

S/N	Common Login/ e-Filing Issue	What You Need To Do
1	I have set up my CorpPass account but I am not able to log in to myTax Portal.	Your CorpPass Admin may not have authorised you in CorpPass to access IRAS' e-Services.
2	I am able to log in to myTax Portal using CorpPass but I cannot locate the "Corporate Tax" e-Filing service at the main menu bar of myTax Portal.	<p>To e-File Form C-S/ C at myTax Portal using CorpPass, you must be granted with either:</p> <ul style="list-style-type: none"> • "Access to all e-Services" in CorpPass; or • "Approver" role for Corporate Tax (Filing and Applications) e-Service in CorpPass. <p>Check the e-Services assigned to you via "<i>My Account > View my Profile</i>" after logging in to your CorpPass account at corppass.gov.sg.</p> <p>Approach your CorpPass Admin to grant you the right access if this was not done.</p>
3	Why am I unable to submit the online Form C-S/ C to IRAS after completing it?	<p>You are likely to have been granted the "Preparer" role for the Corporate Tax (Filing and Applications) e-Service in CorpPass.</p> <p>Only persons authorised as an "Approver" for the Corporate Tax (Filing and Applications) e-Service in CorpPass can submit the online Form C-S/ C to IRAS.</p> <p>Should you wish to submit the online Form C-S/ C to IRAS, please approach your company's CorpPass Admin to update your role to "Approver" via "<i>Users > Manage Users</i>" in CorpPass.</p>
4	<p>I have set up my CorpPass account to e-File Form C-S/ C for a foreign entity (i.e. ASGD tax reference number).</p> <p>I encountered "Access Denied" error message after entering my CorpPass login details at myTax Portal.</p>	<p>Make sure the following steps are completed if not done previously:</p> <p>a) Email us at ctmail@iras.gov.sg with the subject header "CorpPass Registration for Foreign Entity", providing the following details:</p> <ul style="list-style-type: none"> - CorpPass Entity ID (e.g. C12345678A) issued by CorpPass (if available) - IRAS' Tax Reference Number of the company (i.e. ASGD A1234567E) - Name of company - Date of incorporation of company - Country of incorporation of company. <p>IRAS will inform you once the above information is updated in our records.</p> <p>b) Ensure that you have been assigned with the following in CorpPass:</p> <ol style="list-style-type: none"> (i) "For Non-UEN Entity Only" e-Service (ii) "Approver" role for the Corporate Tax (Filing and Applications) e-Service.

		c) Please allow at least 3 days from the completion of step b) before you log in to myTax Portal.
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