



Frequently Asked Questions

View Correspondence / Notices

Q1. Why am I unable to view documents using 'View Correspondence / Notices'?

- A1. 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 the browser prompts a 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 the 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 prompts "Would you like to allow pop-ups from '*.iras.gov.sg'?", click "Yes"
Step 8. If your browser still cannot open or download document properly, please restart browser and try again

Q2. Why are there no Acknowledgement pages for viewing?

- A2. The 'View Correspondence / Notices' e-Service is made available on 01 Feb 2008. Hence, Acknowledgement pages or correspondences prior to this date are not available for viewing. The system will take three working days to upload the Acknowledgement page from the date submitted. Hence, if you have e-Filed on 01 Feb 2008, you will only be able to view the acknowledgement page from 04 Feb 2008 onwards.

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

- A3. No. You can only view correspondences that are sent *by* IRAS. For a start, only the notification of GST registration and notification of cancellation of GST registration sent by IRAS are viewable at *myTax Portal*.

Q4. How do I save the Acknowledgement page/ correspondence/ notice?

A4. For PC using Internet Explorer

- Select File Menu > Save As... on the browser window
- Select the location to save the HTML document
- Type in the desired file name in "File name: " and click on "Save" button

For PC using Fire Fox

- Select File Menu > Save As... on the browser window
- Select the location to save the HTML document
- Type in the desired file name in "File name: " and click on "Save" button



Q5. Can I delete the correspondence / notices after viewing?

A5. No.

Q6. Will I be able to set the correspondence/notice from 'Read' to 'Unread'?

A6. No, a document that has been read will be treated as having 'Read'.

Q7. Can I forward the document to another party?

A7. No, the system does not allow onward forwarding of the document to another party.

Q8. What software programs are required in order to view the notices?

A8. 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 enables 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.mspx>

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

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