

Adobe Flash challenges on SARS eFiling

Following the disruption in services brought about by the termination of support of the Adobe Flash Player platform on 12 January 2021, in addition to the [media release](#) issued by SARS on 18 January 2021, SARS shared the below 'workarounds' to assist taxpayers who are still experiencing issues with the SARS forms that still use Adobe Flash player.

It is important to note that the workarounds (listed below) will only work to the extent that Adobe Flashplayer was NOT un-installed from the machine:

- A. Taxpayers may utilise [Brave](#) as the web browser - the Adobe Flash forms will open on this browser; or
- B. Taxpayers may utilise the following software:
 - 1. [Bluestacks Android Emulator](#)
 - 2. [Puffin Browser](#)

How to use Option B above (software):

- 1. Download and install BlueStacks
- 2. Use the Google Chrome Browser in Bluestacks and Puffin Browser to download and install the App. You can use the free version or Puffin Pro.
- 3. Whenever you want to access any eFiling function that requires Adobe Flash, click on the Puffin icon on your desktop and it will open BlueStacks automatically and launch the Puffin Browser.

We understand that some of this software is considered 'gaming' software, so we do ask that members exercise caution if you choose to use the above proposed workarounds. If you read the [SARS media release](#), you will note that SARS is setting up dedicated support to assist taxpayers and tax practitioners by next week. If you are able to wait until this has been set up, we would recommend this route. Please also note that the [TCS system](#) is now operating and you should be able to use this as per the instructions shared in this mailer.

Based on interaction with other members, we note that those that still use the Windows 7 operating system are able to access certain Flash forms using Internet Explorer. However, there may be some functionality that is not available on certain forms.

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