



# Bahamas Tax Information Exchange Portal Documentation

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*The Instructional Guide on Registering for access and processing FATCA files*

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This system documentation is representative and for informational purposes only. Please refer to the official Government of the Bahamas web site (<http://www.taxreporting.finance.gov.bs/>) and Tax Information Exchange Portal for confirmed annual processing dates.

## Tax Information Exchange Portal Overview

The Tax Information Exchange portal can be accessed through the internet at the following website: <http://portal.taxreporting.finance.gov.bs>

### Tax Information Exchange Portal layout

The portal is comprised of four sections shown in screen shot below:

1. Top banner showing the Government of The Bahamas seal and portal name i.e. Tax Information Exchange Portal
  - When users click on the seal, they will return to this main page if not logged into the portal. When logged into the portal, the account status page will display.
2. Registered Users
  - Users who have successfully completed New User registration and have been approved for access will log into the portal here.
  - If the user has forgotten their Username or password, they can request it via this link as shown on the screen.
3. New Users
  - New users of the portal will need to register by clicking the Register button in this window.
4. Enter Code
  - Financial Officers who have received a user registration request notification email will need to enter the code as shown in the email notification to approve or deny the registration request.
  - Users who have requested password reset will enter the code sent to their email here to initiate the reset.

The screenshot displays the Tax Information Exchange Portal interface. At the top, a banner (1) features the Government of The Bahamas seal and the portal name. Below this, the main content area is divided into two columns. The left column (2) is for 'Registered Users' and contains fields for 'Username' and 'Password', a 'Sign In' button, and a link for 'Forgot your Password or Username?'. The right column (3) is for 'New Users' and contains a 'Register' button. At the bottom, a section (4) for 'Enter Code' includes a text prompt and an 'Enter Code' button.

## System Requirements for using the Tax Information Exchange Portal

To access the Tax Information Exchange Portal, users must use one of the following supported internet browsers. Click the links below for your browser type to determine what version you are currently using:

- Chrome - version [42.0.2311.90](#) and higher
- FireFox - version [37.0.2](#) and higher
- Internet Explorer version [10](#) or higher

### System Portal Issues

If you are experiencing issues with accessing the portal on your browser, first try clearing your internet cache temporary files as this is a common issue. Click on the following links below for your browser type for instructions on how to do this.

Clearing Internet Files (click the link to go to instructions for your browser):

- [Chrome](#)
- [Firefox](#)
- [Internet Explorer](#)

### Help Desk Support

If this does not resolve your access issue or you are experiencing a specific error message you cannot resolve, send an email to [helpdesk@taxreporting.finance.gov.bs](mailto:helpdesk@taxreporting.finance.gov.bs) with the following information and your request will be reviewed within 3 business days:

- Your name
- User ID
- GIIN
- Phone Number
- Nature of your issue / request (please provide as much detail as possible to assist the Help Desk's research and review of your issue).

Do not send passwords via email. The Competent Authority will contact you with additional information for your request via email or Phone.

## 1.0 New User Registration

Users will need to first register for access to use the portal. Registration is completed within the portal's New Users section and email confirmations and notifications will be sent during the registration process. All registration requests will be reviewed by the Financial Institution's Key Officer/Responsible Officer and either accepted or denied prior to users being able to access the system.

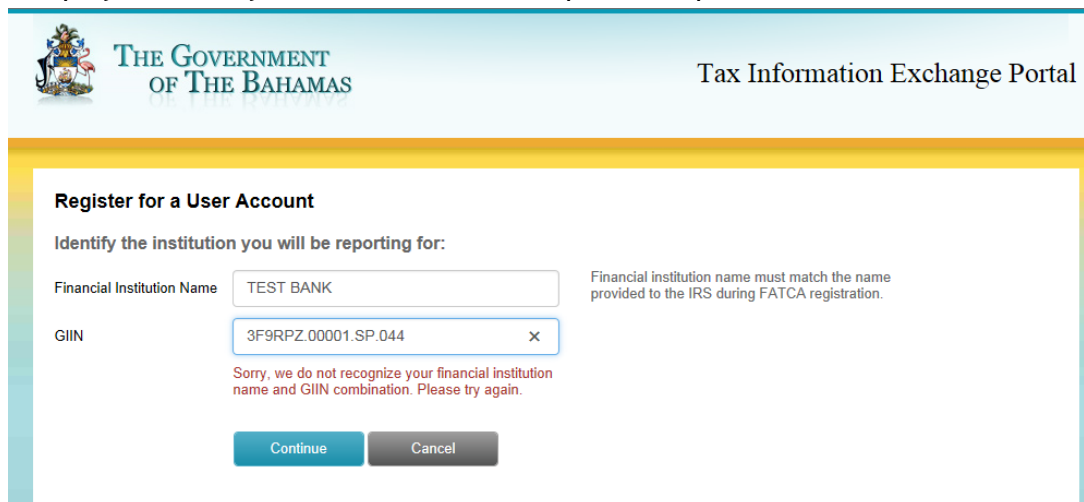
Users will begin the registration process by entering the Financial Institution Name and GIIN and then elect to either report for their organization or on behalf of another organization.

### Begin Registration Process

1. From the Tax Information Exchange Portal main page, click the Register button to initiate the registration process.

2. On the screen that displays next, enter the Financial Institution name and GIIN details as per the IRS FATCA Registration.
  - Check with the individual who was responsible for registering your Financial Institution with the IRS if you are unsure, as these details will need to match the IRS records.
3. Click Continue button after verifying data entered is correct.

**NOTE:** If the entered values do not match those on file, the following error message will display. Review your entered values for possible updates and click Continue.



The screenshot shows the 'Tax Information Exchange Portal' header with the Government of The Bahamas logo. Below the header is a yellow bar. The main content area is titled 'Register for a User Account'. Under the heading 'Identify the institution you will be reporting for:', there are two input fields: 'Financial Institution Name' with the value 'TEST BANK' and 'GIIN' with the value '3F9RPZ.00001.SP.044'. To the right of these fields is a note: 'Financial institution name must match the name provided to the IRS during FATCA registration.' Below the input fields is a red error message: 'Sorry, we do not recognize your financial institution name and GIIN combination. Please try again.' At the bottom are two buttons: 'Continue' (highlighted in blue) and 'Cancel' (greyed out).

If the information entered is correct but the portal does not allow you to continue, contact the Competent Authority at [helpdesk@taxreporting.finance.gov.bs](mailto:helpdesk@taxreporting.finance.gov.bs) with your name, User ID, GIIN, Phone Number and nature of your issue / request (please provide as much detail as possible to assist the Help Desk's research and review of your issue).

4. When the Legal Name and GIIN is entered that match those provided to the IRS, the following screen will display requesting confirmation if the user is reporting for that organization or on behalf of another organization.
5. Select the option that applies for this user and click Continue. Users cannot proceed without making a selection on this screen. Instructions based on the registration type is detailed below:
  - Report for your own organization
  - Report on behalf of another organization

## Registering to Report for your own organization

1. To register as a user from the Financial Institution itself, select the first option to report for own organization and click Continue.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account**

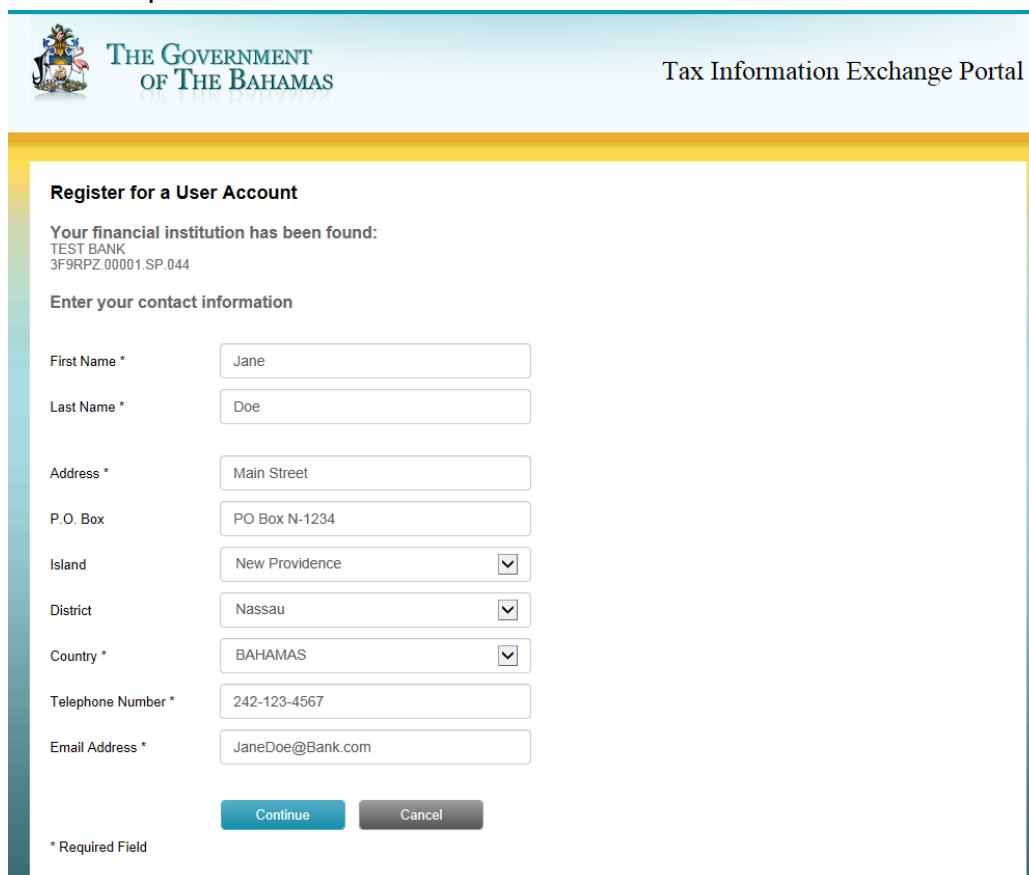
Your financial institution has been found:  
TEST BANK 3F9RPZ.00001.SP.044

Are you submitting information for your own Financial Institution or on behalf of another Financial Institution?

☒ I am reporting for my own organization  
☐ I am reporting on behalf of another organization

[Continue](#) [Cancel](#)

2. Next, Users will be prompted to enter their contact information. Fields marked with an \* are required fields. Users should enter their information and click Continue.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account**

Your financial institution has been found:  
TEST BANK 3F9RPZ.00001.SP.044

**Enter your contact information**

First Name \*

Last Name \*

Address \*

P.O. Box

Island  ▼

District  ▼

Country \*  ▼

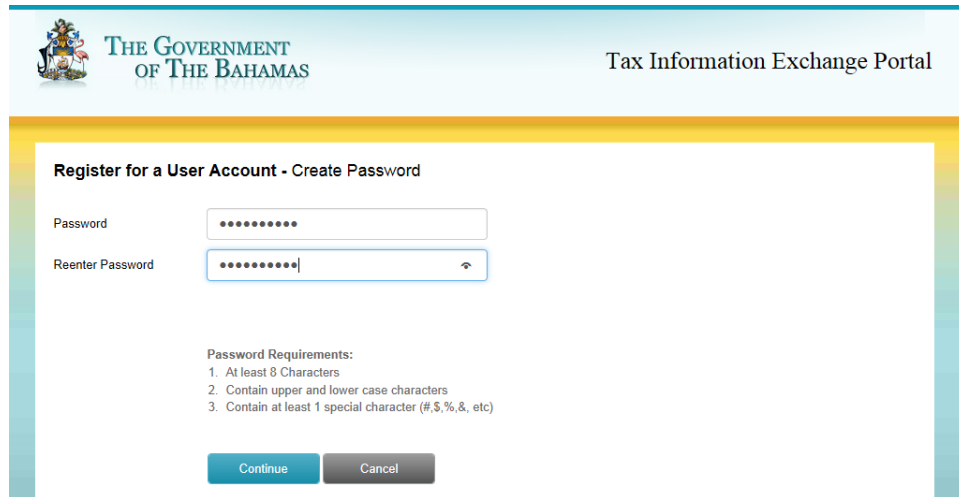
Telephone Number \*

Email Address \*

[Continue](#) [Cancel](#)

\* Required Field

3. On the next screen, the user will need to create the password they will use to access the system.
  - This password is only known to this user.
  - Password must contain at least 8 total characters with both upper and lower case characters and at least one special character (i.e. #, \$, %, &, etc.).
  - Users should not write down their password nor share it with others.
  - Users will need to re-enter their password to confirm.
4. Click Continue.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Create Password**

Password: [Masked]

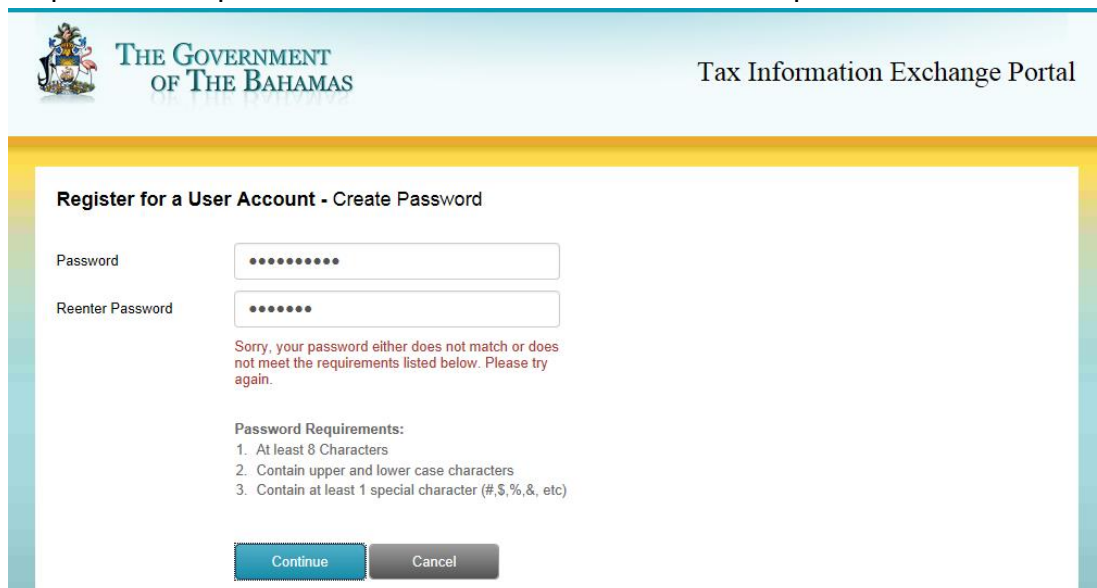
Reenter Password: [Masked]

**Password Requirements:**

1. At least 8 Characters
2. Contain upper and lower case characters
3. Contain at least 1 special character (#,\$,%,&, etc)

[Continue](#) [Cancel](#)

**NOTE:** If the re-entered password does not match exactly or the requirements are not contained in the password, the following error message will be shown. User should check that the password requirements are met and then re-enter their password and click Continue.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Create Password**

Password: [Masked]

Reenter Password: [Masked]

Sorry, your password either does not match or does not meet the requirements listed below. Please try again.

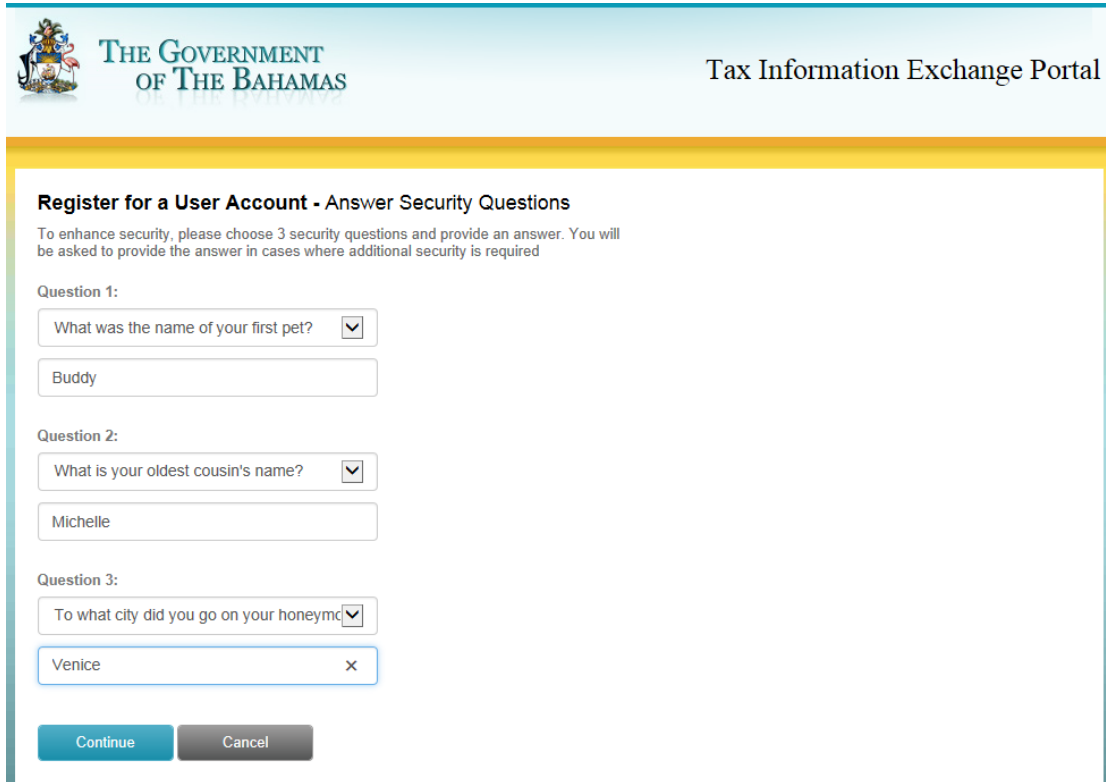
**Password Requirements:**

1. At least 8 Characters
2. Contain upper and lower case characters
3. Contain at least 1 special character (#,\$,%,&, etc)

[Continue](#) [Cancel](#)



5. After entering a password that meets the requirements, the user will then be directed to a window where they need to select three security questions from the drop down menus and enter answers to the selected security questions. These will be used for resetting passwords and recovery of passwords if needed. Examples are shown below.
6. Click Continue



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Answer Security Questions**

To enhance security, please choose 3 security questions and provide an answer. You will be asked to provide the answer in cases where additional security is required

Question 1:

What was the name of your first pet? ☐

Buddy

Question 2:

What is your oldest cousin's name? ☐

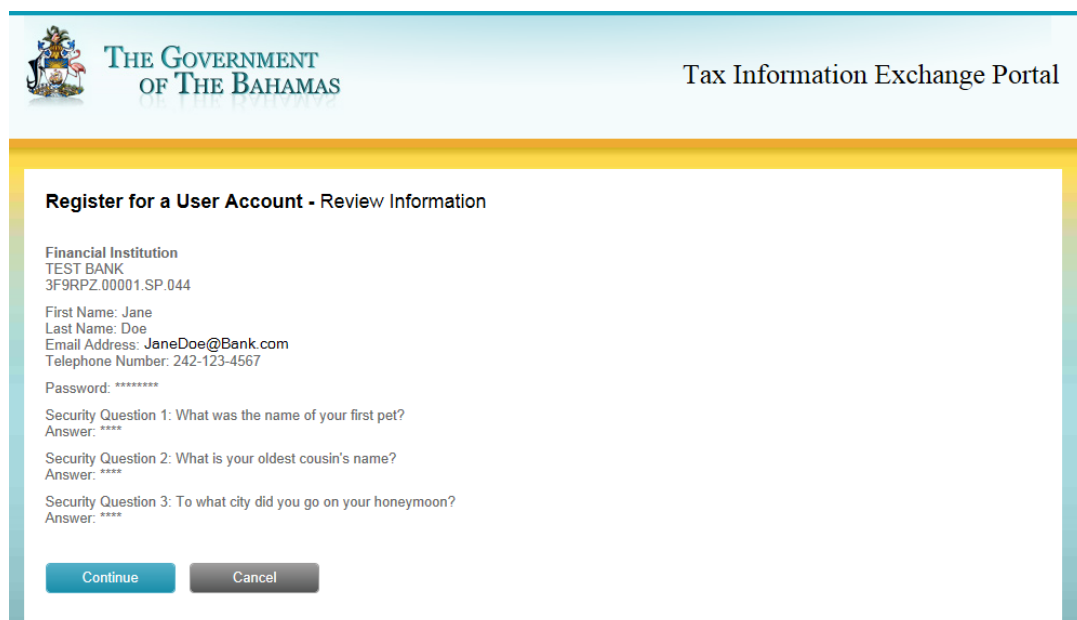
Michelle

Question 3:

To what city did you go on your honeymoon? ☐

Venice x

7. The next screen will display a confirmation of the entered User Account data with Password and Security question answers masked with \*\*\*\*\*. Confirm the details shown and click Continue.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Review Information**

Financial Institution  
TEST BANK  
3F9RPZ.00001.SP.044

First Name: Jane  
Last Name: Doe  
Email Address: JaneDoe@Bank.com  
Telephone Number: 242-123-4567

Password: \*\*\*\*\*

Security Question 1: What was the name of your first pet?  
Answer: \*\*\*\*

Security Question 2: What is your oldest cousin's name?  
Answer: \*\*\*\*

Security Question 3: To what city did you go on your honeymoon?  
Answer: \*\*\*\*

8. Users must review and confirm the Terms and Conditions for registering for a User Account on the Tax Information Exchange Portal.
9. To continue with registration, check the box confirming agreement with the Terms and Conditions after review.
  - Note: The Continue button will not be enabled until the user checks the agreement box.
  - Registration can be cancelled by clicking the Cancel button.



THE GOVERNMENT  
OF THE BAHAMAS

Tax Information Exchange Portal

#### Register for a User Account - Terms and Conditions

We and/or our agent certify that by registering and submitting information on accounts or persons with a US indicia, we acknowledge having read and agreed to the terms and conditions of The Bahamas – USA FATCA Model 1 IGA and applicable laws. We and/or our agent further acknowledge that The Bahamas Competent Authority is not responsible for and will not vet the accuracy of information submitted, since the accuracy of the information rests with the reporting institution. Further, The Bahamas Competent Authority is solely responsible for receiving the information and its onward transmission to the USA IRS.

☒ I agree to the terms and conditions.

Continue

Cancel

### Registering to Report on behalf of another organization

Users can register to report on behalf of another organization in the Tax Information Exchange Portal.

1. Users should select the second option on the Register for a User Account Screen as shown below:



THE GOVERNMENT  
OF THE BAHAMAS

Tax Information Exchange Portal

#### Register for a User Account

Your financial institution has been found:

TEST BANK 3F9RPZ.00001.SP.044

Are you submitting information for your own  
Financial Institution or on behalf of another  
Financial Institution?

☐ I am reporting for my own organization

☒ I am reporting on behalf of another organization

Continue

Cancel

2. Users will next be prompted to enter their contact information. Fields marked with an \* are required fields. Users should enter their information and click Continue.

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account**

Your financial institution has been found:  
TEST BANK  
3F9RPZ.00001.SP.044

**Enter your contact information**

First Name \* Tom

Last Name \* Jones

Company Name \* Frederick & Company (Name of the company you work for)

Business ID \* 12 12345678 (Business ID of the company you work for)

Address \* Main Street

P.O. Box PO Box 9876

Island New Providence

District Nassau

Country \* BAHAMAS

Telephone Number \* 242-123-4567

Email Address \* Tom.Jones@Frederick.com

Continue Cancel

3. On the next screen, the user will need to set the password they will use to access the system.
- This password is only known to this user.
  - Password must contain at least 8 total characters with both upper and lower case characters and at least one special character (i.e. #, \$, %, &, etc.).
  - Users should not write down their password nor share it with others.
  - Users will need to re-enter their password to confirm.
4. Click Continue.

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Create Password**

Password .....

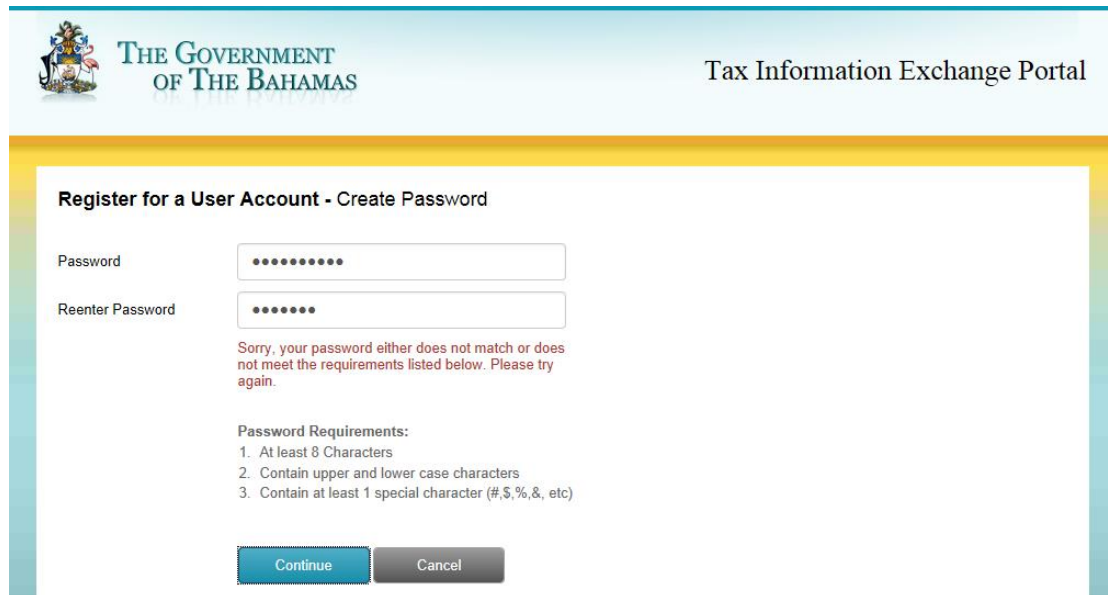
Reenter Password .....

**Password Requirements:**

1. At least 8 Characters
2. Contain upper and lower case characters
3. Contain at least 1 special character (#,\$,%,&, etc)

Continue Cancel

**NOTE:** If the re-entered password does not match exactly or the requirements are not contained in the password, the following error message will be shown. User should check that the password requirements are met, re-enter their password and click Continue.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Create Password**

Password: [Masked Password]

Reenter Password: [Masked Password]

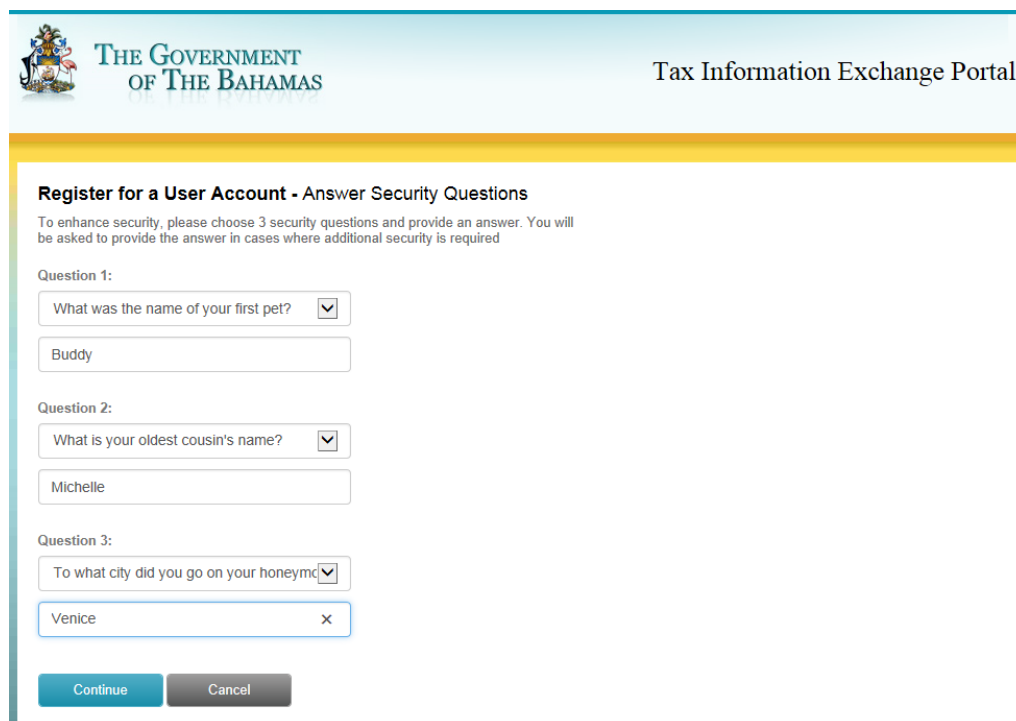
Sorry, your password either does not match or does not meet the requirements listed below. Please try again.

**Password Requirements:**

1. At least 8 Characters
2. Contain upper and lower case characters
3. Contain at least 1 special character (#,\$,%,&, etc)

[Continue](#) [Cancel](#)

5. After entering a password that meets the requirements, the user will then be directed to a window where they need to select three security questions from the drop down menus and enter answers to the selected Security questions. These will be used for password reset and recovery if needed. Examples are shown below.
6. Click Continue



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Answer Security Questions**

To enhance security, please choose 3 security questions and provide an answer. You will be asked to provide the answer in cases where additional security is required

Question 1:

What was the name of your first pet? [Dropdown Menu]

Buddy

Question 2:

What is your oldest cousin's name? [Dropdown Menu]

Michelle

Question 3:

To what city did you go on your honeymoon? [Dropdown Menu]

Venice

[Continue](#) [Cancel](#)

7. The next screen will display a confirmation of the entered User Account data with Password and Security question answers masked with \*\*\*\*\*. Confirm the details shown and click Continue.

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Review Information**

Financial Institution  
TEST BANK  
3F9RPZ.00001.SP.044

First Name: Tom  
Last Name: Jones  
Email Address: TomJones@Frederickson.com  
Telephone Number: 242-123-4567

Password: \*\*\*\*\*

Security Question 1: What was the name of your first pet?  
Answer: \*\*\*\*

Security Question 2: What is your oldest cousin's name?  
Answer: \*\*\*\*

Security Question 3: To what city did you go on your honeymoon?  
Answer: \*\*\*\*

8. User must review the Terms and Conditions for registering for a User Account.
9. To continue with registration, check the box confirming agreement with the Terms and Conditions after review.
- Note: The Continue button will not be enabled until the user checks the agreement box.
  - Registration can be cancelled by clicking the Cancel button.

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Register for a User Account - Terms and Conditions**

We and/or our agent certify that by registering and submitting information on accounts or persons with a US indicia, we acknowledge having read and agreed to the terms and conditions of The Bahamas – USA FATCA Model 1 IGA and applicable laws. We and/or our agent further acknowledge that The Bahamas Competent Authority is not responsible for and will not vet the accuracy of information submitted, since the accuracy of the information rests with the reporting institution. Further, The Bahamas Competent Authority is solely responsible for receiving the information and its onward transmission to the USA IRS.

☒ I agree to the terms and conditions.

## Email Confirmation of Registration

Upon completion of the registration, the user will receive a confirmation email at the email address provided during registration. In addition, the email lets the registered user know that a message has been sent to the FI Contact of Record (Key Officer/Responsible Officer) to request approval for the registration.



## Email Confirmation after registration review

Once the new user registration request is reviewed by the Financial Institution's Key Officer/Responsible Officer, you will receive notification of the acceptance or denial for the access request.

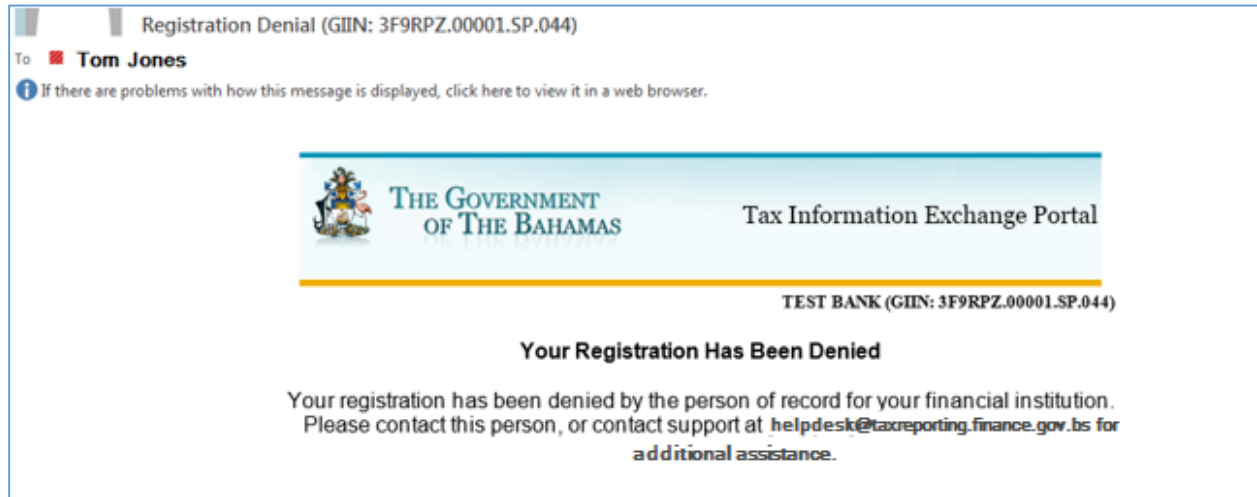
### New User Registration Accepted

If your New User registration request is accepted, you will receive an email notification similar to below. This notification will include your Username which should be used in combination with the Password set during registration to log into the Tax Information Exchange Portal following instructions in [Section 3.0 Registered Users Login](#).



### New User Registration Rejected

If your New User Registration request is denied, you will receive an email similar to below indicating the request was rejected and you will not be able to access the Tax Information Exchange Portal.

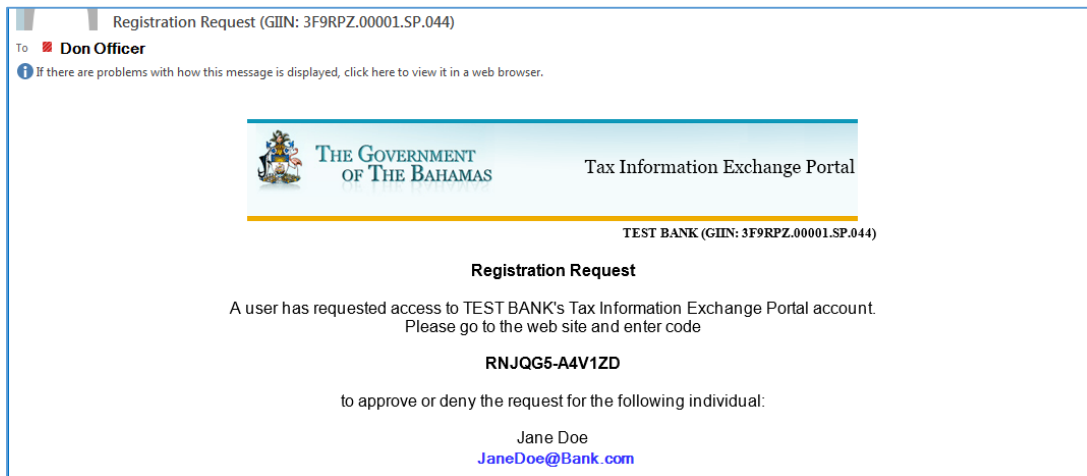


## 2.0 Review & respond to registration requests

Each Financial Institution will have a Key Officer/Responsible Officer who is responsible for reviewing and responding to Registration requests. When a user submits a registration request, notice is sent via email to the Key Officer/Responsible Officer for each request. The Key Officer/Responsible Officer must then review the request and either Accept or Deny the Registration request from within the Portal.

### Email Notification

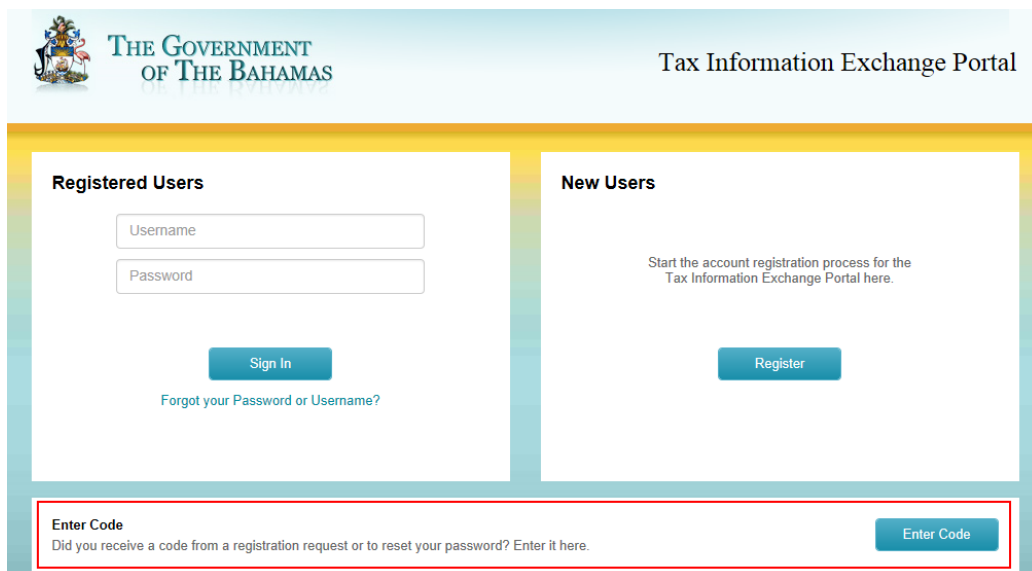
The below shows an example email notification for a registration request that has been sent to the Key Officer/Responsible Officer:



### Responding to Registration Request in the Portal

The Key Officer/Responsible Officer must enter the Code from the email into the Portal to activate the registration request.

1. On the main Portal website ([Portal.taxreporting.finance.gov.bs](http://Portal.taxreporting.finance.gov.bs)), click the blue "Enter Code" button.





2. On the next screen, enter the code exactly as it appears in the email and click Enter.
  - Manually enter the code from the email     OR
  - Highlight the code in the email and copy (Ctrl + C) and then Paste it into the Portal screen (Ctrl + V).

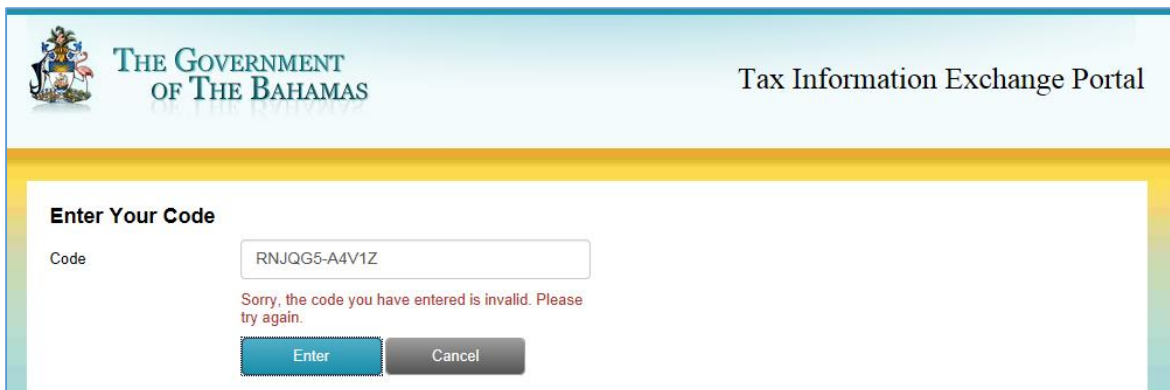


**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Enter Your Code**

Code

**NOTE:** If the code is not entered correctly (e.g. last character is missed) an error message similar to below will display. Check the code and enter it again.



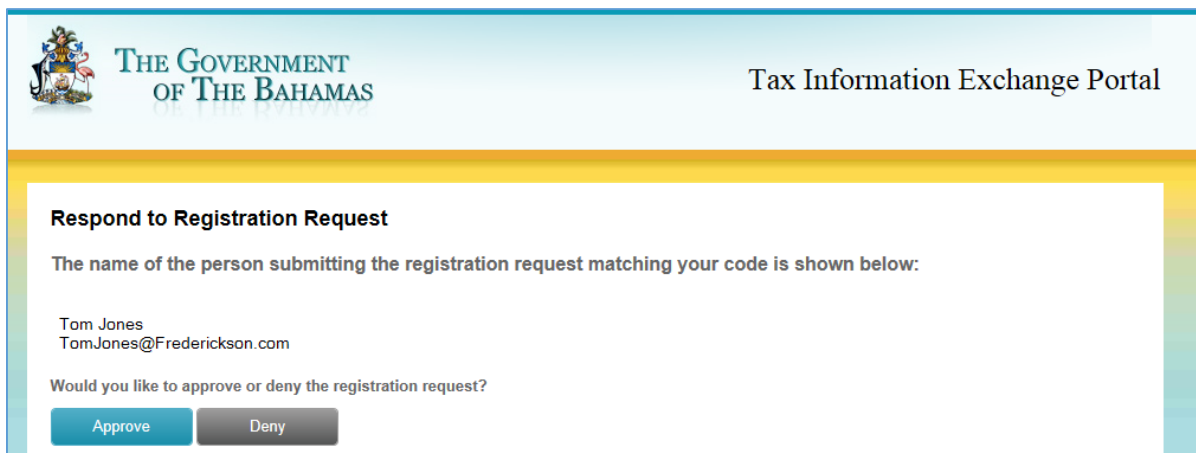
**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Enter Your Code**

Code

Sorry, the code you have entered is invalid. Please try again.

3. After entering the registration code and clicking Enter, the requestor's name and email address will display with two options: Approve or Deny.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Respond to Registration Request**

The name of the person submitting the registration request matching your code is shown below:

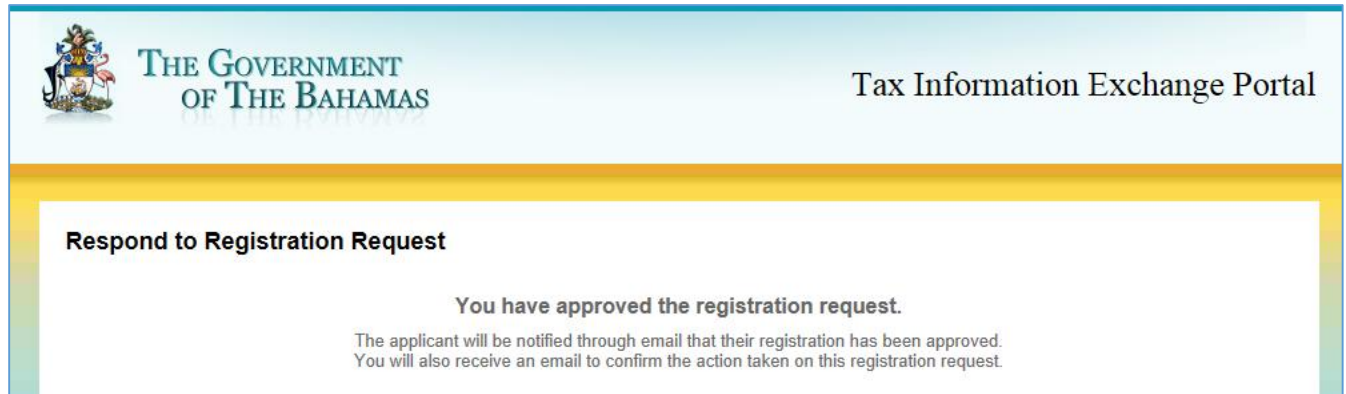
Tom Jones  
TomJones@Frederickson.com

Would you like to approve or deny the registration request?

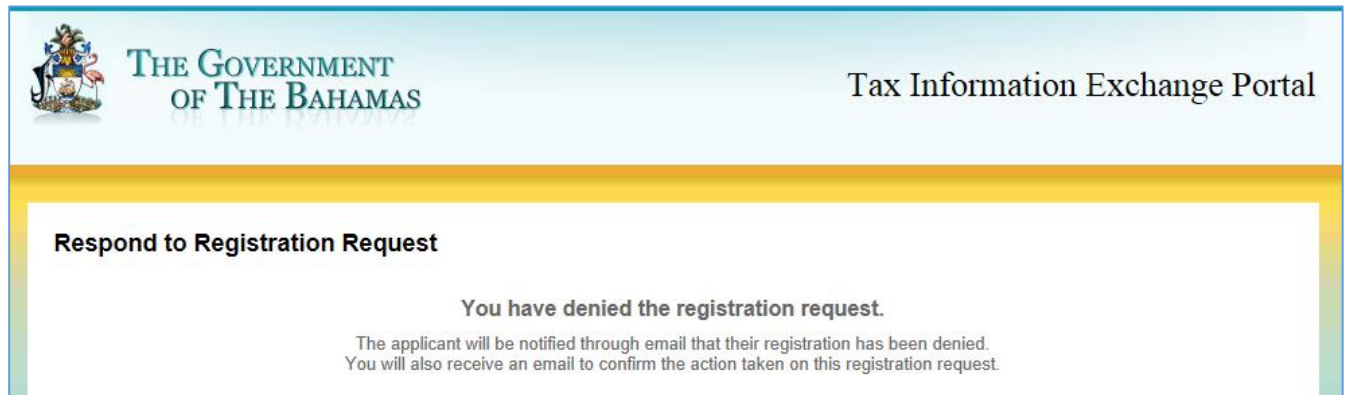
4. Once either button is clicked, the requestor and Key Officer/Responsible Officer will be sent confirmation emails of the outcome of the response and an on screen confirmation will display as follows:

### Registration Confirmation samples

#### On screen Approval confirmation:



#### On Screen Denial Confirmation:



#### Emailed Approval Confirmation to user requesting registration:



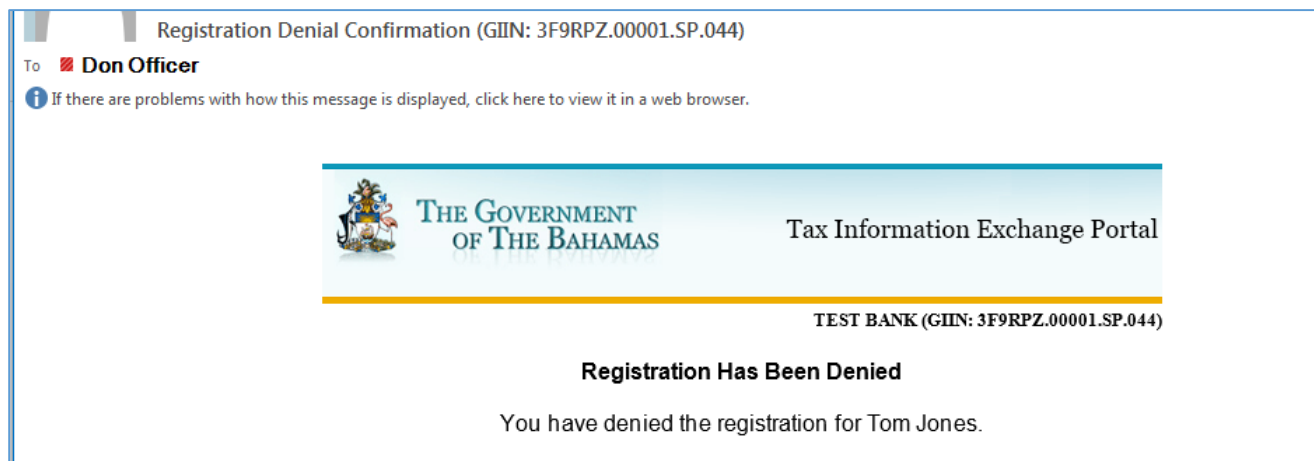
### Emailed Approval confirmation to Key Officer/Responsible Officer:



### Emailed Denial Confirmation to user requesting registration:



### Emailed Denial confirmation to Key Officer/Responsible Officer:



### 3.0 Registered Users Login

After a user's registration is approved, they can now log into the Portal using the provided User ID from their approval email and the Password they had set on initial registration.

1. From the Tax Information Exchange Portal screen, enter the Username and Password created during registration and click Sign In.
  - If successful, the Account Status page will display. Continue instructions under section [4.0 Account Status Landing Page](#).

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Registered Users**

JD52948293

••••••••

Sign In

[Forgot your Password or Username?](#)

**New Users**

Start the account registration process for the Tax Information Exchange Portal here.

Register

Enter Code

Did you receive a code from a registration request or to reset your password? Enter it here.

Enter Code

**NOTE:** If the Username/Password combination does not match, an error message will display prompting the user to try again. Four unsuccessful attempts will temporarily disable the user. Users should wait 30 minutes since the last attempt to reset their password or try again.

- To recover a forgotten username or password, refer to section [3.1 Registered Users Login - Forgot Password](#) and/or [3.2 Registered Users Login - Forgot Username](#).

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Registered Users**

JD52948293

••••••••

Sorry, we do not recognize your login combination. Please try again.

Sign In

[Forgot your Password or Username?](#)

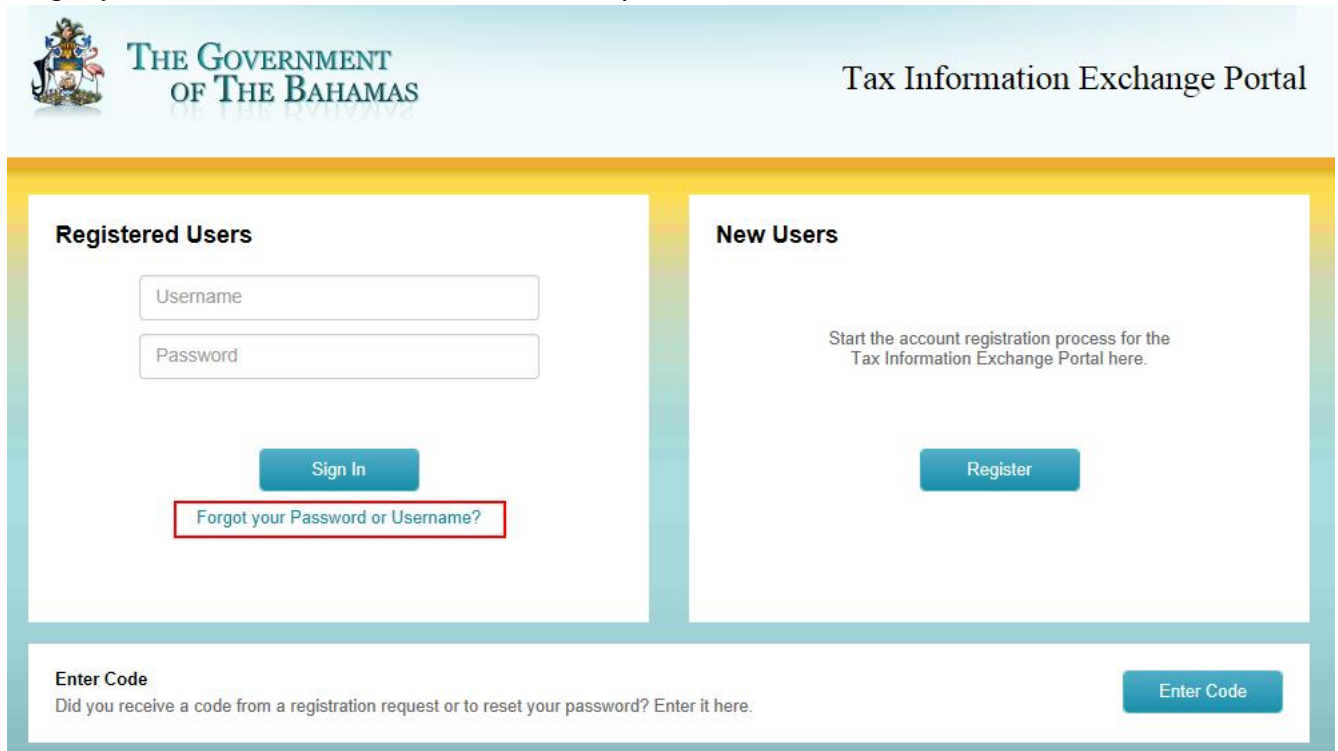
**New Users**

Start the account registration process for the Tax Information Exchange Portal here.

Register

### 3.1 Registered Users Login - Forgot Password

If a user has forgotten their password, they can request a password reset by clicking the Forgot your Password or Username link on the portal.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Registered Users**



Sign In

Forgot your Password or Username?

**New Users**

Start the account registration process for the Tax Information Exchange Portal here.

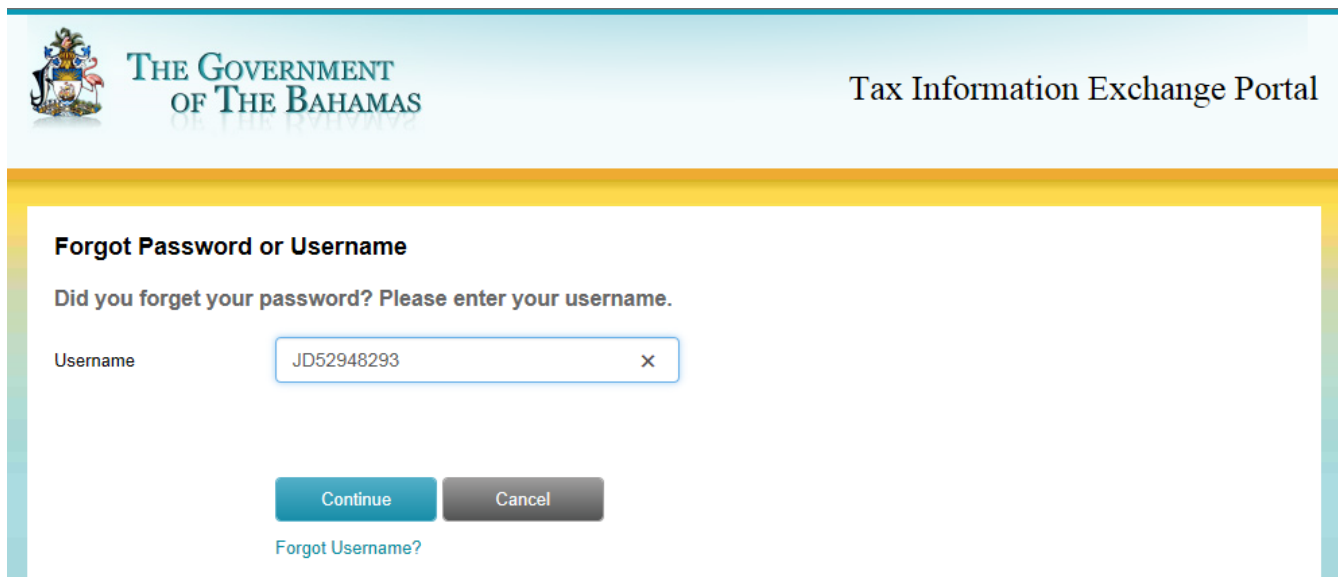
Register

**Enter Code**

Did you receive a code from a registration request or to reset your password? Enter it here.

Enter Code

1. After clicking the Forgot Your Password or Username link, users will be prompted to enter their Username and then click Continue.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Forgot Password or Username**

Did you forget your password? Please enter your username.

Username

Continue Cancel

[Forgot Username?](#)

- On the next screen, users will be presented one of their three Security Questions set up at initial Registration to confirm their identity.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Forgot Password**

Please answer the following security question:

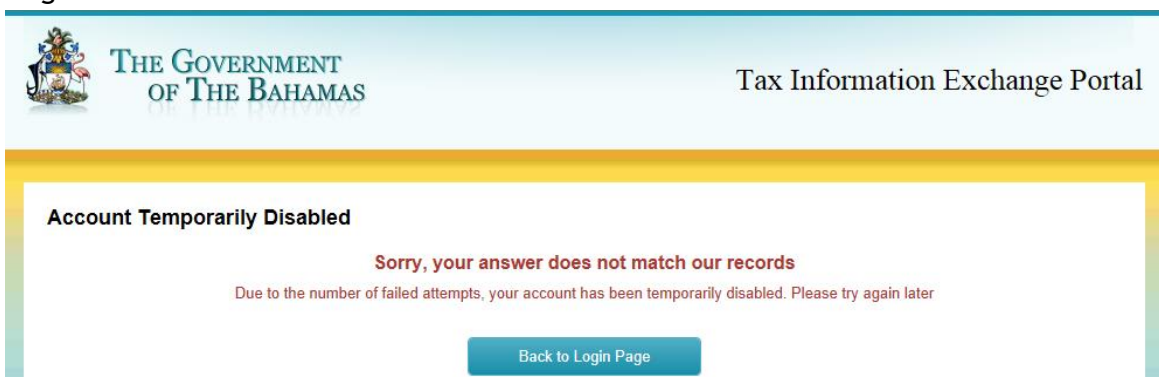
Question: To what city did you go on your honeymoon?

Answer:

[If you cannot remember the answers to your security questions, you may request to have your login reset by submitting a letter on your official company letter to the Bahamas Ministry of Finance. See contact information \[here\]\(#\).](#)

[Continue](#) [Cancel](#)

**NOTE:** If the Security Question is not answered correctly, the user will be provided a different Security Question to answer. If multiple attempts are unsuccessful, the user will be locked out of the system for approximately 30 minutes from their last attempt with the error message below.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

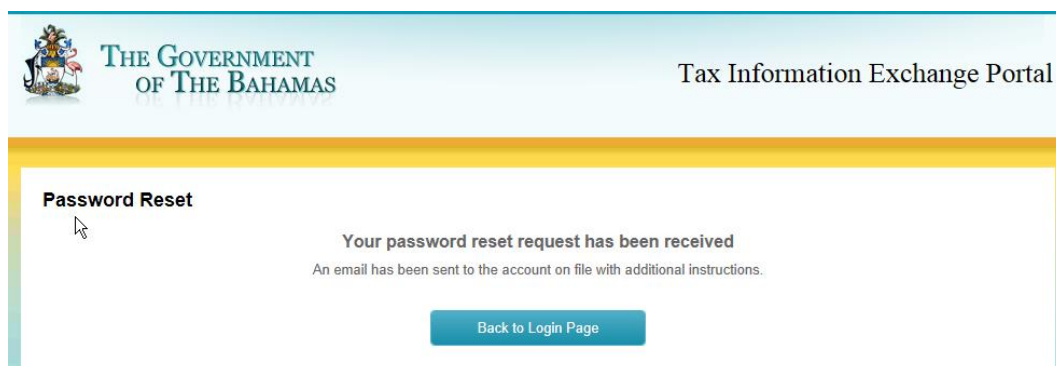
**Account Temporarily Disabled**

**Sorry, your answer does not match our records**

Due to the number of failed attempts, your account has been temporarily disabled. Please try again later

[Back to Login Page](#)

- Upon successfully answering the security question, the user will be shown the Password Reset confirmation screen and an email with further instructions will be sent to the user's email.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

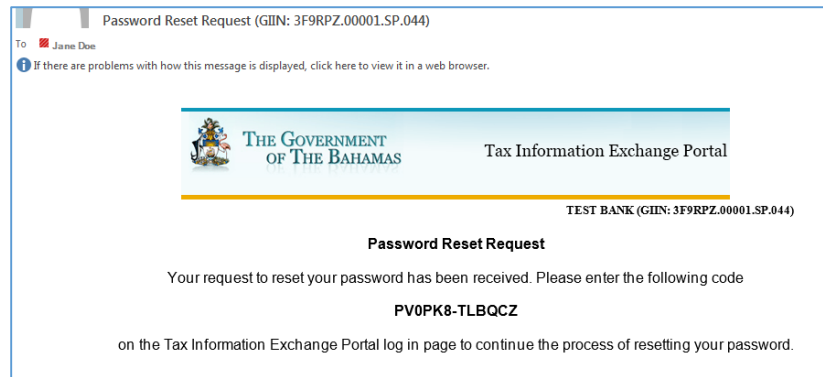
**Password Reset**

Your password reset request has been received

An email has been sent to the account on file with additional instructions.

[Back to Login Page](#)

Email sample showing Password reset code:



4. User must then enter the code as provided in the password reset email notification into the Tax Information Exchange Portal screen "Enter Code" section by clicking the Enter Code button.

The screenshot shows the "Tax Information Exchange Portal" interface. It has a header with the Government of The Bahamas logo. The main content area is divided into two sections: "Registered Users" and "New Users". The "Registered Users" section contains fields for "Username" and "Password", a "Sign In" button, and a link for "Forgot your Password or Username?". The "New Users" section contains a "Register" button and text stating "Start the account registration process for the Tax Information Exchange Portal here." At the bottom, there is a red-bordered box labeled "Enter Code" with the text "Did you receive a code from a registration request or to reset your password? Enter it here." and an "Enter Code" button.

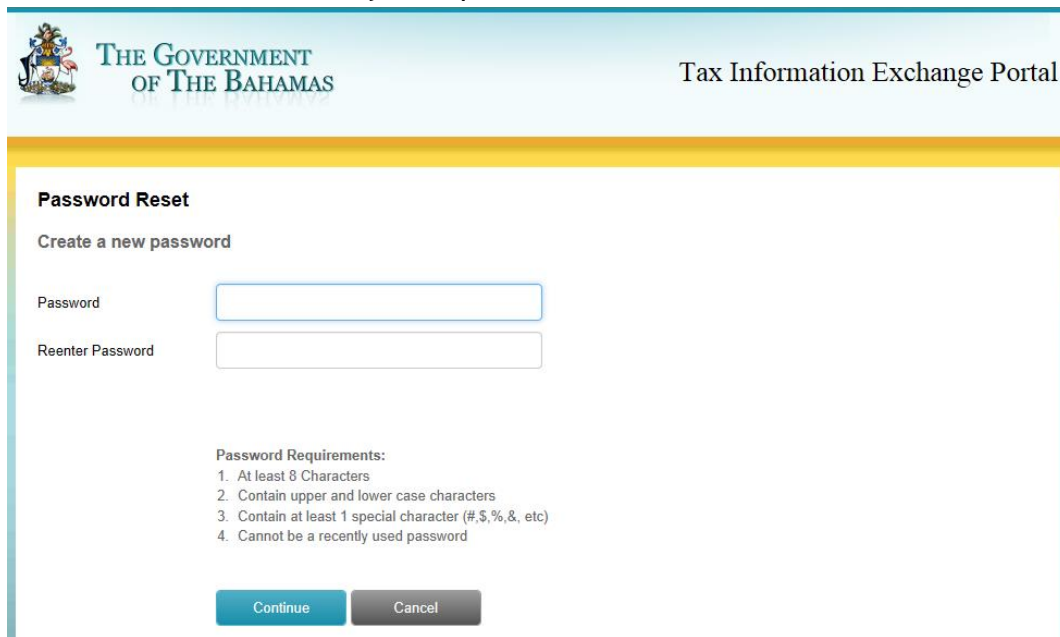
5. On the Enter Your Code screen, manually enter the code from the email or highlight the code, copy (Ctrl + C) and then paste (Ctrl + V) the code and click Enter.

The screenshot shows the "Enter Your Code" screen. It features the Government of The Bahamas logo and the text "Tax Information Exchange Portal". The main content area has a heading "Enter Your Code" and a label "Code" next to a text input field containing the code "PV0PK8-TLBQCZ". Below the input field are two buttons: "Enter" and "Cancel".



6. Enter a new Password in the Password text box and Reenter Password boxes using the Password requirements as listed on screen. These are:-

- At least 8 characters
- Contains upper and lower case characters
- Contain at least 1 special character (#, \$, %, & etc.)
- Cannot be a recently used password



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Password Reset**

Create a new password

Password

Reenter Password

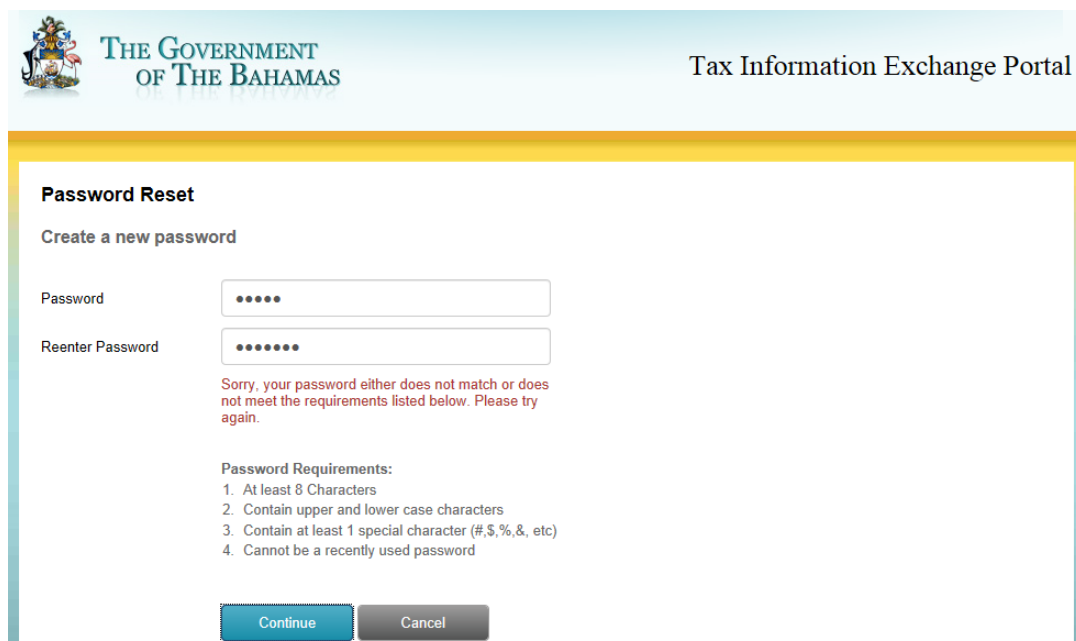
**Password Requirements:**

1. At least 8 Characters
2. Contain upper and lower case characters
3. Contain at least 1 special character (#,\$,%, etc)
4. Cannot be a recently used password

[Continue](#) [Cancel](#)

7. A confirmation screen will display confirming the password reset was successful.

**NOTE:** If the password does not match or meet the password requirements an error message will display prompting the user to confirm the entries.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Password Reset**

Create a new password

Password

Reenter Password

Sorry, your password either does not match or does not meet the requirements listed below. Please try again.

**Password Requirements:**

1. At least 8 Characters
2. Contain upper and lower case characters
3. Contain at least 1 special character (#,\$,%, etc)
4. Cannot be a recently used password

[Continue](#) [Cancel](#)



### 3.2 Registered Users Login - Forgot Username

If the user cannot remember their provided username, they can request their username be provided again through the Forgot Password or Username link on the portal.

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Registered Users**

Username

Password

Sign In

[Forgot your Password or Username?](#)

**New Users**

Start the account registration process for the Tax Information Exchange Portal here.

Register

**Enter Code**  
Did you receive a code from a registration request or to reset your password? Enter it here.

Enter Code

1. On the Forgot Password or Username screen that opens, click the Forgot Username? Link.

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Forgot Password or Username**

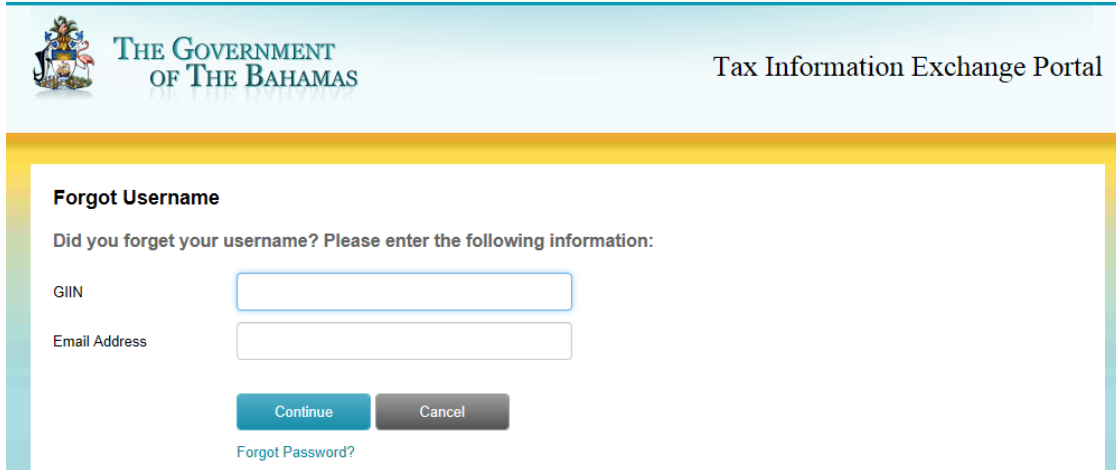
Did you forget your password? Please enter your username.

Username

Continue Cancel

[Forgot Username?](#)

2. Enter the GIIN and user's email address provided at registration to initiate an email with the Username reminder to be sent to the user. Click Continue.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

**Forgot Username**

Did you forget your username? Please enter the following information:

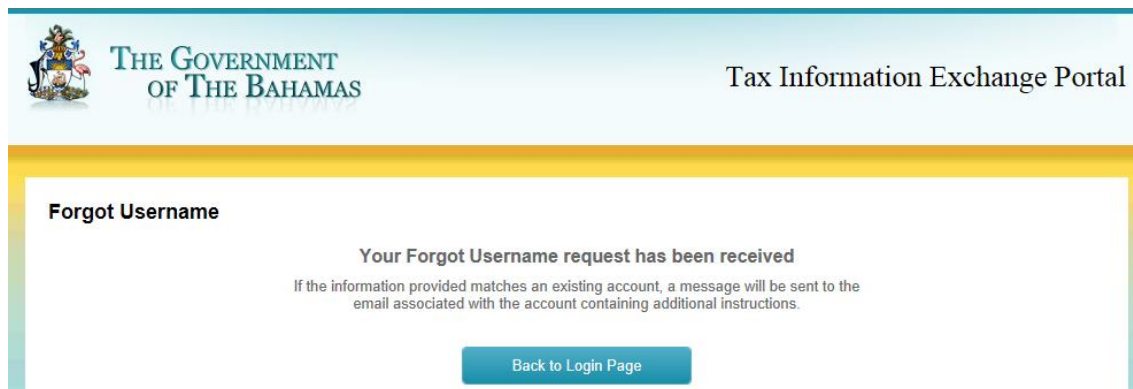
GIIN

Email Address

[Continue](#) [Cancel](#)

[Forgot Password?](#)

3. The Forgot Username request confirmation screen will display.
4. The system will then confirm the combination of provided GIIN and registered user's email address. Once confirmed, the user will receive an email containing their Username.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

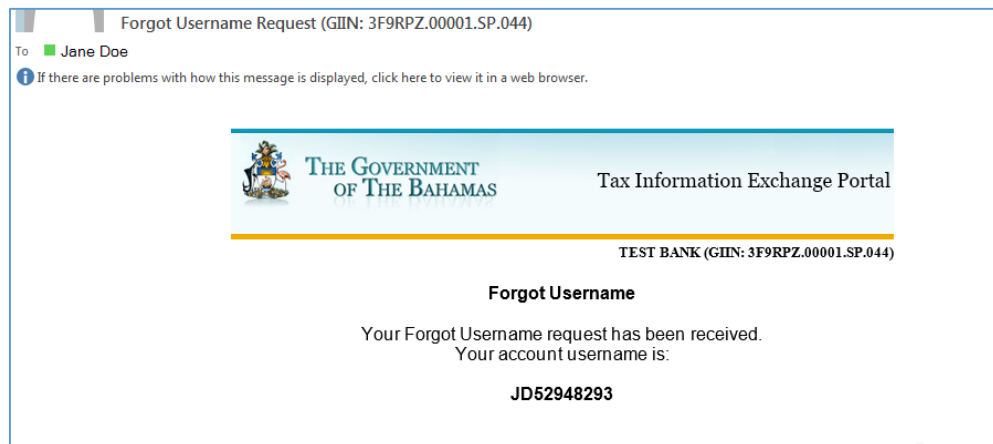
**Forgot Username**

**Your Forgot Username request has been received**

If the information provided matches an existing account, a message will be sent to the email associated with the account containing additional instructions.

[Back to Login Page](#)

Sample email with Username:



Forgot Username Request (GIIN: 3F9RPZ.00001.SP.044)

To: Jane Doe

If there are problems with how this message is displayed, click here to view it in a web browser.

**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

TEST BANK (GIIN: 3F9RPZ.00001.SP.044)

**Forgot Username**

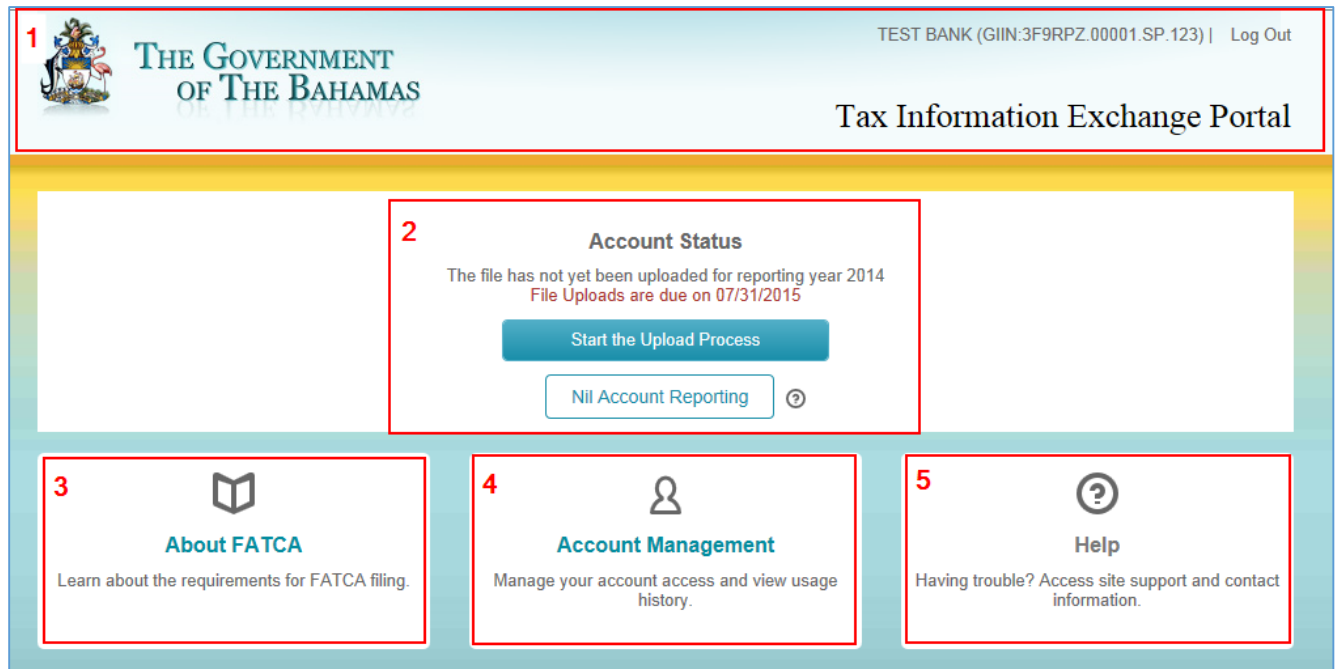
Your Forgot Username request has been received.  
Your account username is:

**JD52948293**

## 4.0 Account Status Landing Page

The Account Status page is comprised of 5 sections:

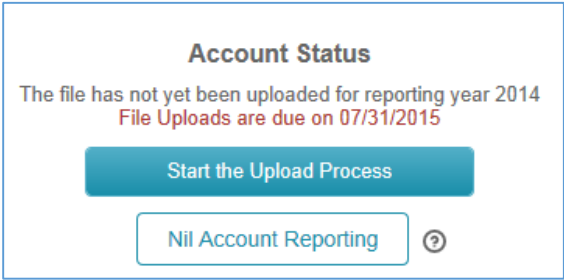
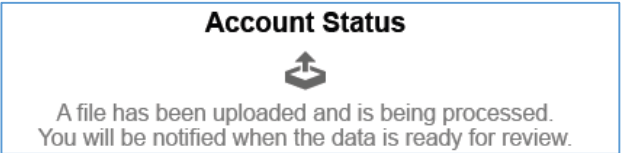
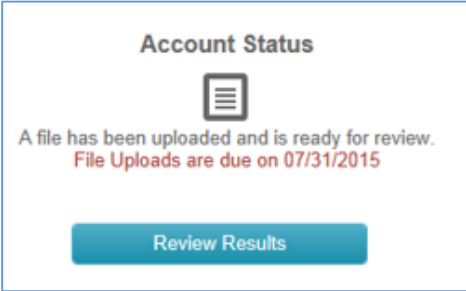
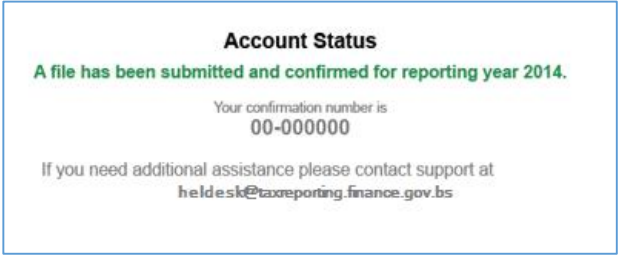
1. Informational Banner
  - Government of The Bahamas seal.
    - Clicking the seal will return users to the main Account Status page when logged into the portal.
  - Financial Institution Name (GIIN)
  - Log Out link
2. Account Status
  - Shows current status for the file processing and updates with each step.
  - Displays annual reporting deadline.
  - Link to process a Nil Account Report (To be used in place of a file upload).
3. About FATCA
  - Link to the Government of The Bahamas FATCA Information website.
4. Account Management
  - Account Status Audit trail
  - User Account Management (name, email or password reset)
5. Help Section
  - Listing of help resources
  - Common error resolution steps
  - Links to system documentation and videos



## Account Status

The Account Status section will display the account's current status. The display will update depending on the file status and users can take action on the next step through links in this section. Refer to section [5.0 Reportable Account File Processing](#) for file upload, error review, file submission or section [6.0 Nil Account Reporting](#) for Nil Account reporting instructions.

Account Status examples include:

<p>Initial display:</p> 	<p>File uploaded and currently processing:</p> 
<p>File Uploaded and ready for review:</p> 	<p>File Submitted:</p> 

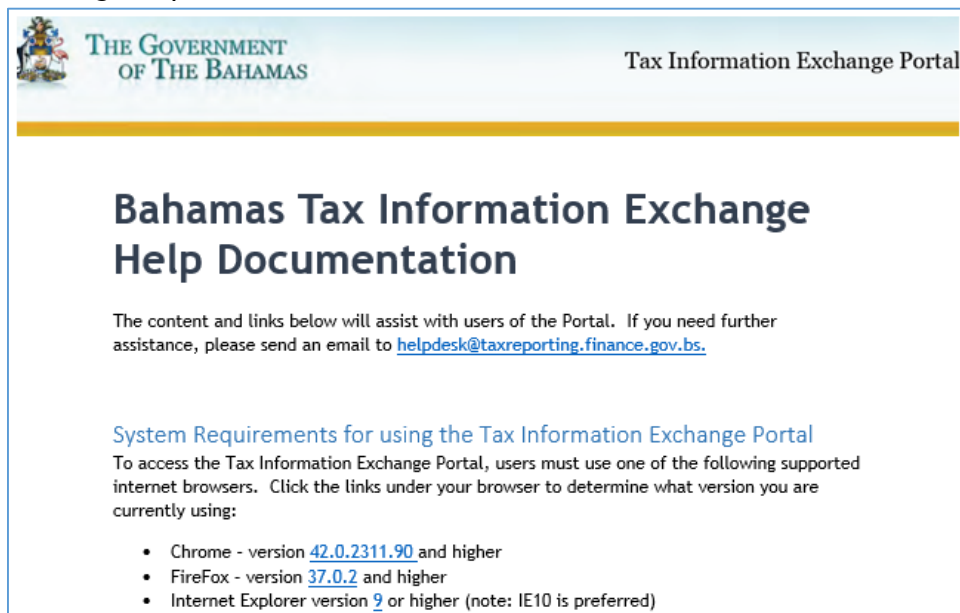
## About FATCA

When this section is clicked, the Government of The Bahamas FATCA Information website will open in a new internet window: <http://www.taxreporting.finance.gov.bs/> allowing the user to review this site without impacting their portal login.



## Help

Clicking this section will open a new window with links to help resources, common troubleshooting steps, system documentation, videos on using the portal and common questions for using the portal.



**THE GOVERNMENT OF THE BAHAMAS** Tax Information Exchange Portal

### Bahamas Tax Information Exchange Help Documentation

The content and links below will assist with users of the Portal. If you need further assistance, please send an email to [helpdesk@taxreporting.finance.gov.bs](mailto:helpdesk@taxreporting.finance.gov.bs).

**System Requirements for using the Tax Information Exchange Portal**

To access the Tax Information Exchange Portal, users must use one of the following supported internet browsers. Click the links under your browser to determine what version you are currently using:

- Chrome - version [42.0.2311.90](#) and higher
- FireFox - version [37.0.2](#) and higher
- Internet Explorer version [9](#) or higher (note: IE10 is preferred)

## Account Management

Allows the user to View the Account History audit trail and edit user account details.

### Account History

When the Account Management section is viewed, progress details about the submitted file for the corresponding GIIN will display including the Date and User who took the action, the file name, number of rows in the file, number of errors found during processing and file status. The top record reflects the latest status.



**THE GOVERNMENT OF THE BAHAMAS** TEST BANK (GIIN:3F9RPZ.00001.SP.123) | Log Out

Tax Information Exchange Portal

**Account Management** [Manage Account](#)

**Account History**

Date	User	File Submitted	Rows	Errors	Status
06/02/2015 6:04PM	Jane Doe	3F9RPZ 00001 SP 044 FINAL.XLSX	2	2	File Uploaded
06/02/2015 6:03PM	John Kreger1	3F9RPZ 00001 SP 044.XLSX	10	10	Errors Found
06/02/2015 6:02PM	Jane Doe	3F9RPZ 00001 SP 044.XLSX	0	0	File Uploaded
06/02/2015 3:11PM	John Kreger	3F9RPZ 00001 SP 044.XLSX	2	2	Errors Found

### Account Management – Manage Profile

Users can view and maintain their user information (name, email and password) from the Account Management section.

1. First select Account Management from the Account Status page and then clicking the Manage Account button.

2. The user's editable information will display on the next screen. To update the user information, click the Edit button to the right of the specific section.

3. The next screen will allow the user to update the information and click Save to update the data or Cancel to return to the prior screen.

## 5.0 Reportable Account File Processing

### File Preparation

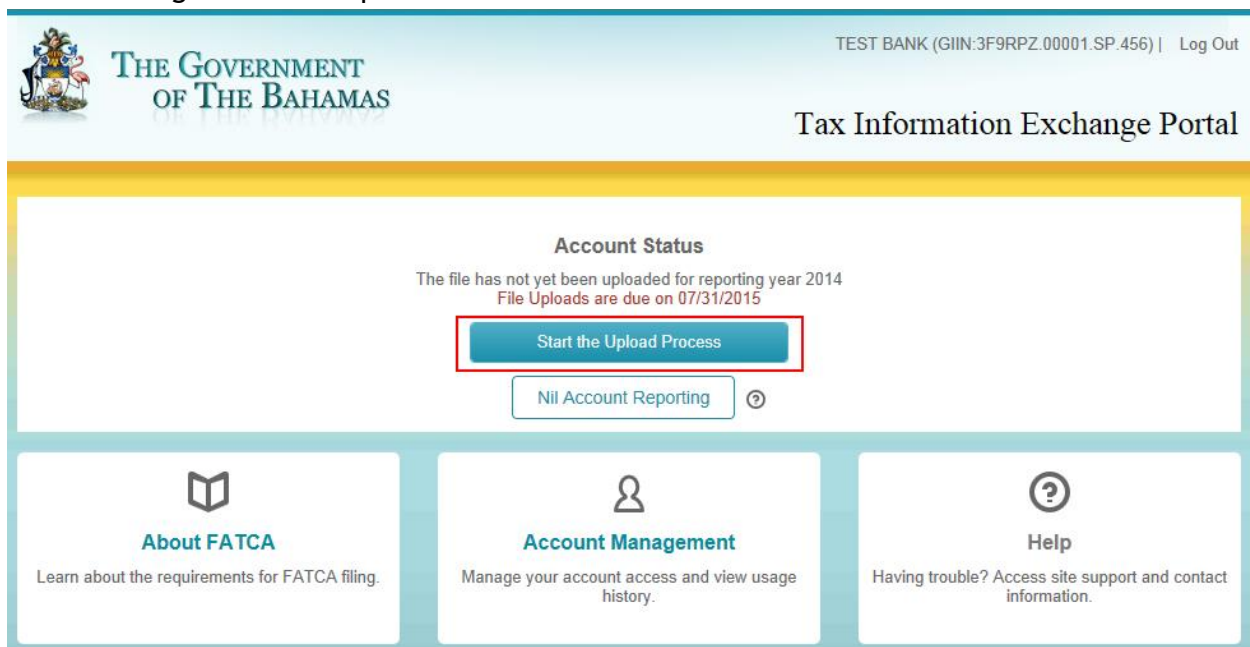
For successful upload of the Reportable Accounts to the portal, be sure to follow the instructions for the schema as listed in the Financial Institution File Creation document and file examples which are available on the Government of The Bahamas FATCA information website (<http://www.taxreporting.finance.gov.bs/fi-information/data-preparation/>). Templates are provided in the two available upload formats of Excel and CSV.

Every time a user uploads a file, it should be a complete file for all Reportable Accounts. **Each time a file is uploaded and processed in the portal; all prior loaded data will be deleted from the system and replaced by the data in the new file.**

It is recommended that if users are uploading replacement files that they use a version naming convention.

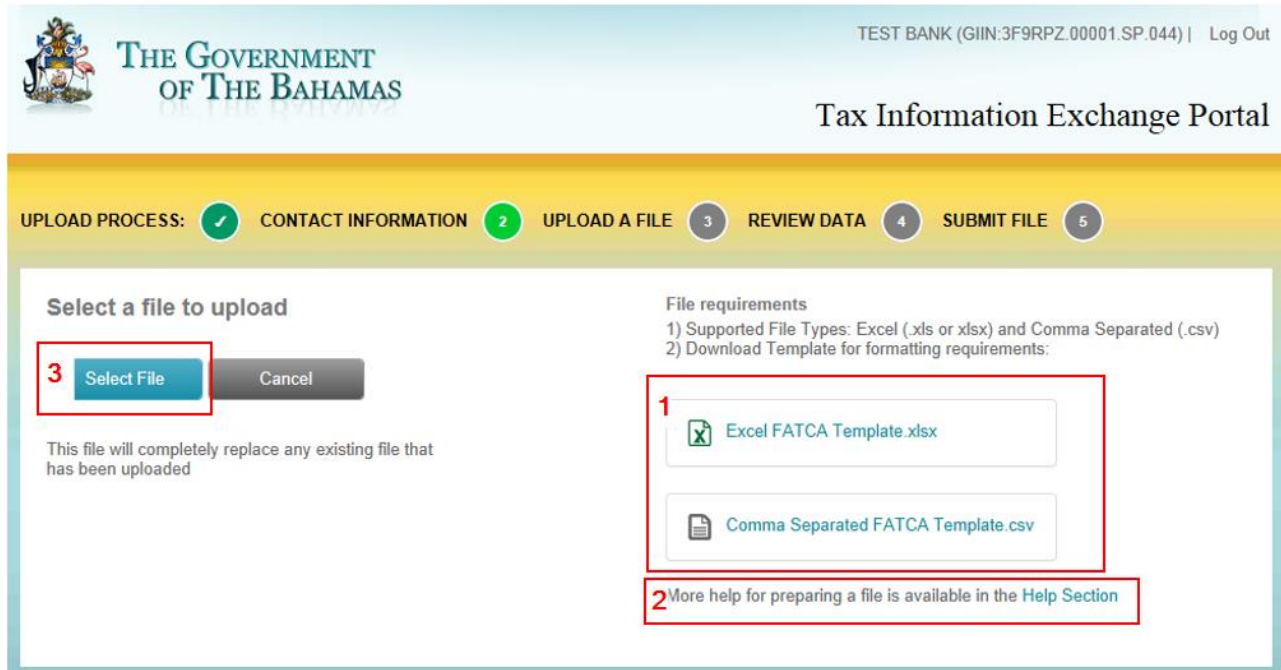
### File Upload

1. From the Account Status screen, users can select the Start the Upload Process button to begin their file upload.

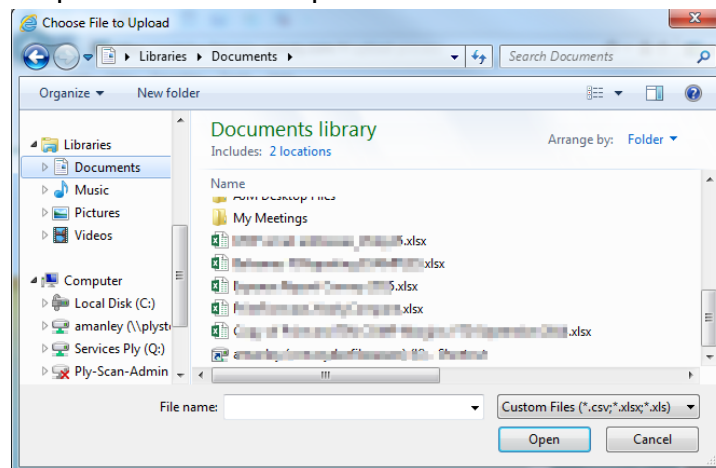




2. On the Select a file to upload screen, users can:
  - View file templates
  - Select the Link to the Help Section
  - Select File for upload.




- When users click Select File to upload, they will navigate to the file location in the Choose File to Upload screen that opens. User will select the file and click Open.



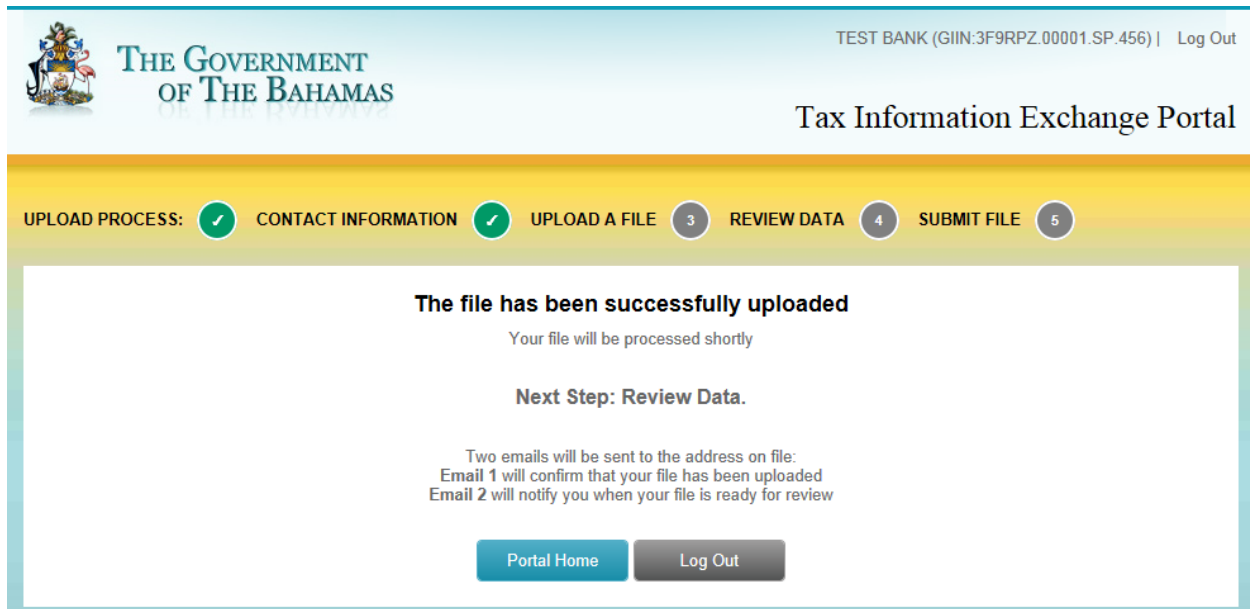


4. Portal will update displaying file name selected. To confirm this file should be uploaded, click the Upload File button.



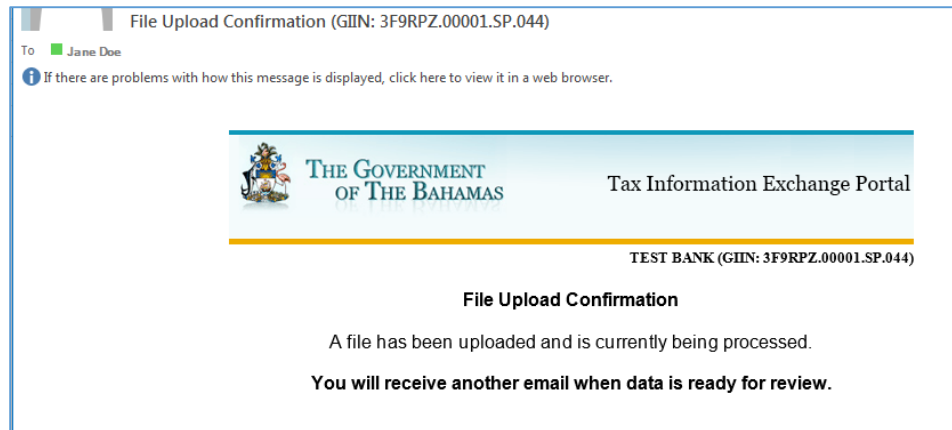
The screenshot shows the 'Tax Information Exchange Portal' interface. At the top, the Government of The Bahamas logo is on the left, and 'TEST BANK (GIIN:3F9RPZ.00001.SP.044) | Log Out' is on the right. The main header is 'Tax Information Exchange Portal'. Below this is a progress bar with five steps: 'UPLOAD PROCESS' (checked), 'CONTACT INFORMATION' (2), 'UPLOAD A FILE' (3), 'REVIEW DATA' (4), and 'SUBMIT FILE' (5). The main content area is titled 'Select a file to upload'. It features a 'Selected File' box containing 'GIIN\_XXXXXXXXXXXXXXXXXXXX\_FATCAsample.xlsx' with a red 'x' icon. Below this are 'Upload File' and 'Cancel' buttons. To the right, 'File requirements' are listed: '1) Supported File Types: Excel (.xls or .xlsx) and Comma Separated (.csv)' and '2) Download Template for formatting requirements:'. Below these are two download buttons: 'Excel FATCA Template.xlsx' and 'Comma Separated FATCA Template.csv'. At the bottom right, a link says 'More help for preparing a file is available in the Help Section'.

5. Screen will update to confirm the file was successfully uploaded and an email confirmation will be sent. Users can either Log Out or return to the Account Status page by clicking the Government of The Bahamas seal in upper left.



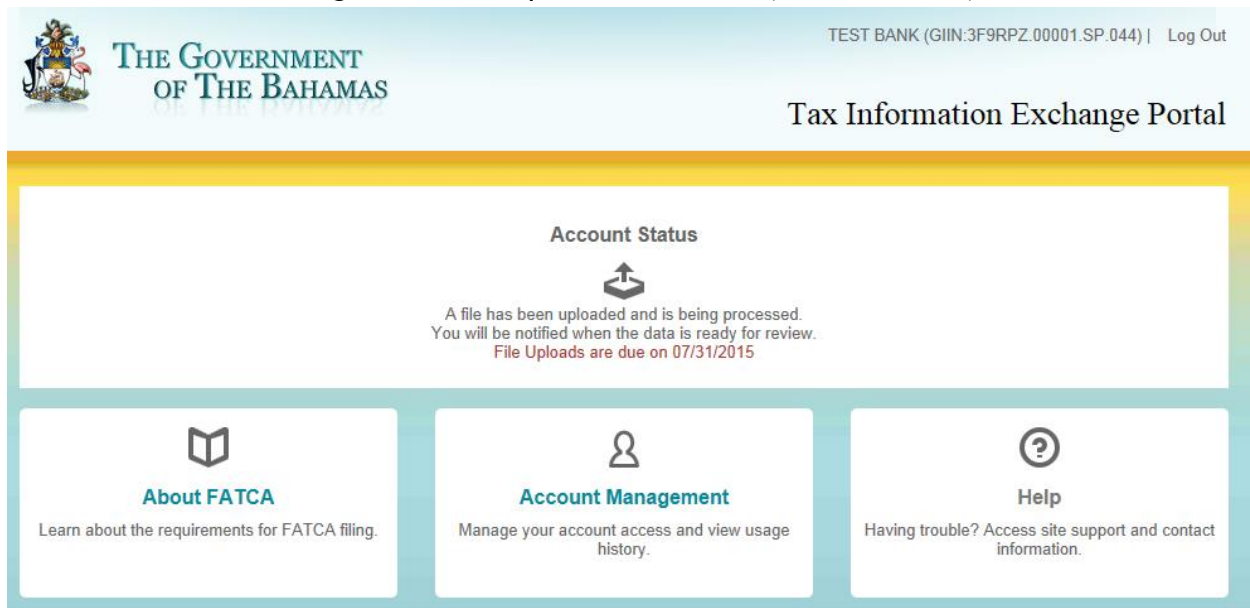
The screenshot shows the 'Tax Information Exchange Portal' interface after a successful upload. The progress bar now shows 'UPLOAD PROCESS' (checked), 'CONTACT INFORMATION' (checked), 'UPLOAD A FILE' (3), 'REVIEW DATA' (4), and 'SUBMIT FILE' (5). The main content area is titled 'The file has been successfully uploaded' and includes the text 'Your file will be processed shortly'. Below this, it says 'Next Step: Review Data.' and 'Two emails will be sent to the address on file: Email 1 will confirm that your file has been uploaded, Email 2 will notify you when your file is ready for review'. At the bottom are two buttons: 'Portal Home' and 'Log Out'.

### Sample Upload Confirmation email:

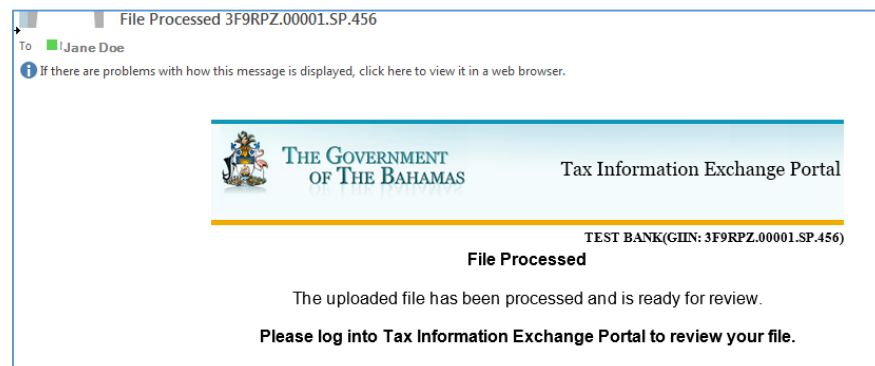


### Processing

1. While the file is processing, the Account Status screen will display the following status. Processing time is anticipated to be short (within an hour).

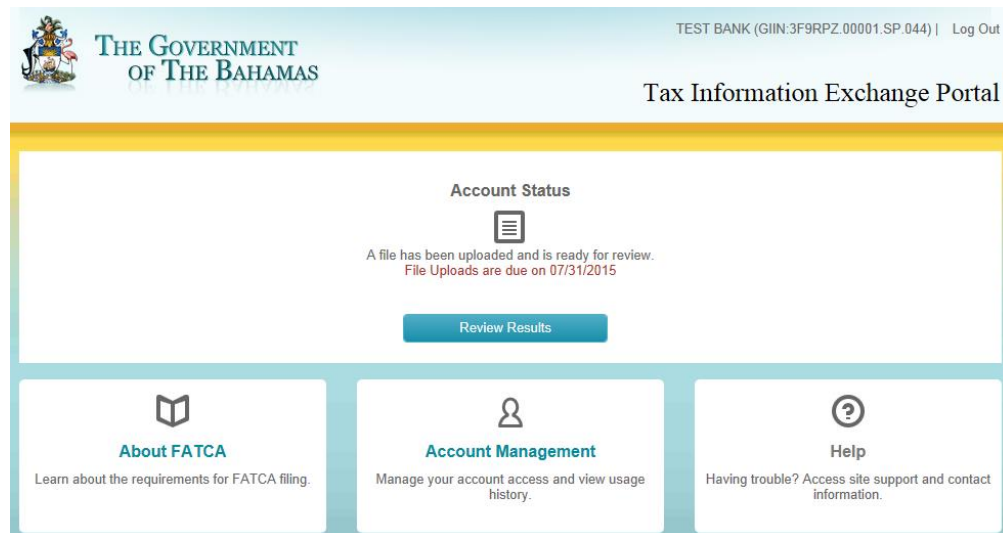


2. Once the file has been processed, the user will receive an email confirmation that their file has been processed and is ready for review.



## Uploaded File Review

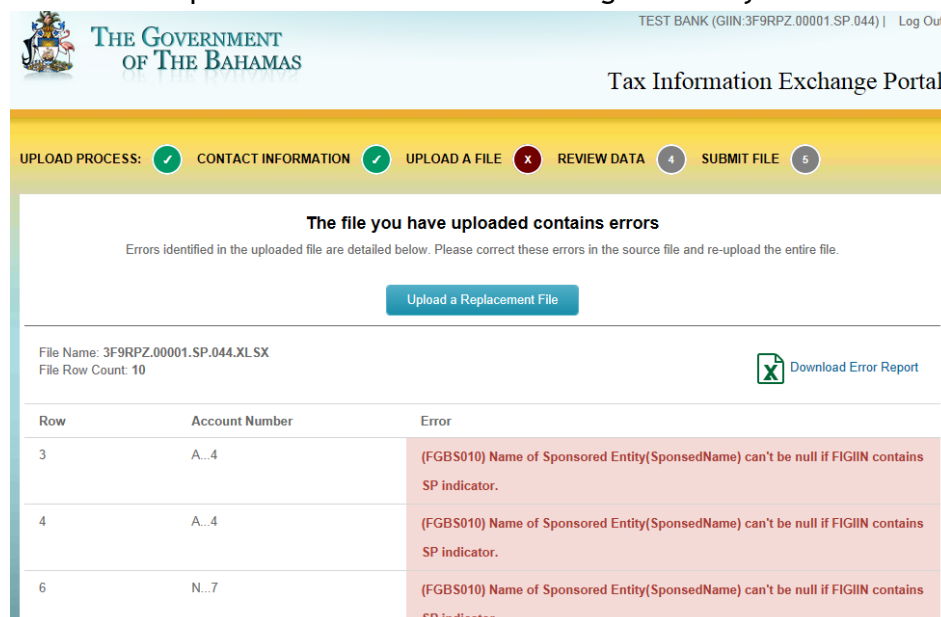
After the file has been uploaded and processed, the Account Status will update to display the screen below. To continue to the File Review stage, click the Review Results button.



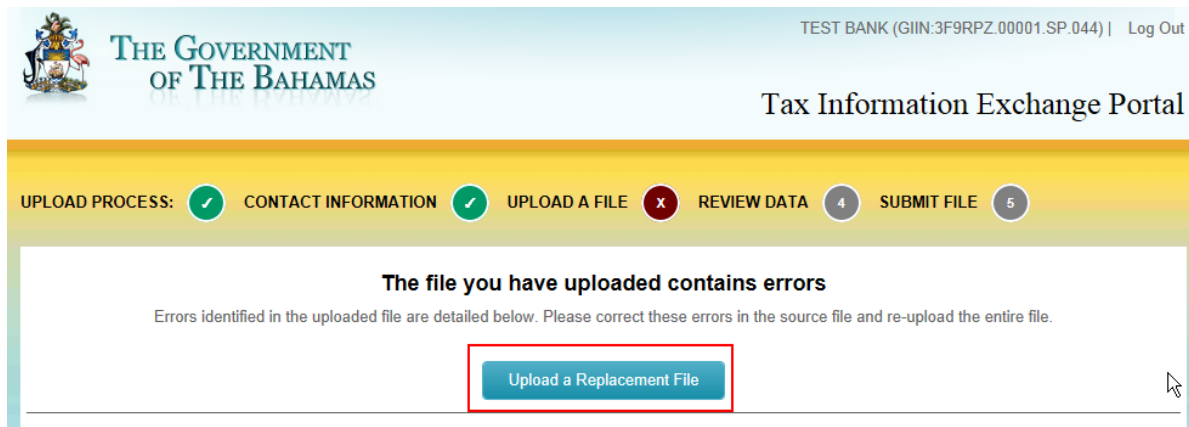
## File Contains Errors

If the uploaded file contained errors, the error detail will be listed as shown in the following screen.

- Users can view errors on screen or by downloading an Error Report by clicking the Download Error Report button. The downloaded report will open in Excel showing only the record row number, masked Account Number (first and last character shown) and the error message(s). No other account data will display.
  - NOTE:** For using in Internet Explorer, a pop up might appear when you try to download the error report. Select to first SAVE the report to your computer and then open it from that location. Using OPEN may cause errors to appear.



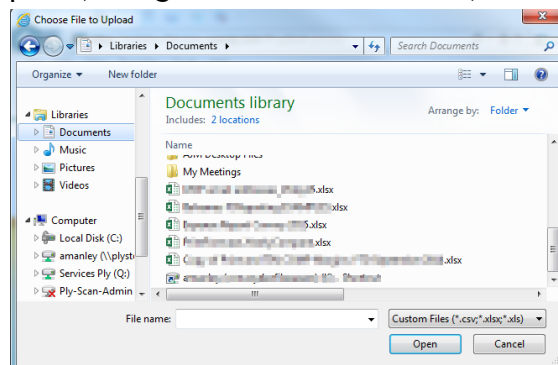
- Errors will need to be corrected in the data file and the complete data file (all reportable accounts) must be uploaded by clicking Upload a Replacement File.



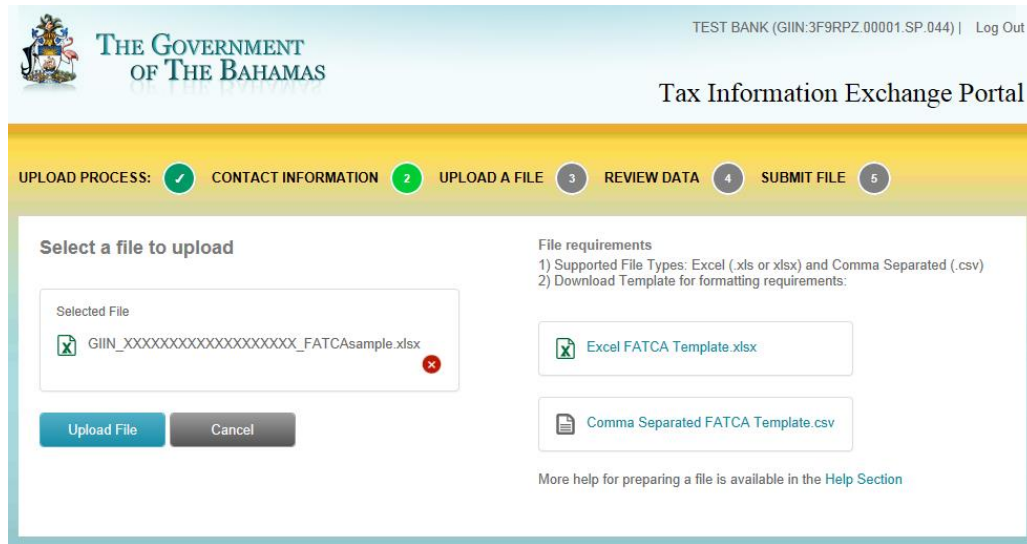
- The user will then select the file to upload from their computer or network drive by clicking Select File button. This file will completely replace any previously loaded data so it is important the replacement file contains all records - not just the records that had errors.



- In Choose File to Upload, navigate to the file location, select the file and click Open.

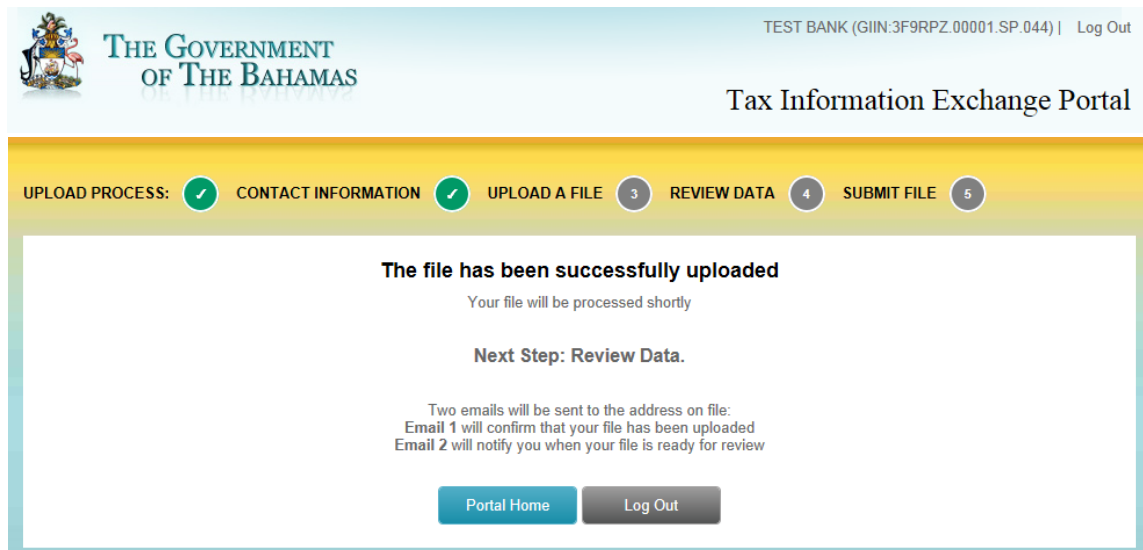


5. Portal will update displaying file name selected. To confirm this file should be uploaded, click the Upload File button.



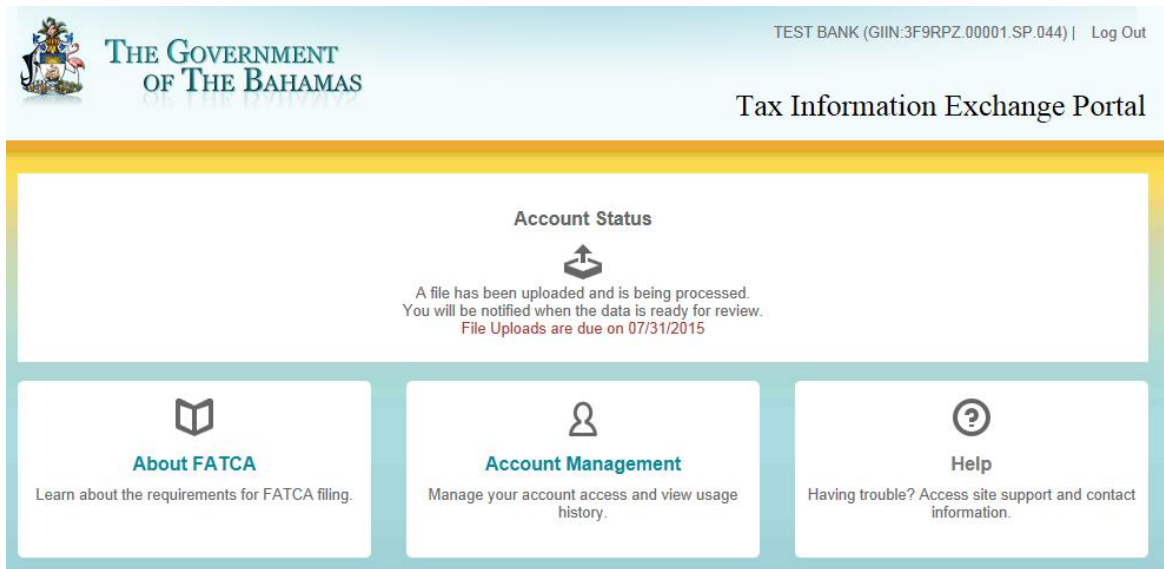
The screenshot shows the 'Tax Information Exchange Portal' interface. At the top, it says 'THE GOVERNMENT OF THE BAHAMAS' and 'TEST BANK (GIIN:3F9RPZ.00001.SP.044) | Log Out'. The main heading is 'Tax Information Exchange Portal'. Below this is a progress bar with five steps: 'UPLOAD PROCESS: 1', 'CONTACT INFORMATION 2', 'UPLOAD A FILE 3', 'REVIEW DATA 4', and 'SUBMIT FILE 5'. The 'UPLOAD A FILE' step is currently active. The main content area is titled 'Select a file to upload'. It shows a 'Selected File' box with the filename 'GIIN\_XXXXXXXXXXXXXXXXXX\_FATCA sample.xlsx' and a red 'x' icon. Below this are 'Upload File' and 'Cancel' buttons. To the right, under 'File requirements', it lists: '1) Supported File Types: Excel (.xls or .xlsx) and Comma Separated (.csv)' and '2) Download Template for formatting requirements:'. Below this are two download links: 'Excel FATCA Template.xlsx' and 'Comma Separated FATCA Template.csv'. At the bottom, it says 'More help for preparing a file is available in the Help Section'.

6. Screen will update to confirm the file is being prepared for processing. Users can either Log Out or return to the Account Status page by clicking the Government of The Bahamas seal in upper left.



The screenshot shows the 'Tax Information Exchange Portal' interface after a successful upload. At the top, it says 'THE GOVERNMENT OF THE BAHAMAS' and 'TEST BANK (GIIN:3F9RPZ.00001.SP.044) | Log Out'. The main heading is 'Tax Information Exchange Portal'. Below this is a progress bar with five steps: 'UPLOAD PROCESS: 1', 'CONTACT INFORMATION 2', 'UPLOAD A FILE 3', 'REVIEW DATA 4', and 'SUBMIT FILE 5'. The 'REVIEW DATA' step is currently active. The main content area is titled 'The file has been successfully uploaded'. It says 'Your file will be processed shortly'. Below this is the 'Next Step: Review Data.' section. It states: 'Two emails will be sent to the address on file: Email 1 will confirm that your file has been uploaded. Email 2 will notify you when your file is ready for review'. At the bottom are 'Portal Home' and 'Log Out' buttons.

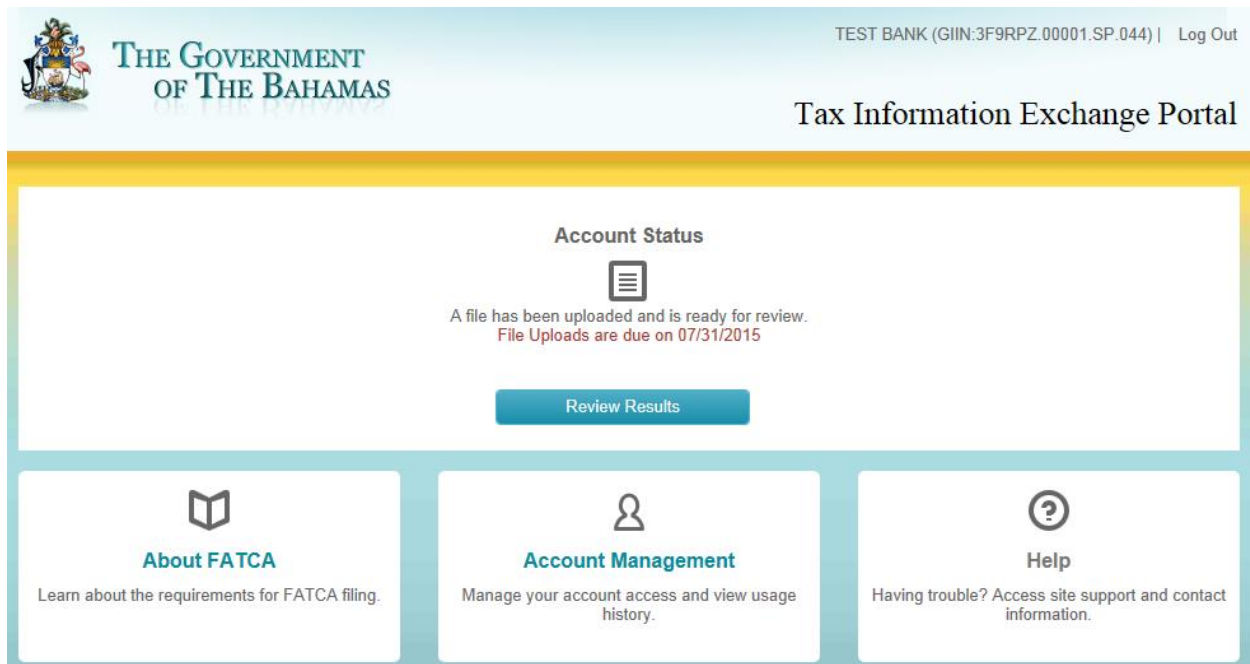
7. While the file is processing, the Account Status screen will display the following status. The user will also receive an email confirmation that their file has been uploaded.



Sample Upload Confirmation email:



8. Once the file has processed, the user will receive an email notification that the processing is complete and the Account Status will be updated similar to below:



9. Users can repeat the File Upload review steps until the file is error free. Users can upload as many files as needed to confirm the data is error free but should always upload a complete data file each time.

#### File does not Contain Errors

If the processed file does not contain any errors, the user can choose to Submit the file from the Review screen or upload a new file.

- To Submit the file, follow instructions under File Submission below.
- If the user would like to upload a different file prior to finalizing the data to Submit, click the Replace with a different file button and follow the steps for [File Upload](#).

#### File Submission

To confirm the file is complete and ready for final submission, the user will choose to Submit the file from the file review screen. Once a file has been submitted it cannot be replaced so users should verify all the data in the final file uploaded is complete and correct.



1. The user must first read and agree to the listed Terms and Conditions by checking the box stating they agree to the terms and conditions and then click the Submit File button.

THE GOVERNMENT OF THE BAHAMAS

TEST BANK (GIIN:3F9RPZ.00001.SP.044) | Log Out

## Tax Information Exchange Portal

UPLOAD PROCESS: ✓ CONTACT INFORMATION ✓ UPLOAD A FILE ✓ REVIEW DATA 4 SUBMIT FILE

**The file you have uploaded has been reviewed and no errors were found**

The file File Name: GIIN\_XXXXXXXXXXXXXXXX\_FATCA\_Template.xlsx does not contain any errors.  
Row Count: 541

To submit the file, agree to the terms and conditions and choose Submit File to send the file to The Government of the Bahamas.

Disclaimer

We and/or our agent certify that the information submitted to The Competent Authority of The Bahamas for onward transmission to the USA IRS is in keeping with the terms and conditions of The Bahamas – USA FATCA Model 1 IGA and applicable law, that the information is true to the best of our knowledge and belief, and represents our final submission for the reporting period.

☐ I agree to the terms and conditions

Submit File

Replace with a different file

2. Users will need to enter their password to verify their identity before the file submission can be completed.

THE GOVERNMENT OF THE BAHAMAS

TEST BANK (GIIN:3F9RPZ.00001.SP.456) | Log Out

## Tax Information Exchange Portal

UPLOAD PROCESS: ✓

**Verify Identity**

Please Reenter Your Password

.....

Submit Cancel



**NOTE:** If an incorrect password is entered, an error message will display and the user will be able to correct their password and Submit again.

### Verify Identity

Please Reenter Your Password

Sorry, we do not recognize your password. Please try again.

Submit
Cancel

- After the user's password is successfully entered, the confirmation for the File Submission will display and a confirmation email showing the same details will be sent to the user.



**THE GOVERNMENT  
OF THE BAHAMAS**

TEST BANK (GIIN:3F9RPZ.00001.SP.456) | [Log Out](#)

Tax Information Exchange Portal

UPLOAD PROCESS: ✔
CONTACT INFORMATION: ✔
UPLOAD A FILE: ✔
REVIEW DATA: ✔
SUBMIT FILE: ✔

The file **BAHAMAS FI REPORTING EXAMPLES V2.XLSX** containing **2 rows** has been successfully submitted for reporting year 2014.

Your confirmation number is  
**14-005013**

You will receive an email confirmation of your file submission.  
Thank you for using The Government of the Bahamas Tax Information Exchange Portal.

Log Out
Portal Home


File Submitted email sample:

File Submission Confirmation (GIIN: 3F9RPZ.00001.SP.456)

To: ■ Jane Doe

! If there are problems with how this message is displayed, click here to view it in a web browser.

TEST BANK (GIIN: 3F9RPZ.00001.SP.456)



**THE GOVERNMENT  
OF THE BAHAMAS**

Tax Information Exchange Portal

File Submission Confirmation


The file **BAHAMAS FI REPORTING EXAMPLES V2.XLSX** with 2 rows has been successfully submitted by Jane Doe for reporting year 2014.

**Submission confirmation number is**  
**14-005013**

Thank you for using The Government of the Bahamas Tax Information Exchange Portal.

## Account Status after submitting a file

The Account Status page will display the confirmation number and confirm the file was submitted similar to below.



THE GOVERNMENT  
OF THE BAHAMAS

TEST BANK (GIIN:3F9RPZ.00001.SP.456) | [Log Out](#)


Tax Information Exchange Portal

### Account Status

A file has been submitted and confirmed for Reporting year 2014.


Your confirmation number is  
**14-005013**

If you need additional assistance please contact support at [HelpDesk@taxreporting.finance.gov.bs](mailto:HelpDesk@taxreporting.finance.gov.bs)




#### About FATCA

Learn about the requirements for FATCA filing.



#### Account Management

Manage your account access and view usage history.



#### Help

Having trouble? Access site support and contact information.

## 6.0 Nil Account Reporting

If the GIIN does not have any reportable accounts to upload, then Nil Account Reporting must be completed. **Note:** Financial Institutions must either submit a Nil Account Report or upload a file of Reportable Accounts, not both.

### Submit Nil Account Report

1. In the Account Status section, select the Nil Account Reporting link.



THE GOVERNMENT OF THE BAHAMAS

TEST BANK (GIIN:3F9RPZ.00001.SP.123) | Log Out

Tax Information Exchange Portal

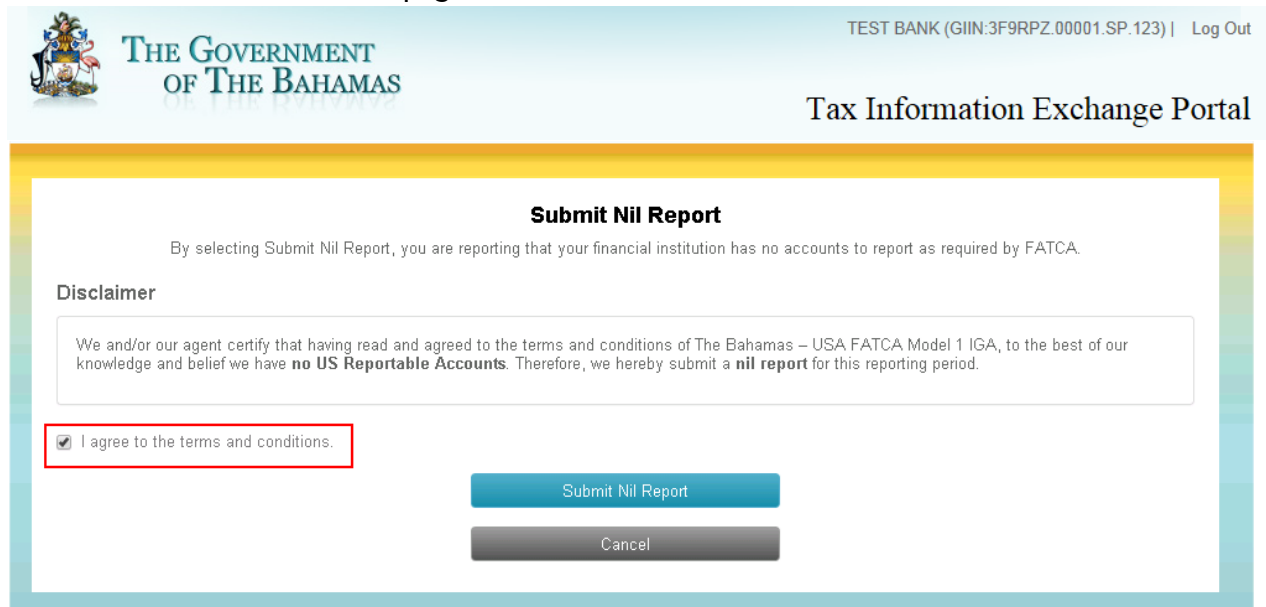
**Account Status**

The file has not yet been uploaded for reporting year 2014  
File Uploads are due on 07/31/2015

Start the Upload Process

Nil Account Reporting

2. On the screen that opens, review the Disclaimer and confirm that the terms and conditions are agreed to by checking the box stating the user agrees to the terms and conditions listed.
  - o **Note:** The Submit Nil Report button cannot be clicked until the user reviews and agrees to the terms and conditions listed.
  - o If Nil Account Reporting was selected by accident, click Cancel to return to the Account Status page.



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Tax Information Exchange Portal

**Submit Nil Report**

By selecting Submit Nil Report, you are reporting that your financial institution has no accounts to report as required by FATCA.

**Disclaimer**

We and/or our agent certify that having read and agreed to the terms and conditions of The Bahamas – USA FATCA Model 1 IGA, to the best of our knowledge and belief we have **no US Reportable Accounts**. Therefore, we hereby submit a **nil report** for this reporting period.

☒ I agree to the terms and conditions.

Submit Nil Report

Cancel

- Users will need to enter their password to verify their identity before the Nil Report submission can be completed.

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TEST BANK (GIIN:3F9RPZ.00001.SP.123) | Log Out

Tax Information Exchange Portal

**Verify Identity**

Please Reenter Your Password

Submit Cancel

Submit Nil Report

Cancel

**NOTE:** If an incorrect password is entered, an error message will display and the user will be able to correct their password and Submit again.

**Verify Identity**

Please Reenter Your Password

Sorry, we do not recognize your password. Please try again.

Submit Cancel

- After the user's password is successfully entered, the confirmation for the Nil Report Submission will display and an email with the same detail will be sent to the user.

THE GOVERNMENT OF THE BAHAMAS

TEST BANK (GIIN:3F9RPZ.00001.SP.123) | Log Out

Tax Information Exchange Portal

**Your report has been successfully submitted for reporting year 2014**

Your confirmation number is  
**14-005012**

You will receive an email confirmation of your zero account submission.  
Thank you for using The Government of the Bahamas Tax Information Exchange Portal.

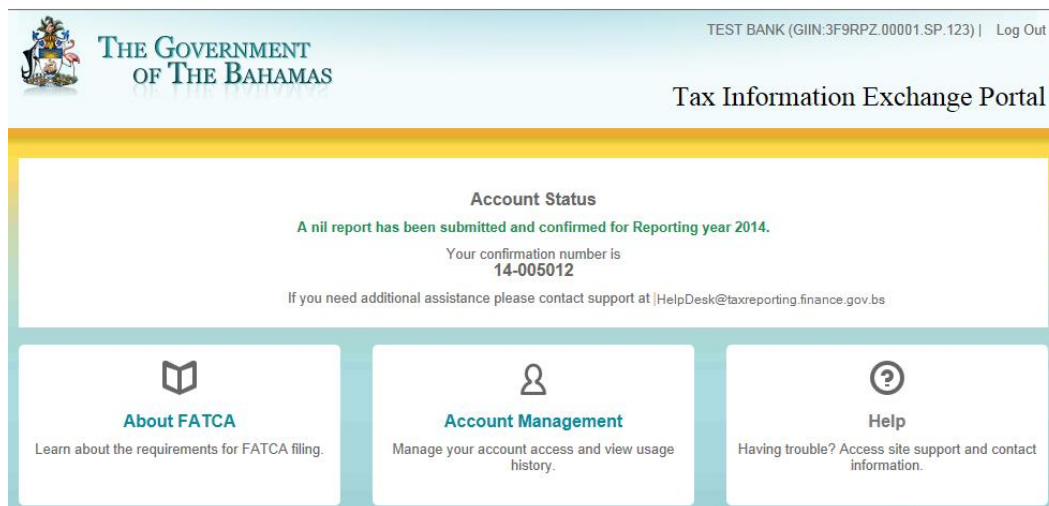
Log Out Portal Home

### Email confirmation sample:



### Account Status after submitting Nil Account Report

The Account Status page will display the confirmation number and confirm the Nil Report was submitted similar to below.



### Management Account History of Nil Report Submission

The Nil Report submission will be shown on the Account History screen similar to below:

