

Frequently Asked Questions

Part of



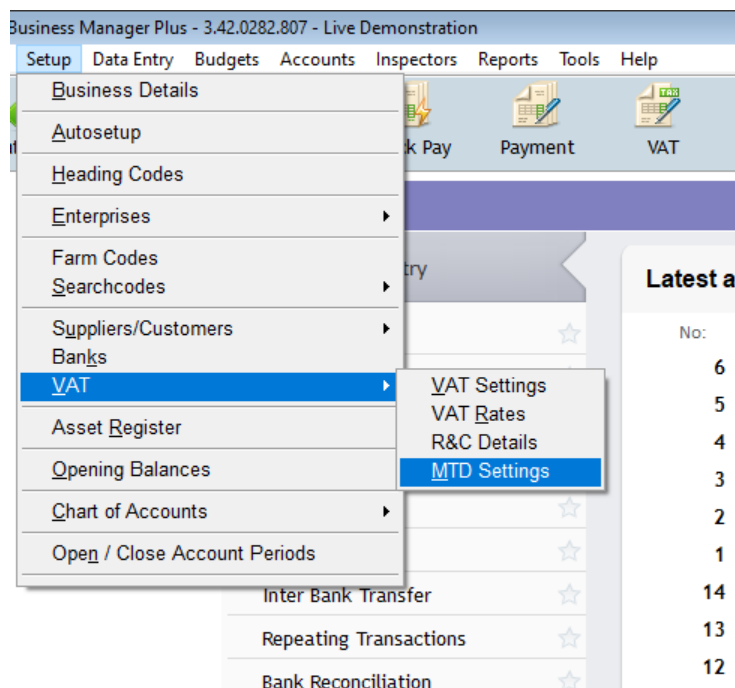
Re-grant Authority for MTD VAT

There may be some instances where you will need to re-grant authority for your software to interact with HMRC, these include:

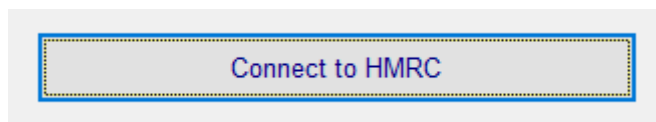
- If you have moved to a new machine or done a Windows update
- Renewing your authority due to only being valid for 18 months
- You are receiving an error message that talks about 'Refresh Token is Invalid' or 'Missing data on current obligations'

If any of the above apply, please follow the instructions below.

1. Go to **Setup > VAT > MTD Settings**



2. Check the selected options are correct and click on the **Connect to HMRC** button



3. You will then be taken through the HMRC connection process where you will be asked to enter your User ID and Password

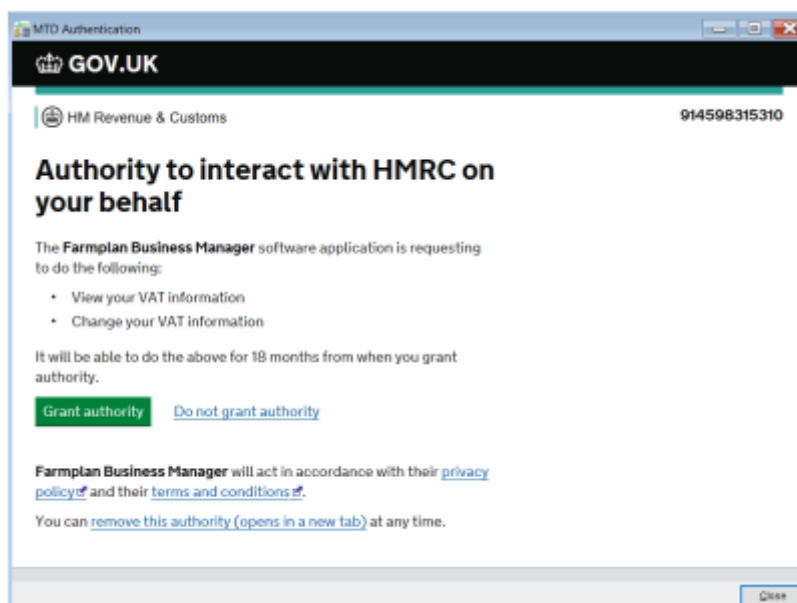
Sign in using Government Gateway

Government Gateway user ID
This could be up to 12 characters.

Password

Sign in

4. At the end of this process you will need to **Grant authority** for Business Manager to interact with HMRC



5. If successful you will receive the message **Authority Granted**. Close this window and you will return to Business Manager
6. **If you are submitting your VAT, please exit and re-open the program before closing the period**
7. You are now set up to make MTD VAT submissions. The VAT section on the Home Page will tell you the status of your next VAT submission