

## **View Correspondence / Notices**

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**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.

**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 3 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 to your local drive.

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

A7. You require *Adobe Acrobat Reader* to view the notices as they are in *pdf* format

For your convenience, *Adobe Acrobat Reader* can be downloaded for free at:  
<http://www.adobe.com/products/acrobat/readstep2.html>

**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