



# Bahamas Tax Information Exchange Portal Documentation

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

- Portal Overview
- New User Registration

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 (<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 includes 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.

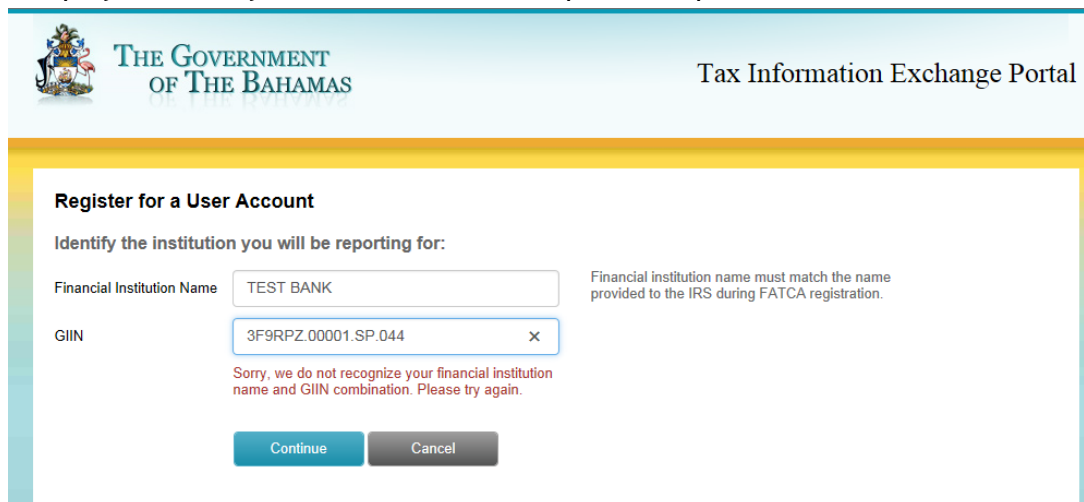
Users will begin the registration process by entering the Financial Institution Name and GIIN and then elect to either report for their organization or on behalf of another organization.

### 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'. It asks the user to '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'. A red error message states: 'Sorry, we do not recognize your financial institution name and GIIN combination. Please try again.' To the right of the input fields, a note says: 'Financial institution name must match the name provided to the IRS during FATCA registration.' At the bottom are 'Continue' and 'Cancel' buttons.

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**

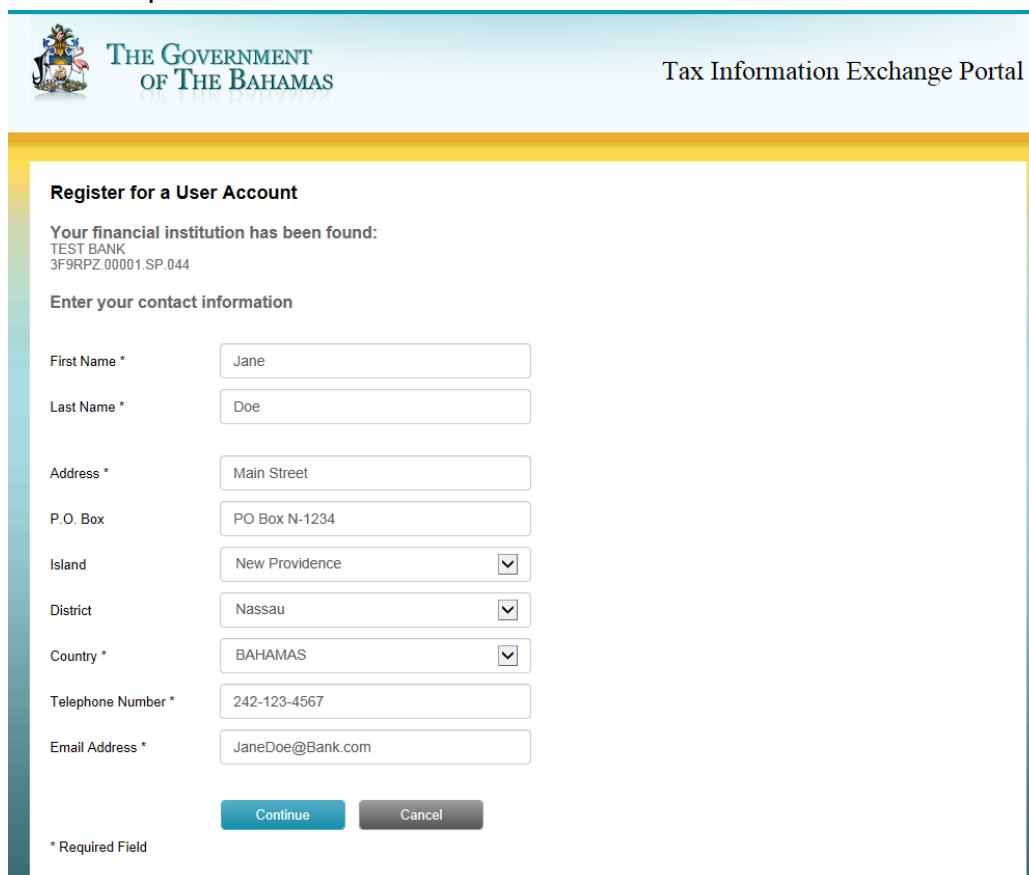
Your financial institution has been found:  
TEST BANK 3F9RPZ.00001.SP.044

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 \*  ▼

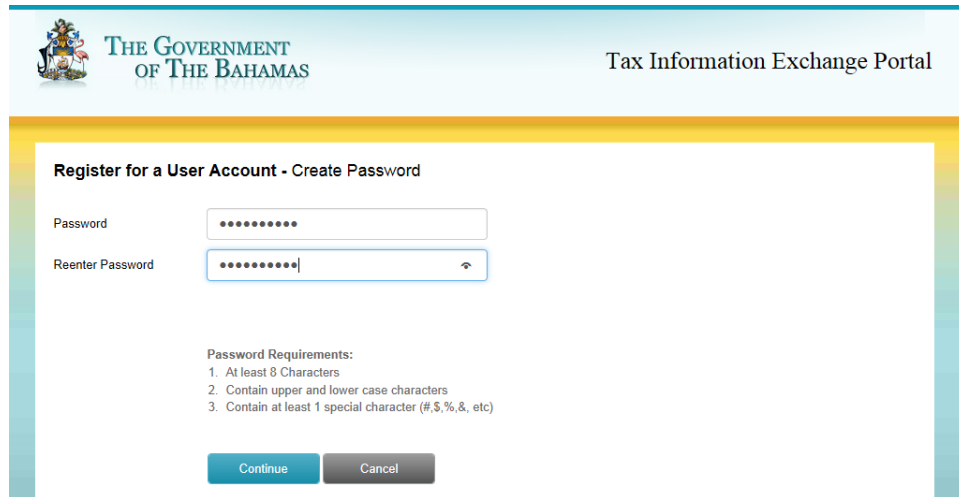
Telephone Number \*

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]

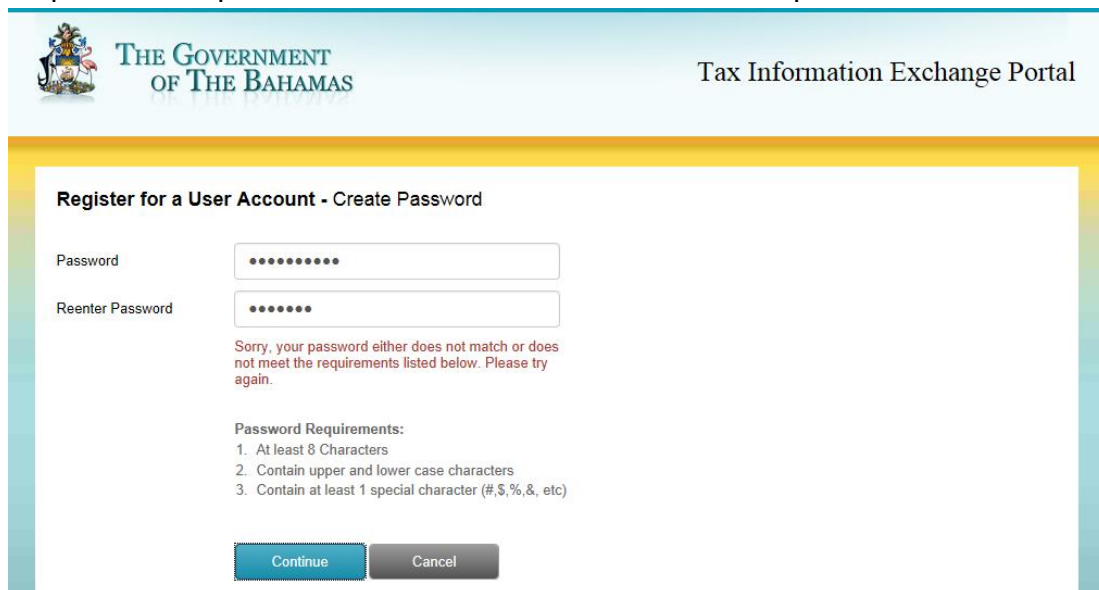
Reenter Password: [Masked]

**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.

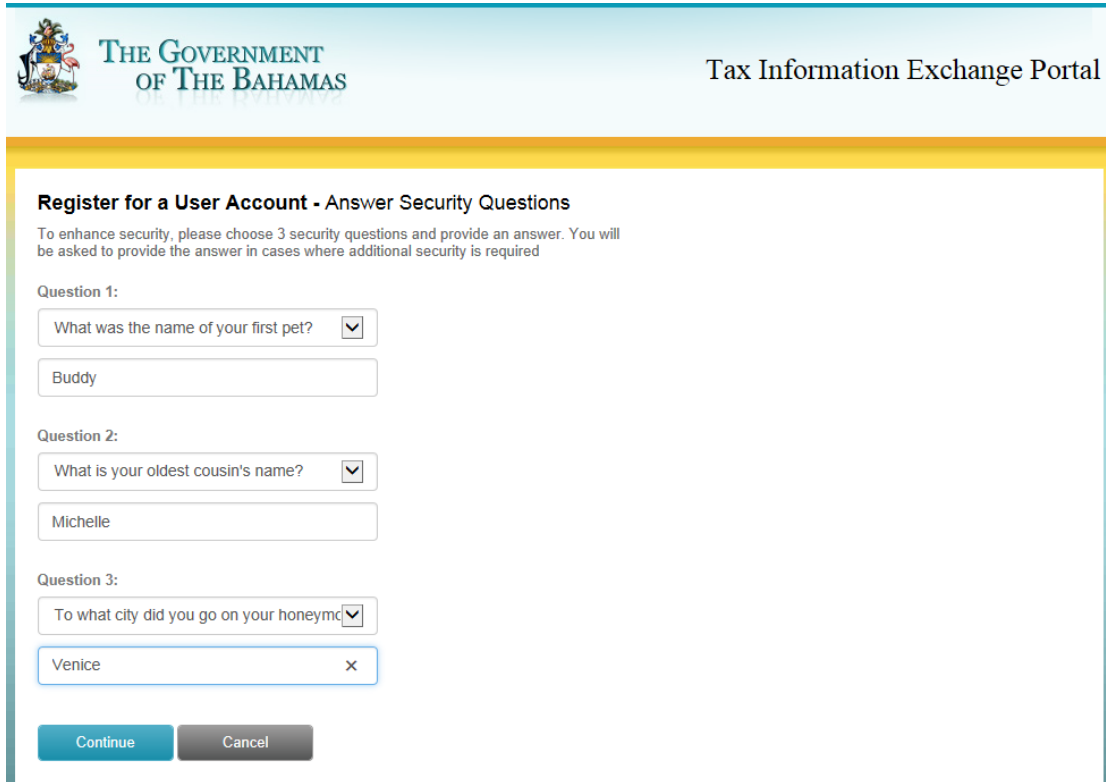
**Password Requirements:**

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? ☐

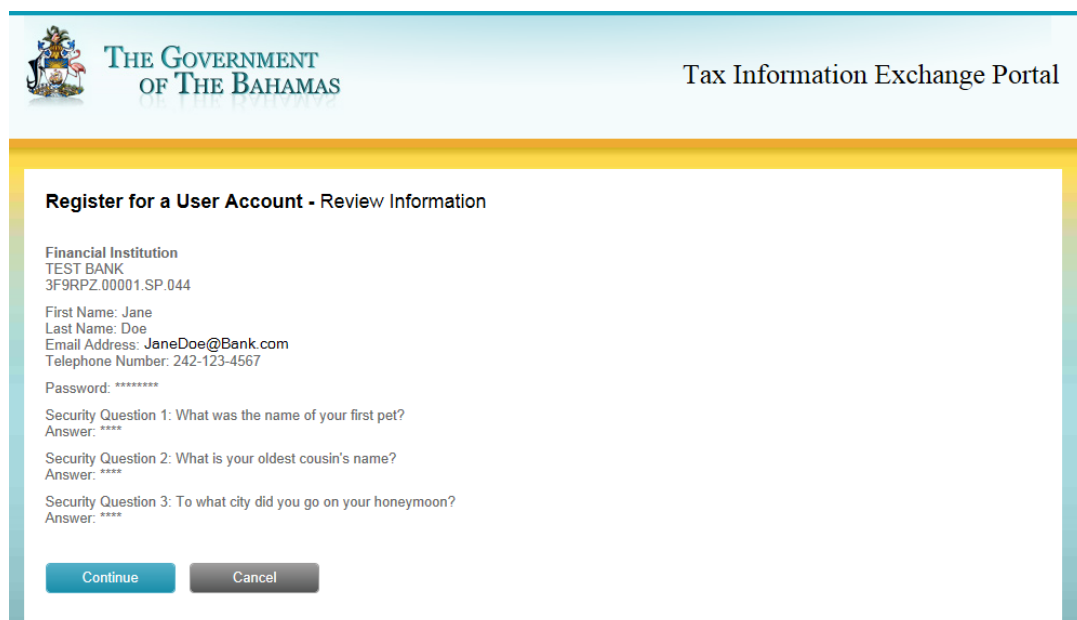
Michelle

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 \*

Last Name \*

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

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

Address \*

P.O. Box

Island  ▼

District  ▼

Country \*  ▼

Telephone Number \*

Email Address \*  x

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**

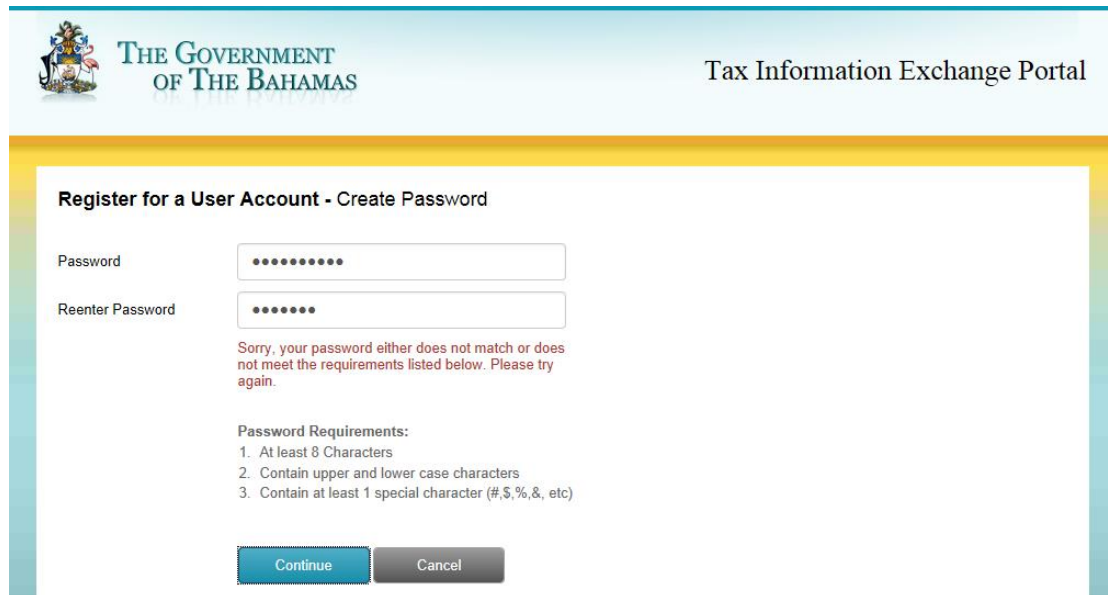
Password

Reenter Password  ↕

**Password Requirements:**

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

**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.



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Password

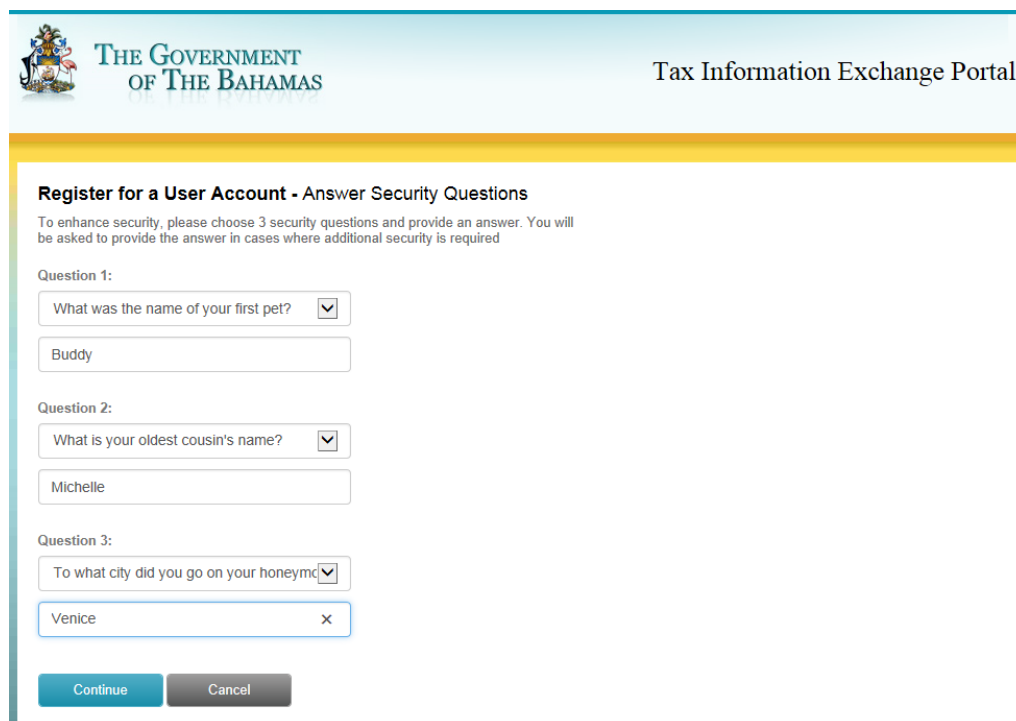
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Sorry, your password either does not match or does not meet the requirements listed below. Please try again.

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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

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**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.
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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.

