



# How-To User Guide for Host Administrations to Submit an Assistance Request Form to Tax Inspectors Without Borders

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*This guide is destined for tax administrations wishing to submit a TIWB Assistance Request Form via the TIWB Portal. You will find the necessary steps to do create your account and submit a request below.*

## 1. TIWB Portal

Access the TIWB portal via the following link: <https://portal.tiwb.org/en-US/>



To create an account, click on **“Sign in”**, in the top right corner.

## 2. Access the Portal

After selecting **“Sign in”**, you will be redirected to the **Home** page.

If you already have an account, you can access the Portal with your username and password. If you have forgotten your password, click on **“Forgot your password?”**

#### a. Create an account

You can create an account by either registering directly on the Portal, or via an invitation code sent by the TIWB Secretariat.

#### Register directly on the Portal

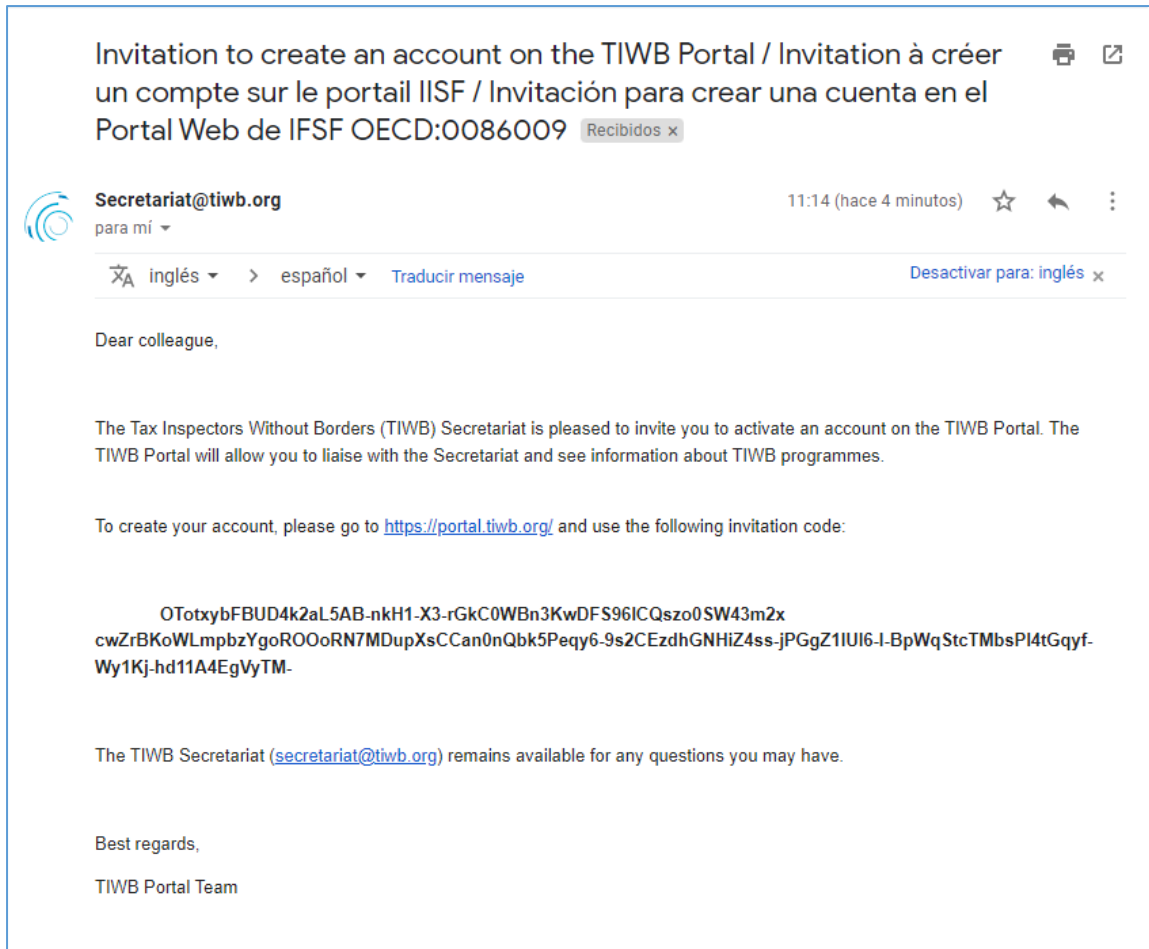
To create a new account, click on **“Register”**.

You will be redirected to the registration page, where you can create a new account by providing your official email address, a username and a password.

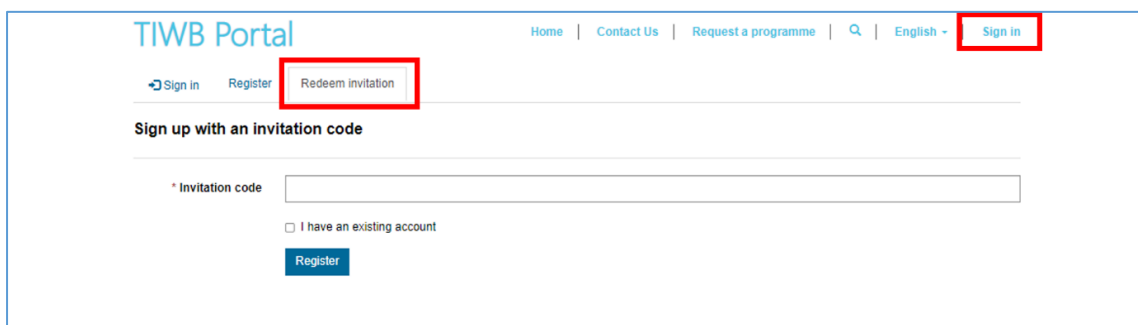
Click on **“Register”** to submit. Note that you must enter an email address not previously used. Otherwise, a duplicate will be created.

## Register with an invitation code

It is also possible to register if you have received an email invitation from the **TIWB Secretariat**.



Go to the Portal and under “**Sign in**”, click on “**Redeem invitation.**” Enter the invitation code you received by mail. Make sure to copy the exact code from the email, **being careful not to copy any spaces before or after.**



You will be redirected to the Registration page, where you can create a new account by providing your official email address, a username and a password.

TIWB Portal Home | Contact Us | Request a programme | English | Sign in

Sign in Register Redeem invitation

Redeeming code: OTotxybFBUD4k2aL5AB-nkH1-X3-rGkCOWBn3KwDFS96ICQszo0SW43m2xcwZrBKoWlmpbzYgoROoRN7MDupXsCCan0nQbk5Pegy6-9s2CEzdhGNHIZ4ss-jPGgZ1IU6-l-BpWqStcTMbsPI4tGgyf-Wy1Kj-hd11A4EgVyTM-

Register for a new account

\* Email

\* Username

\* Password

\* Confirm password

Register

Click on “**Register**” to submit. Note that you must enter an email address not previously used. Otherwise, a duplicate will be created.

## b. Update information

Once you have registered, log in your account and go to the **Profile** page clicking on the drop-down menu on the top-right corner of the page. Proceed to fill in the corresponding fields with your information. Click on “**Update**” at the bottom of the page to submit.

TIWB Portal Home | Contact Us | Manage requests | Request a programme | English | Nadia Sanchez

Home > Profile

Profile

Profile

Security

Change your password

Update your email address

Manage external authentication

Please provide some information about yourself.  
The First Name and Last Name you provide will be displayed on the site.  
The Email Address and Phone number will not be displayed on the site.  
Your Organisation and Title are mandatory. They will be displayed with your comments.

Your Information

First Name \*

Last Name \*

Organisation Name \*

Job Title \*

Title \*

E-mail

Phone (Country Code and Number)

Please contact the TIWB Secretariat  
secretariat@tiwb.org in case of difficulties

Country \*

How may we contact you? Select all that apply.

Email

Fax

Phone

Mail

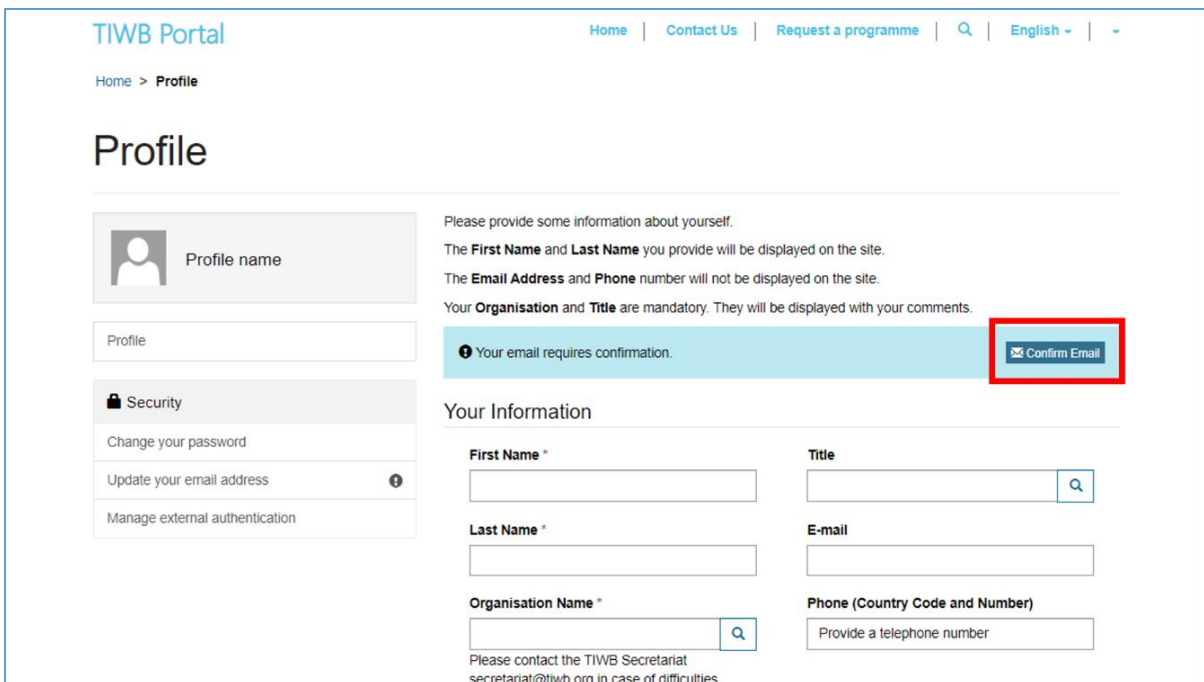
Update

### c. Confirm email

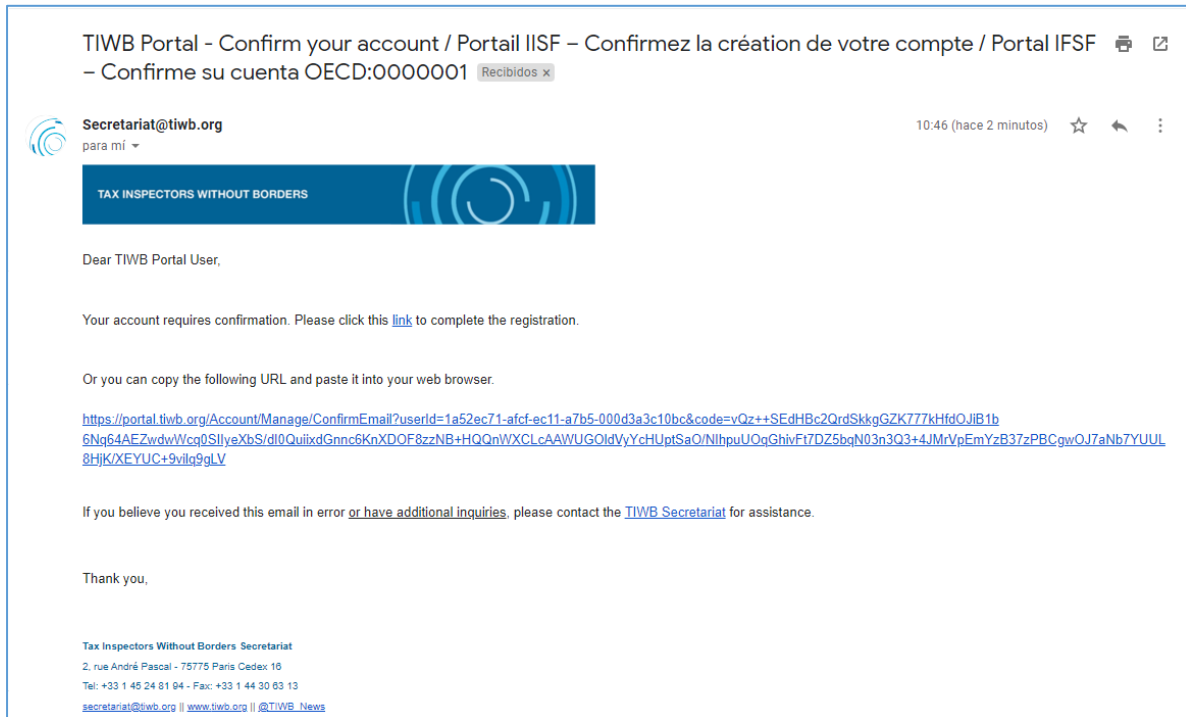
Once you have updated your personal information, go back to your **Profile** page clicking on the drop-down menu on the top-right corner of the page.



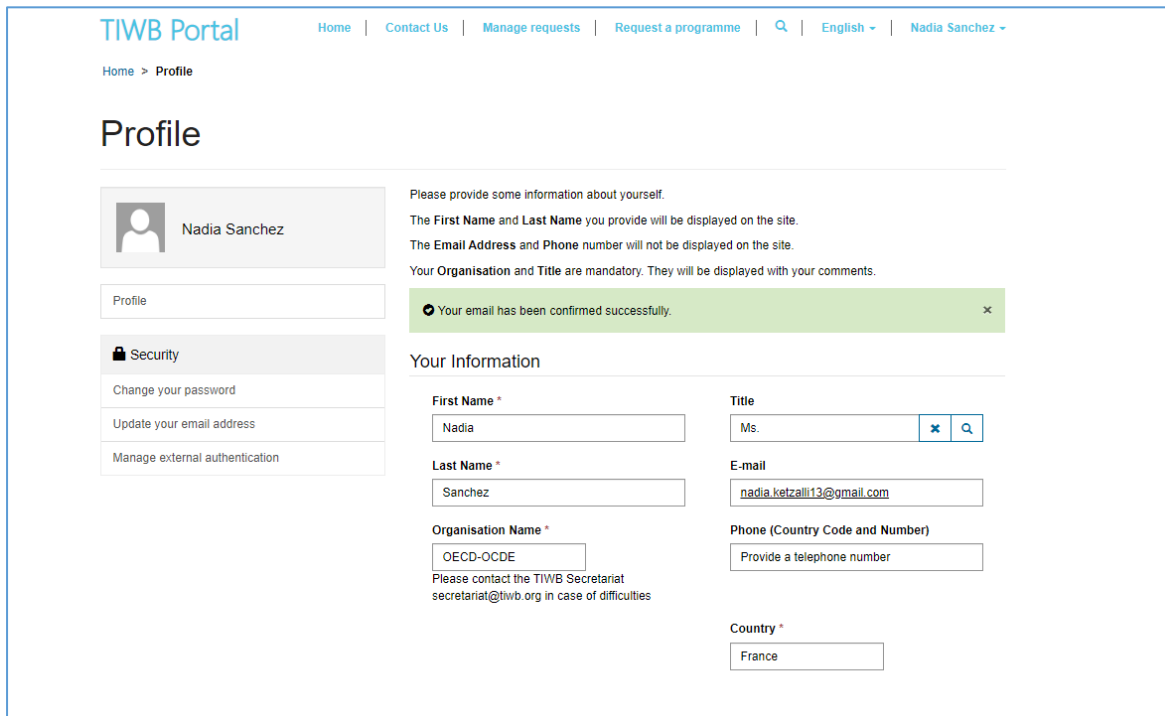
On your Profile page, click on **“Confirm Email.”**



You will then receive a confirmation email in your inbox. **Click on the link** provided to confirm your email address.

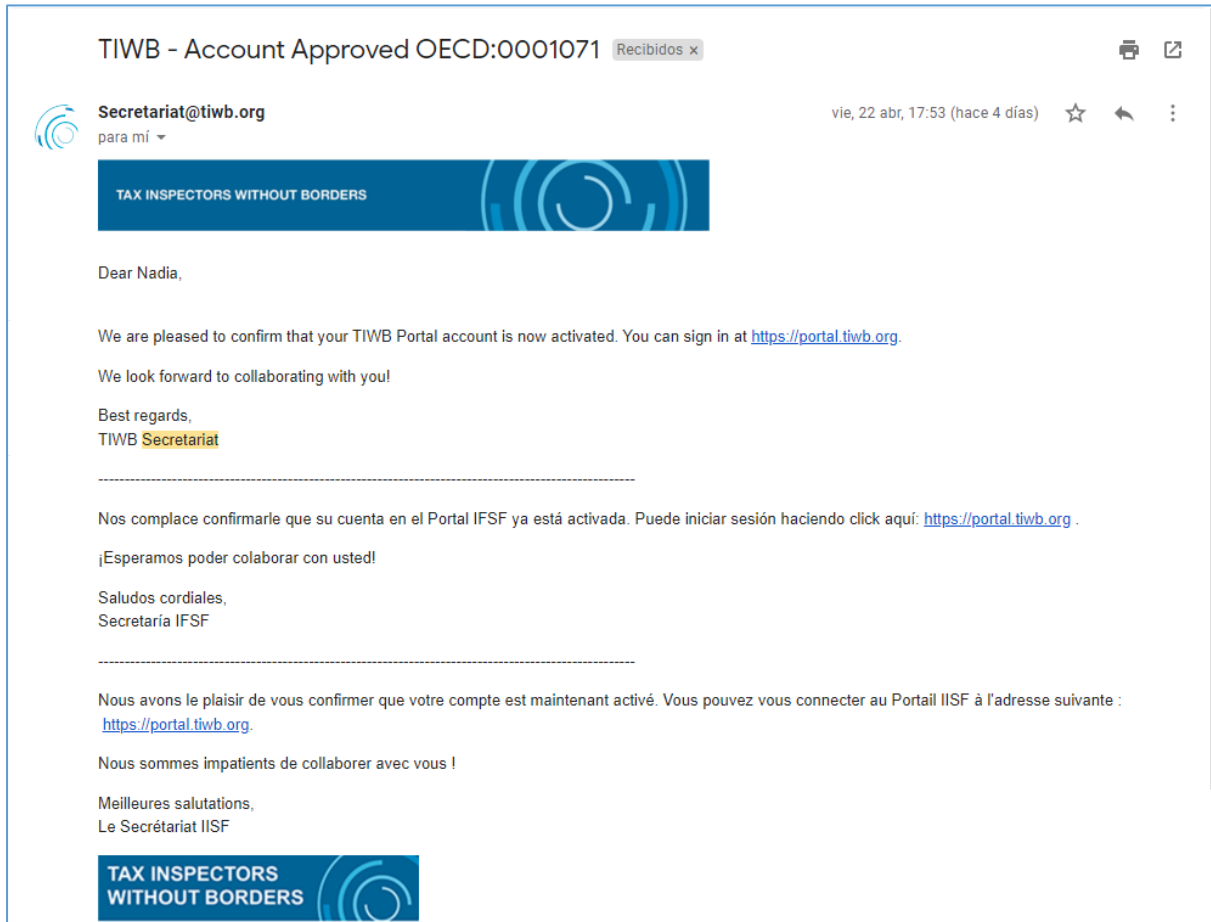


You will be sent back to your Profile page on the Portal, where you can see that your e-mail address has been confirmed (highlighted in green).



### 3. Account validation by the TIWB Secretariat

Once you have completed your profile information and confirmed your email address, the TIWB Secretariat will validate your account. **You will receive an email confirmation when your account has been activated. Only then can you start filling in an Assistance Request Form.**





## 4. TIWB programmes

### a. Request a programme

Even before your account is validated, a preview of the Assistance Request Form is available on the Portal under the menu **“Request a programme”**. You will not be able to fill in any fields, but can see the different information required for the various types of assistance requests.

TIWB Portal Home | Contact Us | Manage requests | **Request a programme** | English - | Nadia Sanchez -

Home > Request a programme

## Request a programme

Assistance Request Status  
Draft

### ASSISTANCE REQUEST FORM

Tax Inspectors Without Borders (TIWB) is a hands-on approach to help developing countries collect their fair share of taxes. Launched jointly, by the Organisation for Economic Co-operation and Development (OECD) and the United Nations Development Programme (UNDP) in 2015, the initiative supports developing countries in building tax audit capacity. TIWB uses a 'learning by doing' approach to effectively transfer knowledge and skills to Host Administration staff.

Background information about TIWB is available on our website: [www.tiwb.org](http://www.tiwb.org).

**A Host Administration may use this form to request any of the following five types of TIWB assistance:**

- Audit assistance** programmes bring foreign tax auditors to work directly with tax officials in assistance-requesting countries and jurisdictions on actual audit cases and audit-related issues in transfer pricing and international taxation, bridging the gap between theory and practice. This assistance mainly provides support on audits of multinational enterprises.
- Criminal tax investigation** pilot programmes provide on-the-job support to assistance-requesting countries and jurisdictions undertaking tax crime investigations through experienced financial crime investigators, working on a real-time basis to resolve complex cases of tax evasion.
- Effective use of automatically exchanged information (AEOI)** pilot programmes provide on-the-job support to assistance-requesting countries and jurisdiction in treatment of Common Reporting Standards (CRS) Data. This includes searching and filtering data received, as well as integrating with other third-party data sources and automated crosschecking; Use of CRS Data; data analytics, risk assessments, compliance interventions, notifications to taxpayers, audit policy, practice and tax assessments.
- Joint or simultaneous audit** pilot programmes bring together two (or more) tax administrations to collaborate on a tax audit, supported by an expert who can help guide the audit process.

**To submit an Assistance Request Form for a TIWB programme, you must first log in to your Portal account, following the steps outlined in Item 1 of this How-To Guide.**

Once you have logged in to your Portal account, select **“Request a programme”** and fill in the form.


Once logged in the Portal, you will be able to fill in and submit an Assistance Request Form; it is also possible to begin filling in certain fields, but complete the full form later. At the bottom of the request form, you will find three buttons: **“Request Assistance”**, **“Save and complete later”** and **“Cancel”**. If you select **“Save and complete later”**, the form will be saved as a **“Draft”** and you can come back to the form at a later time.

What results does your administration aim to achieve with the support of the TIWB expert?

- I hereby certify that the above-mentioned information is correct and true to the best of my knowledge.
- The Host Administration agrees to provide results/achievements/revenue recovered through the TIWB programme to the Secretariat upon completion.
- I confirm that an approved summary of this assistance request may be made publicly available on the TIWB website.
- The Host Administration acknowledges and confirms that authorised OECD/UNDP officials may access all non-confidential programme materials under this TIWB programme.

Request Assistance Save and complete later Cancel

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Once you have filled in all of the fields, click on **“Request Assistance”** to submit the form.

What results does your administration aim to achieve with the support of the TIWB expert?

- I hereby certify that the above-mentioned information is correct and true to the best of my knowledge.
- The Host Administration agrees to provide results/achievements/revenue recovered through the TIWB programme to the Secretariat upon completion.
- I confirm that an approved summary of this assistance request may be made publicly available on the TIWB website.
- The Host Administration acknowledges and confirms that authorised OECD/UNDP officials may access all non-confidential programme materials under this TIWB programme.

Request Assistance Save and complete later Cancel

## b. Manage requests

Once connected to the TIWB Portal, you can visualise details of current and previous requests made by your tax administration (*type, status, date, and contact*) under “**Manage requests**”.

TIWB Portal Home | Contact Us | **Manage requests** | Request a programme | English | Nadia Sanchez

Home > Manage requests

## Manage requests

Assistance Request Under Review My

Search Create

Assistance Request	Type of Assistance Request	Status	Assistance Request Status	Created On ↓	Contact
	Criminal Tax Investigations	Active	Draft	12/05/2022 11:24 AM	Nadia Sanchez

It is also possible to **View details** or **Edit** a request (according to its status in the Portal).

TIWB Portal Home | Contact Us | Manage requests | Request a programme | English | Nadia Sanchez

Home > Manage requests

## Manage requests

Assistance Request Under Review My

Search Create

Assistance Request	Type of Assistance Request	Status	Assistance Request Status	Created On ↓	Contact
	Criminal Tax Investigations	Active	Draft	12/05/2022 11:24 AM	Nadia Sanchez

View details Edit

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After clicking “**See details**” or “**Edit**”, a pop-up window displaying the request will appear. Therein you can directly edit the Assistance Request Form fields.

The screenshot shows a pop-up window titled "View details" with a close button (X) in the top right corner. At the top, there is a dropdown menu for "Assistance Request Status" currently set to "Draft". Below this is the heading "ASSISTANCE REQUEST FORM". The main content area contains the following text:

Tax Inspectors Without Borders (TIWB) is a hands-on approach to help developing countries collect their fair share of taxes. Launched jointly, by the Organisation for Economic Co-operation and Development (OECD) and the United Nations Development Programme (UNDP) in 2015, the initiative supports developing countries in building tax audit capacity. TIWB uses a 'learning by doing' approach to effectively transfer knowledge and skills to Host Administration staff.

Background information about TIWB is available on our website: [www.tiwb.org](http://www.tiwb.org).

**A Host Administration may use this form to request any of the following five types of TIWB assistance:**

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- Criminal tax investigation** pilot programmes provide on-the-job support to assistance-requesting countries and jurisdictions undertaking tax crime investigations through experienced financial crime investigators, working on a real-time basis to resolve complex cases of tax evasion.
- Effective use of automatically exchanged information (AEOI)** pilot programmes provide on-the-job support to assistance-requesting countries and jurisdiction in treatment of Common Reporting Standards (CRS) Data. This includes searching and filtering data received, as well as integrating

At the bottom of the pop-up window, you can choose between the buttons “**Save**”, to save the draft, and “**Update and Submit**”, to finish and submit.

The screenshot shows the bottom section of the "View details" pop-up window. It features a large empty text area for a declaration. Below this are four checkboxes with corresponding text:

- I hereby certify that the above-mentioned information is correct and true to the best of my knowledge.
- The Host Administration agrees to provide results/achievements/revenue recovered through the TIWB programme to the Secretariat upon completion.
- I confirm that an approved summary of this assistance request may be made publicly available on the TIWB website.
- The Host Administration acknowledges and confirms that authorised OECD/UNDP officials may access all non-confidential programme materials under this TIWB programme.

At the bottom, there are two buttons: "Save" and "Update and Submit". The "Update and Submit" button is highlighted with a red rectangular box.

Do not forget to submit the Assistance Request Form once you have completed all fields. Only then can the form be successfully submitted. The assistance request status will then be updated to “**Submitted**” on the Portal.

TIWB Portal Home | Contact Us | Manage requests | Request a programme | English - | Nadia Sanchez -

Home > Manage requests

## Manage requests

Assistance Request Under Review - My -

Assistance Request	Type of Assistance Request	Status	Assistance Request Status	Created On	Contact
	Criminal Tax Investigations	Active	Submitted	12/05/2022 11:24 AM	Nadia Sanchez

**You will receive an automatically generated email acknowledging receipt of the Assistance Request Form from the TIWB Secretariat. This serves as confirmation of successful submission.**

Dear [REDACTED],

Thank you for completing a Tax Inspectors Without Borders (TIWB) Assistance Request Form on behalf of Organisation for Economic Co-operation and Development (OECD).

The TIWB Secretariat will get back to you soon in case of any required clarification. Once finalised, you will receive a PDF copy of this completed Assistance Request which must be signed and dated by the Head of the Host Tax Administration or competent authority and returned to the [TIWB Secretariat](#) via the Portal.

[Review your Assistance Request](#)

We look forward to working with you on this upcoming TIWB programme!

Best regards,

Tax Inspectors Without Borders Secretariat

2, rue André Pascal - 75775 Paris Cedex 16  
 Tel: +33 1 45 24 81 94 - Fax: +33 1 44 30 63 13  
[secretariat@tiwb.org](mailto:secretariat@tiwb.org) || <http://www.tiwb.org> || @TIWB\_News

### c. Validation of the request by the Secretariat

After receiving the Assistance Request, the TIWB Secretariat will review the request. If any clarification is needed, the Secretariat will contact you to request revisions and the status of the Assistance Request is changed to “**For Revision**”.

Only assistance requests in **Draft** or **For Revision** status may be edited via the Portal. If the Assistance Request Form has been submitted and your administration needs to make adjustments, please contact the Secretariat ([secretariat@tiwb.org](mailto:secretariat@tiwb.org)) to allow modifications.

Once validated by the TIWB Secretariat, the status of the Assistance Request in the Portal will show the status “Validated”.

The TIWB Secretariat will generate a PDF of the assistance request and send it to the Host Administration by email for signature by the Head of your tax administration or competent authority.

The screenshot displays the 'TIWB Portal' interface. At the top, there are navigation links: Home, Contact Us, Manage requests, Request a programme, a search icon, English, and a user profile for Nadia Sanchez. Below the navigation, the breadcrumb 'Home > Manage requests' is visible. The main heading is 'Manage requests'. There is a filter for 'Assistance Request Under Review' and 'My'. A search bar and a 'Create' button are also present. The main content is a table with the following columns: Assistance Request, Type of Assistance Request, Status, Assistance Request Status, Created On, and Contact. The table contains one row with the following data: Assistance Request ID 'ALB20220002', Type of Assistance Request 'Criminal Tax Investigations', Status 'Active', Assistance Request Status 'Validated' (highlighted with a red box), Created On '12/05/2022 11:24 AM', and Contact 'Nadia Sanchez'.

Assistance Request	Type of Assistance Request	Status	Assistance Request Status	Created On	Contact
ALB20220002	Criminal Tax Investigations	Active	Validated	12/05/2022 11:24 AM	Nadia Sanchez

### d. Upload the signed Assistance Request Form

The PDF of the Assistance Request received by email must be signed by the Head of your tax administration or competent authority. Once signed, scan and upload the document directly in the Portal.

To do so, go to “**Manage requests**”, and select “**View Details**” or “**Edit**” from the drop-down menu next to the **validated** assistance request.

TIWB Portal Home | Contact Us | Manage requests | Request a programme | English - | Nadia Sanchez -

Home > Manage requests

## Manage requests

Assistance Request Under Review - My -

Search [ ] [ ] [ Create ]

Assistance Request	Type of Assistance Request	Status	Assistance Request Status	Created On	Contact
ALB20220002	Criminal Tax Investigations	Active	Validated	13/05/2022 5:22 PM	Nadia Sanchez

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UNDP

At the bottom of the pop-up window, you can then upload the signed PDF of the Assistance Request Form, by clicking on **“Choose file”**. To submit the signed document, select **“Save”**.

TIWB Portal Home | Contact Us | Manage requests | Request a programme | English - | Nadia Sanchez -

Home > Manage requests

## Manage requests

Assistance Request Under Review - My -

Search [ ] [ ] [ Create ]

Assistance Request	Type of Assistance Request	Status	Assistance Request Status	Created On	Contact
ALB20220002	Criminal Tax Investigations	Active	Validated	13/05/2022 5:22 PM	Nadia Sanchez

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UNDP

**Edit**

I hereby certify that the above-mentioned information is correct and true to the best of my knowledge.

The Host Administration agrees to provide results/achievements/revenue recovered through the TIWB programme to the Secretariat upon completion.

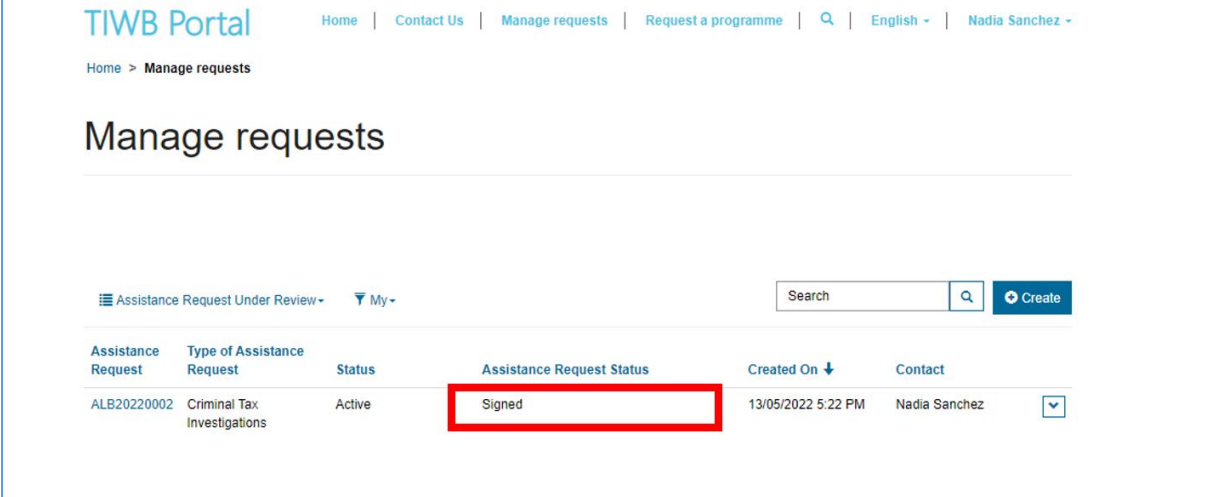
I confirm that an approved summary of this assistance request may be made publicly available on the TIWB website.

The Host Administration acknowledges and confirms that authorised OECD/UNDP officials may access all non-confidential programme materials under this TIWB programme.

Attach a file  
Choose File No file chosen

Save

Once the signed request has been uploaded to the Portal and validated by the Secretariat, the Assistance Request Status will be updated to “Signed” and the process is complete. The TIWB Secretariat will subsequently source an expert that meets the needs expressed by the tax administration.



The screenshot shows the TIWB Portal interface. At the top, there are navigation links: Home, Contact Us, Manage requests, Request a programme, a search icon, English, and a user profile for Nadia Sanchez. Below the navigation is a breadcrumb trail: Home > Manage requests. The main heading is 'Manage requests'. There is a search bar and a 'Create' button. Below that is a table with the following data:

Assistance Request	Type of Assistance Request	Status	Assistance Request Status	Created On ↓	Contact
ALB20220002	Criminal Tax Investigations	Active	Signed	13/05/2022 5:22 PM	Nadia Sanchez

For additional information, please visit the TIWB webpage ([www.tiwb.org](http://www.tiwb.org)) or contact the TIWB Secretariat ([secretariat@tiwb.org](mailto:secretariat@tiwb.org)).