

View Correspondence / Notices

Q1. Can I delete the correspondence / notices after viewing?

A1. No.

Q2. Will I be able to set the correspondence/notice from 'Read' to 'Unread'?

A2. No, a document that has been read will remain as 'Read'.

Q3. Will I be able to view the correspondence that I have sent to IRAS?

A3. No. You can only view correspondences that are sent by IRAS. For a start, not all correspondences sent by IRAS will be viewable.

Q4. Can I forward the document to another party via myTax Portal?

A4. No, the system does not allow onward forwarding of the document to another party.

Q5. How many back years' notices can I view?

A5. You can view up to 2 back years.

Q6. Can I print or save a copy of the correspondence and notice in my local drive?

A6. 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 and notice in your local drive.

Q7. What software programs are required in order to view the notices?

A7. You require *Adobe Acrobat Reader* and an unzip program to view the notices as they are in *pdf* format and have been compressed as *zip* files. Zipped files are compressed, hence enabling faster download.

If you are using Windows XP or Windows Vista and have problems viewing the zipped files, please refer to the following link to Microsoft's Support Site:

Windows XP: <http://support.microsoft.com/kb/306531>

Windows Vista: <http://windowshelp.microsoft.com/Windows/en-US/help/7050d809-c761-43d4-aae7-587550cd341a1033.msp>

For your convenience, *Adobe Acrobat Reader* and some of the common unzip programs can be downloaded for free at the following sites:

Adobe Acrobat Reader: <http://www.adobe.com/products/acrobat/readstep2.html>

PKZIP Reader: <http://www.pkware.com/download-software>

ZipCentral: <http://www.brothersoft.com/zipcentral-3728.html>

WinRAR (Trial Version): <http://www.win-rar.com/download.html>

Stuffit (Trial Version): <http://my.smithmicro.com/win/stuffitexpander/index.html>

WinZip (Evaluation Version): <http://www.winzip.com/downwz.htm>

Q8. Why am I unable to view documents using View Correspondence / Notices?

A8. Please follow the below steps according to your browser versions

Microsoft Internet Explorer 6.0, 7.0 or 8.0 and above for Windows

- 1) Click "Tools" on menu bar
- 2) Click on the "Internet Options"
- 3) Click on the "Security" tab
 - Click on the "Custom Level..." button
 - Scroll down until you see a title called "Downloads"
 - Set the "Automatic prompting for file downloads" to "Enable"
 - Scroll down until you see a title called "Miscellaneous"
 - Set the "Use Pop-up Blocker" to "Disable"
 - Click "OK" button
- 4) Click on the "Privacy" tab
 - Make sure that the "Block pop-ups" is unchecked
- 5) Click on the "Advanced" tab
 - Scroll down until you see a title called "Security"
 - Make sure that the "Do Not save encrypted pages to disk" is unchecked
 - Click "OK" button
- 6) Restart the web browser

Mozilla Firefox 3.0 and above for Windows

- 1) Click "Tools" on the menu bar
- 2) Click "Options"
- 3) Go to "Content" tab
- 4) Make sure the "Block pop-up windows" are unchecked
- 5) Click "OK" button to exit from this dialog

Safari 4.0 and above for Apple Macintosh

- 1) Click "Safari" on the Safari menu bar
- 2) Click "Preferences..."
- 3) Go to "Security" tab
- 4) Make sure "Block pop-up windows" is unchecked
- 5) Close the window

Mozilla Firefox 3.0 and above for Apple Macintosh

- 1) Click "Firefox" on the Firefox menu bar
- 2) Click "Preferences..."
- 3) Go to "Content" tab
- 4) Make sure "Block pop-up windows" is unchecked
- 5) Close the window

If you still encounter problem in viewing notices, please contact us with the following details:

- (a) Date and time that you encountered the problem
- (b) Description of the problem
- (c) The operating system you are using (e.g. Windows XP, Vista)
- (d) The browser type and version number (e.g. Firefox 2.0, IE 6)
- (e) Screenshot of error message encountered