



Online filing is now
even easier”

self assessment | tax doesn't
have to be taxing



HM Revenue
& Customs

We at HM Revenue & Customs (HMRC) have improved our online service for Self Assessment

The improved service is:

- Intelligent - your tax calculation will be done for you automatically. So you don't have to work it out yourself and you'll know how much you have to pay or are owed right away.
- Reassuring - you'll receive an on-screen confirmation message that your return has safely reached us. This has a unique identifier number which is linked to your return.
- Helpful - you'll receive any refunds faster if you submit your return online. The online return goes directly to our computers, which can authorise and issue the repayment more quickly.
- Adaptable - you can save your data safely and return to it later. This means you can complete your Tax Return at your own pace, just as long as you meet the deadline of 31 January.
- Available - our online service runs 24 hours a day, so you can complete and submit your return, at a time that suits you.
- Flexible - it's easy to store your completed return online. You can also print out a copy for your records too.
- Accurate - if you've made an obvious mistake, our online format highlights it. So it's easy to correct errors as you go.
- Personalised - based on your answers to questions about your income and circumstances, the online return will adapt to your responses. It will remove all irrelevant sections of the return, saving you time and effort.

To take advantage of these benefits and register to complete your Tax Return online now, go to www.hmrc.gov.uk
Or if you'd like more details, please read on.

How do I register?

We are keen to ensure that your data is kept safe and secure. That's why going through the registration process is so important. This ensures that only you, or those you authorise, can access your data and Tax Return.

To find the right section of our website:

1. Visit www.hmrc.gov.uk
2. Under 'do it online', select 'Self Assessment'
3. You'll arrive at 'Welcome to Online services', under 'New user' select 'Register'
4. Select 'Individual'
5. Select 'Self Assessment (SA)'

Then, to register and enrol you'll need to:

- Read and accept the terms and conditions.
- Enter your full name and an optional email address.
- Create a password.
- Write down the displayed User ID - don't forget, you'll need this as well as your password every time you log on to the Self Assessment Online service. You'll receive a confirmation of the User ID by post.
- Provide some personal details, such as your Unique Taxpayer Reference, and National Insurance Number or postcode, so we can be sure who you are.
- Wait for your Activation PIN to be sent to you - this should arrive within 7 days in an envelope marked 'Government Gateway'. This PIN is a unique activation code which helps to ensure your security.
- Once you have received your Activation PIN, activate the Self Assessment Online service by returning to www.hmrc.gov.uk
- Use your User ID and password to access the service, then type in your Activation PIN (this must be done within 28 days of the date on the Activation letter).

You only need to go through this registration process once. Upon successful completion, you can access all our Self Assessment Online features.

If you need help at any point during the registration process, you can always call our Online Services Helpdesk on [0845 60 55 999](tel:08456055999).


Is the service suitable for people with particular needs?

Our online service is designed to meet W3C AA standards for website accessibility and compatibility with screen reading and other technologies designed to help customers who require information in different formats. You can find out more about how to get the best out of your system, keyboard, mouse and browser for our online service at:

www.hmrc.gov.uk/about/accessibility.htm Our Online Services Helpdesk will be happy to advise customers with visual disabilities on how to customise their online filing screens.

Is there help and support available?

We are always on hand if you have any questions:

- Online help is available as you complete the online return - look out for the  buttons.
- Online demonstrator. This shows you how our online service works, and also provides examples for a pensioner, an employee and two self-employed customers. Please visit www.hmrc.gov.uk/demo
- Self Assessment Online: a step-by-step guide. For an electronic copy, please visit www.hmrc.gov.uk/sa
For a paper copy of this guide, please call our SA Orderline on [0845 9000 404](tel:08459000404) or pick up a copy at any HMRC Enquiry Centre. To find your nearest Enquiry Centre, please visit www.hmrc.gov.uk/enq Customers with visual disabilities can ask at the Enquiry Centres to order paper copies of the guide in alternative formats. Alternatively, please call our SA Orderline on [0845 9000 404](tel:08459000404) to discuss your requirements and order the appropriate format for you.

- Help by phone. For computer queries, call our Online Services Helpdesk on 0845 60 55 999 (Minicom 0845 366 7805); or for queries about Self Assessment, call 0845 9000 444. Both dedicated services are open 7 days a week from 8am to 8pm, excluding Christmas Day, Boxing Day and New Year's Day.

If you decide online isn't for you after all, simply call our SA Orderline on 0845 9000 404 for a paper return. **However, you must complete and send it back to us by 31 October.**

So who can use our service?

Most Self Assessment customers with access to the Internet, who have registered with us, can complete their return online and pay what they owe (it's easy to register, see inside for details). However, there are a few customers who can't use our online service because the supplementary page(s) they need are not yet available online. For more information on who can use our service, please visit www.hmrc.gov.uk/sa/software.htm

Do I need to be skilled on the computer?

Don't worry, you only need very basic computer skills, and there are just five simple stages to completing your return online:

1. Tell us about you - here we check that the personal details we hold for you are correct, things like your name, address and phone numbers.
2. Tailor your return - adjusting the form to fit you, your circumstances and income types.
3. Fill in your return - here you give us the figures from all your income and gains.
4. Check your return - make sure all the information you have entered or claimed for is correct and complete.
5. Submit your return - when you do, you will get an immediate on-screen confirmation. That way you know that your Tax Return has been received safely.