

Tax Agent Portal



The Tax Agent Portal is a secure website providing registered agents and their authorised staff access to a range of tools, services and information about clients' records.

What you can do

Visit the portal at tap.ato.gov.au to:

- view and update client registration details
- prepare, lodge, view and print activity statements for your clients
- view client account information and correspondence
- request client refunds and credit transfers
- download and submit forms online
- access on-demand or pre-generated reports
- send and receive secure messages with us on selected topics
- test, lodge and transfer certain files using the file transfer function.

Getting started

There are minimum security and computer requirements for using the portal. To log in, you will need an AUSkey, which is a secure login that identifies you when you use participating government online services on behalf of a client. For more information, visit ato.gov.au/tax-professionals/tax-agent-portal/getting-started

Tax Agent Portal Help

Tax Agent Portal Help can assist as you use the portal. The Help link at the top right of each portal screen provides you with screen-specific instructions, no matter where you are in the portal. See also ato.gov.au/TAPHelp

Portal videos

A suite of six step-by-step videos about commonly-used portal functions is available to support you.

Find these videos on ato.gov.au/Tax-professionals/Tax-Agent-Portal

Tax Agent Portal Dashboard

Use the dashboard for updates on the availability and performance of the Tax Agent Portal. Visit tap.status.ato.gov.au

System maintenance and issues

For information on planned ATO system outages, regularly check ato.gov.au/General/Online-services/System-Maintenance. Technical support for known issues is also available at ato.gov.au/General/Online-services/Technical-support

Tax professionals alerts

Tax professionals alerts are sent via email or SMS to advise when there are significant, unplanned portal outages, or other urgent issues. The email alert offers an extended 24-hour-a-day service.

The SMS alert is available in certain business hours. For more information and to subscribe, visit ato.gov.au/TPAlerts



Tax agent online services guide

The online services guide shows the online options available to resolve queries or conduct transactions online. Visit ato.gov.au/TAOnlineGuide



Services and support

For our full range of services and support go to ato.gov.au/TPServicesandSupport