



TANZANIA REVENUE AUTHORITY

ISO 9001:2015 Certified

Enhanced Domestic Revenue System

USER GUIDE FOR APPOINTMENT OF DECLARANT, AUDITOR AND AUDIT FIRM

Version 2.0

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1. Task Summary

This User Manual (UM) provides the information necessary for Taxpayer/Director/Entity Admin to effectively use the Taxpayer portal to appoint/add declarant and Audit Firm to their Companies/Entities in order to perform their relevant tasks.

2. Getting Started

2.1 Part A: Register as A Director/Entity Admin (Existing User)

This is a process of which an entity admin, a director or an existing user able to register and perform tasks on behalf of him/herself or of the entity.

STEP 01:

User: Director of the entity whose TIN is attached to Entity TIN

Action:

- a) Go to the official TRA website then click “Taxpayer Portal” button



Figure 1: Taxpayer Portal Link

STEP 02:**User:** Director of the entity**Action:**

- a) Taxpayer portal page will appear, proceed to click **“Forgot password?”** button

TRA

Welcome to Tanzania Revenue Authority Taxpayer Portal

ALL TR
SERVICES IN
ONE PLACE

EASY ACCESS 24/7 AVAILABILITY

Login

TIN Please enter your TIN

Password

Forgot Password?

Login

Don't Have an Account? Register Now

Figure 2:Forgot Password

- b) Enter Director’s TIN then click “submit” button.

TRA

Welcome to Tanzania Revenue Authority Taxpayer Portal

INTEGRATED SERVICES
ALL IN ONE

Forgot Password

TIN

Click here to go to login page

Submit

Figure 3:Submit TIN to Get OTP

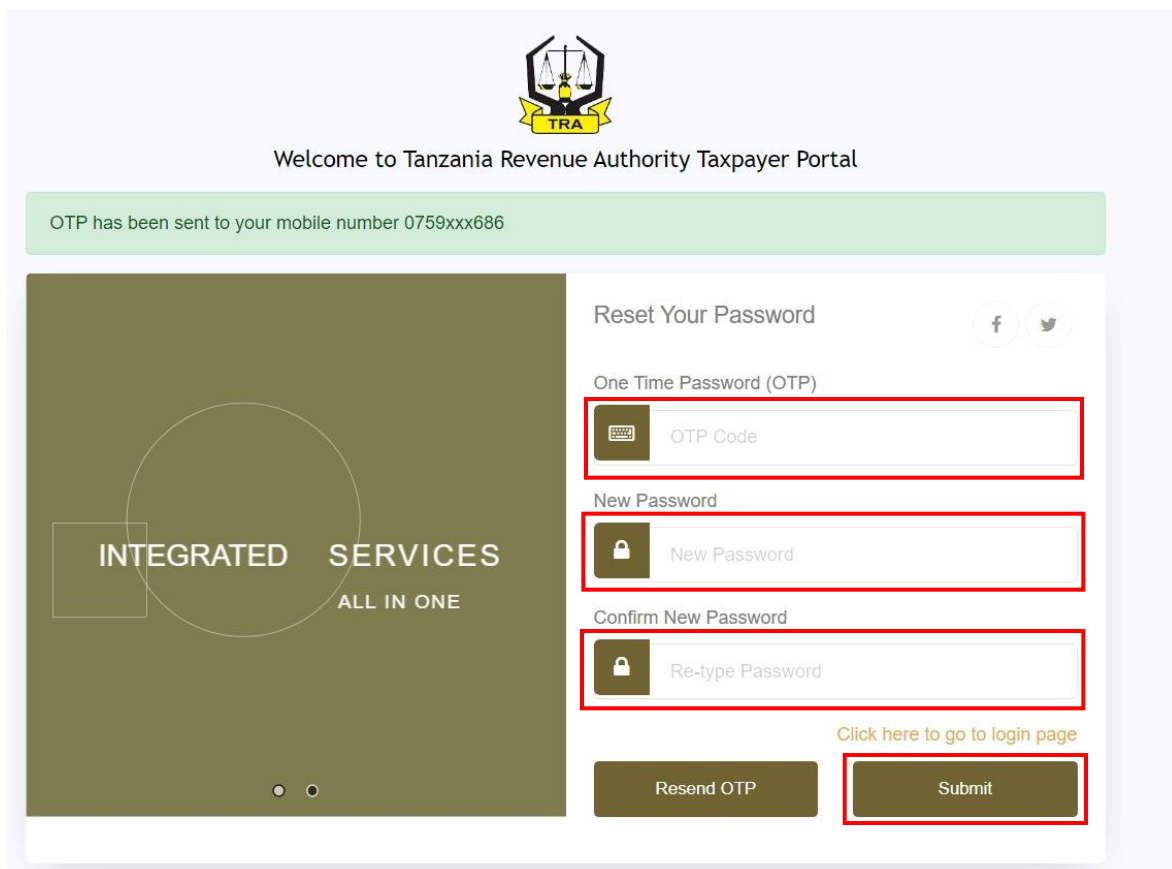
- c) A one-time password (OTP) will be generated and sent to the Director’s phone number that was updated in TRA information (Confirm with nearest TRA Office).

STEP 03:

User: Director of the entity

Action:

- a) Enter the OTP received and proceed to reset the password (enter new password) then click the “**submit**” button



The screenshot displays the Tanzania Revenue Authority (TRA) Taxpayer Portal. At the top, the TRA logo is centered above the text "Welcome to Tanzania Revenue Authority Taxpayer Portal". A green notification bar at the top left states "OTP has been sent to your mobile number 0759xxx686". The main content area is divided into two sections. On the left, a dark green banner features the text "INTEGRATED SERVICES ALL IN ONE" with a circular graphic. On the right, the "Reset Your Password" form is visible. This form includes three input fields, each highlighted with a red border: "One Time Password (OTP)" with a keyboard icon and "OTP Code" label; "New Password" with a lock icon and "New Password" label; and "Confirm New Password" with a lock icon and "Re-type Password" label. Below these fields are two buttons: "Resend OTP" and "Submit", with the "Submit" button also highlighted by a red border. A link "Click here to go to login page" is located above the "Submit" button.

Figure 4: Enter OTP and New Password

STEP 04:**User:** Director of the entity**Action:**

- a) Upon logging in, click on **“My Account”** button at the top of the portal screen

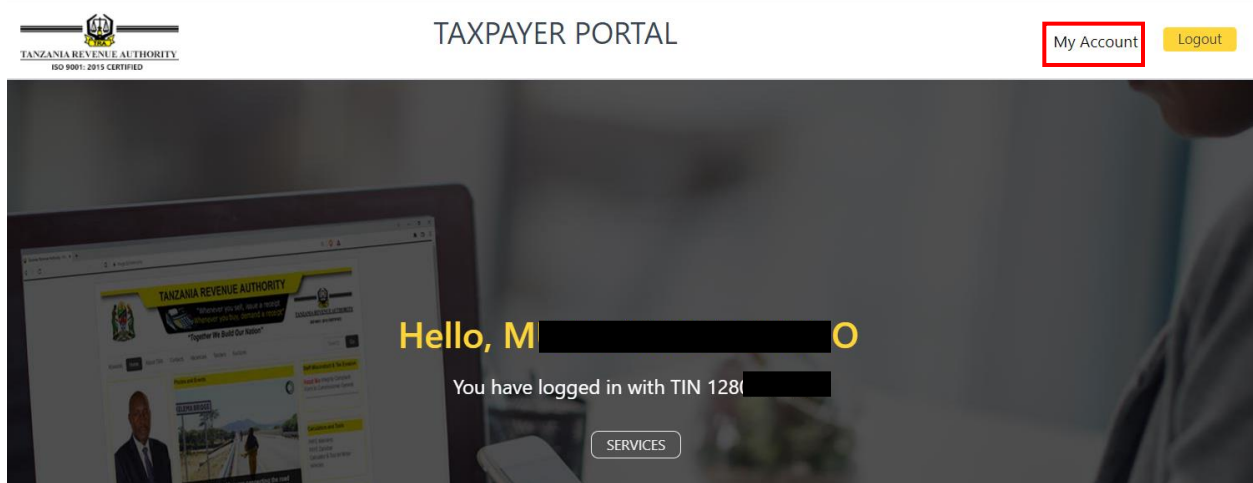


Figure 5: Login into the System

- b) The page showing entities managed/administered by Director will display as below.

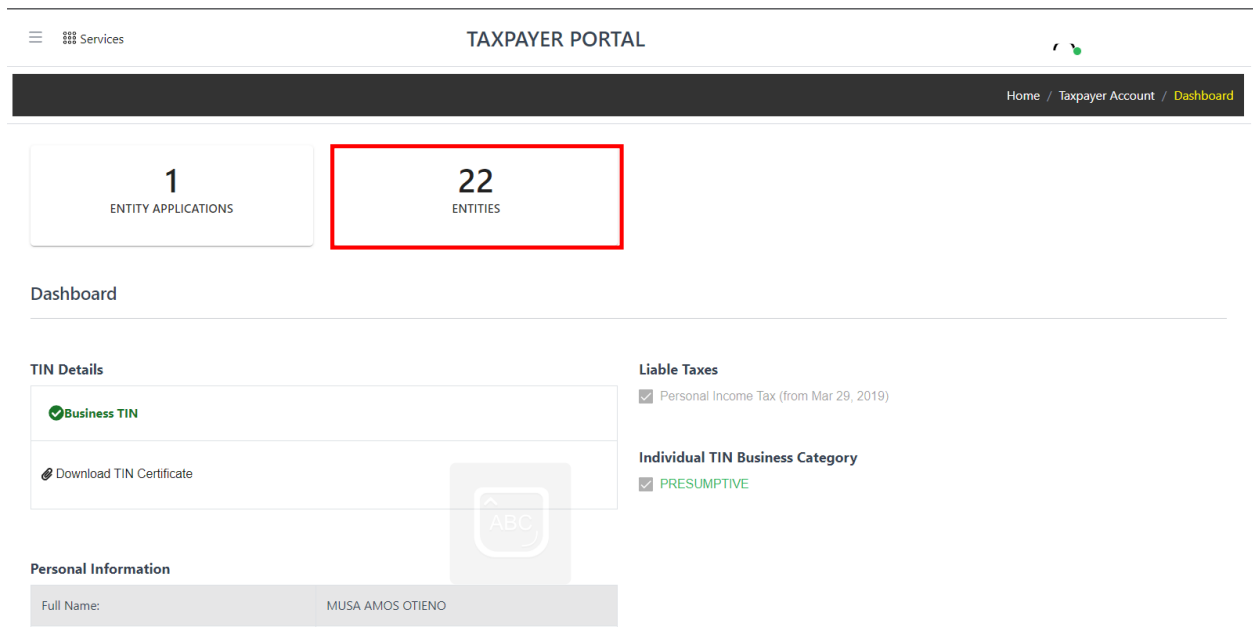


Figure 6: View My Account

- c) Click “**Entities**” button then the page showing a list of entities will appear as shown below, proceed to click the blue colored “**Action**” button on the right side of the entity of your choice.

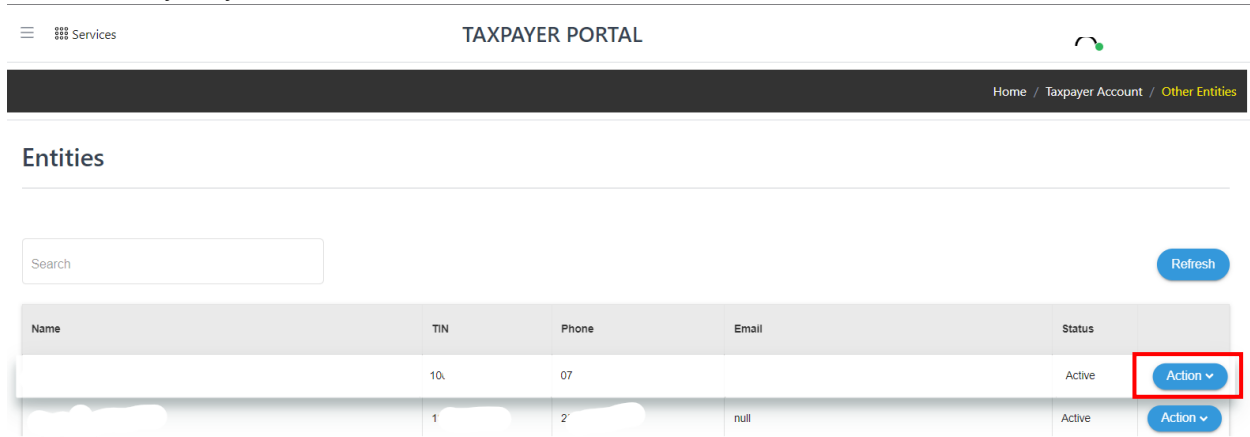


Figure 7:Entities

3. Appointment of Declarant/User

3.1 Part A: Appointment of Declarant/User

This is a tab in Entities menu in which an entity admin can add or edit users who are going to perform tasks on behalf of the entity.

STEP 05:

User: Director of the entity

Action:

- a) Click on the **“View”** button.

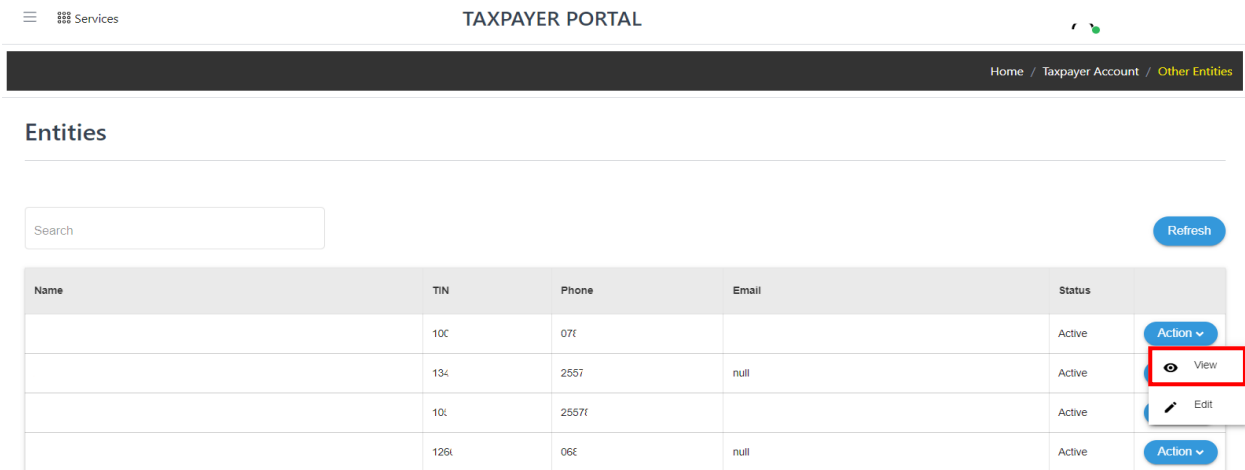


Figure 8: View Entities Information

- b) Click **“Users”** tab then proceed to click the blue colored **“New User”** button

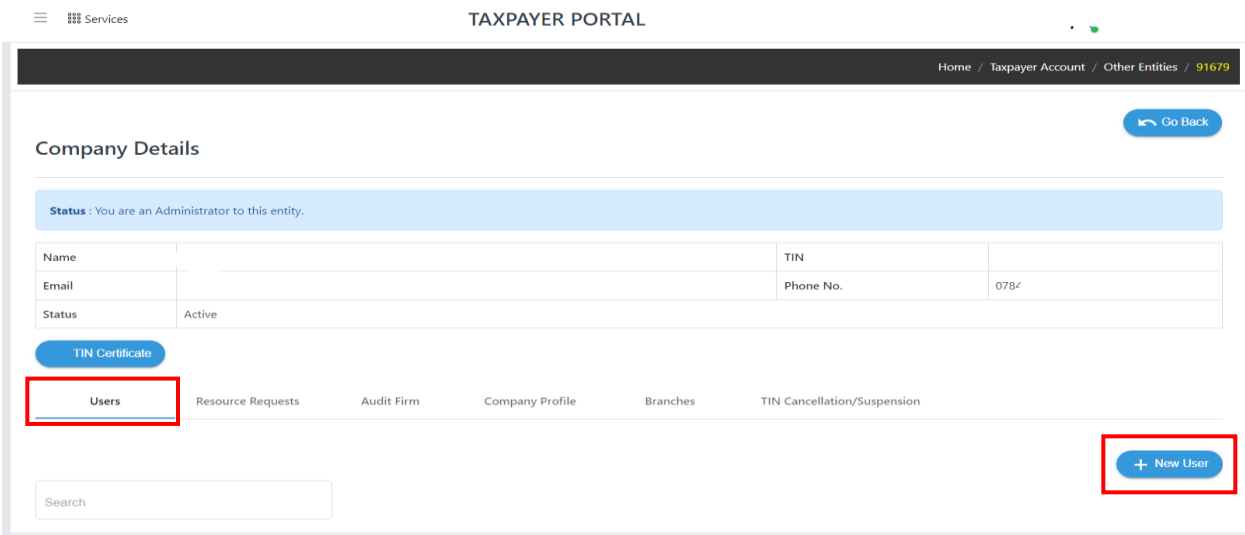


Figure 9: Add User Tab

- c) Proceed to enter the new user TIN, information of the new user will appear as below

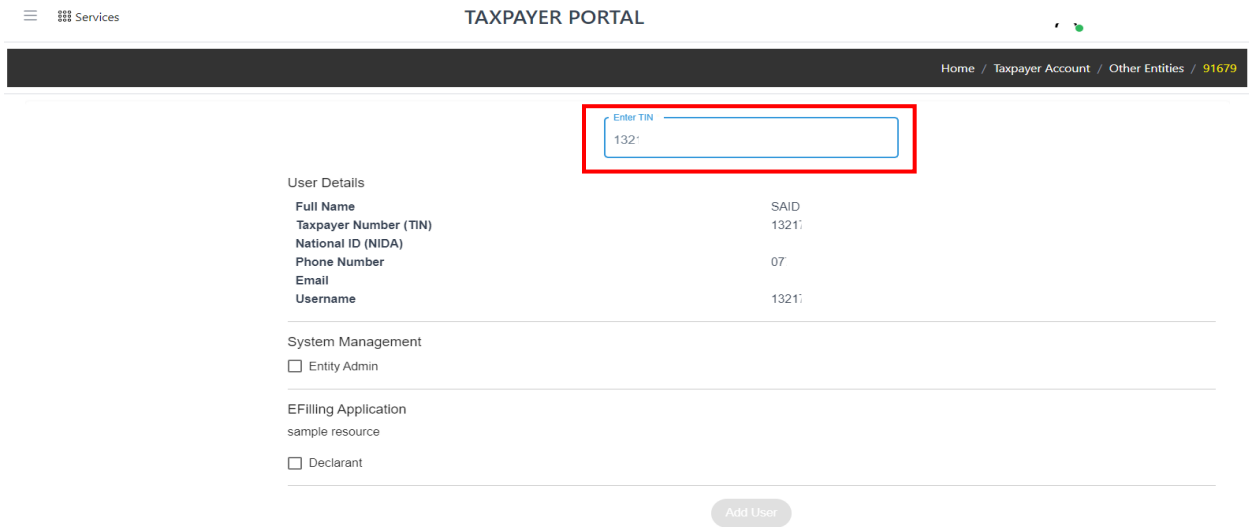


Figure 10: Add User TIN

- d) Assign the new user with respective access such as ‘Entity Admin’, ‘Declarant’ or ‘PAYE declarant’ by clicking the box next to each option then click the blue colored ‘add user’ button

NOTE: PAYE Declarant will be able to view and manage Company Payroll details. It is **therefore extremely important** to appoint the appropriate individual for **confidentiality** reason.

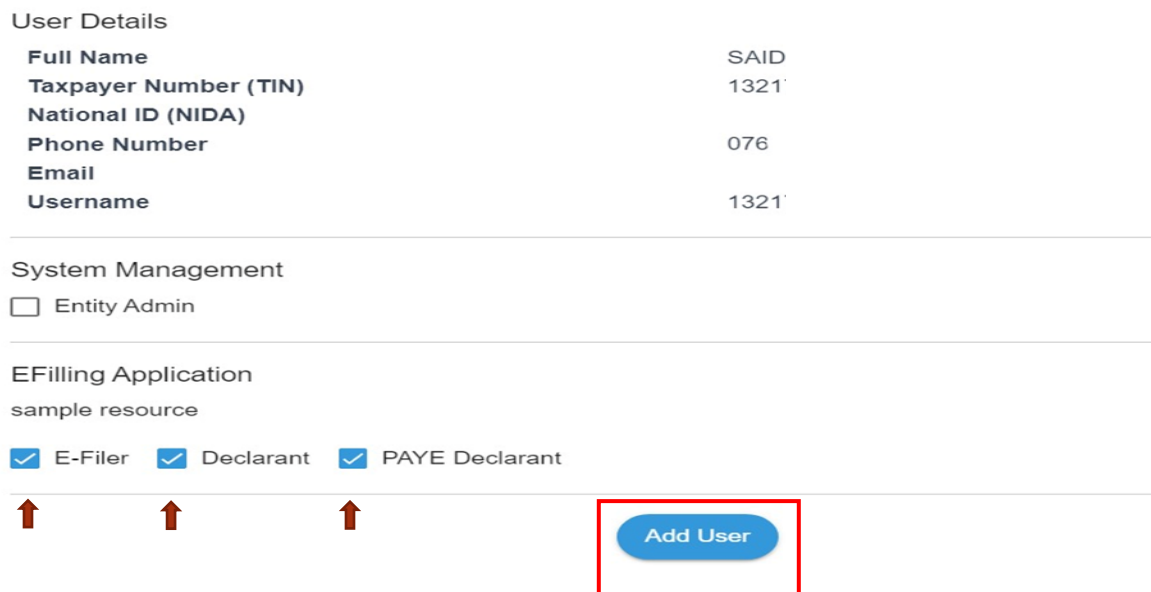


Figure 11: User Details

e) The new user addition request will be submitted pending the user’s acceptance.

The screenshot shows the 'TAXPAYER PORTAL' interface. At the top, there is a navigation bar with 'Services' and 'TAXPAYER PORTAL'. Below this is a breadcrumb trail: 'Home / Taxpayer Account / Other Entities / 91679'. A 'TIN Certificate' button is visible. The main content area has tabs for 'Users', 'Resource Requests', 'Audit Firm', 'Company Profile', 'Branches', and 'TIN Cancellation/Suspension'. A '+ New User' button is on the right. A search box is present. Below is a table with columns: Full Name, TIN, Phone, Status, and action icons. The row for 'SAID' with TIN '132', Phone '07', and Status 'PENDING' is highlighted with a red border.





Full Name	TIN	Phone	Status	
	126	07631	ACCEPTED	 
SAID	132	07	PENDING	 

Figure 12: Pending User Acceptance

3.2 Part B: Acceptance of Appointment by a Declarant

This menu directs whoever is appointed to represent a certain entity to accept or reject their invitations.

STEP 01:

User: The newly added user

Action:

- a) Go to the official TRA website then click **“Taxpayer Portal”** button

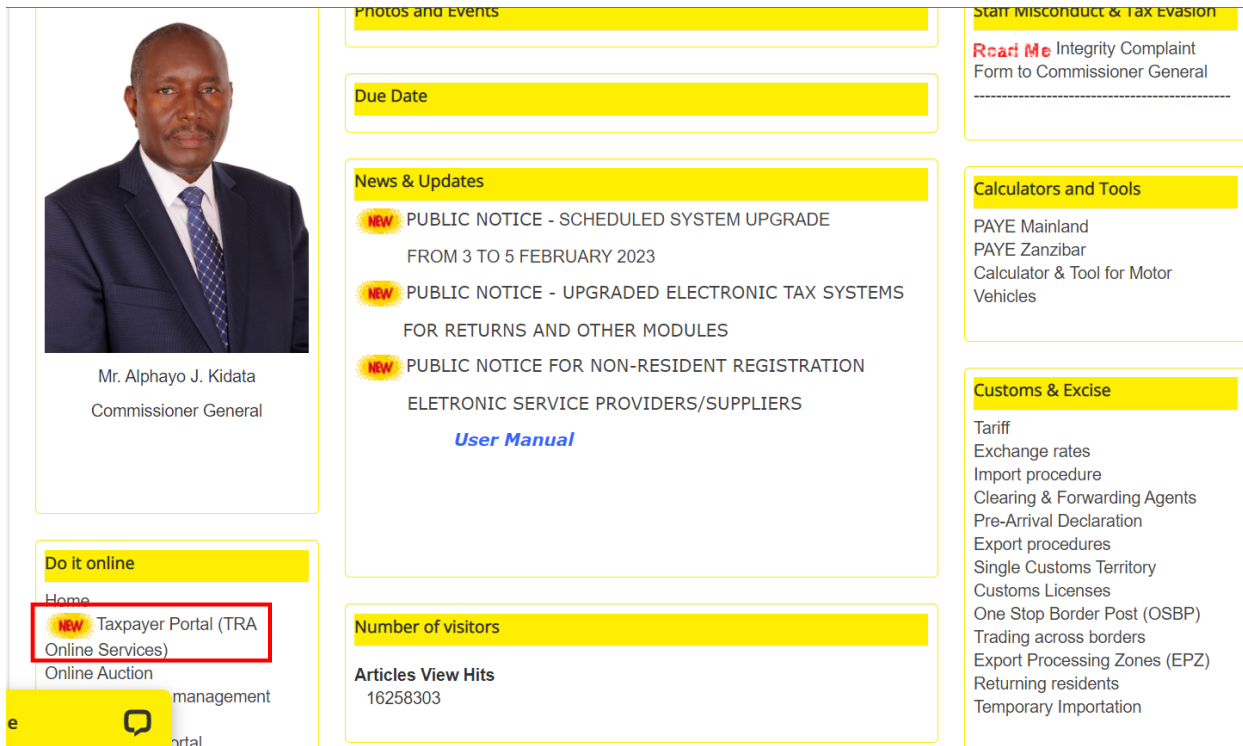
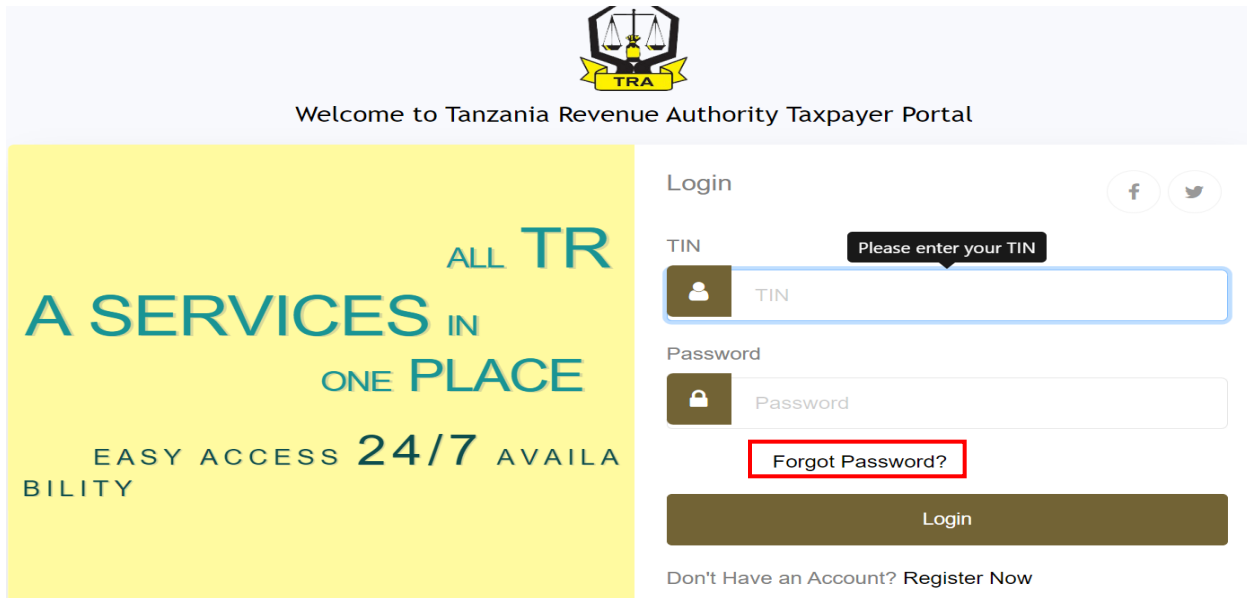


Figure 13: Taxpayer Portal Link

STEP 02:**User:** The newly added user**Action:**

- a) Taxpayer portal page will appear, proceed to click **“Forgot password?”** button



TRA

Welcome to Tanzania Revenue Authority Taxpayer Portal

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Login

TIN Please enter your TIN

Password


Forgot Password?

Login

Don't Have an Account? Register Now

Figure 14:Login Page

- b) Enter newly added user TIN then click **“Submit”** button.



TRA

Welcome to Tanzania Revenue Authority Taxpayer Portal

INTEGRATED SERVICES
ALL IN ONE

Forgot Password

TIN

Click here to go to login page

Submit

Figure 15:Submit OTP

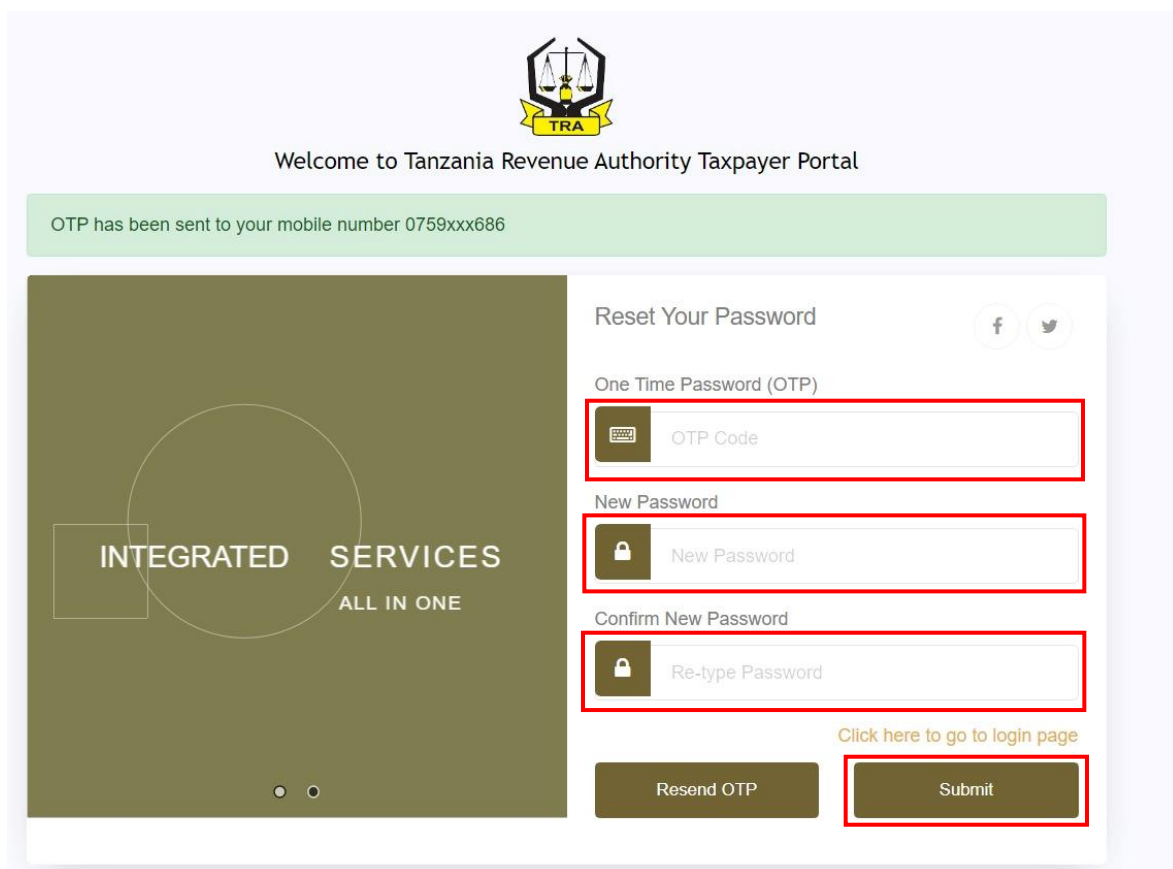
- c) A one-time password (OTP) will be generated and sent to the newly added user's phone number that was updated in TRA information (Confirm with nearest TRA Office).

STEP 03:

User: The newly added user

Action:

- a) Enter the OTP received and proceed to reset the password (enter new password) then click the “**submit**” button



The screenshot shows the Tanzania Revenue Authority (TRA) Taxpayer Portal. At the top, there is a logo with a scale of justice and the letters 'TRA'. Below the logo, it says 'Welcome to Tanzania Revenue Authority Taxpayer Portal'. A green notification bar at the top left states 'OTP has been sent to your mobile number 0759xxx686'. The main content area is divided into two sections. On the left, there is a dark green banner with the text 'INTEGRATED SERVICES ALL IN ONE'. On the right, there is a white form titled 'Reset Your Password'. The form contains three input fields: 'One Time Password (OTP)' with a sub-label 'OTP Code', 'New Password' with a sub-label 'New Password', and 'Confirm New Password' with a sub-label 'Re-type Password'. Each of these three input fields is highlighted with a red rectangular border. Below the input fields, there are two buttons: 'Resend OTP' and 'Submit'. The 'Submit' button is also highlighted with a red rectangular border. To the right of the 'Submit' button, there is a link that says 'Click here to go to login page'.

Figure 16: Enter OTP and New Password

STEP 04:**User:** Director of the entity**Action:**

- a) Upon logging in, click on **“My account”** button at the top of the portal screen

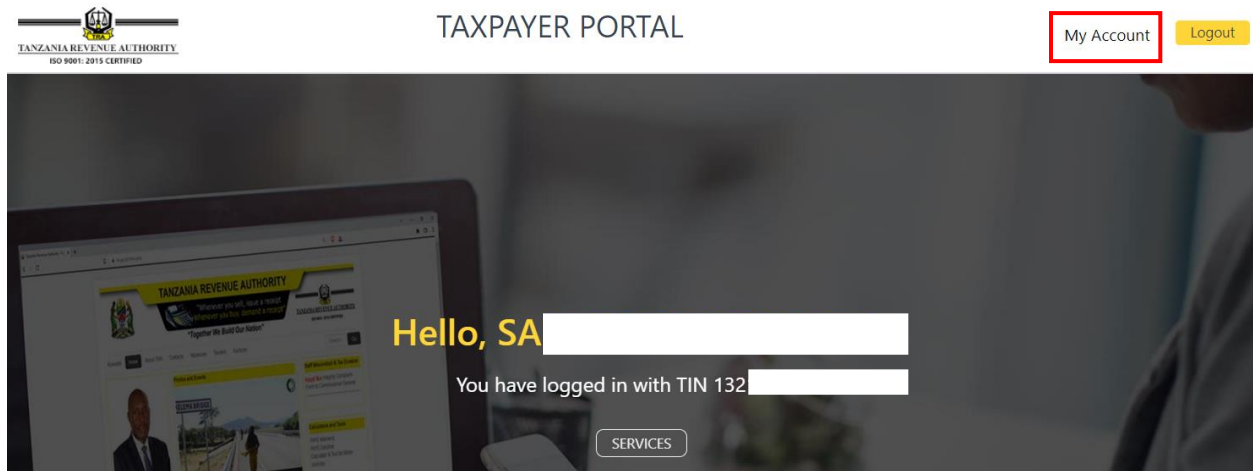


Figure 17: Login into the system

STEP 05:**User:** The newly added user**Action:**

- a) On the left side, click the **“Invitations”** button

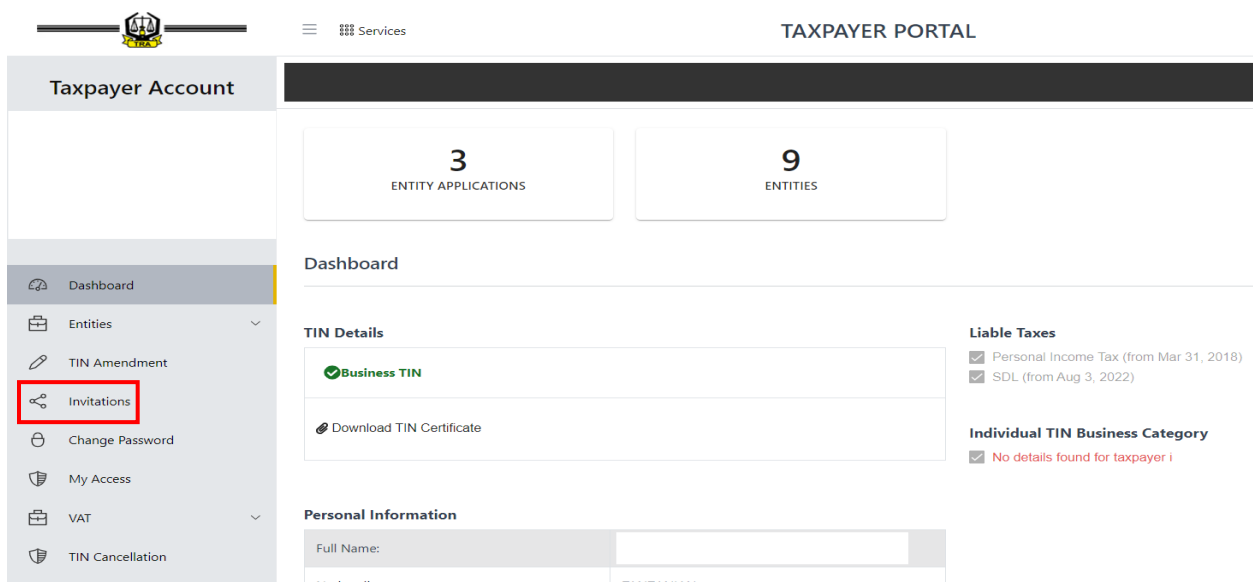


Figure 18: User Invitation

- b) A list of invitations received will appear, proceed to either “accept” or “reject” invitation from the respective entity.

Invitations
List of Invitations Received

Search

SN	Entity Name	Entity TIN	Invitation Date	Status	Actions
1		100	Feb 8, 2023	Pending	Accept Reject
2		13	Feb 3, 2023	Accepted	N/A

Figure 19: Invitation Acceptance

- c) A notification will pop up, choose either “NO” or “YES”

Search

SN	Entity Name	Entity TIN	Invitation Date	Status	Actions
1	CO. LTD	100	Feb 8, 2023	Pending	Accept Reject
2	INZA	13	Feb 3, 2023	Accepted	N/A
3		100	Jan 26, 2023	Accepted	N/A

Are you sure you want to accept invitation from

NO YES

Figure 20: Confirmation

STEP 06:

User: Director of the entity

Action:

- a) Log in the e-filing account using TIN and password created then confirm if the new user is successfully added
- b) The Director may proceed to edit user information or delete the respective user by clicking on a pen or bin signs respectively.

Name		TIN	100
Email		Phone No.	07
Status	Active		

[TIN Certificate](#)

Users Resource Requests Audit Firm Company Profile Branches TIN Cancellation/Suspension

Search

Full Name	TIN	Phone	Status	
MU	120	070	ACCEPTED	
SAI	130	070	ACCEPTED	

Figure 21: Confirm User Added

4. Appointment of Audit Firm on Behalf of an Entity

4.1 Part A: Appointment of an Audit Firm for an Entity

This is the menu that directs an entity admin or a director to appoint an audit firm whose auditors are going to certify the tax returns on the behalf of entity.

STEP 01:

User: Director, Administrator of the entity whose TIN is attached to the Entity TIN

Action:

a) Go to the official TRA website then click “**Taxpayer Portal**” button

The screenshot shows the TRA website homepage. On the left, there is a profile of Mr. Alphayo J. Kidata, Commissioner General. Below the profile is a 'Do it online' menu with 'Taxpayer Portal (TRA Online Services)' highlighted in a red box. The main content area includes sections for 'Photos and Events', 'Due Date', 'News & Updates' (with three public notices), 'Calculators and Tools', 'Customs & Excise', and 'Articles View Hits'.

Figure 22: Taxpayer Portal Link

b) Taxpayer portal page will appear, proceed to click “Login” button



Figure 23: Home Page

c) A login page will appear, enter correct TIN and Password and proceed to click “Login” button

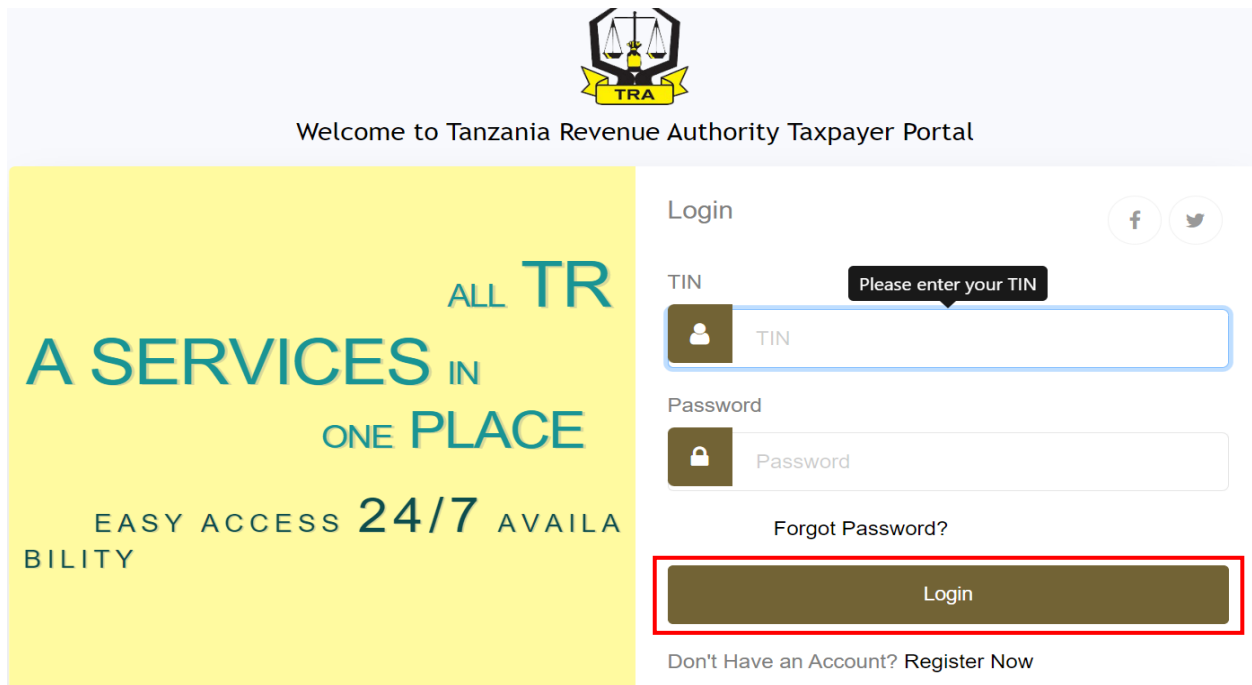


Figure 24: Login Page

d) Upon logging in, click on **“My Account”** button at the top of the portal screen

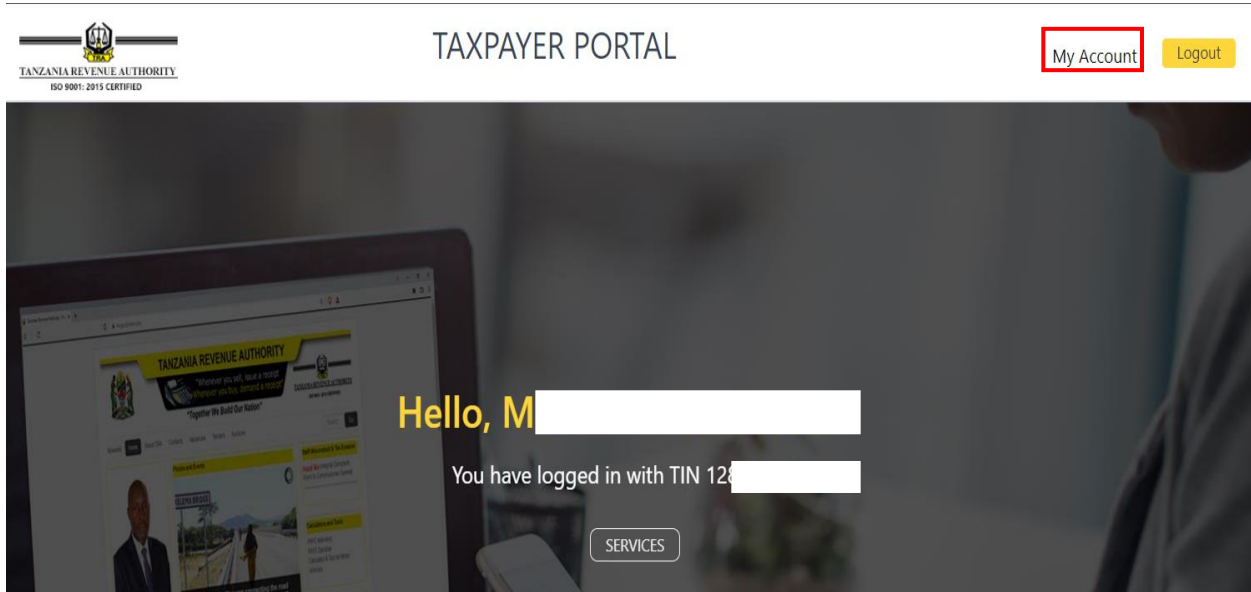


Figure 25:Login into the System

e) The page showing entities managed/administered by Director will display as below.

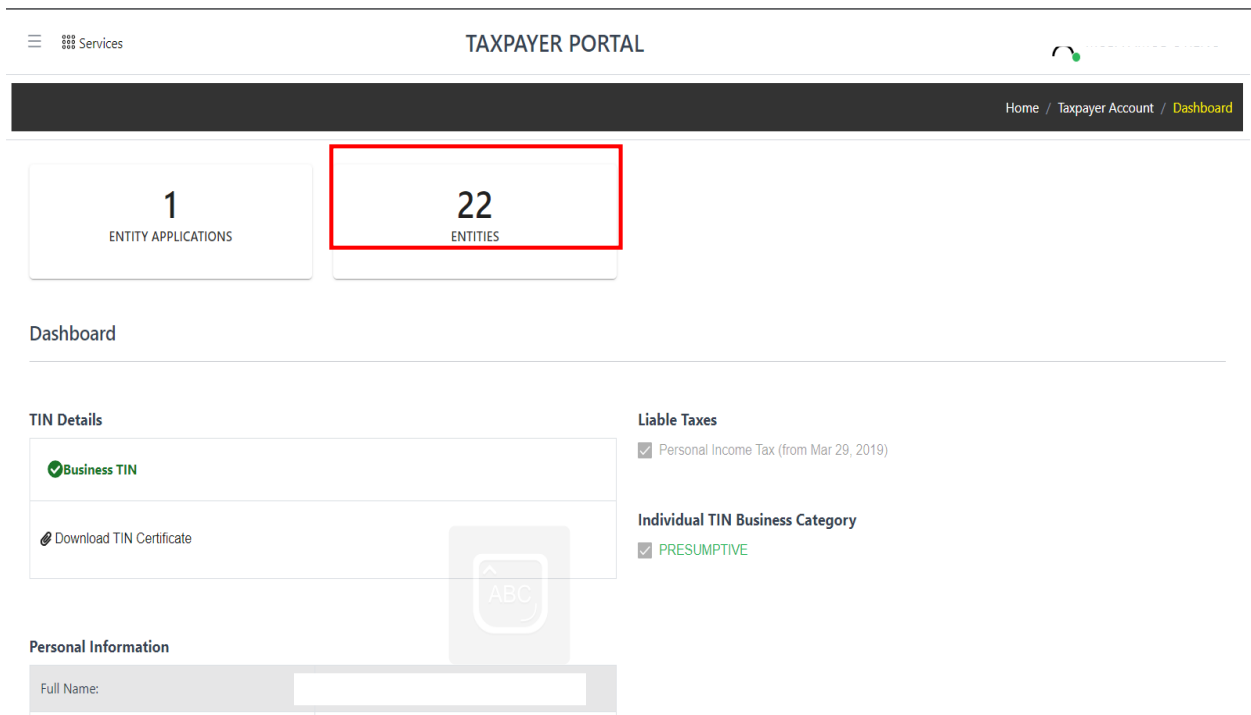


Figure 26:View My Account

- f) Click “**Entities**” button then the page showing a list of entities will appear as shown below, proceed to click the blue colored “**Action**” button on the right side of the entity of your choice.

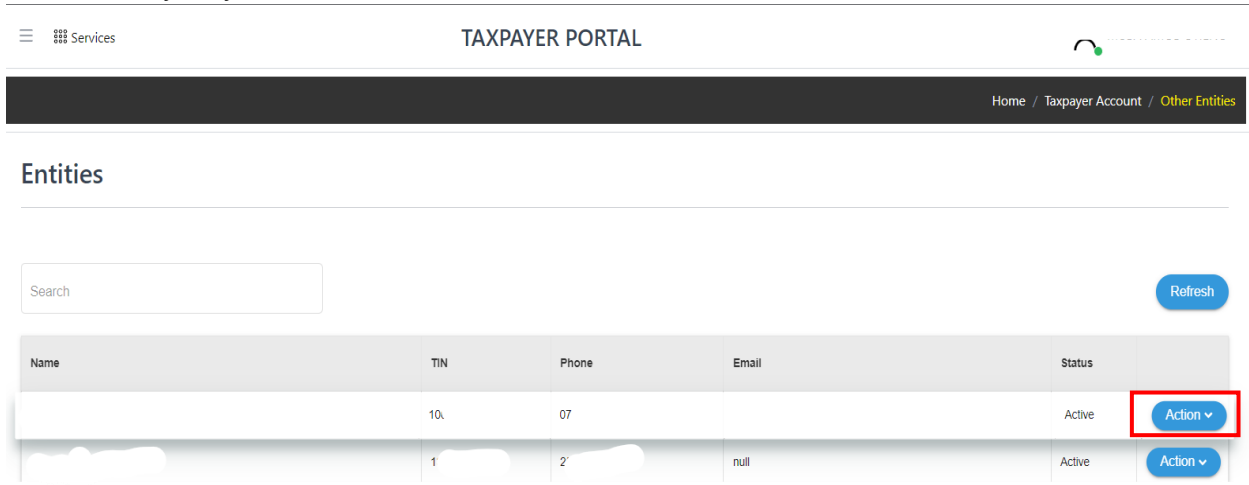


Figure 27: Entities

- g) Click on the “**View**” button.

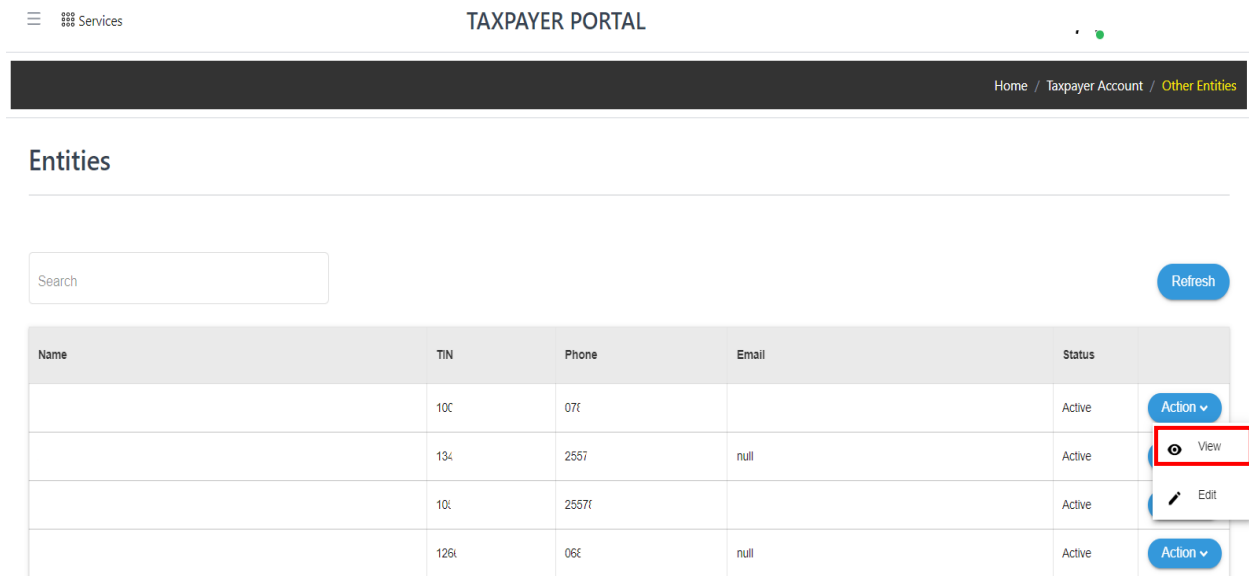


Figure 28: View Entities Information

h) Click “**Audit Firm**” then proceed to click the blue colored “**New Audit Firm**” button

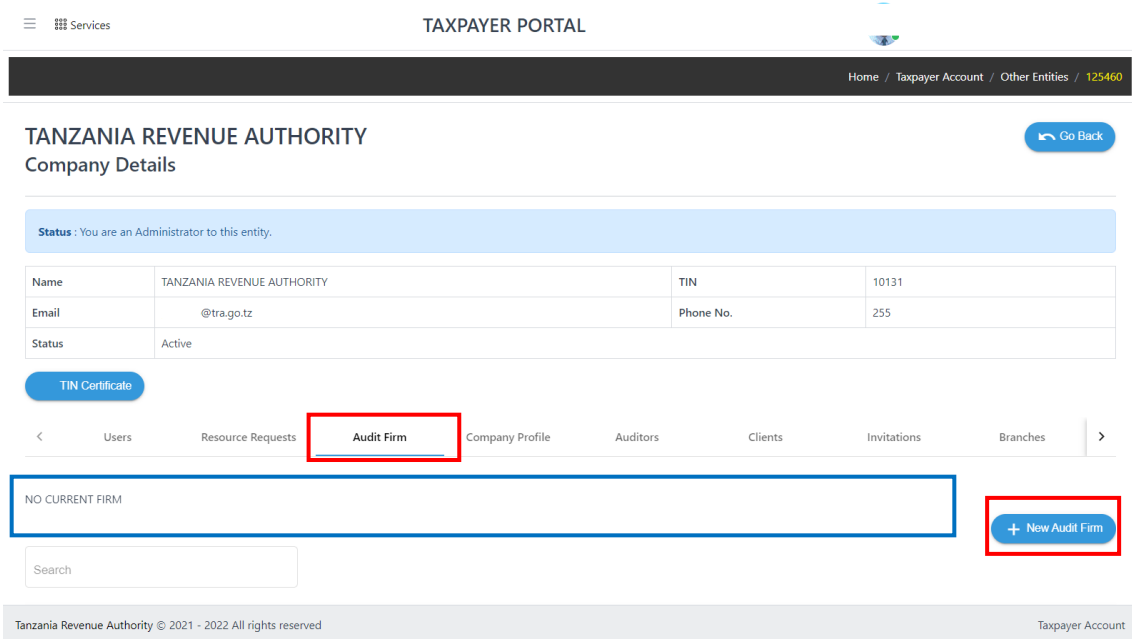


Figure 29: Audit Firm Tab

i) Proceed to enter the Audit Firm TIN, information of the Audit Firm will appear as below

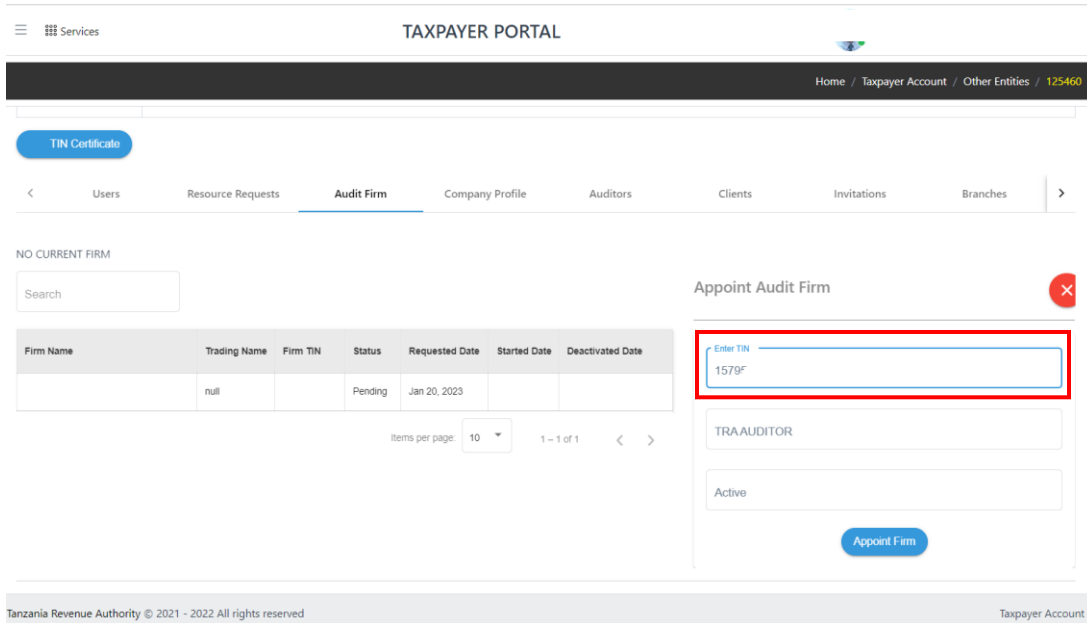


Figure 30: Add Audit Firm TIN

j) Click **“Appoint Firm”** then proceed to click the blue colored **“Yes”** button.

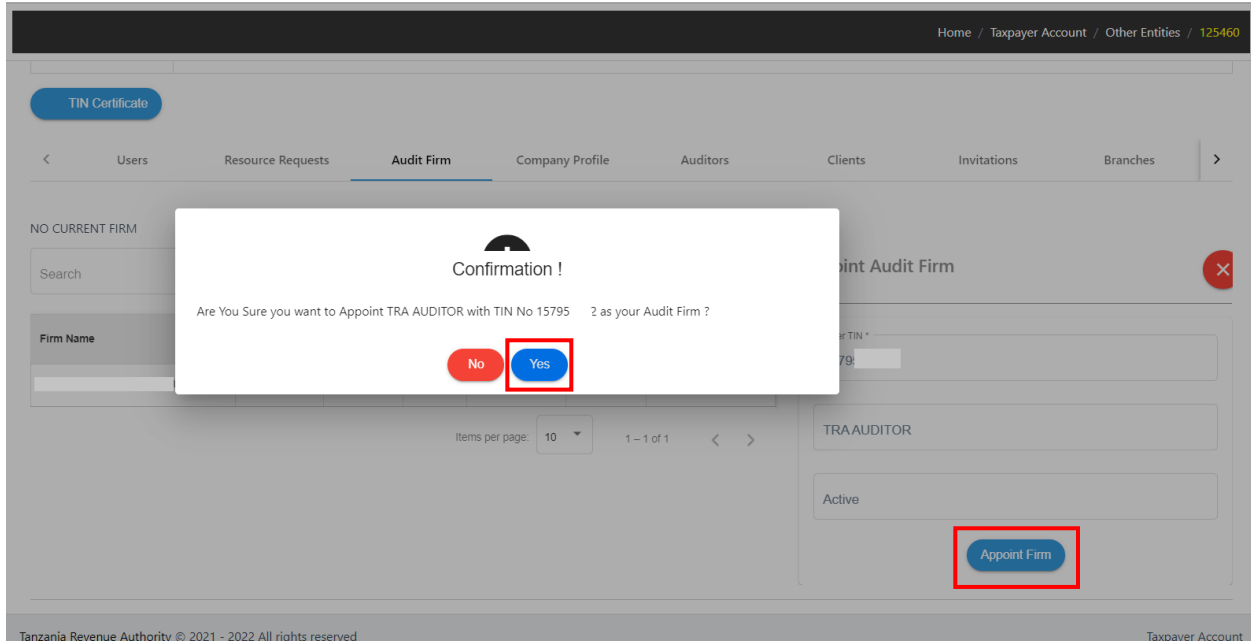


Figure 31: Audit Firm Appointment Confirmation

k) The Audit Firm will be successfully appointed with the **“Pending”** status, waiting for an Audit Firm administrator or director to either accept or reject.

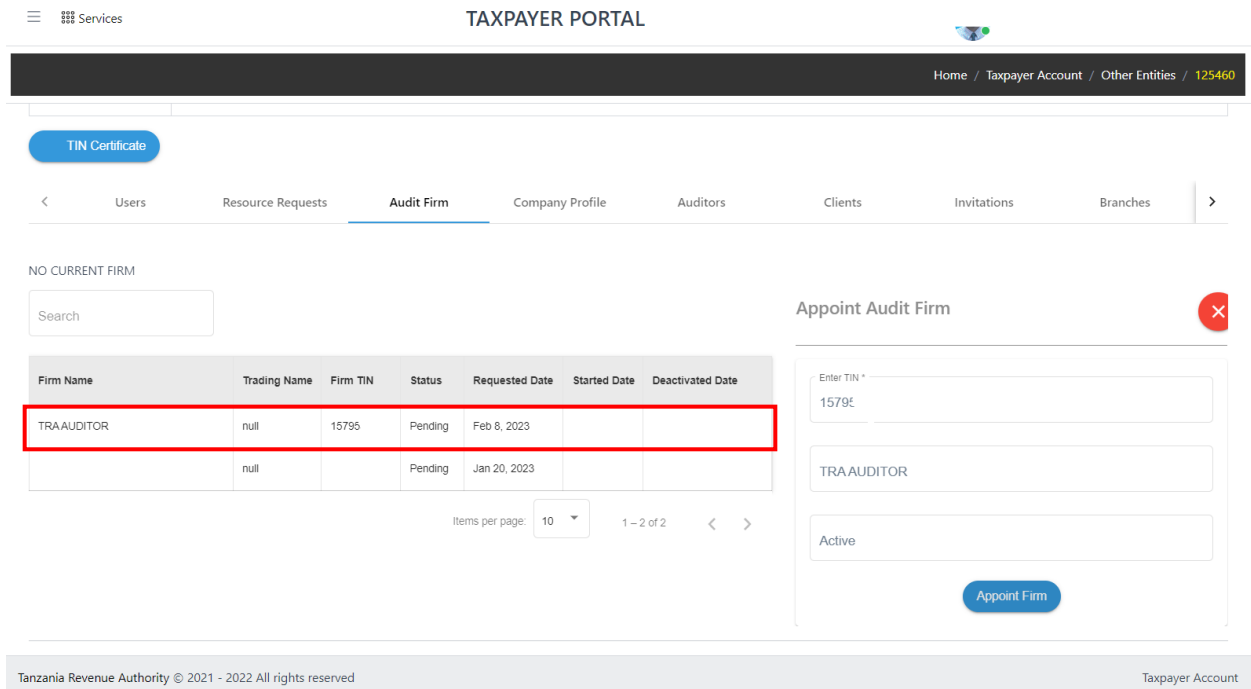


Figure 32: Appointment Status

STEP 02:

User: Director, Administrator of the entity whose TIN is attached to the Entity TIN

Action:

- a) After Acceptance by an Audit firm, Repeat **“4.1 Part A: STEP 01: Action: a – h”**. Audit firm information will be shown as below. For Cancellation click a **“Revoke”** button.

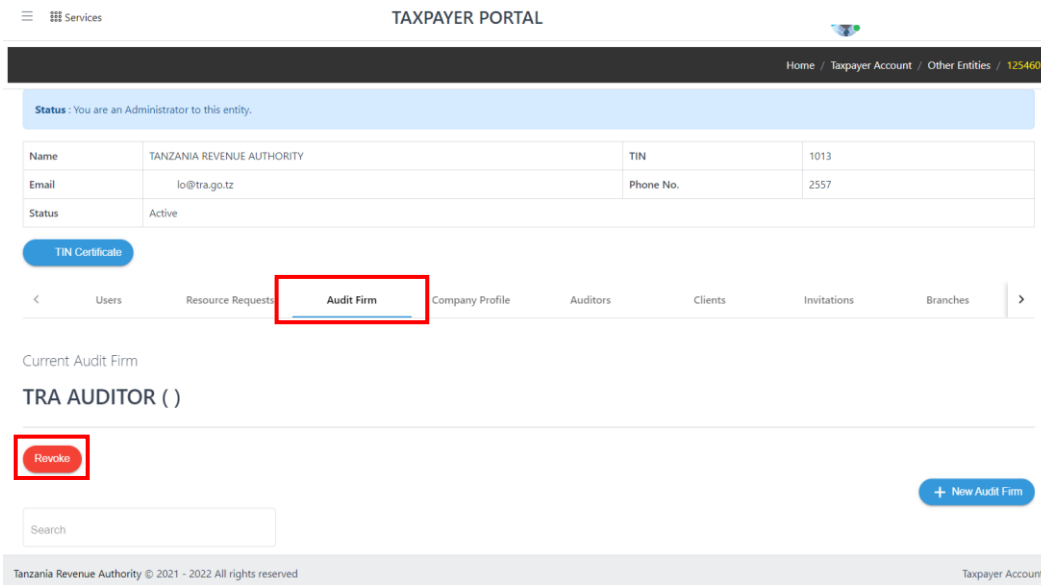


Figure 33: Audit Firm Information

4.2 Part A: Appointment of an Audit Firm for Individual Business

This is the menu that directs an individual business to appoint an audit firm whose auditors are going to certify the tax returns on his/her behalf.

STEP 01:

User: Individual conducting business with the liability of filing Return on Income

Action:

- a) Go to the official TRA website then click “**Taxpayer Portal**” button



Figure 34: Taxpayer Portal Link

b) Taxpayer portal page will appear, proceed to click “Login” button



Figure 35: Home Page

c) A login page will appear, enter correct TIN and Password and proceed to click “Login” button

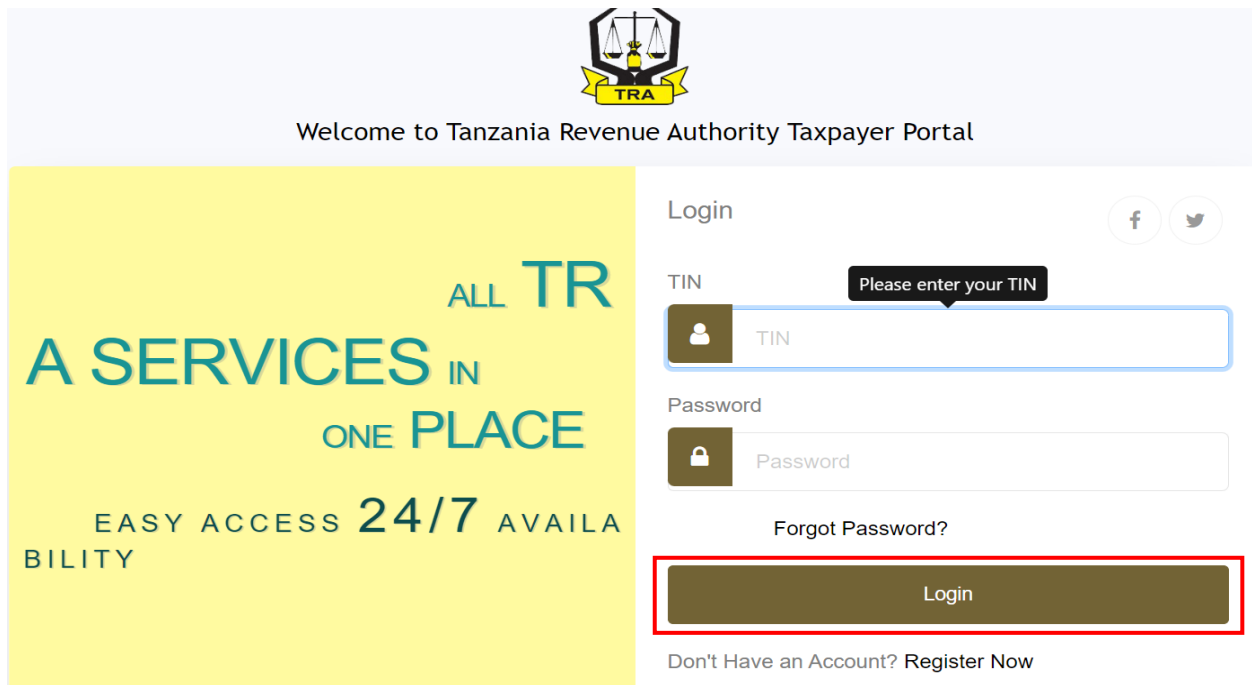


Figure 36: Login Page

d) Upon logging in, click on **“My Account”** button at the top of the portal screen

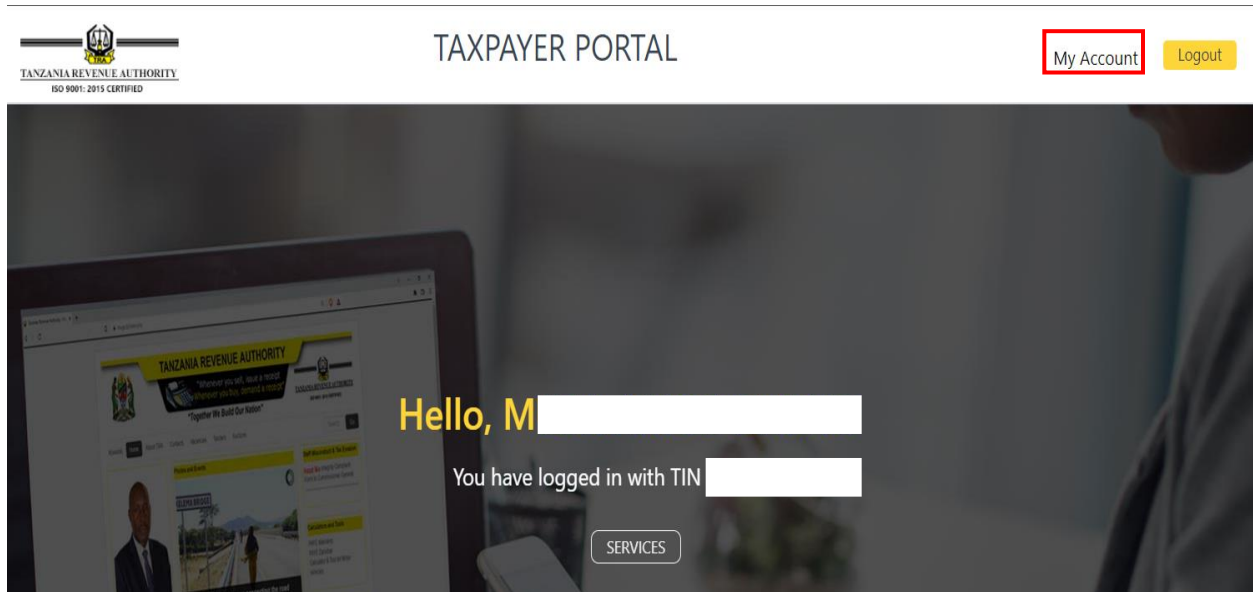
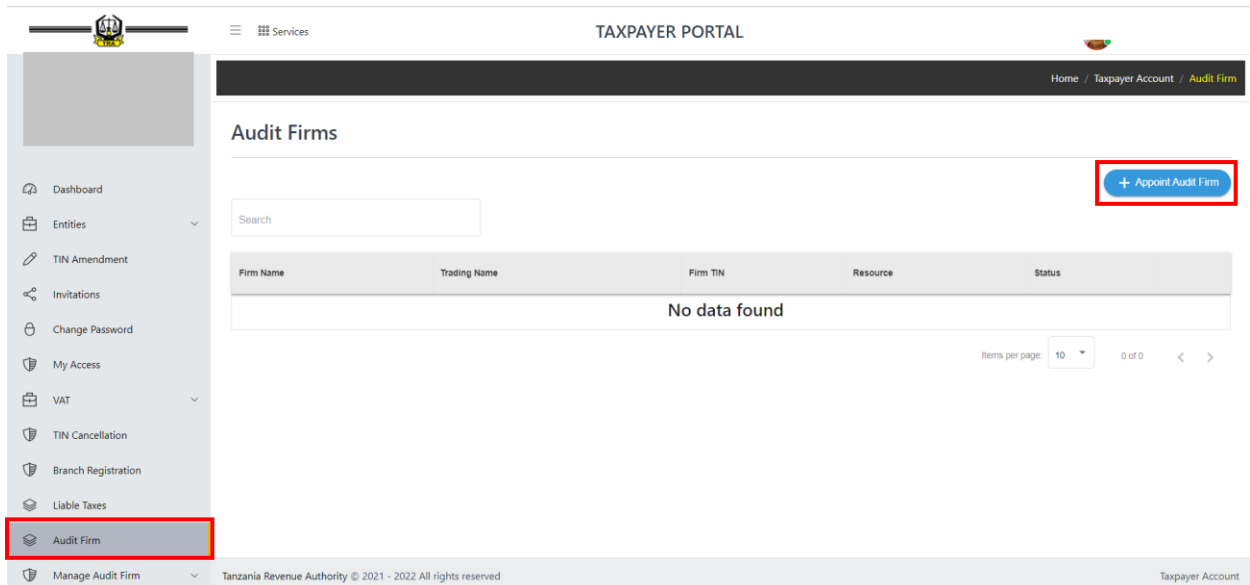


Figure 37: Login into the System

e) Click **“Audit Firm”** menu then a list of audit firm will appear as shown below, proceed to click the blue colored **“Appoint Audit Firm”** button.



- f) Enter an Audit Firm TIN proceed with the selection of resource name (e.g. Efiling Application...) then click the blue colored “**Appoint Audit Firm**” button.

The screenshot shows the 'Audit Firms' appointment form in the Taxpayer Portal. The form contains the following elements:

- Enter TIN ***: Input field containing '15795'.
- Name of Resource**: Dropdown menu with 'E-filing Application' selected.
- TRAUDITOR**: Input field.
- Appoint Audit Firm**: A blue button highlighted with a red box.

The left sidebar shows the 'Audit Firm' menu item selected. The top navigation bar includes 'TAXPAYER PORTAL' and 'Home / Taxpayer Account / Audit Firm'.

- g) The list of audit firm will appear as shown below, upon acceptance by a firm a status will change to “Active”.

The screenshot shows the 'Audit Firms' list view in the Taxpayer Portal. The table displays the following data:

Firm Name	Trading Name	Firm TIN	Resource	Status
TRAUDITOR	null	15795	1	Pending

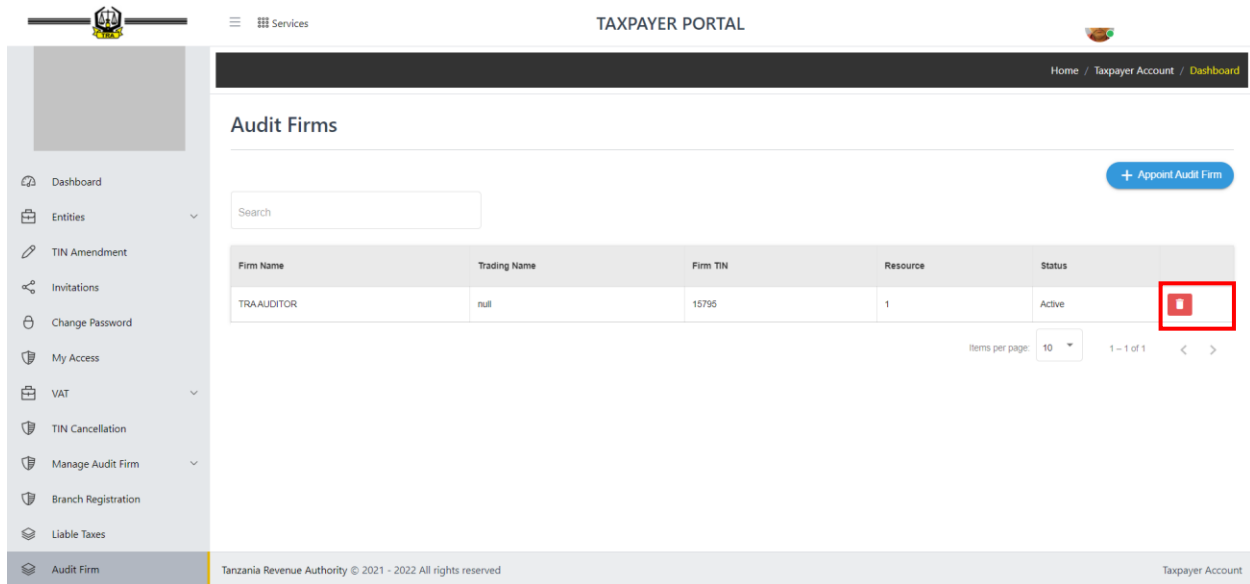
The table row is highlighted with a red box. The status 'Pending' is shown, and a red 'i' icon is visible in the status column. The top right of the page features a '+ Appoint Audit Firm' button. The left sidebar shows the 'Audit Firm' menu item selected. The top navigation bar includes 'TAXPAYER PORTAL' and 'Home / Taxpayer Account / Audit Firm'.

STEP 02:


User: Individual conducting business with the liability of filing Return on Income

Action:

- a) After Acceptance by an Audit firm, Repeat **“4.2 Part A: STEP 01: Action: a – g”**.
Audit firm information will be shown as below. For Cancellation click a **“Bin”** Icon.



The screenshot displays the 'Audit Firms' section of the Taxpayer Portal. The page includes a search bar, a table of audit firms, and a sidebar with navigation options. A red box highlights the 'Bin' icon in the table row for the firm 'TRAAUDITOR'.

Firm Name	Trading Name	Firm TIN	Resource	Status	
TRAAUDITOR	null	15795	1	Active	

Items per page: 10 1 - 1 of 1 < >

Figure 38: Audit Firm Information

4.3 Part A: Acceptance by an Audit Firm

This tab shows status of invitation to an audit firm entity admin or a director for accepting or rejecting appointments.

STEP 01:

User: Director, Administrator of the **Audit Firm** Entity

Action:

- a) Follow **“Part C: STEP 01: Action: a – g”**. Then click **“Invitations”** tab and proceed to click either **“Accept”** or **“Reject”** button for agree or denial decision respectively.

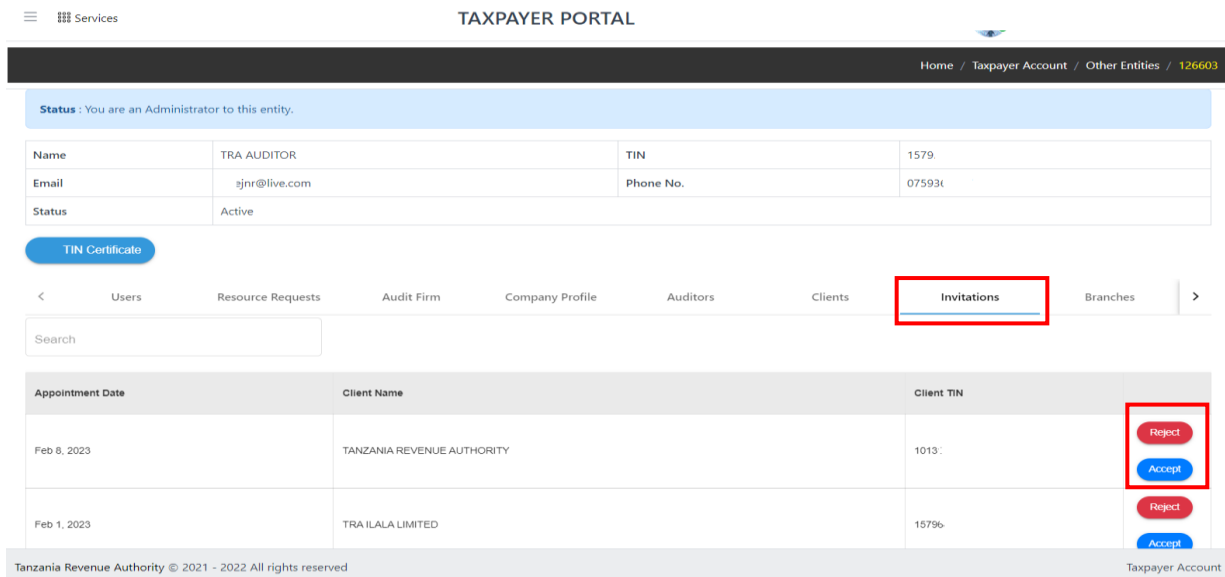


Figure 39: Audit Firm Acceptance Page

- a) Click **“Yes”** to confirm the acceptance decision.

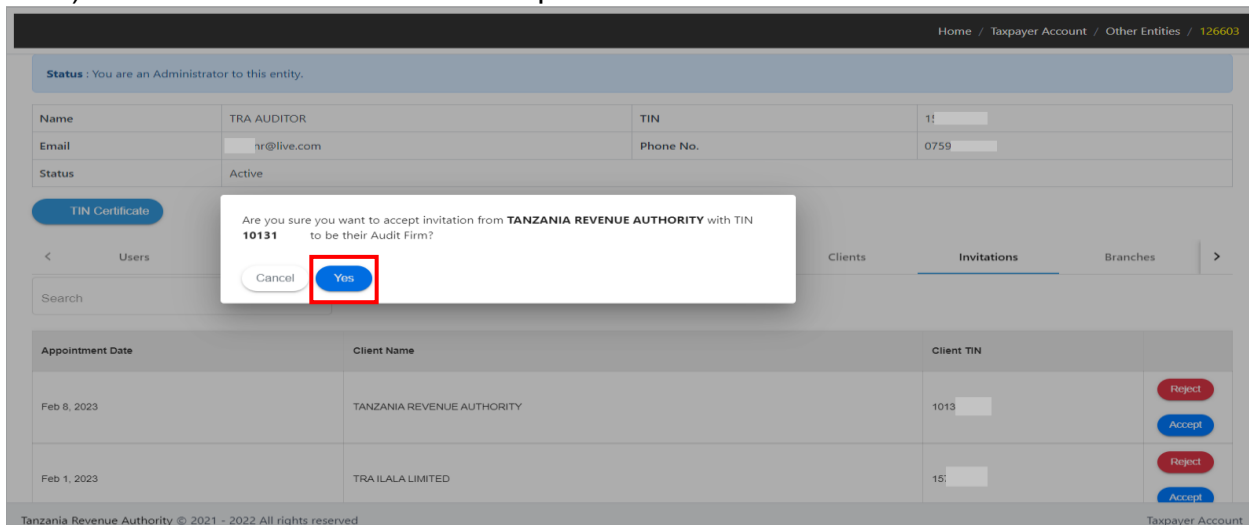


Figure 40: Confirm Acceptance

STEP 02:**User:** Individual Business T/A **Audit Firm** Entity**Action:**

- a) Follow **“Part C: STEP 01: Action: a – d”**. Then click **“Manage Audit Firm”** Menu to expand followed by **“Invitations”** Submenu and proceed to click either **“Accept”** or **“Reject”** button for agree or denial decision respectively.

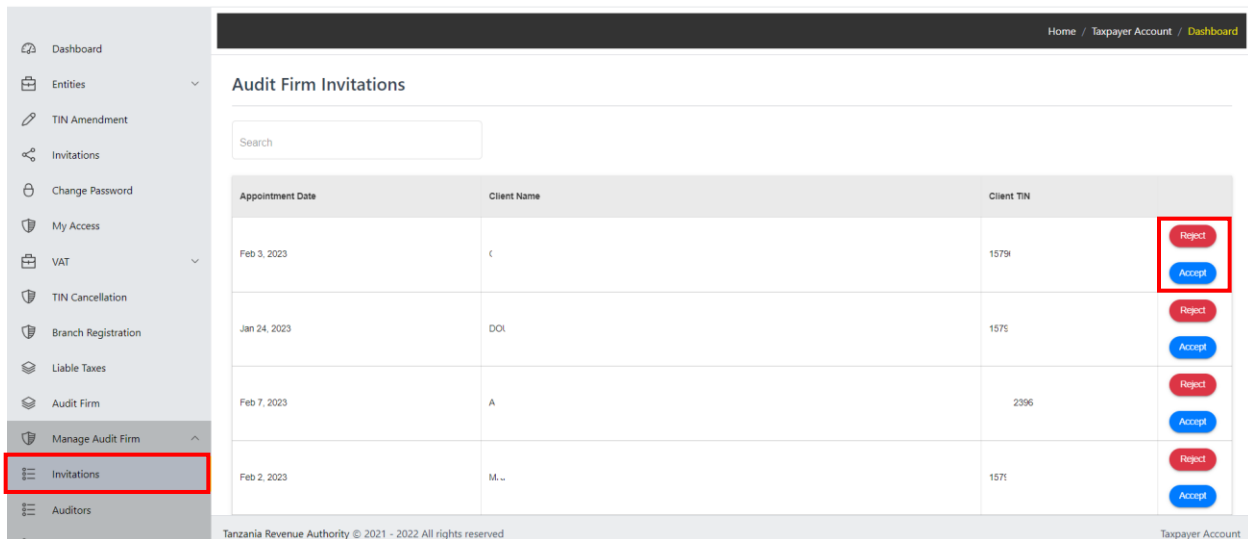


Figure 41: Individual T/A Audit Firm Page

- b) Click **“Yes”** to confirm the acceptance decision.

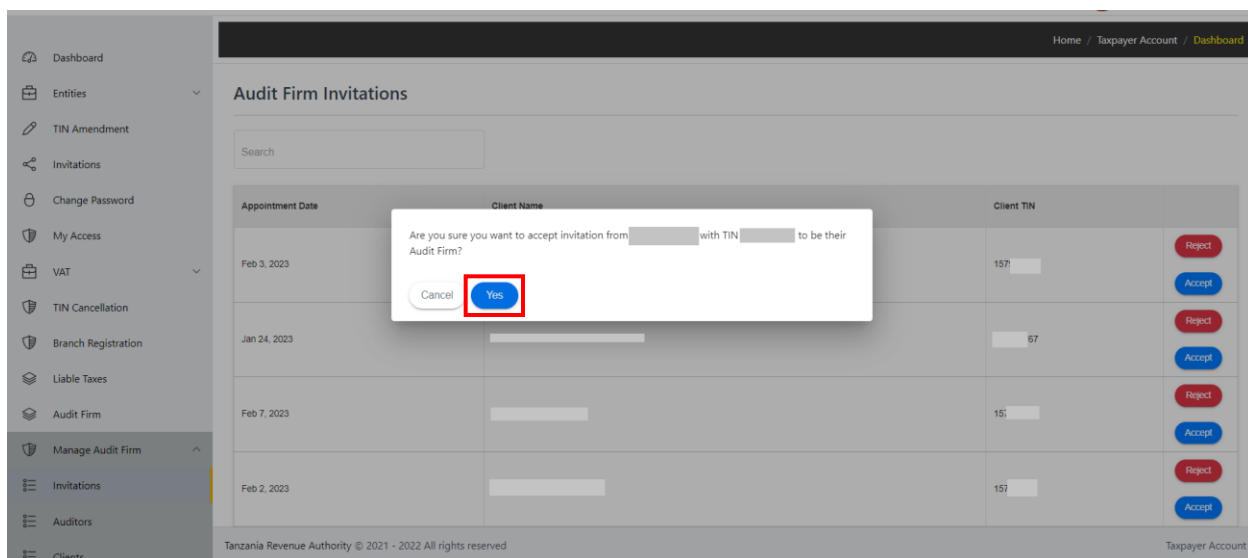


Figure 42: Confirm Acceptance

5. Appointment of Auditor

5.1 Part A: Appointment of Auditors

This Tab allows only an audit firm entity admin to add auditors who are going to certify tax returns for the clients of the firm.

STEP 01:

User: Director, Administrator of the entity whose TIN is attached to the Entity TIN

Action:

- a) Follow “4.1 Part A: STEP 01: Action: a – g”. proceed to click “Auditors” Tab then click blue colored “Appoint Auditor” button.

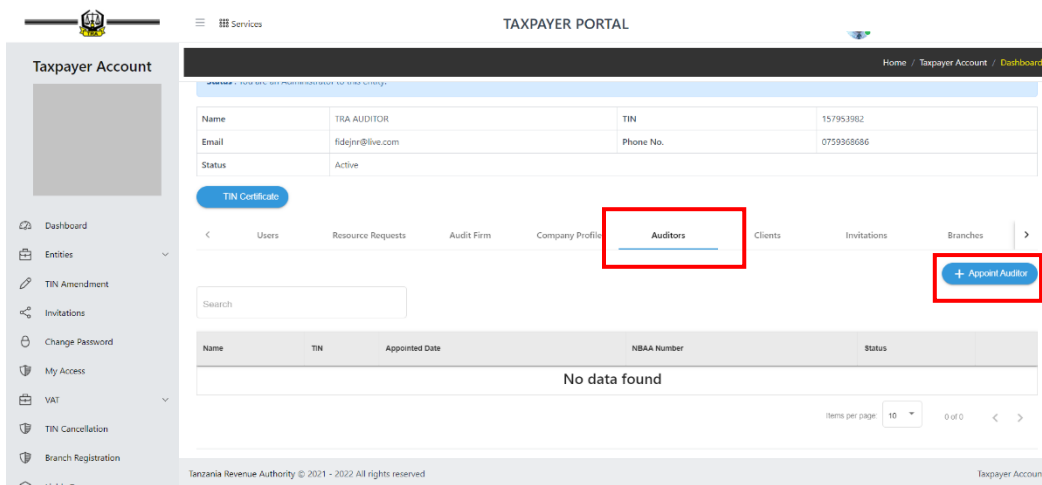


Figure 43:Auditors Tab

- b) Enter Auditor TIN and proceed to click “Add Auditor” button.

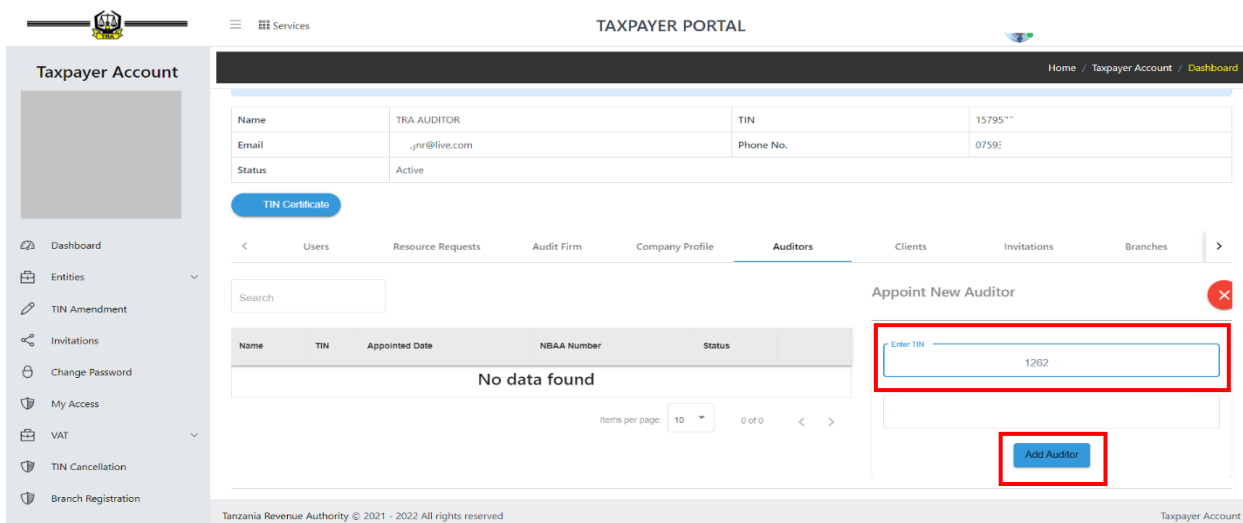


Figure 44:Add Auditor

c) Then click “**Appoint**” button on the confirmation dialog box.

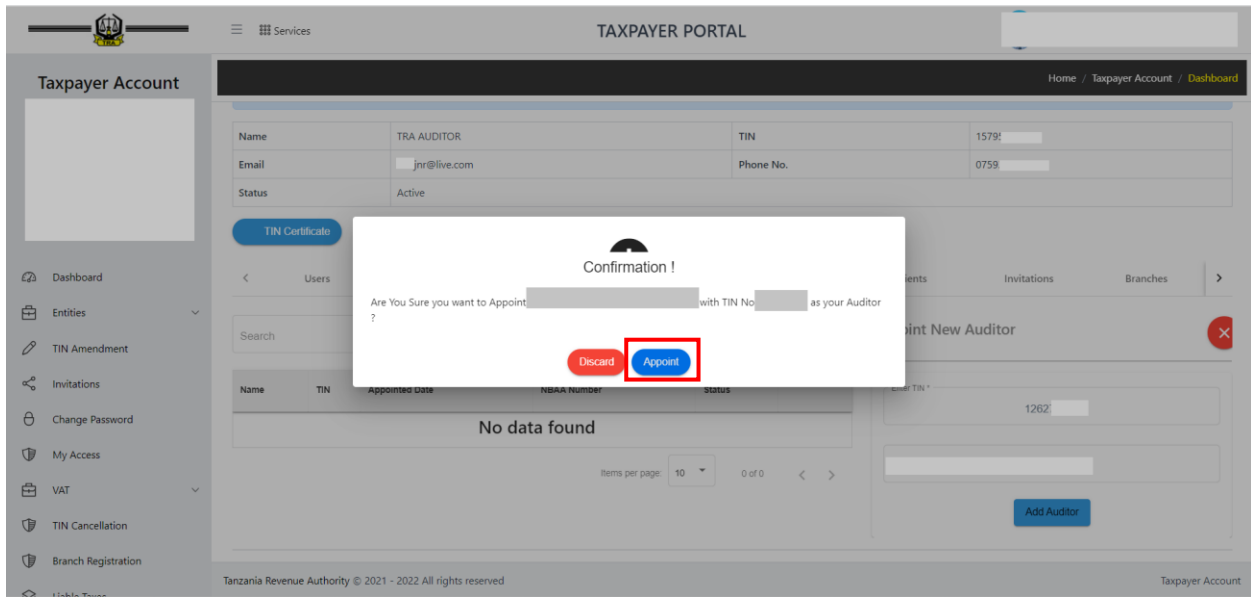


Figure 45: Appoint Confirmation

d) The list of auditors will appear as shown below with a status of “Active”.

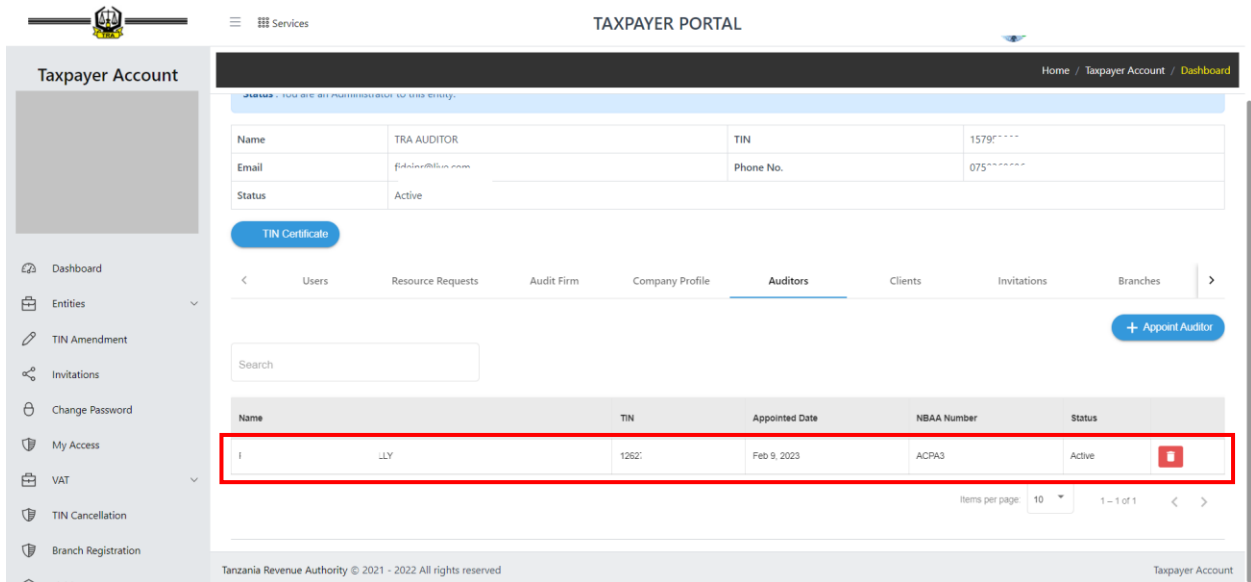


Figure 46: Auditors Information

6. Role Description

- a) **Director/Entity Admin** – a person who is registered as a company/entity owner that can add/appoint other users in the company profile to operate on behalf.
- b) **Declarant/User** – a person who is appointed by Company/entity's Director/Entity Admin to perform tasks on behalf of a company/entity such as file return etc.
- c) **Audit Firm** – an entity/company that is responsible to certify Return of Income
- d) **Audit Firm Admin** – a person with the role of entity admin represents an Audit Firm whose responsibilities are to appoint auditors and manages audit firm's profile.
- e) **Auditor** – a person who is appointed by Audit Firm's Entity Admin whose responsibility is to certify Return Of Income.

7. Support Point Of Contact

Contact	Organization	Phone	Email
<i>Call Center</i>	<i>TRA</i>	<i>0800 750 075</i>	<i>service@tra.go.tz</i>
		<i>0800 780 078</i>	<i>huduma@tra.go.tz</i>
		<i>0800 110 016</i>	