

Registering for the Online Portal

Login to your existing **Online Services** account.

Existing User?

Login ID:

Password:

Security: Public or shared computer
[What's this?](#) Private computer

- Having [problems logging in?](#)

Enter the letters from your **Security Answer** when prompted to.

Security Details

What was the first School you attended?
Please enter characters 3 and 6.

Character 3:

Character 6:

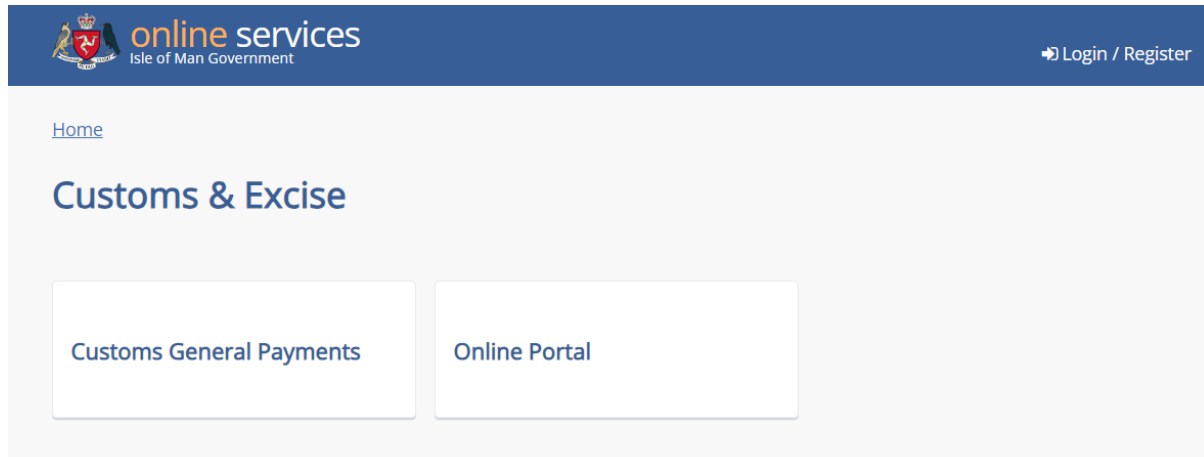
For your added security, please do not let anyone know the details you use to access online services. When you've finished, always 'log off' from online services and, if you're in a public place, close your browser.

[View help for this section](#)

On the **Online Services** Home page scroll down and click on **Customs & Excise**.



Click on **Online Portal**.

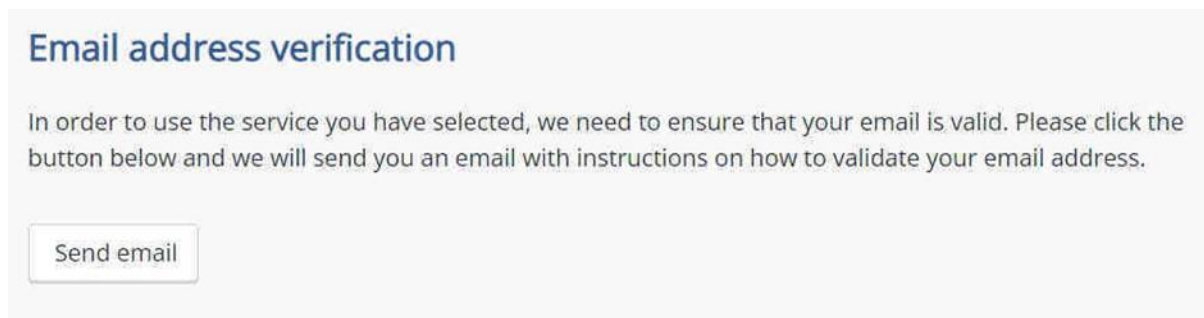


Home

Customs & Excise

Customs General Payments Online Portal

You'll then be prompted to verify your e-mail address; click on **Send email**.

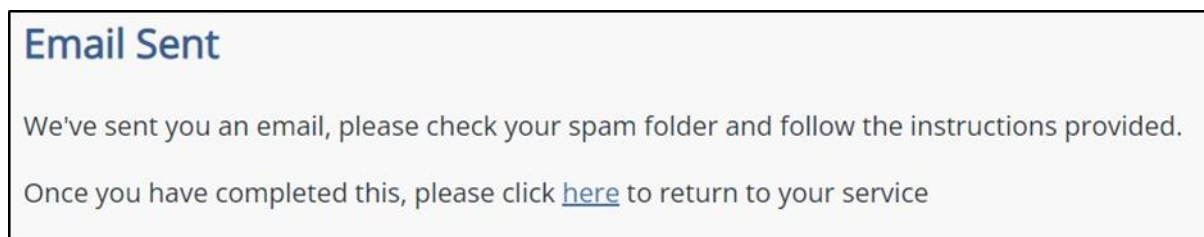


Email address verification

In order to use the service you have selected, we need to ensure that your email is valid. Please click the button below and we will send you an email with instructions on how to validate your email address.

Send email

You'll see this onscreen message after you click **Send email**.



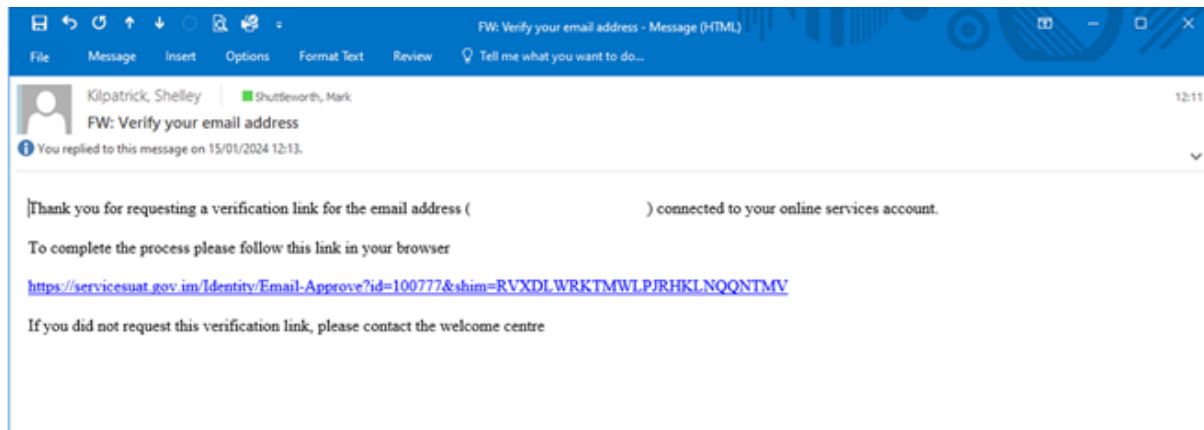
Email Sent

We've sent you an email, please check your spam folder and follow the instructions provided.

Once you have completed this, please click [here](#) to return to your service

This email will be sent to the email address you set in your **online services** account.

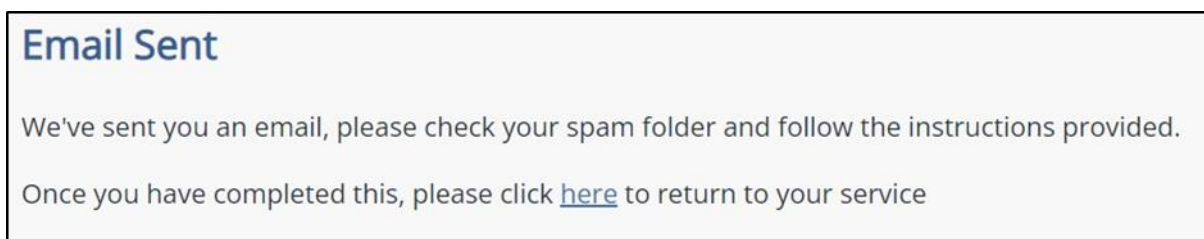
When you receive the verification e-mail, click on the **link** contained in it to verify your e-mail.



A new web browser window should open with an automated message confirming that your e-mail address has been successfully verified.



Click back on the open tab on your web browser and click on the **link** in the **Email Sent** screen.



Click **Approve**.

Approve claims for service:

In order to use the VATRMS service, the following information must be provided to the department responsible for the service

accname [Sally Agent Ltd]	The name associated with the account the user belongs too
username [Sally Agent]	The user name i.e. full name typed into online services at registration
email sally.agent@xyz.com	The email address against the user
phone [01624123456]	The phone number against the user
dob [1980-02-15]	Users date of birth as entered at registration

Click **Request Access**.

Hi Sally

Access your tax online

Your online user account is not currently linked to a taxpayer account. Follow the instructions below to link to a taxpayer account.

Request access to an existing taxpayer account

Use this service to gain access to an existing taxpayer account.

You will need to enter the Taxpayer Identification Number (TIN) of the taxpayer account you want access to. Contact us if you cannot find this number.

This service is for **Taxpayers only**.

If you are a tax agent, or a taxpayer who requires access to multiple taxpayer accounts, then please Contact us for assistance.

If you are a sub-user of an agent, you will need to contact the agent's administrative user to be granted access to the appropriate taxpayers.

Get help accessing your tax

Phone: [+44 1624 648130](tel:+441624648130)

Email: UATRMSTESTING@gov.im

Available 8:30am - 4:30pm,
Monday to Friday (excluding public holidays)

If you already have a taxpayer account please have your Taxpayer Identification Number (TIN) available when you call.

Read through this screen and click **Request Access** again at the bottom.

1 Request access to a taxpayer

Enter the Taxpayer Identification Number (TIN) of the taxpayer account you want access to. [Contact us](#) if you cannot find this number.

If you require access to multiple taxpayers please [Contact us](#) for assistance.

2 Wait for an activation code

We will send you an email containing a letter with an activation code within 96 hours.

The email will be sent to the registered email address of the taxpayer account you are requesting access to. If you are requesting access to a taxpayer other than yourself you will need to contact the taxpayer directly to get the activation code.

3 Enter activation code

Once you receive this email log in to the online user account and enter the code to access the taxpayers account.

[Request access](#)

Enter your **TIN** and complete the other details on the screen.

When you become VAT registered, you will be notified of your TIN number. This email will be sent to the email address you set in your **online services** account.

Taxpayer request details

Enter the TIN you are requesting access to: *

100-1006-048

A TIN (Taxpayer Identification Number) is a unique 10 digit number that can be found on any correspondence we may have previously sent you.

Your name: *

Jimmy Customer

Registered Name of Company or Organisation:

Jimmy Customer

Relationship to the Company or Organisation:

Managing Director

Example: Representative, Accountant, Managing Director, Chief Executive Officer, Chief Financial Officer etc.

Scroll down the screen and click the **box** under the **Declaration** to show that you have read and agree to the declaration.

Before you submit this request

Read and agree to the following statement by ticking the checkbox below.

⚠ Declaration

By submitting this return you understand and confirm that:

- The owner of the Taxpayer Identification Number (TIN) has given you permission to request access to this taxpayer account.
- The information you entered in this request is true, correct and complete to the best of your knowledge and belief.
- You agree to the latest [Terms & Conditions](#) ↗ and [Privacy](#) ↗.

You could be prosecuted if you deliberately access a TIN that you have not been granted permission to access and / or enter untrue or misleading information.

I have read and agree to the declaration.

The click **Submit Request**.

[Submit Request](#)

You should then see the following screen:



Your request has been received.

Your request to access the following taxpayer account has been received:

- TIN: 100-1006-048

What happens next

We send an email containing a letter with an activation code within 96 hours.

The letter will be sent to registered email address of the taxpayer account you have requested access to. If you are requesting access to a taxpayer other than yourself, you will need to contact the taxpayer directly to get the activation code.

Once you receive this letter, log in to this online user account and enter the code to access the taxpayer's account.

Contact us if you haven't received this letter within 96 hours.

[Back to home](#)

Once you receive your activation code via a letter e-mailed to you (the email address set in your **Online Services** account), log back onto **Online Services**, go to **Customs & Excise** and click on **Taxpayer Portal**.

Enter the **activation code** from the letter and click **Verify access**.

Verification Details


Confirm the activation code supplied in the email we sent you.

Enter the activation code we sent you: *

You will find the 6 digit activation code on the letter we recently sent you.

[Verify access](#) [Cancel](#)

You should then see this screen:



Your access has been verified.

Your access to the following taxpayer account has been verified:

- Mr Jimmy Customer (TIN: 100-1006-048)

What happens next

Your user account has now been linked to this taxpayer.

You will now be able to manage any tax obligations for this taxpayer from this user account.

[View account details](#)

Click on **View account details**.

This is your online VAT account homepage which is covered in **RMS Guide 3**.

Hi Jimmy

You are currently viewing account details for: **Mr Jimmy Customer (TIN: 100-1006-048)**

Account Information

Account balance information.

Your Tax Account(s)	Next Return Due	Balance *
Value Added Tax	31 Oct 2022	£40,780.00

[View all tax accounts >](#) *Correct as at 04 Oct 2022

Your Watched Items

You have no watched items at the moment.

[View all >](#)

Messages

You have no unread messages.

[New Message](#) [View Inbox >](#)

Notifications

▼ Action Required **1**

1 Return Overdue - 30 Sep 2022 [>](#)
Value Added Tax - Aug 2022

▼ Reminders **3**

Return to be filed - 31 Oct 2022 [>](#)
Value Added Tax - Sep 2022