



INLAND REVENUE
AUTHORITY
OF SINGAPORE

User Guide

View/ Edit/ Submit Form IR21 (Tax Clearance)

User Guide: View/Edit/ Submit Form IR21(Tax Clearance)

Announcement: myTax Portal will not be available on 20 Jan 2019 (Sun), 2:00 AM to 4:00 PM (Singapore time). We apologise for any inconvenience caused.

Weekly maintenance hours (Singapore time):
Wed 2:00 AM - 6:00 AM | Sun 2:00 AM - 8:30 AM

Login to myTaxPortal

- Personal Tax with SingPass
- Business Tax with CorpPass
- Tax Agent Login
- Business Client with CorpPass
- Individual Client with CorpPass and IRAS Authorisation Code
- > Client Notice of Transfer using CorpPass
- > Request SingPass/ CorpPass

Tax Season 2019
Find out all you need to know about individual income tax filing and your tax filing obligations.
> More Announcements

CorpPass
Businesses to transact with IRAS using CorpPass from 1 Sep 2018.

Step	Action/ Note
	myTax Portal Login page (https://mytax.iras.gov.sg)
1	Select login for <ul style="list-style-type: none">- Business Tax or- Tax Agent Login >> Business Client

Note:

You need to be authorised by your organisation via the Singapore Corporate Access (CorpPass) before using this eService.

For more information on CorpPass, please refer to the user guide at www.iras.gov.sg > e-Services > Others > CorpPass.

Singapore Corporate Access
CorpPass
BETA

Singapore Government
Integrity · Service · Excellence

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Is your business CorpPass-ready?

From 1 Sep 2018, business entities can ONLY use CorpPass to log in to government digital services. Set up your access now to transact with agencies such as CPF, IRAS and MOM, to prevent disruption to your business flow.

Log in with CorpPass

UEN/ENTITY ID ⓘ

CORPPASS ID ⓘ

Password ⓘ

☐ Remember Entity ID ⓘ

Forgot [Entity / CorpPass ID](#) or [Password](#)

Cancel Login ▶

Step	Action/ Note
	Log in with CorpPass
1	Enter your organisation's UEN/ Entity ID
2	Enter your CorpPass ID
3	Enter your Password
4	Click on Login

Singapore Corporate Access
CorPass

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Log Out

Option A → **Via SMS** **Via OneKey Token** ← **Option B**

Via SMS

Click the button below to get your 6-digit One-Time Password(OTP) via SMS

Get OTP via SMS

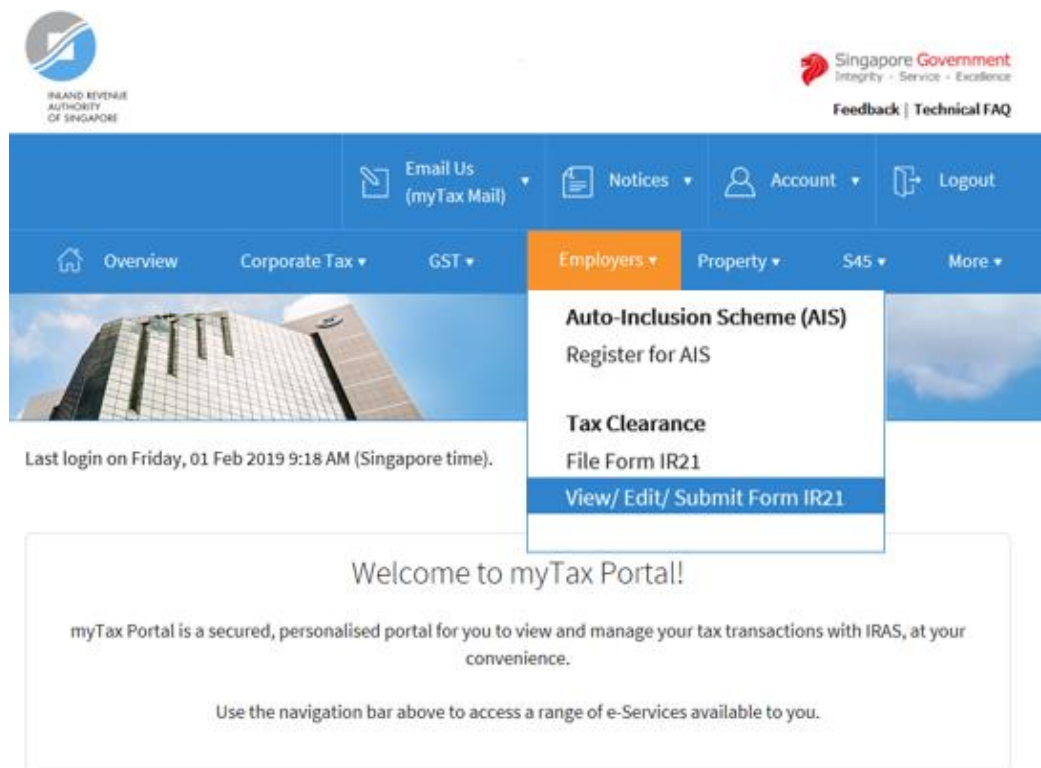
Mobile OTP*

Submit

Privacy Statement | Terms of Use | Rate this Website

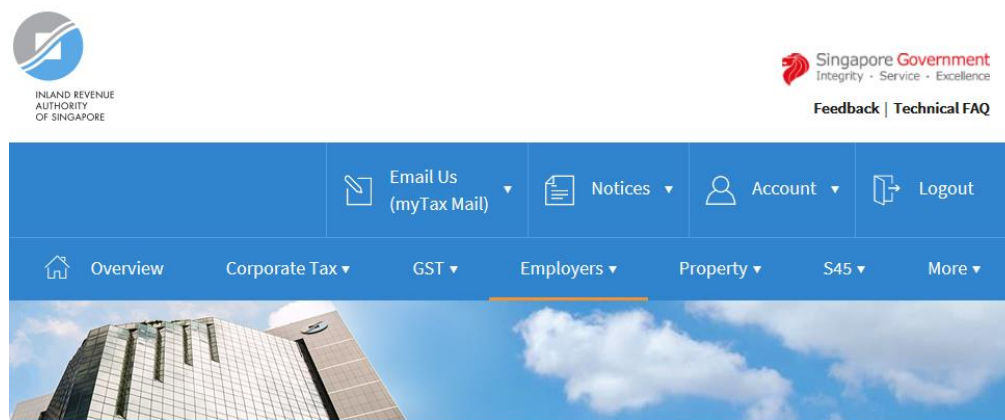
© 2018 Government of Singapore

Step	Action/ Note
	2FA Verification
1	Complete the 2FA Login via SMS (Option A) or OneKey Token (Option B).



Step	Action/ Note
	myTax Portal Welcome Page
	<p>To retrieve Form IR21 record(s), select the following links from the mega menu bar:</p> <ul style="list-style-type: none"> - Employers - View/ Edit/ Submit Form IR21 under Tax Clearance <p>You may use this e-Service to:</p> <ul style="list-style-type: none"> • view Form IR21 filing and processing status; • edit a draft Form IR21; or • submit a Form IR21 to IRAS. <p><u>Note:</u></p> <ul style="list-style-type: none"> • The Date of Commencement or Cessation in the Draft/ Pending Approval Form IR21 cannot be amended. You would need to delete the record and re-file a new Form IR21 to amend the date(s). • The details in submitted Form IR21 cannot be amended. File an Additional/ Amended Form IR21 as appropriate.

User Guide: View/Edit/ Submit Form IR21(Tax Clearance)



Client Selection for View/ Edit/ Submit Form IR21

Continue with

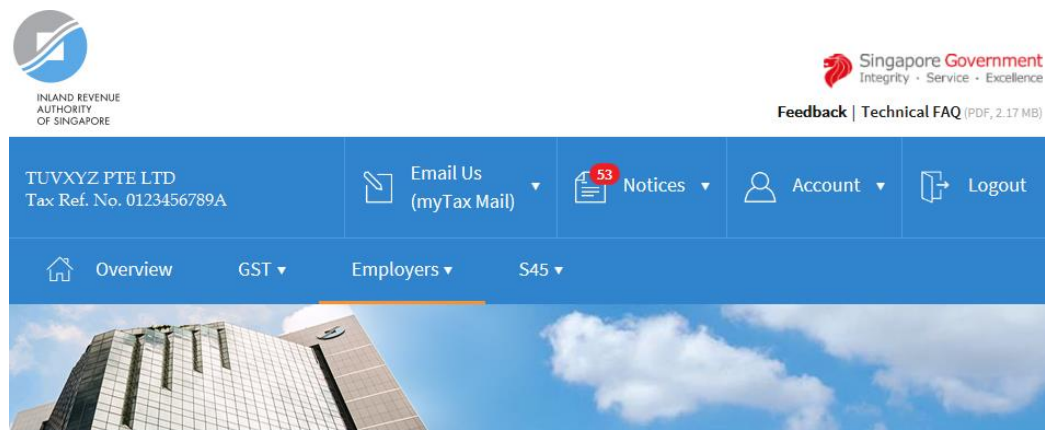
Client Tax Ref No. ⓘ

UEN-LOCAL CO ▼

NEXT

Step	Action/ Note
	View/ Edit/ Submit Form IR21 – Client/ Third Party Selection
	If you have logged in for your Client's Tax Matters, you will be prompted to provide your client's tax reference number.
1	Enter your client's Tax Reference Number .
2	Click on Next .

User Guide: View/Edit/ Submit Form IR21(Tax Clearance)



View/ Edit/ Submit Form IR21

Note

You can only view records that are within 21 days from the date Form IR21 is submitted or saved as draft.

How would you like to search?

By filing status

Select

SEARCH

By employee's ID

F1234567A, S1234567Z

SEARCH

Step	Action/ Note
	View/ Edit/ Submit Form IR21
	<p>You can search the Form IR21 records by:</p> <ul style="list-style-type: none">- filing status; or- employee's ID <p><u>Note:</u> The search results would only contain records that are <u>up to 21 days</u> from the last updated date.</p>
1a	<p><u>Search by filing status</u></p> <p>Select a filing status from the drop-down list provided on the left and click on Search.</p> <p>The filing statuses that are available for selection are as follows:</p> <ul style="list-style-type: none">- Draft- Pending Approval- Submitted- All of the above
1b	<p><u>Search by employee's ID</u></p> <p>Enter the employee's ID and click on Search.</p>

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View Form IR21 Status

Expected Processing Time

Generally, 80% of e-Filed Form IR21 will be processed within 7 working days after it has been submitted to IRAS.
Processing of tax clearance may take longer if the information given in Form IR21 is incomplete or when IRAS needs to seek clarification on the employment details submitted.

Search Result(s)



No records found

DELETE RECORD

Next Step

Search for another Form IR21 record(s)

PROCEED

OR

File a new Form IR21

PROCEED

☆ RATE THIS E-SERVICE

Step	Action/ Note
	View Form IR21 Status – Part 1
	If there is no matched Form IR21 record, the message “No records found” will be displayed.

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View Form IR21 Status

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Search Result(s)

1 - 5 of 5 Record(s)

Status	Employee ID	Employee Name	Last Updated Date/ Time	Type	Actions
<input type="checkbox"/> DRAFT	G0000000A	ABCD	20 JUL 2017 10:39 AM	ORIGINAL	EDIT ▲
<input type="checkbox"/> PENDING APPROVAL	F1111111A	DEFG	21 JUL 2017 03:08 PM	ORIGINAL	REVIEW ▼
IN PROCESS	G1111111A	HIJK	21 JUL 2017 11:33 AM	ADDITIONAL	VIEW ▼
PROCESSED	G1111111A	HIJK	25 JUL 2017	AMENDED	▼
PROCESSED	A1111111A	MNOP	25 JUL 2017 11:36 AM	AMENDED	VIEW ▼

[DELETE RECORD](#)

Next Step

Search for another Form IR21 record(s)

[PROCEED](#)

OR

File a new Form IR21

[PROCEED](#)

Step	Action/ Note
	View Form IR21 Status – Part 2
	<p>The search result, if it contains more than one record, would be sorted by filing status in the following order:</p> <ul style="list-style-type: none">- Draft- Pending Approval- In Process- Processed- Withdrawn <p>If there are more than one record within the same filing status, the records would be further sorted based on the Last Update Date (with the latest record being listed first).</p> <p><u>Note:</u></p> <p>i) The search result would contain Form IR21 records that were submitted via other filing modes (i.e. paper submission, etc).</p> <p>ii) Click on the header bar to sort the search result by:</p> <ul style="list-style-type: none">- Employee ID- Employee Name- Last Updated Date/ Time- Type of Form IR21

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Search Result(s)

1 - 5 of 5 Record(s)

Status	Employee ID	Employee Name	Last Updated Date/ Time	Type	Actions
<input type="checkbox"/> DRAFT	G0000000A	ABCD	20 JUL 2017 10:39 AM	ORIGINAL	EDIT
Prepared by - Mode INTERNET Date Received -		Last Updated by TESTING123 Acknowledgement No. - Date Processed -			
<input type="checkbox"/> PENDING APPROVAL	F1111111A	DEFG	21 JUL 2017 03:08 PM	ORIGINAL	REVIEW
IN PROCESS	G1111111A	HIJK	21 JUL 2017 11:33 AM	ADDITIONAL	VIEW
PROCESSED	G1111111A	HIJK	25 JUL 2017	AMENDED	
PROCESSED	A1111111A	MNOP	25 JUL 2017 11:36 AM	AMENDED	VIEW

[DELETE RECORD](#)

Next Step

Search for another Form IR21 record(s)

[PROCEED](#)

OR

File a new Form IR21

[PROCEED](#)

Step	Action/ Note
	View Form IR21 Status – Part 2
	<p>If you wish to view the following details for the selected Form IR21, click on the triangle icon to expand the view:</p> <ul style="list-style-type: none">- Prepared by- Mode- Date Received- Last Updated by- Acknowledgement No.- Date Processed

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View Form IR21 Status

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Search Result(s)

1 - 5 of 5 Record(s)

Status	Employee ID	Employee Name	Last Updated Date/ Time	Type	Actions
<input type="checkbox"/> DRAFT	G0000000A	ABCD	20 JUL 2017 10:39 AM	ORIGINAL	EDIT
<input type="checkbox"/> PENDING APPROVAL	F1111111A	DEFG	21 JUL 2017 03:08 PM	ORIGINAL	REVIEW
IN PROCESS	G1111111A	HIJK	21 JUL 2017 11:33 AM	ADDITIONAL	VIEW
<u>PROCESSED</u>	G1111111A	HIJK	25 JUL 2017	AMENDED	
<u>PROCESSED</u>	A1111111A	MNOP	25 JUL 2017 11:36 AM	AMENDED	VIEW

[DELETE RECORD](#)

Next Step

Search for another Form IR21 record(s)

[PROCEED](#)

OR

File a new Form IR21

[PROCEED](#)

Step	Action/ Note
	View Form IR21 Status - Part 2
1a	<u>If you are a Preparer</u> Click on: i) Edit under Actions to amend or submit your draft for approval; or ii) Delete Record to delete a draft record after checking the box against the corresponding Form IR21 record.
1b	<u>If you are an Approver</u> Click on: i) Edit to amend a draft record; ii) Review to submit a record that is pending your approval; or iii) Delete Record to delete a draft or pending approval record (after checking the box against the Form IR21 record(s) to be deleted).
2	<u>Next Step Section</u> Click on: i) Proceed button on the right to file a new Form IR21; or ii) Proceed button on the left to begin a new search.

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Contact Information

For enquiries on this user guide, please call 1800-3568300 or email taxclear@iras.gov.sg

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