

VMS TAXPAYER GUIDE ON TAXPAYER PORTAL ERRORS

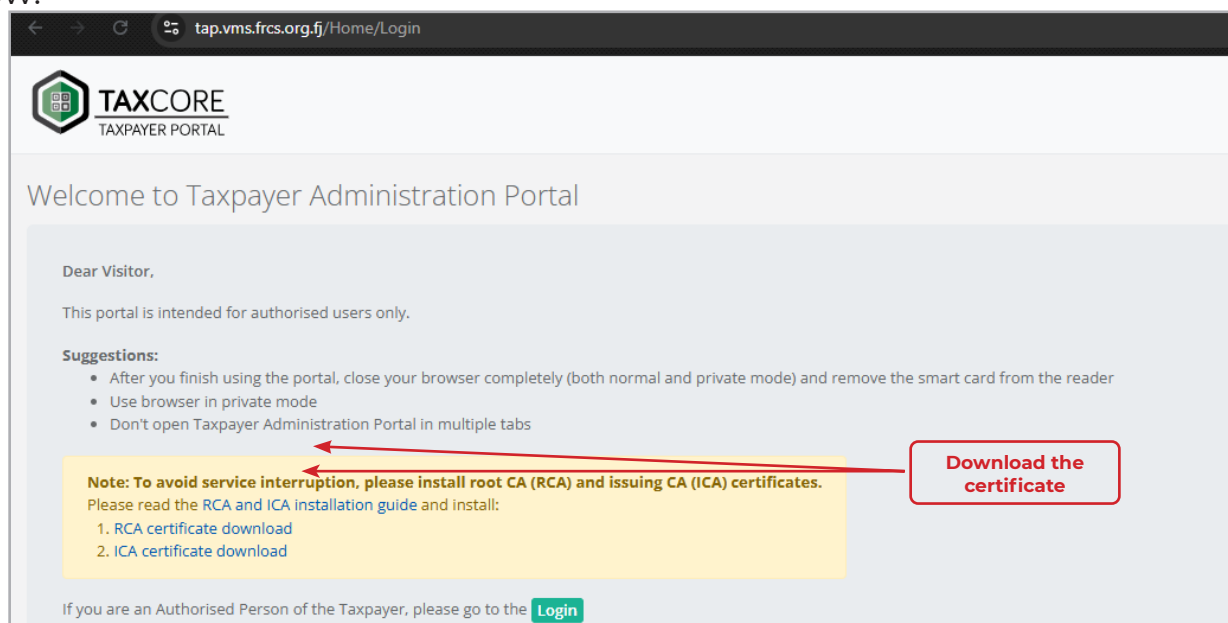
("CONNECTION NOT PRIVATE", "ERROR 403", "ERROR 404" AND "ERROR 400")

ENSURE THAT THE NETWORK IS CONNECTED.

Recommended Browser: Google Chrome (Latest Version)

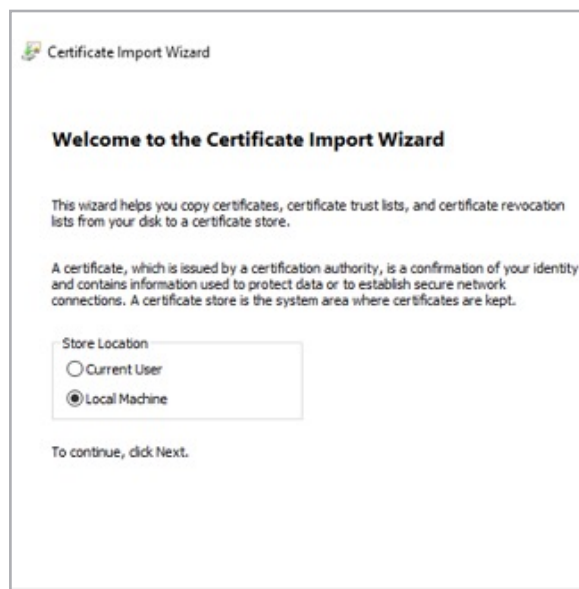
Proceed with the following steps if the errors above persist:

1. Visit our main page <https://tap.vms.frcs.org.fj/> and download the 2 certificates shown below:

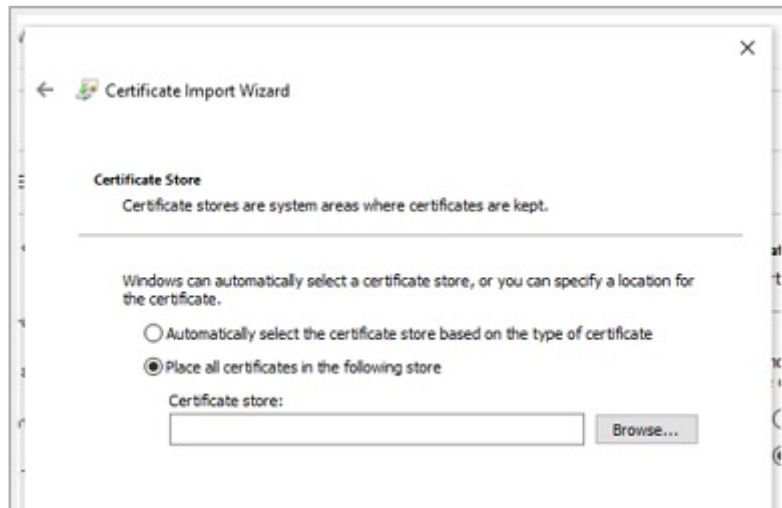


2. Install the downloaded files as follows:

- a. When you begin the installation process, you need to select a location for the certificate installation. For both RCA and ICA certificates you need to select Local Machine.



3. During the installation, you will be asked to select under which store a certificate will be installed. Select **Place all certificates in the following store** and click the **Browse button**.

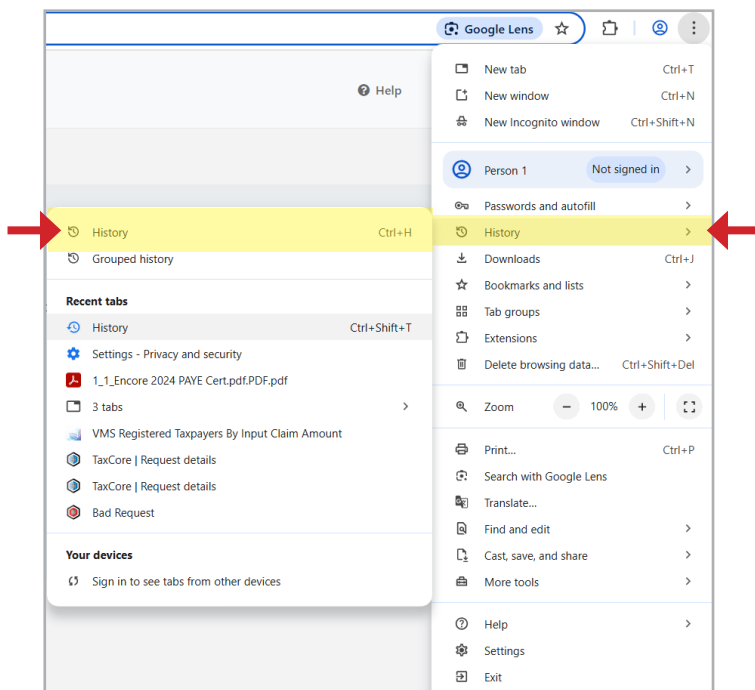


- a. For RCA certificate - select Trusted Root Certification Authorities
- b. For ICA certificate - select Intermediate Certification Authorities

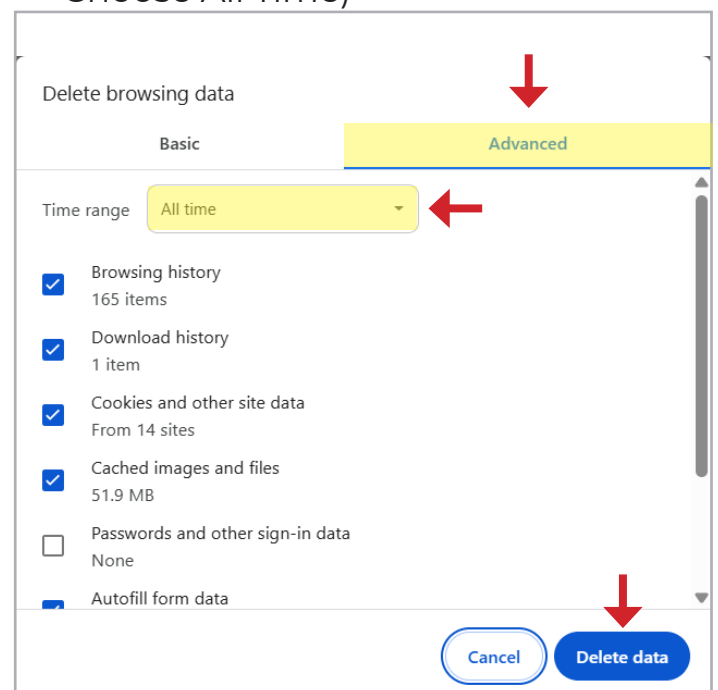
4. Follow the installation wizard to complete the installation.

5. Clear Browser Cache and cookies

- a. Go to History in your browser



- b. Delete browser history (Advance – Choose All Time)



- c. Close the browser once done.

6. Restart Browser (google chrome) and log in to Taxcore using <https://tap.vms.frcs.org.fj/Home/Login>.



For more information,
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