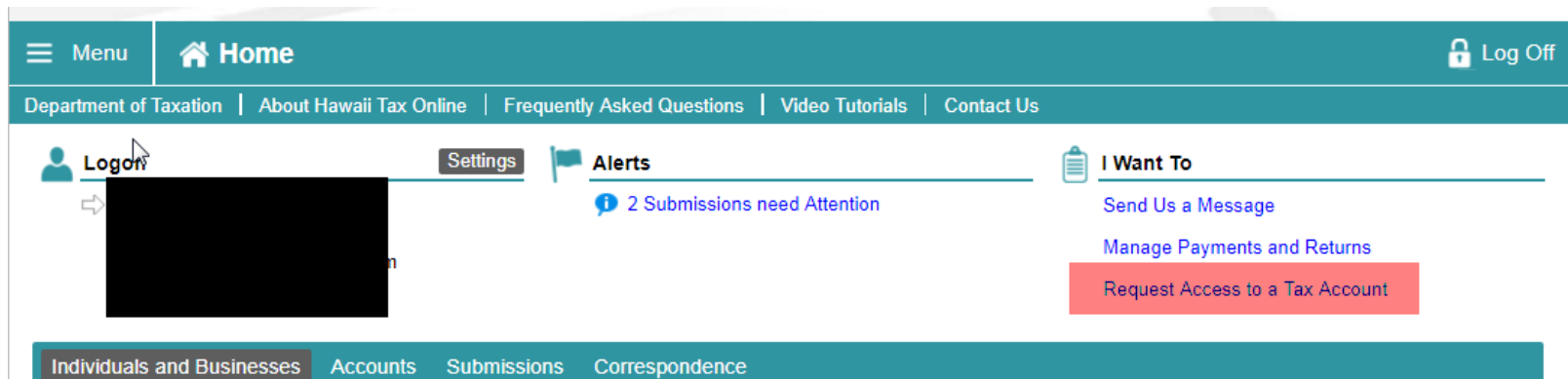


1) Add Access to Another taxpayer's account – step by step (3rd Party Access)

One request for one taxpayer

Step 1:



Step 2:

Menu Home » **Add Access to a Tax Account** Log Out

Department of Taxation | About Hawaii Tax Online | Frequently Asked Questions | Video Tutorials | Contact Us

1. Taxpayer Details

Taxpayer Details

Account Access: 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 **FEIN, SSN or ITIN is required**

ID

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.

Step 3:

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

Account(s) Validation

Account Access: Account Details

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 an Account".

Please enter an Account
Please fill out the required information. Remove an Account Add an Account

Account ID Information	Validation Method	Validation Information
Account Type Required	Select Validation Method Required	
Remove an Account Add an Account		
Cancel		Previous Submit

Account ID Information

Account Type

- Required
- Corporate Income
- Franchise
- General Excise/Use
- Public Service Company
- Rental Vehicle
- Seller's Collection
- Transient Accommodations
- Use Only
- Withholding

Validation Method

Select Validation Method

- Required
- Letter ID
- Payment
- Return

Three types of validation

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

Letter ID	Payment	Return
------------------	---------	--------

Enter a letter ID for a letter that has been sent to this account. The License Letter cannot be

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

One of the last three PROCESSED payments

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

Letter ID	Payment	Return
-----------	---------	---------------

**One of the last three
PROCESSED returns
due amount**

Enter the Total Tax Due amount from one of your last three returns

Step 4: Please use "Add an Account" to request access to the same taxpayer's multiple accounts

Account(s) validation

Account Access: Account Details

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 an Account".

Please enter an Account Please enter an Account

Please fill out the required information.

Remove an Account Add an Account

Account ID Information

Account Type

Required

Required

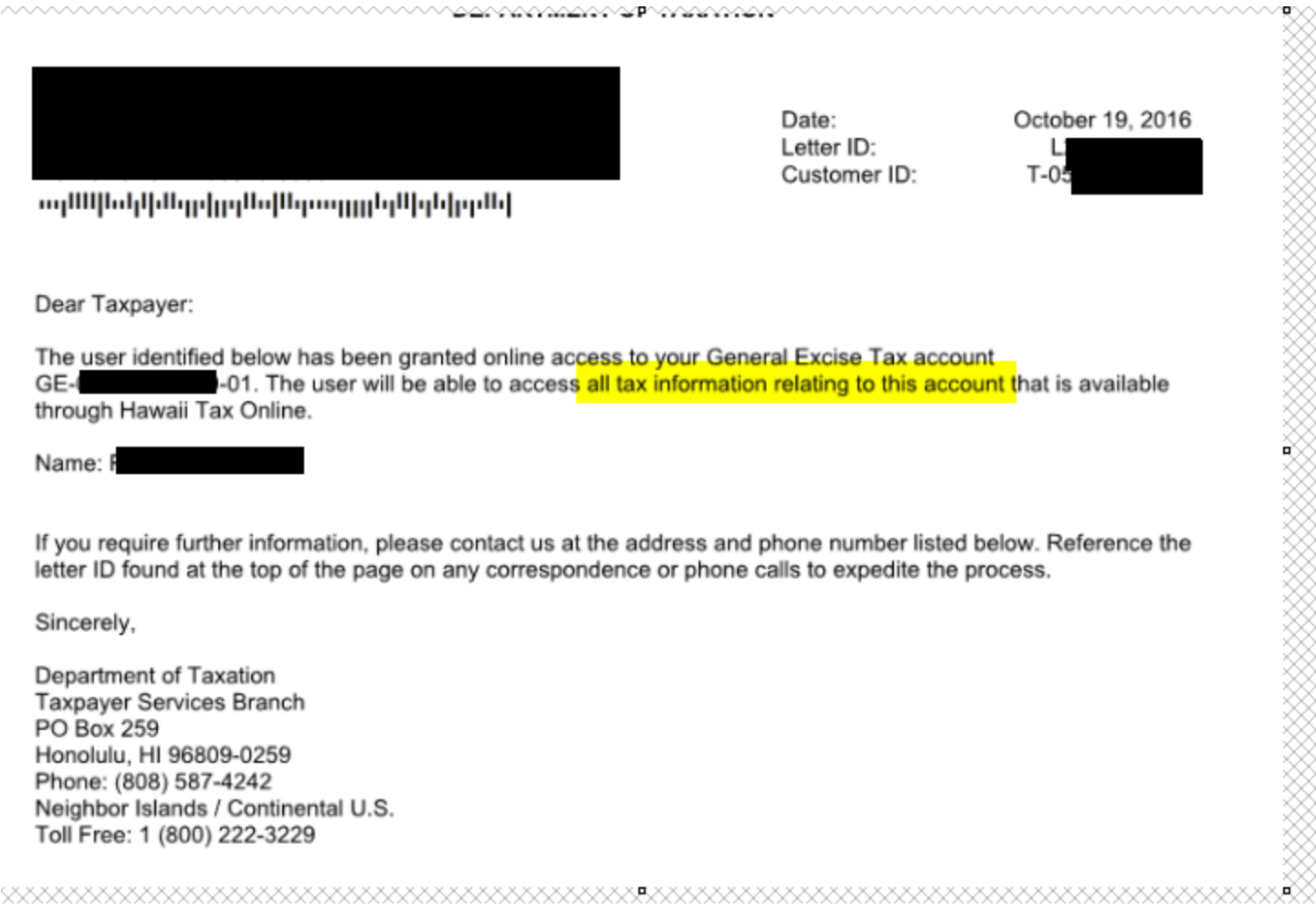
Validation Method

Select Validation Method

Required

Validation Information

Taxpayer will be mailed a letter for your online access



[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.

A confirmation number is given immediately after the request was processed and

Also can be found under "Submissions" – "Processed".