



Inland Revenue
Te Tari Taake

Customer Support Portal for the Gateway

Gateway Services

Date: 06/07/2026

What is covered in this quick reference guide?

This quick reference guide covers:

- Register Organisation for Digital Services
- Logging into the portal for the first time
- Navigating the key features available in the portal including:
 - ✓ Creating cases
 - ✓ Managing your profile
 - ✓ Accessing basic knowledge articles on how to use the portal
 - ✓ Viewing your list of cases, tasks or actions you are needing to take
 - ✓ How to search for a case

Register Organisation for Digital Services

How to register for the Gateway Customer Support Portal

Organisation Registration

Use the link to [Register your organisation for Gateway Services](#). Guidance for some of the required fields is provided in the table below. Please note this step must be completed by an authorised person (e.g. key office holder) who can agree to Inland Revenue's [Conditions of Use](#)

Registration form field	Suggested field entry
What are you registering to use?	Gateway Services
Select a provider category from the drop-down list that applies to your organisation. Leave this field blank if no category is appropriate	Payroll Sector (Legally required to report..)
Purpose of your request?	Customer of SAP Platform
Are you developing software as a service provider to another organisation or for your organisation?	Owner of the service working with an external third-party developer
What is the name of the third-party developer you are engaging?	SAP

Logging into the portal

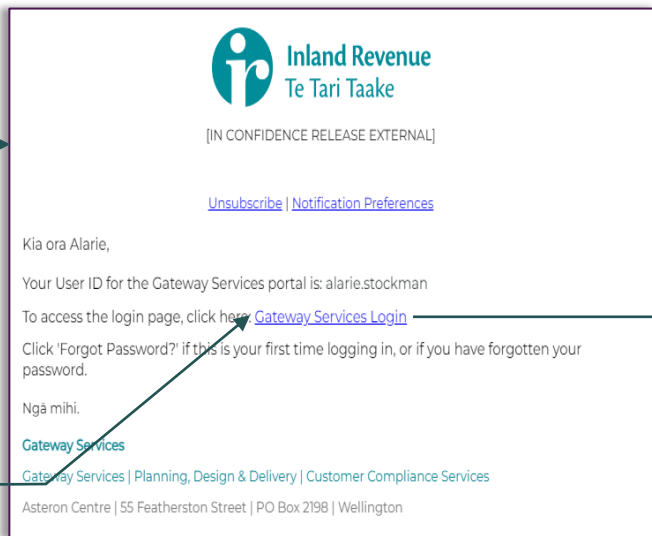
How to access for the Gateway Customer Support Portal for the first time

Portal First-Time Login & Password Reset

IR Customers of Gateway services and File Uploaders will receive an IR branded email with instructions on how to login to the Customer Portal for the first time. **To login to the portal for the first time click the **Forgot Password** link** to create a new password.

1

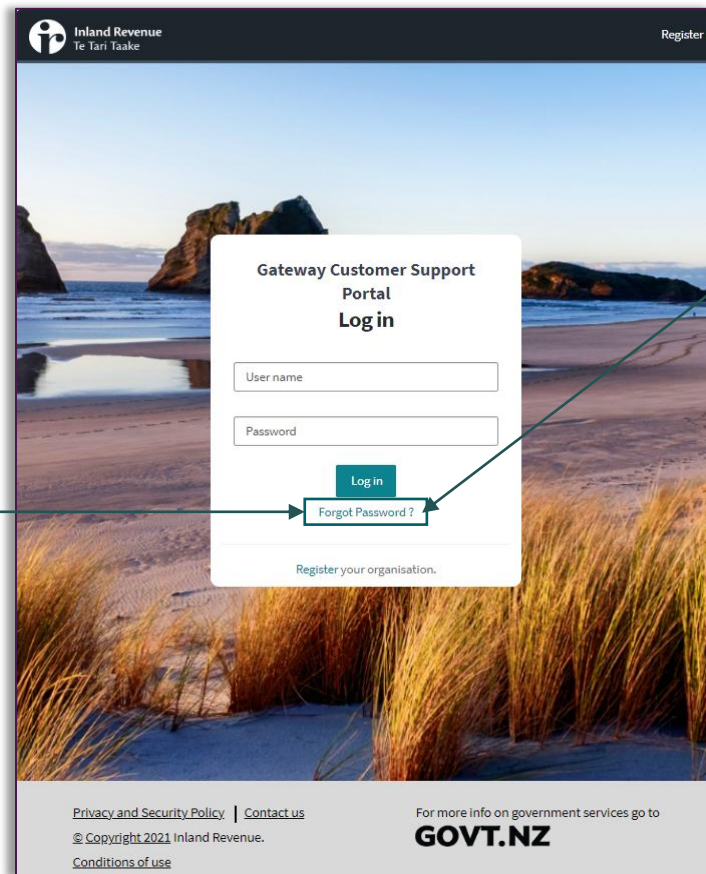
IR email sent to a verified contact with User ID and instructions on how to login



2

Click the link to the Portal

Please note: Your user ID is automatically generated that cannot be edited or changed.



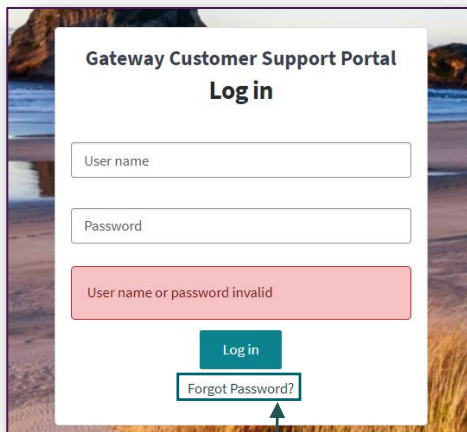
3

Click the 'Forgot Password' link for **first-time logging in**

Portal First-Time Login & Password Reset

5 Enter a registered email address; the one that received the IR email notification

7 Create your **New** password



Gateway Customer Support Portal
Log in

User name

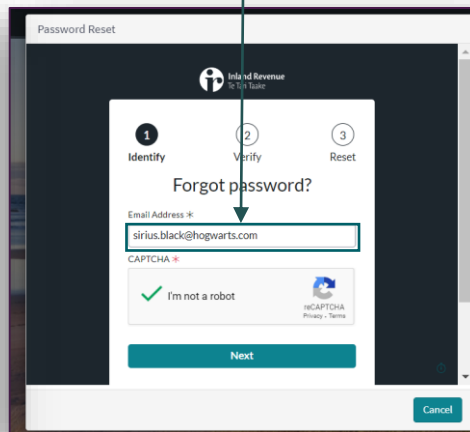
Password

User name or password invalid

Log in

Forgot Password?

4 Clicking the 'Forgot Password' link will proceed to creating a new password



Password Reset

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1 Identify 2 Verify 3 Reset

Forgot password?

Email Address *

sirius.black@hogwarts.com

CAPTCHA *

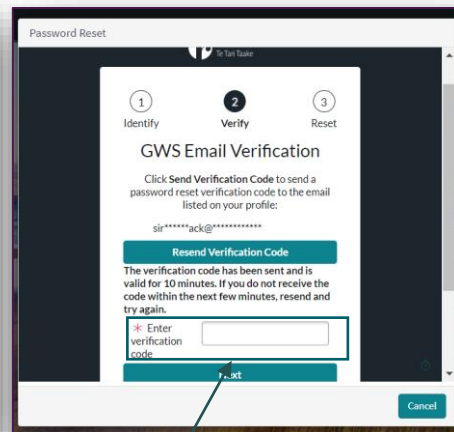
I'm not a robot

Next

Cancel

6 Enter the **Verification Code** from your email OR request to Resend the code.

Note: if your email address is not a registered account, you will not receive the email. You may need to check your spam folders



Password Reset

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1 Identify 2 Verify 3 Reset

GWS Email Verification

Click Send Verification Code to send a password reset verification code to the email listed on your profile:

sir*****ack@*****

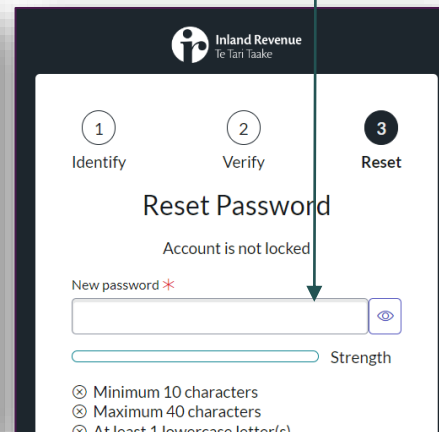
Resend Verification Code

The verification code has been sent and is valid for 10 minutes. If you do not receive the code within the next few minutes, resend and try again.

* Enter verification code

Next

Cancel



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1 Identify 2 Verify 3 Reset

Reset Password

Account is not locked

New password *

Strength

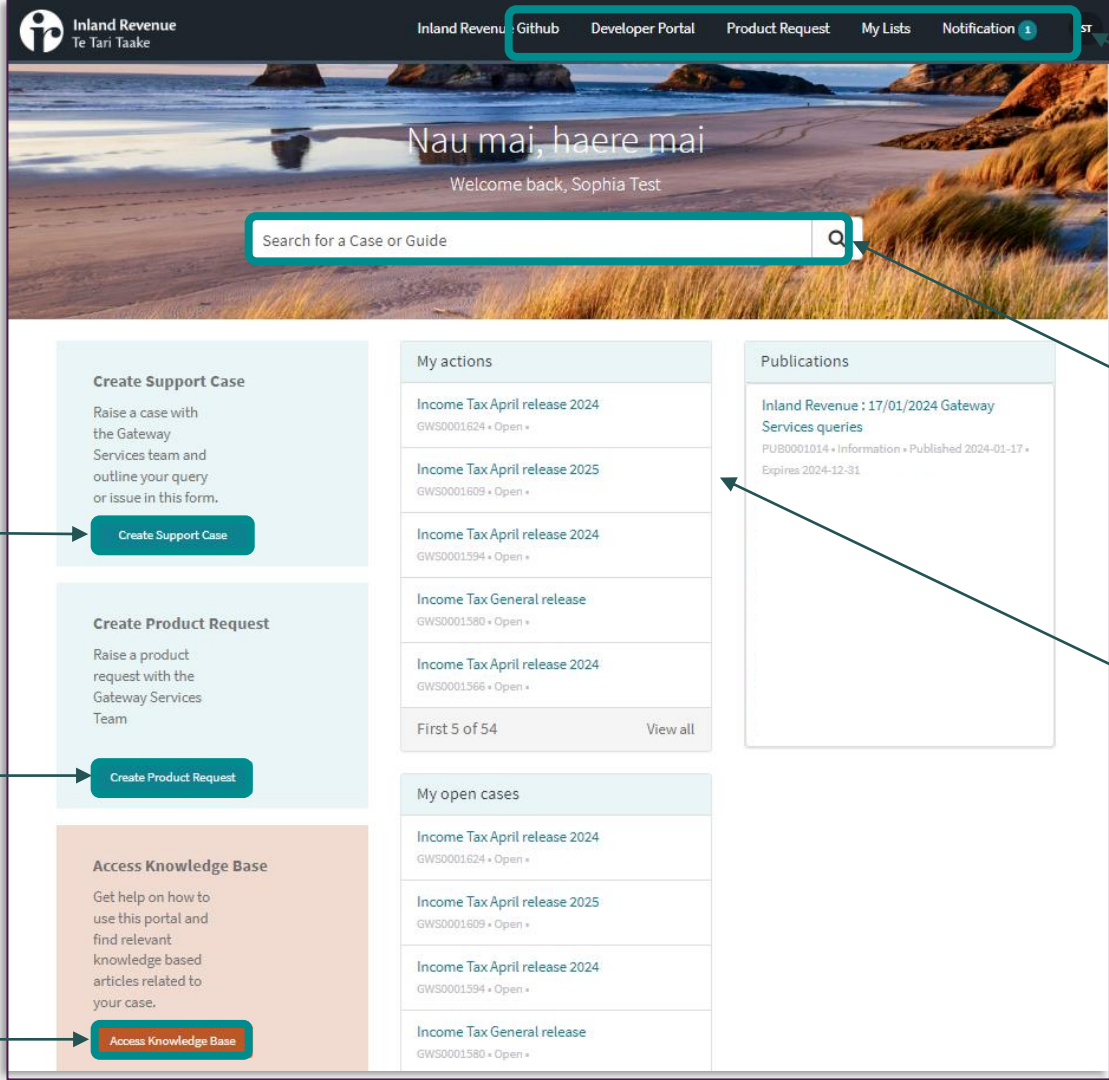
- ⊗ Minimum 10 characters
- ⊗ Maximum 40 characters
- ⊗ At least 1 lowercase letter(s)

Please note: If a password is entered incorrectly after 5 attempts you should click the Forgot Password link to reset your password. If your account is locked out, you will need to contact IR via email.

Navigating the portal

How to navigate for the Gateway Customer Support Portal

Customer Portal - Homepage



1 This header links to your Profile, Notifications, My Lists; including All Cases, Actions, My Cases and tasks, Github content and Developer Portal

2 You can search Cases or information related to your Product /Service using the search bar

4 View My Actions, My Cases and publications from the widget

3 You can raise Cases to the IR team by clicking on this

6 You can raise a Product Request for a Gateway Services Tax Product

5 Look up information related to your Product /Service by clicking on this

Creating a Product Request

Search

Q

Product Request Case

Use this request to apply for new products and start the Due Diligence process.

For more information on the products offered by Inland Revenue that you may be able to use, visit the [Service Catalog](#).

* Indicates required

Do you want to use Gateway Services, File Upload Product or Both?

Gateway Service

▼

Terms of Use

* I agree to the Terms of Use

-- None --

▼

Add attachments



[Choose a file](#) or drag it here.
Copy and paste clipboard files here.

Submit

Required information

I agree to the Terms of Use

1 Complete mandatory fields on the form

4 'Submit' the case when all information is provided for IR internal teams to assess and resolve

3 The widget shows outstanding mandatory fields yet to be completed

Use this form to submit a product request, which will begin the due diligence process. You will receive an IR1266 form to provide details about the products you wish to integrate.

2 Add Attachments button to provide more information

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Inland Revenue GithubDeveloper PortalMy ListsNotification1

Home>Create new case

Search

Create new case

* Indicates required

Select a Product/Service

Environment

-- None --

* Case Summary ?
Briefly outline your issue ✕

* Description ?
Include a detailed description of this case including: ✕

- Steps to reproduce the issue
- Customer examples
- Date and Timestamp
- Customer Impact

Use the attachment icon below to upload any relevant attachments.

Add attachments

Submit

Required information

- Case Summary
- Description

2 Click the '?' icon to show less information; the more information box is expanded by default

 Add attachments

4 The widget shows outstanding mandatory fields yet to be completed

3 Add Attachments button to provide more information

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Home > My Profile

Search

Ford Perfect
Title (Empty)
Primary Contact Yvonne Harrison

Upload Picture

My organisation profile >

About

First name
Ford

Last name
Perfect

Email
ford@galaxy.com

Account
Test Account

Country code
New Zealand

Organisation contacts

Arthur Dent
Arthur Dent • arthur@galaxy.com • •

Dan Blank
Dan Blank • dblank29@gmail.com • •

Ford Perfect
Ford Perfect • ford@galaxy.com • •

Harry Potter
Harry Potter • harry.potter@hogwarts.com • •

James Bowen
James Bowen • james@kowitzdynamics.nz • •

Joe Solomons
Joe Solomons • joe.solomons@assurity.co.nz • •

Kim Siemens
Kim Siemens • kim.siemens@assurity.co.nz • •

Mario Kart
Mario Kart • test@mariokart.com • •

My Organisation Profile

Test Account
Name: Test Account
Address: 188 Hill Street
Phone: (027) 333 3333
City: Upper Hut
Country: New Zealand
Primary Contact

My Profile >

Organisation contacts

Arthur Dent
Arthur Dent • arthur@galaxy.com • •

Dan Blank
Dan Blank • dblank29@gmail.com • •

Ford Perfect
Ford Perfect • ford@galaxy.com • •

Harry Potter
Harry Potter • harry.potter@hogwarts.com • •

James Bowen
James Bowen • james@kowitzdynamics.nz • •

Joe Solomons
Joe Solomons • joe.solomons@assurity.co.nz • •

Kim Siemens
Kim Siemens • kim.siemens@assurity.co.nz • •

Mario Kart
Mario Kart • test@mariokart.com • •

This is where
your name will
display. You can
add your title by
clicking on it

You can upload a picture for your profile here

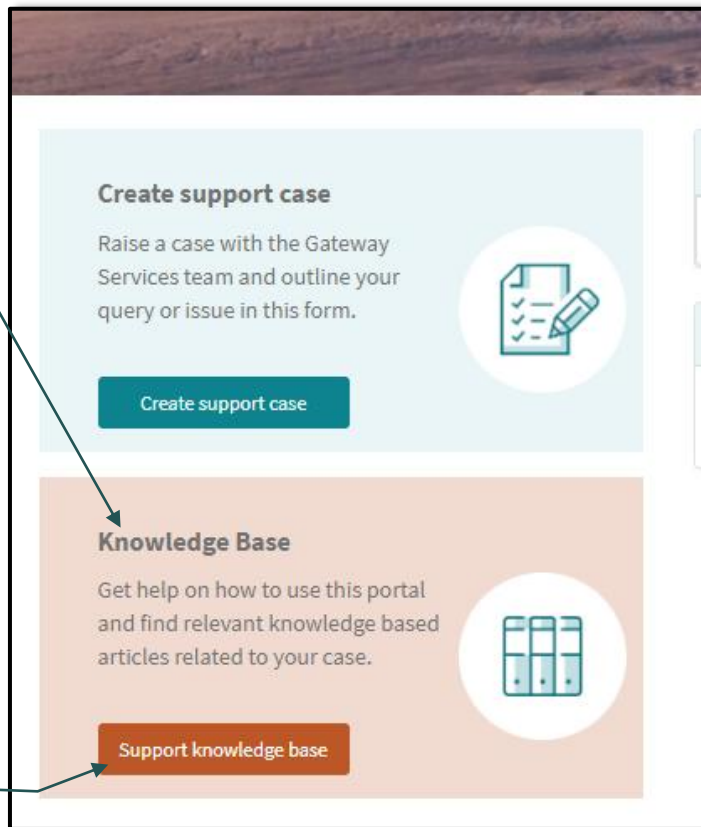
Click the My Organisation Profile button to view your linked Account and other contacts

View your Profile details and other organisational contacts in one place

Knowledge Base

1

You can get help on how to navigate this portal or find Knowledge based articles

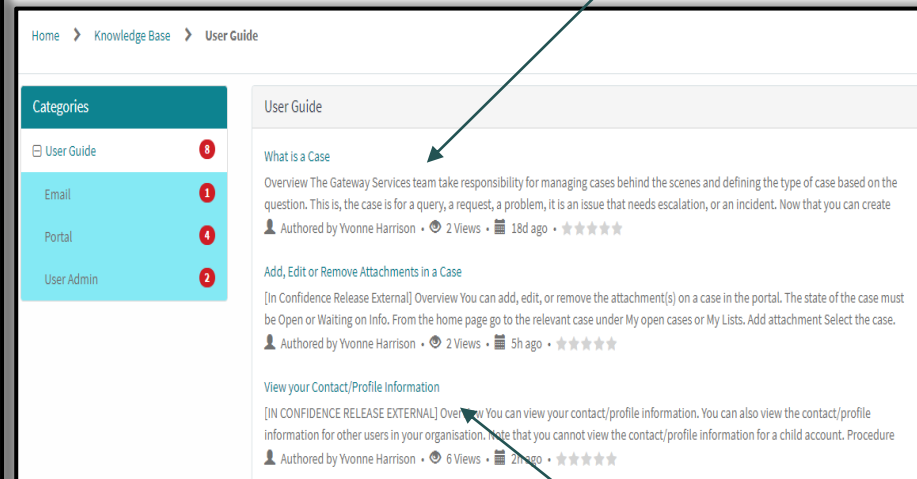


2

For the most viewed Articles click the Support Knowledge Base button from the homepage

3

A short description and Name of the Author appears in the list



4

Click the Knowledge Article title to view the full article

My Lists



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Inland Revenue Github

Developer Portal

My Lists

FP

Ford Perfect

Home > My cases

Search

Q

My Lists

All Cases

Action Needed

My Cases

Case Tasks

All Cases

Number	Short Description	Contact	Product	Assigned to	Priority	State
CS0002376	Query about Annual Changes	Ford Perfect	Income Tax		3 - Moderate	Open
CS0001989	Query about Annual Changes		ACC Claims		3 - Moderate	Open
CS0002384	Whats up with the connections	James Bowen	Income Tax		3 - Moderate	Awaiting Info
CS0002383	Getting XML 21 error.	James Bowen	GST		3 - Moderate	Closed
CS0002379	Test for Partner case notification	Joe Solomons	GST		3 - Moderate	Open
CS0002146	Test Case #3 for 3 October 2023				3 - Moderate	Closed
CS0002370	Query about Annual Changes	Ford Perfect			3 - Moderate	Open
CS0002215		Joe Solomons			3 - Moderate	Closed
CS0002143	Test	Joe Solomons	ACC Claims		3 - Moderate	Closed
CS0002179	Test 8	Joe Solomons			3 - Moderate	Closed
CS0002216		Joe Solomons			3 - Moderate	Closed
CS0002217		Joe Solomons			3 - Moderate	Closed
CS0002245		Joe Solomons			3 - Moderate	Closed
CS0002218		Joe Solomons			3 - Moderate	Closed
CS0002244		Joe Solomons			3 - Moderate	Closed
CS0002246		Joe Solomons			3 - Moderate	Closed
CS0002248		Joe Solomons			3 - Moderate	Closed

1 You can see all your cases raised, any actions and/or tasks required here

2 You can sort the lists by clicking on the column headers

Case Tasks						
Number	Subject	Contact	Parent case	Assigned to	State	Created
CSTASK0010023	Task tests	Joe Solomons	CS0002389		Open	2023-11-23 10:28:14
CSTASK0010013	test		CS0001999		Closed	2023-11-10 19:17:32
16 rows removed by security constraints						
Rows 1 - 18 of 18						

5 From the Case Tasks view; as a contact you will only view tasks from the same Account

3 You can click on the Case numbers to go into the record

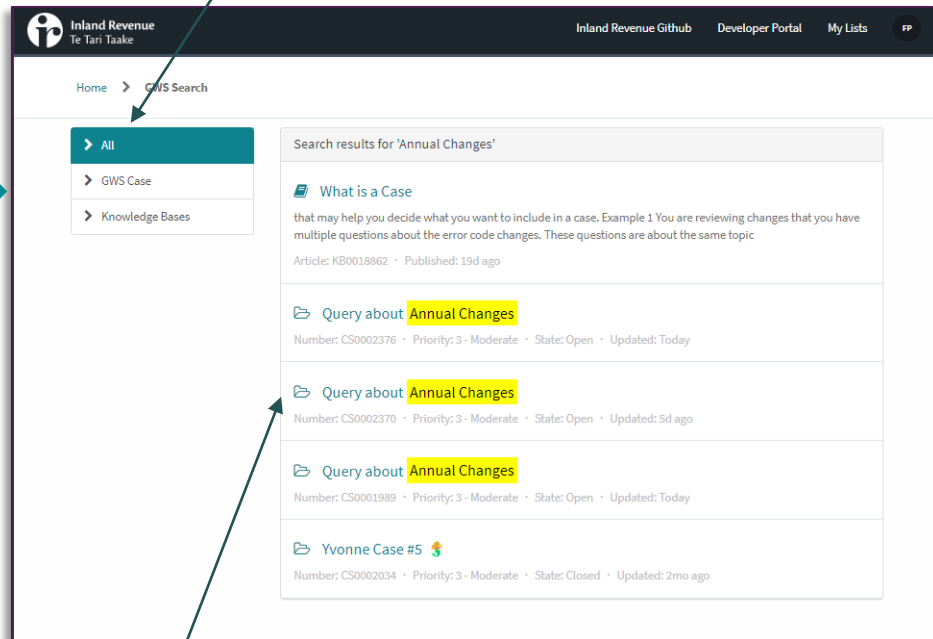
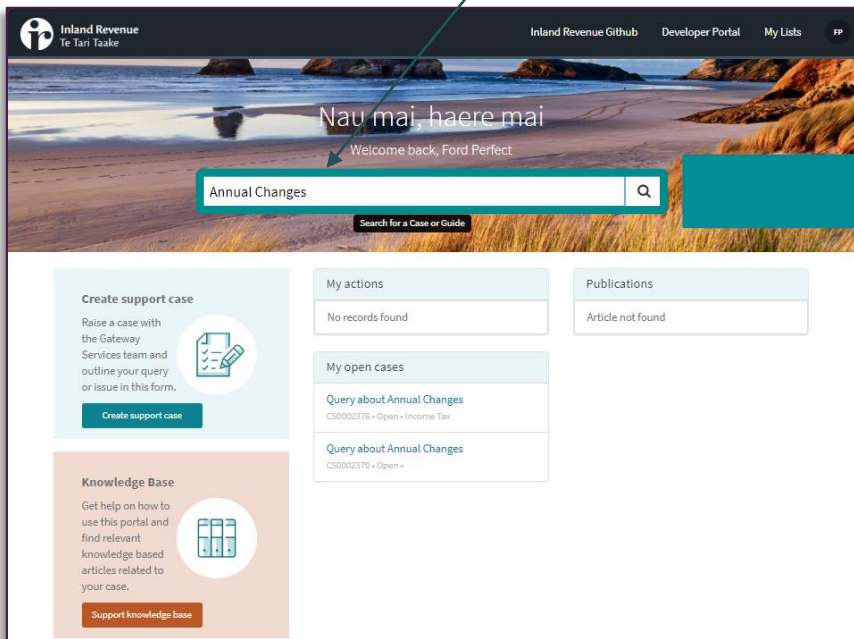
Search bar

1

You can use the Search bar to search cases and/or guides by keyword

2

You can filter your search results by Cases, Knowledge Base articles or all



3

Cases are represented by a folder icon, while knowledge articles are represented by a book



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Thank you

