

How to Edit your E-User Information

CHANGE YOUR USER PASSWORD ON FIRST LOGIN

- Log in to the system as an E-user
- Change password:
 1. Enter old password in field {Old password}.
 2. Enter new password in field; {New password} and repeat it in field
 3. {Repeat new password}.

HOW TO UPDATE YOUR PERSONAL DATA

- Click [Log in]
- Enter your credentials
- Select menu "User administration → Change personal data".
- Enter user NIS code in field {Social security number}.
- Click [Save].
- Click [Ok].
- Log out

HOW TO CHANGE YOUR PASSWORD

1. Log in to the system as E-User
2. Select menu "User"
3. Click "Change password"
4. Click "Change"
5. Repeat steps 1 to 3 under "Change your Password on First Login Above"

HOW TO MAKE PAYMENT AND FILE

4 Step Four: Making a Payment

On the left corner of the screen select "Payment order search"

- Click "New"
- Click "New payment item"
- Enter payment details
- Click [Save information].
- Select "Mark as prepared".
- Select "Perform E-payment".
- Enter credit card information
- Click [Pay]
- Click [Save].

Tax E-Services
Save time!
Register, File & Pay Online!
<https://eservices.gov.gd>

For Further Assistance Contact the Division

Telephone

Office:(473) 440-3556/435-6945/6946

Helpdesk :(473) 435-0223/1905

Fax: 473) 440-6621

Toll Free:1-855-835-1498

Email

etaxhelpdesk@ird.gd or gndird@ird.gd

Website

www.ird.gd



Basic Information About Electronic Services



Inland Revenue Department
Ministry of Finance
Financial Complex Bldg
Carenage
St. George's
Grenada

HOW TO APPLY FOR E-USER REGISTRATION TO USE THE TAX E-FILING SYSTEM ONLINE

What is an E-User Registration?

E-user registration will allow individuals to gain access to the system. Either for themselves as a taxpayer or on behalf of another taxpayer who has assigned the individual such rights and privileges.

An external user who has no Tax Identification Number (TIN) is allowed to perform only basic functions in the system:

- To submit general taxpayer registration form for becoming an individual taxpayer
- Change his/her account's data
- Accept representation request
- Represent other taxpayer according assigned privileges.

What do you Need to Apply for E-User Registration?

To complete your request for an E-User registration you will need the following:

- Electronic copy of your Passport picture page, Drivers Licence, or National ID
- Tax identification number (Optional) if already registered with the IRD

How to Apply to Become an Electronic User



Step One: Make a Request for an E-User ID

- Open the Tax e-services webpage using Google Chrome, Mozilla Firefox <https://eservices.gov.gd>
- Click **[Register user]**
- Fill in the form that appears
- Upload the required attachment: Click **[Browse]** and select the relevant PDF, PNG, or JPG file in your computer
- Enter the *Captha* code displayed
- Review and tick the checkbox to agree with “Terms and conditions for using the system”
- Click **[Request]**
- Click **[Ok]** (A confirmation message will be sent to your email)



Step Two:

To Access the Confirmation Message

- Open your e-mail account
- Open e-mail message sent from the system “eservicesinfo.@gov.gd”
- Read and Click the link in the e-mail message

If you do not receive the email message within ten (10) minutes please check your junk mail.

Once the request has been approved by the Inland Revenue Division, another email message will be sent with username and password for access to the system. Each username and password is unique to the individual and should not be shared.



Step Three:

Accessing the Tax E-Filing System

- Open Tax e-filing system web page <https://eservices.gov.gd>
- Enter user name and password
- Click **[Log-in]**

Once you have gained access to the system, the process of E-User Registration is complete.