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

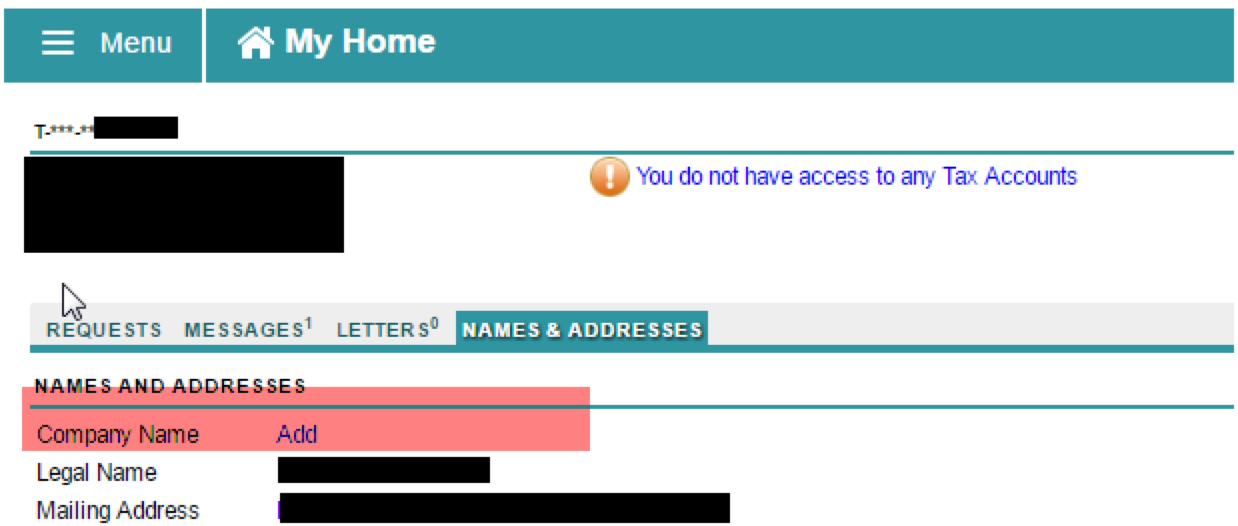
Practitioner's name

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.



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.

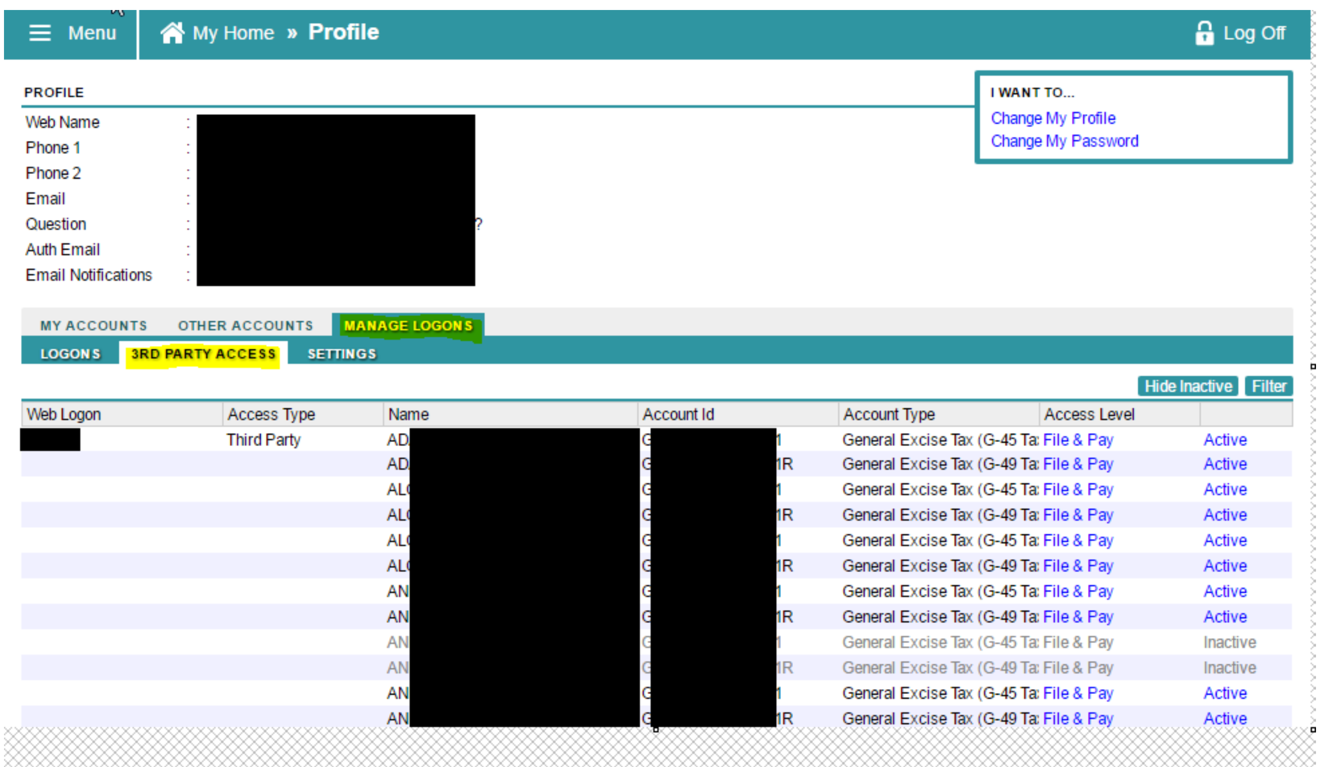
Therefore, your client need not create an online account unless they want to access his/her own account information.

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.

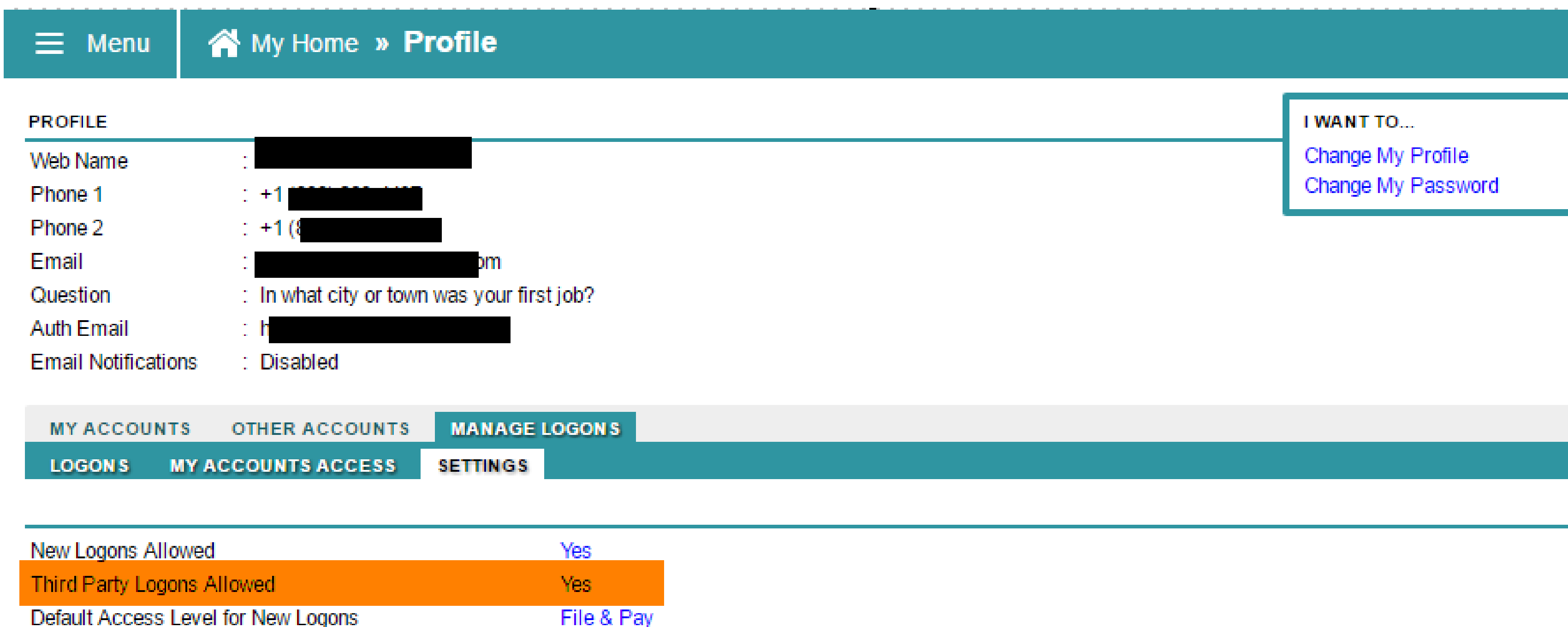
13) What if I'm no longer working with a client?

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



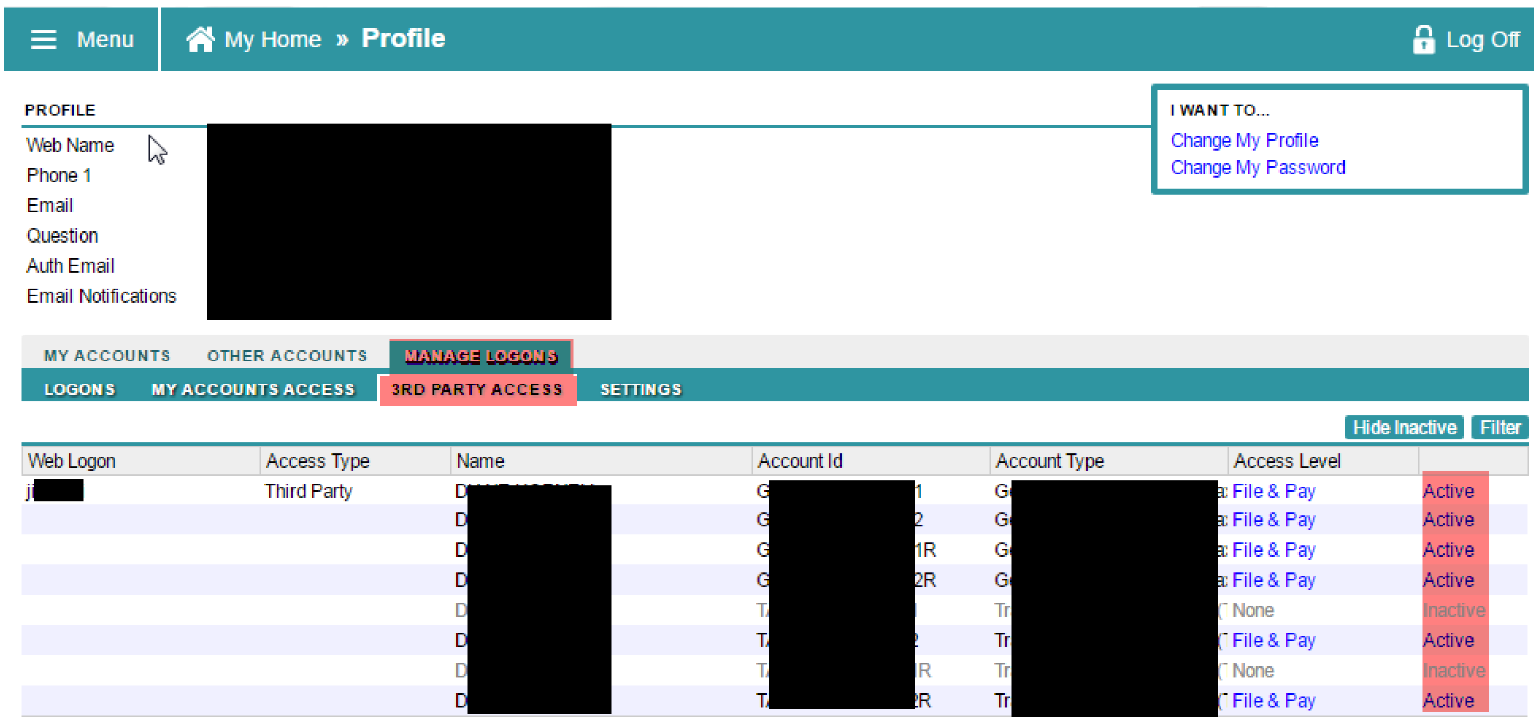
14) What if my client wants to disable 3rd party access to their online account?

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.

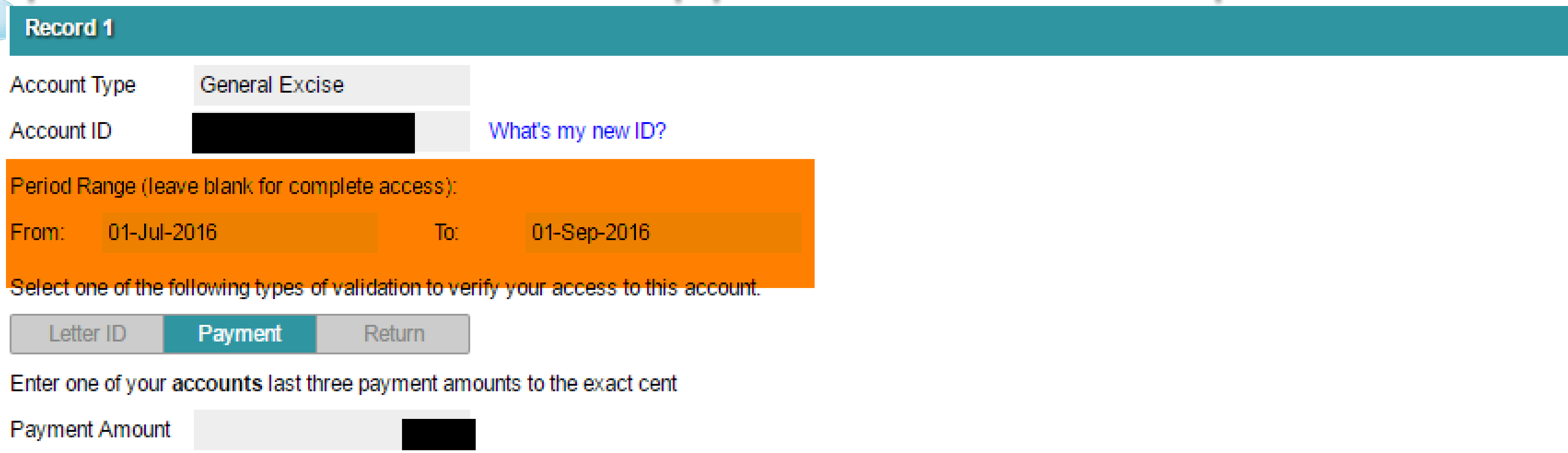


15) How can my clients inactive the 3rd party access?

- 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".



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



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).