

IOTA WEBSITE USERS GUIDE

Version	Changes	Date of release
0.01		19 February 2008

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1. INTRODUCTION

This Guide has been prepared by the IOTA Secretariat for the purpose of providing the users of the IOTA Website with practical information on the content available on the Website, what features are available to use, how to use these features and other useful information covering all aspects of practical usage of the Website from the front-end.

For Website users there will be available two formats of the Guide:

- 1) a web version of the Guide available on the Website Section called FAQ, which will be updated permanently, and
- 2) a complete electronic version which will be updated twice a year and which will be also downloadable on the Website.

In order to make this Guide user-friendly and to avoid the usage of complicated and specialized technical terms, the chosen method to convey information in this guide is through the use of Frequently Asked Questions.

The Guide will be regularly updated with new questions and answers, which users will be able to submit and receive online, as well as all newly developed features which will be simply described in the Guide and users will be notified in the News section.

2. GENERAL

2.1. Where is it possible to find information about the newest developments within IOTA website?

From 2008 all the information about the newest developments of IOTA website will be published on the IOTA News section.

2.2. Who should be contacted if Users encounter technical faults and problems or detect incorrect published information on the website?

In such cases Users should contact the IOTA Website Administrator, who either will deal with the problem personally or will forward it to responsible persons.

2.3. On which CMS platform is the IOTA website developed?

The IOTA website is developed on Joomla! content management system, which is a free and open source CMS, written with the PHP programming language and uses MySQL database by default.

2.4. Is IOTA website secure?

Security of IOTA website is based on the following features:

- Qualified hosting provider;
- Use of development server;
- Maximal security level for CMS;
- Validated data in input boxes;
- Restricted HTML editors;
- User login with one-way password encryption;
- Proper use of release note about possible weaknesses that hackers can exploit;
- Properly configured .htaccess file to ensure maximum security level on the server;
- Specific server settings for additional security of the website;
- Secure file permissions;
- Regular backups;
- Restricted site administration;
- Properly chosen 3rd party add-ons;
- Access for monitoring suspicious activities.

You can find the complete report on Security of IOTA Website in "PCP Corner", accessible only by Registered Users with the extended access rights.

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3. OVERVIEW OF CONTENT AVAILABLE ON THE WEBSITE

Section	Content	Access			
		GU	RU	AG	EU
IOTA News	Current news - recent or planned activities in IOTA or its Member tax administrations, important developments in the taxation field, information about newest publications on tax administration issues and any other news items, which IOTA Members would like to share with other tax administrations	X	X	X	X
	News archive	X	X	X	X
About IOTA	History of IOTA	X	X	X	X
	Main statutory documents	X	X	X	X
	Information about IOTA strategy	X	X	X	X
	Latest annual report of IOTA	X	X	X	X
	Information about structural bodies of IOTA - heads of TA (including reference list), General Assembly, IOTA Presidents (current and previous), Executive Council, Internal Auditors, PCPs of IOTA (including reference list), IOTA Secretariat staff	X	X	X	X
	International Cooperation	X	X	X	X
	IOTA Membership	Information about each Member tax administration	X	X	X
Events and Activities	Complete information about IOTA AG activities, including all current and archived materials from events		X	X	X
	Complete information about IOTA Workshops, including all current and archived materials from events		X	X	X
	Information about Technical Enquiry Service	X	X	X	X
	Complete information about IOTA administrative events, including all current and archived materials from events				X
	IOTA publications for downloading (with descriptions)		X	X	X
	Information about IOTA international missions with related materials				X
IOTA Calendar	Full coverage of IOTA events with links to more specific information	X	X	X	X
Discussion Forum	General Discussion Forum		X	X	X
	PCP Forum				X
	Executive Council Forum				X
	Area Group Forums			X	X
Reference Library	Virtual Library with wide collection of publications on tax administration issues in English from IOTA Member tax administrations; all technical materials from IOTA technical		X	X	X

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	events starting from 2002; IOTA publications - magazine "Tax Tribune", Good Practice Guides, IOTA Summaries of Enquiries; important links etc.				
"Tax-Free" Zone	IOTA photo gallery with photos from IOTA events		X	X	X
PCP Corner	Materials and links important for Principal Contact Persons of IOTA				X

GU Guests
 RU Registered Users
 AG Area Group members - Users
 EU Users with extended access rights

4. USER REGISTRATION

4.1. Are there differences between users of the IOTA website?

Users of the IOTA website can be broken down into two broad categories:

- Guests;
- Registered Users.

Guests are simply visitors to the website with a limited access to the content of the website and also its functionalities.

Registered Users have registered with the website to obtain a username and password. This username and password allows Registered Users to log into the IOTA site, receiving special privileges not available to guests.

4.2. Who can become a Registered User of IOTA website?

Only tax officials working in one of the IOTA Member tax administrations, having a valid official e-mail address with the domain name submitted by an IOTA Principal Contact Person as valid for the registration process, can become Registered Users.

In some tax administrations only a limited number of tax officials have received permission to become Registered Users by their tax administrations. In these cases the request for website access for the specific tax official is submitted by the IOTA Principal Person of the specific country to the IOTA Website Administrator.

4.3. Can someone not working in the IOTA Member tax administration become a Registered User of IOTA website?

Yes, it is possible.

If you represent an academic or governmental entity at the national level, you can enquire about the possibility to have an access to the Registered Users area of IOTA website by contacting the IOTA Principal Contact Person of the specific country (see the list of IOTA Principal Persons here). If the tax administration's answer is positive, the IOTA Principal Contact Person will submit the request for website access for the specific person to the IOTA Website Administrator, giving the name, e-mail address, organisation and position; and the potential Registered User will be provided with their login name and temporary password.

If you represent an international organisation, you can enquire about the possibility to have an access to the Registered Users area of IOTA website directly to the IOTA Website Administrator. In the case of a positive answer the potential Registered User will be provided with their login name and password.

4.4. What are the special privileges available only to Registered Users?

A Registered User of the website can access the content and the functionalities of the website available only to the regular Registered Users or more specific Registered Users Groups.

You can read about the content available only for the Registered Users here.

4.5. Are there different groups of Registered Users?

Registered Users are divided into multiple groups, as IOTA specific has requested it:

- Regular Registered Users;
- Registered Users - IOTA Area Group members (four separate Registered User groups for four IOTA Area Groups);
- Registered users with an extended access to all the materials on the IOTA website (IOTA Executive Council members, IOTA Principal Contact Persons and IOTA Secretariat staff members).

Each Registered User's group has a different access level to specific website materials (see here).

4.6. Can officials who are not officially nominated as IOTA Area Group members, IOTA Executive Council members or IOTA Principal Contact Persons receive Area Group or extended access to the website?

It is possible to provide Area Group access to tax officials of IOTA Member tax administrations who are interested in the specific area of tax administration although not being nominated as official members of the specific Area Group. Interested tax officials should contact either the official Area Group member or Principal Contact Person of their tax administration and if the permission is given for such an access by the tax administration then IOTA Principal Contact Person will request additional website access for the specific person or group of persons to the IOTA Website Administrator.

Extended Registered Users access can be provided to tax officials, who are practically dealing with Executive Council or Principal Contact Person issues. Extended website access should be requested by the IOTA Principal Contact Person to IOTA Website Administrator.

4.7. What is the procedure to become a Registered User?

Registration procedure consists of several steps:

- Potential Registered User should complete and submit a registration form on the website indicating
 - Salutation;
 - First name;
 - Family name;
 - Country/Organisation;

- IOTA login automatically will be created by the system from the first name and family name; it can not be changed manually;
 - In the field "Official Email" person's official mailbox name should be added followed by already pre-filled @ sign and choosing one of the pre-filled official domain names, which appears based on the country chosen earlier (for example, official mailbox name is "WebsiteAdministrator" in the e-mail address "WebsiteAdministrator@iota.hu" with the domain name "iota.hu", which appears as an option if one chooses "IOTA Secretariat" as Country/Organisation);
 - Alternative email address for messaging (optional);
 - Area(s) of specialization (it is possible to choose multiple options although this field is optional);
 - Official position (optional);
 - Organization - full name of the organisation (department, division etc.) (optional);
 - Specific role in IOTA (should be completed only if the official nomination of being a member of any Area Group or being a Principal Contact Person has been submitted in the IOTA Secretariat);
 - Password and the next field verifying the same password.
- When the form has been submitted the system automatically sends an email to the official email address of the submitter containing a link, which should be clicked in order to confirm an official email address (confirmation email should be in the official mail box within one hour of submission).
 - When email has been confirmed by the potential Registered User the system sends automatic notification email to the Website Administrator that the new Registered User is awaiting approval.
 - Registered User's profile is approved manually by the Website Administrator, who checks whether the indicated specific role in IOTA corresponds to the submitted nominations and then assigns Registered User to the specific user group accordingly.
 - Email including Registered Users login name and password is sent out to user's official email address by the system when the profile has been approved.

4.8. In the registration form potential Registered Users can record what their specific role in IOTA is. How can the website system verify if the specific role has been shown correctly?

The process of the verification of roles is not automatic but manual. The Registered User's profile is approved manually by the Website Administrator, who also inspects if the indicated role corresponds to submitted nominations and on this basis provides an extended access to the website.

4.9. During the registration process when filling the registration form the login name is automatically pre-filled from the first name and family name. Is it possible to use a customized login name?

Although it is possible to change login name manually it is not recommended.

The login name is used by the website system as a name of Registered User which appears on the website when User interacts with other Users (through the Forum, using the messaging module etc.) or uses different functionalities of the website (when uploading photos in the photo gallery, writing comments etc.). Using the login name which consists from the first name and family name assures that Users can easily identify each other and no inappropriate login names are used.

4.10. What are the common human errors to be avoided during the completion of the registration form on the website?

The usual human errors to be avoided during the registration process:

- Using special characters for first name and family name;
- Manually adding a domain name although it is already pre-filled;
- Choosing special characters and symbols for password.

4.11. Most common technical problems during the registration and how to avoid them.

Some countries' IT security system and/or proxy servers can ban properly completed (not allowing using pre-filled domain names etc.) and submitted registration forms as well as the response emails sent by the IOTA website system (defining them as SPAM and thus stopped by the local firewall so that they never reaches the recipient's mail box).

These technical problems are usually internal problems within the specific tax administration therefore Principal Contact Person of the tax administration should be informed about these problems so that they afterwards can coordinate problem solving directly in cooperation with their IT departments.

4.12. Some tax administrations use single official email address per one division or department. Is it still possible that several tax officials register with different login names but using the same e-mail address?

Yes, it is possible.

Confirmation and profile approval emails including Registered User's login name and password will be sent to the common email address, therefore in such cases it is recommended to change the password after the first log in order to preserve security.

4.13. Some tax officials of IOTA Member tax administrations do not have an official email address. Can they still become Registered Users of the website?

Yes, it is possible that a tax official who does not have an official email address can become a Registered User but the precondition is to have another email address for messaging.

If a tax official who does not have an official email address wants to become a Registered User of the website they should contact the Principal Contact Person of the specific tax administration with a request to obtain access.

The next step for the Principal Contact Person will be to contact the IOTA Website Administrator who will provide the tax official by email with the registration details - login name and temporary password.

4.14. How can IOTA assure that only tax officials from IOTA Members' tax administrations and other authorized persons are able to access the closed area of the website?

The security of the registration process of tax official from IOTA Member tax administrations is based on the domain name system. IOTA Members have provided us with domain names, which are used in their tax administrations for official email addresses. Only tax officials who have an official email address with one of the domain names provided can complete the registration process, as the confirmation email is sent by the system to this official email address, but without confirmation the registration process can not be completed and the profile will not be approved.

A request for creating a Registered User's profile for other authorized persons outside Member tax administrations are sent by the Principal Contact Person directly to the IOTA Website Administrator who manually creates a requested profile and provides new Registered Users with their login name and temporary password.

4.15. If the Registered User is leaving the tax administration, can they still continue to use their Registered User's profile?

As there is no way to track the event of Registered User's leaving their tax organisation, the website system is built in such a way that it requires reactivation of the account of each Registered User annually. To achieve this, the account expiry date is automatically assigned by the system to the profile of each User, but this date can be modified by the IOTA Website Administrator at any give time.

The profile of the Registered User who has left the tax administration can also be deleted manually if the Principal Contact Person submits a request for deletion of a profile to the IOTA Website Administrator.

4.16. Is it possible that some domain names of a Member tax administration are not included in the list of pre-filled domain names?

If you encounter the problem where the domain name of your official email address is not listed among other domain names of your tax administration you should contact the Principal Contact Person of your tax administration with the request to include it in the country list.

If the domain name has been submitted but it still does not appear on the list, please see Question 3.9. as probably you have encountered one of the most common technical problems.

4.17. If the domain name(s) of tax administration has been changed how it is possible to update it for the IOTA website?

When the domain name(s) is changed, the Principal Contact Person of the tax administration should inform the IOTA Website Administrator and the list of domain names will be updated.

In order to ensure the regular update of domain names the request to check domain names will be sent out to Principal Contact Persons on an annual basis.

4.18. What information can a Registered User include in their Registered User's profile?

The Registered Users can update the most of the fields in their own profile using the My Profile page:

- Salutation;
- First name;
- Family name;
- IOTA Login (not recommended);
- Password;
- Alternative email for messaging;
- Area(s) of specialization;
- Official position;
- Organisation.

The following fields can only be changed by the IOTA Website Administrator:

- Official Email - because the whole Registered User's security system is based on it;
- Specific role in IOTA - because it defines the access rights to the restricted areas of the Website.

The Registered User can also choose the view type, order and signature for the website Forum.

Also the User can add their image to the Profile and manage their connections (this functionality works similarly to Favourites: if the User finds in the Registered Users

Directory other Users with whom they would like to keep contact and remember their profile, it is possible to save these profiles as "My connections").

4.19. Can all the Users see My Profile page of other Registered Users?

No, only Registered Users can view My Profile pages of other Registered Users but for Guests it is not possible.

4.20. What is a Registered Users' Directory?

Registered Users' Directory is a database containing information about all Registered Users of the IOTA website. Each Registered User has a profile stored in this database, which is called the "Registered Users' Profile".

Registered Users' Directory can be accessed after logging in and is located in the upper part ('Users area') of the screen.

In the Registered Users' Directory it is possible to search for Users by their name, country, area of specialization, organization and by their specific role in IOTA.

Search results are displayed in alphabetical order.

Through the Registered Users' Directory it is possible to reach the profiles of each Registered User.

4.21. What information is it possible to find about each Registered User from their Profile Page?

In the Profile Page of the Registered User you can find such information:

- Whether she/he is online;
- When the Registered User has created her/his profile;
- When she/he has been online;
- When her/his profile has been updated
- Contact information details:
 - Full name;
 - Country/Organisation;
 - Official email address;
 - Alternative email for messaging;
- Area(s) of specialization;
- Official position;
- Organisation;
- Specific role in IOTA;
- How many and what articles a User has published and submitted;
- Connections a User has;
- All the forum posts a User has published;
- And all the images a User has published in the IOTA Photo Gallery.

4.22. How is it possible to interact with Registered Users using their Profile Page?

Through the Profile Page of the Registered User it is possible:

- To send private message using the internal messaging system of the website;
- To send an email to the official address of the Registered User;
- To request connection with the specific Registered User.

4.23. How can Registered Users contact each other using the internal messaging system?

The internal messaging system can be accessed after logging in and it is located in the upper part ('Users' area') of the screen.

When a Registered User clicks "Your Messages", they are automatically navigated to the private inbox of the internal messaging system. When using the messaging module it is also possible to view sent messages stored in the outbox, to view deleted messages as well as to compose new messages to other Registered Users.

The messaging system is developed in such way that one can send a message only to one recipient at a time.

Another way to send a message to another Registered User is through the User's Profile Page (see 3.22).

4.24. How can a Registered User see that a new message has arrived?

Notification about every new message appears next to the login name of the Registered User after logging in, located in the upper part ('Users area') of the screen.

4.25. What can a Registered User do if they have forgotten their password?

The Password Reminder function, which is located in the upper part ('Users area') of the screen before logging in, allows Registered Users to retrieve their IOTA website password by entering their login name and an official email address.

If the website system finds such an email address and login name in the Registered Users database, it automatically sends a new password to the recorded official email address.

4.26. Can Registered Users see who is currently online?

Yes, whenever Registered User logs into website, on the left side of the screen under the main menu they can see all the Registered Users who are currently online.

5. E-REGISTRATION FOR IOTA EVENTS

5.1. What is the e-Registration module for IOTA events?

The e-Registration module is a centralised e-Registration system working as an automatic database generator designed with the aim to simplify the registration process for IOTA technical events by using the most up-to-date solutions of modern technologies.

Through the e-Registration module IOTA Member tax administrations can submit applications for IOTA events in electronic format without using other channels of communication. The e-Registration module substitutes other means of registration like emails, fax etc. which were used previously. It was introduced in the second half of 2007 and currently it is the only way to apply for participation in IOTA events.

5.2. How does e-Registration work?

The e-Registration process consists of several stages:

- IOTA Secretariat prepares an e-Registration form and uploads it to the website;
- IOTA Secretariat by email sends to Principal Contact Persons a link to this form, which can be accessed only through this direct link and only by the Registered Users of the website;
- Principal Contact Persons either submit applications themselves or forward a link to the form to applicants of the event who submit their own application forms;
- Application forms are automatically stored on the website server and IOTA Secretariat receives automatic notification when forms are submitted;
- IOTA Secretariat sends manual confirmation email to applicants if the application is successfully arrived;
- After the deadline for submission of registration the IOTA Secretariat creates an automatic database from the submitted data which is used for the administration of the IOTA event.

5.3. Who can access e-Registration forms?

The e-Registration form is usually uploaded on the web page, which can in theory be accessed only by Registered Users of the website.

But as this web page, where the form is located, is not connected with the main menu of the website and consequently can not be found in the structure of the website, the only way it is possible to access the form is through the direct link to the specific page. And as this link is sent only to the Principal Contact Persons of IOTA Member tax administrations it is in their control to whom from their tax administration (only if they are Registered Users of the website) they provide an access to the web page, including the form.

5.4. How it is possible to access e-Registration forms?

The only way to access the form is through the direct link to the specific page, which is sent by the IOTA Secretariat to the Principal Contact Persons.

Web pages, where forms are located, are not connected with any other web pages and also are not visible on the menu of the website.

5.5. What to do if the email including the direct link to the form has disappeared?

If you have lost an email with the direct link to the form please contact the IOTA Technical Activities Specialist (in the case of technical events) or Secretary-Interpreter (in the case of administrative events) to obtain the direct link to the web page containing the form again.

5.6. Can e-Registration forms be saved offline and filled and submitted later?

No, e-Registration forms can only be filled and submitted online.

5.7. Can submitted e-Registration forms be printed?

Yes, before submitting an e-Registration form you can print it using "Print" option on the form.

5.8. Will I get a confirmation after the submission of an e-Registration form?

Whenever the IOTA Secretariat receives a notice from the web system that a new e-Registration form has arrived, this form is manually forwarded to the e-mail address shown in the form.

5.9. Are all the fields of e-Registration form mandatory for respondents to complete?

No, not all the fields are mandatory.

Mandatory fields are:

- Country;
- Organisation;
- Delegate Particulars;
- First Name;
- Family Name;
- Position;
- Official Postal Address;
- Telephone;
- Email;
- Visa;

- Date and Time of Arrival;
- Means of Transport (Arrival);
- Date and Time of Departure;
- Means of Transport (Departure);
- Hotel Nights.

Non-mandatory fields are:

- Nil Reply;
- Fax;
- Flight/Train Number (Arrival);
- Flight/Train Number (Departure);
- Comments.

5.10. When the nil reply in the form is selected the system still requires completion of other mandatory fields. What are the mandatory fields for nil reply response?

At the moment all the mandatory fields detailed in answer 5.9 should be filled with some symbol even if the nil reply has been selected.

In future it is planned to create such functions in the form, that in nil reply cases other non-relevant mandatory fields should not be completed.

5.11. Is it possible to submit a part completed form if other information will be known only after the deadline?

Yes, it is possible to submit part completed form but additional details not included in the form can be sent later either by e-mail - to IOTA Technical Activities Specialist (in the case of technical events) or to Secretary-Interpreter (in the case of administrative events), or can be submitted using a new e-registration form.

5.12. How it is possible to update the information included in the submitted form?

Updated information can be sent either by e-mail - to IOTA Technical Activities Specialist (in the case of technical events) or to Secretary-Interpreter (in the case of administrative events), or can be submitted using a new e-registration form.

5.13. What to do if the nominated participant of the event is substituted by another tax official?

At first you have to inform IOTA Secretariat about planned changes by e-mail (IOTA Technical Activities Specialist (in case of technical events) or Secretary-Interpreter (in case of administrative events)).

The second step is submitting an e-Registration form with the details of new participant.

5.14. Is it possible to submit a registration form by email or fax?

No, the IOTA Secretariat does not accept registration applications submitted by other means of communication and the only way to register for IOTA events is using an e-Registration form.

6. REFERENCE LIBRARY

6.1. What is the IOTA Reference Library?

The IOTA Reference Library is a container/database of different types of reference materials, which can be accessed only by the Registered Users.

6.2. Is it possible for Guests to see what kind of materials is included in the Reference Library?

Yes, Guests can access the main page of the Library; they can search for documents and read the description of these materials but they can not open and download them.

6.3. Who is adding materials to the Library?

Currently documents in the Library can be stored only by the IOTA Website Administrator but there will be an option in the future to also assign publication rights to IOTA Member tax administrations directly.

6.4. What information about each material is available?

Document details include:

- Title;
- Description;
- Category - area of tax administration;
- Publishing country/organisation;
- Year created;
- Author;
- Contact details of the person who could give more information about the specific material;
- File type;
- Published date;
- Expiry date;
- Person who has submitted a document;
- Keywords.

6.5. How it is possible to find particular materials in the Library?

It is possible to find documents in the Library either by using the Library's search engine or using the possibility to browse materials based on different properties.

The Reference Library search engine allows Registered Users to search documents placed in any of the Reference Library parts.

The search function locates documents using the following properties:

- Keywords;
- Year created;
- Publishing country/organisation; and

- Category.

It is possible to browse documents by categories and by publishing country or organisation.

6.6. What is the category of the document?

For the purpose of classifying the documents in the Library IOTA has defined 14 main areas of the tax administration:

- General;
- Legislation;
- Taxpayer Rights and Obligations;
- Code of Ethics;
- Organization and Management;
- Training;
- Communications (Internal / External);
- Taxpayer Education and Services;
- Taxpayer Complaints and Appeals;
- Tax Collection and Enforcement;
- Tax Audit;
- Mutual Assistance and International Cooperation;
- Information Technology;
- Tax Investigation.

Each document is assigned to one of these categories although most of the documents in the Library could be assigned to more than one area of tax administration. If the document covers more than one area of tax administration, it is possible to locate it in keywords of the specific document.

6.7. Based on what criteria a list of searched documents is created?

If documents are searched by keyword then the search algorithm shows documents with the most dense keyword count first. For example, if some document has 20 instances of a given keyword they are shown higher in the search results than a document with 15 instances of this keyword. If documents have similar instances of a given keyword then the recently published documents come first.

If documents are searched by the year they were created, publishing country/organisation and category then the most recently published documents are displayed first.

6.8. Where is it possible to see the recently uploaded documents in the Library?

Five recently uploaded documents are displayed on the home page of the website as well as on the main page of the Reference Library.

6.9. How materials for the Reference Library can be submitted?

Materials for the Reference Library can be submitted through the Principal Contact Persons of IOTA to the IOTA Website Administrator together with the completed template for submitting materials for IOTA Reference Library, which is available on the website.

Regular Request for Materials is sent out once in three months but it is also possible to submit publications and other materials between these Requests.

6.10. What is the typical format of uploaded documents to the Library?

All the materials in the Library are uploaded in the PDF format.

7. DISCUSSION FORUMS

7.1. For what purpose can the IOTA Discussion Forums be used?

The IOTA Discussion Forum module is currently the feature of the IOTA website which can provide the most interactive involvement and participation of tax officials of IOTA Members.

IOTA Discussion Forums can be used for different purposes, for example:

- Interactive communication among members of specific groups, for example, Area Group members in order to create, review and discuss the specific product without using email and being able to follow discussions over time;
- Simple technical enquiries on different topics of tax administrations to gather information from other IOTA Member tax administrations;
- Communication with IOTA Secretariat about issues of general interest;
- Communication within IOTA Member tax administrations;
- Etc.

7.2. Who can use IOTA Discussion Forums?

Discussion Forum module can be accessed and used by all the Registered Users of the website.

Nevertheless within the module it is possible to create Open Forums (which can be accessed and used by all the Registered Users) and Closed Forums (which can be accessed and used by the specific groups of the Registered Users).

7.3. What Forums currently are available?

Currently there are seven Discussion Forums available:

- General Discussion Forum (for all Registered Users);
- PCP Forum (restricted to Principal Contact Persons and Users with the extended access rights);
- Executive Council Forum (restricted to Executive Council members and Users with the extended access rights);
- AG Taxpayer Education and Services Forum (restricted to this Area Group members and Users with the extended access rights);
- AG Prevention and Detection of Vat Fraud Forum (restricted to this Area Group members and Users with the extended access rights);
- AG Large Taxpayer Treatment and Audit Forum (restricted to this Area Group members and Users with the extended access rights); and
- AG Treatment of Specific Industries - Construction Forum (restricted to this Area Group members and Users with the extended access rights).

7.4. Who are Forum Moderators and what are they doing?

A Forum Moderator is someone granted special powers to enforce the rules of a Discussion Forum. Moderators can move discussions to different sections of the forum, "close" or "lock" discussions to prevent users from continuing to discuss them, edit the content of individual postings, and "pin" or "stick" discussions so they remain visible in their forum section even if no new postings are made to them; etc.

For each IOTA Discussion Forum there has been assigned at least two Moderators. One Moderator is always from IOTA Secretariat but the second Moderator is coming from the group the Discussion Forum is created for. For example, one of two Moderators of the Area Group Forums is a specially assigned Area Group member who receives notification about every new post placed in the Forum.

You can find names of the Moderators next to the title of each Forum.

7.5. What activities can a Registered User perform in the Forum?

Registered Users of IOTA website can perform the following activities in the Discussion Forum:

- Post a new topic;
- Basic editing of the text;
- Upload files;
- Subscribe for the post they created, so that they can be notified by email about all replies;
- Post a quick reply (without the possibility to edit text or upload files) or long reply (the same features available as when posting a new topic) on any topic;
- Subscribe for any topic and get notified by email about new posts;
- See the latest posts in a selected timeframe - 4 hours, 8 hours, 12 hours, 24 hours, 48 hours, week, since the last visit;
- Search for specific posts and topics using keywords;
- Set Avatar (image which will appear with every post the User submits);
- Mark specific topics as read;
- Quote messages in the new posts.

7.6. What file types are allowed to upload on the Forum?

.ZIP, .TXT, .DOC, .PDF, .RAR, .PPT, .RTF, .TIFF, .TIF, .XLS, .HTML, .HTM, .GIF, .JPG, .JPEG.

7.7. Is there a maximum file size for files to be uploaded?

Maximum file size is 3 Mb.

7.8. Is it possible to contact participants of discussions directly?

Under the names of each discussion member you can see two icons - "send message" and "see profile".

If you click on icon "send message" you can send a private message to this Registered User through the website system.

Clicking on the icon "see profile" will navigate to the profile of the Registered User.

8. IOTA CALENDAR

8.1. What events are included in the IOTA Calendar?

The IOTA Calendar provides full coverage of IOTA events with links to more specific information.

Currently we have defined eight categories of events that are included in the IOTA Calendar:

- IOTA Area Group activities;
- IOTA Executive Council meetings;
- IOTA General Assemblies;
- IOTA PCP Forums;
- IOTA Strategic Working Group meetings;
- IOTA Task Team activities;
- IOTA workshops; and
- Other events.

8.2. What information is it possible to obtain about each event in the Calendar?

The following information is displayed when Users click on the title of events:

- Title;
- Dates;
- Location;
- Duration;
- Contact information (name and email address of the contact person);
- Link to the additional information;
- Description.

8.3. Who can access the IOTA Calendar?

All Users (Registered and non-Registered) can access the IOTA Calendar but links to more detailed information for these calendar items can be accessed only by Registered Users.

8.4. Where are the most immediate events displayed?

Four of the immediate IOTA events are displayed on the home page.

8.5. What are the available options to view the IOTA Calendar?

There are different options to view the Calendar:

- Monthly view (it is a default option);
- Flat view by months (with full description of each event including contact details);
- Weekly view;

- Daily view; and
- View based on the categories of events.

8.6. Is it possible to search calendar items by title of event?

The IOTA Calendar module incorporates a separate search engine that Registered Users can use in order to find different calendar items by keywords or by titles of events.

8.7. How are calendar items being collected?

Requests for calendar items are sent out monthly to IOTA Principal Contact Persons but it is also possible to submit calendar items whenever it is necessary, using the Template for submitting calendar items for IOTA website.

9. IOTA NEWS

9.1. What is IOTA News?

IOTA News is recent or planned activities in IOTA or its Member tax administrations, important developments in the taxation field, information about the newest publications on tax administration issues and any other news items, which IOTA Members would like to share with other tax administrations.

9.2. Where is IOTA News displayed?

The four most recent news items are displayed on the home page but other actual news items are displayed on the website section "IOTA News".

9.3. What is News Archive?

All the IOTA news items are archived after one month and they are automatically placed in News Archive. In the Archive news is categorized by months.

9.4. Who can access IOTA News items?

News items are divided between closed and public news.

Closed news is visible only for Registered Users of the website but public news can be accessed by all Users, including Guests.

9.5. How can News Items be submitted?

Requests for news are sent out monthly to the Principal Contact Persons of IOTA but PCPs can submit news items whenever it is necessary using for this purpose a Template for submitting "country" news for IOTA website.