



Accountants Guide

How do I register as an Accountant?

To use our online services for the first time, please go to <https://eforms.gov.gg/> and click on the 'Accountants' link under 'Register here for online services'.

The registration should be completed just once for your organisation, ideally by an individual who will be the designated "administrator". It is recommended that you have more than one administrator if you are a multiple user accountancy firm, as it is only the administrators who have full access – see [page 2](#) for more information.

You will be prompted to complete the following sections:

- **Personal details**

Accountant Name.

- **Contact/Representative details**

Title, first name, surname, email and contact telephone number of the main contact ("administrator") for your organisation.

- **Address**

You will then be able to select your organisation's current address by entering the postcode. If the postcode is not found in our database, you will be prompted to provide further details.

Once all the fields have been completed and you have clicked the register button, you will receive an email within 24 hours containing your password to access the site. Once you have logged in to the site, you will have the option to change your password. Please note that the password is specific to you and your email address.

A letter will also be issued to the accountant's address with a security code (generic for that accountant). This letter will also state the accountant code (e.g. A123/B456).

Do other individuals within our organisation need to complete the registration process?

No – each organisation only needs to register once. Once logged in, the administrator can then set up other users for that accountant.

How do I login as an accountant?

To login as an accountant, please click 'Accountants login'.

You will then be asked to enter your email address and password which are individual to each user.

Once you have clicked 'login', you will be asked to enter your accountant code (e.g. A123/B456) and accountant security code which was issued to you by letter after registration. These are generic to the accountant.

What if I have forgotten my password?

You can retrieve your forgotten password by clicking the "Forgotten login details" link on the login screen and by entering your email address. Once you have provided the email address you registered with and have selected the forgotten password option, your password will be sent to your mailbox.

Alternatively, an administrator for your organisation should be able to reset your password within the function "Manage employees".

What if I have forgotten my accountant security code?

If you have forgotten your security code, please email eformsquery@gov.gg and a new security code will be posted to the address of the accountant as held in our records. Please remember that the security code is generic to each accountant.

If I am the administrator for our organisation, how can I add other users?

The accountant's online services page is designed to give different access levels and functionality to different users within your organisation.

- **Administrator**

The administrator manages employees of your organisation, i.e. adds/deletes users. The administrator can also amend permission levels and reset passwords of other users within your organisation within the function “Manage employees”.

The administrator can also assign work and can prepare, amend and submit income tax returns. It is possible (and advisable) to have more than one administrator.

- **Manager**

The manager can assign work to users, prepare, amend and submit income tax returns.

- **Employee**

An employee can prepare income tax returns (once assigned to them by a manager/administrator) but not submit them.

How is our client list populated?

Your client list is populated automatically based on records of “Form 1012a – forms of authority” held by the Income Tax Office for your accountant code. If a client is not showing on your client list, please forward a signed form of authority to the Income Tax Office for processing. These forms can be downloaded at <http://www.gov.gg/tax> under “Other tax forms”.

How will I know the status of an income tax return?

Under “Manage clients”, every income tax return for Year of Charge 2007 onwards will show a status and the date that status was last modified.

- **Outstanding**

This status shows that an eform is yet to be started.

- **Pending**

This status signifies that an eform has been started but not yet completed, usually where an employee has clicked “save”. However, when the employee has fully completed the eform, it will remain at the pending stage until their manager has manually signed the eform off.

- **Awaiting submission**

Once an eform has been completed and approved by the client, and it is reassigned by an employee to a manager/administrator for submission, the status will change to “awaiting submission”. If a manager/administrator is completing the eform, this stage may not show on the client list as they have access to the submission function.

- **Submitted**

This status shows when the manager/administrator has submitted the eform.

How will I know which income tax returns are outstanding for our clients?

Your client list should show which income tax returns have not been submitted online. At present the status will not be updated if an income tax return has been submitted in paper format, although this is an enhancement we are working on.

It is possible to filter the client list by reference type, Year of Charge or status.

It is also possible to copy and paste the client list into Word or Excel.

Will I receive an email confirmation on submission of the eform?

- **For personal income tax returns**

If you complete an email address on the eform submitted, confirmation of the eform submission and submission reference will be emailed to that address. Otherwise an email confirmation on submission of the eform will not be issued.

For personal income tax returns submitted, notification will also be sent when it is known whether that eform has had to be removed from the automatic assessing process (i.e. where an income tax assessment is issued without any human intervention). This will not be immediately, although the aim is to notify you within 10 working days of submission of the eform, although this may take longer at particularly busy times (for example in January).

If an eform has been removed from automatic assessing, this does not mean that there must be an error or mistake in the income tax return. There are a number of reasons why an income tax return cannot be automatically assessed.

Please note that any eforms not eligible for automatic assessing will be passed to an officer in the Income Tax Office to review, as a matter of priority, with the aim that those who file online will receive their assessment earlier than if they had filed a paper income tax return. The reason why those eforms could not be automatically assessed will also be reviewed with the aim of enhancing the system, if possible, to enable more income tax returns to be automatically assessed in future.

- **For company income tax returns**

Confirmation of the eform submission and submission reference will be emailed to the address of the individual that submitted the income tax return.