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OF SINGAPORE

User Guide

Tax Agent's Access to myTax Portal for Individual Clients

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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 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.

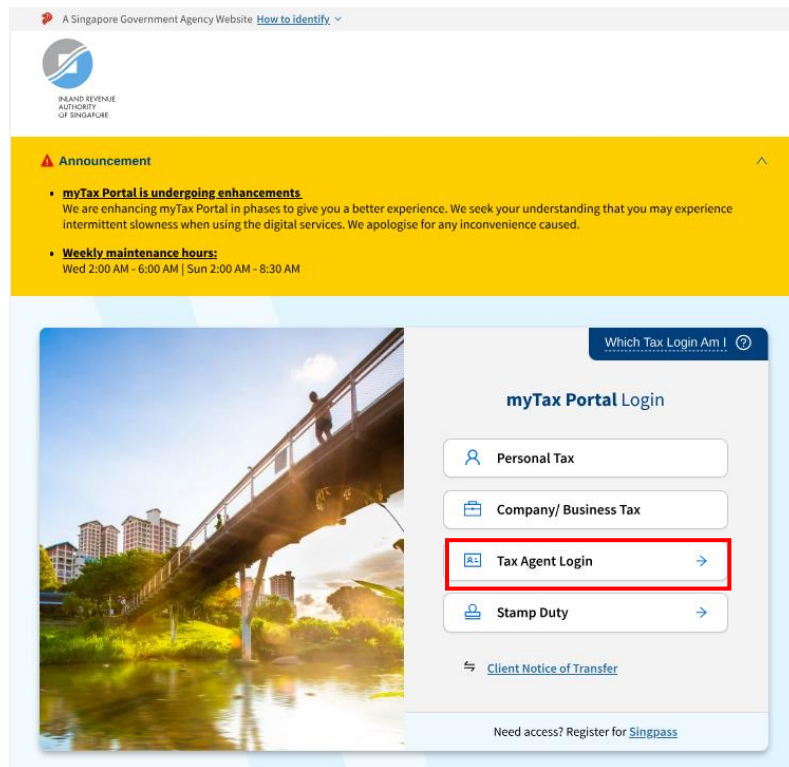
Profile

- Update Contact & Notification Preferences

Account

- Pay Taxes
- Apply Penalty Waiver
- View Account Summary
- View GIRO Plan

How to login to myTax Portal for Individual Clients



A Singapore Government Agency Website [How to identify](#)

IRAS
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Announcement

- myTax Portal is undergoing enhancements**
We are enhancing myTax Portal in phases to give you a better experience. We seek your understanding that you may experience intermittent slowness when using the digital services. We apologise for any inconvenience caused.
- Weekly maintenance hours:**
Wed 2:00 AM - 6:00 AM | Sun 2:00 AM - 8:30 AM

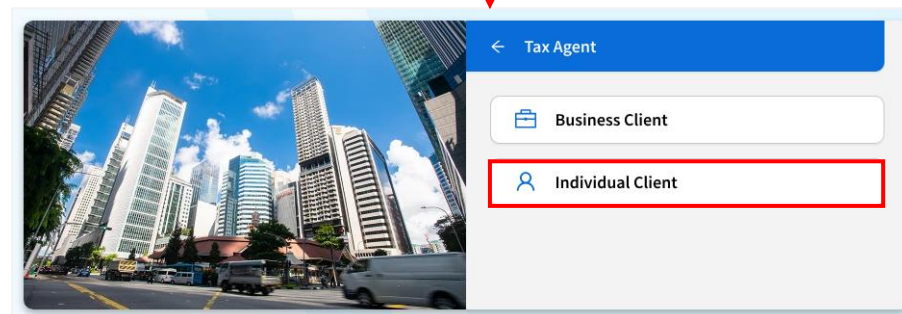
Which Tax Login Am I?

myTax Portal Login

- Personal Tax
- Company/ Business Tax
- Tax Agent Login** →
- Stamp Duty →

[Client Notice of Transfer](#)

Need access? Register for [Singpass](#)



← Tax Agent

- Business Client
- Individual Client**

- 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

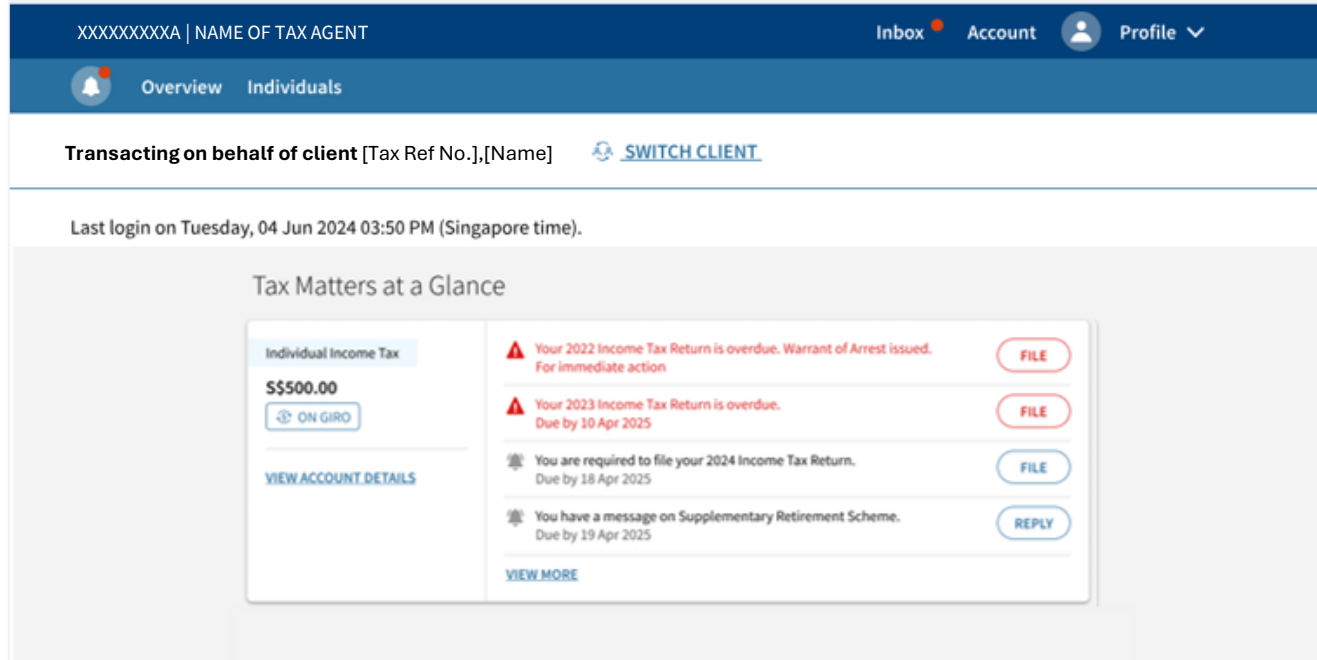
Note: You can switch to another client later without having to log out.

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

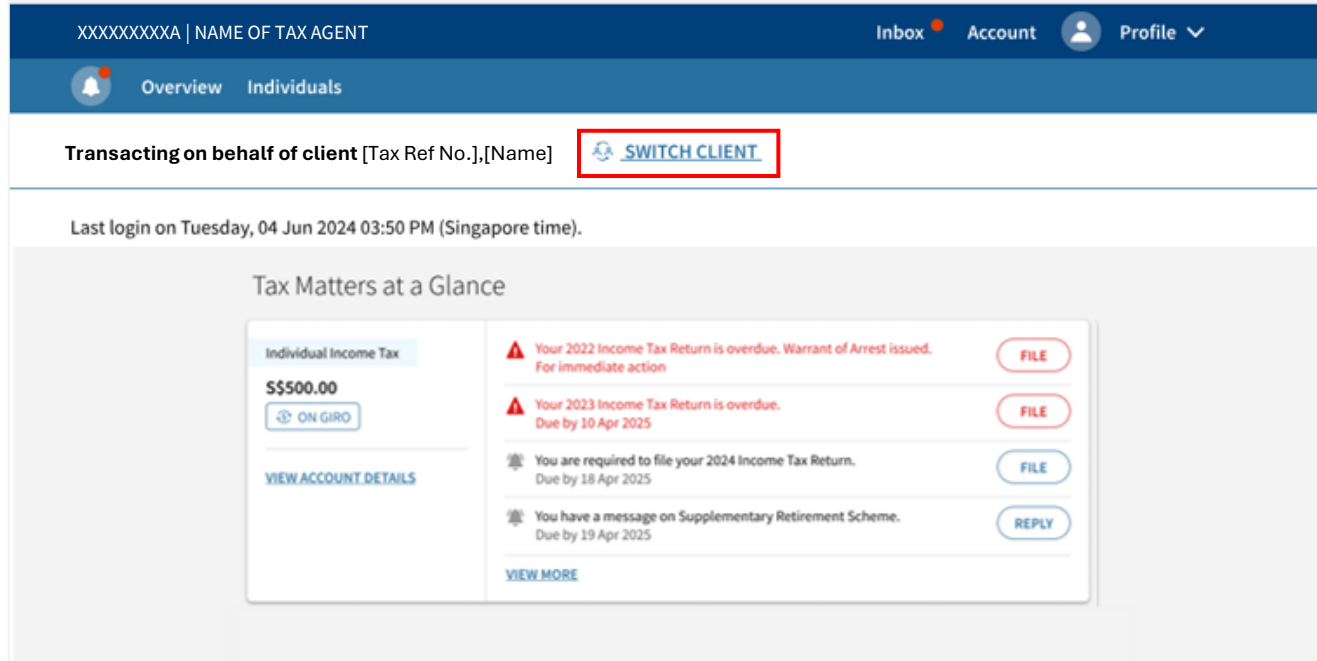
- Enter your individual client's tax reference number.
- Click '**PROCEED**'.

How to login to myTax Portal for Individual Clients



The screenshot shows the myTax Portal interface for an individual client. At the top, there is a dark blue header with the text "XXXXXXXXX | NAME OF TAX AGENT" on the left, and "Inbox Account Profile" with a dropdown arrow on the right. Below this is a lighter blue navigation bar with "Overview" and "Individuals" tabs. The main content area has a white background and displays "Transacting on behalf of client [Tax Ref No.],[Name]" with a "SWITCH CLIENT" button. Below this, it shows "Last login on Tuesday, 04 Jun 2024 03:50 PM (Singapore time)." and a section titled "Tax Matters at a Glance". This section contains a card for "Individual Income Tax" with a balance of "S\$500.00" and an "ON GIRO" button. To the right of this card are four notification items, each with a "FILE" or "REPLY" button: "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 ACCOUNT DETAILS" link is also present in the tax card, and a "VIEW MORE" link is at the bottom of the notification list.

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



The screenshot displays the MyTax Portal interface. At the top, there is a dark blue header with the text 'XXXXXXXXX | NAME OF TAX AGENT' on the left and 'Inbox Account Profile' on the right. Below this is a lighter blue navigation bar with 'Overview' and 'Individuals' tabs. The main content area shows 'Transacting on behalf of client [Tax Ref No.],[Name]' with a red-bordered box around the 'SWITCH CLIENT' link. Below this, it states 'Last login on Tuesday, 04 Jun 2024 03:50 PM (Singapore time)'. The 'Tax Matters at a Glance' section contains a card for 'Individual Income Tax' with a balance of '\$5500.00' and an 'ON GIRO' button. To the right of this card are four notification items, each with a 'FILE' or 'REPLY' button: 'Your 2022 Income Tax Return is overdue. Warrant of Arrest issued. For immediate action', 'Your 2023 Income Tax Return is overdue. Due by 10 Apr 2025', 'You are required to file your 2024 Income Tax Return. Due by 18 Apr 2025', and 'You have a message on Supplementary Retirement Scheme. Due by 19 Apr 2025'. A 'VIEW MORE' link is at the bottom of the notifications.

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 [Inbox](#) [Account](#) [Profile](#)

[Overview](#) [Individuals](#)

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

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PROCEED

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

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