FAQ: Verified Practitioner Profile

Question #1: I've applied as a Verified Practitioner on Hawaii Tax Online. How long will it take for me to receive my Verified Practitioner Identification Number (VPID)?
Answer: Generally, applications take approximately 7 business days to process. If we need additional information from you, we will contact you directly.

Question #2: I've applied as a Verified Practitioner. How will I be notified that my application has been processed?
Answer: If you applied on Hawaii Tax Online, you would receive both an email and a Verified Practitioner Approval Letter in the mail. If you applied by paper Form PPS-12, you would receive a Verified Practitioner Approval Letter in the mail.

Question #3: Where can I find my VPID?
Answer: Your assigned VPID can be found on your Verified Practitioner Approval Letter. Please note, new applicants must wait 24 hours after their application has been processed for their letter to appear on their Hawaii Tax Online account.

1) Logon to Hawaii Tax Online.
2) Select the "Correspondence" tab.
3) Under View Letters, select the Verified Practitioner Approval Letter.

Question #4: Do I have to renew my VPID?
Answer: No, there is no renewal needed.

Question #5: How do I update my profile?
Answer: Update your profile on Hawaii Tax Online.

1) Logon to Hawaii Tax Online.
2) Select the "Names and Addresses" tab.
3) Your current information is displayed. Simply click on the hyperlink that you want to change.

Please allow 3 business days for us to process your request.

Question #6: I recently changed employer; do I have to apply for a new VPID?
Answer: No, your VPID belongs to you as a practitioner. Please update your profile (i.e. Company Name) on Hawaii Tax Online account. Please refer to Question #5 on how to update your profile.

Question #7: What is the difference between "master" and "account manager" access?
Answer: "Master" access has full authority to make changes on Hawaii Tax Online. "Account manager" access is limited. As a practitioner, you have "account manager" access to client's accounts, meaning your access is limited to mainly filing tax returns and making payments.

Question #8: My Hawaii Tax Online account says "master," so why I can't change my client's information?
Answer: You have "master" access to your Verified Practitioner profile, meaning you have full authority to make changes to your account only.

FAQ: Using Hawaii Tax Online to Service My Client's Account

Question #9: How do I get access to my client's account?
Answer: Please request access to your client's account.

1) Logon to Hawaii Tax Online.
2) Under the "I Want To" section, select "Request Access to a Tax Account."
3) Complete the validation process. You'll need to have your client's basic information (i.e. Client's Tax ID, Tax Account Number, Letter ID, Payment Info., etc.)

Question #10: What information do I need to pass the validation?
Answer: You will need the client's information. You may choose which validation you want to pass. Please provide the applicable information for the tax account that you want access to.

1) Letter ID for client (no license letter)
2) Payment amount (one of the last 3 tax payments made)
3) Return amount (one of the last 3 tax returns filed)

Question #11: How will I know that I've been granted access to a client's tax account?
Answer: You will receive an email from us.

Question #12: I passed the validation, when can I access my client's account?
Answer: You will have access to your client's account immediately.

Question #13: I received an email that I did not pass the validation, what do I do now?
Answer: Verify that you have the correct information for the tax account that you want access to. If so, you may try again. If you are still unable to pass the validation, please contact us. We will need a valid Power of Attorney to help you.

Question #14: My client has both a General Excise and Transient Accommodations tax account. After passing the validation, will I get access to both tax accounts?
Answer: No, you must request access to each tax account separately.

Question #15: Can I get "master" access to my client's tax accounts?
Answer: No, practitioner access is limited to "account manager."

Question #16: My client's address changed; can I make the change on Hawaii Tax Online for them?
Answer: No, your access is limited to "account manager." An authorized person should complete a Change of Address, Form ITPS-COA. Forms can be found on our website tax.hawaii.gov.

Question #17: My client wants to close their General Excise tax account; can I close their account on Hawaii Tax Online for them?
Answer: No, your access is limited to "account manager." An authorized person should complete a Notice of Cancellation, Form GEW-TA-RV-1. Forms can be found on our website tax.hawaii.gov.

Question #18: I want to change my client's General Excise tax account filing frequency from monthly to quarterly. Can I do this on Hawaii Tax Online?
Answer: No, your access is limited to "account manager." An authorized person should complete a Basic Business Application, Form BB-1 to request the change. Forms can be found on our website tax.hawaii.gov.

Question #19: I no longer need access to a client's account. How do I remove my access?
Answer: Cancel access to your client's account.

1) Logon to Hawaii Tax Online.
2) Select "Settings" at the top right-hand corner.
3) Select the "Access" tab.
4) Go to the client that you wish to cancel. Select the "Account Manager" hyperlink.
5) Select "Cancel my access to….."