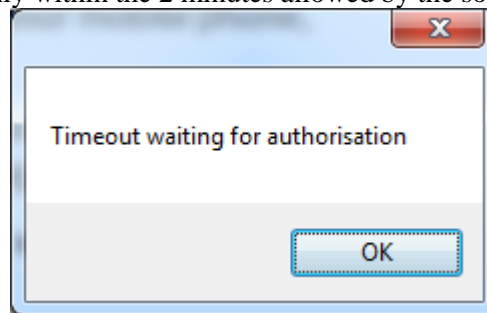


1. Common Problems and Error Messages

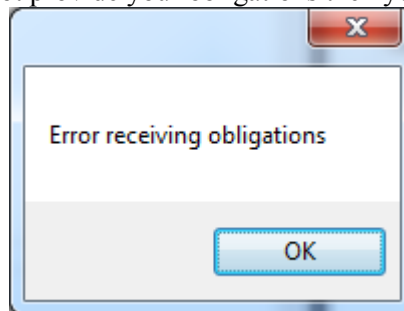
1.1 Timeout

If you do not complete the procedure to grant authority in time then you will see a timeout error. In order to avoid this error you should ensure that you grant authority as quickly as possible and certainly within the 2 minutes allowed by the software.



1.2 Error Receiving Obligations

If HMRC's gateway cannot provide your obligations then you will see this message.

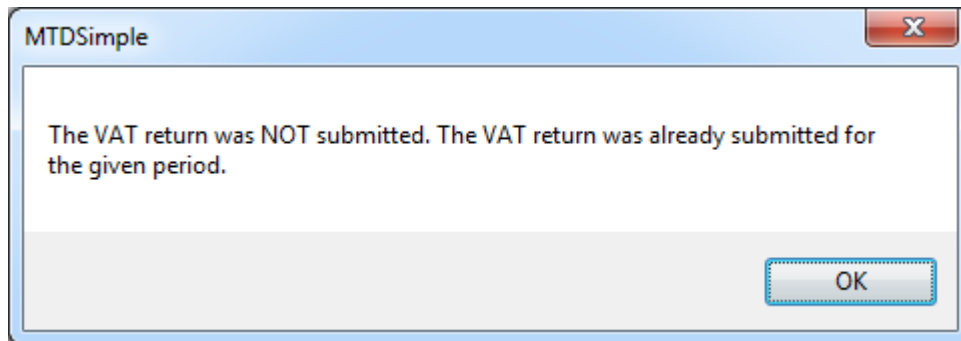


There may be a number of reasons why you see this message – unfortunately the gateway does not provide any more information for us to display since this would be a possible security weakness in their interface. Possible reasons for the problem are:

- You do not have permission to access the MTD gateway – have you registered for MTD for VAT separately (see section **Error! Reference source not found.**)
- You have granted authority using a user ID/password associated with a different VAT number from the one that you have entered in the MTDSimple main screen

1.3 VAT return was NOT submitted

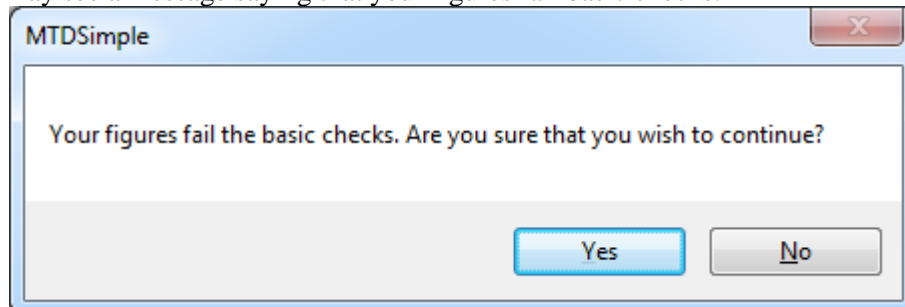
You may see a message saying that the VAT return was not submitted. This will usually have some additional text provided by the HMRC gateway letting you know why the VAT return has failed.



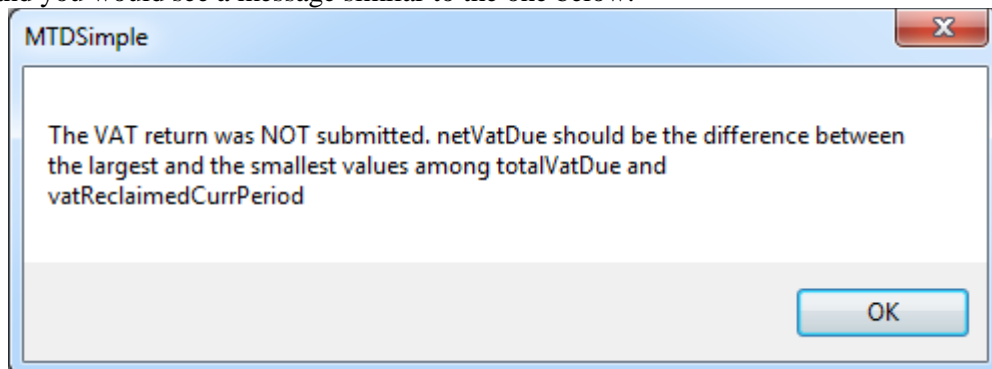
In the case shown above, the VAT return for the period has already been submitted so cannot be submitted again.

1.4 Your Figures Fail Basic Checks

You may see a message saying that your figures fail basic checks.



This is usually because the figures do not make sense (for example the VAT due is not equal to the VAT charged by you to your customers minus the VAT charged by your suppliers). If you continue then the return is likely to be rejected by HMRC's gateway and you would see a message similar to the one below.



1.5 Cannot Grant Authority

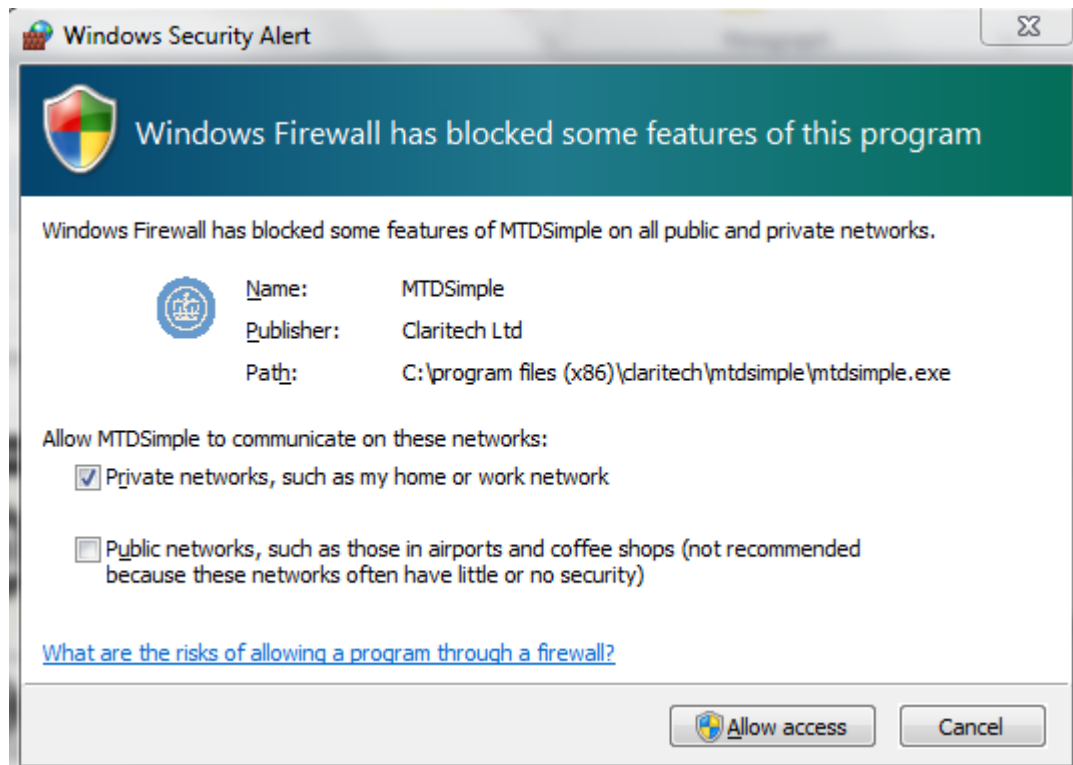
In order to allow MTDSimple to submit VAT return data on your behalf you must grant the software authority to do so using HMRC's gateway. This is an area that is prone to potential issues since it requires MTDSimple to access the internet and use your browser that you have installed on your computer.

If you are having problems granting authority then please check the following sections to see if they will solve your issues. Please be aware that you may have multiple issues so you may need to try different solutions e.g, turning off your firewall and using a different browser.

1.5.1 Firewall Issues

Your firewall may be blocking access to the internet. MTDSimple must have access to the internet in order to collect obligations, submit returns etc. There are a number of different firewall programs available so it is impossible for us to provide detailed instructions for using each one, please refer to the documentation that was delivered with your internet security program for more information.

You may see an alert similar to the one shown below:



Please make sure that you click the “Allow access” button.

If this doesn't solve your problems then try **temporarily** disabling your firewall and try again. If this does solve your problem then the problem lies with your firewall configuration and you should refer to your internet security software documentation for more information on how to allow MTDSimple to access the internet correctly. Please note that you should only disable your firewall for a short period of time since the firewall provides valuable security for your computer.

1.5.2 Browser Problems

Your browser configuration may be causing problems with the process required to grant authority. Please make sure that you are using the latest version of your chosen browser. We have tested MTDSimple with Firefox, Google Chrome, Internet Explorer and Edge. Our experience is that Google Chrome and Firefox seem to work better than Internet Explorer but we have only had problems with Internet Explorer on one test machine. If you are having problems then try installing a new browser (Firefox or Chrome) and make that the default browser for your system.