



## 1) Can my employee use my company's registration?

A: No, because the registration is under the individual practitioner and **not** the company.



**2) Is VP registration limited to CPAs, Attorneys or Enrolled Agents? Is a PTIN required?**

A: No, VP registration is allowed as long the applicant receives compensation to prepare Hawaii Tax Returns and/or works to resolve tax related issues.

### 3) What happened next after submitting application for a verified practitioner?

- 1) Submit the application online or by paper
- 2) Online applicants will be notified by email once the application has been reviewed or approved. Online account is available once the email is received.
- 3) The verified practitioner letter with the V.PID will be mailed to business address the next day after the application is approved.

The letter is also available on online account on the same day.

- 4) If you submit application by paper, you may use the information on the letter to "Sign up" your verified practitioner account online.
- 5) You are ready to request access to you Clients' account (Taxpayers don't have to sign up prior to your request)



## 4) What is a V.P online account?

A: It is an online account which allows you to view and manage your personal and clients' tax information that you have access to.



5) Are my clients notified about the online access?

A: Yes your clients will be mailed a letter to their last known address regarding your access. No action is required from your client as long as the access is accepted.



## 6) What do my clients see on the notification letter?

A: Once you gained access to your clients' accounts online, they will be notified of your access in the mail.

On the letter, it will show:

Tax account(s) being granted access

Practitioner's name

Practitioner's company's name (if updated online)

Department's contact information

## 7) How do I update my company's and address information?

A: You may update the information by clicking "Name & Addresses" tab and click the respective fields to add or edit.

The screenshot displays a web application interface. At the top, there is a teal navigation bar with a hamburger menu icon and the text "Menu" on the left, and a home icon with the text "My Home" on the right. Below the navigation bar, there is a user profile section with a partially visible email address "T.\*\*\*\_\*\*" and a blacked-out name. A notification bubble with an orange exclamation mark icon contains the text "You do not have access to any Tax Accounts". Below this is a horizontal tab bar with five tabs: "REQUESTS", "MESSAGES<sup>1</sup>", "LETTERS<sup>0</sup>", "NAMES & ADDRESSES" (which is highlighted in teal), and an unlabeled tab. Under the "NAMES AND ADDRESSES" section, there is a table with the following rows: "Company Name" with a red "Add" button, "Legal Name" with a blacked-out value, and "Mailing Address" with a blacked-out value.

Menu My Home

T.\*\*\*\_\*\*

You do not have access to any Tax Accounts

REQUESTS MESSAGES<sup>1</sup> LETTERS<sup>0</sup> NAMES & ADDRESSES

**NAMES AND ADDRESSES**

Company Name	Add
Legal Name	
Mailing Address	



8) Do I still need a POA when I have online access to my clients' accounts?

A: Yes, a POA is required if you contact the department requesting actions and/or information which are beyond the scope of the online access.





9) Who do I contact if I need assistance to navigate Hawaii Tax Online or if my client access request was denied?

A: Contact our E-filing section at (808)543-6814 with the confirmation number of your request, which you may find under "Request" tab.



## 10) Who do I contact if I need assistance to sign up my clients?

A: Contact our E-filing section at (808)543-6814 with a POA with the "Support ID" and the session date.

To obtain "Support ID" – stop at where can't move forward - Click "Menu" – "View Support ID" – say yes

***!!! Make sure the email address to receive the "Authentication Code" is inputted correctly!!!***



11) Do my clients have to sign up for an online account?

A: No, as the new system is integrated, your VP Hawaii Tax Online account allows you access to your client's already existing account.

Therefore, your client need not create an online account unless they want to access his/her own account information.



12) Can more than one VP registered employee gain access to the same client's account?

A: Yes, multiple VPs can access to the same account.

# 13) What if I'm no longer working with a client?

A: You may inactive your access by going to "View My Profile" - "Manage Logons" - "3rd Party Access" and select "Active" to make it "Inactive".

The screenshot shows a user profile management interface. At the top, there is a navigation bar with 'Menu', 'My Home', and 'Profile'. A 'Log Off' button is in the top right. Below the navigation bar, there is a 'PROFILE' section with fields for Web Name, Phone 1, Phone 2, Email, Question, Auth Email, and Email Notifications. A callout box titled 'I WANT TO...' contains links for 'Change My Profile' and 'Change My Password'. Below the profile section, there are tabs for 'MY ACCOUNTS', 'OTHER ACCOUNTS', and 'MANAGE LOGONS'. Under 'MANAGE LOGONS', there are sub-tabs for 'LOGONS', '3RD PARTY ACCESS', and 'SETTINGS'. The '3RD PARTY ACCESS' tab is active, showing a table of logons. The table has columns for Web Logon, Access Type, Name, Account Id, Account Type, and Access Level. The 'Access Level' column contains 'Active' and 'Inactive' status indicators.

Web Logon	Access Type	Name	Account Id	Account Type	Access Level
[REDACTED]	Third Party	AD	[REDACTED]	General Excise Tax (G-45 Ta: File & Pay	Active
[REDACTED]		AD	[REDACTED]	General Excise Tax (G-49 Ta: File & Pay	Active
[REDACTED]		ALC	[REDACTED]	General Excise Tax (G-45 Ta: File & Pay	Active
[REDACTED]		ALC	[REDACTED]	General Excise Tax (G-49 Ta: File & Pay	Active
[REDACTED]		ALC	[REDACTED]	General Excise Tax (G-45 Ta: File & Pay	Active
[REDACTED]		ALC	[REDACTED]	General Excise Tax (G-49 Ta: File & Pay	Active
[REDACTED]		AN	[REDACTED]	General Excise Tax (G-45 Ta: File & Pay	Active
[REDACTED]		AN	[REDACTED]	General Excise Tax (G-49 Ta: File & Pay	Active
[REDACTED]		AN	[REDACTED]	General Excise Tax (G-45 Ta: File & Pay	Inactive
[REDACTED]		AN	[REDACTED]	General Excise Tax (G-49 Ta: File & Pay	Inactive
[REDACTED]		AN	[REDACTED]	General Excise Tax (G-45 Ta: File & Pay	Active
[REDACTED]		AN	[REDACTED]	General Excise Tax (G-49 Ta: File & Pay	Active

# 14) What if my client wants to disable 3rd party access to their online account?

A: The taxpayer may call the Department to change the online set up or go to his/her online account and click "View my Profile" - "Manage Logons" –"Settings"- on "Third Party Logons Allowed" change "Yes" to "No."

The screenshot shows a web portal interface. At the top, there is a teal navigation bar with a 'Menu' icon and a home icon followed by 'My Home » Profile'. Below this, the 'PROFILE' section is visible, listing various fields: Web Name, Phone 1, Phone 2, Email, Question, Auth Email, and Email Notifications. To the right of the profile section is a box titled 'I WANT TO...' containing links for 'Change My Profile' and 'Change My Password'. Below the profile section is a horizontal menu with three tabs: 'MY ACCOUNTS', 'OTHER ACCOUNTS', and 'MANAGE LOGONS'. Under 'MANAGE LOGONS', there are three sub-tabs: 'LOGONS', 'MY ACCOUNTS ACCESS', and 'SETTINGS'. The 'LOGONS' sub-tab is active, showing a table with the following data:

New Logons Allowed	Yes
Third Party Logons Allowed	Yes
Default Access Level for New Logons	File & Pay

# 15) How can my clients inactive the 3<sup>rd</sup> party access?

A: Taxpayers may call the Department or operate this online by clicking "View my Profile" - "Manage Logons" - "3rd Party Access" and select "Active" to make it "Inactive".

The screenshot shows a user interface for managing logons. At the top, there is a navigation bar with a menu icon, "Menu", a home icon, "My Home » Profile", and a "Log Off" button. Below the navigation bar, there is a "PROFILE" section with a list of fields: Web Name, Phone 1, Email, Question, Auth Email, and Email Notifications. A mouse cursor is pointing at the "Web Name" field. To the right of the profile fields is a box titled "I WANT TO..." with two options: "Change My Profile" and "Change My Password". Below the profile section is a "MY ACCOUNTS" section with tabs for "MY ACCOUNTS", "OTHER ACCOUNTS", and "MANAGE LOGONS". Under "MANAGE LOGONS", there are sub-tabs for "LOGONS", "MY ACCOUNTS ACCESS", "3RD PARTY ACCESS", and "SETTINGS". The "3RD PARTY ACCESS" tab is selected. Below the sub-tabs is a table with columns: "Web Logon", "Access Type", "Name", "Account Id", "Account Type", "Access Level", and "Active/Inactive". The table contains several rows of data, with some fields redacted with black boxes. The "Active/Inactive" column shows "Active" for most rows and "Inactive" for some. There are also "Hide Inactive" and "Filter" buttons at the top right of the table.

Web Logon	Access Type	Name	Account Id	Account Type	Access Level	Active/Inactive
j[REDACTED]	Third Party	D[REDACTED]	G[REDACTED]1	G[REDACTED]	File & Pay	Active
		D[REDACTED]	G[REDACTED]2	G[REDACTED]	File & Pay	Active
		D[REDACTED]	G[REDACTED]1R	G[REDACTED]	File & Pay	Active
		D[REDACTED]	G[REDACTED]2R	G[REDACTED]	File & Pay	Active
		D[REDACTED]	T[REDACTED]	Tr[REDACTED]	None	Inactive
		D[REDACTED]	T[REDACTED]2	Tr[REDACTED]	File & Pay	Active
		D[REDACTED]	T[REDACTED]R	Tr[REDACTED]	None	Inactive
		D[REDACTED]	T[REDACTED]2R	Tr[REDACTED]	File & Pay	Active

## 16) Why do I only see one period/limited periods while I am supposed to see all periods?

**Record 1**

Account Type

Account ID  [What's my new ID?](#)

Period Range (leave blank for complete access):

From:  To:

Select one of the following types of validation to verify your access to this account.

Letter ID  Payment  Return

Enter one of your accounts last three payment amounts to the exact cent

Payment Amount

Check your access set up: "View My Profile" - "Manage Logons" - "3rdParty Access" – click "file & pay"

*If the periods are limited and you want to expand the access, you need to re-establish the access- click the "Active" to change it to "Inactive"; and put in the request again.*





17) Where do I send the Form N-848  
"Power of Attorney"?

A: File the POA, by faxing it to 587-1488.

However, if your POA is not on file and you have an inquiry into this office, send it to the PPS prior to your call (see next question for contact information).