



Bahamas Tax Information Exchange Portal Documentation

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

- Portal Overview
- Approving or Denying New User Registration Requests

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 shows the layout of the Tax Information Exchange Portal. At the top, there is a banner (1) containing the Government of The Bahamas seal and the text 'THE GOVERNMENT OF THE BAHAMAS' and 'Tax Information Exchange Portal'. Below the banner are two main sections: 'Registered Users' (2) and 'New Users' (3). The 'Registered Users' section includes input fields for 'Username' and 'Password', a 'Sign In' button, and a link for 'Forgot your Password or Username?'. The 'New Users' section includes the text 'Start the account registration process for the Tax Information Exchange Portal here.' and a 'Register' button. At the bottom, there is an 'Enter Code' section (4) 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.

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).

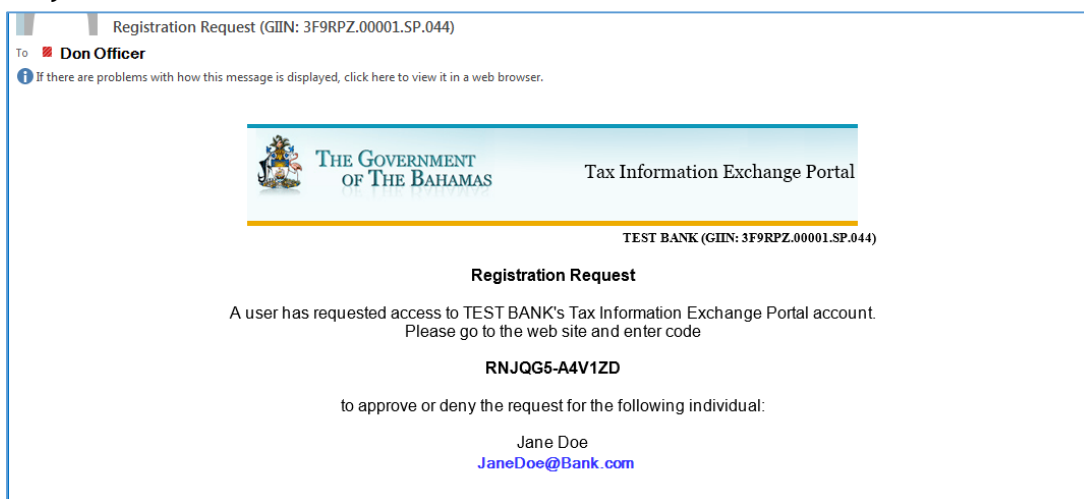
Do not send passwords via email. The Competent Authority will contact you with additional information for your request via email or Phone.

2.0 Review & respond to registration requests

Each Financial Institution will have a Key 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 for each request. The Key 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:



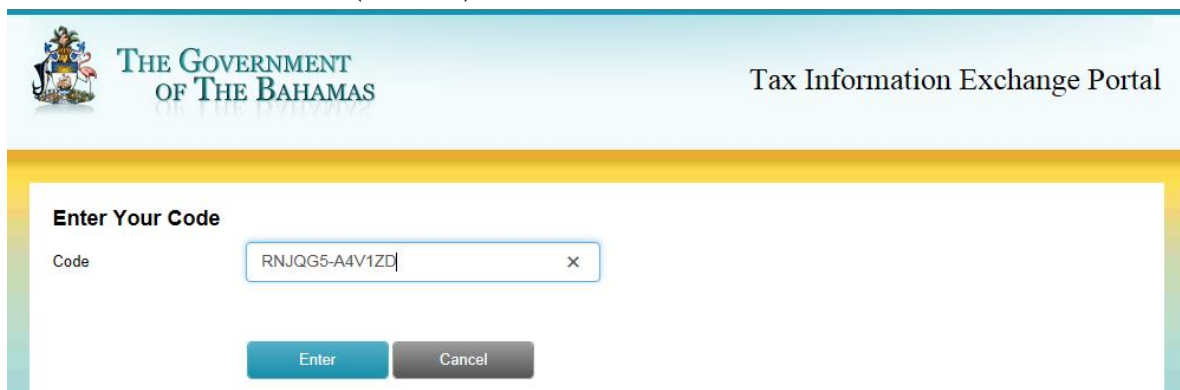
Responding to Registration Request in the Portal

The Key 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), 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).

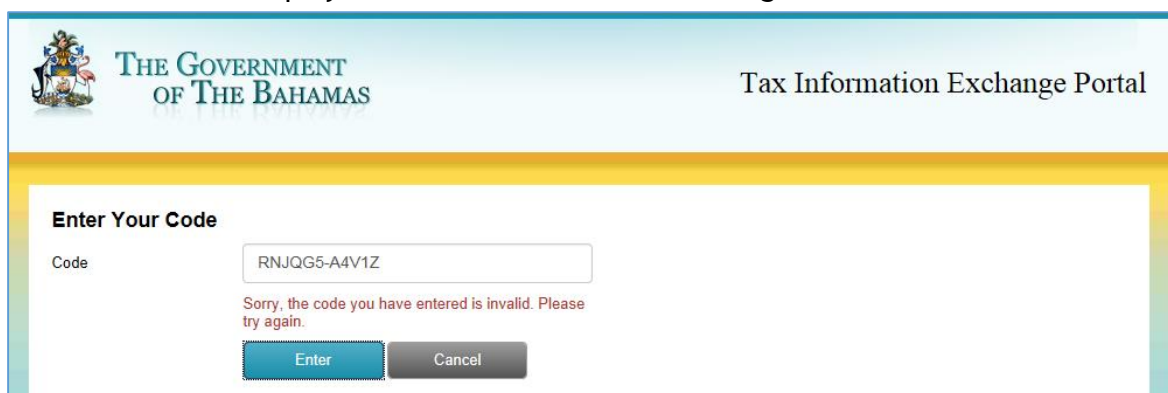


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Enter Your Code

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.



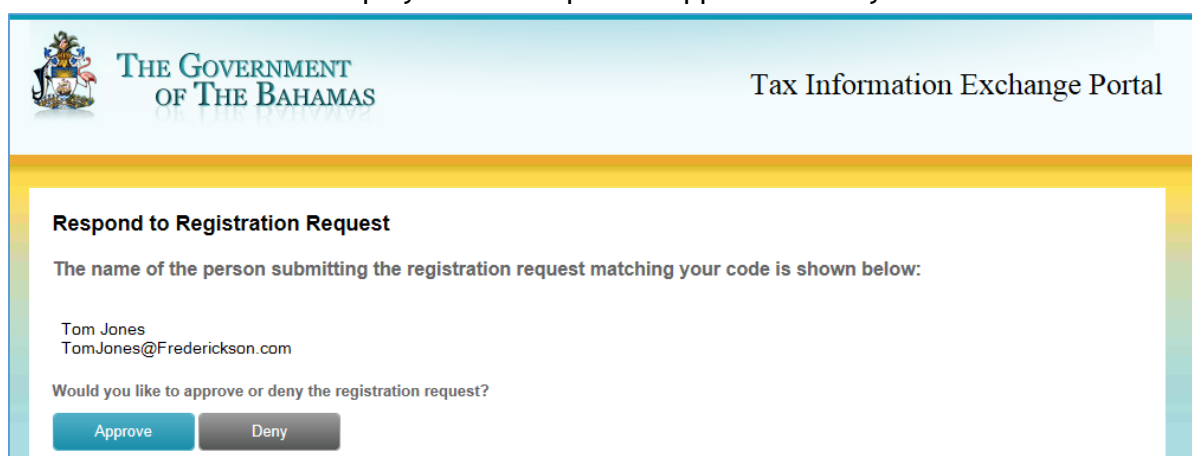
THE GOVERNMENT OF THE BAHAMAS Tax Information Exchange Portal

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.



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Respond to Registration Request

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

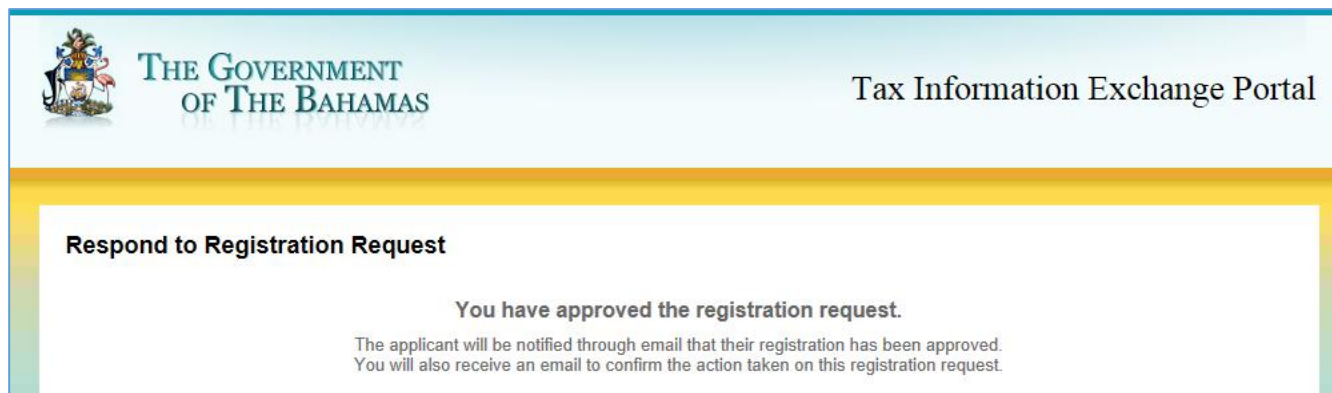
Tom Jones
TomJones@Frederickson.com


Would you like to approve or deny the registration request?

- Once either button is clicked, the requestor and Key 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:



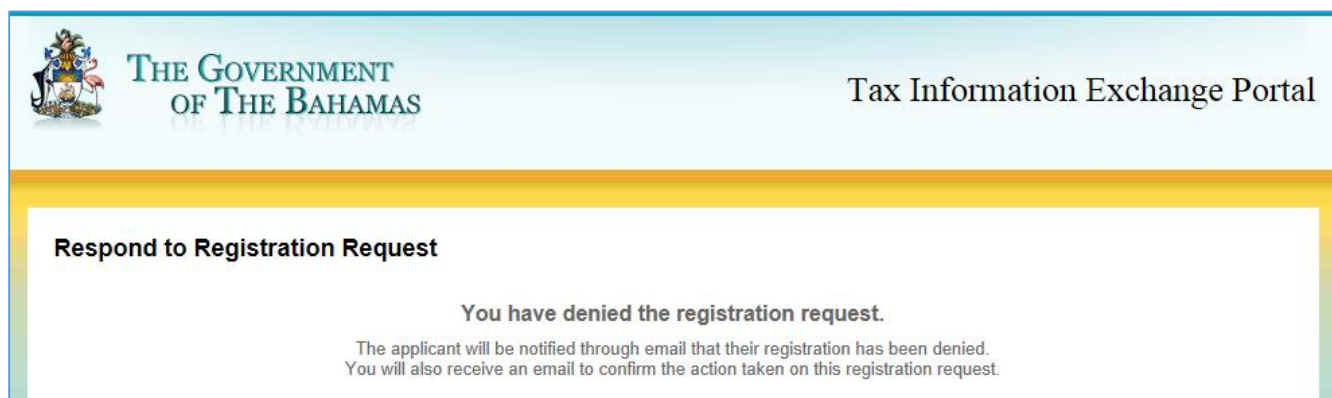
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Respond to Registration Request

You have approved the registration request.

The applicant will be notified through email that their registration has been approved. You will also receive an email to confirm the action taken on this registration request.

On Screen Denial Confirmation:



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Respond to Registration Request

You have denied the registration request.

The applicant will be notified through email that their registration has been denied. You will also receive an email to confirm the action taken on this registration request.

Emailed Approval Confirmation to user requesting registration:



 Registration Approval (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.

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

Your Registration Has Been Approved

Your registration has been approved. Your Tax Information Exchange Portal account is now active.

Your account username is:
JD52948293

Emailed Approval confirmation to Key Officer:

Registration Approval Confirmation (GIIN: 3F9RPZ.00001.SP.044)

To  **Don Officer**

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



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Tax Information Exchange Portal

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

Registration Has Been Approved

You have approved the registration for Jane Doe.
They will now have access to the Tax Information Exchange Portal.

Emailed Denial Confirmation to user requesting registration:

Registration Denial (GIIN: 3F9RPZ.00001.SP.044)

To  **Tom Jones**

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



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

Your Registration Has Been Denied

Your registration has been denied by the person of record for your financial institution.
Please contact this person, or contact support at helpdesk@taxreporting.finance.gov.bs for
additional assistance.

Emailed Denial confirmation to Key Officer:

Registration Denial Confirmation (GIIN: 3F9RPZ.00001.SP.044)

To  **Don Officer**

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



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Tax Information Exchange Portal

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

Registration Has Been Denied

You have denied the registration for Tom Jones.