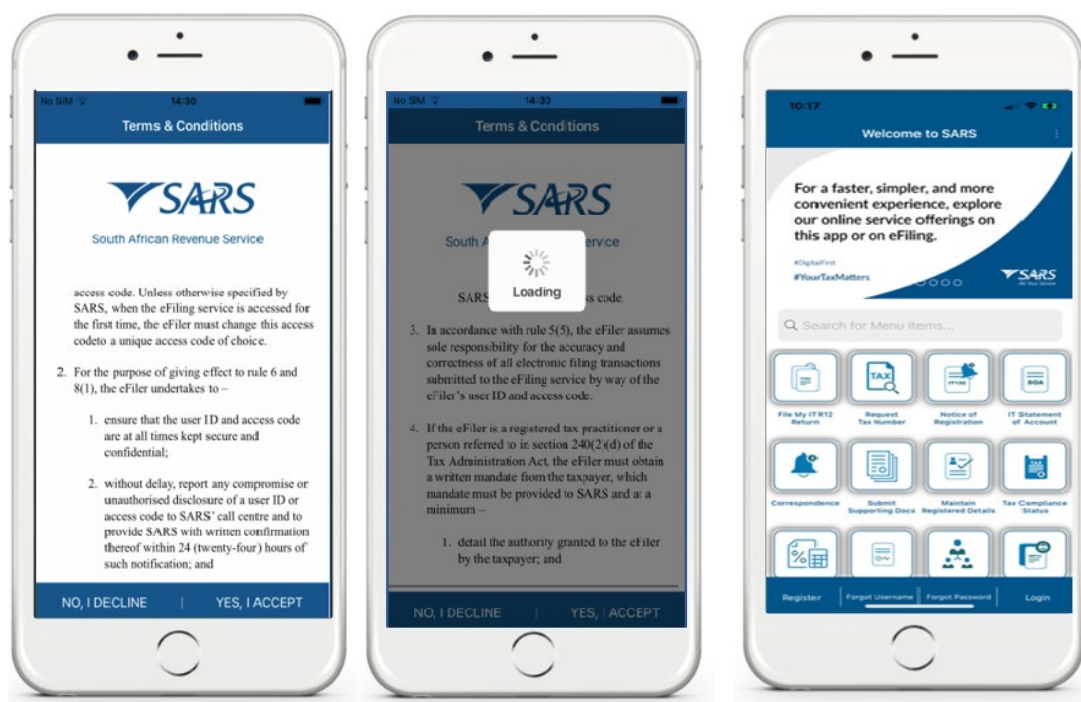
c) To Download:

- 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.

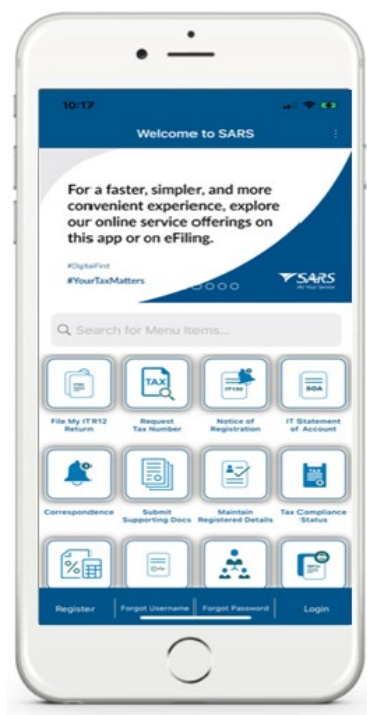
- d) Once you have downloaded the **SARS MobiApp**, you will be presented with the Terms and Conditions page. Carefully read all the terms and conditions, and if you agree tap on '**Yes I Accept**', displayed at the bottom of the screen.
- e) Once selected, the **SARS MobiApp Home** page will be displayed.



5 REGISTRATION FOR THE USE OF THE SARS MOBIAPP

5.1 HOW TO REGISTER FOR THE USE OF THE SARS MOBIAPP

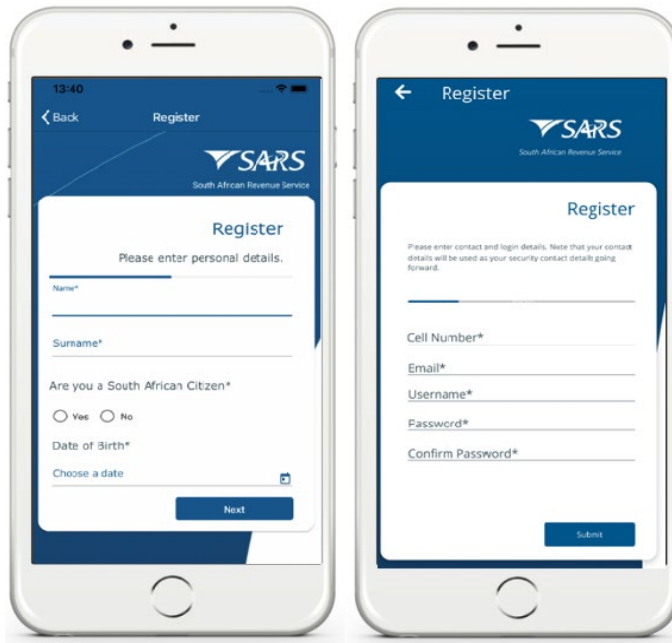
- a) The SARS MobiApp is interrelated to eFiling. This implies that, upon registration, you can use your username and password to access eFiling.



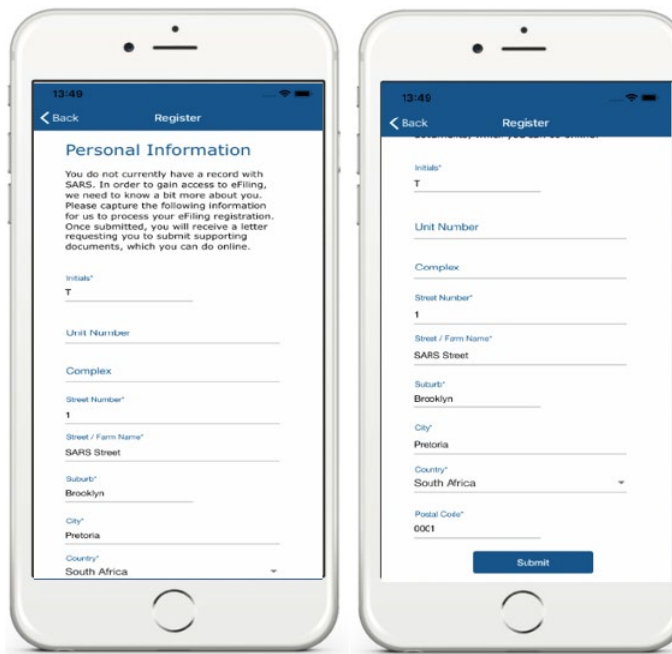
b) **Let's Begin:**

- i) Registration can be resolved by navigating on the MobiApp in two ways. This is either by tapping on the **Register** button displayed at the bottom of the SARS MobiApp **Home Page**, or by tapping on the **Registration** icon displayed as part of the service icons displayed on the MobiApp **Home Page**.

- c) Once **Register** is tapped, you will be directed to the **Register Page**.



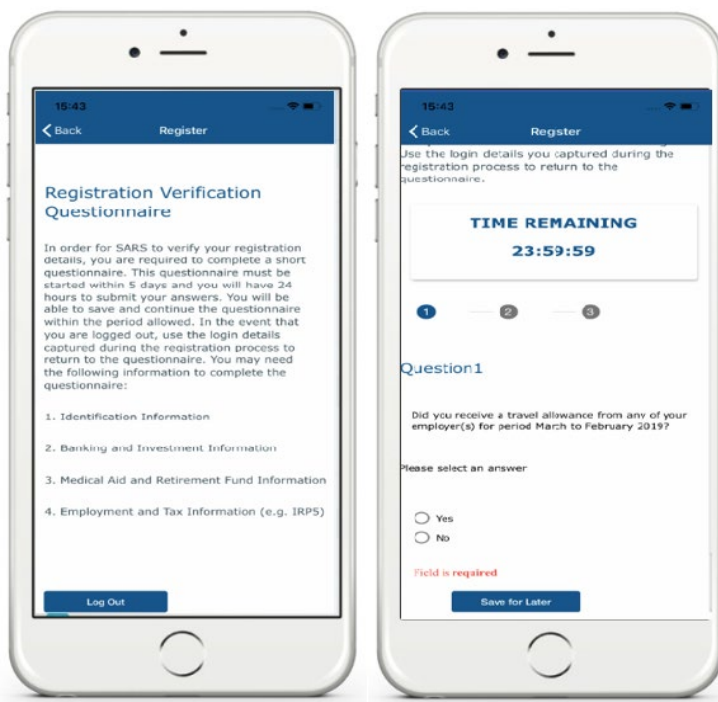
- d) Tap on the required demographic information and complete as listed.



Do ensure that you complete accurate and correct demographic information.

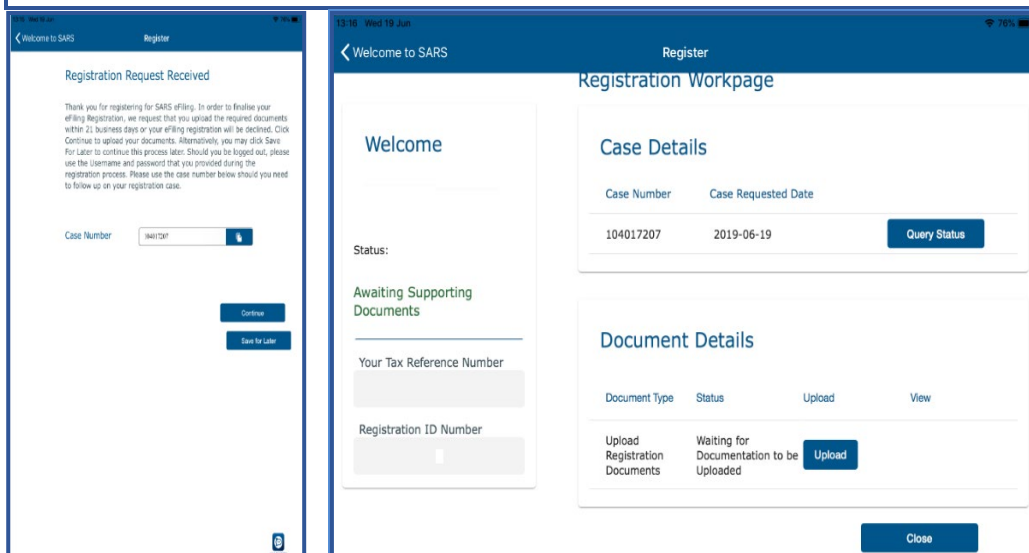
- e) Once all the mandatory fields have been completed, tap on **Submit**. This will direct you to the **Registration Request Received Page**.
- f) Take note of your case number and the details pertaining to your registration.
- g) Tap on **Continue**, this will route you to the **Registration Work Page**.

Take note of whether there is correspondence required to complete a questionnaire or upload supporting documents. Also note the 'Query Status' tab which details the progress of your registration.



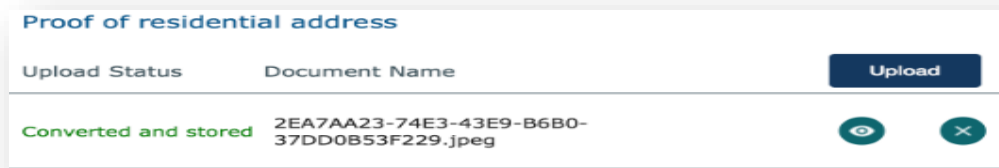
- h) If you are required to complete the questionnaire, take note of the requirements. You can log out by tapping on “**Log Out**” or complete the questionnaire later by tapping on “**Save for Later**.”

Note the time remaining to complete the questionnaire.





- i) If you are required 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 also listed on the **Upload Documents Page**.

- j) When the document has been uploaded, the **Upload Status** of the applicable document will change to *'Converted and stored.'*



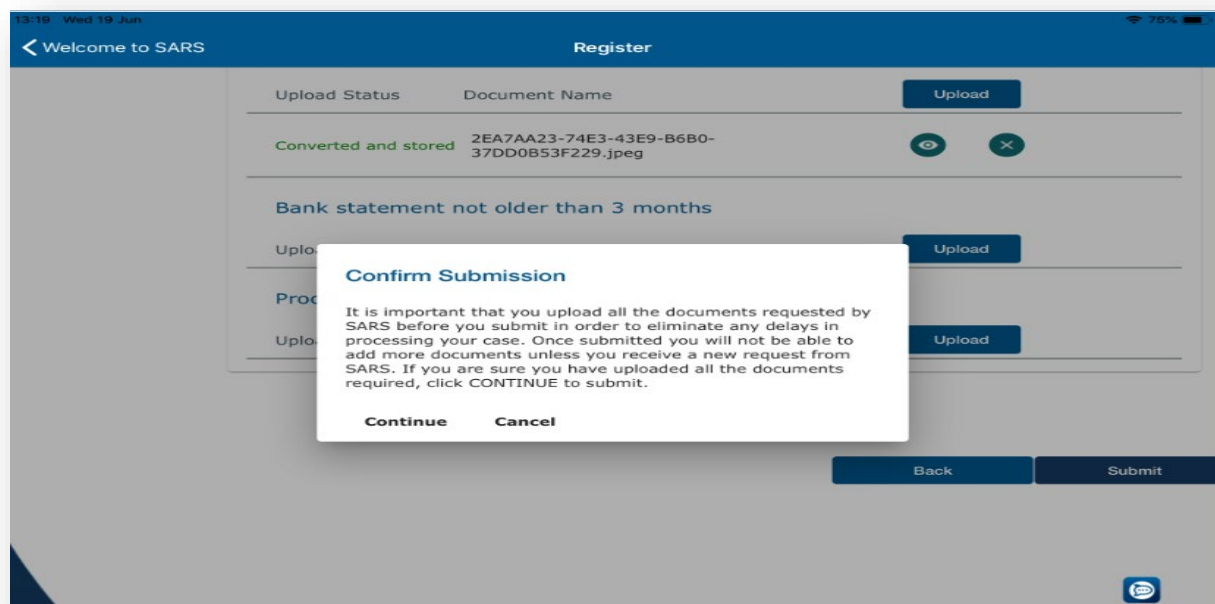
- k) The icons displayed are for the following use:

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

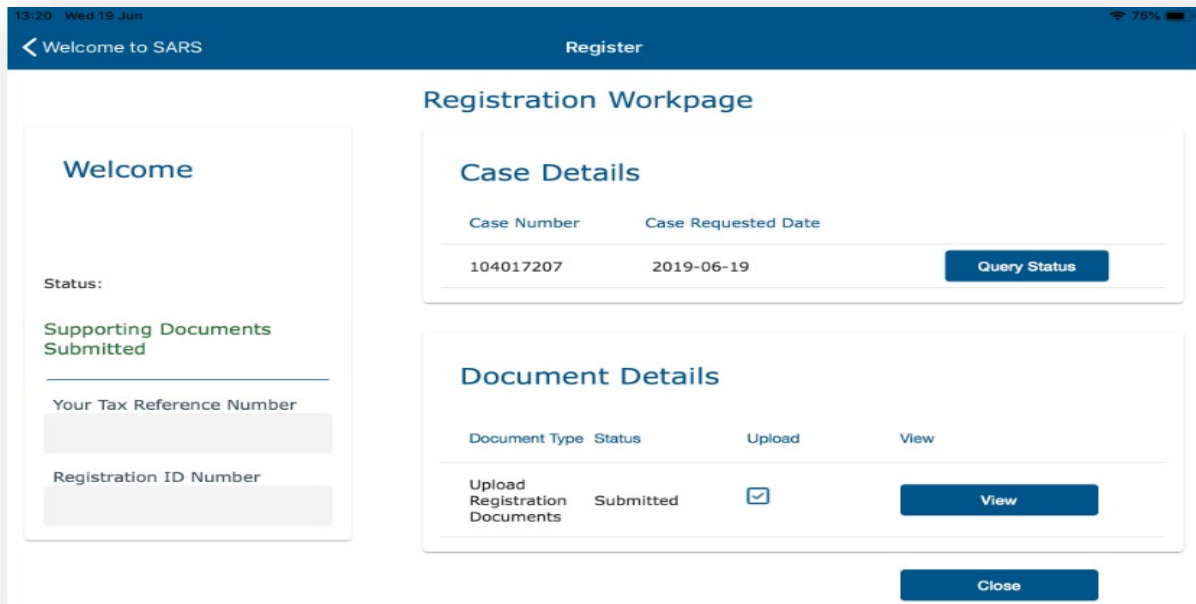
Note the following:

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

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



- m) A pop-up message will be displayed. Take note of the confirmation and if you agree, tap on **Continue**.
- n) This will result in the documents *Status* changing to Submitted on the **Registration Work** page.



13:20 Wed 19 Jun

Welcome to SARS Register

Registration Workpage

Welcome

Status:

Supporting Documents Submitted

Your Tax Reference Number

Registration ID Number

Case Details

Case Number	Case Requested Date	
104017207	2019-06-19	Query Status

Document Details

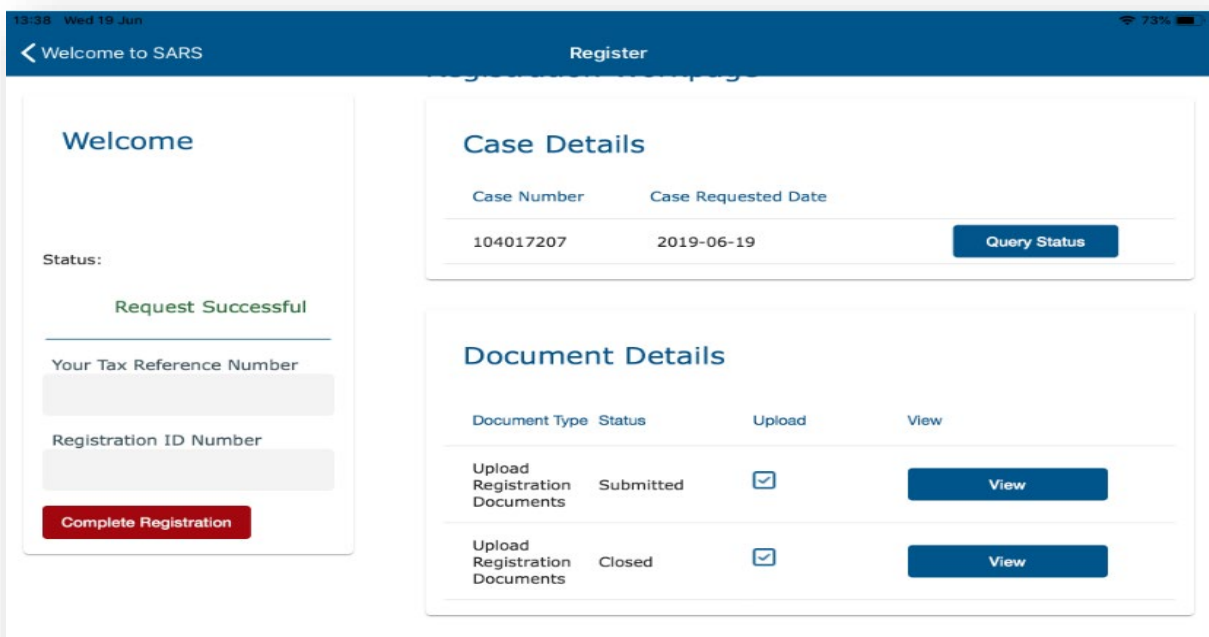
Document Type	Status	Upload	View
Upload Registration Documents	Submitted	<input checked="" type="checkbox"/>	View

[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, kindly book an appointment to visit one of our SARS Branch's to finalise your eFiling registration.

- o) Once your document has been validated the **Complete Registration** button will be displayed on your **Registration Work** page.



13:38 Wed 19 Jun

Welcome to SARS Register

Registration Workpage

Welcome

Status:

Request Successful

Your Tax Reference Number

Registration ID Number

[Complete Registration](#)

Case Details

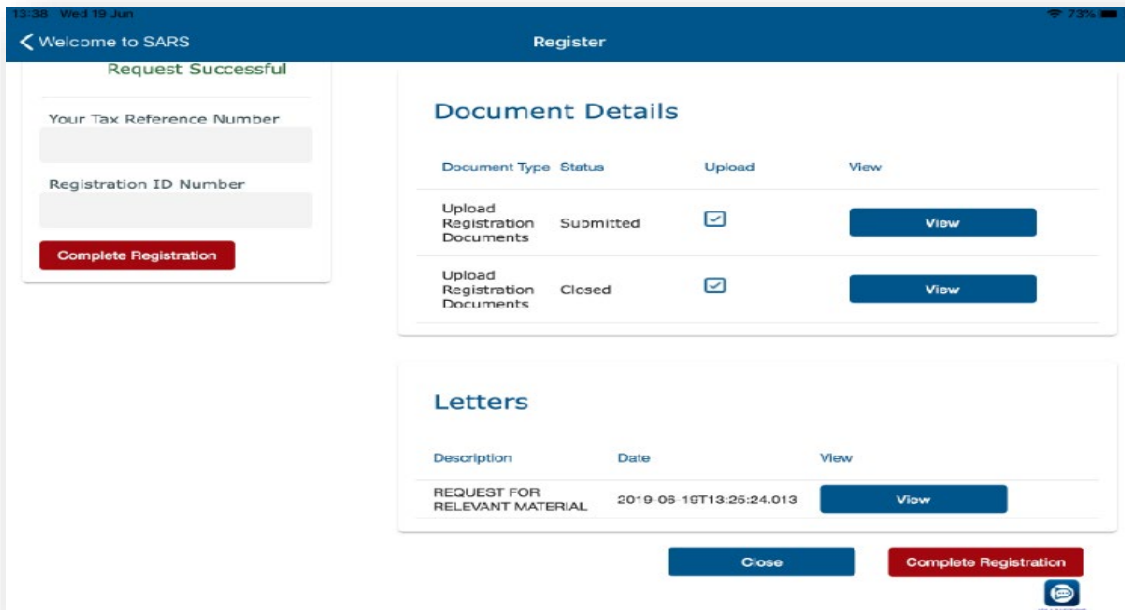
Case Number	Case Requested Date	
104017207	2019-06-19	Query Status

Document Details

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

- p) Tap on **Complete Registration**

[Complete Registration](#)



13:38 Wed 19 Jun 73%

< Welcome to SARS Register

Request Successful

Your Tax Reference Number

Registration ID Number

Complete Registration


Document Details


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

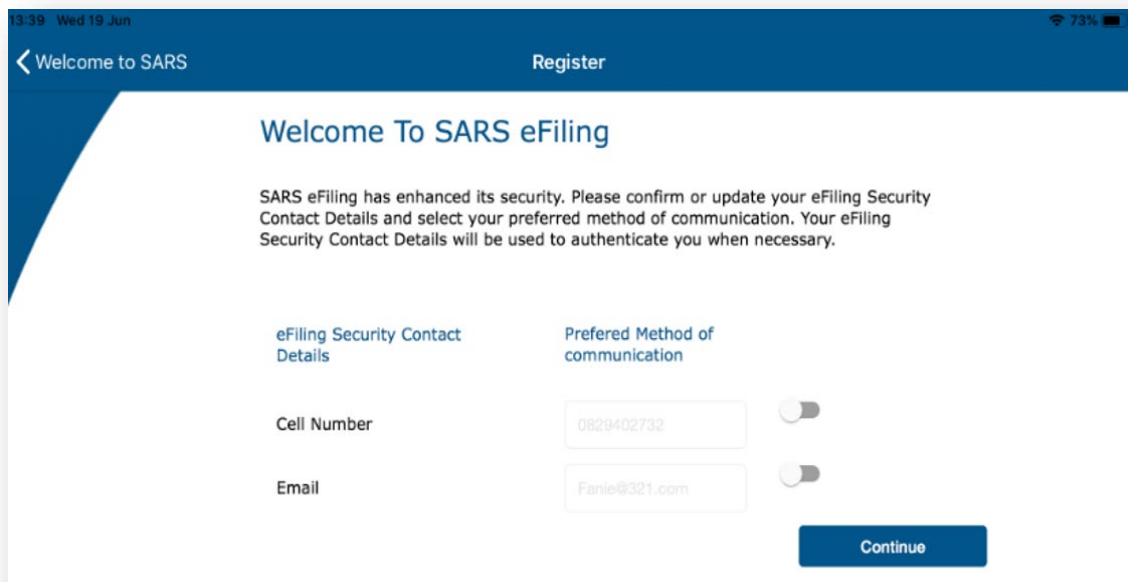
Letters

Description	Date	View
REQUEST FOR RELEVANT MATERIAL	2019-05-16T13:25:24.013	View

Close **Complete Registration**



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



13:39 Wed 19 Jun 73%

< Welcome to SARS Register

Welcome To SARS eFiling

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

eFiling Security Contact Details	Preferred Method of communication
Cell Number	0829402732 <input type="radio"/>
Email	Fanie@321.com <input type="radio"/>

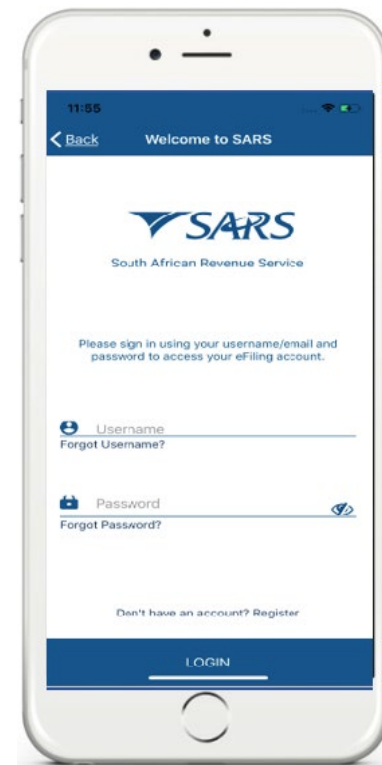
Continue

- t) The **One Time Pin (OTP)** page will be displayed and requires you to complete the last 6 digits of your OTP sent through your preferred method of communication.

- u) 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.
- v) **Upon completion of your registration, you are now required to login to the MobiApp by making use of your Username and Password.**

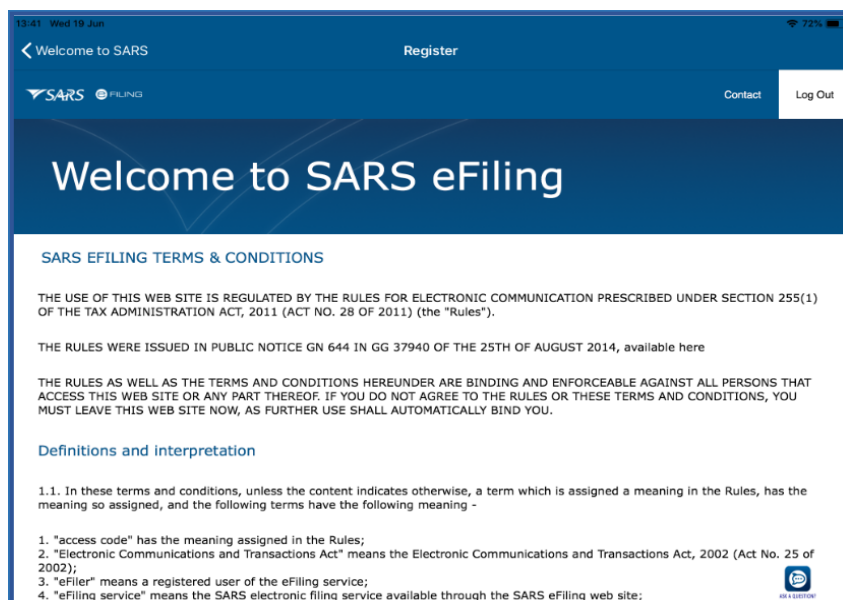


- w) On the **Welcome Page**
 - i) Complete your *Username* and *Password*
 - ii) Once completed, tap on **Login**



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

Take note of the SARS eFiling Terms and Conditions.



13:41 Wed 19 Jun

Welcome to SARS Register

SARS eFILING Contact Log Out

Welcome to SARS eFiling

SARS eFILING TERMS & CONDITIONS

THE USE OF THIS WEB SITE IS REGULATED BY THE RULES FOR ELECTRONIC COMMUNICATION PRESCRIBED UNDER SECTION 255(1) OF THE TAX ADMINISTRATION ACT, 2011 (ACT NO. 28 OF 2011) (the "Rules").

THE RULES WERE ISSUED IN PUBLIC NOTICE GN 644 IN GG 37940 OF THE 25TH OF AUGUST 2014, available here

THE RULES AS WELL AS THE TERMS AND CONDITIONS HEREUNDER ARE BINDING AND ENFORCEABLE AGAINST ALL PERSONS THAT ACCESS THIS WEB SITE OR ANY PART THEREOF. IF YOU DO NOT AGREE TO THE RULES OR THESE TERMS AND CONDITIONS, YOU MUST LEAVE THIS WEB SITE NOW, AS FURTHER USE SHALL AUTOMATICALLY BIND YOU.

Definitions and interpretation

1.1. In these terms and conditions, unless the content indicates otherwise, a term which is assigned a meaning in the Rules, has the meaning so assigned, and the following terms have the following meaning -

1. "access code" has the meaning assigned in the Rules;
2. "Electronic Communications and Transactions Act" means the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002);
3. "eFiler" means a registered user of the eFiling service;
4. "eFiling service" means the SARS electronic filing service available through the SARS eFiling web site;

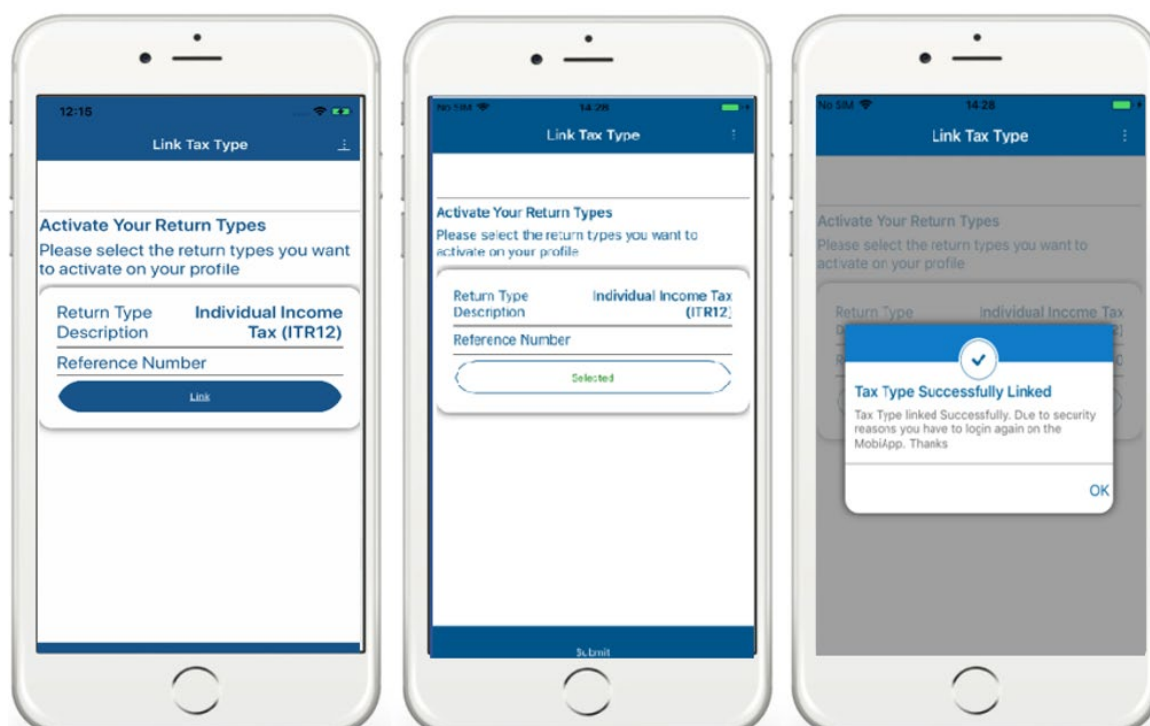
y) Once you have noted and agree with the SARS eFiling Terms and Conditions, tap on **I Accept**



I Decline I Accept

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" page will be displayed on your device, requesting you to activate your Individual Income tax (ITR12).



12:15 Link Tax Type

Activate Your Return Types
Please select the return types you want to activate on your profile

Return Type	Individual Income Tax (ITR12)
Description	Tax (ITR12)
Reference Number	

Link

14:26 Link Tax Type

Activate Your Return Types
Please select the return types you want to activate on your profile

Return Type	Individual Income Tax (ITR12)
Description	Tax (ITR12)
Reference Number	Selected

14:28 Link Tax Type

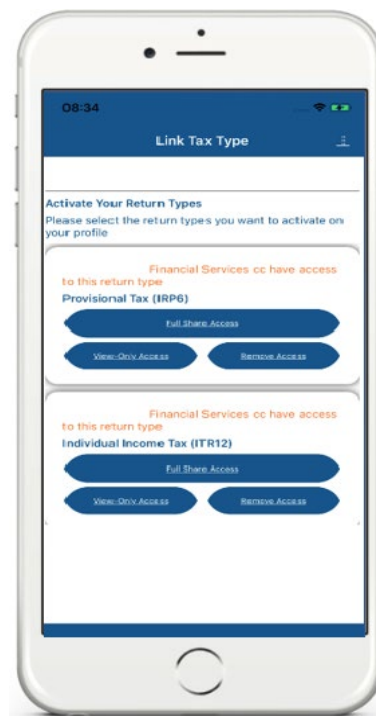
Activate Your Return Types
Please select the return types you want to activate on your profile

Return Type	Individual Income Tax (ITR12)
Description	Tax (ITR12)
Reference Number	Selected


Tax Type Successfully Linked
Tax Type linked Successfully. Due to security reasons you have to login again on the MobiApp. Thanks

OK


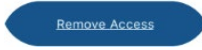
- z) **Activate** your Income Tax Return (ITR12) by tapping on **Link**. Select the applicable tax type by tapping on selected and note the pop-up message displayed.
- aa) Once you have been activated for the submission of the Individual Income Tax Return (ITR12), tap on **Submit**.
- bb) Where the taxpayer has shared access with a Tax Practitioner, your device will display three access rights buttons for each tax type:



- cc) 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.

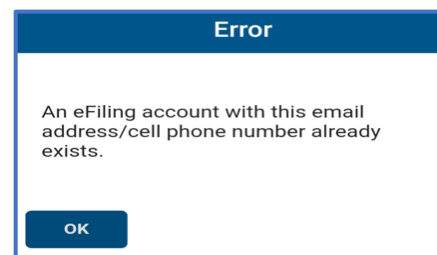
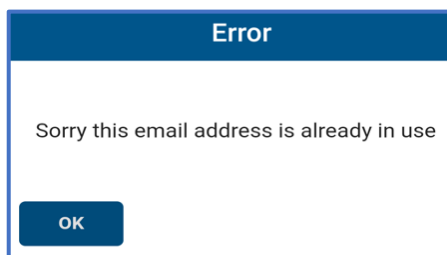
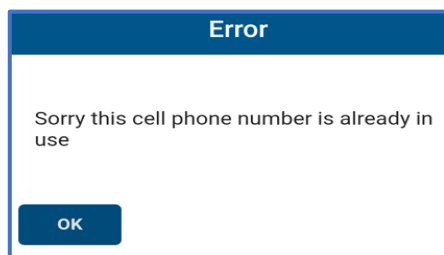
Note that the MobiApp caters for a user with full shared access only. Users with view-only access will need to log onto SARS eFiling.

- 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.

Note that the taxpayer can also finalise/complete their eFiling Registration that was initiated at the branch through eFiling.

5.2 HOW TO RESPOND TO ERROR NOTIFICATIONS

- 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 exists, as it forms part of an existing eFiling account, one of the following error messages will be displayed:



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

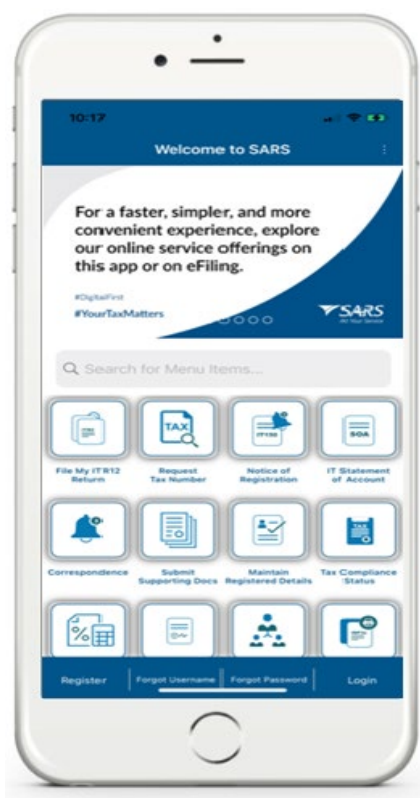
6 REGISTRATION FOR PERSONAL INCOME TAX (PIT)

6.1 HOW NEW TAXPAYERS CAN REGISTER FOR PERSONAL INCOME TAX (PIT)

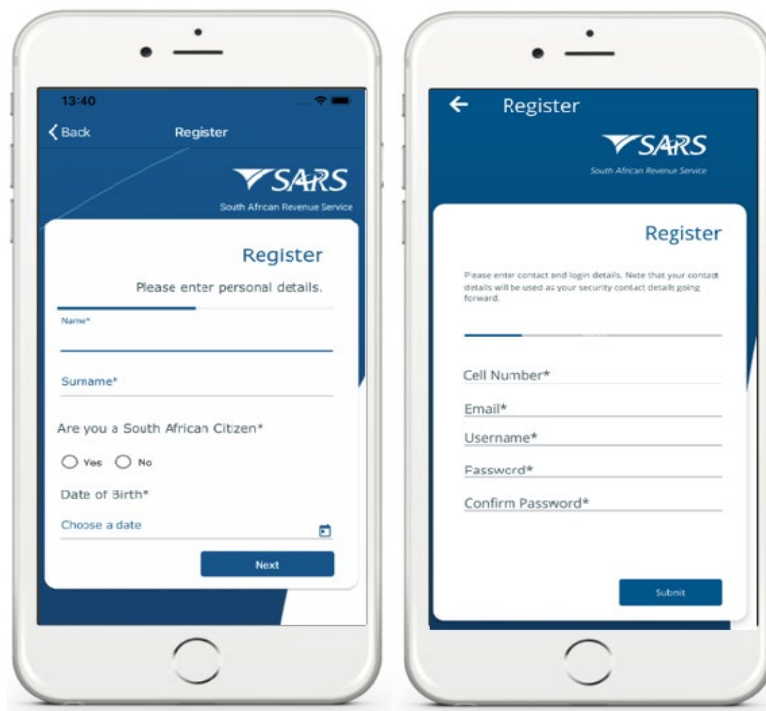
- a) New taxpayers can now register their Personal Income Tax (PIT) via the SARS MobiApp. This implies that new taxpayers can obtain their Tax Reference Number (TRN) and further access their Notice of Registration via the SARS MobiApp.

Note that this service is applicable only in the following instances:

- To individuals who have a valid South African ID number and have not yet registered for eFiling.
- To individuals who are not yet registered and activated for the PIT tax product

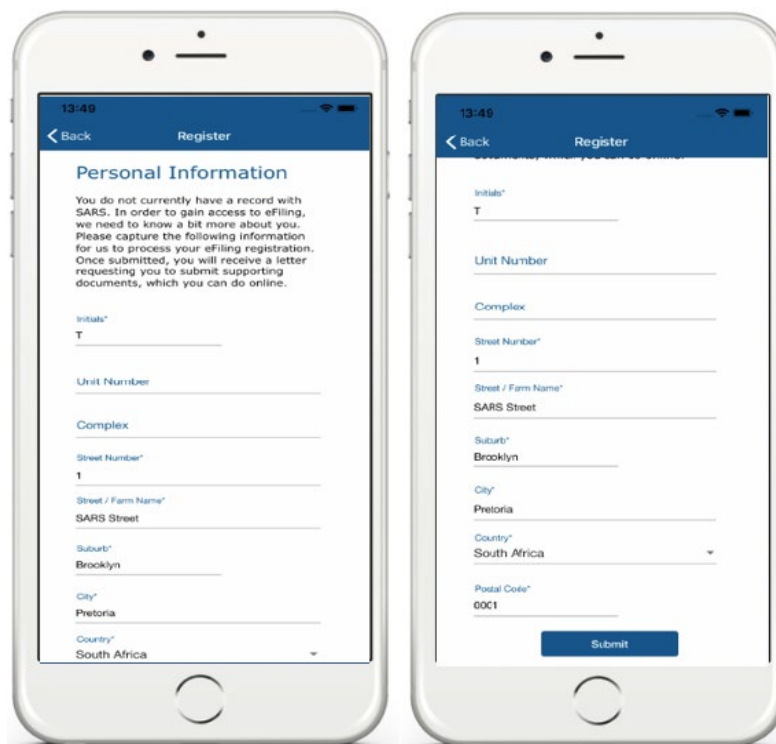


- b) Tap on the **Register** icon displayed on the bottom of the SARS MobiApp **Home** page, this will direct you to the **Register** page.



The image shows two side-by-side screenshots of the SARS MobiApp 'Register' page. The left screenshot displays the 'Personal Information' section, which includes fields for 'Name*', 'Surname*', 'Are you a South African Citizen*' (with 'Yes' and 'No' radio buttons), and 'Date of Birth*' (with a 'Choose a date' link). A 'Next' button is at the bottom. The right screenshot displays the 'Contact and Login Details' section, which includes fields for 'Cell Number*', 'Email*', 'Username*', 'Password*', and 'Confirm Password*'. A 'Submit' button is at the bottom. Both screens have a blue header with the SARS logo and the text 'South African Revenue Service'.

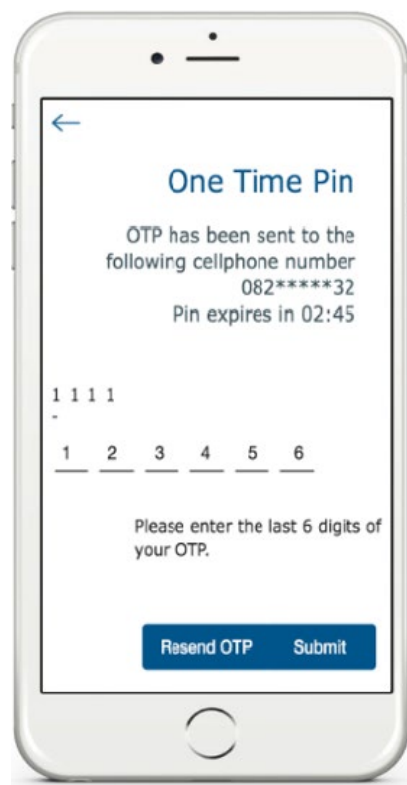
- c) Tap on the required demographic information as displayed on your device and complete as listed.
- d) Once the information is completed, tap on **Next** to move to the next page and continue completing the required information.



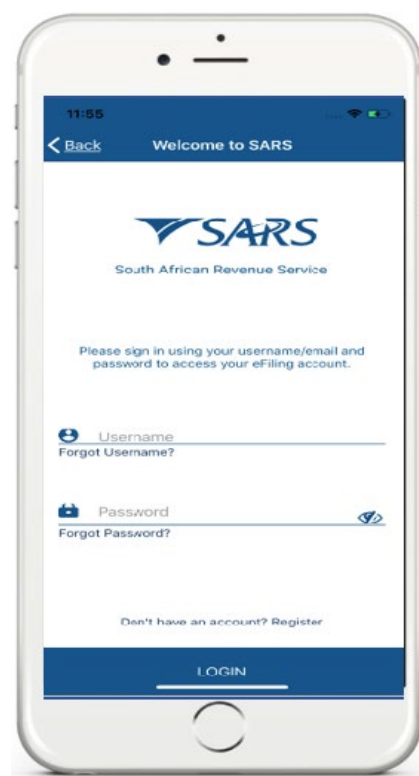
The image shows two side-by-side screenshots of the SARS MobiApp 'Register' page. The left screenshot displays the 'Personal Information' section, which includes fields for 'Initials*', 'Unit Number', 'Complex', 'Street Number*', 'Street / Farm Name*', 'Suburb*', 'City*', and 'Country*'. A 'Next' button is at the bottom. The right screenshot displays the 'Contact and Login Details' section, which includes fields for 'Initials*', 'Unit Number', 'Complex', 'Street Number*', 'Street / Farm Name*', 'Suburb*', 'City*', 'Country*', and 'Postal Code*'. A 'Submit' button is at the bottom. Both screens have a blue header with the SARS logo and the text 'South African Revenue Service'.

- e) Once all the mandatory fields have been completed, tap on **Submit**.
- f) You will then be prompted to select your preferred method of communication.

- g) The **One Time Pin (OTP)** page will be displayed which requires you to complete the last 6 digits of your OTP sent through to your preferred method of communication.
- h) Complete the OTP and tap on **Submit**.
- i) If the OTP completed is correct, a message will be displayed.
- j) **Upon completion of your registration, you are now required to log into the MobiApp by making use of your username and password.**

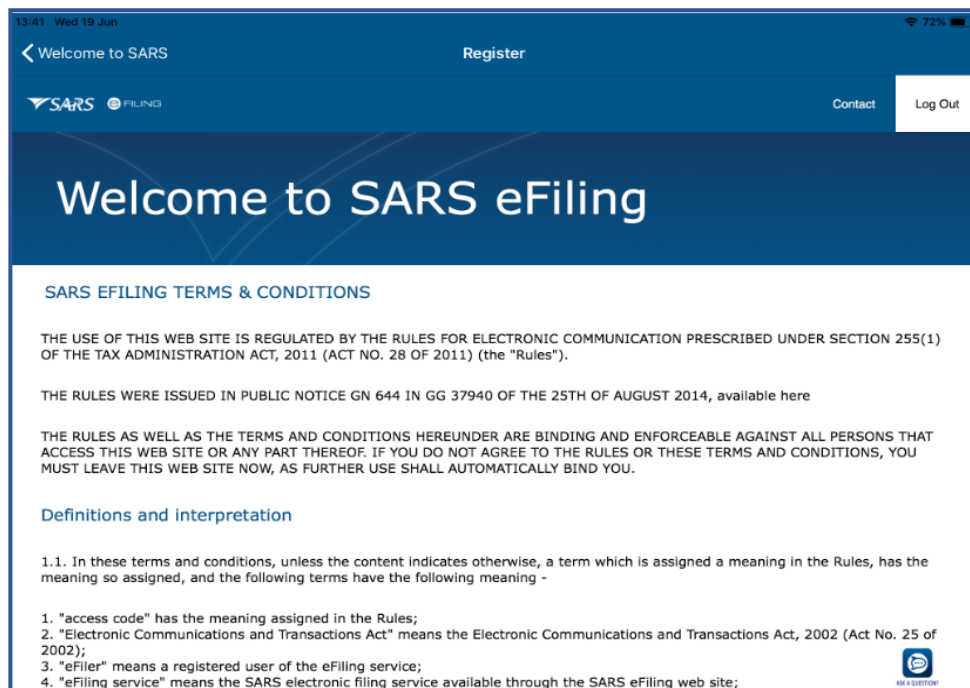


- k) On the **Welcome** page
 - i) Complete your *username* and *password*, then tap on **Login**.



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

Take note of the SARS eFiling Terms and Conditions.



13:41 Wed 19 Jun 72%

Welcome to SARS Register

SARS eFILING Contact Log Out

Welcome to SARS eFiling

SARS EFILING TERMS & CONDITIONS

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1. "access code" has the meaning assigned in the Rules;
2. "Electronic Communications and Transactions Act" means the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002);
3. "eFiler" means a registered user of the eFiling service;
4. "eFiling service" means the SARS electronic filing service available through the SARS eFiling web site;

ASK A QUESTION

- m) Once you have noted and agree with the SARS eFiling Terms and Conditions, tap on **I Accept**

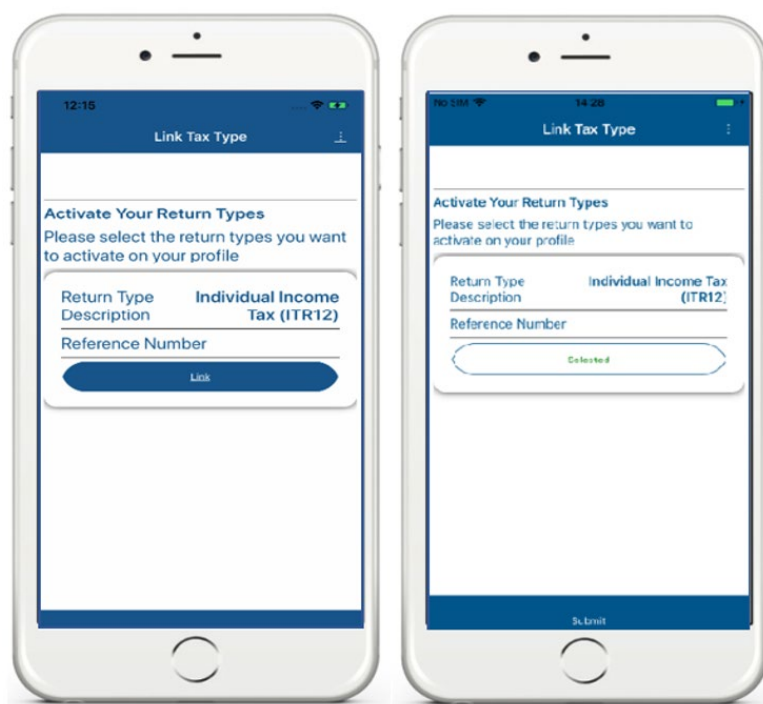


I Decline I Accept

ASK A QUESTION

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

- n) You are now required to link your new PIT number to your eFiling profile. This is done by activating your Income Tax Return (ITR12) on your profile.
- o) Activate your Income Tax Return (ITR12) by tapping on **Link** on the **Link Tax Type Page**.



12:15 Link Tax Type

Activate Your Return Types

Please select the return types you want to activate on your profile

Return Type	Individual Income Tax (ITR12)
Description	
Reference Number	

Link

14:28 Link Tax Type

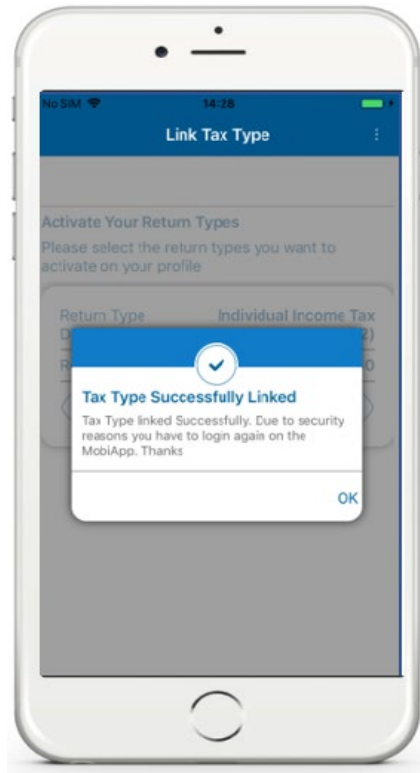
Activate Your Return Types

Please select the return types you want to activate on your profile

Return Type	Individual Income Tax (ITR12)
Description	
Reference Number	Collected

Submit

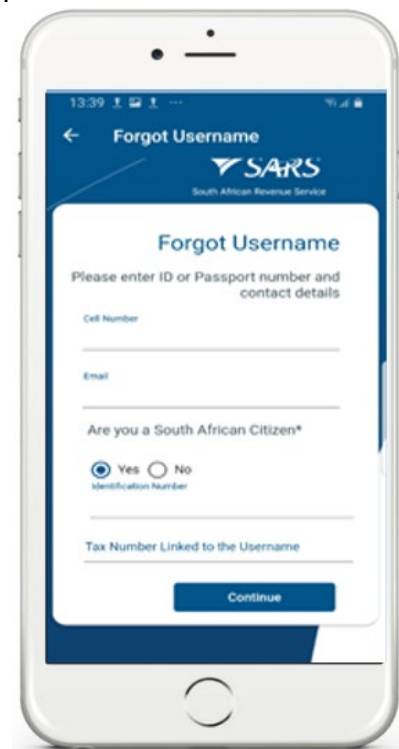
- p) Once you have been activated for the submission of the Individual Income Tax Return (ITR12), tap on **Submit**.



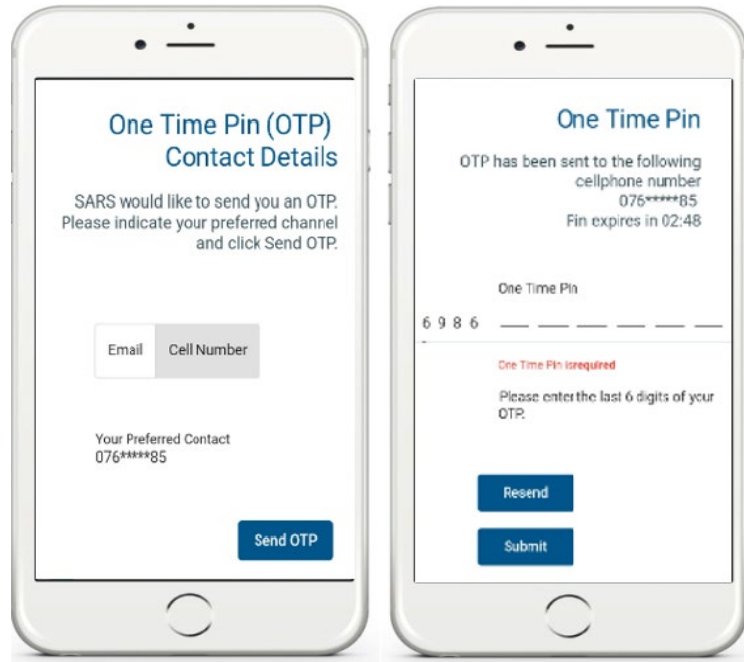
7 LOGIN AND AUTHENTICATION

7.1 FORGOT USERNAME

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



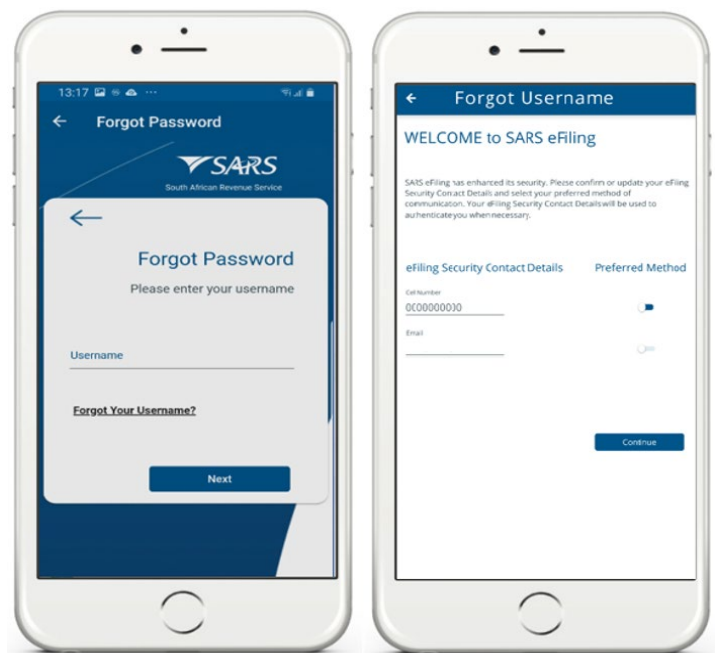
- d) This will direct you to the **OTP Contact Details Page**. Select your preferred channel and tap on **Send OTP**. An OTP will be sent through to your selected channel.
- e) Your device will prompt you to complete the OTP sent through. Complete the OTP as requested and tap on **Submit**. **Note that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



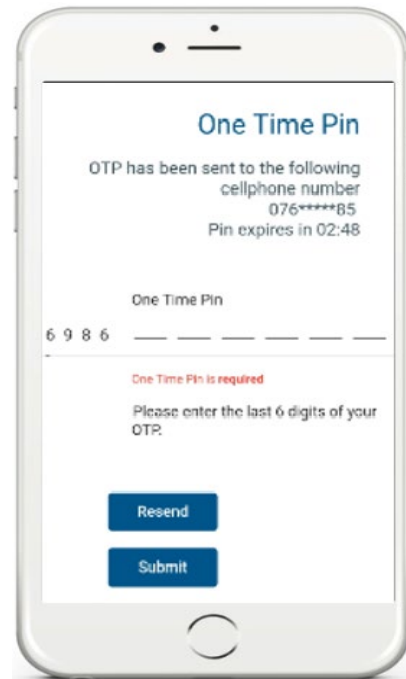
- f) Once completed, you will be presented with your username. Note the screen will prompt you to complete your new password. If you do not want to change your password, close the screen.
- g) If you want to change your password, complete your new password on the fields stipulated before tapping on **Submit**.

7.2 FORGOT PASSWORD

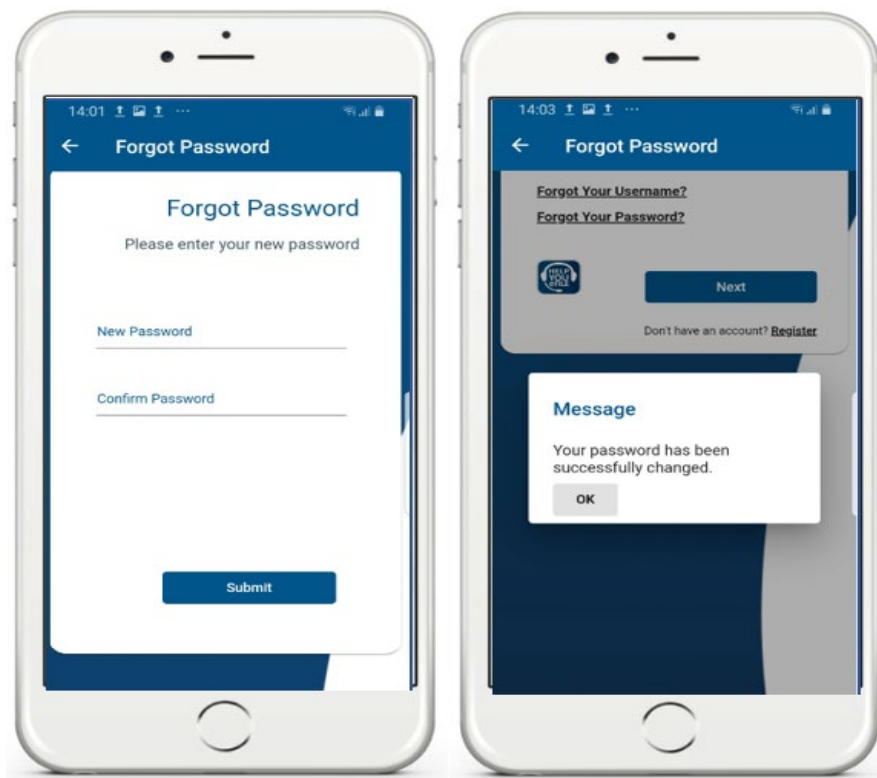
- a) If you have forgotten your password, tap on **Forgot Password**. This will display the **Forgot Password** page.
- b) Complete your username and tap on **Next**.
- c) This will direct you to the OTP Contact details page.
- d) Select your preferred channel and tap on **Send OTP**.



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




- g) Once completed, you will be presented with a screen to complete your new password. Complete your new password on the fields stipulated before tapping on **Submit**. Once submitted, you will receive a message indicating that your password has been successfully changed. Tap on **Ok**.

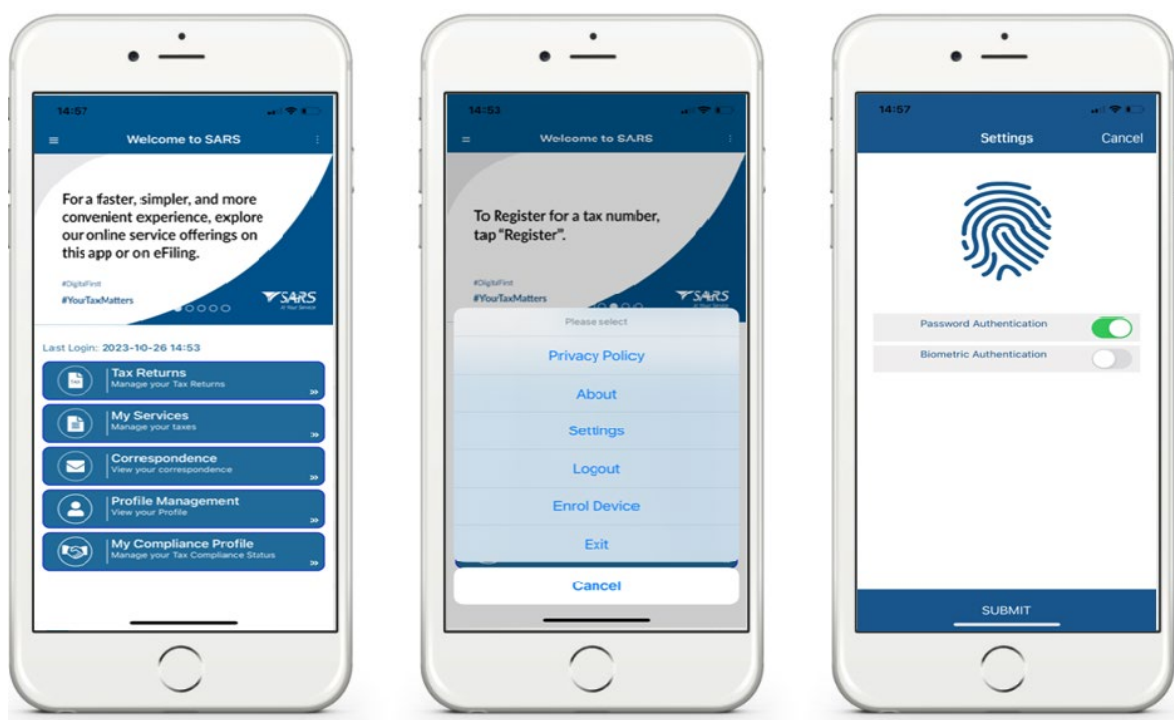


- h) For more details on how to reset your password, refer to the eFiling registration external guide, which is available on the SARS website or view the registration video on the SARS YouTube Channel.

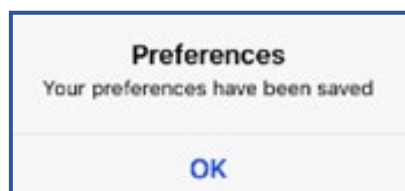
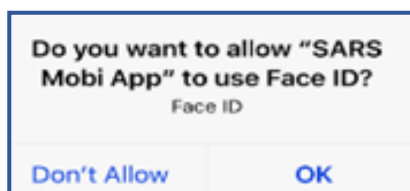
Note and safe keep your password for future use.

7.3 SETTING UP BIOMETRIC AUTHENTICATION

- a) This function will allow you to login on the SARS MobiApp by either using your Face ID or Fingerprint or Password.
- 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 Page**



- d) If your Mobile device allows you to make a 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**



- 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.

7.4 LOGIN USING PASSWORDLESS AND TWO FACTOR AUTHENTICATION

- a) Your smart device can be used for authentication to access your eFiling profile. This can be either by two-factor authentication or by passwordless authentication.
 - i) Two-factor authentication (2FA) implies that you will access your eFiling profile with your username and password. A push notification will be sent to your smart device.
 - ii) Passwordless authentication implies that you will access your eFiling profile with your username. A push notification will be sent to your smart device.

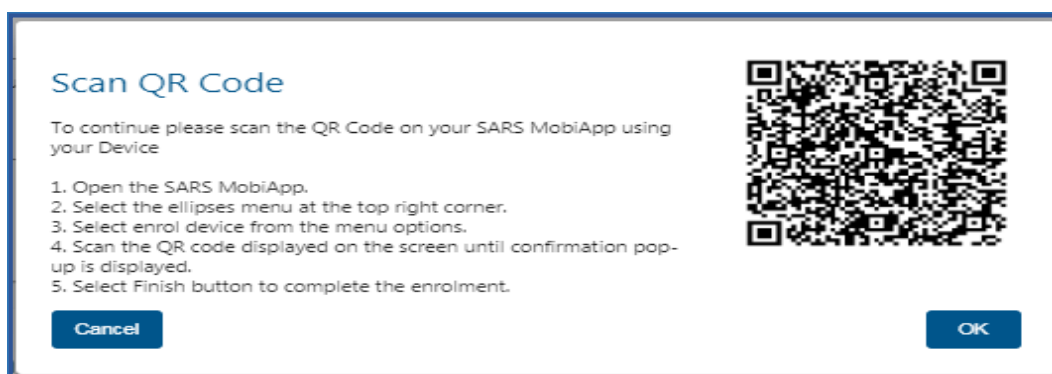
Note that to make use of these services, your smart device must:

- 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"*.
- c) The next section will describe how to enrol your device on eFiling.


7.4.1 ENROLLING YOUR SMART DEVICE

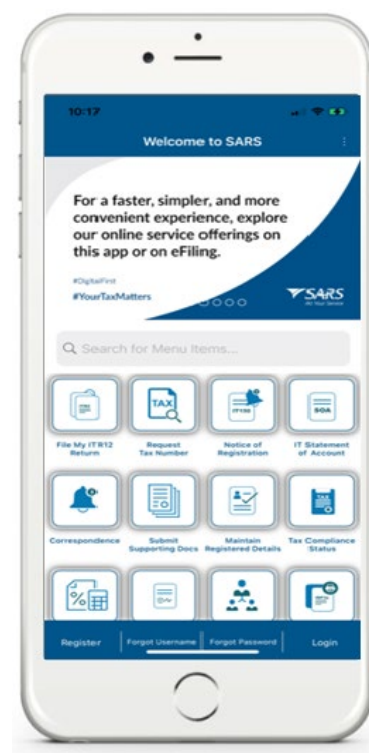
- a) The enrolment process for two-factor authentication or passwordless authentication is the same. Please note that you cannot enable two-factor and passwordless authentication at the same time.
 - i) To enable authentication using your smart device, follow the steps below:
 - A) Login to your eFiling profile
 - B) Click on **My Profile**
 - C) Click on **Profile and Preference Setting**
 - D) Scroll down and select either **Two-Factor Authentication** or **Passwordless Authentication**
 - E) Select **eFiling MobiApp Authentication**. The eFiling **Enrol Device** button will be displayed.
 - F) Click on the **Enrol Device** button. The scan QR Code pop-up message will be displayed with guiding steps.
 - G) Read and follow the steps as listed in the pop-up message.



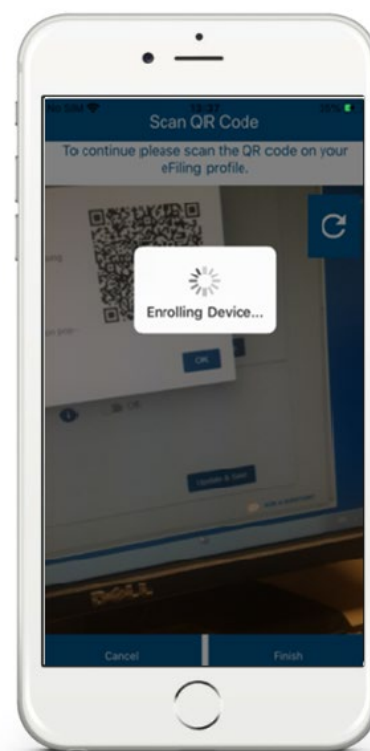
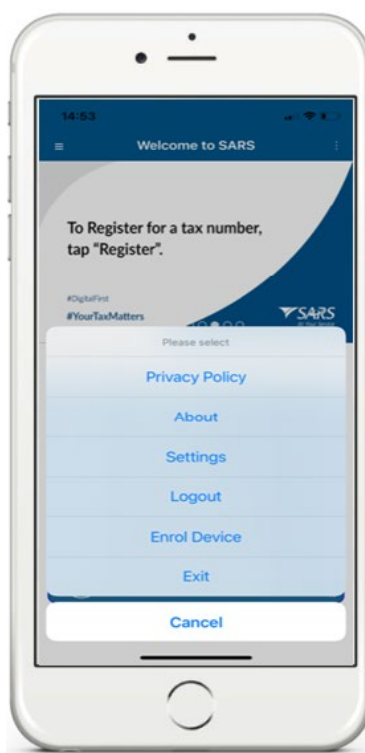
Note that the "OK" button on this pop-up should only be selected after you have followed steps below to scan the QR Code.

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

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

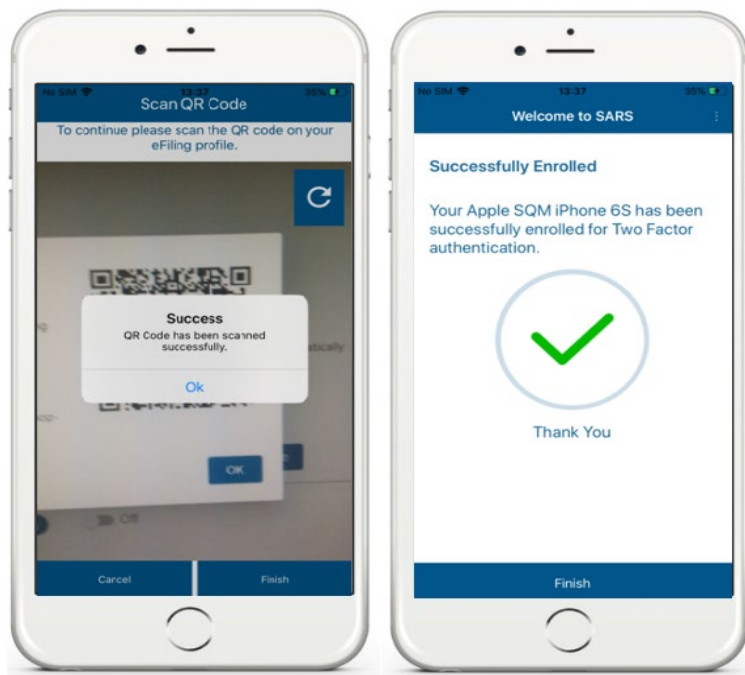


- c) Select **Enrol Device**. The **Scan QR Code** screen will be displayed with your device camera activated.
- d) Scan the **QR code** by focusing your device's camera on the marked square of the pop-up message on your eFiling profile.



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

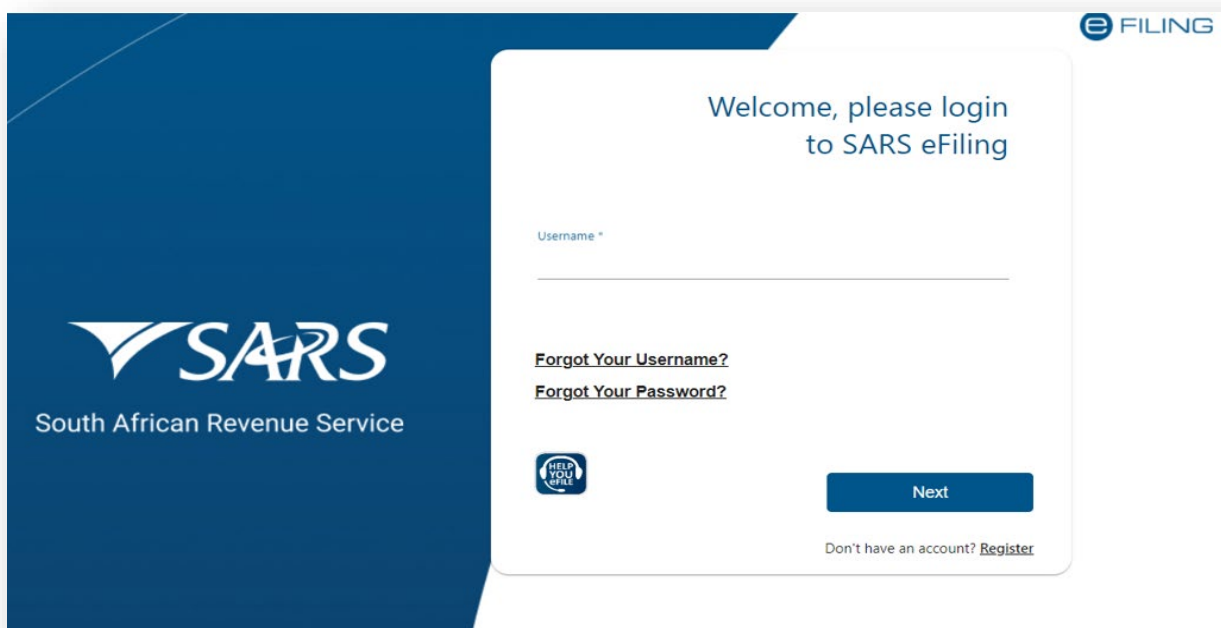
NOTE: Do not close the QR Code on eFiling before completing the enrolment of your device.




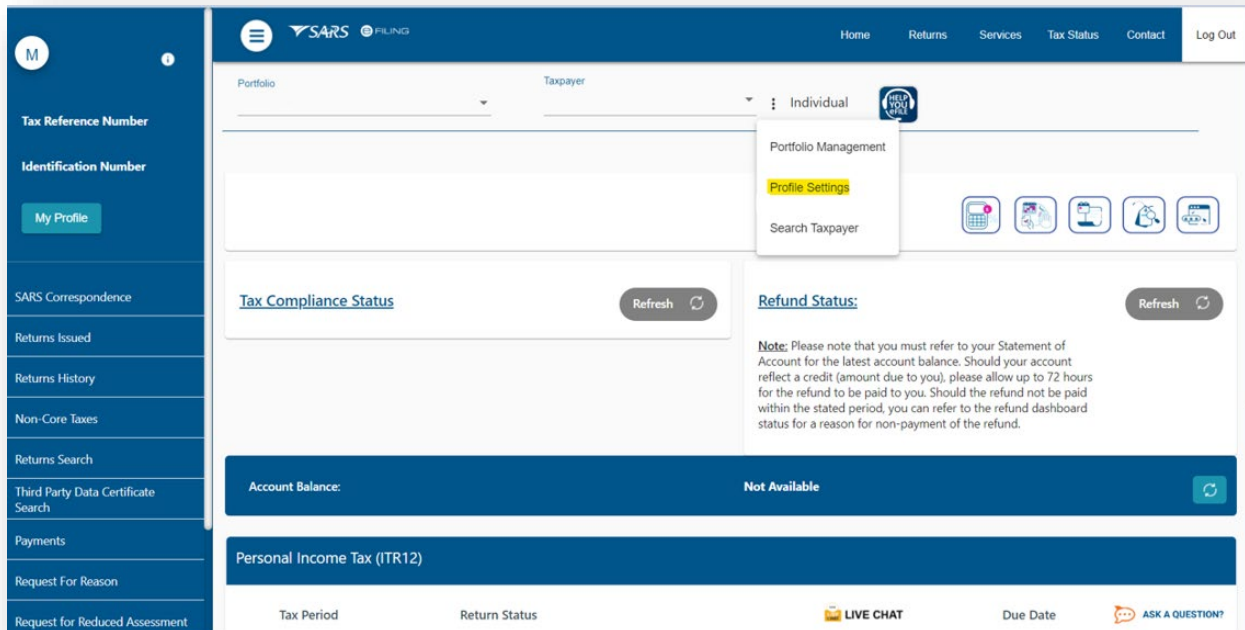
- g) Return to your eFiling profile and select **OK** on the pop-up message.
- h) You will be routed to an authorisation screen, where you will be prompted to select your preferred method of communication. The One-Time-Pin (OTP) will be delivered through your preferred method of communication to finalise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

7.4.2 HOW TO ENABLE TWO FACTOR AUTHENTICATION FROM YOUR eFILING PROFILE

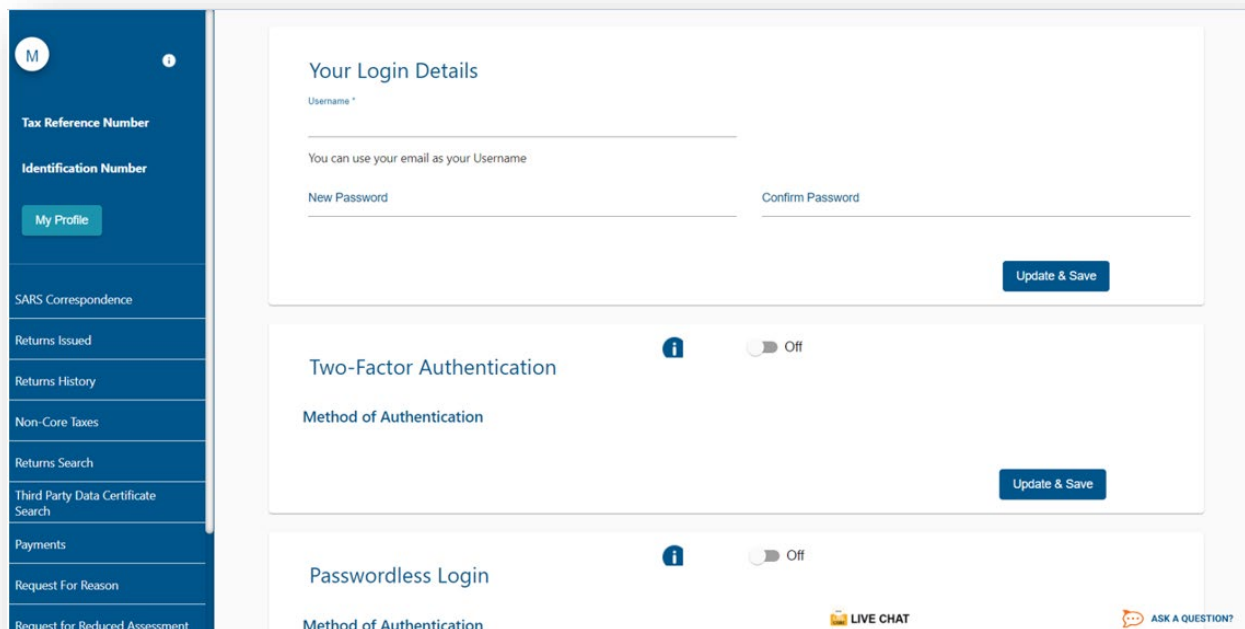
- a) To enable the two-factor authentication from your eFiling profile proceed as follows:
- b) Log into your eFiling profile on the website.



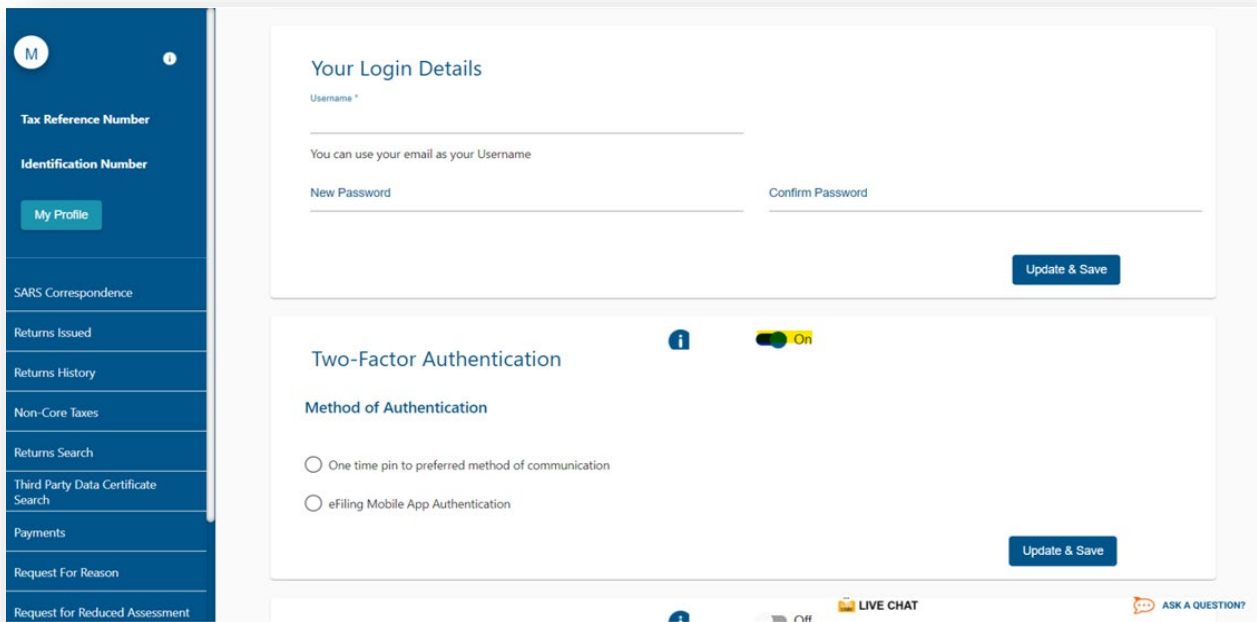
- c) Once you have successfully logged in, click on the *ellipsis icon*  displayed at the top of the screen.
- i) From the menu list displayed, select **Profile Settings**



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

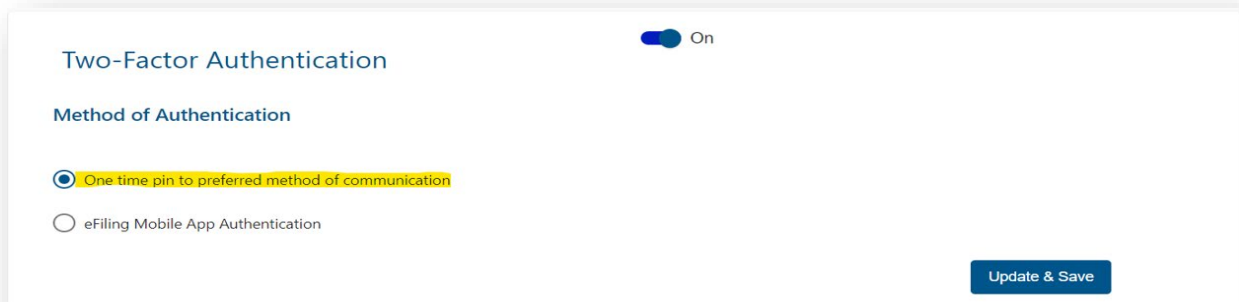


- e) Turn on Two-Factor Authentication by clicking on 



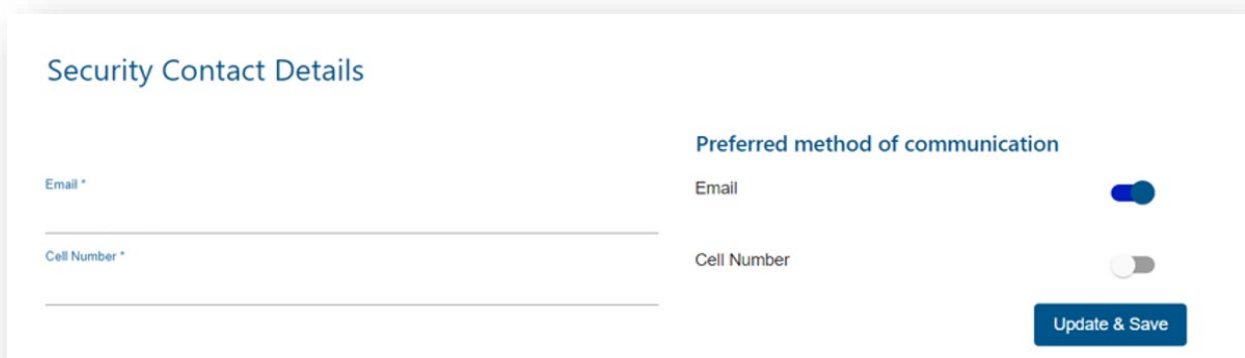
The screenshot shows the SARS eFiling portal interface. On the left is a blue sidebar with navigation links: 'Tax Reference Number', 'Identification Number', 'My Profile', 'SARS Correspondence', 'Returns Issued', 'Returns History', 'Non-Core Taxes', 'Returns Search', 'Third Party Data Certificate Search',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

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

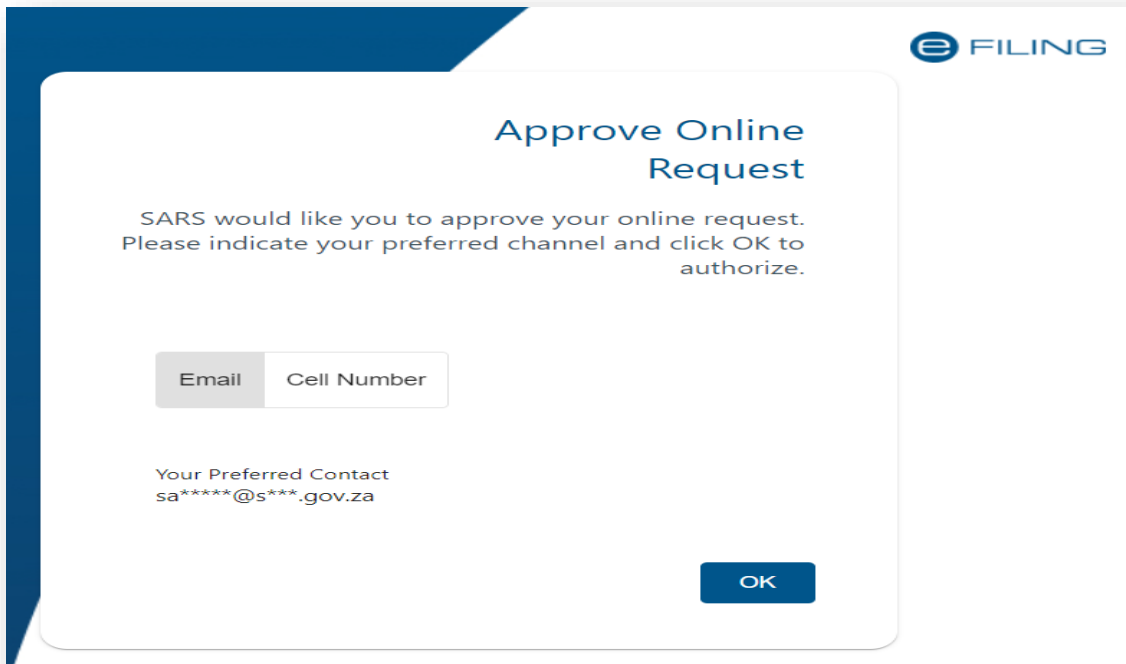


This is a close-up of the 'Two-Factor Authentication' section. The toggle switch is 'On'. Under 'Method of Authentication', the radio button for 'One time pin to preferred method of communication' is selected and highlighted with a yellow box. The 'eFiling Mobile App Authentication' option is unselected. An 'Update & Save' button is located at the bottom right.

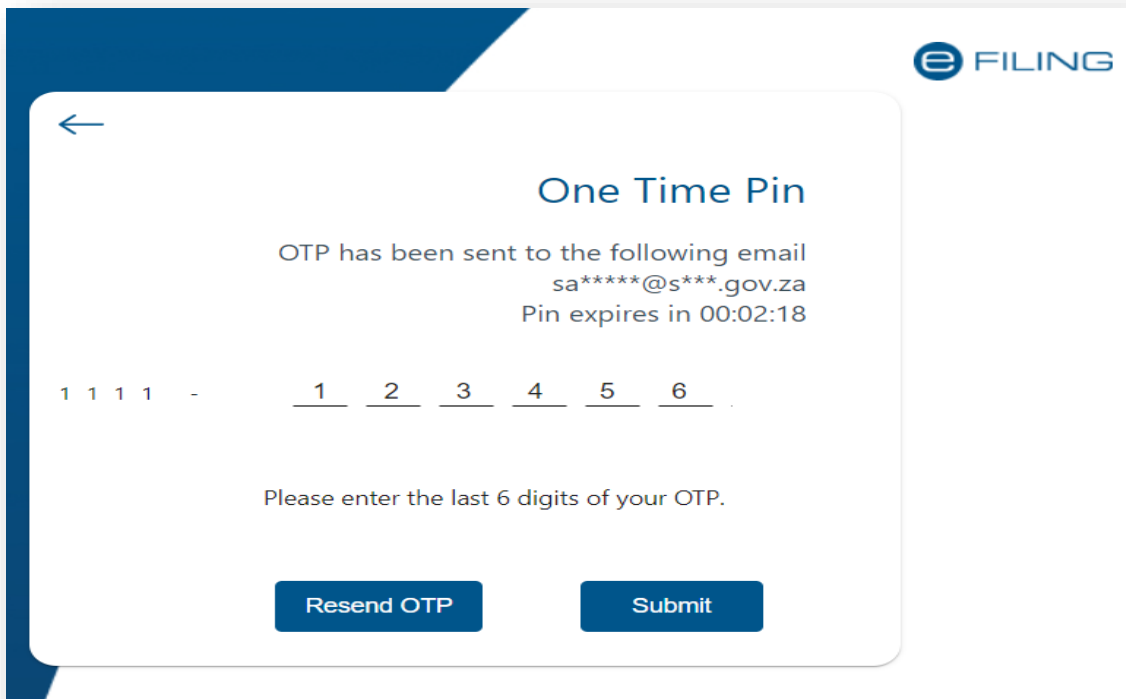
- h) Complete the Security Contact Details and select the preferred method of communication.
 - i) Do note that the OTP will be sent to the completed Security Contact Details
- i) Click on **Update & Save**



The screenshot shows the 'Security Contact Details' form. It has two input fields: 'Email *' and 'Cell Number *'. To the right, under 'Preferred method of communication', there are two toggle switches: 'Email' (which is turned 'On') and 'Cell Number' (which is turned 'Off'). An 'Update & Save' button is at the bottom right.

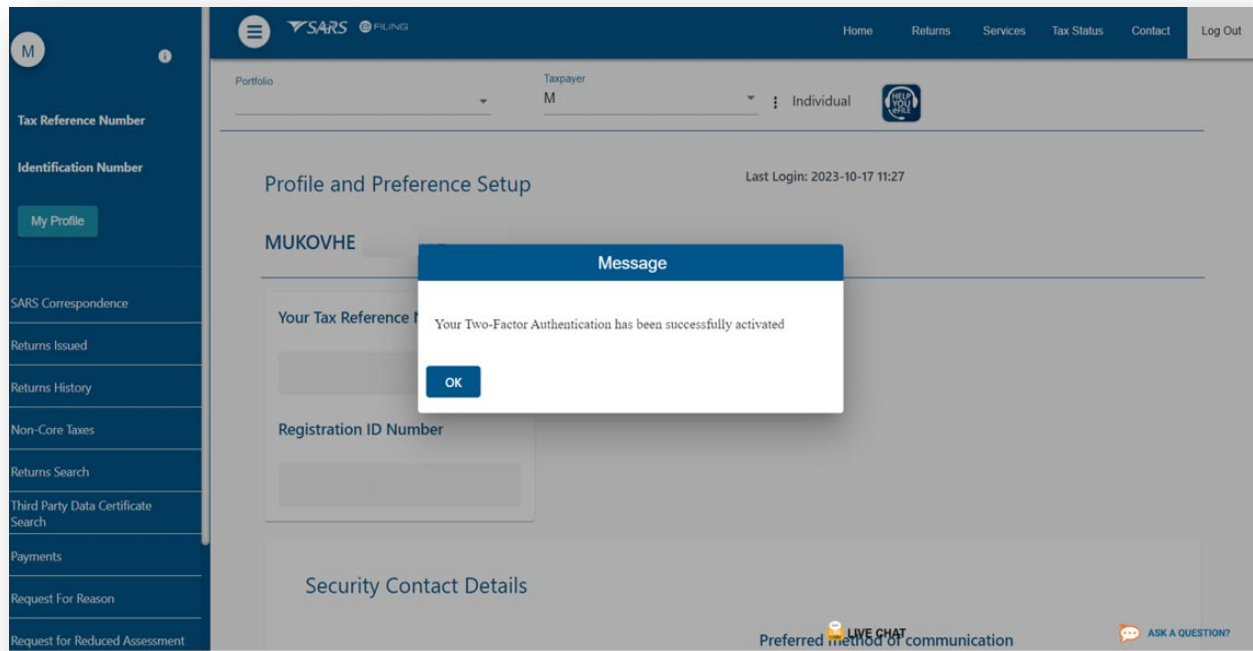


- j) Click on **OK**
- k) Enter the OTP sent to the security contact details completed earlier.

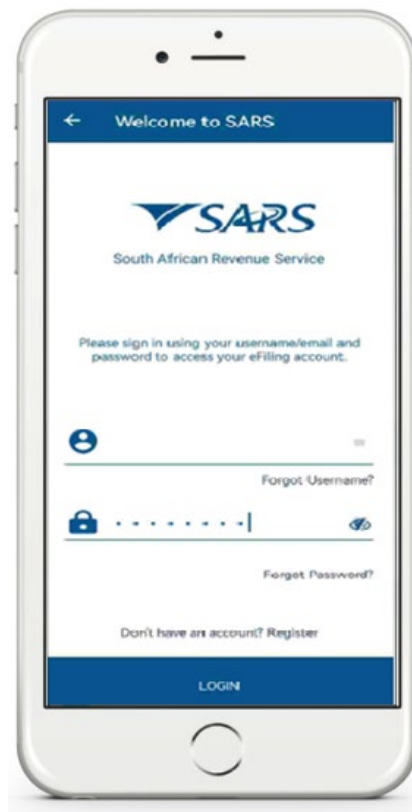


- l) Click on **Submit**
- m) Note that you can request the OTP to be resent where the Pin timer has expired.
 - i) To do so, click on Resend OTP

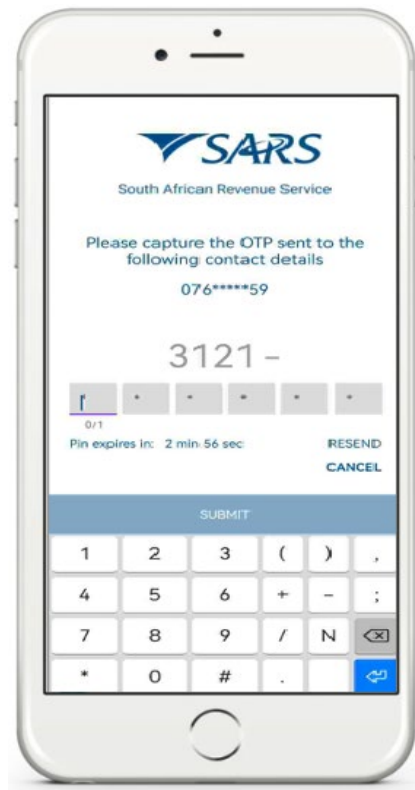
- n) Two-Factor Authentication has been successfully activated.



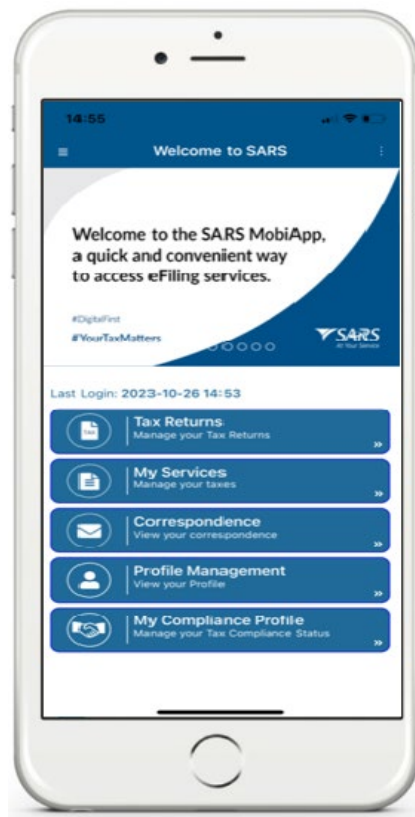
- o) Login to the SARS MobiApp



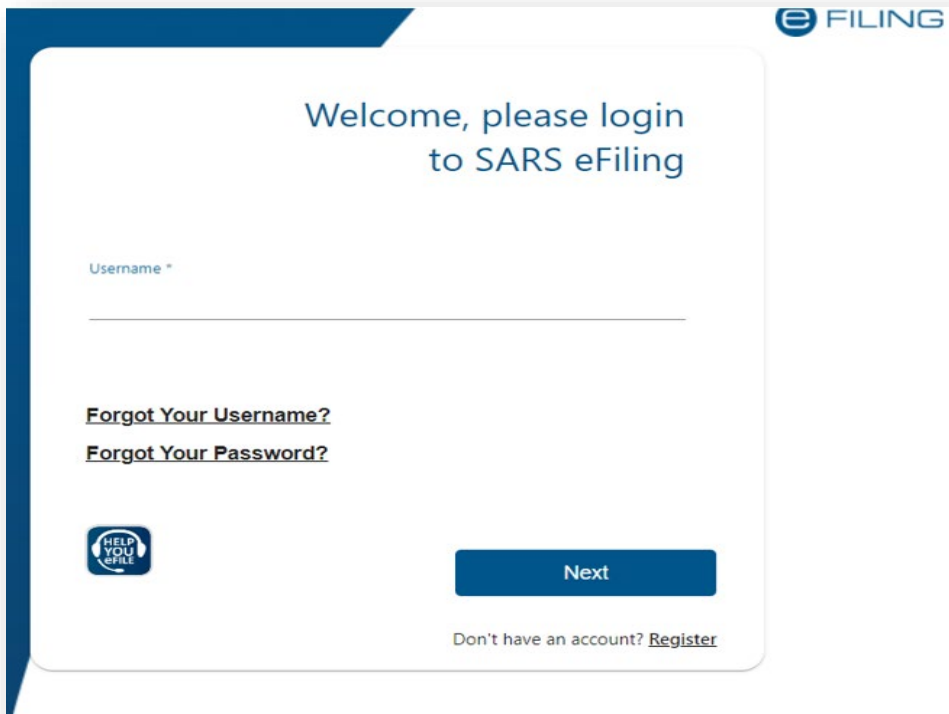
- p) Note that an OTP will be required.



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

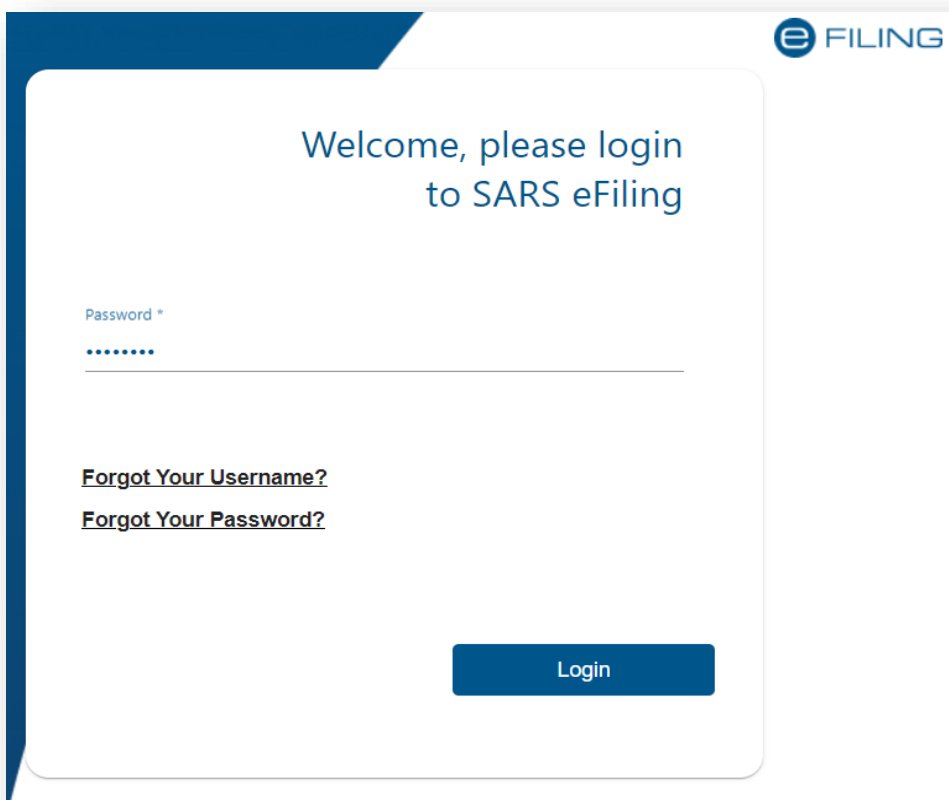


- s) To finalise the enabling process, you have to go back to eFiling.
- i) Login to your eFiling profile



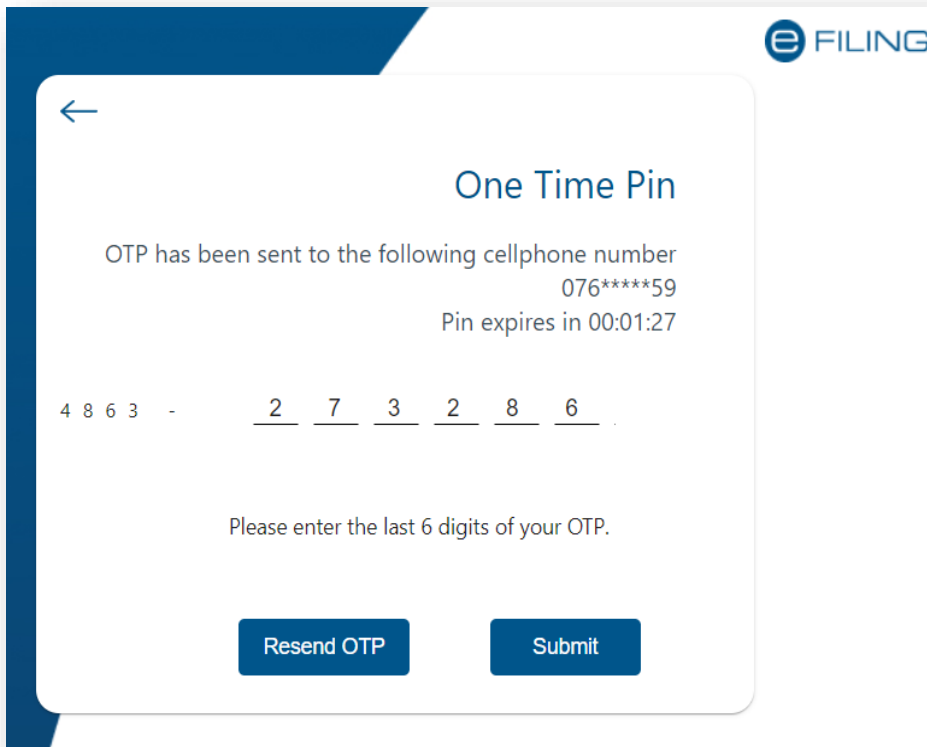
The screenshot shows the SARS eFiling login interface. At the top right is the 'e FILING' logo. The main heading is 'Welcome, please login to SARS eFiling'. Below this is a text input field labeled 'Username *'. Under the field are two links: '[Forgot Your Username?](#)' and '[Forgot Your Password?](#)'.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

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



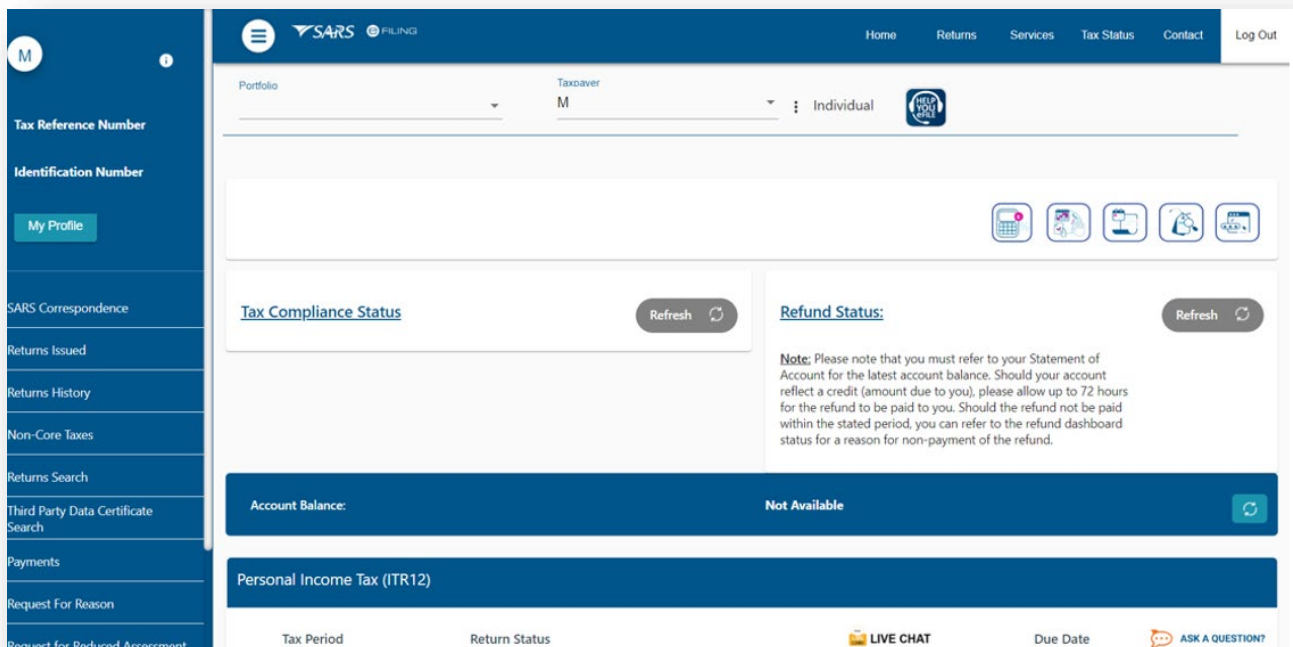
The screenshot shows the SARS eFiling login interface, specifically the password entry step. At the top right is the 'e FILING' logo. The main heading is 'Welcome, please login to SARS eFiling'. Below this is a text input field labeled 'Password *' with masked characters (dots). Under the field are two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

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



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

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



The screenshot shows the SARS eFiling dashboard. The top navigation bar includes 'Home', 'Returns', 'Services', 'Tax Status', 'Contact', and 'Log Out'. The left sidebar contains a menu with 'My Profile' highlighted, along with 'SARS Correspondence', 'Returns Issued', 'Returns History', 'Non-Core Taxes', 'Returns Search', 'Third Party Data Certificate Search', 'Payments', 'Request For Reason', and 'Request for Reduced Assessment'. The main content area shows the user's profile: 'Portfolio' (dropdown), 'Taxpayer' (M), and 'Individual'. Below this are icons for various services. The 'Tax Compliance Status' and 'Refund Status' sections each have a 'Refresh' button. The 'Account Balance' section shows 'Not Available'. The 'Personal Income Tax (ITR12)' section is visible at the bottom. The footer includes 'Tax Period', 'Return Status', 'LIVE CHAT', 'Due Date', and 'ASK A QUESTION?'.

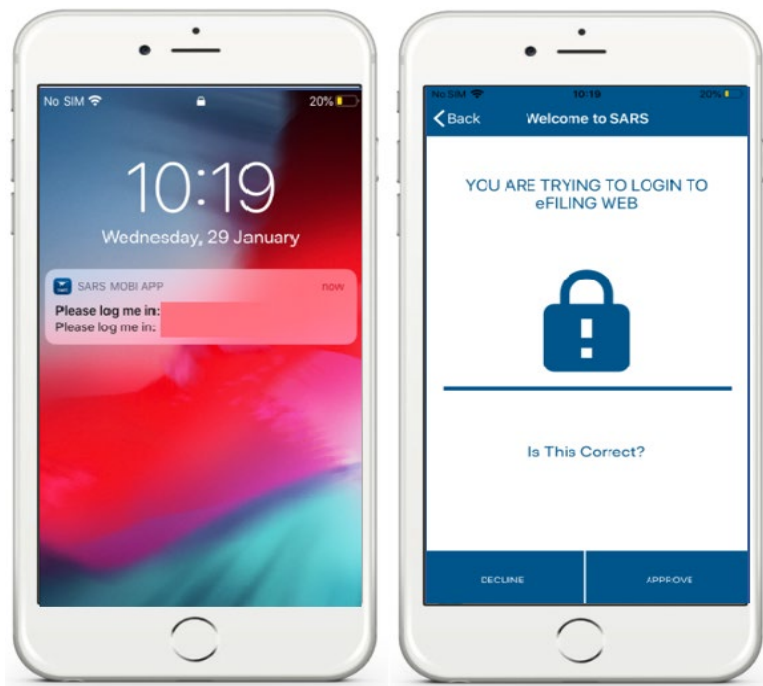
7.4.3 HOW TO USE PASSWORDLESS OR TWO FACTOR AUTHENTICATION

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

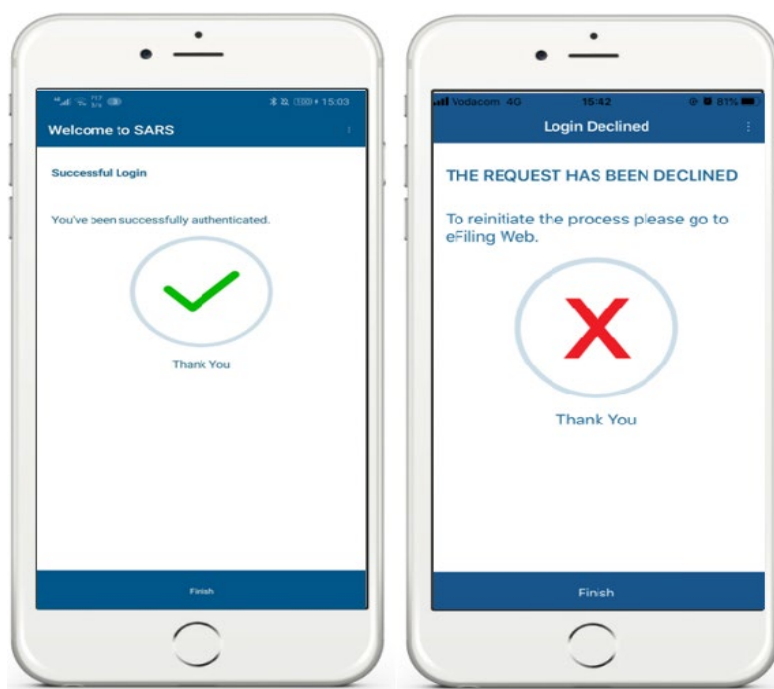
Note: The smart device you intend to use for login authentication should have already been enrolled on your eFiling profile.

- b) Capture your username on your eFiling profile.
 - i) The system will validate the type of authentication you have chosen, **Two-Factor Authentication** or **Passwordless Authentication**. (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.

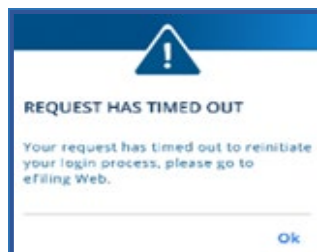
- d) Tap on the message; the **Welcome to SARS** screen will be displayed.
- e) Tap on **Approve** to validate that you are accessing your eFiling profile.
- f) Tap on **DECLINE** to decline access to your eFiling profile.



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

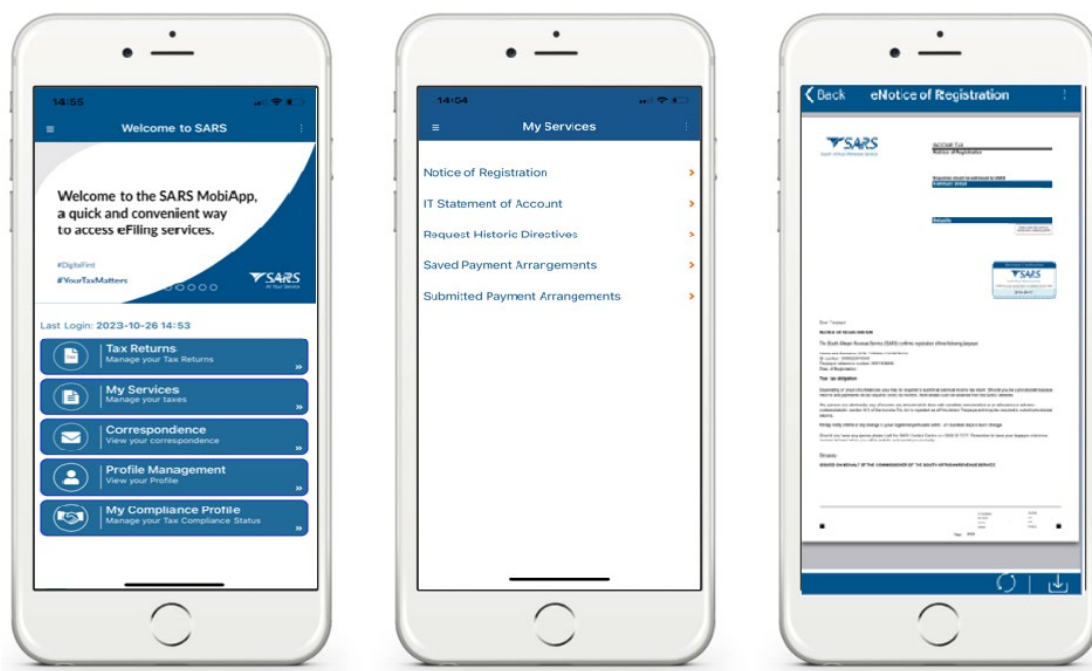


- h) To confirm your selection, tap on **Finish**.
- i) Where you have not responded to the request in time, the following pop-up screen will be displayed on your smart device.
- j) Take note of the message and tap on **OK**.



8 HOW TO REQUEST A NOTICE OF REGISTRATION

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



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



To download the document onto your device.

9 DEFINITIONS AND ACRONYMS

Link for centralised definitions, acronyms, and abbreviations: [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 / 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).