Instructions for Accessing Deloitte's Secure Website

If you have an e-mail address on file with the IDB, when your account was created, you should already have received two e-mails from Deloitte's GlobalAdvantage system. These e-mails contained your User ID (which is your email address on record) and a temporary password and would have allowed you to access your account on Deloitte's secure website. ([www.ga.deloitte.com)](www.ga.deloitte.com)

When accessing the site for the **first time with a temporary password**, you will be ask to agree to the terms and conditions, to change your temporary password, and select four security questions.

For your security, Deloitte has recently implemented a Multi-factor Authentication process. Multi-factor Authentication (MFA) is an enhance login process where a user is required to provide multiple pieces of evidence to access an account added layers provide enhanced security to data against cyber threats.

If you have not access, your account previously you will need to first register during your first login to www.ga.deloitte.com.

Once logged in, you will find the MFA setup page, which will allow you to choose a second method of identity verification in addition to your password.

You will be able to use the following MFA options:
- Mobile Authenticator (mobile app)
- Primary Phone
- Email a code

If you have accessed your account in Global Advantage during the last 6 months you should have already register for the MFA.

If for any reason, the original method previously chosen does not work anymore for you (e.g. changed phone number or email address) you will need to contact our client interaction team to reset your MFA setup.

If you do not recall ever receiving the original email, you can access our site at www.ga.deloitte.com using your email address and click on "forgot your password".

If you then do not receive a password reset email after a few minutes, **please contact us at 202- 623-2766 or via email to taxconsultants@iadb.org** so that we may verify your information on record in our system and to determine if your account was either not setup properly or it has been locked. Please note that our system automatically locks account(s), which have not been accessed in the last 6 months.

Please be reminded that:
- Users are responsible for the protection of their passwords and answers to security questions.
- Users should change their password immediately if there is a suspicion that it might be compromised. When changing passwords, users should avoid passwords used in other sites.

- Users are responsible for the security of personal devices (computer, phone, tablet) used to access the GA system.
- Users are responsible for the protection of phone or email, if used to receive codes for multi-factor authentication.
- Users are responsible for reading and understanding the Terms and Conditions when they sign up to the system and for the Deloitte Tax LLP Privacy Statement.
- Users are responsible for keeping copies of the information uploaded to the platform.
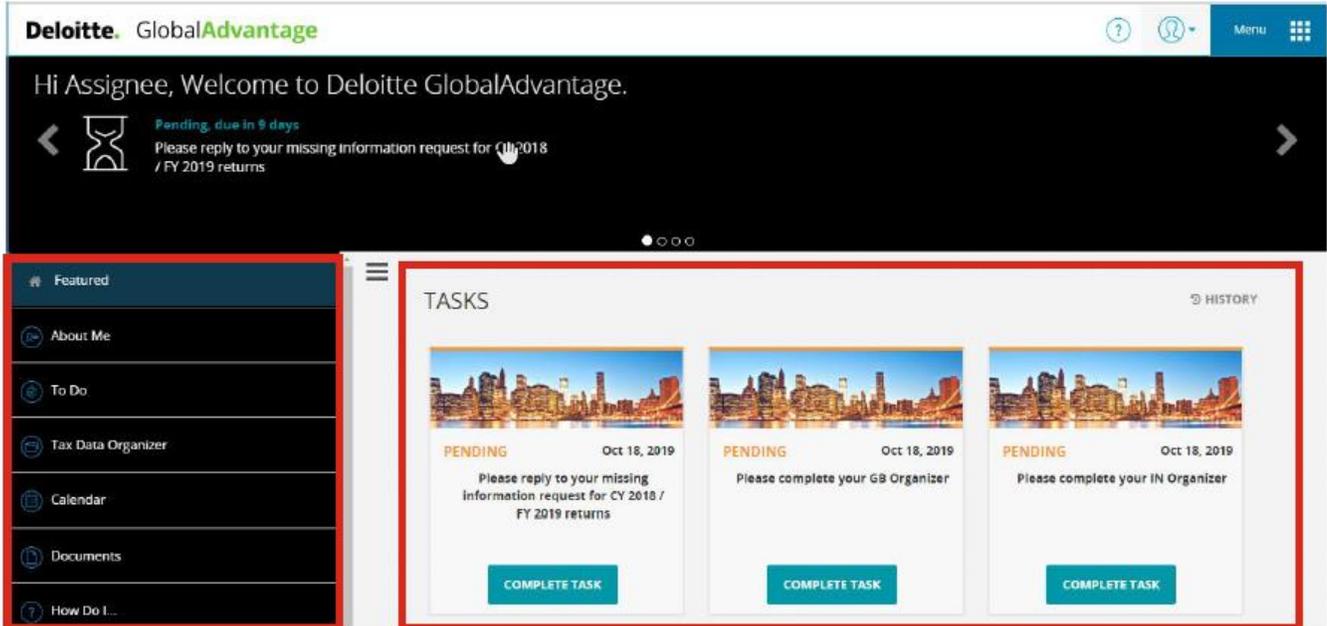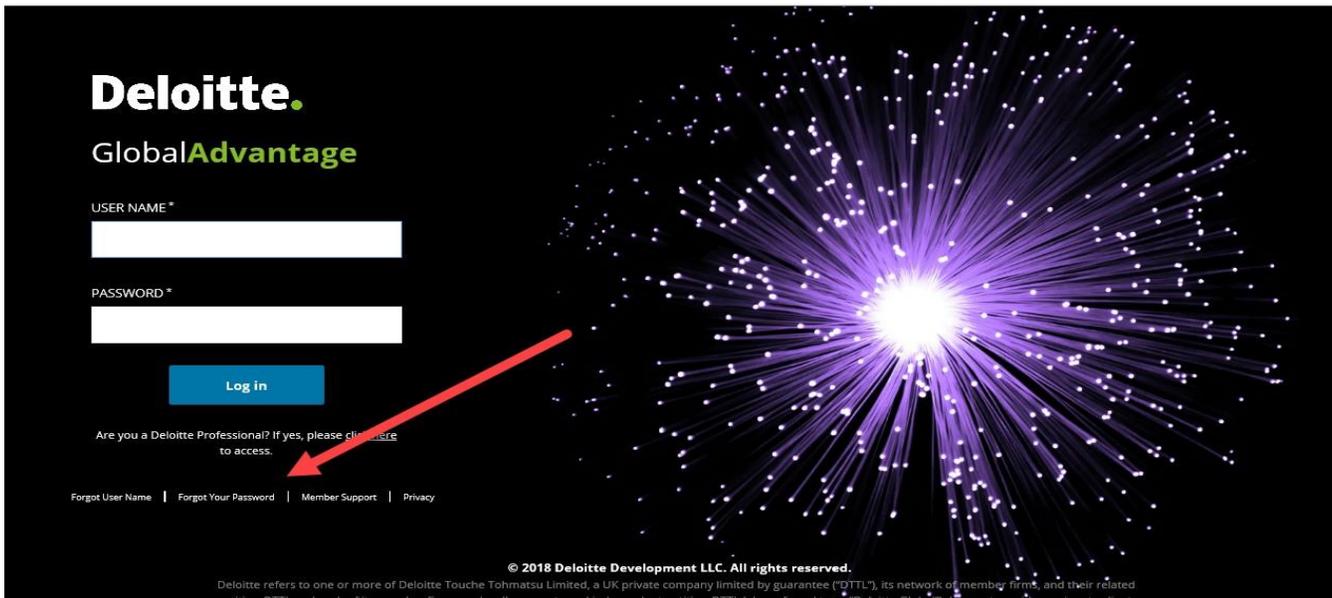
Documents

The Documents area (tile) allows you to share documents with Deloitte and retrieve any documents that Deloitte provides you.

Attaching a document

Click Documents tile in your Global advantage homepage.

To upload your tax forms simply click on the "Documents" and select the relevant tax year – **2019/2020** – to upload, locate the required document(s) in your local desktop folders and provide a description; and click "Browse", then select the required document and click "Upload"
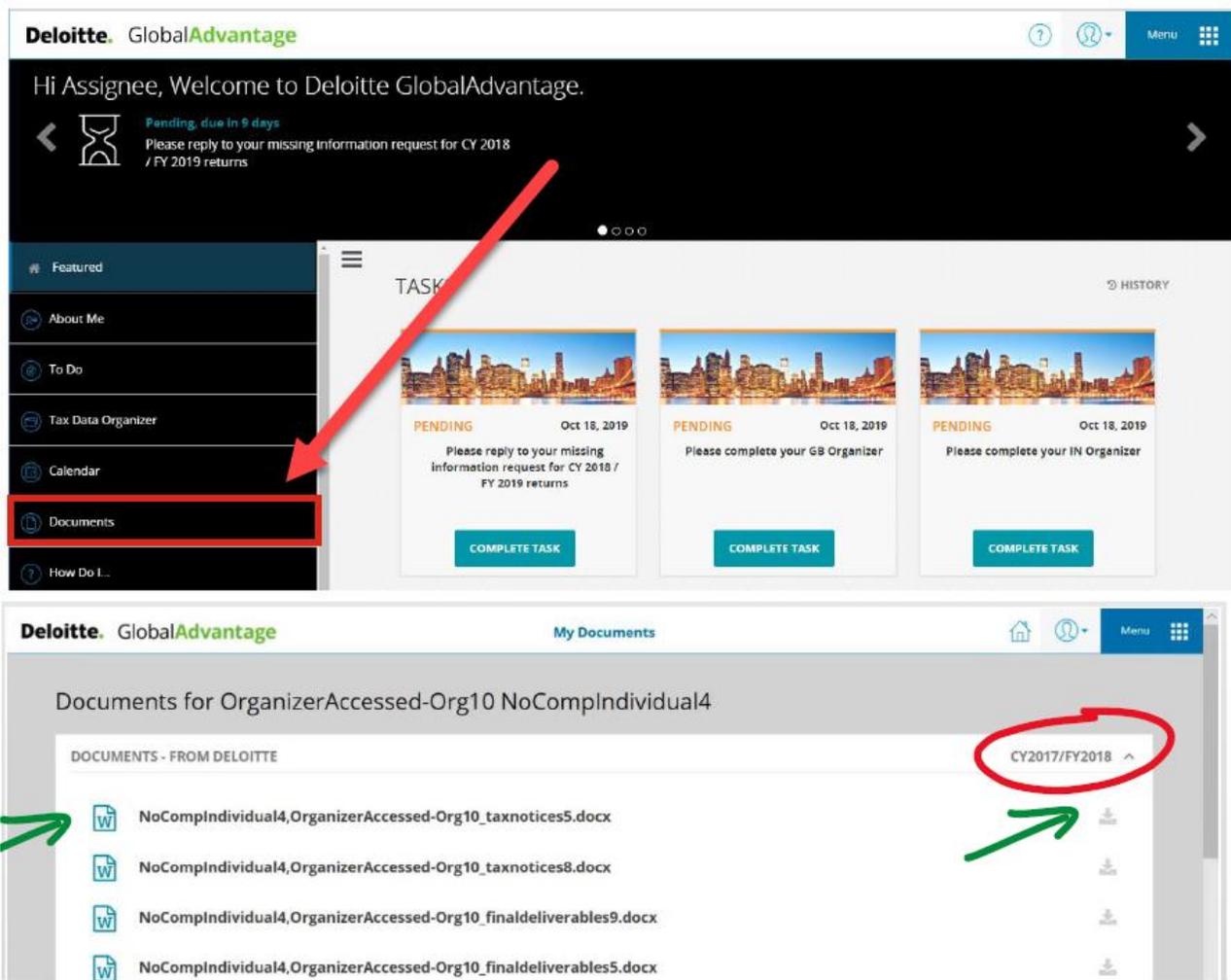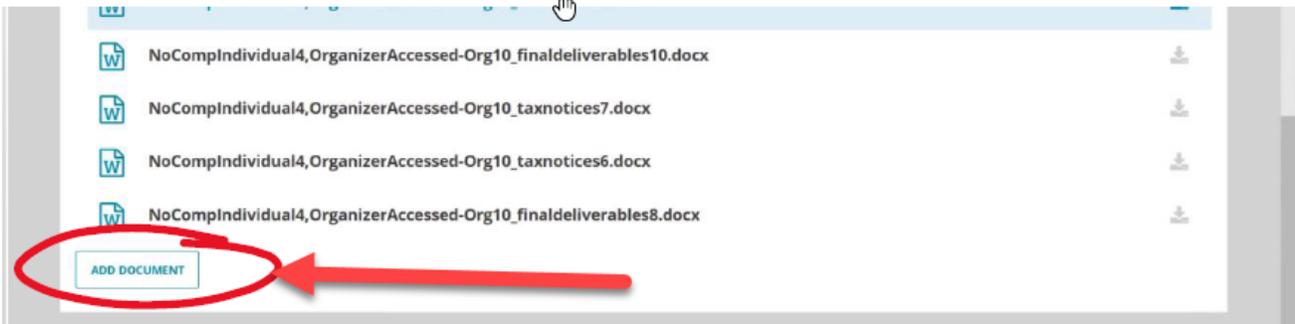
You will receive the following message once the document is uploaded.
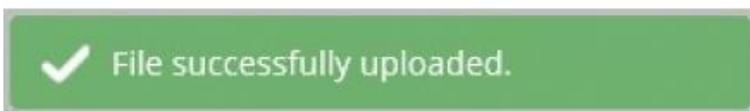
Note: Please ensure your document is posted under the relevant year. If you upload a document to a different year, we will not be able to receive an alert letting us know that your document has been posted and could be missed.