# Technical support

Get help and support for common errors and known issues with online services.

## Troubleshooting for businesses and tax practitioners

Information for businesses and tax practitioners about the availability of ATO online systems and known issues.

## Minimum system requirements

Check the minimum system requirements for using our online services.

## Online services help

If you're having trouble with our online services we can support you.

## Troubleshooting common errors and issues

Check what you can do to troubleshoot common errors and issues you may experience when accessing our online services.

## Help and support for online services - individuals

Help if you're having trouble linking to ATO online services– using myTax, ATO app or applying for a TFN online.

QC 102101

# Troubleshooting for businesses and tax practitioners

Information for businesses and tax practitioners about the availability of ATO online systems and known issues.

**Last updated** 4 February 2026

## Dashboards

Further information is available on the following dashboards:

- Online services for agents dashboard
- Practitioner lodgment service dashboard
- Superannuation dashboard
- Online services for business dashboard

Further information for technical assistance:

- Troubleshooting common errors and issues

## Online services for agents

Refer to the **Online services for agents user guide** for more information on Online services for agents.

### List of Online services for agents issues

| Summary | Action required |
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| **When downloading the print-friendly and CSV/HTML version of activity statement account transactions, the transaction breakdown and the total transaction amount appear on separate lines. This results in the amounts being 'double counted'.**<br><br>Added 4/02/2026 | This is a known issue we are working to resolve.<br><br>As a partial workaround, when viewing the activity statement transactions screen:<br><br>• go to the **Settings menu**<br><br>• select Print (Ctrl + P)<br>adjust size scaling for desired results. |
| **No digital activity statement instalment notice was generated or sent for a clients Activity Statement.**<br><br>Added 30/01/2026 | Not all Business activity statements (BAS) and Instalment activity statements (IAS) will generate a digital instalment notice.<br><br>If you have received a debt overdue notice but not a digital instalment notice, this may be because the BAS/IAS form which was previously due, does not produce a digital instalment notice and was automatically finalised. For details on which forms include digital instalment notices, see Managing electronic activity statements and instalment notices.<br><br>We are working on enhancements to enable digital activity statement instalment notices for a broader range of BAS/IAS forms. |
| **When viewing Payment plan details, the payment options such as BPAY and the Payment reference number are missing both on-screen and when selecting 'Print-friendly version'.**<br><br>Added 22/12/2025 | This is a known issue. What you can do:<br><br>If payment options are returned on-screen use your browser's print function as an alternative, to create a printable webpage through opening the **Settings menu** and selecting **Print** (Ctrl + P).<br><br>OR |

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| | If the payment options are not returned on screen:<br>• Select **Accounts and payments** then **Accounts summary.**<br>• Select **Payment options** for the account.<br>• Select **Print-friendly version** and then **Print.**<br>We are working to resolve this issue. |
| **When viewing transaction details for a clients account, a message is returned specifying there are 'More results available' but there is no option to view the additional results or next page.**<br>Added 1/10/2025 | This is a known issue where clients have a large list of transactions.<br>To view the transaction details, you can:<br>• filter for a specific date range, or<br>• download the full transaction results (as CSV or HTML).<br>We are working to resolve this issue. |
| **When using an iOS device (such as an iPad or iPhone), an error message is returned when attempting to attach a file or image to a Secure or Practice mail.**<br>Added 18/09/2025 | This is a known issue. What you need to do:<br>• use a non-iOS device, or<br>• use a desktop computer. |
| **When changing a client's PAYG instalment to annual, the error 'your client is not eligible for annual pay as you go instalments.' is returned.**<br>Added 13/02/2025 | This is a known issue.<br>Ensure your client satisfies the eligibility criteria outlined in the section 'How to choose to pay annually' on When are PAYG instalments due?<br>If you believe your client does satisfy the eligibility criteria, then contact us to submit a request to change your client's |

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| | PAYG instalment role to annual reporting. We are working to resolve this issue. |
| **Tax return appearing as due in Online services for agents for Consolidated group entity when a Consolidated group return has been lodged.**<br><br>Added 04/12/2024 | When an entity consolidates partway through the year (as per the timing of their registration), the entity must lodge 2 returns for that income year:<br><br>• a company tax return covering its activities up to the date of consolidation, and<br>• a consolidated return covering activities after consolidation.<br><br>If both returns are not lodged, the return which has not been lodged will appear as due until the lodgment has been successfully submitted.<br><br>If you are unable to submit the second return, you should contact us.<br><br>**Note:** Non-lodgment of both returns may impact the lodgment program due date for the entity. |
| **Tax type summary 'Print-friendly version' button generating blank page.**<br><br>Added 06/09/2024 | This is a known issue. What you can do:<br><br>• Use your browser's print function to create a printable webpage through opening the Settings menu and clicking Print (Ctrl + P).<br><br>OR<br><br>• Select the **balance figure** to generate a transaction list and summary for the selected tax type description.<br>• Select the **'Print-friendly version'** button at the |

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| | bottom of the screen to generate a printable page, including all transactions.<br>• Repeat for all relevant tax type balances.<br><br>We are working to resolve this issue. |
| **When attempting to search for a client by name, a 'No matches found' message is returned, and the client will not appear on your client list.**<br><br>Updated 05/06/2025 | This is a known issue.<br><br>When searching for the client, you can use TFN, ABN, WPN, or EIN as a workaround.<br><br>After searching for the client by their identifying number, they will still not be searchable by name or appear on your client list.<br><br>For assistance in resolving this issue, you must **contact us**. |
| **The bulk preferencing Filter functionality is returning an error message.**<br><br>Added 25/01/2024 | This issue occurs when **Filtering client list** and making a selection from the Communication preferences dropdown, and the client list has more than 25 clients. We are working to resolve this issue. |
| **Negative amounts reported on Clients 2023 Income statements are not being provided in the Pre-fill report.**<br><br>**Issue is affecting Online services for agents and PLS.**<br><br>Added 17/11/2023 | When an individual's gross amount or total allowance amount is reported as a negative value on their 2023 Income statement the pre-fill report is displaying the negative amount as zero.<br><br>To ensure accurate information is provided review your clients income statement before lodging.<br><br>What you need to do:<br><br>Example 1: If the total gross amount is $100,000 and the total allowance amount is –$150 on your client's income |

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| | statement, you need to manually update the amount to $99,850 in the gross payment field<br><br>OR<br><br>Example 2: If the total gross amount is −$17,000 and the total allowance amount is $29,000 on your client's income statement, you need to manually update the amount to $12,000 in the total allowance field.<br><br>This is a known issue that we are working to resolve. |
| **Super fund transactions are not displaying the same amount as the client's Super fund.**<br><br>Updated 15/09/2023 | This is occurring intermittently and is a display issue only.<br><br>We are working to resolve this issue. |
| **Error 32 received when attempting to view a Practice Mail message.**<br><br>Added 09/06/2023 | Confirm your access permissions with a system access administrator in your practice. If your accesses are confirmed, try again later. |
| **Error message 'This XML file does not appear to have any style information associated with it. The document tree is shown below' received when attempting to open a Notice of assessment from Lodgments Income Tax history.**<br><br>Updated 18/04/2023 | To view the Notice of assessment:<br><br>• ensure you have a client in focus<br>• select **Profile** then **Communication history**<br>• results for the last 5 years will be displayed<br>• select the **Notice of assessment** and open to view. |
| **Error received when attempting to access My Details in the My Practice menu.** | Your practice details are maintained as per the Tax Practitioners Board register. |

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| Added 13/02/2023 | If your details don't reflect the register, phone **13 72 86** Fast Key Code **3 2 2**. |
| **Error message 'The attachment service is currently unavailable. Try again later' received when attaching an ATO PDF form in Practice Mail.**<br><br>Updated 25/07/2023 | To prevent this error, use the **Save form** button that is in the form. Then attach the PDF to your Practice mail message. |
| **Error message received when attempting to update Financial Institution Account (FIA) details.**<br><br>Added 28/07/2022 | If you receive this error phone **13 72 86** Fast Key Code **1 2 5 2** to update the financial institution account details. |
| **Quick links not responding when clicked.**<br><br>Updated 17/05/2022 | The quick links redirect you to the Online services for agents menu item, your anti-virus or anti-malware software may be interpreting this as redirecting you to an untrusted location.<br><br>What you need to do:<br><br>• Whitelist the ato.gov.au domain in your anti-virus and anti-malware software.<br><br>Your anti-virus and anti-malware software may also require exceptions specifically for onlineservices.ato.gov.au .<br><br>If you need further support, please visit Troubleshooting common errors and issues.<br><br>Ensure you have at hand details of the problem, internet browser and anti-virus and anti-malware software you are using. |
| **On-demand income tax lodgment status report** | Clients not obligated to submit tax returns, are no longer included in this report. |

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| **missing clients that don't have due lodgments.**<br>Updated 10/03/2022 | For more information go to **Client list**. To obtain your client list data use **Advanced search** or **View client list**. |
| **On-demand activity statement outstanding lodgment report displaying incorrect withholding payer number (WPN).**<br>Updated 03/04/2023 | This is a known issue that we are working to resolve. |
| **On-demand income tax lodgment status report; missing middle initial in client's names for sole traders and individuals.**<br>Updated 10/03/2022 | This is a known issue that we are working to resolve. |
| **Lodged attribution managed investment trust (AMIT) tax return, not appearing under the income tax 'history' tab.**<br>Added 03/03/2022 | If the trust return does not appear as outstanding under the 'not lodged' tab, you can confirm lodgment has been processed by reviewing the income tax account transactions.<br>The income tax lodgment status report (current year + previous 3 years) will display the status of your clients not lodged, lodged and not necessary Income tax returns including AMIT returns.<br>To download:<br>• go to **Agent** homepage<br>• select **Reports and forms** then **Reports**<br>• scroll to the relevant report type<br>• scroll to 'Income tax lodgment status report' (current year + previous 3 years) |

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| | • select **Request**. |
| **Outstanding activity statements On-demand report may provide an incorrect registered agent number (RAN) for some clients.**<br><br>Updated 07/03/2022 | RANs in the activity statement outstanding lodgment report may display incorrectly.<br><br>To confirm the registered agent linked to the account, refer to the client level menu 'profile' and then select **Maintain authorisations**. |
| **Outstanding activity statements on-demand report is providing incorrect payment reference numbers (PRN) for activity statement and income tax instalment for non-ABN clients when opened in Excel.**<br><br>Updated 21/01/2022 | To ensure the PRN displays correctly you will need to **Download** and then **Import** the csv file into Excel. If the data is not imported, it could provide incorrect PRNs and result in misallocated payments.<br><br>To import:<br><br>• Open Microsoft Excel<br>• Select **Data menu** > **Get data** > **From file** > **From text or csv**<br>• Choose the downloaded report csv file and select **Import**<br>• Set the data type detection to **Do not detect data types**<br>• Select the **Transform** button<br>• When the data has loaded, select **Close and load** to add the data into an Excel workbook.<br><br>Refer to Excel help search for instructions on how to use this function by searching import csv.<br><br>All other fields will appear correctly.<br><br>Refer to payment options in the client level accounts summary to check the correct activity statement and income tax |

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| | instalment PRN for non-ABN clients. |
| **Payment reference number displays as a formula on activity statement On-demand report.**<br><br>Updated 21/01/2022 | To access the correct values for all PRNs in the report:<br><br>• Open the downloaded report csv via Excel 'get data' import function for txt or csv<br>• Set the data type detection to **Do not detect data types**<br>• Select the **Transform** button. |
| **Error message 'No Australian business number (ABN) found' received when logging into Online services for agents.**<br><br>Updated 24/06/2025 | Please check with your System's Administrator to ensure your myID is connected to the agent's practice ABN. If you are the System's Administrator, you can learn how to get started with RAM .<br><br>If your myID is already linked to the practice, log in to your myID app and check your identity strength at the top of the homepage.<br><br>If your identity strength is:<br><br>• Basic, you'll need to verify your identity to at least a Standard identity strength – where you're unable to achieve a Standard identity strength you may be able to access Online services for agents with a **Basic myID**.<br><br>Standard or Strong, you'll need to set up your myID again. |
| **Family trust elections (FTE) and interposed entity elections (IEE) report.**<br><br>**The FTE and IEE report may not be displaying for some clients as expected.** | Some client FTE and IEE elections or revocations may not be displaying as expected on the FTE and IEE report in Online services for agents. |

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| Added 04/03/2021 | You should continue to lodge these forms. Elections and revocations will continue to process as expected against the intended client record.<br><br>If you need to confirm the FTE and IEE request has been received due to information not present on the FTE and IEE report, phone **13 72 86** Fast Key Code **2 1 3**. ATO operatives can validate the receipt and status of an election or revocation received by checking internal systems. |
| **5A and T9 instalment amount on activity statement adjusted**<br><br>**Issue is affecting Online services for agents, PLS and SBR.**<br><br>Added 25/03/2020 | This occurs when the varied amount at label **T9** does not equal the system calculated value that is based on the amount you have provided at label **T8**.<br><br>You may be required to report an amount at label **T9** that is greater than 25%, 50% or 75% of the estimated tax for the income year. To ensure accurate reporting of PAYG, review the instalment amount before lodging or resubmitting the form.<br><br>To work out the correct **T8** amount to use in each quarter refer to the following information:<br><br>• For the first quarter in the income year that you are liable to pay an instalment, multiply **T9** by 4<br><br>• For the second quarter in the income year, add quarter 1 and 2 instalment amounts then multiply by 2<br><br>• For the third quarter in the income year, add quarter 1, 2 and 3 instalment amounts, |

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| | divide by 3 then multiply by 4<br>• For the fourth quarter in the income year add quarter 1, 2, 3 and 4 instalment amounts.<br><br>This does not take into account any **5B** credits that may have been claimed in previous quarters.<br><br>For assistance phone **13 72 86** Fast Key Code **1 4 1**. |
| **Error received when sending mail attachments with '.xlsx' file type.**<br><br>Added 18/02/2020 | Some users may receive an error message when attempting to send attachments with '.xlsx' file type via Practice mail. This may include deferral requests.<br><br>We suggest that you save the file as 'Excel 97–2003 Workbook (*.xls)' before attaching to your Practice mail message. |
| **General interest charge (GIC) null display on statement of account debit and credit.**<br><br>Updated 29/12/2019 | If a GIC charge has been applied and reversed, a null result is displayed on the activity statement account transaction screen under the debit and credit headers.<br><br>To review the debit and credit transactions, simply expand the transaction. Sighted users can do this by clicking on the chevron at the end of the transaction line.<br><br>**Note:** This is the same for the print friendly version of this report. |
| **Authorisation issues – client account.**<br><br>**Do not have authorisation to act on behalf of a client for all relevant accounts.**<br><br>Updated 07/02/2019 | To update the client accounts that you are currently authorised for, go to:<br><br>• the client's client summary page |

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| | • select **Profile** then **Maintain authorisations**<br>• select appropriate account. |
| **Authorisation issues – income tax account.**<br>• **Using an ABN as the unique client identifier, can only access specific accounts, not including the income tax accounts.**<br>• **Receive error message 'This client is already in your client list' when attempting to add the client again using the TFN.**<br>• **How do I add the client for income tax?**<br>Updated 07/02/2019 | To update the accounts that you are currently authorised for, go to:<br>• the Client's **Client summary** page<br>• select **Profile** then **Maintain authorisations**<br>• select **Income tax**.<br>This will allow you to view and act on behalf of your client for all accounts.<br>**Note:** Tax agents who are authorised to act on behalf of the client for all accounts must use the TFN as an identifier when adding the client in Online services for agents. |
| **No response when selecting 'print friendly version' on some pages.**<br>Updated 07/02/2019 | This issue may be related to your browser, browser settings or add-ons.<br>Try using an alternative browser such as Chrome or Firefox.<br>Turn off or disable browser ad blockers or add-ons that may be blocking this function. |
| **Online services for agents screens are not displaying correctly.**<br>Added 17/06/2024 | Some agents may experience unformatted screens when logging into Online services for agents.<br>What you can do:<br>• Login via **Online services for agents**.<br>• Check your systems meets our minimum system requirements for using our |

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| | online services by running **minimum systems requirements test**.<br>• Follow these steps to **Clear cache and cookies in your web browser and operating system**.<br>• Login using an alternative **supported web browser**.<br>If you still experience issues, **contact us**. |

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## Practitioner lodgment service (PLS) and Standard business reporting (SBR)

Refer to the **PLS user guide** for more information on PLS.

- [Authentication errors](#)

### List of PLS and SBR issues

| Summary | Action required |
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| **The salary and wage occupation code '261399' for 2023 is missing or results in an error when chosen within your PLS software.**<br>Updated 24/07/2024 | If the code you want is miss or you receive an error, you should select the next most appropriate code from our **published list**.<br>This is a known issue that w working to resolve. |
| **Negative amounts reported on Clients 2023 Income statements are not being provided in the Pre-fill report.**<br>**Issue is affecting Online services for agents and PLS.**<br>Added 17/11/2023 | When an individual's gross amount or total allowance amount is reported as a neg value on their 2023 Income statement the pre-fill report displaying the negative amc as zero.<br>To ensure accurate informat provided, review your client |

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| | income statement before lo<br><br>What you need to do:<br><br>Example 1: If the total gross amount is $100,000 and the allowance amount is −$150 your client's income stateme you need to manually updat amount to $99,850 in the gr payment field<br><br>OR<br><br>Example 2: If the total gross amount is −$17,000 and the allowance amount is $29,00 your client's income stateme you need to manually updat amount to $12,000 in the to allowance field.<br><br>This is a known issue that w working to resolve. |
| **Tax return lodgment status progress.**<br><br>Added 22/05/2023 | There are different ways to the lodgment progress on y client's tax return, dependin which system (or software) use.<br><br>For Online services for agen<br>• have a client in focus<br>• select **Lodgment**<br>• then **Income Tax**<br>• **History tab**.<br><br>For PLS, check with your Di Service Provider (DSP) for availability of lodgment and lodgment progress services available to purchase.<br><br>General information on chec the status of tax returns anc processing times can be fou **After you lodge**. For more information on the expectec of service, refer to **Current y commitments**. |

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| | The best way you can reduc delays in processing is to en you've included all the requi information on the return. C out how to **prevent delays i lodging returns**.<br><br>If a return has exceeded the service standard and you're unable to get a status updat Online services for agents o PLS (or chosen) software, p **13 72 86** with Fast Key Cod **1 3 1 1**. |
| **Error CMN.ATO.AS.EM170 received when attempting to electronically lodge a revised Activity Statement.**<br><br>Updated 13/04/2023 | This occurs when a value is valid for the type of Activity Statement being lodged. Fo example, a revision to Busin Activity Statement **F** (Quarte Activity Statement) where a is included at **8B** will return error 'CMN.ATO.AS.EM170. 8 not valid for the summary of activity statement. The valu reported will be removed fro the summary'.<br><br>To resolve:<br><br>• remove the value<br>• re-validate/submit.<br><br>If you are unable to remove value from, for example, **8B**, lodge via Online services for agents. See **Activity statem lodgment**. |
| **CMN.ATO.IITR.EM000378 received when attempting to electronically lodge Individual income tax return.**<br><br>Updated 03/05/2024 | This error is received when WPN is provided as an ident at either employment termin payment (ETP) or Australian Superannuation Lump sum payments.<br><br>To resolve:<br><br>• Remove the WPN<br>• Enter '10000000000' in tl ABN |

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| | • Submit the return. |
| **Notice of assessment 'Other information relevant to your assessment' section shows labels being adjusted from 0 to 0.**<br><br>Added 27/05/2022 | No further action required; t a display issue only and doe impact the clients tax assessment. |
| **Medicare Levy Surcharge commencement and finalisation dates for client health funds (multiple funds within the financial year) are not available via SBR pre-fill service.**<br><br>Updated 29/03/2022 | This information is available pre-fill that is accessible thr Online services for agents. |
| **Unable to electronically progress income tax returns for client's aged between 35 and 39 years old, who received 'working holiday maker' income.**<br><br>Added 24/03/2022 | If you receive this error lodg paper income tax return. |
| **Error CMN.ATO.CTR.428057 received when attempting to electronically lodge company tax return.**<br><br>Added 15/02/2022 | This error occurs when the salary and wages expense a 'financial and other informat (label **8D**) is greater than 'to expenses at profit and loss' due to negative cost of sale (label **6A**).<br><br>If you receive this error lodg paper Company tax return. |
| **Error message received when managed fund distribution values at item 13 are left blank.**<br><br>Added 21/01/2022 | To resolve this error input ze into the values at item 13. |
| **I have received refunds in my trust account, but I have not received my EFT reconciliation report via my practitioner lodgment service (PLS).**<br><br>Updated 27/09/2024 | Ensure you have subscribed the Electronic funds transfe report (EFTRS), as per the P user guide.<br><br>If you have received refunds you have not received your |

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| | reconciliation report, phone **13 72 86** Fast Key Code **3 1**.<br><br>**Note:** Reports are generatec each business day, when amounts are expected to be credited to the trust accoun |
| **Duplicate checking error message 'CMN.ATO.GEN.DUPLICATE ENTRY' received when lodging company tax returns (CTR) with substituted accounting period (SAP).**<br><br>Updated 16/08/2024 | If you receive this error remo the ABN from the return anc attempt to lodge again.<br><br>If you have attempted to rel and still receive the error, pl **13 72 86** Fast Key Code **3 1**. |
| **Validation error VR.ATO.IITR.300101 received when attempting to lodge individual income tax return.**<br><br>Added 16/07/2021 | It has been identified that th validation rule incorrectly includes assessable first ho super saver (FHSS) releasec amount – Category 3.<br><br>Ensure any of these assessa account released amount – Category 3 income is **incluc the total entered at estimat total income**.<br><br>Including the assessable ac release amount in the estim total income will **not** affect t calculation or determination client's entitlement to government super contribut<br><br>This is determined internally based on the income inform provided in the individual inc tax return including respons to **A3** government super contributions. |
| **Validation errors VR.ATO.IITR.730259 and VR.ATO.IITR.730260 received when attempting to lodge individual income tax returns.**<br><br>Updated 08/09/2022 | These errors can occur whe income from a financial investment has not been inc elsewhere in the return.<br><br>If you receive these errors, a you believe the errors are incorrect, we suggest that y lodge the return by paper. T send a message through Or |

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| | services for agents with supporting information.<br><br>To do this:<br><br>• select **Practice mail**<br>• select **New**<br>• choose **Topic** 'debt and lodgment'<br>• choose **Subject** ‘manage lodgment program’.<br><br>In the message, you must in the following:<br><br>• advice that a deferral is required and the reason you are unable to lodge<br>• the client name and their<br>• the date the return was p to us.<br><br>**Note:** You can't lodge a tax via Practice mail. |
| **When pre-lodging the individual income tax return you are returned with error message 'CMN.ATO.GEN.0002 Lodgment failed. Contact the ATO. Error code 50137'.**<br><br>Added 05/05/2021 | Determine if the return cont exempt foreign income in th income details schedule.<br><br>If so, ensure that foreign inc deductible expenses are no greater than exempt foreign income and attempt to lodg return again. |
| **Delay in processing of tax return if inputting an amount at ‘Net foreign rent from a managed fund’.**<br><br>Added 01/03/2021 | This will create an error in A systems which will require manual intervention and del processing of an individual t return.<br><br>To ensure that this error doe occur do not input any figur 'Net foreign rent from a mar fund'.<br><br>If the ‘Net foreign rent from managed fund’ amount is kr then record the information ‘Total other foreign income f |

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| | managed fund' and 'Your sh<br>other foreign income from<br>managed fund' at label **20M**<br>the tax return. |
| **CMN.ATO.IITR.730053 and CMN.ATO.IITR.730061**<br><br>**Agents completing individual client tax returns for the 2020 to 2022 financial years. Error specifically relates to taxpayers:**<br><br>• **who are in receipt of a capped defined benefit income stream (reported at label 7M of the main IITR)**<br>• **who are over 60 years old**<br>• **where the benefit is made up only of taxed elements, they have had tax withheld.**<br><br>Updated 08/09/2022 | Validation<br>rule VR.ATO.INCDTLS.00001<br>requires a value greater thar<br>at any of the fields:<br><br>• Superannuation income s taxable component taxed element<br>• Superannuation income s taxable component untax element<br>• Superannuation income s tax-free component<br>• Superannuation income s lump sum in arrears taxal component taxed elemer<br>• Superannuation income s lump sum in arrears taxal component untaxed elem<br>• Superannuation income s lump sum in arrears tax-f component.<br><br>In this specific scenario age should:<br><br>• include a single dollar ($1 the 'superannuation incor stream tax-free compone field, and<br>• place a $0 in all other fiel identified in validation rul VR.ATO.INCDTLS.000014<br><br>On the main IITR agents sho ensure the correct amount i reported at label **7M**. |
| **5A and T9 instalment amount on activity statement adjusted**<br><br>**Issue is affecting Online services for agents, PLS and SBR.** | This occurs when the variec amount at label **T9** does not equal the system calculated that is based on the amount have provided at Label **T8**. |

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| Added 24/03/2020 | You may be required to repo amount at label **T9** that is gr than 25%, 50% or 75% of th estimated tax for the incom year. To ensure accurate reporting of PAYG, review th instalment amount before lo or resubmitting the form.<br><br>To work out the correct **T8** amount to use in each quart<br><br>• For the first quarter in the income year that you are to pay an instalment, multiply **T9** by 4<br>• For the second quarter in income year, add quarter 2 instalment amounts the multiply by 2<br>• For the third quarter in th income year, add quarter 1, 2 and 3 instalm amounts, divide by 3 then multiply by 4<br>• For the fourth quarter in income year add quarter 1, 2, 3 and 4 insta amounts.<br><br>This does not take into acco any **5B** credits that may hav been claimed in previous quarters.<br><br>For assistance phone **13 72** Fast Key Code **1 4 1**. |
| **CMN.ATO.IITR.000224 – Tax withheld from Australian Government pensions and allowances incorrect.**<br><br>**Tax withheld amounts from Australian Government pensions or allowances are greater than or equal to the amount of Australian Government pensions. Both amounts must be correct.**<br><br>Updated 16/08/2024 | There are circumstances wh Centrelink clients may have payment summaries that inc a tax withheld amount great than the taxable amount. Th can be the result of changin payment types during the y repaying payments that had withheld. |

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| | If you experience this issue, phone **13 72 86** Fast Key Code **3 1** for further support |
| **Unable to lodge company tax return due to incorrect duplication error.**<br><br>Updated 16/10/2018 | Some users may receive an incorrect duplication error w lodging company returns us practitioner lodgment servic (PLS). This is occurring in lir circumstances.<br><br>We have found in many case removing the ABN from the you are trying to lodge will resolve this error. |
| **CMN.ATO.AS.EM005 – .is a mandatory field.**<br><br>**When attempting to lodge activity statement, 'CMN.ATO.AS.EM005 - .is a mandatory field' error is returned that does not specify which field is mandatory.**<br><br>Updated 15/08/2018 | 'Does **G1** include GST' Y/N indicator at field **G1** is mand if entry exists at G1.<br><br>Update **Y** or **N** indicator and resubmit. |
| **Non-individual income tax return (ITR) produces error:**<br><br>**'GENERALERRORINCORE' and/or 'CMN.ATO.GEN.200001'.** | Determine if the ABN being has a status of cancelled. If:<br><br>• **yes,** remove the ABN anc resubmit the ITR<br>• **no**, contact your software developer. |
| **CMN.ATO.AUTH.007**<br><br>**You do not have the correct permission to submit this request or retrieve this file.**<br><br>Updated 16/08/2024 | Desktop software users:<br><br>• review your permissions Access Manager<br>• contact your authorisatio administrator.<br><br>Desktop and cloud software users:<br><br>• check that the client ABN not been cancelled. If cancelled<br>  – remove the ABN from form for lodgment and resubmit |

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| | – remove the ABN from practice management software and the form lodgment and resubmi<br>• Check that the client identifiers in your practic management software ar correct<br>– Is the ABN correct for TFN?<br>– Is the TFN correct for client name?<br>– Is the ABN correct for client name?<br><br>If necessary, set up your permissions in Access Mana<br><br>If you have confirmed your Access Manager settings ar correct but the error persist phone **13 72 86** Fast Key Code **3 1**. |

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# Online services for business

## List of Online services for business issues

| Summary | Action required |
|---|---|
| **When viewing transaction details for a clients account, a message is returned specifying there are 'More results available' but there is no option to view the additional results or next page.**<br><br>Added 19/01/2026 | This is a known issue where clients have a large list of transactions.<br><br>To view the transaction details, you can:<br><br>• filter for a specific date range, or<br>• download the full transaction results (as CSV or HTML). |

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| **Error message received when attempting to update Financial Institution Account (FIA) details**<br><br>Added 28/07/2022 | If you receive this error, **contact us** directly to update these details. |
| **Error message 'No Australian business number (ABN) found' received when logging into Online services for business.**<br><br>Updated 20/03/2023 | Check your myID is linked to the relevant business in RAM. If not, find out how to get started with RAM.<br><br>If your myID is already linked to the business, log in to your myID app and check your identity strength at the top of your dashboard or by selecting **My identity**.<br><br>If your identity strength is:<br><br>• Basic, you'll need to verify your identity to at least a Standard identity strength – where you're unable to achieve a Standard identity strength you may be able to access Online services for business with a **Basic myID**<br><br>• Standard or Strong, you'll need to set up your myID again – where you've transferred your app to another device, select **Reset app** within your myID app's **Settings** before you set up your myID again. |

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# Single Touch Payroll

## List of Single Touch Payroll issues

| Summary | Action required |
|---|---|

| | |
|---|---|
| **Single Touch Payroll (STP) troubleshooting for employers and intermediaries**<br><br>Updated 15/08/2018 | STP reporting issues and errors |
| **Lodgment of duplicate amounts in Single Touch Payroll (STP) and payment summary annual reports (PSAR) are creating duplicates. This may impact employee's pre-fill.**<br><br>Updated 16/07/2018 | If you finalise your employees via STP don't send a PSAR or file generated from your software with the same information.<br><br>Only additional disclosures that are not captured in STP, should be reported via PSAR or file generated from your software.<br><br>Lodgment of duplicate amounts may impact the employee's pre-fill. |

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# Other

## List of other issues

| Summary | Action required |
|---|---|
| **Superannuation guarantee charge (SGC) statement**<br><br>**Online services for business**<br><br>**If you have resumed a saved SGC statement and are experiencing issues with the OTR and/or late payment offset fields.**<br><br>Updated 09/05/2023 | To be able to successfully submit the **SGC statement** or statements you will need to:<br><br>• delete the quarter that previously included a late payment offset amount<br>• re-enter the quarterly period and late payment information<br>• ensure that you **do not** select 'Save and exit' before submitting.<br><br>If this is unsuccessful you will need to lodge using the |

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| | Spreadsheet version (XLS, 747KB) and attach it to a new secure mail message.<br><br>To do this:<br><br>• select **Communication** from top menu<br>• then **Secure mail**<br>• select **New message**<br>• choose **Superannuation** as the mail topic<br>• choose **Lodge SGC statement** as the mail subject. |
| **Superannuation guarantee charge (SGC) statement**<br><br>**Online services for business**<br><br>**If you are lodging an amendment for 31 or more employees, use the spreadsheet.**<br><br>Updated 09/09/2021 | If you intend to lodge an amended SGC statement for 31 or more employees , lodge using the spreadsheet version (XLS, 747KB) and attach it to a new secure mail message.<br><br>To do this:<br><br>• select **Communication** from top menu<br>• then **Secure mail**<br>• select **New message**<br>• choose **Superannuation** as the mail topic<br>• **Lodge SGC statement** as the mail subject. |
| **Departing Australia superannuation payment (DASP) – unable to confirm identity.** | When entering the DASP online system you must enter the client's **current** passport number however if your client has used the DASP online system previously you need to ensure you use the same passport number that was used in the original application.<br><br>Ensure your client gives you details of their current passport |

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| | number in addition to any old passport numbers that may have been used previously to access DASP. |
| **Departing Australia superannuation payment (DASP) – unable to claim unclaimed super money on behalf of a client.** | When accessing DASP online on behalf of a client, a search for unclaimed super money (USM) will only be conducted where the client's temporary visa has been cancelled and the client is no longer in Australia. Intermediaries are unable to claim USM via DASP online if these conditions are not currently true.<br><br>Individual clients can access DASP Online or tax agents can lodge a paper claim form. |
| **Unable to open forms from ato.gov.au – for example, objection form.**<br><br>Updated 13/09/2022 | Try any of the following:<br><br>• Update to the latest PDF viewer version<br>• Follow prompts provided by browser to move past warning messages or to open in an alternate viewer<br>• Download the form to your device by right clicking the form hyperlink and selecting **Save link as**<br>  – Open file directly from saved file location (do not run or open from browser prompt)<br>  – Click **OK** to close any java script warning messages and open form.<br><br>IOS devices will not support downloads containing java script. |
| **Unable to see the early stage innovation companies (ESIC) report.** | Users must have the correct permissions set by their administrator in Access |

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| Updated 20/01/2023 | Manager to view and lodge the form.<br><br>To set the required permissions in Access Manager:<br><br>• under My Business select **Manage permissions**<br>• select the user to be modified<br>• select the **Client** tab<br>• under ATO Transactions tick both the **Prepare** and **Lodge** check boxes next to 'Early stage innovation companies reporting form'<br>• save changes.<br><br>The ESIC report is located under **Client forms**, which are in the **Lodgments** drop-down menu. |
| **General purpose financial statements (GPFS)**<br><br>**How to update and revise a lodged GPFS form**<br><br>**Relevant for Online services for agents and Online services for business.**<br><br>Updated 09/09/2021 | To update or revise a lodged GPFS form:<br><br>• navigate to **Lodgments** menu<br>• select **General purpose financial statements**<br>• select **Update** for the year that you want to update<br>• select the 'X' next to the link and answer **Yes** to delete the statement<br>• attach the updated and revised GPFS. |
| **General purpose financial statements (GPFS)**<br><br>**How to lodge**<br><br>**Relevant for Online services for agents and Online services for business**<br><br>Updated 09/09/2021 | The only method to lodge a GPFS is via the form located in the lodgments drop-down menu in Online services for agents, or Online services for business.<br><br>If you are unable to access the report, ensure that: |

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| | • you have the correct permission in **Access Manager** to prepare and lodge a GPFS<br>• your administrator can grant you permission<br>• the ABN of the entity is valid and has not been cancelled. |
| **Email not delivered – Microsoft Office 365 user** | In some limited instances you may have an issue with new Microsoft Office 365 installations where some emails sent to an official and current ATO email address may not have been delivered. The problem could be related to the configuration of the sender policy framework (SPF) and domain key identified mail (DKIM) services.<br><br>If you suspect this problem is impacting emails sent from your practice, it will require a correction to your Office 365 configuration (unfortunately there is nothing we can do to fix this). Consult your software service provider or contact your software vendor for more information and guidance. |

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If you cannot find a reference for the system issue you are experiencing, contact us.

QC 41616

# Minimum system requirements

Check the minimum system requirements for using our online services.

**Last updated** 3 June 2025

## Online services with minimum system requirements

For the best experience when using our online services, your device should meet our minimum system requirements.

These minimum system requirements apply to our online services for:

- individuals and sole traders (accessed through myGov)
- foreign investors
- business
- tax and BAS agents
- non-resident businesses using our simplified online GST registration system.

## Check your system

You can quickly check your system and settings using our online services minimum requirements system check.

When accessing our online services using Digital ID and Relationship Authorisation Manager (RAM) or AUSid, additional requirements may apply.

Check your system

## Supported browsers

For the best experience and improved online security, we recommend using one of the supported browsers:

- Table 1 – for supported desktop browsers
- Table 2 – for supported mobile browsers.

### Table 1: Online services – supported desktop browsers

| Browser | Version |
|---|---|
| Google Chrome | Current stable version and current Extended Stable Release (ESR) version. |
| Firefox | Current stable version and current Extended Stable Release (ESR) version. |
| Safari | Current public version and prior two versions. |
| Microsoft Edge | Current stable version and current Extended Stable Release (ESR) version. |

### Table 2: Online services – supported mobile browsers

| Browser | Version |
|---|---|
| Mobile Safari (iOS) | Current public version and prior 2 versions. |
| Chrome for Android | Current public version and prior 2 versions. |

## Other system requirements

You may also need to check the following settings on your device when accessing our online services.

### Table 3: Online services – other system requirements

| Setting | Requirement | Notes |
|---|---|---|
| JavaScript | Enabled | Update this in your browser settings. |
| Cookies | Enabled | Update this in your browser settings. |
| Internet speed | Download > 0.5Mbps | Slow internet speeds may result |

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| | | in services running slowly or timing out. |
| Ad-blocker software<br><br>Anti-virus software<br><br>Browser add-ons | You may need to adjust the settings of your software or browser add-ons to allow our online services to load correctly. | This may involve whitelisting or adding an exception for the ato.gov.au domain. |
| Network settings (for example, firewalls) | Ensure the ato.gov.au domain is not blocked. | If you don't have access to update these settings (for example, you're using a public computer or wi-fi network), try a different device or a different network. |

For help or support meeting these minimum requirements, see Troubleshooting common errors and issues.

## Using browser add-ons

Browser add-ons that block ads or trackers may have an unintentional impact on our online services.

For example, some ad-blockers block content based on certain key words (such as ‘ad’ or ‘advertising’). MyTax references occupation types that contain these words, for example, 'advertising manager'. This means that the ad-blocker may misinterpret 'advertising manager' as advertising content and prevent myTax from loading.

Your browser add-on may also identify components of our online services as trackers. Common components we use include:

- **Google analytics/Google tag manager** – we use Google analytics to understand how our online services are being used so we can make improvements as needed. No identifying information is collected (see Web browsing records – ATO privacy policy).

- **Qualtrics Site Intercept** – we use this to ask you to complete surveys and submit feedback about our online services.
- **Atoonlinecdnstream.azurenet.net** – this is not a tracker and is required for our online services. You won't be able to use our online services if this is blocked.
- **Omnichannel.ato.gov.au** – this is used to support the webchat feature in myTax.

QC 56067

# Online services help

If you're having trouble with our online services we can support you.

**Last updated** 21 June 2024

If you are experiencing difficulty accessing or using our online services, check the following links.

- Technical support – for known system issues.
- System maintenance – for scheduled and unscheduled outage information.
- Troubleshooting common errors and issues – for information on what you can do to resolve them.

If you are still experiencing difficulties, you can Contact us.

QC 40970

## 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.