MAGIC TAX



Support

Magic Tax (for users of Keyloop) - Support Desk

Version: v1.1

Last revision: 28/03/2024



Magic Tax Support

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

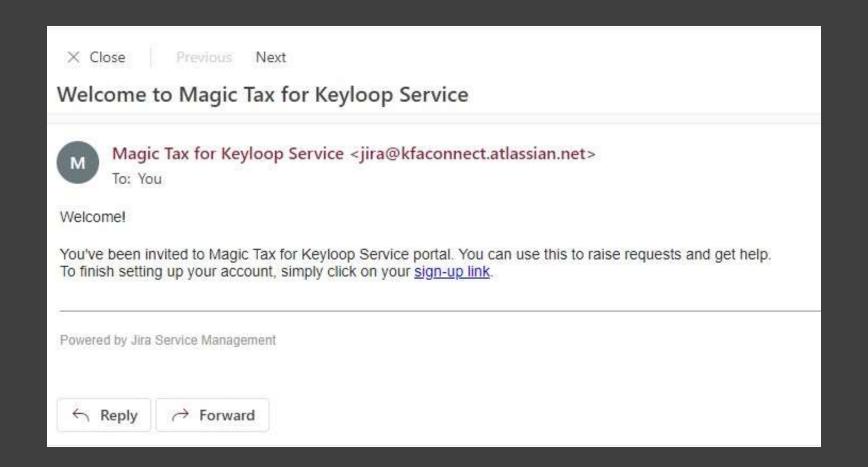
Once an annual licence is in place, Magic Tax (for users of Keyloop Drive/Autoline) will receive an automated email invitation enabling the set up of direct access to our dedicated support portal.

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.

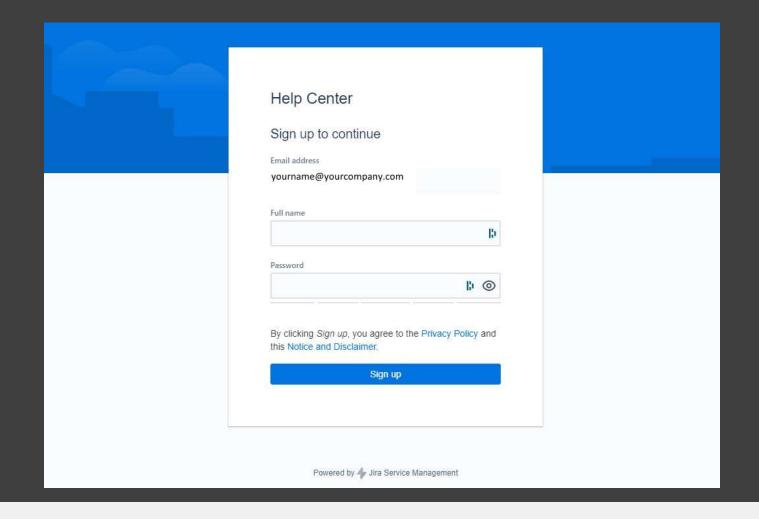
MAGIC TAX

2. Support Service - Sign Up



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.



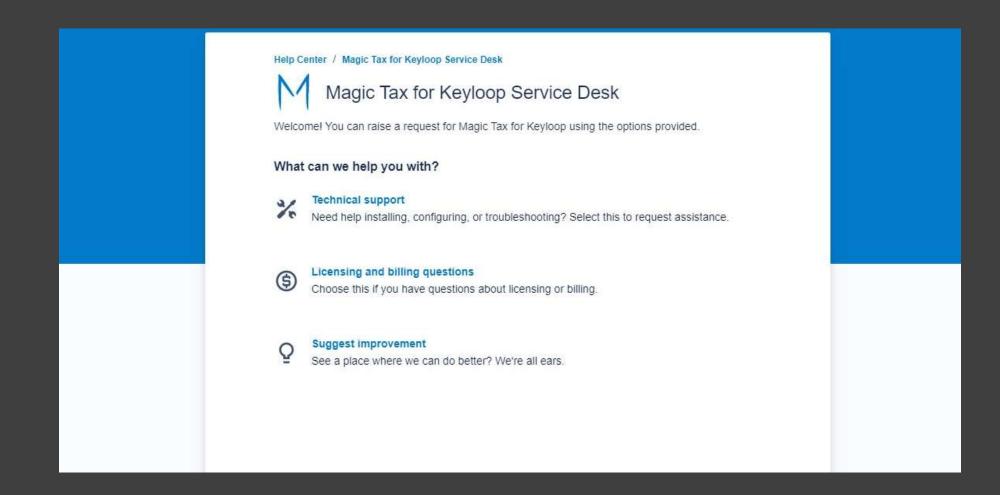
Support Service -Sign Up You will be directed to the <u>support service*</u> sign up page.

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.

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3. Raising a New Support Request

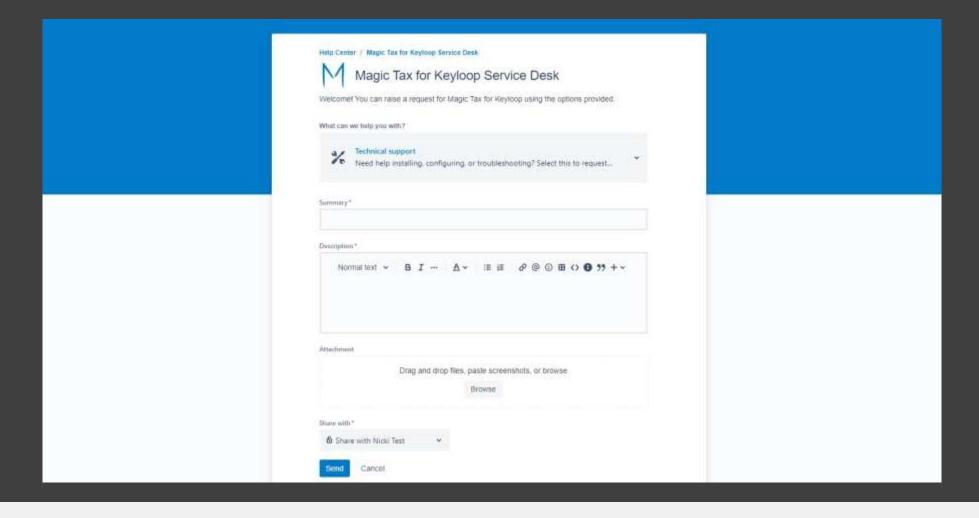


What Can We Help You With?

From the <u>support service</u> 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.



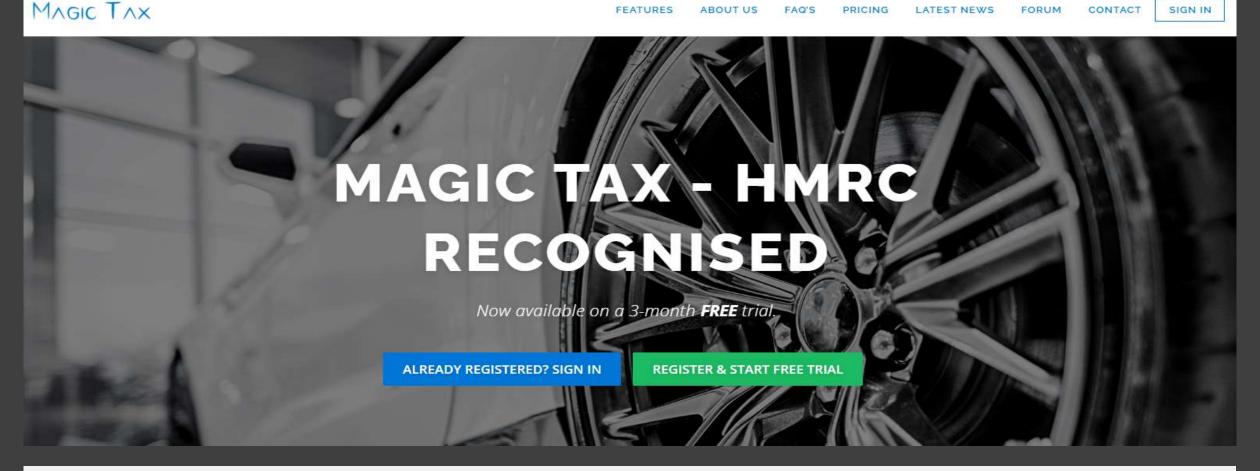
Providing Information

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.



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

Magic Tax - by Kingfisher Associates (UK) Ltd (t/a KFA Connect)

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0800 167 0844

Registration Number: 3718252 England