

1) Add Access to Another taxpayer's account – step by step (3rd Party Access)

One request for one taxpayer

Step 1:

The screenshot shows a web application interface. At the top, there is a teal navigation bar with a 'Menu' icon, 'My Home' with a house icon, and a 'Log Off' button with a lock icon. Below the navigation bar, there is a black redaction box on the left and a 'I WANT TO...' dropdown menu on the right. The dropdown menu contains three options: 'View My Profile', 'Add Access to Another Account' (highlighted in red), and 'View Frequently Asked Questions (FAQ)'. Below the dropdown, there is a horizontal navigation bar with tabs for 'REQUESTS', 'MESSAGES⁰', 'LETTERS⁰', and 'NAMES & ADDRESSES'. Under the 'REQUESTS' tab, there are two sub-tabs: 'LAST 3 YEARS' and 'ALL'. Below these tabs is a table with the following columns: Confirmation #, Submitted, Status, Processed, Account Id, Account Type, Period, Title, and Logon. A 'Filter' button is located at the top right of the table.

Confirmation #	Submitted	Status	Processed	Account Id	Account Type	Period	Title	Logon
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Step 2:

1. Taxpayer Details

Taxpayer Details

You can either request access to your accounts or another entity's. Enter the ID of the taxpayer that you wish to request access from.

DISCLAIMER: If you access the account of a client who has their own Hawaii Tax Online logon, they will be able to see your name and your Hawaii Tax Online username.

ID Type

F	<input type="text"/>
4	<input type="text"/>

FEIN

Are you trying to access a **jointly owned business**? If so, the owner's SSN may be used for the ID. The remaining details should be filled out with the business' information.



Are you trying to access a **Single-Member LLC**? If so, the owner's SSN or FEIN may be used for the ID. The remaining details should be filled out with the LLC's information.

Cancel

Previous

Next

Step 3:

Tax License Search ✕

ACCOUNT ID SEARCH Search

Use one of the following fields to search for a tax license.

Customer ID (new format)	Customer ID (W format)	Taxpayer Name	DBA Name	Search
<input type="text"/>	W 99599194	[REDACTED]	<input type="text"/>	

- 1. Taxpayer Details
- 2. Account(s) Validation**

Account(s) Validation

Enter the data for one or more account. The account(s) you enter here must correspond to the taxpayer ID supplied in the previous step.

You can request access to additional accounts by clicking "Add a Record".

Record 1

Record 1

✕ Delete this Record 📄 Copy row ➕ Add a Record

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

No validation type has been selected.

✕ Delete this Record 📄 Copy row ➕ Add a Record

Cancel

< Previous Submit

Three types of validation

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

<input checked="" type="radio"/> Letter ID	<input type="radio"/> Payment	<input type="radio"/> Return
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Enter a letter ID for a letter that has been sent to this account. The License Letter cannot be used.

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

<input type="radio"/> Letter ID	<input checked="" type="radio"/> Payment	<input type="radio"/> Return
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Enter one of your accounts last three payment amounts to the exact cent

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

<input type="radio"/> Letter ID	<input type="radio"/> Payment	<input checked="" type="radio"/> Return
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Enter the Total Tax Due amount from one of your last three returns

Step 4: Please use "Add a record" for multiple accounts

GE-081-170-0224-01 **Record 2**

Record 2 Delete this Record Copy row **Add a Record**

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

No validation type has been selected.

Delete this Record Copy row **Add a Record**

Cancel ← Previous **Submit**

Taxpayer will be mailed a letter for your online access

Department of Taxation

[Redacted]

Date: October 19, 2016
Letter ID: L [Redacted]
Customer ID: T-05 [Redacted]



Dear Taxpayer:

The user identified below has been granted online access to your General Excise Tax account GE-[Redacted]-01. The user will be able to access all tax information relating to this account that is available through Hawaii Tax Online.

Name: [Redacted]

If you require further information, please contact us at the address and phone number listed below. Reference the letter ID found at the top of the page on any correspondence or phone calls to expedite the process.

Sincerely,

Department of Taxation
Taxpayer Services Branch
PO Box 259
Honolulu, HI 96809-0259
Phone: (808) 587-4242
Neighbor Islands / Continental U.S.
Toll Free: 1 (800) 222-3229

Access Denied Common Error:

- Single member LLC not using FEIN if the entity has updated the information with the Department.
 - FEIN not associated with the GE or TA accounts
(not update the Department after obtaining one from IRS).
 - Ownership was not updated with the Departments.
 - ID (SSN, FEIN or ITIN) was not updated with the Departments.
 - License letter ID was used. Current supported letters are :
 - New account notification letter
 - Registration Welcome letter
 - Statement of Taxpayers
 - Collection Referral letter
 - Not using one of last three processed payment(minus service fee if submitted from old site)
 - Not using one of the last processed return(note the paper filed return would be delayed in processing)
- Additional error for owner's sign up:
- Zip code not matching the systems. To confirm zip code for business owner, please do a search at [https://hitax.hawaii.gov/ /](https://hitax.hawaii.gov/)

If my request is denied, what information do I send with my inquiry?

The most effective way to fix the problem is to provide the Confirmation Number, which you may find under the "Request".

TAX ACCOUNTS ⁷⁴ REQUESTS MESSAGES ¹ LETTERS ⁰ NAMES & ADDRESSES								
Last 3 Years All								
LAST 3 YEARS Filter								
Confirmation #	Submitted	Status	Processed	Account Id	Account Type	Period	Title	Logon
0-35	11-Oct-2016	Completed	11-Oct-2016				Add Access t	
0-60	11-Oct-2016	Completed	11-Oct-2016				Add Access t	
0-22	10-Oct-2016	Denied	10-Oct-2016				Add Access t	
0-89	10-Oct-2016	Denied	10-Oct-2016				Add Access t	
0-71	10-Oct-2016	Completed	10-Oct-2016				Add Access t	
1-25	10-Oct-2016	Completed	10-Oct-2016				Add Access t	
0-97	07-Oct-2016	Denied	07-Oct-2016				Add Access t	
1-84	07-Oct-2016	Denied	07-Oct-2016				Add Access t	