

Frequently Asked Questions - View correspondence/Notices

1. Who can access View correspondence/Notices

An authorised staff of a company or an authorised staff of a tax agent of the company can access *myTax Portal* to view the correspondence or Notices for the year of assessment in which the staff has been authorised.

2. What can I view from View correspondence/Notices?

You can view acknowledgement pages from e-filing and most of the letters (e.g. Certificate of Residence, Notice of Assessment, etc) issued by IRAS.

3. Is the count for read and unread correspondence/Notices specific to each authorised staff or tax agent?

The count for read and unread correspondence/Notices is tied to the company or tax agent and not to the respective staff. A document that has been read by any authorised staff of the company or tax agent will be treated as having 'Read' by the company or tax agent.

4. Is the count for the total number of correspondence/Notices the same for all staff in a company and for tax agent?

The count for each staff in a company varies according to the years of assessment in which the staff has been authorised to view.

For tax agent, the authorised staff can view all correspondence/Notices relating to years of assessment in which the tax agent firm has been authorised to act for the client subsequent to the date of appointment or roll-out date whichever is later.

5. Will I be able to set the correspondence/Notice from 'Read' to 'Unread'?

No, a document that has been read by the company will be treated as having 'Read' by the company.

6. Can I forward the document to another party?

No, the system does not allow onward forwarding of the document to another party.

7. Is there a feature in view correspondence/Notice for me to reply to a letter?

No, this e-service is specifically for viewing only.

8. Will I be able to view correspondence that I have sent to IRAS?

No, the View Correspondence/Notice e-service is only for viewing of documents sent by IRAS.

9. Can I print or save a copy of the correspondence/Notice in my local drive?

Yes, you may click on the print icon or save icon on the top left hand corner to print or save a copy of the correspondence/notice in your local drive.

10. Can I delete the correspondence/Notice after viewing?

No, you can view but not delete any correspondence/notices in myTax Portal.

11. Can I view correspondence/Notices relating to back years of assessments?

You can only view correspondence/notices relating to back years if they are issued after 1 Feb 2008.

12. Will I be able to view the Acknowledgement page if I paper file my return?

No, acknowledgement pages will only be given when the filing is made via myTax Portal.

13. Why am I unable to view documents using View correspondence/Notices?

Please follow the below steps according to your browser versions

Microsoft Internet Explorer 5.xx, 6.xx or 7.xx for Windows

Step 1. Go to Tools ->Internet Options

Step 2. Click on Security Tab->Custom Level

Step 3. Set Downloads ->"Automatic prompting for file downloads" to "Enable", then click OK

Step 4. If browser prompts the warning message, click yes.

Step 5. Click OK on Internet Options and try to download document again.

Step 6. If your browser has a prompt on top area with the following message "Pop-up blocked. To see this pop-up or additional options click here...", right click on the message bar, click "Always Allow Pop-ups form This Site...".

Step 7. If the browser prompt "Would you like to allow pop-ups from '*.iras.gov.sg'?", click Yes.

Step 8. If your browser still can not open or download document properly, please restart browser and try again.

14. What should I do if I encounter an error while viewing the Notice via myTax Portal?

Please check the following before trying again.

(a) Have you checked the internet settings? Refer to Q13.

(b) We encourage you to clear the cache and close active applications before you view the notice. 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 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.