

Isle of Man Government: Customs & Excise Division

Online Services User Guide

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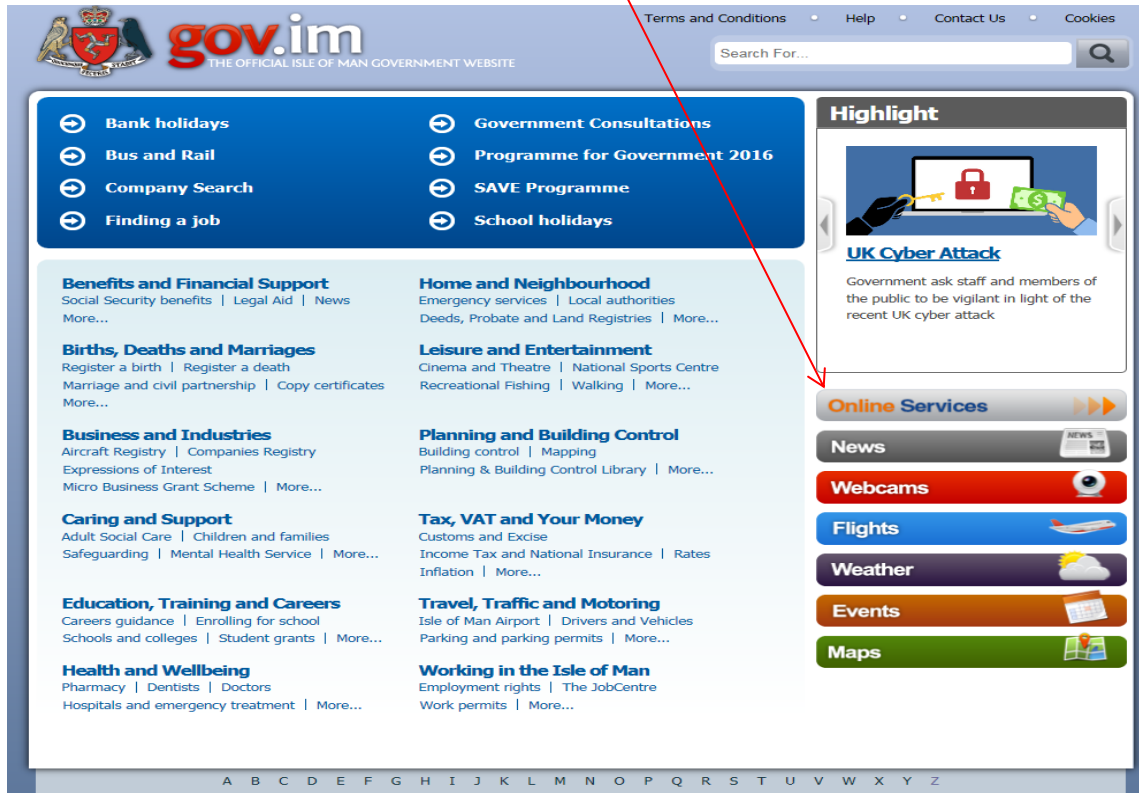
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Access to Online Services

To obtain access to the online VAT service you must first register for an account on the Isle of Man Government Online Services Portal; you will need to register either as an organisation or an individual.

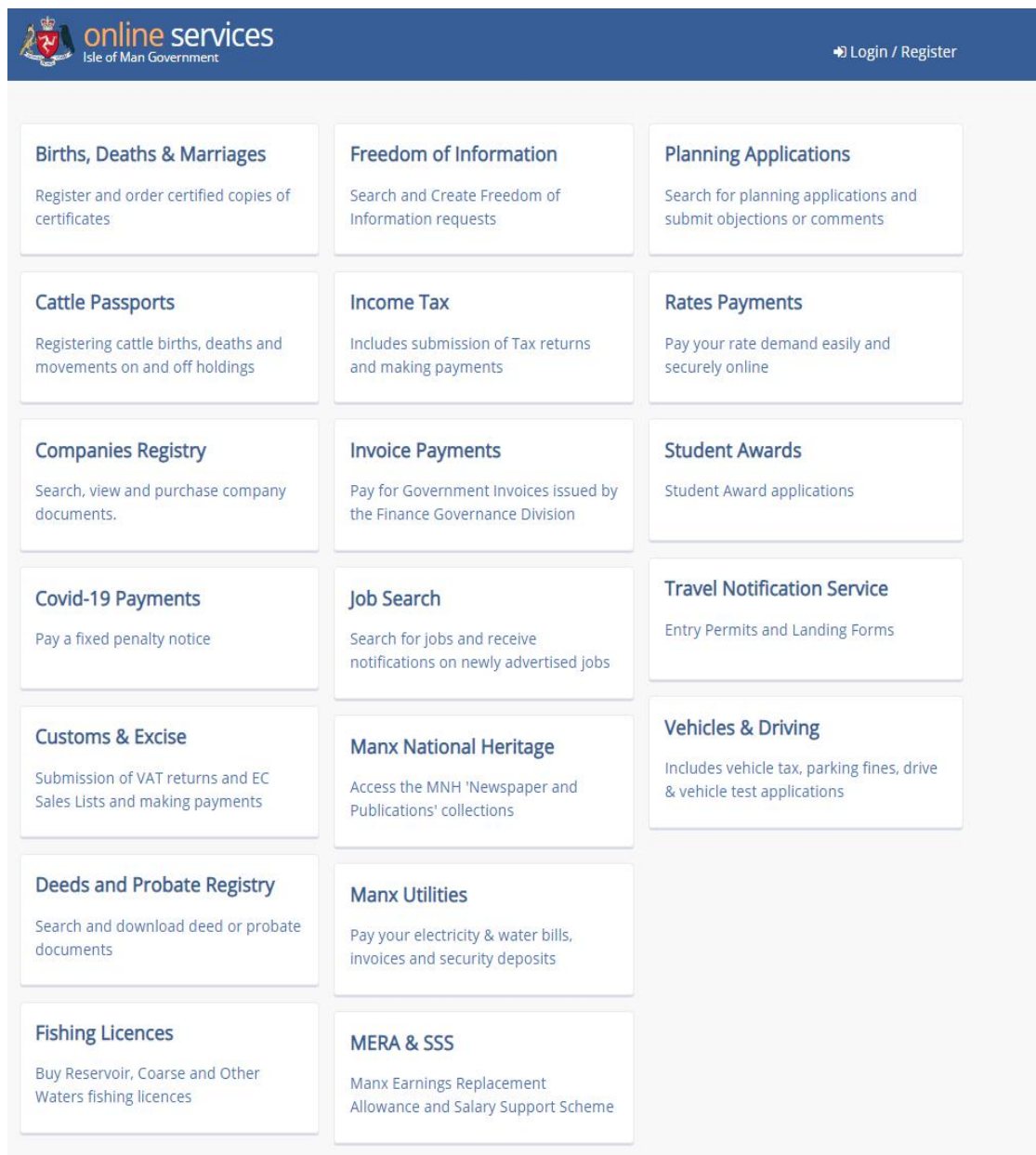
Registering with the Isle of Man Government Online services Portal.

1. From the www.gov.im home screen (or go directly by typing <https://services.gov.im/> in your browsers address bar), select the **'Online Services'** button from the right hand side menu list.

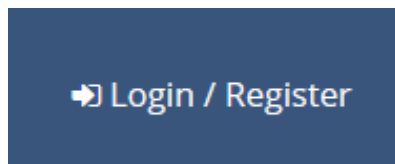


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2. You will then be presented with the online services home screen, as seen below:



3. From the blue bar at the top right of screen, select the menu option '**Login / Register**'



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4. You will then be presented with the login screen:

[Home](#)

Existing User?


Login ID:

Password:

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


- Having [problems logging in?](#)
- [Important information](#) regarding the Public or shared computer option.

New User?



[Register as an organisation](#)

Choose this if you are representing a company or business acting on its own behalf. e.g. Limited Company, Partnership, Trust, LLC or as an agent for others.



[Register as an individual](#)

Choose this type of registration if you want to make transactions of a personal nature or if you are a sole proprietor.

- [I'm still not sure which type of registration I want](#)


5. As a new user you have to decide if you are registering as an '**Organisation**' or as an '**Individual**' - please click the option that applies to you.

If you're not sure which option is best for you refer to the link '**I'm still not sure which type of registration I want**' for further advice.

Registering as an Organisation


6. By clicking the '**Register as an Organisation**' link you will be presented with the screen below, you will need to complete the boxes with your details:

New User?



[Register as an organisation](#)

Choose this if you are representing a company or business acting on its own behalf. e.g. Limited Company, Partnership, Trust, LLC or as an agent for others.



[Register as an individual](#)

Choose this type of registration if you want to make transactions of a personal nature or if you are a sole proprietor.

• [I'm still not sure which type of registration I want](#)

Organisation Name *

Email Address *

Confirm Email Address *

Contact Telephone Number *

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7. Select the next button and the screen at the bottom of the page. The '**Login ID**' and '**Password**' is created by you and the password must include specific types of character, please see the box below for the requirements for a strong password. Please complete all boxes.

*Note: A '**Date of Birth**' is required to verify your account, and a tick in the '**I have read and***

Create a strong password:

Must be between 9 and 30 characters in length

Must contain at least one lowercase letter OR uppercase letter

Must contain at least one number

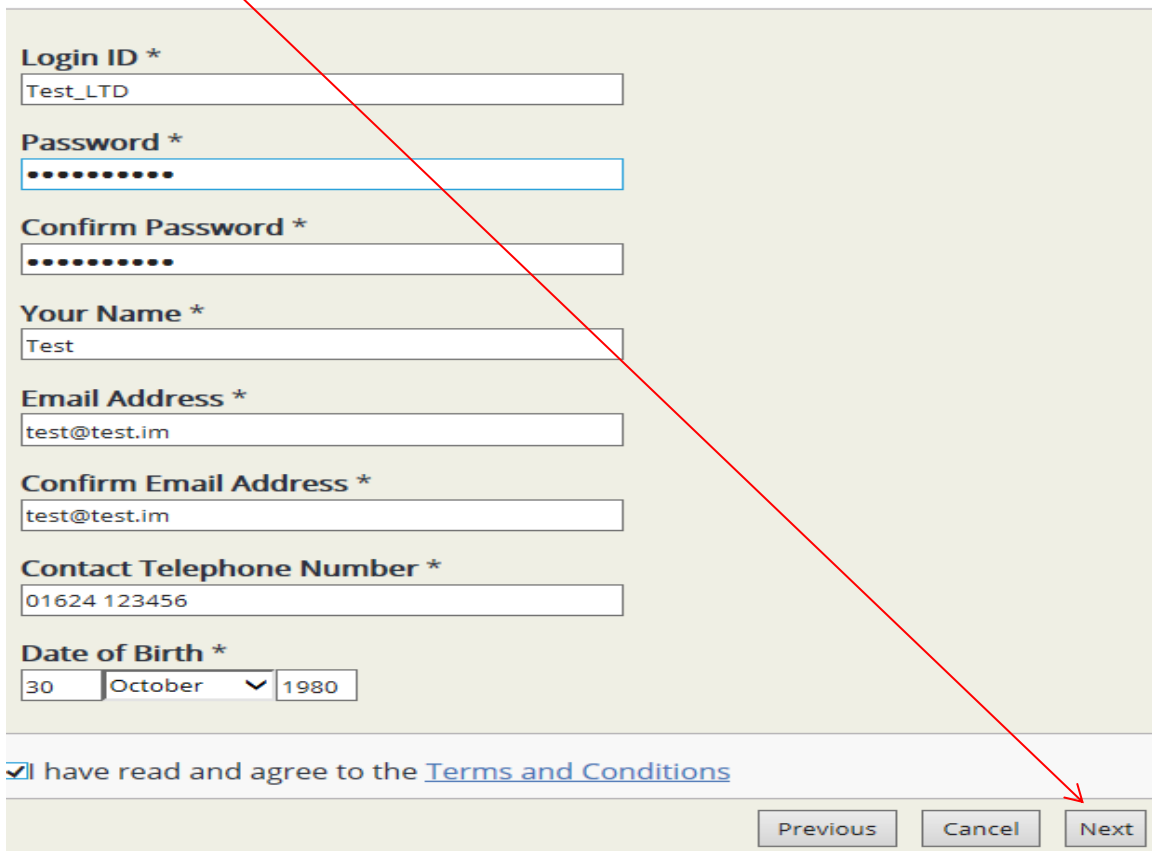
Must contain at least one of the following symbols ~!@#\$\$%^&* ()_+ { } [] | < >

Must **not** contain spaces

Must **not** include your login ID

*agree to the **Terms and Conditions**' box is also required before you can continue beyond this screen Please take the time to read and consider the '**Terms and Conditions**', a copy of which is also provided at the end of this document.*

Then click the 'Next' button



The screenshot shows a registration form with the following fields and values:

- Login ID ***: Test_LTD
- Password ***: [Redacted]
- Confirm Password ***: [Redacted]
- Your Name ***: Test
- Email Address ***: test@test.im
- Confirm Email Address ***: test@test.im
- Contact Telephone Number ***: 01624 123456
- Date of Birth ***: 30 October 1980

At the bottom, there is a checkbox labeled "I have read and agree to the [Terms and Conditions](#)" which is checked. Below the checkbox are three buttons: "Previous", "Cancel", and "Next". A red arrow points from the text "Then click the 'Next' button" to the "Next" button.

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8. The following screen will then be presented. Choose a '**Security Question**' from the drop down menu and provide the answer. You are also required to create two '**Memorable Questions**' and answers for account recovery purposes.

Security Details

Required fields are marked with *.

Security Question

You will be asked to supply two randomly selected characters from your answer to this question each time you login.

[View more help for this section](#)

Security Question *

Security Answer *

Confirm Security Answer *

Memorable Questions

You will be asked characters from your answers to these questions if you call our help desk, or if you need to complete the forgotten password process.

[View sample questions](#)

Memorable Question 1 *


Memorable Answer 1 *


Memorable Question 2 *

Memorable Answer 2 *

9. When you click '**Finish**' you will be presented with the screen shown over. You should have now created an account for the Government portal and be already signed in on the online services overview screen. (You can see your login name on the right hand side top of the screen, within the blue context bar. This will confirm you have created an account and are logged in to the online services government portal).

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**online services**
Isle of Man Government



November 

Births, Deaths and Marriages Register and order certified copies of certificates	Customs & Excise Submission of VAT returns and EC Sales Lists and making payments	Manx National Heritage Access the MNH 'Newspaper and Publications' collections
Building Control Submit Building Control applications	Deeds, Probate & Land Registry Document Search Search and download deed, probate & Land documents	Manx Utilities Pay your electricity bills, invoices and security deposits
Branded forms	Fishing Licences Buy Reservoir, Coarse and Other Waters fishing licences	MERA & SSS Manx Earnings Replacement Allowance and Salary Support Scheme
Cattle Passports Registering cattle births, deaths and movements on and off holdings..	Freedom of Information Search and Create Freedom of Information requests	Planning Applications Search or apply for planning applications, submit objections and comments
Civil Legal Aid Calculator This wont appear in Live	GUS Lump Sum Calculator This won't appear in Live	Rates Payments Pay your rate demand easily and securely online
Companies Registry Search, view and purchase company documents.	Income Tax Includes submission of Tax returns and making payments	Student Awards Student Grant applications
Covid-19	Invoice Payments Pay for Government Invoices issued by the Finance Governance Division	Travel Notification Service Entry Permits and Landing Forms
Covid-19 Payments Pay a fixed penalty notice	Job Search Search for jobs and receive notifications on newly advertised jobs	Vehicles & Driving Includes vehicle tax, parking fines, drive & vehicle test applications

Registering as an Individual

10. By clicking the '**Register as an individual**' link you will be presented with the screen below, you will need to fill the boxes with your relevant details:

New User?

 <u>Register as an organisation</u>	 <u>Register as an individual</u>
Choose this if you are representing a company or business acting on its own behalf. e.g. Limited Company, Partnership, Trust, LLC or as an agent for others.	Choose this type of registration if you want to make transactions of a personal nature or if you are a sole proprietor.
I'm still not sure which type of registration I want	

11. The password must include specific types of character, please see the box below for the requirements for a strong password. Please complete all boxes.

Create a strong password:

- Must** be between 9 and 30 characters in length
- Must** contain at least one lowercase letter OR uppercase letter
- Must** contain at least one number
- Must** contain at least one of the following symbols ~!@#\$\$%^&*()_+ { } [] | < >
- Must **not** contain spaces
- Must **not** include your login ID

*Note: A '**Date of Birth**' is required to verify your account, and a tick in the '**I have read and agree to the Terms and Conditions**' box is also required before you can continue beyond this screen. Please take the time to read and consider the '**Terms and Conditions**', a copy of which is also provided at the end of this document. Then click 'Finish'.*

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Register for Online Services

Welcome to the Government online service. Here you can create a centralised registration to allow you to transact with all of the Isle of Man Government Departments, Boards and Offices.

Required fields are marked with *.

This data is required to enable us to securely identify you in the event that you need online services assistance.

[View help for this section](#)

Login ID *	<input type="text" value="NovemberTest"/>
Password *	<input type="password" value="....."/>
Confirm Password *	<input type="password" value="....."/>
Your Name *	<input type="text" value="A Test"/>
Email Address *	<input type="text" value="test@test.test"/>
Confirm Email Address *	<input type="text" value="test@test.test"/>
Contact Telephone Number *	<input type="text" value="123456789"/>
Date of Birth *	<input type="text" value="11"/> <input type="text" value="November"/> <input type="text" value="1980"/>

I have read and agree to the [Terms and Conditions](#)

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12. When you click '**Finish**' you will be presented with the screen below. You should have now created an account for the Government portal and be already signed in on the online services overview screen. (You can see your login name on the right hand side top of the screen, within the blue context bar. This will confirm you have created an account and been logged in to the online services government portal).

The screenshot shows the 'online services' portal for the Isle of Man Government. The header is dark blue with the government logo on the left and 'online services Isle of Man Government' in the center. On the right of the header, it displays 'A Test' next to a user profile icon and a menu icon. The main content area is a grid of 24 service tiles, each with a title and a brief description of the service.

Service Title	Description
Births, Deaths and Marriages	Register and order certified copies of certificates
Customs & Excise	Submission of VAT returns and EC Sales Lists and making payments
Manx National Heritage	Access the MNH 'Newspaper and Publications' collections
Building Control	Submit Building Control applications
Deeds, Probate & Land Registry Document Search	Search and download deed, probate & Land documents
Manx Utilities	Pay your electricity bills, invoices and security deposits
Branded forms	
Fishing Licences	Buy Reservoir, Coarse and Other Waters fishing licences
MERA & SSS	Manx Earnings Replacement Allowance and Salary Support Scheme
Cattle Passports	Registering cattle births, deaths and movements on and off holdings..
Freedom of Information	Search and Create Freedom of Information requests
Planning Applications	Search or apply for planning applications, submit objections and comments
Civil Legal Aid Calculator	This wont appear in Live
GUS Lump Sum Calculator	This won't appear in Live
Rates Payments	Pay your rate demand easily and securely online
Companies Registry	Search, view and purchase company documents.
Income Tax	Includes submission of Tax returns and making payments
Student Awards	Student Grant applications
Covid-19	
Invoice Payments	Pay for Government Invoices issued by the Finance Governance Division
Travel Notification Service	Entry Permits and Landing Forms
Covid-19 Payments	Pay a fixed penalty notice
Job Search	Search for jobs and receive notifications on newly advertised jobs
Vehicles & Driving	Includes vehicle tax, parking fines, drive & vehicle test applications

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Contacting Us

If you require any further assistance when using the online services, please use one of the contact points below:

- a) Resetting or forgotten login ID or password: (01624) 686111
- b) Requesting an activation code/registration certificate by phone: (01624) 686677 Enquiries can also be sent via e mail to: online.customs@gov.im

Terms and Conditions of Use

www.gov.im is a website managed by the Isle of Man Government.

In these terms and conditions 'we' and 'us' mean the Isle of Man Government. References to the Isle of Man Government in these terms and conditions include, where appropriate, references to any Department or Statutory Board (as defined in the Interpretation Act 1976) and to any person or body of persons holding office under the Crown in right of the Isle of Man.

This website is maintained for your personal use and viewing. Access and use by you of this site constitutes acceptance by you of these Terms and Conditions of Use. This version of the Terms and Conditions takes effect from 1st July 2005.

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Isle of Man. Any dispute arising under these Terms and Conditions of Use shall be subject to the exclusive jurisdiction of the Manx courts.

Updates and modifications will be made to these Terms and Conditions of Use from time to time. Please ensure you check these Terms and Conditions of Use each time you access or use this site.

In interpreting these Terms and Conditions of Use:

- *the use of the singular includes the plural and the use of the plural includes the singular;*
- *it is not intended that the headings should be taken into account; and*
- *an "Associated Business" means a business assisting the Isle of Man government in the provision of the goods and services for which the government is responsible, which businesses include without limitation:*
 - *in respect of development of this site: PDMS Ltd, Global House, Isle of Man Business Park, Cooil Road, Douglas, Isle of Man, IM2 2QZ, British Isles, Tel: 44 (0) 1624 664000 e-mail: enquiries@pdms.com. and*
 - *in respect of hosting of this site: Domicilium (IOM) Ltd, Isle of Man Datacentre, Ronaldsway Industrial Estate, Ballasalla, Isle of Man, IM9 2RS, British Isles, Tel: +44 (0) 1624 825278, e-mail: info@domicilium.com.*