



**GRA**

# **User Manual: e-Services Portal - Authentication Process**

**Integrated Tax Administration System Project (ITAS)**

**V1.0**

**Ghana Revenue Authority (GRA)**

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## Document Control

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### Document Details

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e-Services Portal Authentication Process	1.0	This document contains User Manual for the Taxpayer Authentication process on e-Services Portal.

### Revision History

Version	Date	Description of Update	Total Page Numbers
1.0	18-Mar-26	This document contains User Manual for the Taxpayer Authentication process on e-Services Portal.	<XX>

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# About This Document

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## Purpose

This User Manual is designed to guide the users in effectively using ITAS for the **e-Services Portal - Authentication Process** functionality. It provides clear instructions and essential information to help users navigate and use the function. This User Manual aims to enhance user confidence and ensure a smooth experience with the solution.

## Intended Audience

This document is intended to be used by the users of the ITAS solution of the Ghana Revenue Authority.

## Authorized Use Permission

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## Abbreviations

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*Table 1: Abbreviations*

Abbreviation	Description
CAPTCHA	Completely Automated Public Turing test to tell Computers and Human Apart
OTP	One Time Password
TIN	Taxpayer Identification Number

# 1 Login Process for Taxpayer

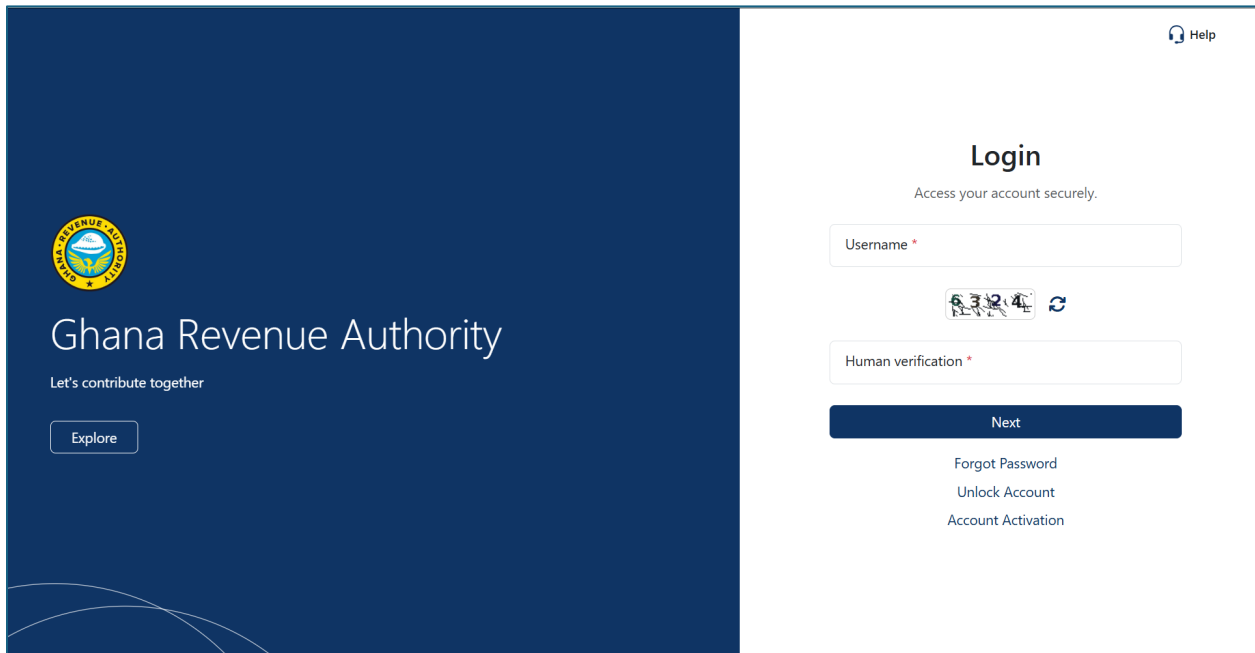
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Follow the steps below to Login to the e-Services Portal:

## 1.1 Step 1: Open Login Page

Visit <https://etax.gra.gov.gh> on your web browsers to access the portal.

Figure 1: e-Services Portal Login Page



The screenshot displays the login interface of the Ghana Revenue Authority's e-Services Portal. On the left, a dark blue sidebar features the organization's logo, the name 'Ghana Revenue Authority', the slogan 'Let's contribute together', and an 'Explore' button. The main white area is titled 'Login' and includes a 'Help' icon. Below the title, it prompts users to 'Access your account securely.' and provides input fields for 'Username \*' and 'Human verification \*'. A CAPTCHA image is positioned between these fields. A dark blue 'Next' button is located below the verification field. At the bottom of the login section, there are three links: 'Forgot Password', 'Unlock Account', and 'Account Activation'.

## 1.2 Step 2: Provide Username

In this step, you will need to input your username and enter the captcha shown on the screen.

Figure 2: e-Services Portal Login page with Username and Captcha

The screenshot shows the login interface for the Ghana Revenue Authority. On the left, there is a dark blue sidebar with the GHA logo and the text "Ghana Revenue Authority" and "Let's contribute together". Below this is an "Explore" button. On the right, the main content area is white and titled "Login" with the subtitle "Access your account securely.". There are three red boxes with numbered callouts: 1. A text input field for "Username \*" containing "GHA-836591915-9". 2. A text input field for "Human verification \*" containing "6324". 3. A dark blue "Next" button. Below the "Next" button are links for "Forgot Password", "Unlock Account", and "Account Activation". A "Help" icon is in the top right corner.

1. Input the username which was created during account activation process. For more information, refer to the **e-Services Portal - Taxpayer Account Activation** process document
2. Enter the number displayed in the image (CAPTCHA) as displayed on the screen. Reload the Captcha if you receive an error message.
3. Click on “Next” Button to proceed.
4. The system will validate the username. If the username is not valid, the system will give an error message. If the username is valid, a One Time Password (OTP) will be sent to the registered mobile number and email address and show the next screen.

### 1.3 Step 3: Provide OTP

In this step, you need to provide the OTP for the username. Username provided in the previous step will be auto populated.

Figure 3: e-Services Portal Login page with Username and OTP

The screenshot shows the login page for the Ghana Revenue Authority. The page is divided into a dark blue header on the left and a white login form on the right. The header contains the Ghana Revenue Authority logo and the text "Ghana Revenue Authority" and "Let's contribute together". The login form has a "Login" title and a "Help" icon. Below the title is the text "Access your account securely." The form contains a "Username" field with the value "GHA-836591915-9". Below the username field is a CAPTCHA image showing the numbers "4 7 8 8". A red box highlights the "Human verification" field containing the number "4488", with a green circle and the number "1" next to it. Below that is an "Enter OTP" field containing the number "159223", with a red box and a green circle and the number "2" next to it. Below the OTP field is a yellow box with the text "You can resend OTP in 31 Seconds". Below that is a "Resend OTP" button. Below the "Resend OTP" button is a "Login" button, with a red box and a green circle and the number "3" next to it. At the bottom of the form are links for "Forgot Password", "Unlock Account", and "Account Activation".

1. Enter the number displayed in the image (CAPTCHA) as displayed on the screen.
2. Provide the OTP received via your Mobile Number / Email Address
3. Click on "Login" Button to proceed.
4. The system will validate the OTP. If the OTP is not valid, the system will give an error message. If the OTP is valid, then the system will show the next screen.
5. Click on Resend OTP if you did not receive the OTP.

## 1.4 Step 4: Provide Password

In this step, you need to input the password for the username. Username provided in the previous steps will be auto populated.

Figure 4: Account Verification page with Username and Password

**Account Verification**  
Enter your credentials here.

Username  
GHA-836591915-9

1 Password  
.....

2 Login

Back

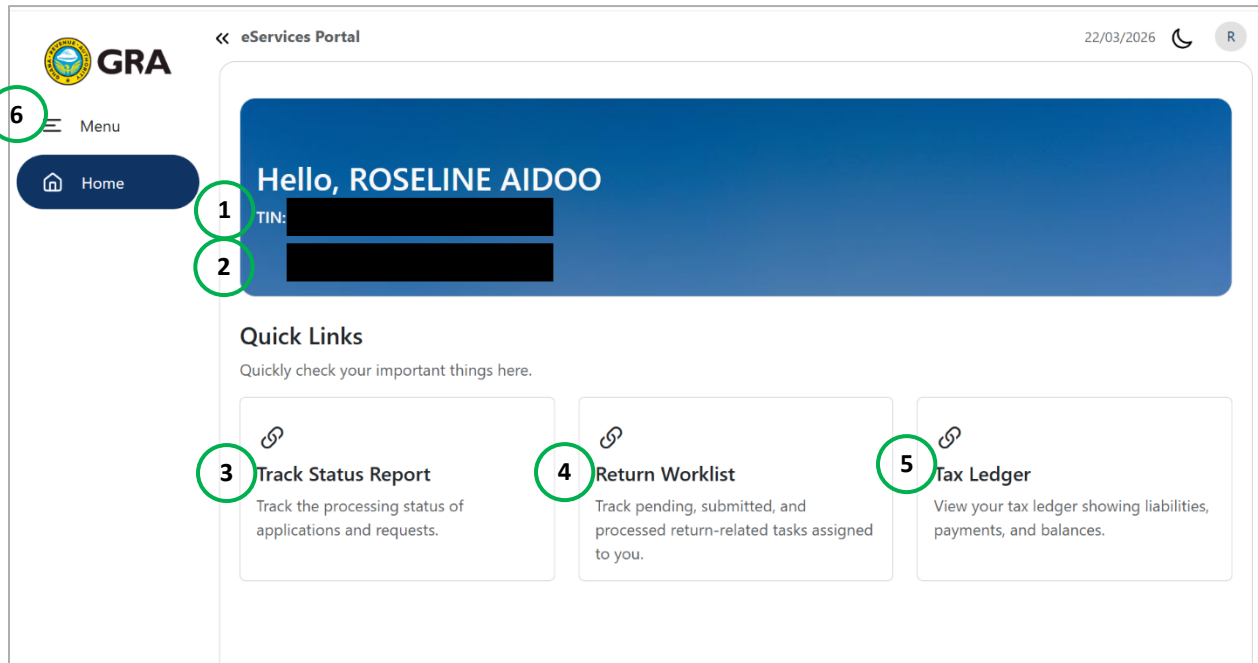
[Forgot password?](#)  
[Unlock Account](#)

1. Provide the password.
2. Click on “Login” button.
3. System will validate the credentials (username and password). Once the credentials are successfully validated, the e-Services Portal will navigate you to Home Page
4. If the password entered is incorrect, the system will show an error message.

## 1.5 Step 5: Home Page

Congratulations! You Have successfully logged in; the system will now show your e-Services Portal Home Page.

Figure 5: Home screen for Taxpayer after Logged In



1. The system will show a welcome message
2. The System shows your TIN.
3. The system shows the quick link to the Track Status Report. You will be able to check the status of their applications using this feature.
4. System shows the quick link to the Returns Worklist. You will be able to check the list of returns pending for filing using this feature.
5. System shows the quick link to the Tax Ledger. You will be able to view your Tax Ledger.
6. This link will allow you to open the menu with options for various e-Services available on the e-Services Portal.

## 2 Forgot Password

This functionality allows you to reset the password if you have forgotten the password.

### 2.1 Step 1: Access the Forgot Password page

You need to open the e-Services Portal in your browser and navigate to the Login page to access your taxpayer account.

Figure 6: e-Services Portal Login Page

The screenshot displays the Ghana Revenue Authority e-Services Portal Login Page. On the left, the header features the Ghana Revenue Authority logo, the text "Ghana Revenue Authority", the tagline "Let's contribute together", and an "Explore" button. On the right, the "Login" section includes the text "Access your account securely." Below this are input fields for "Username \*" and "Captcha \*". The captcha field shows the numbers "4 7 2 6" and a refresh icon. A dark blue "Next" button is positioned below the captcha field. Below the "Next" button are four links: "Taxpayer Registration", "Forgot Password", "Unlock Account", and "Account Activation". The "Forgot Password" link is highlighted with a red rectangular box, and a green circle with the number "1" is placed to its left, indicating the first step in the process.

1. Click on the Forgot Password link on the Login Page to navigate to the Forgot Password screen.

## 2.2 Step 2: Provide Username

In this step, you need to provide Username for resetting the password.

Figure 7: Forget Password Screen of eServices Portal

The screenshot shows the 'Forgot Password' screen of the eServices Portal. The page is divided into a dark blue sidebar on the left and a white main content area on the right. The sidebar features the Ghana Revenue Authority logo, the text 'Ghana Revenue Authority', the tagline 'Let's contribute together', and an 'Explore' button. The main content area is titled 'Forgot Password' and includes the instruction 'Verify and activate your account.' Below this are three input fields: 'Username \*' with the value 'GHA-836591915-9', 'Human verification \*' with the value '8488', and a 'Proceed' button. A 'Back' button is located below the 'Proceed' button. Three red boxes highlight the Username field, the Human verification field, and the Proceed button, with green circles containing the numbers 1, 2, and 3 respectively.

1. Provide the username for which the password needs to be changed.
2. Provide the numbers shown in the image (CAPTCHA).
3. Click on the Proceed button. The system will validate the CAPTCHA and the username.
4. If the username and CAPTCHA are validated, the system will show the next screen

## 2.3 Step 3: Provide OTP

In this step, you will be prompted to provide the OTP sent either to your registered email address or mobile number.

Figure 8: Selection of Mobile Number or Email Address for OTP

The screenshot shows the 'Forgot Password' page of the Ghana Revenue Authority. The page is divided into a dark blue sidebar on the left and a white main content area on the right. The sidebar contains the Ghana Revenue Authority logo, the text 'Ghana Revenue Authority', the tagline 'Let's contribute together', and an 'Explore' button. The main content area is titled 'Forgot Password' and includes the instruction 'Verify and activate your account.' Below this are fields for 'Username \*' (containing 'GHA-836591915-9') and 'Human verification \*' (containing '8488'). A CAPTCHA image shows the numbers '8488'. A red box highlights the 'Select Mobile OTP or Email OTP \*' section, which contains two radio button options: 'Mobile OTP' and 'E-Mail OTP'. A green circle with the number '1' is next to this section. Below the options are two buttons: 'Proceed' (highlighted with a green circle and the number '2') and 'Back'.

1. Select the option of Mobile OTP or Email OTP. If the option of Mobile OTP is selected, OTP will be sent to your Primary Mobile Number and if the option of Email OTP is selected, OTP will be sent to your email address.
2. After selecting the option for the receipt of OTP, you need to click on the Proceed button. On click of the Proceed button, the system will show the next screen.

## 2.4 Step 4: Validate the Mobile Number / Email Address

Based on the selection of email or mobile number, the system will display the email address or mobile number in a partially masked format for security. You will be prompted to provide the matching email address or mobile number.

Figure 9: Partially Masked Information on Forgot Password Screen

The screenshot shows the 'Forgot Password' screen of the Ghana Revenue Authority. The left sidebar features the GHA logo and the text 'Ghana Revenue Authority' with the tagline 'Let's contribute together' and an 'Explore' button. The main content area is titled 'Forgot Password' and includes a 'Help' icon. Below the title is the instruction 'Verify and activate your account.' The form contains the following elements: a 'Username' field with the value 'GHA-836591915-9'; a 'Human verification' field with the value '8488' and a refresh icon; a 'Select Mobile OTP or Email OTP' section with radio buttons for 'Mobile OTP' (selected) and 'E-Mail OTP'; a 'Registered Mobile Number' field with the value '\*\*\*\*\*4831'; a 'Mobile Number' field with the value '+ 233355224831' and a red box around it, with a circled '1' next to it; a 'Proceed' button with a red box around it and a circled '2' next to it; and a 'Back' button at the bottom.

1. Provide the matching email address/mobile number for the masked contact shown by the system.
2. Click on the Proceed button.
3. If the email address/phone number provided by you matches the one in the system, the system will send the OTP to either email address or mobile number based on the selection.

## 2.5 Step 5: Provide OTP

In this step, you are required to provide the OTP sent by the system.

Figure 10: Verify OTP

**Forget Password**  
Verify and activate your account.

Username  
GHA-836591915-9

Human verification \*  
7488

Enter Mobile OTP \*  
615944

You can resend OTP in 19 Seconds

Resend OTP

Verify OTP

1. Provide the numbers in the CAPTCHA image
2. Provide the OTP received on Mobile Number / Email Address
3. Click on Resend OTP in case the OTP is not received.
4. Click on Verify OTP to validate the entered OTP and proceed further

## 2.6 Step 6: Set New Password

The system will prompt you to set up a new password. The system will display the password policy for setting up a new password for your account.

Figure 11: Set New Password

**Create Password**  
Create your password here.

1. New Password \*

2. Confirm Password \*

3. Password strength: [Green bar]

4. Submit

Back

Activate Windows  
Go to Settings to activate Windows.

1. Password should contain at least 7 characters  
2. No more than 12 characters  
3. Password should contain at least 1 Upper Case characters  
4. Password should contain at least 1 Special characters  
5. Password should contain at least 1 digit characters  
6. Password must only include #()?\$%&\* \_ characters

1. Enter a new password for the account.
2. Re-enter the new password for verification
3. Password Policy to guide the user on setting up the new password. The system validates the password as per the password policy. Note, password shall include a special character other than those listed in (5) above. Password policy. I
4. Click on the Submit button to set the new password.

## 2.7 Step 7: Success Message

The system will set the new password where the new password matches the password policy. The system will display the message on creating the new password.

Figure 12: Success Message

