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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](http://www.tra.go.tz)) found under Register TIN or direct URL ([https://ots.tra.go.tz](https://ots.tra.go.tz)) and click register button
  
  ![Screen Capture](image)

  **Tanzania Revenue Authority**
  
  Click Register if you are first time user, Click Login if you have an account to login

  ![Register Button](image)

  ![Login Button](image)

  ii. Enter National ID and Mobile Number captured during national ID registration and then click Next button
iii. Enter One Time Password (OTP) and Click Next

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

v. Enter the received login credentials and new password then Click Change Password
vi. Click Ok to login

vii. Enter National ID and Password then click Log in
viii. Enter passcode

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
Click TIN Status to view application status (TIN)
vi. Click Print Certificate to Print copy of TIN certificate
4. **Support**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Organization</th>
<th>Phone</th>
<th>Email</th>
<th>Role</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRA Huduma</td>
<td>TRA</td>
<td>0800 750 075 / 0800 780 078</td>
<td><a href="mailto:services@tra.go.tz">services@tra.go.tz</a></td>
<td>TRA Contact Centre</td>
<td>TRA Education Services</td>
</tr>
</tbody>
</table>

Table 1 - Support Points of Contact
# Appendix B: Acronyms

Table 2 - Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Literal Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDLS</td>
<td>Central Driving License System</td>
</tr>
<tr>
<td>OTS</td>
<td>Online TIN service</td>
</tr>
<tr>
<td>NIDA</td>
<td>National Identification Authority</td>
</tr>
<tr>
<td>NIN</td>
<td>National ID number</td>
</tr>
<tr>
<td>OTP</td>
<td>One Time Password</td>
</tr>
<tr>
<td>TIN</td>
<td>Tax payer identification Number</td>
</tr>
<tr>
<td>TP</td>
<td>Tax Payer</td>
</tr>
<tr>
<td>TRA</td>
<td>Tanzania Revenue Authority</td>
</tr>
</tbody>
</table>