

## Frequently Asked Questions on Offline Form C Application

### Q1 After installing Offline Form C Application, how do I run the application?

After installing the applications, the shortcut icons will be shown on your desktop. Double click on the shortcut icon to run the application.

### Q2 There is no shortcut (to launch the Offline Form C Application) icon created on my desktop. How do I create the shortcut?

Generally, the shortcut is created upon installing the program. If the short cut is missing from the desktop, please follow the steps below to recreate a new shortcut.

- 1) User to click on the "Start",
- 2) Choose "All Programs"
- 3) Highlight "FormCOOffline2009" (YA 2009) or "FormCOOffline2010" (YA 2010)
- 4) Right click on the highlighted "FormCOOffline"
- 5) Choose create Shortcut.
- 6) Click and hold, the new created Short Cut and drag it to the desktop.

### Q3 How do I uninstall the Offline Form C Application?

To remove the installed application,

- 1) User to click on the "Start"
- 2) Select "Control Panel"
- 3) Select "Add or Remove Programs"
- 4) Choose "FormCOOffline2009" (YA 2009) or "FormCOOffline2010" (YA 2010)
- 5) Select "Remove"
- 6) Select "Yes", when a dialog box ask "Are you sure you want to remove FormCOOffline from your computer?"
- 7) Uninstall complete.

### Q4 How do I know if the application I have downloaded is the latest version?

Always check IRAS' website for any news on new updates. To get the latest version of the application, you can re-download the application from IRAS' website.

### Q5 What are the system requirements for Form C Offline Application?

Recommended hardware/software requirement

- **Operating System**
  - Windows 2000, Windows XP, Windows XP Professional
  - Microsoft Framework 1.1
- **Hardware**
  - Pentium 4 and above PC with 1GB RAM (2GB is recommended)
  - Hard disk space of 400MB (including 160MB for installation)
  - 512kbps Broadband with connection to a local ISP
- **Browser**
  - Internet Explorer 5.5 and above

**Q6 What should I do if the file attachment exceeds the allowable limit?**

The maximum file size allowed for each filing is 2 MB. Please try to reduce the file size to continue with the upload.

In general, scanned images will generate a significantly bigger file compared to those converted directly from the source document. You can print from the source document (e.g. Word or Excel) to a Portable Document Format file (.PDF) to reduce the file size.

If the file size exceeds the allowable limit, please submit the contents to IRAS by paper.

**Q7 What should I do if I encounter the error “Please select the file using this path: C:\temp\...” at the point of uploading the file via myTax Portal?**

Please follow the instruction to attach the file at the stated path. If you are using Internet Explorer 8, please take note of the internet settings which has to be made before doing the upload.

1. Go to **<Internet Options>**, **<Tools>** from Internet Explorer & click on **<Security>** tab.
2. Click **<Custom level>**.
3. Scroll down to **<Miscellaneous>** "Include local directory path when uploading files to a server". The default value in IE8 is "Disable".
4. Change the value to **<Enable>** and click **<OK>** to apply the change.

You can also refer to the guide to perform the above steps on our website.

**Q8 What should I do if I encounter an error while trying to upload the file via myTax Portal?**

Please check the status of your filing by selecting **<View Return Status>** under e-Services for Corporate Tax. If the status of the Form C is "Issued", please check the following before trying again.

- (a) Does your PC fit the system requirements? Refer to Q5.
- (b) We encourage you to clear the cache and close active applications before you e-File. For instructions on clearing 'cache', please refer to the steps below:

For Internet Explorer (IE) browser versions 5, 6 and 7

Step 1: Go to "Tools" menu.

Step 2: Click on "Internet Options".

Step 3: Go to "General Tab".

Step 4: Click on "Delete Files" under "Temporary Internet Files" / Click "Delete" button under Browsing History section (for IE 7)

Step 5: Click "OK" to delete files / Click "Delete all ..." button and Click "Yes" button on the pop-up window (for IE 7).

Step 6: Click "OK" to exit the Internet Options.

If you still encounter an error, please email us at [ctmail@iras.gov.sg](mailto:ctmail@iras.gov.sg) with the following details:

- (a) Date and time that you encountered the error
- (b) Tax Reference Number of the company and the login person
- (c) Description of the error (e.g. after clicking "Submit" at Confirmation Statement)
- (d) The operating system you are using (e.g. Windows XP, Vista)
- (e) The browser type and version number (e.g. Firefox 2.0, IE 6)
- (f) The error message(s) or the screenshot of the error(s)

Alternatively, please call 1800-3568622 for assistance.