



INLAND REVENUE  
AUTHORITY  
OF SINGAPORE

# User Guide

## Tax Agent's Access to myTax Portal for Individual Clients

# Table of Contents

Click on page number to go to the section

|  | Pages                        |
|--|------------------------------|
| List of Digital Services Accessible by Tax Agents -----  | <a href="#"><u>3</u></a>     |
| How to login to myTax Portal for Individual Clients----- | <a href="#"><u>4 - 6</u></a> |
| How to Switch Clients -----                              | <a href="#"><u>7 - 8</u></a> |

### List of Digital Services Accessible by Tax Agents

**Filing Matters**

- File Income Tax Return
- Check Employer's Employment Income Submission Status
- Amend Tax Bill
- Transfer/View Parenthood Tax Rebate (PTR)
- Apply for Extension of Time to File

**Submit requested information**

- Update Dependent's Particulars

**Inbox**

- View Individual Notices / Letters
- MyTax Mail (MTM) > View Mailbox
- MyTax Mail (MTM) > Compose Mail

*Note: Tax agents can only access MTMs sent by clients after the portal refresh.*

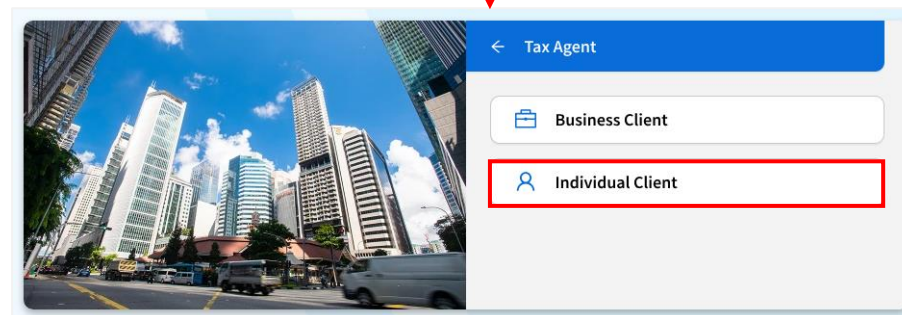
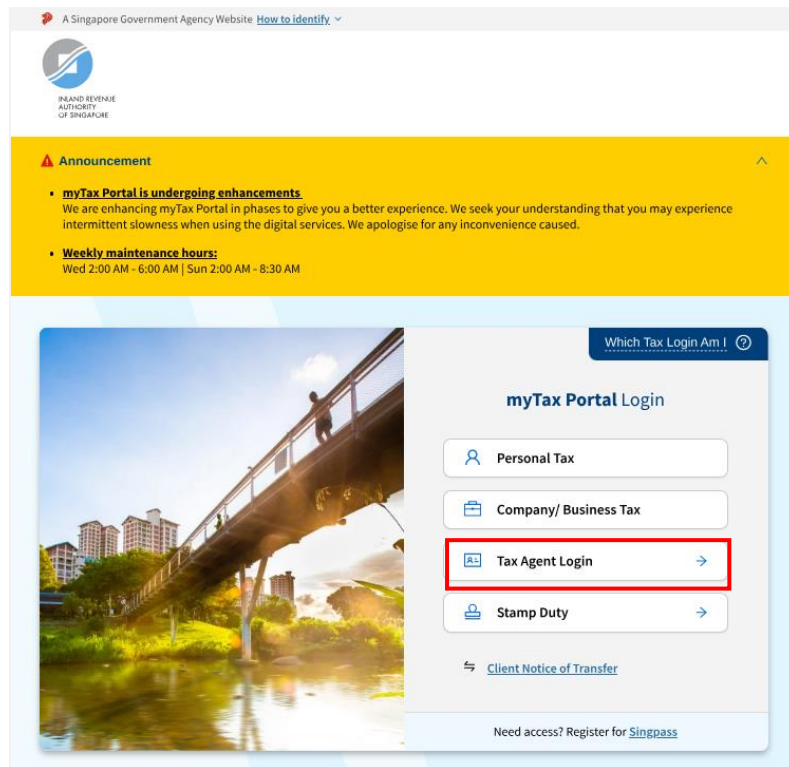
**Profile**

- Update Contact & Notification Preferences

**Account**

- Pay Taxes
- Appeal for Penalty Waiver
- View Account Summary
- View GIRO Plan

## How to login to myTax Portal for Individual Clients




- Login to myTax Portal at <https://mytax.iras.gov.sg>.
- Select '**Tax Agent Login**', then '**Individual Client**'.
- You will be redirected to the Singpass login page.
- Complete the Singpass authentication process.

## How to login to myTax Portal for Individual Clients



myTax Portal

Enter your individual client's tax reference number:

**Client Tax Ref No. \***

Select 

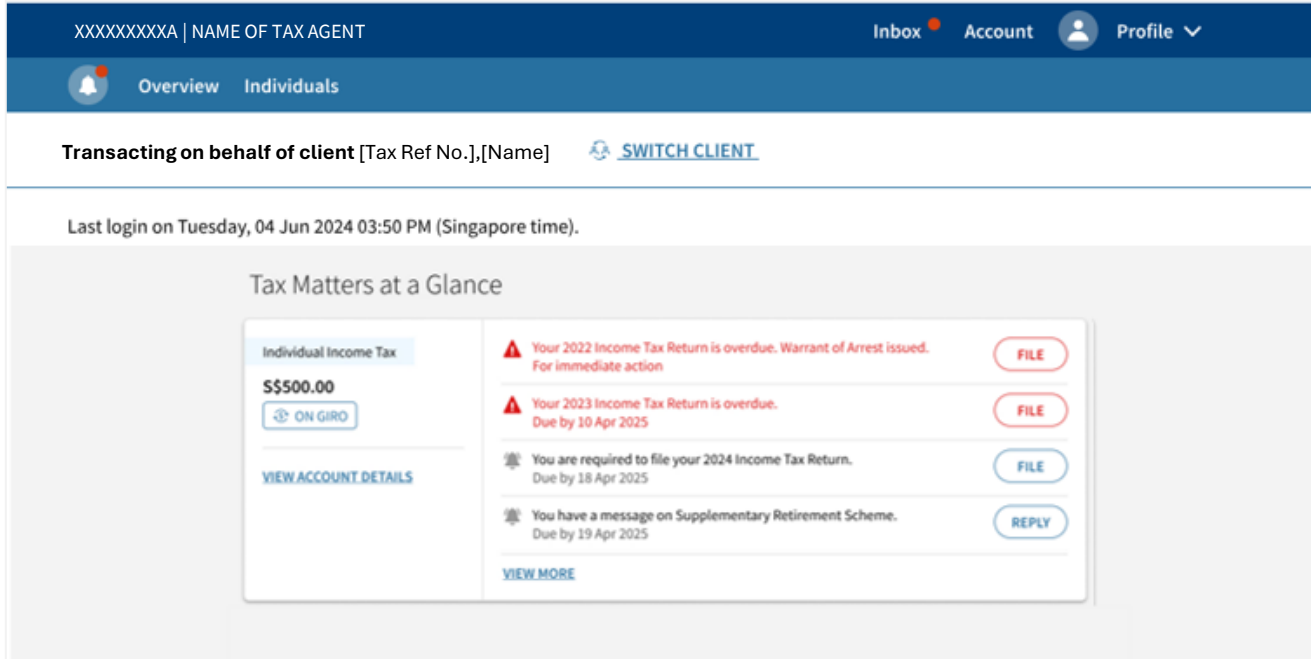
*Note: You can switch to another client later without having to log out.*

If you encounter any authorisation issues, [chat with us](#)  between 8:00 AM to 5:00 PM from Mondays to Fridays. Alternatively, provide us the information via [IRAS Incident Report](#) .

**PROCEED**

- Enter your individual client's tax reference number.
- Click '**PROCEED**'.

## How to login to myTax Portal for Individual Clients



The screenshot displays the myTax Portal interface for an individual client. At the top, a dark blue header bar contains the text "XXXXXXXXXA | NAME OF TAX AGENT" on the left, and "Inbox", "Account", and "Profile" with a dropdown arrow on the right. Below this, a lighter blue navigation bar shows "Overview" and "Individuals". The main content area has a white background. It starts with "Transacting on behalf of client [Tax Ref No.],[Name]" and a "SWITCH CLIENT" button. Below this, it says "Last login on Tuesday, 04 Jun 2024 03:50 PM (Singapore time)." The section "Tax Matters at a Glance" features a card with "Individual Income Tax" and "S\$500.00" with an "ON GIRO" button and a "VIEW ACCOUNT DETAILS" link. To the right of this card is a list of four tax-related messages, each with a "FILE" or "REPLY" button. The messages are: "Your 2022 Income Tax Return is overdue. Warrant of Arrest issued. For immediate action" (FILE), "Your 2023 Income Tax Return is overdue. Due by 10 Apr 2025" (FILE), "You are required to file your 2024 Income Tax Return. Due by 18 Apr 2025" (FILE), and "You have a message on Supplementary Retirement Scheme. Due by 19 Apr 2025" (REPLY). A "VIEW MORE" link is at the bottom of the list.

XXXXXXXXXA | NAME OF TAX AGENT

Inbox Account Profile

Overview Individuals

Transacting on behalf of client [Tax Ref No.],[Name] [SWITCH CLIENT](#)

Last login on Tuesday, 04 Jun 2024 03:50 PM (Singapore time).





**Tax Matters at a Glance**

Individual Income Tax

**S\$500.00**

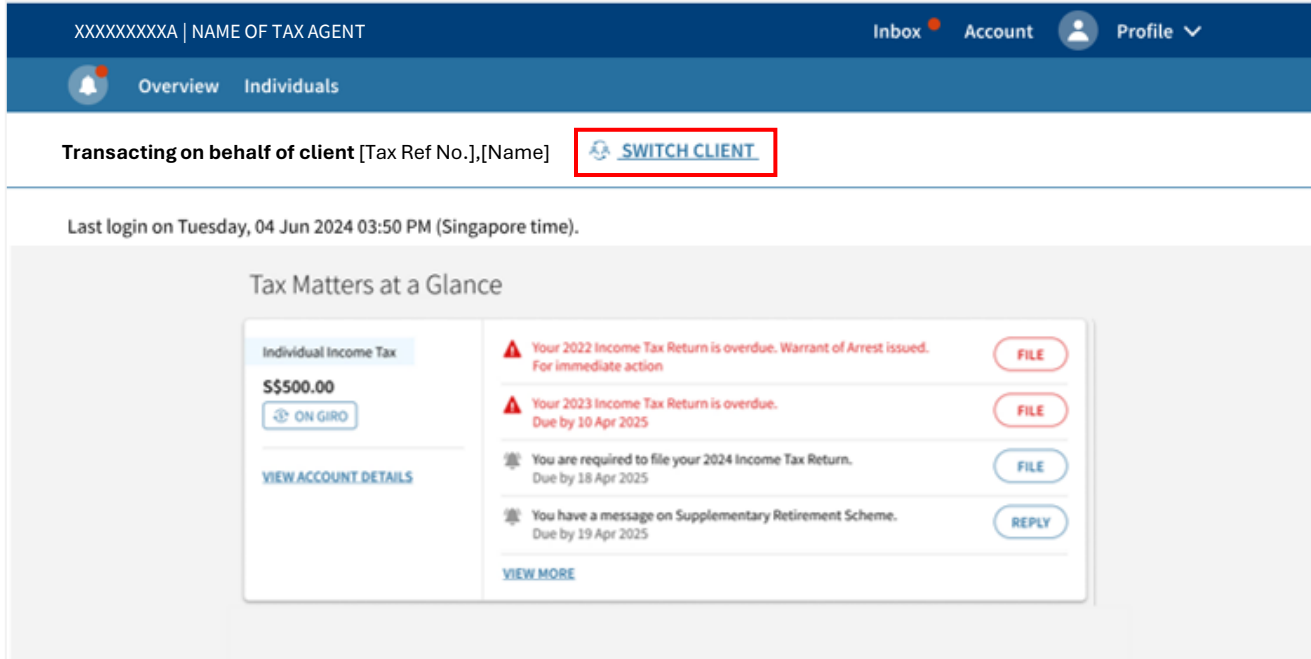
[ON GIRO](#)

[VIEW ACCOUNT DETAILS](#)

-  Your 2022 Income Tax Return is overdue. Warrant of Arrest issued. For immediate action [FILE](#)
-  Your 2023 Income Tax Return is overdue. Due by 10 Apr 2025 [FILE](#)
-  You are required to file your 2024 Income Tax Return. Due by 18 Apr 2025 [FILE](#)
-  You have a message on Supplementary Retirement Scheme. Due by 19 Apr 2025 [REPLY](#)

[VIEW MORE](#)

- You will be redirected to the individual client's myTax Portal.



The screenshot displays the MyTax Portal interface. At the top, a dark blue header bar contains the text 'XXXXXXXXXA | NAME OF TAX AGENT' on the left and 'Inbox Account Profile' with a dropdown arrow on the right. Below this, a lighter blue navigation bar shows 'Overview' and 'Individuals' with a bell icon. The main content area has a header 'Transacting on behalf of client [Tax Ref No.],[Name]' followed by a red-bordered box containing a house icon and the text 'SWITCH CLIENT'. Below this, it states 'Last login on Tuesday, 04 Jun 2024 03:50 PM (Singapore time)'. The main section is titled 'Tax Matters at a Glance' and contains a card with tax information. The card has a left sidebar with 'Individual Income Tax', '\$\$500.00', 'ON GIRO', and 'VIEW ACCOUNT DETAILS'. The right side of the card lists four items: 1) 'Your 2022 Income Tax Return is overdue. Warrant of Arrest issued. For immediate action' with a 'FILE' button; 2) 'Your 2023 Income Tax Return is overdue. Due by 10 Apr 2025' with a 'FILE' button; 3) 'You are required to file your 2024 Income Tax Return. Due by 18 Apr 2025' with a 'FILE' button; and 4) 'You have a message on Supplementary Retirement Scheme. Due by 19 Apr 2025' with a 'REPLY' button. A 'VIEW MORE' link is at the bottom of the card.

### Switching Clients in MyTax Portal

- To switch to a different client profile, select the '**SWITCH CLIENT**' link in the header.

## How to Switch Clients



XXXXXXXXXA | NAME OF TAX AGENT

InboxAccountProfile

OverviewIndividuals

Transacting on behalf of client [Tax Ref No.],[Name] [SWITCH CLIENT](#)

### Switch Client

Enter your individual client's tax reference number:

Client Tax Ref No.\*

Select

If you encounter any authorisation issues, [chat with us](#) between 8:00 AM to 5:00 PM from Mondays to Fridays. Alternatively, provide us the information via [IRAS Incident Report](#).

PROCEED

- Enter your individual client's Tax Reference Number.
- Click **'PROCEED'**.
- You will be redirected to the next client's myTax Portal Overview Page.



Published on 23 Jul 2025

Published by  
Inland Revenue Authority of Singapore  
[www.iras.gov.sg](http://www.iras.gov.sg)



The information provided is intended for better general understanding and is not intended to comprehensively address all possible issues that may arise. The contents are provided on an “as is” basis without warranties of any kind. IRAS shall not be liable for any damages, expenses, costs or loss of any kind however caused as a result of, or in connection with your use of this user guide.

While every effort has been made to ensure that the above information is consistent with existing policies and practice, should there be any changes, IRAS reserves the right to vary our position accordingly.

© Inland Revenue Authority of Singapore