



Frequently asked questions

Answers to frequently asked questions about lodging using myTax.

Last updated 25 March 2024

Who can use *myTax*?

Regardless of how you lodged your tax return last year (or even if you didn't lodge), if you are eligible to lodge this year, then you can use *myTax*. This includes if you previously lodged:

- using *e-tax*
- on paper
- using a tax agent
- through a Tax Help volunteer, or
- at an ATO Shopfront.

This year, as long as you are eligible, you can use *myTax*:

- at work, the local library, café or other public computer
- on any mobile device including a tablet or smartphone
- at an ATO Shopfront (make an appointment)
- through Tax Help
- from overseas (though not if you have foreign income)
- even if you are lodging for the first time, or
- even if you have already started an *e-tax* return (as long as you haven't already lodged).

Find out if you're eligible.

Getting started



How to access myTax and how to change method of lodgment.

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We'll automatically pre-fill your return with all the information that is available at that time.

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Getting started

How to access myTax and how to change method of lodgment.

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What if I start and then realise I am not eligible?

I have started my return in e-tax, can I still use myTax?

How do I get access to *myTax*

If you're lodging your tax return online this year, you will need to have a myGov account linked to the ATO.

Our online services are now linked to [myGov](#)  which is a fast and simple way to access a wide range of Australian Government services online with one login and password in one secure location.

What if I start and then realise I am not eligible?

If you begin your tax return using *myTax*, and then realise that you are not eligible or change your mind, you can simply exit or log out of the return prior to lodging, and use an alternative lodgment method such as *e-tax*.

If you have already lodged your return using *myTax*, but forgot to include some of your details, then you can't lodge again. You will need to lodge an amendment.

I have started my return in *e-tax*, can I still use *myTax*?

If you begin your tax return using *e-tax*, and later change your mind, you can simply exit *e-tax* prior to lodging, and then start your return again using *myTax*.

If you have already lodged your return using *e-tax*, but forgot to include some of your details you can't lodge again using *myTax* or *e-tax*. You will need to lodge an amendment.

Completing your myTax return

We'll automatically pre-fill your return with all the information that is available at that time.

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Why should I wait until early August to use myTax?

What data can be pre-filled?

What if all my data doesn't pre-fill?

What if I don't agree with the pre-filled information?

The information is made progressively available as it is reported to us by other organisations, such as banks, employers, government agencies and private health insurers. Most of the information is available by early August.

After that, all you have to do is:

- review the pre-filled information
- check for, and enter any other missing details to complete your tax return.

Remember, you must make sure all the information entered in your tax return is correct before you lodge it.

Why should I wait until early August to use myTax?

The substantially pre-prepared *myTax* return is based on data reported to us from a variety of providers. The information is used to automatically pre-fill your *myTax* return. Generally most of this information is available by late July, but sometimes it takes even longer for all of your information to be available. For example, you may find that some of your payment summaries have downloaded, but not all of them.

If you prefer not to wait until all your information downloads you will still be able to use *myTax* from 1 July 2014, however you will need to enter the information yourself to complete and lodge your return. You will need all your records and statements to do this.

If you wait until early August it will take less time for you to prepare and lodge your return.

What data can be pre-filled?

All of the information that is available at the time you do your *myTax* return will automatically pre-fill for you, including:

- government payments that are taxable
- pay as you go (PAYG) payment summaries
- bank interest
- public company dividends
- private health insurance policy details.

What if all my data doesn't pre-fill?

There are a couple of reasons why all your data might not pre-fill.

We haven't received the information yet

We receive information from third-party providers from 1 July, with most information available by late July. Most information is ready to download and pre-fill within a couple of days of us receiving it.

We could not match the information to your record

This usually happens when information sent to us by third-party providers, such as name, date of birth, address and tax file number (TFN), does not match our records.

The information did not pass all processing checks

There may be some errors in the information sent to us by the third-party provider, for example, there may be alphabetical characters in a 'dollars and cents' field.

What if I don't agree with the pre-filled information?

You can amend or delete pre-filled information if you have more current information in your statements or records.

If you don't understand or agree with the pre-filled information, you should:

- check the pre-filled information against your own records or statements
- clarify the discrepancy with the third-party provider; they may need to send amended information to us.

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Saving, lodging and printing

Questions about saving and submitting your tax return.

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How do I know I have lodged successfully?

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I have lodged but didn't save or print a copy of my tax return

Where do I put my other income that doesn't fit in myTax?

I have lodged on e-tax or paper but not received my assessment yet. Can I lodge on myTax to get it quicker?

Can I save and come back to *myTax*?

You can temporarily save your *myTax* return for a period of up to 28 days by selecting the save and exit button at the bottom of any screen. This saves your return to the device you are using.

To access your saved return:

1. Log in to ATO Online services using the same device and browser you used previously. This is because your return has been saved locally to this device. You cannot access your saved return from any other device.
2. Select Lodge your 2014 tax return online
3. You will be provided with the option of resuming your *myTax* return or restarting.

If you resume your *myTax* return you return to the place you were when you last saved and exited. Your return will contain all the information previously pre-filled, changed and manually entered. **No additional information will automatically pre-fill for you when you resume**, but you can manually enter more information.

After saving and exiting you can only resume using *myTax* on the same device you started on. So if you start *myTax* on your home computer, you cannot resume using it on your work computer, or on your mobile phone or tablet.

You will not be able to resume your previous version of *myTax* if you wait more than 28 days. You will have to start your *myTax* return again. *MyTax* can be temporarily saved multiple times, as long as you resume each time before 28 days elapse. Your pre-filled information will only update if you start a new *myTax* return.

I cannot find my saved tax return

You will not be able to find or resume your previous version of *myTax* if you wait more than 28 days or are trying to access it on another device. You will have to start your *myTax* return again.

If you do start a new *myTax* return, the information that pre-fills for you will be the most up to date information.

Can I save on my tablet and then continue on my desktop computer?

No. After saving and exiting your return you can't resume using *myTax* unless you use the same device. For example, if you start *myTax* on your tablet you cannot resume using it on your computer, or on your mobile phone or a different tablet. You can however, start a new *myTax* return on a different device if you want.

How do I know I have lodged successfully?

After you select the 'submit' button you will receive a 'Receipt' screen confirming that your tax return has successfully lodged. The screen gives you an ATO receipt number, an estimate of your refund or amount owing, and your only opportunity to save or print your *myTax* return. Keep a copy of your receipt number for future reference.

Print and save a copy of your *myTax* return

You have only one opportunity to print or save a copy of your lodged return from the 'Receipt' screen. You will not be able to access your lodged return once you exit this page.

Select the link to 'view a copy of your tax return'. From here you can save or print your *myTax* return.

To save a copy using a mobile device, use the settings and functions particular to your device. You may need to use the screen capture facility if your device is not connected to a printer or able to save the file.

What happens after I submit my return?

Your *myTax* return is submitted for processing. After we've processed your tax return, we'll mail you your notice of assessment. This will confirm the amount of refund we have deposited into your bank account or the amount you have to pay. There may be scenarios where the amount of your estimate differs from the amount on the notice of assessment. These are outlined [here](#).

Most refunds are issued within 12 business days. You can check the progress of your return online [here](#).

If you have a tax debt your notice of assessment will contain information about how to pay.

I have lodged but didn't save or print a copy of my tax return

You can't access your submitted tax return from your device after you exit the *myTax* Receipt screen unless you saved a copy first.

If required, you or your authorised representative, can request copies of tax returns from us.

Where do I put my other income that doesn't fit in *myTax*?

MyTax is designed for people with straightforward tax affairs, and does not accommodate all types of income, deductions and tax offsets. If you have circumstances that don't appear to be accommodated by *myTax* you can use *e-tax*.

I have lodged on *e-tax* or paper but not received my assessment yet. Can I lodge on *myTax* to get it quicker?

No. Once you have lodged your return you can't lodge it again.

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Self-assessment

Questions about self-assessment, pre-fill and penalties.

Last updated 1 January 1

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Is *myTax* still self-assessment?

Is the information I show include in myTax matched against the information that is pre-filled?

Will I be penalised if something is missing?

Is myTax still self-assessment?

Yes. Under the self-assessment system, you take responsibility for declaring all your income and for the claims you make when you sign your tax return. This includes if you sign it using an electronic signature.

If we pre-fill your tax return with information provided to us by your employer or other organisations, you are also taking responsibility for the correctness of that information when you sign it.

We will issue a notice of assessment to you, usually without adjustment. However, your return may still be subject to review.

If you become aware that your tax return is incorrect, you will need to lodge an amendment.

Is the information I show include in myTax matched against the information that is pre-filled?

Yes. We routinely match information to identify discrepancies between what is shown on your tax return and the information provided to us by employers and other organisations. Therefore, if the information that pre-fills is different to your statements and records you should follow that up with the organisation that provided the information. They may need to report amended information to us.

Will I be penalised if something is missing?

Where we detect errors after we have issued your assessment, we will contact you and may issue an amended assessment. You will be obliged to repay any tax owing, and any interest and penalties we may impose. If you have overpaid your tax, we will pay you interest on the overpayment.

If you voluntarily disclose mistakes in your return we will take that into consideration.

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System-related questions

System requirements and information about accessibility.

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Can I use myTax from work/library/café, etc?

Like e-tax, do I have to use a laptop or personal computer?

How is myTax different to e-tax?


Is my information secure when using myTax?

What are the system requirements for myTax?

Is myTax accessible/ suitable for the vision impaired?

Contact us

Can I use *myTax* from work/library/café, etc?

Yes. If you are eligible to use *myTax*, you can log into [myGov](#)  and lodge your return from any device.

For your own security, if you are using a public computer or device, ensure you do not save your *myTax* return to the device.

Like e-tax, do I have to use a laptop or personal computer?

No, you can use *myTax* on a tablet, smartphone or any computer.

How is *myTax* different to *e-tax*?

Fewer screens

MyTax is much shorter (10 main screens) and easier to complete. It has limited income, deductions and tax offsets.

E-tax includes all the labels in a tax return to cater for individuals with even the most complex tax affairs, so it can appear to be quite lengthy and complex.

Fully online product

MyTax is fully online and able to be used on a tablet, smartphone or any computer.

E-tax needs to be downloaded and installed and can only be used on a PC or Mac.

Is my information secure when using *myTax*?

Yes. Our online services provide you with an interactive and secure way to access information, services and functions. Find out more at [Online security](#).

What are the system requirements for *myTax*?

There are no special system requirements for *myTax* as it is accessed online and does not have to be downloaded. As long as you have access to the internet, *myTax* can be used from any computer, tablet or smart phone.


You may experience issues if you are using Internet Explorer 8 or an earlier version. We suggest you update your browser to a newer version.

Is *myTax* accessible/ suitable for the vision impaired?

Yes. Vision impaired customers can use *myTax* as it has been designed to be compatible with Jaws and Window Eyes Professional screen

reader applications.

Contact us

For help with ...	you can phone...
Tax-related enquiries	<p>within Australia: 13 28 61</p> <p>Monday to Friday: 8:00 am to 6:00 pm (local time, excluding public holidays)</p> <p>from overseas: + 61 2 6216 1111</p> <p>Monday to Friday: 8:00 am to 5:00 pm (AEST/AEDT), excluding public holidays.</p>
The device you are using	<p>within Australia: 1300 1300 17</p> <p>from overseas: + 61 2 6216 2982</p> <p>Monday to Friday: 7:00 am to midnight (AEDT), excluding the following public holidays</p> <ul style="list-style-type: none">• Christmas Day• Boxing Day• New Year's Day• Australia Day• Good Friday• Easter Monday• Anzac Day <p>Restricted hours: 7:00 am to 6:00 pm (AEDT) apply on the following days:</p> <ul style="list-style-type: none">• Wednesday 24 December 2014• Monday 29 December 2014• Tuesday 30 December 2014• Wednesday 31 December 2014
MyGov	Go to the myGov site and look for your answer in need help? 

Or contact their Help Desk on **13 23 07** and select Option 1.

Monday to Friday: 7:00 am to 10:00 pm (AEDT) excluding public holidays.

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Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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