



Online TIN Service (OTS)

External Users' Manual

Version 1.0

09/02/2019

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1. Introduction

Online TIN Services (OTS) is the online platform that will allow TRA to provide a more efficient and cost effective self-service TIN registration to customers(Taxpayers) in a timely manner, as access to the service will be made available on a 24/7 basis. The System shall be integrated with National Identification System for proof of individual identity during registration process. The System requires that each applicant has a National Identification Number (NIN) that has been issued by National Identification Authority (NIDA).

2. Overview

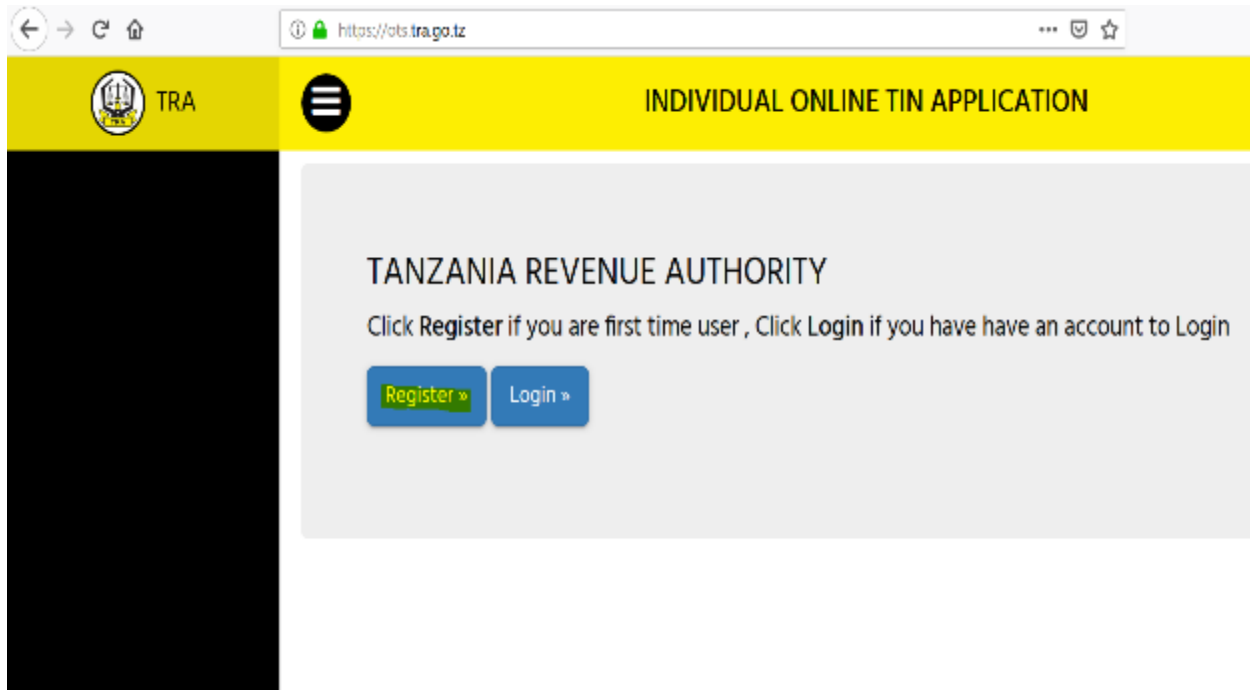
Online TIN service allow Taxpayer to be registered and profile to be created online. It is a Web-based self-service facility that enable Taxpayer to receive and print copy of TIN certificate without visit TRA offices.

3. Getting Started

3.1 NIN Authentication and User Management

User: **Taxpayer**

- One-Time Password (OTP) Authentication
- i. Browse Online TIN Service on TRA website (www.tra.go.tz) found under Register TIN or direct URL (<https://ots.tra.go.tz>) and click register button



- ii. Enter National ID and Mobile Number captured during national ID registration and then Click Next button

The screenshot shows the 'INDIVIDUAL ONLINE TIN APPLICATION' page on the TRA website. The header is yellow with the TRA logo and a menu icon. The main content area is white and features the TRA logo and the text 'TANZANIA REVENUE AUTHORITY'. Below this, the heading '1. Taxpayer Identification Information / Taarifa ya Uthibitisho za Mlipakodi' is displayed. There are two input fields: 'National ID:' and 'Mobile Phone No:'. The 'Mobile Phone No:' field has a placeholder '0000000000' and a note '(Enter mobile phone registered in National ID)'. A 'Next' button is located at the bottom right of the form.

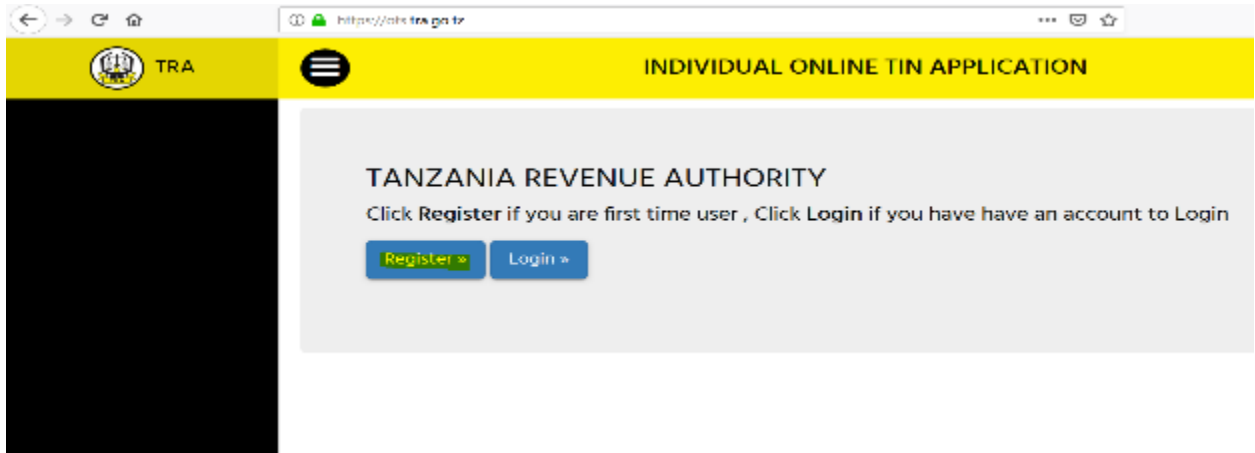
iii. Enter One Time Password (OTP) and Click Next

The screenshot shows the 'INDIVIDUAL ONLINE TIN APPLICATION' page on the TRA website, Step 2: One Time Password. The header is yellow with the TRA logo and a menu icon. The main content area is white and features the TRA logo and the text 'TANZANIA REVENUE AUTHORITY'. Below this, the heading '2. One Time Password' is displayed. A message states 'A One Time Passcode has been sent to your Telephone. Enter Passcode that you have received in your Phone'. There is a 'Passcode' input field. A 'Back' button is on the left and a 'Next' button is on the right.

➤ Random Security Questions Authentication

If mobile number is wrong or not entered the system will authenticate user by using random security questions that relate to the details of provided during National ID registration

- i. Browse Online TIN Service on TRA website (www.tra.go.tz), under Register TIN or direct URL (<https://ots.tra.go.tz>) and click register button



ii. Enter National ID then click Next



iii. Enter Security Answers then click Next

TRA

INDIVIDUAL ONLINE TIN APPLICATION

TANZANIA REVENUE AUTHORITY

3. Authentication Dialogue / Taarifa ya Utambulisho za Mlipakodi

Answer the Following Questions

Mention the ward of your permanent address / Taja kata ya makazi yako ya kudumu

Back Next

- iv. Select the Options for communicating login credentials (Email and Phone) and enter Email/Mobile Phone, Click Submit

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INDIVIDUAL ONLINE TIN APPLICATION

TANZANIA REVENUE AUTHORITY

Applicant Contact Details

Name

National ID Number

How would you like to receive your Login Credentials?

You will receive verification code through your contacts. **

Email

Phone

Cancel Submit

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- v. Enter the received login credentials and new password then Click Change Password

The screenshot shows the 'Change Your Password' form within the 'INDIVIDUAL ONLINE TIN APPLICATION' interface. The header includes the TRA logo and a menu icon. The form contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password', each with a yellow mask. A yellow 'Change Password' button is located at the bottom of the form.

vi. Click Ok to login

The screenshot displays a success message: 'Your password has been changed successfully. Click OK To login in the system'. A yellow 'OK' button is positioned below the message.

vii. Enter National ID and Password then click Log in



TIN / NATIONAL ID NO:

You must enter TIN/National ID Number


Password:

Log In


Forgot Password Home

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viii. Enter passcode



TRA



INDIVIDUAL ONLINE TIN APPLICATION

Verify Password

A One Time Password has been sent to your Telephone/email. Enter Passcode that you have received in your Phone/email

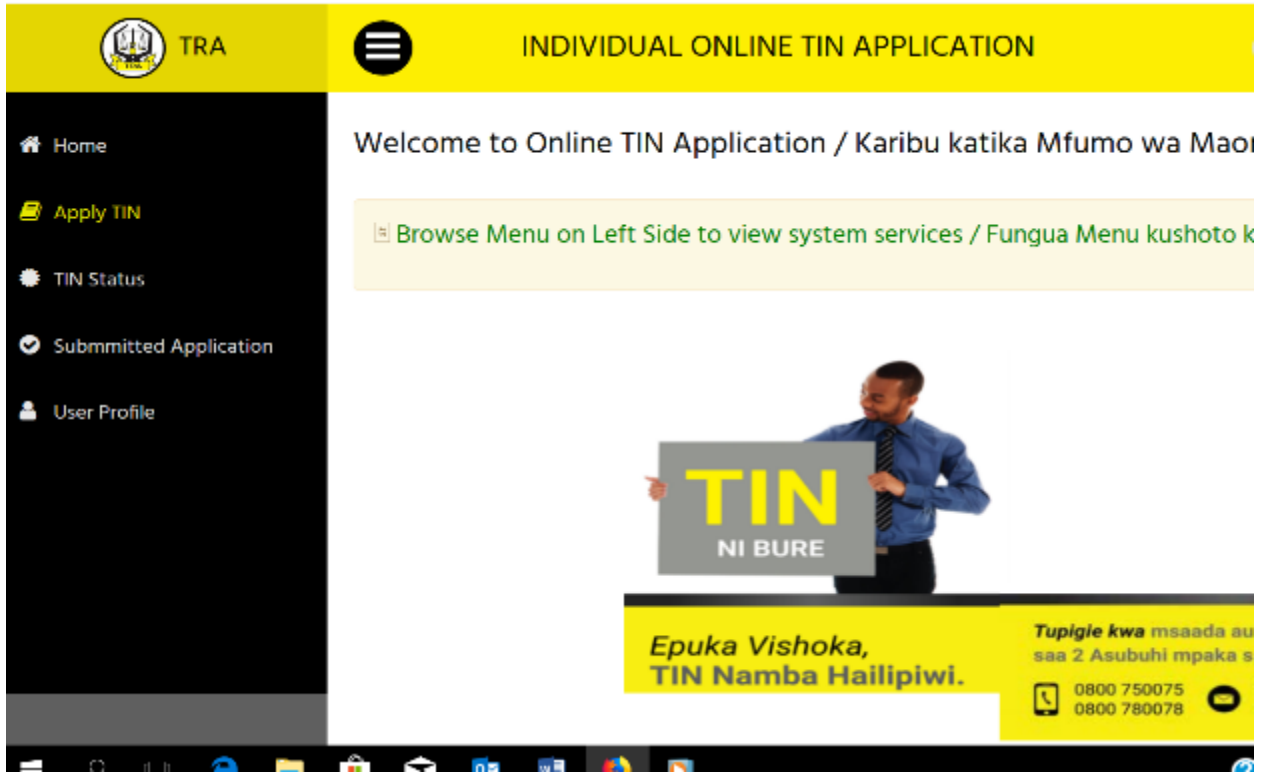
Passcode

Submit

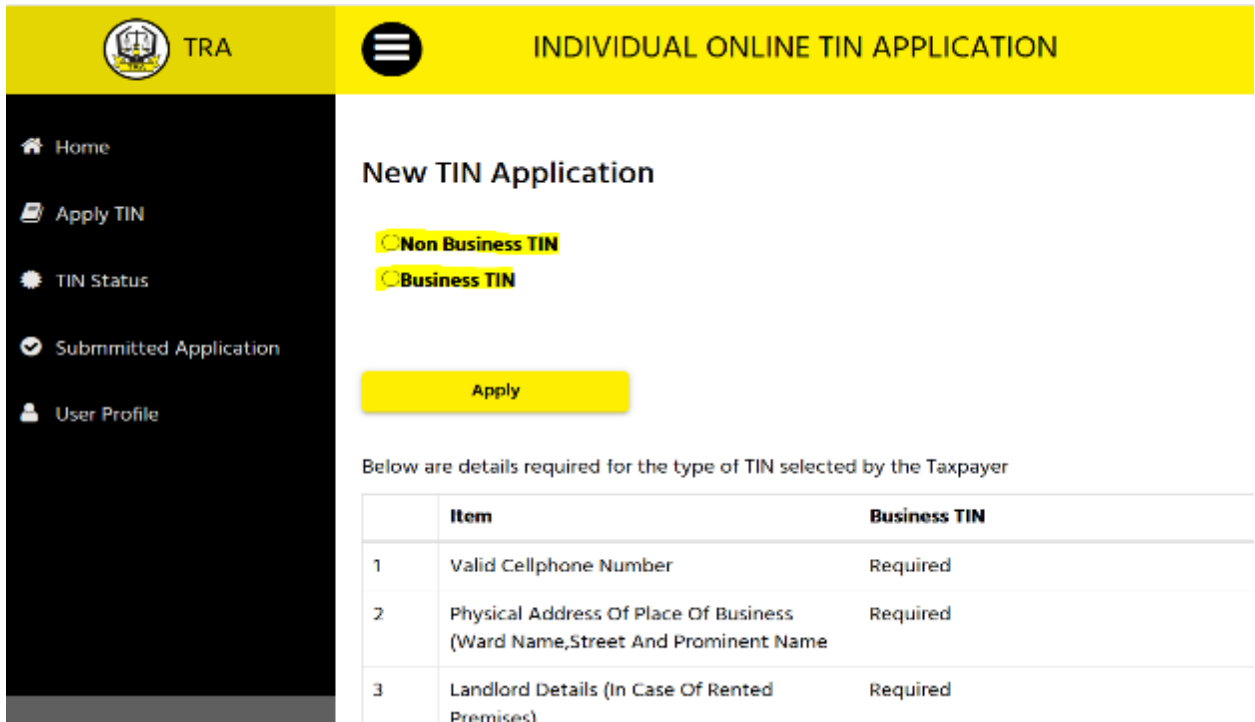
3.2 Online TIN Registration

User: **Taxpayer**

- i. Click Apply TIN



- ii. Select Non Business TIN or Business TIN



iii. Fill TIN registration form then click Next



iv. After completing of the form Click Submit

TRA

- Home
- Apply TIN
- TIN Status
- Submitted Application
- User Profile

3. Employment Details / Taarifa za Mwajiri

Employment Status / Hali ya Ajira *

Employed Self Employed Foreign Mission Not Employed

4. Applicant Declaration/ Uthibitisho wa Mwombaji

I, the undersigned, do hereby declare that the particulars given above kwamba taarifa zilizopo hapo juu ni kamili na sahihi kwa kadri ya ufaha

Applicant Signature / Saini ya Mwombaji

[Handwritten Signature]

<< Back Submit Preview Cancel

v. Click TIN Status to view application status(TIN)

TRA INDIVIDUAL ONLINE TIN APPLICATION We

- Home
- Apply TIN
- TIN Status
- Submitted Application
- User Profile

Non Business TIN Registration Form

Your application has been submitted successfully. Your TIN is [REDACTED] Click TIN status in left menu to Print your TIN

- vi. Click Print Certificate to Print copy of TIN certificate

The screenshot shows the 'INDIVIDUAL ONLINE TIN APPLICATION' interface. On the left is a navigation menu with options: Home, Apply TIN, TIN Status, Submitted Application, and User Profile. The main content area is titled 'Status of TIN Application' and contains a success message: 'Your application was completed Successfully, Your TIN Number is per below, Click Print to print online copy Certificate, please visit your assigned TRA Office.' Below this is a link 'Print Online TIN Certificate' and a table with the following data:

TIN	Taxpayer Name	Registered Date	
[REDACTED]	[REDACTED]	09/02/2019	Print Certificate

4. Support

Table 1 - Support Points of Contact

Contact	Organization	Phone	Email	Role	Responsibility
TRA Huduma	TRA	0800 750 075 / 0800 780 078	services@tra.go.tz	TRA Contact Centre	TRA Education Services

Appendix B: Acronyms

Table 2 - Acronyms

Acronym	Literal Translation
CDLS	Central Driving License System
OTS	Online TIN service
NIDA	National Identification Authority
NIN	National ID number
OTP	One Time Password
TIN	Tax payer identification Number
TP	Tax Payer
TRA	Tanzania Revenue Authority

