



INSTRUCTIONS FOR USING THE INLAND REVENUE ACCESSING AND USING SMARTS VIA THE MY-GOVERNMENT PORTAL

Dear Taxpayer, thank you for accepting the St. Kitts and Nevis Inland Revenue Department's invitation to explore SMARTS. Please find below, steps by steps instructions one should employ when:

- A) Registering for a SMARTS My-Government Account
- B) Activating your SMARTS Account – Quick Steps for Existing Taxpayers that use E-Services
- C) Filing an objection on the smart My-Government Portal
- D) Filing a return on the SMARTS My-government Portal
- E) Registering as a new taxpayer in the Inland Revenue Department online portal

Should you experience any problem(s), do contact the Inland Revenue Department's help Desk for

TELEPHONE SUPPORT:

St. Kitts: Tel: (869) 465-8485, Exts: 3454/ 3405/ 3442/ 3443/ 3466, from 8:00 a.m. to 8:00 p.m.

Nevis: Tel: (869) 469-5856, Exts: 6018/ 5013, from 8:00 a.m. to 4:00 p.m.

E-MAIL ASSISTANCE:

Email: sknhelpdesk@ird.gov.kn

INSTRUCTIONS FOR USING SMARTS MY GOVERNMENT PORTAL

A) To register for a SMARTS My-Government Account, follow these steps:

- 1) Click on "Create an account" if you don't have a SMARTS e-Government account. If it's your first time logging in, click on "Register."
- 2) Fill in your information, including your full name, email address, and password.
- 3) Click on "Confirm Account" after entering your information.
- 4) Check your email for an activation link. Click on "Activate Account" in the email received.
- 5) Once activated, you'll be notified that your account has been successfully activated.
- 6) Log in using your newly created account credentials.
- 7) Access the SMARTS e-Government portal, including the Inland Revenue Department portal.

For more information on using the SMARTS e-Government Portal, refer to our instructional videos. If you have any questions, feel free to reach out.

B) To Activate Your SMARTS Account – Quick Steps for Existing Taxpayers

1. Visit www.sknird.com.
2. Click on "E-Services" in the top right corner.
3. Select "SMARTS."
4. Choose "Create an Account."
5. Click "Register" and fill in your details.
6. Confirm your account.
7. Complete the characters provided on the page.
8. Check your email for the activation link.
9. Click on the activation link.
10. Contact the Inland Revenue Department for Activation Code or enter your Taxpayer Identification Number (TIN) and old e-services credentials.
11. Log in to SMARTS SKN My Government Portal.
12. Access My Government Portal.
13. Go to IRD Portal.
14. Click "Activate Now" under existing taxpayer.
15. Click one of the three options provided.
16. Enter the activation code received from the Inland Revenue Department.
17. Once you've completed all the steps above correctly your account will be activated.

C) To file an objection on the smart My-Government Portal, follow these steps:

1. Log in to your smart online account. If you haven't created one, create an account first.
2. Once logged in, navigate to "Request" at the top of the screen.
3. Click on "File an Objection" on the right side of the screen.
4. Follow the three steps to complete the objection:
 - a. Select the disputed decision (e.g., tax assessment).
 - b. Complete the statement of objection by uploading the letter of objection and supporting documentation.
 - c. Confirm the objection by reviewing the information before submission.
5. Click on "Start" to proceed with the objection.
6. Choose the disputed decision type (e.g., tax assessment) and specify the tax type and period.
7. In the statement of objection, upload the letter of objection and any supporting documentation.
8. In the final step, confirm the objection. Review the information before submitting.
9. Upon submission, you will see the submitted icon on the right side of the screen, indicating that the objection is successful.
10. Optionally, click on "View Details" to navigate to the tax period for more information.
11. That's it! Once completed you will successfully file an objection on the smart eGovernment portal. If you have any questions, feel free to reach out. Thank you for watching our instructional video.

D) To file a return online on the SMARTS My-government Portal, follow these steps:

1. Log in to your SMARTS online account. If you haven't created an account, refer to the how-to video on creating a SMARTS e-government account.
2. After logging in, you'll see your active taxes, licenses, and arrears. Check for upcoming deadlines, including filing and payment deadlines.
3. If applicable, navigate to the specific tax category (e.g., VAT) and click on "View Details."
4. To file a return, click on "File Return."

5. Select the return period, in this case, December 2023.
6. Follow the steps listed on the left side of the screen:
 - a. Click on "Start" to enter the output tax.
 - b. Enter the output tax information as prompted.
 - c. Move to the next step to enter the input tax information.
7. Confirm and verify the entered amounts for VAT before submitting the return.
8. Review the total VAT payable, ensuring accuracy.
9. Click on "Confirm" to submit the return.
10. After successful filing, you can view the notice of assessment and make an online payment if needed.
11. That's it! Once completed you will successfully file a return on the SMARTS e-government portal. If you have any questions, please reach out for assistance.

F) To register as a new taxpayer in the Inland Revenue Department online portal, follow these steps:

1. Log into your My Government account. If you don't have one, create an account by following our tutorial video on creating a My Government account.
2. Click on "Register as a New Taxpayer."
3. Select the type of taxpayer you are registering as; in this example, let's choose "Sole Trader."
4. Follow the steps on the left side of the screen to complete the registration form.
5. Start with personal information, providing accurate details.
6. Upload at least two identification documents, choosing from a passport, social security, driver's license, or national ID card.
7. Proceed to fill in your home address.
8. Move on to the postal address. If different from the home address, provide the required information.
9. Fill in the contact information.
10. Register the business information by entering the trade name and uploading supporting documents.

11. Add establishments, providing details on business activities. Add additional establishments if necessary.
12. Click on "Confirm Registration" to review the information.
13. Save a copy of the registration form in PDF format.
14. Confirm that all information is accurate and certify that the details provided are correct to the best of your knowledge and belief.
15. Submit the registration.
16. The system will confirm the submission, and the Inland Revenue Department will review the information.
17. Upon approval, you will receive an email notification. The department may contact you if further information is needed.

Thank you for reading these registration process instructions. Once Completed you will be registered as a new taxpayer in the Inland Revenue Department online portal.