How-To User Guide for Host Administrations to Submit an Assistance Request Form to Tax Inspectors Without Borders

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This guide is destined for tax administrations wishing to submit a TIWB Assistance Request Form via the TIWB Portal. You will find the necessary steps to do create your account and submit a request below.

1. TIWB Portal

Access the TIWB portal via the following link: https://portal.tiwb.org/en-US/

To create an account, click on “Sign in”, in the top right corner.

2. Access the Portal

After selecting “Sign in”, you will be redirected to the Home page.
If you already have an account, you can access the Portal with your username and password. If you have forgotten your password, click on “Forgot your password?”

a. Create an account
You can create an account by either registering directly on the Portal, or via an invitation code sent by the TIWB Secretariat.

Register directly on the Portal
To create a new account, click on “Register”.

You will be redirected to the registration page, where you can create a new account by providing your official email address, a username and a password.

Click on “Register” to submit. Note that you must enter an email address not previously used. Otherwise, a duplicate will be created.
Register with an invitation code

It is also possible to register if you have received an email invitation from the TIWB Secretariat.

The TIWB Secretariat (secretariat@tiwb.org) remains available for any questions you may have.

Go to the Portal and under “Sign in”, click on “Redeem invitation.” Enter the invitation code you received by mail. Make sure to copy the exact code from the email, being careful not to copy any spaces before or after.
You will be redirected to the Registration page, where you can create a new account by providing your official email address, a username and a password.

Click on “Register” to submit. Note that you must enter an email address not previously used. Otherwise, a duplicate will be created.

b. Update information
Once you have registered, log in your account and go to the Profile page clicking on the drop-down menu on the top-right corner of the page. Proceed to fill in the corresponding fields with your information. Click on “Update” at the bottom of the page to submit.
c. Confirm email

Once you have updated your personal information, go back to your Profile page clicking on the drop-down menu on the top-right corner of the page.

On your Profile page, click on “Confirm Email.”
You will then receive a confirmation email in your inbox. **Click on the link** provided to confirm your email address.

You will be sent back to your Profile page on the Portal, where you can see that your e-mail address has been confirmed (highlighted in green).
3. Account validation by the TIWB Secretariat

Once you have completed your profile information and confirmed your email address, the TIWB Secretariat will validate your account. You will receive an email confirmation when your account has been activated. Only then can you start filling in an Assistance Request Form.
4. TIWB programmes
   a. Request a programme

Even before your account is validated, a preview of the Assistance Request Form is available on the Portal under the menu “Request a programme”. You will not be able to fill in any fields, but can see the different information required for the various types of assistance requests.

To submit an Assistance Request Form for a TIWB programme, you must first log in to your Portal account, following the steps outlined in Item 1 of this How-To Guide.

Once you have logged in to your Portal account, select “Request a programme” and fill in the form.

Once logged in the Portal, you will be able to fill in and submit an Assistance Request Form; it is also possible to begin filling in certain fields, but complete the full form later. At the bottom of the request form, you will find three buttons: “Request Assistance”, “Save and complete later” and “Cancel”. If you select “Save and complete later”, the form will be saved as a "Draft" and you can come back to the form at a later time.
Once you have filled in all of the fields, click on “Request Assistance” to submit the form.
b. Manage requests

Once connected to the TIWB Portal, you can visualise details of current and previous requests made by your tax administration (type, status, date, and contact) under “Manage requests”.

It is also possible to View details or Edit a request (according to its status in the Portal).
After clicking “See details” or “Edit”, a pop-up window displaying the request will appear. Therein you can directly edit the Assistance Request Form fields.

At the bottom of the pop-up window, you can choose between the buttons “Save”, to save the draft, and “Update and Submit”, to finish and submit.

Do not forget to submit the Assistance Request Form once you have completed all fields. Only then can the form be successfully submitted. The assistance request status will then be updated to “Submitted” on the Portal.
You will receive an automatically generated email acknowledging receipt of the Assistance Request Form from the TIWB Secretariat. This serves as confirmation of successful submission.
c. Validation of the request by the Secretariat

After receiving the Assistance Request, the TIWB Secretariat will review the request. If any clarification is needed, the Secretariat will contact you to request revisions and the status of the Assistance Request is changed to “For Revision”.

Only assistance requests in Draft or For Revision status may be edited via the Portal. If the Assistance Request Form has been submitted and your administration needs to make adjustments, please contact the Secretariat (secretariat@tiwb.org) to allow modifications.

Once validated by the TIWB Secretariat, the status of the Assistance Request in the Portal will show the status “Validated”.

The TIWB Secretariat will generate a PDF of the assistance request and send it to the Host Administration by email for signature by the Head of your tax administration or competent authority.

d. Upload the signed Assistance Request Form

The PDF of the Assistance Request received by email must be signed by the Head of your tax administration or competent authority. Once signed, scan and upload the document directly in the Portal.

To do so, go to “Manage requests”, and select "View Details" or "Edit" from the drop-down menu next to the validated assistance request.
At the bottom of the pop-up window, you can then upload the signed PDF of the Assistance Request Form, by clicking on “Choose file”. To submit the signed document, select “Save”.
Once the signed request has been uploaded to the Portal and validated by the Secretariat, the Assistance Request Status will be updated to “Signed” and the process is complete. The TIWB Secretariat will subsequently source an expert that meets the needs expressed by the tax administration.

For additional information, please visit the TIWB webpage ([www.tiwb.org](http://www.tiwb.org)) or contact the TIWB Secretariat ([secretariat@tiwb.org](mailto:secretariat@tiwb.org)).