

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.

Q. What business taxes can I file online?

- A. In TAXcess, you can file all retail sales tax and monthly health and education levy tax returns online.

Q. What business taxes can I pay online?

- A. In TAXcess, you can pay retail sales, monthly health and education levy, corporation capital, fuel and/or the International Fuel Tax Agreement (IFTA) tax accounts online through a Pre-Authorized Payment (PAD) Agreement. You can also make a retail sales, health and education levy and/or IFTA tax account payment through your financial institution's online bill payment process.

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

- A. You can add or change 'operating as' names and mailing addresses for each online account. You can amend retail sales and monthly health and education levy 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. Manitoba business taxes can be filed and paid by mail, in-person at Taxation Division offices, and at some financial institutions (check availability at your branch).

Q. What are the technical requirements for using TAXcess?

- A. Refer to TAXcess- [Technical Requirements](#)

Q. How is my 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 account password and secret answer are protected so that even TAXcess administrators cannot access this information.

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

- A. Visit 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 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, numbers and symbols.

Note: A different user Id is required for each user signed up for TAXcess.

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

- A. Visit manitoba.ca/TAXcess. Enter your unique user Id and password and click LOGON.

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. Can I pay my tax account through my financial institution?

- A. You can make a retail sales, health and education levy and/or IFTA tax account payment through your financial institution. Please contact your financial institution for information on their online bill payment process.

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 signing in, forgotten passwords and ensuring you are accessing TAXcess on a trusted computer.

Q: What is a confirmation number?

- A: The confirmation number is a unique number created when you perform an action in TAXcess, such as filing a return or making a PAD 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. A link to reset your password will be sent to the email address on file. Instructions for password recovery will be provided in your email.

Q. How do I sign out of TAXcess?

- A. Click LOG OFF located on the top left 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 through TAXcess, what form of payment can I use?

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

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

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

Q. Can I make a future PAD payment?

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

Q. Can I withdraw a PAD payment I made?

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

Q. If I sign up for TAXcess, will I receive a paper return in the mail?

A. If you add access to your retail sales tax and/or health and education levy tax account(s), you will not receive paper returns. For each filing period, you will receive an e-mail in advance of the due date advising that you have an important notice received to your TAXcess account. The notice will indicate that your tax return(s) are due and should be filed on TAXcess. If you prefer to receive a paper return, you can update your preference once you have signed into TAXcess.

Q. I received a return in the mail, but filed and paid online in 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. If you prefer to receive an e-mail reminder to file your tax return on TAXcess, sign in to TAXcess and click on *My Options* to update your preference.