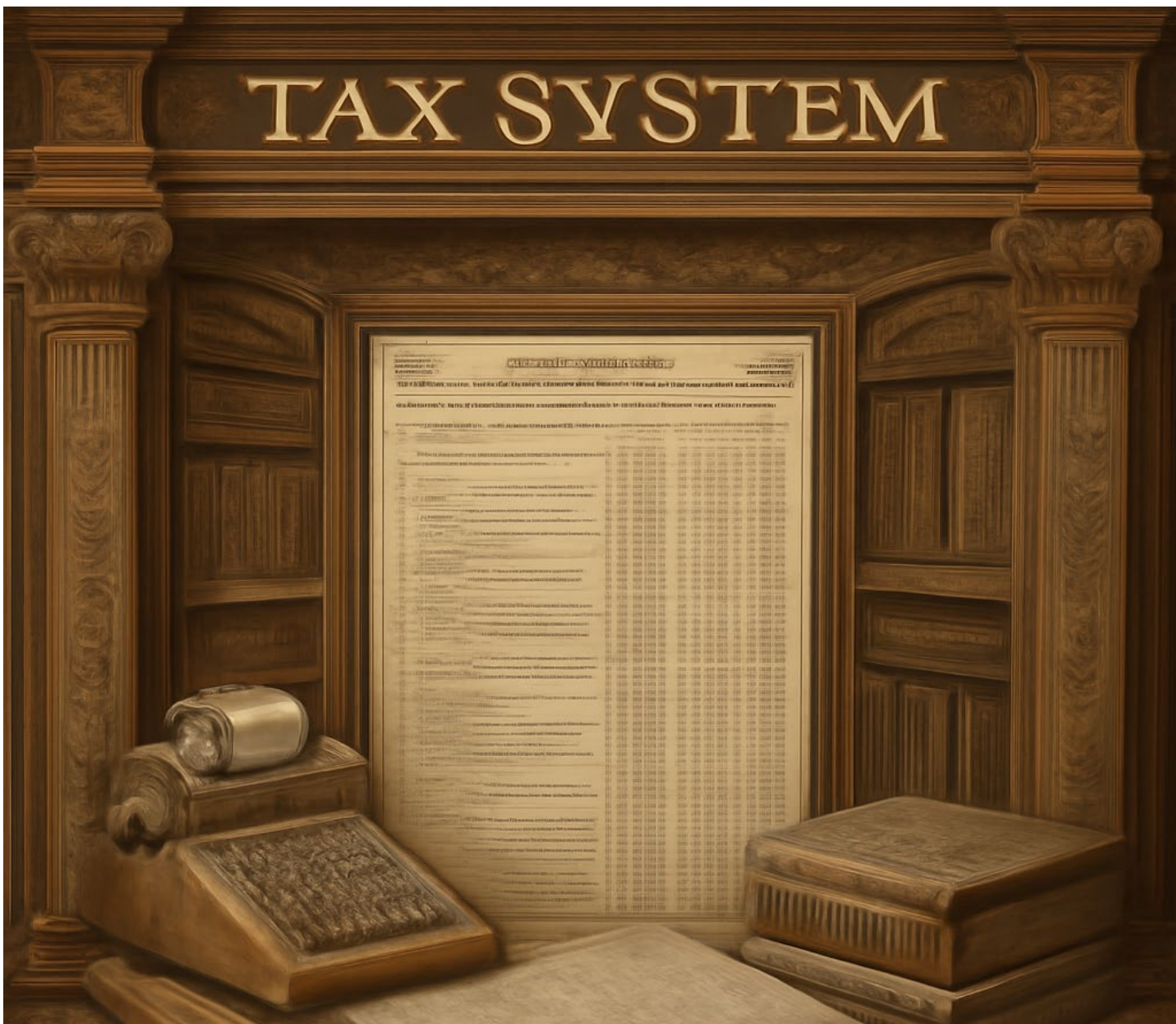


TAX SYSTEM



UN INCOME TAX PORTAL

User Manual

Introduction

The UN Income Tax Portal is a web-based platform developed by the UN Income Tax Unit. This portal enables UN system staff members who are US taxpayers to submit their income tax claims electronically.

Key Benefits

- Faster reimbursement processing through streamlined digital submission
- Online status tracking for reimbursement claims
- Centralized document management and submission tracking

Important: Submitting data through the portal does not eliminate the requirement to upload scanned copies of signed tax returns, along with completed UN forms F.65, F.65/A, and F.243. All documents must be clear, legible and complete.

1 Accessing the Portal

1.1 Initial Access

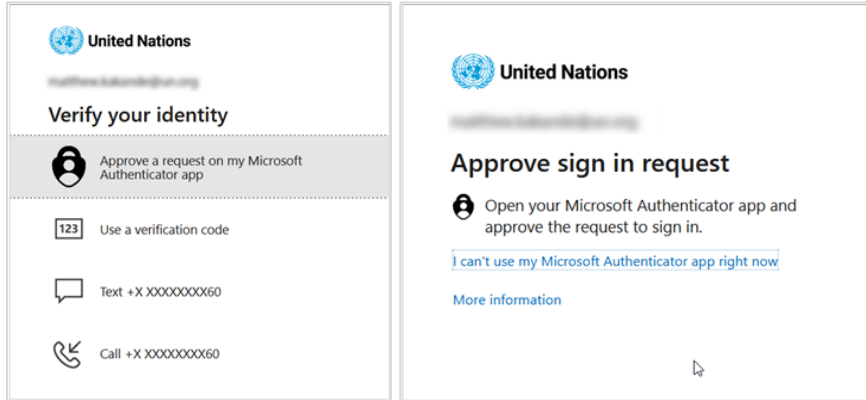
1. Open your internet browser and go to <https://taxportal.un.org> or access through the Tax Portal tab on the UN Income Tax Unit's website
2. At the start of each tax season, the UN Income Tax Unit pre-registers email addresses for taxpayers to access the portal. You should verify your access to the portal once the tax season begins.
3. On the login page, enter the email address provided to the UN Income Tax Unit.
4. Active staff members should use their UN (or UN Agency) email address. This should be your official email address e.g. @un.org, @unicef.org, @undp.org, etc. The email must be the one registered with the Tax Unit
5. Retirees and separated staff can use personal email addresses (Gmail, Yahoo, etc.)
 - a. Note: Personal email users must create a free Microsoft account
 - b. A separate [guide](#) for creating Microsoft accounts is available on the Tax Unit website
 - c. The account must use the same email address provided to the Tax Unit

1.2 Authentication Process

1. After entering your email, you will be directed to the Organization's sign-in page to log in using your email and password with Microsoft MFA.

The image displays two screenshots of the United Nations sign-in process. The left screenshot shows the initial sign-in page with the United Nations logo, the text 'Sign in', a text input field for email, a 'Next' button, and a 'Back' button. Below the input field is a link that says 'Can't access your account?'. The right screenshot shows the password entry page with the United Nations logo, the text 'Sign in', a password input field, a 'Sign in' button, and a link for 'Forgot your password? Reset your Unite Identity password online'.

2. **Multi-Factor Authentication (MFA):** Complete the MFA authentication through the available options which include receiving a code via text or call, or using the Microsoft Authenticator app.



3. **Single Sign-On (SSO):** Some UN organizations/agencies have implemented SSO for certain browsers (e.g., Microsoft Edge), which may skip the sign-on screen if you are already signed into another application.
4. **Additional Authentication:** After signing in, provide your UN Index Number and the last 4 digits of your Social Security Number (SSN) for additional security, your UN Index number appears on your Statement of Taxable Earnings. The portal verifies this information against the UN Income Tax Unit's records.

The image shows a "Confirm Your Identity" form. At the top, there is a blue header with a shield icon and the text "Confirm Your Identity". Below the header, there is a light blue box with a key icon and the text "Security Verification: Please enter your UN Index Number and the last 4 digits of your SSN to access the tax portal." Below this, there are two main sections: "UN Index Number:" with a text input field and a label "Your unique UN staff identification number", and "Last 4 Digits of SSN:" with a masked text input field and a label "For security verification purposes only". Below these, there is a "Security Verification:" section with a checkbox "I am human" and a Captcha challenge icon. Below the Captcha, there is a label "Please complete the security challenge above". At the bottom, there are two buttons: a blue button "Verify & Access Portal" and a white button "Cancel & Sign Out".

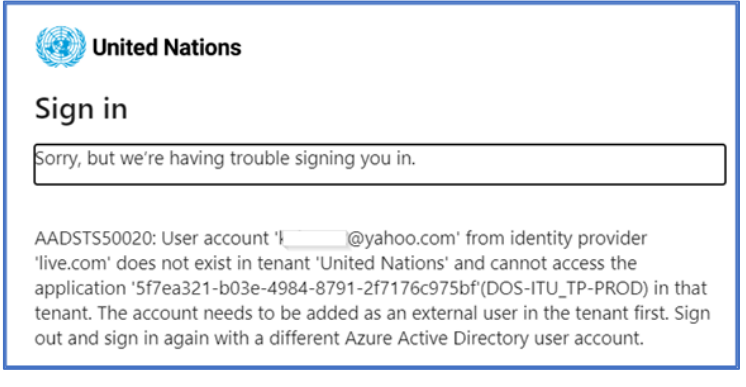
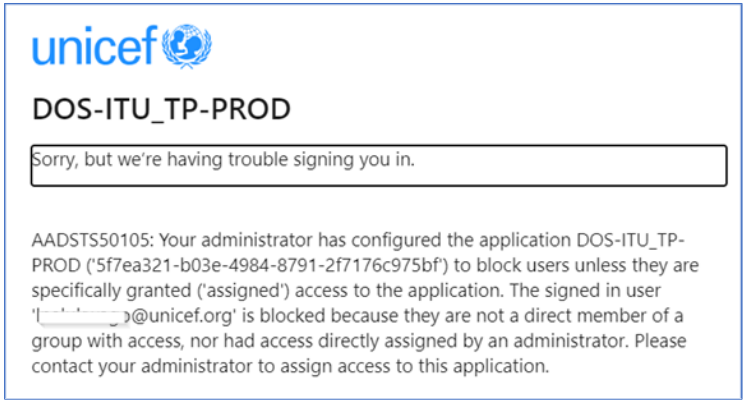
1.3 Important Security Notes

1. Incorrectly entering the SSN or index number three times will disable your account. Contact the portal administrator to reset your account by submitting a ticket through the Tax unit’s website.
2. A successful sign-in starts a 30-minute session. Inactivity for 30 minutes will result in automatic logout. Any unsaved data will be lost.
3. Password requirements follow Microsoft account standards
4. Regular password updates are recommended for security

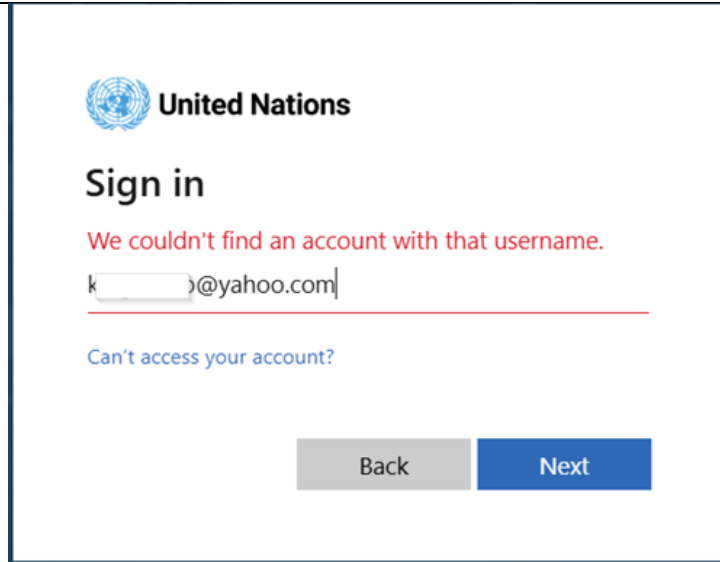
1.4 Common Login Errors

If you encounter any errors while trying to access the UN Income Tax Portal, please contact the administrator using the [Contact Us](#) page on the tax unit website for assistance. Be sure to clearly describe the issue you are experiencing with the portal.

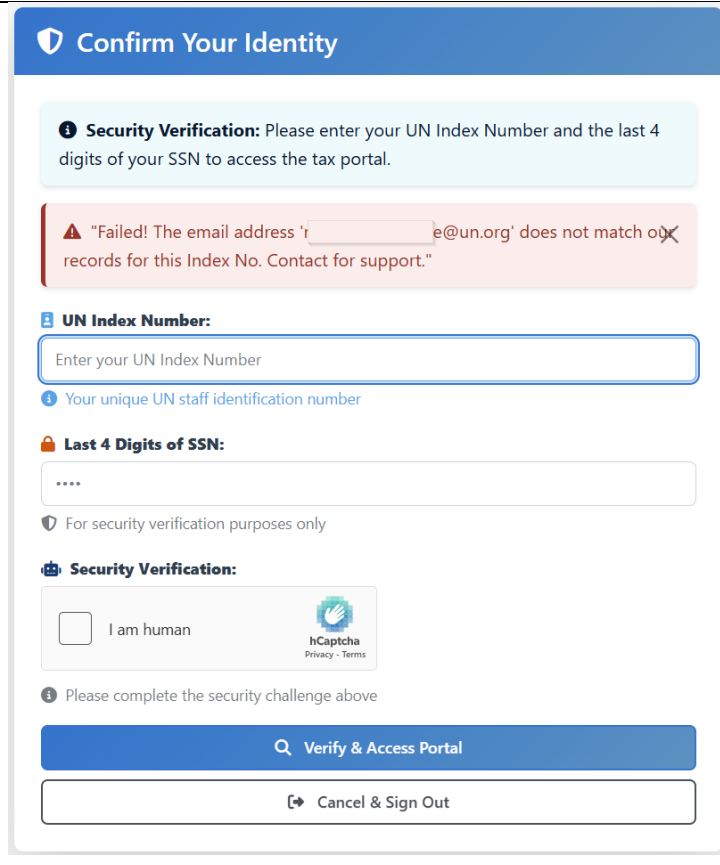
Below are the common error screens you might encounter.

<p>1. The email address has not been added to the United Nations tenant, so it cannot be used to access any applications hosted by the United Nations Secretariat.</p>	 <p>The screenshot shows the United Nations logo and the text "Sign in". Below this is a message box that says "Sorry, but we're having trouble signing you in." Below the message box is a detailed error message: "AADSTS50020: User account 'i[redacted]@yahoo.com' from identity provider 'live.com' does not exist in tenant 'United Nations' and cannot access the application '5f7ea321-b03e-4984-8791-2f7176c975bf'(DOS-ITU_TP-PROD) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account."</p>
<p>2. The email address is already added the United Nations tenant but has not been given access to the UN Income Tax portal.</p>	 <p>The screenshot shows the unicef logo and the text "DOS-ITU_TP-PROD". Below this is a message box that says "Sorry, but we're having trouble signing you in." Below the message box is a detailed error message: "AADSTS50105: Your administrator has configured the application DOS-ITU_TP-PROD ('5f7ea321-b03e-4984-8791-2f7176c975bf') to block users unless they are specifically granted ('assigned') access to the application. The signed in user 'i[redacted]@unicef.org' is blocked because they are not a direct member of a group with access, nor had access directly assigned by an administrator. Please contact your administrator to assign access to this application."</p>

3. The email address does not have Microsoft account. Please visit <https://account.microsoft.com> and create a free account with this email address.



4. The email address you used to access the tax portal is different from the one you provided to the tax unit. The tax portal uses the provided index number to verify if the email address associated with that index number matches the one used to sign in.



- 5. You have entered the incorrect last 4 digits of the SSN for the provided index number.
- 6. The index number you entered is not registered by the tax unit as that of an eligible US UN taxpayer.


Confirm Your Identity

Security Verification: Please enter your UN Index Number and the last 4 digits of your SSN to access the tax portal.

Invalid credentials. Please check your Index Number and SSN digits and try again. 2 attempts left.

UN Index Number:
365609
Your unique UN staff identification number

Last 4 Digits of SSN:
....
For security verification purposes only

Security Verification:
 I am human  [Privacy - Terms](#)

Please complete the security challenge above

[Verify & Access Portal](#)

[Cancel & Sign Out](#)

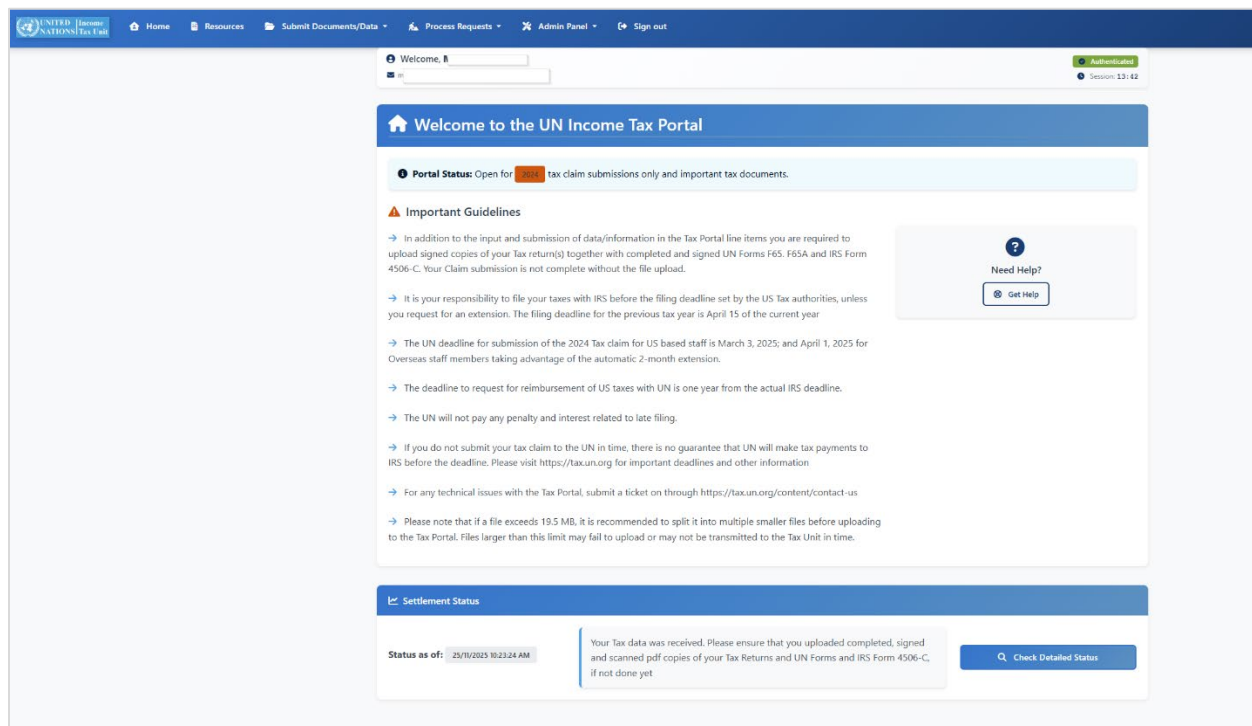
2 Portal Navigation

Upon successful login, the navigation menu includes the following buttons: Home, Resources, Upload Documents, Enter Data, Submit Data/Check Status, and Sign Out.

2.1 Home page

The Home page has 3 sections:

1. **Content Section:** Important portal usage instructions, latest announcements and updates, critical deadlines and reminders, and a link to download the user manual.
2. **User Information Section:** Displays details of the signed-in user.
3. **Reimbursement Status Section:** Shows the status of your tax claim for the current tax season.



2.2 Resources page

Download useful documents such as the user manual, UN and IRS forms, and a Sample Statement of Taxable Income. Several other resources and information are available on the Tax Unit website.

2.3 Document Upload Process

1. This is where you submit your signed and scanned PDF documents.
2. From the Main Menu, click the "**Submit Documents/Data**" dropdown and select the 'Upload Documents' item
3. Upload one file at a time.
 - a. Maximum file size: 19.5 MB per file
 - b. Accepted format: PDF only
4. Select the submission type and document type:
 - a. **Initial Submission:** First-time tax claim submission for the tax year. It is recommended that you combine all documents into one file.
 - b. **Additional Information:** Submit any extra information for the tax claim that may have been missed in the Initial Submission.
 - c. **Miscellaneous Information:** Submit other kinds of information not relating to tax claims, e.g. proof of citizenship, address change, EFTPS enrollment, etc.
5. **To update a file:** To update previously submitted documents,
 - a. upload a new file with the same name.
 - b. The portal will version it and the tax unit will consider the latest version.

The screenshot shows the 'Upload Files' interface. It features a blue header with a cloud icon and the text 'Upload Files'. Below the header are four main sections: 'Submission Type *' with a dropdown menu showing '-- Select the Submission Type --'; 'Document Type *' with a dropdown menu showing '-- Select the Document Type --'; 'Upload File *' with a file selection area that says 'No file chosen'; and 'Password (optional)' with a text input field containing the placeholder 'Enter the password if the file is password protected'. At the bottom is a green 'Submit File' button with an upload icon. To the right of the form is a 'File Requirements' box with an information icon and a list of requirements: 'PDF format only', 'Maximum 20MB per file', 'Clearly scanned documents', and 'All pages included', each preceded by a green checkmark.

6. **Document Verification:** The Portal performs automatic file checks, e.g. File format validation, Size limitation, etc.

7. Recommendations:

- a. Ensure documents are clearly scanned.
- b. Combine initial submission documents into one file.
- c. Include all required forms in proper order. Refer to the filling requirements on the unit’s website.
- d. Ensure all pages are properly oriented.
- e. Verify that all signatures are visible.

8. Uploaded files are displayed on the uploads page.

File Name	Size (MB)	Upload Date	Actions
Init_Combined_v0.pdf	11.26	Nov 26, 2025	View

9. The uploads page will display an error if the portal encounters some issues with the file.

Upload Files

Error Message: "Upload failed for file: 'GPT_Image_1_A_intricately_structured_tax_system_every_aspect_m_0.png'; The file is not a valid PDF document."

Submission Type *
-- Select the Submission Type --

Document Type *
-- Select the Document Type --

Upload File *
No file chosen

Password (optional)
Enter the password if the file is password protected

File Requirements

- ✓ PDF format only
- ✓ Maximum 20MB per file
- ✓ Clearly scanned documents
- ✓ All pages included

[Submit File](#)

3 Enter Data

From the Main Menu, click the "**Submit Documents/Data**" dropdown and select the Enter/Edit Data' item

3.1 Federal Tax Return

1. You must enter data in this form before you can enter data in the state forms
2. It consists of two pages:
 - a. Page 1: Mandatory Yes/No questions
 - b. Page 2: Dynamic fields based on Page 1 responses

2024 Federal Tax Return - Page 1 of 2

Federal Form Instructions: Please complete all required fields. You can save your progress and return later.

This form was last modified on 25/11/2025 10:23:24 AM

Federal Tax Form Questions

Did you work for any UN agencies or entities that are NOT listed here? Yes No
Required

Do you have Form 2555 (Foreign Earned Income)? Yes No
Required

Did your spouse work for any of the agencies or entities listed here? Yes No
Required

Did your spouse work for any UN agencies that are NOT listed here? Yes No
Required

Does your Spouse have Form 2555? Yes No
Required

Do you have Form 6251 (AMT)? Yes No
Required

Are required to attach Schedule D with your Form 1040? Yes No
Required

Select the Filing status on Form:
Required

Single
 Married, filing jointly
 Married, filing separately
 Qualifying widow(er) with dependent child
 Head of household

[See sample STE](#)

UN Agencies/Entities

1	ECA	19	UNITAR
2	ESCAP	20	UNODG
3	ESCWA	21	UNON
4	IARC	22	UNOPS
5	ICC	23	UNOV
6	ICJ	24	UNRWA
7	ICTR	25	UNU
8	ICTY	26	UNWOMEN
9	MICT	27	WHO
10	OPCW	28	UNICC
11	PAHO	29	UNCDF
12	UNAIDS	30	ECE
13	UNDP	31	ECLAC
14	UNFPA	32	WORLD BANK
15	UNHCR	33	AHIC
16	UNHQ	34	ILO
17	UNICEF	35	IFAD
18	UNITAID		

[Return to Data Entry Home](#)

[Next Page](#)

2024 Federal Tax Return - Page 2 of 2

Federal Tax Data Entry: Enter your federal tax form data carefully. All monetary amounts should be entered as whole numbers without commas or decimal points.

This form was last modified on 25/11/2025 10:23:24 AM

Federal Tax Form Data Entry

UN Income Information

Enter the total of your UN earnings from UN agencies or entities: \$ 10

UN Income Subject to SE Tax:
If you are a full year resident, use the total UN income from your statement of taxable earnings (STE) form. If you are a part-year resident, prorate it.
[See sample STE](#)

\$ 0

UN earning from other agencies: \$ 0

Spouse UN Income Information

Please enter your spouse's UN index number: # 0

Enter the total of your SPOUSE's UN earnings from UN agencies or entities: \$ 0

Please enter your spouse UN Income Subject to SE Tax: \$ 0

UN Agencies/Entities

1	ECA	19	UNITAR
2	ESCAP	20	UNOG
3	ESCWA	21	UNON
4	IARC	22	UNOPS
5	ICC	23	UNOV
6	ICJ	24	UNRWA
7	ICTR	25	UNU
8	ICTY	26	UNWOMEN
9	MICT	27	WHO
10	OPCW	28	UNICC
11	PAHO	29	UNCDF
12	UNAIDS	30	ECE
13	UNDP	31	ECLAC
14	UNFPA	32	WORLD BANK
15	UNHCR	33	AHIC
16	UNHQ	34	ILO
17	UNICEF	35	IFAD
18	UNITAID		

Form Actions

[Return to Data Entry Home](#)

[Reset Federal Form](#)

[Save Federal Form](#)

3.2 State Tax Returns

1. This form is only available for specific states: Connecticut, Maryland, New Jersey, New York State, Pennsylvania, Virginia, Washington D.C.
2. Maximum of two state submissions allowed
 - a. One must be New York State (in case 2 states are submitted)
 - b. Second state optional based on residence/work location
3. Similar two-page format as federal returns
 - a. State-specific questions and calculations

3.3 Data Entry Guidelines

1. Enter only whole numbers
 - a. No decimal points
 - b. Round to nearest dollar
2. Avoid special characters:
 - a. No commas
 - b. No dollar signs
 - c. No parentheses
3. Save frequently, i.e. minimum every 15 minutes
4. Saving is different from final submission. Data submission is discussed in the next section
 - a. Saved data can be modified before submission.
 - b. Submitted can be amended by another submission.

4 Submission Process

Submit Forms / Check Status

Submission Status: Review your forms and documents below. Submit completed forms when ready.

Tax Return Forms Status

The following tax returns requests are ready to be submitted.

Form	Date	Status
Federal	Nov 26, 2025	Ready to Submit
New York State	Nov 26, 2025	Ready to Submit

Submit All Forms

Supporting Documents Status

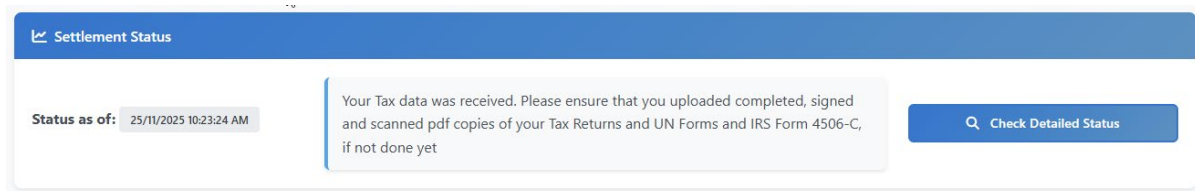
The following documents were submitted.
Please ensure that your documents were properly completed, signed and scanned PDF copies of your Tax Returns, UN Forms and IRS Form 4506-C

File Name	Size (MB)	Upload Date	Actions
Init_Combined_v0.pdf	11.26	Nov 26, 2025	View

1. After entering all necessary data, navigate to "Submit Data/Check Status"
 - a. You view all saved forms.
 - b. You will view a list of submitted documents
2. Click "Submit Forms" to submit the data.
3. You will receive a confirmation email
4. You can track submission status on the home page.
5. You can make amendments and resubmit already submitted forms.

5 Checking Reimbursement Status

1. Once you have submitted the data, it will be logged into the Tax Unit's processing system.
2. You will be able to see the status of your claim at the bottom of the home page of the tax portal.
3. The status gives information about the reimbursement entered online.



4. The portal will show one of the following reimbursement process statuses:
 - a. Your tax data entry was saved but not yet sent. Please submit when ready.
 - b. Your tax data was submitted and is waiting to be received by the Tax Unit.
 - c. Your tax data was received. Please ensure that you uploaded completed, signed and scanned pdf copies of your Tax Returns and UN Forms and IRS Form 4506-C, if not done yet.
 - d. Your tax data, UN forms and copies of tax returns were received by the Tax Unit and are awaiting review.
 - e. Your settlement request is being reviewed.
 - f. Your settlement request was approved. Please wait for further information from Tax Unit.
 - g. Your settlement request was rejected. Please wait for email or letter from Tax Unit for additional information.

6 Security and Session Management

6.1 Best Practices

1. Sign out after completing tasks. Click "Sign Out" button and then confirm sign-out action
2. Close browser after signing out. This clears the cache and will help prevent unauthorized access.
3. Report technical problems through the [Contact Us](#) page
 - a. Screenshot error messages and provide them when requested.
 - b. Document steps to reproduce issues
 - c. Include essential information:
 - UN index number
 - Detailed error description
 - Screenshots when requested
 - Steps to reproduce the issue
 - d. Expected response time: 2-5 business days