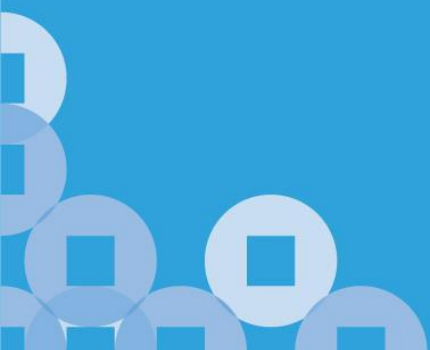




INLAND REVENUE
AUTHORITY
OF SINGAPORE

FAQ

myTax Mail



Q1. What is *myTax Mail*?

A1. *myTax Mail* is a secure email system for you to correspond with IRAS.

It is a safe and secure online environment for you to discuss your confidential tax matters with IRAS.

Taxpayers including authorised company staff and tax agents of businesses can log into *myTax Portal* > *myTax Mail* using their SingPass or IRAS PIN to enquire about their tax matters.

Q2. Can I log into *myTax Portal* to use *myTax Mail* on behalf of my spouse or friends?

A2. No. *myTax Mail* is a secure email system for you to enquire about your confidential tax matters with IRAS. Taxpayers should log in personally.

Q3. I am a company staff/tax agent; can I log into *myTax Portal* to use *myTax Mail* to send an enquiry regarding my company/clients' tax matters?

A3. Yes, you may do so if you are authorised under the e-Services Authorisation System (EASY) to transact with IRAS on behalf of your company/client.

If you are not authorised under EASY, you may visit IRAS website at www.iras.gov.sg and click on 'e-Services Authorisation System (EASY)'.

Q4. I am a company staff/tax agent authorised by my company/client. Can the messages sent by me be viewed by my colleagues who have also been authorised?

A4. No. As we seek to ensure the confidentiality of the information exchange, you can only view message threads of correspondence between you and IRAS.

Q5. How can I send an enquiry to IRAS?

A5. Click on 'Email Us (*myTax Mail*)' menu bar and then click on 'Compose Mail'. Alternatively, at '*myTax Mail* (Check Mailbox)' page, click on 'New Message' button. At '*myTax Mail* (New Message)' page, you need to complete all the fields marked with * in order to send your enquiry to IRAS.

Click on 'Send Message' button to send your enquiry to IRAS. Upon successful submission, you will receive a confirmation message.

An enquiry number will be assigned to the message you sent to IRAS. You can retrieve the message that you had sent to IRAS or view the reply from IRAS at *myTax Mail* (Check Mailbox)' page.

Q6. How do I know if IRAS has received my message?

A6. The message which you sent to IRAS will be shown at '*myTax Mail* (Check Mailbox)' page.

Q7. How do I know if IRAS has sent a reply to me?

A7. For enquiries on Individual Tax matters

We will usually respond to you within 5 working days. However, depending on the nature or complexity of your enquiries, we may need more time to review. If so, we will let you know.

If you would like to be notified when we have responded to your enquiry, please update your local mobile number/email address at Update Contact Details e-Service accordingly.

For enquiries on Corporate Tax matters

For general enquiries on Corporate Tax matters, we will usually respond to you within 5 working days. For case-specific enquiries on Corporate Tax matters, we will usually respond to you within 14 working days. However, depending on the nature or complexity of your enquiries, we may need more time to review some cases. If so, we will let you know.




If you would like to be notified when we have responded to your enquiry, please provide your contact details (email address or local mobile number) accordingly.

Q8. How long will the messages in *myTax Mail* be kept?

A8. All the messages in *myTax Mail* will be kept for 60 days. Thereafter, the messages will be automatically removed. You can print or save a copy of the message for your own reference.

Q9. How do I know which messages have been read or sent by me?

A9. Messages which you sent to IRAS or received from IRAS will be shown at '*myTax Mail* (Check Mailbox)' page.

| | |
|---|--|
|  | : Refers to new messages from IRAS which have not been read. |
|  | : Refers to messages that are sent to IRAS. |
|  | : Refers to messages from IRAS which have been read. |

Q10. How do I view the messages in *myTax Mail*?

A10. You can read the messages by clicking on the respective message at '*myTax Mail* (Check Mailbox)' page.

Q11. How do I send a reply to IRAS?

A11. After you have read a message, type in your reply in the message box provided. Thereafter, click on 'Reply Message' button to send the reply to IRAS.

Q12. Is there a time limit for composing an enquiry to IRAS?

A12. Yes, for each enquiry you need to complete all the fields marked with * and submit it within 20 minutes.

Q13. What type of file can I attach when I send an enquiry to IRAS?

A13. You can only send up to five JPG, PDF or PNG attachments per message. Each attachment must not exceed 5 MB per file with a total file size of 10 MB per message.

If the file you want to attach is not in JPG, PDF or PNG format, you need to convert your file to the JPG, PDF or PNG format.

Q14. With regards to file attachment, are there any guidelines for the filename?

A14. Yes, the filename must be in English and does not exceed 50 characters. It may, however, include numeric (e.g. birth cert_2010).

Q15. How do I convert my non-PDF file to PDF format?

A15. You would need to install a software to convert your file to PDF format. You may download the free software from <http://www.primopdf.com/>.

Q16. My attachment file is bigger than 5 MB. How can I send it to IRAS?

A16. If your file attachment is bigger than 5 MB, you can save the original document into separate files to reduce the file size. However, you can only send up to five file attachments each time with a total file size of 10 MB per message. Alternatively, you may send the documents to IRAS by post.

Our address is:

Inland Revenue Authority of Singapore
55 Newton Road
Revenue House
Singapore 307987

Q17. I need to attach more than five file attachments in my enquiry to IRAS. What should I do?

A17. Proceed to send your enquiry with the five attachments. After it has been successfully sent, retrieve the same enquiry number from 'myTax Mail (Check Mailbox)' page to submit the remaining attachments.

Q18. What software programs do I need in order to view the attachments in myTax Mail?

A18. Attachments in PDF format are saved in *myTax Mail* as ZIP files. You will need to have Adobe Acrobat Reader and an unzip program to view the attachments.

The software can be downloaded for free at the following sites:

Adobe Reader: <https://get.adobe.com/reader/>

Unzip program for Windows (7-Zip): <http://www.7-zip.org/>

Unzip program for Mac (Stuffit Expander): <http://my.smithmicro.com/stuffit-expander-mac.html>

Q19. How do I view the attachment in myTax Mail?

A19. You may click on the attachment file name to view the attachment.

Q20. Why can't I view the attachment in myTax Mail?

A20. Virus scanning will be performed when you upload attachment to *myTax Mail*. During the virus scanning process, the attachment will not be available for viewing. You will see 'Attachment: Virus Scan in Progress'.

The attachment will be available for viewing when virus scanning is completed. You should be able to view the attachment by the next day.

Q21. Can I delete any message in myTax Mail?

A21. No, you cannot delete any message in *myTax Mail*. Messages will be automatically removed after 60 days. You can print or save a copy of the message if you need it for reference before it is removed.

Q22. Can I set the read messages to unread?

A22. No, this feature is not supported in *myTax Mail*.

Q23. Can I forward the messages in myTax Mail to my personal email account?

A23. No, this feature is not supported in *myTax Mail*.

Q24. How do I save a copy of the messages in myTax Mail to my computer?

A24. You can follow the steps below.

For PCs running Windows:

a) Internet Explorer browser

- 1) Select "File -> Save As" on the top of the browser window menu
- 2) Select the location to save the HTML document
- 3) Type in the desired file name in "File name:" and click on "Save" button

b) Firefox browser

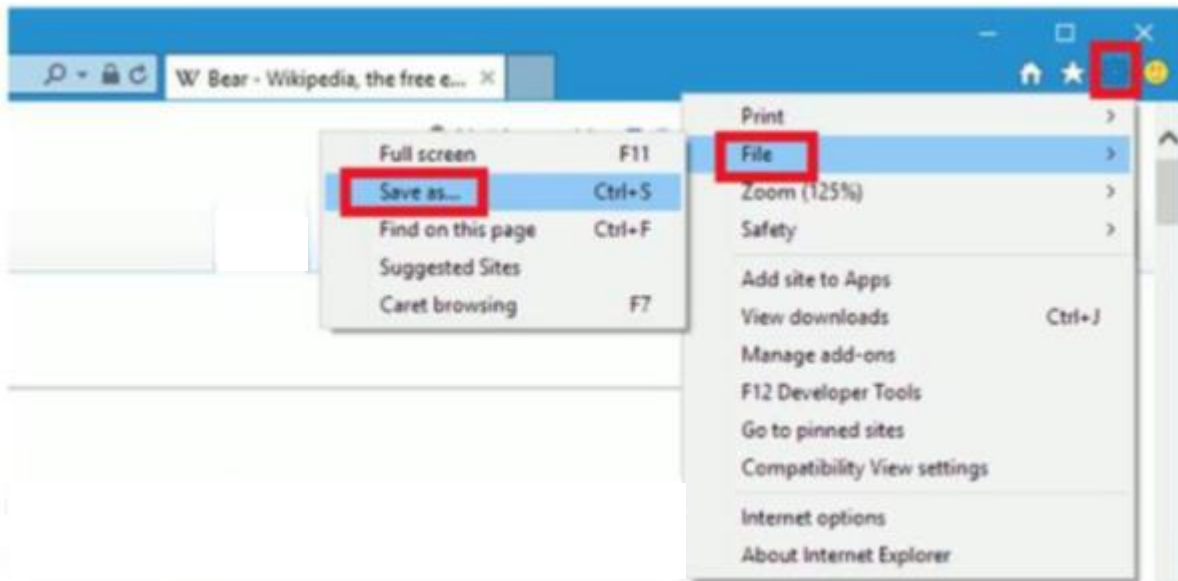
- 1) Select "File -> Save Page As" on the top of the browser window menu
- 2) Select the location to save the HTML document
- 3) Type in the desired file name in "File name:"
- 4) Choose "Web Page, complete" in "Save as type:" dropdown list
- 5) Click on "Save" button

c) Google Chrome:

- 1) Click on the main menu button located in the top right corner of your browser window.
- 2) Under "More tools" sub-menu, click on "Save Page As" to open a standard save file dialog that overlays your browser window. Note: Appearance varies depending on your operating system.
- 3) Select the location to save the HTML document, followed by the appropriate step(s) to complete the process.

d) Microsoft Edge:

- 1) Click on the gear icon at the top right corner of the browser window.
- 2) Select "File > Save As".
- 3) Select the location to save the HTML document, followed by the appropriate step(s) to complete the process.



For Apple computers running Macintosh:

a) Safari:

- 1) Select "File -> Save As" on the top of the browser window menu
- 2) Type in the desired filename in "Save As:" or "Export As:"
- 3) Select the location to save the HTML document
- 4) Select "Web Archive" under the "Format:" box
- 5) Click on "Save" button

b) Firefox:

- 1) Select "File > Save Page As..." from the top of the browser window menu
- 2) Type in the desired filename in "Save As:"
- 3) Select the location to save the HTML document
- 4) Select "Web Page, complete" under the "Save As:" box
- 5) Click on "Save"

c) Google Chrome:

- 1) Click on the main menu button located in the top right corner of your browser window.
- 2) Under "More tools" sub-menu, click on "Save Page As" to open a standard save file dialog that overlays your browser window. Note: Appearance varies depending on your operating system.
- 3) Select the location to save the HTML document, followed by the appropriate step(s) to complete the process.

Q25. What should I do if I encounter an error while using *myTax Mail*?

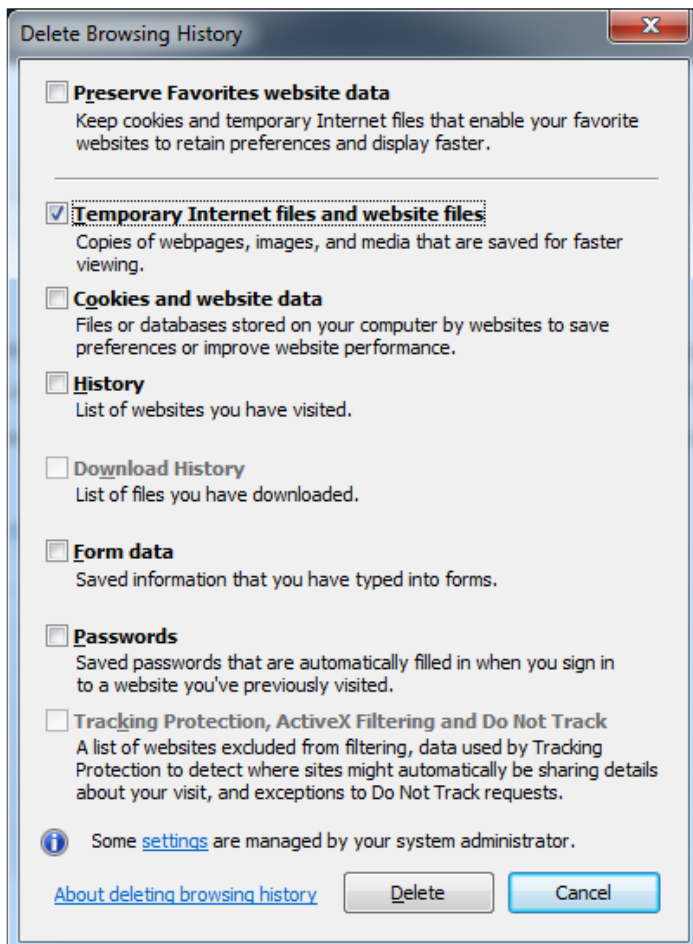
A25. Please check the *myTax Mail* main page to see if the email has been submitted.

Otherwise, please clear browser's cache (temporary internet files) and close active applications before you resubmit the enquiry again.

To clear cache, close all other applications running in your PC to free up memory space. Press Ctrl + Shift + Delete (Windows)/ Shift + ⌘ Command + Delete (Mac OS), and follow the instructions below:

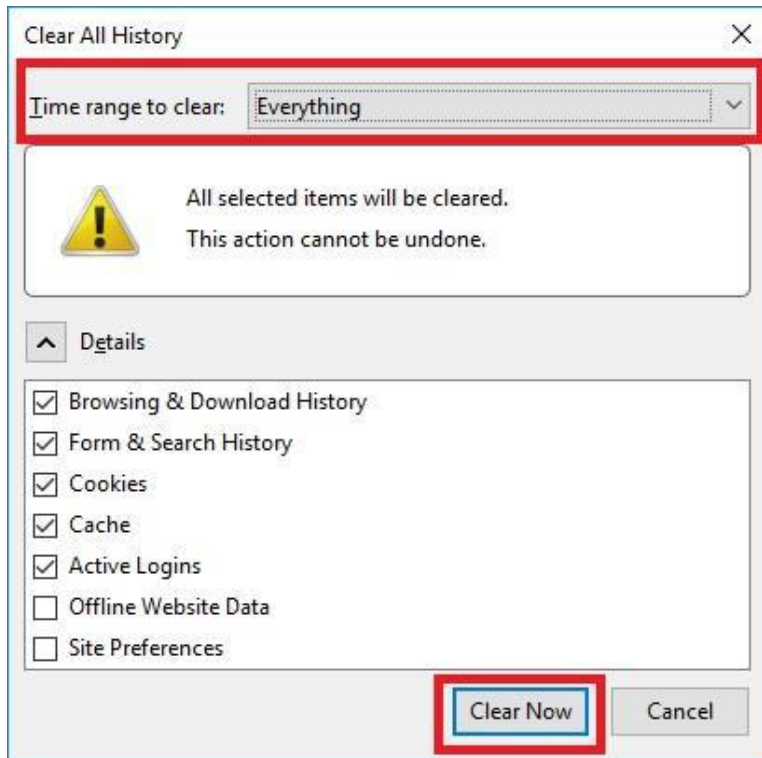
a) Internet Explorer:

- 1) Check the box next to "Temporary Internet files"
- 2) Click "Delete"
- 3) Click "OK" to exit the Internet Options dialog



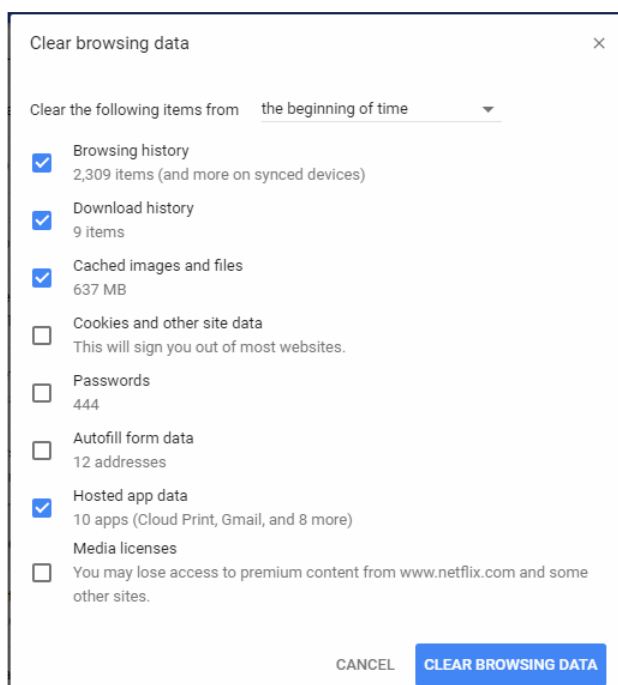
b) Firefox:

- 1) In the “Clear All History” window that appears, set the “Time range to clear”: to “Everything”.
- 2) Expand the “Details” and ensure “Cache” is checked.
- 3) Click “Clear Now”.



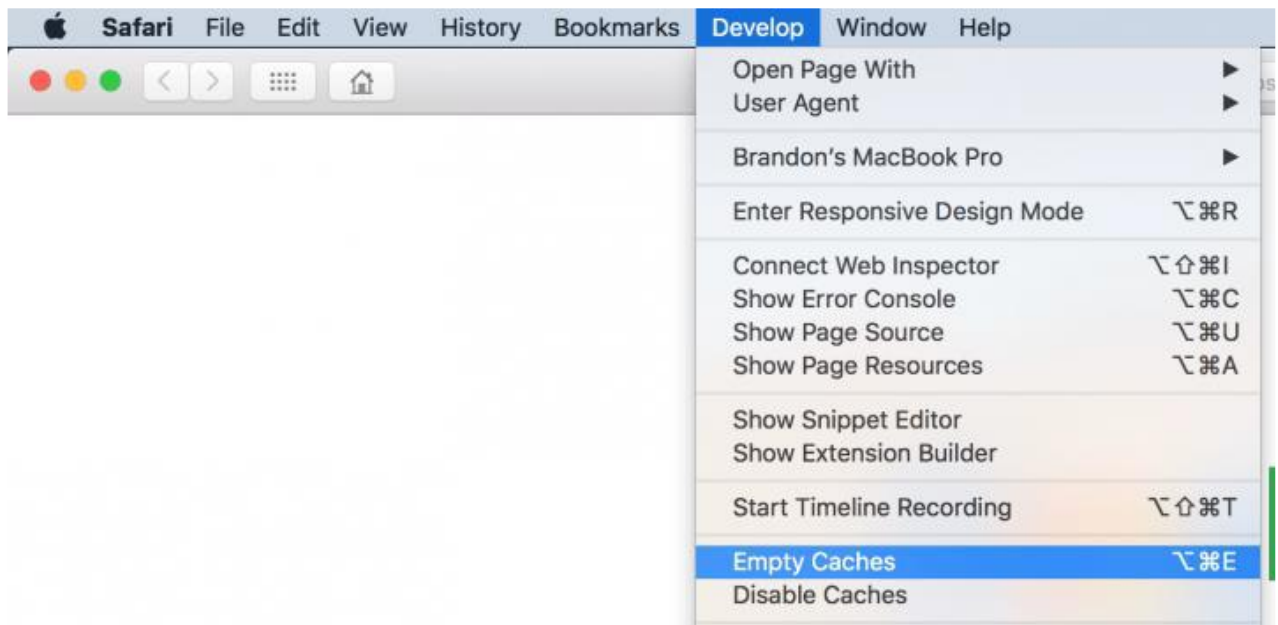
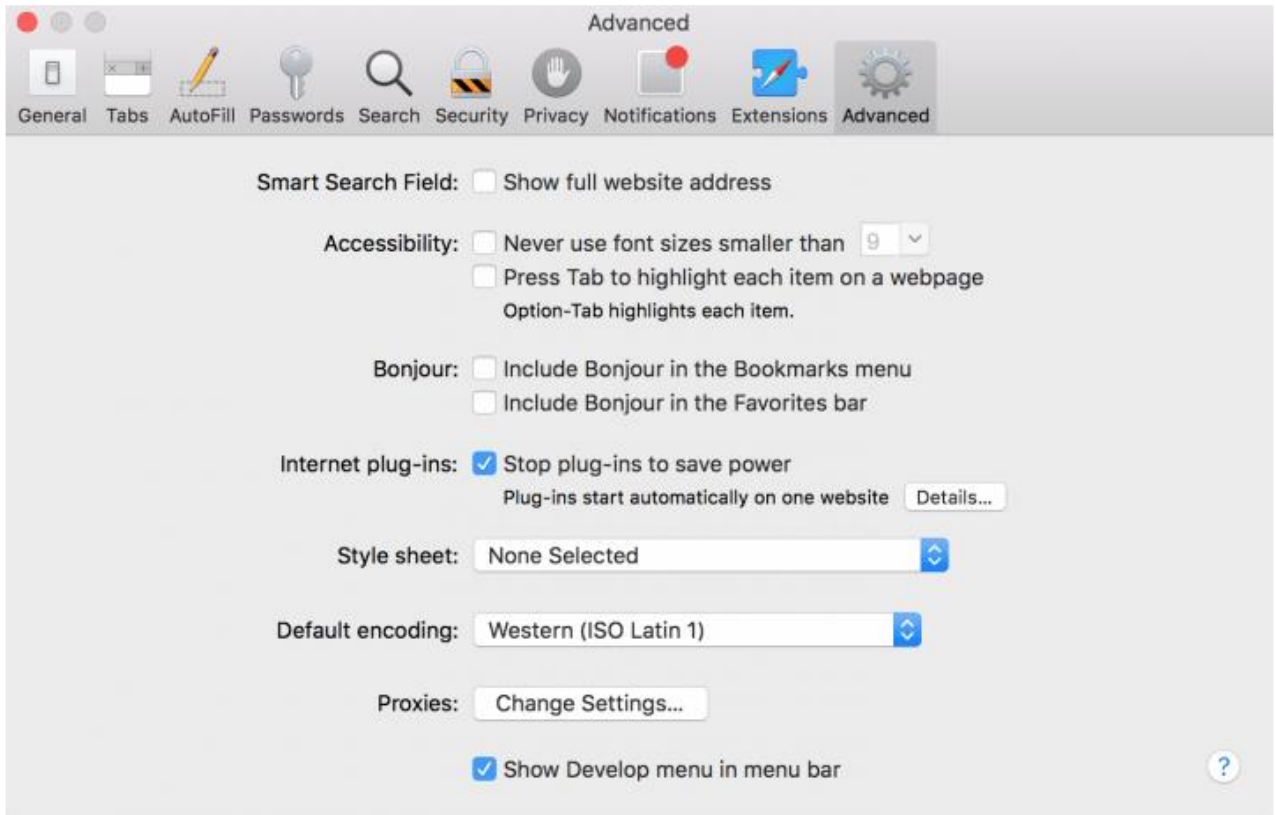
c) Google Chrome:

- 1) Select the period of time you wish to delete cached information using the “Clear the following items from” menu.
- 2) Check “Cached images and files”.
- 3) Click “Clear browsing data”.



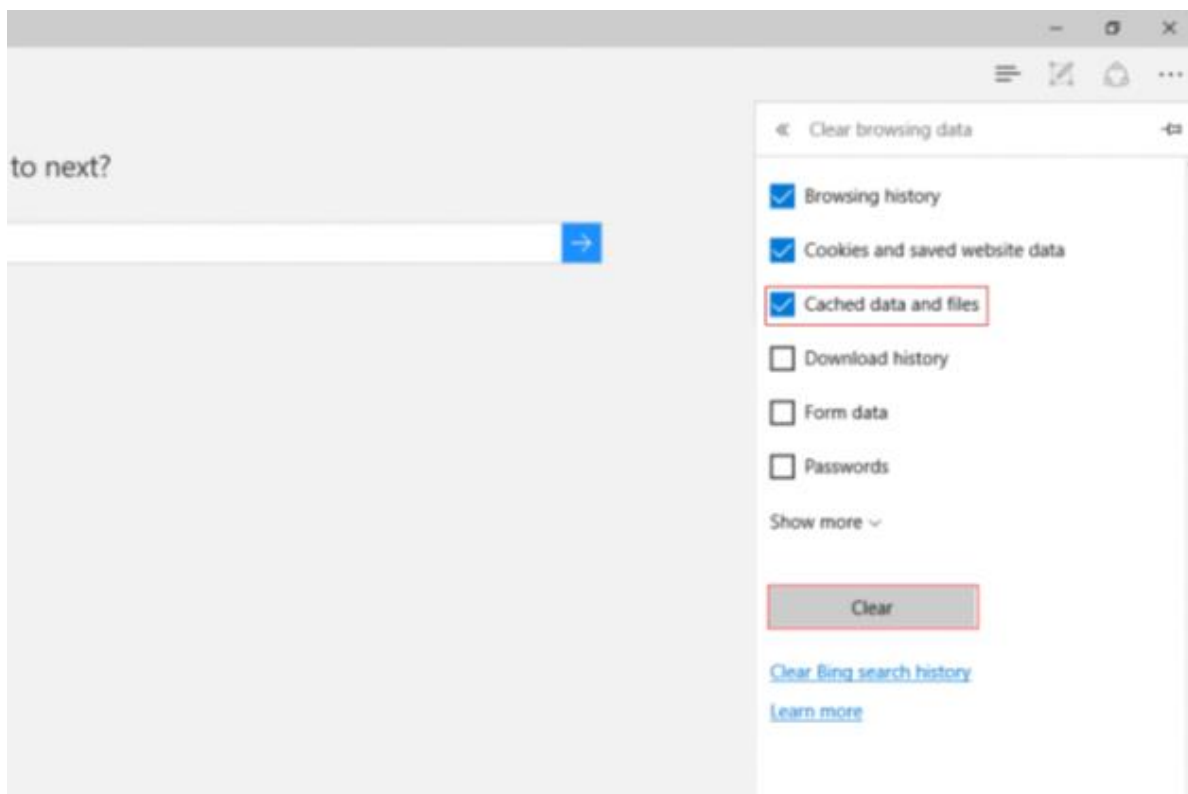
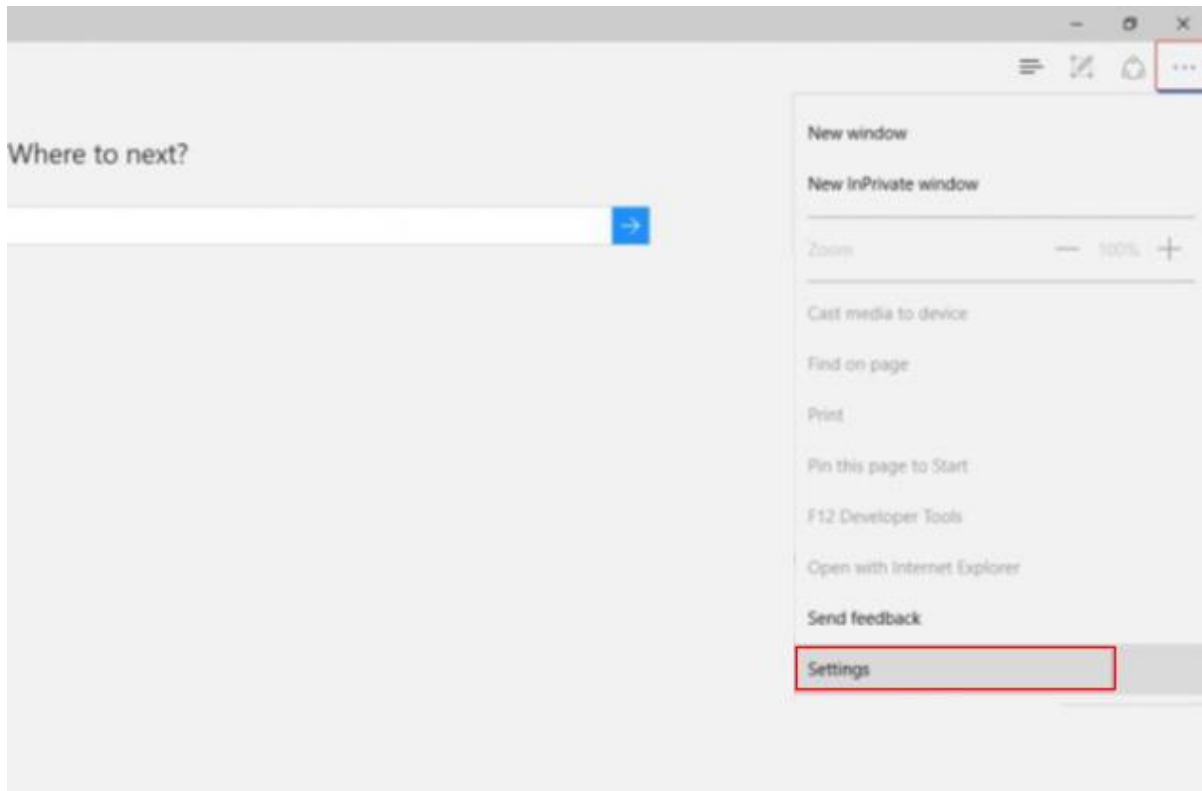
d) Safari:

- 1) Click "Safari" on the menu bar and select "Preferences".
- 2) Click "Advanced" tab and check "Show Develop menu in bar" option to add the menu to Safari by default.
- 3) Click "Develop" on the menu bar and select "Empty Caches".



e) Microsoft Edge:

- 1) Click the menu at the top-right corner and select "Settings".
- 2) Under "Clear browsing data", click "Choose what to clear".
- 3) Check "Cached data and files" and click "Clear".



If you still encounter an error, please contact us with the following details:

- a) Date and time that you encountered the error
- b) Description of the error (e.g. after clicking "Submit Message")
- 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 before clicking "Submit Message"

Please contact us at:

| | |
|--|---------------|
| Individual Income Tax & Property Tax | 1800 356 8300 |
| Corporate Income Tax | 1800 356 8622 |
| Goods & Services Tax | 1800 356 8633 |
| e-Submission of employment income, donations & commission | 1800 356 8015 |

Contact Information

For enquiries on this user guide, please call 1800 356 8300 or email taxqueries@iras.gov.sg

Published by
Inland Revenue Authority of Singapore

Published on 1 Mar 2018

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