

TAXcess Convenient online access to your business tax accounts

Frequently Asked Questions

Q. What is TAXcess?

A. TAXcess is an online service you can use to file, pay and view your Manitoba business tax accounts. It's simple, secure and available 24 hours a day, seven days a week. TAXcess is part of the government's program to provide single-window service delivery to Manitoba businesses.

Q. What business taxes can I file online?

A. With TAXcess, you can file all retail sales tax and monthly payroll tax returns online.

Q. What business taxes can I pay online?

A. With TAXcess, you can pay retail sales, monthly payroll, corporation capital, gasoline and motive fuel, and/or the International Fuel Tax Agreement (IFTA) tax accounts online.

Q. What changes can I make to my accounts online?

A. You can add or change 'operating as' names and location and mailing addresses for each online account. You can amend retail sales and monthly payroll tax returns filed for up to two years.

Q. Why should I use TAXcess?

A. TAXcess is easy to use and reduces the time you spend managing your Manitoba business tax accounts.

Q. Is TAXcess mandatory?

A. Although we encourage businesses to use TAXcess, it is not mandatory. The current methods of filing and paying Manitoba business taxes will be still available.

Q. Why has the government initiated TAXcess?

A. Businesses have expressed interest in filing and paying their Manitoba business tax accounts online and the Manitoba government has responded with TAXcess. TAXcess is part of the government's program to provide single-window service to Manitoba businesses.

Q. What hardware and software do I need to connect to TAXcess?

A. (1) For a PC platform, use one of the following minimum browser requirements: Internet Explorer 6.0 or higher; Mozilla version 1.0 or higher; Firefox version 1.5 or higher; or Netscape version 8 or higher.

(2) For a MAC platform, use Safari version 2.0 or higher.

(3) An internet service provider (ISP) and e-mail account.

Q. How is my financial information protected?

A. The government of Manitoba takes information protection very seriously. There are multiple layers of security within the application to protect your data. Your access to TAXcess uses SSL – secure socket layer – from your browser to protect any information you submit or view from the TAXcess system. Your user names and account passwords are protected so that even TAXcess administrators cannot access this information.

Q. How do I access TAXcess for the first time?

A. Visit www.manitoba.ca/TAXcess to sign up.

Q. Can I choose my own user ID and password?

A. Yes. You choose this information when you register with TAXcess. Visit www.manitoba.ca/TAXcess and click *Sign Up Now for TAXcess*. Create and enter your own unique sign in user identification and password. Your password must be seven to 15 characters long and include upper case letters, lower case letters and numbers. Symbols are not accepted.

Note: A different user ID is required for each business (legal entity) signed up for TAXcess.

Q. How do I sign in for TAXcess once I have successfully created my user ID and password?

A. Visit www.manitoba.ca/TAXcess Enter your unique user ID and password and click *Sign In*.

Q. How secure are my user ID and password?

A. Because you establish your unique user ID and password, only you have access to your online accounts. All information transferred to your computer is done over a secure connection. You can help maintain this security by:

- keeping your user ID and password a secret
- memorizing your password
- changing your password periodically
- ensuring you are alone when signing in.

Q. What is the authorization code?

A. The authorization code is a unique number generated by the website to provide an additional layer of security for sign in and for forgotten passwords.

Q: What is a confirmation number?

A: The confirmation number is a unique number created when you perform an action, such as filing a return or making a payment. The confirmation number is your receipt for confirmation of the action you completed and is present on all documents you print from TAXcess.

Q. What do I do if I forget my password?

A. If you forget your password, click *Forgot Your Password?* You will be prompted for your user ID and the answer to your secret question to confirm your identity. You will then be asked to set a new password. Once this is complete, you will receive an e-mail with a unique authorization code that is required to sign in.

Q. How do I sign out of TAXcess?

A. Click SIGN OFF located on the top right hand side of your screen. The session is then terminated. You will not be able to view any information from previous screens. In addition, TAXcess will automatically log off after a set time of inactivity. A message box appears informing you your session has expired. You will need to sign in again at this point.

Q. How soon can I access my tax account(s) in TAXcess?

A. Once you have established your sign in identification and added the tax account(s) you want to access online, you will have immediate access to your tax account(s).

Q. If I want to pay my tax account, what form of payment can I use?

A. TAXcess accepts Canadian pre-authorized payments from any financial institution registered under the Canadian Payment Association.

Q. If I make a payment in TAXcess on the return due date, will it be processed that same day?

A. Your payment will be accepted on the day you made the payment, up to midnight of that day.

Q. Can I make a future payment?

A. A payment can be made up to 173 days in advance of the current date.

Q. Can I withdraw a payment I made?

A. You can withdraw a payment up to the time the payment remains in pending status in TAXcess. Click *Requests* on the applicable account summary page to view your payment request to determine the status of your payment.

Q. I received a return in the mail, but filed and paid online with TAXcess. What should I do?

A. If you filed and paid your tax account online, do not process the return you received in the mail. This will cause duplication in your tax account. You will continue to receive returns in the mail until further notice.

Q. Who should I call if I am having problems with TAXcess?

A. You can contact us in any of the following ways:

Telephone: 204-945-5603 or in Manitoba toll-free 1-800-782-0318

Hours: Monday to Friday (excluding statutory holidays), 8:00 a.m. to 4:30 p.m., CST

E-mail: TAXcess@gov.mb.ca

We will reply to your inquiry within one business day.

Fax: 204-945-0896

We will reply to your inquiry within two business days of receipt of your fax.

Mail: Manitoba Finance

Taxation Division

415 - 401 York Avenue

Winnipeg, MB R3C 0P8

We will reply to your inquiry within two business days of receipt of your letter.

How to Contact Us: