

# MAGIC TAX



## Support

Magic Tax (for users of Keyloop) - Support Desk

Version: v1.1

Last revision: 28/03/2024

# MAGIC TAX - HMRC RECOGNISED

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## Magic Tax Support

Magic Tax Support is available **Monday - Friday** from **09:00 – 17:00** (excl UK Bank Holidays and Public Holidays).

Once an annual licence is in place, Magic Tax (for users of Keyloop Drive/Autoline) will receive an automated email invitation enabling the set up of direct access to our dedicated support portal.

This service allows users to raise a support request, ask a question or suggest an improvement.

**NB: It is advisable to set up this access now, and bookmark the link for future reference, ensuring easy access should you require technical assistance or support in the future.**

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2. Support Service -  
Sign Up

✕ Close

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## Welcome to Magic Tax for Keyloop Service



Magic Tax for Keyloop Service <jira@kfaconnect.atlassian.net>

To: You

Welcome!

You've been invited to Magic Tax for Keyloop Service portal. You can use this to raise requests and get help. To finish setting up your account, simply click on your [sign-up link](#).

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← Reply

→ Forward

## Invitation Email Support Sign Up

To set up your access to the support portal, click on the blue link within the email to sign-up.

**NB: If you do not see the email in your inbox, please check your junk/spam folder.**

Help Center

Sign up to continue


Email address  
yourname@yourcompany.com

Full name

Password

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

Powered by  Jira Service Management

## Support Service - Sign Up

You will be directed to the [support service\\*](#) sign up page.

Enter your full name and create a password.

**\*By using the Jira service desk features, you are agreeing to the Jira service management privacy policy.**

MAGIC TAX

3. Raising a New  
Support Request

# M Magic Tax for Keyloop Service Desk

Welcome! You can raise a request for Magic Tax for Keyloop using the options provided.

## What can we help you with?



### Technical support

Need help installing, configuring, or troubleshooting? Select this to request assistance.



### Licensing and billing questions

Choose this if you have questions about licensing or billing.



### Suggest improvement

See a place where we can do better? We're all ears.

## What Can We Help You With?

From the [support service](#) home screen, select the option most suited to your query:

- Technical Support
- Licensing and Billing Questions or;
- Suggest an Improvement

**NB: Some frequently asked questions are featured on our website – view them [here](#).**

The screenshot shows a web form for raising a request. At the top, it says 'Help Center / Magic Tax for Keyloop Service Desk' and 'Magic Tax for Keyloop Service Desk'. Below that is a welcome message: 'Welcome! You can raise a request for Magic Tax for Keyloop using the options provided.' The form has a section 'What can we help you with?' with a dropdown menu currently set to 'Technical support' (Need help installing, configuring, or troubleshooting? Select this to request...). Below this are three main input areas: 'Summary\*' (a simple text box), 'Description\*' (a rich text editor with a toolbar including bold, italic, text color, list, link, image, code, and quote), and 'Attachment' (a box with a 'Browse' button and the text 'Drag and drop files, paste screenshots, or browse'). At the bottom, there is a 'Share with\*' dropdown set to 'Share with Nicki Test' and two buttons: 'Send' and 'Cancel'.

## Providing Information

Enter a short 'Summary' of the request – try and keep this short and to the point.

If you are requesting technical assistance, please add as much detail as possible in the 'Description' box and if you can, add screenshots either by dragging an image or example file to the request, or browse for a file to attach.

Click '**Send**'

As the Magic Tax team work on your request, regular (automatic) updates will be sent through the service portal until your question has been answered or the issue has been resolved.



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## HMRC's Making Tax Digital (VAT) System

### PLEASE NOTE:

The Magic Tax solution is reliant on HMRC's Making Tax Digital (VAT) system being fully operational, so if you are experiencing issues using the Magic Tax solution you should first check for any recent Magic Tax email communication from our team regarding HMRC planned system downtime.

You can also check for any issue with HMRC's system before raising a support request with the Magic Tax team by clicking [here](#).

# MAGIC TAX



Already a customer?

[Raise a Support Request](#)

Have a question?

[Contact Us](#)

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