

# Bahamas Tax Information Exchange Portal Documentation

This sub section of the Portal Documentation covers the following Topics:

- Portal Overview
- Portal Login
- Account Status
- Reportable Account File Processing
- Nil Account Reporting

Note: Some links to other sections of the complete guide may only be active in the complete portal documentation and not in the sub Section Documentation.

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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 (<a href="http://www.taxreporting.finance.gov.bs/">http://www.taxreporting.finance.gov.bs/</a>) 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

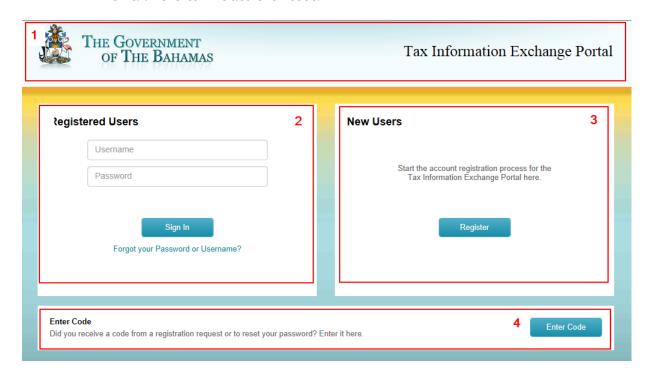
- Users who have successfully completed New User registration and have been approved for access will log into the portal here.
- o If the user has forgotten their Username or password, they can request it via this link as shown on the screen.

#### 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.



# 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 with the following information and your request will be reviewed within 3 business days:

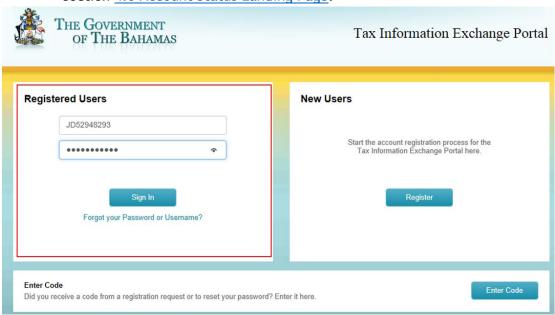
- Your name
- User ID
- GIIN
- Phone Number
- Nature of your issue / request (please provide as much detail as possible to assist the Help Desk's research and review of your issue).

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

# 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.



**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 <u>3.1 Registered Users Login - Forgot Password</u> and/or <u>3.2 Registered Users Login - Forgot Username</u>.

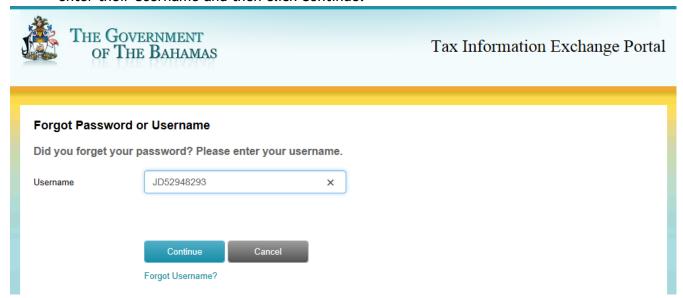


# 3.1 Registered Users Login - Forgot Password

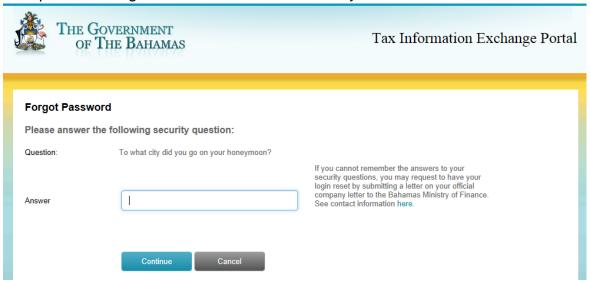
If a user has forgotten their password, they can request a password reset by clicking the Forgot your Password or Username link on the portal.



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



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



**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.



3. 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.



#### Email sample showing Password reset code:



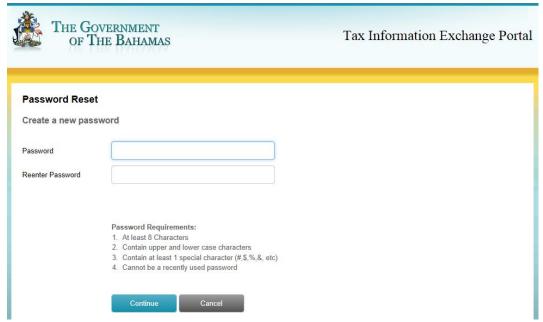
4. User must then enter the code as provided in the password reset email notification into the Tax Information Exchange Portal screen "Enter Code" section by clicking the Enter Code button.



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.

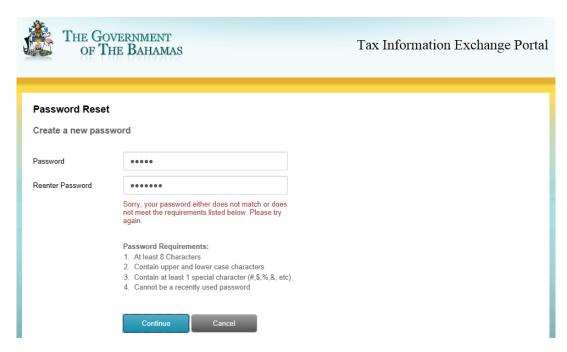


- 6. Enter a new Password in the Password text box and Reenter Password boxes using the Password requirements as listed on screen. These are:-
  - At least 8 characters
  - Contains upper and lower case characters
  - Contain at least 1 special character (#, \$, %, & etc.)
  - o Cannot be a recently used password



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.



# 3.2 Registered Users Login - Forgot Username

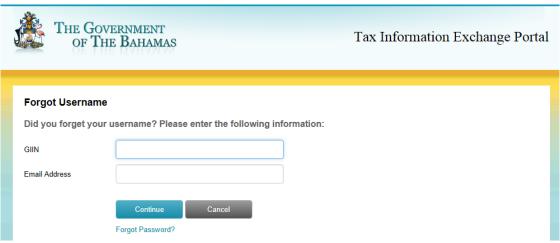
If the user cannot remember their provided username, they can request their username be provided again through the Forgot Password or Username link on the portal.



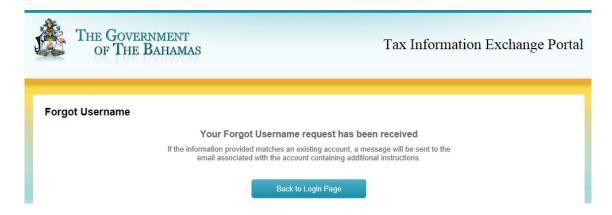
1. On the Forgot Password or Username screen that opens, click the Forgot Username? Link.



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.



- 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.



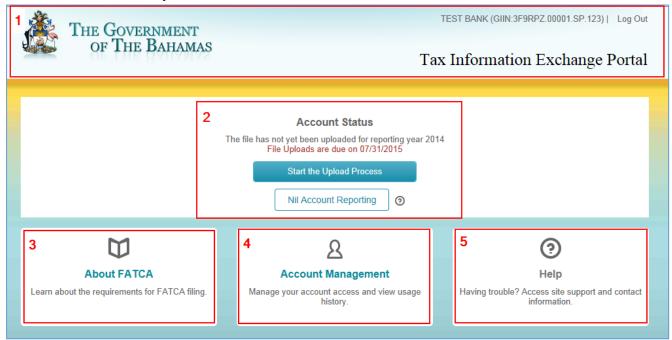
#### Sample email with Username:



# 4.0 Account Status Landing Page

The Account Status page is comprised of 5 sections:

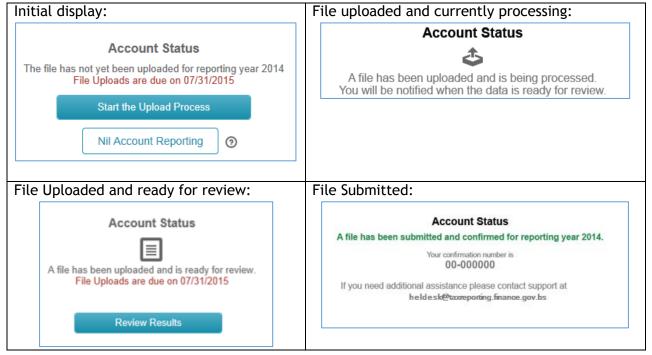
- 1. Informational Banner
  - Government of The Bahamas seal.
    - Clicking the seal will return users to the main Account Status page when logged into the portal.
  - Financial Institution Name (GIIN)
  - Log Out link
- 2. Account Status
  - Shows current status for the file processing and updates with each step.
  - o Displays annual reporting deadline.
  - o Link to process a Nil Account Report (To be used in place of a file upload).
- About FATCA
  - o 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
  - o 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 <u>5.0 Reportable Account File Processing</u> for file upload, error review, file submission or section <u>6.0 Nil Account Reporting</u> for Nil Account reporting instructions.

## Account Status examples include:



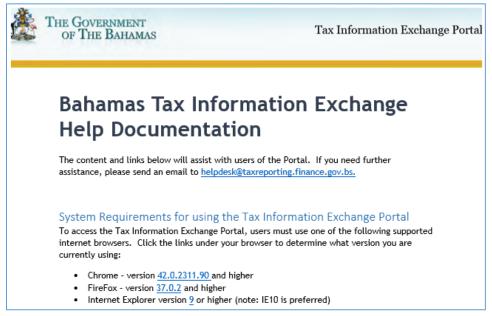
#### **About FATCA**

When this section is clicked, the Government of The Bahamas FATCA Information website will open in a new internet window: <a href="http://www.taxreporting.finance.gov.bs/">http://www.taxreporting.finance.gov.bs/</a> 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.



## **Account Management**

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

#### **Account History**

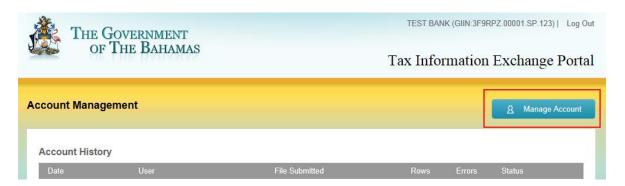
When the Account Management section is viewed, progress details about the submitted file for the corresponding GIIN will display including the Date and User who took the action, the file name, number of rows in the file, number of errors found during processing and file status. The top record reflects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



#### 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

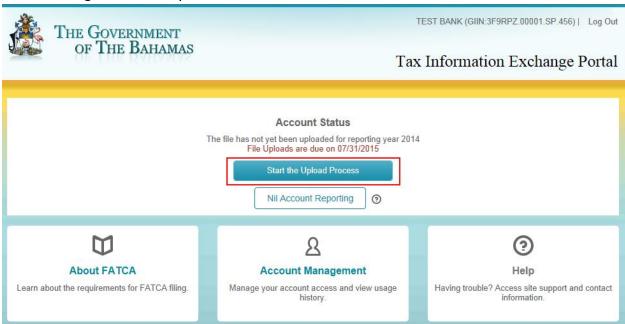
For successful upload of the Reportable Accounts to the portal, be sure to follow the instructions for the schema as listed in the Financial Institution File Creation document and file examples which are available on the Government of The Bahamas FATCA information website (<a href="http://www.taxreporting.finance.gov.bs/fi-information/data-preparation/">http://w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

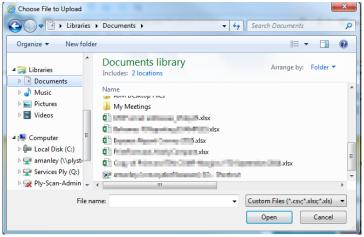
1. From the Account Status screen, users can select the Start the Upload Process button to begin their file upload.



- 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.



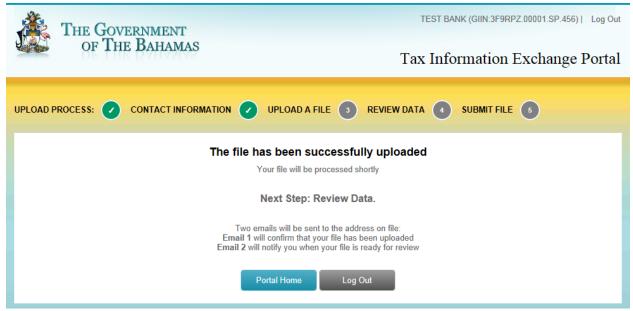
3. When users click Select File to upload, they will navigate to the file location in the Choose File to Upload screen that opens. User will select the file and click Open.



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



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.

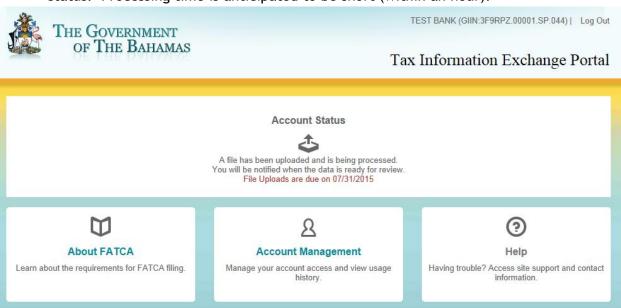


#### Sample Upload Confirmation email:



## **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**

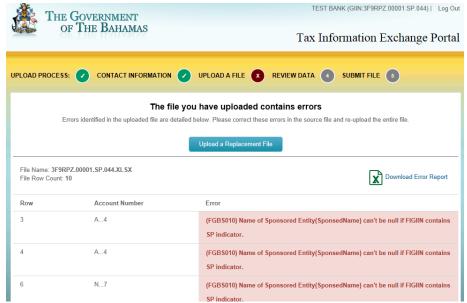
After the file has been uploaded and processed, the Account Status will update to display the screen below. To continue to the File Review stage, click the Review Results button.



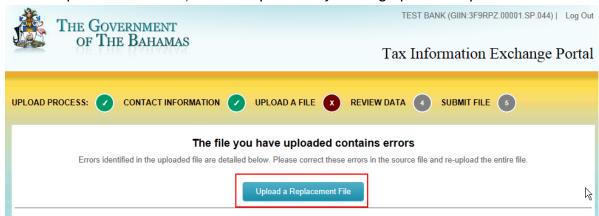
#### **File Contains Errors**

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

- 1. 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.
  - a. 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.



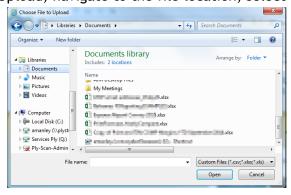
2. Errors will need to be corrected in the data file and the complete data file (all reportable accounts) must be uploaded by clicking Upload a Replacement File.



3. 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.



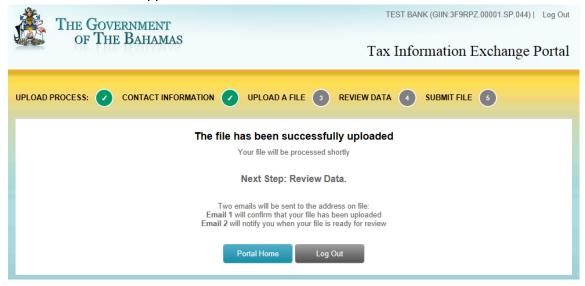
4. In Choose File to Upload, navigate to the file location, select the file and click Open.



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



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.



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

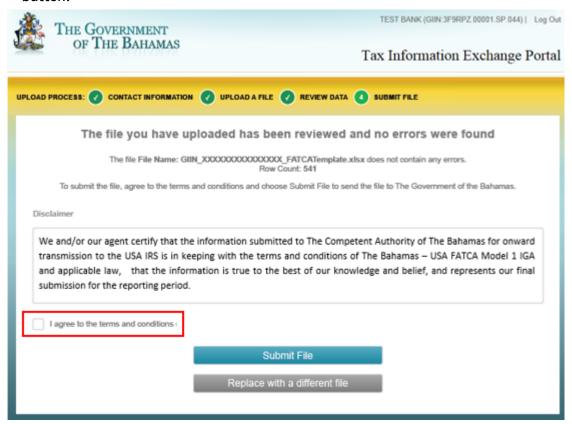
If the processed file does not contain any errors, the user can choose to Submit the file from the Review screen or upload a new file.

- 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 <u>File</u> Upload.

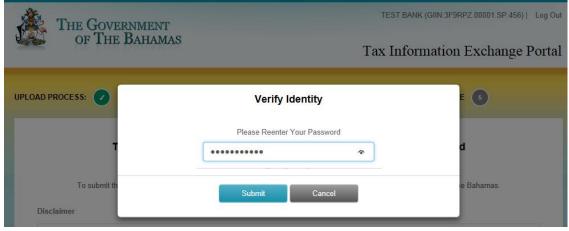
#### File Submission

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.

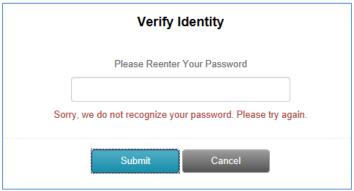
1. The user must first read and agree to the listed Terms and Conditions by checking the box stating they agree to the terms and conditions and then click the Submit File button.



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



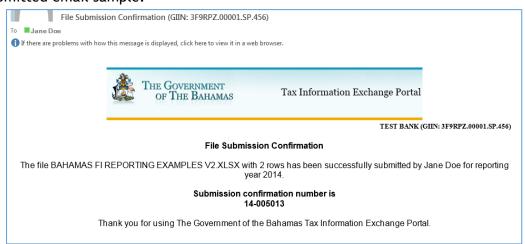
**NOTE:** If an incorrect password is entered, an error message will display and the user will be able to correct their password and Submit again.



3. 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.



#### File Submitted email sample:



# Account Status after submitting a file

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



# 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.

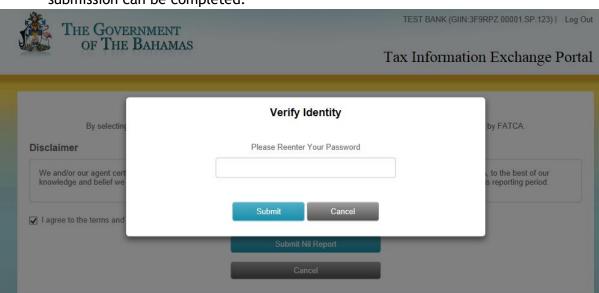
# **Submit Nil Account Report**

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



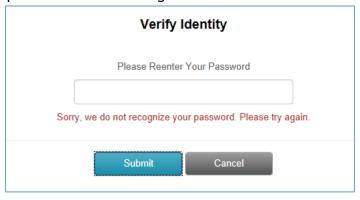
- 2. On the screen that opens, review the Disclaimer and confirm that the terms and conditions are agreed to by checking the box stating the user agrees to the terms and conditions listed.
  - Note: The Submit Nil Report button cannot be clicked until the user reviews and agrees to the terms and conditions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





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

**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.



4. 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.



#### 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:

