




Diaspora FAQ on KRA PIN



www.kra.go.ke

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Corruption Reporting: +254 (0726) 984 668, Email: corruptionreporting@kra.go.ke. **Short Messaging Services (SMS):** Dial (*572#) or Text to 22572. Contact Centre: +254 (020) 4 999 999, +254 (0711) 099 999, Email: callcentre@kra.go.ke. **Complaints & Information Center Hotlines:** +254 (0) 20 281 7700 / 7800, +254 (0) 20 3 343 342, Email: cic@kra.go.ke  @KRACare  Kenya Revenue Authority  Kenya Revenue Authority

Tulipe Ushuru, Tujitegemeel!



How do I Register for a New PIN on iTax?

- The application is online on the iTax portal and through KRA M Service (**USSD *572# and Mobile App**)
- To apply for a PIN go to itax.kra.go.ke and click on the New PIN Registration link >> Select the Taxpayer type and Mode of Registration >> Click on Next
- Fill in all the mandatory details where applicable in the e-Registration Form.
- Enter the value of the arithmetic operation in the last sheet and submit.
- Download the PIN certificate using the link provided and a copy is sent to the iTax registered email together with the password to log in.



How do I retrieve an existing PIN?

- Scan and send your original ID (both sides) to **callcentre@kra.go.ke** requesting the PIN to be retrieved.
- Alternatively, you can contact us through the Call Centre number **+245711-099-999** and press 2 for the PIN retrieval prompts.
- If you can access your iTax profile, click on the registration tab, then select reprint PIN certificate. Download the PIN certificate using the link provided and a copy of the PIN certificate will be sent to your registered email address.
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What is the procedure of resetting my iTax password or unlocking my Account?

- Click on Forgot password/ unlock account option on the iTax homepage to reset your account.
- Alternatively, can contact us through the Call Centre number +245711-099-999 and press 1 or 3 to reset the password or unlock your account respectively.

The new password will be sent to your registered email on iTax



How Can I Update my PIN on iTax?

- Go to itax.kra.go.ke
- Enter the PIN and Continue
- The system will notify you that the PIN is not updated on iTax and prompt you to update your details by filling the correct information under the mandatory fields, e.g profession details, physical location, active email address, source of income details etc
- Submit the application and download the PIN certificate and a copy of the PIN certificate will be sent to your registered email address together with the password to log in.



I do not remember or have access to the the email I registered on iTax, how can I change it to my current one?

- Scan and send your original ID (both sides) to callcentre@kra.go.ke and indicate the correct email address and request for email change.

- Alternatively, if you're able to log in to your iTax account, click on Registration Menu >> Amend PIN details
- Select PIN section to be amended as basic information and go to the basic information and update the email details, generate the OTP and capture it in the relevant field
- Submit the application.



How do I cancel my PIN since I do not intend to return to Kenya?

- For PIN Cancellation, log on to your iTax account using your PIN and password
- Go to the registration menu and select e-cancellation
- Select the PIN and/Tax Obligation to be cancelled
- Select the reason(s) for cancellation.
- Attach the relevant supporting documentation.
- Alternatively you may choose to put your PIN to dormant status by selecting e-dormancy on your itax profile, upload the supporting documentation and once approved the PIN will be dormant

N/B: The taxpayer is required to continue filing their returns until the cancellation or dormancy status is approved by KRA.



For further assistance, visit KRA Tax Service Offices countrywide.

For other KRA services call Tel: 020 4 999 999 or 0711 099 999 or Email: callcentre@kra.go.ke

For complaints and integrity reporting call Tel: +254 (0) 20 281 7700/7800 or +254 (0) 203 343 342 or Email: cic@kra.go.ke



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