

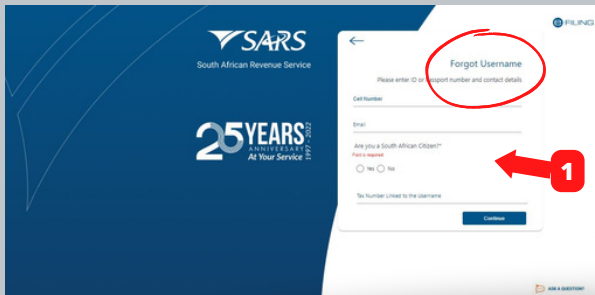
ACCESS DENIED

I CAN'T LOG IN TO MY EFILING PROFILE



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You can't remember your password, username, or even the answers to the security questions... It's filing season and you need to submit your return, but can't log in to your profile. Now what?



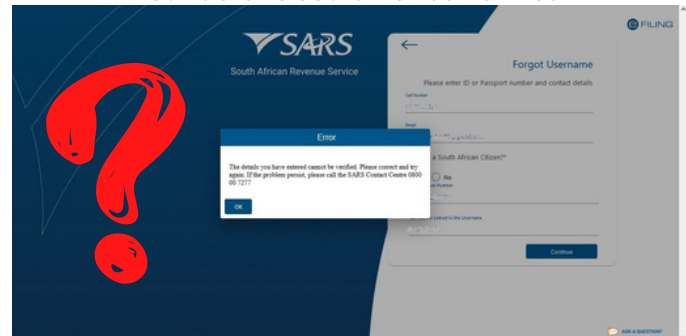
Step 1:

- Go to the [eFiling login page](#)
- Select "forgot username" first
- Complete your cellphone and email address
- Fill in your ID and Tax number

See page 2 for the steps if this is your case

ERROR

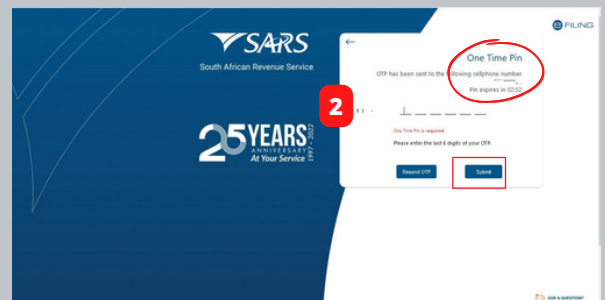
"Your details could not be verified"



IF YOUR EMAIL AND CELLPHONE DETAILS ARE CORRECT, YOU WON'T RECEIVE THIS ERROR MESSAGE, SARS WILL SMS YOU A OTP

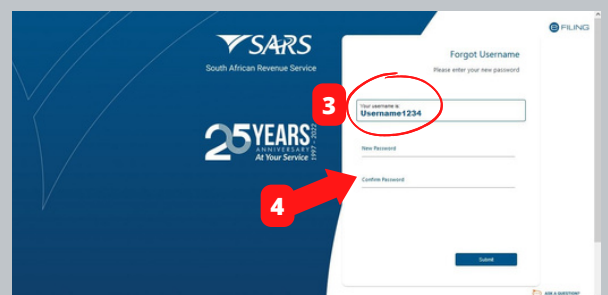
Step 2:

- Complete the OTP
- Select submit



Step 3:

- Once the OTP has been verified, SARS will show you your Username
- You can reset your password now and log in to your eFiling.



ACCESS DENIED

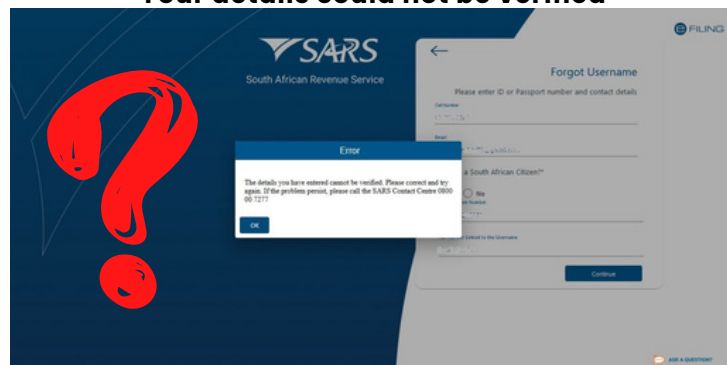
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ERROR

"Your details could not be verified"



IF THIS IS THE CASE, EITHER YOUR CELLPHONE NUMBER OR EMAIL ADDRESS, OR BOTH DO NOT MATCH THE SECURITY DETAILS ON YOUR RAV FORM.

Book an appointment with SARS to update your security details

1. Go to the **SARS Bookings page** (click for link)
2. Select "Individual" then "make a new appointment"
3. Complete your details
4. Select a "telephonic" appointment, the category is "other" and the reason for the appointment is "maintain ID"
5. You can choose any province, branch, date, and time available.
6. Confirm the booking and write down the case number for the booking.

Next;

1. Go to the **SARS online query system** (click for link)
2. Complete the form for "Supporting documents upload"
3. The "case no." is the reference number for the appointment booking
4. Complete your personal details, just like you completed the details in the appointment booking form
5. Upload the following documents (all PDF files):
 - Certified copy of your ID
 - Selfie of you, holding your ID and a note stating "update my details"
 - A formal letter, signed by you stating your correct contact details and that you wish to have SARS update the current details

A SARS consultant will call you on the date and time of the appointment and assist you in updating your security details. This usually takes up to 48 hours to finalize.

Make sure you get a new case number if you have to follow up at a later date.