



**FIJI REVENUE AND
CUSTOMS SERVICE**

Taxpayer Online Service (TPOS) User Guide

 **Forgot User ID & Password Reset**

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Many thanks for your interest in this User Guide!

The information in this guide is based on the functionality that has been made available on the FRCS Taxpayer Online Service (TPOS) portal at the time of its publication. It is designed to provide documentation to the Fijian taxpayer community who will consume these online services on a regular basis. This manual includes a description of the portal functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

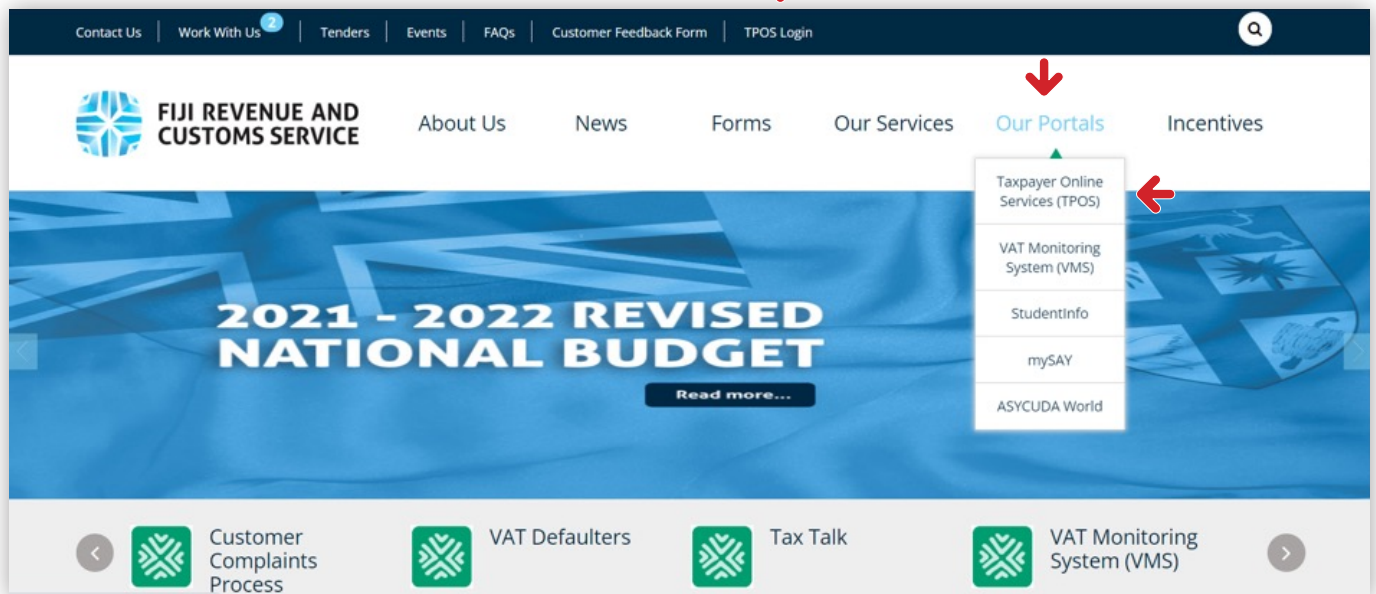
The FRCS TPOS is a strategic initiative by FRCS aimed at enhancing the functionality and userfriendliness of our online services. Your feedback in this regard is highly appreciated.

Please note that functionalities can be enhanced and changed from this process documentation without any written notification. The changes are updated regularly and will be published accordingly.



Logging in to TPOS

When you go to our website www.frsc.org.fj, you will see a link to the TPOS portal. When you click on the link, you will be directed to the portal.



Alternatively, you can go to the portal directly by typing the following URL in your browser:
<https://tpos.frsc.org.fj/taxpayerportal>



User ID and Password

Forgotten Password

If you have forgotten your password, click the "Forgot your Password?" link on the login page.

You will be directed to the screen shown below :



You must provide the **User ID and Email address** that was used during Sign Up. Click on **"Reset Password"** to proceed

**FIJI REVENUE AND
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Reset your Password

Please provide your User ID and email address
to reset your Password

User ID *

PACIFIC22A

Email *

KKUMAR005@FRCS.ORG.FJ

RESET PASSWORD

CANCEL

Click on **"Confirm"** if you are satisfied with the details entered or Click on **"Cancel"** if you want to make changes to the details entered.

**FIJI REVENUE AND
CUSTOMS SERVICE**

Reset your Password

Please provide your User ID and email address
to reset your Password

User ID *

PACIFIC22A

Email *

KKUMAR005@FRCS.ORG.FJ

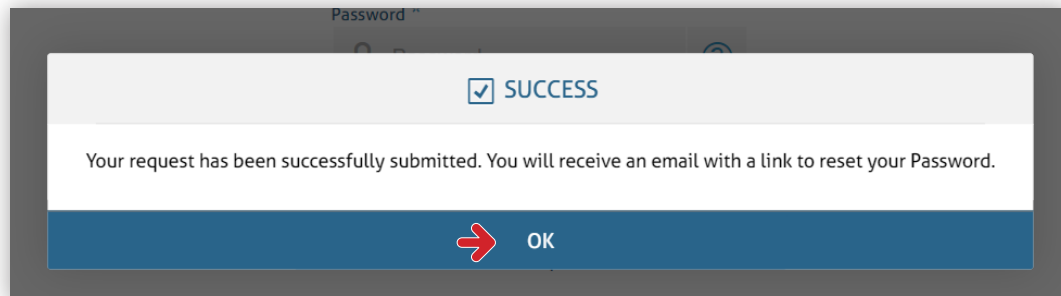
CONFIRMATION

Please confirm if your details are correct!

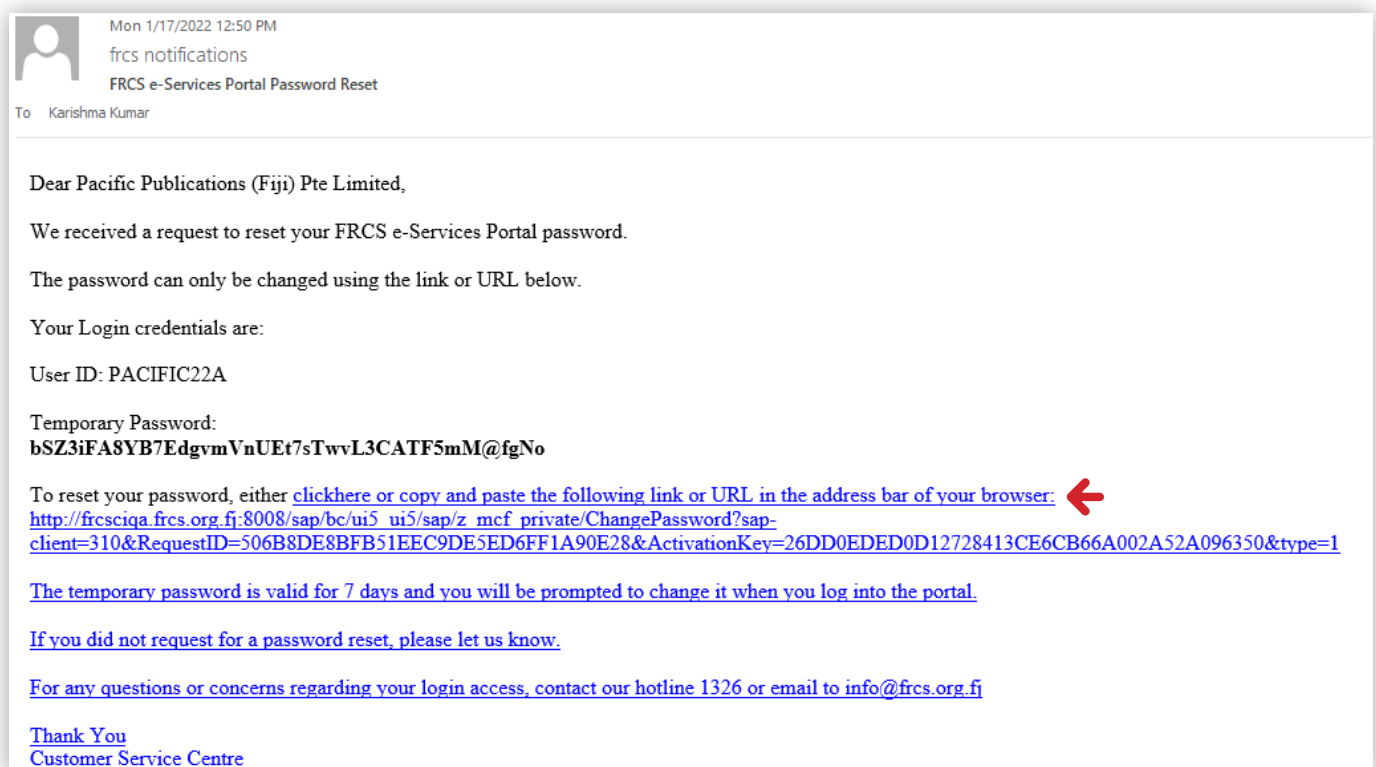
CANCEL **CONFIRM**



You will see a pop-up message advising you that your password reset was completed successfully. Click on **"OK"**



A **new temporary password** will be sent to the **registered email address** as shown below:



Click on the link provided in the email, enter the provided **User ID and temporary password** and click on login. It is important to note that you **must complete your password reset within 7 days**.

In case your account was locked out due to multiple failed attempts, you may use the reset password functionality to unlock your account. **Do not share your password with anyone under any circumstance!**



Changing Your Password on Your Dashboard

If you wish to change your password, you can change it at any time through the Taxpayer Dashboard. Please click on the three horizontal lines at the top **right-hand corner of the screen**, which would show a dropdown with the **"Change Password"** option. Your new password must contain a numeric value, an upper-case letter, a lower-case letter and a special character, and it must be between 8 to 40 characters.



Once the user clicks on **"Change Password"**, they will be navigated to the below screen.

The screenshot shows the 'Change your Password' form. It includes three input fields: Current Password, New Password, and Confirm New Password, each with a lock icon and a help icon. Below the fields are two buttons: CHANGE and CANCEL. A red arrow points to the CHANGE button.



Forgotten User ID or Email Address

If you forget your User ID or email address, please visit your nearest FRCS branch with proof of identification. FRCS officers will assist in retrieving your credentials. If required, you may request to change your email address.

In case you are facing any problems with the described processing steps or you have specific queries related to your particular circumstances that might deviate from the descriptions herein, please do not hesitate to call:

 **1326** or send an email to  **info@frcs.org.fj** and/or  **tpos@frcs.org.fj**.
FRCS will be happy to assist you.

Browser Compatibility

TPOS works best on **Google Chrome**. It will also work on other popular web browsers except for Internet Explorer. You must also have **JavaScript enabled** in your browser. For the best user experience, we advise you to keep your **browser updated to the latest available version**.