



REPUBLIC OF KENYA



KENYA REVENUE
AUTHORITY

Tulipe Ushuru, Tujitegeme!

Public Notice

iTax System Authentication Procedure for Mobile Phone Contacts

Kenya Revenue Authority (KRA) reminds all taxpayers that further to our Public Notice on “*Taxpayer Register Data Clean Up Exercise*” dated 24th June, 2024, all registered taxpayers are required to authenticate the mobile telephone number registered in iTax upon logging into the system.

The authentication procedure is as follows;

1. Log in to the iTax system using your PIN number and password. iTax will display the current mobile phone number linked to your PIN.
2. If the mobile telephone number displayed is **accurate and the preferred number**, click on “send verification code” and a code will be sent to the displayed mobile phone number.
3. If the mobile telephone number contact is **not accurate or not the preferred number**, change the number on the displayed pop up to your preferred phone number and then click on “*send the verification code*”. A code will be sent to the new preferred mobile phone number.
4. Enter the verification code received on your selected mobile phone number to log into iTax.

For further information please reach out to our Contact Centre on Tel: 020 4 999 999, 0711 099 999 or Email: callcentre@kra.go.ke or visit the nearest Tax Service Office or Huduma centre.

Commissioner for Domestic Taxes

Thank you for paying your taxes!

www.kra.go.ke

Disclaimer: KRA notifies taxpayers that it will not accept responsibility for payments not received, credited and validated in the relevant KRA accounts. **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 Centre Hotlines:** +254 709 017 700 / 800 **Email:** cic@kra.go.ke



Kenya Revenue Authority



Kenya Revenue Authority



Kenya Revenue Authority