



User Manual: e-Services Portal - Taxpayer Account Activation

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About This Document

Purpose

This User Manual is designed to guide the users in effectively using ITAS for the **e-Services Portal -Taxpayer Account Activation** 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

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 User Account Activation

Account Activation is the process for you to set up the credentials for accessing the e-Services Portal. This is a one-time process which is a pre-requisite for gaining access to the e-Services Portal. The steps that you need to follow to activate your e-Services Portal account are provided below:

1.1 Step 1: Open Login Page

You need to navigate to the login page of the e-Services Portal.

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

Figure 1: e-Services Portal Login Page

The screenshot shows the login page of the Ghana Revenue Authority e-Services Portal. The page is divided into two main sections. The left section has a dark blue background and features the Ghana Revenue Authority logo, the text "Ghana Revenue Authority", and the slogan "Let's contribute together". Below this is an "Explore" button. The right section is white and titled "Login" with the subtitle "Access your account securely.". It contains a "Username *" input field, a captcha image showing the numbers "7499" with a refresh icon, and a "Captcha *" input field. Below these is a dark blue "Next" button. At the bottom of the right section are four links: "Taxpayer Registration", "Forgot Password", "Unlock Account", and "Account Activation". The "Account Activation" link is highlighted with a red rectangular box, and a circled number "1" is placed to its left.

1. Click on Account Activation link to navigate to the Account Activation page.

1.2 Step 2: Choose User Type

You need to choose your user type in this step.

Figure 2: Activate User – Choose User Type

The screenshot shows the 'Activate User' interface. On the left is a dark blue sidebar with the Ghana Revenue Authority logo and the text 'Ghana Revenue Authority' and 'Let's contribute together' with an 'Explore' button. On the right is the main form area with a 'Help' icon in the top right. The form title is 'Activate User' with the subtitle 'Verify and activate your account.' The form contains a 'User Type' dropdown menu set to 'Taxpayer', a 'TIN / Ghana Card Number' field with the value 'GHA-836591915-9', a CAPTCHA image showing the numbers '3794', a 'Human verification' field with the value '3794', and 'Proceed' and 'Back' buttons. Red boxes and green circles with numbers 1-4 highlight the key steps: 1. User Type dropdown, 2. TIN / Ghana Card Number field, 3. Human verification field, and 4. Proceed button.

1. Choose the user type "Taxpayer"
2. Enter the TIN / Ghana Card Number
3. Provide the numbers as displayed in the image (CAPTCHA)
4. Click on the Proceed button.
5. The system will validate the TIN / Ghana Card Number. If the TIN / Ghana Card Number does not exist or has not been migrated to ITAS, the system will show an error message. If the TIN / Ghana Card Number is validated, the system will proceed to the next screen.

1.3 Step 3: Set the username

You can set the username for your account in this step.

Figure 3: eServices Portal – Choose Username

The screenshot shows the 'Choose Username' step of the Ghana Revenue Authority eServices Portal. The form is divided into two main sections: a dark blue header with the Ghana Revenue Authority logo and tagline 'Let's contribute together', and a white content area with a dark blue sidebar. The content area contains the following fields and options:

- User Type ***: Taxpayer (dropdown menu)
- TIN / Ghana Card Number ***: GHA-836591915-9
- Human verification ***: 3794
- Do you want your Username Same as TIN / Ghana card Number ? ***: Yes No
- Create Your Username ***: GHA-836591915-9
- Select Mobile OTP or Email OTP ***: Mobile OTP E-Mail OTP
- Proceed** (blue button)
- Back** (white button)

Four numbered callouts (1-4) are placed on the right side of the form, corresponding to the steps described in the text below:

1. Do you want your Username Same as TIN / Ghana card Number ? *
2. Create Your Username *
3. Select Mobile OTP or Email OTP *
4. Proceed

1. Choose if you want the username to be the same as your TIN / Ghana Card Number
2. If you opt for the username to be the same as your TIN / Ghana Card Number, the system will auto populate the TIN / Ghana Card Number in the username field. If you select that you want to set a custom username, then the username of your choice can be entered in this field.
3. Select if you wish to receive the OTP on your primary mobile number or email address.
4. Click on the Proceed button. The system will validate the availability of the username. If the username is already taken by another user, the system will give an error message and request that you choose another username. If the username is available, the system will proceed to the next step.

1.4 Step 4: Verify the mobile number / email address

System will display the primary mobile number / email address in the masked format. You will be expected to provide the entire mobile number for verification.

Figure 4: Verify Mobile Number / Email Address

The screenshot shows the Ghana Revenue Authority (GRA) account activation interface. On the left, there is a dark blue header with the GRA logo and the text "Ghana Revenue Authority" and "Let's contribute together". Below this is an "Explore" button. The main content area is white and contains the following elements:

- A text input field containing "3794".
- A question: "Do you want your Username Same as TIN / Ghana card Number ? *". Below it are radio buttons for "Yes" (selected) and "No".
- A "Create Your Username" field containing "GHA-836591915-9".
- A question: "Select Mobile OTP or Email OTP *". Below it are radio buttons for "Mobile OTP" (selected) and "E-Mail OTP".
- A "Registered Mobile Number" field containing "*****4831".
- A "Mobile Number" field containing "+ 233279864831". Below it is a note: "Please enter country code followed by mobile number, e.g. 2335XXXXXXXXX6".
- A link: "Update contact details!!".
- A "Proceed" button (highlighted with a red box).
- A "Back" button.

Four numbered callouts (1-4) are placed on the right side of the form:

1. Points to the "Registered Mobile Number" field.
2. Points to the "Mobile Number" field.
3. Points to the "Update contact details!!" link.
4. Points to the "Proceed" button.

1. The system will display the primary mobile number / email address based on your selection.
2. Provide the entire primary mobile number / email address matching the masked mobile number / email address.
3. If the primary mobile number / email address is incorrect, the Update Contact Details link can be used to update the correct contact details. Please refer to **"Chapter 2. Update Contact Details"** for the details regarding this feature.
4. Click on the Proceed button. The system will validate the primary mobile number / email address with the available details. If the details do not match, the system will show an error message, and if the details match, the system will proceed to the next step.

1.5 Step 5: Provide OTP

In this step, you need to provide the OTP sent by the system on your primary mobile number / email address.

Figure 5: Provide OTP

Account Activation
Verify and activate your account.

Username
MyUserName

6 4 6 6

Enter captcha *
6466

1

2

Enter Mobile OTP *
958697

3

Resend OTP

4

Verify OTP

1. Provide the numbers displayed in the image (CAPTCHA).
2. Provide the OTP sent by the system on your primary mobile number / email address
3. Click on Resend OTP if the OTP is not received.
4. Click on Verify OTP for the system to verify the OTP. If the OTP is incorrect, the system will show an error message and if the OTP is validated, the system will proceed to the next step.

1.6 Step 6: Set Password

In this step, you need to set the password for your account on e-Services Portal.

Figure 6: Set Password

Create Password
Create your password here.

1. Password input field

Password strength:

2. Re-enter password input field

3. Password requirements:

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 not include #() characters

4. Submit button

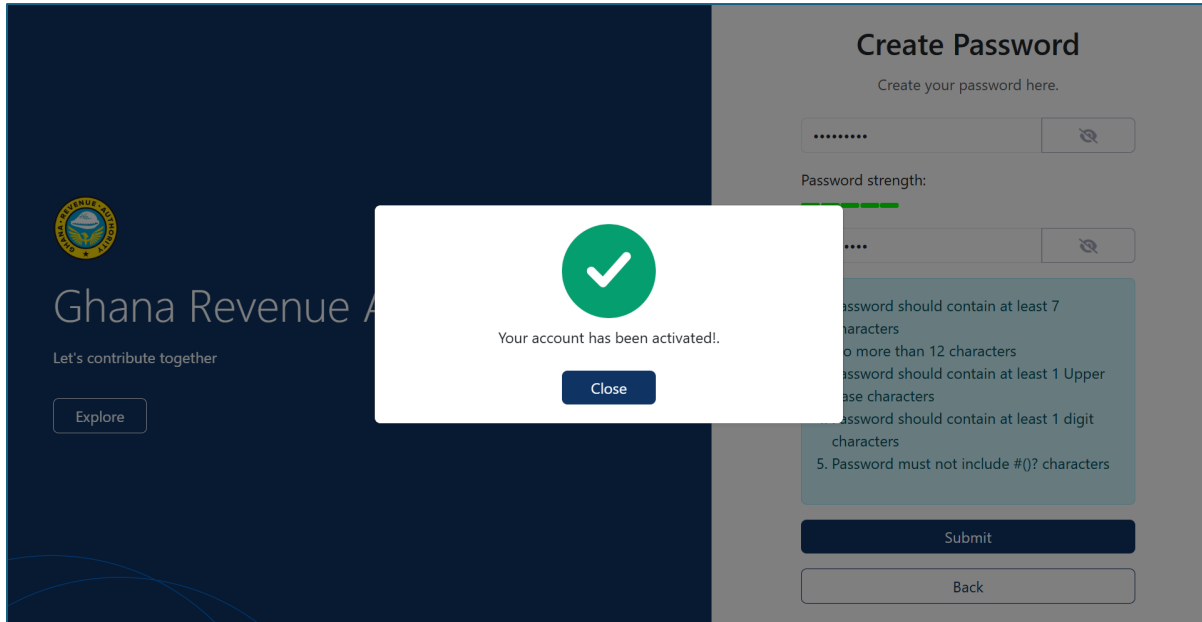
Back button

1. Set the Password for your e-Services Portal account. The password strength meter will show the strength of your password.
2. Re-enter the password that you have set.
3. The system shows the password policy that you must follow while creating the password for your e-Services Portal account. The password should include a special character other than those listed in (5) above.
4. Click on the Submit button to set the password. If the password does not meet the requirements, the system will display an error message and request you to enter a new password. If the password meets the requirements of the password policy, the system will show a success message.

1.7 Step 7: Success Message

System shows the success message if the password set by you meets the requirements of the password policy.

Figure 7: Success Message

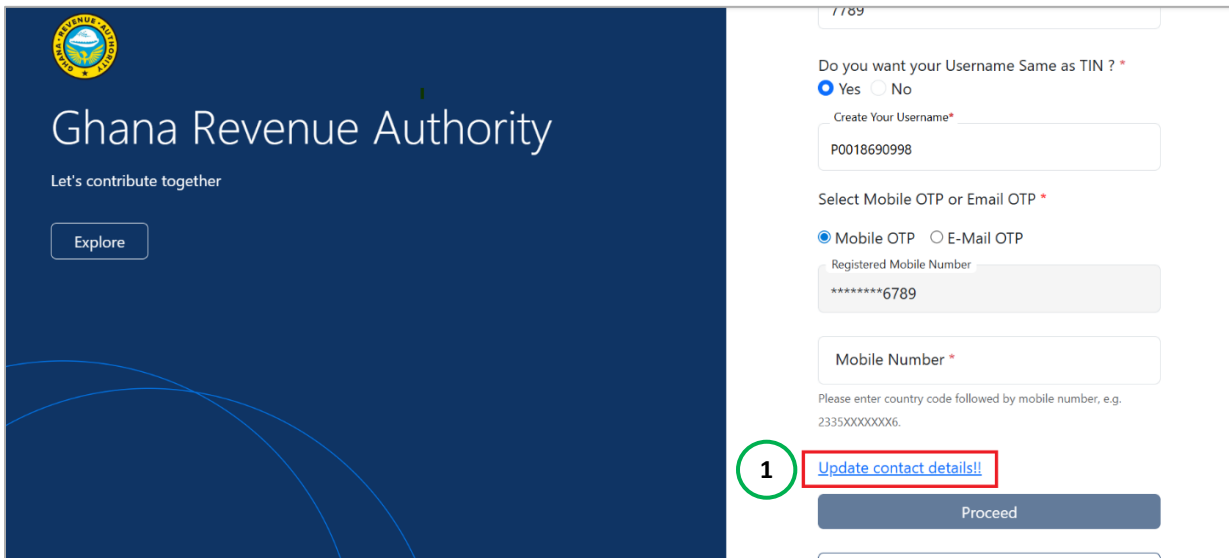


2 Update Contact Details

This feature allows you to update your contact details if you find that the contact details available in the system do not match your current contact details. The steps for updating your contact details are provided below:

2.1 Step 1: Update Contact Details Link

Figure 8: Update Contact Details Link



The screenshot shows the Ghana Revenue Authority account activation page. On the left is a dark blue banner with the Ghana Revenue Authority logo and the text "Ghana Revenue Authority" and "Let's contribute together" with an "Explore" button. On the right is a white form with the following fields and options:

- 7789
- Do you want your Username Same as TIN ? *
 Yes No
- Create Your Username*
P0018690998
- Select Mobile OTP or Email OTP *
 Mobile OTP E-Mail OTP
- Registered Mobile Number
*****6789
- Mobile Number *
Please enter country code followed by mobile number, e.g. 2335XXXXXXX6.
- 1** [Update contact details!](#)
- Proceed

1. You will find the Update Contact Details link on the Account Activation page.
2. If the masked primary mobile number / email address does not match your current mobile number / email address, you can click on this link to update your current contact details.
3. Click on this link to proceed to the next step.

2.2 Step 2: Provide Current Contact Details

In this step, you need to provide your current contact details that need to be updated.

Figure 9: Provide current contact details for update

Update Your Contact Details Here.

TIN *
P0018690998

1 Choose contact details to update.

2 Mobile No. *

3 Email ID *

4 Upload Document *
Choose File No file chosen
Allowed: .pdf, .doc, .docx, .png, .jpg

5 Submit

Back

1. Choose if you want to update the Mobile Number or Email Address or both
2. Enter your current primary mobile number. The system will send the OTP and other notifications on this primary mobile number
3. Enter your current email address. The system will send the OTP and other notifications to this email address.
4. Upload any document to support the update of the contact details. e.g. GhanaCard and letter for individuals or letter from business on their letterhead and signed by responsible person and copy of certificate where applicable for organizations.
5. Click on the Submit button. The system will submit the request for update of the contact details for approval by the GRA Officer in your assigned GRA Taxpayer Service Center (TSC).

2.3 Step 3: Success Message

The system will display a Success Message when the request is successfully submitted. In the message, the acknowledgement number will be provided which can be referred to while communicating with the GRA TSC or Helpdesk for follow up.

Figure 10: Success Message

