



User Manual: e-Services Portal - Taxpayer Profile Update for Individuals

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e-Services Portal -Taxpayer Profile Update for Individuals	1.0	This document provided step by step guidance to taxpayers (Individuals) on the steps to update their profile on e-Services Portal.

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1.0		First Version	<XX>

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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 Profile Update for Individuals** 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
GPS	Ghana Postal System
GRA	Ghana Revenue Authority
ISIC	International Standard Industrial Classification
ORC	Office of the Registrar of Companies
OTP	One Time Password
SMS	Short Messaging System
TIN	Taxpayer Identification Number

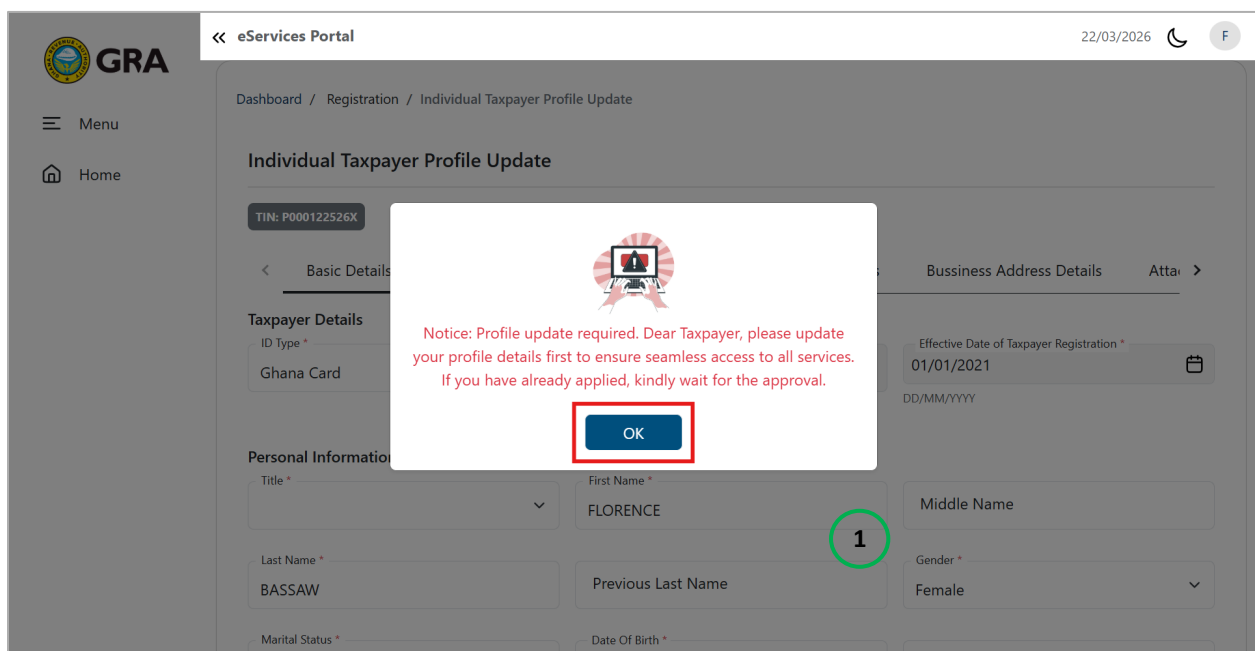
1 Profile Update for Individuals

This feature enables you to update their profile immediately after logging into the e-Services Portal for the first time. Profile needs to be updated during the first time login before full access to the e-Services Portal account is provided. The changes or updates submitted through the Profile Update will undergo the review and approval process and will be reflected in your profile after they are approved by the concerned GRA Tax Officer in your assigned GRA Taxpayer Service Center (TSC). The steps that need to be followed to update the profile are provided below:

1.1 Step 1: Home Page with message for one time profile update

After account activation, when you log into the e-Services Portal for the first time, the system will show the message for a one-time profile update. Access to the e-Services on the e-Services Portal will only be provided on approval of the profile update request.

Figure 1: e-Services Portal Home Page with message for one time profile update



The screenshot displays the e-Services Portal interface. At the top, the GRA logo is visible on the left, and the date 22/03/2026 is shown on the right. The main content area is titled "Individual Taxpayer Profile Update" and includes a navigation menu with "Basic Details", "Business Address Details", and "Attar". A central modal window contains a notification message: "Notice: Profile update required. Dear Taxpayer, please update your profile details first to ensure seamless access to all services. If you have already applied, kindly wait for the approval." Below the message is an "OK" button, which is highlighted with a red box. A green circle with the number "1" is positioned near the bottom right of the form fields. The form fields include "Taxpayer Details" (ID Type: Ghana Card), "Personal Information" (Title, First Name: FLORENCE, Last Name: BASSAW, Gender: Female), and "Business Address Details" (Effective Date of Taxpayer Registration: 01/01/2021).

1.2 Step 2: Basic Details Tab – Individual Details

In this step, you need to provide updates to the individual’s basic details as detailed below:

Figure 2: Basic Details Tab – Personal Information

1. **ID Type:** Select the type of ID.
2. **ID Number:** Review the auto populated ID Number. Enter the ID Number in case the ID number is not loaded
3. **Effective Date of Taxpayer Registration:** Review the auto populated Effective Date of Registration. Enter the date in case the Effective Date of Taxpayer Registration is not loaded
4. **Title:** Select the Title.
5. **First Name:** Review the First Name and update if required.
6. **Middle Name:** Enter the Middle Name if not loaded.
7. **Last Name:** Review the Last Name and update if required.
8. **Previous Last Name:** Enter the Previous Last Name
9. **Gender:** Select the Gender
10. **Marital Status:** Select the marital status
11. **Date of Birth:** Select the date of birth
12. **Place of Birth:** Enter the place of birth

Figure 3: Basic Details Tab – Residential Address

The screenshot displays the 'Basic Details Tab – Residential Address' form in the eServices Portal. The form is titled 'Residential Address' and contains 16 numbered callouts pointing to specific fields. The fields are arranged in a grid-like structure. The top row contains three fields: Nationality (1), Mother's Maiden Name (2), and Occupation (3). The middle section is titled 'Residential Address' and contains six fields: House Number (4), Building Name (5), Street Name (6), Landmark (7), Town / City (8), and Location / Area (9). The bottom section contains five fields: Postal Code (10), Country (11), Region (12), District (13), and GPS Address (14). The final field is Landlord TIN / Ghana Card (16). The form is set against a white background with a light gray border. The top of the page shows the GRA logo, the eServices Portal title, and the date 22/03/2026. The left sidebar contains a menu and a home button.

1. **Nationality:** Select Nationality.
2. **Mother's Maiden Name:** Enter Mother's Maiden Name
3. **Occupation:** Enter the occupation
4. **Residential Address - House Number:** Enter the house number.
5. **Residential Address - Building Name:** Enter the building name.
6. **Residential Address - Street Name:** Enter the street name.
7. **Residential Address - Landmark:** Enter the landmark.
8. **Residential Address – Town / City:** Enter the Town / City.
9. **Residential Address – Location / Area:** Enter the location / area
10. **Residential Address – Postal Code:** Enter the postal code
11. **Residential Address – Country:** Select the Country
12. **Residential Address – Region:** Select the Region.
13. **Residential Address – District:** Select the District.
14. **Residential Address – GPS Address:** Enter the Ghana Post System Address.
15. **Residential Address – Tenancy Status:** Select if the residential property is rented or owned
16. **Residential Address – Landlord TIN / Ghana Card Number:** Enter the landlord TIN / Ghana Card Number if the residential property is rented.

Figure 4 Basic Details Tab - Postal Address

The screenshot shows the 'Basic Details Tab - Postal Address' in the eServices Portal. The interface includes a header with the GRA logo, a navigation menu, and a date of 22/03/2026. The main form area is divided into sections for 'Postal Address' and 'Contact Details'. The 'Postal Address' section contains fields for Postal Type (Door To Door), Postal Number (23), Box Town / City (Adjiringanor), Box Region (Greater Accra), and Box Location / Area (East Legon). The 'Contact Details' section contains fields for Phone Number (+ 233156790000), Mobile Number (+ 233123456789), and Email (paramjib.baruah@test.com). A 'Website' field is also present at the bottom. Eight numbered callouts (1-8) are placed over the input fields to indicate the sequence of steps for entering the information.

1. Select the Postal Type
2. Enter the Postal Number
3. Enter Town / City of Postal Address
4. Enter Region of Postal Address
5. Enter Location / Area of Postal Address
6. Enter Phone Number. The phone number should be prefixed by the country code.
7. Enter the primary Mobile Number. The system will send the SMS notifications and OTP on this mobile number.
8. Enter the email address. The system will send email notifications and OTP to this email address.

Figure 5 Basic Details Tab – Social Media Handles

GRA eServices Portal 22/03/2026

1 Website

2 Social Media Handles
Social Media Platform

3 Social Media Handle Name

4 Add

Sr.No.	Social Media Platform	Social Media Name	Action
1	Facebook	test_facebook	5 6
2	Instagram	test@insta	
3	Telegram	Test@telegram	

7 Interim Save Next 8

1. Enter the Website URL if available
2. Select the Social Media Platform
3. Enter the Social Media Handle
4. Click on the Add button to add the social media details to the list.
5. Click on this icon to update the social media handle details
6. Click on this icon to remove the social media handle details from the list
7. Click on the Interim Save button to save the data entered so far.
8. Click on the Next button to navigate to the next tab.

1.3 Step 3: Tax Type Details

In this step, you can view the list of registered Tax Types / Levies in the profile.

Figure 6: Tax Type Details Tab

The screenshot shows the 'Individual Taxpayer Profile Update' page in the eServices Portal. The page is titled 'Individual Taxpayer Profile Update' and displays the TIN: P9189312195. The 'Tax Type Details' tab is selected, showing a table of registered tax types and levies. The table has four columns: Sr.No., Action, Tax Type, and Effective Date Of Registration (DD/MM/YYYY). The table contains six rows of data. Below the table are three buttons: 'Previous', 'Interim Save', and 'Next'. The 'Interim Save' and 'Next' buttons are highlighted with red circles and numbered 1 and 2 respectively. The page also includes a sidebar with 'Menu', 'Home', and 'Help Centre' options, and a top navigation bar with 'eServices Portal' and the date '13/04/2026'.

Sr.No.	Action	Tax Type	Effective Date Of Registration (DD/MM/YYYY)
1	<input checked="" type="checkbox"/> <input type="checkbox"/>	Stamp Duty	27/04/2022
2	<input checked="" type="checkbox"/> <input type="checkbox"/>	Personal Income Tax (PIT)	31/12/2020
3	<input checked="" type="checkbox"/> <input type="checkbox"/>	CHRL – Covid Health Recovery Levy	28/02/2022
4	<input checked="" type="checkbox"/> <input type="checkbox"/>	Gift Tax	27/04/2022
5	<input checked="" type="checkbox"/> <input type="checkbox"/>	Capital Gains Tax	27/04/2022
6	<input checked="" type="checkbox"/> <input type="checkbox"/>	Value Added Tax (VAT)	28/02/2022

1. Click on Interim Save button to save the details entered in the profile
2. Click on Next button to navigate to the next tab.

1.4 Step 4: ISIC Details Tab

In this step, you need to provide the details of your primary and secondary business activities. You need to select the corresponding ISIC Section, ISIC Division, ISIC Group, and ISIC Class for the business activity.

Figure 7: ISIC Details Tab

Sr.No.	ISIC Type	ISIC Section	ISIC Division	ISIC Group	ISIC Class	Nature of Business	Action
1	Primary	Agriculture, forestry and fishing	Crop and animal production, hunting and related service activities	Growing of non-perennial crops	Growing of fibre crops	Fishing	

1. Enter the description of the business activity in this field. This description will be used by the GRA Tax Officer to review the ISIC that is selected for the business activity.
2. Select the ISIC Type. If you are adding multiple business activities (ISIC) for your company, there can only be one primary business activity (ISIC). Others business activities (ISIC) should be secondary.
3. Select the ISIC Section for business activities.
4. The system will show the ISIC Divisions corresponding to the selected ISIC Section. Select the applicable ISIC Division for business activity.
5. System will show the ISIC Groups corresponding to the selected ISIC Section and ISIC Division. Select the applicable ISIC Group for business activity.
6. The system will show the ISIC Class corresponding to the selected ISIC Section, ISIC Division, and ISIC Group. Select the applicable ISIC Class for business activity.
7. Click on the Add button to add the ISIC details to the list.
8. Click on this icon to update the ISIC details.
9. Click on this icon to remove the ISIC details from the list.

1.5 Step 5: Business Name Details Tab

In this step, you need to provide the Corporate Business Names registered by you at ORC (*refer to Business Name Certificate(s) and Form A(s)*) company.

Figure 8: Corporate Business Details Tab

The screenshot displays the 'Individual Taxpayer Profile Update' interface. The 'Business Name Details' tab is active. The TIN is P9189312195. The page contains three input fields: 'Business Name Number *', 'Business Name *', and 'Effective Date of Registration *'. Below these is an 'Add' button. A table lists existing business names with columns for 'Sr.No.', 'Action', 'Business Name Number', 'Business Name', and 'Registration Effective Date'. The table contains one entry: '1', a delete icon, 'Jwellery Business', 'Rosegold Jewellery Limited', and '01/03/2022'. At the bottom are 'Previous' and 'Next' buttons.

Sr.No.	Action	Business Name Number	Business Name	Registration Effective Date
1		Jwellery Business	Rosegold Jewellery Limited	01/03/2022

1. Enter the Business Name Number of Business Name registered with ORC
2. Enter the Business Name registered with ORC
3. Select the Effective Date of Registration for the Business Name registered with ORC
4. Click on the Add button to add the Business Name Details to the list.
5. Click on this icon to remove the Business Name entry from the list.
6. Click on the Next button to navigate to the next tab.

1.6 Step 6: Business Address Details Tab

In this step, you need to provide the details of addresses of your business places.

Figure 9: Business Address Details Tab

The screenshot shows the 'Business Address Details' tab in the eServices Portal. The form includes the following fields and callouts:

- 1: Address Type
- 2: House Number *
- 3: Building Name
- 4: Street Name *
- 5: Landmark *
- 6: Town / City *
- 7: Location / Area *
- 8: Postal Code *
- 9: Country *
- 10: Region *
- 11: District
- 12: GPS Address *
- 13: Tenancy Status *
- 14: Landlord TIN / Ghana Card

Below the form is a table with 16 columns:

Sr.No.	Office Type	House Number	Building Name	Street Name	Landmark	Town / City	Location / Area	Postal Code	Country	Region	District	GPS Address	Digital Address	Tenancy Status	Land TI
1	Registered Address	90	Office Building	Ablempke Street	Near Melcom	Ablempke	NIMA	909933	GHANA	Greater Accra	ACCRA METROPOLITAN	GA-098-0987		Rented	GHA-000175

At the bottom, there are 'Previous' and 'Next' buttons, with the 'Next' button highlighted by a red box and a green circle labeled 16.

1. Select the Address Type. System only allows one Registered Address and one Principal Place of Business Address. There can be multiple addresses for the business branches.
2. Enter the House Number.
3. Enter the Building Name if available
4. Enter the Street Name
5. Enter the Landmark.
6. Enter the Town / City name
7. Enter the Location / Area
8. Enter the Postal Code
9. Select the Country
10. Select the Region
11. Select the District
12. Enter the Ghana Post System Address.
13. Select the Tenancy Status of the property stated in the business address
14. Provide the Landlord TIN / Ghana Card Number in case if the Tenancy Status is "Rented"
15. Click on Add button to add the business address details to the list.
16. Click on the Next button to navigate to the next tab.

1.7 Step 7: Attachments

In this step, you need to upload all mandatory supporting documents required for verification – (Ghana Card and Business Name Certificate / Form A if applicable).

Figure 10 Attachments Tab

The screenshot displays the 'Attachments' tab in the eServices Portal. The interface includes a navigation menu on the left with 'Menu' and 'Home' options. The main content area shows the TIN: P000122526X and tabs for 'Basic Details', 'Tax Type Details', 'ISIC Details', 'Business Name Details', 'Business Address Details', and 'Attachments'. A note states: 'Please upload files with extensions .jpg, .png, .pdf, .doc'. Below this is a table with columns 'Sr No.', 'Document Type', 'Document Upload', and 'Action'. The table contains one row with 'Test_Document' in the 'Document Type' column and 'Choose File Test_Document.pdf' in the 'Document Upload' column. A red box highlights the table header and the first row. A green circle with the number '1' points to the 'Sr No.' column, and a green circle with the number '2' points to the 'Document Upload' column. Below the table is an 'Add more Document' button, highlighted with a red box and a green circle with the number '3'. Below that is an 'Application Remarks' text area containing 'Individual Profile Update Application', highlighted with a red box and a green circle with the number '4'. At the bottom are three buttons: 'Previous', 'Interim Save', and 'Submit'. The 'Interim Save' button is highlighted with a red box and a green circle with the number '5', and the 'Submit' button is highlighted with a red box and a green circle with the number '6'. The footer of the page reads 'Copyright © 2026 Ghana Revenue Authority. All Rights Reserved.'

1. Enter the name of the document being uploaded, e.g. Company Registration Certificate, Memorandum of Association, Partnership Deed, etc.
2. Select and upload the document file. The allowable file types are jpg, png, pdf, and doc.
3. Click on the 'Add More Document' button to add the document in the document list.
4. Enter the remarks for the profile update request.
5. Click on the Interim Save button to save the data entered in the system.
6. Click on the Submit button to submit the profile update request.

1.8 Step 8: Success Message

The system will display Success Message along with the Acknowledgement Number if all data validations are successful and there are no errors. The Acknowledgement Number can be saved and used for tracking the status of the request and following up with the GRA Tax Officer. The updates will be reflected in the company profile after its approval by the GRA Tax Officer of your assigned GRA Taxpayer Service Center (TSC).

Figure 11: Success Message

