

# Forgot your **PASSWORD?**





# Forgot your **PASSWORD?**

1.

The screenshot shows the MRA website homepage. At the top, there is a navigation menu with links for 'About Us', 'Taxes & Duties', 'Legislations', 'Media Centre', 'FAQs', and 'Feedback / Complaint'. Below the menu is a search bar and a 'Welcome to the website of the Mauritius Revenue Authority (MRA)' banner. A red arrow points to the 'TAXPAYER PORTAL' link in the footer navigation bar, which is also highlighted with a red box. Other links in the footer include 'LATEST NEWS', 'TAX CALENDAR', 'SME CORNER', 'INTERNATIONAL TAXATION', and 'e-AUCTION SALES'.

Go to MRA website: [www.mra.mu](http://www.mra.mu) and **click/tap** on **TAXPAYER PORTAL**

2.

The screenshot shows the MRA Login page. The 'MRA Login' header is visible. Below it, there is a login form with fields for 'User ID' (marked with a red box and 'i.') and 'Password' (marked with a red box and 'iii.'). A 'Forgot Password' link is highlighted with a red box and 'iv.'. Below the form, there is a link to retrieve the User ID (TAN) using the National Identity Card Number, marked with a red box and 'ii.'. To the right, there is a 'Trouble Logging in?' section with a red background and a list of instructions for users.

1. Enter your **User Id (Tax Account Number (TAN))**; **i.**

In case you forgot your TAN, **Click/tap** on **Click here** **ii.** You will be re-directed to a page where you will be required to insert your National Identity Card Number (NID/NCID) to retrieve it.



## Forgot your **PASSWORD?**

2. **Click/tap** on the **checkbox** **(iii)** confirming that you have read the disclaimer; and
3. **Click/tap** on **Forgot Password** **(iv)**

**3.**

MRA Login

Login Contacts

### FORGOT PASSWORD

After providing the information below, MRA will send you a One Time Password(OTP) on the mobile number which you have provided on MRA e-services. Enter the details below and click on 'Send OTP' to continue.

National Identity/Non-Citizen Identification number: \*

Mobile Number: \*   
(Please enter the mobile number which you have provided on MRA e-services)

**SEND OTP** Cancel

Enter your '**NID or NCID**' and your **Mobile Number\***.

**Click/tap** on **Send OTP** and MRA will send you a **One-Time Password (OTP)\*\*** on the mobile number which you have provided.

*\* If the Mobile Number provided does not match MRA database, you will be prompted to provide your Card Control Number, which is found at the back of your NID card.*



**Card Control Number**

*In the case of a Non-Resident, he/she will need to provide the date of issue of his/her Non-Citizen Identification Number (NCID).*

**\*\* The OTP is generated for local mobile numbers only.**



# Forgot your **PASSWORD?**

4.

The screenshot shows the 'MRA Login' page. At the top left is the MRA logo. Below it, there are tabs for 'Login' and 'Contacts'. A grey header bar contains the text 'ONE-TIME PASSWORD (OTP)'. Below this is a green instruction bar: 'Please Insert the OTP that has been sent to your mobile number which will allow you to reset your password.' A red box highlights a single text input field labeled 'One Time Password(OTP): \*'. Below the input field are two buttons: 'Continue' (highlighted with a red box) and 'Cancel'.

Insert the **One Time Password (OTP)** you received by SMS and **Click/tap** on **Continue**

5.

The screenshot shows the 'Reset Password' page. At the top left is the MRA logo. Below it, there are tabs for 'Reset Password' and 'MRA Login'. A grey header bar contains the text 'RESET PASSWORD'. Below this is the instruction: 'Enter your new password below:'. A red box highlights two text input fields: 'New Password: \*' and 'Confirm New Password: \*'. Below the input fields are two buttons: 'OK' (highlighted with a red box) and 'Cancel'.

Insert your **New Password** and **Click/tap** on **OK**

**Your Password is confidential and should be kept securely.**